




Affordable, Adaptable ERP Software



**Order Entry**  
*User Guide*  
Version 7.0

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Fourth Generation Software Solutions  
100 Galleria Parkway, Suite 1020  
Atlanta, GA 30339  
<http://www.fitrix.com>

Corporate: (770) 432-7623  
Fax: (770) 432-3447  
E-mail: [sales@fitrix.com](mailto:sales@fitrix.com)

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# Chapter 1

## 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, blanket orders that can then be released in increments, 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.
  - **BLO** – used for blanket sales that are then released and shipped in increments.
  - **REG** – used for shipments out of your 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.
  - **WEX and WRP** – warranty exchange and warranty repair.
- **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 cannot 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 Federal Express Ship Manager and UPS Worldship** – Fitrix Order Entry provides the shipping address for the Federal Express/UPS 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 a built 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.



# Overview

## Before You Begin

Before you can enter transactions into Fitrix Order Entry, you must first complete some set up steps. 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.

## 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 the *Getting Started with Fitrix User Guide*.

Module-specific setup 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
- Update Line Type Definitions
- Update Alias Definitions
- Update Kit Definitions
- Update Discount Definitions
- Update Special Price Defaults
- Update Debit/Credit Reasons
- Update Tax Definitions
- Update Commission Definitions
- Update Salesperson Definitions
- Update Warehouse Definitions
- Update Payment Methods
- Update Shipping Terms
- Update Ship Codes/Services

- Update Staging Area Definitions
- Update Split Payment Terms
- Update Commission Reductions
- Update Customer Information
- Update Ship To Information
- Update Order Entry Defaults

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 and Returns
- Print Order Acknowledgments or Quotations
- Print Picking Documents
- Update Picked Quantities
- Print Shipping Manifests
- Update Shipped Quantities
- Invoicing programs
- Update Backorder Received
- Print Order Entry Edit List
- Post Order Entry Documents

# Reporting

Reports available through Order Entry:

- **Order Status Reports**
  - Print Open Order Summary
  - Print Open Order Detail
  - Print Salesperson Summary
  - Print Salesperson Detail
  - Print Open Order Item Summary
  - Print Open Order Item Detail
  - Print Customer Order Summary
  - Print Customer Order Detail
  - Print Order Entry Journal
  - Print Order Status and Description
  - Print Blanket Order Release Status
  - Print Blanket Order Expiration Report
  
- **Credit Card Report**
  - Orders Pending Authorization
  - Credit Card Orders Declined
  - Print Credit Card Information
  - Expired Credit Card Report
  
- **Sales History Reports**
  - Daily Sales Register
  - Product Summary
  - Product by Date Summary
  - Product Detail
  - Customer Summary
  - Customer Detail
  - Salesperson Summary
  - Salesperson Detail
  - Salesperson by Product
  - Serial/Lot Number History
  - Price Variance
  - Commission by Salesperson
  - RMA History Report
  
- **Print Order Definitions**
  - Print Order Entry Defaults
  - Print Order Type Definitions
  - Print Line Type Definitions
  - Print Alias Definitions
  - Print Kit Definitions
  - Print Discount Definitions

Print Special Price Defaults  
Print Debit/Credit Reasons  
Print Commission Definitions  
Print Salesperson Definitions  
Print Warehouse Definitions  
Print Payment Types  
Print Split Payment Terms

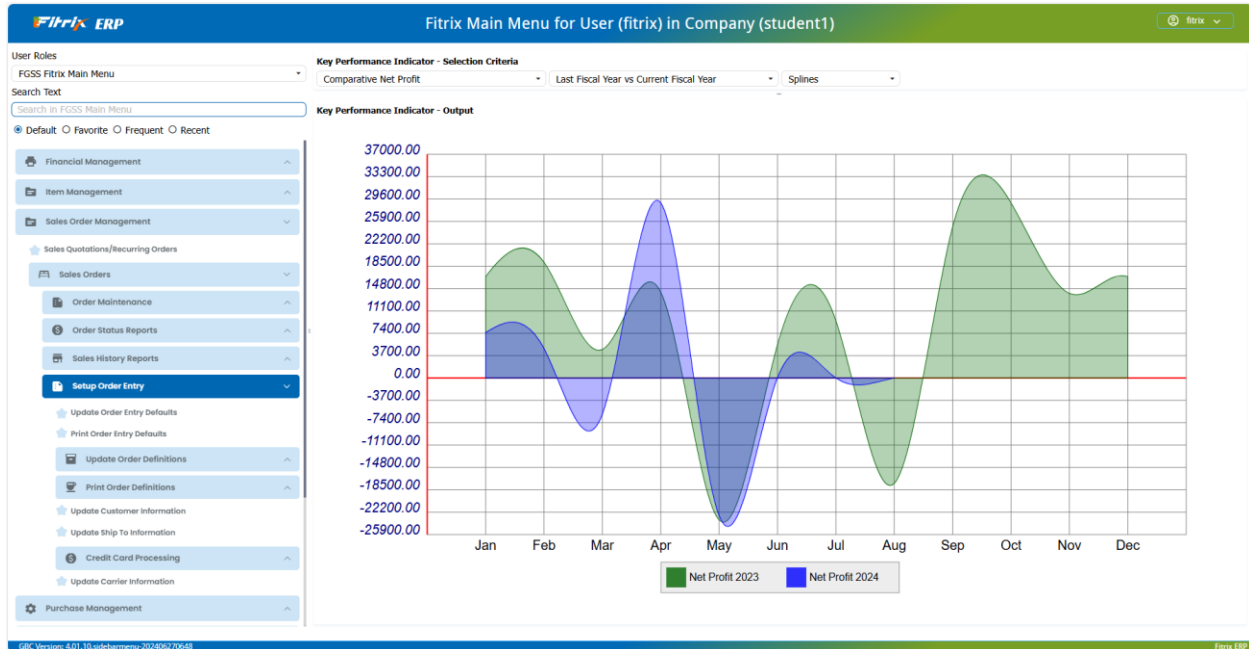
# Chapter 2

## Setup Order Entry

This chapter covers the programs 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 screen:

The screenshot displays the 'Update Order Entry Defaults' window in the Fitrix ERP system. The window title is 'Update Order Entry Defaults' and it features a standard menu bar (File, Edit, View, Navigation, Tools, Actions, Help) and a toolbar with icons for navigation and actions. The main content area is divided into several sections:

- Order Defaults:** Includes fields for Ship Terms (PREPAID), Order Type (REG), Line Type (STK), Inv Stage (PIC), Initial Order Stage (NEW), Terms Code (A), Due Days (30), Payment (AR), Hold Release Auth, Profit Approval Required (checkbox), Profit Override Approval Code, Reg. Profit% (15.00), Use Department (checkbox), Ship Type (OTHER), Restock Fee% (10.00), and Auto Create PO for Backorders (checkbox).
- Account Numbers:** A grid of fields for Sales (40000000), A/R (11000000), Inventory (12000000), Restock/Handling Fees (42400000), Trade Disc. (10000000), Cash (10000000), Cost of Goods (50000000), Freight (42200000), Credit Card (11000000), and Scrap (59000000).
- Taxes:** Freight Compute Tax (checkbox), Discount (checkbox), Tax (NOTAX), and NO TAX (checkbox).
- Document Printing Defaults:** Print Notes On: Ack (checkbox), Pick (checkbox), Ship (checkbox), Invoice (checkbox); Kit Expansion On: Ack (checkbox), Pick (checkbox), Ship (checkbox), Invoice (checkbox).
- Streamline Order Entry Setup:** Update Customer Orders: Print Pick Ticket (checkbox), Create Invoice (checkbox); Update Picked Quantities: Print Packing List (checkbox), Create Invoice (checkbox); Update Shipped Quantities: Print Packing List (checkbox), Create Invoice (checkbox); Create Auto Invoices: Print Invoice (checkbox), Post Invoice (checkbox), Print Post Report (checkbox); Update Invoices/Memos: Print Invoice (checkbox), Post Invoice (checkbox), Print Post Report (checkbox); Update Backorder Released: Print Pick Ticket (checkbox).
- System Numbers/Batching:** Doc/Order No. (472), Invoice No. (218), Post No. (159), Truck BOL No. (211).

The bottom status bar shows 'GBC Version: 4.01.10.sidebarmenu-202401162045' and the Fitrix ERP logo.

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:

### 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

### **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.

### **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.

### **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.

### **Ship Via**

Use this field to enter the default ship via that will be used in sales order entry.

- Zoom to select from currently defined ship via codes.

### **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 Carrier Information Program. Zoom is available.

### **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 Submenu.

- Zoom to select from currently defined order types.

### **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.

### **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.

### **Initial Order Stage**

Valid values are NEW and HLD. When orders are initially entered the stage will default to whatever value is found here.

### **Terms Code**

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

### **Due Days**

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

### **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.

### **Hold Release Auth**

Enter the password that must be used to change the stage on the purchase order from HLD to ORD.

### **Profit Approval Required**

Check this box if approval is required to sell below the minimum profit required.

### **Profit Override Approval Code**

Enter the code that must be entered to approve selling below the minimum profit required.

### **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.

### **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.

### **Ship Type**

Use this field to enter the default ship type used in sales order entry..

- Zoom to select from currently defined ship types.

### **Restock Fee%**

Use this field to enter the default restocking fee percentage. This is the percentage of the ? price/cost that is charged if an item is returned and restocked.

### **Auto Create PO for Backorders**

Check this box if you want to be prompted to create purchase orders to your vendors for any short items that go to backorder (line stage = BKO) when you enter and save sales orders.

The account numbers section contains the following fields:

### **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. A/R

### **AR**

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.

### **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.

### **Restock Fee**

This is the revenue account number used for any restocking fees you may charge your customers for merchandise that is returned via an RMA order type.

### **Trade Disc.**

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

### **Cash**

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

### **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.

**Freight**

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

**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.

**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:

**Freight Compute Tax**

This setting defines a default for whether or not to compute sales tax on freight charges. Check this box to allow tax to be computed on freight amount.

**Discount Freight**

This entry is the default value for whether or not trade discounts are applied to freight charges. Check this box to allow trade discount to be applied to freight amount.

**Tax**

Enter the default tax group code that was set up in Multilevel tax.

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

**Print Notes On**

Check each of these four boxes (Ack, Pick, Ship, Invoice) to indicate whether order notes entered during order entry should be printed on the order acknowledgement, picking ticket, shipping manifest, or invoice.

**Kit Expansion On**

Check each of these four boxes (Ack, Pick, Ship, Invoice) to indicate whether the "expanded" version of any kits ordered should appear on the order acknowledgement, picking ticket, shipping manifest, or invoice.

The Streamline Order Entry Setup section contains fields that control when pick tickets and invoices are created. The set up here shows that the user will be prompted to print a pick ticket when the sales order is stored and create, print, and post the invoice once the invoice record is created (either manually with the Update Invoice/Memo program or automatically with the Create Auto Invoice program). Because the Print Post Report box is not checked there will be no hard copy of the posting report produced after the invoices have been processed. The user will also be prompted to print a picking ticket when backorders on sales orders are filled

The screenshot shows a form titled "Streamline Order Entry Setup" with the following fields and checkboxes:

Update Customer Orders:	Print Pick Ticket: <input checked="" type="checkbox"/>	Create Invoice: <input type="checkbox"/>	
Update Picked Quantities:	Print Packing List: <input type="checkbox"/>	Create Invoice: <input type="checkbox"/>	
Update Shipped Quantities:	Print Packing List: <input type="checkbox"/>	Create Invoice: <input type="checkbox"/>	
Create Auto Invoices:	Print Invoice: <input type="checkbox"/>	Post Invoice: <input type="checkbox"/>	Print Post Report: <input type="checkbox"/>
Update Invoices/Memos:	Print Invoice: <input checked="" type="checkbox"/>	Post Invoice: <input checked="" type="checkbox"/>	Print Post Report: <input checked="" type="checkbox"/>
Update Backorder Released:	Print Pick Ticket: <input type="checkbox"/>		

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.

### **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.

### **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 audit trail information, do not change the Document/Order No. after order have been entered or the Invoice No. after invoices have been printed.

### 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.

### Truck BOL No.

This is a display only field. This number is automatically assigned when the sales order is entered and prints on the bill of lading. The beginning truck bill of lading number for your company should be entered on this screen.

### Require Approval To post?

Check this box if Order Entry batches require management approval to post.

### 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.

### Batch Invoices:

Check this box if Order Entry invoices should be processed in batch by User ID.

- 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:

The screenshot shows a software interface for the 'Update Order Definitions' submenu. At the top, there is a 'User Roles' section with a dropdown menu currently set to 'FGSS Fitrix Main Menu'. Below this is a 'Search Text' field containing the text 'Search in FGSS Main Menu'. Underneath the search field are four radio button options: 'Default' (which is selected), 'Favorite', 'Frequent', and 'Recent'. The main menu area is a list of items, each preceded by a blue star icon. The top item is 'Update Order Definitions' in a dark blue bar with a downward arrow. The following items are: 'Update Order Type Definitions', 'Update Line Type Definitions', 'Update Alias Definitions', 'Update Kit Definitions', 'Update Discount Definitions', 'Update Special Price Defaults', 'Update Debit/Credit/RMA Types', 'RMA Reason Maintenance', 'Update RMA Status', 'Update Commission Definitions', 'Update Salesperson Definitions', 'Update Warehouse Definitions', 'Update Payment Methods', 'Update Shipping Terms', 'Update Ship Codes/Services', and 'Update Staging Area Definitions'. At the bottom of the list is 'Update Multilevel Tax' in a light blue bar with an upward arrow. A partially visible item at the very bottom is 'Update Split Payment Terms'.

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).

The screenshot displays the 'Update Order Type Definitions' window in the Fitrix ERP system. The window title is 'Update Order Type Definitions'. The interface includes a menu bar with 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. Below the menu bar, there are several icons for navigation and actions. The main content area contains the following fields and options:

- Order Type:** BLO
- Description:** BLANKET ORDER
- Like Type:** QUO, Quotation
- Attach to Base Sales Order No.:**
- Allow multiple Debit/Credit/RMA Types:**
- Process Controls:**
  - Is this a Master Order?
  - Is this a Reference Order?
  - Are acknowledgements printed for this order type?
  - Are picking tickets printed for this order type?
  - Are packing slips printed for this order type?
  - Is payment method required at the time of order?
  - Are customer P/O numbers required at order time?
  - Is the FOB required at the time of order?
  - Is the ship via information required at order time?
  - Is salesperson required?
  - Fixed Price?
  - Include in Customer Credit Check?

At the bottom left, it shows '1 of 14' and at the bottom right, it shows 'GBC Version: 4.01.10.sidebarmenu-202401162045' and 'Fitrix ERP'.

The Order Types screen contains the following fields:

### Order Type

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

### Description

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

### Like Type

The Order Entry programs recognize several order types. Every new order type must be "like" one of these recognized types. Order Entry recognizes the following types:

- REG—regular order
- CRM—credit memo
- DBM—debit memo
- QUO - quotation
- DIR - direct or drop shipment from vendor
- DRW- direct shipment from vendor that is first received into your distribution center and then shipped to customer.
- RMA- returned materials authorization.
- WEX – warranty exchange
- WRP – warranty repair
- BLO – blanket sales order
- REL – release from blanket sales order

**Attach to Base Sales OrderNo:**

If this order type will be used to enter orders for new shipments then do not check this box. For RMA type orders that will be based on existing sales order check this box and you will be prompted to select the original sales order number (and select items that were shipped on that original sales order number) when processing the RMA.

**Allow Multiple Debit/Credit RMA types**

When entering an RMA you must select the type of RMA it is. This value will be stored with all detail lines on the RMA. If you wish to allow for multiple types (ie- one line is being returned to stock and one is being scrapped) then check this box.

**Is this a Master Order?**

This is reserved for future use.

**Is this a Reference Order?**

This no entry field is checked if the order type is a reference order, and not checked 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.

**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.

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



Check if you want picking tickets to be printed for this order type or don't check if they should not.

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

Check if packing slips should be printed for this order type or don't' check packing slips need not be printed.

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

This is reserved for future use.

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

Indicate by checking this box if customer purchase order numbers is required at the time of order entry.

**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.

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

Check this box if the shipping carrier information is required at the time of order or don't check if it is not required at the time of order.

**Is salesperson required?**

Check if it is required that a salesperson be assigned to the order.

**Fixed Price?**

Check this box if the price of the item being produced by a production work order (line type MTO or MTN) should be fixed and not rolled up from the prices on the work order,

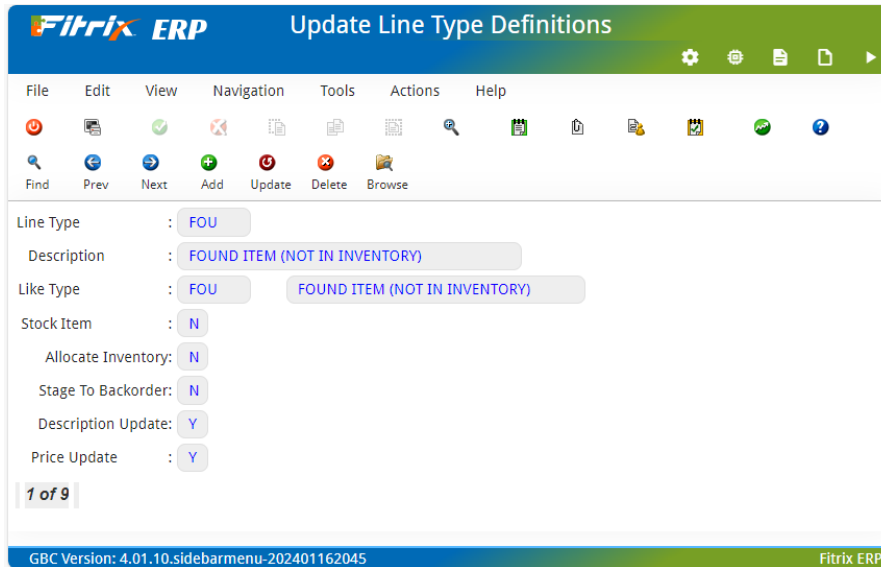
**Include in Customer Credit Check?**

Check if this type of order should be included when the order entry program calculates total amount due from the customer and compares this to their credit limit to see if the order should be placed on hold.

## Update Line Type Definitions

Update Line Type Definitions 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. An example is stock versus non-stock items.

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:

### Line Type

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

### Description

You can enter a short description (up to 30 characters) for this line type.

### 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** – non-stock 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 non-stock are items that you stock in your inventory, but you want to ship them directly from your vendor rather than pick from your inventory. The line type for direct or drop ship orders default to STN.

- **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 non-stock but do not create backorders.
- **DRN** – direct ship non-stock are treated like non-stock 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.
- **MTO** – make to order. Use of this line type will create a production work order. Once the production work order is completed the line stage will change from NEW to ORD as it is now ready for shipment.
- **MTN** – make to order non stock. Use of this line type will create a production work order. Once the production work order is completed the line stage will change from NEW to ORD as it is now ready for shipment.

### **Stock Item**

This non entry 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.

### **Allocate Inventory**

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

### **Stage to Backorder**

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

### **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.

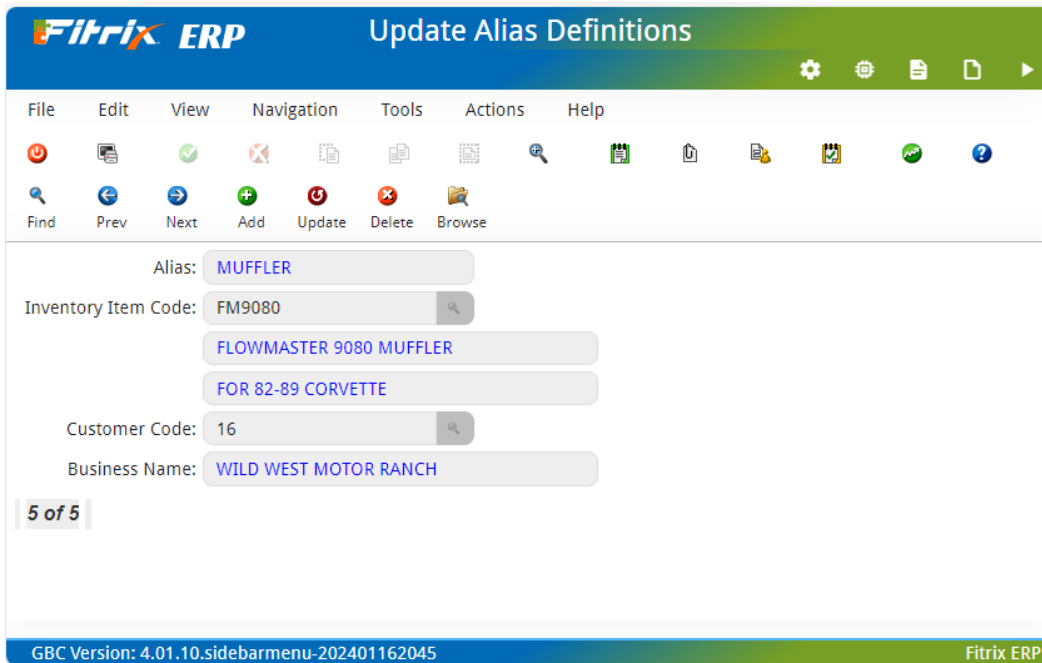
### **Price Update**

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 in house codes. This way customers can order items based on their own inventory codes and you can stock and ship items using your in house 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. This item will then be replaced by your in house item and the customer's code is displayed in the Alias field and will print on all shipping documents and invoices.

The Inventory Item Alias screen contains the following fields:

### 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.

### 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.

### **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.

### **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.

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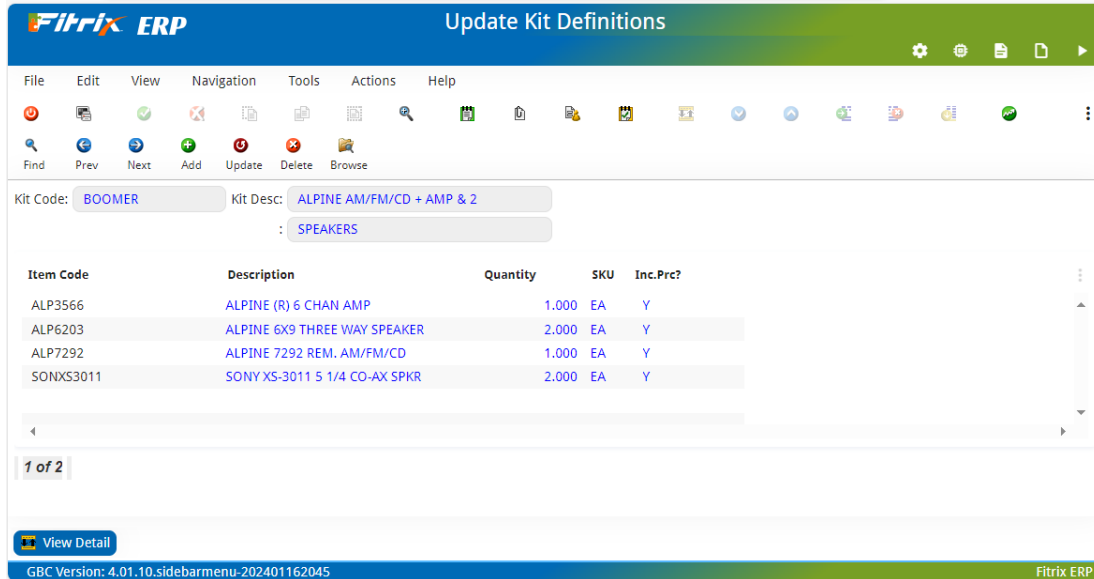
### **Business Name**

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

## 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. 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:

### Kit Code

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

**Kit Desc**

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

**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.

**Description**

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

**Quantity**

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

**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 the 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:

**Fitrix ERP** Update Discount Definitions

File Edit View Navigation Tools Actions Options Help

Code:

Description:

Rate:

Type:

MARKUP - In Order Entry only, adds rate to average unit cost to compute selling price. Quantity discounts are ignored.

MARKDN - In Purchasing only, subtracts rate from purchasing unit cost to compute purchase price. Quantity discounts are ignored.

DISCNT - Computes trade discount amount on price as entered or computed.

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GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

The Discount Definitions screen contains the following fields:

### Code

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

### Description

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

### 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.



## **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 average cost (stored in the Inventory file) multiplied by its sell factor 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 Discount field 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).

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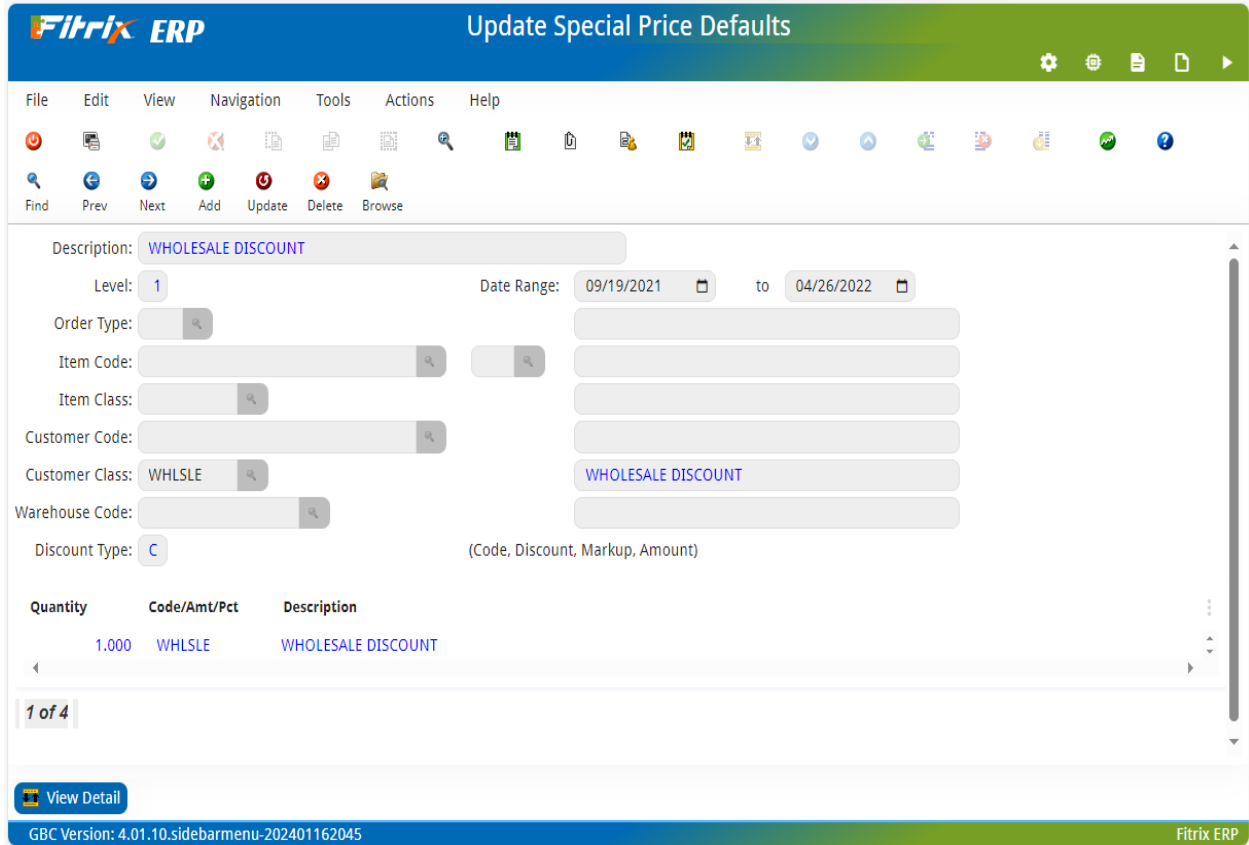
## **Note**

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:

**Order type**

**Item code**

**Item class**

**Customer**

**Customer class**

**Warehouse Code**

**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 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:

**Description**

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

**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 combination of entries in these fields, e.g., regular order types only or a combination of regular order types and specific item code.

---

**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.

**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.

**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.

**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.

### **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.

### **Warehouse Code**

Enter a warehouse code for special pricing based on warehouse location. You can use it alone or in conjunction with the Item Code or Item Class fields.

- 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).

---

### **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.

### **Date Range**

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

### **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.

**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.

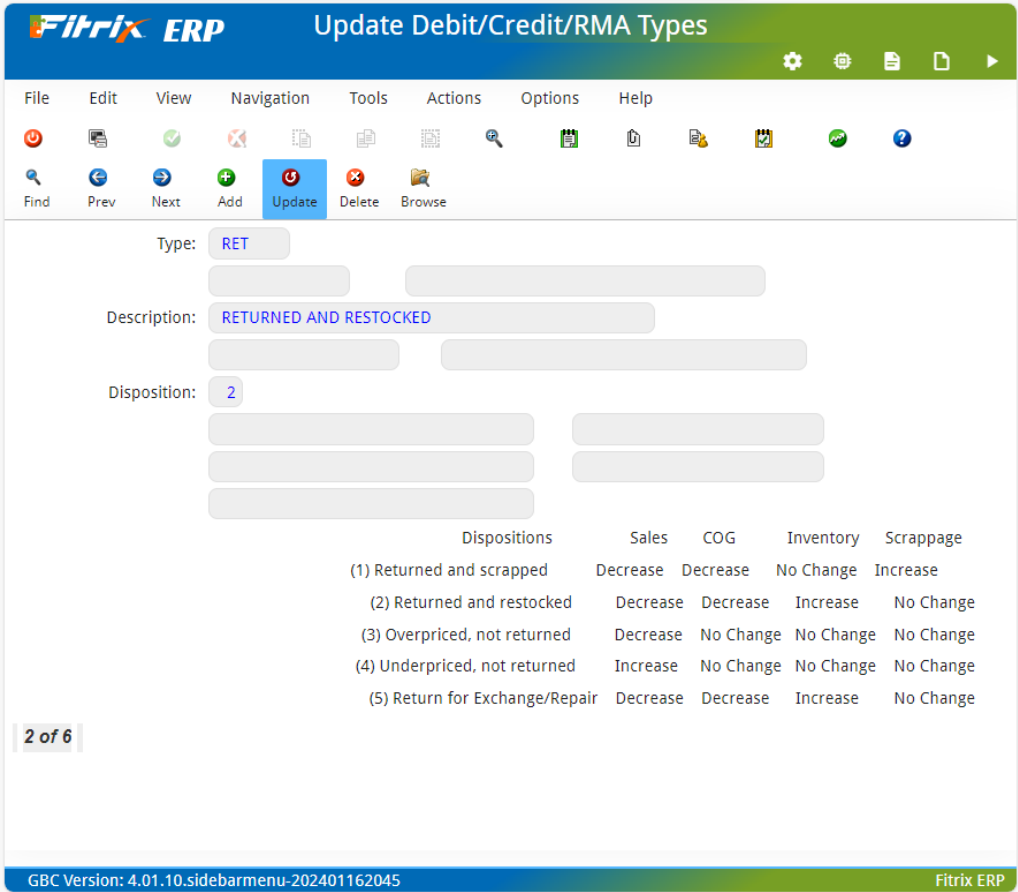
**Description**

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/RMA Types

You apply Debit/Credit/RMA types 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/RMA Types screen:



This screen contains the following fields:

### **Type**

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 type code (or accept the default type 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 type RMA with the description "returned and restocked."

### **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.

### **Disposition**

Select one of the 5 dispositions available. When the RMA is posted it is this disposition that determines the effect on your quantity on hand if any and also what GL account numbers will be used (ie- if you use disposition 1 the post will debit the scrap account found in the Update Order Entry Defaults program rather than inventory since the merchandise is not being returned to inventory).

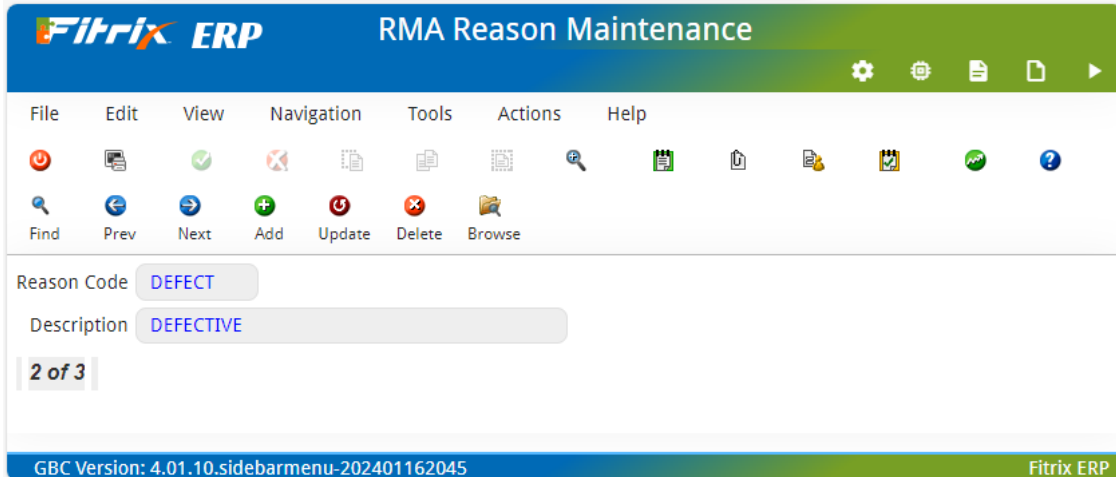
The four ledger accounts that may be affected are:

- 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.
- Scrapage—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.

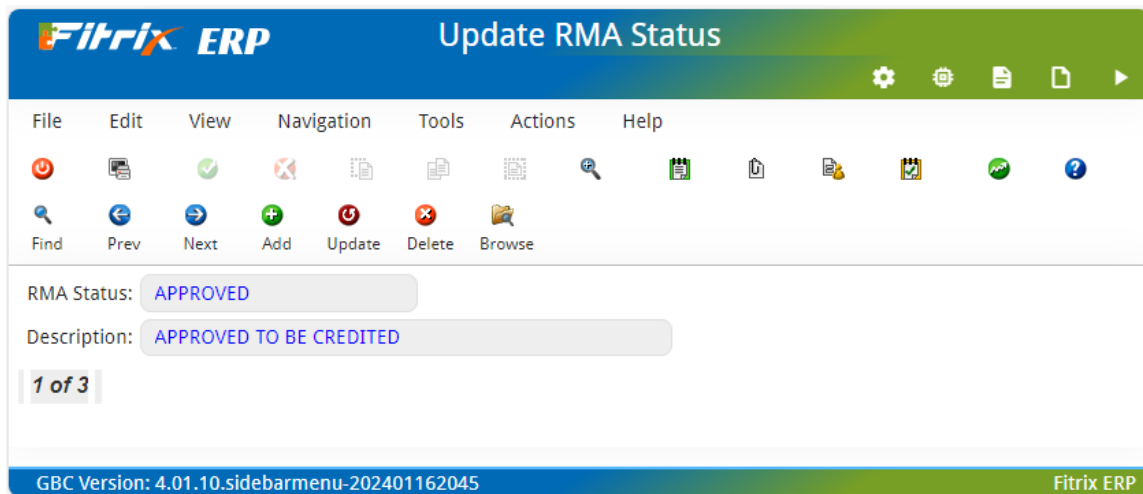
## **RMA Reason Maintenance**

This program is used to set up the reasons for returns. A reason is entered when entering the RMA order type and it is a required value. The RMA History report gives a statistical analysis of all RMAs issued grouped by this reason type.



## RMA Status Codes

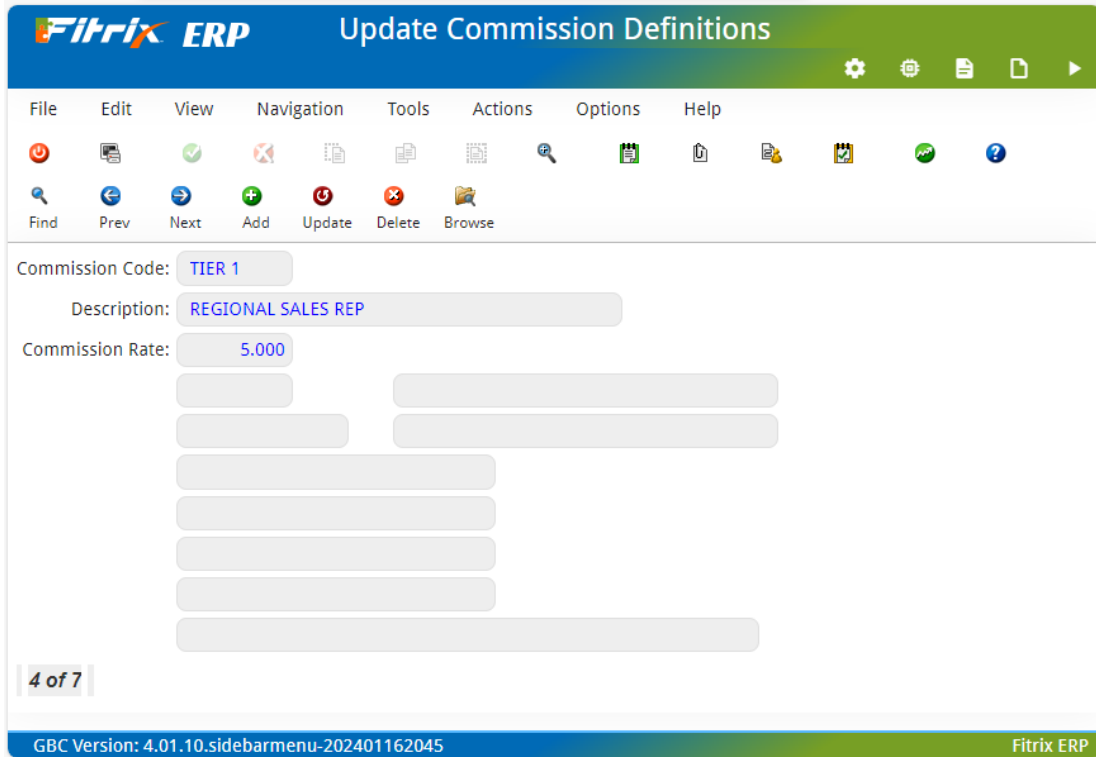
Use this program to set up status code for returned merchandise orders. This status code is assigned to the RMA when it is entered and then updated as needed.



## Update Commission Definitions

Through this menu option, you setup and maintain the Commission information. Commission codes are used to associate commission rates with inventory items. Once set up you insert this code into the item's master record. If you do not have set percentage for your commission but rather base it on price charged you can have variable rates. Setting up these variable rates are discussed in the *Inventory Control User Guide*.

The Commission Definitions screen:



The Commission Codes screen contains the following fields:

**Commission Code**

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

**Description**

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

**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 Definitions screen:



**Fitrix ERP** Update Salesperson Definitions

File Edit View Navigation Tools Actions Options Help

CommRed

Find Prev Next Add Update Delete Browse

Salesperson Code:

Salesperson Name:

Print contact information on invoice:

Phone:

Cell:

Fax:

Login:

Email:

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You can reference salesperson codes from a number of places. You may use the codes to associate salespeople 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 Definitions screen contains the following fields:

### **Salesperson Code**

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

### **Salesperson Name**

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

### **Print Contact Information on Invoice**

Check this box if you want the salesperson name and telephone number to print on the invoice sent to the customer.

### **Login**

If you enter the salesperson's Linux login here the salesperson assigned to the sales order will be based on this login of the person entering the order instead of you entering a salesperson at the

customer or ship-to level (if it is entered there this login id/salesperson combination will not be used so make sure they are null).

### Email Address

This is email address will be used to send various alerts to the sales rep (i.e. – sales order put on credit hold, released from credit hold, etc).

### 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, this screen displays:

The screenshot shows the 'Update Warehouse Definitions' screen in the Fitrix ERP system. The form is titled 'Update Warehouse Definitions' and contains the following fields:

- Warehouse Code: ATLANTA
- Description: ATLANTA DISTRIBUTION CENTER
- Department: 100
- Address: 1373 NEW SPRING ROAD
- City: ATLANTA
- State: GA
- Zip: 30339
- Country: US
- Phone: 404 555 1234
- Fax: 404-555-5000
- Email: joej@abcdistribution.com
- Location Controlled: N
- Default Receiving Loc:

The interface includes a menu bar with File, Edit, View, Navigation, Tools, Actions, and Help, and a toolbar with icons for Find, Prev, Next, Add, Update, Delete, and Browse. The bottom status bar shows 'GBC Version: 4.01.10.sidebarmenu-202401162045' and 'Fitrix ERP'.

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:

**Warehouse Code**

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

**Description— warehouse description**

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

**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.)

**Address and Phone Information**

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

**Location Controlled**

Enter a Y if you will have multiple bin locations per item for this warehouse. Enter an N if you will only have one static location per item for the warehouse. See the *Inventory Control User Guide* for more information on multi-bin functionality.

## Update Payment Methods

This option is used to setup and maintain codes for customer payment methods. There are three broad categories of payment methods: on account, cash or check, and credit card. The payment method is then inserted into the customer master record and indicates how the customer plans to settle their account.

The Payment Method 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. The Payment Method screen contains the following fields:

### Payment Code

This six-character code uniquely identifies the payment method.

### Payment Description

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

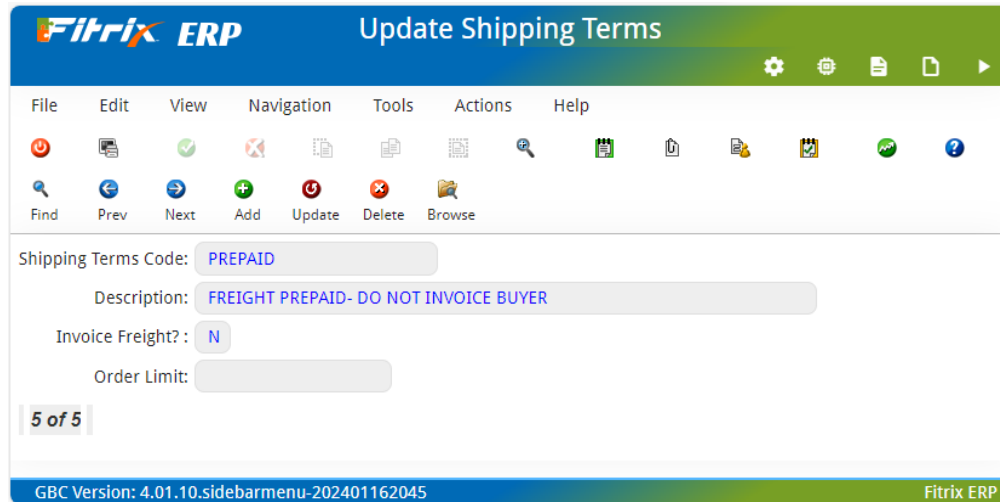
### Payment Type

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. When the sales order is posted an open AR item is created on the customer's account.
- **C**—Cash or Check; Invoices are required for this type, but they are printed as cash receipts rather than invoices. When the sales order is posted there is not open AR item created and the GL posting is a debit to cash (instead of AR) and a credit to sales.
- **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.
- **D** – Debit Card; similar to Credit Card.

## 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 Federal Express and 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 (See the *Federal Express/UPS Shipping User Guide* for more information).

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" .

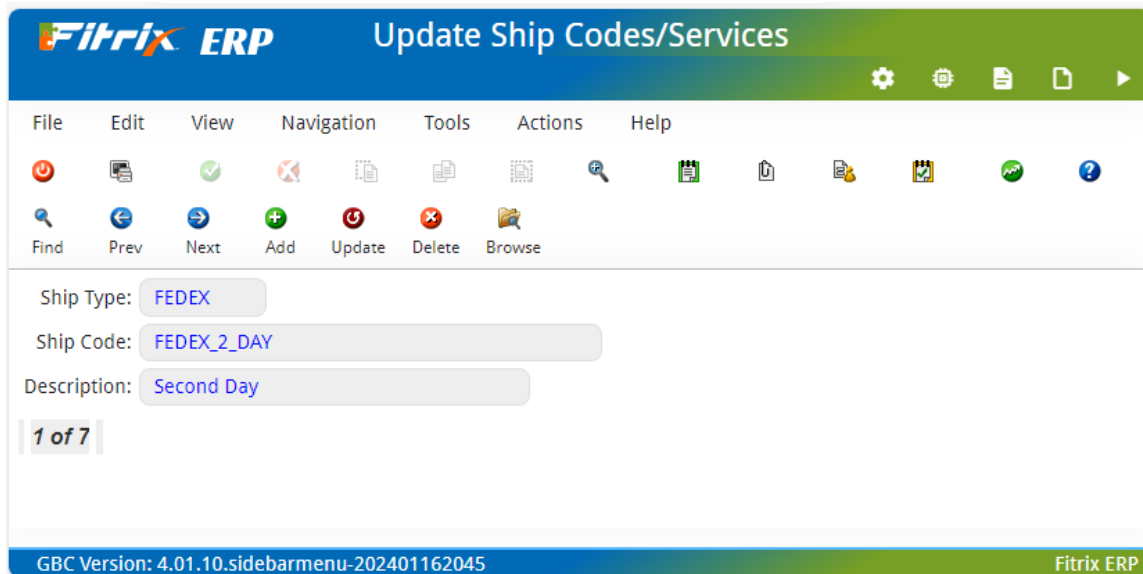
If the invoice freight flag for the shipping term used = "N", freight will not be added to the invoice by the Federal Express / UPS interface. Users can still add freight if they need to.

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 Federal Express or 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 order total is greater than or equal to this limit, the shipping terms are automatically changed to PREPAID so the user (or the Federal Express /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, 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

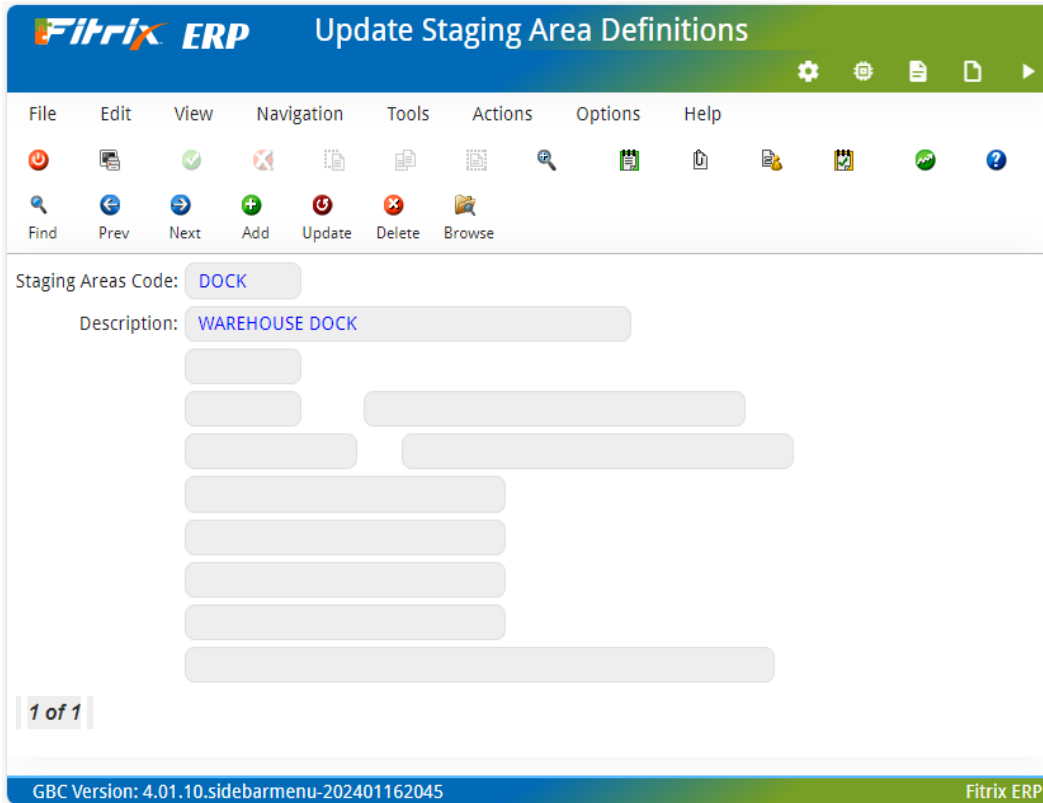
This program is used to add shipping codes for freight companies used by your business and also the various UPS services codes (ex- Ground, 2<sup>nd</sup> Day Air, etc.).



- **Ship Type** – enter FEDEX, UPS or OTHER for other freight carriers.
- **Ship Code**- enter the FEDEX or UPS service codes as define on their websites 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.

## Update Staging Area Definitions

This is an optional program that allows you to set up staging areas in your warehouse that can then be assigned to the sales order (via the OE Defaults screen in Sales Order Entry program) so that you can track its location.



## Update Multilevel Tax

This menu option brings up the Multilevel Tax menu. See the *Getting Started with Fitrix User Guide* for more information on how to set up your system to collect and report on sales tax.

## Update Split payment Terms

Split payment terms allows you to split payment of invoices into multiple payments. When you setup the split payment terms you use the Customer Terms you have already setup. Each split payment can have its own discount or no discount as defined by your Customer Terms.

You define the percentage of the payment when you enter the split payment terms. You can setup default split payment terms at the customer level using Update Customer Information. You can override this default split payment term at the time of order entry. You can also change or remove the split payment terms when you invoice a shipment.

The split payments are created when you Post Order Entry Documents. When an order entry invoice is split into multiple payments the original AR open item is created, the open item is then credited by an attached credit memo and new AR open items are created for the split payments. A separate AR open item is created for each split payment with the customer term you defined for the split payments.

Fitrix ERP Update Split Payment Terms

File Edit View Navigation Tools Actions Help

Split Payment Terms Code: 306090

Split Payment Terms Description: 30,60,90 DAYS

Credit Memo Account: 405000000 ACCESSORY SALES

A/R Account: 110000000 ACCOUNTS RECEIVABLE

Total Percent: 100.0

Terms Code	Description	Due Days	Disc Days	Disc Pct	Split Percentage
A	NET 30	30	0	0.0	33.0
F	NET 60	60	0	0.0	33.0
N90	NET 90 DAYS	90	0	0.0	34.0

1 of 1

View Detail

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**Split Payment Terms Code:**

Enter a unique split payment terms code. Split Payment Terms Code is a required field.

**Split Payment Terms Description:**

Enter the description for this split payment term. Split Payment Terms Description is a required field.

**Credit Memo Account:**

If left blank, the account to debit for the credit memo to the original Order Entry invoice is the Accounts Receivable account for the customer. Enter another account in the Credit Memo Account field if you would like to debit a different account in the credit memo. If not blank, the Credit Memo Account is also used as the account to credit for the split payments. You are not required to enter an account in the Credit Memo Account field.

**A/R Account:**

If left blank, the A/R account for the split payment AR open items is taken from the AR account for the customer. If you require a different account for the outstanding split payment open items, enter that account here. You are not required to enter an account in the A/R Account field.

**Total Percent:**

Total Percent is always 100%.

**Terms Code:**

Enter the Customer Terms Code for this split. The Terms Code must be already setup using Update Customer Terms on the 1 Financial Management, 2 Accounts Receivable, 2 Customer Information menu. Terms Code is a required field.



**Description:**

Displays the description of the customer terms code you entered.

**Due Days:**

Displays the due days for the customer terms code you entered.

**Disc Days:**

Displays the discount days for the customer terms code you entered.

**Disc Pct:**

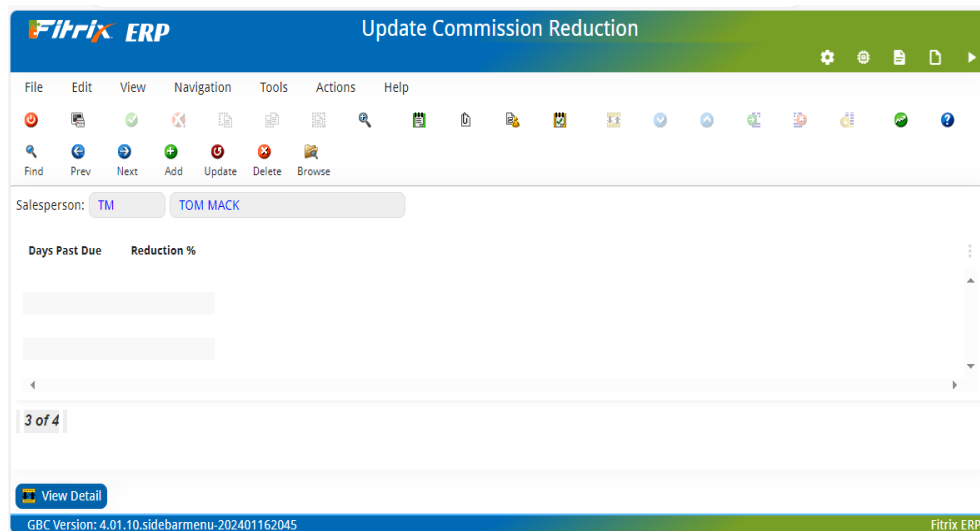
Displays the discount percent for the customer terms code you entered.

**Split Percentage:**

Enter the percentage of the payment to split out to the terms code. The total of all Split Percentages must add up to 100% before you can save the Split Payment Term. Split Percentage is a required field.

## Update Commission Reductions

This program allows you to set up commission reduction levels if you pay your salespeople once your customer pays you. Using the example below, Tom Mack will have the commission percentage he's paid reduced by 2% for any invoices that are paid 30-59 past terms and 4% for any invoices that are paid 60 days or more past terms.



## Special Price Date Update

Use this program to update the end date for customer pricing as defined in the Update Special Price Defaults program. Selection criteria is as follows:

Fitrix ERP Enter Selection Criteria

File Edit Help

Order Type:

Item Code:

Item Class:

Customer Code:

Customer Class:

Current End Date:

OK Cancel

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Fitrix ERP Enter Selection Criteria

File

New End Date: 02/21/2024

Continue?:

OK Cancel

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

## Lost Sales Reason Code Maintenance

Use this program to create reason codes as to why a sale was lost. This reason code is used when canceling sales orders or lines on sales orders. You can then report on these reason codes to help you track why sales were lost

**Fitrix ERP** Lost Sales Reason Maintenance

File Edit View Navigation Tools Actions Help

Find Prev Next Add Update Delete Browse

Sales Reason Code: PRICE

Description: FOUND BETTER PRICING ELSEWHERE

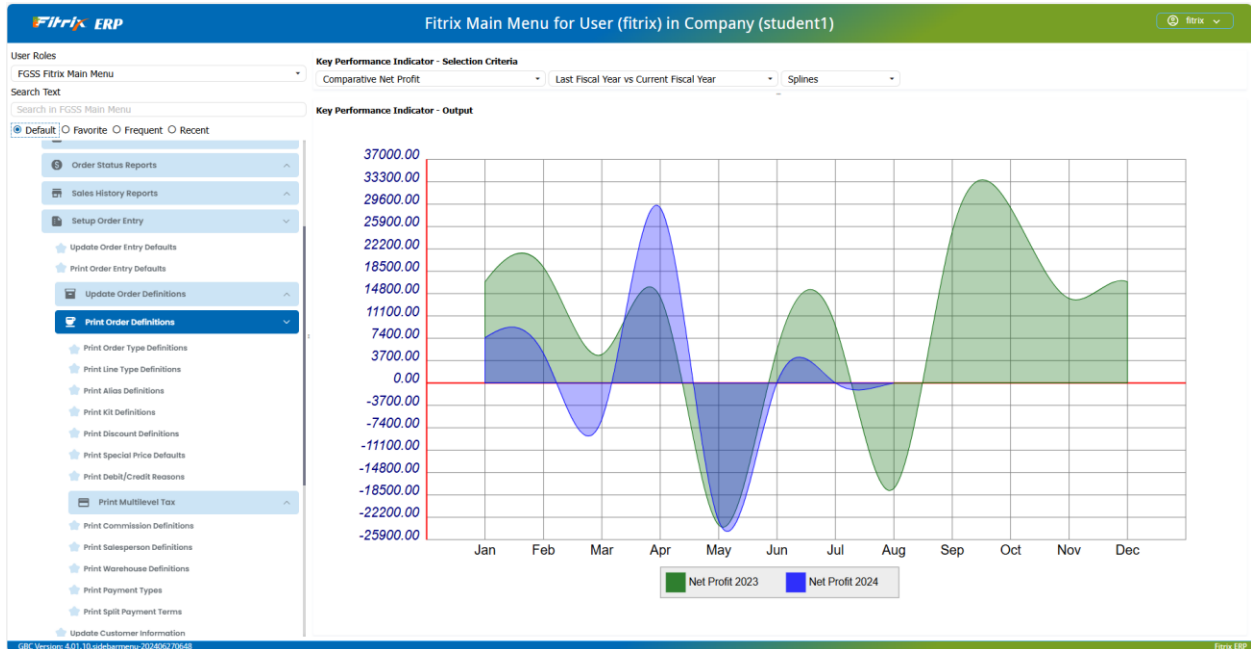
1 of 1

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

## Print Order Definitions

This menu option leads to the Print Order Definitions Menu. The submenu options 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:



# Update Customer Information

With this option, you maintain your 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.

The Customer Information screen :

The Customer Information screen contains the following fields:

## 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.

### **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.

### **Contact**

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

### **Phone**

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

### **Cell**

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

### **Fax**

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

### **Email**

**This is email address for the customer contact.**

### **Web Address**

**This is the Internet URL for the customer.**

### **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, and so on.

### **City**

This twenty-character alphanumeric field stores the billing city.

### **State**

This two-character alphanumeric field stores the state abbreviation.

### **Zip**

This ten-character alphanumeric stores the zip code.

### **Country**

This twenty-character alphanumeric field stores the billing country.

**Salesperson**

This is the salesperson code that will be assigned to sales order for this customer unless changed at the sales order level. Zoom is available for this option.

How you found this customer (ie- trade show)

**Resale Number**

This is the customer's resale tax number and this number is automatically transferred to sales orders for this customer.

**Resale Expiry**

This is the customer's resale tax number expiration date and this date is automatically transferred to sales orders for this customer.

**Active**

Check this box if this is an active customer. AR invoices and OE sales orders can only be entered for active customers.

**Date Established**

Enter the date this account was established.

**Inactive Date**

Enter the date the account became inactive.

**Terms**

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

**Pay Method**

This is the default Payment Method for customer orders. Zoom is available for this option.

**Avg Days to Pay**

System maintained. This is the average number of days it takes this account to pay you. This value is updated by the system once a month when the Begin New Period program is run.

**Last Pmt Amount**

System maintained. Amount of last payment received.

**Last Pmt 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.

### **Credit Limit**

you wish to allow the customer.           **Balance**

This system-maintained field displays the customer's current balance.

### **Open Orders**

This system-maintained field displays the total of open sales orders..

### **Avail Credit**

This system-maintained field is Credit Limit less Balance less Open Orders.


### **YTD Sales**

This field displays the year to date sales dollars for the customer. It is automatically updated through invoicing and cannot be changed on this screen.

### **Lifetime Sales**

sales dollars for the customer. It is automatically updated through invoicing and cannot be changed on this screen. **Current, Over 30, Over 60, Over 90**



These aging values are updated by clicking on the  button on the toolbar.

### **Credit Check**

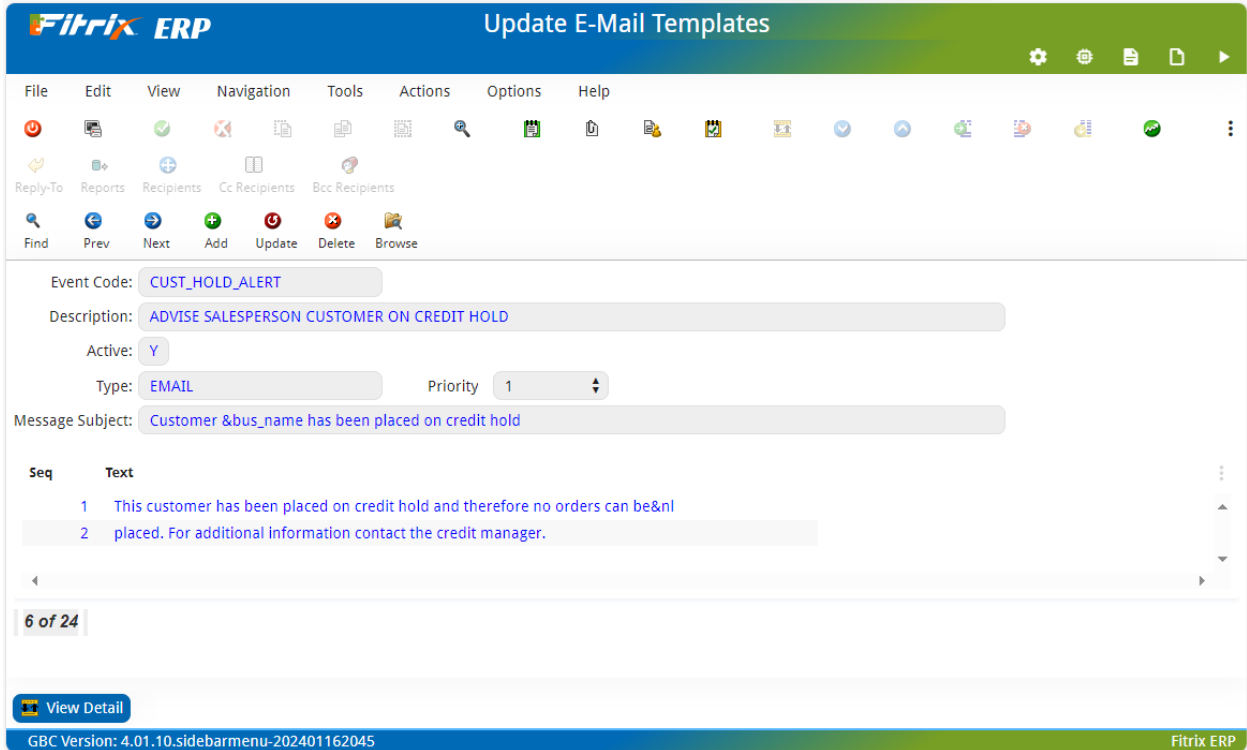
Check this box to turn on real time credit checking in Order Entry. This value defaults initially to whatever your Credit Check value is in the Update Receivable program.

**Send Credit Letters** - When Fitrix is installed all customers will have this value set to Y. f there are certain customers that should not receive credit letters, this value should be set to N for those customers.

### **Credit Hold**

Entering "Y" will prohibit users from entering any AR or OE documents. If the email template is active the sales representative assigned to the account will receive an email alerting them the customer has been placed on credit hold.



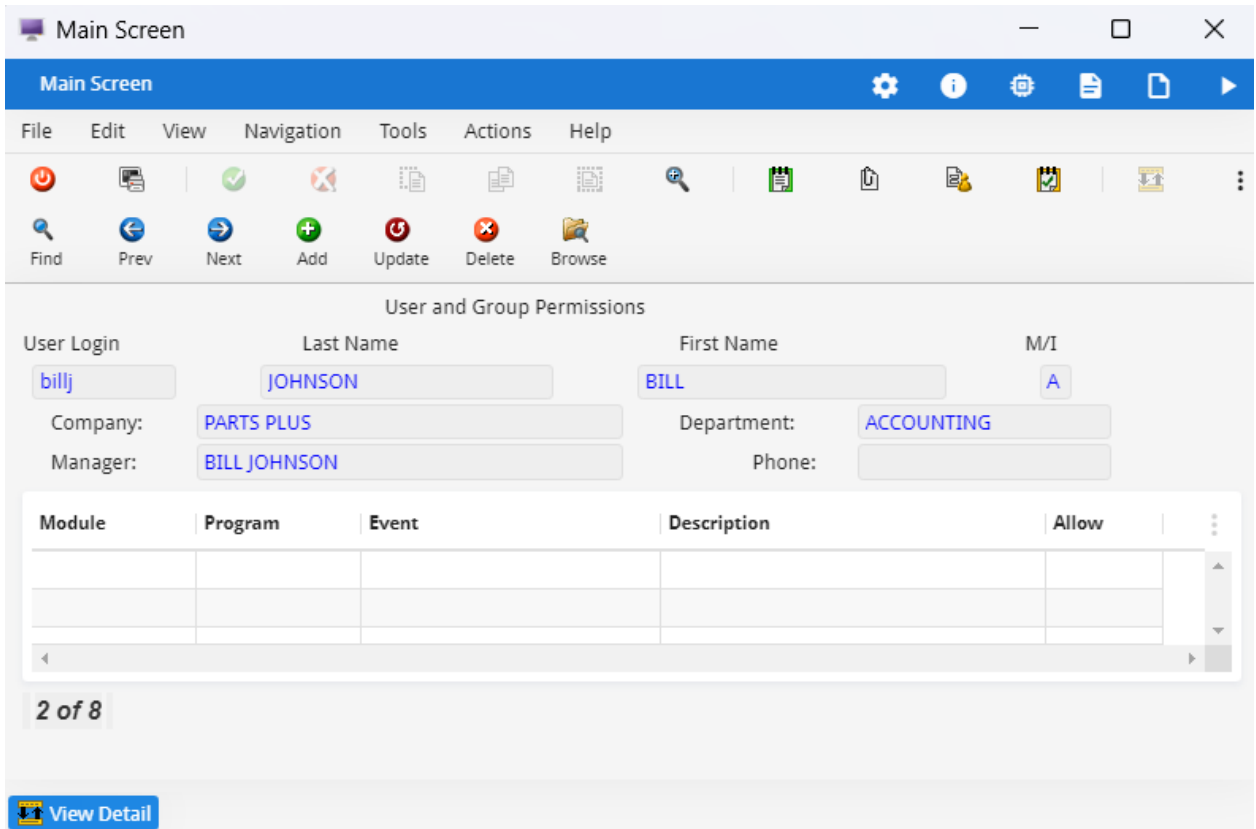


### Credit Hold Date

This is the date that the customer was placed on Hold.

**Credit Manager** - initially defaults to the credit manager defined in the Update Receivable Defaults program. This must be a valid Linux login ID. This ID must also be set up in the security table for users so that the program can find the name associated with the id and print it on credit letters.

Here is a screen shot of the security table that is accessed from the Security Option on the Execute Option on the main menu toolbar (see the chapter on Security in the *Getting Started with Fitrix Guide* for more information on the security programs).



Enter the customer’s credit limit. Every time this value is changed an email will be sent the customer’s sales representative. Entering or updating this value also fills in “Limit Approved” and “Approved Date” values.

**% Over Limit Allowed**

This percentage is added to the customer’s credit limit to determine total exposure allowed. It initially defaults to the percentage defined in the Update Receivable Defaults program.

**Hold Code**

Credit Hold code. It initially defaults to the hold code defined in the Update Receivable Defaults program.

**Collection Contact**

Who to contact for collection

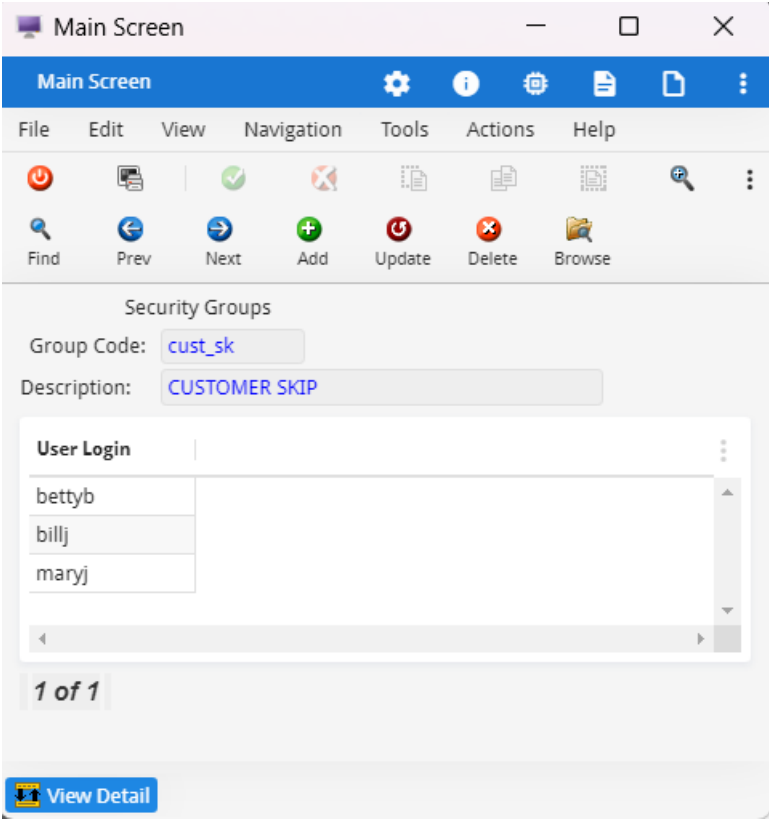
**Contact Telephone**

Telephone number for Collection Contact

**DUNS No**

Dun & Bradstreet subscriber number should you need to run a D&B report.

**NOTE:** You can control who has access to credit check, credit hold, credit limit and % over limit allowed by adding users that should not have access to these fields to the cust\_sk security group code shown here.



## Customer Ship-Tos



By selecting the **Ship-To** icon, you can access the Ship-To Address 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 screenshot shows the 'Update Ship-To Information' screen in Fitrix ERP. The interface includes a menu bar with options like File, Edit, View, Navigation, Tools, Actions, and Help. Below the menu is a toolbar with icons for Find, Prev, Next, Add, Update, Delete, and Browse. The main form area contains the following fields:

- Customer Code: 1 (with a search icon) and ACTION AUTOPARTS
- Ship-To: CALIF
- Ship-To Name: ACTION AUTOPARTS WEST
- Residential: Y
- Freight Tax Code: NOTAX (with a search icon)
- Contact: STAN WAVERLY
- Address 1: 4389 APPLE WAY
- Address 2: (empty)
- City, State, Zip: VENTURA CA 93003
- Country: US (with a search icon) and UNITED STATES
- Salesperson: JC (with a search icon) and JIM CARSON
- Discount: (with a search icon)
- Ship Terms: PPD & ADD (with a search icon) and PREPAID & ADD - SELLER PAYS AND
- Cell: 805-345-6049
- Fax: 805-450-1000
- Email: jim@actionautoparts.com
- Web Address: www.actionautoparts.com
- Warehouse Code: SEATTLE (with a search icon) and SEATTLE DISTRIBUTION CENTER

At the bottom of the screen, it displays 'GBC Version: 4.01.10.sidebarmenu-202401162045' and 'Fitrix ERP'.

The following fields are on the Ship-To Address screen:

### Customer Code

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

### 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.

### **Ship-To Name**

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

### **Route Code**

The Order Entry program first looks at the ship-to code to retrieve the routing code and if not found there look

at the customer record to retrieve the routing code. The routing code selected is then inserted into the Order

Entry summary screen.

The picking ticket print program first prints all picking tickets with no routing code and then groups subsequent picking tickets by routing code. You may also print picking tickets by routing code by entering the code in the picking ticket selection criteria screen.

### **Contact**

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

### **Phone**

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

### **Cell**

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

### **Fax**

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

### **Address1**

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

### **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.

### **City, State, Zip**

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

### **Country**

This twenty-character alphanumeric field records the country for a customer's ship-to address.

### **Email**

This is email address for the customer contact.

### **Web Address**

This is the Internet URL for the customer.

### **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.

### **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 be charged 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 will be used.

### **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).

### **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.

### **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



Click on the  icon to view the Customer Activity screen:

Type	Doc No	Doc Date	Inv/Chk No	Due Date	Amount	Balance
CR	31	03/05/2024			0.00	0.00
CR	30	03/05/2024	5344543		-1000.00	0.00
CR	33	02/19/2024	DEP1		-100.00	0.00
IN	145	01/31/2024	01312024	03/01/2024	2000.00	2000.00
IN	119	11/04/2023	24433	12/04/2023	12345.50	12345.50
IN	120	11/04/2023	123231123	12/04/2023	500.00	0.00
IN	128	05/23/2023	128	06/22/2023	7.85	7.85
CR	27	12/17/2022	45454553		-100.00	0.00
DM	121	12/17/2022	1- FRT DIS	06/27/2021	4.00	4.00
IN	105	04/26/2022	105	04/26/2022	1000.00	1000.00

The Customer Activity screen shows payments and outstanding invoices. They are sorted so that the most recent open item appears at the top of the screen. 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:

### 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.

### Doc.No.

This column displays the document number of the item. Document numbers are assigned during posting and are used to track the document in the various Fitrix tables.

### Doc.Date

This column displays the date that the document was entered.

**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.

**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.

**Amount**

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

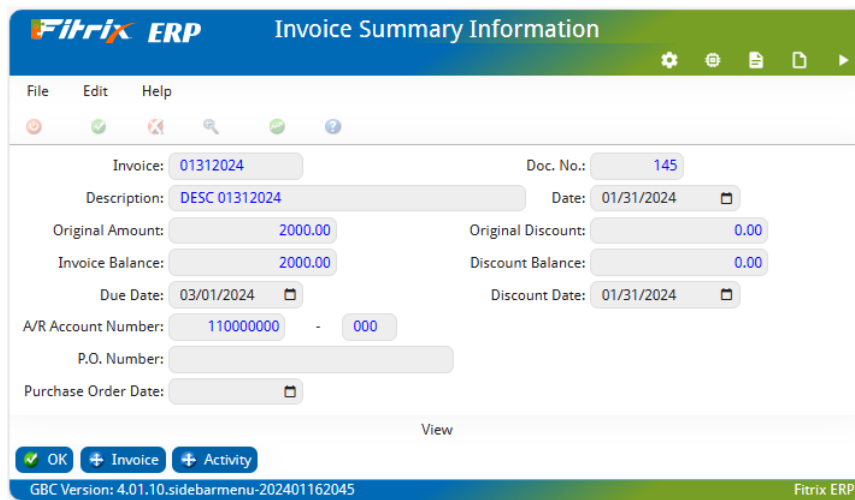
**Balance**

This is the balance still due on an invoice.

## Customer Activity Detail Zoom

The Zoom feature is a powerful tool for querying the customer information you have on file. From the Customer Activity screen you can view the details about an invoice or a cash receipt by clicking the Detail button when the cursor is on an invoice (IN) or cash receipt (CR) line. A series of different windows is displayed depending on which type of transaction you select to zoom.

Clicking on Details when the cursor is on an invoice line opens a zoom screen to display header information for that invoice.

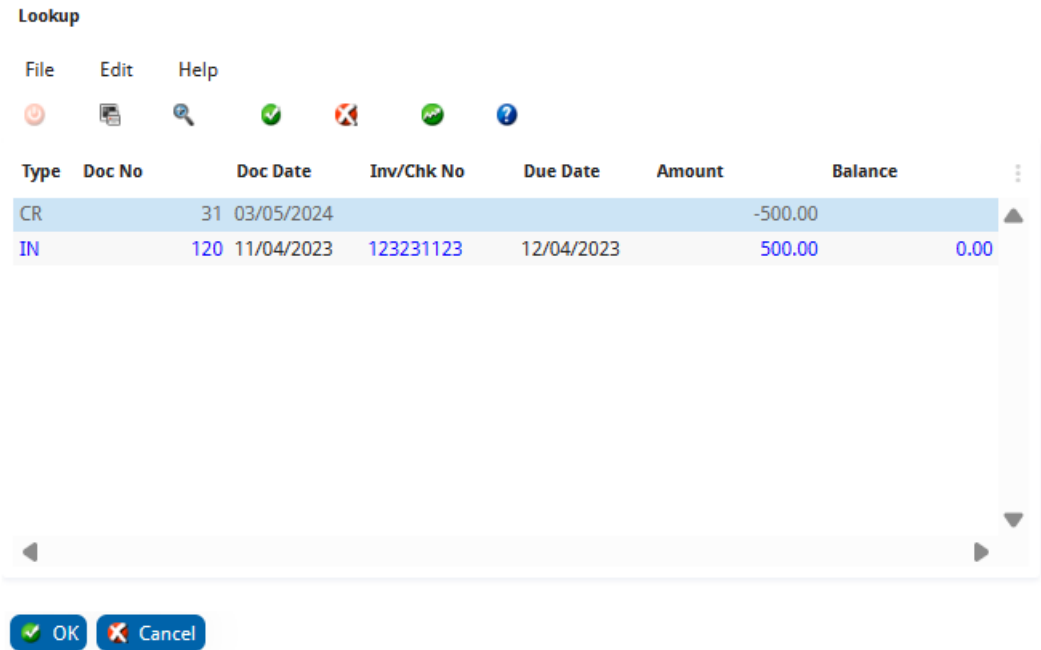


The new screen contains the invoice numbers assigned at the time of printing, the document numbers used to reference the transactions, the audit trail descriptions of the invoices, the original amounts, the current balances, the A/R accounts posted to, and any purchase order information.



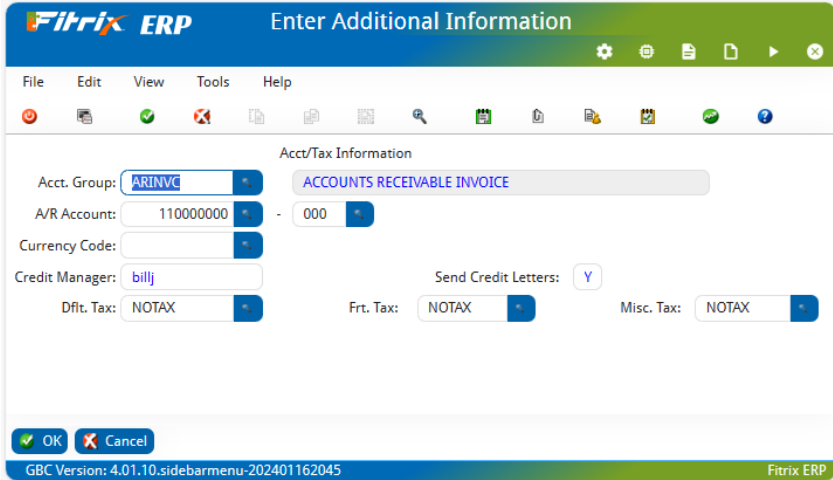
This Zoom has one more step. Clicking the Activity button displays all activity that has affected the balance of this particular invoice. The screen is the same as the initial Activity Zoom screen. Using the Zoom feature while the cursor is on a cash receipt line in the Customer Activity Zoom screen displays all invoices (one line per invoice) that the cash receipt has been applied to.

The Customer Activity Zoom screen:



## Additional Customer Information

Clicking on the  icon launches the following screen program:



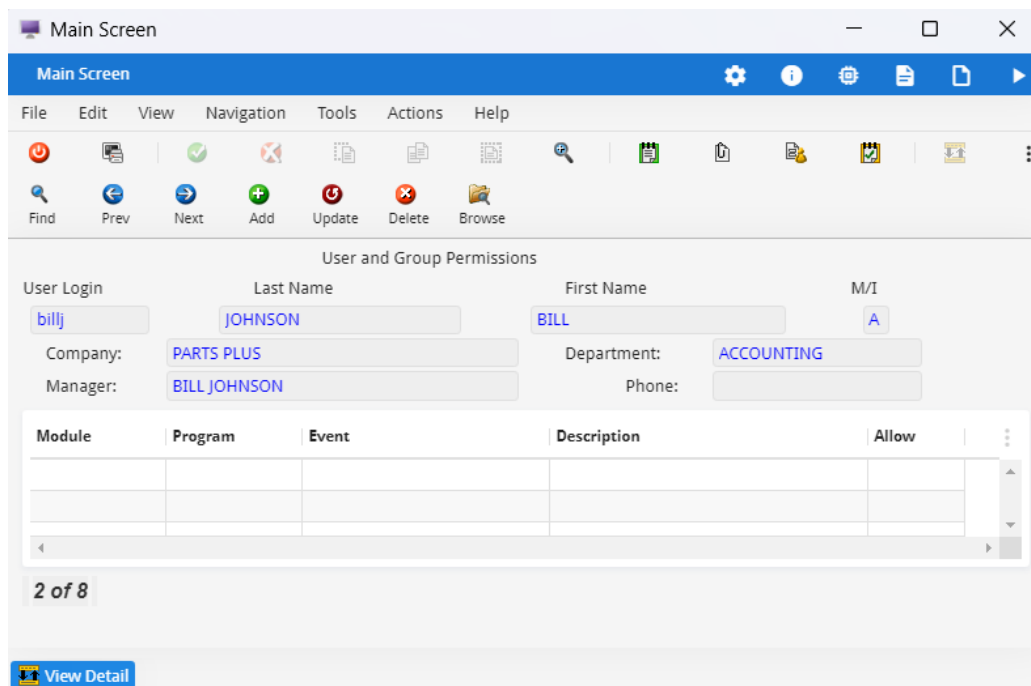
**Account Group** – enter an existing account group if you want the account group in AR Invoice entry to default to this.

**A/R Account** – enter an existing AR account number if transactions for this customer should post to an AR account number that differs from the default account number set up in the Update AR Defaults program.

**Currency Code** – if Multicurrency is turned on (see the *Multicurrency User Guide* for more information) enter a valid currency code here if it differs from your home currency code.

**Credit Manager** - this must be a valid Linux login ID. This ID must also be set up in the security table for users so that the program can find the name associated with the id and print it on the letter.

Here is a screen shot of the security table that is accessed from the Security Option on the Execute Option on the main menu toolbar (see the chapter on Security in the *Getting Started with Fitrix Guide* for more information on the security programs).

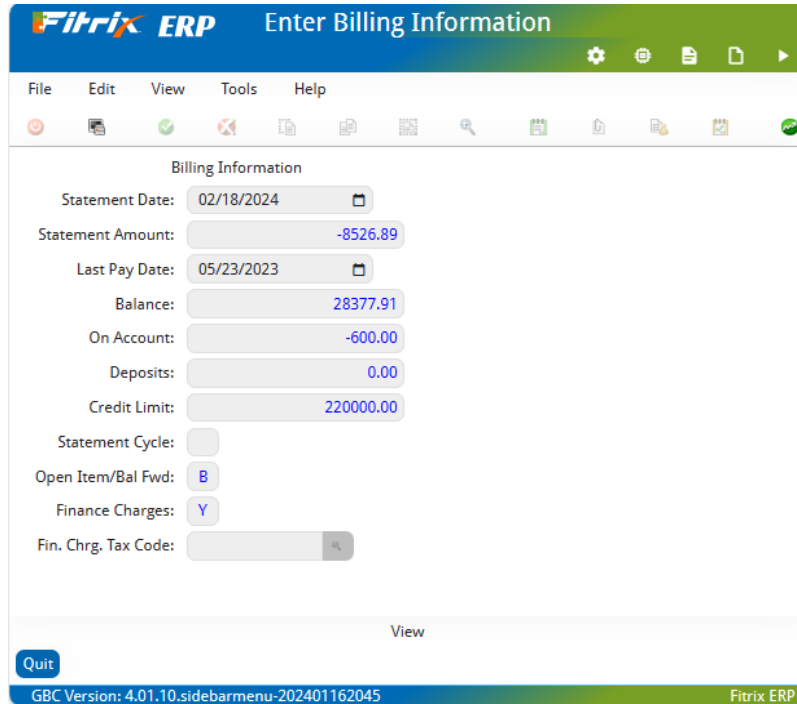


**Send Credit Letters** - When Fitrix is installed all customers will have this value set to Y. If there are certain customers that should not receive credit letters, this value should be set to N for those customers.

**Tax Fields** – if this customer should be charged sales tax enter the appropriate multilevel tax code or group code in these fields. If left blank the tax code on AR and OE invoices for this customer will default to the default codes set up using the Update AR Defaults program.

## Billing Information Screen

Clicking on the  icon launches the following screen program.



**Billing Information**

Statement Date: 02/18/2024

Statement Amount: -8526.89

Last Pay Date: 05/23/2023

Balance: 28377.91

On Account: -600.00

Deposits: 0.00

Credit Limit: 220000.00

Statement Cycle:

Open Item/Bal Fwd: B

Finance Charges: Y

Fin. Chrg. Tax Code:

View

Quit

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

### 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.

**Deposits:**

This display only field displays and monies received through cash receipts that were classified as deposits to be applied to invoices later. See the section in Chapter Eight of this guide on how to enter and apply customer deposits.

**Credit Limit:**

This numeric field stores the customer's credit limit; that is, it stores the maximum amount of credit 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 cycle to assign your customers is done at your discretion. If you print statements for all customers at one time then no cycle code is needed.

**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 set to **O** then the statement will print all open items. If set to **B** the statement will print the balance forward from the previous month and open items for the current month only.


**Finance Charges:**

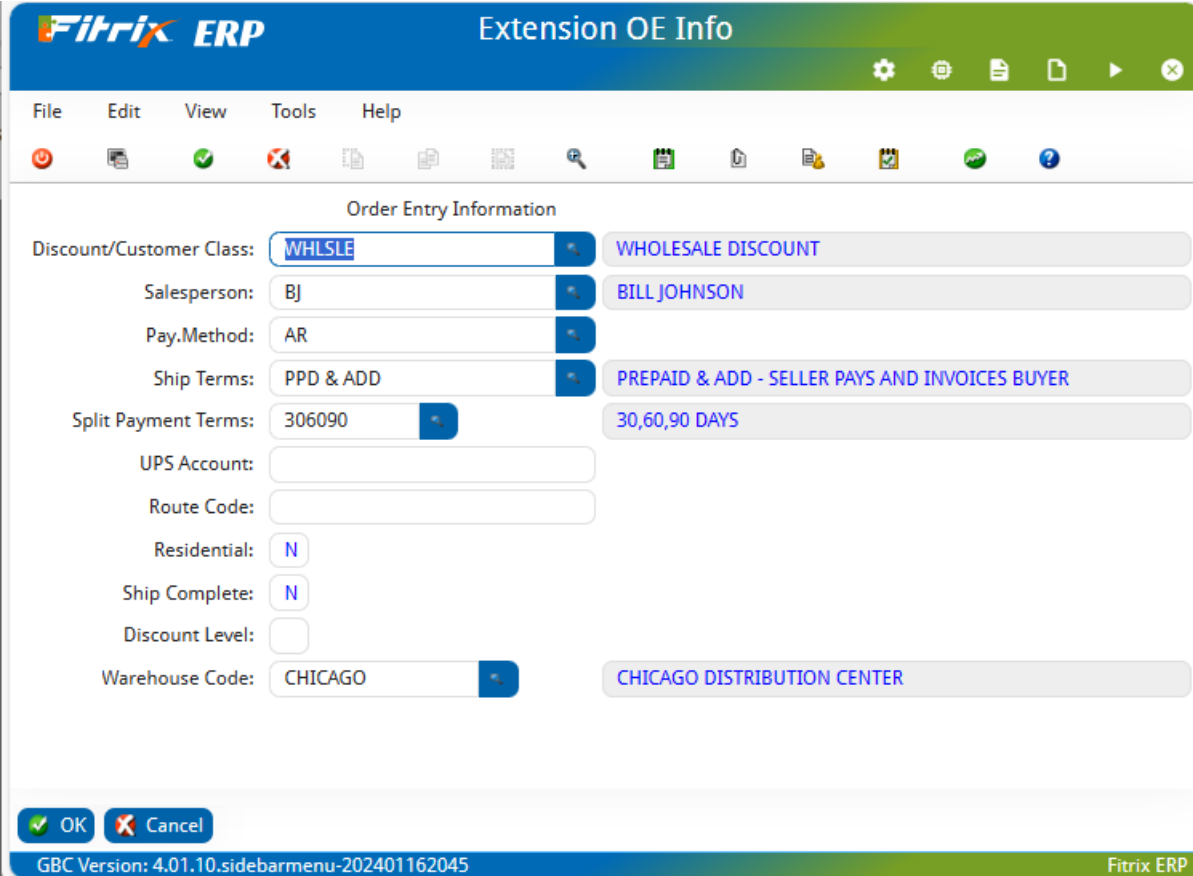
This single-character field records whether or not finance charges should be applied to this customer. Valid entries are "Y" (yes, calculate a finance charge) or "N" (no, do not calculate a finance charge). If left blank, the field defaults to whatever you set this value to in the Update AR Defaults program.

**Fin. Chrg. Tax Code:**

If you the customer is taxable and you want to charge sales tax on any finance charges generated set this value to the appropriate tax code or group code.

## OE Info Screen

Clicking on the  icon launches this screen program:



**Fitrix ERP** Extension OE Info

File Edit View Tools Help

Order Entry Information

Discount/Customer Class:   WHOLESALE DISCOUNT

Salesperson:   BILL JOHNSON

Pay.Method:

Ship Terms:   PREPAID & ADD - SELLER PAYS AND INVOICES BUYER

Split Payment Terms:   30,60,90 DAYS

UPS Account:

Route Code:

Residential:

Ship Complete:

Discount Level:

Warehouse Code:   CHICAGO DISTRIBUTION CENTER

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

### 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. Refer to the section on Discount Definitions in Chapter Four of the *Order Entry User Guide* for more information on how discount codes are used.

### 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. It is this salesperson code that will be assigned to sales order unless changed at the sales order level.

**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, its 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 sales order has any items that have a back order status.

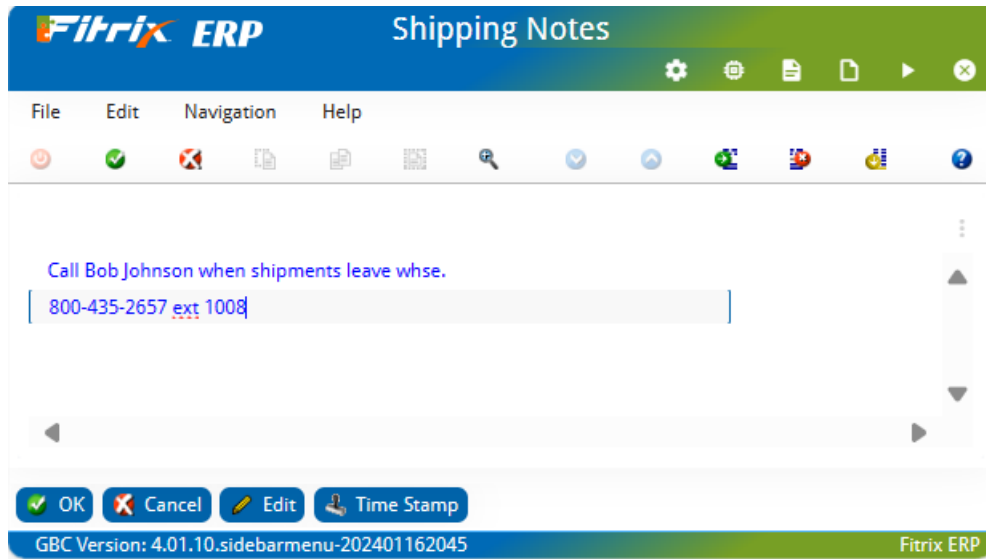
**Route Code:**

The Order Entry program first looks at the ship-to code to retrieve the routing code and if not found there look at the customer record to retrieve the routing code. The routing code selected is then inserted into the Order Entry summary screen.

The picking ticket print program first prints all picking tickets with no routing code and then groups subsequent picking tickets by routing code. You may also print picking tickets by routing code by entering the code in the picking ticket selection criteria screen.

## Shipping Notes

Clicking on the  icon launches this screen program:

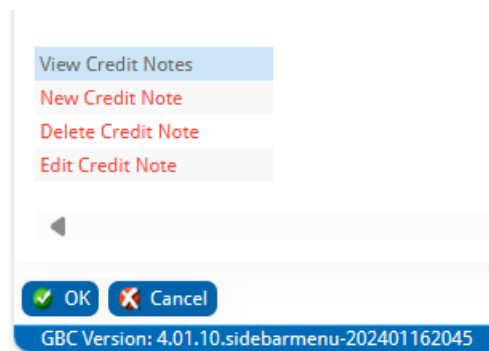


The notes entered here are for special shipping instructions that relate to this specific customer.

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

Clicking the  icon will launch this menu:



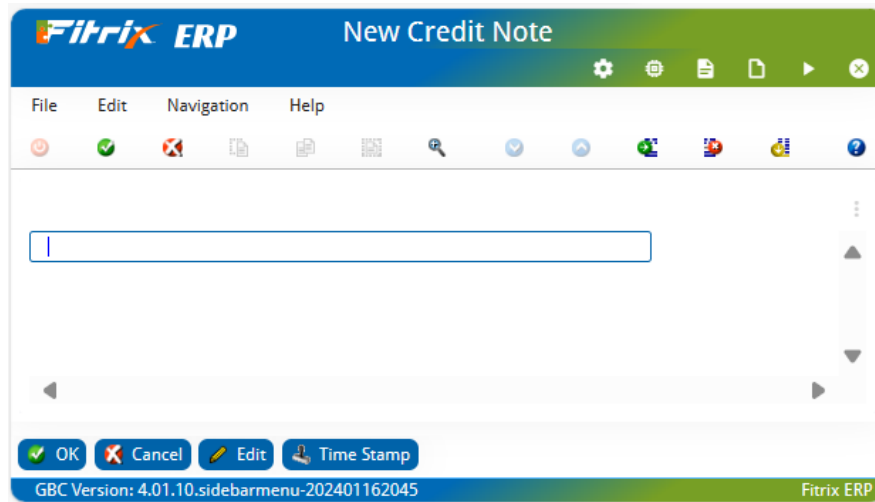
These notes typically store information that pertaining to credit/collection activities.

### 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.



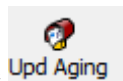
### Delete Credit Notes:

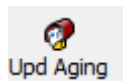
This option will display a list of user ids and dates of all existing credit notes and user has option of deleting any item on the list by double clicking on the item and then answering Y to the prompt "Would You Like To Delete?".

### 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.

## Upd Aging




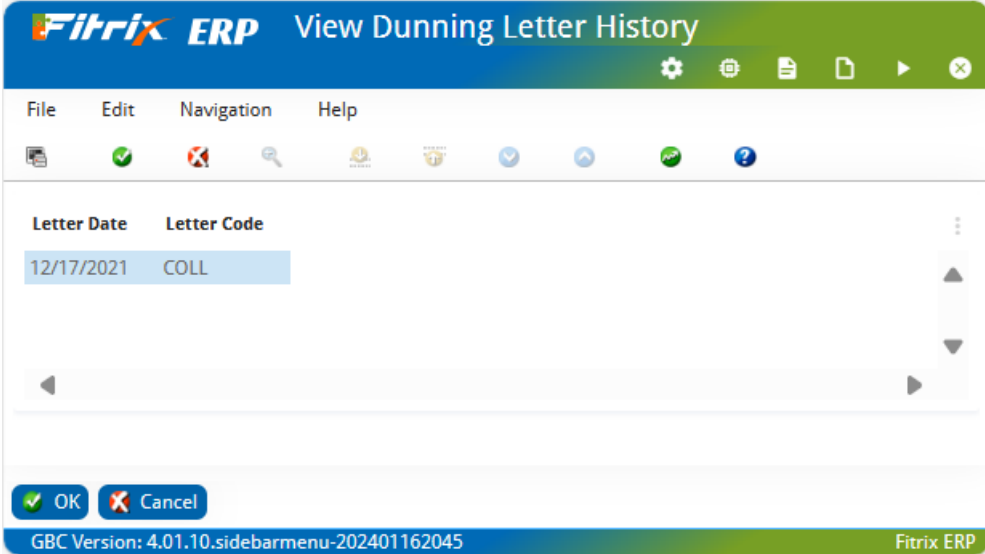
Clicking on the  icon updates the current, over 30, over 60 and over 90 day values to current values.



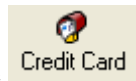
# Credit Letter History



Clicking on the  icon displays this screen program which details the type of letter sent to the customer and the date it was sent. See the section in this User Guide that discusses Credit Letters for more information.



## Credit Card



Clicking on the **Credit Card** icon launches this screen program where you can enter credit or debit card information for your customer. This program can also be launched directly from the Customer Information menu and is discussed in greater detail later on in this Chapter.

The screenshot shows the 'Update Customer Credit Card' window in the Fitrix ERP application. The window has a blue title bar with the Fitrix ERP logo and the text 'Update Customer Credit Card'. Below the title bar is a menu bar with 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. A toolbar contains various icons for file operations and navigation. The main area is a form with the following fields and controls:

- Customer Code: 14 (with a dropdown arrow)
- Payment Method: AMEX (with a dropdown arrow)
- COMPETITION SPECIALTIES (dropdown menu)
- AMERICAN EXPRESS (dropdown menu)
- Card Name: [Text Field]
- Primary Card:  Y
- Card No.: [Text Field]
- Security Code: [Text Field]
- Trans Ref No.: [Text Field]
- Account No.: [Text Field]
- Route No.: [Text Field]
- Social Security: [Text Field]
- Driver License: [Text Field]
- License State: [Text Field]
- Exp. Month: [Text Field]
- Exp. Year: [Text Field]
- First Name: [Text Field]
- Last Name: [Text Field]
- Address: [Text Field]
- City: [Text Field]
- State: [Text Field]
- Zip: [Text Field]
- Country: AD (with a dropdown arrow) ANDORRA (dropdown menu)
- Telephone: [Text Field]
- Fax: [Text Field]
- Email: [Text Field]

At the bottom of the form are 'OK' and 'Cancel' buttons. The status bar at the very bottom shows 'GBC Version: 4.01.10.sidebarmenu-202401162045' on the left and 'Fitrix ERP' on the right.

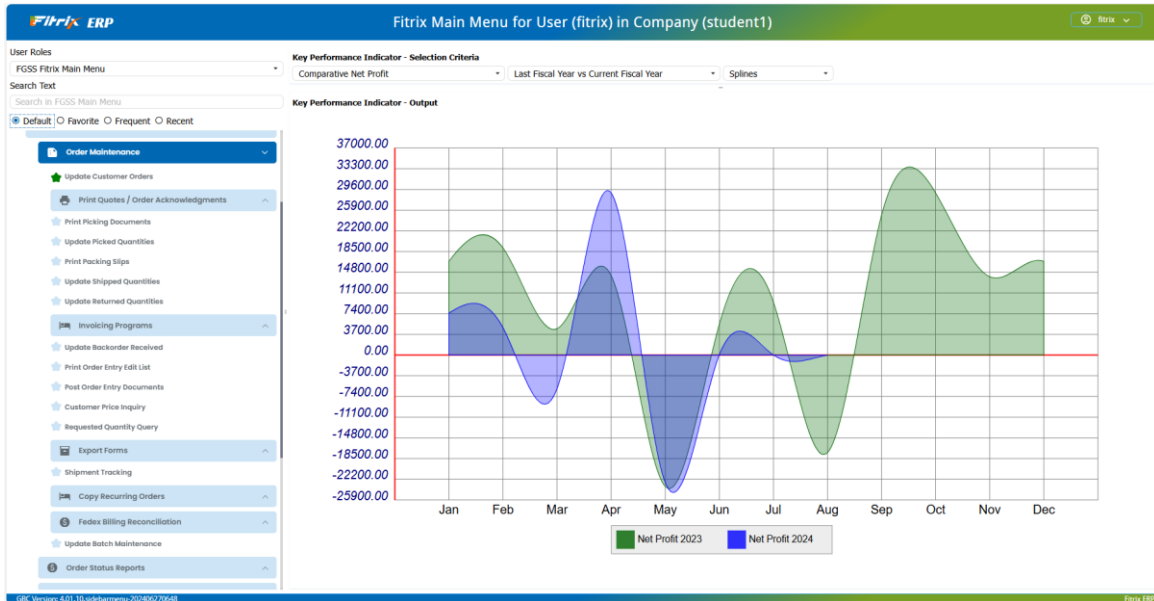
Credit Card Processing. See Chapter Four for more information on these programs.

# **Chapter 3**

## **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.
- **Update Returned Quantities:** Use this option to indicate which items have been returned to your company from your customer.
- **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 monthly sales quantities.
- **Export Forms-** this submenu contains a full suite of export forms.
- **Shipment Tracking Screen** – this screen program allows you to enter information to better track your shipments.
- **Copy Recurring Orders** – this submenu allows you to create recurring sales orders from the base templates you’ve defined.
- **Federal Express Billing Reconciliation** – this submenu contains programs that let you import billing information from Federal Express and compare it to the estimated shipping amounts on you sales orders. See the *Federal Express/UPS Shipments User Guide* for more information.
- **Update Batch Maintenance:** If batching is turned on, this program is used to approve invoice batches. Read the *Getting Started with Fitrix User Guide* for more information on batch processing.

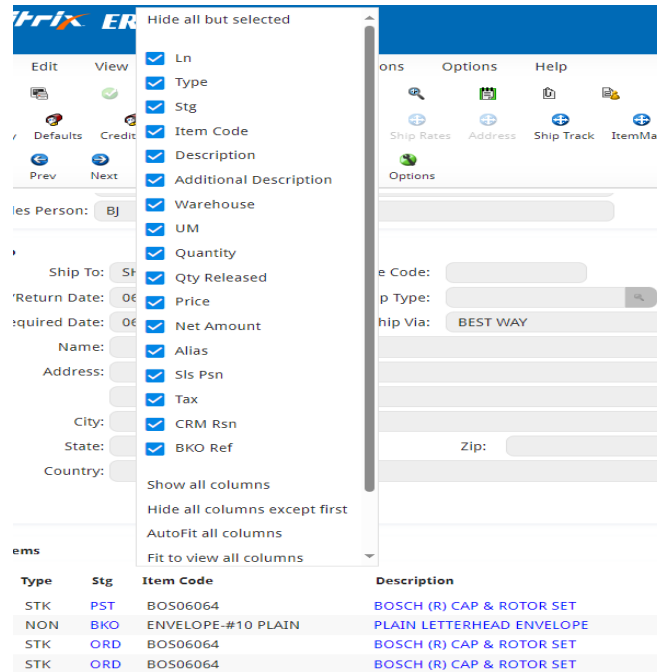
# Update Customer Orders

You use Update Customer Orders to enter or modify regular orders, quotations, and credit and debit memos. You can break the customer order screen down into two sections: the header section and the detail section.

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

The header section is at the top of the screen. 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 beneath the header and contains a single line for each inventory item on the order. You can scroll through the lines that can number up to 1000. (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 information that displays in the details section of the screen is controlled by the user. To remove or add information simply go into the detail section of the screen and right click on any column heading to get this selection screen to display:



Simply place a check next to those items that you want to display in the detail portion of the sales order screen or uncheck those that you do not want to display.

## Customer Order screen—header section

### Phone

If you want to find your customer by telephone number enter the number in this field. The program will search for a match with the main phone number or any additional phone numbers as defined in the customer master record.

### Order 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.

Fitrix comes installed with the following order types predefined.

- **REG**—regular order out of warehouse

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

If you later determine that you want to ship the order directly from your vendor to your customer, you can change the order type from REG to DIR. When you do this you will be prompted as follows:

**Confirm**

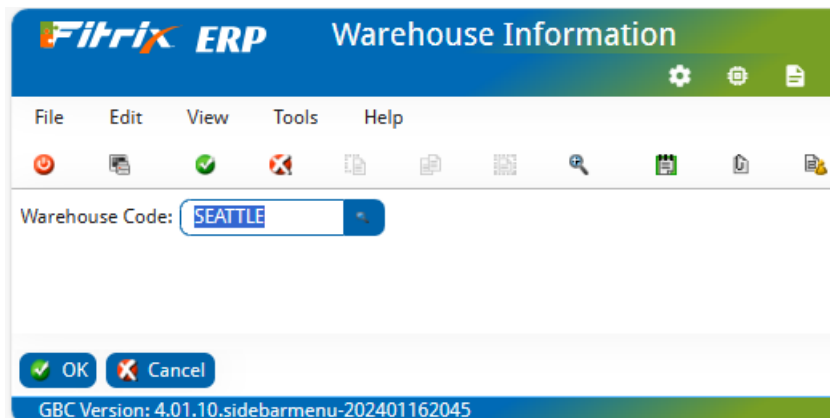
Changing type to DIR/DRW will create vendor purchase order. Continue?



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

Items on a DIR type order are not picked and shipped from your warehouse. Instead, a PO 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. When the PO is received the sales order lines stage will change from NEW to SHP. There is no entry made to GL until you post the PO to AP. At that time the entry is a debit to cost of sales and a credit to AP. When the sales order is posted it will debit AR and credit sales income.

If you initially enter the sales order with a DIR or DRW order type but then decide you want to ship it from your warehouse you can change the order type from DIR to REG. When you do this you will be prompted for the warehouse you are going to ship the merchandise from:



Once you click on OK or press Enter to continue, the following updates take place:

1. For any items where there is not sufficient quantity on hand to fill the order the back order screen displays so that you may then either reduce the quantity on the order or decide to backorder the item.
2. The order type is changed to REG (and all the behind the scenes stages in the order tables updated accordingly).
3. The vendor purchase order that was linked to the sales order is cancelled.
4. The vendor information on the Shipment Tracking screen is updated accordingly.



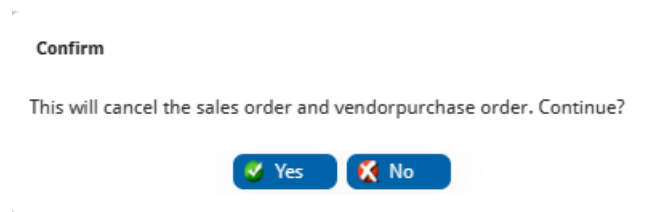
You can also unlink the DIR/DRW purchase order from the sales order so it can be linked to another sales order. This is needed in the event the original customer cancels their order.

If you delete a customer sales order that has an order type of DIR you will receive the following prompt:



If you select yes the program will null out the customer code, ship to code, order number and document number and put you in update mode. You can then enter new customer and ship-to codes. When the order is saved, a new order number, document number, and contract number will be assigned; the vendor PO will be updated with the new order information; the shipment tracking table will be updated with the new information; and the original sales order will be cancelled. The field labeled Orig Cust Doc No on the Update Vendor Purchase Orders screen will be set to the order number that was cancelled as an audit trail.

If you select no, you will receive this prompt:



If you then select yes, the sales order and vendor purchase will both be cancelled and the record for the sales order will be removed from the Shipment Tracking screen program. If you select no, there are no changes made and the original sales order and purchase order are retained intact.

- **DRW**- direct ship through warehouse

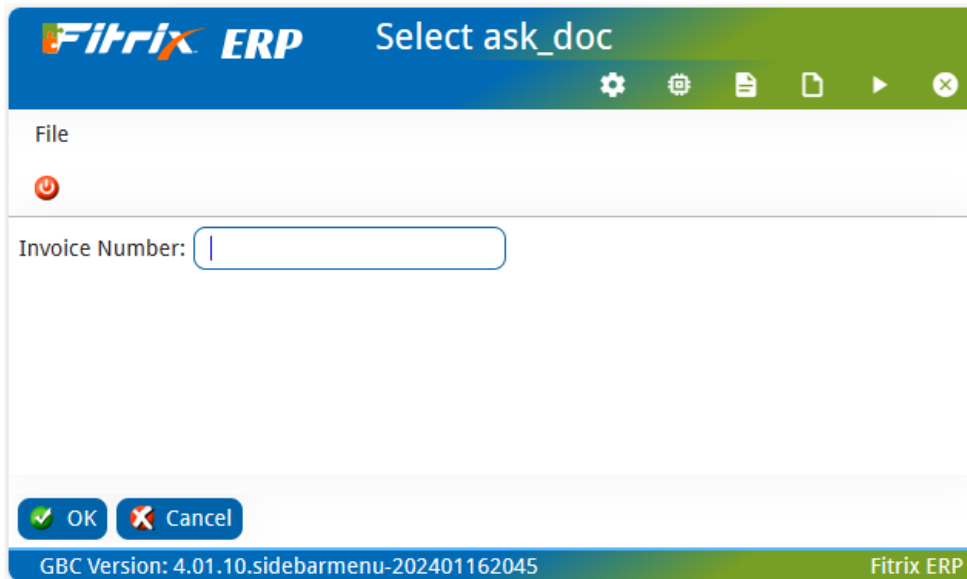
This type of order is like the DIR order type with one exception.. Just like a DIR order the sales order creates a purchase order to the vendor. However when the PO is received the receipt updates the quantity on hand in your warehouse (and makes a GL entry to debit inventory and credit AP

Holding) but it stays reserved for the sales order associated with it. When the sales order is posted, it will debit AR and cost of sales and credit sales and inventory.

- **CRM—credit memo**

Credit memos are used to adjust orders that have been invoiced. For example, if 8 monitors are ordered but then 2 are defective, a credit memo is issued to reimburse the customer for the defective items. A "CRM reason code" at the line item level on the screen determines how the credit memo should be handled (return to stock, scrap, etc.).

When you use this order type and after you enter the customer code this prompt will display:



Enter the invoice number the credit memo should be applied to. Once you post the credit memo the invoice amount due will be reduced by the credit. If you leave this blank and post the credit memo it will not be applied to the invoice. It will need to be applied to the invoice using the Update AR Cash Receipts program.

Note: the Invoice Number to be entered above is the system assigned invoice number which is the same as the system assigned document number. If you manually assign invoices numbers you cannot enter that number here. You must go to the customer activity screen accessed from the Update Customer Information program and look up the document number to enter.

View Activity ×

File Edit Help

🏠 📄 🔍 ✅ ❌ 🟢 🟡

Type	Doc No	Doc Date	Inv/Chk No	Due Date	Amount	Balance
IN	145	01/31/2024	01312024	03/01/2024	2000.00	2000.00
IN	119	11/04/2023	24433	12/04/2023	12345.50	12345.50
IN	120	11/04/2023	123231123	12/04/2023	500.00	0.00
IN	131	06/09/2023	131	07/24/2023	50.00	50.00
IN	130	05/23/2023	130	07/07/2023	78.50	0.00
IN	128	05/23/2023	128	06/22/2023	7.85	7.85
IN	125	05/19/2023	125	07/03/2023	5000.00	5000.00
IN	127	05/19/2023	127	07/03/2023	0.00	0.00
IN	104	04/26/2022	104	05/26/2022	7.85	7.85
IN	113	04/26/2022	113	04/26/2022	7.85	7.85

✅ OK
❌ Cancel
🔍 New Search
🔍 Detail

- **DBM**—debit memo

Debit memos are typically only used to invoice your customer in the event that they were under-charged. The reason code will be UNP (underpriced).

- **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.

- **FUT**—future order

A future order is treated exactly like a quotation.

- **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

You will be prompted to link the return to the original sales order and select from items on it to be returned. 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. See the section on processing RMAs in this chapter.

- **RMU** – returned materials

Not linked to the original sales order and you can enter any items you want to be returned.

- **STO** – standing or recurring order

This order will be set up to recur at time intervals you choose (monthly, quarterly, etc.). See the discussion on standing or recurring orders in this chapter

- **WEX** – warranty exchange  
This merchandise is covered under warranty and will be returned and exchanged. See the section on processing RMAs below
- **WRP** – warranty repair  
This merchandise is covered under warranty and will be returned, repaired, and reshipped. See the section on processing RMAs below
- **BLO** – blanket order. See the section in this chapter “Entering Blanket Sales Orders”.

### **Customer**

You enter the customer code in this field that represents the customer whose order you are entering. You set up customer codes with Update Customer Information program. When you enter the customer code, the customer or business name is automatically called up, and so is the ship to address code for this customer if there is only one.

- Zoom to select from the current list of customer codes

### **Customer PO**

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.)

### **Sales Person**

The value that displays here is retrieved first from the ship to record and if null from the customer record. If both are null then this value will also be null. If the order type requires a salesperson be assigned to the order you will receive this error and will need to select a salesperson:

### **Contract**

This field is maintained by the program. If you enter an order and then decide to turn it into multiple orders the contract number is set to the range of sales order numbers generated (ex- if you create multiple orders 100 through 104 the contract number is set to 100:104. It is this contract number that is used on the Shipping Screen program discussed below

### **Ship To**

The ship to code represents the location where the customer wants the order shipped. You can set up ship to codes with Update Ship To Information program. The ship-to code is automatically entered when the customer code is entered and there is only one ship-to code assigned to this customer. If

there are multiple ship to locations for a customer, you are prompted as to which ship-to to use for this customer order.

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

### **Route Code**

This code comes from the ship-to record if found there and if not found there it will come from the customer record. When picking tickets are printed they are grouped by truck route code and this code prints on the pick ticket.

### **Ship/Return Date**

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, or when merchandise will be returned to you .

### **Required Date**

The date your customer requires the merchandise be delivered.

### **Ship Type**

The type of carrier that is shipping the merchandise (FEDEX, UPS, OTHER).

- Zoom to select from the current list of ship type and the ship via attached to it.

### **Ship Via**

This field stores the ship method id shipe type is FEDEX or UPS ( i.e.- priority overnight) or carrier if the ship type is other (ABF Freight Carriers) that will ship the order. You set up ShipVia Codes with the Update Ship Codes/UPS Services program.

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

### **Shipping Address Fields**

The address fields will default to the address information of the ship to code but you can also change this address information on the fly. If changed this address will be stored with the sales order and print on all shipping documents and the customer invoice.

### **Contact Name**

Enter a contact name if there is a specific contact for this sales order. If this sales order creates a production work order (line item type is made to order) this contact name will transfer to the production work order that is automatically created.

### **Contact Phone**

Enter a telephone number for the contact entered. If this sales order creates a production work order (line item type is made to order) this contact phone will transfer to the production work order that is automatically created.

### **Description**

Use this field to enter an optional description about the order. The description can be up to 255 characters long. If this sales order creates a production work order ( line item type is made to order) this description will transfer to the production work order that is automatically created.

### **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).

### **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.

### **Blo Rlse No**

Release number assigned by the system. See the section in this chapter “Entering Blanket Sales Orders”.

### **Order Date**

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.

### **Expiry Date**

This is a required value for blanket orders (order type BLO). See the section in this chapter “Entering Blanket Sales Orders”.

### **Multiple Orders**

This defaults to unchecked. If you want to create multiple orders, check this field. For the initial order you enter, enter the total quantity for all orders you want to create from this order. For example, if you want to create 4 orders with a quantity of 250 each check this field and enter a quantity of 1000. When you save the sales order you will be prompted as follows:

Prompt x

Enter number of sales orders to create:

Please note that if the order type you use is DIR/DRW (direct shipment from your vendor to your customer), there will be a vendor PO created for each sales order.

### 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.

### Status

Status 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.

### Stage

The Stage 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.
- HLD- sales order will be held. When sales orders are entered, an option must exist for them to be

Saved initially as 'Held for processing'. They can then be released by an authorized user by entering the authorization code you used in the Update Order Entry Defaults program . Until they are released, they:

Cannot have a pick list generated

Will not allow any transactions against their associated Production Order:

No production packet or pick list

No Component Issue

No Production Receipt

Cannot allow pick entry, ship entry, or invoice entry

The order can only be changed back from ORD to HLD if the pick ticket has not been printed.

If the sales order automatically creates purchase orders, any purchase orders created will also be held until the sales order is released from hold. Purchase orders are automatically created one of three ways:

1. Item is backordered and you answer Y to the “Create PO Now” prompt.
2. Order type is DIR or DRW (drop ship from vendor to customer).
3. Line type is DRN (direct non stock) or DRS (direct stock).

- 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.

### **Disc. Code**

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

### **Order Total**

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).

### **Fixed Price**

Check this box if this order is tied to a job shop production work order and you do not want to update the unit price based on costs and/or prices entered on the work order.

### **Hold Code**

Will default to the hold code found at the customer level if credit checking is turned on and the customer exceeds their credit limit when the sales order is saved.

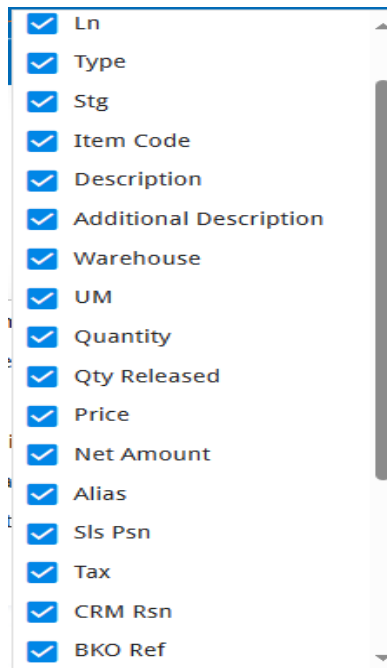


## Credit/Debit/RMA

See the discussion on RMA orders later on in this chapter for an explanation of the fields in this group box.

## 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. What information displays is how you have the settings set as described above. To change what columns display in the detail section while detail section right click on any column heading to have this screen display. Then check the columns that you want to see displayed.



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**

This first column displays the line number.

### **Type**

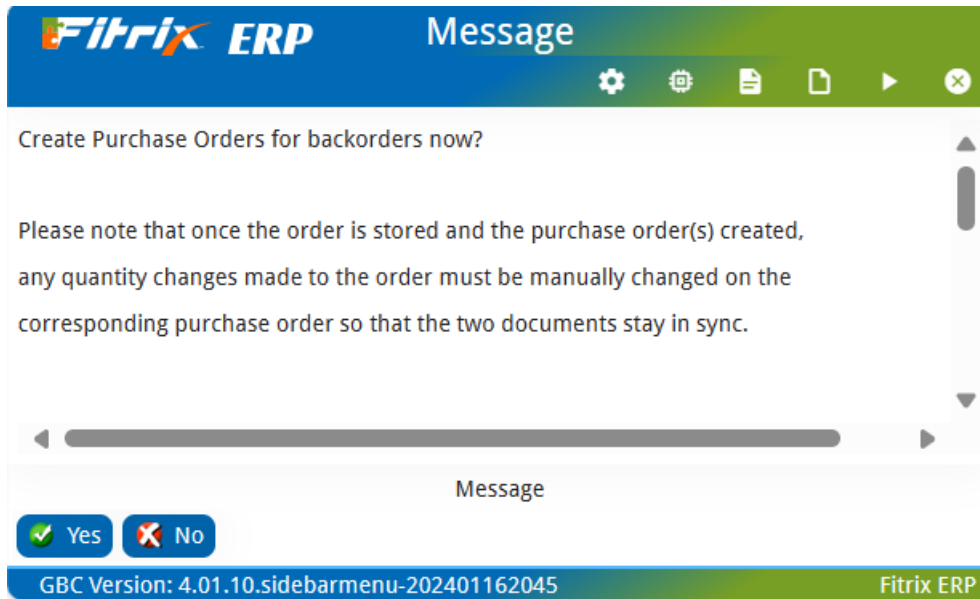
The Type column accepts a line type code for each item in the order, which is required. This is different than the Type field in the header section that defines the type for the entire order; this Typ column

defines the type for individual items. Line type codes are set up using the Update Line Type Definitions program. 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**—non-stock refers to items not stocked in your inventory but available for sale. These items can be set up ahead of time using the Update Non Inventory Items program in the Purchasing module. A Non-Stock Item extension screen automatically displays for you to enter information about the non-stock item. If this non-stock item has not been previously set up the sales account number default to the sales account number you entered in the Update Order Entry Defaults program and the cost of sales account number defaults to the non-stock account number you entered in the Update Purchasing Defaults program.

The ordered amount is placed on backorder. You can then create a purchase order by answering Yes to this prompt when the order is stored or enter the PO later either directly or via the purchasing requisition process (see the *Purchasing User Guide* for more information).



**STN**—stock handled as non-stock are items handled like a non-stock item, except that the item code exists in inventory as an STK item. 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. The item is available for sale but not on hand 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.

**MTO** – make to order. Using this line type will create a production work order. The line stage will initially be set to NEW but when the item is made and production order is processed so that it gets added to quantity on hand, the line stage will be reset to ORD so that the item can be picked and shipped. If the order quantity is greater than 1 you will receive this prompt:

Answer yes if you want to create multiple production work orders or no if you want to create one production work order for the total quantity ordered.

**MTN** – make to order non stock item. Using this line type will create a production work order. The line stage will initially be set to NEW but when the item is made and production order is processed so that it gets added to quantity on hand, the line stage will be reset to ORD so that the item can be shipped.

**Stg**

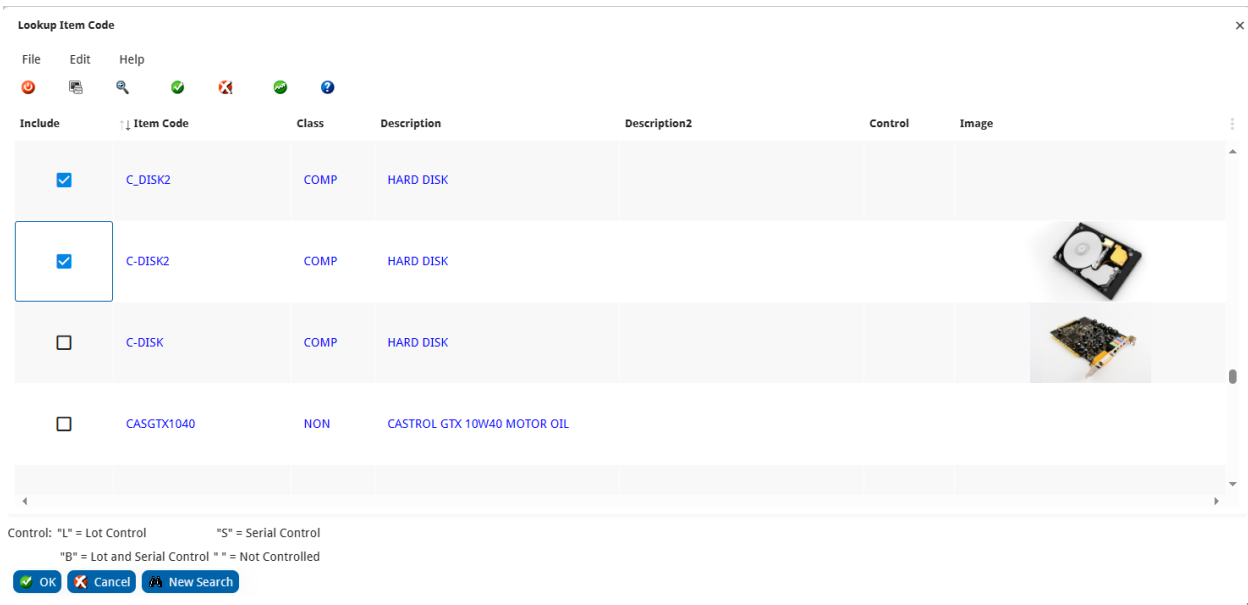
The Stg field in the detail section is system-maintained, and the current stage is defined for individual line items as well as for the entire order. It displays the current stage for each item on the order. The same stage values are used for line items as are used for order stages in the Stag field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

- NEW - used on quotes. Inventory is not allocated/reserved,
- ORD- item is committed meaning inventory is allocated/reserved for this sales order.
- BKO-item is backordered.
- 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.

**Item Code - required**

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. This screen will display and you can use query symbols such as \* to find group of items. You can then use the check box to select multiple items at one time.



**Description**

First line item description for the item code.

**Additional Description**

Second line item description for the item code if one exists .

**Warehouse Code**

Shipping warehouse. This will default as follows:

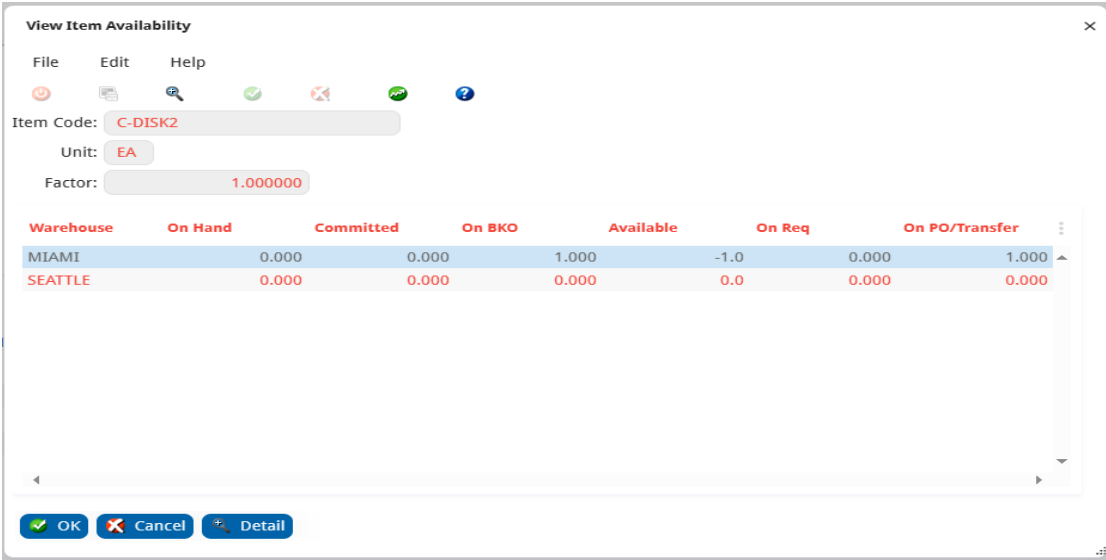
- Customer ship to code warehouse and if null then
- Customer master warehouse and if null then
- Warehouse code defined in Update Order Entry Defaults program

**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. If the item record has a UOM list and in that list there are multiple units of measure set up for selling then you can zoom from this field to find the unit of measure you want to use on this sales order.

**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. You can zoom from the quantity field to view the item’s availability:



To view what transactions make up the quantities other than on hand, click on the detail button and then select the option you want to view.



### Backorder Information screen

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:

**Fitrix ERP** Back Order Information

File Edit Help

Backorder Information

Line Number: 1

Item Code: C-MAC

Warehouse: SEATTLE

Allow Backorder?: Y

Qty. Ordered: 1.0000

Qty. Available: 0.0000

Avg. Lead Time: 0 days.

Last Lead Time: 0 days.

Prior Lead Time: 0 days.

Qty. To Order: 0.0000

Qty. To Back Order: 1.0000

Backorder Available Date:

OK Cancel Alternate Items New BKO Date Availability

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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 (quantity, eta date, etc), for any incoming shipments from vendors. You can then give customers a better idea as to when the backorder will ship.

The backorder available date is the date the customer can be advised that the product will be available. It is derived in the following way:

1. For a manufactured item, the program looks for open production orders not yet completed that could satisfy the shortage. If order(s) are found, the earliest due date/quantity that satisfies the shortage is used for the backorder available date. If the earliest due date is for a production order that is past due, a message displays suggesting the user contact the production department to confirm or change/expedite the due date.
2. For a purchased item, the program looks for open purchase orders not yet received that could satisfy the shortage. If order(s) are found, the earliest due date/quantity that satisfies the shortage is used for the backorder available date. If the earliest due date is for a purchase order that is past due, a message displays suggesting the user contact the production department to confirm or change/expedite the due date.
3. If the MRP module is being used, the program looks for planned orders that could satisfy the shortage. If order(s) are found, the earliest planned order due date/quantity that satisfies the short-

age is used for the backorder available date. If the earliest due date is for a planned order that is past due (and therefore not yet released) , a message displays suggesting the user contact the production department to confirm or change/expedite the due date.

4. If no combination of open or planned orders satisfies the shortage, and INFINITE scheduling is used, the logic looks at:
  - a. The produced item's production lead times.
  - b. The Purchase Lead times for any short components.
  - c. Calculates an available date from today's date, PLUS the lead times in a and b.
  - d. If there is no lead time in the item records a message displays informing the user a reliable backorder date cannot be calculated.
  
5. If FINITE scheduling is used, the logic looks at:
  - a. The Purchase Lead times for any short components
  - b. Calculates the Production lead time by looking at:
    1. The hours required to produce from the routing.
    2. The available hours from the Department, Work Center, Machine or Team (whichever is identified as the resource being finitely scheduled) – assuming existing orders are already being worked on.
  - c. Calculates an available date from today's date, PLUS the lead times above.
  - d. If there is no lead time in the item records a message displays informing the user a reliable backorder date cannot be calculated.

You can reduce the backorder quantity and click on the  to see if the reduction changes the date the item will be available.

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## Note

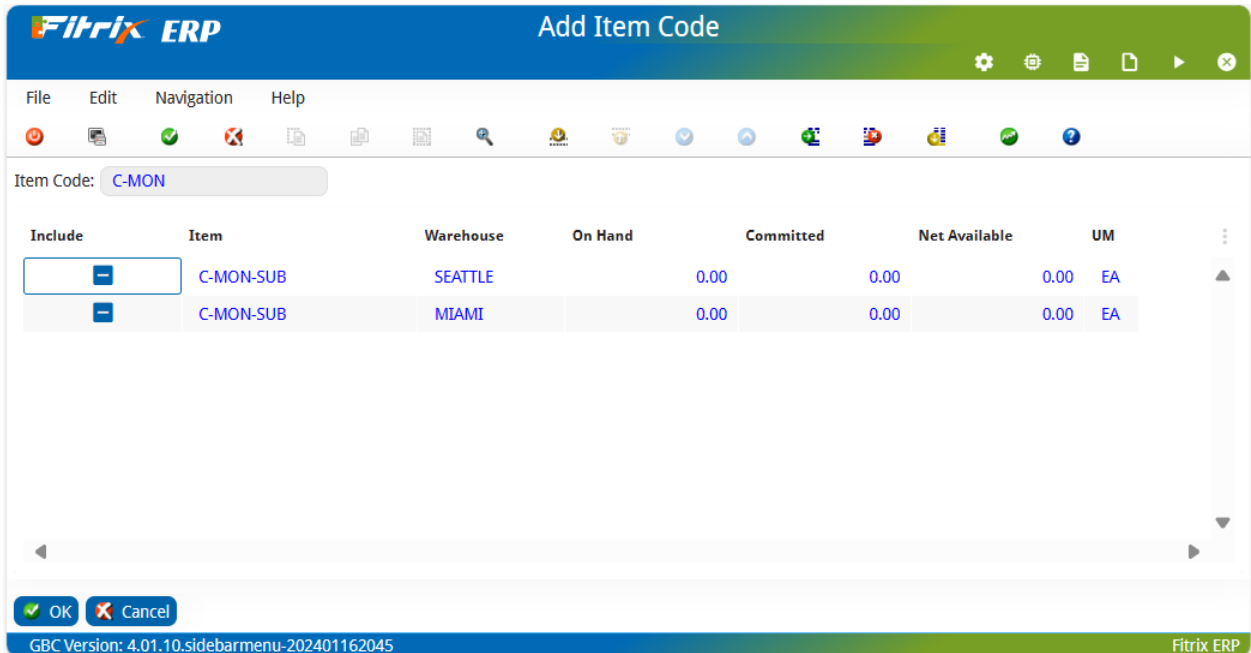
You can enter zero to cancel the line if you don't want the item backordered.

---

## Alternate Items

You can also click on the Alternate Items button to see if there is alternative or substitute for the item you are ordering. If there this screen will display. If you check the Include box the item on the sales order will be replaced with this alternate item. Read the *Inventory Control User Guide* on how to set up item alternates.





## Quantity Released

For blanket sales orders this display only field will show what portion of the total order quantity has already been released for shipment. See the section in this chapter “Entering Blanket Sales Orders”.

## 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 line type is setup to allow you to do so. If you have a required profit percent set up at either the item level or globally at the OE defaults level and the price entered is below the required profit percent when compared to cost you will receive this message:

### Warning

Price below required profit margin. Continue (y/n)?



You can click on Yes to allow the price and if the Profit Override Approval Code in the Update Order Entry Defaults screen program is not null you’ll be prompted to enter a password to continue. Management can run the Price Variance report in the Sales History Reports submenu at any time to see which user are allowing prices that are below the required profit margin.

If you zoom from the price field you can see past sales for the item.

Document	Date	OJ	Type	Who	Qty	Stats	Unit Cost	Unit Price	Business Name
38	10/03/2021	OE	SH	10	-500.0	Y	5.2500	7.8500	FISHERS SUPPLY
38	10/03/2021	OE	SH	10	-80.0	Y	2.2500	3.3700	FISHERS SUPPLY
64	10/20/2021	OE	SH	10	-300.0	Y	5.2500	7.0700	FISHERS SUPPLY
64	10/20/2021	OE	SH	10	-650.0	Y	2.2500	3.3700	FISHERS SUPPLY
44	12/12/2021	OE	SH	10	-50.0	Y	2.2500	3.3700	FISHERS SUPPLY
44	12/12/2021	OE	SH	10	-45.0	Y	5.2500	7.8500	FISHERS SUPPLY
48	12/13/2021	OE	SH	16	-1838	Y	5.2500	7.8500	WILD WEST MOTOR RANCH
48	12/13/2021	OE	SH	16	-762.0	Y	5.1500	7.8500	WILD WEST MOTOR RANCH
48	12/13/2021	OE	SH	16	-1600	Y	2.2500	3.3700	WILD WEST MOTOR RANCH
52	12/17/2021	OE	SH	16	-100.0	Y	5.1500	12.0000	WILD WEST MOTOR RANCH
51	12/17/2021	OF	SH	16	-100.0	Y	5.1500	15.0000	WILD WEST MOTOR RANCH

### 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.

### Alias

If you are entering the order using customer alias codes (which then reverts to your item code), the alias code will display here and also print on the customer invoice as a cross reference for you customer.

**Sls Psn-** salesperson code (defaults to the salesperson found on the OE Defaults screen accessed from the header section but it can be changed) or the salesperson code assigned to the user's login id if the login id is found in any salesperson code record.

**Tax-** sales tax code defaults as follows:

- Customer ship to code tax code and if null then
- Customer master tax code and if null then
- Tax code defined in Update Order Entry Defaults program

**CRM Rsn-** credit or debit memo reason code. Will default to the value entered in the header portion of the screen but can be changed on a line by line basis IF the order type was set up to allow for multiple reasons.

## Lot Selection in Order Entry

If you enter an item in order entry that is lot controlled ( in item master the serial/lot value is set to L) this screen will display. It will select the oldest lots first based on the expiration date but you can select different lots as needed.

Bin Location	Lot No.	Serial No.	Qty Avail	Qty To Order	UM	Expiry Date	Landed Cost
F -5 -	589		3.000	1.000	EA		68.0000
F -5 -	LOT123		11.000		EA		65.0000
F -5 -	LOT456		1.000		EA		62.0000
F -5 -	5008		1.000		EA		5.4500

Qty This Order: 1.000 On PO: 0.000

Buttons: OK, Cancel, PO Details

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## Create Purchase Orders for Backorders

When the order is stored this prompt will display if there are any part numbers with a line stage of BKO and the Auto Create PO for Backorders check box in the Update Order Entry Defaults program is checked:

Create Purchase Orders for backorders now?

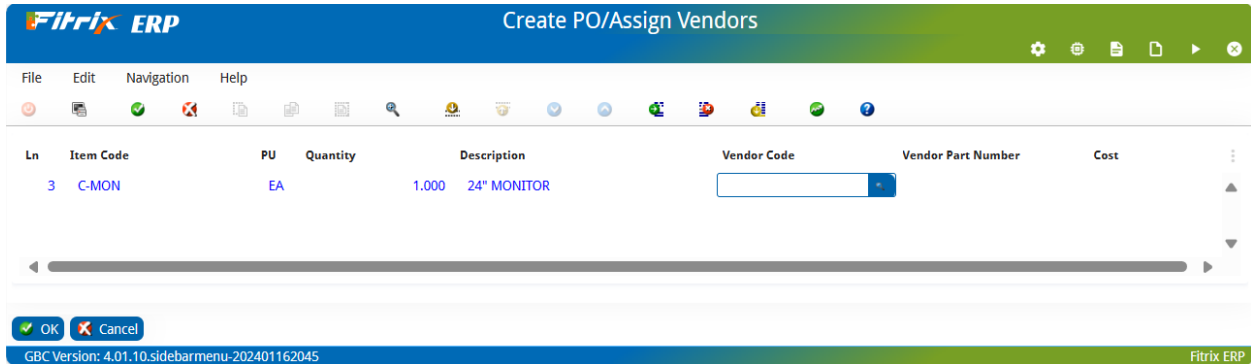
Please note that once the order is stored and the purchase order(s) created, any quantity changes made to the order must be manually changed on the corresponding purchase order so that the two documents stay in sync.

Message

Buttons: Yes, No

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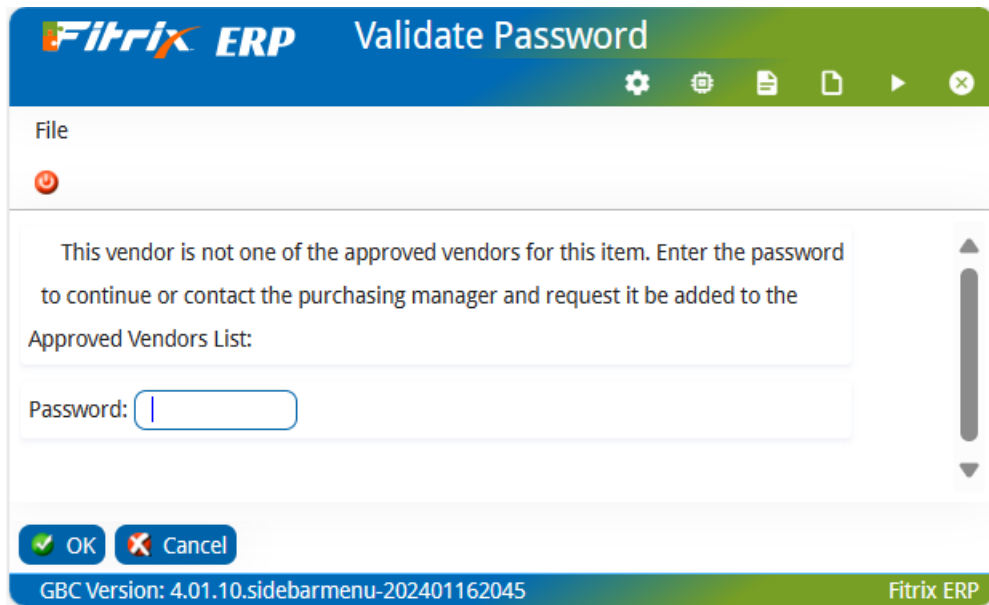
This screen then displays the primary vendor you purchase the item from.



If you want to select all vendors in the catalog or a vendor that is not in the catalog click on the magnifying glass or press control Z to receive this prompt:

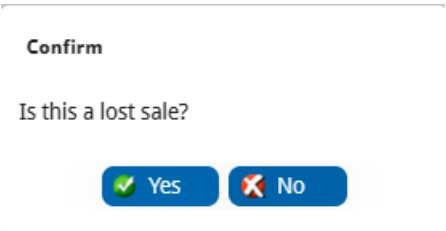
If you answer yes, all vendors found in the item’s catalog will display and you can select the one you want. If you answer no all vendors will display.

If the Approved Vendor List value in the Purchasing Defaults program is set to Y the vendor selected must be in the catalog. If they are not you will received this prompt:

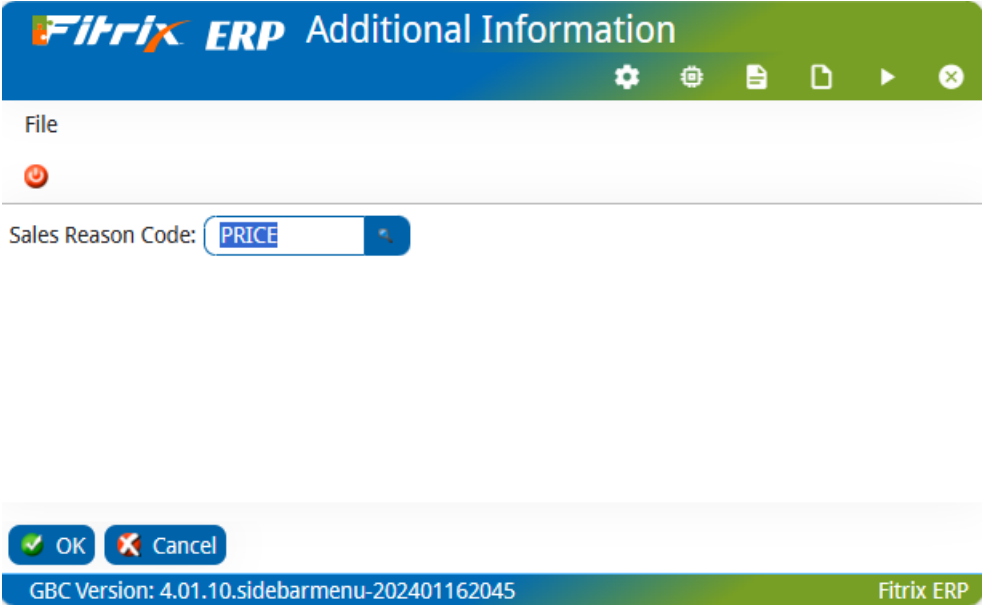


## Recording Lost Sales

If user cancels an order by using the delete button on the toolbar or cancels a line on an order by either changing quantity to 0 or stage to CAN they will receive this prompt:



If Yes is selected they will then be prompted to enter the reason the sale was lost. The reason entered will be stored with the sales order.



## Customer Order Supporting Screens

This section describes several of the primary supporting screens associated with the main customer order screen.

## The Order Summary Screen



When in the header section of the screen click on the  icon to access this 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, and open terms. 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:

**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-1). Zoom to select from the current list of defined payment methods.

**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. This can be up to eight characters in length.

**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.

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

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

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

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

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

**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.

**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.

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

**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.

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

**UPS Account** - Defaults to UPS account number found in the customer record.

**Email Address** - Defaults to the email address found in the customer record.

**Ship Complete** - Defaults to same value as order header record.

**Sub-Total** - This system-maintained field displays the order subtotal.

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

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

**Freight Amount** - You can 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 screen.

**Freight 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.

**Deposit Amount Required** – Enter the deposit amount that is required for this sales order if any. This amount will display on the Shipment Tracking screen’s Accounting Information screen.

**Documents Sent** – For International shipments enter the date the documents were sent to your customer. This date will display on the shipment tracking screen.

**Destination** – Enter the final destination of the shipment. The destination prints on the Export Bill of Lading and Commercial Invoice.

**Consignee Name and Address** – Enter the consignee name and address. This information will display on the Shipment Tracking screen.

**Notify Name and Info**- Enter the Notify Name and Info. This information will display on the Shipment Tracking screen.

**Truck BOL No.** – the bill of lading number is assigned by the system. This number displays on the Shipment Tracking screen and also prints on the Export Bill of Lading.

**Total Tax** - Display only field that displays sales tax calculation.

**Restock Fee** – enter the fee you charge to restock returned merchandise

**Special Handling Fee** – if any items on the order have special handling charges defined in the item master record, these charges will be added to the customer’s order total.


**Total Order** - This is the total dollar amount of the order.

**Credit Approval** - these values are maintained by the program and are updated when the order is released from hold using the Release Orders on Hold program in the Accounts Receivable module.



## The Shipment Detail screen



While in the detail section of the screen click on the  icon to view this screen. You can use this screen to view the various stages of a specific line in the event multiple shipments take place (i.e. – part of the line is ORD and part is BKO. Only the lowest stage, BKO, shows on the main order entry screen).

View Shipment Details
✕

File Edit Help

🔴 📄 🔍 ✅ ❌ 🔄 ?

ShpNo	Stg	Warehouse	Qty	UM	Price	Net Amount
1	NEW	MIAMI	100.0000	EA	7.8500	785.00

Customer Information

Sold-To:  -

Ship-To:  -

Bill-To:  -

Cost:  Location:  Ship Wt.:

Shipment Date

Projected   Request   Reject   Actual

The Shipment Detail screen contains the following fields:

### ShpNo

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

### Stg

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

### Warehouse

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

### Quantity

The quantity of items for this order line.

### Price

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

**Net Amount**

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

**Sold-To**

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

**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.

**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.

**Cost**

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

**Location**

This non-entry field displays the static location the item in the warehouse. If you are using the multi-bin functionality this field will be blank.

**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 Defaults screen**



From the header section of the screen click on  icon to view this screen. The Order Entry Defaults screen contains the following fields:

### 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.

### 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.

### 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.

### Staging Area

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

### Resale No

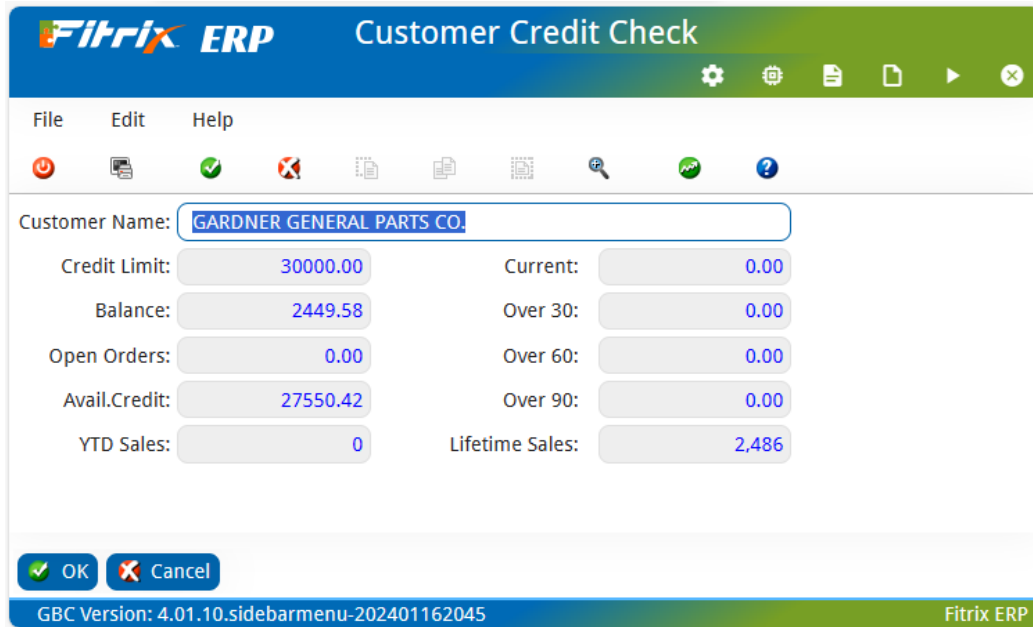
This sales tax number comes from the customer record

### Resale Expiry


This expiration date comes from the customer record.

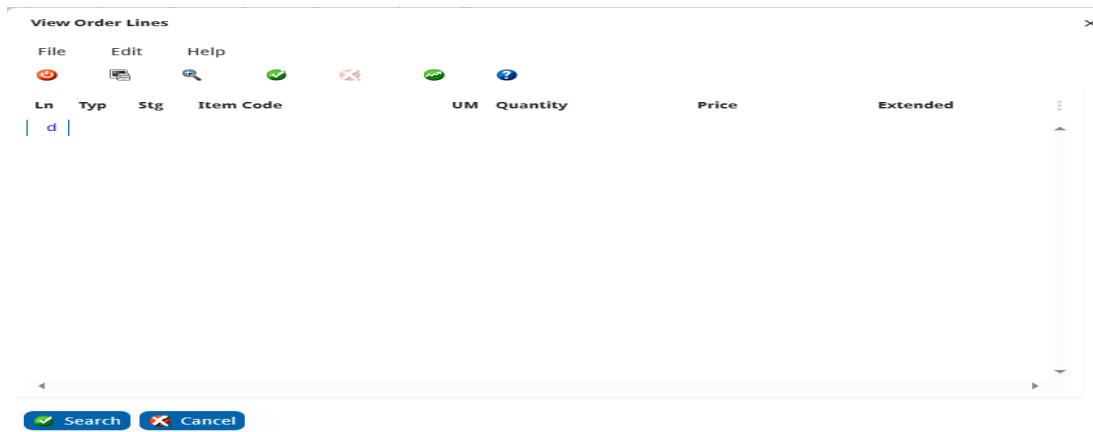
## The Credit Check Screen

From the header section click on the  icon to view this screen



## Line Item Browse Screen

From the detail section of the screen, click on the  icon to view this screen. This screen gives you an easy way to find a specific line item on an order that has many line items.



## The Inventory Status screen

From the Quantity field the detail section of the Customer Order screen, you can Zoom to see the status of them item.

Warehouse	On Hand	Committed	On BKO	Available	On Req	On PO/Transfer
MIAMI	0.000	0.000	1.000	-1.0	0.000	1.000
SEATTLE	0.000	0.000	0.000	0.0	0.000	0.000

The Inventory Status form contains the following fields:

### Item Code

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

### Unit

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

### Factor

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

### Warehouse

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

### On Hand

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

### Committed

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

### On BKO

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

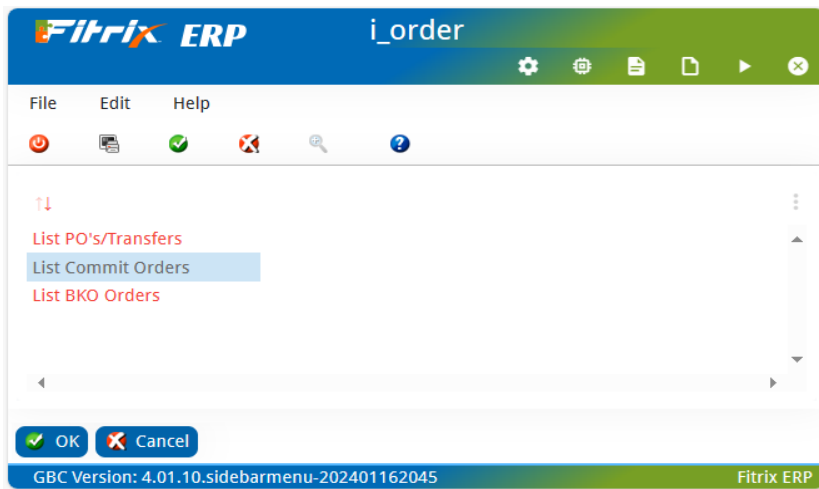
**On Req.**

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

**On PO/Tsf**

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

To view what transactions make up the quantities other than on hand, click on the detail button and then select the option you want to view.



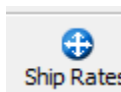
## Other Icons on the OE Toolbar



launches the Update Customer Information program.



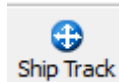
launches the Update Customer Ship-to program



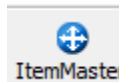
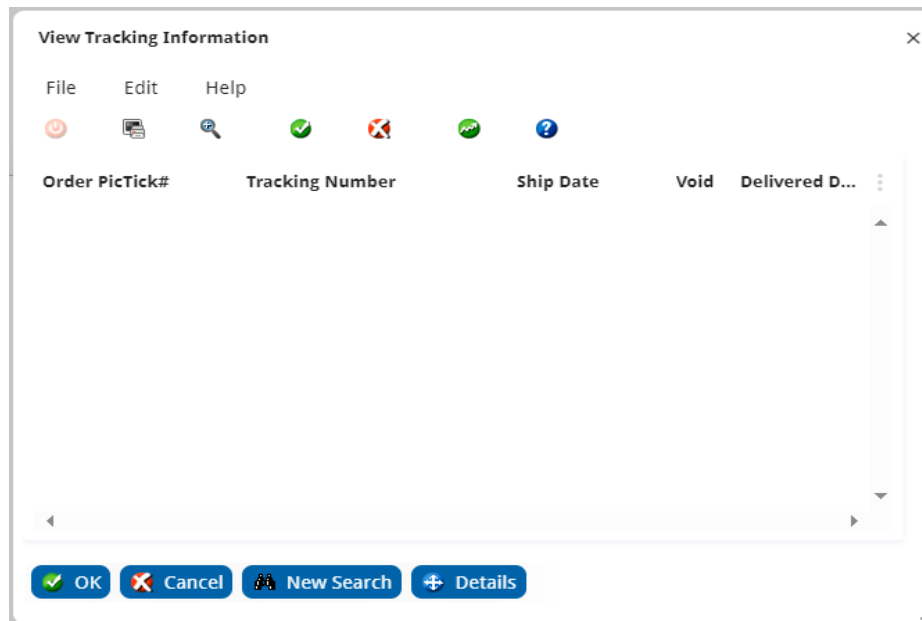
displays the Federal Express/UPS ship rates screen.



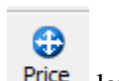
**Address** allows you to validate the shipping address with either Federal Express or UPS real time via the Web Services interface.



**Ship Track** if being shipped via Federal Express or USP you can view real tiemshipment tracking using this screen



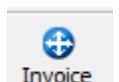
**ItemMaster** launches the item master program.



**Price** launches the Update Special Pricing program.



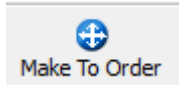
**Sales** launches the sales history report program.



**Invoice** launches the Update Customer Invoice program.



**Image** if there is an image stored with the item or order you can click on this icon to display it.



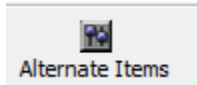
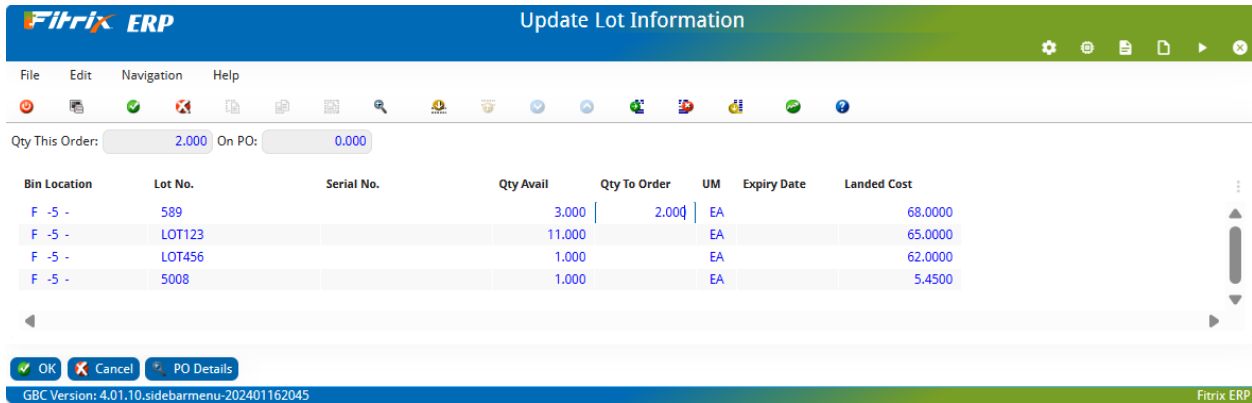
**Make To Order**

if the item is a make to order item (line type = MTO) click on this icon to view the associated Production work order that will be processed in order to produce the item. See the *Production Order Processing User Guide* for more information.



**Lot/Location**

will display the lots you selected for the item



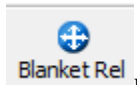
**Alternate Items**

click on this icon to view alternate or substitute items for the item ordered. This is the same screen that is accessed from the backorder screen discussed above.



**Configure**

use this icon to view the configuration for a made to order configurable item. This process is discussed in great detail in the *Product Configurator User Guide*.



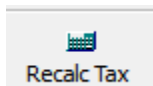
**Blanket Rel**

used to process releases from blanket sales orders. See the section in this chapter “Entering Blanket Sales Orders”.



**Rlse Dtl**

used to view release details on blanket sales orders. See the section in this chapter “Entering Blanket Sales Orders”.



**Recalc Tax**


If a user inadvertently sets up a new item as nontaxable when it should be taxable and they then change it to taxable at the item level, use this icon to recalculate tax on the item. This saves time in that the line item does not have to be cancelled and then re-entered to get tax to calculate.

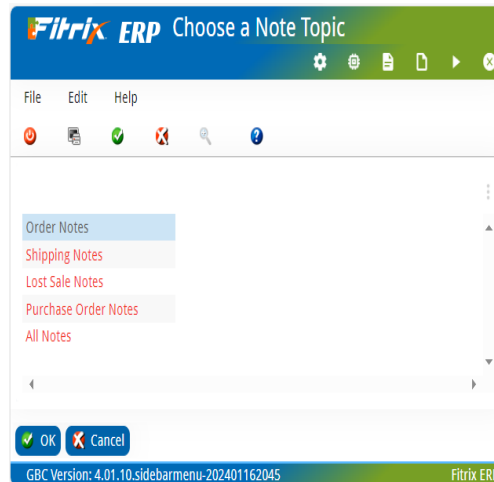


## Order Entry Notes

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  icon on the standard toolbar.



### Order Notes

These notes apply to the order as a whole; you can 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 program appropriately.

### 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.

### 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."

### 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.

### 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.

### 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.

### 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.

### Lost Sale Notes

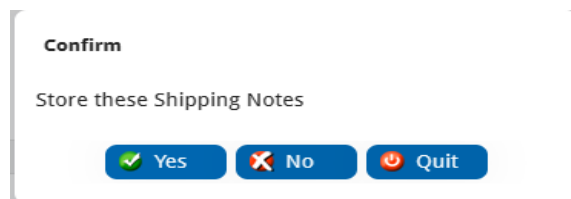
These notes are for reference only. Use these notes to enter information as to why an order was cancelled.

### 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.

### 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:

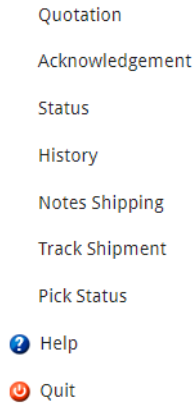


If you store with the order you can then you can modify them as needed before you print the picking ticket. If you do not store them with the order the notes will print as is on the picking ticket. If the customer does not have default notes, you can enter them during order entry by selecting shipping notes from the notes picker screen.

## Options Icon in Order Entry

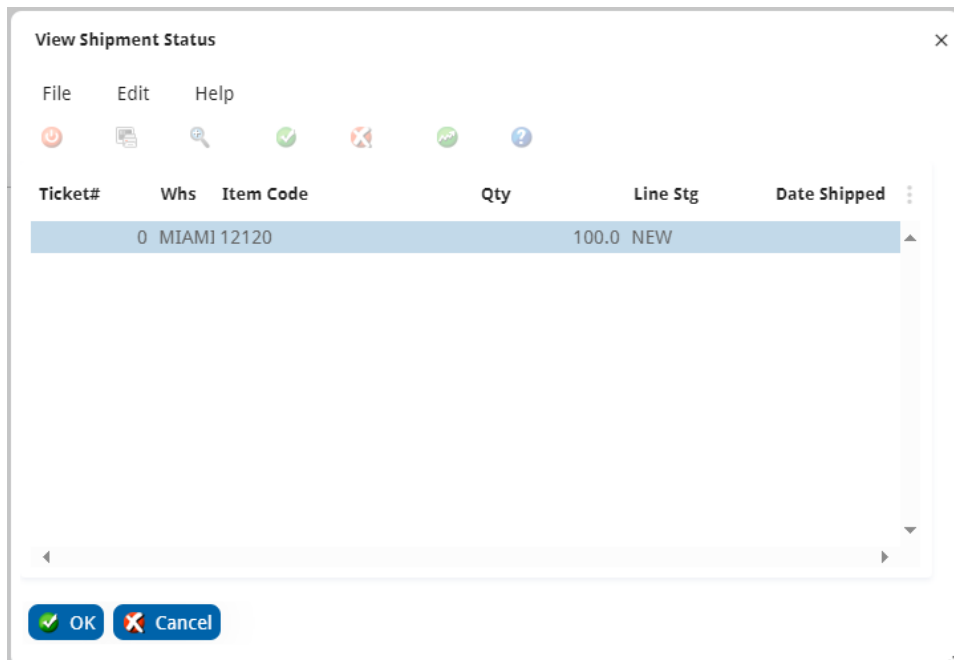


When you select the  icon from the customer order screen toolbar, the following displays:



**Quotation** this allows you to print a quotation (any order with order type QUO).

- **Acknowledgment**—this allows you to print an order acknowledgment, which can also be printed via Print Order Acknowledgment program.
- **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 *Federal Express/UPS Shipments User Guide* 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.



## Credit Checking

For customers that have credit checking turned on, every time an order is saved or an existing order has its amount changed a check is done to see if the customer has exceeded their credit limit. The formulas are:

### Total Amount Due from Customer:

Account balance + Total open sales orders + Current order being worked on

### Credit Exposure Allowed:

Credit limit + (Credit limit x Over credit % allowed)

If the total due exceeds credit allowed this message will display and the Hold Code on the order header screen will be set to the hold code found in the customer record.

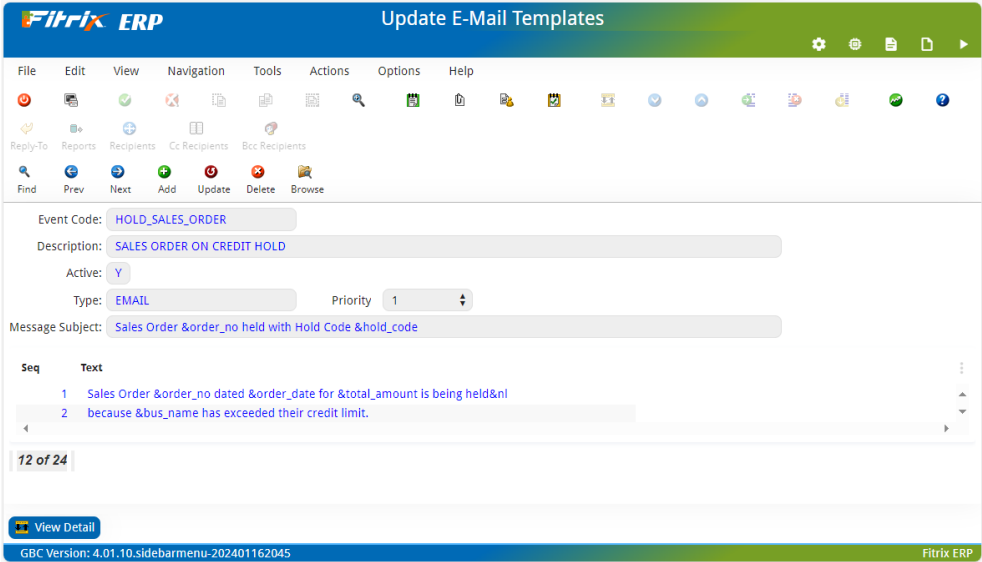
The screenshot shows a software window titled "Fitrix ERP Customer Credit Check". The window has a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window displays the following information:

Customer Name:	GARDNER GENERAL PARTS CO.		
Credit Limit:	30000.00	Current:	0.00
Balance:	2449.58	Over 30:	0.00
Open Orders:	0.00	Over 60:	0.00
Avail.Credit:	27550.42	Over 90:	0.00
YTD Sales:	0	Lifetime Sales:	2,486

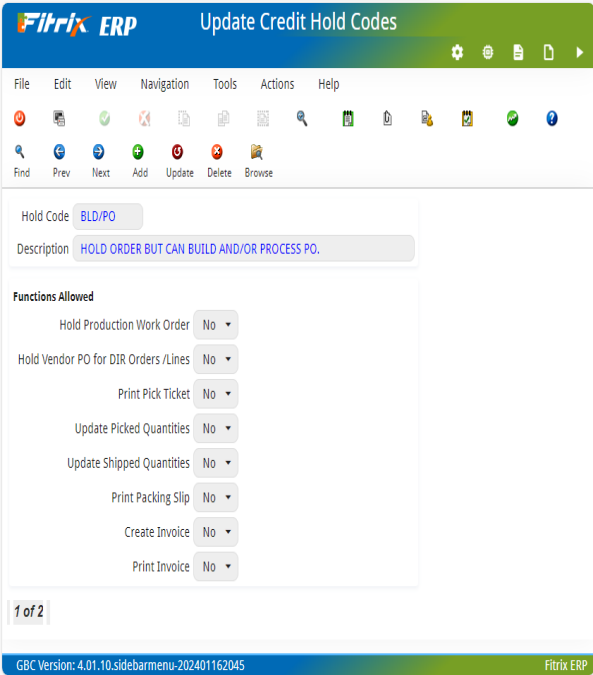
At the bottom of the window, there are "OK" and "Cancel" buttons. The status bar at the very bottom shows the URL "https://www.fitrix.com", the version "1.10.sidebarmenu-202401162045", and the text "Fitrix ERP".

If the amount of an order on hold is reduced and this reduction puts the customer below their allowed credit exposure you will receive a message notifying you of this and the order will be removed from hold where saved.

If the email alert is Active an email will be sent to the credit manager assigned to the customer and also the sales representative assigned to the sales order notifying them that an order has been placed on hold.




Depending upon how the flags are set for the hold code determines what further processing can be done to the sales order. There are two hold codes delivered with Fitrix and these can be edited as needed and new ones can be created.



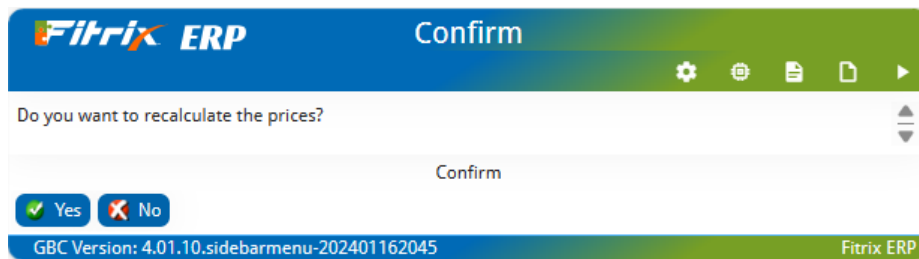
For further information on hold codes and releasing customer orders from credit hold see the Customer Credit Management section in **Chapter 5** of the Accounts Receivable User Guide.

### Cloning Sales Orders

You use the clone sales order feature to copy existing sales orders. When you clone a sales order a new sales order is created with an order type of QUO for quote. You can make changes to the new quote or accept it as is. When you are satisfied with the quote, you update the quote and change the order type to REG for regular sales order so that the order can be processed. You use the Update Customer Orders program to clone sales orders. You can also copy quotes using the Sales Quotations/Recurring Orders program.

Select the order you want to copy and then click on the  icon on the toolbar.

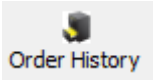
When you choose the Copy Order command a new instance of the Update Customer Orders appears with the new order as a quote (Order Type = QUO). You may make changes to the quote before proceeding. To continue processing the order, you must change this quote to a regular order. To do this you update the quote and change the Order Type to 'REG' for regular order. When you change the quote to a regular order you are asked if you wish to recalculate the prices.



Choose No to keep the prices on the order you cloned. Choose Yes to update the prices to current prices.

If any items go on backorder you are presented with the usual backorder window. In addition you are presented with the create purchase order window if your system is setup to do so.

If the item prices on the order you copied were changed they are considered price locked and the item prices on your new order are price locked as well. In this case you are notified that you must modify the prices manually. Once you have cloned an order and changed the cloned order to a regular order, the order can be processed as usual.

To clone archived orders click on the  icon to first find the archived order. You clone archived sales orders the same way as you clone non-archived sales orders by using the Copy Order command. The cloned orders from archived orders are created like the cloned orders from non-archived orders. They are created as quotes that you can make changes to and then change the quote to a regular order.

You can also clone quotes. You clone quotes by using the Sales Quotations/Recurring Orders program.

# Blanket Sales Orders

## Enter Blanket Sales Orders

A Blanket Order is a type of Master Order that contains specific quantities for certain inventory items at set prices that the customer may draw against over a period of time. The Blanket order guarantees that the customer will be able to purchase a limited quantity of each item over time at the pre-set price. The customer can no longer place orders against the Blanket Order once the total blanket order quantities have been exhausted, or the Blanket Order has expired based on its expiration date. A Blanket Order is an order type BLO which is a reference order only (like type = QUO).

The quotation/acknowledgement form that is printed for the BLO will clearly state it is a blanket sales order. Once a Blanket Order (BLO) has been created, orders may be placed against this Blanket Order. These orders are known as releases and they will be treated just like any other order with these special conditions:

1. Items on a Blanket Order Release will be limited to items that are part of the Blanket Order.
2. The total quantities ordered for a given item on all of the Blanket Order Releases for that Master Blanket Order cannot exceed the total quantity indicated on the Blanket Order.
3. The price on the release must be the same as the price on the BLO.

Each Blanket Order Release will use the same order number as the Blanket Order, but will also include a sequential Release Number. The order number provides a means to link the releases to the proper Blanket Order. This allows separate customer purchase order numbers be assigned on each release if desired by the customer.

The user has the ability to view the Blanket Order on demand and view the total item quantities released (and scheduled for the future) on an item-by item basis. The user may edit the Blanket Order once it has been created and releases have been created against it.

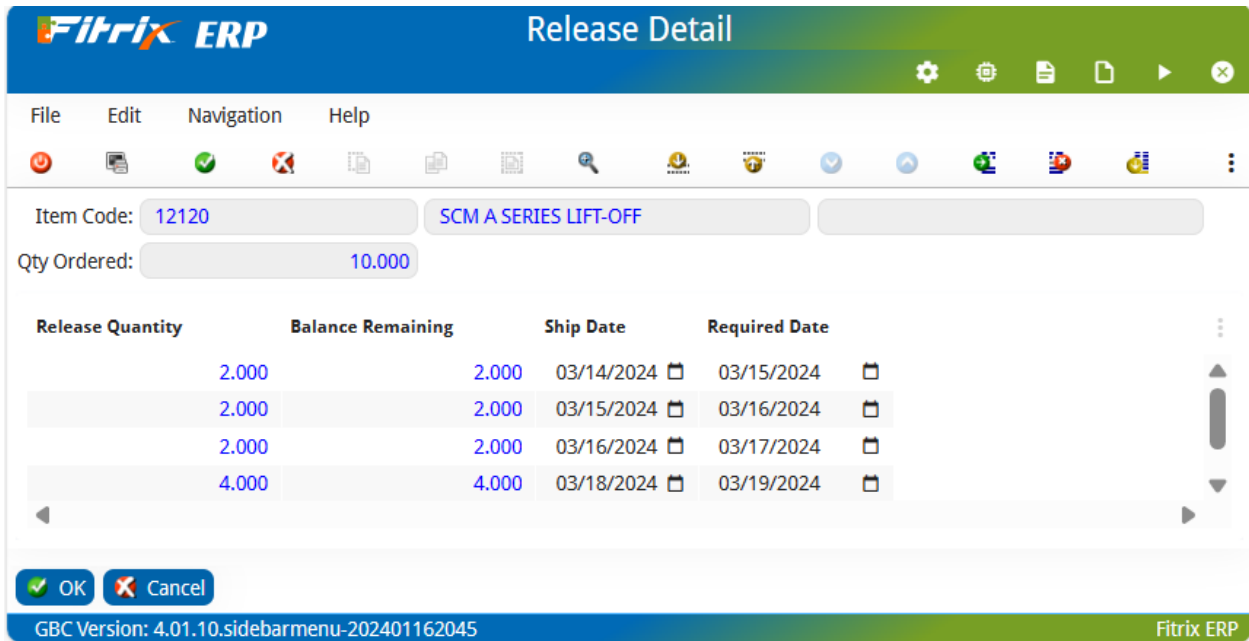
When an Order Acknowledgment is printed for a Blanket Order Release, the total quantities display just as they do with a regular order. Additionally, the total Blanket Order remaining quantities will display for each item. This document also indicates that it is a Blanket Order Release and displays the Blanket Order ID.

The user has the ability to "suspend" a blanket order prematurely (prior to its expiration date or the completion of the item quantities) simply by changing its expiration date to less than TODAY.

Use order type BLO for blanket orders, once this order type is entered you will be prompted for the order's expiration date.



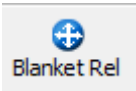
After you enter the quantity for each line item the release details screen displays so that you can designate the quantities and their ship dates.

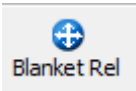


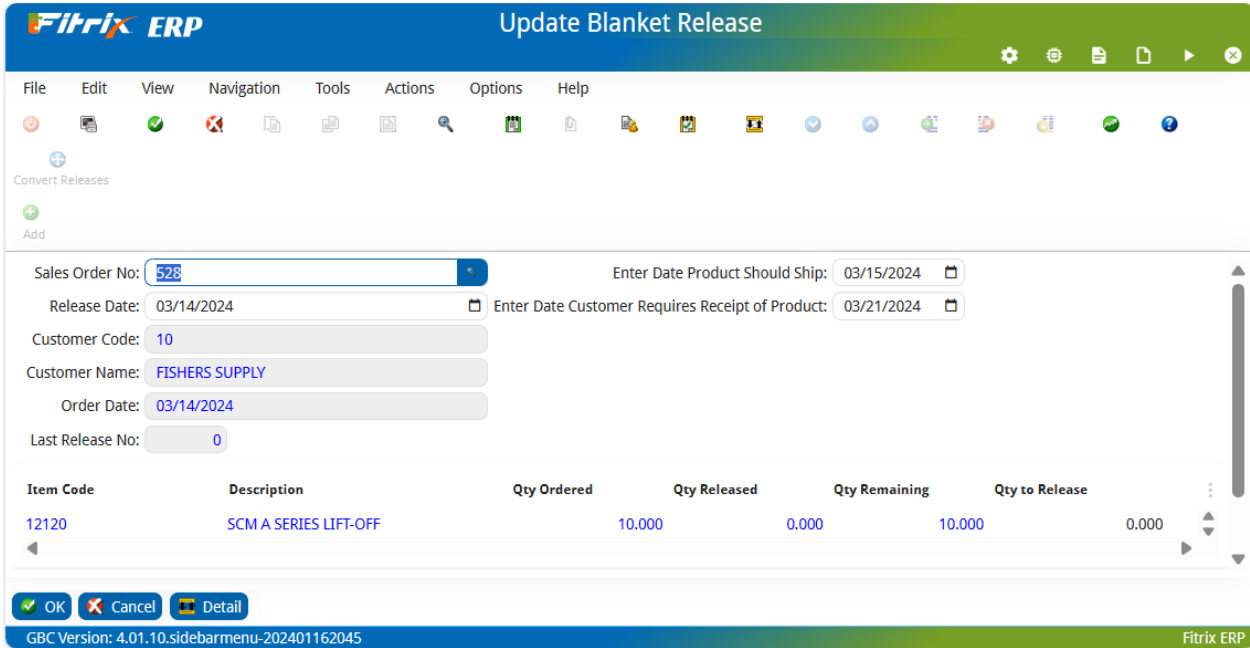
The ship date needs to be before the expiration date and the required date needs to be after the ship date but before the blanket order expiration date.



# Processing Releases

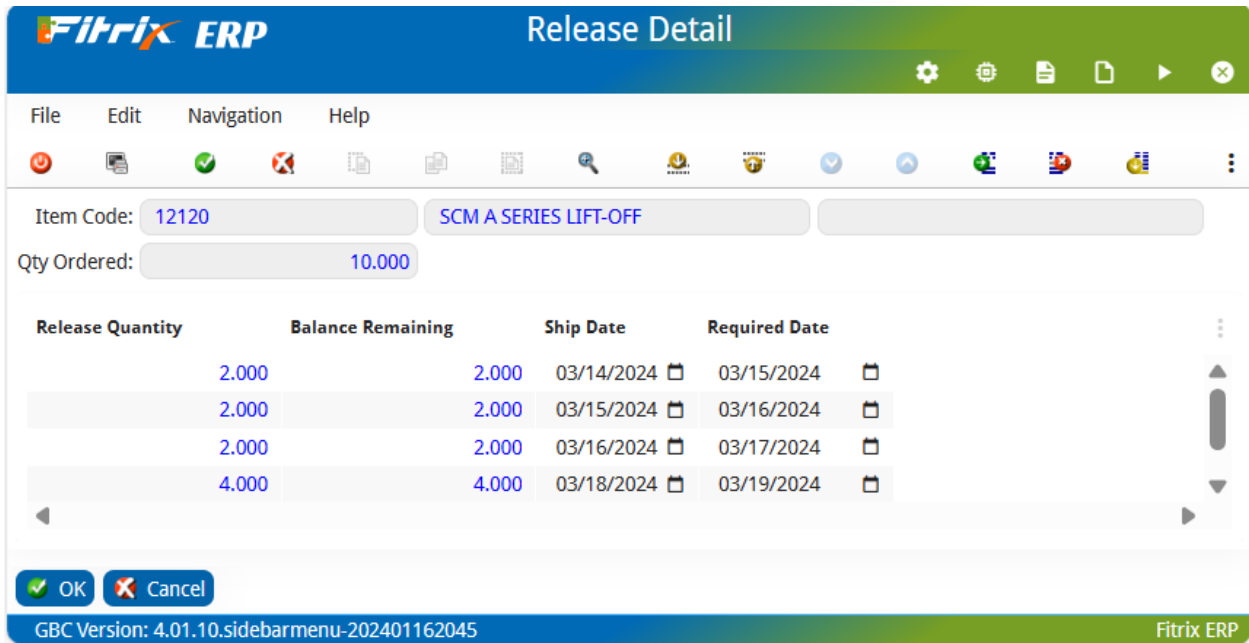


To release product from a blanket sales order click on the  button on the order entry toolbar to access this release screen



In Add mode enter the blanket sales order number. If you enter a blanket sales order number and the orders was expiered you will receive a message: **“This Blanket Order has expired. To do futher releases you must extend the expiration date”**.

Next enter the ship date, required receipt date, and the quantity to be released for each item. To view the detail of the quantities and dates intially entered on the blanket sales order you can zoom from the Qty to Release field and this view only screen will display:



When you are done releasing press enter or click on OK to store the information entered.

To convert the release to a REG type sales order so that it can be processed for shipment click on the



button on the release screen. This will take you to the REL order and you simply change the order type from REL to REG. This will now commit inventory to this order. If any items on the sales order are make to order items (line type MTO or MTN) the release will also create the production work order.

**Customer**

Phone:  Type:

Customer:

Name:

Customer PO:

Sales Person:

If you do not convert the order right away it will be saved with an order type of REL and cannot be processed for shipment until you update the order type to REG.

The newly created order will have the same order # as the blanket order followed by the release number.

Order Number:

Document:  Blo Rlse No:

Contract:

Order Date:  Expiry Date:

The blanket order will have its release number incremented each time a release is processed and the released quantity will display in the detail section of the screen.

Order Number:	435		
Document:	435	Blo Rlse No:	1
Contract:			
Order Date:	03/05/2024	Expiry Date:	11/25/2024

Description	Additional Description	Warehouse	UM	Quantity	Qty Released
SCM A SERIES MULSTRIKE		MIAMI	EA	5000.000	1000.0000

To view the release detail of each line, go into update mode, enter the line item detail section and click on



Dates can be changed on this screen but not quantites. You can only change quantities on the main order entry screen and when you do the screen above will display so you can reallocate releases as needed.

## Modified Reports

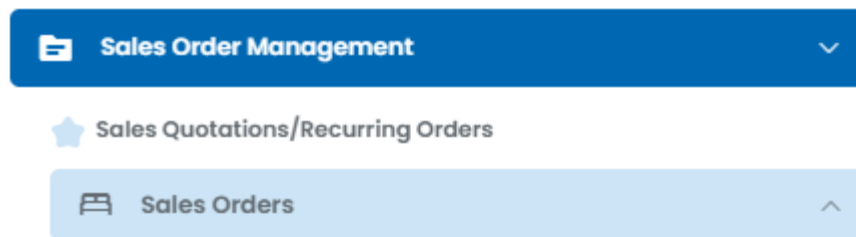
Both the quotation and order acknowledgement forms print the words “BLANKET ORDER” on the form. They also print the release quantity and ship date breakdown under each line item.

Invoices that are from blanket order releases print the words “BLANKET ORDER RELEASE” on the invoice form.

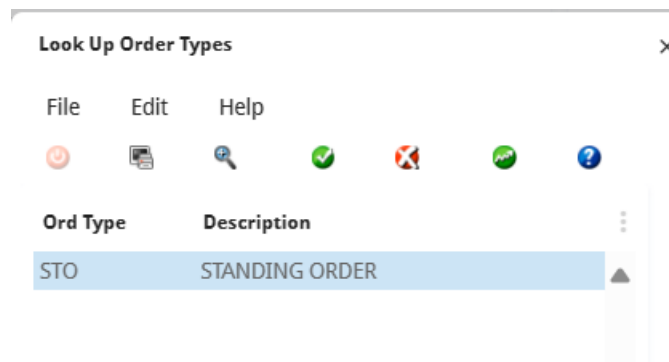
## Recurring Sales Orders

Recurring or standing orders are orders that the customer will place with you on an ongoing basis and specific time intervals. In Fitrix you can create an order template for this type of order and then use the copy recurring order function to create orders from it at time intervals you select.

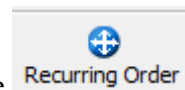
To create the template, go to the Sales Quotation/Recurring Orders menu option shown here:

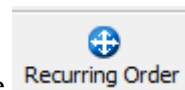


Add the order using order type STO:



When you enter the line items on this template the stage will stay set to NEW as the on hand inventory should not be committed.



To set up the start date, end date, and time intervals click on the  icon on the toolbar.

**Fitrix ERP** Recurring Information

File Edit Help

Frequency:  Weekly  
 Bi-Weekly  
 Monthly  
 Quarterly

Cycle Code:

Start Date:

End Date:

Use Current Pricing

Next Reorder Date:

OK  Cancel

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

**Frequency** – select the frequency.

**Cycle code** (optional) – used to group reorders for duplication.

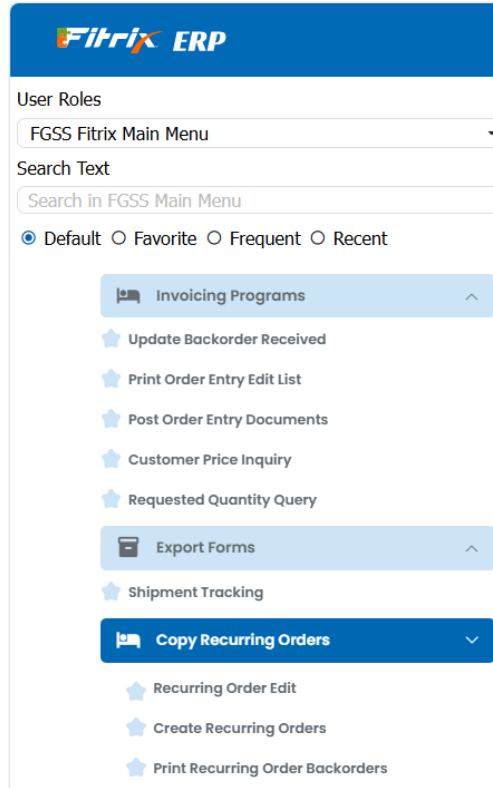
**Start Date** – enter the date the recurring order should first be created.

**End Date** – enter the date the order should no longer be created by the copy program.

**Current Pricing** – check if you want the copy program to use the current customer pricing should it be different than the standing order.

**Next Reorder Date** – next date order will be duplicated. Automatically updated by the copy program

To then start creating orders from these templates go to this submenu:



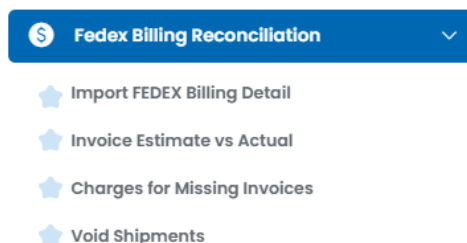
**Recurring Order Edit** – provides you with a list of orders that are going to be created.

**Create Recurring orders**- creates the orders from the standing order templates. This commits the on hand inventory to these orders

**Print Recurring Backorders**- prints items that went on backorder so you know which items you do not have sufficient stock for that need to be ordered before you ship or you must ship short.

## Fedex Billing Reconciliation

See the *Federal Express/UPS Shipments User Guide* for more information on how these programs are used.



## Entering RMA Orders

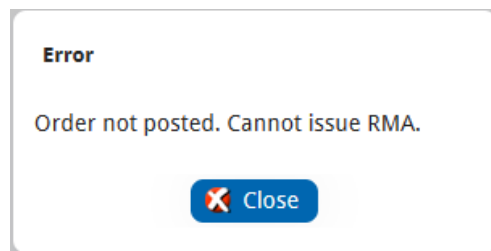
To enter an order for returned merchandise use order type RMA if you want to attach the return to an original sales order or order type RMU if it does not have to be attached to a sales order. If you use order type RMA the customer PO # field will be automatically populated with the PO number found on the order the RMA is linked to.

When you enter order type RMA, this screen will display so that you may select the base order the merchandise was shipped on.

### Base Sales Order Document Number

Enter the sales order number or zoom to find a list of sales orders for the customer

If you try to attach the RMA to a cancelled order this is not allowed and you will receive this error message:



## Default Credit/Debit/RMA Type

Enter the type or zoom to find the type. This type will be assigned to all lines on the RMA but you can change at the line level if the order type allows for multiple RMA types as discussed above in the Order Types section of this document. If the type dictates that the merchandise is being returned to stock (disposition type is 2) you will be prompted to enter a restocking fee that will be deducted from the total credit due to your customer for the return.

## Include Items to Select

If you choose **All and click OK** you will be returned to the main OE screen and the detail section will be populated with all items on the original sales. You can then delete lines and change quantities as needed.

If you choose **Select and click OK**, the line items on the original sales order will display and you can pick and choose which items should be on the RMA order by checking/un-checking the check box.

Additional Information

File

Base Sales Order Document Number: 137

Default Credit/Debit/RMA Type: SCP

Include Line Items: Select

Type	Item Code	Description	Order Quantity	Previous Returns	Balance	Price	CM/DM/RMA Type
<input checked="" type="checkbox"/>	STK BOS06064	BOSCH (R) CAP & ROTOR SET	6.000	0.000	6.000	8.09	SCP
<input checked="" type="checkbox"/>	STK CASGTX1040	CASTROL GTX 10W40 MOTOR OIL		0.000		1.16	SCP

OK Cancel Change Order

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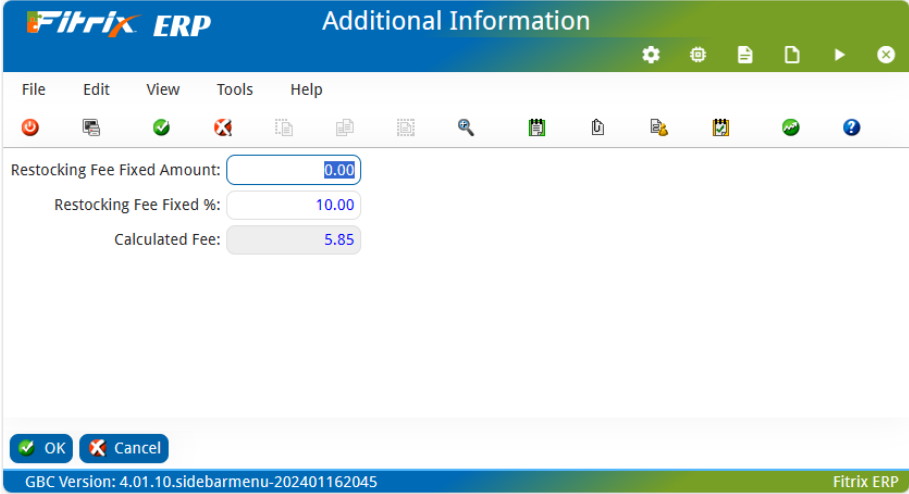
Any item that was returned on previous RMAs for this sales order will list the balance available to still return. You can still update the quantity on the order entry screen as needed if they need to return more for some reason.

If you choose **None and click OK**, no items will be selected from the original order.

## Restocking Fee

If the type dictates that the merchandise is being returned to stock (disposition type is 2) you will be prompted to enter a restocking fee that will be deducted from the total credit due to your customer for the return. The fee can be either a set amount or a percentage of the \$ amount of the credit. In the example shown here the credit is for \$1200 less a 10% restocking fee of \$120.

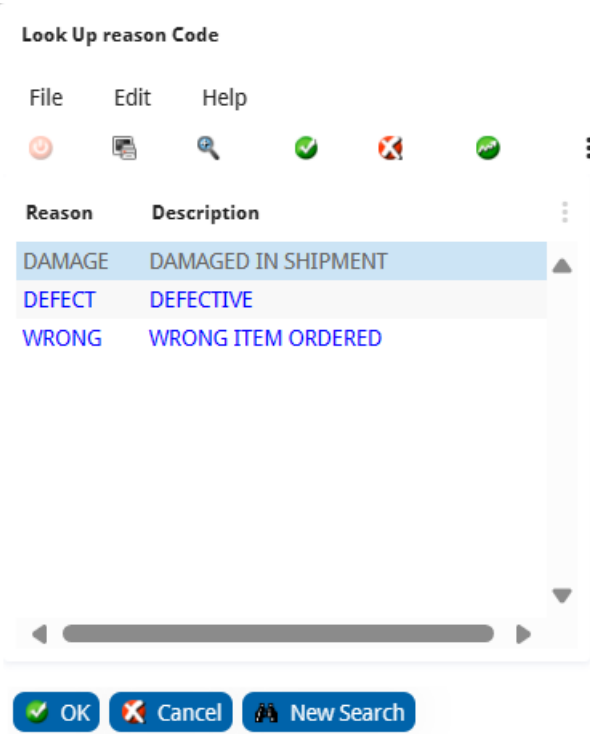




The GL account that will be credited when the RMA is posted is the Restock Fee account number define using the Update Order Entry Defaults program. Entry of a restocking fee is optional.

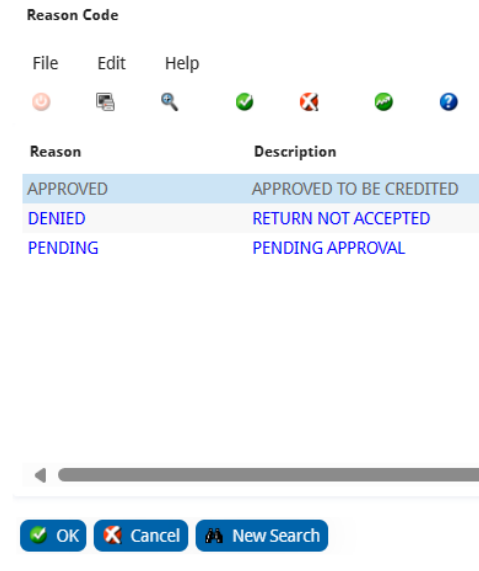
**RMA Reason Code**

Once returned to the main screen you must enter an RMA reason code. It is this code that is used when sorting RMA processed on the RMA History Report.



## RMA Status

Entry of this value is optional but using status codes may help you categorize exactly what stage your RMAs are at and what needs to be done next before credit can be issued.



## Base Doc No

This is a display only field that will contain the original sales order number.

## RMA Ref Doc No

This is a display only field that will contain the RMA number for warranty and exchange sales orders linked to an RMA.

## To Be Invoiced

When you are ready to process a credit memo for the RMA order, check this box. See further discussion about processing credit memos review the section below that discusses Create Automatic Invoices/Memos.

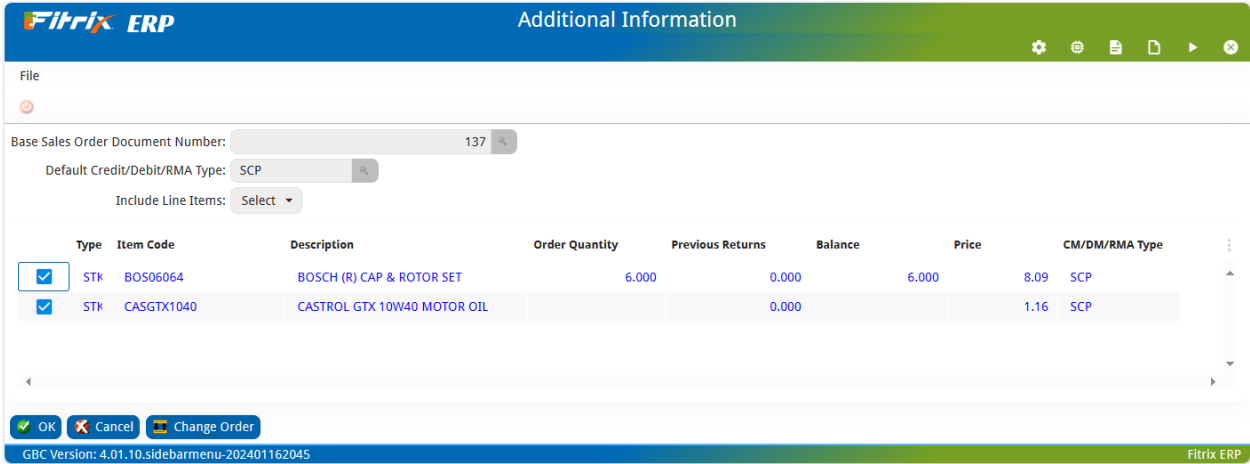
# Warranty Exchanges or Repairs

On occasion you may receive a returned item that is covered by a warranty that warrants that the item be replaced and reshipped or repaired and reshipped. In this case you will use one of these two orders types.

WEX- replace and reship

WRP- repair and reship.

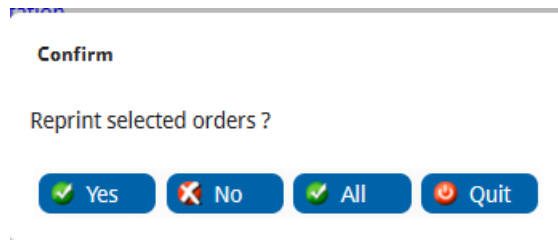
If the order type is WEX or WRP this screen will display after you enter the Order Type for you to select the RMA number it should refer back to. If the RMA was for a made to order item (line type MTO) when you save the sales order a production work order will automatically be created. Processing this WEX/WRP order is the same process followed when processing a REG sales order.



## Print Quotation

Use Print Quotation to print quotes to be sent to your customer. You can only print quotes for those sales orders that have order type with a like order type equal to equal to QUO for quotation.

When you select the option you receive this prompt:

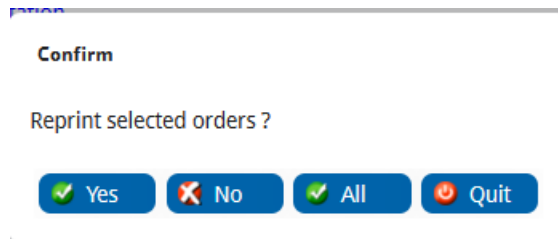


Select Yes to reprint previously printed quotes, No to print quotes that have yet to be printed, or ALL to both print for the first time and reprint those that have been previously printed (Helpful Hint: if you are printing a quote and are not sure if it has been printed or not, select ALL)

## Print Order Acknowledgements

Use Print Order Acknowledgements to print and reprint acknowledgements for orders entered through Update Customer Orders The acknowledgements are not invoices, but you can send them to the customer to verify that their order has been received and being processed.

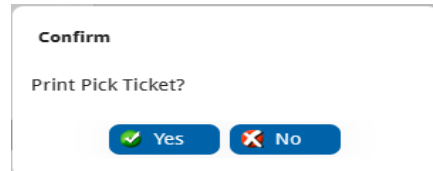
When you select the option you receive this prompt:



Select Yes to reprint previously printed acknowledgements, No to print acknowledgements that have yet to be printed, or ALL to both print for the first time and reprint those that have been previously printed (Helpful Hint: if you are printing an acknowledgement and are not sure if it has been printed or not, select ALL)

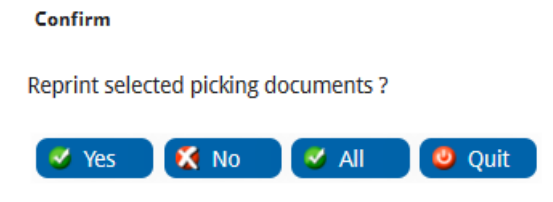
## Print Picking Ticket

Use this menu option to print or reprint picking documents for orders entered through the Update Customer Orders option. If you have the order entry processed more streamlined as defined in the Update Order Entry Defaults screen program you may be prompted as follows when saving the sales order versus having to run this program using this menu 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 ship-to 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).

When you select the option you receive this prompt:



Select Yes to reprint previously printed pick tickets, No to print pick tickets that have yet to be printed, or ALL to both print for the first time and reprint those that have been previously printed (Helpful Hint: if you are printing a picking ticket and are not sure if it has been printed or not, select ALL)

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.

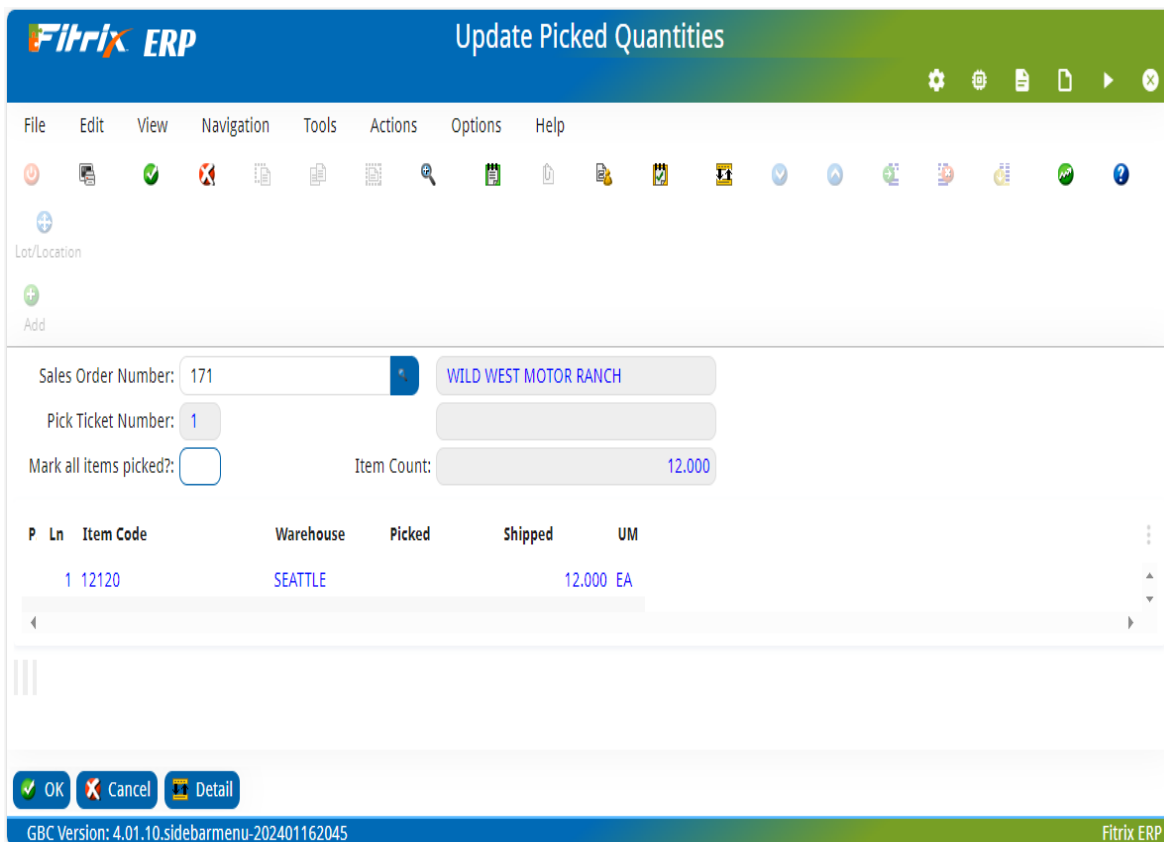
## Revising Order Quantities after Picking Ticket Printed

If you add items to the order, release a backorder, or revise quantities and then reprint the picking ticket the word REPRINT will print on the ticket and the sales order number that prints will be appended with a -2 (or with whatever the last reprint # was incremented by 1). All items will print on the ticket again (not just the changes as in previous versions of Fitrix), and an \* will print to the right of the quantity of the item added/changed so that it will be easy for the order pickers to know what changed since the last print.

## Update Picked Quantities (optional)

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 quantities that have been picked for each item. Please note that use of this program is optional and you can go right from printing the picking ticket to invoicing.

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 screen contains the following fields:

**Sales Order Number**

Enter the order number that corresponds to the Order No. 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.

**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.

**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.

**Item Count**

This is a real time calculation of the sum total of quantity for all lines on the order with a stage of ORD. You can compare this to the item count that prints on the picking ticket you have in your hand to make sure no further revisions have been made to the order since the picking ticket was printed.

**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.

**Order Line**

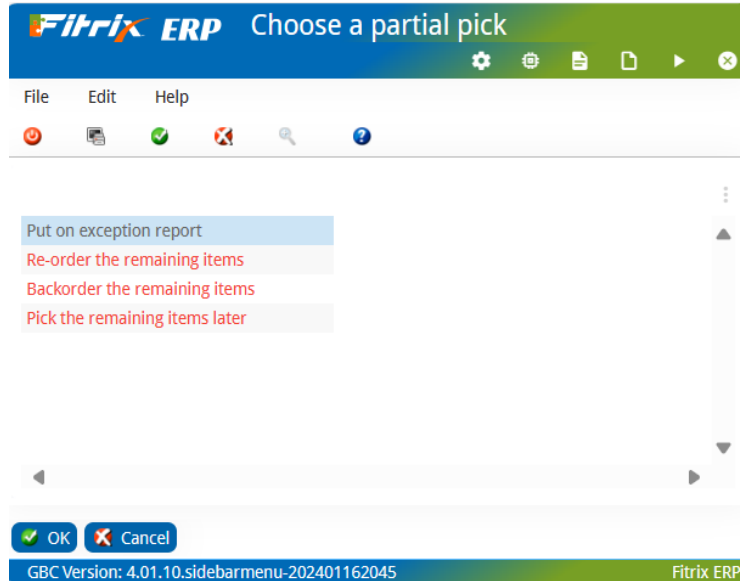
This system-maintained column displays the line number for this item.

**Item Code**

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

**Quantity Picked**

Use this column to enter the quantity picked. If you enter a quantity less than 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.



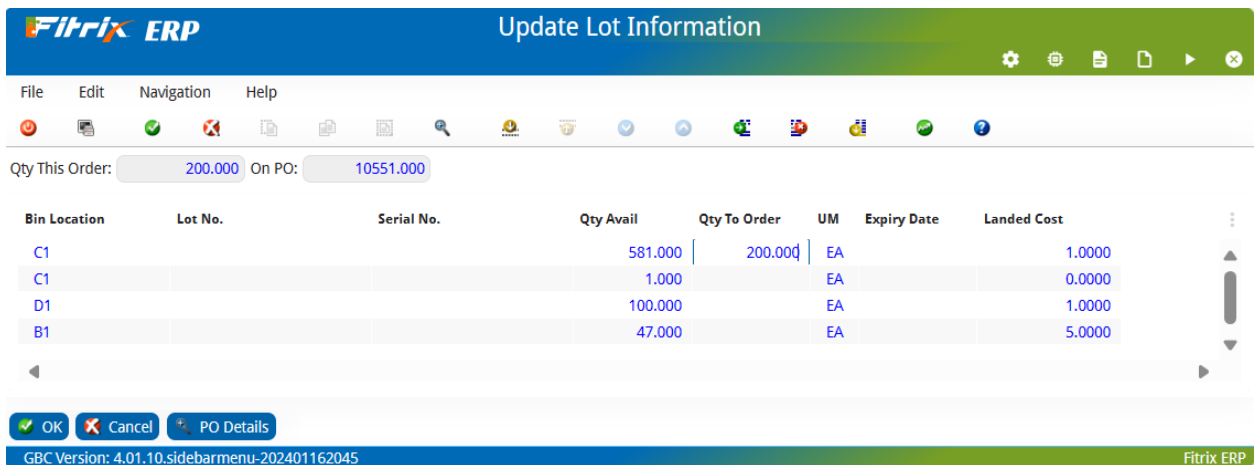
**Put On Exception Report-** the line stage for the items not picked will be changed to NEW and a report can be run that will list all items with this line stage so that user can determine the next course of action (cancel the line, etc.)

**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. This may be the case if your perpetual on hand does not agree with your physical on hand and the item could not be found or perpetual on hand was incorrect.

**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.

When you save the transaction and if your warehouse is set up to use multiple bin locations this screen will display and let you change the bin location in the event the item was picked from a bin location other than the one selected by the pick ticket print program.



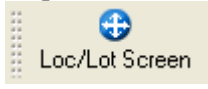


## Serialized / Lot Controlled Inventory

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

- Update Picked Quantity
- Update Shipped Quantities
- Update Invoices

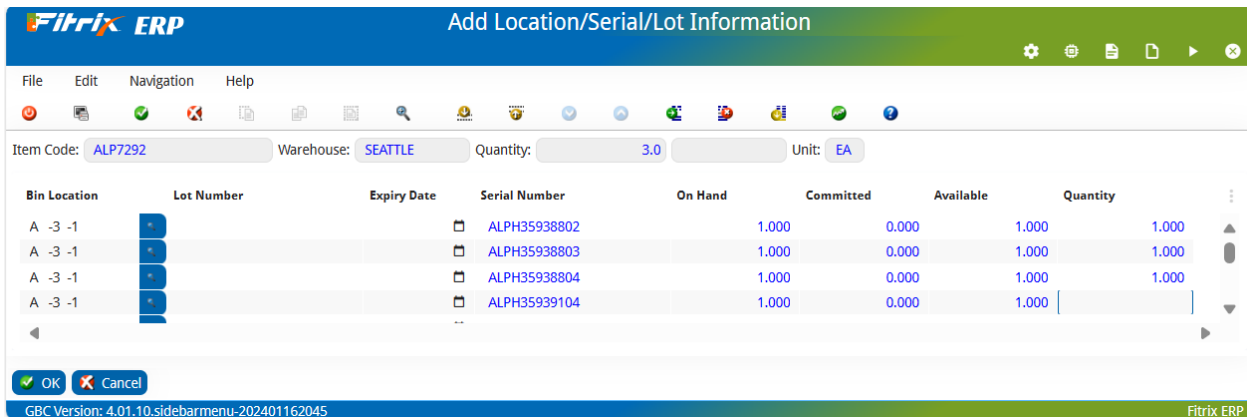
For lot controlled items lots are selected when the sales order is entered but if the lots picked differ from

the lots selected during order entry, you can change the lots #s by clicking on the  icon.

### Note:

Once serial 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, the quantity picked, and all available serial #s. Since the quantity picked is 3 in the example below you need to select 3 serial numbers.



Bin Location	Lot Number	Expiry Date	Serial Number	On Hand	Committed	Available	Quantity
A -3 -1			ALPH35938802	1.000	0.000	1.000	1.000
A -3 -1			ALPH35938803	1.000	0.000	1.000	1.000
A -3 -1			ALPH35938804	1.000	0.000	1.000	1.000
A -3 -1			ALPH35939104	1.000	0.000	1.000	

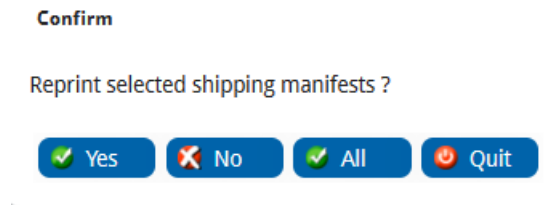
## Print Packing Slips (optional)

This menu option is used to print and reprint packing slips for orders entered through the Update Customer Orders. The packing slips include information such as order number, item description and order quan-

tities, 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 shipping 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.

When you select the option you receive this prompt:



Select Yes to reprint previously printed packing slips, No to print packing slips that have yet to be printed, or ALL to both print for the first time and reprint those that have been previously printed (Helpful Hint: if you are printing a packing slip and are not sure if it has been printed or not, select ALL)

## **Update Shipped Quantities (optional)**

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:

Sales Order Number: 127 WILD WEST MOTOR RANCH

Warehouse Code: SEATTLE

Mark items as shipped:

Shipped?	Line	No	Stage	Item Code	Qty Shipped	To-Ship Quantity	UM
	3	1	ORD	BOS06064	1.000	1.000	EA
	4	1	ORD	BOS06064	1.000	1.000	EA
	5	1	ORD	BOS06064	1.000	1.000	EA
	6	1	ORD	BOS06064	1.000	1.000	EA

OK Cancel Detail

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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:

### Sales Order Number

Enter the order number in this field for a particular customer order. The entry in this field corresponds to the

Order No. 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.

### Warehouse Code

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

### 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.

### Shipped?

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

### Order Line

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

### 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.

### Stage

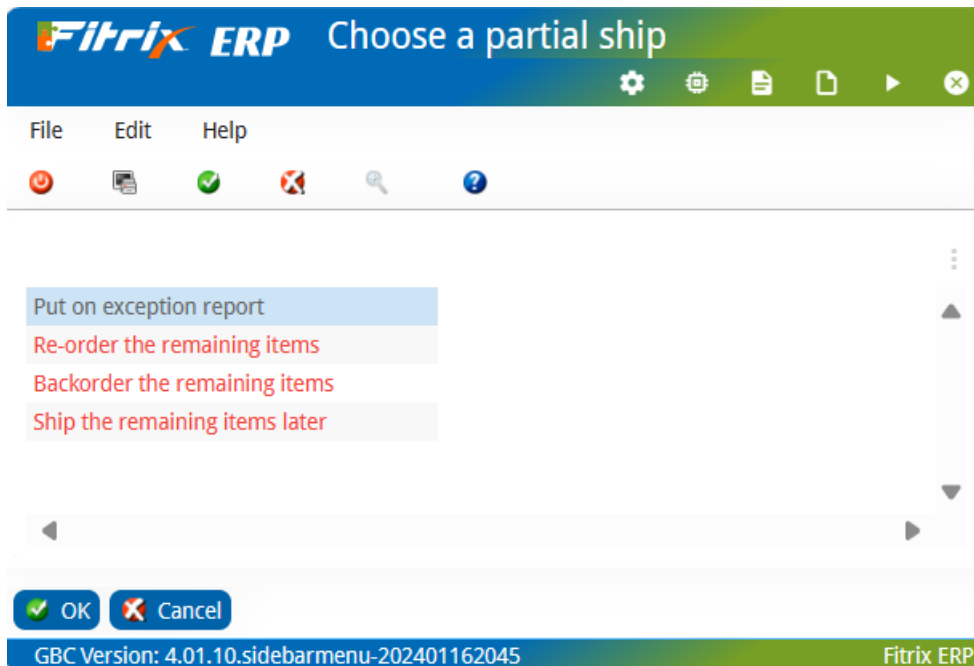
The entry in this system-maintained field reflects the stage of the order lines for the order. The code PIC indicates that the order line has been picked.

### 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.

### 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.

### Qty Shipped

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

## Update Returned Quantities (optional)

If the returned order type has the “Are picking tickets printed for this order type” check box checked in the Update Order Type Definitions screen program you must first print a ticket prior to running this program.

This program is very similar the Update Shipped program. Simply go into Add mode, enter or zoom to find the RMA number and select A if All was returned, or select P or M if it is a partial return. Again this program is optional in that you can go straight from entering the RMA to invoicing it.

Please note that any line items with an RMA type that has a disposition of 1 (item to be scrapped) will not display on this screen since the item is not being returned to inventory.

**Fitrix ERP** Update Returned Quantities

File Edit View Navigation Tools Actions Options Help

RMA Order Number: 505 FISHERS SUPPLY

Warehouse Code: SEATTLE

Mark items as Returned:

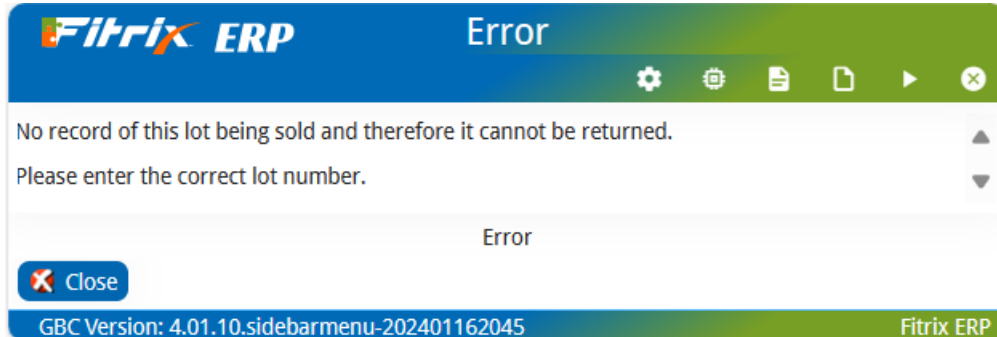
Returned?	Line	No	Stage	Item Code	Qty Returned	To-Return Quantity...
	1	1	ORD	BOS06064		0.000 EA

OK Cancel Detail

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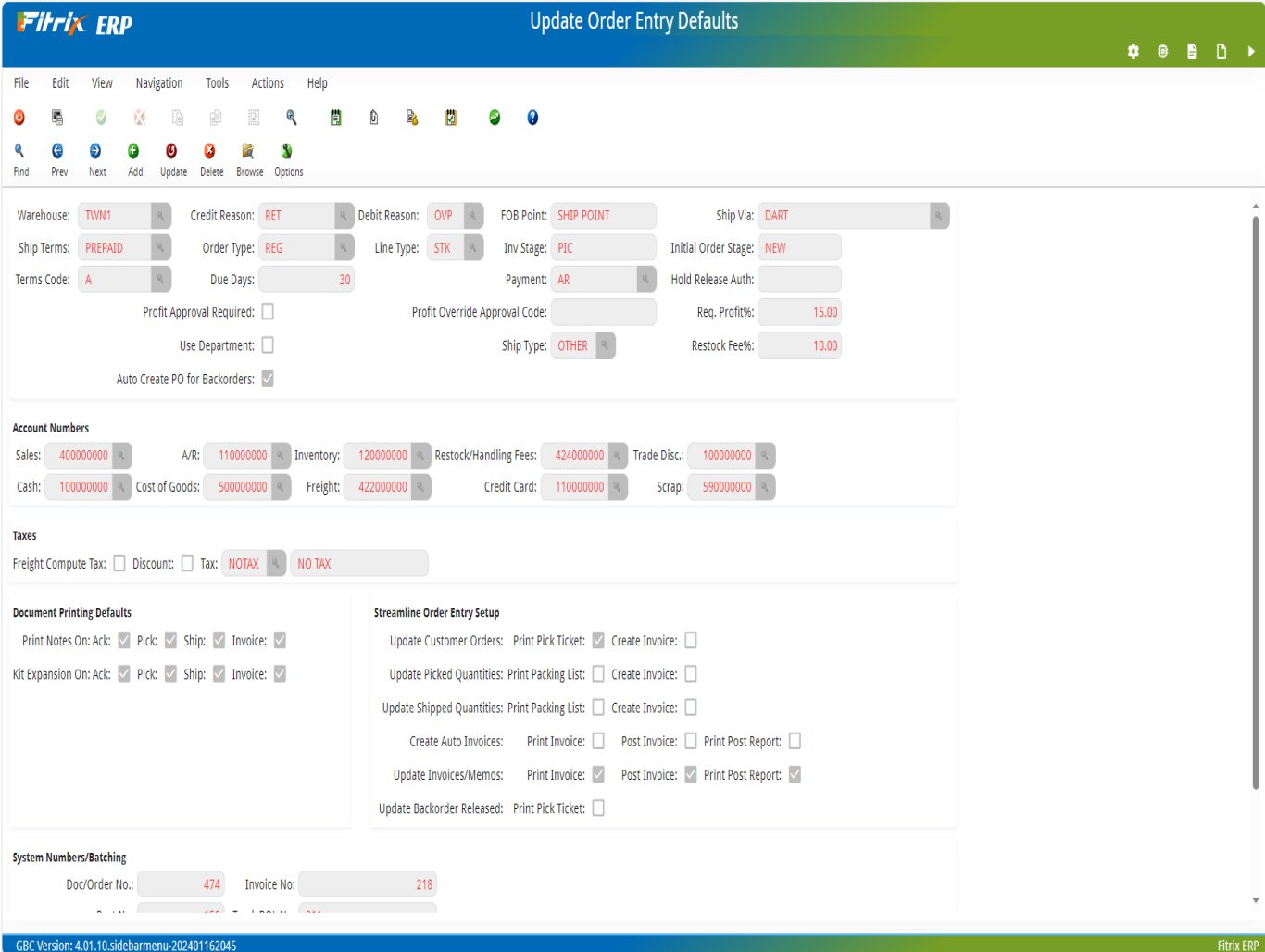
For RMA order type if you are using a location controlled warehouse and/or if any of the items are serial or lot number controlled a screen will display the serial and/or lot #s from the original order so that you can choose which ones are being returned.

For RMU order type that is not attached to an original sales order you must enter the serial and/or lot # and the program will look at the audit table and retrieve the most recent cost for the lot/serial #. If you enter a number that is not found in the audit table you will receive this message:



## Create Automatic Invoice/Memos

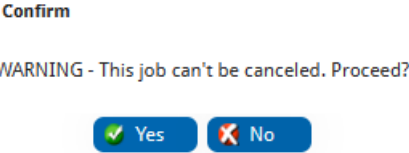
This program creates invoice records in batch for all order lines with the line stage equal to what the user defines as ready to be invoiced. The stage is set up in the Update Order Entry Defaults screen program in the field labeled Inv Stage.



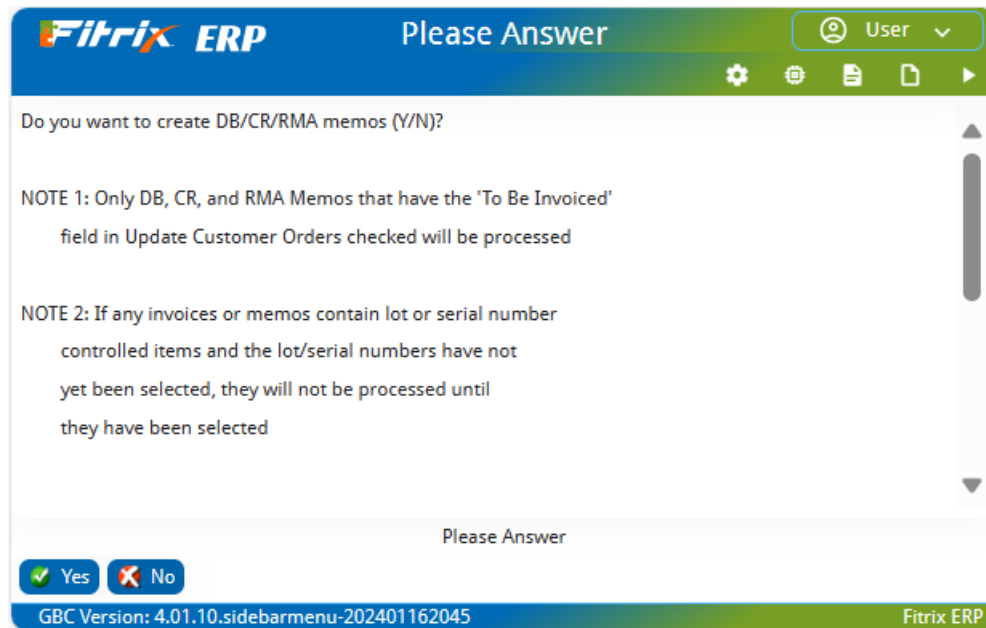
This value should be set as follows:

- **ORD** – if you want all order lines with stage = ORD to be invoiced. **NOT RECOMMENDED**
- **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.

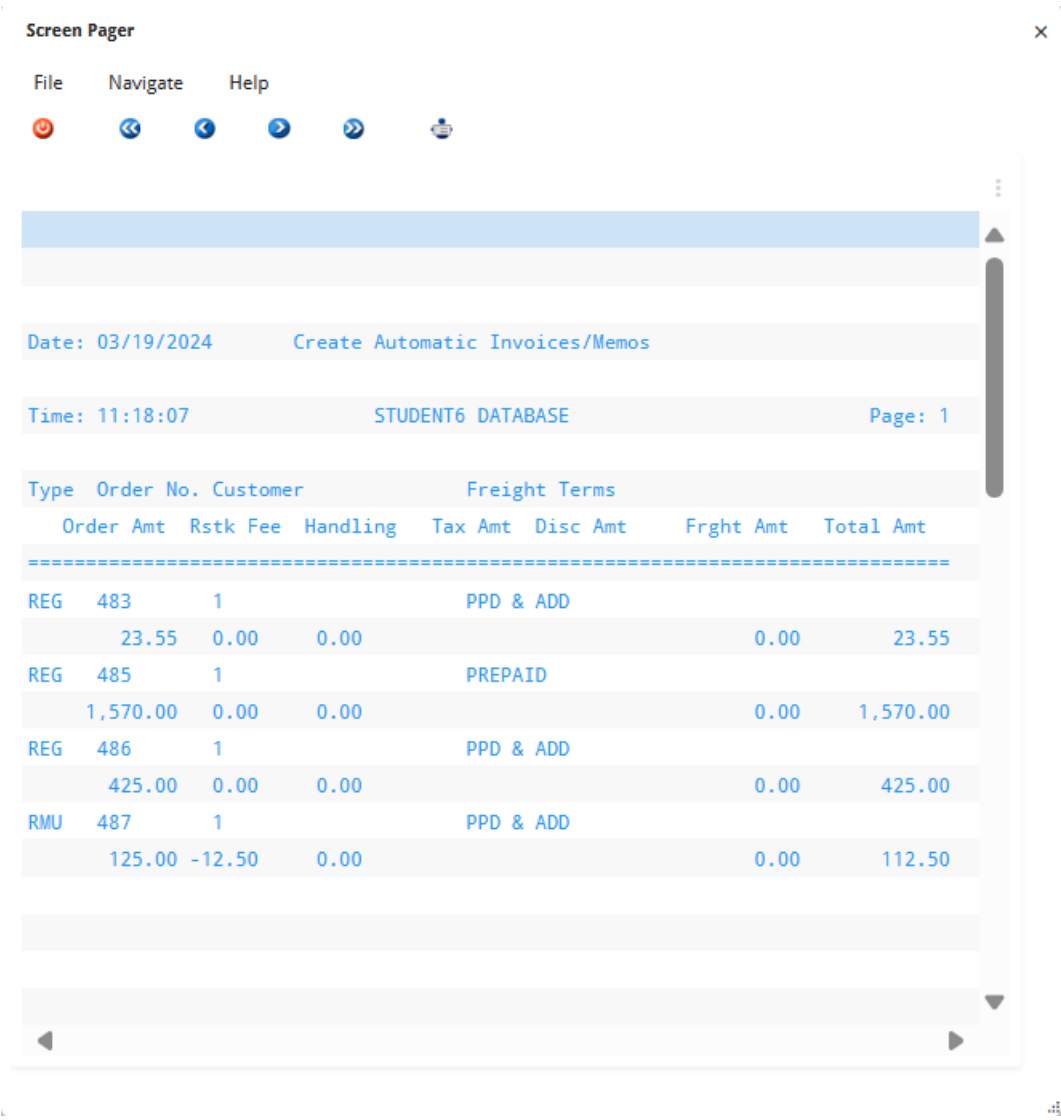


If you want to create invoice records for any open credit memos and debit memos in addition to open orders you must:

1. Go to the Update Customer Orders program and check the "To Be Invoiced Box" located in the Credit/Debit/RMA section of the header screen.
2. Have selected serial numbers or lot number using the Update Returned Quantities program.

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 a freight charge, use the Update Invoices/Memos program to do this before printing invoices.

## 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.

**Fitrix ERP** Update Invoices/Memos

File Edit View Navigation Tools Actions Options Help

Batch Options Lot/Location Freight PrintInvoice PST Attachments

Find Prev Next Add Update Delete Browse

Sales Order: 4775 MECCA NEW AND USED AUTO PARTS Ship-To: SHIPTO

Pay Method: AR ACCOUNTS RECEIVABLE Terms: A Split Terms:

Bill-To: 17 Deposit Applied: 0.00

Invoice Date: 06/20/2020 Order Type: REG Inv.Stage: PST Invoice: 6

Ship Terms: Inv.Frght?: User:

Auto Approve? Discount: 0.000 % Tax: NOTAX GL Doc No: 6 Currency:

A	Ln	Stg	Item Code	UM	Quantity	Price	Net Amount
Y	2	PST	BOS06064	E	10.000	8.9900	89.90

Sub-Total: 251.81

Discountable?: Discount: 0.00

Taxable?: Freight Amount: 34.00

Line Tax Code: Freight Tax Code:

Ship Weight: Total Tax: 0.00

Pic Ticket No.: Restock Fee:

Special Handling Fee:

Total Invoice: 285.81

1 of 70

View Detail

https://www.fitrix.com/1.10.sidebarmenu-202401162045 Fitrix ERP

This Invoice screen 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:

### 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.

### Ship-To

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

### **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.

### **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.

### **Split Terms**

If you decide to offer split payment terms on this invoice you can select a split terms code instead of accepting the default terms code for this customer. As mentioned in the Set Up Order Entry chapter split terms allows you to take a single invoice and split it at posting time into multiple invoices, each one with a different terms code (i.e.- 30,60,90 days).

### **Deposit Applied**

If when the invoice is printed there is any open deposit for this sales order the amount of deposit applied to it will appear in this display only field.

### **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.

### **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 is used to calculate the Due Date of the invoice.

### **Order Type**

Type of order being invoices (i.e.- REG,RMA etc..)

### **Invoice Stage**

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

### **Invoice**

This is the invoice number for the order which is assigned during printing. When you run the Print Invoices and Memos option, you are prompted for a starting invoice number.

### **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.

### **Auto Approve?**

In this one-character field, enter a Y if you want to automatically approve all line items for invoicing. Enter an 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 an N, the cursor moves to the first line of the detail section of the screen.

### **Discount**

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

### **Tax**

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

### **Aprv.**

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

### **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.

### **Stg**

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

### **Item Code**

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

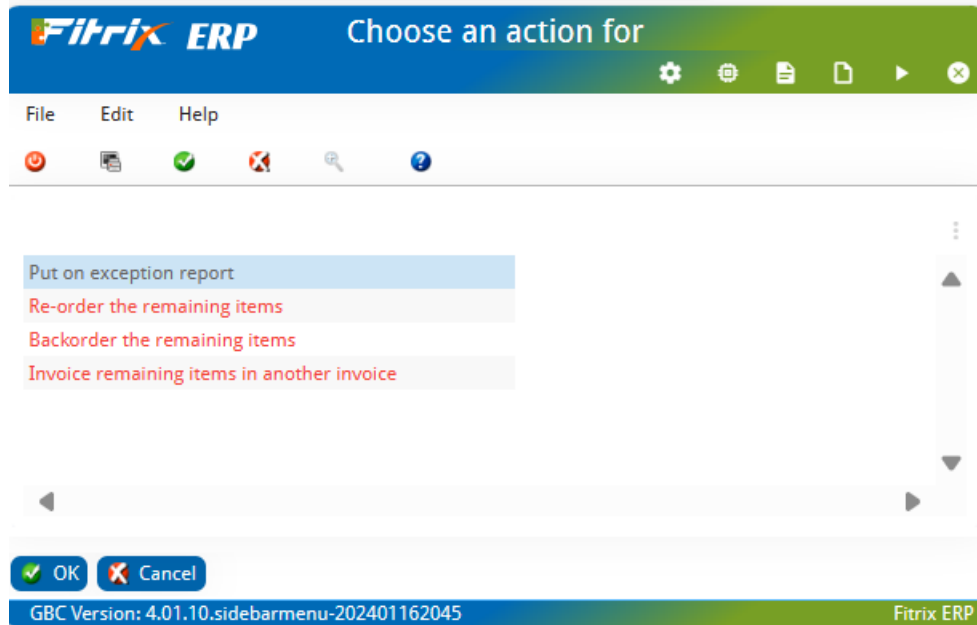
### **UM**

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.

### **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.

### 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.)

### 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.

### Item Description

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

### 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.

**Taxable?**

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

**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.

**Ship Weight**

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

**Pic Ticket No.**

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

**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.

**Discount**

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

**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.

**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.

**Total Tax**

Total sales tax charged on merchandise and if applicable freight.

**Restock Fee:**

If the sales order is an RMA and you charged a restocking fee when you entered it that charge will display here.

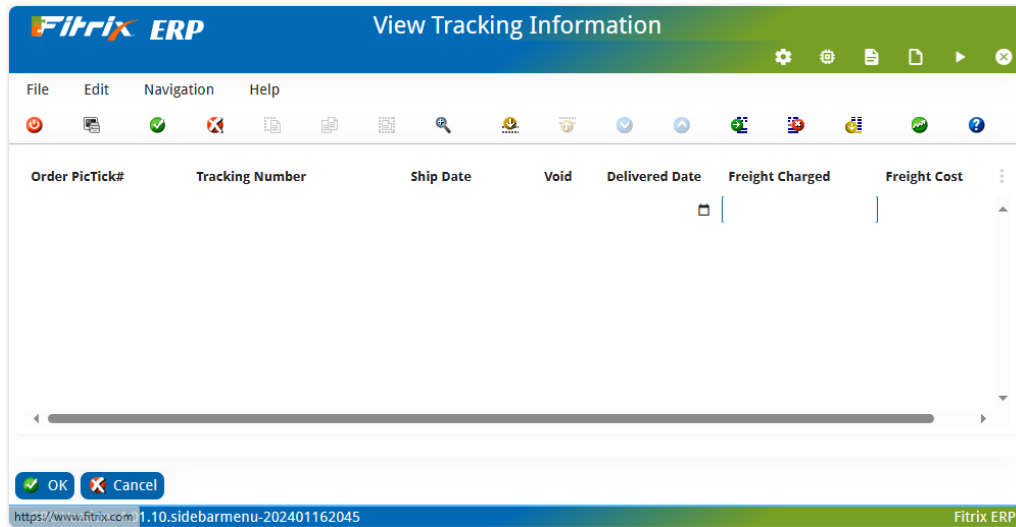
**Special Handling Fee:**

If any item on the sales order has a special handling fee attached to it in its item master record the cumulative charges will display in this field.

**Total Invoice**

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

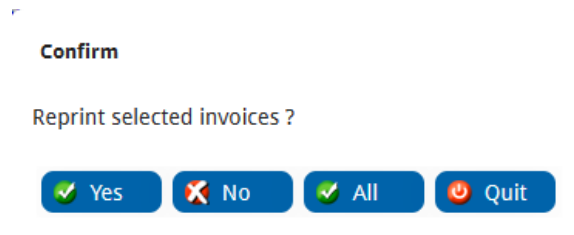
If the order was shipped via either Federal Express or UPS and you are using the interface to these products you can view information about the shipment by clicking on the Freight icon on the toolbar in this program.



## 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 the option you receive this prompt:



Select Yes to reprint previously printed invoices, No to print invoices that have yet to be printed, or ALL to both print for the first time and reprint those that have been previously printed (Helpful Hint: if you are printing an invoice and are not sure if it has been printed or not, select ALL)

Next you are prompted for a starting invoice number. This number prints on the first invoice and is incremented for each additional invoice. If you do not enter a starting number the program will assign them for you.

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 un-posted credit and debit memos. You also have the option of running this for specific order numbers.

If the sales order was tied to a production work order, the work order number will print to the right of the item code.

## Update Backorder Received

The Update Backorder Received option allows you to release backorders via the screen below. When you release backordered items, the line stage on the order changes from a BKO stage to an ORD stage. Since backorders are automatically released when merchandise is received in via purchase orders receipts this program is primarily used to release backorders when merchandise becomes available in other ways (i.e.- physical counts, inventory adjustments, or other sales orders for the same item are cancelled).

### 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.

### 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.

### Quantity to Release



In this field, you enter the amount of the backordered items you want to release. You cannot release more than is available.

**Available**

Amount available to apply to backorders.

**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.

**Auto Release**

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

**Release YNP?**

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.

**Sales Order**

This column displays the sales order number for each backorder.

**Customer Business Name**

**Salesperson**

The salesperson assigned to the sales order

**B/O Date**

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

**Qty to Release**

You enter the amount to release for each backorder if you are applying manually.

**Amount Backordered**

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

**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 (posting to cost of goods and inventory accounts). These accounts are not displayed because you cannot 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 than if you posted it tomorrow therefore you will not these account numbers affected until you run the post program.

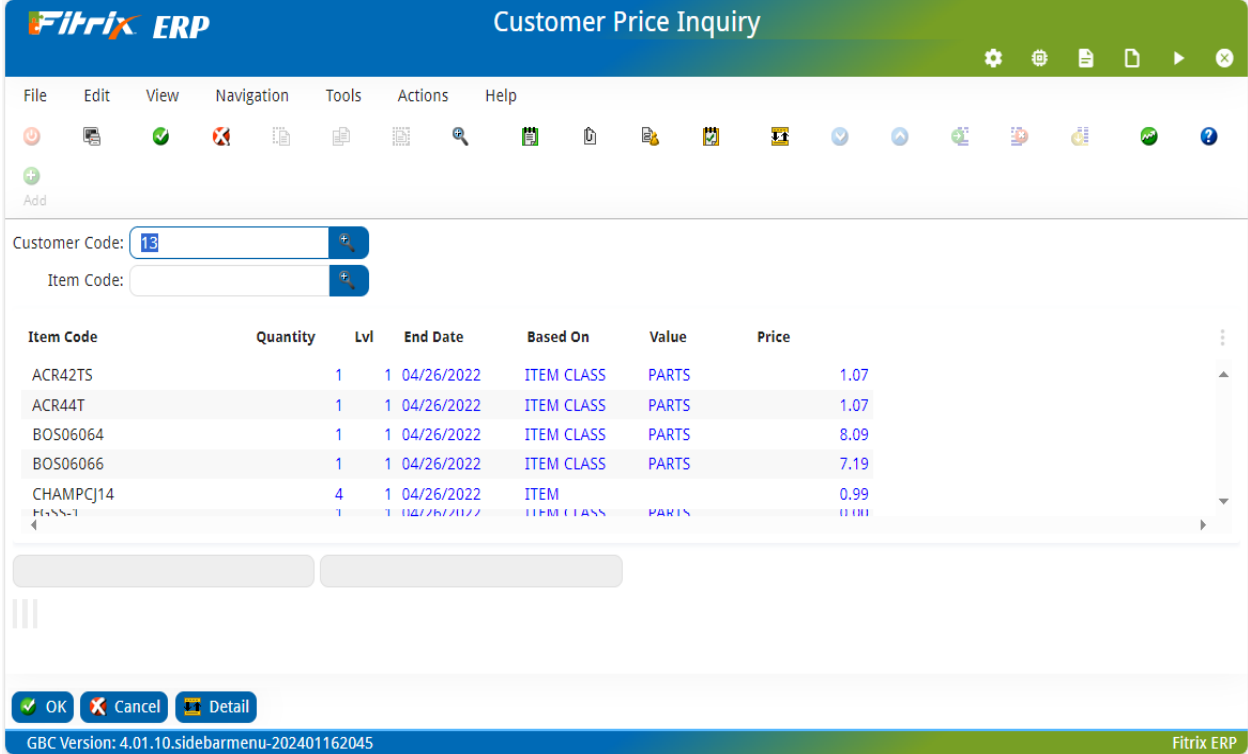
## **Post Order Entry Documents**

The posting process changes the status of a document to PST. It also generates GL activity, customer open AR items, updates quantity on hand, and records sales history information based on the invoices, credit memos, and debit memos.

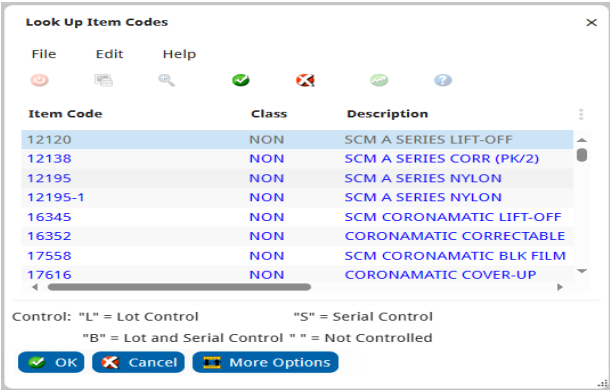
You can post documents only after an edit list has been printed with the Print Order Entry Edit List menu option.

# 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 and click on OK or press Enter. 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.

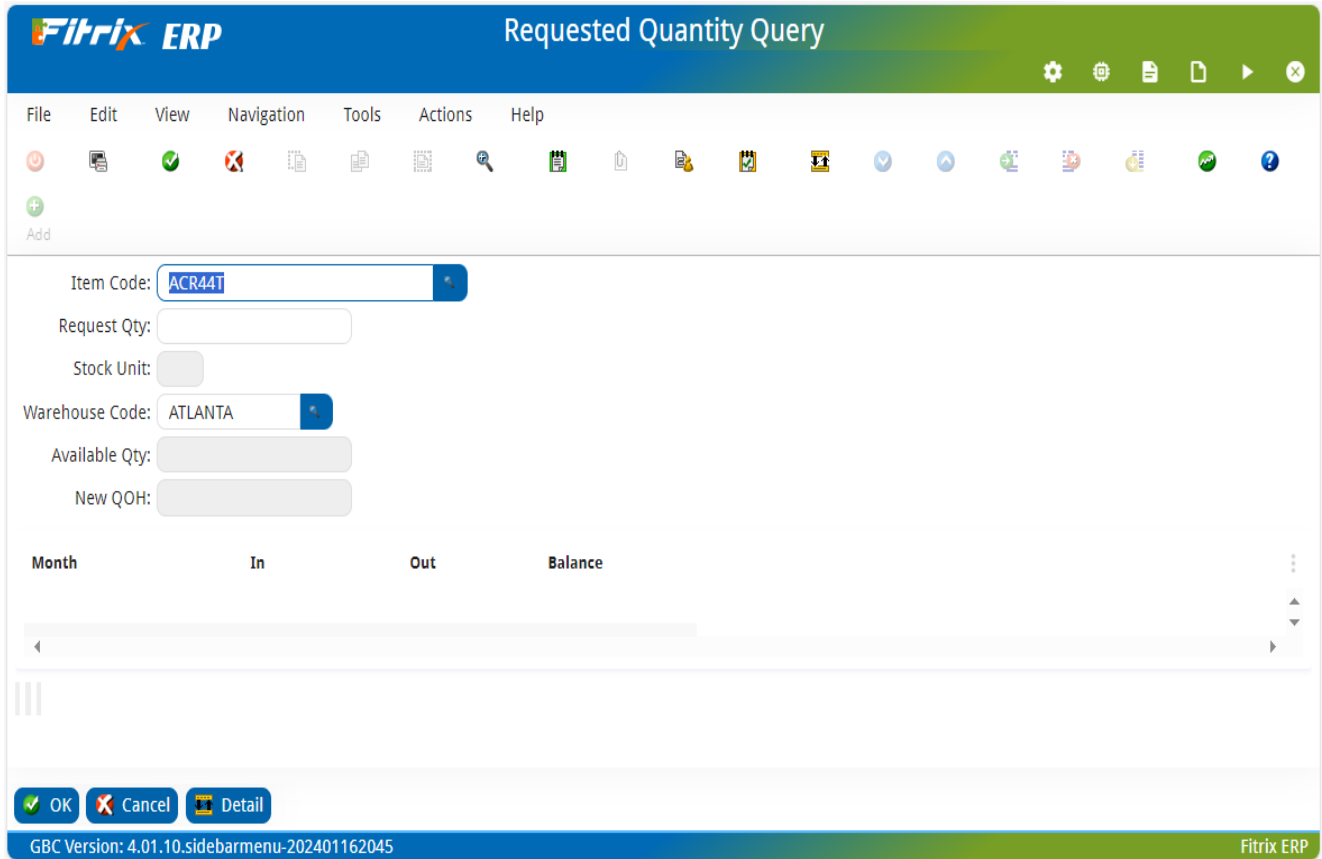


# Requested Quantity Query

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

This program is only functional if Purchasing Replenishment is being used to create sales usage numbers for

Inventory replenishment purposes. That is where the “Out” usage number is coming from, the average usage for the last twelve months displays for each future month.



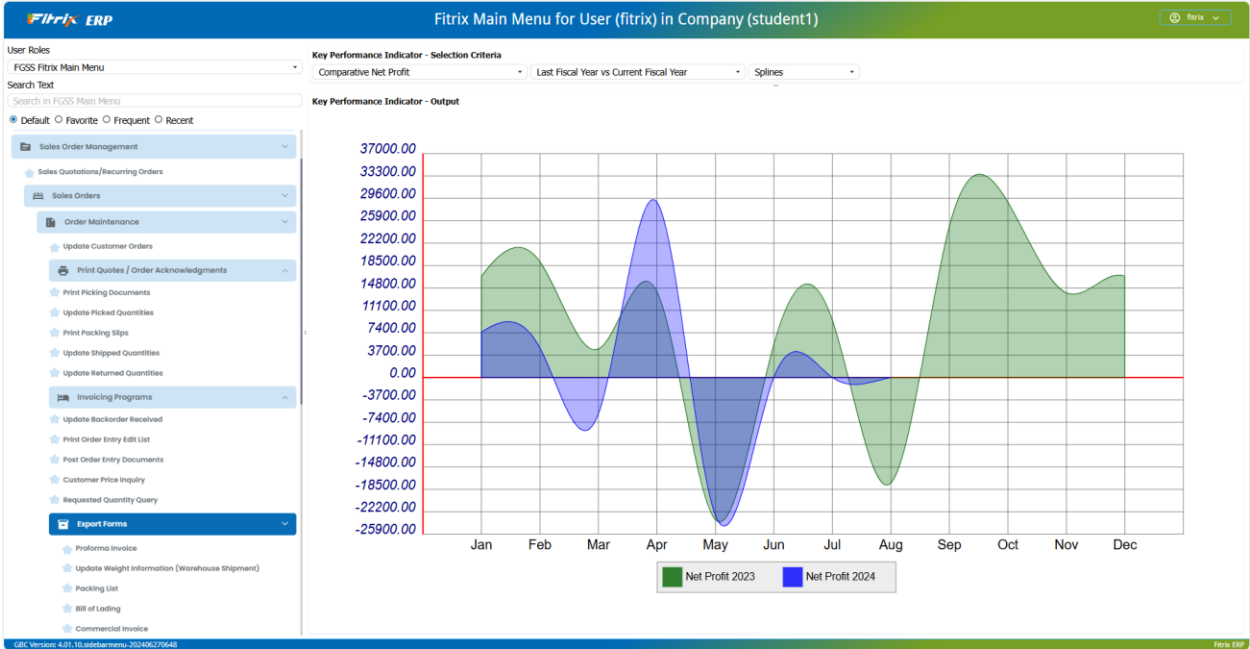
Use the following steps to find and track items:

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 available quantity and detail lines that display will be for all warehouses.

4	<p>Press Tab. The item details screen displays. Users can then:</p> <ul style="list-style-type: none"><li>• Click detail, and zoom into the “IN” quantities to find details about purchase orders / transfers.</li><li>• The "Out" quantity in each month is the 12 month average usage per the replenishment usage table.</li></ul>
---	--

# Export Forms

There is a full suite of export forms on this menu. Though the submenu these programs reside on is labeled Export Forms, these forms can also be used for shipments out of your warehouse.



For REG or out of warehouse shipments you must run both the Print Picking Ticket and Update Picked Quantities programs before you can print:

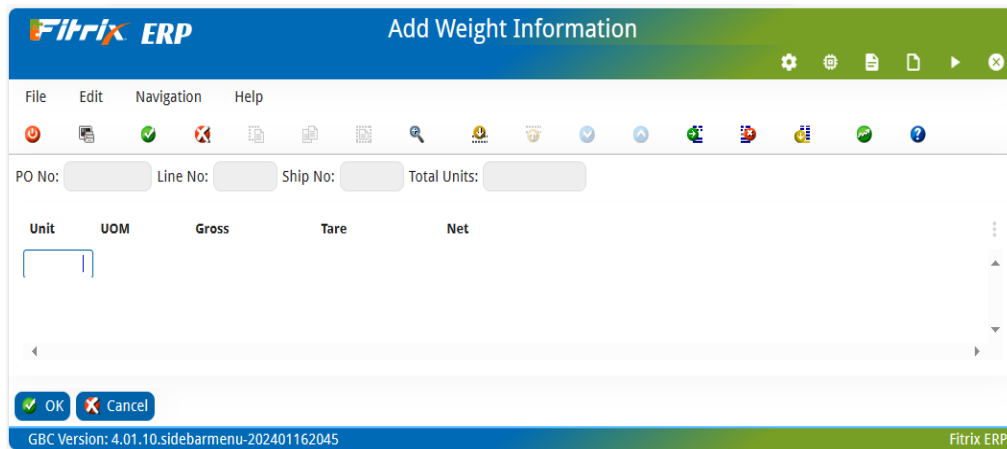
- Packing List
- Bill of Lading
- Commercial Invoice
- Provisional Invoice

For DIR shipments from your vendor to your customer you must first receive the vendor purchase order using the Update Receipts program before you can print:

- Packing List
- Bill of Lading
- Commercial Invoice
- Provisional Invoice

For REG shipments you must enter shipment weights before printing the Packing List (see the *Purchasing User Guide* section on PO receipts to learn how to enter weight information for DRI/DRW shipments).

Before you can run the Update Weight Information (Warehouse Shipment) program you must first print a picking ticket and then run Update Picked Quantities program to update the quantities that were picked for the outgoing shipment. Once you've done this, select this program, do a Find and enter the customer order number. Then go into Update mode and click on the Weight Screen icon on the toolbar to enter the shipping units and weights for each item on the order.



For both REG and DIR shipments you must run the Update Invoices/Memos program before printing the Final Invoice.

# Shipment Tracking Screen

Every time a customer order is entered in the database an entry is inserted into the Shipment Tracking table. This screen program enables you to enter information relevant to your shipment that will aid you in tracking its progress.

**Sales Contract Info**

Contract #   
 SO  Status   
 Customer   
 Consignee Name   
 Consignee Address   
 Notify Party Name   
 Notify Party Info   
 Terms   
 Destination   
 Product   
 Price

**Logistics Info**

Forwarder Name  Trucking BOL #   
 Forwarder #  Ocean BOL   
 Booking #  Proof BOL Received   
 Carrier  Send Original Docs   
 Container Size  Docs send to customer   
 Container Number  Release Requested   
 Seal Number  Release Received   
 Load Location   
 Loading Date   
 Port of Exit  Cut Off Date   
 Vessel  ETD   
 Voyage  ETA

**Purchase Contract Info**

Vendor   
 PO   
 Buyer/Trader   
 Gross  Lbs  MT

**Transshipment Info**

Port	Trans No	Vessel	Voyage	ETA	ETD
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Action

GBC Version: 4.01.10.sidebarmenu:202401162045 Fitrix ERP

Please note that if the order has a DIR order type and the product is being purchased from multiple vendors there will be a record inserted into the tracking table for each sales order/purchase order combination.

The information that displays on this screen come from the following sources.

## Sales Contact Info:

**Contract #** - this is a display only field that displays the contract number assigned to the sales order when it was entered.

**SO** – customer sales order number.

**Status**- display only sales order status. Possible values are:

- ACT – active
- PST – posted
- CAN - cancelled

**Customer** – display only field for the customer’s business name.

**Consignee and Notify Information** – this information is entered on the order summary screen when you enter the sales order but it can be modified here.

Order Summary Screen:

There has also been a field to the summary screen where you can enter the deposit amount required from your customer before the order will ship. This amount displays on the Shipment Tracking screen accounting screen discussed below.

Any modifications made here automatically transfer to the sales order summary screen.



**Terms-** customer payment terms on the sales order.

**Destination** – from the sales order summary screen.

**Product** – if the sales order has only one item code, the item code will display here. If there are multiple item codes, the word “multiple” will display here.

**Price** - if the sales order has only one item code, the item code’s price will display here. If there are multiple item codes, the word “multiple” will display here.

**Purchase Contract Information:**

If the sales order has an order type of DIR meaning it is shipping directly from your vendor to your customer, a vendor PO is automatically created when the sales order is stored. The vendor business name, vendor purchase order number, and buyer/trader code will display in this section of the screen.

The weights that display here are the weights entered when the Vendor purchase order was received or prior to the Packing List being printed if this is an out of warehouse shipment . See the discussion on Feature # 1300 in this document and also the Purchasing Addendum.

**Logistics Information:**

All the information in this section is entered using the Shipment Tracking screen program with the following exceptions:

**Trucking BOL #** - this is a display only field and this number is automatically assigned when the sales order is entered. The beginning truck bill of lading number you want to use for your company should be entered in the Update Order Entry Defaults screen program (option (a) on the Order Entry Set Up sub-menu):

**Ocean Bill of Lading**

This bill of lading number prints on the Export Packing List.

**Docs Send to Customer** – this is a display only field and displays the date entered in the Order Entry summary screen.

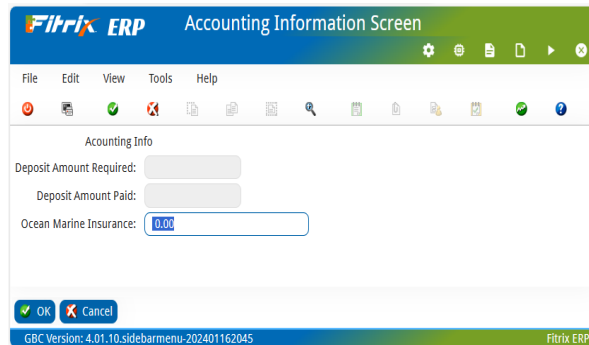
**Container #** - if this is a DIR sales order and therefore has a vendor purchase order associated with it, the container number entered with the purchase order displays here. A field for the container number has been added to the Update Purchase Orders header screen. The number entered must be 3 4 alpha characters followed by 7 numeric.

**Transshipment Information:**

All the information in this section is entered using the Shipment Tracking screen

### Accounting Screen:

There is an icon on the Shipment Tracking screen labeled “Accounting Screen”.



**Deposit Required**- this is a display only field that displays what was entered on the Order Entry summary screen.

**Deposit Amount Paid** – this is a display only field that displays the deposit received from the customer posted through Update AR Cash Receipts.

**Ocean Marine Insurance** - this is a calculation. A field has been added to the Update Purchasing Defaults program (option (a) on the Set Up Purchasing submenu) where you need to enter your ocean marine insurance (rate per \$):

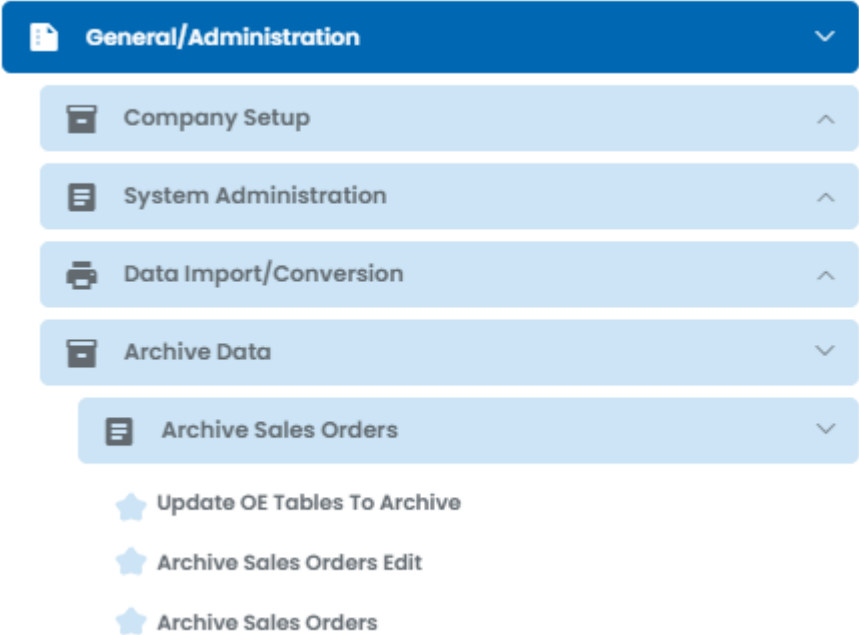
The calculation is:

$(\text{total cost of merchandise on the order}) / 100 \times \text{ocean marine insurance rate.}$

## Archiving Sales Order Data

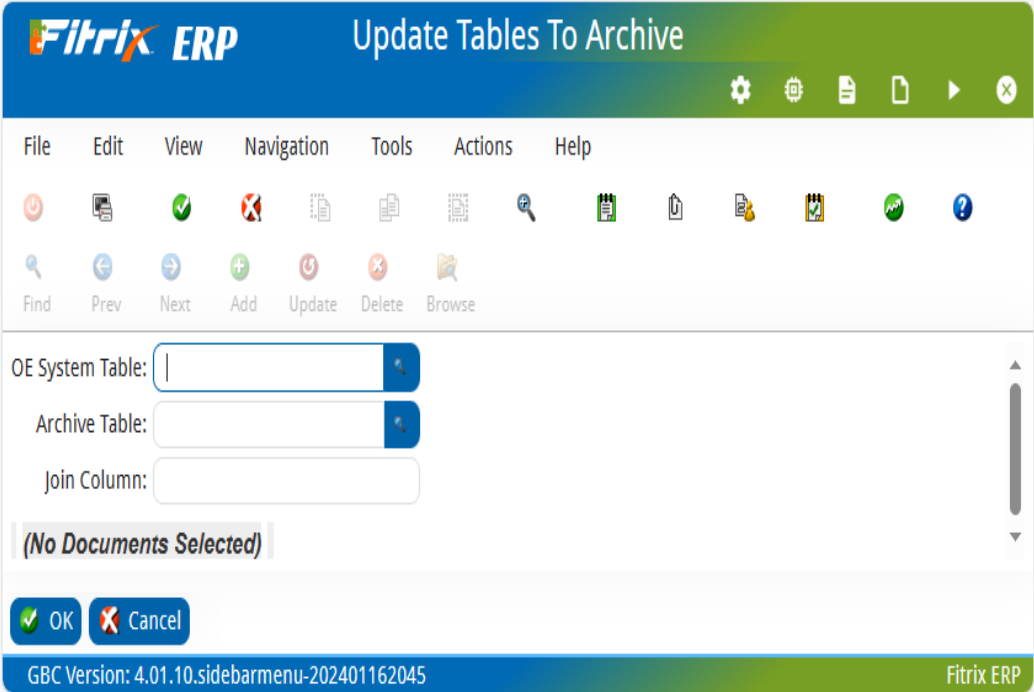
With sales order archiving you can store older orders in archive tables. This strategy can speed up sales order processing for operations with a large number of orders. Archived orders are searchable and available using the Order History option from within the Update Customer Orders program.

You access the sales order archiving programs using the General/Administration menu.



### Update Tables to Archive

The Update Tables to Archive program shows the tables that will be archived when you run option c, Archive Sales Orders. Unless you have added tables to the sales order process, you need not use the Update Tables to Archive program.



**OE System Table:** Contains the name of the table related to the main sales table stoordre to be archived. When you archive the data in the table, the data is deleted from the OE System Table and inserted into the related Archive Table.

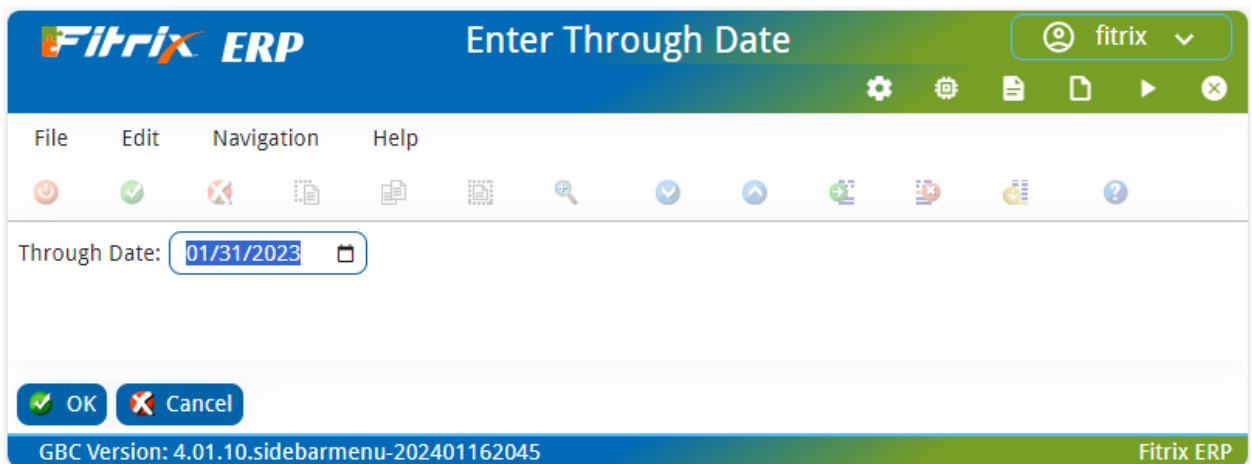
**Archive Table:** Contains the name of the table to which to move the OE System Data. Both the OE System Table and the Archive Tables must have the exact same columns defined.

**Join Column:** Contains the name of the column in the Archive Table to use to join to the man sales order table (stoordre).

Your system administrator should in charge of updating data in this program if needed.

### Archive Sales Order Edit

Use the Archive Sales Order Edit to produce a listing of the sales orders that will be archived when you run the Archive Sales Orders program. When you run the Archive Sales Order Edit program you are required to enter a Through Date. The Through Date is used to select the orders to archive. All posted or cancelled orders with an order date on or before the Through Date are selected for printing on the Sales Order Edit report. Posted orders are orders with a Status field equal to “PST”. Cancelled orders are orders with a status field equal to “CAN”. Reference orders (Status = REF) and active orders (Status = ACT) are never selected for archiving.

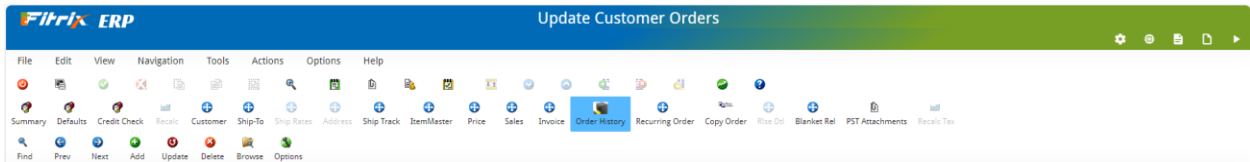


The Through Date is required. After you enter the Through date the Archive Sales Order Edit list is produced:

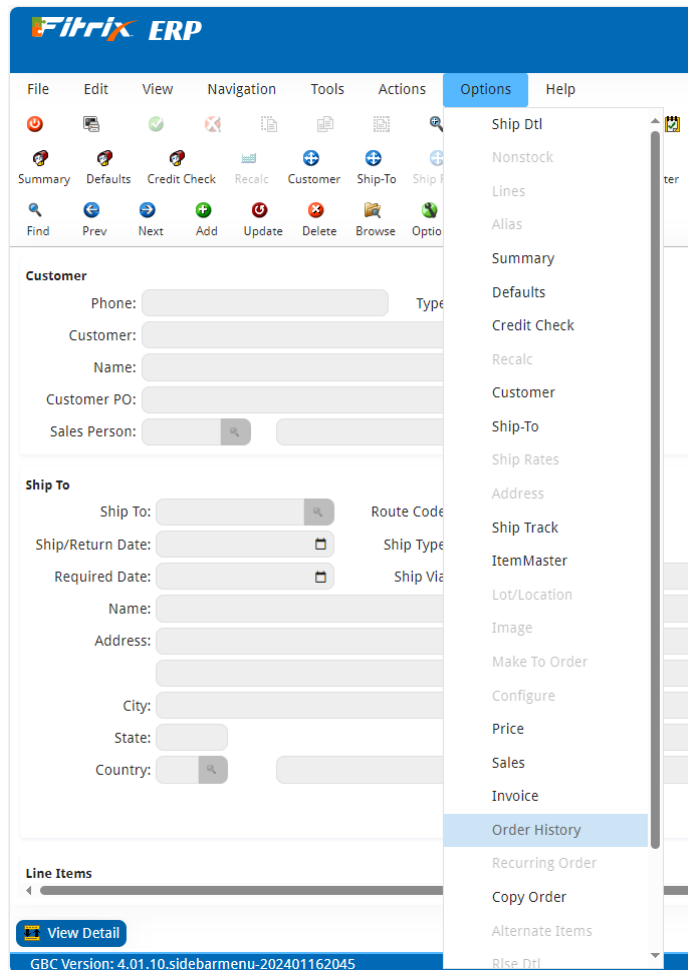


## Accessing Archived Orders

You access archived orders using the Update Customer Orders program on the Sales Order Management, Sales Orders, Order Maintenance menu. When in the Update Customer Orders program, access archived orders by clicking the Order History button shown below.



You can also access the archived orders by choosing Options, Order History from the top menu.



When you choose Order History the Order History window appears. Using the Order History window you can find the archived sales orders just as you would a non-archived order with the Update Customer Orders program.







# Chapter 4

## 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 automatically sent for real time authorization. When orders are invoiced the information is automatically sent in batch mode for settlement.

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### 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 to store credit card information for your customers. Each customer can have multiple credit cards.

Step	Action
1	Select Sales Order Management and then Sales Orders .
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.

**Fitrix ERP** Update Customer Credit Card

File Edit View Navigation Tools Actions Help

Find Prev Next Add Update Delete Browse

Customer Code:

Payment Method:

Card Name:  Primary Card:

Card No.:  Security Code:

Trans Ref No.:

Account No.:

Route No.:

Social Security:

Driver License:  License State:

Exp. Month:  Exp. Year:

First Name:  Last Name:

Address:

City:  State:  Zip:

Country:

Telephone:

Fax:

Email:

(No Documents Selected)

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

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 Financial management and then 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 OE Info icon on the toolbar.
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	From the main menu select General/Administrative and then Company Set Up.
2	Select option 9 - Setup Company.
3	Select option A - Update Company Information.
4	Go into Update Mode.
5	Click on the Credit Card icon on the toolbar.
6	Select the method of Credit Card processing.

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

**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.

**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.

**Server Time Out**

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

**Server URL**

Assigned by Skipjack

**Trans Authorize**

Assigned by Skipjack for authorization

**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.

**Trans Change Request- assigned by Skipjack**

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

**Batch Upload – assigned by Skipjack**

Used to upload batches for settlement

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

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

**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:



### 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.

### Enable batch processing

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

### 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 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.

The screenshot shows the 'View/Update Credit/Debit Card Information' window in the Fitrix ERP system. The window title bar includes the Fitrix ERP logo and the text 'View/Update Credit/Debit Card Information'. Below the title bar is a menu bar with 'File', 'Edit', and 'Help'. The main area contains a form with the following fields and values:

- Card Number: 1234 5678 9012
- Security Code: 123
- Customer Code: 20
- Payment Method: VISA
- Card Name: BILL ROYSE
- Card No.: 9012
- Exp. Month: 01
- Exp. Year: 2028
- First Name: BILL
- Last Name: ROYSE
- Address: ADDRESS1
- City: VISTA
- State: CA
- Zip: 90123
- Country: US
- Telephone: 678 123 4567
- Email: billr@test.com

At the bottom of the form, there are 'OK' and 'Cancel' buttons. The status bar at the very bottom shows 'GBC Version: 4.01.10.sidebarmenu-202401162045' and the Fitrix ERP logo.

## Approved Card

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

The screenshot shows the 'Order Summary Information' window in the Fitrix ERP system. The window title is 'Order Summary Information' and it has a menu bar with 'File', 'Edit', 'View', 'Tools', and 'Help'. Below the menu bar is a toolbar with various icons. The main content area is divided into several sections:

- Payment Method:** A dropdown menu showing 'VISA' and a button for 'COMPANY CREDIT CARD'. There are also input fields for card details.
- Split Payment Terms:** A dropdown menu.
- Credit Card Information:** Fields for 'Credit Card No.' (9012), 'Auth. Code', 'Auth. Date', 'Auth. Amount', 'Decline Code', 'Decline Messg.', and 'Email'.
- Shipping Information:** Fields for 'Residential?' (N), 'Ship Terms' (PREPAID), 'FOB Point' (SHIP POINT), 'Weight' (0.250), and 'UPS Account'.
- Shipment Tracking Data:** Fields for 'Deposit Amount Required', 'Documents Sent', 'Destination', 'Consignee Name', 'Consignee Address', 'Notify Party Name', 'Notify Party Info', and 'Truck BOL No'.
- Order Amounts:** A summary table showing:
 

Sub-Total:	7.85
Discount:	0.00
Freight Amount:	0.00
Freight Tax Code:	NOTAX
Total Tax:	0.00
Restock Fee:	0.00
Special Handling Fee:	0.00
Total Order:	7.85
- Credit Approval:** Fields for 'Credit Approved' (checkbox), 'Approved Date', and 'Approved By'.

At the bottom of the window, there are 'OK' and 'Cancel' buttons. The status bar at the very bottom shows 'GBC Version: 4.01.10.sidebarmenu-202401162045' and 'Fitrix ERP'.

- 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 user has the following options:

### Retry

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

### **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.

### **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.

### **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.

### **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.

### **Cancel Order**

Check this box if you want to cancel the order.

### **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.

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 will be prompted “Reduce Authorized Amount Y/N?”.

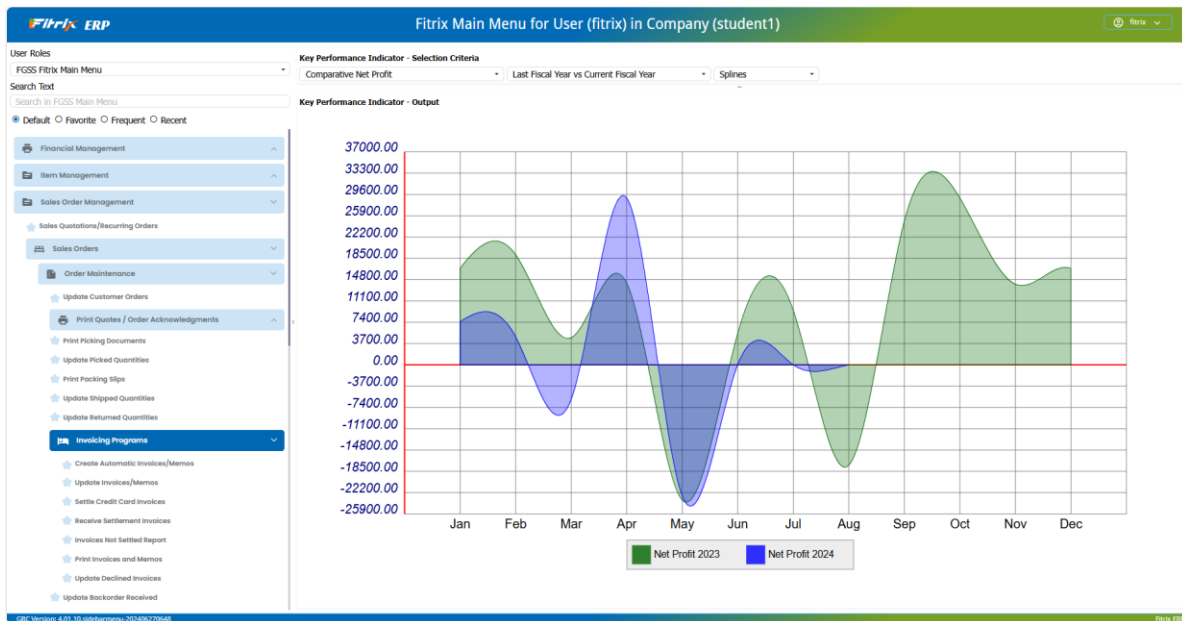
## **Payment Method by Order**

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

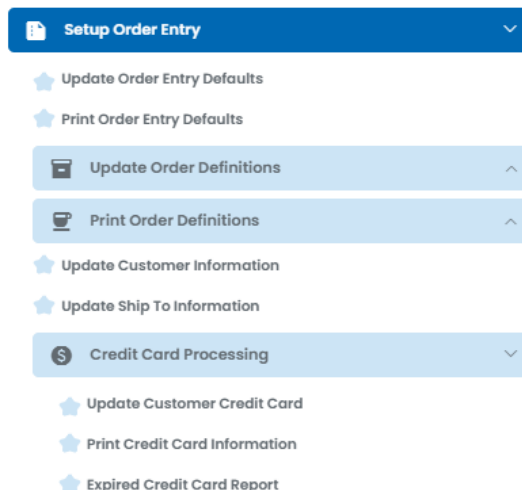
## Posting Process:

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

Screen Pager

File Navigate Help

Date: 03/25/2024 Expired Credit Card Report  
Time: 15:12:51 ABC DISTRIBUTION Page: 1

Customer Code	Card Name	Card Number	Exp. Month	Exp. Year
1	A	1234	12	2023

to this will print.

## Order Pending Authorization

Option (a) on menu below.

- Order Status Reports
  - Print Open Order Summary
  - Print Open Order Detail
  - Print Salesperson Summary
  - Print Salesperson Detail
  - Print Open Order Item Summary
  - Print Open Order Item Detail
  - Print Customer Order Summary
  - Print Customer Order Detail
  - Print Order Entry Journal
- Credit Card Reports
  - Orders Pending Authorization
  - Credit Card Orders Declined

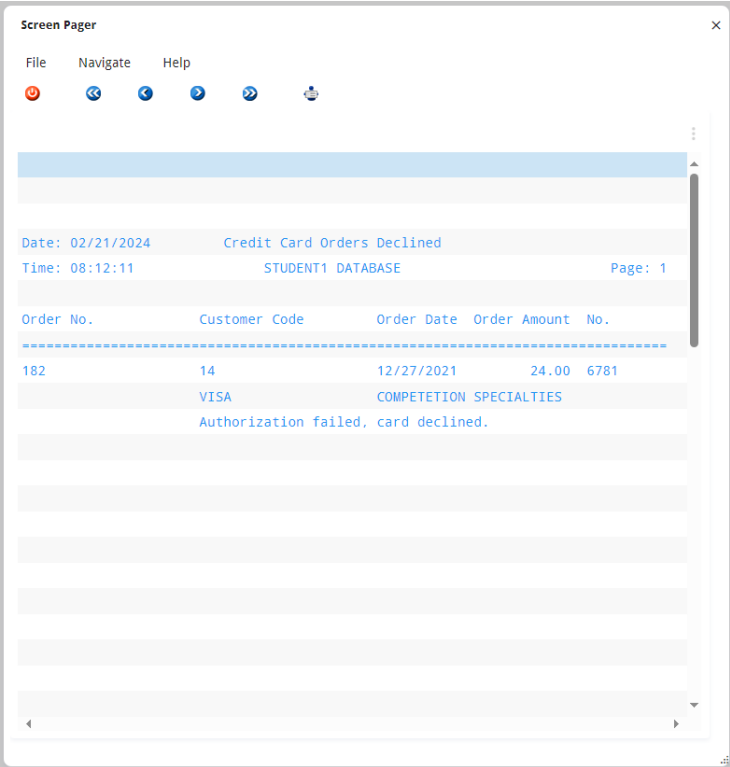


This report lists all open orders that have not yet been authorized through Skipjack.

### 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.





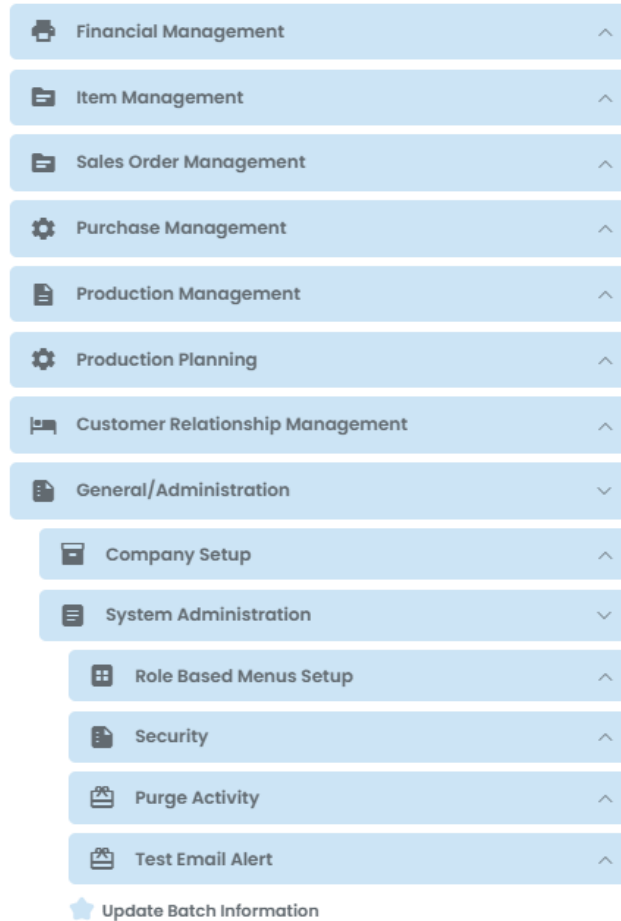


# Chapter 5

## Administration Menu

- Check Database Status
- Check Database Connections
- Update Database Statistics
- Role Based Menus Setup
- Run TUI Barcode Menu
- Security Reports
- Purge Activity
- Test Email Alert
- Update Batch Information

The Administration Menu:



## Check Database Status

### Note

This function should only be used 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 used 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 report:

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

## Role Based Menus Setup

Use these programs to set up custom menu structures for each role/user. See the *Getting Started with Fitrix User Guide* for instructions on how to do this.

## Run TUI Barcode Menu

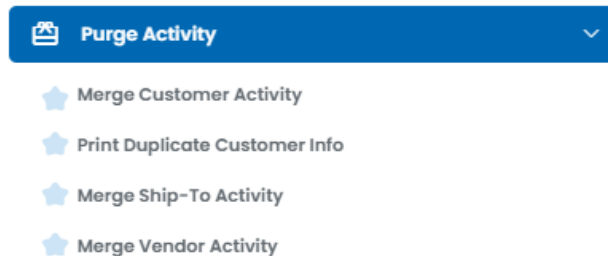
These programs simulate the Text User Interface (TUI) programs run on a barcode scanner. See the *Barcode Application User Guide* for more information on using barcode scanning in Fitrix ERP.

## Security Reports

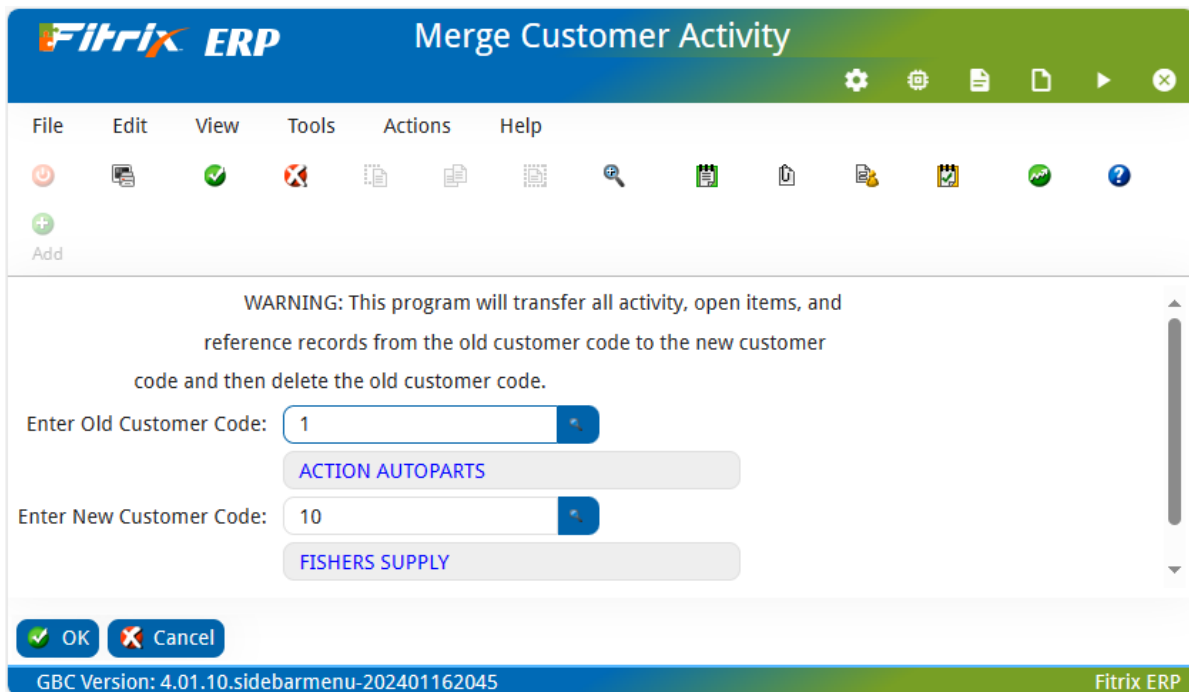
This menu option (option m) allows you to print a report of current security settings (ie- who is allowed to do what with the Fitrix software).

## 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 2 has a ship-to code 01 and new customer 12 also has a ship-to code 01, ship-to 01 can't be merged. What you will need to do in this case is set up a new ship-to code under customer 12 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.

## Test Email Alert

These programs are used to confirm the email alert functionality is working.

Update Test Event is to set up the Event:

The screenshot displays the 'Update E-Mail Templates' form in the Fitrix ERP system. The form is titled 'Update E-Mail Templates' and features a menu bar with options like File, Edit, View, Navigation, Tools, Actions, Options, and Help. Below the menu bar is a toolbar with various icons, including a 'Test Email' button. The form fields are as follows:

- Event Code: TEST\_EALERT
- Description: EMAIL ALERT TEST EVENT
- Active: Y
- Type: EMAIL
- Priority: [Dropdown]
- Message Subject: EMAIL ALERT TEST

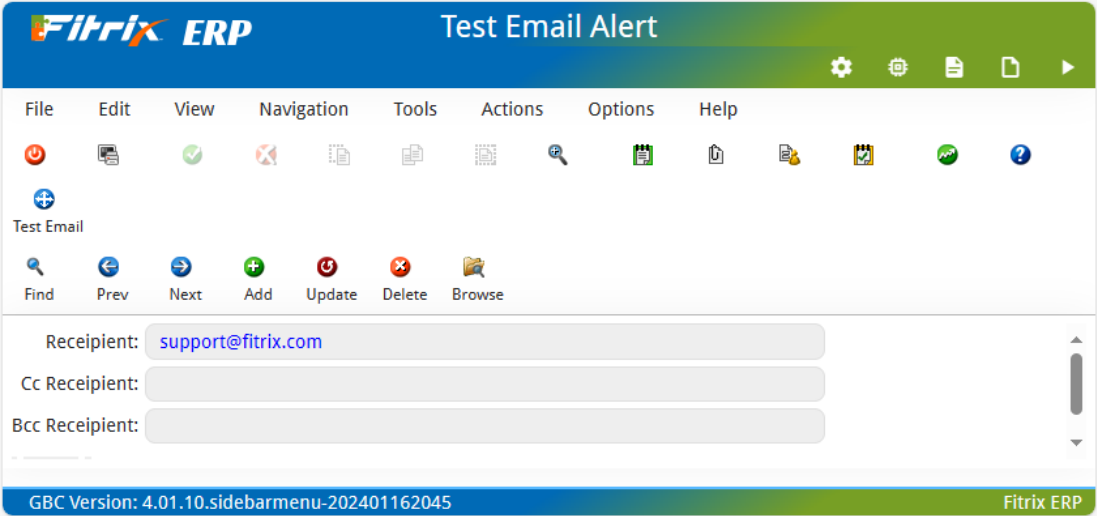
A table with two columns, 'Seq' and 'Text', contains the following data:

Seq	Text
1	This is a test for email alert.
2	student1

At the bottom of the form, there is a 'View Detail' button and a footer indicating the GBC Version: 4.01.10.sidebarmenu-202401162045 and the Fitrix ERP logo.

Test email alert is used to set up the email addresses of the people that should receive the test email. Once set up use the Test Email button on the toolbar to send the test email.





## 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.







# Chapter 6

## 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 stxcentrc
```

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:

Symbol Meaning

= 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 "[1-5]10"
```

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.



# Chapter 7

## Order Entry Reports

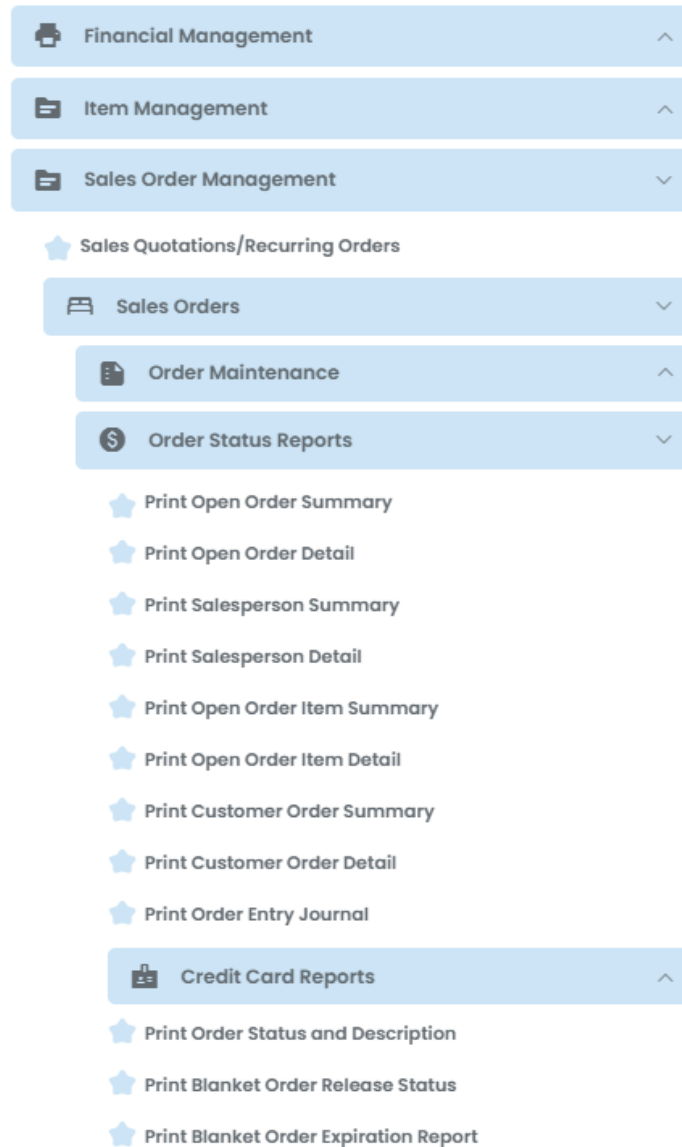
This chapter contains descriptions and examples of the reports that come standard with O/E. The following sets of reports are covered, which you will find on options 2 and 3 of the sales Orders submenu

- 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:



# Print Open Order Summary

This menu option prints a summary report that lists all outstanding orders, orders with items that have not yet shipped.

The screenshot shows a 'Screen Pager' window with a menu bar containing 'File', 'Navigate', and 'Help'. Below the menu bar are several navigation icons. The main content area displays an 'Order Status Summary' report for the date 02/22/2024 and time 04:36:06. The report is for 'STUDENT1 DATABASE' and is on 'Page: 1'. It lists 'Orders of type like: DIR - Direct Ship' with columns for Order, Document, Date, Slpsn, Type To Ship, Stat, High, Low, and Open. Two orders are listed: Order 40 (Document 40, Date 04/26/2022, Slpsn BJ, Type To Ship DIR 04/26/2022, Stat ACT, High NEW, Low NEW, Open 785) and Order 422 (Document 422, Date 02/23/2023, Slpsn BJ, Type To Ship DIR 02/23/2023, Stat ACT, High NEW, Low NEW, Open 3990). Both orders are for 'Customer: 16' and 'WILD WEST MOTOR RANCH'. A summary table shows 'Totals for order types like DIR - Direct Ship' with an 'Open' value of 4775. A final table shows 'Amounts' for 'Ordered', 'Posted', and 'On Invc.' with values for Items, Freight, Discount, Tax, and Total.

Order	Document	Date	Slpsn	Type To Ship	Stat	High	Low	Open
40	40	04/26/2022	BJ	DIR 04/26/2022	ACT	NEW	NEW	785
Customer: 16 - WILD WEST MOTOR RANCH								
422	422	02/23/2023	BJ	DIR 02/23/2023	ACT	NEW	NEW	3990
Customer: 16 - WILD WEST MOTOR RANCH								

Amounts:	Items	Freight	Discount	Tax	Total
Ordered:	4,775.00	0.00	0.00	0.00	4,775.00
Posted:	0.00	0.00	0.00	0.00	0.00
On Invc.:	0.00	0.00	0.00	0.00	0.00

# 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

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Date: 02/22/2024

Order Status Detail

Time: 04:37:36

STUDENT1 DATABASE

Page: 1

Orders of type like: DIR - Direct Ship

Order: 40	04/26/2022	Doc.: 40	Type: DIR	Stage: NEW
To: 16	- WILD WEST MOTOR RANCH			
Payment Method: AR			Status: ACT	
Entry: fitrix	04/26/2022 10:14:39	Modified: fitrix	04/26/2022 10:14:56	

Line	Item Code	Warehouse	ShipTo	Stage	Ordered	Shipped	UM
1	12120	MIAMI	SHIPTO	NEW	100	100	EA

SoldTo: 16	BillTo: 16	Date: 04/26/2022
------------	------------	------------------

Amounts:	Items	Freight	Discount	Tax	Total
Ordered:	785.00	0.00	0.00	0.00	785.00

# 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

Screen Pager

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Date: 02/22/2024                      Salesperson Open Order Summary  
Time: 04:38:51                              STUDENT1 DATABASE                      Page: 1

- UNKNOWN SALESPERSON

Orders of type like: DIR - Direct Ship

Order	Date	Type	Status	Stage	Ordered	On B/O	Shipped
-----							
Customer: UNKNOWN							
474		DIR	ACT	NEW	785.00	0.00	0.00
Total for Customer: UNKNOWN					785.00	0.00	0.00
Total for Orders of type like: DIR - Direct Ship					785.00	0.00	0.00

# 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

**Screen Pager**

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Date: 02/22/2024      Salesperson Open Order Detail      Limited Selection  
 Time: 04:40:08      STUDENT1 DATABASE      Page: 1

- UNKNOWN SALESPERSON

Orders of type like: DIR - Direct Ship

Item Code	Whse	Shipto	Stage	Date	Quantity	Amount
- NOT FOUND						
474			DIR ACT NEW			
12120	MIAMI		NEW	02/21/2024	100 EA	785.00

Billto:

Ordered:	785.00	Shipped:	0.00	Backordered:	0.00
----------	--------	----------	------	--------------	------

Total - NOT FOUND

Ordered:	785.00	Shipped:	0.00	Backordered:	0.00
----------	--------	----------	------	--------------	------

Total Orders of type like: DIR - Direct Ship

Ordered:	785.00	Shipped:	0.00	Backordered:	0.00
----------	--------	----------	------	--------------	------



# 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.

**Screen Pager** [Close]

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Date: 02/22/2024                      Items On Order Summary  
Time: 04:54:45                      STUDENT1 DATABASE                      Page: 1

Orders of type like: DIR - Direct Ship

Whse	Stage	Oldest	Newest	Ordered	Shipped	Backordered	Amount
-----							
12120 - SCM A SERIES MULSTRIKE    Unit: EA							
MIAMI	NEW	04/26/2022	04/26/2022	200	0	0	1,570.00
	Ordered:	1,570.00	Shipped:	0.00	Backordered:	0.00	
SONCDX4040 - SONY (R) CDX-4040 AM/FM/CD    Unit: EA							
SEATTLE	NEW	02/23/2023	02/23/2023	10	0	0	3,990.00
	Ordered:	3,990.00	Shipped:	0.00	Backordered:	0.00	
Total Orders of type like: DIR - Direct Ship							
	Ordered:	5,560.00	Shipped:	0.00	Backordered:	0.00	



# 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..

Screen Pager

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Date: 02/22/2024                      Customer Open Order Summary  
Time: 04:58:12                              STUDENT1 DATABASE                      Page: 1

Orders of type like: DIR - Direct Ship

Order	Date	Type	Status	Stage	Ordered	On B/O	Shipped
-----							
Customer: - UNKNOWN							
474		DIR	ACT	NEW	785.00	0.00	0.00
Total for Customer: - UNKNOWN					785.00	0.00	0.00
Customer: 16 - WILD WEST MOTOR RANCH							
40	04/26/2022	DIR	ACT	NEW	785.00	0.00	0.00
422	02/23/2023	DIR	ACT	NEW	3,990.00	0.00	0.00
Total for Customer: 16 - WILD WEST MOTOR RANCH					4,775.00	0.00	0.00
Total for Orders of type like: DIR - Direct Ship							

# 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.

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Date: 02/22/2024 Customer Open Order Detail

Time: 05:27:31 STUDENT1 DATABASE Page: 1

Orders of type like: DIR - Direct Ship

Item Code	Whse	Shipto Billto	Stage	Date	Quantity	Amount
-----						
- NOT FOUND						
474			DIR	ACT	NEW	
12120	MIAMI		NEW	02/21/2024	100	785.00
Ordered:		785.00	Shipped:	0.00	Backordered:	0.00
SoldTo:						
Ordered:		785.00	Shipped:	0.00	Backordered:	0.00
16 - WILD WEST MOTOR RANCH						
40		04/26/2022	DIR	ACT	NEW	
12120	MIAMI	SHIPTO 16	NEW	04/26/2022	100	785.00
Ordered:		785.00	Shipped:	0.00	Backordered:	0.00

# Print Order Status and Description

This menu option prints order information (open, invoiced, or closed) for the date range and sales person you select. It also prints the associated work order information if there is one tied to the sales order (MTO and MTN items).

The screenshot shows a 'Screen Pager' window with a menu bar (File, Navigate, Help) and navigation icons. The main content is an 'Order Description and Status Report' for the date 02/22/2024 at 05:31:22. The report is on page 1 of 1, generated by user 'o\_ordesc'. The report contains a table with columns for Order, Date, Delivered, Productn, Invoiced, Customer, Prod, Ord, Stage, Type, Sls, Psn, Matl, Labr, Cmpl, and Invc. Three orders are listed: Order 10, Order 12, and Order 12-0654-01. Each order is associated with 'OLYMPIC AUTO WAREHOUSE INC' and includes a note about significant modifications.

Order	Date	Delivered	Productn	Invoiced	Customer	Prod	Ord	Stage	Type	Sls	Psn	Matl	Labr	Cmpl	Invc
10	04/26/22	04/26/22		15	OLYMPIC AUTO WAREHOUSE INC	16		NEW	REG	BJ	No	No	No	No	
			RB-B9	1.000 EA	B9 ROBOT										
12	04/26/22	04/26/22		15	OLYMPIC AUTO WAREHOUSE INC	17		NEW	REG	BJ	No	No	No	No	
			RB-B9	1.000 EA	B9 ROBOT										
12-0654-01	04/26/22	04/26/22		15	OLYMPIC AUTO WAREHOUSE INC	9		NEW	REG	BJ	No	No	No	No	
					THIS ORDER IS FOR A SAMPLE PRODUCT DERIVED FROM OUR BASE PRODUCT LINE, WITH SIGNIFICANT MODIFICATIONS										

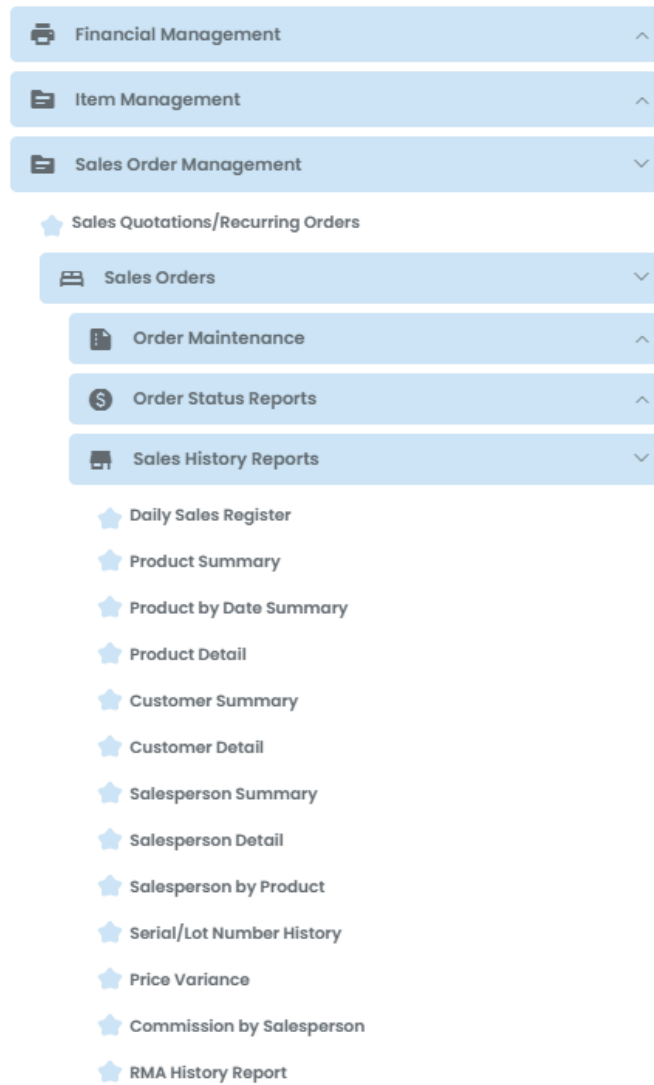
# Print Order Entry Journal

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.

Document	Date	Account	Reference		
1	06/20/2021				
		110000000-000	ACCOUNTS RECEIVABLE	78.64	DB
		120000000-000	INVENTORY	2.99	CR
		400000000-000	PARTS SALES	36.00	CR
		400000000-300	PARTS SALES	7.64	CR
		422000000-000	FREIGHT CHARGE INCOME	35.00	CR
		500000000-300	PARTS COGS	2.99	DB
2	06/20/2021				
		101000000-000	SECONDARY BANK ACCOUNT	5740.50	DB
		120000000-000	INVENTORY	2916.00	CR
		120000000-000	INVENTORY	324.00	CR
		401000000-300	STEREO SALES	5391.00	CR
		401000000-300	STEREO SALES	599.00	CR

# The Sales History Reports Menu

This menu provides options for printing a number of sales history reports.



# 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.

Screen Pager
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Date: 02/21/2024
STUDENT1 DATABASE

Time: 11:43:14
Daily Sales Register
Page: 1

Between 09/30/2010 and 02/21/2024

Invoice	Sales Amount	Tax	Freight	Cost	Margin%
-----					
Customer: 17					
* 6	251.81	0.00	34.00	110.3200	56.19
06/20/2020 Total:	Sales Amount	Tax	Freight	Cost	Margin%
-----					
	251.81	0.00	34.00	110.3200	56.19
AR	Total: Sales Amount	Tax	Freight	Cost	Margin%
-----					
	251.81	0.00	34.00	110.3200	56.19



# 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.

Screen Pager

File    Navigate    Help

Date: 02/21/2024                      Product Sales Summary  
Time: 11:47:52                              STUDENT1 DATABASE                      Page: 1  
Between 10/05/2012 and 02/21/2024

Item Class	Sales Amount	Gross Margin	Margin%
	337,234.47	154,726.43	45.88
AUDIO    AUDIO EQUIPMENT	320,012.92	120,833.72	37.76
BOX      BOX BUILD ASSEMBLY	0.00	0.00	0.00
COMP    COMPUTER EQUIPMENT	1,038.99	731.04	70.36
PARTS    AUTO PARTS	1,483.45	1,183.78	79.80
TELCOM  TELECOMMUNICATIONS EQUIP	5,000.00	2,740.00	54.80
	Sales Amount	Gross Margin	Margin%
Company Totals for Report Period:	664,769.83	280,214.97	42.15

# 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.

**Screen Pager**

File    Navigate    Help

Date: 02/21/2024      Product Sales History  
 Time: 11:50:04      STUDENT1 DATABASE      Page: 1  
 Between 09/25/2012 and 02/21/2024

	Sales Amount	Item Cost	Gross Margin	Margin%
06/20/2021	36.00	15.8400	20.16	56.00
<b>AUDIO AUDIO EQUIPMENT</b>				
06/20/2021	6,990.00	3,784.0000	3,206.00	45.87
12/08/2021	119,800.00	64,800.0000	55,000.00	45.91
12/12/2021	62,207.92	37,626.0000	24,581.92	39.52
12/21/2021	2,425.00	1,581.0000	844.00	34.80
12/23/2021	425.00	490.0000	-65.00	-15.29
12/26/2021	1,275.00	834.0000	441.00	34.59
02/02/2022	125,790.00	89,149.2000	36,640.80	29.13
02/10/2022	375.00	195.0000	180.00	48.00
02/16/2022	300.00	425.0000	-125.00	-41.67
02/18/2023	425.00	295.0000	130.00	30.59



# 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.

Screen Pager

File    Navigate    Help

Date: 02/21/2024                      Customer Sales Summary  
 Time: 11:54:06                              STUDENT1 DATABASE                      Page: 1  
 Between 10/30/2013 and 02/21/2024

	Sales Amount	Gross Margin	Margin%
1 - ACTION AUTOPARTS			
Totals	150,920.22	68,108.42	45.13
10 - FISHERS SUPPLY			
Totals	24,935.26	12,244.27	49.10
13 - GARDNER GENERAL PARTS CO.			
Totals	1,107.88	528.00	47.66
14 - COMPETITION SPECIALTIES			
Totals	7.85	2.70	34.39
16 - WILD WEST MOTOR RANCH			
Totals	351,091.79	155,526.01	44.30
17 - MECCA NEW AND USED AUTO PARTS			
Totals	252.88	141.94	56.13
2 - PERFORMANCE AUTO PARTS			

# 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.

**Screen Pager**

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Date: 02/22/2024      Customer Sales Detail  
Time: 04:07:37      STUDENT1 DATABASE      Page: 1  
Between 09/30/2013 and 02/22/2024

Invoice	Item	Sales Amount	Gross Margin	Margin%
-----				
1	- ACTION AUTOPARTS			
-----				
2	ALP3566	5,391.00	2,475.00	45.91
2	ALP3566	599.00	275.00	45.91
-----				
06/20/2021 Total:		5,990.00	2,750.00	45.91
-----				
38	12195	5,328.00	1,752.00	32.88
38	12120	269.60	89.60	33.23
38	12120	3,925.00	1,300.00	33.12
-----				
10/03/2021 Total:		9,522.60	3,141.60	32.99
-----				

# 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.

Screen Pager

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Date: 02/22/2024      Salesperson Sales Summary  
Time: 04:16:56      STUDENT1 DATABASE      Page: 1  
Between 10/05/2012 and 02/22/2024

Sales Amount	Gross Margin	Margin%	Sales Person
379,617.51	168,964.75	44.51	BJ - BILL JOHNSON
147,671.67	67,141.32	45.47	JC - JIM CARSON
68,550.65	18,142.40	26.47	TM - TOM MACK
68,930.00	25,966.50	37.67	WM - WILLIAM MILLER
664,769.83	280,214.97	42.15	Company Totals for Report Period







# 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.

**Fitrix ERP** Serial/Lot Number History

File Edit View Navigation Tools Actions Help

Customer Code: 10 FISHERS SUPPLY

Order No: 131

Invoice No: 3

Invoice Date: 06/20/2021

Item Code: GM366250

Line	Lot No	Serial No	Quantity
2		14011006	1.000

2 of 48

Action

View Detail

GBC Version: 4.01.10.sidebarmenu-202401162045 Fitrix ERP

# 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.

The screenshot shows a software window titled "Screen Pager" with a menu bar containing "File", "Navigate", and "Help". Below the menu bar are several navigation icons. The main content area displays a report titled "Price Variance" for the "STUDENT1 DATABASE". The report includes the date "02/21/2024", time "10:51:25", and page number "Page: 1". It specifies the date range "Between 02/23/2012 and 02/21/2024". The data is presented in a table with the following columns: Customer, Name, User ID, Item Code, Price Charged, Price Allowed, and Variance. The table contains five rows of data, each representing a different customer and item.

Customer	Name	User ID	Item Code	Price Charged	Price Allowed	Variance
1	ACTION AUTOPARTS	bettyb	21065	2.0000	2.5070	-.51
1	ACTION AUTOPARTS	bettyb	ALP3566	300.0000	488.7500	-188.75
1	ACTION AUTOPARTS	bettyb	ALP3566	300.0000	488.7500	-188.75
1	ACTION AUTOPARTS	bettyb	ALP3566	300.0000	488.7500	-188.75
10	FISHERS SUPPLY	fitrix	CELLNETMODEM	.0000	1,299.5000	-1,299.50
16	WILD WEST MOTOR RANCH	bettyb	C-KEY	29.9900	31.2500	-1.26

# Commission by Salesperson Report

This report lists commission due your salespeople either on open orders or paid invoices, whichever way you pay out commissions. The selection criteria you can choose from is:

- A selects both open and paid invoices based on invoice date
- P selects only paid invoices based on paid date
- O selects all unpaid invoices based on invoice date

Screen Pager

File Navigate Help

Date: 02/21/2024 Commission Report  
Time: 10:47:30 STUDENT1 DATABASE Page: 1  
Between 02/01/2012 and 02/21/2024

Invoice	Date	Item Code	Sales	Comm.	% Comm.	Amount	Date Paid	Past Due	Days	Revised	Comm %	Revised Amt
Customer: 1 - ACTION AUTOPARTS												
	10/03/2021	12120	269.60	STD	8.00	21.57	10/03/2021					
	10/03/2021	12120	3,925.00	STD	8.00	314.00	10/03/2021					
	10/03/2021	12195	5,328.00		0.00	0.00	10/03/2021					
Customer: 16 - WILD WEST MOTOR RANCH												
1	06/20/2021	BOS06064	7.64	STD	8.00	0.61	04/26/2022					
1	06/20/2021	ENVELOPE-#1	36.00		0.00	0.00	04/26/2022					

# RMA History Report

This report will list by reason code the number of RMAs you have issued each month, the total percentage they represent versus total AR for the month, and the percent increase/decrease from the number of RMAs issued in the previous 12 months.

Screen Pager

Date: 02/21/2024 RMA History Report Page: 1  
 Time: 10:31:29  
 Base Year: 2012

Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	%Change
DAMAGE	DAMAGED IN SHIPMENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DEFECT	DEFECTIVE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WRONG	WRONG ITEM ORDERED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(NONE)	MISSING REASON CODE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Year 2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
% AR		.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	

# Lost Sales Report

The Lost Sales report is option (n) on the Sales History Reports submenu.

Item Code	Description	Customer	Date	Quantity
Date: 12/21/2015 Time: 09:28:43				
Lost Sales ABC MANUFACTURING Between 12/15/2015 and 12/21/2015				
Page: 1				
Reason: BKO BACKORDERED TOO LONG				
12104-BLO	SCM A SERIES MULSTRIKE	12	12/21/2015	10.000
				Total Reason BKO: 10.000
Reason: PRICE BETTER PRICING FOUND				
12104	SCM A SERIES MULSTRIKE	12	12/15/2015	10.000
12104	SCM A SERIES MULSTRIKE	12	12/15/2015	30.000
12104	SCM A SERIES MULSTRIKE	12	12/21/2015	2.000
12112	SCM A SERIES CVR-UP TAPE	12	12/21/2015	3.000
17616	CORONAMATIC COVER-UP	2	12/21/2015	1.000
				Total Reason PRICE: 46.000
Reason: SHPPNG EXPENSIVE SHIPPING				
12104	SCM A SERIES MULSTRIKE	12	12/15/2015	20.000
12104-BLO	SCM A SERIES MULSTRIKE	12	12/21/2015	8.000
				Total Reason SHPPNG: 28.000
				Grand Total: 84.000



# Appendix 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.

Note: Those forms that have 530 in their number are for Fitrix version 530 and higher.

Screen Number	Screen	Type
4GEN1	Invoice	Continuous
4GEN1-530	Invoice	Continuous
4GEN6	Invoice	Laser
4GEN6-530	Invoice	Laser
4GEN2	Statement	Continuous
4GEN7	Statement	Laser
4GEN3	Pick Ticket	Continuous
4GEN3-530	Pick Ticket	Continuous
4GEN8	Pick Ticket	Laser

4GEN8-530	Pick Ticket	Laser
4GEN5	Payroll Check	Continuous
4GEN10	Payroll Check	Laser
4GEN14	AP Check	Continuous
4GEN19	AP Check	Laser
4GEN11	Purchase Order	Continuous
4GEN12	Purchase Order	Laser
4GEN14	Order Acknowledgement	Continuous
4GEN20	Packing List	Continuous
4GEN21	Packing List	Laser
DW2	Double Window	Envelopes
DW73	Double Window	Envelopes



# Appendix 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:  $\text{assets} = \text{liabilities} + \text{capital}$ . 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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