CONTROL

Professional

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Control Professional

Business management made easy

by Craig Dawson

Control Professional has been created to help simplify and manage the day to day tasks that are associated with running an organisation.

This manual will assist in guiding you through the normal maintenance tasks to ensure that you get the maximum benefit from the software.

Control Professional

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1 Introduction - Control Professional

1.1 Welcome

Welcome to **Control Professional.**

We believe that you will find this software useful in running your business, big or small.
It is a natural evolution of our popular Control2 software.

As we develop this software for you, the end user in mind, all ideas for enhancements are welcome.
Please forward any suggestions you may have to support@control.net.au

Updates for this software are available from our web site at http://www.control.net.au

1.2 Logging On

Whenever you start Control Professional, it will ask you to log on.

If it is the first time, you only need to select "Administrator" from the drop-down box (no password).
Then, when you see the safe open, click the logon button.

After that, you can set up user accounts and options in the Users module.

This is generally recommended as the system will remember who changes information as well as other details for audit purposes.
There are also some settings that individuals can choose to their liking (like colours, etc).
You should at least be one account (Usually Administrator), and it should have all priviledges enabled.
Ideally, every user you want to grant access in the system to, should be set up in Users.

If you are the first to log on, and Control detects that today's date is different from the system's internal date, the following screen will be displayed.
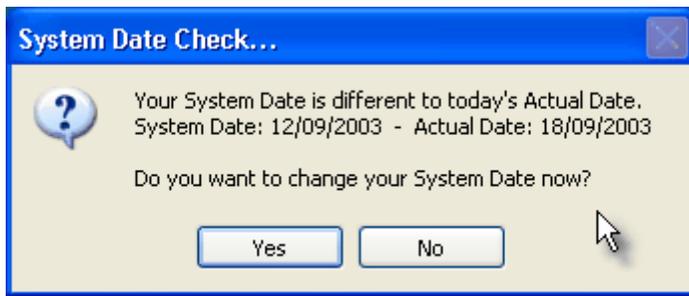
Generally, you will want to change the system's date and should answer Yes to this question.
You will then be automatically taken to the "Good Morning" window where you can set the system date as desired.

1.3   First Time In

The first time that you logon to Control Professional, you will see a screen that will want to **Check the Database Structures** of the system.
This process sets the empty databases up, ready for you to start using.
Just click the OK button to let it proceed.
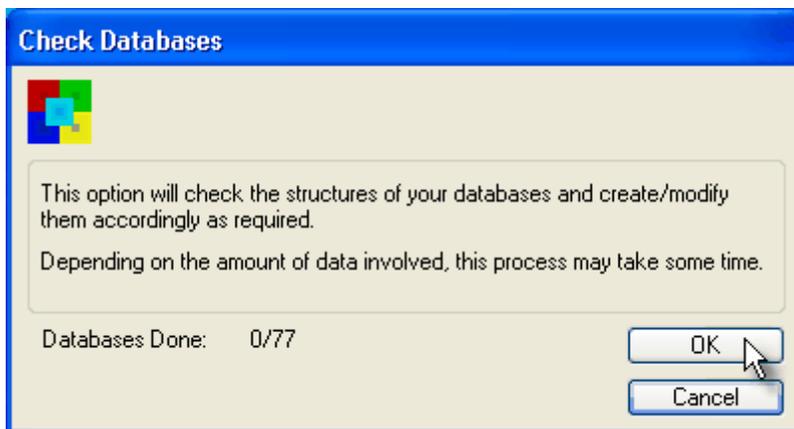
Once that is complete and the databases are created, Control Professional will also ask if you would like some **Default Entries** made up for you.
If this is the first time you have entered the system, we recommend that you let it create these entries for you.
These are things like a couple of sample customers, items, product groups and the like. They can always be modified or deleted later once you are comfortable with using real data.
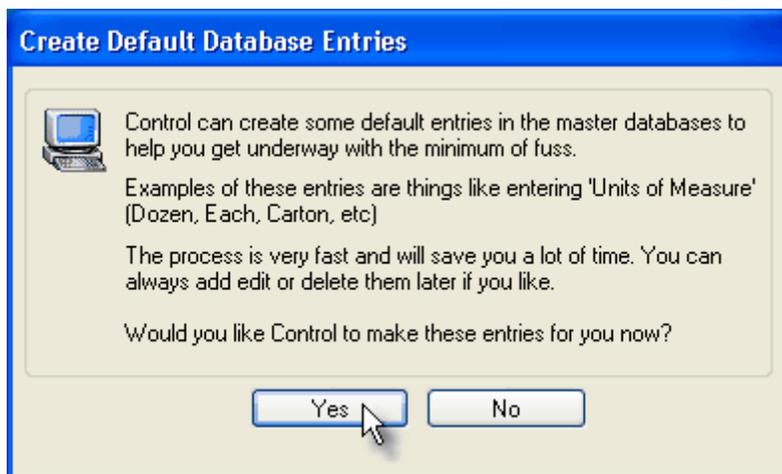
To proceed, simply click Yes and let the entries be created.

1.4   Configuration

To Configure your system, from the system menu click on Tools, Configuration.

1.4.1   Configuration - General

You should enter your details in the system **Configuration**. This "tunes" the system to work with you. These are things like your business name, address and phone details - as well as what mode the system should operate in.

To Configure your system, from the system menu click on Tools, Configuration.

General Tab
Your business name is typically your trading name.
The street address, phone numbers and postal address details are pretty much straight forward. Just enter these details accordingly.

The other tabs and settings will be explained later, however if this is the first time you have used the system, the defaults will be fine to start you off.
Click Apply, then OK to save.

1.4.2 Configuration - Counters

Counters Tab
These counters keep track of used document numbers (like invoice numbers) so that no two are ever duplicated.
They save you from having to manually set each one and increment automatically.

There are seperate counters for each main process. For example, the invoice counter is seperate from the sales order one which is different from the purchase order counter. The lower set of tabs group all like counters together.
eg: Point Of Sale tab holds numbers for Invoices, Sales Orders and Quotations.

The counters shown on the display, are the last used numbers for the particular process.
For a new installation, these should be left with their default values (normally all are set at zero) so the first document you create is allocated with the number 1.

If you are upgrading from another system and wish to continue your numbering sequence (say your last invoice was number 5000), then you could enter the number 5000 into the invoice/credit number field. The next time you create an invoice, it will be allocated 5001.
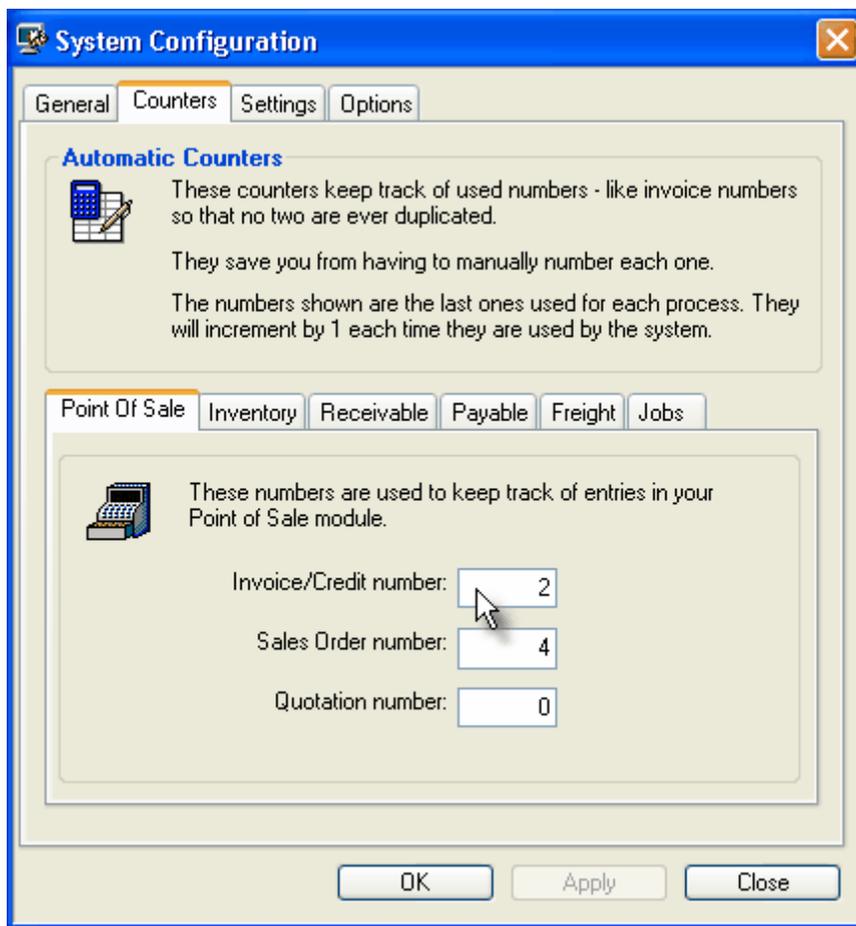
1.4.3   Configuration - Settings

Settings Tab
These settings give you the ability to tailor nearly every aspect of the system to suit your organisation's requirements.
The default settings are normally fine for new users.
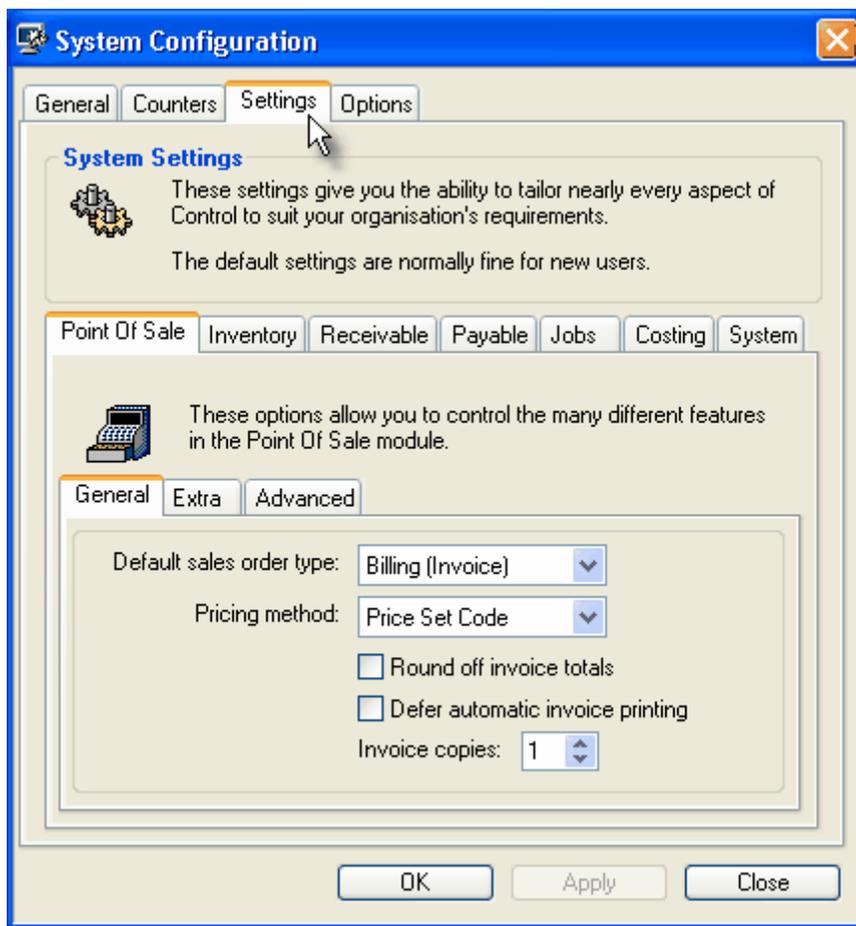
1.4.4 Configuration - Options

<u>Options Tab</u>

These system options can be used to further tailor the system to your own requirements.
They switch internal processes on or off.
The system default values are normally fine for new users. Change them only if you are sure of their effect on your system.

System Configuration

General | Counters | Settings | Options

System Options

These system options can be used to further tailor your system to suit your own requirements.

They switch certain internal processes on or off.

The system default values are normally fine for new users. Change them only if you are sure of the effect on your system.

☑ Recalculate my 'free stock' figures after invoice update?

☐ Update Bill Of Material components during invoice update?

$ Symbol used for your local currency.

☐ Enable Customer Discounts by Product Group.

☐ Enable Customer Discounts by Item.

Web Site E-Commerce Options

Your Unique E-Commerce Code: [ ]

Remote FTP/IP Number: 0 . 0 . 0 . 0 ☐ Use Passive FTP

User Login Code: [ ]

Password: [ ]

[OK] [Apply] [Close]

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2 How Do I...

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See Point Of Sale (POS) Overview

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See Receive a Purchase Order

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Control Professional

Part III
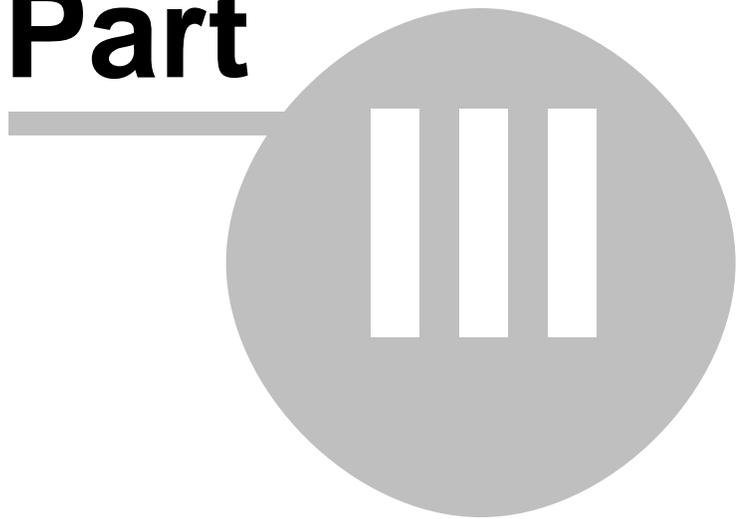
3   General Operating

3.1   Overview

Control Professional is a fully integrated suite of modules created with the end-user in mind. Easy to set-up and use, it is designed to be one of the fastest and most accurate methods to monitor your business.

Rapid entry and retrieval of information is paramount, and Control Professional provides many ways to do just that by means of pop-up graphs, hot-keys, Supafinds, and an extremely quick reporting engine.

The amount of detail can be tailored to your own requirements by turning on or off the many functions of the system, thus making it the ideal choice of software for small business or large corporations. As your business grows, Control grows with you from a single user PC to complex Windows XP, 2000, NT or Novell networks supporting hundreds of users.
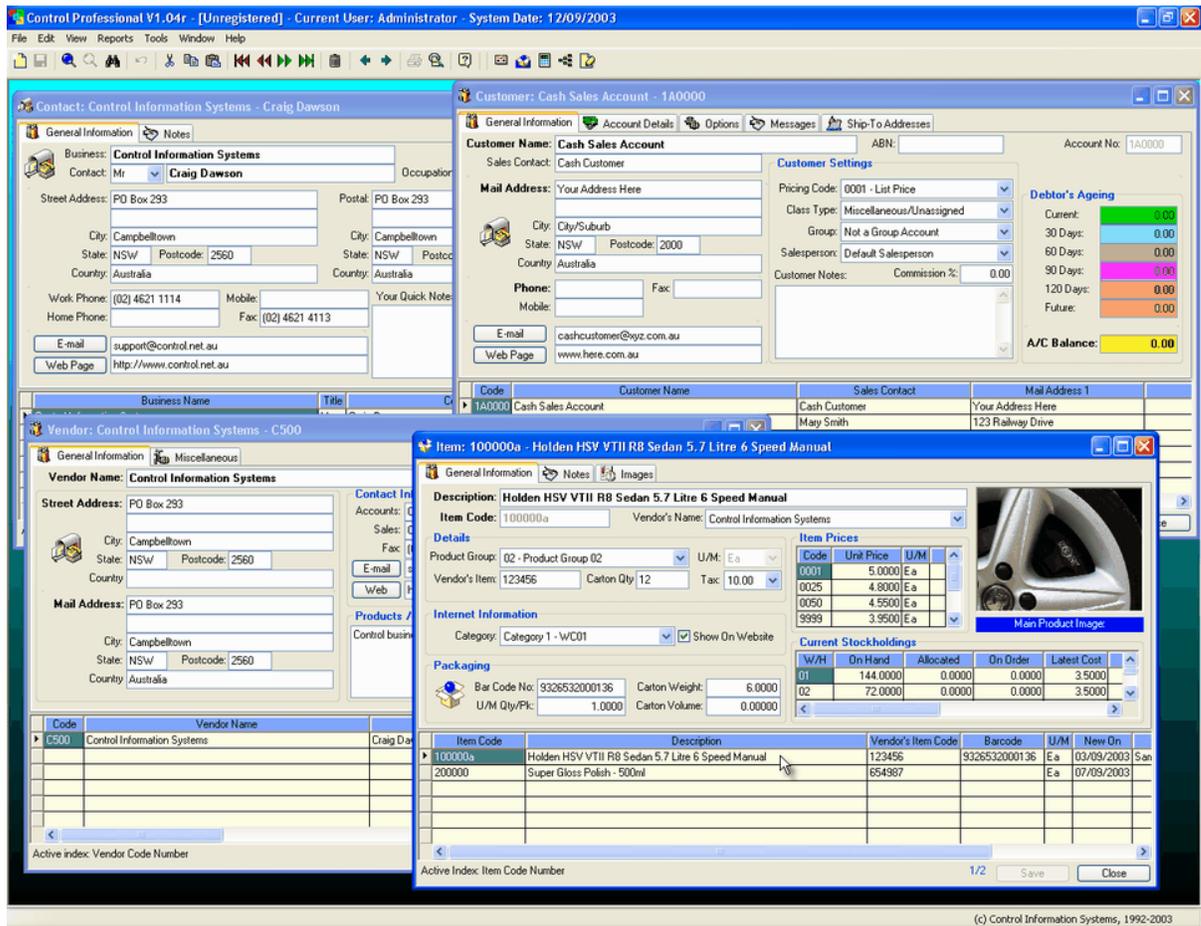
Information is broken down into seperate databases that are all linked together though common entities (like stock items that belong to a product group, customers that belong to a customer class, etc). These seperate databases are maintained in different screens, which can be opened individually or simultaneously. Indeed, the same screen can be opened several times, each on the same or different records.

The screen shot above shows several databases or screens opened at the same time. The details of these individual screens are explained later in this document but is is important to know that they can all be opened at once without any problems.

To get help at any time, press the F1 key or click the help icon on the toolbar.

3.2   The Menu and Common Commands

Throughout the system, the menu offers to you the available options as applicable.
Many of these are common and you are probably familiar with them. Some may be new to you.

The Toolbar provides a quick way to perform common tasks.
Certain options are highlighted or dimmed depending on what you are doing at any one time.

These options and equivalent keyboard shortcuts are detailed below:

New Entry: Click this icon to create a new entry for the screen you are currently in. (eg: New Customer, New Item, etc)
Shortcut: Ctrl+N

Save: Click the disk to save changes after adding a new entry or modifying an existing one.
Shortcut: Ctrl+S

Supafind: Opens the Supafind search feature.
Shortcut: F10

Clear Supafind: Clears the Supafind results and sets the data browser back to a default order.
Shortcut: Shift+F10

Seek: Opens the Seek feature.
Shortcut: F5

Undo: Undoes the last operation performed and restores the record to the last time it was saved.
Shortcut: Ctrl+Z

Cut: Cuts the selection and puts in on the clipboard.
Shortcut: Ctrl+X

Copy: Copies the selection and puts it on the clipboard.
Shortcut: Ctrl+C

Paste: Pastes the clipboard contents into the highlighted area.
Shortcut: Ctrl+V

Go Top: Moves to the first record in the browser.

Shortcut: Ctrl+Page Up

Go Previous: Moves back one record in the browser.
Shortcut: Up Arrow

Go Next: Moves forward one record in the browser.
Shortcut: Down Arrow

Go Bottom: Moves to the last record in the browser.
Shortcut: Ctrl+Page Down

Delete: Deletes the current record.
Shortcut: Ctrl+D

Previous Tab: Selects the previous tab in a multi-tab screen.
Shortcut: F11

Next Tab: Selects the next tab in a multi-tab screen.
Shortcut: F12

Print: Prints information for the current record highlighted.
Shortcut: Ctrl+P

View Saved Reports: Opens a screen where you can select saved reports to view.
Shortcut: Ctrl+W

Help: Opens this help file.
Shortcut: F1

Contacts: Opens the Contacts screen.
Shortcut: Ctrl+Shift+O

Inventory: Opens the Inventory/Stock Items screen.
Shortcut: Ctrl+Shift+I

Customers: Opens the Customers screen.
Shortcut: Ctrl+Shift+C

Vendors: Opens the Vendors/Suppliers screen
Shortcut: Ctrl+Shift+V

Sales Orders / Invoicing: Opens the Sales Orders and Invoicing screen.
Shortcut: Ctrl+Shift+P

3.3   Moving

Moving

There are several different ways to locate information in Control Professional.
In almost any data window, you will see that the window is actually broken into 2 parts (an area populated with editable fields, and another area below referred to as the browser)

The **Browser** allows you to move through the data and as you do, the contents of the fields above all change accordingly.

Code	Customer Name	Sales Contact	Mail Address 1	
▶ 1C0765	Campbelltown Golf Club		Golf Course Road	
1C0900	Campbelltown R.S.L. Club		Carberry Lane	
1C0910	Campbelltown Tennis Club Ltd		PO Box 394	
950982	Camperdown Towers	Eileen	144 Mallett Street	
951307	Canetto Rest	John	86 Great North Rd	
1C0249	Canley Heights R.S.L.		26 Humphries Road	

Basic Movement and Navigation:
- Use the UP or DOWN arrows on your keyboard. (Most common)
- Click a record in the browser with the mouse.
- Click on the scrollbar to the right of the browser.
- Click on one of the movement icons on the toolbar

Generally, you will see that the data is in some way sorted. This can be by name, code number or a host of other "indexes" that are tied into the databases and are built and maintained on the fly by the system.

At any time, you will see the current **Active Index** (or sort order) at the bottom left of the window.

1C0765	Campbelltown Golf Club
1C0900	Campbelltown R.S.L. Club

Active index: Customer Name

In this example, the Active Index or the way the data is sorted, is by the "Customer Name".
You can change the sort order to others by pressing the F2 key. This will cycle through different indexes, each being displayed on the screen.

3.4   Seeking

Seeking - (Shortcut F5)

Indexes are a handy thing. Indeed, these are used to perform **Seeks**.
For example by pressing F5, or clicking on the **Seek** icon, brings up the following type of screen...

Simply select what Active Index you want to use, then type what you want the system to seek for.
The most common one is usually the default.

As you type in the Seek field, the browser will adjust to find matching records.
The Seek mechanism is clever as well, it will remember the last 50 seeks you did.

To change the Active Index, click the Combo-Box and choose from the available indexes.
The system will then re-sort based on the index you have chosen.
You can then seek on that index.

3.5   SupaFinding

SupaFind - (Shortcut F10)

The SupaFind mechanism is one of the *most popular methods* of locating data in the system.
It can locate matches based on a wide range of criteria.
For example, you would only need to type in "Sydney" and it will find all matches almost irrespective
of where the word Sydney appears.

To activate, simply click the blue magnifying glass, or press F10
The following window will appear where you can type in what you want the system to look for.
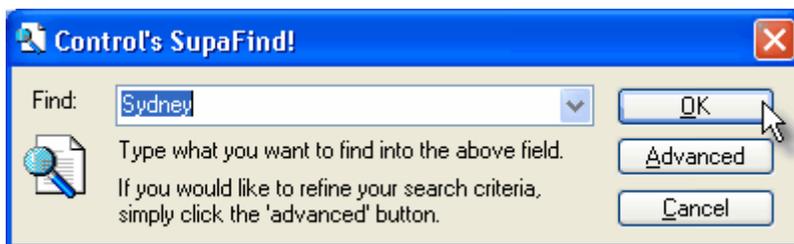
Normally then you would click OK and the system will locate the matches for (in this case) "Sydney"

Advanced - Fine Tuning SupaFind.
You can additionally though, tailor the search and restrict it only to certain fields by clicking on the
Advanced button.
That will bring up a window where you can select - or deselect what fields you want the SupaFind to
look in.
Matches will then be restricted to the fields you select.
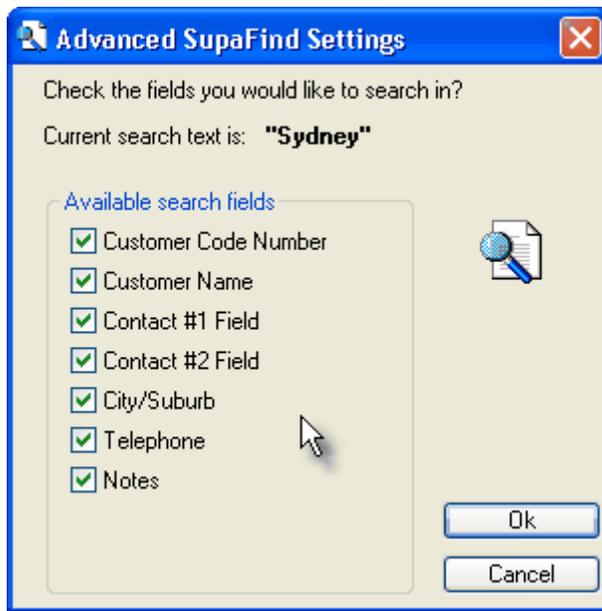
3.6 AP - Accounts Payable

3.6.1 Vendors

3.6.1.1 Vendors Overview

Vendors (or Suppliers) can be added or edited at any time.
The Vendors window provides an area where you can enter and set up your suppliers.

From the system menu select **File**, **Accounts Payable (A/P), Vendor Supplier Master**.
Alternatively, you can click the Vendors icon on the toolbar or use the shortcut: **Ctrl+Shift+V**.

Use the Add, Edit or Delete functions to perform the desired actions on the highlighted Vendor.

Essentially, the Vendors database is where you save information on your suppliers.
This database is then used as a link with products that they supply, which in turn is used in many areas of the system.

The Vendors window has 2 Tab pages - General Information & Miscellaneous.

Vendor: Control Information Systems - C500

General Information | **Miscellaneous**

Vendor Name: Control Information Systems   **ABN:** 31 085 419 718   **Code No:** C500

Street Address: 123 Software Drive

City: Campbelltown
State: NSW   **Postcode** 2560
Country

Mail Address: PO Box 293

City: Campbelltown
State: NSW   **Postcode** 2560
Country Australia

Contact Information
Accounts: Caroline Dawson   Phone: (02) 4621 1114
Sales: Craig Dawson   Phone: (02) 4621 1114
Fax: (02) 4621 4113
E-mail support@control.net.au   Terms:
Web http://www.control.net.au   Cash On Delivery

Products / Services
Control business software, computer hardware and networking

Code	Vendor Name	Sales Contact	Accounts Contact	
C500	Control Information Systems	Craig Dawson	Caroline Dawson	123 Softw

Active Index: Vendor Code Number   1/1   Save   Close

Vendor: Control Information Systems - C500

General Information | **Miscellaneous**

Discount Information
Pricing Discounts: Less 5%
Pricing System: +10%
Minimum Buy: 1 Carton
Line Discount: 5.00 %   Settlement Discount: 3.00 %
Price List File
Last Price List: 03/09/2003   Browse

Account Information
Credit Limit: 10000.00   **Balance:**   0.00
Stop Credit ☐
Last Paid: 03/09/2003   Account Opened On: 03/09/2003

Notes
Will drop ship for us if needed.

Code	Vendor Name	Sales Contact	Accounts Contact	
C500	Control Information Systems	Craig Dawson	Caroline Dawson	123 Softw

Active Index: Vendor Code Number   1/1   Save   Close

3.6.1.2 Editing Vendor Information
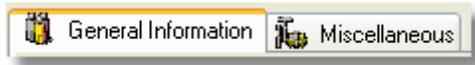
The **Vendor** window consists of 2 Tab pages: **General Information** and **Miscellaneous**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** Vendor, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

<u>**General Information Tab**</u>
This tab displays the more commonly used fields for vendors and are described below.

Vendor Name: This is the name of the actual Vendor. Can be their business or company name.
ABN: Optional "Australian Business Number". This field has automatic ABN validation to prevent the input of incorrect numbers.
Code Number: A unique code number that they system will use to identify this vendor.

Street Address: Enter this vendor's **actual street** address. There are two fields available here if required.
City: The City or Suburb of the address.
State: The State of the address.
Postcode: Enter the appropriate postal code.
Country: Optional country field.

Mail Address: Enter this vendor's **mailing** address. There are two fields available here if required.
City: The City or Suburb of the mail address.
State: The State of the address.
Postcode: Enter the appropriate postal code.
Country: Optional country field.

The Contact Information area is where you keep the names and details of the people that you speak to for this particular vendor.
Accounts: Person's name and telephone number to contact for Accounts information
Sales: Person's name and telephone number to contact for Sales information.
Fax: This vendor's facsimilie number
Email: Their email address. (You can then also click the email button to send an email)
Web: The vendor's web site (clicking the Web button opens your web browser and takes you to their site)
Terms: Your trading terms with this vendor.

You can enter a broad description of the types of products and services that this vendor supplies. This makes it easy when you want to find suppliers of certain products later by using the Supafind (F10) feature.
For example, if you had 100 different vendors in the system and wanted to find the ones that supplied "software", you would simply press F10, type the word software, then press enter. The system would then locate all suppliers of software and show only them in the browser for you.

Miscellaneous Tab
This tab provides an area to store miscellaneous details and any other notes you may wish to make.

Pricing Discounts: Your standard discounts (if any) from this vendor
Pricing System: What method you normally use to mark up on cost to calculate your selling price for items purchased from this vendor.
Minimum Buy: If minimum buys are applicable, you can enter them here.
Line Discount: Some vendors offer a line discount. If they do you can enter the normal rate here.

Settlement Discount: If you are entitled to a settlement discount, this rate can be stored here.
Price List File:　　　You can save the filename of the vendors price list here. It can be any format that your system supports (Excel, Word, etc) To view the price list - click the button "Price List File".
Last Price List:　　　The last time you received an updated price list from this vendor.
Browse:　　　　　Enables you to browse your system for the price list file instead of manually typing the file name.

Credit Limit:　　　　What is the maximum amount of credit you can use when purchasing from this vendor.
Balance:　　　　　Your current account balance with this vendor. (Non editable as it is maintained by the system)
Stop Credit:　　　　If you want to stop purchasing from this vendor, or if they put your account on hold, you can click this option which will also prevent accidental purchase orders being created.
Last Paid:　　　　　Records the last time a payment was made from you, to this vendor.
Account Opened On: Remembers when you first opened this account.

The Notes area provides a place for you to put any vendor specific notes you may wish to make.
After any changes have been made, ensure that you click the "**Save**" button.

Right Click Popup Menu
When you right click on a vendor in Control Professional, you can do the normal add, edit, delete type of functions.
In addition, there is also a special Utilities area that allows you to Change Code Numbers, etc.

3.6.1.3   Changing Vendor Code Numbers

Vendor Code Numbers are one of many special keys linking Vendors with your Inventory Items.
Normally, you need not change them, but if you must, the system will permit you to do so by using the special **Utilities** submenu option.

On the Vendor that you want the code number to change, press the right mouse button.

A popup menu will show, click on the "Utilities" option, you should then select "Change Code Number"

The following screen will appear.
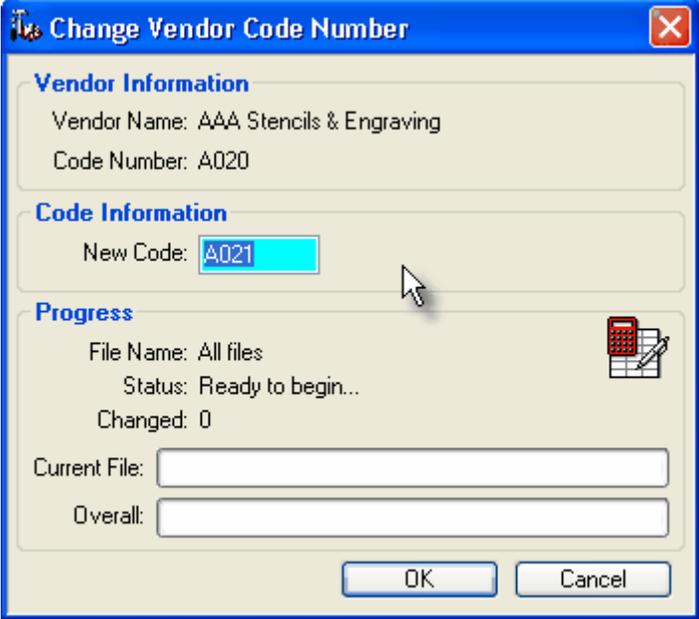
Type a new unique vendor code number in the field highlighted, then click OK.
(The system will perform checks to make sure that you don't pick one that is already in use and warn you if that is the case)

When you are happy with the new code number, click on the OK button.

The system will then change the Vendor's code number and then also scan through the many other databases in the system changing any occurrences of the old number. All entries with the old number will be updated with the new one to reflect the change. (Any open windows will also be updated automatically).

A history of changed code numbers is stored in the Vendor Code Number Changes database which you can review if needed.

3.6.1.4   Browsing Vendor Code Number Changes

Whenever a Vendor Code Number is changed in Control Professional, a record is kept of what it was, who changed the entry and what time it was done.
This can be reviewed in the **Vendor Code Number Changes** browser.

From the menu select **File, Accounts Payable (A/P), Browsers, Vendor Code Number Changes**

The database itself is a handy tool to audit who and when changes were made.
Even if the original vendor is eventually deleted from the system, the changed records will still be able to be seen in this window.

3.7   AR - Accounts Receivable

3.7.1   Accounts Receivable Overview

Generally, the Accounts Receivable (A/R) module is an area you use to maintain debtor specific information.
These are things like Customers, Salespersons, Credit Reasons, etc.

Entries made in this section are used throughout the system.

3.7.2   Customers

3.7.2.1   Customers Overview

Customers can be added or edited at any time.
The Customers window provides an area where you can enter and set up your clients.

From the system menu select **File**, **Accounts Receivable (A/R), Customer Master**.
Alternatively, you can click the Customers icon on the toolbar or use the shortcut: **Ctrl+Shift+C**.

Use the Add, Edit or Delete functions to perform the desired actions on the highlighted Customer.

To add a **new** Customer, select the **New** icon and add the details.
To **edit** existing information, simply click on the desired cell or press the edit key (F9)
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Essentially, the Customers database is where you save information on your clients.
This database is then used as a link with products that you sell to them, invoices, sales order, credits, etc - which in turn is used in many areas of the system. Additionally, you can at a click view customer sales history payment patterns, what items they buy, etc.

Whilst it is not absolutely necessary to have every customer set up, (you could just use the Cash Sales account for all cash invoices), there are many benefits to be had by having seperate client information entered, so it is certainly recommended.

Screen Layout
The customer window is laid out with multiple tabs so that information on customers can be easilly seen. By clicking on a particular tab, customer information relative to that tab's topic is shown immediately below. (Details of what the tabs hold are explained in the next section)
In the lower section, a browser enables you to quickly move from one client to the next, or to scroll across as needed.
Finally, there are buttons at the bottom which when clicked, show things like customer's sales history, what items the highlighted customer has bought, etc.

Right Click Popup Menu
When you right click on a customer in Control Professional, you can do the normal add, edit, delete type of functions.
In addition, there is also several other special features available.

3.7.2.2 Customers - General Information Tab

General Information Tab
This tab displays the more commonly used fields for customers and are described below.

Customer Name: This is the name of the actual Customer. Can be their business or company name.
ABN: Optional "Australian Business Number". This field has automatic ABN validation to prevent the input of incorrect numbers.
Account Number: A unique code number that they system will use to identify this customer.

Sales Contact: This is the name of your contact with the client.

Mail Address: Enter this customer's **mailing** address. There are two fields available here if required.
City: The City or Suburb of the mail address.
State: The State of the address.
Postcode: Enter the appropriate postal code. Clicking the postcode button will open a search window.
Country: Optional country field.
Phone: Customer's telephone number.
Fax: This customer's facsimilie number
Mobile: A mobile phone number for this client.
Email: Their main email address. (You can then also click the email button to send an email)
Web: The customer's web site (clicking the Web button opens your web browser and takes you to their site)

Pricing Code: This is the pricing code that is assigned to this customer. When items are invoiced, the system will look for the matching price code that is attached to the item selected, and then use that price.
Class Type: You can assign like customers to customer "classes". For example if this customer was a school, you might select "schools" as the customer class. Then, whenever you run sales or analysis reports, these 'like' customers are summarised under their appropriate classes and provide you with a great marketing analysis tool.
Group: Sometimes, you may find that several of you customers are actually owned by the one parent company - or group. You can allocate such customers to a particular "group" which will

then enable performance monitoring of the group accounts. For normal customers, just leave it as Not a Group Account.

Salesperson: You can assign salespersons to your customers with this option. Simply select the appropriate salesperson from the drop-down list. Whenever a sale is made to a customer, the system automatically allocates the sale to the salesperson entered here. You can then see how your salesperson is performing from the figures in sales reports - or from the salesperson window itself.

Commission: This is the normal commission rate that you will pay to your salesperson on sales made to this customer.

Notes: The Customer Notes area provides a place for you to put any custtomer specific notes you may wish to make. Clicking the button adjacent opens a full window for you to use if required.

Debtor's Ageing:
This is a snapshot of what the customer currently owes you and is simply a calculation of the invoices and other open items on their account. As a quick reference - it is ideal.

3.7.2.3   Customers - Account Details Tab

Account Details Tab
This tab displays account information relating to the highlighted customer.

Accounts Contact: This is the contact name for the person you would speak to regarding your client's account.

The **Account Status** area provides you with the ability to enter account specific details:

Trading Terms: This is the normal conditions of trade with your customer
Account Type: Normally "Open Item" so that invoices remain on the account until fully paid.
Credit Limit: The maximum amount of credit you are prepared to let this customer have.
Stop Credit: If checked, prevents any sales going through for the client concerned. Normally leave this clear.
Last Payment: The last date and amount of the most recent payment received.
Method: Shows how payment has been previously received (by cheque, credit, cash, etc).

If payment has previously been made by cheque, the **Banking Information** area will show the customer's bank details (Bank, Branch, Drawer name)

The Open Items area is where any outstanding invoices are shown.

The buttons shown enable you to see any cash receipts and/or any item activity for the highlighted invoice.
Additionally, a right-click pop-up menu provides other options (like reprinting of invoice, re-ageing the item, etc)
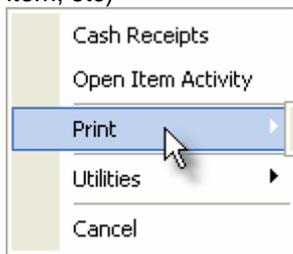
Debtor's Ageing:
This is a snapshot of what the customer currently owes you and is simply a calculation of the invoices and other open items on their account. As a quick reference - it is ideal.

3.7.2.4 Customers - Options Tab
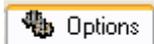
Options Tab
This tab displays optional settings for to the highlighted customer.

You can set an Internal Serviceperson to handle incoming enquiries for this customer.
The Customer Priority setting gives you the ability to rank the selected customer.

In some organisations, delivery routes are needed for shipments. This area allows you to both set a desired route as well as a preferred carrier.

The system will automatically keep track of when accounts are opened.
You can also flag an account as a 'dead' account. This prevents it from being used for invoicing but enables it for historical reporting purposes. It is good for where you no longer want to supply the client with goods or services, but need to keep their history on file and is preferred over simply deleting them.

From time to time you may set certain items up with 'special' pricing. You can set whether or not a client is entitled to these by turning this option on or off.

Most customers are taxable and the default setting here is normally left on. However for exports to overseas clients, you can tell the system that the client receives pricing ex-tax by deselecting the option.

If you sell to government authorities and supply them under a government contract, you can set this option on. It identifies them as a government customer and is used in analysis reporting.

You may wish to set a line discount that is applicable for anything that this customer purchases from you. It can be set here and is reflected whenever you invoice them an item.

A "cost plus" method of pricing is also available if needed. It over-rides the normal pricing algorithms and simply calculates a selling price for the selected customer based on the markup rate entered. If left at 0.00, the normal mechanism of pricing is invoked.

You can set some customers up to have special access to privileged areas of your web site by checking the appropriate box. Additionally, a password is required and you can set it here for them. (Don't forget to tell your customer what it is!)

3.7.2.5   Customers - Messages Tab

Messages Tab

This tab displays optional messages for to the highlighted customer.

Order Entry: Confirm prices to Mary when order complete

Anything entered in the 'Order Entry' field will appear on the user's screen whenever this customer is selected for an order or invoice.

The other fields below, will print out on their respected forms.

Picking Slips: Pick full cartons only

Invoices and Credit Notes: Please forward all invoices to Jane for processing.

Statements: Check out our monthly specials!

Manifests:

Job Bags and Sheets:

3.7.2.6   Customers - Ship-To Addresses Tab

Ship-To Addresses

Ship-To Addresses Tab
This tab displays multiple ship-to addresses for a customer.

Name	Address 1	Address 2	City
Sample Customer - Main Address	Suite 1a	123 Bourke Street	Sydney
Sample Customer - Second Ship-To Address	Level 4	256 Pitt Street	Sydney

You can add, edit or delete these as required and the browser will be updated accordingly.
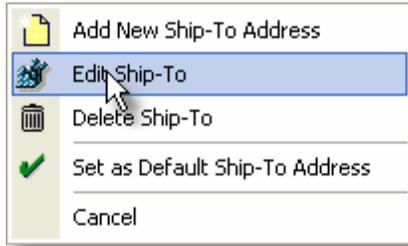
The fields below are pretty much self explanitory however the only one to be careful of is the salesperson field. Only change it if sales made to this customer and to this particular ship to address, are to be credited to a salesperson other than the one normally associated with the client.
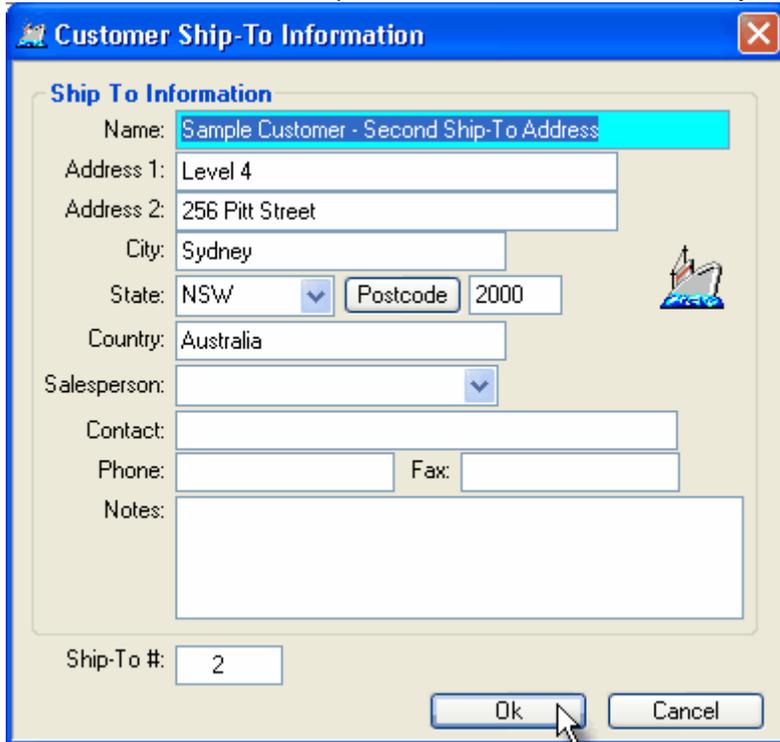
3.7.2.7 Changing Customer Code Numbers

Customer Code Numbers are one of many special keys linking Customers with accounts, sales history and so on.
Normally, you need not change them, but if you must, the system will permit you to do so by using the special **Utilities** submenu option.

On the Customer that you want the code number to change, press the right mouse button.
A popup menu will show, click on the "Utilities" option, you should then select "Change Code Number"

The following screen will appear.
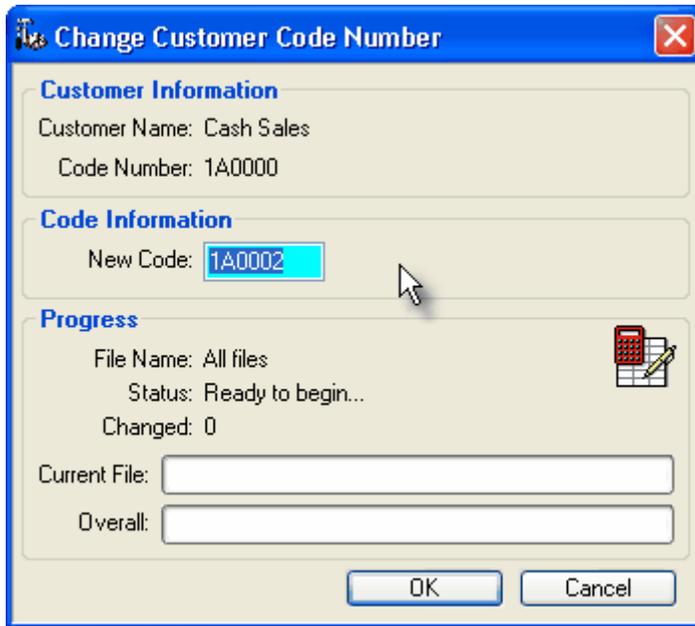
Type a new unique customer code number in the field highlighted, then click OK.
(The system will perform checks to make sure that you don't pick one that is already in use and warn you if that is the case)

When you are happy with the new code number, click on the OK button.

The system will then change the Customer's code number and then also scan through the many other databases in the system changing any occurrences of the old number. All entries with the old number will be updated with the new one to reflect the change. (Any open windows will also be updated automatically).

A history of changed code numbers is stored in the Customer Code Number Changes database which you can review if needed.

3.7.2.8 Browsing Customer Code Number Changes

Whenever a Customer Code Number is changed in Control Professional, a record is kept of what it was, who changed the entry and what time it was done.
This can be reviewed in the **Customer Code Number Changes** browser.

From the menu select **File, Accounts Receivable (A/R), Browsers, Customer Code Number Changes**

The database itself is a handy tool to audit who and when changes were made.
Even if the original customer is eventually deleted from the system, the changed records will still be
able to be seen in this window.

3.7.3   Cash Receipts

3.7.3.1   Cash Receipts

To be completed...

3.7.4   Credit Cards

3.7.4.1   Editing Credit Card Information

The **Credit Cards** window enable you to set up the different types of credit cards you accept from
customers when they pay their invoices.
These entries are then selectable when a method of payment is required.

From the menu select **File**, **Accounts Receivable, Master Files, Credit Cards**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a new Credit Card, click the **New** icon and add the details:
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Credit Card Code: Can be anything you like - usually, a meaningful abbreviation is good.
Description: Is the type of credit card.

3.7.5   Credit Reasons

3.7.5.1   Editing Credit Reason Information

The **Credit Reasons** window provides an area for you to set up the main types of credit reasons you encounter when you need to raise a credit note for an invoice.
These entries are then selectable when a credit note is to be created.

From the menu select **File**, **Accounts Receivable, Master Files, Credit Note Reasons**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a new Credit Reason, click the **New** icon and add the details:
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Credit Reason Code: Can be anything you like as long as it is unique from any others.
Description: Is where you can describe the type of credit.

3.7.6 Customer Classes

3.7.6.1 Editing Customer Class Information

Customer Classes enable you to group clients together that fall into certain like categories.
For example, you could allocate the Customer Class of "**Clubs**" to all Football Clubs, Golf Clubs, etc.
Another might be for Sub-Distributors and so on.

When you later run analysis reports on your sales, you can see what areas of the market you are
effective in, and also therefore which areas need more attention.
You can add or edit these classes at any time.

From the menu select **File**, **Accounts Receivable, Master Files, Customer Classes**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a new Class, click the **New** icon and add the details:
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Customer Class Code: Can be anything you like. Essentially, it just has to be unique,
however usually a meaningful abbreviation is good.
Class Description: What you would like the Class to be called.

Once the new Class has been created, you can allocate it to customers by going to the customer
window (General Tab) and selecting your new class from the Class Type drop-down box in the
customer settings area.

A way of analysising your sales information or customer base is by these "Customer Classes". For
instance if you operating in the hospitality industry you may differentiate your customers by the type
of establishment ie hotels, restaurants, clubs, churches/religion, government etc. Reports in this area
may give you an outline of which areas you are performing in and which areas may need more of your
attention.

3.7.7 Customer Groups

3.7.7.1 Editing Customer Group Information

Customer Groups enable you to optionally group clients together that have the same owner.

For example, if Fred Bloggs owns 2 businesses and both of these have seperate accounts in your system, they can still be reported on collectively by assigning each of the 2 clients the same customer group.

First, you would add the "Bloggs Group" to the system.
To do this: From the menu select **File**, **Accounts Receivable, Master Files, Customer Groups**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a new group, click the **New** icon and add the details:
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Customer Group Code:	Can be anything you like. Essentially, it just has to be unique.
Group Name:	What you would like the group to be called.
Contact:	Tthe name of the person you would normally speak with regarding group account enquiries.
Phone:	Simply their phone number.

Once the new Group has been created, you can allocate it to the customers by going to the customer window (General Tab) and selecting your new group from the Group drop-down box in the customer settings area.

3.7.8 Internal Service Persons

3.7.8.1 Editing Internal Service Persons

Internal Service Persons enable you to set up and allocate your internal staff to handle specific customers - normally for telephone assistance or general enquiries.
These are not to be confused with Salespersons, who are covered elsewhere in this document.
Allocating Internal Service Persons is optional. A default entry will be provided whenever you add a customer anyway. It can always be changed later if you want to.

From the system menu select **File**, **Accounts Receivable, Master Files, Internal Service Persons**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a new Service Person, click the **New** icon and add the details:
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Service Person Code: Can be anything you like. Essentially, it just has to be unique.
**Full Name:**   Their name.

Once the new Service Person has been created, you can allocate them to customers by going to the customer window (Options Tab) and selecting your new service person from the Service Person drop-down box in the Internal Sales area.
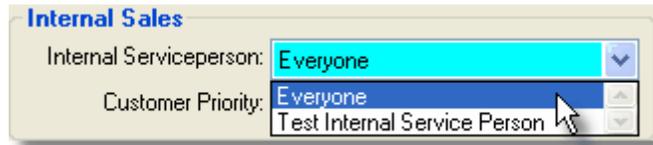
In many places you may have Internal Sales People who work directly with an External Sales Person. If this is the case you may like to issue the customer accounts with the required Internal Sales Person information. Even if this is not a requirement for your Company you should at least have a code which is generic for all Internal Sales People.

3.7.9   Salespersons

3.7.9.1   Salespersons Overview

Salespersons can be added or edited at any time.
The salespersons window provides an area where you can enter and set up your sales people.

From the system menu select **File**, **Accounts Receivable, Master Files, Salespersons**.
In this area you can also allocate individual monthly sales budgets as the system will credit each salesperson with each invoice or credit note processed.
It enables you to easilly monitor the performance of your sales staff.
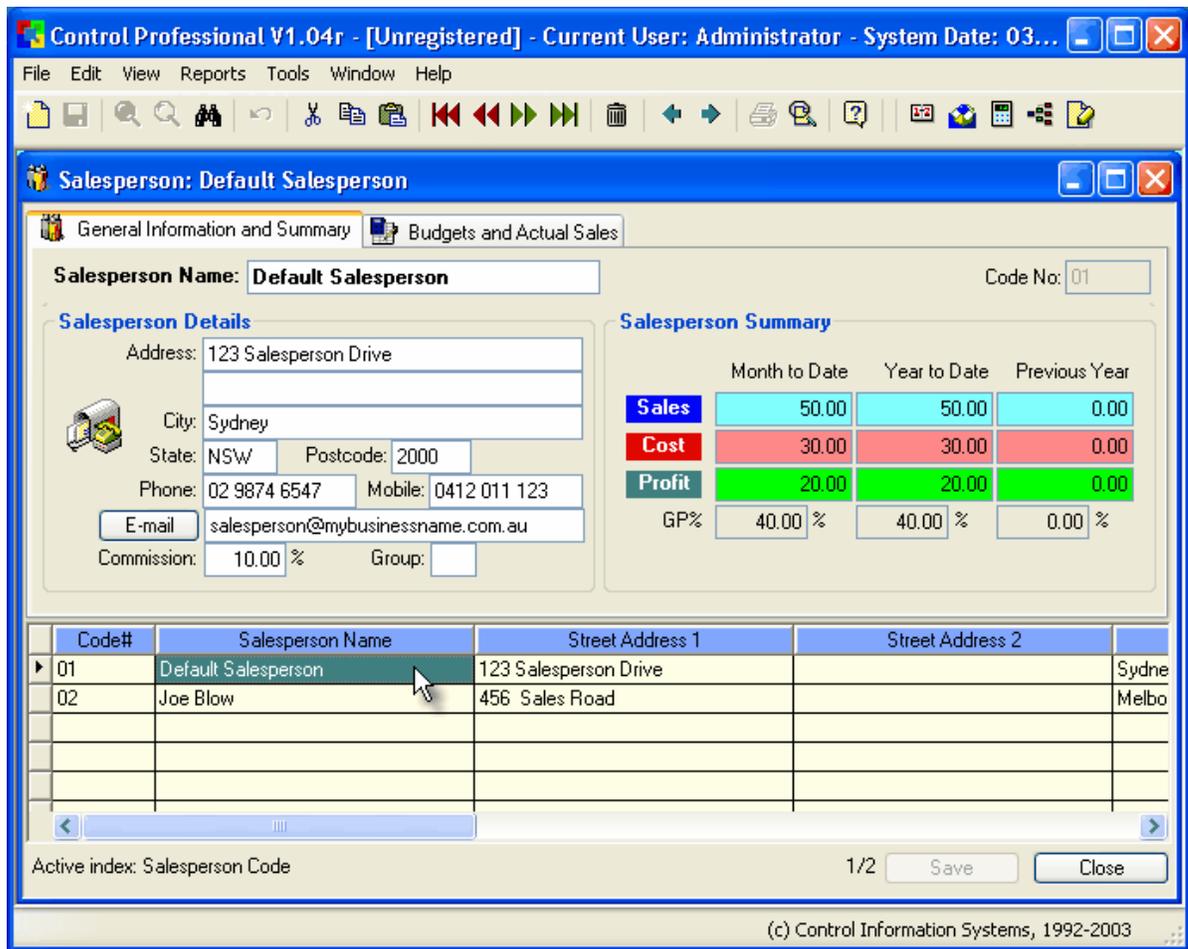
Many companies have several representatives or customer service people dealing with their customers on a regular basis.

A lot of the time a customer is designated to a certain representative because of their locality or type of business etc.

By issuing each of your representatives or customer service people with a specific/individual code you will be able to see how they are progressing. For instance you might like sales figures for each of the representatives; you might like to know the amount of customers an individual representative has active or how many new accounts they have opened in the previous month or year etc.

3.7.9.2   Editing Salesperson Information

This window consists of 2 Tab pages: **General Information and Summary** and **Budgets and Actual Sales**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** Salesperson, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

General Information and Summary Tab
This tab displays the more commonly used fields for Salespersons and are described below.


Salesperson Name: The salesperson's name.
Code No: The code number that the system will use to refer to this salesperson. It can be anything you like.

The **Salesperson Details** area can be used to record their address and contact details. You can enter these as appropriate.
Address: Enter this salesperson's address. There are two fields available here if required.
City: The City or Suburb of the address.
State: The State of the address.
Postcode: Enter the appropriate postal code.
Phone: This salesperson's normal telephone number.
Mobile: Your salesperson's mobile phone number.
Email: The email address for your salesperson
Commission: You can allocate a set commission percentage on sales for each salesperson, and they can be different for each. When an invoice is raised, the system will calculate the commission payable using this rate (it is not fixed though and can be changed at time of invoicing). If set to zero, no commission is calculated.

The **Salesperson Summary** area is perpetually maintained by the system and is based on sales as they are processed. It is a quick and handy way to see a salesperson's performance at any time. You can optionally set monthly sales targets or budgets by clicking on the tab **Budgets and Actual Sales**

Budgets and Actual Sales Tab
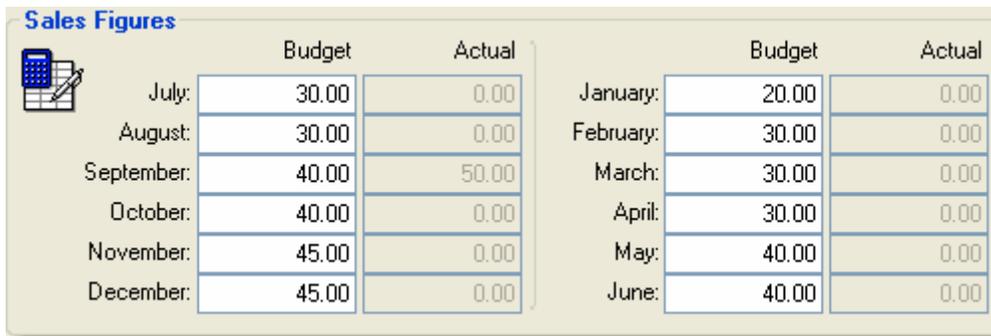
Enter monthly budgets as desired. This is an optional feature but a handy one. Reports generated by the system will compare actual sales to budgeted sales and provide you with powerful performance information.

When you are happy with your entries, click Save.

Once the new Salesperson has been created, you can allocate them to customers by going to the customer window (General Tab) and selecting your new salesperson from the Salesperson drop-down box in the Customer Settings area.

The salesperson is then allocated to that customer and will be shown whenever an invoice is created.

3.7.10 Terms

3.7.10.1 Editing Terms Information

The **Payment Terms** window provides an area for you to set up the main types of credit terms you offer to your clients.
These entries are then selectable when a Customer or Vendor is edited in their master windows.

From the menu select **File**, **Accounts Receivable, Master Files, Terms Master**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a new Payment Term, click the **New** icon and add the details:
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Payment Terms Code: Can be anything you like as long as it is unique from any others.
Terms Description: Is where you can describe the type of term.
Number of Days: How many days before the account is deemed to be overdue.

When opening customer accounts you may have different trading terms for the different customers.
For instance you may issue 30 day trading terms with large customers or those you have proven their
security to you. For new customers you may require them to pay cash on delivery. You can set up as
many "Payment Terms" as you require and it will ensure you are aware of a customer's trading terms
at a glance.

3.7.11 Browsers

3.7.11.1 AR - Invoice Headers

When invoices are updated from Point of Sale (POS), they go into a central database in the Accounts
Receivable module.

Should you ever need to reprint a really old invoice, or perhaps to see when it was paid, or even what
the value of it was, then you can do so in the **AR Invoice Headers** browser.

From the menu select **File, Accounts Receivable (A/R), Browsers, AR Invoice Headers**

You can also perform lookups using the Seek (F5) feature.
The Re-Print and Activity buttons can be selected at any time and will function accordingly.

An option also exists on the right-click popup menu to change the invoice's date. Bear in mind that the "Change Invoice Date" option should be used with care as it can also affect the ageing of the debt on the customer's account.

3.7.11.2 AR - Invoice Details

Details of invoices (individual line items, prices and quantities) that are updated from Point of Sale (POS) go into a central database in the Accounts Receivable module.

To view these details, you can do so in the **AR Invoice Details** browser.

From the menu select **File, Accounts Receivable (A/R), Browsers, AR Invoice Details**

You can also perform lookups using the Seek (F5) feature.

3.7.11.3 Cash Receipts

Whenever you receive payment for your invoices, a record is kept of what it was, how much it was for, etc.
The current month's cash received can be reviewed in the **Cash Receipts** browser.

From the menu select **File, Accounts Receivable (A/R), Browsers, Cash Receipts (Current Month)**

You can also perform lookups using the Seek (F5) feature.

For historical (more than current month's information), use the Cash Receipts History browser.

3.7.11.4 Cash Receipts History

Whenever you receive payment for your invoices, a record is kept of what it was, how much it was for, etc.
Historical cash received can be reviewed in the **Cash Receipts History** browser.

From the menu select **File, Accounts Receivable (A/R), Browsers, Cash Receipts History**

You can also perform lookups using the Seek (F5) feature.

For current month's information, use the Cash Receipts (Current Month) browser.

3.7.11.5 Cash Transactions

A Cash Transaction occurs each time a cash receipt is applied to an invoice.
Usually, this will be for the total amount of the outstanding invoice, but sometimes it may not be.
In any case, you can always review what payments were applied to what invoices by using the **Cash Transactions** Browser.

From the menu select **File, Accounts Receivable (A/R), Browsers, Cash Transactions**

You can also perform lookups using the Seek (F5) feature.

3.7.11.6 Customer History

Control Professional keeps track of individual customer sales figures for you and breaks it up into monthly amounts.
You can see sales amounts, costs on a month by month basis, or even year to date / previous year basis on the one screen.

From the menu select **File, Accounts Receivable (A/R), Browsers, Customer Sales History**

You can also perform lookups using the Seek (F5) feature.

3.7.12 Sales History Snapshot

A **Sales History Snapshot** is a handy way of seeing exactly what your sales are at almost any given time.
It shows on the screen your sales, costs, profit and GP% broken down month by month.

From the menu select **File, Accounts Receivable (AR), Sales History Snapshot**

Month	Sales $	Cost $	Profit GP $	GP %
Current	21154.31	14141.49	7012.82	33.15
June	10101.83	5777.52	4324.31	42.81
May	0.00	0.00	0.00	0.00
April	0.00	0.00	0.00	0.00
March	0.00	0.00	0.00	0.00
February	0.00	0.00	0.00	0.00
January	0.00	0.00	0.00	0.00
December	0.00	0.00	0.00	0.00
November	0.00	0.00	0.00	0.00
October	0.00	0.00	0.00	0.00
September	0.00	0.00	0.00	0.00
August	0.00	0.00	0.00	0.00
Total Sales:	**31256.14**	**19919.01**	**11337.13**	**36.27**
Avg/Month:	2604.68	1659.92	944.76	36.27

Last refreshed on: 26/07/2004 at 04:46:52 PM   [Refresh] [Close]

This screen can even be left running all day if required so you can keep abreast of the very latest sales figures as they occur and are updated.
The Refresh button can be used to "force" an immediate update of the figures if required.

3.8 Contacts

3.8.1 Contacts Overview

Contacts can be added or edited at any time.
The Contacts window provides an area where you can enter and set up your general contacts.

From the system menu select **File**, **Contacts, Contacts Master**.
Alternatively, you can click the Contacts icon on the toolbar or use the shortcut: **Ctrl+Shift+O**.

Contacts may be organisations - or just people that you know. Often it is also used to store information on contractors like the ones you may need to call for electrical work or general maintenance. Images can also be added if you want as well as an unlimited amount of notes.

Use the Add, Edit or Delete functions to perform the desired actions on the highlighted Contact.

3.8.2   Editing Contacts

This window consists of 2 Tab pages - **General Information** & **Notes**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** Contact, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on a contact in Control Professional, you can do the normal add, edit, delete type of functions.

General Information Tab
This tab displays the more commonly used fields for Contacts and are described below.

Business: The business name
Updated: The last date that this record was modified
Contact: A salutation and the contact person's name.
Occupation: The occupation of the contact person.
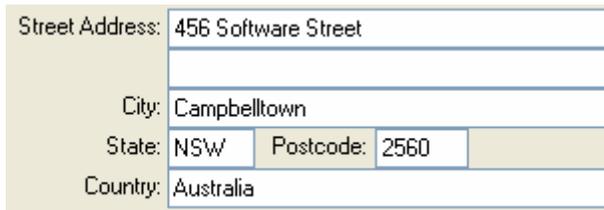
Street Address: Enter this contact's **actual street** address. There are two fields available here if required.
City: The City or Suburb of the address.
State: The State of the address.
Postcode: Enter the appropriate postal code.
Country: This contact's country.
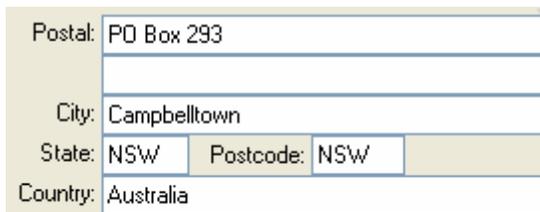
Postal: Enter this contact's **mailing** address. There are two fields available here if required.

City: The City or Suburb of the mail address.
State: The State of the address.
Postcode: Enter the appropriate postal code.
Country: Optional country field.

**Work Phone**:   Contact's work telephone number.
Mobile: Contact's mobile telephone number.
Home Phone: This contact's home number
Fax: This contact's facsimilie number

Email: Their email address. (You can then also click the email button to send an email)
Web: The contact's web site (clicking the Web button opens your web browser and takes you to their site)

You can also make any number of personal notes in the Quick Notes area.

The category area provides a place to simply click what type of contact they are.

Contact Image:

You can also add images if you like.
To add a photo, simply double click on the "Image" area and navigate to the image you want to use.
You can also right-click and select the image option from the popup menu.

Notes Tab
This tab provides an area to store additional miscellaneous information for this contact.
The fields displayed here are searchable with the F10 SupaFind function.

Products:

Control software, computer hardware & networking

Products: This is where you can enter a general description of the products that this contact can supply etc.

Other staff and contact details...

Caroline, Christine, Bradley

Other staff and contact details: Keep a record of the names of other staff for your contact.

Additional Information

Info 1:
Info 2:
Info 3:

Additional Information: Three extra info areas allow you to enter in point form any entries you think

are necessary.

3.9 End Of Month

3.9.1 End Of Month Updates

In order for Control Professional to produce for you accurate sales analysis reports, proper ageing of accounts, etc - it is necessary to run the End of Month Updates once, at the end of the month.

Typically, it should be run after all entries have been finalised for the month about to be completed. This would include invoices, credits, banking, and so on.

Additionally, be sure to have run any reports you want before starting the update (like Aged Trial Balances or Sales Analysis reports) as, when the update concludes, it will prompt you to change the system date.

As there are many files modified during the EOM process, it is necessary for the system to have exclusive use of them, so ensure that if you have other users in the system, that they are logged out before you start. (If a user still has files open, the system will let you know though).

To run: From the menu select **File**, **End Of Month (EOM), End Of Month Updates**.
The following screen will appear:
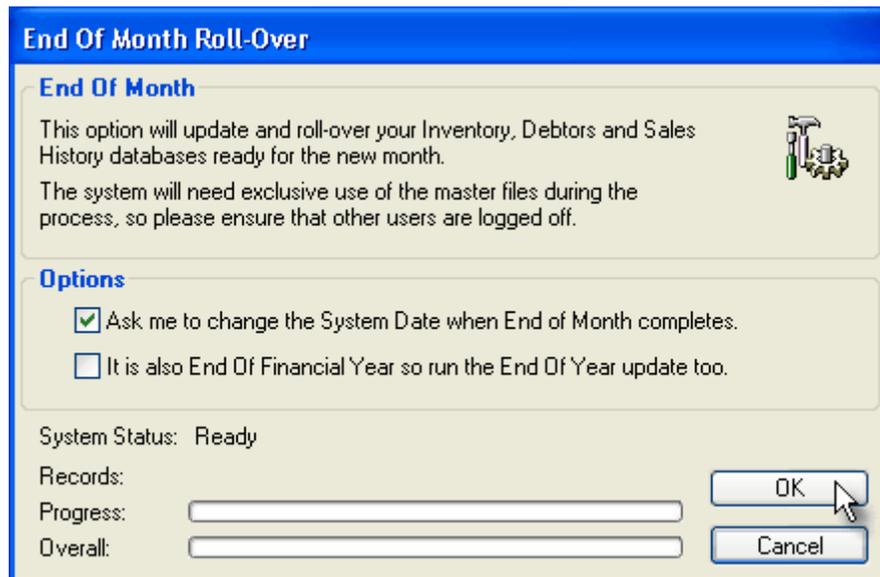
Note: Only check the End Of Financial Year option if this rollover falls at the same time as your financial end of year (eg: normally June 30 for Australian businesses)

When you are ready, click OK.
The progress bars will keep you informed of the processes as they are being done.

When complete, the system will remind you to change the system date and you can then process normally again.

3.10   End Of Year

3.10.1 End Of Year Updates

At the end of your financial year (typically June 30 for Australian businesses), you need to run the
End Of Year Update.
This ensures that all year-to-date figures are zeroed out in preparation for the new financial year.
(Note that this is not normally the end of the calendar year)

Typically, it should be run after the normal End of Month has been completed (and is called
automatically if the EOY option is checked on the End Of Month Roll-Over window).

As there are many files modified during the EOM process, it is necessary for the system to have
exclusive use of them, so ensure that if you have other users in the system, that they are logged out
before you start. (If a user still has files open, the system will let you know though).

To run: From the menu select **File**, **End Of Month (EOM), End Of Year, End Of Financial Year Roll-
        Over**.
The following screen will appear:
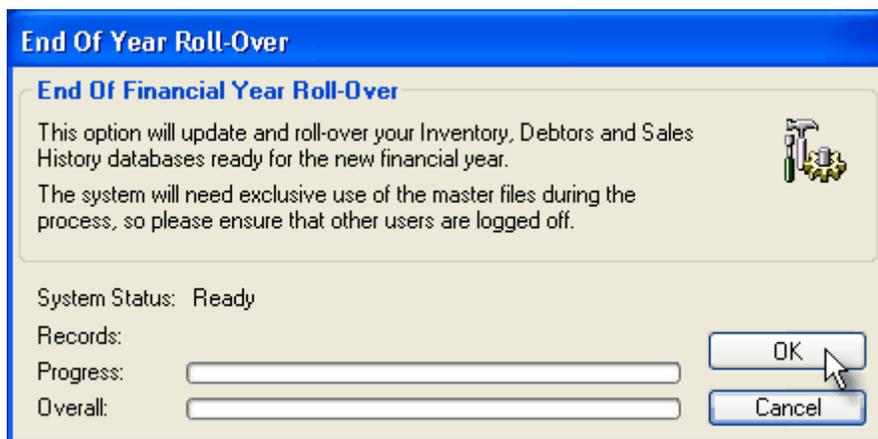
When you are ready, click OK.
The progress bars will keep you informed of the processes as they are being done.

When complete, make sure that you check the system date before processing normally again.

3.11   Freight

3.11.1 Editing Delivery Routing Code Information

A Delivery Routing Code is required when setting up new customers and this is where you can set the
masters up.
The code is used to identify the geographical area in which the customer's orders will need to be
delivered.
For instance "MET" might stand for Sydney Metro, "STH" could be for South Coast and "NTH" for
North Coast.
You can always just leave the default one in place - no problem.

These entries if required though, can be set in the Freight Carrier Transport Master.
From the menu select **File, Freight, Carrier / Transport Master**

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** Carrier, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type
of functions.

3.12   Inventory

3.12.1   Inventory Overview

Inventory Items can be added or edited at any time.
The Inventory window provides an area where you can enter and set up the products and services
you sell.

From the system menu select **File**, **Inventory (INV), Item Master**.
Alternatively, you can click the Inventory icon on the toolbar or use the shortcut: **Ctrl+Shift+I**.

Use the Add, Edit or Delete functions to perform the desired actions on the highlighted Item.

Essentially, the Inventory database is where you save information on your items.
This database is then used as a link with products that you sell to your customers, purchase from
your suppliers, etc - which in turn is used in many areas of the system.

The Inventory window has several Tab pages.

General Information   Notes   Images

Screen Layout
The inventory window is laid out with multiple tabs so that information on items can be easilly seen.
By clicking on a particular tab, item information relative to that tab's topic is shown immediately below.
(Details of what the tabs hold are explained in the next section)
In the lower part of the screen, a browser enables you to quickly move from one item to the next, or to scroll across as needed.

Control Professional V1.04q - [Unregistered] - Current User: Administrator - System Date: 03/09/2003

File   Edit   View   Reports   Tools   Window   Help

Item: 100000a - Holden HSV VTII R8 Sedan 5.7 Litre 6 Speed Manual

General Information   Notes   Images

Detailed Product Information: This information is published with the item to your web site.

Your Notes (internal use only): These are notes relating to this item solely for internal reference.

High performance vehicle with comfort to match.

Enhanced ground hugging design maximises cornering capabilities.

Magnificent braking from large HSV embossed calipers.

Only sell with full fuel tank.

Enrol client in complimentary HSV Club

Invoice Notes : These will print out on invoices.

Wash with warm soapy water for best finish.

Item Flags

☐ Stock Consumable   ☐ Written Down
☐ Government Item   ☐ Run-Out Item
☐ 'Quote Only' Item   ☐ Discontinued
☐ Bill of Material   ☐ Serialised
☐ Consignment Item   ☐ Critical Item

Technical Specifications

Capacity: 5.7 Litre
Height: 1680mm
Diameter:

Item Code	Description	Vendor's Item Code	Barcode	U/M	New On	
100000a	Holden HSV VTII R8 Sedan 5.7 Litre 6 Speed Manual	123456	9326532000136	Ea	03/09/2003	San

Active Index: Item Code Number   1/1   Save   Close
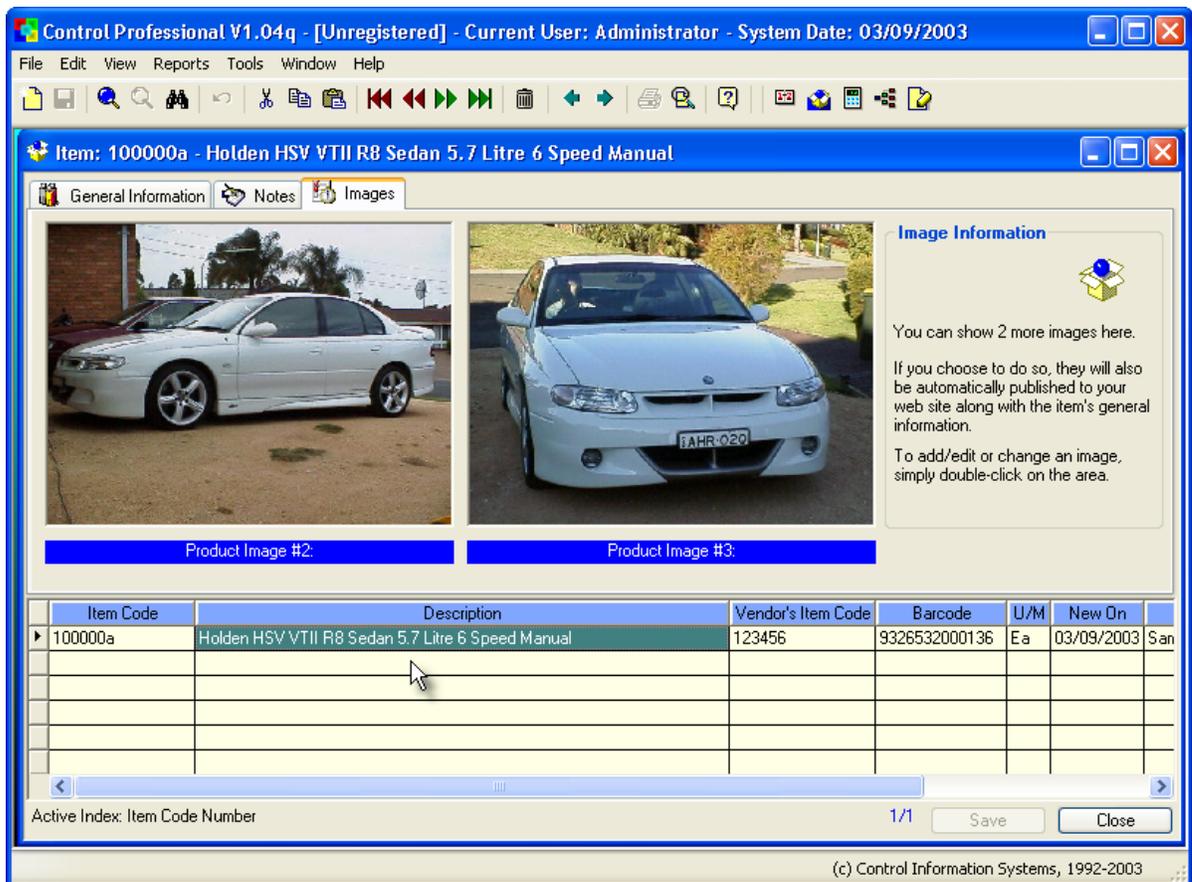
Your inventory system is the centre of your operations. Without goods or services to sell you have no business. It is imperative that you set your system up in a logical manner so that as your inventory base grows it remains manageable.

Your Inventory System is vital for recording, reporting and dealing with your customers. The system allows you to keep track of what products you have, together with who buys them, their sales history, when you received them and what margin you make on them just to name a few areas.

Right Click Popup Menu
When you right click on an item in Control Professional, you can do the normal add, edit, delete type of functions.
In addition, there is also several other special features available.

Add New Item
Edit Details
Delete Item
Save Changes
SupaFind
Seek
Edit Vendor Master File
Image
Undo Changes
Clone
Utilities ▶
Print ▶
Cancel
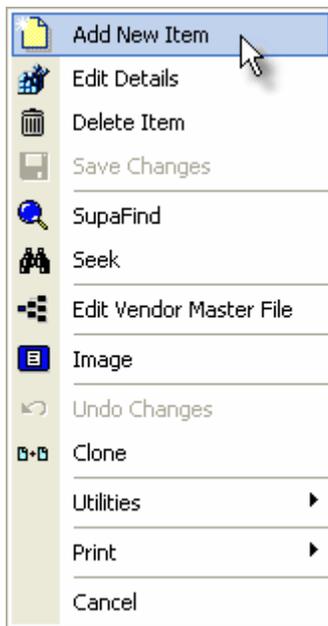
3.12.2 Inventory - General Information Tab

General Information

General Information Tab
This tab displays the more commonly used fields for inventory items and are described below.

Description: HSV Wheels 18"
Item Code: 100000   Vendor's Name: CCE International Pty Ltd - 03 9315 2333

Description: This is the descriptive term of the actual Product or Service that you supply. Can be whatever you like it to be.
Item Code: An item code number that you can select. It is common to group like items together in their coding sequences.
Vendor's Name: The supplier of the item shown. If it is a service you supply, or an item that you manufacture simply choose yourself as the vendor.

Details
Product Group: 99 - Special   U/M: Ea
Vendor's Item: 190099   Carton Qty 1   Tax: 10.00

Product Group: The product group that this item belongs to. Assigning a product group to an item will give you excellent analysis of your sales.
U/M: This is the Unit of Measure that you sell the item in. Can be Each, Dozen, Pack, etc...
Vendor's Item: What your vendor/supplier codes this item as. Optional field.
Carton Qty: Some products are sold with several to a carton (eg: Glasses might be 24 Ea per carton)
Tax: Select the applicable tax code for your item.

Category: The web category this item belongs to. If you send information about this item to your web site, this category selection can be used to group like items together on your site. If you don't have a site, or don't want to send information up to an existing one, just leave it to the default setting.

Show On Website: This flag tells the system to send - or not to send, information on this product to your web site.

Bar Code No: Some items are bar coded. If so, you can enter the bar code number here. Optional field.

Carton Weight: This is the Carton Weight in kilograms. Optional field.

U/M Qty/Pk: Unit of measure quantity per pack - eg: 4 doz / pack. Optional field.

Carton Volume: The volume of the carton in cubic metres. Can assist in sales & purchasing where you need to pack containers. Optional.

Item Selling Prices:
If you set your selling prices up, they are displayed here.

Current Stockholdings:
This shows your item's stockholdings in the different warehouses/locations you may have. Additionally, as you add purchase orders and do invoicing, the allocated and on order quantites will move up and down accordingly. The system will also keep track of your costing for the item as it changes over time.

Main Product Image:
This shows a picture of your actual product. To add or edit the image, simply double-click the area.

3.12.3 Inventory - Notes Tab
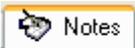
Notes Tab
This tab displays notes and additional information relating to the highlighted inventory item.
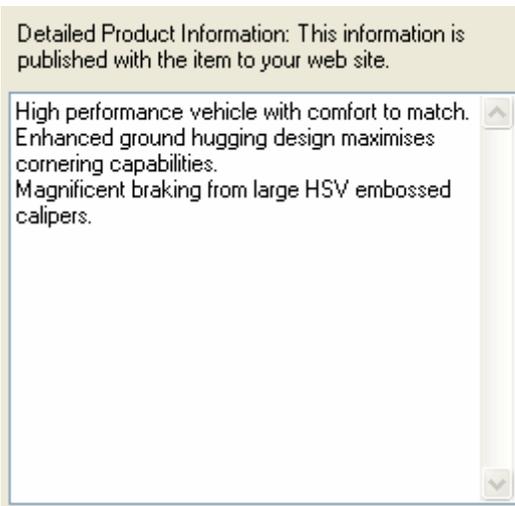
Detailed Product Information:
For items that you publish onto your web site, you can add as much information as you want here.
Whatever is typed into this field is included as descriptive text when the item is shown.
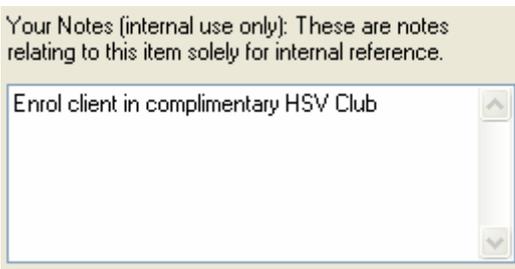
Internal Notes:

These are you own internal notes about the product
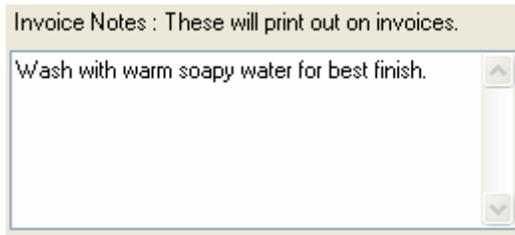
Invoice Notes:
These are notes that will appear on any invoice that includes this item.
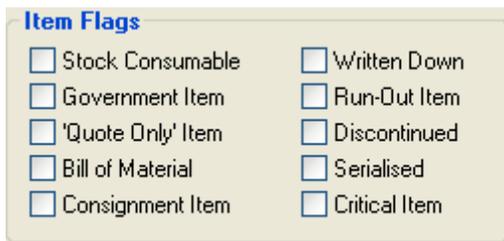
Item Flags:
These are check boxes that you can use to flag items as appropriate.

Technical Specifications:
If required, you can add capacity, height and diameter information for the item.

3.12.4 Inventory - Images Tab

Images Tab
This tab displays additional images relating to the highlighted inventory item.
These images can be added by double-clicking on the space provided or edited/deleted by double-clicking on the image itself.

If you upload item information to your web site, these additional images are also sent.
They are also especially handy for letting other staff know exactly what the product looks like.

3.12.5   Changing Bin Locations

Bin Locations are optional, but if used they can identify the location of items in your stock.
They can be for example a shelf number in your showroom, or a bay in your warehouse.

If you need to change them, the system will permit you to easily do so by using the submenu option.

In the Inventory browser, find the Item that you want the bin to change for and press the right mouse button in the "Current Stockholdings" area.
A popup menu will show, click on the "Change Bin Location" option.

The following screen will appear.
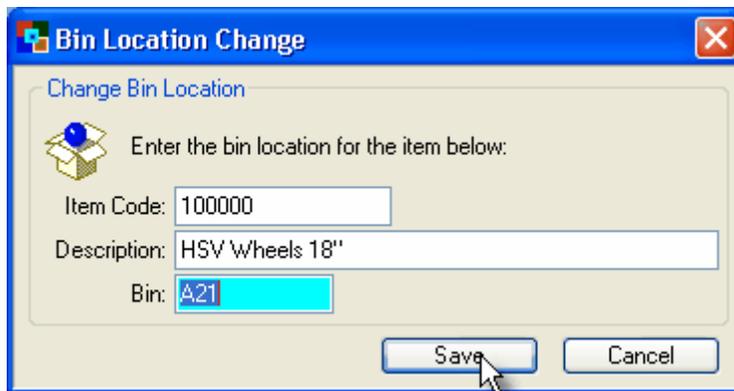
Type your bin location in the field highlighted, then click OK.

3.12.6   Changing Minimum/Maximum Quantities

Minimum and Maximum Quantities are optional, but useful if you want to restrict the amount of stock you carry at any one time.
Minimums can be set to alert you when their on hand quantities reach a sertain low point.
Maximums can be set to alert you when their on hand quantities reach a sertain high point.

If you need to change them, the system will permit you to easily do so by using the submenu option.

In the Inventory browser, find the Item that you want to change the quantities for and press the right mouse button in the "Current Stockholdings" area.
A popup menu will show, click on the "Change Minimum/Maximum" option.

The following screen will appear.

Type your quantities as necessary, then click OK button to save.

Note: If you leave the entries at 0, then they remain dormant and are not activated.

## 3.12.7 Changing Item Code Numbers

Item Code Numbers are one of many special keys linking your Inventory Items with many other aspects of the system..
Normally, you need not change them, but if you must, the system will permit you to do so by using the special **Utilities** submenu option.

In the Inventory browser, find the Item that you want the code number to change and press the right mouse button.
A popup menu will show, click on the "Utilities" option, you should then select "Change Code Number"

The following screen will appear.

Type a new unique item code number in the field highlighted, then click OK.
(The system will perform checks to make sure that you don't pick one that is already in use and warn you if that is the case)

When you are happy with the new code number, click on the OK button.

The system will then change the Item's code number and then also scan through the many other databases in the system changing any occurrences of the old number. All entries with the old number will be updated with the new one to reflect the change. (Any open windows will also be updated automatically).

Inventory item code changes can only be done "Globally". This means that not only should the number change but all the information that goes along with an item such as current sales orders, quotes, history of the item and stock holding must be transferred as well. This ensures data integrity.

The main thing is that you know the item number that you want to change, and the new item number you want to give it.

A history of changed code numbers is stored in the Item Code Number Changes database which you can review if needed.

3.12.8 Price Codes

3.12.8.1 Editing Price Codes

Each inventory item should have selling prices, and for different customers you might need different pricing - this is where **Price Codes** are invaluable.

Your customers are each allocated a price code, which is then used during order entry to determine

your prices to them. These prices can of course be over-ridden at time of order entry if needed - but are a great way to standardise your pricing structure and also enables you to print price lists based upon these price codes.

The system does come with a range of pricing codes but if required you can add extras.
You can have up to 9999 different prices for each item (not that you really would - but you can)

For instance you might have a list price "0001" which is your top (or highest price) for general customers, but a discounted "50 Carton" rate "0050" for larger customers. If you sell to distributors you might use the "Sub Distributor Rate" or "9999" price code which offers them even better discounts.

The general breakdown (and the most common) of price codes are as follows...
0001 - This is your top selling price (most expensive).
0025 - Discounted rate (could be 0001 price less 3 percent)
0050 - Discounted rate (could be 0001 price less 5 percent)
9999 - Your very best or cheapest price (generally used for say sub distributors)

The general logic of how price codes effect the determined item price at time of sale is that when an order is processed for a customer, the system will look at what price code the selected customer has, then use that price code to find a matching price in the inventory system. This price is then used for the order.

There is a little more to it though, and this is the really neat part.
Let's say you have a good customer and so have allocated to them a 0050 price code in their customer master file.
When you sell them a product, it looks for a matching 0050 price, but what happens if you don't have a 0050 price for that item? Well, no problem.
The system will decrement the price code by one (so 0050 becomes 0049) and look for a match again. If that fails, it looks for 0048 and so on.

This logic continues down to the 0025 code, where, if a match is not found, the system drops straight to the default price of 0001.
The reason that in goes from 0025 to 0001 is so that you can set prices in the range of 0002->0024 for certain clients knowing that the system will skip these for other customers (like in our example above). It also means that you can set a price code of say 0014 to a client so that they get a discounted rate for certain items, knowing that for more general items, your 0001 price will be used.

The **"Price Code Master"** will allow you to set up different pricing codes as required.

From the menu select **File, Inventory (INV), Master Files, Price Codes**

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type
of functions.

3.12.9 Product Classes

3.12.9.1 Editing Product Classes

Product Classes are used in Control to give a classification of products that are similar in nature.
These Product Classes will be broken down in further detail under Product Groups (as discussed
later).
Essentially though, think of Product Classes as a broard description of a range of products.

As an example, let's suppose you are a supplier to the hospitality trade.
You could have defined as your **Product Classes**:
    CL01 - Kitchen & Dining
    CL02 - Crockery
    CL03 - Cutlery
    CL04 - Glassware

The "Product Class Master" will allow you to set up different class codes as required.
From the menu select **File, Inventory (INV), Master Files, Product Classes**

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.10 Product Groups

3.12.10.1 Editing Product Groups

Product Groups are used in Control Professional to help you analyse sales of item groups.
Additionally, they allow you to categorise your price lists.
Often, you will find in reporting that you can not only select by item code number ranges, but also by product group ranges.

The "Product Group Master" will allow you to set up different groups as required.
From the menu select **File, Inventory (INV), Master Files, Product Groups**

Product Group: The product group code you want to allocate. (Can be combination of Alpha-Numeric is you like)
Description: The description of the product group. eg: Baskets
Class: The Product Class that this Product Group belongs to.
Do not pay Sales Commissions: An option to exclude sales of items in this product group attracting commission for salespersons.
Over-Riding Commission Rate: If you leave this rate set at zero, then the system will respect your salesperson's normal commission rate. However, if you for example wish to set a different commission rate for certain product groups, then simply type in the rate in this field and whenever a sale is made of a product that belongs to this group, the commission rate you enter here will be used. Remember that normally, you should leave this at zero (the default setting)

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.11 Purchase Orders

3.12.11.1 Purchase Order Overview

Purchase Orders is where you can create new orders and receive items you have ordered, from your suppliers.

From the system menu select **File**, **Inventory, Purchase Orders**.
Alternatively, you can use the shortcut: **Ctrl+Shift+R**.

The very first time you open the Purchase Order screen, it will be empty as there will not be any orders in the system yet.
It is easy to add them though and will be explained later.

The Purchase Order window consists of a main window holding 2 tabs - **General Information** & **Items On This Order.**

The **General Information** tab is used to display the seperate "headers" of current orders in the system.
Essentially, these headers contain things like who the order is from, address information, current order status, etc.
Each order header has it's own unique Purchase Order number which is allocated to it when it is first created.
These is also a browse area in the lower portion, that makes it easy to move between the different orders in your system by either clicking on them or by using the arrow keys on your keyboard.

The **Items On This Order** tab is where the details of the order can be found. These details can be the products and/or services that you have ordered from your suppliers. Each item can be seperately costed and the total of all items calculated.
Again, there is another browser on this tab - but this one is for the items on the order. As you click on an item, the appropriate quantities, pricing, etc is displayed in the fields on the main form. To add, edit or delete products or services, simply click the required button.

Note that you cannot directly enter things into the blank fields. It would actually be quite tedious if you could - (and would potentially lead to typographical errors and inconsistency). A better way is implemented - and one that validates the entries for you.
The system makes it easy to create and maintain purchase orders, as well as ensuring that the information contained is correct.

Right Click Popup Menu
When you right click on a purchase order in Control Professional, you can do the normal add, edit, delete type of functions.
In addition, there are also losts of extra features available.
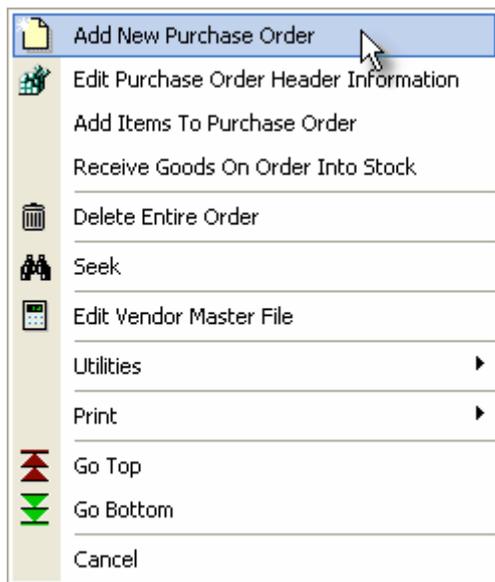
3.12.11.2 Creating a New Purchase Order

Creating a **New Purchase Order**

The creation of a new purchase order involves just a few steps.

1. Select the Vendor/Supplier.
2. Complete Order Header information.
3. Add Items To The Order.
4. Confirm Quantities and Pricing.
5. Finish and Print it!

3.12.11.2.1 New Purchase Order - Step 1

From the system menu select **File, Inventory, Purchase Orders**.
Alternatively, you can use the shortcut: **Ctrl+Shift+R**.

1. Selecting a Vendor

To start a new order and select a vendor, click the "New" icon on the toolbar.

This will open up a "**Select Vendor**" window containing the current vendors you have defined in your system.
Here, you can also confirm the entry date and the warehouse that the stock will go to.
If all are correct, you need only locate the customer.

Highlight the vendor for this new order and double-click on them, alternatively you can click the Ok button.
A new order will then be commenced.

3.12.11.2.2 New Purchase Order - Step 2

2. Complete Order Header Information.

Once a vendor has been selected for the new order, you are presented with an **Order Header Information** screen.

It is here that you can enter things like the date you require delivery by, any additional freight charges and you can also make any general comments relating to the order in the space provided.
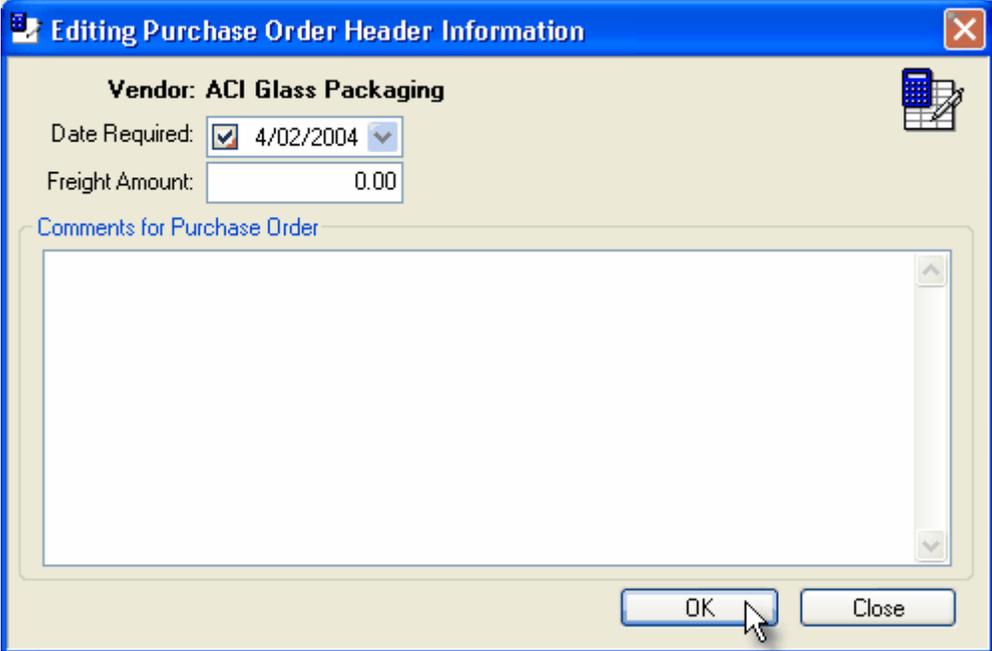
Date Required:
   If delivery is required on a certain date, you can enter that date here.
Freight Amount:
   This is where you can enter additional freight charges (ex-gst) if applicable.
Comments:
   An area where you can add any comments relating to this order.

Once you are happy with the entries, click the OK button.
A window will then appear confirming the order's creation and will ask if you would like to add items.

By selecting "Yes", you will be taken to the Add Items To Order screen.

3.12.11.2.3 New Purchase Order - Step 3

3. Add Items To The Order.

Once the order header has been completed for the new order, you are presented with an **Add Items To Order** screen.
It is here that you can select the items that you are going to order from your supplier/vendor.

Locate the item that you want to add, then either double-click on it, or click the "Select Item" button to add it to the order.

Options:
The "**Find**" box will assist you to quickly locate items. You can type in any part of a description and then when you click on "Search", a list of matches will appear.
The "**Select Item**" button, will do just that - select the highlighted item and add it to the order.
"**Close**" will close this window without adding any more items.

3.12.11.2.4 New Purchase Order - Step 4

4. Confirm Quantities & Costing.

After you select an item, you are presented with an add item **Quantities & Costing** screen.
It is here that you can confirm the item quantities and costs for the item that you are going to purchase from your supplier.

Edit the quantities and costing details as needed then click the OK button to add it to the order.

Your order will then look like the following:

If there are no more items to add, click the "Finish Order" button.

3.12.11.2.5 New Purchase Order - Step 5

5. Finishing an Order and Printing.

After you have clicked "Finish Order", the following screen will appear.
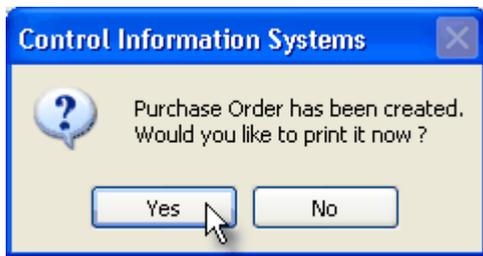
If you click "Yes" then the printing process will begin.
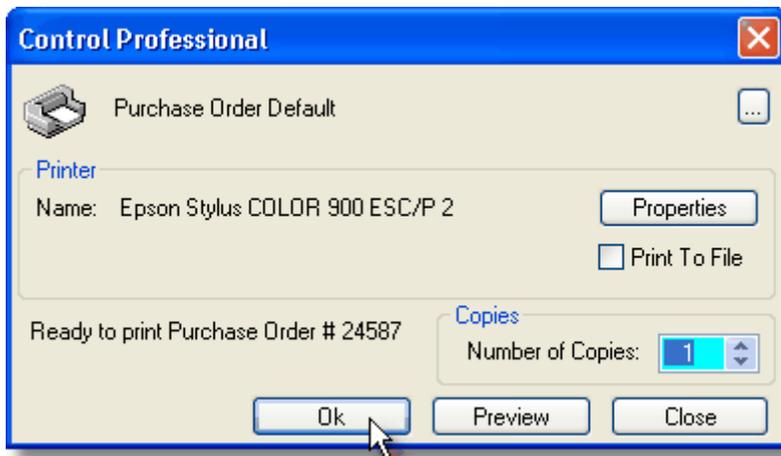
You can then print it out - all done!

3.12.11.3 Receive a Purchase Order

Receiving purchase orders is an easy way to keep your inventory levels updated.
It also provides you with the ability to check costings on items you have ordered against that which
you expected to pay and adjust inventory costs accordingly. Control Professional makes the process
simple and quick.

From the system menu select **File, Inventory, Purchase Orders**.
Alternatively, you can use the shortcut: **Ctrl+Shift+R**.
This then opens up your purchase orders screen.

3.12.11.3.1 Find a Purchase Order

Find a Purchase Order - (Shortcut F5)

Before receiving an order, first you have to find it.
Control makes this easy by providing a quick way to locate the exact order you are after.

For example by pressing F5, or clicking on the **Seek** icon, brings up the following type of screen...
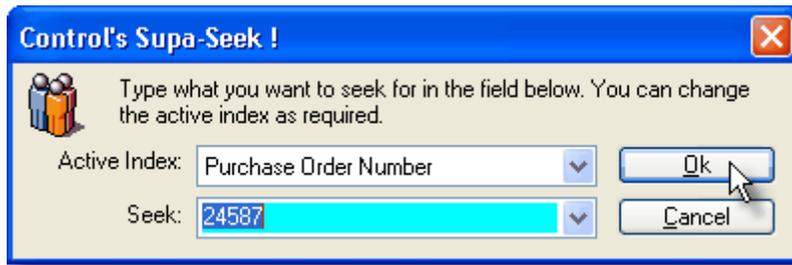
Simply select what Active Index you want to use, then type what you want the system to seek for.
The most common one is usually the default (Purchase Order Number).

After you type in the Seek field, click OK and the browser will adjust to find matching records.
The Seek mechanism is clever as well, it will remember the last 50 seeks you did.

To change the Active Index, click the Combo-Box and choose from the available indexes.
The system will then re-sort based on the index you have chosen.
You can then seek on that index.

Once you have found the purchase order, you are ready to receive the goods on it.
Click the Receive Order button at the lower right of the window to begin the process.

3.12.11.3.2 Receive Goods On Purchase Order

Receive Goods

From the Purchase Order window, click the "Receive Goods" button.
The following screen will then appear and will display the items that you have on order.

If you are happy that all the goods you are receiving are the same as that which you ordered, simply click the OK/Receive button.
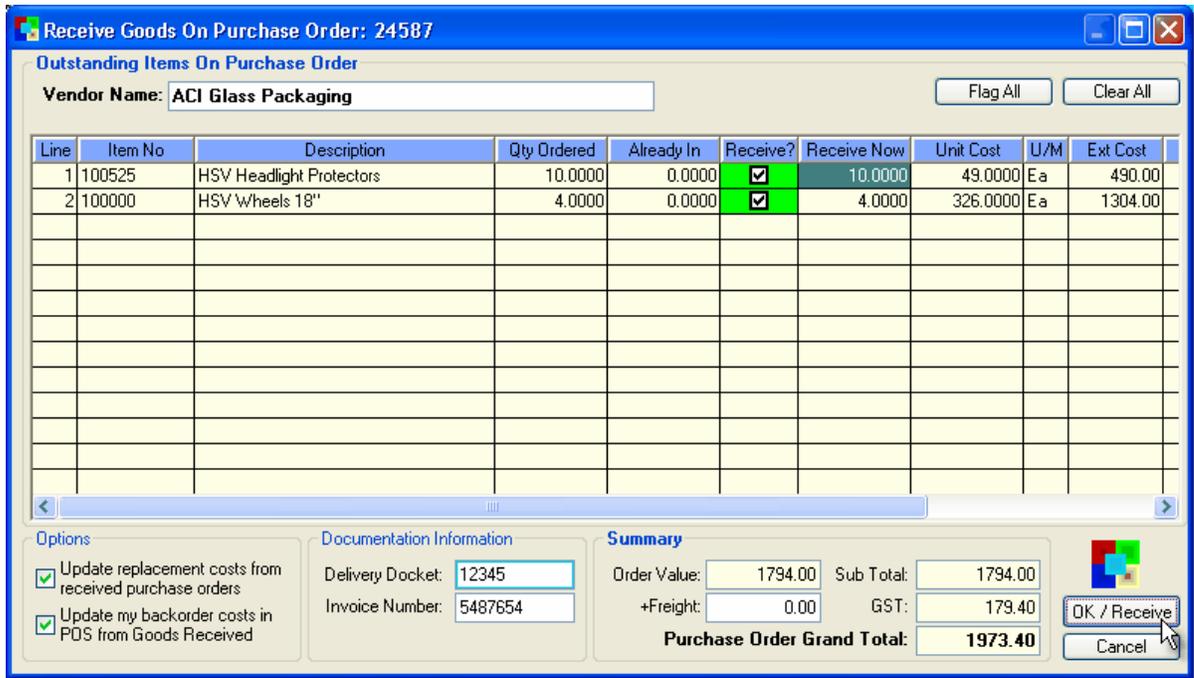
You can also selectively receive individual lines.
For example, if you do not want to receive any of the line 2 item, simply clear the checkbox.

You can also change the quantity and/or the unit cost of individual lines by clicking on the appropriate column.
Below, you can see that whilst a quantity of 4 was originally ordered, we will only receive 2.

As you make changes, the summary section at the bottom of the screen will automatically adjust the totals to suit.
When you are happy, click the OK/Receive button to receive the goods into your stock.

Other options include the ability to store Delivery Docket and Invoice numbers - simply enter them into the appropriate fields.
If there are any freight charges, enter these in the +Freight field. (This is exclusive of any tax/gst)
You can also tell the system to update replacement costs for the items you receive, as well as to get the system to scan all Backordered items in your Point Of Sale module and update their costs to suit.

You can also choose to Flag All (Receive all items on the order) or to Clear All (Receive None).
The Clear All option is handy when you have an order with many items on it, but only want to receive one or two of them. You can choose the Clear All button then simply check the one or two items you want to receive.

3.12.12 Item Pricing

3.12.12.1 Contract Prices

Contract Prices can be used in Control for you to give a conditional price for an item, for a set period of time, to one or more of your customers.

The "Item Prices - Contract" window will allow you to set up these prices as required.
From the menu select **File, Inventory (INV), Item Prices - Contract**
Any existing prices will then appear. Should a price be past its expiry date, it will be highlighted in red.

To **edit** existing information, simply double-click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.

Change the data as desired and when finished, click Set Price.
Any changes you have made will then be stored in the database.

Right Click Popup Menu

When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.12.2 Special Prices

Special Prices can be used in Control for you to give a conditional price for an item, for a set period of time.

The "Item Prices - Specials" window will allow you to set up these prices as required.
From the menu select **File, Inventory (INV), Item Prices - Specials**
Any existing prices will then appear. Should a price be past its expiry date, it will be highlighted in red.

To **edit** existing information, simply double-click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.

Change the data as desired and when finished, click Set Price.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.13 Stocktake

3.12.13.1 Stocktake Overview

Stocktake is a procedure many businesses do on a fairly regular basis.
It gives you the opportunity to both value your current stocks at a particular point in time and to verify your current on-hand quantities.

Ideally, the procedure should be done once a year but of course you may choose to run Stocktake more or less often as required.

Essentially, Stocktake consists of the following steps...

1. Initialise Stocktake
2. Freeze On Hand Quantities
3. Enter Counts
4. Update Stocktake figures to Inventory
5. Flag Stocktake as complete.

You can optionally also view/browse counts that have been entered in the Browse Counts screen. The following guidelines explain each step in more detail.

3.12.13.2 Stocktake - Initialise

Initialising Stocktake tells Control that you are going to perform a physical count of your stock.

From the menu select **File, Inventory (INV), Stocktake, Initialise Stocktake**
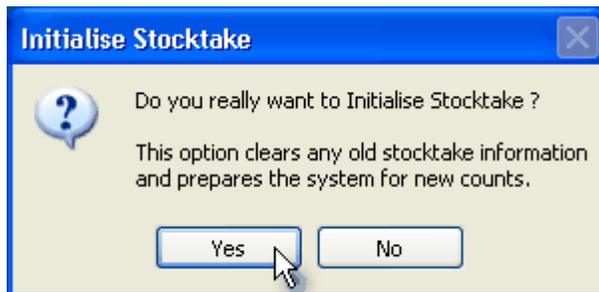
Until the process of Stocktake is complete, the system then knows not to adjust stock levels until they have been verified and the Stocktake flagged as complete. This means that procedures like "Invoice Update" will be prevented from accidentally running and changing stock levels on you.
Of course you may still enter orders, do invoicing, etc while in Stocktake mode - the system automatically allows for this so normal business activity can occur.

The procedure of Initialisation also clears the system of any old frozen quantities as well as previous stocktake counts and prepares it to receive new ones.

Initialisation only needs to be done once per stocktake - at the very start.

3.12.13.3 Stocktake - Freeze On Hand Quantities

Freezing On Hand Quantities takes a snapshot of current stock levels and stores them in a file for later use in comparisons.

From the menu select **File, Inventory (INV), Stocktake, Freeze On-Hand Quantities.**

It only needs to be done once per stocktake.
This allows for reconciliation of stock levels during and after counts are made.

For example: You count 15 Widgets on your shelf however the system (from the frozen figures) says there should be 20. You investigate to find that the extra 5 have been put under the bench. Problem solved.

There are other reasons why this feature is useful - espeically in a retail environment where pilferage is a problem. Reconciling your stock from frozen figures will also indicate (and value) the quantity of pilferage that you may/may not be experiencing.

3.12.13.4 Stocktake - Enter Counts

Entering Counts is the procedure where you actually confirm to the system how many of a stocked line you have.

From the menu select **File, Inventory (INV), Stocktake, Enter Counts**

Several users can enter counts from different pcs, easing the load for larger sites.
Additionally, this process uses the Inventory Browse window (with all lookups available), so should be comfortable for most users as they will be familiar with the interface.

The first time you select an item to be counted, the system will ask you to confirm a warehouse. This is so that you can later value your stock and get individual values for each warehouse if required. Control will remember your choice and will not ask you again during the session. Choose the appropriate warehouse from the list and then click "OK" to continue.

To enter a count, first find the item in the browser and then simply click the "Enter Count" button. A window will appear for you to type the quantity counted - or simpler still just press "Enter" on the selected item. (Double-clicking an item also does the same thing).

Counts from multiple locations are also catered for - you may have different quantities in different locations (eg: 10 in Showroom and 30 in Warehouse bin A20). You can simply enter both counts and they will be automatically added together by the system. Indeed, you can even see how many have already been counted as it will be highlighted in yellow. This is handy as it helps avoid double entering the same stock count if interrupted (like if the phone rings while an operator is entering counts).

3.12.13.5 Stocktake - Browse Counts

Browsing Counts is a window where you can see the progress of your stocktake.
It shows what has already been counted.

From the menu select **File, Inventory (INV), Stocktake, Browse Counts**

The window that appears will show you what has already been entered as counted in the system. You can seek for items (even by warehouse) by using the F5 key.

Counts can be changed or deleted as required in this screen (but not added - use the Enter Counts screen for that).
Additionally, you can also change any item's Bin location as well as their Vendor's Item codes.

3.12.13.6 Stocktake - Update Counts To Inventory

From the menu select **File, Inventory (INV), Stocktake, Update Counts To Inventory**
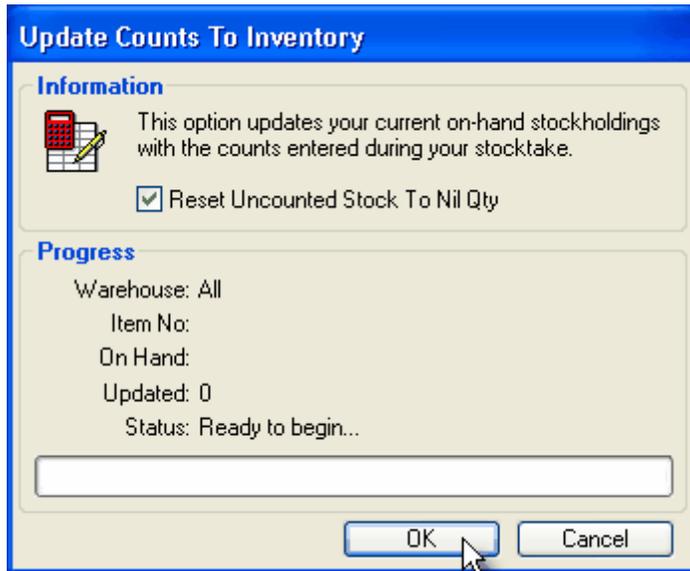
Updating counts tells the system to replace your current on-hand figures, with those you have actually counted.
When complete, the inventory screens will show stock levels accordingly.

3.12.13.7 Stocktake - Flag Stocktake as Complete

Flagging Stocktake as Complete tells the system that you have completed the process and are returing it to normal mode of operation.

From the menu select **File, Inventory (INV), Stocktake, Flag Stocktake As Complete**
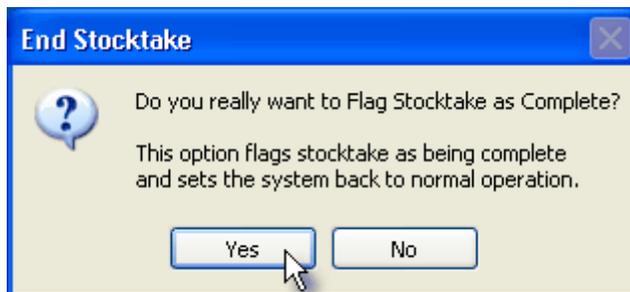
All features previously held back from running (like Invoice Update) will be able to be performed again.
This ends the Stocktake process.

3.12.14 Tax / GST Codes

3.12.14.1 Editing Tax / GST Codes

When goods are purchased you may have to pay a certain amount of tax.
For instance ashtrays might attract a gst or tax rate of 10%.
The system has most tax codes already inserted but you are able to insert further codes if required.

From the menu select **File, Inventory (INV), Master Files, Tax (GST) Codes**

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.15 Units Of Measure

3.12.15.1 Editing Units Of Measure

When selling lots of different items you may find it necessary to have different unit of measures. You may wish to sell glassware by the dozen yet sell your straws by the 1000 or carton quantity. Your system comes with a range of codes which may be useful to you but if required further codes can be added.

From the menu select **File, Inventory (INV), Master Files, Units Of Measure**

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.16 Warehouses

3.12.16.1 Editing Warehouse Information

If your business operates from more then one location then it is necessary to set up a "Warehouse Master Location".
By doing this you will be able to keep track of the stock at each location and run reports by warehouse location.
Each location can also be set up so that sales are made from the particular site – ensuring accurate stock holdings.

From the menu select **File, Inventory (INV), Master Files, Warehouses**

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.17 Web Categories

3.12.17.1 Editing Web Categories

Web Categories are similar to Product Groups except that they only refer to your optional "Control Driven" web site.

By defining web categories, product information that you upload to your site for sale can be organised into these categories so that your clients can easilly see like products. This is in addition to product grouplings.

The "Web Category Master" will allow you to set up different categories as required.
From the menu select **File, Inventory (INV), Master Files, Web Categories**
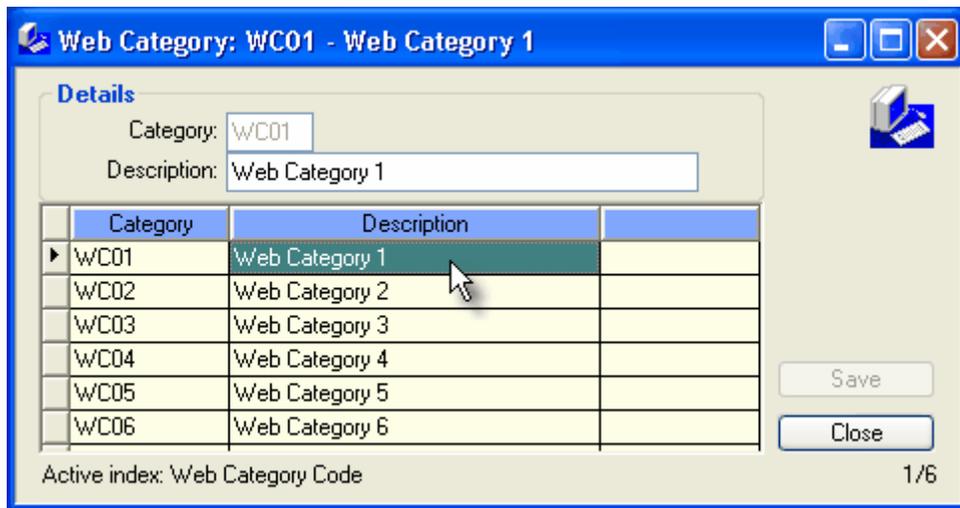
To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** entry, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.18 Browsers

3.12.18.1 New Item Information

Whenever you add an item into Control Professional, a record is kept of what it was, who created the entry and what time it was done.
This can be reviewed in the **New Item Information** browser.

From the menu select **File, Inventory (INV), Browsers, New Item Information**

The database itself is used internally by Control to calculate sales figures for new items.
Even if the item is eventually deleted from the system, the original record will still be able to be seen in this window.

3.12.18.2 Goods Received

Whenever you receive stock into Control Professional, a record is kept of what it was, how many came in, what it cost, etc.
The current month's received goods can be reviewed in the **Goods Received** browser.

From the menu select **File, Inventory (INV), Browsers, Goods Received**

Item Code	Item Description	W/H	Qty Rec'd	U/M	New Cost	
100000	HSV Wheels 18"	01	4.0000	Ea	326.0000	
100525	HSV Headlight Protectors	01	10.0000	Ea	49.0000	

Active Index: Received Date   2/2   Close

You can also perform lookups using the Seek (F5) feature.

For historical (more than current month's information), use the Goods Received History browser.

3.12.18.3 Goods Received History

A record of all updated goods received can be reviewed in the **Goods Received History** browser.

From the menu select **File, Inventory (INV), Browsers, Goods Received History**

You can also perform lookups using the Seek (F5) feature.

For current month's information, use the Goods Received browser.

3.12.18.4 Item Code Number Changes

Whenever an Item Code Number is changed in Control Professional, a record is kept of what it was, who changed the entry and what time it was done.
This can be reviewed in the **Item Code Number Changes** browser.

From the menu select **File, Inventory (INV), Browsers, Item Code Number Changes**

The database itself is a handy tool to audit who and when changes were made.
Even if the original item is eventually deleted from the system, the changed records will still be able to be seen in this window.

3.12.18.5 Warehouse Items

Control Professional stores a record of your inventory levels in a centralised database. As it is a multiple warehouse system, it accounts for fluctuating stock levels and costs in each and every warehouse you may want to set up.
All details can be viewed in the **Warehouse Items** browser.

From the menu select **File, Inventory (INV), Browsers, Warehouse Items**

You can also perform lookups using the Seek (F5) feature.

3.12.19 Plugins

3.12.19.1 Tomkin

3.12.19.1.1 Tomkin Items

A special ability of Control Professional is it's ability to work with data from your suppliers.
One example is the **Tomkin Items** database, which, if you are a distributor of Tomkin products you will certainly find invaluable.

It provides you with a way to easilly import update files supplied to you by Tomkin directly into your system, including new item information, the updating of costs, selling prices, and so on. Furthermore, should you hold stocks of any item, it can optionally update your replacement costs (used when purchasing) as well.

Once you have imported the Tomkin supplied file into Control Professional, you then have access to all the information on their product lines.
There is no need to re-import either until the next time you receive an update disk.

From the menu select **File, Inventory (INV), Plugins**, **Tomkin Items**
Alternatively, you can use the shortcut: **Ctrl+Shift+T**.

The normal navigation keys are all active as are the comprehensive seek (F5) and Supafind (F10) features.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

If you do not see any item information, you will probably just need to obtain the latest Tomkin file and then Prepare, then Import.
The normal sequence of events are: Prepare, Import, Set Prices.

Right Click Popup Menu
When you right click on an entry in Control Professional, you can do the normal add, edit, delete type of functions.

3.12.19.1.2 Prepare/Convert Tomkin Catalog File

Whenever you receive a new file from Tomkin, you will need to convert/prepare it for importation into your system.

You put it this process to organise the data into a format that Control can use.

From the menu select **File, Inventory (INV), Plugins, Convert Tomkin Catalog File**
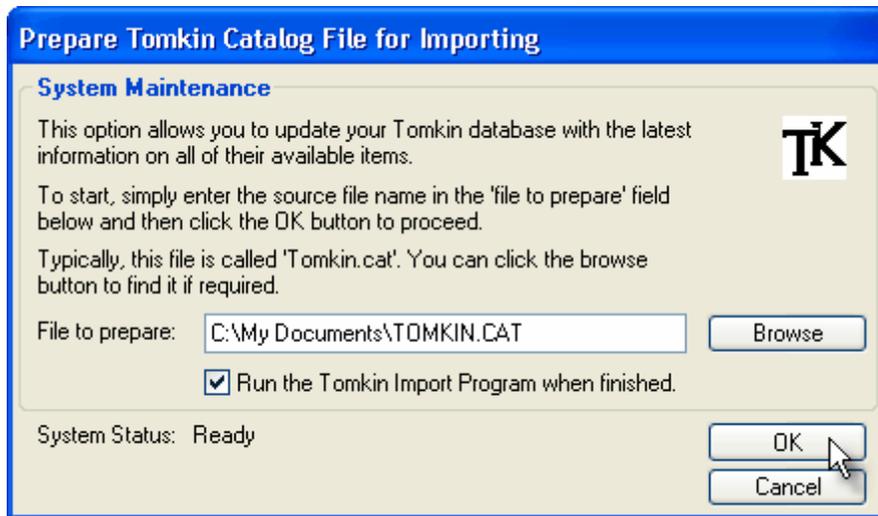
The supplied file is usually called "Tomkin.cat". You can click on the "Browse" button to locate it on your computer.
The "Run the Tomkin Import Program when finished" option is automatically selected to be rum after the conversion has been completed.

When you are ready to begin, click OK.

3.12.19.1.3 Import Converted Tomkin Catalog File

Importing a converted catalog file updates your system with the latest items and their costs.

From the menu select **File, Inventory (INV), Plugins, Import Converted Tomkin Catalog File**
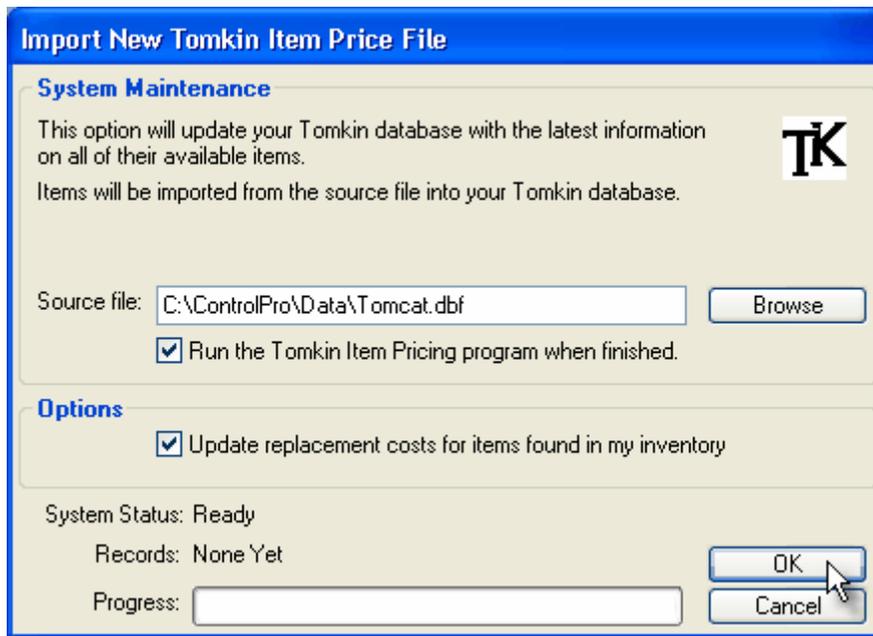
The source file is always called "Tomcat.dbf" and can usually be located in your data folder. If it is already there you don't need to browse for the file.

The "Run the Tomkin Item Pricing program when finished" option is automatically selected to be rum after the importation has been completed.

You can also tell the system to locate and update your stock Tomkin item's replacement costs (quite handy).

When you are ready to begin, click OK.

3.12.19.1.4 Set Tomkin Item Selling Prices

After any importation of Tomkin data, the following program should be run to ensure your sell prices are at your desired margins.

From the menu select **File, Inventory (INV), Plugins, Set Tomkin Sell Prices**
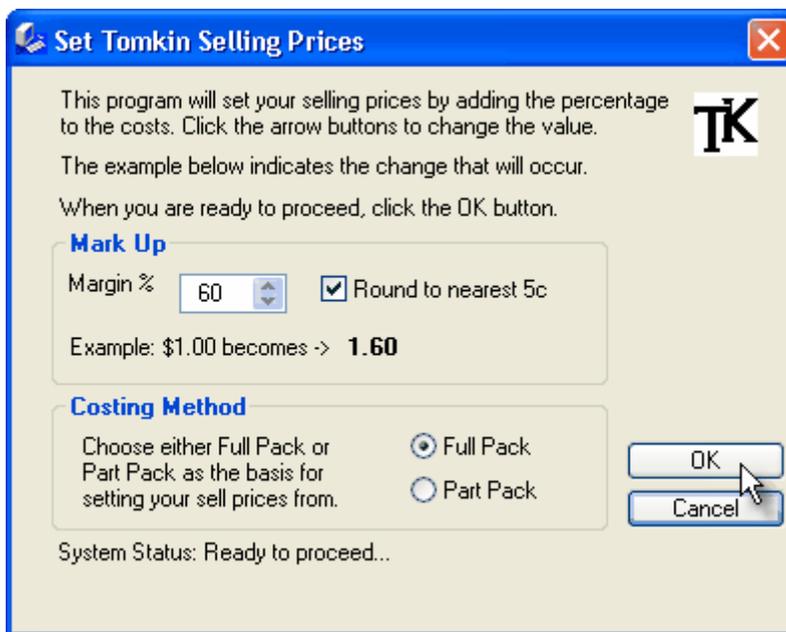
Simply confirm what margin you require, whether to round or not, your buy rate, then click OK.
On completion, you can then jump straight into Browsing Tomkin Items and all your information will
have been updated.

3.12.19.1.5 Raise Tomkin Selling Prices

Should you ever need to raise Tomkin Prices, this utility provides a quick and painless way to do so.
From the menu select **File, Inventory (INV), Plugins, Raise Tomkin Sell Prices**
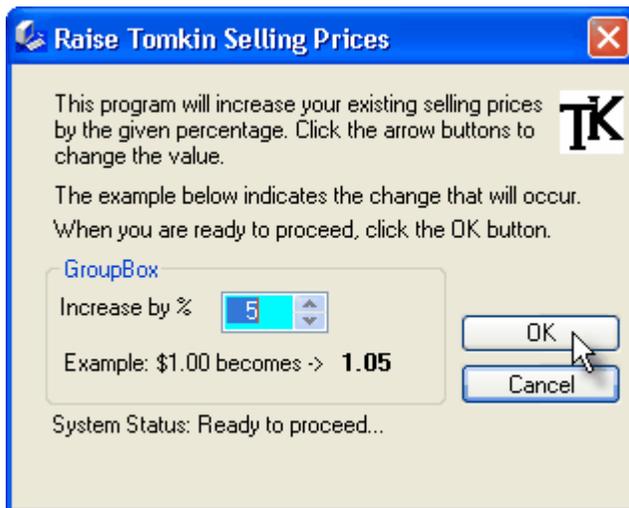
Simply select the increase % amount on existing prices, then click OK.

3.12.19.1.6 Tomkin Update Information

This window stores your default settings that are used during the convert/import/price processes.
You will need to set this up so that the system can work at it's optimum.

From the menu select **File, Inventory (INV), Plugins, Tomkin Pricing Information**

The Tomkin Vendor Code is the code that you have setup in Vendors for Tomkin.
File Last Updated On is just that - The date is the date that the file was last updated.
Your Default Margin can also be entered - it will be called on whenever you set selling prices.
The Costing Method represents the costing/buying rate that you currently are on with Tomkin.

3.13   Memberships

3.13.1   Districts

3.13.1.1 Districts Overview

Districts are pretty much the top level of the tree.
Members belong to Clubs, who in turn belong to these Districts.

From the system menu select **File**, **Districts.**.
Alternatively, you can click the Districts icon on the toolbar or use the shortcut: **Ctrl+Shift+D**.

Use the Add, Edit or Delete functions to perform the desired actions.
Generally though, only the Multiple District office ever need change these.

The appropriate District appears in the Clubs browser whenever a club is highlighted.
Certain reports also use the District to group details and perform calculations.
Be careful when modifying District information as it must be synchronised with the Multiple District office.

3.13.1.2 Editing District Information

To edit information, simply click on the desired cell or press the edit key (F9)

Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

3.13.1.3 Changing District Code Numbers

District Code Numbers are one of many special keys linking Districts with Clubs.
Normally, you need not change them, but if you must, the system will permit you to do so by using the special **Utilities** submenu option.
Note that you must have the appropriate right (in users module) as well as having the system configured for Multiple District mode.

On the District that you want the code number to change, press the right mouse button.
A popup menu will show, click on the "Utilities" option, you should then select "Change Code Number"

The following screen will appear.
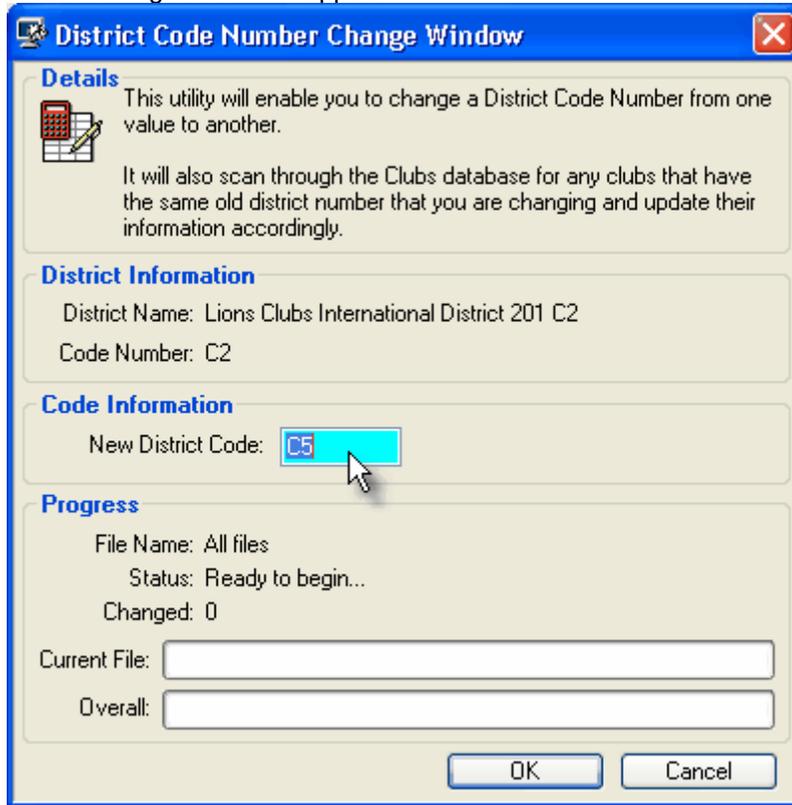
Type a new unique district code number in the field highlighted, then click OK.
(The system will perform checks to make sure that you don't pick one that is already in use and warn you if that is the case)

When you are happy with the new code number, click on the OK button.

The Lions Den will then change the District's code number and then also scan through the Clubs database changing any clubs that were assigned the old number. All clubs with the old number will be changed to the new one to reflect the change. (Any open windows will also be updated automatically).

3.13.2 Clubs

3.13.2.1 Clubs Overview

Clubs can be added or edited at any time.
You can also assign Regions and Zones to a Club (good for reporting purposes).

From the system menu select **Memberships**, **Clubs.**.
Alternatively, you can click the Clubs icon on the toolbar or use the shortcut: **Ctrl+Shift+L**.

Use the Add, Edit or Delete functions to perform the desired actions on the highlighted Club.
The Clubs window has 2 Tab pages - General Information & Miscellaneous.

Browser Colour Information.
Inactive clubs will be highlighted in **Red**

3.13.2.2 Editing Club Information

The Clubs window consists of 2 Tab pages: **General Information** and **Miscellaneous**.

To edit information, simply click on the desired cell or press the edit key (F9)
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

General Information Tab
This tab displays the more commonly used fields for clubs and are described below.

Club Name: This the Name of the actual Club itself.
District: The District that this club belongs to.
Club: The Club Number as allocated to the club from Lions.

Mail Address:	Enter this club's mailing address. There are 2 fields available here if required.
City:		The City or Suburb of the mail address
State:		Select a state from the drop-down list. It can be left blank if necessary (for some overseas addresses) or alternatively, you can put an abbreviated state in.
Postcode:		You can click the postcode button to do a lookup on the city/suburb if you want. It will present you with a screen of matches from where you may make a selection. If you know what the postcode is though, you need not click the button but rather just type in in the field adjacent.
Country:		Select the club's Country from the list.

Contact:		This club's main person for communication.
Phone:		The normal telephone number for the club.
Fax:		If available, this club's fax number.
Email:		You can enter an email address here. Then, whenever you want to send them an email, you only need to click the E-mail button and the system will address the email automatically for you.
Web:		If this club has a presence on the World Wide Web, you can enter their address here. You can then go directly to their web site by clicking on the Web button.

The Lion's Den provides fields for storing the names of Club Office Bearers. Simply enter them as appropriate.

You can also set extra information...

Charter Date: The actual Charter Date of this club.
Club Type: Select the Club Type from the drop-down box
Sponsor Club: Enter the Sponsor Club if applicable
Region: The Region that this club belongs to.
Zone: The Zone that this club belongs to.
Membership: The number of members in the club as of the 31st March.
Inactive: If this club is inactive.

Miscellaneous Information Tab
This tab provides an area to store details of club meetings and any other notes you may wish to make.

After any changes have been made, ensure that you click the "Save" button.

Right Click Popup Menu
When you right click on a club in the Control Professional, you can do the normal add, edit, delete type of functions.
In addition, there is also a special Utilities area that allows you to Change Club Code Numbers, etc.

3.13.2.3 Changing Club Code Numbers

Club Code Numbers are one of many special keys linking Clubs with Members.
Normally, you need not change them, but if you must, the system will permit you to do so by using the special **Utilities** submenu option.

On the Club that you want the code number to change, press the right mouse button.
A popup menu will show, click on the "Utilities" option, you should then select "Change Code Number"

The following screen will appear.

Type a new unique club code number in the field highlighted, then click OK.
(The system will perform checks to make sure that you don't pick one that is already in use and warn you if that is the case)

When you are happy with the new code number, click on the OK button.

The system will then change the Club's code number and then also scan through the Members database changing any members that were assigned the old number. All members with the old number will be changed to the new one to reflect the change. (Any open windows will also be updated automatically).

3.13.3 Members

3.13.3.1 Members Overview

Members can be added or edited at any time.
You can assign a Club to a Member as well as several other items as shown below.

From the system menu select **File**, **Memberships, Members.**
Alternatively, you can click the Members icon on the toolbar or use the shortcut: **Ctrl+Shift+M**.

In the above screen, you see the Members window open and the General Tab selected.
This is the main screen where much of your day-to-day information on a member is stored.

You can use the up, down, left, right, arrow keys to browser through the data. You will see that as you do, all the information in the fields change according to what member you have highlighted in the browser on the bottom of the screen.

Use the Add, Edit or Delete functions to perform the desired actions on the highlighted Member.
Not only can Control Professional store data - but also images of members as seen above.

3.13.3.2 Editing Membership Information

The Members window consists of 2 Tab pages: **General Information** and **Miscellaneous**.

To edit information, simply click on the desired cell or press the edit key (F9)
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

<u>**General Information Tab**</u>
This tab displays the more commonly used fields for clubs and are described below.

As above, the member's name and postal address information is displayed.
You can enter the appropriate information in the fields provided.

Membership Details...

You should select the Club Name that the member belongs to from the drop down list box.
You may also allocate a member code number.
Additionally, you can select a joining date for the member.
If a member resigns, you can also select the date that is applicable.

Publication Distribution

The publication distribution area is where you can select if you want this member to receive publications, how many copies, and also the delivery method or how the publications are to be sent to them.

In the Extra Information area, you can enter their occupation (if known) as well as the member's email address.
If an email address is entered, you can simply at the click of the email button, send them an email.

The "Other" area allows you to store additional information regarding the member's year of birth and the member's partner's information.
Simply enter the details as appropriate.

You will also note that there is also a record of when the information was last modified.

Miscellaneous Tab
This tab provides an area to store photos of members and any other notes you may wish to make.

To add a photo, simply double click on the "Photo" area and navigate to the image you want to use.
Any notes/comments you may want to make for a member can also be added in the Notes area.

After any changes have been made, ensure that you click the "Save" button.

3.14   POS - Point Of Sale

3.14.1 Point Of Sale Overview

Point Of Sale (or **POS**) is where you enter Sales Orders, Invoices or Credit Notes.

From the system menu select **File**, **Point Of Sale (POS), Sales Orders / Invoicing**.
Alternatively, you can click the POS icon on the toolbar or use the shortcut: **Ctrl+Shift+P**.

The very first time you open the POS screen, it will be empty as there will not be any orders in the system yet.
It is easy to add them though and will be explained later.

The POS window consists of a main window holding 2 tabs - **General Information** & **Items On This Order.**
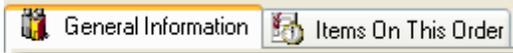
The **General Information** tab is used to display the seperate "headers" of current orders in the system.
Essentially, these headers contain things like who the order is for, address information, current order status, etc.
Each order header has it's own unique Sales Order number which is allocated to it when it is first created.
These is also a browse area in the lower portion, that makes it easy to move between the different orders in your system by either clicking on them or by using the arrow keys on your keyboard.

The **Items On This Order** tab is where the details of the order can be found. These details can be the products and/or services that the customer has ordered from you. Each item can be seperately priced and the total of all items calculated.
Again, there is another browser on this tab - but this one is for the items on the order. As you click on an item, the appropriate quantities, pricing, etc is displayed in the fields on the main form. To add, edit or delete products or services, simply click the required button.

Note that you cannot directly enter things into the blank fields. It would actually be quite tedious if you could - (and would potentially lead to typographical errors and inconsistency). A better way is implemented - and one that validates the entries for you.
The system makes it easy to both get an invoice / sales order out, and to ensure that the information contained is correct.

Right Click Popup Menu
When you right click on a sales order in Control Professional, you can do the normal add, edit, delete type of functions.

In addition, there are also losts of extra features available.

📄	Add New Sales Order	Ctrl+N
📇	Edit Sales Order Header Information	F9
	Add Items To Sales Order	
	Enter Payment	
🗑	Delete Entire Order	Ctrl+D
🔍	Seek	F5
🖩	Edit Customer Master File	
	Select Ship To Address	
✔	Release Order For Invoicing	F8
	Change Status	F3
	Print	▶
⮟	Go Top	
⮟	Go Bottom	
	Utilities	▶
	Cancel	
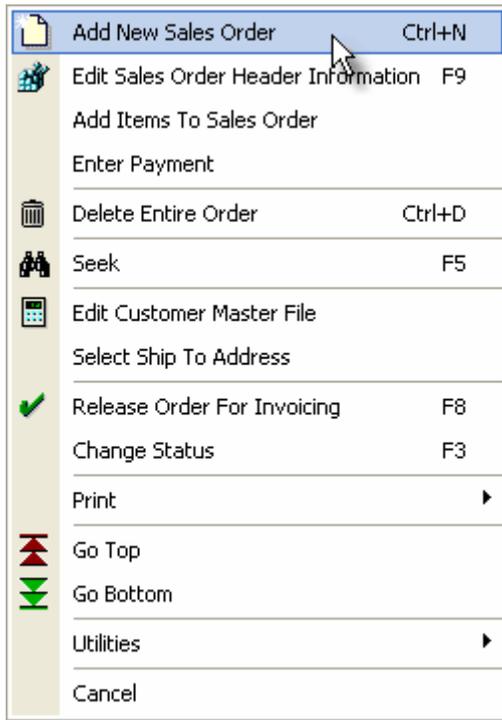
3.14.2 Creating a New Sales Order

Creating a **New Sales Order / Invoice or Credit Note**

The creation of a new order, invoice or credit note involves just a few steps.
   1. Select the Customer.
   2. Complete Order Header information.
   3. Add Items To The Order.
   4. Confirm Quantities and Pricing.
   5. Finish and Print it!

3.14.3 New Sales Order - Step 1

From the system menu select **File**, **Point Of Sale (POS)**, **Sales Orders / Invoicing**.
Alternatively, you can click the POS icon on the toolbar or use the shortcut: **Ctrl+Shift+P**.

1. Selecting a Customer

To start a new order and select a customer, click the "New" icon on the toolbar.

This will open up a "**Select Customer**" window containing the current customers you have defined in your system.
Here, you can also confirm the entry date, type of order and the warehouse that the stock (if applicable) will come from.
If all are correct, you need only locate the customer.

Highlight the customer for this new order and double-click on them, alternatively you can click the ok button.
A new order will then be commenced.

If any messages are attached to the customer, they will automatically appear in their own popup screen before you add any items.

3.14.4 New Sales Order - Step 2

<u>**2. Complete Order Header Information.**</u>

Once a customer has been selected for the new order, you are presented with an **Order Header Information** screen.

It is here that you can enter things like the Customer's order number, the date they require it to be delivered by, any line discount you wish to offer them, the drop shipment status, any additional freight charges, the salesperson to be credited for the sale, and if any commission is involved. You can also make any general comments relating to the sale in the space provided.

Customer Order #:
   This is where you enter your customer's purchase order number (if they provide one).
Date Required:
   If delivery is required on a certain date, you can enter that date here.
Line Discount:
   This is a discount rate that you may wish to use. The default rate is the one that is stored to the selected customer in the customer master file. In most cases it will be zero. However, should it be (or if you enter) a percentage figure, that percentage will then be used to calculate a discount amount for all items that you select for this customer, on this order.
Drop Shipment:
   This refers to the occasion where the goods that you are invoicing are never actually received into your stock. It is only used in rare circumstances or if you are creating a credit note and the goods are never returned to go back into stock (say like if a drum of liquid is dropped and broken). If checked, the system will not increment or decrement your stock figures in inventory for the items. Normally, you should leave this option unchecked.
Freight:
   This is where you can enter additional freight charges (ex-gst) if applicable.
Salesperson:
   The salesperson who will get the credit for the sale. The default value is the one that is stored against the customer in the master file but can be over-ridden here if necessary.
Commission:

A percentage figure of the total invoice value (ex-gst) that the selected salesperson will be credited with.
Comments:
An area where you can add any comments relating to this order.

Once you are happy with the entries, click the ok button.
A window will then appear confirming the order's creation and will ask if you would like to add items.

By selecting "Yes", you will be taken to the Add Items To Order screen.

3.14.5 New Sales Order - Step 3

3. Add Items To The Order.

Once the order header has been completed for the new order, you are presented with an **Add Items To Order** screen.
It is here that you can select the items that you are going to sell to your customer.
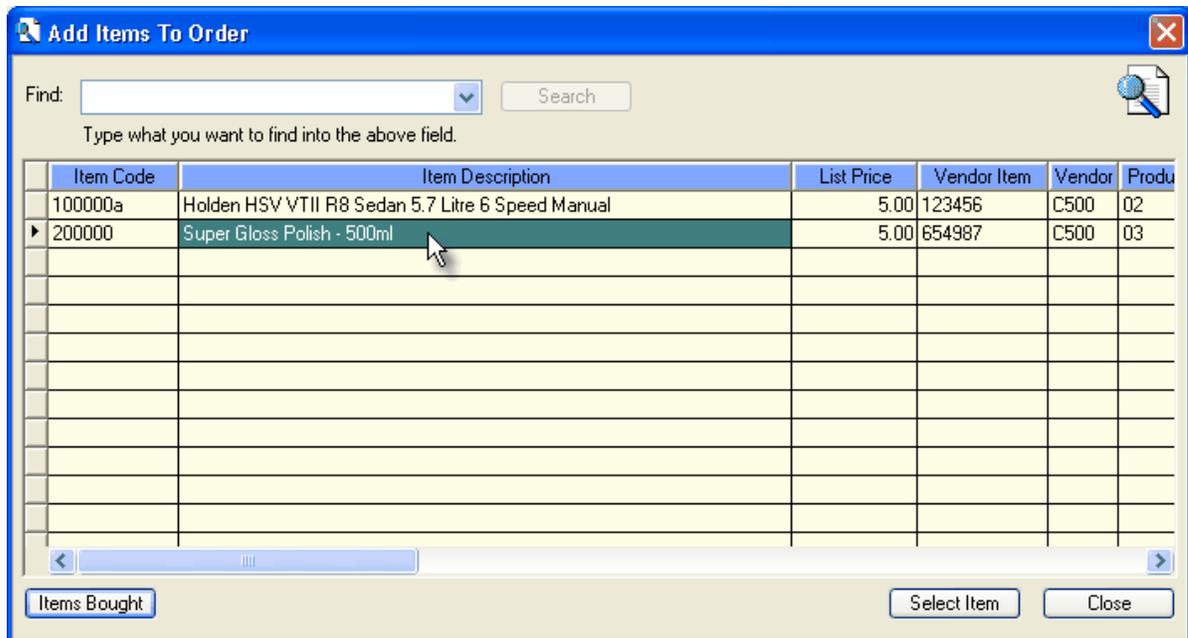
Locate the item that you want to add, then either double-click on it, or click the "Select Item" button to add it to the order.

Options:
The "**Find**" box will assist you to quickly locate items. You can type in any part of a description and then when you click on "Search", a list of matches will appear.
The "**Items Bought**" button will show you a list of items that this customer has purchased from you

before. This is really handy - especially when they say to you - "send the ones we got from you before".
The "**Select Item**" button, will do just that - select the highlighted item and add it to the order.
"**Close**" will close this window without adding any more items.

3.14.6 New Sales Order - Step 4

4. Confirm Quantities & Pricing.

After you select an item, you are presented with an add item **Quantities & Pricing** screen.
It is here that you can confirm the item quantities and pricing for the item that you are going to sell to your customer.

Edit the quantities and pricing details as needed then click the OK button to add it to the order.

Your order will then look like the following:

If there are no more items to add, click the "**Finish**" button. (The button's description will change depending on what type of order you are creating)

3.14.7 New Sales Order - Step 5

5. Finishing an Order and Printing.

After you have clicked "finish", the following screen will appear.
The caption will change depending on what type of order you are creating.
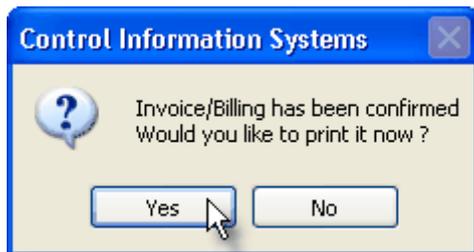
If you click "Yes" then the printing process will begin.
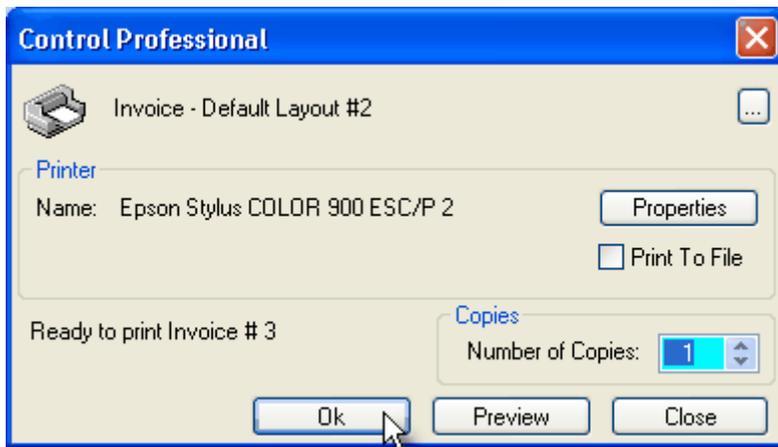
You can then print it out - all done!

3.14.8 Cash Sale Payments

When you make a new invoice for a customer who is flagged with the terms of Cash On Delivery (COD) on their master file, the system recognises that you have not granted any extended payment terms and so will popup a window for you to enter the **cash sale payment** information at the time of sale.
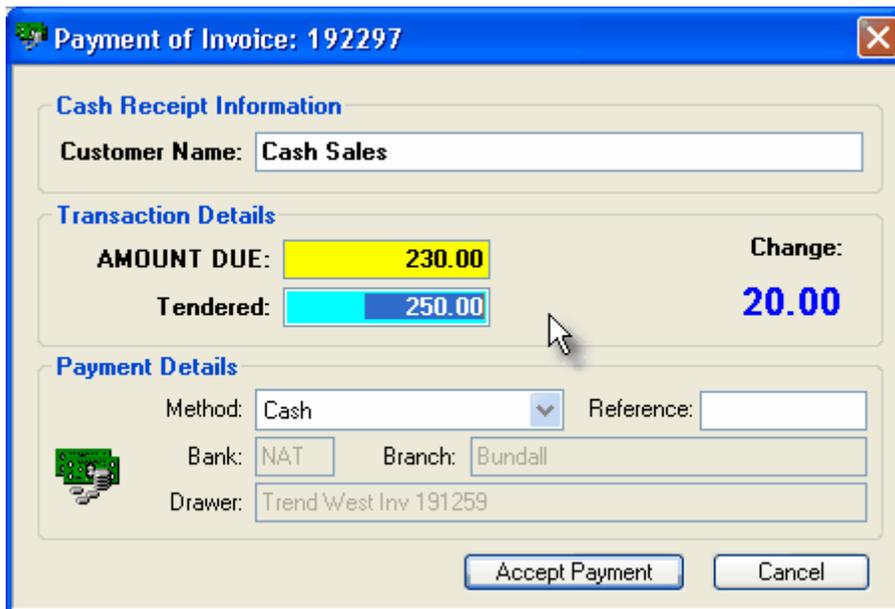
The amount due is the total amount of the invoice that you should be receiving payment for. The Tendered amount is how much the client is giving you.

In the sample above, the amount due is 230.00 and the client is paying cash and giving us 250.00, note that the amount of change to give back to the client (20.00) is shown. You can of course choose from other methods of payment by selecting one in the "Method" drop-down box.

When you are happy, simply click on the button "Accept Payment" and it will automatically be processed by the system. Additionally, if you have one of those small Receipt Printers connected, it will produce a cash receipt that you can give to your client.

If by chance, you are not receiving payment at this time, clicking the "Cancel" button will place the unpaid amount onto the customer's account.

3.14.9 Setting the Invoicing Date

The **Invoicing Date** is used to date stamp invoices as they are created.
It is shown at the bottom right of the Point Of Sale window.

Invoicing Date: 22/04/2004 [Close]

Normally, you need not change it - however there may be circumstance when you need to.

Say for example, that a customer needs to have an invoice dated next month but your system is actually still in the current month.
Or, another case is where you are in the middle of a stocktake, so you still want to be able to invoice, but not for the invoice to affect your stock levels.

To change your invoicing date, simply right-click on the POS window and a menu will appear.
From this menu, select Utilities, Change Invoicing Date.

Change Invoicing Date

Invoicing Date

The Invoicing Date is used to date stamp invoices as they are created.
Enter the date you would like invoices to be set at below:

The Current Invoicing Date is: **22/04/2004**

Set New Invoicing Date to: 4/05/2004 ▾

[Save]   [Cancel]

Enter the desired New Invoicing Date in the field provided then click Save.

Any invoices that you create during this session will then have your new date stamped onto them.

3.14.10 Browsers

3.14.10.1 POS - Invoice Headers

Before invoices are updated from Point of Sale (POS), they are stored in a central database.
They are usually kept in there for the current month, then are cleared out and sent to the AR module during each End Of Month process.

However, should you ever need to reprint a current month's invoice, or perhaps to see when it was paid, or even what the value of it was, then you can do so in this the **POS Invoice Headers** browser.

From the menu select **File, Point Of Sale (POS), Invoice Headers**

You can also perform lookups using the Seek (F5) feature.
The Re-Print and Activity buttons can be selected at any time and will function accordingly.

An option also exists on the right-click popup menu to change the invoice's date. Bear in mind that the "Change Invoice Date" option should be used with care as it can also affect the ageing of the debt on the customer's account.

3.15   Postcodes

3.15.1 Postcodes Overview

Postcodes are a nice feature that provide a way of validating the postcode of an entered addresss in the system (Customer window, Vendor window etc).

From the menu select **File**, **Plugins, Postcodes**.

You can search the Postcode database in all the normal ways (F5, F10, etc)

The postcode database is one that is approved by Australia Post and normally should not be altered by end users.
If changes are required, it is recommended that you contact us at support@control.net.au and advise us of the details so that the master can be amended for all users.

3.15.2 Editing Postcodes

To edit information, simply click on the desired cell or press the edit key (F9)
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

3.16   Users

3.16.1   Users Overview

Users can be added or edited at any time.

From the system menu select **File**, **Users Database**.
Alternatively, you can use the shortcut: **Ctrl+Shift+U**.

Users are people that you tell the system, have a right to use and manipulate the data in Control
Professional.
Use the Add, Edit or Delete functions to perform the desired actions on the highlighted User.

The Users window has 4 Tab pages - General Information, Printers, Options & Display.

3.16.2   Editing User Information

This window consists of 4 Tab pages - **General Information, Printers, Options & Display**.

To **edit** existing information, simply click on the desired cell or press the edit key (F9)
To add a **new** User, select the **New** icon and add the details.
Change the data as desired and when finished, click Save.
Any changes you have made will then be stored in the database.

Right Click Popup Menu
When you right click on a contact in Control Professional, you can do the normal add, edit, delete type of functions.

General Information Tab
This tab displays the more commonly used fields for Users and are described below.
A User Name, their Initials and an optional Password is required for all users.

User Permissions
Click to set the user permissions as required.

- Access To User Database - User can change their own and other user's options (this screen).
- Can Change Item Costs in Inventory - User can make instant changes to item costs in the inventory browser.
- Change Vendor Codes - User can make global changes to vendor code numbers.
- Change Customer Codes - User can make global changes to customer code numbers.
- Change Item Codes - User can make global changes to item code numbers.

Maintenance Rights
Click to set the areas of the system that this user can maintain.

- Access System Configuration - Permit user to edit information in your configuration file.
- Access the Check Databases area - Give user the right to run a database checking utility on your files.
- Can Create Default Entries - User can create system wide default entries (like a sample customer, item, etc). It is recommended that this option normally be turned off once your system is live and operational with real data.
- Allowed to Import Control2 Data - User is permitted to import information from the previous DOS based version.
- Access the ReIndex Databases area - Allow this user to perform database reindexing across the system.

Printers Tab
This tab is used to store the user's preferences for certain print functions in the system.

Select the appropriate printers as desired.

Options Tab

- Open Customer Screen - Automatically opens the Customer screen when the user logs on.
- Open Inventoy Screen - Automatically opens the Inventory screen when the user logs on.
- Open Jobs Screen - Automatically opens the Jobs screen when the user logs on.
- Open Point Of Sale Screen - Automatically opens the Point Of Sale (POS) screen when the user logs on.
- Open Vendor Master Screen - Automatically opens the Vendor/Supplier's screen when the user logs on.
- Open Control2 Inventory - Automatically opens the Control2 Inventory screen when the user logs on (Control2 legacy systems only).
- Open Control2 POS - Automatically opens the Control2 POS screen when the user logs on (Control2 legacy systems only).
- Confirm on Exit - System pops up a confirmation screen asking if this user really wants to close Control Professional.

Display Tab
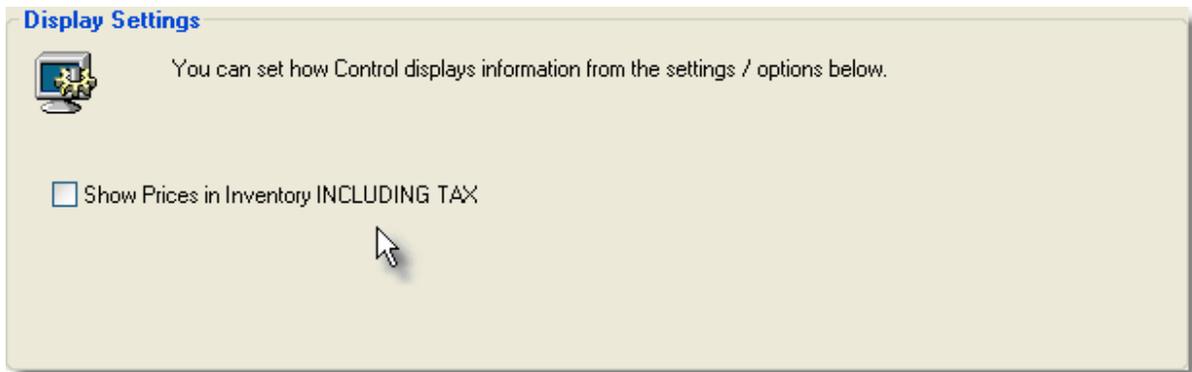
- Show Prices in Inventory INCLUDING TAX - Forces the prices shown in the Inventory window to be inclusive of tax.

You should advise users of their User Name and Password details so they can use their data to log into Control Professional at startup.
Any changes they make to any data will be recorded and stamped with their identification details.

Over time, more and more options will be provided for you to further tailor the system.

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Part

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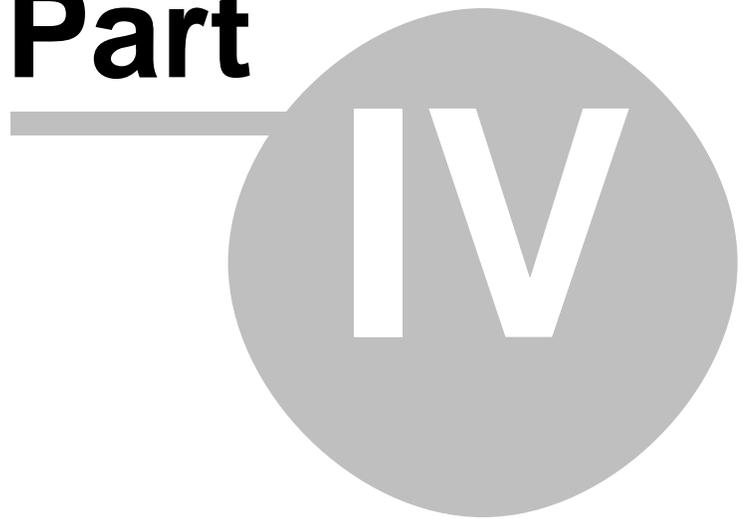
4 System Maintenance

4.1 System Maintenance Overview

Control Professional has some handy Tools and Utilities built in that provide ways for you to easily perform system maintenance functions.
They vary from a simple change in the colour of your browser to complicated data handling routines.

Good Morning Process
Accounts Receivable ►
Inventory ►
Browser Colours
Check Database Structures
Configuration
Create Default Entries
Dunning Messages
Forms
Import Control2 Data
Registration
System ReIndex
Upload Ecommerce Information
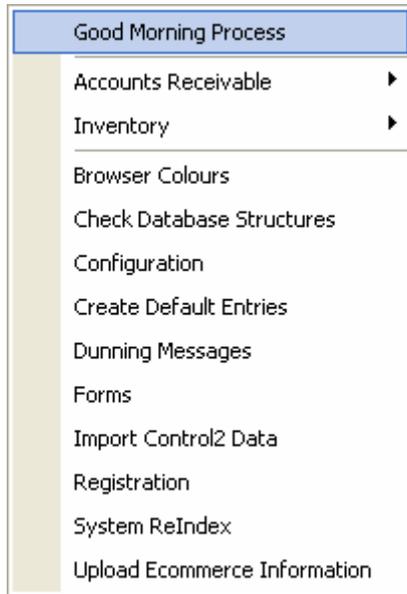
The options are as follows:

Tools
- Good Morning Process - Sets or changes the system date.
- Browser Colours - Sets or changes colours and the way that data is displayed in the browser area of your windows.
- Check Database Structures - Automatically checks the actual layout of all databases in the system and changes them if required (Say if new fields are added to databases in a software update).
- Configuration - Contains master configuration information.
- Create Default Entries - Creates default product groups, customer classes, etc for first time users to help get them going.
- Dunning Messages - Assign special messages that print out on standard forms (like invoices, statements, etc)
- Forms - Choose the specific form for standard print jobs (different invoice layouts, etc)
- Import Control2 Data - Provides a facility to existing users of the Control2 (DOS) system where they can import all historical data.
- Registration - Register your version of Control Professional here.
- System ReIndex - Recreates system indexes (sort orders) in Control Professional to maintain database integrity.
- Upload Ecommerce Information - Creates an on-line shopping cart web site with the items you have selected for sale.

4.2 Tools

4.2.1 Good Morning Process

The Good Morning Process allows you to set the system date for Control Professional.
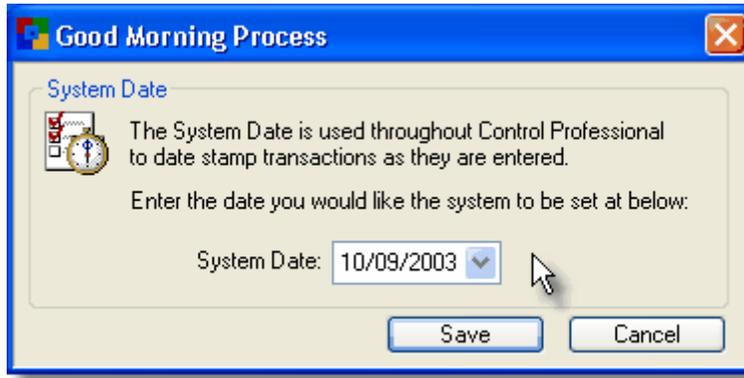
The date that you enter will be used to stamp transactions entered into the system (like invoices, etc) Normally, you would change it to today's date.

There will be occasions though where you will not want the date changed.
For example, it is the 1st of the month and you have not yet completed invoicing for last month.

4.2.2 Browser Colours

Browser Colours
You can set the system data browsers to the style and colours of your preference.
These settings are stored for each individual user, so changes that you make for yourself, do not affect other users' preferences.

To change or set browser options go to Tools, Browser Colours.
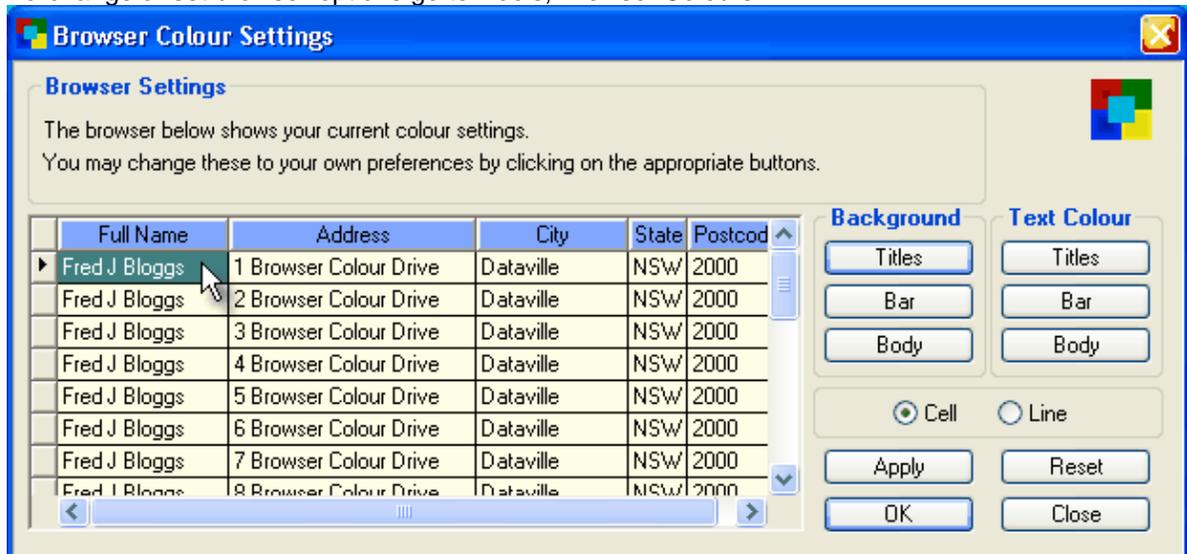
So, for example, if we wanted to change the background bar (the aqua highlighed cell) to be "Full Line" and "Green" we would...

1. Click the "Line" option. (Changes it to full line)
2. Then, in the "Background" column, click on "Bar" and on the colour panel, select the colour green.
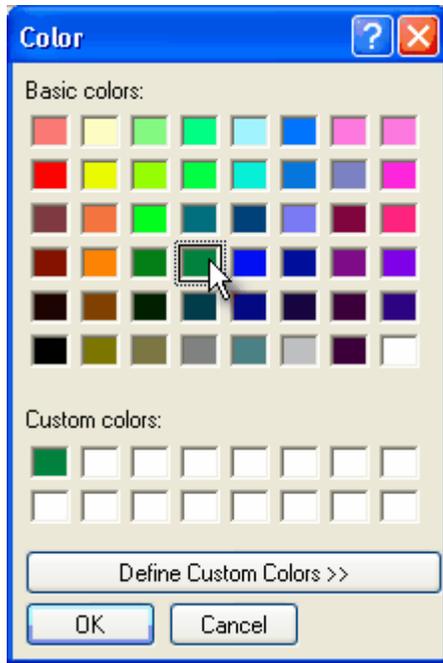
The result would look like the following:
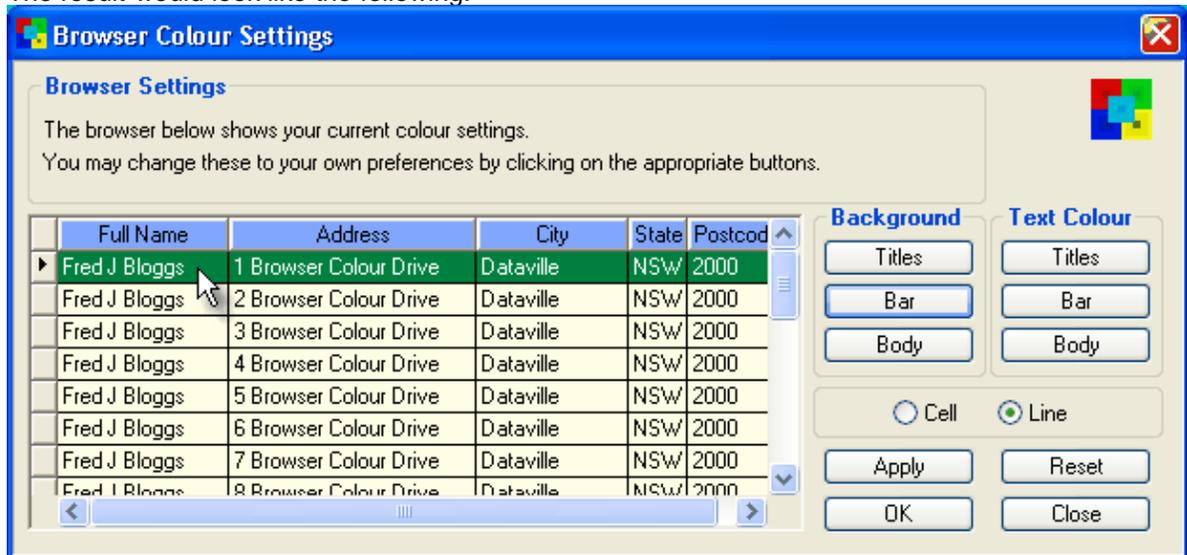
To make the changes stick, click on apply then OK. Your preferences will then be saved.

If you ever wanted to return to the system default colours, simply click the Reset button.

4.2.3   Check Database Structures

Generally, you will only see the **Check Database Structures** screen whenever you have received a
new updated version of Control Professional software.
When new updates are installed, the system will automatically call this procedure for you to ensure
that any new fields are created, or changes to existing file structures are implemented.

You can of course run the procedure as you see fit but please remember the following...

Important.
If you do need to run "Check Database Structures", there are only a few things to keep in mind.
1.   Ensure that there are NO other Control Professional windows open on your screen. (If you
      have the Customers, Inventory or other databases open, close them all before proceeding)
2.   Make sure that no other user is currently logged into Control Professional. (eg: If you have it
      running on a server for others to access). Ask them to log out if necessary.

To run: From the menu select **Tools**, **Check Database Structures**.
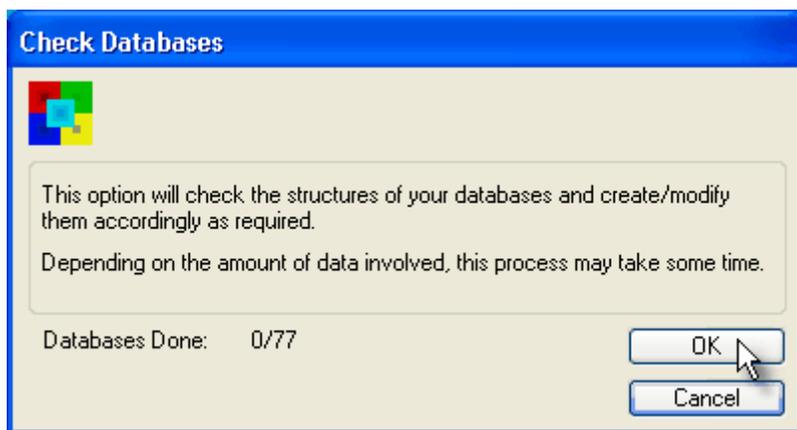
When you are ready, click the OK button to begin.

The system will keep you informed of it's progress as the databases are processed.
When complete, users may logon again and continue to use the system.

4.2.4   Configuration

Refer to the Configuration section earlier in this document.

4.2.5   Create Default Entries

Refer to the First Time In section earlier in this document.

4.2.6   Dunning Messages

Dunning Messages are special types of messages that you can have automatically print out on
certain things.

For example, you might be having a special on widgits next month.
You can enter a message into the Statement area and your message will then appear on all customer
statements.

The same principle can be used for Purchase Orders and Invoices/Credit Notes.

Just enter your messages in the areas as applicable.

To view or change dunning messages: From the menu select **Tools**, **Dunning Messages**.
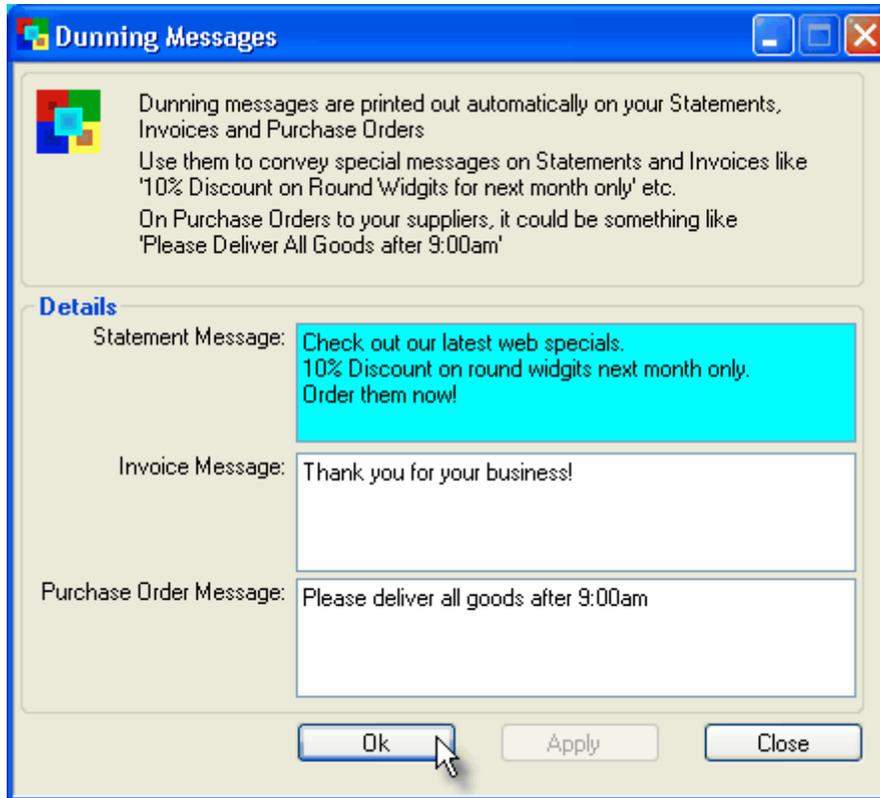
When complete, click the **OK** button.

4.2.7   Forms

The system has a default set of **Forms** that are used for the most common tasks (like invoices, credit notes, etc)
A form is like a template and so it can be changed as needed from one template type to another.

For example, some businesses might like their name to appear on the top left hand side of an invoice, while another may prefer it to be in the middle.
By using forms, it can be changed as needed. The first business will choose formA whilst the other formB. Both forms would still produce an invoice, it is just that they would look different.

To view or change forms: From the menu select **Tools**, **Forms**.

Unregistered users will only be able to use the default forms provided.
For custom form design, please contact us.

4.2.8   Import Control2 Data

This tool is for *existing* Control2 users who are upgrading from our DOS based system to Control Professional for Windows.
It negates the need for you to have to manually enter all your existing customers, prices, items, etc and will save hours of work.
Please note - you cannot use this tool to import from other programs - only Control2 data. This option will only be enabled if Control2 is already on your system.

By **Importing Control2 Data**, all the new Control Professional databases will be populated with information right up to the point in time when you run this tool, and will include all historical information including invoices, payments, sales orders, etc - in fact anything that was in the old system.

Once the import is complete, you will see that you have full access to all your old data and can then continue on the new system.

Important. - If you want to run the procedure though, please remember the following...
1.   Ensure that there are NO other Control Professional windows open on your screen. (If you have the Customers, Inventory or other databases open, close them all before proceeding)
2.   Make sure that no other user is currently logged into Control Professional. (eg: If you have it running on a server for others to access). Ask them to log out if necessary.

To run: From the menu select **Tools**, **Import Control2 Data**.
The following screen will appear:
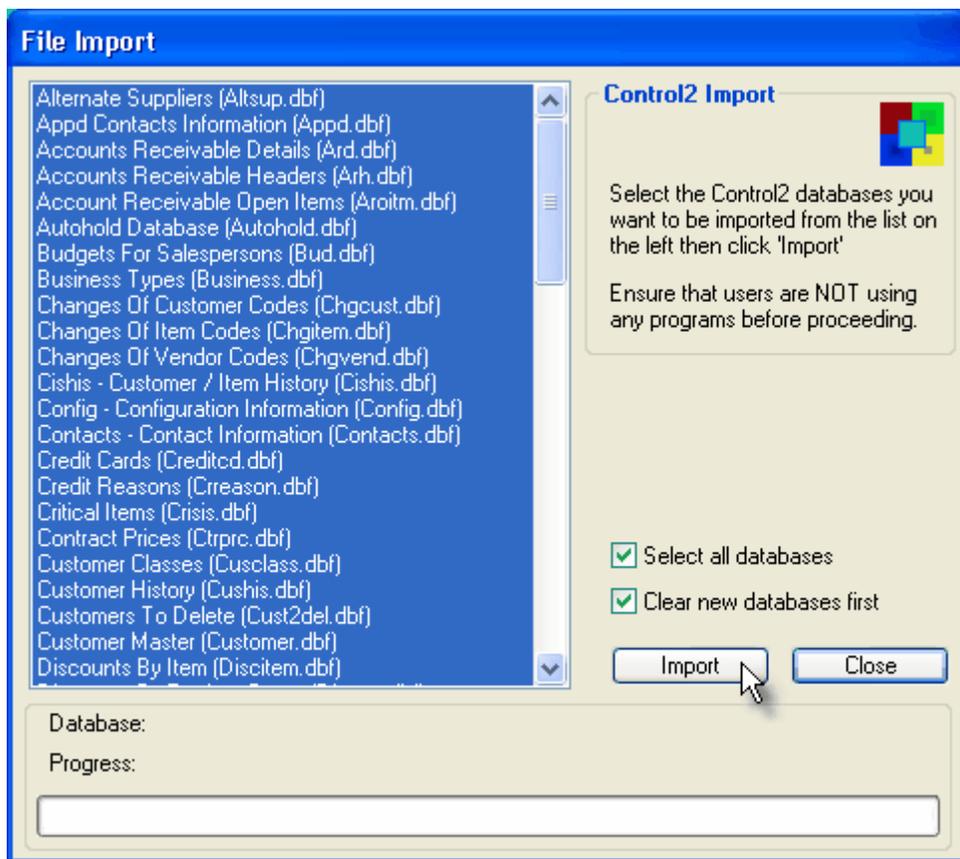
The easiest way is simply to click the box "**Select all databases**". This ensures that **all** your Control2 data is imported.
You can also select/deselect individual databases (not recommended though) by clicking on them in the list box.

Normally, you should leave the "**Clear new databases first**" option checked. This option will make sure that if you have been creating or using "dummy data" that it is cleared out before importing your live data.

When you are ready to proceed, click the **Import** button.
The bar graph at the bottom will keep you informed of the importing progress until completed.

When complete, you should also quickly run the System ReIndex tool to ensure that all the imported data is properly sorted.
After that, users may logon and use the system.

4.2.9   Registration

Registration is an optional feature of Control.
By registering though, you are guaranteed of support and are entitled to free updates as they become available.
Additionally, the powerful ecommerce part of Control Professional (like automatic web site/shopping cart creation, based on your own products) becomes active and is then available for you to take advantage of.

When you select **Tools, Registration** - the following screen will appear.

To register, carefully check your details and adjust where necessary.
Then, either fax the printed form to + 61 2 4621 4113 or email it to registrations@control.net.au

Upon receipt of your registration request, we will forward you your valid Registration ID.
The received code (ID) should be entered into the field "Registration ID" which if valid will then unlock
the system.

4.2.10 System ReIndex

The **System ReIndex** creates (or recreates) the different orders that data is displayed in.
These indexes facilitate the fast searching capabilities of the system as they act as "pointers" to the
underlying data.

This process is akin to finding a book in a library. You would not start looking for a book by going
directly to the shelves. Instead, you would look it up in an "index" and this index would then tell you
the location of the book you are after.

The system indexes in Control Professional work the same way. When you are looking for a particular
record, you use these indexes by pressing (F5 Seek or F10 Supafind). You type a value of a certain
"key" that you are looking for (like a customer name) and the system will find the matching index
entry, then locate and display the details from the database on your screen.

Normally, you would not need to separately run the System ReIndex tool unless there is some sort of
problem with the indexes themselves and they need to be recreated from scratch. There is of course
no harm in doing so, it's just that in normal operation, these indexes are all maintained behind the

scenes, adding and updating their information as you work.

If you want to run the procedure though, please remember the following...

Important.
1. Ensure that there are NO other Control Professional windows open on your screen. (If you have the Customers, Inventory or other databases open, close them all before proceeding)
2. Make sure that no other user is currently logged into Control Professional. (eg: If you have it running on a server for others to access). Ask them to log out if necessary.

To run: From the menu select **Tools**, **System ReIndex**.
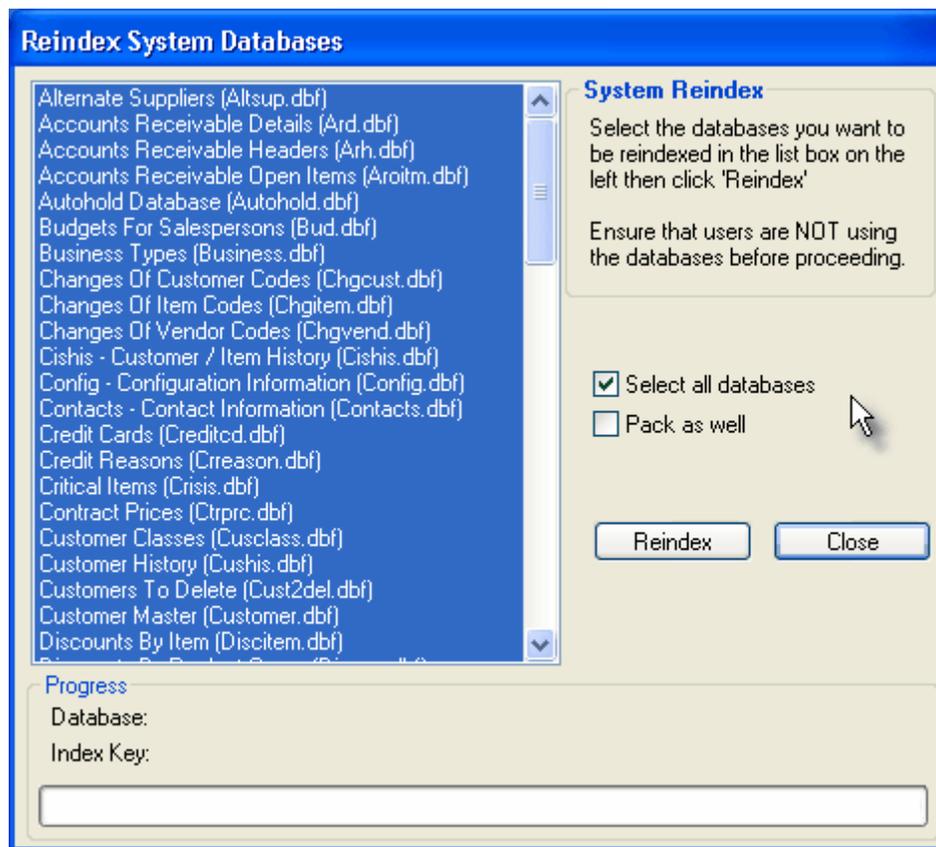
The easiest way is simply to click the box "**Select all databases**". This ensures that all are reindexed. Alternatively, you can select individual databases (one or several) by clicking on them in the list box. Normally, you should leave the "Pack as well" option cleared.

When you are ready to proceed, click the **Reindex** button.
The bar graph at the bottom will keep you informed of the reindexing progress until completed.

When complete, users may logon again and continue to use the system.

4.2.11 Upload Ecommerce Information

One of the great features Control Professional is the ability for it to send information on your items, prices and images up to a web server, providing it with the data it needs to create a web site for you.

This web site can be used as a **catalogue** of the items you supply and you can update/change it any time you wish.
It can even be a fully operational **shopping cart site** where your customers can buy directly on-line. The choice is yours.

This powerful feature is only available for registered versions of Control.

Uploading information is quick and easy to do.
From the menu select **Tools**, **Upload Ecommerce Information**.
The following screen will appear:

Normally, all you then need to do is to click the **OK** button, and off it goes.
The progress display at the bottom will keep you informed of the status until completed.

4.2.12 AR - Accounts Receivable

4.2.12.1 Recalculate Customer Balances

Recalculation of Customer Balances
Should the need ever arise, the system provides a tool to recalculate your customer balances based upon their outstanding invoices.
It automatically scans your entire system and then updates the balance in the customer master file.

To run: From the menu select **Tools**, **Accounts Receivable, Recalculate Customer Balances**.
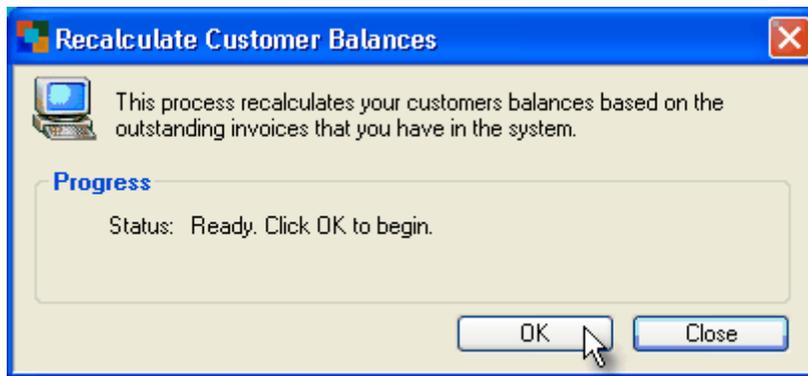
When you are ready, click the OK button to begin.

The system will keep you informed of it's progress as the information is processed.
When complete, balances will have all been updated.

4.2.13 Inventory

4.2.13.1 Recalculate Free Stock

Recalculation of Free Stock
Should the need ever arise, the system provides a tool to recalculate your free stock based upon item quantities on hand and orders in the system.
It automatically scans your entire system and then updates the figures accordingly.

To run: From the menu select **Tools**, **Inventory, Recalculate Free Stock**.

When you are ready, click the OK button to begin.

The system will keep you informed of it's progress as the information is processed.
When complete, stock figures will have all been updated.

4.2.13.2 Recalculate Stock On Order

Recalculation of Stock On Order
Should the need ever arise, the system provides a tool to recalculate your stock on order based upon your open purchase order quantities in the system.

It automatically scans your purchase orders and then updates the summarised stock figures accordingly.

To run: From the menu select **Tools**, **Inventory, Recalculate Stock On Order**.

When you are ready, click the OK button to begin.

The system will keep you informed of it's progress as the information is processed.
When complete, stock figures will have all been updated.

4.2.13.3 Update Closed Purchase Orders

Update Closed Purchase Orders
From time to time, you may wish to update your closed purchase orders to a history file. This process will remove the closed purchase orders from your normal purchase order screen (they are highlighted in red). After running this update, only open purchase orders will remain on your current purchase orders screen.

To run: From the menu select **Tools**, **Inventory, Update Closed Purchase Orders**.
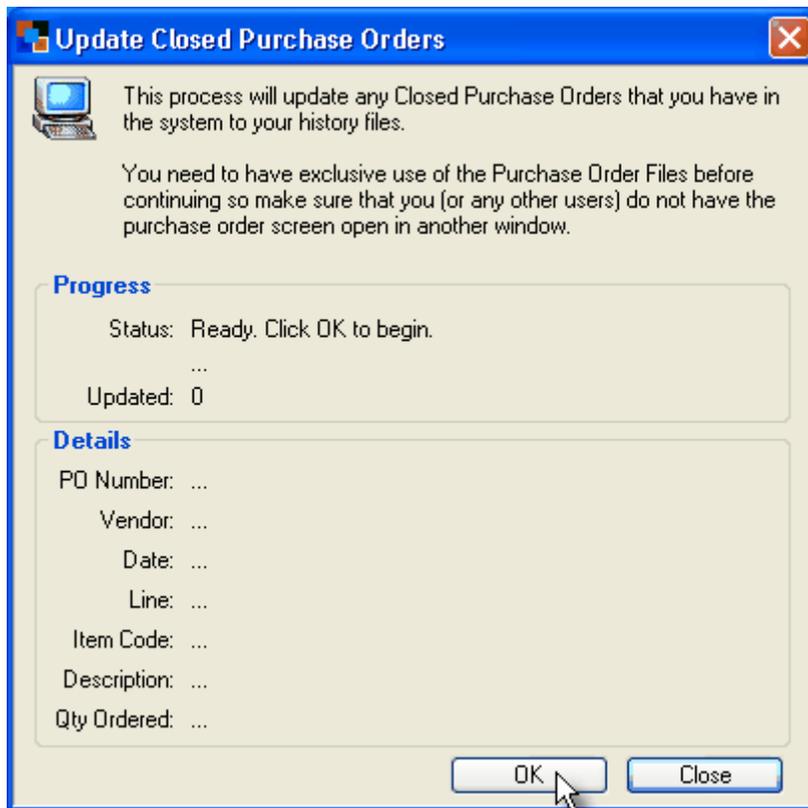
When you are ready, click the OK button to begin.

The system will keep you informed of it's progress as the information is processed.

4.2.13.4 Update Goods Received

Update Goods Received
From time to time, you may wish to update your goods received to the history file. This process is handy when goods have arrived during a stocktake and need to be updated to the inventory files.

To run: From the menu select **Tools**, **Inventory, Update Goods Received**.
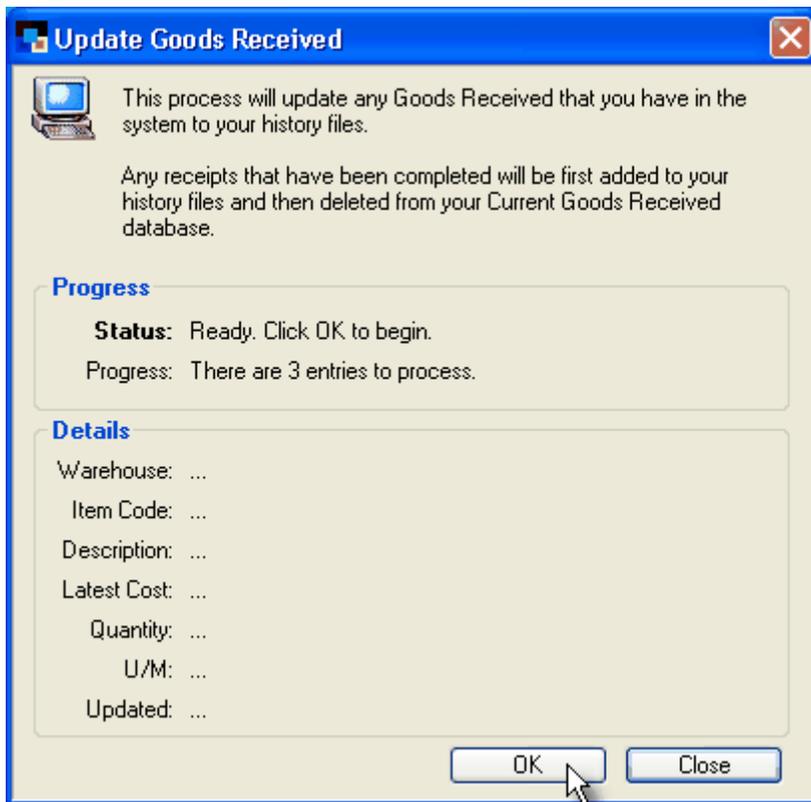
When you are ready, click the OK button to begin.

The system will keep you informed of it's progress as the information is processed.

4.2.14   Point of Sale

4.2.14.1 Configure POS Printer

Configure/Setup POS Printer
If you have a counter sales area and want to use one of those small receipt printers (Like Star SP200), to produce cash receipts for your customers, Control makes it easy.

Simply go to **Tools**, **Point of Sale, Configure POS Printer** and tell the system which port your receipt printer is attached to.
This setting is good as it is machine specific, so if you have several POS computers like in a sales area, each can have it's own different POS cash receipt printer. Any of your staff can log on and use it without changing a thing. If desired, you can also direct output to only one common shared receipt printer on your network.
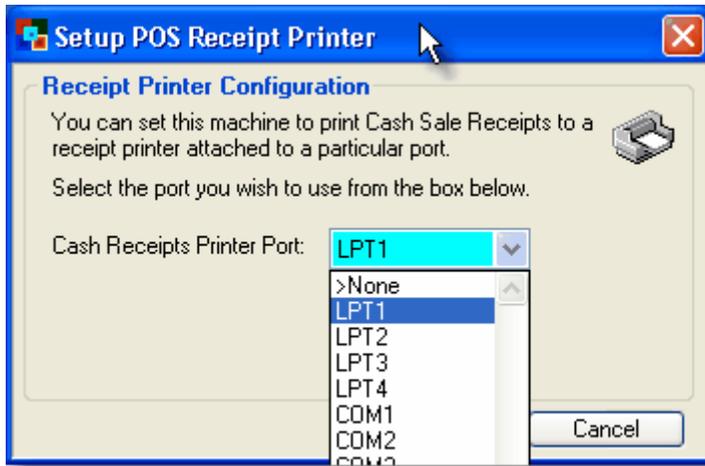
When you have made your port selection, click the OK button to save it.

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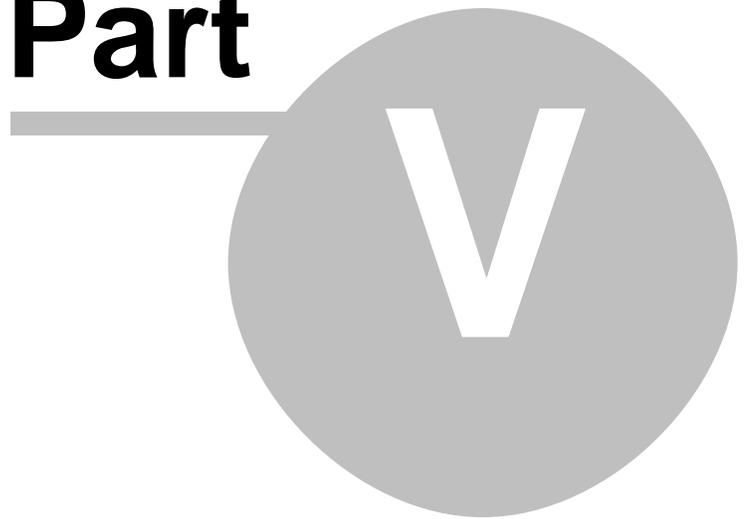
5 Printing Reports

5.1 Reports Overview

Reports can generally be run at almost any time.

You can **Preview** them on screen, **Print** directly to your printer, or **Save** the output to a file.
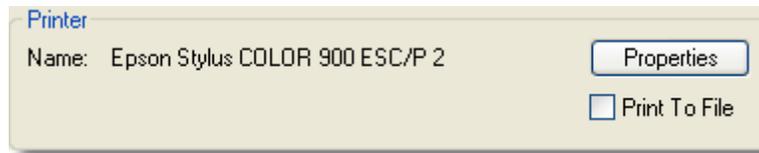
Preview
Shows the report in a resizable window on your screen. You can move forward or back by clicking the appropriate buttons.
You can also zoom in and out from the report by using the left and right mouse buttons or the icons on the toolbar.
Without leaving the preview screen, you can even print the entire report (or just a single page if you like)
To preview on screen, click Preview.

Print (Ok Button)
Prints the report directly out to your printer. Reports are formatted for A4 paper and can be printed on just about any printer that is set up on your system.
Some reports use colour to highlight certain things. If you have just a black ink printer, these will still be shown but in varying greyscales.
To simply print the report, click Ok.

Save
By choosing to save the file, the report will be saved in an rtf format suitable for viewing with Microsoft Word.
This saved file can then be viewed later or emailed to colleagues if you want.
To save to a file, click the option to Print To File then click Ok.

5.2 Analysis (AN) Reports

5.2.1 Customer By Product Report

The **Customer By Product Report** prints a list of your sales for the period specified broken into customers and items.
This report breaks down your sales into respective customers and shows sales, costs and gross profit percentages.
These figures are then totalled for each client, showing you profitability on a customer by customer basis.

To run, click on **Reports, Analysis, Sales, Customer By Product.**

The buttons on the left of the fields provide you with an easy way to select customer and item ranges as you desire.
Normally, the defaults as they are filled out for you will be fine.

5.2.2 Customer History

The **Customer History Report** prints a list of your sales for the customer range specified.
This report breaks down your sales into respective customers and shows sales, costs, gross profit amounts and percentages.
These figures are then totalled for each client, showing you profitability on a customer by customer basis.
Additionally, sales are broken up into individual months so that you can see customer trends and patterns over time.

To run, click on **Reports, Analysis, Sales, Customer History.**

5.2.3 Customer History By State

The **Customer History By State Report** prints a list of your sales for the customer range specified and groups by State.
This report breaks down your sales into respective customers and shows sales, costs, gross profit amounts and percentages.
These figures are then totalled for each client, showing you profitability on a customer by customer basis.
Additionally, sales are broken up into individual months so that you can see customer trends and patterns over time.

To run, click on **Reports, Analysis, Sales, Customer History By State.**

5.2.4   Item Detail

The **Item Detail Report** prints a list of your sales for the period grouped by item.
This report then breaks down your sales into the customers that have purchased each displayed item and shows sales, costs and gross profit percentages.
These figures are then totalled for each item, showing you profitability on an item by item basis.

To run, click on **Reports, Analysis, Sales, Item Detail.**

The buttons on the left of the fields provide you with an easy way to select an item range if you desire.
Normally, the defaults as they are filled out for you will be fine.

5.2.5   Item Sales By Item Then Customer

The **Item Sales By Item Then Customer Report** prints a list of your sales for the item and customer ranges specified.
To run, click on **Reports, Analysis, Sales, Item Sales By Item Then Customer.**

5.2.6   Sales By Product Class

The **Sales By Product Class** report prints a list of your sales for the period specified broken into product classes.
It can also be run for a particular product class range as shown below.
This report breaks down your sales into respective product classes and shows sales, costs and gross profit percentages.

To run, click on **Reports, Analysis, Sales, Sales By Product Class**.
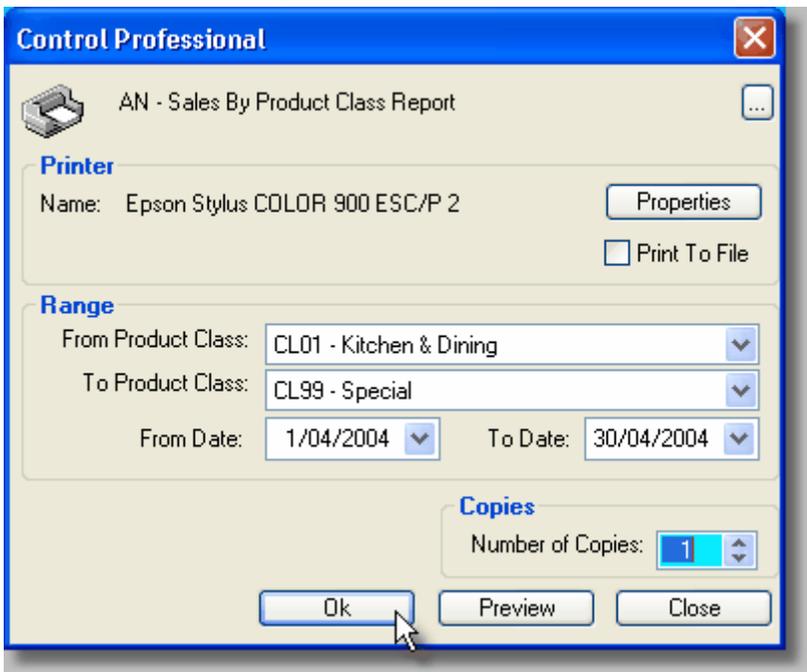
5.2.7 Sales By Product Group

The **Sales By Product Group** report prints a list of your sales for the period specified broken into product groupings.
It can also be run for a particular product group range as shown below.
This report breaks down your sales into respective product groups and shows sales, costs and gross profit percentages.

To run, click on **Reports, Analysis, Sales, Sales By Product Group**.
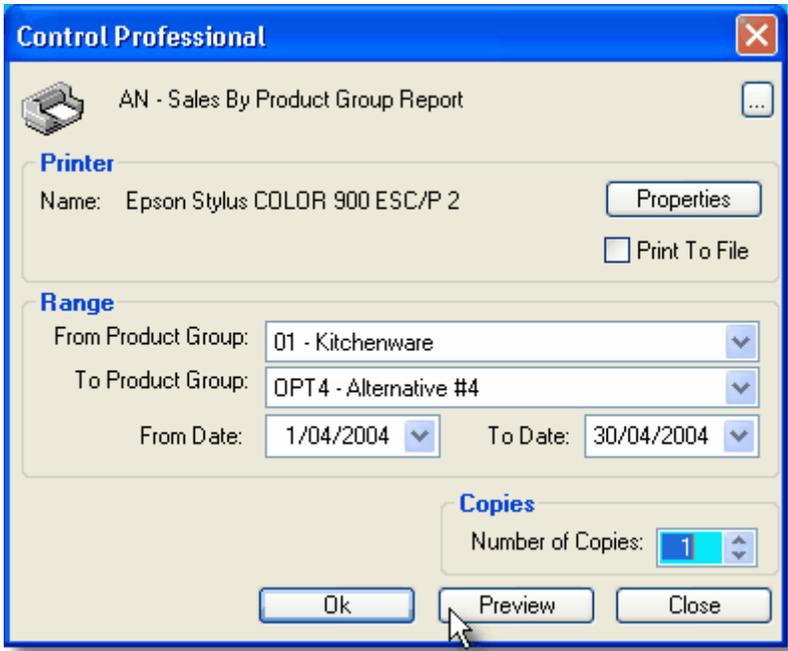
5.2.8   Sales By Product Group By Warehouse

The **Sales By Product Group By Warehouse** report prints a list of your sales for the period specified broken into product groupings under each individual warehouse you have set up in your system.
It can also be run for a particular product group range as shown below.
This report breaks down your sales into the respective warehouses, product groups and shows sales, costs and gross profit percentages.

To run, click on **Reports, Analysis, Sales, Sales By Product Group By Warehouse**.
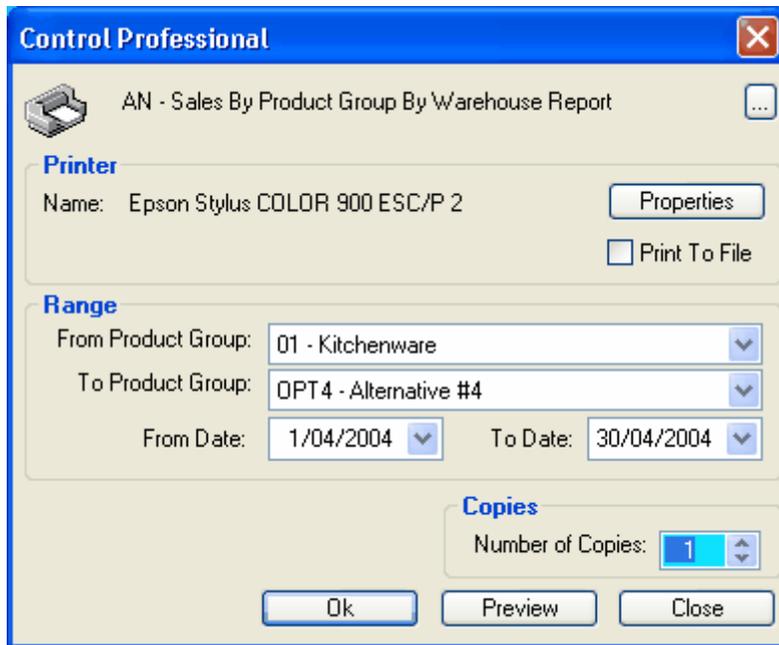
5.2.9   Sales By Salesperson

The **Sales By Salesperson** report prints a summary of your salesperson sales and profits for the range you enter.
It can be run for a salesperson range as shown below.
This report shows month to date and year to date sales as well as costs and gross profit percentages.

To run, click on **Reports, Analysis, Sales, Sales By Salesperson**.
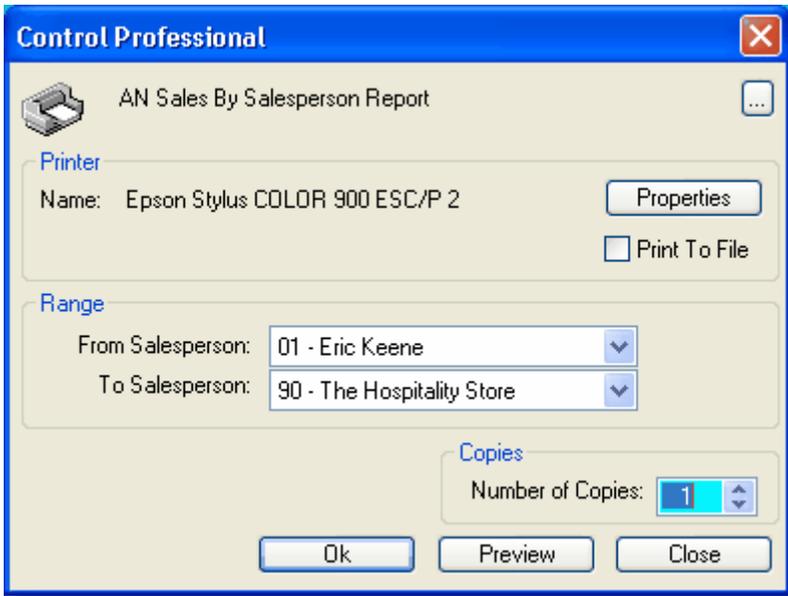
5.2.10 Top Customers

The **Top Customers Report** prints a list of customers and sorts them in Year To Date Sales Value
order.
It can be run for a Sales Cut Off value as shown below.
This report shows year to date and previous year sales as well as costs and gross profit percentages.

To run, click on **Reports, Analysis, Sales, Top Customers**.
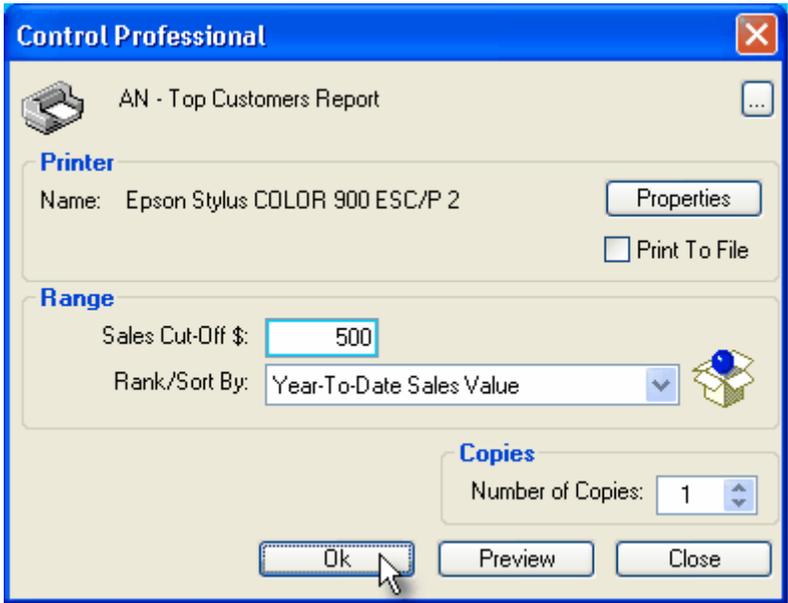
5.2.11 Top Customers By Salesperson

The **Top Customers By Salesperson Report** prints a list of customers, grouped by Salesperson and sorts them in your selected sort order (Year To Date Sales Value order is the default).
It can be run for a Salesperson Range, a Sales Cut Off value and can be optionally set to show costs & profit amounts (internal mode) - or not (external mode).
This report shows year to date and previous year sales as well as costs and gross profit percentages as appropriate.

To run, click on **Reports, Analysis, Sales, Top Customers By Salesperson**.

5.2.12 Top Items

The **Top Items Report** prints a list of the items that you have sold and sorts them in Year To Date Sales Value order.
It can be run for a warehouse range as well as for a Sales Cut Off value as shown below.
This report shows year to date and previous year sales as well as costs and gross profit percentages.

To run, click on **Reports, Analysis, Inventory, Top Items**.
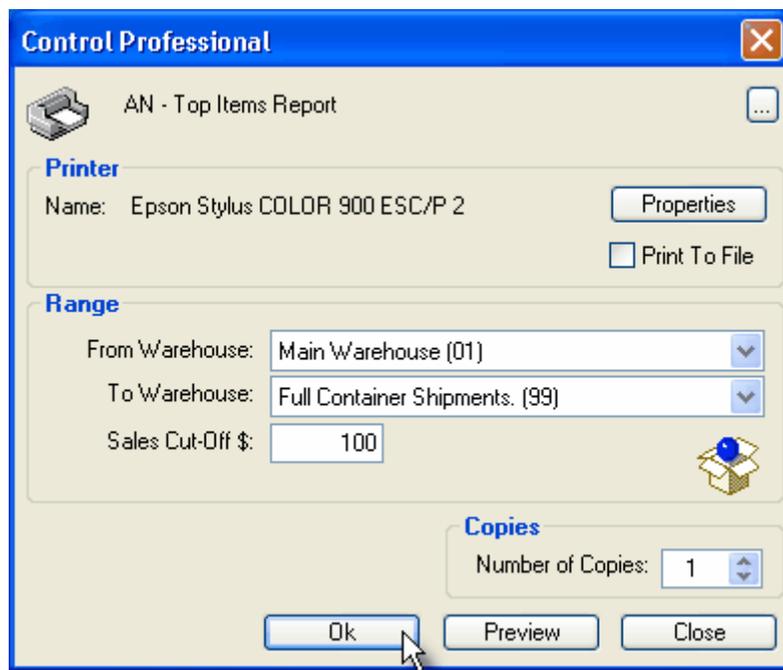
5.3 Accounts Payable (A/P) Reports

5.3.1 Vendor Master

The **Vendor Master** list prints a report of all the vendors/suppliers that you have defined in your system.

To run, click on **Reports, Accounts Payable (A/P), Master Lists, Vendor Master**.
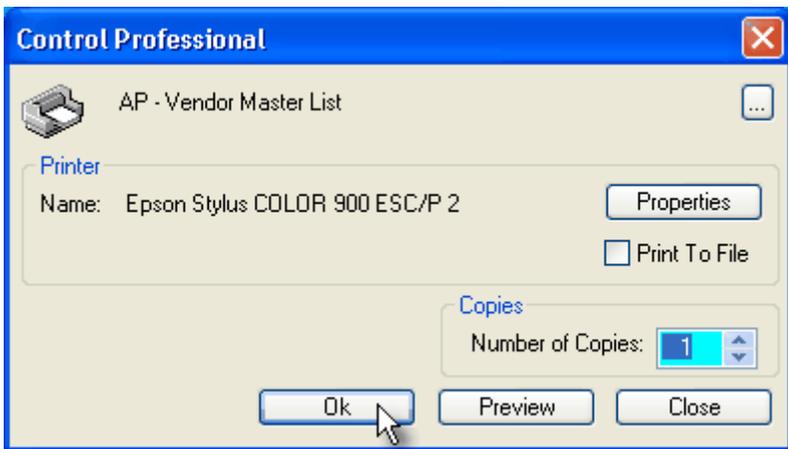
5.4   Accounts Receivable (A/R) Reports

5.4.1   Aged Trial Balance

The Debtors **Aged Trial Balance** is a printout of customers and shows their account balances broken up into aged columns (current, 30 days, 60 days, etc).
It can be sorted by customer name or code number and can be run for a selected range of customers.
Amounts outstanding are totalled by customer, and the report also provides a grand total of all amounts outstanding.

To run, click on **Reports, Accounts Receivable (A/R), Aged Trial Balance**.
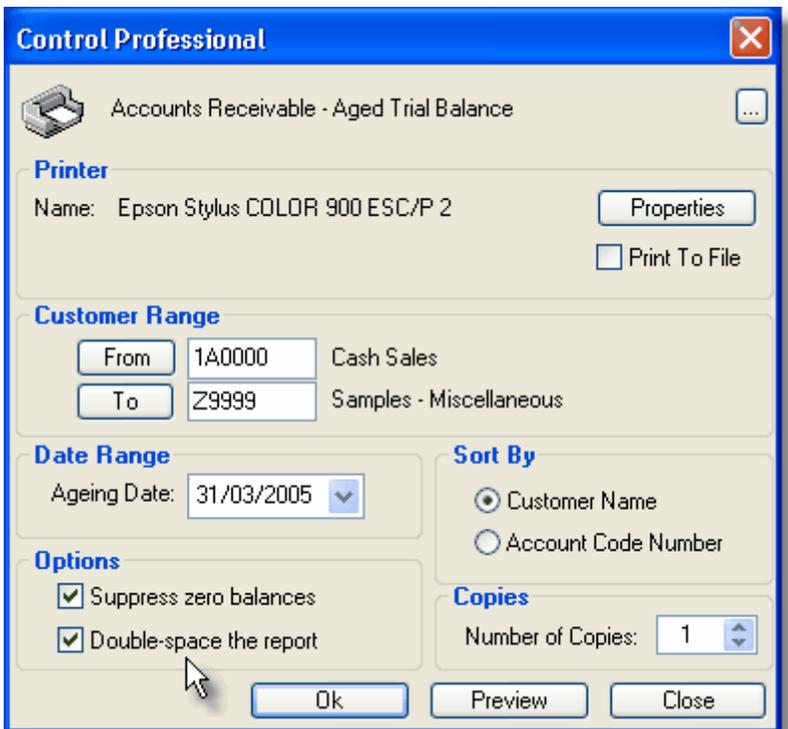
5.4.2　Cash Receipts

The **Cash Receipts Listing** is a printout of all payments you have received in, and posted to customers' accounts.
It can be sorted by customer code number or bank and can be run for a selected date range.
In addition to the default setting of "All" receipts, you can also filter the report to show only receipts, journals, adjustments or cash expenditure.

Amounts received are totalled by date, and the report also provides a grand total of all amounts received.

To run, click on **Reports, Accounts Receivable (A/R), Cash Receipts**.
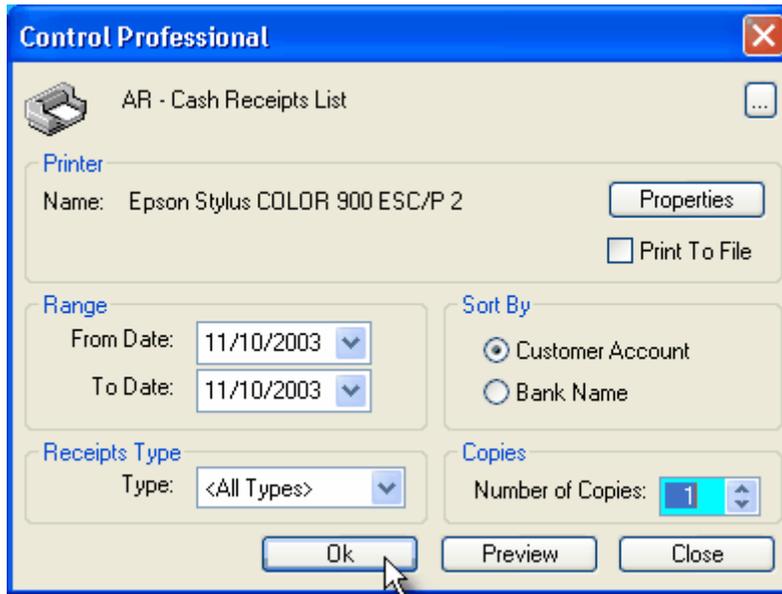
5.4.3　Commission Report

The **Commission Report** is a printout of all sales made where commissions are payable to your salespersons for the period specified.
It can be run for a selected Salesperson range and Date range in either "Detailed" or "Summary" format.

To run, click on **Reports, Accounts Receivable (A/R), Commission Report**.

5.4.4　Customer By Salesperson Report

The **Customer By Salesperson Report** is a printout of customers sorted by salesperson and shows each customer's details as well as their sales figures for Year to Date and Previous Year.
It can be run for a selected Salesperson range.

To run, click on **Reports, Accounts Receivable (A/R), Customer By Salesperson Report**.

5.4.5　Customer Receipts History Report

The **Customer Receipts History Report** is a printout of all historical Cash receipts that you have received from a specified customer.

It can be run for a past selected period range and shows cheques, eftpos, cash, credit card transactions etc.

To run, click on **Reports, Accounts Receivable (A/R), Customer Receipts History**.

5.4.6 Customers On Hold List

The **Customers On Hold** list prints a report of all the Customers that you have placed on Stop Credit.

To run, click on **Reports, Accounts Receivable (A/R), Customers On Hold List**.
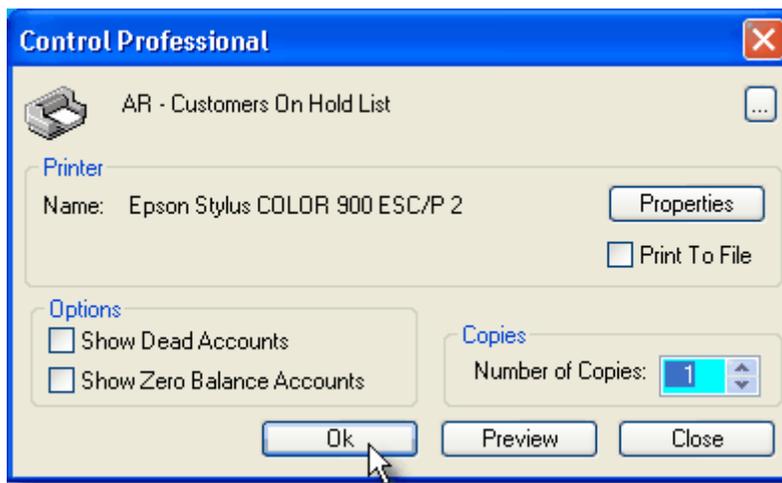
5.4.7 Ecommerce Access List

The **Ecommerce Access List** prints a report of all the Customers that you have granted access to your web site.
It can optionally be run for a selected state.

To run, click on **Reports, Accounts Receivable (A/R), Ecom Access List**.

5.4.8 GST Liability

The **GST Liability Report** is a printout of all invoices and credits you have created for the period specified and totals those invoices appropriately.
It then calculates which of those invoices you charged GST on, and then works out 1/11th of that figure to give you your GST liability.

To run, click on **Reports, Accounts Receivable (A/R), GST Liability**.
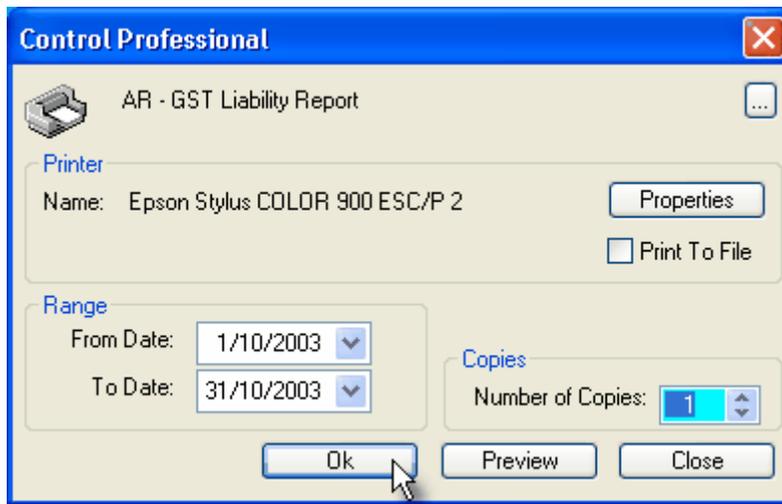
5.4.9 Invoice History Report

The **Invoice History Report** is a printout of all Invoices and Credits you have made during a specified period.
You can also run it for a selected customer so that you can see at a glance all invoice/credit transactions for that client over the period entered.

To run, click on **Reports, Accounts Receivable (A/R), Invoice History**.

5.4.10 Statements

Statements are a printout of what customers owe you and shows their account movements broken up into aged areas (current, 30 days, 60 days, etc).
It can be sorted by customer name or code number and can be run for a selected range of customers.

Each customer's account is printed on a seperate page so that you can mail them out.

To run, click on **Reports, Accounts Receivable (A/R), Statements**.
Alternatively, you can run a statement for a single customer by right-clicking on them in the customer browser, then selecting print, statement.
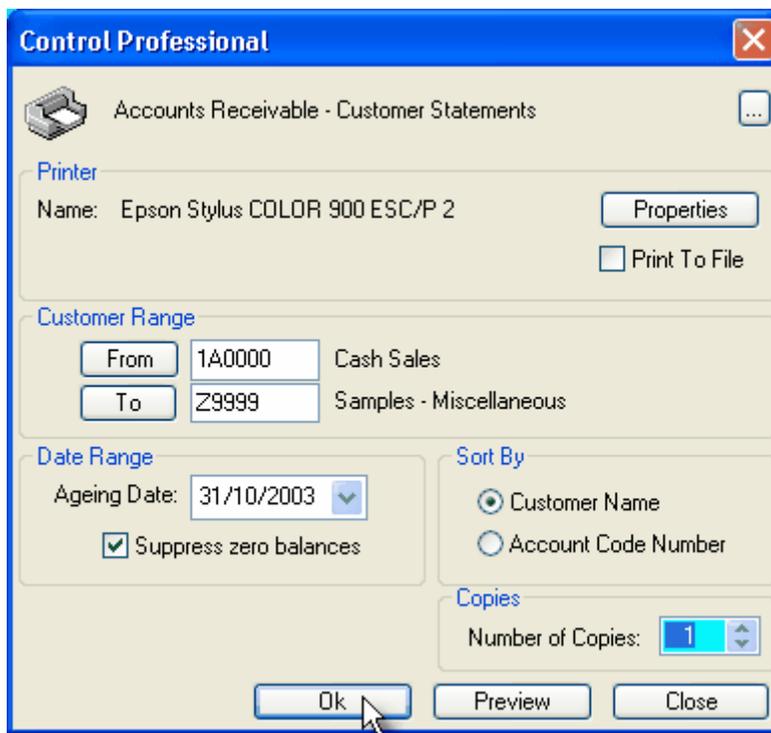
5.4.11 Master Lists

5.4.11.1 Credit Card Master

The **Credit Card Master** list prints a report of all the credit card types that you have defined in your system.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Credit Card Master**.
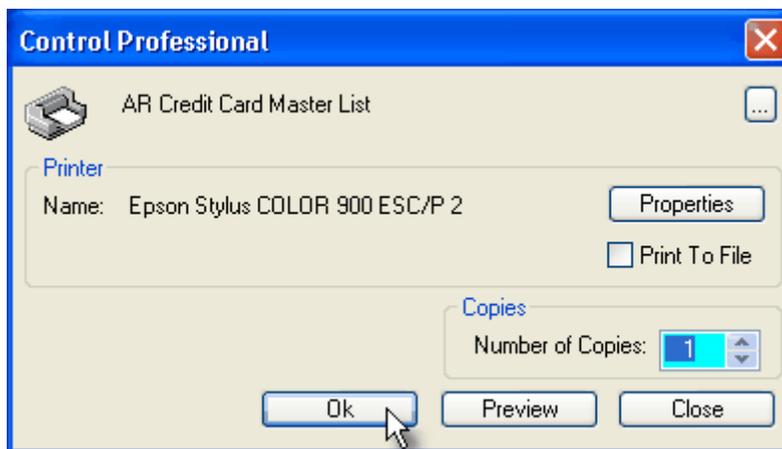
5.4.11.2 Credit Reasons Master

The **Credit Reason Master** list prints a report of all the credit reasons that you have defined in your system.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Credit Reasons Master**.
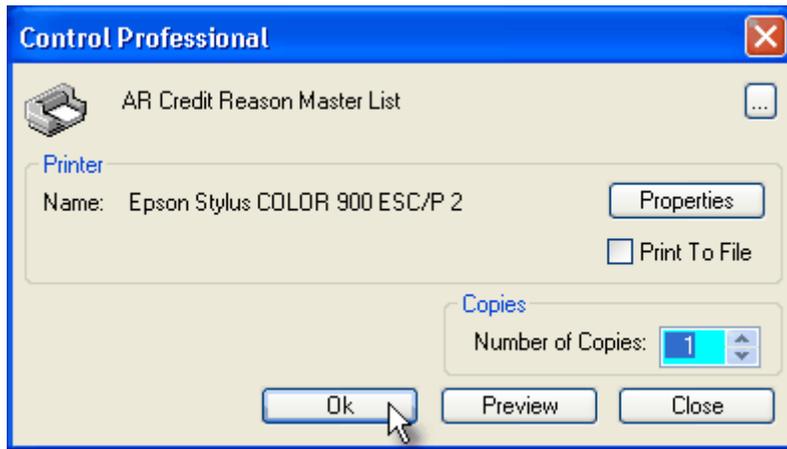
5.4.11.3 Customer Classes Master

The **Customer Classes Master** list prints a report of all the Customer Classes that you have defined in your system.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Customer Classes Master**.
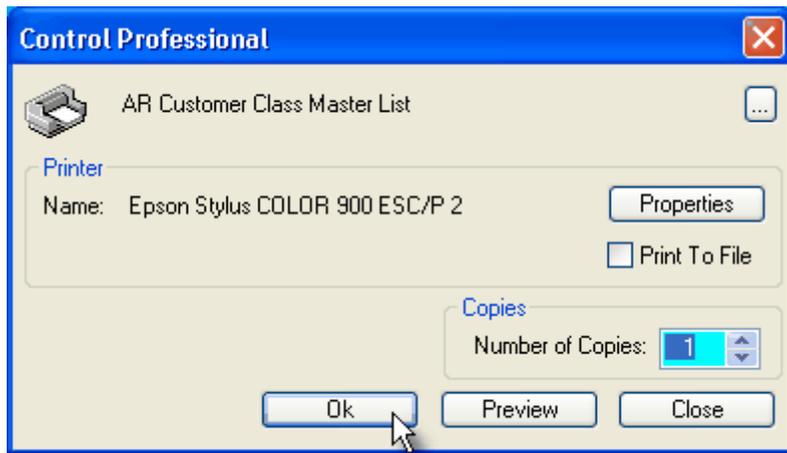
5.4.11.4 Customer Groups Master

The **Customer Groups Master** list prints a report of all the Customer Groups that you have defined in your system.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Customer Groups Master**.
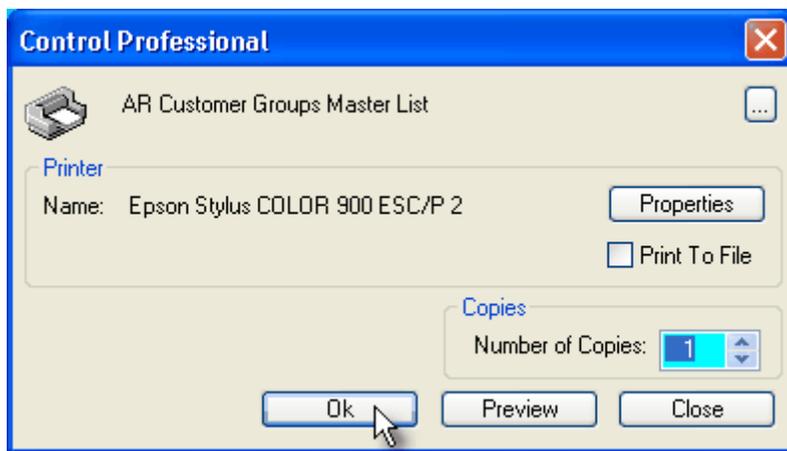
5.4.11.5 Internal Service Person Master

The **Internal Service Person Master** list prints a report of all the Internal Service Persons that you have defined in your system.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Internal Service Persons**.
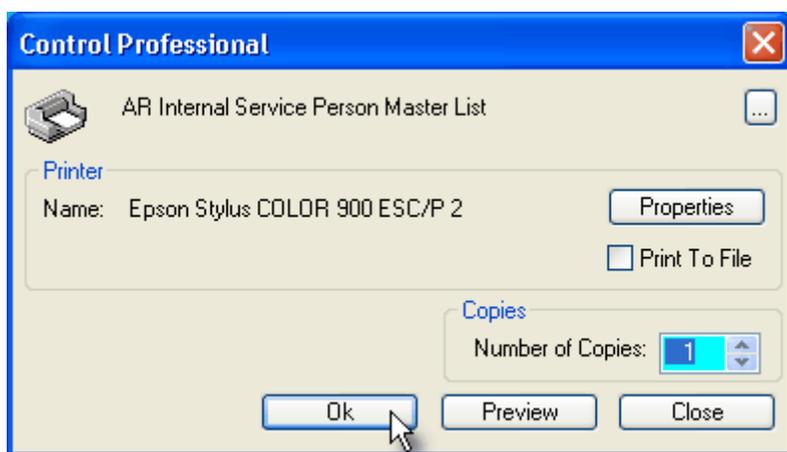
5.4.11.6 Salesperson Master

The **Salesperson Master** list prints a report of all the salespersons that you have entered into your system.
It can be run for a salesperson range and shows their sales month-to-date and year-to-date.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Salesperson Master**.
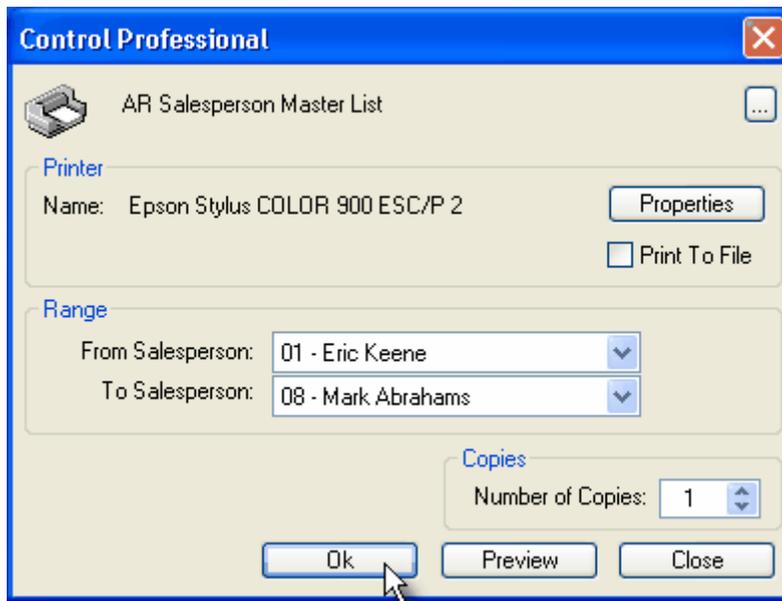
5.4.11.7 Term Codes Master

The **Terms Code Master** list prints a report of all the payment Term Codes that you have defined in your system.

To run, click on **Reports, Accounts Receivable (A/R), Master Lists, Term Codes Master**.
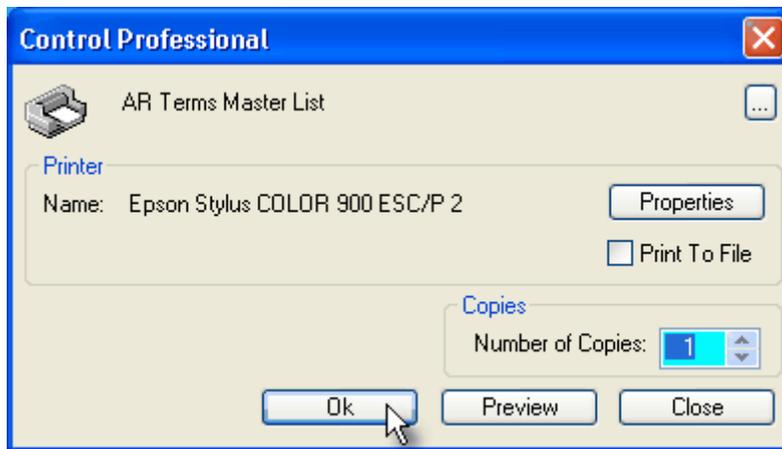
5.5 Freight Reports

5.5.1 Carrier Master

The **Carrier Master** list prints a report of all the Freight Carriers that you have defined in your system.

To run, click on **Reports, Freight, Master Lists, Carrier Master**.
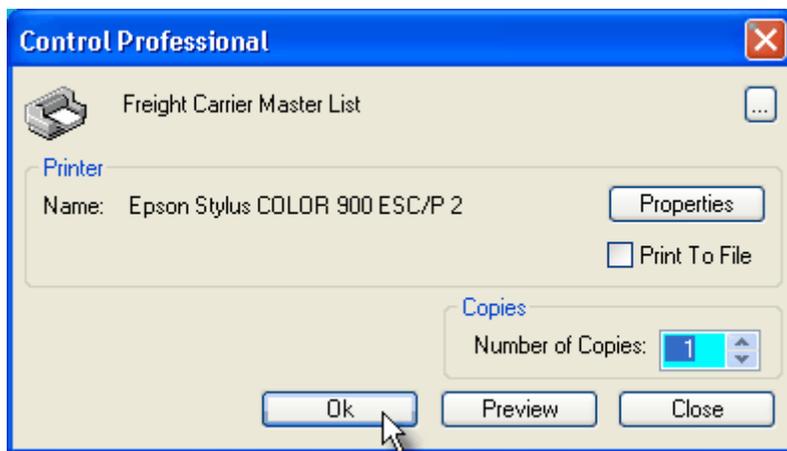
5.5.2   Delivery Routes

The **Delivery Routes** master list prints a report of all the Delivery Routes that you have defined in your system.

To run, click on **Reports, Freight, Master Lists, Delivery Routes**.
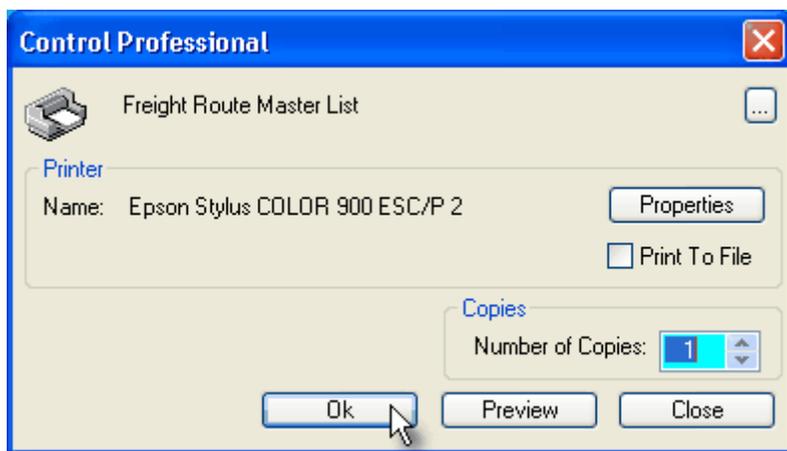
5.6   Inventory (INV) Reports

5.6.1   Free Stock

The **Free Stock** report prints a list of items and their free stock figures.
This is calculated from what you have on hand plus what you have on order with your suppliers, then less any sales orders you have in your system.

It can be run for an item range, a warehouse, a product group range, etc.

To run, click on **Reports, Inventory, Free Stock Report**.

5.6.2   Goods Received

The **Goods Received** report prints a list of all items that have been received into stock for the period you enter.
It can be run for both a date range and an item range.

To run, click on **Reports, Inventory, Goods Received**.

5.6.3   Product Information Sheet

The **Product Information Sheet** is a printout of information for an item that you have entered into your inventory database.
It prints the item description and code along with any images you have attached to the item.
Additionally, it includes any *detailed product information* you have made on the item's *notes* tab.

It is an ideal way of quickly giving your potential customers a brochure on your products.

To run the report, open the **Inventory Browser**, highlight and then right-click on the item concerned.
From the popup menu, select **Print, Product Information Sheet**.
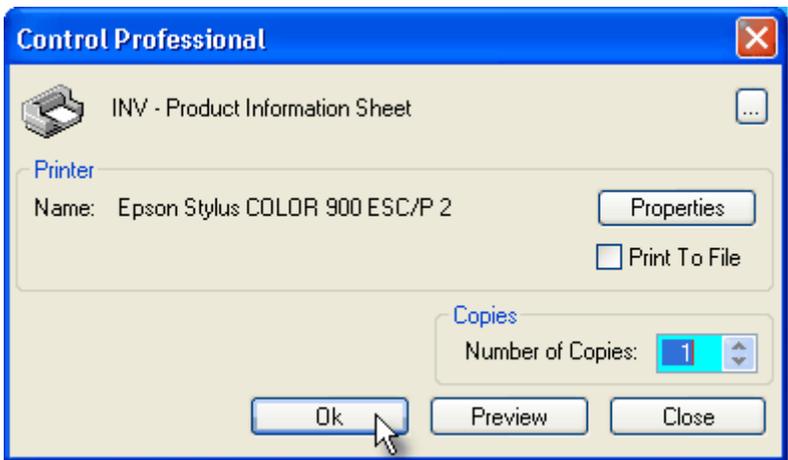
5.6.4 Stock On Hand

The **Stock On Hand Report** prints a listing of all your items that you currently have stock of in your inventory database.
It can be run for an item range, a selected warehouse, as well as a product group range.

To run, click on **Reports, Inventory, Stock On Hand**.
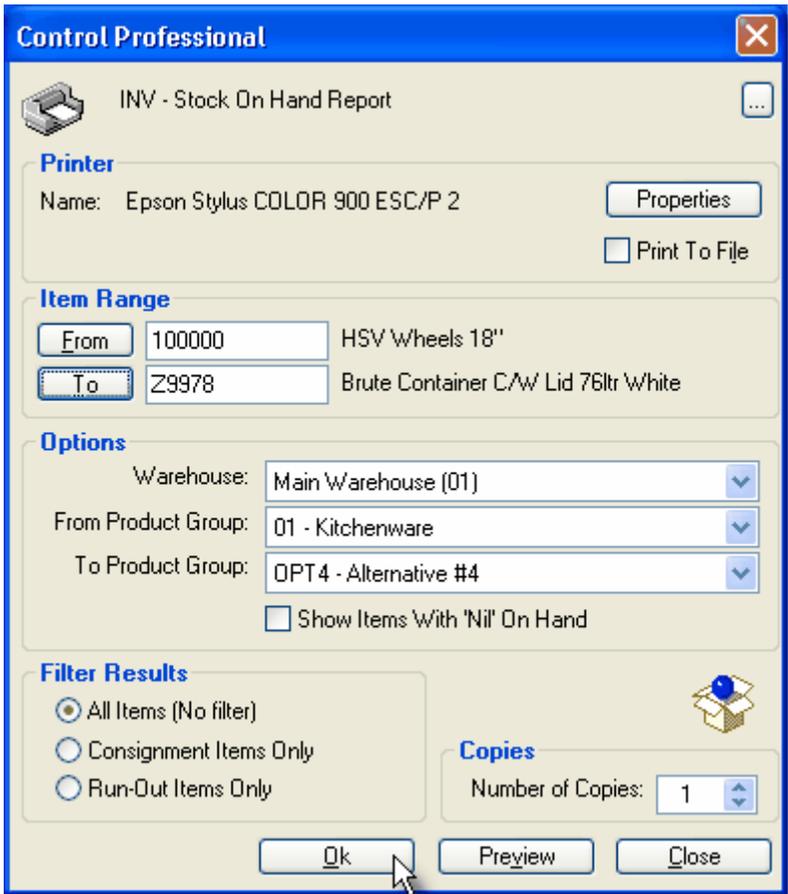
5.6.5   Stock Turns

The **Stock Turns Report** prints a listing of all your items how many times they turn over based on current stock quantities and 12 months sales.
It can be run for an item range, a selected warehouse, as well as a product group range.
You can also set a filter to exclude items based on certain criteria.

This report can be run in either Detailed or Summary formats.

To run, click on **Reports, Inventory, Stock Turns**.

5.6.6   Stock Valuation

The **Stock Valuation** report prints a monetary valuation of all your items that you currently have stock of in your inventory database.
It can be run for an item range, a selected warehouse, as well as a product group range.

To run, click on **Reports, Inventory, Stock Valuation**.

5.6.7   Master Lists

5.6.7.1   Item Master

The **Item Master** report prints a list of all your items that you have entered in your inventory database.
It can be run for an item range as well as sorted by item code number or description.

To run, click on **Reports, Inventory, Master Lists, Item Master List**.
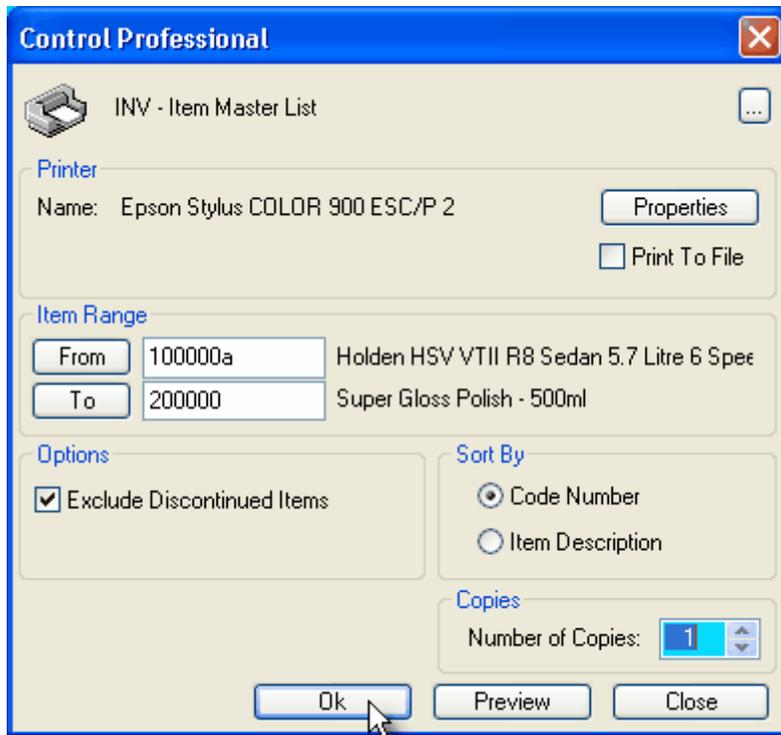
5.6.7.2   Price Code Master

The **Price Code Master** list prints a report of all the Price Codes that you have defined in your system.

To run, click on **Reports, Inventory, Master Lists, Price Codes Master**.
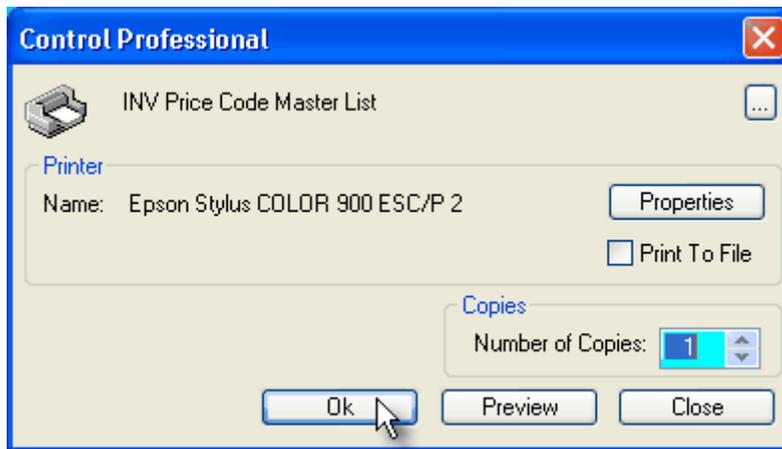
5.6.7.3 Product Class Master

The **Product Class Master** list prints a report of all the Product Classes that you have entered in your system.

To run, click on **Reports, Inventory, Master Lists, Product Class Master**.
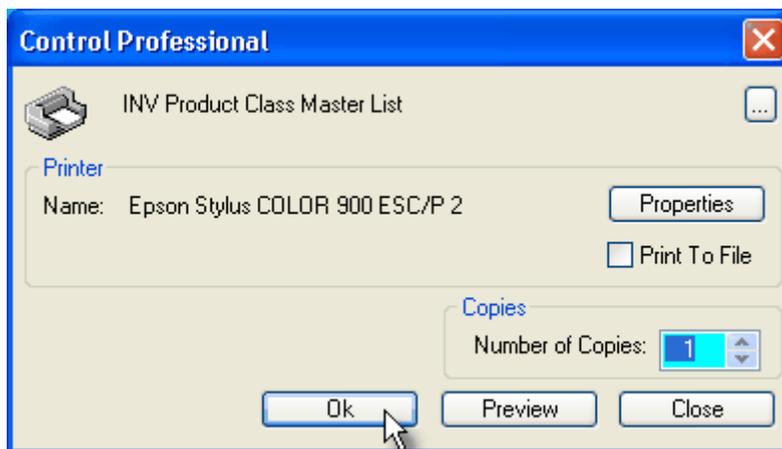
5.6.7.4 Product Group Master

The **Product Group Master** list prints a report of all the Product Groups that you have entered in your system.

To run, click on **Reports, Inventory, Master Lists, Product Group Master**.

5.6.7.5 Tax Codes Master

The **Tax Codes Master** list prints a report of all the Tax Codes that you have defined in your system.

To run, click on **Reports, Inventory, Master Lists, Tax Codes Master**.

5.6.7.6 Unit Of Measure Master

The **Unit Of Measure Master** list prints a report of all the Units of Measure that you have defined in your system.

To run, click on **Reports, Inventory, Master Lists, Unit of Measure Master**.
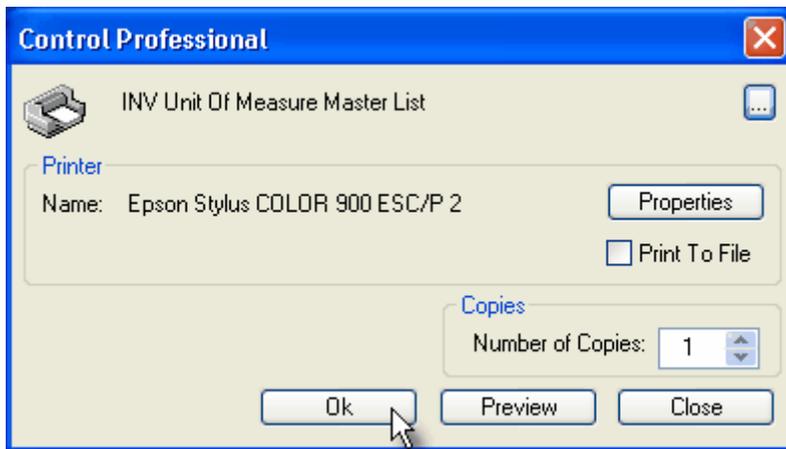
5.6.7.7   Warehouse Master

The **Warehouse Master** list prints a report of all the Warehouses that you have defined in your system.

To run, click on **Reports, Inventory, Master Lists, Warehouse Master**.
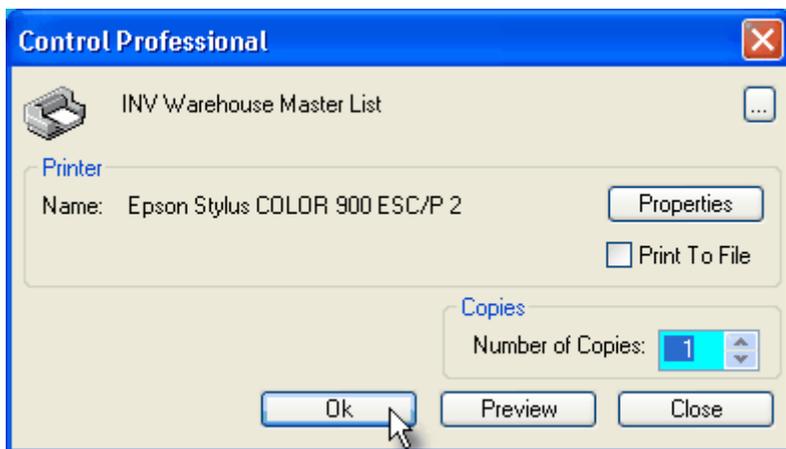
5.6.7.8   Web Categories Master

The **Web Categories Master** list prints a report of all the Web Categories that you have defined in your system.

To run, click on **Reports, Inventory, Master Lists, Web Categories Master**.
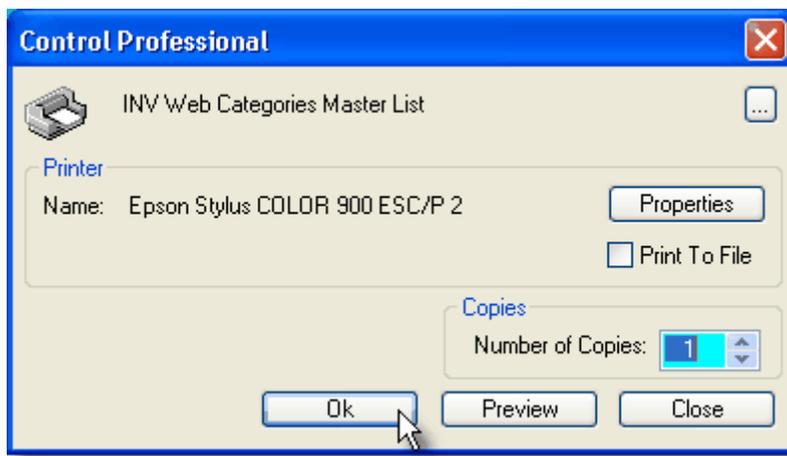
5.6.8   Backorders

5.6.8.1   Outstanding Backorder Report

The **Outstanding Backorder Report** prints a list of all the Backorders that you have in your system.
It sorts output by Vendor then by Customer, giving totals at in summary section. (Number of backorders and $ value)

To run, click on **Reports, Inventory, Backorders, Outstanding Backorder Report**.

5.6.8.2   Backorders By A Vendor Report

The **Backorders By A Vendor Report** prints a list of all the Backorders that you have in your system for a specified vendor.
It gives you totals in the summary section. (Number of backorders and $ value)

To run, click on **Reports, Inventory, Backorders, Backorders By A Vendor Report**.

5.6.8.3   Backorders By Salesperson Report

The **Backorders By Salesperson Report** prints a list of all the Backorders that you have in your system for a specified salesperson range.
It gives you totals in the summary section. (Number of backorders and $ value)

To run, click on **Reports, Inventory, Backorders, Backorders By Salesperson**.

5.6.9   Price Lists

5.6.9.1   Contract Price List

The **Contract Price List** is a report showing any contract item prices that you have set for your customers.
It shows by Customer, Item prices and includes the contract from/to dates as well as item costs and gross profit percentages.
Any expired contract prices are highlighted in **red** print.
The report can be run for a selected customer range.

To run, click on **Reports, Inventory, Price Lists, Contract Price List**.
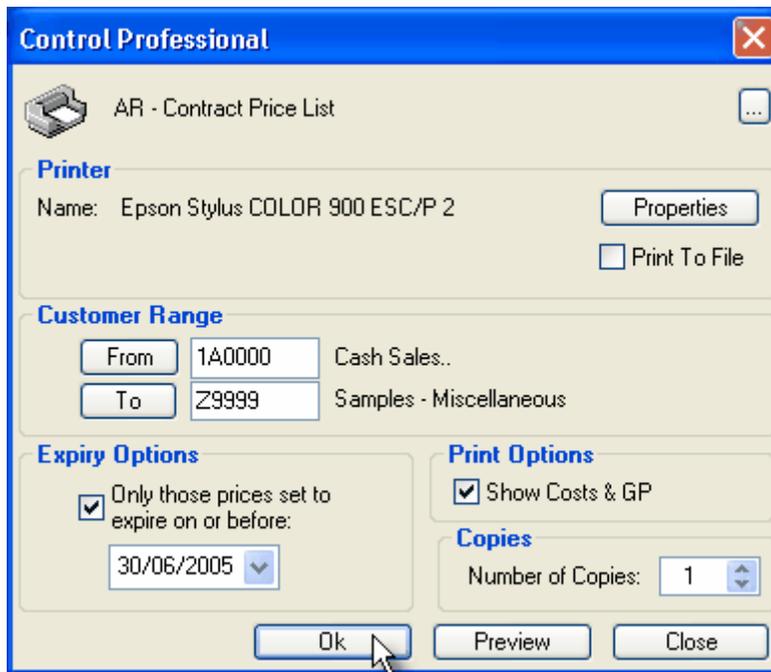
You can also choose to print out only those contract prices that expire on or before a selected date. Additionally, you can elect to hide costs and GP (this is a good option if you wish to give your clients a copy of their prices)

5.6.9.2 Product Price and Image List

The **Product Price and Image List** prints a report of all your items with list pricing (0001) and includes images if they have been attached with the items in your inventory database.
It can be run for an item range, a selected product group range, as well as other filtering options.

To run, click on **Reports, Inventory, Price Lists, Product Price and Image List**.
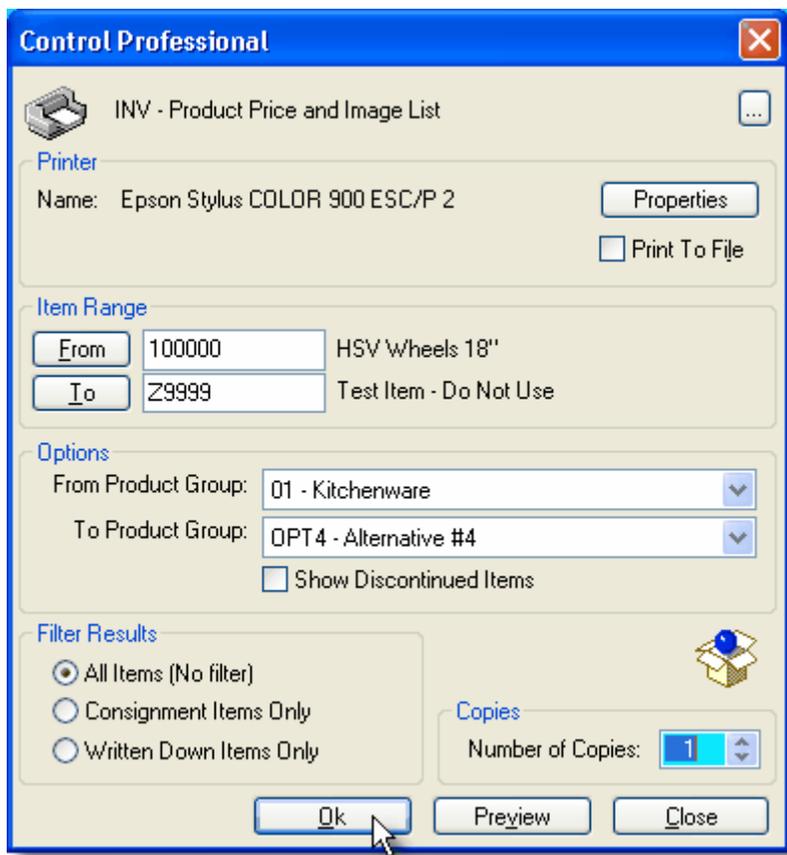
5.6.9.3 Specials Price List

The **Specials Price List** is a report showing any special item prices that you have set for your items. It shows Item prices and includes the special valid from/to dates as well as item costs and gross profit percentages.
Any expired special prices are highlighted in **red** print.
The report can be run for a selected item range.

To run, click on **Reports, Inventory, Price Lists, Specials Price List**.
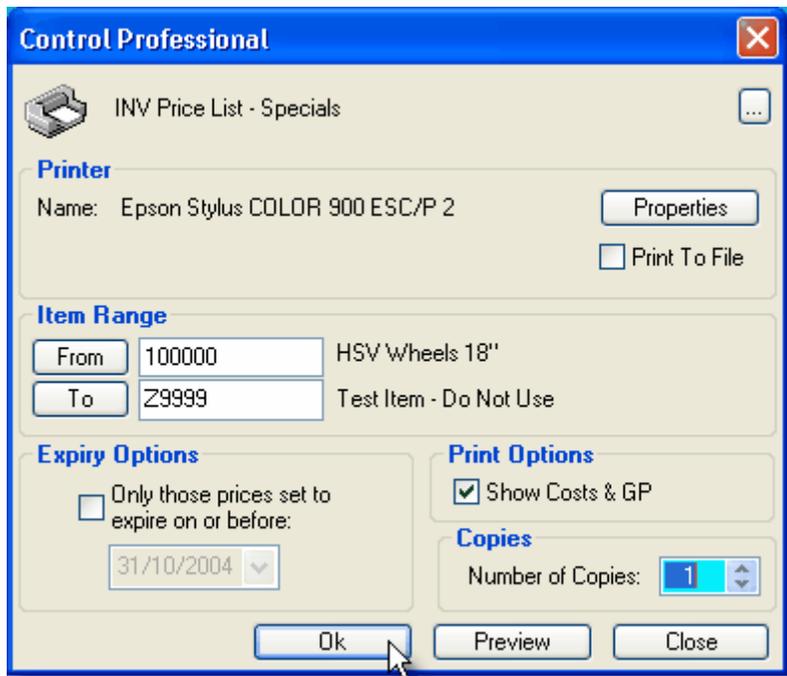
You can also choose to print out only those special prices that expire on or before a selected date. Additionally, you can elect to hide costs and GP (this is a good option if you wish to give your clients a copy of these specials)

5.7   Membership Reports

5.7.1   Club Master

The **District Master** lists the Clubs as set up in the master file – but does so after sorting them in the following orders...
District, Region, Zone, Club Name

To Run: **Reports, Memberships, Master Lists, Club Master**

Options:
1.   You will see that an option exists to select a District range. This is automatically determined at runtime so that Multiple District is presented with all Districts available, whilst a single district only has it's own.
2.   A Club Range is available so that the report can be run for just a selected range of clubs. This is also dynamically determined at runtime so that it is populated with Clubs that only belong to a certain district.
3.   The Club Types area gives you the option to include or exclude certain types of clubs (like Leos for example). By default, all club types are checked. Another option enables the user to exclude inactive clubs so that they do not appear on the report.

5.7.2 District Master

The **District Master** list prints a report of all the Districts that you have defined in your system.

To run, click on **Reports, Memberships, Master Lists, District Master**.

5.7.3 Membership Deletions

The **Membership Deletions Report** prints a list of all the Members deleted during a time period for a range of Districts & Clubs that you specify.
Members are sorted by District, then by Club.
The reasons for their deletion/dropping are also shown.

To run, click on **Reports, Memberships, Membership Deletions**.

5.7.4 Membership Master

Essentially this lists the Members of Clubs – but does so after sorting them in the following orders...
District, Club, Member Name

To Run: click on **Reports, Memberships, Master Lists, Membership Master**.

Options:
   You will see that an option exists to select a District range. This is automatically determined at runtime so that Multiple District is presented with all Districts available, whilst a single district only has it's own
   A Club Range is available so that the report can be run for just a selected range of clubs. This is also dynamically determined at runtime so that it is populated with Clubs that only belong to a certain district.
   Another option enables the user to exclude inactive clubs so that they do not appear on the report.
   Running the report with the defaults as presented is generally sufficient
   You can of course choose the "Do Not Post" option.
   The "Without LCI Code" prints a list of members without an LCI code number

5.7.5 Membership List - Basic

The **Membership List (Basic)** prints a report of all the Members for a range of Districts & Clubs that you specify.
It is a simplified listing with an option to include member addresses if required.

To run, click on **Reports, Memberships, Master Lists, Membership List (Basic)**.

5.7.6 PU101 Report

The **PU101 Report** prints a Club Officer Reporting Form for the selected range of districts.
It sorts the report by District, then Club.

To run, click on **Reports, Memberships, PU101 Report**

Generally, the defaults will be fine however an option exists for Multiple District Only where they can run the report for a range of districts.
If required, you can change the destination printer by clicking on the Properties button.

If you want to preview the report, click Preview.
To print the report, click OK.

5.8   Point Of Sale (POS) Reports

5.8.1   Sales Order Status

The **Sales Order Status Report** is a printout of all sales orders currently in the system.
In addition to the default Status setting of "All", you can filter the report to show only certain types of order status (new, invoiced, etc).
It is a handy report which, if run occasionally, can detect occurences where orders have been shipped but not yet invoiced.

Order values are individually totalled and the report also accordingly provides a grand total of all entries listed.

To run, click on **Reports, Point Of Sale (POS), Sales Order Status**.
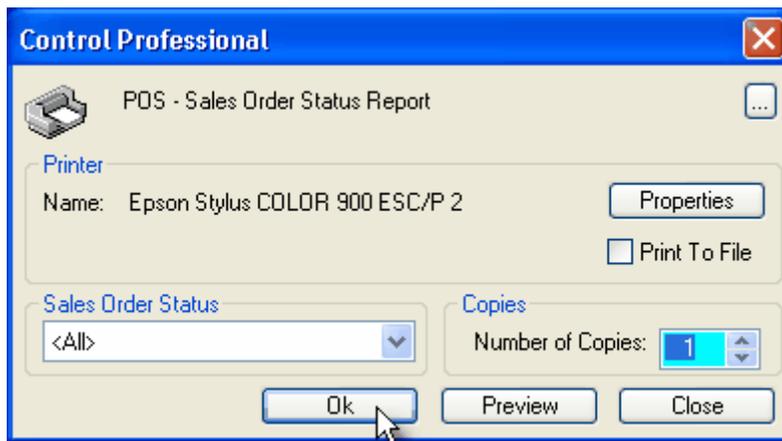
5.9   Viewing Saved Reports

5.9.1   Saved Reports

You can View reports that you have saved in the system by going to the **Report Viewer**.

You can also, from the File menu, select **View Saved Reports**
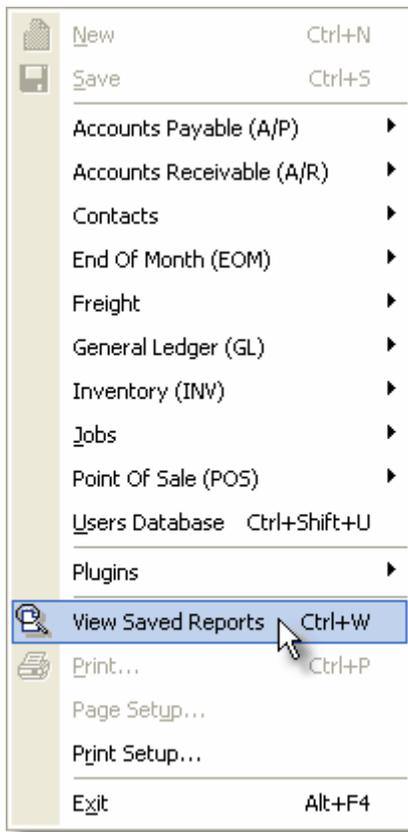
A window similar to the following will then appear showing all the reports that you have saved.
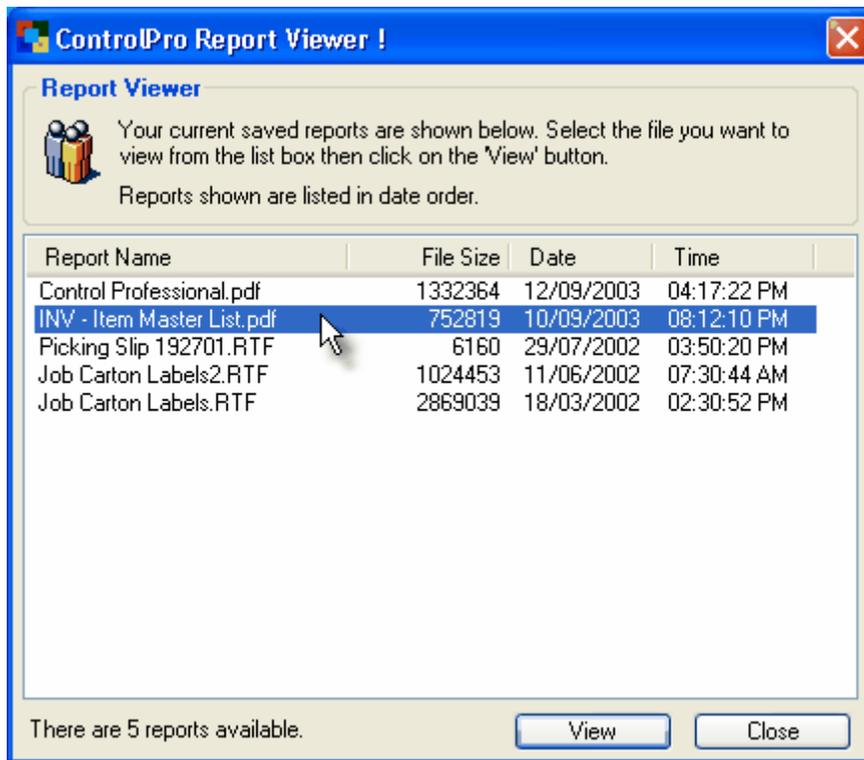
To view a report, simply highlight it and click **View**.
Alternatively, double-clicking on the file will also open it.

If it is an rtf file, Microsoft Word will open and you will see the report.
If it is a pdf file and you have Adobe Acrobat Reader installed, it will display the file for you.

To delete a saved report, highlight it, then press the right mouse button - a popup menu will appear.
Click on Delete Files(s). The file will then be erased from your system.

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