

Meier Pollard Ltd



Version 6.8 - 19th Jun 2014

User Manual

Preface

Inrax is an online ecommerce and business accounting system designed and distributed in the United Kingdom by Meier Pollard Ltd and in Ireland by Online Web Accounting Ltd.

Meier Pollard Ltd can be contacted via www.inrax.com.

The *Inrax* program and user manual are © Copyright Meier Pollard Ltd 2000-2014. All rights reserved.

Inrax Version 6.8 - 19th Jun 2014

All Trade Marks are hereby acknowledged.

***Inrax* Table of Contents**

Preface

About *Inrax*. Copyright statement.

SECTION 1: OVERVIEW**Overview of the current release of Inrax**

| | |
|---|----|
| Introduction | 13 |
| Security | 14 |
| General Accounting applied to Inrax | 14 |
| Some General Inrax Features | 16 |
| ASP 16 | |
| Inheritance 16 | |
| Access Control 17 | |
| Folder 17 | |
| User settings 17 | |
| Organisations 17 | |
| Notification 17 | |
| Stock items, formulae and price lists 17 | |
| Analytical reports 18 | |
| Proper sorts 18 | |
| Locations 18 | |
| OLAP report 18 | |

SECTION 2: GETTING STARTED

| | |
|--|----|
| Security | 20 |
| The Administrator 20 | |
| Security User 20 | |
| First Stage Procedure | 21 |
| Download Inrax and Create Your Organisation 21 | |
| Connecting via a Proxy Server 22 | |
| Connecting from a New Client Computer 23 | |
| Running Inrax From Your Desktop 23 | |
| Change Password 24 | |
| Change Security User Password 24 | |
| Create Access Groups 24 | |
| Set up Users 25 | |
| Authenticate Client Computers 25 | |
| Log Out Security User 25 | |

| | |
|---|----|
| Second Stage Procedure | 25 |
| Log In Administrator User | 25 |
| General Settings | 26 |
| Inheritance Settings | 26 |
| User Default Settings | 27 |
| Client Authentication | 27 |
| Access Rules | 27 |
| Third Stage Procedure | 27 |
| User Settings | 28 |
| Accounts | 28 |
| Location | 28 |
| Stock | 28 |
| Set Report Order | 29 |
| Account Groups | 29 |
| Selectable Accounts | 29 |
| Control Accounts | 30 |
| Organisation | 30 |
| Date Restrictions and Reporting Periods | 30 |
| Now or Later | 31 |
| Entering Opening Balances | 31 |
| Importing Data | 31 |
| Interrupting an Import | 32 |
| Skipping Existing and Skip Over Missing Records | 32 |
| Pre-loading Prior to Import | 32 |
| Setting the Batch Size | 33 |

SECTION 3: USING THE SYSTEM

Chapter 1: Working with Inrax

| | |
|--|----|
| The Home Window | 34 |
| Edit/View Windows | 34 |
| Browse Windows | 35 |
| Transaction Browse Windows | 36 |
| Keyboard Shortcuts | 38 |
| Multiple Selections from Lists | 38 |
| Valid Date Formats | 38 |
| Apply and Save | 39 |
| Case Sensitivity | 39 |
| Backing Up | 39 |

Chapter 2: General Procedures

| | |
|------------------------|----|
| Transactions | 40 |
|------------------------|----|

| | |
|--|-----------|
| Transaction Flags | 40 |
| Export Transactions as XML | 41 |
| Date Restrictions | 41 |
| Communicating with Counterparties | 42 |
| Email | 43 |
| Email a Transaction | 43 |
| Email a Report | 43 |
| Letter | 43 |
| Notification | 44 |
| Batch Operations | 45 |
| File Uploads | 46 |
| Creating a New Upload Folder | 47 |
| Upload Folders for use in a Web Site | 48 |
| Upload Folder Access Permissions | 48 |
| Uploading, Downloading and Managing Files | 49 |
| | |
| Chapter 3: Selling Procedures | |
| Sales Order | 51 |
| Goods Out | 56 |
| Goods Out derived from a Sales Order | 56 |
| Starting with a blank Goods Out | 57 |
| Save & Invoice | 58 |
| Cancelling Goods Out Transactions | 58 |
| Sales Invoice | 58 |
| Sales Invoice derived from a Sales Order | 58 |
| Starting with a blank Sales Invoice | 59 |
| Automatic Creation and Linking of the Payment Transactions | 60 |
| Cancelling Sales Invoice Transactions | 60 |
| Invoicing Multiple Customers | 60 |
| Starting from a Goods Out Transaction | 60 |
| Starting from a Sales Invoice | 61 |
| Starting from a Sales Order | 61 |
| Sales Credit Note for a Customer Group | 61 |
| Payment Received | 61 |
| Automatic Creation of Payment Transactions | 62 |
| Automatic Linking of Advance Payment Transactions | 62 |
| Cancelling Payment Transactions | 63 |
| Goods Returned To Us | 63 |
| Goods Returned To Us derived from a Goods Out or Sales Invoice | 63 |
| Sales Credit Note | 64 |
| Cancelling Credit Note Transactions | 64 |
| Service Periods | 64 |
| Service Period Extensions | 66 |

| | |
|--|----|
| Find Renewals | 66 |
| Direct To | 67 |
| Customer Statements | 68 |
| Chapter 4: Purchase Procedures | |
| Purchase Order | 71 |
| Goods In | 75 |
| Goods In derived from a Purchase Order | 75 |
| Starting with a blank Goods In | 75 |
| Save & Invoice | 76 |
| Cancelling Goods In Transactions | 76 |
| Purchase Invoice | 76 |
| Purchase Invoice derived from a Purchase Order transaction | 77 |
| Starting with a blank Purchase Invoice | 77 |
| Automatic Creation and Linking of the Payment Transactions | 77 |
| Cancelling Purchase Invoice Transactions | 78 |
| Purchase Credit Note | 78 |
| Cancel Credit Note Transactions | 78 |
| Payment Made | 79 |
| Cancelling Payment Transactions | 80 |
| Goods Returned By Us | 80 |
| Goods Returned By Us derived from a Goods In or Purchase Invoice | 80 |
| Default Purchase Accounts | 81 |
| Direct To | 81 |
| Chapter 5: General Accounting | |
| Overview | 82 |
| General Transactions | 82 |
| Bank Reconciliation | 84 |
| Payment Accounts, Payment Modes and the Bank Reconciliation | 86 |
| Stepping Through a Bank Reconciliation | 86 |
| Transferring Amounts Between Payment and Bank Accounts | 87 |
| How Does a Bank Reconciliation Save affect your accounts? | 88 |
| Clearing out old Transactions from Payment Accounts | 88 |
| Chart of Accounts | 89 |
| Compress Ledger | 89 |
| <hr/> | |
| General Accounting Case Study | |
| <hr/> | |
| PaperMec Ltd. | 90 |
| Chart of Accounts | 91 |

| | |
|--|-----|
| Opening Entries | 94 |
| Share Capital | 94 |
| Long Term Bank Loan | 94 |
| Tools and Equipment | 95 |
| Opening Stock | 95 |
| Routine Accounting | 95 |
| Pay Assistant's Monthly Salary | 95 |
| Pension Contributions | 96 |
| Other 'Office' Expenses | 96 |
| Bank Charges | 96 |
| Bank Loan Interest | 96 |
| Transfer between Bank Accounts | 96 |
| Petty Cash | 96 |
| Paying or Recovering Value Added Tax | 97 |
| Paying Corporation Tax | 97 |
| Bad Debt | 97 |
| Aged Debtors | 98 |
| Depreciation | 98 |
| Purchase of an Asset | 98 |
| Correcting Mistakes | 99 |
| Trial Balance | 99 |
| Period End | 99 |
| | |
| Chapter 6: Stock Management | |
| Overview | 100 |
| Stock Group | 100 |
| Creating a Stock Group | 101 |
| Stock Group Definition Tab | 102 |
| Stock Group Service Period Tab | 103 |
| Stock Group Delivery & Handling Tab | 104 |
| Stock Group Custom Tab for Custom Stock Fields | 105 |
| Cost Models | 106 |
| Stock Accounts | 107 |
| Stock Item | 107 |
| Service Stock Item | 107 |
| Choosing a Stock Item Reference | 108 |
| Setting up a Stock Item | 108 |
| Stock Item Definition Tab | 109 |
| Stock Item Stock by Location Tab | 111 |
| Stock Item Service Period Tab | 112 |
| Stock Item Web Tab | 112 |
| Stock Item Delivery & Handling Tab | 112 |
| Stock Item Custom Tab | 112 |
| Stock Item Browse Window | 113 |

| | |
|---|-----|
| Finding a Stock Item | 114 |
| Stock Item Status | 115 |
| Viewing Transactions for a Stock Item | 115 |
| Exporting Stock Items | 115 |
| Formulae | 116 |
| Rounding | 116 |
| Creating a Formula | 116 |
| Price Lists | 117 |
| Selling Price | 118 |
| Designing a Price List | 118 |
| Fixed Stock Prices | 120 |
| Taking Stock and making Adjustments | 121 |
| Stock Journal | 121 |
| View Stock Journal History | 122 |
| Stock Transfer between Locations | 122 |
| Stock Price Adjustment | 123 |
| View Valuation Adjustment Transactions | 124 |
| Stock Report | 124 |
| Running the Stock Report on Sales Orders | 126 |

Chapter 7: Analysis and Reports

| | |
|--|-----|
| Standard Reports. | 127 |
| Run Standard Reports | 128 |
| VAT Return and VAT Detail Reports | 130 |
| Online Analytical Processing (OLAP) Sales Report | 131 |
| Financial Reports. | 133 |
| Defining a Financial Report | 133 |
| TABLE Row Types | 137 |
| Embedding Variables in Report Text | 137 |
| Embedding Font Style in Report Text | 138 |
| Running a Financial Report | 139 |
| Raw Reports | 141 |
| Backing Up | 142 |

SECTION 4: CONFIGURING Inrax

| | |
|--|-----|
| General Settings | 143 |
| General Settings - Settings / Defaults | 144 |
| General Settings - Paperwork / Email | 147 |
| Access Rules. | 149 |
| Home Window | 149 |
| Access Group | 151 |
| User. | 151 |

| | |
|--|-----|
| Change Password | 152 |
| Inheritance and Templates | 152 |
| Inheritance Settings | 153 |
| Accounts | 153 |
| Restrains on Creating New Accounts | 153 |
| Subdividing an Account | 154 |
| Tips | 154 |
| Create, Edit or Delete Accounts | 154 |
| Set Report Order of Accounts | 155 |
| Account Groups | 155 |
| Selectable Accounts | 157 |
| Control Accounts | 157 |
| Organisation | 158 |
| | 164 |
| Alternative Contacts | 164 |
| Default Delivery Organisations | 164 |
| Restricting Loaded Organisations and Refresh options | 164 |
| Export Organisations as XML | 165 |
| Customer Group | 165 |
| User Default Settings | 165 |
| User Settings | 169 |
| Reporting Periods | 170 |
| Location | 171 |
| VAT code | 171 |
| EC VAT Code Domicile | 172 |
| Payment Mode | 172 |
| Payment Terms | 173 |
| Currency Rates | 173 |

SECTION 5: BUILDING A WEB SITE & SHOP

| | |
|--|-----|
| Defining a Web Site | 175 |
| Steps in Building Your Web Site | 185 |
| Web Page | 187 |
| Filters on Web Pages | 191 |
| Viewing your Web Site | 191 |
| Adding Pages and Menu Structure with Web Pages | 192 |
| Opening Web Pages in a Browser | 193 |
| Linking Web Pages - Sharing Content | 193 |
| Setting the Order Of Web Pages | 193 |
| Web Page URLs | 194 |

Table of Contents

| | |
|--|-----|
| My Account Page | 194 |
| Update Account Information | 194 |
| Make A Payment | 194 |
| Customised Page Access | 194 |
| Customised Pricing | 194 |
| Articles - Adding Content The Easy Way | 195 |
| Article Folder | 195 |
| Article Categories for Listing Articles | 195 |
| The Article Editor | 197 |
| Article Links | 199 |
| Article Style | 199 |
| Adding Products to Web Pages | 200 |
| Configuring Stock Item Web Display | 202 |
| Importing Stock Item Web Data | 205 |
| Using Product Family Web Pages | 205 |
| Dynamic Web Pages | 208 |
| Delivery and Handling Charges | 209 |
| Delivery Method | 209 |
| 211 | |
| Charging By Order Value or Delivery Weighting Bands | 211 |
| Charging By Number of Items | 212 |
| Shopping Basket Display of Delivery Methods | 213 |
| Delivery Zones | 213 |
| Handling Charges | 215 |
| Purchase Delivery Methods | 215 |
| Vouchers | 216 |
| Service Periods - Selling Time | 218 |
| Drop In HTML | 218 |
| Embedded Variables and Shared Content | 220 |
| Credit/Debit Card Payments Handler | 221 |
| Integration with WorldPay - www.worldpay.co.uk | 222 |
| FuturePay | 222 |
| Integration With Sage Pay - www.sagepay.co.uk | 223 |
| Integration With PayPal - www.paypal.co.uk | 224 |
| Google Checkout | 225 |
| Google Sandbox Test Configuration | 225 |
| Going Live with Google Checkout | 226 |
| Configure Your Google Checkout Seller Account for Inrax | 226 |
| Robots, Search Engines, Browser Bookmarks & Cookies | 226 |
| The Web Based Order Dispatch Interface | 227 |
| Dispatch of Drop-Ship Purchase Orders | 230 |
| Customising the Dispatch Pages | 230 |
| Mobile Web Sites | 230 |

| | |
|--|-----|
| Enabling the Mobile Web Site | 231 |
| Mobile Page Content | 231 |
| Mobile Drop In HTML | 233 |
| Advanced Web Site Topics | 233 |
| Using HTML in your Site | 233 |
| Preview your HTML | 233 |
| Using Upload Files within your Web Site | 233 |
| Incorporating Images and File Downloads within your HTML | 234 |
| HTML Forms in Inrux Web Sites | 235 |
| The Cascading Style Sheet | 237 |
| Customer and Customer Group CSS Customisation | 237 |
| Web Site URLs Explained | 237 |
| Adding Internal Links within your Web Site | 239 |
| Internal Search URLs and Custom Field Web Searches | 239 |
| Google Analytics and Similar Services | 240 |
| Article Syndication | 241 |
| Shopping Cart Integration with External Web Sites | 241 |

Appendix A Transaction Types

| | |
|--|-----|
| General Ledger Analysis of Transaction Types | 243 |
| Effect of each Transaction Type on Accounts | 243 |

Appendix B XML Import/Export Data Formats

| | |
|--|-----|
| Import/Export File Format | 246 |
| Data Types | 247 |
| Avoid Reserved Characters in your XML | 247 |
| Converting Your Data to XML | 248 |
| Stock Group Import | 250 |
| Stock Group XML Field Definitions | 250 |
| Stock Group XML Import Example | 251 |
| Stock Item Import. | 253 |
| Stock Item XML Field Definitions | 253 |
| Import of Custom Stock Fields | 255 |
| Stock Item XML Import Example | 255 |
| Stock Journal Import | 257 |
| Stock Journal XML Field Definitions | 257 |
| Stock Journal XML Import Example | 257 |
| Organisation Import | 259 |
| Organisation Import Filter to Tidy Details | 259 |
| Organisation XML Field Definitions | 259 |
| Organisation XML Import Example | 262 |
| Transaction Import. | 264 |

Table of Contents

Transaction XML Field Definitions 264
Embedded Item XML Field Definitions 266
Transaction XML Import Example 266
Web Page Import. 268
 Web Page XML Field Definitions 268
 Web Page XML Import Example 272
Price List Fixed Prices Import 273
 Price List Fixed Prices XML Field Definitions 273
 Price List Fixed Prices XML Import Example 273

Appendix C Transferring Accounts to Inrax

How to Transfer from your old accounting system into Inrax274

Appendix D Operating Practices

Cash, Payments, Payment Modes and Banking Policy. . . 277

Index

SECTION 1: OVERVIEW

Overview of the current release of *Inrax*

Introduction

Inrax is an online business system, targeted at the small to medium sized organisation and encompassing the following applications:

- accounting
- stock management
- ecommerce web store
- web content management

Each of these components of *Inrax* may be used individually or in combination. An *Inrax* web store is linked in real time to the stock system and to integrated back office accounts. Content management allows for update of web site content by non-technical users, whether in combination with ecommerce or in a more basic news based web site.

Inrax is built around a powerful “application server” architecture. This means that all of the organisations’ accounting, stock and other data is held in server computers at a single location. Depending on the chosen method of deployment, the server may be located either at the premises of the organisation or at the premises of a separate “host” organisation.

Users access *Inrax* via a standard desktop application running on any computer, perhaps a desktop or laptop PC or Apple Mac. The computer they are working from must have a network connection to the server. Again depending on where the server is located, this may be within your office network or via an internet connection.

The *Inrax* server is able to support many users within an organisation and many organisations. When users connect to the system they specify an organisation name as well as a user name and password. Hence it is possible for a service provider, Meier Pollard being an example, to manage the server on behalf of client organisations. By adopting this shared use of server facilities, significant economies of scale are realised.

Network based applications have several important advantages over traditional “stand-alone” business and accounting applications. They free the organisation from operating the system at a single location. Technical know how is not needed locally. The technical skill needed to run the server is provided by a service provider, such as Meier Pollard. These and other features are discussed further within this document.

Inrax is continually being enhanced and extended. New releases with additional features typically come out every four to eight weeks, and the updates occur automatically when the client next logs on.

Security

Inrax has built in security to ensure you are in control of your data, and access by unauthorised users is prevented.

One part of the security problem is that traffic between your computer and the server may be read in passing over the net. If your client software is a web browser, security against this kind of attack may be provided by a connection to the server using the “secure socket layer” to encrypt traffic. *Inrax* implements such secure socket communication. This is generally accepted as sufficiently secure for commercial transactions.

Security at the client is ensured by the need to know the name of the organisation, a valid user name for that organisation, and the correct user password. In addition the administrator for the organisation can specify individual client hardware, by address, as being a valid machine from which to connect. Hardware not listed has no access to the organisation or its data.

If the organisation wishes, a virtual private network, or validation of individual client computers by Kerberos can be used, but at extra cost.

At the server end security is equally important. Your ASP needs to apply all the reasonable safeguards that can be applied. Meier Pollard run an enterprise level firewall to protect servers from the open net and host servers within secure premises, manned 24 hours a day throughout the year.

General Accounting applied to *Inrax*

Inrax is conceptually a single “ledger” containing “debits” and “credits” which in total sum to zero. It is a computer implementation of double entry accounting, something which has been around in one form or another since the middle ages. Though many do not find book keeping intuitively obvious, it is a little easier to understand against its historical background.

Companies in the late middle ages were often formed as a partnership of traders. The company was typically for a single trading voyage, at the end of which the company might be dissolved and the proceeds distributed. A new company would form for another voyage with the same or different members. Seen in this light it is easier to understand why shareholders’ funds and accumulated profits are a liability (credit). The funds are “owed” to the shareholders. Much confusion over book keeping is caused over whether an entry is an asset (debit) or liability (credit).

The convention in double entry book keeping is that an entry (or series of them) against one “account” should be balanced by one or more equal and opposite entry against other accounts. So at its simplest, on formation of the company there might be

a credit for the shareholders' funds and a debit for the cash in hand they represent. Theoretically there could be a single account in which all debits and credits are recorded, but it would not be useful. Accounts are useful headings under which to analyse the progress of the company.

In the original double entry book keeping, accounts were often divided into ledgers. Perhaps there would be a sales ledger, a purchase ledger, and a nominal (general) ledger. In a sales ledger there would typically be an account for each customer, which is why a customer account is called just that. Whatever the ledger, the account remains the basic heading under which entries are analysed. *Inrax* uses the word account to cover the headings under which the business is analysed. *Inrax* is conceptually a single ledger in which sales or purchases represent just a partial view of the whole.

It will help to give examples of accounts and whether entries to them are likely to be debits or credits. A sales account is likely to contain credits. A cost of sales accounts is likely to contain debits, as are expense accounts and accounts which record the value of fixed assets. Loans to the company, and money owed to suppliers will be credits. Cash or balances in the bank and money owed by customers will be debits. Credits are represented by negative numbers and debits by positive ones.

If you have to set up your *Inrax* system from scratch, something covered in detail later, you have to make some basic decisions about how you will analyse your business. At the very least you will want accounts for each line you want to see on your balance sheet and trading statement, and usually you will need more. In addition to these accounts you have to define some "control" accounts for *Inrax* to work properly.

An example of a control account is the "sales" control account. This account is used as the opposite debit entry for any sales credited to a sales account. When this account and others have been specified the correct accounting entries are generated for you when you bill a customer or enter a supplier invoice. There are control accounts for sales, purchases, and VAT. In addition accounts for one or more banks, one or more stock accounts and one or more cost of sales accounts need to be specified. Once these have been specified, and the account layout completed, for most activities on *Inrax* you never need to worry about debits or credits.

However there are some general transactions which you will do directly as debits and credits. *Inrax* does not include a payroll sub-system, so when you want to record pay you need to debit the payroll account(s) and credit the bank account(s) from which the pay came. Other common general transactions include those for depreciation and taxation. Usually it will be easier to use a general transaction for bank charges.

If you find it hard to remember what should be a debit or credit, you may find it useful to copy a previous transaction of the type you need. *Inrax* allows you to copy any previous transaction for re-use as a template.

Some General *Inrax* Features

Inrax introduces some ideas for running an accounting system with which the reader may not be familiar. Below we attempt to pick off some of these for a brief description.

ASP

An application service provider (ASP) runs computers and programs which allow users to use the facilities without their having to own and run them directly. The advantage for the user is that he does not need to deal with the technicalities of running complex software securely; he just uses the software.

Inrax is designed to run many unconnected organisations on a single system securely. This means an application service provider (ASP) can host a technically advanced service on behalf of a lot of small organisations. *Inrax* can run as a system dedicated to a single organisation.

Inheritance

Inheritance is about the reuse of information amongst and within organisations. For instance anyone who is allowed to create a new organisation on the system, usually your Application Service Provider, can create a template organisation. Much of what is created in the template organisation can then be inherited by new organisations automatically, leaving only what is specific to the organisation to be defined and managed. Inheritance is dynamic: that is a change at the parent level results in change for all descendants. So if a standard rate of VAT of 17.5% is inherited within your organisation from a template, then when it is raised to 20% only the template needs to change it.

Inheritance becomes clearer when we consider some concrete examples. For instance an ASP can set up a basic account layout for a group of clients with a common type of business. Perhaps the ASP specialises in accounting for a particular trade, such as computer contractors, and wants to ensure all its clients use a common set of procedures. Inheritance of the account layout will help with this. In fact most of the operation of the client's system can be set at the template level allowing the ASP to pre define how control accounts will operate, how some analytical reports will be defined and so on. Where the ASP has more than one type of client there can be many templates, one of which should be suitable for the client organisation to inherit.

Inheritance is useful for collaboration amongst organisations. An organisation can inherit details of customers and suppliers. Where a group of organisations trade regularly with each other and a body of customers and suppliers it makes sense to hold the information about such counterparties at the template level. An example would be a local group of farmers and their customers and suppliers. Inheritance does not preclude additional counterparties in each individual organisation, and organisations in competition with each need not share such information.

Access Control

Security for an individual organisation is based on a common notion of users and groups. User Groups are assigned permission to do things, and then users belong to one group. The ability to create groups and assign users are examples of activities which themselves require permission. If groups and permissions are assigned in a template organisation, then an ASP can enforce a security policy across a number of organisations which inherit from it. Alternatively security policy can be left to the individual organisation.

Folder

In addition to menu items, access to *Inrax* functions occurs from the home window which is a window of tabbed folders holding buttons representing individual functions. A user can reorganise what buttons appear in each folder, what folders there are, and so reorganise his own workspace.

User settings

If allowed to do so by the security policy, the user can set a number of things local to his circumstances. An example would be his return email address. So as to avoid tedious maintenance, these settings can be inherited by default from those of the organisation or its parent. This illustrates the use of inheritance to define detailed settings at the level which is most convenient on an exception basis. A user can accept inherited settings or change them if he wants.

Organisations

Inrax treats customers and suppliers as organisations, because we hold details once indicating whether they are customers, suppliers, or both. Organisations can be grouped for billing purposes.

Notification

With many accounting transactions you would expect to let a customer or supplier know of your action. You want to send a sales invoice or remittance advice. This is called notification because it no longer holds true that these communications will always be printed and sent by post. Notification can occur by print, email, or both. Organisations can be grouped for billing purposes

Stock items, formulae and price lists

A stock item has four bases from which a price may be derived. By default an organisation is charged the item at “base” price if it is on no price list. In addition price lists

can be developed which are based on “cost” price, “base” price, RRP, and valuation price. The “cost” price can be set to change when new invoices containing that item at a new cost arrive. The valuation price reflects the value of an item based on the stock valuation model chosen, which can be either FIFO, LIFO, or average cost.

A formula is a definition how a price is to be calculated in relation to one of these bases.

A price list applies formulae to one or more stock group. Where this needs to be fine tuned for an individual stock item, each item can have a formula applied to it on an exception basis for that price list. A stock item can therefore appear on many price lists, using different formulae on each. However a counterparty is only ever on a single price list at any one time.

Analytical reports

Most financial reports summarise horizontal slices of the general ledger across vertical slices of time. *Inrax* uses groups of accounts to construct meaningful slices of the general ledger, which can be defined at the template for inheritance or individually by an organisation. Such groups might be definitions of which accounts summarise to make up “gross margin” or “trading profit”. In turn these can be specified for several time frames within a given report. The results of the report are exported to spreadsheet for presentation and reworking. The layout of the accounts can be simplified in the knowledge that all analytical reports can be broken down by location, address geography, price list, and counterparties.

Proper sorts

Most systems do not do a good job of sorting stock items by item reference or stock number. The sort is usually a crude alphabetical sort, and occasionally a slightly better alpha numeric sort. Invariably the parts are not listed in the order in which you would sort for - say - a parts catalogue.

Locations

Inrax supports organisations with more than one location. Stock is held by location, and analytical reports can be run by location. A location can be treated as its own profit centre.

OLAP report

Inrax provides a report which allows a measure of online analytical processing (OLAP) of sales of stock items and service items. The report provides standard measures such as turnover and gross margin. The report can be run on stock lines, organisations, customer groups, location, and address geography. The result rows can be sorted

and ranked. This is useful to answer such questions as: “who are my five most profitable customers”; “what do they buy”; “what are the slowest and fastest moving 20 lines of stock”.

SECTION 2: GETTING STARTED

This chapter describes the steps you should follow to prepare *Inrax* for day-to-day use. Most of the topics are explained more fully in the Configuring *Inrax* section ([see page 143](#)), or in other chapters which are cross-referenced as they arise.

If you are transferring from another accounting system, some good advice on procedures can be found in “Appendix C Transferring Accounts to Inrax” on page 274.

An Inrax button on screen is represented in this manual by square brackets []. It is very common in *Inrax* for a button in the Home Window to open a browse window containing a list. Clicking on rows in the list activates the ‘Selected’ menu from where further actions can be carried out on the selected rows. References made in this manual to buttons in the Home Window follow the default configuration; you may find that the buttons are located elsewhere according to your own configuration.

ADMIN Settings to be made by the administrator are marked thus in the margin.

Security

The Administrator

The assumption is made throughout that there is one person in your organisation designated as the administrator of this system. In practice, however, there can be more than one administrative user. That is a matter of policy for your organisation but, generally, the fewer the better.

The administrator is assumed to have the user name ‘administrator’ and to be the only member of the Access Group also named ‘administrator’, though there is nothing to stop your company choosing different names or having different administrative users and access groups. Within this manual it is assumed that the administrator has full permission to access all parts of the system.

Security User

There is a special user named ‘security’ who does not appear in the list of users and cannot be deleted. This security user comes already set up, complete with blank password. Unlike other users, which you will shortly set up, the security user can only perform a predetermined set of functions:

- Change passwords.
- Create access groups, which define what permissions users have within the system.
- Create users.
- Configure client authentication, which controls which computers may use the system.

First Stage Procedure

ADMIN Download *Inrax* and Create Your Organisation

An Inrax organisation is created online from your Application Service Provider's (ASP) web site, such as www.inrax.com. There are three steps to create your organisation and download the software. For further details, follow the instructions online.

Step 1. If you have not got it, you need to download a recent version of the Java runtime environment, a free download from Sun. Please see instructions on the Inrax web site (www.inrax.com) for how to obtain Java.

Step 2. Again following the instructions, supply your email address and choose a login name for your organisation and a user name for yourself. The user will be given full administrator privileges although this can be changed later.

Step 3. After reading and accepting the licence agreement, click the link to download and install Inrax.

IMPORTANT: Before allowing you to run *Inrax* for the first time, Java Web Start will check for a security certificate on the server. The certificate identifies your ASP, for example Meier Pollard Ltd. and will normally have been "digitally signed" by a trusted third party called a signing authority. A message box will pop up giving details; you should indicate your acceptance to run Inrax to allow the installation to continue.

If Java Web Start displays the following warning:

'This application is requesting unrestricted access to your local machine and network. Warning: Failed to verify the authenticity of this certificate. No assertions can be made of the origin or validity of the code. It is highly recommended not to install and run this code.'

You may still wish to run the application if you are sure of the source from which you obtained the application. The warning simply indicates that the ASP have chosen not to pay a third party such as Verisign to vouch for their trustworthiness. Meier Pollard have obtained trusted status and so you should not see such a warning when downloading from www.inrax.com.

Step 3. Immediately following the download, a log in panel appears with, normally, only three fields visible. This same login panel is subsequently shown each time you run up Inrax from your computer. Click [+] to expand the panel and type as follows:



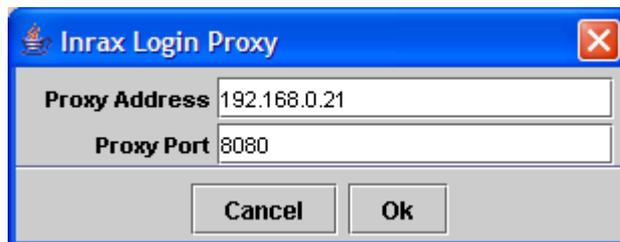
| | |
|-----------------------|--|
| Server Address | <ul style="list-style-type: none"> • Either use a secure connection which will send information over the network encrypted: https://Domain Name of the server, for example https://www.inrax.com • Or use a normal connection, which will be quicker (perhaps noticeably if you have a dial-up connection). Type: http://Domain Name of the server, for example http://www.inrax.com |
| Server Name | The server name supplied by your ASP, or the name of your local <i>Inrax</i> server if there is no ASP. An example would be MP |
| Organisation | Your organisation log in name as chosen by you when registering or as supplied by your ASP. |
| User | The user name chosen by you when registering. |
| Password | Leave blank the first time you log in or enter your existing password (case sensitive). |

On first login (only) you are asked whether to create desktop and menu shortcuts. You should agree to this, or otherwise you can follow the manual procedure described later in this section to add the shortcuts.

Following successful login, the Home Window will appear with several tabbed folders, each containing buttons.

Connecting via a Proxy Server

If you are running Inrax from a local network from which internet access is only possible via a proxy server, you should select the [Proxy] button within the login window and enter the details.



| | |
|----------------------|--|
| Proxy Address | Ask your system administrator for this information which might be an IP address (as shown above) or a server name. If you are using a proxy the information should be available from within your browser configuration settings. |
| Proxy Port | Again ask your administrator or copy the proxy port value assigned within your browser. |

Inrax does not support proxy authentication.

Connecting from a New Client Computer

Your administrator will supply you with the login details including your user name and password. Any computer on which you are about to run *Inrax* for the first time will need initial configuration. To achieve this, follow the instructions provided by your Application Service Provider (ASP) or, if that is Meier Pollard Ltd, follow the download procedure at www.inrax.com. This will include downloading Java Web Start and *Inrax* itself.

Each time you connect thereafter (known as ‘starting the client’), the software checks for the latest version of *Inrax* and downloads updates if there has been a new release. Normally, however, a download is not needed and connection is quick.

Running Inrax From Your Desktop

You do not need to connect to the ASP web site whenever you run Inrax, rather it is run as a normal desktop application. When you first run Inrax, you are given the chance to create desktop and menu shortcuts. If you declined this offer, follow the instructions here.

If you are running on Windows with Java 1.4 or earlier, run up Java Web Start from the Start, Programs, Java Web Start menu. If on another platform, locate Java Web Start and run it.

For Java version 1.5 on Windows, the Java Web Start program can be found on a Windows PC at C:\Program Files\Java\jre1.5.0\bin\javaws (a coffee cup icon). Double

click this icon to run. You may also want to create a shortcut of this javaws icon on your desktop although you don't need it in normal Inrax operation. Hold down the Alt button while dragging the icon to the desktop to create this optional shortcut in Windows.

Java 1.4 or earlier: Within Java Web Start, highlight the Inrax icon within the Applications: Downloaded Applications window. Then from the Application menu, pick "Create Shortcuts".

Java 1.5: You should see the Inrax application entry within the User tab of what is called the Java Application Cache Viewer. Click on the Inrax application and then pick "Install Shortcuts" from the Application menu.

You should now have a shortcut on your desktop which you can double click whenever you wish to run Inrax.

Change Password

Following Inrax login, click the [Change Password] button within the Activity folder. Assuming you are doing this for the first time, the old password field should be blank. Think of a new password noting correct upper and lower case. Type it in both New fields, making it > 8 characters long. Click on [Save].

Use this password the next time you log in to Inrax as this user.

ADMIN Change Security User Password

Every Inrax organisation has a security user as mentioned earlier. Log in to Inrax as the security user and Click the [Change Password] button and give the security user a password. You may wish to limit creation of new users, their passwords and other security features to this user. The security user is never listed in the list of all of your Inrax users and may never be deleted.

ADMIN Create Access Groups

[\(more detail on page 151\)](#)

Note: Depending on how your organisation was originally created and which standard template organisation is provided, you may already have one or two existing users. These users will be assigned to access groups inherited from the template organisation [\(more detail on page 152\)](#). One of these users may be an administrative user with full permissions in which case you can use it instead of setting up the user 'administrator' as described below. But note that access groups inherited from a template are not 'owned' by your organisation and may therefore not be edited, so you may well prefer to set up your own access groups over which you have full control.

Create the Administrator Access Group as follows. Click the [Access Group] button, then click [New]. Type 'administrator' or some other chosen name in the Name field and press ENTER. Click [All Max] to give full permissions. Save.

Now or later, create any other access groups for your various users, or accept the inherited ones. All other access groups should have something less than maximum permissions: all other users will therefore not be able to see some of the function buttons within the Home Window, and other buttons may be labelled in italics, meaning the user can only view data.

ADMIN Set up Users

[\(more detail on page 151\)](#)

Click [User], then [New] and create a user with the login name 'administrator'. Observe correct case with the password, which must again contain at least 8 characters. Note the password, which you will need in a minute. Allocate the Access Group 'administrator' and save.

Now or later, create your other users.

ADMIN Authenticate Client Computers

You can specify now which computers are allowed to access the network provided you know their physical addresses. To activate it, however, may require a change of setting in Access Rules, so the procedure is best left until the second stage of setting up ([see later in this chapter](#)). The button remains available for future use by the security user or administrator.

ADMIN Log Out Security User

Click [Exit] on the Home Window.

Second Stage Procedure

ADMIN Log In Administrator User

Log in with the user name of a user that has access to all or most of Inrax, such as the user you selected when you obtained Inrax from the web. Or this may be a user that was created by the security user earlier.

Note that the user "security" does not itself qualify as an administrator as the security user has limited access to Inrax and this can not be changed. All other users can have any degree of access configured.

ADMIN General Settings

Click the [General Settings] button in the Settings folder of the Home Window. Note the parent organisations, provided by your ASP, available in the drop down list in the second field. Setting up *Inrax* is greatly simplified by selecting a suitable parent as many configuration items can then be inherited from it. This topic is discussed more fully in [“Inheritance and Templates” on page 152](#).

You may well want to compare what is offered by each of the templates before making a decision on which one to use. If, after examining them, you consider none of them suits your organisation, you can pick NO PARENT and configure everything yourself.

To see what is available from a parent organisation, select it and click [Save] or [Apply]. If you find you cannot select the parent, that can be rectified as follows:

Close General Settings. Click on [Access Rules] in the Settings folder. Select ‘Set Parent Organisation’ and ensure that it is set to GRANTED. Click [Apply]. Reopen General Settings and pick the desired parent.

You can now browse through inherited data items such as accounts, payment terms and VAT codes by clicking their buttons in the Home Window. For the full list of what may be inherited refer to Inheritance Settings (see below) and ensure you have switched inheritance on (i.e. so it reads INHERITED) for each type of data you wish to access from the parent. Remember that all inherited data is ‘owned’ by the template organisation and not yours. This means that you cannot edit or delete individual items that you inherit. You can of course copy them and add new items.

Once you have made a final decision on which parent to use (or no parent), it should not be changed. You should set the Access Rule to prevent its being changed by clicking [Access Rules] in the Settings folder then setting ‘Set Parent Organisation’ to DENIED. Click [Save].

Fill in all the company details, then move to the other tabs. See page 143 for details of all the available settings. The options available for many of the values will depend on which parent was selected and what data items are being inherited. Select some settings, but all can be changed later.

ADMIN Inheritance Settings

[\(more detail on page 153\)](#)

You can skip this section if you selected NO PARENT in General Settings. If there is a parent organisation, decide which data types to inherit. Open the window from the Settings folder. Make sure the words INHERIT or DO NOT INHERIT reflect your requirements. You will find it useful to open the corresponding browse windows (by clicking their buttons in the Home Window) to see what values you can inherit in order to decide if they are suitable for your organisation. Note that you can always add further data items to those that you have inherited from the parent.

It is recommended that you make your inheritance choices now and then not change them in the future.

ADMIN User Default Settings

[\(more detail on page 165\)](#)

Click [User Default Settings] in the Settings folder. The settings establish your organisation's policy and are repeated automatically in everyone's User Settings provided they are set to inherit. If you, the administrator, want different settings from the ones you assign in User Default Settings, you will need also to edit your own settings in User Settings ([see later in this chapter](#)).

ADMIN Client Authentication

If you want to restrict access to particular computers, click [Client Authentication] in the Settings folder. A window opens where you can add (or later delete) computers to your authorised list. Having clicked the [Add] button, type the computer name in the left hand field and the Media Access Control (MAC) address in the right hand field. The computer name can be any convenient label such as the machine's hostname.

Click [Access Rules] in the Settings folder. If 'Client Authentication Required' is set to NO, make sure that the Inherited tick box is not ticked, then highlight the row and set it to YES using the field in the top right corner.

Two ways to determine a computer's MAC address are as follows:

- Sit at the computer in question and attempt to log in (but not as the security user). A warning pops up which includes the MAC address that is not authorised.
- In the case of a PC, type at the MS-DOS prompt: `ipconfig/all` and note the value after 'Physical Address'. In the case of an Apple Mac, the address can be found in Network Settings.

The security user can log in from any computer, not just those on the authenticated list so, as long as you know the password, you cannot become locked out.

ADMIN Access Rules

[\(more detail on page 149\)](#)

Look at Access Rules again (in the Settings folder) and check there are no others you want to change.

Third Stage Procedure

The remaining actions can now be carried out by any user with suitable access. Each user concerned should log in by starting a new *Inrax* session, then entering a user name and password.

User Settings

[\(more detail on page 169\)](#)

Open this for each user with the button [User Settings] in the Settings folder. If rows are ticked, the settings will be those inherited from User Default Settings, which will have been set up locally by the administrator (see above). Few rows may need alteration therefore.

The rows to set are exactly the same as User Default Settings.

Accounts

[\(more detail on page 153\)](#)

Set up a hierarchical chart of accounts in the General Ledger or adapt one inherited from the parent organisation. There is an example of a Chart of Accounts in the case study in the 'General Accounting' chapter ([see "Chart of Accounts" on page 91](#)), but you will probably want to spend some time constructing one that suits your business.

To create or edit an account, click [Account] and open the Account Browse window. Create a new account from the [New] button and type or select all three fields.

Location

[\(more detail on page 171\)](#)

If your company has more than one location, you can set up or inherit others.

Click the [Location] button in the Edit folder. Click [New] to open a fresh Location window, then give it a name. Pick NO PARENT or the name of a location from the drop down list. A hierarchy of locations can be constructed and will show in the browse list.

Stock

It is recommended for easy handling that you organise stock items into stock groups of up to about 50 items, though you can have thousands. Your choice of stock groups is likely to influence your design of Sales and Cost of Sales accounts, so it is worth thinking about now.

Click [Stock Group] in the Edit folder, then click [New] in the browse window. Full details are in the 'Stock Management' chapter ([see "Stock Group" on page 100](#)).

At the very least, create the root Stock Group at this stage. You could call it, for example, 'All' or 'All Stock' or '{Short name of company}' with a view to creating descendant stock groups in a logical hierarchy.

When creating the root Stock Group, the Sales and Cost of Sales accounts which you select will only matter if you intend to keep any stock items in that Stock Group, which is not recommended. It is more important, for refined analysis, to pick relevantly named sales and cost of sales accounts for descendants of the root Stock Group. There are examples on [page 93](#) in the case study.

Next create some stock items. Go to the Home Window and click [Stock Item] in the Edit folder. The Stock Item Browse window opens. Set the Location and Stock Group if they are wrong, then click [New] to open a blank Stock Item window. Full details and some tips are in the 'Stock Management' chapter ([see "Stock Item" on page 107](#)).

If you need to create a large number of stock items and have the data already available then you can import them from a file ([see page 31](#)).

Set Report Order

[\(more detail on page 155\)](#)

You can set the order in which accounts appear in reports using Editors/[Account]; then choose 'Set Report Order' from the Action menu. There is a specimen account order in the 'General Accounting' chapter ([see "Chart of Accounts" on page 91](#)).

Account Groups

[\(more detail on page 155\)](#)

Account Groups are used in Analytical Reports and Selectable Accounts. The descendants of any account in a named Account Group will appear wherever that Account Group is put to use or, if there are no descendants, the account itself will appear.

To get an idea of the account groups needed, view the contents of Selectable Accounts as described below. The groups may already be acceptable if inherited, but to set up or edit, click [Account Group] in the Edit folder. The Account Group browse window opens. Click [New], or else select a row to edit.

Selectable Accounts

[\(more detail on page 157\)](#)

There are several situations in everyday work where a user has to select an account from a drop down list. These selectable accounts are restricted to relevant ones and may, if inherited, be acceptable as they are. If you decide you need to, configure them as follows:

Click [Selectable Account] in the Settings folder. Tick the box on any given line to inherit the Account Group from the parent organisation set in General Settings. If you want to edit it first untick the box, then highlight the row you want to change, then pick from the list of account groups in the top field. The [Inherit All] and [Inherit None] buttons act on the tick boxes.

Control Accounts

[\(more detail on page 157\)](#)

For the General Ledger to work properly, there must be a number of control accounts. The Stock Control Account is a special case: it is the account you must choose to receive the value of all stock purchases.

Open the window with the [Control Accounts] button in the Settings folder. It is advisable to leave all the inherited boxes ticked if there is a parent organisation. If you want to change the Stock Control Account untick the box, highlight the row and select an account from the list in the top field. As before the [Inherit All] and [Inherit None] buttons act on the tick boxes.

Organisation

[\(more detail on page 158\)](#)

This button, in the Edit folder, allows you to set up organisations (including manufacturers, used when defining Stock Items). You will need some to start entering transactions. You may find it useful to create unnamed customers such as 'cash', 'sundry sales' or 'internet sales'.

Click on [Organisation] to open the Organisation browse window. You can view or copy any row in the list; and you can edit or delete (if not in use) rows which have not been inherited. To set up a new customer, supplier or manufacturer click [New], then fill in the fields in the window which opens.

If you need to create a large number of organisations and have the data already available then you can import them from a file (see page 31).

Date Restrictions and Reporting Periods

Define convenient time periods for use with reports and transaction date restrictions. Date restrictions are to prevent transactions being entered in the wrong month, quarter or year. You may not want to set them from the outset but, when you do, refer to the method in the 'General Procedures' chapter (see ["Date Restrictions" on page 41](#)).

To set up periods, click [Reporting Period] in the Edit folder and open a new Reporting Period window. Begin by defining a succession of the shortest periods, such as months. Then define (say) the first quarter by opening a new Reporting Period window and assigning a name. Click the Compound radio button, which brings up a window with a list of periods which you can select to define this new period. Likewise define longer reporting periods and VAT periods if different. See more in ["Reporting Periods" on page 170](#).

Now or Later

You will need to set up Payment Modes (see page 172) and Payment Terms (see page 173) sooner rather than later. Formulae (see page 116) and Price Lists (see page 117) are fully described in the ‘Stock Management’ chapter.

Entering Opening Balances

Enter opening balances with a General Transaction (more detail on page 82). Examples, taken from the case study in the same chapter, are as follows, or your accountant may well provide recommendations:

| To Enter | Account | |
|----------------------------|--|--|
| | DEBIT | CREDIT |
| Share Capital | Bank | Equity: Share Capital |
| Long Term Bank Loan | Bank | Long Term Liabilities: Bank Term Loan |
| Plant, Tools and Equipment | Fixed Assets: Plant/Tools/Equipment Cost | Long Term Liabilities: Directors’ Loan |
| Opening Stock | Current Assets: Stock: Opening Stock | Long Term Liabilities: Directors’ Loan |

ADMIN Importing Data

If you have a large number of data items of a particular type you will want to use the import facility. This might apply to stock items or counterparty organisations for example. Your data is imported from XML format text files.

If you have not come across XML before, don’t despair, it is a simple means of defining data in a structured way. “Appendix B XML Import/Export Data Formats” on page 246 defines exactly how the import data should look for each of the supported import data types and includes examples of file contents.

Tools are available for converting data from delimited flat files (e.g. comma or tab delimited) to XML, for example XMLSpy Professional Edition from Altova.

The [Import Data] button is found, by default, within the Activity folder. When selected you are presented with the import window which has an area onto which you can drag and drop your XML import file. There is no need to define which type of data you intend to import as that information is contained in the XML file itself.

Once you have provided the import file, the details of the file are shown in the import window text area and you can [Start] the import. Bear in mind that a large number of

records may take some time to complete and this is particularly dependent on your connection speed. As an example, 10,000 stock items may take around an hour on a 512Kbit/128Kbit (upstream/downstream speeds) connection.

The import progress is displayed as a running commentary in the text output area. If a record fails to import for some reason, details are provided and the import continues with the next record. On completion a summary is provided, showing numbers of failed records and other useful information.

When the Import Data window is displayed, no other features of Inrax may be used. You must close this window before continuing normal use of Inrax.

Interrupting an Import

Whilst an import is in progress the [Close] button changes to [Cancel] and may be selected at any time to cancel the import. It is not possible to continue the import from the point at which it is cancelled, but as mentioned earlier, it is safe to repeat the entire import any number of times.

Skipping Existing and Skip Over Missing Records

Where a record is found to already exist within Inrax, that record is updated unless the “Skip over existing items (no updates)” has been ticked in which case such records are skipped.

Skipping existing records is only possible when each record can be uniquely identified. This is true for most types of data, but for Transaction imports, unless the transactions are assigned references within the import data, there is no way for Inrax to identify duplicates. So running in the same Transaction import data twice will result in the import of duplicates - beware.

Conversely if you select “Skip over missing items (no new records)” then you can be sure that an import will not create any new data items and will only update ones that already exist within Inrax.

Pre-loading Prior to Import

By default the toggle labelled “Pre-load existing data into client at start” is selected. This will often make for faster imports, especially where you are importing a large number of records. It causes data to be pre-loaded from the server to reduce the communications between your computer and the server later on during the import.

If you are importing a small number of records but have a large existing set (for example you might be updating or adding a small number of stock items out of the 1’000s of possible stock items already on the system) then you could untick this box. Also if

your computer is low on memory then unticking this box may help if you find there are memory problems when it is selected.

Setting the Batch Size

The Batch Size determines how many import records will be processed on the client before being sent to the server for saving. By saving in batches rather than a record at a time, the number of messages that are sent to the server are reduced. This can greatly reduce the overall import time.

The disadvantage in a large batch size is that a failure in any one record within a batch means that the entire batch isn't saved; the problem record must be corrected and the import repeated.

If you are importing a large number of records (thousands) you are advised to increase the batch size (try 100 for example).

SECTION 3: USING THE SYSTEM

Chapter 1: Working with *Inrax*

This chapter is designed to help you get about quickly in the *Inrax* environment. It covers conventions, procedures, tips and keyboard shortcuts which apply in many instances and which usually are not repeated in the other chapters.

The Home Window

Throughout this manual, reference is made to the default arrangement of buttons in folders in the home window, which appears when you log in. But, if you have access, you can set the order of folders (visible as tabs) and of buttons within folders to suit your needs. See [page 149](#) for the method.

Edit/View Windows

- Field colour has the following meanings:
 - Fields with a red border indicate missing or invalid data that needs to be entered / corrected.
 - Tinted/grey fields cannot be edited.
 - White fields can be edited.
- Move between fields with TAB or by clicking.
- You can move between tabbed folders with arrow keys.
- You can resize windows and the columns and areas in them by dragging the corner of the window.
- Dates may be entered in a variety of formats but they change to the one you have set up in 'General Settings' (see "[Valid Date Formats](#)" on [page 38](#)).
- Amounts may be entered with or without the currency sign and with or without decimal places.
- Drop-down lists can be operated with arrow keys or mouse.
- Alternatively, where there is a drop-down list of options, you can type the first few letters, observing correct case. For example if you know that the supplier in question is 'Smith & Co', just type 'Smi' (or as many letters as are needed to bring the right name up).
- When in View mode, you can inspect many fields for more detail by double clicking on them.
- When in View mode, change to Edit mode by pressing CTRL+e
- When in Edit mode, options in many fields (including drop-down lists) can be selected from a browse list by double clicking on the field. Double clicking with the right button allows you to view more detail, as in View mode.
- In either Edit or View mode, right click (CTRL click for Mac) anywhere within the bottom button bar (but not on a button!) to get a pop-up menu of actions that may

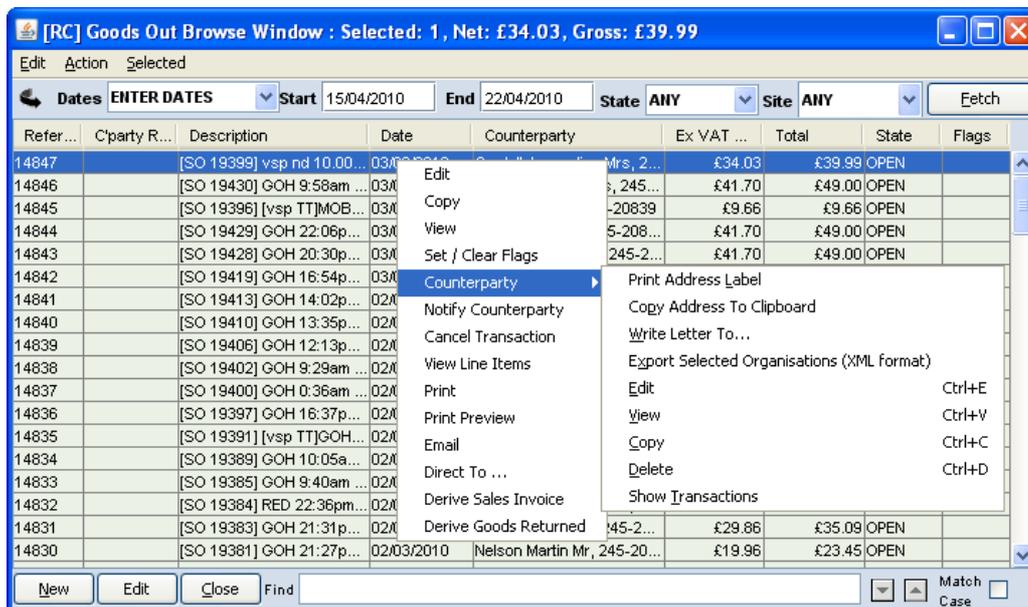
be applied to the item being viewed or edited; these are the same menu items as available from the Selected rows menu of browse windows.

Browse Windows

Inrax uses a uniform system of navigating through your data which is easy to learn. From many buttons in the Home Window you open a Browse Window. From the browse window you open either a new form to fill in or, by selecting from a browse list, an existing form.

You can do the following in a browse window:

- Double click on any column header to sort or reverse sort. This is a useful way to check, for example, for all open transactions by bringing them to the top.
- Find text within the browse list by typing within the Find field at the bottom of the window. If more than one field meets the criterion, you can search further by repeatedly pressing ENTER or using the arrow buttons. When 'Match Case' is ticked, you must type in the correct case. The bottom panel containing buttons and the Find controls can be hidden using the [Show/Hide Buttons Panel] option from the Action menu.
- Copy the current contents of all cells in the browse list using one of the 'Copy Table Contents' options from the Edit menu. This supports tab or comma separated copying. To transfer a browse list contents into an Excel spreadsheet for example, copy the contents using tab separators and simply paste into an Excel worksheet.
- Select one or multiple rows with a single (left) mouse click, or by clicking and holding down the mouse while dragging over a number of rows, or clicking on the first row then SHIFT + clicking on the last row in a range, or CTRL + clicking (Cmd click for Mac) individual rows to add to a selected set, or CTRL + A to select all (or 'Select All Rows' from the Edit menu).
- Right click (CTRL click for Mac) on one or more selected rows in the browse list to view the Selected menu:



Typical commands from the menu are edit, view, copy and delete.

Transaction Browse Windows

Whenever you open a transaction browse window you will be shown existing transactions for a particular date period. The default period is configurable in User Settings (see page 169). You may select any new period and press Fetch to view a different set of transactions. If there are any transactions not yet in a CLOSED state before the Start date then these will also be displayed.

If you only want to view OPEN transactions, or another state of your choice, make your selection in the State option menu before clicking on Fetch.

Transactions may also be filtered using a number of other criteria. Click on the arrow button on the left side of the filters bar to cycle between filter options.

Most columns displayed are self-explanatory. The State column is an indicator of whether this transaction is complete (CLOSED) or requires further processing (such as OPEN, UNALLOC, PART) etc. These states will be discussed in the relevant transaction processing sections of this manual. The Flags column gives visual indicators of additional state information, see “Transaction Flags” on page 40.

Typical options found in the Selected menu for transactions are as follows:

| | |
|------------------------------------|---|
| Edit | All transactions allow some degree of editing to correct mistakes. However, key values, such as selected accounts, amounts and stock may not be edited to ensure integrity of the accounts. Instead see the Cancel Transaction option below. The exception to this is Sales and Purchase Orders which may be fully edited while still in an OPEN state (as they do not update any underlying accounts). |
| Copy | This opens an identical transaction window but with a new Reference Number and dates (if applicable). |
| View | View the transaction without edit capability. |
| Set / Clear Flags | Transaction flags give a visual indicator of transaction state, see “Transaction Flags” on page 40. |
| Counterparty (SUB MENU) | This menu leads to a set of options that can be applied to the transactions counterparty and are the same as those documented with the Organisation Browse window, see “Organisation” on page 158. |
| Notify Counterparty | Allows you to inform your customer or supplier of the transaction in hand. Notifications can be emailed or printed or both, according to settings. There is more on notification on page 44 . |
| Cancel Transaction | Used to back out erroneous transactions whilst providing an audit trail of your actions. Automatically creates the necessary reversing General Transaction and stock updates. The cancelled transaction is marked with the state CANCELLED and the reversing General Transaction has a state of CANCELLATION. Both are shown in a greyed out colour within the browse list. |
| View Line Items | Displays which accounts in the General Ledger are being debited (+ve) and credited (-ve), together with the values. |
| Email | Generates a report of the transaction in hand and attaches it to an email addressed to your customer or supplier. This works independently of notification. |
| Navigate To... | Pops up a sub-menu of transaction types that may be linked to the transaction in question. So for example, you can navigate to the Goods Out transaction linked to a Sales Order. |

The net and gross totals of a set of transactions can be quickly determined by selecting the transactions and viewing the total within the title bar. Any transactions in a CANCELLED state are not included in the totals.

Other particular commands are mentioned in their own chapters according to transaction type.

- Alternatively, view the window associated with a row in a browse list by double clicking the row.
- Click [New] or choose from the Action menu or press ALT+n to open a new window.

Keyboard Shortcuts

Many keyboard shortcuts are available from the Home Window as are shown next to the menu options. For example, within the Transact menu you can see that a Purchase Order has the shortcut of CTRL+p (CMD+p for Mac users). With this type of shortcut it is not necessary to open the menu or click the correct folder containing the button you want, provided the Home Window is active.

Browse windows similarly have their own shortcuts within the Action and Selected menus.

A different shortcut method applies to any button or menu item that has a letter underlined. Pressing ALT+ the underlined letter triggers the action. For ALT shortcuts you must open the menu first: so in a browse window, for example, select a row then press ALT+s to open the Selected menu and ALT+v to open a view window.

Multiple Selections from Lists

Where *Inrax* allows multiple selections from a list, such as when constructing a price list, there are two quick ways to do it:

- To select a block of rows, click on the first row then hold down SHIFT and click on the last row in the block. The entire block is highlighted.
- To select two or more rows which are not together in a block, hold down CTRL (CMD for Apple Mac) and click on each desired row in turn.

Valid Date Formats

You can enter just the day of the current month (one or two digits) or the day and month of this year to create a valid date, which saves many keystrokes. The following table shows all the formats which can be entered and indicates which are settable in General Settings as a valid display format.

| Permitted Entry Formats | Display Format |
|-------------------------|----------------|
| dd/MM/yy | Y |
| dd/MM/yyyy | Y |
| dd MMM yyyy | Y |
| dd MMM yy | Y |
| MMM/dd/yy | Y |
| dd.MM.yy | Y |
| dd.MM/yyyy | Y |
| MMM.dd.yy | Y |
| dd MM yy | Y |
| dd MM yyyy | Y |
| dd MMM | N |
| dd MM | N |
| dd/MM | N |
| dd | N |
| . | N |

Where dd = date, and may be just one digit. MM = numerical month number, MMM = textual month, e.g. Feb, Dec. yy = last two digits of a year, yyyy = complete year. The last permitted entry format is a single dot (.). This is interpreted as “today” and is just a quick way to enter today’s date.

Apply and Save

Click [Apply] to save changes without causing the window to close; useful if you are making a number of tweaks and viewing the effect elsewhere, such as within your web site. Clicking on [Save] is the same as [Apply] but also closes the editor window.

Case Sensitivity

Correct upper and lower case must be observed for passwords and stock item references, but does not matter in any other circumstance.

Backing Up

The Application Service Provider is the guardian of your database and maintains regular backups. Print or save (or both) reports regularly. Saving reports and backing up are discussed from [page 128](#) onwards.

Chapter 2: General Procedures

This chapter covers topics which apply generally throughout Section 3, namely transactions and communication with your customers and suppliers.

Transactions

You buy and sell stock items using the Stock Item Reference ([see page 107](#)). Other items, including 'labour' or 'time', are identified in one of two ways:

- They can be a Service Stock Item, which cannot be purchased but which is sold like a stock item. An example might be 'Security Guarding per day'.
- They can be sold using only Item Description and you therefore type the value of the item or sum of the items in the Amount field. An example might be 'Unusual spare part, Quantity 2'.

References are automatically assigned to every transaction. Although they can be altered, you are strongly recommended not to do so. Suppliers' and customers' references should be typed as part of the transaction description.

As a protection against error when entering long transactions, two total and two VAT total fields are provided. Before beginning to enter, for example, a supplier's invoice, type the expected total excluding VAT field labelled Net. Expected VAT is calculated in the field below. The calculated totals accumulate in the right-hand fields as you enter each line of the invoice. You should verify that the totals agree when you have finished and, if they do not, you have the opportunity to investigate. Indeed the transaction cannot be saved until they do agree. If you do not want to use this facility, make no entry at the start of the transaction, then force the totals to agree at the end by clicking on the [=] button (or type = or the correct grand total in the field). Then save.

Transaction Flags

The Flags column of transaction browse windows may show additional information about the state of each transaction. Each flag is a single letter with meanings as follows:

- P** Indicates that an on-account advance Payment transaction exists for this order. Set on SO transactions automatically by an Inrax web shop where the customer is known to have completed payment for the order. Also set when an advance payment is derived from an order using the Derive Payment Made/Received option.

- N** Indicates that the counterparty of the transaction has been notified (notification may be by email or by printing (for post or fax), see “Notification” on page 44. This flag is set automatically when notification happens.
- O** Automatically set on SO transactions to indicate that one or more drop-ship PO transaction is linked to the SO. See “Derive Drop-Ship Purchase Order” on page 56.
- S** Set automatically on SO transactions when the supplier has been emailed (for drop-shippers who pass SO transactions on to suppliers).
- H** On Hold, flag set/unset manually. An On Hold SO/PO will not appear on the web dispatch page used by your warehouse / drop-ship supplier. It can be set on other transaction types, though is only acted on by Inrux when set on an order transaction.
- A** Transaction has been marked “authorised”. The interpretation of what this actually means will vary according to need; you might for example wish to vet each order for credit risk. This may be used in “The Web Based Order Dispatch Interface” on page 227.
- X** Custom flag that must be set/unset manually. Use it for whatever you want it to mean.

Many of the above flags can be set or cleared manually for one or more selected transactions using the Selected menu, “Set/Clear Flags” option of the transaction browse windows. The O and P flags can not be set/cleared as they indicate the presence of linked transactions, managed by the system.

Export Transactions as XML

The Action menu on Transaction Browse windows has an option to Export Transactions (XML format). The output format is that defined for transaction import, see “Transaction XML Field Definitions” on page 264.

Date Restrictions

To prevent transactions being entered in the wrong month, quarter or year, you can place date restrictions on the various types of transaction. Open the window by clicking [Date Restriction] in the Settings folder:

| Transaction Type | Restricted? | Start Date | End Date |
|----------------------|-------------------------------------|------------|-----------------------|
| Purchase Order | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Sales Order | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Goods In | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Goods Out | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Goods Returned | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Purchase Invoice | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Sales Invoice | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Purchase Credit Note | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Sales Credit Note | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Payment Made | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Payment Received | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| General | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Valuation Adjustment | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |
| Stock Journal | <input checked="" type="checkbox"/> | FY0910 (1) | 01/12/2009 30/11/2010 |

Tick the transaction type which you want to restrict and pick a time period from the list (as set up in Reporting Period, explained on [page 170](#)), or simply type the date. If you try to save a transaction which is the subject of a date restriction, a warning pops up with the reason why saving is not allowed.

Communicating with Counterparties

There are several built-in ways of sending information to your customers and suppliers. Using email or the post you can swiftly notify them that a transaction has occurred or send some other message. To take advantage of the facility, you should always type counterparties' postal and email addresses in their records (reached via the [Organisation] button in the home window). If you are consistent with entries on your customer list, *Inrax*' analytical reports will return useful information. For example, you may choose to designate major cities as counties in order to analyse by county and major city together. Similarly, it is recommended that you adopt a single convention for counties - for example 'E. Sussex' or 'East Sussex', but not a mixture.

Your own postal and email addresses are configured as explained fully in 'General Settings' ([see page 143](#)) and 'User Settings' ([see page 169](#)).

For an auto-notification to take place following transaction entry, the counterparty must have an appropriate Auto Notification setting (see "Organisation" on [page 158](#)), the current User setting for Auto Notification Enabled (see "Organisation" on [page 158](#)) must be set to YES and the transaction type must be ticked within General Settings Notifications (see "General Settings" on [page 143](#)).

Email

At its simplest, this facility can be used to send a message to any counterparty whose email address is set up in your system. Click [Email] in the Activity folder to bring up a 'Send Email' window.

Use the radio buttons to select all organisations or just customers or suppliers. Transfer addresses from right to left using one of the three [<<] arrow buttons. Alternatively, double click an address to place it in the 'To' box. If you transfer an address by mistake, highlight it and press DELETE. Your own address will already be in the Bcc (blind 'carbon' copy) field if you set your User Settings to specify 'Copy Emails to Self'.

You can send an attachment by typing the filepath in the field, or using the browse button. The main sections of the window can be resized.

Email a Transaction

You can email a transaction from the Selected menu in a transaction browse window. It takes the form of a PDF attachment to an email to your customer or supplier. This works independently of the notification feature described below.

Email a Report

Having run a standard or analytical report, you can send it as an attachment by clicking the [Email] button in the window from which you ran the report. The window looks like the one described in 1. above but many details, including your full company address, are already filled in. You can add extra text if required.

Letter

It is possible to write letters on headed paper from within Inrax. By default the [Letter] button is found within the Activity folder. You can also access it from the "Write Letter To..." Selected menu option from the Organisation browse window which will open a letter primed with details for the chosen organisation(s).

[RC] Letter

C'party: **in J. Miss, 245-1194** Web Site: **NONE** Template:

Miss Maureen J. Gordon
13 Lambert House
New Orleans Walk
London
N19 3UF

Telephone: 0845 020 4336
Fax: 0870 123 1857
email: info@regentcroft.co.uk

22/04/2010

Dear Miss Gordon,

Yours sincerely,

Preview Print Email Save Close

Select a counterparty from the drop down list and type below their address any reference you want to include. You can edit the template text as required but not change the font or add any other formatting. The letter signature is the one specified in User Settings.

If the letter relates to a particular web business and you need to use the paperwork header/footer for that web site, you must pick the Web Site before printing/viewing. Otherwise the header/footer defined in General Settings are used.

The Template option menu allows you to pick an Upload File, the contents of which is then loaded into the body of the letter. You can therefore create any number of letter templates.

At the bottom, buttons allow you to preview, print, email or save. If you select [Email], the letter goes as a PDF attachment.

Notification

Notification is a facility to tell your customer or supplier that one of the following transactions has happened:

- Sales Order
- Goods Out (Dispatch Note)
- Sales Invoice
- Sales Credit Note
- Purchase Order

- Payment Made (Remittance Advice)

The method can be by email or printing or both. Assign one of those options to every counterparty using the [Organisation] button and by setting the field 'Notification Method'. The default notification method to be used for all new organisations created can be set within the Settings/Defaults tab of the General Settings window.

If notification is by email, the transaction is attached as a PDF file to a brief message saying what it is. If you choose to print the notification, it appears simply as a printed copy of the transaction, without other explanation. Also in the Organisation window set 'Auto Notification' to ON or to PROMPT (if you want a pop up window to offer automatic notification) or to OFF.

The other settings to check are in User Settings, reached via the Settings folder in the home window. Set 'Auto Notification Enabled' to ON if you want this user to operate the ON or PROMPT settings mentioned above. Set 'Copy Emails to Self' to YES if you want blind 'carbon' copies of every notification or email, however generated; and set 'Preview Notification Emails' to YES if that is what you want.

There are three states of notification which you can see in the 'Batch' window (more about this window below). Two of the states are NOTIFIED and NOT NOTIFIED. The third is MARKED AS NOTIFIED which you might use where you do not need to notify your counterparty but also do not want to leave it hanging with the state NOT NOTIFIED. That would allow you later to pick all NOT NOTIFIED transactions for a batch notification without accidentally including the one you did not want to notify.

Notification can be automatic, manual or manually in a batch:

- Auto Notification, if enabled as above, takes effect when you save a transaction. If configured for email and preview, it brings up a 'Send Email' window thus allowing you to add text if you want; or you can cancel it. If configured to print, it does that without a preview.
- You can manually 'Notify Counterparty' from the Selected menu in a transaction browse window. Email and printing behave as described for auto notification.
- You can manually mark transactions as notified from the Selected menu using the 'Set/Clear Flags' option, selecting the Notified flag for setting.
- Batch Notification is one of the four batch operations described below.

Batch Operations

If you click [Batch Notification] in the Activity folder, four varieties of batch operation are available from the following window:



Transaction Type and Notification State

These two fields determine the list of transactions which appears.

Batch Operation

Pick the desired operation from Notify, Mark as Notified, Print, Print Two Copies.

[Select All] and [Deselect All]

These buttons operate on the 'Selected' tick boxes and simply speed up the defining of the rows you want to operate on.

Selected

The column of tick boxes can be ticked or unticked in blocks using SHIFT+click in the 'Selected' column. The block changes to match the top tick box of the block.

[Apply]

All ticked rows have the selected batch operation performed on them. There is one opportunity to cancel when a box pops up to check your action. After that Emails go without preview or further opportunity for cancellation.

If any counterparty in your batch has no email address set up, a warning tells you so.

File Uploads

The process of transferring data from your computer to the Inrax server is termed an "upload". Conversely, data transferred from the Inrax server to your computer is a "download". Inrax allows you to upload arbitrary files and these files may later be downloaded by a user within your organisation.

File Uploads are accessed from the Activity folder (assuming a default configuration). Any type of file may be uploaded and for a variety of reasons. You can upload scanned invoices and other documents which are then accessible online to your accountant or to your employees at other locations. Uploaded files are stored safely off-site and therefore provide a means of safeguarding your files; you might choose to upload your business letters for this reason.

Uploaded files are managed within upload folders which can be arranged in a hierarchy much like the files and folders held on your computer. Upload folders may therefore contain both files and other upload folders. When you click on the [Upload Files] button you are first presented with a browse list of upload folders:

| Upload Folder | Files | Size (Kb) | On Web |
|---------------------|-------|-----------|--------|
| CompanyDocs | 2 | 180 | |
| CW | 16 | 125 | Y |
| GCProductImages | 172 | 3,158 | Y |
| GCSiteImages | 14 | 44 | Y |
| GCWebMiscRes | 10 | 75 | Y |
| GOHProductImages | 0 | 0 | Y |
| GOHProductImages/CS | 17 | 164 | Y |
| GOHProductImages/DE | 654 | 18,372 | Y |

The total number of folders and files is shown in the window title bar along with the space used. The arrangement of folders shown here has separate folders for invoices by year, with these folders contained in a top level Invoices folder.

Folders may be deleted, provided they are not being used as a parent folder. If the folder you are deleting contains files you will be warned that all those files will also be deleted and given the option to cancel the deletion.

There is a Refresh option available from the Action menu which can be used to refresh the list of folders displayed if folders have been added / deleted by another user in a separate Inrax session.

Creating a New Upload Folder

In order to create Upload Folders you must be assigned to an Access Group that has FULL permission for File Uploads. If you only have VIEW permission then you will not be able to create new folders or delete folders.

If you click on [New] you will be presented with the Upload Folder edit window:



You may have any number of folders set with NO PARENT so there is no need to create a hierarchy if you prefer a simple set of folders all at the same level. The parent setting can be changed later if necessary.

To allow all users full access to the folder you need only provide a name and parent. Only use the access restriction settings if you want to control which users can upload files and which users can view (download) the files in a folder.

Upload Folders for use in a Web Site

The “Publish Folder Contents to Web” check box must be ticked if you intend to use files contained in the folder on your Inrax web site. You should be aware that ticking this box means that all the files in this folder will be accessible to anyone on the web, so use with caution.

Upload Folder Access Permissions

If you decide to control Access to folders you must tick one or both of the Writeable and Read Only boxes and assign Access Groups by selecting from the right hand side list and transferring to the selected list on the left using the [<<] button.

These access settings give you a lot of flexibility when deciding who should have access to each folder and whether they can upload files or just view (download) the files. The rules can be confusing so some example configurations are described below.

If you want to limit which users can upload files but allow all users to at least view files then tick the Writeable box and pick the Access Groups that have the full permission. Leave the Read Only box unticked - this means you are not controlling Read Only access and any user not in a Writeable Access Group will be able to view this folder’s files.

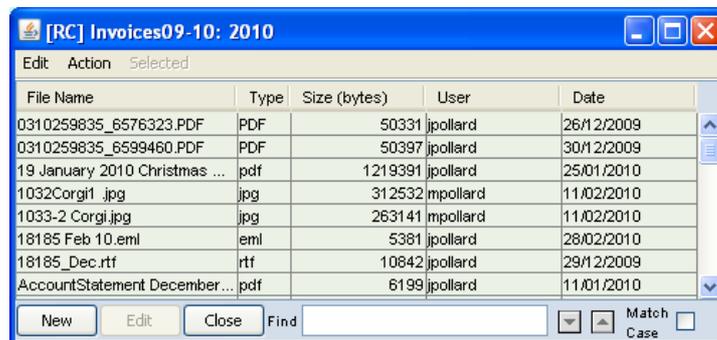
If there are some users that must not see the contents of this folder at all then also tick the Read Only box and pick the Access Groups that are to have the more restricted access. You may not pick the same Access Group as both Writeable and Read Only i.e. the left hand side lists must be mutually exclusive. Users that are denied any access to a folder will not see that folder listed in their Upload Folders browse window.

If you want to prevent any further changes to a folder by any user then just tick the Writeable box without selecting any Access Groups, meaning that no Access Groups have Writeable permission. This might be useful if a folder relates to a particular financial year which has been closed out.

If you tick the Read Only box and not the Writeable box then any Access Groups in the Read Only list will of course have read only access, but any groups not in that list will have full Writeable access. This is perhaps an unlikely combination but may suit some needs.

Uploading, Downloading and Managing Files

Open a folder by double clicking on a row in the Upload Folders browse list. The files contained in the folder are listed:



| File Name | Type | Size (bytes) | User | Date |
|-------------------------------|------|--------------|----------|------------|
| 0310259835_6576323.PDF | PDF | 50331 | jpollard | 26/12/2009 |
| 0310259835_6599460.PDF | PDF | 50397 | jpollard | 30/12/2009 |
| 19 January 2010 Christmas ... | pdf | 1219391 | jpollard | 25/01/2010 |
| 1032Corgifl.jpg | jpg | 312532 | mpollard | 11/02/2010 |
| 1033-2 Corgi.jpg | jpg | 263141 | mpollard | 11/02/2010 |
| 18185 Feb 10.eml | eml | 5381 | jpollard | 28/02/2010 |
| 18185_Dec.rtf | rtf | 10842 | jpollard | 29/12/2009 |
| AccountStatement December... | pdf | 6199 | jpollard | 11/01/2010 |

The User column shows who uploaded each file and the Date column shows when the file was uploaded.

You must have been assigned Writeable access to the folder in order to upload a new file to it.

Click on [New] to open a new file window:



You do not need to enter the Name, you can simply drag any file on your computer and drop it on the zone indicated above the Save and Cancel buttons. The Name will appear as the file name which you can change if you wish. The file size will also appear. The Description is optional.

Clicking on [Save] will start the file upload process which may take some time depending on the file size and the speed of your net connection.

If you have several files to upload, you can select them as a group on your computer and drag and drop them into the open Folder window (not into the File editor window which will only accept a single file).

You may change an existing Upload File, choose [Edit] from the browse list of files. You can change the name and description here, or you can drop a new file into the window in which case the file content will also be replaced.

Upload Files may be deleted, provided you have Writeable access to the folder you are deleting from. They may also be moved/copied to a different upload folder. [Move], [Copy] and [Delete] are available from the Selected menu (right click to get a popup version) and remember that you can select many files at once. You will only be allowed to move/copy files to a folder for which you have writeable permission.

Files are downloaded from an open Folder window by highlighting the files and selecting the [Download] option from the Selected menu.

When you request a Download for the first time you may be asked to enter a User Directory in your User Settings if it has not already been entered. You should enter the full directory path of where downloaded files should appear on your computer, for example the path of your desktop which on Windows might be C:\\Documents and Settings\\mary\\Desktop (if your windows user name is mary).

Chapter 3: Selling Procedures

This chapter covers the process of taking sales orders, dispatching, invoicing and receiving payment; also how to deal with returned or rejected items and sales credit notes. Invoicing entire groups of customers at once is described. Finally it covers customer statements which you can use, among other things, to view the state of a customer's account at any moment.

There are three basic stages to invoicing:

1. The Sales Order, which you can omit if you prefer.
2. The Goods Out transaction which is essential for a stock item but optional for other items.
3. A Sales Invoice can be raised without the previous stages if you are selling a non stock item; but if selling a stock item (including a service stock item) you have to do it via a Goods Out transaction.

From any stage you can derive the next with one command and can notify your customer by email or on paper.

Sales Orders are fully editable until they have been moved on to the Goods Out stage. Sales Orders that have been dispatched and other transactions in the selling procedure may only be partially edited or alternatively cancelled and copied to make full corrections.

Where no editing of an order stage is needed, the "Direct To" (see "[Direct To](#)" on [page 67](#)) facility can be used to quickly progress one or more transactions through to a later stage.

Service Periods allow you to associate transaction items with periods of time, perhaps relating to the length of a service subscription. Service Periods are covered in detail towards the end of this chapter.

Sales Order

The Sales Order is optional, but it is useful for collecting your customers' orders in a form accessible to several staff and as a picking list. It is also a convenient pro forma invoice.

In the Transact folder, click [Sales Order] which opens the Sales Order Transactions Browse window. The first time you do it there will be no transaction rows, only the headings.

Click [New] to open a blank Sales Order form.

Any entry sequence can be used, but a suggestion is: expected total in the Net field (if used), Description (optional), Customer, Stock Item. Enter items one at a time, clicking [New Item] each time. A list of items on the Order builds up in the bottom half of the form and the total price accumulates in the right-hand of the [=] button.

The screenshot shows a 'Sales Order' window with the following fields and values:

- Order Date:** 07/09/2007
- Plan Del.:** 08/09/2007
- Order Ref.:** 4353
- Description:** (empty)
- C'party Ref.:** (empty)
- Payment Terms:** (empty)
- Customer:** (empty)
- Deliver To:** (empty)
- Location:** Home
- Web Site:** NONE
- Net:** 0.00
- VAT:** 0.00
- Gross:** 0.00
- Account:** (empty)
- Amount:** 0.00
- VAT Code:** Standard 17.5%
- VAT:** 0.00
- Item Description:** (empty)
- Stock Item:** (empty)
- Unit Price:** 0.00
- Qty:** 0

| ... | Account | Stock Item | ... | Price | ... | Description | Amount | VAT | Gross |
|-----|---------|------------|-----|-------|-----|-------------|--------|------|-------|
| 1 | | | | | | | 0.00 | 0.00 | 0.00 |

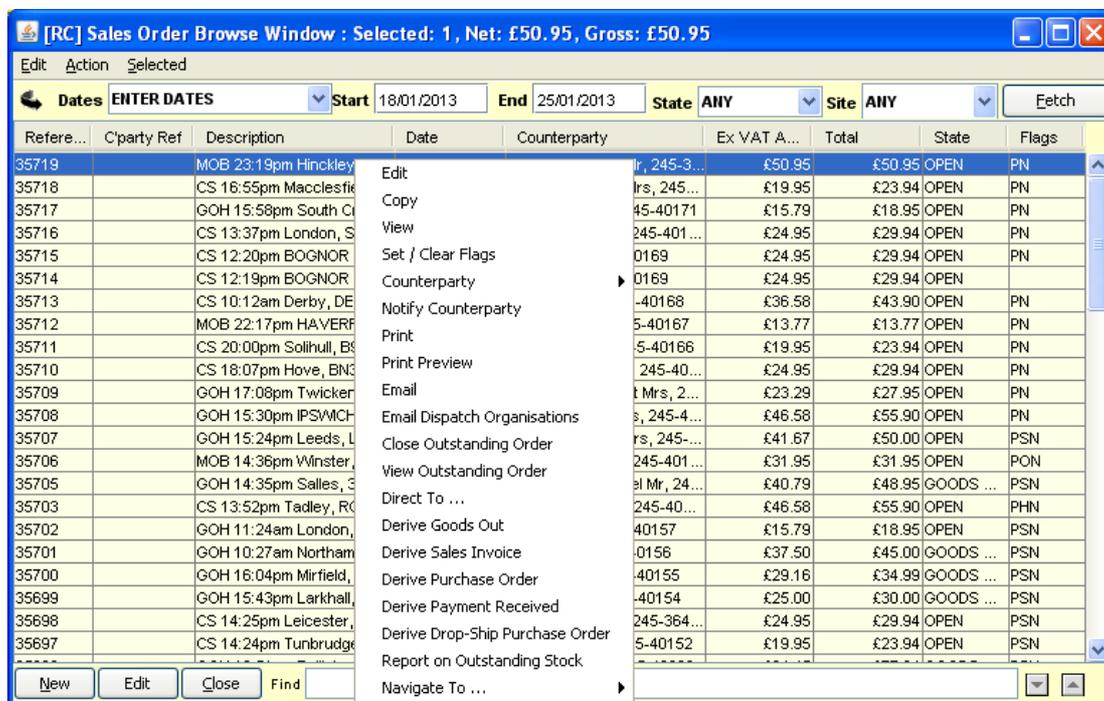
Buttons at the bottom: New Item, Delete Item, Save, Cancel.

- Order Date** Defaults to today's date.
- Planned Delivery Date** Defaults to the day after Order Date, but can be edited.
- Order Ref.** Defaults to next unused number but may be edited to any combination of numerals and letters, although this is not at all recommended. The system will not allow any Order Ref to be reused.
- Note** This button opens a pop up window into which you can type a note that will appear on the printed version of the transaction. The Note label turns blue when a note has been entered; useful when viewing a transaction to let you know a note exists.
- Description** Use for any convenient description of this transaction, up to 256 characters.
- Counterparty Ref.** Use this if your customer provides an order reference. This will appear on the printed transaction against a "Your Ref:" label.
- Payment Terms** Automatically set for the customer you select but you can change it if you wish.

| | |
|-------------------|---|
| Customer | <p>Find your customer from the drop-down list, or type the first few letters of the name (observing case) until it appears. If this is a new customer, double click in the field to bring up a form in which you can set them up.</p> <p>If for some reason you change the customer after entering stock items, you will be offered the chance to reset prices automatically so that they match the customer.</p> |
| Deliver To | <p>By default, delivery will be set to the same as the selected Customer field (and will show "SAME"). If the customer has a default delivery organisation associated with it, this can be selected from this option menu. Otherwise, double click the field to open up an editor within which the delivery information for this transaction can be entered directly. For further details see "Default Delivery Organisations" on page 164.</p> |
| Location | <p>May be altered from the drop-down list. Each user has their own default Location defined within User Settings.</p> |
| Web Site | <p>Where the order is generated from an Inrax web site, this field records the web site. It may also be set or changed manually if you wish to associate this transaction with a particular web site.</p> |
| Net | <p>Enter the Net total of the order. This must match the calculated net total shown to the right of this field before the transaction will save. You can match the two values by clicking on the [=] button.</p> |
| VAT | <p>Enter the total VAT for the order here. This must match the calculated VAT total shown to the right of this field before the transaction will save. You can match the two values by clicking on the [=] button.</p> |
| Account | <p>Defaults to the sales account set up against the Stock Item or Service Stock Item, but you must select it if a non stock item is being entered.</p> |
| Period | <p>Show/hide the Service Period fields, see "Service Periods" on page 64.</p> |
| Stock Item | <p>Type in the Stock Item Reference and press ENTER. To browse for a Reference double click the field, which opens a Stock Item Browse window. Double click the stock item row you want and it appears in the Sales Order, or pick multiple rows and click Ok to load in many stock items at once.</p> <p>Item Description and Price appear automatically.</p> |

Item Description If selling a non stock item enter it here, including the quantity if applicable. Enter the value of that total quantity in the Amount field, not the price each. A long description of up to 256 characters will fit here, permitting explanation of what you are selling.

Unit Price The unit price is calculated as follows:
 - if the customer organisation has a price list assigned, calculate the unit price using that price list
 - else, if the transaction has a web site selected and that web site has a price list assigned to it, calculate the unit price using that web site price list
 - else use Base Price per unit
 You may change the unit price from the default.



Finally verify the totals and save.

During the save, if the order will result in stock below minimum you may be prompted to generate a Purchase Order to replace the stock. This feature can be turned on/off in the General Settings window.

Each time you raise a Sales Order it is added to the transactions browse list from where you can perform several actions on the selected order as shown:

See [page 36](#) for the common terms and general functions. Specific terms are:

| | |
|-------------------------------------|---|
| Email Dispatch Organisations | Email a Packing Note to the Dispatch Organisation(s) for this order. The Packing Note is a document similar to that accessed via the web dispatch interface (see “The Web Based Order Dispatch Interface” on page 227). One order may result in more than one email, where stock in the order is assigned to more than one dispatch organisation. Each emailed Packing Note contains only the stock applicable to one Dispatch Organisation. No prices are shown on the emailed Packing Notes. Unlike the Web Dispatch Interface, no account is taken of what has already been dispatched; the packing notes reflect the full original quantities in the order. |
| Close Outstanding Order | Closes the order even if it is not complete, showing you at the same time which stock items are outstanding. This might arise if part of the order has been satisfied and the remainder is no longer needed (status changes to CLOSED), or if the entire order is cancelled (status shows CANCELLED). |
| View Outstanding Order | Shows you the stock items in the order which have not yet passed the Goods Out stage. |
| Direct To... | Applicable to sales related transactions for quickly progressing transaction workflow; see “Direct To” on page 67. |
| Derive Goods Out | Moves you directly to the next stage with all details automatically transferred forward. |
| Derive Sales Invoice | Used to create a single Sales Invoice derived from all parts of this order that have been dispatched (i.e. items that are in OPEN Goods Out (GO) transactions). This is useful if an order was shipped in more than one GO transaction, but you wish to create just one Sales Invoice as opposed to one for each GO. |
| Derive Purchase Order | Useful if you want to restock. Any stock items that are below minimum stock levels are transferred to a Purchase Order with quantities set to restore holdings to minimum or above. There you can edit them. The most recent existing purchase order on the client is used as a template for adding additional non-stock items as a prediction of what you may want to add to the PO, saving you time. |

Derive Payment Received If you have received advance payment for an order that has not yet been dispatched, use this option to create an on-account payment transaction to match the order. The order will be given a P flag in the Flags column to indicate advance payment. More than one payment can be linked to a single order.

Note that for web orders that are paid for, the advance payment will already have been created automatically in most circumstances.

Derive Drop-Ship Purchase Order Similar to Derive Purchase Order (above) but adds elements suitable for drop-ship ordering:

- Accounting date defaults to today, or if you have already derived other drop ship PO's in the same session, to the last used date (to speed up entering batches of drop-ship supplier invoices having a common date)
- SO number added to the PO description
- Customer address and telephone added as a Note to the PO (where available the delivery name & telephone will be used)
- The SO Note also included on the PO
- Quantities of stock copied directly from the PO (not calculated according to current stock levels)

Report on Outstanding Stock For producing a picking list for selected sales orders, see [see "Running the Stock Report on Sales Orders" on page 126.](#)

Goods Out

A Goods Out transaction is mandatory when selling a stock item as it is the means of updating the stock system with goods that have been dispatched. It is similarly mandatory for service stock items because the 'sales count' occurs at this stage. You can use a Goods Out transaction to record partial or complete fulfilment of a Sales Order, or alternatively you can raise a Goods Out transaction directly without the need for a Sales Order.

The printout appears as a Dispatch Advice Note which you can transmit to your customer in advance of the goods or send with the goods to serve as a delivery note.

Goods Out derived from a Sales Order

If a Goods Out transaction follows a Sales Order, derive it directly from the Sales Order as described earlier. In that way all the details are identical. As soon as you save the Goods Out, the Sales Order moves to the GOODS OUT State if it has been fully fulfilled but stays OPEN if it has not. If it has not, and when you are ready to ship the rest of the order, derive a fresh Goods Out from the original Sales Order.

Once a Goods Out exists, there are buttons at the bottom of the relevant window to move between Goods Out and Sales Order (abbreviated to GO and SO).

Many fields can be edited even if they were brought forward from a Sales Order: for example the customer, stock items and quantities can be altered.

Starting with a blank Goods Out

If you are starting a sale at the Goods Out stage, go to the Home Window and click [Goods Out] in the Transact folder. The Goods Out Transactions Browse window opens.

Click [New] to open a blank Goods Out form. Fill in the fields in the same way as described for a Sales Order above. The only difference is that Payment Due date appears instead of Planned Delivery Date.

When you have completed the form, verify the totals and save. Stock holding is altered at this point.

The Goods Out transaction will then have been added to the browse list in the Goods Out Transactions Browse window from where it can be accessed again when needed for further actions:

| Refe... | C'party ... | Description | Date | Counterparty | Ex VAT ... | Total | State | Flags |
|---------|-------------|--------------------------|------|-----------------|------------|---------|--------|-------|
| 14647 | | VWV 8:29am Leeds, Wes | | A Mr, 47-1... | £47.54 | £55.86 | CLOSED | |
| 14646 | | BC 10:03am Marden TN1 | | , 47-14687 | £66.58 | £78.23 | CLOSED | |
| 14645 | | LCC 9:31am Totternhoe, | | , 47-16968 | £35.59 | £41.82 | CLOSED | |
| 14644 | | VWV 7:56am Erdington, . | | Miss, 47-... | £51.68 | £60.73 | CLOSED | |
| 14643 | | VWV 21:27pm Rugby, W. | | s, 47-16963 | £102.57 | £120.51 | CLOSED | |
| 14642 | | VWV 20:59pm Warminste | | M Mr, 47-1... | £22.13 | £26.00 | CLOSED | |
| 14641 | | VWV 20:10pm Bishops st | | Y Mrs, 47-... | £25.49 | £25.49 | CLOSED | |
| 14640 | | VWV 15:29pm London SE | | , 47-16958 | £49.35 | £57.99 | CLOSED | |
| 14639 | | VWV 20:30pm London W | | Mr, 47-169... | £379.27 | £445.65 | CLOSED | |
| 14638 | | SK 21:02pm Dagenham, | | 7-16957 | £65.58 | £77.06 | CLOSED | |
| 14637 | | VWV 20:04pm London W | | Mr, 47-16955 | £22.13 | £26.00 | CLOSED | |
| 14636 | | VWV 19:06pm Edinburgh | | Mr, 47-169... | £173.47 | £203.82 | CLOSED | |
| 14635 | | VWV 19:02pm Inverurie, . | | n N J Mrs, 4... | £53.51 | £62.87 | CLOSED | |
| 14634 | | VWV 17:10pm Scarborou | | rs, 47-16952 | £56.79 | £66.73 | CLOSED | |

See [page 36](#) for the common terms and general functions. Specific terms are:

| | |
|------------------------------------|---|
| Direct To... | Applicable to sales related transactions for quickly progressing transaction workflow; see “Direct To” on page 67 . |
| Derive Sales Invoice | Moves you directly to the Sales Invoice, with all details automatically transferred forward. |
| Derive Goods Returned To Us | All the same items and quantities transfer to a Goods Returned To Us where you can edit them. In this way, your customer can return all or part of the order, and it can occur before or after the sales invoice has been raised. |

Save & Invoice

As a short-cut to saving the Goods Out Transaction and later creating an invoice, both operations can be carried out at the same time by selecting the [Save & Invoice] button instead of [Save]. In this case transactions will appear within both the Goods Out Browse Window and the Sales Invoice Browse Window following the save. The Invoice is given the same accounting date as the Goods Out.

Cancelling Goods Out Transactions

Goods Out transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the Goods Out browse window. If the Goods Out was derived from a Sales Order then the state of that Sales Order will change to OPEN or PART. The Goods Out transaction itself is marked as CANCELLED. A new General Transaction is automatically created to reverse the account movements of the cancelled invoice. The stock system is updated to return the stock items back into the stock system.

Sales Invoice

A Sales Invoice may be derived (after the Goods Out procedure) from a Sales Order when selling a stock item (including a service stock item); or it may be derived from a Goods Out transaction; or, when no stock item is involved, you can raise it directly. A derived invoice can be completed with a few key strokes.

Sales Invoice derived from a Sales Order

Derive the invoice from the Goods Out transaction. As soon as you save the invoice, any relevant Sales Order and Goods Out moves to the CLOSED State provided it has been fully fulfilled. If not fully fulfilled, a new Sales Invoice can be raised from the Goods Out when you are ready.

An unsaved Sales Invoice can still be edited to some extent, for example the customer and price can be changed, but not the quantity of stock items. Provided they are service stock or non stock items, further lines can be added.

Finally verify the invoice totals and save.

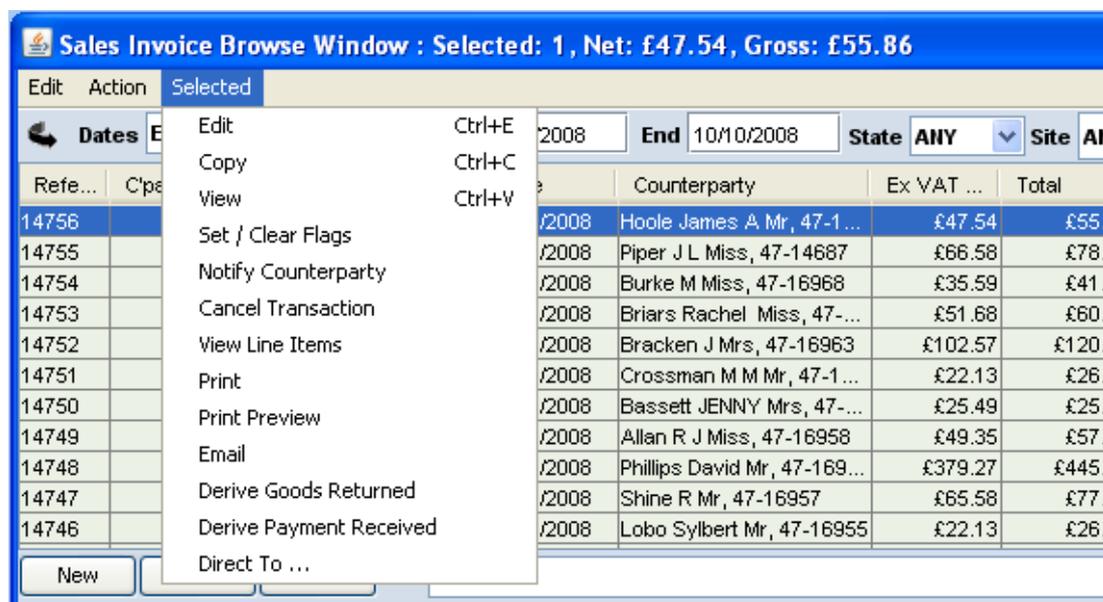
Starting with a blank Sales Invoice

You can start at the Sales Invoice stage if selling non stock items. Click [Sales Invoice] in the Transact folder and the Sales Invoice Transactions Browse window opens. Click [New] to open a blank Sales Invoice.

Fill in the fields in the same way as described in the Sales Order and Goods Out sections above. The reference 'Invoice Ref.' may be edited, though it is not recommended. The default or edited reference will appear on the printed invoice with the letters SI before it.

Verify the invoice totals, then save.

Whichever way it was initiated, the Sales Invoice will then be listed in its browse window with the State UNALLOC. As before, it can be accessed for further actions:



See [page 36](#) for the common terms and general functions. Specific options here are:

Derive Goods Returned To Us All the same items and quantities transfer to a Goods Returned To Us. You can edit them: in this way, your customer can return all or only a part of the order.

- Derive Payment Received** The Payment Received window is opened, preloaded for paying this transaction and any other unpaid transactions for the same customer. This is a shortcut to opening the Payment Received window directly.
- Direct To...** A fast way to create later stages in the transaction workflow; see [“Direct To” on page 67](#).

Automatic Creation and Linking of the Payment Transactions

When the invoice is saved, the associated payment transaction may also be automatically created; see “Automatic Creation of Payment Transactions” on page 62. Alternatively if an advance on-account payment is associated with this order, that may be automatically linked to the invoice; see “Automatic Linking of Advance Payment Transactions” on page 62.

Cancelling Sales Invoice Transactions

Invoice transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the Sales Invoice browse window. If the Sales Invoice was derived from a Goods Out then the state of that Goods Out will change to OPEN or PART. The invoice transaction itself is marked as CANCELLED and a new General Transaction is automatically created to reverse the account movements of the cancelled invoice.

Invoicing Multiple Customers

You can invoice a Customer Group in one operation if you need to charge many customers for the same item, such as a recurring monthly fee. See [“Customer Group” on page 165](#) for details on setting up a group. Multiple invoicing is particularly suited to service stock items, but can be used also with other stock and non stock items.

Starting from a Goods Out Transaction

If you are selling a Service Stock Item, you can begin at the Goods Out stage. Fill in the Goods Out as usual, but pick a Customer Group from the bottom of the drop down Customer list. Alternatively double click on the Customer field, when you will be asked whether you want a customer or customer group.

Because there are several customers, there will be no Reference or Payment Terms at this stage: a reference and the appropriate terms will appear on each customer’s individual Goods Out transaction. You cannot change the Unit Price on this Goods Out transaction. The customers in the Customer Group may well be assigned to different price lists containing a variety of pricing formulae and the price on each of their invoices will be governed by that (or Base price if not on a price list).

When you save, the many transactions that you have just created will appear, with their individualised details, in the Goods Out Browse window from where you can access them as for any other transaction.

Starting from a Sales Invoice

If you are selling a non stock item, you can begin at the Sales Invoice stage. Fill in the Sales Invoice as usual, but pick a Customer Group from the bottom of the drop down Customer list. Alternatively double click on the Customer field, when you will be asked whether you want a customer or customer group.

Starting from a Sales Order

If you are selling a service stock item or any other stock item to multiple customers and need to begin with a Sales Order (for example if you need pro forma invoices), you must then progress via a Goods Out transaction.

Fill in the fields in either case exactly the same as described above for a Goods Out transaction.

Sales Credit Note for a Customer Group

You can pick a Customer Group also in a Sales Credit Note. Sales Credit Notes are dealt with below.

Payment Received

A payment may quickly be set against one or more specific invoices; or if you are receiving payment in advance or part-payment, it can be held on the customer's account. Any Sales Credit Note is similarly held on the customer's account.

Click [Payment Received] in the Transact folder to open the Payment Received Transaction Browse window.

Click [New] and open a Payment Received window.

Optionally, type any suitable description.

Select the counterparty who is paying you and tick all the transactions which the payment covers. These may include any combination of invoices, credit notes and on-account payments.

If the payment does not fully cover the invoices, type in a lower payment amount; when saved, the most recent invoice of those ticked will be left in a PART state.

Note that any listed invoices that are in a PART state, will show an amount equal to the outstanding unpaid amount, not equal to the full amount of the invoice.

An alternative way to access the Payment Received window is directly from the Sales Invoice browse window (Derive Payment Received option in the Selected menu).

The Location chosen for the payment is only important if you operate multi-location accounting and wish to view amounts paid into the payment account (as selected in the Payment Mode editor) by location.

Select a payment mode and save.

The State of the invoices fully paid will change to CLOSED. Any that are left part-paid will have a PART state.

If a payment does not correspond to any invoices (or part of one or more invoice), place the payment on account by clicking the On Account button and entering the amount. The resulting transaction will have an UNALLOC status and will remain on the customer's account until cleared as part of another payment transaction.

See also "Cash, Payments, Payment Modes and Banking Policy" on page 277 for practical examples.

Automatic Creation of Payment Transactions

Where payment is known to have been received by the time the invoice is saved, it makes sense for the payment to be created automatically at that time without your intervention. Payment Received transactions are saved automatically when the Sales Invoice is saved by configuring the Payment Terms used in the invoice as described in "Payment Terms" on page 173.

Automatic Linking of Advance Payment Transactions

Advance on-account Payment transactions are created for orders received via an Inrax web shop. They may also be created manually from an Order transaction using the Derive Payment... option.

Where an advance payment exists, the Order transaction displays the P flag. For such transactions, when all Goods and Invoice transactions have been created, Inrax will automatically link the advance payment to the one or more invoices associated with that order, whether you manually derive the Goods and Invoice transactions or use the Direct To facility.

The only exception to this is where the advance payment amount doesn't match the sum of invoices associated with the order, in which case Inrax will warn you of the mis-match and will leave it to you to reconcile the invoice(s) to the advance payment, which you might do using a Credit Note followed by a zero sum Payment transaction.

Cancelling Payment Transactions

Payment transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the Payment Received browse window. Any constituent transactions that were previously marked as CLOSED will revert to UNALLOC or PART. The payment transaction itself is marked as CANCELLED and a new General Transaction is automatically created to reverse the account movements of the cancelled payment.

Goods Returned To Us

If your customer returns some or all of the goods they have bought, the system automatically generates a Sales Credit Note from the Goods Returned To Us that you enter. The procedure can occur before or after invoicing.

Returned items are automatically replaced into stock so, if you do not want them there (for example if they are not fit for resale), use a Sales Credit Note rather than a Goods Returned To Us transaction.

Goods Returned To Us derived from a Goods Out or Sales Invoice

Select a transaction on a Goods Out or Sales Invoice browse list and choose 'Derive Goods Returned To Us'. A Goods Returned To Us window opens containing the same details as the source. Only a few fields can be edited: location (because the goods may have come back to a different location), quantities of stock and stock item rows.

The derived Goods Returned To Us will include non-stock items and service stock items - such as delivery and handling charges. These will feed through to the Sales Credit Note that is automatically created, so if you do not wish to refund these items, delete them before saving.

Save the transaction. You can access a Goods Returned To Us transaction from the source Goods Out or Sales Invoice using a button labelled with the abbreviation GR at the bottom of the relevant transaction window.

It is important to remember that you must invoice all the goods that you supplied on a Goods Out transaction even if some of them have been returned. The appropriate Sales Credit Note will have been generated by the return procedure, and the Goods Returned To Us transaction thereby moved to the CLOSED State. If however you simply wish to back out a Sale, you can use the Cancel Transaction option on any transactions that were created.

Sales Credit Note

Although a Credit Note is automatically generated when stock items are returned, you may want to create one from scratch, for example if a non stock item is returned.

Click [Sales Credit Note] in the Transact folder. The Sales Credit Note Transactions Browse window opens. Click [New] to open a blank form.

Enter data, including the account you want to use. Verify the totals, then save.

Each credit note appears in the browse list and can be accessed for further work as shown by the following menu. You cannot edit a sales credit note, whether automatically or manually generated.

Sales Credit Notes can also be derived from a Sales Invoice via the [Derive Sales Credit Note] option of the Sales Invoice browse window Selected menu. This allows you to quickly set up the credit to reflect that invoice but without affecting stock.

Cancelling Credit Note Transactions

Credit note transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the browse window. The payment transaction is marked as CANCELLED and a new General Transaction is automatically created to reverse the account movements of the cancelled payment.

Service Periods

Service Periods are a way of associating periods of time with items you have sold (or purchased). For example, if you sell subscriptions to a publication or online service, you will want to record the timespan of each subscription sold. You may also want to know when a subscription is close to expiry in order to chase up a renewal and you may need to handle extensions to existing subscriptions. All of these requirements can be met using Inrax Service Periods.

The use of Service Periods will be described here as they relate to sales, but they also work in exactly the same way for purchases.

By clicking on the [Period] button within a Sales Order, Goods Out or Sales Invoice transaction, you reveal the fields that may be set to define a Service Period. Subsequent clicks on this button toggles the display of these fields. The [Period] button is displayed in blue text if there are some Service Period settings on the current item.

Each transaction may have one or more Service Periods assigned, one per item. Printed transactions show the period information after the item description.

Customers may be automatically assigned to a chosen Customer Group for each Service Period. You might name a Customer Group as “Current Subscribers” for example, so all customers that have a transaction with an active Service Period will be assigned to this group and removed from it when the Service Period ends. You may also select an Expiry Customer Group into which the customer is moved when the period ends.

An important feature of Service Periods is the ability to define default settings within the stock system, see “[Stock Group Service Period Tab](#)” on page 103. When you add a stock item to a transaction, if the stock item has any Service Period defaults, these are entered automatically into the Service Period fields. The start date of the period is normally defaulted to today’s date and the end date calculated from the Period Length setting on the stock item. All values passed into the transaction from stock item default settings may be changed directly within the transaction. Service Period values can be applied regardless of whether the stock item has any default settings and even when no stock item is selected at all.

The following fields are available for defining each Service Period:

| | | | | |
|---------------------|-------------------------------------|--------------|--------------------|-------------|
| Service Period | ENTER DATES | Start | End | Recalculate |
| Period Group | NONE | Expiry Group | NONE | |
| Expiry Notification | Send Email <input type="checkbox"/> | | days before expiry | |

Service Period You may set the start/end dates by selecting an existing reporting period, or type them in directly. Either start or end date may be left blank, meaning “open ended”.

Recalculate Clicking this button resets the start date to either the transaction date, or if this is an extension (see “Service Period Extensions” on page 66) to the extension start date. If the currently selected transaction row has stock item with default service period, the end date is also updated according to this default.

Period Group Optionally select a Customer Group into which the customer of this transaction will be placed when the Service Period start date is reached. Note that this assignment is only carried out when either:

- the Sales Invoice stage of a transaction has been saved, or
- a Sales Order is generated directly from an Inrax web shop

Furthermore the assignment will be made when an invoice is saved, only if today’s date is within the service period. Otherwise the assignment will be made by Inrax when the start date is reached.

Note that at the same time as a customer is placed into a selected Period Group, they are also removed from the selected Expiry Group if one was picked.

- Expiry Group** Optionally select the Customer Group into which the customer of this transaction will be placed when the Service Period expiry date is reached.
Note that at the same time as a customer is placed into a selected Expiry Group, they are also removed from the selected Period Group if one was picked.
- Expiry Notification** If you do not wish to be informed when this Service Period is due to expire, leave the Send Email button unticked. Otherwise, tick Send Email and enter the number of days notice you need. An email will be sent to you (NOT to the customer) telling you that the Service Period is due to expire in X days time.

Service Period Extensions

Inrax helps you to manage extensions to existing Service Periods; for example a customer with a current subscription that expires in 10 days time may wish to purchase a renewal, or extension to the subscription. The new Service Period will then need to start in 11 days time.

To enable the behaviour described in this section, you must tick the “Allow extensions to service periods” option within General Settings. The following assumes that this setting is ticked. The feature is best described by example:

Create a transaction, picking the customer and selecting a stock item for which Service Period Default values have been defined. Click on the Period button and observe the defaults. Assuming this is not already an extension, the Period start date will be set to today or to the date of the transaction if it is different and the end date will have been calculated accordingly.

Let’s assume you want to enter a double length period. Simply change the quantity of this stock item to 2. The end date is adjusted to double the Service Period length. Save this transaction and advance it to the Sales Invoice stage.

Now create another transaction, selecting the same counterparty and the same stock item, then view the Period settings. You should now see that the new Start date is set to one day after the End date of the previous transaction because this is now being treated as an extension. The End date is also calculated accordingly. These dates can be changed, the automatic settings are only defaults to save you time.

Find Renewals

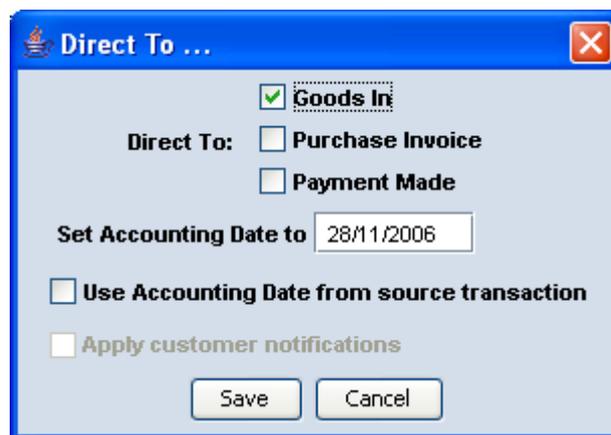
In addition to receiving emailed renewal notifications, it is possible to identify all transactions within their renewal notification period that have not yet been renewed. This feature is available from Action menu [Find Renewals] option on Sales Order,

Purchase Order, Goods Out and Goods In browse windows. Applicable transactions are loaded into the browse window.

Direct To

The “Direct To...” option is available within the Selected menu of the Sales Order, Goods Out and Sales Invoice browse windows. It is used to progress one or more transactions through to a later stage without opening those transactions within edit windows. When using this feature there will be no opportunity to amend order details, split orders, add payment references or make any other changes that you might do within a transaction edit window.

For example, within the Sales Order browse window, highlight one or more Sales Orders and then from the Selected menu (or by right clicking on one of the selected rows) pick the “Direct To...” option. The following window pops up:



Direct To

Pick the target stage to take the selected transactions to. By default just Goods Out is ticked in which case the selected Sales Orders will be moved to the Goods Out stage.

If you are also ready to create the Invoice then tick Sales Invoice. Please note that even where a Sales Invoice has a Payment Mode set to “Generate payment transaction automatically”, the Payment Received will NOT be generated if Payment Received is not ticked.

If you have also received payment and wish to complete the transaction workflow then tick Payment Received.

| | |
|--|--|
| Set Accounting Date To | By default the created transactions will be given today's date which appears here. You can change this to generate the transactions at a date of your choice. |
| Use Accounting Date from source transaction | Rather than enter the date for created transactions, ticking this option will cause the date to be taken from the source transactions. |
| Apply customer notifications | This is ticked by default and ensures that where applicable, notifications will be applied to the created transactions; see “Communicating with Counterparties” on page 42 . If you are processing a backlog of transactions you may not need or want to trigger notifications in which case you should untick this box. |

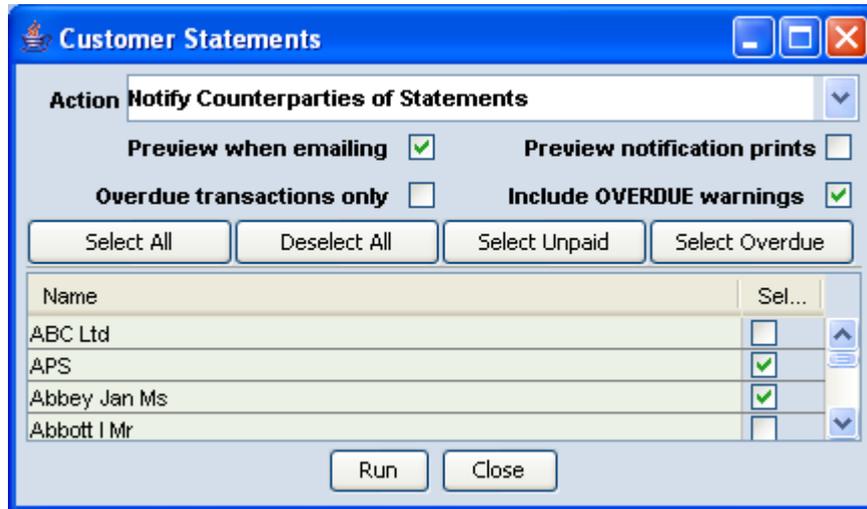
When processing Sales Order transactions using Direct To, the transactions must be in an OPEN or GOODS_OUT state i.e. not CLOSED already. Where already in the GOODS_OUT state, no GO will be created but later stage transactions, SI and PR can be created and can take on the original date of the SO if the “Use Accounting Date from source transaction” has been selected.

When going direct to either Invoice or Payment, if an advance payment transaction already exists for the order, that advance payment will be automatically linked up to the invoice and no new payment transaction will be created. This only happens where the advance payment amount matches the order amount. Where the amounts don't match, a warning will be displayed and the advance payment will need to be matched up manually, perhaps using a purchase credit note to make up the difference.

Customer Statements

Not only can you produce conventional Customer Statements at the end of a month, but also it is easy to look at the state of a customer's account during daily work - for example if you need to decide quickly whether to continue with a credit sale. You can view, email, print or save a statement.

Click [Customer Statements] in the Activity folder to open the following window:



**Action:
Notify
Counterparties
of Statements**

Counterparties in the list who are ticked will be notified (i.e. sent their Statement) by the method of notification set up for that customer - for example email, print (for manual posting) or both. If a customer is set up not to be auto notified, that has no effect here, because statement notification is not classed as auto notification.

**Action:
Print
Statements**

Statements will be printed for the customers who are ticked in the list.

**Action:
Email
Statements**

Statements will be emailed to the customers who are ticked in the list. It will be in the form of an attachment to a short message.

**Action:
View
Statements**

The Statement for each ticked customer will be produced in a Viewer window. Each statement opens one window, so the viewing of large numbers of statements is lengthy. Consider, in that case, producing a Sales Ledger report instead.

**Show overdue
transactions
only**

Any Statement you produce, by any of the above methods, will show only overdue transactions.

**Preview when
emailing**

Emailing can occur from the first and third of the four methods above. If you select preview here, each message will appear in an individual window, so previewing large numbers of emails will be lengthy.

**Preview
notification
prints**

When the selected action is to notify, this tick box allows you to preview. Each Statement will appear in an individual window, so previewing large numbers of them will be lengthy.

| | |
|---------------------------------------|---|
| Include OVERDUE warnings | When selected, each invoice listed within a customer statement that is past its due date will have “OVERDUE” written in red letters next to it. If you wish to suppress this, untick this option. |
| [Select All] or [Deselect All] | Clicking these buttons acts on all the tick boxes in the Select column |
| [Select Unpaid] | This selects counterparties who have unpaid transactions on their account. |
| [Select Overdue] | Counterparties who are overdue with any payment are selected. |

The list of names can be sorted by double clicking on the column heading. By double clicking on the ‘Selected’ header, you can bring all ticked or unticked boxes to the top.

Chapter 4: Purchase Procedures

This chapter describes the raising of a Purchase Order, receipt of the goods, translating your supplier's invoice onto your accounts system and making payment. It also deals with the occasion when you reject an item, leading to a credit note from your supplier.

There are three basic stages to purchasing:

1. The Purchase Order, which you can omit if you prefer.
2. The Goods In transaction which is essential for a stock item but optional for other items.
3. A Purchase Invoice, which mirrors your supplier's invoice, can be raised without the previous stages if you are not buying a stock item; but if buying a stock item you have to do it via a Goods In transaction.

From any stage you can derive the next with one command, and you can see what stage you have reached by observing the State

You can also inform your supplier by email or on paper of your order and when you have made payment.

Purchase Orders are fully editable until they have been moved on to the Goods In stage. Other transactions in the purchasing procedure may only be partially edited to correct a description, reference or date. This editing restriction also applies to Purchase Orders that are no longer in an OPEN state.

Purchase Order

The Purchase Order is optional, but using one helps to avoid misunderstandings with your supplier and is useful for collecting your orders in a form accessible to several staff.

In the Transact folder, click [Purchase Order] which opens the Purchase Order Transactions Browse window. The first time you do it there will be no transaction rows, only the headings.

Click [New] to open a blank Purchase Order form.

The most convenient entry sequence is usually Description (optional) then Stock Item. Enter items one at a time, clicking [New Item] each time. A list of items on the Order builds up in the bottom half of the form and the total cost accumulates in the right-hand of the two fields labelled Total.

- Order Date** Defaults to today's date.
- Planned Delivery Date** Defaults to the day after Order Date, but can be edited.
- Order Ref.** Defaults to next unused number but may be edited to any combination of numerals and letters although this is not at all recommended. The system will not allow any Order Ref. to be reused.
- Note** This button opens a pop up window into which you can type a note that will appear on the printed version of the transaction.
- Description** Use for any convenient description of this transaction, up to 256 characters.
- Counterparty Ref.** Use this if your customer provides an order reference. This will appear on the printed transaction against a "Your Ref:" label.
- Supplier** Defaults to the usual supplier for the first stock item picked if there is one.
If no supplier is displayed, insert one from the drop-down list; or if a new supplier, create them by double clicking in the field. If you later pick a new stock item with a different usual supplier, the supplier already set will not change.
- Payment Terms** Automatically matches supplier as set up, but may be altered here.

| | |
|--------------------------|--|
| Location | Defaults to the location in General Settings but may be altered now or later from the drop-down list. |
| Account | For a stock item, this is preset to the stock account set up in Control Accounts against Stock Transactions. For a non stock item, may be changed, normally to a cost of sales or expenses account in the Account Group set in Selectable Accounts. |
| Period | Show/hide the Service Period fields, see “Service Periods” on page 64 . |
| VAT Code | If you are entering a Stock Item Reference, the VAT Code is the one assigned to the Stock Item. If you are entering a Description only, the VAT Code is the one assigned to the selected Account or, if none is set up, to your organisation’s default code. May be edited. |
| VAT Amount | May be edited but a warning will result if the amount you enter differs from that expected from the VAT Code. You can override the warning. |
| Stock Item | Type in the Stock Item Reference and press ENTER. To browse for a Reference double click the field, which opens a Stock Item Browse window. Double click the stock item row you want and it appears in the Purchase Order, or pick multiple rows and click Ok to load in many stock items at once. Usual Supplier, Item Description and Price appear automatically. |
| Item Description | May be edited for a stock item. If purchasing a non stock item enter it here, including the quantity if applicable. Enter the value of that total quantity in the Amount field, not the price each. A long description up to 256 characters will fit here. |
| Item Price | Automatically set to cost price but may be edited. Depending on how the stock item has been set up, editing item price may change the cost price at source or may bring up a window asking if you want to change it. See “Cost Update” on page 102 . |
| Quantity | Automatically set to a multiple of Minimum Order Number for this stock item but may be edited. |
| Available / In PO | Displays the current Availability (units in stock minus units within open sales orders) of the stock item selected for the current row, along with the number already on order (In PO = In Purchase Order). |

Finally verify the totals and save.

Each time you raise a Purchase Order it is added to the transactions browse list from where you can perform several actions on the selected order as shown:



See page 36 for the common terms and general functions. Specific terms are:

- Close Outstanding Order** Closes an order which is no longer needed, showing you at the same time which stock items are outstanding. This still works if part of the order has been satisfied. The order will move to the CLOSED State if it has no uninvoiced Goods In transactions, or to the GOODS IN State if there are transactions waiting to be invoiced.
- View Outstanding Order** Shows you the stock items in the order which have not yet passed the Goods In stage.
- Direct To...** A fast way to create later stages in the transaction workflow; see “Direct To” on page 81.
- Derive Goods In** Moves you directly to the next stage with details for which there is no Goods In already automatically transferred forward. If the goods arrive in more than one consignment, you can derive a new Goods In each time.
- Derive Payment Made** If you have lodged advance payment for an order that has not yet been received, use this option to create an on-account payment transaction to match the order. The order will be given a P flag in the Flags column to indicate advance payment

| | |
|--------------------------------|--|
| Derive Purchase Invoice | Moves you directly to a Purchase Invoice for any part of the Purchase Order for which a Goods In exists. Just those details are automatically transferred forward. |
|--------------------------------|--|

When a Purchase Order has been derived from a Sales Order (see “[Derive Purchase Order](#)” on page 55) you should check that the supplier is the one intended, as the system will have guessed who it is, based on the usual supplier of the first stock item on the list.

Goods In

A Goods In transaction is mandatory when purchasing a stock item as it is the means of updating the stock system with goods that have been received. It may be used to record partial or complete fulfilment of a Purchase Order, or alternatively may be entered directly without the need for a Purchase Order.

When you save a Goods In transaction, stock value is updated according to cost rules described on [page 106](#). So if you are not sure of the purchase price, delay the Goods In transaction till you are. If you enter and save the wrong price by mistake, the cost at valuation for the Stock Item will be incorrect. The default cost price is displayed during the entry procedure which will help to avoid large errors, especially if you set the cost update parameter to ‘Prompt User to Update’ (see [page 102](#)).

Goods In derived from a Purchase Order

If a Goods In transaction follows a Purchase Order, derive it directly from the Purchase Order as described earlier. In that way all the details are identical and the Purchase Order has its State automatically updated. As soon as you save the Goods In, the Purchase Order moves to the GOODS IN State if it has been fully fulfilled but stays OPEN if it has not. If there are goods still to arrive, you can derive a fresh Goods In from the source Purchase Order later, when you are ready. Until it reaches the CLOSED State, the Purchase Order can still be edited.

Once a Goods In exists, there are buttons labelled PO and GI at the bottom of the Goods In and Purchase Order windows to move between them.

Many fields can be edited even if they were brought forward from a Purchase Order: for example the supplier, stock items and quantity can be altered. You may want to add the supplier’s delivery note reference to the Description.

Starting with a blank Goods In

If you are starting a purchase at the Goods In stage, go to the Home Window and click [Goods In] in the Transact folder. The Goods In Transactions Browse window opens.

Click [New] to open a blank Goods In form. Fill in the fields in the same way as described for a Purchase Order above. The only difference is that Payment Due date appears instead of Planned Delivery Date.

When you have completed the form, verify the totals and save. Stock holding and value is altered at this point and you cannot add to or alter the transaction.

The Goods In transaction will then have been added to the browse list in the Goods In Transactions Browse window from where it can be accessed again when needed for further actions:

See [page 36](#) for the common terms and general functions. The only specific term is:

| | |
|--|---|
| Derive Purchase Invoice | Moves you directly to the Purchase Invoice, with all details automatically transferred forward. |
|--|---|

Save & Invoice

As a short-cut to saving the Goods In Transaction and later creating an invoice, both operations can be carried out at the same time by selecting the [Save & Invoice] button instead of [Save]. In this case transactions will appear within both the Goods In Browse Window and the Purchase Invoice Browse Window following the save. The Invoice is given the same accounting date as the Goods Out.

Cancelling Goods In Transactions

Goods In transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the Goods In browse window. If the Goods In was derived from a Purchase Order then the state of that Purchase Order will change to OPEN or PART. The Goods In transaction itself is marked as CANCELLED. A new General Transaction is automatically created to reverse the account movements of the cancelled invoice. The stock system is updated to return the stock items back into the stock system.

Purchase Invoice

A Purchase Invoice transaction is the means of entering your supplier's invoice into the accounting system. To connect the Purchase Invoice with your supplier's invoice, it is recommended that you add their reference to the Description and leave the default Invoice Ref. as it is.

A Purchase Invoice may be derived (after the Goods In procedure) from a Purchase Order when buying a stock item; or it may be derived from a Goods In transaction; or, when no stock item is involved, you can raise it directly.

Purchase Invoice derived from a Purchase Order transaction

If there was a Purchase Order, derive a Purchase Invoice by choosing 'Derive Purchase Invoice' from the Selected menu in the Purchase Order Transactions Browse window. In this way, if there were multiple Goods In transactions, you will pick them all up. As soon as you save the invoice, the Purchase Order and Goods In transactions move to the CLOSED State provided they have been fully fulfilled. If not fully fulfilled, a new Purchase Invoice can be derived from the Purchase Order or Goods In when you are ready.

Many fields of an unsaved Purchase Invoice can still be edited. If your supplier's invoice contains only part of what you see when you derive the Purchase Invoice, edit the Purchase Invoice to match. Entire rows of stock items can be deleted (though quantities cannot be altered and you may in rare cases need to raise a purchase credit note if your supplier's invoice is for a lesser quantity of an item than has already been received via the Goods In transaction).

Similarly you can add items by Description (but not stock items). You should alter prices because they registered on the stock system at the Goods In stage.

Finally verify that the invoice totals match, then save.

Starting with a blank Purchase Invoice

If no stock item is involved and you are starting at the Purchase Invoice stage, click [Purchase Invoice] in the Transact folder. The Purchase Invoice Transactions Browse window opens. Click [New] to open a blank Purchase Invoice.

Fill in the fields in the same way as described in the Purchase Order and Goods In sections above.

Verify the invoice totals, then save.

Once a Purchase Invoice exists, there are buttons labelled GI and PI at the bottom of the Purchase Invoice and Goods In windows linking them; or if the Purchase Invoice was derived from a Purchase Order, the buttons are PO and PI.

The Purchase Invoice will then be listed in its browse window with the State UNALLOC. The Payment Made may be derived by selecting the Purchase Invoice and using the Derive Payment Made option from the Selected menu.

Automatic Creation and Linking of the Payment Transactions

When the invoice is saved, the associated payment transaction may also be automatically created. The mechanism is the same as for Sales transactions, hence see "Auto-

matic Creation of Payment Transactions” on page 62. Alternatively if an advance on-account payment is associated with this order, that may be automatically linked to the invoice. Again this is the same for Purchases as it is for Sales, so see “Automatic Linking of Advance Payment Transactions” on page 62.

Cancelling Purchase Invoice Transactions

Invoice transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the Purchase Invoice browse window. If the Purchase Invoice was derived from a Goods In then the state of that Goods In will change to OPEN or PART. The invoice transaction itself is marked as CANCELLED and a new General Transaction is automatically created to reverse the account movements of the cancelled invoice.

Purchase Credit Note

There is no formal transaction other than dealing with the resultant credit note for returning unwanted goods to your supplier. If a stock adjustment is needed, do a Stock Journal from the Activity folder.

The Purchase Credit Note transaction is the method used to put your supplier’s credit note onto the accounts system and is effectively the reverse of a Purchase Invoice.

Click [Purchase Credit Note] in the Transact folder. The Purchase Credit Note Transactions Browse window opens. Click [New] to open a blank form.

That Account would typically be the appropriate Cost of Sales account or an expenses account for an article which you had meant to consume as an overhead expense.

Each credit note appears in the Purchase Credit Note browse list from where it can be copied or viewed but not edited.

Purchase Credit Notes can also be derived from a Purchase Invoice via the [Derive Purchase Credit Note] option of the Purchase Invoice browse window Selected menu. This allows you to quickly set up the credit to reflect that invoice but without affecting stock.

For businesses operating a drop-ship model of operation, a Purchase Credit Note can also be derived in a similar way directly from a Sales Invoice, as often the return of a drop-ship sale requires a corresponding credit from a drop-ship supplier. One or more credit notes are opened for each usual supplier of stock within the invoice and the credit amounts reflect the usual supply prices, but any of the information can be edited before saving.

Cancel Credit Note Transactions

Credit note transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the browse window. The pay-

ment transaction is marked as CANCELLED and a new General Transaction is automatically created to reverse the account movements of the cancelled payment.

Payment Made

When you make a payment it can be set against one or more specific purchase invoices; or if you are making payment in advance, it can be held on the supplier's account. Payment for a supplier's credit note is also taken using the Payment Made system.

Click [Payment Made] in the Transact folder to open the Payment Made Transaction Browse window.

Click [New] and open a Payment Made window.

Optionally, type any suitable description.

Select the counterparty who you are paying and tick all the transactions which the payment covers.

If the payment does not fully cover the invoices, type in a lower payment amount; when saved, the most recent invoice of those ticked will be left in a PART state.

Note that any listed invoices that are in a PART state, will show an amount equal to the outstanding unpaid amount, not equal to the full amount of the invoice.

An alternative way to access the Payment Made window is directly from the Purchase Invoice browse window (Derive Payment Made option in the Selected menu).

The Location chosen for the payment is only important if you operate multi-location accounting and wish to view amounts paid into the payment account (as selected in the Payment Mode editor) by location.

The Web Site setting determines what paperwork header/footer are displayed when previewing/printing the transaction. See "Paperwork Header / Footer" on page 180.

Select a payment mode and save.

The State of the invoices fully paid will change to CLOSED. Any that are left part-paid will have a PART state.

If a payment does not correspond to any invoices (or part of one or more invoice), place the payment on the supplier's account by clicking the On Account button and entering the amount. The resulting transaction will have an UNALLOC status and will remain on the supplier's account until cleared as part of another payment transaction.

Inrax can handle unusual accounting situations neatly and the following example illustrates the logical connection between payment made and payment received, in both of which the same counterparty can appear if they need to. Suppose you pay in advance for a job and it comes in under the estimate. Your contractor sends you an invoice and

encloses a cheque by way of refund. Your method of accounting for this is first to record the initial payment on account in a new Payment Made window. Then you raise a Purchase Invoice to match the supplier's invoice. Next you open a Payment Received window and select the contractor's name. You see the payment on account and the Purchase Invoice and tick them both, which leaves a calculated sum due to you equal to the contractor's refund cheque. Hence it is recorded as a payment received.

See also "Cash, Payments, Payment Modes and Banking Policy" on page 277 for practical examples.

Cancelling Payment Transactions

Payment transactions which have been entered incorrectly may be cancelled using the Cancel Transaction option of the Selected menu in the Payment Received browse window. Any constituent transactions that were previously marked as CLOSED will revert to UNALLOC or PART. The payment transaction itself is marked as CANCELLED and a new General Transaction is automatically created to reverse the account movements of the cancelled payment.

Goods Returned By Us

If you return some or all of the goods to your supplier, the system automatically generates a Purchase Credit Note from the Goods Returned By Us that you enter. The procedure can occur before or after invoicing.

Returned items are automatically replaced into stock so, if you do not want them there (for example if they are not fit for resale), use a Purchase Credit Note rather than a Goods Returned By Us transaction.

Goods Returned By Us derived from a Goods In or Purchase Invoice

Select a transaction on a Goods In or Purchase Invoice browse list and choose 'Derive Goods Returned By Us'. A Goods Returned By Us window opens containing the same details as the source. Only a few fields can be edited: location (because the goods may have come back to a different location), quantities of stock and stock item rows.

The derived Goods Returned By Us will include non-stock items and service stock items - such as delivery and handling charges. These will feed through to the Purchase Credit Note that is automatically created, so if you do not wish to refund these items, delete them before saving.

Save the transaction. You can access a Goods Returned By Us transaction from the source Goods In or Purchase Invoice using a button labelled with the abbreviation GB at the bottom of the relevant transaction window.

Default Purchase Accounts

The Account field within purchase transactions can be set automatically to a default value when you select the supplier. For example, for BT you may have a telephone expenses account set as a default. See the Settings/Defaults tab within the Organisation editor to set the default Purchase Account.

Direct To

The “Direct To...” option is available within the Selected menu of the Purchase Order, Goods In and Purchase Invoice browse windows. It is used to progress one or more transactions through to a later stage without opening those transactions within edit windows. The functionality is equivalent to that available for sales transactions, hence please see [“Direct To” on page 67](#) for further details.

Chapter 5: General Accounting

Overview

Refer back to [page 14](#) for an overview of accounting. Conceptually *Inrax* uses just one all-embracing General Ledger containing many accounts. The term ‘General Ledger’ used in *Inrax* is sometimes known elsewhere as ‘Nominal Ledger’. All transactions consist of balancing debits and credits to those accounts so that the General Ledger always sums to zero. Sales arrive in sales accounts as credits, and purchases are debited to stock or cost of sales or expenses accounts (depending on what they are). Accounting for sales and purchases is automatic in *Inrax* right through to receiving and making payment.

But you have to make other transfers of value from one account to another yourself, and the *Inrax* terminology for this is a General Transaction. It is the same as what is sometimes called a ‘nominal transaction’, ‘journaling’ or ‘making a journal entry’. General transactions must have debits and credits applied correctly and it may help to remember that a debit is a positive number and a credit negative. You can copy and edit a suitable previous general transaction to save having to think about what should be a debit or credit.

If you are wondering why there is no separate section in this manual on cash and bank activity, in other words on the Cash Book, it is because the topic is subsumed by this chapter. The straightforward design of *Inrax* means that you do not need to keep a cash book.

This chapter first explains the tools provided for everyday accounting, namely the general transactions procedure, the various reports and bank reconciliation. The second half of the chapter is a case study (see [“PaperMec Ltd.” on page 90](#)) which gives numerous instances of using the tools. For the sake of example it suggests names for appropriate accounts, but your company may well use different names.

General Transactions

The General Transaction window is used for all transactions other than your business’s regular buying and selling (which are covered in the General, Selling and Purchase Procedures chapters). So you need it for recording items such as payroll, tax and depreciation.

A General Transaction may contain any number of debits and credits against accounts of your choice. The total sum of debits and credits must be 0 before the transaction can be saved.

Open the General Transactions Browse window with the [General Transaction] button in the Transact folder. Click [New] to open a fresh General Transaction window:

General Transaction

Date: 15/02/2007 Reference: 357 Web Site: NONE

Description: Bank transfer

Account: RBS Current Account: Bank

Amount: 50.00 Location: Home

Item Description: Debit Credit

| Account | Location | Description | Debit | Credit |
|-----------------------------------|----------|-------------|-------|--------|
| Cater Allen Current Account: B... | Home | | 50.00 | |
| RBS Current Account: Bank | Home | | | 50.00 |

Total Debits: 50.00 Total Credits: 50.00 Difference: 0.00

Buttons: New Item, Delete Item, Save, Cancel

Date Can be edited. Going back in time is useful, for example, when you want to complete the VAT period on exactly the right day but cannot be in the office on that date.

Reference Defaults to the next unused number but may be edited, though this is not recommended. Appears with the letters GT in reports.

Web Site If the General Transaction is specific to a web site, pick the web site here. This affects whether the amounts will be included in reports that have a Web Site filter, such as when running Financial Reports. The Web Site is set automatically on a CANCELLATION transaction created by Inrax where appropriate.

Description This optional field is for an overall description of the transaction, such as 'Pay Inland Revenue for...date', and is the description which appears in the General Transaction browse list.

Account Select the account that you want to debit or credit from the list.

Location If you operate multi-location accounting, you may apply the debit/credits at locations of your choice. This affects reports that have location filters.

Item Description This description applies to the line you are working on, such as 'National Insurance Contribution for...date'. It appears in the appropriate place in reports.

Debit or Credit Click the appropriate radio button.

[New Item] Click this button to start a new line in the transaction. Every transaction will have two or more lines, which build up in a list below.

[Delete Item] This button deletes the selected row from the list of items.

[Save] Save the transaction and close.

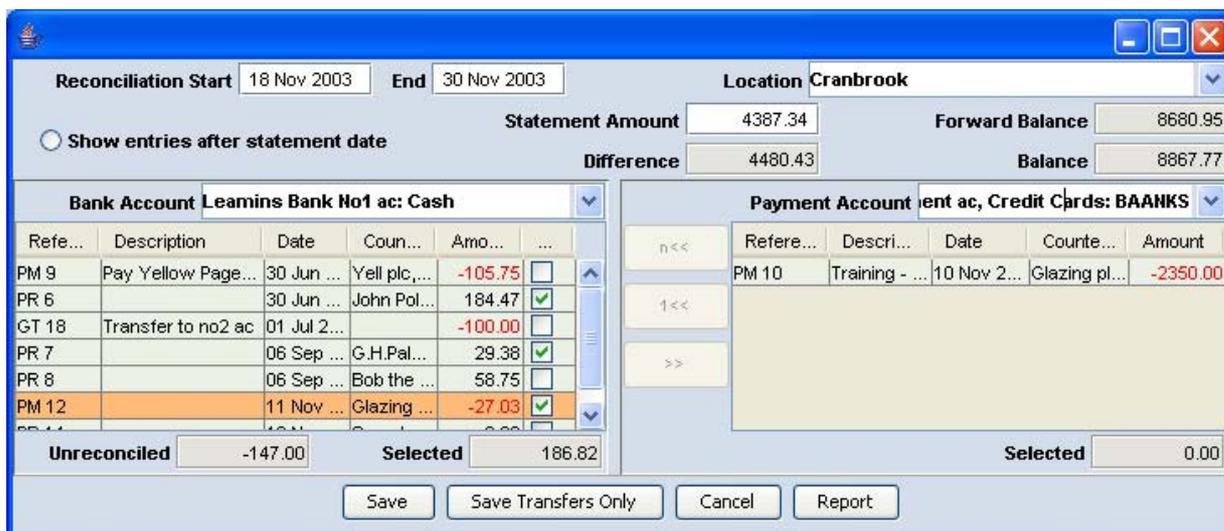
If you want to check the effect of a general transaction, run a General Ledger Report as explained below (see [“Run Standard Reports”](#) on page 128). It will be quicker if you run it just for the report period ‘Today’. General transactions can later be viewed or copied from the list in the General Transactions Browse window.

Bank Reconciliation

You should carry out a bank reconciliation (bank rec for short) when your bank statement arrives, in order to align your *Inrax* accounts with the bank’s and to check that everything has gone through the bank as expected.

Open a new window by clicking [Bank Reconciliation] in the Activity folder.

You can resize the two halves of the bank rec window by clicking on and dragging the vertical bar that separates the Bank Account and Payment Account sections.



Reconciliation Start Automatically defaults to the date of the previous reconciliation, but can be edited.

Reconciliation End The date up to and including the last date covered by your bank statement. This defaults to the last day of the Start Date month.

Show entries after Statement Date Toggles between show and do not show. Allows you to see rows for amounts with a date after then End of your bank rec.

| | |
|--|--|
| Bank Account | Select the account you are reconciling. Brings up reconciled and unreconciled lines on or after the Start Date, and all unreconciled lines before the Start Date. |
| Statement Amount | Insert the closing balance on your bank statement. |
| Difference | This is the difference between the Statement Amount entered and the sum of the Forward Balance and the Selected Total. It should be close to zero for a successful reconciliation. |
| Location | This is only of concern if you operate multi-location accounting and you wish to view payments into the bank account on a per-location basis. Any payments transferred into the selected Bank Account will be recorded at the location chosen. This affects the results of reports that have location filters, run against the bank account. |
| Forward Balance | Shows the total recorded as reconciled against the account up to the day before the start date - effectively the balance brought forward from the last rec. |
| Balance | This is the Forward Balance + Selected amounts (see Selected field below). During a bank rec, if you progress chronologically through your statement, this should match the running balance on your statement. |
| Payment Account n<< 1<< | See “Transferring Amounts Between Payment and Bank Accounts” on page 87. |
| Unreconciled (under Bank account table) | This is the sum of unticked rows within the Bank Account table and corresponds to the amount recorded against this account within the chosen period, but not yet reconciled. |
| Selected (under Bank Account table) | Tick transactions which you are reconciling with the bank statement. They total below as do unreconciled rows. |
| Selected (below Payment Account table) | Displays the total of all rows you have highlighted, ready for transfer to the bank account. |
| Double click | Double clicking on a row brings up the underlying transaction |
| [Save] | Please see “How Does a Bank Reconciliation Save affect your accounts?” on page 88. |

- [Save Transfers Only]** This option is only available if you have transferred amounts between a Payment Account and the Bank Account. It allows you to save these transfers without saving which bank account items have been reconciled. This allows you to abandon a bank reconciliation half way through but to retain the transfers.
- [Report]** The resulting reconciliation can be produced as a report before saving, thence printed.

Payment Accounts, Payment Modes and the Bank Reconciliation

The right hand list in the bank rec window is there for you to list payments that were made into holding or “payment” accounts, allowing you to transfer such payments to your bank account during the reconciliation process. Whether you need to use this feature will depend on how you configured your Payment Modes (see “Payment Mode” on page 172) used within Payment Received and Payment Made transactions.

Also see “Cash, Payments, Payment Modes and Banking Policy” on page 277 for practical examples. There can be as many of these intermediate accounts as you like: for example one for receipts from credit cards and another for payments by direct debit.

An advantage of using payment accounts is that the bank account only ever contains cleared funds. Also you can inspect all recent payments and receipts in a payment account using a General Ledger Report and in this way can estimate the state of your real bank account between statements. Another consideration in using payment accounts is that you may wish to reconcile one type of payment separately: for example, credit card transactions come on their own statement.

If you use a payment account, the *Inrax* bank rec window allows you to transfer transactions from the payment account to the bank account and check them off at the same time. That is all you need to do - no general transaction is necessary (they are automatically created when you Save the rec. See also “Transferring Amounts Between Payment and Bank Accounts” on page 87.

Stepping Through a Bank Reconciliation

You should enter the Reconciliation Start date as the first date covered by your bank statement; it should default to this anyway so probably no need to change it. Set the End date to the last date covered by your statement and the Statement Amount as the final amount shown in your bank account at the bottom of your statement.

Now pick the Bank Account that you are reconciling and applicable transactions will be listed. These include all transactions within the period, whether or not they have been previously reconciled (shown as ticked) plus any transactions with an earlier accounting date that are still unreconciled.

The Forward Balance should normally show the opening amount on your bank statement from a previous successful reconciliation. If for some reason you saved a bank

rec without matching the Difference field to zero then this may not be true. Also, if you are looking back at previously reconciled periods, or a partially reconciled period, then this may also not be true due to the inclusion of transactions that have been reconciled at a later time.

For each amount on your printed statement, try to locate the corresponding unticked line in the Bank Account table and if located tick it off as reconciled in the Selected column. When you do this you will see the Selected total at the bottom, the Difference and Balance fields all change.

If you can't locate the line in the left hand list you need to add it. You do not have to close the bank rec and start again, you can add it during the bank rec process. There are several ways to add the missing line:

- If you use Payment Accounts, see “Transferring Amounts Between Payment and Bank Accounts” on page 87.
- If the invoice relating to the missing amount does not yet have a corresponding Payment Made or Payment Received transaction then create that payment transaction now. When the payment transaction is saved the new line will appear and you can tick it off. You must date the payment within the reconciliation period if you want it to appear in this reconciliation.
- If the amount doesn't correspond to a sale or purchase, you can create a General Transaction that updates the bank account and the line will appear in the bank rec window for ticking. Again remember to date the new transaction within the rec period.
- If the transaction was entered in your accounts with a date after the rec period then you can click the toggle “Show entries after Statement Date” in order to see the missing line and tick it off.

When you have matched up and ticked off all items from your statement, the Difference field should show approximately zero and the Balance field should match the Statement Amount. If it does not, go back through the statement to locate any omissions and be sure that any previous reconciliations were carried out successfully. If you follow the procedure correctly from month to month you should not run into problems.

Before you Save a completed bank rec, you are advised to use the [Report] button in the bank rec window and print this off so you have a record of which items were reconciled during this period.

Transferring Amounts Between Payment and Bank Accounts

As part of a bank reconciliation you may need to transfer amounts from one or more Payment Account to a Bank Account. To do this, select the Payment Account to view any amounts on that account that have not been previously transferred.

Select one or more lines from the Payment Account table. The total you have selected appears below the table. You can highlight a block of rows by dragging the mouse over them. Use Ctrl Click to add separate individual rows (Cmd Click on a Mac). Transfer

the selected rows out of the Payment Account and into the Bank Account in one of two ways:

Use the [n<<] button to transfer all selected lines to the same number of n separate lines in the Bank Account table. For example, if you have 5 lines selected, 5 lines will appear in the Bank Account table.

Use the [1<<] button to transfer all selected lines to just 1 line in the Bank Account table. For example, if you have 5 lines selected, just 1 line will appear in the Bank Account table containing a single aggregated value, the sum total of all the lines you selected. This aggregated transfer feature should be used where you have a single payment on your bank statement relating to many transactions; perhaps where you paid in a batch of cheques or for a combined daily payment from your web site credit card processing company.

The transferred amounts are not confirmed until you Save, normally when you have completed the bank reconciliation (see details below). To undo a transfer before it has been Saved, pick the row or rows in the Bank Account side and click on the [>>] button.

How Does a Bank Reconciliation Save affect your accounts?

When your bank rec is complete and the Difference is zero or close to it, remember to Save the reconciliation. This has two effects:

- Any items that were transferred from a Payment Account into the Bank Account window are recorded as new General Transactions which you can then view from the General Transaction browse window.
- The reconciled (ticked) status of items in the bank rec window is saved, so the next time you open the window, the same items will remain ticked. This is only a flag or marker, there are no associated transactions or account movements. You are free to untick items in a later rec if you have made mistakes and need to undo previous reconciliations.

Clearing out old Transactions from Payment Accounts

You may find that old unwanted rows collect within the Payment Account transaction lists of the bank rec window. Unless a row is transferred to a bank account it will always remain within the payment account list. You may have dealt with these amounts in other ways such as using General Transactions to move them elsewhere.

To clear amounts from a payment account, pick the account in the left hand Bank account list within a bank rec window and tick the rows you no longer need to see i.e. mark them as reconciled; then Save the bank rec. This isn't a normal bank rec but has the effect of hiding those rows when next displayed in the Payment Account list.

Chart of Accounts

It is worth recalling that the chart of accounts can be viewed by clicking [Account] in the Edit folder. Templates vary, but broadly there is likely to be only one root account from which only a few major child accounts are derived. From there, many descendants are constructed. Study of an account's ancestors will usually help to explain its nature and character, and especially how it fits in to the Balance Sheet.

Compress Ledger

This function is designed to reduce, between selected dates, the size of the General Ledger by compressing it down to just the balance for each account. This will speed up your routine work. All the detailed information will be permanently lost, so you are very strongly recommended to limit who can do it and to print or save (or both) a General Ledger Report first, perhaps in CSV format for easy future access.

Examples of occasions when you may want to compress the General Ledger are after year end and audit are complete; or if you are incurring excess storage fees with your ASP.

The [Compress Ledger] button is in the Activity folder. Select some dates other than the current accounting period. Dates are inclusive.

Inrax will refuse to compress and remove any transactions that are not CLOSED (or CANCELLED). Furthermore, if a transaction is referenced by another transaction that is outside of the compression period, then it will also not be compressed away. An example of this latter case is where a payment transaction outside of the compress period references an invoice transaction within the period.

General Accounting Case Study

A fictitious incorporated company named PaperMec Ltd will be used to illustrate some of the accounting processes in *Inrax*.

PaperMec Ltd.

PaperMec Ltd is a young company which repairs small paper-handling machines and deals in used models when the chance arises. The founder, who has appropriate previous experience, set it up in a light industrial unit which the company rents. He does nearly everything himself but employs one person part-time to help refurbish machines. Since the assistant contributes direct labour, his pay appears above the gross profit margin line, whereas help in the office would be an overhead (expense).

The founder already owned many tools and a computer but his savings of £1000 were not enough for working capital, so they borrowed £10,000 from Leamins Bank. The business keeps one current and one deposit account with Leamins. The term of the loan is 10 years but he is determined to reserve at least £100 per month for its repayment and he hopes to repay early.

He finds it convenient that he can do his accounts and price lists on line from his home or his office without needing to carry diskettes or a laptop computer back and forth.

These are the monthly figures (simplified for the example) which need to be handled:

| | | | | |
|---|--------|--|---------------------------------------|------|
| | £ | | | £ |
| Sales excluding VAT. | 8750 | | VAT on Sales (<i>output tax</i>) | 1530 |
| Cost of Sales excl. VAT | (3250) | | VAT on Purchases (<i>input tax</i>) | 510 |
| Assistant's gross salary | (1100) | | Taxes to deduct from salary | 220 |
| Employer's National Insurance Contribution | (85) | | | |
| GROSS PROFIT MARGIN | 4315 | | | |
| EXPENSES (excluding VAT where there is any): | | | | |
| Rent & Rates | (900) | | | |

| | | | |
|---------------------------------|---------------|--|-----------|
| Other premises and office costs | (430) | | |
| Equipment costs | (200) | | |
| Advertising | (110) | | |
| Professional fees | (75) | | |
| Finance | (70) | | |
| Depreciation | (100) | | |
| TOTAL EXPENSES PER MONTH | (1885) | <i>VAT reclaimable on some of the expenses (input tax)</i> | 95 |
| NET PROFIT MARGIN | 2430 | | |

Notice that the VAT shown must be added to the corresponding sums to arrive at the actual cash which comes in to and goes out of the bank current Account. PaperMec does much of its business on account so the cash flows in the example month will mostly be those arising from business done in an earlier month.

Chart of Accounts

The following (purely for the purposes of illustration) is a list of accounts in PaperMec's General Ledger. Other businesses may well have more accounts (for better analysis) and arrange them differently but on similar principles. The root account is 'Balance' and every account shown is therefore a descendant of it. So in this design every account is a component of the balance sheet.

PaperMec set the order of accounts (for reporting purposes) using 'Set Report Order' in the Action menu of the Account Browse window.

Notes:

1. The first six accounts in the chart have been separated to make the point that they should not be used themselves; descendant accounts would be created and used. They sort in the *Inrax* Account Browse window with their descendant accounts.
2. The Payment accounts are explained in the paragraph on Bank Reconciliation ([see page 86](#)).
3. 'Stock Purchases' is used by PaperMec as their default account (set in Settings/[Control Accounts]) for all receipts of stock. The other stock accounts can be used for periodic valuations by transferring the value of appropriate stock groups using a general transaction.
4. The Sales and Cost of Sales accounts have been created as child accounts of 'Retained Earnings' rather than as children of 'Sales' and 'Cost of Sales' headings because they then display together in a Trial Balance report.

5. The advertising account appears as 'Marketing:Advertising' to cause it to display with its own heading 'Marketing' in reports. Also it leaves the way open for PaperMec to subdivide the account in future.

6. 'Taxation paid' similarly is for good display.

| | | | | |
|-------------------------------------|--|----------------------------------|--------------------------|------------------|
| Fixed Assets | <i>These second generation accounts would never be used.</i> | | | |
| Current Assets | | | | |
| Current Liabilities | | | | |
| Long Term Liabilities | | | | |
| Equity | | | | |
| Retained Earnings Current Assets | | | | |
| Fixed Assets | Intangible Assets | Goodwill | | |
| Fixed Assets | Plant & Tools | | | |
| Fixed Assets | Plant & Tools | Plant & Tools cost | | |
| Fixed Assets | Plant & Tools | Plant accumulated depreciation | | |
| Fixed Assets | Office Equipt. | | | |
| Fixed Assets | Office Equipt. | Office equipt.cost | | |
| Fixed Assets | Office Equipt. | Office equipt.accumulated depr'n | | |
| Fixed Assets | Vehicles | | | |
| Fixed Assets | Vehicles | Vehicles cost | | |
| Fixed Assets | Vehicles | Vehicles accumulated deprec'n. | | |
| Current Assets | Cash | | | |
| Current Assets | Cash | Banks | | |
| Current Assets | Cash | Banks | Leamins current account | |
| Current Assets | Cash | Banks | Leamins deposit account | |
| Current Assets | Cash | Banks | Payment Ac: credit cards | <i>See notes</i> |
| Current Assets | Cash | Banks | Payment Ac: others | <i>See notes</i> |
| Current Assets | Cash | Cash in hand | | |
| Current Assets | Debtors | | | |
| Current Assets | Debtors | Other debtors | | |
| Current Assets | Debtors | Trade debtors | | |
| Current Assets | Debtors | Trade debtors | Sales control | |
| Current Assets | Debtors | Trade debtors | Sales control suspense | |
| Current Assets | Debtors | Taxation debtor | | |
| Current Assets | Debtors | Taxation debtor | VAT debtor | |
| Current Assets | Stock | | | |

| | | | | |
|-----------------------|-------------------|--------------------------------|-----------------------|------------------|
| Current Assets | Stock | Opening stock | | |
| Current Assets | Stock | Stock purchases | | <i>See notes</i> |
| Current Assets | Stock | Parts stock | | |
| Current Assets | Stock | Machines stock | | |
| Current Liabilities | Hire Purchase | | | |
| Current Liabilities | Short term loans | | | |
| Current Liabilities | Short term loans | Bank overdraft | | |
| Current Liabilities | Short term loans | Other short term loans | | |
| Current Liabilities | Other | | | |
| Current Liabilities | Trade Creditors | | | |
| Current Liabilities | Trade Creditors | Purchase control | | |
| Current Liabilities | Trade Creditors | Purchase control sus- pense | | |
| Current Liabilities | Taxation creditor | | | |
| Current Liabilities | Taxation creditor | Inland Revenue | | |
| Current Liabilities | Taxation creditor | VAT creditor | | |
| Current Liabilities | Taxation creditor | VAT due to/from HMRC | | |
| Long Term Liabilities | Bank term loan | | | |
| Long Term Liabilities | Director's loan | | | |
| Equity | Share capital | | | |
| Retained Earnings | Sales parts | | | <i>See notes</i> |
| Retained Earnings | Sales machines | | | <i>See notes</i> |
| Retained Earnings | Sales sundry | | | <i>See notes</i> |
| Retained Earnings | COS parts | | | <i>See notes</i> |
| Retained Earnings | COS machines | | | <i>See notes</i> |
| Retained Earnings | COS sundry | | | <i>See notes</i> |
| Retained Earnings | Expenses | | | |
| Retained Earnings | Expenses | Payroll | | |
| Retained Earnings | Expenses | Payroll | Payroll taxes | |
| Retained Earnings | Expenses | Payroll | Pension costs | |
| Retained Earnings | Expenses | Payroll | Wages & salaries | |
| Retained Earnings | Expenses | Premises | Rent and Rates | |
| Retained Earnings | Expenses | Marketing | Advertising | <i>See notes</i> |
| Retained Earnings | Expenses | Premises | | |
| Retained Earnings | Expenses | Premises | Other premises costs | |
| Retained Earnings | Expenses | Premises | Electricity | |
| Retained Earnings | Expenses | Premises | Heat | |
| Retained Earnings | Expenses | Premises | Buildings maintenance | |

| | | | | |
|-------------------|--------------|----------------------|--------------------------|------------------|
| Retained Earnings | Expenses | Premises | Rent | |
| Retained Earnings | Expenses | Premises | Telephone & internet | |
| Retained Earnings | Expenses | Premises | Water | |
| Retained Earnings | Expenses | Office & admin | | |
| Retained Earnings | Expenses | Office & admin | Sundry office & admin | |
| Retained Earnings | Expenses | Office & admin | Asset sales proceeds | |
| Retained Earnings | Expenses | Office & admin | Audit & accountancy | |
| Retained Earnings | Expenses | Office & admin | Bad debts | |
| Retained Earnings | Expenses | Office & admin | Bank charges | |
| Retained Earnings | Expenses | Office & admin | Computer hardware | |
| Retained Earnings | Expenses | Office & admin | Hardware maintenance | |
| Retained Earnings | Expenses | Office & admin | Software support | |
| Retained Earnings | Expenses | Office & admin | Insurance | |
| Retained Earnings | Expenses | Office & admin | Subs & periodicals | |
| Retained Earnings | Expenses | Office & admin | Stationery & consumables | |
| Retained Earnings | Expenses | Plant & tools | | |
| Retained Earnings | Expenses | Plant & tools | Equipment purchase | |
| Retained Earnings | Expenses | Plant & tools | Equipment maintenance | |
| Retained Earnings | Interest | | | |
| Retained Earnings | Interest | Interest paid | | |
| Retained Earnings | Interest | Interest received | | |
| Retained Earnings | Taxation | Taxation paid | | <i>See notes</i> |
| Retained Earnings | Depreciation | | | |
| Retained Earnings | Depreciation | Depreciation charges | | |
| Retained Earnings | Depreciation | Write off of assets | | |

Opening Entries

Share Capital

The founder of PaperMec has put in £1000 of his savings at start up. He opens a new General Transaction:

He debits 'Leamins Current Account' with £1000.

He credits 'Equity:Share capital' with £1000.

Long Term Bank Loan

£10,000 was borrowed from Leamins Bank and needs to be brought on to PaperMec's accounts. The General Transaction goes:

Debit 'Leamins Current Account' with £10,000.

Credit 'Long Term Liabilities:Bank Term Loan' with £10,000.

Tools and Equipment

The founder has put all his tools and equipment in to the venture, which would count as a loan. He opens a new General Transaction:

He debits the account 'Fixed Assets:Plant & tools cost' with the value of the tools.

He credits 'Long Term Liabilities:Director's loan' with the value of the tools.

Opening Stock

There were a few items of stock in the founder's garage which he brought to the company. When he enters the stock, he sets the destination account to 'Current Assets: Stock: Opening Stock'. That account will be automatically debited and a cost of sales account (say, COS parts) will be automatically credited. Then, using a General Transaction:

He debits 'Retained Earnings: COS parts' with an amount to make the balance zero.

He credits 'Long Term Liabilities: Director's loan' with the same amount.

Routine Accounting

Pay Assistant's Monthly Salary

The gross salary is £1100 from which PaperMec will deduct £75 Employee's National Insurance Contribution (Ee's NIC) and £145 Income Tax due under the Pay As You Earn scheme (PAYE). Hence £880 must be actually paid to the assistant. In addition PaperMec must pay £85 Employer's National Insurance Contribution (Er's NIC). Hence $£75 + £145 + £85 = £305$ is due to the Inland Revenue.

They open a new General Transaction and call it, say, 'Payroll July'. They type the following four line entry:

Debit 'Payroll:Wages & salaries' with £880.

Credit 'Leamins Current Account' with £880.

They give those lines item descriptions such as 'Pay R.Mann, July. Cheque No. 789'.

Debit 'Payroll:Payroll taxes' with £305

Credit 'Leamins Current Account' with £305

They call both items 'Pay Inland Revenue PAYE and NICs, July'.

From a purely arithmetical point of view, they could have used a three line entry, balancing salary plus taxes with cash from the bank. But there are two separate payments involved and the subsequent bank reconciliation would be more difficult if they had been combined.

They probably keep detailed payroll records elsewhere, but if they had wanted to show more detail in the General Ledger they could have substituted three debit entries for the one above to 'Payroll:Payroll taxes' and given each an item description. For example:

Debit 'Payroll:Payroll taxes' with £75. Described as 'Ee's NIC July'.

Debit 'Payroll:Payroll taxes' with £145. They call it 'PAYE July'.

Debit 'Payroll:Payroll taxes' with £85. Called 'Er's NIC July'.

Apart from writing the cheques, that's the job done. Next month, the procedure can be repeated easily by copying the transaction and changing a few details as necessary.

Pension Contributions

Pension contributions, if any, could similarly be moved with a general transaction from the bank account (credit) to an account called 'Payroll:Pension Costs' (debit). But another way is to set up the pension provider as a supplier and to purchase the pension with a Purchase Invoice and pay it with a Payment Made transaction. The latter way perhaps suits the case where there is an invoice or advice that payment has been taken.

Other 'Office' Expenses

There are some examples of overheads listed in the table of figures above. As with Pension Contributions, PaperMec can choose whether to deal with them using general transactions or the purchase system. For most or all of them the purchase system is preferable.

But there is no invoice for bank charges so they are best dealt with using a general transaction; similarly the recording of depreciation must be a general transaction.

Bank Charges

PaperMec put bank charges on to their system once a month using the following General Transaction to transfer the amount that appears on their bank statement:

Debit 'Office & Admin:Bank Charges'.

Credit 'Leamins Current Account'.

Bank Loan Interest

Just as they take charges, so the bank takes its loan interest. The General Transaction would be:

Debit the account 'Interest paid'.

Credit 'Leamins Current Account'.

Transfer between Bank Accounts

PaperMec often has a fair amount of cash following the sale of an expensive machine and likes to keep it in the deposit account and earn interest. They also put by at least £100 per month towards repaying the bank loan. This is where the Leamins deposit account comes in. To transfer £100 to the deposit account they do this General Transaction:

Debit 'Leamins Deposit Account' with £100.

Credit 'Leamins Current Account' with £100.

Petty Cash

PaperMec keeps a small float which they draw occasionally from their bank branch. They account for it with a General Transaction:

Debit 'Cash:Cash in hand' with £100.

Credit 'Leamins Current Account' with £100.

Paying or Recovering Value Added Tax

As PaperMec sell and buy, the VAT is recorded automatically in the VAT creditor account (for output tax which they owe HM Revenue & Customs) and the VAT debtor account (for input tax which they will reclaim). Those figures appear in the VAT Report which can be produced at any time to see the situation. At the end of a VAT period the report is a ready-made VAT Return.

When paying VAT due at the end of a period, PaperMec produce the VAT report and use it to enter a three line General Transaction. They leave the VAT Code set to the default, zero:

Debit 'VAT creditor' with the output tax due (Box 3 of report).

Credit 'VAT debtor' with the input tax to reclaim (Box 4).

Credit 'VAT due to/from HMRC' with the amount due (Box 5).

When three weeks later the time comes to send the cheque, they do a further general transaction:

Debit 'VAT due to/from HMRC' with the amount of the cheque they send to HM Revenue & Customs.

Credit 'Leamins Current Account' with the same amount.

If it is a net reclaim, they need to park the debt due from HM Revenue & Customs in the same way until their cheque arrives. So they would debit 'VAT due to/from HMRC' with the VAT reclaim amount due (Box 5). When the cheque came, they would do another General Transaction thus:

Debit 'Leamins Current Account' with the amount of the cheque.

Credit 'VAT due to/from HMRC' with the same amount.

Paying Corporation Tax

Papermec are notified of their Corporation tax liability well in advance of the due date, so two steps are involved:

Debit 'Retained Earnings:Taxation:Taxation Paid'.

Credit 'Current Liabilities:Taxation creditor:Inland Revenue'.

When they actually pay, a further General Transaction would read:

Debit 'Current Liabilities:Taxation creditor:Inland Revenue'.

Credit 'Leamins Current Account'.

Bad Debt

Sooner or later PaperMec experience a slow payer who turns into a non-payer. The General Transaction reads:

Debit 'Office and admin:Bad Debts' with the amount excluding VAT.

Credit 'Trade Debtors:Sales Control' with the same amount including VAT.

Leave the VAT Code set to zero. VAT is not part of the bad debt because they can reclaim it (most bad debts take so long to mature that PaperMec will have already paid the VAT output tax by the time it is certainly a bad debt).

They deal with reclaiming the VAT:

Debit 'VAT creditor' with the amount of VAT involved in the bad debt.

If the bad debtor subsequently does pay after all, PaperMec will reverse the above processes and call it 'Bad debt recovered'.

An alternative approach to the whole problem is to issue a credit note (see "Sales Credit Note" on page 64) to the debtor, which will correct the VAT but will have the effect of concealing what has really happened, including making it appear as if the offending customer has done nothing wrong. A sensible move if using this method, or perhaps in any case, would be to set the customer's terms to 'cash in advance'.

Aged Debtors

It is useful to check regularly for those debtors which have become 'aged' or, in other words, have not paid within their agreed terms. Three ways to do this are:

- Run a Sales Ledger Report, first setting 'show only overdue transactions'.
- Run an Aged Debtors Report
- Run Customer Statements, first setting [Select Overdue] and 'show overdue transactions only'.

Aged Creditors

To check whether it is late paying suppliers, PaperMec would run an Aged Creditors or Purchase Ledger Report.

Depreciation

PaperMec applies various write-down periods to its items of equipment depending on their nature. Although it hurts profit margin, it has to be done and a monthly general transaction looks something like this:

Debit 'Depreciation:Depreciation Charges' with the total amount of monthly depreciation.

Credit 'Fixed Assets:Plant accumulated depreciation' with its share, and

Credit 'Fixed Assets:Office Equipment accumulated depreciation' with its share.

Monthly depreciation may well be the same for months on end and would then be a recurring transaction. So it is an ideal candidate for copying and editing last month's general transaction.

PaperMec keep another account called 'Depreciation:Write off of assets' which can be used in a similar way when, for example, a machine is so worn out that it loses even the residual value that had been expected.

Purchase of an Asset

If PaperMec purchases a van it is a fixed asset rather than an item they intend to trade. The purchase system (in the 'Purchase Procedures' chapter) makes accounting for it easy. They simply purchase the van by its description and select the account 'Vehicles Cost' (which is a descendant of Fixed Assets).

Correcting Mistakes

If there is an accounting mistake, including one in the way routine sales and purchases have been handled, the company can normally just use the Cancel Transaction option from the Selected menu of the transaction browse window. For more involved adjustments, a General Transaction is used to move amounts between any chosen accounts. If there is any doubt about what has happened, they run a General Ledger Report just for the time period in question and look there. To move a value from the debit column of an account, they credit that same account with that same amount (noting with a full description what they have done).

Trial Balance

PaperMec have organised the order of their chart of accounts to get the best from the Trial Balance report.

If they run a trial balance using just the root 'Retained Earnings', a detailed profit and loss account emerges, with suitable headings. The Sales and Cost of Sales accounts appear at the top with the difference between them calculated.

If they run a trial balance with the root account 'Balance' set, the balance sheet results. The order of accounts has been arranged conventionally.

Period End

PaperMec produce the following complete printed reports for each month and at the end of their accounting year:

Standard Reports: Stock, General Ledger and both Trial Balances described above. Also the Sales Ledger (which they look at more often than monthly) and Purchase Ledger.

Financial Reports: Summary Profit & Loss, Summary Balance Sheet.

The VAT Return is produced every VAT period, as described above.

The *Inrax* system allows them to do these tasks when they wish, simply by selecting the right dates. Accounting work does not need to wait until month-end has been finished, nor need someone stay late on the last day of the month, year or VAT period.

Chapter 6: Stock Management

Overview

The Stock Management system is both versatile and secure. Safeguards have been built in to ensure that stock and its value are properly controlled.

Goods are bought by a business to sell, to convert into something to sell or to consume as an overhead (expense). The first two are your stock-in-trade and usually would be kept as Stock Items. Those that you do not choose to keep as stock items, perhaps because you do not often purchase them, are bought and sold only by description and are not covered in this chapter.

Inrax provides for another kind of stock item which is not purchased or tangible. This is the Service Stock Item, used to sell a service such as '24-hour callout by monthly Standing Order'. This particular kind of stock lends itself to multiple invoicing of a standard service.

Goods that you consume as a business overhead are assumed also to be purchased by description only and similarly are not dealt with here. If you consume some of your own stock as an expense, the way to account for it is to remove it from stock with a Stock Journal (see later).

This chapter is concerned chiefly with buying Stock Items and placing them automatically into stock, where they increase the stock on hand; then selling them out of stock, incurring at that point a cost of sale and a reduction in stock on hand. Secondly, the chapter covers the Service Stock Item, a particular kind of stock item which is deemed to have no cost.

A Stock Item must have a Reference and may have a Name. The Reference is in some businesses equivalent to part number; but many businesses find it easier to use an easily recognized word or words as the Reference.

The chapter covers the formation of convenient groups of stock, how to set up and price items, design price lists, adjust prices in batches, correct actual stock on hand, transfer stock between locations and produce a stock report. Additional paragraphs explain underlying detail such as price formulae and cost models.

Stock Group

Stock groups are a useful way to organise stock items into separate categories. It is recommended that you create enough of them to keep each comparatively small (perhaps under 50 stock items, though 100's or even 1,000's are possible). In that way routine work processes are speeded up. You may wish to keep service stock items grouped separately.

Creating at least the root Stock Group is part of getting started. Every subsequent group must be descended from the root group, and in turn you can arrange any group to be an offspring of another by selecting its parent. In that way you can have a hierarchy of stock groups that follows a logical pattern for your business. For example, if the root group is called 'All', three other groups might be:

All: Livestock: Sheep

All: Livestock: Cattle

All: Feeds

When a stock group is made available for selection in an Inrax menu, both the group name and parent group name are shown e.g., 'Sheep: Livestock'.

Creating a Stock Group

Stock Groups may be created manually as described in this section or may be imported from a file (see page 31).

To create a Stock Group, go to the home window and click [Stock Group] in the Edit folder. The Stock Group Browse window opens.

Click [New].

Alternatively, if there is already a browse list of stock groups and you want one of them to be the parent of the Stock Group you are about to create, highlight that row before clicking [New]. A blank Stock Group window will open with the correct parent group pre-set.

When you define a stock group, you should give all fields values which set your policy for that Stock Group. When you create descendant stock groups, you can set many fields to INHERIT, meaning that the new Stock Group will inherit that characteristic from its parent. By using INHERIT, you have less configuration work and changes will be easier to make later on, as INHERIT settings will pick up any changes higher up in the tree.

To apply an action to an existing Stock Group in the browse window, highlight the row and use the Selected menu (or right click the row). For example you can "View Stock Items" to open the Stock Item Browse window, showing Stock Items in that group. Another convenience option is "Set Bin for Stock Group" which allows you to set a warehouse bin id on all Stock Items in the Stock Group in one hit.

Stock Group Definition Tab

| Definition | | Service Period | Delivery & Handling |
|----------------|-----------------------------|------------------------|---------------------------|
| Name | Mobility | Parent Group | Stock |
| Description | Regent Mobility Products | | |
| Stock Type | ITEM | Sales Account | Mobility Sales: Sales |
| Status | CURRENT | Cost of Sales Account | Cost of Mobility Stock: N |
| Cost Model | Average Cost | Sales VAT Code | Zero VAT |
| Cost Update | Prompt User To Update | Purchases VAT Code | Standard 17.5% |
| Usual Supplier | lectric Mobility Euro Ltd., | Negative Stock Allowed | YES |

Save Cancel

- Name** A reasonably short name is recommended in order to fit in the fields of other windows.
- Parent Group** Only the root Stock Group has NO PARENT. Set the parent of subsequent groups from the drop down list.
- Description** There is room for a long description of 128 characters.
- Stock Type** The options are ITEM or SERVICE. You will probably want to set the root Stock Group to ITEM. Any subsequent groups which are created to contain service stock items should be set to SERVICE.
- Status** See “Stock Item Status” on page 115.
- Cost Model** FIFO, LIFO or Average Cost. A separate paragraph explains this ([see below](#)).
- Cost Update** This refers to the cost price already set for a Stock Item and whether it should be altered when you are purchasing the item and find it has a different cost price. The options are ‘Prompt User to Update’, ‘Always Update’ and ‘Do Not Update’. Your choice depends on, for example, how much prices fluctuate, how fast the item turns over and whether your selling price is linked to cost price (see also “[Source Price](#)” on page 116).
- Usual Supplier** Unless you only have one supplier for everything, you should set the root group to NO USUAL SUPPLIER. For all other groups select a supplier from the list, or INHERIT: NO USUAL SUPPLIER.

| | |
|-------------------------------|--|
| Sales Account | Select a sales account to assist analysis. This is the account where sales of this type will be credited. |
| Cost of Sales Account | Select a cost of sales account to assist analysis. This is the account where the cost of that sale will be debited. |
| Sales VAT Code | The default VAT code to be used in sales transactions. |
| Purchases VAT Code | The default VAT code to be used in purchase transactions. |
| Negative Stock Allowed | Generally you would allow negative stock on a group which can be replenished quickly because you may want to sell something before you have it on hand or have entered it in the stock file. |

Stock Group Service Period Tab

For information on Service Periods, see [“Service Periods” on page 64](#) and see [“Service Periods - Selling Time” on page 218](#). These sections are required reading for understanding how these service period defaults work.

Note that as with most Stock Group settings, these same settings are also available to set individually on Stock Items.

The screenshot shows a software window titled "Stock Item : Inrax L1 (id = 11748)". It has several tabs: "Definition", "Stock By Location", "Service Period" (which is selected), "Web", "Delivery & Handling", and "Custom". The "Service Period" tab contains the following fields:

- Period Customer Group:** A dropdown menu showing "Inrax Live Customers".
- Period Expiry Customer Group:** A dropdown menu showing "INHERIT : (NONE)".
- Period Length:** A field with "Inherit" checked, a value of "1", and a unit dropdown set to "MONTHS". A note "(0 = no expiry)" is visible.
- Period Expiry Notification:** A field with "Inherit" checked, a "Send Email" checkbox, and a field for "days before expiry".
- Is Recurring:** A checkbox that is currently unchecked.

At the bottom of the dialog are three buttons: "Save", "Apply", and "Cancel".

Period Customer Group

When a stock item belonging to this stock group is added to an Inrax transaction window, this customer group will be entered as the default Period Customer Group for the item in the transaction.

If a stock item is purchased on an Inrax web site, this will be the Period Customer Group that is set for the item within the Sales Order transaction created when the customer confirms their web order.

Where a stock group is to use service periods, you should always set this field.

| | |
|-------------------------------------|---|
| Period Expiry Customer Group | The default Period Expiry Customer Group on transactions created with this stock item, following the same rules as described above for Period Customer Group. |
| Period Length | The default Period Length on transactions created with a stock item within this group, following the same rules as described above for Period Customer Group. Default periods may be defined in days, weeks, months or years. |
| Is Recurring | This flag determines whether a web payment for this stock item is to be recurring. This feature is currently only supported for the FuturePay service provided by WorldPay. When set, a repeating card payment is set up at the interval defined for this service period. See “FuturePay” on page 222 |
| Period Expiry Notification | The default Period Expiry Notification on transactions created with this stock item, following the same rules as described above for Period Customer Group. |

Stock Group Delivery & Handling Tab

The screenshot shows a software window titled "Stock Group : Southcombe" with a blue header bar. Below the header are four tabs: "Definition", "Service Period", "Delivery & Handling" (which is selected and highlighted in orange), and "Custom". The "Delivery & Handling" tab contains the following fields:

- Delivery Weighting:** A dropdown menu set to "Inherit" with a green checkmark icon to its right, and a text box containing "0.00".
- Force Delivery Method:** A dropdown menu set to "INHERIT : ALLOW ANY DELIVERY METHOD".
- Handling Charge:** A dropdown menu set to "INHERIT : NO HANDLING CHARGE".
- Dispatch Organisation:** A dropdown menu set to "Southcombe Brothers Ltd, 245-1010".

At the bottom of the window, there are two buttons: "Save" and "Cancel".

| | |
|---------------------------|--|
| Delivery Weighting | See “Charging By Order Value or Delivery Weighting Bands” on page 211 for details of how this is used. You must untick the Inherit button on the root stock group and set the value that child stock groups will inherit as a default. The value can be left as 0 unless/until you set up delivery and handling prices this way. |
|---------------------------|--|

| | |
|------------------------------|---|
| Force Delivery Method | See “Shopping Basket Display of Delivery Methods” on page 213 for details of how this is used. For the root stock group you will almost certainly set this to ALLOW ANY DELIVERY METHOD. If all stock items in a stock group must be delivered by one particular delivery method, you can set it here rather than having to set it on all of the contained stock items. |
| Handling Charge | See “Handling Charges” on page 215 for a description of how this is used. |
| Dispatch Organisation | Please see “The Web Based Order Dispatch Interface” on page 227. |

After saving, each new Stock Group appears in the Stock Group Browse window from where you can select it to be edited, viewed or deleted (though you can delete only if there are no stock items in it).

Stock Group Custom Tab for Custom Stock Fields

When you view the Custom tab, you will see any custom fields associated with this stock group. Custom fields can be set up for any arbitrary data in field names of your choice. For example, if you sell lawn mowers you may have a Custom Field called “Engine Capacity”. These can then be used for web page filtering product option selection when adding to basket. They are also useful in the OLAP report for analysing sales.

To add a new field, click the Add Custom Field button, then either pick an existing field or click New to create a new one. All you need to supply is a name for the field and a label that is used in web site popup option menus.

The order of the fields assigned to a stock group can be shuffled using the Shuffle up and down arrow buttons. This determines the order that the fields will appear in a stock item editor.

Custom fields are inherited through more than one stock group. Hence, if all of your stock has an attribute of “Colour”, create this as a custom field on your root stock group. Then add more specific custom fields to descendant stock groups if you wish. The stock item editor will pick up all applicable fields when you edit stock items. Note that stock group editors don’t themselves display the inherited custom fields.

See “Stock Item Custom Tab” on page 112 to see how custom field values are entered within the stock item editor. Values may alternatively be imported via stock item XML imports.

Cost Models

Stock, of course, seldom if ever comes in at the same price year after year. There are three ways in which the cost of your stock can be handled. For a given Stock Item, with several units of stock on hand, the system assumes the following when you sell one of them:

- **FIFO (first in, first out):** The oldest unit of stock is sold and its cost of sale is what you actually paid for it. The remaining stock's value is the sum of what you actually paid for it, so the cost at valuation of one unit of stock is now the total value divided by the number of units of stock on hand.
- **LIFO (last in, first out):** The most recently purchased unit of stock is sold and its cost of sale is what you actually paid for it. The remaining stock's value is the sum of what you actually paid for it, so the cost at valuation of one unit of stock is now the total value divided by the number of units of stock on hand.
- **Average Cost:** Your stock's cost value is averaged every time a unit of stock is bought. When something is sold, there is no change to the average, i.e. no change to the cost at valuation.

As an example, consider a Stock Item which is a can of a certain type of adhesive. You buy one for £9. Later you buy another, but it has now gone up to £10. Finally you purchase two more, now at £11 per can. Regardless of cost model, you now have 4 cans on hand and cost value is

$$£9 + £10 + £11 + £11 = £41$$

Each can's cost at valuation is therefore $£41/4 = £10.25$.

If you now sell one can, this is how the Stock Item would behave for each of the stock models:

- **FIFO.** The cost of sale for the one can is £9. Remaining stock value is $10+11+11=£32$, so cost of each can at valuation is now $£32/3 = £10.67$
- **LIFO.** Cost of sale £11. Value remaining is $9+10+11=£30$. One can at valuation then = £10.
- **Average Cost.** Cost of sale £10.25. Cost each at valuation is unchanged at the average (£10.25).

Note that a can of adhesive's cost price is still whatever you type in the 'cost' field of the Stock Item window ([see page 109](#)), or whatever it updates to (if set to update) when you buy fresh supplies. Its cost at valuation, also shown in the Stock Item window, is likely to be different.

When you produce a stock report, it shows both current cost price and cost at valuation.

You can set the cost model in a stock group and it will automatically apply to all stock items in the group unless you override the setting. If you have been using one cost model and you then switch to another for the same stock, results may be unpredictable. It is therefore strongly recommended that you do not change cost model.

Stock Accounts

Stock reports provide valuation detail by item, group and location. But if you want refined analysis in the General Ledger, you can set up several stock accounts and track stock values there. There are examples in the case study ([see page 91](#)). The accounts will all be descended from a root account, and you must set up at least one descendant account. For example, if the root account is 'Current Assets:Stocks', two descendant accounts might be 'Current Assets:Stocks:Stock Purchases' and 'Current Assets:Stocks:Livestock'. You need to choose one of these descendant accounts to be the Stock Control Account - in this example 'Stock Purchases' suggests itself.

The chosen Stock Control Account is set up initially in Settings/[Control Accounts], though you can change your choice at any time. That account is the one which always appears during purchase transactions and is therefore the one that the values of all stock items first go to.

For analysis purposes, you can find out the value of the Stock Groups which you are interested in, then transfer that value from the Stock Control Account to another stock account using Transact/[General]. For example, a farming business might do that once a year when valuing livestock.

Stock Accounts and Stock Groups are unconnected concepts though you can choose similar logical groupings, such as 'Livestock', for both.

Stock Item

The method of defining a Stock Item is in many ways the same as that for a Stock Group. By careful choice of stock groups it is usually possible to allow a stock item to inherit the characteristics of its group, which speeds the process of creation greatly and permits some later changes to the whole group at once.

Service Stock Item

A Service Stock Item is a Stock Item where the 'Stock Type' field has been set to SERVICE. It is deemed to have no purchase value because it is a standard item of service or labour, such as a commitment to 24-hour call out. It does not affect the value of your stock and does not have to be stocked up before you can sell it.

Another good use for the Service Stock Item is in making a standard charge for carriage. In that case there clearly is a cost, but it may vary with each consignment. The way to apply the cost is to pay the carrier with a Purchase Invoice made out by description only and assigning the value to a suitable cost of sales account. Alternatively apply it to an expenses account if that is how you view carriage.

By opening the Stock Item window for the Service Stock Item, in the 'Stock by Location' tab, you can see the number sold at any location. Instructions in the following paragraphs include Service Stock Items.

Choosing a Stock Item Reference

A Stock Item Reference can only be used once. You can use up to 32 characters, but it is recommended that you try to keep it to about 20 or fewer so that they show up well in reports. A list of Stock Item References will sort in the order that you would intuitively expect. The first character will sort from 0 to 9; then the second character will be taken into account, thus continuing the sort from 10 to 99; and so on. This applies whether numerals lead or are embedded in the Reference.

Symbols commonly found in part numbers sort after numerals thus:

- (dash or minus), Point (or full stop), / (forward slash).

It is best to avoid point (full stop) and comma in a Reference because it does not show up well and may affect file exports.

Letters are last in priority and sensitive to case.

So a sample list of Stock Item References will sort thus:

1, 2, 11, 100-5, 101-5, 1005, A, A99, A101, A101A, A101A99B, A101A101B, A/99, A/101, AB14XX, AB106A

Notice that, in a given pair of references, numerals are compared up till the next non-numeric character and ranked accordingly. Thus 101-5 appears after 100-5 but before 1005.

Setting up a Stock Item

To create a Stock Item, go to the home window and click [Stock Item] in the Edit folder. The Stock Item Browse window opens.

Set the Location and Stock Group if they are wrong, then click [New] to open a blank Stock Item window.

Sometimes you may want to buy and sell in different units: for example, a trade pack of 10 tubes of sealant would be one item when you purchase it and accordingly be given an item price. If you then split it to sell individual tubes, each tube will have a unit price. Those are the terms that appear in purchase and sales transactions respectively. [See below](#) for more about entering prices.

If a Stock Item is bought and sold per can or per litre, type that as part of the Description; but if the unit is 'each' you can choose whether to say it or leave it understood. It is inadvisable to use the Unit Name field for this unless Priced Units are greater than 1 because it will not display in all circumstances.

Stock Item Definition Tab

- Reference** A unique title or number, up to 32 characters. It is best to keep it to about 20 or fewer to make it read well in lists and reports.
- Supplier Ref.** You may not wish to use your supplier reference codes as your own stock codes (or may not be able to if there are duplicates). In this case, enter the different supplier stock code here. This code, if present, is displayed on purchase paperwork such as purchase orders. Though not visible, you can search on these codes within the stock item browse window (Filter String).
- Stock Group** Inheritance options in later fields will be from this Stock Group. It is easy to move stock items to a different stock group later if you need to but, as a matter of good design, it is best to avoid putting any stock items in the root Stock Group.
- Barcode** Reference used to generate a barcode for this Stock Item. Currently barcodes are not output graphically from within Inrux, so external tools and applications are required to make use of this.
- Name** There is space for 256 characters to describe what this stock item represents. In the current example, it will be most easy to read if typed something like: 'Sealant 310ml'.
- Cost Price** Mandatory field. In the current example, insert the cost of the trade pack of tubes.

| | |
|---------------------|--|
| Base Price | Mandatory field. Selling price exclusive of VAT. In the example of a pack of sealants, insert the Base Price of the trade pack, not of one tube. See also an explanation of Base Price in “Selling Price” on page 118 . When you sell, the relevant selling price will be divided by the value in the Priced Units field. |
| RRP | Recommended Retail Price exclusive of VAT. Optional field but you should fill it in if you intend to base any pricing formula on RRP. Again, if your units of purchase are different from your units of sale, it is the price of a pack of 10 tubes (for example). When you sell, the price will be divided by the value in the Priced Units field. |
| Valuation | A calculated field meaning ‘cost of each item at valuation’. Be aware that normally you would allow the system to calculate the valuation price. If you do choose to change it, the stock and cost of sales accounts will be automatically adjusted accordingly when you save, creating a Valuation Adjustment transaction, see “View Valuation Adjustment Transactions” on page 124 . |
| Manufacturer | Optional. Often this will be the same as Usual Supplier. If the manufacturer has not already been set up in Organisation, double click in the field to do so. |
| Brand | Optional. Sometimes, for example, a manufacturer makes a premium and a budget range so it is important to be able to differentiate. |
| Stock Type | The options are INHERIT, ITEM or SERVICE. If you select a Service Stock Item, irrelevant fields are greyed out. |
| Status | See “Stock Item Status” on page 115 . |
| Priced Units | Leave at 1 where units of purchase and sale are the same. If you purchase the product in packs of 10 that you (and your supplier) prefer to treat as a single item, enter 10 here to indicate that 10 units will be sold for each item purchased. |
| Unit Name | Recommended to leave blank if Priced Units = 1. In other windows and reports, the Unit Name appears with the word ‘per’ immediately after the Description. So for the example of tubes of sealant, enter ‘tube’. You would then see: ‘Sealant 310ml per tube’ when you sell it. |

Stock Item Stock by Location Tab

The screenshot shows the 'Stock Item : Sealant' window with the 'Stock By Location' tab selected. The 'Location' is set to 'Front Store' and the 'Bin' is empty. The 'Min Stock Units' is 1 and the 'Min Order Items' is 1. A table displays stock data for various locations, and a summary section shows 'STOCK TOTALS' for 'In PO', 'In SO', and 'In Stock'.

| Location | Bin | Min Stock ... | Min Order I... | In PO | In SO | In Stock |
|-------------|-----|---------------|----------------|-------|-------|----------|
| Home | | 5 | 1 | 0 | 0 | 17 |
| Hame | | 1 | 1 | 0 | 0 | 0 |
| Far Yard | | 1 | 1 | 0 | 0 | 0 |
| Barn | | 1 | 1 | 0 | 0 | 0 |
| Front Store | | 1 | 1 | 0 | 0 | 0 |

STOCK TOTALS: In PO 0 In SO 0 In Stock 17

- Location** Pick a Location if you wish to set Minimum Stock, Minimum Order or a Bin reference (see below).
- Bin** The bin (container/place) reference for where to find the Stock Item. Use this to help locate the item within a store at the chosen location. Bin can be set quickly on multiple stock items at once by using the “Set Bin for Stock Items” option on the Selected (right click) menu of the Stock Group browse window, or by using XML imports of Stock Items.
- Minimum Stock Units** Refers to stock on hand at the Location selected. You can set different minimum stocks at different locations. In the present example, if you specify the minimum safe stock of individual tubes (rather than trade packs) a low stock warning will come up at the appropriate moment during the selling procedure.
- Minimum Order Items** The minimum size of order allowed for delivery to the Location selected. Again you can set different values for each Location you have. In the current example, the order size refers to trade packs of 10 rather than individual tubes.

By selecting different Locations in the ordinary course of work, you can see in the table what minimum parameters are set and how many of the stock item are in an unfulfilled Purchase Order or Sales Order, or in stock. You can switch between locations by clicking on the rows in the table. Stock totals for all locations are shown at the bottom.

Stock Item Service Period Tab

The stock item Service Period tab contains the same settings as in the same tab on the Stock Group window, see [“Stock Group Service Period Tab” on page 103](#). Where values are set to INHERIT from the stock group, any change in the value at the stock group level will be reflected within the stock item. Any values set explicitly will be for that stock item, overriding stock group settings.

Stock Item Web Tab

If your organisation has been configured to allow the creation of web sites you should see a “Web” tab within the Stock Item editor window. For details on how this is used see [“Configuring Stock Item Web Display” on page 202](#).

Stock Item Delivery & Handling Tab

The stock item Delivery & Handling tab contains the same settings as in the same tab on the Stock Group window, see [“Stock Group Delivery & Handling Tab” on page 104](#). Where values are set to INHERIT from the stock group, any change in the value at the stock group level will be reflected within the stock item. Any values set explicitly will be for that stock item, overriding stock group settings.

Stock Item Custom Tab

Enter values for custom fields that have been defined within this stock item’s stock group (or any ancestor of that stock group). If no custom fields have been defined, this tab will be empty. Values may stretch over more than one line. See also [“Stock Group Custom Tab for Custom Stock Fields” on page 105](#). For setting many values, use XML imports or see [“Set Custom Fields” on page 114](#).



The screenshot shows a window titled "Stock Item : 01-00570-001U" with several tabs: Definition, Stock By Location, Service Period, Web, Delivery & Handling, and Custom. The Custom tab is active, displaying a table of custom fields. The fields and their values are:

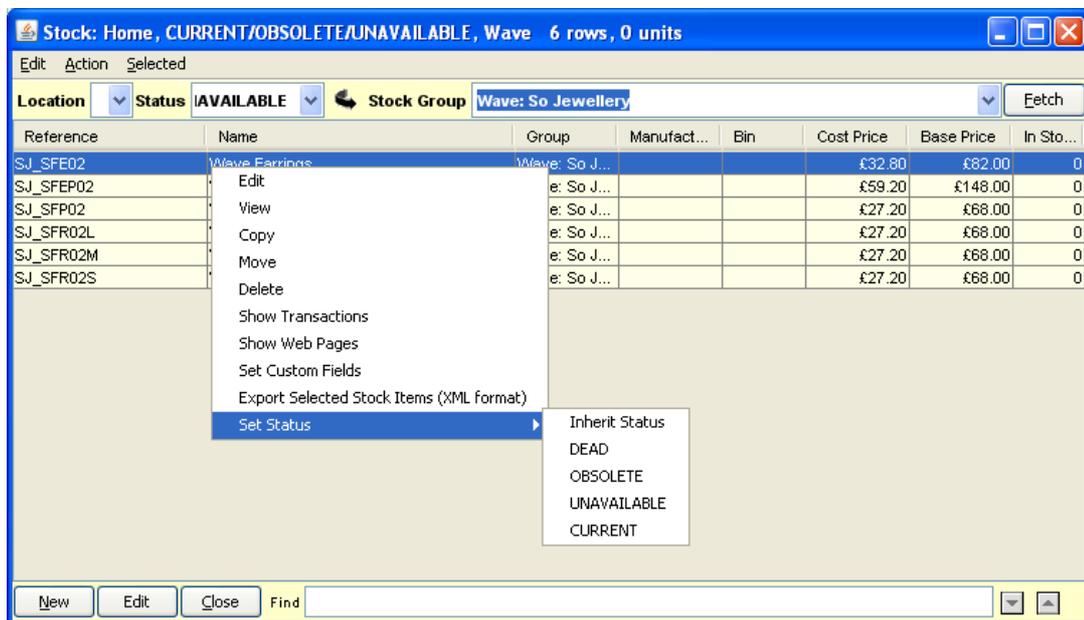
| Field Name | Value |
|-----------------|--------|
| Colour | red |
| Engine Capacity | 2500cc |
| Oil Type | |
| Height | 65cm |

At the bottom of the window are three buttons: Save, Apply, and Cancel.

Stock Item Browse Window

After saving a Stock Item it appears in the browse list of the Stock Item Browse window. You can pull up the browse list for any Location, Status and Stock Group by selecting them in the three fields at the top, then clicking [Fetch]. All stock items in the Stock Group which match the selected Status will appear even if there is no stock at the selected Location. The stock on hand and total value at that Location will be displayed in the last two columns of the browse list.

You can select a Stock Item for further work using the Selected menu or by right clicking (CTRL click for Mac) on the selected row.



- Edit** Open edit windows for all selected stock items.
- View** Open windows for all selected stock items in view mode.
- Copy** Open edit windows for creating new stock items as copies of those selected.
- Move** You will be prompted to select a target Stock Group to move all selected stock items into.

| | |
|---|--|
| Delete | If you try to delete a Stock Item containing stock or which has been used in any existing transaction, a window will pop up saying that you cannot do it but inviting you to alter the Status if required. You can then use 'Edit' to make the item OBSOLETE but you will not be able to make it DEAD as long as there is stock held at any location. See below for more on obsolete and dead stock. |
| Show Transactions | Show lists of transactions within which the selected stock items appear. |
| Show Web Pages | Show a list of Web Pages that this Stock Item has been assigned to (either directly or indirectly via a Stock Group). If only one Web Page is found, it is opened in the Web Page editor in view mode. |
| Set Custom Fields | This option allows you to quickly set or change custom stock fields of one or more stock items without having to edit each of them. Only custom stock fields that are common to all of the selected stock items can be set this way. See "Stock Item Custom Tab" on page 112. |
| Export Selected Stock Items (XML format) | Creates a file containing XML definitions of all selected stock item rows. See "Stock Item Import" on page 253 for the format definition. Exported stock items can be bulk edited and imported back into Inrax. |
| Set Status | This option allows you to quickly change the status of one or more stock items without having to edit each of them. See "Status" on page 102. |

Finding a Stock Item

At the top centre of the Stock Item Browse window there is an arrow symbol (the flip filter button) which allows you to toggle between two methods for finding a Stock Item.

- When set to Stock Group, pick a Group and click [Fetch] to see all the Stock Items in that Group which also match the selected Status.
 - When set to Filter String, type a string of characters and press ENTER or [Fetch]. Any Stock Item Reference or Description where that string appears and which also matches the selected Status will be displayed.
- Correct case does matter.

Following a Fetch, the fetch criteria are displayed within the title bar of the browse window along with the number of rows returned and the total number of units in stock for these rows at the selected location.

The Find Panel, available in all browse windows, is an alternative method but only searches the stock items you have already loaded within the browse window.

Stock Item Status

Stock Items can be marked as follows at either the Stock Group or Stock Item levels:

| | |
|-------------|---|
| INHERIT | Pick up the status from parent stock group. |
| CURRENT | Current available stock, the default status. |
| UNAVAILABLE | Use to indicate that stock is not available to be sold at present. Any unavailable stock contained in an Inrax web site may NOT be purchased and displays “On Order”. Within Inrax you can still select unavailable stock for sales transactions, but will receive a warning. Unavailable stock is included in printed price lists. Note that this status would not normally be used to manage unavailability due to lack of stock. |
| OBSOLETE | Usually indicates that a stock item has reached end of line and may have been replaced by a different item. Within Inrax you can still select obsolete stock for sales transactions, but will receive a warning. |
| DEAD | This stock can no longer be bought or sold. |

Changes in Status can be reversed. Obsolete stock remains part of your company’s stock valuation. If you run a stock report, obsolete and dead stock are marked OB and DE respectively.

Viewing Transactions for a Stock Item

Use the Show Transactions option of the Stock Item browse window Selected menu to display all transactions within which the selected Stock Item features.

Exporting Stock Items

Stock Item data may be exported to an XML format file. This is the same format used to import stock items, see “Stock Item Import” on page 253. To create the export file, select “Export Stock Items (XML format)” from the Action menu of the stock item browse window. All stock currently loaded within the browse window is exported.

Formulae

You can apply a variety of formulae to calculate prices, which gives you great flexibility when devising price lists.

Rounding

When calculations are applied by a formula or during a 'batch' price adjustment (see page 123), you are offered four methods of rounding off the result. Take the examples 1.005 and -1.005:

- UP means always round away from zero, giving 1.01 and -1.01
- DOWN means always round towards zero, giving 1.00 and -1.00
- HALF UP means round towards the nearest neighbour, unless equidistant in which case round up. Result 1.01 and -1.01 for the current example (but 1.004 would give 1.00 and 1.006 would round to 1.01)
- HALF DOWN means round towards the nearest neighbour, unless equidistant in which case round down. Result 1.00 and -1.00 for the current example (but 1.004 would give 1.00 and 1.006 would round to 1.01)

Creating a Formula

From the Edit folder click [Formula] to open the Formula Browse window, then click [New].

| | |
|---------------------|---|
| Name | Choose a name for the formula such as '30% Margin', 'Fast Movers' or 'Special Orders'. |
| Source Price | Part of the definition of a Stock Item, giving the formula its point of reference. Options are Base, Cost, Recommended (Retail Price) and (Cost at) Valuation. If the formula is set to operate on Recommended Retail Price and one has not been defined, it uses Base instead. |

| | |
|----------------------|---|
| Adjust Method | <p>If you set MARGIN, the formula will make the value in % Adjust (see the field below) a percentage of the resultant selling price.</p> <p>(% Margin = Selling Price - Cost of Sale expressed as a percentage of Selling Price).</p> <p>If you set MARKUP, the % Adjust will be based directly on one of the source prices in the field above.</p> <p>(% Markup more generally = percentage increase on cost price to arrive at selling price. But here it is a convenient shorthand for ‘apply the specified percentage change directly to’).</p> |
| % Adjust | <p>Applies as explained above. May be positive or negative so if, for example, you want to wholesale goods at a price marked off Recommended Retail, then select ‘Recommended’ as the source and a negative % Adjust.</p> |
| Add | <p>Use this where, for example, you want to add a fixed number of pounds worth of installation labour to an item you are selling. Thus labour would appear ‘free’ or inclusive in the item price and would be independent of it. You can apply a percentage calculation as well.</p> |
| Round Off | <p>See above the paragraph on rounding.</p> |
| Price | <p>Whichever method you use, this line reminds you of the effect in relation to the source price.</p> |

When you have saved, the formula appears in the Formula Browse window from where it can be viewed, edited or (if not in use) deleted.

Price Lists

Price Lists allow for flexible pricing of stock as an alternative to specifying a single price per stock item. You may choose not to use a price list, or you may create several. You can tailor a price list to a particular set of customers and price lists may be assigned to your web sites.

It is possible to apply formulae in a very flexible way: for example, for the same collection of Stock Items, you could have one price list based on Cost prices and another on Base prices, or a mixture of both within the same price list. It is also possible to set up many fixed prices for the same stock within separate price lists.

These paragraphs headed ‘Price Lists’ refer to the recipe used in defining a price list. The resultant price list can be viewed or printed by clicking [Price List Report] in the Report folder of the home window.

Selling Price

The default selling price for a customer with no price list allocated is Base, which you specify when setting up a Stock Item. You can print a price list of Base prices from the Report folder.

If you apply a formula to selected Stock Groups or Stock Items in a named price list, selling price is related to your choice of Base, Cost, RRP or Cost at Valuation and will automatically alter as the source changes. Alternatively each price list can use a lookup table of prices to set exact prices to be used instead of Base prices.

If you want to sell a Stock Item at Recommended Retail, either make its Base the same as RRP and sell at Base; or set up a formula whose source is 'Recommended' with zero % Adjust.

Designing a Price List

From the home window Edit folder click [Price List], which opens a Price List Browse window. Click [New] for a fresh price list window.

Price List

Name: Solarflow

Customers

| | | |
|---------------------------------|--------|----------------------------------|
| 2 1 Mr, 245-2108 | Browse | Scarfield (c/o Steve) Vicky Miss |
| Ainley John Mr, 245-2197 | << | A A Mr, 245-3874 |
| Allen Jane Mrs, 245-1893 | >> | A As Mr, 245-3875 |
| Anstess Peter Mr, 245-2242 | | Aa Aa Ms, 245-1605 |
| Asplen-Taylor Simon Mr, 245-191 | | Aaronson Roy Mr, 245-1413 |

Formulae

| | | |
|--------------|--------|--------------|
| +£3 inc VAT | Browse | +5% |
| +£4 inc VAT | << | +10% |
| +£6 inc VAT | >> | +£10 inc VAT |
| +£8 inc VAT | | -1% |
| +£12 inc VAT | | -2% |

Stock Groups

| | | |
|--|--------|------------------------------|
| | Browse | Bradford General: Bradford |
| | << | Bradford Jewellery: Bradford |
| | >> | Bradford: Gift of Choice |
| | | Cascade: So Jewellery |
| | | Christmas: Bradford |

Stock Items (pick from group...)

| | | |
|--------|--------|--|
| DS1012 | Browse | |
| DS1030 | << | |
| DS1039 | >> | |
| DS1040 | | |

Fixed Prices Save Cancel

Name The price list's name will appear at the head of a printed list.

Customers If this price list is targetted at specific customers, select customers on the right (singly or in multiple rows) and move them to the left with the [<<] arrow button. If you want to remove any customers from a price list, use the opposite arrow button. Remember that a customer can have only one price list applied, so their name will not appear on the right if already allocated to a different price list. You can see a customer's details by double clicking on their name in either list.

- Formulae** All existing formulae are offered on the right, or you can create a new one with the [New Formula] button. Move the ones you want, one at a time, from right to left. For each, select stock which you want this formula to apply to (see below). To remind yourself of a formula's details, double click it.
- Stock Groups** As you pick each formula, which will remain highlighted, select the Stock Group or Groups that you want to associate with the formula and transfer them into the left box. They disappear from the right hand box so that you cannot select them again for another formula.
If you assign a Stock Group to one formula and then pick for another formula a Stock Group which is an ancestor group of the first, the descendant group will disappear from its formula because it will have been superseded.
Double click a Stock Group if you want to see details.
- Stock Items** If you want the highlighted formula to apply to individual Stock Items rather than to all items in a Stock Group, select the Stock Group it is in from the drop down list, then select the Item and transfer it to the left. Items can be selected and moved in blocks.
If you pick a Stock Item whose Stock Group has already been given a formula, the Stock Item's formula will take precedence. Selecting a stock item in the selected list results in price information for that stock item to being displayed below.

You do not have to use the above procedure to assign a different existing price list to a customer: you can alternatively do it from the [Organisation] button in the Edit folder of the home window.

When you save the price list, it will appear in the Price List Browse window from where it can be selected and viewed, edited or (if not in use) deleted.

Fixed Stock Prices

As an alternative to setting stock prices by formulae or using the default selling price (the Base price set on the stock item itself), you can define fixed prices for individual stock items. Fixed prices take priority when calculating a price using a price list; the formulae settings are only checked where there is no fixed price.

Click on the Fixed Prices button. You are presented with a browse list of all stock items for which you have previously defined fixed prices. To add a new fixed price, click on New within the Fixed Prices browse window and pick the stock item (double click within the stock item field to browse select or type in a stock item reference

directly) and enter the fixed price and Save. To remove fixed prices, select one or multiple rows and use the Selected menu Delete option (or right click pop-up menu).

For setting many fixed prices you should import them as an XML file. The Fixed Prices browse window has an option to 'Export Prices (XML Fomat)' available on the Action menu; allowing round trip export/import. The format can be found here: "Price List Fixed Prices Import" on page 273

Taking Stock and making Adjustments

One way to prepare stock sheets for stocktaking is to run a stock report. You can set stock group and location; and you can choose not to print quantity in stock if you do not want the stock taker to know it. If you want a list in bin order, there is a Group By Bin option available.

Holdings found to be incorrect can be adjusted with a Stock Journal or with an import file. The latter can adjust stock on hand or enter an absolute value, whichever you choose.

Stock Journal

Stock on hand can be adjusted by a suitably authorised person either using the Stock Journal facility described here, or from an import file. See "Importing Data" on page 31 and "Stock Journal Import" on page 257.

- Stock Item** Type a Stock Item Reference or double click for a browse list. Upper or lower case must be observed. Units in stock at the set Location are displayed.
- Description** Allows you to give a reason for the journal. This is put on the description of the financial transaction that is created and can be seen when running a General Ledger report.
- Location** Select

- Adjust** May be positive or negative.
If the adjustment is downwards, the value being thereby eliminated from stock will be recorded automatically as a cost of sale (in the Cost of Sales account set up for the Stock Item), and will affect your profit adversely. And vice versa. Adjustments obey the Cost Model set.
If the adjustment will result in negative stock you will be warned.
- Journal Date** Defaults to today but can be edited.

Click [Apply] and the new number of units in stock will be displayed. This action results in a new Stock Journal transaction being created, see “View Stock Journal History” on page 122

View Stock Journal History

Use the [View Stock Journals] button which by default is visible in the Trasact tab of the Inrax main window, assuming the current user’s access group permits this. Here you will see a browse window where you can access all stock journals made to date.

Stock Transfer between Locations

A user in an Access Group with the appropriate permission can transfer stock between two locations within the same company. Stock on hand and stock values at each location are automatically adjusted.

Each Stock Transfer results in the creation of Stock Journal transactions to move the stock out of one location and back in to the other location. These transactions can be viewed, see “View Stock Journal History” on page 122.

Click [Stock Transfer] in the Activity folder:

| Reference | Description | Group | Home | Far Yard | Transfer |
|-----------|-------------|-----------|------|----------|----------|
| Hay | hay per ton | Livestock | 1 | 3 | 3 |

- From Location and To Location** Set the locations between which you are moving stock.
- Stock Item** Type a Stock Item Reference or double click for a browse list, where you can select multiple rows. Units in stock at the set Locations are displayed.
- Transfer Units** Insert the desired value for the row you are working on. The revised units in stock are displayed.
- [New Row]** Click this button if you want to make another transfer. You cannot repeat a stock item already specified in earlier rows.

Stock Price Adjustment

A suitably authorised person can adjust the cost, base and recommended prices of entire stock groups in batches from the Activity folder as follows:

- Adjust Price** Set here which price you want to update. Options are Base, Cost, Recommended Retail and cost at Valuation. If Valuation is adjusted downwards, the value being thereby eliminated from stock will be recorded automatically as a cost of sale (in the Cost of Sales account set up for each Stock Item concerned), and will affect your profit adversely. And vice versa. Valuation adjustment history can be viewed, see “View Valuation Adjustment Transactions” on page 124. For Stock Groups of the type ‘Service’, you cannot adjust Cost or Valuation because they do not exist.

- Source Price** This is the price which the % Adjust and Add calculations will refer to. Options are again No Source Price, Base, Cost, Recommended and Valuation: your choice does not need to match the setting for Adjust Price. If you want to set a chosen fixed price, then pick No Source Price and then set the price for the stock items in the Add field (see below).
- Adjust Method** Select 'Margin' or 'Markup'. See ["Adjust Method"](#) on page 117 for an explanation of terms.
- % Adjust** May be positive or negative.
- Add** A monetary value to add to the source price if required, or if you have No Source Price selected, the value entered here will be the fixed price that the Adjust Price will be set to.
- Round Off** Uses the same rules as described under 'Formula', above (see [page 116](#)).

The calculation you have specified is confirmed at the bottom of the window. Click [Apply] and follow the on-screen instructions.

View Valuation Adjustment Transactions

Use the [View Valuation Adjusts] button which by default is visible in the Trasact tab of the Inrax main window, assuming the current user's access group permits this. Here you will see a browse window where you can access all valuation changes that have resulted from editing the valuation price within the Stock Item editor, or from applying Stock Price Adjust actions.

Stock Report

You can produce a stock report from the Report folder of the Home Window. This report does not report on stock items having Stock Type SERVICE.

| | |
|--|---|
| Root Stock Group | Pick the stock group to report on. |
| Location | Pick the location to report on. |
| Status | Optionally restrict the report to a chosen stock item status. If reporting on DEAD stock, remember to untick the “Hide DEAD Stock” option which acts independently. |
| Filter | <p>Stock Below Minimum: Only stock that is below the minimum stock level is included in the report.</p> <p>In Stock: Only positive in stock items are included</p> <p>In Purchase Orders: only stock within OPEN purchase orders are included.</p> <p>In Sales Orders Ready For Dispatch: only stock within OPEN sales orders are included that meet the dispatch rules for the dispatch organisation linked to a stock item. If a stock item has no dispatch organisation assigned, a default rule is used whereby stock is only included in the report if it resided within a Sales Order that is Paid (P flag) or Authorised (A flag) but not on Hold (H flag). This report therefore presents stock that is ready to be picked to fulfill all outstanding and ready Sales Orders.</p> |
| In Stock At | By default this will be today’s date so that the report shows the current stock position. Change to a historical date to view In Stock figures for that date. Note however that this only affects the In Stock results in the report; other figures including open Orders and stock cost/value are always as of now, these are not reported historically. |
| Hide “In Stock” Column | Do not display “In Stock” values in the report. |
| Hide Zero Stock Rows | Do not display rows for stock that has 0 values for all of “In Stock”, “In PO” and “In SO”. |
| Hide DEAD Stock | Ticked by default to exclude stock items with a status of DEAD. |
| Group by Stock Group / Group by Bin | If the report is grouped by Bin, combined with the “In Sales Orders Ready for Dispatch” filter, the report provides a useful picking list for traversing bins in order within a warehouse. |
| Report is Paginated | Determines if report is continuous, or split into pages. |

Remembering the distinction between Items you purchase and Units you sell (if different, i.e. you divide the Item into several units), the following apply:

For the selected location you see units on hand, units on order, units to deliver, minimum level of units and whether below minimum. Values are cost each and valuation each for the item you purchase. The total value column is the value of all the units on hand.

To print or view a list of service stock items, use a Price List Report.

Running the Stock Report on Sales Orders

If you need to produce a stock picking report for a chosen set of Sales Orders, first highlight the Sales Order rows in the Sales Order Browse Window, then right click (or use the Selected menu) and pick [Report on Outstanding Stock]. By default this sets the Filter to “In Sales Orders Ready for Dispatch”. Transactions are only then included in the report if they meet the filter criteria *and* they are in the set of selected transactions.

Chapter 7: Analysis and Reports

Four types of report are provided to help in the analysis and tracking of your business:

- Standard reports are a set of built in reports where the results are neatly laid out in an A4 presentation. These include Trial Balance, Aged Debtors and Creditors, VAT, Stock and many more.
- Financial Reports give flexible user-defined reporting on the underlying accounts for a chosen date period or for two comparative date periods with variances. Results are again laid out in A4 presentation.
- Analytical reports allow user-defined reporting for up to 10 comparative date periods, the output being the numerical results in plain text format with presentation of these results being your responsibility.
- Raw reports include an ad-hoc set of reports to get at additional underlying Inrax data in a raw (plain text) format.

All report types can be imported into other applications such as spreadsheets and word processors where you can arrange the typography and layout you want, and derive additional values you may require.

Abbreviations that you will see in reports have the following meanings:

| | | | |
|----|----------------------|----|----------------------|
| PO | Purchase Order | SO | Sales Order |
| GI | Goods In | GO | Goods Out |
| PI | Purchase Invoice | SI | Sales Invoice |
| PC | Purchase Credit Note | SC | Sales Credit Note |
| PM | Payment Made | PR | Payment Received |
| GB | Goods Returned By Us | GR | Goods Returned To Us |
| | | GT | General Transaction |

When selecting a report date range, the default will normally be from any date to today. A blank From/To date means “any date”, so a blank From date means “include all transactions up to the End date” and if both dates are blank: “include all transactions ever entered”.

Standard Reports

This section describes the main reports supplied with Inrax. The Stock report ([see page 124](#)) and price lists ([see page 117](#)) are covered in the ‘Stock Management’ chapter: the rest are explained below. You can set the order of accounts, in those reports

that display them, using the Action menu reached from the [Account] button in the Edit folder ([more detail on page 155](#)).

Standard reports are displayed within a built in viewer from which you can browse, print, email or save to PDF.

Run Standard Reports

Click the desired report button in the Report folder.

Trial Balance Enter the dates manually or from the list.
Select an account from anywhere in the hierarchy: it and any descendant accounts will be included in the trial balance report. They appear divided into headed groups where each group is a set of accounts sharing a common parent. The report will only balance if you call up all accounts by selecting the overall root account. This report has an option to output to XML which could then, for example, be used for importing into year end accounts generation software.

General Ledger Enter as above. This report displays the finest level of detail, showing all account movements for all transactions within the chosen period for the selected accounts and optionally restricted to a chosen type of transaction.

You have the option to produce a compressed report which combines (nets together) all lines that reference the same account within a particular transaction.

You also have the option to not include transactions that have a state of CANCELLED or CANCELLATION.

VAT Covering VAT returns and VAT detail, see page 130.

Sales Ledger Although there is no Sales Ledger in the conventional sense, it is often convenient to extract sales information from the General Ledger. Select one counterparty (customer), a Customer Group or ALL. Restrict date range if required. Use the radio buttons to 'Include Settled Transactions' or 'Overdue Transactions Only', or neither. Sales values appear as positive numbers (unlike the General Ledger). You can see when payment is due. Paid transactions are marked with a Y and part-paid ones with a P.

| | |
|------------------------|---|
| Purchase Ledger | Use this option to produce a report listing suppliers and their current status. Remarks apply as in ‘Sales Ledger’ above. Purchase values appear as positive numbers. |
| Aged Debtors | <p>Provides a breakdown of debt by customer, showing current debt (up to 30 days from invoice date), 1 Month debt (31 to 60 days), 2 Months (61 to 90 days) and 3+ Months (over 90 days) and Oldest unpaid invoice in days. The amounts shown take into account invoices, credit notes and unpaid on-account payments.</p> <p>Historical data can be obtained “as of” a past date by selecting an End Date in the past.</p> <p>The report can be run for all customers or for a chosen Customer Group.</p> <p>For more detailed breakdown at the transaction level, run the Sales Ledger report with “Overdue Only” selected.</p> |
| Aged Creditors | Identical to Aged Debtors, but showing amounts owed to suppliers. |
| OLAP Sales | This is a powerful, multi-purpose management tool, explained in detail on page 131. |
| Resource Use | This report shows details of resources that you have used within the system including numbers of transactions, stock items and organisations. The total disk space is also shown; this includes space used by uploaded files as well as stock, transaction and counterparty data. |

To save a standard report, first run it, then click [Save] in the original ‘Run’ window. A window pops up offering a choice of formats:

- PDF, which can be opened with Adobe Acrobat Reader.
- Excel, which allows further spreadsheet manipulation. You may have to adjust the column widths.
- Comma Separated Values, which will save as a csv file and may generally be opened from spreadsheet and word processor programs.
- HTML for display on the web

Then a window invites you to save it in the folder set in User Settings, but you can browse for some other folder.

Similarly, by clicking [Email] in the original ‘Run’ window, you can automatically email standard reports as an attachment to a short message saying what is attached.

VAT Return and VAT Detail Reports

The VAT report may be used to generate the figures required for an HM Revenue & Customs VAT return or to view the detailed breakdown of those values by line item against each VAT code.

When the VAT Return toggle is selected, the output is presented with fields exactly matching those on a VAT Return. This is calculated on a standard VAT basis or using the Cash Accounting VAT scheme, depending on the setting for your organisation within General Settings, “VAT Scheme” on page 145. If you decide to change the VAT scheme used after reporting previous VAT under a different scheme, you will have to manually work out the adjustments needed for the switch over period(s).

Be aware that only VAT recorded against transactions within the reported period will be included. If you have entered transactions within a “closed” VAT period i.e. one you have already reported on, you will need to make a manual adjustment for the missed values. Running the report from an earlier start date may help to work out the adjustments needed. Generally it is best not to enter transactions having VAT in a closed VAT period - this can be enforced using the Date Restriction Settings options found under the Settings tab of the main window.

The VAT reports ignore all CANCELLED transactions and all General Transactions; only SI, SC, PI and PC transactions affect the report values. For this reason it is important never to use Cancel Transaction on any of these transaction types that have an accounting date within a previous VAT period. Instead use an SC/PC (credit note) dated within the current period, to ensure the VAT reversal is taken care of when the next VAT report is run.

To view all line items that contribute to each VAT code during the period, select the VAT Detail toggle, then one of the Input or Output VAT toggles and optionally restrict the report to a single VAT code.

Online Analytical Processing (OLAP) Sales Report

You can select many combinations of what to report on, of qualifying parameters and of methods of sorting and filtering:

Report On Select one from the list: Stock Item, Stock Group, Transaction Source, Customer, Customer Group, Location, County, Postcode, Country, Month, Week, Day of Week, Custom Stock Fields. It will appear in the first column of the report under the heading 'Description'. If you report on Postcode, you can set 'levels', meaning how much of the first or second postcode group to include. If you report on Custom Stock Fields, you will be asked to select which Custom Stock Field to report on.

Report Period Enter a preset period or type dates.

Location Limit the report to transactions recorded against the chosen location or group of locations if you have hierarchical locations defined.

Stock Group Report only on sales of stock within the chosen Stock Group.

Stock Item Type a Stock Item Reference (or double click for a browse list) if you want to report on just one item.

Web Site Select a Web Site if you wish to restrict reporting to only transactions linked with the chosen web site.

Source To report on where an order originated from, including orders entered directly into Inrax, orders from your full web site and orders that came in via your mobile web site.

| | |
|-------------------------------------|---|
| Customer | To report on one specific customer, select that customer here. |
| Customer Group | Pick a Customer Group to restrict the report to only transactions carried out with customers belonging to this Customer Group. |
| County | All counties recorded for customers, suppliers and manufacturers are offered on the drop down list. |
| Postcode starts | To analyse by this criterion, type either the first 2 letters or the whole first group of a postcode. |
| Sort Column | The report will sort on one of its columns in descending order (unless 'sort ascending' is ticked). Some of these column names are explained below. |
| Sort ascending | If you tick this, the sort defined above will be from A to Z or numerically from zero upwards. |
| Limit no. rows in report | If you tick this, a field offers you the chance to specify how many rows appear in the report. |
| Hide rows with zero turnover | Any rows that produce no financial amounts in the report are not shown in the report results. |
| Exclude SERVICE stock | Do not report on any stock with a stock type of SERVICE |
| New customers only | Only include amounts relating to transactions with customers gained within the reporting period. |
| Repeat customers only | Only include amounts relating to transactions with customers with whom we had already transacted prior to the reporting period. |
| Report is Paginated | Determines whether the report is divided into separate pages. Untick this option if you wish to export the results to Excel or CSV formats. |
| Stock Status | Optionally restrict the report to stock of a chosen status. When reporting on Stock Groups, the status also applies to the Stock Group, not just the Stock Items. |

Five of the column headings in these reports need explanation, as follows:

- Turnover of stock items is derived from the sales account(s) set for the stock items at the time you invoiced them. If the sales account associated with a Stock Item is later changed, sales values before the change will not be recorded in the Turnover column of a report.
- Cost of Sales similarly will not be recorded if the account associated with a Stock Item is changed.

- Days Stock (Sales) means the number of days your current stock holding will last if sales continue at the same rate as during the period specified for this report. The formula is: $\text{Stock Value}/(\text{Turnover}/\text{Days in Period})$.
- Days Stock (Purchases) is a similar concept but based on cost of sales. The formula is: $\text{Stock Value}/(\text{Cost of Sales}/\text{Days in Period})$.
- Prospective Return is a ratio giving an approximate indication of inappropriate levels of stock. Its formula is: Gross profit margin (£) achieved in the period under report divided by the value of stock on hand (£).

Financial Reports

Financial reports are user-defined reports that extract data from chosen sets of accounts for up to twelve date periods, allowing creation of Profit & Loss and Balance Sheet reports among many other possible reports. Variance between values from two date periods may optionally be displayed. Referenced textual notes can be included, facilitating company year end financial statements.

Financial Reports can be defined at the Inrax template organisation level allowing them to be inherited “out of the box” by organisations using that template. Many filters can be applied when running these reports, making them useful for analytical reporting.

Defining a Financial Report

The Financial Reports button is, by default, found within the Reports folder of the Main Window. Clicking this button displays a browse list of all existing financial reports. To define a new report click [New].

Financial Report

Report Name: Profit & Loss Account

Page titles Group titles Decimal Pl. 2

Row Details

Row Type: FINANCIAL - PERIOD MOVEMENT

Page break before Blank rows before: 0

References: NONE

Font Style: BOLD

Text Align: LEFT

Label: SALES

Report On: WHOLE GROUP

- Account Grp: NONE

+ Account Grp: Sales

Underline: NONE

SALES

Consultancy fees

Sale of Softwares

Sale of Hardwares

Shuffle

Add Row

Delete Rows

Save Apply Cancel

- Page titles** When ticked, the report name, company name and the criteria set when running the report are displayed at the top of each report page. For some types of report, year end financial statements for example, this header information may be undesirable and unticking this box will suppress the display of these titles.
- Group titles** When selected, consecutive financial rows in the report are treated as a group with a title row showing the dates for each period the report is being run for. When unticked, no group titles are inserted in the report.
- Decimal Pl.** Determines how many decimal places are displayed on financial amounts when the report is run.
- Report Name** Displayed as the title when the report is run, provided that Show page titles is ticked.

| | |
|------------------------------|--|
| Row Details | All fields under the Row Details heading are entered separately for each row in the report. Click within the list of rows below to pick a different row for editing. |
| Row Type | <p>FINANCIAL - OPENING BALANCE: show opening balance amounts for each report period</p> <p>FINANCIAL - PERIOD MOVEMENT: show amounts for financial movements during each report period</p> <p>FINANCIAL - CLOSING BALANCE: show closing balance amounts for each report period</p> <p>DERIVED: - allows you to derive a financial amount from two other FINANCIAL type rows. Operations supported include adding, subtracting and displaying a %.</p> <p>TEXT: to display any arbitrary text within the report</p> <p>NUMBERED NOTE: for displaying descriptive text which is automatically labelled as “Note X”, where X is 1 for the first note in the report and increments thereafter. Rows of this type may be referenced from other rows in order to provide any needed explanations.</p> <p>TABLE: see “TABLE Row Types” on page 137.</p> |
| Page break before row | Force the row to appear at the start of a new page. |
| Blank rows before | Enter a number of blank rows that should be inserted in the report prior to the display of this row. |
| References | Where a FINANCIAL row needs further explanation within the report (as is often the case in year end financial statements), create a separate NUMBERED NOTE that provides the explanation, then reference that numbered note by picking it here. When the report is run, the Label for this row will have (see Note X) added to it, directing the reader to the corresponding note. |
| Font Style | Set the font style of the label / text. |
| Text Align | Set the alignment of the label / text. Special alignments apply to TABLE type rows, see “TABLE Row Types” on page 137. |
| Label / Text | <p>For FINANCIAL row types, this is the label, normally used to describe the meaning of the financial values in the row, or as a sub-title where there are no values.</p> <p>For TEXT / NUMBERED NOTE, this is the descriptive text. See also “Embedding Variables in Report Text” on page 137</p> |

- Report On** If you are designing a report within an Inrax Organisation that is a parent of other Inrax Organisations, then you can set this financial report row to either reflect the **WHOLE GROUP** or just a single child Inrax Organisation from within the group. This allows you to break down values, for example Turnover, by group member companies on separate lines, then a total for the whole group.
- When running a financial report it is also possible to select which members of a group to report on. In these circumstances, a **WHOLE GROUP** setting in a row will reflect values from just those group members that the report has been run for. Where a specific group member is assigned to a report line, that will always be used, regardless of how the report is run.
- Note that for security reasons, if a financial report has **Report On** set to anything other than **WHOLE GROUP**, this report may not be inherited and run by any of the child group Inrax Organisations.
- + / - Account Group** Visible for **FINANCIAL** row types only. Account Groups define an arbitrary subset of your accounts (see “Account Groups” on page 155). By selecting a + (positive) and/or - (negative) Account Group here you can formulate any sum of the values within your accounts. If no values are required on this row, just leave both of these set to **NONE**.
- Underline** Visible for **FINANCIAL** and **TABLE** row types only. Defaults to **NONE** but can be set to **SINGLE / DOUBLE** underline for financial values displayed in the row. For **TABLE** values, all non-blank right aligned fields are underlined.
- Add / Delete Row** When entering row details, the values apply to the row that is selected in the list. Use these buttons to add a new row or delete the selected row (or many selected rows). New rows are added after the currently selected row and duplicate values from the previously selected row to make life easier when you are creating many rows with similar content/formatting.
- Shuffle** Use the up and down shuffle arrow buttons to change the row order; the shuffle applies to the currently selected row or block of rows in the list.
- [Save] / [Apply] / [Cancel]** All changes or edits you have made to a report must be confirmed using the **Save** or **Apply** button. If you **Cancel** changes or simply fail to **Save/Apply** then all edits since the last **Save/Apply** will be discarded.

TABLE Row Types

Use the TABLE row type to enter data in aligned rows, useful for embedding arbitrary tables within the report, or for laying out a table of contents for example. Data is entered within up to 10 columns, any of which can be left blank and text may spill out over more than one column.

When you select TABLE as the Row Type, the Field Values are entered as a single free text entry and you must enter | characters to separate columns of data. So for example a Field Values entry of:

Profit this Quarter|24,345

places “Profit this quarter” in the first column, nothing in the second column (as two | characters are included), then “24,345” in the third column. By defining a set of TABLE rows one after another in a report, a table layout is seen.

Field Values may include embedded variables, see “Embedding Variables in Report Text” on page 137.

The Text Align options change for the TABLE Row Type to allow you to control left and right alignment separately for ranges of columns; experiment with the option that best suits your table content.

Embedding Variables in Report Text

Financial reports sometimes need to refer to report values from within a note or text. If you type the value in directly, it will not be updated if the underlying accounts change and the report is run again. Instead, you can embed a variable within your report text and this will be updated every time the report is run.

The variable identifies an Account Group; the name must exactly match an Account Group name as seen in the Account Group browse window. The value of this Account Group will be calculated for either the first or second period entered when the report is run.

For example, you might enter a note in the report as:

“The cost of sales for this period, \$[Cost of Sales], was calculated using...”

The following variable formats are accepted:

\$(Sales)

Show the movement of this account group within the first report period. That is the first period for which the report is being run.

| | |
|-------------------------|--|
| \$_P_Sales] | Show the movement of this account group within the second report period. The letter P is used to indicate “previous” period, as the second report period will often be the period previous to the first report period. |
| \$_+Sales] | The same as \$[Sales], the + sign is optional |
| \$_-Sales] | Show the movement of this account group within the first period, but with the value negated. |
| \$_-_P_Sales] | Show the movement of this account group within the second report period, but with the value negated. |
| \$__O_Sales] | By adding _O_ to the front, the opening value for this account group is shown. That is the opening value at the start of the report period. |
| \$__M_Sales] | The optional _M_ indicates the period movement and is equivalent to \$[+Cost of Sales] and \$[Cost of Sales] |
| \$__C_Sales] | By adding _C_ to the front, the closing value for this account group is shown. That is the closing value at the end of the report period. |
| \$_-_C_Sales] | The +/- sign may be applied at the front, this example means the closing value negated. |
| \$_-_P__C_Sales] | The closing value of the second report period negated. The _P_ may appear before any of _O_, _M_ or _C. |

Embedding Font Style in Report Text

It is possible to control font style, size and colour within text, labels and notes contained in financial reports. XML style tags are used to control the style attributes. The following tag names can be used anywhere within your text to surround formatted sections of text:

For controlling font size:

```
<font size="6">small</font>
```

Additionally setting font colour along with size:

```
<font size="15" color="red">large red</font>
```

Underlining sections of text:

```
<style isUnderline="true">underline</style>
```

When setting bold or italic styles, you must additionally name the PDF font used when the report is saved to PDF format documents:

```
<style isBold="true" pdfFontName="Helvetica-Bold">Bold</style>
```

```
<style isItalic="true" pdfFontName="Helvetica-Oblique">italic</style>
```

Running a Financial Report

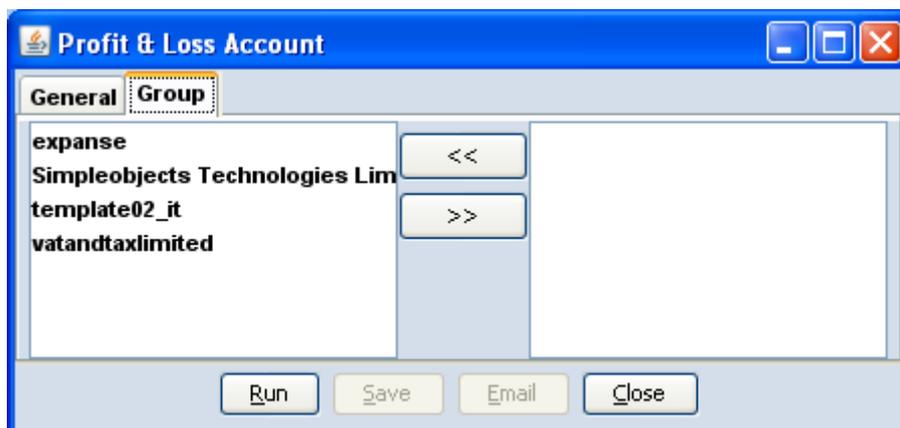
When you have created one or more financial reports (see previous section), run them from the Financial Report browse list by double clicking on a report or choosing Run from the Selected menu:

- | | |
|---------------------------|--|
| Location | Leave as ANY to report on all transaction data. Set this to filter the report values of just those transactions that apply to a particular location. As Locations are hierarchical, you can report on a group of locations by picking a high level location. |
| Counterparty | Normally leave as ANY. Set this if you wish to filter the report values to just include transaction data for a single counterparty. |
| Counterparty Group | Use to filter report values to just those transactions involving counterparties belonging to a particular Customer Group. |
| Web Site | Select a Web Site if you wish to restrict reporting to only transactions linked with the chosen web site. |

| | |
|------------------------------|--|
| County | Allows filtering of report values to just those transactions made with counterparties having an address with the chosen County. |
| Price List | Allows filtering of report values to just those transactions made with counterparties assigned to the chosen price list. |
| Postcode starts | Allows filtering of report values to just those transactions having counterparties with a postcode beginning with a value you enter. |
| Num. Periods | Choose the number of separate date periods to report on. For 1 to 2 periods, the report output is in portrait layout. For 3+ periods it is in landscape. |
| Compound Period | This is a quick way to select a number of periods in one go, for example 12 monthly periods. To create a new compound period, double click on this field, then click New within the Reporting Period browse window, see “Reporting Periods” on page 170 . All constituent periods of the selected Compound Reporting Period are loaded into the Period 1, 2, 3... section below. |
| Period 1, Period 2... | The number of period rows shown is set by the Num. Periods option menu. For each period you may enter the start and end dates by hand, or pick from Reporting Periods that you have created. |
| Variance | This option is only available when exactly 2 Periods have been defined. By default the report will show Variance and % Variance values to compare the two reporting periods; you may opt to hide these values here. |
| Results are Paginated | Determines whether the report is divided into separate pages. Untick this option if you wish to export the results to Excel or CSV formats. |

The Group tab is available if you are reporting on a group of companies. In order to report on a group of Inrax companies, you must log in to the parent Inrax organisation for the whole group. By default you will then report on all child Inrax organisations (the group members), but you can report on any subset by moving those you do not want to report on out to the right hand list of this selector:

The constituent members of the group may have differing base currencies, in which case their values are converted into the base currency of the reporting organisation (as set within General Settings). The spot rates for each of these currencies must have been configured within the Currency Rates editor, see [“Currency Rates” on page 173](#).



When all report options have been entered, click on [Run]. After running the report it is then possible to [Save] it to a PDF or other formats, or to [Email] it.

Raw Reports

The raw report window is provided to give access to underlying data not available in any of the standard reports and not solely derived from data held within your Inrax Accounts (for which you would use an Analytical Report). It has a basic interface and simple text output.

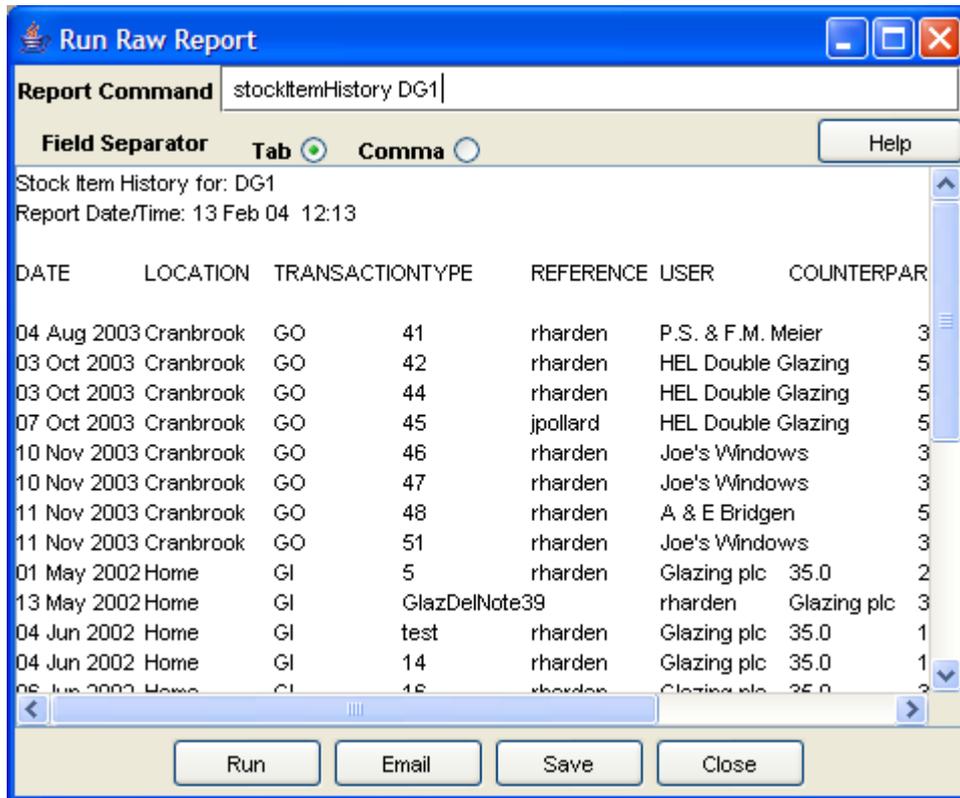
Click on the [Help] button within this window to see the set of raw reports that are available. Enter your Report Command and click on [Run]. You may then [Save] or [Email] the report.

The result columns can be comma or tab separated; when tab separated you can cut and paste the results directly into Excel.

An example raw report showing a stock item history report is shown below. This allows you to track all activity on a chosen stock item.

The froogleExport raw report is used to generate data from your web shop for import into the Froogle shopping system, www.froogle.co.uk. Note that this export strips out any HTML content as HTML is not permitted in froogle data files. See also the googleBaseExport raw report.

The exportSiteMap report can be used to output an HTML sitemap for your web site(s). The exportGoogleSiteMap generates an XML sitemap in the form accepted for submission to Google.



Backing Up

It is important to maintain an audit trail on paper or by exporting to computer archive medium (such as CD), or both. There is a sample list of reports in the case study on [page 99](#).

SECTION 4: CONFIGURING *Inrax*

This section contains the things you need to do to configure *Inrax* fully.

General Settings

General Settings apply to the whole organisation and it is recommended that comparatively few users be given permission to alter them.

Click [General Settings] in the Settings folder. Fill in the first tab with company name and details. In the 'Parent' field select NO PARENT if your plan is to set up parameters from scratch. It may be easier to use a template because it saves much configuration (see "[Inheritance and Templates](#)" on page 152).

To see what is available from a parent organisation, select it and click [Save] or [Apply]. If you find the Parent can not be selected, that can be rectified as follows.

Close General Settings. Click on [Access Rules] in the Settings folder. Select 'Set Parent Organisation' and ensure that it is set to GRANTED. Click [Apply]. Reopen General Settings and pick the desired parent.

You can now browse through inherited data items such as accounts, payment terms and VAT codes by clicking their buttons in the Home Window. For the full list of what may be inherited refer to Inheritance Settings (see below) and ensure you have switched inheritance on (i.e. so it reads INHERITED) for each type of data you wish to access from the parent. Remember that all inherited data is 'owned' by the template organisation and not yours. This means that you cannot edit or delete individual items that you inherit. You can of course copy them and add new items.

Once you have made a final decision on which parent to use (or no parent), it should not be changed. You should set the Access Rule to prevent its being changed by clicking [Access Rules] in the Settings folder then setting 'Set Parent Organisation' to DENIED. Click [Save].

The VAT Reg. setting determines whether VAT fields will be editable within sales and purchase transaction editors and also whether a VAT breakdown is shown on the associated paperwork generated by Inrax.

The other tabs work as follows:

General Settings - Settings / Defaults

[RC] General Settings

Company Details Settings / Defaults Paperwork / Email

Settings

Date Format 27/09/2013

Base Currency GBP - Pounds - £

Currency Format £1,000.12

VAT Scheme Standard

Derived organisations can add/edit/delete inherited data

Price changes allowed between Goods Out and Invoice

Show RRP + Discount % in printed sales transactions

Prompt to create PO when SO results in stock below min

Prompt when SO/GO results in negative stock

Allow extensions to service periods

Force confirmation of transaction totals

Show prices on zero amount non-stock transaction lines

Defaults

Sales Payment Terms Two weeks

Purchase Payment Terms Two weeks

VAT Code Standard 20%

Country UNITED KINGDOM

Notifications

Default Notify Method EMAIL

Sales Order Sales Invoice Goods Returned

Goods Out Sales Credit Note Payment Made

Save Apply Close

Date Format This is the format in which all dates will be displayed both within Inrax windows and on printed reports. Dates may still be entered in a variety of formats (see [page 38](#)) but will always change to the format shown here.

Base Currency The currency you wish to account in.

Currency Format This is the format in which all amounts will be displayed within Inrax windows.

| | |
|---|---|
| VAT Scheme | Options include Standard and Cash Accounting. The Standard scheme accounts for VAT at the time invoice transactions are entered. The Cash Accounting scheme accounts for VAT at the time payment transactions are entered. Please consult your accountant to determine the best option for your organisation. If you decide to switch scheme at any time you must manually make adjustments to the figures in your first VAT return following the switch. |
| Derived organisations can add/edit/delete inherited data | This setting only applies if you are editing a TEMPLATE organisation or one that will be used as a private parent. When selected, child organisations are allowed to add/edit data owned by this parent. If in doubt, leave unticked. When enabled, derived organisations add objects to parent by first creating the object then using the “Change Ownership to Parent” option from the Selected menu of the appropriate browse window. |
| Price Changes Allowed between Goods Out and Invoice | If this option is selected, users will be allowed to change stock purchase prices within Purchase Invoices. When a price is changed an adjustment is made to the Cost of Sales account. This will not affect the stock system which is only updated at the Goods transaction stage, so the stock will be booked in at the value shown in your Goods transaction. |
| Show RRP + Discount % in printed sales transactions | If selected, your customers will be shown the RRP of products they have purchased along with the % discount they have received (only shown when a discount exists). This information is automatically added to the end of item descriptions when the transactions are saved and therefore does not apply retrospectively to existing transactions. |
| Prompt to create SO when PO results in stock below min | Select this if you want to be prompted to create a new Purchase Order when a Sales Order you have just entered causes one or more stock items to go below their minimum settings. |
| Prompt when SO/GO results in negative stock | If selected you will be warned that stock will be negative following a Sales Order or Goods Out transaction, even where negative stock levels are permitted for a particular stock item. |
| Allow extensions to service periods | Tick this if you sell services that have a time period, such as subscriptions and you wish to allow extensions/renewals. For more details see “Service Periods” on page 64 . |

| | |
|---|--|
| Force confirmation of transaction totals | When selected, purchase and sales transactions have additional fields within which the transaction net and VAT totals must be entered and these must match the actual total of items in the transaction before the transaction can be saved. There is also a button [=] which can be pressed to force the totals to match. |
| Show prices on zero amount non-stock transaction lines | By default this option is selected, so that when you print a sales or purchase transaction containing non-stock lines with a zero amount, a zero price will be seen in the price column. If you prefer to suppress the display of zero prices for non-stock transaction lines, deselect this option. |
| Defaults | <i>For each of the Defaults settings, the drop down list initially contains values inherited from the parent selected on the Company Details tab. If there is no parent or you wish to define new default items, create them in the appropriate editor and then make your selections. One quick way to create a new data item is to double click in the drop down menu to bring up the appropriate browse list from where you can select the New button.</i> |
| Default VAT Code | This is your organisation's default code which will appear during normal work if not superseded by other mechanisms (for which see “VAT Code” on page 73 in the ‘Purchase Procedures’ chapter). You can create new codes by double clicking in this field or from Editors/[VAT Code]. |
| Default Sales Payment Terms and Purchase Payment Terms | These terms appear during transactions if none have been defined for the counterparty. Again they are only default values which can be overridden within each transaction window. |
| Default Country | Set this to the country where the majority of your customers will reside. Whenever you create a new Organisation within Inrax, the address of that Organisation will take on this default initially. Similarly, this will be the default country in the address for your web customers when they purchase an item via an Inrax web site. |
| Notifications: Default Notify Method | Each counterparty organisation can have a Notify Method assigned. Newly created organisations will take on this default notify method until otherwise changed. See “Notification” on page 44. |
| Notification Tick Boxes | Tick the transaction types for which Inrax should generate counterparty notifications; also see “Communicating with Counterparties” on page 42. |

General Settings - Paperwork / Email

- Show Name** Normally your own company name and address will be displayed at the top right of paperwork. If you include your company address in a header / footer, then you may wish to suppress this to save duplication. Use this toggle to hide/show your company name.
- Show Address** This toggles whether the address part is shown.
- Show Country** Where a counterparties' country differs from the default country, it will always be displayed in paperwork. However, if the counterparties' country is the same as the default country, it is only shown in the paperwork if this toggle is selected.
- Show Phone/
Fax** Should your company phone/fax number be shown on paperwork. Again, a reason for excluding this would be if you already show it in header/footers. You may also set separate phone numbers on your web site(s), see "Telephone" on page 179.
- Show Email/
Web** Should your email/web site address be shown on paperwork.
- Use Large Font
Size on
Transaction
Paperwork** Leave unticked for standard A4 size printing/viewing. If you print to smaller sizes, select this option to increase font sizes and hence readability. Be aware that when using larger fonts, very large figures may result in visual overflow of fields.

| | |
|--|--|
| Hide VAT on sales paperwork where customer not VAT registered | <p>When this option is selected, Sales Order and Invoice paperwork will not show a VAT breakdown, unless the customer is known also to be VAT registered. In some countries it is illegal to issue a VAT invoice unless it is known that the customer is VAT registered, so for such countries, this option should be selected. The setting that indicates whether a customer is VAT registered can be found in the Organisation editor.</p> <p>Note that if your own organisation is not declared as VAT registered (Company Details tab of General Settings) then the sales paperwork will never have a VAT breakdown anyway.</p> |
| SI named 'Tax Invoice' on paperwork when VAT is displayed | <p>Some countries require a VAT Invoice to be called 'Tax Invoice' which is achieved by ticking this option. When no VAT is shown on the invoice, or if this option is not selected, then the SI paperwork shows as "Sales Invoice"</p> |
| (Headers and Footers overview) | <p>Images may optionally be supplied for inclusion in the header and footer of printed transactions and other paperwork to add your own branding and additional information. Where no header image is provided, your company name will be displayed instead.</p> <p>Images have a width of 540 pixels, and height of 80 pixels. However, you are advised to supply an image of higher resolution with the same aspect ratio in order to achieve good print quality and good screen viewing at zooms of over 100%.</p> <p>It is inadvisable to supply an image smaller than 540x80 as it will be expanded to fit the space and will lose quality. Where you require additional white-space margins, include them within the image you supply.</p> |
| Paperwork Header | <p>(See also general note above). This image is displayed at the top of printed transactions, customer statements and letters. However, where a transaction is associated with a web site and that web site has a Paperwork Header defined, the web site header takes precedence (see also "Paperwork Header / Footer" on page 180).</p> |
| Sales Paperwork Footer | <p>(See also general note above). This image is displayed at the bottom of printed sales transactions. However, where a transaction is associated with a web site and that web site has a Paperwork Footer defined, the web site footer takes precedence.</p> |
| SO Paperwork Name | <p>Enter the name that should appear on Sales Order paperwork, for example you might enter "Pro-Forma Invoice" if that is your normal use of sales orders.</p> |

| | |
|-------------------------------|--|
| PR Paperwork Name | Enter the name that should appear on Payment Received paperwork. |
| PM Paperwork Name | Enter the name that should appear on Payment Made paperwork. |
| Other Paperwork Footer | This image is displayed at the bottom of printed purchase transactions, customer statements and letters. However, where a purchase transaction is associated with a web site and that web site has a Paperwork Footer defined, the web site footer takes precedence. |
| Email: Show Name | Determines whether emails generated from Inrax will include our company name in the sign-off information that is automatically generated at the bottom of the email. |
| Email: Show Address | Determines whether emails generated from Inrax will include our company address in the sign-off information that is automatically generated at the bottom of the email. |
| Email: Show Phone/Fax | Determines whether emails generated from Inrax will include our company phone and fax numbers in the sign-off information that is automatically generated at the bottom of the email. |
| Email: Show Email/Web | Determines whether emails generated from Inrax will include our company email and web address in the sign-off information that is automatically generated at the bottom of the email. |

Access Rules

These rules are designed to control either more or less access than that afforded by allowing access to a single button (compare Access Groups which regulates access permission to each button in turn). An example is 'Set Parent Organisation' which applies to one detailed permission within the Organisation window.

The rules may be inherited from the parent organisation set in General Settings but if not, no-one locally can change their effect. If they are, it is recommended that only the local administrator should be allowed to set the permission against each Access Rule.

Home Window

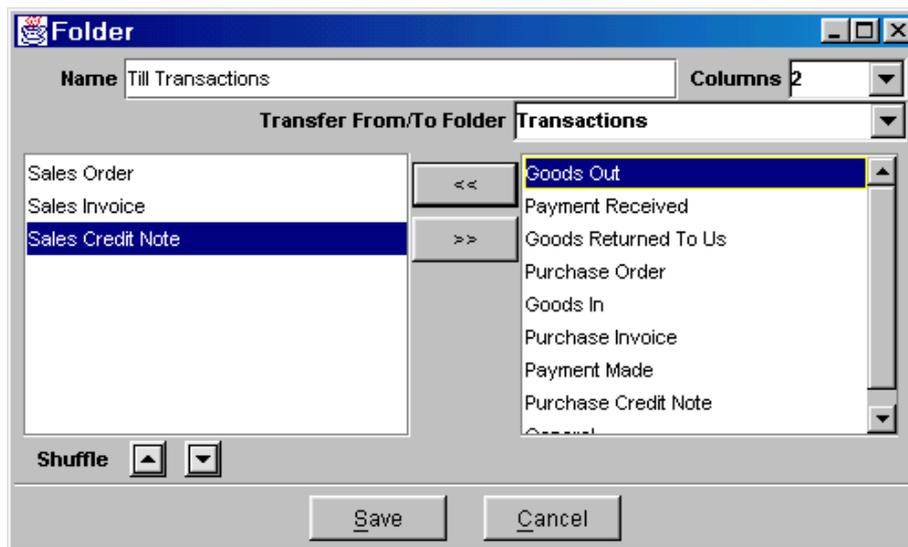
Throughout this manual, reference is made to the default arrangement of buttons in folders in the Home Window. But users with suitable access can change the order of folders, create new tabbed folders, change the order of buttons and move buttons between folders. They can delete a folder if it is empty.

In the Edit folder, click [Folder] to bring up the Folder Browse window:



To change the order of folders, choose that command from the Action menu. The arrow buttons pictured above appear. Select folders in the browse list and move them up or down. Save.

Clicking [New] or Edit brings up the Folder window:



- Name** If an existing folder was selected, its contents are displayed in the left-hand box.
- Columns** Select the number of columns of buttons you want in the folder.
- Transfer From/To Folder** When a folder is selected here, its contents are displayed in the right-hand box. Populate a new folder from an existing one by transferring to the left with the [<<] arrow button. Or move the contents either way when editing.

Shuffle The two arrow buttons allow highlighted names to be moved up or down the list in the left-hand box which determines the order of buttons in a folder.

Access Group

The purpose of Access Groups is to impose security by regulating access by users to the various *Inrax* functions. Each User is assigned to an Access Group which confers on them specified permissions to use or view the functions. This is done by offering against every function two or three of the following permission options: NONE, VIEW or FULL.

The selected permissions take effect via the buttons in the home window. NONE means that a particular button is not visible or available to that Access Group. VIEW allows the users in the Access Group to see the button inscribed in italics and to view data but not use the button's function. FULL gives full permission to use the function.

If some access groups (for example, 'book keeper' or 'report user') come defined with the template you cannot edit them - in other words you cannot change the predefined permissions. But you can decide which users to allocate to which access group. You can also name and define additional access groups.

Only the security user can initially define access groups. Thereafter, a user with FULL access to Access Groups can do it: in practice this should be only the administrator. Alternatively the security user can still make future changes.

Open the Access Group browse window from the Edit folder. To create a new group, click [New]. Type a name for the group and allocate a permission to each function. By default, functions are set to their lowest value (most to NONE but a few to VIEW). You can switch all permissions by using the [All Max] or [All Min] buttons.

From the browse window you can also edit or view an Access Group, and you can delete provided the Access Group has not been assigned to a user. But if it has been inherited you can only view.

User

Only the security user can initially set up users. Thereafter, as with Access Groups, the administrator should be the one to create, edit or delete users (though the security user can still do it if you prefer). Note that you can change a password with this function without knowing the existing one. The security user may be useful for an Application Service Provider as a means of enforcing a particular way of using the system.

Open the User Browse window from the Edit folder. Allocate an Access Group. When editing a user, you can change the password by simply deleting the old line of asterisks and typing a new password.

The password must contain at least 8 characters and it must not be the word 'password' nor the same as the user name.

Change Password

Decide whether or not to allow users to change their own log in password by having access to the [Change Password] button. You may not think it desirable for a user to change his password without the administrator's knowledge (though such a change could be overridden with the User function).

The [Change Password] button is in the Activity folder. The password must contain at least 8 characters and it must not be the word 'password' nor the same as the user name. Correct case does matter.

Inheritance and Templates

Refer to the overview on [page 16](#) for a general discourse on inheritance.

Inheritance takes several forms in *Inrax*. Inheritance Settings (see paragraph below) allow you to decide whether to inherit, for example, the access groups which exist in the parent organisation - and which may in turn have been inherited from an earlier generation of organisation. Think of things like access groups, account groups, etc., as 'data items' which can be shared with ancestor organisations.

A template organisation (such as 'Farm' or 'Software House') is the base from which such data items can be inherited. You will be offered one or more templates by, typically, your Application Service Provider. Data items inherited from a template appear with a blue tinted background and cannot be edited.

Another manifestation of inheritance applies to User Default Settings, Control Accounts and Selectable Accounts. Here you need to set values against a number of headings, and these settings may or may not be inherited from the parent.

A variation is where a user inherits his User Settings from the organisation's User Default Settings, set by the local administrator. The user may well be given freedom to change his own settings to override individual inherited defaults.

Finally, Organisation, Account, Stock Group, Reporting Period and Location are all capable of being built into hierarchies. For example, as discussed in the 'Stock Management' chapter ([see page 100](#)), Stock Groups can be founded on a root group like 'All Stock' with a child group called, say, 'Livestock', leading to third-generation

groups like 'All Stock:Livestock:Sheep' and 'All Stock:Livestock:Cattle'. Aside from being useful in forming logical groupings, this system allows you to give an ancestor group characteristics which may optionally be inherited by descendant groups and by stock items.

The language of inheritance in this manual is as follows:

The founder or archetype is called 'root'. In the context of reports the word 'root' is used to describe the layer in the hierarchy from which the report starts (such as running a Trial Balance from 'Retained Earnings' downwards through all its descendant accounts).

Other words, which are self evident, are: generation, parent, child, ancestor and descendant. 'Sibling' means brother/sister.

Inheritance Settings

The administrator would normally set whether the inheritance rules for the functions listed in the Inheritance Settings window are inherited or not from the parent organisation set in General Settings. Naturally, if NO PARENT is set there, Inheritance Settings do not apply.

Open the Inheritance Settings window from the Settings folder and pick the data types you wish to inherit from the parent by clicking on the relevant row and choosing the setting in the option menu at the top right of the window.

If you change an inheritance rule, then following the save you should close any open browse windows for that data type (e.g. Account browse window) and then re-open them to see the change take effect.

Accounts

Set up a hierarchy of accounts in the General Ledger or adapt the one inherited from the parent organisation. There is an example of a Chart of Accounts in the case study ([see page 91](#)), but you will probably want to spend some time constructing one that suits your business.

Restraints on Creating New Accounts

In general, it is worth creating plenty of accounts to allow for refined analysis. Once an inherited account has been used you will not be able to create any accounts which are descended from it, so it is advisable to leave yourself scope from the outset to add accounts at a later date. For example you could create accounts along the following lines:

'Balance:Current Assets:Cash:Banks'

'Balance:Current Assets:Cash:Banks:Leamins Bank Ac'.

The system would not let you use the first of those accounts (Banks) and you could add another descendant account later such as:

‘Balance:Current Assets:Cash:Banks:Shire Building Society Ac’.

There are some other circumstances in which you cannot create new accounts. The parent of a new account must not have been assigned as a Control Account or a Payment Account. Nor may the parent be already allocated as the Sales or Cost of Sales account for any stock item or stock group.

Subdividing an Account

There is a way round the inability to create a descendant to an account which has been used, but only if the account is one you did not inherit. Take as an example the following account which has been used:

‘Retained earnings:Expenses:Advertising’.

Now suppose you want to subdivide the account. First create a new account which is a child of ‘Expenses’, resulting in:

‘Retained earnings:Expenses:Marketing’.

Then change the parent of ‘Advertising’ to ‘Marketing’ using the editing method described below. Then you can create as many new child accounts to ‘Marketing’ as you need. The result might be:

‘Retained earnings:Expenses:Marketing:Advertising’.

‘Retained earnings:Expenses:Marketing:Directories’.

Finally you could change the name of ‘Advertising’ to, say, ‘Local Press’.

Tips

There are some tips on creating accounts in the case study ([see page 91](#)) and in ‘Getting Started’ ([see page 28](#)), which are briefly repeated here:

- Create at least one stock account which is a child of ‘Stock’ and use it as the control account into which all stock items are purchased. One name might be ‘Current Assets:Stock:Stock Purchases’.
- If you want Payment Accounts as holding accounts for payments made or received, consider attaching them to the parent account ‘Banks’.
- Create your sales and cost of sales accounts with a common parent (like ‘Retained Earnings’) if you want them to appear together in a Trial Balance report picked to give a Profit & Loss report.
- In deciding what sales and cost of sales accounts to have, consider the stock groups that you are likely to create and therefore how you will analyse the selling of your different types of stock.

Create, Edit or Delete Accounts

To create or edit an account, click [Account] and open the Account Browse window. Create a new account from the [New] button. If you first select an account in the browse list, that will appear as the parent of the new account. You can later change the

parent or name of an account, provided it was not inherited, even if there is a balance in it. An account can be deleted only if it has no descendants and contains a zero balance.

Set Report Order of Accounts

You can set the order in which accounts appear in standard reports (though not in the Account Browse window, which is in alphabetical or reverse alphabetical order). Click [Account] in the Edit folder; then choose 'Set Report Order' from the Action menu. Arrow buttons appear, and a list of accounts in which you cannot see parents on their own. For example, you would be able to see only the last two of these three related accounts:

'Balance:Current Assets:Cash:Banks'

'Balance:Current Assets:Cash:Banks:Leamins Current Ac'

'Balance:Current Assets:Cash:Banks:Leamins Deposit Ac'.

If you highlight a row, the up [^] button will move it up the list as follows:

When an account reaches the top of a list of its siblings, the next up click will move the whole parental group together so that it arrives above the parental group which had been just above it.

The same effect works back through the generations, so that siblings at any depth in the hierarchy can never be separated.

The down arrow button behaves similarly.

Alpha sorting and reverse sorting is available, as in all browse windows, by double clicking the account column header. If you want to reject a sort, simply cancel the operation. When satisfied, save (which involves a large number of transactions and can be lengthy). You can see a specimen account order on [page 91](#) in the case study.

Viewing Transactions against an Account

Use the Show Transactions option of the Accounts browse window Selected menu to display all transactions within which the selected Account features.

Account Groups

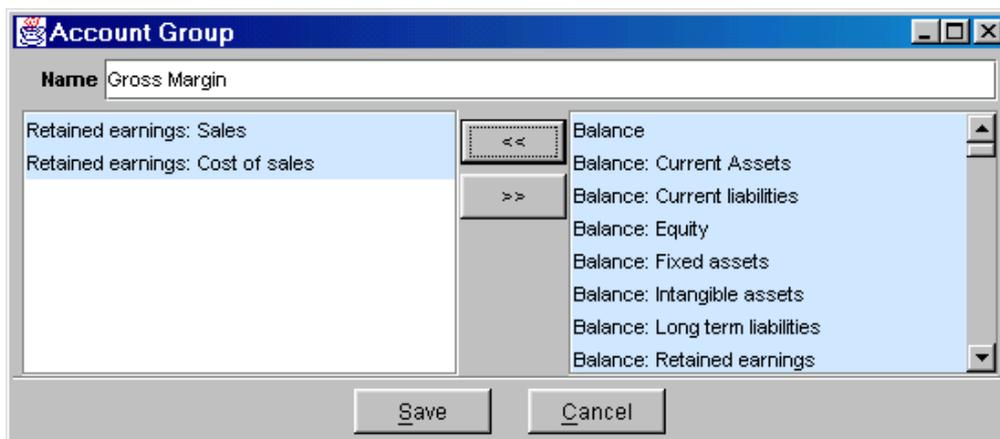
Analytical Reports ([see also page 132](#)) and Selectable Accounts ([see also page 157](#)) need to be configured with clusters of relevant accounts. Those clusters are conveniently formed into Account Groups.

For example, if you choose to define your company's gross profit margin as Sales minus Cost of Sales, an Account Group named 'Gross Margin' might be set up for use in analytical reports. The group would contain the accounts 'Retained Earnings:Sales' and 'Retained Earnings:Cost of Sales', and it would automatically include all descendant accounts of those two accounts. All those accounts together would sum to the gross profit margin. An Analytical Report called 'Summary P & L' could in turn be set up to contain several relevant account groups of which one would need to be 'Gross Margin'.

Another example, this time applied to selectable accounts, is found in the selling procedure. Sales Invoices (and, with them, Sales Orders and Goods Out transactions) always need to be allocated to an account in an Account Group called something like 'Sales Accounts' which, of course, contains all your sales accounts. But it should also contain any other accounts to which sales might conceivably be relevant such as stocks and fixed assets (which you might sell from time to time).

The descendants of any account in a named Account Group will appear wherever that Account Group is put to use or, if there are no descendants, the account itself will appear. So there is no need to place sibling accounts in an account group in which you want all of a particular family of siblings: just specify the parent of the siblings. Normally there would be one Account Group named 'General Transactions' containing usually just the root account (but some could be excluded if you wish, such as the Sales/Purchase Control and Suspense accounts) for use in selectable accounts for general transactions.

To set up or edit, click [Account Group] in the Edit folder. The Account Group browse window opens. Click [New] (or else edit a selected row) to see an Account Group window:



Having named a new group, use the arrow button to transfer accounts from right to left until you have moved all the accounts which constitute the group. Then save. Or edit similarly in either direction.

When an account is moved from right to left, any of its descendant accounts are removed from the right-hand list so that they cannot subsequently be picked. Also any descendant accounts already in the left list are removed because they will have been subsumed.

Selectable Accounts

There are several situations where a user has to select an account from a drop down list in the ordinary course of work. To ensure that a completely inappropriate account is not selected, and to speed up the selection, a limited list of accounts is offered. That is achieved by allocating a relevant account group to that particular function.

To set up selectable accounts, click the button in the Settings folder. If selectable accounts are inherited by your organisation and if you tick the box on any given line, the Account Group will be inherited from the parent organisation set in General Settings. If you want to change it untick the box, highlight the row and then pick from the list in the top field. The [Inherit All] and [Inherit None] buttons act on the tick boxes.

The selectable setting 'Bank Account' governs the bank accounts from which you can pick during a bank reconciliation. 'General' applies to General Transactions, and it is recommended that you use the Account Group 'General Transactions' which will allow you to carry out transactions between most or all accounts (see in 'Account Groups' on [page 156](#)). 'Stock Sales Accounts' and 'Stock Cost of Sales Accounts' limit the choice of accounts when defining Stock Groups and Stock Items. The rest are self evident: they all apply to the selling and purchasing procedures.

Control Accounts

For the General Ledger to work properly, there must be a number of control accounts. The Stock Control Account is a special case: it is the account you must choose to receive the value of all stock purchases.

Open the window with the [Control Accounts] button in the Settings folder:

| Transaction Type | Control Account | Inherited |
|------------------|--|-------------------------------------|
| Goods In | Trade creditors: Purchase control suspense | <input checked="" type="checkbox"/> |
| Goods Out | Trade debtors: Sales control suspense | <input checked="" type="checkbox"/> |
| Goods Returned | Trade debtors: Sales control suspense | <input checked="" type="checkbox"/> |
| Purchase Invoice | Trade creditors: Purchase control | <input checked="" type="checkbox"/> |
| Sales Invoice | Trade debtors: Sales control | <input checked="" type="checkbox"/> |
| Stock | Stocks: Stock Purchases | <input type="checkbox"/> |
| VAT Control | VAT: VAT control | <input checked="" type="checkbox"/> |
| VAT Creditor | VAT: VAT creditor | <input checked="" type="checkbox"/> |
| VAT Debtor | VAT: VAT debtor | <input checked="" type="checkbox"/> |

The example above shows a set of Control Accounts. It is advisable to leave all the inherited boxes ticked if there is a parent organisation. If you want to change the Stock Control Account untick the box, highlight the row and select an account from the list in the top field. As before the [Inherit All] and [Inherit None] buttons act on the tick boxes.

Organisation

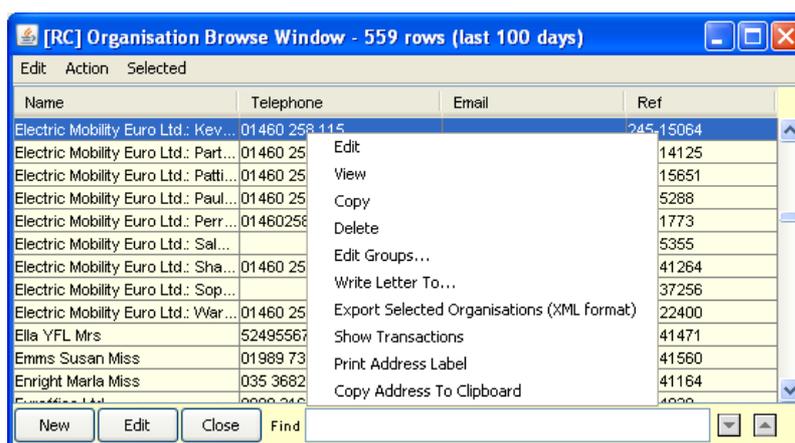
Organisations may be created manually as described in this section or may be imported from a file (see page 31).

You can run a Raw Report to export Organisation details from Inrax (see page 141).

The [Organisation] button, in the Edit folder, allows you to browse and set up organisations (often referred to as ‘counterparties’). An organisation can be both customer and supplier, or neither. Stock Items have a field for ‘manufacturer’ which is also classified as an organisation. Note, however, that you can alternatively edit or create any organisation as you routinely work by double clicking in the field containing a drop down list of organisations.

You may find it useful to create unnamed customers such as ‘cash’, ‘sundry sales’ or ‘internet sales’.

When browsing existing Organisations, one or more can be selected and then actions applied to just those Organisations from the Selected menu (also available by right clicking on the selected rows):



Edit Groups... View which Customer Groups this Organisation is currently assigned to and edit those assignments from a simple tick list.

| | |
|---|--|
| Write Letter To... | Open up a new Letter window primed with this Organisation selected. See “Letter” on page 43. |
| Export Selected Organisations (XML Format) | Write Organisation information to a file containing XML formatted data. See “Organisation Import” on page 259. |
| Show Transactions | View a browse list of all transactions where this Organisation is the counterparty. |
| Print Address Label | Print a label with the address of this Organisation. Refer to the Address Label Print Command in User Settings which must be configured for this to work, (see “User Default Settings” on page 165). |
| Copy Address To Clipboard | A quick method to transfer address outside of Inrax, for example to paste into an email or non-Inrax letter you are writing. |

Click on [Organisation] to open the browse window. You can view or copy any row in the list; and you can edit or delete (if not in use) rows which have not been inherited.

Use the Show Transactions option of the browse window Selected menu to display all transactions that have the selected organisation as the counterparty.

To set up a new customer, supplier or manufacturer click the [New] button within the browse window. If you are dealing with an individual rather than an organisation then you must still create an organisation record but you should tick the Person toggle.

Organisations can be created as children of other organisations. This may be useful if you trade with two or more subsidiaries within a larger organisation. The parent/child mechanism is also used to hold details of multiple contacts you have within an organisation; the contacts have the Person box ticked and a Parent set to the organisation they belong to.

Organisation

Basic Details | Settings / Defaults

Name AG & HM Marshaller **Person**

Reference 47-5683

Parent NO PARENT **For Delivery**

Contact Title Mr **First Name/Initials** A G **Surname** Marshaller

Salutation <Title> <Surname> **Mr Marshaller**

Address Grizzlefield Farm **Inherit Address**

Grizzlefield

Post Town Earlston

County Berwickshire

Postcode TD4 6BQ

Telephone 01896 357 555

Mobile

Fax

Email grizzlefield@btconnect.com

Other Email

Web Site

VAT Number

Password

Relationship **Customer** **Supplier**

Notes

Name If you are entering a person, you don't need to type anything in here as it will appear automatically when you enter the person details below. Otherwise enter the full organisation name. The same name may be duplicated although you will be warned of this situation when saving. This allows you to have common names such as "Mr D Davies" more than once on the system.

Person If your counterparty is a person, tick this box. Then without filling out the Name field, enter Contact Title, First Name/Initials and Surname. When you do so the Name is automatically created for you.

| | |
|------------------------|--|
| Reference | Every organisation must have a unique reference. Inrax will generate this for you automatically or you may choose to set your own reference values. If you plan to inherit organisations defined in a parent of your own organisation (see “General Settings” on page 143), then we advise that you accept the reference values you are given as they are designed to avoid clashes with those defined in the parent. |
| Parent | See notes on why you might pick a parent earlier in this section. If you select a parent, you are offered the option of copying the parent’s field values which can save time. |
| For Delivery | Indicates that this organisation holds the default delivery details for the parent organisation. See “Default Delivery Organisations” on page 164 . |
| Salutation | Pick from one of the options provided and observe how the name will look to the right of the drop down list. You are free to enter any text in here if none of the options suit. The salutation is the text you would expect to appear in a letter after the word Dear. |
| Inherit Address | This toggle is only available if you have selected a Parent. It allows you to reuse the parents address rather than define a new one. |
| County | Analytical Reports can be filtered by county, so it is best to fill this field in, taking care to standardise spelling. To include major cities in the report filter, put them in the county field as well. |
| Email | Enter the organisation/individual’s contact email. This will be used when you email them from within Inrax including transaction notifications. This email address is also shown on transaction paperwork below their address. |
| Other Email | If a counterparty has more than one email address that you want to use when you send paperwork to them, enter additional email addresses here separated by commas. When you email this organisation from Inrax, the email will be sent to ALL email addresses in Email and Other Email. |
| VAT Number | This is included on paperwork, especially important for (VAT) invoices. |
| Password | The password used by this counterparty to log in to your Inrax web site. |

Customer / Supplier

Tick the Customer toggle if this organisation should be available for selection within a Sales transaction, or tick the Supplier toggle if this organisation should be available for purchases. Any organisations that you don't want to pick for trading against should have neither toggle selected, though do be aware that they will then not appear on a Sales/Purchase Ledger report. An Organisation may be both Customer and Supplier, useful if you wish to net off purchase and sales transactions. All transactions for such dual-role counterparties, for both sales and purchases, will appear on Purchase/Sales Ledger reports and Customer Statements. If this is not what is required, you should create two separate Organisations to represent the one real-life organisation; one for their role as supplier and one as customer. When you pick the Customer toggle you are given the option in a pop up window of assigning to a Customer Group (see "Customer Group" on page 165).

Notes

Multiple lines are available, with scrolling.

The second tab of the Organisation window reveals the following details:

| Settings | |
|--------------------------------|--|
| Customer Price List | NO PRICE LIST |
| Auto Notification | OFF |
| Notification Method | PRINT |
| Notify Organisation | THIS ORGANISATION |
| Remittance Notify Org. | Southcombe Brothers Ltd: Evans David, 245-1018 |
| Defaults | |
| Purchase Payment Terms | INHERIT : Two weeks |
| Sales Payment Terms | INHERIT : In Advance (PROTX) |
| Purchase Account | NO DEFAULT SET |
| Sales Account | NO DEFAULT SET |
| Dispatch Organisation Settings | |
| Pre-Authorisation | No Pre-Authorisation |
| Dispatch Mode | SUPPLIER |
| Dispatch Rule | OUT OF STOCK ORDERS SHOWN |

Buttons: Save, Alternative Contacts, Cancel

| | |
|---------------------------------------|--|
| Customer Price List | (see “Price Lists” on page 117) |
| Auto Notification | The options are PROMPT, ON or OFF. See “Notification” on page 44. |
| Notification Method | When a notification is triggered for this customer, the selected action will take place, such as printing the transaction paperwork (ready to post) or emailing. The default for this field can be set in the Settings/Defaults tab of the General Settings window. See also “Notification” on page 44. |
| Notify Organisation | If you select an organisation from this list (which can be a parent or child of this organisation only) then notifications will be addressed to it rather than being addressed to this organisation. This includes all printed transactions and customer statements except remittance advice (see below). |
| Remittance Notify Org. | Similar to Notify Organisation (above) but used only for remittance advice notifications which can therefore be directed separately to a companies’ accountant for example. |
| Purchase / Sales Payment Terms | These only need be set if you want to use terms different to your defaults set up in the General Settings window. If this organisation has a Parent set then values will be inherited from those instead. These fields will be disabled if the corresponding Customer / Supplier toggle options are not selected in the Basic Details tab. |
| Purchase Account | Optionally select a default purchase account if this organisation is a supplier. For example, for BT you may have a telephone expenses account set as a default. Then, when you select the BT organisation within a purchase transaction, the account will default to this value, saving you from having to select it yourself. |
| Sales Account | Optionally select a default sales account if this organisation is a customer. When you select this organisation within a sales transaction, the account will default to this value. |
| Dispatch Organisation Settings | Please refer to “The Web Based Order Dispatch Interface” on page 227. |

Alternative Contacts

When editing an existing organisation you can add any number of alternative contacts to it. When you click on the [Alternative Contacts] button at the bottom of the organisation window (not available when first creating the organisation) you will be presented with a list of alternative contacts to which you can add and delete.

If you select [New] in the browse window of alternative contacts then a new Organisation window will open up with the Parent set to the original organisation. Just type in the Contact Title and other fields and the Name field is generated automatically. If the contact has a different address then untick the Inherit Address toggle and type in the address details.

This means of adding alternative contacts is for convenience only; the organisations created in this way behave like any others and also appear in the main browse list of all organisations.

Default Delivery Organisations

An Alternative Contact may be flagged as the “default delivery organisation” for the parent by ticking the For Delivery box. Only one default delivery organisation may exist for each parent.

When a web purchase is made by an existing customer from an Inrax web shop, where a default delivery organisation exists for that customer, it is used to pre-fill the Alternate Delivery Address fields. Similarly, whenever a web order comes in with an Alternate Delivery Address specified, an alternative contact organisation is either created or updated to store the latest delivery information supplied.

Within Inrax sales transaction windows, the default delivery organisation is available for selection in the Deliver To field.

Restricting Loaded Organisations and Refresh options

If you have large numbers of Organisations, you can limit the number initially loaded in User Settings, see “Initial Organisations Fetch (days old)” on page 168. Doing so will improve performance, but is only recommended if you have many thousands of Organisations.

If an Organisation has been updated by another user, you can pull in the changes using the [Refresh] option from the Action menu on the Organisation Browse menu. If you have limited the initial number of Organisations loaded as described above and you find you need to work with an older Organisation that has not loaded, use the [Refresh (force full reload)] option instead. Once you have used this option, all Organisations will remain loaded until you log out and back in again.

Export Organisations as XML

The Action menu on Organisation Browse windows has an option to Export Organisations (XML format). The output format is that defined for organisation import, see “Organisation XML Field Definitions” on page 259.

Customer Group

It is sometimes useful to group your customers, for example if you want to invoice several of them at once for the same service. Customers may belong to any number of Customer Groups. [See also “Invoicing Multiple Customers” on page 60.](#)

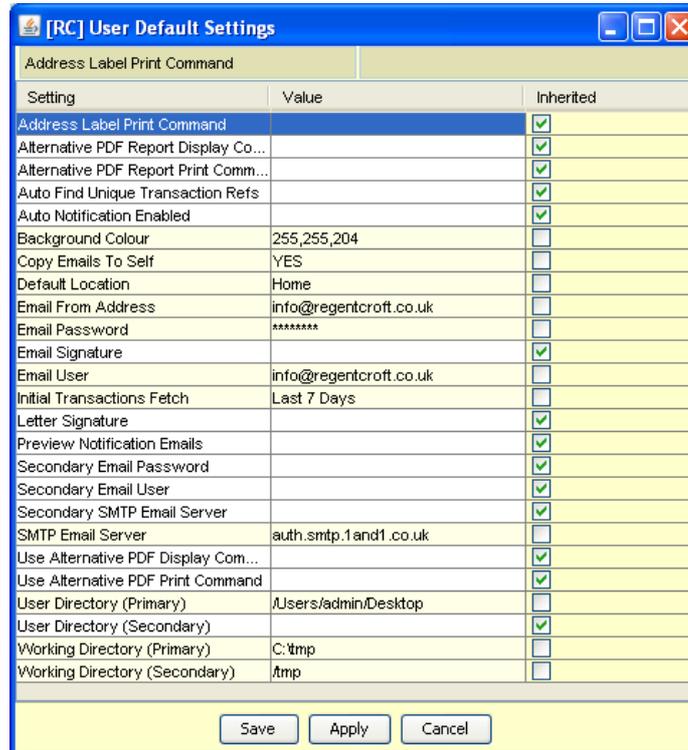
Construct a Customer Group by clicking the button in the Edit folder. Click [New], then fill in a name and transfer from right to left those customers you want in the Group. Alternatively click the Browse button to select from a browse list of all customers. Double click on any customer to see more details of that organisation.

User Default Settings

This function should normally be available only to the administrator. Its settings establish your organisation’s policy and are repeated automatically in everyone’s User Settings provided they are set to inherit.

Open the window from the Settings folder. In the example shown below, the organisation has a parent template set up in General Settings, as evidenced by the ‘inherited’ column and tick boxes (which otherwise would be absent). Several rows have been ticked and so their values have been inherited from the parent organisation. But they can be edited if you choose by unticking inheritance. Fill in values in the field at the top right corner.

All email settings are those you would need to configure a standard email program so you should be able to determine all of the values by examining settings within your email program.



Address Label Print Command

Only configure if you wish to print address labels from Inrax. The command entered must run on your operating system to send a plain text file containing the address to your printer. For example on a Mac with a Brother QL-570 Label printer attached you could enter:

```
/usr/local/bin/printAddress %f
```

where /usr/local/bin/printAddress is a script containing:

```
/usr/bin/lpr -o media=DC06 -o BrCutAtEnd=ON -o lpi=7 -P  
Brother_QL_570 $1
```

The %f in the command is substituted by Inrax a plain text file containing the address. Note that the %f must immediately follow the first blank space in the command entered.

Alternative PDF Report Display Command

This takes effect if Use Alternative PDF Display Command is set to YES. Substitute for 'f' the full path of the PDF file that must be displayed. Normally, leave blank.

Alternative PDF Report Print Command

This takes effect if Use Alternative PDF Print Command is set to YES. Substitute for 'f' the full path of the PDF file that must be printed. Normally, leave blank.

| | |
|--|--|
| Auto Find Unique Transaction Refs | Inrax enforces unique transaction reference numbers and this option affect the behaviour if you try to save a transaction with a reference number that has already been taken. If this option is OFF or not set, Inrax will ask you whether you want to use the next free reference or change the reference manually. If this option is YES, Inrax will silently change the reference to the next free reference number. |
| Auto Notification Enabled | Auto Notification is one of the properties which can be assigned to your customers and suppliers. It must be enabled here to give effect to the settings of PROMPT or ON there. See “Notification” on page 44. |
| Background Colour | Set the backwash colour used in all Inrax windows. This may prove particularly useful if you use Inrax for multiple companies and wish to clearly distinguish the windows of each. |
| Copy Emails to Self | If set to YES, you receive blind ‘carbon’ copies (bcc) of emails you send from within <i>Inrax</i> . |
| Default Location | Whenever this user opens a new transaction window, or other window that has a location menu, it will be defaulted to the location selected here. |
| Email - use TLS | TLS provides encryption when sending emails from Inrax. Some email servers may not support this method of sending and others may require it (for example gmail requires use of TLS). |
| Email From Address | This is your reply-to email address. Fill in a complete email address (perhaps your company’s main one) such as info@papermec.demon.co.uk. It is the address to which recipients of your emails will automatically answer if they click [Reply], even if your outgoing email was from some other account. |
| Email Password / Secondary Email Password | Fill in the password which allows access to your email provider (though some do not require authentication). The email password has nothing to do with the <i>Inrax</i> user log in password. Secondary Email Password is optional - see note in on SMTP Email Server below. |
| Email User / Secondary Email User | This is the sending account to which the above password applies. Fill in a user email address (perhaps your company email address). With some email providers you would fill in only the user (the part before @). You may have to experiment or ask the provider. Secondary Email User is optional - see note in on SMTP Email Server below. |

| | |
|--|--|
| Initial Organisations Fetch (days old) | If you have a large number of customers, you may want to limit the initial number downloaded to your computer in order to increase performance. For example numbers above 5,000 organisations may create a delay in certain operations. If this is the case, set a number of days in this field and only organisations that have been used (for example traded with) in the last X number of days will be loaded initially. Set blank if you always want all organisations to load. See also “Restricting Loaded Organisations and Refresh options” on page 164. |
| Initial Transactions Fetch | When you open any of the transaction browse windows, existing transactions are preloaded within a particular date range according to this setting. Options include Today, Last 7 Days, Last 14 Days....as well as any Reporting Periods you have created. |
| Letter Signature | Type the name or position of the signatory to company letters created within <i>Inrax</i> . It will automatically form a signature block whenever you write a Letter. To create a multi-line signature, enter \n which will not appear, but will force a newline. |
| Preview Notification Emails | If set to YES this gives you extra assurance that notification emails look right before you send them. |
| SMTP Email Server / Secondary SMTP Email Server | <p>If you are unsure of this value, look in your email program. Look for the mail Account, then Properties, then Servers. It is likely to be something resembling ‘mail.onetel.net.uk’ or ‘smtp.port995.com’. This may need to be set to the SMTP server of your Internet Service Provider as opposed to that of your Email Service Provider (if different) as some email servers only allow sending of emails when connected via the same network.</p> <p>If supplied, Secondary SMTP Email Server, User and Password will be used by Inrax to send emails if and when sending via your main SMTP server fails for whatever reason. This may be useful if you need to use different servers when at the office or in other locations.</p> |
| Use Alternative PDF Display Command | Set YES if you do not want to use the built in reports viewer. Not recommended. |
| Use Alternative PDF Print Command | Set YES if you do not want to use the built in printing mechanisms. Not recommended. |

| | |
|--|--|
| User Directory, Primary and Secondary | This is where reports, downloaded files and any other files created by Inrax are saved to by default. Two directories may be entered (primary and secondary) so that you can use Inrax on different operating systems such as Windows or Linux without having to change your settings - if Inrax can't find the primary directory it will attempt to find and use the secondary directory instead. |
| Working Directory | Inrax sometimes needs to generate and save temporary files and you must supply the path of the directory within which it can save these files. The user running Inrax must have permission to write files to this directory. An example of where this is used is when you send an email with a report attachment; the attachment is first saved to this directory before being attached. |

User Settings

Open this with the button [User Settings] in the Settings folder. If rows are ticked, the settings will be those inherited from User Default Settings (see previous section), which will have been set up locally by the administrator. Few rows may need alteration therefore. The administrator needs to decide whether to let users control their own user settings via, as usual, their Access Group and hence their level of permissions.

The rows to set are exactly the same as User Default Settings, described above. Some values users may wish to set are:

| | |
|---------------------------|--|
| Email From Address | This is the user's receiving address and could well be different from the one set up in User Default Settings, depending on company policy. In that case untick 'Inherited' and fill in the user's complete email address. It is the address to which recipients of <u>this user's</u> emails will automatically answer if they click [Reply]. |
| Email Password | Fill in the password which allows <u>this user</u> access to their email provider in order to send a mail. |
| Email Signature | Text to be added to the bottom of an email sent from within Inrax by the user. Can include line breaks by using the \n character sequence. |
| Email User | This is the sending account to which <u>this user's</u> password applies. It may be your company's main email address, and may well be inherited from User Default Settings. Or it may be this user's email address. |
| Letter Signature | This field gives the opportunity to impose one official name on <u>this user</u> , or to insert the user's own name. |

User Directory, Primary and Secondary You may wish to set this to the path of your desktop, such as C:\\Documents and Settings\\John\\Desktop. If you also work on other computers you can set an alternative secondary directory for when the first is not available e.g. /Users/john might apply on an Apple Mac.

Reporting Periods

Every business needs to define convenient time periods so that when you run standard and analytical reports they will consistently encompass the span of dates that you want. Date periods are also used in Transaction Date Restrictions ([see page 41](#)). You can, however, override these periods and type in some other dates.

Typical periods might be a succession of twelve months with the corresponding quarters laid on top and an accounting year laid on top of that. The process of building a longer period with a number of constituent shorter ones is called compounding and is a feature you can select.

Take an example where your accounting year is calendar year 2005. You would probably want to break it down into the 12 months from January to December and into the four quarters involved. To set up periods, click [Reporting Period] in the Edit folder and open a new Reporting Period window.

It is a matter of preference, but you should consider calling months something like M1/05, M2/05, etc., rather than Jan 05, Feb 05, etc. This is because the months then sort together in lists, thus are easier to see and can be selected in blocks (using SHIFT + click) when defining a compounded period.

In the Reporting Period window, type the name of the first of the shortest periods, like M1/05, and then the date span. When you save, the period appears in the browse list. Repeat for at least twelve monthly periods, taking care when there is a leap year.

Then define the first quarter by opening a new Reporting Period window and assigning the name, say, Q1/05. Click the Compound radio button, which brings up a window with a list of periods which you can select to define the quarter. Select M1, M2 and M3 and transfer them to the left box with the [<<] arrow button. Q1 will then be given the start date of the earliest constituent and the end date of the latest. Similarly define the other quarters. It does not matter whether the year, Y2005, is composed of the four quarters or the twelve months.

If your periods do not coincide with VAT periods, it is useful also to set them up and use them when producing VAT returns from a Standard Report.

If you try to delete a reporting period which is a constituent of another, the system will not allow it.

Location

If your company has more than one location, you can set up or inherit others and think of them as companies in their own right. In that way you can track where every activity is happening, determine the whereabouts of stock and analyse each location's performance.

Click the [Location] button in the Edit folder to open the Location Browse window. Locations inherited from the parent organisation specified in General Settings will be visible in the browse list, tinted blue. You are advised not to inherit locations; create your own. Click [New] to open a fresh Location window, then give it a name. Pick NO PARENT or the name of a location from the drop down list. A hierarchy of locations can be constructed and will show, complete with ancestors, in the browse list.

A hierarchy is useful because, for example, a chain of shops can organise into regions, areas and shops and examine the performance at each level. Only the "leaf" locations (one's that themselves have no children) may actually be used within transactions, the others are for grouping/reporting.

If you tick Inherit Address, the address of the selected parent will be displayed; or if NO PARENT is selected, the address in General Settings is used. To fill in a new address, untick Inherit Address. Currently the location address is not used.

From the browse list you can edit, view or delete (if unused) locations provided they are not inherited from the parent organisation.

VAT code

VAT codes are selected by name when entering transactions. As a convenience, VAT codes can be assigned to Accounts and to Stock so that a default VAT code will appear when those account / stock items are selected within a transaction.

VAT codes may be inherited from the parent organisation (if there is one) set in General Settings; or you can set up new ones.

In the Edit folder, click [VAT Code]. You see inherited codes in blue. Click [New] to create another code. Allocate a unique two-letter code and a name. Insert a percentage which is not negative and pick from the Domicile list (see below).

Use the Show Transactions option of the VAT Code browse window Selected menu to display all transactions within which the selected VAT Code has been used.

EC VAT Code Domicile

The EC VAT Code Domicile should only be used where all of the following conditions are met:

- your own business is VAT registered and based within the EU
- for sales or acquisitions to/from other countries within the EU
- for sales to VAT-registered businesses where you acquire a valid VAT number from that business

Any VAT code having an EC Domicile should be set to the standard local VAT rate within Inrax (NOT set to 0) as VAT reporting of applicable acquisitions is required at that VAT rate. Inrax will ensure the correct treatment for the VAT return as follows which is in accordance with the reverse charge mechanism:

- Net sales are included in box 8, Total value of all supplies, excluding any VAT, to other EC Member States
- Net acquisitions are included in box 9, Total value of all acquisitions, excluding any VAT, from other EC Member States
- The VAT component of acquisitions is included in equal and opposite amounts in boxes 2 (VAT due on acquisitions from other EC Member States) and 4 (VAT Reclaimed...including acquisitions from the EC) of the VAT Return. This is correct treatment, provided the acquisitions concerned are used to make taxable supplies (sales).

The above does not constitute advice on tax treatment, please consult your accountant.

Payment Mode

It is worth defining several ways in which you can receive payment. Examples are cash, cheque, Bank Automated Clearance System (BACS), direct debit, standing order, credit card, debit card and cards with customer not present.

Refer to the 'Bank Reconciliation' paragraph on [page 84](#) for an explanation of Payment Accounts. They can be used as a holding account for payments made or received until you are ready to apply them to your bank account during a bank reconciliation. Several payment accounts can be created to help with analysis, for example one for credit card payments received and another for direct debits. To use this facility, specify a variety of accounts in the various payment modes.

In the Edit folder, click the [Payment Mode] button and open the browse window. Any inherited modes will be displayed in the browse list. To create a new Mode, open a fresh Payment Mode window and type in a name such as 'cheque'. If you want to be prompted to enter a reference when making or receiving payments, type something suitable like 'Cheque No.' in Reference Prompt; or leave it blank for no prompt. Finally, select a bank or payment account from the list and save.

See also "Cash, Payments, Payment Modes and Banking Policy" on [page 277](#) for practical examples.

Use the Show Transactions option of the browse window Selected menu to display all transactions that use the selected Payment Mode.

Payment Terms

Payment Terms can be set up against customers and suppliers to be selected by default when entering transactions. Payment Terms may be inherited from the parent organisation set up in General Settings, or you can create them yourself.

Open the Payment Terms browse window from the Edit folder. Any inherited Terms will be visible in the browse list. Click [New] to open a Payment Terms window. Assign a code, ideally matching the style of existing codes: for example E3, which means 'pay by 30 days after the end of the month of the current transaction'. Allot a name. Using the remaining two fields, you can specify a number of days after or before (+ or -) the end of the current month or the date of the transaction. In the case of a cash transaction, you would set 0 days from the transaction day.

Pick a Payment Mode if one naturally links to this Payment Terms (see "Payment Mode" on page 172). For example if the payment terms are "Cash In Advance" you might pick a Payment Mode of "Cash". This is helpful when a Payment Received / Made transaction is derived from an Invoice transaction because the Payment Mode is then filled in for you automatically according to the Payment Terms on the invoice.

Tick the "Generate payment transactions automatically" toggle if the payment is known to have been received at the time the invoice transaction is created for these Payment Terms. So again a Payment Terms of "Cash In Advance" might well have this ticked. Whenever an invoice is created having a Payment Terms with this feature enabled, the Payment Received/Made transaction is automatically created at the same time. This also applies when a Goods Transaction is saved via "Save & Invoice". Note that where an advance payment already exists (see "Automatic Linking of Advance Payment Transactions" on page 62), no duplicate payment will be created.

You can edit Payment Terms which have not been inherited; and you can delete them provided they have not been used in a transaction.

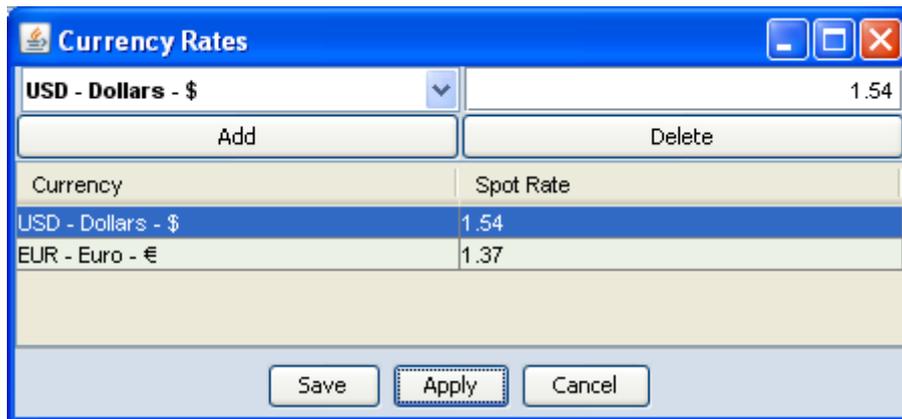
Use the Show Transactions option of the browse window Selected menu to display all transactions that have the selected Payment Terms.

Currency Rates

Each Inrax organisation operates in a single currency, as configured within General Settings. However, it is possible to produce consolidated financial reports across a group of Inrax organisations; see "Running a Financial Report" on page 139.

Where a constituent Inrax organisation has a different base currency to that of the parent organisation running the report, all values from that organisation are converted using spot rates defined within the Currency Rates editor.

The spot rate defines how many of that currency you would get for 1 of the base currency. So for example if your base currency is GBP and you can currently buy 1.54 USD for a pound, the rate to enter for USD is 1.54. The rate can have up to 6 decimal places.



| Currency | Spot Rate |
|--------------------|-----------|
| USD - Dollars - \$ | 1.54 |
| EUR - Euro - € | 1.37 |

SECTION 5: BUILDING A WEB SITE & SHOP

You can build your own web site or multiple web sites. Each web site can include a web shop with a subset of your products selected from the Inrax stock system. Inrax supports both desktop and mobile user interfaces to the same web site.

Inrax web sites can be built with minimal knowledge of web site design, simply by following the instructions here. The product listings, product and general site search, shopping basket and checkout process are automatically built in to your site. You may choose to allow visitors to subscribe to a mailing list. Products are grouped in a way you define and are fully searchable.

You will however need to supply some web page source, for example to define your site banner and additional pages that describe your terms and conditions, contact and other useful information. This is discussed in more detail later in this section.

Credit card and other payment methods are handled by a third party service provider; currently Inrax includes integration with Sage Pay, WorldPay and PayPal.

When the order and customer details have been entered, a Sales Order transaction, and if applicable a new customer Organisation record are created within your accounts. When an order has been paid for, a Payment Received transaction is also created and email notification of the order is sent to the customer.

The web site is, by default, managed by you from the Web folder of the main Inrax window. If you don't have a Web folder, make sure the Access Group that you have been assigned to has FULL permission to create the components of a web site. If your Access Group editor does not include a Web Site section, please ask your Inrax service provider to configure your organisation to allow web site creation.

Defining a Web Site

Clicking on the [Web Site] button brings up a browse list of all web sites owned by your organisation. To add a new web site click on [New] to bring up the Web Site editor:

The screenshot shows a software configuration window titled "[RC] Web Site : SF (id = 52)". It has several tabs: Definition, Configuration, Content, Payments, and Mobile. The 'Definition' tab is active. The form contains the following fields and values:

- Name:** SF
- Trading Name:** Solarflow Garden
- Status:** BUILD (with a 'Flush' button)
- Domain URL:** http://test.inrax.com
- Build Centre Logo:** UNDEFINED (with a 'Preview' button)
- Centred In Browser:**
- Has Columns:**
- Sub Menu Cols:** 1
- Site Banner:** SFWebmiscRes/sfBanner.html (with a 'Preview' button)
- Style Sheet:** SFWebmiscRes/sfStyle4.css
- Base Web Page:** SF
- Right Art. Cat.:** NONE
- Order Location:** AMS
- Price List:** USE BASE PRICES
- Email Address:** info@solarflow-garden.co.uk
- Telephone:** 0845 020 4336

At the bottom of the window are three buttons: Save, Apply, and Cancel.

Name Any unique identifier used to distinguish between multiple web sites. This name is added to the Description within Sales Orders created when customers purchase from your web site, so something short is probably the best choice.

Trading Name The (trading) name of your web site may be different to your organisation / company name. The name you enter here is used in the following ways:

- in the subject line of sales orders emailed to customers
- within the body of sales orders emailed to customers
- within the sign-off text of emails sent from within Inrax for any transaction associated with this web site
- passed to credit card payment handlers, such as WorldPay as part of the order description
- displayed in the title of More Info pages (see "More Info Title" on page 204)

Status LIVE - the site is accessible on the internet and optimised for fastest response times. In this mode you will not see content changes immediately reflected in your site as the data is cached on the server. In LIVE mode your site is not listed in the Inrax buildcentre page (see [“Viewing your Web Site” on page 191](#)).

BUILD - the site is accessible on the internet and any content changes you make within Inrax are immediately picked up by a browser refresh. Pick this mode when you are first building the site or making updates and need to check the results immediately. In BUILD mode your site is listed in the Inrax buildcentre page.

MAINTENANCE - the same as BUILD but Inrax will automatically flip the status from MAINTENANCE to LIVE overnight. Using this status guards against forgetting to manually put the status back to LIVE after finishing the work as it is done for you.

OFFLINE - the site is not accessible on the internet.

When switching between these statuses, re-enter the site via the buildcentre or your site front page to ensure the new mode takes effect.

Flush When a web site has a status of LIVE, data is cached to improve performance. If you make changes, you can flush through the changes using the Flush button. This ensures that the next time you view a web page in a browser, even when LIVE, any changes to content you make will be shown (you may need to wait 5 seconds after clicking Flush). There is also a Flush on the Selected menu of the Web Site browse window which does the same thing.

Domain URL If you have registered your own domain such as <http://www.baitsonline.co.uk>, and assigned it to the IP address of your Inrax server, then enter that domain here, otherwise enter the general domain for the Inrax server such as <http://www.meier-pollard.co.uk>

Build Centre Logo An image such as a gif or jpg that will appear in the “buildcentre” page and act as an active image link to your site when in BUILD mode. Alternatively can be an HTML file. Selected from all files held in Inrax Upload Folders whose contents are published to the web. For a note on uploading files for use in your web site see [“Using Upload Files within your Web Site” on page 233](#).

| | |
|---------------------------|---|
| Centred In Browser | If ticked the web site is centred within the browser, otherwise it is displayed on the left hand side of the browser window. |
| Has Columns | Normally leave ticked and Inrax will provide the page structure as three columns with the page navigation in the left column (along with other controls, like site search, log in/out), a main central area and a right column. The left and right columns are always visible and the main central area changes for each page being viewed. If you prefer to only have a single larger area for your pages with no fixed columns, deselect this option. You might do this for example if you wish to manually create a JavaScript banner menu navigation instead. |
| Sub Menu Columns | The number of columns used to display sub-page menus which are shown at the top of the web page when a page is selected and contains sub-pages. The best setting for your web site will depend on the length of the page names that are displayed as the menu links. |
| Site Banner | All pages in your site will be headed by a common banner that is defined as an HTML Upload File. You may want to include images in your banner; see “Incorporating Images and File Downloads within your HTML” on page 234. |
| Style Sheet | This should be set to a Cascading Style Sheet that you have defined for your site. This allows you to customise the colours, fonts, font sizes and other display features of your web site. It is a standard component of a well designed web site. See “The Cascading Style Sheet” on page 237. |
| Base Web Page | This Web Page is your sites front page. Any children of this Web Page form the top level menus within your site. |
| Right. Art. Cat. | Allows an Article Category to be displayed in a column at the right hand side of every web page in your site. Please refer to “Articles - Adding Content The Easy Way” on page 195. |
| Order Location | This is the Location that Sales Orders generated from the web shop will be booked to. |
| Price List | This price list will be used for all prices displayed in your web shop, or you can choose to just use the Base Price defined against each stock item. When a customer has a specific Price List assigned to their Organisation within Inrax, their own Price List will apply within web sites, overriding this one. |

Email Address Emails that are automatically sent to your web customers as order confirmation will be sent from this email address. Any replies a customer makes will come back to this address. When emailing a transaction yourself from within Inrax, if the transaction has this Web Site set on it then the email will be sent from this email address.

Telephone If you have a specific telephone number for this web site, enter it here, otherwise enter your company telephone number. If you don't wish to have a telephone number associated with the web site, leave this blank. This number is used on letter and transaction paperwork associated with this web site, overriding a telephone number set in General Settings.

The screenshot shows the 'Configuration' tab of the '[RC] Web Site : GOH (id = 43)' window. The settings are as follows:

- Web Customer Group:** NOT USED
- Customer Mailing Group:** GOH Customer Mailing List
- Visitor Mailing Group:** GOH Visitor Mailing List
- Paperwork Header:** /ork Headers and Footers/gohPaperworkHeaderDetailed.jpg
- Paperwork Footer:** NONE
- VAT free code:** (empty)
- Show VAT separately in basket:** **VAT option on checkout:**
- Prices Inc. VAT:** **Prices Exc. VAT:** **VAT Labels:**
- Email me copy orders:** **Before payment:** **After payment:**
- Copy order emails contain:** **Product Images:** **Order XML:**
- Email me on Visitor Mailing Group sign up:**
- Credit Card and Order Addresses may differ:**
- Secure checkout and form pages (https):** **Port:** (empty)
- Use combined login / customer details page on checkout:**
- Allow alternate delivery address:** **Enforce UK Postcode Check:**
- Enabled:** **Country:**
- Mandatory:** **Tel.:** **County:** **Postcode:** **Email:** **Password:**
- Site search includes:** **Products:** **General Pages:** **Articles:**

Buttons at the bottom: Save, Apply, Cancel

Web Customer Group If you would like to keep track of all your web customers, as opposed to offline customers, pick the Customer Group here and organisations that make a web purchase are automatically added to this group.

| | |
|--------------------------------------|--|
| Customer Mailing Group | Pick a Customer Group to which customers opting in to your mailing list during a purchase will be assigned. This does not affect the sending of order notification emails. It is up to you how and when you use the collected mailing list email addresses. |
| Visitor Mailing Group | This is similar to the Customer Mailing Group except that it is used for visitors of your site who sign up to your mailing list without having made a purchase. If the person later does make a purchase they will automatically be moved to your Customer Mailing Group if you have one defined. |
| Paperwork Header / Footer | If you run multiple web sites, you may wish to use customised paperwork to give a consistent branding image to the customers / suppliers of that web site. The images provided, if any, will be used on printed transactions and have a maximum dimension of 540 pixels wide and 80 pixels high. See “General Settings - Paperwork / Email” on page 147. |
| VAT free code | Only applicable when “VAT option on checkout” is selected (see below). Pick that VAT code that should be used when the order will be exempt from VAT. |
| Show VAT separately in basket | VAT is shown as a separate amount in the shopping basket. If you do not wish to show any VAT, perhaps because your company is not VAT registered, untick option. |
| VAT option on checkout | Normally leave unticked. When selected this allows the customer to tick a box during the checkout, declaring themselves eligible for VAT exemption and hence removing VAT from the price of the order. |
| Prices Inc. VAT | Display an inclusive of VAT product price on product listings and more info pages. |
| Prices Exc. VAT | Display an exclusive of VAT product price on product listings and more info pages. This may be displayed instead of, or as well as the Inc. VAT prices. |
| VAT Labels | Determines whether the above prices (if selected) are followed by “inc. VAT” / “exc. VAT” labels. |
| Copy email me orders. | You may choose to be notified by email when an order is taken on this web site, either before the customer has completed payment, after payment or both/neither. The copy email is sent to the email address you have assigned to this web site. |

| | |
|---|---|
| Copy order emails contain | <p>Product Images: If selected, product listing images will be attached to the copy email sent to the web site owner. This allows for a quick view visual check of what has been ordered. Images are repeated for quantities up to 3. If the order contains quantities above 3, no images are attached.</p> <p>Order XML: If selected, copy email sent to the web site owner includes an XML representation of the transaction and counter-party which may find useful in setting up automated actions on receipt of emailed orders.</p> |
| Email me on Visitor Mailing Group sign up | <p>If ticked, an email is sent to the Email Address entered within the Definition section. The email will give the details of any visitor mailing group subscribe/unsubscribe.</p> |
| Credit Card and Order Addresses may differ | <p>By default this will not be ticked to ensure that the address given by a customer with a web order is the same address used when they enter the payment details. If you wish to allow your web customers to use an alternative payment address then tick this box and the address fields will become editable during the payment stage.</p> |
| Secure checkout and form pages (https) / Port | <p>Ticking this will put the browser into secure mode on any page that contains a form, such as the shopping basked page and mailing list subscription page. This does not affect the payment stage which will always be via a secure connection. If operating the site under your own domain name you will need to obtain an authenticated SSL security certificate in order for this to function correctly.</p> <p>One reason to apply this additional security is that over-zealous security software, perhaps poorly configured by users, may block non-secure form-filling and thus prevent innocuous activities such as mailing list sign-up from completing correctly. Each Inrax web site handles https requests via a different port number; please contact your service provider to request a port number which you should then enter here.</p> |
| Use combined login/customer details page on checkout | <p>Ticking this option reduces the number of steps within the checkout process by combining the RETURNING CUSTOMER / NEW CUSTOMER functions on the same page as the customer detail fields are shown. If you never want to request passwords from users i.e. you will not support returning customer login, you must select this option.</p> |
| Allow alternate delivery address | <p>Select this if you allow web orders to be placed with a different delivery and billing address. A reason for not allowing this might be to help prevent fraud. See also “Default Delivery Organisations” on page 164.</p> |

**Enforce UK
Postcode
Check**

Only select this option if you are making web sales to the UK only. The customer will be forced to enter a correctly formatted postcode when they provide their delivery and billing address details. This does not ensure the postcode actually exists, only that the formatting is acceptable. It is a tolerant algorithm so will not reject any reasonable entry. For example it will allow the letter o in place of a zero and will carry out minor corrections itself.

**Enabled
checkout fields**

The Country field can be optionally shown/hidden. If you only take orders within your own country, it may not be useful to ask your web customers to select a country.

**Mandatory
checkout fields**

This determines whether your customers are forced to enter text in these fields during checkout. The fields are still displayed by, but are shown as optional. If you wish to hide the fields completely you can control this within your CSS file using “hide” instructions, see “[The Cascading Style Sheet](#)” on page 237.

**Site Search
Includes:
Products /
General Pages /
Articles**

When your web site visitors use the built in internal site search, these setting control what is searched and displayed in the search results. If your site is purely a web shop and you only want to show products, tick only Products for example

The screenshot shows a configuration window for a web site. The 'Configuration' tab is active, displaying various settings for checkout and site management. The settings are organized into a table-like structure with labels and input fields.

| Definition | Configuration | Content | Payments |
|-------------------------|---|---------|----------|
| Basket Footer | UNDEFINED | | Preview |
| Basket Header | UNDEFINED | | Preview |
| Mailing List Header | UNDEFINED | | Preview |
| Customer Mailing Text | Special Offers? - Yes, please let me know! Your address will be kept private. | | |
| Telephone Field Text | telephone number in case we need to contact you regarding your order. | | |
| Password Field Text | Please invent a password that you can use to log in next time. | | |
| County Field Label | County | | |
| Postcode Field Label | Postcode | | |
| Notes Field Label | Add a note to your order | | |
| Price Labels: Our Price | | RRP | RRP |
| Customer Login Title | ACCOUNT LOG IN | | |
| Pay Order Description | Goods on Hand (will appear on your card statement as Regent Croft Ltd) | | |
| Drop Ship PO Prefix | Customer: | | |
| More Info Button | UNDEFINED | | |
| Add To Basket Button | WebShared/addToBasketOrange.gif | | |

At the bottom of the window, there are three buttons: Save, Apply, and Cancel.

| | |
|--------------------------------------|--|
| Basket Footer | Pick an upload file that contains HTML you wish to display at the bottom of the shopping basket window below the basket and totals. |
| Basket Header | Pick an upload file that contains HTML you wish to display at the top of the shopping basket window above the basket itself. |
| Mailing List Header | Within the page on your web site that allows users to subscribe to your mailing list, there is some default text that tells visitors how to subscribe/unsubscribe. If you wish to replace this with your own, pick an upload file that contains the text/HTML to replace the default. |
| Customer Mailing Text | This is displayed within the checkout stage of a customer purchase on your web site, asking the customer whether they wish to subscribe to your mailing list. |
| Telephone Field Text | This text is displayed during the checkout process just above the Telephone field and allows you to give a reason why your customers might want to enter a telephone number. Leave blank if you do not want any text displayed. |
| Password Field Text | As above but displayed above the password field. |
| County Field Label | As above but displayed to the left of the County field. |
| Postcode Field Label | As above but displayed to the left of the Postcode field. |
| Notes Field Label | As above but displayed to the left of the free-text Notes field. |
| Price Labels: Our Price / RRP | Enter text to be placed in front of prices displayed on the web site. For example “Our Price:” and “Rec. Price”. Note that the setting to determine whether RRP prices are displayed at all is made on the Web Page editor. |
| Customer Login Title | The title of the login box (where used) during checkout. If you have a non-ecommerce web site, you may want to change it to CLIENT LOGIN for example. |
| Pay Order Description | <p>If this field is left blank, when an order is passed to the payment handling system (such as Sage Pay / worldpay etc.), the order will have a description of “Order from “ + Web Site Trading Name.</p> <p>To pass a different order description during customer payment, enter it here. You might for example want to say “Order from XYZ, (order will appear on your card statement as ABC Ltd.)”</p> |

- Drop Ship PO Prefix** For PO transactions created from SO transactions using ‘Derive Drop-Ship Purchase Order’ the customer’s address is automatically added as a Note on the transaction. The text in this field precedes that address to indicate to the supplier that this is the customer’s address for drop-ship delivery.
- More Info Button** Leave UNDEFINED if you want your “More Info” links in the web site to appear as plain text links (which can be enhanced in various ways using CSS). If you want instead to show a button, pick the button graphic file you have uploaded.
- Add To Basket Button** Leave UNDEFINED if you want your “Add To Basket” links in the web site to appear as plain text links (which can be enhanced in various ways using CSS). If you want instead to show a button, pick the button graphic file you have uploaded.

The screenshot shows a configuration window titled "Web Site : SF (id = 52)" with a "Payments" tab selected. The window contains the following fields and values:

| Field | Value |
|-------------------|--|
| Payment Options | CARD PAYMENTS & GOOGLE CHECKOUT |
| Card Pay Handler | PROTX |
| Card Pay Site Id | regent |
| Card Pay Status | LIVE |
| Card Pay Terms | In Advance (PROTX) |
| Card Pay Password | DhGmZdRYvk4Q2vmd |
| Google Key | Cl_hLhPXExxxxx |
| Google Id | 232609699999 |
| Google Pay Mode | TEST (Sandbox) |
| Google Pay Terms | In Advance (PROTX) |
| Google Button URL | 7859921061&w=160&h=43&style=white&variant=text&loc=en_US |

At the bottom of the window are three buttons: Save, Apply, and Cancel.

- Payment Options**
- NONE - your web shop does not accept online payments
 - ACCEPT CARD PAYMENTS - see “Credit/Debit Card Payments Handler” on page 221
 - GOOGLE CHECKOUT - see “Google Checkout” on page 225
 - CARD PAYMENTS & GOOGLE CHECKOUT - select this option if you want to give your customers the option to check-out/pay using either of the above methods.

| | |
|--|--|
| Card Payment Handler | Select your chosen payment handler, unless you plan to use just Google Checkout (see below). This company will process the credit/debit card payments as part of an order from your Inrax web site. You will need to set up an account with them, see “Credit/Debit Card Payments Handler” on page 221. |
| Card Pay Site Id | If using WorldPay, enter the “instance id”. If using PayPal, enter the email address that identifies your account. If using Sage Pay, enter you vendor name. |
| Card Pay Status | This allows you to test your site integration where supported by your payment handler. By picking one of the TEST options you can enter a test payment without any money changing hands. When your site goes live, remember to set this to LIVE. Below is a list of which test modes are supported by which payment handlers: WorldPay: TEST (Payment Not Completed), TEST (Payment Completed) Sage Pay: TEST (Sage provide dummy card numbers to test completion/failure of payment), SAGE PAY SIMULATION TEST (SagePay have been slow to update their simulator post-version-2.23 so may no longer operate as Inrax moved beyond 2.23). PayPal: No test modes supported |
| Card Pay Terms | Select the Payment Terms you wish to associate with orders paid for via the Card Pay Handler you have selected. The Payment Terms must have a Payment Mode set on it in order for advance payment transactions to be automatically created for web orders. See “Payment Terms” on page 173. |
| Cart Pay Password | Used to encrypt communications between the Inrax web site and the payment site when passing the order details. Please refer to the relevant payment handler documentation. |
| Google Key, Google Id, Google Pay Mode, Google Pay Terms, Google Button URL | Google Checkout configuration. Please refer to similar Card Payment field descriptions above and also see “Google Checkout” on page 225. |

Steps in Building Your Web Site

There are some basic tasks in getting your web site up and running, initially with a single page, then with many pages and menu links and finally a fully functional web shop:

First read through the section above and create a new Web Site taking into account the following pointers:

- Ensure the Status of your web site is set to BUILD.
- Assuming you do not yet have your own domain name pointing to the Inrax server, set the Domain URL to that of the ASP, such as <http://www.meierpollard.co.uk>
- Download the latest Cascading Style Sheet from the Documentation page at www.inrax.com, then upload this to a web-enabled Upload Folder you have created (see “The Cascading Style Sheet” on page 237) and pick it in the Style Sheet field of the Web Site editor.
- Create a Web Page using the Web Page editor, setting the Name to Home, having NO PARENT and type in “My web site” in the Overview text/html section. Also set Show Stock Levels to “Do Not Show Stock Levels” (this setting is mandatory for a Web Page with no parent. Pick this as the Base Web Page within the Web Site editor.
- Pick an Order Location and a Test Payment Mode then Save the web site.

Refer to the first part of “Viewing your Web Site” on page 191 to display the site in a browser. You should see a link to your home page in the left hand side menu column and in the main display area the name of your home page followed by “My web site” as you typed it in.

Edit your base Web Page and untick the toggle called Display Navigation Path and change the Overview text/html to “My web site improved”, save and click the page refresh button in the browser. Your page should update to remove the page name from the top of the main display area and to update the text.

Add a site banner; refer to the Site Banner description in “Defining a Web Site” on page 175 and to “Using HTML in your Site” on page 233.

Add the content of the front page by either writing the HTML by hand or creating the design in a web design tool, uploading any images you have used (see “Using Upload Files within your Web Site” on page 233 and “Incorporating Images and File Downloads within your HTML” on page 234) and pasting the HTML into the Overview text/html section of your base web page.

Create a hierarchy of pages within structured menus as described in “Adding Pages and Menu Structure with Web Pages” on page 192.

Add products to create a web shop as described in “Adding Products to Web Pages” on page 200 and subsequent sections of this chapter.

Web Page

The Definition & Content tab of the Web Page editor is shown below along with descriptions of the settings: For the Product Settings section of this editor see “Adding Products to Web Pages” on page 200.

[RC] Web Page : Comfort Scooters (id = 1513)

Definition & Content | Product Settings | Page Head | Filters | Mobile

Parent: Mobility Scooters: MOB NEW

Name: Comfort Scooters

Is Live Show Nav. Path Searchable Hand-Rolled Page

Show Menu Link from Name

Show Page Title from Name

Access: INHERIT : UNRESTRICTED ACCESS

Page Image: UNDEFINED Vertical Layout

Big Image: UNDEFINED

Page content text/html

Preview

```
<td></td>
<td><strong>INSURED</strong> - <span class="redBold">three month's FREE in
surance and breakdown cover</span> (<a href="/Awa/1/45/3235-Insurance-Break
down.html">read more</a>).</td>
</tr>
```

Find

Article: NOT SELECTED

Main Art. Cat.: NOT SELECTED

Right Art. Cat.: NOT SELECTED

Redirect To: NO REDIRECT

Save Apply Cancel

- Parent** The Base Web Page of each web site can be set to NO PARENT and others are organised below that.
- Name** Choose a name for the page that will let you locate the page easily for editing at a later date. This name is used as a default value for menu links and page titles (see below).
- Is Live** Allow this page to be accessed within the web site. Untick if a page is a work in progress or needs to be temporarily withdrawn from the web site. Only Live pages will be included in web site searches.
- Show Navigation Path** When ticked, the navigation path from the sites front page to the current page on view is shown at the top of the page and any level of this path may be clicked on to go to that place in the menu hierarchy.

- Searchable** Only untick if you do not want this page to appear in the results of a web search within the site. This might be useful if you have an email campaign and create a landing page just for that campaign and you do not want the page to be found by others.
- Hand-Rolled Page** Normally leave unticked. If ticked, Inrax suppresses the generation of sub-menus within the page content (for pages that have child web pages that are live and linked) and suppresses the generation of a product list (for pages that have products assigned, or child family web pages). Useful for expert users who want to hand-code the contents of selected pages (using the Page content text/html only).
- Show Menu Link** When ticked, a menu link to the page is automatically included in the web site menu hierarchy. If you prefer to provide your own link to the page and not have it shown in the menu hierarchy, untick this. Tick “from Name” if you want the link text to be taken from the Name field, or untick this and enter any text for the menu link. This link text is also used in the following places:
- Sub-menu web page links displayed in the body of web pages
 - Navigation path links
 - At the end of web page URLs
- Show Page Title** When ticked, the title of this Web Page is displayed at the top of the web page (but below the Nav. Path) as an HTML <H1> element. Again this can be taken from the Web Page Name or you can enter any title text after unticking “from Name”. This title text is also used in the following places:
- Product listing name for product family web pages
 - RSS syndication feed names
 - Froogle / Google Base product and category names
 - Goolge SiteMap link names
- Access** If you wish to restrict access to this web page, pick a Customer Group here. This page will then only be visible to users that have logged in to your web site and who belong to this Customer Group. Descendant web pages will inherit the same setting, unless they have a specific setting entered themselves. See “My Account Page” on page 194.
- Show References** Determines whether stock item references are displayed in addition to the stock item description.

- Page Image** Select an upload file that contains an image if you require an image to be displayed to the left of the page content text /html or below if Vertical Layout is selected. Alternatively pick a file containing HTML for that to be displayed in place of the image. You could for example include Flash animation in this way.
- Big Image** A larger version of the Page Image. If present, the Page Image is made clickable when displayed, allowing that image to be “enlarged”. It is possible to use exactly the same image file for the Page Image and big image if you wish by constraining the view of the Page image using size restrictions in the browser, such as CSS width or max-width settings. It is also possible to use JavaScript to provide more sophisticated zooming; for instance using the jQZoom JavaScript library; please contact your Inrax vendor for further details if you require support with this.
- Inrax provides a drop in (“Drop In HTML” on page 218) target zone to allow HTML to be placed below any image on which zooming is enabled, allowing you to give instructions, such as “Move mouse over image to enlarge” if using jQZoom.
- Vertical Layout** When ticked, the page content is displayed below the page image. When left unticked, a horizontal layout is used with the image to the left of the text.
- Page content text / html** Each page has a block of text that will be displayed near the top of the page for that page. This may be html allowing complex formatting and embedded images and links. The Preview button shows how the html will appear in the web page. If there are no products defined within this Web Page then this can define the sole content of the page.
- You can drag and drop a file from your desktop onto this field and the contents will be automatically extracted from your file and pasted in this field.
- Article** Pick to display an Article within this page; see “Articles - Adding Content The Easy Way” on page 195.
- Main Article Cat.** Pick to display an Article Category within the main body of this page to list a collection of articles; see “Articles - Adding Content The Easy Way” on page 195.
- Right. Art. Cat.** As above, but displayed in a column on the right hand side of the web page.

Redirect To If this page has been retired and a new page created for similar content, in order to preserve search engine page rank for this page's url, pick the new Web Page that users should be redirected to. This will create a permanent redirect, telling search engines that this url is no longer active and to use the new page url instead. The redirect overrides all other settings on the Web Page and applies whether or not the Is Live toggle was previously ticked or not. The status of the page seen in the Web Page Browse Window changes to R.

When the web site is in BUILD mode you may Save or Apply changes to any web page and then immediately see the changes in your web site by refreshing the appropriate page in your browser.

Web pages can be copied, giving you a template to create your next web page. Alternatively, if you highlight a Web Page in the browse list before selecting NEW, the new Web Page will open with the parent pre-selected to the one you highlighted and the various tick boxes set to the same as that parent.

The Product Settings tab will be covered in the later section "Adding Products to Web Pages" on page 200. The Page Head tab covers information that goes in the HEAD section of a web page and looks as follows:



Page Title/ Inherit The title shown in the title bar of the web browser when this page is viewed. It may also be used in web search engine results listings, such as by Google. To use the same title as the parent web page, tick the Inherit toggle to the right of this field.

Description / Inherit Some search engines may use the Description within their search results. You can inherit the setting from a parent web page if you choose.

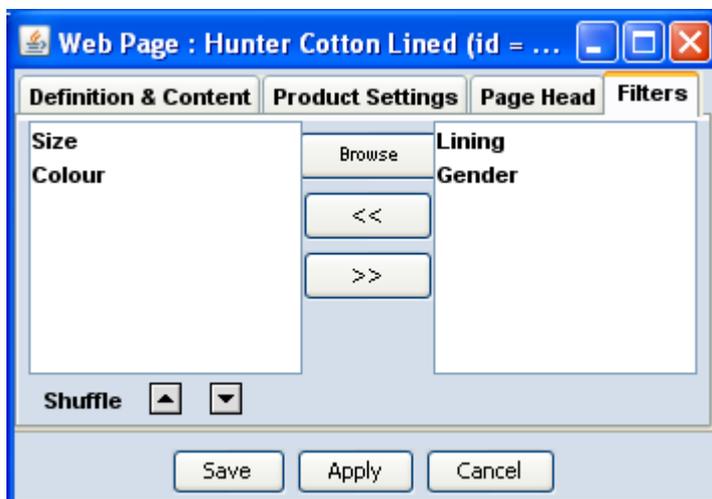
Additional head html This is an advanced section where you can add any of your own html to the HEAD section of this web page. Ensure that anything you enter here is valid html for the HEAD section. If you need to add html to every page header, then you can do so more easily using Drop In HTML, see “Drop In HTML” on page 218.

Filters on Web Pages

Filters are optionally displayed at the top of a web page to allow a visitor of that page to filter the products shown based on certain criteria, such as colour, size or whatever custom fields have been defined on the stock. See “Stock Group Custom Tab for Custom Stock Fields” on page 105 for details on setting up custom stock fields.

The Filters tab in the Web Page editor is shown below. Pick any Custom Stock Fields that you wish to have displayed as filters for this page by transferring from the right hand list to the left hand list. The order in which the filters appear on the web page can be controlled using the Shuffle buttons.

When the web page is viewed in a browser, the chosen Filter fields will default to a setting of “ANY”. The values available for selection will be dynamically created by Inrax from all distinct values that have been assigned to stock accessible from this web page.



Viewing your Web Site

Ensure that the Web Site status is set to BUILD and then visit the buildcentre page for your Inrax service provider, for example www.inrax.com/buildcentre. Your logo (if you defined one) and Organisation + web site name should appear on this page and clicking on the logo or link will take you to your web site.

When your site goes live you may want your own web domain so your site will appear under <http://www.yourdomain.com>. Contact your service provider (such as Meier Pollard) for details of how to set this up.

Even without your own domain name you can access your site to see how it performs in LIVE mode. To do this, with the site initially in BUILD mode, go to your sites front page by clicking on your link in the buildcentre page. Make a note or bookmark the web URL shown in the browser, for example <http://www.meierpollard.co.uk/cgi-bin/WebObjects/MPMall.woa/wa/viewClientHomePage?site=3>. Then put your site into LIVE mode and refresh that same URL in the browser. You will find that after some use of the site in LIVE mode the response of pages is faster due to caching of data.

Be aware that when your web site is LIVE, content changes will not be reflected within your browser when you hit the browser refresh button. So for example, if you are viewing a list of products in a web page and you alter the stock items included in that web page within Inrax and then refresh your browser page, you will not see the change appear.

In order to see the result of your content changes, set your web site to BUILD status and start a new browser session by typing the URL directly into the browser again (e.g. www.inrax.com/buildcentre). Stopping and starting the browser will achieve the same. Then any content changes can be seen in your site by clicking the browser refresh button whilst viewing the page that you are working on.

Your web site will function normally if left in BUILD status but you are advised to set it to LIVE to get the fastest response times.

Adding Pages and Menu Structure with Web Pages

Once you have a site with a single Web Page assigned, displayed as the front page, you are in a position to add further pages very easily. You will use Web Pages to define the entire navigable structure of your site as well as to hold the site content. This is achieved by creating a “tree” of Web Pages from the base page down.

Create a New Web Page and set the Parent to the base Web Page that you previously created. Enter a Name of “INFORMATION” and Save.

Create two more Web Page objects called “About Us” and “Terms & Conditions”. In each of these enter a few appropriate words or some HTML within the Overview text/html field.

Refresh your web site within the browser. You should now see a sub-title in the menu column on the left side called “INFORMATION” with the two links below. When clicked on these menu links take you to the appropriate information.

If you prefer the top level links to appear without a sub-title you should create a Web Page child of the base Web Page and not add any children to it. Inrax will recognise that it contains no children and just display it as a link. To illustrate this, create a new Web Page called “PRODUCTS” under you base Web Page and refresh the browser. Now add a Web Page as a child of PRODUCTS and refresh again; PRODUCTS now changes to a sub-title with your new link added beneath.

Opening Web Pages in a Browser

Click on a Web Page in the Web Page browse window and then select [Open web page in browser] from the Selected menu (or right click the row). The page is then loaded into your default browser.

Linking Web Pages - Sharing Content

If you need to display the same web pages in more than one place within your web site, or on more than one web site, you can easily create pseudo web pages that are just links to other real web pages. The process is as follows:

Within the web page browse window, select (highlight) the web page(s) that you want to link to. Then using the right click (or the Selected) menu, pick the ‘Create Linked Web Pages’ option and pick the parent web page under which you would like to create the link(s).

The linked web pages are then created and displayed in the web page browse window as “[LINK TO...]” plus the name of the web page being linked to.

The linked web page will now display at both the original location and the new linked location of the web site(s). You can not edit a web page link directly, rather you edit the original source web page that it links to. All the settings on the source web page apply to the linked page, so if you untick the Is Live toggle on the source web page, the target linked web page will also not be live. Any products showing in source web pages will be displayed in the linked web pages too.

As a web page can represent a whole branch of a web site, i.e. itself and all its descendant web pages, web page linking can be used to share whole sections of web pages without having to duplicate content.

Setting the Order Of Web Pages

This option is used to set the order of Web Page menu links. It does not affect the order that PRODUCT FAMILY Web Pages appear within product listings.

Click on a base Web Page in the Web Page browse window and then select Set Link Order Of Children from the Selected menu (or right click and select it).

A list opens for shuffling the order of children of that Web Page. Click on any Web Page on the list and then click on the up or down shuffle button at the bottom of the

window. When they are in your chosen order, Save and refresh your browser to see the change reflected in the site.

Web Page URLs

Click on a Web Page in the Web Page browse window and then select Copy Full/Relative URL to Clipboard. The full URL can be pasted into a browser address bar to view the page. The relative URL is useful when you are hand-rolling internal links within HTML placed in your web site content areas. The Web Page Id, embedded within the URL, is also shown within a column on the Web Page browse window which can be useful in locating a Web Page in Inrax from the Id seen within the browser URL.

My Account Page

The My Account Page is an area of an Inrax web site that is protected by user log in and password and provides useful information and functionality for individual customers and suppliers. For information on the dispatch interface which is accessed via the My Account Page, see “The Web Based Order Dispatch Interface” on page 227.

The My Account link is normally displayed in the left hand menu column of your web site. If you wish to hide it, add the following line to your Cascading Style Sheet:

```
#menuColumnTD #myAccountLink{display: none}
```

Update Account Information

Once logged in and viewing this page, the user can update their account information; name, address, telephone and mailing list option.

Make A Payment

This allows a logged in user to make an online on-account payment to the web site owner for any ad-hoc amount of their choice. This link will only be available if the web site has been correctly configured to accept credit card payments.

Customised Page Access

It is possible to restrict access to parts of your Inrax web site, according to customer log in on the web site. Every web page has an Access setting within the Inrax Web Page editor where you can choose to set access according to a Customer Group. Only customers within the chosen Customer Group will see the restricted page and will have to log in to do so, using the My Account link in the menu column of the web site.

The My Account web page contains links for accessing the restricted web pages following successful login.

Customised Pricing

If you wish to allow selected customers to have favourable pricing terms within your web shop, perhaps your larger customers or your employees, the My Account facility is how you achieve it. Simply assign the customer Organisation to the appropriate

price list within Inrax (see “Price Lists” on page 117). Any customer that has logged in to the web site will see stock prices according to the price list they are assigned to.

Articles - Adding Content The Easy Way

Articles consist of news or information items that you add to your web site from time to time without needing to know about the technicalities of HTML web formatting. Articles are one of two types:

- Your own articles, entered within Inrax as plain text with a headline, body text and optionally an image placed where you choose.
- Articles sourced from other web sites using the RSS (Really Simple Syndication) news feed mechanism. When users select an RSS article to read, they are taken to the web site that originated the article.

Articles are listed within categories that you define and are presented in order with the most recent articles listed first.

Follow the instructions in the following sections to set up the display of articles.

Article Folder

Articles are arranged within Folders so that you can organise them in a logical and convenient way and also give access to applicable users on a per-Folder basis. Selecting the [Articles] button (found under the Web folder by default) opens the Article Folder browse list. If getting ready to write your first articles, you will need to create at least one Article Folder using the [New] button.

Article Folders can be arranged in a hierarchy for more convenient sub-grouping; just pick a Parent Folder to place one Article Folder within another.

Access to Folders is controlled in the same way as for Upload Folders based on a user's Access Group; see “Upload Folder Access Permissions” on page 48.

Article Categories for Listing Articles

Although possible, you wouldn't normally want to display individual Articles one at a time on separate web pages. An Article Category is used to present an ordered list of articles. Each listed article may have just its headline shown, or perhaps a headline and introduction, or maybe even a listing image as well. When the user clicks on the headline of an article they are interested in, they are shown the full article.

- Name** Any unique name.
- Article Folder** This determines which of your articles will be listed within this page. Once this has been set up, simply adding a new article to this folder will make it show up within this Article Category. If sourcing articles from another web site, pick the option “NO FOLDER - ENTER AN RSS URL”.
- RSS URL** If you set Article Folder to “NO FOLDER - ENTER AN RSS URL” then enter the URL here, for example:
http://www.telegraph.co.uk/newsfeed/rss/news_main.xml
- Article Style** If you pick a style here, that style is used for all articles listed, overriding styles set on the individual articles - this override doesn't apply to the display of the articles themselves, just the listings.
- Max Articles** If the Article Folder or RSS feed contains more articles than this, then only the most recent are listed, up to this maximum number. This allows you to keep a list at a manageable length without having to reassign articles to a different folder.
- Display Intros & Max Intro Words** If ticked, article introductions are displayed. Where an article doesn't have an introduction, the initial words are displayed from the Article Text up to Max Intro Words.
- Date/Time** Used to determine whether date/time is displayed with each listed article.

To add the listing of articles to your web site, create a Web Page and pick the appropriate Article Category to display within it.

The Article Editor

If you are writing your own articles, rather than sourcing them from another site via RSS, then you will use the Article Editor to create each article.

First open an Article Folder by double clicking on it in the Article Folders browse list (see above for creating an Article Folder). Then click on [New] within the Articles browse window that opens up. Alternatively [Copy] an existing article and edit the copy.

As a minimum, enter a Headline for the article and some text within the Article Text field. Other fields are described below the screen shot.

Articles are normally displayed within Article Categories (see earlier) but may also be displayed individually by selecting within Web Pages.

The screenshot shows the 'Article' editor window with the following fields and values:

- Name/Headline:** An Email Address Should Be For Life. **Display:**
- Article Folder:** The Email Story: EmailClinic
- Date:** 09/10/2004. **Hours:** 08. **Mins:** 04
- Date/Time:** DO NOT DISPLAY
- Article Style:** Default Article Style
- Byline:** (empty)
- Listing Image:** Images/sickComputerVSma. **Position:** HEADLINE RIGHT
- Listing Introduction:** We strongly recommend that individuals as well as small businesses ensure they are in control of their email and are not tied to their current Internet Service Provider. Click on the title above, or the sick computer image to read more.
- Article Text:** frying pan and into the fire! The next time you have reason to move ISP, you have the same problem again. Another wrong thing to do would be to stay with the ISP you have because you just can't afford to lose your old email address. That way the ISP tie-in worked, they've
- Article Image:** IClinic/Images/sickcompu. **Position:** HEADLINE RIGHT
- Image Catchline:** (empty)
- External Link:** (empty). **Popup:**

Buttons at the bottom: Save, Apply, Cancel.

Headline / Display Used to identify this article and displayed at the top of the article itself and within an article category listing. If the Display toggle is unticked, the headline is suppressed from the article listing (but still shown in the article itself).

Article Folder All articles exist within an Article Folder.

| | |
|-------------------------------------|---|
| Date / Hours / Mins | Articles have a date and time which you can edit. The date/time optionally be displayed with the article and is used in determining the listing order in an Article Category. |
| Date/Time | Should just the date, the date + time or neither be displayed with the article. |
| Article Style | Determines the colours, fonts, font sizes and general layout of the article. |
| Byline | Placed just after/under the headline, could be used to show the author. |
| Listing Image & Position | Used in the Article Category page where articles are listed. Pick an image you have uploaded as an Upload File. Alternatively pick a file containing HTML for that to be displayed in place of the image. You could for example include Flash animation in this way. Choose where to place the image relative to the headline and listing text. |
| Listing Introduction | You do not have to enter this because an Article Category will display the start of the Article Text as an introduction within the article listings. If however you want the listing intro to be different to the start of the main article, you can enter it here. You can drag and drop a file from your desktop onto this field and the contents will be automatically extracted from your file and pasted in this field. This field may contain plain text or HTML. |
| Article Text | Type in your article as plain text with a blank line for paragraph breaks. You can drag and drop a file from your desktop onto this field and the contents will be automatically extracted from your file and pasted in this field. This field may contain plain text or HTML. |
| Article Image & Position | Optionally pick an image you have uploaded as an Upload File. Alternatively pick a file containing HTML for that to be displayed in place of the image. You could for example include Flash animation in this way. Choose where to place the image relative to the headline and listing text. |

- Image Catchline** Text to be displayed under the article image to annotate the image.
- External Link** If you want to refer your readers to an article within an external web site, don't enter any Article Text, do enter a Listing Introduction and then enter the URL of the web page to link to here. When the user clicks on the headline in the Article Category listing they will be taken to the web page.
- Popup** Determines whether the External Link article should be popped up in a new browser window, or displayed in the current browser window.

Article Links

If you want to see the same article in several different places, either on the same web site or on more than one web site, you can use links. Article links work much like file shortcuts on a computer. Rather than copy an article to several folders, you can create multiple links in as many folders as you like, all pointing to the same original article. If you edit the original, all the linked articles automatically pick up the changes. Article links pick up all the attributes of the article to which they point.

To create linked articles, select the original article(s) in the Article browse window and then pick the 'Create Linked Articles' option from the Selected menu (or use the right click pop-up menu). The links are seen in the target article folder as '[LINK TO...]' followed by the name of the original article.

An Article link may not itself be edited, rather you must edit the original article directly. If you delete an Article Link, only the link is removed; the original article will remain within its own folder.

Article Style

The Article Style determines what fonts, font sizes, colours, borders, margins and other style features are used in an Article. New Article Styles may be created by users with some knowledge of defining Cascading Style Sheet (CSS) (see "The Cascading Style Sheet" on page 237) styles, or you can copy and amend existing CSS styles. Each value within the Article Style window corresponds to a "class" definition in the web site's cascading style sheet. For example, in the Article Style called "Default Article Style", the name "articleHeadline" is used for the headline style. Looking in the Cascading Style Sheet file we should see an entry such as:

```
.articleHeadline {font-size: 14pt; color: #333;}
```

You could add a new line to the CSS file:

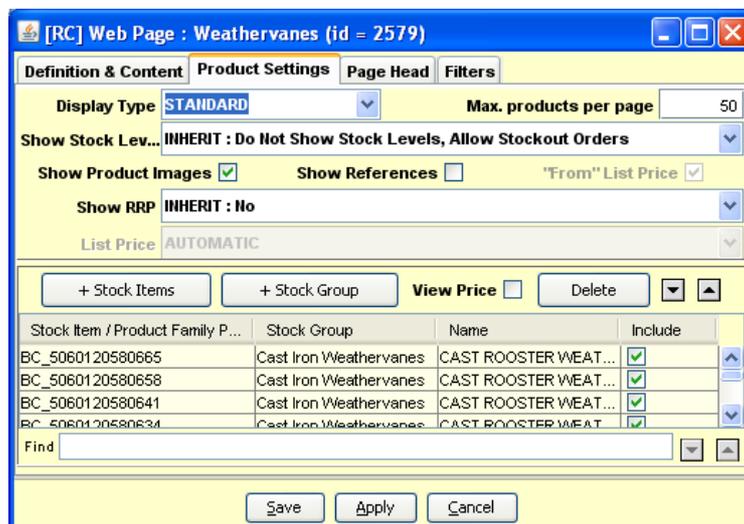
```
.articleLargeRedHeadline {font-size: 15pt; color: #F33;}
```

Then if you create a new Article Style and enter “articleLargeRedHeadline” in the Headline field, any articles set to have this style will have the larger headline.

Adding Products to Web Pages

Any subset of your stock items may be displayed within your web site, accessed via a hierarchy of pages. You use the Web Page editor to define this hierarchy of pages as described above and to pick the stock items associated with each page.

Any page may contain stock, or other pages or both in addition to the content and articles; see “Web Page” on page 187. Below is an example page that is used to display products.



The table of products includes all stock items that have been specifically added to this page, any stock items that belong to a stock group that has been added to this page and also any child web pages of a Display Type of PRODUCT FAMILY. These will all appear on the actual web page and in the order defined within this table, provided the Include box is ticked.

Display Type STANDARD, PRODUCT FAMILY or DYNAMIC. For details on using the PRODUCT FAMILY type see “Using Product Family Web Pages” on page 205. For DYNAMIC web pages see “Dynamic Web Pages” on page 208.

| | |
|--------------------------------|---|
| Max. products per page | Use this to limit how many products are shown before a “Page X of Y” navigator is shown on the web page allowing the user to page through the products using “Previous” and “Next” buttons. |
| Show Stock Levels | <p>Determines whether and how current stock levels are displayed: Several options are qualified with “Allow Stockout Orders” or “Prevent Stockout Orders”. This determines if the product can be added to the shopping basket there are zero or negative units in stock.</p> <p>Stock levels can be shown by number of units in stock or just with “In Stock” or “Available”. When out of stock, this can be shown as “Out of Stock”, “On Order” or “Not Available”.</p> |
| Show RRP | <p>Choose whether RRP prices should be shown in addition to the sale price. If the same setting is used for the whole web site, this only need to be set once on the root web page and will be inherited by other pages. Otherwise set for individual pages or for web page branches. See also “Defining a Web Site” on page 175 for configuring the label to use for RRP prices.</p> <p>Regardless of this setting, if the RRP price is higher than the sale price, the RRP will not be displayed.</p> |
| Show Product Images | Determines whether images are displayed for those stock items that have images defined. |
| Show Product References | Determines whether stock item references are displayed in addition to the stock item description. |
| Add (+) Stock Group | <p>Use this button to add a whole stock group to the page. All stock items will be listed with the Include column ticked by default. To exclude individual stock items, untick the Include box.</p> <p>If you later create new stock items within this stock group, they will automatically appear on your web site. If this is not behaviour you desire, use the Add Stock Items button.</p> <p>Adding a stock group automatically adds any descendants of that stock group, so it is possible to add a whole branch of your stock tree to a page in one go. You may add as many stock groups as you like.</p> |
| Add (+) Stock Items | Use this button to pick one or more stock items from the stock item browse list. If you add all stock items for a particular stock group and later create new stock items in that stock group, those new stock items will not automatically appear in the page until explicitly selected. |

- View Price** Toggle the display of prices in the products table. This is shown as an option, rather than a default, because calculating prices for many family-product web pages in the table can be quite slow, so it is only done on request. Once prices are shown, it is easy to order by price by double clicking on the Price column that appears in the table to sort on that column.
- Delete** If you click on one or more rows in the table and then click on [Delete Selected] then each selected row is deleted. If a row is part of a stock group selection then all rows for that stock group are automatically deleted.
- Shuffle Buttons (Arrow Up and Arrow Down)** The stock items and product-family web pages within this web page will appear in the exact order shown in the stock item browse list. You can set the order to be sorted by double clicking on a table column heading. Or you can use these Up and Down shuffle buttons to move one or more selected rows to a new position.

Configuring Stock Item Web Display

Each stock item can have information defined for display within a web site. The information is entered within the Web tab of the Stock Item editor. This tab is only available if your organisation has been configured to allow the creation of web sites.

[RC] Stock Item : BC_5060120580009 (id = 43123)

Definition | Stock By Location | Service Period | **Web** | Delivery & Handling | Custom | Mobile

Must Order With: UNRESTRICTED | Block VAT Option on Web Checkout:

List Image: productImages/BCM_copperpig.150.jpg | Digital Download: UNDEFINED

List: text / html | Preview

More Info Image: es/BCM_copperpig.350.jpg | Big Image: UNDEFINED | Vertical Layout:

More Info Title: text / html

More Info: \$[_F_SFWebmiscRes/Shared_CopperWeatherVanes.html]

Dimensions:(Approx)
Weight 6kg
Pig Height 250mm (10)
Pig width 430mm (17)
Overall height 730mm (28.8) | Preview

Save | Apply | Cancel

- Must Order With** Pick a Stock Group to disallow Inrax web site sales of this stock item unless accompanied by one or more items in the chosen Stock Group. For example if you sell a Gift Box, you can use this to prevent purchase of the box on its own and define what it can be purchased with. Normally leave UNRESTRICTED.

Block VAT Option on Checkout

This option is only applicable for web sales where the user has the option to self-declare VAT exemption at checkout (see the Web Site editor, Configuration tab within the section “Defining a Web Site” on page 175). When ticked, this stock item is blocked from having its VAT code changed in this way.

List Image

An image to be displayed for this product within the listing of products in a web page. Set to an image file that you have uploaded into Inrax. The image may be in any browser supported graphics format such as gif or jpg. This is an optional field.

Alternatively pick a file containing HTML for that to be displayed in place of the image. You could for example include Flash animation in this way.

List Images should be small if many are displayed in any one page to ensure the browser page loads in reasonable time.

Digital Download

If the stock item represents, or is accompanied by a downloadable file, you may allow the customer to download the file immediately following payment (or even before payment for zero value orders). Simply pick a file you have uploaded into Inrax (this file does not need to be in a folder that is published to the web and should probably not be for security) and select it here. After payment, the customer will be presented with one or more links for digital downloads of stock items they have just purchased.

List text / html

This may be typed in as plain text or as formatted html and is displayed within the listing of products in a web page, next to the List Image if one is defined.

The Preview button will show how the image and the text / html will appear in a browser.

You can drag and drop a file from your desktop onto this field and the contents will be automatically extracted from your file and pasted in this field.

More Info Image An image to be displayed for this product within the “more info” page that gives details specifically about this product. This may well be a larger version of the List Image. This is an optional field, if it is not set but List Image is set then the List Image will be used in the “more info” page instead.

Alternatively pick a file containing HTML for that to be displayed in place of the image. You could for example include Flash animation in this way.

Big Image A larger version of the More Info Image. If present, the More Info Image is made clickable when displayed, allowing that image to be “enlarged”. It is possible to use exactly the same image file for the More Info Image and big image if you wish by constraining the view of the More Info image using size restrictions in the browser, such as CSS width or max-width settings. It is also possible to use JavaScript to provide more sophisticated zooming; for instance using the jQZoom JavaScript library; please contact your Inrax vendor for further details if you require support with this.

Inrax provides a drop in (“Drop In HTML” on page 218) target zone to allow HTML to be placed below any image on which zooming is enabled, allowing you to give instructions, such as “Move mouse over image to enlarge” if using jQZoom.

More Info Title Choose the title shown in a web browser when the More Info page is viewed for this stock item. If you leave it blank, the stock item narrative is shown.

Vertical Layout When ticked, the More Info text is displayed below the page image. When left unticked, the text and image are shown in a horizontal layout with the image on the left and the text on the right.

More Info text / html This may be typed in as plain text or as formatted html and is displayed within the “more info” page that gives details specifically about this product. This is an optional field, if it is not set but List text /html is set then the List text / html will be shown in the “more info” page instead.

The Preview button will show how the image and the text / html will appear in a browser.

You can drag and drop a file from your desktop onto this field and the contents will be automatically extracted from your file and pasted in this field.

Importing Stock Item Web Data

If you have a large number of stock items to configure in a product catalogue, the data can be imported. For details refer to “Importing Data” on page 31, “Import/Export File Format” on page 246 and in particular “Stock Item Import” on page 253. For example, you could create an import file with the following fields and a record for each stock item, in order to update those stock items on your system, adding the web information:

```
<stockItems>

<stockItem>
  <reference>WidgetA</reference>
  <webListingImageUF>webFolder/images/widgetASmall.gif</webListingImageUF>
  <webListingTextOrHTML>
    This widget is suitable for plugging leaks in sinks and baths.
  </webListingTextOrHTML>
  <webMoreInfoImageUF>webFolder/images/widgetALarge.gif</webMoreInfoImageUF>
  <webMoreInfoTextOrHTML>
    This widget, made of high tensile gortex mesh, is the industry leading solution for plugging leaks in
    all kinds of containers.
  </webMoreInfoTextOrHTML>
</stockItem>

</stockItems>
```

Using Product Family Web Pages

Web Pages that are set to type PRODUCT FAMILY are used to collect together groups of closely related stock items and display them as a single consolidated entry within a fixed product list or a popup option menu in the web site. For example, you stock a product in several sizes or colours, reflected in your stock system as:

Satin Trim Tank Top - Small
 Satin Trim Tank Top - Medium
 Satin Trim Tank Top - Large

You could list these as separate entries within a STANDARD Web Page or you could combine them by using a PRODUCT FAMILY page.

When you set Type to PRODUCT FAMILY in the Web Page window, some additional fields become available:

The screenshot shows the 'Product Settings' tab for a web page titled '[RC] Web Page : Liteway 3 (id = 1552)'. The 'Display Type' is set to 'PRODUCT FAMILY' and 'Max. products per page' is 50. The 'Show Stock Lev...' is set to 'INHERIT : Do Not Show Stock Levels, Allow Stockout Orders'. 'Show Product Images' is checked, 'Show References' is unchecked, and 'From List Price' is unchecked. 'Show RRP' is set to 'INHERIT : Yes' and 'List Price' is 'AUTOMATIC'. The 'Listing Image' is 'MOBProductImages/EM_Liteway3Blue_150.jpg'. The 'Listing text/html' field contains HTML code: `<div class="listLogoDiv"></div>`. 'Select Method' is 'FIXED PRODUCT LIST' and 'Group By' is 'NOT SELECTED'. 'Popup Display Info.' has three dropdowns, all set to 'NOT SELECTED'. Below the settings are buttons for '+ Stock Items', '+ Stock Group', 'View Price' (unchecked), and 'Delete'. A table lists stock items with columns for 'Stock Item / Product Family P...', 'Stock Group', 'Name', and 'Include'. The table has four rows, each with a checkmark in the 'Include' column. At the bottom are 'Save', 'Apply', and 'Cancel' buttons.

| Stock Item / Product Family P... | Stock Group | Name | Include |
|----------------------------------|------------------------|------------------------------|-------------------------------------|
| MI_WARRANTY_SCPO_EXT_2 | Mark Bates Limited | Year 2 Parts and Labou... | <input checked="" type="checkbox"/> |
| 20133600 | EM Scooter Spare Parts | KEY - Additional pair of ... | <input checked="" type="checkbox"/> |
| Scooter Pack | | | <input checked="" type="checkbox"/> |
| EM_43070600 | EM Scooter Accessories | BASKET - Electric Mobill... | <input checked="" type="checkbox"/> |
| EM_ScooterCover_UL00025 | EM Scooter Accessories | COVER - Scooter Prote... | <input checked="" type="checkbox"/> |

Listing Image The image to be displayed next to this entry in the list when the Parent Web Page page is viewed. Alternatively pick a file containing HTML for that to be displayed in place of the image. You could for example include Flash animation in this way.

List texting / html A description for this product displayed in the list. This may be html allowing complex formatting and embedded images and links. The Preview button shows how the image and html will appear in the web page.

You may drag and drop a file into this field.

“From” List Price Determines how the price is presented on a product listing page. If selected, the price is shown as From XX.00 where the amount is the lowest priced product in the family. If not selected, only a single price is shown on the listing page, equal to the highest priced product in the family.

- List Price** Where a price is shown on a product listing web page for this PRODUCT FAMILY, this setting determines what single price best represents this family. If all items in the family are the same price, then the default setting of AUTOMATIC is fine. If the prices differ and the setting is AUTOMATIC, then the lowest price is chosen if Show Price “From” List Price has been ticked, or if that is not ticked the highest price in the family. If however you want the price of a chosen stock item in the family to represent the family price, then pick that stock item here.
- Select Method** FIXED PRODUCT LIST means that all products are shown in a fixed list (with their prices, availability, More Info links etc.). In this mode, the products listed can be both individual stock items and also child web pages also of type PRODUCT FAMILY. POPUP OPTIONS means that the web page will show the options to the user in a popup menu; each option representing a single Stock Item that can be added to the basket. If, for example, you wish to offer the customer one of several sizes, this method can be used to present the list of sizes. The options displayed to the customer are in the same order as defined in the list of stock that has been assigned to this web page.
- Group By** Applicable only when POPUP OPTIONS is selected. If you have two or three attributes that make up the options, such as colour and size, you may wish to show the options grouped together by picking the Custom Stock Field to group by here.
- Popup Display Info.** Applicable only when POPUP OPTIONS is selected. At least one attribute of a stock item must be defined as a Custom Stock Field value on the relevant Stock Items, such as Colour or Size. Up to a maximum of three can be defined. The values are then presented in the popup option menu to the user and they must select one before clicking Add To Basket. The Label field on the Custom Stock Field (defined on Stock Groups) is also used in the display, for example “Colour: Red, Size: XL”.

Any web page may contain both individual stock items along with child web pages set to type PRODUCT FAMILY. They are displayed within one combined list of products (for a Select Method of FIXED PRODUCT LIST). As with individual stock item products, family web pages have a More Info link. But rather than linking to a page with additional detail on that single stock item, the link leads to a page showing the Family web page overview information and the list of stock items that it contains.

Product Family web pages may themselves contain other Product Family web pages. So it is possible to present your Satin Trim Tank Top as one entry with More Info lead-

ing to a list of the different colours, each of which in turn leads to the sizes available in that colour.

Dynamic Web Pages

Dynamic pages are used to display product listings that are determined via search/matching criteria you define, rather than by assigning the products directly to the page. The products are identified by a text search, and/or by matching Stock Item Custom Field values.

Where only Custom Fields and values are provided, the product display order is according to the order defined. So in the example that follows, all Black products will be first, followed by all Brown products. Within each colour, the sizes will be XL, before XXL, before 2XL.

When the Display Type on the Product Settings tab of the Web Page editor is set to DYNAMIC, the fields below appear.

| Field Name | Value |
|------------------------|-------------------------------------|
| Display Type | DYNAMIC |
| Max. products per page | 50 |
| Show Stock Lev... | INHERIT |
| Show Product Imag... | <input checked="" type="checkbox"/> |
| Show References | <input checked="" type="checkbox"/> |
| "From" List Price | <input checked="" type="checkbox"/> |
| Show RRP | INHERIT |
| Search | |
| Custom Field 1 | Colour: Black#Brown |
| Custom Field 2 | Size: XL#XXL#2XL |
| Custom Field 3 | NOT SELECTED |

Search

Enter search text to find products by free text search; giving the same product matches as an Inrax web site in-site search.

Custom Field 1..3

Pick up to three Custom Fields to match on for products in this web page. This can be in addition to or instead of entering a Search string described above. The stock item custom field must match on all Custom Fields defined here.

To the right of any selected Custom Field, enter one or more values to match on, separated by #. The stock item custom field value must match on any of the values provided (case sensitive).

Delivery and Handling Charges

Inrax arms you with a range of mechanisms for defining delivery and handling charges on orders, from very simple to highly sophisticated.

Delivery Method

A Delivery Method defines one way that an order may be delivered, having its own pricing policy. At least one Delivery Method should always be defined if you have a web shop, even if you call it “Free Delivery” with a fixed price of 0.00.

Create, view and edit your Delivery Methods from the [Delivery Method] button, normally located in the “Web Site” tab of the main window.

Delivery Method

For Sales For Purchases

Name: Next day delivery

Web Site: WW

Delivery Zone: UNSPECIFIED Delivery Zone

Charge Fixed Amount: £4.75

Charge by Order Value Bands

Charge by Order Delivery Weighting Bands

Don't allow orders exceeding the highest band

Use highest band price for orders exceeding highest band

Excess charged at £0.00 per 0 excess

Bands Min. 0

Delivery Price Bands Add Band

Band Max: 0 Price: £0.00 Remove

User Can Select Within Shopping Basket

Add Handling Charges to Orders

Stock Item to book to: Carriage NXT_ww

Account to book to:

Save Cancel

| | |
|---|--|
| For Sales / For Purchases | For web site delivery methods select For Sales. See also “Purchase Delivery Methods” on page 215. |
| Name | This is displayed on the Shopping Basket page of the web site as a delivery option. |
| Web Site | Each of your web sites can have a different set of Delivery Methods. |
| Delivery Zone | See “Delivery Zones” on page 213 |
| VAT Code | Normally leave as UNSPECIFIED which ensures that the VAT code applicable to each stock item will be used. In some circumstances, such as with sales from within the EU to a customer outside the EU, you may require a different VAT code to be used for the whole order, such as an Export VAT code with a zero VAT rate. In this case, you would also want to associate the delivery method with an appropriate Delivery Zone. |
| Charge Fixed Amount | When selected, this delivery method has a single fixed charge, regardless of the order size. The amount excludes VAT which will be added to calculate the amount shown in the web site. This fixed charge may have Handling Charges added (see below). |
| Charge By Order Value Bands | When selected, the price charged for this delivery method depends on the total value of the order including VAT for Sales, or excluding VAT for Purchases. See below for more details. |
| Charge By Order Delivery Weighting Bands | When selected, the price charged for this delivery method depends on the total delivery weightings of the order. See below for more details. |
| User Can Select Within Shopping Basket | When selected, this delivery method can be selected within the shopping basket. Untick this selection if the delivery method is only used as a “Force Delivery Method” assigned to a Stock Group / Stock Item and should not be generally selectable by shoppers. |
| Add Handling Charges to Orders | In addition to the price for this delivery method, certain stock items may attract a further handling charge. See “Handling Charges” on page 215 for more details. |
| Stock Item To Book To | The delivery and handling charge on a web order will be booked to this stock item. The VAT setting on this stock item is used to determine the rate of VAT to add to the basic delivery and handling charge. |

Charging By Order Value or Delivery Weighting Bands

Delivery Method

For Sales For Purchases

Name: Next day delivery

Web Site: WW

Delivery Zone: UNSPECIFIED

Charge Fixed Amount: £0.00

Charge by Order Value Bands

Charge by Order Delivery Weighting Bands

Don't allow orders exceeding the highest band

Use highest band price for orders exceeding highest band

Excess charged at £0.25 per 0 excess

Bands Min. 0.00

Delivery Price Bands Add Band

| | | | | |
|-----------|-------|--------|-------|--------|
| Band Max: | 5.00 | Price: | £5.94 | Remove |
| Band Max: | 20.00 | Price: | £9.32 | Remove |

User Can Select Within Shopping Basket

Add Handling Charges to Orders

Stock Item to book to: Carriage NXT_ww

Account to book to:

Save Cancel

When you select the “Charge by Order Value Bands” or “Charge by Order Delivery Weighting Bands” option, the Delivery Price Bands and further options come into play. You are able to define any number of delivery price bands, based on the total order value or weight. Use the Add Band button to define as many bands as are required.

When charging by value bands, the total value of the order (inc. VAT) is compared with the Band Max values you define to determine the delivery charge. Each Band Max will be checked in turn from smallest to largest until the order value is found to be less than that Band Max; the price on that band is then used.

When charging by weightings, the band ranges are based on the total order “delivery weighting”. This is calculated by adding up the individual Delivery Weightings assigned to each stock item in the order. The Delivery Weighting may be the actual weight of the stock item in, for example Kg. Alternatively weightings may be arbitrary values that you assign to stock items.

If an order has a total delivery weighting higher than the maximum band value of the highest band, then that delivery method will not be shown within the Shopping Basket page of the web site. If you have defined actual stock item weights, this feature can be used to disallow delivery methods that are not possible for very heavy orders.

In the above example, the policy is to charge £5.94 for orders with a total weighting of up to 5. The next band is for orders with total weighting up to 20 which are charged at £5.87.

If the total order exceeds the highest band you have defined, the following options determine what should happen:

| | |
|---|--|
| Don't allow orders exceeding highest band | If the sum of all items in the shopping basket exceeds the highest Band Max value then do not allow the customer to select this delivery option. |
| Use highest band price for orders exceeding highest band | If the sum of all items in the shopping basket exceeds the highest Band Max value then the price is taken from the highest band. |
| Excess charged at | If the sum of all items in the shopping basket exceeds the highest Band Max value then the price is incremented by X pounds per Y increase in the sum total. In the screen shot above the delivery and handling is set to increase by £0.25 for every 1.0 increase in weighting. If your weightings correspond to Kg weights then this ensures an additional £2.50 per Kg. |
| Bands Min. | If the price/weight bands don't start at zero, enter the start figure for the first band here. This Delivery Method will not be available for price/weight totals below this amount. |

Charging By Number of Items

If you wish to charge by the number of items in an order, assign a Delivery Weighting of 1 within your base stock group and allow this value to be inherited by all other stock groups and stock items (which will happen by default). When the order price is calculated, the delivery weightings of all stock items in the order will be added up and, assuming they all have a weighting of 1, the result will be the number of items in the

order. Your Delivery Method bands can then be set by the Delivery Weighting with band max values referring to the number of items in the order.

Shopping Basket Display of Delivery Methods

For any given order displayed within the shopping basket page of your web site, the user will be presented with a set of Delivery Methods applicable for that order. The set that are made available is determined as follows:

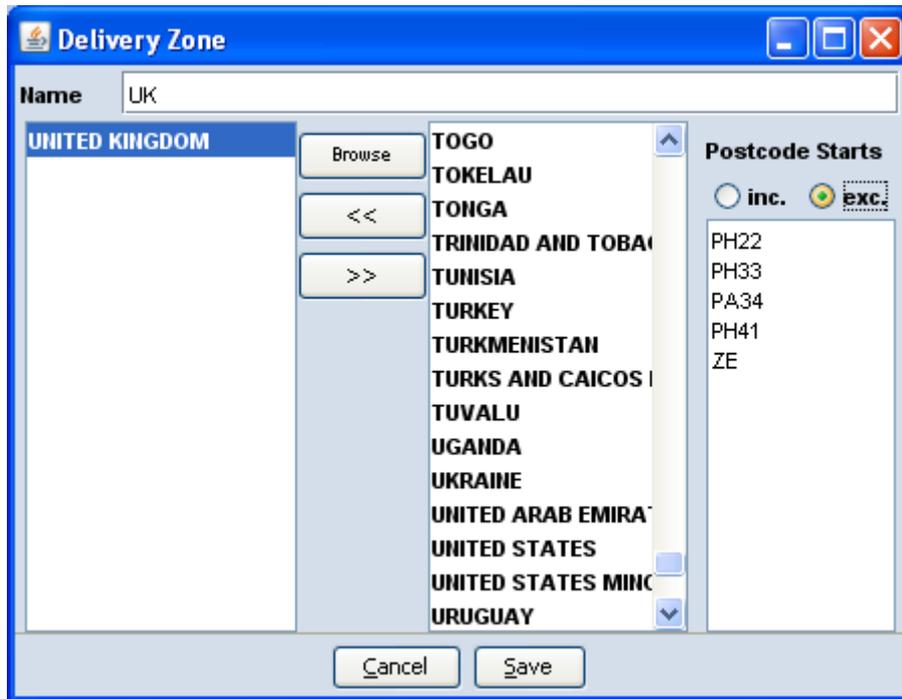
- If one stock item in the order has a Force Delivery Method set (i.e. not set to ALLOW ANY DELIVERY METHOD, see “Force Delivery Method” on page 105.), then that Delivery Method is the only one displayed for the entire order.
- If more than one stock item in the order has a Force Delivery Method set then only the most expensive of these forced Delivery Methods is displayed.
- If no stock items have a Force Delivery Method then all Delivery Methods are made available for selection by the user, excluding any that are priced by Order Value or Delivery Weighting band and the total Order Value or Delivery Weighting exceeds the highest band maximum.

Delivery Zones

Delivery Zones allow you to charge according to the geographical location of the customer. To create / view / edit a Delivery Zone, click the Delivery Zone button found within the Delivery Method editor window. This opens up a browse list of existing Delivery Zones; click New to create a new one.

When planning your Delivery Zones, ensure you cover all areas to which you can deliver goods. Any country / part of country that does not match a Delivery Zone attached to an active Delivery Method will not allow a customer at that location to place an order. If you use decide to use Delivery Zones, you should create and assign one to every Delivery Method associated with a web site. On the other hand, if you do not use Delivery Zones at all, any order will be accepted regardless of the geographical location of the customer.

If you do not use Delivery Zones, but you do display the Country field in the web site checkout, customers will have all countries in the world to select from. By using Delivery Zones, you can restrict the list of countries to just those you are happy to deliver to.



- Name** Each Delivery Zone must have a unique name.
- Country Selector** Transfer one or more countries into the left hand list. Here the delivery zone is only within the UNITED KINGDOM.
- Postcode Starts & inc. / exc.** You can provide a list of strings that represent the start of postcodes which should be either included or excluded from this delivery zone. Place each postcode string on a separate line.

You can provide just letters such as:
 B - matching any Birmingham postcode
 BS - matching any Bristol postcode

You can provide letters and the first-stage numbers, such as:
 B4 - which will match "B4 2AY" but NOT "B41 2AY"
 B1 - which will match "B11EA" but NOT "B111EA"

When a customer of your web site adds items to the shopping cart and the cart contents allows one or more delivery method that has an attached Delivery Zone, the customer will be asked to provide their country and if necessary also their postcode in order to see the applicable delivery charge. They will not be asked to register or provide their full details which may put them off proceeding.

Handling Charges

The use of Delivery Methods with a Fixed Charge, supplemented by additional Handling Charges can be a flexible alternative to using Delivery Method price bands. You can of course combine any of the Delivery Methods with Handling Charges; just tick the “Add Handling Charges to Orders” box in the Delivery Method window to ensure any stock items in the order with a Handling Charge will increase the total price for that delivery method.

Create, view and edit Handling Charges from the [Handling Charge] button, normally located in the “Web Site” tab of the main window.



| | |
|---------------|----------------------------|
| Name | Large Item Handling Charge |
| Charge | £5.00 |

Save Cancel

The Name is not displayed to web users, it is only used for selection within Stock Group and Stock Item windows.

The Handling Charge is applied for each and every stock item in the order, so if two stock items are ordered, the Handling Charge is added twice for that stock item.

Purchase Delivery Methods

Delivery methods can be used to help with carriage calculations on purchase orders (POs). If a PO is derived from a Sales Order (SO) and a Delivery Method has been defined for the PO Supplier, a carriage line is added to the PO with the amount calculated using the rules described above for delivery methods.

For Purchase Delivery Methods, instead of selecting a Web Site, you pick the Supplier it applies to and an Account to book the carriage charge to.

You may also optionally pick a Sales Stock Item. When this has been specified, that stock item must appear within the source SO transaction for the delivery method to be applied. This can be used, for example, to pick out Service stock items in the SO that represent different delivery options, such as standard or express deliveries, and price the purchase delivery accordingly.

The Name of the Delivery Method is used as the description for the line entry that is placed in the PO.

Delivery Method

For Sales
 For Purchases

Name:

Supplier:

Charge Fixed Amount:

Charge by Order Value Bands

Charge by Order Delivery Weighting Bands

Don't allow orders exceeding the highest band

Use highest band price for orders exceeding highest band

Excess charged at per excess

Delivery Price Bands Add Band

| | | | | |
|-----------|---------------------------------------|--------|-------------------------------------|--------|
| Band Max: | <input type="text" value="50.00"/> | Price: | <input type="text" value="£5.00"/> | Remove |
| Band Max: | <input type="text" value="2,000.00"/> | Price: | <input type="text" value="£10.00"/> | Remove |

User Can Select Within Shopping Basket

Add Handling Charges to Orders

Sales Stock Item:

Account to book to:

Vouchers

Vouchers are used to give customers discounts on their online orders. Each voucher can give a fixed or percentage discount, has a validity period, can be tied to chosen stock lines and can be limited to a minimum order size.

By default, you open the Vouchers browse window from the [Voucher] button in the Web folder of the main window. Click [New] to create a new Voucher.

- Voucher Code** This is the code that a web customer will have to enter within the shopping basket in order to receive the voucher discount. Voucher codes are case-insensitive; this code will be forced to upper case when the voucher is saved.
- Web Site** Vouchers apply to one web site only.
- Validity Period** You can set the date range within which the voucher will be accepted by the web site.
- Fixed Discount** A fixed amount by which the order total will be reduced if this voucher is applied (includes VAT). Leave as 0 if the voucher has a Percent Discount.
- Percent Discount** The discount will be applied to the entire order (including Delivery and Handling and VAT) that has the voucher added to it. Leave as 0 if the voucher has a Fixed Discount.
- Min Order Value** The voucher will not be accepted unless the order is at least this amount, including Delivery and Handling and including VAT.
- Discount Stock Item** Create and pick a stock item of type SERVICE to represent this voucher. When a web customer adds the voucher, this stock item will appear in their basket, so the description should explain the voucher discount. It is recommended that you have a separate stock item associated with each voucher so that you can analyse the success of your vouchers by stock item.

Restrict voucher to stock items / stock groups

If your voucher is limited to a subset of products available on your web site, tick this box and select the stock that falls within the voucher offer, either individually as stock items or as whole stock groups (or a combination of the two). Your voucher may be described as “20% off your order when you buy any Pellet bait”. Note that the discount is always applied to the total order value and not to just the matching stock items.

Service Periods - Selling Time

Inrax provides support for selling subscriptions, or anything else that requires representation as a period of time. For a full review of Service Period functionality, [see “Service Periods” on page 64](#).

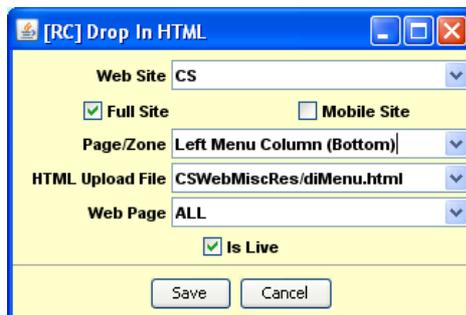
Where web sales are concerned, any Service Period information is taken directly from the Service Period Default settings on the stock items that are sold. The start date for the period will normally be the date of the purchase and the end date calculated for you from there, based on the Period Length in days recorded on the stock item. The result can be seen on the Sales Order transaction that Inrax generates from the web sale.

Note that the customer is assigned to the Period Customer Group if one was set on the stock item. The assignment only occurs if online payment is completed or if the order has zero value. This can be useful to allow a web customer to gain immediate access to web site pages that have restricted access controlled by Customer Group.

The Service Period Extensions feature may be useful for managing subscription sales online. For a description of how extensions work, [see “Service Period Extensions” on page 66](#). This allows a customer to purchase a subscription renewal any time before the current subscription has expired. The renewal will start from the day after the expiry of the existing Service Period that is still active for this customer, provided the same Period Group is defined on the stock item. The latter point is important as you may have different stock items representing, for example, a 1 year or 2 year subscription. Provided the Period Customer Group is the same on both, the extensions mechanism will allow a 2 year subscription to extend a currently active 1 year subscription, for example.

Drop In HTML

In order to add arbitrary HTML into the web site, you use the Drop In HTML feature. This should not be used to define whole pages for which you should see “Web Page” on page 187. It allows you to add “chunks” of HTML onto pages that are otherwise automatically generated by Inrax.



- Web Site** The web site this HTML will appear on.
- Full Site / Mobile Site** Tick either or both to indicate whether this drop-in should be displayed on the full version of the web site and/or the mobile version. See “Mobile Web Sites” on page 230.
- Page/Zone** The page where the HTML will appear. To place your HTML within the menu column on the left of every page for example, pick the All Inrax Pages Left Menu Column option.
- The All Inrax Pages Right Column option can be used to insert content into a column on the right side of all pages. This might be used to display adverts throughout your site for example.
- There are some specialised options such as “All Inrax Pages HEAD section” which places the HTML at the end of the HEAD section of every page (you would need good knowledge of HTML to want to use this option).
- HTML Upload File** Your chunk of HTML to be displayed, held in an Upload File. By convention, name this file with a .html extension.
- Web Page** Some Page/Zone drop-ins can be further narrowed down to a single web page; i.e. the drop-in will only be visible on that web page. Leave as ALL if you don’t want to restrict the drop in to a single web page.
- Is Live** The HTML will only be included in your web site if this is ticked. Provides a convenient way to take drop-ins offline, useful for seasonal messages for example.

You may define multiple Drop In HTMLs per type of Page selected. By default they are added to the end of the page in arbitrary order. It is your responsibility to position the HTML to where you wish it to appear on the page using positioning instructions in your Cascading Style Sheet (CSS) file.

As a simple example, if you want to put a note on all More Info pages, create a text file containing something like:

```
<div class="moreInfoContactNote">
Please call us if you need more information about this product.
</div>
```

Upload the file that contains this text (see [“Using Upload Files within your Web Site” on page 233](#)) and create a new Drop In HTML for the More Info page.

Edit your CSS file to position the note to the desired point on the page:

```
.moreInfoContactNote {position: absolute; left: 400px; top: 125px; width: 200px }
```

You will need to experiment with the positioning until the result is acceptable. Be careful not to place Drop In HTML where it may clash with other text or graphics on the page. Position values may also be relative and can include negative values, so with experimentation you should be able to place your HTML exactly where you need it.

Embedded Variables and Shared Content

Where you provide text/html content, such as in Web Page or Article editors, you have the option of including embedded variables within that content. When the content is displayed, Inrax will dynamically resolve the variables as follows:

| | |
|--|---|
| \$_F_folder1/folder2/file.html] | Substitute in the contents of the upload file folder1/folder2/file.html |
| \$_SP_0X1CT] | Display the unit sale price of the stock item with reference 0X1CT. This displays the correct price according to the web site's or the logged in customer's price list. |
| \$_SOR_] | Reference of an active Sales Order in the format "SO1234". This can be embedded within the "Payment Status - Succeeded" page via the Inrax Drop In HTML facility along with similar information below to feed back to analytics services such as www.one-feed.co.uk . Note that Google Analytics does not require embedded variables as it is supported intrinsically within Inrax web sites. |
| \$_SOTV_] | Sales Order Total Value including delivery charges but excluding VAT. |

| | |
|----------------------|---|
| \$_SONI_ | The total number of stock items purchased in the Sales Order excluding delivery. |
| \$_TS_ | Generates a integral time-stamp for the purpose of having a unique value that will not be duplicated. |
| \$_WPRURL_999 | Expands to the Web Page Relative URL for th web page with id 999. Useful if linking between web pages that appear on more than one web site via Linked branches, to ensure a hand-rolled link keeps the customer within the appropriate web site. |
| \$_WPFURL_999 | Expands to the Web Page Full URL for th web page with id 999. |

The file inclusion mechanism may be useful if you have some common text/html to display in the descriptions of a large number of products for example. Put the common description within a separate upload file, then include it within the More Info text/html field within the Web tab of the Stock Item editor. Then if any changes are needed to that common text, you only need make the change in one place.

Credit/Debit Card Payments Handler

If you intend to take online payments from your web shop, you must select a company for taking online payment for orders. Please refer to the online help and documentation that these companies provide for how to open an account with them. Specific details for Inrax integration are given here.

See also “Google Checkout” on page 225 which can be used instead of, or as well as the checkout and payment options described in this section.

A new Sales Order is created is created within Inrax at the time the web customer confirms an order (prior to payment). Email notification of the order is not sent to the customer until payment has been successfully processed. At that time a new on-account Payment Received transaction is created and a P flag added to the Sales Order flags column in the Sales Order browse window to show the order has been paid for in advance.

Your choice of payment provider will depend on a number of factors, including their fee structures. Please refer to the payment providers to consider the options.

Integration with WorldPay - www.worldpay.co.uk

We recommend that you create a WorldPay (Select Junior) account. There is then some straight forward configuration to carry out within Inrax and WorldPay as follows.

Log in to your admin account at WorldPay (www.worldpay.com/admin).

Locate the appropriate Installation ID and click on **Configuration options**.

Enter **Callback URL** as exactly the following:

`http://<WPDISPLAY ITEM=MC_InraxCallback>`

Tick the **Callback enabled?** box.

Tick the **Use callback response?** box.

Enter your WorldPay Installation ID within the Inrax Web Site window in the **Payment Site Id** field.

Set the **Payment Mode** to TEST (Payment Completed) initially.

Enter any **Card Pay Password** of your choice which will be used to encrypt communications between your Inrax site and the WorldPay site. The data is digitally signed with an MD5 hash. You must also enter this password within the WorldPay admin area.

Now when you enter a web order via your web site and proceed to make a payment, you will arrive at a WorldPay payment page which should clearly show it is in test mode. You can then enter payment details using a valid credit card as a test. When you are satisfied this is working and your site is live, update the Payment Mode setting for the Web Site to LIVE.

The Callback mentioned in the above configuration instructions ensures that, following the payment procedure, the user will be taken back to your Inrax web site. If the Callback is not configured or if it is configured incorrectly then the confirmation message following WorldPay payment will be given within a WorldPay page, rather than returning to your site. In these circumstances the payment will still be taken successfully but it is not as satisfactory as having the user end up within your own site.

FuturePay

FuturePay is an optional facility provided as part of the WorldPay service for taking automatic recurring card payments from customers as an alternative to standing orders. The customer will make a payment and be informed that the same payment will be taken at a chosen interval (such as every month), until cancelled. Either the customer or the administrator of the WorldPay account can cancel the agreement at any time.

WorldPay and FuturePay share the same installation ids, i.e. a web site configured for FuturePay can handle both recurring and non-recurring transactions.

Inrax web sites only support the purchase of one recurring item at a time, so the shopping basket will only allow one recurring stock item to be added to it. If a new “add to

basket” selection is made by the customer, the original recurring item is removed from the basket.

An initial successful FuturePay payment will result in the Inrax Sales Order being linked to an advance Payment Received transaction and showing the P flag, the same as for other non-recurring transaction payments. Subsequent recurring payments generated by the FuturePay system do not result in the automatic creation of further transactions within Inrax, only the initial payment is automatically created within Inrax. Later payments must be created manually within Inrax, for example by copying previous transactions.

The following configuration is required in Inrax to support FuturePay payments in addition to the WorldPay configuration described above:

- Set the Card Pay Handler to FUTUREPAY within the Payments tab of the Web Site editor.
- Configure stock items that will be purchased via FuturePay. For example you might have a stock item to represent a recurring monthly subscription to a service. The “Is Recurring” flag must be ticked for the stock item; see “Stock Item Service Period Tab” on page 112. If no period is defined, it will default to monthly.

Integration With Sage Pay - www.sagepay.co.uk

Create an account with Sage Pay in order to obtain the following information:

Vendor Name
Encryption Password

These must be entered into the Inrax Web Site editor as the Payment Site Id (enter the Vendor Name) and the Encryption Password.

Select a Payment Mode of SAGE PAY SIMULATION TEST initially and attempt to pay for a test order from your web site. The Sage Pay simulator should verify that the correct information has been passed through. If this step fails, it may be that SagePay have not upgraded their simulator beyond v 2.23 of their Form Integration API, in which case skip to the TEST stage below.

Once a successful simulation test is complete, repeat with a Payment Mode of TEST (Payment Completed). Now it should be possible to make a test credit card payment, viewing the screens that the customer would see. Sage provide a list of dummy card numbers that can be used to test successful or failed payments. Note that the TEST server encryption password is different to that used when making LIVE payments and is entered in the Payment tab of the Inrax Web Site editor. When this is complete, switch to LIVE.

Integration With PayPal - www.paypal.co.uk

Please be aware that for higher value transactions, we currently recommend that you use one of the other payment options as our integration with PayPal does not take advantage of all security available. You should verify payments have arrived within your PayPal account itself and not rely on the Inrax payment flags. Using PayPal is however totally secure for your customers; their personal and card payment information is fully protected.

Follow PayPal online instructions to create a PayPal Business Account. It is the email address you provided for this account that must be set within the Payment Site Id field of the Inrax Web Site editor. You do NOT currently need to enter a Card Pay Password field in Inrax as order details are not currently encrypted (see paragraph above).

There is some minimal configuration to enter within your PayPal account, accessed via the Profile page found under the My Account tab. On that page go to Website Payment Preferences and set:

| | |
|---|--|
| Auto Return | On |
| Return URL | http://www.yourdomain.com |
| Payment Data Transfer | Off |
| Encrypted Website Payments | Off |
| PayPal Account Optional | On - this ensures that your customers can pay by credit/debit card even if they don't have a PayPal account. |
| Contact Telephone Number | Off |
| PayPal Express Checkout Settings | No |

Although Inrax doesn't support a TEST mode for use with PayPal, you can make a real payment into your PayPal account and then refund the total amount, including the fee - following PayPal login go to History, Details (on the chosen transaction), Refund Payment, Submit.

There are various other PayPal configuration options you may wish to consider, such as defining a logo image to appear on the payments page. Refer to PayPal documentation to discover the available options.

Google Checkout

Google Checkout gives your customers a way to submit their name, address, delivery address and card payment details to a single google account. This account can then be used to provide a smooth, fast checkout at many different web sites without having to re-enter this information each time. It also has the advantage of increased security, as card details are only provided once.

Inrax integrates with Google Checkout, with orders and customer details being created within Inrax automatically. The success or otherwise of the customer payment is indicated within Inrax.

As usual there is some configuration that must be carried out. Please refer to the Google online documentation and follow the guidelines below for those aspects of configuration that relate to Inrax.

BE AWARE: The Google Checkout payment method does not support use of VAT codes assigned to Delivery Methods (for example for web sales to outside the EU, see “VAT Code” on page 210), or the VAT option on checkout (see “VAT option on checkout” on page 180).

Google Sandbox Test Configuration

- Create a test (sandbox) Google Checkout seller (merchant) account by following instructions at <https://sandbox.google.com/checkout/main> - you need to click on the “Information for Sellers” link and then the “Sign up now” link at the time of writing.
- Configure the sandbox seller account as described in the section below, see “Configure Your Google Checkout Seller Account for Inrax” on page 226.
- Within the Web Site editor, select a Payment Option that includes GOOGLE CHECKOUT, then enter your Google Id and Google Key which can be found from the Settings tab, then the Integration link from within your sandbox seller account. Set the Google Pay Mode to TEST (Sandbox)
- Google hosts the checkout button that will appear on your site and it is necessary to provide Inrax with the URL for this button. In order to get that URL, you must use the generator google provides here: http://code.google.com/apis/checkout/developer/checkout_button_url_generator.html (DO NOT PASTE THIS URL DIRECTLY INTO INRAX - i.e. you must go to this URL and follow instructions to generate the correct URL to paste in to Inrax for your chosen button).
- Also create a test (sandbox) customer Google Checkout account that you will use for testing, again following instructions at <https://sandbox.google.com/checkout/main>; here you will provide your credit card details and your usual address and delivery address
- Run some test purchases by clicking on the Google Checkout button that should now appear in the Shopping Basket page of your web site. Use your sandbox customer account to make the payments. Test orders should appear as Sales Orders within Inrax and Payment Received transactions should be created for each order for which payment has cleared.

Going Live with Google Checkout

- Create a live (production) Google Checkout seller (merchant) account by following instructions at <https://checkout.google.com>
- Configure the live seller account in exactly the same way as the sandbox account (see above) except that: In the Inrax Web Site editor the Google Pay Mode is now set to LIVE (Production) and the API Callback URL is different (see section below).

Configure Your Google Checkout Seller Account for Inrax

Whether a sandbox or live production seller account, the following configuration is needed to work with Inrax after creating the seller account and logging in to it:

Within the Settings tab, click the Preferences link and select:

“Automatically authorise and charge the buyer’s card”

and tick

“Email me each time I receive an order, cancellation or other transaction”

Click the Save Preferences button.

Click on the Integration link and tick

“For extra security, my company will only post digitally signed XML shopping trolleys.

(Google should reject all others)”

Enter the API callback URL in the following form for the test sandbox:

<http://test.inrax.com/wa/13/XX.html>

or for the live production account

<https://www.inrax.com/wa/13/XX.html>

where XX is replaced by the numeric id of your web site which can be found in the Web Site editor window title bar within Inrax.

Still in the Integration screen, tick the XML Callback method option (not HTML).

Click the Save button to apply the settings in the Integration screen.

Robots, Search Engines, Browser Bookmarks & Cookies

Inrax generated web sites are extremely flexible and powerful in the way they interact with client browsers and search engine robots.

All pages within Inrax web sites, including product display pages, may be bookmarked in a web browser. Furthermore, all pages will be indexed by most search engine robots, such as googlebot. This is of great importance when potential customers search for products you have for sale.

Cookies are used to keep track of a customer's visit to your site - including what they have put in their shopping basket for example. Using cookies ensures that pages may still be bookmarked, even after the customer has started the shopping process.

However, some clients may refuse cookies. If they do, Inrax will still operate normally, the only difference being that extra information is added into the web site address seen at the top of the browser.

The Web Based Order Dispatch Interface

The order dispatch interface is a part of your web site that can be accessed by your warehouse staff or your suppliers to view and manage the transactions they need to dispatch on your behalf. It is designed to help streamline the dispatch process, giving feedback of dispatch events direct into your accounts and to help prevent errors such as duplicate dispatch of a single order.

To give your supplier or warehouse access to the dispatch interface, you must configure an Organisation within Inrax, termed the "dispatch organisation". For example, you might create an organisation called "Warehouse 1". For a supplier, you will use an existing supplier Organisation. That Organisation must be given an Email and a Password within the Organisation editor. These are used by the dispatch organisation to log in to the My Account area of your web site.

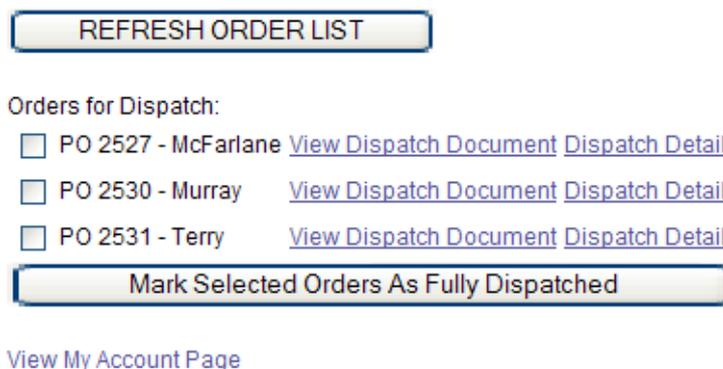
Configure the Dispatch Organisation Settings within the Settings/Defaults tab of the Organisation editor as follows:

| | |
|--------------------------|---|
| Pre-Authorisation | This determines what state the order transaction must be in before it will be made visible to the dispatch organisation, ready for dispatch. Transaction Flags are used to determine if the conditions are met, see "Transaction Flags" on page 40. |
| Dispatch Mode | <p>WAREHOUSE - the dispatch organisation will see and operate on your Sales Order transactions within the web interface, for when your own stock is being dispatched. Only stock from OPEN SO transactions where the stock has been assigned to the logged in dispatch organisation will be shown.</p> <p>SUPPLIER - the dispatch organisation will see and operate on Purchase Order transactions within the web interface, for when supplier stock is being dispatched, potentially drop-shipped on your behalf. Stock shown for dispatch will be that contained in OPEN PO transactions for which the dispatch organisation is the supplier assigned to the transaction.</p> |

Dispatch Rule Applicable when Dispatch Mode is set to WAREHOUSE. You can choose to display all orders regardless of stock levels, or only show orders for which all stock items are available from stock. This can save your warehouse looking to dispatch stock that isn't there.

For WAREHOUSE mode of dispatch, you must decide what stock to assign to your dispatch organisation(s). To do this, pick the Dispatch Organisation in the Delivery & Handling tab of the Stock Group editor. The setting is inherited by all descendent stock groups and any stock items that reside within them. You can also set the Dispatch Organisation on individual stock items, within the Delivery & Handling tab of the Stock Item editor. Note that you do not need to configure the Dispatch Organisation on stock for the SUPPLIER mode of dispatch.

When the dispatch organisation logs in to the My Account area of one of your web sites, they will be taken to a page with content looking something like this:



In the above example, the logged in dispatch organisation is in SUPPLIER mode, so PO (Purchase Order) transactions are listed, corresponding directly to the OPEN PO transactions in the Inrax Purchase Order browse window for which the logged in dispatch organisation is the supplier.

When in WAREHOUSE mode the list shows OPEN SO (Sales Order) transactions for just the stock that is applicable to the logged in dispatch organisation. Note that any stock which has already been placed in a drop-ship PO derived from the SO will not be shown in the warehouse interface; this allows you to decide to drop-ship some items that might otherwise normally be dispatched from your warehouse.

Any SO or PO transaction that has been set as On Hold (H flag) will not appear in the list for dispatch until the On Hold flag is cleared.

At any time the list of transactions may be refreshed using the [REFRESH ORDER LIST] button, picking up any new transactions since the last refresh.

The dispatch organisation may receive your orders by email. To record the dispatch of an order, one or more transactions are ticked and the [Mark Selected Orders As Fully Dispatched] button pressed. This causes the selected transactions to be removed from the list. Within Inrax it results in a Goods transaction being created for the order as a record of the dispatch.

It is not necessary for orders to be emailed to the dispatch organisation; the order paperwork is available here in the web interface in the form of a “Packing Note” accessed by clicking on the View Dispatch Document link. This is a PDF document that requires software such as Acrobat Reader to view and print. Note that the View Dispatch Document link on this page can only be accessed once from this page to help prevent duplicate dispatch of orders - it can be accessed again from the Dispatch Detail page as described below.

The Dispatch Detail link shown against each transaction leads to a page that looks something like this:

PO 2532 - McFarlane

[DISPATCH DOCUMENT HAS ALREADY BEEN VIEWED] [Dispatch Document](#)

| Stock Item Reference | Stock Item Description | Quantity Already Dispatched | Quantity Being Dispatched (amend as applicable) |
|----------------------|---|-----------------------------|--|
| SC_LADLUXLEA_MELA | Ladies Luxury Leather Glove - Size MEDIUM/LARGE - Chocolate Brown | 0 | <input type="text" value="3"/> |
| SC_1APATROL_XS | Men's Outseam Stud Glove - Size XS (7) | 0 | <input type="text" value="6"/> |

Dispatch Note:

Order Dispatched With Quantities Shown Above

The transaction detail page also has a link to access the PDF Dispatch Document. If the document has already been accessed then a message will report this, again in an attempt to prevent duplicate printing of an order and duplicate dispatch.

The dispatch organisation may be sending out part of an order if they are short on stock. This is achieved by editing the Quantity Being Dispatched value for each stock item in the table. These quantities may only be set to between 0 and the total quantity in the order (not more). If the order has already been partly dispatched, the Quantity Already Dispatched column will report this information.

The Dispatch Note is a free text field allowing any comments to be added which will then appear on the Goods transaction created within your accounts. The dispatch event is recorded by clicking on the [Order Dispatched With Quantities Shown Above] button.

When just part of an order is dispatched, the transaction will remain on the transaction list page. If the Dispatch Document is accessed again, it will show just what is outstanding. The Dispatch Detail page will show what is outstanding as well as what has already been dispatched.

Dispatch of Drop-Ship Purchase Orders

Drop-ship PO transactions are created within Inrax using the “Derive Drop-Ship Purchase Order” menu option in the Sales Order browse window, resulting in a PO linking to the original SO. When dispatch of a drop-ship PO occurs via the web interface, firstly the Goods In transaction is created, then a Goods Out transaction is also created, linked to the original SO transaction from which the PO is derived. This all happens automatically feeding back valuable information into Inrax telling you that your drop-ship supplier has dispatched an order, not only as a purchase by you but also as a sale to your customer.

Customising the Dispatch Pages

Drop-In HTML slots are available at the top of both the dispatch listing and detail pages for you to add instructions or other header detail. See “Drop In HTML” on page 218.

Mobile Web Sites

Inrax web sites can be optimised for display on smaller mobile devices, such as iPhone, Android and Windows smart-phones. Often there is too much detail on a standard web page to view comfortably on a mobile. For ecommerce sites it is important to allow the user to purchase items as smoothly as possible on a small screen.

Inrax mobile sites are in fact configured in the same way as a full Inrax web site and use the same navigation hierarchy of web pages, but display the content differently and can be given alternative content as described in this section. The aim is to minimise the maintenance of full and mobile sites, by sharing as much of the structure and configuration as possible. So for example a new stock item would normally be added once to an Inrax web page, but would appear on both the full and mobile versions of that page.

Inrax makes use of the very popular jQuery Mobile framework, to give an advanced HTML5-based interface supported on all popular mobile browsers.

Enabling the Mobile Web Site

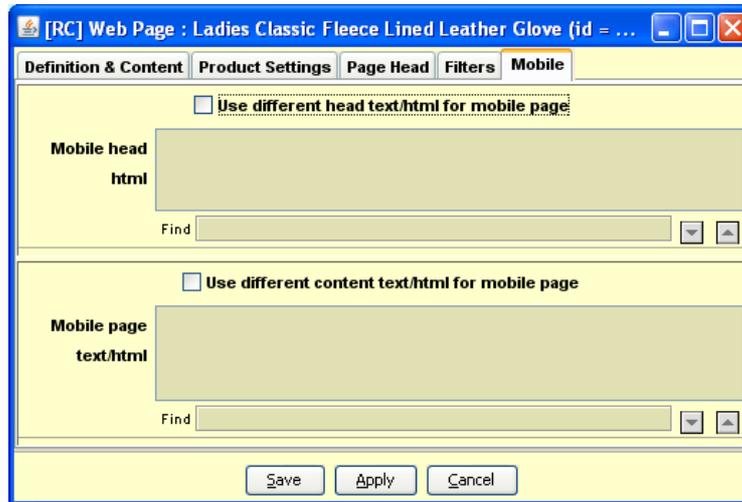
By default Inrax will display the same full view of your web pages on all devices, unless you enable the mobile view of your web site from the Mobile tab of the Web Site editor:



| | |
|--------------------------------|---|
| Mobile Web Site Enabled | Your web pages will only display in a mobile-optimised way if this toggle is selected. |
| Mobile Site Banner | Displays at the top of every page on your mobile site, replacing the full site banner that you defined in the Definition tab. |
| Mobile Style Sheet | CSS style sheet for the mobile site; contact your Inrax vendor to request a default mobile style sheet as a starting point. |
| User Agent Regexp | Regular expression used to match against the User-Agent http request header values to decide when to display the mobile version of the web site. This is an advanced setting, leave with the default value if in doubt. |

Mobile Page Content

Where you have provided text/html content for a particular web page, you can optionally provide alternative content targetted at just the mobile version of the page. This is done in the Mobile tab of the Web Page editor:



Use different head text/html for mobile page

If left unticked, then any html defined in the Page Head tab will be used for both full and mobile versions of this page. If you want alternative head content for the mobile page only, tick this box.

Mobile head

User supplied additional head content for this page.

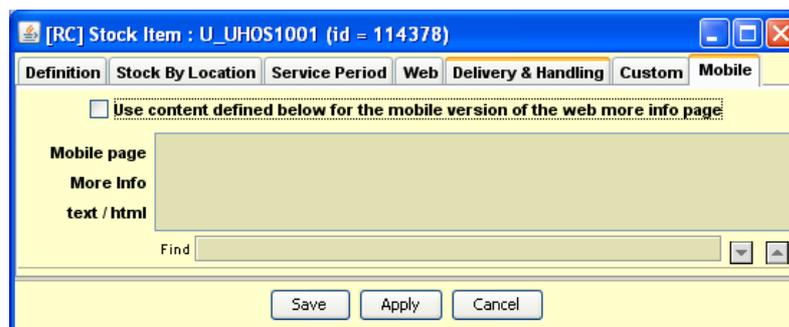
Use different content text/html for mobile page

If left unticked, then any text/html defined in the Definition & Content tab will be used for both full and mobile versions of this page. If you want alternative text/html for the mobile page only, tick this box.

Mobile page text/html

User supplied content for this page. Can be left blank if you do not want to show any custom text/html on this page.

Similarly for the More Info page used to describe a Stock Item that you are selling, the same technique can be used to supply alternative content targetted only at the mobile version of the page:



Mobile Drop In HTML

See “Drop In HTML” on page 218 which describes how HTML can be placed at various places and targetted at either the full version of the web site, or only the mobile version or both.

Advanced Web Site Topics

Using HTML in your Site

All web sites are built from HTML code. Inrax generates HTML for display within web browsers to support display of pages, links, product listings, checkout and so on. However, there are parts of your web site that you must provide in HTML yourself. For example, the site banner section, displayed at the top of every page on your site must be supplied. HTML can be generated using a design tool such as DreamWeaver or you may wish to commission some design work from a web design company.

If you use a design application to generate the HTML, you should ensure it generates partial web pages only for uploading. If the design application outputs full web pages, you will need to remove all content up to and including the first `<BODY>` tag, and also remove the closing `</BODY>` and `</HTML>` tags, prior to uploading.

The topic of understanding and authoring HTML is beyond the scope of this manual. A useful reference is *Web Design In A Nutshell* published by *O'Reilly*. You may want to obtain the services of third party expertise to assist with creating any HTML needed, such as your site banner.

Preview your HTML

You can use the Preview buttons provided to see how your HTML might look. This will incorporate styles defined in your cascading style sheet if you have provided one. The preview facility is not guaranteed to interpret all HTML in the same way as your browser. For example the preview window fails to interpret styles defined using the “class” attribute within a “span” tag. Always check the appearance in a browser when you view your web site to be sure.

Using Upload Files within your Web Site

Upload Files are files that you transfer onto the Inrax server, organised within Upload Folders; see [“File Uploads” on page 46](#). For the purposes of building your web site you will use Upload Files to define images and other resources needed on your web site.

Not all Upload Files will be available for use on your web site. Only those files contained in Upload Folders that have the “Publish Folder Contents To Web” check box ticked will be available; see [“Creating a New Upload Folder” on page 47](#).

Incorporating Images and File Downloads within your HTML

Any file, also called a “resource”, uploaded into an Inrax web enabled folder can be referenced from within your web site, including image files to display and files, such as PDF documents, made available for download.

Your HTML may include images using the standard HTML `img` tag. The `src` attribute must be set to the full hierarchical path an Upload File that defines the image itself. For example if you have an Upload Folder called “WebSiteFiles” containing another Upload Folder called “Images” which itself contains `ThumbsUp.gif`, you can include it in your HTML as follows:

```

```

PLEASE NOTE there is no leading forward slash (/) at the front of the `src` path; this is important to ensure the path is treated as a relative path within the web page, with a slash at the front the image will not display.

As a more comprehensive example, given a top level Upload Folder called “bol” containing a set of image files that together create a banner image, the `banner.html` file used to define the site banner could combine the header images as follows:

```
<table width="754" border="0" cellspacing="0" cellpadding="0" name="header">
<tr>
<td>

</td>
<td>

</td>
<td>

</td>
</tr>
</table>
```

The above HTML creates a table and places each image one after another in the table cells. The result is a banner containing multiple images. This is just one way of creating a banner, you may use any HTML to build yours and in fact using images as little as possible is wise to reduce your site download times.

A similar technique is used to make files available on your web site for visitors to download. The HTML to create a link for downloading the file will then have the following structure:

```
<a href="WebSite/Docs/UserManual.pdf">Download User Manual</a>
```

The above will create a download link for the file `UserManual.pdf` that is located within the web-enabled Inrax Upload Folder “WebSite/Docs”.

The Full or Relative URL of an Upload File that is contained within an Upload Folder that has been published to the web, can be obtained from the Upload File browse window using the Selected menu (or right click an Upload File row) and picking the relevant option.

HTML Forms in Inrax Web Sites

Inrax provides support for embedding forms within your web site. You might use a form to allow the customer to enter an enquiry.

Amongst other powerful and flexible features detailed below, Inrax web forms support the automatic recording of visitor details within an Organisation record, capturing their name, address, enquiry and other details of your choice. The visitor may enter text, pick from option menus and tick boxes on the web site using standard browser input methods.

The following HTML defines a simple form that you could place within an Inrax web page.

```
<form method="post" id="testForm" action="/wa/genericFormOrganisation">
<input type="hidden" value="57" name="site">
<input type="hidden" value="1776" name="mpGoToWebPageId"><BR>
Your email address: <input name="mpEmail" type="text">
<input type="checkbox" value="Mailing List" name="mpOrganisationGroupSubscribe">Yes please
Enquiry: <textarea name="gfEnquiry"></textarea>
</form>
```

The first line must include the action “/wa/genericFormOrganisation”.

Fields names that start with “mp” have the special functions described in the table below. Some of these may be hidden in the form, meaning they are not visible in the browser, but can be configured to pass information back with the rest of the form content. At least mpEmail must be present for an Organisation to be automatically created following the form submission.

Other fields can be given any name,, but must start with “gf” if you wish them to be included in the email that is forwarded to the web site owner and also if you wish them to be appended to the Note section of the Organisation (if one is created). If an Organisation already exists with the same email address, that Organisation is updated instead and the enquiry details appended to the Note.

FIELD MEANING / POSSIBLE VALUES....

| KEY | Hidden | VALUE |
|-----|--------|-------|
|-----|--------|-------|

| | | |
|-----------------------|---------------------------|--|
| site | Yes | The website id (required). The site hidden field is required to identify your web site by number. See "Web Site URLs Explained" on page 237 for information that will allow you to determine the correct number for your web site. |
| mpHeading | Yes | Used as subject heading in email and in notes on the Organisation |
| mpGoToWebPageld | Yes | The id of the webPage which you would like the user to go to on success. See "Web Site URLs Explained" on page 237 for information that will allow you to determine the correct number for the target web page. |
| mpGoToErrorWebPageld | Yes | The id of the webPage which you would like the user to go to on failure. |
| mpOrganisationGroup | Optional prefix to a name | A field prefix that is used to denote the value attached to the field is a name of a OrganisationGroup. It can be hidden e.g. <input name="mpOrganisationGroupWholesale" type="hidden" value="BC Wholesale"/> in which case all organisations created by the form will be put into this group OR it can be attached to a checkBox or option eg <input name="mpOrganisationGroupCatLovers" type="checkbox" value="Cat Lovers"/> Do You Love Cats? If the checkbox is not ticked no value will be submitted if it is ticked then value representing the CustomerGroup is submitted. Can have multiple fields, e.g. mpOrganisationGroup1, mpOrganisationGroup2, etc. |
| mpPriceList | Optional prefix | Similar to mpOrganisationGroup it is a prefix used to denote the PriceList which is to be attached to the user. <input name="mpPriceList1" type="hidden" value="Wholesale price list"/> Can have multiple fields eg, mpPriceList1 mpPriceList2 etc |
| mpAutoLogin | Hidden | If value="yes" Requires mpEmail and mpPassword to be present. If validated then the user will be logged in.after submitting the form. |
| mpTitle | | User entered value |
| mpInitialsOrFirstName | | User entered value |
| mpSurname | | User entered value |
| mpName | | User entered value |
| mpEmail | | User entered value |
| mpFax | | User entered value |
| mpTelephone | | User entered value |
| mpMobile | | User entered value |
| mpVATNumber | | User entered value |
| mpWebsite | | User entered value |
| mpPassword | | User entered value. If this field is present and an existing Organisation is being updated and already has a password, the update will only happen if the password matches the current password. |
| mpIndividual | | Checkbox entered value of "Y" denotes the organisation is an individual |
| mpAddressLine1 | | User entered value |
| mpAddressLocality | | User entered value |
| mpAddressPosttown | | User entered value |

| | | |
|----------------------|--|---|
| mpAddressCounty | | User entered value |
| mpAddressPostcode | | User entered value |
| mpAddressCountryCode | | Selected by dropdown list of values matching Inrax values |
| mpAddressCountryName | | Selected by dropdown list of values matching Inrax values |

The Cascading Style Sheet

A Cascading Style Sheet (CSS) is a file that helps define the layout and appearance of a web site. It can be used to change colours, fonts, font sizes, margins, borders and so on. Every Inrax web site must have a CSS which is assigned in the Style Sheet field of the Web Site editor window.

You can download a default Inrax CSS from the Meier Pollard web site Documentation page and then create an Upload File that can be selected as the web site's Style Sheet. For information on how to use Upload Files see "Using Upload Files within your Web Site" on page 233. Unless you require customisation of this default style for your site, you may never need to alter the CSS content.

The topic of understanding and authoring CSS files is beyond the scope of this manual. A useful place to start is *Web Design In A Nutshell* published by *O'Reilly*. Your Inrax service provider should be able to advise of design services available for customising web sites using CSS.

Customer and Customer Group CSS Customisation

It is possible to customise your web site according to either a specific customer or customer group currently logged in. Note that "logged in" includes the latter stages of the checkout process as well as logging in to a My Account page. To help support this, when a customer is logged in, the body html tag class will look something like this: `<body class="myAccountPage customer_12924 customerGroup_113">`. The first class is a general one for the type of page, the second is a unique identifier for a specific customer and the last is a unique identifier for the customer group that the customer belongs to (there may be more than one group).

Web Site URLs Explained

Inrax web page addresses (URLs = Universal Resource Locators) are designed to be efficient, robust, somewhat readable and to provide good fodder for search engines which can help with search engine optimisation, giving you a higher position in search page rankings.

The general format is shown here (without the domain name section which will come before this):

1 2 3 4 5
 /wa/actionId/siteId/number-Some-text-about-the-page.html

KEY:

- 1= Internal identifier
- 2=The action to perform
- 3=The web site to which the action relates.
- 4=The identity of the object to return.
- 5=The text of that object (there may be more than one object)

ActionIds map as follows...

- 1=view a Web Page
- 2=view a Stock Item's More Info page
- 3=view an Article page

(There are other actionIds but webmasters are only likely to need the first 3 action ids.)

Here is an example of a real Inrax URL for a stock item's More Info page:

<http://www.solarflow-garden.co.uk/wa/2/52/1661-Water-Butts/31556-190L-Water-Butt-Kit-Includes-tap-rain-diverter-kit-and-stand.html>

Here the action id is 2 (view a More Info page), the web site id is 52 (this will never change for this web site). There are then two objects that show both id and name (the web page and the stock item objects). Only the object numeric ids are used by Inrax to look up the required data, the strings are only present to assist with human and search engine readability.

Web Page url readable text comes from the web page Name (which you chose when creating the web page within Inrax), so in the case of `/wa/1/40/1464-Wellington-Boot-Jacks.htm` "Wellington Boot Jacks" was the name of the web page. Similarly article url text comes from the article Headline. More Info page url text comes from the web page name and then the stock item Description. When creating page names it is worth remembering that although you can use any characters in names, only alphanumeric characters will appear in the url, any others being replaced with "-". Example: A web page name of "Abrasive paper + Sanding block" becomes a url of `/wa/1/39/889-Abrasive-paper-Sanding-block.html`. This is to stop any Urls breaking http rules. Also to avoid ridiculously long urls each text part of the url is limited to 80 chars, after that it gets cut.

As urls are related to web page, article names etc. it will be good practice to avoid changing the name/headline frequently, this could have adverse effects with google etc. However you can change the text of the url and old text urls will still work. E.g. if you have a page called "Wellington Boots" and changed it to "Wellie Boots", the resulting URLs in each case would be equivalent. In fact all the following would take you to the same page:

`/wa/1/40/1464-Wellington-Boots.html`
`/wa/1/40/1464-Wellie Boots.html`
`/wa/1/40/1464`

Adding Internal Links within your Web Site

You may decide that you want to provide your own menu links to pages that Inrax generates. For example you could include links to products on which you have special offers from anywhere within your site. When creating such a link you have to set an “href” value in your HTML that defines the target page. An easy way to work out what the href should be set to is to have a look at an existing link that Inrax generates or view the URL of an existing page.

For example, to see the href of a product “more info” page, navigate to the page that lists the product in question and then from the browser menu select “View Source”. Search for the product name on the source page and then for “href” and you should see something like:

```
href="/wa/2/52/1661-Water-Butts/31556-190L-Water-Butt-Kit-Includes-tap-rain-diverter-kit-and-stand.html"
```

You can then copy this href for use in your own link.

Note that the href is relative, meaning that it starts with /wa/... rather than starting with http://www... We suggest that all of your links to other locations within the web site are also relative.

Try not to create numerous links of this nature because they can become out of date and will then be “broken” when a user tries to click on them. This could happen if you later rearrange your web pages or remove stock items that you have linked to. In general it is best to let Inrax create your menu hierarchy and product links.

Internal Search URLs and Custom Field Web Searches

When an internal search is entered by a visitor of your site, the URL looks like this:

```
/wa/searchProducts?searchString=fleece+leg&site=40
```

Where the site is the web site id as described above and the searchString value is what the user typed in to search (with the + for a space). Hence you can easily hand-roll similar URLs within your web site.

Also you can incorporate searches on Custom Field values assigned to your stock, within your search URL. For example:

```
/wa/searchProducts?site=40&cfColour=red%23pink&cfSize=10
```

Each Custom Field value is preceded by “cf” so cfColour in the above matches stock against the Custom Field called Colour.

One or more value can be specified in the URL for the Custom Field to match on, separated by the hash character (encoded as %23), so the above will match on a Colour of either red or pink.

One or more Custom Fields can also be included and all must match, so in the above example, the Colour must be red or pink and the Size must be 10.

It is possible to combine the standard searchString type of search with custom field values, both in the URL, in which case the custom field values act as a filter, restricting the set of products on which the searchString applies.

When Custom Fields are used without a search string, instead of the results being presented in order of relevance for the search string, they are ordered by Custom Field and Custom Field value, according to their order of appearance in the URL.

Google Analytics and Similar Services

Google Analytics is an example of a service that allows you to track and analyse activity on your web site, including what pages your site visitors are viewing, what products they are buying, which pages they exit your site on etc. If you use Google Adwords, you are also able to track which ads/keywords are profitable for you. This in turn gives you invaluable information for tuning the bid prices of your adverts or for removing non-profitable adverts completely.

To allow Google Analytics to track the path of your customers through your site, use Drop In HTML with a setting of All Inrax Pages HEAD, selecting an upload file with the code that Google Analytics provides for this purpose. This will include a unique identifier for your web site.

Ecommerce sales can be recorded from “Thank You” page of Inrax web sites (which is pre-payment) or on the “Payment Received” page. As there are multiple methods of passing ecommerce data to Google Analytics and similar services, Inrax takes the approach of providing the transaction data in a hidden div. You can then drop in suitable javascript code (again using Inrax Drop In HTML) to convert to the format you require to pass to Google Analytics or another service. Please contact your Inrax service provider for a sample javascript file.

The data made available in a hidden div is in the following format:

```
<div id="transactionData" style="display: none">
  custId|custSaluation|custNameInitials|custSurname|custAddressL1|custAddressL2|cust...#
  transId|transSite|transTotal|transTax#
  transId|itemId|itemDescription|itemCat|itemCost|itemQuantity#
  transId|itemId|itemDescription|itemCat|itemCost|itemQuantity#
  transId|itemId|itemDescription|itemCat|itemCost|itemQuantity#
  transId|itemId|itemDescription|itemCat|itemCost|itemQuantity#
</div>
```

Each 'line' is separated by a '#' and each field by '|'.

Line 1 contains the customer Organisation details.

Line 2 the transaction details.

Line 3+ a separate line for each item in the order

An example with real data follows:

```
<div id="transactionData" style="display: none;">
47-46355|Mr|Giles|Palmer|giles@cedarstone.co.uk|012998 51767
#Callimore Farm|Rushock|Droitwich|Worcestershire|WR9 0NS|UNITED KINGDOM
#SO 44085|WW|224.08|44.82|0.00
```

```
#BCB1705-42|Vega Evolution Size:EU 42, Uk 8|Vega Evolution|82.50|1
#W23990-Black-6|Huntress Gloss Wellington Boots - Black - UK 6|Huntress Gloss Black|70.79|3
#W23706-Black-4|Hunter Original Adjustable - Black - UK 4|Original Adjustable Black|70.79|1
#PF 24 ww|Next working day delivery|Delivery Service Items|0.00|1
</div>
```

Article Syndication

Inrax Articles can be syndicated as news feeds via RSS/atom feed formats. The URL format used to access a feed of Inrax articles is shown below; the URL may be entered directly into a news reader or added within the HEAD section of any Inrax web page.

<http://domain/wa/12/siteId/feedFormatId/depthValue/webPageId-Product-News.html>

The domain is your web site domain and siteId is the numerical id of your web site (see “Web Site URLs Explained” on page 237).

The feedFormatId is one of:

```
0=rss_0.9
1=rss_0.91N
2=rss_0.91U
3=rss_0.92
4=rss_0.93
5=rss_0.94
6=rss_1.0
7=rss_2.0
8=atom_0.3
9=atom_1.0
```

The depthValue is one of:

```
0 - include articles attached to the current page
n - include articles on the current page and all n-deep descendant web pages
-1 - include all descendant web pages recursively
```

The webPageId is the id of the web page containing the articles (see “Web Site URLs Explained” on page 237).

Below is an example RSS URL as it should appear within the HEAD section using a link tag.

```
<link href="http://217.112.89.236/wa/12/17/7/0/376-Product-News.xml" rel="alternate" type="application/rss+xml" title="News" />
```

Shopping Cart Integration with External Web Sites

We recommend that you build you web site within Inrax for the best possible user experience. However, it is possible to drop Add To Basket links into an external web

site - refer to “Web Site URLs Explained” on page 237 to understand the link URL, or view the source of an Add To Basket link that Inrax has generated itself.

In addition to adding a stock item to the Inrax basket in this way, the customer information can be passed at the same time, using the following optional parameters. For applicable values, please refer to “Organisation Import” on page 259.

title
surname
addressLine1
addressLocality
addressPosttown
addressCounty
addressPostcode
addressCountry
telephone
email
notes

Example Link:

```
<a class="productListAddToBasketLink" href="/-9999/wa/4/43/3678/106463.html?title=Mrs&organisationName=Regent&initialsOrFirstName=J&surname=Pollard&addressLine1=68Mallard&addressLocality=Straw&addressPosttown=Twickenham&addressCounty=Middx&addressPostcode=TW14SR&addressCountry=IE&telephone=99999&email=john@pollard.net&notes=note">Add To Basket</a>
```

Appendix A Transaction Types

General Ledger Analysis of Transaction Types

The General Ledger is discussed in the overviews in the introductory section and the ‘General Accounting’ chapter. Below is a table of which account is affected during each type of transaction. An alternative way to assess the effect of transactions on the accounts is to use the View Line Items option on an individual transaction.

Effect of each Transaction Type on Accounts

Explanatory notes are in *italics*.

| Transaction | Account | |
|--|---|---|
| | DEBIT | CREDIT |
| Goods In | Stock <i>Stock Control Account</i> | Purchase Control Suspense <i>GI Control Account</i> |
| Goods Out | Sales Control Suspense <i>GO Control Account</i> | Stock <i>Stock Control Account</i> |
| Goods Returned To Us <i>See also Sales Credit Note which is generated from GR</i> | Stock | Sales Control Suspense |
| Goods Returned By Us <i>See also Purchase Credit Note which is generated from GB</i> | Purchase Control Suspense | Stock |
| Purchase Invoice <i>Non stock item</i> | Cost of Sales <i>User selects a COS account</i> VAT Debtor | Purchase Control <i>PI Control Account</i> |
| Purchase Invoice <i>Stock Item</i> | Purchase Control Suspense <i>GI Control Account</i> VAT Debtor Cost of Sales <i>COS Account assigned to Stock Item (an adjustment amount if the price has changed since the GI)</i> | Purchase Control <i>PI Control Account</i> Special handling of EC domicile VAT Codes (more detail on page 172)). |
| Sales Invoice <i>Non stock item</i> | Sales Control <i>SI Control Account</i> | Sales <i>User selects a Sales account</i> VAT Creditor |
| Sales Invoice <i>Service Stock Item</i> | Sales Control <i>SI Control Account</i> | Sales <i>Sales Account assigned to Service Stock Item</i> VAT Creditor |
| Sales Invoice <i>Stock Item</i> | Cost of Sales <i>COS Account assigned to Stock Item</i> Sales Control <i>SI Control Account</i> | Sales Control Suspense <i>GO Control Account</i> Sales <i>Sales Account assigned to Stock Item</i> VAT Creditor |
| Payment Made <i>On account</i> | Purchase Control <i>PI Control Account</i> | Payment or Bank <i>Account assigned to Payment Mode</i> |

| | | |
|--|---|---|
| Payment Made <i>Purchase Invoice</i> | Purchase Control <i>PI Control</i> | Payment or Bank <i>Account assigned to Payment Mode</i> |
| Payment Made <i>Sales Credit Note</i> | Sales Control <i>SI Control</i> | Payment or Bank <i>Account assigned to Payment Mode</i> |
| Payment Made <i>Using an amount held on account</i> | | Purchase Control <i>PI Control Account.</i> <i>This is netted off against the debits above, so lines may not appear in every account mentioned.</i> |
| Payment Received <i>On account</i> | Payment or Bank <i>Account assigned to Payment Mode</i> | Sales Control <i>SI Control Account</i> |
| Payment Received <i>Sales Invoice</i> | Payment or Bank <i>Account assigned to Payment Mode</i> | Sales Control <i>SI Control (ex VAT amount)</i> |
| Payment Received <i>Purchase Credit Note</i> | Payment or Bank <i>Account assigned to Payment Mode</i> | Purchase Control <i>PI Control</i> |
| Payment Received <i>Using an amount held on account</i> | Sales Control <i>SI Control Account.</i> <i>This is netted off against the credits above, so lines may not appear in every account mentioned.</i> | |
| Purchase Credit Note <i>Non stock item</i> | Purchase Control <i>PI Control Account</i> | Cost of Sales <i>User selects a COS account</i> VAT Debtor |
| Purchase Credit Note <i>Stock Item: auto derived from GB</i> | Purchase Control <i>PI Control Account</i> | Purchase Control Suspense <i>GI Control Account</i> VAT Debtor |
| Sales Credit Note <i>Non stock item</i> | Sales <i>User selects a sales account</i> VAT Creditor | Sales Control <i>SI Control Account</i> |
| Sales Credit Note <i>Stock Item: auto derived from GR</i> | Sales Control Suspense <i>GO Control Account</i> Sales <i>Sales Account assigned to Stock Item</i> VAT Creditor | Cost of Sales <i>COS Account assigned to Stock Item</i> Sales Control <i>SI Control Account</i> |
| General Transaction <i>For each debit item</i> | The selected account | |
| General Transaction <i>For each credit item</i> | | The selected account |
| Stock Price Adjust <i>Price increase</i> | The selected stock account | Cost of Sales <i>COS Account assigned to Stock Group being adjusted</i> |
| Stock Price Adjust <i>Price decrease</i> | Cost of Sales <i>COS Account assigned to Stock Group being adjusted</i> | The selected stock account |
| Stock Journal <i>Increase stock</i> | Stock <i>Stock Control Account</i> | Cost of Sales <i>COS Account assigned to Stock Item being increased</i> |

| | | |
|---|--|---------------------------------------|
| Stock Journal <i>Decrease stock</i> | Cost of Sales <i>COS Account assigned to Stock Item being decreased</i> | Stock <i>Stock Control Account</i> |
|---|--|---------------------------------------|

Appendix B XML Import/Export Data Formats

Importing data is discussed in the Getting Started (see page 31). This appendix gives details of the XML file formats used for importing along with examples. If your data is in flat text files you will need to convert these to XML first (see “Converting Your Data to XML” on page 248).

Stock Items may also be exported from Inrax in this same XML format, allowing you to carry out round-trip export/import operations. See “Exporting Stock Items” on page 115.

Import/Export File Format

XML files are simply plain text files (such as you might create in Notepad on Windows for example) that have been given a structured layout. Example files are available online within our Documentation section.

All import files must be XML text in the following general format:

```
<dataTypes>
  <dataType>
    <fieldName1>5</fieldName1>
    <fieldName2>Long and wide dongle</fieldName2>
  </dataType>
  <dataType>
    <fieldName1>29</fieldName1>
    <fieldName2>Short and thin dongle</fieldName2>
  </dataType>
</dataTypes>
```

The word `dataType` is replaced by the type of data you are importing as shown in each of the following sections of this appendix. For example when importing stock items the file must start with `<stockItems>` and end with `</stockItems>`.

Each record to be loaded in is itself started with the singular name of the data type, for example `<stockItem>` and finished with `</stockItem>`.

Within each record, the field values are delimited by the field names, for example `<name>Fred</name>`. The value itself may be just text, an integer or a real number (having decimal places). There should not be any additional spaces either side of the value unless they are part of the intended import data.

The indentation and blank lines in the example above are for readability only. The import is unaffected by any indentation or blank lines you may choose to include.

For more complete examples, have a look at the XML examples in the following sections that are specific to each data type.

The order that fields appear within a record is important and changing the order may cause the import to fail. You should therefore include the fields in the same order they are shown in the definition table for each data type.

Some fields may be omitted entirely from the record; only those fields marked as Mandatory in the definition tables of the following sections must be present. Alternatively the field may be included but with a blank value, as in `<description></description>`. Be aware that omitting a field will always leave that value unchanged when updating an existing record but a blank value will result in an update, the meaning of blank being defined for each field in the import tables later in this section.

Data Types

Where a fixed set of values is not specified for a field, the type of that field is shown instead:

| | |
|-------------|---|
| text | Any characters up to the Max. Length specified |
| real | Digits, optionally with a decimal place followed by further digits, forming a real number |
| int | Digits only, forming an integer |
| date | A date defined in any of the valid date input formats (see “Valid Date Formats” on page 38) |

Avoid Reserved Characters in your XML

If any of your fields contain a less than character (<), a greater than character (>) or an ampersand (&) then the import will fail. This is because these characters are used in defining the structure of the file. To get around this, these characters should be replaced with the following:

Replace < with < *(note: don't miss out the semicolon)*
 Replace > with >
 Replace & with &
 Replace “ with "

So for example the following notes field is illegal:

```
<notes>This customer ordered >4 items</notes>
```

and should be replaced with:

<notes>This customer ordered >4 items</notes>

Converting Your Data to XML

If you have stock or other data in a spreadsheet or within delimited text files (comma or tab separated for example) then you will need to convert that data into XML before it can be imported into Inrax.

XMLSpy Professional Edition is one tool that will read delimited files and convert them very easily into a suitable XML structure at the click of a few buttons. An evaluation copy of XMLSpy can be obtained from the internet for you to try this out.

Another technique is to use the 'merge' or 'mail merge' feature of your favourite word processor. For example, MS Word will import data from various data sources including MS Access and MS Excel. If you have your data in a delimited file you can first import it into one of these.

To generate XML from your spreadsheet data via your word processor, follow the procedure below:

1. In the spreadsheet, enter column headings to exactly match the field names of the XML to be generated. The columns should appear in the same order, left to right, as the field names in the XML record definition.
2. To ensure a successful import, clean and check the data at this stage. Search for blanks or data in the wrong column. Do not leave blank rows.
3. Create an XML template in the word processor. One simple way to do this is to copy an example XML import file (available online at www.meierpollard.co.uk) and paste it in. Remove the field contents to leave something like:

```
<stockItem>
  <reference></reference>
  <description></description>
  <stockGroup></stockGroup>
  <basePrice></basePrice>
  <basePriceUnits></basePriceUnits>
  <unit></unit>
  <costPrice></costPrice>
  <recommendedPrice></recommendedPrice>
</stockItem>
```

Note that, at this stage, there is no

<stockItems> and </stockItems> at beginning and end.

4. Now follow the program's merge procedure so that you insert 'merge fields' (tokens) in each line. These will be replaced with the actual data when the merge is run. The source for the data is, of course, the spreadsheet you prepared earlier.

5. The result will look something like this:

```
<stockItem>
  <reference><<reference>></reference>
  <description><<description>></description>
  <stockGroup><<stockGroup>></stockGroup>
  <basePrice><<basePrice>></basePrice>
  <basePriceUnits><<basePriceUnits>></basePriceUnits>
  <unit><<unit>></unit>
  <costPrice><<costPrice>></costPrice>
  <recommendedPrice><<recommendedPrice>></recommendedPrice>
</stockItem>
```

6. Merge the data to generate the desired XML.

7. At the top, type <stockItems> and at the very bottom type </stockItems> Save it initially in the format of the Word Processing application.

8. Save As a plain text file, usually .txt (but the file may be given any extension you choose, .xml being a strong candidate). This text file is the one you should present to Inrax when importing data.

Stock Group Import

Stock Group XML Field Definitions

For a full description of how the fields are used see [“Stock Group” on page 100](#).

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|---------------------|-----------|--------------|-------------|------|--|
| name | Y | | 128 | text | |
| description | | Y | 255 | text | |
| parentStockGroup | (Y) | | | | Name of parent stock group existing in Inrax or defined in an earlier record within this file Mandatory for import of a new stock group only, may be omitted for updates. |
| status | | Y | | | CU (current) OB (obsolete) DE (dead) Blank (inherit) |
| stockType | | Y | | | I (item) S (service) Blank (inherit) |
| canGoNegative | | Y | | | Y (yes) N (no) Blank (inherit) |
| vatCode | | Y | | | Code of a Vat Code Blank (inherit) |
| costModel | | Y | | | FF (FIFO) LF (LIFO) AC (average cost) Blank (inherit) |
| costPriceCalcMethod | | Y | | | NO (no cost price update) LP (use last purchase cost price) OL (prompt user to optionally use last purchase cost price) Blank (inherit) |
| salesAccount | | Y | | | Full hierarchical name of an account existing in Inrax, as displayed in the accounts browse window Blank (inherit) |
| costOfSalesAccount | | Y | | | Full hierarchical name of an account existing in Inrax, as displayed in the accounts browse window Blank (inherit) |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|----------------------|-----------|--------------|-------------|------|--|
| usualSupplier | | Y | | | Reference of an organisation existing in Inrax Blank (inherit) |
| dispatchOrganisation | | | | | Reference of an organisation existing in Inrax Blank (inherit) |
| deliveryWeighting | | Y | | real | Any weighting value. Blank (inherit) |
| forceDeliveryMethod | | Y | | | Name of a Delivery Method existing in Inrax Blank (inherit) |
| handlingCharge | | Y | | | Name of a HandlingCharge existing in Inrax Blank (inherit) |

The top level (root) stock group should already exist within Inrax before running an import of other stock groups. If it doesn't yet exist then create it using the Stock Group editor.

Stock Group XML Import Example

This is also available as an online file at www.meierpollard.co.uk under the Documentation link.

```
<stockGroups>

  <stockGroup>
    <name>Books</name>
    <description></description>
    <parentStockGroup>Stock</parentStockGroup >
    <status></status>
    <stockType>I</stockType>
    <canGoNegative>N</canGoNegative>
    <vatCode>EX</vatCode>
    <costModel>FF</costModel>
    <costPriceCalcMethod>OL</costPriceCalcMethod>
    <salesAccount>Balance : Retained earnings : Sales</salesAccount>
    <costOfSalesAccount></costOfSalesAccount>
    <usualSupplier></usualSupplier>
  </stockGroup>

  <stockGroup>
    <name>Dongles</name>
    <parentStockGroup>Stock</parentStockGroup >
  </stockGroup>

  <stockGroup>
    <name>Carpet Fitting Services</name>
```

```
<description></description>  
<parentStockGroup>Stock</parentStockGroup >  
<stockType>S</stockType>  
</stockGroup>  
  
</stockGroups>
```

Stock Item Import

Stock Item XML Field Definitions

For a full description of how the fields are used see [“Stock Item” on page 107](#).

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|---------------------|-----------|--------------|-------------|------|---|
| reference | Y | | 128 | text | |
| supplierReference | | Y | 128 | text | |
| name | | Y | 255 | text | |
| type | | Y | | | SI (simple stock item) Blank (SI) |
| stockGroup | (Y) | | | | Name of stock group existing in Inrax Mandatory for import of a new stock item only, may be omitted for updates. |
| status | | Y | | | CU (current) OB (obsolete) DE (dead) Blank (inherit) |
| stockType | | Y | | | I (item) S (service) Blank (inherit) |
| canGoNegative | | Y | | | Y (yes) N (no) Blank (inherit) |
| vatCode | | Y | | | Code of a Vat Code Blank (inherit) |
| costModel | | Y | | | FF (FIFO) LF (LIFO) AC (average cost) Blank (inherit) |
| costPriceCalcMethod | | Y | | | NO (no cost price update) LP (use last purchase cost price) OL (prompt user to optionally use last purchase cost price) Blank (inherit) |
| salesAccount | | Y | | | Full hierarchical name of an account existing in Inraxas displayed in the accounts browse win- dow Blank (inherit) |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|----------------------|-----------|--------------|-------------|------|---|
| costOfSalesAccount | | Y | | | Full hierarchical name of an account existing in Inraxas displayed in the accounts browse window Blank (inherit) |
| usualSupplier | | Y | | | Reference of an organisation existing in Inrax Blank (inherit) |
| dispatchOrganisation | | | | | Reference of an organisation existing in Inrax Blank (inherit) |
| basePrice | (Y) | | | real | Mandatory for import of a new stock item only, may be omitted for updates. |
| basePriceUnits | | | | int | Priced Units Defaults to 1 for new imports if omitted. |
| unit | | Y | 32 | text | Unit name |
| costPrice | (Y) | | | real | Mandatory for import of a new stock item only, may be omitted for updates. |
| recommendedPrice | | Y | | real | |
| brand | | Y | 32 | text | |
| manufacturer | | Y | 128 | | Reference of an organisation existing in Inrax Blank (manufacturer not specified) |
| location | | Y | 128 | | Name of a location existing in Inrax (not a hierarchical location name) Blank (no "Stock by Location" entry) |
| minNumUnits | | Y | | int | Min Stock Units shown within the Stock by Location tab in the stock item editor, applies to the location specified in the location field and will be ignored if that is not set |
| minOrderNumItems | | Y | | int | Min Order Items shown within the Stock by Location tab in the stock item editor, applies to the location specified in the location field and will be ignored if that is not set |
| bin | | Y | 32 | text | Bin field shown within the Stock by Location tab in the stock item editor, applies to the location specified in the location field and will be ignored if that is not set |
| webListingImageUF | | Y | | | Product listing image displayed in web shop. Specify the full path name of an Upload File that already exists within Inrax. |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|-----------------------|-----------|--------------|-------------|------|---|
| webListingTextOrHTML | | Y | | | Text or HTML describing a product within a list of products displayed in a web shop. If importing HTML, ensure special characters such as < and > are first replaced as described here “Avoid Reserved Characters in your XML” on page 247 |
| webMoreInfoVertical | | | | | Y/N |
| webMoreInfoImageUF | | Y | | | Product “more info” page image displayed in web shop. Specify the full path name of an Upload File that already exists within Inrax. |
| webMoreInfoTitle | | | 255 | text | Text displayed on the More Info page of an Inrax web site displaying this stock item. |
| webMoreInfoTextOrHTML | | Y | | | Text of HTML describing a product in the “more info” page for that product in a web shop. If importing HTML, ensure special characters such as < and > are first replaced as described here “Avoid Reserved Characters in your XML” on page 247 |
| deliveryWeighting | | Y | | real | Any weighting value. Blank (inherit) |
| forceDeliveryMethod | | Y | | | Name of a Delivery Method existing in Inrax Blank (inherit) |
| handlingCharge | | Y | | | Name of a HandlingCharge existing in Inrax Blank (inherit) |
| recurring | | Y | | int | 0 = is recurring Blank = not recurring |

Import of Custom Stock Fields

In addition to the fields defined above, you can import your own custom stock fields. The field names must first have been defined within an appropriate stock group (see “Stock Group Custom Tab for Custom Stock Fields” on page 105). Any spaces in field names must be removed for the import field name. So if you have, for example, a custom field called “Engine Capacity”, use the field name EngineCapacity to import the value.

Stock Item XML Import Example

This is also available as an online file at www.meierpollard.co.uk under the Documentation link.

```
<stockItems>
```

```

<stockItem>
  <reference>12345A2HC101</reference>
  <description>Long and wide Dongle</description>
  <type>SI</type>
  <stockGroup>Dongles</stockGroup>
  <status></status>
  <stockType>I</stockType>
  <canGoNegative></canGoNegative>
  <vatCode></vatCode>
  <costModel></costModel>
  <costPriceCalcMethod></costPriceCalcMethod>
  <salesAccount>Balance : Retained earnings : Sales</salesAccount>
  <costOfSalesAccount></costOfSalesAccount>
  <usualSupplier></usualSupplier>
  <basePrice>3.87</basePrice>
  <basePriceUnits>1</basePriceUnits>
  <unit></unit>
  <costPrice>3.47</costPrice>
  <recommendedPrice>4.00</recommendedPrice>
  <brand></brand>
  <location>Store</location>
  <minNumUnits>1</minNumUnits>
  <minOrderNumItems>2</minOrderNumItems>
  <manufacturer>Dongles Worldwide</manufacturer>
  <bin>E12</bin>
  <webListingImageUF>webFolder/images/productXSmall.gif</webListingImageUF>
  <webListingTextOrHTML>Listing description</webListingTextOrHTML>
  <webMoreInfoImageUF>webFolder/images/productXLarge.gif</webMoreInfoImageUF>
  <webMoreInfoTextOrHTML>More Info description</webMoreInfoTextOrHTML>
</stockItem>

</stockItems>

```

Stock Journal Import

This import allows units to be added or removed to/from stock by location and is equivalent to the online Stock Journal facility ([see page 121](#)).

Stock Journal XML Field Definitions

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|--------------|-----------|--------------|-------------|------|---|
| stockItem | Y | | | | Reference of a stock item existing in Inrax |
| location | Y | | | | Name of a location existing in Inrax (not a hierarchical location name) |
| unitsInStock | (Y) | (Y) | | int | Absolute number of units in stock (may be negative if the stock item allows negative stock). Mandatory if adjustUnits is not present. If blank the adjustUnits must be present and not blank. |
| adjustUnits | (Y) | (Y) | | int | Number of units to add to stock (negative to remove from stock). If negative then the journal will fail if the stock would go negative and the stock item disallows negative stock. Mandatory if unitsInStock is not present. If blank then unitsInStock must be present and not blank. |
| date | | | | date | Defaults to today's date if not set. |

Stock Journal XML Import Example

This is also available as an online file at www.meierpollard.co.uk under the Documentation link.

```
<stockJournals>
  <stockJournal>
    <stockItem>12345A2HC101</stockItem>
    <location>shop</location>
    <unitsInStock>10</unitsInStock>
    <date>21/02/2004</date>
  </stockJournal>
  <stockJournal>
    <stockItem>E2345HCSS1</stockItem>
```

```
<location>shop</location>  
<adjustUnits>-5</adjustUnits>  
</stockJournal>  
  
</stockJournals>
```

Organisation Import

Organisation Import Filter to Tidy Details

Please be aware that organisation details are automatically “cleaned up” on import in the same way that a web customer details are. The following takes place:

| | |
|---|--|
| name | First character forced to upper case. |
| initialsOrFirstName | First character forced to upper case. |
| surname | Converted to mixed case unless it contains non-alpha characters in which case left unchanged (to avoid disrupting McFaddon and Smith-Barney type names). |
| telephone | Re-spaced in conventional manner. |
| addressLine1 addressLocality addressCounty | Converted to mixed case unless it contains non-alpha characters in which case left unchanged. |
| addressPosttown | First character forced to upper case. |
| addressPostcode | Changed to upper case. |

Organisation XML Field Definitions

For a full description of how the fields are used (see “Organisation” on page 158).

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|------------|-----------|--------------|-------------|------|---|
| reference | | Y | 32 | text | Only supply this field if you are updating existing organisations or if you don't want Inrax to generate references for you. If this field is omitted or left blank, a new organisation is created and is given a new reference by Inrax. Ensure this field is the first one for each record when you do include it. |
| name | (Y) | | 128 | text | Mandatory for new Organisations, optional for updates to existing Organisations. You must supply this whether the record is for an individual (see individual field below) or not. The value does not have to be unique within Inrax; so you can for example have “Mr D Davies” more than once on the system. |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|---------------------|-----------|--------------|-------------|------|---|
| parentOrganisation | | Y | | | Reference of an organisation existing in Inrax or defined in an earlier record within this file. Blank (no parent) |
| individual | (Y) | | | | Y (yes) N (no) Mandatory for import of a new organisation only, may be omitted for updates. |
| title | | Y | 8 | text | Contact title such as “Mr” |
| initialsOrFirstName | | Y | 32 | text | Contact initials or first name |
| surname | | Y | 32 | text | Contact surname |
| salutation | | Y | 32 | text | Salutation with embedded symbols as follows: _T_ = title _IF_ = initials or first name _S_ = surname Any text may be passed in such as “Sir” and does not have to include any of the above embedded symbols. Blank (defaults to “_T_ _S_” and note this has a space between _T_ and _S_) |
| email | | Y | 128 | text | |
| website | | Y | 256 | text | |
| telephone | | Y | 32 | text | |
| mobile | | Y | 32 | text | |
| fax | | Y | 32 | text | |
| inheritAddress | (Y) | | | | Y (yes) - if Y, parentOrganisation must be set N (no) Mandatory for import of a new organisation only, may be omitted for updates. |
| addressLine1 | | Y | 64 | text | |
| addressLocality | | Y | 64 | text | |
| addressPosttown | | Y | 64 | text | |
| addressCounty | | Y | 64 | text | |
| addressPostcode | | Y | 8 | text | |
| addressUSState | | Y | | | The full name of a US State. |
| addressCountry | | Y | | | The full name of a Country. |
| vatNumber | | Y | 16 | text | |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|------------------------------|-----------|--------------|-------------|------|---|
| isCustomer | (Y) | | | | Y (yes) N (no) Mandatory for import of a new organisation only, may be omitted for updates. |
| isSupplier | (Y) | | | | Y (yes) N (no) Mandatory for import of a new organisation only, may be omitted for updates. |
| priceList | | Y | | | Name of a Price List existing in Inrax. Blank (customer not assigned to a price list). |
| customerGroup | | Y | | | Name of a Customer Group existing in Inrax; this Organisation will be added to the Customer Group if it is not already assigned to it. Blank (do not assign to Customer Group - a blank value will not cause this Organisation to be removed from a Customer Group in an update). |
| notifyOrganisation | | Y | | | Reference of an organisation existing in Inrax or defined in an earlier record within this file. Blank (notifyOrganisation = this Organisation) |
| notifyMethod | (Y) | | | | PR (Print) EM (Email) PE (Print and Email) Mandatory for import of a new organisation only, may be omitted for updates. |
| autoNotify | (Y) | | | | ON (On) OF (Off) PR (Prompt) Mandatory for import of a new organisation only, may be omitted for updates. |
| defaultPurchasePayment-Terms | | Y | | | Code of a Payment Terms existing in Inrax Blank (use default from parent or as defined in General Settings) |
| defaultSalesPayment-Terms | | Y | | | Code of a Payment Terms existing in Inrax Blank (use default from parent or as defined in General Settings) |
| notes | | Y | 255 | text | |
| dispatchPreAuth | | | | | N - No authorisation P - PAID only A - AUTHORISED only F - PAID and AUTHORISED |
| dispatchMode | | | | | W - warehouse mode S - supplier mode |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|-----------------|-----------|--------------|-------------|------|--|
| dispatchRule | | | | | Y - stock-out orders shown N - stock-out orders not shown |
| webSitePassword | | Y | | | Plain text password used for web site customer login. |

Organisation XML Import Example

This is also available as an online file at www.meierpollard.co.uk under the Documentation link.

Note that the organisation named Jewels & Sons contains the special character & which must be represented by & in the file (see “Avoid Reserved Characters in your XML” on page 247).

```
<organisations>
```

```
<organisation>
  <name>Jewels &amp; Sons</name>
  <individual>N</individual>
  <inheritAddress>N</inheritAddress>
  <addressLine1>82 Roundwood Close</addressLine1>
  <addressLocality></addressLocality>
  <addressPosttown>Chelmsford</addressPosttown>
  <addressPostcode>CH3 4AL</addressPostcode>
  <isCustomer>Y</isCustomer>
  <isSupplier>N</isSupplier>
  <notifyMethod>PR</notifyMethod>
  <autoNotify>PR</autoNotify>
</organisation>
```

```
<organisation>
  <name>Jewels Jnr</name>
  <parentOrganisation>13-1027</parentOrganisation>
  <individual>N</individual>
  <inheritAddress>N</inheritAddress>
  <isCustomer>Y</isCustomer>
  <isSupplier>N</isSupplier>
  <notifyMethod>PR</notifyMethod>
  <autoNotify>PR</autoNotify>
</organisation>
```

```
<organisation>
  <name>Jewels Overseas</name>
  <parentOrganisation>13-1027</parentOrganisation>
```

```
<individual>Y</individual>
<title>Mr</title>
<initialsOrFirstName>Fred</initialsOrFirstName>
<surname>Pingrood</surname>
<salutation>The Great _S_</salutation>
<email>pingrood@pingrood.com</email>
<website>www.pingrood.com</website>
<telephone>0083 457 6234</telephone>
<mobile>0777987654</mobile>
<inheritAddress>Y</inheritAddress>
<isCustomer>Y</isCustomer>
<isSupplier>Y</isSupplier>
<notifyMethod>PR</notifyMethod>
<autoNotify>PR</autoNotify>
<priceList>Retail</priceList>
<customerGroup>Customer Group</customerGroup>
<notifyOrganisation>Jewels & Sons</notifyOrganisation>
<defaultPurchasePaymentTerms>EM</defaultPurchasePaymentTerms>
<defaultSalesPaymentTerms>YY</defaultSalesPaymentTerms>
<notes>25 Feb 2002: spoke to Fred about discounts</notes>
</organisation>

</organisations>
```

Transaction Import

This import currently supports General Transactions, Sales Orders, Purchase Orders, on-account Payment Made and Payment Received transactions only. Sales Order imports might be used to transfer web orders from a third party ecommerce system into Inrax to save hand-keying of each order.

The “Skip over existing transactions” feature may only be used for Transaction imports where the reference field has been defined within the import data. This is because, without a reference Inrax has no way to identify whether a transaction has already been loaded or not. You may therefore wish to set the Batch size to something larger than the total number of transactions being imported so that any single failure ensures all transactions fail and the import can be safely repeated until correct.

Transaction XML Field Definitions

For detailed field definitions see the chapters on transaction entry, in particular “Chapter 3: Selling Procedures” on page 51.

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|----------------|-----------|--------------|-------------|------|---|
| type | Y | | | | Currently only the following are supported: SO (Sales Order) PO (Purchase Order) PR (Payment Received) PM (Payment Made) GT (General Transaction) |
| reference | | | 32 | text | Only supply this field if you don't want Inrax to generate references for you. If you do supply it yourself, ensure it is unique within Inrax for this type of transaction. |
| accountingDate | | | | date | The date of this transaction. Defaults to today if omitted. |
| dueDate | | | | date | The Planned Delivery date (only applicable to SO/PO transactions). If omitted a default is calculated from the accounting date and payment terms. |
| notes | | Y | 255 | text | Note attached to transaction (n/a for General Transactions). |
| description | | Y | 255 | text | Transaction level description |
| counterpartRef | | Y | 32 | text | The counterparties own reference for this transaction (n/a for General Transactions). |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|----------------|-----------|--------------|-------------|------|--|
| website | | Y | | | The name of an existing Web Site. Defaults to ANY if blank or omitted. |
| paymentTerms | | | | | Code of Payment Terms existing in Inrax. If omitted the default terms are applied. (only applicable to SO/PO transactions). |
| counterpart | Y | | | | Reference of a customer organisation existing in Inrax (n/a for General Transactions). |
| location | | | | | The name of a Location existing in Inrax, or if omitted the importing user's default Location (as specified in their User Settings) will be applied. Note that GT transactions must set Location within the embedded Item records (see below). |
| paymentMode | | | | | This field applies only to PR/PM transaction types. Set t the name of an existing Payment Mode within Inrax. If this field is omitted, Inrax will attempt to work out the applicable Payment Mode for the counterpart / website, based on default Payment Terms set on those (from which Payment Mode can be defined). |
| paymentModeRef | | | | | This field applies only to PR/PM transaction types. Allows the optional Payment Mode reference to be set for the transaction, for example it might be a cheque number. |
| paymentAmount | (Y) | | | | This field applies only to PR/PM transaction types and is mandatory for those types, specifying the on-account payment amount which must not be negative. |
| item | | | | | Each SO/PO/GT transaction must have one or more item definitions included (see the embedded Item field definitions below). PR and PM transactions do not have embedded items. |

Embedded Item XML Field Definitions

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|-------------|-----------|--------------|-------------|------|--|
| account | (Y) | | | | Full hierarchical name of an account existing in Inrax, as displayed in the accounts browse window. Mandatory for a General Transaction. For a Sales Order, omit this field if setting the stockItem field - mandatory only if no stockItem is supplied. |
| amount | (Y) | | | real | Mandatory for a General Transaction. For a Sales Order, omit this field if setting the stockItem - mandatory only if no stockItem is supplied. Amount before VAT. |
| description | | Y | 255 | text | Item level description |
| stockItem | (Y) | | | | Reference of a stock item existing in Inrax. Mandatory if no account field supplied. (n/a for General Transaction). |
| price | (Y) | | | real | Mandatory if stockItem field is set. Price of a single unit (for sales) or item (for purchases). (n/a for General Transaction) |
| quantity | (Y) | | | int | Mandatory if stockItem field is set. (n/a for General Transaction) |
| vatCode | | | | | Code of a Vat Code. Only include this if you wish to override the default VAT code for this transaction (n/a for General Transaction) |
| vatAmount | Y | | | real | (n/a for GT type transaction) |
| location | (Y) | | | | Applies to GT type transactions only, mandatory for GT |

Transaction XML Import Example

This is also available as an online file at www.meierpollard.co.uk under the Documentation link. The second SO transaction in this import file shows an example of an item that has an account and an amount, not relating to a stock item.

```
<transactions>
<transaction>
  <type>SO</type>
  <accountingDate>14/03/2004</accountingDate>
  <description>Golf equipment ordered via XYZ Web Shop</description>
```

```

<counterpartRef>39064</counterpartRef>
<counterpart>95-12484</counterpart>
<location>Warehouse</location>
<item>
  <description>Twilight Tracer Golf Ball</description>
  <stockItem>Twilight Tracer 1</stockItem>
  <price>8.50</price>
  <quantity>2</quantity>
  <vatAmount>2.98</vatAmount>
</item>
<item>
  <description>Cobra 440 SZ - Driver</description>
  <stockItem>Cobra SS 430</stockItem>
  <price>170.21</price>
  <quantity>1</quantity>
  <vatAmount>29.79</vatAmount>
</item>
</transaction>

<transaction>
  <type>SO</type>
  <accountingDate>14/03/2004</accountingDate>
  <description>Consultancy work</description>
  <counterpartRef>39064</counterpartRef>
  <counterpart>95-12484</counterpart>
  <location>Warehouse</location>
  <item>
    <account>Balance : Shareholders funds : Retained earnings : Sales : Sundry sales</account>
    <amount>200.00</amount>
    <vatAmount>35.00</vatAmount>
  </item>
</transaction>

<transaction>
  <type>GT</type>
  <accountingDate>27/11/2005</accountingDate>
  <description>Test GT</description>
  <location>Home</location>
  <item>
    <account>Balance : Retained earnings : Sales</account>
    <amount>35.00</amount>
    <description>Test item 1</description>
  </item>
  <item>
    <account>Balance : Retained earnings : Sales</account>
    <amount>-35.00</amount>
    <description>Test item 1</description>
  </item>
</transaction>

</transactions>

```

Web Page Import

Web Page XML Field Definitions

For a full description of how the fields are used see [“Adding Products to Web Pages” on page 200](#).

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|-----------------|-----------|--------------|-------------|------|--|
| name | Y | | 128 | text | Name (not full hierarchical name) Used for link names within the web site. |
| parentWebPage | Y | Y | | | Full hierarchical name of a Web Page existing in Inrax or defined in an earlier record within this file. The hierarchical name is as seen in the browse list. Blank (no parent) |
| type | | | | | S (STANDARD) F (PRODUCT FAMILY) D (DYNAMIC) Defaults to S if field not present. |
| displayMenuLink | | | | | Should a menu link for this page be displayed? Y (yes) N (no) Defaults to Y if not set |
| linkPosition | | | | int | Used to determine the display order of sibling web page links. If omitted or all set to the same number then the order will be undetermined. You may omit this field and set the order within Inrax if you prefer. |
| linkName | | | | | Where the menu link text for this page is different to the name field, set here. |
| showNavPath | | | | | Should the Navigation Path be displayed at the top of the web page? Y (yes) N (no) Defaults to Y if not set |
| showHeader | | | | | Should the Name be displayed as an H1 Header at the top of the web page? Y (yes) N (no) Defaults to Y if not set |
| headerH1 | | | | | Where the H1 header for this page is different to the name field, set here. |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|------------------|-----------|--------------|-------------|------|---|
| showReferences | | | | | Should product references be displayed? Y (yes) N (no) Defaults to Y if not set |
| showStockLevels | (Y) | Y | | | U (By Number of Units) A (Available or Not Available) N (Do Not Show Stock Levels) Blank (Inherit from parent) Only mandatory if parentWebPage is blank. |
| isLive | | | | | Whether to display on web site. Y (yes) N (no) Defaults to Y if not set. |
| isSearchable | | | | | Whether this page can be listed in the results of web site searches. Y (yes) N (no) Defaults to Y if not set |
| isHandRolledPage | | | | | See (see “Hand-Rolled Page” on page 188) Y (yes) N (no) Defaults to N if not set |
| showImages | | | | | Whether listed products should display images. Y (yes) N (no) Defaults to Y if not set. |
| showFromPrice | | | | | Whether the lowest price in a FAMILY should be displayed as a “from” price in a web page product listing. Defaults to Y if not set. |
| listingImageUF | | Y | | | Used only for FAMILY type web pages. The image shown when this family is listed in a web catalogue page. Specify the full path name of an Upload File that already exists within Inrx. |
| listingNarrative | (Y) | Y | | | Used (and mandatory) only for FAMILY type web pages. Text of HTML describing the product family within a list of products displayed in a web catalogue page. If importing HTML, ensure special characters such as < and > are first replaced as described here “Avoid Reserved Characters in your XML” on page 247 |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|------------------------|-----------|--------------|-------------|------|---|
| overviewImageUF | | Y | | | An image that will be displayed to the left of the page overview near the top of the page. Upload File that already exists within Inrx. |
| overview | | Y | | | Text or HTML displayed as an overview near the top of the page when this page is selected in the web site. If importing HTML, ensure special characters such as < and > are first replaced as described here "Avoid Reserved Characters in your XML" on page 247 |
| headerHTML | | Y | | | HTML inserted into the HEAD section of this web page. If importing HTML, ensure special characters such as < and > are first replaced as described here "Avoid Reserved Characters in your XML" on page 247 |
| verticalLayout | | | | | Y/N |
| productSelectMethod | | | | | Applicable to FAMILY type web pages only, determines whether a popup menu of product options is displayed, or a list. F (Fixed list) P (Popup menu) Defaults to F if not set. |
| productSelectGroupByCF | | | | | Applicable only when productSelectMethod is P, if this field is set to the name of a Custom Field, the popup menu of stock items is presented in groups of equal values for this Custom Field. |
| popupOptionInfo1CF | | | | | Applicable only when productSelectMethod is P, set to a Custom Field that is displayed first to describe the option. |
| popupOptionInfo2CF | | | | | Applicable only when productSelectMethod is P, set to a Custom Field that is displayed second to describe the option. |
| popupOptionInfo3CF | | | | | Applicable only when productSelectMethod is P, set to a Custom Field that is displayed third to describe the option. |
| dynamicSearchText | | Y | | | Applicable only for DYNAMIC web pages. |
| dynamicCF1 | | Y | | | Applicable only for DYNAMIC web pages. Name of first Custom Field to match on (case sensitive). |
| dynamicCF1 Value | | Y | | | Applicable only for DYNAMIC web pages. Value(s) that this CustomField must match on (case sensitive). |

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|-------------------|-----------|--------------|-------------|------|---|
| dynamicCF2 | | Y | | | See above.. |
| dynamicCF2Value | | Y | | | See above.. |
| dynamicCF3 | | Y | | | See above.. |
| dynamicCF3Value | | Y | | | See above.. |
| includeStockGroup | | | | | Name of stock group existing in Inrax. This field may be repeated any number of times to identify multiple stock groups. No stock group should be a descendant of another stock group already defined in the same record. If this field or includeStockItem are in the record, any existing stock assignments are replaced by the new ones, otherwise they are left unchanged. |
| includeStockItem | | | | | The reference of a stock item existing in Inrax. This field may be repeated any number of times to identify multiple stock items. If this field or includeStockGroup are in the record, any existing stock assignments are replaced by the new ones, otherwise they are left unchanged. |
| excludeStockItem | | | | | The reference of a stock item existing in Inrax. This field may be repeated any number of times to prevent inclusion of stock items that would otherwise be included from the above two fields. In the Web Page editor the stock items will appear unticked in the Include column of the table. |
| pageTitle | | Y | | | Used as <title> element in page <head> Blank = inherit |
| pageDescription | | Y | | | Used for <meta name="description" content="XXX"> Blank = inherit |
| mobileOverview | | Y | | | See overview field above. This is the equivalent for the mobile view of this web page. If not specified, the same content will be used on full and mobile sites as specified in the overview field. |
| mobileHeaderHTML | | | | | See headerHTML field above. This is the equivalent for the mobile view of this web page. If not specified, the same content will be used on full and mobile sites as specified in the headerHTML field. |

Web Page XML Import Example

This is also available as an online file at www.meierpollard.co.uk under the Documentation link.

```
<webPages>

  <webPage>
    <name>Diaries</name>
    <parentWebPage>Shop</parentWebPage>
    <showStockLevels>A</showStockLevels>
    <isLive>Y</isLive>
    <showImages>Y</showImages>
    <overview>We stock a huge range of diaries.</overview>
    <includeStockGroup>Diaries</includeStockGroup>
    <excludeStockItem>PageADayDiaryRed</excludeStockItem>
    <excludeStockItem>PageADayDiaryBlack</excludeStockItem>
  </webPage>

  <webPage>
    <name>PageADay Diary</name>
    <parentWebPage>Shop : Diaries</parentWebPage>
    <type>F</type>
    <isLive>Y</isLive>
    <showImages>Y</showImages>
    <listingImageUF>webFolder/images/PageADaySmall.gif</listingImageUF>
    <listingNarrative>Diary with a page for every day</listingNarrative>
    <overviewImageUF>webFolder/images/PageADayLarge.gif</overviewImageUF>
    <overview>Diary with a page for every day in a variety of colours</overview>
    <includeStockItem>PageADayRed</includeStockItem>
    <includeStockItem>PageADayBlack</includeStockItem>
  </webPage>

</webPages>
```

Price List Fixed Prices Import

Price List Fixed Prices XML Field Definitions

For a full description of how the fields are used see “Fixed Stock Prices” on page 120.

| Field Name | Mandatory | Allows Blank | Max. Length | Type | Values |
|--------------------|-----------|--------------|-------------|------|--|
| priceList | Y | | | | Name of the Price List with which this fixed price is associated. |
| stockItemReference | Y | | | | Reference of Stock Item with which this fixed price is associated. |
| price | Y | | | real | |

Price List Fixed Prices XML Import Example

```
<priceListStockItemPrices>

<priceListStockItemPrice>
<priceList>Solarflow</priceList>
<stockItemReference>DS1000</stockItemReference>
<price>5.97</price>
</priceListStockItemPrice>

<priceListStockItemPrice>
<priceList>Solarflow</priceList>
<stockItemReference>DS1004</stockItemReference>
<price>1,335.97</price>
</priceListStockItemPrice>

</priceListStockItemPrices>
```

Appendix C Transferring Accounts to Inrax

How to Transfer from your old accounting system into Inrax

Here is a series of steps which work, but which are not the only way to migrate from your old accounting system to *Inrax*.

1. Start well in advance of ‘*Inrax* Start Day’ (I-day) if you can. But, if you cannot, *Inrax* lets you carry out the ‘back office’ steps after I-day, simply by backdating your actions. Obviously your customers and stock must be ready before I-day.

- **Tip:** Apply the closing date of your old system (for example 31 December if I-day will be 1 January) to everything that follows. You will start with a clean sheet if the stock journal import and general ledger opening balances are dated in that way.

2. Examine the account balances on your existing nominal or general ledger and make sure there are *Inrax* accounts ready to take every one. You can use and adapt an *Inrax* template chart of accounts, or you can create a new one. This may be the opportunity to improve your old account structure.

- **Tip:** You can print an *Inrax* chart of accounts in the right order as follows. Open the accounts window. Set sort order and sort them in the way you want. Then click the Edit menu and copy the table. Paste into a spreadsheet or word processor.

3. Set all the settings described in “User Settings” on page 169. Test e-mail works from inside *Inrax* by clicking the [Email] button.

4. Unless there are only a few, use XML files to import organisations and stock groups. You must create the root stock group manually beforehand. Remember to leave no blank rows and to replace all prohibited symbols (like “, &, <, >).

5. If it is bigger than a few dozen stock items, prepare your existing stock file in a way that will allow creation of two XML files - one to import stock items and one to load the quantities in stock. Remember that the field ‘unitsInStock’ in the source file must be exactly that, and not items in stock. Many companies would be able to import the stock well in advance of I-day (if the data does not change) but would need to load quantities only just before.

- **Tip:** If you compare the total value of source spreadsheets of stock with what arrives in *Inrax*, don’t forget that the spreadsheet for the stock journal import showed quantities in units whereas the one for the stock item import contained cost price for items. *Inrax* will have done the calculation relating units and items correctly.

6. After the imports, confirm that they have arrived in *Inrax* as you would expect. Spot checks against your old stock file are prudent. Also, run a General Ledger report to confirm that all stock values have arrived as debits to a stock account and credits to a cost of sales account. The cost of sales credit balance will be approximately cancelled out later when entering stock value from your old system.

- **Tip:** It is very highly desirable to reduce the size of the general ledger after importing stock. So save this report, then compress it.

7. Set up formulae and price lists. Test price lists by raising (and cancelling) a few Goods Out transactions. The discount automatically applied for that customer, if any, will be visible.

8. 'Freeze' your old accounts as at the end of the day before I-day. In particular, do a bank reconciliation. The best date is at a month end when you would be carrying out a procedure anyway.

9. You can start trading with *Inrax* at this point. If you are forced to continue invoicing using your old system for a day or two, one technique is to stick to the 'frozen' date and to catch up later by reproducing exactly the same invoices on *Inrax* as soon as you can. *Inrax* allows you to set the date of those invoices to match their true date of issue.

10. Calculate your VAT liability up to and including the day before I-day. Thus VAT for all existing sales and purchase invoices will have been accounted for and the only VAT carried forward to the new accounts will be a single figure due to/from HM Revenue & Customs.

11. List your debtors and creditors as at the day before I-day. Create a sales invoice dated on that day for each debtor. No detail is necessary and no stock should be included: simply invoice the total amount due (including the amount of the VAT, but as part of the total amount and with zero VAT set). These invoices will be used simply to account for cash coming in: in other words, they give something to set against payments received. For each invoice, set the destination account to something like 'Sale of Goods'. Each transaction will appear in the general ledger as a credit to the sales account and a debit to sales control: these will be adjusted later in the procedure.

- **Tip:** Copy each invoice to create the next. You will then need only to change the date, customer and amount.

- **Tip:** Take every opportunity to label what you are doing in the fields provided, for future reference.

12. Similarly, raise a purchase invoice for each creditor, being sure to set the right date and zero VAT. For suppliers of stock, the appropriate account to set will be the same as if you were purchasing a non-stock item in the ordinary course of events - a cost of

sales account. As these debits will later be eliminated by an adjustment, you can in practice use any account.

13. In the case of each creditor who supplied something which counts as an expense, raise a purchase invoice and select the appropriate expenses account. If there are payments in advance of invoice lying on your books, you still raise a purchase invoice, but with a negative amount.

14. Run and print a General Ledger report to see the effect. You can also run Sales Ledger and Purchase Ledger reports to make sure all looks correct.

15. Shortly you will enter the balances from your old nominal or general ledger. That would have the effect of doubling up the values of the sales and purchase invoices you have just created, so now you must adjust. Open a new general transaction. Set the date, again, to the day before I-day. Look at the General Ledger report you just printed and apply debits and credits to eliminate all the credit and debit balances except the two compressed balances which equate to the stock import.

16. Now open a new general transaction and set the date as before. Enter every single closing balance from your old nominal or general ledger, using the accounts you planned at the start. Brought forward stock values go in as debits against the cost of sales credit balance. VAT due to/from HMCE goes on that account. If, on your old system, there was an account for accumulated profit/loss brought forward, you can apply it to a sales account or to an account created for the purpose.

17. When a supplier's invoice later arrives for stock which you have already entered above, raise a free-text purchase invoice but not a 'goods-in'. Follow the normal procedure for the purchase of a non-stock item: set the day before I-day and select a cost of sales account. This will then cancel out more of the credit balance which was created when you imported stock and will automatically account for VAT. Note, therefore, that this method assumes that you had not accounted for this particular VAT before I-day.

Appendix D Operating Practices

This appendix contains some suggestions and examples for how you can choose to operate your business using Inrax.

Cash, Payments, Payment Modes and Banking Policy

The following advice is geared towards an example mixed cash and credit business which retails and wholesales machines and spare parts. Their bank is Leamins Bank plc.

Payment Modes

There are seven payment modes in this specimen company. The function of and reason for each is as follows:

- Received by Card. For all payments received by debit and credit cards. Goes to the bank account. Each day's card receipts has a line in the bank statement so can be easily reconciled.
- Settlement. For cash and cheques received into the till today in settlement of an invoice, whether raised today or on an earlier date. Applies to unnamed cash customers and to any named account. Goes to a payment account named 'Safe'. From there it is easy to keep track when banking the money at intervals.
- Can use Settlement mode also for cash taken from the till for some casual purchase when petty cash is inaccessible. Raise a PI for the purchase, then pay it with a Payment Made. This ensures the real money in the real safe remains in line with the account 'Safe'.
- BACS. Use for payments in or out by electronic bank transfer. Acts upon the bank current account.
- From Card. Used when purchasing with the company credit card. Operates on the credit card account.
- From Petty Cash. Pay for something from petty cash. Operates on the 'Cash in hand' account, therefore no reconciliation applies.
- From Leamins Bank. For cheques the company writes; operates on the bank current account.
- Web sales. For receiving payments by Worldpay.

If staff are careful to use the correct payment mode during Payment Received and Payment Made transactions, bank reconciliation will be straightforward.

Cashing up the till

For all unnamed cash customers, the person cashing up the till does two Payment Received transactions: the first for card payment (using the printout from the card terminal as a guide) and the other for currency and cheques. She ticks off all entries for today for the counterparty 'Cash', using payment mode 'Received by Card' for the first transaction and 'Settlement' for the second.

To identify named customers who have been invoiced and paid today (whether credit or cash accounts), staff must have kept a note of who they were. So they keep copy invoic-

es in a separate tray. The person cashing up does a Payment Received transaction for each counterparty, taking care to select the appropriate payment mode.

Finally, staff need to have kept a record of payments received into the till in settlement of invoices raised before today. Using that record, the person cashing up does Payment Received transactions for each counterparty, again observing the correct payment mode.

At the end of this process, she can produce reports of the general ledger accounts 'Leamins Current Account' and 'Safe', selecting just the date 'today'. She can see that the sum of the payments by card equals the sum of the card vouchers in the till, and all currency and cheques appear in the account 'Safe'. She writes on it the amounts for cheques and for currency.

Banking

Suppose this company banks after three days: it is best not to use the 'Safe' reports just mentioned in case money has gone from the takings to replenish petty cash. Instead, they produce a general ledger report for 'Safe' for the three days in question. They subtract takings by credit card and are left with a confirmation of the banking. The money in the account 'Safe' will be transferred to the *Inrax* account 'Leamins Current Account' when they next do a bank reconciliation (that is, when they call up the 'Safe' payment account on the right of the bank reconciliation window and transfer the relevant lines across to the left).

Petty Cash

To replenish petty cash from takings in the till or safe, they use a general transaction to debit 'Cash in hand' and credit 'Safe'. When making a payment from petty cash, they must use the 'From petty cash' payment mode.

Index

Numerics

93136

Heading 2

Default Delivery Organisations 164

A

Access Control

overview 17

Access Group 151

Access Rules 149

Account Groups 155

General Transactions group 156

Accounting

overview of General Accounting chapter 82

Accounts 153

account groups 155

control accounts 157, 15, 154

payment, naming 86

restraints on creating new 153, 91

selectable 157, 107, 154

tips on creating 154

Address Label 159

Administrator 20

Advertisement display in web site 219

Aged Creditors 129

Aged Debtors 129

Aged debtors

example in case study 98

Alternative PDF Report Display Command 166

Alternative PDF Report Print Command 166

Analytical Reports

running 132

Application Service Provider

overview 16

web site 21

Apply button

compared with Save 39

Article 197

Article Category 195

Article Folder 195

Article Links 199

Article Style 199

Article Syndication 241

B

Backing Up 39

Bad debts

 example in case study 97

Balance Sheet Reporting 133

Bank Reconciliation 84

Browse window

 sorting in 35

C

Cancel Transaction 58, 60, 63, 76, 78, 80

Carriage

 treated as a service stock item 107

Cascading Style Sheet 237

Case sensitivity 39

Case Study 90

 aged creditors 98

 bad debt 97, 96

 chart of accounts 91

 Corporation tax 97

 correcting mistakes 99

 depreciation 98

 expenses 96

 interest 96

 opening entries 94

 payroll 95, 96, 99, 96, 98

 tips 91, 96, 99

 VAT 97

Cash Book

 not needed 82

Chart of Accounts 89

 example in case study 91

Client Authentication 27

Colour

 of field 34

Comma Separated Values (CSV)

 saving reports in file format 129

Compress Ledger function 89

Control Accounts 157

 goods in 243

 overview 15

 purchase invoice 243

 sales invoice 243, 107, 243

Correcting mistakes 99

Cost of Sales - Cost Models 106

Cost Price Update 102

Counterparty 158

Credit Note

see Sales Credit Note

see Supplier's Credit Note *and* Purchase Credit Note

Currency Rates 173

Custom Field Web Searches 239

Custom Stock Fields 105, 255

Custom Stock Items 112

Customer Group 165

multiple invoicing 60

Customer Statements 68

show overdue transactions 69

customised paperwork 180

D

Date formats 38

Date restrictions 41

Days Stock (Purchases) 133

Days Stock (Sales) 133

Deliver To 53

Delivery Method 209

Delivery note 56

Delivery Zones 213

Depreciation

example in case study 98

recording with General Transaction 82, 98

write off of assets 98

Digital Download 203

Direct To 55, 67, 74, 81

Dispatch Interface 227

Downloading 49

Dynamic Web Pages 208

E

Edit mode

drill down for detail 34

in windows 34

Editing

of windows 38

Email 43

'From address' 167

a report 43

customer statements 69

Excel

saving reports in 129

Expenses

accounting for consumption of own stock 100

carriage considered as 107

examples of, in case study 93

Export Organisations 165

Export Transactions 41

F

Family Web Categories 205

Field colour 34

FIFO 106

File Uploads 46

Filters on Web Pages 191

Financial Reports 133

Find Renewals 66

Finding

- detail behind fields in edit mode 34

- stock item 114, 53

- underlying transaction during bank reconciliation 85

- words in a list 34

Fixed asset

- purchase of 98

Folder

- tailoring 149

Formulae 116

- adding a fixed value to a price 117

- creating 116

- rounding numbers 116

- source price 116

- using in a price list 120

Froogle 141

G

General Ledger 82

- analysis of each transaction type 243

- view line item from browse window 37

General Ledger report 128

General Settings 143

General Transaction 82

- checking effect of 84

- overview of uses 15

Goods In 75

- derived from Purchase Order 75

- starting with blank 75

Goods Out 56

- derived from a Sales Order 56

- effect on stock holding 57

- invoicing all, even if returned 63

- payment due date 57

- starting with a blank 57

Goods Returned

- derived from Goods Out 63, 80, 63, 80

- generation of Sales Credit Note 63

- must still be invoiced 63

Goods Returned By Us 80
Goods Returned by us 78
Goods Returned To Us 63
Google Checkout 225
Group Reporting 136, 140

H

Handling Charges 215
Home Window

- altering contents 149
- button not visible 151

HTML 218, 233
HTML Forms in Inrux Web Sites 235

I

Import File Format 246
Importing Data 31
Inheritance

- overview 16
- root 153
- sibling 153
- various forms of 152

Inheritance Settings 153

J

Java Web Start 23
Journalling

- see* General Transaction 82

K

Kerberos 14

L

Leap year 170
Letter template 43
LIFO 106
Line item

- effect of each transaction type on accounts 243, 250
- of General Ledger, view 37

Location 171

- transferring stock between 122

M

Manufacturer 158
Media Access Control (MAC)

- determining address 27

Mistakes, correcting 99
Multiple invoicing 60
Multiple rows

- selecting from lists 38

My Account 194

N

Nominal Ledger *see* General Ledger

Non stock item

- in a sales transaction 54, 64

- purchasing 76

- starting from Sales Invoice stage 59

Notification 44

- auto 45

- batch 45

- enabling auto notification 45

- manual 45

- of customer statements 69, 17

O

OLAP

- sales report 131

Online Analytical Processing (OLAP)

- overview 18

- sales report 131

Opening balances

- entering 31

Organisation 158

Organisation Import 259

Overdue transactions

- producing statements 69

Overpayment by us

- accounting for 79

P

PaperMec Ltd

- see* Case Study

Parent organisation

- enable setting of 26, 143

Part number 100

Password

- changing 152

- email 167

Payment Accounts

- naming 86

Payment Made 79

- logical connection with Payment Received 79

- use to take supplier's credit note 79

Payment Mode 172

Payment Received 61

- held on account 62

- logical connection with Payment Made 79

- Payment Terms 173
 - if none defined for counterparty 146
- PayPal 224
- Payroll
 - example in case study 95
 - recording with General Transaction 82
- Period End
 - example in case study 99
- Petty Cash
 - example in case study 96
- Picking list 51
- Portable Data File (PDF)
 - saving reports in format 129
- Price
 - add a fixed value to 117
 - base 110
 - cost 109
 - item 108
 - recommended retail 110, 118
 - unit 108
- Price Lists 117
 - applying formulae 120
 - designing 118
 - printing or viewing 117
 - selling price 118
- Pro forma invoice 51
- Product Catalogue 200
- Profit & Loss Reporting 133
- Prospective Return 133
- PROTX 223
- Proxy Server 22
- Purchase Accounts 81
- Purchase Credit Note 78
 - no goods return procedure 78
- Purchase Invoice 76
 - derived from Purchase Order 77
 - starting with blank 77
- Purchase Ledger report 129
- Purchase Order 71
 - account 73
 - close outstanding order 74
 - item price 73
 - VAT code 73
 - when derived from Sales Order, check supplier 75

R

- Raw Reports 141
- Reporting Periods 170

- leap year 170
- Reports
 - abbreviations in 127
 - bank reconciliation 86
 - emailing 43
 - reporting period 170
- Resizing 34
- Returns
 - of goods purchased 78
- reverse charge mechanism 172
- Robots & Search Engines 226
- Root 153
- Root account
 - example in case study 91
- RRP 183, 201
- RSS 241
- RSS (Really Simple Syndication) 195
- S**
- Sales Credit Note 64
 - from goods returned 63
 - multiple 61
- Sales Invoice 58
 - derived from Goods Out 58
 - multiple invoicing 60
 - starting with a blank 59
- Sales Ledger report 128
- Sales Order 51
 - account in 53
 - close outstanding order 55
 - finding a stock item reference 53
 - unit price 54
 - view outstanding order 55
- Save & Invoice 58, 76
- Saving space
 - with Compress Ledger function 89
- Search - Web Site Internal 239
- Security
 - administrator 20
 - changing password 152, 27
 - limiting access by Access Group 151, 149
 - overview of access control 17
 - secure connection to server 22, 14, 20
- Select multiple rows from lists 38
- Selectable Accounts 157
- Server
 - connecting to 22, 23
- Service Period 53, 64, 103, 112, 218

- Service Stock Item 107
 - multiple invoicing 60
 - print or view a list 126
 - starting from Sales Invoice stage 59
 - used to charge carriage 107
 - view number sold 108
- Set Report Order 155
- Sign, plus or minus
 - debits and credits 82
 - in General Ledger 82, 129, 128
- sitemap 141
- SMTP Email Server 168
- Sorting
 - in a browse window 35
 - of stock item references 108
 - selections in customer statements 70
- Standard Reports
 - formats on saving 129
 - OLAP sales report 131
 - reports available 127, 128
 - setting order of accounts 155
- Stock 100
 - accounting for, if consumed as expense 100, 103, 107
 - effect of Goods In on holding 76, 57, 63, 80
 - item and unit prices 108
 - obsolete and dead 114
 - price adjustment 123, 117
 - report 124
 - service stock item 107, 110
 - transfer between locations 122, 110
 - units of sale and purchase 108
 - valuation in stock accounts 107
 - see also* Stock Accounts, Stock Group, Stock Item
- Stock Accounts 107
- Stock Group 100
 - creating 101
 - root 101
- Stock Group Import 250
- Stock Item 107
 - brand 110
 - choosing a Reference 108, 110, 108
 - finding 114
 - item price compared with unit price 108
 - manufacturer 110
 - obsolete and dead 114
 - priced units 110
 - unit name 110, 108
- Stock Item Import 253
- Stock Item Web Display 202

Stock Journal 121
Stock Journal Import 257
subscriptions 64, 218
Supplier's Credit Note 78
 taking payment 79
 see also Purchase Credit Note
Supplier's delivery note 75
Supplier's Invoice
 does not match goods received 77
 their reference 76
 see also Purchase Invoice

T

Tax
 example in case study 97
 recording with General Transaction 82
Template organisation 152
Tips
 on creating accounts 154
Transaction Flags 40
Trial Balance report 128
 example of useful outputs 99

U

Upload File 50
Upload Folder 47
Uploading 49
User
 create, edit or delete 151
User Default Settings 165
User Settings 169
 see also User Default Settings

V

Valuation, cost at 110
VAT
 code 171, 146, 73
 example in case study 97
 producing a Return 128
View mode
 change to edit mode 34
 drill down for detail 34
Vouchers 216

W

Web Page 187
Web Page Import 268
Web Site 175
Write off of assets 98

X

XML 31, 128, 246