

## **NETWORK BUSINESS SYSTEMS**

### **SOFTWARE SYSTEM DOCUMENTATION**

#### **SALES DISTRIBUTION SYSTEM**

##### **FEATURES**

- Multi-Company Multi-Divisional
- Automatically assigns unique invoice number
- Advertising yard code tracking for marketing analysis
- Order processing package macro for grouping items together
- Separate Bill-to/Ship-to/Payer ID for true order auditing
- Stores date of order and date wanted
- Allows pre-assignment of freight that feeds automatically to the Shipping/UPS manifest programs
- State sales tax integration for 50 state sales
- Supports International sales
- Provides pop-up Customer Notes for special instructions
- F7 Options menu within order processing for other functions
- Generates packing list, no pricing
- Canceled order tracking on line
- Reprint facilities for packing lists, invoices, etc.
- Spooling for print re-routing or batch printing
- On line customer history viewing
- Order processing on line credit checking...user defined overage w/ supervisor password override
- Order processing on line optional business license verification with system driven expiration and grace period
- Order processing on line past due credit checking with user defined grace period and supervisor override password
- Cash, Money order, check, Visa, MC, Discover, trade payments
- Automatic discount awareness during order processing
- Automatic Inventory stock levels and on order detail from purchase order or work order system on line
- Discounts per each part price level: Wholesale, Dealer, or Retail...4 levels deep
- Discounts per flat rate per customer
- Progressive discount per customer
- Discount order by a flat dollar discount
- Discounts per part per customer, unlimited
- Price editing allowed based on a flag set in each inventory part file
- F8 key allows edit of part unit price by using a password that is set in the system setup file
- CUSTOM ITEM PROCESSING function allows you to "BUILD" the master item on line with accessories or add-ons, with full list, unit, and discount price support on invoice.

#### **SHIPPING/UPS MANIFEST**

- Maintains file for UPS information, standard charges
- Allows user defined markup of shipping charges
- Unlimited rates
- Unlimited Zones
- Complies with UPS requirements
- Allows for both system and non-system generated invoices
- Forced serial number entry on flagged inventory items with two sided entry error checking on serial number
- Option to ship order as is, or alter ship
- Allows for reprocessing or complete deletion from shipping
- Automatic refund processing tie-in
- Stores as daily batch, updated after confirmed pick up by UPS or common carrier, for FOB shipping point audit support
- Allows automatic calculation of freight or manual override
- Powerful on line inventory and serial number error checking
- Reprint functions
- Historical review and correction of updated manifests
- Requires two printers per shipping computer for effective flow thru of goods
- Automatic invoice generation after update, with true shipping costs updated to invoice, spooled printing
- Requires third printer to generate final invoice simultaneously with either C.O.D tag or shipping label generation
- Divides C.O.D. tags on multiple boxes accordingly, user-defined
- Prints C.O.D. tags and shipping labels as needed

## **RETAIL POINT OF SALE**

### **FEATURES**

- Same features as "SALES DISTRIBUTION SYSTEM"
- Allowed to override out of stock inventory per system flag
- Generates invoice immediately instead of packing slip
- Immediate inventory release
- Works with electronic cash drawer system
- Figures the correct change when customer overpays
- Supports "Layaway" sales process
- Allows back orders like the distribution system
- Release Layaway Shipping program to invoice Retail orders held, or can be used for distribution orders either picked up by customer or shipped other than UPS

### **IBS STANDARD SALES SUPPORT SYSTEM**

- Integrated into both IBS Sales Systems
- Back order tracking/review/retrieval
- Order modification software with restocking fee and re-processing fee...user defined in system file
- Credit memo automatic with returns or changes that affect monies. You can change a credit to a refund also.
- Tax system based on a State Tax database for control
- Tax system intelligent to handle all retail and distribution

- Order confirmations for unshipped or back orders, with full pricing and inventory detail
- Global sales tax change on unshipped orders
- Global price change on unshipped orders
- Global part number change on unshipped orders
- Global customer terms change on unshipped orders
- Order confirmations for all unshipped orders
- Diagnostic and maintenance programs
- Powerful order viewing/retrieval allows to track entire history of an customers order from within one program

**INCLUDES:**

- Shipped and/or Unshipped Orders only
- Total Backorders
- History and Current Balance per customer
- Current and Past Due detail per customer
- UPS Manifest detail per order
- Refund detail per order
- Payment detail per order

**BACKORDER RETRIEVAL**

- Automatic processing of backorders from original order
- Allows changing a part description on all backorders
- Allows changing of a price on all backorders
- Unlimited backorder releases from original order
- Feeds ship date of items back to original order

**REPORTS**

- Profitability by Customer
- Profitability by Item
- User defined sales analysis
- Advertising yard code analysis
- Sales analysis by zip code
- Daily shipping and analysis reports from all shipped order, manifest and non-manifest
- UPS charge to actual charge comparison for freight cost management
- UPS manifest complies with UPS guidelines
- Orders Shipped/Taken reports
- Orders Shipped/Taken report by sales reps, by date, etc.
- Review Orders for Date Wanted
- Back orders by part, customer, by user defined ranges

**INTEGRATED WITH:**

- Inventory system
- Serial inventory system
- Return Merchandise Authorization system
- Part Bill of materials viewing
- View archived orders
- View shipping Ups/manifest
- Internal/External mailing list systems
- Value added tax system
- Automatic refunding
- Co-op advertising system
- MRP/forecasting system
- Accounts receivable system
- General ledger system
- Accounts payable system

## **SYSTEM OVERVIEW**

IBS's Sales System overall design provides the ability to handle sales functions that range from simple retail sales (over the counter), to large multi-level, multi-divisional, mass distribution centers. The IBS Sales Distribution System is designed for global sales structures. The IBS Retail Point of Sale System is designed to handle from simple to the most aggressive retail over the counter sales situations, utilizing bar code technology for rapid high volume sales processing.

Both sales systems service distinctly different sales conditions. However, both systems are totally interactive if your company sales structure includes both! You may have a telemarketing department or outside sales force generating orders that you will mail order ship to or UPS or common carrier ship. You may also have a factory outlet store where you sell retail to the end consumer.

The IBS Sales System can handle all of the above, interactively. The heart of the system is the IBS Inventory Data system. This inventory system allows you to purchase products for sales using one or both of the IBS Sales Systems. It also is directly interfaced into the IBS Manufacturing System in the case that you are the manufacturer. Utilizing the IBS Professional Software Systems provides the ability for you to be the manufacturer, and/or purchase other goods from other manufacturers or vendors, do your own distribution, and also provide retail sales to the end consumer!

## **RETAIL POINT OF SALE SYSTEM**

This sales condition is where the customer is in your place of business and will be taking merchandise at that time or placing a backorder or even a layaway (these can be combined). You could actually have an order with some items shipped, some items back-ordered, and some items on layaway. You might want to keep all layaways separate for easier tracking.

This would be handled using the Retail Point of Sale system. This will generate an invoice in the case that the customer takes merchandise, or an invoice looking document that will be titled "Layaway" in the case that the customer is taking nothing but leaving the entire order until some point in time. The Retail Point of Sale system can handle backordered items as entire separate orders or as part of an order that has items taken or shipped on them.

When processing an order you will be presented with the choice of either (T)ake or (H)old at the end of the order. If you choose (T)ake, then all items that are in stock will be shipped or marked as taken and you have just created a master order with an invoice date. The shippable total will now be automatically included in the IBS Accounts receivable reports on line! Any items that were not available to ship are considered backordered items and will have to be released to secondary orders all together or as many times necessary to ship all items. These releases are called back order releases and will be discussed more thoroughly under the "BACKORDERS" section later in this document.

If you choose (H)old, then no items will be marked as shipped and no invoice date will be set. You will ship/invoice any or all of the items from the original invoice placed on hold. All remaining unshipped or backordered items will either need to be released as mentioned above. You can ship/invoice a retail order placed on H)old by either using the "Release Layaway/Truck Shipping:OESHIP" program or in the case that you have the full IBS Distribution System you can also process this order through the IBS UPS Manifest System.

The retail point of sale system does not allow over payments in excess of the entire order total and will reduce the payment you type in if change is due. A screen will pop up telling you to make change. Change will be based on the amount of payment you type in compared to the order total. This total includes all items on the order, whether taken or not. The customer may in fact be taking nothing and be placing a layaway. The customer could actually take part of the order and leave that remainder as a backorder. You can make payments against an order total including unshippable items. See the payments section for further discussion on payments during retail point of sale.

## **RETAIL SALES TO CASH CUSTOMERS**

Maybe you do not want to have to enter in a valid customer for each retail cash sale. You can do this by creating a cash customer with generic information to be used for this purpose. You may want to create one with a "STATE TAX" exemption number and one without. You should enter in the valid state to set up the proper tax rate charge for the taxable cash customer.

## **IBS SALES DISTRIBUTION SYSTEM**

IBS's Sales distribution system works with the Inventory system to provide the ultimate in sales order processing, shipping, and sales analysis. This system has been designed to facilitate high volume processing in an aggressive multi-user environment. Powerful well thought out functions enable easy training and efficient interface in what is one of the most demanding information processing systems, the sales system. Utilizing the highly integrated Shipping/UPS Manifest system, moving product from sales order thru finished goods warehousing on out the door is as simple and efficient as can be. The Sales distribution system is a major module that must work with the IBS Inventory module.

Order Entry is the base of the entire Distribution Sales system. This is the program where your sales personnel will process orders to be shipped primarily through channels other than "over the counter" type sales. However, you can ship orders via the "Release Layaway/Truck Shipping" program if your customer decides to pick up the order or have it shipped on a carrier other than UPS. Be aware of the tax liabilities when this happens.

Keep in mind, this program is different from the Retail Point Of Sales System. This program is not designed for "over the counter sales", and is designed for processing an order which is being shipped. A packing slip with no inventory pricing will be printed as opposed to an invoice with pricing and totals. The packing slip will be used to fill the orders from the finished goods warehouse. These packed, filled orders must be entered into either the Shipping/UPS Manifest system or the "Release Layaway/Truck Shipping program for shipping update.

## **SALES PACKAGES**

The IBS Distribution sales order entry allows use of a pre-defined merchandise package intelligence that allows grouping of items to be sold together as a group, possibly at a discount from purchased separately. You can set up the package and then only have to type in one part number and all the items defined in the package at wholesale, dealer, and retail price will pull up automatically. This provides speed processing and eliminates forgetting items to be grouped together. You can set up permanent packages and/or use for sales and marketing programs that use special product grouping.

## **PRODUCT PRICING**

Our sales and customer support systems provide multi-level sales levels, meaning you can set up customers that are wholesale, dealer or retail customers (W,D,R). Each part can be assigned wholesale, dealer, or retail pricing that corresponds to the customers. So, you will be presented with retail prices for all customers set up with an "R", which represents retail customers. The IBS Sales Systems also support a suggested list price in each part that can be optionally printed on the invoices. If you choose to print a suggested list price on your invoices, then a calculated discount will also print, which will be the difference between the suggested list price and the unit price you use for the line item. Subtotals will print at the bottom of the invoice as well.

## **DISCOUNTS**

In addition to the basic product pricing structure discussed above, there are several discounting methods that are available.

The first three discounts listed below will appear in a pricing window that pops up after the quantity is entered upon in both distribution and retail order processing. The best price will be hi-lighted. If the part master file has been set up to prevent from altering the price during order processing, then the cursor will not stop at the unit price field. However, while the pricing window is on screen you can hit the F8 key to activate price edit capabilities. You will be required to enter a password set up in the system set up file.

## **QUANTITY DISCOUNTS**

Each part can have up to four levels of quantity price discounts per wholesale, dealer, or retail.

## **CUSTOMER/PART DISCOUNT**

You can assign a completely personal discount per part per customer, by a dollar amount or by a discount percentage. This allows you to totally customize discounts on specific items to certain customers.

## **CUSTOMER DISCOUNT NON PROGRESSIVE**

The non-progressive customer discount is a flat percentage taken off all part numbers straight unit price, whether wholesale, dealer, or retail. It does not figure against "QUANTITY DISCOUNTS" or "CUSTOMER/PART DISCOUNTS" and is set up in the customer master file.

## **CUSTOMER DISCOUNT PROGRESSIVE**

The progressive customer discount operates based on a flag set up in the system setup file turning on the intelligence in both sales systems, and then by the customer discount set up in the customer master file.

## **ORDER DOLLAR DISCOUNT**

There is one final level of discounting that is also activated by setting a flag in the system set up file. This discount is keyed in at the end of the order and is then automatically pro-rated against all line items.

## **PAYING ORDERS**

Both IBS Sales Systems provide for payments during order processing and after. Payment methods are CASH, CHECK, VISA, MASTERCARD, DISCOVER, or by TRADE. You can process as many payments as necessary against any valid order. You can process a single payment against an unlimited quantity of valid orders, such as a UPS check for all collected C.O.D. cash received by UPS on your behalf. You can also transfer any payment to any other valid order. The key concept is that payments are made against orders...period. Another way to state this is that you must have an order to apply a payment against, in this system.

**NOTE:** You can process multiple payments to an order during point of sale, but not during distribution order entry. You will have to use the make payments program to process double payments in the distribution order entry.

During retail point of sale or distribution order entry, you can only pay against the order you are entering, and you can pay up to the order total which is all items ordered, regardless of stocking position. In this case the order total would be greater than the shippable total. You can get more on this subject by reading the section on "INVOICING/SHIPPING".

The only other place to make a payment against either a distribution sales order or a retail order is under the IBS Accounts Receivable System...."Make Payments:ARECEIVE". You automatically have the IBS Accounts Receivable System regardless of which sales system you are operating. This program for making payments accomplishes the same as if you were paying an order during order entry, but allows you to pay multiple orders with one check. You can also enter in an early pay discount during the check entry, against each order you are paying.

During order entry in either sales system, the system initially subtotals up shippable totals separate from the entire order total. You can pay up to only the order total during retail point of sale, and can pay any amount during distribution order entry. Overpayments will be handled after the item has been shipped/invoiced.

## **DEPOSIT SLIP SYSTEM**

All payments made against IBS sales orders either before or after shipping/invoicing store in a payment header and a payment detail database and are fully reportable in a bank deposit slip reporting system that allows you to control payments input into the IBS system. By utilizing this system you can confirm each and every payment made against any order in either of the IBS sales systems from. You can also allow various groups of people to data process the payments, such as by sales reps, sales support people, accounts receivable clerks, and accounting managers. This supports multiple divisions of software users/departments that make your business operate effectively.

The deposit slip system provides the ultimate in payment verification and up to the minute guaranteed accuracy of vital statistics, including accounts receivable, prepaid orders, and cash flow analysis reports.

The deposit slip system provides the ability to print an initial, a reprint, and a final deposit slip until it is correct and all payments are right. The initial will flag all payments that have been entered into the IBS sales systems since the last time the final deposit slip was ran. If you make corrections, then you will need to rerun the initial to flag the correction. Then the reprint will report all payments that have been flagged. The initial report that is ran after a correction will only list the corrections on it! The final deposit slip will print all verified deposits and update them with a date you enter for the actual deposit to the bank. You can then attach a copy of the accepted bank deposit slip to the IBS generated deposit slip and you have a built in cross reference for your file system and documented proof that cash deposits to the bank and direct transfer by credit cards are 100% accurate!

## **TRADE PAYMENTS**

You will need to enter in the trade payment as the first payment and the non-trade payment (or payments) as the second payment. By providing this double payment intelligence, it is possible to make a sale with a trade to a cash customer and conclude the transaction within retail order entry. Also, this payment method will provide you with the opportunity to make the sale subject to sales tax before or after the sale. You will want to consult with your accountant to decide the proper method of tax calculation.

## **PAYING UNSHIPED/UNINVOICED ORDERS**

Both IBS Sales Systems provide for payment processing during order entry. This allows payment entry whether the order is taken via mail or by phone or as you are standing at the counter making the sale. Any payments in hand or being received in the case of an order being taken over the phone with a charge card are recommended to be typed in at order entry. This means you have the money in hand and the credit card is approved. If a credit card payment is entered, it is recommended that it be verified immediately. If it is declined, then the payment should be deleted from the order immediately. You will do this in the accounts receivable make payments program. There is more on deleting payments later in this section.

## **PAYMENTS ON SHIPPED/INVOICED ORDERS**

When paying an order that has been shipped, you will use the make payments program in the accounts receivable system. Any overpayment will be forced to be a credit or a refund. If you choose credit, then you will be able to change it to a refund later on, or apply the extra against another order.



## **OVERPAYMENTS ON ORDERS**

Overpayments can occur on retail and distribution order in the following situations. An overpayment is defined as payments against an order that exceed the invoiced/shipped total of goods on a shipped order.

Order viewing will show overpayments very clearly. You can also find all overpayments by running the program "Find Unpaid/Overpaid Orders:FINDCOD". When you have an overpaid order you have the option of either refunding to the customer, applying the balance to another order, or carrying the money as a credit. If you choose to carry the overpayment as a credit, it will remain attached to the order and will eventually have to be either refunded or transferred to another order. You will do this in the order modification program.

During retail point of sale you can pay over the shippable total up to the order total. This means you have taken payment for items the customer did not take. You will be aware of any overpayment during retail point of sale because you will be able to follow the math presented on screen. Remember, if you take any payment for more than even the order total during retail point sale, the system will cut off the extra and save the payment equal to the order total. If the customer wants to pay on other orders, then process the new retail order as a "HOLD" with no payment. Then go to the accounts receivable program to make payments and apply the payment against the "HOLD" order and the other order(s) as necessary. You can then process the "HOLD" order thru the release layaway program to ship/invoice it.

For distribution orders, during the UPS/MANIFEST shipping program, an overpayment can occur when payments received are greater than the amount you have shipped. You may have taken the order with all the money and all items showing in stock, and when you go to ship the order one or more items are now not available. Once shipped, you now have more money paid to the order than the shipped total is. This will show on the shipping report at the end of printing the UPS MANIFEST under the column all the way to the right as "OVERPAYMENTS".

During accounts receivable payment processing, you will be prompted that you are making an overpayment to an order. If the order is unshipped, you can pay over the order total and will be prompted that you are doing this. If the order is shipped, you will be prompted if you pay over the shipped total, and will be forced to hold the overpayment as a credit, or process an automatic refund. If you process as a credit, then you can later on either transfer the overpayment to another order, refund as cash or automatic or manual check, or credit against the credit card if the payment was made by credit card.

If there are unshipped or backordered items on a shipped/invoiced order, then you can create a back order release from the original order and automatically transfer money from the original order to the new back order release. See the section on " BACKORDERED/UNSHIPPED ITEMS".

## **INCORRECT PAYMENTS!**

What if a check payment bounces or is updated and is completely wrong?

If the payment is incorrect because of payment against a wrong order, over payment, etc., but does go through and actually get credited to your bank account then you do not delete

this payment but change it in the order modification program. There you are allowed to transfer the payment to another order in full or partial. You can also choose to refund the payment directly against a credit card or generate a cash refund or automatic check refund.

If the transaction is just totally incorrect and needs to be eliminated, then if it has not been updated you can use the accounts receivable make payments program to delete it. Payments are assigned a unique number and can be retrieved based this unique number. You can find this number in the Sales Order Viewing program. Until the deposit slip is ran and updated, they can be modified or deleted in the "Make Payments:ARECEIVE" program at will.

If you have run the IBS Deposit Slip System and updated all payments, you will need to run the maintenance software to delete the entry. You can reprint a history deposit slip after you delete the transaction in the payment header and detail maintenance software. Remember, this affects your General Ledger balance if the payment was made in a prior accounting period and you are deleting it. You will need to call IBS technical support for assistance with this.

### **ORDER TRACKING**

Orders can be tracked by Advertising Yard Code, which is a code assigned a specific marketing plan to track the effectiveness of that program to generate sales or leads. Both the distribution and retail order processing systems require entry of a valid yard code at the front end of processing. Orders can also be tracked by a sales rep code that is set up per each customer in the customer master file. This code automatically assigned to an order when processed, and cannot be changed by the operator. Both of these codes are controlled by individual data files.

In addition to the above, there are a host of reports that generate orders taken vs. shipped, by order number, by zip code, state, part number, customer and many others.

### **CUSTOM ITEM PROCESSING**

The IBS Distribution sales order entry supports an extremely powerful order processing intelligence that actually allows you to build an item on screen. You can use a master inventory item that has been flagged as a custom part item, and use this item during retail point of sale, distribution order entry, or order modification as a master part which you are allowed to custom configure with options. These options can be either text items or actual valid inventory items. Here is an example!

Let us say you are in the business of selling cabinets. Now, you have certain cabinets you make to stock and sell from that stock. You also offer those same cabinets with different features, such as color; special carvings; casters; handles; etc., that you charge separately for. The customer can really order a cabinet that is totally different from your normal stock shelf items. You can set up an inventory master item that is flagged as a custom part. You can then set up valid part numbers that represent inventory items that are both sold separately as an accessory item or as part of a custom item. You may also have a text type part number that represents a certain service that you charge for such as special painting or engraving charges. These parts are not flagged as custom, only the master part you will add to.

Now, during either retail point of sale, distribution order entry, or order modification, when you process an order for an inventory item that is a custom flagged part, the system will

allow you to build that part with other inventory items as described above. A separate screen will pop up after you enter past the unit price of the custom item. You will be allowed to modify the individual list and unit price of the custom item, along with any of the parts added to it. The system will add up the list price and the unit price of the custom item and all the parts added to it, and store the price in the unit price of the custom item. A line of text will be automatically created below the custom item that shows it's individual list and unit price. A line of text will also be created under each part added on to the custom part, with the part list and unit price.

This scenario allows you to contain all of the revenues of the custom item under the part number of the custom item. Now, if you are using the IBS manufacturing system then you can modify the bill of materials and routing as needed to make the custom item, and contain all cost to the custom item part number. Cost and Revenues will match up so line item cost analysis is maintained!

### **NET STOCK**

This is a very powerful concept that is a part of the IBS Professional Software Systems and can provide expanded inventory management techniques that allow more aggressive, modern styles. Your organization could be one that imports, exports, manufactures, purchases, retails, distributes, etc. You may be actually competing against yourself for inventory for use in manufacturing processes and for sales to customers. IBS supports using a net stock for sales order processing and manufacturing processing. **NET STOCK IS DEFINED AS FINISHED QUANTITY MINUS ASSIGNED QUANTITY.** Assigned could consist of requests from customers orders or from IBS manufacturing work orders. There is a separate field in the inventory master file for assigned.

Distribution and retail order processing automatically calculate net stock and show the detail of the finished and assigned quantities on line. Automatic knowledge of inventory levels that go below a user-defined minimum is available during order processing for rapid communication feedback necessary in aggressive sales/manufacturing environments. The order actually stores the quantity ordered and the quantity available. The quantity available is equal to net stock minus the quantity ordered. So, if there are 10 finished goods on hand, 8 assigned to previous orders, and you process an order for 3 units...you will have an order with quantity ordered of 3 and quantity available of 2. This is because the net stock is only 2 ( $10-8=2!$ ). Storing this data gives you an audit trail of what the condition of inventory was on each item on each order during the exact time it was processed. Also, in the case that you are sending an order confirmation to the customer it will reflect the current condition of inventory for their information also.

The packing slip created during distribution order entry and a "Layaway" order processed from the retail point of sale system will show quantity ordered, quantity to be shipped, and backorders per inventory item. All invoices will show quantity ordered, quantity shipped, and quantity backordered.

Net stock cannot be over ridden during any order processing. This provides the ability to operate a "first come first serve" inventory management strategy.

Net stock can be over ridden during either of the two shipping/invoicing programs available. This provides the ability to defeat the "first come first serve" basis and instead use the

old "rob Peter to pay Paul" technique. See the "ALTER SHIP" section below for further explanation.

### **BACKORDERED/UNSHIPPED ITEMS**

In both distribution and retail order processing, when you process an order you are placing what can be called a master order for one or many items. Orders can have up to 99 line items per order that can span multiple pages. If there are goods in stock on the master order, you will initially ship against this master order. Any items that are left unshipped from an order that has been invoiced/shipped are considered "BACKORDERS ITEMS". Retail orders that have been placed on (H)old or distribution orders that have not been invoiced/shipped yet are considered "UNSHIPPED ITEMS".

Once an order has had items invoiced/shipped against, it cannot be shipped/invoiced again. The system specifically prevents you from doing this. However, you can release unshipped or back ordered items from master orders as many times as you want or need in order to fill the order.

All backordered goods will have to be released from the original order, which effectively creates a new order. The new back order release stores the master order number in it for reference. You can release as many times as needed against a master order, whether the same line item or different items. You cannot have back orders releases that continue to have backorders carry on them. The system will not allow this. When you run the backorder release program you will be required to release all quantities of goods that are available. You can remove items if you do not want them to ship, but whatever you release will be required to be released in full. The program will only release items if the net stock is greater than zero. If you attempt to alter ship a backorder release and only ship a partial, the system will not allow you to do this and will automatically increase the original order back ordered amount to reflect the balance not shipped on the release. Also, the shipping system will reduce the back order release to reflect the exact amount ordered and shipped as you alter shipped.

The backorder release program will allow you to transfer money from the original order to the back order release, in the case that the original order was prepaid.

The main program "Release Back orders:OEBCKRLS" works very similar to "Distribution Order Entry:ORDERS" except that you will be required to enter in the original order that you are releasing from. The release program will not allow you to release against a back order release. This program will prompt you with the current sales tax rate on file for the state of the customer.

You are provided with the utility programs that allow you to change the description and even the price of backordered items. This covers if you change a model and/or increase or reduce a price.

### **SHIPPING/INVOICING ORDERS**

Some people call it shipping, some call it invoicing. This process is what moves inventory, creates receivables, creates sales, creates costs of sales, requests serial numbers, updates running YTD totals, etc. You can only ship/invoice an order once, you cannot do it a second time.

There are only three ways to do this in the IBS system. If you own the IBS Retail Point of Sale system, then the FIRST WAY you do this is by choosing (T)ake during retail order processing. The (H)old choice simply creates a "LAYAWAY" order or an unshipped order.

The SECOND WAY to invoice/ship orders would be for retail orders that have been placed on (H)old or a backorder release from a shipped/invoiced master distribution or shipped/invoiced retail order that is now ready to be shipped/invoiced by operating the "Release Layaway/Truck Shipping:OESHIP" program. This program will allow you to change the shipped quantities as you need to, not to exceed the original order quantity. This is called "ALTER SHIPPING" and is discussed below. You will also use this program to ship/invoice a distribution order that is to be picked up or is to be shipped by another common carrier other than UPS.

The THIRD WAY to invoice/ship orders would apply to either an unshipped distribution order, a retail point of sale (H)old order, or a backorder release. This way utilizes the IBS UPS Manifest Shipping system. The IBS UPS Manifest System utilizes data keyed in directly from the UPS rate and zone charts and a third control file to automate shipping activity and create the actual UPS manifest and summary data. This format has been approved by UPS and allows you to have prior knowledge of your financial obligation based on true shipping charges. Daily sales activities reports also generate, showing actual shipping charges billed to customers compared to true UPS charges. The system allows a user-defined markup on the UPS charges. The IBS UPS manifest system generates C.O.D. tags, labels, and all required reports. Invoices can be printed on a third optional printer or batch printed later. The UPS/Manifest program also will allow you to change the shipped quantities as you need to, not to exceed the original order quantity. Again this is called "ALTER SHIPPING" and is discussed below.

The manifest can be updated upon demand and while it is in the update mode, further shipping will be locked out. There is a field called {RESTRICT SHIP FLAG} in the system setup file that is automatically set to <Y> when the manifest printing has begun. This prevents other IBS system users from manipulating shipping data while a manifest update is in process. Remember, you are actually creating the invoice UPS will use to bill you with. You are going to want it correct! The flag is cleared out after the final process of updating the manifest and all invoice printing has been completed. If the process is interrupted, then you will need to clear out this flag to restart the manifest updating process.

The Shipping/UPS Manifest program will ask for the serial numbers for an order process by this program. The "Release Layaway/Truck Shipping:OESHIP" program also will require serial numbers for items requiring them. If you choose (T)ake during retail point of sale, part numbers requiring serial numbers must be entered also.

Another basic operational rule to know is that the invoice will only charge based on what is shipped on the order. So, if you are processing a retail point of sale order for several items and some of the items are unavailable to ship because the net stock is "0" or less (see "NET STOCK" section), then the order will create an invoice with an amount due based on what is available.

## **ALTER SHIPPING**

The theory of alter shipping is to change what was available to be shipped on an order during the time of order processing to what you are actually going to ship. This allows you to "rob Peter to pay Paul" so to speak. In other words, you are going to over ride an out of net stock inventory item for a special customer or special situation. You are going to give this customer items that are already spoken for by other sales orders. If a master order is completely backordered when entered, then you will always alter ship the master order when you go to ship/invoice to the customer the first time. See the "BACKORDERS/UHSHIPPED" section for more explanation on this.

In the case of a retail point of sale going on where you want to sell to a customer and give merchandise that is not in a positive net stock, you will need to process the order in the IBS Retail Point of Sale and place the order on (H)old placing the order in a "LAYAWAY" status. You can then run the order through the 'Release Layaway/Truck Shipping:OESHIP" program and change the quantity to be shipped to what you are giving to the customer. The program provides the ability to assign a freight fee in the case that you are shipping the order and not through the IBS UPS Manifest System but using some other common carrier.

In both shipping/invoicing programs you cannot ship more of an item than has been ordered. You will have to increase the ordered quantity in the "Order Modification:CUSTSERV" program first. This provides controls over the shipping department, which may not have the authority to alter the quantity ordered.

**REMEMBER:** Once you have shipped an order through the retail point of sale system, through the release layaway program, or updated through the UPS Manifest system, you cannot unship or re-ship that same order again. Up until you have updated the UPS Manifest orders, you can remove them from the manifest and reprocess them or remove them completely and do what ever need to be done. For example, maybe your customer calls and wants to cancel the order or add to it or pick it up or ship it other than UPS.

## **ORDER PRINTING**

All IBS invoice and invoice related documents will print on plain 8.5" X 11" paper. Two part is recommended. All documents are clearly labeled to differentiate between them also. All documents are set up to use standard single window envelopes. There are reprint programs for all documents.

The IBS Distribution sales order entry initially prints a packing slip with no prices. You are given the choice to print immediately or to spool orders and batch print them later at one time. The program will also ask you to print an order confirmation. If you choose to print the order confirmation, then the invoice number will be stored in a separate spool file that allows you to batch print order confirmations at one time. The program also allows you to type in orders to print or reprint order confirmations.

All IBS invoices extend the unit price times the quantity shipped for amount due totals. Backordered items are not considered in the amount due total but are considered in the order total, which includes tax. The order total is shown on invoices also so that full payment can be obtained.

The order confirmation will extend all items ordered and give you a full picture of the order, regardless of what has been shipped or not. All quantities will reflect the current status on reprinted order confirmations for updated printing and mailing if necessary. All payments will be included as well.

You cannot enter in a back order release to print since it is not a master order. You cannot reprint an unshipped order as an invoice, or reprint an invoice as a packing slip.

All invoice printing supports printing the suggested list price, the unit price, and the discount from list to unit price. Totals for these three prices print also.

## **SALES SYSTEMS TAXING THEORY**

Operation of the sales taxing system in both IBS Distribution Sales and Retail Point of Sale software systems is controlled in a user defined environment. It has been designed to allow for operation at one sight, facilitating retail sales and/or distribution sales from that sight, with total integration into purchased products or your own manufactured products.

One of the most important operational rules is that when either a distribution or retail order is processed, the tax rate that ends up being confirmed for an order stores in the order header file "CUSTINFO". All other business stemming from that order will use the stored tax rate. If you place the order on (H)old in the IBS Retail point of sale or have yet to ship a Distribution back order, and the state tax rate changes...you must change the rate in this order header file before processing for invoicing/shipping. There is a program that allows for global tax changes per state, per customer group. This programming intelligence gives you the most extensive control over your tax system.

IBS recommends that you consult with your IBS representative and your accountant to assure proper set up and operation of the IBS Sales System taxing functions.

## **SYSTEM SETUP FLAGS**

First of all, there is a flag in the system setup file "System Setup File/(SYSGUT)" for each sales system that turns on the automatic calculation. They are called:

### **SALES TAX FOR DIST SYS?**

This flag turns on the tax calculation system in the IBS Distribution System.

### **SALES TAX FOR P.O.S.?**

This flag turns on the tax calculation system in the IBS Retail Point of Sale System.

## **DEFAULT TAX RATE**

There is also a field called **STATE SALES TAX RATE** that is your default sales tax rate. The default tax rate is set up in the system set up file. The point of sale system uses this rate when an out of state customer purchases from your retail operation. Another way to look at it is if your operation is based in California and you ship all over the world and also provide factory retail sales at your California operation. If a customer from Illinois that you normally ship to shows up in California at your factory outlet store and desires to purchase something, you will use the IBS Retail Point of Sale System to process the order. The program will detect if the customer has a "STATE TAX" exempt number in the customer master file. If there is one, the system will offer "0" tax rate. If there is not an exempt number on file, the system will

charge the "DEFAULT TAX RATE". Normally this is the same rate as you set up in the State Tax Data file.

### **STATE TAX DATABASE**

The IBS Distribution and Retail Point of Sales Systems are interfaced with a State Tax Database. This database allows a two digit code representing each state, allows a percentage to be typed in, and allows you to turn on use of the rate on not. This database is intended to support taxable sales into other states. **IMPORTANT:** You only need to set up state tax rates for the states that you are required to collect sales tax for. All other states do not need to be set up.

### **SYSTEM SPECIFICS**

Here are some specific operational facts.

### **TAXES ON RETAIL POINT OF SALE SYSTEM**

The IBS Retail Point of Sale System first checks to see if the customer has a "STATE TAX" exempt number on file. If a tax exempt number is on file, then "0" tax rate will be presented in the Tax Window. If there is no tax exempt number in the customer master file then the system will present the tax from the IBS System Setup file...the "DEFAULT TAX RATE". This system ignores the "STATE TAX DATABASE".

### **TAXES ON DISTRIBUTION SALES ORDERS**

The IBS Distribution Sales System also checks first to see if the customer has a "STATE TAX" exempt number on file. If a tax exempt number is on file, then "0" tax rate will be presented in the Tax Window. If there is no tax exempt number in the customer master file then the system will present the tax from the "STATE TAX DATABASE" if it is set up for this customers state and active. If there is no tax set up for this customers state in the "STATE TAX DATABASE" then the system will present "0" tax in the Tax Window.

### **SALES ANALYSIS**

The IBS Sales systems provide strong sales analysis that allows you to look at orders shipped, orders taken, and order margins. These reports can be separated by inventory item, by inventory item groups, by date selection, by sales rep, etc. You can even look at 10 years worth of shipments by part number, by month.

### **ORDER MODIFICATION**

The IBS sales system provides for all order modifications in one powerful program, "Order Modification/Cancel:CUSTSERV". The program detects between unshipped orders, shipped orders, and canceled orders and only allows certain functions on each type of order.

When you cancel items from an order creating the need for a refund or credit, the program will allow you to create a cash refund or an automatic refund that is batch printed. If the order was paid by credit card, then you can further choose to credit directly back to the credit card. You can also choose to keep the overpayment as a credit, pending further action.



## **UNSHIPPED ORDERS**

- Cancel an item(s)
- Cancel Entire Order
- Add a New Item
- Edit Item Information
- Edit Order Notes
- Change Payment Information
- Change Bill to or Ship to ID

You can really do anything to an unshipped order, even modify a custom part. You cannot add a package though. You will need to reprocess the order if you have incorrectly processed the original package. This is due to the intelligence that is going on as the order is being processed.

## **SHIPPED ORDERS**

- Return/Cancel Item(s)
- Return Entire Order
- Correct ordered, shipped quantities
- Change Payment Information
- Edit Order Notes

You will notice that there is no option to add or edit items to a shipped order, nor edit the Bill to or Ship to ID. If you processed and shipped/invoiced an order to the wrong customers and or with the wrong items, then you will need reprocess and ship/invoice the correct order, cancel the original order and transfer the money from the original order to the corrected order. You may want to reference in the notes of each order to tie them together.

## **CANCELED ORDERS**

- Change Payment Information

The only thing you can do to a canceled order is deal with any money left over on that order.

## **BASIC SYSTEM OPERATIONAL FLOW**

1. **Distribution Order Entry/ORDERS**....Enter distribution sales orders as they occur, while on the phone or as soon as any mail orders are received. During this order processing, do not apply money to the orders unless you have the monies in hand, such as cash payments, personal or business checks, cashiers checks or money orders, or approved credit cards. This system can even let you take money against an order for a part not in stock. Unless you are going paperless, you may consider filing your unshipped orders and backorders in an alphabetical manner. If you are going paperless, then you can run the program that allows you to reprint packing slips, which also allows you to clear the file. (An unshipped order is one that has yet to be shipped against vs. a backorder, which is an order that has been shipped and has items that were not shipped because of stock outs.) Use at least 3 part paper, one copy goes with order,

one copy is matched up with the invoice, and one copy can be used for back order processing. The back order retrieval system will make pulling orders easy by listing the invoice number.

2. **Retail Point of Sale|PSENTRY....**You will use this program to process over the counter retail sales. You can place the order on (H)old and create a "Layaway" order for release later. You can also process and (T)ake an order that has items which are not in a positive net stock position. Use the backorder release program to handle the backordered items. If you want to give the customer items that are not in a positive net stock position, then you will want to process the order in a (H)old status, and use the "Release Layaway/Truck Shipping|OESHIP" program to ship/invoice all items and force the sale to the customer. This is commonly called "Robbing Peter to pay Paul"!

3. **Order Modification/Restocking/CUSTSERV....** You should use this as necessary and as soon as changes occur to orders. This program is used to modify all orders once processed, shipped or unshipped. You should use this as necessary and as changes occur. When you modify an order in a manner that generates a refund, the program will automatically print a credit memo. At this time you cannot carry a credit balance for a customer, you can only apply the refund against another order or generate the refund.

4. **Order Viewing/Current|SAORVIEW|....**You can look at all information regarding an order from this program. You can see customer information, items ordered, shipped, payments in detail, refunds, backorders, unshipped orders only, shipped orders only, UPS Manifest detail, etc. This will be a well-used program.

5. **Print Out Spooled Pack. Lists/SPOOLOUT....**IF you choose to not print distribution orders as they are processed, then this program should be ran daily. Usually you will print orders unless there is a printer problem.

6. **Order Confirmation Printing....**If you are choosing to print order confirmations during distribution order processing, then you should print them daily.

7. **Enter Orders on a Manifest/SASHPMAN....**Process distribution orders into the shipping/UPS manifest system as they are boxed up and ready to go. This program works with the IBS system generated orders and is completely integrated with the sales systems. All information generated from this process is available in order viewing. You can print invoices during the manifest processing if you have installed the optional third printer. This program recalculates tax based on the items you ship in this program. You can alter ship and force quantities that were not in a positive net stock position when the order was processed.

8. **Enter Manual Orders On a Mnfst/SAENTMAN....**Same as above only this does not integrate with the sales system. This program is used for returning shipments or non-sales systems like subcontractor work, letters, etc.

9. **Print a Manifest/SAPMNFST....**Print and Update the UPS manifest prior to the UPS truck arriving, with ample enough time to inspect the manifest report and make any corrections as necessary. Be sure of the accuracy of the reports prior to moving the manifest to history to prevent incorrect sales and shipping data. Also, you must print and move to history all manifests entered against since the last updating process. This is a must. You cannot leave any shipments in a manifest not updated, and update and finalize other manifests. Finally, when this

process is started a flag is set in the system setup file that prevents other users from entering shipments into a manifest until the update process is complete.

**10. Update Shipped Orders/SAUPDATE....**Update the shipped orders immediately after approving and updating the manifest. This program does the inventory manipulation, serial number recording, updating of the manifest information to the order, etc.

**11. Print Invoices after Update/SAINVOCE....**Print the invoices immediately after updating the shipped orders. Until this is done, you will still not be able to start a new manifest. All invoices that were printed with the optional third printer in the UPS manifest system will not be reprinted here.

**12. Release Layaway/Truck Shipping/OESHIP....**Ship/Invoice retail orders that have been placed on (H)old or distribution orders that have not been shipped/invoiced yet, or back order releases. You can add freight to the order. Tax is recalculated based on the items you ship in this program. You can alter ship and force quantities that were not in a positive net stock position when the order was processed.

**13. Advertising Yard Code Maint/YARDCODE....**Enter new yard codes prior to the release of new advertising and marketing programs. Yard codes are referred to in both Point of Sale and distribution orders. They allow for the tracking of both inquiries and orders for a specific marketing strategy that is represented by yard code! You can print orders taken and shipped by yard code.

**14. Product Code Maint./TMCODGUT....**Create new customer product codes as they are needed. Product codes are referred to in the customer extended information if used and the telemarketing system. This allows for very powerful demographic analysis of sales, etc.

**15. Order Retrieval Functions|SAFILECK....**Use this program to view back orders by part number, with the customer order number, date, etc.

**16. Back Order Report by Part#|LINEUNSH....**Use this report to look at all backorders per part number, with or without customer order detail.

**17. Release Backorders|OEBCRSL....**This program will allow you to release and transfer backordered items from orders that have been shipped/invoiced already. This will create a new order, store the original order number in it for reference. You can transfer payments from the original order and can release as many times as you need to in order to fill the original master order.

## **SYSTEM SETUP REQUIREMENTS**

In order to set this system up you must first follow the initial set up directions discussed in the IBS REFERENCE MANUAL. Then you must set up the following IBS Professional Systems. Make sure you set up in this order!

IBS INVENTORY MODULE (required)

IBS CUSTOMER MODULE (required)

IBS SALES PACKAGES (optional)

After these modules are set up, you will also need to set up the following data files:  
 Enter UPS Standard Charges:SAUPSCHG  
 Enter UPS Rate Chart:SARATE  
 Enter UPS Zone Chart:SAZONE

## **MENU STRUCTURE/PROGRAM DOCUMENTS**

2. SALES/CUSTOMER MGMT	MENU #1
1. SALES/SHIPPING	MENU #1
1. Retail Point of Sale:PENTRY	
2. Distribution Order Entry:ORDERS	
3. Order Modification/Cancel:CUSTSERV	
4. Order Confirmation Printing:CARDS	
5. ORDER VIEWING/MAINT	MENU #1
1. Order Viewing/Current:SAORVIEW	
2. Order Viewing/History:OEHISTVW	
3. Archive Orders:OEDELEOY	
4. Transfer Arc Orders to Live:OEUNARCH	
5. Order Header Gut Program:CUSTGUT	
6. Order Detail Gut Program:MASTGUT	
7. Restrict Sales by State/PT#:STPRTXRF	
8. ORDER MAINTENANCE	MENU #1
1. Order Diagnostic Program:OEDIAGNO	
2. Report Orders w/o Detail:OENOMAST	
3. Delete Orders w/o Detail:OENOMAST	
4. Report Orders w/o Header:OENOMAST	
5. Delete Orders w/o Header:OENOMAST	
6. Report Orders w/o Customers:OENOMAST	
6. DIST ORDER PRINTING	MENU #1
1. Re-Print Packing Lists:ROCKER	
2. Re-Print Invoices:INVOICE	
3. Zero out Invoice Batch:SADELORD	
4. Print Out Spooled Pack. Lists:SPOOLOUT	
5. Print out Packing List by Cust:ROCKER3	
7. SHIPPING/UPS MANIFEST	MENU #1
1. Release Layaway/Truck Shipping:OESHIP	
2. MANIFEST PROCESSING	MENU #1
1. Enter Orders On A Manifest:SASHPMAN	
2. Enter Manual Orders On a Mnfst:SAENTMAN	
3. Print A Manifest:SAPMNFST	
4. Update Shipped Orders:SAUPDATE	
5. Print Invoices after Update:SAINVOCE	
6. Reset Shipping Restrict Flag:SYSDIST	
7. Report of Shipping in Manifest:MANIFEST	
3. MANIFEST HISTORY	MENU #1
1. Review Orders In History Mnfst:SAHENTMN	
2. Delete Order From Hist Manifst:SADELHOR	
3. Print An Old Manifest:SAHMNFST	
4. Print Old Manifest By CUSTID:SACUSTMR	
5. Print Old Manifest BY ZIPCODE:SAZIPCDE	

- 6. Print Old Manifest by ORDER #:SAORDER
- 4. MANIFEST FILE MAINT. MENU #1
  - 1. Enter UPS Standard Charges:SAUPSCHG
  - 2. Enter UPS Rate Chart:SARATE
  - 3. Enter UPS Zone Chart:SAZONE
- 5. CUSTOM LOT TRACKING
  - 1. Enter/Edit Lot Numbers:LTENTINS
  - 2. Enter/Edit Lot Operators:LTENTOPR
  - 3. Attach Lot Numbers to Orders:LTSHIP
  - 4. Lot Number View Program:LTPICK
- 8. SALES TAX/SETUP MENU #1
  - 1. View/Edit State Tax Codes:STATETAX
  - 2. Sales Tax Report:ARSLSTAX
  - 3. Change Sales Tax Rate on Unshp:STATECHG
  - 4. Advertising Yard Code Maint.:YARDCODE
- 9. SALES ORDER PACKAGES MENU #1
  - 1. Add a Sales Package:PACKAGE
  - 2. View/Print a Sales Package:PACKG
- 2. CUSTOMER ACCOUNT FUNCT. MENU #1
  - 1. Enter/Edit Customers: CMMaint
  - 2. Customer Account Viewing Only: CMAINT
  - 3. Delete Inactive Customers: CUSTDEL
  - 4. View/Edit Customer Groups: CMASGRP
  - 5. Global Customer Group Change: CMCHGGRP
- 8. CUSTOMER ACCOUNT FUNC. MENU #2
  - 1. Create Customer/Parts Discounts: INCUSREF
  - 2. Recalc/Store Cust YTD Totals: ARCLCYTD
  - 3. Zero Customer YTD Totals (YE): ARZEROCM
  - 4. Recalc/Compare YTD Bill/Ship: ARCLCPER
  - 5. Recalc Customer Balance: ARCURBAL
  - 6. Customer Gut Program: CUSTGUT
  - 7. Archive Customers: YEMRGCST
  - 8. Change Customer Info Global:CMASTFLG
  - 9. Create/Edit Product Codes:TMCODGUT
- 9. CUSTOMER ACCOUNT FUNCTIONS MENU #3
  - 1. Create/Edit Media Codes:INPRTGRP
  - 2. Global Media Code Change:CMCHGMED
  - 3. Global Order Notes Change:CMCHGNOT
  - 4. Change Customer ID in System:ARCHGID
  - 5. Customer Printout Defined: CUSTALL
  - 6. Customers with Profile Info: TMFILDIN
  - 7. Enter/Edit Sales Rep Codes
  - 8. Change Rep Code to Rep Code
  - 9. Change Rep Code by State/Zip
- 3. BACKORDER RETRIEVAL MENU #1
  - 1. Print/View Backorders:SAFILECK
  - 2. Release Bck Orders:OEBCKRLS
  - 3. Change Description on Backorders:SADESCFX
  - 4. Change Price on Backorders:UPDTPRIC

- 5. Delete Backorders by Group:OEBCKDEL
- 6. Delete Backorders by Company:OEBCKCOM
- 7. BACKORDER REPORTS MENU #1
  - 1. Back Orders ready for Shipment:INBCLREL
  - 2. Back Order Report by Part#:LINEUNSH
  - 3. Back Order Report by Customer:OEUNSHIP
  - 4. Review Orders for Date Wanted:OEDTEWNT
  - 5. Unshipped International Orders:OEINTRNT
- 4. SALES ANALYSIS MENU #1
  - 1. ORDERS SHIPPED REPORTS MENU #1
    - 1. View 10yrs Mo. Sales By Part #:ANALLK1
    - 2. Parts Shpd by Part#/Std. Cost:LINECOST
    - 3. Parts Shipped/Mo. Totals:FORECST1
    - 4. Archived Hist. Sales by Part#:LINECST3
    - 5. Parts Shipped per Calendar Yr.:ANALRPT1
    - 6. Parts Shipped/Ordered by Part#:INSANAL1
    - 7. Orders Shipped by Customer:MASSHIP
    - 8. Orders Shipped by Zip code:ANALZIP
    - 9. Domestic vs. International Qty:BATFSHIP
  - 2. ORDERS SHIPPED REPORTS MENU #2
    - 1. Orders Shipped by Yard Code:ANALIZES
    - 2. Parts Shipped by one Yard Code:MASTRLNH
    - 3. Orders Shipped Blank Part #:BLANKS
    - 4. Items Shipped by Vendor:INSANAL2
  - 3. ORDERS TAKEN REPORTS MENU #1
    - 1. Orders Taken by Customer: MASSORDR
    - 2. Orders Taken by Part#:LINEORDR
    - 3. Orders taken by Yard Code:ANALIZEM
    - 4. View 5yrs Mo. Orders by Part#:ANALLK2
  - 4. SALES MARGIN REPORTS MENU #1
    - 1. Margin Analysis by Customer:MARGANA1
    - 2. Margin Analysis by Part#:MARGANA2
    - 3. Margin Analysis by Group:MARGANA3
    - 4. Order Margin Viewing:OEMARGIN
  - 5. SALES COMMISSIONS RPTS MENU #1
    - 1. New Contact List:TELENEW
    - 2. Order Taken Per Rep by Part#:TMCOMISN
    - 3. Orders Shipped Per Rep by Part#:TMCOMIS2
    - 4. Orders Taken Per Rep by State:COMISTKN
    - 5. Orders Shipped Per Rep by State:COMISSHP
    - 6. Customer Orders Shipped by Rep:ANATELES
    - 7. Customer Orders Taken by Rep:ANATELE
- 5. MAILING LIST FUNCTIONS MENU #1
  - 1. INTERNAL MAILING LIST MENU #1
    - 1. Catalog Mailing List System: MAILER
    - 2. Yard Code Analysis/Mail Inq.: ANALMAIL
    - 3. Labels for Buyers By Part #: SOLDLABL
    - 4. User Defined Mailing List: CMASTLBL
    - 5. Mailer Customer File Maint: MAILGUT

- 6. User Defined Output to ASCII:CMASTFIL
- 7. Reset Mailing List Print/Date:MAILSET
- 8. Clear Out Mailing List File:MAILCLR
- 2. EXTERNAL MAILING LIST MENU #1
  - 1. Match Internal to External: YPMTCH59
  - 2. Match External to Internal: YPMTCH00
  - 3. Prt Nomatch Ext List Postcards: YPPRTRCD
  - 4. Prt Nomatch Ext List Rpt.: YPPRTRPT
  - 5. Set External Stocking Flag: YPSTKSET
  - 6. Move Internal Stock to Externl: YPSTKAUT
  - 7. Edit External List Records: YPEDIT13
  - 8. Delete External List Records: YPDELETE
  - 9. EXT MAILING LIST RPTS MENU #1
    - 1. External Listing by ZIPCODE: YPLIST1
    - 2. Internal Listing by ZIPCODE: YPLIST2
    - 3. List of NoMatch Ext. by ZIP: YPLIST3
    - 5. List of NoMatch INT. by ZIP: YPLIST4
- 3. STAND ALONE MAIL LIST MENU #1
  - 1. Enter/Edit Stand-Alone System:MLSENTRY
  - 2. Mailing List Labels by Name:MLSPRNLB
  - 3. Mailing List Labels by Zip:MLSPRNLB
- 6. TELEMARKETING MENU #1
  - 1. Outbound Telemarketing:TMMAIN
  - 2. Inbound Telemarketing:CSMAIN
  - 3. Manager Noted Entry Program:TNGRNGUT
  - 4. View CS Managers Notes:CSVWNOTE
  - 5. Note Code Entry:TMMASGUT
  - 6. Phone Call Analysis Report:TMANAL1
  - 7. Sales Associative Incentive Rpt:TMCOMISS
  - 8. Delete Telemarketing Notes:TMDELNOT
- 7. RETURN MERCH. PROCESS MENU #1
  - 1. Enter/Edit Active RMA:RAENTER1
  - 2. Enter/Edit Procedure Codes:RACODES
  - 3. Print Acknowledgement Cards:RAACKNOW
  - 4. Active RMA's Report:RALIST1
  - 5. Move completed RMA's To Hist.:RACOMPLT
  - 6. Review Completed RMA's:RAHIST1
  - 7. RMA's Received:RAOPEN
  - 8. RMA's Not Received:RAUNREC
  - 9. Delete RMA's:RADELETE
- 8. CO-OP ADVERTISING SYS. MENU #1
  - 1. CO-OP Tracking System: COOPTHIS
  - 2. CO-OP Viewing: COOPVIEW
  - 3. CO-OP Reporting System: COOPLST1
- 9. VALUE ADDED TAX RPTS MENU #1
  - 1. Value Added Tax Prelim. :SAETVIEW
  - 2. Value Added Tax Final :SAETUPDT
  - 3. Value Added Tax History :SAETHIST