FitriX™

Order Entry

User Guide

Version 5.20

Fitrix™

Order Entry ♦ *User Guide*

Version 5.20

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Introduction to Order Entry

This chapter contains basic information about Fitrix Order Entry. It is meant to give you a general picture of what Fitrix Order Entry can do and how it is used. The sections that accomplish this are as follows:

- General description of the Fitrix Order Entry system
- Features of Fitrix Order Entry
- Overview of Order Entry

Fitrix Order Entry: General Description

Accurate and timely processing of customer orders is one of the most critical functions of any business. When a customer calls to place an order, you need to have a lot of information that is easily accessible. You need to see bill to and ship to addresses, the availability of the items being ordered or substitute items if they are not, the unit pricing the customer is entitled to, and their shipping terms. Once the order is entered you need to ship and invoice the merchandise in a timely manner. Effective order processing leads to happy customers and happy customers lead to a successful and profitable business.

The Fitrix Order Entry module when integrated with the Inventory Management, Accounts Receivable, and Purchasing, gives you all of the functionality you need to process customer orders quickly and accurately. It provides a comprehensive system for tracking and managing customer orders and is designed with real time transaction updating and complete information access. You can enter orders of many types: quotations that can then be converted to regular orders by merely changing the order type, drop ship orders shipped directly from your vendor, credit and debit memos, and returned materials orders (RMAs). Item availability and pricing is checked real time. Once the order is entered, your shipping department can print picking tickets and packing lists and ship the order. The final step is to invoice your customer and when it is posted the quantity on hand is reduced, the open AR record for the customer is created, and the transaction is recorded in your General Ledger.

Order Entry Features/Functions Highlights

- **Modular Integration** – Direct integration with Fitrix Inventory Control, Purchasing, Accounts Receivable and General Ledger modules
- **Order Types** – Fitrix supports many different types of orders such as:
    - QUO – used for quotations by your sales force and these can be turned into a regular order by simply changing the order type.
    - REG – used for shipments out of you distribution center. You can also use this order type and based on the line type, ship some merchandise from your warehouse and the rest directly from your vendor.
    - DPS – used for drop shipments from your vendor directly your customer. Using this order type automatically creates the purchase order to your vendor.
    - RMA – used for merchandise that is being returned by your customer.
- **Pricing** – pricing can be set up for specific order types, specific items, a class of items, specific customers, or a group of like customers. The price can be offered for a specific date range with quantity breaks and can be a specific amount, a percent off list, or a markup from cost.
- **Sales Kit Processing** – You can define sales kits and use them during order entry. Component items for a sales kit can be automatically exploded during data entry on any of the sales/shipping documents if the detail needs to be seen.
- **Alias Item Numbers** – you can set up alias code for your inventory items that are customer specific. This is helpful during data entry when a customer calls in an order using their item codes. After entering their code, the program converts the code to your item code. The alias codes prints on all sales order documents.
- **Notes** – when entering an order any customer notes, shipping notes, and credit notes automatically display for the user to review. You also have the ability to enter order specific notes that will print on the sales order documents you specify.
- **Credit Checking** – if the customer is flagged as on credit hold, you will be informed of this and the order can not be entered.
- **Profitability Check** – you can set either globally or by item the required profit margin needed. If the price entered is below this you will receive a warning message. A price variance report is also available that lists any items sold below the required profit margin along with the customer code and the user that entered the price.
- **Availability Check** – you have access to the quantity available for sale in all of your distribution centers on one screen.
- **Multiple Warehouse Shipments** – you have the ability to ship a single order from multiple warehouse locations.
- **Backorder Fulfillment** – receipt of vendor purchase orders automatically fill customer backorders.
- **Lot/Serial Number Tracking** – during the invoice process you will be prompted to enter the serial or lot number for any items flagged as lot or serial number controlled. This data is stored in an audit table which can then be viewed so that you know which customers purchased which serial or lot #s and when.
- **Interface with UPS Worldship** – Fitrix Order Entry provides the shipping address for the UPS Worldship software, acquires the freight charge, updates the order status and tracks the progress of the shipment. This will allow the customer to know their costs and provide them with real-time tracking information.

- **Credit Card Processing** - Fitrix Order Entry has abuilt in interface for credit card processing. Those customers that pay by credit card have the order authorized as soon as it is stored and the transaction settled with their financial institution upon invoicing.

Reporting

Reports available include:

- Order Acknowledgements, Picking Tickets, Packing Lists, and Invoices
- Open order reports by order number, salesperson, customer, and item
- Daily Sales Register
- Sales History reports by product, customer, and salesperson
- Price Variance Report
- Credit Card Reports include:
    - Orders awaiting authorization
    - Invoices awaiting settlement
    - Credit card information on file by customer
    - Credit cards on file due to expire

Overview

Before You Begin

Before you can enter transactions into Fitrix Order Entry, you must first complete "setup" of the program. Setup is the process by which you enter all of the information required to begin entering customer orders into the system. Setup includes entry of basic "control" information that the program needs to run, entry of your Chart of Accounts and related company information, and entry of special Order Entry reference information.

Fitrix Order Entry activities can be divided into three broad categories: order entry setup, order processing, and report production. Each activity is associated with a specific menu option, and these options are listed for quick reference in this overview section. (The "keystroke path" to a menu option is indicated in parentheses following each option.)

Setup

There are two aspects of setup: Company Setup and Module-specific setup (in this case, O/E setup). During setup, you enter all of the information the system references as transactions are recorded.

Company setup includes entering basic control information that the programs need to run, such as company information, and administrative information. This basic setup information is covered in Chapter 2, Company Setup, in this manual.

Because the menu options used for company and administration pertain to the company as a whole, the menu options used to do this initial company setup are duplicated in the Company Setup menu for each Fitrix module you have installed; however, you only need to perform this setup procedure once for the system.

Module-specific setup, on the other hand is required for each module you have installed. The following options, accessed from the Setup Order Entry menu, are used for reference file setup in the order you use them:

- Update Order Type Definitions (4-c-a)
- Update Line Type Definitions (4-c-b)
- Update Alias Definitions (4-c-c)
- Update Kit Definitions (4-c-d)
- Update Discount Definitions (4-c-f)
- Update Special Price Defaults (4-c-e)
- Update Debit/Credit Reasons (4-c-g)
- Update Tax Definitions (4-c-h)
- Update Commission Definitions (4-c-i)
- Update Salesperson Definitions (4-c-j)
- Update Warehouse Definitions (4-c-k)
- Update Payment Methods (4-c-l)
- Update Shipping Terms (4-c-m)
- Update Ship Codes/ UPS Services (4-c-n)

- Update Customer Information (4-e)
- Update Ship To Information (4-f)
- Update Order Entry Defaults (4-a)

The steps in reference information setup involve options on the Setup Order Entry menu and one of its submenus, the Update Order Definitions menu. These options allow you to set up (and update) special codes and definitions, customer and ship-to information, and the order entry defaults, all of which are referenced on a regular basis when entering and processing customer orders. These steps are described in detail later in this manual.

Transaction Processing

After setup is complete, you can begin entering and processing order entry transactions. For all types of customer orders, the steps in this process correspond to options found on the Order Maintenance Menu. Debit and credit memos are also created using options on this menu. In general, regular order maintenance involves entering and acknowledging customer orders, printing picking tickets and updating picked amounts, updating shipped quantities, printing packing slips, and creating and printing invoices, printing an edit list, and posting invoices. These steps are outlined as follows.

- Update Customer Orders (1-a)
- Print Order Acknowledgments (1-b)
- Print Picking Documents (1-c)
- Update Picked Quantities (1-d)
- Print Shipping Manifests (1-e)
- Update Shipped Quantities (1-f)
- Update Invoices (1-g)
- Print Invoices and Memos (1-h)
- Update Backorder Received (1-i)
- Print Order Entry Edit List (1-j)
- Post Order Entry Documents (1-k)

Reporting

Reports available through Order Entry menu options:

- Order Status Reports

  Print Open Order Summary (2-a)
  Print Open Order Detail (2-b)
  Print Salesperson Summary (2-c)
  Print Salesperson Detail (2-d)
  Print Open Order Item Summary (2-e)
  Print Open Order Item Detail (2-f)

Print Customer Order Summary (2-g)
Print Customer Order Detail (2-h)
Print Order Entry Journal (2-i)

- Credit Card Report

  Orders Pending Authorization (2-j-a)
  Credit Card Orders Declined (2-j-b)
  Print Credit Card Information (4-h-b)
  Expired Credit Card Report (4-h-c)

- Sales History Reports

  Daily Sales Register (3-a)
  Product Summary (3-b)
  Product by Date Summary(3-c)
  Product Detail (3-d)
  Customer Summary (3-e)
  Customer Detail (3-f)
  Salesperson Summary (3-g)
  Salesperson Detail (3-h)

  Salesperson by Product (3-i)

  Serial Number Inquiry (3-j)

  Price Variance (3-k)

- Print Order Definitions

  Print Order Entry Defaults (4-b)
  Print Order Type Definitions (4-d-a)
  Print Line Type Definitions (4-d-b)
  Print Alias Definitions (4-d-c)
  Print Kit Definitions (4-d-d)
  Print Special Price Defaults (4-d-e)
  Print Discount Definitions (4-d-f)
  Print Debit/Credit Reasons (4-d-g)
  Print Commission Definitions (4-d-i)
  Print Salesperson Definitions (4-d-j)
  Print Warehouse Definitions (4-d-k)
  Print Payment Types (4-d-l)

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Company Setup Menu

The Setup Company Menu contains the following topics:

- Setting up Company Information
- Account Number Ranges
- Ledger Account Numbers and Descriptions
- Desginating Checking Accounts

Order of Setup Steps

When you set up reference files, the order of steps is designed so that earlier steps add information that can then be accessed automatically in the course of later steps. For instance, once you have set up account number ranges, any time an account number is entered the system can automatically tell you what type of account it is (for example, whether it is an asset or liability account). Conversely, if you try to perform setup steps out of order (for example, setting up account numbers before defining account ranges) you may defeat the system's capacity to provide useful data-entry information through automatic lookups.

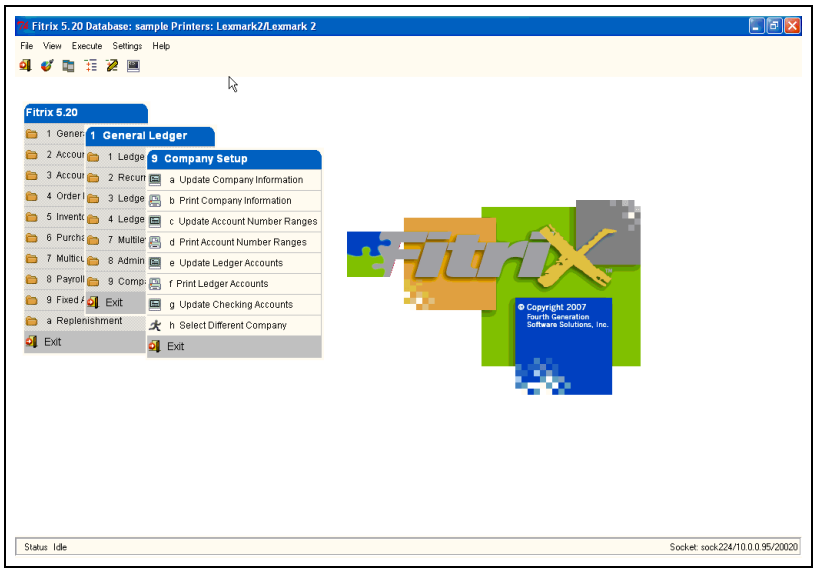
The setup steps that apply to all Fitrix modules (performed through options on menu 9, Company Setup menu) are covered in detail in *Learning Fitrix*. They are discussed here because the information they include forms the basis for later, G/L-specific setup steps.

For example, ledger accounts are typically set up for company-wide use through the Company Setup menu (menu 9), available in any Fitrix module. Account Groups, which assign a code to a certain selection of those ledger accounts for data-entry purposes, are set up through the Ledger Setup menu (menu 4) of G/L.

Reference Information Options

Options on the **Company Setup menu** are used to create the basic structures of the G/L—the Chart of Accounts and any sub-departments you choose to set up within your company.

The Setup Company Menu:



Menu options for reference file setup:

- **Update Account Number Ranges (9-c)** allows you to define the number of digits that will be the standard for your ledger accounts, and to define the limits of the numeric ranges that correspond to different account types.
- **Update Ledger Accounts (9-e)** is used to create or modify your Chart of Accounts. It is also used to specify contra accounts and to set up optional subtotal groups of accounts for reporting purposes.
- **Update Checking Accounts (9-g)** (optional) is used to designate certain cash accounts as checking accounts. This allows you to use the check reconciliation feature in Accounts Payable.

Information Checklist for Reference File Setup

- Decide on company divisions that will be assigned department codes for reporting purposes (or use the default of a single department “000”).
- If using departments, create department codes of up to three characters.
- Decide number of digits to be used in account numbers.
- Modify Account Number Ranges to correspond to account numbering.
- Create a list of account numbers and account descriptions to be added.
- Define subtotal groups (if any) to be assigned within account ranges.

Company Information

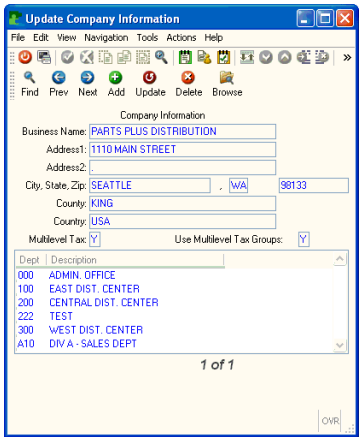
Use this program to store basic company information—your business name and address, department codes, and whether or not you will use the Multilevel Tax feature.

Multilevel Tax features are used in conjunction with Fitrix Accounts Payable and Accounts Receivable modules to track costs and prices that are subject to more than one type of tax. For information about the use of Multilevel Tax features, see *Getting Started with Fitrix*.

Update Company Information

This option is used to set up and maintain the Company file. This file stores data regarding the name and address of your company, which is used on reports. In addition, department codes—used if you intend to assign income and expenses to departments—are stored here. Refer to the definitions for departments and profit centers in Appendix B: Glossary for further information.

The Company Information screen:



When you first use the system, the company information fields have default data provided in both the sample and standard company data sets. This data is included merely as a sample, and should be modified to represent your company.

The data in the Company table is unique to each database (i.e. company). The table contains one and only one record; therefore, the commands on the command prompt, with the exception of Update and have been disabled. The name and address entered in the Company Information section appear on all reports generated by the system.

The Company Information screen contains the following fields:

1. **Business Name:**

   This alphanumeric field may be up to 30 characters in length, and contains your company's name. The entry in this field will be displayed on reports generated by the system.

2. **Address1*:***

   This is the contact address of the company. Up to 30 alphanumeric characters may be entered.

3. **Address2:**

   This field provides an additional 30-character address line for suite number or other address information.

4. **City, State, Zip:**

   Enter the city, state, and zip code for your company.

5. **County:**

   Up to 30 alphanumeric characters may be entered.

6. **Country:**

   This field may contain up to 30 alphanumeric characters.

7. **Multilevel Tax:**

   Set to Y only if using Fitrix modules that have multilevel tax capabilities (AP, AR, OE, PU). See the chapter on multilevel tax for more information.

8. **Use Multilevel Tax Groups:**

   Unless you enter a “Y” in the Multilevel Tax field, this field is skipped. See Chapter 7 - Multilevel Tax for more information.

The Department section of the form stores up to one hundred department codes. The department field is alphanumeric, allowing you to establish numeric or alphabetic (or a combination) codes. The use of department codes for tracking income and expenses is completely optional.

1. **Department Codes:**

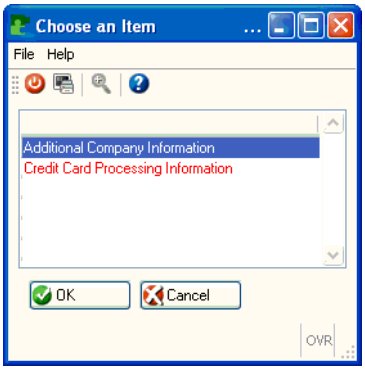
   In this column, you enter a department code that identifies a profit center, a division of the company, etc. Throughout the Fitrix *Business* modules, you have the option of posting sales and expenses to specific departments. This is a three-character field.

2. **Description:**

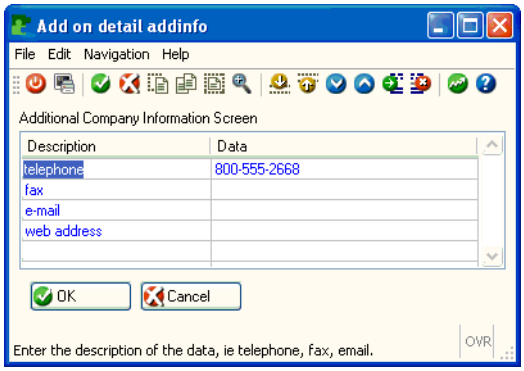
   In this column, you specify the department name associated with the department code in the same row. Your alphanumeric department name may be up to 30 characters in length. This Company Information Form is used to specify the name and address to put on your reports and the “profit centers” or “company divisions” to associate with various department codes.

Additional Company Information

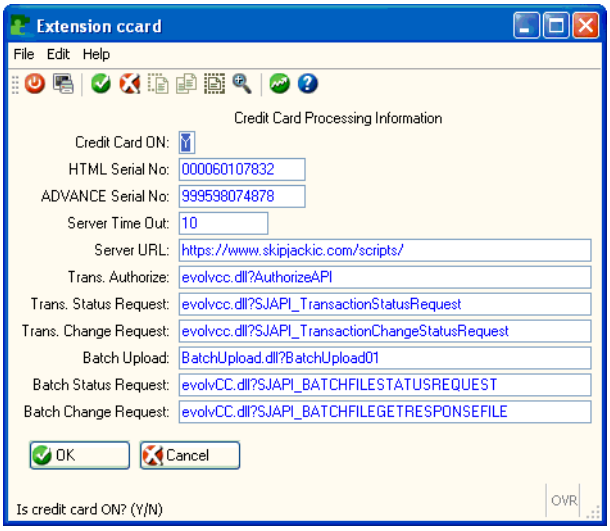
If you click on Zoom , the following screen displays:



Additional Company Information – this screen is used to store additional information such as telephone number, fax number, etc.



Credit Card Processing Information- if you are using credit card processing in Order Entry, it is in this screen that you enter the interface information. See the *Order Entry User Guide* for more information.



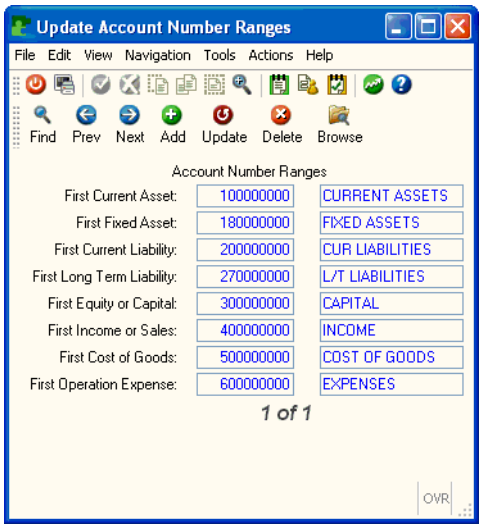
Print Company Information

This program prints a hardcopy of information entered under the Update Company Information option.

Account Number Ranges

The way that all these different types of accounts are identified to the computer system is by account numbers. After deciding upon a list of accounts, you need to assign a unique account number or "account code" to each account. In the Fitrix system, this "code" is a number that consists of up to nine digits. You assign these numbers so that the numbers of similar accounts all fall within the same numeric range. Fitrix lets you assign these ranges.

The Account Number Ranges screen:



These ranges can be changed by the user, but types of accounts always fall in this order. For example, Fixed Assets accounts always start on the number after the last Current Assets account. You do not, of course, have to actually use this number, but the posting program recognizes it as that type. Fitrix comes with a default Chart of Accounts, which you can use as a guide for assigning your own account numbers. Once you have chosen the account numbers you want to use, you can change that default list by changing, adding, or deleting the accounts used.

Warning!

There is a direct connection between account number ranges and individual account numbers. The account number ranges should be set up prior to setting up individual accounts. When an account is set up, the program accesses the Account Range file to determine the type of account (more specifically, whether the account balance should be increased with a credit or debit). If you change the account ranges, you must update or delete the affected accounts in your Chart of Accounts, because the account type is determined when the account is created or updated.

Types of Ledger Accounts

The Fitrix *Business* system recognizes eight different types of ledger accounts. Five of these account types appear on the company's balance sheet and describe its net worth.

- **Current Assets** are liquid assets such as cash or Accounts Payable.
- **Fixed Assets** are property such as furniture and real estate.

- **Current Liabilities** are debts that must be paid in the short term such as payroll or accounts payable.
- **Long Term Liabilities** are debts that must be paid over a long period of time, such as mortgages or business loans.
- **Capital accounts** are those accounts that contain the value of your business, such as stock and retained earnings.

The next three types of accounts are those that appear on the income statement (or profit and loss statement) and describe how your company performed for a given period.

- **Income accounts** show the sources of your income.
- **Cost of Goods accounts** are expense accounts that show what you paid for your merchandise. They are also called “selling expenses” because they are directly tied to making sales.
- **Expense accounts** categorize all of your other expenses such as rent, salaries, utilities, etc.

Print Account Number Ranges

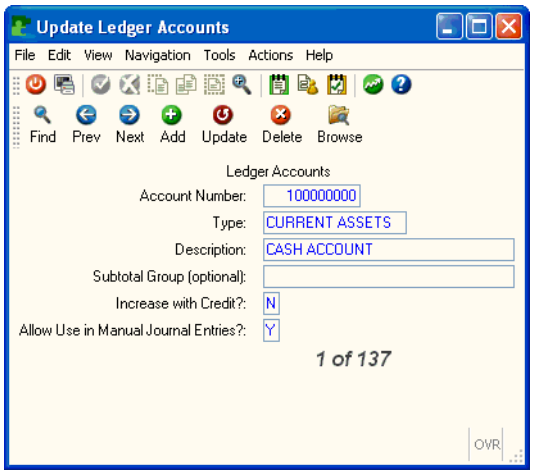
This program prints a hardcopy of information entered under the Update Account Number Ranges menu option.

Ledger Accounts

The previous step created the ranges of account numbers that correspond to account types. At this point the individual ledger accounts comprising the Chart of Accounts must be entered into the **Ledger Accounts** table, using numbers defined by these ranges.

To view examples of ledger accounts, see the sample Chart of Accounts provided with the sample database (“sample company”).

The Ledger Accounts screen:



Account Number:

Enter an account number of up to nine digits. The Type and Increase with Credit field are filled in by the system accourding to your predefined account number ranges.

Description:

Enter up to 30 characters.

Subtotoal Group (optional):

Subtotal groups (optional) are assigned for a certain range of contiguous accounts for the purpose of creating a subtotal on reports. The description prints on the report along with the subtotal for the accounts.

Increase with Credit:

The **Increase with Credit?** field displays a default of “Y” or “N” according to the standard method for increasing the balance of this type of account. For example, if the account number range for Income is 400000000 - 499999999, and the account number you type in is 410000000, when you press [ENTER] the default of “Y” for Income accounts—balance increases with a credit—displays in the Increase with Credit? field.

If you are adding an account whose purpose is to offset other entries that fall within the same Type, change the default here to indicate that this account’s balance will be increased with the opposite of the normal entry. For example, an account with a number of 420000000 for Returns and Allowances falls within the Income range of account numbers. However, the Increase with Credit? field for this account is set to “N” to define its balance as increasing with a debit.

Allow Use in Manual Journal Entries:

If this value is set to N the user will not be allowed to use this account number in the Update Journal Entries program. There are some account numbers that have their GL balance maintained by the system (Example-Trade Accounts Receivable and Trade Accounts Payable) and therefore manual journal entries to these accounts should not be allowed.

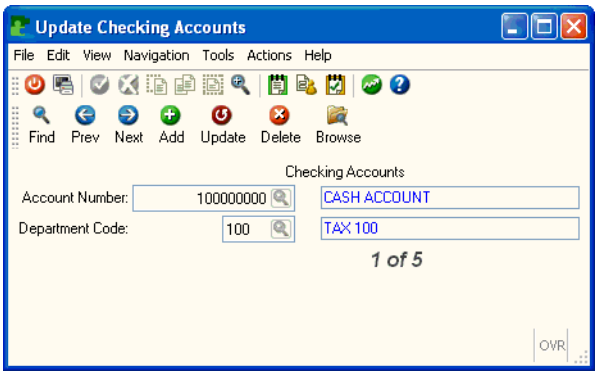
Printing Ledger Accounts

This program prints a hardcopy of information entered under the Update Ledger Accounts menu option. This report should be checked to verify data-entry accuracy.

Checking Accounts

If Fitrix Accounts Payable is installed on your system, cash accounts from which you issue checks can be set up as checking accounts. This will allow you to use the A/P check reconciliation feature. See Chapter 5 in the *Accounts Payable User Guide.*

The Checking Accounts form:

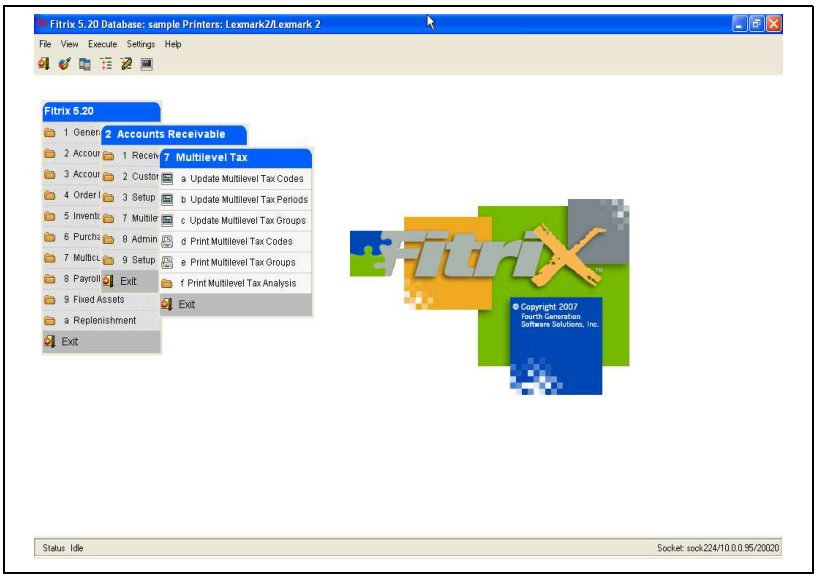


3

Multilevel Tax

This menu contains options that are used only with multilevel tax. Multilevel taxes are used to assign up to four tax codes to a single line item.

The Multilevel Tax Menu



Update Multilevel Tax Codes

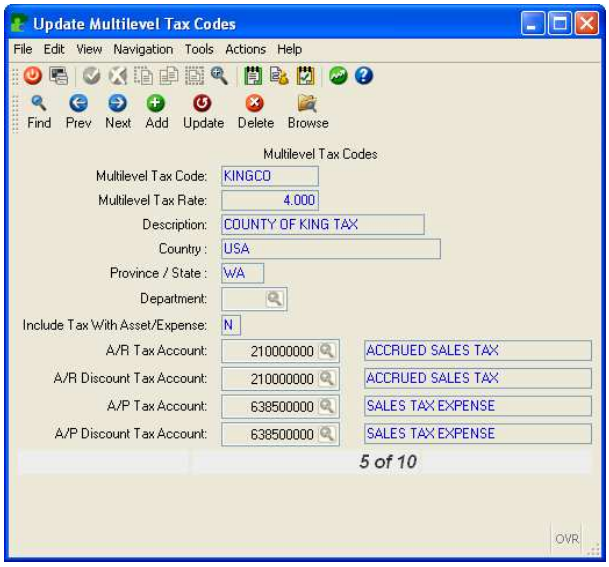
The tax codes entered here are used with the multilevel taxes feature. The multilevel tax feature is used in the Accounts Payable, Accounts Receivable, and Order Entry modules.

When you plan to switch to multilevel taxes, you need to set up your multilevel tax codes. You should perform this step *after* you set up your ledger accounts, and *before* you set up your default files.

Note

Update Multilevel Tax Codes has an "intelligent" delete function that does not allow you to delete multilevel tax codes that have activity posted to the Multilevel Tax activity file. This is similar to the intelligent delete function of Update Ledger Accounts.

The Multilevel Tax Code menu:



1. **Multilevel Tax Code:**

   This six-character field is required. It stores the code assigned to a particular tax category and rate.

2. **Multilevel Tax Rate:**

   Enter the tax rate for this multilevel tax code. Enter the tax rate in whole numbers. Example: 15% as 15 (not .15). This field is required.

3. **Description:**

   Enter the description for this tax code. This description appears when you use the Zoom feature.

4. **Country:**

   Enter the Country for this tax code. This field is not required, nor is it used by any other options.

5. **Province / State:**

   Enter the province or state for this tax code. This field is not required, nor is it used by any other options.

6. **Department:**

   This field affects the behavior of the Order Entry and Purchasing modules. You may leave it blank. Any entry must be a valid department code. If left blank, the system uses the Department Code specified for the document.

   For example, if you have a department code of 100 defined for an Order Entry invoice and you leave the Department field blank here, the tax posts to department 100. If you always want to use the same department when posting tax, enter that department in this field.

7. **Include Tax with Asset/Expense:**

   Y/N field-entry optional. This field affects the way transaction amounts from the Purchasing module post to asset or expense accounts in the General Ledger (GL). Entering "Y" causes tax to be included in the amount posted to the expense or asset account in the GL.

   This allows you to post the fully landed cost of inventory or assets, which is useful for US (not value added tax) and Canadian (partial value added tax) situations.

   For example, suppose your company purchases an expense item and is obligated to pay state sales tax on it. How do you want your accounting system to handle this situation? Do you want the full amount of the purchase (item plus tax) to post to the GL expense account, or just the amount of the item (purchase amount less tax)? Entering "Y" in this field causes the amount (item+tax) to post to the expense account in the GL.

8. **A/R Tax Account:**

   Entry Required-Zoom available. This field governs the posting of tax amounts when you are processing receivable documents (A/R invoices, credit memos, etc.) or cash receipts. Enter the ledger account to which you want to post tax amounts for these types of transactions in A/R.

9. **A/R Discount Tax Account:**

   Entry Required-Zoom available. This is the ledger account where you want to post any tax amount included in discounts allowed on customer invoices. Not all businesses track tax in this way. The setting (Y or N) of the "Calculate Tax on Cash Discounts" field (A/R Defaults form) governs the use, during the posting process, of the account number you specify in this field. If set to "N", the system calculates no tax on cash discounts. In this case, the account number you enter here doesn't matter.

   However, you must enter an account here even if the "Calculate Tax on Cash Discounts" field is set to N. In this case, you should probably enter the same ledger account you used in #8 above. (Use Zoom.)

   If you set the "Calculate Tax on Cash Discounts" field (A/R Defaults form) to "Y", then any discount allowed on an A/R invoice contains some tax. Keep in mind that you are defining the characteristics of a Multilevel Tax code. Suppose that, when you use this code in the future, you want to calculate tax on A/R cash discounts and account for that tax in a ledger account. In that case, you should have defined an A/R Discount Tax Account when you set up your Chart of Accounts, and you should set up the A/R Default as just described. You now enter the ledger account number for the A/R Discount Tax Account in this field.

10. **A/P Tax Account:**

Entry Required-Zoom available. This field governs the posting of tax amounts when you are processing payable documents (A/P invoices, credit memos, etc.) or Non-A/P Checks. Enter the ledger account where you want to post tax amounts for these types of transactions in A/P.

11. A/P Discount Tax Account:

Entry Required-Zoom available. This is the ledger account where you want to post any tax amount included in discounts taken on vendor invoices. Not all businesses track tax in this way.

The setting (Y or N) of the "Calculate Tax on Cash Discounts" field (A/P Defaults form) governs the use, during the posting process, of the account number you specify in this field. If set to "N", the system calculates no tax on cash discounts. In this case, the account number you enter here doesn't matter.

However, you must enter an account here even if the "Calculate Tax on Cash Discounts" field is set to N. In this case, you should probably enter the same ledger account you used in the A/P Tax Account field.

If you set the "Calculate Tax on Cash Discounts" field (A/P Defaults form) to "Y", then any discount allowed on an A/P invoice contains some tax. Keep in mind that you are defining the characteristics of a Multilevel Tax code. Suppose that, when you use this code in the future, you want to calculate tax on A/P cash discounts and account for that tax in a ledger account. In that case, you should have defined an A/P discount tax account when you set up your Chart of Accounts, and you should set up the A/P Default as described above. You now enter the ledger account number for the A/P discount tax account in this field.

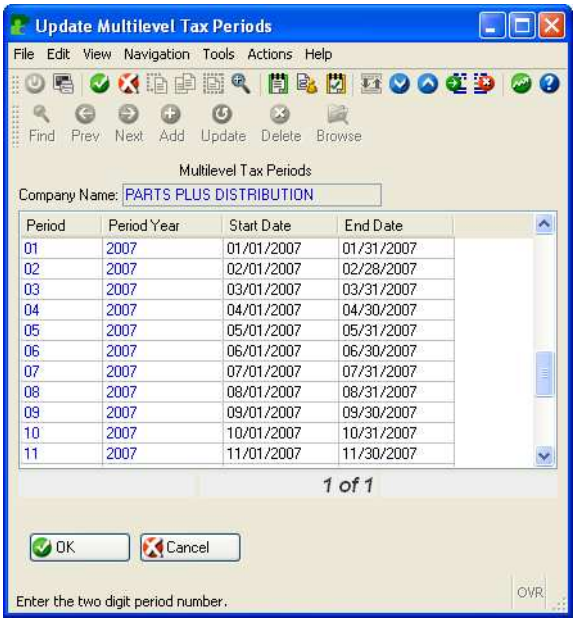
Update Multilevel Tax Periods

The periods entered with this option are used only for Multilevel Tax reports. The periods are used in the selection criteria screen displayed before the report is run. All ring menu commands have been disabled except the Update command.

Note: If you use monthly and not quarterly periods, you need to enter only the first period and the rest default correctly. If you use quarterly periods, do not accept these defaults.

The Multilevel Tax Periods menu:

.



1. **Company Name:**

   This is a system-maintained field. It is the business name of the company as entered via Update Company Defaults.

2. **Period:**

   This is the period number for this reporting period. This field is required. Once you enter a period the next period is increased to the last period plus one.

3. **Period Year:**

   This is the year of the reporting period. The default is the last period year entered.

4. **Start Date:**

   Enter the start date of this reporting period. It defaults to the day after the last end date entered.

5. **End Date:**

   Enter the end date of this reporting period. It defaults to the end of the month entered for the start date.

Update Multilevel Tax Groups

This menu option is used to enter multilevel tax groups. Tax groups handle the special cases where there are two or more taxes for a single line item. You can use up to four different tax codes and the rates associated with them in a given tax group.

Multilevel tax groups are only valid when the Use Multilevel Tax Groups field on the Company Information screen is set to Y.

Note

If there is a "Y" in the Use Multilevel Tax Groups field om the Company Information screen, you must enter a multi-level tax group code rather than a multilevel tax code for the following options:

Accounts Receivable:

- Update Receivable Documents
- Update Receivable Defaults
- Update Customer Information

Accounts Payable:

- Update Payable Documents
- Update Non-A/P Checks
- Update Payable Defaults
- Update Vendor Information

The Multilevel Tax Groups form:

1. Multilevel Tax Group Code:

This is a six-character field and is required.

2. Description:

Enter a 20 character description for this tax group code. This description appears when using the Zoom feature.

3. Tax Code:

Enter a six-character multilevel tax code. The multilevel tax code must already be set up through the Update Multilevel Tax Codes program. The Zoom feature is available. When you enter the tax code, the description and rate appear for this multilevel tax code. NOTE: up to four different tax codes and the rates associated with them can be implemented within a given tax group.

4. Description:

This display only field contains the description for the multilevel tax code. The description was entered in the Update Multilevel Tax Codes option.

5. Rate:

This display only field contains the rate for the multilevel tax code. The rate was entered in the Update Multilevel Tax Codes option.

6. Cumulative:

Enter "N" if the tax should be calculated on the net amount (without tax) only. Enter "Y" if the tax should be calculated on the total of the goods amount plus the amount of tax on those goods for a tax that appears on a previous line.

For example, PST, Canada's Provincial Sales Tax, is often calculated on the price of the goods plus the amount of the federal GST (Goods and Services Tax). The tax groups are used in the following way:

Table 1: Multilevel Tax Group Code: A

Tax Code	Description	Rate	Cumulative
R	GST	.07	N
P	PST	.06	Y

The G and P tax codes must be set up in Update Multilevel Tax Codes with the appropriate rates and account numbers. For a net goods amount of $300, the following tax is calculated in invoice entry when the A tax group is used.

In this example, GST is 7% and PST is 6%:

300.00 = Net goods amount (without tax)

300.00×.07=21.00 = GST

321.00×.06=19.26= PST

———

340.26 = Gross goods amount (with tax)

Print Multilevel Tax Codes

This program prints the information entered through Update Multilevel Tax Codes.

Print Multilevel Tax Groups

This program prints the information entered through Update Multilevel Tax Groups.

Print Multilevel Tax Analysis

This menu option allows you to print a summary or a detail report.

The following Selection screen appears:

Print Analysis Summary

This report prints a summary of the multilevel tax information posted to the Multilevel Tax activity file. It prints the total debits and credits for each tax code within the ledger account, a description of the tax code, and a total of debits and credits for each account.

Print Analysis Detail

This option prints a detail report of the multilevel tax information posted to the Multilevel Tax activity file. It prints the ledger account number and description, invoice number, date, tax code, goods amount, and tax amount by account number and tax code.

The goods amount is the amount of goods sold at this tax rate. This does not include the tax. The following formula may be helpful for remembering the terminology:

Gross amount = Net amount (goods amount) + Tax amount

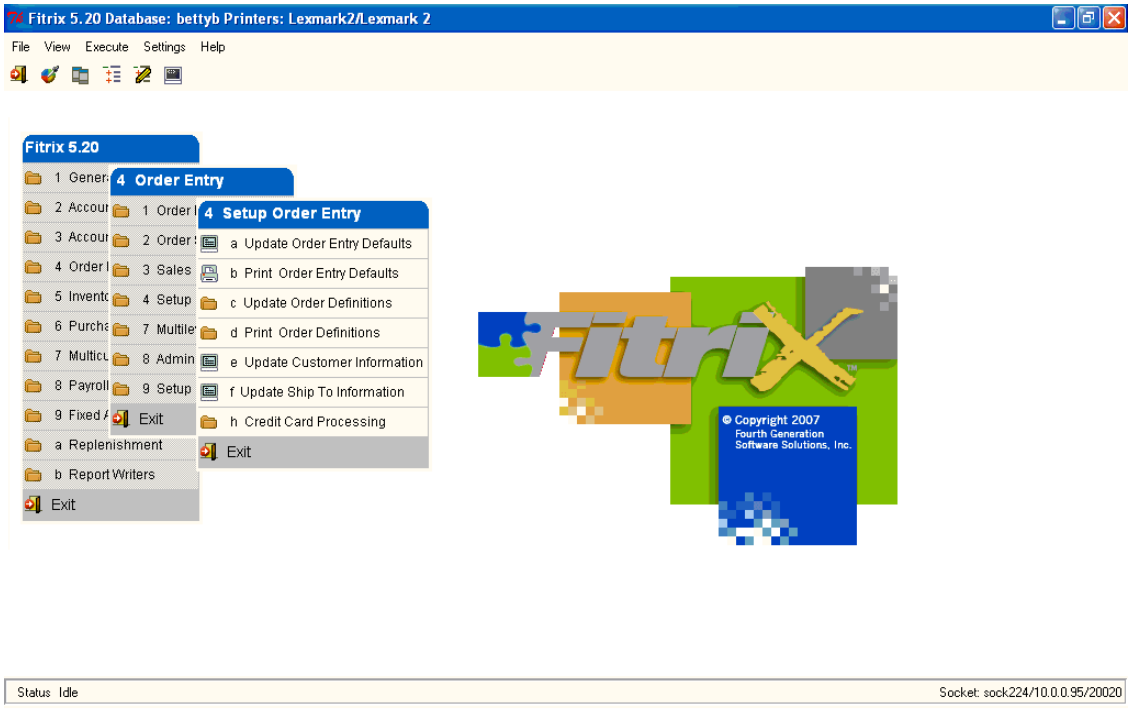
4

Setup Order Entry

This chapter covers the option, screens, fields, and print options you use to set up the Order Entry module. It is assumed that if you are reading this chapter for setup reference, you have already done the basic Company setup that is required before you can set up any Fitrix module. For a more complete discussion of the Company setup, see *Getting Started with Fitrix.*

Setup Order Entry Menu

This menu provides options for setting up your Order Entry reference and default information.



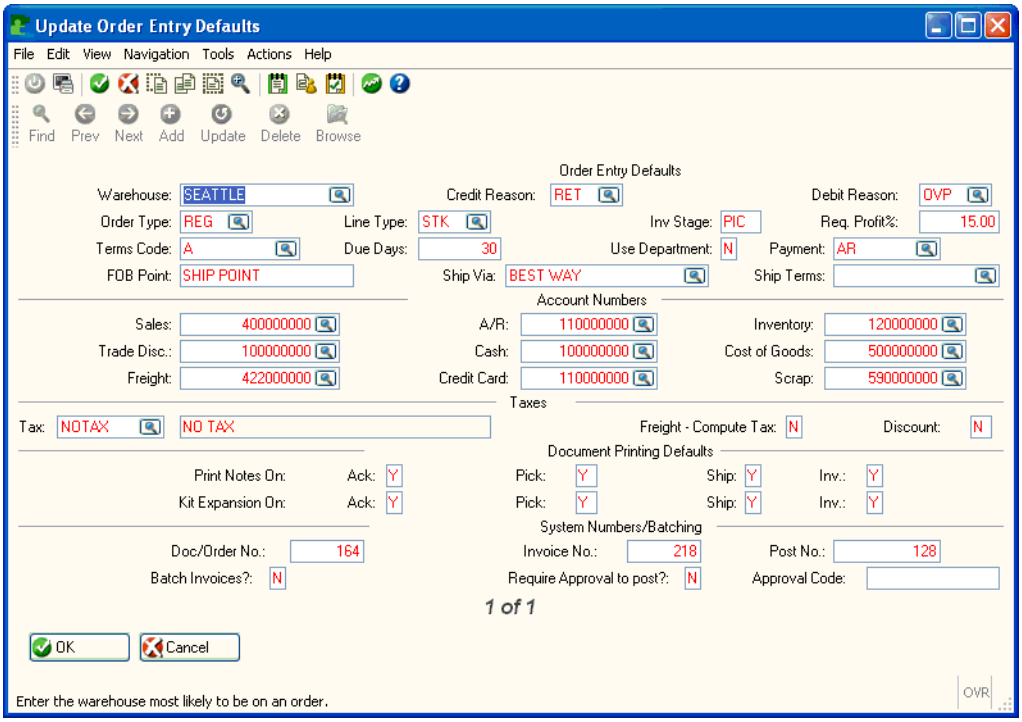
The Order Entry Setup Menu provides options for updating and printing order entry defaults, and updating customer and ship-to information. Submenus accessed through options c and d allow you to update and print a number of system definitions such as warehouse codes, tax definitions, order types, discount definitions, and payment methods.

The "Update" menu options are used to setup and maintain reference tables. Reference tables store information that the system regularly uses, which is then accessed by using the reference code.

Update Order Entry Defaults

This menu option allows you to setup default values for the Order Entry system, default values that are used throughout the Order Entry system, rather than those associated with a particular customer, warehouse, or other specific reference information. Many of the default entries on this screen are codes you set up in reference files using the other menu options on the Setup Order Entry menu, below Update Order Entry Defaults, so you want to set up the necessary reference files and information before you set up the defaults file. For example, before you can enter a default warehouse code, it must have been defined via Update Warehouse Definitions.

The Order Entry Defaults form:



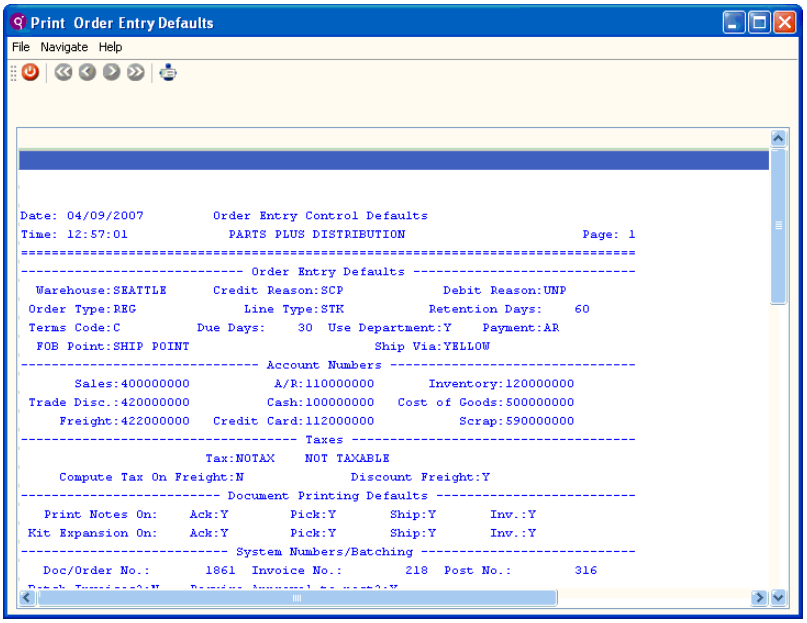
When you enter orders and other transactions, the system automatically assigns default values to some of the information fields. The default values may come from a number of different places, depending on the type of data. By automatically filling fields with default data the system saves the user from having to enter information for each transaction. You can overwrite most default values by simply entering the desired value.

The data in the Order Entry Defaults screen is unique to each company's database. Notice that the Order Entry Defaults screen contains only one document (the screen displays (1 of 1) at the bottom of the screen). Therefore, the commands on the command prompt are disabled, with the exception of Update and Quit. For example, you cannot Use Find because there is only one document to find and it shows up automatically.

Note

If your system is setup to run more than one company, you must enter defaults for each company.

The Order Entry Defaults serve contains the following fields:



1. Warehouse

This field allows you to define a default warehouse location for orders entered in the system.

- Zoom to select from the current list of defined warehouse codes

2. Credit Reason

The Credit Reason field provides a default explanation for credit memos. When entering a credit memo, you have the opportunity to enter a code that explains why the credit memo is being created.

- Zoom to select from a list of currently defined credit reason codes.

3. Debit Reason

The Debit Reason field provides a default explanation for debit memos. When entering a debit memo, you are given the opportunity to enter a code explaining why the debit memo is being created.

- Zoom to select from a list of currently defined debit reason codes.

4. Order Type

When entering a new order, this field provides a default for the Type field on the Customer Order. The code must have previously been setup through the Update Order Type Definitions option on the Update Order Definitions Sub-menu.

- Zoom to select from currently defined order types.

5. Line Type

This field stores the default for the Typ column in the detail section on the Customer Order. The code entered here must have previously been setup through the Update Line Type Definitions option on the Update Order Definitions submenu.

- Zoom to select from currently defined line types.

6. Inv Stage

This value determines what order lines are ready to be invoiced by the Create Automatic Invoice program.

- If you print picking tickets and then want to invoice, set this value to ORD.
- If you use the Update Picked Quantities program and then invoice, set this value to PIC.
- If you use the Update Shipped Quantities program and then invoice, set this value to SHP.

7. Req Profit %

This is the required profit percent your company requires on all items sold. If a user enters a price on an order and the profit percent is below this value, they will receive a warning message. You can also set up a different required profit percent at the item code level. Entry in the field is not mandatory.

8. Terms Code

This value is not functional. Due Date is calculated based upon the terms code.

9. Due Days

This value is not functional. Due date is calculated based on the payment terms code.

10. Use Department

You enter Y or N in this field to determine whether or not you want to use department numbers when posting to revenue and expense accounts, and when posting to asset and liability accounts. To use this feature, department codes must have been set up in the Company file. The Company file is maintained with the Update Customer Information option on the Setup Company Menu.

11. Payment

The Payment field provides a default payment method for customer orders. The Payment Method file is maintained with the Update Payment Type option on the Update Order Definitions Menu.

- Zoom is available to select from currently defined payment methods.

12. FOB Point

Use this field to enter the default free on-board point for freight; that is, the point at which the buyer assumes ownership and liability for items on an order. Zoom is available.

13. Shipping Terms

This field stores the default Shipping Terms used for customers that do not have specific shipping terms set up at either the ship-to code level or customer code level. The code entered here must have previously been set up through the Update Ship Code/ UPS Services Program. Zoom is available.

14. Sales

The Sales account is your general sales income account. If Inventory Control is installed, the sales account from the Fitrix Inventory Control Defaults file is used, rather than the account entered here.

15. A/R

This field stores the default Accounts Receivable account used on orders for customers that do not have a specific A/R account in their Customer file.

16. Inventory

This field is used only if you are also using the Inventory Control module. It stores the default inventory (asset) account that is decreased when you sell inventory items.

17. Trade Disc.

This field stores the default account number used during order entry for posting trade discounts allowed to customers.

18. Cash

This field records the default account used for posting orders that are paid in cash.

19. Cost of Goods

This field is used only if you are also using the Inventory Control module. It records the default Cost of Goods Sold account that is increased when you sell items.

20. Freight

This field contains the default freight sales account used for posting freight charged to a customer.

21. Credit Card

This field stores the default account used for posting orders that are paid by credit card. Typically this is the same as the cash account.

22. Scrap

This is the default account increased when inventory items are damaged and cannot be re-sold. It is either a contra-asset or a cost of goods account.

The Taxes section contains the following fields:

23. Tax

You enter the default tax group code that you set up in Multilevel tax.

24. Compute Tax On Freight

This setting defines a default for whether or not to compute sales tax on freight charges. This field accepts a value of "Y" (yes, calculate sales tax) or "N" (no, do not calculate sales tax). The default is "Y".

25. Discount Freight

This entry is the default value for whether or not trade discounts are applied to freight charges. This field accepts a value of "Y" (yes, calculate a discount) or "N" (no, do not calculate a discount). The default is "Y".

The Document Printing Defaults section contains fields that control where you want the various order entry notes and kit expansions to print.

26. Print Notes On

In each of the four fields, you can enter "Y" or "N" to indicate whether order notes entered, when entering an order, should be printed on the order acknowledgement, picking ticket, shipping manifest, or invoice when entering an order.

27. Kit Expansion On

In each of the four fields, you can enter Y or N to indicate whether the "expanded" version of any kits ordered should appear on the order acknowledgement, picking ticket, shipping manifest, or invoice.

The System Numbers section of the screen contains values that are used by the system to automatically number reports and transactions. Although the system maintains the numbers, incrementing each by 1 whenever it is used, you can modify the values to change the starting numbers.

1. **Doc/Order No**.

   This field stores the last "document number" assigned to an order. Document numbers are used by the system as a unique key to identify transactions. The number is assigned when you enter and save an order and may not be changed. The document number should not be confused with the Order Number, which is an optional number assigned by you to identify the order. If you do not assign an order number, the system uses the document number as the default order number.

   If you intend to use the automatically assigned order numbers, you should set the value to the number preceding the first number you want: for example, if you want the first order to be numbered 2000, enter a value of 1999. If you do not intend to use the document numbers as order numbers, it is best to set this field to 0.

2. Invoice No.

The Invoice No. field is used to assign the starting document number to invoices. The value in this field is used only if the Fitrix Accounts Receivable package is NOT installed. If A/R is installed on your system, the first invoice number is retrieved from A/R, and is set to 1000 in the system. See your system administrator if you want to change the beginning A/R document (invoice) number.

Like the order document number, the invoice document number is assigned as the Invoice Number if you enter nothing in the optional Invoice number field. Invoice document numbers are assigned when you print invoices. You may specify Invoice numbers when you create the invoice and also when you print the invoice.

Note

It is possible to change any of the System Numbers at any time. However, to maintain the integrity of your audit trail information, you must not change the Document/Order No. after you have entered orders, nor the Invoice No. after you have printed invoices.

3. Post No.:

This field is used to number posting reports created by the Post Order Entry Documents option of the Order Maintenance Menu. These numbers help you to track and organize the posting reports. The starting number is usually set to 0 at setup time.

Batch Processing

1. **Batch Invoices:**

   Enter “Y” in this field if Order Entry invoices should be processed in batch by User ID.

2. **Require Approval To post?**

   Enter “Y” if Order Entry batches require management approval to post.

3. **Approval Code:**

   If approval is required, enter an approval code. This value will not be visible. This is the approval code the manager will need to enter.

See the section on Batch Processing in the Getting Started with Fitrix manual for more information on batch processing.

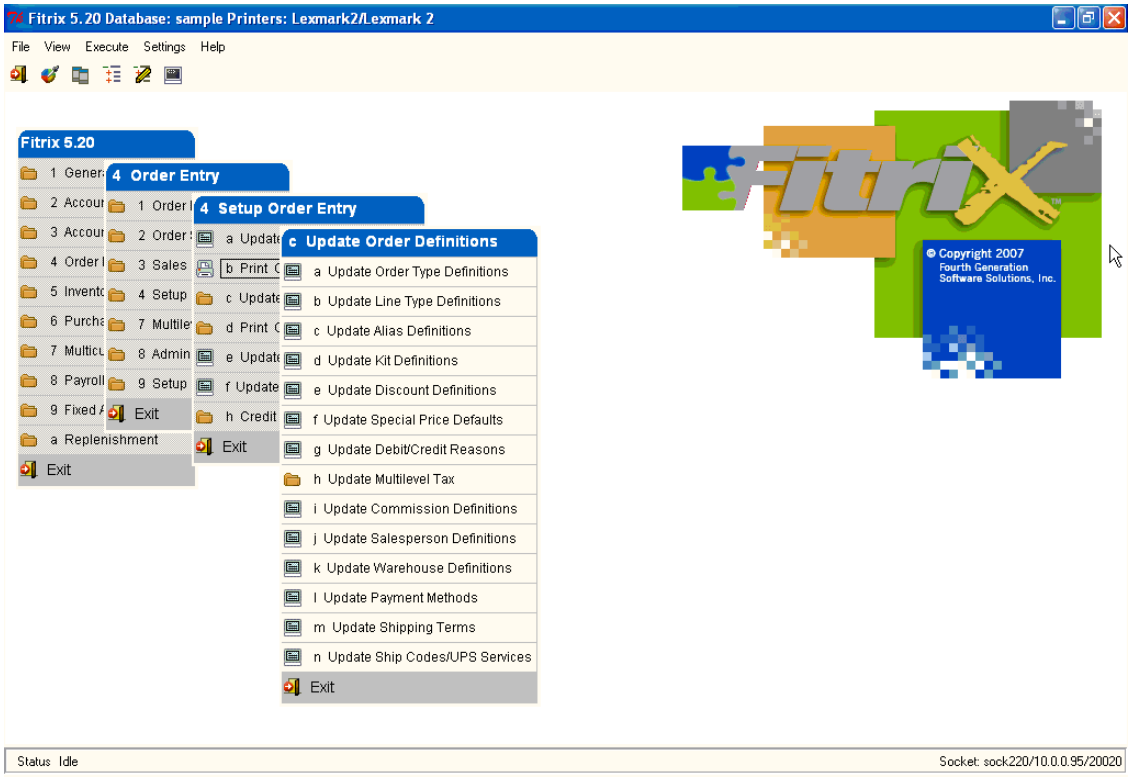
Print Order Entry Defaults

After you set up your defaults via Update Order Entry Defaults, you can use this print program to print a copy of the default settings.

Update Order Definitions

This menu option leads to the Update Order Definitions submenu. The options on this submenu allow you to setup, define, and update special codes, definitions, and defaults that are used on a regular basis when entering orders.

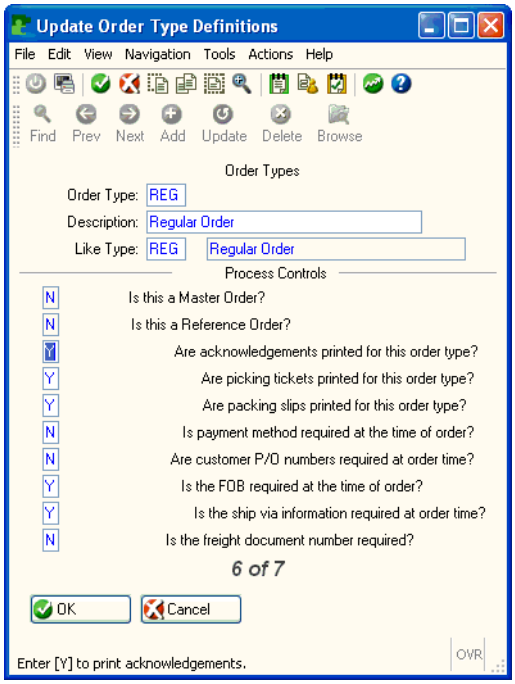
The Update Order Definitions Sub-Menu:



You use the options on this submenu to set up and maintain most of the definitions and reference information. Most of this information is set up when you initially install O/E, but as your business grows and changes you will periodically add new information and update existing information via the options on this menu.

Update Order Type Definitions

This menu option is used to setup and maintain the Order Types information. You can setup new order type definitions based on the order types previously defined by the system (like types). You can define any number of new order types to meet the needs of your company by setting unique combinations of process controls for each new order type, which controls how the order type controls the order.



The Order Types screen contains the following fields:

1. **Order Type**

   This field stores a unique three-character order type code.

2. **Description**

   You enter a description of this order type (up to 30 characters) in this field.

3. **Like Type**

   The Order Entry programs recognize several order types. Every new order type must be "like" one of these recognized types. Several types have alternate codes—you can use either one, according to your inhouse convention. Order Entry recognizes the following types:

   - REG–regular order
   - CRM–credit memo
   - DBM–debit memo
   - QUO: quotation
   - DIR: direct or drop shipment from vendor

4. **Is this a Master Order?**

   This is a no entry field as this functionality is not currently available.

5. **Is this a Reference Order?**

   This no entry field hold as "Y" if the order type is a reference order, and and "N" if it is not. A reference order cannot advance beyond the "NEW" stage. Because the order lines cannot advance, picking lists won't be printed, items won't be shipped, and nothing can be invoiced. You can change a reference order to one of the regular order types at any time.

6. **Are Acknowledgements printed for this order type?**

   In this field, indicate whether or not you want it required to print an acknowledgement for this order type. You can enter either "Y" or "N".

7. **Are picking tickets printed for this order type?**

   Enter "Y" if you want picking tickets to be printed for this order type and "N" if they should not.

8. **Are packing slips printed for this order type?**

   Enter "Y" if packing slips should be printed for this order type; enter "N" if packing slips need not be printed.

9. **Is payment method required at the time of order?**

   This value is not currently used by any program.

10. **Are customer P/O numbers required at order time?**

    Indicate, by entering either "Y" or "N", if customer purchase order numbers are required at the time of order entry.

11. **Is the FOB required at the time of order?**

    The entry in this field indicates whether or not the free on board point information is required at the time the order is taken.

12. **Is the ship via information required at order time?**

    Enter "Y" if the shipping carrier information is required at the time of order ; enter "N" if it is not required at the time of order.

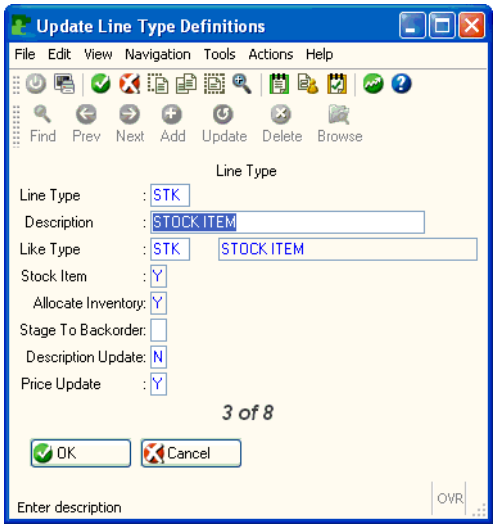
13. **Is the freight document number required?**

    This value is not currently used by any program.

Update Line Type Definitions

Update Line Type Definitions (option 4-c-b) allows you to setup line type definitions based on types already defined by the system. Line types are used to describe the individual line item types within an order. For example, whether the item is a stock or non-stock item.

The Line Item Type screen:



Similar to the order type definitions, any new line type definitions must be "like" one of the predefined system line types. You can define any number of new line types to meet the needs of your company.

The Line Type screen contains the following fields:

1. **Line Type**

   This three-character field stores the identifying code for the line type.

2. **Description**

   You can enter a short description (up to 30 characters) for this line type. If necessary, you can enter a longer description of the specifics of this line type as notes keyed to this line type.

3. **Like Type**

   Because the Order Entry program recognizes a number of line types, every new line type must be "like" one of the pre-defined types. The pre-defined line types are as follows:

   - **STK –** stock items are the items you stock in inventory. When you enter a STK line type, you are telling the program to commit items for this order. This does not actually reduce the amount of inventory, it just reduces the amount available for sale on subsequent orders for these items. The amount on hand is not reduced until the order is shipped and posted.
   - **NON –** nonstock items are not part of your stocked inventory but are items you can readily order from your vendors. When you use this line type , the item will go on backorder. If you have Purchasing installed, a requisition can be created for backordered items which in turn will create a vendor purchase order.
   - **STN –** stock treated as nonstock are items that you stock in your inventory, but you want to ship them directly from your vendor rather than pick from your inventory.
   - **SUR –** surplus items are treated like STK except that the usage history is not recorded. Usage history is used to calculate usage rates for inventory replenishment and surplus items are generally discounted so the stock will move quickly. You therefore do not want the purchasing department looking at usage rates based on sales history for surplus items because they may think they need to buy more.

- **FOU –** found items are available for sale but are not in your inventory. These can include office furniture, computers, or anything you want to sell that isn't kept in inventory. Found items are treated as nonstock but do not create backorders.
- **DRN –** direct ship nonstock are treated like nonstock items except that a purchase order will be automatically created to your preferred vendor since these items will ship from the vendor.
- **DRS -** direct ship stock are treated like stock items except that a purchase order will be automatically created to your preferred vendor since these items will ship from the vendor.
- **KIT**- kit line type is entered with a kit code that expands to show all the line items that make up the kit. This line type is not a defined line type in this screen program.
- **CAN –** cancel is used to cancel the order line or part of the line. Any inventory allocated is de-allocated. You cannot cancel a line item once it has reached the SHP stage. This line type is not a defined line type in this screen program.

4. Stock Item

This nonentry field contains a Y if the item number is compared to the inventory file to see if this item is in stock; N if the inventory is not referenced.

5. Allocate Inventory

This nonentry field contains a Y if the stock items are committed; N if the stock is not committed.

6. Stage To Backorder

Enter Y in this field if you want this line type to go to backorder stage [BKO]. This is for nonstock and stock treated as nonstock liketypes; N if you don't want this line type to go to [BKO].

7. Description Update

Enter Y in this field if you want it to be okay to update the item description for an item of this line type; N if you don't want the description changed.

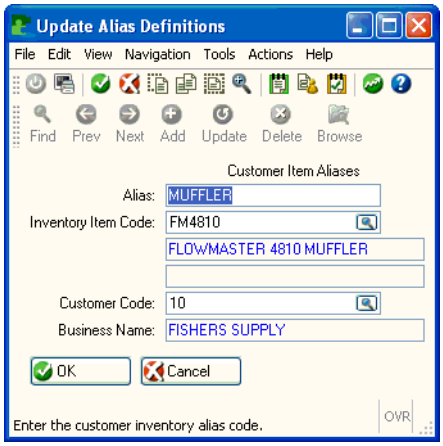
8. Price Update

Use this field to indicate whether or not the user should be allowed to override the unit price when entering an order. Enter Y if the user should be able to override the unit price; enter N if the user should not be allowed to override the unit price.

Update Alias Definitions

This menu option enables you to setup and maintain the Alias file were you assign the customer's inventory codes to your own inhouse codes. This way customers can order items based on their own inventory codes and you can stock and ship items using your inhouse codes.

The Inventory Item Alias screen:



With aliases, you can enter the customer's item code in the Item Code column in the detail section of the Customer Order . The customer's code is then displayed in the Alias field at the bottom of the screen, and will print on all shipping documents and invoices.

The Inventory Item Alias screen contains the following fields:

1. **Alias**

   Use this twenty-character field to record the customer's inventory item code. This is the code the customer uses to order an item, based on his or her inventory system.

2. **Inventory Item Code**

   This twenty-character field stores the inventory item code your company uses in-house when customer orders are entered.

   - Zoom is available to select inventory item code.

3. **Inventory Item Description**

   Once you enter a valid inventory item code, its description is displayed on the two lines beneath the code. This description allows you to verify that you have entered the correct item code.

4. **Customer Code**

   This twenty-character field stores the code for the customer for whom you are setting up the alias code.

   - Zoom to select from currently defined customers.

Note

If you leave the customer code blank, this is a global alias meaning you can use it when entering all orders regardless of the customer code used for the order.

5. **Business Name**

   Once you enter a valid customer code, the business name for that customer comes up in this field.

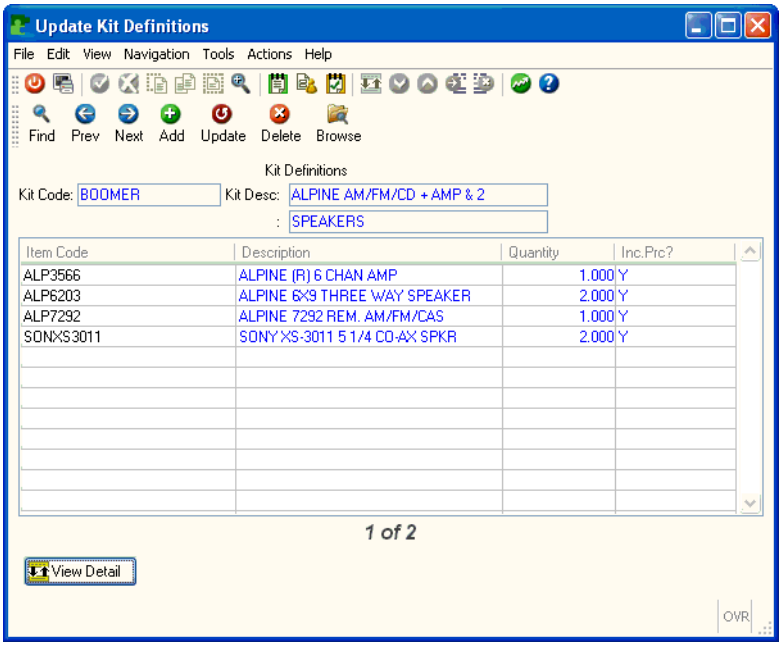
Note

This is a global alias if you leave the customer code blank. This means you can use the alias when entering all orders, regardless of the customer code used for the order.

Update Kit Definitions

Through this menu option, you setup and maintain the Kit Definitions information. Kitting allows you to group any number of inventory items that are commonly sold together under a single kit code.

The Kit Definitions screen:



You can use kit codes when entering customer orders. In the detail section of the screen, you enter KIT as the line type in the Typ column and then enter the Kit Code in the Item Code column. The kit item code "explodes" and all items in the kit are displayed in the detail section of the Customer Order. Each line type changes to STK, and the system tracks the individual items.

Depending on the entries in the Order Entry Defaults table, the kit will be expanded and all kit items displayed (or not) on acknowledgements, picking tickets, packing slips, and invoices.

The Kit Definitions screen contains the following fields:

1. **Kit Code**

   This field stores the unique code (up to 15 characters) that you assignto identify the kit.

2. **Kit Desc**

   Two 30-character fields allow you to enter a brief description of the kit.

3. Item Code

Use this column to enter the inventory item code for each item you want to include in the kit.

- Zoom to select an item code.

4. Description

When you enter a valid item code, the description displays next to it. These are descriptions entered in Inventory Control.

5. Quantity

This column stores the quantity of this line item that you want included in this kit.

6. Price

Enter "Y" if the line item's price should be included in the price of the kit; enter "N" if $0.00 should be used as the line item's price in the kit. This offers flexibility in kit pricing. For example, you might sell both tires and wheel rims individually, as well as the "kit" consisting of a tire and rim sold together. When the rim is sold as part of the kit, you could enter "N" in the Price column for the rim; in effect, you would sell the tire at the regular price and include the rim "free of charge."

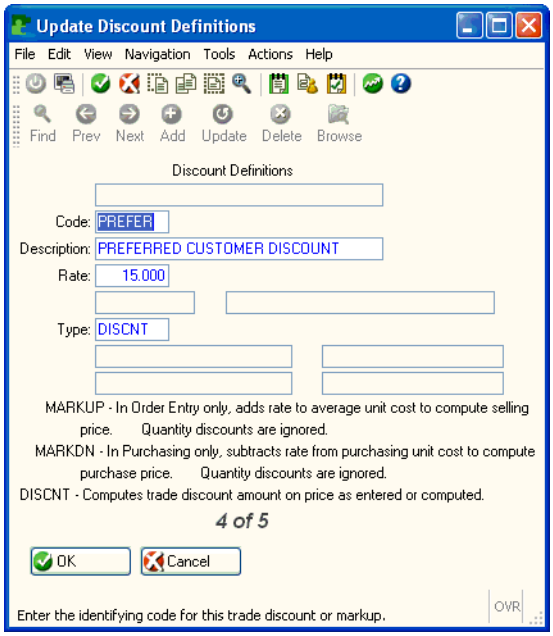
Update Discount Definitions

This menu option is used to enter and update codes used to calculate selling price of an item.

These discount codes are used as follows:

- If you insert the discount code in the customer record or the customer's ship-to record, this discount will apply to all items on the order that have the "Subject To Trade Discount" field set to "Y". For example, if the order is for $1,000.00 and the customer record has a 5% discount code, the net order will be for $950.00
- You can also use the discount codes as a customer class in the Special Pricing program. This effectively groups a class of customers together so that they receive special pricing based on their class. For example, you can set up a discount code with a zero rate, use this code as a customer class in the Special Pricing program, and assign specific prices to specific items that customers with this class code in their customer or ship-to record will receive.

The Discount Definitions screen:



The Discount Definitions screen contains the following fields:

1. **Code**

   This is the unique discount code, which can be up to six characters.

2. **Description**

   In this field you enter a brief description of the discount code.

3. **Rate**

   This is the percentage rate applied to your list price to determine selling price or trade discount. How that percentage is applied depends on the entry in the Type field described below. The rate entered represents a direct percentage, i.e., 5.00 indicates five percent.

   If Fitrix Inventory Control is installed, and the item's "subject to trade discount" flag is set to "Y" the rate applied to the price of an inventory item, is set in the Item Warehouse Detail.

4. **Type**

   Enter the type of discount definition the code and its rate represent. The type determines how the discount is applied. The valid entries for this field are as follows:

   - **MARKUP**–the percentage associated with this code is applied to the purchase cost (stored in the Inventory file) to determine the amount to add to that cost to set a selling price for an item.
   - **MARKDN**- this type of discount is not currently used in order entry or purchasing.

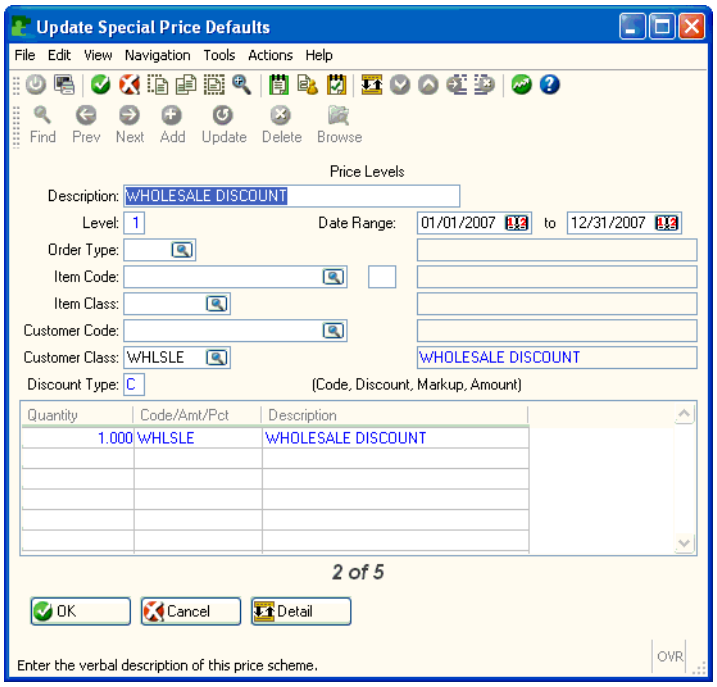
- **DISCNT**–this results in a discount being computed for all items on an order that are subject to trade discount (the Subject To Trade Discountfield in the Inventory file is set to Y or N for each item in each warehouse that stocks the item). This discount is computed based on the price of the item after any quantity discounts have been computed. (Quantity discounts may be setup in the Inventory file for each item in each warehouse that stocks the item).

Note

In the Order Entry Defaults screen, the entry in the Discount Freight field determines whether or not you calculate discounts on freight charges.

Update Special Price Defaults

Update Special Price Defaults enables you to setup and maintain the Special Price information, which is used to give special pricing on orders based on certain factors. This price overrides the inventory list price stored for an item in Inventory Control.



When entering an order, once you enter an item code, the system finds all pricing documents (records) that match any of the following factors related to the order:

1. order type
2. item code
3. item class
4. customer
5. customer class
6. date range criteria.

In addition, price level allows you to put in an "overriding" price record and date range allows you to specify the period during which the override is effective. The detail lines contain the quantity/price break information.

When the correct pricing document is selected, the order quantity is matched with a quantity found in the the price levels detail. Information displayed in the Price Levels detail changes depending on the entry in Discount Type.

The Price Levels screen contains the following fields:

1. Description

You can use this thirty-character field to enter a brief description of the pricing record.

2. Level

Arbitrary pricing levels 0-9. The system selects the record in the group with the highest level. If a pricing scheme has a low priority, assign it a lower number. If it has a high priority (ie: it should override other pricing matches), then it should be assigned a higher number.

Note

You can set up special pricing based on entries in any one of these fields or a combinatin of entries in these fields, e.g., regular order types only or a combination of regular order types and specific item code.

3. Order Type

Use this field to enter an order type code if you want a special pricing record based on order type.

- Zoom to select an order type.

4. Item Code

Use this field to store an item code if you want special pricing based on certain inventory items. If you are basing your special pricing on Item Class (i.e., the Item Class field is filled in) you would not want to use this field.

- Zoom to select an item code from inventory.

5. Item Class

Use this field to store an inventory class if you want special pricing based on item class (item class for an item is defined in Inventory Control). If you are basing this special pricing on item code (Item Code field is filled in), you would not want to use this field.

- Zoom to select an item class.

6. Customer Code

Enter a customer code if you are creating a special pricing record for a specific customer. You can use this field alone or in conjunction with the Item Code or Item Class fields. If you are basing your special pricing on customer class (Customer Class field is filled in), you would not want to use this field.

- Zoom to select a customer code.

7. Customer Class

Enter a customer class code for special pricing based on customer class. You can use it alone or in conjunction with the Item Code or Item Class fields. If you are basing this special pricing on customer code (Customer Code field is filled in), you would not want to use this field.

- Zoom to select an entry for this field.

Note

Customers are classified according to the entry made in the Discount field on the Customer Information screen (option 4-e). The entry in this Discount field is interpreted as the trade discount for the customer. The different customer "classes" are simply the groups of customers that receive the same trade discount defined in the Discounts table via Update Discount Definitions (option 4-c-e).

8. Discount Type

Enter the single-character code in this field that specifies the discount type for this special pricing record: if you enter C (code), you are prompted for a Discount code that relates a specified discount rate (one you set up in Update Discount Definitions), which the system validates and applies that discount rate; if you enter a D (discount), the system prompts you for a percentage rate that it will use as the discount rate (for a 5.5% discount, enter 5.5); if you enter an M (markup), the system prompts you to enter a percent of markup over cost; and if you enter an A (Amount), the system prompt for a straight dollar amount to enter as the discounted price.

9. Date Range

The dates you enter here (mm/dd/yy) indicate the beginning and ending dates for this special pricing.

10. Quantity

The system uses quantity level to determine which discount code should be used to compute the discount price. If the order quantity is greater than or equal to the quantity on the current detail line but less than the next higher level, the discount code from the current line is used to compute price.

11. Code/Percent

This column contains a code or percent (and the corresponding column label) related to the Discount Type field in the header portion of the form. If the Discount Type field contains a C, then the entry in this column contains a code. If the field contains a D, then this column contains a percent of discount that should be applied. If the field contains an M, then this column contains a percent of markup that should be applied. If the field contains an A, then this column contains an exact amount to discount for the specified quantity/price break.

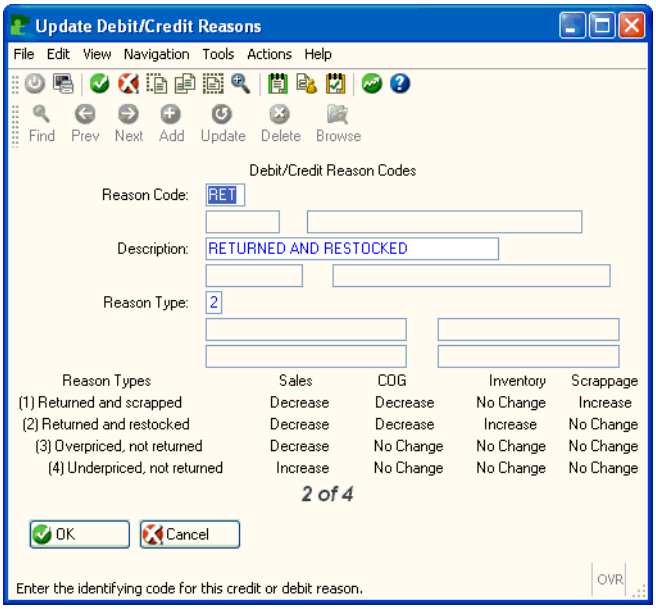
12. Description

This column displays a description of the discount code in the adjacent column if the discount type is specified as a code.

Update Debit/Credit Reasons

You apply Debit/Credit Reason codes when entering debit memos and credit memos. Each code represents a reason for issuing the debit or credit, and a scheme for posting to general ledger accounts.

The Debit/Credit Reason Codes screen:



The Debit/Credit Reason screen contains the following fields:

1. **Reason Code**

   In this field you enter a unique three-character code that identifies this document. When you enter a credit or debit memo you enter a reason code (or accept the default code as setup on the Order Entry Defaults screen) to provide an explanation for why you entering a credit or debit memo. For example, you might enter a reason code RET with the description "returned and restocked."

2. **Description**

   This field contains a description of the reason. This description displays on the printed memo forms, on the listing reports, and on the posting reports.

3. **Reason Type**

   This field controls the activity posted by the transaction to the general ledger accounts and, if Fitrix Inventory Control is installed on your system, to the on hand Inventory. The field accepts a number between 1 and 4. The lines below the field explain the effects of the available types on ledger accounts.

The four ledger accounts that may be affected are:

- **Sales**–This income account is increased by orders, and therefore decreased by credit memos. Debit memos resulting from undercharge to customers increases the sales account.

- **Cost of Goods Sold (COG)**–This account represents your cost for inventory items sold to your customers. It is decreased when a customer returns an item.
- **Inventory**–This is the current assets account that represents the value of the goods in stock. It is increased if an item is returned by a customer and put back into the physical inventory. If the Inventory Control package is installed on your system, this module also records an increase to physical inventory.
- **Scrappage**–This account represents your cost for items that are scrapped. It is increased when a customer returns an item that is damaged and cannot be returned to your inventory.

You may add new Debit/Credit Reasons at any time.

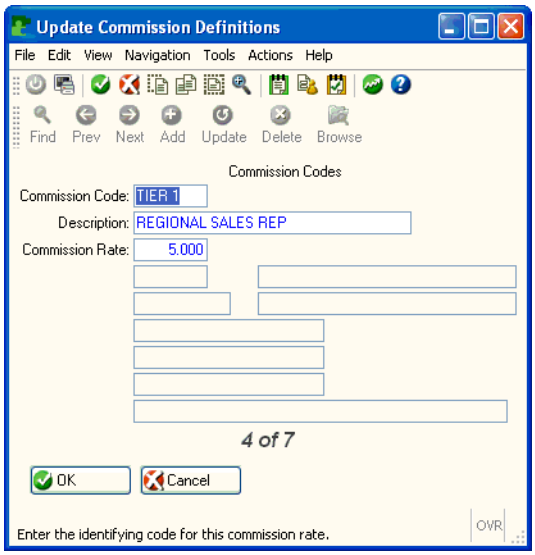
Update Tax Definitions

This menu option brings up the Multilevel Tax menu (option 7) from the Order Entry Main menu. See chapter 3 for the discussion of the options on this menu to set up and update multilevel tax capability.

Update Commission Definitions

Through this menu option, you setup and maintain the Commission information. Commission codes are used to associate commission rates with specific orders, customers, or salespersons. If you are also using Fitrix Inventory Control, you may also associate commissions with inventory items.

The Commission Codes screen:



Commission definitions are not required by the standard Order Entry system. However, if your company uses a commission structure, the programs may be modified to use commission codes specific to your needs.

The Commission Codes screen contains the following fields:

1. **Commission Code**

   This field stores the unique code you enter up to six characters.

2. **Description**

   In this field you enter a brief description of the commission code.

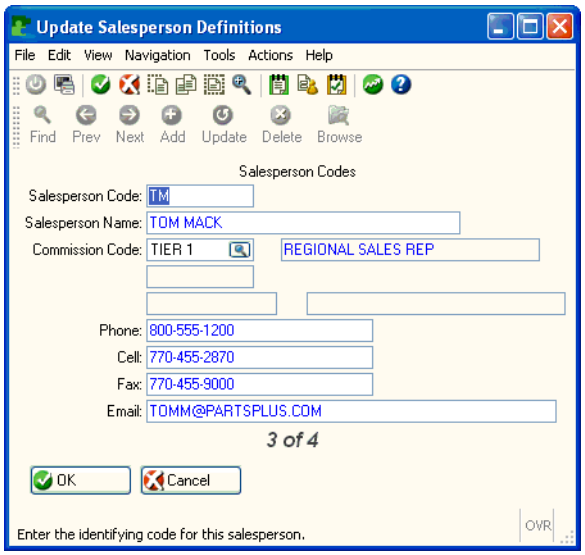
3. **Commission Rate**

   The commission rate is a percentage applied to an order to determine commissions. This rate is entered as a percentage; for example, 5.00 indicates five percent.

Update Salesperson Definitions

This menu option allows you to setup and maintain information on salespersons. Salesperson codes are used to track orders by salespeople.

The Salesperson Codes screen:



You can reference salesperson codes from a number of places. You may use the codes to associate salespeople and commissions with certain customers or with certain ship-to addresses for customers. When you do so, orders entered for that customer or shipping address default to the specified salesperson. This default salesperson can also be entered or changed manually while you are entering the order. Using the Salesperson Codes program, salesperson data may be added or modified at any time.

The Salesperson Code screen contains the following fields:

1. **Salesperson Code**

   This field stores a unique six-character, alphanumeric code, identifying the salesperson.

2. **Salesperson Name**

   You enter the name of the salesperson's name in this field.

3. **Commission Code**

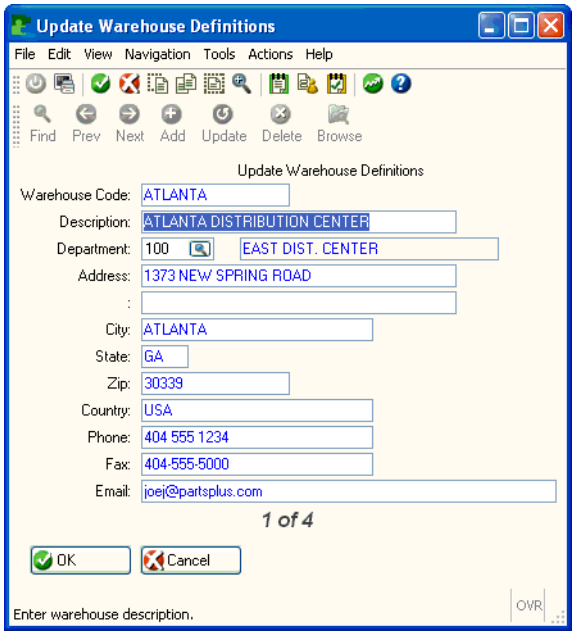
   This field stores one of the unique commission codes previously setup under Update Commission Definitions. Once a salesperson document is stored, the rate associated with this commission code is also associated with this salesperson.

4. **Commission Description**

   Once a valid commission code is entered, the description of that code displays next to it. This description is retrieved from the Commission table. The Commission table is maintained with the Update Commission Definitions option on the Update Order Definitions Menu.

Update Warehouse Definitions

You use this option to setup and maintain the Warehouse table which associates a code with a specific warehouse and information about that warehouse. When you select Update Warehouse Definitions (option 4-b), this screen displays:



Each warehouse document represents one of the locations from which your company receives and ships inventory items. You can also use separate warehouses to set different cost and price information for an item.

The Update Warehouse Definitions screen contains the following fields:

1. **Warehouse Code**

   This is a unique 10-character alphanumeric code that identifies the particular warehouse.

2. **Description**—warehouse description

   This alphanumeric field stores the description of the warehouse. It may be up to 30 characters in length.

3. **Department**—department code

   In this field you may specify a department code. If you use different departments or profit centers, you might use this field to indicate that transactions for items shipped to and from this warehouse should post to a certain department. You must have set up department codes in the Company file prior to use here. (See *Getting Started with Fitrix* for more details on department codes.)

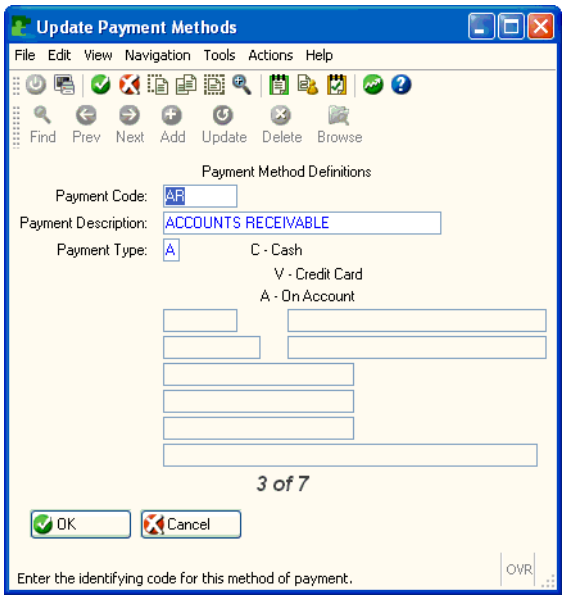
4. **Address and Phone Information**

   You can enter the address and phone number for the warehouse, which will appear on different reports.

Update Payment Methods

This option is used to setup and maintain codes for customer payment methods. You set up payment methods prior to entering the orders themselves. There are three broad catagories of payment methods: on account, cash or check, and credit card. The payment method codes entered for all orders indicate how the customers plan to settle their account.

The Payment Method Definitions screen:



When entering an order, the payment method defaults to the payment method stored in the Customer record. If there is not a payment method there, then the method entered in the Order Entry Defaults screen is used. You can override the payment method either before or after you have designated the customer for the order.

The Payment Method Definitions screen contains the following fields:

1. **Payment Code**

   This six-character code uniquely identifies the payment method.

2. **Payment Description**

   This thirty-character field stores the description for this payment method.

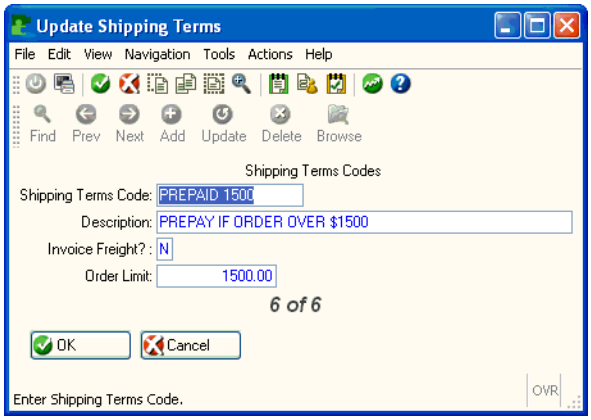
3. Payment Type

This field stores the one-character entry designating the way this type of payment will be made. All payment methods can be categorized into one of the following groups:

- **A**—On Account payment type is usually the default. It indicates that the customer will pay for the items through Accounts Receivable with the payment terms specified for the customer.
- **C**—Cash or Check; Invoices are required for this type, but they are printed as cash receipts rather than invoices.
- **V**—Credit Card; this payment type is actually a third party billing, in which the sell-to customer is the customer who placed the order, and the bill-to customer is the credit card company. The sell-to customer gets the numbers for sales analysis, but the credit card company (the bill-to customer) gets the bill and is shown on the A/R aging report.

Update Shipping Terms

The Shipping Terms field on the Update Order Entry Defaults screen holds the information for the default shipping term. If the shipping term at both the customer ship-to level and customer level are null the order entry program will default to this shipping term.



The UPS interface automatically adds a freight amount to the invoice if the shipping term entered during the order entry process is coded to add freight.

There are four basic shipping terms of sale.

- **Freight Collect** – buyer pays freight. No freight invoiced to buyer
- **Freight Prepaid**- seller pays freight. No freight invoiced to buyer.
- **Freight Prepaid And Add** – seller pays freight and invoices the buyer
- **COD** – seller invoices freight to buyer. UPS collects funds for merchandise and freight (entire invoice amount) and then remits funds to seller. The COD shipping term will be marked invoice freight ="Y" .

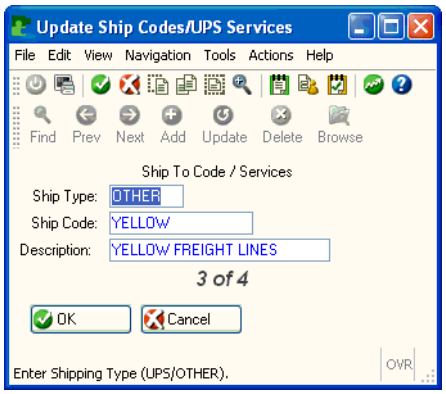
If the invoice freight flag for the shipping term used = "N", freight will not be added to the invoice by the UPS interface. Users can still add freight if they need to.

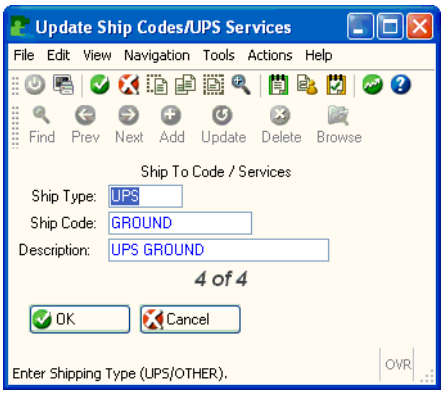
If the invoice freight flag for the shipping term used = "Y", and there was no freight added during order entry, the freight amount charged by UPS will be added to the invoice. Users can still change freight amount if they need to.

The order limit value works as follows. If the shipping terms code has an order limit not equal to null and the order total is greater than or equal to this limit, the shipping terms are automatically changed to PREPAID so the user (or the UPS interface if in use) knows that freight should not be added during invoicing. For example, the customer's default shipping terms are PREPAID 750 and the order limit is set to $750.00. What this means is that the seller will only prepay the freight if the total order amount is equal to or greater than $750.00. If the order total is >= $750.00, the order's shipping terms will automatically change from PREPAID 750 to PREPAID and no freight will be charged to the buyer.

Update Ship Codes/UPS Services

This program is used to add shipping codes for freight companies used by your business and also the various UPS services codes (ex- Ground, 2nd Day Air, etc.).



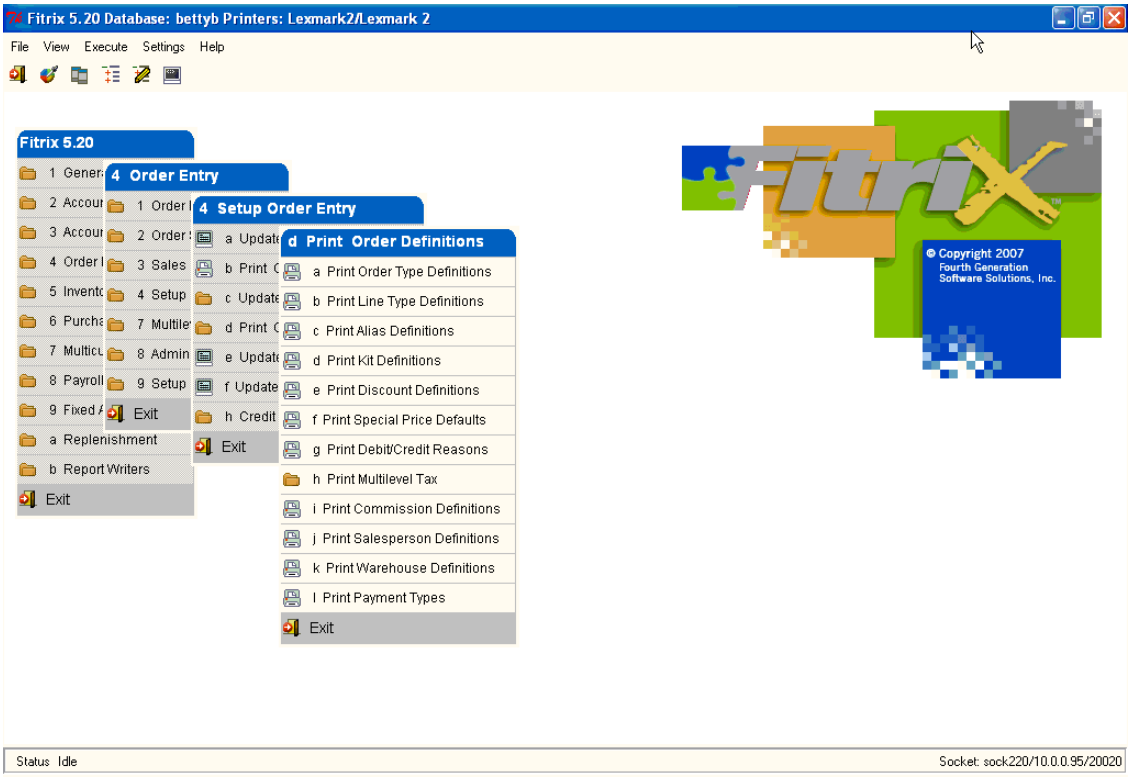


- **Ship Type** – enter UPS or OTHER for other freight carriers.
- **Ship Code**- enter the UPS service code or a code for other freight company. It is this code that will be used on all order entry documents. You can select from the list of ship codes when entering orders or it will default to the Ship Via code found in the Update Order Entry Defaults program.
- **Description** – enter description.

Print Order Definitions

This menu option leads to the Print Order Definitions Menu, which provides twelve additional menu options. The sub-menu options, labeled a through l, allow you to print reports for the special codes, definitions, and defaults that you setup and maintain through the Update Order Definitions Menu.

The Print Order Definitions submenu:

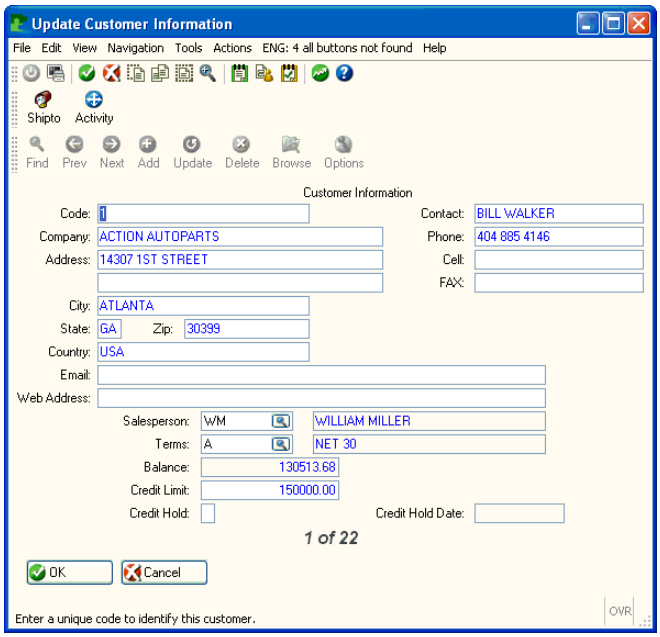


These print options produce hardcopies of the reference information you setup through the Update Order Definitions sub-menu (option 4c). Use these reports to check the accuracy of the reference information.

Update Customer Information

With this option, you maintain the Customer Information. For your convenience, this option may also be accessed from the Setup Receivables Menu. In addition, the Ship-To records can also be maintained with this menu option. There are three programs accessible with the Update Customer Information option. These programs are the Customer Information program, the Ship-To Address program, and the Customer Activity program. Each one of these programs is discussed in this section.

The Customer Information screen (OE module installed):



The Customer Information screen contains the following fields:

1. **Code**

   This is a twenty-character alphanumeric field that stores the code that uniquely identifies a customer. The system verifies that the entered code is unique.

2. **Company**

   This thirty-character alphanumeric field stores the customer's business name. This name appears on reports that list customer information, on invoices, and so on. This is a required field.

3. **Contact**

   This twenty-character alphanumeric field stores the name of the person who you normally contact when communicating with a customer.

4. **Phone**

   This is a twenty-character alphanumeric field used to record the phone number of your contact at a customer's site.

5. **Cell**

   The mobile contact number for the customer.

6. **Fax**

   The facsimile telephone number for the customer's AP department.

7. **Address**

   This thirty-character alphanumeric field stores the first line of a customer's billing street address. There is an additional twenty-character address field beside the labeled field that can be used for a suite number, an attention line, etc.

8. **C/S/Z**

   This row stores the billing city (twenty-character alphanumeric), state (two-character alphanumeric), and zip code (ten-character alphanumeric).

9. **Country**

   This field records the billing country (twenty-character alphanumeric).

10. **Email**

    This is email address for the customer contact.

11. **Web Address**

    This is the Internet URL for the customer.

12. **Sales Person**

    This is the salesperson code used for establishing sales types.Zoom is available for this option.

13. **Terms**

    This is the AR terms code. Zoom is available for this option.

14. **Balance**

    This system-maintained field displays the customer's current balance as of the last posting of receivable documents and cash receipts.

15. **Credit**

    This numeric field stores the customer's credit limit; that is, it stores the maximum amount of credit charges you wish to allow the customer.

16. **Credit Hold**

    Entering "Y" will prohibit users from entering any AR or OE documents.

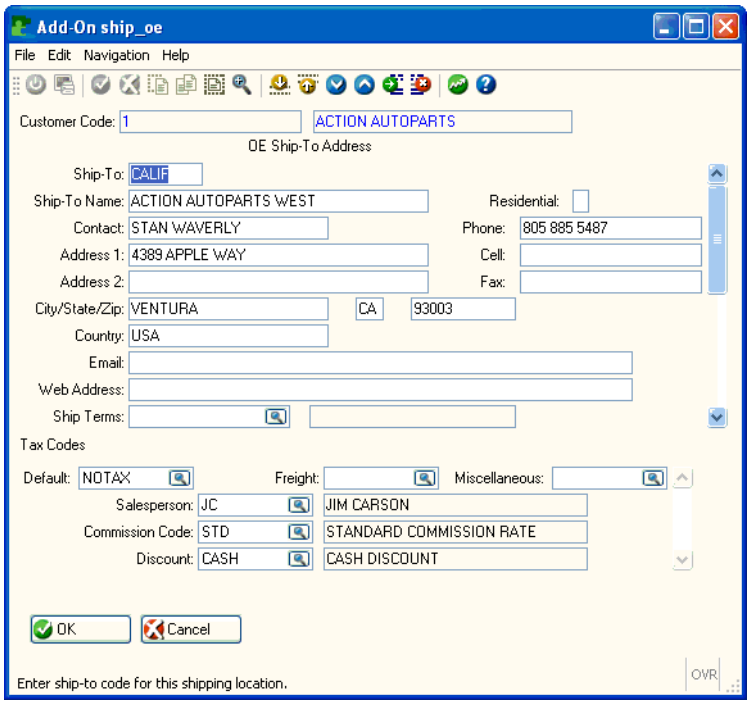
17. **Credit Hold Date**

    The date that the customer was placed in Hold status.

Customer Ship-Tos

By selecting the Options command, you can access both the Ship-To Address screens and the Customer Activity screen. With the Ship-To Address screen program, you maintain the Ship-To records. Ship-To records can also be maintained with the Update Customer Ship-To's program on the Setup Receivable Menu. The Ship-To screen program stores one or more shipping records for some or all of your customers.

The Ship-To Address screen:



The Ship-To Address screen contains one shipping address. Should there be more than one shipping address, the other shipping addresses are accessed by using the scroll bar, the up and down arrow icons, or keyboard arrow keys.

The following fields appear on the Ship-To Address form:

1. **Customer Code**

   This field displays the Customer Code and Business Name of the customer. This is a display only field.

2. **Ship-To**

   This is a six-character alphanumeric field used to record a customer's ship-to code. This code identifies a specific ship-to address for a customer; for a given customer each code must be unique. However, different customers can have identical Ship-To codes. If you enter the code **`SHIPTO`**, this shipping location is used as the default shipping location on the Receivable Invoice form of the Update Receivable Documents option of the Receivable Ledger Menu.

3. **Ship-To Name**

   This thirty-character alphanumeric field records the business name of the particular shipping location.

4. Taxable

Each ship-to location can be designated as taxable or non-taxable. This single-character alphanumeric field accepts a Y (yes) or N (no) value, or a valid multilevel tax code if using multilevel tax.

5. Contact

This twenty-character alphanumeric field is provided for the name of the person to contact at a ship-to location.

6. Phone

This is a twenty-character field used to record a phone number at the ship-to location.

7. Cell

This is a twenty-character field used to record the mobile telephone number for the customer contact.

8. Fax

This is a twenty-character field facsimile telephone number at the ship-to location.

9. Address1

A thirty-character alphanumeric field is provided to store the street address for a ship-to location.

10. Address2

This is a thirty-character alphanumeric field which can be used for suite information or any additional address information. This line is displayed directly beneath the Address1 line on an invoice.

11. City, State, Zip

This row stores the ship-to city (twenty-character alphanumeric), state (two-character alphanumeric), and zip code (ten-character alphanumeric).

12. Country

This twenty-character alphanumeric field records the country for a customer's ship-to address. If the shipping location is in the same country, it is recommended that you leave this field blank. This strategy avoids confusion by the postal service.

13. Email

This is email address for the customer contact.

14. Web Address

This is the Internet URL for the customer.

15. Ship Terms

These are the shipping terms that will print on the invoice. They must be previously setup using the Update Shipping Terms program found on the Update Order Definitions Menu in the Order Entry Module. Zoom is available.

16. Tax Codes

Used only when Multilevel Tax is active. The codes are as follows:

- Default - default tax code for merchandise
- Freight - default tax code to b echarged on freight.
- Miscellaneous - default tax code to be used on any miscellaneous charges.

Note that if these tax code fields are left blank, the tax code at the customer level will be used. If the tax code at the customer level is blank also, the default tax code found in the Update Receivable Defaults screen program is used.

17. Salesperson

This six-character alphanumeric field records the salesperson code identifying the primary salesperson for this customer. The Zoom function is available in this field. The system fills in a salesperson description to the right of this code (assuming a valid code has been entered).

18. Commission Code

This is an optional field that allows you to record a commission code associated with this customer. The Zoom function can be used to select a commission field. After the commission code is validated, the description displays.

19. Discount

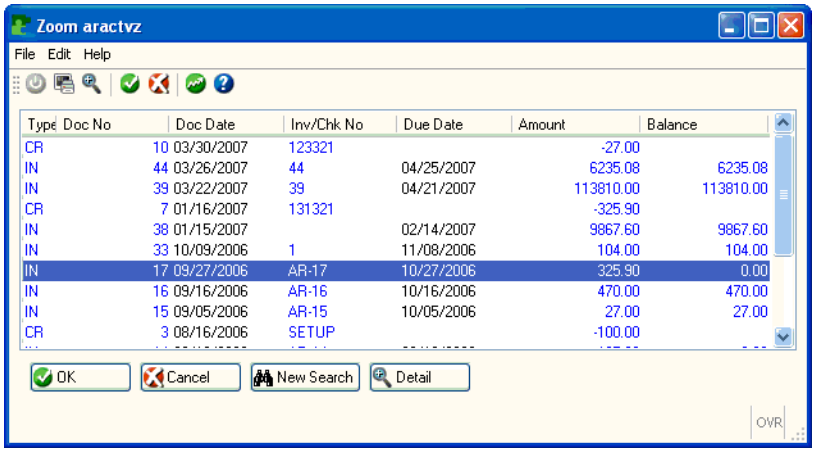
A six-character alphanumeric field stores a discount code if the customer is entitled to trade discounts. The Zoom function is available for this field to select a discount code. The system enters a description in the adjacent field after the code is validated.

20. Residential

If the UPS interface is in use and this is a residential Ship-To location, set this value to "Y". This information will be passed to the UPS World Ship software.

Customer Activity

The Customer Activity screen:



The Customer Activity screen shows any recent payments and outstanding invoices. They are sorted so that the most recent open item appear on the top of the form. You can change the sort order by clicking the column headings. For example, if you wanted the activity to sort by oldest date instead of most recent click the Doc Date heading.

You can also use the scroll bar and the function keys to move down through this list if there are more outstanding invoices than appear on the screen. In addition, you can view the details about an invoice by clicking the Detail button when the cursor is on an invoice line. The fields on the Customer Activity screen are display only.

The following is a description of the columns on this form:

1. **Type**

   This column displays the type of item that is displayed on the line. IN means that this line is an invoice. CD means that the information on this line pertains to a cash disbursement. CM means that the line pertains to a credit memo. DM means that the line pertains to a debit memo. CR means that this line is a cash receipt. FC means that the line pertains to a finance charge.

2. **Doc.No.**

   This column displays the document number of the item. Document numbers are assigned during posting and are used to track the document. The document number for a cash receipt, credit memo, and debit memo is the document number of the invoice to which the transaction applies.

3. **Doc.Date**

   This column displays the date that the document was entered.

4. **Inv/Chk No.**

   This ten character column stores the invoice number or check number associated with the document. If the activity is an invoice, the column displays a invoice number; if the activity is a cash receipt, the column displays a check number. You can use the Zoom feature to view all of the transactions associated with a particular record.

5. **Due Date**

   This is the date that an invoice is due. It is calculated from the billing terms for the customer and the Invoice Date.

6. **Amount**

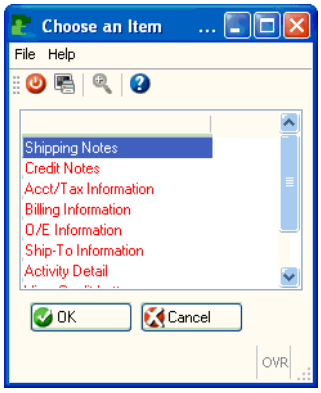
   This is the original amount of the invoice, payment, credit memo, or debit memo.

7. **Balance**

   This is the balance still due on an invoice.

Zooming To Additional Customer Information

Clicking Zoom while update mode the following window displays:

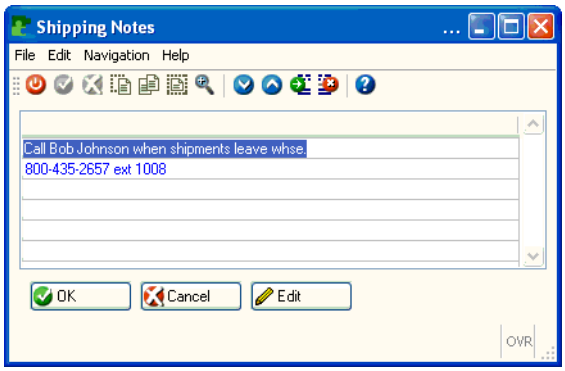


The following options are available.

- **Shipping Notes**:

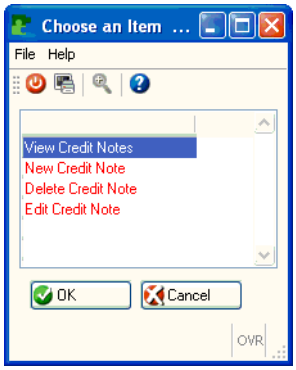
  The notes entered here are for special shipping instructions that relate to this specific customer.

  The notes entered here will display when entering orders. When these notes display the user has the option of changing the notes and will then be prompted "Store These Shipping Notes (Y/N). The default is Y and these notes will then print on the picking ticket and packing list. Any changes made to the notes in order entry will not change the default notes stored with the customer record.



- **Credit Notes**:

  These notes are used to store information pertaining to credit/collection activities.

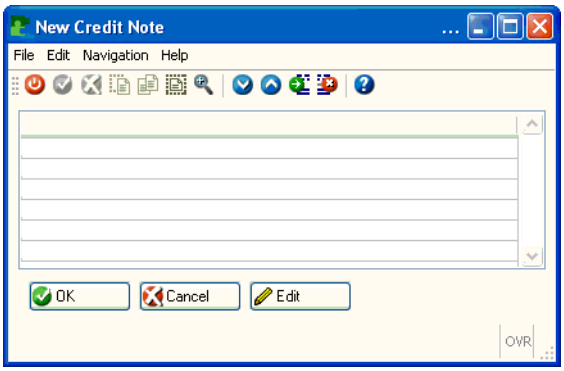


- **View Credit Notes:**

  This option allows user to view all credit notes.

- **New Credit Note:**

  This option allows user to enter a new credit note. The note, date entered, and the login ID of the user that entered the note will be stored.



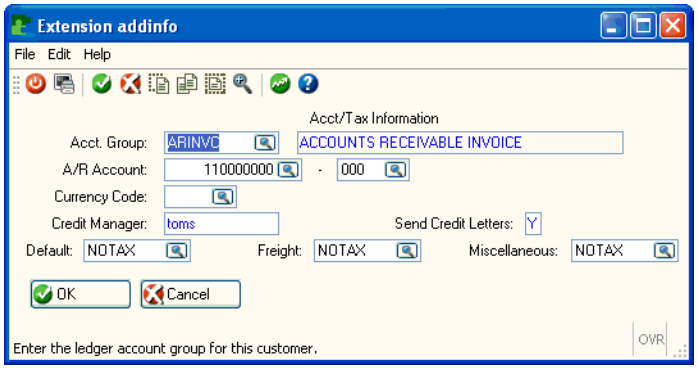
- **Delete Credit Notes:**

  This option will display a list of user ids and dates of all existing credit notes and user has option of deleting any item on the list by double clicking on the item and then answering Y to the prompt "Would You Like To Delete?".

- **Edit Credit Notes**

  This option will display a list of user ids and dates of all existing credit notes and user has option of editing any item on the list by double clicking on the item.

- **Acct/Tax Information:**



- **Acct Grp.:**

  This six-character alphanumeric field stores a default account group for a customer. This entry may be overridden on the Receivable Documents screen displayed under the Update Receivable Documents option. Account groups expedite data entry by displaying a list of accounts that the user can choose from when entering transactions. The user can enter an account group and therefore, does not have to remember specific ledger account numbers. Account groups entered must have been previously using the Update Account Groups program. You can use the Zoom function to select an account group. After you have entered a valid account group, its description appears next to it. The description is automatically retrieved from the Account Groups file.

- **A/R Account:**

  This integer field specifies an Accounts Receivable account number to use for transactions involving this customer. Enter a value here if the account number differs from your default Accounts Receivable account setup on the Accounts Receivable Defaults screen. If the field is left blank, the default setup on the Accounts Receivable Defaults screen is used for transactions involving this customer. This field allows you to set different receivable categories for customers.

- **Currency Code:**

  This 3-character alphanumeric field is the default currency code for the current customer record. It only applies if the Fitrix Multicurrency module is installed and you have specified a value for currency code when doing multi-currency setup.

- **Credit Manager:**

  The value entered here is the credit manager responsible for this customer and must be a valid login ID. This user id must also be set up in the security table for users (table name is stxsecur) so that the program can find the name associated with the id (See chapter on Security in the Getting Started With Fitrix manual).It is this name that prints on the collection letters sent to the customer.

- **Send Credit Letters:**

  This value defaults to "Y" which means a credit letter will be printed for this customer. If you do not wish to create creditletters for specific customer you must change this value to "N".

- **Default:**

  This is the default multilevel tax code for good sold in Update Receivable Documents and Update Customer Orders. If this field is left blank, the Invoice Default Tax Group found in Update Receivable Defaults will be used.

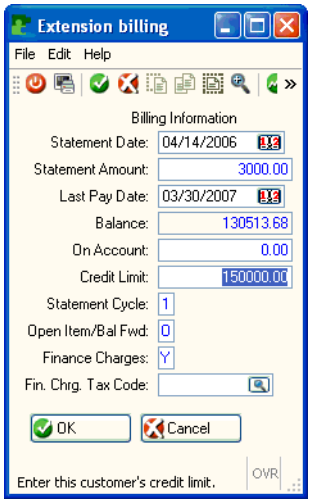
- **Freight:**

  This is the default multilevel tax code for freight charged in Update Receivable Documents and Update Customer Orders. If this field is left blank, the Freight Tax Group found in Update Receivable Defaults will be used.

- **Miscellaneous:**

  This is the default multilevel tax code for miscellaneous charges in Update Receivable Documents and Update Customer Orders. If this field is left blank, the Miscellaneous Tax Group found in Update Receivable Defaults will be used.

- **Billing Information:**



- **Statement Date:**

  This is a system-maintained field. It displays the date that a statement was most recently generated for a customer in the format “mm/dd/yyyy.” The field is updated at the time a statement is generated. During setup, an entry may be made in this field.

- **Statement Amount:**

  Again, this is a system-maintained field. It displays the total amount outstanding for a customer as of the last time a statement was generated for the customer. Information cannot be entered in this field after setup is complete.

- **Last Pay Date:**

This system-maintained field displays the most recent date that a cash receipt was received from a customer. It is updated by the system during the posting of cash receipt documents. The date is displayed in the format “mm/dd/yyyy.” During setup, an entry may be made in this field.

- **Balance:**

  This system-maintained field displays the customer’s current balance as of the last posting of receivable documents and cash receipts.

- **On Account:**

  During setup (prior to setting the Accounts Receivable Setup to complete on the Accounts Receivable Defaults screen) you can enter a value in this numeric field. A positive value represents an amount that the customer owes you. A negative amount represents a credit that you can apply to outstanding invoices (or memos).

  A similar On Account field appears on the Customer Open Items screen. During setup, you may enter an on account amount for a customer in either place. If you enter a value on the Customer Information screen, then enter a different value on the Customer Open Item screen, the on account amount becomes the value last entered for that customer.

- **Credit Limit:**

  This numeric field stores the customer’s credit limit; that is, it stores the maximum amount of credit charges you wish to allow the customer.

- **Statement Cycle:**

  This optional field stores a number that is referred to as the “statement cycle number.” When you generate customer statements, the program prompts for one or more statement cycle numbers. This allows you to generate statements for a particular class of customers. Setting up these statement cycle numbers and deciding on which categories to setup for customers is done at your discretion.

- **Open Item/Bal Fwd:**

  This single-character alphanumeric field accepts an entry of **O** (open item) or **B** (balance forward). This code determines the type of statement to be generated for the customer. If left blank, this field defaults to O.

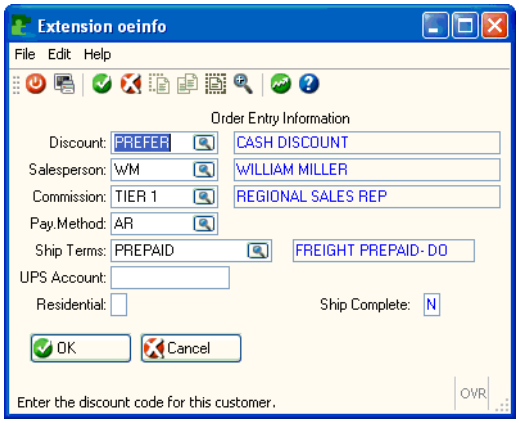
- **Finance Charges:**

  This single-character field records whether or not finance charges should be applied to this customer. Valid entries are "**Y"** (yes, calculate a finance charge) or "**N"** (no, do not calculate a finance charge). If left blank, the field defaults to "Y".

- **Fin. Chrg. Tax Code:**

  A six character alphanumeric field which defines how tax is applied to finance charges. Values for the field come from the Chart of Accounts. You can select any existing finance charge tax account using Zoom (Ctrl-Z).

- **O/E Information:**



- **Discount:**

  This six-character alphanumeric field stores a discount code if the customer is entitled to trade discounts. The Zoom function is available for this field to select a discount code. After the code is validated, the system displays a description in the unlabeled field next to the code.

- **Salesperson:**

  This six-character alphanumeric field is used to record the salesperson code identifying the primary salesperson for this customer. You can use the Zoom feature to select a code for this field. After the code is validated, the system displays a salesperson description in the unlabeled field to the right.

- **Commission:**

  This is an optional six-character alphanumeric field that allows you to record a commission code associated with this customer. You can use the Zoom function to select a commission code for this field. Adjacent to the Commission field is an unlabeled field that displays the description of the commission code.

- **Pay Method:**

  This six-character alphanumeric field can be used to store the payment method code for this customer. The payment method code must have been previously setup through the Setup Order Entry Menu in Fitrix Order Entry. You can use Zoom (Ctrl-Z) to select a payment method code for this field.

- **Ship Terms:**

  This 15-character alphanumeric field stores the shipping terms used in order entry. Zoom is available and this value must have been previously set up in order entry using the Update Shipping terms program. See the Order Entry User Guide for more information on Shipping Terms. If there is a shipping term found in the ship-to record , this value will be used. If the shipping terms at both the customer and ship-to level are null, the shipping terms found in Update Receivable Default will be used in order entry.

- **UPS Account:**

  If the UPS interface is in use it is this UPS account number that is passed to the UPS World Ship software.

- **Residential:**

  If the UPS interface is in use and this is a residential customer, set this value to "Y". This information will be passed to the UPS World Ship software.

- **Ship Complete:**

  If this value is set to "Y", the picking ticket in order entry will not print if the order has any items that have a back order status.

- **Ship-To Information:**

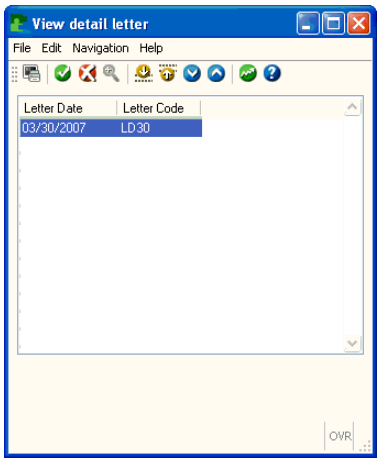
  This is the same screen that is accessed from Options, Ship To Information.

- **Activity Detail:**

  This is the same screen that is accessed from Options, Activity.

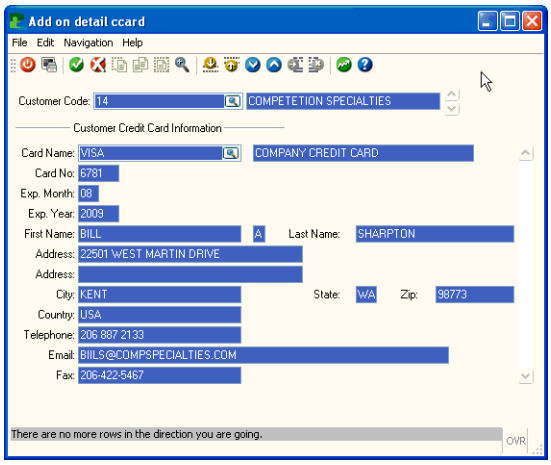
- **View Credit Letters:**

  This option lets the user view the code of the credit letters sent to the customer and the date they were created



- **View Credit Cards:**

  This option lets the user view any credit card information that is on file with the customer. See Chapter 6, "Credit Card Processing", in the Order Entry User Guide for more information.



Credit Card Processing

See the Chapter on Credit card processing for informa;tion on these programs.

5

Order Maintenance

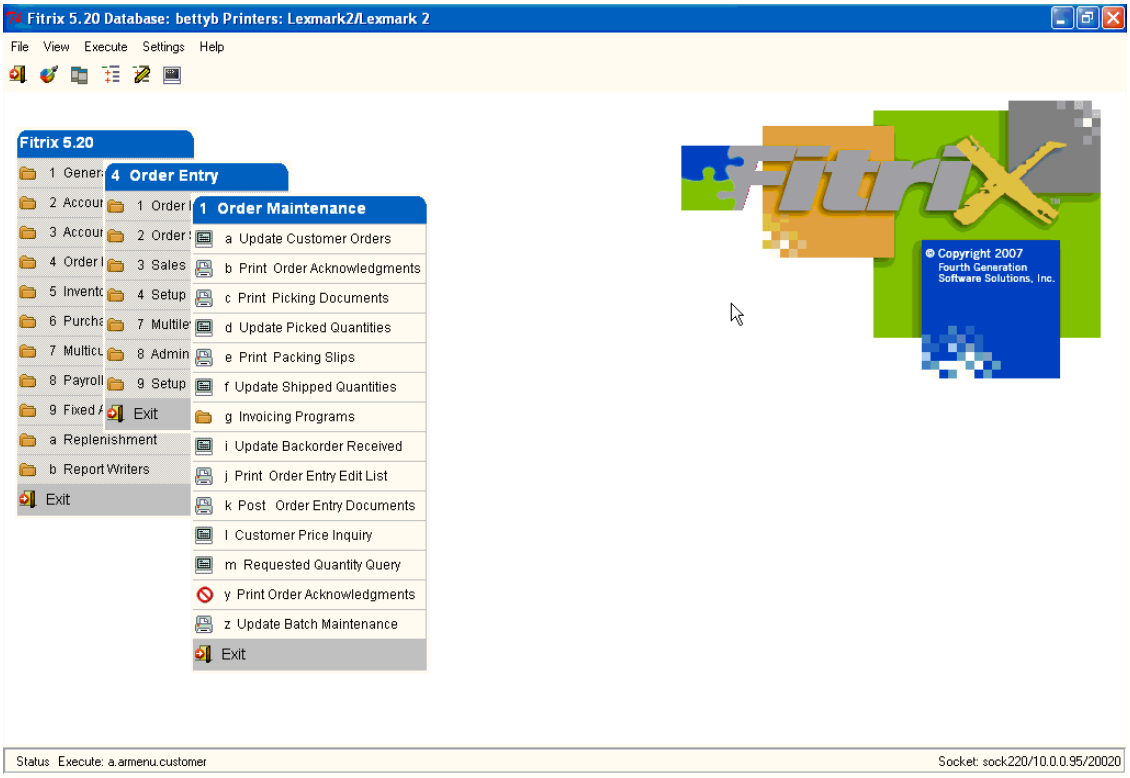
This chapter contains reference information about the different menu options on the Order Maintenance menu (option 1), and the screens and fields associated with these options. The information is organized by menu option Starting with Update Customer Orders (option 1-a) and working down.

For each menu option we briefly describe what the menu option does, show an example of the screen or report associated with the option, and describe each field on the data-entry screens.

This chapter also shows and describe supporting screens related to the different aspects of order maintenance.

The Order Maintenance Menu

The Order Maintenance Menu is the most frequently used menu of the Order Entry system. Using this menu you can create, modify, and release regular orders, credit and debit memos, and reference orders. You can also enter and update picking, shipping, and invoice amounts.



This menu contains the following options:

- **Update Customer Orders**: Use this option when entering a new customer order or modifying an existing order. This option is used to create or update regular orders, credit and debit memos, and quotes.
- **Print Order Acknowledgements**: Use this option to print a copy of the order as an order acknowledgement.
- **Print Picking Documents**: Use this option to print "picking" documents that indicate which items need to be taken from inventory to fill orders.
- **Update Picked Quantities**: Use this option to indicate which items from an order have been picked for shipment.
- **Print Packing Slips**: Use this option to print the shipping manifest, which lists items included in an order and serves as a packing slip.
- **Update Shipped Quantities**: Use this option to indicate which items from an order have been shipped.
- **Invoicing Programs**: There are seven invoicing programs available in Order Entry.
    - **Create Automatic Invoices/Memo** - this program will automatically create invoices for all orders that have line stage equal to invoice stage as defined in the Update Order Entry Defaults program.
    - **Update Invoices/Memos** - Use this option to manually create invoices for orders ready to be invoiced.

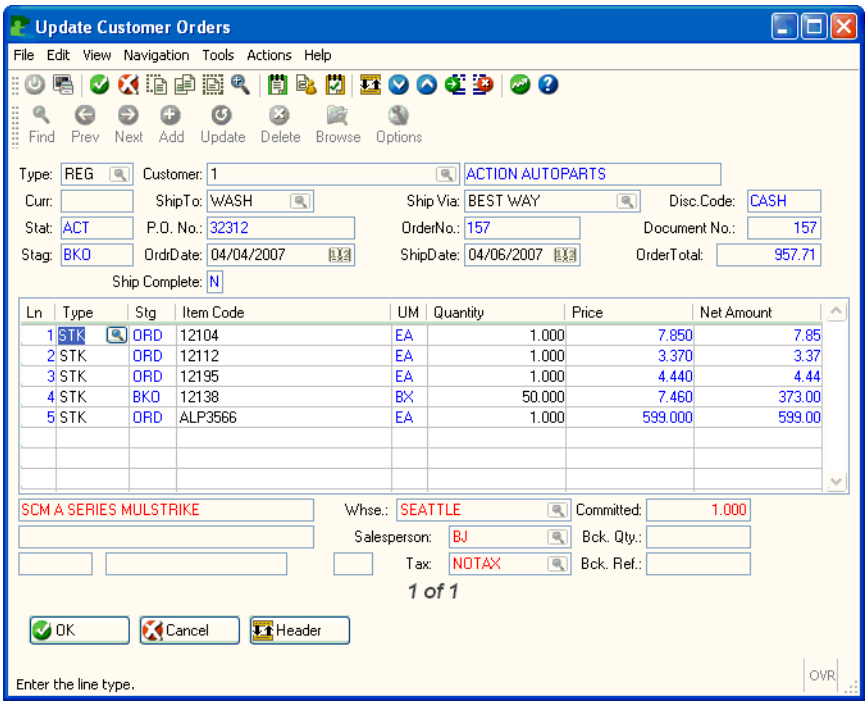
- **Settle Credit Card Invoices** - Use this option to transmit invoices to the credit card service provider for settlement with the credit card companies.
- **Receive Settlement Invoices** - Use this option to receive settlement/decline information from the credit card service provider.
- **Invoices Not Settled Report** - This report lists all invoices where settlement was declined and therefore alternate payment method must be worked out with your customer.
- **Print Invoices and Memos-** Use this option to print customer invoices, debit memos, and credit memos.
- **Update Declined Invoices** - use this program to reset the settled flag to either:
    - **Null** - invoice will be sent for settlement again.
    - **C** - cancels the action. An alternate payment method will be used.

- **Update Backorder Received**: Use this option to mark items as received that were placed on backorder.
- **Print Order Entry Edit List**: Use this option to print an edit list of all documents prior to posting.
- **Post Order Entry Documents**: Use this option to post all documents and thereby update the Inventory, Customer, and General Ledger tables.
- **Customer Price Inquiry:** Use the inquiry screen to review customer pricing.
- **Requested Quantity Query:** Use this query screen to determine what affect orders not yet entered may have on your quantity on hand based on receipts due, and your average monthy sales quantities.
- **Update Batch Maintenance:** If batching is turned on , this program is used to approve invoice batches. Read the *Getting Started with Fitrix* manual for more information on batch processing.

Update Customer Orders

You use Update Customer Orders (option 1-a) to enter or modify regular orders, quotations, and credit and debit memos. You can break the customer order screen down into three sections: the header section, the detail section, and the order detail summary section.

When you select Update Customer Orders, the Customer Order screen displays:



The header section is at the top of the form. It contains general information about the order as a whole, such as order type, customer code, business name, order status, the order number, and so on.

The detail section is found in the middle of the form, and contains a single line for each inventory item on the order. You can scroll through the lines that can number up to 100. (To increase the number of line an order can have, certain program variables have to be changed, which is usually done by an authorized Fitrix reseller.)

The order line detail at the bottom of the form provides additional information for each line item. As you move the cursor from one line item to the next, the additional information for each line is shown in the detail summary section. You can also use the Zoom from the detail section, select the Line Detail option, and add or change information in this section–line item description, item warehouse, salesperson, and tax code.

Customer Order screen—header section

1. **Type**

   You enter one of several different order type codes that represent what type of order you are entering. The system recognizes several different order types. Order types are defined through the Setup Order Entry Menu. You can define any number of custom order types (like types) that act "like" the system defined order types.

Zoom to select from a current list of order types.

The system order types are as follows:

- **REG–regular order**

  This order type serves as the "baseline" for other types of orders. Items are ordered, allocated, picked, shipped, invoiced, and posted.

- **DIR–direct ship (a.k.a. drop ship)**

  Items on a DIR type order are not picked and shipped from your warehouse. Instead, the order is submitted to the appropriate vendor and the vendor ships the items directly to your customer. Since this type of order is neither picked nor shipped from your warehouse, a picking ticket is not required. If Fitrix Purchasing is installed on your system, the DIR order generates a purchase order requesting that your vendor send the order directly to your customer.

- **CRM–credit memo**

  Credit memos are used for accounting purposes to adjust orders that have been invoiced. For example, if 10 garden hoses are ordered but then 3 are damaged, a credit memo is issued to reimburse the customer for the damaged items. A "reason code" at the bottom of the screen allows you to determine how the credit memo should be handled.

- **DBM–debit memo**

  Debit memos are the reverse of credit memos. For example, if you shipped a quantity of 100, but invoiced your customer for only 75, a debit memo would be issued to bill your customer for an additional 25. You may also enter a reason code for the debit memo.

- **QUO–quotation**

  A quotation order type can be sent to a customer as an estimate. Because the quotation is entered like an order it can be changed at any time into a regular order if the quote is accepted.

- **CAN–cancel an order**

  When you cancel an order, the order retains its order type, but the stage and status are set to CAN. Allocated inventory is de-allocated. Whole orders cannot be cancelled if a line item has been shipped (SHP); however, you can cancel individual line items that have not been shipped (see below).

- RMA - Returned Materials

  This order type is similar to CRM except that a picking ticket will print that is then sent to the customer as authorization to return the merchandise.

2. Customer

You enter the customer code in this field that represents the customer who’s order you are entering. You set up customer codes with Update Customer Information (option 4-e). When you enter the customer code, the customer or business name is automatically called up, and so is the ShipTo code for this customer if there is only one.

- Zoom to select from the current list of customer codes

3. Ship To

The ship to code represents the location where the customer wants the order shipped. You can set up shipto codes with Update Ship To Information (option 4-f). As stated above, the shipto code is automatically entered when the customer code is entered if there is only one shipto code assigned to this customer; if there are multiple shipto locations for a customer, you are prompted as to which shipto to use for this customer order.

- Zoom to select from the current list of shipto codes

4. Ship Via

This field stores the carrier that will ship the order. You set up Ship Via Codes with the Update Ship Codes/UPS Services program (4-c-n).

- Zoom to select from the current list of ship via codes.

5. Disc. Code

This is a non-entry field that displays the pricing discount code found in the customer record if there is one.

6. Stat

Stat is a system-maintained field that displays the status of the current order. Once a valid order type code is entered in the form, the system automatically enters the Stat code describing the current status of the entire order. The following are the status designations an order can have:

- **ACT**–order is active. Orders are active until they are cancelled or posted.
- **REF**–reference order designates a quote order. If you change a reference order to a regular order, the status goes to active.
- **PST**–order has been posted.
- **CAN**–order has been cancelled.

7. Stag

The Stag field displays the current stage of the order. As the order moves through the various stages, the system automatically maintains this field. Since the order's shipment lines have stages (not the order itself), this field actually reflects the lowest of all of the line stages in the order, new being lowest. The following is a list of stage values for orders:

- **NEW**–new order waiting for you to enter line items.
- **ORD**– you have ordered items, committed (allocated) inventory.
- **BKO**–items on backorder.
- **PIC**–items have been picked, waiting to be shipped.
- **SHP**–items have been shipped, waiting to be invoiced.
- **INV**–order has been invoiced, ready to post after invoice is printed.
- **PST**–order has been posted.
- **CAN**–one or more line items have been cancelled.

8. PO No.

You can use this "free-form" field to enter the customer's purchase order number, if one is available, or any other reference information up to 10 characters. The order may be retrieved in the future using this number or reference info. (Free-form means you can enter any combination of numbers and characters for the reference information you need.)

9. OrderNo.

You can use this field, like the PO No. field, to enter a specific sales order number for future reference; however, if left blank, it will default to the order document number (see below).

10. Document No.

The Document No. field is system-maintained. After you have saved orders, the value displayed in this field is used by the order entry system to uniquely identify the order. The system uses this unique number for audit trail purposes.

11. OrdrDate

You can enter the order date in the format "mm/dd/yy" for each order. This is simply the date the order is accepted and is not used for A/R or G/L postings. The order date defaults to the current system date.

12. ShipDate

You can enter the order date in the format "mm/dd/yy" for each order. This is the date you expect the order to ship to the customer from your warehouse or the vendor's warehouse for direct ship.

13. OrderTotal

This field is system maintained and displays the order total, which includes the sum of net totals for each shipment line, plus any shipping, miscellaneous charges, and tax (if applicable).

14. Ship Complete

This value defaults to the value found in the customer record and if that is null, it defaults to N. If set to Y a picking ticket will not print for the order if it has any backordered line items since the customer wants the order to ship complete.

Customer Order screen—detail section

From the header section, you access the detail section (the order lines) by clicking on Detail button or pressing Ctrl TAB. The detail section of the screen is organized into columns rather than fields. The column headings are displayed just below the header.

As you enter the order lines for an order, the inventory items are allocated or committed as soon as you complete and save the individual order line by pressing [TAB] once you have entered all the line item information. Column headings are as follows:

```
-Ln-Typ-Stg---Item Code-----------UM----Quantity-------Price----Net Amount-
```

1. **Ln**

   This first column displays the line number.

2. **Typ**

   The Typ column accepts a line type code for each item in the order, which is required. This is different then the Type field in the header section that defines the type for the entire order; this Typ column defines the type for individual items. Line type codes are set up Update Line Type Definitions (option 4-c-b). The system recognizes the following line types:

   - **STK**–stock refers to an item stocked in inventory. If there is not sufficient stock is available for sale, a backorder is created. Stock items available for sale are allocated.
   - **NON**–nonstock refers to items not stocked in your inventory but available for sale. A Non-Stock Item extension screen automatically appears for you to enter information about the non-stock item. All of the ordered amount is put on backorder. If Purchasing is installed, a purchase request is generated for the item.
   - **STN**–stock handled as non-stock are items handled like a non-stock item, except that the item exists in inventory. While you can use item information (description, unit of measure, cost, and so on) as it is stored in the system, inventory is not allocated for the order and sales history is not posted to inventory. This is the default line type for Direct Ship orders.
   - **FOU**–found item; items available for sale that are not in inventory. Found items are treated like non-stock items, except that they do not create a backorder.
   - **KIT**–kit is a group of items sold together, which converts the line (and subsequent lines) into the breakdown of the specified kit. Line types of converted lines are set to the STK type as specified in the kit definition.
   - **CAN**– cancels this order line (or part of a line). Lines cannot be cancelled if they are at the SHP stage or above. Allocated inventory is de-allocated.
   - **DRS** - direct ship stock items. Items using this line type will have a vendor purchase order automatically created since they will be shipping directly from the vendor.
   - **DRN** - direct ship non stock items. Items using this line type will have a vendor purchase order automatically created since they will be shipping directly from the vendor.
   - Zoom available to select from currently defined line types.

3. **Stg**

   The Stg field in the detail section is system-maintained, and the current stage is defined for individual line items as well as for the entire order. It displays the current stage for each item on the order. The same stage values are used for line items as are used for order stages in the Stag field in the header section.

4. **Item Code**

   The Item Code column stores a pre-established description code for the item you are ordering. If the line type STK, the entry in this field is validated from the inventory file. If the line type is a NON type, then you enter information about this non-stock item.

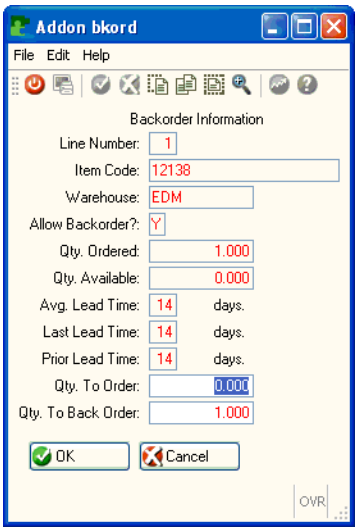
   - Zoom to select a valid item code.

5. UM

The UM column is used to indicate the Unit of Measure in which a quantity of the individual item is sold. Units of measure are established for the item in the inventory file. Examples of units might be EA (eaches), BX (box), PL (pallet), etc.

6. Quantity

You enter the number of items to order in this Quantity column. If the line type is NON, this quantity is automatically placed on backorder. If the line type is STK and there isn't enough stock to meet the quantity ordered, a pop-up window prompts you for what to do:



You can change the quantity you want to order or the quantity you want to go on backorder.

Use the Zoom feature to retrieve purchase order details (quantitiy, eta date, etc), for any incoming shipments from vendors. You can then give customers a better idea as to when the backorder will ship.

Note

You can enter zero to cancel the line if you don't want the items backordered.

7. Price

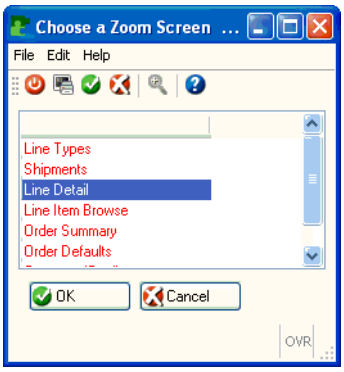
This column stores the price per unit for the line item. If the item is non-stock, you must enter a price. If the item is a stocking item, the system calculates the price based on special pricing factors: customer, customer type, item, item type, order type, order date, and order quantity. You can override this generated price if the system is setup to allow you to do so.

8. Net Amount

The Net Amount column stores the net price for the order line. The amount displayed in this column is the product of the Quantity multiplied by the Price, which is calculated by the system.

Customer Order screen—order line detail section

You access the order line detail section by Zooming in the detail section and selecting Line Detail.



The order line detail section is an extension of the individual rows in the detail section. The information in this section changes as your cursor moves through the rows of the detail section. If the cursor is not in the detail section of the form, the line detail displays information pertaining to the first line item on the order.

Note

If the order type is CRM, DBM, or RMA a Reason field shows up in the order line detail that accepts a reason code for what accounts the credit or debit memo affects. Reason codes are defined with Update Debit/Credit Reasons (option 4-c-g).

The line detail section contains the following fields:

1. **Item Description**

   Depending on the item code specified in the detail section of the form, one or two lines of item description text may appear on the lefthand side of the line detail section in unlabeled description fields.

2. **Alias**

   This displays the customer's item number (aka Alias Code) if these were set up using the Update Alias Definitions program (4-c-c).

3. **Whse.**

   This field stores a pre-established code representing the company warehouse from which this item will be shipped. The entry in this field is validated by the system, and the Zoom feature can be used to select a valid warehouse code. The system defaults to the code you setup in Order Entry defaults, but you can change this for any particular line item. If you enter a different warehouse code, that code must have been setup in the Update Warehouse Definitions program on the Update Order Definitions Menu.

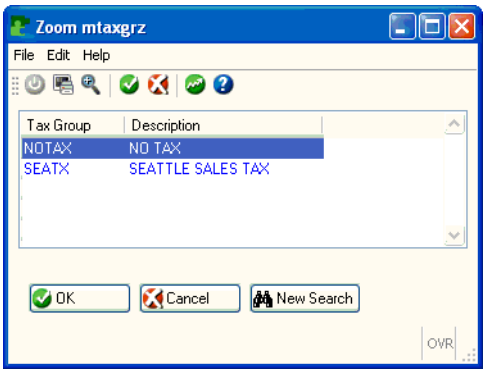
4. **Slsp.**

   The Slsp field stores a code indicating the salesperson involved with this order. The system validates a new entry, and if a salesperson code is not entered, the code will default to the salesperson code in the customer record.

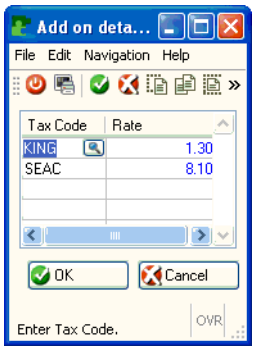
5. Tax

This is the sales tax code associated with this line item. This defaults to the tax code on the Order Defaults screen but it can be changed when you Zoom from this field. There are two options:

Tax Codes - Zoom to select an alternate tax code.



Tax Group Detail - Zoom to change theis percentages on the existing tax code.



6. Reason

This field displays if the order type is a CRM, DBM, or RMA type. It stores a three-character code identifying the reason for the debit or credit. Codes entered must have been previously set up in Update Debit/Credit Reasons of the Update Order Definitions Menu.

- Zoom is available to select a reason code.

7. Committed Qty.

This numeric field is maintained by the system. The system calculates the quantity of items for each row that are committed to this order based on availability in the warehouse designated in the Whse. field. The figure in this field is expressed in stock-keeping units.

8. Backorder Qty.

This numeric field is maintained by the system. The system calculates and displays the number of items on backorder for the particular shipment line, based on item availability in the warehouse designated in the Whse. field. This field is the quantity, expressed in stock-keeping units, that must be backordered to fill this order.

9. Backorder Ref.

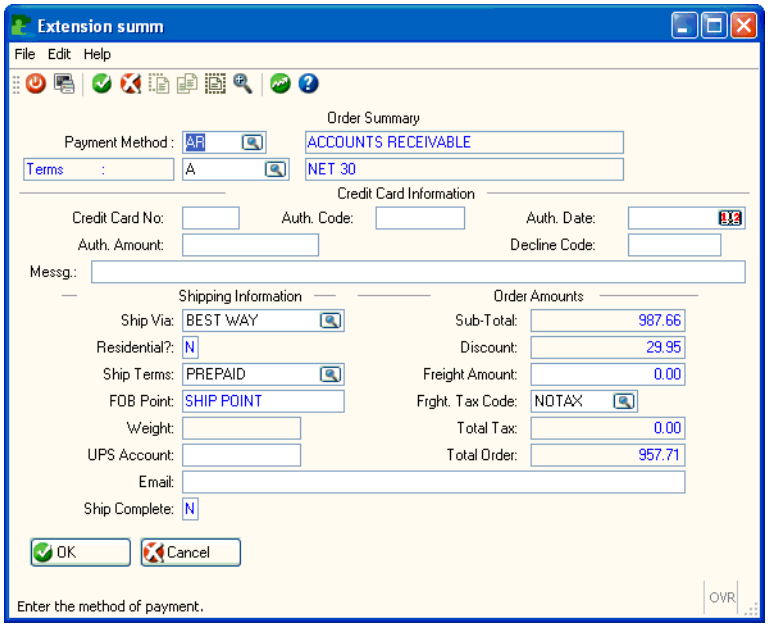
If purchasing requisitions are used to automatically create vendor purchase orders for back orders, the requisition number will display here.

Customer Order Supporting Screens

This section describes several of the primary supporting screens associated with the main customer order screen: the Order Summary screen, the Shipment Detail screen, the Order Line Defaults screen, the Customer/Credit screen, the Inventory Status screen, the Inventory Information screen, and the Backorder Information screen.

From the header, detail, or line detail section of the order screen, you can click Zoom, or press [CTRL]-[z] to bring up the Zoom Picker list. Use the ↑ and ↓ keys to move through the list and press [ENTER] to select these supporting screens.

The Order Summary screen:



The top section of the Order Summary screen has different fields depending on this customer's payment method. Payment methods include cash or check, credit card, accounts receivable. Zoom to select from a list of currently defined payment methods.

The lower section of the screen, Shipping Information, contains fields used to provide specific information regarding the charges for this particular order.

The Order Summary screen contains the following fields:

1. Payment Method

This field stores the payment method for this order. When entering an order, the payment method defaults to the payment method setup in the customer record. If there is not a method setup in the customer record, the method setup in the Order Entry Defaults table is used. You can override the payment method either before or after you have identified the customer for the order. The payment methods must be setup through Update Payment Methods (option 4-c-l).

- Zoom to select from the current list of defined payment methods.

2. Check Number

This field is used to enter the number of the check the customer used to pay for the order if payment will be by check.

- Up to eight characters

3. Credit Card No.

This field records the last four digits of the credit card number for credit card payments.See the chapter on *Credit Card Processing*.

4. Auth Code

Authorization Code for credit card transactions. See Chapter on *Credit Card Processing.*

5. Auth. Date

Date credit card was authorized. See Chapter on *Credit Card Processing.*

6. Auth Amount

Amount authorized on credit card. See Chapter on *Credit Card Processing*.

7. Decline Code

Reason credit card was declined. See Chapter on *Credit Card Processing*.

8. Messg

Declined message. See Chapter on *Credit Card Processing*.

9. Terms

This field stores the payment terms code. The terms code must have been setup in the Terms table in Accounts Receivable. Next to the Terms field is an unlabeled field that displays the terms code description after the terms code is validated.

- Zoom to select from a current list of terms code.

10. Ship Via

This fifteen-character alphanumeric field is used to record the carrier used for shipping this order. Zoom is available.

11. Residential

This value is used in conjunction with the UPS World Ship interface and defaults first to the value in the ship to record and if that is null, the value in the customer record.

12. Ship Terms

Shipping terms for this order (collect, prepaid, etc.). This value defaults to the value found in the shipto record and if null, the value in the customer record. Zoom is available if this value needs to be changed.

13. FOB Point

The Free on Board code designates the party responsible for transportation charges on merchandise shipped. If the free on-board point is "point-of-origin," the customer is responsible for freight charges; if the FOB point is "destination" the vendor is responsible for freight charges. The FOB code is printed on order acknowledgements, picking lists, and packing slips.

14. Weight

This system-maintained field indicates the total weight of this shipment.

15. UPS Account

Defaults to UPS account number found in the customer record.

16. Email Address

Defaults to the email address found in the customer record.

17. Ship Complete

Defaults to same value as order header record.

18. Sub-Total

This system-maintained field displays the order subtotal.

19. Discount

This is the dollar amount of all discounts calculated for the order.

20. Tax

This system-maintained field stores the amount of tax calculated for the entire order.

21. Freight Amount

You enter freight charge here, if applicable. This freight charge applies to the entire order and is included in the Total Order field. The charge is posted to the freight account specified on the Order Entry Default form. That account must have previously been setup in the Ledger Accounts file, which is maintained with the Update Order Entry Defaults (option 4-a). Freight may or may not be taxable, depending on your setup on the Order Entry Default form.

22. Frght Tax Code

This stores the value for the sales tax code to be used on any freight charged. This value defaults to the value found in the ship to record and if null, the value found in the customer record. Zoom is available if it needs to be changed.

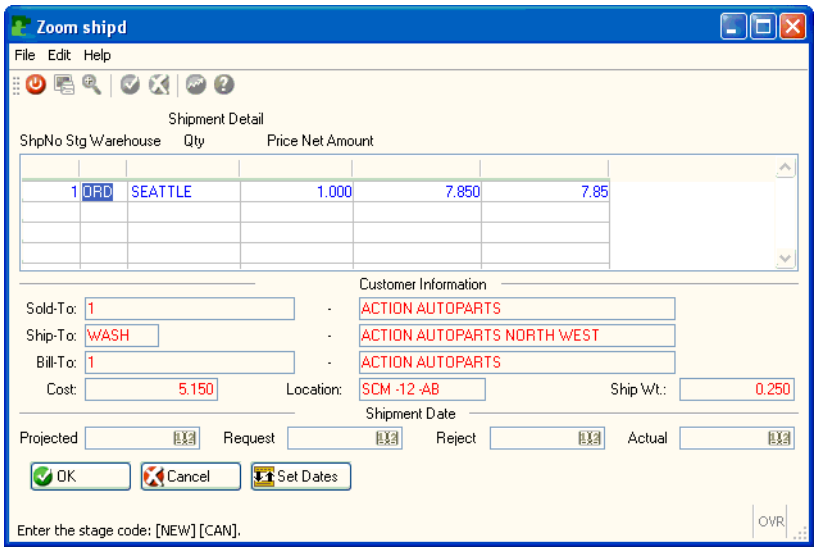
23. Total Tax

Display only field that displays sales tax calculation.

24. Total Order

This is the total dollar amount of the order.

The Shipment Detail screen



From the detail section of the Customer Order form, you can zoom and select Shipment from the Zoom Picker list. The Shipment Detail form contains the following fields:

1. **ShpNo**

   This system-maintained field stores the shipment (line) number for this order line.

2. **Stg**

   This field displays the stage that this order line has reached. You can enter CAN to cancel the line.

3. **Warehouse**

   This field shows the warehouse from which items in this order line are shipped.

4. **Quantity**

   The quantity of items for this order line.

5. **Price**

   This field displays the price per item for this line item. This field is maintained by the system.

6. **Net Amount**

   The Net Amount field is calculated by the system to display the net amount for this order line.

7. **Sold-To**

   This non-entry field displays the customer code for this order line; the customer description appears adjacent to the customer code.

8. Ship-To

This non-entry field displays the customer ship-to code for this order line; the ship-to description appears adjacent to the ship-to code.

9. Bill-To

This non-entry field displays the bill-to code for this order line; the bill-to description appears adjacent to the bill-to code.

10. Cost

This system-maintained field displays the cost amount for the item in this order line.

11. Location

This non-entry field displays the location the item in the warehouse.

12. Ship Wt.

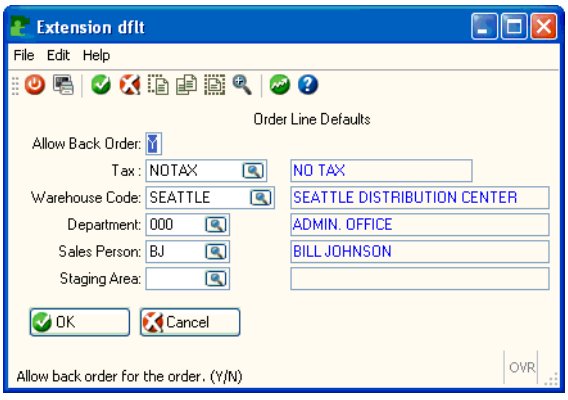
The shipping weight is calculated for all items in this order line and displayed in the Ship Wt. field.

Note

The additional fields on this screen (projected, request, reject, actual), are not currently functional.

The Order Line Defaults screen

From the Customer Information screen, you can zoom and select the Order Defaults from the Zoom Picker list. The Order Line Defaults screen contains the following fields:



1. Allow Back Order

This field accepts an entry of Y (yes) or N (no) to determine whether or not backorders are allowed for this order.

2. Warehouse Code

This field stores the default warehouse code for this customer order. The warehouse code descriptions next to the code.

- Zoom is available to select from the currently defined warehouse codes.

3. Department

This three-character field stores the default department code for the order. The department code description is displayed next to the code. When the order is invoiced and posted, the debit entry to Accounts Receivable will use this department code.

- Zoom is available to select from a list of department codes.

4. Sales Person

Use this field to enter the code for the salesperson associated with this customer order. The salesperson description is displayed adjacent to the code.

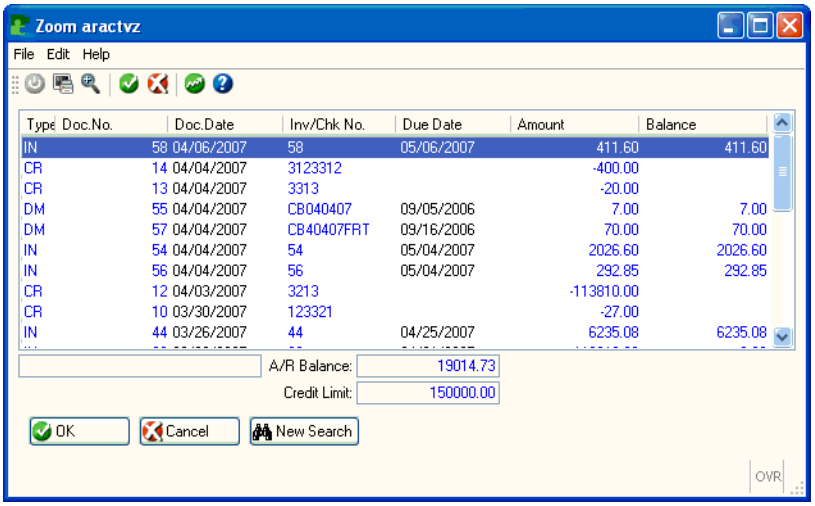
- Zoom to select a salesperson code.

5. Staging Area

Use this to enter codes for staging areas for orders and descriptions of those staging areas.

The Customer/Credit screen

Zoom and select Customer/Credit from the Zoom Picker list. The Customer/Credit screen displays the customer's activity.



In addition to activity columns, the Customer/Credit form contains the following fields:

1. **A/R Balance**

   This field stores the current accounts receivable balance for the customer.

2. **A/R Limit**

   This field displays the accounts receivable limit set for the customer. If the balance is greater than the limit, "*** A/R Limit EXCEEDED ***," appears at the bottom of the Credit form. In the above case, no A/R limit is set.

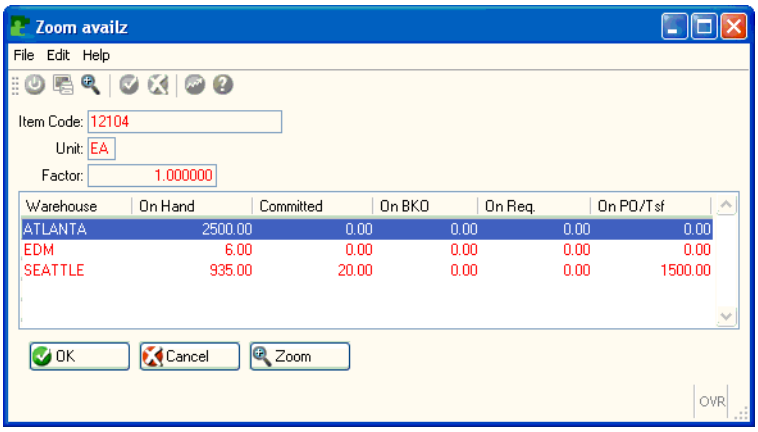
3. **Line Item Browse**

   This option gives you the ability to find a specific line item on order that has too many lines to scroll through. The following functions are available:

Step	Action
1	Click New Search.
2	TAB to the Item Code field, and then enter the item code.
3	Click Search. The cursor will jump to that line item on the list.
4	Click OK. The Order Screen displays with the Item Code selected.

The Inventory Status screen

From the Quantity or Price columns in the detail section of the Customer Order screen, you can Zoom and select Inventory Status from the Zoom Picker.



The Inventory Status form contains the following fields:

1. **Item Code**

   This field stores the item code for the item ordered in this line.

2. **Unit**

   This field stores the stock unit of measure for the inventory item.

3. **Factor**

   This is the conversion factor that converts stock units to sell units.

4. **Warehouse**

   This column stores the code for the warehouses where the ordered item is stocked.

5. **On Hand**

   This system-maintained column displays the amount of this order line item "on hand" in the warehouse designated in the warehouse column.

6. **Committed**

   This system-maintained column displays the amount of this item committed to orders and transfer out from this warehouse.

7. **On BKO**

   This system-maintained column displays the amount of this item that is already on backorder for this warehouse.

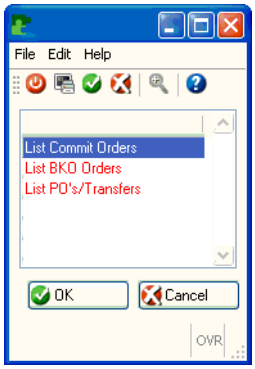
8. **On Req.**

   This system-maintained column displays the amount of this item that is on purchase requisitions.

9. **On PO/Tsf**

   This system-maintained column displays the amount of this item that is currenttly ordered, and the amount transfered.

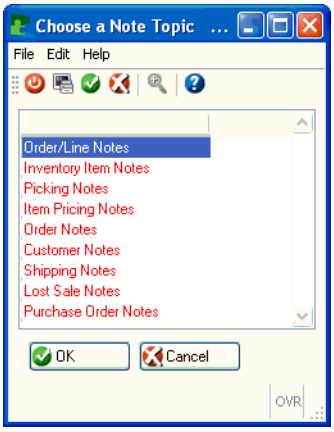
   By clicking theZoom button you can view the detail that makes up the committed, backordered, and on PO/Transfers quantitites.



Order Entry Notes

There are several different types of notes, some that will print on shipping documents, and some that are for reference only, and some that are entered elsewhere in the database but can be accessed here for informational purposes.

To access the notes press Ctrl N, or click the Notes icon on the standard toolbar.



1. **Order Notes**

   These notes apply to the order as a whole; you can be print these notes on the order acknowledgement, picking ticket, packing slip, invoice, and the edit and posting lists. Entries in the Order Entry Defaults file (Update Order Entry Defaults) determine the documents on which these notes are printed. You could reserve these notes for internal use by setting the defaults for printing notes in the Order Entry Defaults file appropriately.

2. **Order/Line Notes**

   You enter these notes through the detail portion of the Customer Order screen: the notes relate to a specific order line in the detail section. You can have order/line notes print on the acknowledgement, picking ticket, packing slip, and invoice. If there are extra description notes in Inventory Control for an inventory item, these extra notes appear when you enter the item code on an order line.

3. **Picking Notes**

   You access these notes through the detail portion of the Customer Order screen and they print on the picking ticket. The picking notes are for the people assembling orders in the warehouse and usually are shipping instructions. The picking notes for a particular item might read, "Be sure to pack with antistatic foam and place a humidity eater in the package."

4. **Inventory Item Notes**

   These notes are for reference only. If an item on the order has notes associated with it (notes entered in the inventory item record), you can access this notes option to display them.

5. **Item Alias Notes**

   If the item has a customer alias code associated with it, access this notes option to view any notes that are associated with the alias code.

6. **Customer Notes**

   These notes are for reference only. If the customer has notes associated with it (notes entered in the customer master record), you can access this notes option to display them.

7. **Item Pricing Notes**

   These notes are for reference only Use these notes to enter any notes as to why an item's pricing was changed from the customer's default pricing to another price.

8. **Lost Sale Notes**

   These notes are for reference only. Use these notes to enter information as to why an order was cancelled.

9. **PO Notes**

   Any notes using this option will print on vendor purchase orders if the customer order is a direct shipment order (order type –DIR) or a purchase order was created for the backordered items through the requisition process.

10. **Shipping Notes**

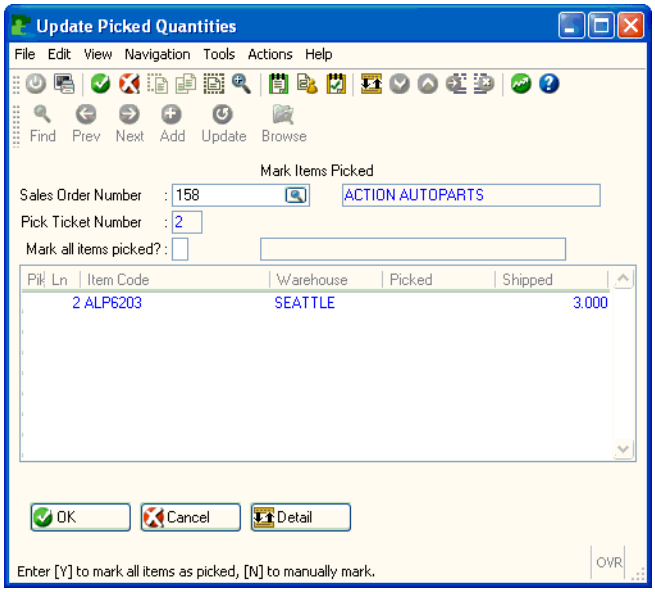
    These notes print on the picking ticket and packing slip and work two ways. Default shipping notes for a customer can be entered using the Update Customer Information program. When you enter an order for a customer that has default notes, these notes will display in order entry and you will be prompted "Store These Shipping Notes?". If you store them you can modify them as needed.If the customer does not have default notes, you can enter them during order entry by selecting shipping notes from the notes zoom picker screen.

Options command on toolbar

When you select the options command from the customer order screen toolbar, a new toolbar displays.

These additional options allow you to do the following operations without exiting the program:

- **Acknowledgment**—this allows you to print an order acknowledgment, which can also be printed via Print Order Acknowledgment (option 1-b).
- **Status**—allows you to print the status of the order that is currently being worked on.
- **Hist**—this option prints a history of all the orders for this customer in the form of an Order Status Detail report, which prints to the screen.
- **Notes Shipping** – this option will display any shipping notes associated with this order
- **Track Shipment** – this option stores the UPS tracking information. See the chapter that discusses the UPS Interface for more information.
- **Pick Status** - with this screen the user can view when the merchandise shipped. This is helpful when there are multiple shipments per order and the customer calls to inquire when the various items shipped.


Update Picked Quantities
File Edit View Navigation Tools Actions Help
Find Prev Next Add Update Browse
Mark Items Picked
Sales Order Number : 158
ACTION AUTOPARTS
Pick Ticket Number : 2
Mark all items picked? :
Pik Ln Item Code Warehouse Picked Shipped
2 ALP6203 SEATTLE 3.000
OK
Cancel
Detail
Enter [Y] to mark all items as picked, [N] to manually mark.
OVR

Print Order Acknowledgements

You use Print Order Acknowledgements (option 1-b) to print and reprint acknowledgements for orders entered through Update Customer Orders (option 1-a). Order Acknowledgements include item codes and descriptions, order quantity, shipping address, etc. The acknowledgements are not invoices, but you can send them to the customer to verify that their order has been entered and is processing.

The process you use to print reports and documents is covered in the beginning manual *Getting Started with Fitrix*. If you have forms to print the acknowledgment on, you would want to load the forms into the printer before running this option.

When you select the option you are prompted as to whether you want to reprint order that have previously had acknowledgements printed. Once you select yes or no, a selection criteria form comes up for you to select specific orders to acknowledge if you want.

Print Picking Documents

You use this menu option to print or reprint picking documents for orders entered through the Update Customer Orders option. Print Picking Documents identifies order lines that have reached the ORD stage and prints the picking ticket used by warehouse personnel to select items and fill the order. Picking lists include information such as the warehouse, customer contact and business, phone number and shipto address, item and item warehouse location codes, order quantity, item description, and warehouse name, as well as a section for recording serial numbers of items picked (if applicable).

The process you use to print reports and documents is covered in the beginning manual *Getting Started with Fitrix*. If you have forms to print the picking tickets on, you would want to load the forms into the printer before running this option.

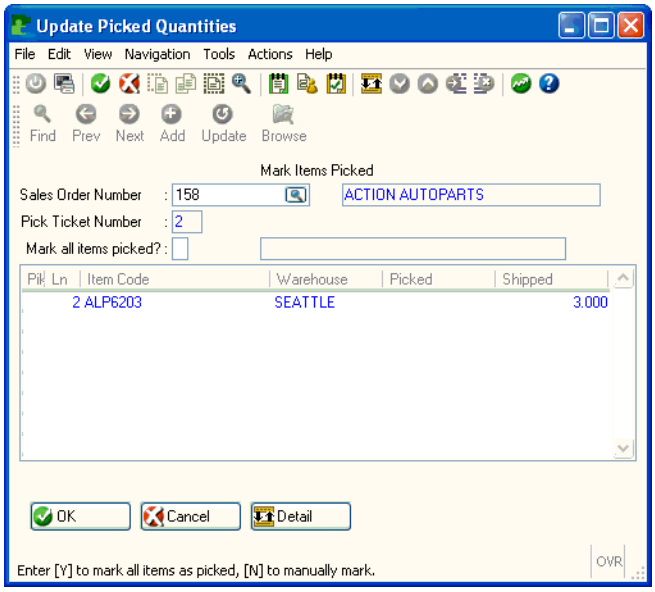
When you select the option you are prompted as to whether you want to reprint orders that have previously had picking tickets printed. Once you select yes or no, a selection criteria form comes up for you to select specific orders to print picking tickets for.

If the order is shipping from multiple warehouses, a picking ticket will print for each warehouse and each picking ticket will contain a notation about the items to be shipped from other warehouses.

Update Picked Quantities

This menu option allows you to directly update line items that have been picked to fill orders entered through Update Customer Orders. After picking tickets are printed and the ordered items are picked from the warehouses, use this menu option to update the items that have been picked for each order.

The Update Picked Quantities screen:



The top section of the Update Picked Quantities screen shows basic order information that uniquely identifies the order. The bottom portion of the screen displays all line items for the order that have reached the ORD stage and you are updating some or all of these items as picked. This form contains the following fields:

1. **Sales Order Number**

   Enter the order number that corresponds to the OrderNo. field on the Customer Order form. Zoom is available to help you select a valid number for the order containing the items you want to update as picked.

After you enter a valid Sales Order Number, the name of the customer is displayed, which helps confirm that you selected the correct order number, and the order lines show up in the detail section.

2. **Pick Ticket Number**

   This system-maintained field indicates the picking ticket number for this order, which is used to verify that you are entering information for the correct picking ticket.

3. **Mark all items picked?**

   Enter Y if all items listed on this order have been picked; enter N if not all the items have been picked, so you can select which items and the quantity of each item to mark as picked.

4. Picked?

In this column, enter Y to mark the full quantity as picked for this line. Enter N if not all the items on this line were picked.

5. Order Line

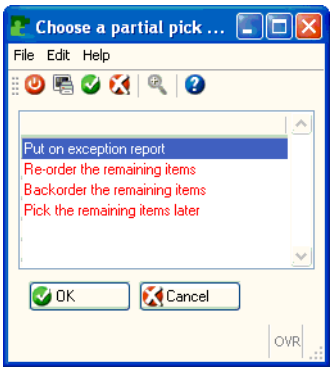
This system-maintained column displays the line number for this item.

6. Item Code

The Item Code column stores the code for each line item on the order.

7. Quantity Picked

Use this column to enter the quantity picked. Refer to the Quantity to Pick column for the quantity ordered. If you enter a quantity less then what is in the Quantity to Pick column, a pop-up window opens for you to select an action of what to do with remaining quantities after picking only part of the order.



Put On Exception Report- the line stage for the items not picked will be changed to NEW and a report can be run that will list all items with this line stage so that user can determine the next course of action (cancel the line, etc.)

Re-order Remaining Items- the line stage for the items not picked will be changed to CAN so that they can be reordered on another order at a later time.

Backorder The Remaining Items - the line stage for the items not picked will be changed to BKO.

Pick The Remaining Items Later- the line stage for the items not picked will be left as ORD and they can be picked later after another picking ticket is printed for them.

8. Quantity to Pick

This column displays the quantity of items to pick to fill the order for this particular line item.

Serialized / Lot Controlled Inventory

If you sell serialized or lot controlled inventory items and they are marked as such in the item record, you will prompted to enter specific serial or lot #s by the following programs:

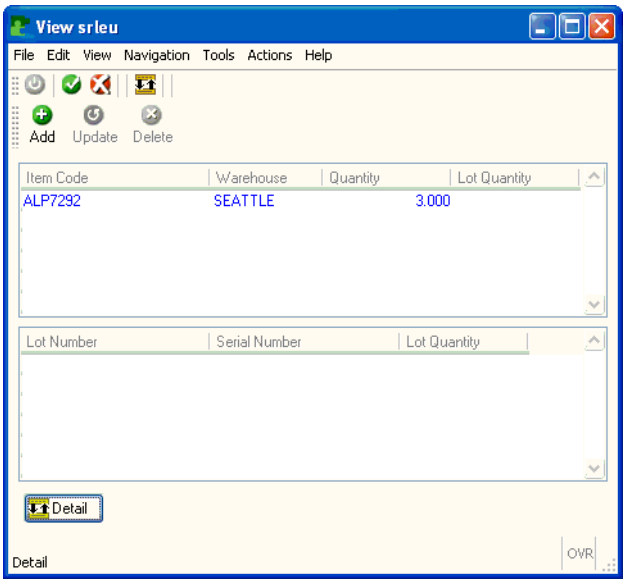
- Update Picked Quantity
- Update Shipped Quantities
- Update Invoices

You can manually enter corrections to quantities picked or shipped using the Update Picked Quantities program.The example below illustrates this functionality.

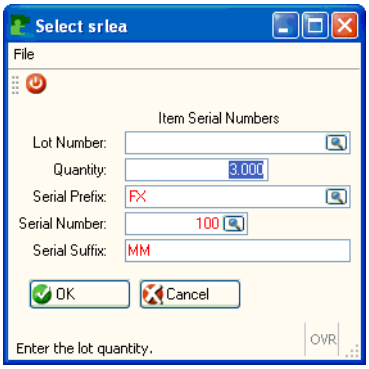
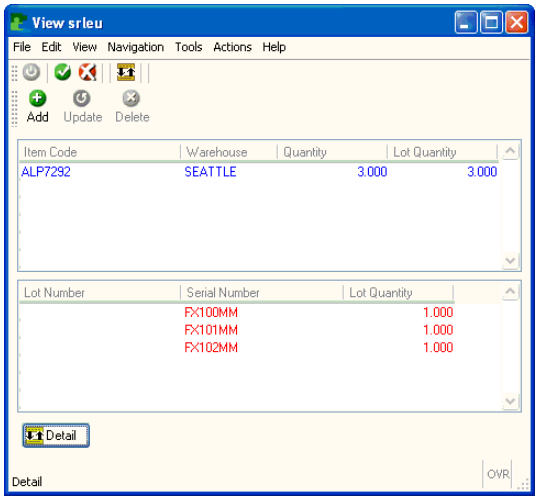
Note

Once serial or lot numbers are entered in one program you will not be prompted to enter again in subsequent programs.

The serialized inventory screen displays once you approve one or all serialized items as picked. The screen below shows the item code, the warehouse code, and the quantity picked. Since the quantity picked is three, you need to enter three serial numbers



Adding Sequential Serial Numbers

Step	Action
1	Click Add.
2	Enter Serial Numbers.  In the case where the serial numbers are sequential (i.e, the serial prefixes and serial suffixes are all the same, and the items picked have the serial numbers in sequence), just do the following: 1. Enter the quantity (in the above example, we entered 3). 2. Enter the serial prefix, first serial number, and serial suffix.
3	Click OK. The system selects sequential serial numbers as shown in the example below. 

Adding Random Serial Numbers

On the other hand, if we had five items that had random serial numbers, to assign the serial numbers we would just enter 1 in the Quantity field and each whole serial number in the Serial Suffix field on five separate occasions. So the process would go as follows:

Step	Action
1	Click Add.
2	Enter 1 in the Quantity field.
3	Enter the whole serial number in the Serial Prefix field.
4	Repeat steps 1 through 3 until all the item serial numbers are entered.
5	Click OK.

Deleting a Serial Number

If, after selecting the serial numbers, you need to delete one from the list:

Step	Action
1	Click detail to enter detail section of screen.
2	Highlight the serial number you want to delete, and then click Delete.
3	Click OK.

Modifying Serial Numbers

If after selecting the serial #s you need to modify one on the list:

Step	Action
1	Click detail to enter detail section of screen.
2	Highlight the serial number you want to change, and then click Update.
3	Press Enter, or click Zoom to find a new Serial Number.
4	Click OK. The new serial number is applied to that item.

Print Packing Slips

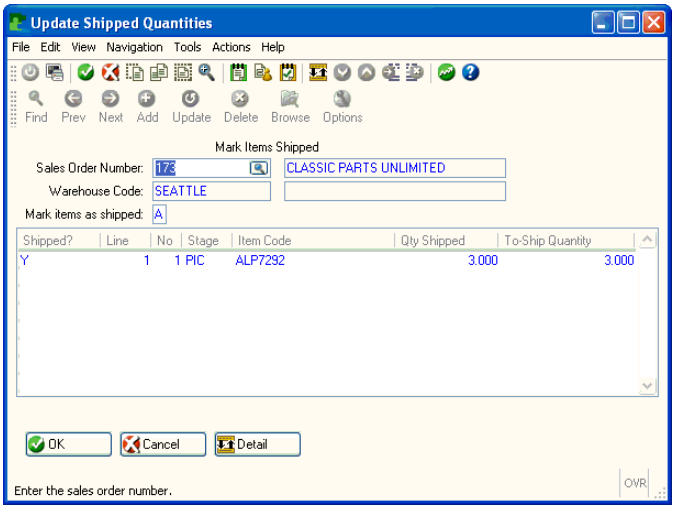
This menu option is used to print and reprint packing slips for orders entered through the Update Customer Orders. The packing slips includes information such as order number, item description and order quantities, the name of the shipping carrier, and any special delivery notes. This slip is packed with the shipment. A separate packing slip is printed for each shipto warehouse.

If the order is shipping from multiple warehouses, each packing slip will print a notation about the items that are shipping from other warehouses.

Update Shipped Quantities

This menu option allows you to directly update line items that will be shipped for orders entered through the Update Customer Orders option.

The Update Shipped Quantities screen:



The Update Shipped Quantities option places you directly in Add mode. The top part of the Mark Items Shipped screen shows basic order information that uniquely identifies the order. The bottom portion of the screen displays all detail lines for this order.

The Update Shipped Quantities screen contains the following fields:

1. **Sales Order Number**

   Enter the order number in this field for a particular customer order. The entry in this field corresponds to the OrderNo. field on the Customer Order form. The Zoom feature is available in this field to help you select the correct number for the order you want to update.

   After you enter a valid Sales Order Number, the name of the customer that placed the order is displayed next to the field. This customer name helps confirm that you selected the correct order number.

2. **Warehouse Code**

   This field stores the three-character warehouse code identifying the warehouse from which this order is sent. The system maintains this field.

3. **Mark items as shipped?**

   This one-character field accepts an entry of "A"," P", or "M". An entry of "A" indicates that all items listed as part of this order should be marked as shipped. An entry of "P" indicates that all items listed as part of this order that have been picked should be marked as shipped. An entry of "M" allows you to select manually which items should be marked as shipped.

4. **Shipped?**

   Enter "Y" to mark the full quantity as shipped for this line. Enter "N"if the entire quantity was not shipped.

5. Order Line

This system-maintained column displays the line number for this item, as it appeared on the original customer order.

6. Ship No.

The number in this column indicates the number of shipments that have been made for this order. This column is maintained by the system.

7. Stage

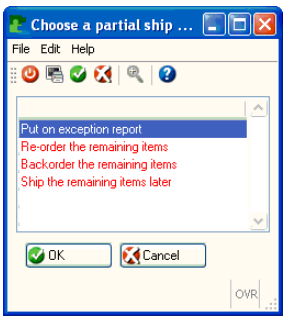
The entry in this system-maintained field reflects the stage of the order lines for the order. The code PIC indicates that the order line has been picked.

8. Item Code

The Item Code column records the code for each order line as it was entered in the detail section of the customer order form. This is a system-maintained column.

9. Quantity Shipped

Use this column to enter the shipped quantity. You may refer to the Qty Shipped column for the total quantity to enter for this order line. If you enter a quantity less than the amount entered in the Quantity to Ship column, an extension picker window opens for you to supply a reason for shipping only a partial order.



Put On Exception Report- the line stage for the items not picked will be changed to NEW. A report can be run listing all items with this line stage so that user can determine the next course of action (cancel the line , etc.)

Re-order Remaining Items - the line stage for the items not picked will be changed to CAN so that they can be reordered on another order at a later time.

Backorder The Remaining Items - the line stage for the items not picked will be changed to BKO.

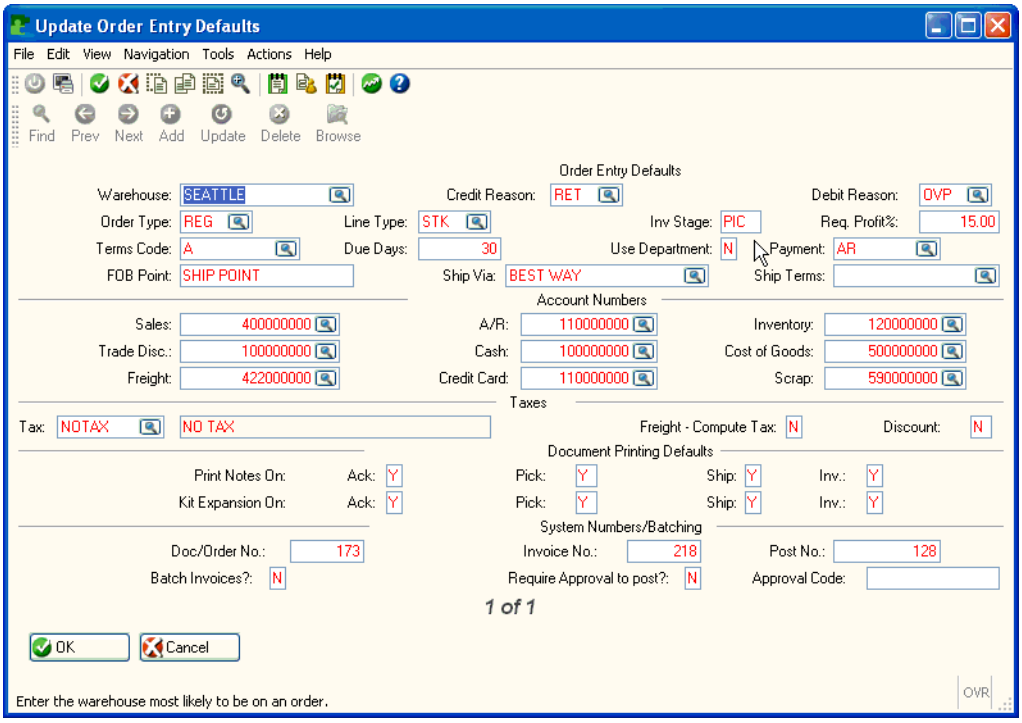
Ship The Remaining Items Later - the line stage for the items not picked will be set to either ORD or PIC so that they can be shipped later.

10. Qty Shipped

This system-maintained column displays the item quantity on the order.

Create Automatic Invoice/Memos

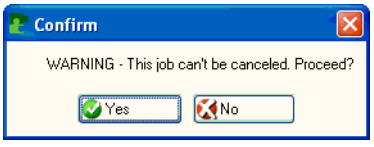
This program creates invoice records in batch for all order lines with the line stage equal to what the user defines as ready to be invoiced. The stage is set up in the Update Order Entry Defaults screeen program in the field labeled Inv Stage.



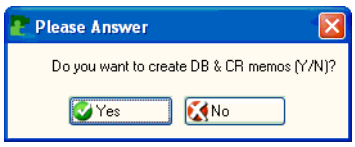
This value should be set as follows:

- **ORD** – if you want all order lines with stage = ORD to be invoiced.
- **PIC** - if you want all order lines with stage = PIC to be invoiced.
- **SHP** - if you want all order lines with stage = SHP to be invoiced.

When the Create Automatic Invoices/Memos program is run you will be prompted as follows:



- Enter "Y" to proceed.

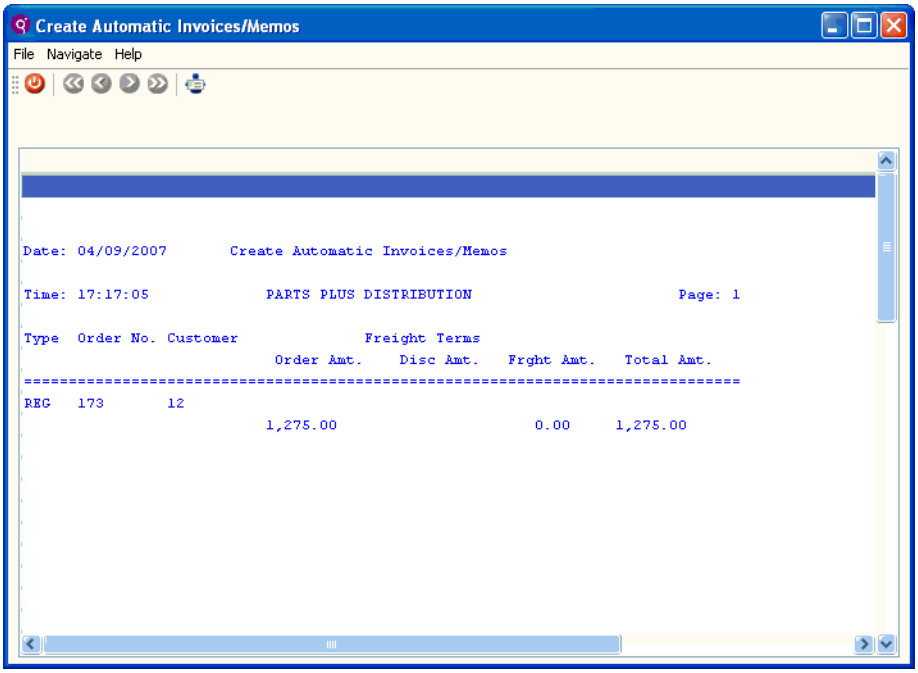


- Enter "Y" if you want to create invoice record for any open credit memos and debit memos in addition to open orders.

Note

This program will not automatically create an invoice record for any orders where order type is RMA (Returned Merchandise Authorization). These orders will need to be invoiced using the Update Invoices/Memos program when the merchandise is returned.

Here is a sample of the report output created by the Create Automatic Invoices/Memos program.



If after creating the invoice records you need to edit any of the information like adding freight, use the Update Invoices/Memos program to do this.

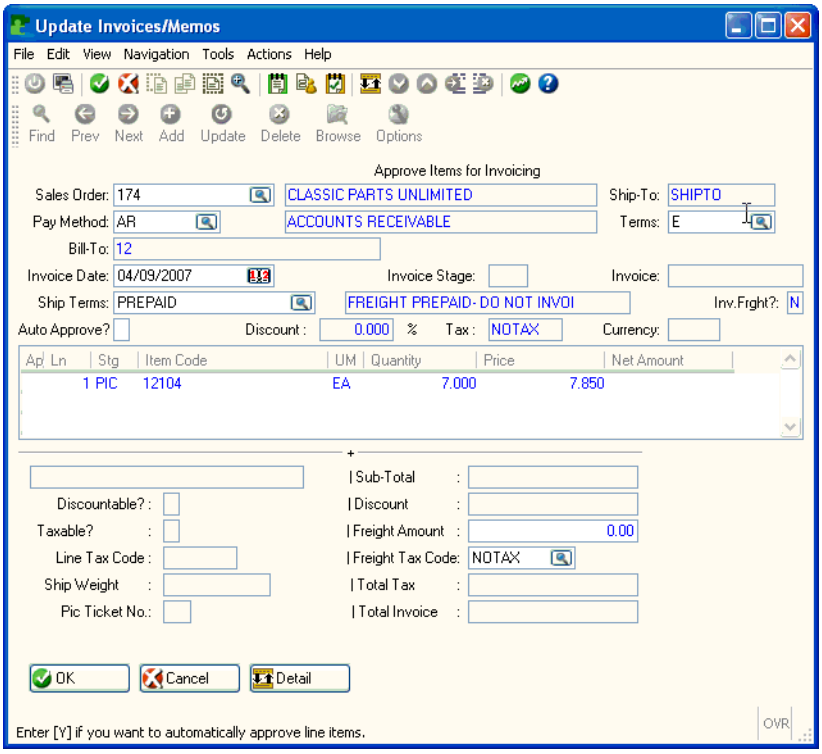
Update Invoices

This program is used if you want to create invoice records one at a time, and to edit records created by the Create Automatic Invoices/Memos program.

Through the Update Invoices option, you enter the quantities shipped on a customer order to create an invoice.

To select the customer order you want to invoice, execute the Add command and use the Zoom function to choose the correct sales order number for the customer order that must be billed.

The Invoice screen:



This Invoice screen, with the header Approve Items for Invoicing, is divided into three sections. The top section contains information identifying the specific order. The middle section displays detail information for the order. Both order total information and detail information for the current line item appear in the bottom section of the screen. The Invoice screen contains the following fields:

1. **Sales Order**

   Use this field to enter the sales order number for each order you want to approve for invoicing. After the order number is validated, the customer's business name appears to the right of the Sales Order field. All pertinent customer information and detail information for the order is displayed on the form. The Zoom feature is available in this field to select a sales order number for invoicing.

2. **Ship-To**

   This system-maintained field displays the customer's three-character shipping address code for this order.

3. Pay Method

The six-character Pay Method field stores the payment method for this order. It defaults to the setting established with the order was created. A description of the payment method appears to the right of the code.

4. Terms

This is the payment terms code. It defaults to the setting established when the order was created. Zoom is available if the term needs to be changed.

5. Bill-To

This system-maintained field stores the code for the party now being billed for this order. Depending on the payment method for the order, the Bill-To code may represent the customer who placed the order or a third party.

6. Invoice Date

A date should be entered in the format “mm/dd/yy.” This is the date used to determine the accounting period the invoice will post to, and used to calculate the Due Date of the invoice.

7. Invoice Stage

This indicates the current status of the invoice in relation to when an invoice is to be created.

8. Invoice

This is the invoice number for the order, which can be entered when the invoice is created or assigned during printing. When you run the Print Invoices and Memos option, you are prompted for a starting invoice number. If you entered a number during invoice creation, you do not need to enter a number during printing.

9. Shipping Terms

This is the shipping terms code. The default setting was established when the order was created. To the right of this field the terms descriptions displays, in addition to details as to whether this code means that freight should be added to the invoice (ex. Prepaid and Add). Zoom is available if the shipping terms need to be changed.

10. Auto Approve?

In this one-character field, enter a Y if you want to automatically approve all line items for invoicing. Enter a N if you want to approve or disapprove order lines on an individual basis. If you respond with a Y, the order will be totaled and the cursor moves to the Freight Amount field. If you respond with a N, the cursor moves to the first line of the detail section of the form.

11. Discount

This system-maintained field displays the total discount (if any) that will be applied to this order.

12. Tax

This system-maintained field stores the tax amount (in percentage form) that will be applied to this order.

13. Aprv.

Enter "Y" in this column to approve the order line for billing. Enter "N" in this column to change the order line quantity.

14. Ln

This number corresponds to the order line number assigned for each order item (row) in the detail section of the customer order document. The column is maintained by the system.

15. Stg

The Stg column in the detail section is system-maintained. It displays the current stage for each line item in the order.

16. Item Code

The twenty-character Item Code column stores a description code for the item ordered.

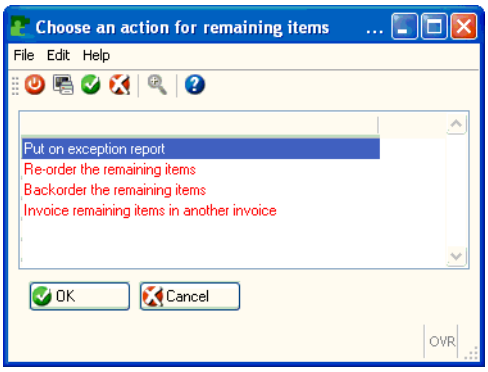
17. UM

The UM column is used to indicate the unit of measure by which quantities of the item are sold. For example, an entry of EA indicates that the items are ordered singly rather than by the case, pound, or dozen.

18. Quantity

This column stores the order quantity for this line. This amount may be adjusted (reduced only) if necessary to reflect the actual quantity shipped.

If you do reduce the order quantity, the following window displays:



Put On Exception Report- the line stage for the items not picked will be changed to NEW and a report can be run that will list all items with this line stage so that user can determine the next course of action (cancel the line , etc.)

Re-order Remaining Items- the line stage for the items not picked will be changed to CAN so that they can be reordered on another order at a later time.

Backorder The Remaining Items - the line stage for the items not picked will be changed to BKO.

Invoice Remaining Items In Another Invoice-- the line stage for the items not picked will be set to either ORD, PIC, or SHP so that they can be shipped later.

19. Price

This system-maintained column displays the price per unit of measure for the line item. If the item is a stock item, the system calculates the price based on the customer, customer type, item, item type, order type, order date, and order quantity. (Special pricing can be defined for any of the above criteria.)

20. Net Amount

The dollar amount displayed in this field is derived from the values in the Quantity and Price columns. This column is system maintained.

21. Item Description

This unlabeled field displays a brief description of the current line item.

22. Discountable?

The entry in this field indicates whether or not this item is subject to the customer's trade discount. This is a system-maintained field.

23. Taxable?

The entry in this field indicates whether or not this order line is taxable. The system maintains this field.

24. Line Tax Code

This code determines whether tax will be charged on the line item. It defaults to the setting established when the order was created.

25. Ship Weight

This field represents the total weight of the individual items in this shipment line. The system maintains this field for informational purposes.

26. Pic Ticket No.

This system-maintained field records the latest picking ticket number for this order line.

27. Sub-Total

The system calculates the sub-total for the order based on order item, price, and quantity, before any discount, tax, or other charges are considered.

28. Discount

This is the dollar amount of the discount calculated for the invoice.

29. Tax

This is the amount of tax calculated for the entire invoice.

30. Freight Amount

Use this field to enter the freight charge (if applicable). It defaults to the value entered when the order was created, but may be changed at this point. This freight charge applies to the entire order and is included when the Invoice Total field is calculated.

31. Freight Tax Code

This code determines whether tax will be charged on freight. It defaults to the setting established when the order was created. Zoom is available if the code needs to be changed.

32. Invoice Total

This field represents a summation of the Sub-Total, Tax, and Freight Amount fields, less the Discount field.

Print Invoices and Memos

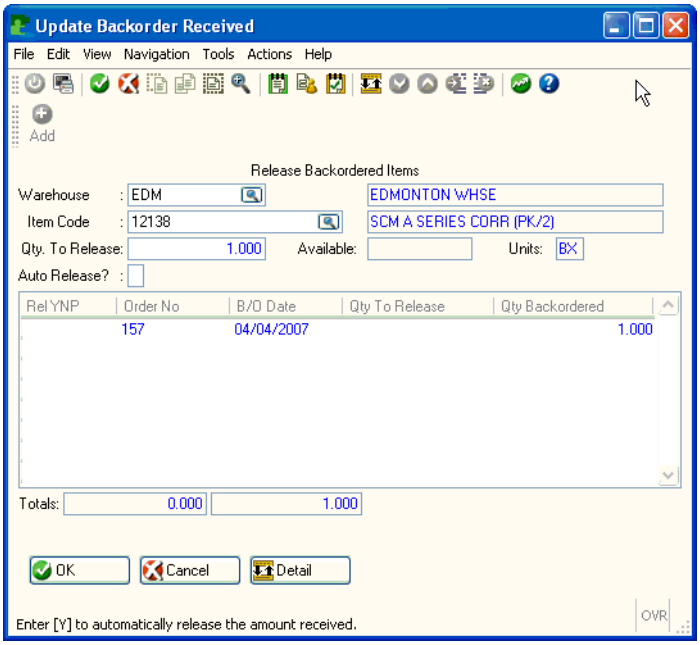
This menu option prints invoices, credit memos and debit memos. An invoice is a customer billing, whereas a credit or debit memo is an adjustment to a customer bill.

When you select this option, you are prompted for a starting invoice number. This number prints on the first invoice and is incremented for each additional invoice.

When this option runs, all orders that have had items shipped and approved for invoicing are selected, as recorded through the Create Automatic Invoices/Memos or Update Invoices option. It also finds all unposted credit and debit memos. The printed hardcopy documents are the physical record of a transaction and are designed to be sent to your customer.

Update Backorder Received

The Update Backorder Received option allows you to release backorders via the screen below. When you release backordered items, that takes the line items from BKO stage to ORD stage.



Use the following fields to release backorders:

1. **Warehouse**

   Use this field to enter the warehouse code for the warehouse where the items were received. The Zoom feature is available in this field to select the correct warehouse code.

2. **Item Code**

   This field stores the item code for items received. In addition, a list of all backorders in the system for this warehouse/item code appears in the detail section of the form. The Zoom function is available.

3. **Quantity to Release**

   In this field, you enter the amount of the backordered items you want to release. You can not release more then is available.

4. **Available**

   Amount available to apply to backorders.

5. **Units**

   This field holds the unit in which an item is sold. The system maintains this field based the units set up for inventory in the inventory file.

6. Auto Release

Enter a "Y" to automatically release items in oldest ship date order, and disburse the amount to the orders listed in the detail section. Enter "N" to update each line manually.

7. Release?

If you are releasing backordered items manually, this column accepts an entry of "Y" to release total amount backordered, "N" to not release any, or "P" for a partial release. With an entry of "P", you indicate how many units to release in the Amount to Release column.

8. Sales Order

This column displays the sales order number for each backorder.

9. B/O Date

The B/O Date column records the date this sales order was placed on backorder. This column is system-maintained.

10. Amount to Release

You enter the amount to release for each backorder.

11. Amount Backordered

This column displays the total amount backordered for each sales order.

12. Totals

These Totals fields display the total amount of all orders released and the total amount of all orders backordered, respectively.

Print Order Entry Edit List

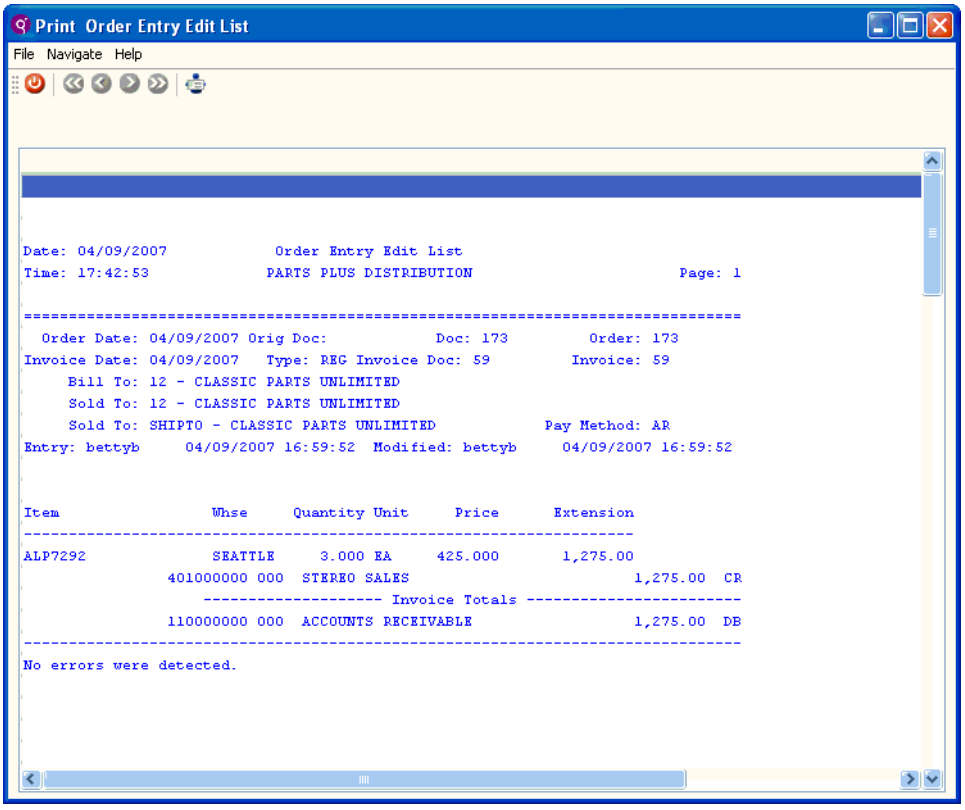
Before you can post the invoices and memos, you must first print an edit list. Printing the edit list allows you to review documents for accuracy and correct any errors before posting. Once the edit list prints, you can then post.

If some of the documents have errors detected by the system, error messages print on the edit list, "**** One or More Document will not post - Review this report carefully." This will appear at the end of the document summary, just before the G/L Account Summary at the end of the report.

This edit list will contain some of the same information that prints on the posting report, with the exception of inventory transactions. They are not displayed because you do not know the cost of an inventory item until you actually go to post the transaction.

You can not know the cost of an inventory item because of the dynamic nature of the cost stack. The cost returned by the posting program may be a different value today then if you posted it tomorrow.

Order Entry Edit List



Post Order Entry Documents

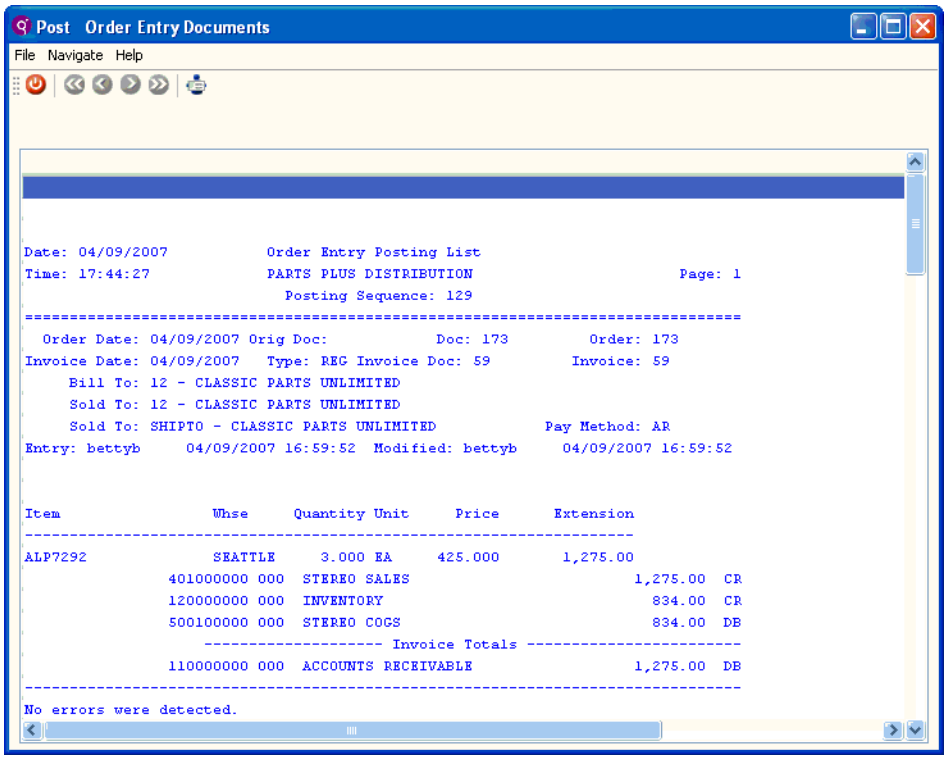
The posting process changes the status of a document. It also generates inventory, account ledger, and sales history information based on the recording of invoices, credit memos, and debit memos.

You can post documents only after an edit list has been printed with the Print Order Entry Edit List menu option.

Posting produces a report that shows both the inventory and accounting information generated by the posting.

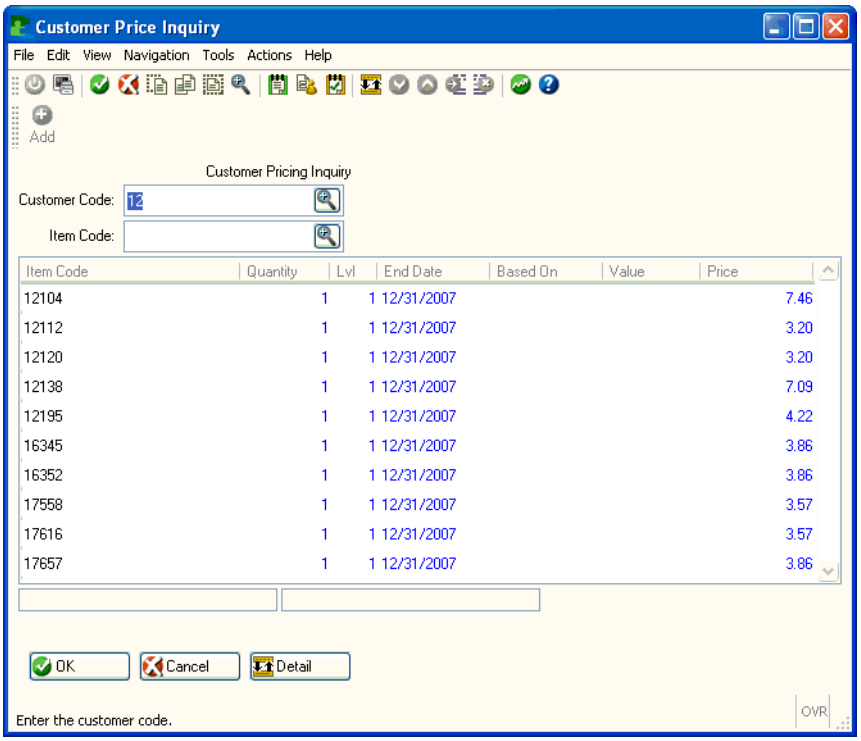
When you post invoices, credit memos, and debit memos, the information in those documents is stored in the order entry transaction history tables. If you are using Fitrix General Ledger, Accounts Receivable, Inventory Control, or Purchasing, the posting process may also update information in those files.

Order Entry Posting

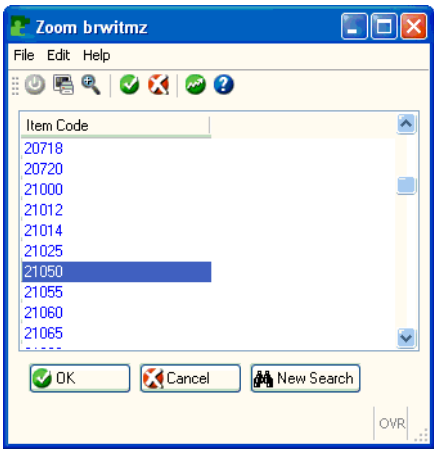


Customer Price Inquiry

This screen shows dollar price per customer by item. The Special pricing screen does not show this for all items as it does not always have a specific dollar amount but a discount % based on the customer class or other values (see section on special pricing).



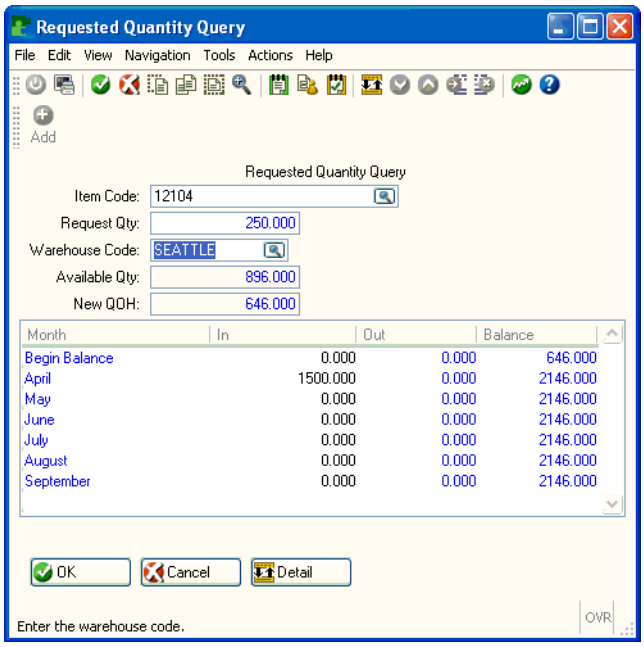
In add mode, enter a customer code. Entry is mandatory. In the item code field you can enter a specific item, a range of items, or leave blank to find all items. If you selected to find many items and then want to find a specific item from the list, click on detail to enter the detail section of the screen, and click on zoom to open a line browse screen. You can then enter a specific item code and will be taken right to it when you click on OK.



Requested Quantity Query

This program is only functional if the Inventory Replenishment module is being used to create sales usage numbers for replenishment purposes.

This screen program is used to determine the affect a possible order will have on the quantity on hand.



Use the following steps to find and track items:

Step	Action
1	In Add mode, enter the item code.
2	Enter the requested order quantity.
3	Enter the warehouse code or zoom to select a warehouse. If left blank the information that diplays will be for all warehouses.
4	Press Tab. The item details screen displays. Users can then: • Click detail, and zoom into the “IN” quantities to find details about purchase orders / transfers. • The "Out" quantity in each month is the 12 month average usage.

6

Credit Card Processing

This chapter discusses Fitrix credit card processing functionality through an interface with Skipjack Financial Services. Other interfaces may be supported in the future. Please check with your Fourth Generation sales representative.

Credit Card Processing Setup

The order entry module interfaces with a payment transaction network for automated credit card processing. Credit card information is stored at the customer level. When orders are entered the order information is qautomatically sent for real time authorization. When orders are invoiced the information is automatically sent in batch mode for settlement.

Note

The order entry module is delivered with the credit card functionality turned off. This is because the tools needed to interface with Skip Jack vary depending upon what hardware platform you are running your Fitrix software on. Consult your authorized Fitrix reseller for assistance in turning on this functionality. You must also contact Skipjack at 1-888-368-8507 to establish a merchant account with them.

Setting Up Payment Codes

A payment code must be set up for each type of credit card (VISA, MASTERCARD, etc.). To set up these payment codes follow these steps:

Step	Action
1	Select Order Entry from the main menu.
2	Select option 4 - Setup Order Entry.
3	Select option C - Update Order Definitions.
4	Select option L - Update Payment Methods
5	Enter a payment method for each credit card: • Payment Code – abbreviation for credit card (ie – VISA). • Payment Description – name of credit card company
6	Set Payment Type to V for credit cards. This ensures that when the order is posted the bill to for the AR record created is the credit card company and not the customer code.

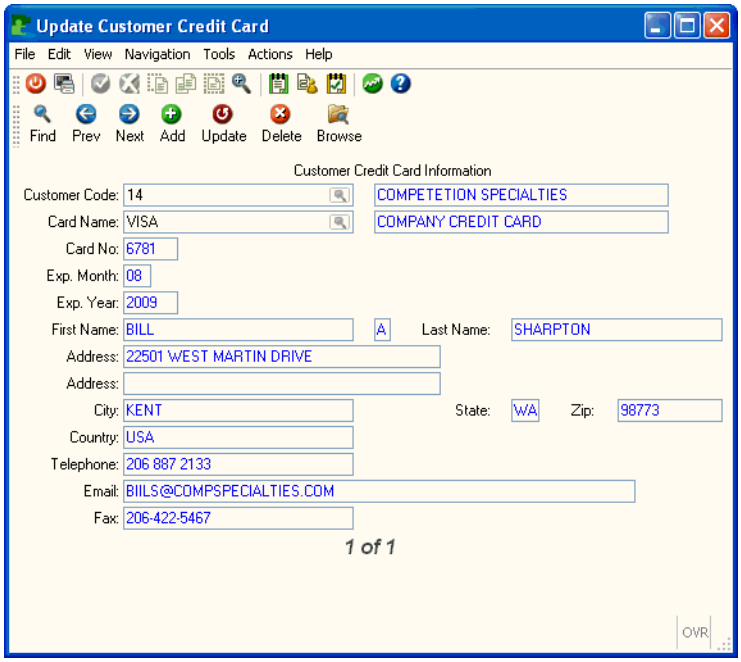
Establishing Credit Card Customers

A customer record must be set up for each credit card company and it MUST be identical to the credit card payment code in *Setting Up Payment Codes* in the previous section.

Enter Customer Credit Card Information

This program is used store credit card information for every customer. Each customer can have multiple credit cards.

Step	Action
1	Select Order Entry from the main menu.
2	Select option 4 - Setup Order Entry.
3	Select option H - Credit Card Processing.
4	Select option A - Update Customer Credit Card
5	Enter credit card information for each credit card the customer uses. The Customer Credit Card screen displays.



The following information is required and therefore must be filled in:

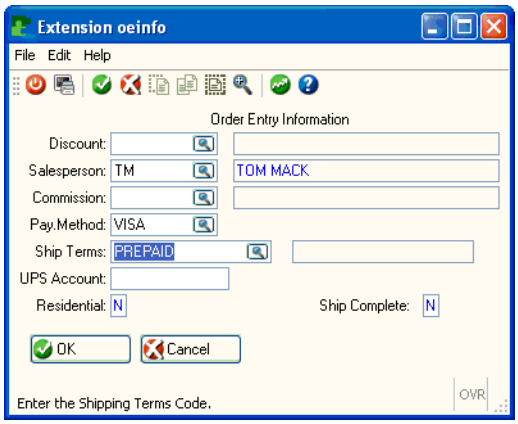
- Customer code
- Card Name
- Card Number
- Exp Month
- Exp Year
- First_Name
- Last Name
- Address 1
- City, State, and Zip
- Telephone
- Email

A customer may have credit cards from multiple card companies. Since Fitrix only stores one credit payment method (ex-VISA) with the customer, order entry will set the order's bill-to code to the order's pay method. For example, if the customer normally pays by VISA, VISA will be the pay method in the customer record. However, when entering an order and the customer wants to pay by MASTERCARD, both the pay method and the bill to code for the order will be set to MCARD when this is the credit card selected.

Update Payment Method In Customer Record

Once a payment method has been set up as described above, update your customer records for those customer that pay via credit card.

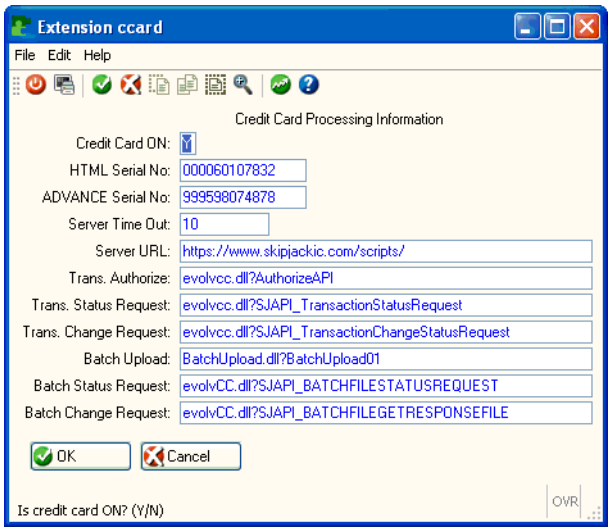
Step	Action
1	Select Account Receivable from the main menu.
2	Select option 2 - Customer Information.
3	Select option A - Update Customer Information.
4	Find the Customer Code, and go into Update Mode.
5	Click Zoom and then select O/E information from the picker window.
6	Enter payment method (ie VISA) .



Enter Credit Card Processor Information

Use the Update Company information program to store the interface information.

Step	Action
1	Select Order Entry from the main menu.
2	Select option 9 - Setup Company.
3	Select option A - Update Company Information.
4	Go into Update Mode.
5	Click Zomm, and then select Credit Card processing information- from the picker window.
6	Select the method of Credit Card processing.



The following fields are used on the Skipjack Credit Card processing screen.

1. **HTML Serial No.- assigned by Skipjack.**

   The initial serial number assigned by Skipjack is for testing purposes only and will therefore need to be changed when you are ready to go live.

2. **Advance Serial No.- assigned by Skipjack.**

   This also is for testing purposes only and will need to be changed when you are ready to go live.

3. **Server Time Out**

   Number of seconds before connection to Skipjack will be disconnected due to lack of response.

4. **Server URL**

   Assigned by Skipjack

5. **Trans Authorize**

   Assigned by Skipjack for authorization

6. **Trans Status Request - assigned by Skipjack.**

   This field is used to get transaction id, authorize additional amounts if items are added to an order already authorized, or to delete an authorized transaction in the event the order is cancelled.

7. **Trans Change Request- assigned by Skipjack**

   This field is used to get change status due to additional amounts or deletions.

8. **Batch Upload – assigned by Skipjack**

   Used to upload batches for settlement

9. **Batch Status request - assigned by Skip Jack.**

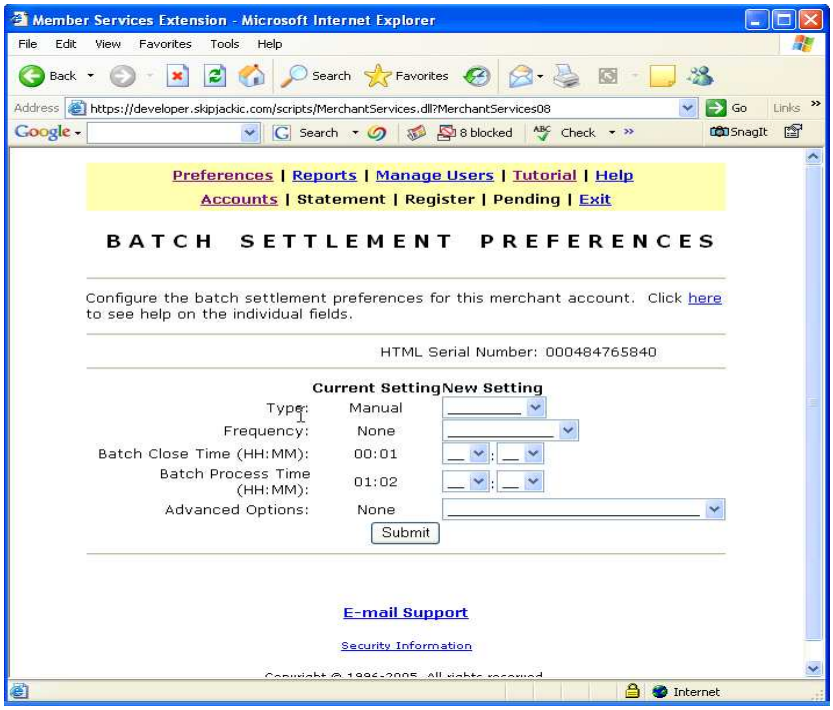
   Used to check batch file status (uploaded, processing, completed).

10. **Batch Change request - assigned by Skipjack.**

    Once the batch status is completed this API is used to read the result of every transaction

Set Skip Jack Batch Settlement Settings

On the Skipjack website, click on Batch Settlement Preferences and set to manual daily so that Skipjack will settle all invoices once a day at a time of day specified by you.



Next, you need to set the following options:

1. **Enable blind credits**

   Click "Edit Account" button and enable "Allow Blind Credits." option. This is so all outstanding credits automatically settle at the end of the day.

2. **Enable batch processing**

   Ask Skipjack to enable this when you set up your merchant account.

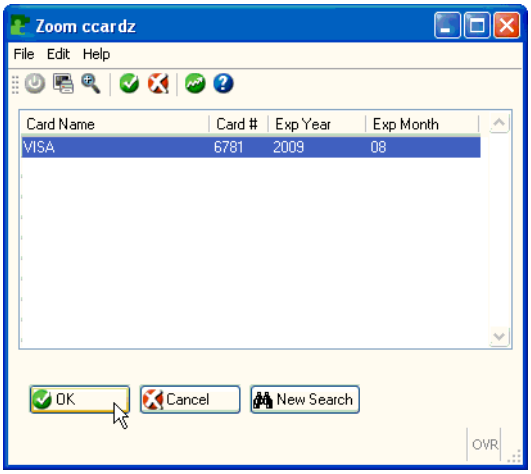
3. **Turn on send email to customer** (optional)

   Click the "Edit Account" button and enable "Send E-mail Response to Customer" option. Also customize email message to reflect your company's information. This is optional. Do not turn this on if you do not want your customer to receive an email each time an order is authorized or an invoice s settled.

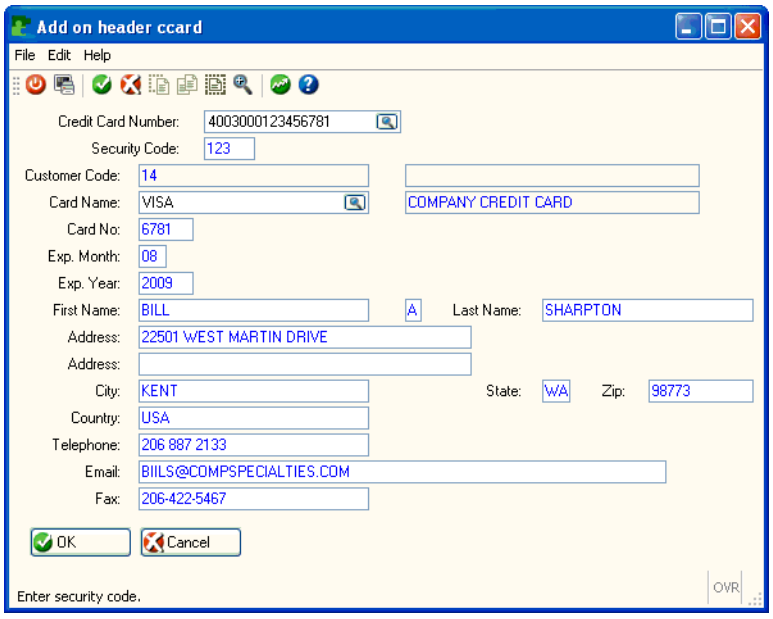
Order Processing

If an order is entered for a customer that pays via credit card (customer's payment method has a payment type =V), user will be prompted " Authorize Credit Card Now Y/N?" when the order is stored. If an N is entered the order will be stored without credit card authorization. Each time an order that is paid via credit card is updated and stored and no authorization code is found, the user will receive this prompt.

A list of valid credit cards for the customer will display when the user stores the order. From this list, select the credit card the customer is using based on the type of credit card and the last four digits of the card the customer is using.

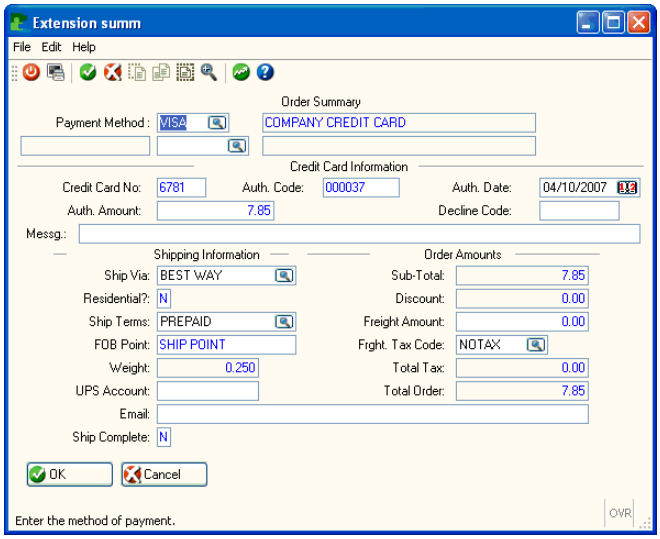


Select the credit card and click on OK. On the next screen that displays, enter the entire credit card number and security code given by the customer and click on OK.



Approved Card

If the credit card is approved the order will be stored with the following information in the order summary screen.

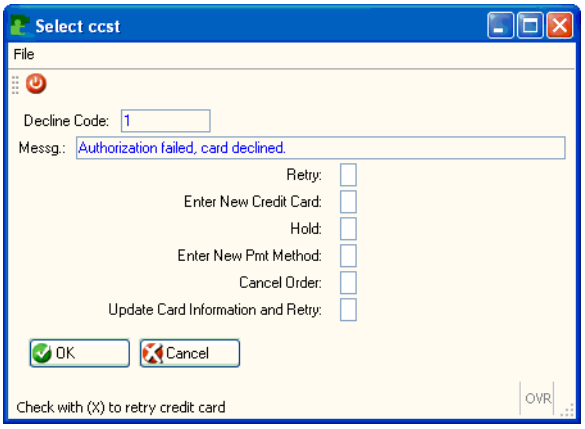


- Credit Card No. – last four digits of the credit card number
- Auth Code – authorization code returned by Skipjack
- Auth Date – authorization date returned by Skipjack
- Auth Amt- amount authorized

If email is turned on with Skipjack, an email is sent from SkipJack to the email address stored with the credit card used and it contains the following information.

Declined Card

If the credit card is declined the following screen displays and user has the following options:



1. **Retry**

   Check this box if you would like to try to authorize again using the same information.

2. **Enter New Credit Card**

   Check this box if you would like to return to the list of credit cards for this customer and select another card to use.

3. **Hold**

   Check this box if you do not want to try to authorize again at this time. Order will be stored with the decline code.

4. **Enter New Pmt Method**

   Check this box if you want to change the payment terms to a term other than credit card. You will be returned to the Order Summary screen to enter a new payment method.

5. **Enter Authorization Code Manually**

   Check this box if you want to enter the authorization code manually and you will be returned to the Order Summary screen. This will require a telephone call to SkipJack to get the authorization code.

6. **Cancel Order**

   Check this box if you want to cancel the order.

7. **Update Card Information**

   Check this box if you want to update the credit card information for the card being used and resubmit for authorization.

If the card is declined and email is turned on with Skipjack, an email is sent from SkipJack to the email address stored with the credit card used.

Note

If the credit card is declined you will receive a decline code of 1. There is no reason given by Skipjack and this is to prevent fraudulent activity. You must call Skipjack to find out why the card was declined.

Order Changes

If you increase the order amount, you will be prompted "Authorize Additional Amount Y/N?" If you decrease the order amount you ill be prompted "Reduce Authorized Amount Y/N?".

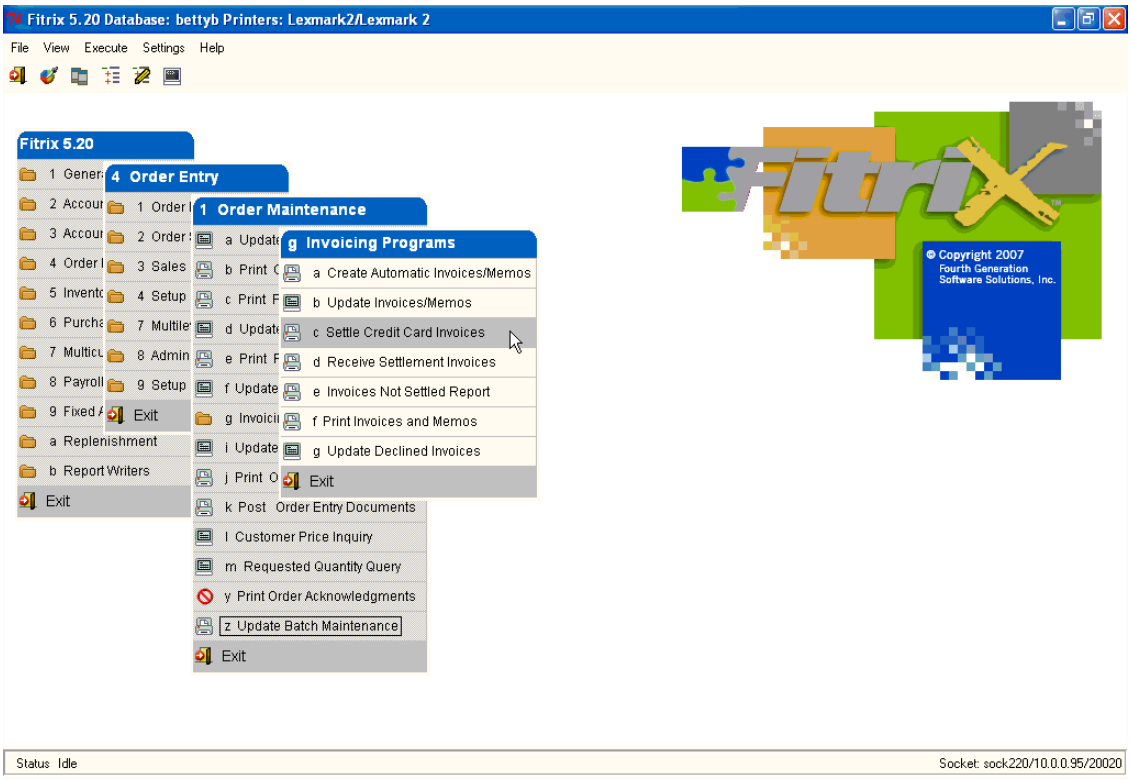
Payment Method by Order

Users can change the customer's payment method to credit card for a specific order by entering the payment method on the order summary screen in order entry. If there is credit card information in the system for the customer a list of these credit cards will display. If there is not, a screen will display so that user may add the credit card information.

Picking Ticket Print Program

A picking ticket will not print for an order if the payment method is credit card and the credit card was declined or not yet authorized. This is to ensure the order is not picked and shipped by mistake.

Settlement Process



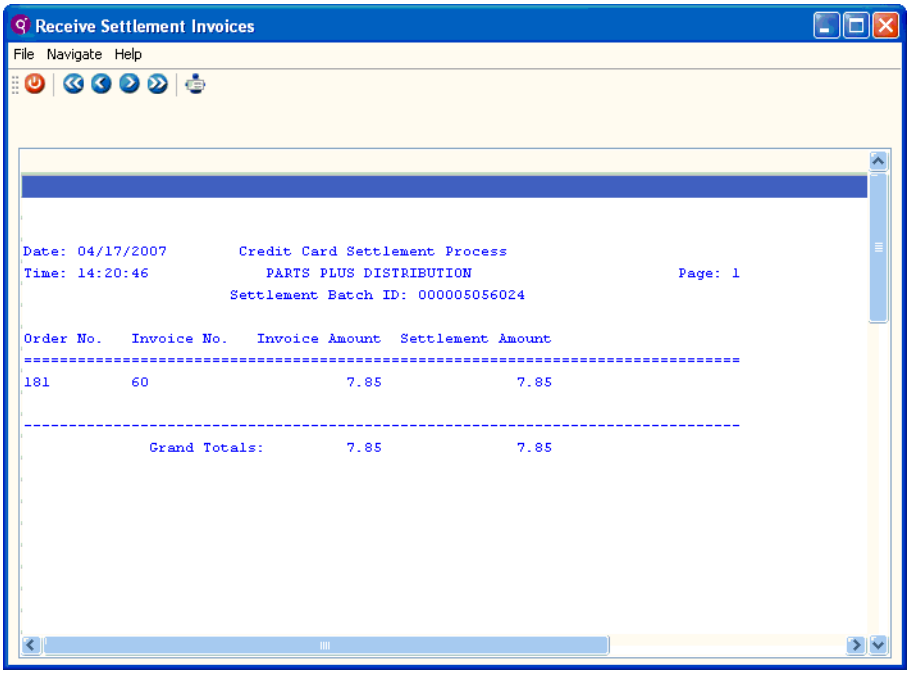
Send for settlement

Once user has created invoices using the Create Automatic Invoices/Memos program or entered the invoice information using the Update Invoice program, the next step is to run the Settle Credit Card Invoices program. This program sends the batch of invoices to Skipjack for settlement and marks the invoices settlement flag to S for “sent”.

Receive Settlement Invoices

Due to the time it takes to settle invoices with the credit card processor, you print and post invoices after the send process is run and then run this receive program the following morning after adequate time has lapsed.

This program sets the invoice settle flag to Y for those that settled successfully, to D for those that were declined, and prints out this settlement report.



Any invoices that did not settle will have a null settlement amount. This report can be used to reconcile to the amount wired from your bank and to also apply cash receipts.

If email is turned on with Skipjack, the customer will receive this email confirming that their payment was settled.

Any invoice that does not settle will print on the Invoices Not Settled report (option e on the Invoicing menu). The customer should be contacted to make alternative payment arrangements.

If email is turned on with Skipjack, the customer will also receive an email notification that payment was declined.

Update Declined Invoices

As previously mentioned, invoices declined will have their settlement flag set to D and because of this they will print on the Invoices Not Settled report indefinitely. User will use this Update Declined Invoices program to reset this flag as follows:

Null- set to null if you wish to resend to Skipjack.

C – set to C if you wish to cancel and arrange alternate payment terms with the customer.

Invoice Print Program:

For any invoices that have the payment type = V, this message will print on the invoice:

PAID VIA CREDIT CARD. DO NOT PAY FROM THIS INVOICE

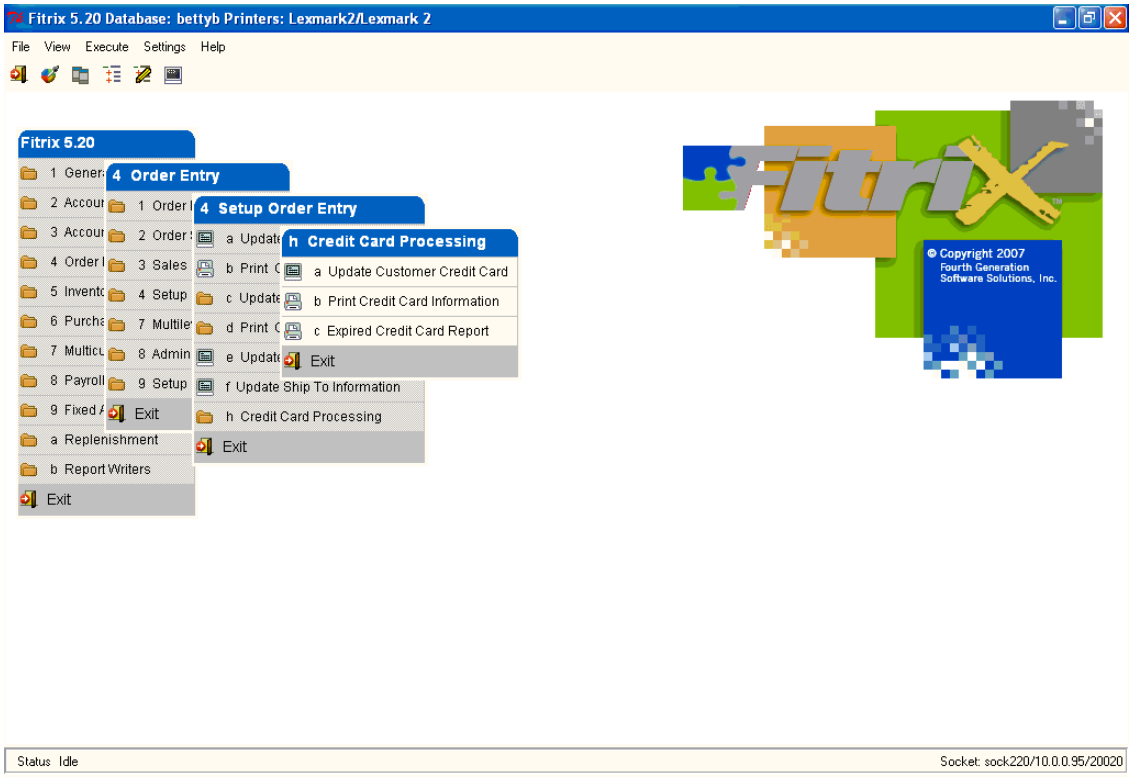
Posting Process:

When the invoice is printed and the order posted, the AR open item is created to the credit card company not the customer.

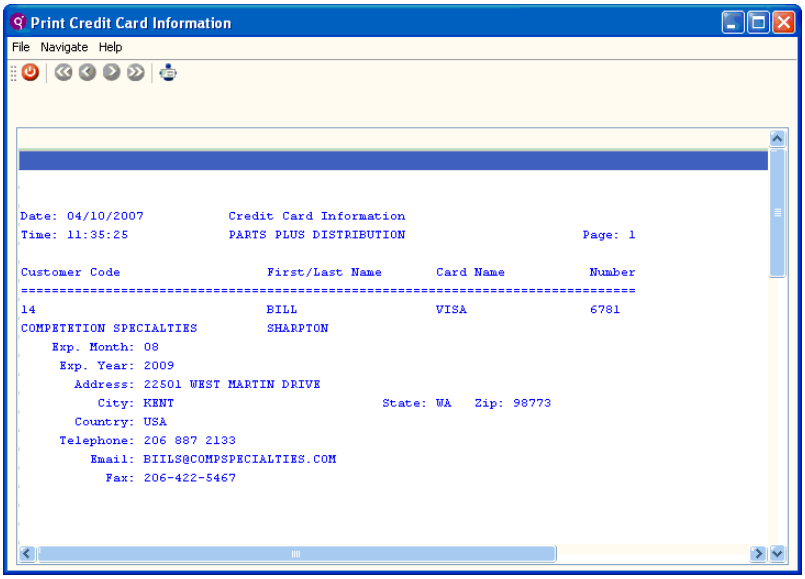
Reports

The following reports are available:

Print Credit Card Information - option (b) on menu below.



Print Credit Card Information - option (b) on menu above.



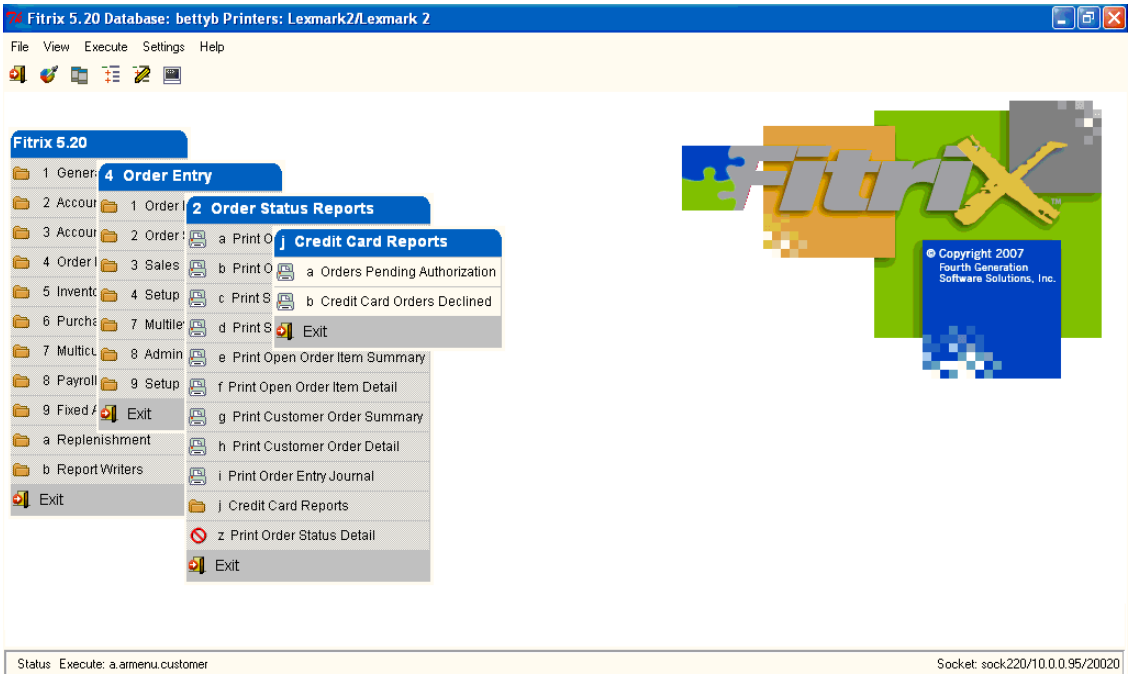
Expired Credit Card Report

Option (c) on menu above.

This report will list all credit cards that are about to expire so that the user can contact the customer and get updated information. User is prompted to enter a date and all credit cards with an expiration date prior to this will print.

Order Pending Authorization

Option (a) on menu below.

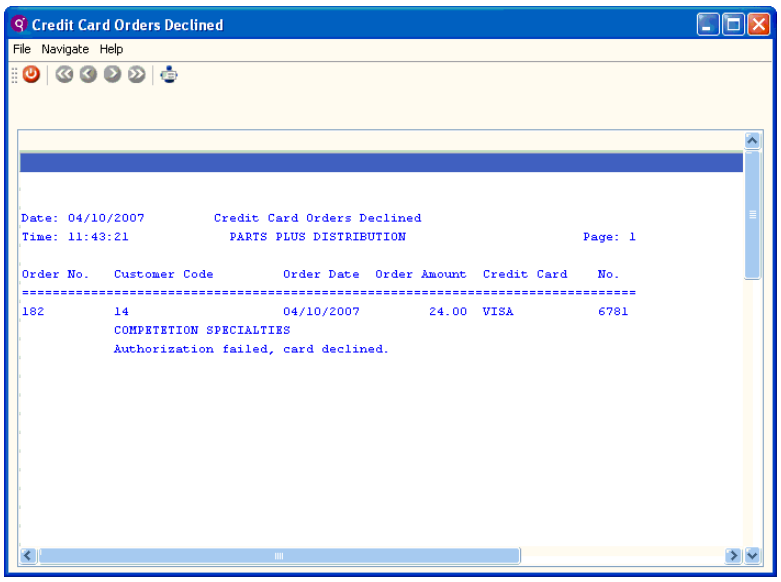


This report lists all open orders that have not yet been authorized through Skipjack.

Credit Card Orders Declined

Option (b) on menu above.

This report lists all orders where authorization has been declined and alternative payment arrangements should therefore be made with the customer.



7

UPS Worldship Interface

This chapter contains basic information about the UPS shipping interface. The following topics are discussed:

- Interface with the UPS Worldship software
- Installation of software needed for the interface

Fitrix Interface with UPS Worldship

The UPS Worldship interface allows the user to know their costs and provide their customers with real-time tracking information.

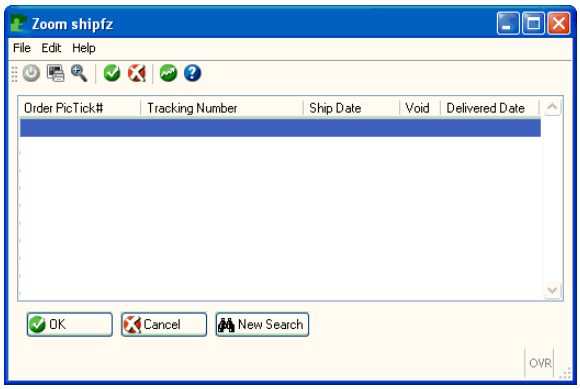
- Provides the shipping address for the UPS Worldship software
- Acquires the freight charge
- Updates the order status
- Tracks the progress of the shipment

Each time a picking ticket is printed, the shipping table is created / updated. This table is “read” by the shipping software when a package is ready to ship.

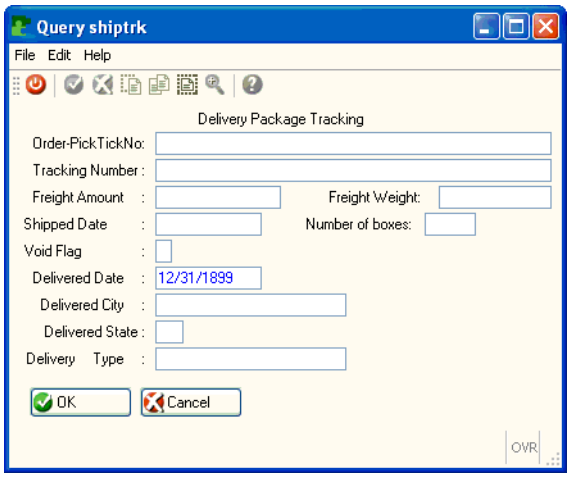
When the order is invoiced, the freight amount will be updated from the UPS freight table automatically.

The shipping status of the order can be found in Update Customer Orders .

Find the order and then select options, tracking information from the ring menu. This screen displays:



The user may request a real-time update on the status of a package at any time by clicking on zoom and then clicking OK on this screen. This fills in the delivery date, city, and state.



Installing the UPS Interface

The UPS Wordship interface requires additional software to perform correctly. Before you begin review the Installation Checklist, and then beging the process.

Installation Check List

Note

Please contact support@fitrix.com if you require assistance with the installation steps detailed below.

1. **UPS ONLINE WORLDSHIP**

   Install on all PC's from where Shipping is done. (The Customer's 6-digit UPS account number is required to setup the Ship From Details.)

2. **INFORMIX ODBC**

   If not already setup, setup Informix ODBC on the PC's that are running the UPS WorldShip software.

3. **CURL**

   Install CURL in the /usr/local/curl directory. If not already installed on Linux, the complete source can be downloaded from http://curl.haxx.se/download.html. All Install Instructions are available at http://curl.haxx.se/docs/install.html .

Note

Most Linux Versions have CURL already installed.

   - Install CURL in the /usr/local/curl directory.
   - Include the following environment variables in the Environment script.

   LD_LIBRARY_PATH=/usr/local/curl/lib;

   PATH=**$PATH**:/usr/local/curl/bin;

4. **UPS**

   If not previously registered, register at www.ups.com.

   Obtain the **UPS_HTML_License** at http://www.ec.ups.com

   - Select the 'Get Tools' for HTML option.
   - Apply for a Developer's Key (it will be e-mailed to you)
   - Use the Developer Key to 'Get the Access Key'. This Access Key will be used to replace the Key '**4BABAD1FD3DF7460'** in the following line in $fg/accounting/oe.4gm/i_order.4gs/upstrack_sh :

```
echo "UPS_HTML_License=4BABAD1FD3DF7460&" >> upstrack.inp
```

5. Mappings

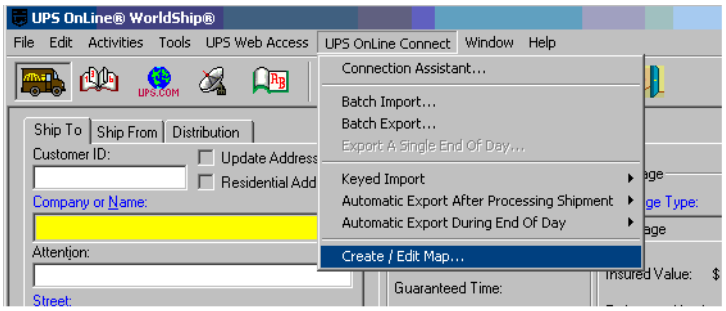
Add Import / Export Mappings to the UPS Worldship Software following the Instructions below. These need to be done only against the Live Database which is being used for shipping.

Worldship Setup

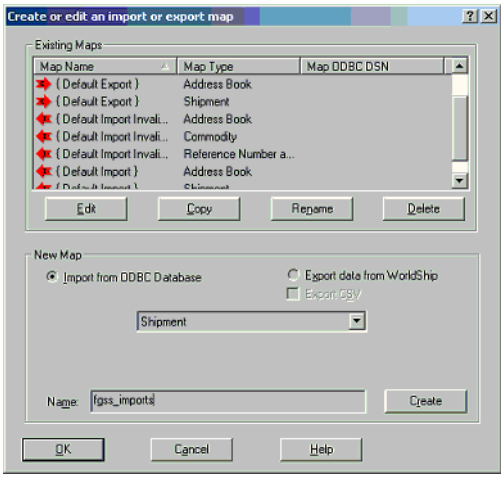
Add import/export mappings to the UPS WorldShip software. The following screen shots showa typical configuration.

Import

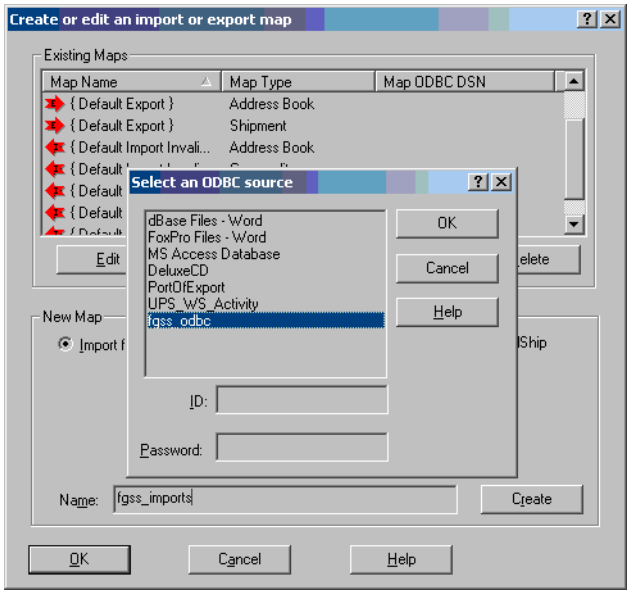
1. Create a new import ODBC mapping by selecting “Create / Edit Map…” from the UPS OnLine Connect menu.



2. Now select “Import from ODBC Database” and type in the name of this import mapping. Click “Create” to Continue.

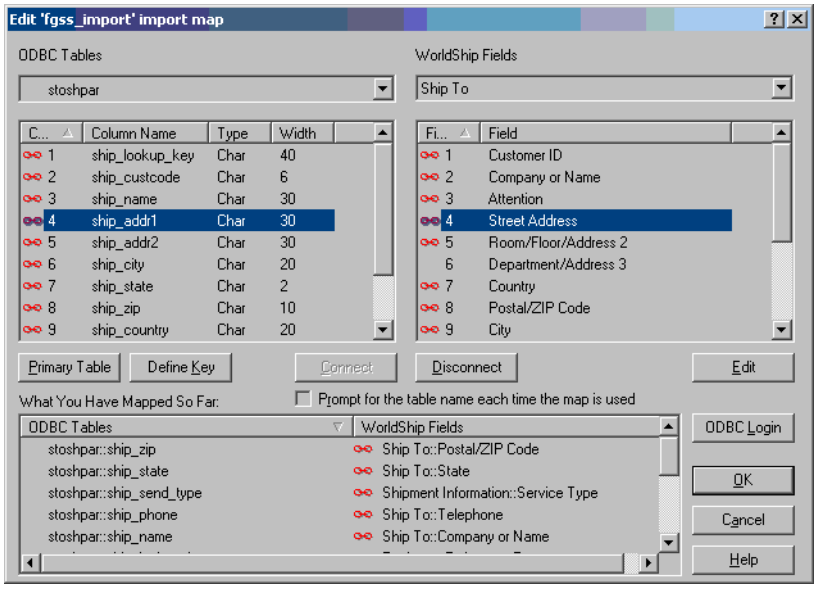


3. Now select the ODBC source that you created to connect to your database and click OK.



4. Now select “Import from ODBC Database” and type in the name of this import mapping. Click “Create” to continue.

5. Next, connect each of the ODBC table fields to the WorldShip fields. The required list is detailed below. You will need to change the current selections in the dropdown lists to display the required field names. If you make a mistake, simply click the Disconnect button.



Import Connect List:

stoshpar::ship_lookup_key - Package::Reference 5

stoshpar::ship_custcode - Ship To::Customer ID

stoshpar::ship_name -Ship To::Company or Name

stoshpar::ship_addr1 - Ship To::Street Address

stoshpar::ship_addr2 - Ship To::Room/Floor/Address 2

stoshpar::ship_city - Ship To::City

stoshpar::ship_state - Ship To::State

stoshpar::ship_zip - Ship To::Postal/ZIP Code

stoshpar::ship_phone - Ship To::Telephone

stoshpar::ship_country - Ship To::Country

stoshpar::ship_contact - Ship To::Attention

stoshpar::ship_send_type - Shipment Information::Service Type

stoshpar::billing_option - Shipment Information::Billing Option

stoshpar::ups_account - Ship To::Receiver UPS Account Number

stoshpar::po_no - Package::Reference 2

stoshpar::order_no - Package::Reference 4

stoshpar::email_address - Shipment Information::Notification Recipient 1 Fax/Email

stoshpar::qvn_option - Shipment Information::QVN Option

stoshpar::residential_cust - Ship To::Residential Indicator

stoshpar::fax_email - Shipment Information::Notification Recepient 1 Type

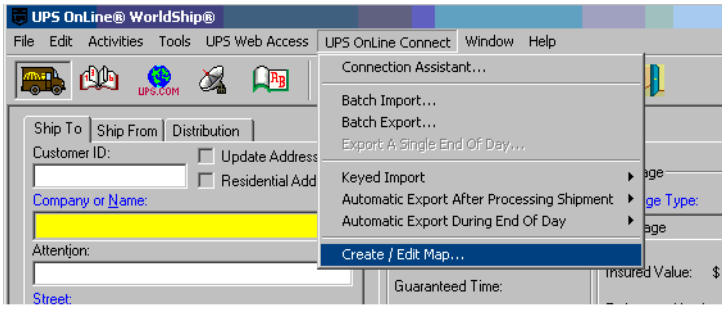
stoshpar::ship_notify - Shipment Information::QVN Ship Notification 1 Option

Note

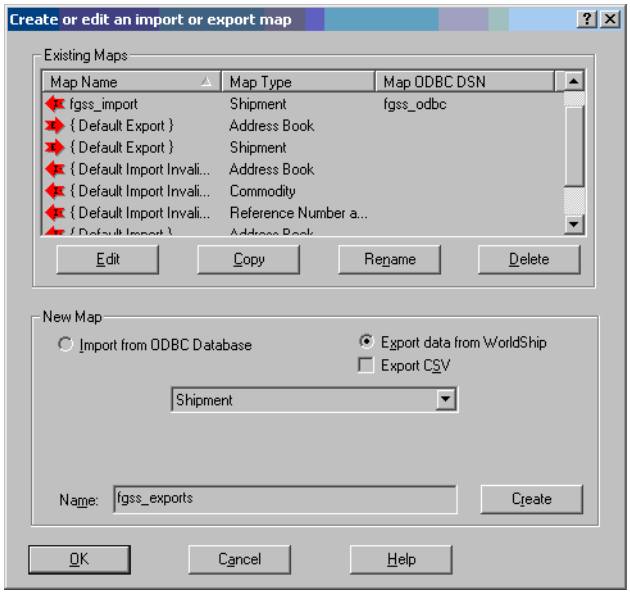
When you are finished, select “stoshpar::ship_lookup_key” in the top left listbox and click “Define Key” to enable the database lookup. When you are done, click the “OK” button to save the mappings.

Export

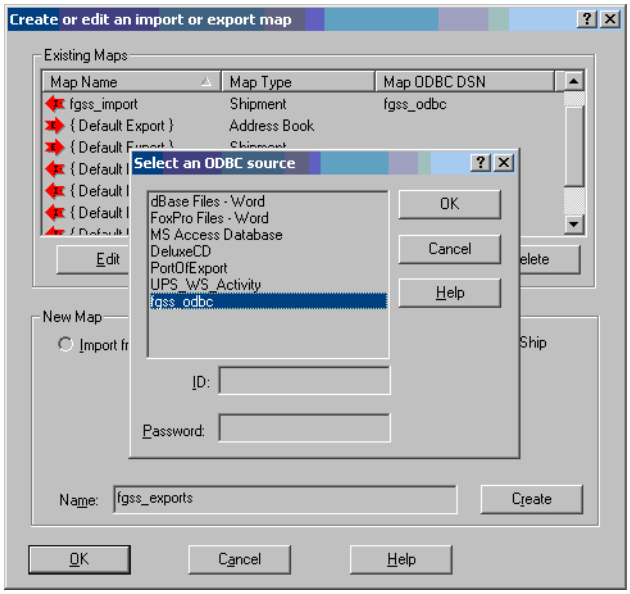
1. Create a new export ODBC mapping by selecting “Create / Edit Map…” from the UPS OnLine Connect menu.



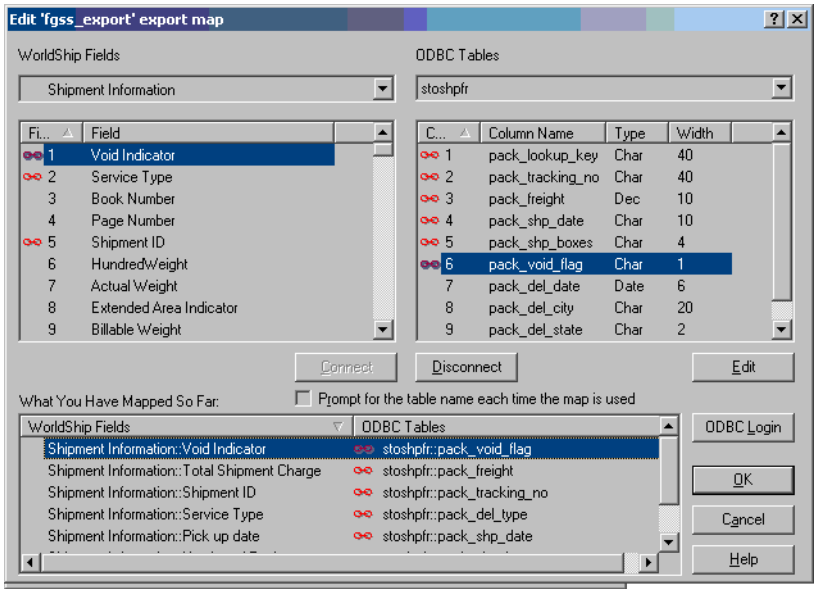
2. Next, select “Export data from WorldShip” and type in the name of this export mapping. Click “Create” to continue.



3. Now select the ODBC source that you created to connect to your database and click OK.



4. Connect each of the WorldShip fields to the ODBC table fields. The required list is detailed below. You will need to change the current selections in the dropdown lists to display the required field names. If you make a mistake, simply click the Disconnect button.



Export Connect List

Package::Reference 5 - **stoshpfr::pack_lookup_key**

Shipment Information::Shipment ID - **stoshpfr::pack_tracking_no**

Shipment Information::Total Shipment Charge - **stoshpfr::pack_freight**

Shipment Information::Pick up date - **stoshpfr::pack_shp_date**

Shipment Information::Number of Packages - **stoshpfr::pack_shp_boxes**

ShipmentInformation::Void Indicator - **stoshpfr::pack_void_flag**

Shipment Information::Service Type - **stoshpfr::pack_del_type**

Package::Reference 4 - **stoshpfr::order_no**

Shipment Actual Weight - **stoshpfr::shp_weight**

Shipment Total Shipper Charge - **stoshpfr::shp_cost**

Note

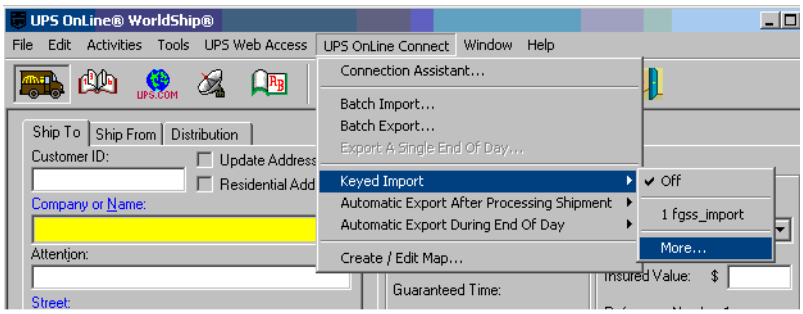
The remaining pack_del_* fields are used to store tracking information.

5. When you are done, click the “OK” button to save the mappings.

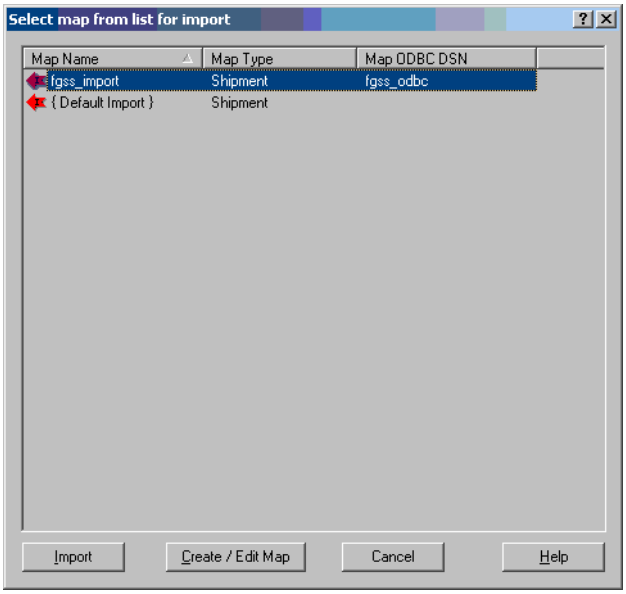
Import

Now configure WorldShip to use your import and export maps.

1. Select “Keyed Import:More…” from the UPS OnLine Connect menu.

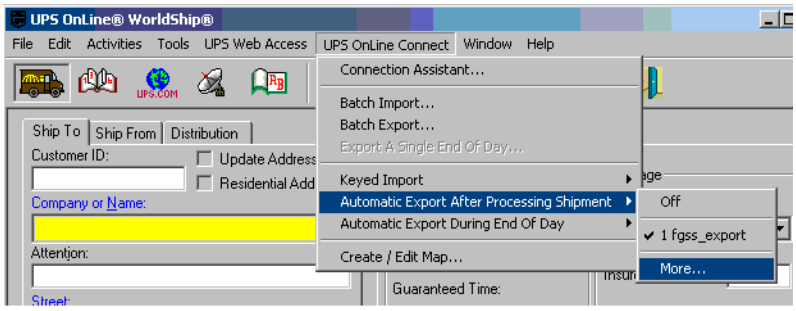


2. Select your import Map Name definition and click “Import” to activate. A small window displays that takes your input to retrieve the address information from the database. In the future, you may select the Map Name from the menu (1 fgss_import) to activate ODBC imports. You will need to do this each time you start running the WorldShip software which is normally once a day in the morning.



Export

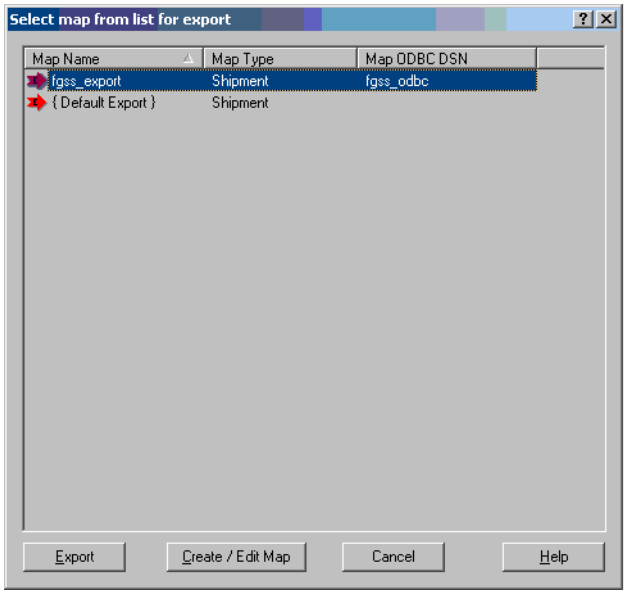
1. Select “Automatic Export After Processing Shipment:More…” from the UPS OnLine Connect menu.



2. Select your export map definition and click “Export” to activate. In the future, you may select the Map Name from the menu (1 fgss_export) to activate ODBC exports.

Note

You do not normally need to do this again, unless you change your mapping definitions.



The menu shows the active mappings with a checkmark.

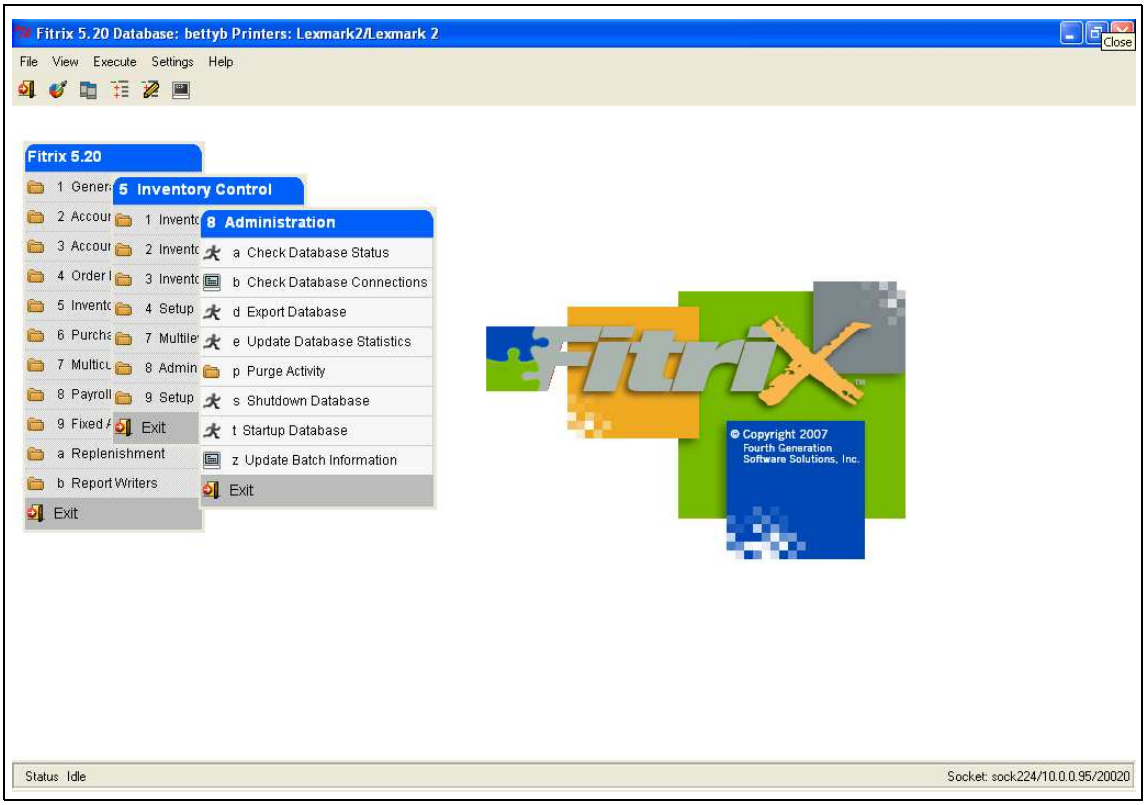
8

Administration Menu

- Check Database Status
- Check Database Connections
- Export Database
- Update Database Statistics
- Purge Activity
- Shutdown Database
- Startup Database
- Update Batch Information

Administration

The Administration Menu:



The following Options are available:

Check Database Status

Note

This function should only be performed by your System Administrator. Please contact your Fitrix Representative for further information.

Check Database Status (option a). Use this option to see if the database is up and running. If the status is "Online" then the database is up and ready for connections. Shows the current status of the database such as:

- Database version
- Status- Online/Quiescent/Offline
- Number of days the database has been up
- Size of memory allocated.

Check Database Connections

Note

This function should only be performed by your System Administrator. Please contact your Fitrix Representative for further information.

Check Database Connections (option b). Shows information about the current users connected to the database. There will be one line of information for each user that is currently connected to the database in the following format:

- Session ID
- SQL Statement type - Select/Insert/Update/Delete
- Database name
- Isolation Level
- Error info if any.

Export Databases

Note

This function should only be performed by your System Administrator. Please contact your Fitrix Representative for further information.

Export Databases (option d). Exports the database and schema structure into delimited text files. This is used for Backup or Migration purposes. The user must have DBA permission, and there must be no other users connected to the database in order to use this utility. The data is saved into the $fg/data folder.

Update Database

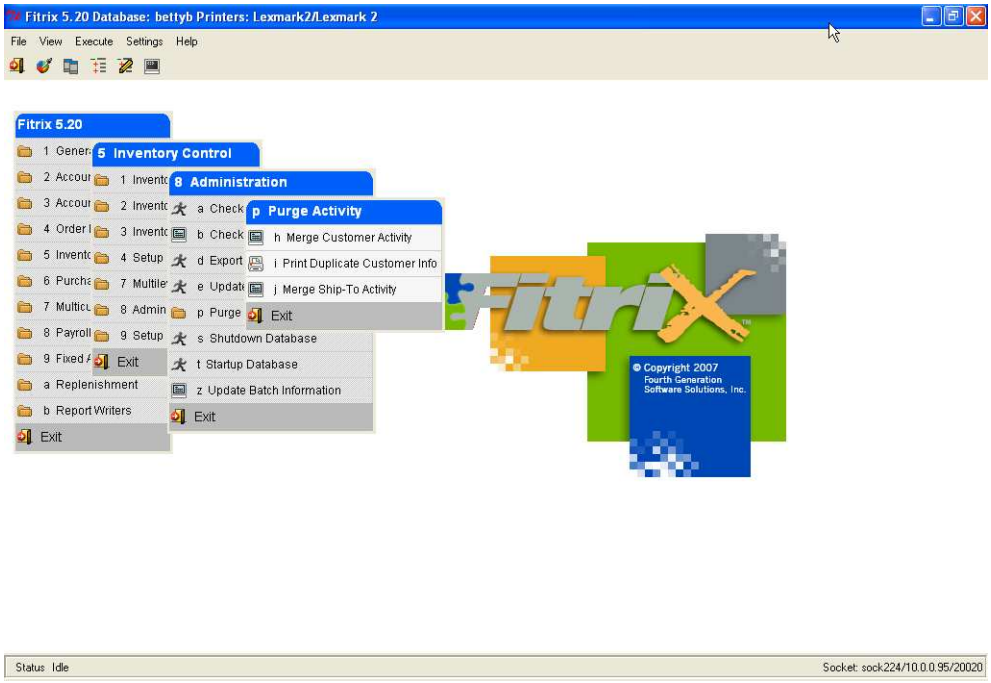
Note

This function should only be performed by your System Administrator. Please contact your Fitrix Representative for further information.

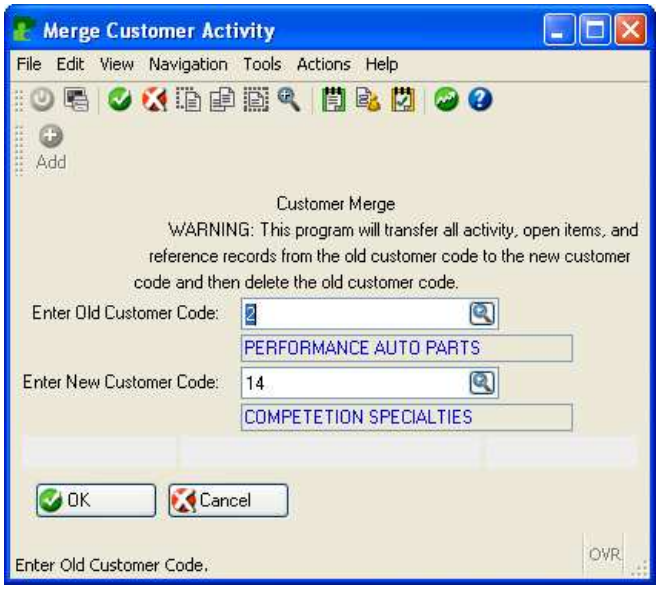
Update Database Statistics (option e). Updates the internal statistics of the database. This is done to improve performance. This should be performed on a regular basis, especially after numerous rows of data have been added to, or deleted from the database. The user must have DBA permission.

Purge Activity

Purge Activity (option p). This menu option has the following submenu:

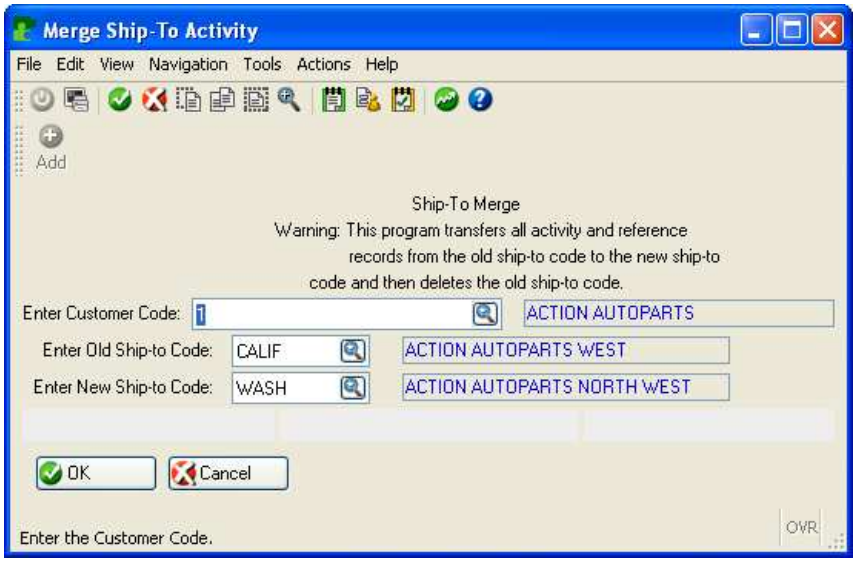


Merge Customer Activity - this program is useful when a company changes names and you want to set up a new customer code that reflects the new company name and then transfer all sales history/activity to the new code.



Print Duplicate Customer Information - this report program will list any information that could not be merged into the new customer code because it is a duplicate. For example, if old customer A has a ship-to code 01 and new customer B also has a ship-to code 01, ship-to 01 can not be merged. What you will need to do in this case is set up a new ship-to code under customer B for this shipping address.

Merge Ship To Activity - This program transfers all sales history/activity to the new code and then deletes the old code.



Shutdown Database

Note

This function should only be performed by your System Administrator. Please contact your Fitrix Representative for further information.

Shutdown Database (option s). Shuts down the database engine. This will disconnect all users and stop all database processes. Once stopped, the database will be inaccessible until restarted (option t). The database engine should always be stopped before shutting down or rebooting the server hardware. The user must have DBA permission.

Startup Database

Note

This function should only be performed by your System Administrator. Please contact your Fitrix Representative for further information.

Startup Database (option t). Starts the database engine. This must be done any time the database has been stopped due to option "s"above, or because of a hardware shutdown.

Update Batch Information

Update Batch Information (option z). See the chapter entitled Batch Control Maintenance in the *Getting Started With Fitrix* guide for information on this program.

9

SQL Queries

- Why SQL Queries are run
- SQL Commands - Select, Order By, Group By

Using SQL

SQL stands for Structured Query Language. It is a standard method for accessing a SQL-compatible database. This section of the manual discusses how to use SQL to gather information from the database.

SQL is used primarily to generate ad hoc reports. SQL front end tools, such as Informix ISQL, allow you to enter and run standard SQL queries with a simple set of commands. Other productivity tools allow you to link data in the SQL database to spreadsheets, word-processing documents, charts, and graphs. As the information in the database changes, the spreadsheet changes automatically.

Before you use SQL report generators or productivity tools, you must know how SQL itself works. Though a particular SQL front-end tool may differ, the basic instruction sets should work in a similar manner. This section introduces you to the basic use of these statements and gives you examples of how they are used in a variety of ways

The examples use General Ledger tables and columns. Since all accounting transactions eventually end up in the General Ledger, it is a common application for SQL queries. The point of this section, however, is to cover the basics of SQL, not to teach you how to create specific queries in individual applications.

SELECT Command

The SELECT statement gets information from the database. There are only six different clauses that control which information this SELECT retrieves. They are called clauses since they describe a part of the overall SELECT command. Only two of these clauses are required for any SQL database query. These commands or clauses are listed and described below.

SELECT: The SELECT clause is the start of all SQL queries. It is required for all information retrieval. It is used to tell the system which information categories or fields—in SQL they are called columns—you want to access.

FROM: The FROM clause is also required for all SQL Selects. It is used to tell the system from which file or table to take the data.

WHERE: The WHERE clause is optional. It lists the selection criteria for the Select statement. It allows you to describe which records you want to see.

ORDER BY: The ORDER BY clause is also optional. It allows you to tell the system in what order to put retrieved records.

GROUP BY: The GROUP BY clause is also optional. It allows you to tell the system how to group records for totals and subtotals.

HAVING: The HAVING clause is also optional. It allows you to tell the system which groups to select.

You can retrieve any type of information from a SQL database with these six clauses. In the next several sections we will cover these commands in more detail.

Using SELECT and FROM

The format for the most basic SQL query is:

```
SELECT column-names FROM table-names
```

In this statement, SQL commands are printed in all capital letters; however, most SQL tools are not case sensitive.

Column-names refers to the names of the actual columns or information categories created in the table. Table-names refers to the database tables that contain the data.

Selecting All Columns

When you don’t want to specify specific column names, you can use the asterisk (*) to indicate that you want the values in all columns. For example, suppose you want to see all information from a control table. Enter:

```
SELECT * FROM stxcntrc
```

“Stxcntrc is the name of the control table. Typically, there is only one record in this control table and, in this example, the columns in it are company name, address #1, address #2, city, state, zip, county, country, the first current asset account, the first fixed asset account, first current liability account, the first long term liability account, first capital account, the first income account, first cost of goods account, and the first expense account.

In response to this query, the system displays the values associated with each of these columns. The exact format in which this information is displayed differs from system to system.

Selecting Specific Columns

If you just want to see specific columns from a table, enter the names of the columns. For example, if you want just the name and address information from the database, enter:

```
SELECT co_name, addr1, addr2, city, state, zip, county, country
FROM stxcntrc
```

The names used are those that are part of the data dictionary. In order to select specific columns, you must know what they are named in the database. Some SQL query systems provide a display of these column and table names. Typically, however, you must work from printed table definitions. There are SQL queries that allow you to retrieve information about the names of the columns and tables in the database, but they are not covered here.

Notice that the different column names are separated by commas. This is usually required. The last column name does not have a comma after it.

Using Math in the SELECT Statement

You can also include mathematical operations within your SELECT statement. The mathematical operators recognized are:

`+` Addition

`-` Subtraction

`*` Multiplication

`/` Division

Here is an example of addition:

```
SELECT doc_no, amount, amount + 1 FROM stgactvd
```

The result of this query shows the document number, the amount of the transaction, and that amount + 1.

Here is an example of multiplication:

```
SELECT doc_no, amount, amount * .077 FROM stgactvd
```

You do not need to use literal amounts as part of your math. You can use other column names.

```
SELECT doc_no, amount, amount / doc_no FROM stgactvd
```

You can combine multiple mathematical operations (for example, you can multiply, divide, add, and subtract all in the same SELECT statement), and you may combine column names and literals in calculations.

```
SELECT doc_no, amount, doc_no + amount, amount / 2
FROM stgactvd
```

You can also use parentheses to show the order of precedence of mathematical operations.

```
SELECT doc_no, amount / (1 + 2)
FROM stgactvd
```

This expression adds 1 + 2 before dividing this sum into amount.

Selecting Specific Rows: WHERE

The simplest selection statements show all the information in a file or table. However, you may only want to see specific rows (records) that meet a given selection criteria. To make such a selection, use the WHERE clause.

The format for the WHERE clause is:

```
WHERE column-name relational-operator value
```

This may seem a little complicated, but an example should clarify how it is used. For example, Fitrix *Business* uses a table to store all of the accounting detail from the General Ledger system. If you want to see the entries for a particular original journal, use the following statement:

```
SELECT * FROM stgactvd WHERE orig_journal = "AP"
```

The asterisk causes the system to display all columns in this table. The table named stgactvd is the activity data table for the General Ledger system.

In the WHERE clause, you see the name of a column orig_journal, followed by a relational operator = and finished by a value, AP. What this statement means is: list all the columns in the table stgactvd where the column orig_journal contains AP.

In composing this query, you can use any column name in the table.

Relational operators consist of the following:

SymbolMeaning

= Equal To

<> Not Equal To

> Greater Than

< Less Than

>= Greater Than or Equal To

<= Less Than or Equal To

Matching Character Patterns

The keyword MATCHES can be used within the WHERE clause to select rows that contain certain string patterns.

The format is as follows:

```
WHERE column-name MATCHES value
```

In this case, the column name must be a character type column. This means that it must contain characters, not numbers. The value is a pattern of characters and must be enclosed in quotation marks. For example, our previous query of the general ledger activity table could have been stated using the MATCHES keyword like this:

```
SELECT * FROM stgactvd WHERE orig_journal MATCHES "AP"
```

In this example, we require an exact match, which is exactly the same as an = command. The real power of MATCHES comes into play when you use wildcards to find a meaningful character string within a longer character column.

MATCH Wildcards

There are three wildcards:

`*` This matches any set of characters or no characters

`?` This matches any single character.

`[X-Y]` This matches the range of characters indicated.

You can use these wildcards in a variety of ways to select the proper rows from a table. For example, in the General Ledger detail table, there is a column that contains the department code. Note that even though department codes typically consist of digits, it is still a character field, not a numeric field. These codes can be any character string up to three characters long. Use these codes to select line item detail in the variety of ways detailed below:

```
SELECT * FROM stgactvd WHERE department MATCHES "1*"
```

This finds any rows where the department code begins with the character 1.

```
SELECT * FROM stgactvd WHERE department MATCHES "*10*"
```

This finds any rows where the department code contains the character string 10 anywhere within it.

```
SELECT * FROM stgactvd WHERE department MATCHES "?10"
```

This finds any line item where the department contains the characters 10 preceded by any other single character. It does not find a department beginning with 10, but it finds 110, 210 and so on.

```
SELECT * FROM stgactvd WHERE department MATCHES "1[1-5]*"
```

This finds all rows containing department codes that begin with the digit 1, followed by the digits 1 through 5, and then followed by any other characters. This does not find rows where the digits 1 through 5 do not immediately follow the beginning digit 1.

Using AND and OR in the Where Clause

You can make your WHERE clause more complicated by using AND and OR as follows:

- **AND:** Makes the clause more restrictive. In order to be selected, the data must pass all tests joined by the AND clauses.
- **OR:** Makes the clause less restrictive. To be selected, the data only need pass one test or the other. The syntax for the use of AND and OR is:

  ```
  WHERE column_name relational-operator value
  AND column_name relational-operator value
  ```

  or

  ```
  WHERE column_name relational-operator value
  OR column_name relational-operator value
  ```

In the next example, the WHERE clause selects only rows in which the department code begins with the digit 1 and whose document number is greater than one hundred. Rows in which the department code begins with 1 and whose document number is less than or equal to 100 are not selected. Rows in which the document number is greater than one hundred, but in which the department code does not begin with 1 are also *not* selected.

```
SELECT * FROM stgactvd WHERE department MATCHES "1*"
AND doc_no > 100
```

In the following example, even more documents are selected. All documents in which the department code begins with 1 are selected because they pass the first test. In addition, all documents with numbers greater than one hundred are selected because they pass the second test.

```
SELECT * FROM stgactvd WHERE department MATCHES "1*"
OR doc_no > 100
```

Note

Even though some documents may pass both tests, they are only selected *once*.

Using Multiple ANDs and ORs

You can use AND and OR to join any number of phrases.

```
SELECT * FROM stgactvd WHERE department MATCHES "1*"
AND doc_no > 100
AND orig_journal = "AR"
AND amount > 1000
```

Note

Remember: adding multiple AND statements makes the test more and more restrictive; in order to be selected, the row must meet *all* of these criteria.

You can also use parentheses to group ANDs and ORs.

```
SELECT * FROM stgactvd WHERE (department MATCHES "1*"
AND doc_no > 100) OR (orig_journal = "AR"
AND amount > 1000)
```

In this test, selected records or rows must either have a department code that begins with 1* and a document number greater than 100 or they must have an original journal code of AR and an amount greater than 1000.

Improper Use of AND or OR

Remember the AND and the OR are used to join complete column_name relational-operator value phrases within the WHERE clause. It is *not* used to join separate WHERE clauses or to join values to a single column_name.

Correct:

```
SELECT * FROM stgactvd WHERE department MATCHES "1*"
OR doc_no > 100
```

Incorrect:

```
SELECT...
OR WHERE doc_no > 100
```

Correct:

```
SELECT * FROM stgactvd WHERE department MATCHES "1*"
OR department MATCHES "*1"
```

Incorrect:

```
SELECT...
OR MATCHES "*1"
```

WHERE Using LIKE

LIKE is a keyword that works almost identically to MATCHES. The major difference is that it has different wild cards. Instead of using an asterisk to match characters, a percent sign (%) is used. Instead of question marks to match a single character, an underscore is used.

```
SELECT * FROM stgactvd WHERE department LIKE "1%"
```

This finds all departments that begin with 1 and are followed by any combination of other characters. LIKE can only be used for character columns (letters or digits). The values used must be enclosed with quotation marks.

WHERE Using BETWEEN

You can use the keyword BETWEEN to indicate that you want to select a value between two other values.

```
SELECT * FROM stgactvd WHERE amount BETWEEN 10 AND 40
```

This selects all rows in which the amount column has a value from 10 and 40, inclusive.

When you use BETWEEN, you must use AND, as shown below, to indicate the second set of values.

Correct:

```
SELECT * FROM stgactvd WHERE amount BETWEEN 10 AND 40
```

Incorrect:

```
SELECT... BETWEEN 10 40
```

You also must show the values in the proper order with the smallest value first. The wrong example does not produce an error message, but no rows are selected.

Correct:

```
SELECT * FROM stgactvd WHERE amount BETWEEN 10 AND 40
```

Incorrect:

```
SELECT... BETWEEN 40 AND 10
```

You can also use BETWEEN to specify a range of dates or alphanumeric characters.

```
SELECT * FROM stgactvd WHERE orig_journal
BETWEEN "A" AND "Z"
```

This query selects all documents with an original journal code beginning with a capital letter.

WHERE Using IN

Use the keyword IN to compare the value in a column with a list of possible values. You could do the same thing using a series of ORs, but IN makes this somewhat more straight-forward.

The syntax:

```
WHERE column-name IN (list of values)
```

Here is an example of selection from a list of possible values.

```
SELECT * FROM stgactvd
WHERE orig_journal IN ("AR","AP","GJ")
```

This select statement finds any rows which contain AR, AP, or GJ in the original journal code column.

It is the same as the following SELECT statement:

```
SELECT * FROM stgactvd WHERE orig_journal = "AR"
OR orig_journal="AP"
OR orig_journal="GJ"
```

You can see the advantage of using the IN keyword.

Matching NULL Values

SQL discriminates between a column filled with spaces or zero and one filled with a NULL value. A column with a NULL value has never had any values entered into it or has had those values removed. Spaces or the value zero are not considered NULL.

You may wish to identify the values that are NULL when selecting records. For this purpose, you have IS NULL keywords for use with the WHERE clause.

The syntax:

```
WHERE column_name IS NULL
```

For example:

```
SELECT * FROM stgactvd WHERE department IS NULL.
```

This finds all records in the activity table which have no department code associated with them.

Using NOT

With many WHERE statement keywords, you can use the keyword NOT to select records that are *not* matched by your selection criteria. NOT can be used with the following keywords:

- MATCHES
- LIKE
- BETWEEN
- IN
- NULL

For example, if you wanted to find all records with a value NOT NULL in the department column, use the following:

```
SELECT * FROM stgactvd WHERE department IS NOT NULL.
```

finds all the rows with values in the department column

```
SELECT * FROM stgactvd WHERE orig_journal
NOT IN ("AR","AP","GJ")
```

selects all rows that have orig_journal codes that are not equal to AR, AP, or GJ

```
SELECT * FROM stgactvd WHERE department
NOT BETWEEN "A" AND "Z"
```

selects rows whose department codes do not begin with a capital letter

```
SELECT * FROM stgactvd WHERE department NOT MATCHES "1*"
```

selects all rows where the department code does not begin with 1

```
SELECT * FROM stgactvd WHERE department NOT LIKE "1%"
```

selects all rows where the department code does not begin with 1.

Selecting From Multiple Tables

So far, we have shown only SQL queries that take data from one table. Using the WHERE command you can also join two tables together and get related information from them.

For example, in Fitrix General Ledger, the activity table, stgactvd, contains the information about each line item that is posted to the system. It does not contain the basic information about the document, such as when it was created and a general description of the document. This information is in a general reference table for all transactions on the system. This table is called stxtranr.

To see the document date as well as the information about specific line items, select columns from both of these tables and join them together using a WHERE clause so that only the related records are selected.

The syntax for joining multiple tables is:

```
SELECT [table-name].column-name,[table-name.]column-name,...
FROM table1, table2,...
WHERE table1.column-name=table2.column-name
```

The WHERE clause causes the SELECT statement to return only those rows where the specified columns in each table are identical. The table name after the SELECT statement only needs to be used when the column name appears in both tables.

In Fitrix *Business*, the table name must always be used because when two columns carry matching data used for joins, they are named identically. You can see which columns need to be joined in the WHERE clause, by noting which columns in the two tables have the same name.

Here is an example of a query that returns a list of amounts for the individual lines that make up a transaction, selected from the general ledger activity table, along with the corresponding document date and description of the transaction from the general transaction table.

```
SELECT stxtranr.doc_no, doc_date, doc_desc, amount
FROM stxtranr, stgactvd
WHERE stxtranr.orig_journal=stgactvd.orig_journal
AND stxtranr.doc_no = stgactvd.doc_no
```

This selection produces one row for each line that was entered under the Update General Journal option. Each line contains the document number, the document date, the description of the transaction, and the amount posted for that line.

Notice that doc_no after the SELECT is preceded by the table name, stxtranr. This table name is required because doc_no is used as a column in both tables. Their contents are identical, but you need to specify in SQL which table you want to use.

Also notice that we did not have to use the table names for doc_date, doc_desc, and amount. This is because these columns only appear in one table or the other.

Joining More Than Two Tables

You can use any number of tables in a SELECT statement. If more tables are used, you simply extend the WHERE clause to equate columns within each table.

For example, in Fitrix, there is another table that holds information about a transaction. This table is stgtranr and it contains information such as the accounting period and year for the transaction. If you want to see this information for each of your activity lines, extend your query to include this third table.

```
SELECT stxtranr.doc_no, doc_date, doc_desc, acct_period, acct_year, amount
FROM stxtranr, stgactvd, stgtranr
WHERE stxtranr.orig_journal=stgactvd.orig_journal
AND stxtranr.orig_journal=stgtranr.orig_journal
AND stxtranr.doc_no = stgactvd.doc_no
AND stxtranr.doc_no = stgtranr.doc_no
```

Notice that two new columns have been added: acct_period and acct_year. No tables need to be specified for these columns because they occur only in the table stgtranr. Stgtranr has been added to the FROM clause. The AND clauses have also been duplicated to join the columns from stxtranr to the matching ones in stgtranr. The choice of stxtranr for the join in this case was arbitrary since all tables involved contain the same keys. Stgactvd could have just as easily been used. However, this may not always be the case; many joins may take place on columns that are unique to a particular table.

ORDER BY Command

Use the ORDER BY clause to sort the output. It is optional and can be used in conjunction with any other optional clauses.

The syntax:

```
ORDER BY column-name
```

Column-name must be an element in the SELECT list of columns; that is, you cannot ORDER BY a column that has not been selected. For example, to see all of the rows in the General Ledger activity table sorted by document number, use the following command:

```
SELECT * FROM stgactvd ORDER BY doc_no
```

If you want to do the same thing but select only a specific original journal, use the following command:

```
SELECT * FROM stgactvd
WHERE orig_journal = "AR" ORDER BY doc_no
```

Sorting By Multiple Columns

You can create sorts within sorts. For example, if you want to see all order lines organized by original journal, and within each original journal, organized by department number, use the following command:

```
SELECT * FROM stgactvd
ORDER BY orig_journal, doc_no
```

Using Aggregate Functions

There are a number of special functions that perform calculations among the rows selected. These are called aggregate functions because they work on a group of rows. When they are used, you do not see the individual rows themselves, but the results of the operation on all rows or groups of rows.

The aggregate keywords and their functions are:

AVG (column-name) Calculates the average of the column specified for the rows selected.

COUNT (*) Counts the number of rows retrieved by the WHERE clause.

MAX (column-name) Finds the maximum value in the column specified for the rows selected.

MIN (column-name) Finds the minimum value in the column specified for the rows selected.

SUM (column_name) Adds the column specified and totals it for the rows selected.

These aggregate functions are used like column names after the SELECT keyword. They do not subtotal unless you use the GROUP BY clause (explained in the next section).

Correct:

```
SELECT sum(amount) FROM stgactvd WHERE doc_no = 4
```

This query produces the total amount for document 4. It does not, however, show the document number itself.

Incorrect:

```
SELECT doc_no, sum(amount) FROM stgactvd
```

This produces an error requesting a GROUP BY phrase.

GROUP BY Command

This clause gives you subtotals for different groups of rows using aggregate functions. The syntax:

```
SELECT column-list, aggregate-functions FROM table-name
GROUP BY column-list
```

For example:

```
SELECT doc_no, sum(amount) FROM stgactvd
GROUP BY doc_no
```

This produces a list showing each document number and the total for that document next to it.

Note

You must have a GROUP BY clause for each column selected.

Correct:

```
SELECT doc_no, acct_no, sum(amount) FROM stgactvd
GROUP BY doc_no, acct_no
```

This produces a line for each unique combination of a document number and an account number. In other words, you get the sum for document number one, for the first account number, then the sum for document number one, for the second account number, and so on. You do *not* get the sum for a given document number alone.

Incorrect:

```
SELECT...
GROUP BY doc_no
```

This produces a GROUP BY error because you referenced acct_no in the column selection but did not repeat it in the GROUP BY column list.

10

Order Entry Reports

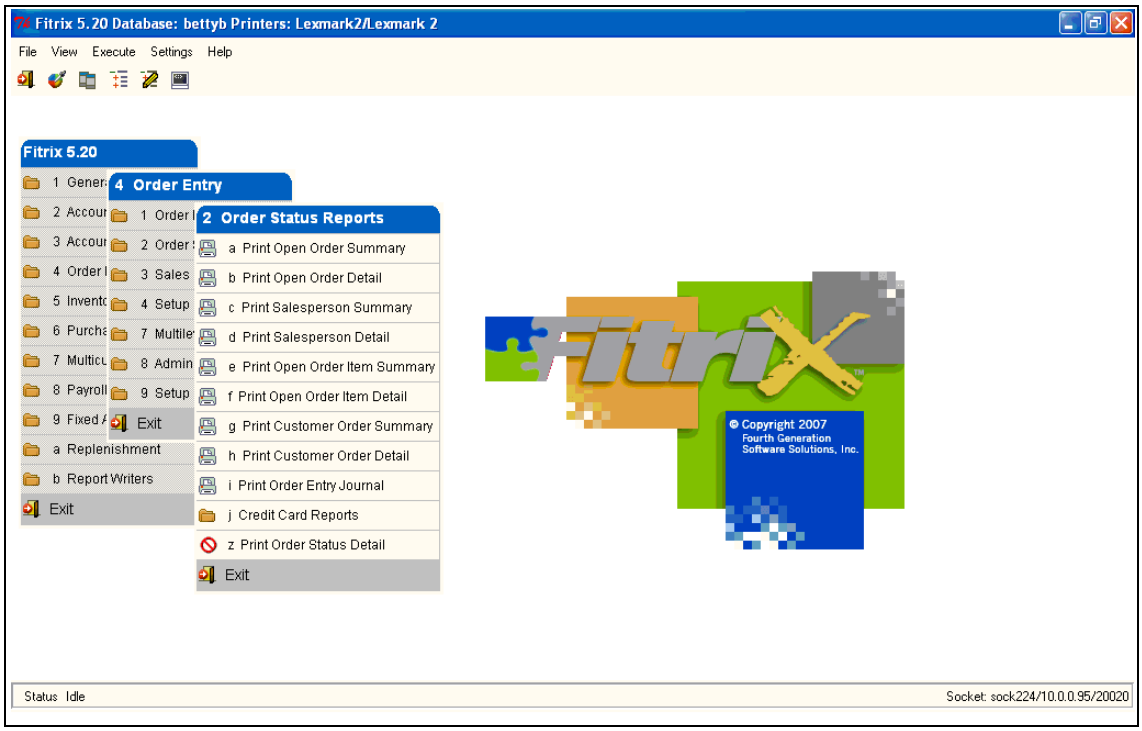
This chapter contains descriptions and examples of the reports that come standard with O/E. The following sets of reports are covered, which you will find on options 3 and 4 of the O/E Main menu.

- Order Status Reports
- Sales History Reports

Order Status Reports

The Order Status Reports menu contains a number of reports that allow you to review activity in your Order Entry system. These reports provide information on what you have on order, salesperson activity, order information by item, and customer activity. This menu also enables you to print the Order Entry Journal.

The Order Status Reports Menu:



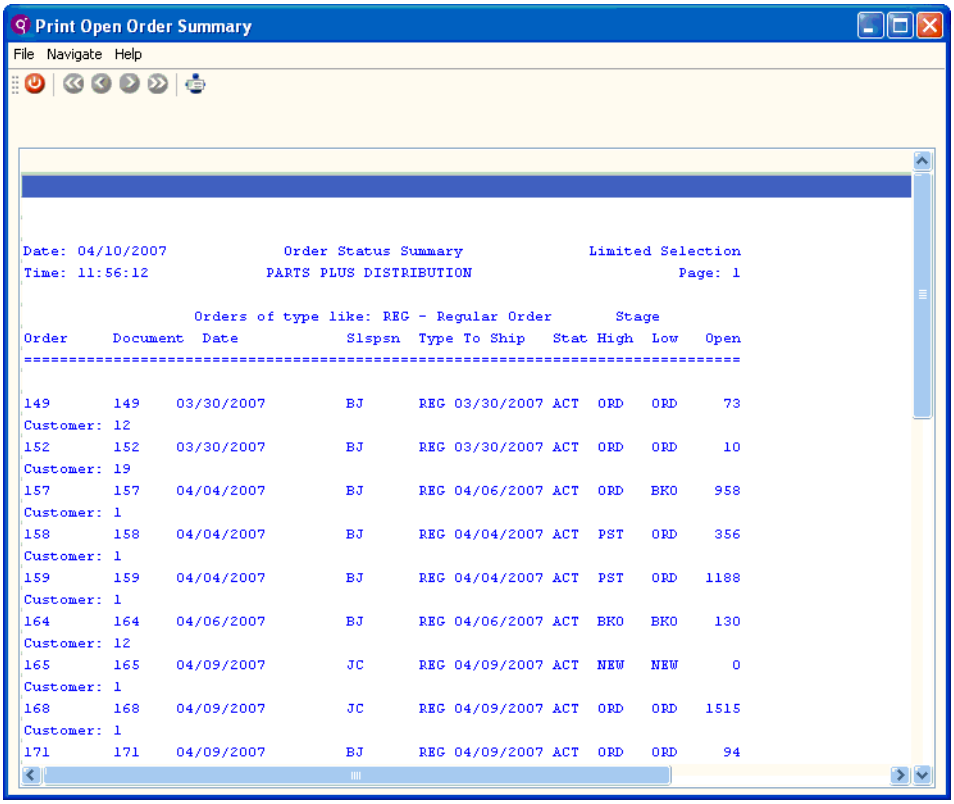
After designating the destination for the report, the system usually prompts you to Enter special selection? (Y/N): If you respond by typing N, all outstanding orders for all customers are printed. If you respond by typingY, a Selection Criteria Form is displayed, allowing you to narrow your choice of customers and orders.

All of these reports are sorted by order types, so whether you enter a special selection or not, the report will show the credit memos (CRM) first, then debit memos (DBM), then quotes (QUO), then regular orders (REG). If you enter Y at the special selection prompt and then select a specific customer, the report would show all the CRMs, DBMs, etc. for that customer.

For complete instructions on how to print reports and use selection criteria, see *Getting Started with Fitrix*.

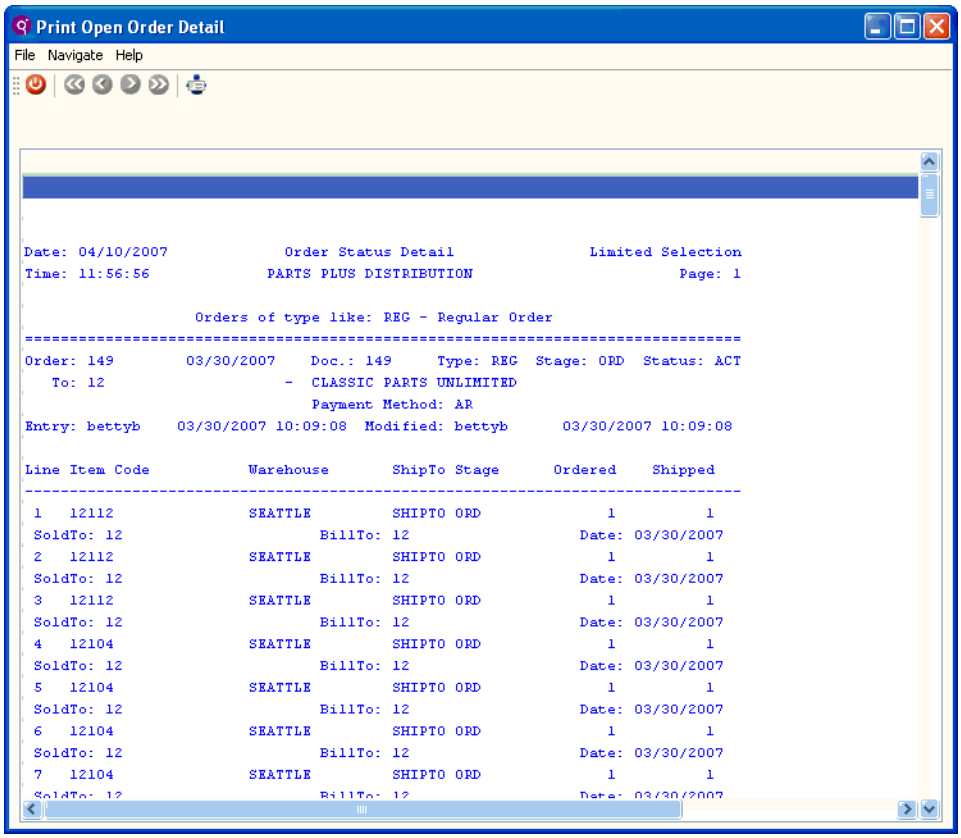
Print Open Order Summary

This menu option prints a summary report that lists all outstanding orders, orders with items that have not yet shipped.



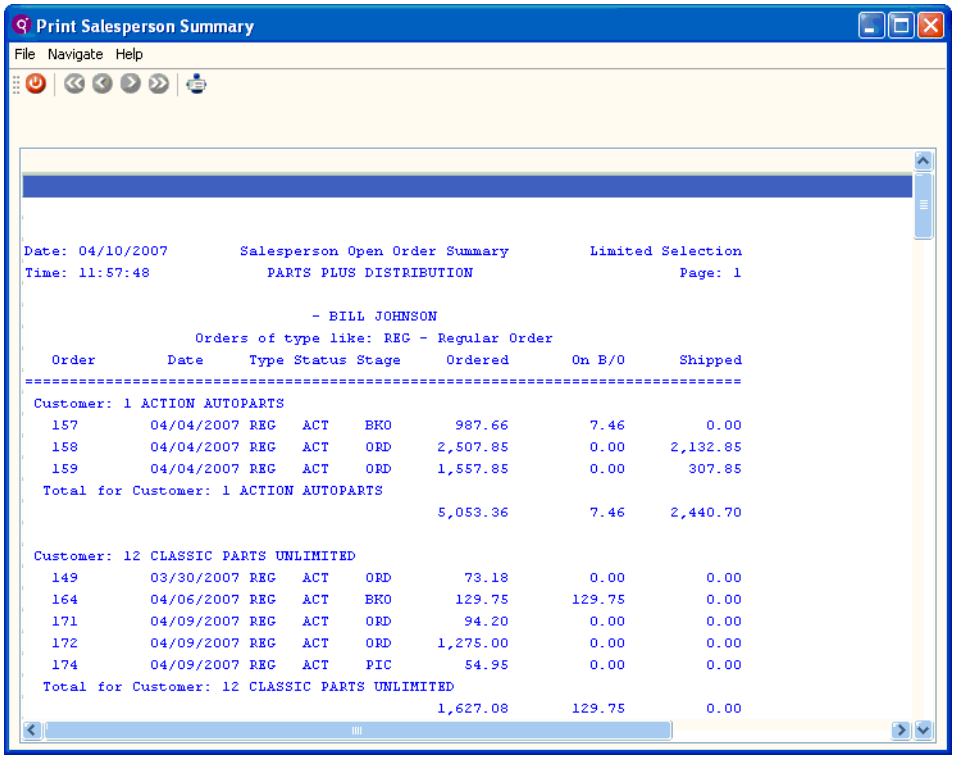
Print Open Order Detail

This report lists all orders which have items that remain to be shipped, plus it prints out a complete copy of these orders with line item detail



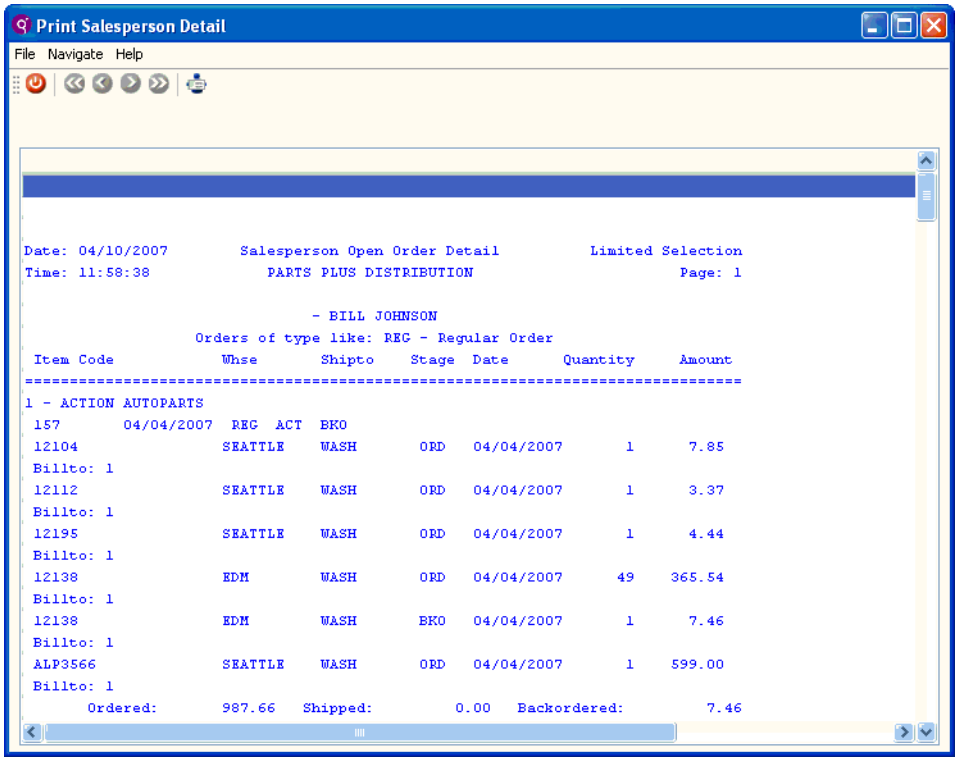
Print Salesperson Summary

This menu option selects all open orders for each salesperson, organized by order type, and prints a report that lists subtotals for each customer for each salesperson



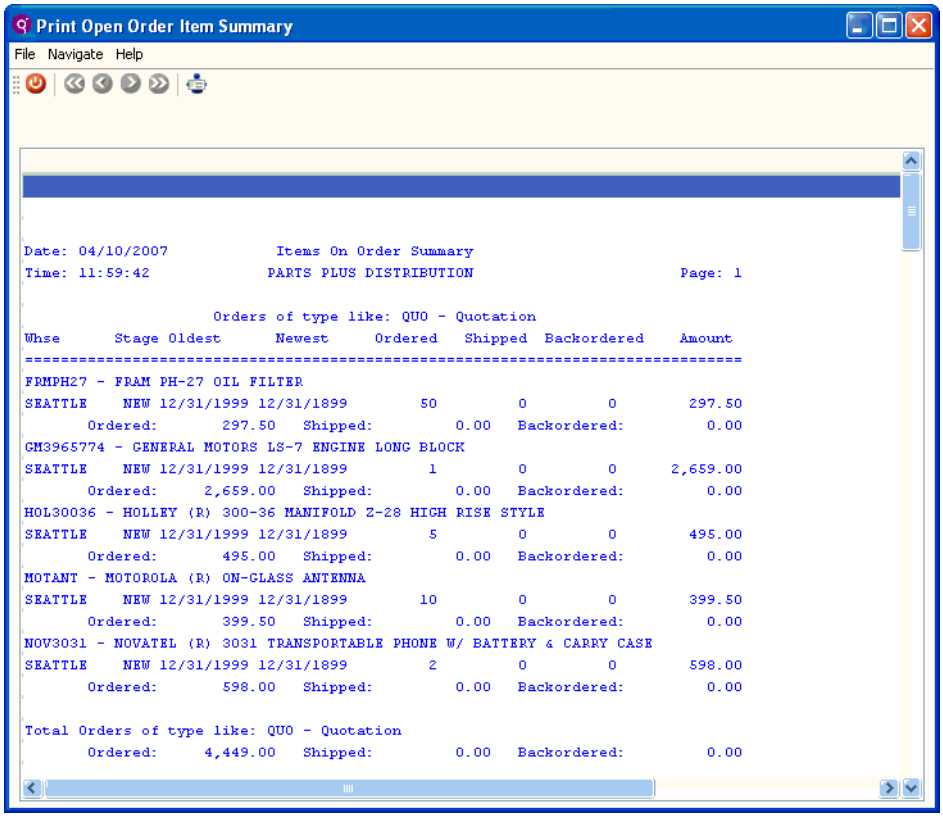
Print Salesperson Detail

This menu option selects all open orders for each salesperson, prints information about each item on each order, and prints a report that lists subtotals for each customer for each salesperson



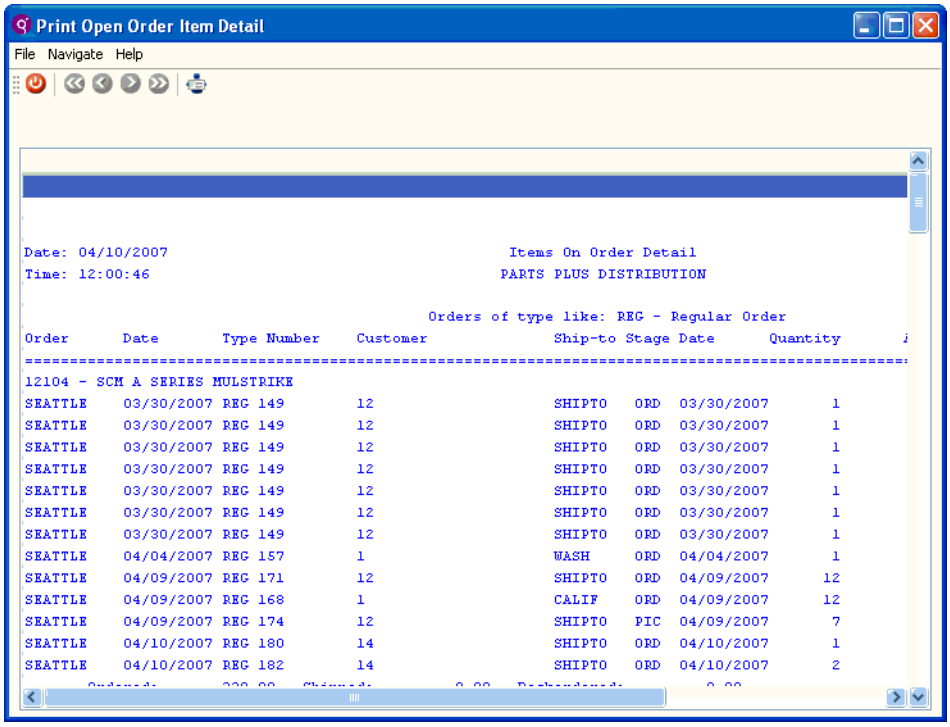
Print Open Order Item Summary

This menu option selects all open orders and prints subtotals for each warehouse for each item that is on order and prints a subtotal for each item that is on order.



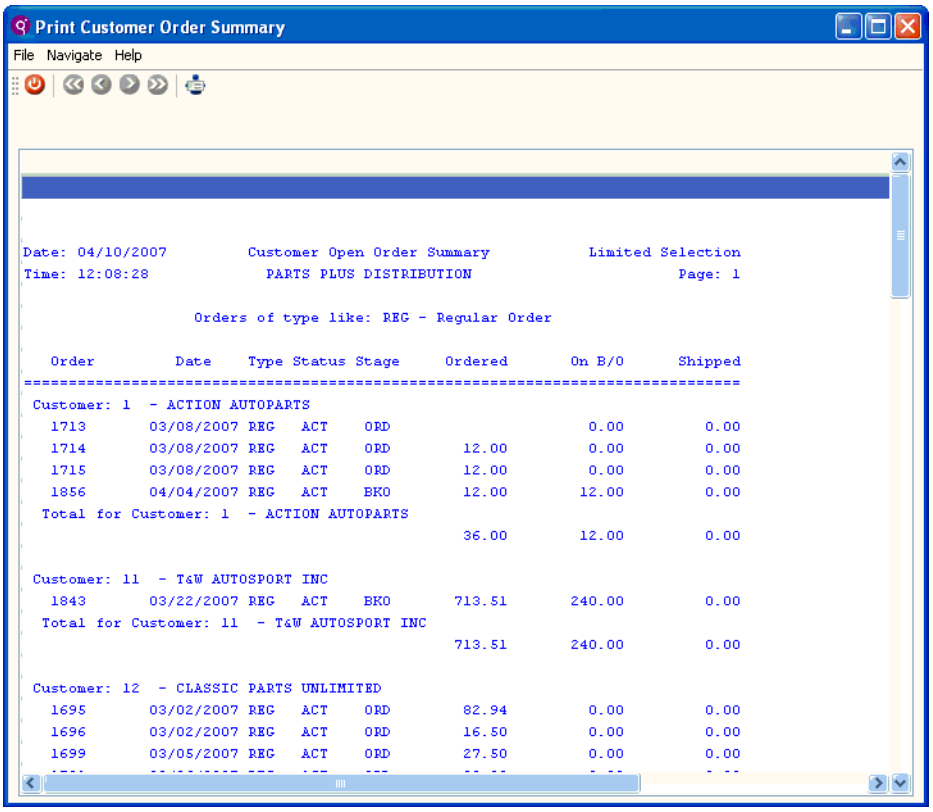
Print Open Order Item Detail

This menu option selects all unshipped order lines from open orders, prints a list of selected order lines grouped by item number, and provides subtotoals by customer, warehouse, and item.



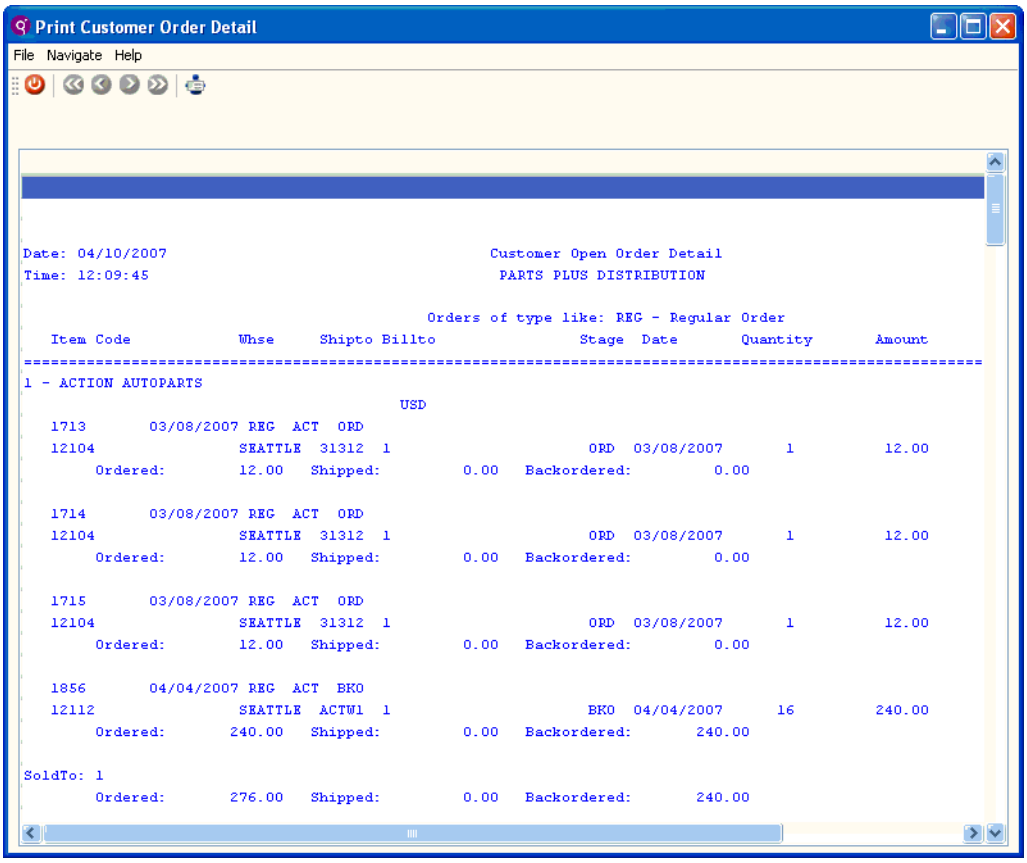
Print Customer Order Summary

This menu option selects all open orders and prints a list of selected orders for each customer as well as subtotals for each order and for each customer..



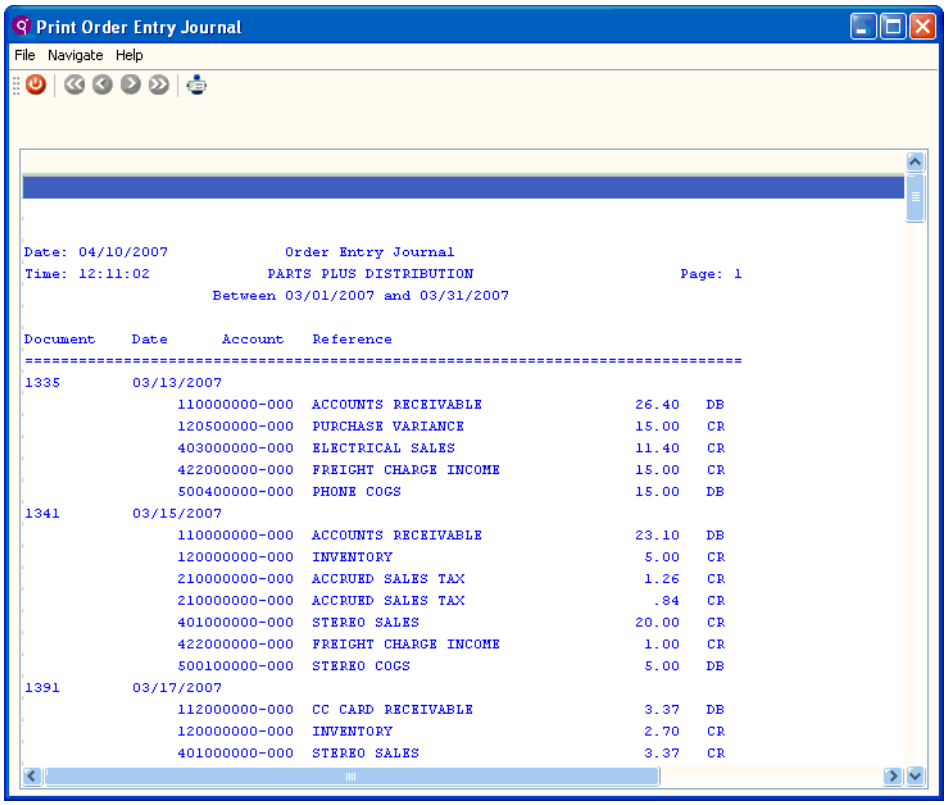
Print Customer Order Detail

This menu option selects all open orders and prints a list of orders with the status of each order line for each customer as well as subtotals for each order and for each customer.



Print Order Entry Journal

The Order Entry Journal report provides a daily summary of postings to the Accounts Receivable, Inventory, Sales of Inventory, and Cost of Goods Sold accounts within a date range you specify.

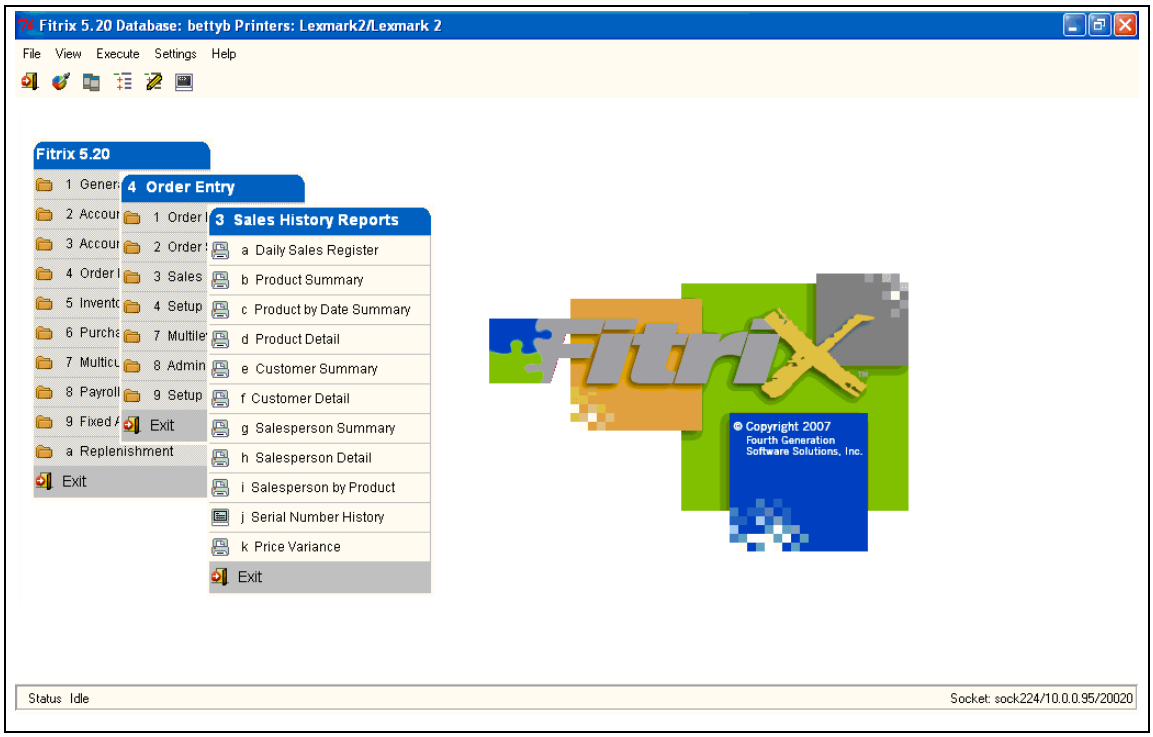


Credit Card Reports

See Chapter 6 "Reports" on page 6-14 in Credit Card processing.

The Sales History Reports Menu

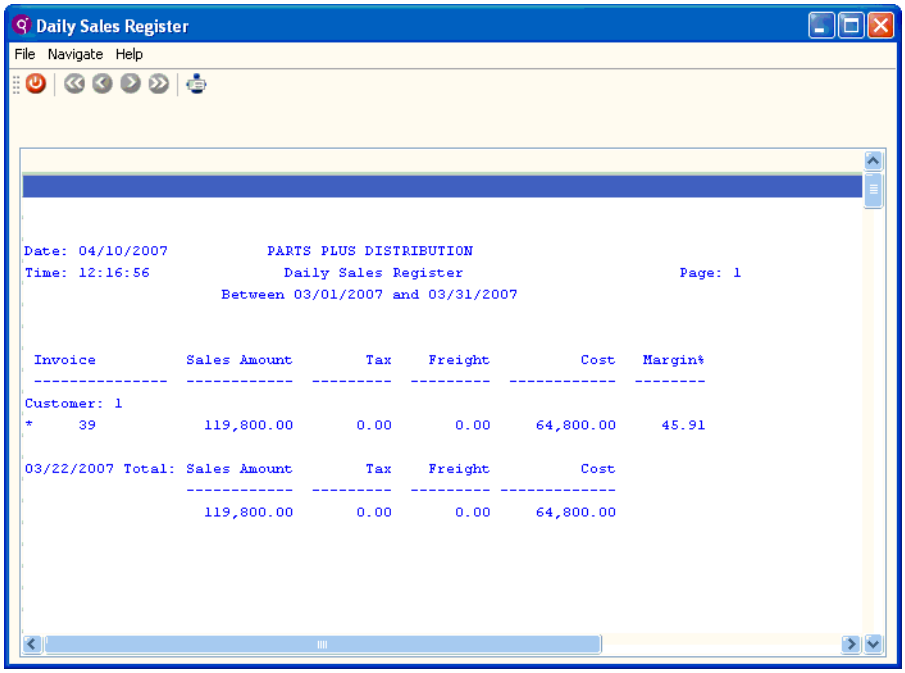
This menu provides options for printing a number of sales history reports. The reports include information by product, class, customer, and salesperson, as well as a daily sales register.



You select the infomation for these reports based on invoices and invoice dates or range of dates.

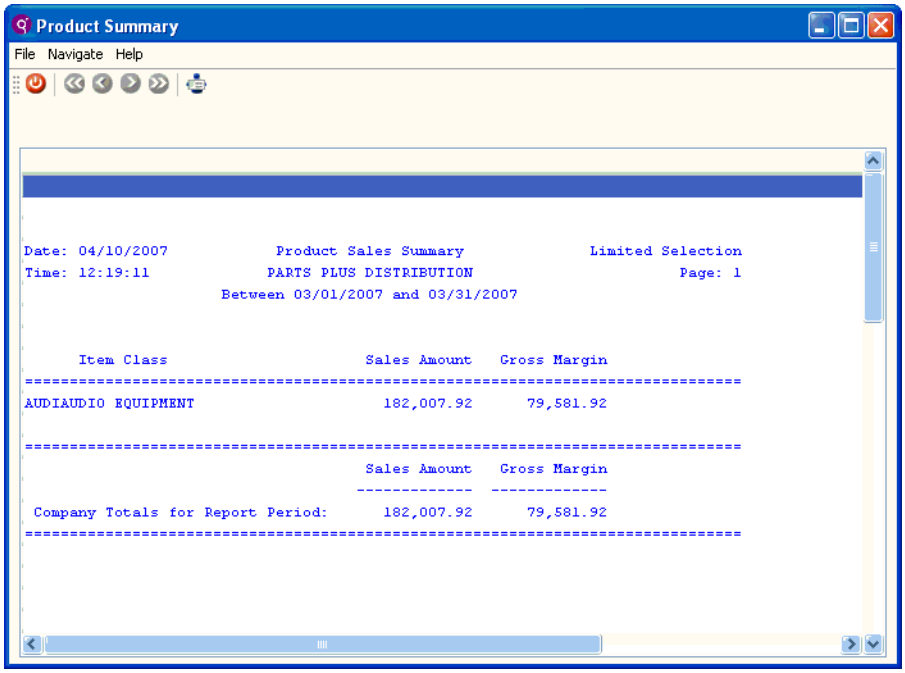
Daily Sales Register

The Daily Sales Register report provides a daily summary of sales and allows you to select of invoice dates for the report. Each page corresponds to a specific day, with the last page showing the Totals for the date range specified.



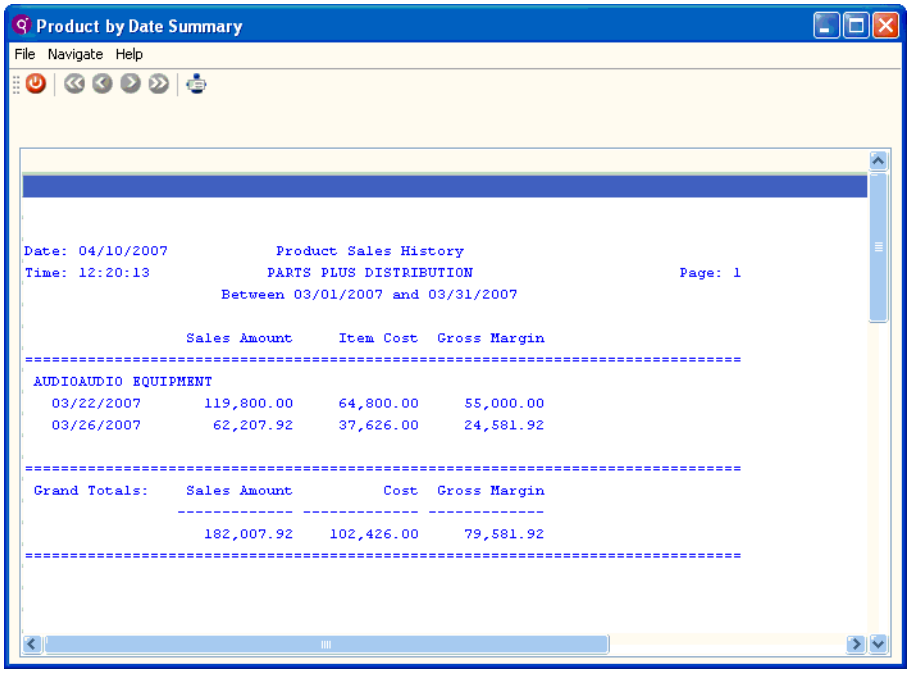
Product Summary

This report provides a total sales figure for the range of dates you select. It allows you to select specific invoice dates and product classes for the report.



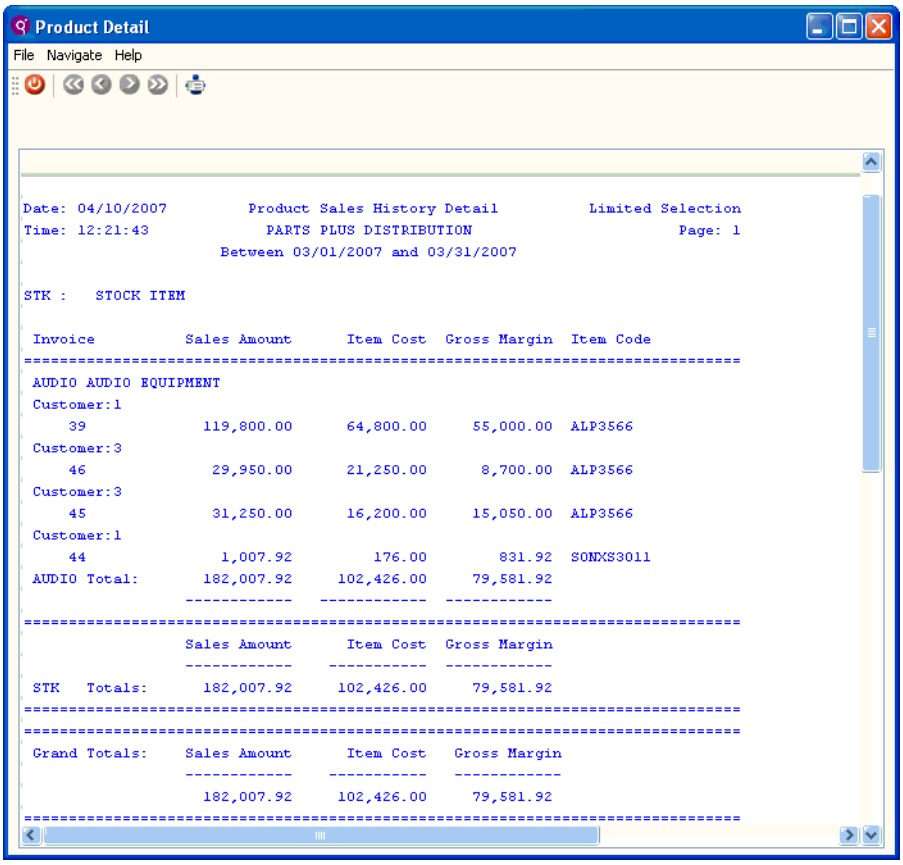
Product by Date Summary

This report provides a summary of sales and allows you to select invoice dates and product classes for the report. Totals are provided for each product class you select and for each date within each product class.



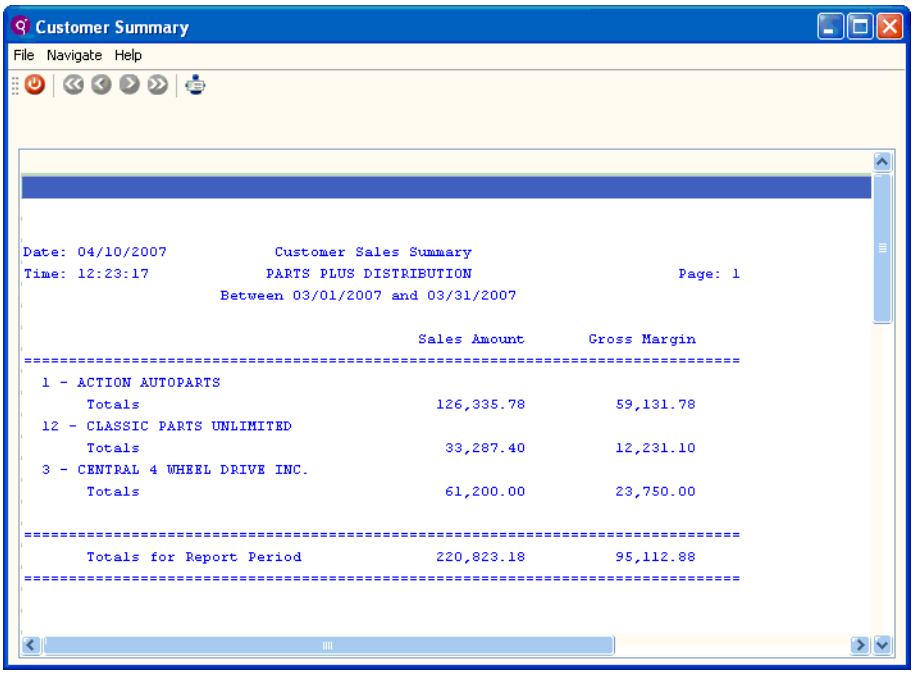
Product Detail

This report provides a summary of sales broken down by class. In addition, it shows detail for individual product sales transactions and allows you to select invoice dates for the report.



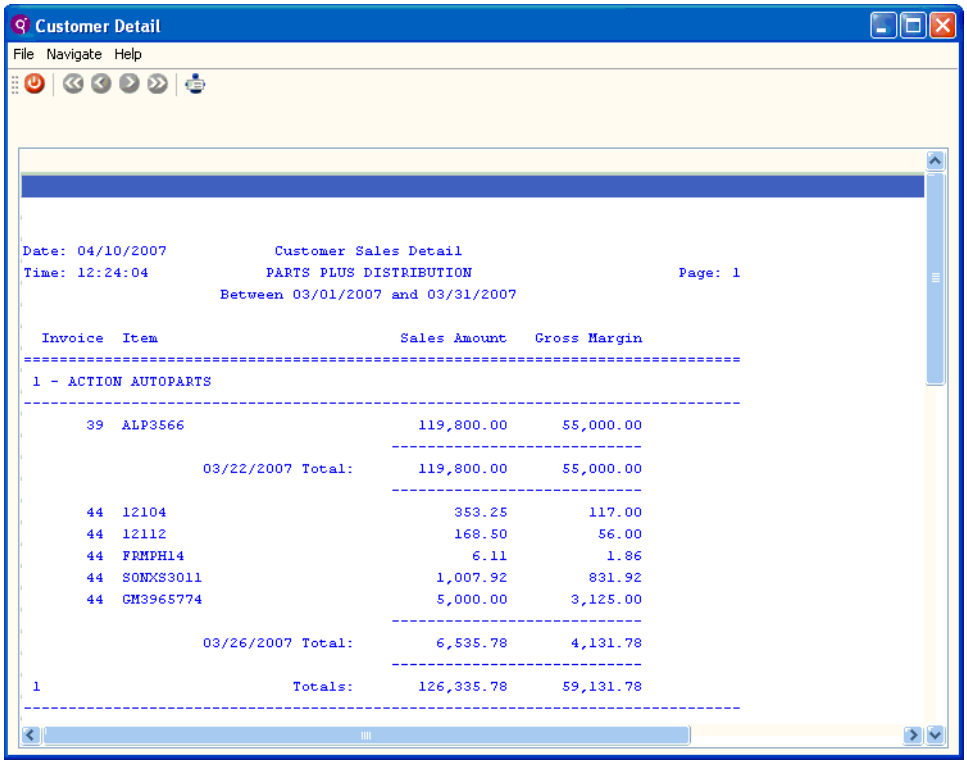
Customer Summary

The Customer Sales Summary report provides a summary of sales history by customer, for a selected date range. It also allows you to select invoice dates and customers for the report.



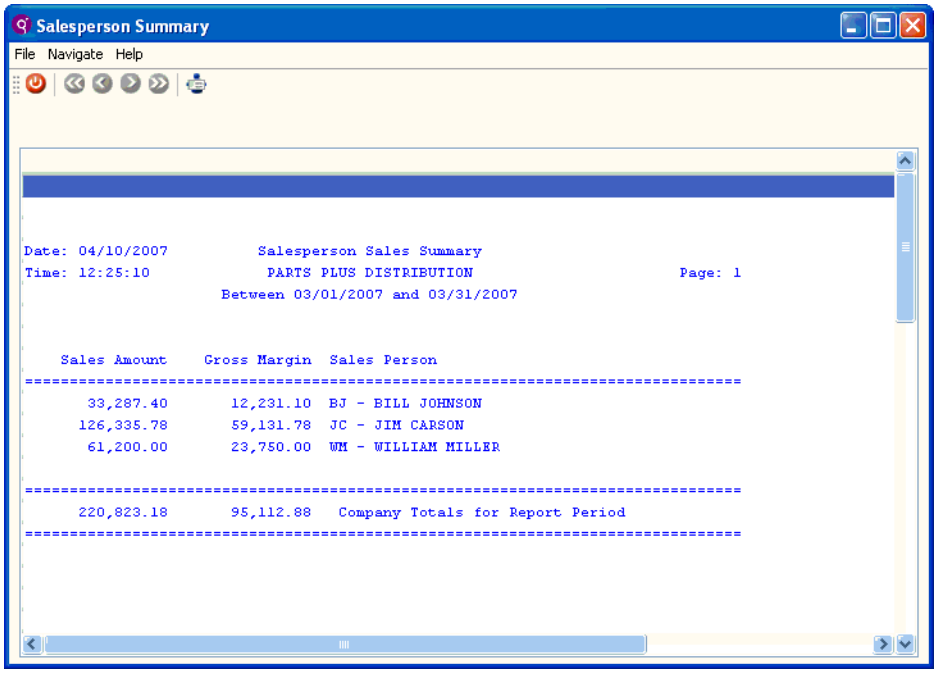
Customer Detail

The Customer Sales Detail report provides line item detail of sales history by customer. It allows you to select invoice dates and customers for the report. Also included are daily and customer totals for the range or dates you select.



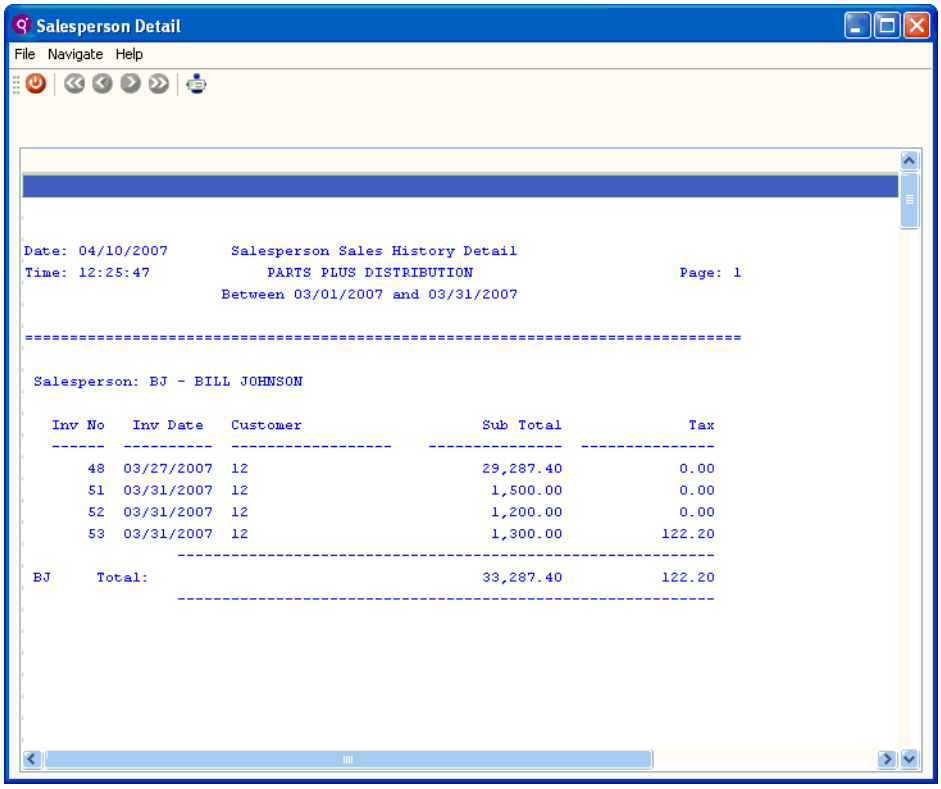
Salesperson Summary

The Salesperson Sales Summary report provides a total sales figure for the range of dates you select. It allows selection of invoice dates and salespeople for the report.



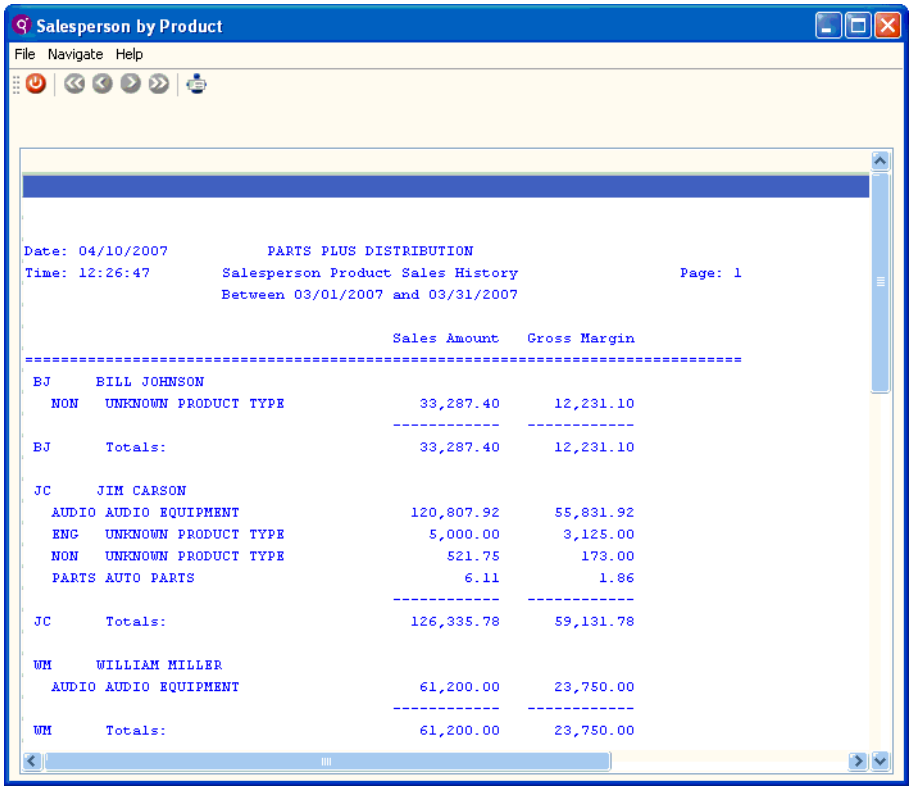
Salesperson Detail

The Salesperson Detail report allows selection of invoice dates and salespersons. It provieds a sales analysis report including sales figures for each invoice in the date range you select, broken down by salesperson.



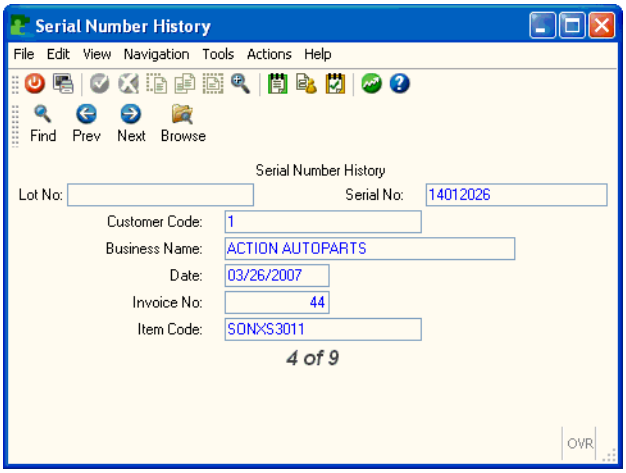
Salesperson By Product

The Salesperson By Product report allows selection of invoice dates and salespersons. It provides a sales analysis report including sales figures for each product in the date range you select, broken down by salesperson.



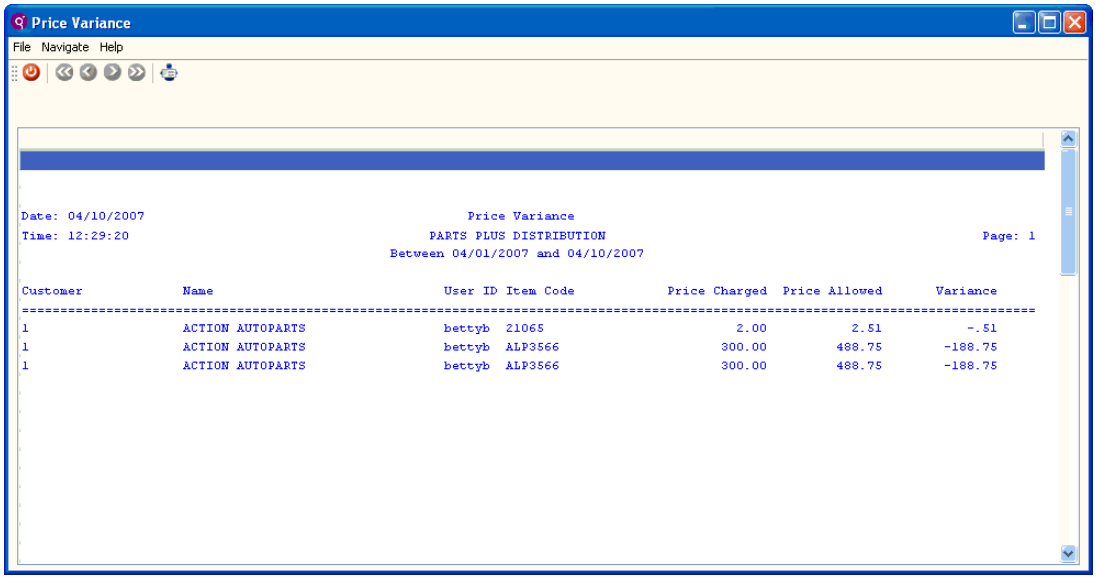
Serial Number History

This is not a report, but a query screen . Use this program to research which customer purchased serial or lot number controlled merchandise and on what invoice.



Price Variance Report

If you have set up your system to require a minimum profit percent be met on inventory items (see chapter on OE Set Up), this report will list any items sold below that required percentage and the user id of the person that accepted the price on the order.



A

Forms

The standard Fitrix products have been designed to work with forms manufactured by the Harland company. These forms can be ordered through the Harland company, at 1-800-346-5316. Sample forms are also available.

It is likely that your programs have been modified by your data processing department. If this is the case, Harland can design custom forms to your specifications.

The forms, form numbers, and form types are listed below.

Form Number	Form	Type
4GEN1	Invoice	Continuous Form
4GEN2	Statement	Continuous Form
4GEN3	Picking Ticket	Continuous Form
4GEN4	A/P Check	Continuous Check
4GEN5	Payroll Check	Continuous Check
4GEN6	Invoice	Laser Form
4GEN7	Statement	Laser Form
4GEN7	Picking Ticket	Laser Form
4GEN9	A/P Check	Laser Check
4GEN10	Payroll Check	Laser Check
4GEN11	Purchase Order	Continuous Form
4GEN12	Purchase Order	Laser Form
DW2	Double Window	Envelopes
DW73	Double Window	Envelopes

B

Glossary

Account—An account is a classifying or summarizing device. It represents a category of transactions that a business entity has decided to track. All transactions recorded in a journal are subsequently posted to two or more accounts. A transaction is posted as a debit or credit entry to an account. The difference between the total of all debit entries and the total of all credit entries posted to a single account is referred to as the account's "balance." Depending on the type of account, an account's balance is either increased or decreased by a debit or credit entry (see Debits and Credits).

Account Number—Each account in the Chart of Accounts is identified by a unique number, up to nine digits long. Accounts of a given type usually are grouped by account number. For example, all asset accounts might begin with a "1" followed by up to eight numbers.

Example: a basic Chart of Accounts

Table 1: A Basic Chart of Accounts

Number	Account Description	Type
100000000	CASH ACCOUNT	ASSET
200000000	ACCOUNTS PAYABLE	LIABILITY
300000000	EQUITY	CAPITAL
400000000	PRODUCT SALES	INCOME
500000000	COST OF GOODS	EXPENSE
600000000	GENERAL EXPENSE	EXPENSE

Account Types—There are three basic types of accounts: asset, liability, and capital. Capital is also referred to as owners' equity. Income and expense accounts are a subset of retained earnings, which is a capital account.

Accounting Periods (General Ledger Periods)—Each business transaction is time-sensitive. In this system, a new accounting period is created every time you close out the existing period. You are not limited to any given number of periods during the course of a year. A transaction that takes place in the current year falls into one of these possible periods.

Accrual Method—A method of accounting which records revenues and expenses in the period in which they are earned or incurred and not in the period in which they are received or paid. Compared to the cash method of accounting, the accrual method of accounting is more accurate, but tends to be more complex.

Adding a Row—Adding a row means creating a new row and adding it to the table. For example, when you add a new account to the account table, you are adding a row to that table.

Adjusting Entries—Entries that adjust the balances of ledger accounts. Adjusting entries are usually made for one of two reasons. One reason is to record unrecorded events such as revenue earned but not received. The other reason is to correct accounting errors.

Age—The number of days between the date on a particular document and the "aging date." When processing an aging report, the system prompts for the aging date; the user determines which date to use as an aging date. (See Customer Aging. See also Vendor Aging.)

Alphanumeric field—An alphanumeric field is a field whose entries can consist of any combination of letters and numbers.

Asset Account—Assets are things of value possessed by a business. Cash in a bank account is an asset, as is accounts receivable (the money owed a business by its customers). Assets need not be paid for to be considered assets. Asset accounts are increased by a debit and decreased by a credit.

Audit Trail—The ability to verify and track accounting transactions or ledger balances.

Automatic Reorder—The process of generating purchase orders for inventory items whose quantity falls below the reorder point.

Average Cost—Average cost is a method of calculating the cost of inventory items by averaging the per unit cost of all items currently in stock.

Backorder—If items are out of stock, these items can be put on back order. When the item comes in, it is usually shipped. The backorder document is a modified version of the original sales order and represents an agreement to ship the item as soon as the item becomes available.

Backup—In computer terms, backup refers to the process of copying computer files. These copies are usually made to diskette or tape. File backups are insurance against system failure.

Balance—The balance of an account is equal to the sum of the debit and credit postings to the account. Accounts are in balance if the total debits are equal to the total credits.

Balance Forward Customers—Statements for "balance forward" customers show only the transactions that affect the current period. For balance forward customers, payments are applied to the oldest invoices first. In contrast, "open item" statements show each outstanding invoice, and payments may be applied to a particular invoice.

Balance Sheet—The balance sheet shows the current financial condition of a company. The balance sheet lists assets, liabilities, and capital. It is usually totaled in two main sections. The first section totals assets. The second totals liabilities and capital. Assets must always equal liabilities plus capital.

Blanket Order—This is a large order that is split into more than one shipment, possibly to different locations.

Blanket Release—A blanket release is a document that is a subset of a larger blanket order. It represents a single shipment for an order that comprises multiple shipments.

Capital Accounts—(Also called owners' equity accounts.) These accounts record the difference between what is owned (assets) and what is owed (liabilities). They are also called proprietorship or net worth. Capital accounts are increased by a credit and decreased by a debit.

Cash Method—A method of accounting which records revenues and expenses in the period in which they are received or paid and not in the period in which they are earned or incurred. Compared to the accrual method of accounting, the cash method is less complex and often used by smaller businesses.

Cash Receipt—Money received as payment for goods or services. An A/R cash receipt is a payment that applies to an outstanding invoice. A non-A/R cash receipt is a payment that does not apply to an outstanding invoice. A non-A/R receipt may not even apply to a customer's account.

Cash Receipts Journal—The cash receipts journal is the journal into which all cash receipts activity is recorded, thus affecting the balances of accounts in the receivable ledger.

Chart of Accounts—A "chart" is a list of accounts. A chart of accounts includes all the different accounts used in summarizing the transactions and current condition of a business.

Check Journal/Cash Disbursement Journal—This is the journal into which all cash disbursements activity is recorded, thus affecting the balances of accounts in the payable ledger.

Column—A column is a category slot into which you enter information in a table. For example, if the computer puts "Enter Company:" on the form, the space following the colon is the "column" into which information is entered. This is the "Company" column.

Cost of Goods (COG) Accounts—These are expense accounts; they track the cost of the same products whose revenues are recorded in sales accounts. In other words, these accounts record the cost of those products which the company sells. This cost is recorded at the time of sale. The balance of these accounts is increased with a debit and decreased with a credit.

Count Adjustment Account—This is a balancing account that is posted to when the inventory quantity-on-hand is adjusted—in this case there is no corresponding sale or purchase of inventory.

Count Sheet—This is a list of items and their physical locations in a warehouse(s) to be used by personnel counting inventory.

Credit—The term credit can refer to two different things depending on its usage. If used in reference to ledger accounts, credit refers to an entry that increases or decreases a ledger account. Some accounts are increased by a credit while others are decreased by a credit. How a credit or debit affects the balance of an account depends on the type of account involved. If used in reference to customer accounts, a credit refers to an acknowledgment of payment. When a customer pays you, you credit that customer's account. When you pay a vendor, that vendor credits your account.

Credit Memo—If referring to customer accounts, a credit memo refers to a document notifying a customer that his account has been credited (reduced). When dealing with vendor accounts you enter a credit memo to increase the amount you owe the vendor.

Creditor—A person or company to whom you owe money. Your vendors are creditors when you owe them money.

Current Accounting Period or General Ledger Period—This is the accounting period for which you are currently posting transactions.

Current Assets—Current assets are assets that are normally used up during the operating cycle of a business (usually one year). Cash and inventory are typical examples of current assets.

Customer Accounts—Though not an account in the general ledger sense, a customer account is used to summarize what a given customer owes or is owed at a particular point in time. A customer's account is summarized by a statement.

Customer Activity—Activity refers to any transaction that affects the balance of a customer or ledger account. A summary of activity shows all transactions affecting those balances in the current period.

Customer Aging—The customer aging shows how long any open items have been on the books and how much of a customer's debt falls into various aging categories. Those aging categories reflect progressively more serious levels of overdue payment.

Customer Balance—The customer balance is the amount owed by or owed to a customer. If the customer owes you money, he is said to have a debit balance. If you owe him money, he is said to have a credit balance. A customer balance is the total of his current open items.

Customer Terms—Customer terms are the conditions under which you expect payment from the customer. Customer terms typically include the period of time within which you expect to be paid, any discounts allowed for early payment, and the time frame within which such discounts are allowed.

Database—A database is all the related information within a computer system to which you have access in one form or another.

Debit—The term debit can refer to two different things depending on its usage. If used in reference to ledger accounts, a debit refers to an entry that increases or decreases a ledger account. Some accounts are increased by debits while others are decreased by debits. How a credit or debit affects the balance of an account depends on the type of account involved. If used in reference to customer accounts, when a customer purchases goods from you, you debit that customer's account. When you purchase goods from a vendor, the vendor debits your account.

Debit Memo—If used in reference to a customer account, a debit memo refers to a document notifying the customer that his account has been debited (increased).

Debits and Credits—Each transaction entered into a journal, and eventually posted to the subsidiary and general ledgers, consists of debit and credit entries to two or more accounts. A ledger account balance is the difference between all debit postings to that account and all credit postings. Whether a debit or credit posting to an account increases or decreases the account balance depends on the type of account.

The basic accounting equation is: **assets = liabilities + capital**. Accounts (assets) on the left side of the accounting equation are increased with a debit. Those on the right side (liabilities and capital) are increased with a credit. Retained earnings is a type of capital account; revenue and expense accounts are a subset of retained earnings. Revenues increase retained earnings, and because capital accounts are increased with a credit, revenue accounts are increased with a credit. Similarly, expense accounts decrease retained earnings and capital accounts are decreased with a debit. Therefore, expense accounts are increased with a debit.

Deleting a Row—Deleting a row is the process of removing it from the computer database after it has been added or updated.

Department Code—A three-character department code identifies which "profit center" an account belongs to. If you are not using profit centers, the default department code is "000." Refer to the entry for Profit Centers for an example of the use of department codes to set up profit centers within a company.

Document—Transactions entered in the Fourth Generation *Business* system are referred to as "documents." Different journals (accounts receivable, accounts payable, for example) may be used to record different types of documents. Documents consist of debit and credit entries to two or more ledger accounts. In order to save a document, that document must be in balance; that is, the total of all debit entries must equal the total of all credit entries.

Drop Ship Order—This is an order that is shipped directly to your customer. The items ordered never enter your warehouse. The items go directly from your vendor to your customer.

Employee Code—Each employee in the Payroll system is identified by a unique six-character code. Although an employee's name and social security number can be used to sort and view data on an employee, the employee code is the key used throughout the Payroll system to uniquely identify an employee.

Employee Type—Each employee in the Payroll system can be associated with an employee type which is identified by a unique six-character code. The employee type provides access to default setup values for the employee, and provides a means for grouping employees.

Expense Accounts—Expense accounts are used to track the cost of doing business. They are a subset of retained earnings (a capital account). At the end of a period of time (usually a year) the difference between the total of all income account balances and the total of all expense account balances is calculated and that balance is transferred to retained earnings. After transferring this figure to retained earnings, the balance of each income and expense account is set to zero. Capital accounts are decreased with a debit. Because expenses decrease capital, expense accounts are increased with a debit.

Field—A field is a data-entry or display area on a form. A field may or may not correspond to what is actually stored in a table in the database.

FIFO—"First-In First-Out"—One of several methods of determining the value of inventory and calculating the cost of goods sold. Using the FIFO method, it is assumed that the "first inventory items in" (the oldest inventory items) are the "first inventory items out" (the first items to be shipped).

Finance Charges—Finance charges are charges made by a vendor against you, or made by you against a customer, for non-payment of an amount due. Finance charges are new charges made against the account because the payment was not made according to the established terms.

Flat Rate—A value applied on a per-payment basis. Unlike a percentage rate, which calculates a specified proportion of an amount, a flat rate ignores the exact value of the amount, treating it as a single payment to which a single unit of the "rate" value is applied. Thus the "calculated" value due to a flat rate is the same each time it is applied.

FOB—FOB stands for "free on board" or "freight on board." The FOB point determines when the title to a product changes hands; that is, it determines at what point the buyer assumes ownership of a product. FOB sometimes—but does not necessarily—affects who pays the freight charges for shipping a product. In some businesses the seller pays freight up to the FOB point and the buyer pays from the FOB point. Similarly, in some businesses the FOB point determines who pays insurance on the shipment.

Form—A form is the template into which information is entered. A form may combine information from several different tables, usually lines of information from a "header" table at the top of the form and several rows from a "detail" table at the bottom.

General Journal—The most basic type of journal in an accounting system is the general journal. It may be the only journal. Transactions which consist of a debit to at least one account and a credit to at least one (different) account are entered in such a journal. Ultimately each transaction is posted from the general journal to a general ledger account.

General Ledger—The general ledger includes each account listed in the chart of accounts, along with debit and credit transaction entries that add up to the account balance.

Income Accounts—These accounts are used to track revenues. Sales accounts, for example, are a type of income account. They are a subset of retained earnings (a capital account). At the end of a period of time (usually a year) the difference between the total of all income account balances and the total of all expense account balances is calculated and that balance is transferred to retained earnings. After transferring this figure to retained earnings, the balance of each income and expense account is set to zero. Capital accounts are increased with a credit and decreased with a debit. Because revenue increases capital, income accounts are increased with a credit.

Income/Deduction/Obligation Codes—Each type of income, deduction, and incurred employer obligation is identified by a unique six-character code. When the income, deduction, or obligation is used in a payroll entry it is referred to by this code. The code provides access to default values and basic information required to calculate the income, deduction, or obligation amount.

Income Statement—The income statement (also referred to as a "profit and loss" statement) records the changes in equity associated with business operations for a specified period of time. This statement lists the revenues and expenses and the difference between them for a period of time. The difference between revenues and expenses is referred to as a net profit or a net loss.

Inventory Account—This is the current assets account that represents the value of the goods in stock.

Inventory Adjustment Account—This is the ledger account that balances changes made to the inventory account balance that do not result from sales, returns, or purchases.

Inventory Control (I/C)—This is the system for tracking goods stored for sale to customers, including calculation of costs and prices.

Inventory Item—This is a single unit of merchandise from inventory.

Item Code—An item code is a unique alphanumeric string identifying a type of inventory item.

Journal—Journals are used to sequentially record business transactions. Each transaction consists of a debit to at least one account and a credit to at least one (different) account. Journal entries are posted to ledger accounts; therefore, every entry made in a journal ultimately has an effect on the balance of two or more ledger accounts. An accounting system may include multiple journals, each used to record a specific type of transaction. The most basic type of journal is the general journal. In addition there may be an accounts receivable journal, an accounts payable journal, and so on.

Ledger—A ledger consists of a group of accounts and debit and credit entries representing transactions that affect the account balance. A group of accounts is called a ledger. The general ledger includes all accounts listed in the chart of accounts. Subsidiary ledgers comprise subsets of the chart of accounts. The accounts receivable ledger, for example, comprises all customer accounts. The total of all customer account balances equals the balance in the accounts receivable ledger account.

Liability Accounts—Liabilities are debts or anything that is owed. Liability accounts are increased by a credit and decreased by a debit.

LIFO—"Last-In First-Out" is one of several methods of calculating the cost of inventory items. With the LIFO method those inventory items "last in" (most recently purchased) are considered the "first out" (first to be sold).

Open Item Customers—Statements for open item customers show each outstanding invoice and payments are applied to a specific invoice. In contrast, balance forward statements show only the transactions that affect the current period. For balance forward customers, payments are applied to the oldest invoices first.

Open Items—Open items are posted invoices that contain outstanding balances representing amounts owed by customers or due to vendors. A document is considered an open item until that balance is zero.

Order Acknowledgment—An order acknowledgment is a hardcopy version of a sales order. Order acknowledgments may be sent to customers so that they have a record of the sales transaction.

Payable Document—There are four common types of payable documents: a vendor invoice, a cash disbursement, a vendor credit, and a vendor debit.

Payable Ledger—A payable ledger is the ledger that includes all the accounts affected by accounts payable transactions—invoices, cash disbursements, and vendor credits and debits.

Payroll Deduction—A payroll deduction is any amount withheld from an employee's check. For every deduction there is typically an employer liability incurred.

Payroll Document—A payroll document is the complete record of a payroll disbursement. This document includes an employee's gross income, deductions, net income, and employer obligations, as well as the related accounting data for the document.

Payroll Income—Payroll income comprises wages, reimbursements, and cash outlays recorded as part of a payroll entry. Payroll income normally is an operating expense.

Payroll Journal—The payroll journal is the journal into which all payroll activity—paychecks, income, deductions, and employer obligations—is recorded. When posted, this activity affects the balance of accounts in the payroll ledger.

Payroll Ledger—A payroll ledger is the ledger that includes all the accounts affected by posted payroll transactions—paychecks, income, withholding, and incurred obligations.

Payroll Obligation—An employer liability resulting from a payroll transaction, such as withholding federal taxes from an employee's paycheck.

Posting—Posting is the process of transferring transactions (documents) from the journal to the ledger.

Posting Sequence Numbers—All processes which "post" entered data into a storage area for completed documents have reports that feature a posting sequence number. These numbers are used to keep track of reports that should be permanently stored in your records. Each of these reports has its own sequence of posting numbers.

Prepaid Asset—This is an asset that you have paid for, but not yet received.

Profit Center—A "profit center" identifies a part of a company for which profits can be calculated separately. Sales and expenses for that division are designated with a "Department" number.

Table 2: Simple Account Chart with Two Profit Centers

Number	Dept	Account Description	Type
100000000		CASH IN BANK	ASET
200000000		ACCOUNTS PAYABLE	LIABILITY
300000000		EQUITY	CAPITAL
400000000	100	PRODUCT SALES	INCOME
400000000	200	PRODUCT SALES	INCOME
450000000	100	SERVICE SALES	INCOME
450000000	200	SERVICE SALES	INCOME
500000000	100	COST OF GOODS	EXPENSE
500000000	200	COST OF GOODS	EXPENSE
600000000	100	GENERAL EXPENSE	EXPENSE
600000000	200	GENREXPENSE	EXPENSE

Purchase Order—A purchase order represents the purchase of merchandise from a vendor.

Purchasing—The purchasing system is one of several *Fitrix* modules. It provides an automated method for tracking purchases, tracking receiving, and projecting cash requirements.

Receivable Documents—There are four common types of receivable documents: a customer invoice, a customer cash receipt, a customer credit, and a customer debit.

Receivable Journal—The receivable journal is the journal into which all accounts receivable transactions—invoicing, credits, and debits—are recorded. When posted, these transactions affect the balance of accounts in the receivable ledger.

Receivable Ledger—A receivable ledger is the ledger that includes all the accounts affected by accounts receivable transactions—invoices, cash receipts, and customer credits and debits.

Retained Earnings—Retained earnings is the increase in equity that has resulted from profitable operations; net income to date minus dividends to date.

Row—A row is one set of specific information within a table. For example, an account table contains all the information about a single account in an account row. An account table contains as many rows as there are different accounts.

Statement—The customer statement shows the current activity for a given customer. The statement shows outstanding invoices, recent payments, credits, and debits to the customer's account.

Store or Record—Recording or storing a row is the process of saving it in the computer database after it has been added or updated.

Table—A table is where information is stored in a computer. A given table contains only a specific type of information. For example, an account table contains the different sales and expense accounts used by the system.

Transaction—A transaction is an event that is recorded in the accounting records. Typically, such an event involves the transfer of money, product, or services. Each transaction entered in the *Business* system is referred to as a "document."

Trial Balance—This is a work sheet used as a preliminary step to generating a Balance Sheet. The trial balance is a listing of every ledger account, along with its debit and credit balance. The total of all debit balances should equal the total of all credit balances.

Update—Updating a table is the process of changing rows within it. Whenever you change a description in the account table, for example, you are updating a row within that table.

Vendor Accounts—Though not an "account" in the general ledger sense, a vendor account is used to summarize what a vendor is owed at a particular point in time. A vendor's account is summarized by an aging statement.

Vendor Activity—Activity refers to any transaction involving a vendor that affects the balance of a vendor or ledger account. A summary of activity shows all transactions affecting those balances over a specified period of time.

Vendor Aging—A vendor aging report lists outstanding vendor invoices categorized by number of days from the vendor invoice date or due date.

Vendor aging reports can be setup to "age" in two different ways. In the first, an aging report can put outstanding vendor invoices into categories, ranging from those currently due to those past due. With this method, the aging categories reflect ever more serious levels of overdue payment.

In the second, an aging report can arrange outstanding vendor invoices into categories, ranging from those currently due to those that will be due in the future. This report is a projection of cash requirements. In this case, the aging categories reflect amounts due farther in the future.

Vendor Balance—The vendor balance is the amount owed to or owed by a vendor. If you owe a vendor money, the vendor's account has a credit balance. If the vendor owes you money, the vendor's account has a debit balance. A vendor's balance is the sum of all open items pertaining to that vendor.

Vendor Terms—Vendor "terms" are the conditions under which the vendor expects payment from you. Vendor terms typically include the period of time within which you expect to pay that vendor's invoices, any discounts allowed for early payment, and the time frame within which such discounts are allowed.

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