Spiralsoft

BEGINNER TRAINING COURSE

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Let us help you understand our software

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SUPPLIERS

SUPPLIER CATALOG

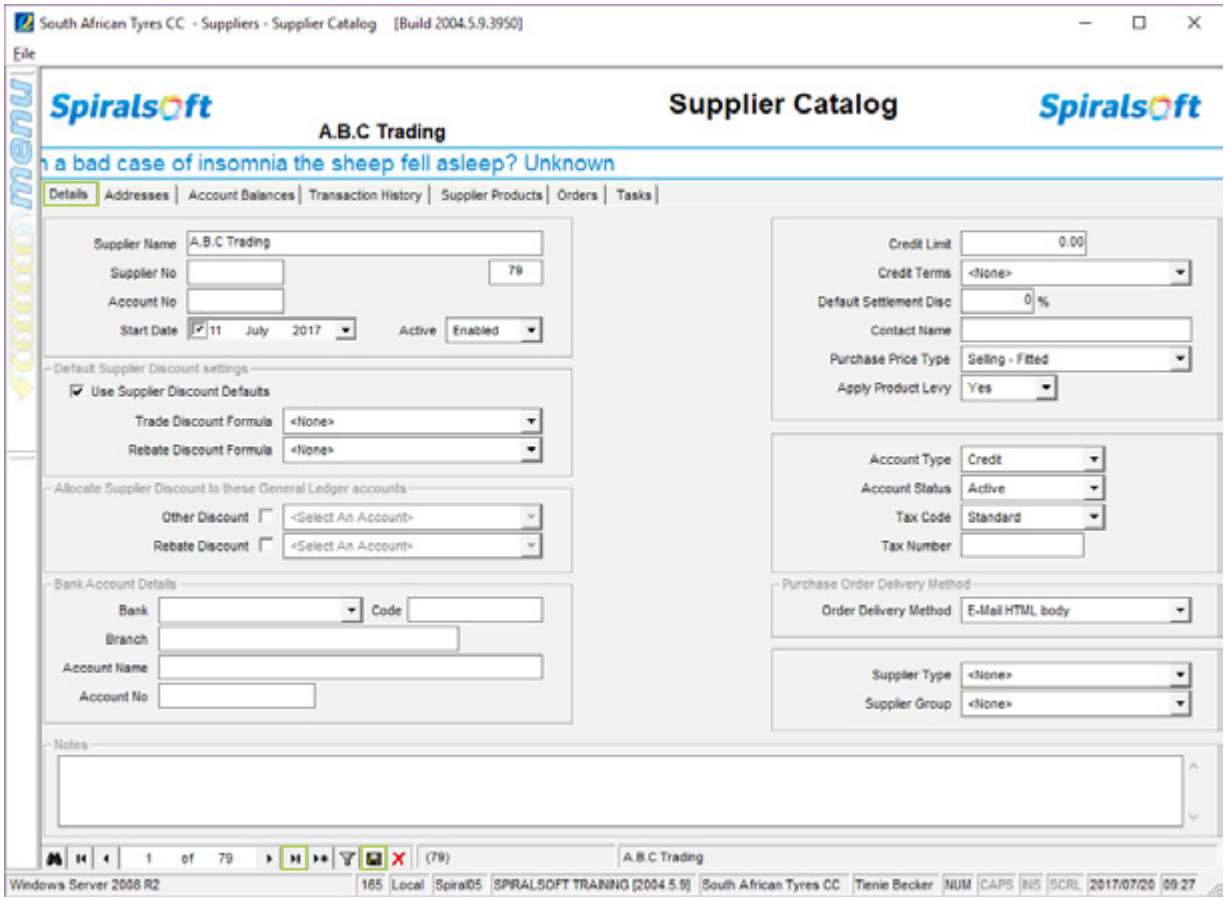
WHERE TO FIND IT

Click Menu > Suppliers > Supplier Catalog

HOW TO CREATE A NEW SUPPLIER ACCOUNT

PURPOSE

Explains functionality and procedures to add and edit suppliers in the Supplier Catalog. The Supplier Catalog is the master file of all suppliers in the system, and interactive settings related to the suppliers.



1. Go to the Supplier Catalog Application in the Menu.

2. On the Details tab, click on Insert (>*) in the Navigation Bar.
   This will clear all the fields on the Details tab.

3. Complete the following fields:

   3.1. Supplier Name (required),

   3.2. Supplier Number,

   3.3. Account Number,

   3.4. Code,

   3.5. Branch,

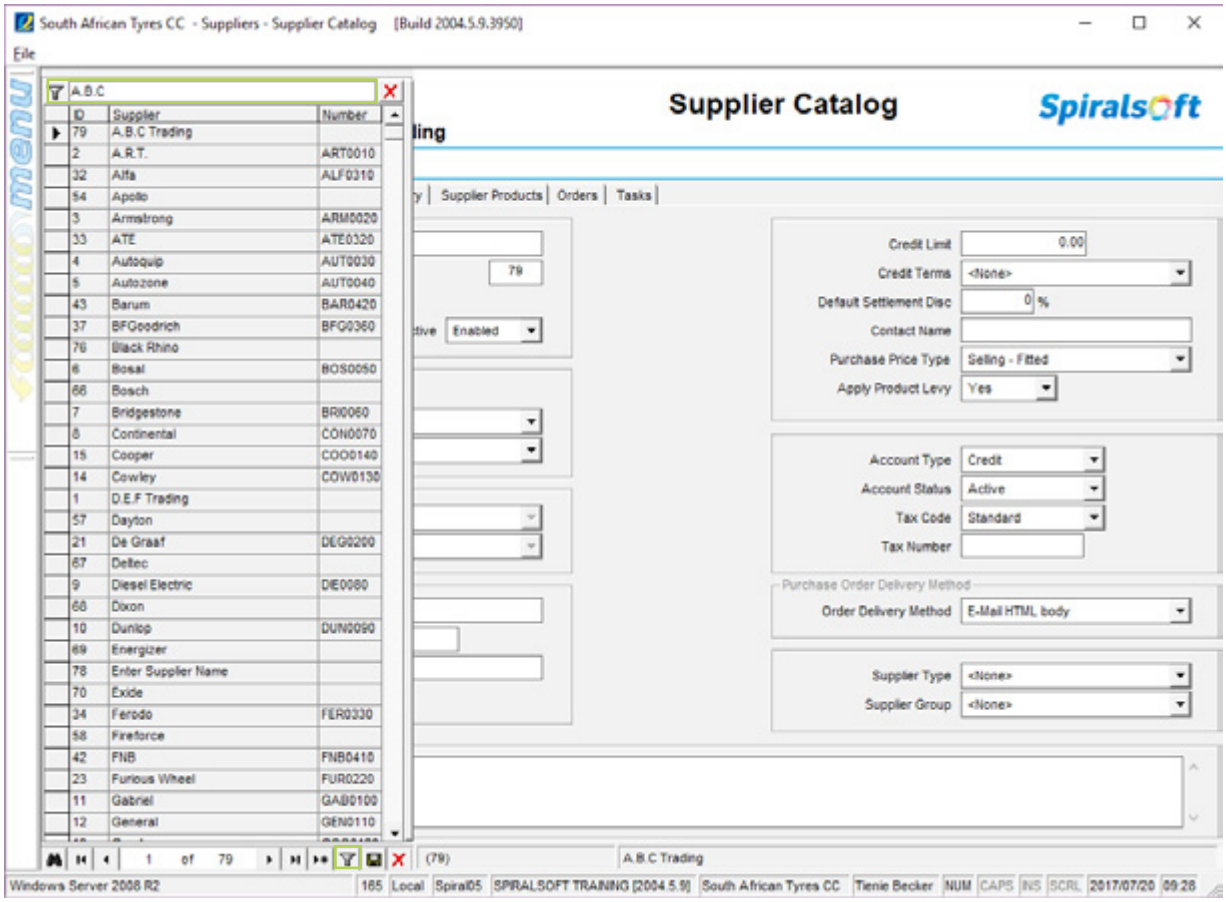
   3.6. Account Name,

   3.7. Account Number

   3.8. Please note that the only required information in order to create a new Supplier is the name, all other information can be added at a later stage if necessary.

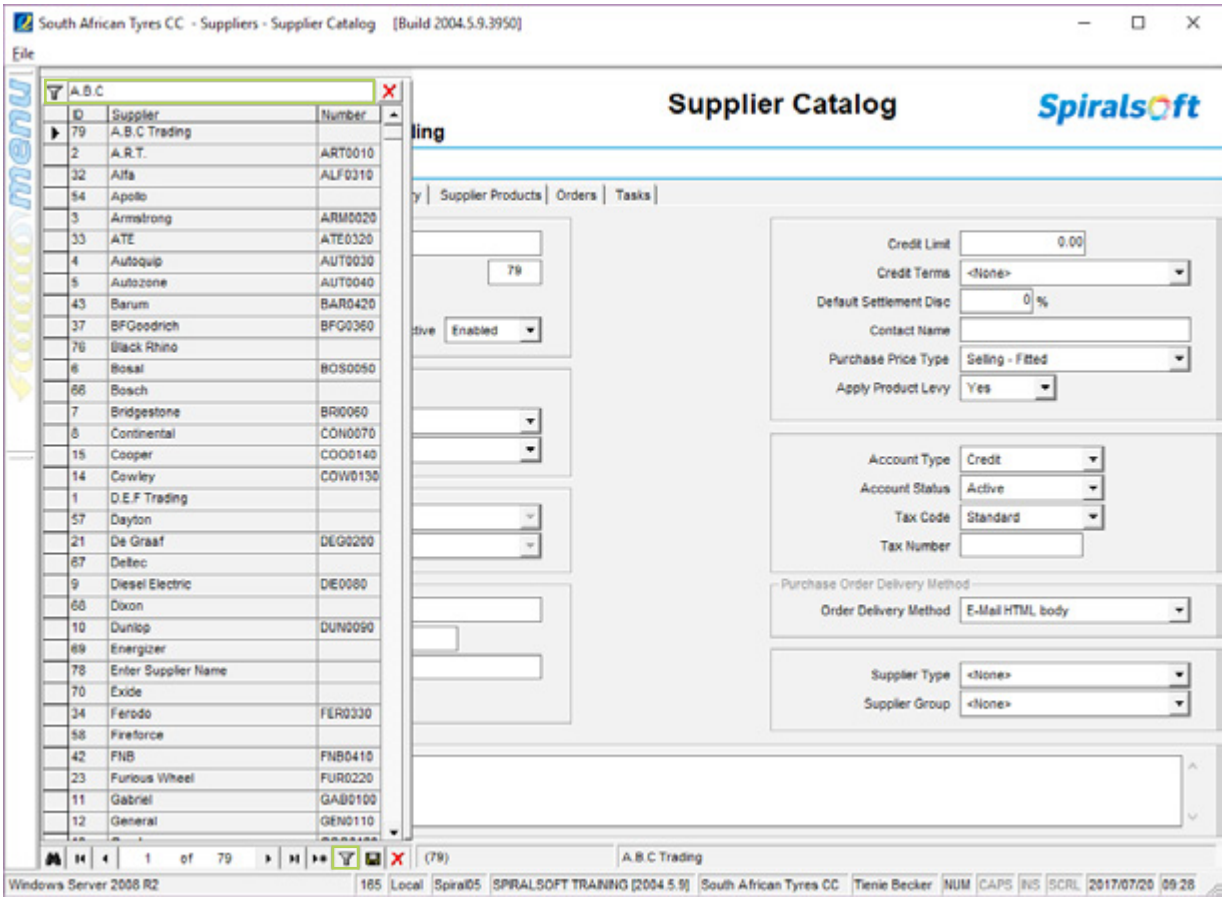
4. Click Save (💾) in the Navigation Bar.
   The new Supplier will be saved; the default values for all the other fields, which have not been completed, will be displayed.

HOW TO SEARCH FOR A SUPPLIER



1. Go to the Supplier Catalog Application in the Menu.
2. On the Details tab, select a Supplier using Filter ( ) in the Navigation Bar.
   This will display the picklist fly-out.
3. Type the search criteria in the input field at the top of the picklist fly-out.
4. Now press Enter on the keyboard.
5. A list of Suppliers FILTERED from the pre-fetched list of Suppliers will be displayed.
   The background colour of the Rows field displaying the number of matched Suppliers is changed to a yellow colour. This indicates that the list of Suppliers is in the FILTER mode. All the other pre-fetched Suppliers, except those in the list, are hidden.
6. Click on the Supplier in the picklist fly-out that you want displayed. The picklist then closes and the information of the selected Supplier is displayed.
7. To exit filter mode when you do not want to use it anymore, click on the Filter ( ) in the Navigation Bar. The filter list will be cleared and replaced by the full pre-fetched list of Suppliers.
8. Repeat steps 2 to 7 to search for other Suppliers.

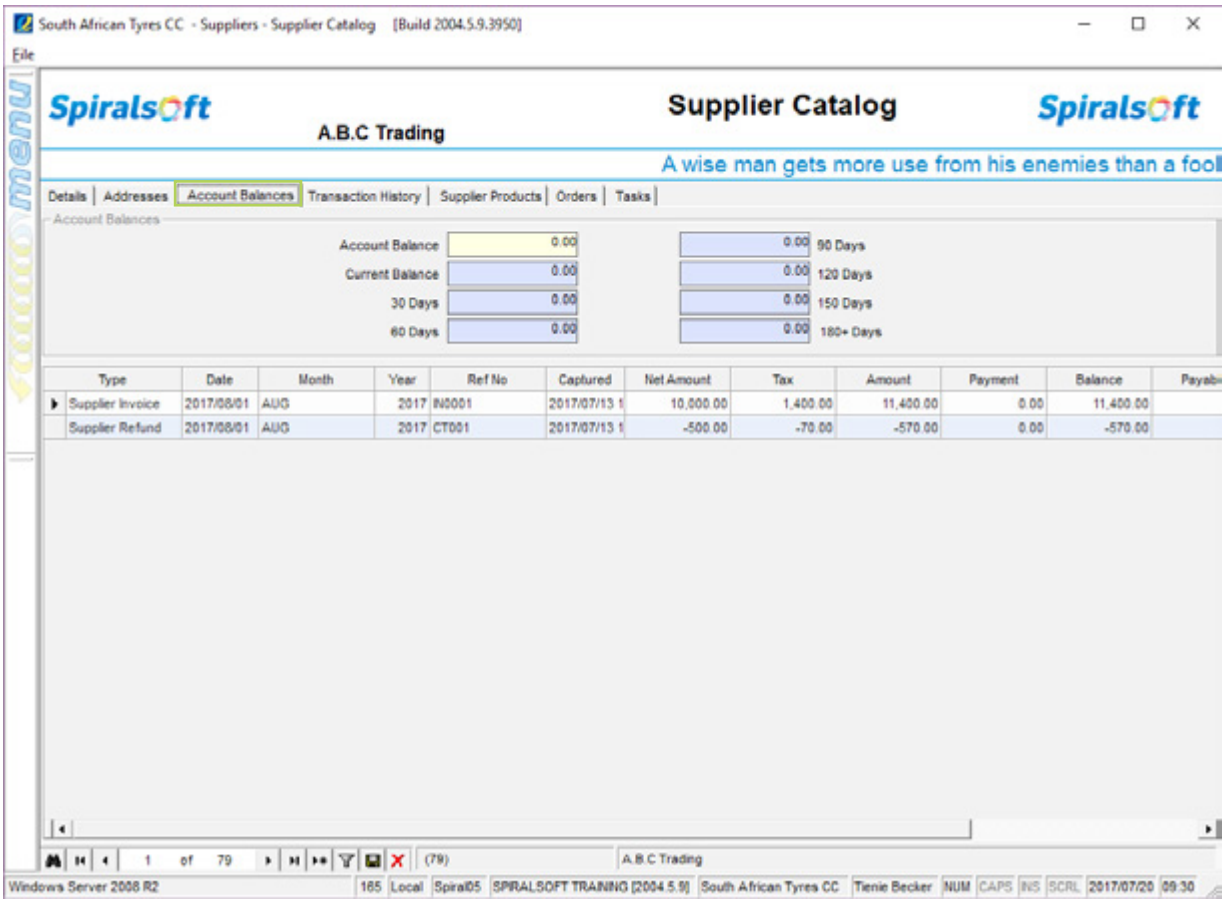
HOW TO ADD/ AMEND SUPPLIER DETAILS



1. Go to the Supplier Catalog Application in the Menu.
2. On the Details tab, select a Supplier using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which Supplier is selected.
3. Go to the Addresses tab.
4. Complete the following fields:
   - 4.1. Post Box,
   - 4.2. Post Office,
   - 4.3. Post Code,
   - 4.4. Street Address,
   - 4.5. Suburb,
   - 4.6. City,
   - 4.7. Street Code,
   - 4.8. Telephone Number,
   - 4.9. Contact Cellular Phone Number,
   - 4.10. Facsimile Number,
   - 4.11. Web Site URL,
   - 4.12. Orders URL, and/or
   - 4.13. E-mail Address.

5. Select specific criteria from the drop down list on the following field:
   5.1. Country.
6. Click Save (💾) in the Navigation Bar. The Supplier details will be saved; the default values for all the other fields, which have not been completed, will be displayed.
7. Repeat steps 1 to 6 to amend Supplier details.

HOW TO VIEW A SUPPLIER ACCOUNT BALANCE



1. Go to the Supplier Catalog Application in the Menu.

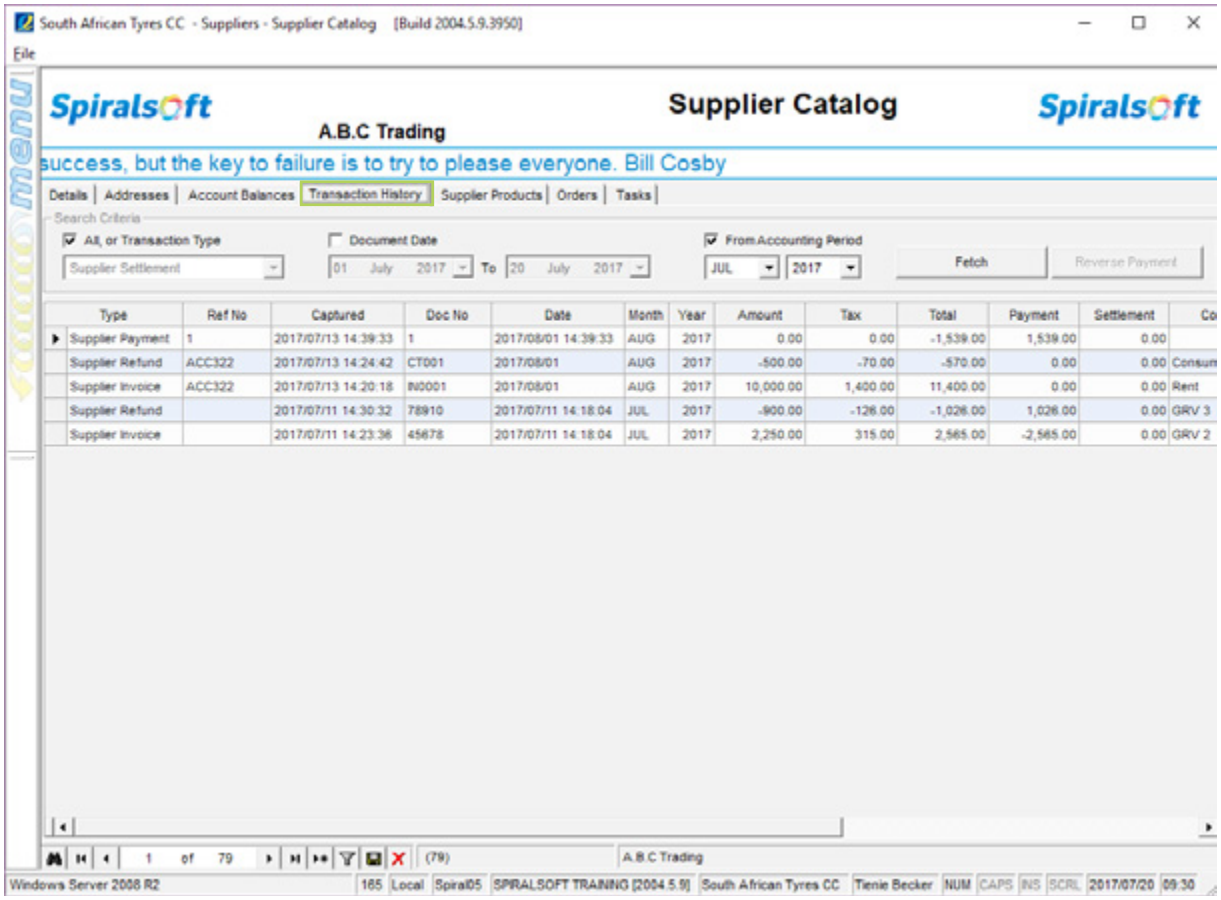
2. On the Details tab, select a Supplier using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which Supplier is selected.

3. Go to the Account Balances tab.

4. The screen displays the Account Balance, Current Balance, 30 Days, 60 Days, 90 Days, 120 Days, 150 Days and 180+ Days.

5. Select the Term to view the specific transactions outstanding for that period.
   The field selected will change to a yellow colour.

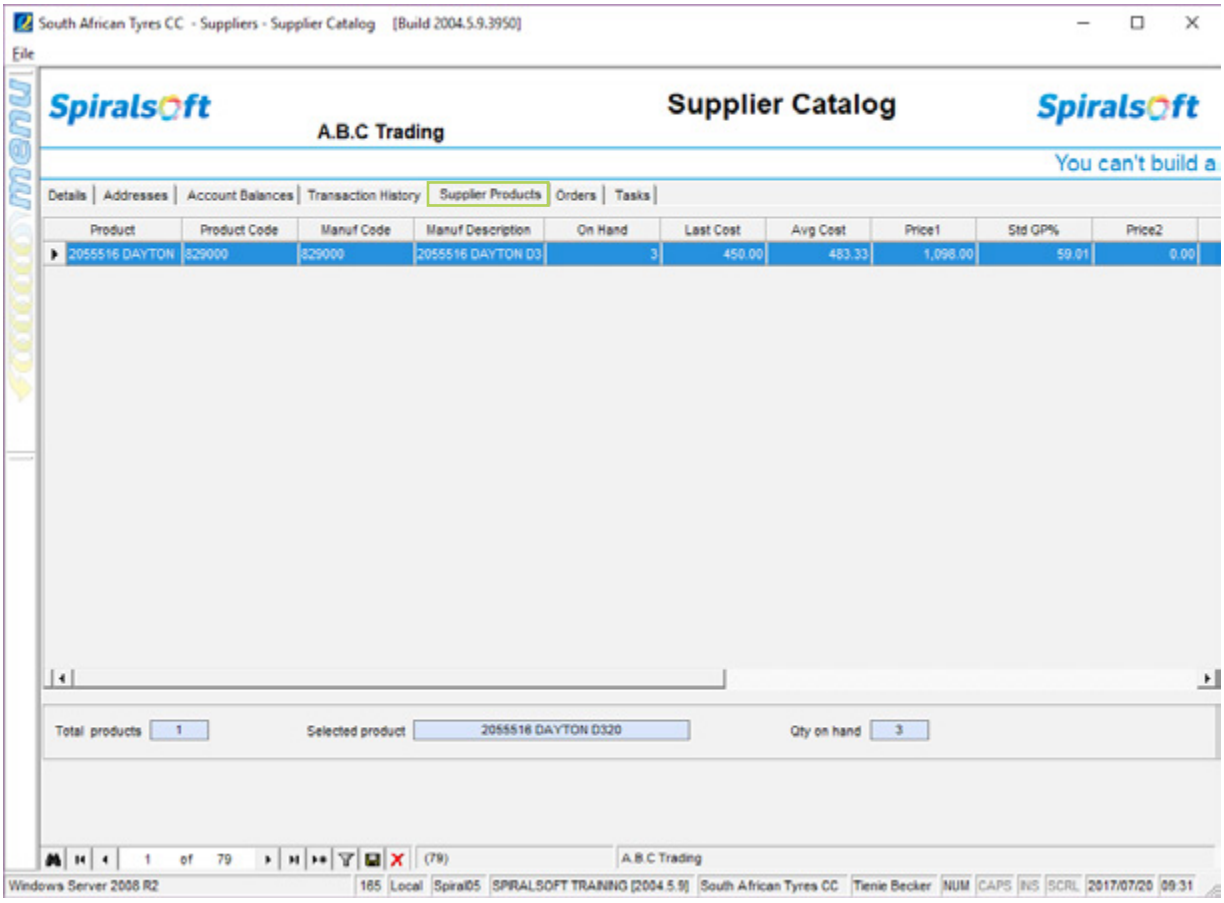
HOW TO VIEW TRANSACTION HISTORY ON A SUPPLIER ACCOUNT



1. Go to the Supplier Catalog Application in the Menu.
2. On the Details tab, select a Supplier using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which Supplier is selected.
3. Go to the Transaction History tab.
4. Tick or select a specific Type of Transaction for the screen you want to generate by selecting the Transaction Type on the drop down list.
5. Tick the Document Date option and select a specific period of time by selecting from the drop down date pickers if intended to use this option.
6. Tick the From Accounting Period option and select a month and year from the drop down date pickers if intended to use this option.
7. Click on Fetch.
   A list of Transactions will be displayed according to the options selected in steps 4 to 6.

8. The screen displays the Type, Reference Number, Captured, Document Number, Date, Month, Year, Amount, Tax, Total, Payment, Settlement, Comment, Trade Discount, Rebate Discount, Other Discount and User.
9. Click on the row selector of the Transaction required.
10. Click on Reverse Payment.
    Supplier Payments captured and allocated incorrectly on the account can be reversed.
11. Confirm by clicking Yes to the question posed “Confirm Reversal of selected Supplier Payment?”.
12. A message indicating that The Supplier Payment reversal was indeed completed successfully will be displayed. Click on OK.
13. Repeat steps 4 to 7 to Export All to Excel if intended to use this option.
14. Right-click on one of the transactions and select the Export All to Excel option.
15. A Save as Microsoft Excel file dialog box is displayed.
16. Type the File name you want to utilise and click on Save on the Save as Microsoft Excel dialog box.
17. Confirm by clicking Yes to the question posed “Do you wish to continue?”.
18. A message indicating that The Excel export was indeed completed successfully will be displayed. Click on OK.
19. Repeat steps 4 to 7 to Export Selected to Excel if intended to use this option.
20. Click on and hold Ctrl on your keyboard while clicking the row selector of the Transactions.
21. Right-click on one of the transactions and select the Export Selected to Excel option.
22. A Save as Microsoft Excel file dialog box is displayed.
23. Type the File name you want to utilise and click on Save on the Save as Microsoft Excel dialog box.
24. Confirm by clicking Yes to the question posed “Do you wish to continue?”.
25. A message indicating that The Excel export was indeed completed successfully will be displayed. Click on OK.

HOW TO VIEW PRODUCTS LINKED TO A SUPPLIER



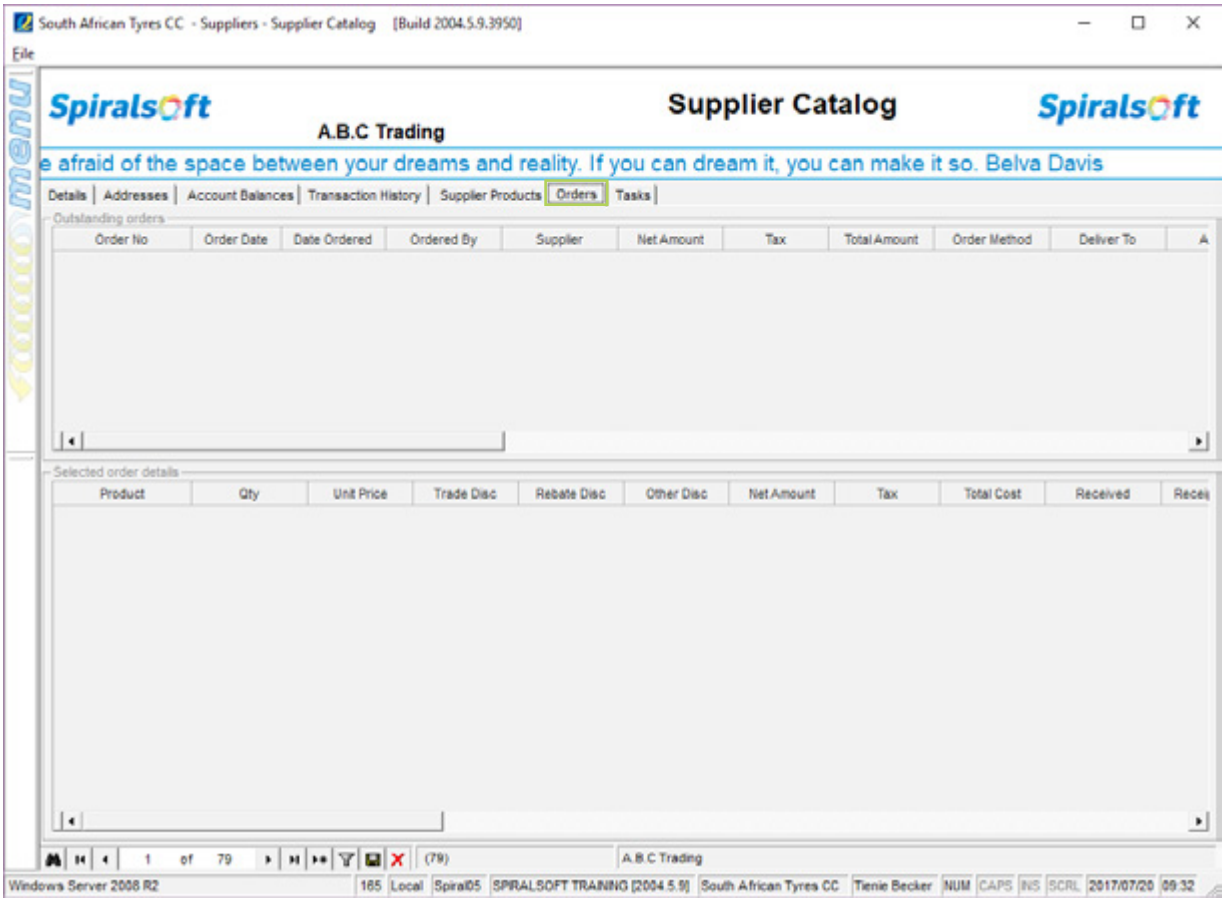
1. Go to the Supplier Catalog Application in the Menu.

2. On the Details tab, select a Supplier using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which Supplier is selected.

3. Go to the Supplier Products tab.

Suppliers are linked to Products in the Product Catalog Application in the Menu.

HOW TO VIEW OUTSTANDING ORDERS ON A SUPPLIER ACCOUNT



1. Go to the Supplier Catalog Application in the Menu.
2. On the Details tab, select a Supplier using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which Supplier is selected.
3. Go to the Orders tab.
4. Click on the row selector of the Outstanding Order required.
   The Selected order details will be displayed.

PURCHASE ORDERS

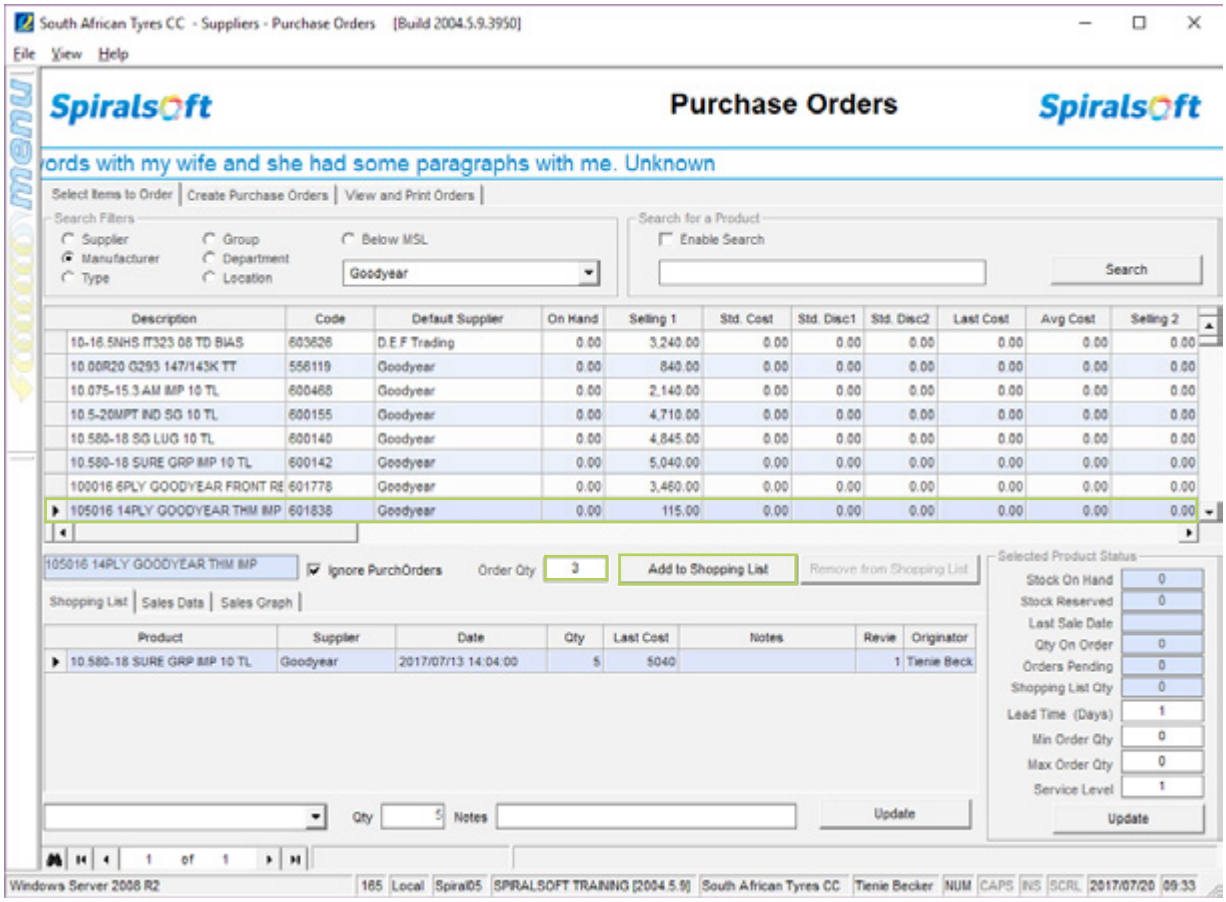
WHERE TO FIND IT

Click Menu > Suppliers > Purchase Orders

HOW TO SELECT ITEMS TO ORDER ON A PURCHASE ORDER

PURPOSE

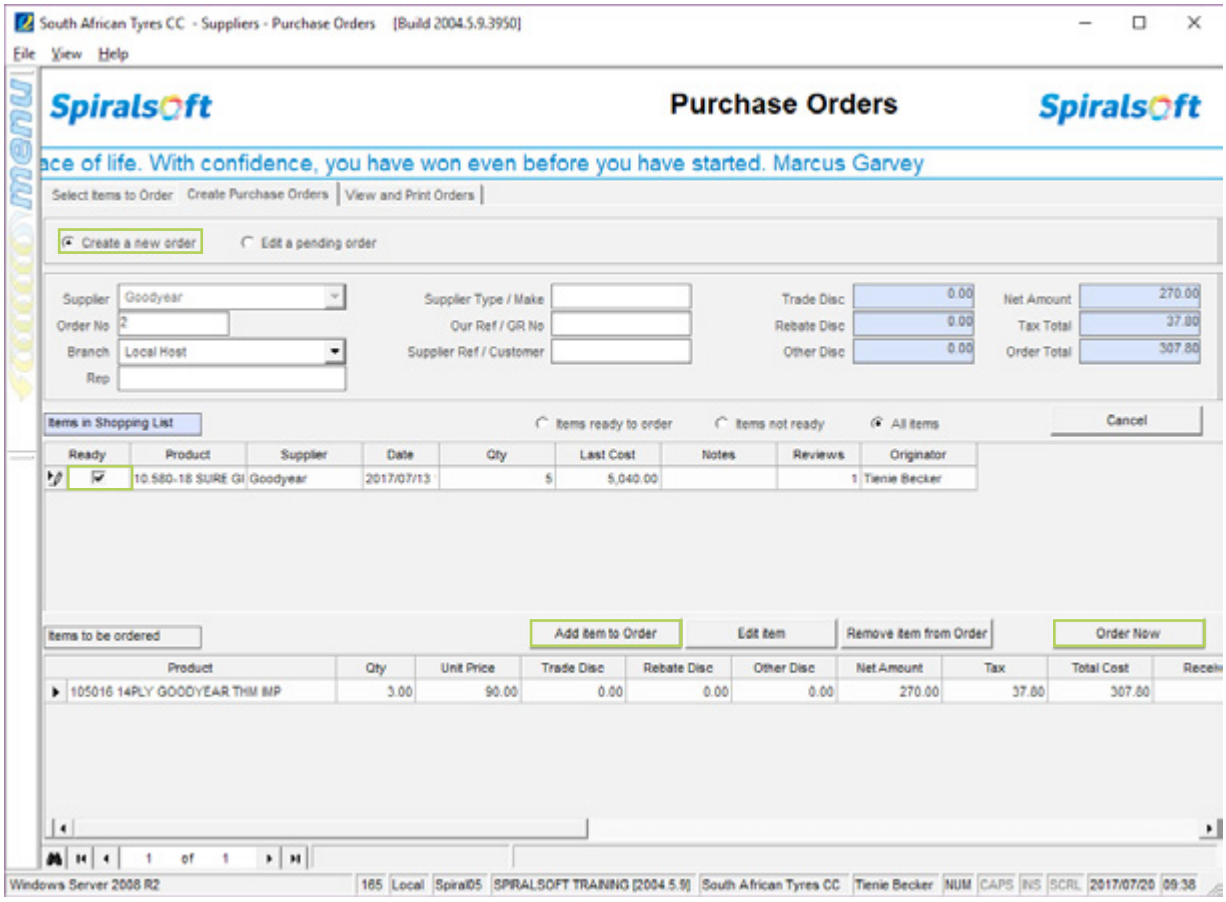
To place an order for stock from a supplier. There is also the functionality to email the purchase order to the supplier.



1. Go to the Purchase Orders Application in the Menu.
2. Go to the Select Items to Order tab.
3. Select specific criteria for the Product you want to Order by selecting one option in the Search Filter block and select an option from the drop down list if intended to use this option.

4. Tick the Enable Search option and type the search criteria in the input field Search for a Product (a partial word or figures of the product description or code) you require if intended to use this option.
5. Click on Search.
6. Click on the row selector of the Product required.
7. Tick the Ignore Purchase Orders option if intended to use this option.
8. Type the Quantity in the Order Quantity input field.
9. Click on Add to Shopping List.
10. Repeat steps 3 to 9 to Add more Products to Shopping List.
11. Click on the row selector of the Product already Added to Shopping List.
12. Type the Quantity in the Quantity input field if intended to use this option.
    This option is used to amend the Quantity of the Product already Added to Shopping List.
13. Type Notes in the Notes input field if intended to use this option.
14. Click on Update on the Shopping List tab.
15. Repeat step 11 to Remove a Product from Shopping List.
16. Click on Remove from Shopping List.
17. Repeat steps 15 and 16 to Remove more Products from Shopping List.
18. Click on Update in the Selected Products Status block.

HOW TO CREATE A PURCHASE ORDER



1. Go to the Purchase Orders Application in the Menu.
2. Go to the Create Purchase Orders tab.
3. Select either the Create a new order option or the Edit a pending order option.
   - 3.1. If the Create a new order option was selected, the following will apply:
   - 3.2.
     - 3.2.1. Select specific criteria from the drop down lists on the following fields:
       - 3.2.1.1. Supplier, and
       - 3.2.1.2. Branch.
     - 3.2.2. Complete the following fields:
       - 3.2.2.1. Rep,
       - 3.2.2.2. Supplier Type or Make,
       - 3.2.2.3. Reference or GR Number, and/or
       - 3.2.2.4. Supplier Reference or Customer.
     - 3.2.3. Select the Items ready to order option or the Items not ready option or the All items option.
     - 3.2.4. Click on Cancel if intended to use this option.

3.2.5. Repeat steps 3.1.1 to 3.1.3 to Create a Purchase Order.

3.2.6. Tick the Product Ready option in the Items in Shopping List block if intended to use this option.

3.2.7. Click on Add item to Order.
A Adding Order Item block will be displayed.

3.2.8. Select specific criteria from the drop down lists on the following fields:
- 3.2.8.1. Trade Discount Formula,
- 3.2.8.2. Rebate Discount Formula,
- 3.2.8.3. Other Discount Formula, and/or
- 3.2.8.4. Tax Method.

3.2.9. Complete the following fields:
- 3.2.9.1. Order Quantity,
- 3.2.9.2. Unit Price,
- 3.2.9.3. Trade Discount (if applicable),
- 3.2.9.4. Trade Discount percentage (if applicable),
- 3.2.9.5. Rebate Discount (if applicable),
- 3.2.9.6. Rebate Discount percentage (if applicable),
- 3.2.9.7. Other Discount (if applicable),
- 3.2.9.8. Other Discount percentage (if applicable),
- 3.2.9.9. Back Order Quantity, and/or
- 3.2.9.10. Free Quantity.

3.2.10. Click on Apply if intended to use this option.

3.2.11. Click on Cancel if intended to use this option.

3.2.12. Repeat steps 3.1.1 to 3.1.10 to Create a Purchase Order.

3.2.13. Click on Add.

3.2.14. Repeat steps 3.1.1 to 3.1.13 above to add more Products to the Purchase Order.

3.2.15. Verify that the Trade Discount (if applicable), Rebate Discount (if applicable), Other Discount (if applicable), Quantity, Net Amount, Tax Total and Order Total displayed are correct and balances. If the amounts are out of balance, verify that each Product ordered has been correctly entered.

3.2.16. Click on Edit item if intended to use this option.

3.2.17. Click on the row selector of the Items to be ordered block.

3.2.18. Click on Remove item from Order if intended to use this option.

3.2.19. Click on Order Now. A Delivery Details block will be displayed.

3.2.20. Complete the following fields:
- 3.2.20.1. Name,
- 3.2.20.2. Address 1,
- 3.2.20.3. Address 2,
- 3.2.20.4. Address 3, and/or
- 3.2.20.5. Post Code.

3.2.21. Select either the Save Order now and Print Order option or the Save as a Pending

Order option. By default, the Save Order now and Print Order option is selected.

3.2.22. Tick the Show Preview option if intended to use this option.

3.2.23. Click on Print.

3.2.24. Click on Cancel if intended to use this option.

3.2.25. Repeat steps 3.1.19 to 3.1.23 to Create a Purchase Order.

3.2.26. A print preview of the Purchase Order will be displayed for the purpose to print this important document. It is advised to print this document.

3.2.27. After printing the Purchase Order, close the window at the top right corner marked with a X.

3.3. If the Edit a pending order option was selected, the following will apply:

3.3.1. Select a Supplier from the Select a supplier drop down list.

3.3.2. Tick and type the Order Number in the Order Number input field if intended to use this option.

3.3.3. Click on Fetch.

3.3.4. Select the Items ready to order option or the Items not ready option or the All items option.

3.3.5. Click on Cancel if intended to use this option.

3.3.6. Repeat steps 3.2.1 to 3.2.4 to Create a Purchase Order.

3.3.7. Tick the Product Ready option in the Items in Shopping List block if intended to use this option.

3.3.8. Click on Add item to Order. A Adding Order Item block will be displayed.

3.3.9. Select specific criteria from the drop down lists on the following fields:

3.3.9.1. Trade Discount Formula,

3.3.9.2. Rebate Discount Formula,

3.3.9.3. Other Discount Formula, and/or

3.3.9.4. Tax Method.

3.3.10. Complete the following fields:

3.3.10.1. Order Quantity,

3.3.10.2. Unit Price,

3.3.10.3. Trade Discount (if applicable),

3.3.10.4. Trade Discount percentage (if applicable),

3.3.10.5. Rebate Discount (if applicable),

3.3.10.6. Rebate Discount percentage (if applicable),

3.3.10.7. Other Discount (if applicable),

3.3.10.8. Other Discount percentage (if applicable),

3.3.10.9. Back Order Quantity, and/or

3.3.10.10. Free Quantity.

3.3.11. Click on Apply if intended to use this option.

3.3.12. Click on Cancel if intended to use this option.

3.3.13. Repeat steps 3.2.1 to 3.2.11 to Edit a pending Order.

3.3.14. Click on Add.

3.3.15. Repeat steps 3.2.1 to 3.2.14 above to add more Products to the Purchase Order.

3.3.16. Verify that the Trade Discount (if applicable), Rebate Discount (if applicable), Other Discount (if applicable), Quantity, Net Amount, Tax Total and Order Total displayed are correct and balances. If the amounts are out of balance, verify that each Product ordered has been correctly entered.

3.3.17. Click on Edit item if intended to use this option.

3.3.18. Click on the row selector of the Items to be ordered block.

3.3.19. Click on Remove item from Order if intended to use this option.

3.3.20. Click on Order Now. A Delivery Details block will be displayed.

3.3.21. Complete the following fields:

- 3.3.21.1. Name,
- 3.3.21.2. Address 1,
- 3.3.21.3. Address 2,
- 3.3.21.4. Address 3, and/or
- 3.3.21.5. Post Code.

3.3.22. Select either the Save Order now and Print Order option or the Save as a Pending Order option. By default, the Save Order now and Print Order option is selected.

3.3.23. Tick the Show Preview option if intended to use this option.

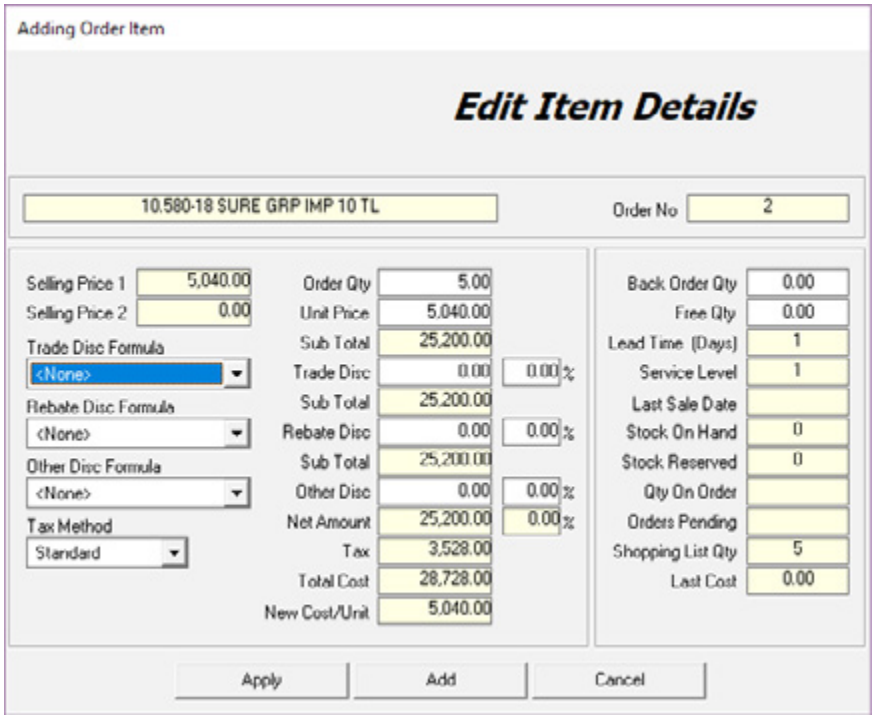
3.3.24. Click on Print.

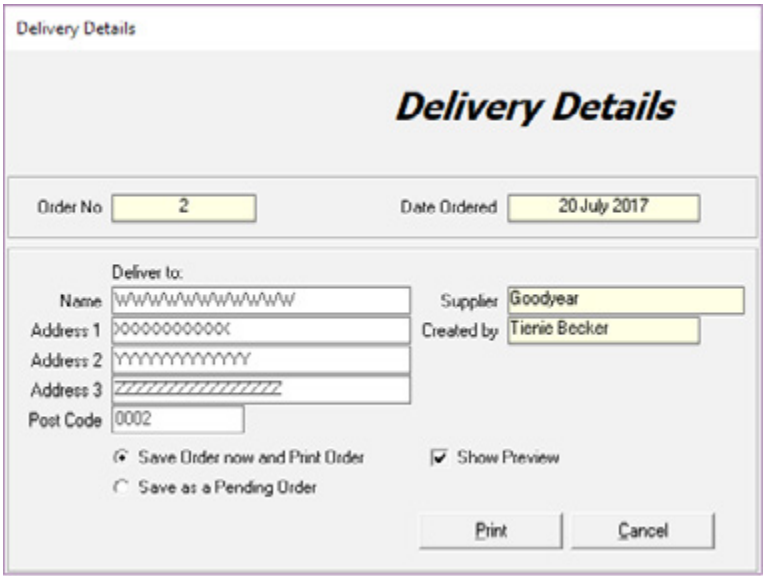
3.3.25. Click on Cancel if intended to use this option.

3.3.26. Repeat steps 3.2.20 to 3.2.24 to Edit a pending Order.

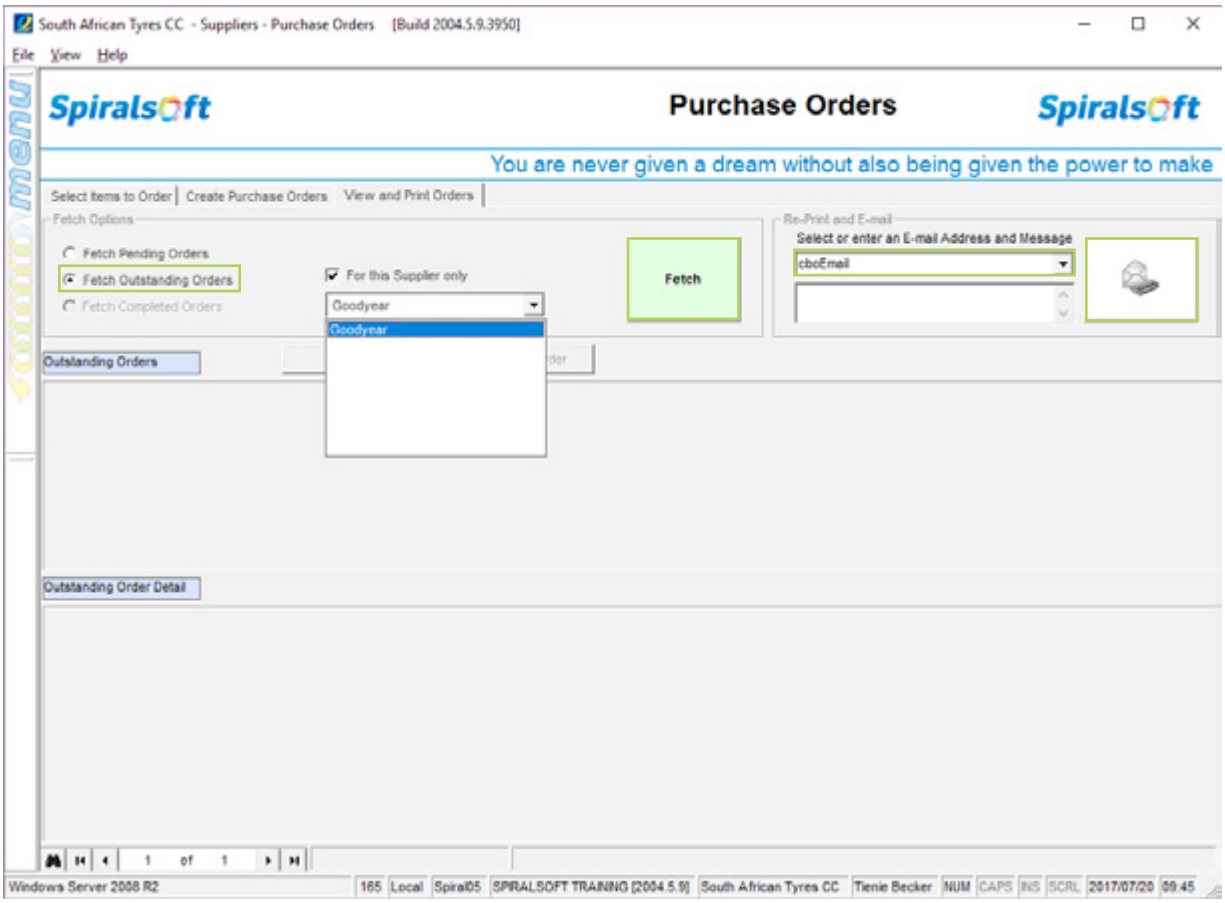
3.3.27. A print preview of the Purchase Order will be displayed for the purpose to print this important document. It is advised to print this document.

3.3.28. After printing the Purchase Order, close the window at the top right corner marked with a X




Delivery Details
Delivery Details
Order No
2
Date Ordered
20 July 2017
Deliver to:
Name
WWWWWWWWWWW
Address 1
XXXXXXXXXXX
Address 2
YYYYYYYYYYY
Address 3
ZZZZZZZZZZZZZZZZZZ
Post Code
0002
Supplier
Goodyear
Created by
Tienie Becker
Save Order now and Print Order
Save as a Pending Order
Show Preview
Print
Cancel

HOW TO VIEW AND PRINT OUTSTANDING ORDERS



1. Go to the Supplier Invoices Application in the Menu.
2. Go to the Supplier Invoices tab.
3. Select either the With a Goods Received Voucher option or the Without a Goods Received Voucher option.
4. Select a Supplier from the Supplier drop down list.
5. Complete the following fields:

   5.1. Supplier Reference (required),

   5.2. Invoice Number,

   5.3. Comment,

5.4. Trade Discount (if applicable),

5.5. Rebate Discount (if applicable),

5.6. Other Discount (if applicable),

5.7. Net Amount (Excl VAT),

5.8. Tax, and/or

5.9. Total (Incl VAT).

6. Select specific criteria from the drop down lists on the following fields:

6.1. Date,

6.2. Tax Type, and

6.3. Accounting Period.It is very important that the Accounting Period agrees with the Date for the purpose of generating the reports.

7. Select a specific General Ledger Account as the contra account by selecting from the Select a General Ledger Account to DEBIT drop down list.

8. Click on Save Invoice.

9. message indicating that the Supplier Invoice was indeed Saved successfully will be displayed. Click on OK.

SUPPLIER INVOICES

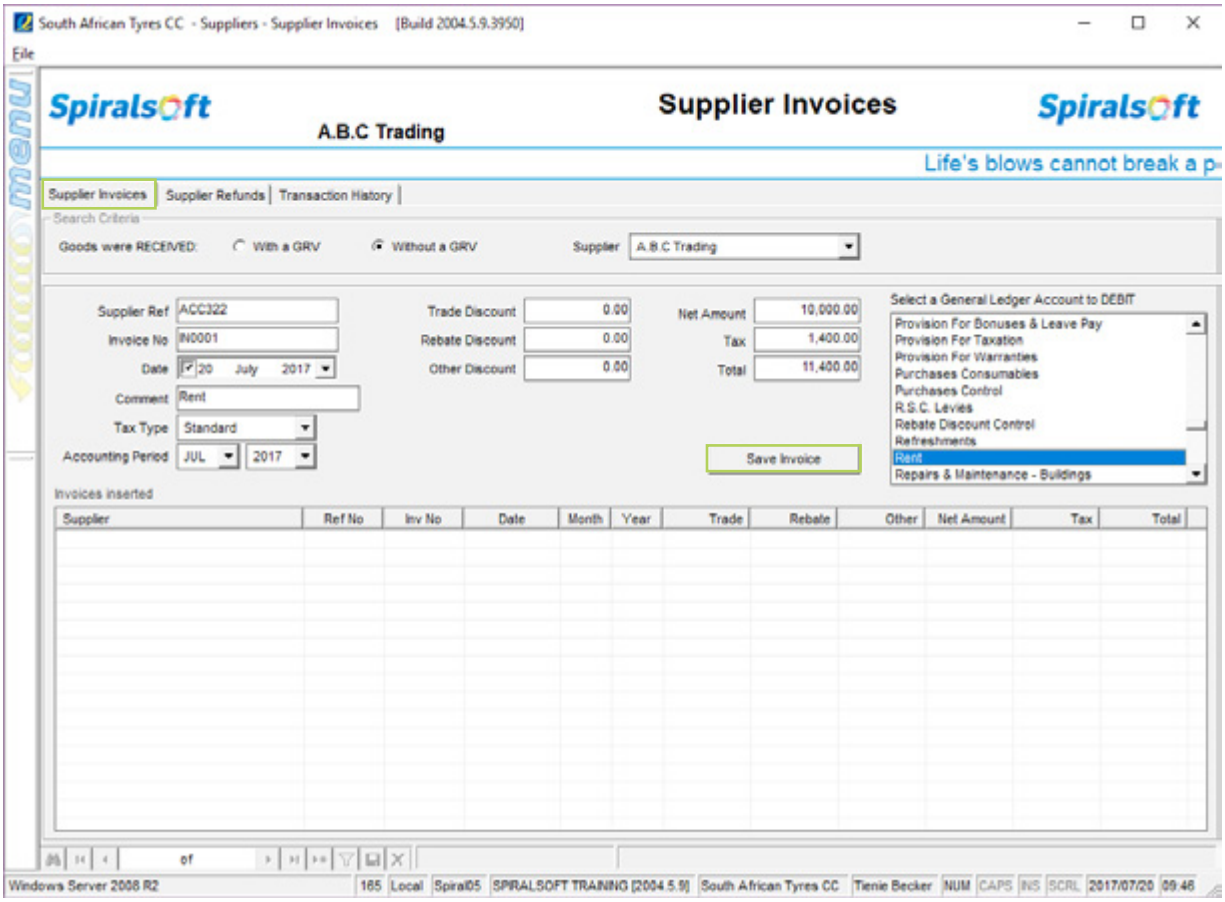
WHERE TO FIND IT

Click Menu > Supplier > Supplier Invoices

HOW TO CAPTURE A SUPPLIER INVOICE

PURPOSE

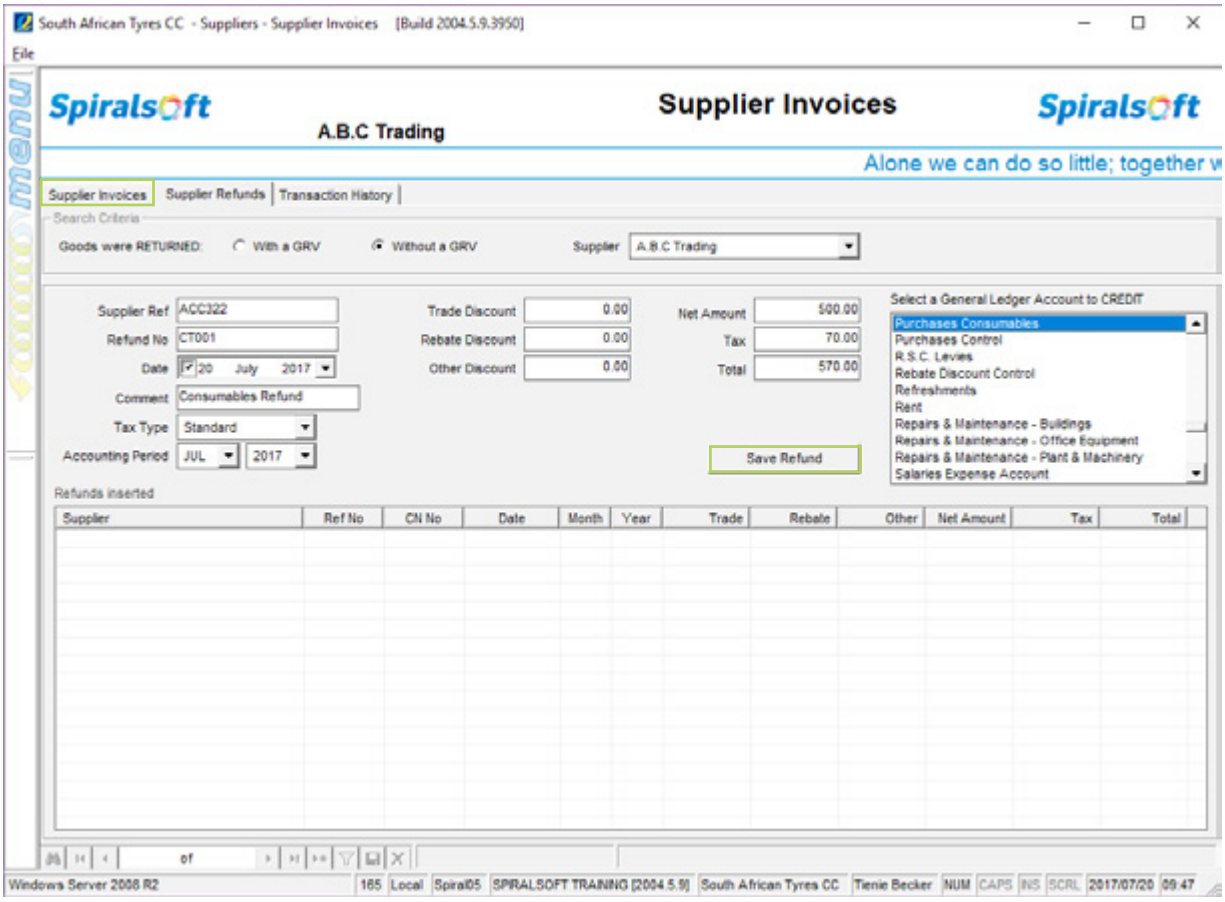
To capture supplier invoices without a GRV, i.e. all non-stock items and post them to the relevant General Ledger account.



1. Go to the Supplier Invoices Application in the Menu.
2. Go to the Supplier Invoices tab.
3. Select either the With a Goods Received Voucher option or the Without a Goods Received Voucher option.

4. Select a Supplier from the Supplier drop down list.
5. Complete the following fields:
   5.1. Supplier Reference (required),
   5.2. Invoice Number,
   5.3. Comment,
   5.4. Trade Discount (if applicable),
   5.5. Rebate Discount (if applicable),
   5.6. Other Discount (if applicable),
   5.7. Net Amount (Excl VAT),
   5.8. Tax, and/or
   5.9. Total (Incl VAT).
6. Select specific criteria from the drop down lists on the following fields:
   6.1. Date,
   6.2. Tax Type, and
   6.3. Accounting Period.
   It is very important that the Accounting Period agrees with the Date for the purpose of generating the reports.
7. Select a specific General Ledger Account as the contra account by selecting from the Select a General Ledger Account to DEBIT drop down list.
8. Click on Save Invoice.
   A message indicating that the Supplier Invoice was indeed Saved successfully will be displayed. Click on OK.

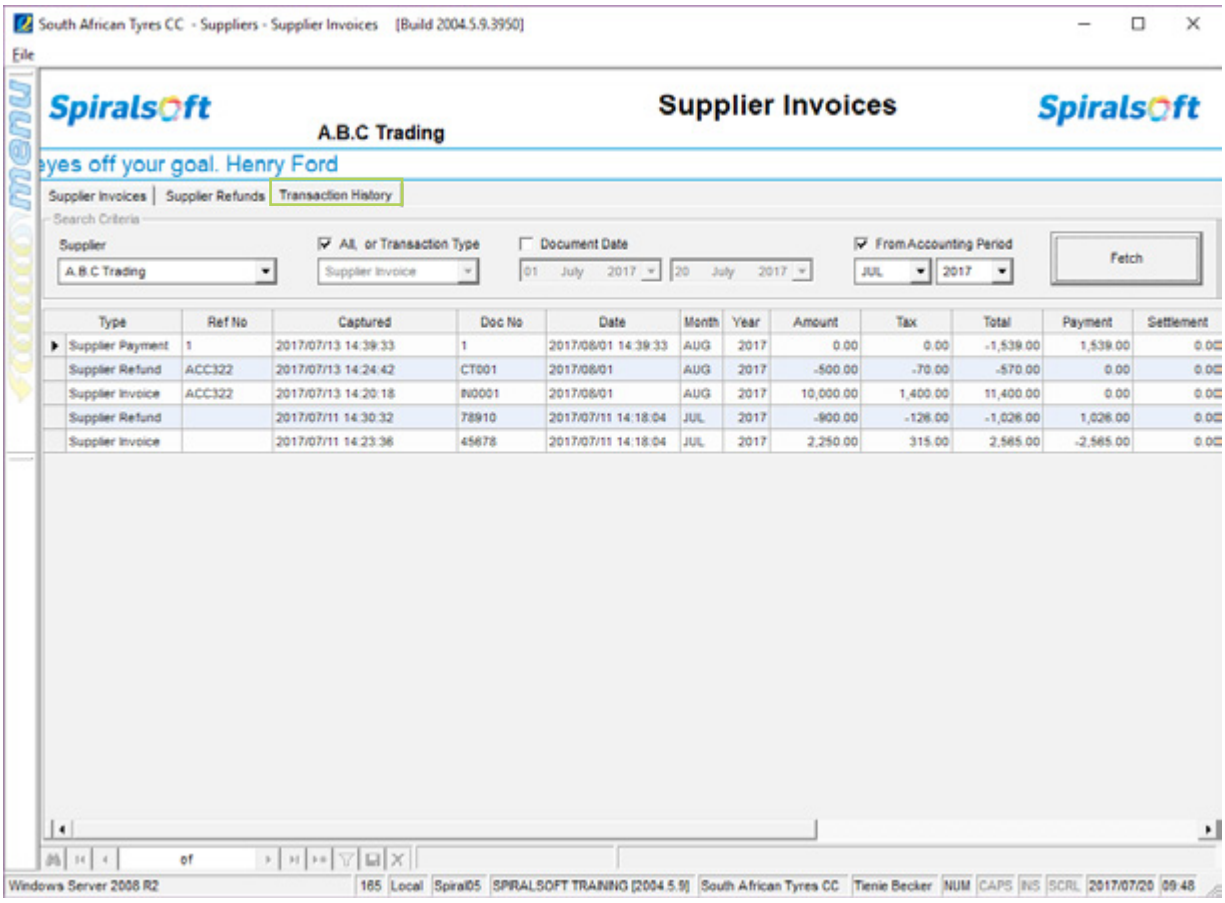
HOW TO CAPTURE A SUPPLIER REFUND



1. Go to the Supplier Invoices Application in the Menu.
2. Go to the Supplier Refunds tab.
3. Select either the With a Goods Received Voucher option or the Without a Goods Received Voucher option.
4. Select a Supplier from the Supplier drop down list.
5. Complete the following fields:
   - 5.1. Supplier Reference (required),
   - 5.2. Refund Number,
   - 5.3. Comment,
   - 5.4. Trade Discount (if applicable),
   - 5.5. Rebate Discount (if applicable),
   - 5.6. Other Discount (if applicable),
   - 5.7. Net Amount (Excl VAT),
   - 5.8. Tax, and/or
   - 5.9. Total (Incl VAT).

6. Select specific criteria from the drop down lists on the following fields:
   6.1. Date,
   6.2. Tax Type, and
   6.3. Accounting Period.
   It is very important that the Accounting Period agrees with the Date for the purpose of generating the reports.
7. Select a specific General Ledger Account as the contra account by selecting from the Select a General Ledger Account to CREDIT drop down list.
8. Click on Save Refund.
9. A message indicating that the Supplier Credit was indeed Saved successfully will be displayed. Click on OK.

HOW TO VIEW CAPTURED INVOICES AND REFUNDS ON TRANSACTION HISTORY ON A SUPPLIER ACCOUNT



1. Go to the Supplier Invoices Application in the Menu.

2. Go to the Transaction History tab.

3. Select a Supplier from the Supplier drop down list.
   The Menu Bar at the top indicates which Supplier is selected.

4. Tick or select a specific Type of Transaction by selecting the Transaction Type on the drop down list.

5. Tick and select a specific period of time by selecting from the Document Date drop down date pickers if intended to use this option.

6. Tick and select a month and year by selecting from the From Accounting Period drop down date pickers if intended to use this option.

7. Click on Fetch.
   A list of Transactions will be displayed according to the options selected in steps 3 to 6.
8. The screen displays the Type, Reference Number, Captured, Document Number, Date, Month, Year, Amount, Tax, Total, Payment, Settlement, Comment, Trade Discount, Rebate Discount, Other Discount and User.
9. Right-click on one of the transactions and select the Export All to Excel option.
10. A Save as Microsoft Excel file dialog box is displayed.
11. Type the File name you want to utilise and click on Save on the Save as Microsoft Excel dialog box.
12. Confirm by clicking Yes to the question posed “Do you wish to continue?”.
13. A message indicating that The Excel export was indeed completed successfully will be displayed. Click on OK.
14. Click on and hold Ctrl on your keyboard while clicking the row selector of the Transactions.
15. Right-click on one of the transactions and select the Export Selected to Excel option.
16. A Save as Microsoft Excel file dialog box is displayed.
17. Type the File name you want to utilise and click on Save on the Save as Microsoft Excel dialog box.
18. Confirm by clicking Yes to the question posed “Do you wish to continue?”.
19. A message indicating that The Excel export was indeed completed successfully will be displayed. Click on OK.

SUPPLIER PAYMENTS

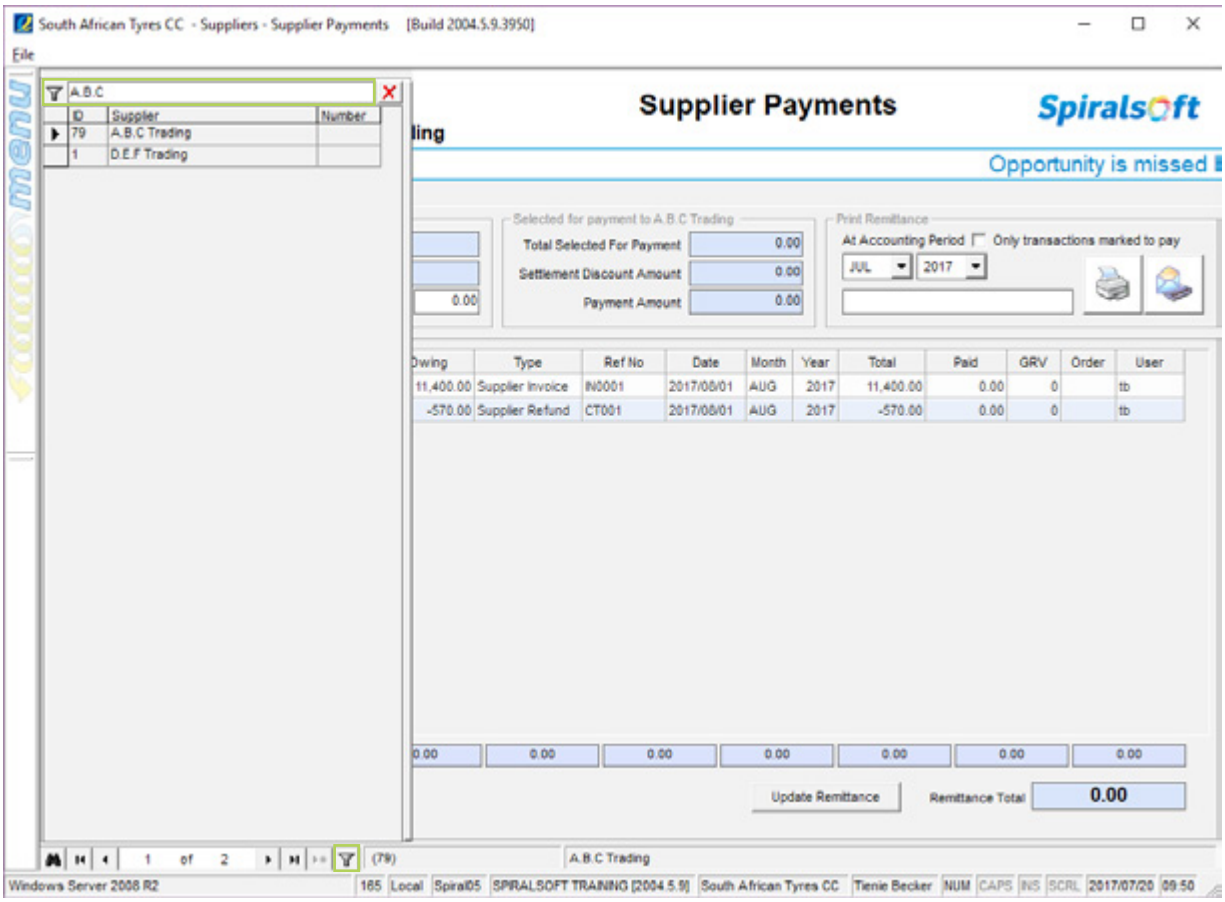
WHERE TO FIND IT

Click Menu > Suppliers > Supplier Payments

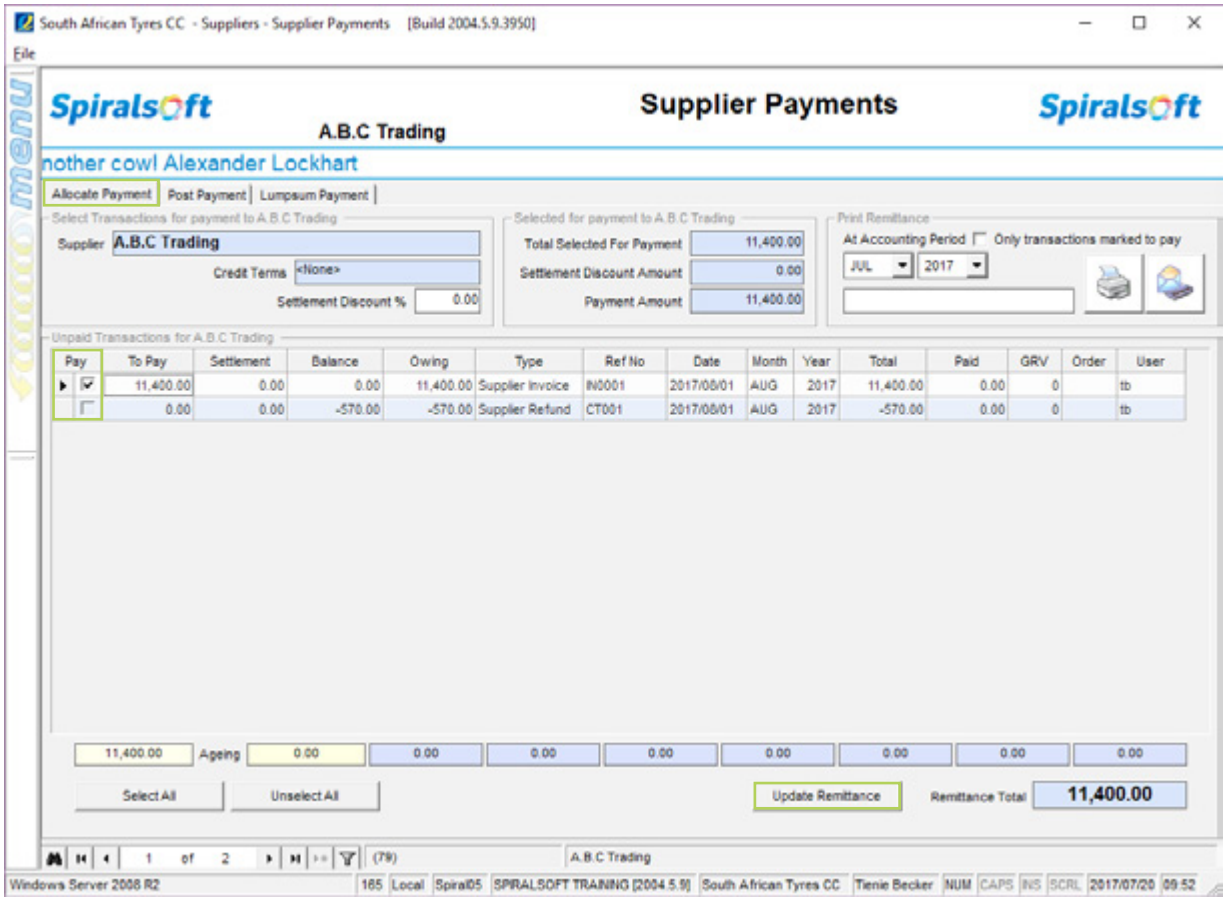
HOW TO CAPTURE A SUPPLIER PAYMENT

PURPOSE

This function is used to capture, allocate and post supplier payments as well as lump sum payments.



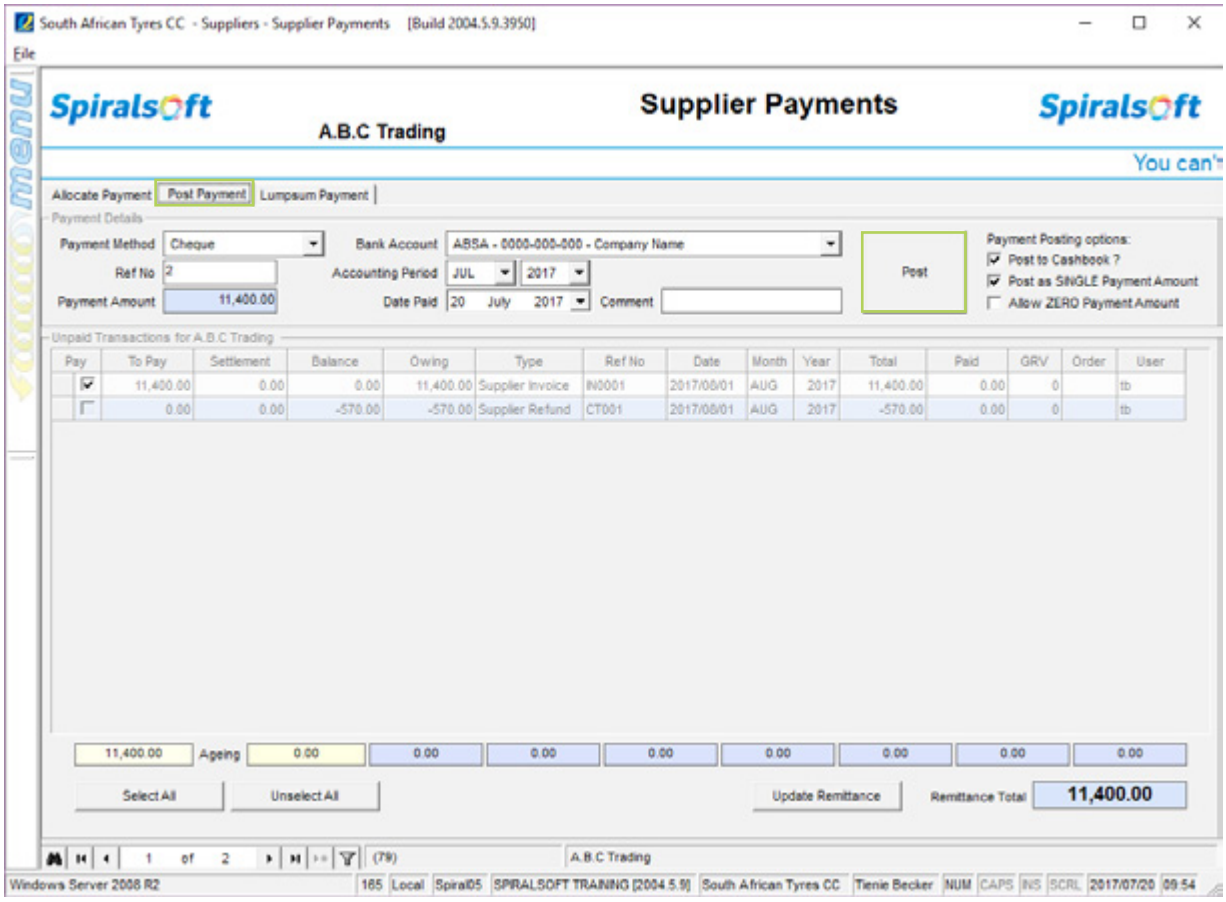
1. Go to the Supplier Payments Application in the Menu.
2. On the Allocate Payment tab, select a Supplier using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which Supplier is selected.



3. At the bottom of the screen the Ageing blocks are displayed as Ageing Total, Current, 30 Days, 60 Days, 90 Days, 120 Days, 150 Days and 180+ Days.
4. Select the Term to view the specific transactions outstanding for that period.
   The field selected will change to a yellow colour.
5. Type the Settlement Discount percentage in the Settlement Discount percentage input field if intended to use this option.
6. Tick the Pay option and type the Amount (if a partial payment is made for the Unpaid Transaction) in the Amount input field of each transaction for selected individual Unpaid Transactions if intended to use this option.
7. Click on Update Remittance.
8. A message indicating that the Remittance was indeed updated successfully will be displayed. Click on OK.
9. Select a month and year by selecting from the At Accounting Period drop down date pickers if intended to use this option.
10. Tick the Only transactions marked to pay option if intended to use this option.
11. Click on Print ( ).
12. A print preview of the Supplier Remittance Advice will be displayed.
13. After printing the Supplier Remittance Advice, close the window at the top right corner marked with a X.
14. Type an E-Mail address in the input field in the Print Remittance block if intended to use this option.
15. Click on E-Mail ( ).

16. A print preview of the Supplier Remittance Advice will be displayed.
17. A message indicating that the Send E-mail was indeed completed successfully will be displayed. Click on OK.
18. After printing the Supplier Remittance Advice, close the window at the top right corner marked with a X.

HOW TO POST A SUPPLIER PAYMENT



1. Go to the Post Payment tab.
2. Select a Payment Method from the Payment Method drop down list.
3. Select a Bank Account from the Bank Account drop down list if intended to use this option.
4. Select a month and year by selecting from the Accounting Period drop down date pickers. It is very important that the Accounting Period agrees with the Date Paid for the purpose of generating the reports.
5. Select a Date Paid by selecting from the Date Paid drop down date picker.
6. Type the Supplier name or Bank Statement reference in the Comment input field.
7. Tick the Post to Cashbook ? option in the Payment Posting options: block if intended to use this option. This option must be ticked when the Supplier Payment is captured from the Bank Statement.

8. Tick the Post as SINGLE Payment Amount option in the Payment Posting options: block if intended to use this option.
   This option must be ticked when the Supplier Payment is captured as one Payment to the Supplier.

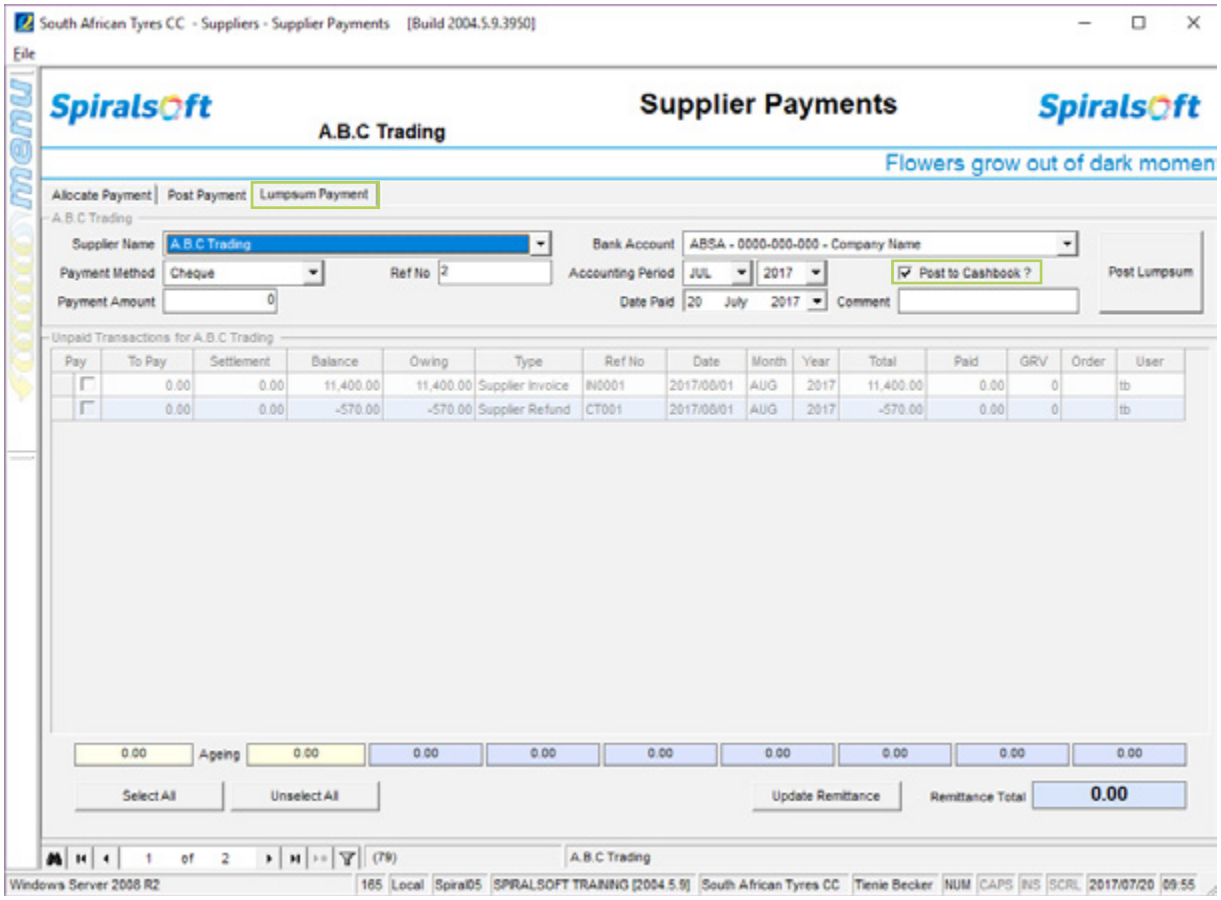
9. Tick the Allow ZERO Payment Amount option in the Payment Posting options: block if intended to use this option.
   This option must be ticked when the Supplier Payment is fully allocated with a ZERO Remittance Total Amount.

10. Click on Post.

11. Confirm by clicking Yes to the question posed “Confirm posting Supplier Payment?”.

12. A message indicating that the Payment save was indeed completed successfully will be displayed. Click on OK.

HOW TO CAPTURE AND POST A LUMPSUM PAYMENT



1. Go to the Supplier Payments Application in the Menu.
2. Go to the Lumpsum Payment tab.
3. Select a Supplier from the Supplier Name drop down list.
4. Select a Payment Method from the Payment Method drop down list.
5. Type the Payment Amount in the Payment Amount input field.
6. Select a Bank Account from the Bank Account drop down list if intended to use this option.
7. Select a month and year by selecting from the Accounting Period drop down date pickers. It is very important that the Accounting Period agrees with the Date Paid for the purpose of generating the reports.
8. Select a Date Paid by selecting from the Date Paid drop down date picker.
9. Tick the Post to Cashbook ? option if intended to use this option.
   This option must be ticked when the Supplier Payment is captured from the Bank Statement.
10. Type the Supplier name or Bank Statement reference in the Comment input field.
11. Click on Post Lumpsum.
12. Confirm by clicking Yes to the question posed “Confirm posting Lumpsum Payment?”.
13. A message indicating that the Lumpsum Payment save was indeed completed successfully will be displayed. Click on OK.

SUPPLIER REPORTS

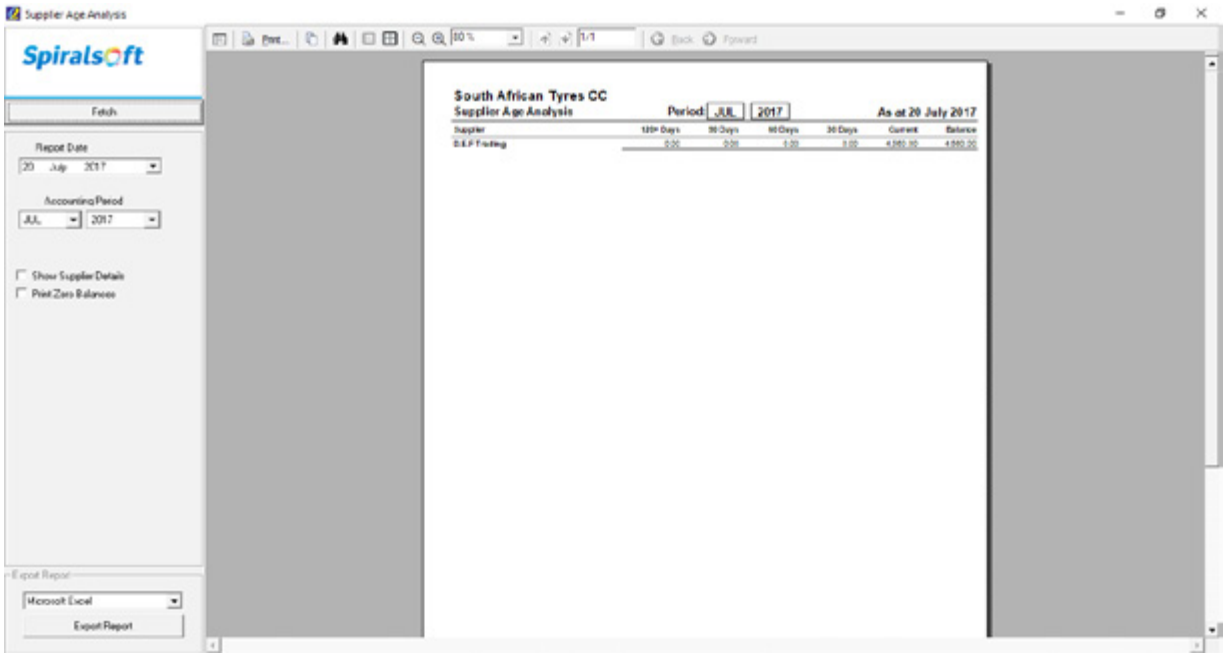
WHERE TO FIND IT

Click Menu > Supplier > Supplier Reports

#402 – Supplier Age Analysis

PURPOSE

This report displays your suppliers› outstanding balances. It groups balances on number of days until due date relative to today›s date.

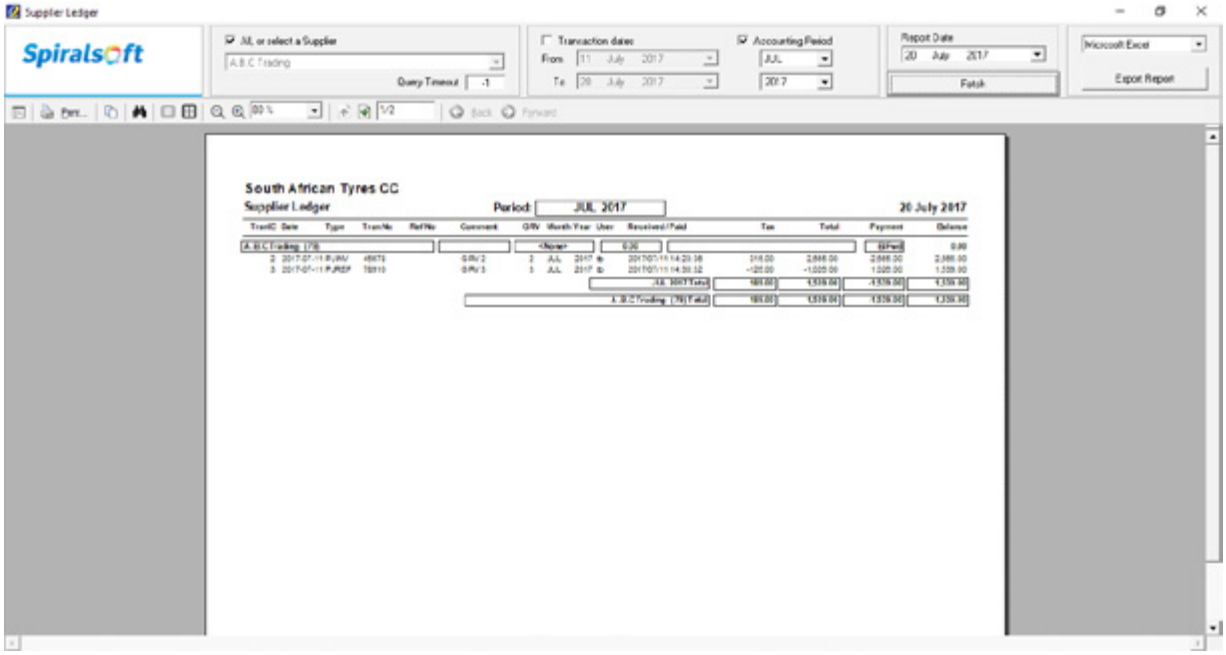


1. Select the Accounting Period of the report you want to generate. This can be done by using the drop down menu and selecting both a month and a year from the list.
2. Select whether you want to or don't want to Show Supplier Details and Print Zero Balances. This can be done by ticking the chosen boxes.
3. Click on "Fetch".
4. The report displays the Supplier, 120+ Day Period, 90 Day Period, 60 Day Period, 30 Day Period, Current and Balance.
5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#410 – Supplier Ledger

PURPOSE

The Supplier ledger provides a full overview of all open ledger items made to your Suppliers, simplifying payment management.

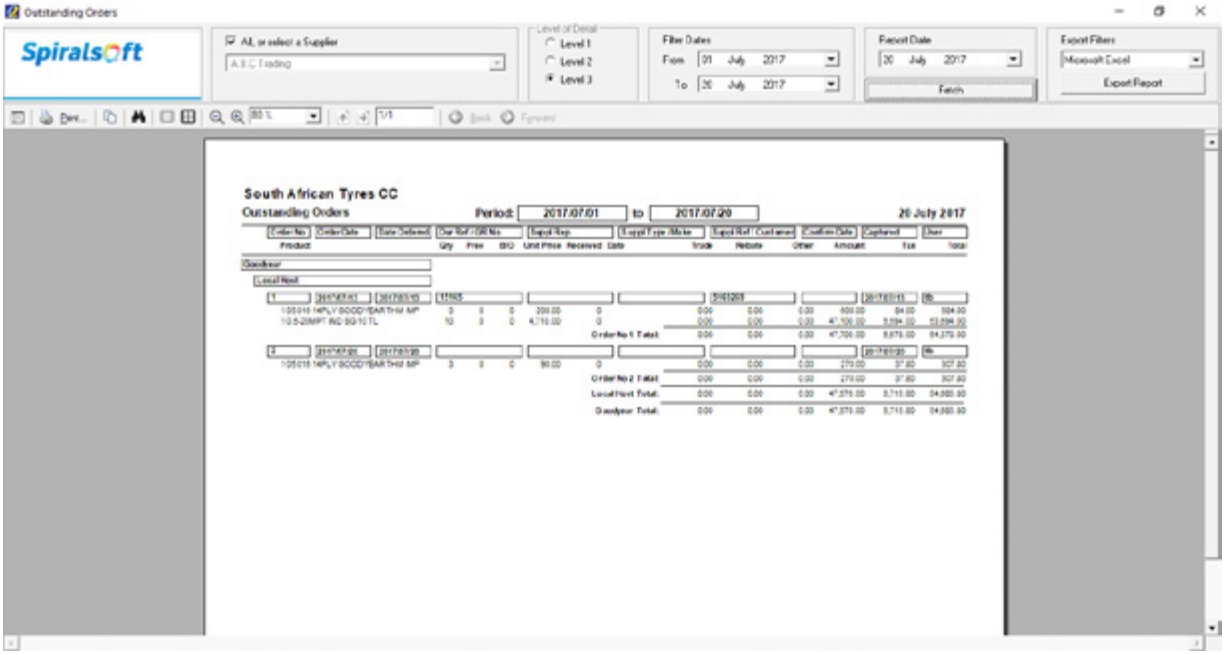


1. Select whether you want All Suppliers to show, one specific Supplier. This can be done by ticking the chosen box.
2. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
3. Select the Accounting Period of the report you want to generate. This can be done by using the drop down menu and selecting both a month and a year from the list.
4. Click on Fetch.
5. The report displays the transaction ID, Date, Type, Transaction Number, Reference Number, Comment, GRV, Month, Year, User, Received/Paid, Tax, Total, Payment and Balance.
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#411 – Outstanding Orders

PURPOSE

This report shows all the outstanding orders with a supplier for a specific period of time.



1. Select whether you want All Suppliers to show, one specific Supplier. This can be done by ticking the chosen box.

2. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2 or Level 3, depending on the Level of Detail of the information required.

3. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.

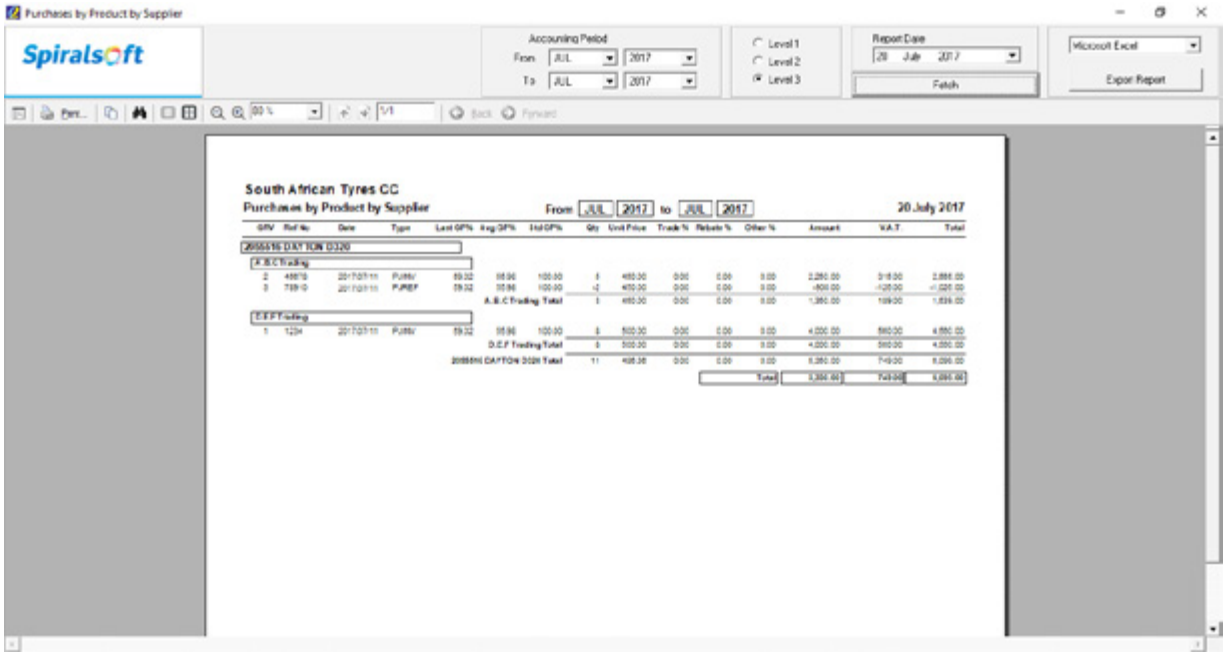
4. Click on Fetch.

5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#415 – Purchases by Supplier by Product

PURPOSE

This report allows you to view the various products you purchased from specific suppliers.



1. Select the Accounting Period of the report you want to generate. This can be done by using the drop down menu and selecting both a month and a year from the list.

2. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2 or Level 3, depending on the Level of Detail of the information required.

3. Click on Fetch.

4. The report displays the Quantity, Unit Price, Trade Percentage, Rebate Percentage, Other Percentage, Amount, V.A.T and Total.

5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

PRODUCTS

PRODUCT CATALOG

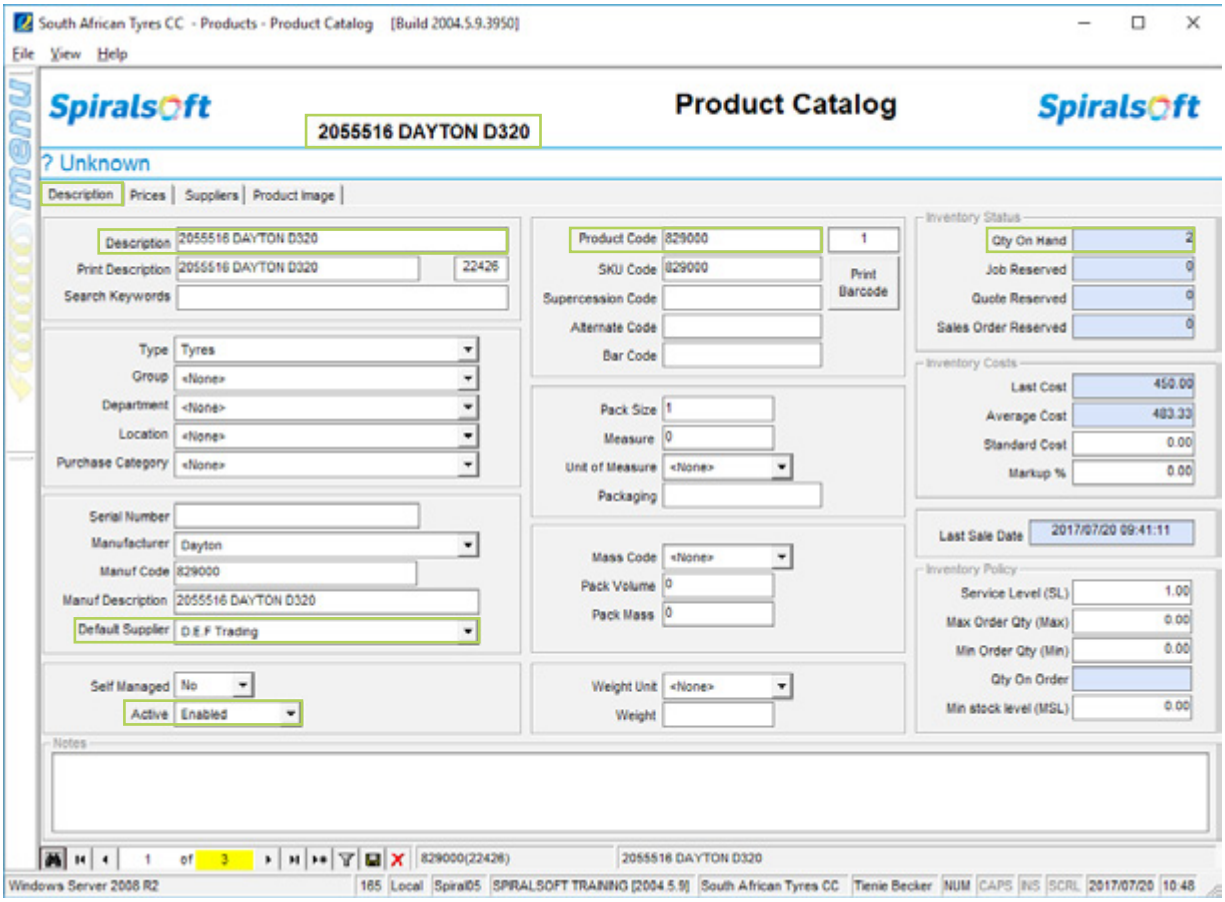
HOW TO CREATE A NEW PRODUCT

WHERE TO FIND IT

Click Menu > Products > Product Catalog

PURPOSE

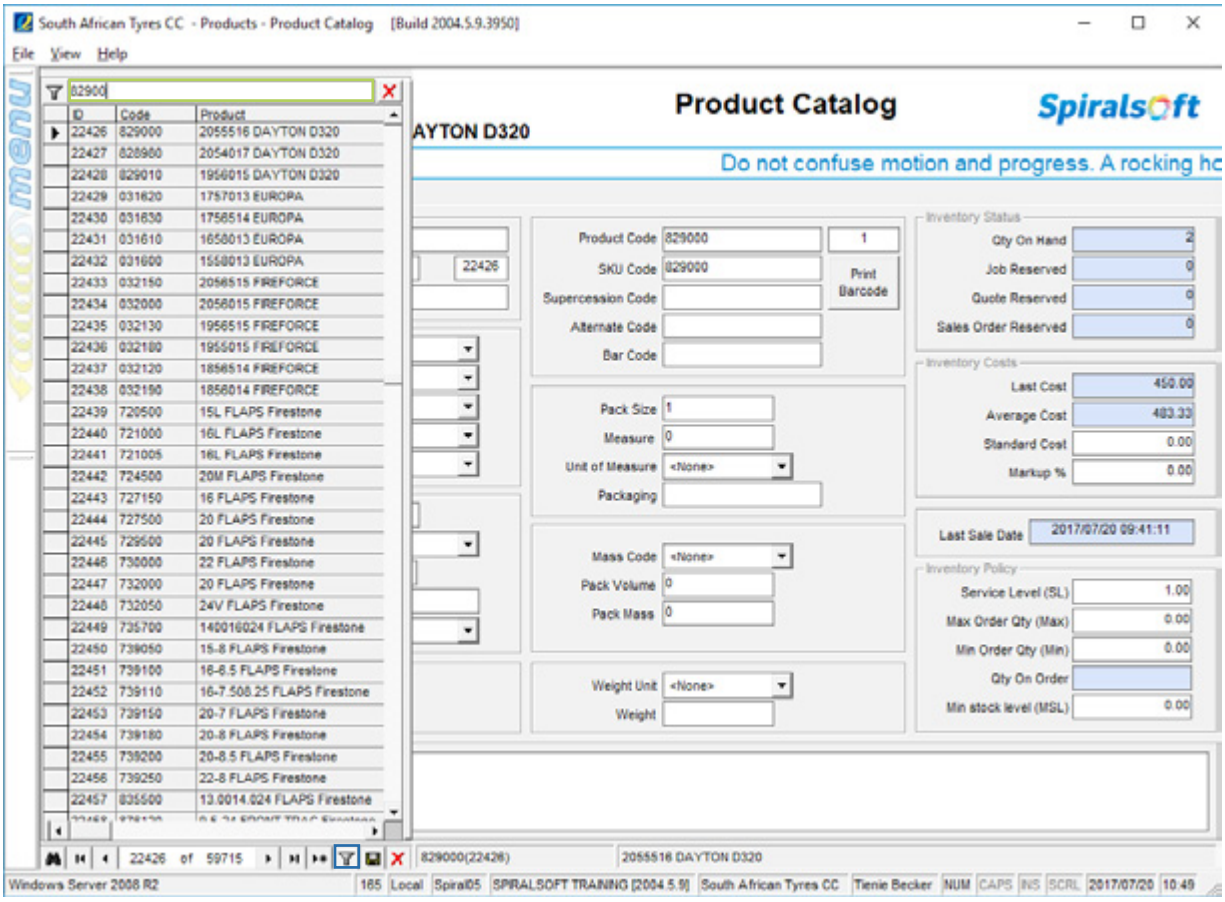
Explains functionality and procedures to add and edit products in the Product Catalog. The Product Catalog is the master file of all products for resale in the system, and interactive settings related to the products. These include filters, selling prices, stock level settings, and links to suppliers.



All products are pre-fetched when the Product Catalog is opened. In the example above the system displays product 1212 of 23918 in the catalog.

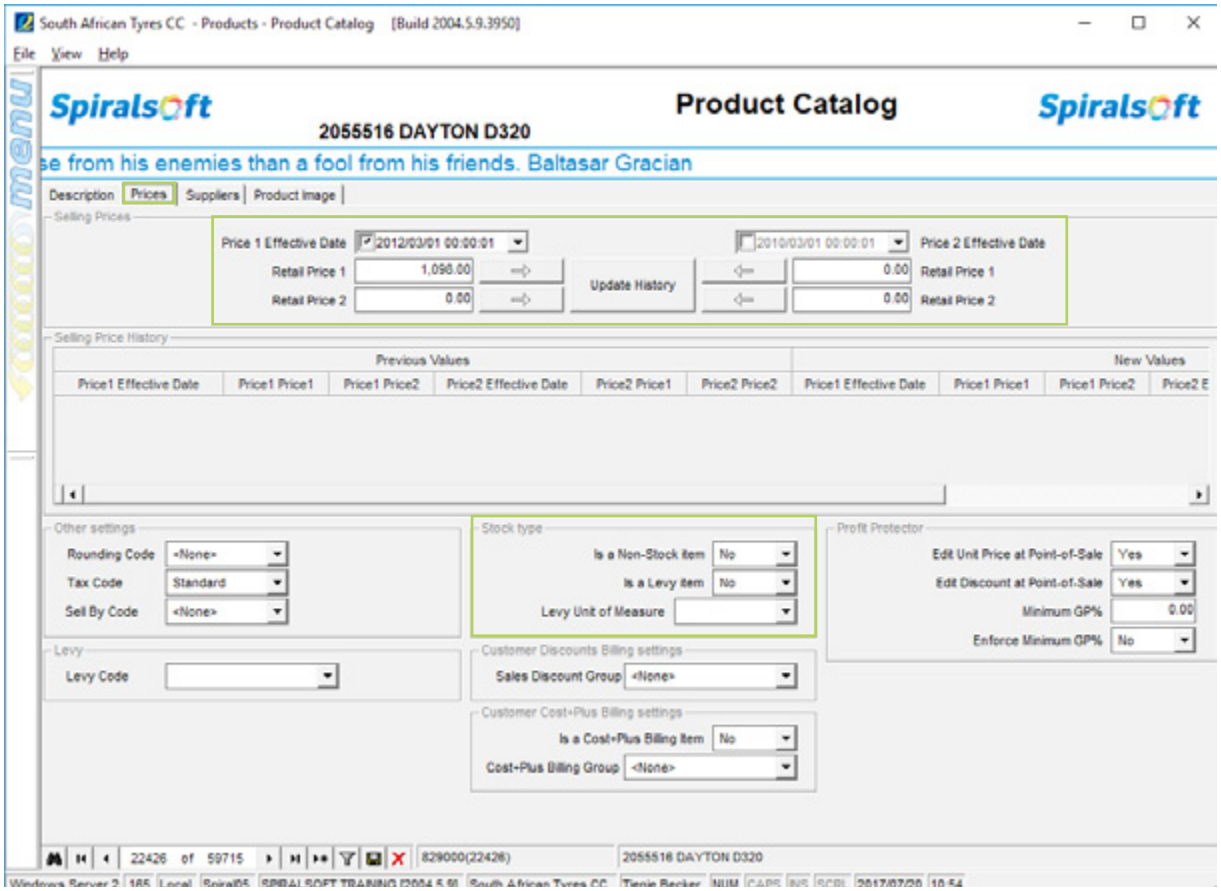
1. Go to the Product Catalog Application in the Menu.
2. On the Description tab, click on Insert (>*) in the Navigation Bar. This will clear all the fields on the Description tab.
3. Complete the fields. There are 3 requirements before saving a new product
   3.1. Product Description
   3.2. Default Supplier
   3.3. Product Code
4. Select specific criteria from the drop down lists on the following fields:
   4.1. Type (used for Product Filters),
   4.2. Group (used for Product Filters),
   4.3. Department (used for Product Filters),
   4.4. Location (used for Product Filters),
   4.5. Purchase Category (used for Product Filters),
   4.6. Manufacturer (printed on Purchase Orders; otherwise replaced by the default Description and Product Code values),
   4.7. Default Supplier **(required)** (The Default Supplier is the supplier from which you purchase the product most frequently from.),
   4.8. Active (Ensure this value field is set to Enabled. If not set to Enabled, the product will not be displayed, therefore, the product cannot be selected in the Point-of-Sale Application, Stock Receipts Application, Purchase Orders Application, etc., as well as in various other reports in the system.),
5. Click Save (💾) in the Navigation Bar. The new product will be saved; the default values for all the other fields, which have not been completed, will be displayed.
6. You will not be able to change the fields indicated with a light blue (Cornflower) colour background on the Description tab. Their values are set on different Applications in the system.

HOW TO SEARCH FOR A PRODUCT



1. Go to the Product Catalog Application in the Menu.
2. On the Description tab, select a Product using Filter ( ) in the Navigation Bar. This will display the picklist fly-out.
3. Type the search criteria in the input field at the top of the picklist fly-out. Please see the 82900 value in the example above.
4. Now press Enter on the keyboard.
5. A list of products FILTERED from the pre-fetched list of 82900 products will be displayed. Click on the product in the picklist fly-out that you want displayed. The picklist then closes and the information of the selected product is displayed.
6. To exit filter mode when you do not want to use it anymore, click on the Filter ( ) in the Navigation Bar. Repeat steps 1 to 6 to search for other products.

HOW TO SET THE SELLING PRICE OF A PRODUCT



The selling price of a product is determined by its Effective Date.

CAUTION

1. Go to the Product Catalog Application in the Menu.
2. On the Description tab, search for the product you want to update by using the filter. Select the product you want to update.
3. Go to the Prices tab.
4. Amend the following field:
   - 4.1. Price 1 Effective Date: Retail Price 1,
   - 4.2. Price 1 Effective Date: Retail Price 2,
   - 4.3. Price 2 Effective Date: Retail Price 1,
   - 4.4. Price 2 Effective Date: Retail Price 2, and
   - 4.5. Minimum Gross Profit percentage (determines the minimum Gross Profit percentage at which the product may be sold in the Point-of-Sale.).

Two sets of prices are provided for each product. Each set has its own unique Effective Date, Retail Price 1 and Retail Price 2.

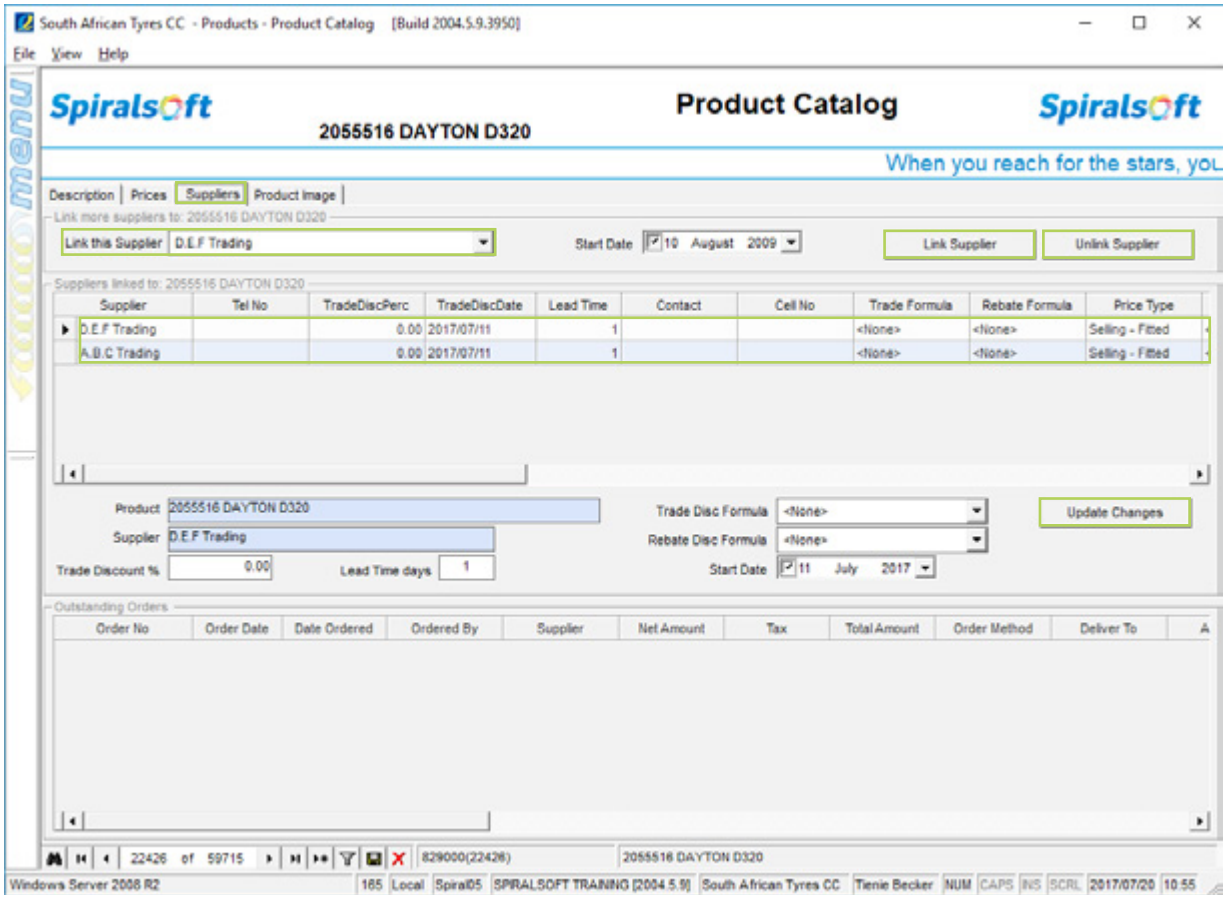
The price in the Retail Price 1 fields is the primary selling price. All selling prices are EXCLUSIVE of V.A.T. or Sales Tax.

Select specific criteria from the drop down lists:

If a product is a non-stock item (labour), select 'Yes' from the drop down list

5. Click Save (💾) in the Navigation Bar.

HOW TO LINK A SUPPLIER TO A PRODUCT



CAUTION

All Products that are purchased must be linked to one or more suppliers. This feature prevents the capturing of supplier invoices against an incorrect supplier account.

1. Go to the Product Catalog Application in the Menu.
2. On the Description tab, search for the product you want to update.
3. Go to the Suppliers tab.
4. Select a Supplier from the 'Link this Supplier' drop down list.
5. Select a Start Date from the Start Date drop down date picker.
6. Click on Link Supplier.
7. The Supplier will now be displayed in the Suppliers linked to: list.
8. Click Save (💾) in the Navigation Bar.
9. To unlink a supplier, follow steps 1 to 8, and click on 'unlink supplier'

STOCK RECEIPTS

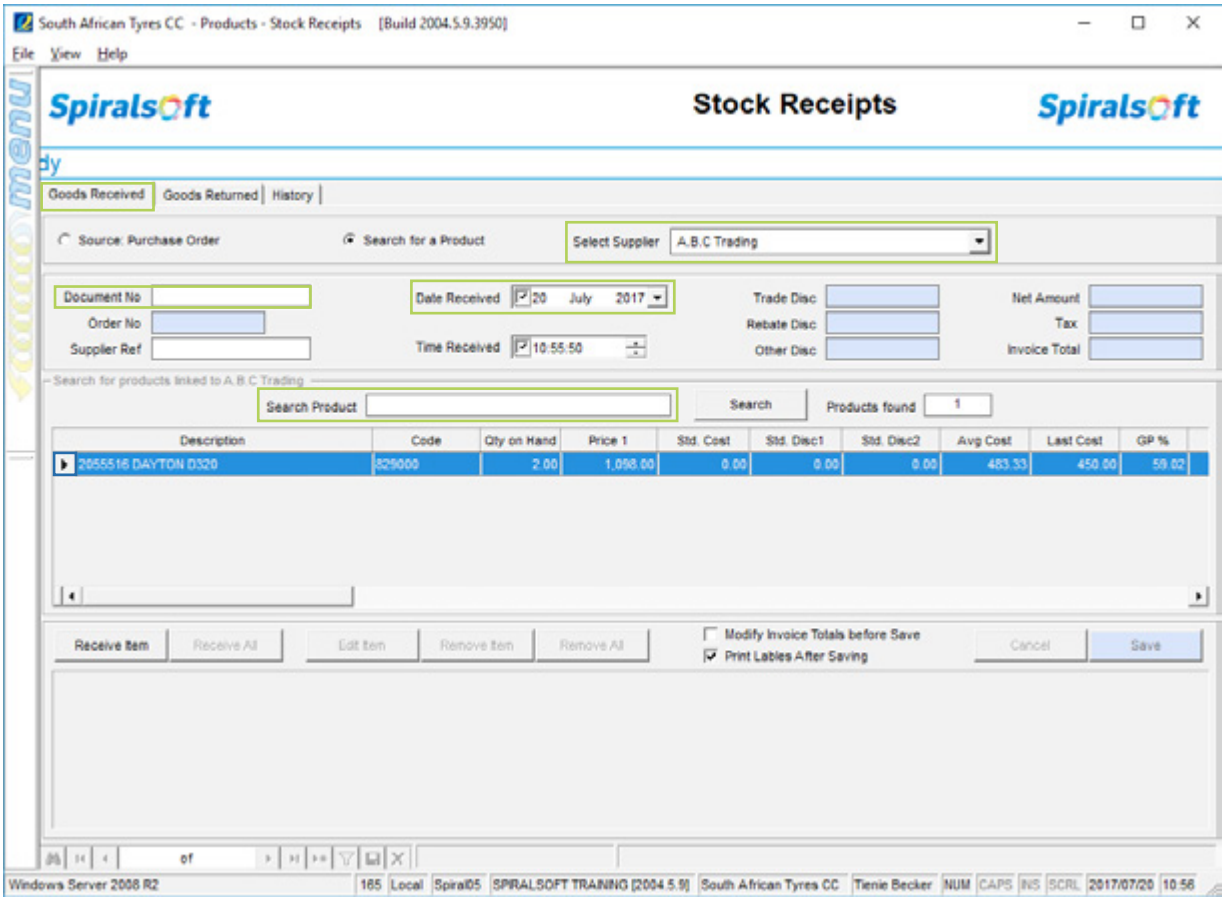
HOW TO CAPTURE A STOCK RECEIPT

WHERE TO FIND IT

Click Menu > Products > Stock Receipts

PURPOSE

Explains functionality and procedures to receipt stock (inventory) for resale from suppliers using a Goods Received Voucher (GRV), or to return stock to suppliers using a Goods Returned Voucher. Disabled products and Non-Stock product items cannot be received using a GRV.



CAUTION

A product must be linked to the supplier that it is purchased from. This prevents purchasing goods from incorrect suppliers. See Product Catalog → Suppliers tab on how to link suppliers to products.

Disabled and Non-Stock product items cannot be received using a GRV.

1. Go to the Stock Receipts Application in the Menu.
2. Go to the Goods Received tab.
3. Select either the 'Source: Purchase Order' option or the 'Search for a Product' option.

By default, the Search for a Product option is selected.

The functionality of each of the two options is as follows:

- The 'Source: Purchase Order' option allows selecting a Supplier and its existing open Purchase Orders, selecting one of the Purchase Orders, and selecting one or more of the items on the Purchase Orders to receive from the Supplier.
- The Search for a Product option allows searching for a product using search criteria (part of the Product Description or Code) that identifies the product you want to return.

3.1. If the 'Source: Purchase Order' option was selected, the following will apply:

3.1.1. Select a Supplier from the 'Select Supplier' drop down list.

3.1.2. Click on Fetch. A list of open Purchase Orders of the Selected Supplier will be displayed.

3.1.3. Double-Click on the row selector of the Purchase Order required. The Products on the Purchase Order are displayed in a list.

3.1.4. Complete the following fields:

3.1.4.1. Document Number, and

3.1.4.2. Supplier Reference.

3.1.5. Select specific criteria from the drop down lists on the following fields:

3.1.5.1. Date Received, and

3.1.5.2. Time Received.

3.1.6. Click on the row selector of the Product required.

3.1.7. Click on Receive Item. A Receive Item block will be displayed.

3.1.8. Complete the following fields:

3.1.8.1. Quantity Received Now,

3.1.8.2. Unit Price,

3.1.9. Click on Add.

3.1.10. Repeat steps 3.1.6 to 3.1.10 above to add more Products to the Goods Received Voucher.

3.1.11. Click on Save (). A 'Save GRV' block will be displayed.

3.1.12. By default, the Save as Goods Received Voucher, and create a Supplier's Invoice option is selected and the Save as Goods Received Voucher only option is disabled.

3.1.13. Complete the following field:

3.1.13.1. Supplier Invoice Number.

3.1.14. Select specific criteria from the drop down date pickers on the following fields:

3.1.14.1. Supplier Invoice Date, and

3.1.14.2. Accounting Period.

It is very important that the Accounting Period agrees with the Supplier Invoice Date for the purpose of generating the reports.

3.1.15. Click on Save ().

3.1.16. Confirm by clicking Yes to the question posed “Confirm information before Posting?”.

3.1.17. A message indicating that the Goods Received Save has indeed been completed successfully will be displayed. Click on OK.

3.1.18. A print preview of the Goods Received Voucher will be displayed for the purpose to print this important document. It is advised to print this document.

3.1.19. After printing the Goods Received Voucher, close the window at the top right corner marked with a X.

3.2. If the Search for a Product option was selected, the following will apply:

3.2.1. Firstly, verify that each Product to be received is linked to the Selected Supplier.

3.2.2. Select a Supplier from the Select Supplier drop down list.

3.2.3. Complete the following fields:

3.2.3.1. Document Number, and

3.2.3.2. Supplier Reference.

3.2.4. Select specific criteria from the drop down lists on the following fields:

3.2.4.1. Date Received, and

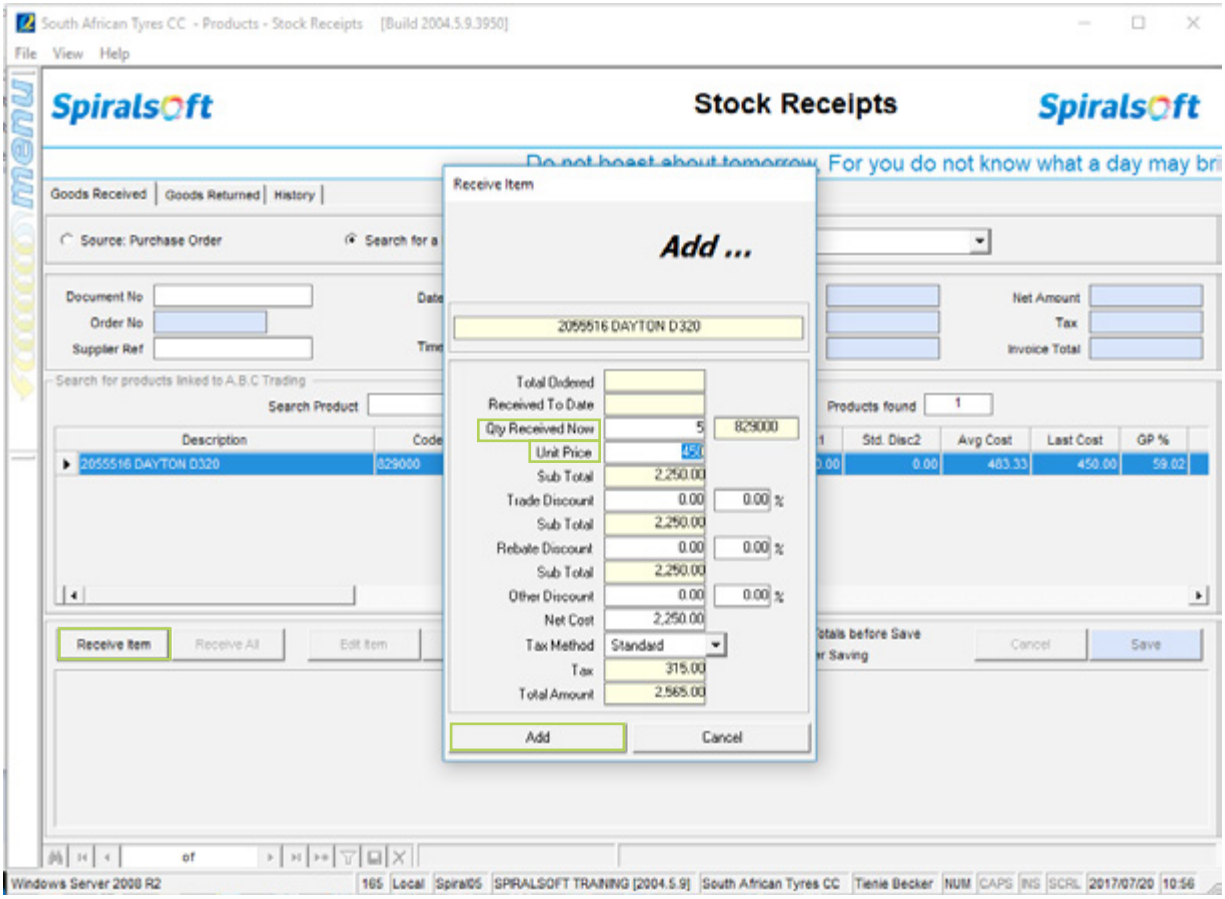
3.2.4.2. Time Received.

3.2.5. Type the search criteria in the input field Search Product (a partial word or figures of the product description or code) you require.

3.2.6. Click on Search.

3.2.7. Click on the row selector of the Product required.

3.2.8. Click on Receive Item. A Receive Item block will be displayed.



3.2.9. Complete the following fields:

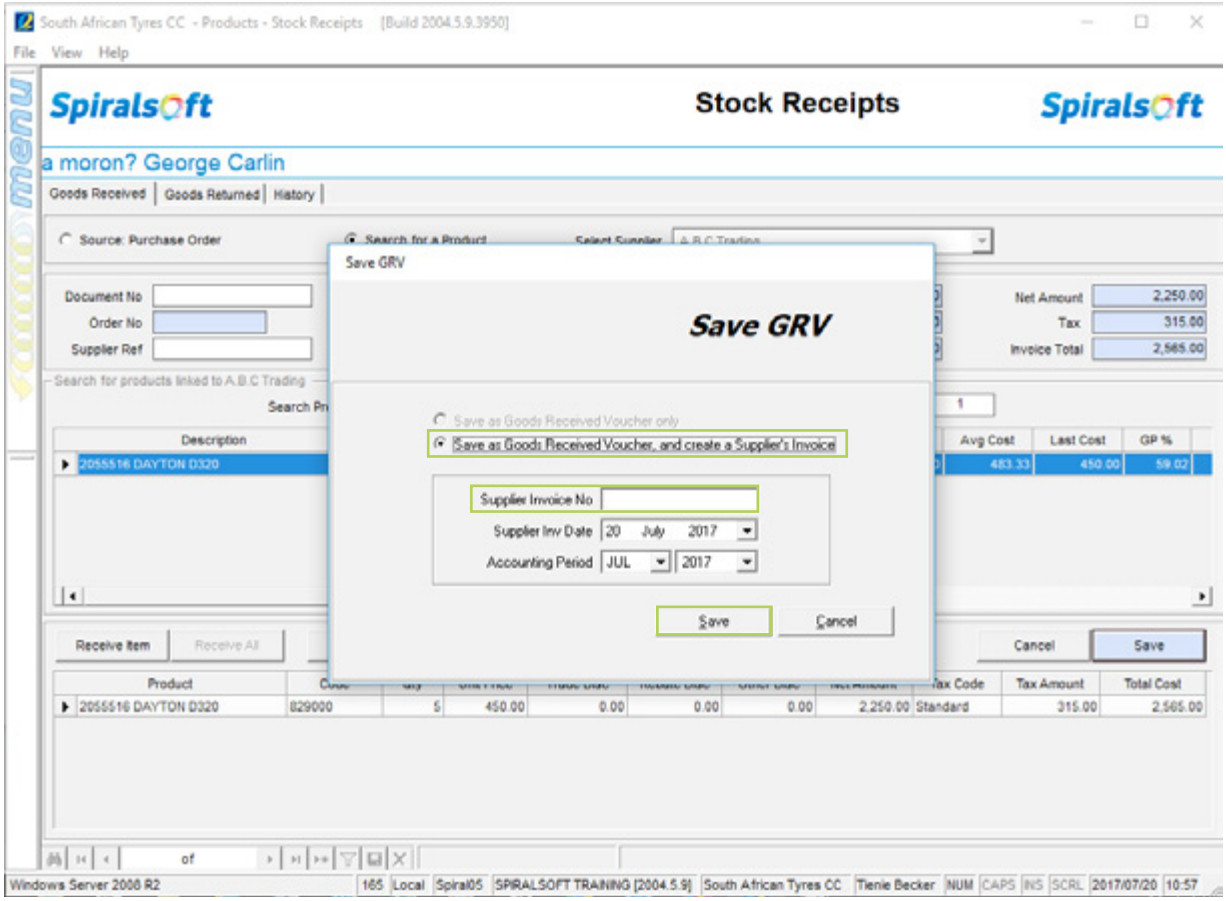
3.2.9.1. Quantity Received Now,

3.2.9.2. Unit Price

3.2.10. Click on Add.

3.2.11. Repeat steps 3.2.5 to 3.2.11 above to add more Products to the Goods Received Voucher.

3.2.12. Click on Save (). A Save GRV block will be displayed.



3.2.13. By default, the Save as Goods Received Voucher, and create a Supplier's Invoice option is selected and the Save as Goods Received Voucher only option is disabled.

3.2.14. Complete the following field:

3.2.14.1. Supplier Invoice Number.

3.2.15. Select specific criteria from the drop down date pickers on the following fields:

3.2.15.1. Supplier Invoice Date, and

3.2.15.2. Accounting Period.

3.2.15.3. It is very important that the Accounting Period agrees with the Supplier Invoice

Date for the purpose of generating the reports.

3.2.16. Click on Save ().

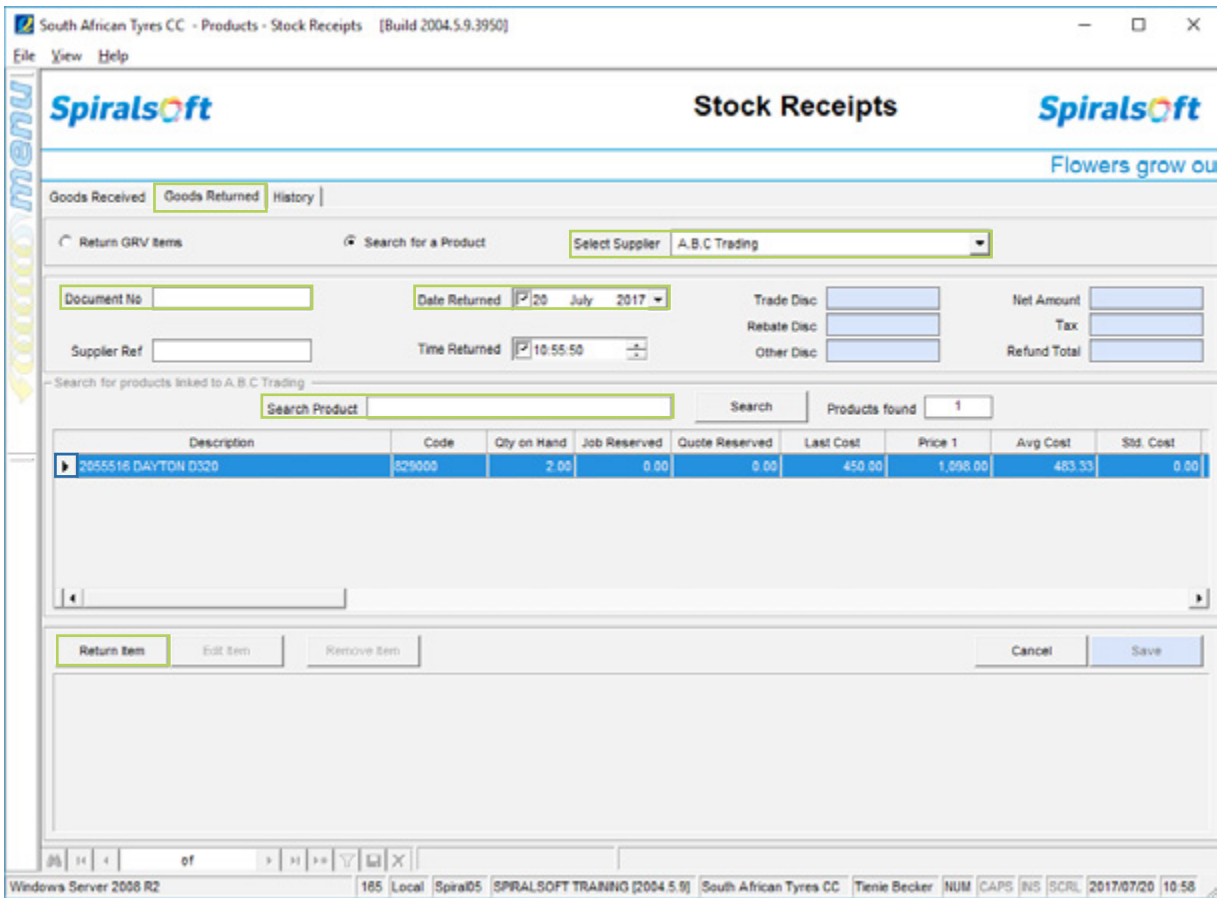
3.2.17. Confirm by clicking Yes to the question posed “Confirm information before Posting?”.

3.2.18. A message indicating that the Goods Received Save has indeed been completed successfully will be displayed. Click on OK.

3.2.19. A print preview of the Goods Received Voucher will be displayed for the purpose to print this important document. It is advised to print this document.

3.2.20. After printing the Goods Received Voucher, close the window at the top right corner marked with a X.

HOW TO CAPTURE A STOCK RETURN



CAUTION

A product must be linked to the supplier that it is returning to. This prevents returning goods from incorrect suppliers. See Product Catalog → Suppliers tab on how to link products to suppliers.

1. Go to the Stock Receipts Application in the Menu.
2. Go to the 'Goods Returned' tab.
3. Select either the Return GRV Items option or the Search for a Product option.

By default, the Search for a Product option is selected.

The functionality of each of the two options is as follows:

- The Return GRV Items option allows selecting a Supplier and its existing 'Goods Received Vouchers', selecting one of the Goods Received Vouchers, and selecting one or more of the items on the Goods Received Voucher to return to the Supplier.
- The Search for a Product option allows searching for a product using search criteria (part of the Product Description or Code) that identifies the product you want to return.

3.1. If the Return GRV Items option was selected, the following will apply:

3.1.1. Select a Supplier from the Select Supplier drop down list.

3.1.2. Click on Fetch. A list of Goods Returned Vouchers of the Selected Supplier will be displayed.

3.1.3. Double-Click on the row selector of the Goods Received Voucher required. The Products Received on the Goods Received Voucher are displayed in a list.

3.1.4. Complete the following fields:

3.1.4.1. Document Number, and

3.1.4.2. Supplier Reference.

3.1.5. Select specific criteria from the drop down lists on the following fields:

3.1.5.1. Date Returned, and

3.1.5.2. Time Returned.

3.1.6. Click on the row selector of the Product required.

3.1.7. Click on Return Item. A Return Item block will be displayed.

3.1.8. Complete the following fields:

3.1.8.1. Quantity Returned Now,

3.1.8.2. Unit Price,

3.1.9. Click on Add.

3.1.10. Repeat steps 3.1.6 to 3.1.10 above to add more Products to the Goods Returned Voucher.

3.1.11. Click on Save(). A Save GRV block will be displayed.

3.1.12. By default, the Save as Goods Returned Voucher, and create a Supplier's Credit Note option is selected and the Save as Goods Returned Voucher only option is disabled.

3.1.13. Complete the following field:

3.1.13.1. Supplier Refund Number.

3.1.14. Select specific criteria from the drop down date pickers on the following fields:

3.1.14.1. Supplier Invoice Date, and

3.1.14.2. Accounting Period. It is very important that the Accounting Period agrees with the Supplier Invoice Date for the purpose of generating the reports.

3.1.15. Click on Save ().

3.1.16. Confirm by clicking Yes to the question posed "Confirm information before Posting?".

3.1.17. A message indicating that the Goods Returned Save has indeed been completed successfully will be displayed. Click on OK.

3.1.18. A print preview of the Goods Returned Voucher will be displayed for the purpose to print this important document. It is advised to print this document.

3.1.19. After printing the Goods Returned Voucher, close the window at the top right corner marked with a X.

3.2. If the Search for a Product option was selected, the following will apply:

3.2.1. Firstly, verify that each Product to be returned is linked to the Selected Supplier.

3.2.2. Select a Supplier from the Select Supplier drop down list.

3.2.3. Complete the following fields:

3.2.3.1. Document Number, and

3.2.3.2. Supplier Reference.

3.2.4. Select specific criteria from the drop down lists on the following fields:

3.2.4.1. Date Returned, and

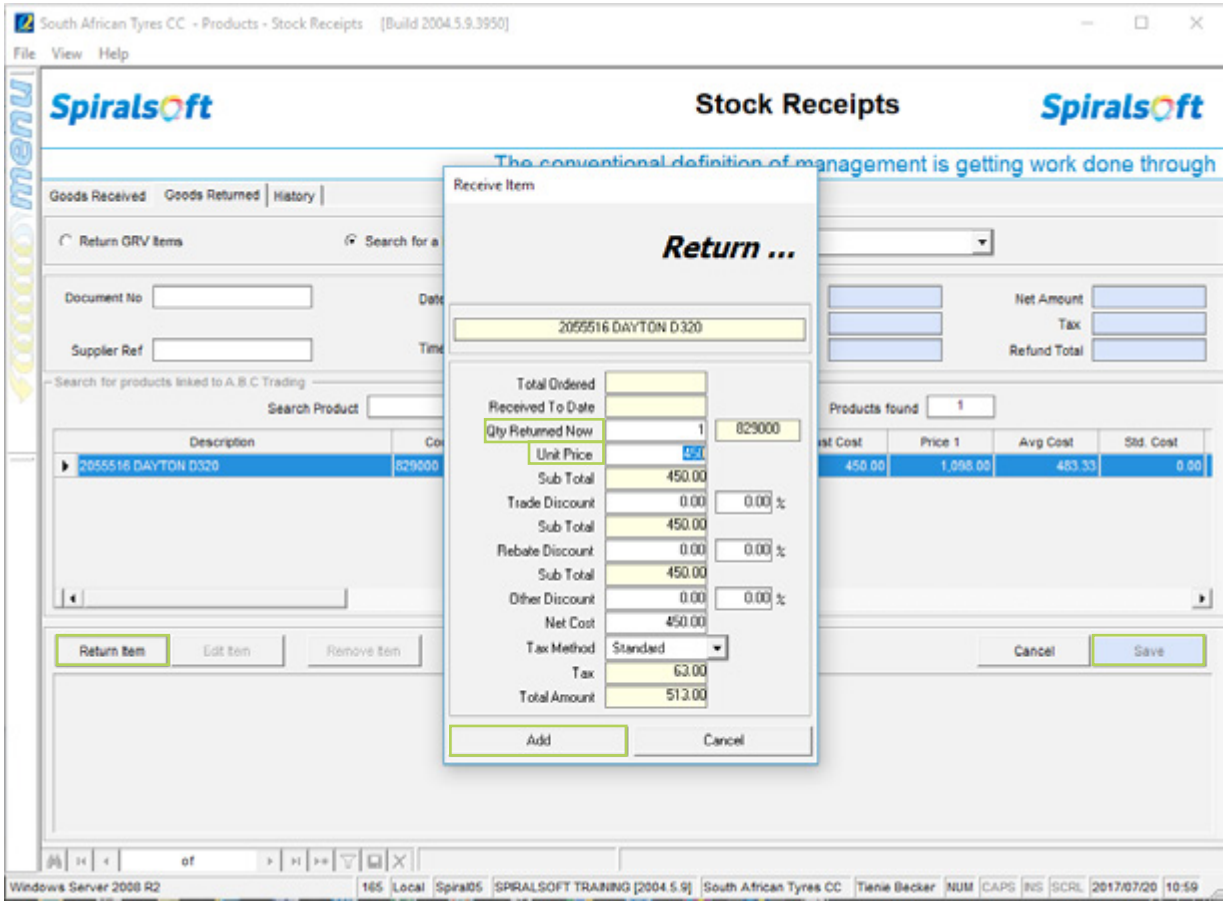
3.2.4.2. Time Returned.

3.2.5. Type the search criteria in the input field Search Product (a partial word or figures of the product description or code) you require.

3.2.6. Click on Search.

3.2.7. Click on the row selector of the Product required.

3.2.8. Click on Return Item. A Return Item block will be displayed.



3.2.9. Complete the following fields:

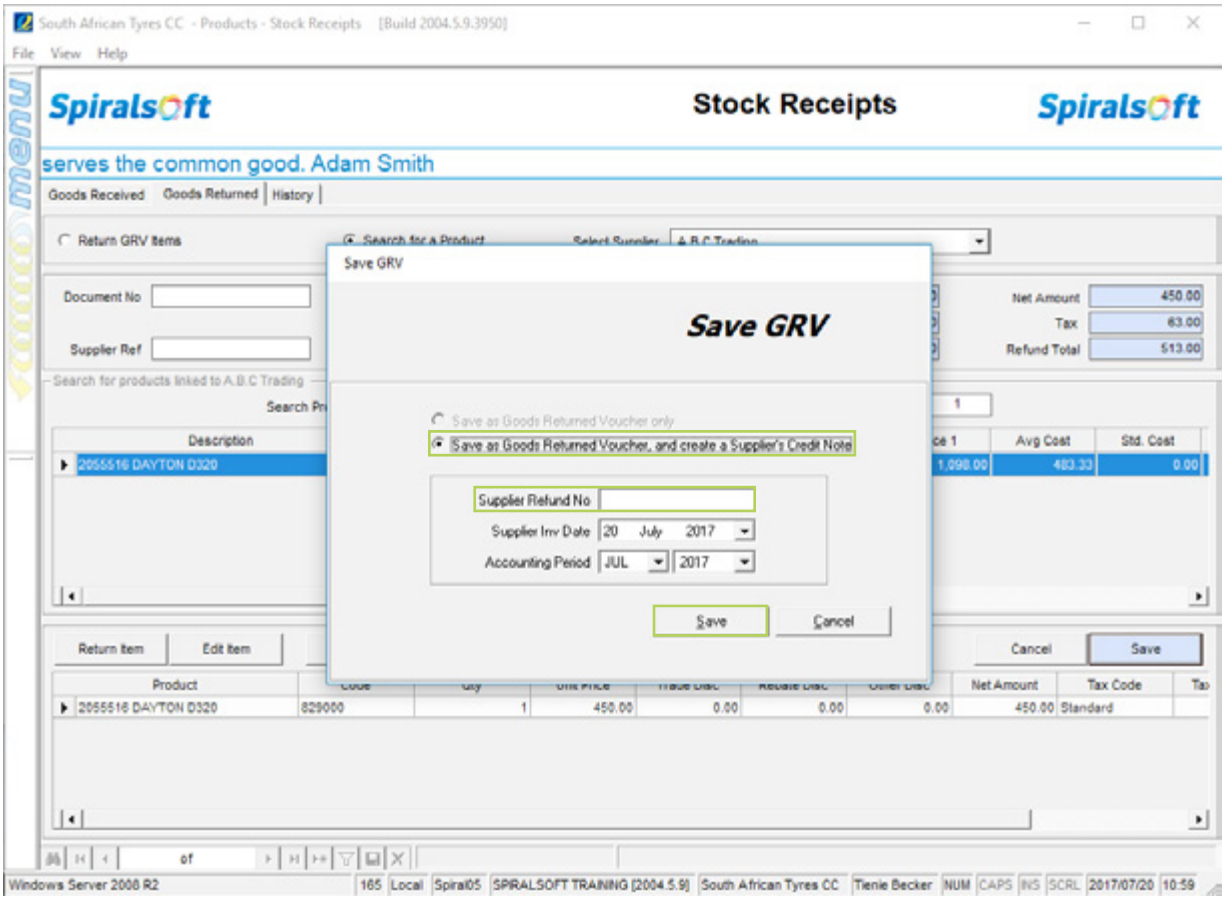
3.2.9.1. Quantity Returned Now,

3.2.9.2. Unit Price

3.2.10. Click on Add.

3.2.11. Repeat steps 3.2.5 to 3.2.11 above to add more Products to the Goods Returned Voucher.

3.2.12. Click on Save (). A Save GRV block will be displayed.



3.2.13. By default, the Save as Goods Returned Voucher, and create a Supplier's Credit Note option is selected and the Save as Goods Returned Voucher only option is disabled.

3.2.14. Complete the following field:

3.2.14.1. Supplier Refund Number.

3.2.15. Select specific criteria from the drop down date pickers on the following fields:

3.2.15.1. Supplier Invoice Date, and

3.2.15.2. Accounting Period. It is very important that the Accounting Period agrees with the Supplier Invoice Date for the purpose of generating the reports.

3.2.16. Click on Save (💾).

3.2.17. Confirm by clicking Yes to the question posed "Confirm information before Posting?".

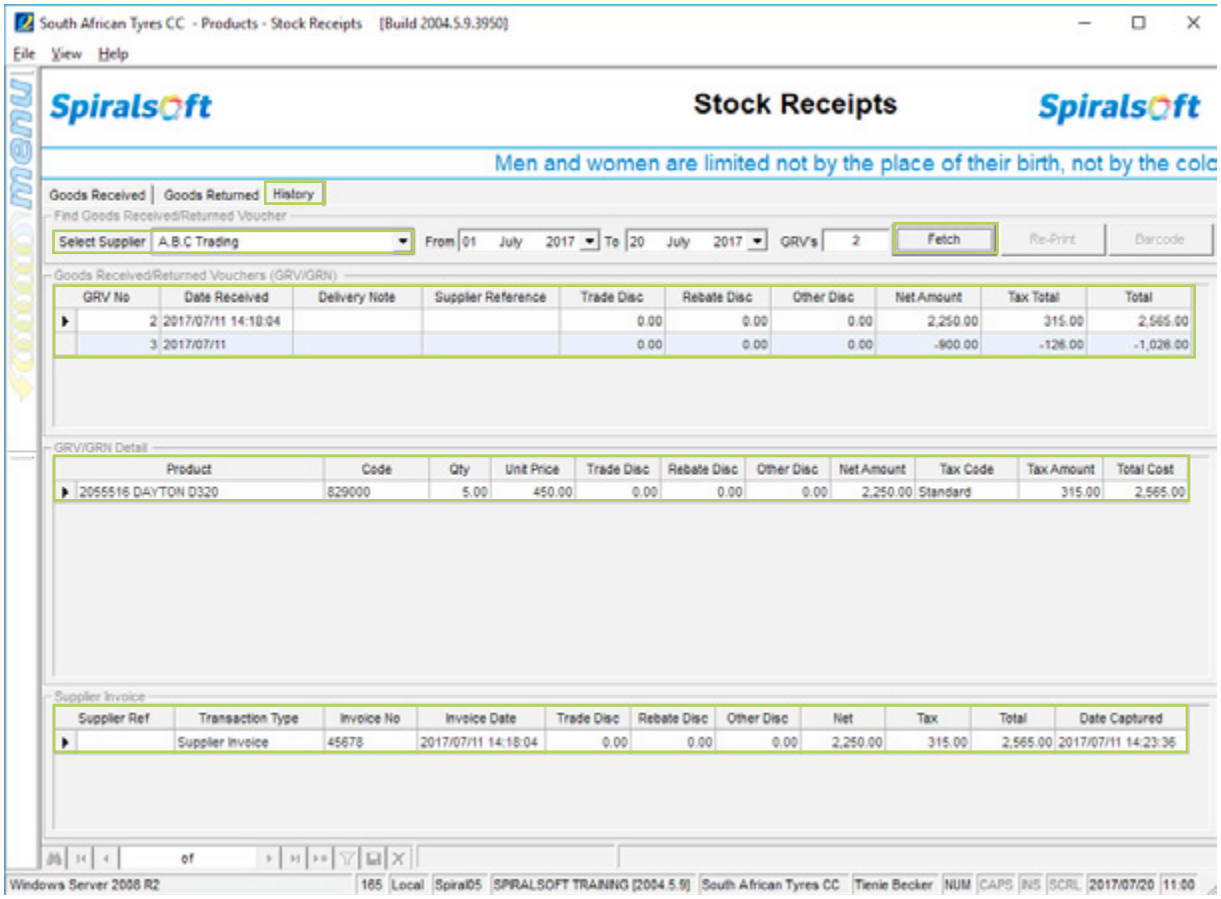
3.2.18. A message indicating that the Goods Returned Save has indeed been completed successfully will be displayed. Click on OK.

3.2.19. A print preview of the Goods Returned Voucher will be displayed for the purpose to print this important document. It is advised to print this document.

3.2.20. After printing the Goods Returned Voucher, close the window at the top right corner marked with a X.

The Goods Returned Voucher is credited to the Supplier's account.

HOW TO VIEW STOCK RECEIPTS AND STOCK RETURNS HISTORY



1. Go to the Stock Receipts Application in the Menu.
2. Go to the History tab.
3. Select a Supplier from the Select Supplier drop down list.
4. Select a specific period of time by selecting the 'From' and 'To' date drop down date pickers.
5. Click on Fetch.
6. A list of Goods Received Vouchers and Goods Returned Vouchers of the Selected Supplier will be displayed.
7. Click on the row selector of the Goods Received Voucher/ Goods Returned Voucher required.
8. The Products Received/ Returned on the Goods Received Voucher/ Goods Returned Voucher are displayed in a list. The Supplier Invoices/ Supplier Credit Notes on the Goods Received Voucher/ Goods Returned Voucher are displayed in a list as well.

PRICE UPDATES

WHERE TO FIND IT

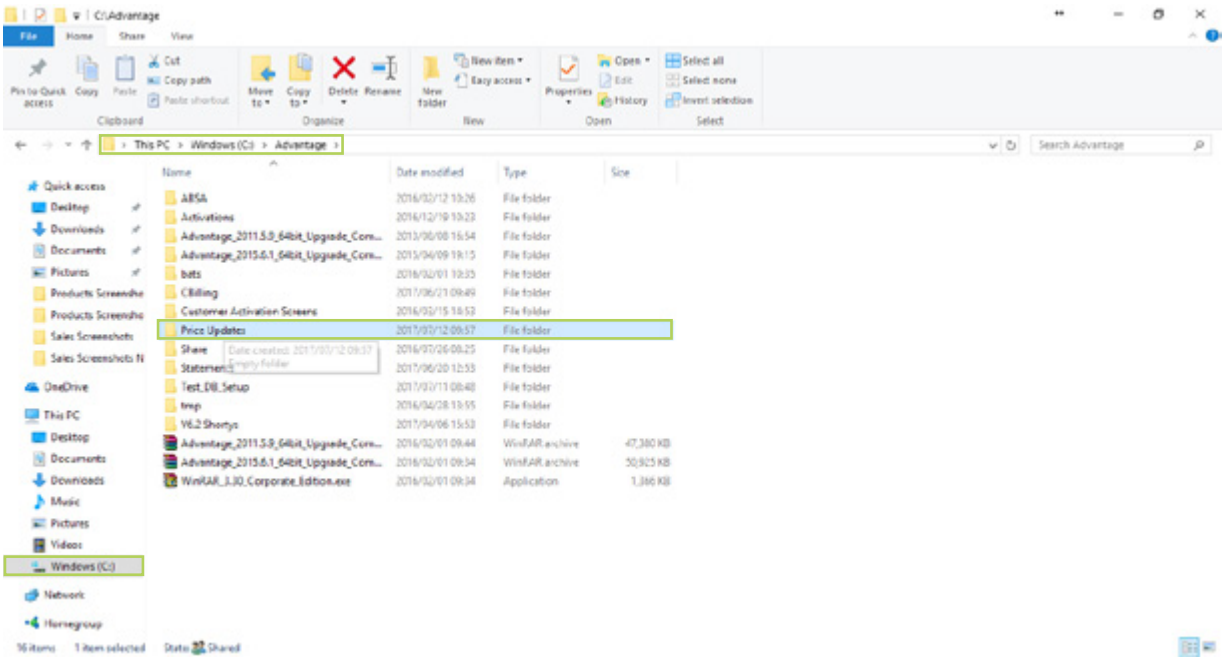
Click Menu > Products > Price Updates

HOW TO LOAD PRICE UPDATE

PURPOSE

This function gives you the option to update your stock prices according to Franchise standards (you will find the Franchise standard prices on our website) www.spiralsoft.co.za.

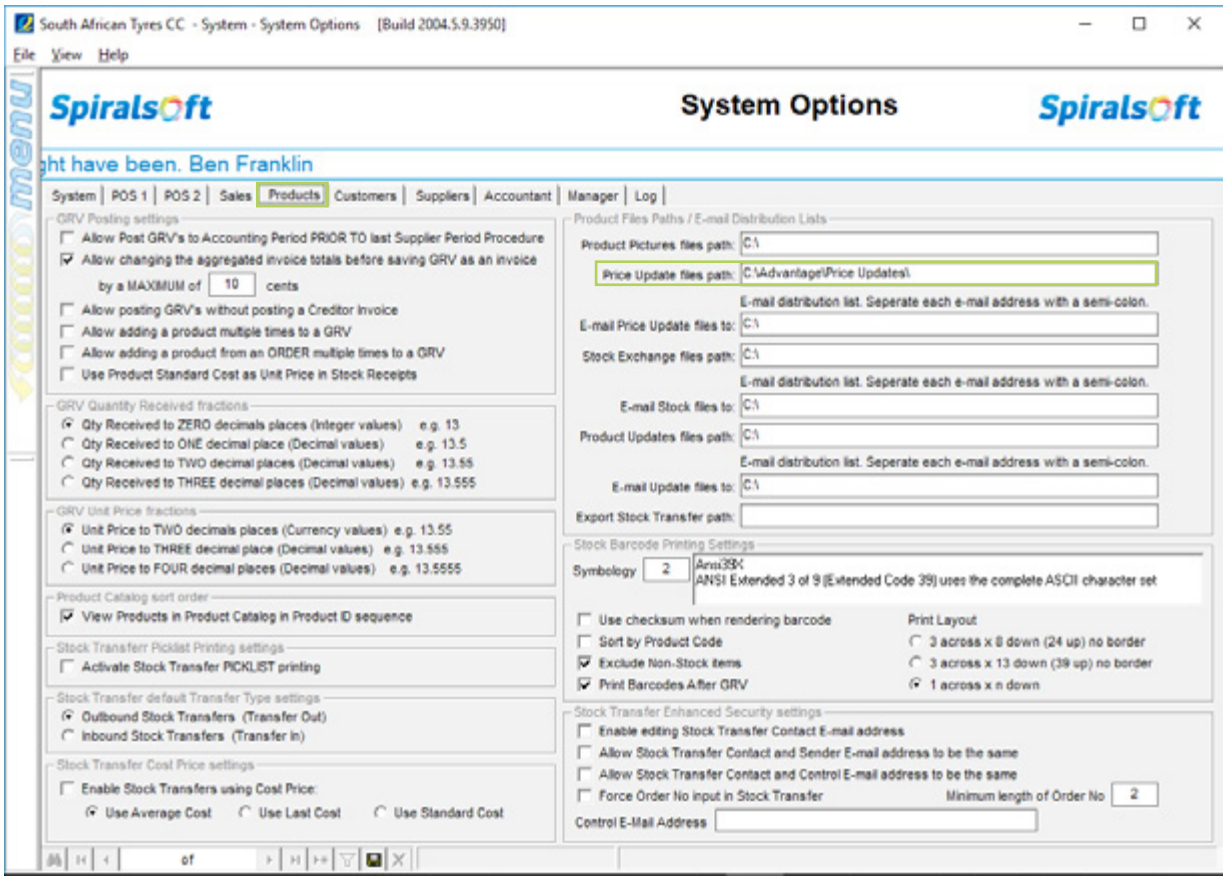
STEP 1



1. Go to Computer, click on Local Disk (C:), click on Advantage, click on Price Updates and save the price update file downloaded from the Spiralsoft Enterprise (Pty) Ltd website in this folder.

2. Go to the System Options Application in the Menu.

STEP 2



3. Go to the Products tab.

4. Type the path in the input field Price Update files path: (C:\Advantage\PriceUpdates).

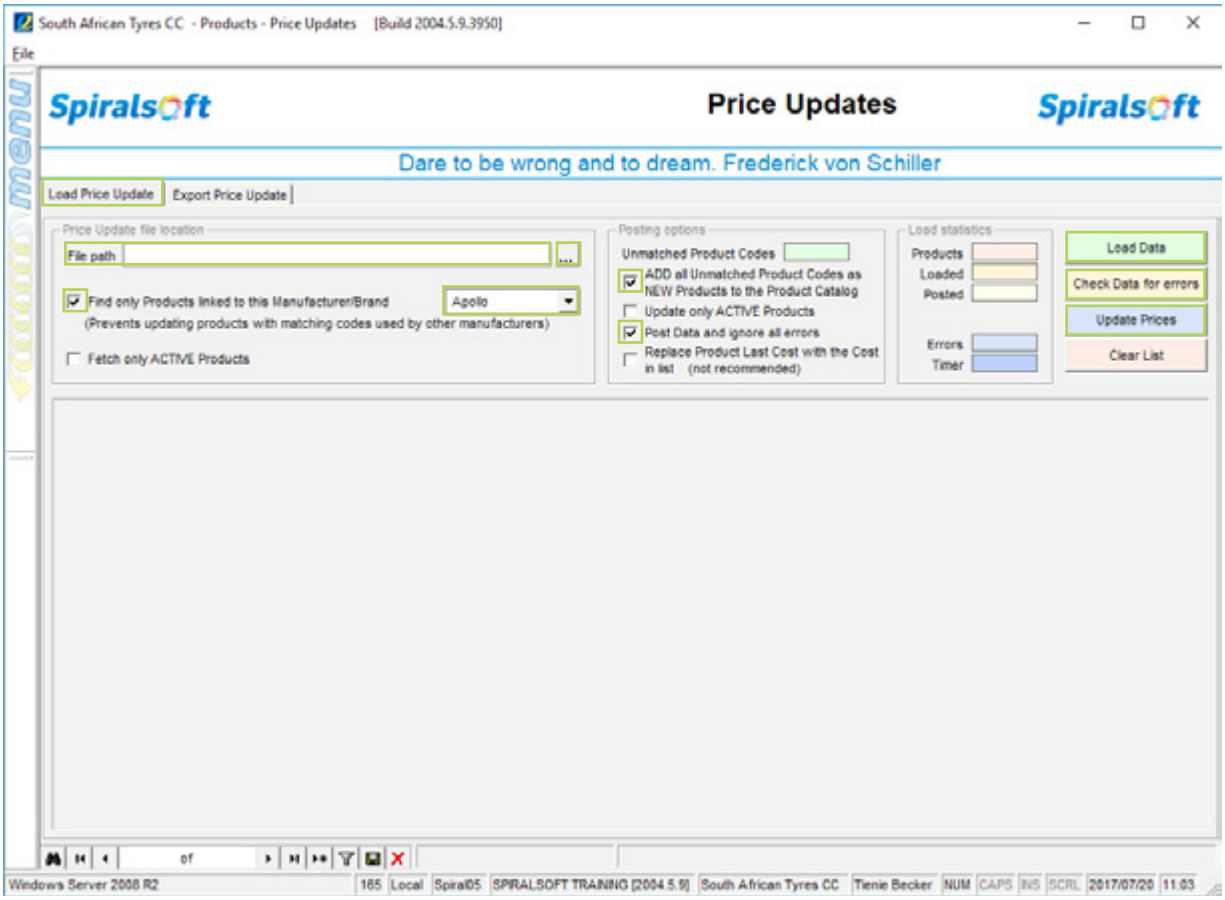
5. Click Save (💾) in the Navigation Bar.

6. A message indicating a WARNING will be displayed. Read it! Confirm by clicking Yes to the question posed “Do you wish to continue?”.

7. A message indicating that the Options Save has indeed been completed successfully will be displayed. Click on OK.

8. Go to the Price Updates Application in the Menu.

STEP 3



9. Go to the Load Price Update tab.

10. Click on the three dots (...) next to File path to browse for the file on your computer or network. A dialog box is displayed.

11. Click on the file you want to utilise and click on Open on the PriceUpdates dialog box. Please remember the file must be either in a .txt; .csv or .apu format.

12. Tick the 'Find only Products linked to this Manufacturer/Brand' option if intended to use this option. Select a Manufacturer/Brand from the drop down list. This is very important step.

13. Tick the 'ADD all unmatched Product Codes as NEW Products to the Product Catalog'

14. Tick the 'Post Data and ignore all errors'

15. Click on Load Data.

16. A message indicating that the Load Data has indeed been completed successfully will be displayed. This message also indicates that the Data must be validated and when done validating, click on Post Data to update the Product Prices. Click on OK.

17. Click on Check Data for errors.

18. A message indicating that the Check data found 0 errors will be displayed if no errors were identified. Click on OK.

19. Click on Update Prices if the Price Updates are correct.

PRODUCT CARDEX

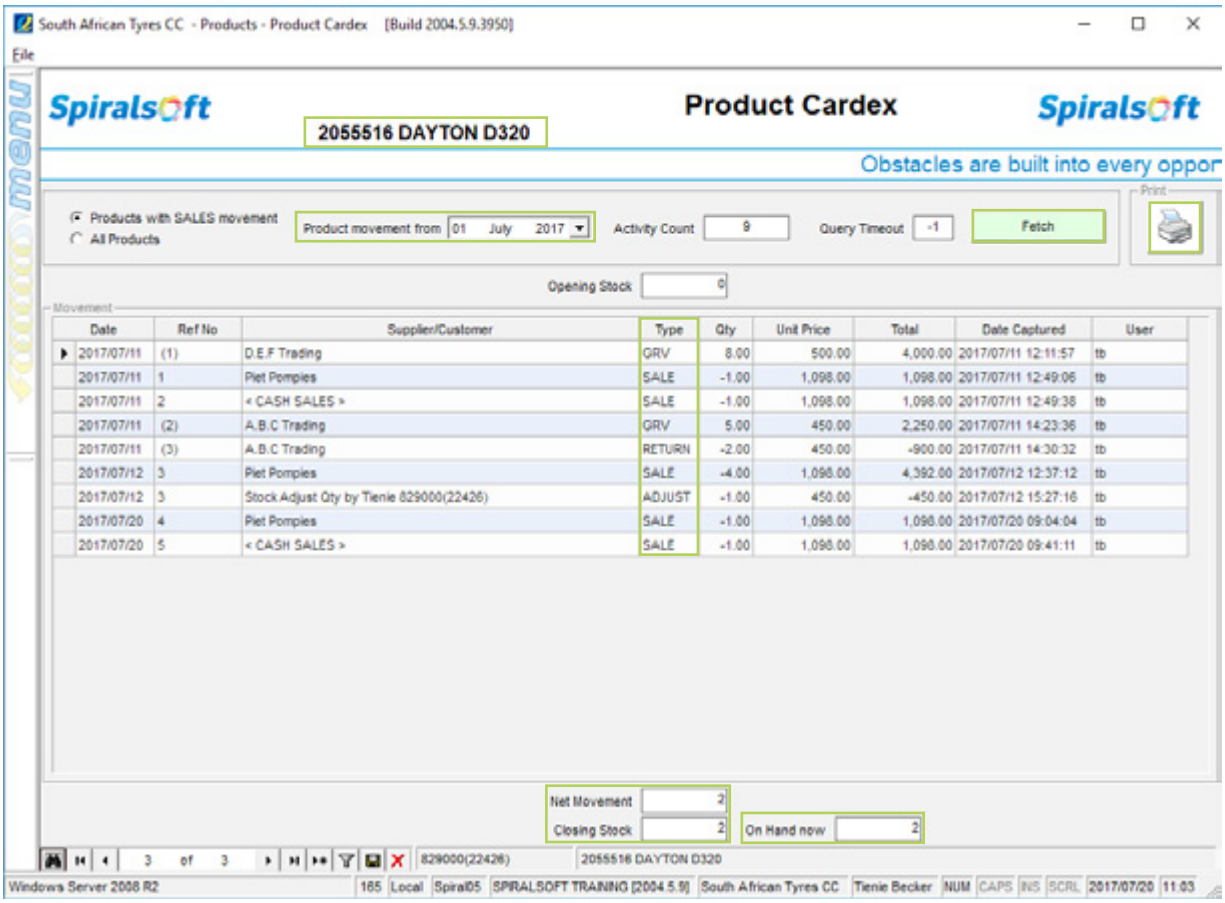
WHERE TO FIND IT

Click Menu > Products > Product Cardex

HOW TO VIEW STOCK MOVEMENT

PURPOSE

This Function can be used to keep an eye on certain stock movements at all times.



1. Go to the Product Cardex Application in the Menu.

2. Select either the 'Products with SALES movement' option or the 'All Products' option.
   By default, the Products with SALES movement option is selected.

3. Select a Product using Filter ( ) in the Navigation Bar. This will display the picklist fly-out.

4. Select the date from the Product movement from drop down date picker.

5. Click on Fetch.

6. In the grid, a list of transactions will appear to show you exactly what happened to this specific product. In the example above, you will see that the product was Goods Received, Sold and Returned by looking at the 'Type'

7. Click on Printer ( ) to print this report

PRODUCT REPORTS

WHERE TO FIND IT

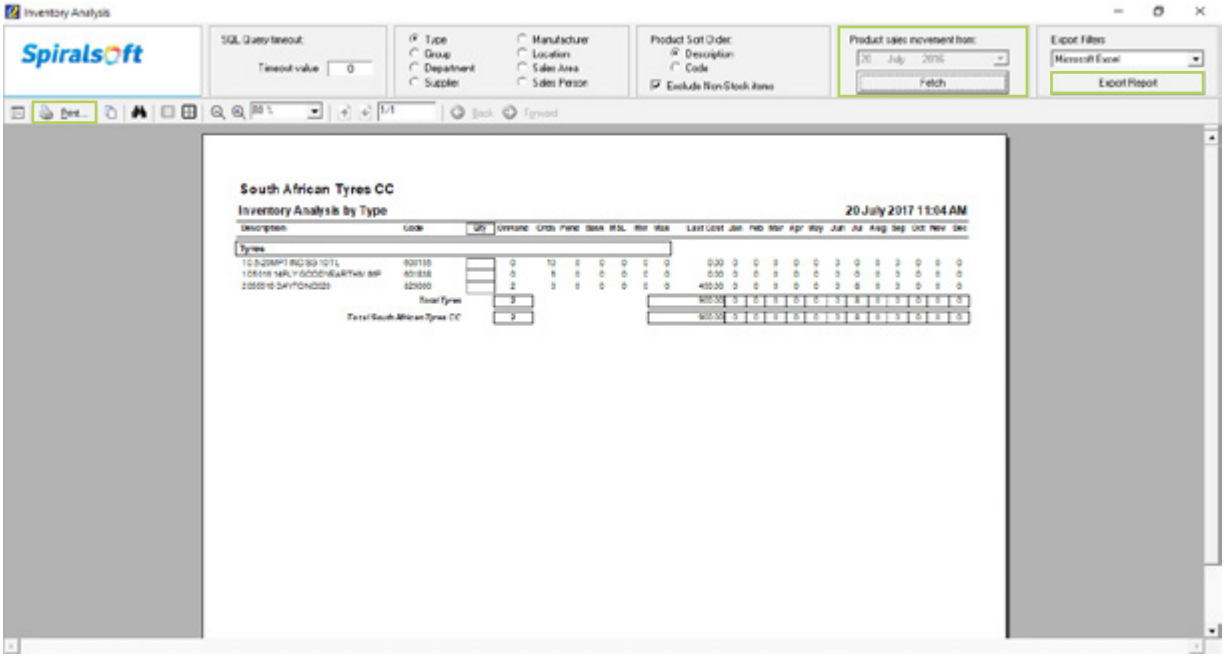
Click Menu > Products > Product Reports

#201 – Inventory Analysis

PURPOSE

This report is the examination of inventory to determine the optimum amount to keep on hand

PLEASE NOTE THIS IS A LIST OF RECOMMENDED REPORTS, AND THAT THERE ARE STILL PLENTY OF DIFFERENT REPORTS YOU CAN USE

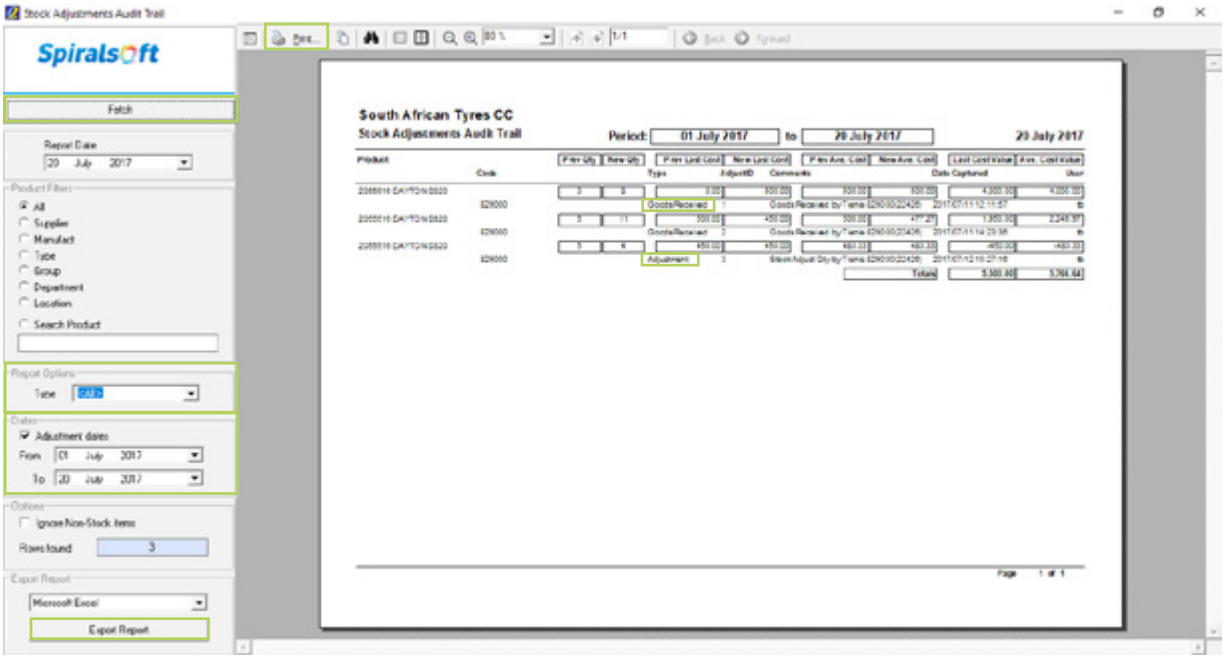


1. Select a date to see the 'Product sales movement from'
2. Click on 'Fetch'
3. The report can be printed or exported to Microsoft Excel

#208 – Stock Adjustments Audit Trail

PURPOSE

This report provides a full audit trail of adjustments to your inventory. All adjustments that you make to your stock levels are listed here.

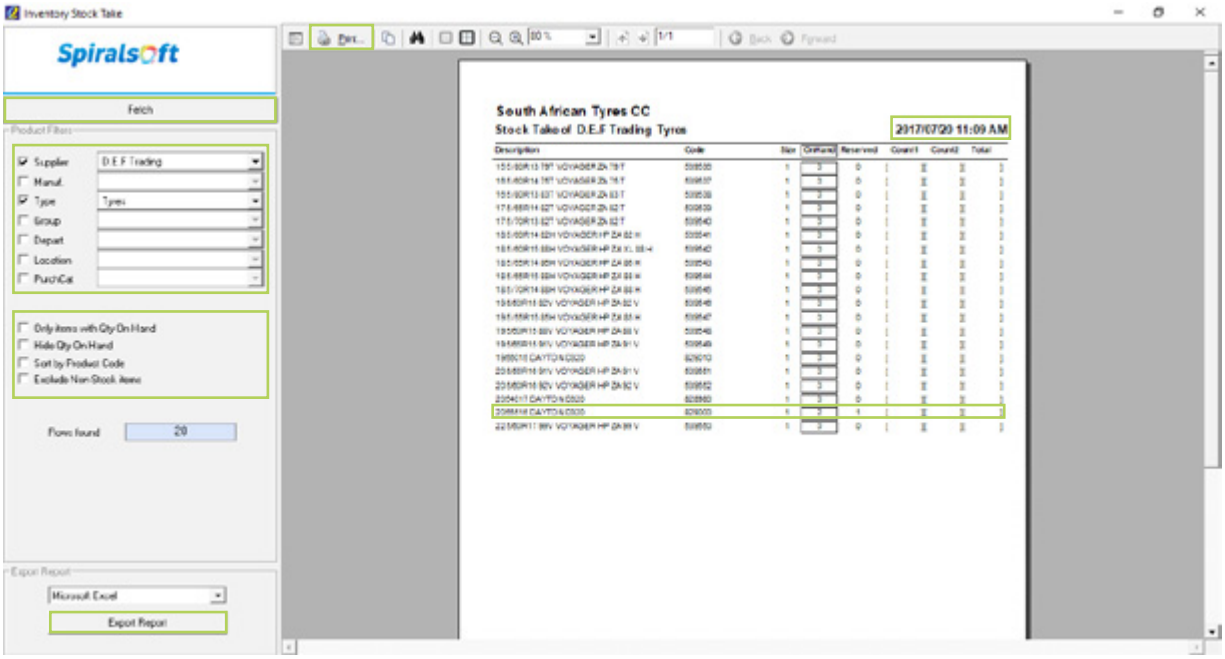


1. Select specific criteria for the report you want to generate by selecting one option in the “Product Filters” block.
2. Select the report type that you want to generate in the “Report Options” block.
3. Select a specific period of time for the report you want to generate by selecting the “From” and the “To” dates in the “Dates” block.
4. Select whether to ignore or include Non-Stock items in the report by ticking the box in the “Options” block.
5. Click on “Fetch”.
6. The report displays the Product, Code, Type, Adjust ID, Comments, Date Captured and User.
7. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#210 – Stock Take

PURPOSE

This report allows you to monitor your stock levels. Incoming and outgoing stock will be reflected here.

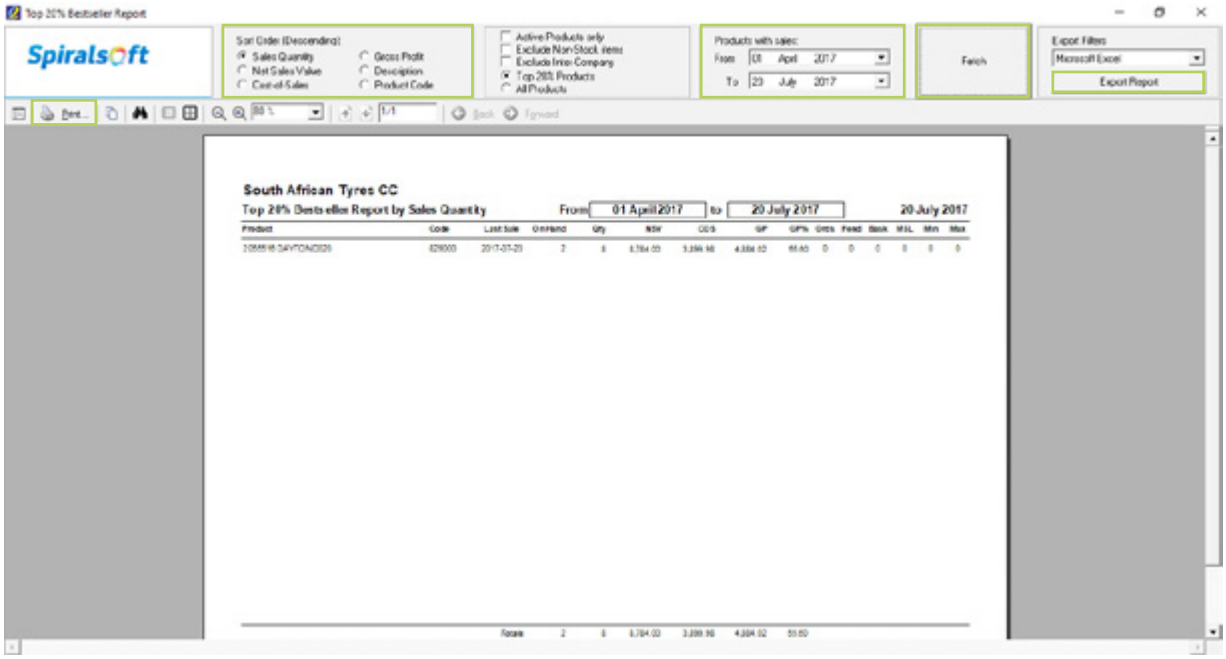


1. Select specific criteria for the report you want to generate by selecting one option in the Product Filters block.
2. Click on Fetch.
3. The report displays the Description, Code, Size, On Hand, Reserved, Count 1, Count 2 and Total.
4. If you wish to hide the On Hand count, tick the 'Hide Qty On Hand' box and Fetch
5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#213 – Top 20% Bestsellers

PURPOSE

This report allows you to view the top 20% bestselling products in your company for a specific period of time.



1. Select the order in which the report must be displayed. This selection can be made in the “Sort Order” block.
2. Select specific criteria for the report you want to generate by selecting one option.
3. Select a specific period of time for the report you want to generate by selecting the From and To dates
4. Click on Fetch.
5. The report displays the Product, Code, Last Sale, On Hand, Quantity, NSV, COS, GP, GP Percentage, Orders, Pending, Bask, MSL, Minimum and Maximum.
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

CUSTOMERS

CUSTOMER CATALOG

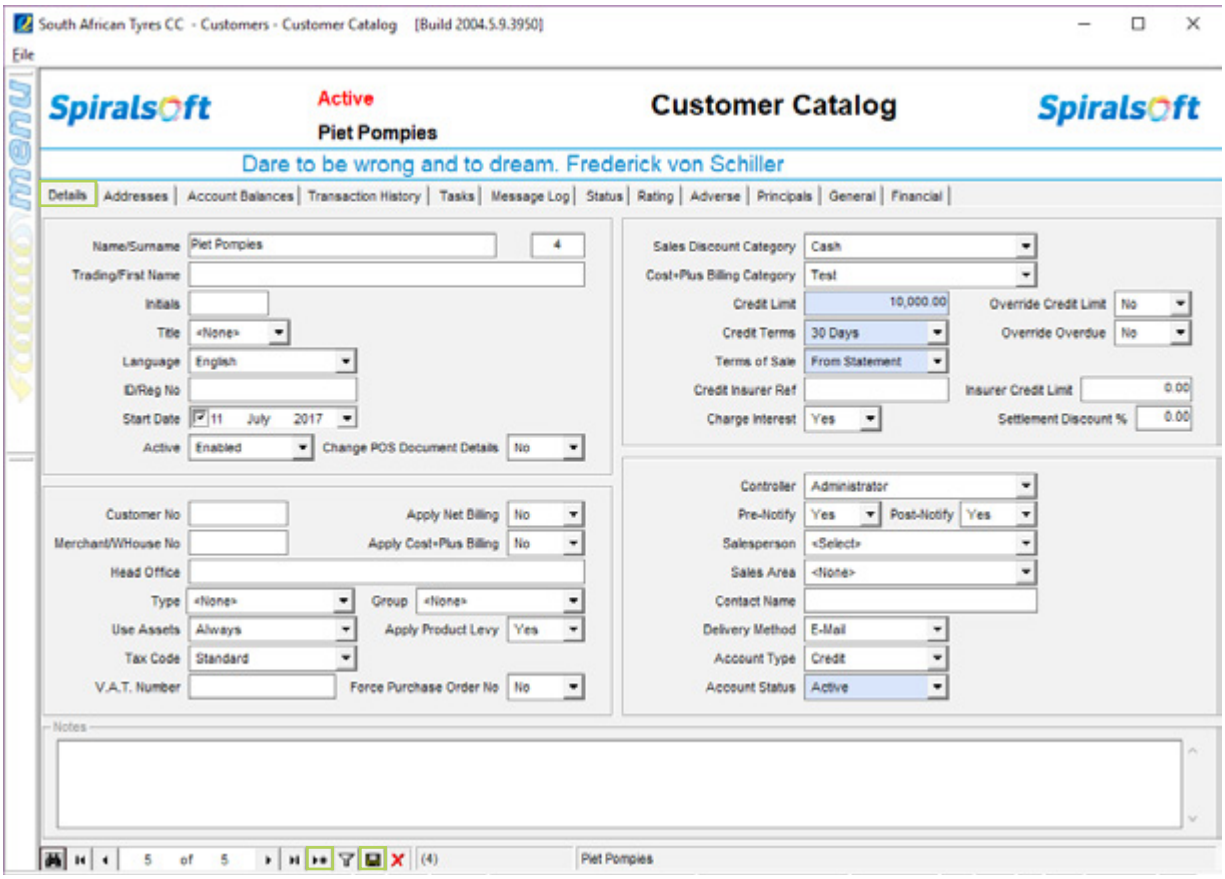
WHERE TO FIND IT

Click Menu > Customers > Customer Catalog

HOW TO CREATE A NEW CUSTOMER ACCOUNT

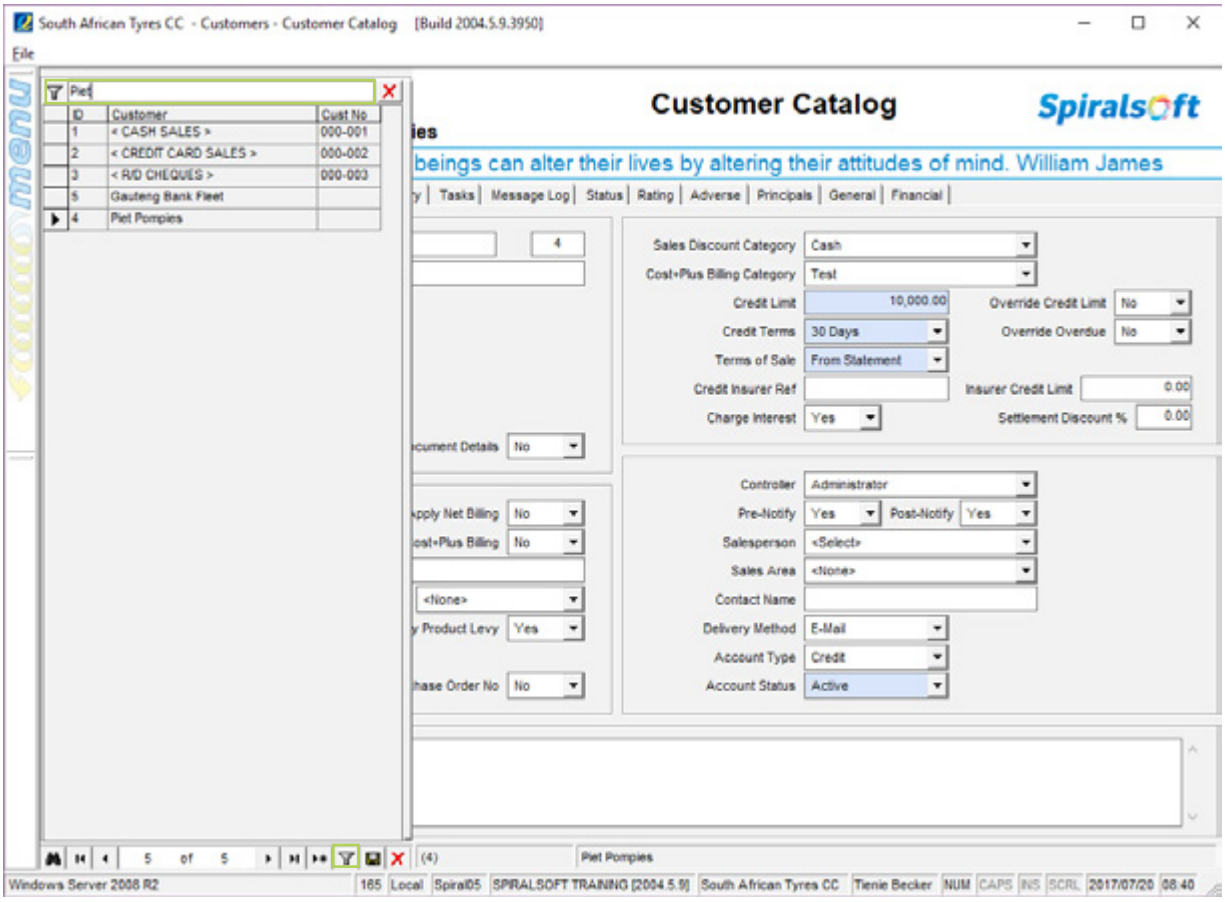
PURPOSE

Explains functionality and procedures to add and edit customers in the Customer Catalog. The Customer Catalog is the master file of all customers in the system, and interactive settings related to the customers. These include setting a credit limit for customers with terms and selecting the relevant account type.



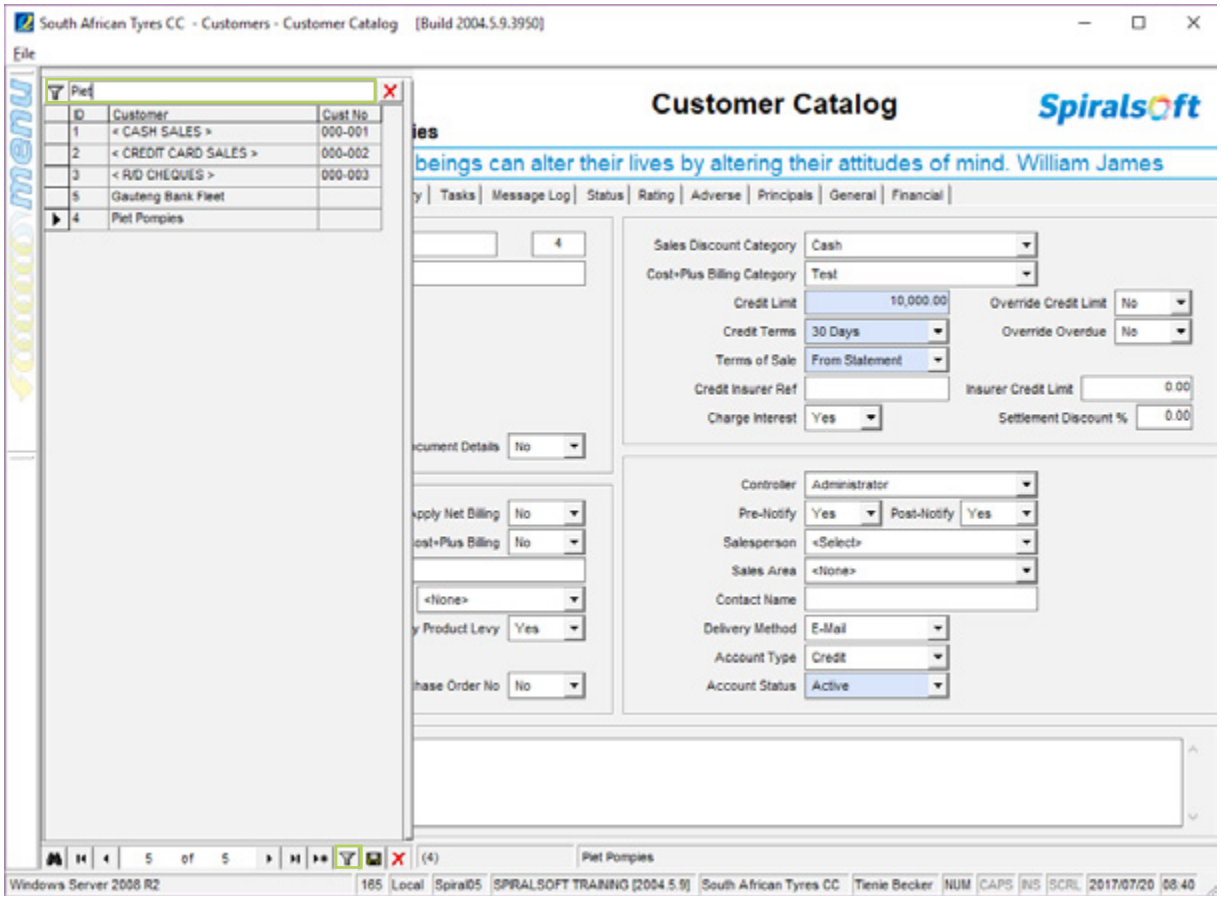
1. Go to the Customer Catalog Application in the Menu.
2. On the Details tab, click on Insert (>*) in the Navigation Bar.
   This will clear all the fields on the Details tab.
3. Complete the following fields:
   3.1. Name/Surname (required),
   3.2. Trading/First Name,
   3.3. Initials,
   3.4. ID/Registration Number,
   3.5. VAT Registration Number.
   3.6. Please note that the only required information in order to create a new Customer is the name, all other information can be added at a later stage if necessary.
4. Click Save (💾) in the Navigation Bar.
   The new customer will be saved; the default values for all the other fields, which have not been completed, will be displayed.
5. You will not be able to change the fields indicated with a light blue (Cornflower) colour background on the Details tab. Their values are set on the Status tab. The fields indicated with a light blue (Cornflower) colour background are the following fields:
   5.1. Credit Limit,
   5.2. Credit Terms,
   5.3. Terms of Sale, and
   5.4. Account Status.

HOW TO SEARCH FOR A CUSTOMER



1. Go to the Customer Catalog Application in the Menu.
2. On the Details tab, select a Customer using Filter (▽) in the Navigation Bar.
   This will display the picklist fly-out.
3. Type the search criteria in the input field at the top of the picklist fly-out. In the example it is Piet.
4. Now press Enter on the keyboard.
5. Click on the customer in the picklist fly-out that you want displayed. The picklist then closes and the information of the selected customer is displayed.
6. To exit filter mode when you do not want to use it anymore, click on the Filter (▽) in the Navigation Bar. The filter list will be cleared and replaced by the full pre-fetched list of 200 Customers.
7. Repeat steps 2 to 7 to search for other customers.

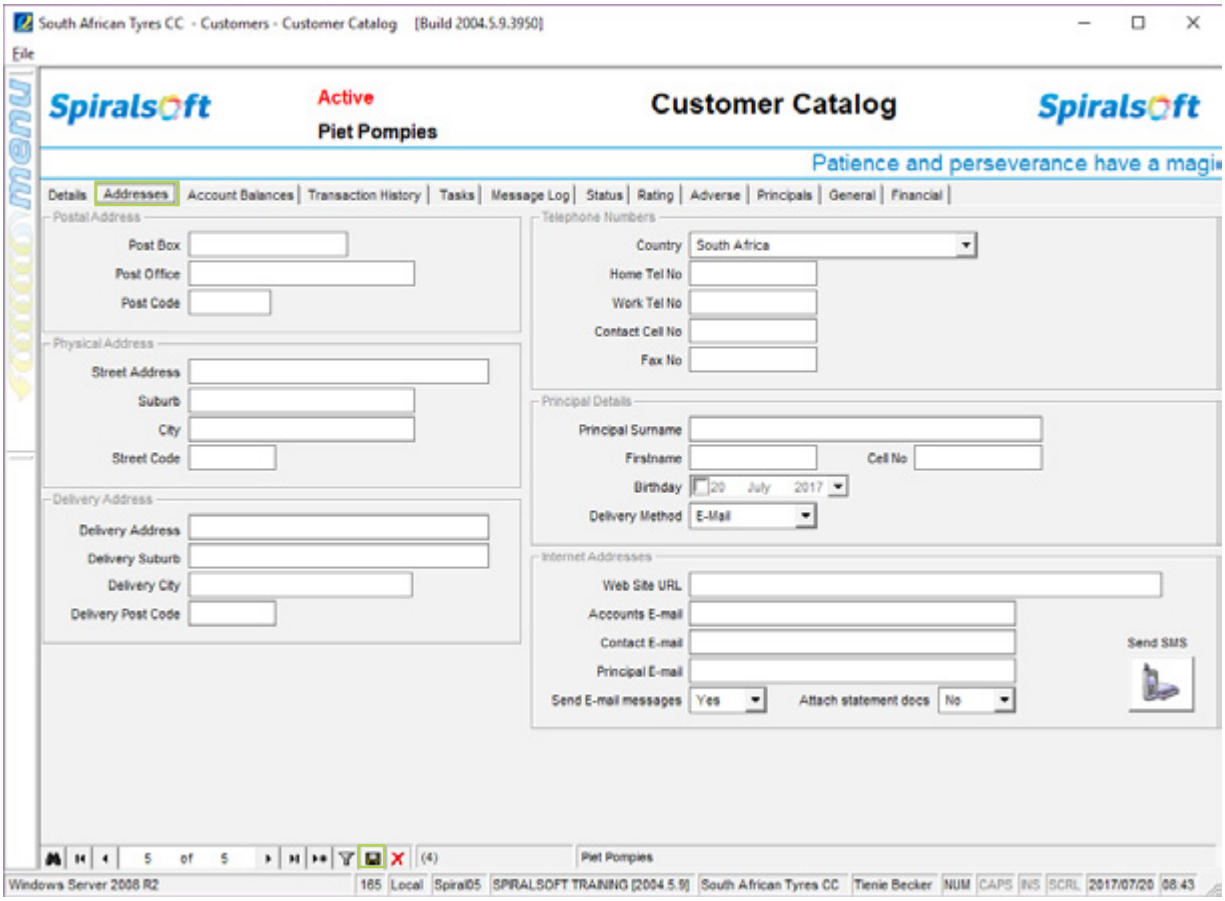
HOW TO ADD/ AMEND CUSTOMER DETAILS



1. Go to the Customer Catalog Application in the Menu.

2. On the Details tab, select a Customer using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which customer is selected and their Account Status.

3. Go to the Addresses tab.

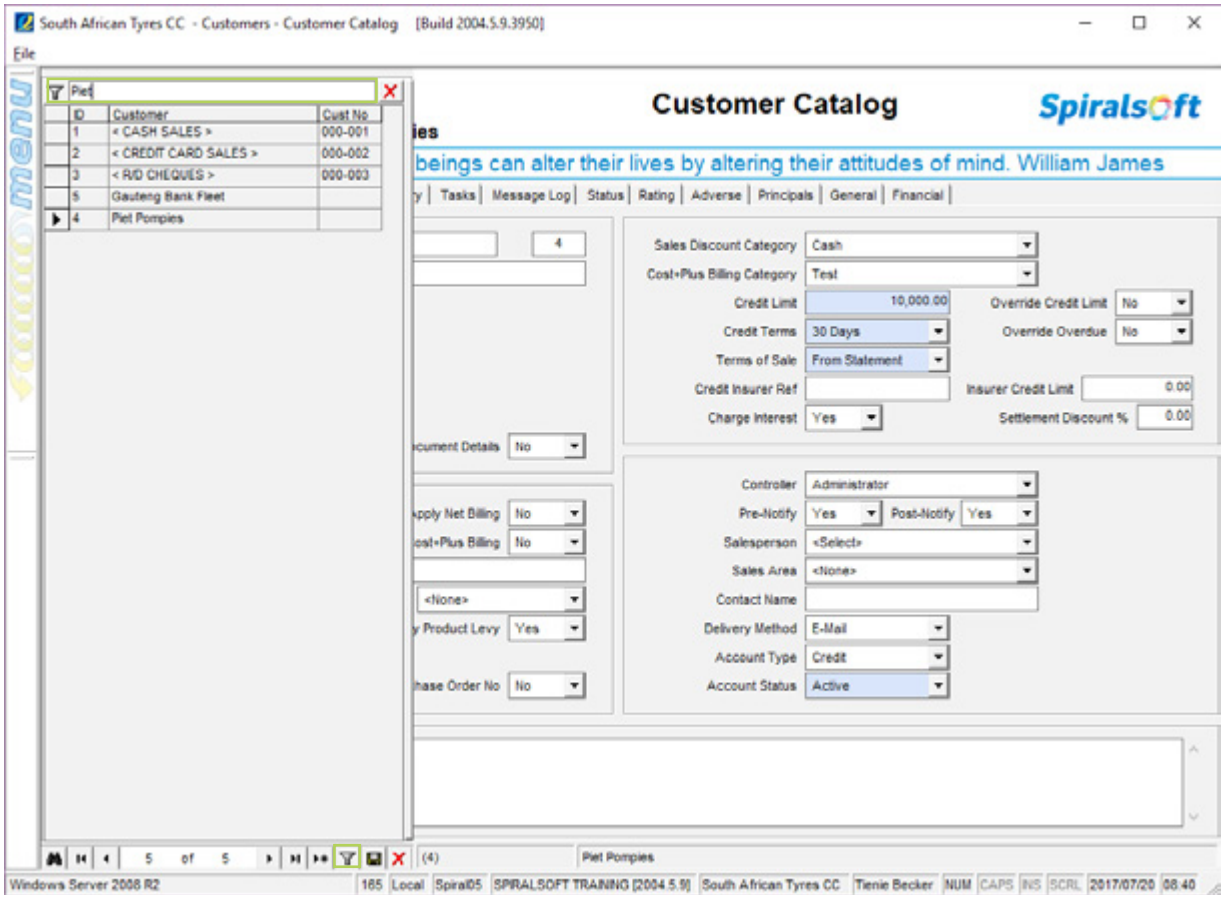


4. Complete the following applicable field.

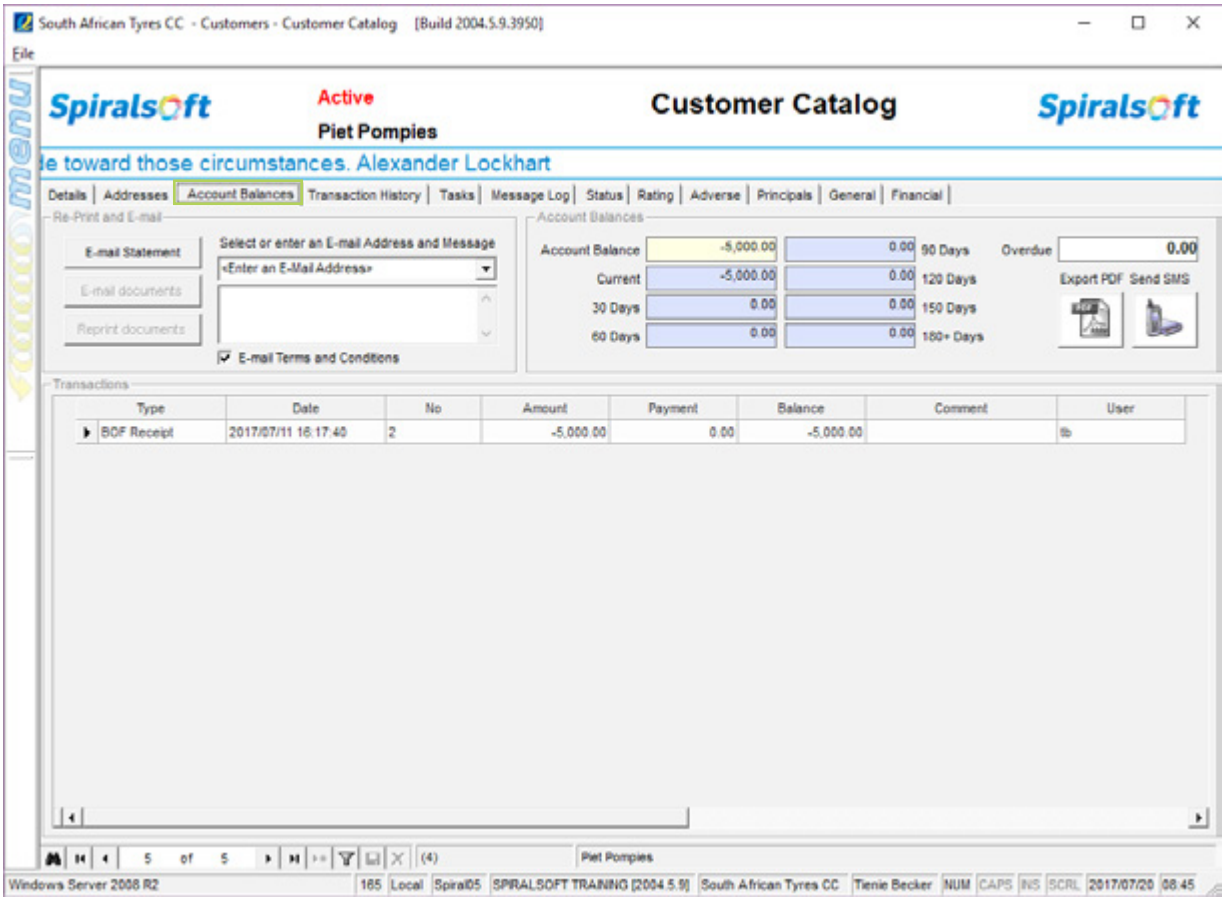
5. Click Save (💾) in the Navigation Bar.
   The customer details will be saved; the default values for all the other fields, which have not been completed, will be displayed.

6. Repeat steps 1 to 6 to amend customer details.

HOW TO VIEW A CUSTOMER ACCOUNT BALANCE



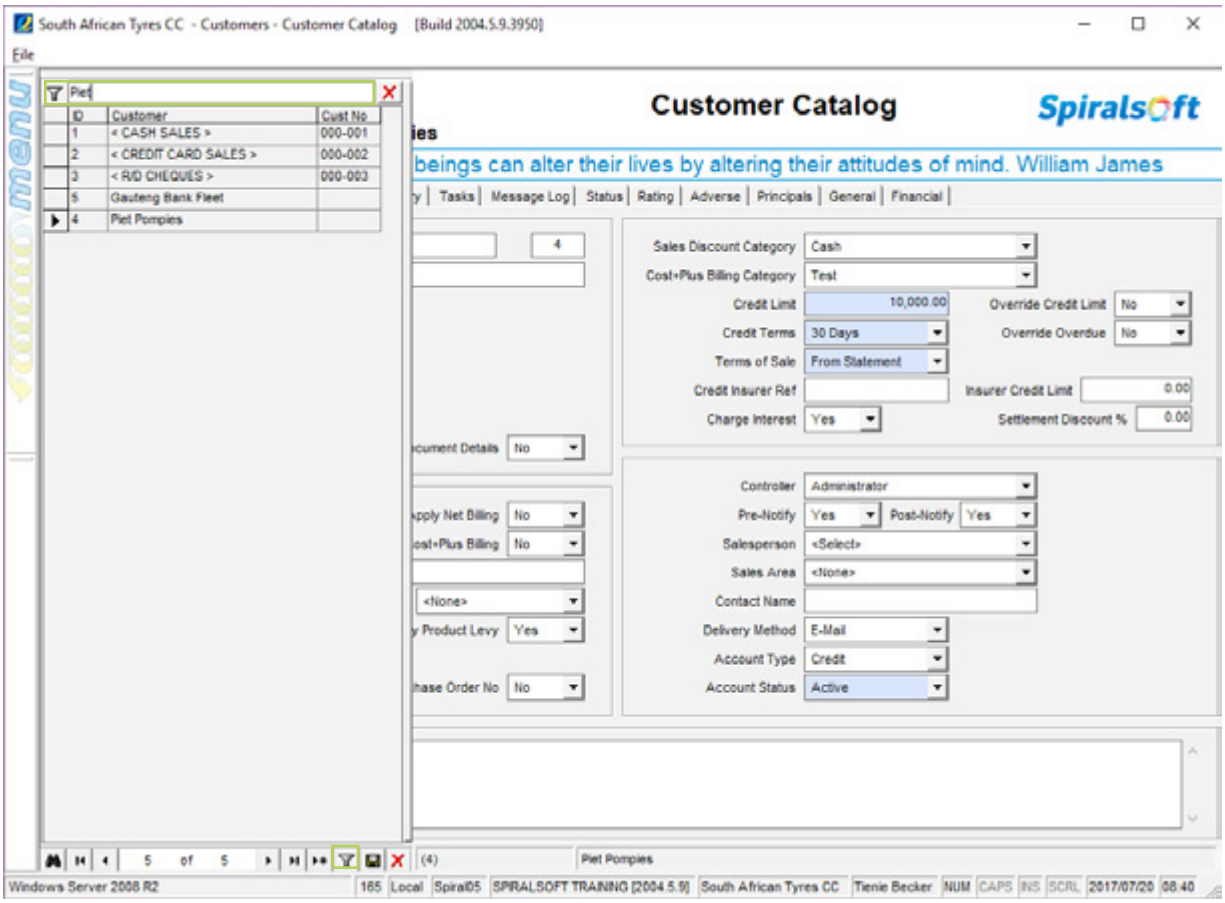
1. Go to the Customer Catalog Application in the Menu.
2. On the Details tab, select a Customer using Filter ( ) in the Navigation Bar.
3. The Menu Bar at the top indicates which customer is selected and their Account Status.
4. Go to the Account Balances tab.



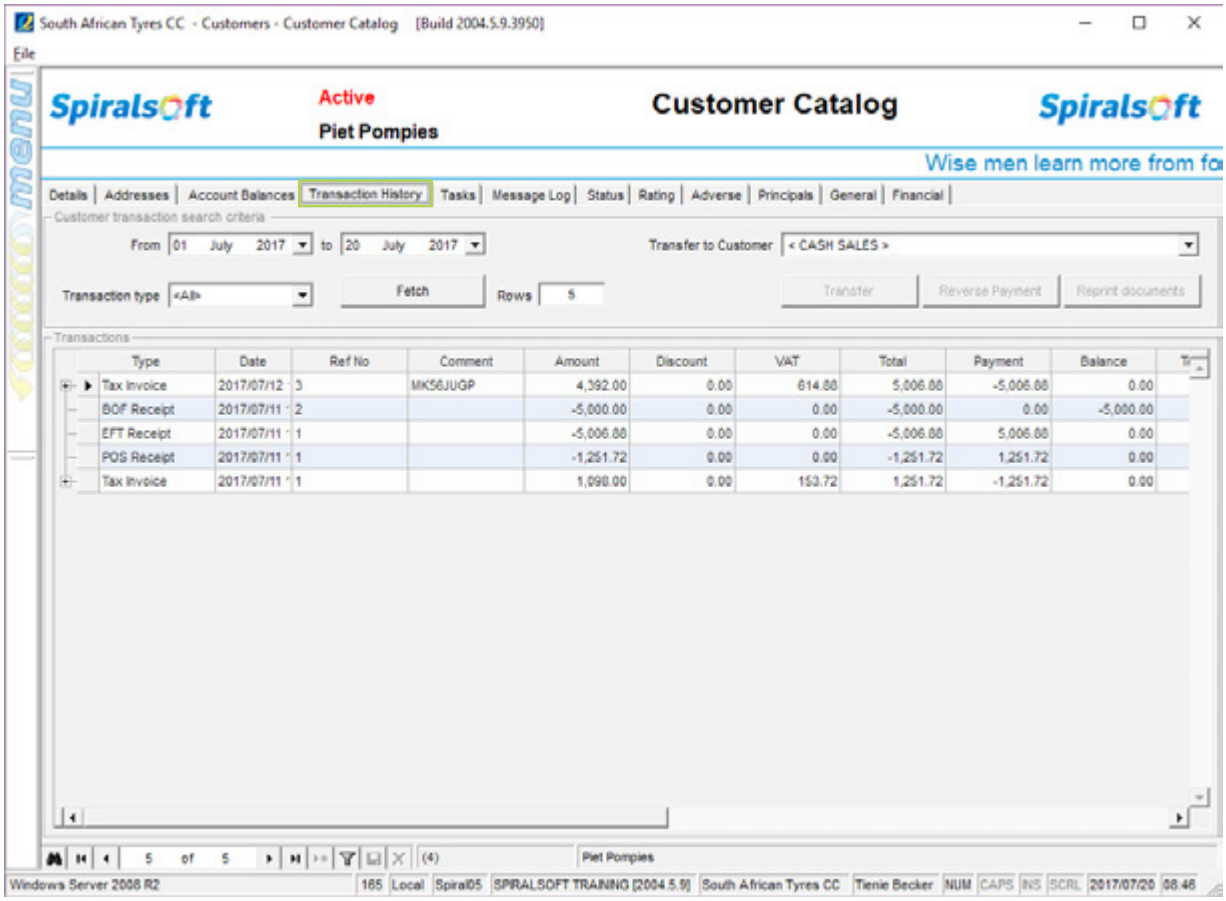
5. The screen displays the Account Balance, Current, 30 Days, 60 Days, 90 Days, 120 Days, 150 Days, 180+ Days and Overdue.
6. Select the Term to view the specific transactions outstanding for that period.
   The field selected will change to a yellow colour.
7. Click on the row selector of the Transaction required.
8. Select or type an e-mail address and message in the Re-Print and E-mail block.
9. Tick the E-mail Terms and Conditions option if intended to use this option (recommended).
10. Click on E-mail Statement.
11. Confirm by clicking Yes to the question posed “Confirm to E-mail Customer Statement?”.
12. Repeat steps 6 to 8 to E-mail documents.
13. Click on E-mail documents.
14. Confirm by clicking Yes to the question posed “Confirm to E-mail Invoice?”.
15. Repeat step 6 to Reprint documents.
16. Click on Reprint documents.
17. A print preview of the Terms and document will be displayed for the purpose to print this document.
18. After printing the document, close the window at the top right corner marked with a X.
19. Repeat step 6 to Export document to PDF.
20. Click on Adobe PDF ( ).
21. A message indicating the location of the Documents to be exported will be displayed. Read it! Confirm by clicking Yes to the question posed “Confirm to Export Document?”.

22. Obtain the document from the location previously indicated.
23. Repeat step 6 to Send a SMS.
24. Click on Send SMS ( ).
25. A Send SMS to Customer dialog box is displayed.
26. Verify the details and amend as required.
27. Click on Send SMS ( ).

HOW TO VIEW TRANSACTION HISTORY ON A CUSTOMER ACCOUNT



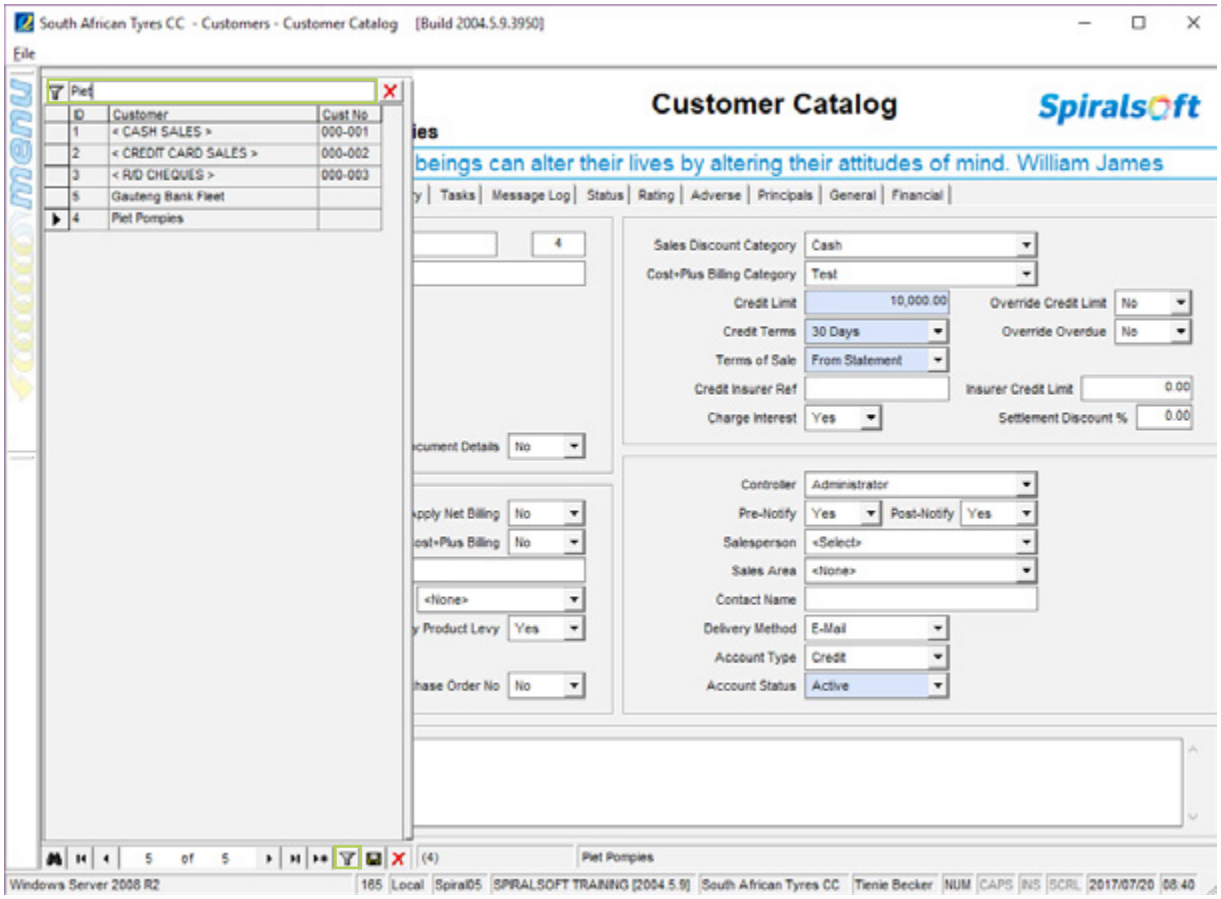
1. Go to the Customer Catalog Application in the Menu.
2. On the Details tab, select a Customer using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which customer is selected and their Account Status.
3. Go to the Transaction History tab.



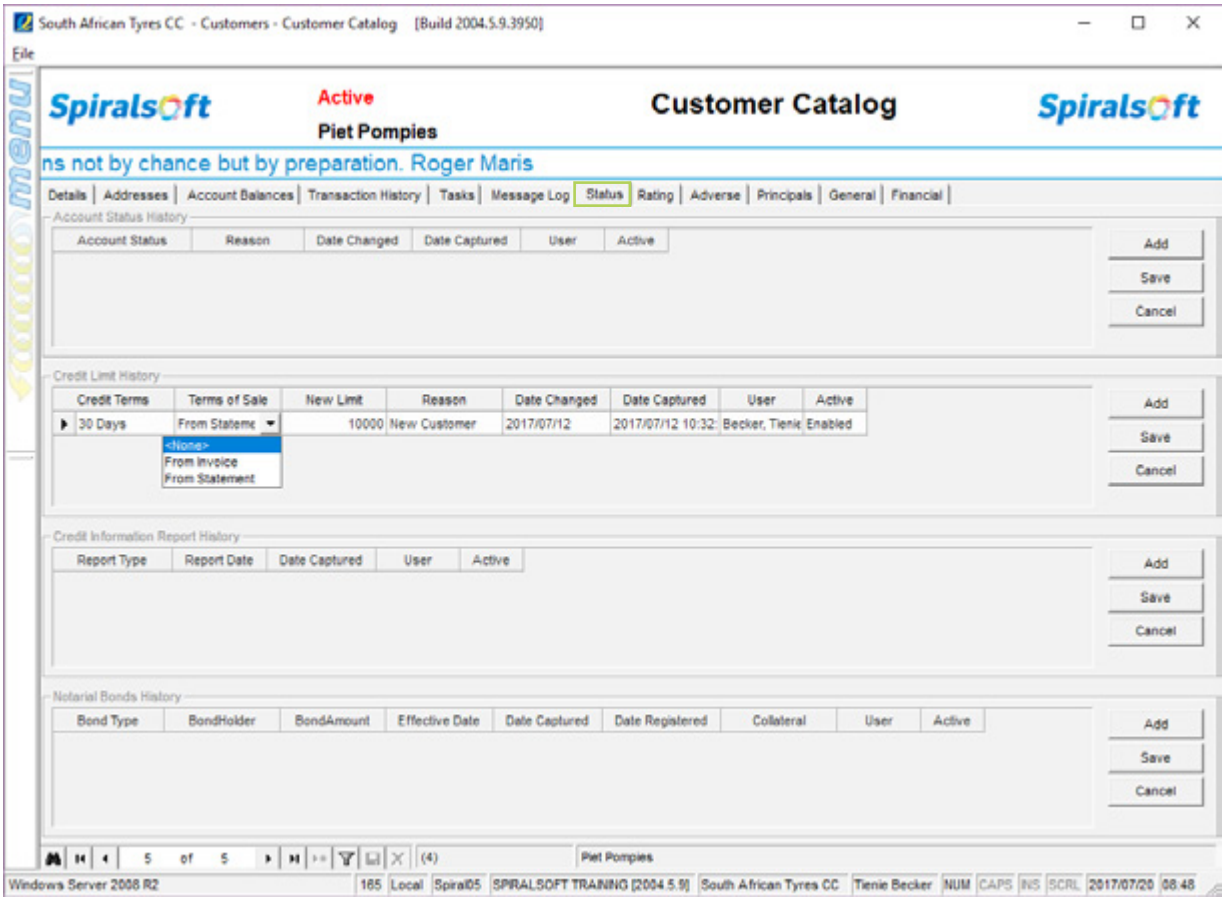
4. Select a specific period of time for the screen you want to generate by selecting the From date and the to date.
5. Select a specific type of Transaction for the screen you want to generate by selecting the Transaction type on the drop down list.
6. Click on Fetch.
   A list of Transactions will be displayed according to the options selected in steps 4 and 5. The Rows field indicates how many transactions have been identified.
7. The screen displays the Type, Date, Reference Number, Comment, Amount, Discount, VAT, Total, Payment, Balance, Total Cost, Gross Profit, Day-End, User, Source Number and Active.
8. Click on the row selector of the Transaction required.
9. Select a Customer from the Transfer to Customer drop down list if intended to use this option.
10. Click on Transfer.
11. Confirm by clicking Yes to the question posed “Confirm Transfer of selected Transaction to Customer?”.
12. A message indicating that The Customer transaction transfer was indeed completed successfully will be displayed. Click on OK.
13. Repeat steps 4 to 8 to Reverse a Payment if intended to use this option.
14. Click on Reverse Payment.

15. A message indicating an important notice with regards to the Reversal will be displayed. Read it! Confirm by clicking Yes to the question posed “Confirm Reversal of selected Customer Payment?”.
16. A message indicating that The Customer Payment reversal was indeed completed successfully will be displayed. Click on OK.
17. Repeat steps 4 to 8 to Reprint documents if intended to use this option.
18. Click on Reprint documents.
19. A print preview of the document will be displayed for the purpose to print this document.
20. After printing the document, close the window at the top right corner marked with a X.
21. Repeat steps 4 to 7 to Export All to Excel if intended to use this option.
22. Right-click on one of the transactions and select the Export All to Excel option.
23. A Save as Microsoft Excel file dialog box is displayed.
24. Type the File name you want to utilise and click on Save on the Save as Microsoft Excel dialog box.
25. Confirm by clicking Yes to the question posed “Do you wish to continue?”.
26. A message indicating that The Excel export was indeed completed successfully will be displayed. Click on OK.
27. Repeat steps 4 to 7 to Export Selected to Excel if intended to use this option.
28. Click on and hold Ctrl on your keyboard while clicking the row selector of the Transactions.
29. Right-click on one of the transactions and select the Export Selected to Excel option.
30. A Save as Microsoft Excel file dialog box is displayed.
31. Type the File name you want to utilise and click on Save on the Save as Microsoft Excel dialog box.
32. Confirm by clicking Yes to the question posed “Do you wish to continue?”.
33. A message indicating that The Excel export was indeed completed successfully will be displayed. Click on OK.

HOW TO ADD/ AMEND A CUSTOMER ACCOUNT STATUS

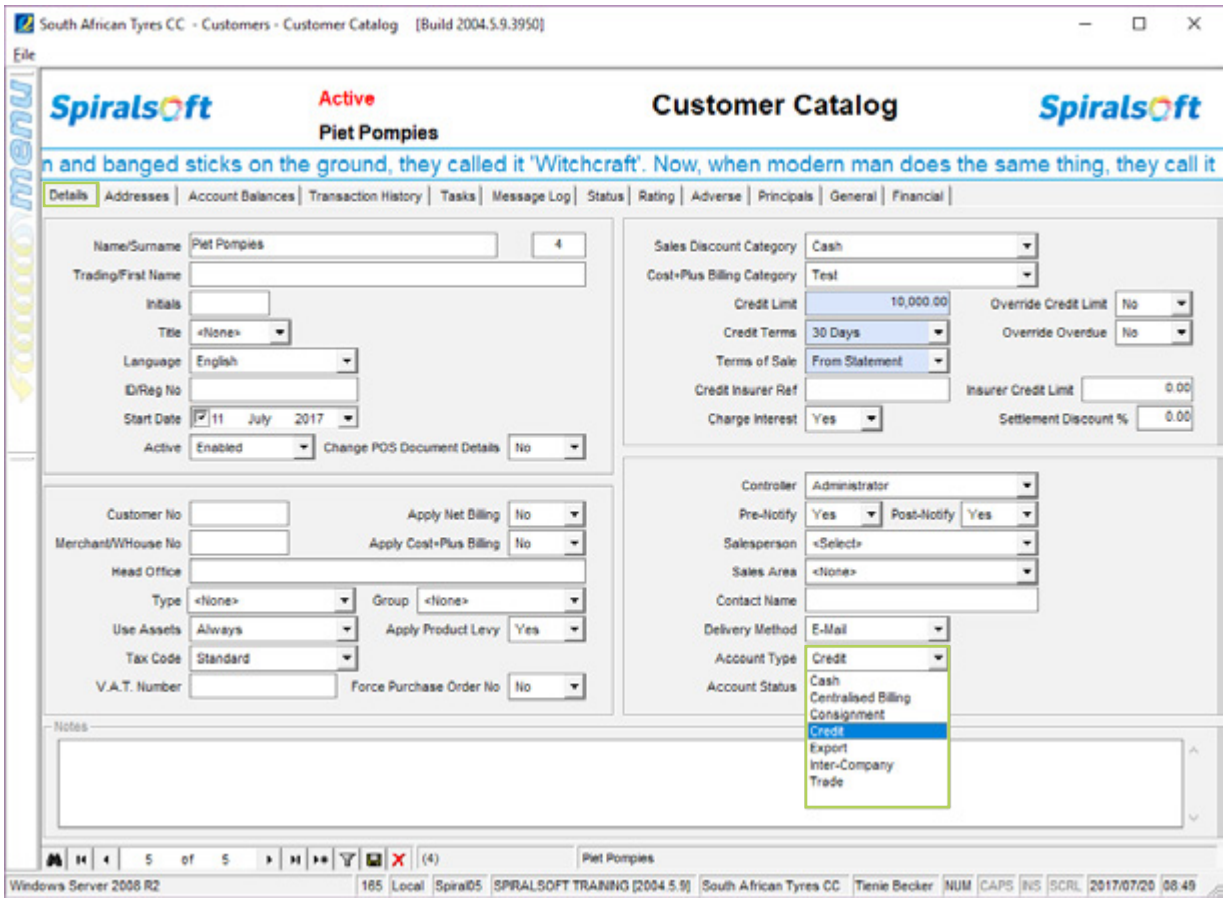


1. Go to the Customer Catalog Application in the Menu.
2. On the Details tab, select a Customer using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which customer is selected and their Account Status.
3. Go to the Status tab.



4. Click on Add in the Account Status History block.
5. Select specific criteria from the drop down lists on the following fields:
   5.1. Account Status,
   5.2. Date Changed, and/or
   5.3. Active.
6. Complete the following field:
   6.1. Reason.
7. Click on Save in the Account Status History block.
   The new Account Status History will be saved on a separate row; the Date Captured, User and Active will be completed and displayed.
8. Click on Add in the Credit Limit History block.
9. Select specific criteria from the drop down lists on the following fields:
   9.1. Credit Terms,
   9.2. Terms of Sale,
   9.3. Date Changed, and/or
   9.4. Active.
10. Complete the following fields:
    10.1. New Limit, and/or
    10.2. Reason.

11. Click on Save in the Credit Limit History block.
    The new Credit Limit History will be saved on a separate row; the Date Captured, User and Active will be completed and displayed.
12. Before the change can be effected also change the Account Status to Credit under the details tab otherwise you will not be able to sell to the selected Customer on Credit. It is also necessary to close the Back Office and Point-Of-Sale after adding a Customer Credit limit and relaunch the Point-Of-Sale before you will be able to sell to the Customer on Credit.



DOCUMENT REPRINT

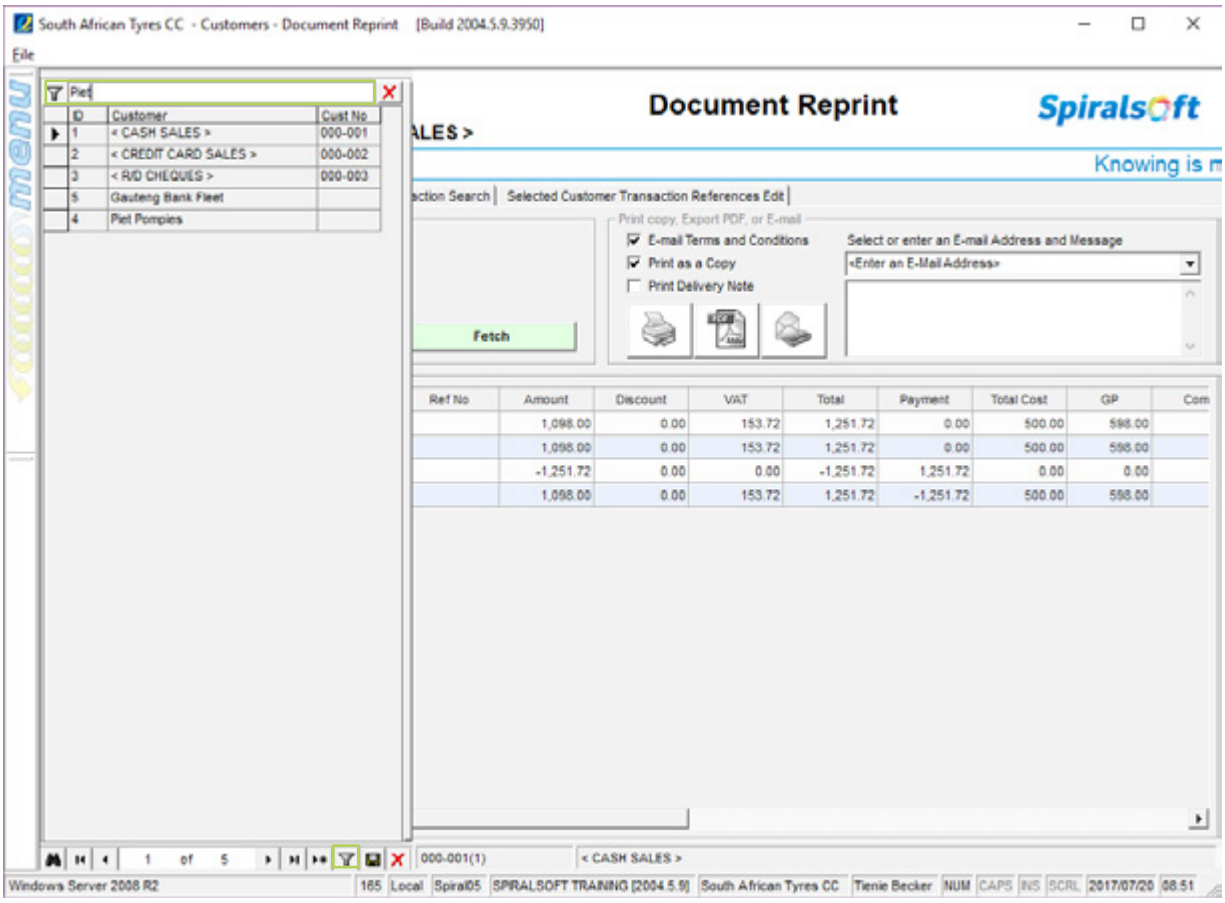
WHERE TO FIND IT

Click Menu > Customers > Document Reprint

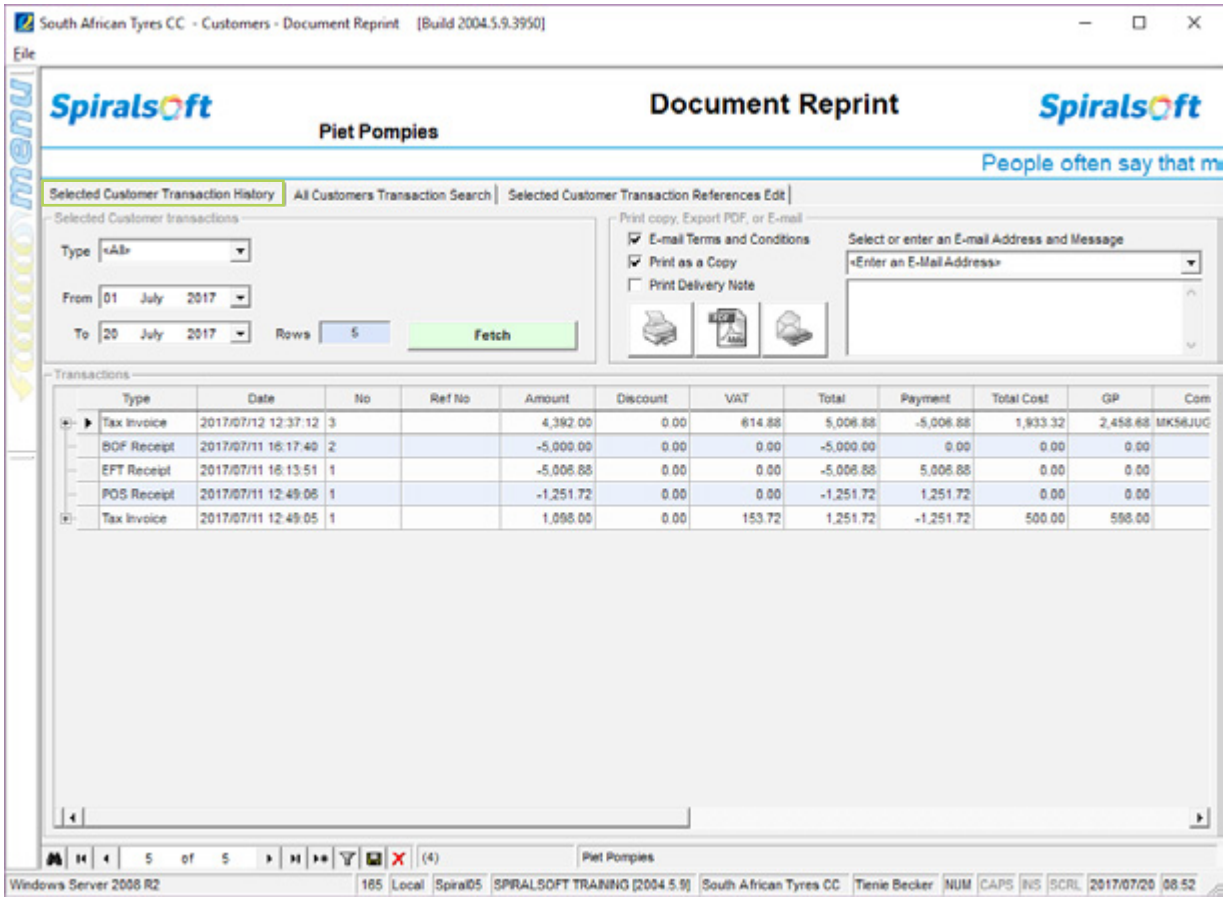
HOW TO REPRINT A SELECTED CUSTOMER DOCUMENT

PURPOSE

To reprint any system generated documents relating to customers. There is also the functionality to reprint an original document by unticking the Print as Copy block.



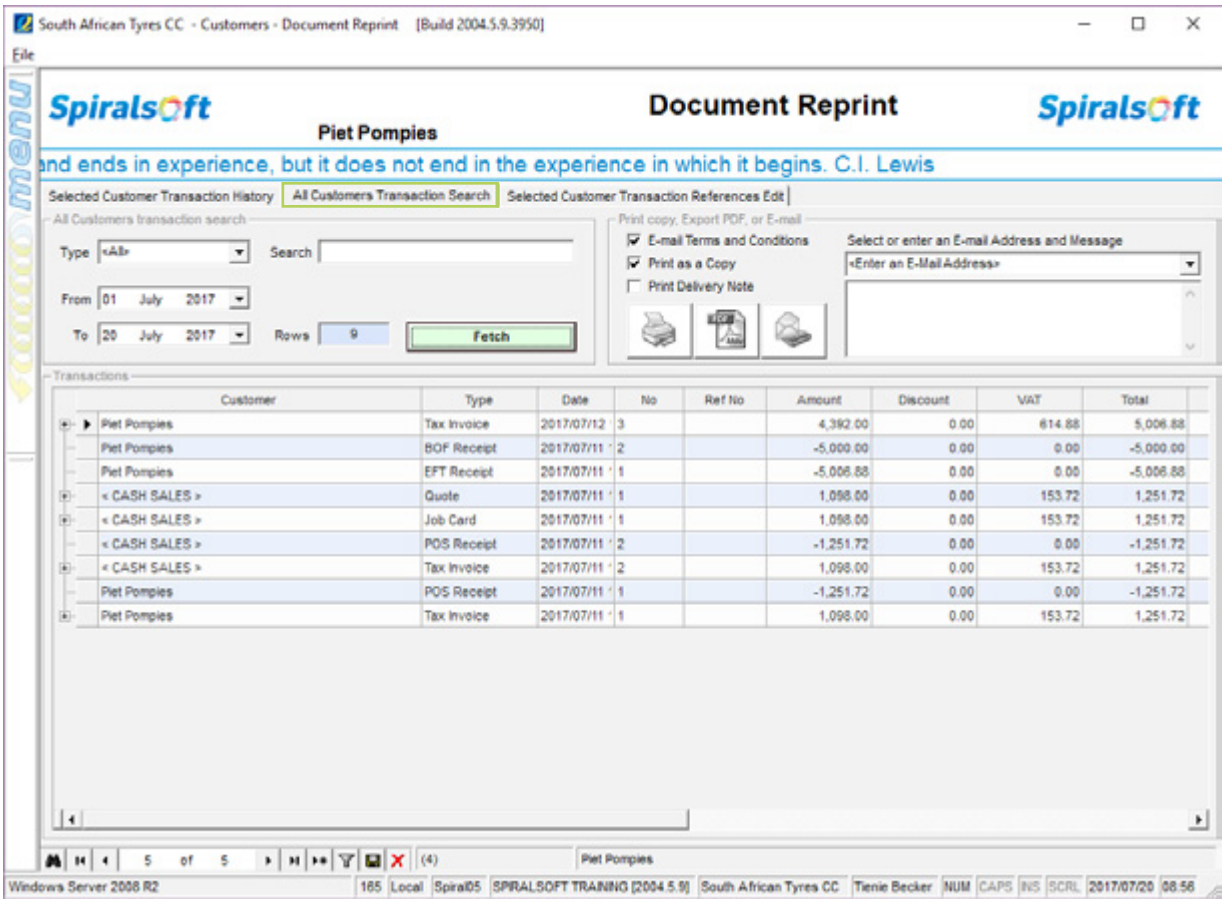
1. Go to the Document Reprint Application in the Menu.
2. On the Selected Customer Transaction History tab, select a Customer using Filter ( ) in the Navigation Bar. The Menu Bar at the top indicates which customer is selected.



3. Select a document Type from the Type drop down list.
4. Select a specific period of time by selecting the From and To date drop down date pickers.
5. Tick the options in the Print copy, Export PDF, or E-mail block if intended to use these options.
6. Click on Fetch.
7. Click on the row selector of the document required.
8. Click on Print ( )
9. A print preview of the document will be displayed.
10. After printing the document, close the window at the top right corner marked with a X.
11. Repeat step 7 to Export document to PDF.
12. Click on Adobe PDF ( ).
13. A message indicating the location of the Document to be exported will be displayed. Read it! Confirm by clicking Yes to the question posed “Confirm to Export Document?”.
14. Obtain the document from the location previously indicated.
15. Repeat step 7 to E-mail document.
16. Click on E-mail documents.
17. Select or type an e-mail address and message in the Print copy, Export PDF, or E-mail block under the Select or enter an E-mail Address and Message option.
18. Confirm by clicking Yes to the question posed “Confirm to E-mail Document?”.

Journals, Interest Journals and Settlement Discounts cannot be reprinted.

HOW TO REPRINT ALL CUSTOMERS DOCUMENTS

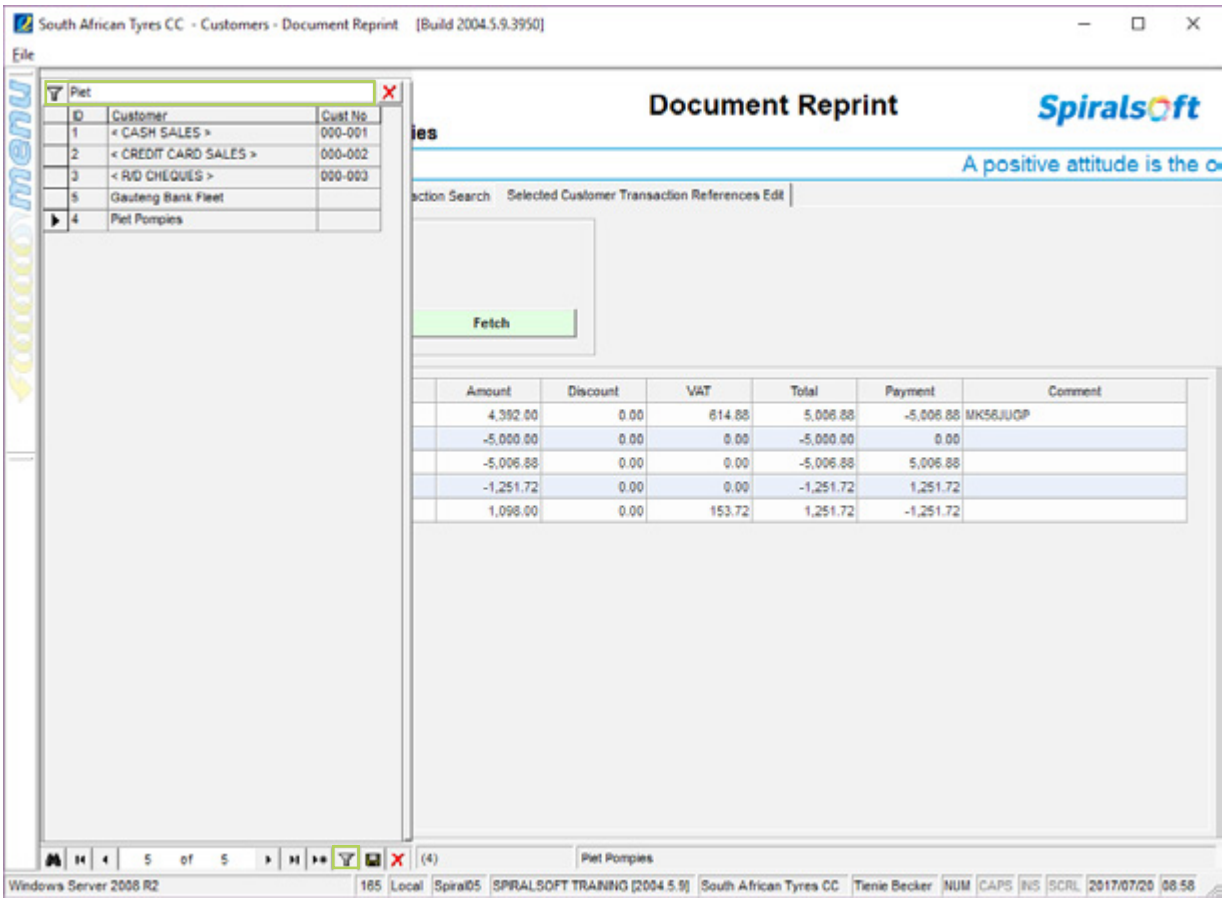


1. Go to the Document Reprint Application in the Menu.
2. Go to the All Customers Transaction Search tab.
3. Select a document Type from the Type drop down list.
4. Select a specific period of time by selecting the From and To date drop down date pickers.
5. Type the search criteria in the Search input field if intended to use this option.
6. Tick the options in the Print copy, Export PDF, or E-mail block if intended to use these options.
7. Click on Fetch.
8. Click on the row selector of the document required.
9. Click on Print ( )
10. A print preview of the document will be displayed.
11. After printing the document, close the window at the top right corner marked with a X.
12. Repeat step 8 to Export document to PDF.
13. Click on Adobe PDF ( ).
14. A message indicating the location of the Document to be exported will be displayed. Read it! Confirm by clicking Yes to the question posed “Confirm to Export Document?”.

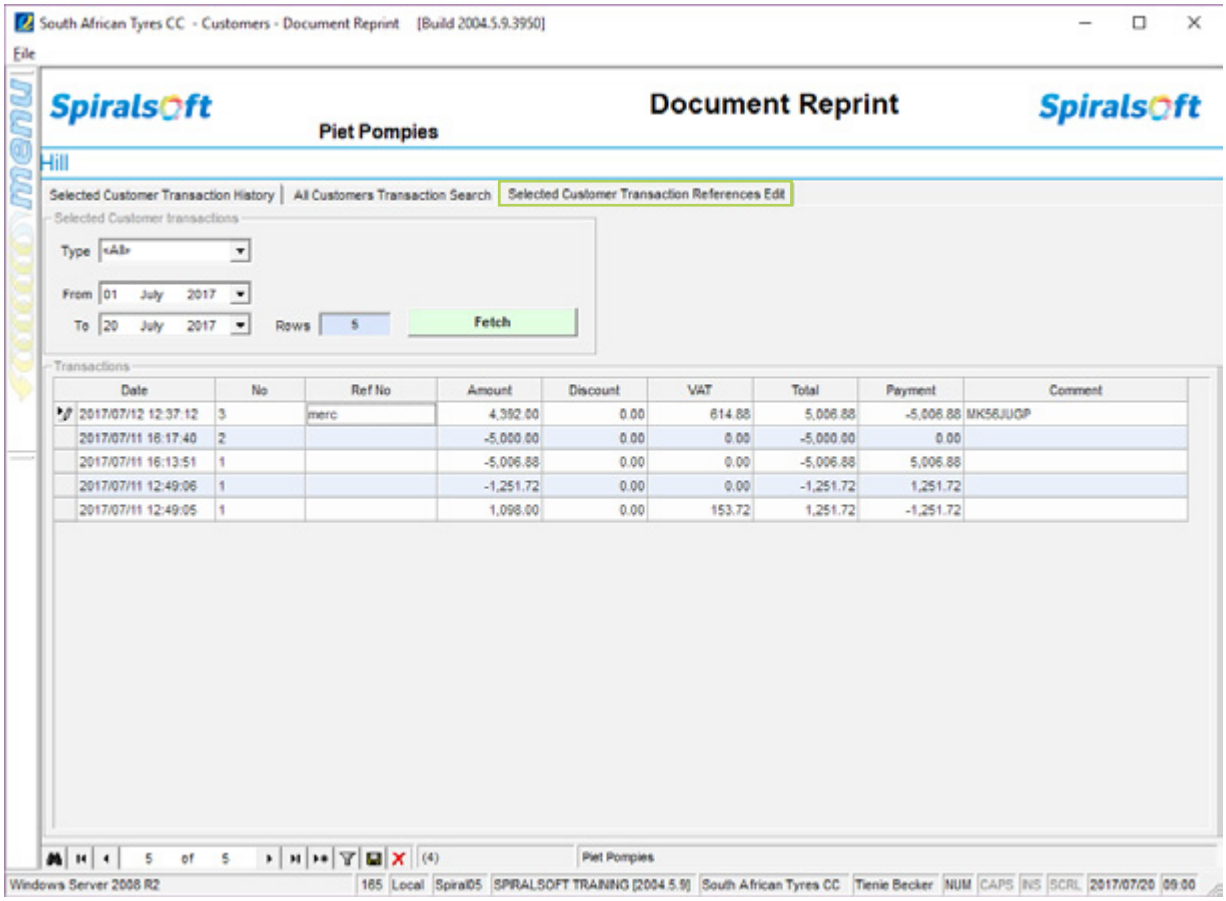
15. Obtain the document from the location previously indicated.
16. Repeat step 8 to E-mail document.
17. Click on E-mail documents.
18. Type an e-mail address and message in the Print copy, Export PDF, or E-mail block under the Select or enter an E-mail Address and Message option.
19. Confirm by clicking Yes to the question posed “Confirm to E-mail Document?”.

Journals, Interest Journals and Settlement Discounts cannot be reprinted.

HOW TO AMEND A SELECTED CUSTOMER DOCUMENT REFERENCE



1. Go to the Document Reprint Application in the Menu.
2. On the Selected Customer Transaction References Edit tab, select a Customer using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which customer is selected.



3. Select a document Type from the Type drop down list.
4. Select a specific period of time by selecting the From and To date drop down date pickers.
5. Click on Fetch.
6. Type the specific criteria in the Reference Number input field and/or Comment input field for the specific document required.
7. The Reference Number links to the Order Number in the POS and the Comment field links to the Asset field in the POS.
8. Click Save (💾) in the Navigation Bar.

CUSTOMER PAYMENTS

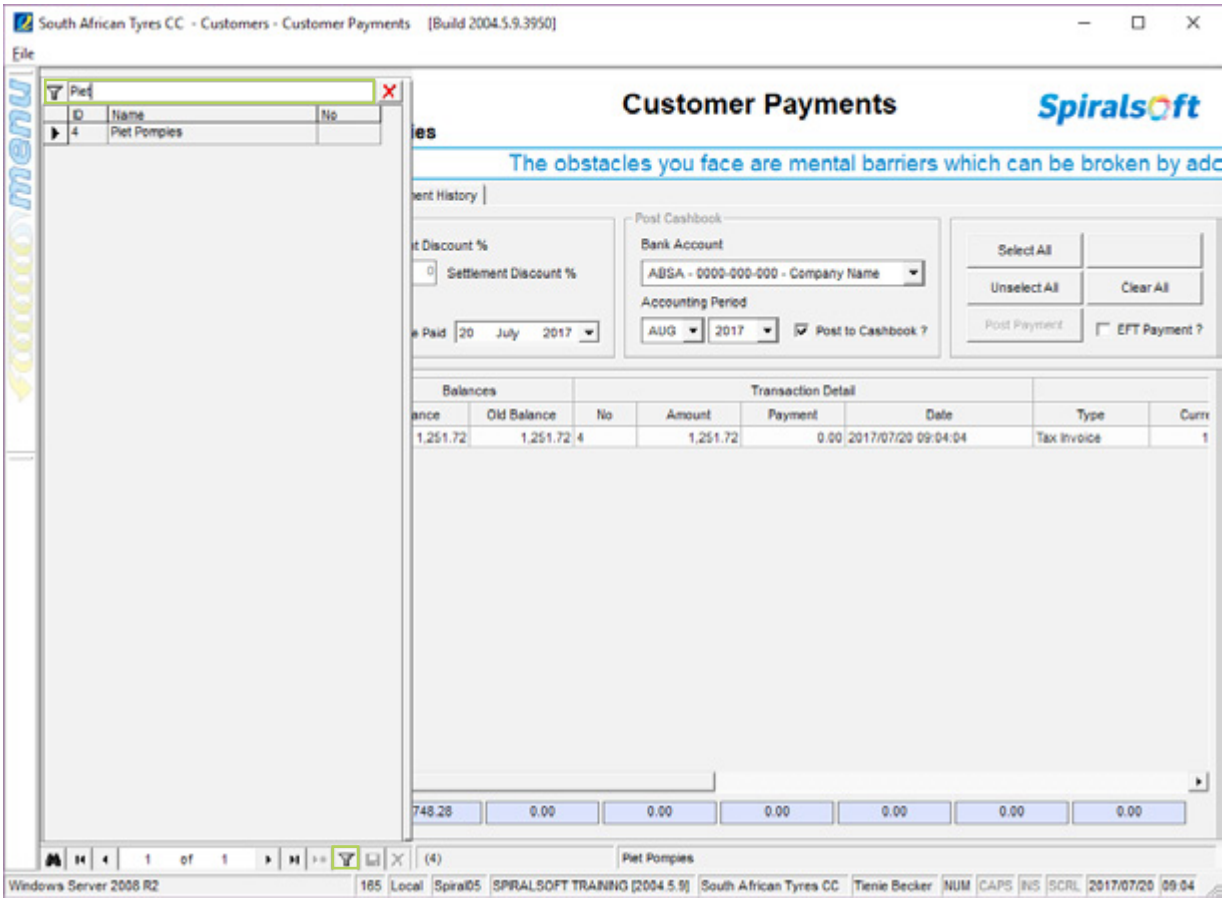
WHERE TO FIND IT

Click Menu > Customers > Customer Payments

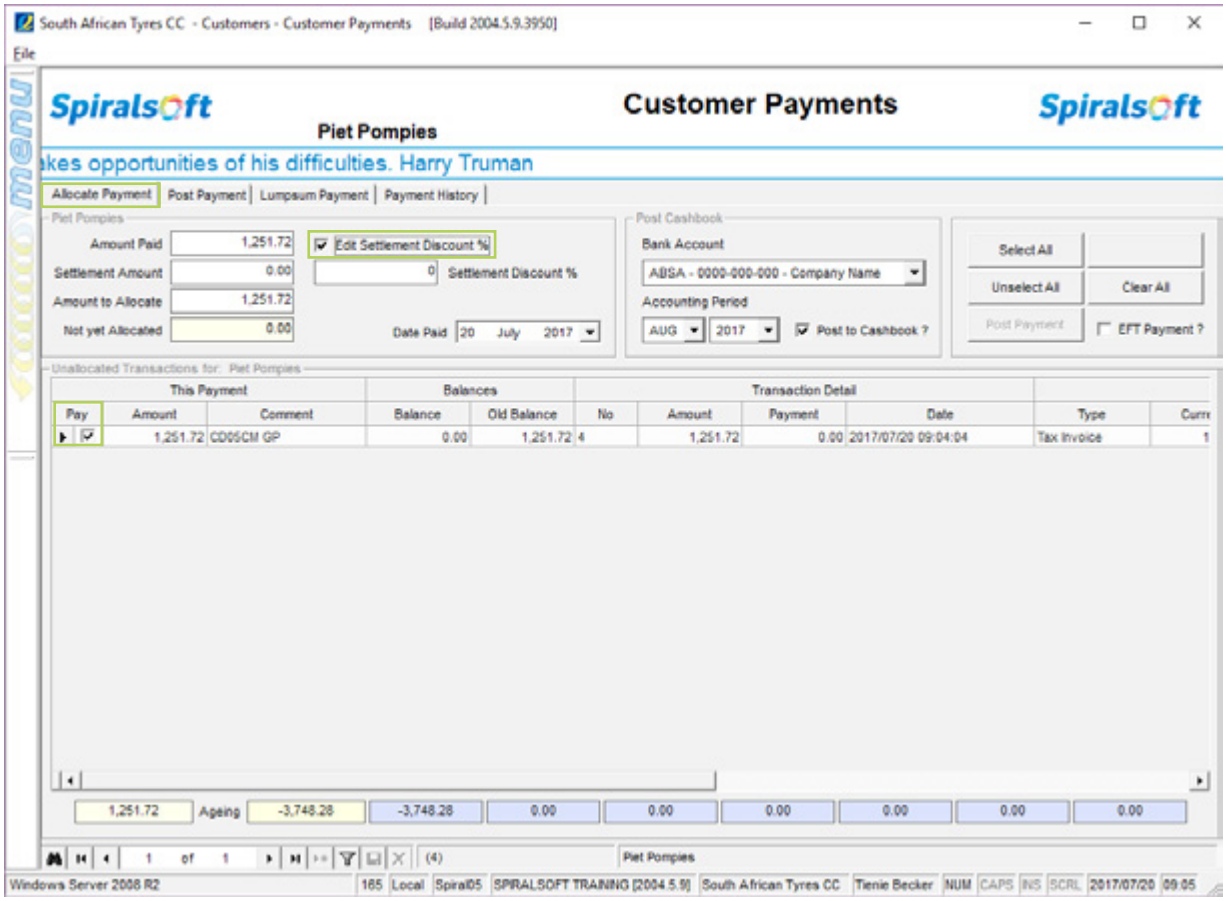
HOW TO CAPTURE A CUSTOMER PAYMENT

PURPOSE

This report allows you to monitor your stock levels. Incoming and outgoing stock will be reflected here.



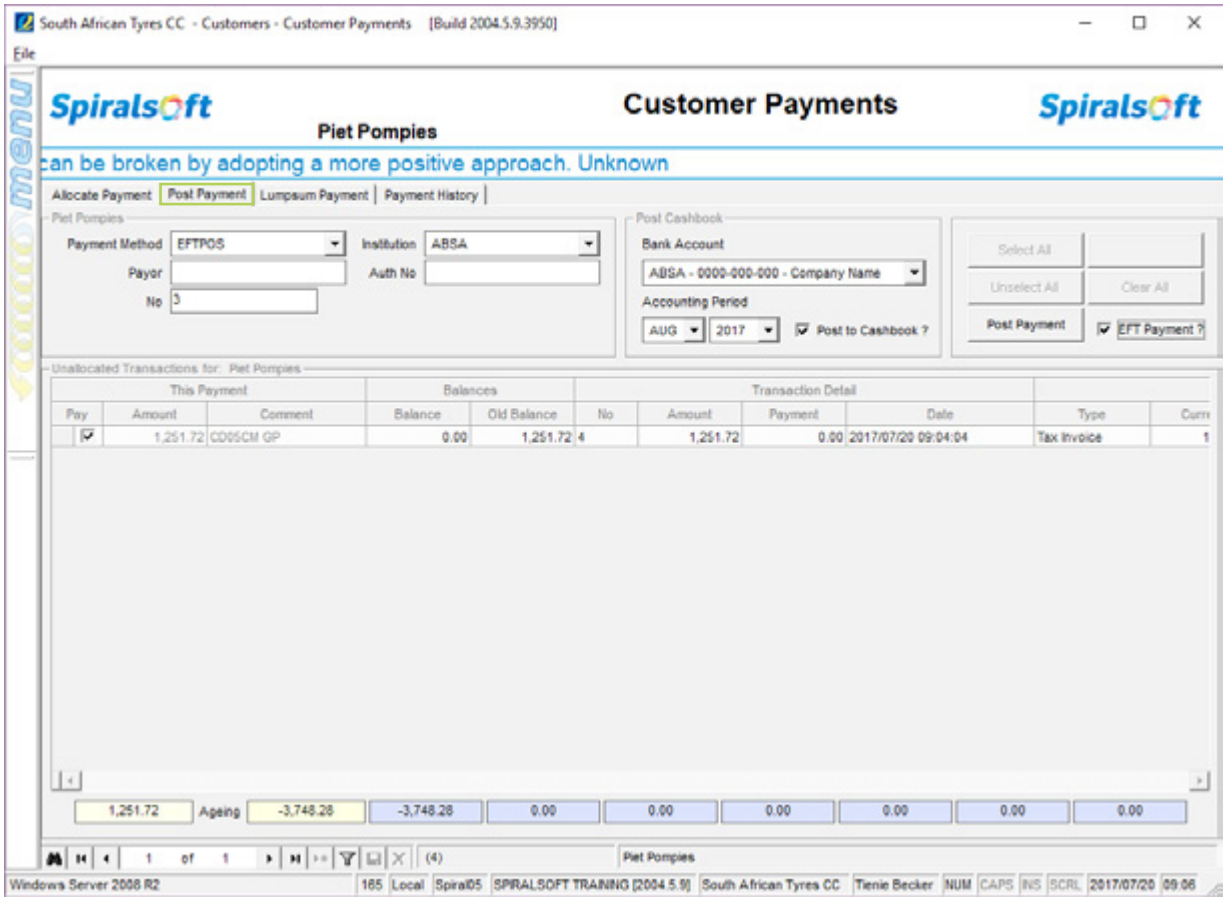
1. Go to the Customer Payments Application in the Menu.
2. On the Allocate Payment tab, select a Customer using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which customer is selected.



3. At the bottom of the screen the Ageing blocks are displayed as Ageing Total, Current, 30 Days, 60 Days, 90 Days, 120 Days, 150 Days and 180+ Days.
4. Select the Term to view the specific transactions outstanding for that period.
   The field selected will change to a yellow colour.
5. Type the Amount Paid in the Amount Paid input field.
   The Amount to Allocate input filed and the Not yet Allocated field will be updated after a different input field is selected.
6. Type the Settlement Amount in the Settlement Amount input field if intended to use this option.
7. Tick the Edit Settlement Discount percentage option and type the Settlement Discount percentage input filed if intended to use this option.
8. Select a specific Date Paid by selecting from the Date Paid drop down date picker.
9. Select a Bank Account paid from, from the Bank Account drop down list if intended to use this option.
10. Select a specific Month and Year by selecting from the Accounting Period drop down date pickers.
    It is very important that the Accounting Period agrees with the Date Paid for the purpose of generating the reports.
11. Tick the Post to Cashbook ? option in the Post Cashbook block if intended to use this option.
    This option must be ticked when the Customer Payment is captured from the Bank Statement.
12. Tick the EFT Payment ? option if intended to use this option.
    This option must be ticked when the Customer Payment captured from the Bank Statement is an EFT Payment.

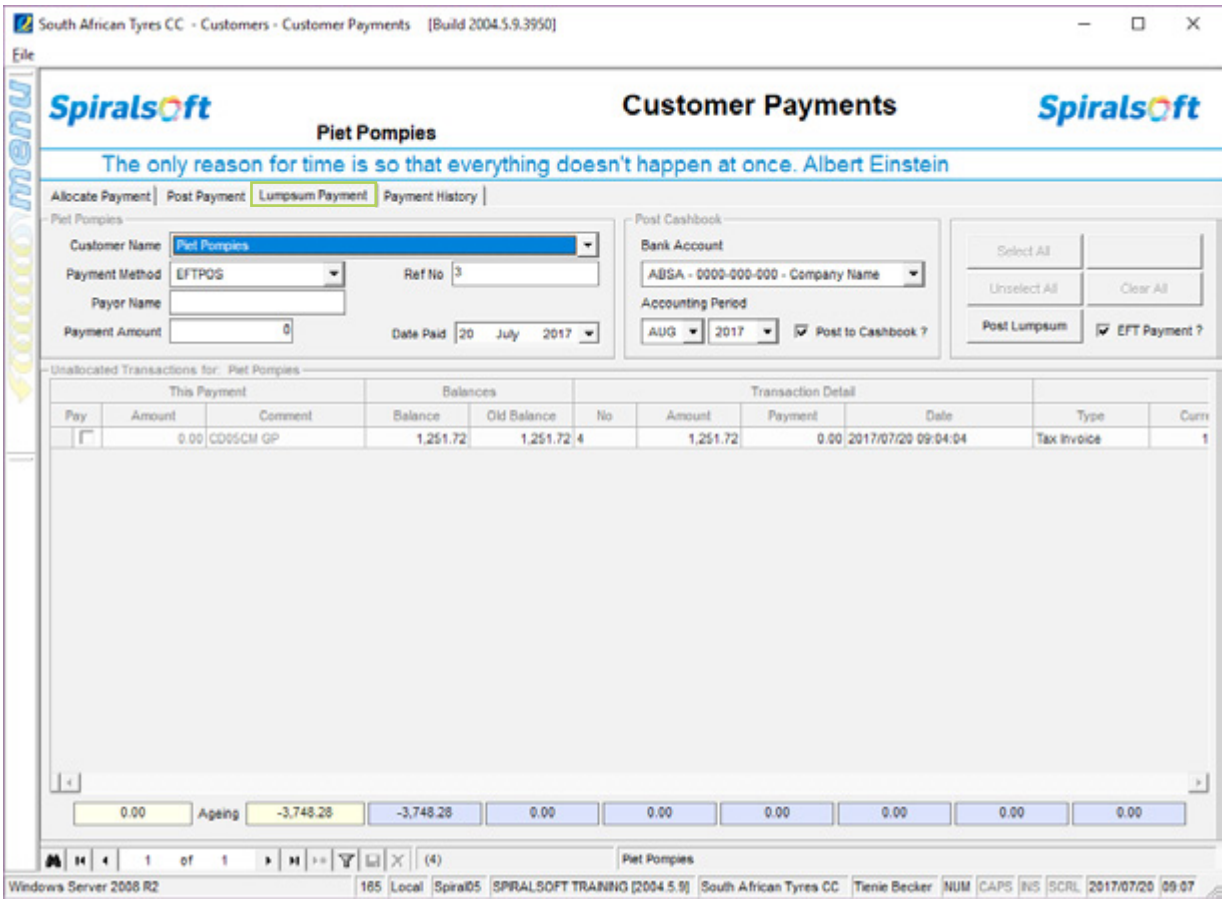
13. Click on Select All if intended to use this option.
    This option Selects All the unticked Unallocated Transactions on the screen.
14. Go to the Allocate Payment tab.
15. Click on Unselect All if intended to use this option.
    This option Unselects All the ticked Unallocated Transactions on the screen.
16. Click on Clear All if intended to use this option.
    This option Clears All the fields and selections made on this tab.
17. Tick the Pay option and type the Amount (if a partial payment is made for the Unallocated Transaction) in the Amount input field of each transaction for selected individual Unallocated Transactions if intended to use this option.

HOW TO POST A CUSTOMER PAYMENT



1. Go to the Post Payment tab.
2. Select a Payment Method from the Payment Method drop down list.
3. Select a bank Institution from the Institution drop down list.
4. Type the Customer/ Payer name in the Payer input field.
5. Type the Authorisation Number in the Authorisation Number input field if intended to use this option.
6. Ensure the details selected and ticked in the Post Cashbook block is correct.
7. Click on Post Payment.
8. Confirm by clicking Yes to the question posed “Confirm Payment Posting”.
9. A message indicating that the Post Payment and Cash Book were indeed completed successfully will be displayed. Click on OK.

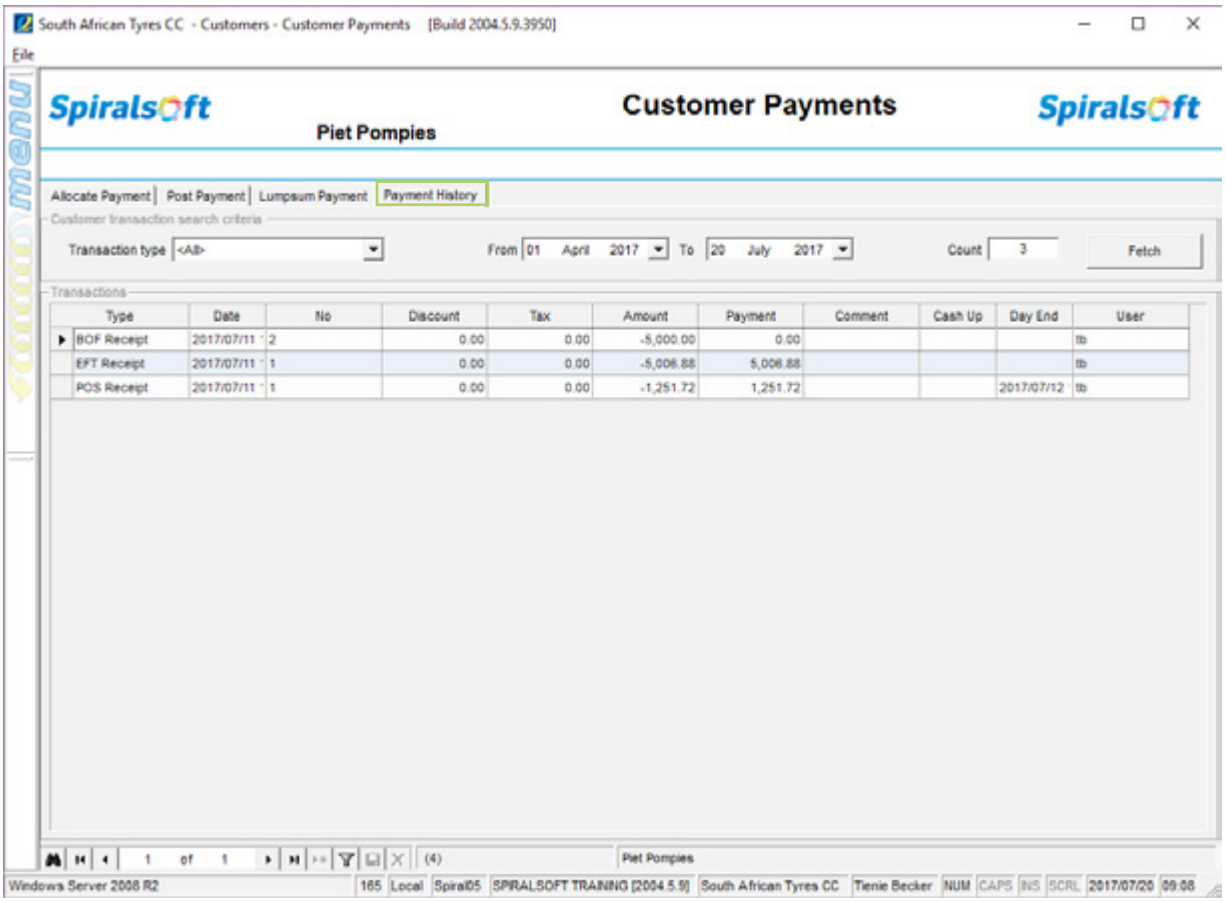
HOW TO CAPTURE AND POST A LUMPSUM PAYMENT



1. Go to the Customer Payments Application in the Menu.
2. Go to the Lumpsum Payment tab.
3. Select a Customer from the Customer Name drop down list.
4. Select a Payment Method from the Payment Method drop down list.
5. Type the Customer/ Payor Name in the Payor Name input field.
6. Type the Payment Amount in the Payment Amount input field.
7. Select a specific Date Paid by selecting from the Date Paid drop down date picker.
8. Select a Bank Account paid from, from the Bank Account drop down list if intended to use this option.
9. Select a specific Month and Year by selecting from the Accounting Period drop down date pickers.
   It is very important that the Accounting Period agrees with the Date Paid for the purpose of generating the reports.
10. Tick the Post to Cashbook ? option in the Post Cashbook block if intended to use this option.
    This option must be ticked when the Customer Payment is captured from the Bank Statement.

11. Tick the EFT Payment ? option if intended to use this option. This option must be ticked when the Customer Payment captured from the Bank Statement is an EFT Payment.
12. Click on Post Lumpsum.
13. Confirm by clicking Yes to the question posed “Confirm Lumpsum Payment Posting”.
14. A message indicating that the Post Payment and Cash Book were indeed completed successfully will be displayed. Click on OK.

HOW TO VIEW A CUSTOMER PAYMENT HISTORY



1. Go to the Customer Payments Application in the Menu.
2. On the Payment History tab, select a Customer using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which customer is selected.
3. Select a Transaction type from the Transaction type drop down list.
4. Select a specific period of time by selecting the From and To date drop down date pickers.
5. Click on Fetch.

E-MAIL STATEMENTS

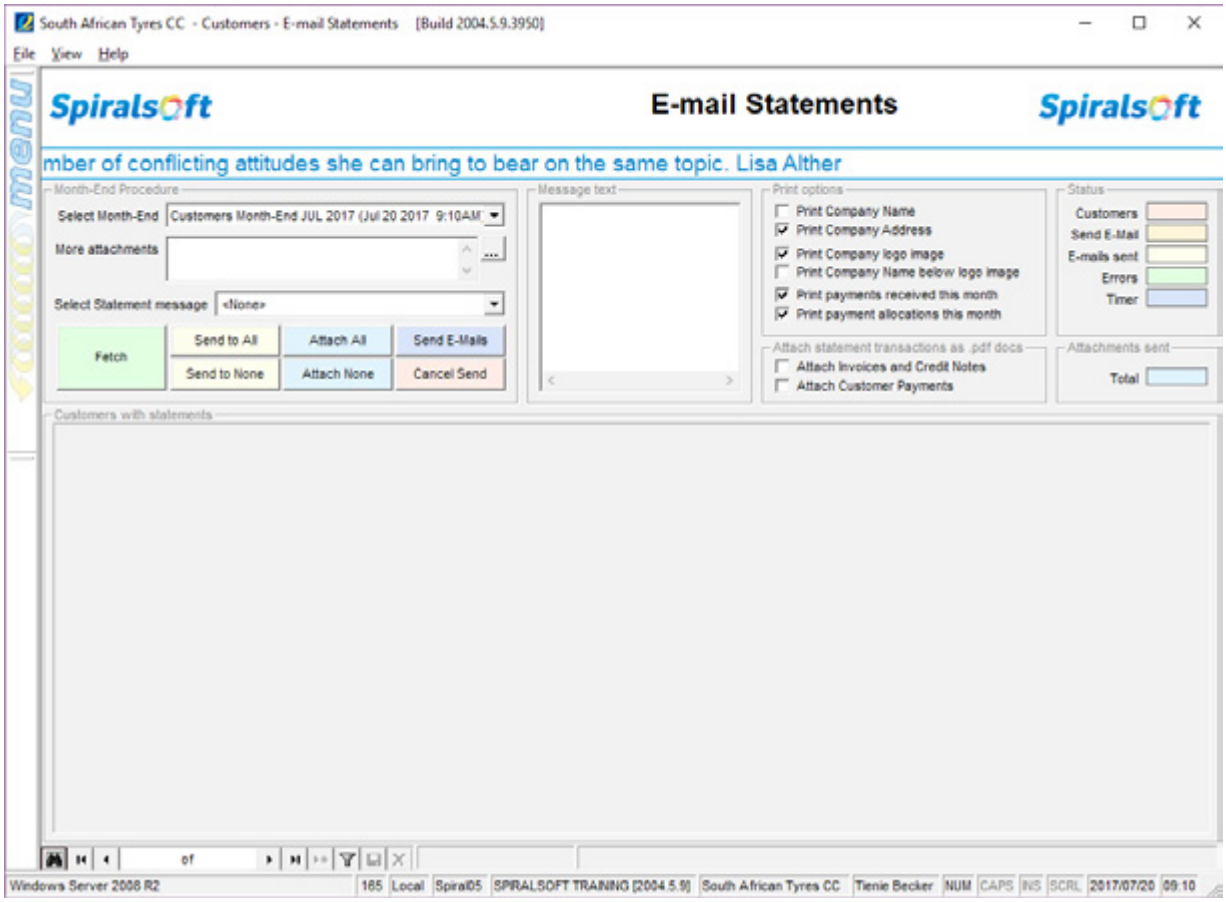
WHERE TO FIND IT

Click Menu > Customers > E-Mail Statements

HOW TO SEND CUSTOMER STATEMENTS BY E-MAIL

PURPOSE

This function can be used to send Statements to one or several customers via e-mail.



Customer Statement can only be sent by E-mail using the Microsoft Outlook Application. Microsoft Outlook must be set up as your computer email client.

Customer Statements can only be sent if the required Customers' Accounts E-mail input field on the Addresses tab on the Customer Catalog Application has been saved with the Accounts E-mail address.

1. Go to the E-mail Statements Application in the Menu.
2. Select a Month-End by selecting from the Select Month-End drop down list.
3. Click on the three dots (...) next to More attachments to browse for the required file on your computer or network if intended to use this option. A dialog box is displayed.
   3.1. Click on the file you want to utilise and click on Open on the dialog box.
4. Select an option from the Select Statement message drop down list if intended to use this option.
5. Type a Message in the Message text block if intended to use this option.
6. Tick the options in the Print options block if intended to use these options.
7. Tick the options in the Attach statement transactions as .pdf documents block if intended to use these options.
8. Click on Fetch.
9. Click on Send to All if intended to use this option.
10. Click on Send to None if intended to use this option.
11. Click on Attach All if intended to use this option.
12. Click on Attach None if intended to use this option.
13. Select either the Yes option or the No option in the Send E-Mail and Attach Documents drop down lists of each Customer for selected individual Customers with statements if intended to use this option.
14. Click on Send E-Mails.
15. Confirm by clicking Yes to the question posed “Confirm to Send E-Mails of Customer Statements”.
16. Click on Cancel Send if intended to use this option.

CUSTOMER REPORTS

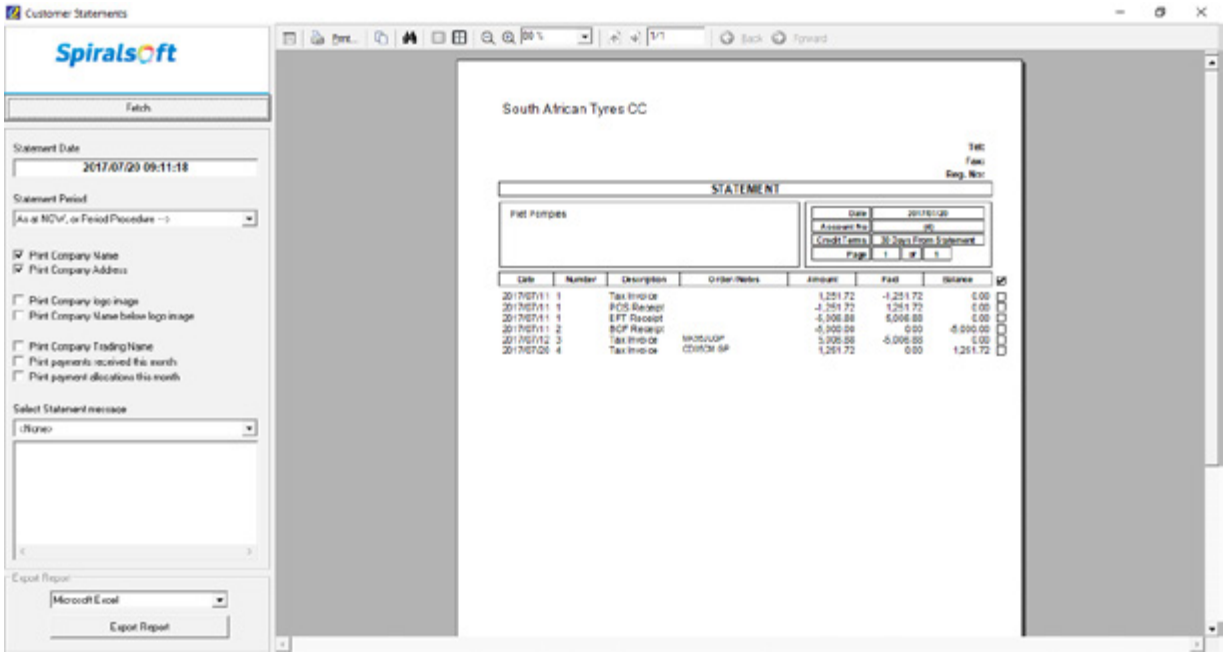
WHERE TO FIND IT

Click Menu > Customer > Customer Reports

#301 – Customer Statements

PURPOSE

This report displays a consolidated statement of every transaction of a customer posted to the ledger in a specific period of time.

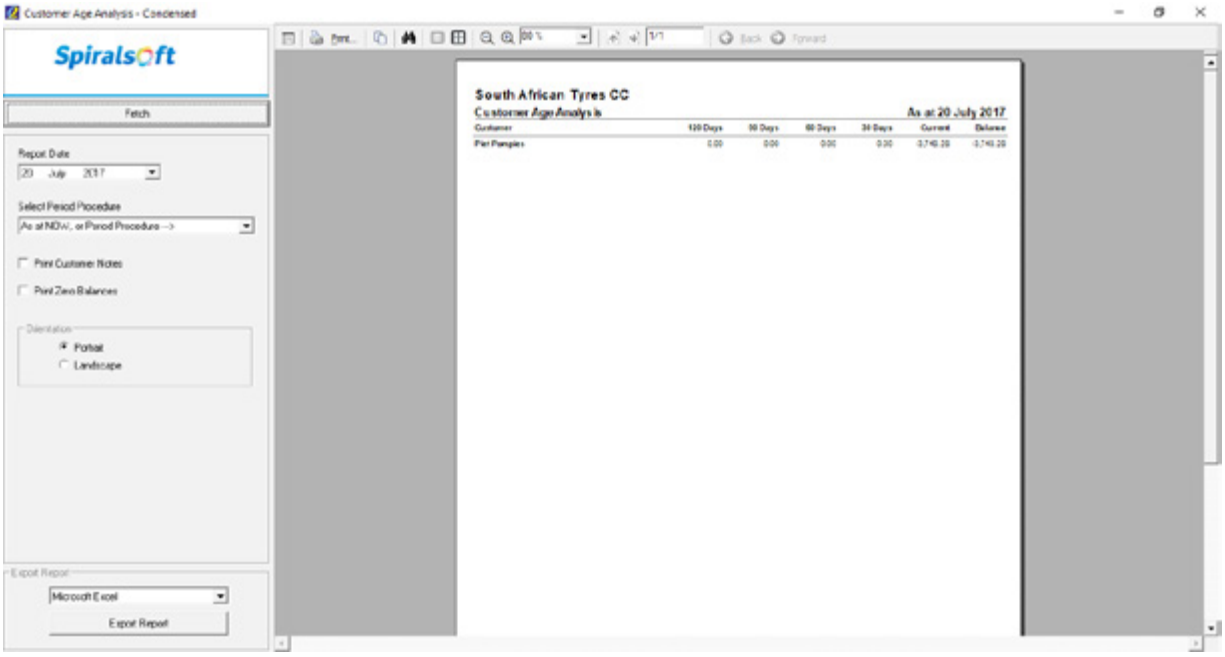


1. Select the Statement Period by using the drop-down menu.
2. Select whether or not you want to print the following on the statement: Company Name, Company Address, Company Logo Image, Company Name Below Logo Image, Company Trading Name, Payments Received This Month, Payment Allocations This Month. This can be done by ticking the chosen boxes.
3. Enter a Statement Message in the given textbox if needed.
4. Click on “Fetch”.
5. This Report displays the Date, Number, Description, Order/Notes, Amount, Paid and Balance.
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#303 – Customer Age Analysis- Condensed

PURPOSE

This report allows you to analyse your transactions with each of your debtor (customer / client) accounts according to specified accounting periods. This could be a useful tool to manage outstanding amounts owed by debtors (customers / clients).

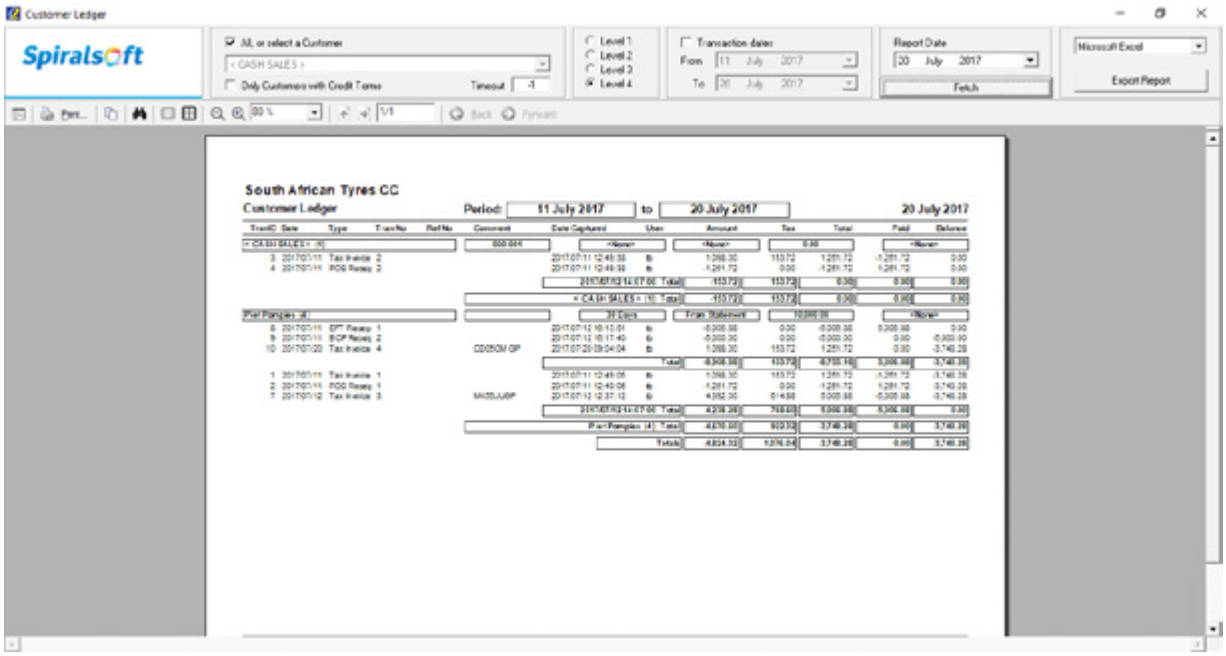


1. Select the Period Procedure for the report you want to generate by using the drop-down menu.
2. Select whether or not you want to print Customer Notes or Zero Balances by ticking the boxes.
3. Select a specific layout for the report you want to generate by selecting either the Landscape or Portrait option in the “Orientation” block.
4. Click on “Fetch”.
5. The report displays the Customer, 120 Day Period, 90 Day Period, 60 Day Period, 30 Day Period, Current and Balance.
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#307 – Customer Ledger

PURPOSE

This report allows you to accumulate knowledge about which customers owe money to the business, as well as the amount that is owed.



1. Select whether you want All Customers to show, one specific Customer or Only Customers with Credit Terms. This can be done by ticking the chosen box.

2. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2, Level 3 or Level 4, depending on the Level of Detail of the information required.

3. Select whether or not you want to indicate the Transaction Dates. This can be done by ticking the box. If the box is ticked, the “From” and “To” dates must be selected.

4. Click on “Fetch”.

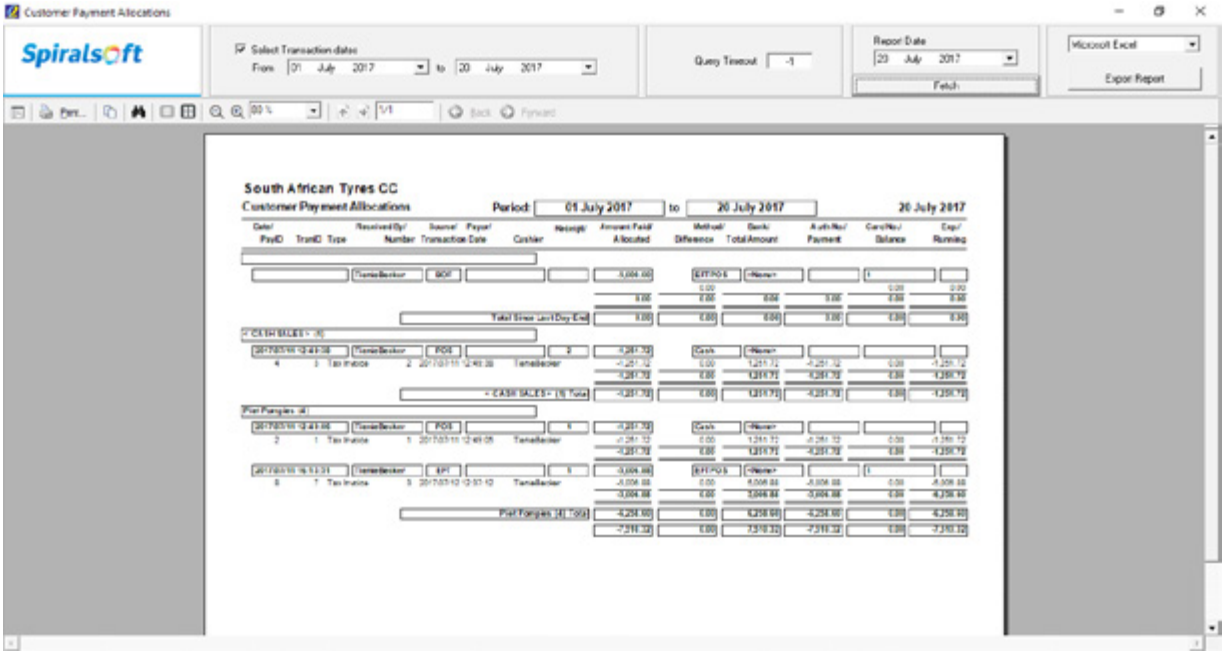
5. The report displays the Transaction ID, Date, Type, Transaction Number, Reference Number, Comment, Date Captured, User, Amount, Tax, Total, Paid and Balance.

6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#308 – Customer Payment Allocations

PURPOSE

This report shows which payments have been allocated to which customers in a specific accounting period.

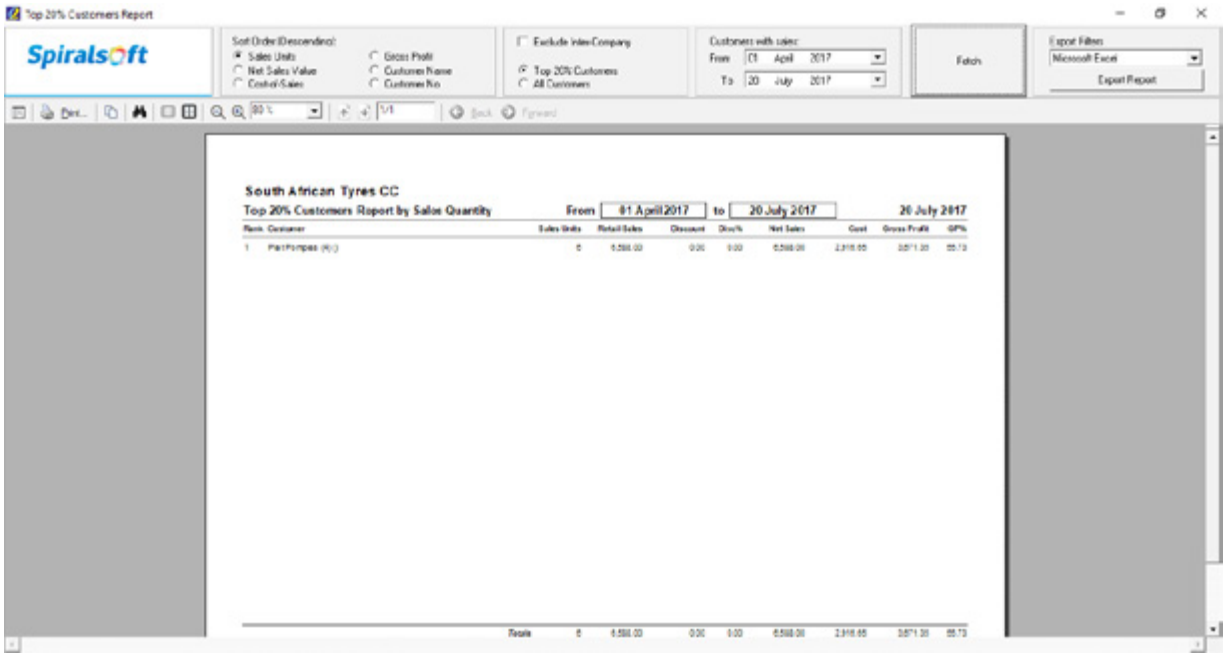


1. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
2. The preferred Timeout value can be typed into the textbox in the “SQL Query Timeout” block.
3. Click on Fetch.
4. The report displays the Pay ID, Transaction ID, Type, Number, Transaction Date, Cashier, Allocated, Difference, Total Amount, Payment, Balance and Running.
5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#31 – Top 20% Cutomers Report

PURPOSE

This report shows the 20% of your Customers with the highest sales.

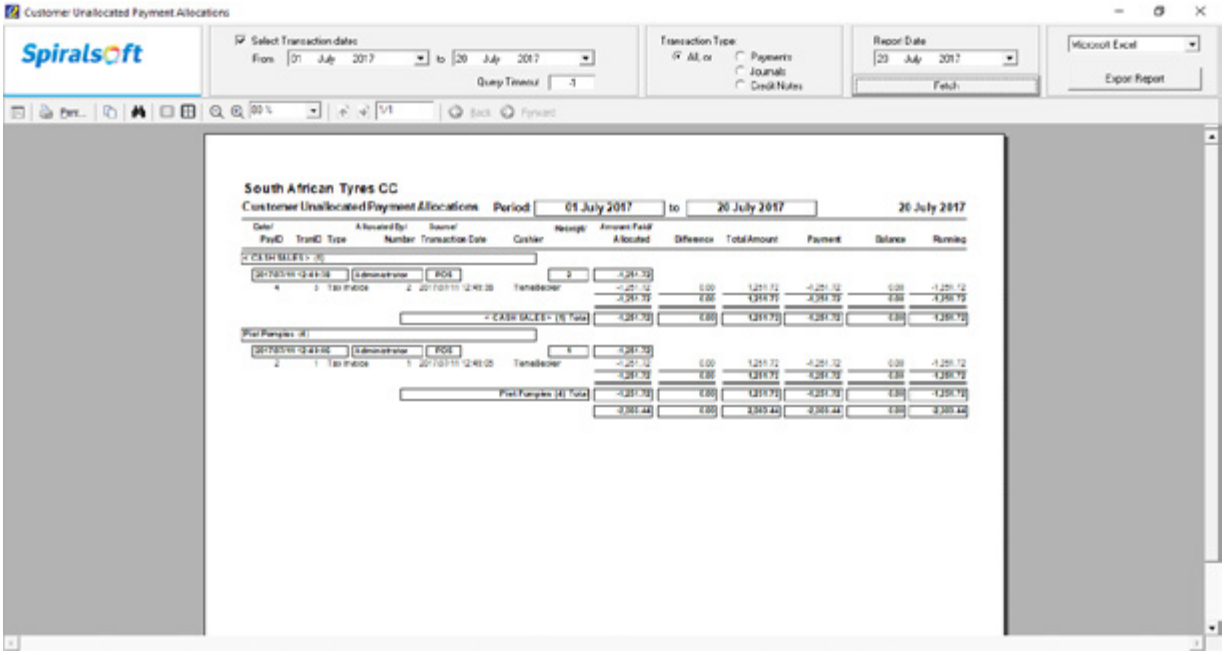


1. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
2. Select whether you want All Payments, Journals and Credit Notes to be displayed or just one of those three criteria to be displayed on the Report. This can be selected in the Transaction Type block.
3. Click on Fetch.
4. The report displays the Pay ID, Transaction ID, Type, Number, Transaction Date, Cashier, Allocated, Difference, Total Amount, Payment, Balance and Running.
5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#317 – Unallocated Payment Allocations

PURPOSE

This report shows which payments have not been allocated to any customer in a specific accounting period.



1. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
2. Select whether you want All Payments, Journals and Credit Notes to be displayed or just one of those three criteria to be displayed on the Report. This can be selected in the Transaction Type block.
3. Click on Fetch.
4. The report displays the Pay ID, Transaction ID, Type, Number, Transaction Date, Cashier, Allocated, Difference, Total Amount, Payment, Balance and Running.
5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

POINT-OF-SALE

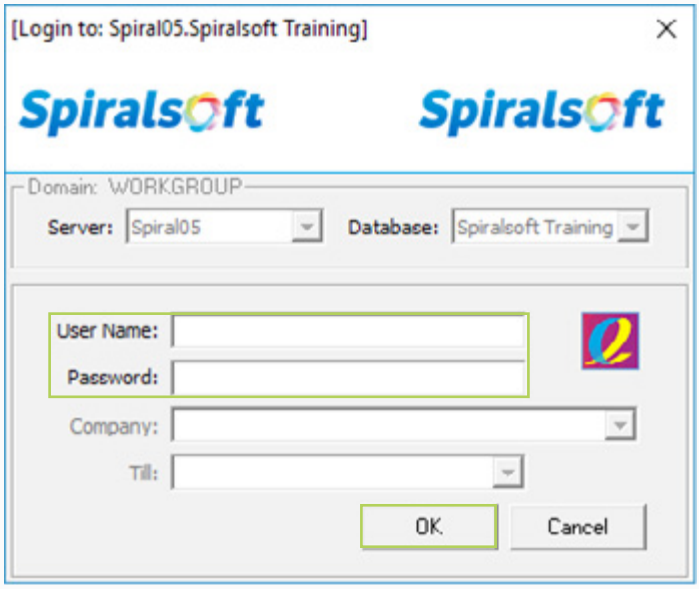
WHERE TO FIND IT

The Point-of-Sale is accessed by double clicking on the red Advantage icon on the Desktop.

LOG IN TO THE POINT-OF-SALE

PURPOSE

Explains functionality and procedures of the Advantage Point-of-Sale



HINT

You can use keyboard and mouse navigation in the Point-of-Sale. The (→|) key on the keyboard navigates forward to the next item. The Shift Tab (|←) key (press Shift and hold it down, then press Tab) navigates backward to the previous item. The Enter key on the keyboard navigates forward to the next input field.

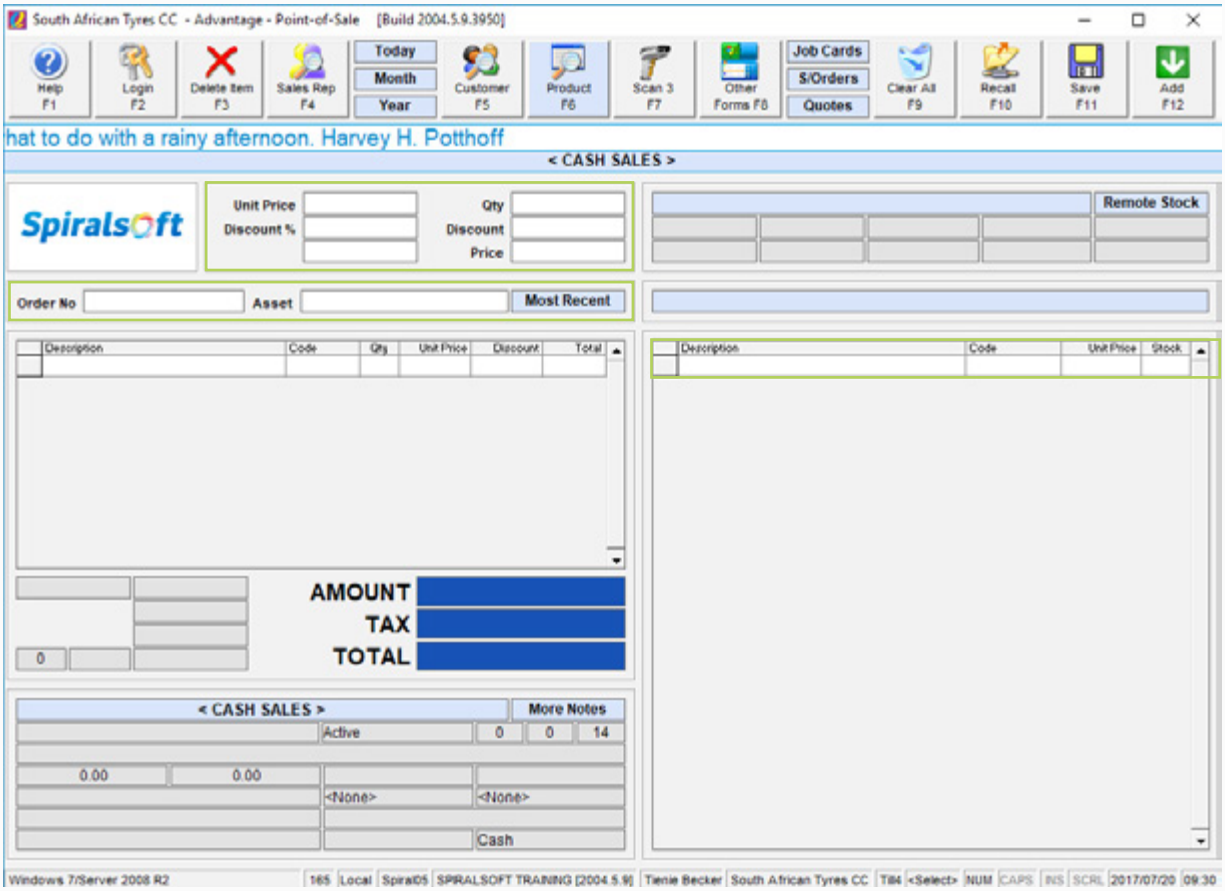
The functionality of the Point-of-Sale is defined in the Back Office > System Options > POS tabs, or Customer Billing options.

TO LOG IN TO THE POINT-OF-SALE MODULE, DO THE FOLLOWING:

1. Double-click on the red Advantage icon on the Desktop. The Advantage splash screen is displayed.
2. Wait a few seconds while the Point-of-Sale initializes its settings and the Login window is displayed.
3. Your workstation activation validation is performed before the login window is displayed. The activation validation is performed using the DataSource (server) and InitialCatalog (database) registry key settings. These two registry keys represent your 'home' database and their values should not be changed.
4. Type in your User Name. If you have not yet set up a user, try using 'tb'.
5. Type in your Password. If you have not yet set up a user, try using 'tb'.
6. Click the OK button, or press Enter when the OK button has focus. The Advantage splash screen is displayed.
7. If you do not want to log in, click Cancel to cancel and close the login screen.

USING THE POINT-OF-SALE

ALL REFERENCES TO THE POINT-OF-SALE THAT FOLLOW IN THIS DOCUMENT WILL NOW BE ABBREVIATED TO POS



HOW THE POS WORKS

1. The image above shows the default state of the POS when it is first started, or after a transaction has been saved.
2. Notice the twelve function keys at the top of the POS windows, starting with Help F1 on the left through to Add F12 on the right. These buttons map to the twelve function keys found on a normal US keyboard layout.
3. The twelve function key buttons also act as states that the POS can be placed into.
4. Some function key buttons also contain underlying menu, such as the F2, F5, F7, F8, F10, and F11 buttons.
5. Try it. Click the Login F2 button, or press the F2 key on the keyboard. Notice the fly-out menu. To

execute one of the menu options, click on it, or move up and down the menu using the up and down arrow keys on the keyboard. To close the menu, press the ESC key on the keyboard.

6. The function key button with a light blue (cornflower) background colour indicates the state that the POS is currently in.
7. Notice that the Product F6 has a light blue (cornflower) background colour. This is the default state of the POS.
8. All other function key buttons are temporary states, i.e., you perform the action available for the particular button, and when completed, return to the default Product F6 state. Some function key buttons return automatically to the Product F6 state when the action is completed. For those that do not return automatically, simply click Product F6, or press the F6 key on the keyboard, when the action is completed.
9. Notice that there are nine input fields highlighted using red border shapes. This is all there is.
10. Try it. Let the mouse come to rest on one of the nine input fields. A tooltip is displayed. The tooltip displays the functionality and purpose of the field.
11. The background of the field that has focus is highlighted in a light blue (cornflower) colour. At start-up, the Order No input field has focus. Click the mouse on one of the other input fields. Notice that the field is highlighted in a light blue (cornflower) colour. That field now has focus, and you can start typing in it.
12. Now press the Tab key on the keyboard while in the highlighted field that has focus. Focus moves to the next input field. Press the Tab key again until you have circulated through each of the input fields, and you are back again at the input field where you started.
13. Now press the Shift key, hold it down, and press the Tab key. Notice that focus now moves to the previous input field.

HINT

You can use keyboard and mouse navigation in the POS. The Tab (→|) key on the keyboard navigates forward to the next item. The Shift Tab (|←) key navigates backward to the previous item. The Enter key on the keyboard navigates forward to the next input field.

POS DOCUMENTS YOU CAN PRODUCE

The following is a list of POS documents (customer transactions) that can be produced and recalled using the POS:

1. PROFORMAS

1.1. A pro forma invoice is an itemized document that states a commitment from the seller to sell goods to the buyer at

1.2. specified prices and terms.

1.3. It is used to declare the value of the trade. It is not a true invoice.

1.4. It is not a non-financial document.

1.5. It does not alter the current inventory and does not reserve stock.

1.6. It is converted into a financial document when it is invoiced.

2. QUOTES

2.1. A quote is an itemized document stipulating the commitment from the seller to sell goods to the buyer at specified

2.2. prices and terms and which will remain valid for a specified period. It is a non-financial document.

2.3. It does not alter the current inventory and does not reserve stock.

2.4. It is converted into a financial document when it is invoiced.

3. JOBCARDS

3.1. A job card is an itemized document stipulating the goods to be provided and work to be done for a particular job.

3.2. It is normally used to issue stock from the warehouse for the job. It reserves stock

3.3. It is a non-financial document.

3.4. It is converted into a financial document when it is invoiced.

4. INVOICES

4.1. An invoice is an itemized document of goods and services sold to the buyer (customer), and presented to the

4.2. buyer for payment.

4.3. It requires stipulating an invoice payment method before it is saved. An invoice payment can be made in cash or on account.

4.4. It deducts the quantity sold of each item from the current inventory. It is a financial document.

5. SALES ORDERS

5.1. A sales order is an itemized document of goods and services a buyer (customer) wishes to buy and originates from

5.2. the buyer's purchase order.

5.3. It is normally used to issue stock from the warehouse for the job. It reserves stock.

5.4. It is a non-financial document.

5.5. It is converted into a financial document when it is invoiced.

6. REFUNDS

6.1. A refund (or credit note) is an itemized document of goods and services previously purchased by a buyer

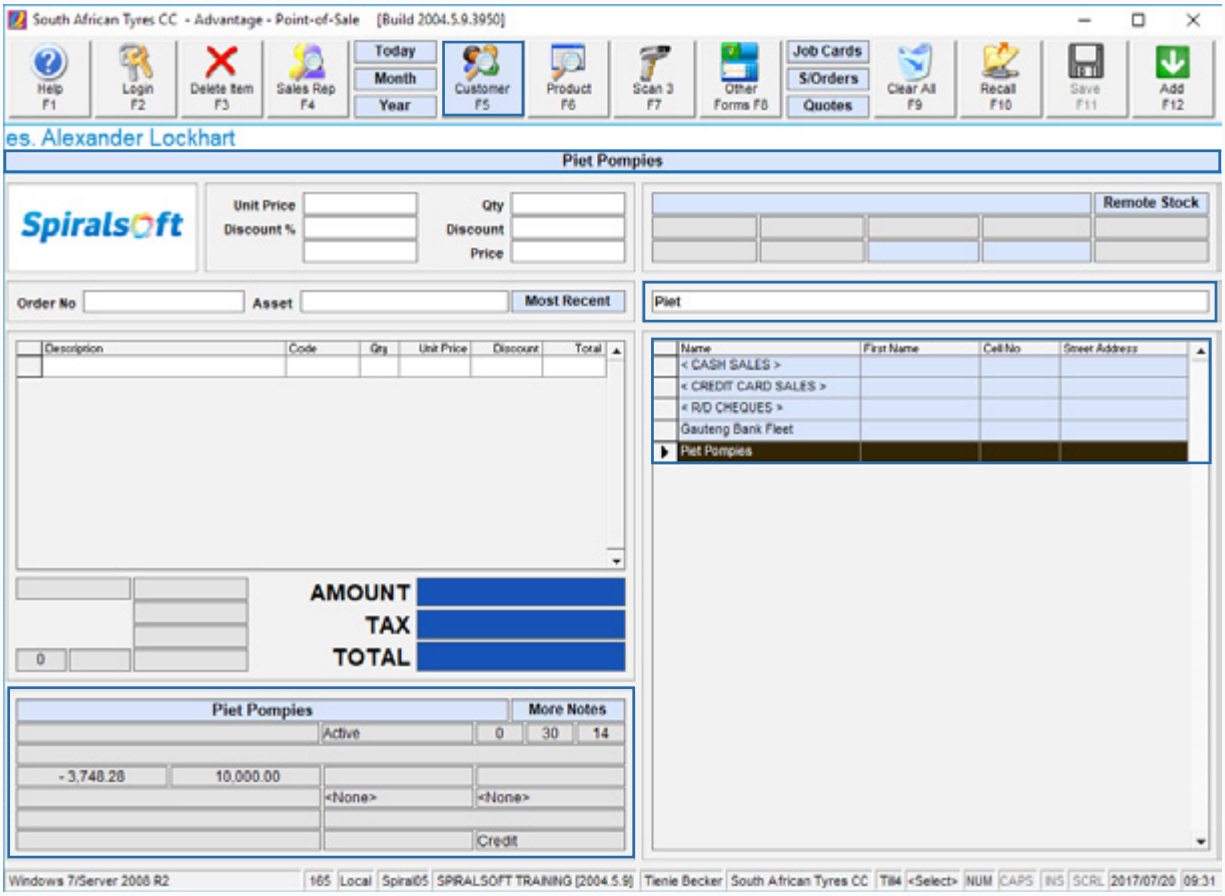
6.2. (customer), and returned for credit by the buyer.

6.3. It requires stipulating a refund payment method before it is saved. A refund payment can be made in cash or on account.

6.4. It adds the quantity returned of each item to the current inventory It is a financial document.

CREATING A POS DOCUMENT

FIRST CHOOSE A CUSTOMER



1. By default, the first alphabetical customer's account is always loaded, and is normally the <CASH SALES> customer account.
2. Click the Customer F6 button, or press the F5 key on the keyboard to search for a customer.
3. Select the Search option on the Customer F5 menu.
4. Type in customer search criteria and press the Enter key on the keyboard. If a match is found, a list of matching customers is displayed. Fields used to find a match include the customer names, addresses, telephone numbers, comments in the Asset field (registration number), or text in transaction comments of previous transactions.
5. Click on customer you want, or use the up arrow and down arrow keys on the keyboard to scroll through the list to choose a customer. Notice that the customer information in the customer area changes when you scroll through the list. Notice also that background colour of some fields in the customer area may change to red. This indicates that an abnormal condition exists.

Examples of these conditions are:

5.1. Customer has an account balance, but no credit limit.

5.2. Customer account balance exceeds the credit limit.

5.3. Customer has a credit, but is a Cash account type.

5.4. Customer has no tax rate.

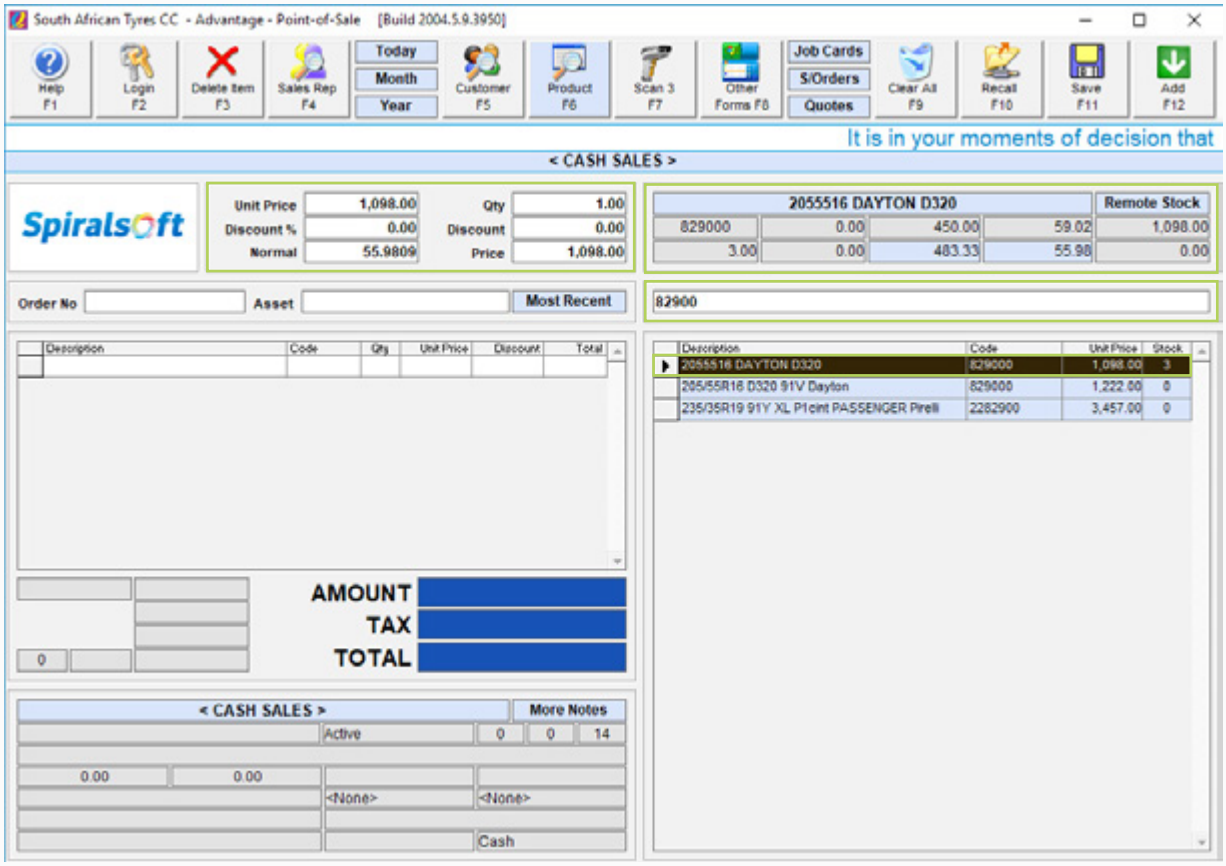
6. A customer is selected by merely highlighting it. No other action is required.

7. When finished, click the Product F6 button, or press the F6 key on the keyboard.

   This places the POS in 'Product' mode and you are now ready to add product items to the document.

HINT

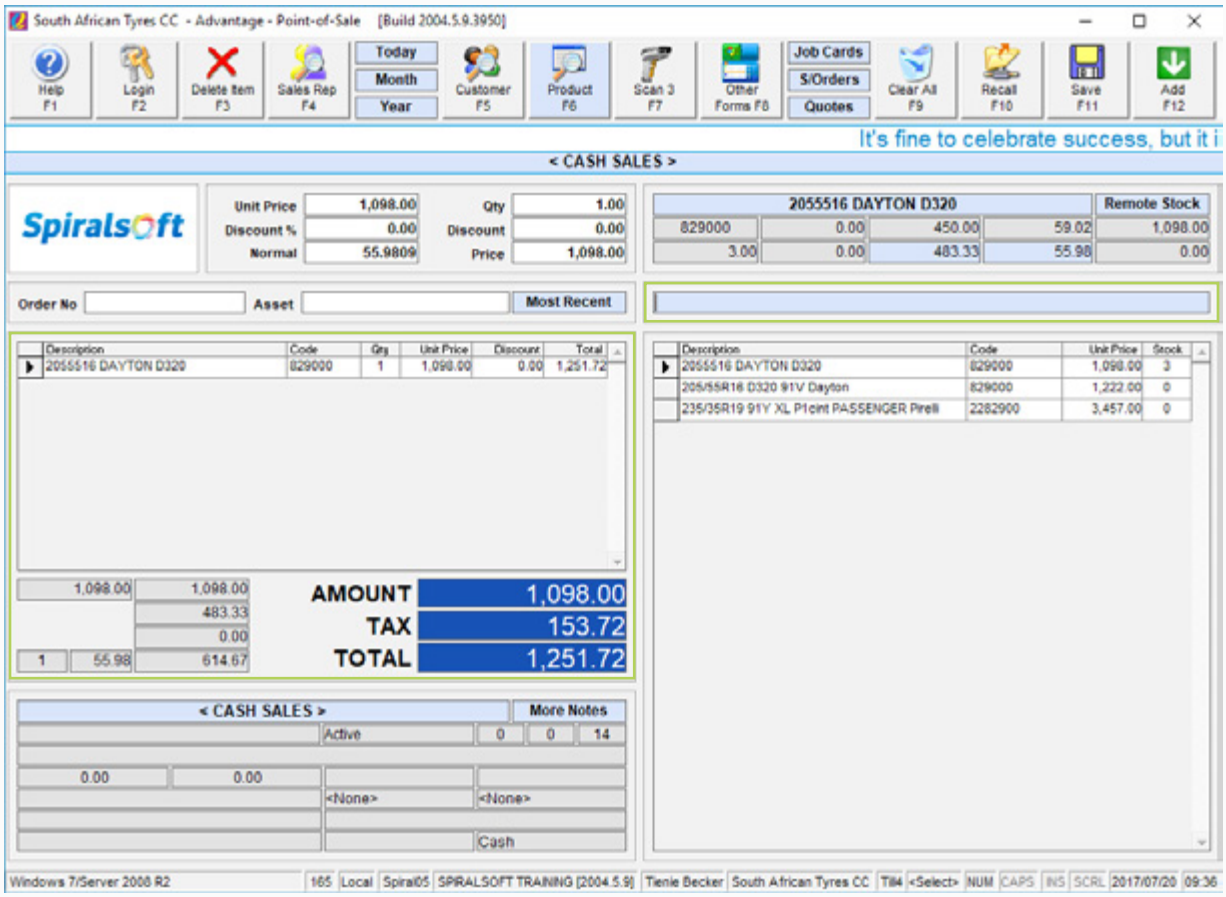
Notice that a customer is selected by merely highlighting it. No other action is required. Notice that the highlighted customer's details are displayed in the bottom left block, and the customer name and address is displayed at the top above the product details.



1. Click in the search criteria input field, or press the Tab key until the search criteria field (the large field highlighted on the right side) has focus.
2. Type in product search criteria (any text that is contained in either the product description or product code fields of the Product Catalog), and press the Enter key on the keyboard. If a match is found, a list of matching products is displayed. Click on product you want, or use the up arrow and down arrow keys on the keyboard to scroll through the list to choose the product. The product is selected by merely highlighting it. No other action is required. Notice that the highlighted product's details are displayed in the top right block, and selling price and GP% is displayed in the top left block. If a pricing model has been set up for the customer, pricing from the model will be displayed.
3. Notice that background colour of some fields in the product area may change to red. This indicates that an abnormal condition exists. Examples of these conditions are:
   3.1. Product has a zero cost.
   3.2. Product has zero stock on hand.
   3.3. Product has a zero unit Price.
   3.4. Product has a zero GP%.
4. Also notice that background colour of some fields in the product area may change to light green, light orange or light red. This indicates that a warning condition exists. Examples of these conditions are:
   4.1. Light green: Normally highlights a promotion product's unit price field.
   4.2. Light orange: Indicates a warning condition exists in the input field.
   4.3. Light red: Indicates that a field is locked and input in the field is prevented.
5. Press the Tab key and navigate to the Unit Price field. Highlight its contents and change the value, if required.
6. Press the Tab key and navigate to the Qty field. Highlight its contents and change the value, if required.
7. Press the Tab key and navigate to the Discount % field. Highlight its contents and change the value, if required. The discount amount is automatically calculated and displayed in the Discount field.
8. Press the Tab key and navigate to the Discount field. Highlight its contents and change the value, if required. The discount % is automatically calculated and displayed in the Discount % field.
9. Press the Tab key and navigate to the Price field. Highlight its contents and change the value, if required.
10. Notice that the six pricing fields interact with one another. Any change made in one, affects the values in the other. When ready, click the Add F12 button, or press the F12 key on the keyboard. The product is added to the Tally. The Tally is the list on the left side of the POS below the Order No and Asset fields. It contains a list of all the products that have been added to the document. After the product is added to the Tally, focus is reset to the search criteria input field.
11. To add more products to the document, repeat steps 1 to 12 above.
12. To delete a product item from the Tally, highlight its row in the Tally row selector, and click the Delete item F3 button, or press the F3 key on the keyboard. The item is deleted and the document's Amount, Tax and Total values are re- calculated.
13. Notice that no choice has yet been made as to what type of document is being created. This choice is made when saving the document. Saving and printing a POS document is described below.
14. Next, if required, type in an order number in the Order No field, and a comment (vehicle registration number) in the Asset field.

HINT

Notice that a product is selected by merely highlighting it. Noother action is required. Notice that the highlighted product's details are displayed in the top right block, and selling price and GP% is displayed in the top left block.



HINT

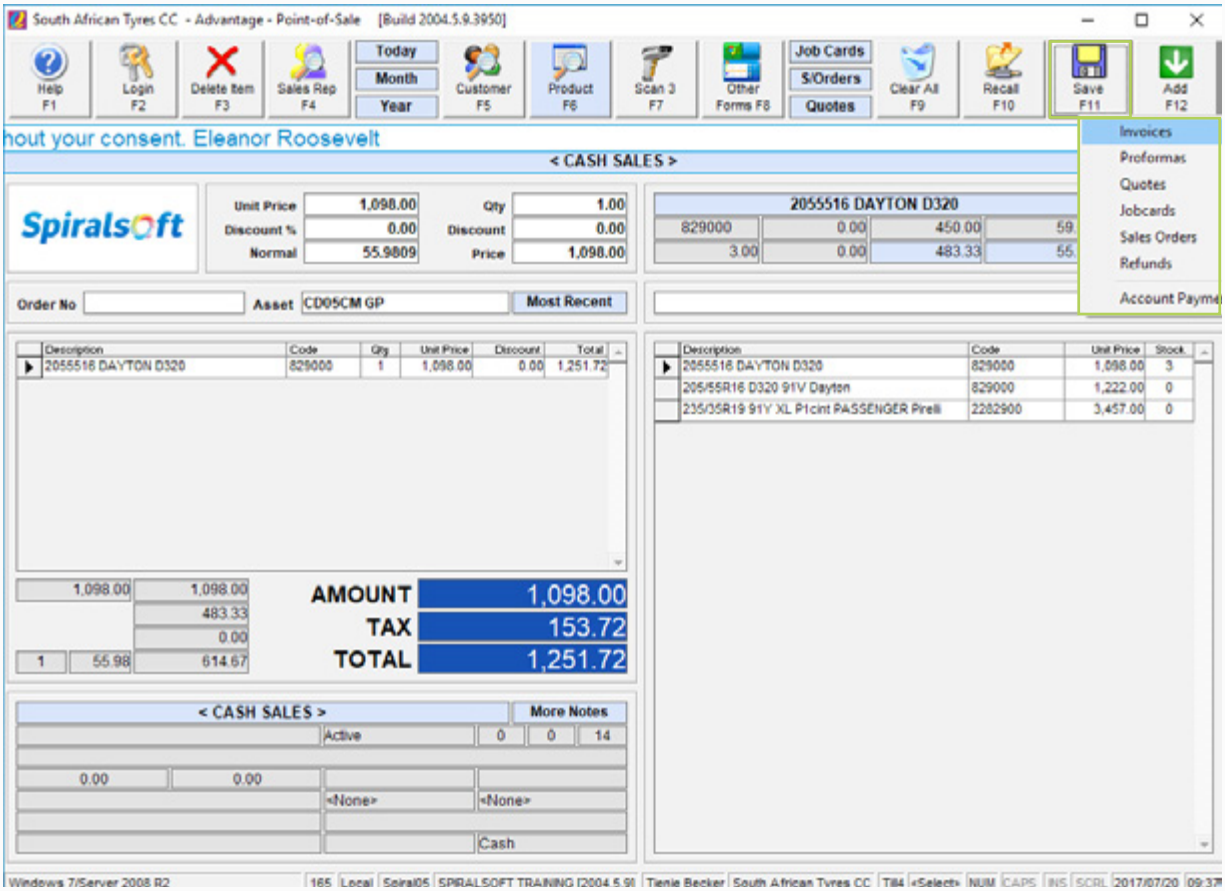
Notice that after the product is added to the Tally by clicking the Add F12 button, focus is reset to the search criteria input field.

Notice that when a product is added to the Tally, the document's amount, tax, and total, as well as the total cost and profit is updated and displayed in the area below the Tally.

1. Click the Save F11 button, or press the F11 key on the keyboard. The Save menu is displayed.
2. On the menu, choose what type of document you wish to save from the list displayed. Items listed on the menu can be hidden by setting options in System ☾ System Options ☾ POS 2 tab, if required.
3. Choosing Account Payment on the menu, posts a payment to the selected customer's account from the POS. Adding product items to the Tally is not required for this option. Merely choose a customer as described above, and click the Save F11 button, or press the F11 key on the keyboard. Type in the amount paid in the Payment form, and save. An account payment will only be performed when/if a customer pays cash or by card.
4. Click on the type of document you want to save, or use the up arrow and down arrow keys on the keyboard to scroll through the list, then press the Enter key on the keyboard.

CAUTION

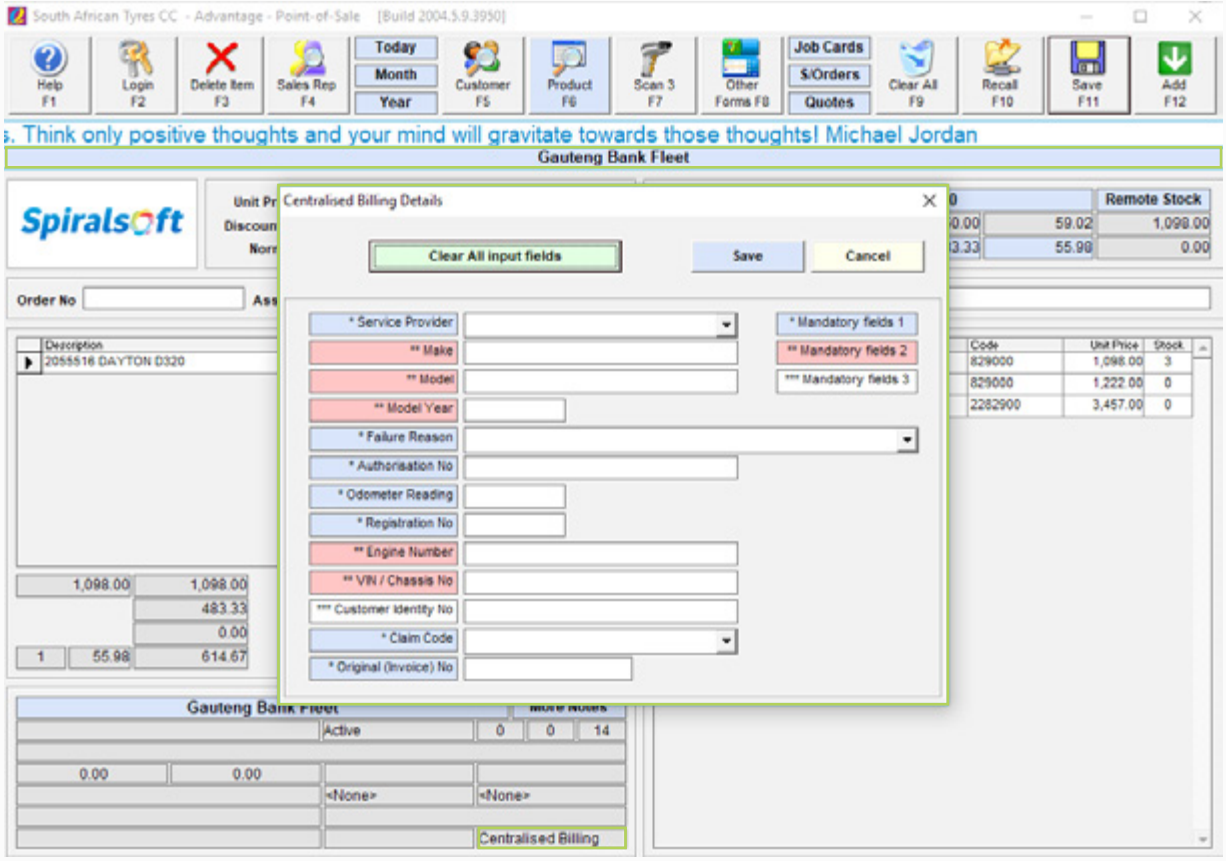
You cannot save a POS document if there are no product items in the Tally, unless it is as an Account Payment



1. If the customer's Account Type in the Customer Catalog has been set up as a Centralized Billing, the following input form will be displayed before the save process if completed. This is mainly used for fleet account credit card billing with pre- authorization.
2. If the customer is a Centralized Billing account type, type in values in the required fields, and click the Save button. See the Centralized Billing Details window example below.

HINT

Notice the Centralized Billing Details input window below. The different colour-coding of the input field labels is used for the information requirements of various franchise fleet contracts.



3. See the payment window example below.
4. If the customer has credit terms on a debtors account, click the Add F1 button, or press the F1 key on the keyboard. The invoice total amount will be added in the list below, and the Save F11 button is enabled. Click the Save F11 button, or press the F11 key on the keyboard, to save the document.
5. If the customer has no credit terms, as shown in the image below, and is paying in cash, or some other payment method (debit or credit card), the following options apply:
   - 5.1. If the customer is paying C.O.D., click 'Add as C.O.D. F2' button.
   - 5.2. If the customer is paying in cash, click 'Add as Cash F3' button.
   - 5.3. If the customer is paying in cash and tenders an amount larger than the amount owing, type the

amount in the Tendered input field, and click 'Add as Cash F3' button. The change you need to refund him is displayed in the Change field.

5.4. If the customer is paying with a card, first choose the card Payment Method from the drop down list; fill in the appropriate input fields, as required, and then click 'Add as Other F4' button.

5.5. If the customer chooses to pay using more than one payment method, type in an amount lower than amount owing in the Amount Due input field, fill in the appropriate input fields, as required, and then click the appropriate 'Add as' button. The remaining balance will be calculated and displayed in the Amount Due field. Repeat this procedure until the Amount Due field is zero. The Save F11 button will be enabled when the Amount Due field is zero.

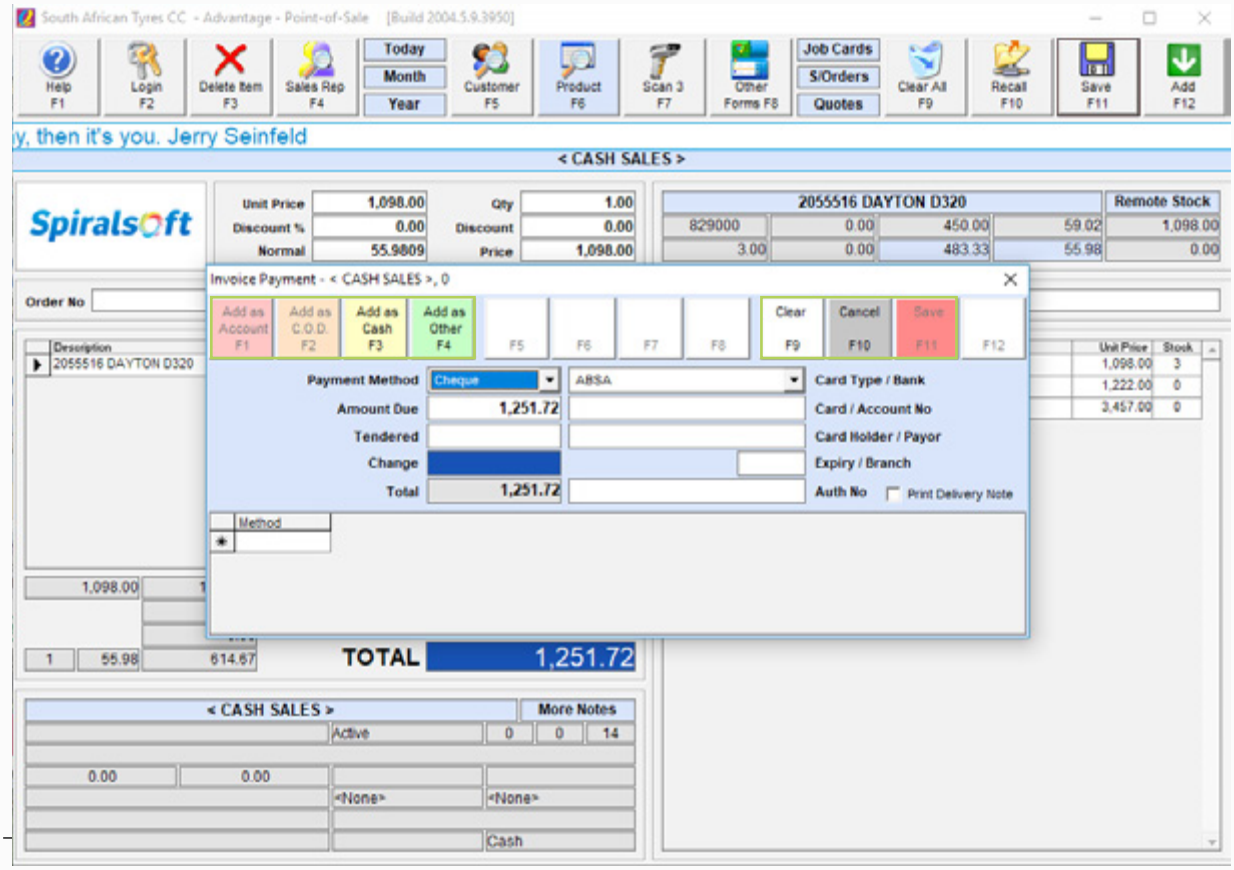
5.6. Click the Save F11 button, or press the F11 key on the keyboard, to save the document.

6. To clear the list of payment methods that have been added, click the Clear F9 button, or press the F9 key on the keyboard.

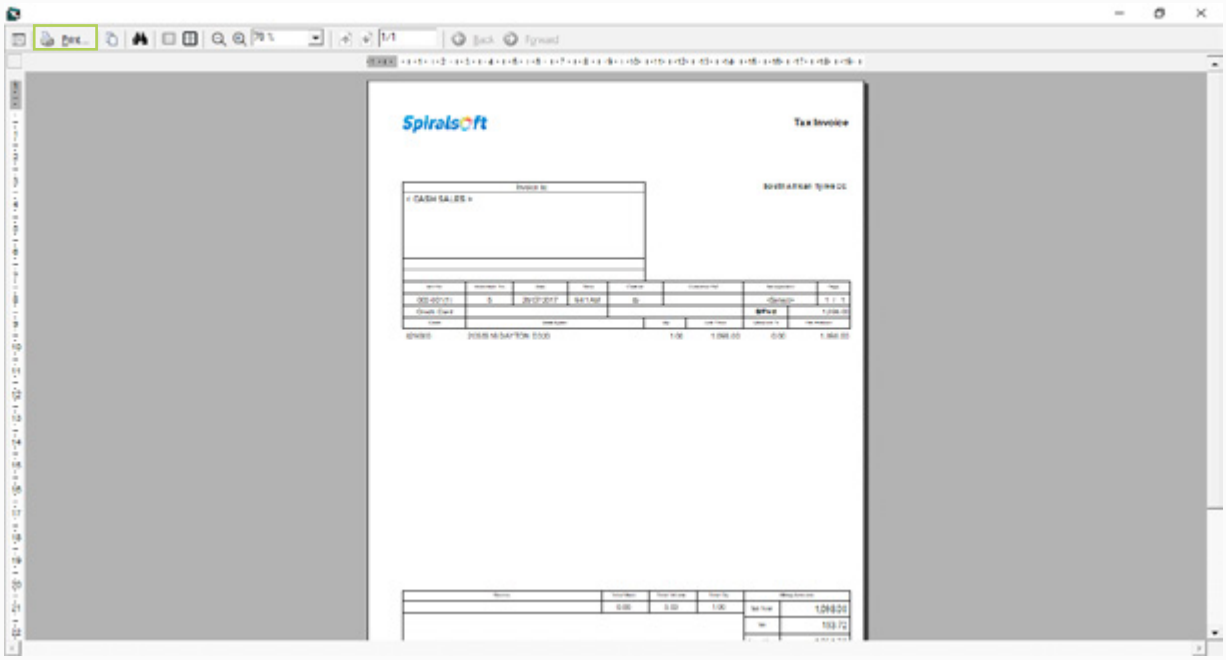
7. To cancel the Payment form, click the cancel F10 button, press the F10 key on the keyboard, or close the payment form.

HINT

Hint: Hint: Notice the 'Add as' option buttons F1 to F4 in the Payment form below. These buttons are enabled and disabled automatically and are dependent upon the settings of the selected customer. If the customer has credit terms on a debtors account, the 'Add as Account F1' button is enabled. If the customer has no credit terms (cash customer), F2 to F4 on a debtors account, the 'Add as Account F1' button is enabled. If the customer has no credit terms (cash customer), F2 to F4 buttons are enabled.



8. After the document is saved, it is recalled from the data storage, and displayed in the Print Viewer using the print layout selected for the particular document type in Back Office ☾ Menu ☾ System ☾ Workstation Options ☾ POS Print Forms tab.
9. Click the Print button in the Print Viewer to print the document. By default, the document will be printed on a printer selected for the particular document type in Back Office ☾ Menu ☾ System ☾ Workstation Options ☾ Workstation Settings tab ☾ Workstation Printer settings section. You can choose an alternative printer in the Print dialog box displayed.
10. After the document is sent to the printer, close the Print Viewer. The POS screen will be returned to its initial state.



1. Notice the twelve function keys at the top of the POS windows, starting with Help F1 on the left through to Add F12 on the right.

2. These buttons map to the twelve function keys found on a normal US keyboard layout. The twelve function key buttons also act as states that the POS can be placed into.

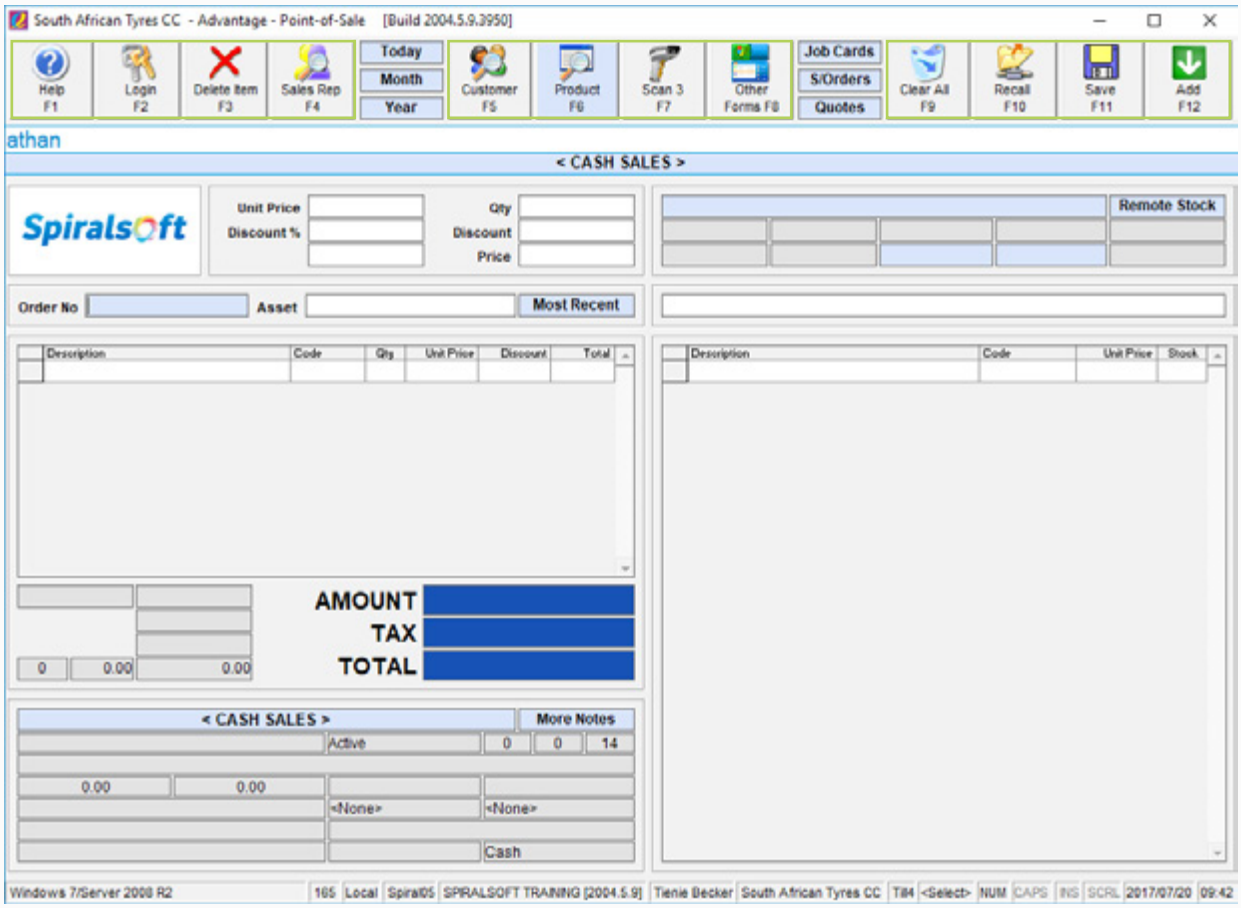
3. Some function key buttons also contain underlying menu, such as the F2, F5, F7, F8, F10, and F11 buttons.

4. Try it. Click the Login F2 button, or press the F2 key on the keyboard. Notice the fly-out menu. To execute one of the menu options, click on it, or move up and down the menu using the up and down arrow keys on the keyboard. To close the menu, press the ESC key on the keyboard.

5. The function key button with a light blue (cornflower) background colour indicates the state that the POS is currently in.

6. The Product F6 is the default state of the POS.

7. All other function key buttons are temporary states, i.e., you perform the action available for the particular button, and when completed, return to the default Product F6 state. Some function key buttons return automatically to the Product F6 state when the action is completed. For those that do not return automatically, simply click Product F6, or press the F6 key on the keyboard, when the action is completed.



HELP F1

Help files are produced in Adobe (Acrobat) Reader (.pdf) format.
To view the POS help, Click the Help F1 button, or press the F1 key on the keyboard. To navigate to the different sections of the help documentation, click the Bookmarks tab in the Reader.

LOGIN F2

The Login F2 button has a menu.
The following menu items are available:

1. Lock Till – Locks the POS and disables the F3 to F12 function key buttons. Work done in the current document is not affected.
2. Unlock Till – Unlocks the POS using the password of the user that locked the POS.
3. Log On – Log on to the POS after a document was saved using a different user name and password.
4. Log Off – Log off the POS. The Log in window is displayed.
5. Initialize – Initializes POS startup System Options if any options were changed since POS was started

DELETE ITEM F3

This function key is used to delete a product item added to the Tally.
To delete a product item from the Tally, highlight its row in the Tally row selector, and click the Delete item F3 button, or press the F3 key on the keyboard. The item is deleted and the document's Amount, Tax and Total values are re-calculated.

SALES REP F4

This function key is used to select a salesperson (rep) from a list to assign to the document.
To select a salesperson, do the following:

1. Click the Sales Rep F4 button, or press the F4 key on the keyboard. A list of salespersons is displayed.
2. Click on a salesperson in the list..
3. When finished, click the Product F6 button, or press the F6 key on the keyboard. This places the POS in 'Product' mode and you are now ready to add product items to the document.
4. To add a new salesperson, log into the Back Office, click on Menu – System - Lookup Editor, search 'reps' by using the filter and add a new rep.

CUSTOMER F5

The Customer F5 button has a menu.
The following menu items are available:

1. Search – Search for a customer.
2. Add / Edit – Adding a new customer or editing a current customers details. Remember to never edit your Cash Sale customer.
3. Send SMS – Send customers an SMS from the POS (service provider used is Clickatell)

To add a new customer, or edit the details of the currently selected customer, do the following:

1. Click the Customer F6 button, or press the F5 key on the keyboard to search for a customer.
2. Select the Add / Edit option on the Customer F6 menu.
3. The Add / Edit Customer Details window is displayed.
4. If you want to add a new customer, do the following:

   4.1. Click the light green 'Click to ADD a NEW Customer' button. The details of the currently selected customer are cleared.

   4.2. Only a cash account type customer can be added in the POS using this facility. Credit terms can only be set up in the Back Office.

   4.3. Type in the details of the new customer starting at the 'Business or Surname field. Notice the fields highlighted in light green colour. These fields can be set as mandatory input fields using settings in System ☾ System Options ☾ POS 1 tab.

   4.4. Click the Save button at the top of the window when completed.

5. If you want to change the details of the currently selected customer, do the following:

   5.1. Type new information into the required fields

   5.2. Click the Save button at the top of the window when completed.

6. If you want to cancel all changes, click the Cancel button. The previously selected customer is reselected.

To send an SMS message to a customer, do the following:

1. Click the Customer F6 button, or press the F6 key on the keyboard to search for a customer.
2. Select the Send SMS option on the Customer F6 menu.
3. If you receive a 'Authentication Error: Invalid or Missing COMAPI ID' message, the following may be the cause:
   - 3.1. Your workstation does not have Internet access.
   - 3.2. The Clickatell SMS Service Provider registration information has not been set in System ☾ System Options ☾ Sales tab.
4. The Send SMS window is displayed.
5. send an SMS message to the currently selected customer, do the following:
   - 5.1. By default, the cell phone number in the Customers ☾ Customer Catalog ☾ Addresses tab ☾ Contact Cell No field will be displayed in the Cell No input field.
   - 5.2. If no cell phone number is displayed, type in the required cell phone number. If required, change the information in the Sender field.
   - 5.3. If required, select a message from the SMS message library.
   - 5.4. If required, select an alternative language from the language options provided.
   - 5.5. If required, type in a message in the Message text field. The maximum number of characters allowed in an SMS message is normally 160.
   - 5.6. Click the Send SMS button.

PRODUCT F6

The Product F6 is the default state of the POS.

All other function key buttons are temporary states, i.e., you perform the action available for the particular button selected, and when completed, return to the default Product F6 state.

If the POS is not in the Product F6 state, the Save F11 and Add F12 buttons are disabled.

Product mode enables searching and choosing products, setting selling price and discount, and adding products to the Tally to create any of the available POS documents.

SCAN F7

The Scan F7 button has a menu.

The following menu items are available:

1. Scan and Add item – Scans and automatically adds item to the Tally if one matching product item barcode is found in the Product Catalog.
2. Scan and wait at Search – Scans and waits for input at the search criteria input field if matching product item barcode is found in the Product Catalog.
3. Scan and wait at Search Results – Scans and waits to select an item in the search results list if matching product item barcode is found in the Product Catalog.
4. Scan and wait at Quantity – Scans and waits for input in the Qty field if matching product item barcode is found in the Product Catalog.

The above functional behaviour also applies when typing a search string into the search criteria input field.

POS product item barcode scanning can be done using any handheld or flatbed scanner. The scanner must be programmed to append a carriage return/linefeed character after the scanned barcode.

OTHER FORMS F8

The Other Forms F8 button has a menu.

The following menu items are available:

1. Transaction Comments – Comments of up to 500 characters can added to each document. Comments are printed in the comments section of a POS document, if available in the selected POS Print Form layout.
2. Customer Asset Details – Not used.
3. Centralized Billing Details – Provided for input of additional details for Centralized Billing type customer accounts. See description of functionality in the Saving and Printing a POS document section above.
4. Job/Serial No – Adds additional input fields for Job Ref No, Serial No, Make, and Customer, to the right of the search criteria input field. Inputs into these fields can be set as mandatory input fields using settings in System ☾ System Options ☾ POS 2 tab. These values are printed in a POS document, if available in the selected POS Print Form layout.
5. Till Payout – Provided for cash payouts from the POS till. This facility is POS Supervisor password protected.

To do a Till Payout, do the following:

1. Click on the Till Payout option on the menu.
2. Select a Payout Type option.
3. Type in the amount paid out in the Total Amount input field. The Amount and Tax Amount field values are calculated automatically, if applicable.
4. Type in a description for the payout transaction.
5. Choose a supplier from the Supplier drop down list, if the Supplier Payout option is selected.
6. If one of the Expense Payout options were selected, choose the General Ledger expense account from the list.
7. Choose an alternative Accounting Period, if required.
8. Click the Save button.

CLEAR ALL F9

This function key is used to clear the current document values and reset the POS.
To clear the POS click the Clear All F9 button, or press the F9 key on the keyboard. All product items are deleted from the Tally, all input fields and the search criteria list is cleared. The POS is returned to its initialized state.

RECALL F10

This function key is used to recall any previously saved (active) customer sales transaction documents.
The Recall F10 button has a menu.
The following document types can be recalled from the Recall menu:

1. Proformas
2. Quotes
3. Jobcards
4. Invoices
5. Sales Orders
6. Refunds

HINT

Documents of a particular customer can only be recalled if the customer has been selected and its information is displayed.

CAUTION

Caution: The amounts in each recalled document are converted to their absolute values when a recalled document is loaded, i.e., all negative amounts are converted to positive amounts. The POS primarily works with positive amounts only. Be very cautious when loading documents that contain a combination of positive and negative amounts. The total amounts of these documents may be incorrect.

If you want to recall a POS document, do the following:

1. Click the Customer F6 button, or press the F6 key on the keyboard to search for a customer.
2. Click the Recall F10 button, or press the F10 key on the keyboard to recall documents.
3. Choose the document type to be recalled from the Recall menu. If documents exist, they will be displayed in the list in reverse date sequence from latest to oldest, and product items of the latest document will be displayed in the Tally.
4. Scroll through the list, or click on an item in the list, to choose a document. Its product items will be displayed in the Tally. Notice that Amount, Tax, and Total fields are blank. This indicates that no document has yet been loaded into the POS. To load the selected document into the POS, click the Add F12 button, or press the F12 key on the keyboard. Notice that
5. Amount, Tax, and Total fields now contain the total value of the document. This indicates that no document has been loaded into the POS. Also notice that the POS state automatically reverts back to the Product F6 state after the document is added.
6. To load more documents into the POS, repeat steps 2 to 5 above. Multiple documents of various document types can be loaded to produce one new POS document.
7. If an invoice is produced from a recalled quote, job card, or sales order, the source quote, job card, or sales order number is referenced in the invoice.

SAVE F11

This function key is used to save a POS document.

The following document types can be saved:

1. Proformas
2. Quotes
3. Jobcards
4. Invoices
5. Sales Orders
6. Refunds

CAUTION

You cannot save a POS document if there are no product items in the Tally, unless it is as an Account Payment.

ADD F12

This function key is used to add a product item added to the Tally, or to load a recalled document to the POS.

To add a product item from the Tally, click the Add F12 button, or press the F12 key on the keyboard. The item is added to the Tally and the document's Amount, Tax and Total values are updated.

To load a recalled document to the POS, see the Recall F10 section above.

CAUTION

Product items can be added to the Tally only if the POS is in the Product F6 state.

Toggle buttons provide a list of information in the POS window.

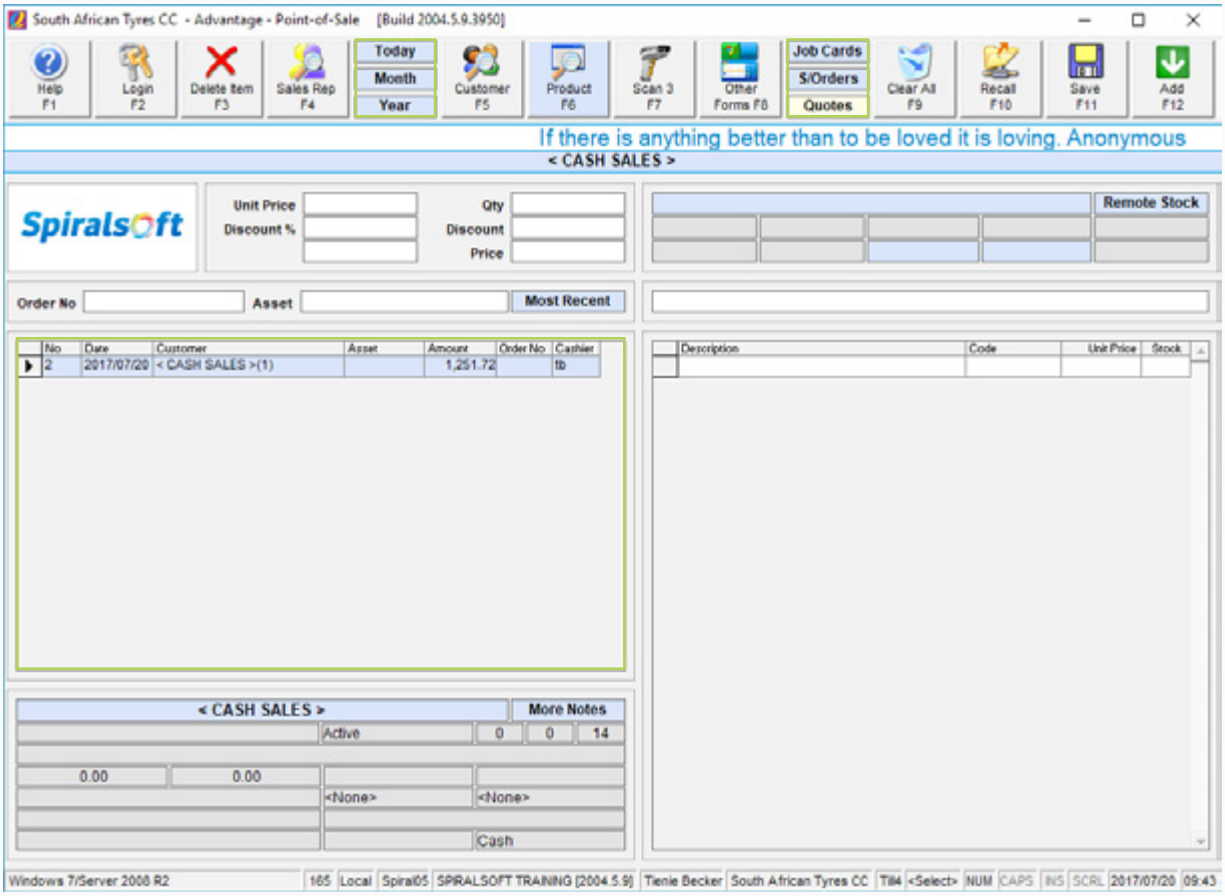
Toggle buttons display a light blue (cornflower) background colour when they are not activated.

A toggle button can be activated and de-activated one at a time.

When a toggle button is activated, its background colour changes to light yellow, and if relevant information is found, a list is displayed in the Tally area of the POS window.

To de-activate the toggle button, click on the toggle button again. The list is closed and the Tally and its contents is displayed.

See the activated Job Cards toggle button in the example below:



THE FOLLOWING TOGGLE BUTTONS ARE AVAILABLE IN THE POS:

TODAY

This toggle displays aggregate sales, discount, and gross profit information of the currently logged in user (cashier) for today.

MONTH

This toggle displays aggregate sales, discount, and gross profit information of the currently logged in user (cashier) for the current month.

YEAR

This toggle displays aggregate sales, discount, and gross profit information of the currently logged in user (cashier) for the current year.

JOB CARDS

This toggle displays a list of all open job cards in chronological sequence (from oldest to latest). Job cards reserve stock. Therefore, the product items contained in the job cards listed are not available for resale in the POS. Double-click a job card in the row selector of list to recall and load the document and customer in the POS.

S/ORDERS

This toggle displays a list of all open sales orders in chronological sequence (from oldest to latest). Sales orders reserve stock. Therefore, the product items contained in the sales orders listed are not available for resale in the POS.

Double-click a sales order in the row selector of list to recall and load the document and customer in the POS.

QUOTES

This toggle displays a list of all open quotes in chronological sequence that have not expired based on the 'Quote days valid' setting in System ☾ System Options ☾ POS 2 tab.

Double-click a quote in the row selector of list to recall and load the document and customer in the POS.

QTY ON HAND

This toggle displays a product Cardex from the beginning of the previous month of the chronological movement of the selected product item in the search results list.

QTY RESERVED

If the Qty Reserved field background is a light orange colour, this toggle displays a list of job cards and/or sales orders by customer that is reserving stock of the selected product item in the search results list.

MORE NOTES

This toggle displays the full contents of the Notes field in the Customer Catalog.

SALES

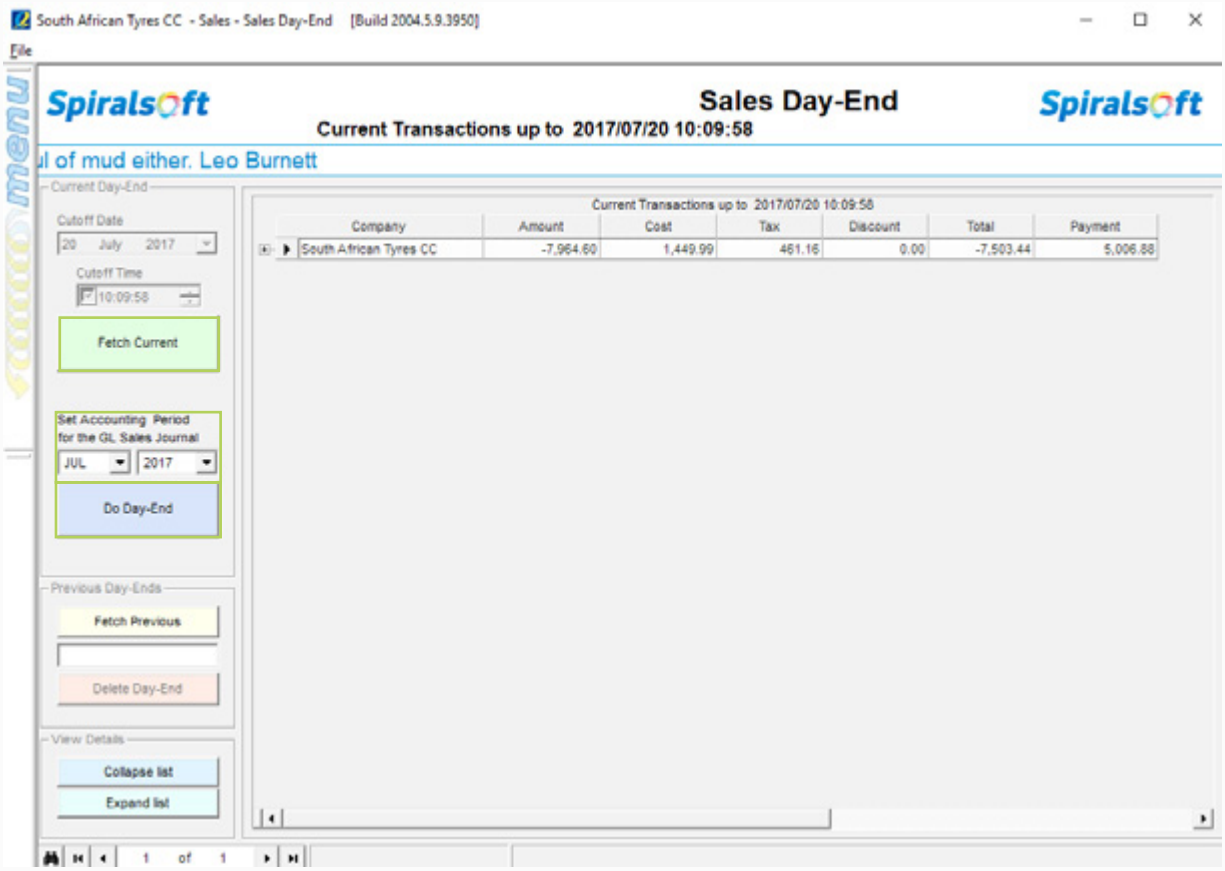
SALES DAY-END

WHERE TO FIND IT

Click Menu > Sales > Sales Day-End

PURPOSE

Explains how to perform a daily Day-End procedure that combines all transactions for the day into one unit for reporting purposes by using the Day-End date and time as its key. Also aggregates sales transactions and creates a Sales Day-End journal that is posted to the General Ledger.



1. Go to the Sales Day-End Application in the Menu.
2. Click on Fetch Current.
3. Because the Sales Day-End inserts integrated General Ledger transactions for sales, ensure that the Accounting Period is set to the applicable period for the Day-End.
4. Click on Do Day-End.
5. Confirm by clicking Yes to the question posed “Confirm before do Day-End?”.
6. A message indicating that the Sales Day-End has been completed successfully will be displayed. Click on OK.
7. Then the rest of the procedures to complete the Sales Day-End will run which is indicated by the cursor being busy. When these procedures are done, the cursor will display as normal.

EXPIRE TRANSACTIONS

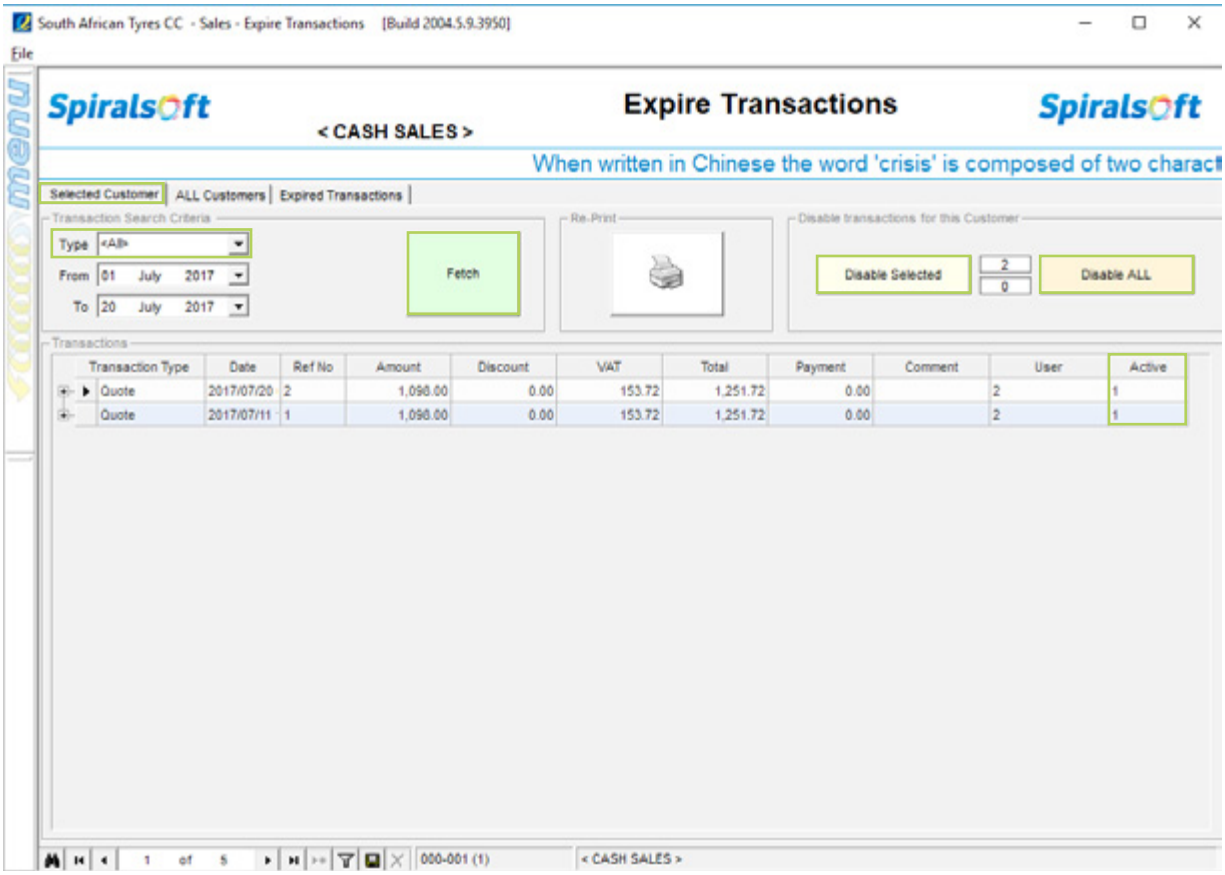
HOW TO DISABLE A QUOTE, JOB CARD, OR SALES ORDER

WHERE TO FIND IT

Click Menu > Sales > Expire Transactions

PURPOSE

To disable Quotes, Job Cards, and Sales Orders. Job Cards and Sales Orders reserve stock and may need to be cancelled (disabled) to return the reserved stock.



CAUTION

Disabled transactions are not deleted; however, they cannot be recalled in the Point of Sale.

CAUTION

Access to Expire Transactions should be limited to trusted users only. Job Cards and Sales Orders act as authorization for withdrawing inventory from the warehouse.

1. Go to the Expire Transactions Application in the Menu.
2. On the Selected Customer tab, select a Customer using the Filter ( ) in the Navigation Bar.
3. Using the 'Type' drop down list, a specific transaction type can be filtered, as required.
4. Select the 'From' and 'To' Dates from the drop down date pickers. Only transactions within these date boundaries are displayed.
5. Click on Fetch. Only transactions for the selected customer will be displayed, if any exist.
6. In the list's 'Active' column, change the Enabled value to the desired value (Disabled, Discontinued, Ignore or Delete), and click Save ( ) in the Navigation Bar.
7. Confirm by clicking Yes to the question posed "Confirm to disable Transactions?".
8. A message indicating that the Expire Transactions update has indeed been completed successfully will be displayed. Click on OK.
9. The transaction is disabled and the list is refreshed.
10. To disable more than one transaction at a time, highlight the transactions in the row selector, and click Disable Selected. Follow steps 7. to 9.
11. If required, click on Disable ALL to disable all the transactions displayed in the list. Follow steps 7. to 9.
12. To re-print a transaction, highlight it in the row selector, and click Re-Print ( )

The ALL Customers tab functionality is the same as that on the Selected Customer tab, except that transactions for all customers will be displayed, if any exist.

The Expired Transaction tab functionality is similar to the other two tabs, except that only disabled transactions for all customers will be displayed, if any exist. These transactions can be enabled, if required, by changing the value in the Active column to Enabled, and click Save in the Navigation Bar. Follow steps 7. to 9. The transaction is enabled and the list is refreshed.

SALES DAY-END REPORTS

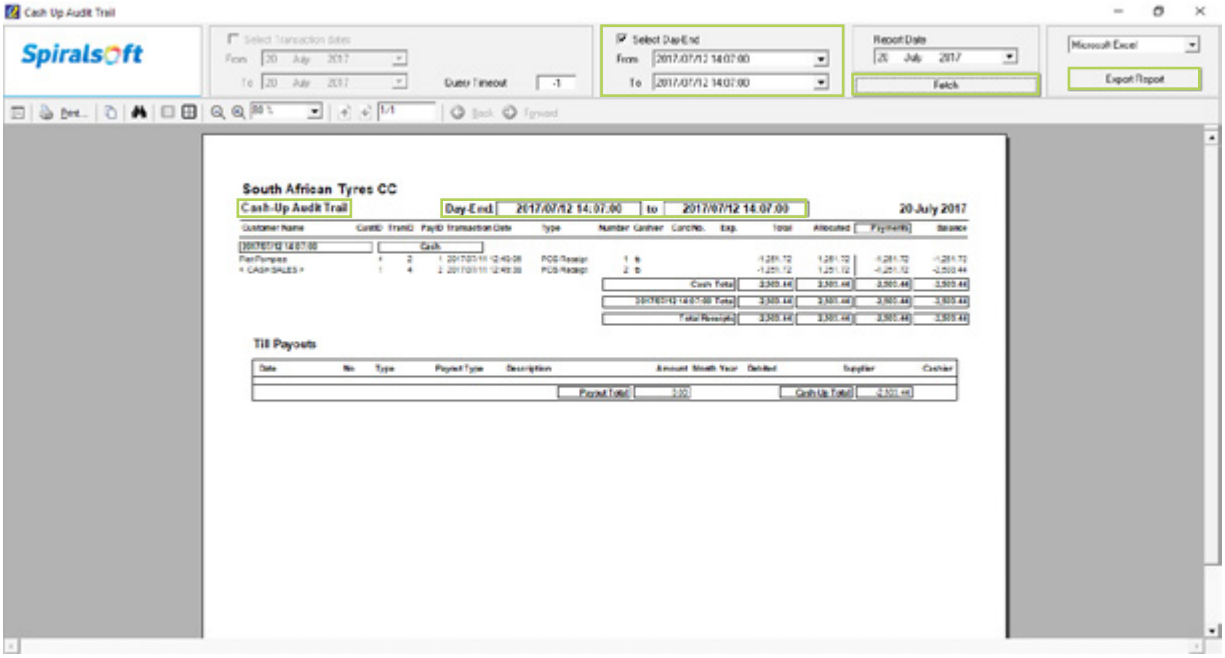
WHERE TO FIND IT

Click Menu > Sales > Sales Day-End Reports

#141 - Cash-Up Audit Trail

PURPOSE

This report allows you to view all the sales for cash type transactions (Cash, Debit Cards, Credit Cards, Cheques, etc.) for a certain period of time.

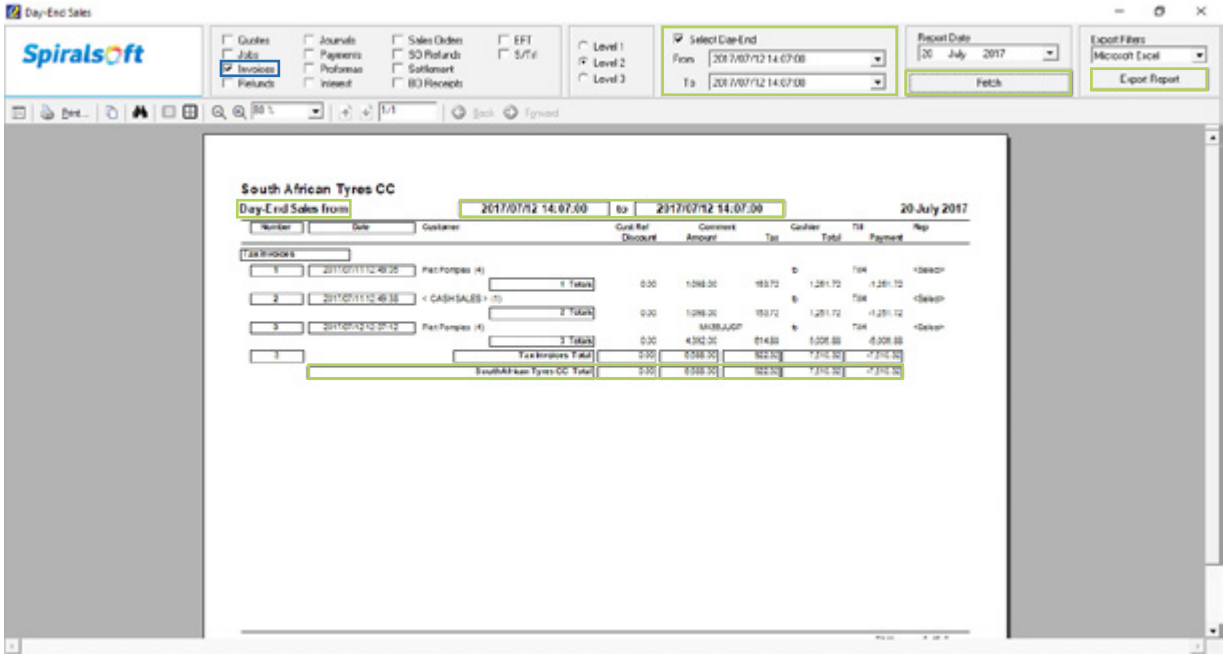


1. Select a specific period of time for the report you want to generate by selecting Transaction 'From' and 'To' dates.
2. Select a specific period of time for the report you want to generate by Selecting Day-End 'From' and 'To' dates.
3. Click on 'Fetch'
4. It sorts the different types of sales under separate categories, for example Cash Sales, Credit Card, Cheques, EFT Payments, etc.
5. Till Payouts will also appear on this list, if any money was taken out of the till for that day
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#143 - Day-End Sales

PURPOSE

This report allows you to view all the sales for a certain period of time from a specific day-end to another.



1. Select the specific categories for the report you would like to generate by ticking the relevant boxes. In the example above, only invoices was ticked.

2. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2 or Level 3, depending on the level of detail of the information required.

3. Select a specific period of time for the report you want to generate by Selecting Day-End 'From' and 'To' date.

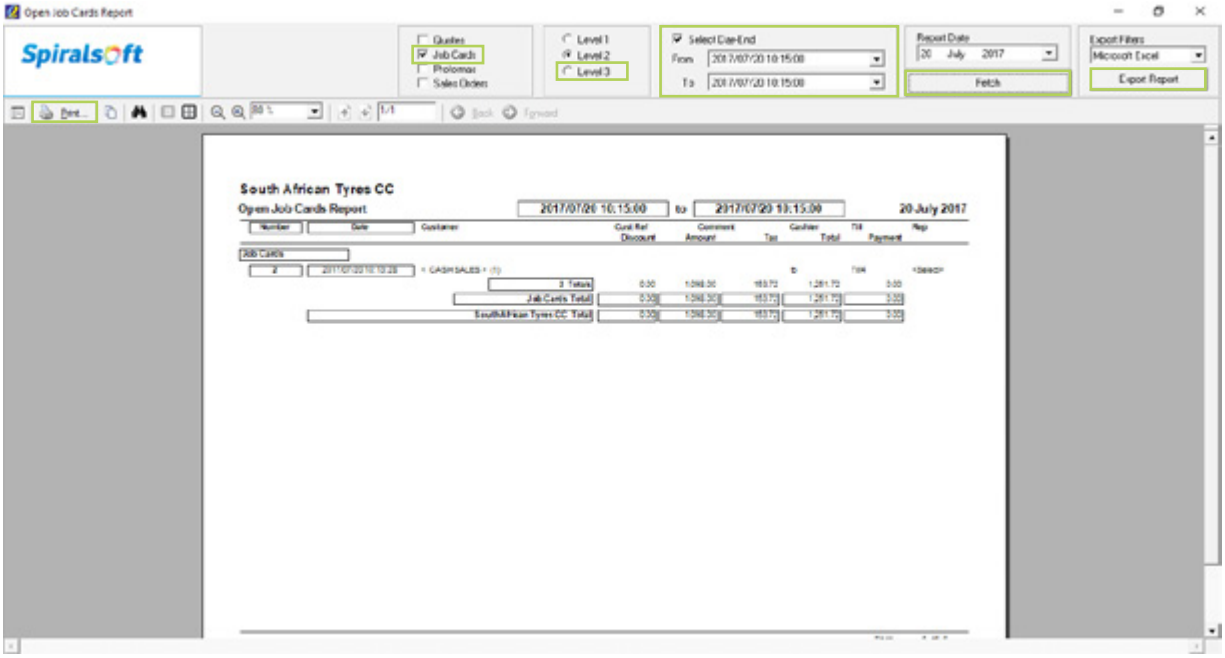
4. Click on Fetch.

5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#144 - Open Job Cards

PURPOSE

This report allows you to view all the open Quotes, Job Cards, Proformas and Sales Orders on your system for a certain period of time.



1. Select the specific categories for the report you would like to generate by ticking the relevant boxes. In the example above, only Jobcards is ticked.

2. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2 or Level 3, depending on the level of detail of the information required.

3. Select a specific period of time for the report you want to generate by Selecting Day-End 'From' and 'To' dates.

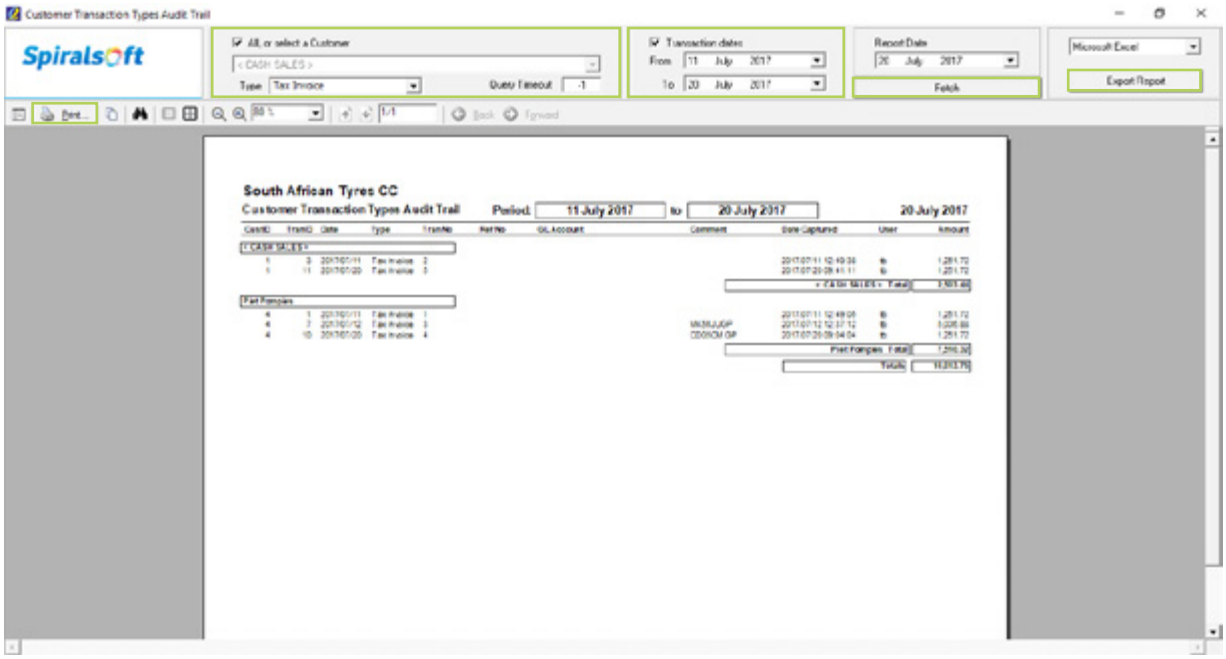
4. Click on Fetch.

5. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

147 - Customer Transaction Types Audit Trail

PURPOSE

This report allows you to view all the Transactions Types for Customers on your system for a certain period of time.



1. Select a specific Customer or All the Customers for the report you want to generate by Selecting All, or select a Customer by using the drop down list.
2. Also select a specific Type of Transaction or All Types of Transactions for the report you want to generate by selecting the Type on the drop down list.
3. Select a specific period of time for the report you want to generate by selecting Transaction dates.
4. Click on Fetch.
5. The report displays the Customer ID, Transaction ID, Date, Type, Transaction Number, Ref Number, GL Account, Comment, Date Captured, User and Amount.
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

SALES ADMIN REPORTS

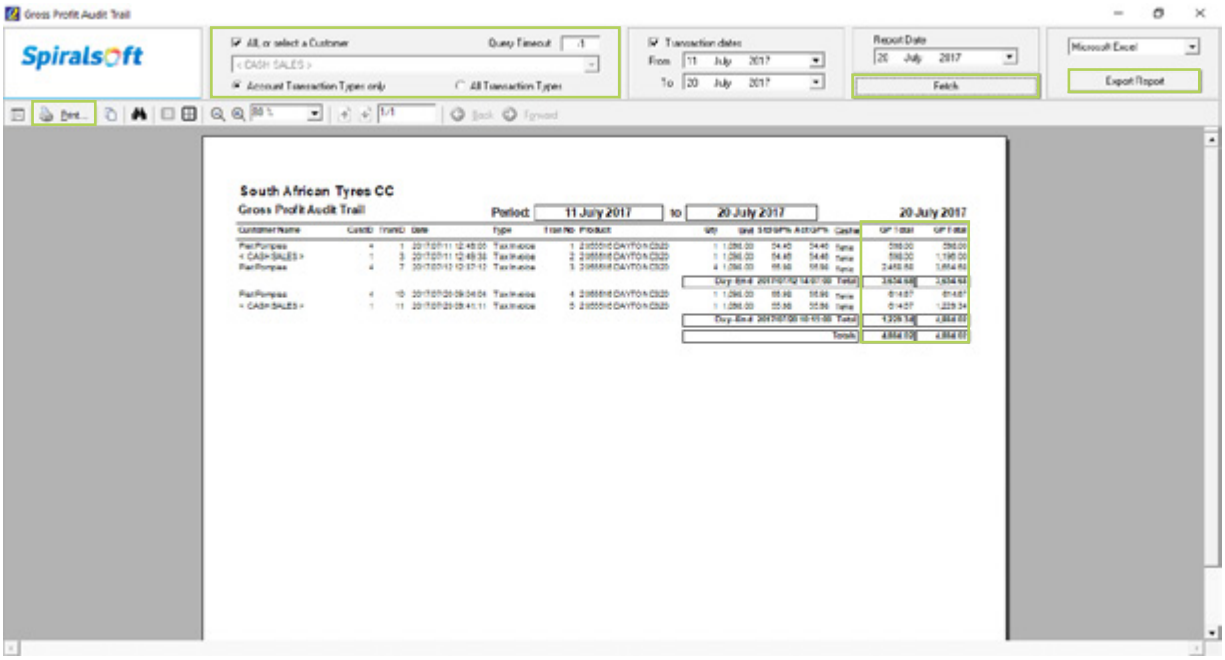
WHERE TO FIND IT

Click Menu > Sales > Sales Admin Reports

#167 - Gross Profit Audit Trail

This report allows you to view all the sales for customers as well as the gross profit made on these sales for a certain period of time.

PURPOSE



1. Select a specific Customer or All the Customers for the report you want to generate by Selecting All, or select a Customer by using the drop down list.

2. Also select a specific option for the report you want to generate by either selecting the Account Transaction Types only or All Transaction Types option.

3. Select a specific period of time for the report you want to generate by selecting Transaction dates.

4. Click on Fetch.

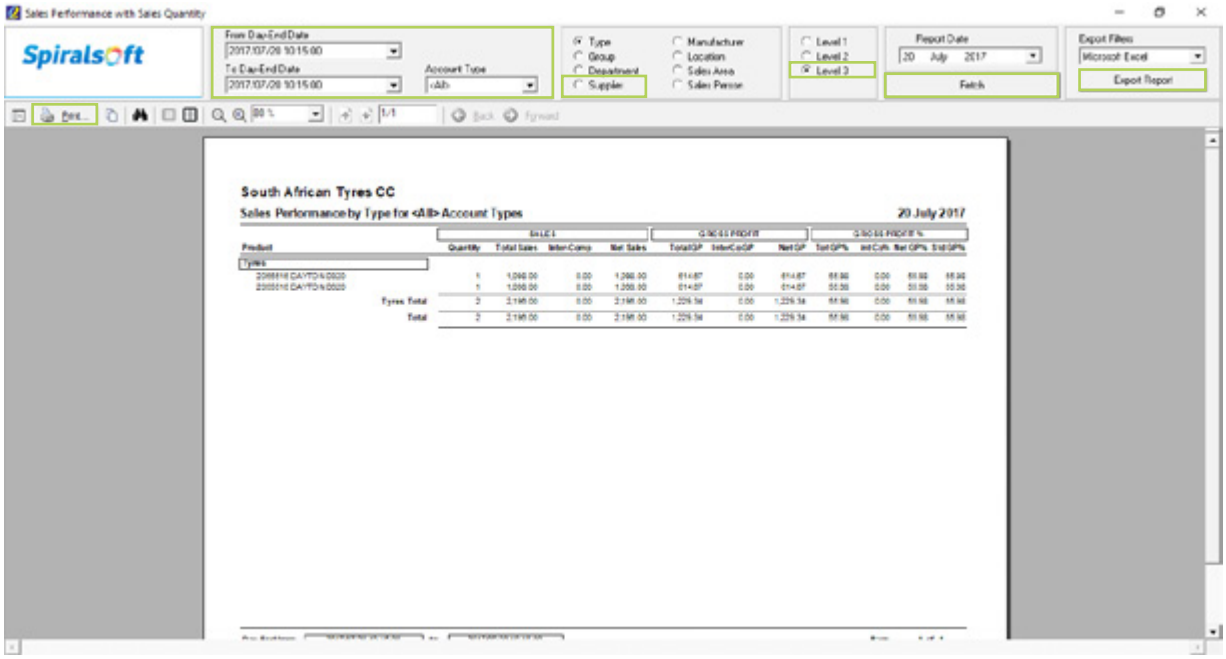
5. This report displays the Customer Name, Customer ID, Transaction ID, Date, Type, Transaction Number, Product, Quantity, Unit price, Standard Gross Profit percentage, Actual Gross Profit percentage, Cashier, Gross Profit Total per product and Gross Profit Total per invoice.

6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#169 - Sales Performance with Sales Quantity

PURPOSE

This report allows you to view the performance of all the sales with the sales quantity of the products sold for a certain period of time.



1. Select a specific period of time for the report you want to generate by Selecting the From Day-End Date and the To Day-End Date.

2. Also select a specific Account Type (Customer Catalog is setup with Account Types) for the report you want to generate by selecting the Account Type on the drop down list.

3. Select specific criteria for the report you want to generate by selecting one option in the second block, for example Type, Group, Department, etc.

4. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2 or Level 3, depending on the level of detail of the information required.

5. Click on Fetch.

6. The report displays the Sales (Quantity, Total Sales, Inter-Company and Net Sales), Gross Profit (Total Gross Profit, Inter-Company Gross Profit and Net Gross Profit) and Gross Profit percentage (Total Gross Profit percentage, Inter-Company Gross Profit percentage, Net Gross Profit percentage and Standard Gross Profit percentage).

7. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

SALES REPORTS

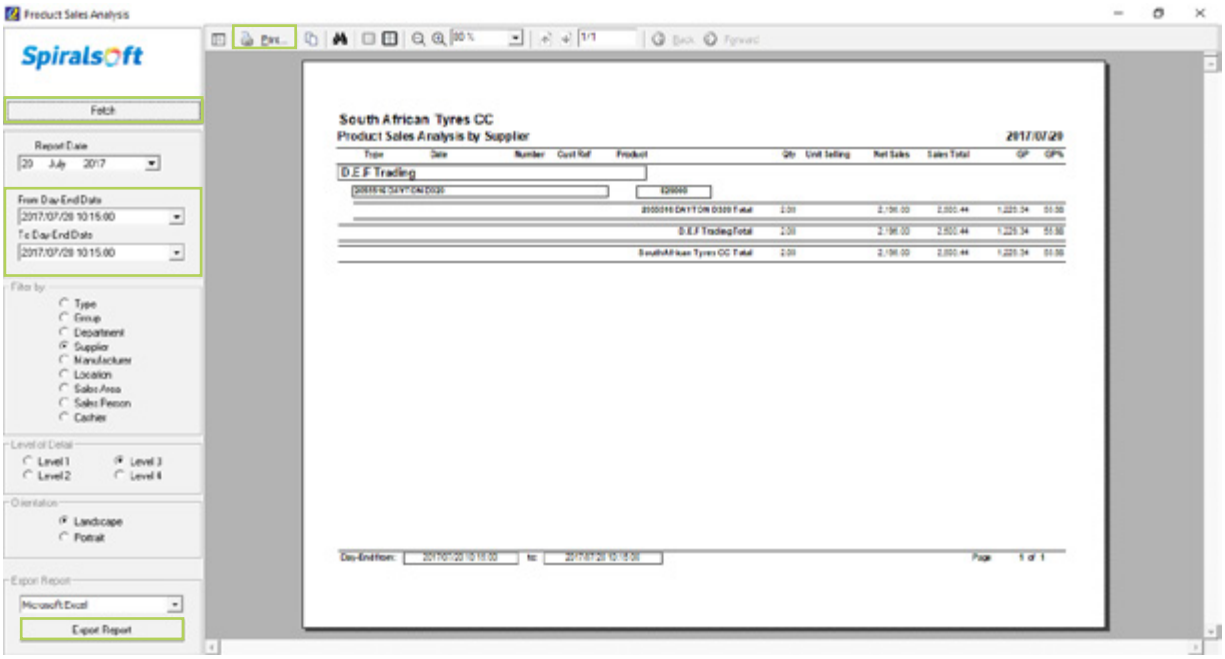
WHERE TO FIND IT

Click Menu > Sales > Sales Reports

#106 – Product Sales Analysis

PURPOSE

This report examines how well your products are selling

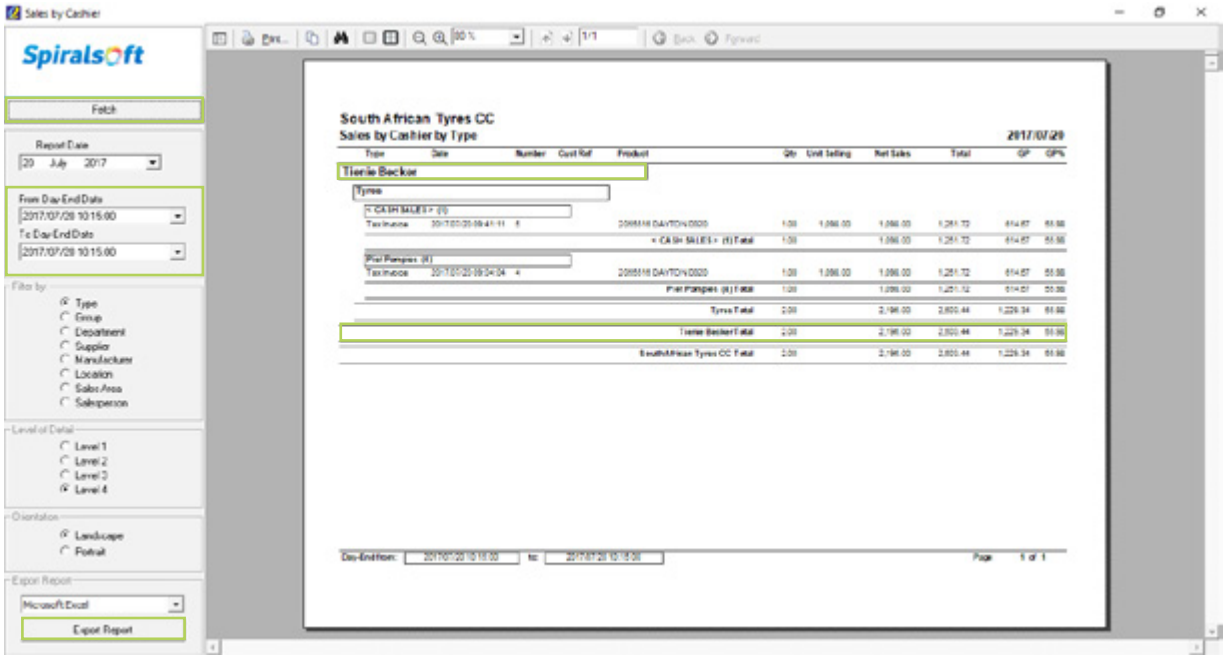


1. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
2. Select specific criteria for the report you want to generate by selecting one option in the Filter by block.
3. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2, Level 3 or Level 4, depending on the Level of Detail of the information required.
4. Select a specific layout for the report you want to generate by selecting either the Landscape or Portrait option in the Orientation block.
5. Click on Fetch.
6. The report displays the Type, Date, Number, Customer Reference, Product, Quantity, Unit Selling, Net Sales, Total, Gross Profit and Gross Profit percentage.
7. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#107 - Sales by Cashier

PURPOSE

This report allows you to view all the sales by cashier for a certain period of time.

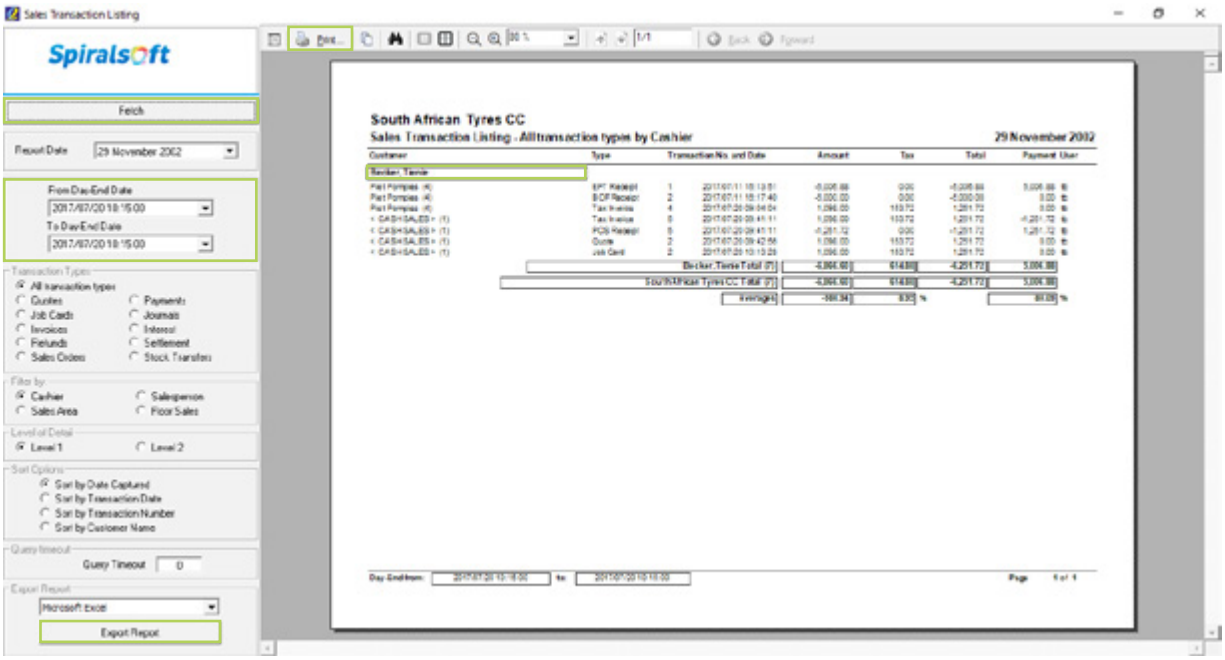


1. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
2. Select specific criteria for the report you want to generate by selecting one option in the Filter by block.
3. This report also allows you to select the volume of information it generates. You can make a selection between Level 1, Level 2, Level 3 or Level 4, depending on the Level of Detail of the information required.
4. Select a specific layout for the report you want to generate by selecting either the Landscape or Portrait option in the Orientation block.
5. Click on Fetch.
6. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

#116 - Sales Transaction Listing

PURPOSE

This report allows you to view all the sales for a certain period of time.



1. Select a specific period of time for the report you want to generate by selecting the From Day-End Date and the To Day-End Date.
2. Select specific criteria for the report you want to generate by selecting one option in the Transaction Types block.
3. Select specific criteria for the report you want to generate by selecting one option in the Filter by block.
4. This report also allows you to select the volume of information it generates. You can make a selection between Level 1 and Level 2, depending on the Level of Detail of the information required.
5. Select specific criteria for the report you want to generate by selecting one option in the Sort Options block.
6. Click on Fetch.
7. The report displays the Customer name, Type, Transaction Number and Date, Amount, Tax, Total, Payment and User.
8. Once you have the required information, you can Export this Report to a Microsoft Excel, an Acrobat PDF or a Text CSV file, which also makes it possible to send this information via e-mail.

SETUP

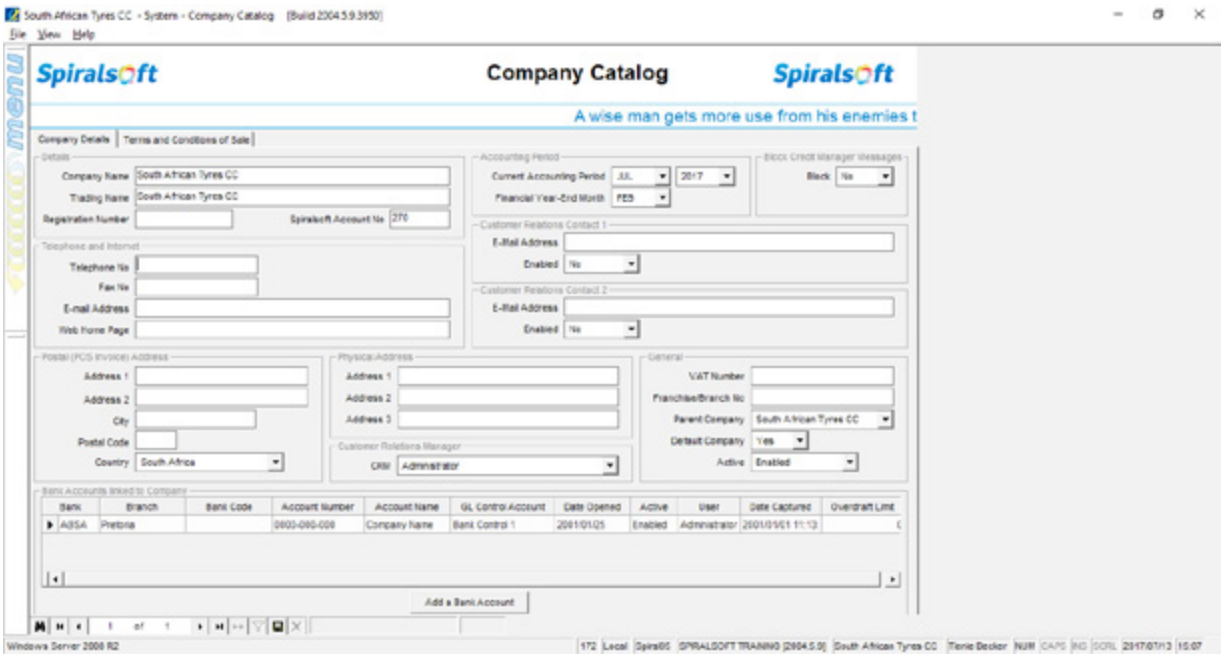
COMPANY CATALOG

WHERE TO FIND IT

Click Menu > System > Company Catalog

PURPOSE

This module allows you to view all the information about your company.



1. Go to the Company Catalog Application in the Menu.
2. On the Company Details tab, you can amend your company's Details.
3. Complete all the fields.
4. Click on Save (💾).

USER CATALOGUE

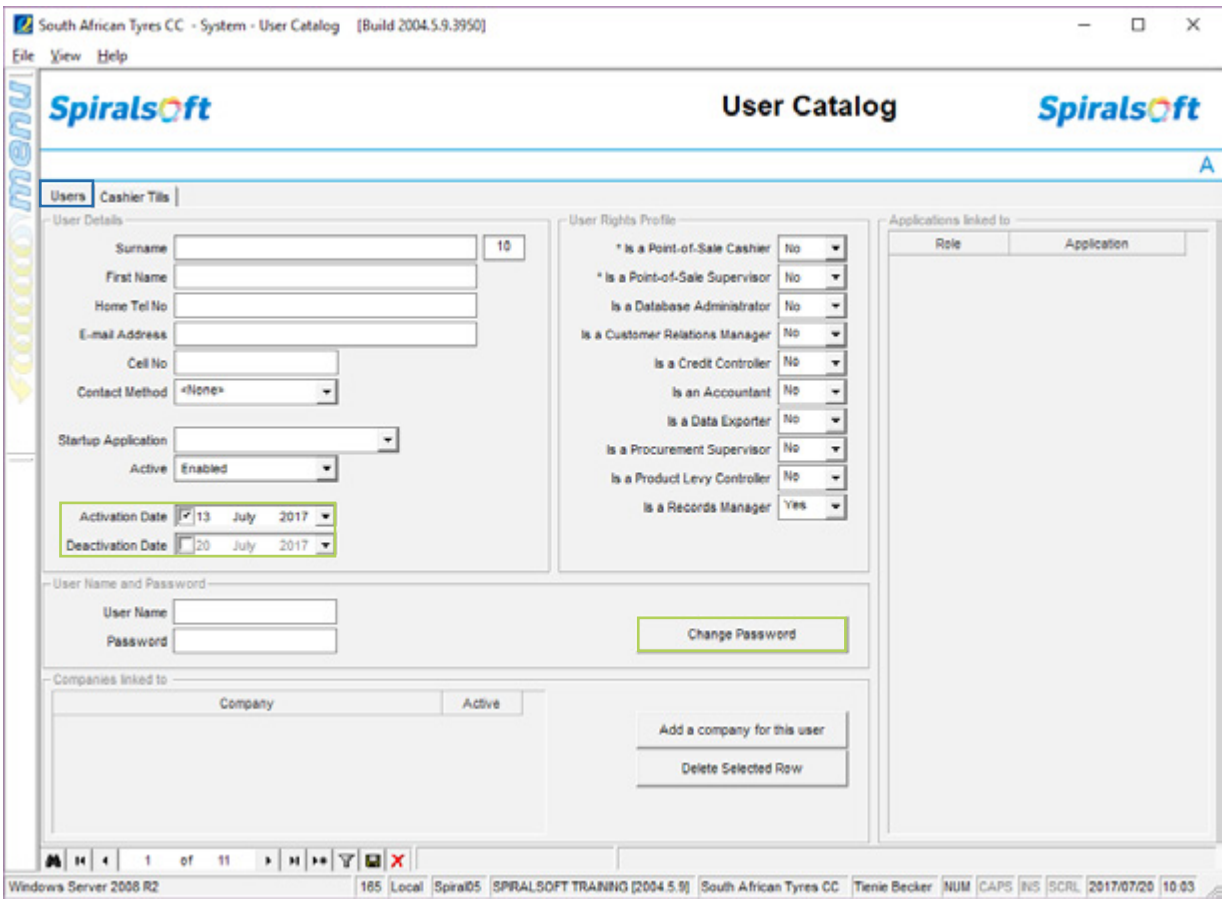
WHERE TO FIND IT

Click Menu > System > User Catalogue

HOW TO CREATE A NEW USER

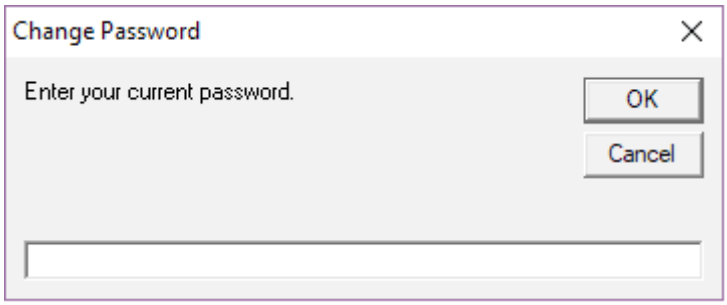
PURPOSE

This module gives you the option to add or remove a User from the Advantage system, also to change a Password on the system.

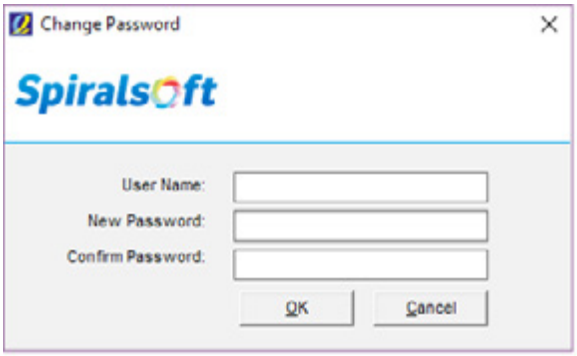


1. Go to the User Catalog Application in the Menu.
2. On the Users tab, click on the filter at the bottom. A list of users will appear. Use the users 3-9 first
3. If the users are all used, then click on the insert at the bottom of the screen.
   This will clear all the fields on the Users tab.

4. Complete the following required fields:
   4.1. Surname
5. Select specific criteria from the drop down lists on the following fields:
   5.1. Startup Application (Application that displays every time after the User logs in to Advantage Back Office.)
   5.2. Active (enabled)
6. User Rights Profile
   6.1. Is a Point-of-Sale Cashier,
   6.2. Is a Point-of-Sale Supervisor (override credit limits or change prices in the POS)
   6.3. Is a Database Administrator,
   6.4. Is a Customer Relations Manager,
   6.5. Is a Credit Controller,
   6.6. Is an Accountant,
   6.7. Is a Data Exporter (exporting reports to excel)
   6.8. Is a Procurement Supervisor (Change Supplier Document Number),
   6.9. Is a Product Administrator (Set Levy And Sell Below Cost), and/or
   6.10. Is a Records Manager (Edit customer details in Point-of-Sale Reprint invoices as originals).
7. To setup your log in credentials, click on 'Change password'
   7.1. Click on OK.
   IIf there is already a password (displayed by **), use the user number displayed at the top (in the example above it will be 9), type in 'U9' as the current password and click OK

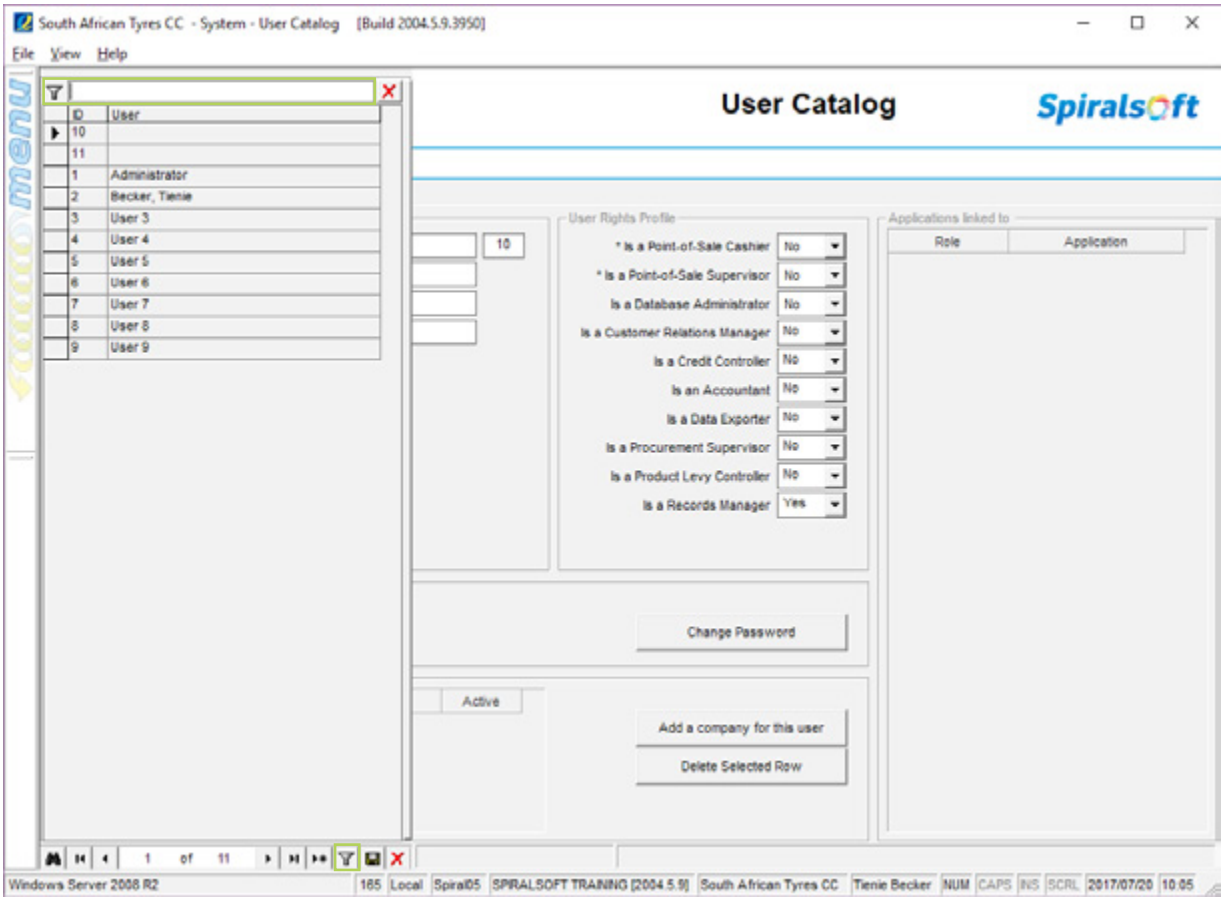


   7.2. Type in your desired username (this displays on reports/invoices/quotations/etc)
   7.3. Type a New Password in the New Password input field
   7.4. Type a New Password (the same Password as typed in step 7.3) in the Confirm Password input field.
   7.5. Click on OK.



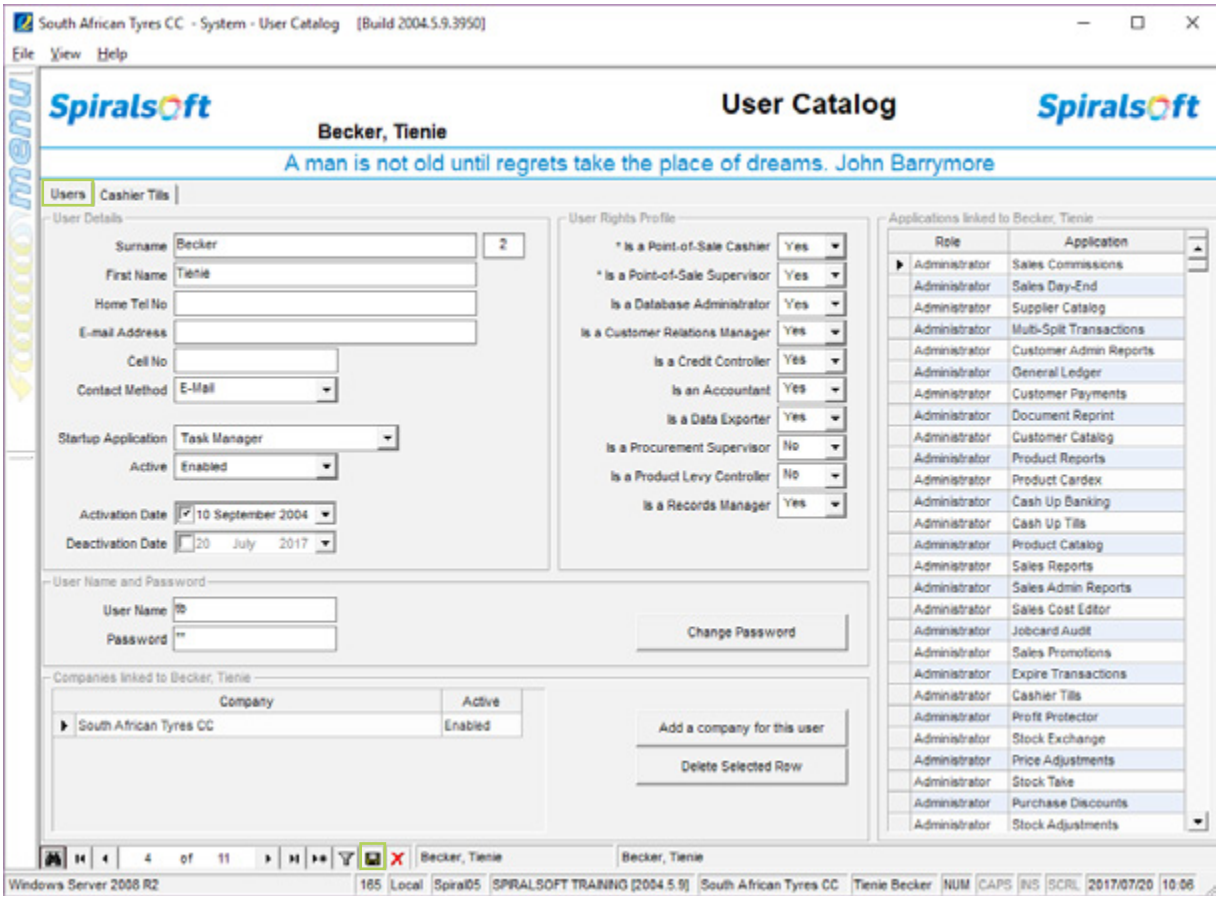
8. Click on Add a company for this user.
   8.1. Select specific criteria from the drop down lists on the following fields:
      8.1.1. Company, and
      8.1.2. Active.
9. Click on the row selector of the Companies linked to the User required if intended to use this option.
   9.1. Click on Delete Selected Row.
   9.2. A Warning message indicating that Deleting the Company will prevent the user from accessing it and/or Login into the Back Office will be displayed. Read it! Confirm by clicking Yes to the options posed.
   9.3. Confirm by clicking Yes to the question posed “Confirm before Delete?”.
   9.4. Confirm by clicking Yes to the options posed “You have selected 1 row for deletion. Choose Yes to delete the row or No to exit.”
10. Click Save (💾) in the Navigation Bar.

HOW TO SEARCH FOR A USER

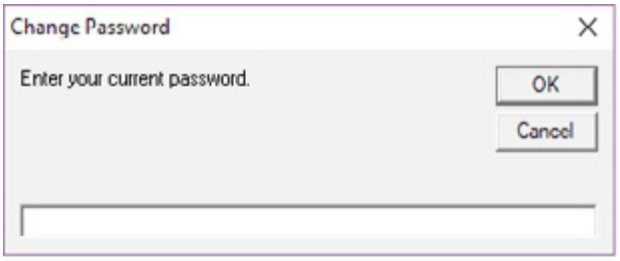


1. Go to the User Catalog Application in the Menu.
2. On the Users tab, select a User using Filter ( ) in the Navigation Bar.
   This will display the picklist fly-out.
3. Type the search criteria in the input field at the top of the picklist fly-out.
4. Press enter on the keyboard.
5. Click on the User in the picklist fly-out that you want displayed. The picklist then closes and the information of the selected User is displayed.

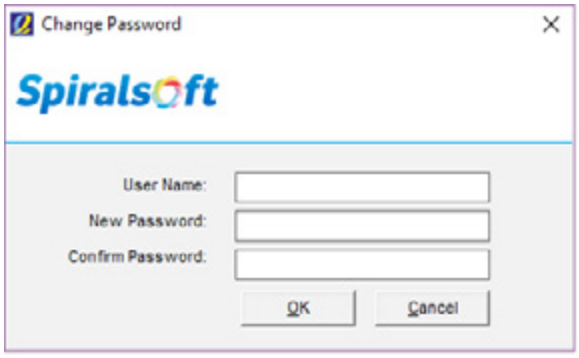
HOW TO ADD/ AMEND USER DETAILS



1. Go to the User Catalog Application in the Menu.
2. On the Users tab, select a User using Filter ( ) in the Navigation Bar.
   The Menu Bar at the top indicates which User is selected.
3. Complete/ amend the fields you would like to change
4. Click on Change password if intended to use this option.
   4.1. Type the current password in the Enter your current password input field.
   4.2. Click on OK.

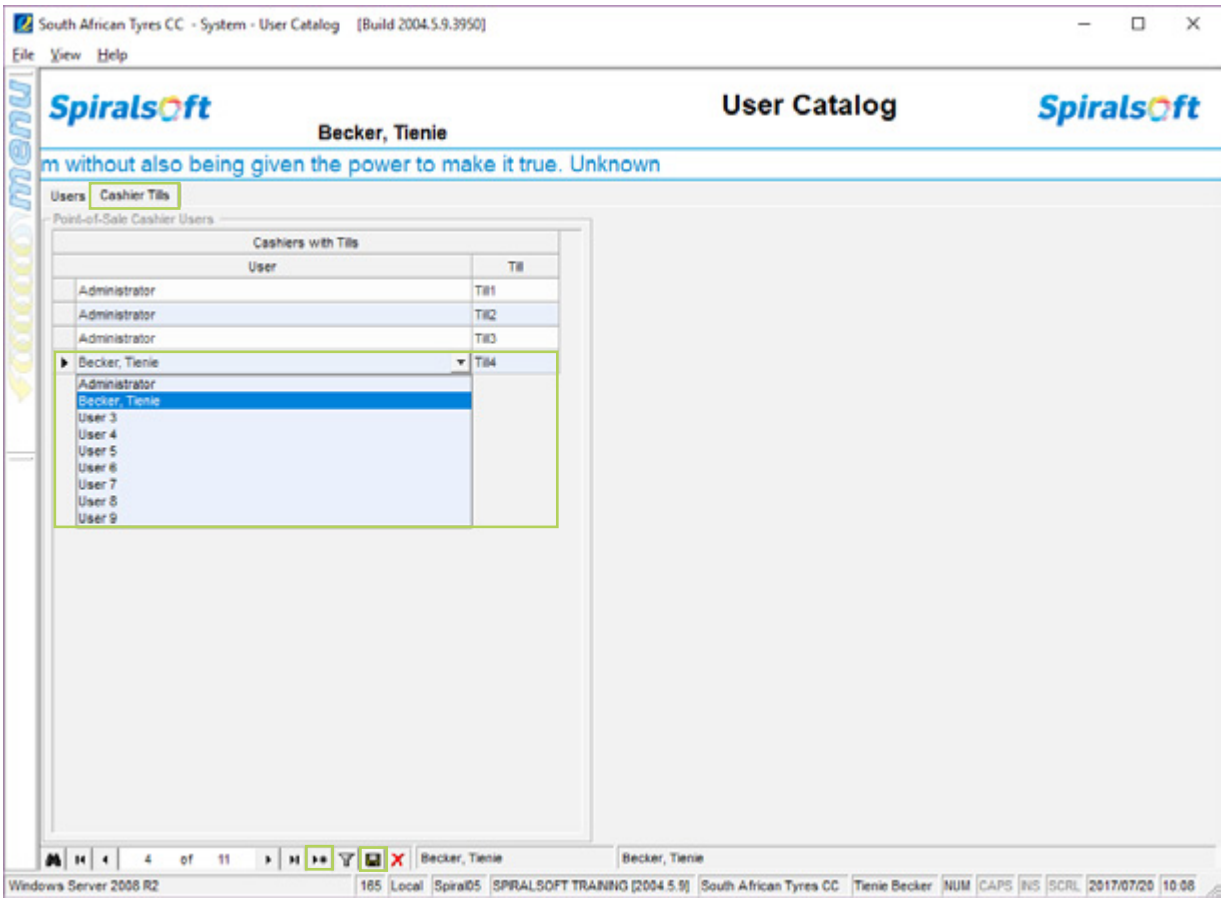


   4.3. Type a New Password in the New Password input field.
   4.4. Type a New Password (the same Password as typed in step 4.3) in the Confirm Password input field.
   4.5. Click on OK.



5. Click on Add a company for this user if intended to use this option.
   5.1. Select specific criteria from the drop down lists on the following fields:
      5.1.1. Company, and
      5.1.2. Active.
6. Click on the row selector of the Companies linked to the User required if intended to use this option.
   6.1. Click on Delete Selected Row.
   6.2. A Warning message indicating that Deleting the Company will prevent the user from accessing it and/or Login into the Back Office will be displayed. Read it! Confirm by clicking Yes to the options posed.
   6.3. Confirm by clicking Yes to the question posed “Confirm before Delete?”.
   6.4. Confirm by clicking Yes to the options posed “You have selected 1 row for deletion. Choose Yes to delete the row or No to exit.”
7. Click Save (💾) in the Navigation Bar.

HOW TO CREATE A NEW POINT-OF-SALE CASHIER USER



1. Go to the User Catalog Application in the Menu.
2. On the Cashier Tills tab, click Insert (>*) in the Navigation Bar.

   This will insert a row on the bottom of the Cashiers with Tills list.
3. Select specific criteria from the drop down lists on the following fields:
   - 3.1. User, and
   - 3.2. Till.
4. Click Save (💾) in the Navigation Bar.

ACCESS CONTROL

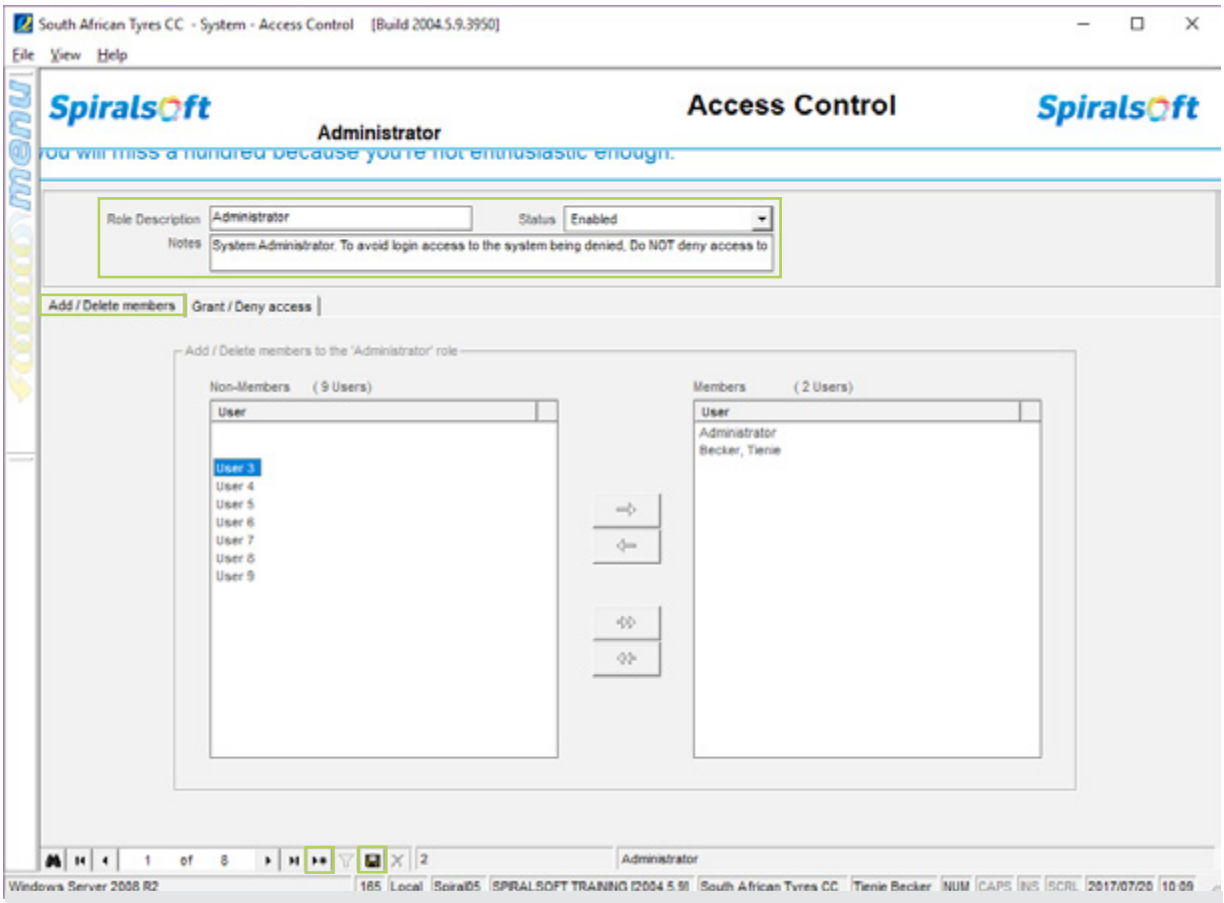
WHERE TO FIND IT

Click Menu > System > Access Control

HOW TO CREATE A NEW ROLE

PURPOSE

Grant or Deny Access to a User that has been created.



1. Go to the Access Control Application in the Menu.

2. Click Insert (>*) in the Navigation Bar (Do not amend a Role previously created.). This will clear all the fields on the current screen.

3. Complete the following fields:

   3.1. Role Description, and/or

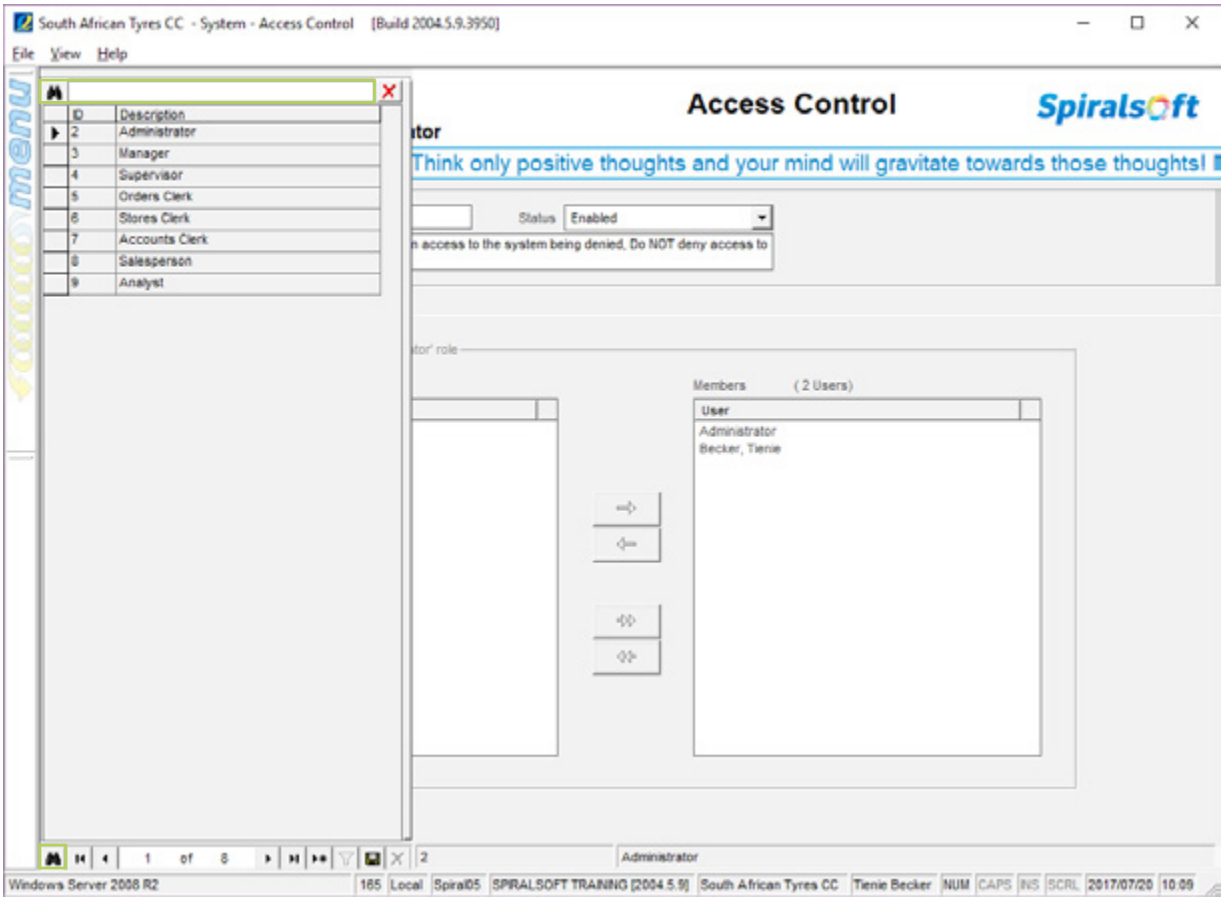
   3.2. Notes.

4. Select specific criteria from the drop down list on the following field:

   4.1. Status.

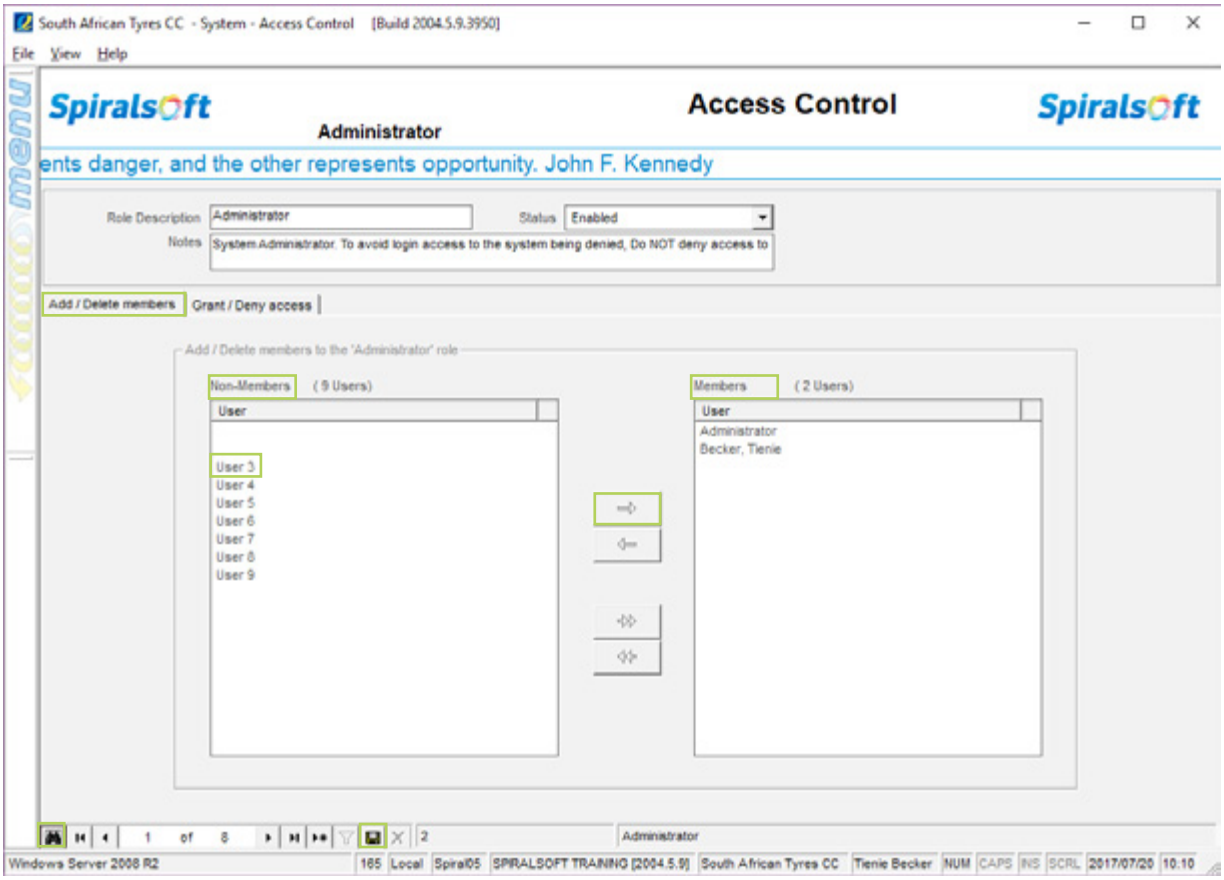
5. Click Save (💾) in the Navigation Bar.

HOW TO FIND A ROLE



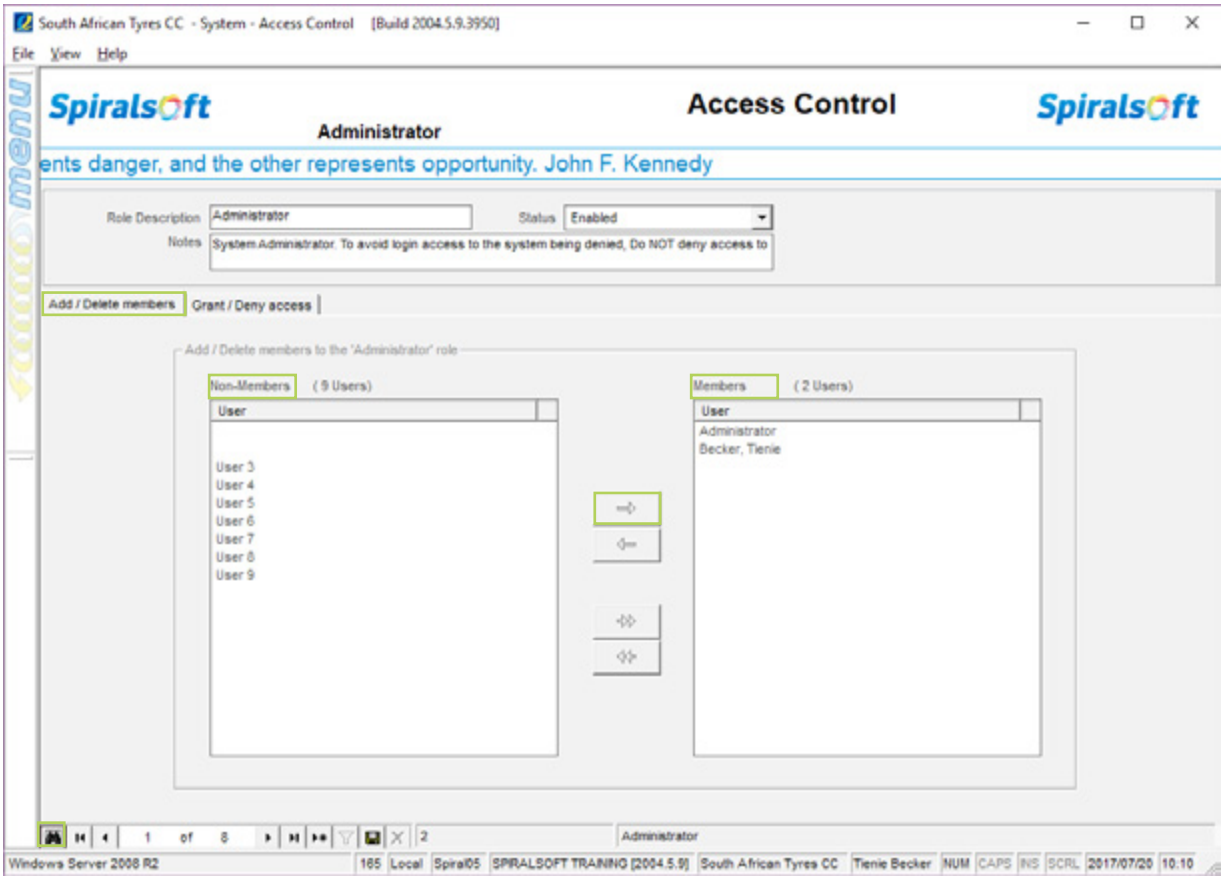
1. Go to the Access Control Application in the Menu.
2. Click Find ( ) in the Navigation Bar. This will display the picklist fly-out.
3. Type the search criteria in the input field at the top of the picklist fly-out.
4. Press enter on the keyboard.
5. The row selector will go to the typed search criteria.
6. Click on the Role in the picklist fly-out that you want displayed. The picklist then closes and the information of the selected Role is displayed.
7. To exit Find mode when you do not want to use it anymore, click Find ( ) in the Navigation Bar.
8. Repeat steps 2 to 7 to search for other Roles.

HOW TO ADD MEMBERS TO A ROLE



1. Go to the Access Control Application in the Menu.
2. Select a Role using Find ( ) in the Navigation Bar.
3. Go to the Add / Delete members tab.
4. Select a Non-Member from the Non-Members block.
5. Click on the arrow (in the middle of the screen) pointing to the right towards the Members block. Click on the double arrow (in the middle of the screen) pointing to the right towards the Members block to move ALL the Non-Members to the Members block.
6. Repeat steps 4 and 5 to Add Members to the Role.
7. Click Save ( ) in the Navigation Bar.

HOW TO DELETE MEMBERS FROM A ROLE



8. Repeat step 2 to Find a different Role.

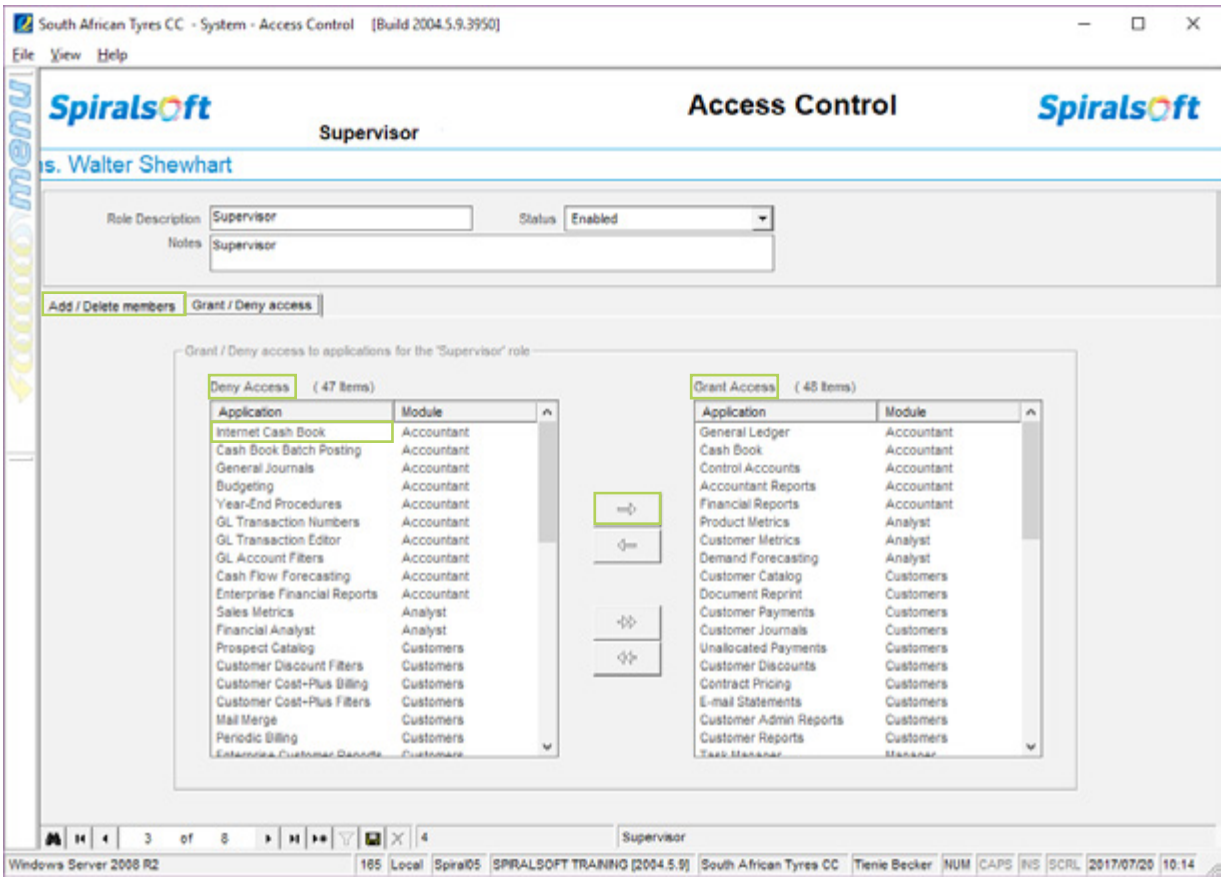
9. Select a Member from the Members block.

10. Click on the arrow (in the middle of the screen) pointing to the left towards the Non-Members block. Click on the double arrow (in the middle of the screen) pointing to the left towards the Non-Members block to move all the Members to the Non-Members block.

11. Repeat steps 9 and 10 to Add Non-Members to the Role.

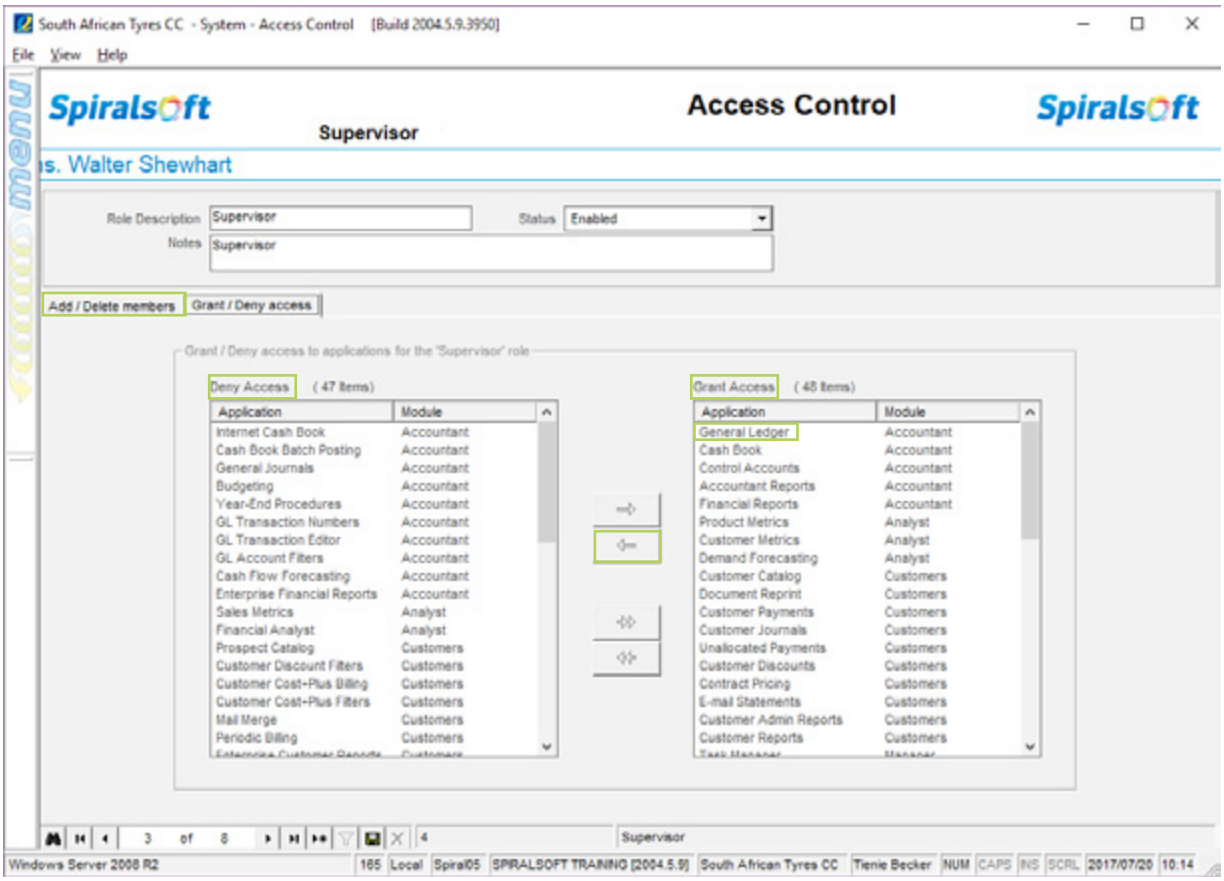
12. Click Save (💾) in the Navigation Bar.

HOW TO GRANT ACCESS TO APPLICATIONS FOR A ROLE



1. Go to the Access Control Application in the Menu.
2. Select a Role using Find ( ) in the Navigation Bar.
3. Go to the Grant / Deny access tab.
4. Select an Application from the Deny Access block.
5. Click on the arrow (in the middle of the screen) pointing to the right towards the Grant Access block. Click on the double arrow (in the middle of the screen) pointing to the right towards the Grant Access block to move all the Applications to the Grant Access block.
6. Repeat steps 4 and 5 to Grant Access to other Applications for the Role.
7. Click Save ( ) in the Navigation Bar.

HOW TO DENY ACCESS TO APPLICATIONS FOR A ROLE



8. Repeat step 2 to Find a different Role.

9. Select an Application from the Grant Access block.

10. Click on the arrow (in the middle of the screen) pointing to the left towards the Deny Access block. Click on the double arrow (in the middle of the screen) pointing to the left towards the Deny Access block to move all the Applications to the Deny Access block.

11. Repeat steps 9 and 10 to Deny Access to other Applications for the Role.

12. Click Save (💾) in the Navigation Bar.

MONTH-END PROCEDURES

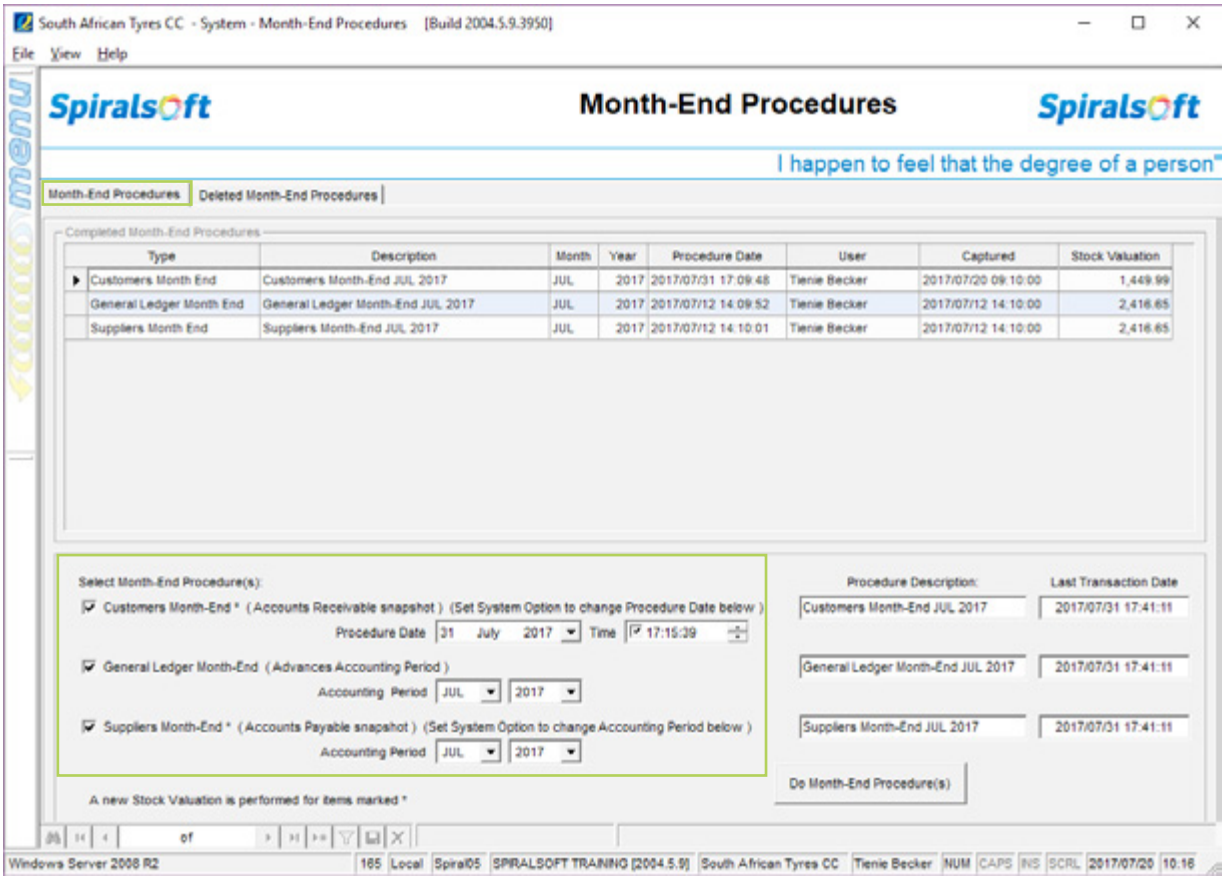
WHERE TO FIND IT

Click Menu > System > Month-End Procedures

HOW TO DO AND DELETE A MONTH-END PROCEDURE

PURPOSE

Performing Month-End Procedures for the system Customers/ General Ledger Accounts/ Suppliers to be updated to the next Accounting Period.



1. Go to the Month-End Procedures Application in the Menu.
2. Go to the Month-End Procedures tab.
3. Tick the following options:
   3.1. Customers Month-End (Accounts Receivable snapshot) (Set System Option to change Procedure Date below) if intended to use this option (Only Do Customers Month-End Procedure when all Customer related transactions have been captured.),

3.2. General Ledger Month-End (Advances Accounting Period) if intended to use this option (Only Do General Ledger Month-End Procedure when all bank statements have been captured to the Cash Book.), and/or

3.3. Suppliers Month-End (Accounts Payable snapshot) (Set System Option to change Accounting Period below) if intended to use this option (Only Do Suppliers Month-End Procedure when all Supplier related transactions have been captured.).

4. Select a Date and a Time from the Customer Month-End Procedure Date and Time drop down date and time pickers if step 3.1 was completed.
5. Select a month and year from the General Ledger Month-End Accounting Period drop down date pickers if step 3.2 was completed.
6. Select a month and year from the Suppliers Month-End Accounting Period drop down date pickers if step 3.3 was completed.
7. Ensure that the Procedure Description in the Procedure Description input fields are correct.
8. Type a Last Transaction Date and Time in the following input fields:

   8.1. Customers Month-End Last Transaction Date if step 3.1 was completed,

   8.2. General Ledger Month-End Last Transaction Date if step 3.2 was completed, and/or

   8.3. Suppliers Month-End Last Transaction Date if step 3.3 was completed.
9. Click on Do Month-End Procedure(s).
10. Confirm by clicking Yes to the question posed “Confirm Do Period Procedure?”.
11. A message indicating that the Customers Month-End was indeed completed successfully will be displayed. Click on OK.
12. A message indicating that the General Ledger Month-End was indeed completed successfully will be displayed. Click on OK.
13. A message indicating that the Suppliers Month-End was indeed completed successfully will be displayed. Click on OK.
14. The screen displays the following fields:

    14.1. Type (The Month-End Type will be displayed in this field.),

    14.2. Description (The Month-End month and year will be displayed in this field.),

    14.3. Month (The Month-End cut-off Month will be displayed in this field.),

    14.4. Year (The Month-End cut-off Year will be displayed in this field.),

    14.5. Procedure Date (The Month-End Procedure Date will be displayed in this field.),

    14.6. User (The Month-End Procedure User who captured the Month-End Procedure will be displayed in this field.),

    14.7. Captured (The Month-End Procedure system Date and time captured will be displayed in this field.), and

    14.8. Stock Valuation (The Stock Valuation captured as at the system Date and time will be displayed in this field.).
15. The following Month-End Reports will be generated:

    15.1. Sales,

    15.1.1. Sales Performance with Sales Quantity,

    15.1.2. Sales by Salesperson, and

15.1.3. Sales by Cashier.

15.2. Stock,

15.2.1. Stock Adjustments Audit Trail, and

15.2.2. Stock Valuation.

15.3. Customers,

15.3.1. Customer Statements, and

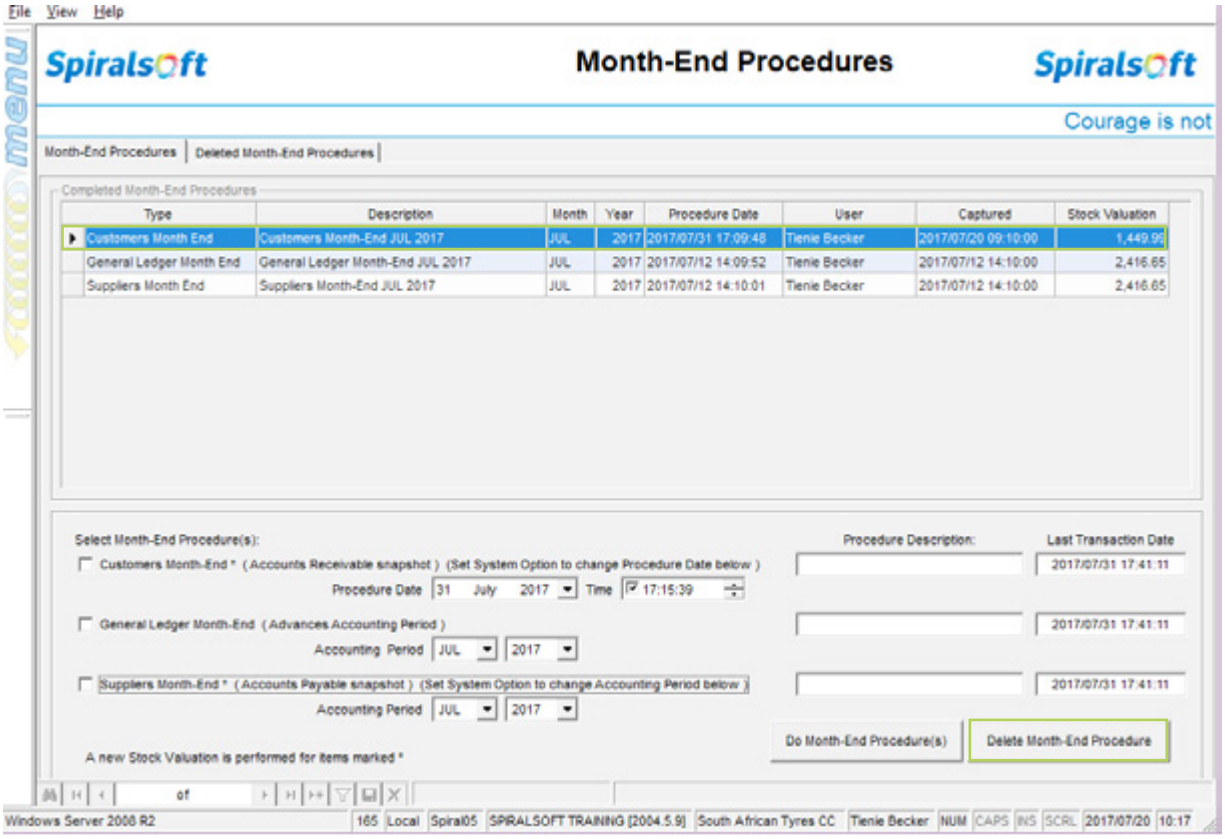
15.3.2. Customer Age Analysis.

15.4. Suppliers,

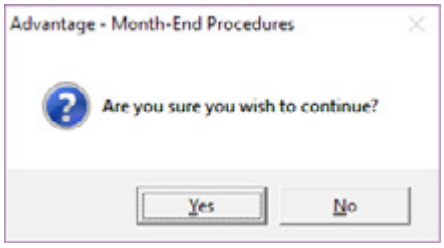
15.4.1. Supplier Remittance Advices,

15.4.2. Supplier Age Analysis, and

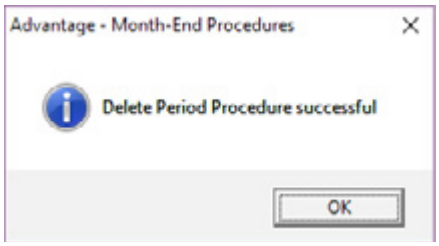
15.4.3. Supplier Purchases – CR1.



16. Click on the row selector of the Month-End Procedure required if intended to use this option.
17. Double-Click on the blank space on the right-hand side of the Do Month-End Procedure(s) option. The Delete Month-End Procedure option is displayed (Only Customers Month-End Procedures and Suppliers Month-End Procedures can be Deleted.).
18. Click on Delete Month-End Procedure.

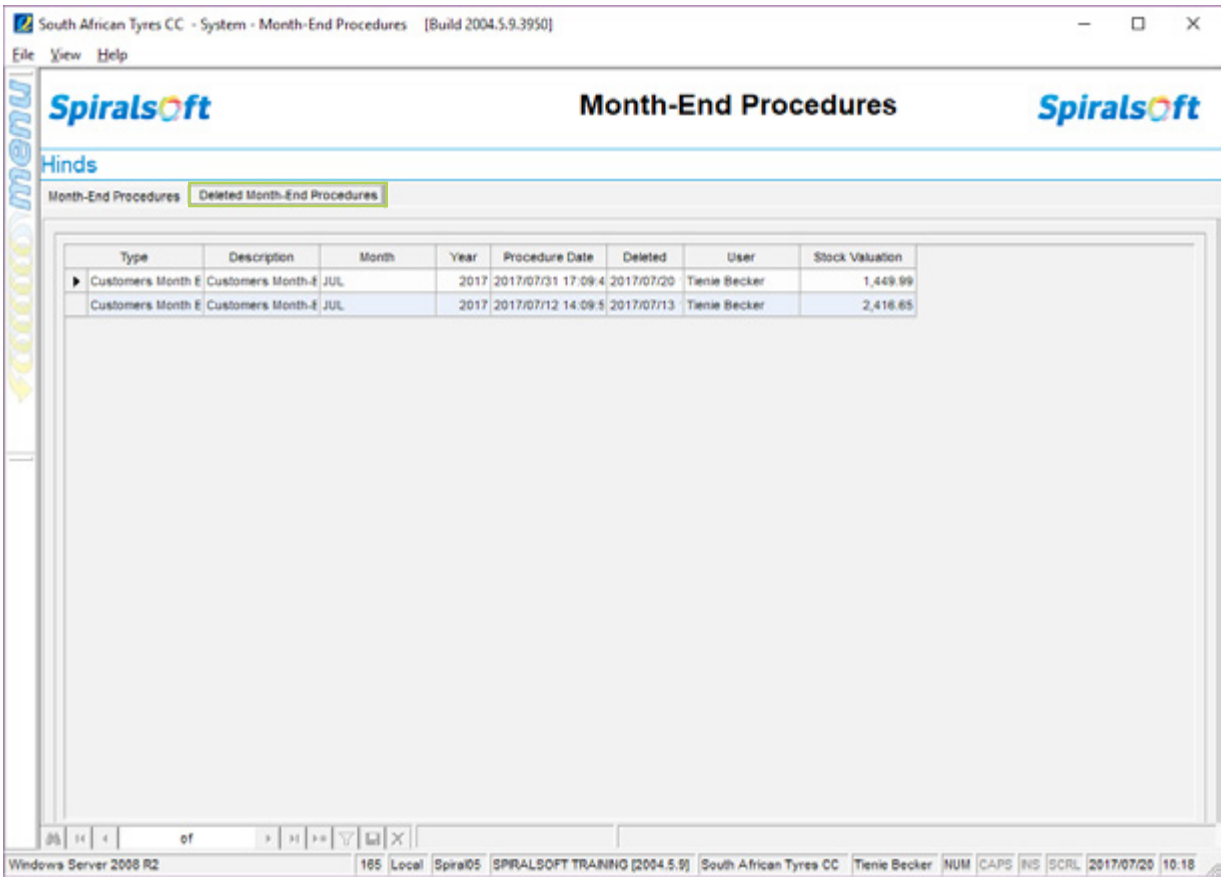


19. Confirm by clicking Yes to the question posed “Are you sure you wish to continue?”.



20. A message indicating that the Period Procedure was indeed Deleted successfully will be displayed. Click on OK.

HOW TO VIEW DELETED MONTH-END PROCEDURES



1. Go to the Month-End Procedures Application in the Menu.
2. Go to the Deleted Month-End Procedures tab.
   A list of Deleted Month-End Procedures will be displayed if applicable.

WORKSTATION OPTIONS

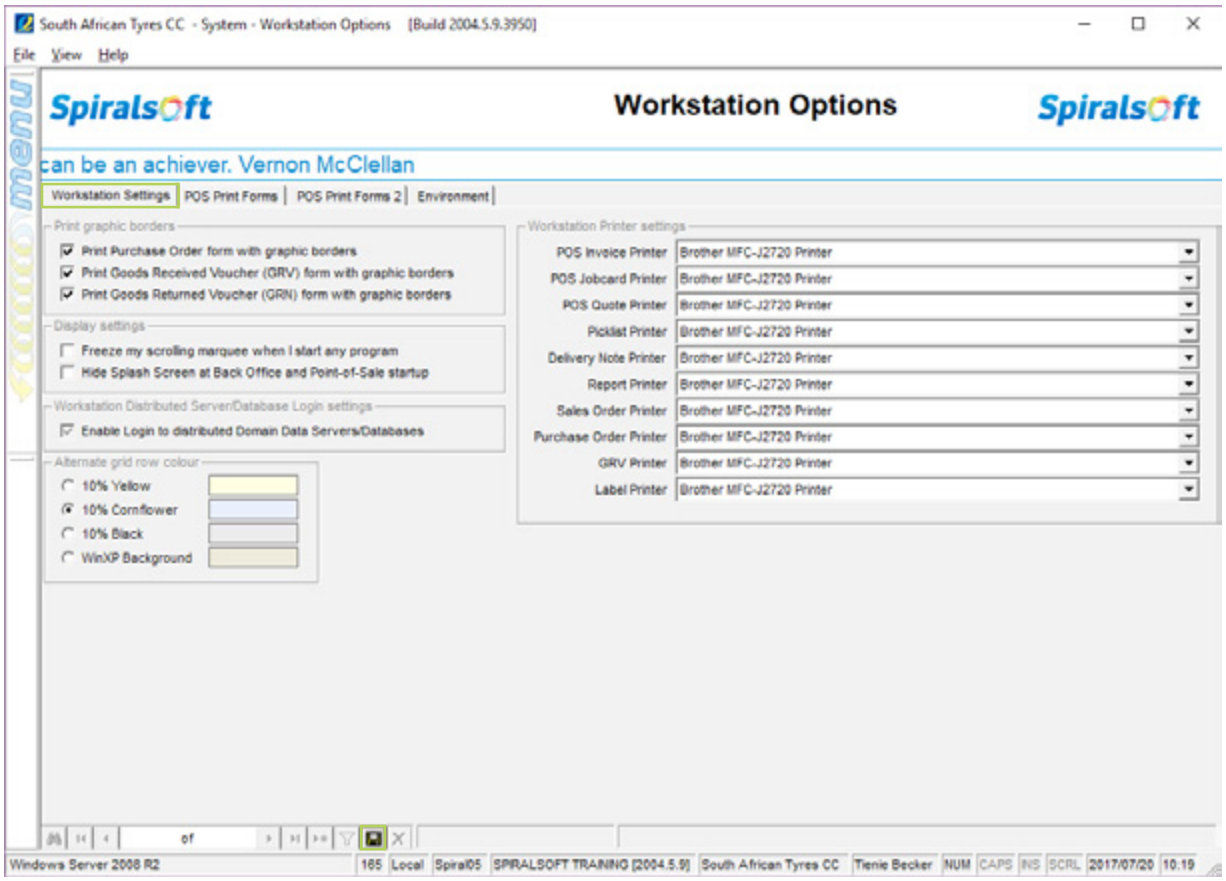
WHERE TO FIND IT

Click Menu > System > Workstation Options

HOW TO SETUP THE WORKSTATION SETTINGS

PURPOSE

To customize your options or settings for your workstation.



1. Go to the Workstation Options Application in the Menu.
2. Go to the Workstation Settings tab.
3. Tick the following options in the Print graphic borders block:

3.1. Print Purchase Order form with graphic borders if intended to use this option,

3.2. Print Goods Received Voucher (GRV) form with graphic borders if intended to use this option, and/or

3.3. Print Goods Returned Voucher (GRN) form with graphic borders if intended to use this option.

4. Tick the following options in the Display settings block:

4.1. Freeze my scrolling marquee when I start any program if intended to use this option, and/or

4.2. Hide Splash Screen at Back Office and Point-of-Sale startup if intended to use this option.

5. Tick the following option in the Workstation Distributed Server/Database Login settings block:

5.1. Enable Login to distributed Domain Data Servers/Databases if intended to use this option.

6. Select the 10% Yellow option, 10% Cornflower option, 10% Black option or the WinXP Background option in the Alternate grid row colour block.

7. Select specific criteria from the drop down lists on the following fields in the Workstation Printer settings block:

7.1. POS Invoice Printer,

7.2. POS Jobcard Printer,

7.3. POS Quote Printer,

7.4. Picklist Printer,

7.5. Delivery Note Printer,

7.6. Report Printer,

7.7. Sales Order Printer,

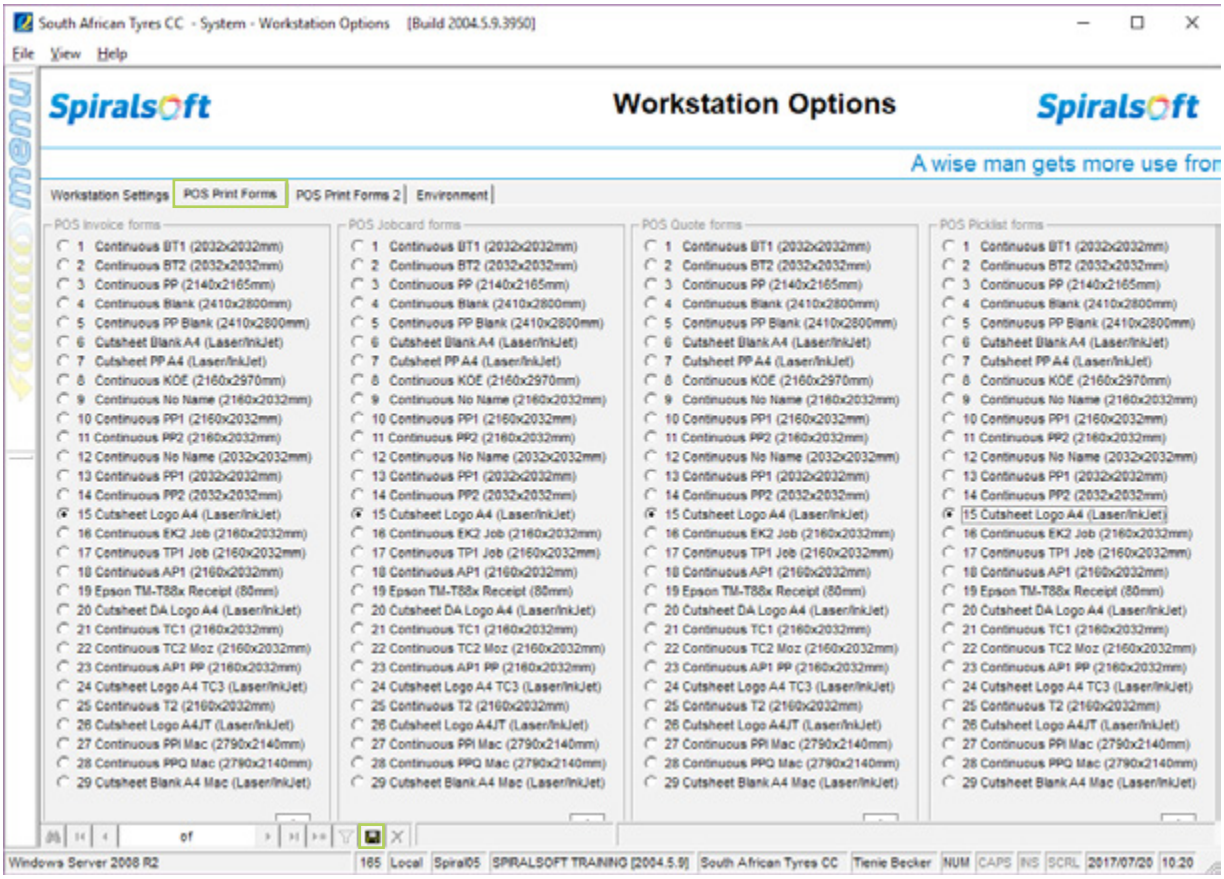
7.8. Purchase Order Printer,

7.9. GRV Printer, and

7.10. Label Printer.

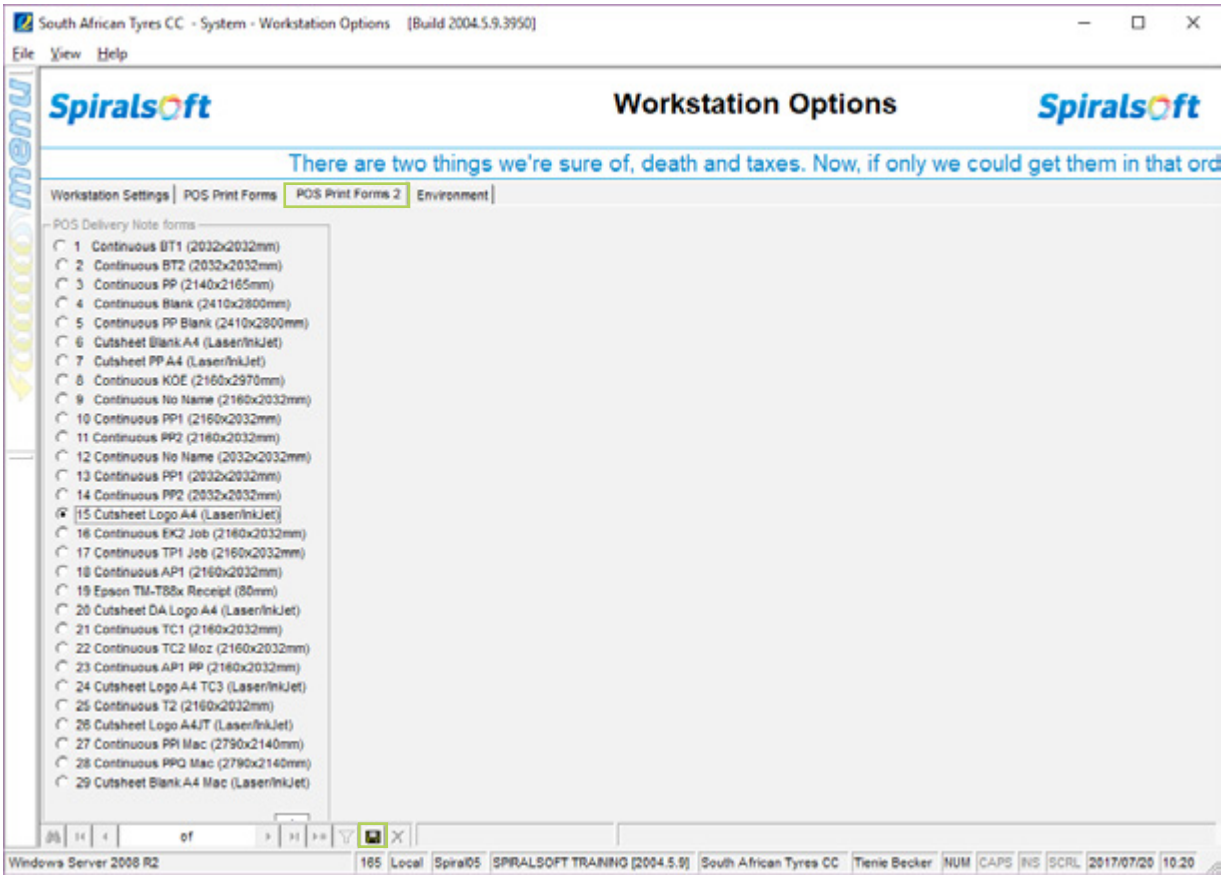
8. Click Save (💾) in the Navigation Bar.

HOW TO SETUP THE POS PRINT FORMS



1. Go to the Workstation Options Application in the Menu.
2. Go to the POS Print Forms tab.
3. Select an option in the POS Invoice forms block.
4. Type a Number in the Number of Copies input field in the POS Invoice forms block.
5. Select an option in the POS Jobcard forms block.
6. Type a Number in the Number of Copies input field in the POS Jobcard forms block.
7. Select an option in the POS Quote forms block.
8. Type a Number in the Number of Copies input field in the POS Quote forms block.
9. Select an option in the POS Picklist forms block.
10. Type a Number in the Number of Copies input field in the POS Picklist forms block.
11. Click Save (💾) in the Navigation Bar.

HOW TO SETUP THE POS PRINT FORMS 2



1. Go to the Workstation Options Application in the Menu.
2. Go to the POS Print Forms 2 tab.
3. Select an option in the POS Delivery Note forms block.
4. Type a Number in the Number of Copies input field in the POS Delivery Note forms block.
5. Click Save (💾) in the Navigation Bar.