Britannia™

The Independent's Best Friend

Britannia Inc.
User Manual

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Chapter 1 - Sales/Order Entry and Related

Sales/Order Entry and Related is the default option in the Main Menu. Press Enter to go to the Options Menu in this area. Each option is described below, followed by details on the use of each menu option.

Options Menu

[Q]	**Q**uit – Return to Main Menu	[B]	**B**ack-Fill & Batch Print
[C]	**C**ash / Check / Credit Card	[W]	**W**arehouse Pick Tickets
[I]	**I**nvoicing / Order Entry	[A]	Seri**a**l Number Review
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[F]	**F**urther Options	[K]	Quic**k** Stock Check

Edit Local Profile **F3**; Change Messages **F4**

1.1 Options Descriptions

1.1.1 Invoicing / Order Entry (default option)

All open account customer orders are entered through the Invoicing/Order Entry module. When the Customer Order is filled from stock, the invoice can be printed immediately. Orders/Invoices with back ordered items are left as open orders until they are filled from Purchasing. You may have as many open orders as required for any customer. When these orders are filled from the Purchasing Module, the invoices can be batch printed through the Backfill and Batch Print option.

All printed invoices automatically post to Accounts Receivable. The printing process also causes the commission module and customer history file to be updated. Customer History is readily accessible in the Further Options Screen to quickly identify previously purchased items.

As each item is entered, the line count and taxed total of the order is displayed on the screen. Order Entry/Sales Screen allows for Comment Lines, additional text for attachment to any item, reports taxed total and line item count as each order/transaction is entered. Pre-printed or plain paper forms can be used.

1.1.2 Cash/Check/Credit Card Sales

All Non-Account sales are entered through Point of Sale using the Cash/Check/Credit Card option.

The Britannia system supports cash drawers, receipt printers and laser guns. System Set Up options include, operator initials, price over-ride, back order, sales tax selection, auto discount for “walk in sales”, non account mailing list generator, ability to enter cost for miscellaneous item sales, departments selection, non account special orders and deposits. As each item is entered the line count and taxed total of the transaction is displayed on the screen. Tender type window option allows entry of customer amount tendered for transaction and reports any change due to the customer. Items can be entered by unique stock number, manufacturer part number or can be entered as a miscellaneous sale. Search options are available by manufacturer part number, manufacturer, and product description. Receipts may print on a 3.25” tape. The option is available that will print the cost savings to the customer on the receipt.

1.1.3 Quotations

Quotations are entered through this module. A quotation can be created to include any item on file in the Inventory file. Quotations can be kept open indefinitely; you can enter as many quotations as you wish for any customer. Quotations can be converted to an order or a price plan/contract.

1.1.4 Contracts and Price Plans

Create a schedule of items with special prices. When a schedule of items is complete, it can be designated as a Price Plan or a Contract. A Contract is specific default pricing for items on the schedule. A Contract or a Price Plan can be attached to one or more customers. When an item is entered into the sales screen the computer first checks to see if the item is on a Contract. If it is, then the contract price will be displayed. If the item is not on a contract, the computer will check if the item is on sale, on a price plan or in the matrix and present the lowest sell price for the customer. If the item is on several price plans the lowest price of the price plans will be used. Contract Loaders are available for wholesaler promotional programs which are addressed separately.

1.1.5 Auto Invoice Entry – Auto Invoice Printing

Set up a master invoice which will replicate for printing on a designated date each month. This is typically used if you are leasing a machine for a monthly fee of a set amount. The invoice will automatically be created each month indefinitely until such time as the master invoice is deleted. When automatic invoices are created, a prompt will appear advising you of the existence of such invoices. The prompt will remain until such time the invoices are printed.

1.1.6 Credit Existing Invoice

Credit an entire invoice automatically without re-keying each line item.

1.1.7 Paid Outs

This option allows money that is removed from the cash drawer for activities that are not related to sales to be recorded.

1.1.8 Customer Contact

The Customer Contact option enables you to schedule calls to your customers. There is a notepad in which to keep notes about the customer and full detail of the customer including account status. Customer history is available with an option to drop directly into the order entry screen.

1.1.9 Cash Drawer Reconciliation

A worksheet tool to assist with the reconciliation of your point of sale cash drawer.

1.1.10 Further Options…

Review item sale history by customer, review item purchase history and review all open order with the ability to re-price items.

1.1.11 Back-Fill & Batch Print.

This option allows for batch printing invoices and packing lists sorted by account code, customer, invoice number, zip code or route code. There is an option to back fill a single invoice directly from Inventory. A detailed open order report is available in this area. A delivery manifest using Ship to addresses is also available using the Back Fill/Batch Print option.

1.1.12 Warehouse Pick Tickets

Warehouse Pick Tickets can be printed after purchasing is complete. Warehouse Pick Tickets show status of each customer order. The Pick Tickets will also print with Bin Location information for each part #. For example, items filled from stock or coming from wholesaler with detail of Vendor and incoming Purchase Order number.

1.1.13 Serial Number Review

Allows report generation of serial numbers of items that have been sold.

1.1.14 Regenerate Document

Use this option for regeneration of an Invoice, Packing List, Warehouse Pick Ticket or print a consolidated invoice. It also allows the regeneration of an entire batch of invoices. It is also possible to change the date on a regenerated invoice.

1.1.15 Print Shipping Labels

This option allows the printing of shipping labels for completed orders.

1.1.16 Speedy Open Order Review

You often have a need to review one or more open orders in the system, perhaps to verify that all requested items have been added or to confirm the contents of the order with their customer. While this is possible in the system at present it requires several keystrokes including selection of the customer and open order. The Speedy Open Order Review feature has been added to make this process more intuitive and much quicker to use.

1.1.17 Status of Specials

View the status of non account special orders in the system. This is used in conjunction with non account special order entry.

1.1.18 Division__/ Inventory__

Change the default division/inventory for ONE ORDER AT A TIME in Order Entry. Immediately after exiting the Order Entry screen, the original default division/inventory is restored.

1.1.19 Quick Stock Check

A simple way to check the inventory status of the three nearest warehouses for S.P. Richards or United Stationers. This feature is also available for a single warehouse for either Action or Emco. This is for your first call wholesaler only.

1.1.20 Edit Local Profile [F3]

The new Edit Local Profile key is designed to allow the local user to set up their own profile for various options to enhance their workstation capabilities.

1.1.21 Change Messages [F4]

Change the messages that print on the bottom of the receipts and invoices that you print. If you have a receipt printer at this station, there will be four lines of messages. The first two lines pertain to invoices and the third and fourth lines pertain to receipts.

1.2 Cash / Check / Credit Card Sales

This feature is for non-account customers that purchase items in a retail environment. The assumption is that you have inventory in stock whether you track inventory in Britannia or not.

- From the Main Menu: **Sales/Order Entry & Related**
  - Press [C] - **C**ash/Check/Credit Card
  - Enter your initials. (System set up option)
  - Enter customer's access number. (System set up option)
  - Choose the appropriate tax code and press Enter. (System set up option)
  - Enter discount rate to be used for this sale if required. (System set up option).
- You are now in the Sales Screen.
- An item can be entered by UPC, (laser gun), stock number or manufacturer part number.
  - **IF** you are using a laser gun you will be prompted to read the UPC number on the item. The item will then be displayed on the screen. The cursor will move to the quantity field.
  - **IF** you don't have a UPC code or the code can't be scanned, press [ENTER] and the system will go to a part number field and a part number can be entered.
  - **IF** you are not using a laser gun, type in the manufacturer part number. Example: 30001 or, SAN30001.
  - **IF** the item number is unique (SAN30001) the cursor will move to the quantity field.
  - **IF** the item number is not unique, (30001) the Inventory Zoom Window will open with the highlight bar on the Pilot Pen. Beneath it will be the Sanford Sharpie Marker. Use the arrow key to highlight the Sharpie Marker and press [ENTER]. (See section on Zoom Window operation for additional options in this window)
- The cursor will now move to the quantity field.

NOTE When an item is displayed on the screen an Inventory status window will open at the top of the screen to show information on the item entered, list price, cost, vendor, quantity on hand, department assignment and whether or not the item has been requisitioned through the Purchasing Module. (The cost of any wholesaler that has discontinued the selected item will be highlighted in blue.)

- Type in the quantity required by the customer and press [ENTER].

- The sell price will now be displayed.

NOTE Sell price depends on how the pricing is set up in your Britannia system. **(See Chapter 9 on Pricing/Sale Options).**

- If you have Qwik Exit set to “N” in System Setup, Point of Sale/Order Entry, the system will allow you change the price at order entry.

  - “Do you want to change the price? N” If the price needs to be changed enter “Y”

NOTE Options to change the price include **P** - Price, **D** - Discount and **G** - Gross Profit, **L** - List Price Adjustment and **B** - Discount from Base.

  - Press **P** - Price. Type in required sell price and press [ENTER].

NOTE Please use the decimal point to denote pennies. Example: 10.50. No decimal point is required if you enter a round number. Example: 10 for $10.00

  - Press **G** – Gross Profit. Type in the required gross profit and press [ENTER].
  - Press **D** – Discount from LIST. Type in the required discount percent and press [ENTER].
  - Press **B** – Discount from BASE. Further discount the price that appears.
  - Press **L** – List Price Adjustment. Allows you to change list price – increase in order to give a better discount

- The option to change the price will once more be displayed at the bottom of the screen. If the pricing is correct press N, or press [ENTER] to continue. (Press Y to change the price again.)

- You are now ready to add the next item.

1.2.1 Miscellaneous Sales

- A Miscellaneous Sale is used when an item is not stored in your Inventory file. To enter a Miscellaneous sale:

  - If your cursor is in the Manufacturer Part Number field, type MISC and press [ENTER].
  - Type in a description of the item you are selling and press [ENTER].
  - Type in the quantity required and press [ENTER].
  - The department window will now open. Use the arrow keys to highlight the department to which you want to assign this item, and press [ENTER].
  - Enter the price at which you wish to sell this item.
  - Change the price as described above. Example: You may wish to show a discount to the customer.

NOTE If you are operating the system in Cost Plus mode, then you will be asked to enter a cost for the miscellaneous item. The system will then calculate a sell price based on the global mark up set in System set up. (See Chapter 9 on System Set Up.)

- When you enter a Miscellaneous Sale item in Order Entry you MUST use a unique item description for each Miscellaneous Sale item on your order. The Britannia program will not allow duplicate entries within the same order. If you attempt to enter the same item description for two different Miscellaneous Sale items you will get message that says, “Miscellaneous item already on this order. Please re-enter.”

- You are able to edit the Buy Quantity, Unit of Measure, Unit Cost, Distributor’s Unit of Measure and selling price.

1.2.2 Comment Lines

To add a comment line to a transaction, type COMM in the manufacturer part number field.

- Type in the comment and press [ENTER]. This will print on the invoice.

1.2.3 To End the Sale

- Press F10 or [Q] to **Q**uit

  - The next prompt will ask if this transaction is Cash, Check or Credit Card.
  - Highlight the sale type and press Enter.
  - Press “Y” to confirm the sale type.

- If **CASH**, the tender type window will be displayed.

  - Type in the amount tendered.
  - Change will be calculated and displayed. (System Set Up)
  - A receipt will now be printed and will show that this is a Cash Sale. If using a cash drawer it will open to handle the cash transaction.

- If **CHECK** is selected, press [Y] to confirm sale type.

  - Type in the Check Number or press [ENTER] to skip this field
  - Type in the Driver License Number or press [ENTER] to skip this field.
  - A receipt will now be printed. The receipt will show that this is a check sale. The Cash Drawer will not open. The check should be pushed into the drawer through the media slot.

- If **CREDIT CARD** is selected, press [Y] to confirm sale type.

  - Type in Credit Card Number or press [ENTER] to skip this field.

- A receipt will now be printed. The receipt will show that this credit card sale. A message will appear at to the bottom of cash/check/credit card receipts.

If the customer buys any item(s) at other than list price and the saving from list is greater than 25 cents, then the savings will print at the bottom of the receipt.

*****You have just saved $. #.##*****
shopping at (Your Company Name)

1.2.4 Processing Returned Items for Credit

When a non account customer returns an item for credit, the process is exactly the same as for the original sale except the Credit option is used.

- Select, **C**ash/Check/Credit Card.

  - Once in the sales screen Press [F4] - Menu.
  - Press [C] – **C**redit.
  - The top left hand side of the screen now indicates that this line item will be a credit.
  - Type in Stock Number or, press [ENTER] and type in manufacturer part number, or type MISC in the manufacturer part number field if the item is a non inventory item.

NOTE It is important to remember that if you are tracking inventory, the correct item number must be used for the credit. Entering as “MISC," if the item was originally sold from inventory, will result in incorrect cost of sales and incorrect status of the item in inventory. Further, a decision to return an item to inventory or not must be correct. Again, the wrong decision at this point leads to incorrect inventory counts

  - Type in the quantity to be credited. This will automatically be displayed as a negative number. You do not use the minus sign.
  - Check that the pricing is correct.
  - The taxed total of the credit will be displayed at the bottom right hand side of the screen.
  - Press [M] – **M**enu or [F4] Menu, and [C] – **C**redit to credit next item.

NOTE You must select the credit option for each item you wish to enter for credit.

  - When the transaction is complete press [Q] - **Q**uit or [F10] to end the credit transaction.

- Follow steps described above to print the Cash, Check or Credit Card receipt for the credit transaction.

1.2.5 *Point of Sale Menu*

To access this Menu press [**F4**]

[A] **A**dd is used to add an item to the sales screen. (You can also use this function to insert items between existing items on your order.)

[E] **E**dit is used to edit a line item marked by the yellow triangular pointer. This option permits edit to, description, quantity, price, tax and enables use of a note pad for special instructions for the item just entered.

[D] **D**elete is used to delete an item. Use the arrow key to highlight the item you wish to delete. Press [D] to **D**elete this line item.

[C] **C**redit is used to credit a returned item

[M] **M**isc is used for miscellaneous sales. These are for those items not from the wholesalers item file inventory. It is recommended that these sales are kept to a minimum and every effort made to add those items you sell frequently to your inventory file. (See Chapter 7 on Inventory / Item File Maintenance)

[V] **V**oid **-** Return all entries to stock and leave the sales screen.

[I] **I**ndex is used to easily sell items that are in the inventory file, but do not have an evident manufacturer part number. Example: You have a collection of pens at the checkout counter for sale and the part number is not on the pen. (See Chapter 7 on Inventory/Item File Maintenance , 2nd menu, Card file to set up this feature)

[Q] **Q**uit, or [F10] to End the transaction and print a receipt.

[O] C**o**mment is used to add a comment line to a transaction. (This will print on the receipt.)

[B] **B**ack is used for vertical navigation of the screen, or, use arrow keys. (A triangular pointer on left hand side of the screen is used to highlight the line you wish to edit or delete)

[N] **N**ext is used for vertical navigation of the screen, or, use arrow keys.

[S] **S**pecial is used for non account special orders. This option enables a back order to be entered for a customer.

[L] Revw_Sp**l**. This is used to complete a special order transaction.

[X] AddTe**x**t. Gives you the ability to add to the description line.

[P] De**p**osit is used to take a deposit on a non account special order

[Z] **Z**ap Spcl is used for specials that are on file that need to be removed. The customer may cancel the order. (See section on non account special orders).

1.2.6 Non Account Special Orders

This function enables you to back order items for non account customers and take a deposit for the items ordered if you wish. You may enter multiple special orders (orders that must be back-ordered) in combination with selling regular items in one transaction. A sales order number will be assigned to the special order. Any deposit taken will be kept on file and applied when the special order process is completed upon pick up of the product. Special Orders back order through to Purchasing for ordering from your wholesaler. When the items are received into inventory the special order transaction can be completed. A report entitled Status of Specials, available from the Options Menu in Sales Order Entry and Related, will detail the status of all special orders in the system.

1.2.7 Special Orders for Non Account Customers at Point of Sale

- From the Main Menu: **Sales/Order Entry & Related**

  - [C] - **C**ash/Check/Credit Card
  - Enter your initials if prompted.
  - [F4] to access Point of Sale Menu
  - [S] for **S**pecial. The top left hand side of the screen now indicates that this line item will be a special order item.
  - Enter the part number of the item to be ordered to bring up the item on screen.
  - Next prompt, “Is this the correct item for this special? N”
  - Press [Y] to proceed with Special. [ENTER], or [N], to quit from the Special function.
  - Next prompt, “Include additional text information for this special? Y/N, N”
  - Press [Y] to add text information about the special item.

NOTE Text information will be printed on the receipt for the customer and on any subsequent Hard Copy Purchase Order that you may print for the item.

  - When you are finished entering text, press [Esc] to close the window.
  - A RED window will now appear on the screen into which you can type the name, address, city, and telephone number for the customer. Press [ENTER] to continue.
  - The item is now on the sales screen. Type in the quantity required. Press [ENTER] to continue.
  - Next prompt, “Do you want to change the price? Y/N N”
  - If Y, follow the prompts to change the price.
  - If N, the line item is now complete and you will see the taxed total of the special order displayed at the top right hand side of the screen.

- You are now ready to enter the next Special order.

NOTE For each item entered, you must select the Special function from the Point of Sale Menu.

- **If** there are no more special order items to enter for this transaction and you are not taking a deposit for the special order items, press [Q] – **Q**uit or [F10] to print a receipt. The receipt will show the back order with a Sales Order number. The special order items are now transferred to the Purchasing Module.

1.2.7.1 Deposits

- **If** you wish to take a deposit for the special order item(s), the following steps must be taken before printing the receipt.
  - Press [F4] to access the Point of Sale menu.
  - Press [P] for De**p**osit. Enter the full amount of the deposit which includes tax and press [ENTER]

NOTE If you are entering multiple special orders the taxed total at the top of the screen will increment with each special ordered.

  - Press [Q] – **Q**uit or [F10] to complete transaction and a receipt will print.

1.2.7.2 To Cancel a Special Order Where there is No Deposit

When canceling a special order you can do this using [Z] **Z**ap Spcl option in the Point of Sale Menu. Proceed as follows if there is no deposit involved. Remember, also, to check with Purchasing when canceling the item as it already may have been purchased. You may wish to return it to the wholesaler, or, call the wholesaler to cancel the item.

- From the Main Menu: **Sales/Order Entry & Related**
  - Press [C] - **C**ash/Check/Credit Card
  - Enter your initials if prompted.
  - Press [F4] to access Point of Sale Menu
  - Press [Z] – **Z**ap Spcl
  - Type in Special Order Number to delete.
  - If you do not know the Special Order Number press [ENTER] to reach the Pick Window.
  - Use arrow keys or type in the first name of the customer to locate the Sales Order Number.
  - When the correct number is highlighted, press [ENTER].
  - “Are you sure you want to delete this Special? Y/ N, N”
  - The default is N, press [ENTER] or [N] to return to the Sales Screen without deleting the special.
  - Press [Y] to continue with deleting the item.
- The item is now deleted and you are returned to the Sales Screen.

1.2.7.3 To Cancel a Special Order Where You Have Taken a Deposit.

When canceling a special order that also has a deposit, proceed as follows. Remember, also, to check with Purchasing when canceling the item as it already may have been purchased. You may wish to return it to the wholesaler or call the wholesaler to cancel the item. If a deposit has been paid for a special order item that is now canceled, proceed as follows.

- From the Main Menu: **Sales/Order Entry & Related**
  - Press [C] – **C**ash/Check/Credit Card
  - Enter your initials if prompted.
  - Press [F4] to access Point of Sale Menu
  - Press [L] – Revw Sp**l**
  - Type in Special Order Number to review. If you do not know the Special Order Number then press [ENTER] to reach the Pick Window.
  - Use arrow keys or type in the first name of the customer to locate the Sales Order Number.
  - When the correct number is highlighted, press [ENTER].
  - "Continue with this now? Y/N" Press [Y] to continue.

NOTE You will see the amount of deposit on file at the bottom left hand side of the screen. You will see the detail of the order and the deposit in the main screen.

  - The cursor is now in the sales screen.
  - Press [F4] to access the Point of Sale Screen.
  - Press [P] – De**p**osit.
  - Type "–" the amount of the deposit. Example: -10.00. Press Enter.
  - There will now be two lines in the screen for deposits. One line showing a debit the second line showing the credit.
  - Now Press [F4] to reach the Point of Sale Menu again.
  - Using the up arrow key, highlight the special order item and press [D] – **D**elete.
  - Press Q – **Q**uit or [F10] to complete transaction, print a receipt and return the deposit to the customer.

- The special order item is now canceled and the deposit should be returned to the customer.

NOTE It is important to follow the correct procedures when canceling a special order item, particularly where deposits are involved.

1.2.7.4 *Completing Special Orders*

NOTE This can be completed only after the item(s) have been purchased and stocked.

- From the Main Menu : **Sales/Order Entry & Related**
  - Press [C] - **C**ash/Check/Credit Card
  - Enter your initials if prompted.
  - Press [F4] to access Point of Sale Menu
  - Press [L] – Revw Sp**l**
  - Type in the Special Order Number to review. If you do not know the Special Order Number press [Y] or [ENTER] to reach the Pick Window.
  - Use arrow keys or type in the first name of the customer to locate the Sales Order Number.
  - When the correct number is highlighted, press [ENTER].
  - The amount of the deposit, if any, will now be displayed at the bottom left hand side of the screen.
  - The line item detail and deposit, if any, will be seen in the sales screen.
  - Next prompt: "Continue with this now? Y/N"
  - Press [Y] to continue. The cursor is now in the sales screen.
  - The prompt at the bottom of the screen in will indicate that the item is in stock.
  - Press [Q] – **Q**uit or [F10] to print receipt.
  - The deposit will automatically apply to the sale. The details will be shown on the receipt.
  - If there was no deposit, the Tender Type window will appear.
  - Follow the prompts for Cash, Check or Credit Card to print the receipt.
  - If a partial payment was made the balance will appear in the tender window.
- The Special Order transaction is now complete.

1.2.8 *Example: How Deposits Work*

Mary comes into the store on Monday and orders a non stock item. You enter the item as a special order. The taxed total is $50.00. You take a Deposit for $50.00. Mary has prepaid for her special order item.

Your End of Day report will show the $50.00 in cash received, it will not be included in Monday's sales, and the deposits status area will show the $50.00 as a negative number reflecting the fact that the deposit is a liability. You are holding Mary's deposit until such time the sale is completed. The sale is completed when Mary has the special order item.

On Friday, the special order item arrives from the wholesaler. Mary is called and told that her item is ready to be picked up.

Mary arrives at the store to pick up her item. You complete the Special Order through Revw Spcl. Her receipt will show the deposit applied to the sale. The transaction is now complete.

On the End of Day Report for Friday, this special order transaction is now reported as a sale. Your cash will be low by $50.00. The deposit status area will show the $50.00 reduction in liability. Remember, you received the cash on Monday.

1.3 Invoicing / Order Entry

All invoices and orders for charge account customers are entered through Invoicing/Order Entry. Invoices filled can be printed immediately or left open to be included in batch printing with other invoices later. When a customer order is entered, an invoice number is automatically assigned and items that need to be ordered from the wholesaler automatically back order through to the Purchasing Module. Invoices with back ordered items are left open until filled.

You may wish to utilize the “Hold” function for any invoice. This means that a filled invoice will not print in the batch although it is completely filled. You will need to go to the invoice and choose to print it.

Items are entered into the order entry screen one at a time using the manufacturer part number. You may choose to use the prefix or not. If you do not use the prefix, the inventory window will appear containing the nearest item numbers for you to select the correct item. You can enter multiple orders for any customer.

There is a Four Step process to follow for processing customer orders.

ORDER ENTRY: The order is entered in the Invoicing/order entry screen. Non stock items are allowed to back order to Purchasing and the assigned invoice left open.

PURCHASING: When all orders have been entered, items that need to be ordered are transmitted to the wholesaler from the Purchasing Module. When items are confirmed as ordered they automatically transfer to the Open Purchase Order File.

RECEIVING/Stocking: The Purchase Order is received. The Receive function in the Purchasing Module automatically transfers the items to the waiting invoices. The invoices are now filled.

PRINTING INVOICES: All filled invoices are printed through the Backfill and Batch Print Option in Sales/Order Entry. All printed invoices automatically post through to Accounts Receivable and update the customer history file and the commissions module, if used. Pricing for each customer is determined by the customer record, how you have chosen to use wholesaler promotional pricing, contracts and pricing plans, and department set up.

The Menu options in order entry are as follows. The Menu can be accessed at any time by pressing [F4].

Order Entry Menu Options

[A] – **A**dd - Add a new line to the present sale.

[E] – **E**dit - Change entry marked by the triangular pointer.

[D] – **D**elete - Remove the entry marked by the triangular pointer.

[C] – **C**redit - Accept an item back from the customer.

[M] – **M**isc - Sell an item NOT on file in inventory (un-cataloged).

[V] – **V**oid - Return all entries to stock and leave the invoicing screen.

[I] – **I**ndex - Find small items like pens and pencils.

[Q] – **Q**uit - Print an invoice when all items are entered. (F10 may also be used.)

[O] – C**o**mment - Add a comment line to the order

[B] – **B**ack - Move the pointer to the previous record.

[N] – **N**ext - Move the pointer to the next record.

[X] – AddTe**X**t - Allow additional text to be added to order/or enter a Purchasing Memo to be viewed in Purchasing Screen.

[P] – De**p**osit – Used to take a deposit for an account order.

[H] – **H**istory - Show up to two years sales history.

[T] – No**t**epad - Access the notepad for this customer.

NOTE Whenever AddTe**x**t has been used in Order Entry, there is an "=" sign located directly after the item description. This will help you keep track of which line items have additional text attached to them.

1.3.1 Enter a Customer Order / Invoice for an Account Customer

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - The customer can be located by Account Code, or selected from the Customer Pick Window. Type in the exact account code to go directly to the customer and bypass the Customer Pick Window. Or type in a string of letters from the customer name to do a search (up to six characters). Or press [ENTER] on the blank to select from Customer Pick Window.

- To select from the Customer Pick Window, type in the first two or three letters of the customer name. Press [ENTER]. This will bring you to the nearest name. Move the arrow keys to highlight the correct customer and press [ENTER].

- **If** there are no open orders for the selected customer in the system you will move directly to the Authorization Window.

- The customer name and address now appears in a window on the right hand side of the screen. On the left hand side of the screen is the Authorization Window.

  - Select an authorization name or select PO Number and type in Customer's Purchase Order Number or type in the name of the person calling in the order. You must enter something in this field or you will be returned to the Options Menu.

  - Press [ENTER]

NOTE If you have accessed the incorrect customer, press [ENTER] rather than entering a P.O. number, the program will take you back to the Sales/Order entry menu.

  - You will see an option to add the PO number/name to the file. If this is a blanket PO and it is the first time you have used it, press [Y] to add to file. It will automatically appear for selection for future orders. If you enter a name in the PO field, the same option exists. If you want to add the name to the customer record the press [Y] to add to file. Press [N] if you wish to use the PO number or name this time only.

  - In the future if you wish to remove the blanket PO number or authorization name go to Accounts Receivable/Customers and edit the Authorization field in the addresses module for the customer.

  - Type in your initials. (System Set Up Option)

NOTE If you are using the initials option, you will see the initials appear on the invoice and packing list. If questions need to be asked of the person who entered the order, that person is easily identified.

1.3.1.1 Ship to Address

- If only one shipping address is on file for the customer, you will immediately see the Shipping Window.

- If more that one shipping address is on file for the customer, a Pick Window will appear allowing selection of the correct shipping address. Use the arrow keys, or type key code, to select the correct shipping address to go to the Shipping Window. If the customer has been set up with multiple shipping addresses, then the key code is used for easy selection.

- The physical shipping address may now be edited. If no edit is needed press [F10]

- If you need to use options in the lower half of the window, Press [F1].

  - Options include changing the method of delivery, marking the invoice for Hold, changing the representative assignment for this order only, changing the due date, use ship to as bill to and requesting shipping labels.

- If you have made any changes, at the bottom of the shipping window screen the following message will appear. "Data affecting the Ship-To Address has been changed." Select from the following options:

  - 1. **Use this time only**
  - 2. Overwrite_old_address
  - 3. Add_as_new_address

NOTE The default is "Use this time Only". Press Enter or change option as required. In most cases there will be no changes required in the shipping window. Press [F10] to skip over all options.

1.3.1.2 Multiple Orders

- **IF** there are existing open orders in the system for the selected customer, a pick window will be displayed so that the invoice that needs to be edited or completed can be chosen.

- **IF** a new invoice is to be started press [F4] and you will go to a new screen.

- If an open invoice is chosen the detail of the open order will be displayed. You can keep orders open for edit and addition until you are ready to print it. Options at the bottom of the screen include:
  - **C** – **C**ontinue - to go into this displayed order to add more items, delete items or edit items.
  - Show_**N**ext - to display next order. If the correct invoice is displayed, then **C** to Continue.
  - **B**ack_One – To go back to previous order if you inadvertently went past the required invoice.
  - **S**kip All – To go directly to the Authorization Window to enter a new order.

1.3.1.3 Order Entry Screen

- You are now in the order entry screen. If you look at the top of the screen you will see the customer account code, customer name, customer PO number, and phone number.

- The cursor will be in the Manufacturer's part number field. If you have chosen to use Stock numbers (system set up option) the cursor will be in the Stock # field instead.

    - Type in the manufacturer's part number and press [ENTER].

    - If the item has a unique number, then the item will immediately display in the screen. If the number is not unique, (example: PIL30001 and SAN30001) then the Inventory Zoom Window will appear on the screen to select the correct item.

    - Use the arrow keys to navigate the Zoom Window to highlight correct item and press [ENTER].

NOTE Items can be located by Part Number, Manufacturer or Description. The default sorting is by Part Number. Press [F4] to change this order. For example: You wish to locate part numbers by a manufacturer. Press [F4] to change the sort and type in a manufacturer like HEW for Hewlett Packard [ENTER]. All the HEW part numbers appear. To sort by product description press [F4] type in a product description like "folder" and the folder part numbers will appear. Press [F4] again to take you back to the original sort by part number.

    - When the correct item is displayed in the screen, press [ENTER].

1.3.1.4 Wholesaler Stock Check

- A red box displaying stock check information in Order Entry will appear after you enter the desired part # in Order Entry.

- Britannia offers a wholesaler stock check for SP Richards, United Stationers or Action / Emco in Order Entry if they are your first call wholesaler.

NOTE In order to use wholesaler stock check feature you must set up your system to show the customer's Ship to address BEFORE entering an order.

M – **M**aintenance Utilities
S – **S**ystem Set Up
O – P**o**int of Sale/Order Entry, 2nd screen
At the "Ask for Ship To information before Order Entry" prompt change to "Y".

    - The cursor will now be in the quantity field.

- Check that the Unit of Measure is correct. System defaults to the lowest purchase unit of measure set up in inventory from the wholesaler.

1.3.1.5 Unit of Measure

- The lowest unit of measure will present itself for sale. For example, if a Box of file folders has been set up in the inventory record to sell by the Each and by the Box, E will present itself.

- If you are selling a box, you need to press [U] to go back to the Unit of Measure field to enter B for Box. Press [ENTER] and return to the quantity field

- If the Box of file folders has not been set up in inventory to sell by the Each and this is how you want to sell them, you must push [U] in the Qty field to change “B” to “E” to sell the item by the each. There will be no price on file for each, so you will be prompted to enter the price.

- You will also be asked if you want the price to go through the inventory record. Press [Y] if this is the legitimate Each price for the item.

1.3.1.6 Entering Quantity

- Type in the quantity required by the customer and press [ENTER].

- The following message will appear if you do not have any inventory for the item. “Insufficient stock quantity to ship even partial. Confirm BACK ORDER quantity -OR press A to adjust stock and confirm without ordering.”

- At the top left of the screen you will see the “Sell Side” Window. This window displays information on the status of the item.

  - If you operate on a stockless basis, the on hand quantity will always be zero.

  - If you stock and track inventory, the quantity on hand will be displayed.

  - Other information includes list price, catalog page number and most recent buy. A blue window will automatically display if the item entered is a sale item or a contract item for that customer.

  - You will also see the estimated weight (provided by the wholesaler) of each line item displayed in the Inventory Status Window.

  - The top right of the screen displays the “Buy Side” Window. This shows your cost for this item for all your wholesalers that carry this item.

- The item can be ordered, taken entirely from stock, taken partially from stock with the balance back ordered, or stock can be adjusted to fill the order.

  - **Zero On Hand Quantity:**

    - Press [ENTER] and the order quantity will display in the order field. The quantity box will be shaded in white to indicate that the items are back ordered and may be pulled into Purchasing.

- **Partial Quantity On Hand:**

  - "Item can be filled from stock. Do you want to do this Y/N?"

  - Press [ENTER] on [N] to ignore "on hand" and order the entire quantity of an item for the customer. Press [Y] to use "on hand" stock available from which part of the order can be filled. If you press [Y], the item is now filled from stock and not ordered.

- "XX (UOM) E in stock. Do you want to ship partial now? Y/N N"

  - **If** you do not wish to take partial from stock, Press [N] and enter. The entire quantity of item will now be displayed in the order field. Press [ENTER] to confirm the order quantity.

  - **If** you wish to take partial, press [Y].

- "Enter partial quantity you want to ship."

  - *Example*: You have six in stock. The customer orders ten. You choose to take five from stock to partially fill the order now and order five for the customer to fill the order completely the next day. *This will enable you to print an invoice now for the customer showing ten ordered, five filled and five to follow. A second invoice will be automatically created for the five to follow. Or, you could print a packing list to deliver five and when the other five are delivered tomorrow, print the invoice for all ten.*

- **Not Tracking Inventory:**

  - Press [A] and the item will not be ordered. You may pull the inventory from your stock. The quantity field will NOT be shaded in white.

1.3.1.7 Pricing

- "Do you want to change the price? Y/N"

- Press [ENTER] on [N] to accept default pricing or [Y] to change price.

  - Options to change the price are: Price (**P**), Gross Profit (**G**), Discount (**D**), Discount from Base (**B**) and List Price Adjustment (**L**). As you change the pricing, the pricing window will reflect the changes you have made.

NOTE List price adjustment will only work with Ennis pre-printed forms with a discount column. The customer MUST be set up in Accounts Receivable as a Discount From List customer, must **NOT** be set up on Best Pricing and must **NOT** be set up for "Show Discount As List" for this feature to work. It must also be noted that this feature will **NOT** work with BritLink customers.

NOTE As you enter each item, if the item is not on sale, the default pricing will appear in a PURPLE window on the right-hand side. If, for example, the customer has a 20% discount you will see the sell price, the discount, the mark up, and gross profit for the item. This information is based on the most recent cost in the computer. If you use BEST PRICING, then the computer will look for the best price to give the customer unless the item is on a Contract. If BEST PRICING is not activated, then the computer will look to see if the price is on a contract. If it is not on a contract, then the computer will look to see if it is on matrix. If it is not on contract or matrix, the computer will look to see if it is on sale. If it not on any of the aforementioned, then the computer will discount per the customer record.

- You are now ready to enter the next item for the order.

NOTE At the top to the screen you will see that 1 line item has been entered displaying the taxed total and the gross profit on the order. The total so far will be displayed at the bottom right-hand corner of the screen along with the taxed total if the item is filled from stock. This status line will increment with each line item entered. You will also notice the estimated order cost displays

1.3.1.8 Comment Line

- If you need to put a comment line on the order, press [F4] for Menu and press [O] for C**o**mment. Or, in the manufacturer part number field, type COMM.
  - Type in the comment and press [ENTER]. Any comment lines entered will appear on the invoice, packing list, and pick ticket for the customer order. This is useful for any comment you might wish to include about the item just entered. It might need to be delivered to Mary's desk. Or, you are including a sales flyer with the order.

1.3.1.9 Editing a Line Item

- The Edit function enables you to edit a line item to change description, quantity, price and tax status. You may also wish to add additional text by using the [X] AddTe**x**t option. Additional text is usually used for furniture, print orders, etc. Additional text will print on the invoice, packing lists, pick ticket and hard copy purchase order and is stored in the history file with the item.
  - Press [F4] to for the menu.
  - Press [E] to Edit. Press the [ENTER] key to reach the point where you wish to make the change. Edit as required. Press the Enter key to continue through the Edit Mode.

- Edit is now complete; you can now Add the next item to the screen.
- To End the Order; Press [F10] or [Q] to **Q**uit.

- **If** no edits are needed to the Shipping Window, press [F10] to continue.
- The next prompt will ask if you want to keep the invoice/order open. If backed ordered items are on the invoice, then the default will be Yes. The invoice is kept open until it is filled from the Purchasing Module.
- **If** the invoice is completely filled then the default will be No. You can print the filled invoice now, or press [Y] to keep the invoice open to print with other invoices in the batch later.

NOTE If you would like to print shipping labels for this order, press [F1] until your cursor is in the "Shipping Label Qty." field. Enter the number of required shipping labels. You can choose to print the shipping labels as you exit the order OR in Back Fill / Batch Print as you print the filled invoice.

- Hold invoices are used where, although the invoice is completely filled, you are not yet ready for the invoice to be printed. Marking the invoice for hold will, hold it in the system and exclude it from the batch invoice printing option.

1.3.1.10 Options in the Shipping Window

- On the shipping address block, there is a field to enter the route code. You may enter a two characters code. Example: You might wish to mark this order for WL (wrap and label) or DS for Drop Ship. This will allow segregation of order types in the Purchasing area. (See Purchasing).
  - "Keep this order open for future edits, Y/N?"
  - Press [ENTER] on [Y] to keep the order open. If you press [N] the invoice will <u>automatically print</u> to your default invoice printer and will NOT be available for further edits.
  - Next prompt (System Set Up option), "Print a Packing List now, Y/N"
  - Press [Y] to print Packing List and return to Options Menu.
  - Press [N] to return to the Options Menu.

NOTE The assigned invoice number for the order just entered is in a window at the top of the screen and will remain there until the next option is selected.

- Now select the next customer for whom you wish to enter an order. All charge account orders are entered in this manner. Invoices with back ordered items are always left open.

NOTE If you wish to ship partial on an invoice, you may print the invoice now. The invoice will show all items on the order with the back ordered items "to follow". A new invoice number will be automatically assigned to the back ordered items for the customer which will be used when the items are filled. This is useful if a charge customer takes some items from stock, orders the remainder, and wants an invoice for the items taken right away.

1.3.2 Miscellaneous Sales

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Type in the customer access code or use the Pick Window to find the correct customer.
  - Type in MISC in the "mfg part number" field in the invoicing screen.
  - If you wish to back order the item to be allowed to be pulled into Purchasing so a Hard Copy Purchase Order may be created, you must enter a new part number for this item. (If it is allowed to remain as MISC, it will not back order.)
  - Type in a description of the item you are selling and press [ENTER].
  - Check the unit of measure, and enter the quantity you are selling.
  - A Department Pick Window will open. Highlight the correct department and press [ENTER].
  - If you need to back order this item answer Y to, "Do you want to back order this Misc. Item?"

NOTE Miscellaneous sale items can only be hard copied off the purchasing screen. The items cannot be transmitted to an electronic wholesaler.

  - **If** this customer is cost plus, type in a cost for the miscellaneous item so that a sell price can be calculated.
  - **If** this customer is not cost plus, then type in a sell price for the item.
  - "Do you want to change the price? Y/N"
    - If Y, then change the price as required.
    - If N, then you are ready to add the next item, or press [F10] or [Q] for Quit to end the order.

NOTE Miscellaneous sales will automatically calculate a gross profit this is based on the default amount entered in "Pricing & Sales Options" in system setup .

1.3.3 Editing a Line Item

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Type in the customer's access code or [ENTER] on blank to use the Pick Window to find the correct customer.
  - Bring the correct invoice up on the screen by choosing Continue Now.
  - [F4] to access the menu.
  - Press [E] - Edit - You will be able to edit the unit of measure, quantity, price, tax status, and discount status for the item. You will also be able to add additional text information explaining the reason for the edit.
  - Use the arrow keys to move to the place you wish to edit. Make the necessary change(s) and press [ENTER] through the rest of the options to confirm the status of the item or press [F10] to quit from the edit mode. When you add the next item to the invoice, you will be able to insert the item directly below the pointer or after the line items.

1.3.4 Deleting a Line item

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Type in the customer access code or [ENTER] on blank to use the Pick Window to find the correct customer.
  - [F4] to access the menu.
  - Using the arrow keys move the yellow pointer to the line item you wish to delete press [D] **D**elete

1.3.5 Line Item Credits

When an item is sold and an invoice has been printed to complete the transaction, if the customer wishes to return an item(s) then a Credit Invoice must be created.

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Type in the customer access code or [ENTER] on blank to use the Pick Window to find the correct customer.

- Follow the steps above to create a new invoice.
- [F4] to access the menu.
- [C] - **C**redits. The word CREDIT will flash in the top left hand corner of the screen.
- Type in a part number or MISC if it is a miscellaneous credit. Enter the quantity.
  - If the item has been sold to this customer previously, a window will open and display the history. Highlight the item you'd like to credit and press [ENTER]
  - You will be asked to confirm that you intend to issue a credit for the line item. Press [Y] to attach the credit to the selected invoice, [N] to proceed with a line item credit that is NOT attached to an invoice.

NOTE To avoid crediting a line item more than once, a prompt will automatically appear to remind you that the item has already been credited. The system will allow you to credit the item again if you need to.

- You will notice the credit on the invoice will print with details regarding the transaction. (Quantity credited, Part number credited, date of the credit, user initials, seat number and original invoice number.)
- Enter additional credit lines as needed.

NOTE In order to credit the exact dollar amount of the return, it is recommended that you use the history data that presents itself.

- When the credit is complete, press [F10] to quit and print a credit invoice. A new invoice number will be assigned to the credit.

1.3.6 Voiding a Sale

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Type in the customer access code or use the Pick Window to find the correct customer.
  - Bring the correct invoice up on the screen by choosing "Continue Now."
  - Press [F4] to access the menu.
  - Press [V] for **V**oid

- "Are you sure you want to void this document, Y/N?"
- Press [Y] to void the document.

- The computer will return all items to inventory and return you to the sale type selection menu. This feature allows you to "escape" from the sale without affecting anything.

NOTE Since an invoice number is assigned to an existing order, a zero value invoice will print to maintain an audit trail.

1.3.7 Index

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Press [F4] to access the menu.
  - Press [I] **I**ndex
  - A RED Pick window "Pick Mfr" will appear, select the manufacturer.
- This is a Listing of your most popular items. This is created in Inventory in the **2**nd menu and entering [D] Car**d**File

1.3.8 Add Text

This gives you the ability to add additional information to the line item description. This will print on the customer's packing lists and invoices

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Press [F4] to access the menu.
  - Press [X] AddTe**X**t
  - A text box will open that allows you to add the additional information.

1.3.9 Deposits on Account Sales

Often dealers regularly take very large orders for back ordered furniture from regular open account customers. It is customary to collect a deposit to protect against potential cancellation and restocking costs. The deposit will be retained on file until applied to the sale, but will not appear in A/R. Also, the deposit will not impact sales or cost of goods sold for the day. When the invoice is finally closed out, the full amount of the sale is recorded for the customer and the deposit is reconciled internally by automatic general ledger entries.

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Type in the customer access code or use the Pick Window to find the correct customer.
  - Bring the correct invoice up on the screen by choosing “Continue Now.”
  - Press [F4] to access the menu.
  - Press [P] - De**p**osits

NOTE When you use this feature, the invoice will not print out using the Batch Print feature. You must manually release each invoice by going into the invoice and choosing “N” to Keeping Invoice open when you exit out of the invoice in the Order Entry Screen.

1.3.10 History

History (which will accumulate for two years) can be sorted by date, manufacturer, part number or description. When entering an item in the order entry screen, if the item has been previously sold to this customer, then the detail of that sale will be displayed on screen with an option to use the previous history sell price.

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Press [H] – **H**istory
  - A Customer Detail Window will open showing the customer’s fax, phone, etc. Press [ENTER].
  - A Description Window will come displaying items this customer has previously purchased.
  - Use the arrow keys to scroll through the screen.
  - Press [ENTER] to return to the previous menu.

1.3.11 Notepad

You may wish to use the notepad to notate special printer ribbons used by this customer. Or you may wish to notate special instructions for this customer. Items in the notepad can be time and date stamped. Anything entered into the notepad will be seen by anyone entering orders for this customer, but will NOT print on the invoice.

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - Press [T] - Notepad
  - Type in any notes as desired.
  - Press [Ctrl-D] to time stamp if desired.
  - Press [Esc] to exit the notepad.

1.3.12 Purchase History in Order Entry

It is possible to view the purchase history for a part # while in Order Entry.

- From the main menu: **Sales/Order Entry & Related**
  - **Invoicing/Order Entry**
  - After entering a line item in Order Entry, press [F4] to access the Order Entry menu, highlight the line item then press [F9].
  - You will be able to see the purchase history of the item. The purchase history includes: the purchase date, quantity purchased, cost, vendor name and purchase order number.

1.3.13 Pricing Codes

During the order entry process, a one-character code appears at the end of the invoice line. This code identifies how the item was priced. The following is a list of these codes and their meaning.

C – Contract
S – Sale Price
+ – Cost Plus from Customer Setup
D – Discount from Customer Setup
P – Plugged from the Gross Profit Protection Window
E – Edited by Employee
V – Variable Margin
I – List Price/Not Changed

1.4 Quotations

Quotations may be prepared for any charge account customer and subsequently converted to an invoice/open order. Quotations may also be converted to a contract/price plan. To create a quotation, proceed as follows. (It is essentially the same process as entering an order.) If there is an open quotation in the system when you invoice a customer a warning will flash informing you of its existence.

1.4.1 *Entering a Quotation*

- From the main menu: **Sales/Order Entry & Related**
  - Press [O] for Qu**o**tations
  - Enter the account code, partial name, or press [ENTER] on blank and use the Customer Pick Window.
  - Begin typing the first two or three letters of the customer name and press the Enter key. The highlight will move to the nearest customer. Use the arrow keys to highlight the correct customer and press [ENTER].
- **If** there are already quotations open for this customer a red screen will appear showing all the open Quotations. Highlight the proper quote or [F4] to start a new quote.
  - Next prompt, "**C**ontinue_Now - Show_**N**ext – **B**ack_One – **S**kip_All"
  - Select Skip All to proceed with new Quotation.
  - Type a reference in Authorization Window.
  - Type in a part number for first item and press [ENTER].
  - If the correct item is displayed, press [ENTER].
  - If the correct item is not displayed, press [Z] for **Z**oom to locate the item in the Inventory Zoom Window.
  - If the part number entered is not unique, then the RED Inventory Zoom Window will open automatically for you to select the correct item.
  - Type in the quantity for the customer and press [ENTER]. The default pricing to the customer will be displayed.
  - "Do you want to change the price? Y/N N"
  - Press [ENTER] on N to continue.
  - Press [Y] and [ENTER] if you would like to change the price.
  - "Press [P] to change price, [D] to discount from list, or [G] to enter required gross profit." Make any changes as necessary. If the price is correct, press [N] to change the price and enter the next item.

- When the quotation is complete, press [F10] to end the quote.
  - "Edit pre-assigned shipping address or select a different address, Y/N No"
  - Next prompt, "Do you want to print the Quotation now? Y/N No"
    - If you wish to give a verbal quotation only, press [N].
    - If you wish to print a hard copy of the quotation, press [Y].
  - "Do you wish to print quotation total? Y/N   N"
- You will be prompted to type in your name, how long the contract is valid and days needed for delivery after order. A second screen will permit you to add whose attention the quote is directed to, freight, cost, and FOB Point. The printed quotation will show the telephone number and your name for the customer based on system setup.
  - "Are you using pre-printed letterhead paper? Y/N   N"
  - "Do you wish to show list prices? Y/N   N"
  - "Sort quote by (P)art number, (M)anufacturer, (D)escription or (N)one?" Select desired sort order.
- A RED Printer Control Window will now open. Choose to send the quotation to the printer, screen or you may email to the customer.
  - "Do you want to keep the Quotation open? Y/N   Yes"
  - Press [Y] and enter to keep quotation on file for future reference; press [N] and [ENTER] to convert it into an open order, contract OR cancel the quotation.

1.4.2 Converting a Quotation to an Open Order

- From the main menu: **Sales/Order Entry & Related**
  - Press [O] for Qu**o**tations
  - Enter the account code, partial name, or press [ENTER] on blank and use the Customer Pick Window.
  - Begin typing the first two or three letters of the customer name and press the Enter key. The highlight will move to the nearest customer. Use the arrow keys to highlight the correct customer and press [ENTER].
  - "Open order/quotation exists for this customer."
  - Next prompt, "**C**ontinue_Now – Show_**N**ext – **B**ack_One – **S**kip_All"

- If the correct quotation number is displayed, press [C] to **C**ontinue Now.
- "Edit pre-assigned shipping address or select a different address, Y/N No"

- The cursor is now in the quotation screen. At this point, you can edit the quotation or convert the quotation to and open order.
  - Press [F10] to end the quote.
  - "Edit pre-assigned shipping address or select a different address, Y/N No"
  - "Do you want to print the Quotation now? Y/N N" Press enter on [N].
  - "Do you want to keep the Quotation open? Y/N" Press enter on [N].
  - "Convert Quote to an Open Order? Y/N, N" Press [Y] to continue (Press N to cancel quotation.)
  - "Keep open as well? Y/N No" If you answer [Y] to this prompt an open order will be created and the quote will not be deleted. If you answer [N] the Quote will be deleted.

- You are now in the Order Entry screen. Each quoted item will display and stop in the quantity field. Confirm the quantity to order, take from stock, or press [A] to adjust stock to perform a stock override. You will also be given the opportunity to adjust the price.
  - Go through this process for each line item on the quote that you have converted to an open order.
  - After you have confirmed each line, "Edit pre-assigned shipping address or select a different address, Y/N N"
  - "Confirm the Authorization or PO number for this order"

1.4.3 Converting a Quote to a Contract or Price Plan

- From the main menu: **Sales/Order Entry & Related**
  - Press [O] for Qu**o**tations
  - Enter the account code, partial name, or press [ENTER] on blank and use the Customer Pick Window.

- Begin typing the first two or three letters of the customer name and press the Enter key. The highlight will move to the nearest customer. Use the arrow keys to highlight the correct customer and press [ENTER].

- "Open order/quotation exists for this customer.

- Next prompt, "**C**ontinue_Now – Show_**N**ext – **B**ack_One – **S**kip_All"

- If the correct quotation number is displayed, press [C] to **C**ontinue Now.

- "Edit pre-assigned shipping address or select a different address, Y/N No"

■ The cursor is now in the quotation screen. At this point, you can edit the quotation or convert the quotation to and open order.

- Press [F10] to end the quote.

- "Edit pre-assigned shipping address or select a different address, Y/N No"

- "Do you want to print the Quotation now? Y/N   N"   Press enter on [N].

- "Do you want to keep the Quotation open? Y/N"   Press enter on [N].

- Next prompt, "Convert Quote to an Open Order? Y/N,   N"   Press [N] to continue.

- Next prompt, "Convert Quote to a Contract or Price Plan? Y/N"   Press [Y] and enter.

- "Keep Quote open as well? Y/N No"

- "Enter begin date xx/xx/xxxx and end date xx/xx/xxxx for C00xx"

- "Enter a descriptive name for this schedule if required ___________"

- "__________ is currently a Price Plan. Change this to a Contract No"

- "Do you want to print Price Plan _________ now? Y/N No"

- "Do you want to print the contract as an Order Form? Y/N No"

- The system will exit you to the Sales/Order Entry menu.

NOTE   You must now assign this contract/price plan to a customer, refer to Section 1.5.1.

1.5 Contracts / Price Plans

Contracts and Price Plans can be created within the Contracts area. When a Contract or Price Plan is created, the system assigns a Contract number. During the process a date range for the Contract/Pricing Plan is established. Once the Contract/Pricing Plan is completed it can be assigned to one or more customers.

1.5.1 Contract Loader

The Contract Loader is found in [M] **M**aintenance Utilities, [U] Item File **U**pdate. The contract loader is used to generate a contract for a specific pricing program for you to release to selected customers of your choice. If you release consumer pricing to all customers there is no need to generate a contract because the pricing will be released in the regular inventory update. Review Chapter 9 on Maintenance Utilities for additional information.

1.5.2 Assign Customers to a Contract/Price Plan

- From the main menu: **Sales/Order Entry & Related**
  - Press [N] - Co**n**tracts/Price Plans; [A] - **A**ssign to customers.
  - A RED “Pricing Schedule Pick Window” will open. Use the arrow keys to scroll through the window and find the contract you would like to assign. Press [ENTER] when the correct contract is highlighted.
- A RED “Assignment for Schedule CO###” Pick Window will open listing all customers. This *Pick Window* will be arranged in alpha/numeric order by the customer name.
  - Press [F4] to mark each customer you would like to assign to this contract. Also, by Pressing [F4] on a marked customer will unmark the customer.
  - Press [F5] to mark ALL customers.
  - Press [F7] to unmark ALL customers.
  - Press [ENTER] when you have finished assigning customers to the contract.
  - “Print Order Form for this Contract? Y/N N” [ENTER] on [N] if you do not wish to print.
  - “Do you want to select another schedule for assignment? Yes” Press [ENTER] on [Y] to continue assigning or [N] to return to the Sales/ Order Entry & Related options menu.

1.5.3 *Building a New Contract*

- From the main menu: **Sales/Order Entry & Related**
  - Press [N] - Co**n**tracts/Price Plans; [B] - **B**uild Edit Contracts
- A pick window will open with a current list of contracts and price plans.
  - Select the one you wish to work with or Press [F4] to build a new contract.
  - Next prompt, "Set up default pricing calculation for items added this session? Y/N N"
  - If Y, "Discount from List or GP Percentage? D/G D"
  - "Enter Discount or GP Percentage"
  - "Enter all or part of the Manufacturer's Part Number" Enter the first part number to assign to the contract and press [ENTER].
- A PURPLE Pricing for ###### Window will open. This window will show you the item cost for your lowest distributor.
  - Enter the selling quantity. You will see the GP and Discount calculated for the price entered. If you wish to offer volume discounts, show the next quantity break and the price.
  - Press [ENTER] to exit this window.
- Continue entering additional items in this manner. When you have finished entering the last item, press [F10] to quit.
  - "Enter begin date ___/___/___and end date ___/___/___ for CO###. Type in the correct dates and press [ENTER].
  - "Enter a descriptive name for this schedule if required ______________." Type in a descriptive name if desired and press [ENTER].
  - "C0 ### is currently a PRICE PLAN. Change this to a CONTRACT? Y/N" Press enter on [N] to fix the pricing as a price plan; press [Y] and [ENTER] to fix the pricing as a contract.

NOTE A contract price will take precedence over any other price. A price plan price will be selected if it is the best price for the item and not on a contract.

  - "Enter a descriptive name for this schedule if required." Type in a descriptive name and press [ENTER], or press [ENTER] to bypass this.

- "Do you want to print price plan for CO### now? Y/N"
    - If **N**, you will be returned to Sales/Order Entry & Related options menu.
    - If **Y**, the next prompt is "Are you using pre-printed letter head? Y/N N"
- "Contract/Price Plan for (optional) _____________." Type in the customer name here to show on the contract.
- "Do you want to print the contract in Manufacturer & P/N order? Y/N " Press [ENTER] on [N] if not; press [Y] and [ENTER] if you would like to do this.

- The *Printer Control* Window will open. Choose to send the contract or price plan to the printer or screen.
    - "Do you want to print the contract as an Order Form? Y/N   No"
    - "Do you want to print the Order Form in Manufacturer and P/N Order? Y/N   No"
    - If N, You will be prompted, "Do you want to print this Order Form in Description Order? Y/N   No"
- The *Printer Control* Window will open. Choose to send the contract or price plan to the printer or screen.

1.5.4 Editing a Contract

- From the main menu: **Sales/Order Entry & Related**
    - Press [N] - Co**n**tracts/Price Plans; [B] - **B**uild Edit Contracts
    - Highlight the contract you would like to edit and press [ENTER]
    - Next prompt, "**C**ontinue_Now   Show_**N**ext   **B**ack_One   **S**kip_All" Select "**C**ontinue_Now"
    - "Set up default pricing calculations for items added this session? Y/N No"

NOTE This feature will allow you to setup a contract/price plan discounting every item by a standard discount or calculate a selling price based a certain gross profit. However, during the edit process this can be overridden.

- Enter a Y or N based on your preference.

Build/Edit Menu Options

[A] **A**dd – Add a new line item.

[E] **E**dit – Change the entry marked by the triangular pointer.

[D] **D**elete – Remove the entry marked by triangular pointer.

[V] **V**oid – To remove all the items from a contract.

[I] **I**ndex – Find miscellaneous and sale items like pens and pencils.

[Q] **Q**uit – Quit from the contract area.

[B] **B**ack – Move the pointer to the previous record if there is one.

[N] **N**ext – Move the pointer to the next record if there is one.

[F] **F**ind – Find an item on the contract by Manufacturer, Part Number or Description.

[U] Page **U**p – Move the pointer up an entire page.

[P] **P**age Down – Move the pointer down an entire page.

- When you Quit the system will ask you to re-confirm the Beginning and Ending dates:
    - "Cxxxx is currently a Contract. Change that to a Price Plan No"
    - "Do you want to print contract Cxxxx now? Y/N No"
    - "Do you want to print contract as an order form? Y/N **N**"

1.5.5 Copy a Contract

To make a copy of an existing contract in order to edit the items and create a different pricing scheme.

- From the main menu: **Sales/Order Entry & Related**
    - Press [N] - Co**n**tracts/Price Plans; [C] to **C**opy_Contract.
    - A RED pick window will display all contracts/price plans. Highlight the contract/price plan you would like to copy and press [ENTER].
    - "Please enter the number to use for the new contract (blank to leave)" Type in the contract number that you'd like to use.
- If you new contract number is valid, the next prompt will be the effective dates for the contract and an option to name the new contract. You will also be given an opportunity to change the contract to a price plan OR price plan to a contract.

NOTE If you attempt to enter in a contract number that cannot be used you will get a message, "Contract number ____ is already on file, please re-enter" and you can then choose another contract number

- If you'd like to delete the original "source" contract answer Y to the following prompt, "Do you wish to delete the original "source" contract after copying?"

NOTE Do not delete original source until you sure you don't need it anymore!!!!!

- If you'd like to keep the original "source" contract answer N to the prompt.

- "Is everything as you want it? No" If you enter on [N], nothing will be retained and you will be returned to the Sales/Order Entry and Related menu.

- If you enter a [Y] for Yes, an exact copy will be created and you will be returned to the Sales/Order Entry and Related menu.

1.5.6 Exporting and Importing Contracts & Price Plans

Please see Section **8.9.1** for details regarding exporting and importing schedules.

1.6 Auto Invoice Functions

Auto invoices are used if you need the same invoice generated each month. If you rent office machines or furniture you may wish to use the Automatic Invoice feature. The customer record in Accounts Receivable/**C**ustomers under General " Allow automatic invoice Generation" must be set to "Y" The automatic invoice created will print out based on the frequency you need.

1.6.1 Creating Auto Invoices

- From the main menu: **Sales/Order Entry & Related**
  - Press [U] A**u**to Invoice Functions.
  - Type in a customer account code or press [ENTER] on the blank to access the Pick Window.
- If the customer has open auto invoices, a RED Pick Auto Invoice window will open. Highlight the invoice you wish to modify/delete press [ENTER]
  - Next prompt, "**C**ontinue_Now Show_**N**ext **B**ack_One **S**kip_All" Select the proper command and press [ENTER]
  - **OR** press **[F4]** to create a new auto invoice
  - Enter an authorization or PO number and your initials if applicable.

- Enter the items just as if entering a regular invoice.

NOTE While entering an auto invoice, you may access the menu by using [F4] just as in invoicing. You can then perform each function just as in regular invoicing.

- When finished entering the invoice press [F10].
- “Edit pre-assigned shipping address or select a different address, Y/N No”
- Next prompt, “Enter next date required for auto generation of this invoice: ___/___/___”
- Type in the date you would like this invoice to generate and press [ENTER]. Enter the number of days for the generation cycle to advance <0 for one month, -1 for last day of the following month.

NOTE An End of Day process must be run before you are able to print your first auto invoice

1.6.2 Printing Auto Invoices

- When Auto invoices are ready to print, a red flash screen will appear when you enter into Sales/Order Entry & Related, “Automatic Invoices Exist”. When that appears you need to create the auto invoices.
- From the main menu: **Sales/Order Entry & Related**
  - Press [U] A**u**to Invoice Functions, [A] **A**uto Invoice Printing
  - “Prepare printer for Auto Invoices output. Press Any Key.”
- All the auto invoices that are scheduled to print at that time will print and the invoice will post to the Accounts Receivable/Customers module.

1.6.3 Tracking Auto Invoices

- From the Main Menu: Press [R] **R**eports and Analysis
- Press [C] **C**ustomer Analysis
- Press [A] **A**uto Invoices

1.7 Credit an Existing Invoice

NOTE Only account sales may be credited in this manner. Non account invoices must be credited through the Cash/Check/Credit Card module. This is only used when you wish to credit the **ENTIRE** invoice.

- From the main menu: **Sales/Order Entry & Related**
  - Press [D] - Cre**d**it Invoice
  - Enter your initials
  - Enter the Original Invoice number.
  - “Is this the correct invoice? Y/N”
  - If the invoice is correct, press [Y] and [ENTER] to continue. [N] to return to the menu.
  - “Apply Credit to Original Invoice, Y/N” Press [ENTER] on Y to continue.
    - **If** you choose to apply the credit directly to the original invoice then no further action will be needed in Accounts Receivable.
    - **If** you select [N], both the original invoice and the credit invoice will appear on this customer’s A/R account.
  - “Confirm that this is the item you wish to issue a credit for?”
- Each line item from the original invoice will appear on the screen one after the other. As each line is presented you will see a prompt, “Do you wish to return the item to inventory, Y/N”
  - If you are tracking inventory and want to return the item to inventory to sell to another customer. Press [Y] to return the item to inventory.
  - If you are tracking inventory and do not wish to return the item to inventory because you wish to return it to the wholesaler, then press [N].
  - If you do not track inventory and operate on a “stockless” basis, then always press N to these questions.
- When all items are displayed on the screen the window will close and a credit invoice will automatically print.

1.8 Paid Outs

This feature is important if you are using the Cash Drawer Reconciliation Feature as the information that is input here flows to the Cash Drawer Reconciliation report. This is where you record cash taken from the cash drawer for miscellaneous expenses. One of the “End of Day” reports is for Paid Outs.

- From the main menu: **Sales/Order Entry & Related**
  - Press [P] **P**aid Outs
  - An initials box will appear, enter your initials [ENTER].
  - Enter the amount that is being removed from the cash drawer and the reason.

1.9 Customer Contact

- When you enter the Customer Contact module, you will be prompted to enter an Account Manager name.
  - Type your name in the cell to limit the listing to the customers you are handling.
  - If you want to see all of the Customer Contact customers, you can press the Enter key without typing anything. The screen will show a list of customers for the Account Manager entered (or all Customer Contact customers if nothing was entered) with the top entry highlighted. The entries in the list will always show the next person to be called at the top and the most recent person called at the bottom.

First Menu Options

[A] **A**dd – Add a new customer to the Customer Contact account.

[D] **D**elete – Delete the highlighted customer from the list.

[N] **N**ext – Move down the list one line at a time.

[B] **B**ack – Move up the list one line at a time.

[E] **E**dit – Move a customer to another group and edit the contact person.

[X] e**X**pand – Show more details on the highlighted customer

[C] New **C**ust – Add a new customer to the main customer file

[T] **T**op – Press T at any time to go back to the top of the list

[O] **O**rd Entry – Proceed directly to the order entry screen to place an order for the highlighted customer.

[R] **R**eport – Print the call listing for a date range.

[F] **F**ind – Locate an individual account.

[Q] **Q**uit – Return to the previous screen.

1.9.1 Adding a New Customer to the Customer Contact List

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] - Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
  - Press [A] - Add a new customer to Customer Contact from the existing A/R customer file.
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].
  - The Next Call date defaults to "   /   /   "so that the customer appears in the group near the top of the list.
  - If you started the session without entering an Account Manager name, you will be required to enter one for the new customer. If you did enter an Account Manager name, this will be used automatically

1.9.2 Finding a Customer on the Customer contact List

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] **-** Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
  - Press [F] – **F**ind
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].

1.9.3 Deleting a Customer from the Customer Contact List

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] - Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].
  - Press [D] **- D**elete
  - "You have selected to DELETE this entry. Is this what you intend?, Y/N N"

- Press [Y] and [ENTER] to delete the highlighted entry.

1.9.4 eXpand Menu Options

[I] **I**nvoices - Show invoices in A/R aging - This feature not currently available.

[H] **H**istory - Show a description of items ordered

[B] **B**ack Ord - Review open invoices in the system - This feature not currently available.

[E] **E**dit - Edit the contact person and phone number.

[N] **N**otes - Open the notes window for edits and additions

[C] **C**alled - Update the call scheduler

[Q] **Q**uit - Return to the previous screen.

1.9.5 Editing a Contact Person

NOTE Changes to the phone number made here are reflected in the main A/R file.

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] - Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].
  - Press [X] – e**X**pand, [E] - **E**dit
  - Make changes to the highlighted areas as necessary. Press [ENTER] when finished making a change to move to the next field.

1.9.6 Setting Future Contacts and Recording Contact Attempts

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] - Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].
  - Press [X] – e**X**pand, [C] - **C**alled

- A window will open allowing you to see the date of your next call to this customer. The default date is one week ahead, but you can change this as desired by using the arrow keys. Press Enter when the date is correct.

- Another window will open allowing you to set the time of the next call. The default is 12:00 noon. The arrow keys will advance or reverse the displayed time in fifteen minute increments. Press Enter when you are finished.

1.9.7 Accessing the Notepad

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] - Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].
  - Press [X] – e**X**pand, [N] - **N**otes
- Type in any notes now. It is suggested that new notes be written at the top of the window since they are the most quickly accessible. Older notes may be reviewed using the arrow keys.
  - Press Ctrl-D to time stamp a notation with the current date.

1.9.8 Customer Contact Reports

- From the main menu: **Sales/Order Entry & Related**
  - Press [T] - Cus**t**omer Contact
  - Type in the name of the account manager and press [ENTER].
- A RED *Customer Pick Window* will open. Use the arrow keys to highlight the customer you want to add and press [ENTER].
  - Press [R] – **R**eports
  - Type in the date range for the appointment calls that you wish to print.
- A *Printer Control Window* will appear. Press [ENTER] on printer and then answer Yes.

1.10 Cash Drawer Reconciliation

NOTE You MUST do your cash drawer reconciliations BEFORE you run your EOD reports. After you run EOD, the cash drawer information is no longer available. The reconciliation is done by seat by seat basis.

- From the main menu: **Sales/Order Entry & Related**
  - Press [H] for Cas**h** Drawer Reconciliation
  - Highlight the desired Seat(s) and Division(s) and press [F4] to mark.
  - Enter the total dollar amount of all checks in cash drawer.
  - Enter the total dollar amount of all credit card slips in cash drawer.
  - Enter the "Bank" dollar amount.
  - Enter the total dollar amount of all the cash in cash drawer.
- When you have finished with your entries, you have an option edit the entries. Once you confirm your entries, you can print a reconciliation report.

NOTE The dollar amount that you are "over" or "under" on your reconciliation report does NOT update your General Ledger automatically. If you are using our General Ledger, you will need to make adjusting journal entries manually.

1.11 Further Options…

- From the main menu: **Sales/Order Entry & Related**
  - Press [F] **F**urther Options …

1.11.1 Review item sale history by customer

This option allows you to choose one customer and display their sales history without having to access order entry screen for this information.

1.11.2 Review item purchase history by item

This option allows you to choose one item (part #) and display the purchase history for the item. The window will display the purchase order number, date, vendor and cost.

1.11.3 *Re-price or review all open orders*

This option allows for easy edit and review of all items on open orders sequenced by account number. The display window will show all line items from all open orders with list price, sell price, cost and gross profit. To edit the selling price of an item, highlight the item and press F4. You will then be presented with options for changing the prices as in the order entry screen.

1.12 Back Fill and Batch Print

Batch Printing Customer Invoices / Packing Lists - When purchase orders have been received, the open invoices are back filled and made ready for batch printing. You have the option to print invoices for one division or all divisions. Multiple users can batch print invoices at the same time, if working in different divisions. Once Invoices are printed, no further modification may be made to the invoice. After the invoices are printed they will be posted to the Accounts/Receivable Customers module and the amounts will be recorded in the various reports in the system. You have the capability to print on plain paper multi part forms using a dot matrix printer, plain paper using a laser printer or special pre-printed forms.

NOTE The printing settings must be set up for each seat

1.12.1 *Invoice Batch Print Options*

- From the main menu: **Sales/Order Entry & Related**
  - Press [B] **B**ack Fill and Batch Print, [I] **I**nvoice Batch Print Options
- A RED "*Invoice Printing Control Center*" window will appear.

1.12.1.1 Organization of the Printing Control Panel

- The left-hand column – This column of choices provides the basic selection criteria for the invoices about to be printed. Settings in this column can be saved for future use.
- The center column – This column is used to determine which reports and supplementary documents will be included in the process, along with sort options for the reports and for the sequence of invoice printing. Settings in this column can be saved for future use.
- The right hand column – This column provides fine tuning control of the invoices to be included in this batch. Settings in this column apply only to the current session.
  - The first time a user accesses this feature all the menu entries will be blank and the sort orders will default to Account #.
  - At the top of the screen will be a display showing how many invoices will print using the current settings.

1.12.1.2 Two kinds of menu items are used in the Printing Control Panel

- Check Boxes – The items with the [ ] brackets to the left of them are checkboxes and provide a simple on/off or yes/no status of the item. When the box is empty the item is off; when there is an X in the box the item is on. Pressing the spacebar on the highlighted option will toggle on/off.

- Push Button – The second kind of menu item is the push button option which is surrounded by the <> brackets. Highlighting these items and pressing enter or pressing the hotkey for the item will control these options.

1.12.1.3 Invoices to Include

There are eight menu options available to define which invoices are selected for printing before any further filtering or limitations are applied:

- Completely Filled – When this item is blank, no completely filled invoices will be included in the output. When activated, all completely filled invoices that do not fall under any of the criteria listed below will print in the batch.

- Partially Filled – The Partially Filled button behaves exactly like the Completely-Filled button but considers only those invoices that has some completed lines and also has one or more incomplete lines.

- Project Related – This entry determines whether or not project related invoices are to be included in this batch. Leaving the entry unmarked would exclude project invoices, marking it will include them.

- Unauthorized Credit Card – Marking this option will include any credit card paid invoices that are currently unauthorized, from the set or sets selected above.

- COD Only – The COD Only button behaves in exactly the same manner as the Credit Card button.

- Immediate Pay – This is for those customers that you have as immediate pay.

- Held – Among the invoices in the selected batch may be one or more invoices marked as On-Hold that would normally be excluded from the batch. Activating the Held button will print any held invoices in a batch along with the other invoices.

- Credits – Checking the Credits button will allow invoices with credit balances that are otherwise included in the present batch to be printed. Un-checking this option will exclude credit invoices from the batch.

- Through – By default the "Through" date is set to the current day. Activating this button allows the date to be overwritten.

1.12.1.4 Documents to print

- Open Order List – When the box is checked the report will print including only those invoices that print during this batch.

- Open Value List –This option determines whether or not the open value report will print during the batch process.

- Route Manifest – A route manifest may be printed during the batch printing routine. If this item is checked a supplementary question appears at the bottom of the screen to determine whether each route code should start on a new page. The question can be answered Yes or No. A message box appears when completing this entry informing the user that the inclusion of a route manifest will sequence the printed invoices in route code order and will override the selected order.

- Packing Lists – When this item is checked a batch of packing lists will be printed immediately after the invoice batch has completed.

- Shipping Labels – Checking this item will invoke the shipping label program immediately following the conclusion of batch printing and labels will be printed for each of the batched invoices that had been marked for labels in the ship to address of that order.

1.12.1.5 Sort Documents by

- Reports – Activating this button opens a pop-up menu providing a list of sort options. These options would affect the sort order of any of the reports marked to print, i.e. either or both of the Open Order List or the Open Value List.

- Invoices – This button functions in the same way as the Reports button just covered except that the sort order selected determines the sequence in which the invoices, packing lists and shipping labels will be printed unless the Route Manifest button is active.

1.12.1.6 Further Filtering

- Shipping Method – By default, invoices for all shipping methods will be printed in the batch. Use the Shipping Method option to limit the batch to one or more shipping methods. Selecting this button will produce a two-item menu at the bottom of the screen that enables the selection to include codes or to clear codes previously selected. As an example: if just the wrap and label shipping method is included, only the invoices marked as wrap and label will be included in the batch.

The selections that appear in the pop-up window are limited to those that exist among the currently selected invoices.

- Invoice Range – This option allows you to pick a specific range of invoices from the invoices included in this batch to print. Select the starting invoice number and press enter then immediately select the ending number and press enter again.

- Customer Range – This option allows the invoice batch to be limited to one or a small group of customers. Selecting the option provides a two-item menu at the bottom of the screen enabling the beginning customer to be selected or to clear any existing customer Range limitation.

  - Choosing select opens a pop-up containing only the names of the customers included in the presently selected invoice Range, in alphabetical order. Highlight one of these customers and press [ENTER]. The messages at the bottom of the screen are updated and request the selection of the ending customer. Select the same customer if you wish to limit the output to just a single customer, otherwise select an entry further down the list than the beginning customer and press Enter. The messages at the top and bottom of the screen are updated appropriately. The clear option is used to remove the customer Range setting.

- Route Codes - Pressing the Route Codes button produces a three-item menu at the bottom of the screen inquiring whether these codes are for inclusion or exclusion and providing a button for Include, Exclude and Clear. If the intention is to restrict the batch to one or more Route codes then the Include button should be selected. The batch of invoices that will be printed will only include those invoices going to the Route or routes selected. On the other hand, it may be desired to exclude one or more Route codes in which case the Exclude button should be chosen. Selecting the Clear option will terminate the procedure and remove any Route codes that may have been selected previously. Choosing either the Include or the Exclude option opens a pop-up list containing just the Route codes for the currently selected invoices.

  - You will be offered an option to choose another route code if required. Press Y to select another route code or N to finish the process. If another route code is selected it is added to the list of selected routes and the prompt reappears offering the selection of yet another code. Terminating this process by pressing N will update the message at the top of the screen showing the number of invoices now to be printed.

1.12.1.7 Quit and Save Options

- Review/Edit – This option brings up a pick window of all invoices to be printed according to your selections, you may then choose to exclude individual invoices from the batch.

- Print Now – This option is the default option and is highlighted when the menu first appears. It disables the menu and launches the batch printing process as defined by the menu choices just discussed. Any changes made to the options in the two left-hand columns will not be saved when this choice is used. This allows temporary changes to be made and used one time only without disturbing the normal presets.

- Save and Print – When the menu is first used, many of the settings will be changed in accordance with the schedule of activity required during batch printing. Use this option to close the menu and initiate batch printing when it is desired to record the settings. Next time the menu is used the same settings would appear reducing the time required to stop the printing process.

NOTE Settings in the "Further Control by" section of the menu are not stored. To use the stored settings with a change or two on a one-time basis, the menu should be exited using the "Use these settings" option which will initiate the process using the changes just made but without saving them.

- Quit – Press Q to exercise this option, which will drop any changes made and return to the previous menu.

NOTE These printing settings must be set up at each seat

1.12.2 Packing Lists Batch Print Options

- From the main menu: **Sales/Order Entry & Related**
  - Press [B] **B**ack Fill and Batch Print, [P] **P**acking Lists Batch Print Options.
- A RED "*Invoice Printing Control Center*" window will appear. Print or email as desired.

NOTE These features are the same as the Invoice Batch Print options, please see Section 1.12.1

1.12.3 Back-Fill Open Orders

- From the main menu: **Sales/Order Entry & Related**
  - Press [B] **B**ack Fill and Batch Print, [B] **B**ack-Fill Open Orders.
  - "Backfill Invoice: **Single** **B**atch **Q**uit"

1.12.4 Build and Print Manual Manifests

This feature allows you to add additional stops to the regular manifest. In order to include current invoices they must be printed first.

- From the main menu: **Sales/Order Entry & Related**
  - Press [B] **B**ack Fill and Batch Print, [M] Build and Print **M**anual Manifests
  - "Print Invoices Printed from xx/xx/2005 to xx/xx/2005" Input the date range.
  - "Do you want to limit printing to one or more specific route code Y/N Yes" If you are using the route code feature you would enter [Y] if not enter [N]
- A "Manifest Work" will appear.
  - [F3] Note
  - [F4] View
  - [F6] Add
  - [F9] Delete
  - Make your modifications and press [Esc] to exit
- A print window will appear for you to print out the revised Manifest.

1.12.5 Print Open Order Reports

- From the main menu: **Sales/Order Entry & Related**
  - Press [B] **B**ack Fill and Batch Print, [O] Print **O**pen Order Reports
- Select the report that you desire
  - [O] **O**pen Orders Detail Report
  - [S] Open Orders by **S**ales Person
  - [C] Open Orders by **C**ustomer
  - [D] Open Orders by **D**ate
  - [R] Open Orders by **R**oute Code
  - [P] Open Orders by **P**art #
  - [M] **M**anifest of Open Orders
  - [L] Open Order **L**ist/Value

1.13 Warehouse Pick Tickets

After purchasing is complete the Warehouse Pick Ticket option can be used to indicate from where product is pulling to fill orders. This gives the warehouse the opportunity to pull the stocked items before the ordered items are received.

- From the main menu: **Sales/Order Entry & Related**
  - Press [W] - **W**arehouse Pick Tickets
  - A Back Order Fill screen will appear. Customize the settings per your requirements.
  - At the bottom of the menu – “Review the pick ticket set-up. Do you want to make changes? No” Change to Y and the cursor goes to the first option. The custom settings are as follows:
    - “Include tickets that have not been edited since their last printing” Y or N
    - “Include tickets for invoices that are marked as On-Hold” Y or N
    - “Limit printing of pick tickets to selected delivery routes” Y or N
    - “Sort pick ticket items by bin location within primary sort” Y or N
    - “Print only line items that have assigned product available” Y or N
    - “Show unit prices for each pick ticket item printed” Y or N
    - “Double space line items on the pick ticket printout” Y or N
    - After you have made your selections the following prompt will appear. “Do you want to save the changes for future sessions? No” Select Y or N
    - “Review the pick ticket set-up. Do you want to make changes? No “
  - Select [N] and the print window will appear for you to print warehouse pick tickets per your requirements.

1.14 Serial Number Review

If you are selling office equipment such as computers, copy machines and fax machines you may wish to keep track of the serial numbers. This section will show those items you have in stock and the serial number you have stored. In order to activate this function those inventory items must be segregated into a separate department with the serial number feature activated. This is done in **M**aintenance Utilities, **D**epartment maintenance.

1.15 Regenerate Document

This feature allows you to regenerate invoices (single or a batch), packing lists, and picking tickets. If you are using the consolidated invoice feature, generate consolidated invoices.

1.15.1 Regenerate a Single Document

- From the main menu: **Sales/Order Entry & Related**
  - Press [G] - Re**g**enerate Document
  - Select desired document: [I] **I**nvoice, [P] **P**acking List, [C] **C**onsolidated Invoice, [T] Pick **T**icket or consolidated invoice and press [ENTER].
  - Next prompt, "Enter Invoice Number: ______ (Press Enter on Blank to Exit)"
  - Type in the invoice number of the document to regenerate.
- The invoice number to regenerate will now appear on the screen.
  - Next prompt, "Is this the Correct Invoice? Y/N"
  - Press [ENTER] on [N] if this is not correct; press [Y] and [ENTER] if this is correct.
- The RED Print Control window will open. Choose to print to any one of your printers, print to your screen or email to the customer.

1.15.2 Regenerate a Batch of Invoices

If you need to regenerate an entire batch of invoices you have the following options:

1.15.2.1 Single Customer by Date Range

- From the main menu: **Sales/Order Entry & Related**

- Press [G] - Re**g**enerate Document, [I] for **I**nvoice, [B] for **B**atch Invoices.
- Press [S] for **S**ingle Customer.
- Choose customer from pick window and press [ENTER].
- Enter desired date range.

1.15.2.2 All Customers by Date Range

- From the main menu: **Sales/Order Entry & Related**
  - Press [G] Re**g**enerate Document, [I] for **I**nvoice, [B] for **B**atch Invoices.
  - Press [A] for **All** Customer.
  - Enter desired date range.

1.15.2.3 Last Print Run

- From the main menu: **Sales/Order Entry & Related**
  - Press [G] Re**g**enerate Document, [I] for **I**nvoice, [B] for **B**atch Invoices.
  - Press [L] for **L**ast Print Run.

NOTE If you need to regenerate the "last print run" of invoices you MUST be logged in to the seat that was used to batch print originally.

Example: If you batch printed your invoices using c7, you MUST regenerate the "last print run" from c7 as well. If you attempt to regenerate the "last print run" from any other seat, you will regenerate the "last print run" that was printed from THAT seat.

1.15.3 Change Date on Single Regenerated Invoice

NOTE It is possible to change the invoice date when you regenerate a single invoice. This only affects the re-printed invoice and will NOT change the date in Accounts Receivable.

- From the main menu: **Sales/Order Entry & Related**
  - Press [G] Re**g**enerate Document, [I] for **I**nvoice, [S] for **S**ingle.
  - Type in invoice number.
  - Confirm document details.
  - Answer Y, to "Do you wish to change the invoice date?"

- Type in the new invoice date.
- Print invoice with new date.

1.16 Print Shipping Labels

NOTE This feature is for printing shipping labels. You must be using a dot matrix printer and printing out of DOS rather than Britannia Print Manager. Only Avery 4013 style print labels will work using this feature.

- From the main menu: **Sales/Order Entry & Related**
  - Press [L] - Print shipping labels.
  - "Are you using pre-printed labels? No"
- A printer window will appear to allow you to select the proper printer.
  - "Enter Invoice Number to print labels for _________"
  - Press [ENTER] on zero to select customer instead.
  - Enter the invoice number to print labels for or press [ENTER] to use the Pick Window.
- If you press Enter to use the Pick Window . . .
  - Next prompt, "Invoice/Open Order not located, Select Customer"
  - Enter Customer Code or accept blank to use Pick Window ______"
  - Press Enter on this blank to see the Pick Window.
  - Scroll through the Pick Window and highlight the customer to print a label for.
  - Press Enter when the correct customer is highlighted.
- A RED "Pick Shipping Address for Label(s)" will appear
  - Highlight the proper address and press [ENTER].
  - Next prompt, "Enter zero to cancel labels."
  - How many labels to print for invoice __1__?"
  - Press [ENTER] on one to print one label, or change this number as necessary and [ENTER].
  - Labels will now begin to print.

1.17 Speedy Open Order Review

You often have a need to review one or more open orders in the system, perhaps to verify that all requested items have been added or to confirm the contents of the order with their customer. While this is possible in the system at present it requires several keystrokes including selection of the customer and open order. The Speedy Open Order Review feature has been added to make this process more intuitive and much quicker to use. The new feature is accessed from the RED Options window in Order Entry.

- From the main menu: **Sales/Order Entry & Related**

  - Press [Y] – Speed**y** Open Order Review
  - A list of all the open orders in the system will appear (**Figure 1.1**).

Figure 1.1 – Window of open orders appear after pressing hotkey Y on Options window

  - The columns in the list are customer name in sorted order, the account code for the customer, the 16 byte code for the shipping address, the invoice number along with the start date for the invoice and, finally, the initial of the invoice originator.

1.17.1 Filtering Invoices

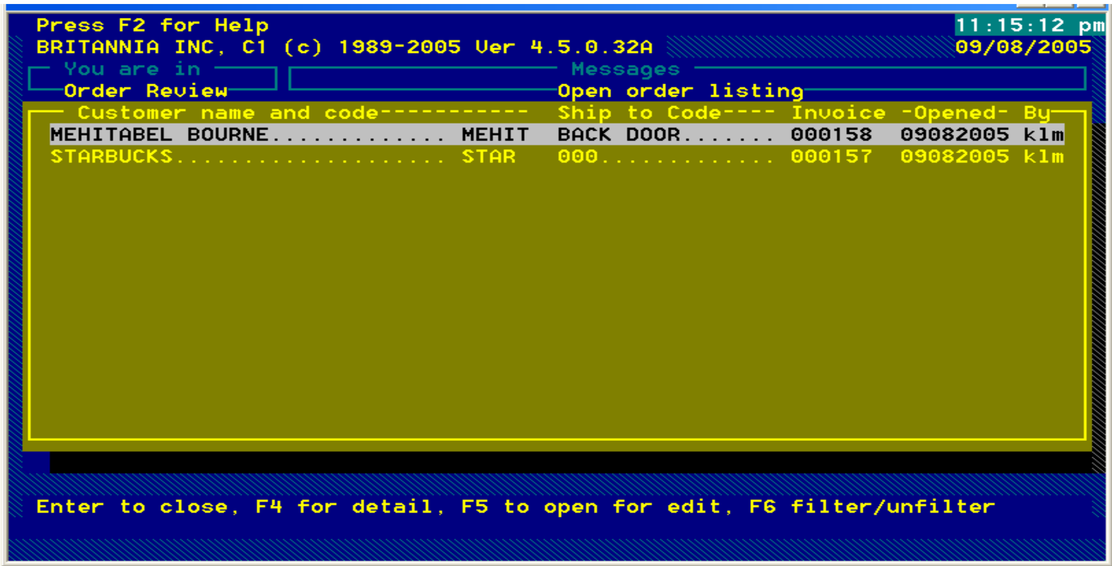
- When more than one person has been entering orders it is possible for a large number orders to appear in this window. In such a case, the orders can be filtered by the initials of the order writer.

  - Highlight an order bearing the initials you wish to isolate and press [F6].

  - As seen in **Figure1.2**, all entries except those with the desired initials are hidden. To remove the filter, simply press the [F6] key again to display all of the orders.

  - You can also segregate BritLink orders in this manner by highlighting an order with the suffix “I” on the end of the invoice number or with three dots in the initials column and press [F6].

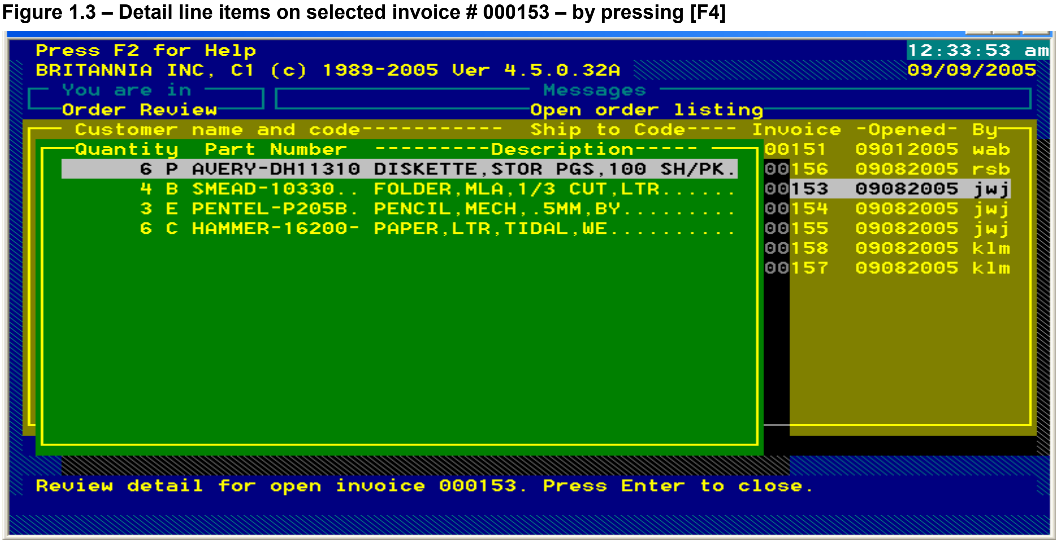
Figure 1.2 – Orders in the review window filtered to only those enter with initials "klm"



1.17.2 Reviewing Invoice Detail

- To quickly review the detail of any invoice listed in the window simply highlight that invoice and press [F4].
- All of the line items on that invoice will be displayed in a new window (Figure 1.3).
- Press [ENTER] to close the detail window and return to the order listing.

Figure 1.3 – Detail line items on selected invoice # 000153 – by pressing [F4]



1.17.3 *Editing Invoice*

- The final sub-function of this new feature is the ability to rapidly open any of the listed open orders for editing.
  - Highlight the order you wish to edit and press [F5].
  - The order will immediately be presented in the normal order entry edit window. You can now make additions, edits, and deletions to the order in the normal manner. When you finish making desired changes, save or print the order as normal.

1.18 Status of Specials

- From the main menu: **Sales/Order Entry & Related**
  - Press [S] - **S**tatus of Specials
- A RED Printer Control Window will open.
  - Select to send the report to the printer or screen and press [ENTER].
  - Press [Y] to print the status of specials.

1.19 Division/Inventory

This feature is intended as temporary Quick Change to invoice a customer in another division. Once you have entered an invoice the seat will return to the original setting.

1.20 Quick Stock Check

If you have S.P. Richards or United Stationers as your first call wholesaler this will provide a quick stock status check of up to three warehouses that services your account. If you are using the NEDS or USA Express feature then by typing in a zip code it will show the three warehouses for that area. If Action or Emco is your first call wholesaler, then the stock from their warehouse will be available for review.

Caution: The stock is subject to prior sale to other independent dealers and there is no guarantee that it will be available when you transmit your order

- From the main menu: **Sales/Order Entry & Related**
  - Press [K] Quic**k** Stock Check.
  - Enter the Part Number.

1.21 Edit Local Profile [F3]

The new Edit Local Profile key is designed to allow the local user to select various options to enhance their system usage.

For example is to use the new “Purchasing Hold” feature (see Section 5.xxx) you will need to edit your local profile using the [F3] key from the Order Entry Options menu. From the Options menu screen press the new [F3] key and make sure that the following question "Ask whether to hold purchases on custom open orders" is answered “Yes”. Now proceed with order entry as normal. At this point you may enter regular invoices, or invoices for which you require purchasing to be held at the time of purchasing.

1.22 Change Message [F4]

This feature will change the messages that print on the bottom of the receipts and invoices that you print. If you have a receipt printer at this station, there will be four lines of messages. The first two lines pertain to invoices and the third and fourth lines pertain to receipts.

NOTE This feature is useful in that it can be changed at will to advertise your company’s new products, to reaffirm the payment due dates or inform customers of your **BritLink** web site.

- From the main menu: **Sales/Order Entry & Related**
  - Press [F4] to Change Message
- At the next prompt the two lines will appear for you to overwrite
  - Type a new message in or clear the message and press Enter.
  - If you are using a receipt printer, lines 3 and 4 will appear for you to add a different message to the receipt printer.

Chapter 2 – Accounts Receivable/Customers

All commercial account customers are added into the Accounts Receivable/**C**ustomers module with a unique account code, their name, billing, shipping, and mailing addresses, telephone number, discount privilege, authorization to purchase, tax status, discount status, open account, etc.. A customer can be set up as discount from list or cost plus. If a quarterly wholesaler promotion is used, this can be released to selected customers only and the customer can be flagged accordingly. Individual aging can be assigned to a customer that is different than that set up for all other customers. An option can be set to indicate that a P.O. must be entered for this customer. Up to 999 different shipping addresses can be added to any customer record. The shipping address may have a different tax code than the customer record. An invoice will be taxed per the Shipping Address so it is important to set these up carefully. Up to 999 tax codes can be set up with descriptions for subsequent reporting on End of Day Reports and End of Month Reports.

When invoices are printed they move into a holding file. When you visit the Accounts Receivable/Customers module, the invoices automatically fill. Commissions will transfer into the Sales Rep Module and update the customer history file.

A sub module to the Accounts Receivable module is the Commission module. In the commissions area, detail for sales representatives can be entered and commission rates assigned. After setting up sales representatives in the system, they can be assigned to customers. The computer will link the sales person to any commissionable sale for that customer. Weekly and monthly reports can be printed by sales representative. Such reports offer excellent information for sales person performance and can also be used as goal-setting tools.

First Menu Options

[N] **N**ext – Display the next record

[B] **B**ack – Display the previous record

[A] **A**dd – Add a new customer to file

[E] **E**dit – Edit a customer record

[F] **F**ind – Find a customer record

[Q] **Q**uit – Return to Main Menu

[C] S**c**roll – View open invoices

[O] N**o**tes – To add or review AR notes and Order Entry Notes

[P] **P**ayments – Enter receipts, apply credits or adjustments to a customer account

[D] **D**etail – View payment detail, invoice line item detail on-screen

[H] **H**istory – Display previous 12 months activity, YTD Sales and Gross Profit, PYTD Gross Profit. Also lists detail history by part number, description, sale date and manufacturer.

[T] Ship_**T**o – Add or edit shipping address records

[I] **I**nv_Locate – Locate a customer by invoice number

[L] PO_**L**ocate – Locate an invoice or customer by customer PO number or Auth

[K] Ch**k**_Locate – Type in check number and view all invoices paid by the check #

[2] **2**nd_Menu – Go to second set of Menu options

[S] **S**t'mnts – Generate statements and post late charges

[R] **R**eports – Aging Reports, AR Activity Reports, Billing and Late Charge Reports

Second Menu Options

[N] **N**ext – Display the next record

[B] **B**ack – Display the previous record

[F] **F**ind – Find a customer record

[Q] **Q**uit – Return to Main Menu

[S] **S**ls_Reps- Add, edit, review Sales Representatives and Commissions

[1] **1**st_Menu – Return to the previous menu

[D] **D**elete – Delete a customer record if customer has been inactive 200 days

[I] **I**nv_Add – Transfer invoices from an old system into Britannia, Inc.

[L] **L**isting – Print various Customer YTD Activity, Authorization Listing, or Customer Listing, List of Customers by Status and Ship-To List

[M] **M**ail/Lbl – Print mailing labels for customers

[R] **R**egen_Inv – Regenerate an invoice

[A] Contr**a**cts – Display which contracts/price plans assigned to customer

[C] **C**lone – Copy a customer record and assign another account number

2.1 Creating and Editing a Customer File

2.1.1 Adding a Customer to the File

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [A] **A**dd to add a new account customer to the file.

- "Do you wish to continue with this addition?" **Y**es. [ENTER] to select Yes.

- Enter a code (up to six characters) to be used for this customer and press [ENTER]

- A menu will appear at the bottom of your screen. The options are:

  [A] **A**ddresses – Bill To, Ship To, Mailing Addresses, Contacts and Phone numbers

  [P] **P**ricing – Status, Discount, Tax Code, Credit Limit, Statement content, etc.

  [I] **I**nvoicing – Aging terms, Prompt pay discount, Consolidation, etc.

  [G] **G**eneral – Customer Options for Initial Setup

  [M] **M**essages – Enter messages to print on invoices, statements, etc.

  [S] **S**alesman – Select or change sales person for this customer

  [Q] **Q**uit – Return to Main Menu

2.1.2 Mailing Address

- Select [A] **A**ddresses or move cursor to highlight Addresses and press [ENTER]. Press [ENTER] through the Identification Code, unless you wish to change it. Type in the Billing address for this customer. The first line in this field is for the Customer BILLING Name. The second and third lines are for the address. The fourth line is for the city name. The remaining address fields are for the state abbreviation, Zip, and Zip Plus Four code, if known.

2.1.3 Shipping Address – Ship To Setup

- A RED Shipping Address Window will open. There are several very important fields in the shipping address that are imperative that the correct information is entered. The first, of course, is the address. But equally important are the address key field, the tax code field, the route code field, the BL DIV field and the sales rep field.

- Press [F4] to Edit Selected or Add New Shipping Address. The following are important areas to verify and edit as needed:

- Address Key field - used to distinguish this shipping address in reports processed.

- Tax code field - the tax code that will be used when processing orders.

- Route Code Field (RT:) - is used to create routes for delivery purposes. An example would be: RTE1-001, RTE1-002, RTE2-001, RTE2-002. These route codes stand for Route 1 – Stop 1, Route 1 – Stop 2, Route 2 – Stop1, Route 2 – Stop 2. Instead of RTE a city abbreviation could be used.

- Email Address – You must enter the email address if you use BritLink5 (our E-Commerce website service). BL5 utilizes this address to send online order confirmations to your customers.

- There are also fax number and credit card info fields in the shipping address.

- Enter the default Ship To Method for this Ship To address. Select from the following options:

  - DS – Drop Ship
  - WL – Wrap and Label
  - ZC – Zip Code Routing

  If no special Ship To method is needed, [ENTER] on the blank.

- If you utilize BritLink E-Commerce, enter the BritLink password that your customer will use to access your BritLink website.

- BL DIV – If you have multiple divisions set up and need one particular division to process your BritLink orders, highlight the Division number and press Enter. You MUST choose a default BL DIV.

NOTE The BL Div determines where the BritLink orders for this Ship To address will post in Accounts Receivable. For instance, if you assign BL Div 01 for a Ship To address…all BritLink orders for this Ship To will post in Division 01.

- [Q] **Q**uit – to return to the RED Shipping Address window. [F4] to Add another ship to address or to Edit the highlighted address. [F6] will print the shipping address information.

- Press [ENTER] to exit the RED Shipping Address window.

- Enter the Mailing address for the customer. Press [F1] if no changes are needed.

- Authorizations field – Enter authorized buyers for this account. PO Numbers or Authorization names can be entered at the time of invoicing as well.

- Buyer Phone and Buyer Fax fields – Type in correct numbers and [ENTER]. Buyer Phone is not needed unless there is a special buyer or purchasing agent for this customer that is different from the main contact. Enter the regular fax number for this customer in the Buyer Fax field, if it is available.

- Phone – Enter regular phone number for customer.

- Tax # - Must be entered if the Customer is untaxed (tax exempt)

- Bank and Account Fields – This Bank Account field is optional. [ENTER] to skip this field.

2.1.4 Customer Pricing Setup

- Select [P] **P**ricing or move cursor to highlight **P**ricing and press [ENTER].

- In the Status field, indicate the appropriate account type:

  O – Open
  C – COD Only
  H – Hold – No Sales
  I – Immediate Pay

- "Does this Customer get Cost Plus Pricing? Y/N"

  - If you answer NO, then the customer will be set up as a Discount from List customer. Enter the appropriate percentage amount and press [ENTER].

  - If you answer YES, then the customer will be set up as a Cost Plus customer. Enter the appropriate percentage amount and press [ENTER].

NOTE If you give the customer a discount, the discount will apply unless:

1. The item is not discountable because it is in a non-discountable department.
2. The item is on sale.
3. The item is on a contract/price plan.
4. The item is set up in the Matrix and the quantity qualifies for Matrix pricing.
5. The item is in a department with a specific department discount. (Clearance)

- The RED Tax Window will open to show nine tax types for your selection. Select 0 for untaxed re-sale customers, select 9 for a government non taxed account, or the default tax (local code) 1. Select the appropriate tax code and press [ENTER].

NOTE You can set up additional tax codes as needed. See Maintenance Utilities / Reset Reference #'s.

- VM_Col – Variable Margin Column. If you are using variable margin pricing enter the column that this customer is assigned. If you are not using variable margin pricing, leave the default as 0 and no changes will take effect.

- MinGP – Minimum Gross Profit – If you enter a percentage here; a warning window will display during Order Entry whenever a specific item does not meet this minimum gross profit level. If you leave this field as Zero, you will be able to set up a global minimum GP for ALL customers. Any amount you enter in the customer account will override the global setting.

- Inv. – Invoices Paid – The default for this field is N. If you leave this as N, only invoices which have NOT been paid will be included on statements. Enter Y if you would like statements for this customer to print detail of ALL invoice paid and unpaid during billing period.

- Chks – Check Detail – The default for this field is N. If you leave this as N, the detail of received checks will NOT print on the customer's statement. If you enter Y, detail of ALL checks received during the billing period will print.

NOTE Saying Y to both the Inv. and Chks. field will produce very lengthy statements. You can safely answer N to both fields and produce a single statement for a customer that wants to see this data.

- Credit Limit – Enter a credit limit for the customer. This is a "not to exceed amount." Do not leave the Credit Limit field at 0 or you will continually be told during invoicing that your customer has exceeded his or her credit limit.

2.1.5 Customer Invoicing Setup

- Select [I] **I**nvoicing or move cursor to highlight Invoicing and press [ENTER].

- An Aging Terms window will open. "You can elect to age your Accounts Receivable from one of the following with Due Date determined as described. Press the number of your choice:

2.1.5.1 Fixed Number of Days After Invoice Date.

- "Type the number of days you require between Invoice Date and Due Date 30" This field defaults to 30 – change number of days as desired and press [ENTER].

- “To give prompt payment discount fill out the following fields:

  Enter zeros to Disable: Discount **0.0** %   **0** Days “

- Enter appropriate Discount and number of Days. [ENTER]

- Answer the following prompts as desired:

  - “Is a PO always required for this Customer … : N”
  - “Print each invoice this many times ….….…..: 1”
  - “Print invoices for completely filled orders only? Y/N   N”
  - “Consolidated Invoicing: Allow Consolidated Invoice generation for this Customer? Y/N: N”

    - Consolidated invoicing allows you to consolidate all invoices in a specific time frame into one invoice.
    - If you answer Yes, “Enter the next date this account is to be consolidated:”
    - “Enter the number of days for the generation cycle to advance:” If you leave the cycle at zero, this will be a monthly cycle, fixed date. Enter -1 for the last day of the month.
    - A Consolidated Invoice listing will print at EOD (End Of Day Process) on the dates that an invoice has been consolidated. To print a Consolidated invoice, you must go through the Regenerate Invoice process in Order Entry.

2.1.5.2 Fixed Day of Month After the Invoice Date

- “Type the date of the following month you wish the Invoice to be due: **28**” This field defaults to the 28th. Change date as desired and press [ENTER].

- “To give prompt payment discount fill out the following fields:

  Enter zeros to Disable: Discount **0.0** %   **0** Days “

- Enter appropriate Discount and number of Days. [ENTER]

- Answer the following prompts as desired:

  - “Is a PO always required for this Customer … : N”
  - “Print each invoice this many times ….….…..: 1”
  - “Print invoices for completely filled orders only? Y/N   N”
  - “Consolidated Invoicing: Allow Consolidated Invoice generation for this Customer? Y/N: N”

    - Consolidated invoicing allows you to consolidate all invoices in a specific time frame into one invoice.

- If you answer Yes, “Enter the next date this account is to be consolidated:”
- “Enter the number of days for the generation cycle to advance:” If you leave the cycle at zero, this will be a monthly cycle, fixed date. Enter -1 for the last day of the month.
- A Consolidated Invoice listing will print at EOD (End Of Day Process) on the dates that an invoice has been consolidated. To print a Consolidated invoice, you must go through the Regenerate Invoice process in Order Entry.

2.1.5.3 16 Day(s) After Monthly Statement Date.

- “Due date will be _16_ days after statement date (greater than 25 = 1 month).” The default is **16**. Change date as desired and press [ENTER].

- “To give prompt payment discount fill out the following fields:

  Enter zeros to Disable: Discount **0.0** % _0_ Days “

- Enter appropriate Discount and number of Days. [ENTER]

- Answer the following prompts as desired:

  - “Is a PO always required for this Customer … : **N**”
  - “Print each invoice this many times ………….: 1”
  - “Print invoices for completely filled orders only? Y/N N”
  - “Consolidated Invoicing: Allow Consolidated Invoice generation for this Customer? Y/N: N”

    - Consolidated invoicing allows you to consolidate all invoices in a specific time frame into one invoice.
    - If you answer Yes, “Enter the next date this account is to be consolidated:”
    - “Enter the number of days for the generation cycle to advance:” If you leave the cycle at zero, this will be a monthly cycle, fixed date. Enter -1 for the last day of the month.
    - A Consolidated Invoice listing will print at EOD (End Of Day Process) on the dates that an invoice has been consolidated. To print a Consolidated invoice, you must go through the Regenerate Invoice process in Order Entry.

2.1.5.4 Last Day of Month Following Invoice Month.

- “Due date will be the last day of the month following the invoice month.”

- “To give prompt payment discount fill out the following fields:

  Enter zeros to Disable: Discount **0.0** % _0_ Days “

- Enter appropriate Discount and number of Days. [ENTER]

- Answer the following prompts as desired:

  - “Is a PO always required for this Customer … : N”
  - “Print each invoice this many times …….……: 1”
  - “Print invoices for completely filled orders only? Y/N N”
  - “Consolidated Invoicing: Allow Consolidated Invoice generation for this Customer? Y/N: N”

    - Consolidated invoicing allows you to consolidate all invoices in a specific time frame into one invoice.
    - If you answer Yes, “Enter the next date this account is to be consolidated:”
    - “Enter the number of days for the generation cycle to advance:” If you leave the cycle at zero, this will be a monthly cycle, fixed date. Enter -1 for the last day of the month.
    - A Consolidated Invoice listing will print at EOD (End Of Day Process) on the dates that an invoice has been consolidated. To print a Consolidated invoice, you must go through the Regenerate Invoice process in Order Entry.

NOTE Once a customer is set up for consolidated invoicing, IF you attempt to change the prompt pay status you will see a RED Prompt Pay Warning:

  - “Editing prompt pay status should only be done immediately after the next invoice consolidation. Invoices will not be consolidated if both prompt pay and non prompt pay open invoices exist”.

  - “PLEASE CONFIRM: Accept these changes (Y/N) N” Enter [Y] to complete process.

2.1.6 Customer General Setup

- Select [G] **G**eneral or move cursor to highlight **G**eneral and press [ENTER].

- “Does this customer get program pricing?” This question will only appear if you have released your program pricing to selected customer. This is usually answered No. Price Plans and Contracts have taken the place of Program Pricing for most dealers.

- "Do you want to give this customer Best Pricing?" If you would like this customer to receive the lowest price found in the system, answer Yes. (If an item is found on a contract, Best Pricing does not apply.)

- "Show this customer discounted price as net price?" If the customer is a net-net account and you do not want them to see their pre-set discount on the invoice, set this flag to Y. This works in conjunction with the type of invoice you use, i.e. the net invoice option where the customer only sees the unit price and extended price. If your invoices are a discount column and this flag is set Y, the discount will be suppressed.

- "Allow Automatic Invoice generation for this customer?" If you offer rental of office machines or furniture, you may wish to use this feature. You can set this flag to Y and set up an invoice through the invoicing module. One Automatic Invoice can be set up per customer. Press N to skip setting up an auto invoice for the customer.

- "Standard Classification Code, if any, for this customer:" Type in the SIC code if desired or press [ENTER] to skip this field. The Standard Classification Code is often assigned to distinct professions such as bankers, lawyers, doctors, etc. You can produce aging reports and sales history reports by SIC code.

- "Do you want to print Packing List for this Customer?" If you would like the option to print a packing list from within Order Entry, answer Y. There is also a global setting that can be turned on within Maintenance Utilities.

- "Do you want to print statements for this customer?" The default is Y. If you do not want statements to print out for this customer, press N.

- "Alias part numbers to appear as primary numbers on invoices, etc." If you'd like alias part numbers as well as Manufacturer part numbers to print on invoices, answer Y.

- "Allow substitute display in OE for non-JWOD items for this Customer?" If you do not want the cross reference window to display in Order Entry, answer N.

- "Allow substitute display in OE for JWOD items for this Customer?" If you do not want the cross reference window to display in Order Entry, answer N. Only consider this question if you are GSA/JWOD certified.

- "Allow forced subs in OE for this Customer?" A dealer can have a list of items which are substituted for other items. Customers set to Y will have access to these lists.

- "Put this customer on Inactive status?" If you would like to prohibit this customer from appearing in any customer pick windows, enter Y.

- "Allow small order charge for this Customer?" You may leave this as Y even if you will not be charging a small order charge. There is a separate area within Maintenance Utilities where the dollar threshold and small order charges are set up. If nothing is set up in Maintenance Utilities, no small order charge will be calculated.

- "Fax batch statements for this customer (must have valid fax number):" You must be using the optional Britannia Fax Module for this service to function. There must also be a valid fax number set up in the "Buyer Fax" area of the main customer screen. A hard copy of the statement does not print.

- "Automatically Fax invoices for this customer:" See notes under Fax Batch Statements above. A hard copy of the invoice does not print.

- "Automatically Email invoices for this customer:" You must set up a valid email address in the "Messages" area of the main customer screen for each customer. A hard copy of the invoice does not print.

- "Automatically Email Statements for this customer:" You must set up a valid email address in the "Messages" area of the main customer screen for each customer. A hard copy of the invoice does not print.

- "Show Full Credit Card number on invoices?" Select N – for customers set up for Immediate Pay as their Status/Account Type, and "Credit Card" is selected during the printing of the invoice, only the last four digits of the credit card number will print out on the invoice (X's appear in place of the remaining numbers). If you select Y, the entire credit card number will print on the invoice. (The credit card number must be entered correctly in the customer shipping address.

2.1.7 Customer Messages Setup

- Select [M] **M**essages or move cursor to highlight **M**essages and press [ENTER].

- The next three spaces are for special instructions that will print on the invoice, packing list, and a contact person's name on a mailing label. You must enter the Email Address if you are going to email statements or invoices for this customer.

2.1.8 Customer Salesman Setup

- Select [S] **S**alesman or move cursor to highlight **S**alesman and press [ENTER].

- "Select Salesperson Code for this Account from the Pick Window." A RED Salesperson Pick Window will appear, if salespersons have been added to the system in the Sales Reps area. Select (NONE) or highlight the correct Salesperson for this account and press [ENTER].

- "Change assignment on all Account Ship-To's to Rep Code XXXX? Yes. Enter N if this assignment is for a specific ship-to only.

- A PURPLE window will open and show the Sales Code, Type, Commission Rate, and Loading % for the account.

NOTE If you are using commissionable salespersons, it is necessary to first set them up. See Section 2.15

2.1.9 Editing a Customer Record

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, Select the customer you wish to change using the [N] Next, [B] **B**ack, or [F] **F**ind functions, and press [E] to **E**dit the customer information.

- Select from the following menu choices: [A] **A**ddresses, [P] **P**ricing, [I] **I**nvoicing, [G] **G**eneral, [M] **M**essages, and [S] **S**alesman. Highlight the area that you wish to edit and press [ENTER]. Press [F10] to exit the record and return to the menu at the bottom of the screen. Select [Q] to **Q**uit and return to the main Customer Maintenance section. [Q] **Q**uit again to return to the Main Menu.

2.2 Finding a Customer

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, press [F] to **F**ind the desired customer.

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

  - If you enter the correct code, the record for the customer will immediately display.

  - If you [ENTER] on the blank, the RED Customer Pick Window will open and display an alphabetical listing of customers by name. Type the first two or three letters of the name of the account and [ENTER] to go directly to those names starting with those letters. Highlight the name of the customer whose record you wish to see and [ENTER].

2.3 Scroll Customer Invoices

The Scroll feature is designed to allow you to quickly view all of the invoices for a specific customer. This is a view only option that can be used to quickly find various invoice numbers, dates, or amounts for use in other functions.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [C] S**c**roll.

- A RED Invoice Selection Window will display the invoices for the customer on the screen.

2.4 Customer & Order Entry Notes

The Notes option allows you to enter Customer Notes and Order Entry Notes into text fields. These notes DO NOT print on any documents or reports and are designed for internal use only. The Accounts Receivable notes open in a GRAY window. These are notes specifically for AR purposes that the order entry personnel don't need to see. The Order Entry Notes open in a RED window. These notes will pop up each time the "Notes" option is accessed in Order Entry.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [O] N**o**tes.

- The GRAY Customer Notes text field will open. Use [Ctrl-D] to enter a Date stamp. Type your notes as desired. Press [ESC] to close.

- The RED Order Entry Notes text field will open. Use [Ctrl-D] to enter a Date stamp. Type your notes as desired. Press [ESC] to close. Remember, these notes will pop up each time the "NOTES" area is accessed in the Order Entry.

2.5 Payments and Adjustments

NOTE If a payment is entered and not applied then an open credit will be generated. The system reference number will identify it as an unapplied payment with the number of R0000 (R for receipt), the date, the amount, and O for Open Credit.

2.5.1 Receipts – Applying a Payment (Check) to an Account

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [P] for **P**ayments, [F] **F**ind_Customer

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, [R] **R**eceipts.

- A RED "RECEIPT" window will open. Type in the Check Number and Check Amount.

- The next field will pre-fill with the default GL bank account number. [ENTER] to continue or change the GL bank account number as needed.

NOTE If you are using the BritNet General Ledger module, you may want all credit card receipts to be applied to a clearing account. You can enter the bank account GL number that you wish to use or you may select the correct GL number from the GL window.

- You will be asked to confirm "Is This Entry Correct?" Enter [Y] to continue, or [N] to return to the Payment Menu to re-key the information.
- "Do you wish to sort by Invoice? (Due Date will default) No." You can enter [Y] if you wish to sort by invoice # or use the default [N] to list the open invoices by due date.
- A RED Payment Window will open listing the open invoices. Press [F5] to Apply Payment and mark the invoice(s) you wish to pay with "Pay Now". Press [F5] again to unmark.
- A PURPLE Select/Edit Payment Amount window will open for you to Edit or Accept payment amounts. Adjust as needed.
- When the invoice(s) are marked correctly, [ENTER] to apply the payment(s) and return to the Payment Menu.
- A PURPLE window will show the Total Collections and Number of Checks/CC's received during this session.

2.5.2 Applying a Partial Payment to an Account

- Follow instructions above for applying payments.
- When the RED Payment Window will opens listing the open invoices, Press [F11] to Apply Partial Payment and mark the invoice(s) you wish to pay with "Pay Now".
- Enter the Partial amount to apply.
- When the invoice(s) are marked correctly, [ENTER] to apply the payment(s) and return to the Payment Menu.
- A PURPLE window will show the Total Collections and Number of Checks/CC's received during this session.
- [Q] **Q**uit to leave the payment area or [F] to **F**ind the next customer.

2.5.3 Applying Credit Card Payment to an Account

NOTE You must be utilizing the Britannia credit card processing feature through one of our approved vendors to use this function. Otherwise, process your credit card payments as Receipts, through the same process as entering check payments. It is recommended that you run these credit card payments as a separate transaction from your checks. Contact Britannia for additional information regarding this function.

2.5.4 Adjustments

2.5.4.1 Tax Adjustments / Tax Credit

- From the Main Menu select [C] Accounts Receivable/Customers, [P] for Payments, [F] Find_Customer

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [A] Adjustments and [T] Tax Adjustment.

- A RED Pick Window will open listing open invoices. Highlight the desired invoice and [ENTER].

- A new RED window will open asking for the Amount of Adjustment. Enter the sales tax amount as a negative number and [ENTER]. Ex: -5.00. This will create a miscellaneous credit for the sales tax amount. (See Section 2.5.8 Applying a Credit to an Invoice)

- [Q] to Quit and return to payment menu.

NOTE The reference for this credit will be "Tx Adj Inv #####". You may now apply the credit to the original invoice. (See Section 2.5.8 Applying a Credit to an Invoice.) The total dollar amount of the Tax Adjustment credits will appear on your End of Month reports in the Summary Data area. **These will have to be manually subtracted from your Sales Tax Liability on your End of Month Sales Tax Report.**

2.5.4.2 Charging Sales Tax on an Originally Untaxed Invoice / Tax Debit

- From the Main Menu select [C] Accounts Receivable/Customers, [P] for Payments, [F] Find_Customer

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [A] Adjustments and [T] Tax Adjustment.
- A RED Pick Window will open listing open invoices. Highlight the desired invoice and [ENTER].
- A new RED window will open asking for the Amount of Adjustment. Enter the sales tax amount. This will create a miscellaneous debit for the sales tax amount.
- [Q] to Quit and return to payment menu.

NOTE The reference for this debit will be "Tx Adj Inv #####". Unlike credits, debits cannot be applied or "added to" an invoice. The debit will appear as a separate line item (charge) on the customer's account. No document will print when the debit is created.

As a suggestion, you can print a single statement for the customer which will include the debit. This debit amount will then need to be added to your tax liability for sales tax payment.

Please take <u>ALL</u> tax adjustments (credits and debits) when you calculate your sales tax due. These will appear in the Summary Data area of your End of Month reports.

2.5.5 Creating a Miscellaneous Credit

NOTE When you create a miscellaneous credit it is unique. Unapplied Miscellaneous Credits will show as a separate Open Credit with a unique number assignment.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [P] for **P**ayments, [F] **F**ind_Customer
- "Enter Acct Code or Part Name or accept blank to use Pick Window."
  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [A] **A**djustments, [C] Misc. **C**redit.

- A PURPLE Misc. Credit window will open. Type in the credit reference (reference as to why you need to make a credit). Enter the credit amount.

- PLEASE CONFIRM "Is this correct?.....N" Press Y to continue; press enter on N to abort this process.

- PLEASE CONFIRM "Do you want this transaction to appear on the Statement? N" Press [Y] to include this information on the statement.

- If no invoices are on file, you will be warned that an open credit will be created. An open credit will now appear on the account. The system reference will begin with a "C", with the date, amount, and "O" for open credit.

- If there are existing open invoices on the account, you will be asked, "Do you wish to sort by Invoice?"

- The invoice window will open. Highlight the invoice you wish to apply the Miscellaneous Credit to.

- [F5] to apply payment to an invoice or [F11] to apply partial payment to an invoice. If you are paying partial you will be prompted to enter the partial amount to pay.

- A PURPLE Select/Edit Payment Amount window will open. Edit amount as needed.

- PLEASE CONFIRM "Issue Auto Credit for xxxxx.xx to adjust underpayment? N" Enter [Y] if you wish to credit the remaining balance for the selected invoice.

- [ENTER] when completed.

- The offsetting G/L Account Number will display. [ENTER] to accept or change as needed.

2.5.6 Entering a Miscellaneous Debit

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [P] for **P**ayments, [F] **F**ind_Customer

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

    - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [A] **A**djustments, [D] Misc.**D**ebit

- A PURPLE Misc. Debit window will open. Type in the debit reference (reference as to why you need to make a debit). Enter the debit amount.

- PLEASE CONFIRM "Is this correct?.....N" Press Y to continue; press enter on N to abort this process.

- PLEASE CONFIRM "Do you want this transaction to appear on the Statement? N" Press [Y] to include this information on the statement.

- The offsetting G/L Account Number will display. [ENTER] to accept or change as needed. All debits will have a system reference of D0000, the date, the amount of the debit, and whether it is correct or not. Miscellaneous Debits will appear in the record along with Debit Invoices.

2.5.7 Unpay

Use this feature to reverse payments that have been received as a check and/or applied toward invoices.

2.5.7.1 Unpay Invoices

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [P] for **P**ayments, [F] **F**ind_Customer

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [A] **A**djustments, [U] **U**npay, [I] **I**nvoice Un-Pay.

- A RED Invoice Pick Window will open. Highlight the invoice to unpay and [ENTER].

- The specific invoice information will open on the screen. Review this carefully. If this is the correct invoice [ENTER] to unpay.

- PLEASE CONFIRM “Do you still want to unpay this invoice . . . ?” Enter [Y] to complete the unpay function.

- PLEASE CONFIRM “Unpay invoice – are you sure . . . ?” Enter [Y] to complete the unpay function.

NOTE A credit for the amount of the invoice will be created. You should now apply the credit to the invoice that should have been paid originally.

2.5.7.2 Unposting a Check

NOTE Unposting a check will take the money out of the customer’s account. If the check has been applied to any invoice, applications will be reversed and the invoice will be restored to the account as a balance due.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [P] for **P**ayments, [F] **F**ind_Customer

- “Enter Acct Code or Part Name or accept blank to use Pick Window.”

  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [A] **A**djustments, [U] **U**npay, [C] **C**heck Un-Post.

- PLEASE CONFIRM “This action will credit division XX bank account. Is this correct? N”   Enter [Y] to continue with unpay process.

- A RED Pick Window will open. Highlight the check to unpay and [ENTER].

- The specific check information will open on the screen. Review this carefully. If this is the correct invoice [ENTER] to unpay.

- PLEASE CONFIRM “Do you still want to unpost this check. . . ?” Enter [Y] to complete the unpay function.

- PLEASE CONFIRM “Unpost check – are you sure . . . ?” Enter [Y] to complete the unpay function.

- “Enter the GL bank account number to credit.” This will default to the original GL account, change as necessary.

2.5.8 *Apply a Credit to an Invoice*

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [P] for **P**ayments, [F] **F**ind_Customer

- "Enter Acct Code or Part Name or accept blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].

NOTE You can also locate the desired customer by using [I] Find_by_**I**nvoice_#, or [P] Find_by_**P**O_number.

- When the desired customer record is on screen, select [C] Apply_**C**redit.

- A RED Pick Window will open displaying any open credits in the system. Highlight the credit that you wish to apply and [ENTER].

- "Do you wish to sort by Invoice? (Due Date will default)?" Enter [Y] to sort by invoice # or [N] to sort by due date.

- Another RED Pick Window will display the open invoices and debits in the system.

- Highlight the desired invoice and press [F5] to apply payment or [F11] to apply partial payment to the invoice or debit. If you are paying partial you will be prompted to enter the partial amount to pay. Press [ENTER] after you have assigned all payments to complete the process.

2.5.9 *Payment / Adjustment Activity Report*

After each session of posting checks, payments and adjustments as you exit accounts receivable you will be prompted to print an activity report for that session. If you choose no, each time you exit accounts receivable you will be prompted to print this report. After you print the activity report you will be prompted to print a Received Check Listing.

2.6 Detail

The Detail option will allow you to view the payment register for invoices and checks for the selected customer.

- Press [F4] to view the detail of the invoice or check. [F6] will show line item detail.

- Use [F7] to regenerate the selected invoice.

- [F9] will change the sort order of the list.

2.7 History

The History option will allow you to view the previous four quarters of sales statistics, prior year data, and shipping address for the selected customer.

- Select [H] **H**istory. A PINK window will open displaying the previous four quarters of sales statistics.

- Press [ENTER] to leave this window. A RED window will open displaying the detail of specific items, dates, quantities, costs, and prices for all items ordered for this customer.

    - [F4] will change the sequence of this display.

    - [F5] will open a GRAY additional text window.

- Press [ENTER] to leave this window. The SHIPPING address will display. Data also includes the totals for the four most recent quarter sales and YTD sale totals.

- Press any key to return to AR/Customer main menu.

2.8 Ship To

Use this menu selection to access the Ship-To file for the selected customer.

- Select [T] Ship_**T**o.

- "Do you want to sort by Sales Rep?" Enter [Y] to sort by rep.

- The RED Shipping Address window will open.

    - Press [F4] to **A**dd_New, **E**dit, or **D**elete selected.

    - Press [F6] to Print.

2.9 Invoice Locate

Select [I] **I**nv_Locate to look up an invoice by number to find the Account Number/ customer.

- A RED Account Lookup by Invoice window will open. "Enter Invoice Number to Find:" Enter the invoice number and [ENTER].

    - Results will show the account number, customer name, and date the invoice was PAID.

    - "Do You Want to go to this account now?" Enter [Y] to access this account.

- “Do You Want to Regen this Invoice now?” Enter [Y] to regenerate this invoice.

2.10 PO Locate

Select [L] PO_**L**ocate to look up an invoice by PO number or Authorization to find the Account Number/customer.

- A RED Account Lookup by Auth/PO# window will open. “Enter the PO#/Auth. to find:” Enter the PO number or Authorization and [ENTER].

- A RED Invoices with purchase order of “xxx” will display a list of invoices with the entered purchase order/authorization. Select desired invoice from the list.

  - Results will show the invoice #, date, PO #, account number, and customer name.

  - “Do You Want to go to this account now?” Enter [Y] to access this account.

  - “Do You Want to Regen this Invoice now?” Enter [Y] to regenerate this invoice.

2.11 Check Locate

Select [K] Chk_**L**ocate to look up an invoice by check number to find the Account Number/customer.

- A RED Account Lookup by Check# window will open. “Enter the Check# to find:” Enter the desired check number and [ENTER].

- A RED Payments entered with identification of “xxx” will display a list of payments with the entered number. Select desired payment from the list.

  - Results will show the Receipt #, date, Check #, account number, and customer name.

  - “Do You Want to go to this account now?” Enter [Y] to access this account.

2.12 2nd Menu

Select [2] **2**nd_Menu to access the second level of menu items:

[N] **N**ext – Display the next record

[B] **B**ack – Display the previous record

[F] **F**ind – Find a customer record

[Q] **Q**uit – Return to Main Menu

[S] **S**ls_Reps- Add, edit, review Sales Representatives and Commissions

[1] **1**st_Menu – Return to the previous menu

[D] **D**elete – Delete a customer record if customer has been inactive 200 days

[I] **I**nv_Add – Transfer invoices from an old system into Britannia, Inc.

[L] **L**isting – Print various Customer YTD Activity, Authorization Listing, or Customer Listing, List of Customers by Status and Ship-To List

[M] **M**ail/Lbl – Print mailing labels for customers

[R] **R**egen_Inv – Regenerate an invoice

[A] Contr**a**cts – Display which contracts/price plans assigned to customer

[C] **C**lone – Copy a customer record and assign another account number

2.13 Printing Statements

2.13.1 Printing Single Statements

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, press [S] **S**t'mnts, [F] Find the customer for whom you would like to print a statement.

NOTE You have the option to print statements for all accounts with outstanding balances, statements for all accounts with a past due balance only or a single statement. No statements print for accounts with zero balance or for any record that is flagged not to receive a statement.

- Select [S] **S**ingle_Statement or move cursor to highlight **S**ingle_Statement and press [ENTER].
- "Print all invoices through (12/31/2099)." You can change this date to limit the invoices that will appear on the statement. All invoices printed prior to the date entered here will appear on the statement. If you wish to view all invoices up to and including the current date, press [ENTER] to continue.
- "Do you want Overdue Message to Print on Overdue Statements? Y/N Yes" [ENTER] on Y if you would like to print overdue message; press [N] if not.
- "Show Checks on Statement? N" Confirm this or change as necessary.
- "Show closed invoices? N" Confirm this or change as necessary.

- "Print this months information only?" This will limit the information on the statement to the current month.

- "Enter the date to use for Statement printing and Invoice aging ___/___/___" This defaults to today's date. Enter the appropriate date as needed and [ENTER].

- "Do you want to Check for Minimum Billing Charges Y/N Yes" If you select [Y], enter correct amounts for:

  - "Minimum statement total to check for…... 0.00"
  - "Amount of Billing Charge to apply………. 0.00"

- Press [N] if you do not want to check for these charges.

- "Print all payment detail? Y/N" Press [Y] if you wish to see all payment detail.

- "Sub group by Ship to location Y/N" Press [Y] to group by ship-to location.

- The RED Print Control window will open, select the print location desired and select "Yes" to print or send the report.

2.13.2 Printing Statements for Late Charges

NOTE Before you run statements you will need to run a Late Charge Report. The terms for late charges must be set up in Maintenance Utilities, System Set-up, and Reset Reference Numbers. Also, all customer accounts must be flagged "Y" to calculate charges.

2.13.2.1 Running a Late Charge Report

- From the Main Menu, select [C] Accounts Receivable/**C**ustomers, [S] **S**t'mnts

- [L] **L**ate Charges. If you are using late charges, they must be posted before printing statements.

- "Do you want to post the Late Charges Now? Y/N" Enter [N].

- "Enter the Date to calculate late charges for: __ / __ / ____" The default is today's date, change as necessary.

NOTE Late charges will be CALCULATED through this date. The date entered here must be within the range of 45 Days.

- "Enter Grace Period for Late Charges (0 for no Grace Period)" Enter the number of days after the Invoice date before Late Charges apply.

- "Enter required aging increments in days from Invoice Due Date." Leave the increments set at "30."

- The RED Print Control window will open. Print report as desired.

- Once the report is run, review it carefully. Anyone who has an account balance past 30 days late will incur a late charge.

  - You need to determine which customers will be charged late fees.

  - If you determine that you do not want to charge certain customers, you will need to change the setting for calculating late charges in their A/R account to "No."

  - It is recommended that you rerun this report a second time, answering [N] to posting late charges. If the report is accurate, run the late charge report a final time answering "Yes" to posting late charges. Late charges will now post to all applicable accounts. These will all have an invoice number of L100.

2.13.3 Batch Printing Statements

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, press [S] **S**t'mnts to process Statements for your customers.

- Select [B] or move cursor to highlight **B**atch_Print and press [ENTER].

- "Print all invoices through (12/31/2099)." You can change this date to limit the invoices that will appear on the statement. All invoices printed prior to the date entered here will appear on the statement. If you wish to view all invoices up to and including the current date, press [ENTER] to continue.

- "Do you want Overdue Message to Print on Overdue Statements? Y/N Yes" [ENTER] on Y if you would like to print overdue message; press [N] if not.

- "Sequence by: **A**ccount_Code **N**ame **Z**ip Code" Select desired sort sequence for printing statements.

  - If you select [A] **A**ccount_Code you will be prompted to enter the Beginning and Ending codes.

  - If you select [N] **N**ame you will be prompted to enter all or part of the Beginning and Ending names.

  - If you select [Z] **Z**ip Code you will be prompted to enter all or part of the Beginning and Ending zip codes.

- “Do you want to print Statements for PAST DUE Accounts only? Y/N” Entering [Y] will print only statements for customers that have one or more late invoice.

- “Include Zero Balance Statements with Current Activity? Y/N” Entering [Y] will include statements for customer who owe nothing but may have open credit or other activity during the current month.

- “Enter the date to use for Statement printing and Invoice aging ___/___/___” This defaults to today’s date. Enter the appropriate date as needed and [ENTER].

- “Do you want to Check for Minimum Billing Charges Y/N Yes” If you select [Y], enter correct amounts for:

  - “Minimum statement total to check for…... 0.00”
  - “Amount of Billing Charge to apply………. 0.00”

- Press [N] if you do not want to check for these charges.

- “Send statements to customer flagged for “AUTO” Email? Y/N” Enter [Y] to send statements via email to selected customers:

  - You must set the “Email Statement” prompt to “Yes” in the “General” section of Customer setup in order for this feature to function properly.

  - You must also enter a valid email address in the “Messages” section of Customer setup.

NOTE If you use this method, a “hard copy” statement will NOT print for the Customers who are “flagged” to receive email statements.

NOTE You will also need to go back through this process a second time answering “No” at the AUTO Email prompt to print out “hard copy” statements for the remaining customers.

- The RED Print Control window will open. Print report as desired.

2.14 Generating Reports from the Customer File

NOTE The Accounts Receivable reports that can be run from within the Customer section include: Summary Aging, Detailed Aging, A/R Activity, Billing/Late Charges, Sales Rep Aging, and Deposits reports.

2.14.1 Summary Aging Report

This report will give a single line total of open balances for each selected customer.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, and [R] for **R**eports.

- Select [S] or move cursor to highlight **S**ummary_Aging and press [ENTER].

- "Send Report to Screen or Printer, S/P?" Choose to print to the screen or printer.

- "Use arrows to highlight period required, press Enter to select." You can choose to run the Current month's totals OR any previous month that is listed in the pick window. (If the month does not appear in the pick window, the Aging Report is not available for that month.)

- "Do You Want Overall Aging Totals Only? Y/N" Enter [Y] if you would like to include overall aging totals.

- "Enter number of days late to run report for (zero for all aging)" [ENTER] on "0" to print the report for all late charges or enter the desired number of days and [ENTER].

- "Sequence report by Customer Code or Name" Highlight your choice and [ENTER].

- "Enter Range to Print: ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- "Enter required aging increments in days from Invoice Due Date" This defaults to 30, adjust as desired.

- If you elected to print to a printer, the RED Print Control window will open. Print report as desired.

2.14.2 Detailed Aging Report

This report will list all open invoices for each customer selected.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, and [R] for **R**eports.

- Select [D] or move cursor to highlight **D**etailed_Aging and press [ENTER].

- "Use arrows to highlight period required, press Enter to select." You can choose to run the Current month's totals OR any previous month that is listed in the pick window. (If the month does not appear in the pick window, the Aging Report is not available for that month.)

- "Do You Want Overall Aging Totals Only? Y/N" Enter [Y] if you would like to include overall aging totals.

- "Enter number of days late to run report for (zero for all aging)" [ENTER] on "0" to print the report for all late charges or enter the desired number of days and [ENTER].

- "Sub Group by Ship To Location? Y/N" Enter [Y] to group the report by ship to location.

- "Sequence report by Customer Code or Name" Highlight your choice and [ENTER].

- "Enter Range to Print: ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- "Enter required aging increments in days from Invoice Due Date" This defaults to 30, adjust as desired.

- The RED Print Control window will open. Print report as desired.

2.14.3 AR Activity Report

This option will print a list of all checks applied to customer records for the current month to date, showing the number of checks and totals for each day overall. Summary mode will give you totals for each day while the detailed mode will be an extended version of the daily check register with daily total or totals only on the screen. This report will show all activity on an account, not only the payment applied.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, and [R] for **R**eports.

- Select [A] or move cursor to highlight AR_**A**ctivity and press [ENTER].

- "Select Output Check Register → **S**ummary **D**etailed **O**n-Screen" Select or highlight desired option.

- "Print for Checks entered from: ___________to ___________" Enter the dates you would like to see for your report and [ENTER].

- A RED confirmation window will open stating "Report is for all customers. Limit it to a single customer?" Select [Y] or [N] as desired.

- The RED Print Control window will open. Print or transmit the report as desired.

2.14.4 *Billing and Late Charges Report*

Print a report of Late Charges and Billing charges that have been collected for the current month to date. This option will print two reports, one for Billing Charges and one for Late Charges. Each report shows you the charges due for each account and indicates which ones have been paid with total of paid charges at the bottom.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, and [R] for **R**eports.
- Select [B] or move cursor to highlight **B**ill/Late_Chrgs and press [ENTER].
- "Select Output → **D**etailed **O**n-Screen" Select or highlight desired option and [ENTER].
    - If you select On-Screen, a RED window will open showing the totals for both Bill and Late Charges.
    - If you select Detailed, the RED Print Control window will open. It will prompt you to print both reports. Proceed with printing as desired.

2.14.5 *Sales Rep Aging*

Print Aged Report grouped by Sales Rep.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, and [R] for **R**eports.
- Select [R] or move cursor to highlight Sales**R**ep_Aging and press [ENTER].
- A RED Salesperson Pick Window will open. Highlight the desired Rep. for this report.
- The RED Print Control window will open. Print or transmit the report as desired.

2.14.6 *Deposits*

Create report of deposits on file ranged by Customer.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, and [R] for **R**eports.
- Select [P] or move cursor to highlight De**p**osits and press [ENTER].
- The RED Print Control window will open. Print or transmit the report as desired.

2.15 Setting Up Sales Representatives and Commissions

2.15.1 Commission Calculation Methods Used In Britannia

2.15.1.1 Net % of Sale Commission

Net commission is calculated as a percentage of the net total of the sale - the entire value of the sale after discounts but before taxes. Thus a sale of a $100.00 item with 15% discount is a net sale of $85.00. The salesperson on 6% net commission would receive 0.06 x 85.00 = $5.10

2.15.1.2 Gross Profit Commission

Gross commission is calculated on the gross profit of the sale, after discounts but before taxes. The gross profit is the value of the sale less the cost of goods sold. Assume that an item was sold at $85.00 and the dealer cost is $65.00. The sales person set up on 25% gross commission would receive .25 x ($85.00 - $65.00) = .25 x $20.00 = $5.00. Notice that in the Net commission scheme the salesperson gets a commission of $5.10 regardless of the product cost. For example, if the product costs $80.00, the dealer actually loses ten cents on the sale. In the Gross Commission sale, the salesperson receives 25% of the gross profit. With a cost of $80.00, sales commission will amount to $1.25 while the dealer will get $3.75.

2.15.1.3 Table Commission

Commission can be calculated using either Net commission or Gross commission. With this option, the commission varies both with the value of the sale (smaller percentage for smaller sales, larger percentage for larger sales) and also with the overall gross profit of the sale. A small sale with low gross profit may pay no commission while a large sale with good GP may pay a higher amount. This “master” table determines whether commission is calculated using the Net Sale amount or the Gross Profit dollars. See the commission table in System Set-up for further information.

2.15.2 Sales Rep Menu Options

[A] **A**dd - Add a new Sales Rep.

[E] **E**dit - Edit a Sales Rep Record.

[D] **D**elete – Delete a Sales Rep.

[N] **N**ext – View Next Record

[B] **B**ack – View Previous Record

[F] **F**ind – Find a sales rep

[P] **P**ayments – Payments to a sales rep

[R] **R**eports – Reports for Sales reps

[S] A**s**sign Rep – Assign a rep to an account

[H] **H**istory – Sales History for the Current Rep

[Q] **Q**uit – Quit to Accounts Receivable

2.15.3 Adding a Sales Representative

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [S] **S**ls_Reps.
- Select [A] or highlight **A**dd to enter a new Sales person.
- "Enter the Code for the new Salesperson." Type in the new code for the sales rep and [ENTER]. This code may be up to six characters.
- Type in the Last Name, First Name, and Middle Initial.
- Enter the Street Address, City, State, and Zip Code, Phone number, and Social Security Number.
- Enter the Commission Type. This defaults to G for Gross Profit. [ENTER] to accept G or enter [N] for Net % of Sales [C] for Cash Sales or [T] for Commission Table. Fill out the table as desired.

NOTE Be sure to verify whether the commission is paid on Gross Profit or Sale Amount in the Commission Table area of Maintenance Utilities, System Set-up.

- Enter the Commission Rate and the Cost Loading factors (applicable to Gross Profit only). The cost loading factor allows you to add a given percentage to the cost of goods sold. This percentage can be added to allow for coverage of any overhead costs to the dealer.

2.15.4 Editing a Representative

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [S] **S**ls_Reps.
- Select [E] or highlight **E**dit to update the selected Salesperson record.
- Edit the name, address field, and commission type by entering through the fields of the record.

NOTE You cannot edit the Salesperson's code or any information displayed on the right hand side of the screen -- This information is maintained automatically by the system.

2.15.5 *Deleting a Representative*

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [S] **S**ls_Reps.
- Select [D] or highlight **D**elete to remove the selected Salesperson record.
- "Are you sure you wish to delete this record?" Enter [Y] to complete deletion.

NOTE This will remove the displayed record only if there is no commission currently due as displayed in the right hand box. If there is an amount due, it must be removed through the Payment function before deletion of the record is possible.

2.15.6 *Finding a Representative*

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [S] **S**ls_Reps.
- Select [F] or highlight **F**ind to locate a specific Salesperson record.
- A RED Salesperson Pick Window will display the Salespersons on file in Salesperson Code order. Highlight the desired Salesperson and [ENTER] to access their record.

2.15.7 *Paying Commissions*

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [S] **S**ls_Reps.
- Select [P] or highlight **P**ayments to pay commissions.
- "Do you wish to sort by Paid Status? Yes" If you select [Y] all of the invoices that the customer has paid will be grouped together in the selection window.
- A RED Commission Payment Selection Window will display all of the invoice numbers along with the customer account code number, net sale amounts, invoice due dates, invoice paid dates, and the commission due against each one for the previous month. The far right-hand column indicates whether commission has been paid. This defaults to "No."
- Press [M] to Mark record for payment. This will change "No" to "Yes" in the Paid column.
- [A] will Mark ALL records for payment. [U] will UnMark ALL.
- [P] will Mark all PAID records for payment.

- [F6] to Commit when you are finished marking invoices to pay commission or [ESC] to exit without paying commission.

- The RED Print Control window will open. Print or transmit the report as desired.

2.15.8 *Sales Representative Reports*

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [S] **S**ls_Reps.

- Select [R] or highlight **R**eports. The following reports are available:

  - [R] **R**eps_Summary – History summary and personal details by representative.

  - [I] **I**nvoice_Detail – Open commission invoices grouped by salesperson.

  - [D] **D**ate_Range – Weekly or monthly sales by salesperson. You will be asked to input the date range you would like to use.

  - [C] **C**ustomers – Customer history for selected representatives. You will be asked to input the sales rep range by rep code that you would like to use.

  - [V] **V**olume – Salesman volume report showing the dollar total of sales for most recent quarter and current month.

  - [S] **S**alesman by Dept. – Salesman report showing sales for a particular date range by a sales rep. and sorted by Department.

  - [A] Commission **A**nalysis – This report is intended to be used by dealers that use the Variable Rate Commission Table to calculate commissions. The report displays the Net Sales, Gross Profit $, Gross Profit % and Commission $ for each sales rep based on their commission table set up.

NOTE If sales rep is NOT set up for Table commissions, the sales rep will still appear on the report but the percentage breakdowns default to:

0 – 12%
12 – 20%
20 – 25%
25 – 30%
30 – 35%
35 – 99%

- The RED Print Control window will open. Print or transmit the report as desired.

2.15.9 Paying Commissions on Cash Sales

If you'd like to pay commissions for walk-in customers (Non Account Sales) using Cash/Check/Credit Card module please use the following as a guideline.

- Set up each sales clerk and/or sales rep. in Accounts Payable as a vendor.
- Set up each sales clerk and/or sales rep. as a Salesperson using commission type "C". C = Cash.
- Make sure that all appropriate Departments are marked with an "X" in the Commission Cash Sales area. This is done through [M] **M**aintenance Utilities, [P] De**p**artment Maintenance.

When a non-account sale is entered in Cash/Check/Credit Card, a sales rep. pick window will display. The sales clerk will highlight the person that is to receive commission for the sale and press [ENTER]. The sales clerk will finish the transaction as normal. (Once a sales clerk chooses a name from the pick window, the commission amount will post to the Sales Rep. record in Accounts Receivable.)

- To pay the commission to the sales clerk or sales rep., follow the process to for Commission Payments in Section 2.15.7.
- A RED confirmation window will appear asking you to verify if you'd like to add an invoice to Accounts Payable for the amount of the commission due the sales clerk/sales rep.
- If you answer [N], the commission due will not be paid to the sales clerk/sales rep. (You can go back at a later time and select Y when you choose to add the invoice to Accounts Payable.)
- If you answer [Y], choose the correct sales clerk/sales rep. from the pick window and an invoice for the commission due amount will post automatically into Accounts Payable.
- To "finalize" the commission audit trail, you must go into Accounts Payable and process a check for the commission amount of each sales clerk/sales rep. as necessary. (You may choose to do this once per month.)

NOTE Cash commissions DO NOT show up on Sales Rep. commission reports. To track your cash commissions, please use the Accounts Payable record for each sales clerk/sales rep.

NOTE A salespersons record is either cash commissioned OR an account sale commissioned, they CANNOT BE BOTH. If a sales clerk/sale rep. earns commissions based on Non Account AND Account Sales, they will need to be set up with two separate sales rep. records.

2.16 1st Menu Options

Select [1] **1**st_Menu to access the first level of menu items:

[N] **N**ext – Display the next record

[B] **B**ack- Display the previous record

[A] **A**dd – Add a new customer to file

[E] **E**dit – Edit a customer record

[F] **F**ind – Find a customer record

[Q] **Q**uit – Return to Main Menu

[C] S**c**roll – View open invoices

[O] N**o**tes – To add or review AR notes and Order Entry Notes

[P] **P**ayments – Enter receipts, apply credits or adjustments to a customer account

[D] **D**etail – View payment detail, invoice line item detail on-screen

[H] **H**istory – Display previous 12 months activity, YTD Sales and Gross Profit, PYTD Gross Profit. Also lists detail history by part number, description, sale date and manufacturer.

[T] Ship_**T**o – Add or edit shipping address records

[I] **I**nv_Locate – Locate a customer by invoice number

[L] PO_**L**ocate – Locate an invoice or customer by customer PO number or Auth

[K] Ch**k**_Locate – Type in check number and view all invoices paid by the check #

[2] **2**nd_Menu – Go to second set of Menu options

[S] **S**t'mnts – Generate statements and post late charges

[R] **R**eports – Aging Reports, AR Activity Reports, Billing and Late Charge Reports

2.17 Deleting Customer Records

This feature allows you to delete a customer from the system.

NOTE You cannot delete any customer who has account activity within the last two years. You can, however, set the customer as "inactive" to remove it from certain screens and reports.

- Select [D] **D**elete to remove a customer from your system.
- PLEASE CONFIRM "You have selected Delete, Continue??" Enter [Y] to continue with deletion.

2.18 Adding Old Invoices into your new BritNet System

This is a Start Up utility used to enter old (existing) invoices (AR Balances) into your new BritNet system.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] **2**nd_Menu, [I] **I**nv_Add.
- A RED Accounts Receivable Initialization Window will open listing the invoices for the selected customer. If this is not the desired customer, press [F] to **F**ind the appropriate customer and bypass this RED window for now.
- "Enter Acct Code or Part Name or accept blank to use Pick Window."
  - To use the Pick Window, press [ENTER]. The RED Customer Pick Window will open. To select customer, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the customer name. Highlight the desired customer and [ENTER].
- The RED Accounts Receivable Initialization Window will open listing the invoices for the selected customer.
- Press [S] for **S**pec'l to enter your own invoice number. The system will attach the letter "V" on the end of each "Special" invoice.

NOTE A "CAUTION" will display reminding you to take care not to enter duplicate invoice numbers.

- Enter the appropriate invoice date. The computer will automatically calculate the due date per system set-up. You can adjust this due date as needed.
- Enter the authorization name/code.
- Enter the invoice balance due. The system will compute the –Ds'cnt Balance based on system settings. You can adjust this as needed.

NOTE There is NO delete function within this invoice add feature. If you make an error, you must type in a negative amount to cancel out the positive amount in error and re-enter the invoice. Later, you can apply the negative amount to the positive amount in A/R by using Apply Credit.

2.19 Generating Listings Reports from the Customer File

2.19.1 Customer Year-To-Date Activity Report

This option will print a report of each customer's buying activity over the previous four quarters, including credit limit and current balance. This report can be sequenced by account number, customer, zip code, sales representatives, discount, or SIC.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [L] **L**isting.
- Select [C] or move cursor to highlight **C**ustomer_YTD and press [ENTER].
- "Sequenced by: **A**cct # **C**ustomer Sls_**R**ep **Z**ip_Code **D**iscount S**I**C **T**ax_Cd **Q**uit." Highlight the option you would like to sequence by and [ENTER].
- "Enter all or part of the Beginning and Ending codes as required. ____________________to ____________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.
- "View customers that are **A**ctive **I**nactive **B**oth." Select customer type to view.
- The RED Print Control window will open. Print or transmit the report as desired.

2.19.2 Authorization List

Print a report detailing the customer name, address, telephone number, persons authorized to buy on the account, tax status, and discount status.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [L] **L**isting.
- Select [A] or move cursor to highlight **A**uthorization_List and press [ENTER].
- "Sequenced by: **A**cct # **C**ustomer Sls_**R**ep **Z**ip_Code **D**iscount S**I**C **T**ax_Cd Quit." Highlight the option you would like to sequence by and [ENTER].

- "Enter all or part of the Beginning and Ending codes as required. ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- "View customers that are **A**ctive **I**nactive **B**oth." Select customer type to view.

- The RED Print Control window will open. Print or transmit the report as desired.

2.19.3 Customer List

Print a report which shows customer account number, name, address, telephone number, contact, sales rep, and credit limit. This report can be sequenced by account name or number.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [L] **L**isting.

- Select [L] or move cursor to highlight Customer_**L**ist and press [ENTER].

- "Sequenced by: **A**cct # **C**ustomer Sls_**R**ep **Z**ip_Code **D**iscount S**I**C **T**ax_Cd **Q**uit **V**ariable_Margin_Rank." Highlight the option you would like to sequence by and [ENTER].

- "Enter all or part of the Beginning and Ending codes as required. ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- "View customers that are **A**ctive **I**nactive **B**oth." Select customer type to view.

- "Would you like the list double spaced? Y/N"

- "Would you like Fax Numbers instead of Authorization field? Y/N"

- The RED Print Control window will open. Print or transmit the report as desired.

2.19.4 Status

Print a report showing the status type of your customers.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [L] **L**isting.

- Select [T] or move cursor to highlight S**t**atus and press [ENTER].

- "Status Type: **O**pen Acct **I**mmediate Pay **C**OD **H**old." Select the desired status type for the report.

- "Sequenced by: **A**cct # **C**ustomer Sls_**R**ep **Z**ip_Code **Q**uit **V**ariable_Margin_Rank." Highlight the option you would like to sequence by and [ENTER].

- "Enter all or part of the Beginning and Ending codes as required. ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- "View customers that are **A**ctive **I**nactive **B**oth." Select customer type to view.

- "Would you like the list double spaced? Y/N"

- "Would you like Fax Numbers instead of Authorization field? Y/N"

- The RED Print Control window will open. Print or transmit the report as desired.

2.19.5 Program List

Print a report showing customer that are on special pricing programs. This report can be sequenced by account name or number.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [L] **L**isting.

- Select [P] or move cursor to highlight **P**rogram_List and press [ENTER].

- "Sequenced by: **A**cct # **C**ustomer Sls_**R**ep **Z**ip_Code **Q**uit **V**ariable_Margin_Rank." Highlight the option you would like to sequence by and [ENTER].

- "Enter all or part of the Beginning and Ending codes as required. ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- "View customers that are **A**ctive **I**nactive **B**oth." Select customer type to view.

- "Would you like the list double spaced? Y/N"

- "Would you like Fax Numbers instead of Authorization field? Y/N"

- The RED Print Control window will open. Print or transmit the report as desired.

2.19.6 Ship-To List

Print a list of your customers that includes not only their billing address, but also each one of their shipping addresses.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [L] **L**isting.

- Select [S] or move cursor to highlight **S**hip-To_List and press [ENTER].

- "Sequenced by: **A**cct # **C**ustomer Sls_**R**ep **Q**uit." Highlight the option you would like to sequence by and [ENTER].

- "Enter Range to print report for > ___________________to ___________________" This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

- The RED Print Control window will open. Print or transmit the report as desired.

2.20 Mailing Labels for Account Customers

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [M] **M**ail/Lbl.

- "Labels for: **M**ailing **F**ile_Folders **C**ontracts Export**1** **Q**uit." Options for printing include:

  - **M**ailing – Print Mailing labels for selected range of customers.
  - **F**ile_Folders – Print standard file folder labels.
  - **C**ontracts – Print Mailing labels for selected contract.
  - Export**1** – Create export file of Customer Billing Addresses.

2.20.1 Mailing Labels

- Select [M] **M**ailing to print Mailing labels.

- "**A**ctive Customers ONLY **I**nactive Customers ONLY **B**oth" Select desired customers to include in printing.

- A GRAY Select Printer window will open for you to select the appropriate printer.

- "This will be used if you do not have a file entry. Leave blank to omit. Default salutation, e.g. BUYER, to appear on labels _______________." If you do not have a file entry for an addressee in the individual customer records, enter a general addressee format here. This will print on labels where there is no mailing address contact on file. [ENTER] to skip.

- "Sequenced by: **A**cct # **C**ustomer **Z**ip_Code Sls_**R**ep S**I**C **Q**uit." Highlight the option you would like to sequence by and [ENTER].

- By **A**cct # or **C**ustomer:

  - "Enter all or part of the Beginning and Ending codes as required. ___________________to ___________________." This will default with your first and last records. Change beginning and ending customer codes or names alphabetically as desired. Example: ABC Company to Office Solutions.

  - "Limit Label selection to customers with their program flag set?" Enter [Y] to cancel limit selection.

  - "Do you want a label mask?" It is highly recommended that you print a label mask to insure that your labels are lined up.

  - A GRAY Select Printer window will open for you to select the appropriate printer.

  - The RED Print Control window will open. Print or transmit the report as desired.

- By **Z**ip_Code:

  - "Enter Zip Code Range to print Labels for > _____ To: 99999"

  - "Limit Label selection to customers with their program flag set?" Enter [Y] to cancel limit selection.

  - "Do you want a label mask?" It is highly recommended that you print a label mask to insure that your labels are lined up.

  - A GRAY Select Printer window will open for you to select the appropriate printer.

  - The RED Print Control window will open. Print or transmit the report as desired.

- By Sls_**R**ep

  - "Print report from Salesperson (NONE) to _______." Enter the appropriate names and [ENTER].

  - "Limit Label selection to customers with their program flag set?" Enter [Y] to cancel limit selection.

- "Do you want a label mask?" It is highly recommended that you print a label mask to insure that your labels are lined up.
- A GRAY Select Printer window will open for you to select the appropriate printer.
- The RED Print Control window will open. Print or transmit the report as desired.

- By S**I**C - Standard Industrial Classification
  - "Enter SIC Range to Print Listing for > __________to ___________" Type in the appropriate range and [ENTER].
  - "Limit Label selection to customers with their program flag set?" Enter [Y] to cancel limit selection.
  - "Do you want a label mask?" It is highly recommended that you print a label mask to insure that your labels are lined up.
  - A GRAY Select Printer window will open for you to select the appropriate printer.
  - The RED Print Control window will open. Print or transmit the report as desired.

2.20.2 File_Folders

- Select [F] **F**ile_Folders to print labels.
- A GRAY Select Printer window will open for you to select the appropriate printer.
- "Sequenced by: **A**cct # **C**ustomer **Z**ip_Code Sls_**R**ep S**I**C **Q**uit." Highlight the option you would like to sequence by and [ENTER].
- Enter appropriate starting and ending codes or names.
  - "Limit Label selection to customers with their program flag set?" Enter [Y] to cancel limit selection.
  - "Do you want a label mask?" It is highly recommended that you print a label mask to insure that your labels are lined up.
  - A GRAY Select Printer window will open for you to select the appropriate printer.
  - The RED Print Control window will open. Print or transmit the report as desired.

2.20.3 Contracts

- Select [C] **C**ontracts to print mailing labels from specific contracts.
- A GRAY Select Printer window will open for you to select the appropriate printer.
- "This will be used if you do not have a file entry. Leave blank to omit. Default salutation, e.g. BUYER, to appear on labels _______________." If you do not have a file entry for an addressee in the individual customer records, enter a general addressee format here. This will print on labels where there is no mailing address contact on file. [ENTER] to skip.
- "Sequenced by: **A**cct # **C**ustomer **Z**ip_Code Sls_**R**ep S**I**C **Q**uit." Highlight the option you would like to sequence by and [ENTER].
- A RED Contract/Price Plan Pick Window will open. Select the desired Contract for printing.
  - "Do you want a label mask?" It is highly recommended that you print a label mask to insure that your labels are lined up.
  - A GRAY Select Printer window will open for you to select the appropriate printer.
  - The RED Print Control window will open. Print or transmit the report as desired.

2.20.4 Export1

- Select [1] Export**1** to create an export of Customer Billing Addresses.
- The RED Print Control window will open. Print or export the report via Email as desired.

2.21 Regenerating Invoices

Use this feature to regenerate invoices whenever needed.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [R] **R**egen_Inv.
- An Invoice Regeneration window will open. Enter the invoice number you wish to regenerate.
- The Account # and Date of the invoice will display.
- "Is this the Correct Document?" Enter [Y] to regenerate the selected invoice.

2.22 View Contract Assignments

This feature will allow you to view the contract assignments for the selected customer.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [A] Contr**a**cts.

- A RED Contracts Assigned To window will open for the selected customer. Press [ENTER] to exit this window.

2.23 Clone a Customer Record

The Clone feature can be used to create a copy of a customer record that can then be modified to create new customer records, rather than going through the complete process to create a new record.

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [2] for **2**nd_Menu, and [C] **C**lone.

- "Enter the Code to be used for this Customer" Type in the new code for the customer and [ENTER]. This code may be up to six characters.

- The main information from the cloned customer is copied to your screen. You are now in Edit Mode and can modify any areas as necessary.

  - Make certain that you go through each main area to verify information for the new customer: **A**ddresses, **P**ricing, **I**nvoicing, **G**eneral, **M**essages, and **S**alesman.

2.24 Stock Transfer Accounts

A stock transfer account is used to produce an invoice for items being relieved from inventory for the purpose of transfer to another location. In this event an invoice is produced for the items being transferred. This is immediately followed by a report of the cost of items being transferred. This report is used to make a journal entry in the general ledger to offset the value of the items transferred. A stock transfer invoice DOES NOT post to Accounts Receivable.

Other uses for this type of account include:

1. You wish to keep an invoice open for the month for items purchased for "in house" use. Such an invoice is put on hold and printed at the end of the month. Again, this invoice is not included as sales, but inventory relieve and the cost of the items is reported. A journal entry should be made to the general ledger to offset the relieved items from inventory. The invoice does not post to accounts receivable.

2. You may have a reciprocal arrangement with another office products business in that you order items and transfer them to that business at cost. Example, you may have an account with a wholesaler. He has an account with another. What he can not get from his wholesaler, he orders from you. What you cannot get from your wholesaler, you order from him. Use the stock transfer account for this type of activity to maintain the accuracy of you gross profit on the Day End of Month End Reports. Using a regular account for these activities will lower your gross profit.

NOTE Depending on why you are using this type of account, you may wish to use the invoice add feature in Accounts Receivable to post the invoice number and cost in order to track payment of the invoice. Whenever a transaction occurs which involves a transfer of merchandise at cost, the stock transfer account should be used.

2.24.1 Adding a Stock Transfer Account

- From the Main Menu select [C] Accounts Receivable/**C**ustomers, [A] to **A**dd a customer, and [Y] to continue

- When you are prompted to enter an account code the code will need to begin with \. Example: \STOCK.

NOTE The back slash (\ ) is used to inform the system that the account is a stock transfer account.

NOTE Since back slash accounts do not create sales history or AR history, if the invoice fails to print there is no way to recover the data. The recommended approach to print invoices is to set these accounts to automatically email the invoices. This will send a text file of the invoice that can be reprinted if needed.

Chapter 3 – Accounts Payable / Vendors

The Accounts Payable module allows you to add vendor records, edit account details, and perform all Accounts Payable functions. Vendor invoices can be entered and marked for payment, manual checks can be added, and printed checks may be printed from this module. Various reports including GL transfer reports, aging reports, and cash requirements reports are available. The Accounts Payable module integrates with General Ledger and the Purchasing Module.

Menu Options

[A] **A**dd_Vndr – Add a new vendor

[E] **E**ditVndr – Edit the vendor details

[N] **N**extVndr – Display the next vendor

[B] **B**ack – Display the previous vendor

[F] **F**indVndr – Find a vendor by account code or name

[D] **D**elete – Delete the displayed vendor

[C] S**C**roll – Scroll through all accounts

[I] **I**nvoices – Access the invoicing functions

[P] **P**ayments – Mark invoices for payment and print checks

[R] **R**eports – Access aging and GL reports, vendor lists, mail labels, and cash requirements

[S] **S**hp_From – Display the ship from address and last year's data for a given customer

[V] Di**v**ision – Access to change the GL Division

[O] N**o**tes – Display and Edit Vendor Notes

[Q] **Q**uit – Return to the main menu of the program

3.1 Creating Vendor Records

3.1.1 Adding a Vendor

- From the Main Menu select [V] Accounts Payable/**V**endors, [A] **A**dd_Vndr to add a new Vendor record to the file.

- "Do you wish to continue with this addition? Yes" [ENTER] on [Y] to continue.

- "Enter the Code to be used for this Vendor." Type in a unique vendor code. This can be up to six characters.

- "Enter the 3 character Inventory Reference for Vendor 'XXXXXX'" Enter the desired three character inventory code.

NOTE Some three character codes are reserved for electronic vendors and cannot be used for any other vendor. Electronic vendors include, USS – United Stationers, SPR – SP Richards, OHE – O'Henry, AWS – Action Wholesale, C2F – C2F, PPI – Pens Plus, etc.

- Proceed through the Vendor Details entering appropriate name and address information as indicated.

- "Enter your Account # with this vendor, if known." Enter your account number as reference for this Vendor.

- You have the option to edit the "Shipped From" information as needed. Press [F1] to skip this section.

- If you are using the General Ledger, the appropriate GL Cost Distribution accounts can be entered for each vendor. These accounts correspond to either the Inventory Asset account Income Statement Expense, or Cost of Sales Accounts.

NOTE This is NOT the Accounts Payable default account 2102.

- Enter telephone number and fax number

- At the prompt, "Use consolidated check payment feature for this vendor?" If you answer [Y] this will allow you to mark more than 13 invoices to be paid on a single check, the check stub will print with a consolidated message:

  - CONSOLIDATED CHECK PAYMENT
    Multiple invoices totaling $xxx.xx

NOTE This feature would be ideal for any vendor for which you regularly pay more than 13 invoices per check.

- “Enter usual shipping means for this vendor.” e.g. UPS, Best Way
- “Enter the usual FOB (Free On Board) point.” e.g. Your Dock, Our Dock
- “Enter usual Salesperson name for this Vendor.” You can enter the salespersons name here as desired.
- “Do you pay this vendor a regular amount every month? Y/N No” If you select [Y] a RED Vendor Invoice Servicing window will open allowing you to enter specific payment information for this vendor.
- Next prompt, “Is this a Temporary or One Time Vendor? Y/N No” [ENTER] or change to [Y] as necessary.
- PLEASE CONFIRM “Payment is due on a fixed day of each month? No” If you select [Y], enter the fixed day payment is due.
- “Enter the prompt payment discount allowed by this vendor, if any” Enter discount amount provided by this vendor.
- In the remaining fields you can enter the terms, discount, credit limit, high balance, YTD purchases, and YTD payments. When you add a vendor you have the opportunity to add prior payment history to and purchase history from that vendor.

NOTE If you choose to skip over these fields, you will NOT have access to them again because they are for accumulative information purposes. If you are NOT using the General Ledger, these fields can be left blank.

3.1.2 Editing a Vendor

- From the Main Menu select [V] Accounts Payable/**V**endors, [E] **E**ditVndr to edit an existing Vendor.
- "Do you want to blank out the purchasing code for this vendor?" If you answer YES, the 3 letter INV code will be removed from this vendor. It is recommended that you answer NO.
- Enter through the fields of the record and make changes as necessary. You will not have access to the YTD purchases and YTD payments fields.
- At the prompt, “Use consolidated check payment feature for this vendor?” [Y] will allow you to mark more than 13 invoices to be paid on a single check, the check stub will print with a consolidated message:
    - CONSOLIDATED CHECK PAYMENT
      Multiple invoices totaling $xxx.xx

NOTE This feature would be ideal for any vendor for which you regularly pay more than 13 invoices per check.

3.1.3 Finding a Vendor

- From the Main Menu select [V] Accounts Payable/**V**endors, [F] **F**indVndr to locate an existing Vendor record by Account Code or Name.

- "Enter Vendor Code or leave blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Vendor Pick Window will open. To select vendor, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the vendor name. Highlight the desired vendor and [ENTER].

3.1.4 Deleting a Vendor

- From the Main Menu select [V] Accounts Payable/**V**endors, [D] **D**elete to remove an existing Vendor record.

NOTE If the vendor has open activity you will be unable to delete the vendor. A PURPLE window will open indicating there is current activity. History records stay in the system for two years after entry.

- PLEASE CONFIRM "You have selected to delete, continue?? No" Press [Y] to continue.

- PLEASE CONFIRM "This entry will be removed from the file. Are you really sure? N" Enter [Y] to continue.

- The vendor will now be completely removed from the system.

3.1.5 Scroll

- From the Main Menu select [V] Accounts Payable/**V**endors, [C] S**C**roll to scroll through the list of unpaid invoices for the selected vendor.

3.2 Vendor Invoicing

3.2.1 Invoicing Menu Options

[I] Add_**I**nv. – Enter invoices and distribute cost

[E] **E**dit_Inv. – Edit an existing unpaid invoice

[T] Dele**T**e_Inv – Delete an invoice entry

[D] **D**ebit_Memo – Enter a debit memo from a vendor. (This is sometimes referred to as Credit Memo)

[A] **A**pply_DM – Apply a debit memo to an invoice

[P] **P**aid_Inv. – Display a twelve month history of paid invoices

[L] Inv._**L**ist – Print the invoices on file for this vendor

[F] **F**ind_Vndr – Find a vendor in the system

[N] **N**ext_Vndr – Move to the next vendor

[B] **B**ack_Vndr – Move back one vendor

[V] Di**v**ision – Access to change the GL Division

[Q] **Q**uit – Return to the previous menu

3.2.2 Adding Vendor Invoices

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [F] **F**ind_Vndr to access the desired Vendor record.

- "Enter Vendor Code or leave blank to use Pick Window."

  - To use the Pick Window, press [ENTER]. The RED Vendor Pick Window will open. To select vendor, use the up and down arrows, PgUp, PgDn, or type in the first few characters of the vendor name. Highlight the desired vendor and [ENTER].

- Select [I] Add_**I**nv. to add a new vendor invoice. A RED Vendor Invoice Servicing window will open allowing you to enter the invoice detail.

- **AP to PO Reconciliation** – After entering the invoice number, the system checks the un-reconciled purchase orders for the current vendor and, if these are found, the AP to PO Reconciliation window appears that will allow you to enter the merchandise amount of the vendor's invoice. Enter the merchandise total of your vendor's invoice in the field displayed and [ENTER]. You can also [ENTER] on blank to bypass this feature.

  - When entering invoices for service vendors that are not normally associated with the purchase order, the cursor moves directly to the invoice amount field. Entering an invoice for a vendor that does have open purchase orders will activate the Reconciliation window as usual.

- **PO Pick Window in AP** - After you press enter, a pick window will appear listing all the related purchase orders that have been received for the selected vendor but which have not yet been linked to an invoice from that vendor. If no POs are available, a message will appear informing you of this fact.

- From this pick window of POs, highlight the PO or POs you wish to review. At the bottom of the screen you will see three F-function options.

- Press [F4] to mark and link the highlighted PO to your vendor invoice. As purchase orders are linked to the invoice the reconciliation window at the top will change to show the current balance of the invoice that is available for linking to the next highlighted PO and so forth. If applicable, the invoice balance will continue to decrease towards zero and may become negative if the dollar amounts of selected POs exceed the invoice amount.

- If you need to view line item details of a PO, press [F6]. If necessary, you may then press [F7] to print out the line item detail of the purchase order.

- **Invoice Total Amt Field Automatically Populated** - Once you have marked all the purchase orders you wish to link to the invoice, press [ENTER] and the system will move you forward in the invoice add process you had started. By default, the Invoice Total Amt field will be automatically populated with the amount you entered previously as the merchandise total in the AP to PO Reconciliation screen. You may now edit this amount, if necessary. The invoice-add process will now continue.

NOTE Once a purchase order has been linked to an invoice, it will no longer show up in the PO pick window when you add more invoices at a later time, unless there were items on backorder tied to that PO. In that case, the PO will appear as often as new items were received. There will be a separate appearance of the PO along with the received date. If the PO was received more than once on the same date, it will appear only once with a grand total for that date.

- If you are entering invoices for a vendor for whom you did not create a purchase order, you may bypass this AP to PO feature by simply leaving the amount field empty and pressing [ENTER] to continue. Alternatively, you may still enter the invoice amount in the field

- Type in the invoice number, date of the invoice, invoice amount, payment due date, prompt payment discount if applicable, percentage of the discount, and the date to which discount is available. If there is no prompt payment discount, [ENTER] to skip these fields.

- The amount you just entered will now appear in the Cost Distribution Window.

  - If the General Ledger distribution accounts are correct, press [ENTER] to accept the displayed account number or change to a different account number

NOTE You can now distribute an accounts payable invoice to as many as nine general ledger accounts. Distribution accounts that are added to a vendor are recorded and available the next time the vendor has a new invoice. In the vendor edit screen only the first six account numbers are available for edit. Distribution accounts 7, 8 and 9 are available for addition or editing only during invoice entry.

- [ENTER] to continue, or edit the amount to be applied to the first account. [ENTER] to go to the next line which will show the balance to be distributed to the second account number.

  Example: An invoice for $500 may be entered with $450 going to the Inventory Asset Account and $50 to the Freight In account.

NOTE When invoices are entered into Accounts Payable, the inventory asset is debited and the Liability Account is credited. When the invoice is paid, the Liability Account (Accounts Payable) is debited and the Cash Account is credited. The system automatically collects the credit to the Liability Account and the Cash Account, but you will be required to enter the code for the other accounts.

- A list of all invoices entered is available when leaving the Accounts Payable module. You may also get this listing by selecting the Listing option. You can list open invoices, closed invoices, or all invoices, for this vendor or all vendors.

3.2.3 Editing an Existing Non-Transferred Invoice

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [E] **E**dit_Inv. to edit an existing non-transferred invoice.
- “Enter the Invoice Number to Edit: _______ or blank for Pick List.” Enter desired invoice number or press [ENTER] to select from the Pick List.
  - To use the Pick Window, press [ENTER]. The RED Invoice Scan Window will open displaying the invoices for the selected vendor. Use the up and down arrows, PgUp, PgDn, to highlight the desired invoice and [ENTER].
  - Enter through the invoice details and edit as required.

3.2.4 Deleting an Non-Transferred Invoice

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [T] Dele**T**e_Inv to delete an existing non-transferred invoice.
- “Enter Invoice Number to Delete: _______ or blank for Pick List.” Enter desired invoice number or press [ENTER] to select from the Pick List.

- To use the Pick Window, press [ENTER]. The RED Invoice Scan Window will open displaying the invoices for the selected vendor. Use the up and down arrows, PgUp, PgDn, to highlight the desired invoice and [ENTER].

- "Is this the correct invoice to delete? Y/N No" Press [Y] to delete.

NOTE An invoice may be deleted at any time in the current month. Once the monthly sales journals have been closed, the invoice has been transferred and CANNOT be deleted. It will need to be adjusted out using a Debit Memo.

3.2.5 Adding a Debit Memo

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [D] **D**ebit_Memo to enter a Debit Memo from a vendor.

- "Enter Vendor Invoice number." An A-_____invoice number will appear in the screen to show the adjustment.

- Fill in the remaining invoice information including the invoice date, invoice amount (entering a minus sign before the amount), payment due date, and the date to which discount is available.

- The amount you just entered will now appear in the Cost Distribution Window. You may adjust the Cost Distribution Account and Amount as necessary.

3.2.6 Applying a Debit Memo

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [A] **A**pply_DM to apply a Debit Memo to an Invoice.

- "Enter Debit Memo Number to Apply: _______ or blank for Pick List." Type in the debit memo number to apply, or [ENTER] to use the Pick List.

    - To use the Pick Window, press [ENTER]. The RED Invoice Scan Window will open displaying the invoices for the selected vendor. Use the up and down arrows, PgUp, PgDn, to highlight the desired invoice and [ENTER].

- "Enter Amount of Debit to Apply: _______" Press [ENTER] to accept total or adjust amount as needed.

- "Enter Invoice Number to Apply Debit Memo To: _______ or blank for Pick." Select the desired invoice to apply the Debit Memo.

- Once you have selected the correct invoice and applied the Debit, the Debit Memo will be removed from the AP module.

3.2.7 *View Paid Invoices*

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [P] **P**aid_Inv. to view the twelve month history of paid invoices for the selected vendor.

- Select which invoices you would like to view from choices of:

  - Closed_**I**nvoices – Invoices that are closed
  - Invoice_**A**udit – Payment activity on an invoice
  - **C**heck_Audit – Invoice numbers and amounts applied

- A RED Closed Invoices window will open and display invoices that are still on file for the currently displayed vendor for the last 12 months.

3.2.8 *Invoice Listing*

- From the Main Menu select [V] Accounts Payable/**V**endors, [I] **I**nvoices, [L] Inv._**L**ist to print invoices for the selected vendor.

- Select invoices you would like to print from choices of:

  - **O**pen_Invoices – Print listing for unpaid invoices only
  - **C**losed_Invoices – Print listing for paid invoices only
  - **A**ll_Invoices – Print all invoices

- You may also select to print listing for **A**ll_Vendors or **T**his_Vendor_Only.

- The RED Print Control window will open. Print or email as desired.

3.2.9 *Division*

NOTE This feature is available to those dealers utilizing more than one division for their system. Please contact Britannia for additional information regarding this function.

3.3 Payment Options

NOTE If you use more than one division, you can pay vendor invoices from different divisions with the same check. Enter your vendor invoices into separate divisions as normal each month. When you are ready to pay your vendors, select Division 00 to view all invoices for a vendor. You will be able to mark invoices in all divisions for payment. Process your check payments as usual.

NOTE The check will be recorded in Division 01. The system will make the appropriate journal entries to the General Ledger to clear the Accounts Payable account for each Division.

3.3.1 Payment Menu Options

[M] **M**ark_for_Pay – Mark the invoices you wish to pay for this vendor

[U] **U**nmark_All – Globally unmark invoices for payment

[E] **E**dit_Register – Access the check edit register. Run this prior to check printing.

[C] **C**hecks – Print accounts payable checks, manual checks, direct checks, or void printed checks.

[R] Chk_**R**econcile – Check Reconciliation report

[N] **N**ext_Vndr – Display the next vendor record

[B] **B**ack_One – Display the previous record

[F] **F**ind_Vndr – Search for a specific vendor

[V] Di**v**ision –

[Q] **Q**uit – Return to the previous menu

3.3.2 Marking Invoices for Payment

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [F] **F**ind_Vndr to locate the specific vendor you wish to apply payment.
- "Enter the Vendor Code ______ or leave blank to use Pick Window."
  - To use the Pick Window, press [ENTER]. The RED Vendor Pick Window will open displaying the vendors. Use the up and down arrows, PgUp, PgDn, to highlight the desired vendor and press [ENTER].
- [M] **M**ark_for_Pay to select the invoices to Pay for this Vendor. Select from the following choices:
  - [V] Payment_by_**V**endor to mark or unmark individual invoices for a selected vendor.
    - A RED Payment Status Window will open displaying the invoices for the selected vendor. Use the arrow keys to navigate within the window. Highlight any invoice you want to pay and press [M] to **M**ark. If you mark the invoice incorrectly, press [M] again to unmark the invoice.
    - Press [G] Global to globally mark invoices.

- Press [P] Partial to mark for partial payment.
  - "Enter amount to Pay on This invoice:"
  - Type in the amount of partial payment you wish to make on this invoice and [ENTER]. The partial amount entered will appear in the far right Amount To Pay column and the word "Yes" will appear in the Pay Now column.

- [D] Payment_by_**D**ate to mark ALL invoices due through a selected date. This UNMARKS ALL OTHER invoices!
  - "Please enter the date through which to mark invoices." This defaults to today, change as desired.
  - "Select by Discount Dates where applicable". Select [Y] to have the system take discount date into consideration. Selecting [N] will cause the system to ignore discount dates and work solely with invoice due dates.
  - The RED invoice pick window will appear displaying all invoices and the vendor information. Press [F4] to unmark/mark individual invoices. [F6] will change the sequence of the invoices so that multiple invoices due on the same day will be sequenced by customer name.
  - When you exit the pick window, you will be prompted to print the "Cash Requirements Report".

- As each invoice is marked for pay, the cash requirements window will show total of all invoices marked.
- When all invoices are marked you may then print the Edit Register. This will list all invoices marked for payment and whether or not you will be taking a discount if applicable. Review this carefully. If it is correct , proceed with Check Printing (see section 3.4).

3.3.3 Unmark All Invoices Marked for Payment

NOTE This is a GLOBAL option for <u>all</u> invoices and <u>all</u> vendors.

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [U] **U**nmark_All to globally unmark invoices to pay.
- "Are you sure you want to unmark ALL invoices for payment? Y/N" Press [Y] to unmark <u>all</u> invoices.

3.3.4 Edit Register

NOTE This option will allow you to review all invoices marked for payment in the system prior to issuing checks.

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [E] **E**dit_Register to review all invoices marked for payment in the system prior to issuing checks.
- The RED Print Control window will open. Print or email your report as desired.

3.3.5 Checks (see section 3.4)

3.3.6 Check Reconciliation Reports

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [R] Chk_**R**econcile to print check reconciliation reports.
- A RED Check Scan Window for Reconciliation will open displaying the list of checks to be reconciled. Use your current bank statement to determine which checks to mark. Highlight and press [F4] to mark checks that have been cleared by your bank.
- Press [ENTER] when you have marked all cleared checks.

3.3.7 Division

NOTE This feature is available to those dealers utilizing more than one division for their system. Please contact Britannia for additional information regarding this function.

3.4 Printing and Voiding Checks

3.4.1 Pre-Printed Check Printing

NOTE You can set up a vendor to use the Consolidated Check feature that will allow you to mark more than 13 invoices to be paid on a single check, the check stub will print with a consolidated message:

- CONSOLIDATED CHECK PAYMENT
  Multiple invoices totaling $xxx.xx

This feature would be ideal for any vendor for which you regularly pay more than 13 invoices per check

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [C] **C**hecks to print Accounts Payable checks, manual checks, and void printed checks.

- [P] **P**rint_Checks to Print Accounts Payable checks for ALL marked invoices.

- Load the checks into the printer.

- Use a check mask to align checks and follow the prompts to print checks.

- [Q] to **Q**uit to print a listing of all checks that have been paid.

- The RED Print Control window will open. Print or email your report as desired.

3.4.2 Voiding a Check

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [C] **C**hecks, [V] **V**oid_a_Check.

- Select [V] to **V**oid_Single_Check or [R] to Void_**R**ange of checks.

- "Enter Check Number you wish to void." Or "Enter Check RANGE you wish to void."

- A RED Invoices Paid on This Check window will display the invoices paid with the selected check(s). "Are you sure you want to Void this Check (# XXX)? THESE INVOICES WILL BE MARKED AS UNPAID IF CHECK VOIDED!" Select [Y] to void selected check(s).

NOTE You will now need to re-mark the correct invoice for payment and proceed as before to pay a new check.

3.4.3 Manual Check Printing

NOTE This feature can be used to record checks into Accounts Payable without printing them through the system. Your manual checks will post through to General Ledger using this feature.

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [C] **C**hecks, [M] **M**anual_Check to process pre-paid manual checks.

- "Pay from account 102, Checking Account ….. ? Yes" Press [N] if you wish to change this account.

- "Next Check No. is XXXX. Change this? Y/N" Press [Y] to change the number or [N] to accept.

- "Payment record date will be __ / __ / ____" This defaults to the current date, change as necessary.

- PLEASE CONFIRM "Process transaction # XXXX to vendor XXX for $XXX.XX" Confirm or change as necessary.

3.4.4 Other_Payment

- From the Main Menu select [V] Accounts Payable/**V**endors, [P] **P**ayments, [C] **C**hecks, [O] **O**ther_Paymnt to record alternate payment such as wire transfer or automatic payments.

NOTE You MUST first mark your invoices for payment.

- "Pay from account 102, Checking Account ……. ? Yes" Adjust as needed.

- "Enter a unique identification for the payment you wish to apply _______." (Leave entry blank to exit, duplicates will be rejected)

NOTE The field is alphanumeric; you can use a combination of letters and numbers if needed.

- "Payment record date will be __ / __ / ____" This defaults to current date. Adjust as needed.

- PLEASE CONFIRM "Process transaction # XXXXX to vendor XXX for $ XXX.XX, Y" Confirm or change as needed.

3.5 Accounts Payable Reports

Certain reports in Accounts Payable can become overly long when the detail options are selected. Often, many pages of the report are consumed by one of two vendors, usually the first call wholesaler and possibly a buying group. The terms with these particular vendors are often quite rigid and usually well understood by the dealer. As such, printing this information on the report does not make a particularly useful contribution. To provide some flexibility in managing these reports some new features have been added to the BritNet system.

NOTE In addition to the following reports, activity in Accounts Payable is reported in the End of Day reports as well as the End of Month detail reports, showing increase and decrease in liability. An Accounts Payable Trial Balance is available for printing at the end of each day during the End of Day and End of Month close out process. There is also an option to transfer all activity automatically to the General Ledger.

3.5.1 Vendor Classification Code

- When adding or editing a vendor record, a new prompt will appear near the end of the edit sequence, immediately after the prompt that asks whether this is a one time vendor. The new prompt allows a single character code to be assigned to the vendor being edited.

  - Find the desired vendor and press [E] to **E**dit.

- Continue through the edit process until you pass the question referring to paying a regular amount each month. Respond of this question as desired to move to the new prompt: “To be able to exclude this vendor from certain reports, enter a character here. Leave blank to always show vendor on aging and similar reports.”

- You can use any alpha character from A to Z or any of the numbers zero through nine. The characters themselves have no meaning within the system, except that they will provide you with the capability and flexibility to manage the way you print certain vendor reports, such as the Detailed Aging and Cash Requirements reports.

NOTE We recommend that you define and maintain a short list of vendor classifications and assign a mnemonic character to each one of them. As vendors are added or edited the character code can be included if the vendor is in a classified category.

EXAMPLE:

Your first call wholesaler may be a vendor that produces a large number of invoices that serve only to clutter up reports such as Cash Requirements. You could use an easily remembered character, such as “W” to classify your wholesalers.

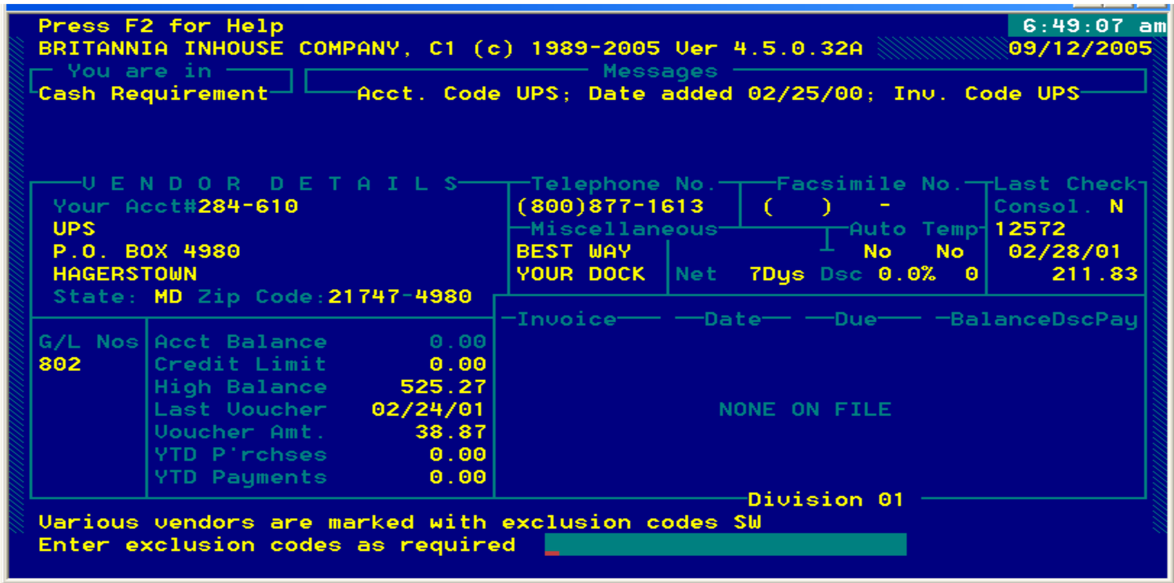
Another example, you could assign, the letter ‘U” for utility vendors and “E” for employees, and so forth. The same code can be used for more than one vendor and groups of vendors may be developed by using the same code for each member of the group. A total number of 35 different codes are allowed. You can now use these codes during the printing of certain reports to <u>exclude</u> these vendors from appearing on the reports. (See the next section *Suppressing Specific Vendors from Reports.)*

3.5.1.1 Suppressing Specific Vendors from Reports

A new feature has been added that allows suppressing the details for any one or more vendors from printing on your AP reports. This is especially helpful when printing certain reports like aging reports, and the cash requirements report.

- When printing these reports, a new prompt will appear during report set up listing all of the classification codes you have used in the system and providing an entry cell into which you may enter the codes for the vendors that you do not wish to appear on the report. (**Figure 3.1**).

Figure 3.1 – New ability to exclude selected vendors from reports



- Leaving the cell blank would include this customer in all relevant reports as previously. Entering a character in the cell will exclude the vendor from the report.
  - If there is no classification codes are set up in the vendor file, the new prompts do not appear.

NOTE A message has been added to the top of the cash requirements report window warning you that various accounts have been suppressed whenever this feature is in use. If no codes are selected the warning is does not appear.

3.5.1.2 Key Reports Affected

- Three key AP reports are currently affected by the new classification codes feature.
  - Detailed Aging Report
  - Cash Requirements Report by Due Date
  - Cash Requirements Report by Discount Date
- When you are printing any of these reports, the computer will check your entire vendor file for vendor's having codes. If one or more codes are found in the system they are displayed on the screen and an entry cell is provided into which any of them can be typed.
  - Codes that are typed in the entry cell will cause all the vendors with those codes to be omitted from a report.

3.5.2 A/P Aging Report

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [A] **A**P Aging to print Accounts Payable Aging reports.
- Select from A/P Aging Reports: **S**ummary Aging **D**etailed Aging
  - [S] **S**ummary Aging – will output Aged Payables Report to printer or screen.
  - [D] **D**etailed Aging – will produce a detailed A/P report for ALL vendors.
- The RED Print Control window will open. Print or email your report as desired.

3.5.3 Cash Requirements (list of open invoices)

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [C] **C**ash_Req. for a cash requirements report by date.
- "Sequenced by: **D**ue_Date D**i**scount_Date" Select your sequence choice.
- The RED Print Control window will open. Print or email your report as desired.

3.5.4 GL Reports

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [G] **G**L_Reports.
- "Enter Month and Year to Print G/L Report For: __ / ____" This defaults to current month. Adjust as needed.
- "The A/P G/L transfer report can be sorted by: **N**one **V**endor **G**/L_Account" Select desired sort sequence.
- "Do you want a summary report only? Y/N "
- The RED Print Control window will open. Print or email your report as desired.
- You will be given the option to print the G/L report a second time, if desired.

3.5.5 Vendor Lists

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [V] **V**endor_List for vendor listings and statistical data.

- “Sequenced by: **V**endor_Name **A**ccount Code” Select your preferred sort sequence.
- Select **Y**td_Summary or **G**eneral_Data
- The RED Print Control window will open. Print or email your report as desired.

3.5.6 Mailing Labels

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [M] **M**ail/Lables for vendor mailing labels and file folder labels.
- “Select label type: **M**ailing **F**ile_Folder”
- “Select Vendor: **A**ll **S**elect from List” [S] will open a RED Vendor Pick Window. Highlight the vendor you wish to print, and enter the number of labels desired.
- “Sequenced by: **V**endor_Name **A**ccount #” Select desired sort sequence.
- “Do you want to print a label mask? Y” It is highly recommended that you print a label mask to insure that your labels are lined up.
- The RED Print Control window will open. Print or email your report as desired.

3.5.7 Check Register

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [R] Check_Reg. to print a date range check register.
- “Select → **A**ll Vendors **I**ndividual Vendor” If you select Individual Vendor you will be prompted to enter the vendor ID or use the Pick Window to select the desired vendor.
- “Select → **S**ummary **D**etailed **L**isting”
- “Print for Checks Posted from: __/__/____ to __/__/____.” Adjust dates as needed.
- The RED Print Control window will open. Print or email your report as desired.

3.5.8 PO to Invoice Reconciliation Reports

A new report has been added to the system simplifying the task of determining which received purchase orders have been invoiced by the vendor and which have not.

- From the Main Menu select [V] Accounts Payable/**V**endors, [R] **R**eports, [P] **P**O_Receive.

The report setup control panel is brought to the screen enabling the output of the report to be set as required. The default settings in the panel will limit the print out to show just the un-reconciled purchase orders in summary format for the date range indicated. All of these settings can easily be changed by pressing the appropriate hot key or entering a new date as required.

- The report output is sequenced by purchase order number and purchase order date and provides details of the vendor the PO was placed with, the acknowledgment for that PO, and, in the case of reconciled purchase orders, the vendor invoice number.
  - The default [S] **S**ummary mode provides just these details and the total value of the purchase order with no line item information.
  - The [A] **A**ll_Detail option includes details of each line item on each of the purchase orders included and can become very long.

3.6 Ship From

- From the Main Menu select [V] Accounts Payable/**V**endors, [S] **S**hp_From to display historical data and remit to address for this vendor.
- "SHIP From address for Account # ______." The highlighted fields show last years data for reference. Use EDIT to change SHIPPING Address. Press any key to resume.

3.7 Division

NOTE This feature is available to those dealers utilizing more than one division for their system. Please contact Britannia for additional information regarding this function.

3.8 Notes

- From the Main Menu select [V] Accounts Payable/**V**endors, [O] N**o**tes to enter or edit notes related to this vendor.
- A GREY Vendor Notes text entry window will open to allow you to enter notes specific to the selected vendor. These notes DO NOT print on any documents or reports.
- Press [Ctrl-D] to add a date stamp and [ESC] to close.

Chapter 4 – Service Contract Module

Service contracts can be set up for selected customers allowing for tracking expiration dates and the cost of parts and labor. Multiple contracts per customer can be entered with multiple items per contract if required.

If items are entered into the system under Service Contract you can then invoice parts and labor at no-charge through point of sale. The actual cost of the no-charge labor and parts is tracked against the service contract item and contract as a whole. Chargeable parts and labor can also be invoiced on a contract.

Each screen represents an individual contract with the line items for that contract listed down the right hand side of the screen. The customer code, contract/invoice number, and date the contract was entered appear across the top of the screen. The customer name and address is displayed below the customer code. The contract details appear below the address and include the beginning and ending date of the contract, the total dollar amount charged, the labor and parts cost as tracked by the system, and the number of labor hours.

Call Tickets can be generated and completed. There is a notepad for registering copier counts. When a call sheet is complete, it can be invoiced from the Invoicing module. Before using this area, it is necessary to set up two departments to track daily and monthly activity -- one for Service Labor and one for Service Parts.

NOTE If you are not using contracts, you do need to enter a reference value for a contract and add a machine with an ID # in order to generate a call ticket and subsequent invoice.

NOTE Additional text printing on invoices - To better serve the needs of their customers, dealers were editing invoices created from call tickets to provide additional information. The click counter reading, technician and problem on the call ticket will now transfer to order entry to be printed on invoices.

Main Menu Options

[Q] Quit to main menu
[C] Contract Maintenance
[M] Machine Maintenance
[T] Call Ticket Maintenance
[R] Reports & Invoice Release
[S] Service Contract Set Up

4.1 Service Contract Setup

This option is used to add/edit default options in the Service Contract module.

NOTE IT IS IMPERATIVE THAT BRITANNIA BE CONTACTED FOR ASSISTANCE BEFORE YOU ATTEMPT TO USE THE SERVICE CONTRACTS MODULE FOR THE FIRST TIME. THERE ARE SEVERAL AREAS THAT MUST BE SET UP CORRECTLY BEFORE THE MODULE IS READY TO BE USED.

- From the Main Menu: [S] – **S**ervice Contracts.

- This prompt will appear the first time you enter the Service area each day: “Please Confirm: Do you rotate where your technicians work, N”

  - If your service technicians are assigned to different areas or a different truck, you may edit or review their locations here.

  - If there are no changes, press [ENTER] to continue.

- From the Service Contract menu, press [S] – **S**ervice Contract Setup

4.1.1 Service Contract Set Up Menu Options

[A] Default Technician Rate – Enter standard hourly rate for technicians.
[B] Service Technicians Set Up – Add/edit/delete technicians. Set the technician’s rate at zero for those technicians whose rates vary from one call to another. The hourly rate can then be entered as is appropriate for each call ticket.
[C] Service Problem Types – Add/edit/delete service problem types.
[D] Service Resolution Types – Add/edit/delete service resolution types.
[E] Service Routes Maintenance – Select the desired type of route charges, Zone or Mileage and Add/edit/delete zones or mileage rate.
[F] Service Route Department – Choose a department for service routes.
[G] Service Parts Department – Choose a department for service parts.
[H] Contract Parts Credits – Choose a department for service part credits.
[I] Service Labor Department – Choose a department for service labor.
[J] Contract Labor Credits Department – Choose a department for labor credits.
[K] Copy Revenue Department – Choose a department for copy revenues.
[L] Contract Pre-Pay Department – Choose a department for contract pre-pays.
[M] Machine Numbering Method – Select from automatically assigned machine numbers or customized machine numbers.
[N] Service Aging Terms – Allows aging terms to differ from accounts receivable.
[Q] Quit – Return to Main Menu

4.2 Contract Maintenance

The service contract module can be navigated in two main ways to view machines or call tickets:

- From the Service Contracts menu, select [M] **M**achines.

- A RED window will open showing all available machines plus the option to add or edit existing machines.

- From the Service Contracts menu, [C] **C**all Tickets.

  - A PURPLE window will open showing all available Call Tickets plus the option to add or edit existing tickets.

The second way is to navigate through Contract Maintenance and find the desired customer/contract first:

- From the Service Contracts menu, select [C] **C**ontract Maintenance, [F] **F**ind.

- Locate the desired account by

  - **C**ustomer_Account_Code
  - Customer_**N**ame
  - **S**ervice_Contract_Number
  - Customer_**P**hone

- Pressing [M] for **M**achines or [C] for **C**all Tickets will display only those machines or call tickets attached to the selected contract.

Contract Maintenance Menu Options

[A]	Add
[E]	Edit
[N]	Next
[B]	Back
[F]	Find
[D]	Delete
[M]	Machines
[C]	CallTkt
[O]	Notes
[R]	Reports
[I]	Filter

4.2.1 Adding a New Service Contract

NOTE A Service Contract must be set up before machine information and call tickets can be entered into BritNet. Even those machines that are billed on a cost-per-copy or time and materials basis must have a service contract added first. In these cases simply add a contract and leave the prepaid amount as zero.

NOTE **To add a new Service Contract, an account must exist in Accounts Receivable / Customers. If one does not already exist, one must be created prior to adding the new Service Contract.**

- From the Service Contracts menu, select [C] **C**ontract Maintenance, [A] to **A**dd a new contract.

- "Please Confirm: You are adding a new Service Contract. Is this what you mean to do?" Answer **Y** to continue.

- "Enter Acct Code or Part Name or accept blank to use Pick Window." Select the account the service contract is associated with by entering the account code or pressing [ENTER] to select the account from the Customer Pick Window.

- "Enter contract origination date." The system will default to the first day of the current month and end one year later. Adjust these dates if necessary.

- "Set end date equal to start date to use copy count to end contract." Enter the ending date of the contract or to use the feature, Contract by Clicks, enter the same date in this field as was entered in the beginning date field. (See below for details on Contract by Clicks which can be used on those contracts that cover a span of copies instead of a span of time.)

- Edit the customer name and account information as needed. The basic account information will pull from Accounts Receivable/Customers.

- "Edit round trip mileage to service this customer" or "Use arrows to highlight service route, press Enter to select" Enter the appropriate mileage or zone for the account. This can be edited on a per-call ticket basis as well.

- "Enter the cost of the contract if pre-paid, leave at 0.00 if not" Enter the prepaid amount of the service contract if any. The figure entered should be the total amount to be billed to the customer over the time period entered in the contract date fields.

- "Indicate whether parts used on this contract are to be charged to the customer" If parts used should <u>not</u> be billed to the customer but are included in the contract (whether by a regular prepaid amount or through billing on a per-copy basis), enter **N**o. If parts used should be billed to the customer enter **Y**es.

- "Indicate whether labor used on this contract is to be charged to the customer" If labor charges should <u>not</u> be billed to the customer but are included in the contract (whether by a regular prepaid amount or through billing on a per-copy basis), enter **N**o. If labor charges should be billed to the customer enter **Y**es.

- This prompt will display if an amount other than zero was entered in the Prepaid Amount field: "Do you wish to set up automatic periodic billing for this contract, N?"

  - If that amount is to be billed to the customer in one lump sum, enter **N**o and an open order will be created in order entry for the full prepaid amount.

  - If the amount is to be billed on a periodic basis enter **Y**es. The next prompt reads: "Use arrows to highlight Contract Type, press Enter to select" and the options of Annual, Semi-Annual, Monthly or Number of Days is offered. Select the desired billing interval. (Select 'Number of Days' if Quarterly is desired and then press enter to select 91 days.)

- The prompt “Enter next date required for auto-generation of this invoice:” will then be displayed along with a date. Press [ENTER] to accept the date or edit if necessary. This will be the date that the second invoice for the prepaid amount will be generated. An open order will be created in order entry for the first bill and an auto invoice is created to bill the future installments.

- “Should the Pre-Pay amount be taxed? No” Press **Y**es to tax this amount.

- The numbers of any invoices or auto invoices created will then be displayed at the top of the screen. (For details on Auto Invoices, see Section 1.1.5.)

4.2.2 Copy Count Contract Option

A contract can be set up to expire after a given copy count is exceeded. There are some constraints on this type of contract and these are mentioned in the following description. To use this feature, only one machine can be added to a “Copy Count” contract.

When adding such a contract, the ending date for the contract is set to be equal to the start date. This will open a new window asking for the service interval required in copy clicks along with the next service interval count.

For example, a particular new copier requires routine maintenance every 50,000 copies. Set the interval to 50,000 and the next service count to 50000. When this is done, the computer internally resets the end date to 90 years ahead of the start date and also prevents the addition of more than one machine. The machine that is added must be set up as a copier in order for the contract to expire in less than 90 years; there is no other way to remove the contract or the machine otherwise.

Call tickets may be issued for the machine as required and the contract behaves as any other contract up to the time that the copy count equals or exceeds the service count number set in the contract. At this point the contract end date is reset automatically to equal the start date and no further call tickets can be processed without updating the contract. To update the contract, visit the contract and select the edit mode. The contract count is automatically incremented by the service interval count in the “Click Count” window and the contract and machine end dates are reset to 90 years ahead. This process can be repeated as often as needed.

Following date entry, the rest of the fields on the contract can be edited as necessary.

Entering or changing the pre-paid amount internally produces general ledger entries to reflect proper balances in the service charge and other related accounts. It will also create an open invoice for the prepayment in order entry.

4.2.3 *Editing an Existing Service Contract*

All fields except the prepaid amount and whether the prepaid amount is taxable can be edited.

- From the Service Contracts menu, select [C] **C**ontract Maintenance, [F] to **F**ind the customer or contract. Press [E] to **E**dit the contract as necessary.

4.2.4 *Finding a Service Contract*

- From the Service Contracts menu, select [C] **C**ontract Maintenance, [F] to **F**ind the customer or contract.

- Locate the desired account by

    - **C**ustomer_Account_Code
    - Customer_**N**ame
    - **S**ervice_Contract_Number
    - Customer_**P**hone

- After selecting the lookup type a pick window is displayed that shows all service contracts in the order of the type selected.

- Enter a portion of the lookup type selected and press Enter (i.e. if Customer Name was selected, enter a portion of the beginning of the account name). Scroll up or down if necessary and press Enter to select the desired contract.

4.2.5 *Deleting a Service Contract*

NOTE All call tickets and machines must be deleted from the contract before a service contract can be deleted.

- From the Service Contracts menu, select [C] **C**ontract Maintenance, [F] to **F**ind the customer or contract.

- After you have located the desired contract, press [D] to **D**elete.

NOTE If an Auto Invoice was being used to bill the prepaid amount, the auto invoice will need to be accessed and voided to stop future billings of the Service Contract.

4.2.6 *Renewing a Service Contract*

NOTE All call tickets must be deleted from the contract before a service contract can be renewed. History from call tickets is accumulated in the machine history so even if call tickets are deleted, their history will remain in the machine history.

- From the Service Contracts menu, select [C] **C**ontract Maintenance, [F] to **F**ind the customer or contract.

- After you have located the desired contract, press [D] to **D**elete.

- A prompt stating "There are machines attached to this contract. You must delete these first or transfer them to a new contract. Transfer machines to new contract?" will be displayed.
  - Press **Y**es to continue with the transfer and renewal.
  - All fields can now be edited as necessary including the prepaid amount and whether it should be taxed.

4.3 Machine Maintenance

4.3.1 Adding a Machine to a Service Contract

- From the Service Contracts menu, select [M] **M**achine Maintenance, [A] to **A**dd a new machine to a contract.

NOTE Machines can also be added from the Contract Maintenance menu. Press [F] to **F**ind the desired contract, [M] for **M**achines and [A] to **A**dd.

- Select Contract by Customer_Account_Code or Service_Contract_Number. Highlight your choice and press [ENTER].
- Enter a machine number using only: A to Z 0 to 9 and .-\ /. This prompt will only be seen if setup the option to automatically assign machine numbers was answered as no in the service contract setup area, otherwise, the machine number will be assigned automatically by the system.

NOTE You can set up the system to allow you to enter your own Machine Numbers or let the system assign Machine Numbers. (See section 4.3.1.1 on Adding Your Own Machine Numbers).

- The address information for the customer will appear, you may choose to add a Location Name to designate which "location" has each machine.
- A pick window will appear, listed by your previous choice. Highlight your choice and press enter.
- Enter the Service Item Description and Serial Number for the machine.
  - "If new machine is a Copier, Enter the Counter Value now" Enter the current count on the copier counter. Initial value MUST be 0 or greater to behave as a Copier.
  - "Enter cost per copy x 100 (cost per 100 copies)"
  - Enter the "Number of UNCHARGED copies allowed per billing cycle."

NOTE You will be able to edit the number of "Free" copies allowed per billing cycle if necessary.

- “Enter the Budget allocation for this machine.”

4.3.1.1 Adding Your Own Machine Numbers

If you would like to assign your own Machine ID numbers to machines, please set up your system as follows

- From the Service Contracts menu, select [S] **S**ervice Contract Setup, [M] **M**achine Numbering Method.

- Answer **N** to "Automatically Assign Machine Numbers?"

This will allow you to add your own Machine ID number to any new machine added to Service Contracts. When adding a new machine you can choose your own alpha-numeric Machine ID number.

NOTE This option is recommended only if you have pre-printed, pre-numbered ID stickers that you can attach to each machine.

4.3.2 Finding a Machine

- From the Service Contracts menu, select [M] **M**achine Maintenance, [F] to **F**ind.

- Locate desired machine by:

  - C**u**stomer
  - **C**ontract
  - Cust_P**h**one
  - **M**achine#
  - **P**roduct#
  - **S**erial#

- A RED Pick Window will open displaying the selected order. Use arrow keys to highlight the required contract and press [ENTER].

4.3.3 Editing a Machine

- From the Service Contracts menu, select [M] **M**achine Maintenance.

- A list of machines will appear in a RED window.

- Highlight the machine you wish to edit and press [E] to **E**dit the machine parameters as desired.

4.4 Call Ticket Maintenance

4.4.1 Entering the Problem

- From the Service Contracts menu, select [T] Call **T**icket Maintenance, [A] to **A**dd a new ticket.

- Select Machine by **C**ontract#   **P**roduct#   **M**achine#   **S**erial#

- A RED pick window will display items based on your selection. Highlight the desired contract and press [ENTER].

- A BLUE window will appear to allow you to select the reason for the call ticket. Highlight the desired reason and press [ENTER].

- An Additional Notes window will open allowing entry of additional notes for the Call Ticket. Press [ESC] to close this window.

- A Blue window will open to allow you to enter the Technician's Name.

- A new window will open to allow you to edit the billing data for the ticket.

  - Enter hours Added at this Time.
  - Enter Route Mileage or Zone.
  - Pressing the letter "A" will allow for the selection of the part that was added. If you choose to add a part at this time you will be prompted for the quantity and asked to confirm the quantity. When adding a part you may do the following:

    - Edit the list price of the part.
    - View the item description and unit of measure in the Add Parts Window.
    - Allow the parts to be set to backorder even if you have quantity on hand.
    - Review a listing of parts that are attached to a call ticket by selecting "R" for Review Parts while editing the call ticket.
    - While reviewing parts attached to a call ticket, you can delete a part from the call ticket by editing the quantity to zero.
    - While reviewing parts attached to a call ticket, you can edit the quantity and price of the part.

- Adjust the Current Counter setting (for Copiers) as desired.

- You will also have the option to send an Email to the Technician (see next section for additional details regarding this functionality).

- You will be prompted to release this Call Ticket to invoicing now. Enter "**Y**" to release for invoicing.

- You will also be asked to release all call ticket activity for Machines, if applicable.

4.4.1.1 Emailing Work Orders to Nextel Cell Phones

Communication with your field technicians is a must in this industry, and the technology of cell phones, alpha numeric pagers, and text messaging has helped bring this industry into the new millennium by making such communication readily available no matter where your technician may be. Britannia's Service Contract Module has succeeded in taking this cutting edge technology one step further. When adding or editing a Call Ticket, our system can e-mail a text message to certain cell phones and numeric pagers. This text message would include basic information needed to dispatch the technician to his next call. The benefits of this text message will eliminate wasted trips back to the shop, wasted mileage, more efficient dispatching by knowing which technician is already close to the next job, and providing faster response time to your customer.

There are a few requirements to have this feature enabled on your system.

1. You must be a BritNet Dealer (not a Traditional System Dealer).
2. Your cell phones/alpha numeric pagers must have email messaging capabilities.
3. To date this feature has been tested with Nextel Cell Phones and Motorola alpha/numeric Pagers. Any other phones or pagers cannot be guaranteed by us to be compatible with our system and this feature.

- While adding or editing the open call ticket, you will be prompted to "Send E-mail to TECHNICIAN NAME ? Y/N" after you enter past the parts information in the billing data box. (It will insert the name of the technician assigned to the work order into this prompt).

    - Answering **Y**es to this question will prompt you to enter the phone number/pager number/email address.

- The next field is for the Customer Contact Name which will be the person the technician reports to once he arrives at the customer site.

- After you enter past this field the message is sent and you are prompted to "Send E-mail to Additional Contact? Y/N"

    - Answering **Y**es will bring you back to the email address field.
    - Answering **N**o will end the addition or edit of the call ticket.

The information sent in the text message comes directly from the work order and is as follows:

- Contact Name; Customer Name; Customer Phone; Machine ID#; Machine Description; Call Ticket Number; Machine Location; and Reason for Service Code.

The technician now has enough information to go directly to the next call. The office person can now print the full work order out and fax it to the customer to be there when the technician arrives. The full work order you will fax will contain the more detailed information the technician may need once he arrives.

4.4.2 Closing the Ticket After Service

- From the Service Contracts menu, select [T] Call **T**icket Maintenance, [F] to **F**ind.

- Find by:

  - C**u**st_Name
  - Cust_**P**hone
  - **P**roduct
  - **M**achine#
  - **S**erial#
  - **C**all_Tkt
  - P**r**oblem
  - S**o**lution
  - **T**ech.

- Highlight the ticket you wish to complete and press [C] to Close.

- “Do you want to close call ticket? Y/N” Answer **Y** to continue closing.

  - Enter the number of hours for this ticket.

  - “Edit route charges? Y/N”   Adjust as needed.

  - Press “A” to add parts or “R” to Review. Press [ENTER] to continue without changes.

  - Enter Current Counter setting as needed.

  - Answer Y or N to Tax Copies.

  - Send email to technician if desired.

  - Add Resolutions for Call Ticket and enter additional text notes to the order to explain how the resolution was completed. These notes will also print on the invoice when released to Order Entry.

- Release all items for call ticket XXXXXX?
- Release all items for Machine XXXXXX?
- Release all items for Contract XXXXXX?

4.5 Reports & Invoice Release

4.5.1 Menu Options:

[I] **I**nvoice Release Report
[R] **R**elease to Invoicing
[C] **C**ontract Reports
[M] **M**achine Reports
[T] Call **T**icket Reports

4.5.2 Invoice Release Report

- From the Service Contracts menu, select [R] **R**eports & Invoicing Release, [I] **I**nvoicing Release Report.
- Follow prompts to print or email report as desired.

4.5.3 Release to Invoicing

- From the Service Contracts menu, select [R] **R**eports & Invoicing Release, [R] **R**elease to Invoicing.
- Release to invoicing by:
  - **C**ontract
  - **M**achine
  - Call_**T**icket
- A RED pick window will open in the sort order selected. Highlight the invoice to release and press [ENTER].
- Release all items for Contract XXXX now? No. Enter **Y** to release items.
- Continue through prompts until all desired invoices are released.

4.5.4 Contract Reports

- From the Service Contracts menu, select [R] **R**eports & Invoicing Release, [C] Contract Reports.
- Select contract type:
  - **A**ll Contracts
  - By C**u**rrent Contracts

- By **E**xpired Contracts
- By **C**ustomer Name
- By C**o**ntract Number

- Each report will display a listing of all machines with their serial numbers with the beginning and ending dates of the contract. These reports could be included with the contract invoice when mailed.

4.5.5 Machine Reports

- From the Service Contracts menu, select [R] **R**eports & Invoicing Release, [M] **M**achine Reports.

- Select type:

  - **A**ll Machines
  - By **C**ontracts
  - By **M**achine
  - By **O**pen Call Tickets

- Each report will display a detailed history of a machine including call ticket information, parts detail, and part and labor totals for each machine.

4.5.6 Call Ticket Reports

- From the Service Contracts menu, select [R] **R**eports & Invoicing Release, [T] Call **T**icket Reports.

- Select contract type:

  - **A**ll Call Tickets
  - **O**pen Call Tickets
  - **C**losed Call Tickets

- 2nd level filter by:

  - **A**ll Call Tickets
  - By **T**echnician Name
  - By **C**ontract,
  - By **M**achine
  - By **D**ate Range.

4.5.7 Cancel Auto-Billing

- From the Service Contracts menu, select [R] **R**eports & Invoicing Release, [A] Cancel Auto-Billing.

4.6 Click Counter Readings

When you choose Click Counter Readings from the Service Contracts menu, only the machine numbers and the new click counter readings are needed.

<u>For a successful entry:</u>

a) The machine number needs to be a valid and existing machine number.
b) The new click counter reading cannot be less than the previous reading.
c) The new click counter reading cannot be more than the previous reading by 999,999.
d) The machine's expiration date must be in the future
e) The machine number cannot be entered more than once.

1. While moving the cursor over the completed entry line, the following details are displayed on the right hand side of the screen: Contract, Product Name, Serial Number, Customer Name, Previous Reading / Current Reading before the update. Taxed (Y/N) based on the Service Contract that the machine is attached to.
2. After the machine numbers and readings have been entered, press F10 to save and quit.
3. All invoices will need to be released by using the existing 'Release to Invoicing' Module.
4. "Click Counter Readings" is limited to one user at a time
5. The in use flag can be cleared by Support
6. If taxing status of copies is not the same as other charges on the contract, the dealer cannot use "Click Counter Readings"

Chapter 5 – Purchasing

After all orders have been entered in the Invoicing/Order Entry option, items are made available in the Purchasing Module for electronic transmission to your wholesaler(s). When you first enter the module, the Purchasing screen will be empty or will have items left from the last session. Line items are transferred to the Purchasing screen in four ways.

1. By generating an open invoice that has back ordered items.
2. By making a Special Sale through Cash, Check, or Credit Card.
3. By selling perpetual inventory down to minimum or zero stock level.
4. By adding items manually to the purchase order list.

Any item marked with an asterisk indicates that it is an order for a customer. These items have been set up in an open invoice and back ordered for an account customer or have been set up as a special order for a non-account customer. Any item without an asterisk indicates that it is for perpetual inventory. The item has been sold down to a minimum level and is now transferred to the purchasing screen for reorder.

To maintain a good audit trail of the daily process, it is recommended that you keep a folder of Re-Order Reports, Confirmation reports and Disposition of Materials Received reports together for easy future reference.

Main Menu Options

[A] **A**dd – Add a line item to the Purchasing screen

[E] **E**dit – Edit a line item

[N] **N**ext – Move highlight down

[B] **B**ack – Move highlight up

[D] **D**etails – Display vendor costs, history and on hand quantity

[L] Pu**L**l – Pull items through to purchasing screen

[V] **V**endor – Mark items for a different vendor

[T] **T**ransmit – Transmit order to wholesaler and access transmission variables (there must be valid items in the purchasing screen for the selected wholesaler in order to access this area.)

[P] Re**p**orts – Reports for analysis and maintenance of purchasing activity.

[O] Hist**o**ry – View purchase history, date, quantity, unit cost, vendor, and PO number of highlighted item on purchasing screen

[C] **C**lear – Clear items from purchasing screen OR store items into Residual

[U] **U**p – Moves highlight bar up the screen a page at a time.

[W] Do**W**n – Moves highlight bar down the screen a page at a time

[J] **J**ump – Enter MFR code to jump to that MFR

[F] **F**lip – Show sell price and Gross Profit

[S] Di**S**play – Access to suppress line items with zero quantity, subtotal cost of items marked for each vendor, and sort items on screen by vendor, part number, manufacturer, customer, PO number, shipping method, and division.

[R] **R**eceive – Receive incoming Purchase Orders to back fill invoices or stock perpetual inventory

[G] **G**lobal – To change vendor code for ALL items on the purchasing screen

[H] **H**ardcopy – Generate a hardcopy PO to non-electronic vendors

[I] Comb**I**ne – If item is duplicated on the purchasing screen, print a list of total quantity of this item

[Y] Anal**y**sis – Set up savings, discounts, rebates, etc. received from each vendor. The system will perform a cost analysis to show which vendor is best for purchase.

[Q] **Q**uit – Return to Main Menu

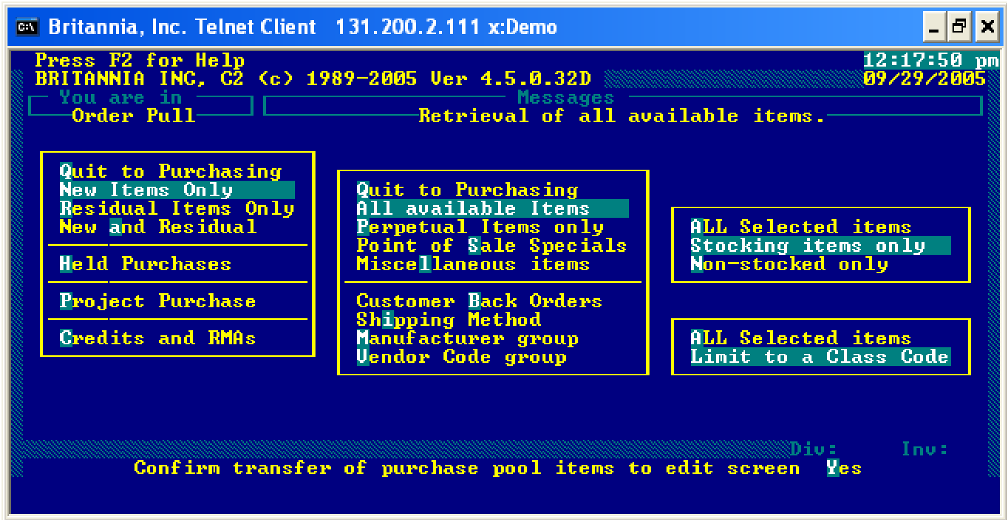
NOTE All BritNet dealers have the capability to use the "All In One" purchasing method. The method allows you to transmit your Drop Ship, Wrap and Label, NEDS, USA Express and regular orders to your wholesaler in a single transmission. This feature is currently available for USS, SPR and OHE. Please read section 5.2 below for a detailed explanation before using "All In One".

5.1 Pulling Items to Purchasing

The “Pull” function has being completely redesigned and now uses multiple menus. In addition to providing many more options, the menus remain on the screen providing a visual trail of your selections (Figure 5.1).

- From the Main Menu select [P] **P**urchasing, [L] to Pu**L**l items from the Order Entry process that are ready to be purchased from the wholesalers.

Figure 5.1 – Redesigned “Pull” menu



5.1.1 1st Menu Group

- **N**ew Items Only – Retrieve new items from the reorder file with the exception of “Held” items. This will pull only new items entered since the last purchasing session.

- **R**esidual Items Only – Retrieve previously stored Residual items. Residual items may include your need to accumulate a number of items to reach a minimum order for a wholesaler. Or, you may wish to temporarily store all perpetual inventory items until you have processed customer orders. Use the [C] Clear and [S] Store Residual options to move items to the Residual file.

- New **a**nd Residual – Retrieve both New items and Residual items but will exclude “Held” items.

- **H**eld Purchases – Retrieve items that were “Held” for later purchasing such as school orders.

- **P**roject Purchase – Review and retrieve items attached to Projects only. Any non-project items within these orders will be stored in the Residual file and will need to be pulled through separately. (You must be using the Project Manager module for this feature to function.)

- **C**redits and RMAs – Review and retrieve items segregated for return to Vendors.

5.1.2 2nd Menu Group

- **A**ll available Items – Selects all available items that are ready to be purchased.

- **P**erpetual Items Only – Select all items marked for perpetual inventory.

- Point of **S**ale Specials – Pull only “Specials” ordered in Point of Sale (non-account).

- Misce**l**laneous Items – Pull only back-ordered items entered as miscellaneous or uncataloged.

- Customer **B**ack Orders – Select backordered items for selected customer orders by Route Code. These items are summarized and, if they represent one or more route codes, a list of route codes is presented in a pick window. If none of the orders have route codes all items are selected and may be moved to the purchasing screen. If route codes are present one of them can be selected from the pick window, if you wish to ignore route codes simply press the Esc key and all items will be included for movement to the purchasing screen.

- Sh**i**pping Method – Select backordered items for all customers with a particular shipping method. Example: DS, WL or ZC. If any shipping method other than "blank" is present then all shipping methods contained in the selected group of items will be presented in a pick window. You may select an individual shipping method to limit the scope to items with that method or you may press the Esc key to include all items. If no shipping methods exist in the items originally selected the pick window is not displayed.

- **M**anufacturer Group – Select all backordered items from a single manufacturer. A list of manufacturers is presented in a pick window. Highlighting an entry and pressing the enter key will restrict the selected group to just those items belonging to the selected manufacturer. Pressing the Esc key while in the pick window will allow all manufacturers to be included and has the same result as choosing All Available Items. The pick window will not appear if there is only one manufacturer represented in the group.

- **V**endor Code Group – Similar to the Manufacturer Group, the Vendor Code Group organizes the items selected from the first menu by vendor code. If only one vendor is represented in the group the system moves directly to the third menu, if more than one vendor is represented then all vendors in the group appear in a pick window from which any one of them may be selected. Press the Esc key to select all vendors.

  - If your local purchasing profile is set to present the third menu, that window will now appear.

5.1.3 3rd Menu Group

NOTE To have the 3rd and 4th menu groups appear, you must answer the Stocking question in your Purchasing Profile Adjustment. Answer N to the question if you do not want the third menu to appear at all. The first selection in this menu will move forward to the fourth menu (if appearance of the fourth menu is activated).

- **A**ll Selected Items

- **S**tocking Items Only – will move forward only the items that are marked with stock status equal to Y in your inventory and that are included in your selections so far.

- **N**on-Stocked Only – will move forward selected items except those that are marked in inventory for stocking.

  - **IF** you answered Y to the class code question in your Purchasing Profile [F3], the fourth menu is now displayed. Otherwise, the usual prompt to move the selected items to the purchasing screen will now appear.

5.1.4 4th Menu Group – Limit to a Class Code

NOTE If you wish the fourth menu to appear when applicable, you must answer Y to the Class Code question in your Purchasing Profile Adjustment [F3]. Answer N to the question if you do not want the fourth menu to appear at all.

- Limit to a Class Code will present a pick window of class codes associated with the items in the current group and any one of these class codes can be selected.

NOTE Class Codes are set up and assigned for individual items in the Inventory module.

- The pick window may be closed with **A**ll Selected Items selected or by pressing the Esc key.

  - If class codes are not set up, the pick window does not appear.

- Items will display on the purchasing screen and are now available for transmission or hard copy purchase order preparation.

NOTE In order for an item to be ordered electronically, there must be a quantity greater than zero, the correct unit of measure, correct manufacturer code, cost and three character prefix for the wholesaler you wish to order from.

5.2 All In One Purchasing Method

If you use Zip Code Routing, Wrap and Label or Drop Ship when you transmit your orders, it is now possible to assign a two-letter code to each order, pull through all orders to the purchasing screen and transmit <u>all</u> order types to the wholesaler at one time.

NOTE: This new feature is currently available for SP Richards, United Stationers and O'Henry.

5.2.1 Ship To Method Codes

- “Blank” = No Shipping Method
- DS = Drop Ship orders

- WL = Wrap and Label orders
- ZC = Zip Code Routed orders (NEDS, USA Express)

5.2.2 Assigning the Ship To Method Codes

- You can enter/edit the Ship To Method Code in the customer's Ship To address as you enter or exit each order in Order Entry.

  - In the Ship To address screen, answer [Y] to "Change Ship Method" field on the left hand side of screen.

  - On the right hand side of the screen you will see a field that says, "Shipping Method." Choose DS, WL or ZC by highlighting the code and pressing [ENTER].

- Assign a default Ship To Method Code in the customer's Ship To address in Accounts Receivable.

  - From the Main Menu select [C] Accounts Receivable/**C**ustomers, press [F] to **F**ind the desired customer.

  - Select [T] Ship_**T**o.

    - “Do you want to sort by Sales Rep?” Enter [Y] to sort by rep.

    - The RED Shipping Address window will open. Select desired Ship To address.

    - Press [F4] to Edit. Enter through the fields to “Ship Method” and highlight the desired code [ENTER].

5.2.3 Pull DS, WL, ZC orders into Purchasing

Ultimately, it is your decision to pull the orders to accommodate your individual business practices, however here are some examples.

- Pull the orders through one Ship To Method Code at a time.

  - [L] Pu**L**l, [N] **N**ew_Items

  - “Limit retrieval to: [I] Sh**i**p Method.” This will allow you to pull all DS orders, then WL orders and then ZC orders.

- Pull ALL orders through at one time.

  - [L] Pu**L**l, [N] **N**ew_Items

  - “Limit retrieval to: [A] **A**ll_Items. This will pull all regular orders as well as all Ship to Methods into the Purchasing screen at the same time.

5.2.4 All In One Purchasing Method for SP Richards

NOTE You MUST assign a two-letter code for each order BEFORE you pull orders into purchasing. (DS, WL or ZC). "Regular" or “Blank” shipping method orders do not need a two letter Ship To code.

- Once all of the items are pulled through to the purchasing screen and you've reviewed your orders, you can transmit the orders. (See Section 5.5 Transmission)

- “Do you wish to use the All-In-One purchasing method?" Answer [Y] to continue. [N] will cancel the All-In-One purchasing method.

- If you need to review your transmission settings you will notice that each transmission type (DS, WL, ZC or Regular) will have it's own set up screen. Please ensure you carefully look at each screen when editing your transmission settings. To access your transmission settings, answer [Y] to "Do you wish to reset other transmission data?"

- The Basic Electronic Purchasing Set Up screen will open. Your wholesaler information is stored here. Edit as necessary.

- The Purchasing Set Up for Regular Orders screen will open. The information stored here determines how the wholesaler will handle your Regular Orders only. Edit as necessary.

- The Purchasing Set Up for Drop Ship Orders screen will open. The information stored here determines how the wholesaler will handle your Drop Ship orders. Edit as necessary.

- The Purchasing Set Up for Wrap and Label Orders screen will open. The information stored here determines how the wholesaler will handle your Wrap and Label orders. Edit as necessary.

  - You will be prompted to print the customer’s route code and/or PO name or number on their delivery labels when using WL and DS ship methods.

- The Purchasing Set Up for USA Express Orders (or Zip Code routed orders) screen will open. The information stored here determines how the wholesaler will handle your Zip Code orders. Edit as necessary.

- Complete the process by answering the remaining questions and transmit your order to the wholesaler. All your orders can be transmitted at the same time (regular, DS, WL, ZC) and the wholesaler will be able to separate the orders by Ship To Method as necessary.

5.2.5 All In One Purchasing Method for United Stationers

NOTE You MUST assign a two-letter code for each order BEFORE you pull orders into purchasing. (DS, WL or ZC). "Regular" or “Blank” shipping method orders do not need a two letter Ship To code.

- Once all of the items are pulled through to the purchasing screen and you've reviewed your orders, you can transmit the orders. (See Section 5.5 Transmission)

- “Do you wish to use the All-In-One purchasing method?" Answer [Y] to continue. [N] will cancel the All-In-One purchasing method.

- If you need to review your transmission settings you will notice that each transmission type (DS, WL, ZC or Regular) will have it's own set up screen. Please ensure you carefully look at each screen when editing your transmission settings. To access your transmission settings, answer [Y] to "Do you wish to reset other transmission data?"

- The Basic Electronic Purchasing Set Up screen will open. Your wholesaler information is stored here. Edit as necessary.

NOTE If you use USS's NEDS program, you should NOT put your NEDS account number in the "Basic Electronic Purchasing Set Up" screen. Please wait until you are taken to the "Purchasing Set Up For NEDS Orders" set up screen.

- The Purchasing Set Up for Regular Orders screen will open. The information stored here determines how the wholesaler will handle your Regular Orders only. Edit as necessary.

- The Purchasing Set Up for Drop Ship Orders screen will open. The information stored here determines how the wholesaler will handle your Drop Ship orders. Edit as necessary.

- The Purchasing Set Up for Wrap and Label Orders screen will open. The information stored here determines how the wholesaler will handle your Wrap and Label orders. Edit as necessary.

  - You will be prompted to print the customer’s route code and/or PO name or number on their delivery labels when using WL and DS ship methods.

- The Purchasing Set Up for NEDS Orders will open. The information stored here determines how the wholesaler will handle your Zip Code orders. Edit as necessary.

NOTE If you use USS's NEDS program, you should enter your NEDS account information in the "Purchasing Set Up for NEDS Orders" set up screen.

- Complete the process by answering the remaining questions and transmit your order to the wholesaler. All your orders can be transmitted at the same time (regular, DS, WL, ZC) and the wholesaler will be able to separate the orders by Ship To Method as necessary.

5.2.6 All In One Purchasing Method for O'Henry

NOTE You MUST assign a two-letter code for each order BEFORE you pull orders into purchasing. (DS, WL or ZC). "Regular" or “Blank” shipping method orders do not need a two letter Ship To code.

- Once all of the items are pulled through to the purchasing screen and you've reviewed your orders, you can transmit the orders. (See Section 5.5 Transmission)

- “Do you wish to use the All-In-One purchasing method?" Answer [Y] to continue. [N] will cancel the All-In-One purchasing method.

NOTE O'Henry does NOT use the Zip Code Routing method. (ZC)

5.2.7 Setting Up Dollar Ranges and Order Entry "re-order" Behavior for each Ship To Method Code

In Maintenance Utilities, System Set Up, Point of Sale/Order Entry there are a series of questions that allow you to set up dollar ranges and re-order behavior for each Ship To Method code. You should set up the dollar value ranges according to your individual business needs

- From the Main Menu select [M] **M**aintenance Utilities, [S] **S**ystem Set Up, [O] Point of Sale / **O**rder Entry.

- Enter the desired amounts for the following statements:

  - "Flag Drop Ship orders in Purchasing if value is less than: _______"
  - "Flag Drop Ship orders in Purchasing if value is more than: _______"
  - "Flag Wrap Label orders in Purchasing if value is less than: _______"
  - "Flag Wrap Label orders in Purchasing if value is more than: _______"
  - "Flag Zip Code orders in Purchasing if value is less than: _______”
  - "Flag Zip Code orders in Purchasing if value is more than: _______”

NOTE If a "WL" order falls outside of the dollar range set up here, the system will automatically change the Ship To Method to a "regular" order. The "WL" Ship To Method code will NOT pull into Purchasing.

- **EXAMPLE**: If you do NOT want an order under $5.00 or an order over $1000.00 to be transmitted as a Wrap and Label order, set up the dollar value ranges as follows:

  - "Flag Wrap & Label orders in Purchasing if value less than: 5.00

  - "Flag Wrap & Label orders in Purchasing if value more than: 1000.00

- The next series of prompts allows you to set up defaults for Reorder Behavior in Order Entry IF you use the new Ship To Methods AND carry on-hand inventory items.

  - B – Back order every item.
  - A – Ask before filling onhand items.
  - I – Ignore Ship Method value (default)

5.2.8 Receive and Stock All In One Orders

- Because all of the orders were transmitted at the same time, the items will be included on a single Purchase Order. Receive and Stock this Purchase Order in the usual manner. The Wholesaler may invoice on separate PO's.

5.3 Purchasing Hold Feature

In some situations, for example annual school re-supply, customer purchase orders and requisitions may be received over a period of many weeks with deliveries stipulated just prior to the start of the new school year. In these cases, invoices may be kept open for the entire period and numerous invoices may be involved for the various school districts, classes, grades etc. In order to manage the logistics of this and be able to optimize purchases, we have implemented a convenient means of segregating such items from other customer items at time of purchasing. The new Purchasing Hold Feature will provide this capability.

5.3.1 Order Entry Management

To use the purchasing hold feature you will need to edit your Local Profile using the [F3] key from the order entry Options menu.

- From the Options menu screen press the new [F3] key

- Make certain that the following question "Ask whether to hold purchases on custom open orders" is answered "**Y**es".

- Proceed with order entry as normal. At this point you may enter both regular invoices, and invoices for which you require purchasing to be held at the time of purchasing.

- As you complete an invoice, save the order by pressing [F10] as usual and responding to any other prompts as they appear.

- During this sequence a new prompt, "Place back ordered items on this order on hold in purchasing", will appear with the response defaulted to **N**o.
    - If you accept the default response, ALL back ordered items will be available for purchase in the purchasing pool as usual.
    - Pressing **Y** will also move the back ordered items to the purchasing pool; however, in the system they will be marked for Hold and will be pulled utilizing a new menu option called "**H**eld Purchase"

5.3.2 Purchasing Management

NOTE To minimize confusion by mixing held items with regular items, we recommend that you first clear the purchasing screen of regular items, storing them to residual; then you can pull held items to the screen. If you forget to do this you can easily re-segregate the held items from the regular items simply by quitting from the purchasing screen. This will return the Held items to their file and allow you to store regular items before continuing.

- From the Purchasing menu screen press [L] to Pu**l**l items to the purchasing pool.
- Press [H] to pull your **H**eld Purchases. You can now review or process the held items as usual.

Generally in purchasing, you will be reviewing and purchasing held items separately from regular ones and in most circumstances the system will enable you to do this.

NOTE DO NOT store Held items on the purchasing screen as Residual. This will remove their Held status and combine them with the pool of regular Residual items and you will NOT be able to separate them again.

To clear held items from the purchasing screen and maintain their held status you must exit the purchasing module. This will move the held items back into their purchasing pool and keep them properly segregated.

Held Purchases may utilize all of the sub selections available as when pulling regular items. For example, the pool of held items may be subdivided by manufacturer or vendor or just pulled for specific customers or ship method.

5.4 Add Line Items to Purchasing Screen

- From the Main Menu select [P] **P**urchasing, [A] **A**dd to add an item to the purchasing list.
- "Enter the part number to add. Press [Esc] to leave Add mode." Enter the part number you wish to add.
- The item information will display on the screen. Press [B] or [N] to move through the item list. Press [Z] to open the Inventory **Z**oom window and move

through the list to select the desired product. Press [ENTER] to keep the selected item.

- Press [P] to designate the item as **P**erpetual stock or press [C] to select the **C**ustomer. Type in the customer name or use the Pick Window to locate the correct customer. Press [X] to cancel.

- "Would you like to select a Cross Reference Part Number? Y/N" Press [Y] to set up a cross reference for the product.

- Enter the quantity of the PURCHASE unit of measure to buy. Entering 0 allows the REQUISITION field in inventory to be set to No.

- Enter the PURCHASE unit of measure. E, D, B, C, and P are valid units of measure.

- Press [F10] if line entry is complete and to add next item. Press [ESC] to leave the Add mode.

5.5 Edit Purchasing Screen Items

- From the Main Menu select [P] **P**urchasing, highlight the item you wish to edit by using the arrow keys. Press [E] to **E**dit the item.

- Edit the quantity of the PURCHASE unit of measure to buy as needed. Entering 0 allows the REQUISITION field in inventory to be set to No.

- Edit the PURCHASE unit of measure as needed. E, D, B, C, and P are valid units of measure.

- Edit the Cost if required. Change this field only if you are sure it is incorrect.

- Edit the distributor(s) unit of measure as needed. Press [F1] to skip.

- Edit the Manufacturer Code as needed.

- Edit the Distributor Code as needed. The correct "Distributor Code" is ESSENTIAL to order an item electronically.

5.6 View Item Details

- From the Main Menu select [P] **P**urchasing. Highlight the item you wish to view by using the arrow keys. Press [D] **D**isplay to view the item details.

- A RED window will open at the top of the screen showing the Inventory Status and Back Order Detail for the item. It also displays the customer name and contact information for whom you have back ordered this item.

- A second RED window will open at the bottom left of the screen showing the on-hand quantities for the three selected warehouses for the first call wholesaler.

NOTE If the item has been discontinued by a wholesaler, the cost information for that wholesaler will be highlighted in blue.

5.7 Vendor Selection

Once the items are correctly displayed on the purchasing screen, you MUST assign the Vendor for the A/P code column IF you are creating a Hard Copy purchase order. This can be done globally or by individual item. Follow this process for assigning vendor codes to individual items.

- From the Main Menu select [P] **P**urchasing, [V] **V**endor to assign vendor code to highlighted item.

- Enter the correct vendor code or type [?] to use Pick Window.

  - The RED Vendor Pick Window will open displaying available vendors. Use the arrow keys to highlight the correct vendor and press [ENTER].

5.8 Transmission

A Purchase Order number is automatically assigned whenever an order is transmitted. Filled items will file automatically into the Open Purchase Order File and will be removed from the Purchasing Screen. ADOT and back order items from the wholesaler can be marked HELD Yes in the Open Purchase Order. Unfilled items, discontinued items, or items not available will re-appear in the screen for order from another wholesaler.

NOTE There are settings in almost every vendor's transmission setup which allow back orders to re-appear on the purchasing screen or remain as open back orders with a vendor. Check individual transmission settings carefully.

- From the Main Menu select [P] **P**urchasing, [T] **T**ransmit. Select the desired wholesaler.

NOTE The prompts may vary depending upon the wholesaler you select.

- "Do you want to process a "confirmation" only? Y/N" Press [N] to continue with the transmission process.

NOTE This prompt is unique to USS. The answer to this prompt is usually [N] and is only answered [Y] if, for some reason, you did not receive a confirmation for your order. It is strongly recommended that you check with USS to see if they actually received your order, if so, request a re-release of the confirmation.

- "The re-order report for USS/SPR can be sorted by Manufacturer, Customer, None or Omit Report." Select desired sort order or omit the report if it has been previously printed.

- “Do you want to re-edit the re-order list? Y/N” Press [Y] to return to the the Purchasing Screen for edit purposes, such as adding inventory or stock items to the purchasing screen.

- “Do you want to check/modify shipping methods for this batch?” This is a good place to stop and verify that each order is set up with the proper shipping method (for those dealers using WL, DS, ZC methods).

NOTE At this point, you have the option to edit the shipping method for this specific order. To make a permanent change you must go to the customer’s setup screen and edit the shipping method within the shipping address.

- If you are transmitting WL, DS, or ZC routed orders through United, SPR, or O’Henry, you will see the prompt, “Do you wish to use the “All-In-One” purchasing method?” Selecting [Y] will allow you to transmit multiple types of orders at the same time.

- “Do you wish to change transmission data / parameters Y/N.” Select [Y] to view or edit transmission parameters for the wholesaler.

    - This screen will show your account number, password information, etc. This screen is filled out for you by your trainer and once set up is not visited unless you need to make a change.

NOTE See section 5.2 “All-In-One Purchasing Method” for more detailed information.

- “Do you have special instructions to accompany these orders?” This prompt is usually answered No, however this is a good place to note special situations such as will-call orders where you may need to confirm a pick-up time with the vendor.

- “Do you wish to “HOLD ADOT ITEMS Y/N” (USS only) For SPR select the branch to order from.

- “Are you ready to send the order now? Y/N” Press [Y] to continue.

At this point the computer will automatically transmit to the wholesaler computer. The wholesaler system will receive your order within a short period of time, usually within a matter of seconds. You will then be prompted to print the conformation report.

NOTE The wholesaler computer confirms that the items are accepted, not accepted or filled from an ADOT facility as well as confirms your cost. The confirmed cost for the item will update your inventory file and be used to measure profitability of the item on the order you will be filling for your customer.

5.9 Reports

- From the Main Menu select [P] **P**urchasing and [P] Re**p**orts.
- Select [P] Print Purchase List for a hard copy list of items on the purchasing screen. "The PRELIMINARY RE-ORDER REPORT can be sorted by: **C**ustomer **M**anufacturer **S**hipping Method **N**one **O**mit Report – BEWARE!" Select the desired sort order.
- The RED Print Control window will open. Print or transmit the report as desired.

5.10 View Item History

- From the Main Menu select [P] **P**urchasing and [O] Hist**o**ry.
- A RED Purchase History will open for the highlighted item. This window shows previous purchase dates, quantities, prices, vendor, and PO #'s.

5.11 Clear Line Items

NOTE If you need to delete specific items from the purchasing screen, it is <u>strongly recommended</u> that you delete item from the customer order (order entry screen) and NOT from the purchasing screen.

- From the Main Menu select [P] **P**urchasing.
- Highlight the item(s) you wish to clear and [E] **E**dit to change the quantity to zero.
- [C] to **C**lear the line item and [C] **C**lear_Lines.

NOTE You also have the option to select [S] **S**tore_Residual and "Limit To → **A**ll_Items **V**endor_Code **M**anufacturer **C**ustomer_B/O **P**erpetual_Inv **I**nventory_Code **S**hipping_Method Misce**l**laneous Sp**e**cials" Selected items will be stored, others will remain on the screen.

- "Clear only line items marked with ZERO QUANTITY, Y/N Yes" Select [Y] to clear the zeroed items and print a Cleared Items Report.

NOTE Selecting [N] will clear **ALL** items from the screen. Use caution when answering this question.

- "The CLEARED ORDER REQUIREMENT LIST can be sorted by: **C**ustomer **M**anufacturer **S**hipping Method **N**one **O**mit Report—BEWARE!" Select the desired sort order.
- The RED Print Control window will open. Print or transmit the report as desired.

5.12 Jump to Specific Manufacturer

- From the Main Menu select [P] **P**urchasing and [J] **J**ump to move to the specific manufacturer.

- "Enter the six character Manufacturer Code: ______"   Type in the desired manufacturer code.

5.13 Flip Screen to Show Sales Data and GP

- From the Main Menu select [P] **P**urchasing and [F] **F**lip to change the display format to include sales data, requisitioned date, and order origin.

5.14 Displaying Items

- From the Main Menu select [P] Purchasing and [S] DiSplay to sort the screen display and sub-total items.

5.14.1 Supress_Zero

- Select [Z] Supress_**Z**ero to remove zero quantity items from the display.

5.14.2 Subtotal

- Select [S] **S**ubtotal enables you to subtotal estimated buys from individual vendors or manufactures. This is useful if you have a vendor that requires a minimum order value.

- "Subtotal by: Manufacturer_Code   Vendor_Code" Select desired category.

- Enter a three digit manufacturer code or vendor code.

- The subtotal amount for the code selected will display.

5.14.3 Sort By

- Select desired screen sort order from: **V**endor **P**art_# **M**anufact. **C**ustomer **R**ef/P.O. Sh**i**p_Method **D**ivision

5.15 Receiving Incoming Items from Vendors

Check incoming goods from vendors against your Purchase Orders as they are received at your location or by your customer. Once these are verified, enter the system and receive the items.

- From the Main Menu select [P] **P**urchasing and [R] **R**eceive.

- A RED Receiving PO Selection Window will open displaying available PO's for selection. Receive individual or multiple Purchase Orders as needed.

- Use arrow keys to highlight Purchase Order(s) to be received. Press [F4] to Mark the desired Purchase Order(s).
- [F5] changes the sort order, [F6] will Print order detail and [F7] will move the PO back to the Purchase screen.
- Press [ENTER] when all Purchase Orders to be received have been marked.
- A RED Purchase Order to Receiver Matching Window will open displaying the detail of the selected PO's.

Some dealers will choose to "Pre-Receive" their Purchase Orders after they have received confirmation from the wholesaler that the items will be delivered next morning. The assumption is made that all items will be delivered correctly. The Purchase Order(s) will be Stocked and the invoices back filled and ready for printing. However, it is recommended that the invoices NOT be printed at this time in case future edits are necessary. It is recommended that Packing Lists be batch printed for sorting and delivery purposes.

- IF everything arrives correctly, then no edits need be made and invoices can be batch printed.
- IF shortages occur, then the invoices in question will need to be edited and the items back ordered once again.
- IF you do not "Pre-Receive" and choose to wait until the goods arrive, you may choose to print Pick Tickets for your orders which will show customer detail, line items, whether the items are filling from stock, or the purchase order number on which the items are expected. If a customer has "picked up" the items previously, then a comment line to that effect should be entered in the order entry screen. This comment line will print on the Pick Ticket so that the order does not get double filled from stock.

NOTE If you do not "Pre-Receive" then the incoming Purchase Order can be edited to easily re-order items.

5.15.1 Edit Received Items

- Verify the quantity of each item and adjust shortages, breakages, etc, to match receiver. Select [E] **E**dit to make any adjustments needed.
- The next two fields enable you be change the unit of measure and the cost if necessary. Remember, do not change costs on incoming electronic purchase orders as these costs are the confirmed costs from the wholesaler. However, if this is a Purchase Order from a non electronic vendor and there has been a cost change, then you would need to edit the cost before stocking.
- "Do you want to put the undelivered pieces back on the Purchasing Screen? Y/N" Press [Y] to place items back on the Purchasing screen.

- “Confirm or edit the quantity to be re-ordered”   Accept or change the quantity as needed.

NOTE Any items in the Purchase Order that are “HOLD” ADOT items will appear in the screen with “Yes” in the Held column. These items will remain on file in the Purchase Order until they are “Unheld”. When the Back Orders are received, the Purchase Order should once more be selected.

- Select [H] **H**old to set the Held flag to No. This action releases these items to be stocked.

- You can also manually mark items to be held by highlighting the item and selecting [H] **H**old or [L] A**l**lHold from the menu.

- Other options for Editing Purchase orders include:

  - [T] Par**T**ial – Receive partial quantity of item and leave the balance on hold.

  - [P] **P**rint – Print the entire order.

  - [C] **C**ancel – discard the open orders – use this with extreme CAUTION because ALL items on ALL PO’s under review will be lost and will have to be re-entered.

  - [A] ET**A** – Add or edit the ETA for the item(s).

  - [K] Ac**k**. – Enter or edit the PO Acknowledgement for the item(s).

- Once the items and quantities have been verified and modified as needed, stock the received items for the PO as detailed below.

5.15.2 Stocking Items

- From the Main Menu select [P] **P**urchasing and [S] **S**tock. All items marked “No” in the Held column will now be stocked.

- “Process customer backordered items ONLY (hold perpetual inventory) No” If you select [Y] the customer backorders will stock, leaving perpetual inventory in the Purchase Order to be stocked later.

- “The PO Receiving Report can be sorted by: **C**ustomer   **M**anufacturer **B**in   **N**one   **O**mit report—BEWARE!” Select the desired sort order.

- The RED Print Control window will open. Print or transmit the report as desired.

NOTE If you answered [Y] Yes to the question “Process customer backordered items ONLY (hold perpetual inventory)” you will be returned to the Purchasing Screen to complete the stocking for perpetual inventory.

If you answered [N] No to this question, you will see the following prompts – answer as desired:

- “The PO Receiving Report can be sorted by: **C**ustomer **M**anufacturer **B**in **N**one **O**mit report—BEWARE!” Select the desired sort order.
- The RED Print Control window will open. Print or transmit the report as desired.
- “Reprint the PO Receiving report with another sequence? Y/N”
- “Do you want to Change/Check prices or modify label printing? Y/N”
- “Do you want to print Item Pricing report? Y/N”
- “Do you want to print PRODUCT labels for the items? Y/N”
- “Do you want to print SHELF labels for the items? Y/N”
- Press [Q] Quit when you have completed the receiving procedures and return to the Main Menu.

5.16 Global Vendor Selection

Use this feature to globally mark items for one vendor to prepare to transmit or create hardcopy purchase orders.

- From the Main Menu select [P] **P**urchasing and [G] **G**lobal.
- “Enter 6 chr Vendor code from A/P. Other codes display N/A in Inventory. Enter 6 spaces to remove code, type a ? to use Pick Window”
- All items will be changed to the entered vendor code.
- **EXAMPLE**: You may wish to transmit all items to USS and anything that is not available transmits to SPR. In this case to ensure all items are marked for USS you would press G - Global and change vendor to USS for all items. To transmit balance to SPR you would press G - Global again and switch vendor code on each item to SPR. Or, you may wish to send everything to SPR first and then the balance to USS.

5.17 Hardcopy Purchase Orders

To place a hard copy purchase order with a vendor, each item must have the vendor code in the “A/P Code” column. All vendors must have been previously setup in the Accounts Payable/Vendor Module with a three to six character code.

- From the Main Menu select [P] **P**urchasing.
- Use arrow keys or Next and Back keys to highlight first item for the vendor order.

- [V] **V**endor and type in the appropriate code for the required vendor and [ENTER].
    - If you are not sure of the correct code, enter a [?] in the vendor code field and [ENTER].
    - A RED Vendor Pick Window will display the available vendors. Select the desired Vendor from the list to assign the correct vendor code.
    - Continue with this process until all items are assigned the desired vendor.
- OR, you may use [G] **G**lobal to change ALL items to the selected vendor at one time.
- [H] **H**ardcopy to prepare a purchase order.
- "Place HardCopy Purchase Order/RFQ with Vendor XXXX? Y/N" Press [Y] to continue with selected vendor or [N] to display next vendor.
- "Enter single Mfr. Code to buy on this order, leave blank for all ______ (Must be non-blank for Buying Group Authorization)." Leave this blank if it does not apply to the PO you are creating.

NOTE This will allow you to pull all of the items for a specific manufacturer to a Hard Copy PO even though the items may be marked with a different vendor code. This helps place orders with buying groups. For example, the vendor may be Trimega but the dealer wishes to order only Sanford items on the Trimega PO.

- The Purchase Order Document Print Selection window will open allowing you to select which type of Hard Copy document you would like to create.
    - Basic PO Containing all selected items, manual ship-to entry.
        - This option will print a single purchase order to the vendor selected for all of the items marked. The purchase order ID may be one of your choice or a system generated number.
        - This option lists all of the items on the PO by manufacturer and part number.
        - "Enter the identifier for this document ________ (Leave blank to use system generated number. Duplicates are rejected.)" Enter the desired alphanumeric PO number. This can be up to 9 characters. Leave this field blank if you wish to use a system generated PO number.
    - One PO for each invoice in selected items, auto fill Ship-to.
        - PO ID numbers are issued by the system for this option. A separate PO is issued for each sales Invoice marked in the purchasing screen and the customer ship-to address is added.
        - These hard copy PO's are printed out and faxed and/or emailed to vendors. The intention is that these will be drop ship orders directly to your customers.

- Request for Quotation – all selected items, manual RFQ number.

  - Choosing this option will place all of the selected items on an RFQ "Request for Quote." The RFQ shows no prices for the items and, following printing, the items are left in the purchasing screen.
  - No costs are printed on the document in anticipation that the vendor will receive the PO and fill in their most current costs and return the list to you.
  - You will be prompted to enter a unique PO number or allow the system to generate the PO number.
  - After the RFQ prints, the items will return to the purchasing screen.

- The name and address of the selected Vendor will display on the screen for edit purposes. If everything is correct, you may press F1 to skip over the window or, press the Enter key through the window. At the bottom of the screen is a field into which you can type a message. Type in message or, press enter to continue.

- "Continue with this document now, Y/N" Select [Y] to continue.

- The RED Print Control window will open. Print or transmit the PO as desired.

- All items will automatically be moved from the Purchasing Screen to the Open Purchase Order file. When the merchandise arrives, the purchase order can then be received into inventory or, backfilled into a waiting open invoice.

- "Would you like a Consolidated Hard Copy PO? Y/N" Answering [Y] will consolidate multiple lines of the same item down to one line with a total quantity.

- The RED Print Control window will open. Print or transmit the Consolidated Purchase Order as desired.

5.18 Combine Items – Combination Report

A combination report can now be run to print a listing of items currently in the screen that have the same manufacturer code and part number. The report will also print the buy quantities and a combined total at the bottom. This report is informational only and does not do any actual combining for you. The quantity may be such that you would wish to make a special purchase rather than order electronically. If that is the case, the vendor code would need to be changed on those items so that they will not electronically order from the wholesaler.

- From the Main Menu select [P] **P**urchasing and [I] Comb**I**ne.

- "Do you want to Print the Combination Report? Y/N No" Press [Y] to continue.

- The RED Print Control window will open. Print or transmit as desired.

5.19 Vendor Purchasing Analysis

Cost analysis will allow you to determine the most economical vendor for each item on the purchasing screen. Before performing a cost analysis, you must set up the parameter screen. To ensure accurate results, contact your wholesaler sales representative to verify rebate considerations.

5.19.1 Setting Up Parameters

- From the Main Menu select [P] **P**urchasing, [Y] Ana**l**ysis and [P] **P**arameters.

- A RED Select Vendors for Best Cost window will open displaying available vendors. Press [F4] to mark the vendors you would like to include in your cost analysis. (you must include your first call wholesaler and at least one other vendor). [ENTER] when you have marked all of the vendors you wish to include.

- You will be prompted to "Enter Percentage of Total savings: ___" for each vendor you selected.

NOTE This savings percentage is based on all discounts, rebates, and services provided by your wholesalers. It is recommended that you consult with your wholesaler's sales rep to determine this percentage.

- "Enter the additional percentage lower a cost would have to be in order to switch from your 1st call wholesaler. ___"

  - Example: An item is sold by both Vendor A (your first call wholesaler) and Vendor B. The cost for this item is $1.00 from Vendor A and $.90 from Vendor B. This shows that Vendor B's cost is 10% lower than Vendor A.

  - However, Vendor A offers additional rebates and incentives totaling more than the 10% difference. So even though the cost from Vendor B appears to be less, you will still be better off purchasing from Vendor A.

  - Perhaps a 15% difference will make it worth ordering from Vendor B. Enter this 15% as your "additional percentage."

NOTE Entering zeros in these fields will give a straight dollar per dollar cost comparison.

- You will be asked whether or not to exclude wrap and label orders, zip code routed orders, drop ship orders, or sixth slot (Direct Buy) orders from your analysis.

- You may also exclude items from any departments.

5.19.2 Performing Cost Analysis

Once you have established your parameters, you can use the Cost Analysis option each time you enter the Purchasing module.

- From the Main Menu select [P] **P**urchasing, [Y] Anal**y**sis and [Y] Cost_Anal**y**sis.
- "Do you wish to have a summary report only?, Y/N"
  - [Y] will open the RED Print Control window. Print or email report as desired.
    - This Summary Cost Analysis report will list each vendor, the number of items that the system suggests should be purchased from that vendor, and the savings from purchasing from that selected vendor.
  - [N] will open the RED Print Control window. Print or email report as desired.
    - This Detail Cost Analysis report is the same as the Summary report except that it includes the actual cost of each item for each vendor.
- "Do you wish to update these items to the best cost vendors? Y/N" [Y] will change these items as indicated. This will be visible on the Purchasing screen.
- Transmit to vendors as desired.

5.20 Vouchering Vendor Purchase Orders into AP

When you are receiving a purchase order into the system you may already have the related invoice from the vendor. It is good business practice that the invoice be posted into Accounts Payable at the time this PO is received. This will help insure that the invoice is entered correctly and decreases the risk of omission from AP or loss of the document. A typical example would be in the furniture business where a manufacturer's invoices is delivered with the product or can be retrieved immediately from their website a day or two after an acknowledgement has been received. Other scenarios might include direct shipment from office supply vendors other than your regular wholesalers, such as the receipt of a printing job that was outsourced. Whatever the reasons, you now have the capability to voucher an invoice or invoices directly to AP while receiving the PO in Purchasing.

5.20.1 Purchasing Profile Adjustment

- Press [F3] to access the Local Profile from the main Purchasing screen located in the top-left-hand corner of the purchasing screen.

- To get started with this new feature, you must answer **Y** for yes to the vouchering invoices question in your Purchasing Profile Adjustment, which is accessible from the F3 function key

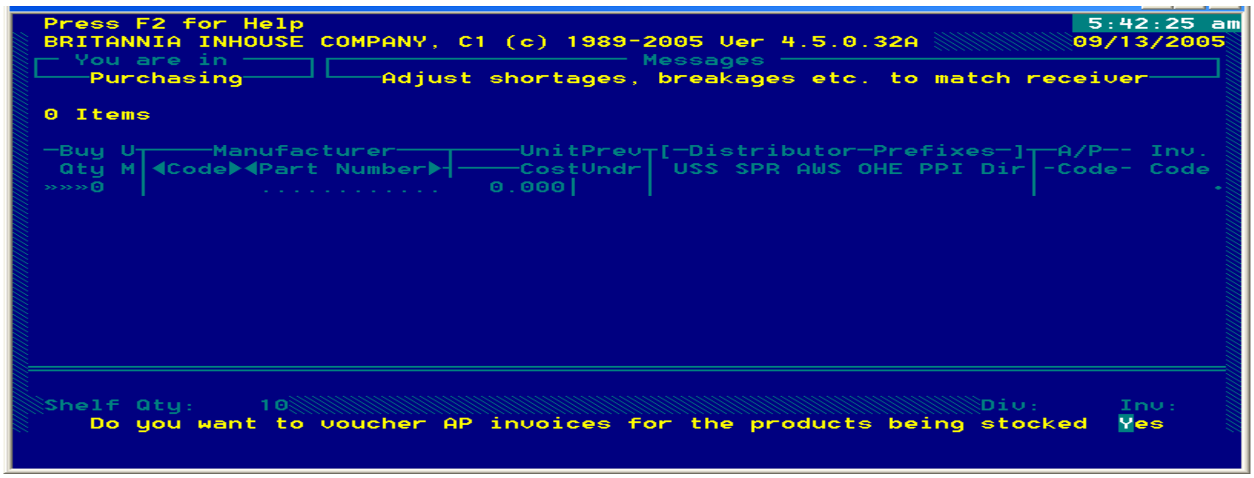
5.20.2 Receiving the PO

- From the purchasing screen press [R] to **R**eceive as normal. The familiar list of purchase orders will appear.
  - Select one or more purchase orders you wish to process by marking them with the [F4] key.
  - When you are finished checking, press [ENTER] to move to the Receiver Matching Window.

NOTE Before proceeding beyond this point, if you wish to voucher the purchase order directly into AP during this process, press [F3] for the Purchasing Local Profile and verify that you have this feature turned on (Y). If not, turn it on and then return to the receiver window.

- From the Receiver window, proceed as usual to receive the items on the PO by pressing [S] to **S**tock.
  - Proceed through the prompts until you come to the question "Do you want to voucher AP invoices for the products being stocked?" (**Figure 5.2**)
  - Press **Y** to voucher the PO or POs directly into Accounts Payable and to link them automatically with the purchase orders received records in purchase history.

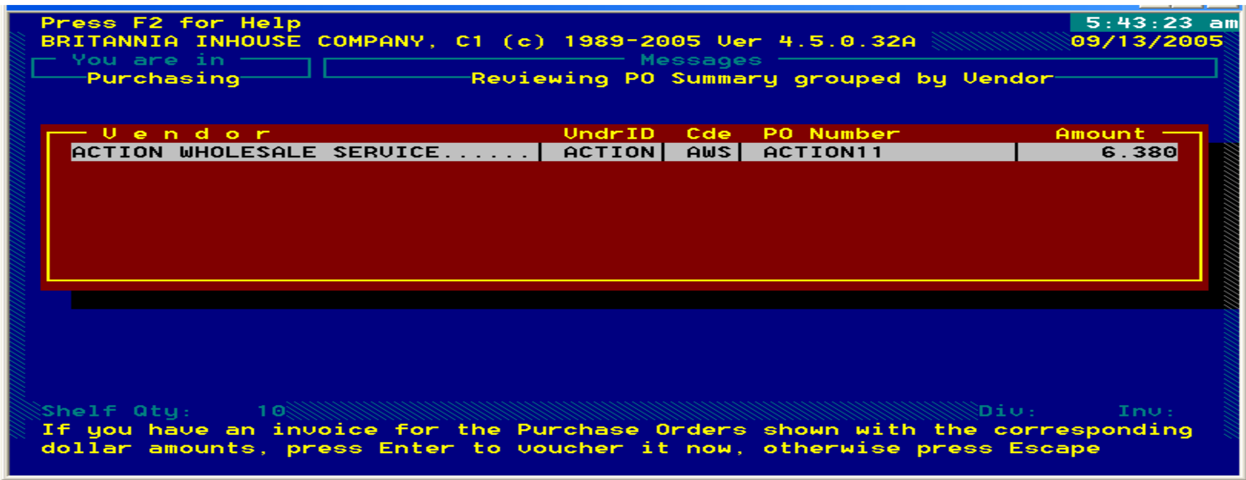
Figure 5.2 – New question to voucher a receiving PO into AP



5.20.3 Vouchering the Invoice into AP

- When you answer Y to the vouchering AP invoice question, a window appears containing all of the selected purchase orders from one of the vendors who's PO you just received (**Figure 5.3**).

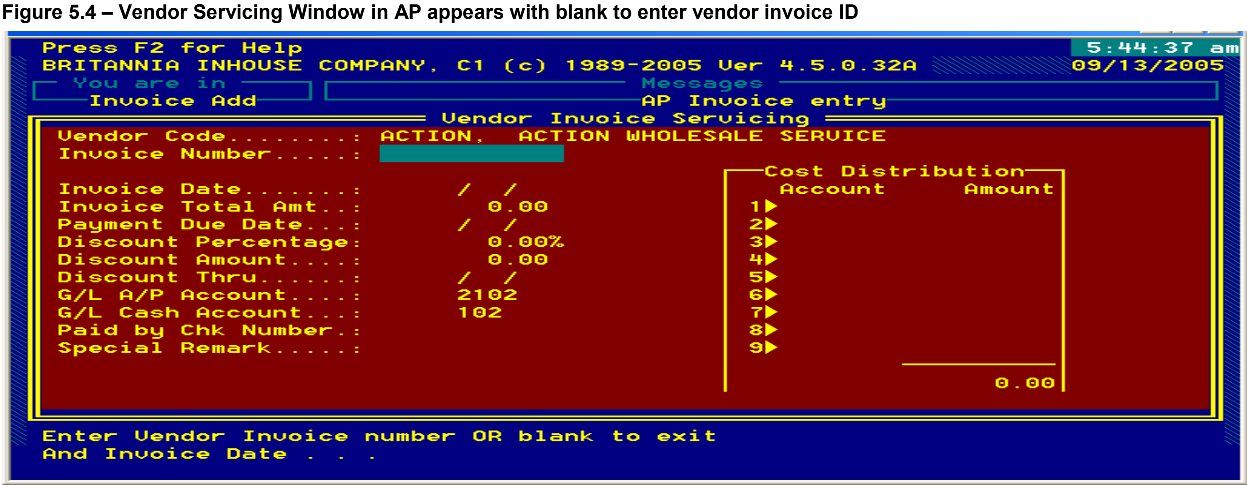
Figure 5.3 – This screen appears for each vendor whose POs you will voucher into AP



- If you have an invoice from this vendor, press [ENTER] to continue the vouchering process; otherwise press [Esc] to bypass this vendor.
- When the first vendor has been processed, the POs from the next vendor will automatically appear in the window. Again, if you have an invoice from this vendor, press [ENTER], otherwise press [Esc].

- When you press [ENTER] on a group of one or more POs for a vendor, and after you have selected the appropriate division (if applicable), the AP Vendor Invoice Servicing window will immediately open as shown in **Figure 5.4**.

Figure 5.4 – Vendor Servicing Window in AP appears with blank to enter vendor invoice ID



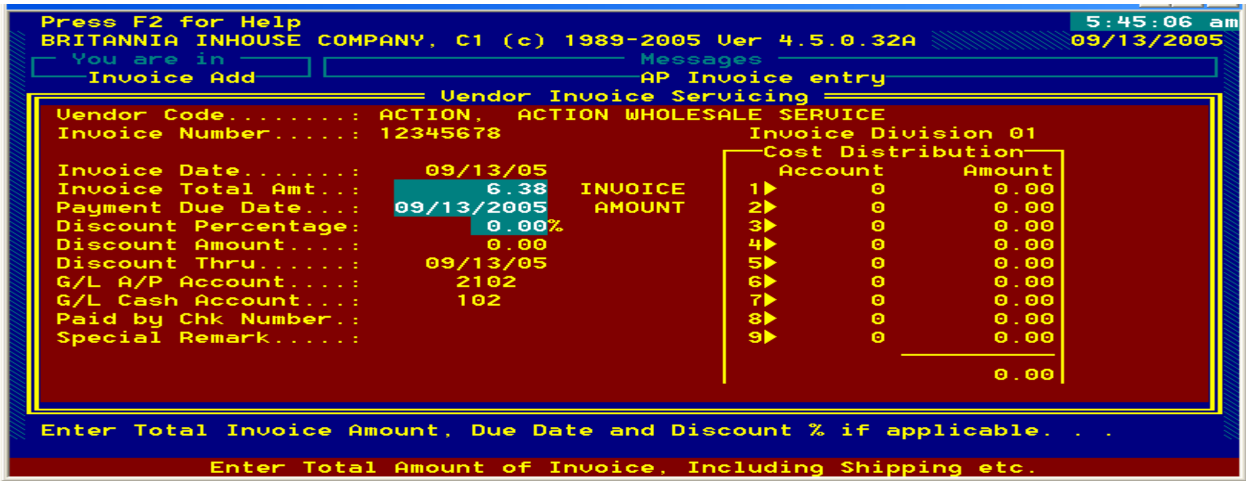
- The Vendor Code and Name are filled out along the top and the Invoice Number cell is waiting for an entry.

- Type in the vendor invoice number or the document ID from the vendor and press [ENTER].

- If no invoice number is entered, the PO will NOT be vouchered into AP. Enter on blank to exit without vouchering.

- The cursor now moves to the invoice date field which is pre-filled with the current date and invoice total (**Figure 5.5**).

Figure 5.5 – Invoice date and total is automatically populated from PO received



- If necessary, edit this to reflect the date of the vendor invoice and press Enter.

- The cursor moves to the Invoice Total Amount field which is pre-filled with the total cost on the PO or POs you just received.

  - This amount may be edited as required to include any vendor imposed costs such as re-stocking charges or additional freight.

- Press [ENTER] and complete the invoice entry as usual, distributing the invoice amount to GL accounts as appropriate. Select the GL accounts to post the entries to and complete the process.

- If you received POs for more than one vendor, the system will take you back into purchasing to begin the process for the next vendor invoice. When you have processed the last PO, you will be returned to Purchasing.

5.20.4 PO to Invoice Reconciliation Reports

A new report has been added to the system simplifying the task of determining which received purchase orders have been invoiced by the vendor and which have not.

- From the Main Menu, press [V] Accounts Payable / **V**endors, [R] **R**eports and [P] **P**O_Receive.

- The PO to Invoice Reconciliations Reports setup control panel is brought to the screen enabling the output of the report to be set as required.

  - The default settings in the panel will limit the print out to show just the un-reconciled purchase orders in summary format for the date range indicated.

  - All of these settings can easily be changed by pressing the appropriate hot key or entering a new date as required.

  - The report output is sequenced by purchase order number and purchase order date and provides details of the vendor the PO was placed with, the acknowledgment for that PO, and, in the case of reconciled purchase orders, the vendor invoice number. The default summary mode provides just these details and the total value of the purchase order with no line item information.

  - The All_Detail option includes details of each line item on each of the purchase orders included and can become very long.

Chapter 6 - General Ledger

Introduction

This feature is activated by Britannia upon your request. If you wish to use the General Ledger, you must have a complete set of opening balances available from your Accountant for entry into the General Ledger. The system has a default chart of accounts which you can use as is, or, you may edit it according to the way you operate your business. You should consult with your Accountant to set up the chart of accounts you will be using and the beginning balances you will need. For further details on GL set up, please call Britannia.

The General Ledger is integrated with the system to accommodate automatic transfer to the General Ledger for posting. Transfer to General Ledger can be made on a daily basis during the End of Day process if you wish. However, the system will force an automatic transfer during the End of Month process if you do not transfer at End of Day. Transferring at the end of the month allows you to edit the detail accounts during the month. However, information entered into Accounts Payable and dated for a prior month will not be updated to that month in General Ledger until the End of Month transfer is done. Transfer at the end of each day eliminates the option to edit the detail accounts as the information has been transferred to the GL and an audit trail is established. Information entered into Accounts Payable and dated for a prior month is updated in General Ledger much sooner with the daily transfer.

Whether you transfer daily, weekly or wait until End of Month, Britannia recommends you set a procedure and follow it in order to maintain consistency in your bookkeeping. When the information transfers to the General Ledger it moves to a Transfer File. The information in the Transfer File then needs to be posted. To accomplish this, select General Ledger from the Main Menu. Select Enter and Edit Transactions, highlight a month, press enter, and immediately quit. Britannia will display a prompt that notes you have entries to post. Press Y to post the entries. The entries will automatically post to the appropriate period. For example: You receive an invoice from a vendor that is dated for last month and the system is now operating in the current month. The invoice is entered into Accounts Payable using the actual date of the invoice (last month).

When you transfer to the General Ledger and post the entries, this invoice and others with dates in last month, will automatically transfer into the appropriate period. Invoices entered with dates in the current month will go to the current period. Accounts Payable should be utilized as fully as possible leaving a minimum of manual journal entries. There is no payroll with the Britannia System. Payroll related expenses need to be entered directly into the General Ledger through Enter and Edit Transactions for the appropriate period. When all entries for the oldest period are complete the Trial Balance, Income Statement and Balance Sheet can be printed and the Oldest Period Closed. Please check with your accountant before closing any period.

As mentioned above, the Britannia System has a default Chart of Accounts. The Department File (Sales), Accounts Payable, Accounts Receivable and General Ledger options in the System Set Up area are configured to work with the existing Chart of Accounts. Any changes to the existing Chart of Accounts must be reflected in these other areas in order for the system to work properly. Consult with Britannia before making any changes in these areas.

General Ledger Main Menu Options

[Q] **Q**uit to Main Menu

[C] **C**hart of Accounts Maintenance

[E] **E**nter and Edit Transactions

[O] **O**ldest Period Closing

[G] **G**eneral Ledger Reports

6.1 Understanding the Chart of Accounts

6.1.1 Introduction to the Chart of Accounts Screen

This area has been redesigned and now presents a pick window with the columns Account, Description, Type, Master/Sub and the Column number for balance sheet printing.

- From the Main Menu select [G] **G**eneral Ledger, [C] **C**hart of Accounts Maintenance to add or edit accounts to the chart of accounts.
- The pick window supports searching by account number as well as full navigation using the up and down arrows and the page-up and page-down keys. A menu window is presented to the right of the pick window and provides five options.

NOTE The sample Chart of Accounts provided can be used as it is, or you may modify it by adding or deleting accounts to produce a Chart of Accounts better suited to your business needs. However, it is strongly recommended that you not make any changes until you are comfortable with the General Ledger concepts described below.

6.1.2 Chart of Accounts General Guidelines

Accounts are generally arranged in a particular order. The *Balance Sheet* lists the liquid account types first (Cash), followed by the less liquid (Accounts Receivable, Inventory), down to the least liquid (Pre-Paid Insurance, Organization Costs) and so on. *Assets* and *Liabilities* are regarded as *current* if they have a life of one year or less and are classified as *fixed assets* or *long term liabilities* if more than one year. The *Income Statement* lists the *Revenue* accounts first, usually followed by the *Cost of Goods* accounts and then the various *Expense* accounts.

6.1.3 Chart of Accounts Descriptions

- **Type 1 Accounts – Title Accounts:** Type 1 are not really accounts at all but act as “Titles” required for reports. You can add Type 1 accounts anywhere you need a descriptive heading to appear in the Balance Sheet or Income Statement.

- **Type 2 Accounts - Detail Accounts:** Type 2 accounts are the only type against which entries can be made. These are also referred to as “detail” accounts.

  - There are three “Classes” of Type 2 accounts; M, S, and -. Entries cannot be made against Class M accounts. The purpose of each account will be described below.

- **Type 3 through Type 9 Accounts - Accumulator Accounts:** Type 3 through Type 9 accounts are “accumulator” or “totaling” accounts and are used to produce totals and subtotals in reports.

  - You cannot post directly to Type 3-9 accounts. As a report proceeds through the Chart of Accounts the accumulator accounts total all Type 2 accounts up to the point that any one of them is printed. At that time, the accumulator account will print <u>and all lower numbered totaling accounts</u> are reset to zero.

To illustrate how this works, consider the following simple *Income Statement* produced from these accounts:

----Title----	----Type----	---------------Prints---------------	
Revenues	1 - Title	Revenues	
Sales	2 - Detail	Sales........................	100.00
Service	2 - Detail	Service....................	50.00
(Accumulators 3 through 9 now all have $150.00 in them)			
Returns	2 - Detail	Returns....................	<u>-10.00</u>
Net Sales	4-Totaling		
		Net Sales.................	140.00
(Accumulators 3 and 4 now zeroed)			
Cost of Goods	2 - Detail	Cost of Goods..........	50.00
Gross Profit	6 - Totaling		
		Gross Profits...........	90.00
Expenses	1 - Title	Expenses................	
Wages	2 - Detail	Wages....................	12.00
Utilities	2 - Detail	Utilities..................	<u>8.00</u>
Operating Income	8 - Totaling		
		Operating Income...	70.00
All. for Tax	2 - Detail	All. for Tax............	<u>20.00</u>
Net Income	9 - Totaling.		
		Net Income............	50.00

Notice that using this scheme you can insert additional intermediate sub-totals wherever you wish by proper use of the totaling accounts. For example, if your Cost of Goods Sold is made up of several accounts such as Material, Service Labor, and Freight, you can insert a new account just before Gross Profit and call it Total COG's. Make Total COG's, Type 4 (since accumulator 4 was zeroed at the Net Sales line). The Income Statement will now automatically show the required subtotal at the bottom of the Cost of Goods accounts.

----Title----	----Type----	---------------Prints---------------	
Total COG's	4 - Totaling		____
		Total COG's............	50.00

The purpose of the Type 2 account Classes can now be explained. In your Chart of Accounts, you may choose to track your cost of sales by department, (and the same inventory for that matter) but printing 20 departments on the Income Statements is inconvenient because a multi-page statement can be difficult to follow. To overcome this conflict, add an extra account at the top of the group of departments and call it; for example, Merchandise COG.

----Title----	----Type----	---------------Class---------------
Merchandise COG	2 - Detail	M - Master

You will not be able to make entries to this account. Next, edit all of the following accounts that you wish to consolidate by changing their Class to S (Subsidiary). Reprint the report. The entries in the Class S accounts are summed together and reported against the class M account which immediately precedes them. However, the individual account balances have been retained for analysis and will continue to be reported in the Trial Balance.

The rules here are that all Class S accounts immediately following a Class M account will be summed and reported against the Class M account. A break in the list of Class S accounts will terminate the summing process at the break, and a Class S account on its own is treated as a regular Class - account. The use of Class M and S accounts is not connected with the use of Type 3 through Type 9 accounts and will not clear any of the accumulators.

As you become familiar with this process, you will find that you can tailor your Balance Sheet and Income Statements to your own unique needs.

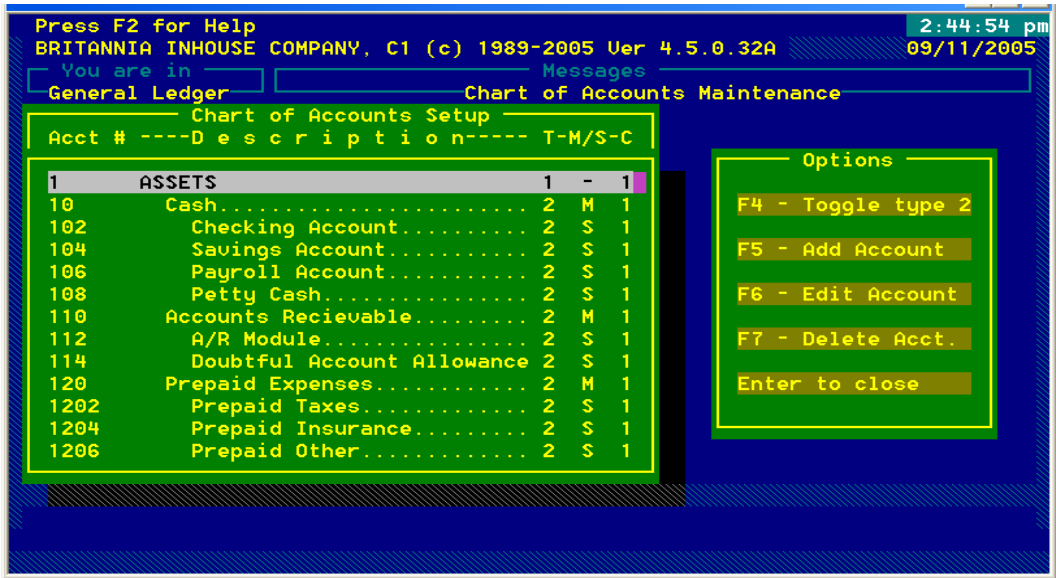
6.1.4 Chart of Accounts Maintenance Menu Options

This area has been redesigned and now presents a pick window with the columns Account, Description, Type, Master/Sub and the Column number for balance sheet printing **(Figure 6.1).**

- From the Main Menu select [G] **G**eneral Ledger, [C] **C**hart of Accounts Maintenance to add or edit accounts to the chart of accounts.

- The pick window supports searching by account number as well as full navigation using the up and down arrows and the page-up and page-down keys. A menu window is presented to the right of the pick window and provides five options (**Figure 6.1**).

Figure 6.1 – General Ledger Chart of Accounts Maintenance



6.1.5 Toggle for Type 2 Accounts [F4]

Type 2 accounts are the normal posting accounts in the general ledger. Type 1 accounts are for titles while types three through nine are used to format statements and provide totals and sub-totals at various levels.

- Pressing the [F4] key will hide all of the type 2 accounts leaving just the type 1 and types three through nine. This can be useful in providing an overview of the chart of accounts setup in ensuring that subtotals and totals are appropriate and set to the required columns for printing.

- Pressing the [F4] key again will restore the type 2 accounts.

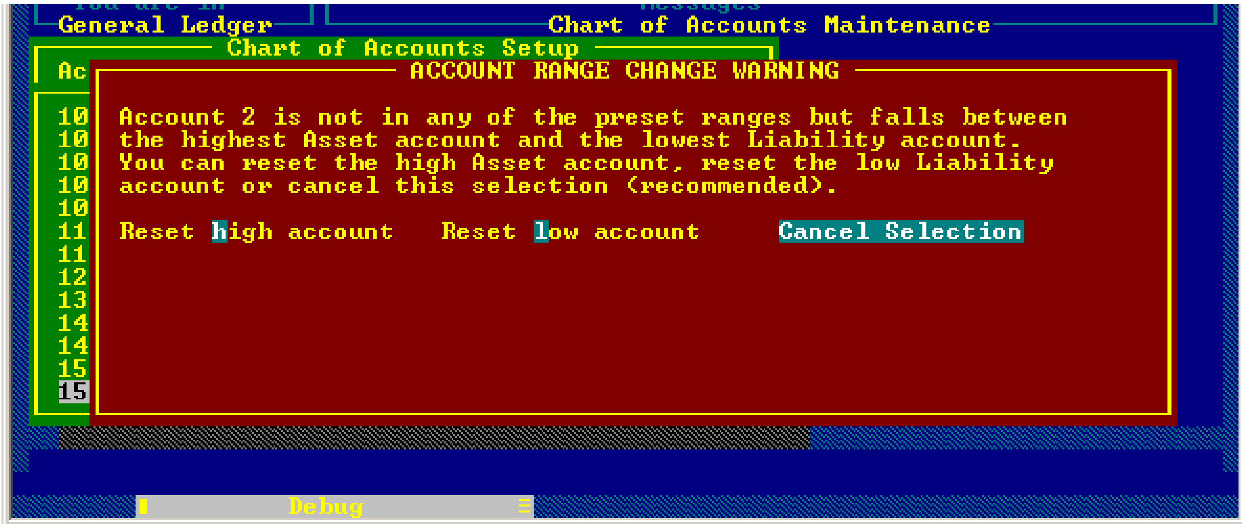
6.1.6 Add a New Account [F5]

- From the Main Menu select [G] **G**eneral Ledger, [C] **C**hart of Accounts Maintenance.

- To add a new account press [F5], enter the account number required.

  - Entering an account number which is outside of the selected account ranges for assets, liabilities, capital etc., produces a warning screen similar to the one shown in **Figure 6.2**, in which the recommended action is to cancel the selection. This general process is unchanged from earlier releases.

Figure 6.2 – Account Range Warning if new account number is outside the selected account range



- "Account being added is ASSET (LIABILITY, CAPITAL, REVENUE, or EXPENSE), continue? Y/N" Select [Y] to continue.

- A RED Editing Chart of Accounts window will open.

  - In the first field, enter the Account Description.
  - Select the Account Type from the RED Account Type Pick Window.
  - Select a Group from the Group Pick Window (**M**aster, **S**lave, **R**egular).
  - Select a Printing Column (**1**-First, **2**-Second, **3**-Third).

- The system will automatically assign a reporting column based on Account Type and Group selected.

6.1.7 Edit the Chart of Accounts [F6]

The account editing function has changed from earlier releases. All of the account attributes can be edited with the exception of the account number, although the account type cannot be changed from 2 or 2-S if there are any entries in the system for that account number.

- From the Main Menu select [G] **G**eneral Ledger, [C] **C**hart of Accounts Maintenance.

- Highlight the account you wish to edit and press [F6].

- The RED Editing Chart of Accounts window will display the current information.

  - Edit the Account Description as necessary.
  - Select the desired Account Type.

- Select the desired Group.
- Select the desired Printing Column.

- The system will automatically assign a reporting column based on Account Type and Group selected.

6.1.8 Delete Accounts [F7]

NOTE An account cannot be deleted while any entry bearing that account number exists in the system.

- From the Main Menu select [G] **G**eneral Ledger, [C] **C**hart of Accounts Maintenance.

- Highlight the account you wish to delete and press [F7].

- Confirm that you wish to delete account XXXX. Enter **Y** to delete account.

6.2 General Ledger - General Disciplines

You may have up to thirty-six open periods. However, it is strongly recommended in the interest of keeping your accounting under control, that you close the Oldest Period as soon as it is complete. This means that all manual entries have been made to complete the Period and the Trial Balance, Income Statement and Balance Sheet have been printed and your Accountant is satisfied that the financial reports are correct. Typically, this may be one to six months after the Period ends.

6.2.1 End of Year

The End of Year process moves End of Year *Current Earnings* into the *Retained Earnings* account and zeroes all Sales and Expense accounts for the year. You need to know your Retained Earnings Account number when closing a year end Period.

- Verify that your Federal, State, and Local taxes are completed.

- Run the trial balance, income statements, and balance sheet for the fiscal year and verify that the information matches the Federal, State, and Local tax returns.

- From the Main Menu select [G] **G**eneral Ledger, [O] **O**ldest Period Closing.

- The prompt will show the oldest fiscal period and date to be closed. Press [Y] to continue.

- You must have the account number for “Retained Earnings,” from the chart of accounts, to continue. Enter the account number to post the Retained Earnings.

NOTE The first month of the following fiscal year trial balance will be out of balance by the amount of the net income or loss of the fiscal year that was just closed. The second month trial balance should be back in balance. If it is not in balance, please call Britannia Customer Support, 800-274-5245.

6.2.2 Posting Entries from the General Ledger Transfer File

When the monthly sales journals are closed at the end of a month, in addition to the Monthly Business Reports that print during this process, an Accounts Receivable Trial Balance and an Accounts Payable Trial Balance are generated. These reports indicate that the information being transferred to General Ledger has been validated. The information is automatically transferred to the General Ledger Transfer File. The General Ledger is not updated at this point. You must go to General Ledger and Post to update your account balances. Make a habit of reviewing these reports thoroughly. Any errors found by the program will produce a message on this report indicating such errors and recommending you contact Britannia immediately. The system will protect your General Ledger from being corrupted with these errors by moving the entire batch of transactions to another file and preventing them from being transferred to General Ledger.

It is good practice to Post transactions in the General Ledger anytime you have transferred entries during the End of Day or End of Month processes. It is also good practice to perform the posting process prior to printing any reports in General Ledger. This will ensure all information has been updated and your financial reports will contain the most current balances.

NOTE Please see section 6.3 for further information regarding posting and editing transactions within General Ledger.

6.2.3 Journal Entries

This will be the most frequently used part of the General Ledger. All manual entries are made through this module. Once in the Transaction Entry screen, you will be unable to leave unless your entries are in balance. When you do leave, you will be asked to print a Transaction Register which should be kept on file. It is strongly recommended that you print the Transaction Register when you post. There is no delete function for entered transactions - incorrect entries must be reversed out to provide a proper audit trail.

6.2.4 Journal Vouchers

To organize the entry of transactions, you are encouraged to use *Journal Entry Vouchers* to make hard copy worksheets for your GL entries. Once you establish the pattern for a months entries, you can prefill a number of vouchers; one for cash receipts, one for cash disbursements, one for Payroll related, and so on. Leave the credit and debit amounts blank, but fill out the description and account numbers. Make a copy of these for each month of the year. They will serve as templates for your entries making it quicker to get the information together and reducing the likelihood of forgetting missed items.

6.2.5 Reversing Entries

Reversing entries are most frequently used when a significant vendor bill is not available for a prior month but the financial statements for that month are required. For example, the electricity bill might have been lost in the mail and, although a copy has been requested, its absence is now holding up the financials. The basic idea is to produce the best estimate for the missing bill and post this instead of the actual amount and simultaneously credit the following month for the same estimated amount. When the real bill arrives, it is posted into the following month (the one that received the credit) along with the current bill for that month. The reversing entries of course simply wash each other out and, at the end of the year, the annual amount for the vendor is equal to the sum of the bills received. In the meantime, financial statements were produced in a timely manner despite the missing bill and, just as importantly, the estimated amount is automatically cancelled in the following month.

6.2.6 Repeating Entries

Repeating entries are typically used for amortization schedules such as mortgages or vehicle payments in which there is probably a credit to the bank, a debit to loan principal and a debit to interest expense. Building rent and depreciation expenses are other examples of repeating entries. Such entries are usually set up at the beginning of a fiscal year and repeat for each month of the year with any required adjustments being made in the final month prior to year end closing.

6.2.7 Prior Period Adj.

Not implemented at this time.

6.3 Entering / Posting Transactions

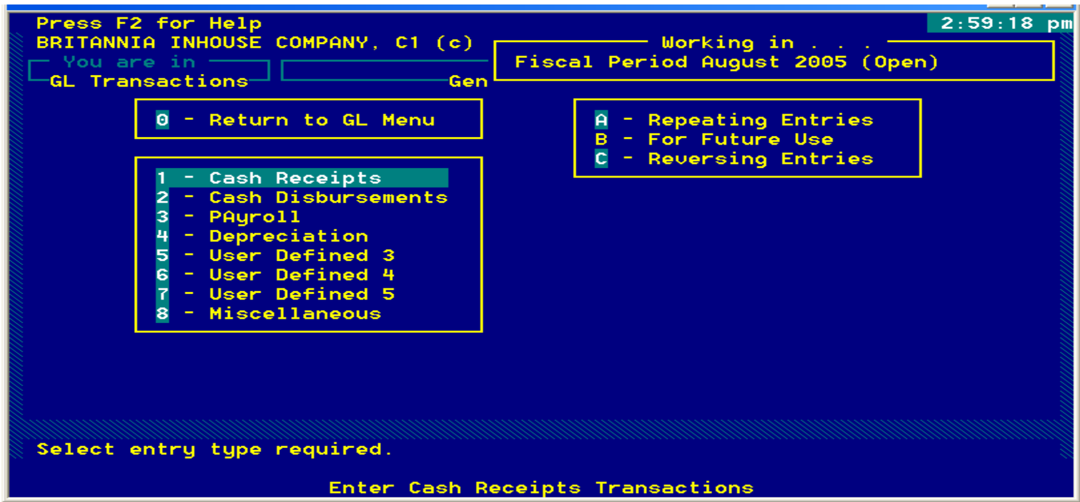
Manual transactions are termed double entry. This means that each transaction entry has two parts. One part is a credit and the other part one or more debits that is equal to the credit, or vice versa. Example: Bank Charges. Let’s say your Bank Charge is $25.00. You first must Credit the Bank Account with $25.00 and Debit the Bank Charges Account with $25.00. A more complicated example might be Payroll. You first Credit the Bank Account with the Total Payroll Amount and then Debit the various Payroll Accounts to an amount equal to the Credit. As you complete each transaction, an Out of Balance figure will display at the bottom right hand side of the screen. If it is not in balance the amount by which you are out of balance will be displayed. You cannot leave this screen unless it is balanced to 0.00.

6.3.1 General Ledger Transactions Screen

- From the Main Menu select [G] **G**eneral Ledger, [E] **E**nter and Edit Transactions.

- A RED Currently Open Periods window will appear if you have more than one open period. Use the arrow keys to move to the desired period and press [ENTER]. The GL Transactions screen will appear (**Figure 6.3**).

Figure 6.3 – GL Enter and Edit Transactions Screen



- "Select Entry type required." Highlight the desired entry type and press [ENTER].

- "Set the date to appear on the transactions you are about to enter __/__/____." Type in the correct date and [ENTER]. (The date must be within the currently active period selected from the previous window.)

- "Type in Reference for the entries you are about to make _____________." Enter the reference for your entries. This reference will be an abbreviated notation on the entry. Make sure that it is meaningful to you. For example, your reference could be "Beg Bal" to indicate the entry is your Beginning Balance Forward. It could also be a reference to your Journal Voucher Worksheet, JV #1.

6.3.2 Enter and Edit Transactions Menu Options

[A] **A**dd – Add new a transaction

[E] **E**dit – Edit a transaction

[N] **N**ext – Move to the next transaction

[B] **B**ack – Move to the previous transaction

[U] **U**p – Move up one screen.

[D] **D**own – Move down one screen

[Q] **Q**uit – Return to GL menu

6.3.3 Creating a New GL Transaction

- Select [A] to **A**dd a new GL transaction.

- Type in Account Number or press [ENTER] on the blank field to select the Account from the GL Account Pick Window.

- Enter a description in the Transaction Detail field.

- “Enter the Debit amount or a negative Credit amount.” (Credits must begin with a (-) sign.)

- Select [A] again to **A**dd the next Account Number to balance the first entry.

- Repeat the process to enter the balancing entry. Select [Q] to **Q**uit and return to the General Ledger Transactions Menu.

- Press [0] to return to the General Ledger Main Menu.

- “Do you want to Post these entries now? No.” Press [Y] to Post now and print the Journal entries.

6.3.4 Repeating Entries

Repeating entries are typically used for amortization schedules such as mortgages or vehicle payments in which there is probably a credit to the bank, a debit to loan principal and a debit to interest expense. Building rent and depreciation expenses are other examples of repeating entries. Such entries are usually set up at the beginning of a fiscal year and repeat for each month of the year with any required adjustments being made in the final month prior to year end closing.

- From the Main Menu select [G] **G**eneral Ledger, [E] **E**nter and Edit Transactions.

- A RED Currently Open Periods window will appear if you have more than one open period. Use the arrow keys to move to the desired period and press [ENTER]. The GL Transactions screen will appear.

- Select [A] Repeating Entries. Enter the date and the reference for the entries you are about to make and then complete the actual entries.

NOTE If you have more than one set of repeating entries you may find it useful to just enter one set at a time and use the reference field to record the Journal Voucher reference that the entries were originally written up on.

- When the entries are complete, press [Q] to leave the entry screen.

- A new prompt will appears asking how many months these entries are to be repeated for. Your response is restricted to a number between one and 11.
    - If you're making these entries for the year and entering them on the first month of the year, type 11 in the entry cell and the entries will be repeated for the next 11 months.

NOTE Once entered, repeating entries CANNOT be deleted or edited. The next time entries are posted, the current month will be updated with the entries just made along with the entries for the number of succeeding months selected. To back-out these entries, it will be necessary to enter a second set of entries with all debits and credits reversed for the same number of months and post these.

6.3.5 Reversing Entries

Reversing entries are most frequently used when a significant vendor bill is not available for a prior month but the financial statements for that month are required. For example, the electricity bill might have been lost in the mail and, although a copy has been requested, its absence is now holding up the financials. The basic idea is to produce the best estimate for the missing bill and post this instead of the actual amount and simultaneously credit the following month for the same estimated amount. When the real bill arrives, it is posted into the following month (the one that received the credit) along with the current bill for that month. The reversing entries of course simply wash each other out and, at the end of the year, the annual amount for the vendor is equal to the sum of the bills received. In the meantime, financial statements were produced in a timely manner despite the missing bill and, just as importantly, the estimated amount is automatically cancelled in the following month.

- From the Main Menu select [G] **G**eneral Ledger, [E] **E**nter and Edit Transactions.
- A RED Currently Open Periods window will appear if you have more than one open period. Use the arrow keys to move to the desired period and press [ENTER]. The GL Transactions screen will appear.
- Select [C] Reversing Entries. Enter the date and the reference and complete the transactions in the same way they would have been made if the missing bill was available.
- When you have completed the entries, press [Q] to leave the entry screen.
    - Internally, the system will automatically produce an identical set of entries dated one month later and with all debits and credits reversed.
- You will be returned to the transaction entry menu and can make any other available selection from there as usual.

NOTE Once entered, reversing entries CANNOT be deleted or edited. The next time entries are posted, the current month will be updated with the entries just made and the following month will receive the reversed entries. Should it become essential to back-out these entries, it will be necessary to enter a second set of reversing entries with all debits and credits reversed and post these which will wash out the earlier entries.

6.3.6 Oldest Period Closing

- From the Main Menu select [G] **G**eneral Ledger, [O] **O**ldest period closing.
- The system will check whether the Balance Sheet, Income Statement, and Trial Balance have been run for this Period. The system will display a warning message and direct you to print these reports.
- When you have printed the required Financial Reports, return to the Oldest Period Closing and select [Y] Yes. The Oldest Period is now deactivated and is no longer available for edit.

6.4 General Ledger Reports

The Trial Balance, Balance Sheet and Income Statement can now be printed for any available GL period, whether open or closed. A new short form Trial Balance report has also been added and both the Balance Sheet and the Income Statement can be "un-mastered" to show additional detail.

6.4.1 Chart of Accounts

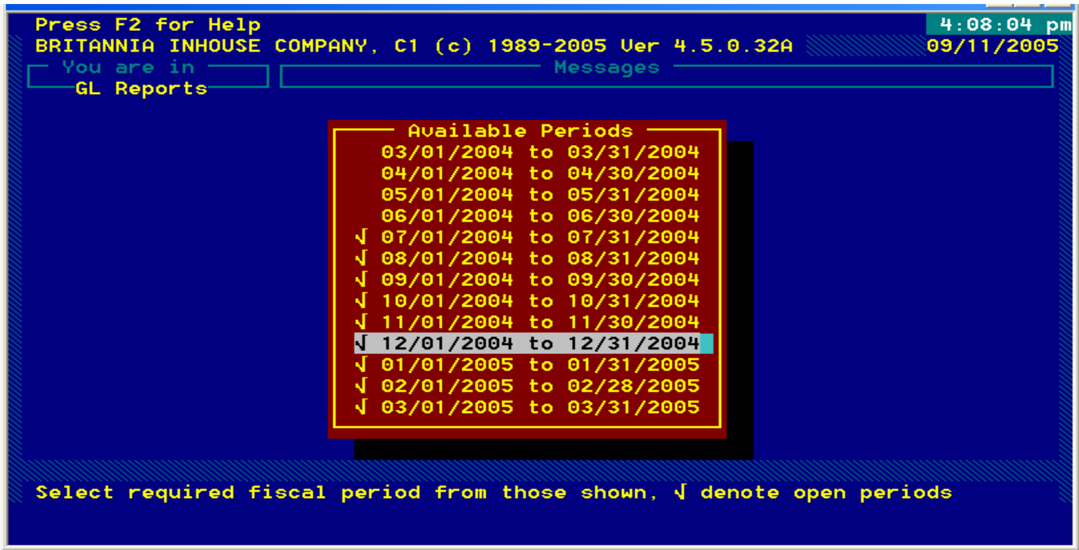
- From the Main Menu select [G] **G**eneral Ledger, [G] **G**eneral Ledger Reports.
- Select [P] **P**rint Chart of Accounts.
- The RED Print Control window will open, select the print location desired and select “Yes” to print or send the report.

6.4.2 Trial Balance

The Trial Balance should be run at least once at the end of each month to review the detail of all postings, make any adjustments necessary, and make sure you are in balance. In reality, two or three printings are usually necessary to finalize entries for the selected Period.

- From the Main Menu select [G] **G**eneral Ledger, [G] **G**eneral Ledger Reports.
- Select [T] **T**rial Balance.
- A RED Available Periods window will appear. To the left of the date pairs in this window is a new column that contains either a blank denoting a closed period or a check mark (√) indicating the period is still open (**Figure 6.4**). The trial balance can be printed for any of the available dates. Highlight the desired period and press the [ENTER].

Figure 6.4 – Both open and closed periods are now available to run financial reports



- A new prompt will appear asking “Do you want to print the Quick Format trial balance?” The response is defaulted to **Y**es.
  - Accepting **Y**es will print the new short form report that simply lists the GL accounts with activity in the selected period. It also shows the aggregate of that activity in separate Debit or Credit column as appropriate.
- Pressing [N] will produce the traditional trial balance report with the prompt:
  - “Suppress detail and show only beginning, change and ending balances? No” Pressing [Y] will suppress as indicated.
- The RED Print Control window will open, select the print location desired and select “Yes” to print or send the report.

6.4.3 Balance Sheet

The Balance Sheet can be printed at any time. It must be printed prior to closing the Oldest Period after all entries have been made. The Balance Sheet provides an overview of the business status and indicates how the assets are being used and financed.

- From the Main Menu select [G] **G**eneral Ledger, [G] **G**eneral Ledger Reports.
- Select [B] **B**alance Sheet.
- A RED Available Periods window will appear. To the left of the date pairs in this window is a new column that contains either a blank denoting a closed period or a check mark (√) indicating the period is still open (**Figure 6.4**).

The Balance Sheet can be printed for any of the available dates. Highlight the desired period and press the [ENTER].

- "Print with prior year comparative data, Y/N"   Press [Y] if you wish to include comparative data.

- "Print Assets and Liabilities on the same page, Y/N"

- "Suppress mastering of master/sub account groups? Y/N"

  - This prompt is defaulted to **N**o and, if this is accepted, the report will print in the traditional format.

  - If the response is changed to **Y**es, all sub accounts which are headed by a master account will be printed in the body of the report and the suppressed master account will be ignored. This can be useful for investigating unusual balances being summed to a master account.

- The RED Print Control window will open, select the print location desired and select "Yes" to print or send the report.

6.4.4 Income Statement

Like the Balance Sheet, the *Income Statement* can be printed on demand. It too must be printed prior to closing Oldest Period. The Income Statement shows all *Revenues* and then subtracts *Cost of Goods Sold, Operational Expenses*, and *Administrative Expenses*. It also shows the Profit or Loss (Operating Income) for the selected Period.

- From the Main Menu select [G] **G**eneral Ledger, [G] **G**eneral Ledger Reports.

- Select [I] **I**ncome Statement.

- A RED Available Periods window will appear. To the left of the date pairs in this window is a new column that contains either a blank denoting a closed period or a check mark (√) indicating the period is still open (**Figure 6.4**). The Balance Sheet can be printed for any of the available dates. Highlight the desired period and press the [ENTER].

- "Print with prior year comparative data, Y/N"   Press [Y] if you wish to include comparative data.

- "Do you want to suppress lines with zero balances, Y/N No" Answer as desired.

- "Suppress mastering of master/sub account groups? Y/N"

  - This prompt is defaulted to **N**o and, if this is accepted, the report will print in the traditional format.

- If the response is changed to **Y**es, all sub accounts which are headed by a master account will be printed in the body of the report and the suppressed master account will be ignored. This can be useful for investigating unusual balances being summed to a master account.

- The RED Print Control window will open, select the print location desired and select “Yes” to print or send the report.

6.4.5 Account Drill Down

To facilitate general ledger account balance verification, some drill down capability has been added to the general ledger. This is accessed from the report's menu of the general ledger under the heading Account Drill Down.

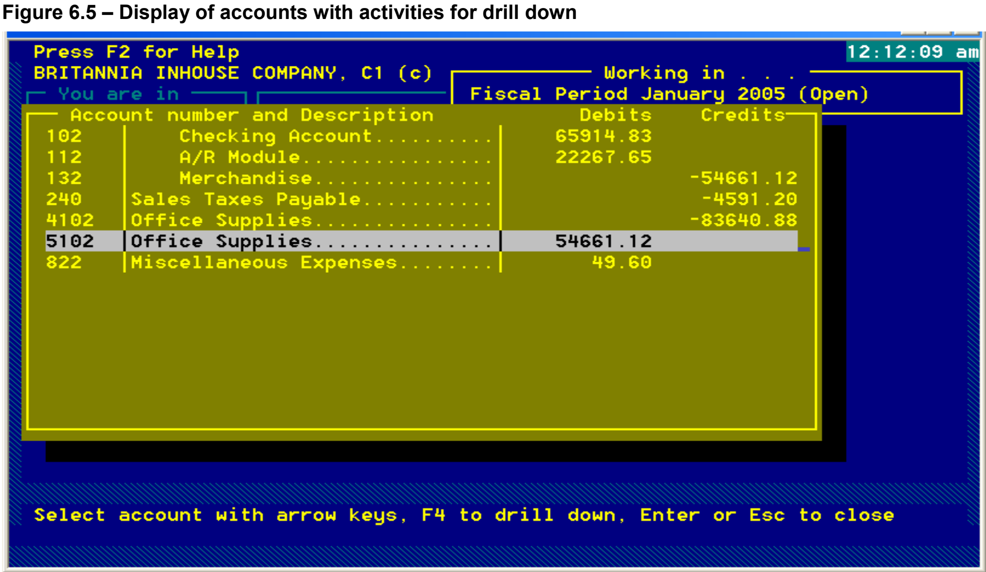
- From the Main Menu select [G] **G**eneral Ledger, [G] **G**eneral Ledger Reports.

- Select [A] **A**ccount Drill Down.

- A RED Available Periods window will appear. To the left of the date pairs in this window is a new column that contains either a blank denoting a closed period or a check mark (√) indicating the period is still open (**Figure 6.4**). The Balance Sheet can be printed for any of the available dates. Highlight the desired period and press the [ENTER].

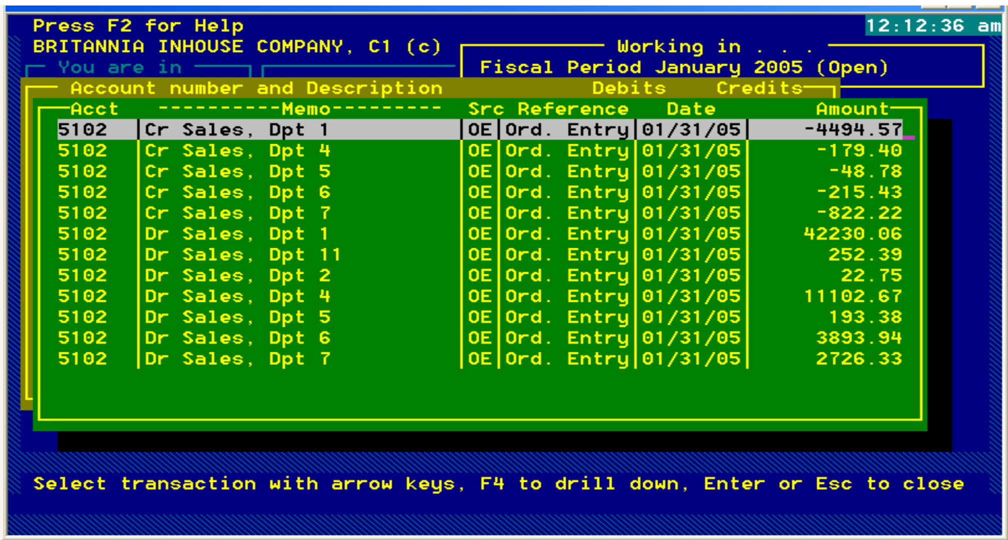
- A new pick window appears displaying all the accounts that have activity in the selected period with the balances segregated into debit and credit columns (**Figure 6.5**).

Figure 6.5 – Display of accounts with activities for drill down



- To review the transactions making up the balance for any account simply highlight that account and press the [F4] key.
- Another pick window will open on top of the trial balance pick window showing all of the transactions affecting the selected account for the selected period (**Figure 6.6**).

Figure 6.6 – List of transactions affecting account 5102 after pressing F4 for drill down



6.4.5.1 Second Level Drill Down

Some of the transactions shown in the first level drill down represent the most detailed data available. For example, manual entries made through GL transaction entry have no lower level detail within the system and attempting to drill down further on transactions of this type will report this. On the other hand, entries that originated from the sub-modules, AP and AR, may often themselves be the accumulation of several lower level transactions.

As an example, drilling down on the Accounts Receivable account may show an entry for a particular date with a memo of “Cr A/R Collections” and this is likely to be the result of numerous customer checks applied to AR for that date. The individual checks represent sub-ledger transactions which were consolidated into a single transaction before being passed to GL. Second Level Drill Down provides access to a few of these sub-ledger transaction groups.

- Four transaction types are provided with second level access:
  - Dr Sales and Cr Sales
  - Cr A/R Collections and Dr A/R Collections
  - Cr and Dr AP Invoices entered
  - Cr and Dr AP Check Payments.

- Pressing F4 when one of these transactions is highlighted will open a third pick window over the two already open and display the relevant sub-ledger transactions.

NOTE Attempting to drill down on other categories will produce a message stating “Drill down not currently available for this category”.

6.4.5.2 Second Level Summary

- Manual transaction entries (Src = 01 through 08 or RE or RP) have no drill down available

- Cr and Dr Sales (for any department) support drill down. A listing of one or more invoices that contributed to the transaction is shown

- Cr and Dr A/R Collections support drill down. Customer checks entered through AR that produced the transaction are shown

- Cr and Dr AP Invoices entered support drill down. Vendor invoices vouchered into AP that produced this transaction are shown

- Cr and Dr AP Check Payments support drill down. Checks paid to vendors that contributed to this transaction are shown.

- All other categories do not currently support drill down

NOTE First level drill down is available immediately. Second level drill down will be available only on general ledger transactions transferred and posted after the release version 32. Attempts to drill down on earlier transactions will produce a message indicating that the internal links to support this feature are not available.

6.4.5.3 Making Sense of the Numbers

It is reasonable to suppose, when drilling down from one level to another, that the sum of the lower level transactions would equal the value of the transaction at the higher level. Unfortunately this is not always the case and it is important to understand the reasons for any discrepancies. The good news is, that in most cases 2 + 2 does equal 4 and the following notes may help in understanding those situations where this does not hold true.

The Sales accounts are where significant differences can occur. The reason for this is that sales are reported to general ledger on a departmental basis – they actually produce GL entries line by line as the invoice is printed - while at the invoice level in AR, all departments are summed together. The departmental detail is retained in Sales History and to show this would require drill down to the item level from GL whereas the drill down currently only reaches the invoice level.

Suppose an invoice was entered in order entry for a $10.00 item from department 1 and a second $10.00 item from department 2 for an invoice total of $20.00. Further, suppose that this was the only invoice printed on this particular day. When this information is transferred to general ledger during the end of day process and subsequently posted, four sales transactions will appear; Cr Sales Dept 1, Cr Sales Dept 2 both for -$10.00 in the revenue area while the transactions Dr Sales Dept 1 and Dr Sales Dept 2 for $10.00 each will be present in the accounts receivable area. So far so good! However, drilling down on any of these four entries will show a single invoice with a value of $20.00 as the source of the transaction. That is, drilling down on a $10.00 transactions leads to a $20.00 invoice.

This apparent anomaly is mitigated with a statement that appears at the foot of the screen stating that

"The sales transaction selected contains information from one or more lines of the invoices displayed. For further breakdown visit Reports and Analysis"

In general, all drill down data on general ledger Sales transactions is subject to this effect especially if you make extensive use of departments. The information is not incorrect but it can appear confusing. Please don't hesitate to contact Britannia at 1-800-274-5425 for additional assistance with any General Ledger questions.

6.4.6 Journal Entry Reports

Allow you to print the detail of transactions for a single account or a range of accounts for any specified range of dates.

- From the Main Menu select [G] **G**eneral Ledger, [G] **G**eneral Ledger Reports.
- Select [J] **J**ournal Entry Reports.
- "Enter selections for inclusion on the Transaction Entry Report." Accept or edit default entries as needed.

Lowest account number to include...: 1
Highest account number to include..: 999999
Source Code, A for all, 01, 02 ......RE etc. to limit range.............: A
Starting date for transactions...: 12/01/2004
Ending date for transactions..: 12/31/2004
Sequence by A(account number), S(source code), or N(natural order).....A

- The RED Print Control window will open, select the print location desired and select "Yes" to print or send the report.

NOTE Many of these reports may be emailed to your e-mail address. They are included as a .txt file attachment and my opened in various programs, such as Word Pad, for easier viewing and manipulation.

Chapter 7 - Inventory/Item File Maintenance

The Inventory file holds a record of each item either in your inventory or in the wholesaler general catalog. The Inventory Module will hold 999,999 records. The records contain the following details: Manufacturer, manufacturer part number, department, description, list price, sale price, tier pricing, cost price, quantity on hand, min/max levels for reorder, and history of movement of the item. Each inventory record can show costs for up to six vendors. Each time an item is received into inventory, the cost fields, date of receipt, on hand quantity and reference fields are automatically updated. The cost of sales is based on the cost of the item most recently received into inventory.

When a system is first installed, the purchasing history is set to 01/01/80. As you automatically receive items into inventory through the Purchasing Module or manually through the inventory screen, the date will be updated to the current date.

When creating customer open account orders in the Sales/Order entry module and the "on hand" quantity is zero, the item will automatically back order to the Purchasing module. When you first start using the system and have not loaded on hand quantities and you do have "on hand" quantity to fill the item, you can simply adjust stock to sell the item and not order the item. If "on hand" quantity is greater than zero, a prompt will appear on the screen giving options to fill from stock or not. You may choose not to take from stock and order the item for the customer. Also, you have the option to take partial from stock and order the balance.

The system allows up to ninety departments to categorize inventory items. The departments can be used to control pricing, whether the item is taxable, allow different level of sales commission generation and track sales departmentally on the End of Day and End of Month Reports.

Items can be assigned to bin locations. It is recommended that a diagram of the floor layout be drawn and bin locations planned for use. Once items are assigned to bin locations, reports can be printed for each or all locations indicating movement of the items in the bins and current on hand quantities. It is recommended that such reports be used for perpetual stock checks. If stock checks are performed systematically and periodically verified with the computer, it is easy to do an end of year valuation of the entire inventory. Other inventory reports are available by department and manufacturer.

Other functions in inventory are options to cross reference items to the card index file. The card index file is useful in identifying items that do not have a part number readily available. Over 25,000 UPC codes from the wholesaler are available in the system from the item file update. Also, you may enter other UPC codes for part numbers you may add to the system from direct buy vendors. If a laser gun is used in point of sale, it pulls from the codes stored in the Inventory file. The matrix option will allow up to five levels of pricing for any item. Product labels that show store name, bin location, year and month, computer generated stock number, manufacturer part number, and price can be printed. Product labels are available in 15/16" x 15/16". Shelf labels are also available showing similar information in a 3-1/2" x 15/16" size.

Main Menu Options

[N] **N**ext – Go to the next record in the file
[B] **B**ack – Go to previous record in the file
[F] **F**ind – Find a record by Stock number, Part number, UPC, Description or Manufacturer
[Z] **Z**oom – Displays a pick window of part numbers, beginning with part number on-screen
[A] **A**dd – Add an item to the inventory file
[E] **E**dit – Edit an item record
[L] **L**ist – Option to change the List Price
[S] **S**ale – Option to change the Sale Price
[D] **D**elete – Delete an inventory record with zero "on hand" quantity
[Q] **Q**uit – Quit to Main Menu
[V] **V**ndr – To designate a default vendor to buy the item from when the item is pulled into Purchasing
[U] FS**u**b – To setup items to force substitute with another item
[R] **R**eceive – Receive items manually into inventory and set up pricing
[H] **H**istory – Display recent purchase history for item record (includes PO#, date, quantity purchased, cost and vendor)
[Y] Classif**y** – To add a classification code to an item
[C] **C**ross Ref – Add a cross reference to another item record
[P] Lbl **P**rt – Labels for currently displayed item
[I] Ed**i**t Qty – Edit on hand quantity of currently displayed item
[O] **O**verView – Enables you to check on-hand stock for multiple inventories
[2] **2**nd Menu – Access to 2nd menu for further options

F3 Toggle wholesaler stock check
F4 Toggle stocking status of an individual item
F5 Change Shelf Pack Quantity
F7 Active only on items with open PO's to direct buy vendors with product allocated to customer invoices
F9 Active only on items with open PO's that have quantity pre-allocated to a customer invoice

Second Menu Options

[N] **N**ext – Go to next record in the file
[B] **B**ack – Go to previous record in the file
[F] **F**ind – Find a record by Stock number, Part number, UPC, Description or Manufacturer
[Q] **Q**uit – Quit to Main Menu
[C] **C**lone – Clone an item record
[D] Car**d**File – Puts items into card index for use at Point of Sale
[P] Svc**P**arts – To track service parts in sub-locations (car stock)
[S] **S**erialize – Allows entry of serial numbers for item
[U] **U**n Order – Change status from On Order to Not On Order
[M] **M**fr Code – Change Manufacturer Code (not available with multiple inventories)

[I] **I**temNbr – Change part number (not available with multiple inventories)
[O] **O**rders – Review items with “On Order” status
[X] Matri**x** – Set up tier pricing
[1] **1**st Menu – Return to previous menu
[G] **G**P Price Reports – Gross Profit work area
[T] **T**ransfer - To move items from one inventory to another (available ONLY with multiple inventories
[E] R**e**ports – Inventory related reports
[Z] Analy**z**e - Analysis and Maintenance of Inventory Stocking Items **(Call Britannia to have this feature activated)**

F3 Toggle wholesaler stock check - The wholesaler stock check display (available for your first call wholesaler only from these wholesalers AWS, EMC, SPR and USS)
F4 Toggle stocking status of an individual item - Stock Status Indicator - There is an option labeled STK, in the lower left hand corner of the inventory screen below the sale information. This indicates whether an item is normally stocked by you. To toggle this highlight the “NEXT” option at the bottom of the screen and press [F4]. This is an inventory specific setting, so if you have multiple inventories, setting it to Y in one inventory will not change it in the other inventories.

7.1 Creating an Inventory Record

Before adding a new part number into the system verify that the manufacturer is in the table from Maintenance Utilities, Manufacturer Maintenance and that the vendor has been entered in the Accounts Payable/Vendors module.

- From the Main Menu, select [I] **I**nventory/Item File Maintenance, [A] **A**dd
    - “Do you wish to continue with this addition?” **Y**es

NOTE This is your only opportunity to abort the addition of a new record.

- The Manufacturer Pick Window will open. Highlight the manufacturer for the new item you are adding.
    - Highlight Use (and the name of manufacturer selected) and press [ENTER].
- Enter the part number in the highlighted area and press [ENTER].
- Select the desired department to assign to this item from the red pick window and press [ENTER].
- Enter the <u>purchase</u> unit of measure - E, D, B, C, or P - and press [ENTER].
    - E – Each
    - D – Dozen
    - B – Box
    - C – Carton or Case

- P – Pack

- Enter the wholesaler prefix under the correct distributor(s).
  - The Wholesaler Data window will appear. Edit the UOM field to contain the appropriate 2 digit code. (EA, DZ, BX, CT, PK).
  - Press [F1] to exit the pick window.
- Assign a bin location if desired, if not press [ENTER].
- Enter the item description. Enter general description first, then specific information.

  Example: File Folder, 8 ½ x 11, manila

- Enter the Quantity On Hand if this is a stocking item.
- Enter the Re-Order quantity if this is a stocking item. This is the quantity that will be reordered when the item automatically presents itself in the Purchasing Module.
- Enter the "When Down To" quantity if this is a stocking item.

NOTE This feature will automatically reorder for you when down to the quantity entered here. If you do not want the computer to order automatically for you, enter -1 in the "when down to quantity" field.

- Enter the UPC number if available and you wish to utilize a bar code scanner.
- Enter the catalog page number if available.
- A RED List Price and Cost Entry Box will open. You must enter a list price and purchase cost.
- Select the desired wholesaler (for direct buy items you should always chose DIR) and press [ENTER].

7.2 Adding a New Manufacturer to Inventory

- From the Main Menu, select [I] **I**nventory/Item File Maintenance, [A] **A**dd.
  - Select a manufacturer from the pick window. Press [A] to **A**dd New Entry. This will open a Manufacturer edit window.
- Press [A] again to **A**dd a new entry.
- Type in a manufacturer code (up to six digits) and press [ENTER].
- Type in the manufacturer name and press [ENTER].

- Type in a three digit reference code for the manufacturer under the appropriate wholesaler or enter without adding for a direct buy item.

7.3 Finding an Item Record Using the Zoom Window

- From the Main Menu, select [I] **I**nventory/Item File Maintenance, [Z] **Z**oom to open a window displaying inventory items.
  - You can move around this menu with the up or down arrow keys or page up and page down keys.
  - You may also type in a partial part number to find an item.
  - The [F4] Function Key changes the sort order:

    Part Number (default)
    Manufacturer
    Description

  - Highlight the desired item and press [ENTER] to display the record.

7.4 Editing an Inventory Record

- Press [I] - **I**nventory/Item File Maintenance, [E] - **E**dit
  - "Do you want to change the Department Number? N" Answer as desired.
  - Function key [F1] will move from section to section. Function key [F10] will release you from edit mode.

7.5 Changing List Price

- Press [I] - **I**nventory/Item File Maintenance, [L] - **L**ist
  - Enter the desired list price for the inventory item.

7.6 Putting Items On Sale

- Press [I] - **I**nventory/Item File Maintenance, [S] **S**ale - The cursor will move to the sale price column.
  - Enter sale price or change existing sale price and then press [ENTER].
  - You must then change the N to Y for each UOM on sale.
  - Enter down to the start and end date of the sale segment and enter these dates accordingly.

NOTE The sale price expires at 12:01 a.m. of the day following the end date.

7.7 Setting a Default Vendor

- Press [I] - **I**nventory/Item File Maintenance, [F] **F**ind the item, [V] **V**ndr
  - A pick window of all valid vendors set up in A/P will display and you can select the default vendor from the list.
  - The three-character inventory code assigned to that vendor will now appear in the upper left hand side of the item record. This feature enables you to designate a default vendor to buy the item from when the item is pulled into Purchasing.

7.8 Creating a Forced Substitute Item

The system gives you the ability to setup items to force substitute with another item on an order. When you setup force substitutes, the system will automatically switch one product to a preferred substitute and will automatically place the substituted item on the customer's order. This is especially useful if you are a stocking dealer and you wish to sell the items you have on hand (i.e. substitute a house brand folder for a Smead folder).

- Press [I] **I**nventory/Item File Maintenance, [F] **F**ind.
  - Locate the item you wish to create the forced substitution for.
- Press [U] - FS**u**b
- Press [A] - **A**dd Substitution Pairs
  - If you use JWOD items, the "A" list is reserved for these items. Otherwise, you can use both the "A" and "B" lists to setup your pairs of substitution items. The "B" list is always used for non-JWOD items.
  - From the inventory pick window that appears, select the item you wish to substitute (the item you don't want to sell).
  - Next, select the item you wish to substitute with (the item you wish to sell).
  - Confirm your selections. You will then be asked if you wish to add more pairings. Once you have created your substitution lists you must set your customers to use forced subs. In case of conflicts between items on both "A" and "B" lists, those on the "A" list will always take precedence.

7.9 Changing Purchase Unit of Measure

The unit of measure on the inventory record is the unit of measure provided by the wholesalers. This is useful for stocking dealers who wish to sell items by UOM's other than the purchase UOM.

- Press [I] - **I**nventory/Item File Maintenance, [R] - **R**eceive
  - Enter [N] to '"Is everything OK?"
  - Enter [Y] to "Do you want to change unit of measure?'"
  - Enter other units of measure you would like to sell this item by and answer questions accordingly.
  - Press [Y] if everything is OK.

7.10 Classify

This feature allows you to add a classification code to an item.

- Press [I] - **I**nventory/Item File Maintenance, [Y] – Classif**y**
  - Enter a single character code, after you enter the code, a pick window will display showing all the class codes you have entered into the system.

7.10.1 Add a new class code:

- Press [I] - **I**nventory/Item File Maintenance, [Y] – Classif**y**
  - Press [F4] to add a new class code.
  - Press [F6] to edit the description of these codes while in this window.

NOTE If you have multiple inventories, this code will be assigned to this item in all inventories.

- To remove the code from an item, select the Classify option from the menu and press the spacebar.

7.11 Creating Cross References

The cross references provided by the wholesalers can be added through the quarterly pricing updates. There is no automated process to delete the cross references. Not all wholesalers provide this information. You may add your own cross references.

- Press [I] - **I**nventory/Item File Maintenance, [C] – **C**ross Reference

- If there are no cross references associated with the item you will see the following question: "No Cross Reference Part Numbers on File, Add Now? Y/N Yes"

- Next, a cross reference part number window will display. From the window, you can add or delete cross references.

7.12 Editing Quantity on Hand

- Press [I] - **I**nventory/Item File Maintenance, [I] – Ed**i**t Quantity On Hand

  - Enter the number of items that you have on hand. Press [ENTER] to exit.

NOTE Using this option does not change the receive date on the record.

7.13 Overview

The inventory overview window will display. Information in the window includes on hand quantity. Last purchase date, last cost, vendor purchased from, bin location for each inventory.

- Press [I] - **I**nventory/Item File Maintenance, [O] – **O**verview

7.14 Product Shelf Labels and Pricing Labels

Labels must be printed on a dot matrix printer. Label sizes: product labels are 1" x 15/16", six across; shipping labels are 5" x 2-15/16"; and shelf labels & mailing labels are 3-1/2" by 15/16". Labels cannot be printed through Print Manager.

- Press [I] - **I**nventory/Item File Maintenance, [F] to **F**ind the item you want to print labels for.

- Press [P] – Lbl**P**rt (label print)

  - At the next prompt "Is This The Correct Item To Print Labels For? Y/N Yes" press [ENTER] if this is the correct item to print labels for.

  - Enter 1 for shelf labels, 0 to cancel. Do this for each item you would like to print labels for.

NOTE To print these labels, you must leave the Inventory module and answer the following questions:

- Press [Q] - **Q**uit from the Inventory Management Module, [Y] when asked to print "Receiving/Labeling Reports."

  - Press [M] - **M**anufacturer when asked what to sort report by.

  - Press [P] - The **P**rinter Control window will appear.

- Press [Y] - **Y**es to print report.
- “Reprint the PO Receiving report with another sequence” – answer as desired.
- “Do you want to Change/Check prices or modify label printing? Y/N” **Y**es
- Press [Y] if you would like to go to the Price Check and Labeling Selections Window. You can confirm the price to be printed on labels.
- Press [E] to **E**dit if you need to make changes. Enter through the records on hand quantity, reorder quantities, and bin location. Edit as necessary.

- Press [Q] to **Q**uit, [Y] to begin printing “Item Pricing Reports.”
  - “Do you want to print Sale Prices for On Sale items?” Enter on N if not, press [Y] to print sale prices.
  - Press [M] to sort the report by **M**anufacturer.
  - “Prepare printer for Stock Pricing output. Press any key.” The report will now print on the printer. You will have the option to reprint if necessary.

- “Do you want to print PRODUCT labels for the items?” Press [ENTER] on Y, Press [N] and [ENTER] if you want shelf labels only.
  - “Do you want to print prices on the labels?” Press [ENTER] on Y if you would like to print prices; press [N] and [ENTER] if you do not wish to print prices.
  - If you said “Yes” to print prices, the next prompt is: “Do you want to print Sale Prices for On Sale items?” Press [ENTER] on N if not; press [Y] and [ENTER] if you would like to print sale prices.
  - “Print Manufacturers Part Number on labels” Press [ENTER] on Y if you would like to; press [N] and [ENTER] if not.
  - After selecting a printer, the next prompt is: “Print a Mask for the label format?” Press [ENTER] on Y if you would like to check to ensure labels are properly aligned in your printer; press [N] and [ENTER] if not.
  - Press [M] to sort label printing by **M**anufacturer. If you did not print a mask, make sure the printer is on-line and press any key to print labels. You will be given the option to reprint the labels.

- “Do you want to print SHELF labels for the items? Y/N Yes” If you are printing shelf labels, load the printer with the appropriate label type.

- After selecting a printer from the print control box the next prompt, “Print a “mask” for the label format?” will appear. Press [Y] to print the mask to line up the label; press [N] to proceed.

NOTE Depending on how you answer the questions, you can print comparative program prices, sale prices or matrix prices on the shelf labels.

- “Do you want to print prices on the shelf labels? Y/N Yes”
- “Do you want double height prices on the SHELF labels, Y/N NO”. A “Yes” response will disable MATRIX price printing.
- “Do you want to apply global discount? No”
- “Print Comparative Program Prices on Labels? No”

7.15 Cloning an Item Record

This is a shortcut feature to use when adding a new item and the basic information is the same as a part already in the item file. The system will move through the fields to allow you to confirm or change the data

- Press [I] - **I**nventory/Item File Maintenance, [2] - **2**nd Menu, [F] - **F**ind record you would like to clone
  - Press [C] - **C**lone - Item found will be cloned and given a new stock number.
  - “Is this the correct item to Clone? N” Press [Y] if this is the correct item.
  - “Do you wish to continue with this addition? Yes”
  - Change the part number. Continue through the remaining fields on the record changing as needed.

7.16 Card File Index

For a retail store, the card file is used to index items you do not wish to label such as individual pens or pencils.

NOTE This feature loses its usefulness if you index too many or don’t keep them updated so only regularly stocked items are indexed.

- At point of sale, this feature enables the operator to find items by manufacturer or description rather than by part number.
  - Press [I] - **I**nventory/Item File Maintenance, [F] - **F**ind the item you want to put in the Card File.

- Press [2] - **2**nd menu, [D] - Car**d** File - You will see the Yes/No flag by Index change in the record. If you want to take an item out of Card Index, simply press [D] again to change the flag again.

7.17 Service Parts

This feature can be used to track "car stock or truck inventory" for service parts. To activate this feature you must have a department set up to "Allow sub-locations" and assign part numbers to this department.

NOTE To set up a department to use this feature (See Maintenance Utilities/Department Maintenance to add a new department)

- Press [M] - **M**aintenance Utilities, [P] - De**p**artment Maintenance
  - Find the service parts department and press [E] - **E**dit
  - Press [ENTER] until you are on the field "Allow sub- locations", press the space bar to put an "X" in the field.
  - [Q] to **Q**uit to the Main Menu.
- Press [I] - **I**nventory/Item File Maintenance and [F] to **F**ind the desired item.
  - Press [2] – **2**nd Menu, [P] - Svc**P**arts
  - Press [ENTER]; Select from the options as needed:

    Edit Quantity
    Delete location
    Add a new location
    Quit
  - "Do you want the allocated quantity to update main item record? No"

NOTE The quantity can only be changed by choosing EDIT Quantity.

7.18 Serialize

If you wish to track serialized items such as copy machines or fax machines you must have a department set up to track these parts and then have part numbers assigned to the department.

To set up a department to use this feature items with serial numbers (See Maintenance Utilities/Department Maintenance to add a new department)

- Press [M] - **M**aintenance Utilities, [P] De**p**artment Maintenance.

- Find the department you wish to track serialized part numbers and press [E] – **E**dit.

- Press [ENTER] until you are on the field “Are Items Serialized”, press the space bar to put an “X” in the field. Press [ENTER] until you are able to Quit.

- Press [I] - **I**nventory/Item File Maintenance and [F] to **F**ind the item you want to serialize.

    - Press [2] – **2**nd Menu, [S] – **S**erialize

    - Select from options: **A**dd Item, **D**elete or **Q**uit

7.19 Un Order

- Press [I] - **I**nventory/Item File Maintenance and [F] to **F**ind the desired item.

    - Press [2] – **2**nd Menu and [U] to **U**n Order the item.

7.20 Change a Manufacturer Code

- Press [I] - **I**nventory/Item File Maintenance and [F] to **F**ind the desired item.

    - Press [2] – **2**nd Menu and [M] – **M**frCode; Select the desired manufacturer from the manufacturer pick window and press [ENTER].

NOTE This is NOT available with multiple inventories.

7.21 Orders

- Press [I] - **I**nventory/Item File Maintenance and [F] to **F**ind the desired item.

    - Press [2] – **2**nd Menu, [O] – **O**rders

7.22 Column Pricing in the Matrix

Matrix pricing, tier pricing, or quantity bracket pricing allows you to set up column pricing for an item for a selected period of time. Items in the matrix can either be calculated on a gross profit percentage or on a price basis.

- To set the default calculation as gross profit or price:

    - Press [M] – **M**aintenance Utilities, [S] – **S**ystem Set Up, [S] – Pricing and **S**ale Options

    - “Calculate Matrix Pricing by Gross Profit (No for prices): N”

- [Q] to return to the Main Menu.

- Press [I] - **I**nventory/Item File Maintenance and [F] to **F**ind the item you wish to set up for tier pricing.

  - Press [2] -**2**nd Menu and [X] - **M**atrix

  - Press [Y] to add item to the Matrix and enter any quantity you choose in the column. The cursor will jump to the next column and wait for the next quantity to be entered, and so on.

  - Enter the date through which you would like the prices to be active and press [ENTER].

  - Press [Q] to **Q**uit.

7.23 The GP-Price Window

This feature does not change the selling price on the item, but allows you to display multiple GP levels to determine the selling prices that meet your gross profit expectations.

- Press [I] - **I**nventory/Item File Maintenance, [2] **2**nd Menu, [G] **G**P-Price

  - Press [F4] to edit the GP. (The GP's set will be stored and additional items viewed will display discount and selling price.)

  - Press [ENTER] and the allowable discount and the price for sale will be calculated.

  - Press [Esc] to exit the Pop Up Window.

7.24 Reports

- Inventory Status Report [I, 2,E]

  - This report lists inventory items showing quantities on order (OO), on hand (OH), allocated (AO) (or committed to open orders in OE), and back-ordered (BO) (unfilled items in open orders). For each item, the report will also show UOM and unit cost. Items where quantity in OH, OO, AO, and BO columns are all equal to zero will be excluded from the report. The report is limited to items that have stock status equal to Y.

  - If you have created Class Codes for your items, a Class Code Pick Window will open. Select the desired Class Code(s) for the report.

7.25 Inventory Transfers

With this feature, you have the ability to move items from one inventory to another. This option will only be available if you have multiple inventories in the system.

- Press [I] - **I**nventory/Item File Maintenance, [2] -**2**nd Menu, [T] - **T**ransfer
  - Enter in your initials.
  - A pick window of your inventories will display, select the inventory you wish to transfer FROM. Then select the inventory you wish to transfer TO.
  - Next, a pick window of all the items in the FROM inventory that have an on hand quantity will be displayed; highlight the item you want to transfer.
  - [F4] will move all of the on hand quantity of an item.
  - [F6] will move a partial amount of an item. A check mark will appear in the far right column next to each item that is marked to transfer. To unmark an item, highlight it and press [F4].
  - [F9] will display those items marked for transfer, Press [F9] again to display all available items.
  - [F5] will change the sort order for the items in the window.
  - Press [F10] once you have marked all the items you wish to transfer.
  - "Are you ready to: **T**ransfer **E**dit **Q**uit" Press [T] to **T**ransfer.
  - "Do you want to print Cost on report? Y/N No." Enter on **N**o or press [Y] to include cost on the report.
  - "Do you want to print report in other format? Y/N No." Enter on No or press [Y] to print the report in another format.

If you use the General Ledger feature, you will be prompted to make GL entries for the inventory transfer. If you choose to make the GL entries, you will next be prompted to enter the inventory GL account you wish to credit. The default will be your inventory account setup in the chart of accounts. Blanking out the field and pressing [ENTER] will provide you with a pick window of your chart of accounts to select from. If you have multiple divisions you will next be prompted to select the division you wish to make the GL entry in.

Next you will repeat these steps for the inventory account you wish to debit. You will then be prompted to make the GL entries, Edit your selections, or Quit without making the entries. If you choose to make the entries a summary report listing the transfer value and what accounts where credited and debited will be provided.

7.26 Managing "Direct Buy" Inventory

When buying items directly from a manufacturer, the goal is to buy at "lowest cost" to be more competitive in the market place. It is necessary to maintain inventory levels correctly to ensure that the stock never falls to a point that requires replenishment through a wholesaler. In such cases, filling stock from a wholesaler can result in lower, even negative, profit margins.

NOTE The 6th vendor slot in Inventory is reserved for Direct Buy vendors. This is a protected area reserved solely for items not purchased from listed wholesalers.

Britannia can help you manage your direct buy items by putting direct buy items into a DIRECT BUY MERCANDISE department, using the stock status indicator, classifying your direct buy items and using "Analysis and Maintenance of Inventory Stocking Items."

7.26.1 Stock Status Indicator

There is an option labeled STK, in the lower left hand corner of the inventory screen below the sale information. This indicates whether an item is normally stocked by you.

- Press [F4] to toggle this option.
  - This is an inventory specific setting, so if you have multiple inventories, setting it to "Y" in one inventory will not change it in the other inventories.

7.26.2 Classify

This feature allows you to add a classification code to an item.

- To toggle this option press [Y] and enter a single character code, after you enter the code, a window will display showing all the class codes you have entered into the system.
  - If you have multiple inventories, this code will be assigned to this item in all inventories.

7.26.3 "Analysis and Maintenance of Inventory Stocking Items"

**** Please Call Britannia to have this featured turned on ****

7.26.4 Direct Buy Merchandise Department

If you create a DIRECT BUY MERCANDISE department, sales within this department will be segregated on the End of Day and End of Month Reports. The "All Lines Listing" report will show individual items in this department on a daily basis reporting cost, sales, and profitability. Inventory Reports for the Direct Buy Department can be generated to review inventory levels.

7.25.1.1 Set up a Department for DIRECT BUY MERCHANDISE.

- Press [M] - **M**aintenance Utilities, [D] - **D**epartment Maintenance, [A] - **A**dd Department
  - Enter “Direct Buy Merchandise” (or similar) as name for new department.
  - Set other options as desired for the department.

7.25.1.2 Reassign Existing Part Numbers to DIRECT BUY MERCHANDISE Department

- Press [I] - **I**nventory Management/Item File Maintenance, [E] **E**dit
- Press [Y] when asked it you would like to change the department.
  - The Department Pick Window will open for you to select the desired department. Select your new Direct Buy Merchandise department.
  - Repeat this process for all of the items you buy directly from manufacturers. If this is a new item set-up, enter the current on hand quantities.

7.26.5 Enter Current “On Hand” Quantity.

- Press [R] – **R**eceive to enter the on-hand quantities for items already in your inventory database.
  - The Materials Receiving Window will display the purchased unit of measures for the product. Edit as needed or press [ENTER] to continue.
  - Enter a three character vendor code for your direct buy vendor and press [ENTER].
  - “Not a selected vendor, would you like to change this?” The default is N, press [ENTER] to continue.
  - “Set up as Direct Buy vendor, Y/N N” Press [Y] and select the correct vendor from the pick window.
  - Enter your on-hand quantity as the “Quantity Received” and press [ENTER].
  - Enter the unit cost for the item and press [ENTER].
  - Enter the list price for the item and press [ENTER].

- "Is Everything Ok ?" Accept [Y] if everything your entries are correct.

7.25.2 Set up "Reorder" and "When Down To" quantities.

- Press [E] to **E**dit and continue to press [ENTER] until you reach the "Reorder" field.

  - Enter the quantity you wish to reorder next time.

  - Enter the desired "When down to" quantity. This quantity should be sufficient to supply customers for the period of time it takes to reorder and receive the new stock at direct buy cost.

    Example: You may wish to reorder 100 widgets when down to 50.

7.25.3 Purchasing Direct Buy Merchandise

Once you have set up your items with reorder quantities and reorder points, they will automatically transfer to the reorder list as perpetual inventory.

- Press [L] to Pu**l**l items to the purchasing screen.

- Select **N**ew Items, **R**esidual, or New **a**nd Residual as desired.

- Select [P] **P**erpetual Items only.

  - This will only pull only inventoried items that have dropped below their reorder point

NOTE If you elect to bring All items through to Purchasing, the direct buy merchandise will be combined with regular customer orders.

  - You may also enter perpetual inventory directly on the purchasing screen if you do not wish to wait for the reorder point to be reached.

  - Create a Hard Copy Purchase Order for the items as desired.

  - By utilizing the system to generate your purchase order, the system will automatically adjust the "on hand" quantities when the PO is received.

  - If you order outside the system, you can manually Receive the item into Inventory to update the "on hand" quantities.

Chapter 8 – Reports & Analysis

This module permits access to a variety of reports. The reports currently provided are detailed below. Some of the reports take a few minutes of preparation prior to printing, particularly those that use the inventory file, because the inventory file has to be re-indexed. Remember, to maintain the optimum operating efficiency, Britannia only has the last two years of sales information stored on the BritNet system.

Main Menu Options

[I] Inventory Value & Count

[C] Customer Analysis

[V] Inventory Sales Stats

[S] Special Pricing Reports

[P] Purchasing Reports

[A] Salesperson Reports

[M] Miscellaneous Reports

[B] BritLink Reports

[D] Data Export

[J] Project Management

8.1 Inventory Value & Count Reports

Since these reports sort through thousands of records and the system must re-index the inventory files, these reports can take 5 to 15 minutes to be generated. Also, the output could generate many pages; you may want to review them on the screen before you print the actual report.

8.1.1 Inventory Value and Count by Department

This is a good report to use if you track inventory and you need a starting point before you take a physical inventory.

- From the Main Menu: [R] **R**eports and Analysis, [I] **I**nventory Value, [D] **D**epartment.
  - The report can then be further detailed by either by [D] **D**ollar Value or [I] **I**tem Count.

8.1.2 *Inventory Value & Count by Manufacturer*

- [R] **R**eports and Analysis, [I] **I**nventory Value, [M] **M**anufacturer
- This report can be generated by dollar value, item count, dollar count by bin or item count by bin.

8.1.3 *Inventory Value and Count by Bin Location*

If you take a periodic physical inventory of items you are tracking in BritNet, these are useful reports to use to indicate what the system indicates you have in stock.

8.1.3.1 By Dollar Value

- [R] **R**eports and Analysis, [I] **I**nventory Value, [B] **B**in Location, [D] **D**ollar Value

8.1.3.2 By Item Count

- [R] **R**eports and Analysis, [I] **I**nventory Value, [B] **B**in Location, [I] **I**tem Count

8.1.4 *Inventory Value and Count – Quick Value*

If you are tracking your inventory in the BritNet system, this would be a very important report to run just before and just after you have completed your quarterly item file update. This report will show the impact the update had on the value of your inventory.

- [R] **R**eports and Analysis, [I] **I**nventory Value, [Q] **Q**uick Value

8.1.5 *Serial Numbers On Hand*

- [R] **R**eports and Analysis, [I] **I**nventory Value, [N] Serial **N**umbers

8.1.6 *On Hand Shelf Labels*

- [R] **R**eports and Analysis, [I] **I**nventory Value, [O] On Hand Shelf Labels

8.2 Customer Analysis Reports

8.2.1 *Customer Analysis by Highest / Lowest Sales*

Excellent reports to see how your customers rank in terms of sales dollar and to determine who your top customers are.

8.2.1.1 Highest Sales

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [H] **H**ighest / Lowest Sales, [H] **H**ighest Sales

8.2.1.2 Lowest Sales

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [H] **H**ighest / Lowest Sales, [L] **L**owest Sales

8.2.2 Customer Analysis – Delivery Route

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [D] **D**elivery Route
  - This report can be printed by [A] **All** Route Codes or by [S] **S**elected routes.

8.2.3 Customer Analysis by Sales History

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [S] **S**ales History
  - This report can be printed by [C] **C**ustomer, [T] Con**t**ract, [S] **S**IC Code or by [R] "Ship-To"_**R**eports.

8.2.4 Customer Analysis by Auto Invoices

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [A] **A**uto Invoices

8.2.5 Customer Analysis by Open Quotes

An excellent report to show you all the open quotes in your system and the items that are on those quotes

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [O] **O**pen Quotes

8.2.6 Customer Analysis by Monthly / Weekly Sales

What is the buying pattern of your customers? The monthly report will show you the last 12 months of sales by month.

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [M] **M**onthly/Weekly Sales
  - Printed by [M] **M**onthly Sales or by [W] **W**eekly Sales

8.2.7 Customer Analysis by Sales Rep History

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [R] **R**eps. History

8.2.8 Customer Analysis – New Customers

Are you growing your business by adding new customers? This report will show you new customers you added into the system by a specific date range and what their sales have been.

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [N] **N**ew Customers History

8.2.9 *Consolidated History*

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [C] **C**onsolidated History

8.2.10 *Customer Analysis – Credit Card Listing*

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [I] Cred**i**t Card Listing

8.2.11 *Inactive Customer Aging*

An aging report of only those customers you have made inactive in the Customer file.

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [T] Inac**t**ive Customer Aging

8.2.12 *Order by Part #*

- [R] **R**eports and Analysis, [C] **C**ustomer Analysis, [B] Order **b**y Part #

8.3 Inventory Sales Statistics Reports

8.3.1 *Sales Analysis*

This report can show you your top selling items. You can generate this report for a certain date range and limit it to specified amount of items you wish to see.

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [Y] Sales Analy**s**is

8.3.2 *Inventory Sales Stats – Mfr/Per.*

Provides a inventory ranking by previous month, year-to-date or previous year-to- date.

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [M] Sales – **M**fr/Per.

8.3.3 *Inventory Sales by – Dept/Per.*

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [S] **S**ales – Dept/Per.

8.3.4 *Inventory Sales Stats by Item by Date*

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [I] **I**tems by Date

8.3.5 *Analysis by Part Number*

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [A] **A**nalysis by Part #

- Select a specific part number range, a last sales date range, summary or detail, and the report will print the number of items sold, the total list price and the total selling price.

8.3.6 Non-Taxed Items

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [X] Non-Ta**x**ed Items

8.3.7 Items on Sale

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [T] I**t**ems on Sale

8.3.8 Serial Number Sales

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [N] Serial **N**umber Sales

8.3.9 Low GP Item Listing

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [L] Low GP Item **L**isting
  - This report can be generated by the last sales date, by a specific GP ceiling, and you can isolate it to a specific number of part numbers

8.3.10 Sales by Dept/Route

- [R] **R**eports and Analysis, [V] In**v**entory Sales Stats, [D] Sales – **D**ept/Route

8.4 Special Pricing Reports

8.4.1 Margin Protection

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [M] **M**argin Protection

8.4.2 Sale Price List

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [L] Sale Price **L**ist

8.4.3 Matrix Prices

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [X] Matri**x** Prices

8.4.4 Pricing Contracts

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [C] Pricing **C**ontracts

8.4.4.1 Alias Cross Reference List

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [C] Pricing **C**ontracts, [P] Contract **P**rice List, select Contract, [A] **A**lias_List

8.4.5 Contract Assignment

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [A] Contr**a**ct **A**ssignment

8.4.6 P O Invoice Listing

- [R] **R**eports and Analysis, [S] **S**pecial Pricing Reports, [O] P**O** Invoice Listing

8.5 Purchasing Reports

8.5.1 Reorder Summary

- [R] **R**eports and Analysis, [P] **P**urchasing Reports, [R] **R**eorder Summary

8.5.2 Open P.O. Detail

- [R] **R**eports and Analysis, [P] **P**urchasing Reports, [O] **O**pen P.O. Detail

8.5.3 Delinquent Reorder

- [R] **R**eports and Analysis, [P] **P**urchasing Reports, [D] **D**elinquent Reorder

8.5.4 AP Vendor Analysis

- [R] **R**eports and Analysis, [P] **P**urchasing Reports, [A] **A**P Vendor Analysis
  - This report can be generated by date range, specific vendor, or a single vendor.

8.5.5 Purchase History

- [R] **R**eports and Analysis, [P] **P**urchasing Reports, [U] P**u**rchase History

8.5.6 P.O. Order Outcome

- [R] **R**eports and Analysis, [P] **P**urchasing Reports, [E] P.O. Ord**e**r Outcome

8.6 Salesperson Reports

If you employ inside and outside salespersons, they are the key to the success of the business. These reports will show the performance of their activities. If you have commissioned sales personnel and you have the system setup properly, commission reports are found in the Accounts Receivable/Customers module on the second menu.

8.6.1 Period Sales

- [R] **R**eports and Analysis, [S] **S**alesperson Reports, [S] Period **S**ales
    - You can generate this report by salesperson and by a specific date range.

8.6.2 Period Sales/Cost

- [R] **R**eports and Analysis, [S] **S**alesperson Reports, [C] Period Sales/**C**ost
    - You can generate this report by salesperson and by a specific date range.

8.6.3 Rep History

- [R] **R**eports and Analysis, [S] **S**alesperson Reports, [H] Rep. **H**istory
    - This report can be selected by salesperson and specific date range and by a specific department.

8.6.4 Credit Card Log

- [R] **R**eports and Analysis, [S] **S**alesperson Reports, [R] C**r**edit Card Log

8.6.5 Clerk/Station Totals

- [R] **R**eports and Analysis, [S] **S**alesperson Reports, [T] Clerk/Station **T**otals
    - You can generate this report by a specific clerk history or by a station.

8.7 Miscellaneous Reports

8.7.1 Invoice By Date Range

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [I] **I**nvoice by Date Range
    - Select this report by [P] G**P** Listing, [G] **G**ross Sale, [S] **S**ales Tax by State, [C] /**C**ity, [O] /C**o**untry, [T] **T**ax Collect, or [D] Tax **D**etail.

8.7.2 Month to Date Report

These are the daily sales reports generated at end of day; however this gives you a cumulative Month to Date totals at the time you run these reports. Reports include, Month to Date Sales, Month to Date Sales Tax, Quarterly Sales Tax, Annual Sales Tax, Monthly Invoice Listing, and Month to Date Detail.

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [M] **M**onth to Date Report

8.7.3 Prior Month to Date Report

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [R] P**r**ior Month to Date
  - Allows you print the same reports found in the Month to Date Report for any of the past 12 months.

8.7.4 Non-Account Mailing List

If you have the "Add Non-Account Sales to Mailing List at Point of Sale" option turned ON, you can enter this information for Cash/Check/Credit Card sales. This report will produce the list or mailing labels of those names added in this manner.

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [N] **N**on-Acct Mailing/List

8.7.5 Average Discount by Customer

How profitable are you? Are certain customers being discounted more than others? This is a good report for an analysis of customer average discounts.

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [A] **A**vg. Dsc. By Customer
  - Select by specific month or YTD total.

8.7.6 Account Ship-To Labels

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [C] A**c**count Ship-To Label

8.7.7 Order Entry Commission

NOTE If a sales rep is created to pay cash commissions <u>and</u> the code for the sales rep are the same as the initials used in order entry, the commission will be reported as due the order entry employee. This overrides the sales rep on the ship to address. The commission due, will only show on the following report. It will not appear in the commission reports in accounts receivable.

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [D] Or**d**er Entry Commission

8.7.8 Location Reports

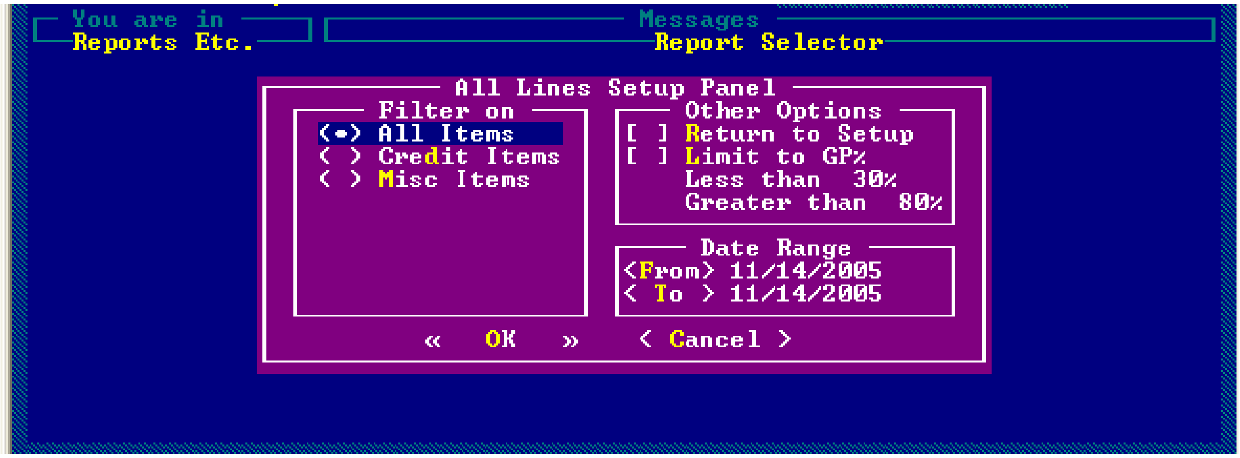
- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [O] L**o**cation Reports

8.7.9 All Lines Listing Reports

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [L] All **L**ines Listing by Date

The dealer will be presented with a set up panel to select the report they need. The default date range will be the last day there is data from an end of day report. (**Figure 8.1**)

Figure 8.1 - All Lines Report Setup Panel



8.7.10 Sales Snapshot for Today

Want to know what has been invoiced today? Need access to that information and you are not in the office or you returned to the office after everyone has left for the day! Then this is a great report for you!

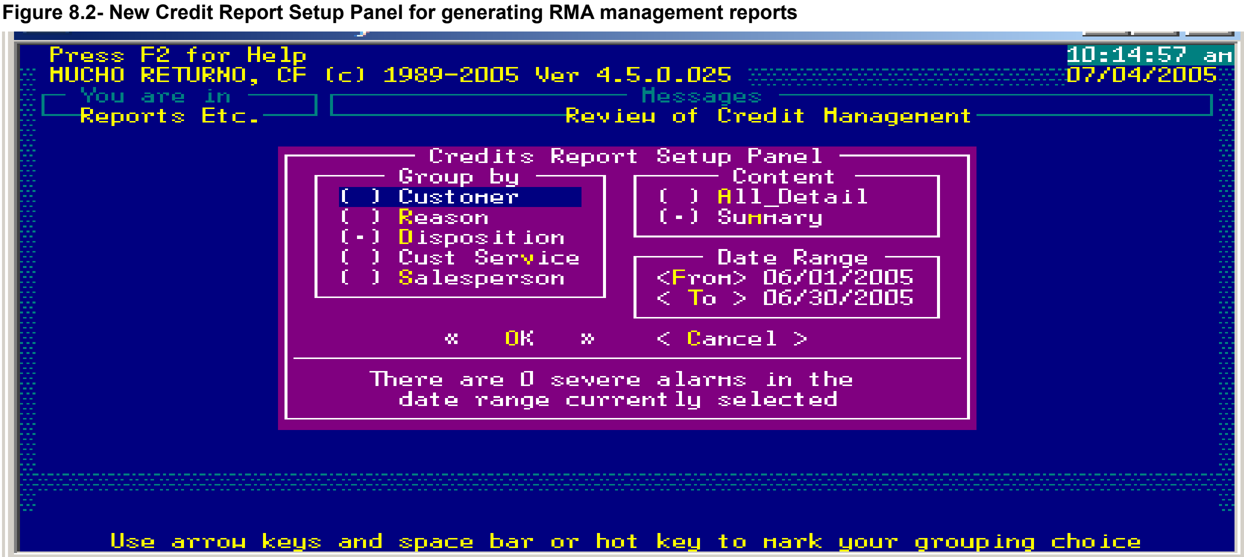
- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [S] **S**ales Snapshot for Today

8.7.11 Credit Management Review

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [E] Cr**e**dit Management Review

- The Credit Reports Setup Panel appears which contains a number of controls (**Figure 8.2**).

Figure 8.2- New Credit Report Setup Panel for generating RMA management reports



- The three main control groups are:
    - Group by – radio button with default set to **D**isposition
    - Content – radio button with default set to Su**m**mary
    - Date Range – defaultt spans the previous month if the current date is prior to the 15th of the current month. After the 15th, the default span is set to the current month.

- Two other controls are used to exit the window once the main controls have been set:
    - **O**K
    - **C**ancel.

- The radio buttons can be set by using the arrow keys to highlight the entry and then pressing the spacebar. Alternatively, and generally more convenient, they can be set simply by pressing the highlighted hot key shown with each control.

- Pressing [C] **C**ancel any time that the control panel is active will close the panel and abort the process.

EXAMPLE To quickly set up a report through the end of the current year grouped by Customer and containing all detail just press [U] to Group by C**u**stomer, [A] to select **A**ll Detail in the Content control, and [T] to access the "**T**o" date field. Type 1231 to change the date to the 31st of December and press [ENTER] to confirm. Finally, press [O] for **O**K to run the report.

NOTE There is a message box at the bottom of the panel that indicates the number of "severe alarms" in the data being reviewed. A Severe Alarm in this context indicates an item that was credited to a customer but had never been purchased by that customer. The number is recalculated whenever the date range is changed.

8.7.12 Point of Sale Transaction Report

- [R] **R**eports and Analysis, [M] **M**iscellaneous Reports, [T] POS **T**ransactions
    - **Select Summary or Detailed.** The summary report lists transaction totals, a total for each division and a grand total. The detailed report also includes each line item on the transaction. The report can be run at any time to see today's activity (EOD does not need to be run first).

8.8 BritLink Reports

Track your sales activity from your BritLink website. These reports will show you how effective your web site is in the generation of sales revenue.

8.8.1 Invoice Sales by Date Range

Use this report to track those orders placed on your BritLink website.

- [R] **R**eports and Analysis, [B] **B**ritLink Reports, [I] **I**nvoice Sales by Date Range

8.8.2 BritLink Account List

Listing of Ship-to Addresses that have BritLink passwords and email addresses.

- [R] **R**eports and Analysis, [B] **B**ritLink Reports, [B] **B**ritLink Account List

8.8.3 BritLink Cross Reference

Since the BritLink tracking number is different than the BritNet Invoice number, this report will provide a listing of both numbers for your reference.

- [R] **R**eports and Analysis, [B] **B**ritLink Reports, [C] BritLink **C**ross Reference

8.8.4 BritLink Daily Sales Counts

Daily BritLink sales by GP, Invoice count, invoice lines and the percentage of sales coming from your BritLink site.

- [R] **R**eports and Analysis, [B] **B**ritLink Reports, [D] BritLink **D**aily Sales Counts

8.8.5 BritLink Open Quotes

This is a listing of items waiting on approval. Only for BritLink 4 users.

- [R] **R**eports and Analysis, [B] **B**ritLink Reports, [O] BritLink **O**pen Quotes

8.9 Data Export

You can use the data export option to export the following reports from Britannia. The system will email these reports using the default company email address set up in System Setup. When you open the email, save the file on your hard drive and then open the file using Excel. This will allow you use all the features in Excel to sort and manipulate the data.

NOTE Britannia does **NOT** provide support on your use of Excel or any other 3rd Party software package used in conjunction with the data export option.

VERY IMPORTANT Please think carefully about the selection of data, as it can produce extremely large files that may take a long time to download and may be difficult to manipulate.

[Q]	Quit Export Module	[E]	**E**xport files for VECTA
[C]	**C**ustomer Information	[G]	Export files for **G**old Mine
[S]	**S**ales Data – last 2 years	[O]	Exp**o**rt Department Totals
[M]	Non-Account **m**ail list	[F]	Export **F**irst Sales
	Vendor Information	[B]	Export Orders **B**y Date
	Purchasing Information	[L]	Export **L**ist of Contracts
[T]	Ship**T**o Addresses	[Y]	**Y**TD/PYTD Customer data
[N]	Co**n**tract Information	[U]	Custom Export Items

[X]	Sales Ta**x** Reporting	[P]	SPR Sparc Marketing
[R]	Accounts **R**eceivable	[W]	USS Marketing Auto Wizard
[D]	Consoli**d**ated Invoice	[K]	Location\Dept Brea**k**down
	Reserved	[2]	2nd Export Menu

8.9.1 Exporting Contracts / Price Plans

You can now export and import contracts and price plans from and into BritNet via your Excel program. Situations arise where you may need to export one of your contracts from your Britannia systems, make changes to one of the contract elements, such as price, and then bring the contract back into BritNet. Similarly, you may have developed a contract bid in Excel for a prospective customer or a competitive bidding process, you were successful in winning the bid and now you want to import that contract directly into your system, without having to build it from scratch. That functionality is now available within your Britannia system.

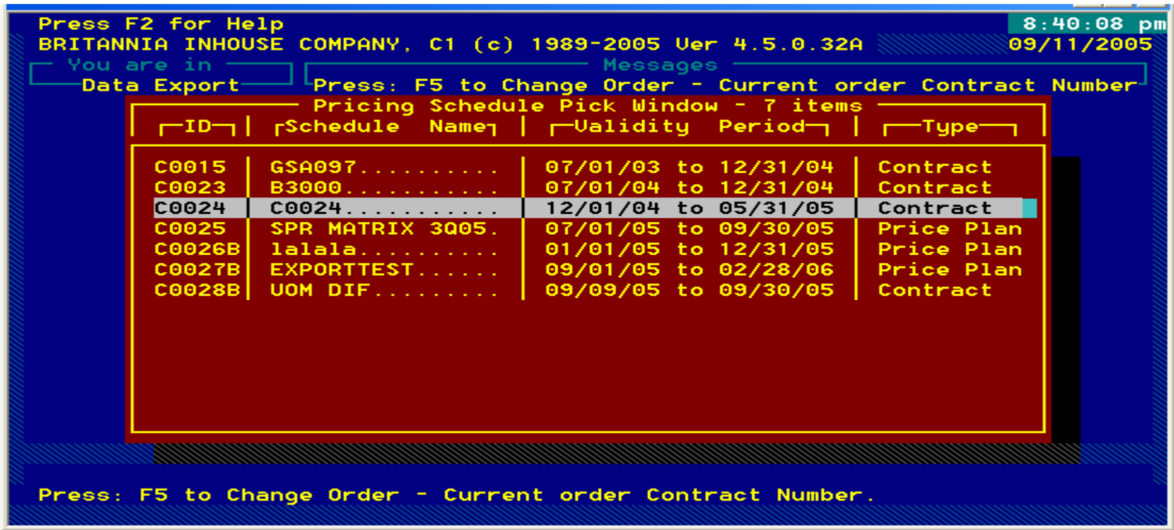
8.9.1.1 Getting Started – Exporting

- In order to export contracts or price plans (schedules) to your computer, you must create two special folders on your local C:\ drive (not on your computer desk top). These are the folders where Britannia will save your schedules for import into Excel.
  - The first folder you must create is named **Brit**.
  - Within that Brit folder, create a second folder called Contract. When you are finished you will now have two folders in the following path: path: C:\Brit\Contract. You are now ready to export one of your existing schedules.

8.9.1.2 Steps to Exporting a Schedule

- From the Main Menu, select [R] **R**eports Analysis, [D] **D**ata Export, [2] **2**nd Menu, and [I] Export Contract for Ed**i**t. (R, D, 2, I)
  - The system will present a list the schedules (contracts and price plans) in your database (**Figure 8.3**).
  - The list displays the schedule ID, schedule name, start and end dates of the schedule, and the type of schedule – contract or price plan.
  - Highlight the one you intend to export and press [ENTER].
- There will be a brief pause while the system builds a file for export. You will then have the option to email the file, or export it to your computer.

Figure 8.3 - List of schedules from which to select



- After you highlight and select your schedule, the system will give you the option of emailing the file or sending it to your computer.

- While emailing is perfectly okay, we recommend sending the file to your computer, in the folders you created earlier. Either option you select, you will be prompted to type a name for the file being exported.

  - Enter a five character alpha-numeric name and press [ENTER].

NOTE The BritNet system will automatically update an existing file with new data if the name you type already exists in the C:\Brit\Contract folder. Please use caution when naming your exported files.

- If you selected email, your file will be available in .DBF format in your email box.

- If you chose to send the file to your computer, it will be saved on your local computer at C:\Brit\Contract\ (name of file)

8.9.2 Opening the Schedule from Your Computer

- Locate the C:\Brit\Contract folders and your schedule name should be there in .DBF format (**Figure 8.4**, for example).

  - You will see two other files with extensions .flg and .Bat; **DO NOT DELETE THEM.** They are created by the export process and are necessary for the successful processing of your files.

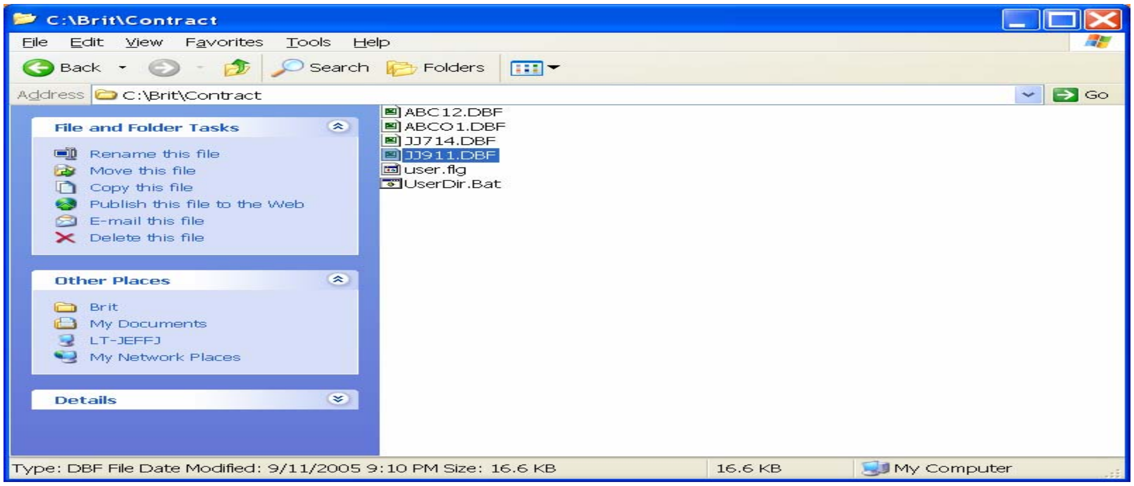
  - Open the file you exported and named. If it does not automatically launch into Excel, choose Excel as the program to use.

NOTE The BritNet process does not delete any files you exported. So, from time to time you will need to clean up the folders by deleting files you don't need any more.

- Make the necessary changes to your item and prices.

NOTE *DO NOT CHANGE THE COLUMN HEADINGS OR ADD MORE COLUMNS.* This will invalidate your format when you are ready to import it back into Britannia.

Figure 8.4 – Location of schedule after it is exported to your computer (Windows XP example)



8.9.3 What Information is Exported

BritNet exports Information under the following headings to your computer. It is important to take careful note of these headings because you will need information in the same format when you are preparing a schedule in an Excel file for import.

- Main Columns: Mfr, PNO, Description, UOM, List_Price, Price, and Cost.
- The following additional columns are also included to facilitate contracts setup with tiered pricing: QTY3, Price3, Qty2, Price2, Qty1, and Price1.

8.10 Data Import

NOTE Before you begin the import process, you must save a copy of your Excel contract in .DBF format. This must be saved in the C:\Brit\Contract folder.

- The schedule name must be no more than eight characters long, must be alpha and/or numeric, and must not include spaces.
- When you have saved your contract as described above, you are ready to begin the import process.

8.10.1 Steps to Importing a Schedule

- From the Main Menu, select [R] **R**eports and Analysis, [T] Da**t**a Import, [I] **I**mport Contract.

- The system will present a list of files you have saved in the Brit\Contract folders (**Figure 8.5**).
- Select the file you want to import and press [ENTER].
- Select the required inventory from the next screen that appears (if applicable).

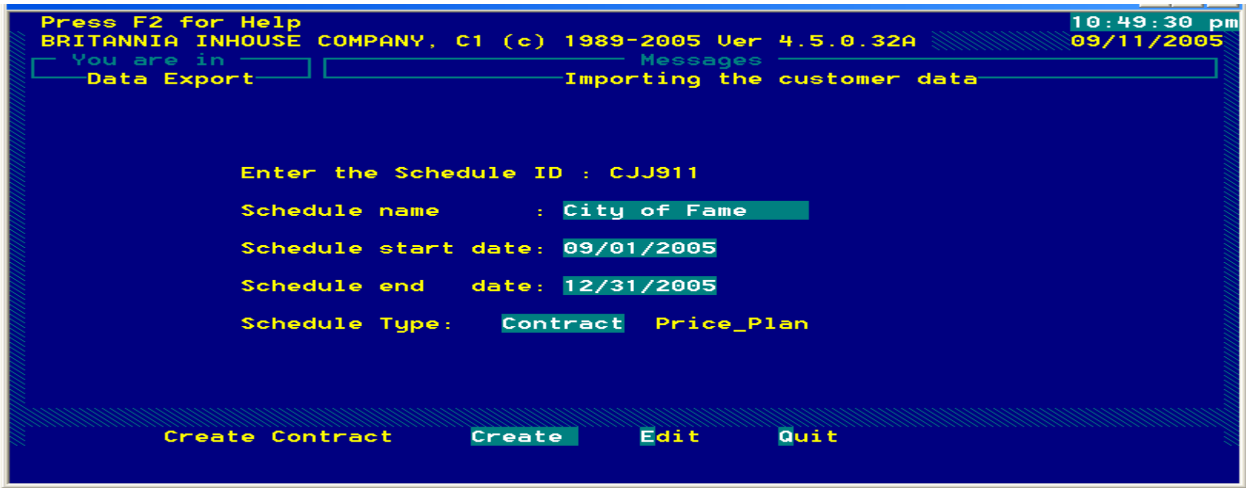
Figure 8.5 – Name of files on local computer in folders at C:\Brit\Contract – select one for import

- After you select the contract file to import, you will be presented an exception items screen and an opportunity to print the report.
- The contract exception report shows three bits of information:
(a) Items on the contract not found in the inventory you selected
(b) Any invalid unit of measure found on the incoming contract
(c) A count of the number of items where cost is greater than selling price
- Exception items are not imported into the contract. Print the report if desired and then respond to the next prompt of whether or not to continue importing the contract.
- If you answer N, the importing process will be terminated and you are taken back to the Data Export/Import screen. If you answer Y, you are taken into the final stage to import your schedule.

8.10.2 Final Steps to Importing a Schedule

- After you confirmed that you wish to continue importing the schedule, a screen will appear (**Figure 8.6**) for you to fill in the following:

Figure 8.6 – Fill out this screen with information to define and setup the schedule you are importing.



- Schedule ID – Enter a five character, numeric name. You can type the number of an existing schedule if you want to update it. The system will ask you to confirm that you want to overwrite the existing schedule.
- Schedule Name – Enter a name of up to 16 characters and alpha-numeric. You can enter an existing name and the system will use it without overwriting the schedule. Schedules are identified by the schedule ID.
- Schedule Start and End Date – The default entry is Jan 01 for start date and Dec 31 for end date.
- Contract or Price Plan – Select the one that applies.
- Create, Edit, Quit – Select create to successfully complete the import process. Selecting Edit will return you to beginning to edit the schedule information you just typed, such as the schedule ID and name. Quit will abort the process and return you to the Import screen, in case you want to start a new import now.

- Your imported schedule should now be available for assignment and edits as usual. Congratulations!

8.11 Project Management (available w/ Project Manager Module Only)

8.11.1 Open Purchase Order Acknowledgement

- [R] **R**eports and Analysis, [J] Pro**j**ect Management, [A] Open Purchase Orders **A**cknowledgement

8.11.2 Open Order Expected Ship Dates (ETA)

- [R] **R**eports and Analysis, [J] Pro**j**ect Management, [E] Open Order **E**xpected Ship Dates (ETA)

8.11.3 *Project Status by Salesperson*

- [R] **R**eports and Analysis, [J] Pro**j**ect Management, [S] Project **S**tatus by Salesperson

8.12 Reports by Program Module

The Britannia BritNet program is rich with reports. The following is a list of the reports that are available from the specific modules within the BritNet program.

PLEASE NOTE: The key strokes to quickly access the report from the Main Menu are in parentheses.

8.12.1 *Sales/Order Entry & Related*

Open Orders Detail Report [O,B,O,O]
Open Orders by Sales Person [O,B,O,S]
Open Orders by Customer [O,B,O,C]
Open Orders by Date [O,B,O,D]
Open Orders by Route Code [O,B,O,R]
Open Orders by Part # [O,B,O,P]
Manifest of Open Orders [O,B,O,M]
Open Order List/Value [O,B,O,L]

8.12.2 *Accounts Receivable Customers Reports*

Aging – Summary [C,R,S]
Aging – Detailed [C,R,D]
A/R Activity [C,R,A]
Billing/Late Charges [C,R,B]
Sales Rep Aging [C,R,R]
Deposits [C,R,P]

8.12.2.1 Statements

Batch All [C,S,B]
Single Statement [C,S,S]

8.12.2.2 Listing

Customer YTD [C,2,L,C]
Authorization List [C,2,L,A]
Customer List [C,2,L,L]
Status [C,2,L,T]
Program List [C,2,L,P]
Ship-To List [C,2,L,S]

8.12.2.3 Sales Representatives

Reps Summary [C,2,S,R,R]
Invoice Detail [C,2,S,R,I]
Date Range [C,2,S,R,D]
Customers [C,2,S,R,C]
Volume [C,2,S,R,V]
Salesman by Department [C,2,S,R,S]
Commission Analysis [C,2,S,R,A]

8.12.3 Accounts Payable/Vendors

A/P Aging [V,R,A]
Cash Requirements [V,R,C]
G/L Reports [V,R,G]
Vendor Listing [V,R,V]
Check Register [V,R,R]
Payments Edit Register [V,P,E]

8.12.4 Service Contracts

Invoice Release Report [S,N,R,I]
Contract Reports [S,N,R,C]
Machine Reports [S,N,R,M]
Ticket Reports [S,N,R,T]

8.12.5 Purchasing

Re-Order Report [P,P]
** This will only print after you after pulled items into Purchasing.

EDI Acknowledgement
** This is only available after you have transmitted a Purchase Order through EDI.

Material Received/Stocking
** This is available after you have Stocked items (after you have purchased them).

8.12.6 General Ledger

Chart of Accounts [G,G,P]
Trial Balance [G,G,T]
Balance Sheet [G,G,B]
Income Statement [G,G,I]
Expense Schedules [G,G,E]
Journal Entry Reports [G,G,J]

8.12.7 *Reports and Analysis*

8.12.7.1 Inventory Value & Count Reports

Inventory Value and Count by Department [R,I,D]
Inventory Value & Count by Manufacturer [R,I,M]
Inventory Value and Count by Bin Location [R,I,B]
Inventory Value and Count – Quick Value [R,I,Q]
Serial Numbers on Hand [R,I,N]
On Hand Shelf Labels [R,I,O]

8.12.7.2 Customer Analysis Reports

Customer Analysis by Highest/Lowest Sales [R,C,H]
Customer Analysis by Sales History [R,C,S]
Sales History by SIC Code [R,C,S,S]
Customer Analysis by Auto Invoices [R,C,A
Customer Analysis by Open Quotes [R,C,O]
Customer Analysis by Monthly/Weekly Sales [R,C,M]
Customer Analysis by Sales Rep History [R,C,R]
Customer Analysis by New Customers [R,C,N]
Consolidated History [R,C,C]
Customer Analysis – Credit Card Listing [R,C,I]
Inactive Customer Aging [R,C,T]
Order by Part Number [R,C,B]

8.12.7.3 Inventory Sales Statistics Reports

Sales Analysis [R,V,Y]
Inventory Sales Stats by Sales –Mfr/Per [R,V,M]
Inventory Sales by Dept/Per [R,V,S]
Inventory Sales Stats by Item by Date [R,V,I]
Analysis by Part Number [R,V,A]
Non Taxed Items [R,V,X]
Items on Sales [R,V,T]
Low GP Item Listing [R,V,L]
Sales by Dept/Route [R,V,D]

8.12.7.4 Special Pricing Reports

Special Pricing by Margin Protection [R,S,M]
Special Pricing – Sale Price List [R,S,L]
Special Pricing by Matrix Pricing [R,S,X]
Special Pricing by Pricing Contracts [R,S,C]
Alias Cross Reference List [R,S,C,P,A]
Special Pricing by Contract Assignment [R,S,A]
PO Invoice Listing [R,S,O]

8.12.7.5 Purchasing Reports

Purchasing Reports by Reorder Summary [R,P,R]
Purchasing Report by Open P.O. Detail [R,P,O]
Purchasing Report by Delinquent Reorder [R,P,D]
Purchasing Reports by A/P Analysis [R,P,A]
Purchase History [R,P,U]
P.O. Order Outcome [R,P,E]

8.12.7.6 Salesperson Reports

Period Sales [R,A,S]
Period Sales/Cost [R,A,C]
Rep History [R,A,H]
Credit Card Log [R,A,R]
Clerk Station Totals [R,A,T]

8.12.7.7 Miscellaneous Reports

Invoice by Date Range [R,M,I]
Month to Date Report [R,M,M]
Prior Month to Date Report [R,M,R]
Non-Account Mailing List [R,M,N]
Average Discount by Discount [R,M,A]
Account Ship to Labels [R,M,C]
Order Entry Commission [R,M,D]
All Lines Listing [R,M,L]
Sales Snapshot for Today [R,M,S]

8.12.7.8 BritLink Reports

Invoice Sales by Date Range [R,B,I]
BritLink Account List [R,B,B]
BritLink Cross Reference [R,B,C]
BritLink Daily Sales Counts [R,B,D]

8.12.7.9 Project Management

Open Purchase Order Acknowledgement [R,J,A]
Open Order Expected Ship Date [R,J,E]
Project Status by Saleperson [R,J,S]

8.12.8 End of Day Close Out

End of Day may be run at the close of the business day or you will be required to run it first thing on the next business day before you have access to the program. There are 10 reports, the first two you are required to print and the last eight are optional:

Daily Sales Activity Report (*mandatory*)
Sales Tax Report (*mandatory*)
Invoice Listing for the Day

Miscellaneous Sales Listing
All Lines Listing
Paid Outs
Credit Card Log for Today
Location Breakdown
Accounts Receivable Trial Balance: Detailed or Summary
Accounts Payable Trial Balance: Detailed or Summary

8.12.9 Quick Status Report [K]

These reports are found from the Main Menu by entering [K] Quic**k** Status Report

The Quick Status is available first and it shows all the sales activity for the day, your retail sales paid by check, cash, and credit card and the open account invoices you have printed for the day.

The next report in the sequence is the CEO Report. This report gives you YTD, MTD and daily sales of only those account customers that invoices have been printed. It can be generated by overall totals, location totals, or by salesperson. Totals of credits also appear in this report.

Chapter 9 – Maintenance Utilities

To access the Maintenance Utilities module, all other users must be out of the system. If another user is in the system, a message will appear at the bottom of the screen suggesting that you try again later. For this reason, maintenance should be done during periods when the system is not being utilized.

Main Menu Options

[Q] **Q**uit – Return to Main Menu
[F] Data **F**ile Maintenance
[C] Printer **C**ode Maintenance
[S] **S**ystem Setup
[W] Pass**w**ord Control
[U] Item File **U**pdate
[D] Inventory **D**upe Control
[P] De**p**artment Maintenance
[M] **M**anufacturer Maintenance
[T] Sys**t**em Utilities
[K] System Quic**k** Summary
[E] **E**RL Configuration
[N] U**n**ited Cost Loader
[I] Al**i**as Number Entry
[H] Sc**h**edule Maintenance

9.1 Data File Maintenance

During the day to day operations of the program multiple databases and indexes are manipulated in a very complex manner as transactions are performed. As new customers and invoices, and inventory items are added the size of these files grows, thus large sections of these files become unused. When invoices are paid and removed from the system and obsolete inventory items are deleted files in the program become *fragmented.* Data file Maintenance reorganizes both unused space and fragmented information.

Data File Maintenance can take 30 to 45 minutes depending upon how many items are installed in your system. You may wish to exclude the inventory file if you simply want to re-index those files associated with bookkeeping activities.

Data File Maintenance will work through all of the data files performing the following tasks. First, the file is indexed on a key field and is then copied to a new location. This serves the following purposes. The file is copied in natural order, and then rewritten in a single unit removing the fragmentation referred to above. Since none of the deleted records are copied, the disk space used by the obsolete items is recovered. After each file is copied, all required indexes for that file are rewritten. This process ensures the integrity of all index files and can be run at any time you fear the files may have been corrupted by some external influence. As maintenance proceeds, each operation is reported in the message box at the top of the screen. In the dialog box, progress is reported by the display of record numbers and index numbers.

If a Data File Maintenance is necessary, you will need to contact Customer Support to schedule a time to have it run. All other users will need to be out of the system when this is being processed.

9.2 Printer Code Maintenance

This routine establishes the drivers Britannia will use for your printers.

- From the Main Menu: [M] - **M**aintenance Utilities, [P] - **P**rinter Code Maintenance
  - A list of your printers will appear. Highlight the printer that you wish to change the codes for and press enter.
  - A list of the printers supported by Britannia will appear on the screen. Highlight the correct printer codes and press enter. **IF you are using Print Manager, use the Citizen GSX-190 printer code for all printers.**
  - If you have a printer that is not on the list and have different codes to enter highlight **custom** and press enter.

Below is a sample of what the screen will look like when entering the custom printer codes.

Pica, 10 CPI, standard…………………	27	87	48	18	0
Elite, 12 CPI………………………….…	27	58	0		
Condensed Pica, 17 CPI……………..	27	15	0		
Compressed Enlarged Pica…………..	27	87	49	15	0
Short Page FORM………………………	27	67	42	58	0
Longer Page FORM……………………	27	67	66	0	
Near Letter Quality………………………	27	73	3	0	
Printer RESET (often 24)………………	27	73	48	0	

9.3 System Set-up

This section needs to be reviewed and set-up before you start using the Britannia system. This set-up is important to allow you to use the software to mirror how you operate your business. These settings can be changed at anytime to reflect changes you wish to make. Some of the settings are seat specific.

9.3.1 Invoice Aging and Discounts

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [A] - Invoice **A**ging and Discounts

NOTE This sets the default aging terms for all new customers added to the system. To globally change the aging terms for existing customers, it is necessary to go into System Utilities. In Accounts Receivable /Customers, it is possible to change the aging terms for a specific customer.

1 - Fixed Number of Days After Invoice Date.

"Type the number of days you require between Invoice Date and Due Date___"

"Do you want to revoke the customer discount after the due date? No"

2 - Fixed Day of Month After the Invoice Date.

"Type the date of the following month you wish the invoice to be due ___"

"Do you want to revoke the customer discount after the due date? No"

3 - (16 Days) After Monthly Statement Date.

This option is for dealers who wish to split their customer base into two groups for statement purposes. For example, you might wish to send statements on the 1st of the month for customers whose names are in the range of "A" to "M", and statements on the 15th of the month for the balance of the customers.

"Due date will be_16_ days after statement date (greater than 25 = 1 month).

"Check with Britannia before changing statement date(s). Now 1__and 1_ of month."

"Do you want to revoke the customer discount after the due date? No"

4 – Last Day of Month Following Invoice Month

"Do you want to revoke the customer discount after the due date? No"

Revoking prompt payment discounts
All prompt payment discounts will be zeroed if "**Y**" is selected. Statement format will be limited to plain paper type. Best price mode will be deselected and no longer available.

This option is for dealers that use Discount from List pricing. When this is set to "**Y**", at statement time the system looks for any invoice that is past due. For such invoices, the system will then remove the discount from list and re-price the items at full list price.

Revoking customer discount:
This works for discount from list customers. When this is set to "**Y**", if a customer invoice is past due, the discount from list is removed and the items are repriced at list. There is another option in a different area that will determine if the discount shows on the statement or not, and the dealer can chose to let the customer take the discount. Sales history reports and GP reports assume that the customer paid list price for the items. This will occur during EOD.

9.3.2 Invoice Printing Options

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [P] - Invoice **P**rinting Options
    - Do you wish to use the "OPEN INVOICE" option: **Y**
        - Set this to No for cash register stations.

- Default answer to keeping completely filled orders open: **N**

    - When you exit from Order Entry you are prompted to keep an order open, or print it immediately. The default is set to be "**Y**" if there are back ordered items. This is the preferred option for dealers who normally batch print their invoices.
    - Set this to "**N**" if wish to close and print completely filled orders (with no items to backorder from your wholesaler). You will still have the option to change this during Order Entry, if needed.

- Will you be using Pre-Printed Invoices: **N**.

→ If "No" Go To Section 9.3.2.2

9.3.2.1 Using Pre-Printed Invoices

- Enter [D] for 4.1 **D**AC-EASY or [E] for **E**nnis (see Section 9.3.2.1.2)

NOTE The DAC-Easy style invoice has one line of text per product. The Ennis style has two lines of text per product.

9.3.2.1.1 DAC Easy Invoices

- Do you want to show Discounted Extended Prices: **N**

    - If you choose "**N**", the system will display List Price for each product, with a lump sum discount amount at the bottom of the invoice.
    - If you choose "**Y**", each product will display the actual net price the customer is paying.

- Do you want to show the Discount Column on Invoice? **N**

    - This prompt only comes up when you say **No** to showing Discounted Extended Pricing.
    - A "**Y**" here will show the discount percentage on each line. If the item is on special pricing or on sale, there will be a message showing SPECIAL or SALE instead. (SEE BELOW)

- Do you have your Terms/Late Charges pre-printed on your invoices: **N**

- Enter length of DAC-Easy Invoice to print (7 or 11): **11.00**

    - This is only applicable for Dot-Matrix printers, and is a seat specific variable.

- Show calculated discount for price changed items: **N**

- This relates to the Discounted Extended Pricing above. If this is set to “**Y**”, the system will calculate and display a discount % for contract and sale items in place of the word SPECIAL or SALE or CONTRACT.

- Print Past Due Message in Footer: **Y**

  - Setting this to “**Y**” shows the date that the invoice goes past due.
  - “**N**” blocks this from displaying.

- Do you want to double space lines on your invoices: **Y**

- Do you want to sort the items on the invoice: **N**

  - By choosing the default setting, the invoice will print the items in the order entered. The alternatives are to sort by part number, manufacturer, or description

- Show savings $$ or %% statement at bottom of Invoice, D or P: **P**

- Show overall discount at bottom of invoice, enter minimum here: **20.00**

  - For example, you might not want to show savings that are less than $1.00 or 5%. To turn this feature off, enter a large number (such as 5000% or $2000.00).

NOTE The Dac-Easy format does NOT give you the option to print the message at the bottom of the invoice that is created in order entry. This option is available in the other invoice formats.

→ Go To Section 9.3.2.3 Second Screen

9.3.2.1.2 Ennis Style Invoices

- Are your Ennis invoices pre-printed with your company name: **Y**

- Do you have your Terms/Late Charges pre-printed on your invoices: **N**

- Do your Ennis invoices have YOUR PRICE and LIST PRICE columns: **N**

→ If you select No your next prompt will be:

- Are your Ennis invoices pre-printed with a discount column: **N**

  - If you say “**Y**es” to this, you will not be able to display the total savings message on the bottom of the invoice. This option only appears when you say “**N**” to having YOUR PRICE and LIST PRICE on the invoice.

→ **If you select Yes your next prompts will be:**

- Show List Price or Base Price: **L**
- Do you want to double space lines on your invoice: **Y**
- Do you want to sort the lines on the invoice: **N**
  - By choosing the default setting, the invoice will print the items in the order entered. The alternatives are to sort by part number, manufacturer, or by description
- Show savings $$ or %% statement at bottom of Invoice, D or P: **P**
  - You will be asked to set a minimum value for this. For example, you might not want to show savings that are less than $1.00 or 5%. To turn this feature off, enter a large number (such as 5000% or $2000.00).

→ Go To Section 9.3.2.3 Second Screen

9.3.2.2 Using Plain Paper Invoices

- Will you be using Pre-Printed Invoices: **N**
- Use ‘New Style’ Plain Paper Invoices: **Y**
  - Choosing “**N**” turns off the overall discount message on the bottom of the invoice, changes the font and layout of the dealer and customer information in the header of the invoice, and does <u>not</u> allow for the formatting for standard window envelope.
- Enter length of PP Invoice to Print (7 or 11): **11.00** **<Seat Specific>**
- Format invoice to print for standard window envelope: **N**
- Do you want to show List price and Your price on invoice: **N**
  - Setting this to “**N**” will show the customer <u>net</u> price only.

→ **If you select Y the following prompt will appear:**

- Do you want to show the Discount Column on Invoice: **N**
- Do you want to print your company information on the invoice: **Y**
  - Set this to “**N**o” if you are using a logo or letterhead

- Do you want to double space the items on your invoices: **Y**
- Do you want to sort the lines on the invoice: **N**
  - By choosing "**N**", the invoice will print the items in the order entered. The alternative is to sort by part number, manufacturer, or description.
- Show savings $$ or %% statement at bottom of Invoice, D or P: **P**
- Show overall discount at bottom of invoice, enter minimum here: **20.00**
  - For example, you might not want to show savings that are less than $1.00 or 5%. To turn this feature off, enter a large number (such as 5000% or $2000.00).

9.3.2.3 Second Screen

- Will you need "PACKING LISTS" with Invoices: **Y** **<Seat Specific>**
  - This determines whether or not you are asked to print a packing list upon exiting order entry.

→ If you select "N" go to section 9.3.2.4

- Will you use pre-printed packing lists: **N**
- Do you want your Company name to print on packing lists: **Y**
  - Set this to "**N**o" if you are using a logo or letterhead
- Enter the length of internal packing list to print: **11.00 <Seat Specific>**
  - If you are using a dot matrix printer, you can print a 7" packing slip. It is possible to have 11" invoices and 7" packing slips if desired at different seats.
- Do you want to show prices on the Packing List: **N** **<Seat Specific>**
  - This will display product ordered, shipped and backordered.

→ If you select "N" go to section 9.3.2.4

- Show extended prices, taxed with totals on Packing List: **N** **<Seat Specific>**
  - This will show the customer's unit cost for each item.
- Show extended prices, taxed with totals on Packing List: **Y**
  - This will show the unit cost and extended cost for each line as well as the sales tax.

- Show terms on Packing List: **Y**
  - This will include the due date and aging terms, printed in an invoice format.

9.3.2.4 Pricing Tickets

- Do you want to print Pricing Tickets for Invoices: **N** **<Seat Specific>**
  - A "**Y**" will give you the option of printing a pricing ticket when quitting out of an invoice. It will print the cost and GP on each line, with a space for remarks. These are intended for internal use only!
- Do you want the Sales Clerk Initials to be printed on Packing Lists: **N**
  - This will determine whether the sales clerk/station information print on packing slips.

9.3.2.5 Statements

- Will you be using Pre-Printed statements: **N**
- Do You want to Print your Company Information on the Statement: **Y**
- Do You want to show applicable discounts on the Statement: **N**
  - If you have chosen the aging option to revoke the customer discount after the due date, setting this to "**Y**" will allow the customer to see the discount they would have been eligible for if the invoice had been paid on time.
- Print Two-Letter Pricing Codes on POS Receipts: **N** **<Seat Specific>**
  - This determines if the Two-Letter Codes at the right side of each product line print on POS invoices.
- "Press any key to return to the System Set-Up Menu."

9.3.3 Pricing and Sale Options

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [S] - Pricing and **S**ale options
  - "Will you be using Cost Plus pricing?" **N**
    - Press "**Y**" if you will be using this feature exclusively. A "**Y**" will set all customers to Cost Plus, and turn off the "Pricing and Cost of Sales" test in order entry.

→ If you select "N" go to Section 9.3.3.2

9.3.3.1 Cost Plus Operation

- Enter the default COST PLUS Rate to use **<0 for special pricing>**

The default Cost Plus is **44**%. You may change this to another percentage. All items in this instance will automatically calculate at cost plus 44% <u>unless the customer record indicates a different percentage</u>. For example, if the customer record indicates cost plus 30% this figure will prevail.

Additional control beyond the standard single mark-up level is available during cost plus operation. The system provides a standard Gross Profit level, a minimum gross profit level, and an apparent minimum discount from list.

Traditional cost plus calculates sell price as the cost price PLUS a percentage of the cost price. Thus an item purchased for $1.00 and sold for $1.75 is sold at "cost plus 75%"n for a gross profit of: **sell - cost = $0.75** and a gross percentage (Gross Profit) of: **100 x (sell - cost)/sell = 42.8%.** The aforementioned feature will allow you to set a standard Gross Profit of 40% (mark-up of 67%) and a minimum Gross Profit of 33% (mark-up of 50%) along with a minimum apparent discount of 10% from list price. When an item is sold, the computer will calculate the sell price for a 40% Gross Profit and then check to see that this price is 10% or more below list. If it is, no further calculation is done.
If the sell price is higher than "list less 10%", the computer will calculate list less 10% and the Gross Profit at this price. If the Gross Profit is not less than the minimum Gross Profit set by you then no further calculation is done.

If the Gross Profit is less than the minimum required, the computer will recalculate the sell price to meet the minimum and then "adjust" the list price reference to show a 10% discount (or whatever value you choose to set).

The pricing mode will apply to all sales except:

1. Account sales which have a non-zero cost plus entry, in which case this single value will be used.
2. All program items which will always sell at program price.
3. All other sale items.
4. Matrix priced items.
5. Contract priced items.

To set up this type of cost plus usage, enter a default rate of Cost Plus 0. Answer the next three questions in accordance with your preferences. All cash (including check and credit card) sales and account customers with a zero cost-plus figure in their record will conform to this procedure. Account customers with non-zero plus figures will receive pricing in accordance with that figure. If you need to set a customer to true cost + 0, then set all the variables to 0.

If you are contemplating the use of cost plus pricing in a retail situation and you intend to use product labels, the label price is directly related to your cost. Buying any item at a cost different than the cost of the previous purchase will change the label price.

→ **Go To Section 9.3.3.3**

9.3.3.2 Discount from List

- Enter the default DISCOUNT RATE to use: **30**
  - The discount rate entered here will be used for any customer that has a 0 discount percentage in their customer file, and for all cash register sales.
- Discount ALL UNITS OF MEASURE (not just EA): **Y**
  - This is for items that are not on sale or schedule pricing. If this set to "**N**" – only the EA will get the customers' discount, all other units of measure will default to list price.
- Perform Pricing and Cost of Sale checks in Order Entry: **Y** **<Seat Specific>**
  - When this is set to "**Y**", the system will test each sale price to ensure that the desired minimum GP is being met.

→ If you select "N" go to Section 9.3.3.3

- Ignore Gross Profit test for contract or sale items: **N**
  - When this is set to "**Y**", the system will only test discount pricing or edited pricing.
- Enter minimum Gross Profit % to test for in order entry: **15** **<Seat Specific>**
  - This default is overridden by customer setting. Because BritLink will ignore any setting here, it is better to set the Minimum Gross Profit in each customer record.
- Use Automatic Minimum GP Protection(N will display warning): **N**
  - A "**Y**es" here will automatically change the selling price to give the desired minimum GP.
  - "**N**o" will give the warning window and give the dealer the choice of changing it or not.

9.3.3.3 Service Customer Accounts

- Service customer accounts at this station: **Y** **<Seat Specific>**
  - This determines whether order entry people can "backorder" an item for a customer.
  - A "**N**o" setting means that everything sold is coming from stock. "**N**o" also turns off the display of any wholesale cost information in the order entry screen. And, for Misc. items, there will be no opportunity to overwrite the "Misc Sale" with a different part number.

- "Fill from Stock" prompt in Order Entry to default to "Y": **N <Seat Specific>**
  - This sets the default prompt for order entry. It can be overwritten.
- Default setting for Customer "BEST PRICING" option": **Y**
  - This sets the default for all new customers added to the system. To change the setting for existing dealers it is necessary to go to SYSTEM UTILITIES.
- Allow invoicing for COD customers for each check collection: **Y**
  - Setting this to "**Y**" allows the dealer to put a COD invoice on account for later collection.
- Calculate Matrix Pricing by Gross profit (No for prices): **N**
  - In the Inventory/Item File Maintenance module, it is possible to put individual items on quantity break pricing (i.e., 1@$10, 5+ @ $9, 10+ @ $8.5). This setting determines whether you are using the unit price or the GP % when setting this pricing in place.
- No. of decimal places to use in price calculation <2 or 3>: **2**
  - Three decimal places ($x.xxx) are most commonly used by dealers that sell printing or service contracts.
- Default cost fraction to use for miscellaneous sales: **60.00**
  - For Miscellaneous (uncataloged) sales, the system needs to have a default cost fraction. The **60** default assumes that for each sales dollar, there is a $.60 cost and a $.40 profit. There is an option for each seat that allows the order entry person to change this cost factor on a line by line basis. (See section 9.3.4.1)
- Use Wholesaler Set-up for default UOM in order entry? **N**
  - This is important when a given inventory item has more than one selling unit of measure. "**Y**" here sets the default to the 1st call wholesaler catalog unit of measure.
  - "**N**" sets the default to the last unit of measure used in the Point of Sale module.

9.3.3.4 Second Screen (Project Manager Module Only)

- Pricing method for Projects <G=GP% or D= Discount from List>
  - Select pricing method for projects in Order Entry.

9.3.4 Point of Sale/Order Entry

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [0] - Point of Sale/**O**rder Entry

9.3.4.1 First Screen

- Use “Qwik Exit” at Point of Sale/Invoice Scrn: **N** **<Seat Specific>**
  - Setting this to “**Y**” turns off the option to change the selling price on each product line in Order Entry.
- Use Stock Number entry at order entry / POS: **N** **<Seat Specific>**
- Use “Change Maker” for cash sales: **Y** **<Seat Specific>**
  - If you select “**Y**” a tender window will open on POS and COD cash transactions, asking for the amount tendered by the customer and giving the amount of change due to the customer, when you exit from the order.
- Do you want to enter Sales Clerk Initials: **Y** **<Seat Specific>**
  - “**Y**” will prompt you to enter your initials or numeric operator ID before entering an order, cash sale, or quote. The initials will print on the invoice and quote, and will be tracked historically for two years.
- Allow Entry of Miscellaneous Item Cost at Point of Sale: **N** **<Seat Specific>**
  - Setting this to “**Y**” at a specific seat will allow the order entry person to change the cost of a Miscellaneous Item.
  - “**N**” will use the cost setting established in the Pricing and Sale Options menu.
- Allow Tax Rate selection for Cash, Check, Credit Card sales: **Y**
  - “**Y**” has an impact on both Retail and Commercial Sales. In Cash/Check/Credit Card, the sales tax table will be displayed, and the proper sales tax code must be entered before entering a cash sale. This is most commonly used by dealers that have a high percentage of non-tax walk-in sales.
  - For Commercial sales, when this is set to “**Y**”, AND the customer is set to tax code 7, when the dealer exits from the ship-to address screen, the tax table will open up, allowing the dealer to choose the correct sales tax code for the specific invoice.
- Add Non-Account Sales to Mailing List at Point of Sale: **N**

- When this is set to "**Y**es", there will be a prompt at the bottom of the screen asking you optionally to "Input the Customer Access Number". If you choose to enter a code, it can be the name of the customer, zip code, part of the phone number, etc. When you enter the code, a box will open up that allows you to update the mailing information. If two or more customers have the same Access Number (e.g. SMITH), the system allows for sequential numbering to differentiate them. The system will track the date of the last sale, and a place for additional notes.

- Activate Discount Option for Cash, Credit Card and Check sales: **N**

  - There are four scenarios:

    1. *If no global discount is set up and you answer no to activate the discount.*

       - Zero discount shows. You can override the system and take a discount on an item by item basis. The system does not ask you if you want to allow the discount.

    2. *If no global discount is set up and you answer yes to activate the discount.*

       - A window will come up during order entry (defaulting to zero discount) and a discount percentage can be entered for each item. The system does not ask you if you want to accept the discount.

    3. *If a global discount is set up and you say yes to activate the discount.*

       - Then you are forced to accept the global discount percentage unless you change the price. The system does not ask you if you want to accept the discount.

    4. *If a global discount is set up and you answer no to activate the discount.*

       - Then the system automatically takes the global discount and asks you if you want to allow the taking of the discount. This is the only option that asks if you want to allow the taking of the discount.

- Type in Default Shipping Method for invoices: **OUR TRUCK**

- Type in Default FOB Point to be used on invoices: **YOUR OFFICE**

  - These can be changed on a case by case basis. Some examples of reasons to change this here would be for dealers that drop ship most orders, or have a lot of walk in traffic from their account customers.

- Use Pick Windows for Open Invoices/Quotes: **Y**
  - This displays the window in order entry showing all the open invoices for the customer. It is possible to find an invoice or quote in this window by typing in the invoice (quote) number.
- Default Answer for "Return Item to Inventory": **Y**
  - This is a default setting. The order entry person can override it on each line. "**Y**es" means that the item will be added to the dealer inventory.
  - "**N**o" means that it will not. If the item isn't returned to inventory, the dealer needs to process requests for returns to wholesalers manually.
- Show GP on Point Of Sale Screen: **Y** **<Seat Specific>**
  - Setting this to "**N**" will turn off the display of GP on the order entry screen. It is used most often in a retail setting at a POS terminal.
- Reorder Inventory based on minimum stock level: **Y**
  - This determines what quantity the system pulls into purchasing when an item hits the When Down To level. A "**N**o" will pull the Minimum Order Quantity into Purchasing.
  - "**Y**es" will add a sufficient quantity to the Minimum Order Quantity so that the resulting Quantity on Hand will equal the sum of the Minimum Order Quantity and the When Down To totals.

9.3.4.2 Second Screen

- Ask for Ship To Information before Order Entry: **N**
  - Setting this to "**Y**" activates the real time on-line stock check for your first call wholesaler.
- Dollar Threshold to avoid small order charge (0.00) to ignore: **0.00**
- Small order charge to be added to orders below threshold: **0.00**
  - This is a global setting. (Specific customers can be exempted from this). When you exit an Invoice, you will be asked if you want to apply this charge whenever the total of the invoice is below your threshold
- Allow Perpetual Reordering in Order Entry: **N** **<Seat Specific>**
  - When this is set to "**Y**es", the dealer can add additional quantities to items entered in order entry. For example, if a customer orders 9 pencils, the dealer can change it to 12, with the system knowing that 3 are for stock. In Purchasing, the item will be split into 2 lines – one for the customer

with shipping information, the other showing the quantity that is for Perpetual Inventory.

- Add additional Cost Load Factor onto Credit Card orders: **N**

  - When this is set to "**Y**es", an additional box will come up at the conclusion of every credit card sale to an account customer, asking for the amount of the credit card transaction fee. This will be added to the Cost of Goods for the whole invoice (including sales tax amount), thereby reducing the Gross Profit on that invoice

- Flag Drop Ship Orders in Purchasing if value less than: **0.00**
- Flag Drop Ship Orders in Purchasing if value more than: **100000.00**
- Flag Wrap/Label Orders in Purchasing if value less than: **0.00**
- Flag Wrap/Label Orders in Purchasing if value more than: **100000.00**
- Flag Zip Code Orders in Purchasing is value less than: **0.00**
- Flag Zip Code Orders in Purchasing if value more than: **100000.00**

  - When a Wrap/Label order is above or below the flagged amounts, the system will automatically reset it to a regular stock order. The Dealer is given an option in Purchasing to "Check/Modify Shipping Methods for this batch?" Any Drop Ship or Zip Code orders that are above or below the flagged amounts will be marked with a white pointer, giving the dealer the option to decide if changes are necessary.

- Allow substitute display in OE for non-JWOD items? Y/N: **Y**

- Allow substitute display in OE for JWOD items? Y/N: **Y**

  - These are global settings which can be overridden for individual customers.

  - If the display is turned off for non-JWOD items, and on for JWOD items, the dealer has "block and sub" capability in order entry and on BritLink.

- Allow Forced Subs in OE? Y/N: **N**

  - This activates the Forced Substitution program for your customers. For more information on this, see the Inventory/Item File Management Module.

9.3.4.3 Third Screen

- Select ReOrder behavior for Drop Ship Orders:
- Select ReOrder behavior for Wrap/Label Orders:
- Select ReOrder behavior for Zip Code Orders:

  - These settings determine the stocking and purchasing choices for each of the three shipping methods.

B = Back Order every item, every time

- Choosing “B” will not allow the filling of the item in Order Entry. All items will automatically be sent to purchasing.

A = Ask before filling onhand items

- Choosing “A” will add a prompt asking if you are sure you want to pull from stock instead of backordering the item.

I = Ignore the Ship Method value <default>

- Choosing “I” will give you the normal “Do you wish to fill from stock?” with no additional prompting, and will allow for the “A” to adjust and make manual stock adjustments.

9.3.5 General Ledger Options

NOTE Be sure to call Britannia for help on setting up your General Ledger!

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [G] - **G**eneral Ledger Options

9.3.5.1 First Screen

- The next field will allow you to add Journal Entry Headings to those already pre-set in the System for the General Ledger. If you need extra Journal Entries fill out as necessary in the highlight areas.

  - Enter name for Journal Entry Type 1: **User Defined 1**
  - Enter name for Journal Entry Type 2: **User Defined 2**
  - Enter name for Journal Entry Type 3: **User Defined 3**
  - Enter name for Journal Entry Type 4: **User Defined 4**
  - Enter name for Journal Entry Type 5: **User Defined 5**

- Fill out the following prompts accordingly or leave the default settings if desired.

  Fiscal Year First Month; **1**
  Assets Low……..**1** High...........**198**
  Liabilities Low… **200** High...........**289**
  Capital Low……. **300** High...........**399**
  Revenues Low….**4** High...........**499**
  Expense Low…...**5** High...........**999999**
  Current Earnings Account …….
  Oldest Active Fiscal Year …**2005**

- Customize the Period Dates? **N**

- If you choose to customize the period dates you will be shown a table of the periods beginning and ending dates. Please consult with Britannia prior to customizing these dates.

9.3.5.2 Second Screen

Bank/Cash Account	**102**
Accounts Receivable Account	**112**
Intercompany AR Clearing Account	**113**
Default Inventory Account	**132**
Accounts Payable Account	**2102**
Intercompany AP Clearing Account	**2103**
Accounts Payable Discounts Account	**540**
Customer Deposit/Liability Account	**226**
Service Contract Liability Account	**226**
Sales Tax Payable Account	**240**

9.3.5.3 Third Screen

Default Revenue Account	**4102**
Default Service Income Account	**4102**
Discounts & Allowances Account	**4702**
Default Cost of Sales Account	**5102**
Miscellaneous Expense Account	**822**
Default Late Charge Account	**910**
Default Billing Late Charge Account	**910**
Default Other Income Account	**910**
Service Contract Profit/Loss	**910**

9.3.6 Wholesaler Table Maintenance

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [W] – **W**holesaler Table Maintenance

  - Do you want to edit Distribution Ctr defaults for Stock Check display? **N**

    - Select “**Y**” if you wish to edit the list. Fields for three warehouses will appear

    - If you have S.P. Richards or United Stationers as your first call wholesaler, this will let you choose three warehouses for your Stock Check. This is for information only; it does not determine which warehouses that the product ships from. In order to utilize this important feature contact your first call wholesaler to determine the proper routing from their primary warehouse.

    - If you do not know the proper code for the stocking warehouse put a “?” in the grey field and a red “Distribution Center” listing will appear, arrow to the proper warehouse and press [Enter].

- After you are done with the third warehouse, “Press any key to return to System Set-up Menu”

→ **If you select “N” the following prompt will appear:**

- Will you be using REGULAR Inventory Updates: **Y**

  - You will be warned about changing the distributor codes without consulting Britannia. It is not recommended to change them without first consulting a Britannia representative.

  - When you visit this set up screen you will be taken to a pick window and your first call wholesaler will be highlighted. Each time you press the Enter key you will be taken to your next call wholesaler until you exit the pick window.

  - If you want to change the wholesaler table set up, press [Enter] until you have the wholesaler code you want to change highlighted and then press the up/down arrow key to select the new wholesaler to occupy that original slot.

NOTE Do NOT move the highlight within the pick window unless you intend to change your wholesaler set up. If you unintentionally change the set up of your wholesalers, right before you exit the screen you will be warned, “Wholesaler Switching Time Warning – this process will take 20 – 50 minutes and will run without further attention.” You will then be asked, “Do you wish to continue with switching wholesaler slots?” **ANSWER NO**.

- Enter your Department Number to track promotional items (default 1): 1

- Do you use CSN pricing <Y/N> **N**

  - This should always be left at “**N**”

- Do you wish to update List pricing with USS Dynamic Pricing <Y/N> **N**

  - If you are participating in the USS Dynamic Pricing program and you also wish to have the list price updated at the same time the cost is updated change this to “**Y**”

- If you made any changes you will be prompted to run the item file update for that wholesaler as soon as possible.

NOTE It is strongly recommended that you consult with Britannia before making any changes to your Wholesalers in the system.

9.3.7 *Commission Table*

- From the Main Menu: [M] – **M**aintenance Utilities, [S] – **S**ystem Set-up, [I] – Comm**i**ssion Table
  - This table is used to setup Sales Representative commissions on a scale in contrast to a flat rate based on gross or net profits. It works on the basis of the higher the sale and profit margin the higher the commission; the lower the sale and the lower the profit the lower the commission amount. You can set the table to calculate on percentage of gross profit or on percentage of net sales dollars. In the Sales_Rep module, it is possible to customize the table for each sales person. If you have used the table set-up for each Sales Rep in the A/R module, those setting would take precedent.

9.3.8 *Default Company Address*

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [C] – Default **C**ompany Address
  - This will set the default company address used when adding divisions to your company. The actual address information that prints on invoices is in "Location Name and Address." (See Section 9.3.12)
- Enter the location details as you want them to appear.
  - Type in your address here and press [Enter]. The email address here is used in Reports and Analysis, Data Export.
- Enter description and phone number(s) to appear on reports.
  - Leave or set unused items to blank to suppress printing.

9.3.9 *Reset Reference Numbers*

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [R] - **R**eset Reference Numbers

9.3.9.1 Sales Tax

NOTE It is imperative that the Dealers be aware of any sales tax changes and make adjustments to the Sales Tax Table at the appropriate time. Invoices entered into the system after the sales tax adjustment will reflect those changes. The system does not update all the unprinted invoices in the system. Britannia does not assume this responsibility.

- Using the arrow keys highlight the tax code you wish to change and press [F4].
  - Add the appropriate information and press [ESC] when completed.

- Always set the default Sales Tax Code “001” to your local tax rate. Set other tax codes as required.
- For Wholesale sales, the customer account record should be flagged with “000” in the tax code field.
- Tax code “007” will display the tax table while you are in Order Entry if you have chosen to have the tax table display in Point of Sale/Order Entry.
- If the customer is a government agency tax code “009 “ is entered into the record. Non-tax customers are often set up as tax code 000 or 009.
- You have the capacity to set up 999 tax codes in the system. The system comes is set up with 000-009 tax slots, in order to establish more tax codes press [F5] and a next tax code number will be added. Edit as required and then press [ESC].
- When you edit a tax code the first field, “Taxdispid”, will by default display the number of the code, from 0 to 999. It can be overwritten with the code that is required on your state sales tax forms.

- Press [Enter] to proceed to the second menu.

9.3.9.2 Set Beginning Numbers

- The following prompts will appear on the next screen. Answer these accordingly:

  Next Invoice Number **10**
  Next Purchase Order Nbr **10**
  Next Sales Order Number......... **10**
  Next Contract Number **10**
  Late Charge % per Month.........
  Minimum Late Charge...............
  Dept of Defense Bpa Number:

  - The BPA number is for United Stationers dealers that are selling items on the BPA contract. By entering the BPA number here, a prompt will appear in the customer edit screen. Setting this to “**Y**” will have United send a special packing slip to the customer.

NOTE You cannot edit your Next Invoice Number, Next Purchase Order Nbr, Next Sales Order Number or Next Contract Number once you start using the Britannia system.

9.3.10 Ancillary Equipment

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [E] - Ancillary **E**quipment

- Change the default settings as necessary to accommodate to your needs:

  Is a BAR CODE WAND installed at this station: **N**
  Is a CASH DRAWER installed at this station: **N**
  Is there an MODEM at this Computer: **Y**

  (if you are electronically ordering from a vendor, you need to set this flag to "**Y**")

  Enable Printer Output Logging (for troubleshooting): **N**
  Move total on your Ennis invoices 1" to right: **N**
  Move total on your Ennis statements 1" to right: **N**

Printer 1 name	**Printer 1**………..	Printer 1 location	**LPT1**
Printer 2 name	**Printer 2**………..	Printer 2 location	**LPT2**
Printer 3 name	**Printer 3**………..	Printer 3 location	**LPT1**
Printer 4 name	**Printer 4**………..	Printer 4 location	**LPT1**
Printer 5 name	**Printer 5**………..	Printer 5 location	**LPT1**

- Default printer for Invoices: **1** ; for Packing Lists: **1**
- Prompt for printer selection before batch printing: **N**
- Is a RECEIPT PRINTER installed at this station: **N**
  - If you select "**Y**", the system will ask you for the default settings and also the next two prompts:
    - Print receipts line by line for quicker completion: **N**
    - Use Invoice format for Credit Card Receipt: **N**
- Print a test page? Y/N **No**

9.3.11 Enable Password Control

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [B] Ena**b**le Password Control

NOTE Passwords are created in Maintenance Utilities. This enables or disables password control. Please consult with Britannia before you proceed.

9.3.12 Location Name and Address

You can separate your business into smaller entities called, divisions. You can track General Ledger entries separately, by division. You can also create up to thirteen different, unique inventories. You can configure your business in one of the following ways:

One division, one inventory
One division, multiple inventories
Multiple divisions, one inventory
Multiple divisions, multiple inventories

9.3.12.1 Set Up Multiple Inventories

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [L] for Remote **L**ocation Set Up
  - Is this business using divisional general ledger? **N**
    - Change to **Y**
  - Limit Purchasing module to one user at a time? **N**
    - If you select **Y** a red select required Division box will appear.
- Each seat is assigned to a specific division. All invoices entered in order entry will default to this division, and items entered on the purchasing screen for stock will default to this division.
  - Company Address:
    - This is the name and address that will actually print on invoices, statements, and hard copy purchase orders for this division.
  - Contact Information screen:
    - Fill this out as necessary for the division. Notice there is a field titled "Short Name for this Division"; you can use this field to give your division a "name" for easy reference rather than calling it Division 02.
  - Inventory to Use:
    - This field allows you to use the existing "Main" inventory OR create a new inventory. If you want to use the "Main" inventory, make sure that you leave this field alone. If you want to create a new inventory, you would type the appropriate "Loc_" (see table below) into the space provided.
  - For your reference:

Main = Inventory01	LocG = Inventory08
LocA = Inventory02	LocH = Inventory09
LocB = Inventory03	LocI = Inventory10
LocC = Inventory04	LocJ = Inventory11
LocD = Inventory05	LocK = Inventory12
LocE = Inventory06	LocL = Inventory13
LocF = Inventory07	

- You will then be prompted to type in a Short Name for the Inventory rather than refer to it as Inventory02.

- After you give the new inventory a name and press [ENTER], the inventory will be created. You will see a series of red flashing boxes while the inventory is being created.

- When the new inventory is complete, you will see a purple box in top right hand of screen notifying you to "press any key to continue".

- You can create new inventories as you need by repeating this process as necessary. Please keep in mind that each BritNet seat defaults to a particular division / inventory.

NOTE If you need to create a new Division; please contact **Dealer Services** at **(877) 522-0099** for more information.

9.3.12.2 Default Set Up

Each seat is set up with a default division and default inventory. This allows you to set up each seat as necessary to allow maximum flexibility.

For example: Seat 1 could be set up to use the “Main” division and “Main” inventory as the default, while Seat 2 could be set up to use the “Secondary” division and “Secondary” inventory as the default.

To change a seat's default setting, it is necessary to go into [M] **M**aintenance Utilities, [S] **S**ystem Set Up, [L] Remote **L**ocation Set Up and choose the division/inventory as necessary

9.3.12.3 Purchasing for Multiple Divisions

You can pull orders into purchasing one division at a time or pull all divisions at once. If one seat pulls everything for all divisions, other seats will not be able to pull the same items. When transmitting, you can only transmit for one division at a time. More than one person at a time can work in Purchasing, but there is an option to limit access to one user at time if you desire.

9.3.12.4 Backfill for Multiple Divisions

You have the option to print invoices for one division or all divisions. Multiple users can print invoices at the same time, if working with different divisions.

9.3.12.5 Bypass Default Set Up

You may “change” the default division/inventory for <u>one order at a time</u> by using the [V] Di**v**ision menu option from the Options menu in Sales/**O**rder Entry. Immediately after exiting the Order Entry screen, the original default division/inventory setting is restored.

9.3.12.6 Overview Menu Option

There is a menu option at the bottom of the inventory screen, “O” for Overview. You may use this option to display a list of all inventories and the On Hand Quantity, Previous Vendor, Previous Cost, Most Recent Purchase Date, and Bin Location for the Part # that is currently displayed on the inventory screen. Please note this menu option only displays if you are using more than one inventory.

9.3.12.7 Company Shipping Address.

Information entered here is used in the ship-to address field in hard copy purchase orders. This is a provision for dealers who have a different street address at their loading dock, or have a separate warehouse location.

9.3.13 Miscellaneous Options

- From the Main Menu: [M] - **M**aintenance Utilities, [S] - **S**ystem Set-up, [N] – Miscella**n**eous Options
    - Print entire credit card number on BritLink reports: **N**
        - If you answer this prompt “**Y**es”, then the entire 16 digit credit card number will appear on your BritLink credit card reports. If you answer this prompt “**N**o”, then only the last 4 digits of the credit card will appear on the BritLink credit card reports.
    - Enable BritLink orders to be pulled in by Division: **Y**
        - When this is set to “**Y**”, each division will see only their own BritLink orders.

9.4 Password Word Control

This important feature allows the dealer to restrict access to various parts of the program that contain sensitive and important features of the program.

- From the Main Menu: [M] - **M**aintenance Utilities, [W] – Pass**w**ord Control
- The Master User can set up a user logon name for each employee and assign a password to each employee. The Master User can then control access to different areas in Britannia by maintaining a "permission set" for each employee. You can choose different areas when setting up a permission set. These areas include:
    - All Main Menu Options
    - Maintenance Utility Options such as; System Setup, Item File Update, Contract Loader, Department Maintenance and Printer Code Maintenance.

- Several Order Entry Functions such as; Edit costs on a line item, enter credit items and printing shipping labels.

- The Reports Analysis menu, Salesperson Reports and other Miscellaneous Reports.

- The Master must maintain the confidential list of passwords including the master password.

NOTE It is recommended that you consult with Britannia before you implement this important feature

9.5 Item File Update

Each quarter Britannia processes and customizes wholesaler item files for dealer systems. The files are released to dealers up to two weeks before the end of any quarter. It is the dealer's responsibility to update any changes to their wholesaler pricing plans.

NOTE Pricing must be released from your C1 seat. You should always update your 1st call vendor last.

- From the Main Menu: [M] - **M**aintenance Utilities, [U] - Item File **U**pdate

- There will be a red window that shows all of your wholesalers, along with the date the last item file update was run and the date that each item file was released to the dealers. **If you need to add an additional wholesaler, call Customer Service at Britannia.** There are the following options:

    - [Enter] Modify Profile
    - [F3] Run Contract Loader
    - [F4] Run Item File
    - [F5] Insert Page Numbers
    - [F6] Strip Program Sale Pricing
    - [F10] Quit to Main Menu

9.5.1 Modify Profile

NOTE This function may be performed while other seats are in use.

- Press [Enter] on a highlighted wholesaler, you will see the wholesale cost and consumer pricing plans available from that wholesaler.

- Press [Enter] after you added the programs to take you to the setup screen.

    - By pressing [F3] you will be able to see the plans that are in your current profile.
    - Pressing [F4] will toggle a program to the item file update.
    - [F5] will toggle a program to the contract loader.
    - [F6] will add programs that are currently not the list. You will need to get the codes for these programs from your sales representative.
    - Pressing [F7] will allow you to print the programs you have selected for review.
    - [F8] will take you back to the wholesaler selection screen.

- [F9] will toggle a program for Promotional Department. (The program must be marked for Item File before it can be selected for Promotional Department. Only Consumer Programs can be marked for Promotional Department.)
- [F10] exits you to the main menu.

- When a program is marked for the Item File Update, the costs will load into the system and the consumer pricing will be released as sale pricing to all customers or selected customers.

- Marking a program for the Contract Loader will allow for building contracts at any time. It is not necessary to run an Item File Update before building contracts. After reviewing the programs that you have marked, it is advisable to press [Enter] to view the Setup Screen for this wholesaler.

CAUTION Select only the cost programs that you have you been assigned to by the wholesaler. Your wholesaler will invoice you based on the programs you are assigned. Accuracy is important in this setup process so that your costs will mirror the exact costs the wholesaler will invoice you.

9.5.1.1 Wholesaler Item File setup Menu.

- **C**ost Column?
  - Choose the correct cost column for the wholesaler.

- **U**pdate Cost?
  - "**Y**es." Choosing "**N**o" tells the system <u>not</u> to update the current wholesale cost in the system.

- Update **L**ist?
  - "**Y**es." Choosing "**N**o" tells the system <u>not</u> to change the current list price in the system.

- Change Starting Sale **D**ate?
  - "**N**o." The default date will be the date you run the item file update.
  - By selecting "**Y**", you can choose the date that the sale pricing will start.

- **R**elease Customer Pricing to:
  - <u>No Customers</u>: Loads the wholesale costs from the sale catalogs only, no consumer pricing is released.
  - <u>Select Customers</u>: Loads the sale pricing into the program pricing slot in the inventory file. Pricing is available only to customers that are marked to receive program pricing in the Customer file.
  - <u>All Customers</u>: Loads the sale pricing in the sale price slot in the inventory file. The sale prices are available to all customers including Point of Sale.

- Use Lowest **P**romotional Override?
  - "**N**o." This is important when you are using sale catalogs from more than one wholesaler and if any of these sale catalogs are given to

all customers. "**N**o" will keep the sale price from the first call wholesaler, even if this is a higher price than the other wholesaler(s).

- "**Y**es" will keep the lowest price in the sale slot regardless of the wholesaler.

- **T**urn off list price protection for this wholesaler?
  - "**N**o." Each quarter, a number of items from each wholesaler have a significant price change. The report will print showing the old and new prices, but the system will retain the <u>old</u> list price. The dealer will then need to manually update the list prices.
  - If this is set to "**Y**", these items will update with the new list prices and a report will print showing the old and new prices.

- Cross-Reference Universal items with Brand Name items?
- Cross-Reference AWS items with Universal items?
- Cross-Reference Sparco items with Universal items?

  - The cross reference questions will vary slightly based on your unique wholesaler table. You can choose to only have the "house brand" items from your first call wholesaler cross-referenced to national brand items, or, you can have all "house brand" items included in the cross reference.

- Advanced Options: (see next section)

9.5.1.2 Advanced Options Menu

- Cost Multiplier? **1.00**
- List Multiplier? **1.00**
- Exclude any manufacturers from using cost multiplier?

  - This area allows you to do a cost load on some or all manufacturers. One reason for doing this would be those wholesalers that always charge freight. In this case, you could add an estimated cost load – for example 5% - to the cost. The multiplier then would be 1.05. Then when these items come up in order entry, the cost will already have an estimated freight component, and give a more accurate GP calculation.

9.5.2 Run Contract Loader

** Everyone must be logged out of the system to perform this function **

- The first screen you see will have three options:

  - <u>Contract</u>: This creates a fixed price schedule.

  - <u>Price Plan</u>: This creates flexible price schedule

- Program: This will overwrite the pricing that currently is in the program price slot.

- The second screen gives the following options:

  - **W**holesaler Supplied Pricing – releases sale catalog pricing from the wholesalers. You will see a list of all available catalogs and matrix plans.

  - **D**iscount_from_list – This creates discounted pricing schedules that give a guaranteed markup (for GP protection). These can done with all inventory items, items from just one department, or items on a specific sale flyer from the chosen wholesaler.

  - **C**ost-up – This allows for the creation of a variety of price schedules based on mark-ups from cost. The options include:

    - Using any of the wholesaler supplied columns for sale pricing;
    - Using a wholesaler cost program as the basis for consumer sale pricing;
    - Basing the sale pricing on the actual item cost, regardless of wholesaler involved, or limited to the cost from one specific wholesaler;
    - Limiting sale pricing to items in a specific department.

  - **G**P Based Discount – This allows for the creation of a discount based "matrix" plan that is unique to the dealer's inventory. You will split your inventory into 1-10 levels. The price for each level will be a discount, based on the spread between list price and wholesale cost for the items in that level.

  - **V**ariable Cost Plus – This builds a "matrix" pricing plan based on profit margins. The mark up for each item varies depending on the spread between list and cost. There is an option to base this on actual cost or a specific cost column from the wholesaler.

  - C**u**stomized Pricing – This is a tool to customize wholesaler provided pricing plans. You can change the discount or mark-up for specific manufacturers, or limited ranges of part numbers, and be able to edit pricing for specific items within the price plan.

  - **Q**uit

- After making your choice of the above options, you will have a series of prompts:

  - Date range: (defaults to the current quarter but can be changed)

  - Include "See No." (See NBR) items in contract.

    - This refers to items that have been discontinued by the wholesalers, and have a replacement part number in place of the description. Saying "Yes" will include them in the contracts and "No" will exclude them.

- Include Discontinued items in contract.
    - This refers to items that have been discontinued, with no replacement suggested by the wholesaler.
- Enter an easily identified name for the contract ___________.
    - It is important to have a name that identifies either the source of the pricing, or the specific customer that will get it.

9.5.3 Run Item File

** Everyone must be logged out of the system to perform this function **

- Run the Item File for each wholesaler individually. **Run your <u>First Call</u> wholesaler LAST.**
    - If you have multiple inventory pools, you can update them all at one time, or run each inventory separately. This will take about 2-5 minutes per wholesaler.
- At the end of this process, you will be prompted to print reports showing price changes, unit of measure changes, and discontinued items.
- Trimega: When item file update is run for this wholesaler, TPA will automatically load into the 6th slot reserved for direct buy items. All items in the TPA file will load in the 6th slot. Previously the TPA code only appeared on items not available from other wholesalers.
    - After running IFU and loading TPA in the 6th slot, the dealer may want to remove TPA from the 5th slot. (Do not remove from the 5th slot before running IFU for TPA.) Follow normal procedures for removing a wholesaler (MTIH (to remove wholesaler) & MSW (to remove from table)

9.5.4 Insert Page Numbers

- You will see a list of the sale catalogs available. Highlight a catalog and press enter. This will enter the page numbers for this catalog into your inventory file.

9.5.5 Strip Program Sale Pricing

- This will allow you to remove sale pricing that was released in the contract loader.

9.6 Inventory Management (Duplicate Control)

This program will identify, consolidate, and eliminate duplicate records in your inventory. This program may take an hour to complete. If it is necessary to run Inventory Dupe Control, you will need to contact Britannia Customer Support.

9.7 Department Maintenance

- From the Main Menu: [M] - **M**aintenance Utilities, [P] De**p**artment Maintenance.
  - You can set up to 90 different departments in the system.
  - Remember that all items have to be assigned to a department in order for the rules to apply. Any miscellaneous sales are assigned to a department at the time of the sale.

9.7.1 Tax and Pricing Data

You can set the tax status of items sold in this department as well as options to discount items or set them to a cost plus. You can also leave the fields empty. If you wish to set all items in a department to Cost Plus, press the Space Bar to input an X to set Cost Plus and type in 35%. All items assigned to this department will sell at Cost Plus 35%. *(Note: this is mark up, not GP).*

Similarly, if you set the Discount option to X, and type 20%, then all items assigned to the department will discount by 20%. For Office Supplies it would be usual to X - to tax items in this department and X to discount, leaving the discount at zero so that the customer record is obeyed.

9.7.2 General Ledger Accounts

The general ledger account numbers for Revenue, Cost of Sales and Inventory are on the bottom left hand side of the screen. The default accounts from the general ledger set up are used. As you set up the General Ledger to suit your needs, you may modify these General Ledger Accounts.

9.7.3 Commission Management

Departments can be set up to be commissionable or not. Example: Freight. If you are charging freight, you would not want this portion of the invoice to be commissionable. Commission options in the Freight Department would be blank.

Press the Space Bar to toggle the **X** to set an option on. Press the Space Bar again the toggle the **X** back to blank to set the option off.

9.7.3.1 Commission Cash Sales

If you would like to pay commission on cash sales for a Department, then mark this option with an **X**. Enter rate and type. If you do not wish to commission cash sales then press the space bar to leave a blank. This feature is useful if you have a retail store and you wish to pay a small commission as part of their compensation plan for your retail personnel.

9.7.3.2 Commission Account Sales

If you would like to commission account sales, mark this field with an X. Leave the rate and type blank if you wish to use the rate set up for a Sales Rep. However, you may have a department set up for Printing and wish to pay a different commission rate for these sales. Enter the rate and type in the Department Record.

These options are designed to give added flexibility to the Commissions area. If a rep is set up in the Rep Record at 25% G, or 5% N, when sales are made that use a department that is set up for Commission at 30%G or say 7%N, then the commissions will calculate according to the Department set up and not the Rep Record.

If the department is marked X with no rate entered, then the Sales Rep record will be used. However, if a Sales Rep is set up on the Variable Rate Commission Table, then the Table will prevail unless the next option "Exclude Dept from table" is selected. This will force the department record to override the Commission table.

9.7.4 Miscellaneous Items

- Are the items serialized?
  - This option would be used to track serial numbers on office machines.
- Enter cost in order entry?
  - Mark this option for, say, Custom Stamps or Printing when you wish to enter true cost for these items instead of accepting the system default.
- Allow sub-locations?
  - This option is not available yet.
- Allow cost/price Calculations?
  - This option is not available yet.
- Enable print job lot size? (Please see overview below)

The following is suggested as a means of managing printing items.

First, a department should be set up in the system to track sales of printing items. The department should be non discountable. Printing items can be subject to commission and the cost field should be activated. If you sell forms by the 'job lot', for example: Sell $'N' per thousand, Cost $'N' per thousand, then enable the Job Lot option to enable you to enter this information 'on the fly' in the order entry screen to, for example, sell 5432 forms. The calculation will extend to three decimal places to charge out the actual quantity.

Generic Items such as business cards and letterhead can be added to the Inventory File so that a part number can be used. Set up a generic sell price and a generic cost. Use the "E" unit of measure. Both sell and cost for such item records will be edited in an invoice prior to printing. Printing items can also be sold as miscellaneous items and assigned to the Printing Department. Any printing order should be marked for HOLD in the shipping window at the time of entering the order for the customer. This will hold the invoice in the system until such times as you edit sell and cost. When the invoice is correct it can be released for printing. When an invoice is printed it is automatically posted through Accounts Receivable and the transaction recorded in the daily sales reports under the Printing Department.

Additional text can be added to any line item. The additional text will print on all documents associated with the order and stay with the line item in the history file. The Customer history file is accessed through the Order Entry screen and permits a search by invoice, date, part number or description. An item that has additional text attached is indicated by a cue mark at the right hand side of the screen. [F5] will display the additional text. If you assign Job #'s to printing items and you are using the Misc. function, you can enter the Job # as the very first part of the description for the item. This makes it very easy to find that particular job in the future from the History file by searching by description for that Job #. The "onscreen history file" is accessed either through Order Entry, [F4] for Menu, [H] – **H**istory, [F4] to change sort order to description and type in the in Job # you are looking for. The highlight will immediately move to that item. [F5] will reveal and additional text added to the item. The customer history can also be accessed directly from the Options Menu through [F] **F**urther Options. A rolling history is retained in the system for 25 months with the first month dropping after the 25th month.

A report sorted by department for a selected date range is available through Customer Analysis to show the items bought by customers separated by department with an option to include additional text where used. From the Main Menu, select [R] **R**eports and Analysis, [C] **C**ustomer Analysis and [R] **R**eps. History.

End of Day and End of Month Reports will show the break down of sales by department. If the General Ledger is being used then accounts should be added to the Chart of Accounts for Printing Revenue, Printing Cost of Sales and Printing Inventory. These new account numbers should then be entered into the Department file for accurate transfer to the General Ledger.

9.7.5 Setting up a Department:

- From the Main Menu: [M] - **M**aintenance Utilities, [P] De**p**artment Maintenance, [A] to **A**dd a New Department
  - Type in description and press [Enter] to move through the department options.
  - To activate an option, press the space bar. This action will insert an "**X**" for the required option.
  - When you have visited all options, press [Q] to **Q**uit Department Maintenance.

NOTE Once you add a department you can not delete from your system.

9.7.6 Entering Items into Departments

All inventory items start in Department 1, the default Supplies Department. Also, each time an Item File Update is run, all new items are assigned to Department 1. It is necessary to maintain proper department settings for your inventory items, for reporting and pricing reasons. There are three ways of moving items into the proper departments.

- In [M] **M**aintenance Utilities, [T] Sys**t**em Utilities, [I] **I**nventory File there are options to move items between departments based by specific category codes assigned by the first call wholesaler (for SP Richards or United Stationers), or by manufacturer code.

- In the Inventory/Item File, when a record is edited, the first question asks if you wish to change the department code for this item.

- In Order Entry, by choosing [U] – for **U**nit of Measure, and [A] to **A**djust, it is possible to change the department setting of a record.

9.8 Manufacturer Maintenance

This area provides access to the manufacturer file and permits the addition of new manufacturers. You cannot access this area directly if the system is in use at another station. However, if you are adding items to the inventory file and the manufacturer you need is not on file, you can access this file indirectly at the same time of adding the new manufacturer.

9.8.1 Adding a New Manufacturer

- From the Main Menu: [M] - **M**aintenance Utilities, [M] - **M**anufacturer Maintenance; [A] - **A**dd

  - Enter the new manufacturer code ([ENTER] on blank to escape).

  - Type in the six characters for a manufacturer code and press [ENTER].

    - Example: **SAUDER**
    - This code can be any combination of letters or numbers with a maximum of six. Choose a code that is easy to remember

  - Enter the Manufacture name in the field provided.

- The cursor is now flashing on the first distributor in the distributor columns.

  - Type in the three digit manufacturer code that for the product under the correct distributor. Example: SAU. If the manufacturer you are entering is not used by the wholesalers shown, enter a three digit code under other. If this is a direct buy item, leave all five columns blank.

9.8.2 Deleting a Manufacturer

- From the Main Menu: [M] - **M**aintenance Utilities, [M] - **M**anufacturer Maintenance; [D] - **D**elete

- "Deletion can only be completed if this code is NOT in use in the main inventory file. Checking file, please stand by."

- The computer will check that the code is not already in use and delete it if not.

9.8.3 Printing a Manufacturer List

- From the Main Menu: [M] - **M**aintenance Utilities, [M] - **M**anufacturer Maintenance; [P] - **P**rint

- The computer will begin to print a list of all manufacturers and codes on file in the system.

9.9 System Utilities

This area of maintenance utilities is not to be used without authorization from Britannia. The functions in this area are used to set variables globally. Extreme caution must be used if attempting to utilize this area.

Many of the changes in this area are not reversible. Data will be lost and is not recoverable.

- When entering this area you will receive this warning

* * * **YOU ARE BEING WARNED** * * *
This section will give you access to sensitive data.
Do not access this section without authorization from
Britannia. Some changes are irreversible and will
Result in irretrievable loss of data.

CALL BRITANNIA AT 1-800-274-5245 FOR FURTHER EXPLANATION OF THE SYSTEM UTILITIES.

9.10 System Quick Summary

This area gives an overview of the system status. It is useful in determining where your users are at in the system, who your wholesalers are, when end of month will need to be run, how pricing was released. The second screen of system quick status shows how most of the settings of the program areas have been established.

It will also show you the settings from order entry, invoicing and aging, your printing and external equipment options.

- From the Main Menu: [M] - **M**aintenance Utilities, [K] – System Quic**k** Status
  - You are given the opportunity to see the seats that are currently logged into the system

- At the bottom of the screen you will be prompted to print your most recent profile. This is useful to find out what pricing programs you are set up for. It will also show you what levels of the pricing have been released and which column you are assigned to. You are prompted if there are more profiles than can be displayed on the screen.

- Next, you will see a display of the system settings for this seat, followed by an event log showing when each seat went into and exited specific modules in the system.

9.11 Variable Margin Pricing

Variable margin pricing is discounting determined by volume. The higher the volume sold the higher the discount. The lower the volume sold the lower the discount.
The margin on your inventory becomes variable all dependent upon to number of times that you have sold the item in a given period. It works by analyzing your inventory and your customers buying patterns.

The first step to using variable margin pricing is to rank your inventory. Ranking your inventory tells the system how much of a discount an item is to receive if sold. Your inventory will be put in to eight ranks. The lower ranks are your slower moving items. The higher ranks are the better selling items. The lower ranks are given a higher margin and the higher ranks a lower margin.

After ranking the inventory, customers need to be assigned a column on the customer column table. The customer column table is the chart that you use to control the level of the GP margin for each customer.

9.11.1 Ranking Inventory Items

- From the Main Menu: [M] – **M**aintenance Utilities, [V] **V**ariable Margin M'ntnce

  - Your inventory statistics will appear on the screen. You may screen print these for future reference if needed.

9.11.2 Variable Margin Column Maintenance

- From the Main Menu: [M] – **M**aintenance Utilities, [V] – **V**ariable Margin M'ntnce; [V] - **V**ariable Margin Column Maintenance.

  - The following is the default table for column maintenance.

Reduce discount for		Col 1	Col 2	Col 3	Col 4	Col 5	Col 6
Rank 1 (slow moving)	by	0.0%	10.0%	20.0%	30.0%	40.0%	50.0%
Rank 2	by	0.0%	10.0%	20.0%	30.0%	40.0%	50.0%
Rank 3	by	0.0%	8.0%	16.0%	24.0%	32.0%	40.0%
Rank 4	by	0.0%	6.0%	12.0%	18.0%	24.0%	30.0%
Rank 5	by	0.0%	4.0%	8.0%	12.0%	16.0%	20.0%
Rank 6	by	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rank 7	by	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Rank 8 (fast moving) by	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

- A different table can be set up for BritLink, if you utilize our internet ordering system.

9.11.3 Overall GP Impact by Column

- From the Main Menu: [M] - **M**aintenance Utilities, [V] – **V**ariable Margin M'ntnce; [O] - **O**verall GP Impact by Column

  - The system will prompt you with the last date that your inventory was ranked. If it is correct press "**Y**" to continue.

  - If you would rather use a newer rank, press "**N**" for no and return to the variable margin maintenance menu. Select [R] for **R**anking all Inventory Items.

    - Begin Date
    - End Date
    - Column for this analysis

9.11.4 GP Impact by Column by Customer

- Begin Date
- End Date
- Column for this analysis

  - The system will prompt you with the last date that your inventory was ranked. If it is correct press '**Y**" to continue.

  - To use a newer rank, press "**N**" and then return to the variable margin maintenance menu and select [R] for **R**anking all Inventory Items.

    - Begin Date
    - End Date
    - Column for this analysis

9.11.5 Sell Prices with and without VM

- From the Main Menu: [M] - **M**aintenance Utilities, [V] – **V**ariable Margin M'ntnce; [S] - **S**ell Prices with and without VM

  - The system will prompt you with the last date that your inventory was ranked. If it is correct to use this data press "**Y**" for yes to continue.

  - If you would rather use a newer rank, press "**N**" and return to the variable margin maintenance menu and select [R] for **R**anking all Inventory Items.

    - Begin Date
    - End Date
    - Column for this analysis

- The table that is displayed will allow you to see how each item sold in the past will be treated with variable margin pricing.

9.12 ERL Configuration

Please call Britannia for more information.

9.13 United Cost Loader

- From the Main Menu: [M] - **M**aintenance Utilities, [N] – U**n**ited Cost Loader

NOTE You must be logged onto C1 to use the United Cost Loader. If you attempt to use the United Cost Loader from any other seat, you will get a message that says: “UNITED COST LOADER CAN ONLY BE DONE FROM THE C1 LOGIN, PRESS ENTER TO RESUME.”

- Press “**Y**” if you have the information from USS and wish to continue.
  - You will see a red splash screen each quarter letting you know when the file is available when you sign into the program.
  - Type in the “exact” file name and press [ENTER].

9.14 Alias Number Entry

This feature allows you to create "alias" part numbers for items. You can choose to create "alias" part numbers for use on a contract or as a part number added to inventory and available for all customers.

What is an "alias" part number? A part number that YOU make up and then is automatically cross referenced to the real manufacturer's part number.

Why would I want to use "alias" part numbers? If you want to 'customize' an existing manufacturer's part number and use your own part number and manufacturer code. You can create a contract using alias part numbers and export the contract to third party software programs.

NOTE If you want the alias part number to appear on the invoice for the customer, you must go into [C] AR/**C**ustomer set up, [E] Edit, [G] **G**eneral and answer “A” or “B” to the question, "Print (A)lias Part , (S)tandard Part, or (B)oth on Invoice? Default is set to “**B”**.

9.14.1 Adding Alias Part Numbers to a Contract

- Set up a manufacturer in the Manufacturer Maintenance File: From the Main Menu, [M] for **M**aintenance Utilities; [M] **M**anufacturer Maintenance; [A] to **A**dd a new manufacturer
  - Type in the new manufacturer code, manufacturer name, and blank out the prefix fields.

- [Q] to **Q**uit from Manufacturer Maintenance.

- Set up alias part numbers: From the Main Menu, [M] for **M**aintenance Utilities; [I] for Al**i**as Number Entry.

  - Do you want to add these items directly to a contract or price plan? "**Y**ES."

- You have the option to **A**dd the alias part numbers to a new contract or an Existing contract (use Existing Contract).

  - If you choose to add alias part numbers to an existing contract, you will see a red pick window of available contracts.

  - Highlight the desired contract and press [ENTER].

  - Do you want to set up default pricing calculation for alias numbers?

    - Answer "**Y**" if you want to set pricing up according to GP % or Discount from List.
    - "**N**" if you want to enter in the price yourself.

  - Are these alias numbers to be exclusive to a single customer?

    - If you answer "**Y**", you will see a red pick window of customers, highlight the customer and press [ENTER].
    - If you say "**N**" the alias part numbers are available for every customer.

  - Is everything set up as you require? Y/N

- You will now see a red pick window of part #'s sorted alphabetically by manufacturer name.

  - Find the part number for which you want an alias part number, highlight the number and press [ENTER].

- A red pick window will display a list of manufacturers in alphabetical order, find the manufacturer code to use for the alias part number, highlight the code and [ENTER]. (All items entered during this session will have manufacturer's code that you selected from the pick window.)

  - Enter in your alias part number. You can edit the item description if you choose, or press [ENTER] to accept the description as is. Type in the contract price for the alias part number. Press [ENTER] to leave the pricing window.

  - Do you want to add another alias number? Y/N

- Now you must assign the customer to this contract: From Main Menu, [O] Sales / **O**rder Entry & Related; [N] Co**n**tracts / Price Plans; [A] **A**ssign to Customers.

  - Highlight the contract and press [ENTER].

- Highlight customers and press [F4] to assign to the contract.

    - If you answered “**Y**ES” to "Are these alias part numbers to be exclusive to a single customer" you do NOT have to assign the customer to the contract and you cannot assign other customers to the contract.

    - If you want the alias part number to appear on the invoice for the customer, you must go into customer set up and answer “**Y**” to the question "Alias part numbers to appear as primary numbers on invoices, etc?"

NOTE If you create an alias part number for a specific customer, the UPC field in Inventory will display with the word 'alias' and the account code of that customer.

9.14.2 Adding Alias Part Numbers for All Customers

- Follow above instructions for adding a manufacturer (if necessary).

- From Main Menu; [M] for **M**aintenance Utilities; [I] for Al**i**as Number Entry

    - Do you want to add these items directly to a contract/price plan? Answer “**N**O.”

    - Are these alias numbers to be exclusive to a single customer?

    - Is everything set up as you require?

        - To exit without adding alias numbers, answer “**N**”. If everything is set up as you wish, answer “**Y**” to continue.

    - You will now see a RED pick window of part #'s sorted alphabetically by manufacturer name. Find the part number for which you want an alias part number, highlight it and press [ENTER].

    - A RED pick window will display a list of manufacturers in alphabetical order, find the manufacturer code to use for the alias part number, highlight the code and press [ENTER].

        - You will be prompted to enter in your alias part number.

        - You can also edit the item description if you choose.

    - "Continue adding alias part numbers?” Y/N

- The alias part numbers are now available to all customers and have their own inventory record. You can type in either the alias part number or the real manufacturer's number in Order Entry. Order Entry will always use the real number and reference the alias part number in Add Text.

9.15 Schedule Maintenance

Schedule Maintenance allows you to make maintenance changes to contracts and price plans.

9.15.1 *Repricing Items and Schedules*

- From Main Menu; [M] for **M**aintenance Utilities; [H] Sc**h**edule Maintenance; [R] **R**epricing Items and Schedules
  - A review screen will open listing every item and every contract and price plan in the system. You may sort this list by contract number, name, or part number.
  - Highlight the desired schedule and press [F4] to edit the price of that item.
  - A new screen will open allowing you to enter new sell price, new GP, and new discount amounts.
    - If you change the price you will be given the option to change the price of that same item, by the same percentage, on all other schedules that contains the item.
    - You also have the option to change all items on the current schedule by the same percentage.
  - If you wish to change the price of an item on a single schedule, highlight the item on the review screen and press [F6]. You can then change the price on the fly.

9.15.2 *Editing Schedule Dates and Names*

- From Main Menu; [M] for **M**aintenance Utilities; [H] Sc**h**edule Maintenance; [E] **E**diting Schedule Dates and Names.
  - A RED pick window will open listing all schedules. You may sort the window by using the [F5] key.
  - To edit the schedule, highlight it and press [F6]. You will then be able to edit the name, the dates, and switch between contract and price plan.
    - Once you have made the changes, you will be given the option to quit, edit your changes, move to the next schedule, or to re-date. You can re-date just one contract or globally re-date all contracts.

9.15.3 *Assign / Remove Schedules for POS*

You now have the ability to assign contracts and price plans to Point-of-Sale, non-account customers.

- From Main Menu; [M] for **M**aintenance Utilities; [H] Sc**h**edule Maintenance; [A] **A**ssign / Remove Schedules for POS.
  - A RED pick window will open listing all schedules. You may sort the window by using the [F5] key.

- Press [F6] to toggle the assignment. Once a schedule has been assigned, it will be in place for all POS customers.

NOTE The precedence rules relating to contract, price plans, and sale price still apply when you assign schedules to POS customers.

9.15.4 View Schedule Assignments to POS

This feature shows all the price plans and/or contracts that are assigned to POS Cash Sales and the valid dates for those programs

- From Main Menu; [M] for **M**aintenance Utilities; [H] Sc**h**edule Maintenance; [V] **V**iew Schedule Assignments to POS.

Chapter 10 – End Of Day Close Out

ALL stations must quit the program except the station on which End of Day Close Out is to be performed. If you have a cash drawer(s) to balance, you should print out your “balancing” reports before you print your End of Day reports. The information on these “balancing” reports, such as the Cash Reconciliation report and the Quick Status report is cleared out in preparation for the next day’s business after the End of Day reports are printed.

> You should also check out your cash drawers by pressing [K] for Quic**k** Status from the Main Menu. This will show you the totals of cash, check, credit card, and account sales for each drawer in the system.
>
> If you need a more detailed report, you can print out the Cash Reconciliation Report. This is an interactive report that allows you to enter the actual amounts of cash, checks, and credit card payments received from your walk-in customers. The system compares what you enter with what it believes you should have, including the “bank” you started with. Discrepancies are printed on the report. Amounts can be adjusted when discrepancies are found. The report can be printed as many times as necessary for each seat. After you balance your cash drawer(s), start your End of Day Close Out.

When you first attempt to run the End of Day reports you may receive a message that states “Maintenance is being performed at another station.” You will need to make certain that all stations are shut down properly. A RED window will open showing you which seats are still logged in, allowing you to locate and shut down these stations.

Close out and print the daily activity report which will show daily totals by cash, check, credit card and by account sales activity as well as tax liability and other liabilities. Again, ALL stations must quit the program except the station on which End of Day close out is to be performed. If the End of Day close out has not been run for the previous day, a message will appear indicating that the report must be run before commencing the new session. It is recommended that you print all of the reports from End of Day until you determine which ones you will need to use on a daily basis.

It is very strongly recommended that you print at least the following two reports

1. Invoice Listing - by Gross Profit.
2. All Lines Listing - this is a transaction detail report

10.1 Running End of Day Reports

10.1.1 Automatic End of Day

- The [A] **A**utomatic End of day closing allows the pre-selection of a certain time during the evening when the End of Day will be run automatically. The seat that is used to run the automatic end of day must be left logged onto BritNet while the other seats must be properly logged out for this feature to operate. You must print out the End of Day reports the next day before you can use this feature again.
- View Setup Parameters to setup up the time in the evening before 10:55pm for the automatic end of day to run.

10.1.2 Manual End of Day

- From the Main Menu select [E] **E**nd of Day Close Out.
- Select [E] Run **E**nd of Day to start your reports.
- "Are you sure you are ready to close out? N" Press [Y] to continue.

NOTE It is recommended that you print ALL of the reports from End of Day until you determine which ones you will need to use on a daily basis.

- The first two reports are MANDATORY and must both be printed. These are the "End of Day" Daily Sales Activity Report and the "End of Day" Sales Tax Report.
- The following reports are optional:
  - "Do you wish to print an invoice listing for the day?"
    - You will have the option to print the Gross Profit Listing or the Gross Sale Listing version of the report. Both versions print the total amount of each invoice, the invoice number, the cost of goods sold, and the gross profit percentage. The Gross Profit version includes the actual gross profit dollars earned on each invoice.
  - "Do you wish to print a listing of MISC SALES for the day?"
    - Miscellaneous sales are for those items which are not in your inventory. You provide the part number, description, selling price, and cost at the time of order entry. Because these are special items, you are given the opportunity to print a report breaking these items out from all of the other items sold.
  - "Do you wish to print a listing of ALL sale lines for the day?"

- The All Sale Lines report includes the selling price, cost, and part number of each item sold, by department. The gross profit percentage made on each item is also included. You will be given the opportunity to limit the report by GP%. If you answer [N] all items will print regardless of the gross profit percentage made on the items. If you answer [Y] you can input a gross profit percentage range for those items you want to include in the report.

- "Do you wish to print a list of paid outs for the day?"

  - Use the Paid Outs report to keep track of the money taken from a cash drawer or petty cash fund for miscellaneous, minor, legitimate purposes. Paid Outs are recorded in the Order Entry menu. The Paid Outs report can be printed daily and/or monthly.

- "Print Credit Card log for today?"

  - The Credit Card log will help you balance out your credit card machine. It lists each credit card transaction where "Credit Card" was selected from the payment tendered window.

  - It lists the credit card number (if entered during Order Entry), the amount of the sale, and the card expiration date (if entered during Order Entry).

- "Do you want to return to system for edit before update is done?"

  - If you answer [Y] here, the End of Day reports are immediately stopped and you are taken back to the Main Menu.

  - If you answer [N], you will see "One moment please – updating …" Wait until the next prompt appears.

- "Do you want to print the Location Breakdown reports?"

  - These reports will be most beneficial to dealers who have more than one location and are officially set up by Britannia to be a multiple location dealer.

  - There are two reports; a sales report by location and statistical information report about each location (such as average dollar amount per invoice and average number of items per invoice).

- The next reports are also optional.

  - "Do You Want to Print the Accounts Receivable Trial Balance Now?"
  - "Do You Want to Print the Accounts Payable Trial Balance Now?"

- You can print these reports now or you can wait until the end of the month where you will have an opportunity to print both of these reports for the month. You can also choose to transfer to General Ledger on a daily basis. However, it is recommended that you DO NOT transfer everyday.

  If you to transfer daily, it removes your option to edit the detail accounts. i.e. Accounts Receivable and Accounts Payable. If, you delay the transfer to the End of the Month, you are able to edit the detail accounts up until the time of transfer.

- You will also have to print the "Consolidated Invoice Summary" report if you have any invoices that are consolidated on the day that you are running this report.

NOTE The computer will clear your daily files and return you to the Main Menu.

- Once the End of Day Close Out is complete, the system will return you to the Main Menu. You may still enter orders, but if you perform any financial transactions such as posting payments or printing invoices, the system will warn you that these transactions will be posted on the next day's End of Day reports.

- If you prefer to print your End of Day reports in the mornings, the system will prompt you to complete this process before you can do any work in the system. You will need to print at least the first two the mandatory reports at this time.

NOTE Some of the optional reports such as Invoice Listing, All Sale Lines, and Location Breakdown, are available for printing within the [R] **R**eports and Analysis module under [M] **M**iscellaneous Reports. You can also enter a date range to reproduce the reports for any time frame.

10.2 Reprinting End of Day Reports

- From the Main Menu select [E] **E**nd of Day Close Out.

- Select [P] to Reprint **P**revious EOD

- The RED Print Control window will open. Print or Email report as desired.

NOTE The reprinted reports will print with the current date on the top of the report. If you are reprinting the End of Day reports from the previous day, it is recommended that you hand write the correct date on the report.

NOTE The reports will print with the word REPRINT so it will be easy to identify.

NOTE You are only able to re-print the first two End of Day reports.

10.3 Backing Up Data Files (Traditional Users Only)

All units must be logged out of the program to perform the backup. It is important to back up the system every day. You are strongly advised to have a DIFFERENT tape or disk for each day of the week. Keep the tapes in a fire/water proof safe or remove them from the building. Hardware and software can be easily replaced; your data will be lost forever unless you have a back-up.

NOTE Do not leave your latest back up tape or disk in the drive! If something happens to your computer your back up will most likely be destroyed.

- To back up your data place a disk or tape in the backup drive. Then select Nightly Back up icon or from the Arriba Menu.
- The system will notify you when the backup process is complete.

Chapter 11 – Additional Information

11.1 Serial Number Review

This feature will allow you to review serial numbers currently in the system. (The items must have been SOLD to be included on this report with the serial number.) It will also allow you to print out a Serial Number History Report which shows the item part #, the customers to whom it sold, the mfr code, and the description of the item.

- From the Main Menu: **Sales/Order Entry & Related**
  - Press [A] – Serial Number Review
- A Pick Window will open and show all serial numbers currently in the system. Use the arrow keys to highlight the serial number you would like to review and press Enter.
- "Do you want a print out for Serial Number #####? Y/N N" Select [Y] to continue.
- Serial Number History Report for this Serial Number will now print.

11.2 Interactive Electronic Orders (Traditional System Only)

This feature allows the office products dealer to dial into the distributor's computer to make return authorizations, check stock, order status, purchase history, pick ticket inquiries, order maintenance, etc. To begin electronic ordering you will need to make a request for a login, account number, password, and ID. Call Britannia to do this.

- [T] Interactive Electronic Orders

Select distributor to dial from the following list.

A - Action Wholesale Interactive
C - C2F Interactive Program
D - Daisytek Interactive Program
E - EMCO Interactive Program
O - O'Henry Interactive Program
P - Pens Plus Interactive Program
S - S. P. Richards EDI Program
U - USS dial up SCORE Program.

11.3 Remote Updating (Traditional System Only)

Per your lease agreement with Britannia you are required to have a dedicated line for the computer system.

From time to time it may be necessary for Britannia personnel to access your computer to diagnose a problem or, transfer a file, or re-store a file from tape. To minimize inconvenience to you, this activity is normally scheduled after business hours. An appointment will be made to schedule you for this activity. Do not put any other equipment on this line, like a fax machine or a credit card machine as this renders the system inaccessible by our system and therefore the remote activity cannot take place and has to be re-scheduled for another time.

NOTE If time is scheduled for remote access that cannot be completed as a result of the system not being in remote, or, being denied access because of failure to provide a direct telephone there will be a $20.00 re-schedule charge.

11.3.1 Single User Systems

Select the Remote Updating Option to initialize the modem to receive a telephone call.

11.3.2 Network Users

Select the Remote Updating Option on the Utility Unit, C2 to initialize the modem to receive a telephone call. Both the Server and the Utility station must be “on”. You may switch off the monitors. The computers must be left switched on.

11.4 End Of Month Close Out Procedure

End of Month is scheduled to close on the last day of the calendar month. Unless you have designated the date you wish to use each month in system set up. If the last day occurs at the week end an option will be given to close the end of month on the Friday. If you work on Saturday, and, that is not the first day of the new month, then it is important that you do not close out on Friday. You should then choose to close out on Saturday at the END of the business day. You do not have to close out the month to run statements, detailed aging reports, etc. or, to run item file updates.

VERY IMPORTANT *You will not be able to access the system until the first day of the new month once the CLOSE OUT has been done.*

The End of Month Close Out option is offered during the End of Day process. See Chapter 10 – End of Day Close Out for additional information. You can close out your End of Day and End of Month at the close of business on the last day or last business day of each month. If these procedures are not completed at night following closing, you must complete them when your system is turned on the first day of the new month.

In general, the End of Month reports are very similar to the End of Day reports. You will be prompted each step of the way. It is recommended that you print all of the End of Month reports initially until you become familiar with them and can decide which, if any, reports to exclude.

NOTE Some dealers choose to work from home and run these reports after they have closed their offices for the day.

The End of Month reports will detail all activity for the month with an option to print the following reports during the process.

NOTE Some reports are mandatory, therefore there will not be an option to print to screen.

11.4.1 Mandatory Reports

- Monthly Sales Report – broken down by department
- Month to Date Sales Tax Report
- Quarterly Sales Tax Report
- YTD Sales Tax Report

11.4.2 Optional Reports

- Invoice listing for the month. (This can be sorted in several different ways.)
- Summary or Detailed Accounts Receivable Activity Report
- List of All Items Sold during the month
- Billing and Late Charge Report
- Paid Outs Report
- List of New Customers Added during the month
- Accounts Receivable Trial Balance - If you are using General Ledger only
- Accounts Payable Trial Balance - If you are using General Ledger only

After all of the End of Month reports are printed, the system will alert you that it is processing the End of Month information. This usually takes a few minutes. When this processing is complete, the system will flash a message on the screen letting you know that the system is closing. The system will automatically shut down.

NOTE If it is the first day of the new month (or later) you will be able to immediately log back in. If it is any day before the first day of the new month, you will not be able to log back in until after the first day.

Other reports are available in the system on a date range basis and do not rely on the end of month close out for access to this information. See Chapter 8 – Reports and Analysis for additional information.

11.5 Program Updates (Traditional System Only)

Periodically Britannia will distribute program updates and newsletters via the Internet. Do visit your CompuServe Mail Box on a regular basis to retrieve updates to your system.

Chapter 12 – Quick Status Report

This module is used to access the Quick Status Report and the CEO Summary Report. The first screen, the Quick Status Report, gives the end of day status. It indicates cash, check, credit card, and total sales entered into the system on the current day. This listing is broken down by seat or station. This report will also show the total deposits collected, applied, and the difference between deposits collected and applied. Dealers can print this report to help balance out the cash drawers at the end of each day.

NOTE: If you have a customer set up on Immediate Pay status and you choose "Credit Card" from the tender window when entering the order, the sale amount will be recorded in the Quick Status Report under Credit Card Sales.

12.1 Run the Quick Status Report

- From the Main Menu: Press [K] to run the Quic**k** Status Report
- The RED Print Control window will open. Print or transmit the report as desired.

The total of any cash, checks, or credit card amounts tendered in the “tender” window will appear here broken down by seat.

For example: A point of sale transaction is run through the Cash, Check, Credit Card option. The customer gives you cash of $5.25 for a $5.20 sale being run on seat C1. The Quick Status Report will list a total of cash received of $5.20. (Change of $.05 would have been returned to the customer.) If the sale would have been paid for by check, a total dollar amount of $5.20 in checks will show on the report.
Payments by credit cards that are entered in the tender window, such as C.O.D’’s or point of sale, are also totaled in the Quick Status Report by seat. All amounts are broken down by net sale (less sales tax) and sales tax is listed as a separate line item. Deposits received and applied are also included in the report as a separate line item.

- The RED Print Control window will give you the option of printing this report again. Re-print if desired.

12.2 Run the CEO Summary Report

- After you have printed the Quick Status report you will be prompted: “Do you want to print the CEO Summary reports?”
- Answer [Y] and select the desired printing order: **O**verall_Totals **L**ocation_Totals **S**alesman_Totals
    - **O**verall_Totals: This report displays the YTD, MTD, and daily “Account” sales only. Sales run under the Cash, Check, Credit Card option are NOT included in the totals. The sales do NOT include sales tax. The report includes the Cost of Goods Sold,

Margin (gross profit dollars), and Gross Profit Percentage. Commissions (if they are calculated by the program) are listed. The “Net” Margin dollars and “Net” GP percentage for “after” commission sale amounts are also listed.

- Location_Totals: This report contains the same information as the Overall_Totals report except that it is broken out by division. If you are officially set up with multiple divisions/locations by Britannia, you can view your sales by each location or division.

- Salesman_Totals: This report contains the same information as the Overall_Totals report except that it is broken out by Sales Rep.

- The RED Print Control window will open. Print or email the report as desired.

- After you print each report you will be given the option to “Select another report option? Y/N”

Chapter 13 - Returned Merchandise Management

13.1 Introduction

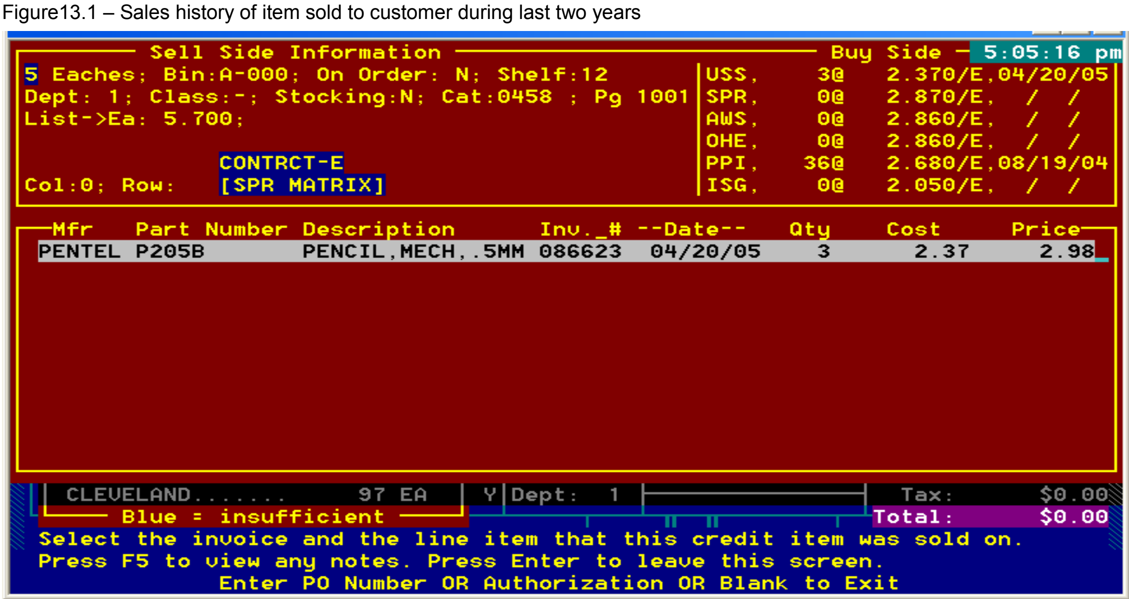
Some new features have been implemented to make the management of customer returns and the tracking of corresponding debit memos from vendors much easier. Returned Merchandise Authorization or RMAs can also be managed with more certainty and control. In the following user notes we have assumed that you are familiar with the credit management features that already exist in Order Entry. In addition, we assume you understand the way in which credit line items are connected back to the invoice line item on which they were originally sold. If you are not familiar with these features or have forgotten how they work, we recommend that you familiarize yourself with the process before trying to use the Returned Merchandise Management module, since it builds on the earlier features. As always, feel free to contact our technical support for assistance.

13.2 Order Entry

13.2.1 Credit Line Item Entry

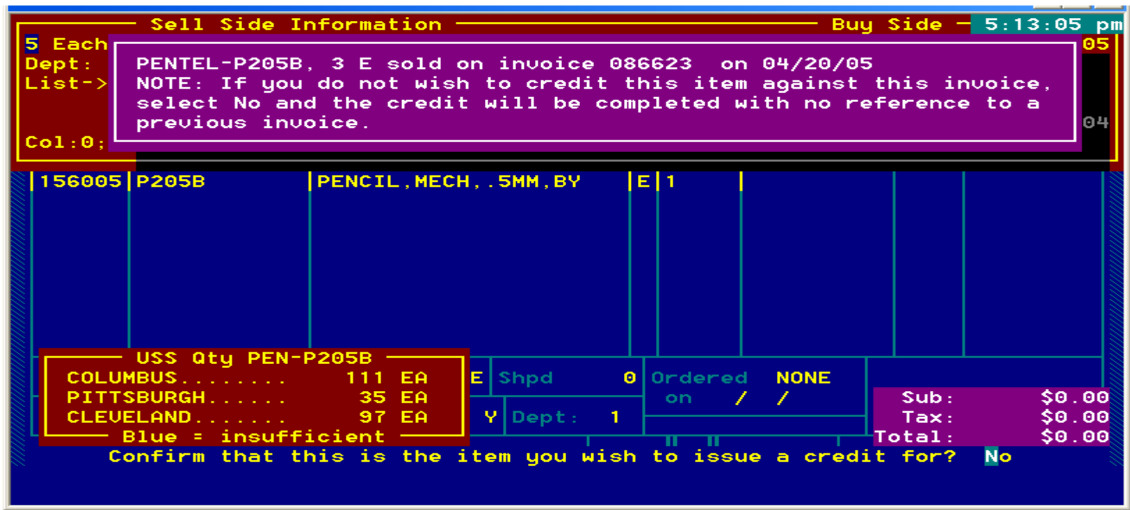
When you add a credit line item to an order, the system searches the archives for all sales of that item to the present customer during the last two years and displays that information in a window on the screen (Figure 13.1). The window contains details of the item, the invoice on which it was sold, the invoice date, the quantity sold, the cost of the item at that time of sale, and the price for which it was sold to this customer. If more than one invoice appears highlight the one that applies and press the Enter key.

Figure13.1 – Sales history of item sold to customer during last two years



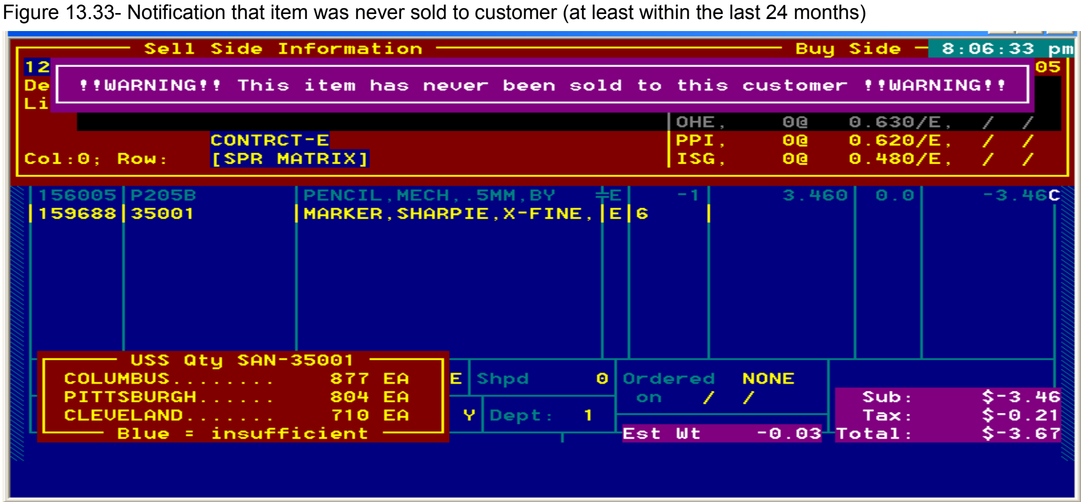
The system will now summarize the invoice line chosen and requests confirmation that this is the correct item you wish to issue a credit for (Figure 13.2). Press Y to confirm and proceed with the credit. In the background, the system records details of the transaction against the previous invoice line and also with the credit line you are currently processing. To view the details recorded for the current credit line, highlight it on the F4 screen and select Add Text.

Figure 13.2 – Summary line of invoice and request for confirmation



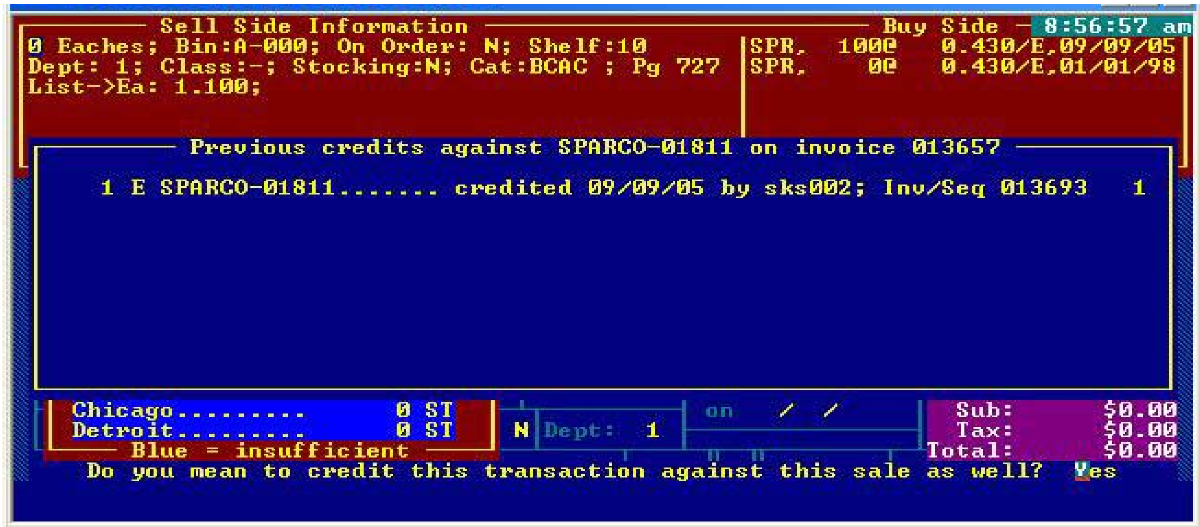
If you answer N to the confirmation request, thereby electing not to tie the items together, the credit line you entered will be marked internally to indicate this. Again you can view the details marked by selecting Add Text as explained before. Note, that if the item you are crediting was not found at all in the history for the customer, a message is displayed on the screen noting that the item was never sold to this customer (Figure 13.3), at least within the last two years, and the credit line is updated with this information.

Figure 13.33- Notification that item was never sold to customer (at least within the last 24 months)



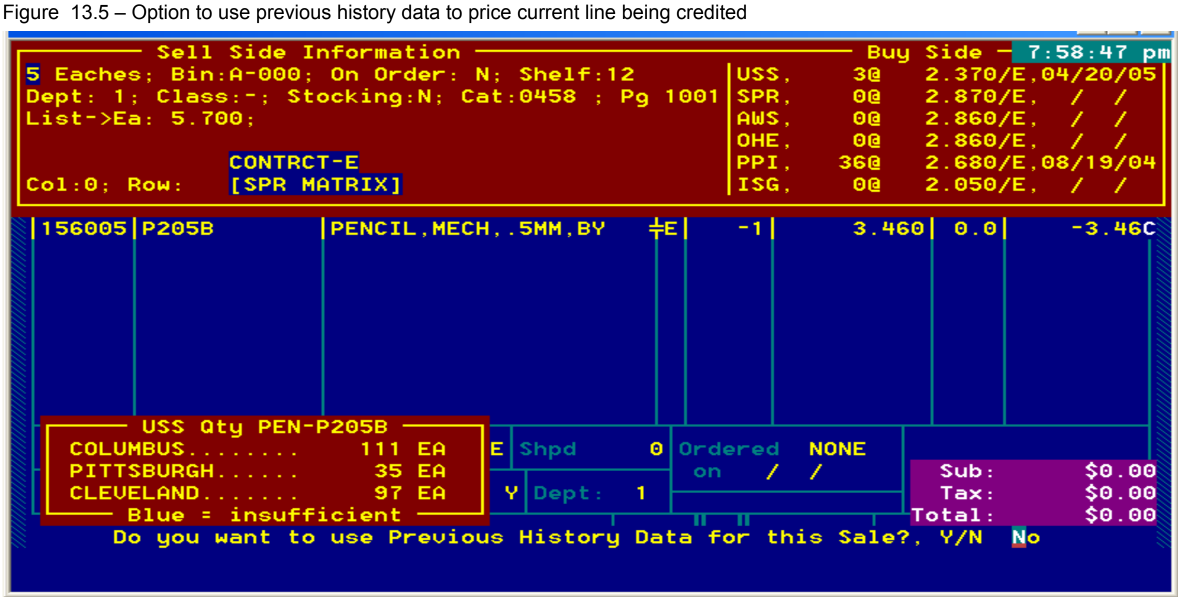
Finally, if the earlier invoice line against which you are applying the current credit line has already had a credit applied to it, details of this previous credit are shown in a window (Figure 13.4) and you must make a decision whether or not to continue crediting the new line to the same earlier invoice line.

Figure 13.4 – Notification that credit line has already received credit



When an item is being credited against a previous invoice the system will ask if you want to use the previous history data for the sale (Figure 13.5). Normally, you should accept this by pressing Y so that the credit value given to the customer is equal to the value in the original sale.

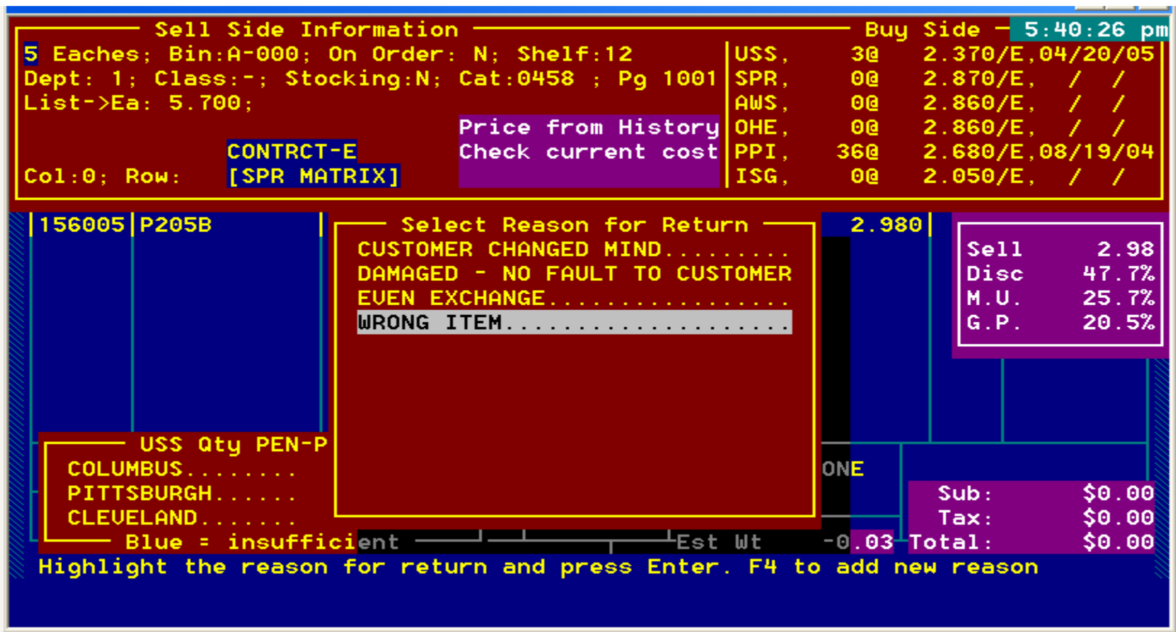
Figure 13.5 – Option to use previous history data to price current line being credited



13.2.2 Reason Codes for Returns

After you have finished with the pricing issues a new window, *"Select Reason for Return"*, will appear containing one or more reasons for the return of the item ([Figure 13.6](#)). When you use this new RMA module for the first time you will see only one entry in the reason window, "*Wrong Item".* You can add additional reasons by pressing the F4 key and typing in the description. Although the list will hold up to 99 reasons, you should take great care to keep it fairly short with broad generic entries having broad meaning. As a rule of thumb, more than six to ten entries may become burdensome for you to maintain and could quickly lead to duplication and ambiguity. Note also that you many not edit or delete the reason codes once you have entered them, so please carefully review your entry after typing it. The list is alphabetized and is searchable. To select a reason, highlight it and press the Enter key.

Figure 13.6 – List of reason codes



13.2.3 Disposition Methods for Returns

After you have selected an appropriate reason for the return, a second new window will appear containing predefined methods of disposition for the returned item ([Figure 13.7](#)). You are required to select one of these methods. There are currently four choices available:

Return to Stock – Selecting this method will put the item back into your inventory

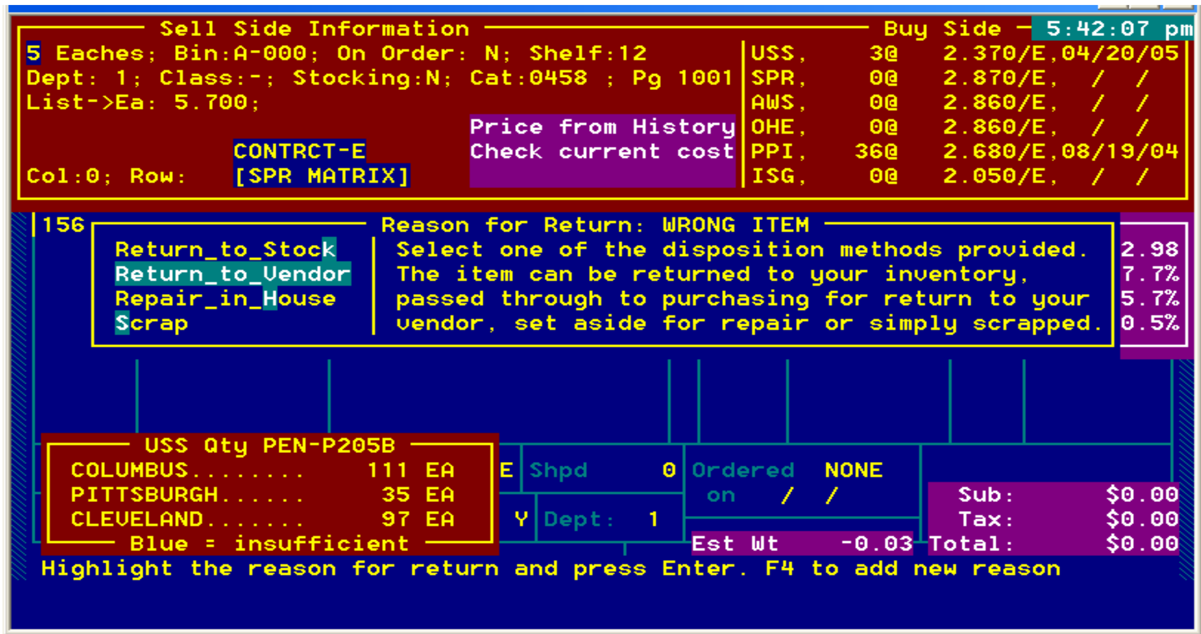
Return to Vendor – This method directs the item to purchasing for processing a debit P/O and linking documents through Accounts Payable (if desired).

Repair In-House – Without directing the item back into your inventory, this method puts the item on standby for refurbishment or whatever else you decide to do with the item.

Scrap – Choosing this method causes all further tracking of the item to be terminated

By default, either Return to Stock or Scrap will be highlighted depending on the setting of the question in System Setup referring to the default handling of returned items. To select disposition, highlight the appropriate entry and press the Enter key or, simply press the highlighted hot key character of the entry that you choose.

Figure 13.7 – Disposition Methods for Returns



13.2.4 Saving or Printing the Order

There is no difference in the way you will save and print credits in the new RMA module. Also, as is normally the case, an order may contain credit items along with regular sale items. When you have completed the credit or just want to save it for later processing, press the F10 key and respond to the prompts as you normally would. When you save or print the credit, any credit item that was marked for Return to Stock would be returned to inventory at this time, while items that were marked Return to Vendor will be added to the purchasing pool. Details of all credited items are recorded separately for reporting and management purposes.

13.3 Purchasing – Pulling and Processing Credits

To provide a good internal and external audit trail for returned merchandise that is subsequently returned to vendor, the new RMA module provides some additional features in purchasing.

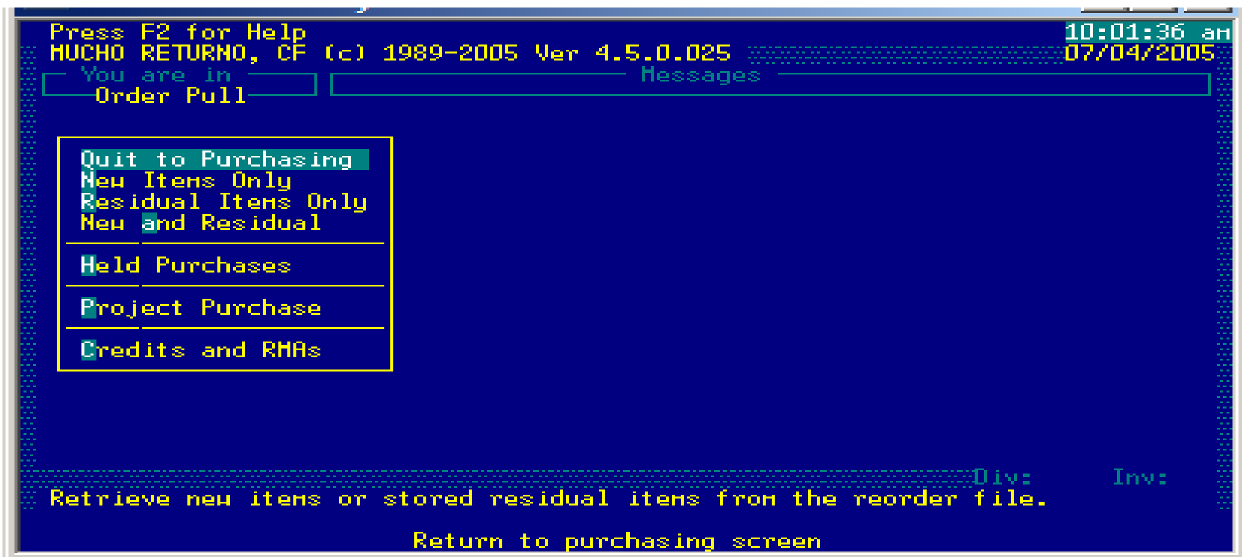
13.3.1 "Pulling" Credits to the Purchasing Screen

You can now pull credit items into purchasing and create a debit reverse P/O. To do this, Press L to access the first Pull menu as normal. You will now see a new item, *Credits and RMAs* (**Figure 13.8**), that has been added to the bottom of this menu and uses the hot key C to activate it. If you press C when there are already some items in the purchasing screen, a warning message is issued explaining that you are about to co-mingle credits with regular purchases. Doing so can make the processing of RMAs more time-consuming than it otherwise would be and you may wish to abort the pull, return to the purchasing screen and then store the items to Residual.

In the event that you do co-mingle credits with regular purchase items, you can quickly segregate them again in the following way: Exit purchasing to the main menu and then reenter purchasing in the normal way. When you return, you'll notice that the credit items were returned to the purchasing pool and only the regular purchase items remained on the screen.

Caution: You should avoid storing credit items to residual. To "put back" credit items that are on the screen, just exit purchasing and then reenter as described earlier.

Figure 13.8 – New item *Credits and RMAs*



Using the new "pull" sub-function, *Credits and RMAs*, will bring you to the second pull menu providing numerous choices for refining your selection. The most common choices will be *All Available Items*, *Manufacturer Group* and *Vendor Code Group*. Complete the other selections in accordance with your needs to return to the purchasing screen. If your pull selection matched any credit items in the purchasing pool, these will now be displayed on the screen. Credit items are easily distinguished from regular purchase items on the purchasing screen, in that the buy quantity for each credit item is negative and the items are back lighted in red (**Figure 13.9**).

13.3.2 Assigning Credit Items to the Appropriate Vendor

Items may be available from more than one vendor and it now remains to determine the correct, or appropriate vendor that each of the items need to be returned to. You will use the Vendor button as usual to assign vendors. Move the list cursor to an item that you wish to process (the list cursor has a blue background) and press V. The system now searches the entire purchase history for purchases of the highlighted item made during the last 60 days. If no item is found, a message will appear in a purple box stating with the message: "This item has not been purchased in the last 60 days." The cursor will then move to the next item. Note that the item must have been purchased (received on a P/O) within the last 60 days for it to qualify as likely RMA item that can be placed on a reverse P/O.

Pressing the Vendor button on an item that has been purchased recently opens a pick window detailing all such purchases (Figure 13.10). The date of the purchase, the quantity purchased, a unit of measure and cost per unit are shown along with the vendor 3-character code. If the item was invoiced in AP and the invoice was linked to purchasing when it was vouchered, the vendor invoice for the purchase will also appear. Finally, your PO for the original order is also included.

If there is more than one entry in the list you will need to use your judgment regarding the choice of vendor. Other things being equal, select the vendor that has the highest purchase cost for the item and from whom you bought at least the quantity now being returned and be sure that the purchase date is still within that vendor's RMA terms. Highlight this entry and press Enter. Assuming that the selected vendor is set up in AP, the system will extract the purchasing information from the vendor order and attach it to the credit line item. Finally, the *A/P Code* and *Inv. Code* columns at the right of the purchasing screen are filled out for the item being processed and the cursor moves to the next item on the list.

Figure 13.9 - Credit items have negative buy quantity and back-lighted in red. List cursor has a blue background. Notification appears in purple box that item was not purchased in the last 60 days.

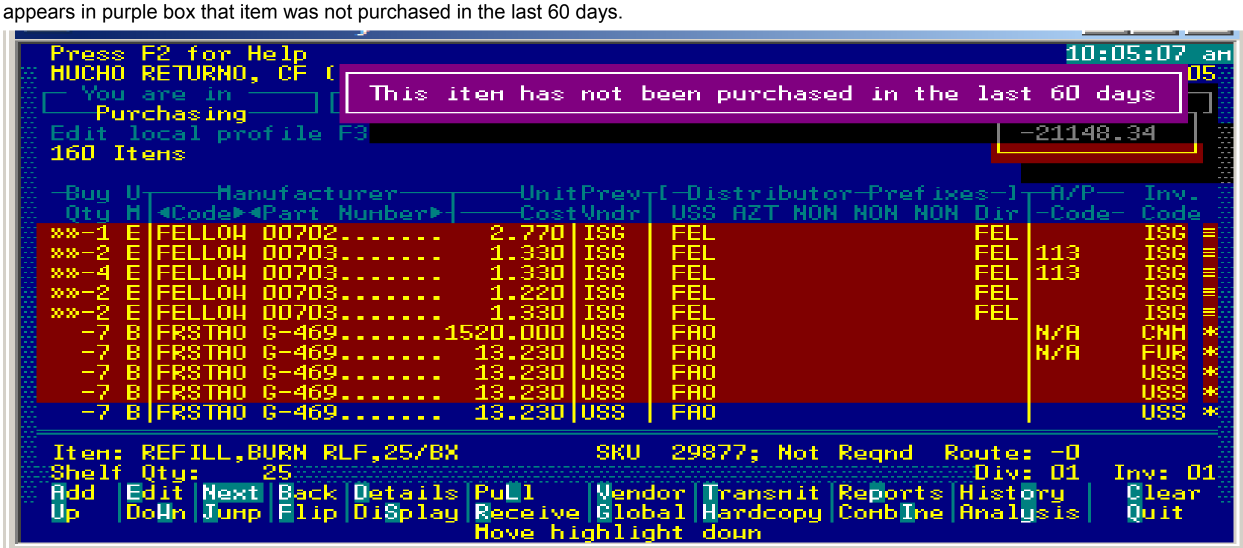
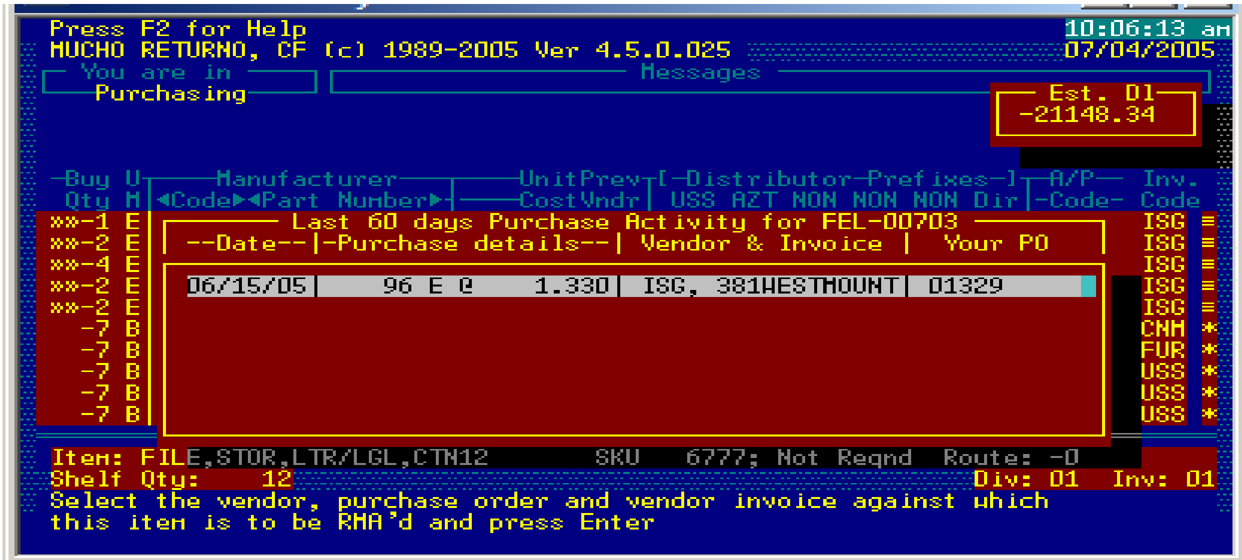


Figure 13.10 – Purchase information for items purchased within the last 60 days



Existing RMA agreements with specific vendors will determine how you proceed at this point. In general, having marked up a number of items received from one or more vendors, the next part of the process is to print hardcopy Debit Memos using the same process used for hardcopy Purchase Orders.

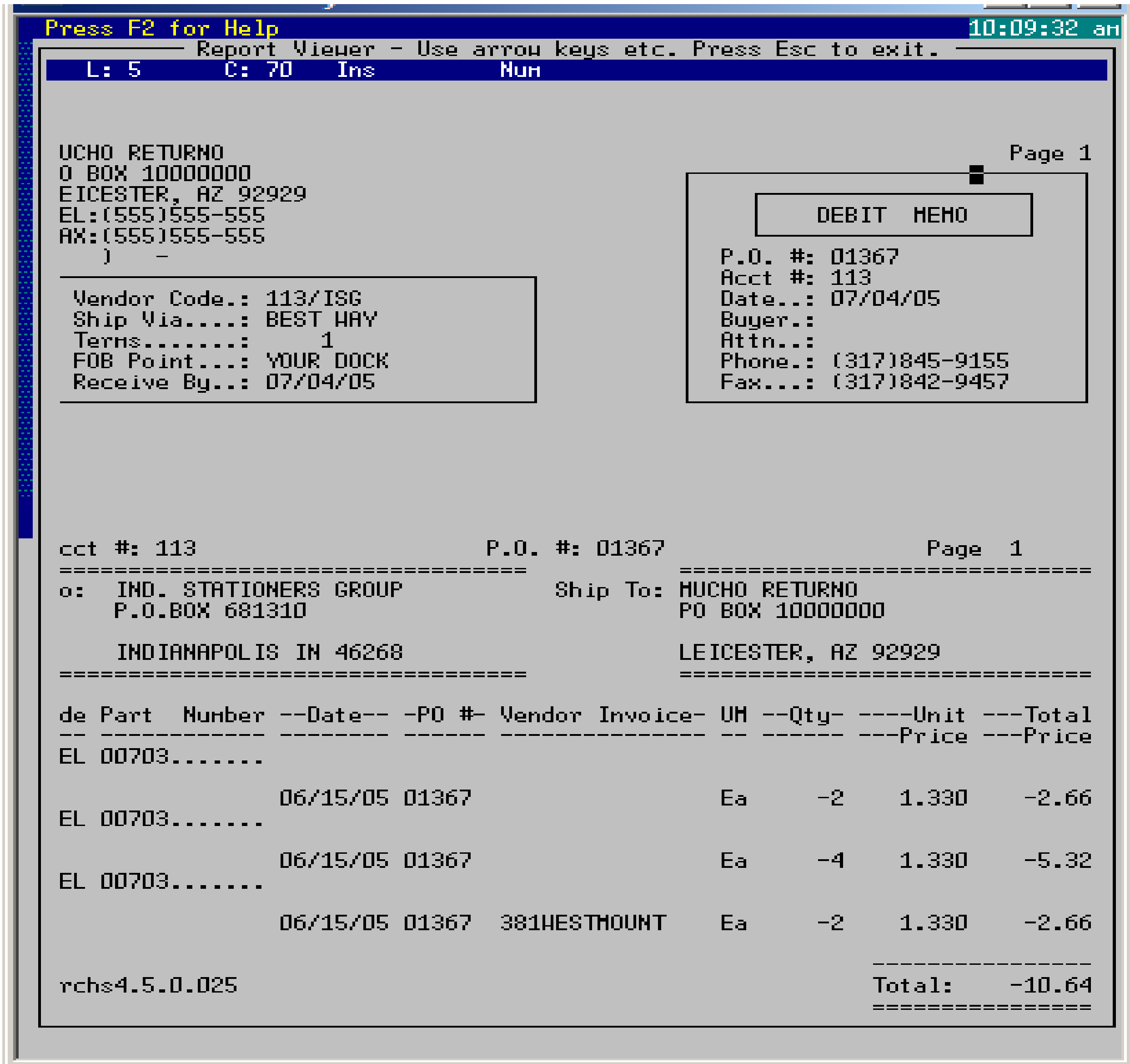
13.3.3 Printing Debit Memos

If you have one or more credit items on the purchasing screen and one or more of them has an entry in the A/P Code column you are in a position to print a debit memo. Press H for Hardcopy and the first available vendor code will be presented at the bottom of the screen. Press Y to process this vendor or N to skip and move to the next vendor.
When a vendor is selected by pressing Y, the Debit Memo Document Printing Selection window appears with a single selectable option that is highlighted at the top of the screen. Press Enter and type in an identifier (PO number) for the document or simply press Enter again and let the computer issue an ID.

The usual Vendor Address Input Window will appear next and will contain the vendor details copied from the vendor record. Edit this window if required or press F10 to move on to the Ship-To address. Edit or press F10 as needed and do the same in the Special Instruction window where any special instructions needed for the debit memo may be entered. Finally, press Y to proceed to the Print Control window or press N to abort the process.

Print the document in the normal way. The debit memo produced (**Figure 13.11**) contains the items that were on the purchasing screen for the vendor selected and includes the original purchase date and purchase order number along with the vendor invoice number (where available) for each item.

Figure 13.11 – Sample print of a Debit Memo.



```
Press F2 for Help                                                    10:09:32 am
                Report Viewer - Use arrow keys etc. Press Esc to exit.
   L: 5         C: 70     Ins          Num

UCHO RETURNO                                                          Page 1
O BOX 10000000
EICESTER, AZ 92929                                          DEBIT  MEMO
EL:(555)555-555
AX:(555)555-555                                          P.O. #: 01367
   )    -                                                Acct #: 113
                                                         Date..: 07/04/05
 Vendor Code.: 113/ISG                                   Buyer.:
 Ship Via....: BEST WAY                                  Attn..:
 Terms.......:     1                                     Phone.: (317)845-9155
 FOB Point...: YOUR DOCK                                 Fax...: (317)842-9457
 Receive By..: 07/04/05

cct #: 113                    P.O. #: 01367                    Page  1
==================================                ==============================
o:  IND. STATIONERS GROUP          Ship To: MUCHO RETURNO
    P.O.BOX 681310                          PO BOX 10000000

    INDIANAPOLIS IN 46268                   LEICESTER, AZ 92929
==================================                ==============================
de Part   Number --Date-- -PO #- Vendor Invoice- UM --Qty- ----Unit ---Total
-- ------------ --------- ------ --------------- -- ------ ---Price ---Price
EL 00703.......
                 06/15/05 01367                   Ea     -2    1.330    -2.66
EL 00703.......
                 06/15/05 01367                   Ea     -4    1.330    -5.32
EL 00703.......
                 06/15/05 01367  381WESTMOUNT     Ea     -2    1.330    -2.66
                                                                ----------------
rchs4.5.0.025                                                   Total:    -10.64
                                                                ================
```

13.3.4 "Receiving" A Debit Memo

Once a debit memo has been printed and the RMA's have been acquired from the vendor, the debit memo should be stored in a holding file awaiting matching documentation from the vendor. When the vendor credit memo is on hand it should be matched against the system debit memo and, if reconciled, it can be "received".

From the purchasing screen press R to Receive as normal. The familiar list of purchase orders will appear and any debit memos among them can be easily identified by the phrase "Debit Memo" in the acknowledgment column (**Figure 13.12**). Select one or more debit memos you wish to process by checking them with the F4 key and, when complete, press Enter to move to the Receiver Matching Window.

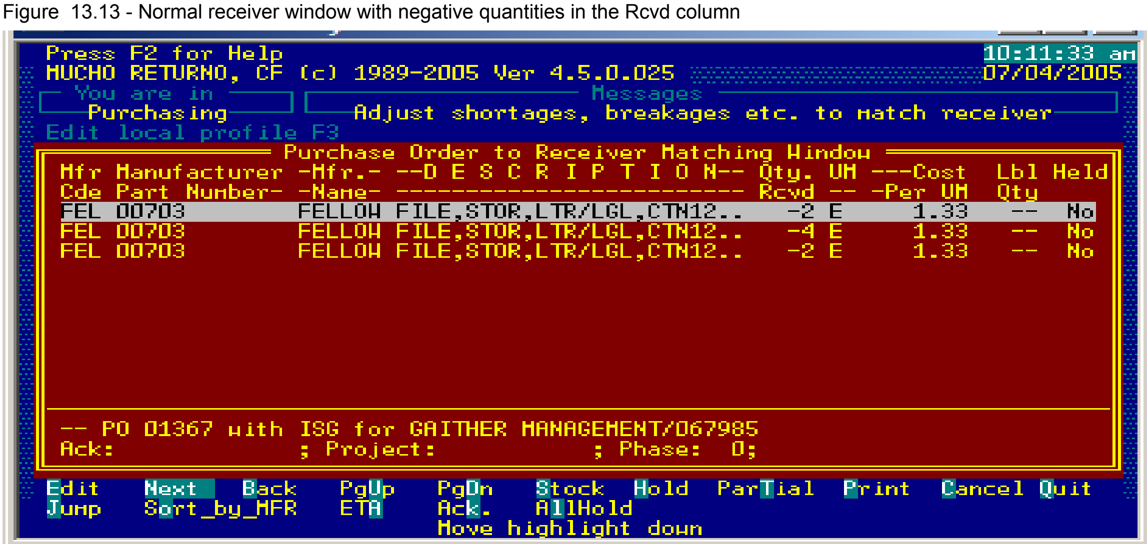
Figure 13.12 – Regular PO receiving screen now displays Debit Memo

NOTE While you can mix debit memos from a variety of vendors if that is convenient, make sure that selected debit memos for any one vendor are ALL covered on a single credit memo from that vendor if you intend to voucher the debit memo to AP during this process.

For example, there may be five debit memos in the list for vendor ABC but the debit memo from ABC only covers two of these; mark just those two for this session. Even if you have another debit memo from ABC for one or more of the other three internal debit memos DO NOT mark any of these at this time. You will need to repeat the process to deal with multiple documents from a single vendor and process them one at a time.

> The receiver window (**Figure 13.13**) will appear much as it does when receiving purchase orders with the exception that the quantity received column has negative numbers in it. Items in this screen can be edited as they are when receiving regular purchase orders to make any adjustments between the in-house debit memo and the returns agreed to by the vendor.

Figure 13.13 - Normal receiver window with negative quantities in the Rcvd column



NOTE Before proceeding beyond this point, if you wish to voucher the debit memos directly into AP during the process, press F3 for the purchasing local profile and verify that you have this feature turned on (Y). If not, turn it on and then return to the receiver window.

Once all adjustments have been made, press S to start the stocking process. The credited items will not stock to inventory and neither will they be used to fill open orders. Proceed through the prompts until you come to the question "Do you want to voucher AP invoices for the products being stocked". Press Y to voucher the debit memos directly into AP and to link them automatically with the debit memos records in purchase history – debit memos you received. If you wish to skip this step, press N.

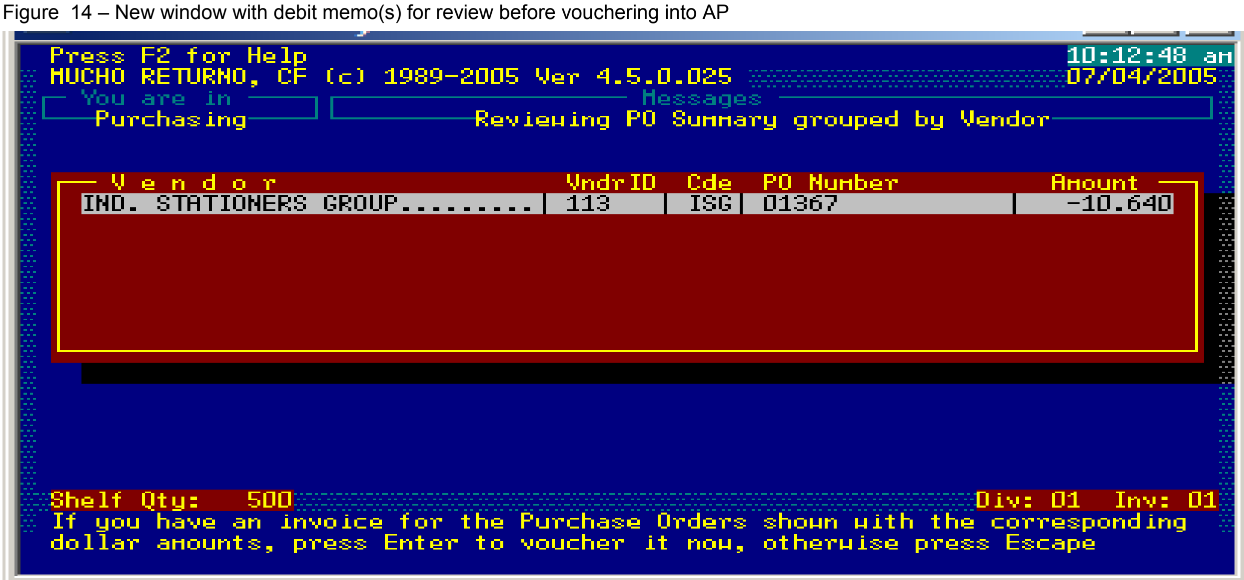
13.3.5 Vouchering Debit Memos into AP from Purchasing

Process Overview

In the general case, where a large number of debit memos from a variety of vendors were all processed at the same time, the system will now behave in the following way. A window appears containing all of the selected debit memos from one of the vendors (**Figure 13.14**). If you have a credit memo from the vendor covering the amount of these debit memos, press Enter; otherwise press Escape to bypass this vendor.

When the first vendor has been processed the batch of debit memos from the next vendor will appear in the window. Again, if you have a matching document from this vendor, press Enter, otherwise press Escape.

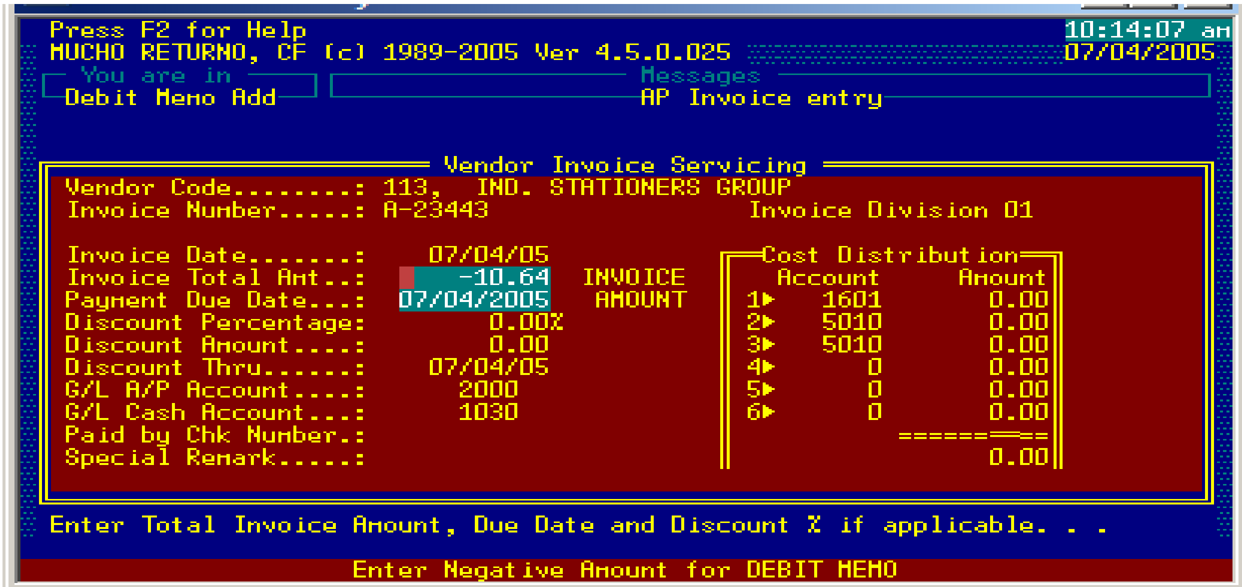
Figure 14 – New window with debit memo(s) for review before vouchering into AP



Process Detail

When you press Enter on a group of one or more debit memos the AP Vendor Invoice Servicing window will immediately open (**Figure 13.15**). The vendor code and name are filled out at the top and the invoice number cell is waiting for an entry. Type in the vendor document ID from the vendor and press Enter.

Figure 13.15 – Normal AP screen for entering vendor invoice/debit memo



The credit/debit memo number is automatically prefixed with the letter "A-" and the cursor moves to the invoice date field which is pre-filled with the current date (Figure 13.15). Edit this to reflect the date of the vendor document and press Enter. The cursor moves to the Invoice Total Amount field which is pre-filled with the value of the credit assumed to be the sum of your debit memos. This amount may be edited as required to include vendor imposed re-stocking charges or additional freight. Press Enter and complete the invoice entry as normal dispersing the credit to GL accounts as appropriate. You will select the GL accounts to post entries.

If there are more debit memos from other vendors, you will continue the cycle as described in the Overview. When the last debit memo has been vouchered, you will be returned to the purchasing screen.

13.4 Reports - Credit Management Review

13.4.1 Credit Report Setup Panel

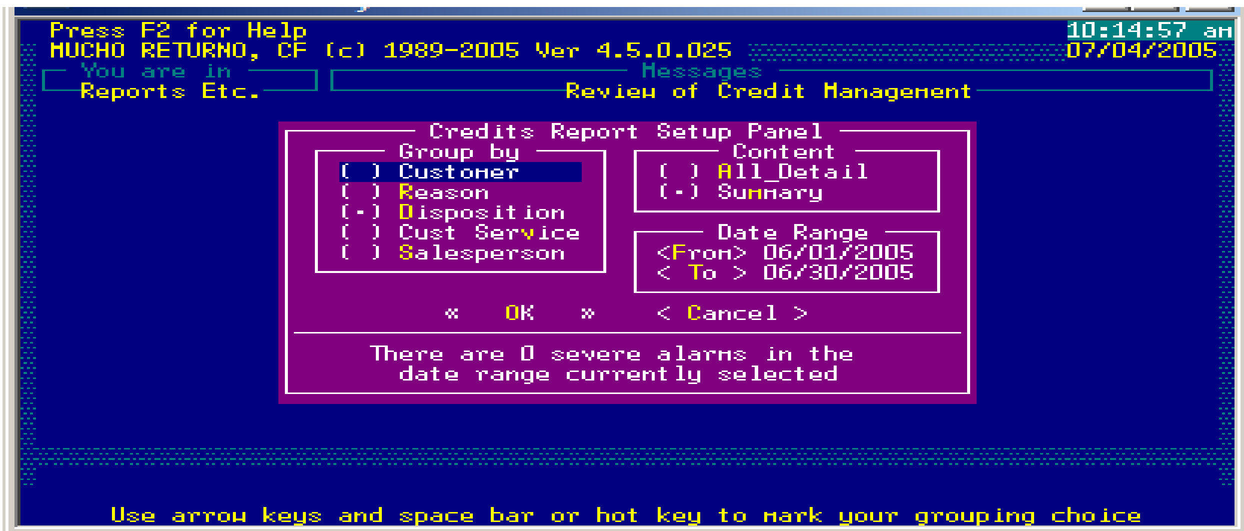
From the main menu select Reports and Analysis. Press M for *Miscellaneous Reports* from the first menu, and then E, *Credit Management Review*, for a new entry in the second menu. The *Credit Reports Setup Panel* appears which contains a number of controls (Figure 13.16).

The three main control groups are *Group by* at the top left, *Content* at the top right and *Date Range* at right center. Two other controls, *OK* and *Cancel* are used to exit the window once the main controls have been set.

The Group by and Content are Radio Button controls meaning that only one of the items in each control can be active at a time. The default settings are Group by Disposition with the Content set to Summary. The date range default spans the previous month if the current date is prior to the 15th of the current month. After the 15th, the default span is set to the current month.

The radio buttons can be set by using the arrow keys to highlight the entry and then pressing the spacebar. Alternatively, and generally more convenient, they can be set simply by pressing the highlighted hot key shown with each control. To quickly set up a report through the end of the current year grouped by Customer and containing all detail just press *U* (activates Customer in the group control), *A* (selects All Detail in the content control), *T* to access the "To" date field, type 1231 to change the date to the 31st of December, press Enter to confirm and then press O (for OK) to run the report. Pressing C any time that the control panel is active will close the panel and abort the process.

Figure 16- New Credit Report Setup Panel for generating RMA management reports



There is a message box at the bottom of the panel that indicates the number of "severe alarms" in the data being reviewed. A Severe Alarm in this context indicates an item that was credited to a customer but had never been purchased by that customer. The number is recalculated whenever the date range is changed.

13.4.2 Printing a Report

After selecting OK from the control panel the control panel moves to the top left of the screen where the settings are still visible and the familiar Print Control window appears ready to print the selected report. There are five different reports, one for each of the groupings and each of these can be printed with or without detail for any selected period.