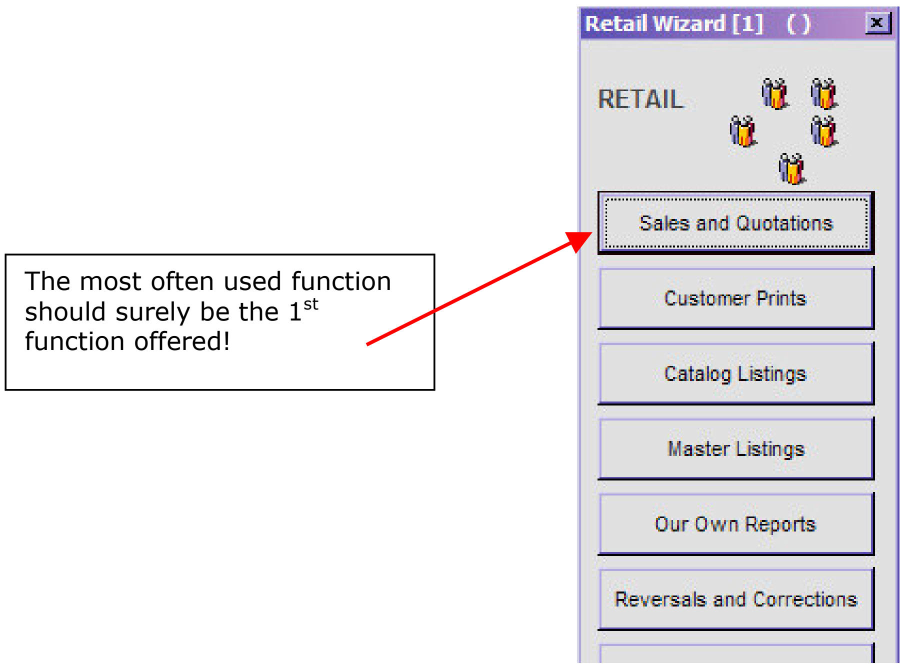
RETAIL: QUOTES, SALES, ORDERS

Introduction

If Retail is the primary focus of your Business, then this Document presents the most often used functions that make your Business tick over, i.e. Deals. If the Retail Module is only a secondary function for your Business, then this Document certainly introduces some of the power and flexibility of INFOLAB Retail.

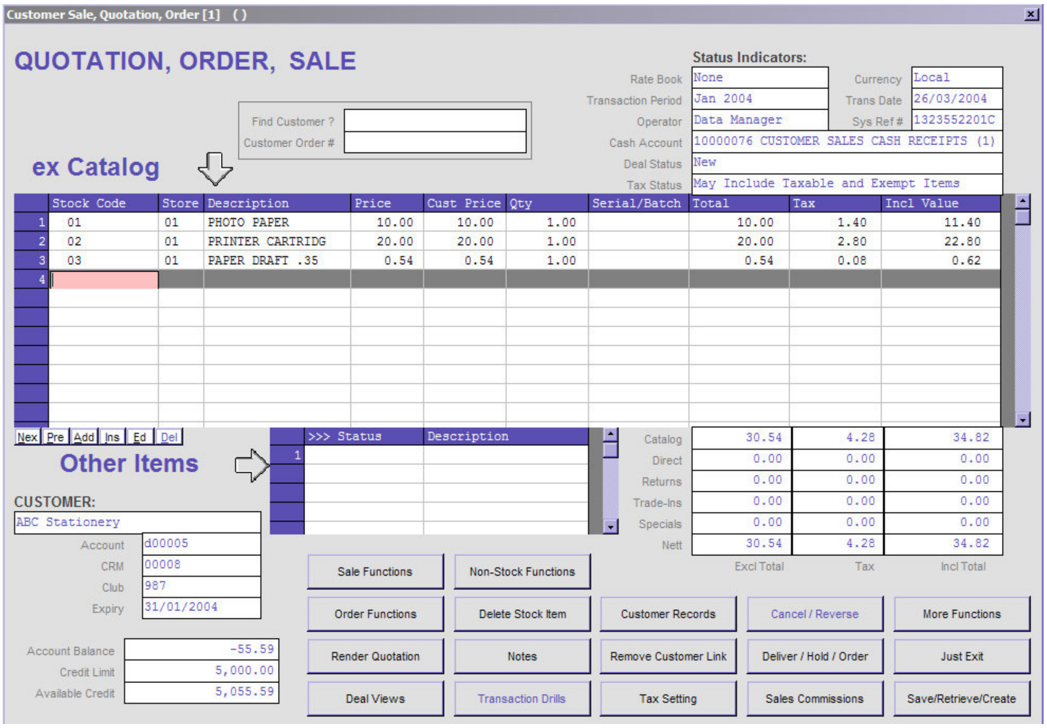
The Deal Screen



An INFOLAB Retail Screen may be used for Sales, Orders and Quotations, all in one. This particular feature enables transparent productivity in the entering of Deals (Sales, Customer Orders and Quotations) since it is possible to enter the details for any of the 3 types, and by choosing the appropriate function, it becomes a Sale, Order or Quotation specifically. Moreover, when a Quotation is retrieved, it can be turned into a Sale as is, without any further work having to be done on it. An Order is likewise retrieved and turned into an Invoice. Further, a prior deal may be retrieved to form the basis of a new Deal, i.e. without re-capturing the detail.

Any Deal in progress may be suspended at any point in time, to be retrieved later from the same or another Access Point (PC / Terminal), to complete it, i.e. if there is a need to continue with another Deal before finishing the current. There is no need to leave the Retail Screen for any other Functions, since any system Functions may be accessed without leaving the Screen, and direct links are provided to Customer Records, CRM and various other functions that are appropriate, useful or necessary during Retail activity.

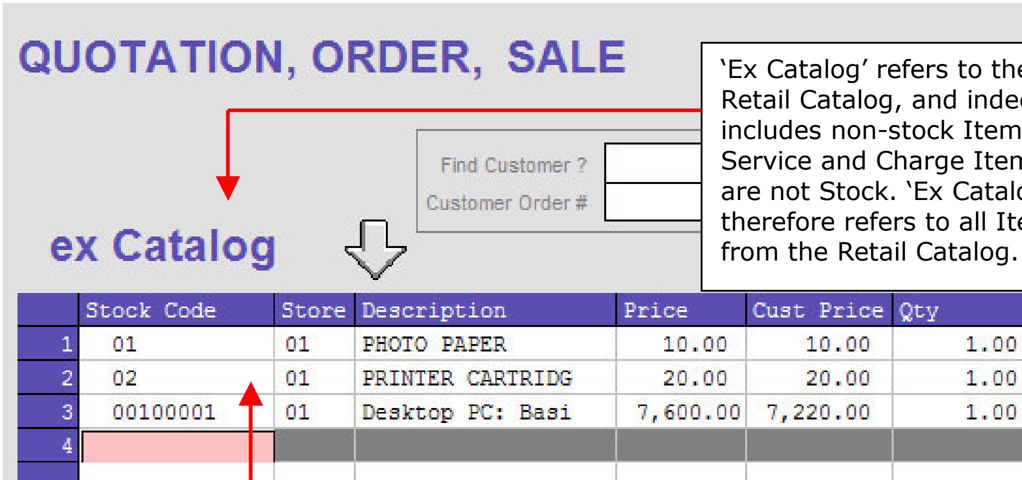
The example shown below is a standard Retail Screen. However, INFOLAB Retail Screens can be offered in a variety of formats, multiples of which may be in use at any Installation. Why so? Simply because Businesses are different one from the other, with varying needs and business practices. INFOLAB aspires to be the most flexible solution you can find.



Have a look at the Screen above. In this example, we see a primary focus on the Catalog Items, which is a primary example of Retail, e.g. Fast Moving Items moving past a Till, and being recorded with Bar Code Scanners. This Retail Screen can still perform all other functionality, but they are considered secondary actions, e.g. Direct Items, Trade-Ins, Returns and Repairs. The bulk of the Screen therefore focuses on the primary activity, which is enacted most often.

If you have a different need, or sometimes a different need, you can use other versions of the Screen with different layouts as other, or as your primary option, i.e. where the focus is on a different primary action, e.g. Direct Items. Consider an example of a Manufacturing Shop, where you may do a large proportion of Customer Orders for Bill of Material (BOM) Items, i.e. made-to-order. In this case, there is a lot of Screen activity in recording Notes and Instructions, and the needs are quite different to that of a Supermarket, Pharmacy or specialist Retail Outlet.

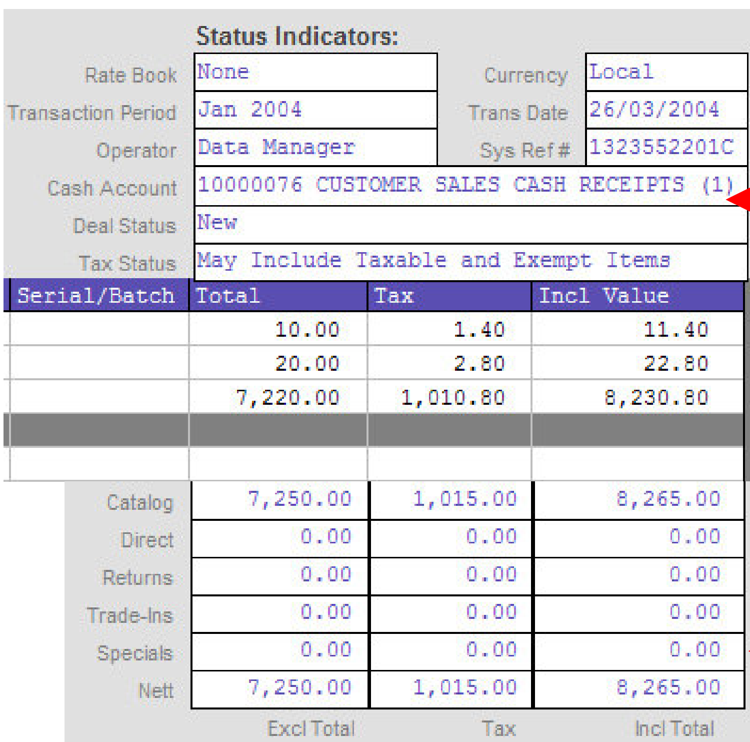
In the picture shown below (a portion of the Screen shown higher up), the system awaits the next Catalog Item Code. This can either be captured or be translated automatically from a Bar Code Reader / Scanner. In each case, the system will complete the entire line, and pause again on the next line, waiting for the next Item. Clearly, in such a scenario, it does not pause at Quantity, but uses 1 (this can be edited). The system can also be set to pause at the Quantity Field, if that is the need. The next Field after Quantity, i.e. Serial, is a Field where the system will pause / halt if the Stock Code indicates the need for a Serial Number. However, the system will not force input at this stage, and a simple RETURN or TAB will cause it to move along again. After all, if it is a Quotation or Order, the Serial number is not available yet. Once a Sale is being finalized, the system will validate all aspects of it once again, and if any required Serial or Batch Numbers or Matrix Detail is missing, the system will prompt for it.



'Ex Catalog' refers to the Retail Catalog, and indeed includes non-stock Items, i.e. Service and Charge Items that are not Stock. 'Ex Catalog' therefore refers to all Items from the Retail Catalog.

INFOLAB allows Stock Codes of variable length, unless you choose otherwise …

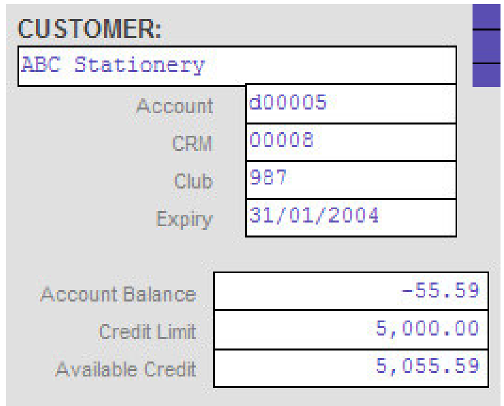
The Price column represents the standard System Price, whereas the Cust Price indicates the Price for this Transaction, and is a visual indicator of deviation.



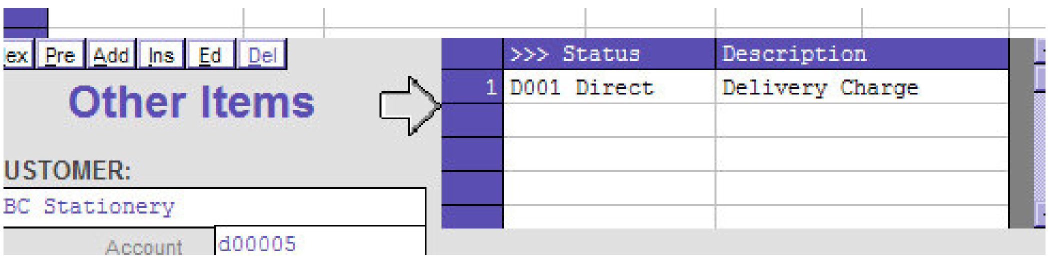
The Status Indicators tell us whether the Deal is connected to a Rate Book, which Currency is being used, the Transaction Date and Financial Period, the Tax Status of the Deal, and so on.

Below the main Sales Grid, we find a Financial Summary of the Deal in progress.

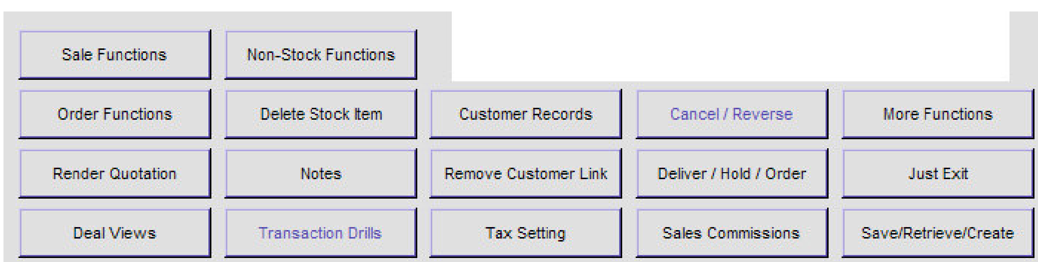
In the portion of the Retail Screen shown below, we note some Customer indicators on the left of the main Screen, e.g. Club Member, CRM Number, Financial Account, Credit Limit, etc.



There is also the area that provides a summary of Non-Catalog Items on the current Deal, accessed by secondary pop up Screens.

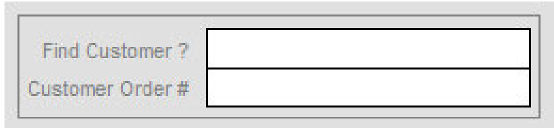


We note the presence of various Function Buttons that allow various actions, i.e. changing the Tax Setting, processing a Sale, Order or Quotation, etc. The Function Buttons can be customized to suit local requirements, if necessary.



The entire Retail Screen is designed for easy and fast Processing, and where it may fall short in terms of actual and specific Customer Requirements in any particular case; it can be adapted to suit.

We have not yet mentioned the 1st and foremost field entry on the Deal Screen (see below). In all cases except anonymous Retail (as in Supermarket type Retail, where usually no record of Customer details are kept), it is recommended that the Customer CRM Record be retrieved as a 1st step, since this will automatically connect the Deal to financial indicators for this Customer, potential discounts or preferential prices, etc. Also, if the Customer has multiple Accounts with us, possibly in different Currencies, the correct links may be established immediately.

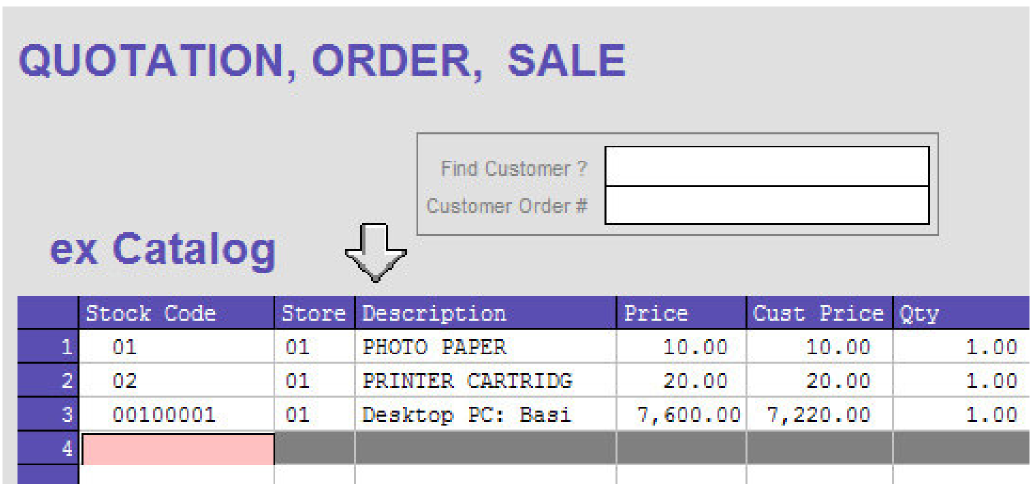


'Find Customer' is a powerful Field with a range of mechanisms to locate the Customer Record, in different ways, and in the quickest possible way. This is explained in the User Manual: Locating the Customer Record.

The 'Customer Order' Field is provided for the benefit of those Customers who wish for or require their own internal Order Number to be reflected on the Invoice and other Documents that may flow from this Transaction.

And all of the above is a quick introduction to the Deal Screen. Now it is time to consider more detail on some aspects of using the Deal Screen.

Catalog Item Section

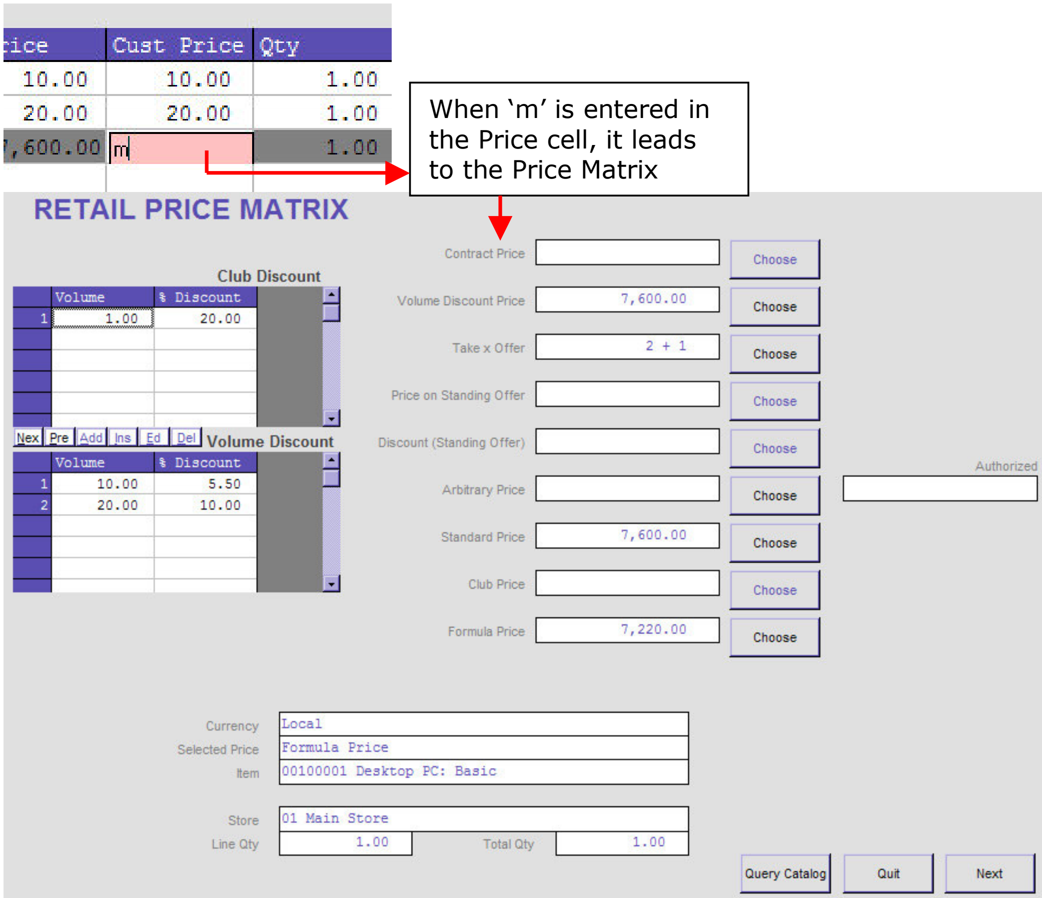


	Stock Code	Store	Description	Price	Cust Price	Qty
1	01	01	PHOTO PAPER	10.00	10.00	1.00
2	02	01	PRINTER CARTRIDG	20.00	20.00	1.00
3	00100001	01	Desktop PC: Basi	7,600.00	7,220.00	1.00
4						

Catalog Items can include both Items from Stock and Other Items. For example, Services or other charges may also be defined in the Retail Catalog. Therefore, something like a Delivery Charge, if often used, can be a Catalog Item. Such a non-Stock Item has no intrinsic Value (i.e. in Stock holding), but it has Value the moment it is applied on a Deal. Therefore, all Items that are regularly 'sold' should be in the Catalog, since the Catalog provides all the Pricing and Control mechanisms required for efficient, effective and profitable Retail execution.

As already explained, the mere 'feeding' of a Catalog Code results in the entire capture action for the Line Item. If necessary, the Quantity may be changed on a Line, and a Serial, Batch or Matrix identification may be specified for those Items that demand it. Tax, when applicable, is automatically calculated and indicated.

The only other item that an Operator may from time to time 'drill into', is the Customer Price for a Line Item. The system automatically calculates the correct Price for the current Customer, whether that be based on Club Discount, Volume Discount, Contract Pricing or any of the other provided Price Instruments. It really depends on the type of Business you run whether an Operator will often, seldom or even never use the Price Matrix function. The Price Matrix function is entered by double-clicking a Customer Price cell, entering 'm' and pressing ENTER.



Now have another look at the last picture on the previous page. This Item is indicated at a Standard Price of 7,600-00, but the Customer Price is indicated as 7,220-00, and in the Price Matrix we can see why. There is a Formula Price, for which this Customer qualifies, and the system has selected this as the price for the Customer, automatically so. This does not necessarily mean that the Customer always gets the 'best' price available. Instead, it means that the system automatically calculates and selects the correct price for a Customer, based on the Price and Management Parameters for your system. (Please see the User Manual: Retail Price Instruments, for more detail on this subject.)

In the example shown above, there are some other Prices indicated for this Item, e.g. Volume Discount (if the Customer takes more than 10), a Take X offer, e.g. if the Customer takes 2 they will get 1 Free, and so on. There is also a potential Club Discount of 20%, which would have been indicated if this Customer had valid Club Membership. In fact, if you look carefully at other parts of the Screen shown higher up, the Customer is indeed a Club Member, but the membership has already expired, has not been renewed yet, and therefore the Club Price is not offered as an option.

There are many, many potential variations on this theme. The basic point is that by entering the Price Matrix, the Operator can choose a different price that is also offered, by selecting the appropriate 'CHOOSE' button.

There is no limitation on the number of line items that may be present on a Deal, and the system will scroll the grid up and down, as required.

Also, there is no specific need to increase the Quantity for a Line Item, because even if you simply 'scan in' more of the same, i.e. each with a quantity of 1, the system will automatically and dynamically re-adjust the price on all line Items for the same Catalog Code once a total quantity that qualifies for discount has been reached.

The only other aspect that we need to look at is the Serial / Batch / Matrix cell.

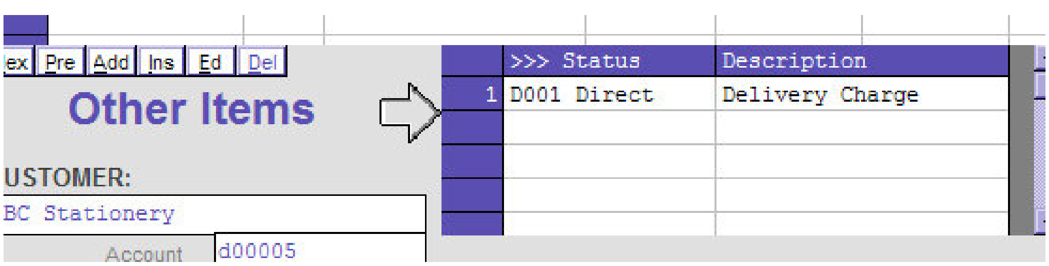
Stock Code	Store	Description	Price	Cust Price	Qty	Serial/Batch
01	01	PHOTO PAPER	10.00	10.00	1.00	
02	01	PRINTER CARTRIDG	20.00	20.00	1.00	
00100001	01	Desktop PC: Basi	7,600.00	7,220.00	1.00	

In this example, the system will require a Serial Number to be fed, but only when the Item is delivered. Therefore, if it is a Quote or Order, there is no need to indicate it for the time being. On the other hand, if we are doing a Sale, and the Item is being taken right now, the system will insist on the Serial Number.

A majority of Catalog Items may not require this Field, but some Items may be Serial, Batch or Matrix managed. (See Catalog Definition in the User Manual: Master Files). Probably everybody knows what a serial number is – usually a unique code of which there is only 1 for this Item type. A Batch Number refers not to a Transaction Batch, but rather a Product Batch. In other words, when a Pharmaceutical Company ships drugs, there is always a Batch Number attached. If you sell any products that are Batch Tracked, there may be a need to re-call the items if something is found to have gone wrong with a Batch, and therefore it is necessary for the system, in such cases, to keep track of where Items from each Batch have gone. Matrix tracking has nothing to do with the Price Matrix that we discussed a moment ago. Instead, Matrix tracking is a choice that is exercised when it is important for you to know which 'combinations of attributes' of an Item have been sold, and how many of which combinations remain in stock. For example, let us say you have a Catalog Code for 'Summer Dress'. This same code is used to manage different sizes and colors of 'Summer Dress'. When a 'Summer Dress' is sold, the Matrix will demand that the Operator indicate which color and which size was sold, and there you go, the system does the rest.

Non-Catalog Item Section

The non-Catalog section deals with Direct Items, Goods Returns and Trade-Ins.



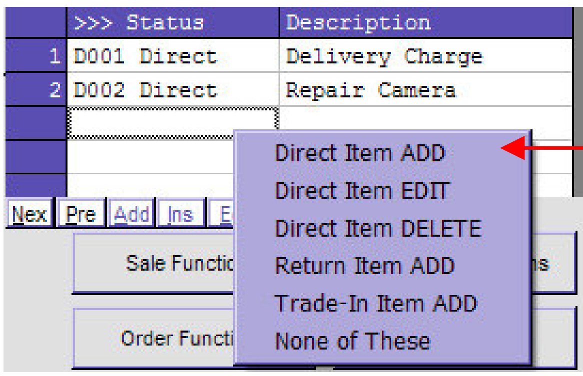
In the Screen example that we are using in this Document, the primary focus is on Catalog Items. That does not mean that non-Catalog is neglected. On the contrary, you may add an unlimited number of Direct, Returns and Trade In

Items to a deal, and the clip we show above merely indicates a summary of the present list. The list may be scrolled up and down, and a double-click on a row in this Grid will provide access to the detail for the Item. (You may also use the 'Non-Stock Functions' button).

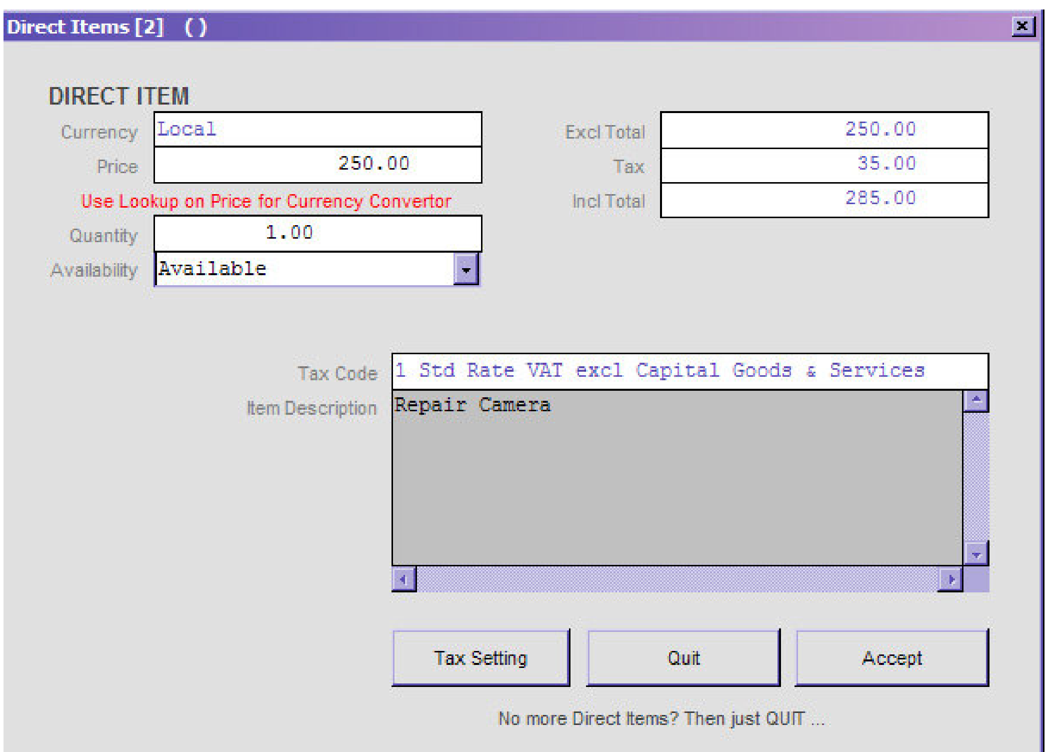
The Catalog is so powerful that almost anything can be defined there. In our example of a 'Delivery Charge' above, the Item would belong better in the Catalog. A more appropriate example of a Direct Item would be some 'made to order' instruction, e.g. something that is unique, once off, or simply too variable to belong in the Catalog.

Now some examples: -

Direct Items –

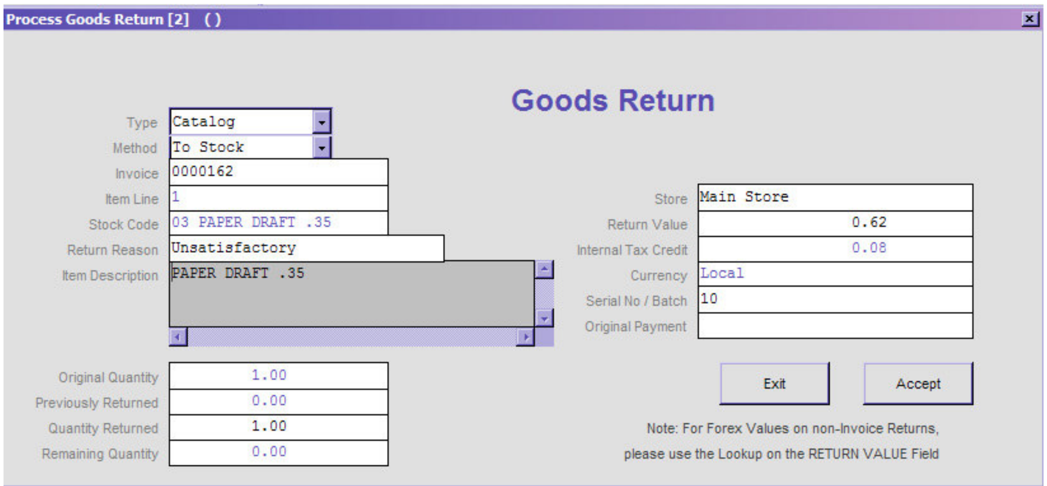


When you dbl-click the next available row on the grid, the system offers options. The current list of non-Catalog Items already present determines which options are offered. In this example, because there are already Direct Items present, you may also EDIT or DELETE, while for Returns and Trade Ins, only the ADD options are offered, since there are none of those types to EDIT or DELETE. (You may also use the Non-Stock Functions button …)



A Direct Item must be accorded a Price, and a Description. The other Fields are defaulted, but may be changed as required. Note that the Description may run into any number of required lines. When you ACCEPT the Direct Item, the system immediately prompts for the next Direct Item. When there are no more Direct Items, just choose QUIT.

Returns –



The 'Returns' screen pops up on top of the current Deal Screen (as does Direct Items and Trade Ins). You can accept returns of both Catalog and other Items by selecting the appropriate TYPE. The Method can be to 'Stock' or 'Hold', depending on the state of the goods, and of course what it is. When the Invoice Number is specified, the system offers a list of Items that may be returned, and it automatically offers the list of possible Reasons, for you to select from. This option is quite sophisticated, and will automatically know whether there is an internal Tax credit, a Serial number (and what it is), etc. You may also process non-Invoice (where the Invoice Number is not known) Returns with the same option, but it is entirely dependent on the User Privileges Profile whether the Operator will be allowed to do so or not (see the User Manual: System Setup and Controls).

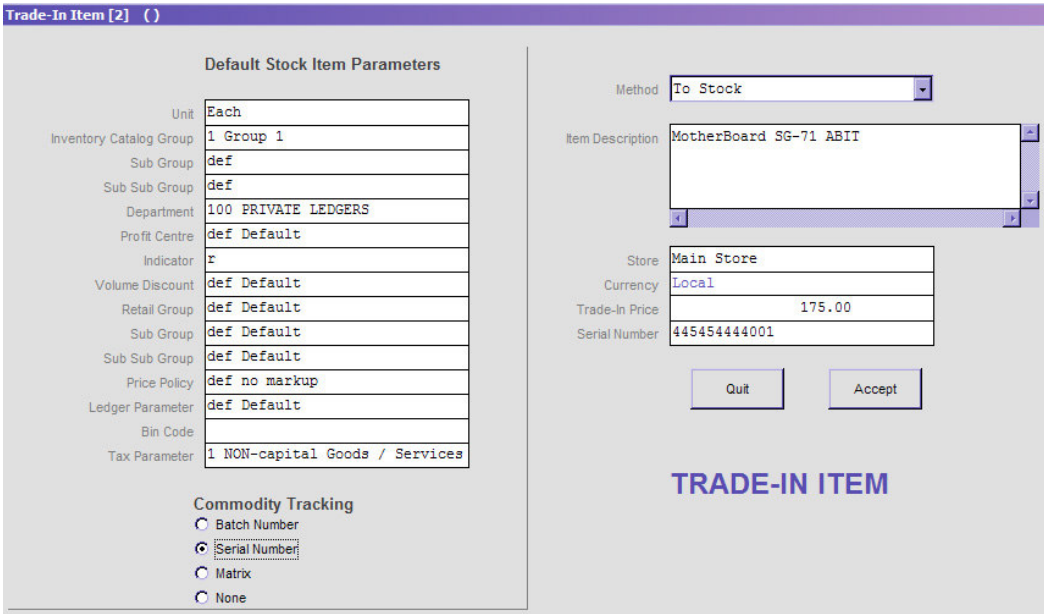
Trade Ins –

Not all Retail Operations accept Trade Ins, but for those that do, INFOLAB has the capability to deal with it.

Trade Ins, like Returns, can go directly into Stock for re-sale, or into HOLD, from where it will be determined later what to do with it. Since 'into Stock' is an option, we find a set of Defaults on the left side of the Trade In Screen, e.g. the parameters to apply if the Item is going into Stock. These may be changed according to requirements.

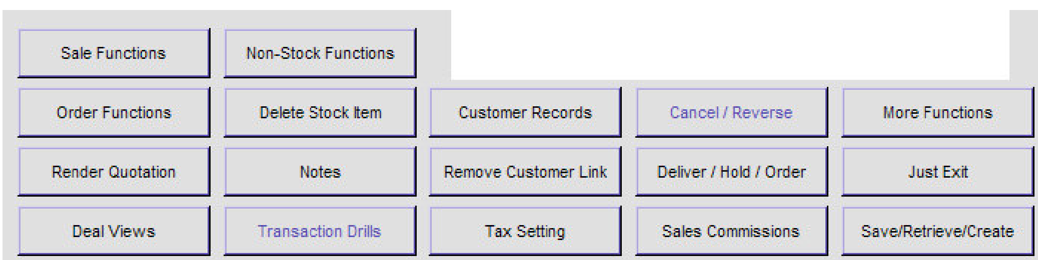
Other than that, a Trade In Item has a Value or Price, a Description, and possibly even a Serial Number.

Note also that the default 'Store' is indicated. If the Item is going into HOLD, the Store is ignored.

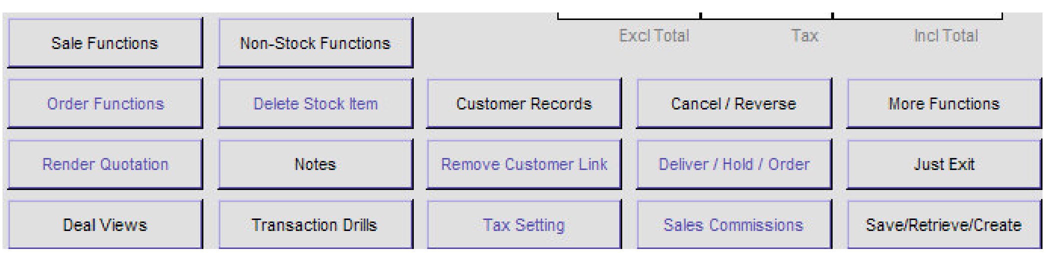


The Functions

The Function Buttons at the bottom of the Deal Screen will change their statuses and inherent options in line with the current status of the Deal on Screen. The example shown below is the standard setting for a new Deal, in progress. There are no Accounting Transactions present yet, so the 'Transaction Drills' option is unavailable. Likewise, the 'Cancel / Reverse' option is also unavailable on a new Deal.



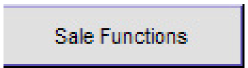
However, if an existing Sale, Order or Quotation is retrieved, these functions will adjust.



Above, we see the settings of these Buttons when an existing Sale is retrieved. Now we see that the Order and Quotation options are unavailable, as are some others.

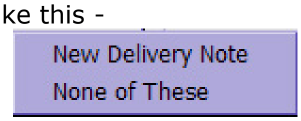
Not only are some Buttons available or unavailable in certain circumstances, but the options they offer when selected will also change. Let's go through them one by one.

Sale Functions:

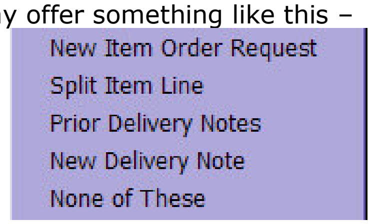


When it is a new Deal, and this Function is selected, then the function offers no options, and attempts to 'close' the Deal, i.e. finalize it, by linking you to the Tender Screen (see User Manual: Dealing with Tender).

On an existing Sale, the options offered may look like this -



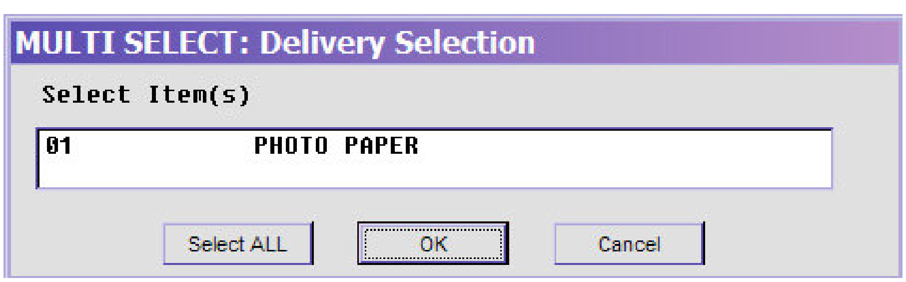
and if the Deal has prior Delivery Notes, it may offer something like this –



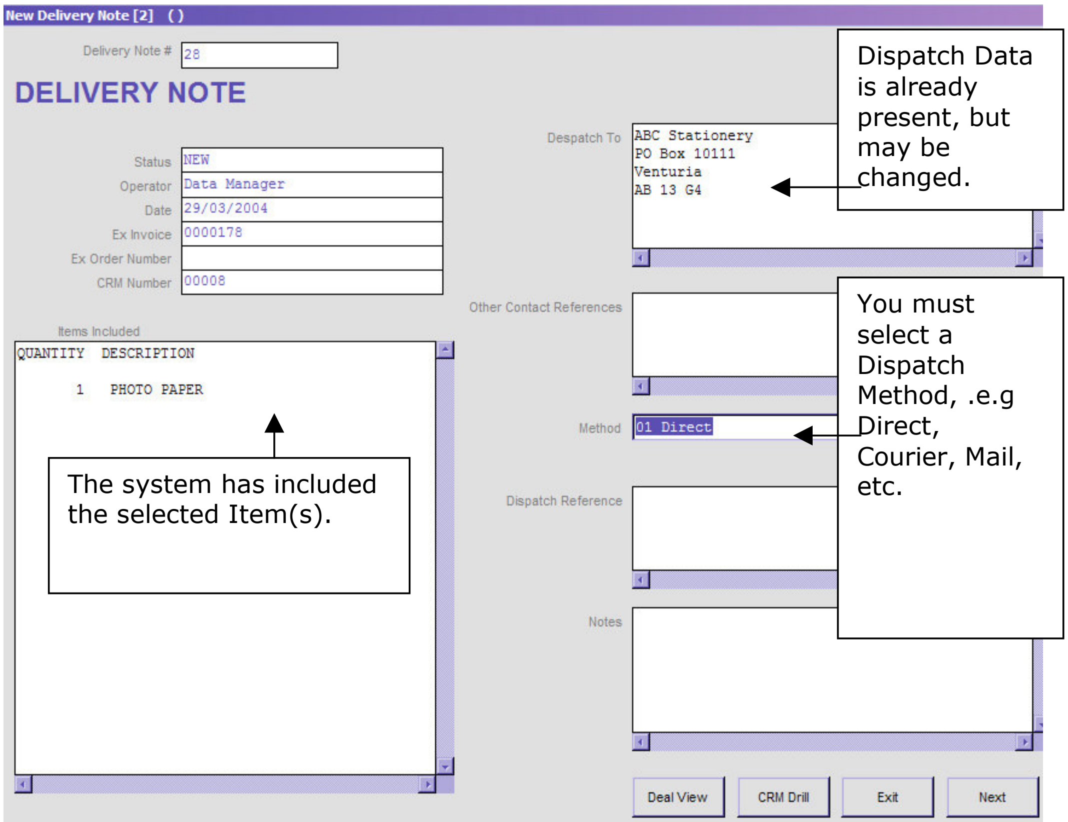
In this case, there are already 1 or more Delivery Notes present, and these may also be accessed, in addition to performing a new Delivery Note. Also, there are Line Items present where the Quantity is more than 1, therefore a 'Split Line' option is offered. This is used where, for example, the Quantity is 2, but only 1 is available, and the other can only be delivered later (after we have ordered more). In the meantime the Customer wants to take delivery of the Quantity of 1 that is available. Therefore, the Line Item may be split into 2 lines, each with a Quantity = 1, of which 1 may then be included on a Delivery Note, while the other remains outstanding, for later delivery.

The 'New Item Order' request option becomes available when there are 1 or more Item Lines present, not yet delivered, yet also not on 'Order Request' – perhaps on Hold / Collect. 1 More option, not yet shown, becomes available here, i.e. when there are 1 or more Item Lines on 'Order Request', and then an option becomes available to 'Cancel Item Order Request'. (Items that are on 'Order Request' reflect at the Purchasing Dept, so it can be ordered.)

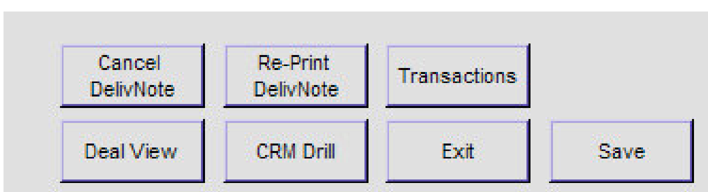
Before we leave the SALE FUNCTIONS, let us have a look at Delivery notes. Although Delivery Notes are more common with Orders, they can also be done on SALES, for example when an Item was unavailable, and it is now being Collected, Shipped or Delivered. 1st, we do a NEW Delivery Note: -



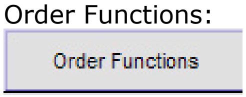
The system will offer any outstanding Items that may be included on a new Delivery Note, and you may select the Items to include. The system then links you to the Delivery Note Screen.



When you choose NEXT, the system prints the Delivery Note Report. When you look at the same Delivery Note as a 'prior Delivery Note', the functions are different, and now include options to Cancel the Note, Re-Print the Note, drill into the Stock Transactions (if any), and so on.



Order Functions:



ORDER FUNCTIONS is available on new Deals and existing Orders. It may offer any combination of the following options: -

Save as Pre-Approved

Use for a New Deal that is an Order, but the Tender step cannot be finalized now.

Pmt Notes then Pre-Approved
As above, with an option to record Tender Details, e.g. Credit Card details.

Approve Now
Finalize as an Order, including the Tender step.

Save
Save in current state.

Approve
Turn a Pre-Approval Order into a final Order.

Print Picking Slip
Select outstanding Items to include, and then produce Picking Slip.

Cancel Item Order Request
Remove the Order Request Status for a Line Item.

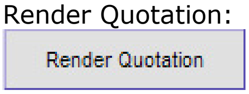
New Item Order Request
Specify an Order Request for a Line Item.

Split Item Line
Split the Quantity on an Item Line into two Lines.

Prior Delivery Notes
Recall a Prior Delivery Note for Action.

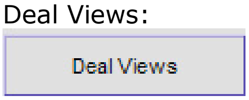
New Delivery Note
Process a New Delivery Note.

Render Quotation:



RENDER QUOTATION is available on NEW Deals and existing Quotations. On a NEW Deal, the function will lead you to the intermediate step for producing a Quotation, while on an existing Quotation (that has been retrieved), you have an option to re-print the Quote. (The Quotation can also be converted to a new Sale or Order, but that is achieved with the Save/Retrieve/Create option.)

Deal Views:



Depending on the status of the Deal on Screen, this option may offer any combination of the following 4 options: -

Full Status View
Line Item Status View
Outstanding Items
Loyalty and Sales Commissions

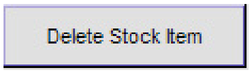
The 1st option includes all detail provided in any of the others. These are Report options.

Non-Stock Functions:

Once again, depending on the status of the Deal on Screen, this choice will lead to options to work with Direct Items, Returns and Trade-Ins. (Please see the

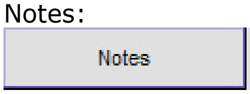
'Non-Catalog Item Section' earlier in this Document.) If an Item Type is not yet present, the system offers 'add' options for it. Once an Item Type is present, the system offers 'edit' and 'delete' options for the type as well. However, this is only true on new Deals. Once a Deal has been finalized, you generally have only 'query' access to the Items, or 'reversal' or 'cancellation' access, but these are achieved with the Cancel / Reverse option.

Delete Stock Item:

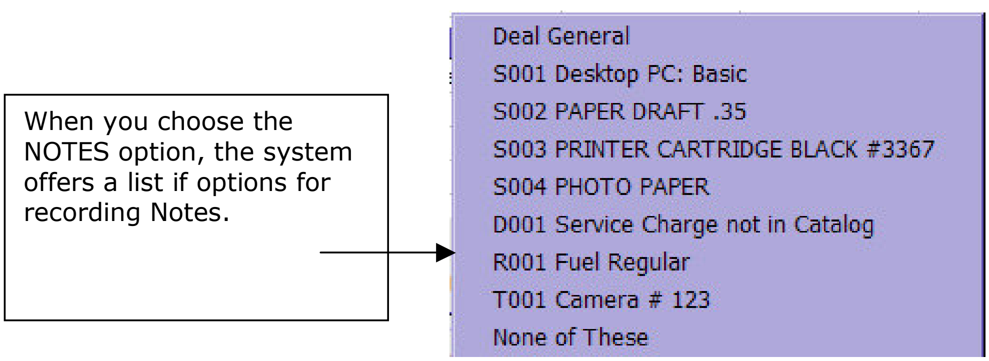


This option is provided to remove Line Items from the 'Catalog' Section of the Deal, and is only allowed on New Deals and Orders in Pre-Approval, i.e. not fully finalized. The system will offer a Selection List of the Line Items in the Catalog Section, and you can select Items to Remove / Delete from the Deal. Once a Deal is final, Line Items must be Cancelled instead of Deleted / Removed.

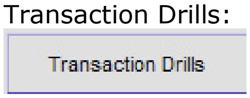
Notes:



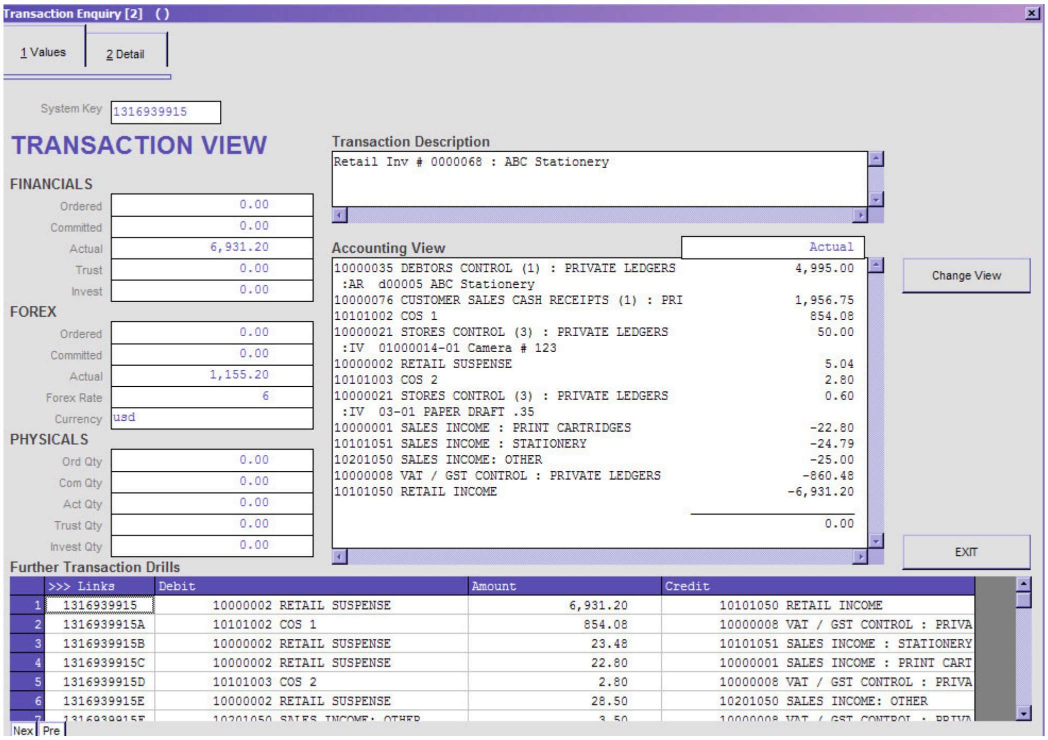
Notes are available at any stage of a Deal, regardless of its status. You may update Notes for the Deal in General, i.e. not attached to a specific Item, or you can attach Notes to a specific Item or Items (any and all Items on the Deal may have Notes). The Notes are unlimited in length, and the system differentiates between 'internal' and 'external' Notes. Therefore, when you wish to add a Note that should only be seen internally, i.e. by the Staff, you define it in the 'internal' section. Whatever you specify as 'external' is automatically included on Invoices and Delivery Notes.



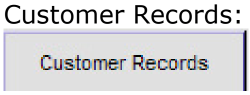
Transaction Drills:



This function is available for any Deal where there are underlying Transaction events in the system. When you choose the option, the system automatically drills into the 1st Transaction on the list, which offers a full Accounting View of all the 'family' Transactions for the Deal, and offers a list of these related keys, any of which you can drill into in addition. If there are Line Item Cancellations present, or the Deal has been Reversed in full, the system will prompt you as to which group of Transactions you wish to drill into.



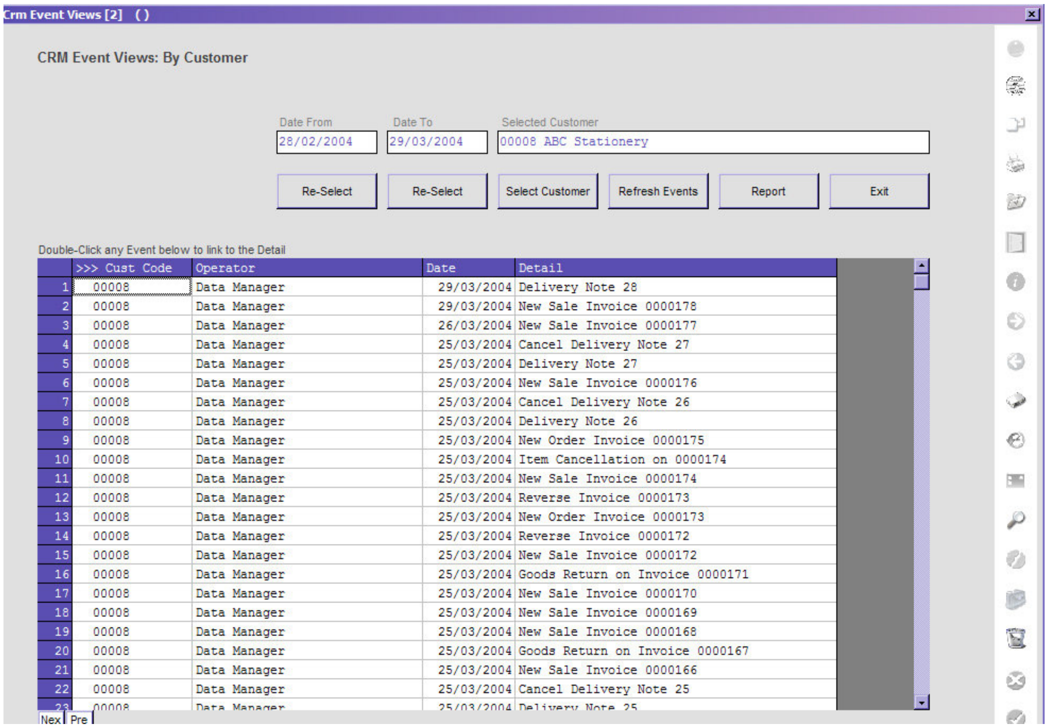
Customer Records:



This option gives you direct access to related or other Customer records, Financial Accounts, CRM Master and History. If there is a Customer CRM link on the Deal on Screen, the system automatically offers a direct drill into the Event History for this Customer. The following options may be offered, the combination being dependent on the Deal: -

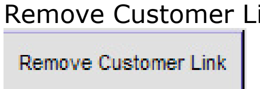
Current CRM Events
Use this for a running and drillable history for this Customer (example below).
Current CRM Master
Link directly to the Customer CRM Master Record.
New CRM
Establish a CRM Record for a new Customer.
CRM Wizard
Open the CRM Wizard.
Current Account
Query the current Financial Account.
Any Account
Query any Financial Account.

Below we show a ‘Current CRM Events’ example, where each event (with the most recent being listed at the top) may be drilled into for detail, by double-clicking the grid row.



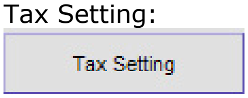
	>>> Cust Code	Operator	Date	Detail
1	00008	Data Manager	29/03/2004	Delivery Note 28
2	00008	Data Manager	29/03/2004	New Sale Invoice 0000178
3	00008	Data Manager	26/03/2004	New Sale Invoice 0000177
4	00008	Data Manager	25/03/2004	Cancel Delivery Note 27
5	00008	Data Manager	25/03/2004	Delivery Note 27
6	00008	Data Manager	25/03/2004	New Sale Invoice 0000176
7	00008	Data Manager	25/03/2004	Cancel Delivery Note 26
8	00008	Data Manager	25/03/2004	Delivery Note 26
9	00008	Data Manager	25/03/2004	New Order Invoice 0000175
10	00008	Data Manager	25/03/2004	Item Cancellation on 0000174
11	00008	Data Manager	25/03/2004	New Sale Invoice 0000174
12	00008	Data Manager	25/03/2004	Reverse Invoice 0000173
13	00008	Data Manager	25/03/2004	New Order Invoice 0000173
14	00008	Data Manager	25/03/2004	Reverse Invoice 0000172
15	00008	Data Manager	25/03/2004	New Sale Invoice 0000172
16	00008	Data Manager	25/03/2004	Goods Return on Invoice 0000171
17	00008	Data Manager	25/03/2004	New Sale Invoice 0000170
18	00008	Data Manager	25/03/2004	New Sale Invoice 0000169
19	00008	Data Manager	25/03/2004	New Sale Invoice 0000168
20	00008	Data Manager	25/03/2004	Goods Return on Invoice 0000167
21	00008	Data Manager	25/03/2004	New Sale Invoice 0000166
22	00008	Data Manager	25/03/2004	Cancel Delivery Note 25
23	00008	Data Manager	25/03/2004	Delivery Note 25

Remove Customer Link:



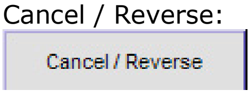
The option is only available on NEW Deals, i.e. if a Customer CRM or Account connection is present on the Deal, and you wish to remove it, e.g. it' s the wrong Account and you wish to link to another Account or CRM, etc. The system will then automatically re-evaluate all Prices on the Deal and adjust as may be applicable, e.g. according to old and new statuses for Club, Contract, Discount pricing, etc.

Tax Setting:



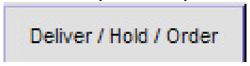
This option is available on NEW Deals and Deals in Pre-Approval (Orders). You are permitted to toggle between TAX and EXEMPT, and the system automatically re-calculates all Items on the Deal accordingly. (Note: Specific Tax parameters or Types that apply to individual Items are sensed by the system automatically.)

Cancel / Reverse:



This option deals with Line Item Cancellations (only available on existing Deals, and for Items not yet Delivered), as well as full Deal Reversals. There are rules applied before Reversals may be allowed. For example, if a Goods return has already been processed on a Deal, the Deal can no longer be reversed. Likewise, if a Gift Certificate sold on the Deal has already been used, the Deal can no longer be reversed, etc. Line Item Cancellations are primarily applied to current Deals where for some reason, the Items cannot be supplied or the Customer has cancelled the request.

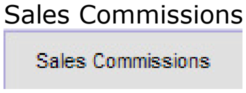
Deliver / Hold / Order:



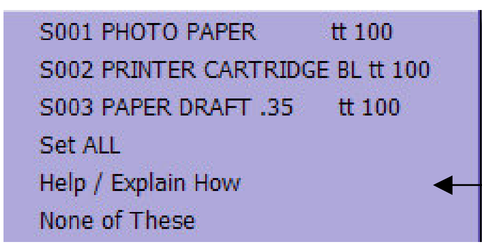
The function is used only with new SALES, i.e. not for Orders or Quotations. A SALE is a Deal where in a majority of cases, all Items are delivered on the spot. However, if 1 or more Items are not available, or not available at this outlet, and should be Ordered, Shipped or will be Collected, then you may change the setting for such Items accordingly. This is achieved by selecting an Item, which results in its status being toggled.

If you put an Item on Hold/Ship/Collect, then the Stock Item, for the stated Quantity, is put on RESERVE, and it is essential to follow through with a Delivery Note before the RESERVE status for this Quantity is removed.

Sales Commissions:



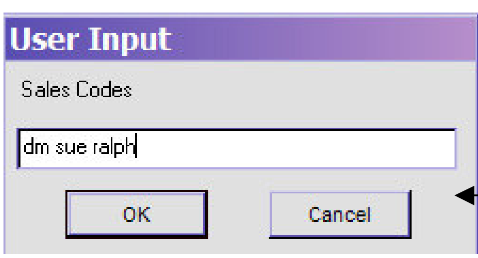
By default, all Items on the Deal accumulate Sales Commissions (if in use for your system), for the Operator that processes the Deal. The SALES COMMISSIONS function may be used to re-direct the Sales Points to another User, or to split the Commissions (in any ratio and for any number of Users). Here is an example of doing a Sales Commission Split –



Use SET ALL to apply the instruction to all Items, else select the appropriate Item.

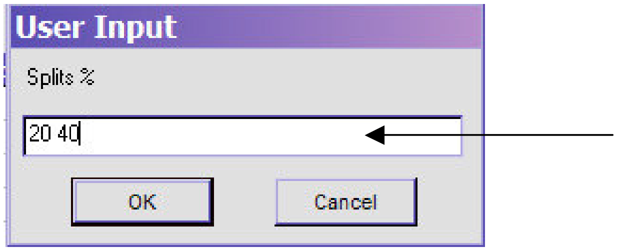
Note also the 'Help' choice.

Next, we specify the User Codes of those who will share the commission (or a single User Code to get all) -

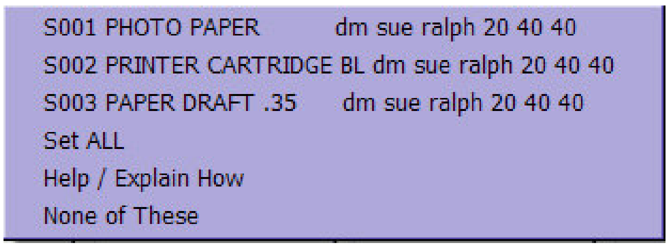


If only 1 User Code is listed, 100% is assumed and the system will not prompt for the split % …

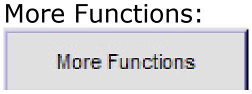
There is no need to specify the % for the last User Code, he / she gets 100 minus total_of_the_others



And this is what it looks like afterwards –



More Functions:



The options that may be offered here, depending on the status of the Deal on Screen, are: -

Transaction Drill
We have already seen this one.

Print Proforma Invoice
Proforma Invoices may be produced at any stage. A proper Tax Invoice, on the other hand, can only be produced when a Deal is finalized.

Query Credit Note(s)
Credit Notes (resulting from Line Item Cancellations), can only be queried once processed.

Catalog Enquiry
This option opens the Retail Catalog, where you may query any Catalog Item, including current On Hand and other status Quantities.

Invoice Re-Print
Available if an Invoice has already been produced.

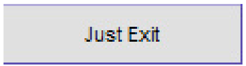
Statement Print
Option to print the Customer Statement.

Repairs and Guarantees
This option leads to Repairs and Guarantees handling, and may be different from one Business to the next.

Tasks
Opens the Task Wizard, in case you need to record a Task (or other action), relating to the Deal on Screen.

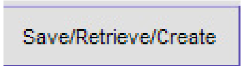
Diaries
Opens the Diary system, for recording a follow-up procedure or reminder for a Customer, or any other access that the Diary may be required for.

Just Exit:



This option is used to abandon the Deal on Screen. If it is a New Deal, the data is truly abandoned, i.e. lost. If the Deal on Screen is an existing Deal, then the former state on File is preserved; only the Screen Data is abandoned. If you have updated Notes while the Deal has been on Screen, then the Notes may be lost. In such cases, use the Save / Retrieve / Create option instead.

Save / Retrieve / Create:



This choice will offer variant options depending on the Deal on Screen. Options that may be offered include the following: -

<u>For NEW Deals, not yet started, i.e. blank Screen /</u>

Retrieve from Saved List
    Retrieve an incomplete Deal that was SAVEd before (i.e. Suspended)
Retrieve Quote
    Retrieve a prior Quotation
Retrieve Invoiced Sale
    Retrieve a prior Invoiced Sale
Retrieve Invoiced Order
    Retrieve a prior Invoiced Order
Retrieve Pre-Approval Order
    Retrieve an Order still in Pre-Approval
Retrieve Reversed Deal
    Retrieve a prior Invoice that was REVERSED
Retrieve Cancelled Order
    Retrieve a prior Pre-Approval Order that was Cancelled

<u>For NEW Deals where at least 1 Line Item is present /</u>

Abandon and Clear Screen
    Fully abandon the Deal in Progress
Save and Clear
    Save the Deal in Progress for later retrieval
Save and Stay
    Save the Deal in Progress, but keep it on Screen

<u>For prior Sales, for Orders, for Quotes and for Orders in Pre-Approval (where deal status = Sale, Order, Pre-Approval Order or Quotation) /</u>

Save and Clear Screen
    Re-Save the current Deal on Screen, inclusive of any Notes updates in the interim
Convert to New Deal
    Use the Deal Data currently on Screen, and create a New Deal that already includes the same Items

<u>For any other Status, i.e. Reversed or other /</u>

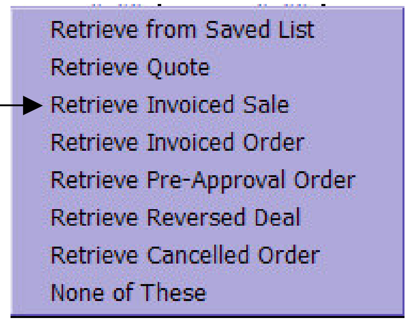
Save and Clear Screen
    Re-Save the current Deal on Screen, inclusive of any Notes updates

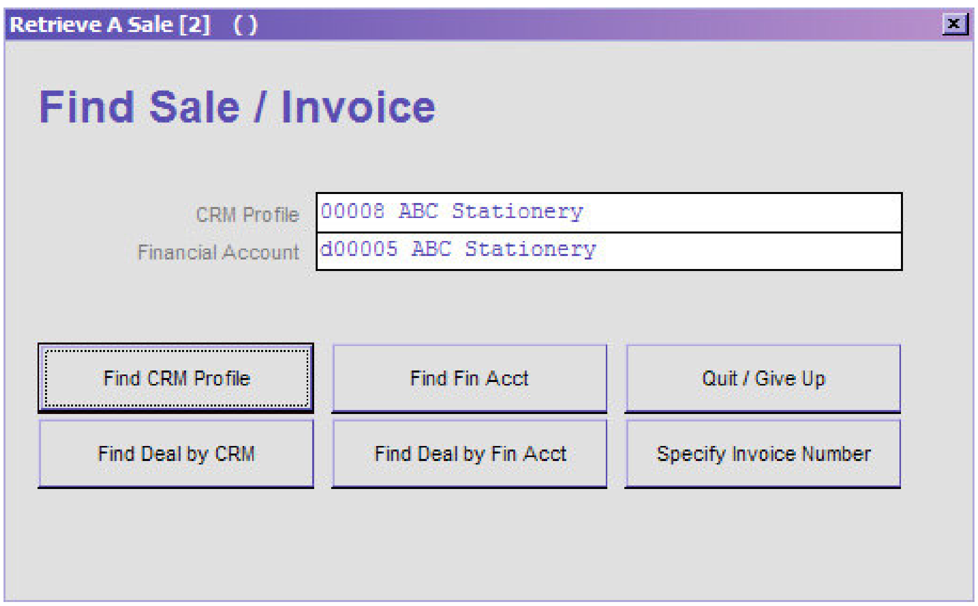
in the interim

A general principle to keep in mind with retrieval of prior Deals is that you may pre-specify a Customer, i.e. as if doing a new Deal, and then choose a 'Retrieve' option. This method will pass the current Customer on Screen detail to the Retrieval process. If you don't, the system will still offer you options to 'find the Customer', but the 1st method is easier.

Below we show an example of retrieving a prior Invoice –

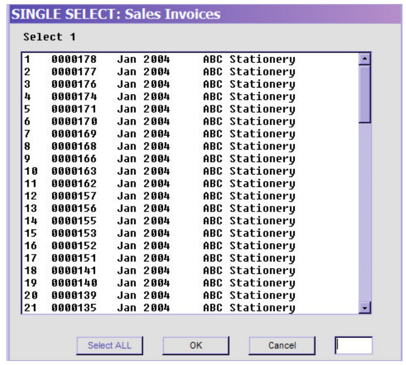
Choose 'Retrieve Invoiced Sale'





If you already had the Customer specified on the Deal Screen, then this information is passed to the "Find" process. If not, you will have to use 'Find CRM Profile' or 'Find Fin Acct' before you can use the options 'Find Deal by CRM' or 'Find Deal by Fin Acct'. If the Invoice Number is known, it can be specified directly by choosing 'Specify Invoice Number'.

In the example above, if we choose 'Find Deal by CRM', then the system offers Deals linked to the current CRM Record –



Once an Invoice is selected from the list, the system immediately populates the Deal Screen with the selected Deal.

Similar 'Find' processes are offered for retrieving Orders, Credit Notes, Delivery Notes, Reversed Deals, Cancelled Deals, etc.