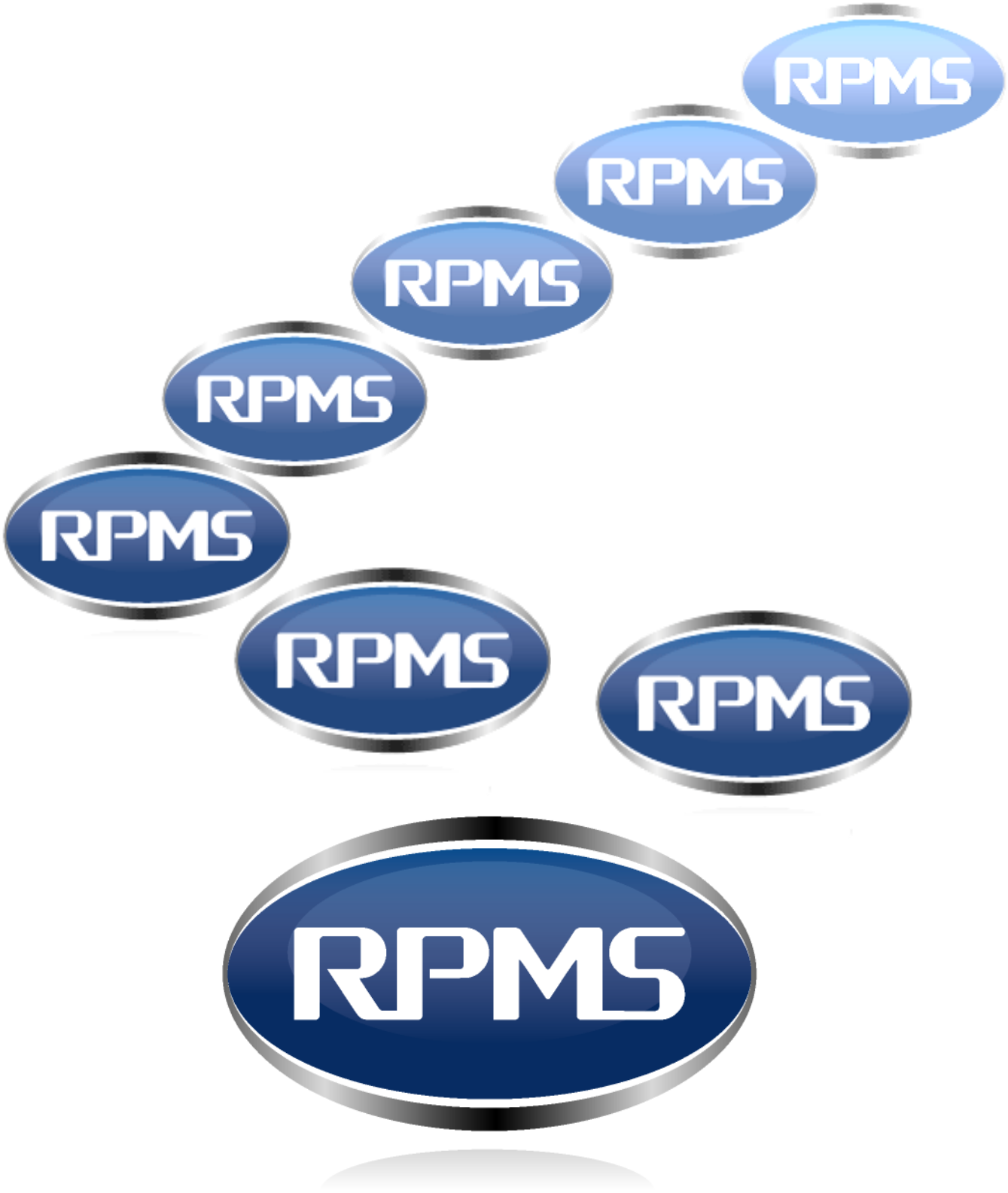

V8 USER'S GUIDE

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Foreword

September 2013

RPMS Version 8 comes in two similar but distinct systems.

The Desktop version of RPMS is installed on a local computer and is set up to access data either on that same computer, or on a shared network drive for the rep agency. Data backups, software update application, and hardware maintenance are the responsibility of the rep agency.

The Cloud version of RPMS is installed on https://www.rpmscloud2.com/ and runs as a remote application that is maintained by RPMS. Data backups, software updates, and hardware maintenance are the responsibility of RPMS. End users are responsible only for maintaining an Internet connection and a link to the remote program.

This documentation covers both the desktop version of RPMS Version 8 and the remote version of RPMSCloud. Differences (where noticeable) are explained in context.

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FOREWORD ..... **I**

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RPMS Introduction

Why A Rep Firm Should Use RPMS

RPMS has two general purposes for independent manufacturers reps.

First, RPMS lets you know how your business is doing. Reports and snapshots give information by principal, customer, sales rep, territory, point-of-sale, and product. They provide comparative analysis for booked, ordered, sold (invoiced) and paid transactions.

Second, RPMS helps you figure out whether you've been paid what you ought to have been paid, and how much your sales reps have earned.

There are many other things RPMS can do, since there is a certain amount of data processing necessary to accomplish the first two purposes. For example, RPMS can tell you

- what your principals are supposed to be shipping today, this week or this month
- whether your sales reps have met, fallen below or exceeded their targeted forecasts
- how key market segments of your business are doing
- and much more…

How to get started using RPMS

You need a little rudimentary knowledge before you start using RPMS. First, you should understand what a manufacturers' rep is and does. For that, ask the owner of your agency. You also ought to have a fair understanding of Microsoft Windows – terms like click, double click, drag and drop, etc. should be readily understood. With at least that level of understanding, you are ready to begin.

For desktop installations, install the RPMS program CD according to its instructions, found on the CD itself or on the CD jacket. The original CD sold with your system, beginning with Versions 7.2 and higher, contains the empty data files you will use with RPMS, and a special encrypted data file that has information about your rep company, as well as your serial number. Previous versions of RPMS had a data diskette. Note that for network installations you will need to install the program CD on each computer that will run RPMS, but need to install the data only once to a shared drive.

For RPMSCloud installations, you need only download and install a small link to a remote application. The instructions vary based on the type of remote app you are installing, which is based on the hardware and operating system platform you have selected. Follow the instructions provided for your particular situation.

Once the installations are complete, you can begin by setting up a few records. Since every transaction must have a customer, principal and sales rep, you could begin with these records. These are the files that are described in the next chapter titled *RPMS Lists*.

When you have a few records set up, you will probably want to try entering a **transaction**. A transaction is an order, acknowledgement, invoice or payment. RPMS also tracks quotes and samples, but these are not tracked historically. The chapter titled Add Transactions gives detailed explanations of the types of transactions that can be entered and where they are found in RPMS.

Finally you will want to measure those transactions using either a report or snapshot. The information available in RPMS can be somewhat overwhelming, so the section *RPMS Reports* tries to break it down into manageable concepts. Some transactions begin as open orders, for which you can do order expedite and open backlog reports, and summary and history reports and snapshots. Other transactions begin when an invoice is received, for which due commission reports can be generated, as well as sales summaries and

histories. Some principals send only commission statements, which create data for sales rep and agency commission statements, as well as all the summary and history reports.

A shorthand view of RPMS operations:

- Install (or be provisioned on our cloud server)
- Set up users (if multi-user) – see the Administrator's Guide
- Set up some master files (sales reps, territories, customers, principals, etc.)
- **Professional Systems Only:**
  - Add transactions (open orders)
    - Report (expedite) open order backlog
- **All Systems**
- Create invoices (Pro system apply against open orders)
  - Report due commissions
- Reconcile Commissions (declare payments against invoices)
  - Add more transactions (commission statement data not previously evident)
  - Generate commission statements for agency and sales reps
- Review sales, order and payment analysis reports

RPMS Terminology

Throughout this documentation, and in your experiences with the RPMS Technical Support staff, you will begin to pick up terminology from the rep industry that RPMS has adopted. Not all rep industries are alike – in your industry you may not mean manufacturer when you say 'principal' but that is the terminology that RPMS uses. A list of terms and definitions appears below:

RPMS Term Other Definition

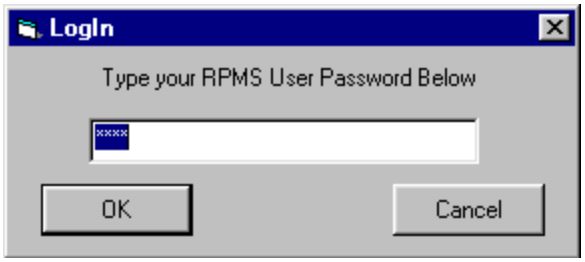
Agency	The rep company
Book(ed) (ing)	Write a transaction and measure it based on the input date, or date of entry
Commission	Amount or percentage associated with a transaction to pay the agency or sales rep
Contact	Person associated with a customer or principal
Customer	Account, dealer, store, client – the buying company
Order	Purchase Order, Acknowledgement – tied to the customer's order date
Pay (id) (ment)	Check, deposit, commission – tied to the date of commission payment
Point of sale	POS; Distributor; Places of Sale; 4th entity tracking (customers, principals, reps & ???)
Principal	Manufacturer; vendor; factory; the company that writes the invoices
Product	Item; sku; part
Sale	Invoice, Shipment – tied to the principal's invoice date
Sales Rep	Sales person for the agency
System Code	Classifier or identifier of a category, classification, or other user-defined data
Transaction	Order (acknowledgement or purchase order); Sale (invoice or shipment); Payment
Territory	Geographic identifier; account type
X Reference	Cross reference identification, i.e. Principal's customer number, customer's product ID
Vendor	Inventory point of purchase; supplier of product for stocking rep agencies

The RPMS Products

RPMS is actually a set of three different applications. The main application's file name is RPMS.EXE, which is the program that contains all the lists, transactions forms and snapshots for the RPMS system. A

sub-application is called the RPMS Reports Engine. Its file name is RPMSRprt.EXE, and it contains all the forms necessary to set up and run the various reports. The third application is called the Administration System, and its file name is RPMSAdmin.EXE. This application administers user passwords, company software settings and contains various utilities to manage the data.

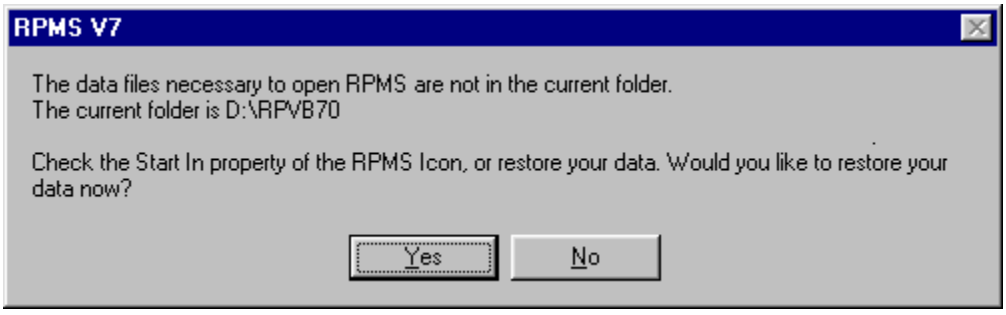
To launch the main RPMS application, after installation you should have an icon on your desktop like the one pictured above. Double click it to start RPMS. If installation has been accomplished correctly, the desktop version will display a LogIn screen as shown below:



For most single user and RPMS Basic systems, the initial password is RPMS, which is already keyed into the system for you. Click OK or press Enter to log in to the system. (The cloud-based RPMS version will also display your cloud Network User Name, already filled out.) Type the password given to you by your system administrator. For information about setting up additional or different user passwords, see *The Administrator's Guide*.

Common Installation and Launching Problems

If the data files to run RPMS are missing, not installed, or not converted from Version 6; or network drive mappings have changed; or the installation did not correctly specify the folder where RPMS data files were to reside, you can get a message like the one shown below:



If the data folder has been specified incorrectly you may choose to click No at this prompt and double check the Start In Property of the RPMS icon. Restoring data is a serious step – your company will lose any data entered since the time of the backup being restored. Be sure you know what you are doing and why you are doing it before you choose to restore a backup.

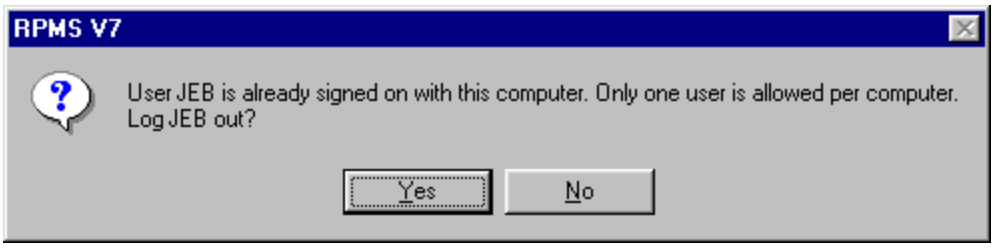
If RPMS is already running on your system when you double click the icon, a small message box will be displayed as shown below:

Clicking OK on the message above will cause the current foreground application to be minimized if possible in order to try to display the background applications.

Some systems (notably some early versions of Windows 98) are unable to install RPMS successfully despite following the installation instructions. In other cases, virus checking software or other third party products prevent the program from installing properly. The message below indicates an incomplete installation.

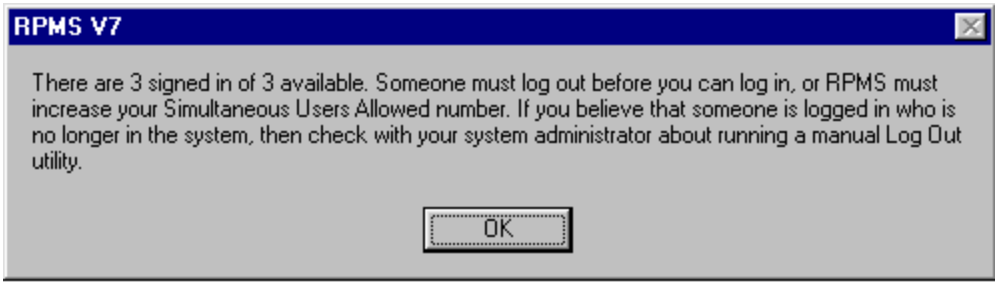
If this error message is displayed you should shut down and restart the workstation. After restart, close any running applications that launch automatically, including those running in the system tray (the small window on the taskbar by the clock.) Then re-install RPMS, being sure to restart the computer again when prompted. This should install RPMS successfully.

In a multi user system it is possible to get the message shown below when attempting to log in:



This message usually indicates that another user that used this computer (user JEB in the example above) did not log out of RPMS successfully. Answering Yes to question above will log your password in and the other password out. You won't be able to get in RPMS if you answer No, but you have the opportunity to click No if you prefer to leave JEB recorded as logged in.

It is also possible in multi-user systems to have too many users already logged in. The following message indicates that problem.



See the *Administrator's Guide* for information about logging users out, or increasing the Simultaneous Users count.

RPMS Navigation

The RPMS menu and menu bar are shown above. The **File** menu navigates to **Administration**, **Backup, Restore, Preferences, Printer Setup, Saved Reports**, **Update RPMS** and Exit. The Administration system is documented in The Administrator's Guide.

The **Lists** menu navigates to lists of various table records, like customers, principals, and sales reps, and is described in chapter two.

The **Marketing** menu navigates to various marketing driven add-on features, including Direct Marketing, Forecasting, Merchandising and Reptivity. Each feature has its own documentation booklet, or a chapter in this guide.

The **Reports** menu navigates to the **Reports Engine** and to **Snapshots**.

The **Transactions** menu allows you to add, maintain or reconcile orders, invoices, and commission statements. It also allows 'E Data' transactions. E Data stands for electronic data, and represents transaction and product files that can be automatically uploaded into RPMS. The transactions menu also contains navigation necessary for Accounts Receivable and Inventory features.

RPMS Documentation

The RPMS system has several guides and manuals. The Administration system is documented separately in the RPMS Administrator's Guide. This RPMS User's Guide (this document) contains information about both the RPMS main application and the RPMS Reports Engine. This manual primarily presents user information for data entry and report generation. The Administrator's Guide covers technical details, error information, database explanations and other higher-end concepts.

The RPMS System comes in two different purchase configurations. RPMS is the entry-level system, and is fully documented in the User's and Administrator's guides. RPMS Professional (also called RPMS Pro) is a more robust system that allows for open order, quote and sample tracking.

Additional features available include:

- Direct Marketing – a categorization and classification system that extracts and reports for telemarketing, sales analysis, and mail merge functions based on user-definable criteria
- Forecasting – allows agencies and sales reps to forecast future sales and orders, set goals, and establish and measure against quotas
- Accounts Receivable – an invoicing and receivables system for agencies that buy and resell product – can be used with the Inventory feature. Stores gross profit as commission
- Inventory – for stocking reps to track and manage products, either consigned or bought and resold. Can use FIFO, LIFO, Standard, Average, or Last cost method
- E-Data Upload – automatically loads orders, invoices and commission statements into RPMS, based on agency-specified data *maps*, that turn principal or customer data into RPMS data.
- Remote Order Entry – laptop-carrying field sales reps enter orders to e-mail back to agency
- Reptivity – a field sales activity and customer service reporting system (subscription only)
- Merchandising – 852 customer inventory tracking and reporting for rep firms serving mass merchant customers

To determine your system's configuration and installed features, select Help, then About RPMS from the menu. To add features or capabilities at any time to your RPMS system, contact your authorized representative, or the sales or technical support department of RPMS.

Working with RPMS

RPMS has an industry wide reputation for providing timely, responsive and friendly customer support. RPMS support is sold only by subscription in a program known as the *Extended Maintenance Agreement* (EMA.)

EMA provides periodic CD and web-based software updates for subscribing agencies, unlimited toll-free tech support (M-F U.S. Central Time zone) documentation updates, and major version upgrades.

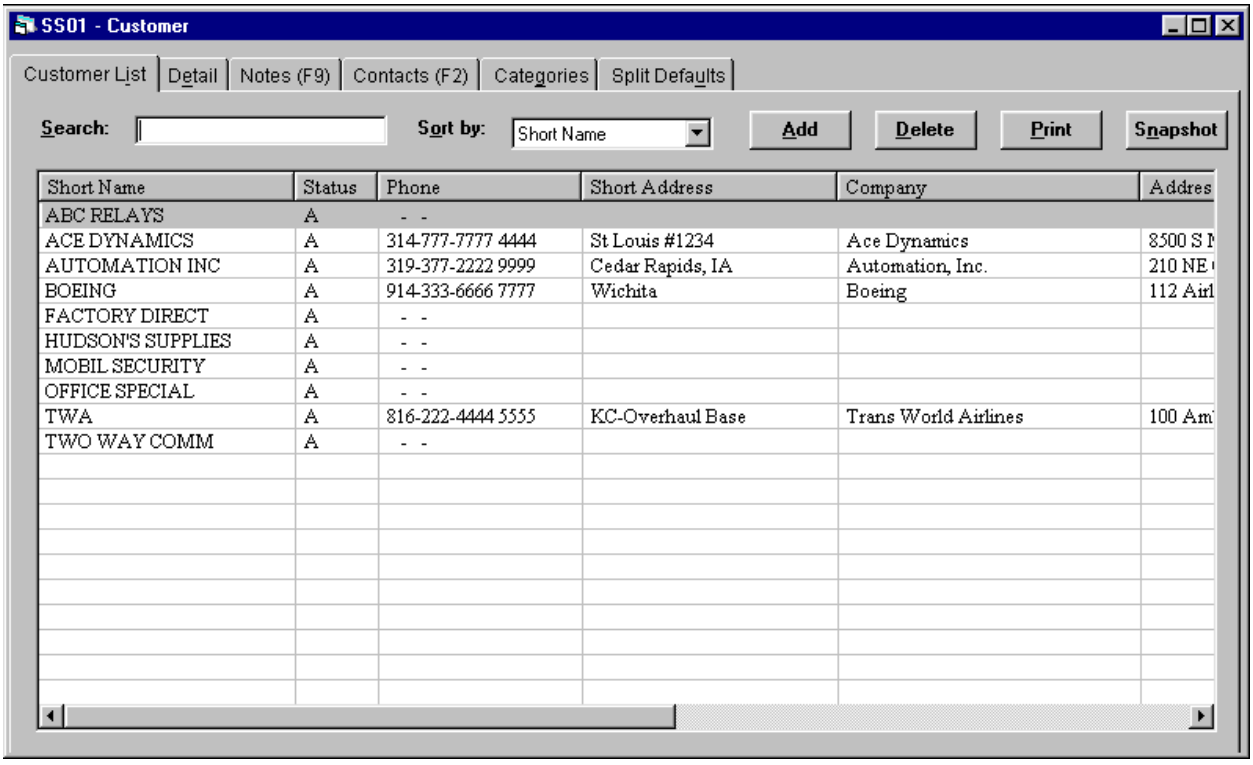
To contact RPMS tech support via E-Mail, write to tech@rpms.com. To contact RPMS technical support via Fax, dial 800 337 7056. By phone dial 800 776 7435. Please note that we try to return all 'first available' calls within 30 minutes. Our busiest times of day are 10:00 a.m. to 2:00 p.m. central, so please bear with us at those times. Please note that our technicians are not able to help those customers whose EMA subscriptions have expired. Calling or writing back would not be fair to waiting customers who have kept their subscriptions current.

RPMS Lists

Accessing and Working with Customers, Principals, Sales Reps and Other Lists Records – Overview

The RPMS Lists menu contains the selections to access lists of customers, principals, sales reps, territories and other data. The Lists toolbar has the icons to select these same functions.

The different list forms have some similarities – each presents a scrolling list of records, with horizontal tabs for various associated information. Each list has a Detail tab used to add, change or delete records. A customer, principal and sales rep must be declared on each transaction, so these lists must have some data before entering transactions. The SS01 – Customer form is shown below.



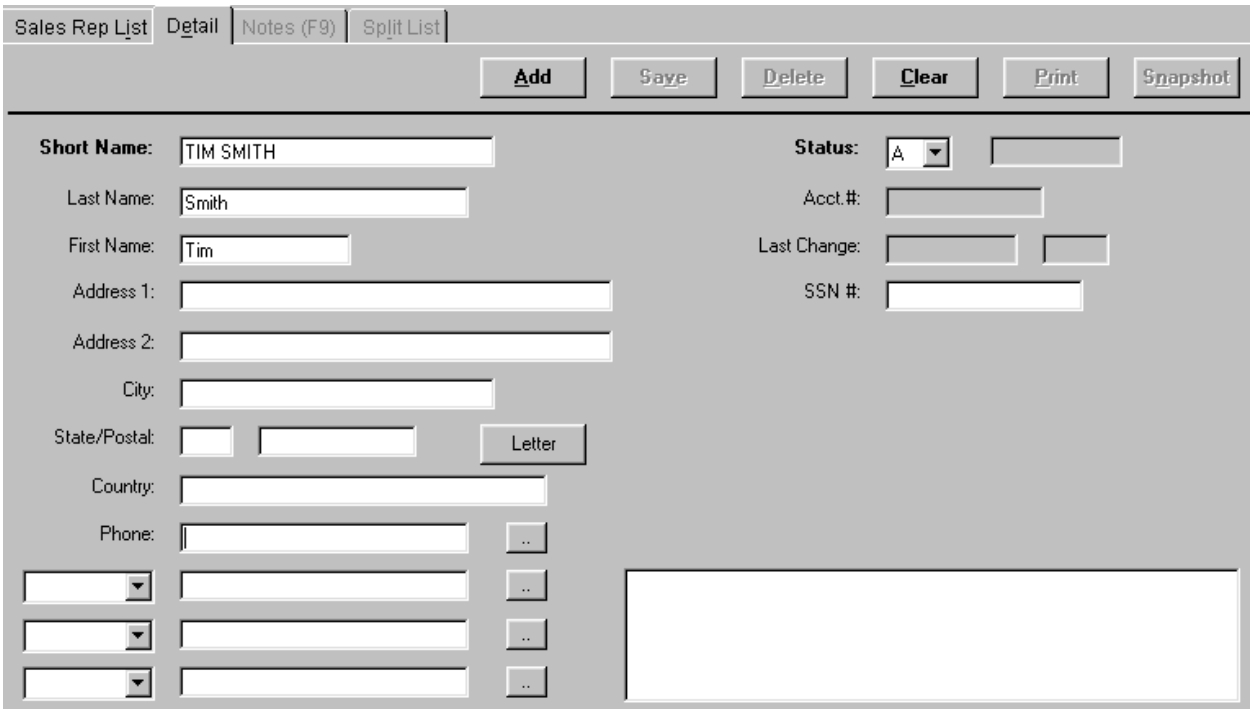
The lists all have at least one sort sequence. A sort sequence is the order in which data is accessed for that list. For example, customers have a **Short Name**. The Short Name is a twenty character field used for looking up, sorting and displaying on reports. To see the sort sequences for each list, click the **Sort by**

drop down list. Records can be located for a given sort sequence by typing in the **Search** field. As each letter is typed, the highlighted record moves to the best match. If there are a large number of records in the list, it may be displayed using vertical tabs, and more than one keystroke will be necessary to initiate the search. See the Customers - Operational Notes and Important Field Descriptions on page 17 for an explanation of vertical tabs.

Adding List Records

Adding records is a similar process for each list. Since sales reps must be established before customers can be set up, there must be at least one sales rep record set up before any customer can be added.

To list sales reps, click the button shown at left or select Sales Reps from the lists menu. Add, change and delete sales reps from the S03 – Sales Reps screen. To add a sales rep, click the Add button to navigate to the Detail tab, fill out at least the required fields (field labels of required fields are bolded) and click Add again. If incorrect information is added, correct the field(s) and click Change. To add another sales rep, type over the fields and click the add button again, or clear the fields using the clear button, fill in the fields and click add.

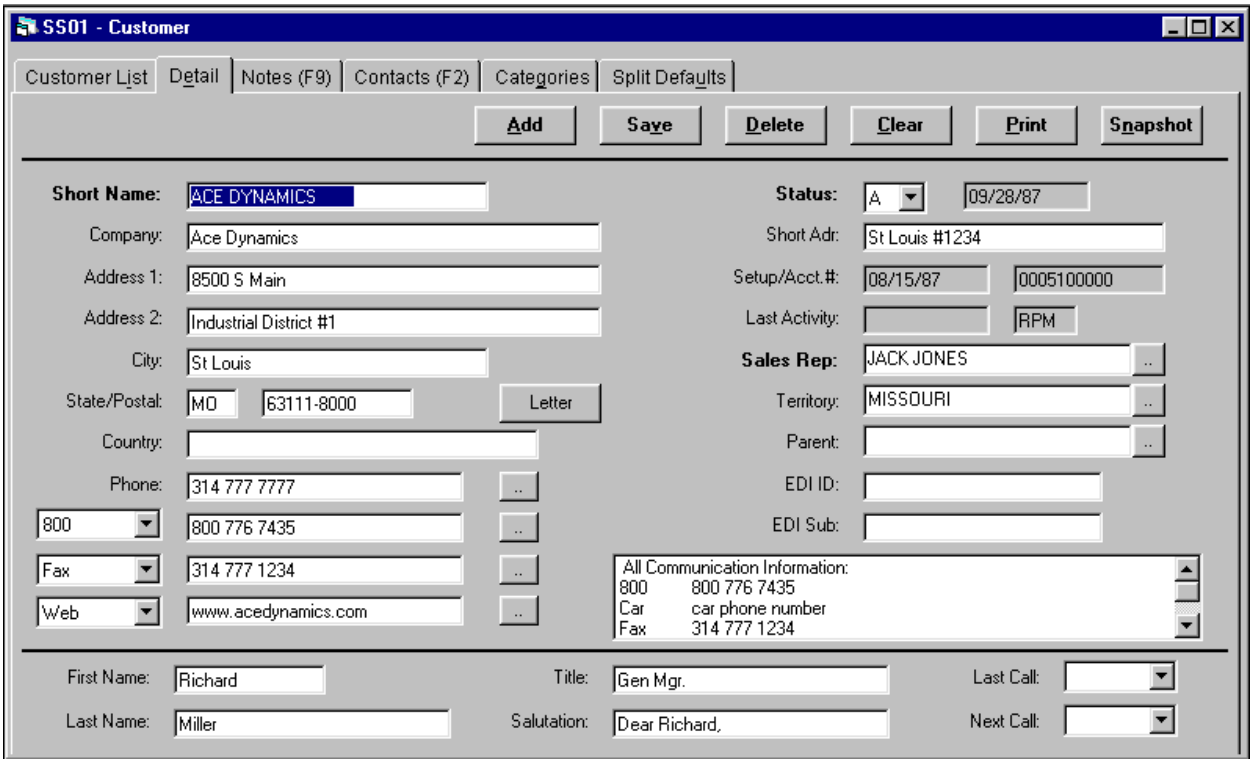


The key field when adding sales reps and other master records is the **Short Name**. This is the field by which sales reps are located, listed and reported. It is important to use a meaningful and easily locatable name if possible. The short name must be unique within that list. For example, if a sales rep is named Jack Jones, and another is named Jack Jones, Jr., it will be easier to differentiate the two in the system by using J JONES and JACK JONES JR as the respective short names. When other fields have been filled out as necessary, click Add to add the sales rep.

Changing List Records

Once master records have been added to the system, their data may be changed by double clicking a highlighted list record, changing appropriate fields, and then clicking the Save button.

For example, to list customers, click the button shown at left or select Customers from the lists menu. Initially the customer list tab is displayed. The tabs above the list will navigate to other parts of the customer form. To see the demographic details of a customer, click the Detail tab, or use the accelerator key ALT E, or double click the selected record. The detail tab displays the editable fields of the customer record.



To change a record, change any of the field information and then click the Save button. For example, to reassign a customer to another sales rep, simply replace the sales rep listed. When a customer shifts from one sales rep to another, analytical style reports for that customer will shift to the new sales rep. See Reports on page 73 in this guide for more information about the difference between analytical and historical reports.

Deleting List Records

Once list records have been added to the system they can be deleted by highlighting a list record, then clicking the Delete button twice – once from the list tab, then again from the detail tab. Deleting records in this manner will also delete corresponding transaction and detail data.

Another way to delete list records is to use the RPMS Administrators System, and access the Delete / Transfer wizard. This program is very useful when two or more copies of the same record have been set up, and it is necessary to consolidate their transaction history. See the *RPMS Administrators Guide* for more information about the Delete / Transfer Wizard.

List Data Overview – Common Operational Notes and Important Field Descriptions

Many of the RPMS lists contain common data elements and controls. These are described here. The data fields that are important to individual lists are described in the sections that follow.

All the list detail records except product contain a unique serial **Number**. The number for the list record is an RPMS-generated number that tracks data associated with that list record in the system. This number is not sortable, selectable, editable or manageble by RPMS users. It may be useful for third party report writers that make use of the ODBC compliant data structures.

Several of the list records have a **Short Name** field. The short name is a required twenty character unique identifier used for lookups, reports and snapshots.

Most of the list records have a **Status** field. All of the lists allow status codes of "**A**" for Active and **I** for Inactive. When a list record is in "I" status, its data is not accumulated on historical reports under the record's name. Instead, that data is consolidated under the name "INACTIVE." Some of the lists have other status codes which are described in that list's section in this chapter.

On most of the list detail tabs you will find a **Clear** button. This button will clear all of the fields on the detail tab. This button is useful when you want to add consecutive records – rather than overtyping a previously added record and running the risk of leaving another record's information in place, click Clear to start from an empty form.

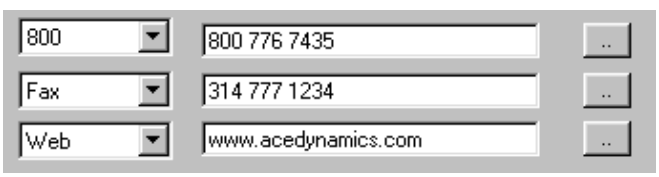
On most of the list detail tabs you will find a **Print** button. This function will print the information on the detail tab, and in some cases will print the data from additional tabs associated with that record.

The **Snapshot** button will display the snapshot setup form, with the current record selected for review. See Snapshots on page 67 in this document.

Several of the list details have a **Letter** button. This button will launch a word processor program that is declared from the Preferences screen, then paste in today's date and name, address and salutation information.

The **Communications Information** windows and corresponding controls give unlimited and extremely flexible telephone and contact information storage. Any list record with these controls has the option to store an unlimited number of associated telephone or other contact numbers. One part of Communications Information is the group of three controls shown below the phone number on most list detail tabs. This group is known as the **Displayed** Communication Information. The other part of the information is the scrolling list of **All** the record's associated communication information. Both are shown below.

Displayed Communication Information

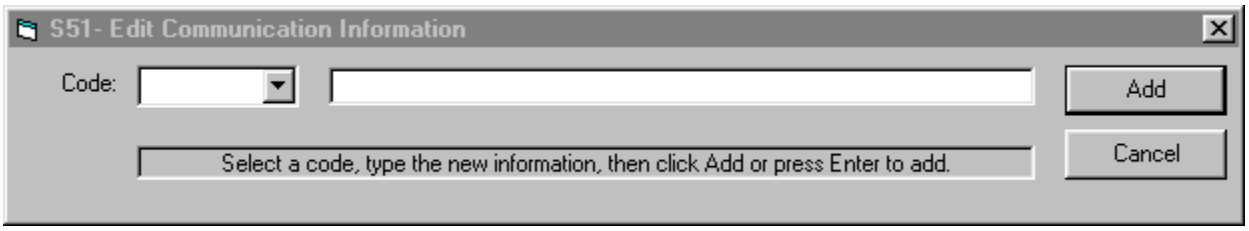


All Communication Information

Both of these information areas rely on the establishment of **Communication Codes,** which is accomplished from the **System Codes** list. Once different communication codes have been established, they may be selected to define additional telephone numbers, web site and e-mail addresses, and other types of information as well. See System Codes - Operational Notes on page 21 for more information.

There are two ways to add more Communication Information to a list record. One way is to use the drop-down combo boxes in the Displayed controls. Click a drop-down, and select one of the codes. If Communications Information for that code already exists for this list record, it will immediately be displayed in the text box to the right. If it does not exist, type the information directly into the text box and click Save. When Save is clicked, two things are accomplished. First, the additional Communications Information for the list record will be stored. Second, that record will have the selected code established as a Displayed Communication Information. So, for example, for one **contact** your agency may display 800, Fax and Web. For another **contact**, even within the same customer, you may choose to display E-Mail, Cell and Spouse.

The second way to add more Communications Information is to right click in the All Communication Information window. This will cause a pop-up menu to be displayed, with the choices of Add or Delete. The **Edit Communications Information** window is shown below.



Codes and data added to the Communications Information area using this method land in the scrolling list of All Communication Information.

To delete Communications Information, from the All communications information window, right click the information to be deleted, then click delete from the pop up menu. The Edit Communication Information window will be displayed, asking you to confirm the deletion of the information.

Each of the Communications Information numbers saved in the Displayed area has a **Launch** button that has an ellipsis (two dots) indicating that another function or dialog box will be displayed. The functions are defined on the **Preferences** screen. By default, if you click the ellipsis button that is next to the phone number field, the Windows dialer program will be launched. The E-Mail Launch button will send an E-Mail to the addressed text box, using your MAPI default E-Mail client for desktop RPMS, and a custom send-form for the cloud-based RPMS.

The customer, principal and point of sale lists have links to associated **contact** records. These contact records are generally used to list people within the organization. The italicized field labels (Company, Address, City, State, Zip, Country, Phone) represent data that will be brought forward from the parent record, when these fields are left blank during an add operation. All the contact records can be displayed together on the contact list.

Telephone numbers, FAX numbers, and communication numbers with codes of Cell or 800 NO can be auto-formatted, as set up in the RPMS Administration System under company preferences.

Sales Reps - Operational Notes and Important Field Descriptions

Sales reps are the people that work for your agency and sell to your customers. In RPMS, they are assigned to customer accounts.

The important fields and operational notes for sales reps are defined below.

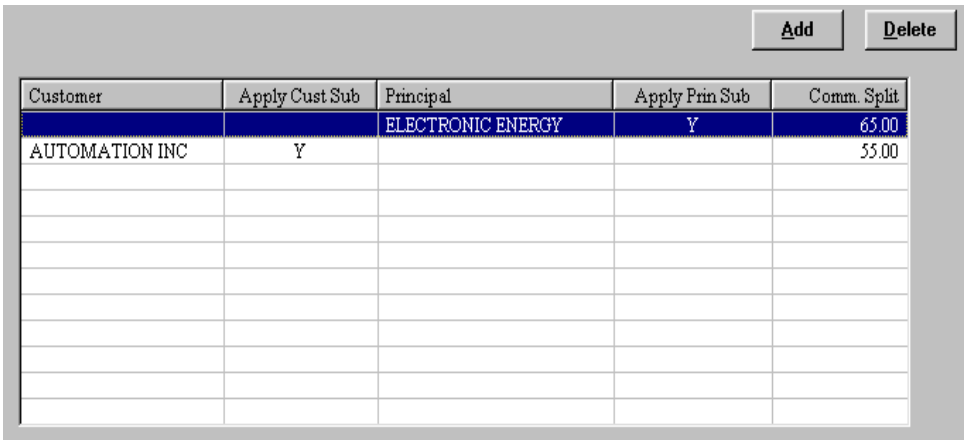
Split List Tab: Once a sales rep has been added, you can establish split settings. These split settings will allow you to generate sales rep commission statements that pay sales reps a portion of what your agency

has been paid. The split list tab display is shown below.

Standard Commmission Split: This field establishs a default split rate for the sales rep. *The split rate is expressed as a given percentage of the commission your company has been paid and allocated to the sales rep, regardless of the actualvalue of the agency commission rate.* For example, if most of the principals your agency represents pay your company at a 5% commission rate, and you wish to give the sales rep half of that amount, you would establish 50% as the standard commission split. You would NOT use 2.5% - even though this would be the sales rep's effective percentage of total sale most of the time. RPMS will do that calculation down to 2.5% automatically, because 50% of 5% is 2.5%. Likewist a 6% line would calculate down to 3%, a 4% agency commission down to 2% and so on.

Changing this data at a later time has no impact on those invoices (due commissions) that have already been declared as paid. See Reconcile Commissions on page 57 for more details about this subject. If this field or any **exception rate** (see below) has been established incorrectly, it is likely that the sales rep and agency commission statements will either overpay or underpay the sales rep. If such an error is caught before commission checks to sales reps have been written and deposited, you would likely want to change the individual payment details of the various invoices paid incorrectly. If agency to sales rep commission checks have already been cashed, you should probably just change one of the split rates on another invoice to be subsequently paid to that sales rep.

Exception Rates: The table below lists some split rate exceptions that have been established for a sales rep.



The example table indicates that instead of the **standard commission rate**, this sales rep will be paid 65% of the agency allocated commission amount when he sells for the principal Electronic Energy, and any of Electronic Energy's divisions (the Apply Prin Sub flag.) Similarly, if the sales rep sells to his customer Automation Inc, in any location, he will be paid only 55% of the allocated commission. These exceptions over-ride the **standard commission rate** when invoices are declared as paid. To **add** an exception, click the Add button, fill out the fields on the detail tab and click save. To **delete** an exception, click the delete button. To **change** an exception rate, double click the record to change, change necessary fields on the detail tab and click save. Note that customers and principals must exist in the system before exceptions can be declared for them.

In the event of a conflict within the exceptions, the customer's rate will be used. Using the example above, the sales rep would be paid at 55% of the allocated commission if paid for an invoice from Electronic Energy to Automation Inc.

The word **allocated** is used in this section to acknowledge the possiblity that credit for any given paid commission may be divided among up to seven sales reps within your agency. See the Chapter *Add Transactions* and the topic Split Tab on page 41 for an explanation of this credit splitting process.

Delete a Sales Rep: Before deleting a sales rep, understand that transactions recorded for that sales rep will continue to belong to that sales rep's unique serial number, even though that number no longer exists in the RPMS system. Therefore, reports that encounter that serial number will print "DELETED" as the sales rep name.

It may be preferable to **Inactivate** the sales rep. To inactivate the rep, change the **status** to "I" and click the Save button. Transactions recorded for Inactive reps will report under the sales rep heading of "INACTIVE SALESREP." There are two advantages of Inactive status instead versus deleting. The first is that if the sales rep were reactivated with an "A" status, all transactions would revert back to the now active sales rep, since his serial number would still exist. The second is that the INACTIVE SALESREPS may be excluded on certain reports, whereas DELETED SALESREPS is always reported.

Principals - Operational Notes and Important Field Descriptions

Principals are the companies that your agency represents. In various rep industries they are also known as manufacturers, lines, vendors, factories, or suppliers. For the most part, these principals are the companies that invoice customers and pay sales agency commissions.

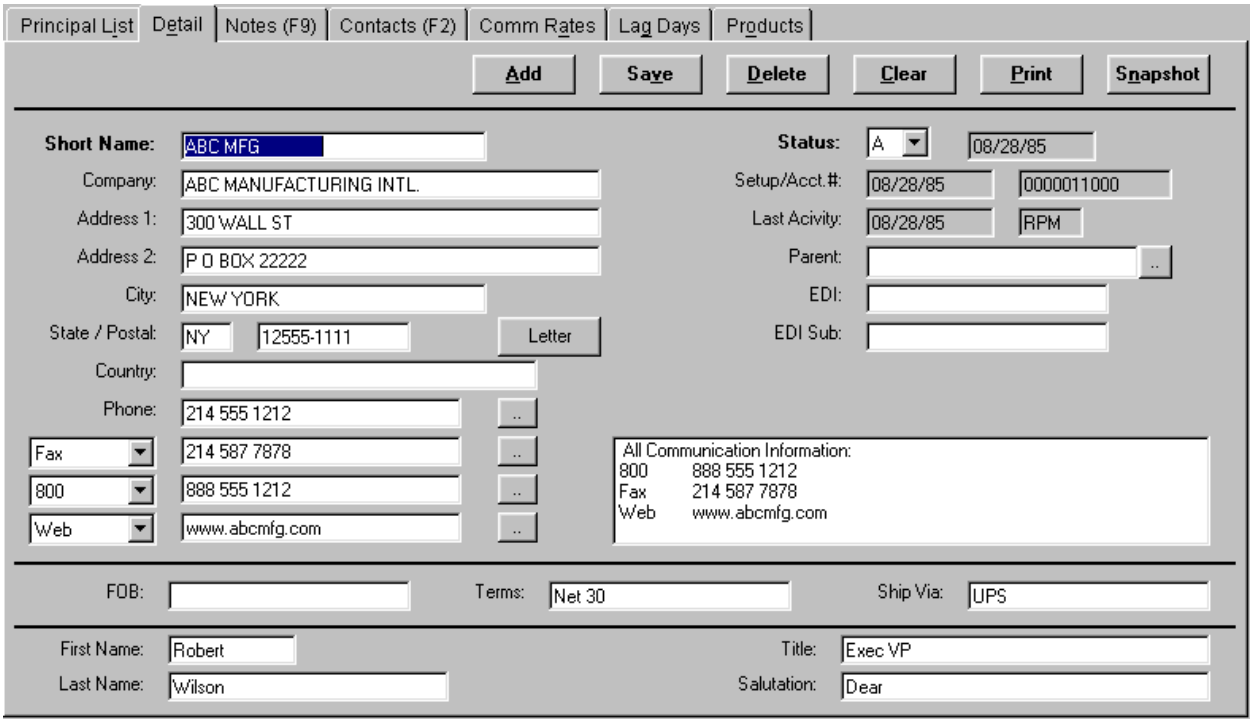
The important fields for principals are defined below.

Status: In addition to "A" and "I" as previously described, those agencies who have RPMS Professional or RPMS Enterprise versions with either the **Accounts Receivable** or **Inventory** features may establish "S" status principals. An "S" status indicates that this principal is a stocking or invoicing principal, tracking inventory and/or accounts receivable within the RPMS system. Usually this is the rep agency itself, wearing a distributor hat.

Parent: Divisions of principals may be declared using a parent-child relationship established by this optional field. If the principal is a division of another principal that has already been set up, type the name of the parent principal in this field. Principals that are joined in this manner can be reported together or separately. To dissolve the relationship, blank out the name and click Save. Accounts Receivable and Inventory principals can be set up in sub-Vendor style, where the rep firm is set up as an "S" status parent, and the Rep Firm – Vendor is set up as an "S" status child. An Order can be written to the rep firm's AR or Inventory principal, with individual line items associated with different vendors.

EDI / EDI Sub: These optional fields store the matching 'return address' of transaction data submitted electronically. When data is uploaded to RPMS from an electronic source, there must be a clear way to

verify the sending party. The EDI ID and EDI Sub serve as the software's way to differentiate data submitted by one principal versus similar data submitted by another. Only fill out these fields if you will be receiving data from this principal electronically. If the principal does not characterize its data with an identifiable ID, you can simply use the principal's short name in the EDI field to fulfill the uploading requirements.



FOB, Terms, Ship Via: These fields set default entries for transactions recorded for this principal. See Add Transactions, Long Form on page 35 for more information. Orders and invoices in RPMS carry all of these fields. Changing these fields will not effect transactions already entered, but will establish new defaults for future transactions.

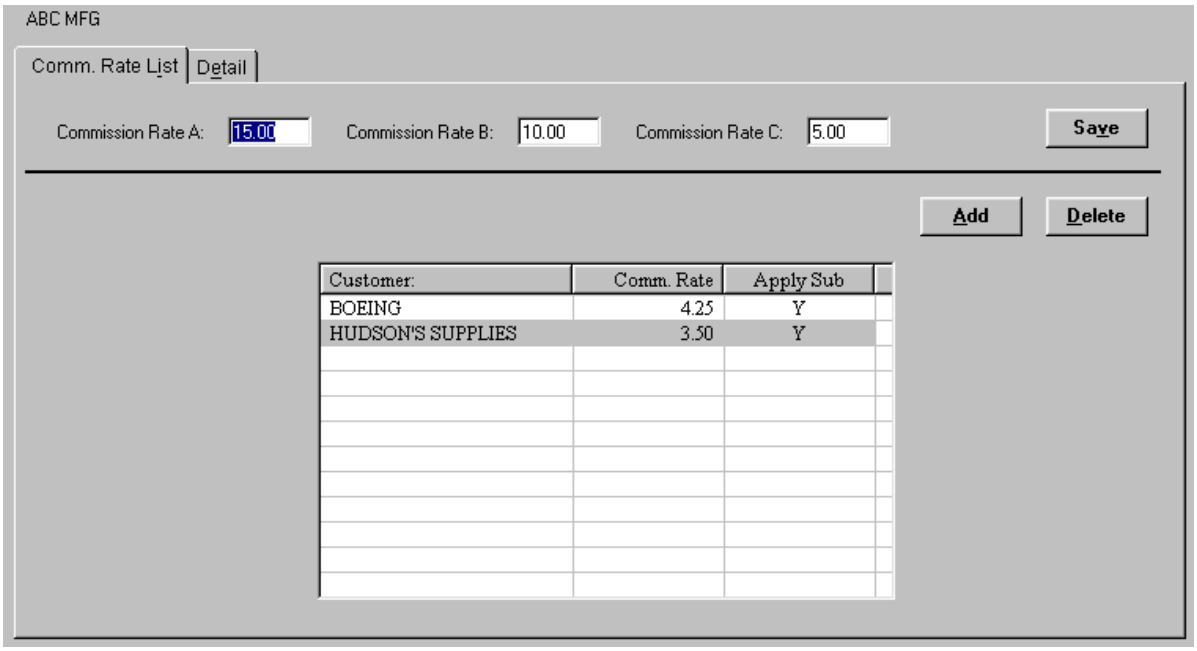
First Name, LastName, Title, Salutation: These optional fields are used to display a primary contact for the principal.

Comm Rates: Each transaction recorded in RPMS should carry an expected or actual commission rate. Default commission rates can be established from this tab.

Commission Rate A, B, C: These default commission rates speed up transaction data entry, and are part of the commission default heirarchy explained below. To use these fields, enter the most generally prevalent commission rate paid by this principal in the Commission Rate A field, the second most prevalent in B, and the next most prevalent in C.

Commission Rate List: The list displayed above represents **principal / customer exception commission rates** for particular customers. If a principal always, or almost always, pays a specific rate for a given customer, that rate can be established by clicking the Add button. The form will switch to the commission rate list detail tab.

From the Commission Rate List Detail tab, fill out the customer and commission rate fields, then click Add to create an exception rate. If the field **Apply to Sub Accounts** is checked, it means that all child records of the customer identified will also automatically inherit the default rate. The Commission Rate List tab is show below.



The A, B, C and customer exception commission rates are the fourth through sixth elements of a **commission rate default heirarchy** applied during Add Transactions operations. The default heirarchy is prioritized:

1. Product / customer exception commission rate (See *Products* below)
2. Product global commission rate (See *Products* below)
3. Principal / customer exception commission rate
4. Principal A rate
5. Principal B rate
6. Principal C rate

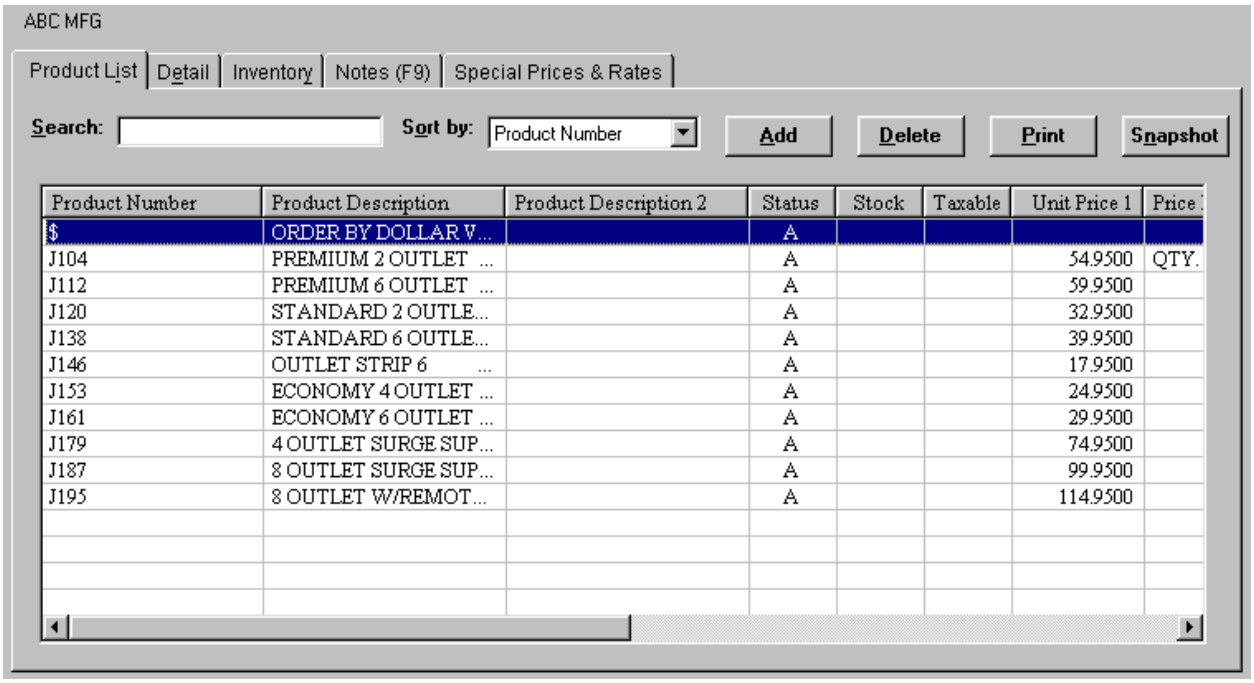
For more information about the commission rate default heirarchy, see the chapter *Add Transactions* and the section Line Items Tab, and the section *Products* below.

Lag Days: Lag days are the approximate number of days that a principal takes, after an invoice date, to pay the rep firm. This field will help RPMS generate a **cash flow forecasting** report. See Reports for more information about that report. To determine an appropriate default number of lag days for a principal, average the length of time between the receipt of a commission statement and the invoice dates on that statement. If a some customers are slow to pay, or get special terms, **customer exception lag days** can be created by clicking the Add button. Lag days exceptions are entered and maintained identically to commission rate exceptions described above.

Products - Operational Notes and Important Field Descriptions

In RPMS, product records are created within a principal record. Product master records contain extensive information about products and product pricing. They also allow you to set up special commission rates that are specific to a certain product, or even to a product sold to a specific customer.

The products for a given principal can be accessed from the products tab for that principal. The product list tab is shown below:



When there are a large number of products for a given principal, the product list may use a **vertical tab** list to bring in a subset of all the products. See the description of vertical tabs in Customers - Operational Notes and Important Field Descriptions below.

The important fields for products are defined below.

Number: The product number is usually the principal's uniquely identifing code for this part. In some industries it is known as as SKU or ID. Once entered, the product number can't be changed or deleted. Using the RPMS Administrator's system one product's history may be transferred to another product.

Description: The description field for the product is broken into two separate fields. The first field is an alternate lookup field for products, and is stored at the line item level in transaction details. The second field is used for additional descriptions.

Bar Code: This field is used to store the UPC, or universal product code for the product.

Commission Rate: This field is used to create a default commission rate for product. If the principal pays a particular rate for sales of this product, the percentage can be stored in this field. Transactions that declare this product will default to the commission rate, unless supersceded by another default rate in the hierarchy, as described in *Principals* above and *Add Transactions* below.

Stocked Item: Check this checkbox to declare that this product is a stocked product. Inventory and Accounts Receivable featueres available with the RPMS Professional and Enterprise versions use this field to distinguish between products that are simply represented versus those that are kept and tracked in the warehouse.

Taxable: For RPMS Professional versions with the Accounts Receivable featuer, check this field to declare that sales tax should be calculated for this product.

Selling Units: For RPMS Professional systems with the inventory feature, use this field to describe the method of case or package. For example, products that are sold individually may be described with a selling unit of EA for 'each.'

Unit Product Descriptions / Prices (1, 2 & 3): The standard prices to be used for this product are displayed on a pop-up form during line item data entry, if filled out in these fields. RPMS will store these three standard prices for this product, and three levels of custom pricing for individual customers. See the *Special Prices & Rates* below. Note that each price may be extended to four decimals.

Effective Date: This optional field will list on product master lists and the product price pop up window to document when standard pricing was established.

Locked: When selected the price is protected from price updating utilities that would otherwise automatically raise or lower the price. See the *RPMS Administrator's Guide* for more information about product utilities.

Categories: Products can be declared to be in one to three categories. Categories can be selected as filtering options for product history reports. Product categories are defined in the *System Codes List*, described below.

Inventory Tab: This tab and its fields are described in the Inventory chapter of this guide.

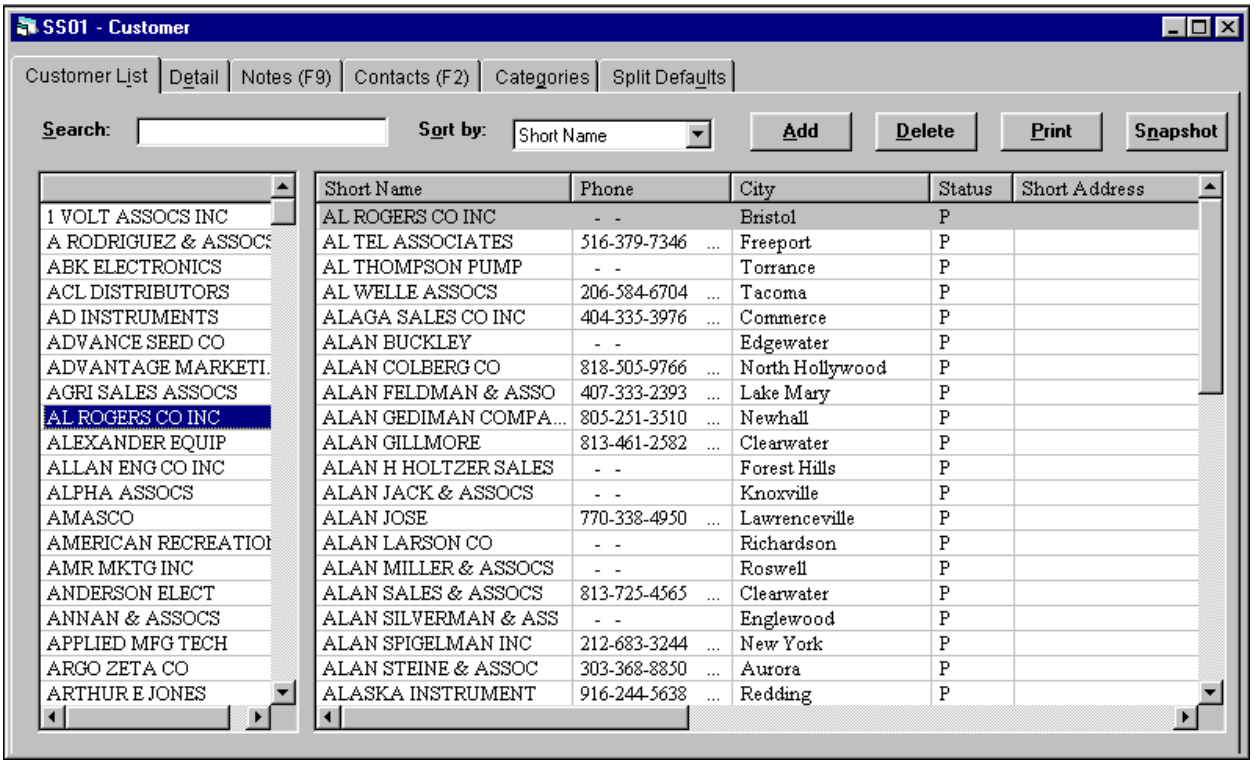
Special Prices & Rates: This tab lists customer-specific prices and commission rates for this product. The detail tab allows, for each customer, up to three additonal special prices and descriptions, and a customer-specific commission rate. This customer / product specific rate is the 'top' of the default heirarchy, as described in *Principals* above.

Customers - Operational Notes and Important Field Descriptions

Customers are the companies to which your agency sells. In various rep industries they are also known as accounts, stores, dealers, distributors or OEMs.

The customer list can have v**ertical tabs**. Vertical tabs can be thought of as index tabs. Each vertical tab marks the beginning of another group of records. Vertical tabs show up based on settings established in **User Preferences**.

Vertical tabs cause large lists to display more quickly. For example, if a customer list has 20,000 records, it would be very slow to completely fill out the entire list. Based on your User Preference settings, RPMS might bring in only 50 data records, with 400 tabs. When vertical tabs are in use, the **Search** field behaves differently. Depending on the total number of records in the list, you may need to type two to ten letters to cause the search to occur. This prevents the search tool from unnecessarily filling the wrong tab. A sample of the customer list using vertical tabs is shown below:



The important fields for customers are defined below.

Status: In addition to "A" and "I" as previously desribed, "P" status customers represent Prospective customers. A "P" status customer is treated as an Inactive ("I" status) if there is transaction history accorded to the customer. "P" status customers are selectable and useful for Pro Systems with the Direct Marketing feature.

Parent: Locations of customers may be declared using a parent-child relationship established by this optional field. If the customer is another location of a customer that has already been set up, and it is important to track the transactions to this location, type the name of the parent customer in this field. Customers that are joined in this manner can be reported together or separately. To dis-establish the relationship, blank out the name and click Save. When a customer with a parent declared is originally added, the system allows the new child to inherit commission rates and splits from the parent.

EDI / EDI Sub: These optional fields store the matching 'return address' of transaction data submitted electronically, and may also be used as an alternate lookup field on any customer prompt. When data is uploaded to RPMS from an electronic source, there must be a clear way to verify the sending party. The EDI ID and EDI Sub serve as the software's way to differentiate data submitted by one principal versus similar data submitted by another. Only fill out these fields if you will be receiving data from this customer electronically. If the customer does not characterize its data with an identifiable ID, you can simply use the customer's short name in the EDI field to fulfill the uploading requirements.

Sales Rep: The sales rep is a required field that indicates the primary account manager for this customer. To assign another rep, simply type the new name in this field and click Save. The Sales Rep assigned at the time of a transaction receives 100% of the credit for the transaction, unless the transaction is divided with other sales reps. See Split Tab in the chapter *Add Transactions* for an explanation of this credit splitting process. Some transaction reports can be run to report either **Historical** or **Analytical** values. Historical means the value of the transactions as they were recorded. Analytical means an analysis of the accounts

based on their current assignments. Thus re-assigning a customer will not suddenly move all the historical transactions to the new sales rep, but the new sales rep can receive an analytical report about his currently assigned accounts.

Territory: A territory may optionally be assigned to this account. Reports that organize customers by territory always look to this field to determine where to place the record. The territory field is dynamic data – however a group of customers is currently divided by territory is the way they appear always to have been divided.

Short Address: The short address is used as additional data on customer lookups. When entering transactions or selecting customers for reports, the RPMS lookup fields can be dropped down (or up) to display several customers from which to select. The **Parent** field, described below, is an example of a customer lookup field. When dropped , customer lookups will display the short address and phone number as well as the customer short name. A lookup sample with the short address circled is shown below:

Last Call / Next Call: These two date fields accept six digits in MMDDYY format. No slashes or spaces should be used. They are optionally used to record the most recent call date for a customer, or a follow-up date. See the Direct Marketing chapter for information about extracting customers based on these fields.

Contact Special Status: On the contact tab, the special status field is used to set default **Sold To, Ship To** and **Invoice To** addresses for transactions. See the chapter *Add Transactions* and the section Contact Tab on page 41 for an explanation about the use of contacts as Sold To, Ship To and Invoice To addresses.

Contact Replicate Button: From the Add form for a new contact, the replicate button becomes active. This button will replicate any changes entered for all contacts within this customer. For example, to change address line 1 of all the contacts within the customer, type the new address in the field and click Replicate.

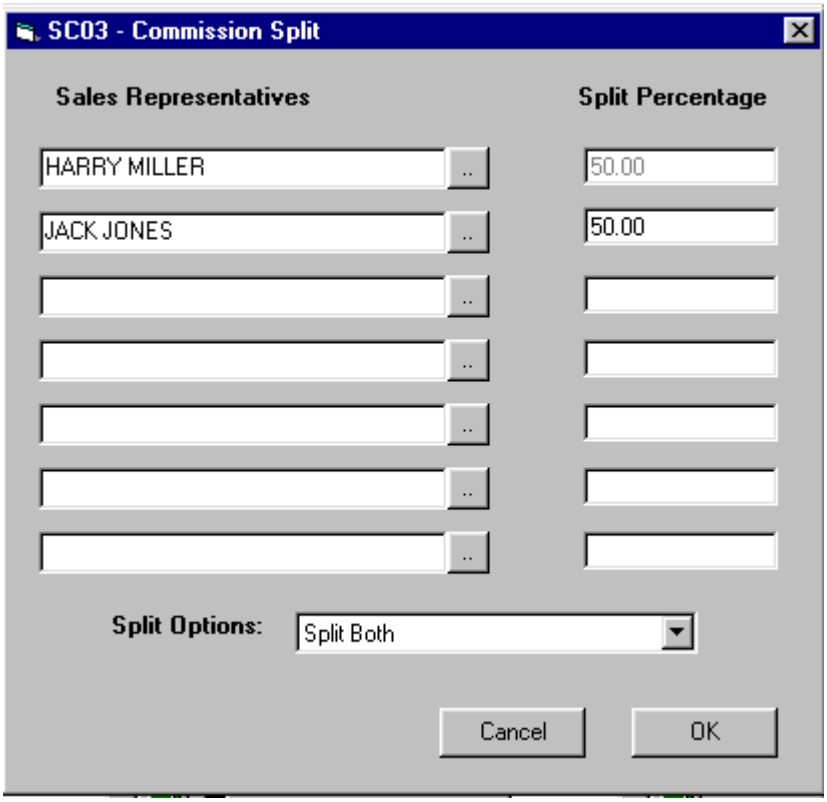
Split Defaults: The commissions earned for this customer may be split between multiple sales reps within your agency. This type of commission division should not be confused with the splitting that occurs between the agency and the sales rep. That split is governed by percentages established on the sales rep's records. This sharing of commission credit between multiple sales reps is based on commission credit splits assigned at the transaction level, the defaults for which can be established here.

The commission credit split window for transactions is shown below. The first sales rep listed is the primary account manager assigned from the customer detail tab, who ordinarily receives 100% of the credit for the commssion earned. The split window allows the addition of up to six additional sales reps, each of whom may receive a portion of that 100%. As a new sales rep is added to the split scenario, the percentage ascribed reduces the original sales rep's percent of credit accordingly. The **split options** prompt declares whether **Gross, Commission** or **Both** will be split. Gross refers to the order or invoice amount for the transaction. Commission refers to the agency commission amount for the transaction. For a more detailed explanation of splitting credit for invoices amongst multiple sales reps, see the chapter *Add Transactions* and the section Split Tab on page 41.

The split defaults **Split List** tab shows all the split defaults established for this customer. The list includes areas for declared principals, points of sale, and up to seven different sales rep / credit percentage combinations. The split option field is listed at the end of the list. The split list is sorted by principal and point of sale. A sample is shown below.

There is a hierarchical priority for the split defaults that governs which split default will be automatically set up for a given transaction. The list below is the order of precedence:

1. When a transaction has a matching customer, principal and point of sale
2. When a transaction has a matching customer and principal
3. When a transaction has a matching customer and point of sale
4. When a transaction has a matching customer.



Items 2, 3 and 4 above will only apply when a split record has been set up and the point of sale, principal or both have been left blank.

Example: Jack Jones is the sales rep of record for customer ACE DYNAMICS. Normally Jack receives 100% of the credit for sales made to ACE DYNAMICS. Harry Miller has joined the rep firm, and brought a new line, GOLD MFG, as a principal for the agency. Whenever GOLD MFG sells something to ACE DYNAMICS, Harry is to receive 10% of the credit. To establish this, from the **Split Detail** tab set GOLD MFG in the principal field and set Harry Miller in the Sales Rep 2 field, and his Split Percentage to 25%. For clarity's sake on reports, 'Both' would be the appropriate split option.

Example2: Alan is the regional sales manager for a rep firm. ABC RELAYS is a customer in the region. Bill is the sales rep who makes the calls on ABC RELAYS, and who is paid commission for the account. Alan should be set up as the Sales Rep on the customer detail tab. Reports run as **analytical** would show ABC RELAYS under Alan's acounts. One default split should be established for a blank principal, blank point of sale, and with Bill receiving 100% of the credit for both gross and commission amounts. This will cause every transaction for ABC RELAYS to be split to Bill's credit, and reported as such for commission statements, **historical** reports and snapshots.

Points of Sale - Operational Notes

Points of sale, also known as POS records, are optional records that can be referenced on individual transactions. Some rep firms use POS to track distribution partners in the sales channel. In these situations, rep firms are not paid until distributors sell to end users in the territory, so tying the sale to a distributor is an ideal function for the POS record.

Point of Sale records can also be set up to track marketing activities or branch office activity. For example, you may wish to track “factory direct” orders versus “inside office telephone” orders versus “direct call orders” versus “web-based” orders. By setting up four different points of sale, you can determine where your sales come from.

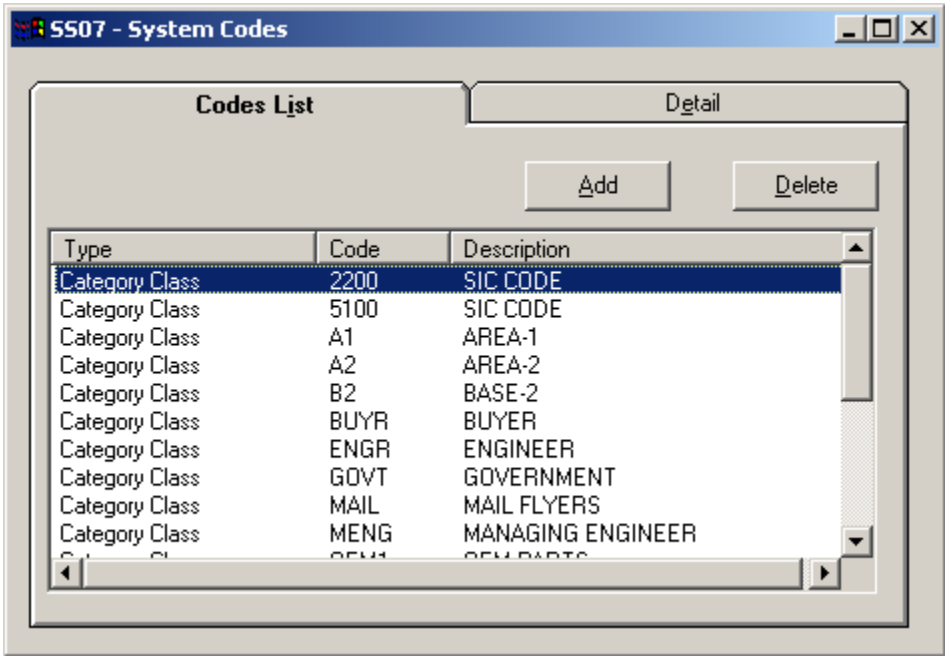
Territories - Operational Notes

Territories are optional records that can be assigned to customers. Some rep firms use territories to track branch offices, states or other geographic identifiers. Other rep firms use territory for other demographic information about the customer, like OEM account, KEY account, INSTITUTIONAL account, or other account types.

Territory history is reported only dynamically, as the territories are currently set up in the customer list. In other words, changing the customer’s territory does not change the customer or sales rep’s history, but does impact where the customer falls in a territory driven reports. This is advantageous when trying to determine the value of changing territories or customer assignments.

System Codes - Operational Notes

System Codes are optional records that can be assigned to various other data in RPMS. Currently RPMS supports five different types of codes: Category Class codes are used by the Direct Marketing feature, as are Category User Defined Date and Category User Defined Number; Communications codes are used to establish different contact methods; and Product Class codes help group different products together.



To add a system code, click the Add button. From the Detail tab, declare the Type, the Code and a Description of what the code means. Clicking the Add button will add that code, and ask if another code should be added.

To change the description of a system code, from the Codes List tab double click the code to be changed. To change a type or code simply add another code and delete the unnecessary code.

To delete a system code, highlight the code to delete from the Code List tab and then click the Delete button. From the Detail tab, click the Delete button once more. Note that the communication codes E-Mail and Web are necessary for system operation and can't be deleted.

X-References (Cross References) - Operational Notes

Cross-References are optional records that relate RPMS records to foreign keys. This is primarily useful for the E-Data module, where electronic data submitted by customers, principals or Points of Sale will use their own reference numbers.

For example, if your agency receives an electronic file of invoices each month from one of your principals, they will undoubtedly refer to customers using different names and identifiers than you have set up in your RPMS system. By establishing a set of Principal/Customer cross-references for that principal, RPMS will be able to associate the principal's identifiers with the appropriate customers. This association and an E-Data map would then allow those invoices to be uploaded by the RPMS E-Data Uploader module.

There are six different types of cross-references that can be established. The table below lists the name and purpose of each of the cross-reference types.

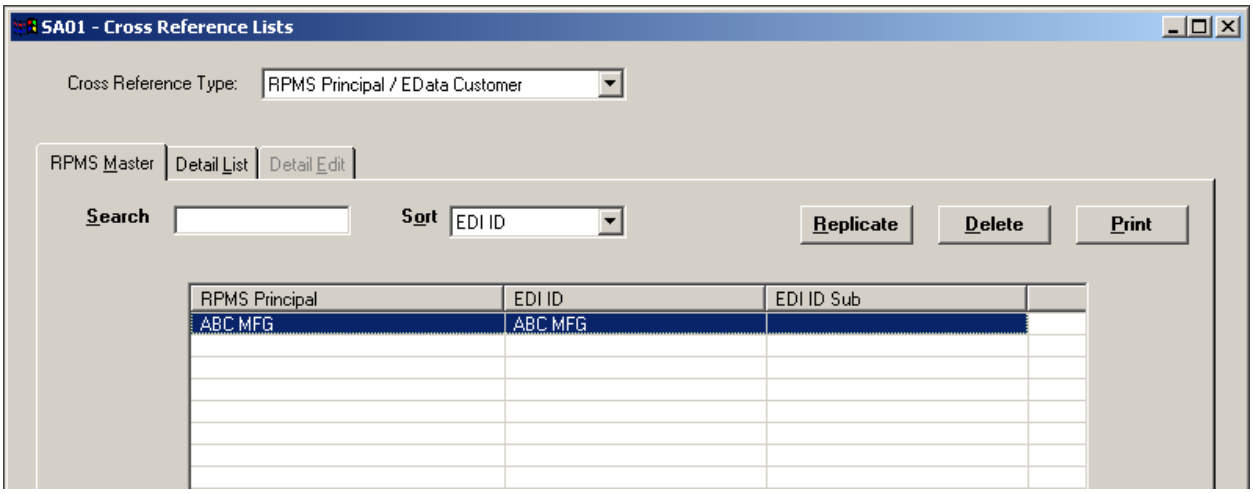
Cross Refererence Name	**Description**
RPMS Customer / E Data Principal	How a Customer refers to your principals
RPMS Customer / E Data Products	How a Customer refers to your principal's products
RPMS Point of Sale / E Data Customer	How a Point of Sale refers to your customers
RPMS Point of Sale / E Data Principal	How a Point of Sale refers to your principals
RPMS Principal / E Data Customer	How a Principal refers to your customers
RPMS Principal / E Data Point of Sale	How a Principal refers to your points of sale

Before a set of cross references for any given entity can be established, it must first have an **EDI ID**. The EDI ID fields exist on the detail tabs of the RPMS customer, principal and POS lists. Once an EDI ID (and EDI Sub ID if necessary) have been typed in the field, click the Save button.

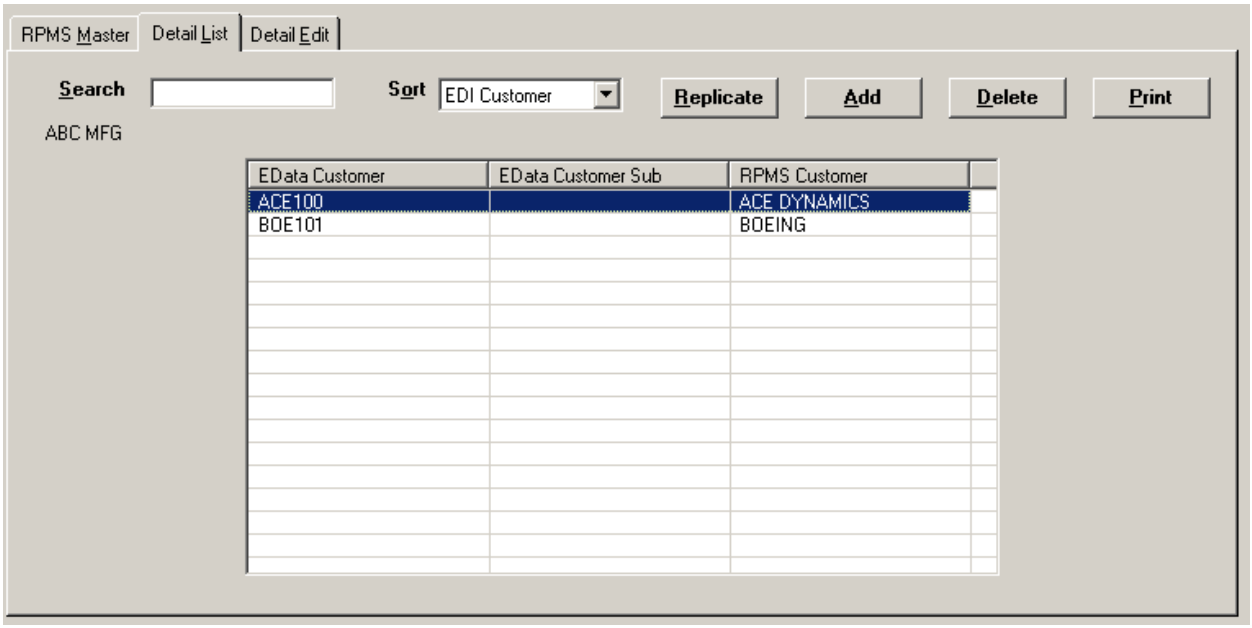
There are two purposes for an EDI ID. First, an EDI ID can be thought of as a 'return address identifier' for electronic data. For example, if you are receiving an electronic group of purchase orders from many different customers that conform to the same data structure (use the same map), then each PO will have some piece of data that indicates from whom the data originated. This is the 'return address' or EDI ID. Original electronic data is not required to have this EDI ID, but it may.

Second, RPMS uses the EDI ID field as a flag to indicate that this particular entity is available for cross referencing. Before you can set up the cross referenced values for any given customer, principal or Point of Sale, you must first have established and EDI ID. If the EDI ID is only used for this purpose, and is not a 'return address' identifier as described above, you can simply make the EDI ID the same as the short name. This will satisfy the cross-referencing system that this particular entitiy is eligible to have cross-references establshed.

From the Lists, X-References menu, when RPMS Principal / E Data Customer is selected, all the principals in RPMS that have EDI ID values are displayed in the list. The example screen below shows that the principal ABC MFG has been set up with an EDI ID of ABC MFG.



Following the above example, if ABC MFG sends the rep agency a file containing invoices for customers, they will almost certainly refer to those customers differently than has been established in the customer data file. To establish which ABC MFG customer identities correlate to which RPMS customer identities, double click the record in the list to see a list of cross-referenced customers as shown below.



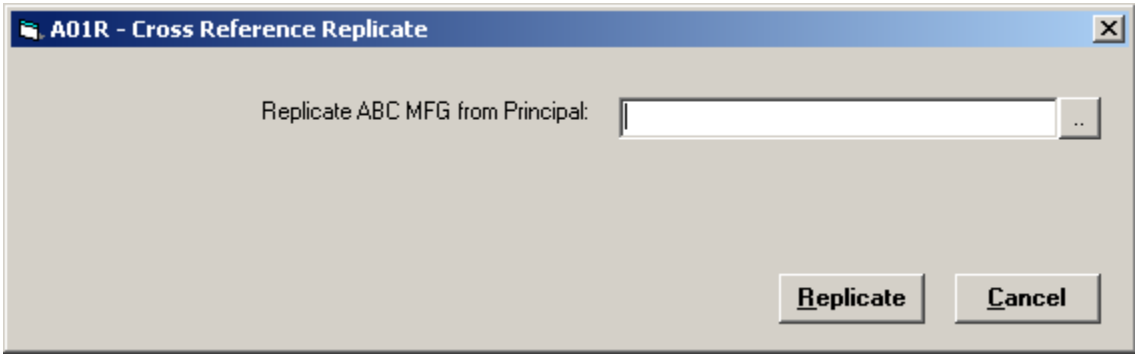
In the example shown above, two cross-references for ABC MFG have been established. ABC MFG refers to the customer ACE DYNAMICS as ACE100, and the customer BOEING as BOE101.

To establish another cross-reference, click the Add button, fill out the information on the Detail Edit tab, then click Add.

To change an existing cross reference ID to another customer, double click the cross reference record from the Detail List tab, or highlight the record and click the Detail Edit tab. Change the RPMS customer then click the Save button.

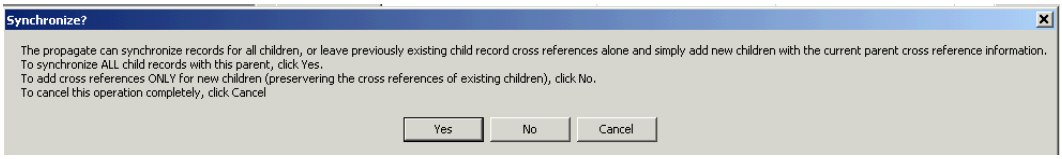
To delete a cross-reference, highlight the record to be deleted and click Delete, then click Delete from the Detial Edit tab.

The Replicate button provides an opportunity to share cross-references. For example, two divisions of the same principal may share the same computer system, and therefore refer to customers using the same identifiers. Once one division was set up with it's cross-references, the other division could be replicated. Click the Replicate button to display the dialog as shown below.



The Propagate button spreads the cross-reference records of a parent customer and or parent principal to its children. The record selected must be a Parent record (principal or customer) for the Propagate function to work.

A Yes/No/Cancel message box prompts for full propagation or propagation limited to adding new records.



Clicking Yes at this prompt means that all children of the selected record should end up with identical cross-reference records to the parent for the cross reference type being propagated. This handles the scenario where every child of a given parent should carry the same cross-reference records as the parent.

Clicking No means that only those cross-reference records previously absent will be added. This handles the situation where child entities *usually* use the same cross-reference records as their parent, but in some cases have exceptions. Clicking No preserves the exceptions that have been edited for child records, but adds any new cross references that did not previously exist.

The **Auto Load** feature happens when you have attempted to pre-pass in the Edata Wizard and have received missing cross-reference errors. Navigating to Lists, Cross References, choosing the correct Cross Reference Type, editing the correct RPMS Master record and then clicking ADD will display the Auto-Load form.

For more information about cross-referencing and finding cross-referencing problems, see the documentation that accompanies E-Data maps.

Add Transactions

Types and Methods of Adding Transactions

Transactions represent business documents exchanged between customers, principals, agencies and sales reps. The types of transactions are **bookings**, **orders**, **sales**, and **payments**.

Bookings: A measurement of gross and commission dollar and unit volume, based on the month and year of the **book date**, which is usually based on the date of entry. See the *RPMS Administrators Guide* for more information about managing the book date.

Orders: A measurement of gross and commission dollar and unit volume, based on the **order date**, which is typically the customer's purchase order date. While all RPMS systems track order dollar and unit volume, you may choose to auto-default the order date to be the same as the invoice date, if you prefer not to determine actual order dates.

Sales: A measurement of gross and commission dollar and unit volume, based on the **invoice date**, which is the principal's invoice date. Therefore a sale (in RPMS terminology) does not happen until an invoice has been entered.

Payments: A measurement of gross, gross commission and split commission dollar volume, based on the **payment date**, which should be recorded as the day that the agency receives payment. Past RPMS systems labeled the payment date as "Salesman Pay Date." Some agencies may choose to think of the payment date this way, but RPMS is not an Accounts Payable system. Closing the loop on the manufacturers reps' receivables dictates using the date the agency was paid. What sales reps should subsequently be paid can be determined by bracketing date ranges of payment dates. See the chapter *Reports* and the section

Commissions on page 76 for more information about **Sales Rep and Agency Commission Statements**.

There are several different systems that create transactions, and each system may create several different transactions. For example, **adjusting** an invoice can impact bookings (based on the book date), orders (based on the order date) and sales (based on the invoice date.) Two example scenarios are cited below.

Scenario 1 - *A rep takes an order over the telephone on Nov 5 2004. He receives a copy of the invoice from the principal on Jan 10 2005 that has an invoice date of Dec 22 2004. He receives a commission payment on Feb 15 2005.* The Booking is recorded for November of 2004, as is the Order history. The Sales history goes up for December of 2004, and the Payment history is increased for February of '05.

Scenario 2 - *A rep firm receives an acknowledgement of an order on Dec 4 2005 that was placed with the principal directly on Nov 30 2004. An invoice copy is sent to the rep firm in January with a December invoice date that shows half the products shipping, and the other half being cancelled in December. The commission payment arrives in February.* Bookings for the agency increase for December of 2004. Orders History increases for November of 2004. Sales History goes up for December because of the invoice. The cancellation causes Orders history to go down for November, and Bookings History to go down for January. Payment History increases for February.

The systems that create transactions are known as

- **Add Transactions**
  - **Short Form**
  - **Long Form**
- **Maintain/Ship Transactions**

- **Customer Purchase Orders**
- **Principal Purchase Orders**
- **Customer Invoices**

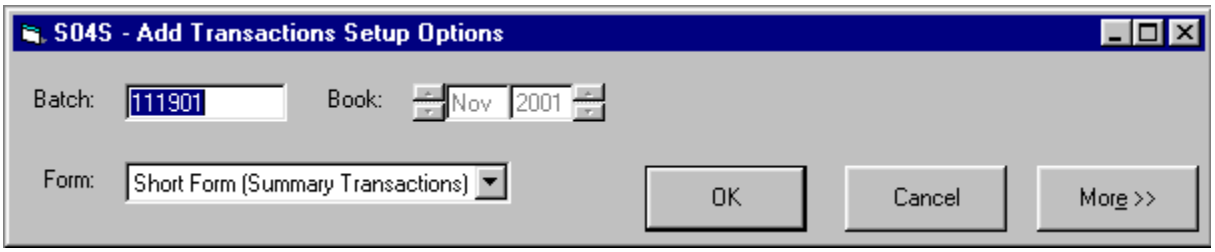
- **Reconcile Commissions**
  - **Adjust Invoices**
  - **Pay Invoices**
- **Edata Wizard**
  - **Add Orders**
  - **Add Invoices**
  - **Match Invoices Against Orders**
  - **Partially Match Invoices Against Orders**

This chapter describes the Add Transactions systems, Short Form and Long Form.

Add Transactions, Short Form

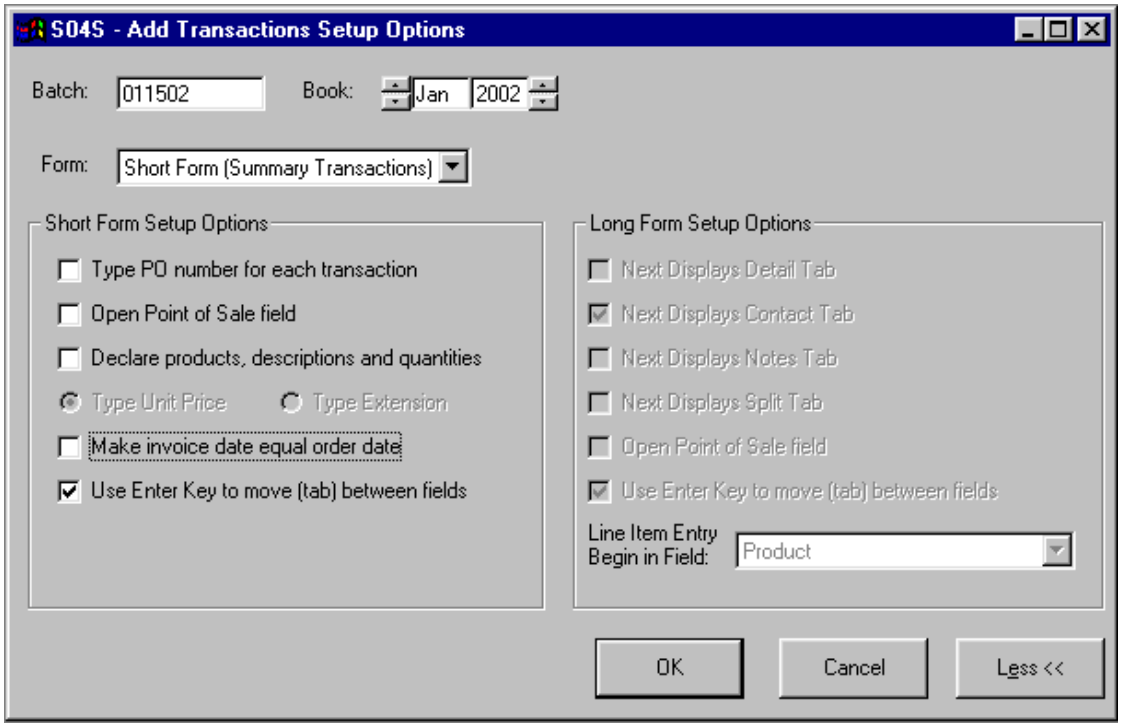
The simplest way to Add Transactions is to use the Short Form. Rep firms that want to enter summary style invoices, or enter invoices directly from commission statements find the Short Form useful. The Short Form can be used in Professional and Enterprise systems to enter highly summarized open orders.

From the menu select Transactions, Add Transactions, or click the Add Transactions toolbar button shown above. The **S04S - Add Transactions Setup Options** form is displayed as shown below:



When Add Transactions is selected, RPMS establishes what **batch** number and **book date** will be used for subsequent transactions. The batch number is an alpha-numeric label and can be used to recall a list of transaction batches, or groups of transactions (**Batch Verify** and **Register** reports). The batch defaults to the last batch number used by this user during this session of RPMS, or the date if this is the first time in during this session. Depending on company preference settings, the book date may or may not be modifiable. Check with your agency administrator if you need to change the book date, or for more information about managing the book date, see the *RPMS Administrator's Guide*.

The **Form** prompt declares whether this will be a short form (summary style) or long form (line item style) transaction entry. This section describes the short form. The **More** button allows you to declare other setup options for the form you will be using. Click the More button to see the form expand as shown below:



The **Short Form Setup Options** establish how the **locks** and other aspects of the Short Form will be set. Each option is described below:

Type PO number for each transaction: Checking this selection will turn off the auto-default-to-invoice-number behavior of the PO number field. Since every transaction must have a PO number, a transaction will not be entered until this field is filled out. Leaving this selection unchecked means that the PO number field is grayed out and locked, and will automatically inherit the invoice number to serve as the PO number.

Open Point of Sale field: Checking this selection will unlock the Point of Sale field, allowing (but not requiring) recording of a Point of Sale for each transaction.

Declare Products, Descriptions and Quantities: Checking this selection will unlock the product, description, quantity and unit price fields, allowing (but not requiring) recording of a product for each transaction. Leaving the selection unchecked will gray out and lock the product, description, quantity and unit price fields, with the quantity locked for 1 unit. Transaction quantity history recorded for undeclared products accumulate under a blank product number, which is reported as "Undeclared" on product reports.

Type Unit Price / Type Extension: This option determines which field (unit price or extension) will be entered, if the products are to be declared. Whichever field is selected to be typed, the other field will be grayed out, locked and automatically determined based on its counterpart and the quantity. For example, if Type Unit Price is selected, then the extension will be grayed out and automatically calculated by multiplying the quantity and unit price. If Type Extension is selected, the unit price is figured by dividing the extension by the quantity. The unit price field rounds to four decimals. The extension rounds to two decimals.

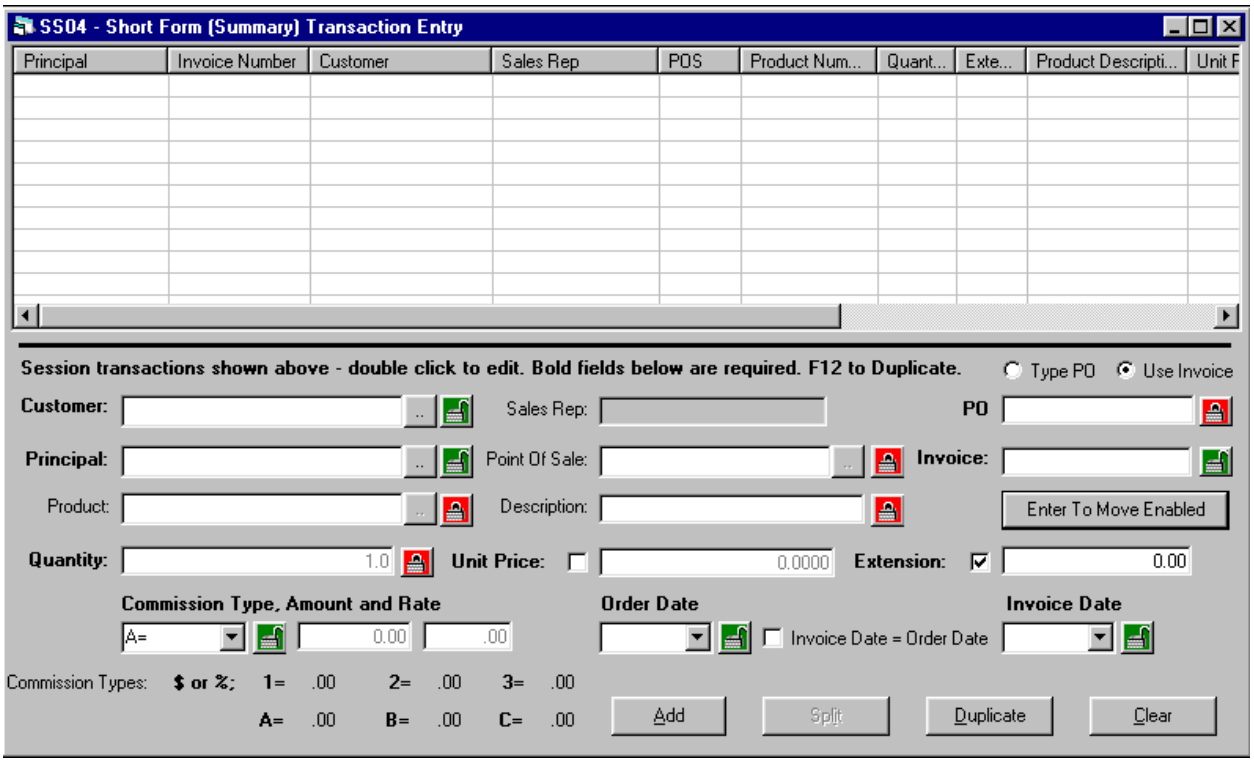
Make invoice date equal order date: Checking this selection will cause the invoice date to be grayed out and locked, and the **order date equivalency operator** to be checked, automatically forcing the invoice date to be the same as the order date. Since order dates are required, and in Pro and Enterprise Systems, the invoice date is not required, the reverse is not necessarily true – that is, the checking of the order date equivalence operator will not force the order date to become the same as the invoice date. This concept is clarified further below, in the description of the Short Form.

Use Enter Key to move (tab) between fields: Checking this selection will cause the enter key to behave like the Tab key. In MS Windows, Tab is the keystroke that is used to navigate from one field to the next. Shift Tab is used to navigate 'backwards.' The Enter Key is normally reserved for "default" buttons – deeply shadowed buttons that might save a form, OK or Finish the current form, or navigate to the Next form or screen. On the Short Form, when this field is unchecked, the Add button is the default key, so an Enter keystroke signifies that the transaction entry has been completed and should be added. If this field is checked, the add button changes to a non-default button (accelerated by ALT-A) and a default command button will appear on the Short Form as shown below:

This button does nothing when clicked by the mouse – it simply exists to "catch" the Enter keystroke and forward a Tab keystroke to windows. When the focus has shifted to another command button, the Enter to Move Enabled button will lose its default characteristic (the dark shadow will disappear) as is customary for MS windows. In that way, the button that has focus will be activated by the Enter key, not this button.

OK, **Cancel**, and **Less** buttons: The OK button saves the selected settings to the registry, and displays the Short Form documented below. The settings are then the default settings the next time this user on this computer selects Add Transactions. The cancel button closes the form without saving the settings. The Less button reduces the form size back to the shorter view, and changes the button caption to "More." The next time this form is selected from this computer by this user, the Add Transactions Setup Options form will be displayed with either a small form ("More" selectable) or longer form ("Less" selectable) as set when OK was clicked last.

Short Form



The Short Form is displayed above. The fields labeled in bold type must be filled out. The form shown above is from a standard RPMS system – in the Pro and Enterprise versions the Invoice and Invoice Date fields are not required – a transaction entered without those fields is placed in the system as an **open order**.

Once the required fields are filled out, the add button can be clicked (note – pressing the Enter key will attempt to click the Add button if Enter To Move was not selected, or if focus is on the Add button.) The transaction is booked to the RPMS system and added to the temporary list of session transactions stored in the list above the data entry fields. To change or delete an entry, double click the list item to be changed. The **Transaction Correction** form is documented below.

Various fields on the form can be **locked** or **unlocked**. When a field is locked, the cursor does not land in the field, the contents of the field can't be edited, nor do they disappear when a transaction is added. For example, if the data that must be entered is a series of invoices from the same principal, it would be useful to declare the principal then lock the field, so the form would remember that principal from invoice to invoice. To lock or unlock a field, simply click its lock toggle button, pictured above.

Once at least one transaction has been entered, the **Duplicate** button will duplicate all the fields from the highlighted entry in the list. The F12 function key will duplicate the field currently with focus (where the cursor is placed.) The **Clear** button will clear the data entry fields, but not the list of transactions for the session.

As navigation occurs away from the Customer, Principal, POS, PO & Invoice fields, the system checks to see whether **commission credit splitting** information exists for the declared Customer, Principal, POS, PO and/or Invoice; or if default commission credit splits exist for the Customer, Principal and/or POS. If the transaction will be split other than 100% to the assigned sales rep, then the system will beep (on computers with audio and appropriate volume settings) and the status message line will display a message. The message says "A commission credit split away from the assigned sales rep has been found." Clicking the **Split button** will display the split scenario, which can be changed for this item of the transaction. See the *Lists* chapter, Customers - Operational Notes and Important Field Descriptions, *Split Defaults*, for information about establishing default commission credit splits, and the Split button below for more information.

Specific fields of interest are described below:

Customer: Type the first few letters of the customer's short name. The name will appear as it is being typed, becoming more accurate as more letters are typed. Or, you can press the control key once while the cursor is in the field. This will cause the lookup to use the alternate EData Code, instead of the name, to perform the search. It may be easier to click the lookup button, or press F4 to display a list of records to choose from. The customer lookup on this form shows the short name, the short address and the phone number of the customer. If a customer does not exist, you do not have to leave the form. Simply add the customer to the system as documented in the *Lists* chapter, then return to this form to complete the transaction. As the cursor advances out of the customer field, credit splitting is determined as documented above.

Sales Rep: The sales rep field is for display only, and references the currently assigned sales rep for this customer. Normally that is the sales rep who will receive commission credit for this transaction, unless the transaction is split.

Type PO / Use Invoice: The option buttons above the PO field declare whether the PO should be duplicated to be the same as the Invoice field, or should be typed separately. Whether or not the PO field is locked, if the option to Use Invoice is selected, the PO will change as the Invoice is changed.

PO: Usually the customer's Purchase Order number. A principal's purchase order number can be established using long form transaction entry, or through maintenance of the order header created by this

transaction. See Maintain & Ship Transactions for information about editing order headers. As focus shifts away from this field, the database is checked to see if this order already exists for this customer. If so, sales rep splitting information has already been established and will be used as the default split.

Principal: Type the first few letters of the principal's short name. The name will appear as it is being typed, becoming more accurate as more letters are typed. It may be easier to click the lookup button, or press F4 to display a list of records to choose from.

POS: (Point of Sale) This optional field, if unlocked, can be set to declare different sales locations for different transactions. Some rep firms use this field to track transactions for end-users of distributors – each distributor set up as a Point of Sale. Other firms use this field to help stratify their business between orders taken directly and order acknowledgements taken through the principal. For example, orders taken directly would have no POS – but orders taken through the principal might be ascribed to a POS labeled FACTORY DIRECT. Still other firms use this field to track sales to various account types – NEW, KEY, OUT OF TERRITORY and other account types can all be set up as points of sale.

Invoice: This field represents the invoice number for the transaction. For RPMS Basic systems, the invoice number is a required field. For Professional and Enterprise systems, the invoice number and invoice date fields may be left blank to create an open order. An invoice must have an invoice number, so if in a Pro or Enterprise system an invoice date is specified, then an invoice number must be filled in as well. If the invoice number already exists in the system, the system will beep and the status message line will contain the phrase "Invoice already exists" in addition to other messages regarding splitting. Otherwise the status message line will contain the words "New Invoice." Subsequent transactions recorded against an already existing invoice will be stored as additional line items. See Reconcile Commissions and the *Line Item Tab* for information about reviewing line items of invoices.

Product: This optional field, if unlocked, can be set to declare a product number for this transaction. Type the first few letters or numbers of the product's number. The product's complete number will appear as it is being typed, becoming more accurate as more characters are typed. It may be easier to click the lookup button, or press F4 to display a list of records to choose from. Note that this field is only enabled if a valid principal has been declared above it, and only products for that principal are eligible to be declared.

Description: The transaction can have a product description. If a valid product is entered in the preceding product field, this field is automatically filled out with the default description, even if this field is locked. The description stored for this transaction can be modified.

Quantity: This required field will be set to 1 and locked, if product entry has been disabled. (See *Declare Products, Descriptions and Quantities* above.) Effectively, all transaction items must have a quantity of 1 to have a corresponding dollar value, whether or not a product is ever declared. To enter a negative quantity, type a minus sign (-) in the quantity field prior to typing the number. Typing the minus sign after the number also works – however this utility is reserved by RPMS for future enhancements, so may not always work. The quantity field can be broken down to tenths of units (one decimal.) The valid numeric range for the quantity field is - 9,999,9999.9 to 9,999,999.9 (negative 9.99M to positive 9.99M.)

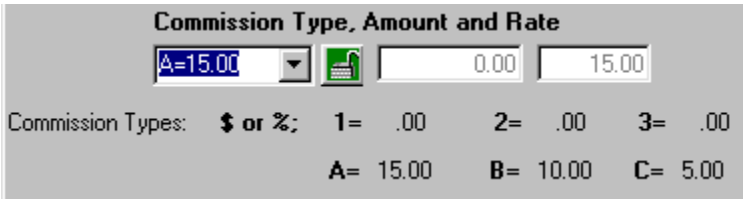
Unit Price / Extension Checkbox Options: These checkboxes declare which value this item will require. If the Unit Price checkbox is checked, the extension field will be disabled and calculated automatically when the cursor leaves either the unit price field or the quantity field. The Extension field accepts two decimals.

Unit Price: The Unit Price field accepts up to four decimals. Multiplied by the Quantity, it rounds to the amount in the Extension field. It will accept negative numbers (use the minus sign to declare) but the recommended way to show product returns is with a negative quantity. The valid numeric range for the unit price field is - 9,999,9999.9999 to 9,999,999.9999 (negative 9.99M to positive 9.99M.)

Extension: The Extension field accepts up to two decimals. Multiplied by the Quantity, it rounds to the amount in the Extension field. It will accept negative numbers (use the minus sign to declare) but the

recommended way to show product returns is with a negative quantity. The valid numeric range for the extension field is – 9,999,999,9999.9999 to 9,999,999,999.9999 (negative 9.99B to positive 9.99B.)

Commission Type: The commission type is a rapid way to select a pre-selected commission rate. The valid commission rates for the principal, or principal, customer, product combination are displayed in the lower left hand corner of the form, as shown below



The '$' and '%' commission types are used to manually key in an **amount** or **rate**. For other commission types, these fields are disabled and automatically calculated.

The commission default hierarchy is explained in some detail in the *Lists* chapter in both the Principal and Product sections, where the default commission rates are established. Ultimately user selection prevails – if you have selected and locked the % sign, the % sign will be used as the default commission type for each transaction. But if you choose to let RPMS select the best commission type, it will do so in the following manner:

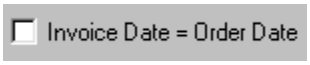
1. If a special commission rate exists for this product being sold to this customer, the 1 rate will be selected. See the *Lists* chapter, Products - Operational Notes and Important Field Descriptions for information about establishing these defaults.
2. Absent #1 above, if a commission rate exists for this product being sold to any customer, the 2 rate will be selected. See the *Lists* chapter, Products - Operational Notes and Important Field Descriptions for information about setting product-specific commission rates.
3. Absent #1 or #2 above, if a commission rate exists for this principal selling any product to this customer, the 3 rate will be used. See the *Lists* chapter, Principals - Operational Notes and Important Field Descriptions for information about establishing principal to customer exception commission rates.
4. Absent #1, #2 and #3 above, the 'A' rate will be used. This rate is the primary default commission rate for this principal.
5. Absent #1, #2, #3 & #4 above, the 'B' rate will be used. This rate is the second default commission rate for this principal.
6. Absent #1 through #5 above, the 'C' rate will be used. This rate is the last default commission rate for this principal.

To quickly select a commission type, in the commission type drop down list, type 1, 2, 3, A, B or C. This will override the previously selected default setting.

The lock for commission type will lock the type, but not necessarily the rate or amount. For example, if principal ABC CO has an A rate of 5.00 %, and principal XYZ CO has an A rate of 4.25 %, locking the commission type to A would cause the rate to be either 5.00 % or 4.25%, depending on the principal for the transaction.

Order Date: The order date should be the customer's purchase order date for this transaction. If the Order date can't be determined or is immaterial for your agency, you will still need to make one up – but the history of business based on order date will obviously be meaningless. Some rep firm's prefer to use the principal's acknowledgement date, which creates order history agreement with the principal's calculations. Other rep firms only track sales and payments to begin with – to reduce data entry, make the order and invoice dates equal by using the order date equivalency operator described below. It is not necessary to use the date of entry for the order date – this type of history is intended to be tracked as a **booking**, tracked based on the book date. Once a valid order date is typed in the field, the cursor automatically jumps to the

next unlocked field. This **autotab** behavior is by design, to speed data entry. The format for date entry is 'mmddyy' without slashes, dots or spaces, but requiring leading zeros for the months January through September. If you prefer to use the lookup facility of the control, either click the arrow or press F4 to display a calendar.

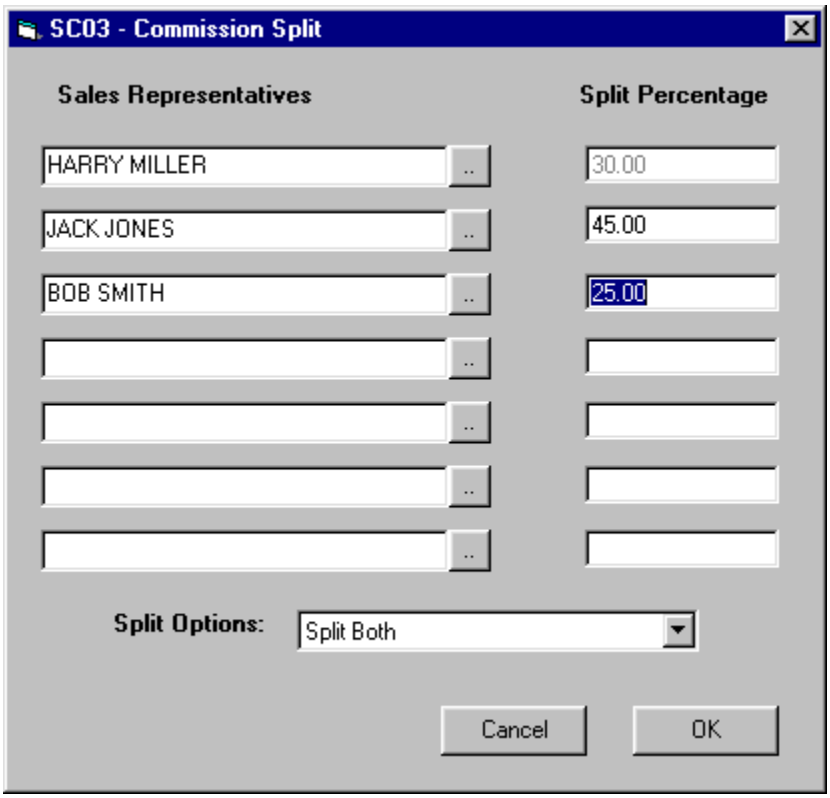


Order date equivalency operator: The checkbox pictured above causes the invoice date field to be set the same as the order date field, without additional typing. When checked, whether the invoice date field is locked or not, the invoice date will change whenever the order date changes to a valid date. If checked, once a valid order date has been entered, the autotab behavior will cause the cursor to bypass both the order date and invoice date fields, putting focus on the Add button. This checkbox does not force the invoice date to be the same as the invoice date – if the invoice date field is unlocked, it can be edited to be different from the order date field, even with this checkbox checked. The order date equivalency operator only defaults the invoice date to be the same as the order date.

Invoice Date: The invoice date should be the principal's invoice date for this transaction. For Pro and Enterprise systems, this field is optional, so long as an invoice number has not been entered. Without an invoice date and number, the transaction is established as a summary open order. See the chapter Maintain & Ship Transactions for more information about subsequent dealings with open orders.

Split button: The split button displays the default or previously established inter-sales rep commission credit splitting table for the given customer's PO. The **SC03 Commission Split** window is shown below.

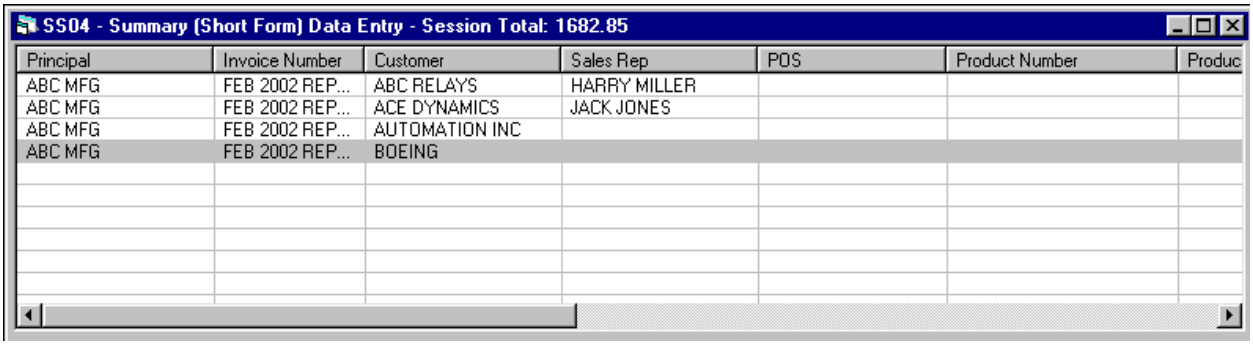
Each sales rep that is to receive credit for the transaction can be listed, along with the appropriate percent of credit. The first sales rep listed is either the assigned sales rep for the account, or the rep that was assigned at the time the split was established. Each sales rep that is given a percentage of credit further diminishes the percent of credit allocated to the first sales rep listed. The cumulative total of the split percentages allocated will always equal 100%.



The **Split Options** describes whether credit for gross, commission or both kinds of values will be spit. Generally **Split Both** is the appropriate selection. An example of an occasion to choose **Split Commission** would be when even though sales reps would share the commission payments, allocating paid gross dollars to one sales rep over another would invalidate an on-going sales contest. On the other hand, **Split Gross** might be used to give a gross volume commission statement to an inside sales rep, without taking real money away from the selling reps. For more information, see the *Reports* chapter,

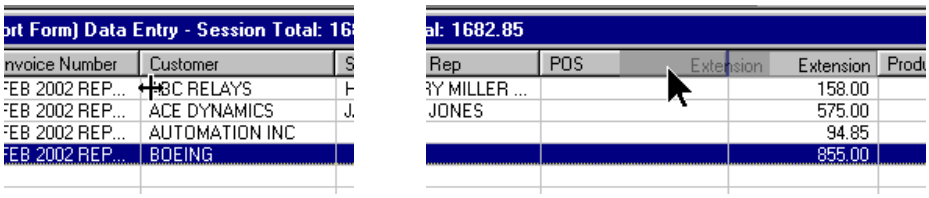
Commissions section, for more information about Agency and Sales Rep Commission Statements.

After an Add – The List View



The picture above shows the standard **List View** that collects the records for the transactions entered during this session. Since the example session depicted uses the same principal and invoice number over and over again (as though the data were being entered from a sales report or commission statement) it would be more useful if the list view columns could be re-sized and rearranged.

Resize Icon *Drag and drop column*



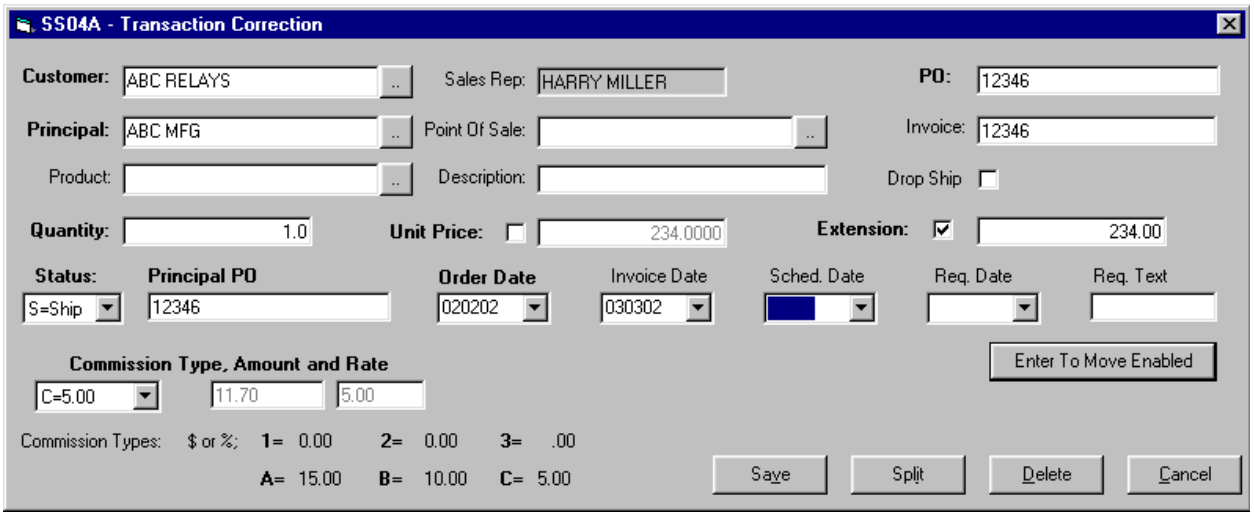
This can be accomplished with the mouse. Hover the mouse over the right edge of the column heading to resize – when the mouse changes to the resize shape, drag and drop to the left or right to resize. To rearrange, click, drag and drop the column heading itself to the new location.

The new list view arrangement will be saved when the form is closed, unless the application itself is closed before the form is closed. The list view can be reset to default from the **Preferences** screen found under the File menu. See RPMS Introduction in this guide for more information about the Preferences form.

Select any transaction in the list view, then use the **Duplicate button** to copy all the elements of the entire transaction to their respective fields below. For any particular field, the **F12** function key will duplicate the respective element of the selected transaction.

Transaction Correction

Double click a transaction listed in the list view to display the **Transaction Correction** screen, as pictured below:



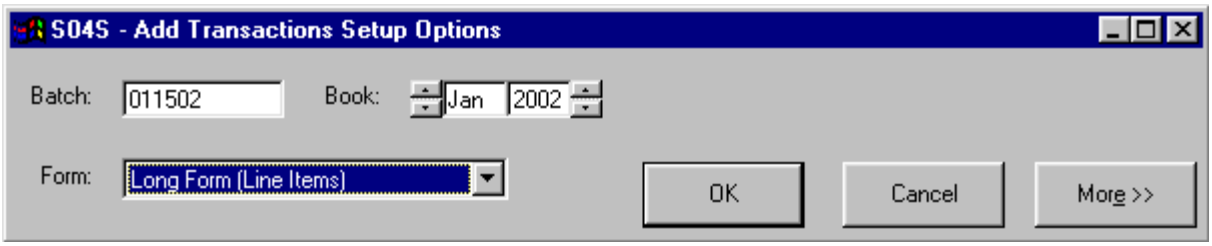
Change any fields as necessary, then click Save to make the changes and return to the Short Form. There are fields on this form which are not available for data entry with the Short Form. The **Schedule Date**, **Request Date**, **Request Text**, **Status**, **Drop Ship, Principal PO** and **Line Note** fields are all part of the item that is created, but are not presented in the Short Form style of data entry. The **Status** field is not selectable for RPMS Basic systems – all transactions entered are in "S – Ship" status. If the status is shifted to other than S (Pro and Enterprise systems) the Invoice and Invoice Date fields must be cleared.
The Split can be revised from the **Split button**, or the whole item can be deleted by clicking the **Delete button**.

Click the Cancel (Alt-C) button before Save, or close the Transaction Correction form before clicking Save to avoid making any changes. If **Enter to move** is not enabled, the Save button is the default button – pressing Enter will cause the transaction to be saved with its corrections.

Add Transactions, Long Form

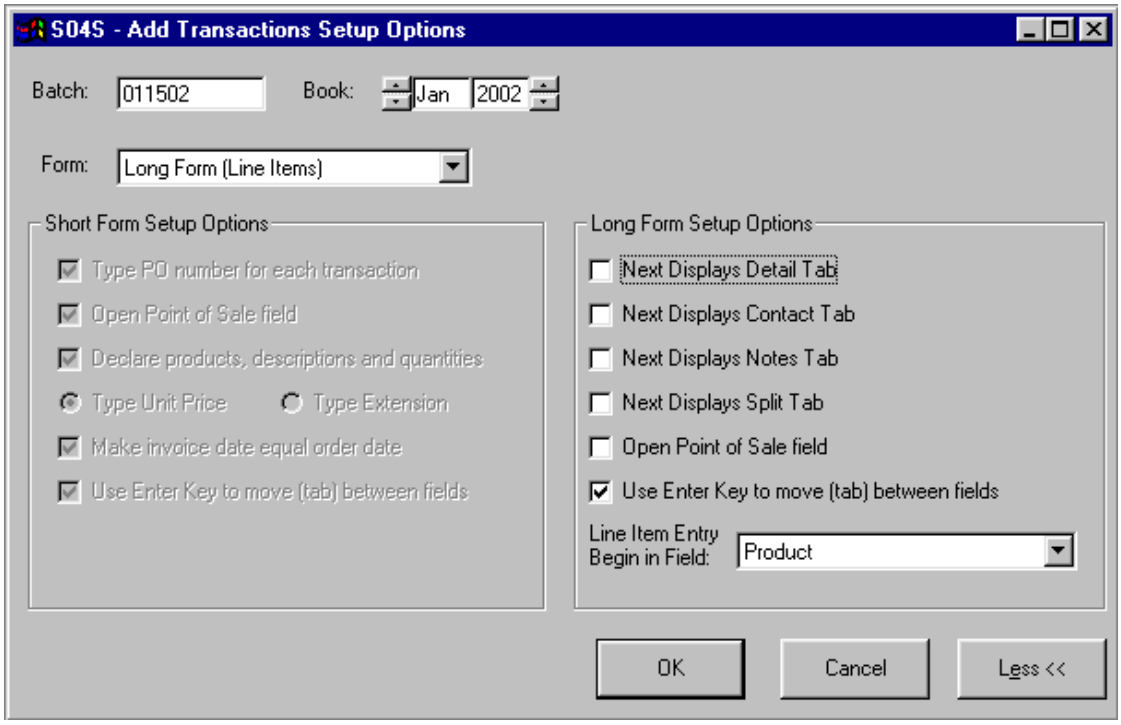
Using the Long Form to add transactions provides a more traditional header-to-line item style of transaction entry.

From the menu select Transactions, Add Transactions, or click the Add Transactions toolbar button shown above. The **S04S - Add Transactions Setup Options** form is displayed as shown below:



When Add Transactions is selected, RPMS establishes what **batch** number and **book date** will be used for subsequent transactions. The batch number is an alpha-numeric label and can be used to recall a list of transaction batches, or groups of transactions (**Batch Verify** and **Register** reports). The batch defaults to the last batch number used by this user during this session of RPMS, or the date if this is the first time in during this session. Depending on company preference settings, the book date may or may not be modifiable. Check with your agency administrator if you need to change the book date, or for more information about managing the book date, see the *RPMS Administrator's Guide*.

The **Form** prompt declares whether this will be a short form (summary style) or long form (line item style) transaction entry. This section describes the long form. The **More** button allows you to declare other setup options for the form you will be using. Click the More button to see the form expand as shown below:



The **Long Form Setup Options** establish the order of presentation for the various tabbed forms available on the long form. Each option is described below:

Next Displays Detail Tab: Checking this option means that the clicking the Next Tab button will display the Detail tab, once the Header tab has been filled out. See the section Detail Tab below for more information about the options on that tab.

Next Displays Contact Tab: Checking this option means that clicking the Next Tab button from the previous tab will display the Contact tab, where Sold To, Ship To and Invoice To information can be confirmed or established. See the section Contact Tab below for more information about the options on that tab.

Next Displays Notes Tab: Checking this option means that clicking the Next Tab button from the previous tab will display the Notes tab, where up to 64KB of notes can be established regarding the transaction. See the section Notes Tab below for more information about the options on that tab.

Next Displays Split Tab: Checking this option means that clicking the Next Tab button from the previous tab will display the Split tab, where credit for the transaction can be split between multiple sales reps. See the section Split Tab below for more information about the options on that tab.

Open Point of Sale Field: Checking this selection will unlock the Point of Sale field, allowing (but not requiring) recording of a Point of Sale for each transaction.

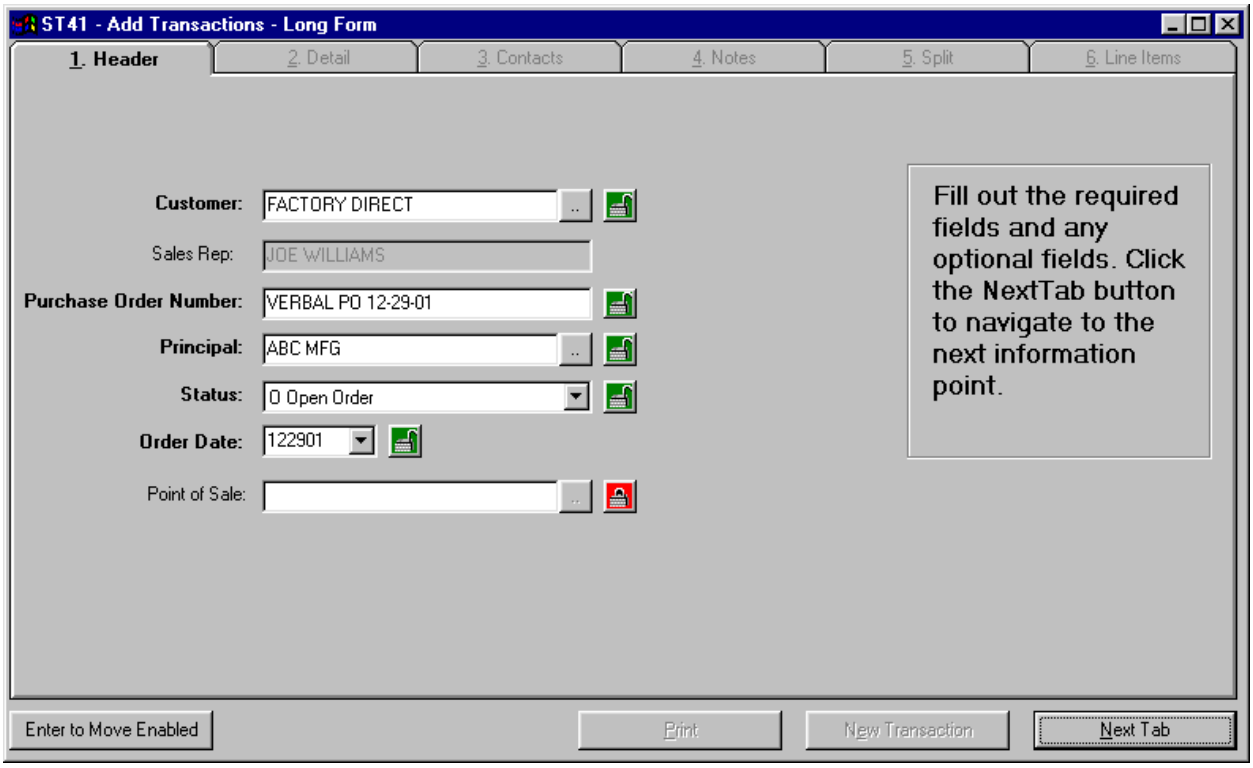
Use Enter Key To Move (tab) between fields: Checking this selection will cause the enter key to behave like the Tab key. In MS Windows, Tab is the keystroke that is used to navigate from one field to the next. Shift Tab is used to navigate 'backwards.' The Enter Key is normally reserved for "default" buttons – deeply shadowed buttons that might save a form, OK or Finish the current form, or navigate to the Next form or screen. On the Long Form, when this field is unchecked, the Next or Add button is the default key, so an Enter keystroke signifies that the tab form or line item is finished and should be saved or added. If this field is checked, the Next or Add button changes to a non-default button (accelerated by ALT-N or ALT-A) and a default command button will appear on the Long Form as shown below:

This button does nothing when clicked by the mouse – it simply exists to "catch" the Enter keystroke and forward a Tab keystroke to windows. When the focus has shifted to another command button, the Enter to Move Enabled button will lose its default characteristic (the dark shadow will disappear) as is customary for MS windows. In that way, the button that has focus will be activated by the Enter key, not this button.

Line Item Entry Begin in Field: This selection governs where your cursor should start to begin entering each line item on the Line Item tab. The further down in the list you start, the more default items will be selected for you. See the section Line Items Tab below for more information about the fields available on that form.

Once you have established the Long Form Setup Options, click OK or press Enter to see the Add Transactions – Long Form with the initial Header Tab as shown below.

Long Form



The Long Form Header Tab is displayed above. The fields labeled in bold type must be filled out.

Once the required fields are filled out, the Next Tab button can be clicked (note – pressing the Enter key will attempt to click the Next Tab button if Enter To Move was not selected, or if focus is on the Next Tab button.) The transaction header is evaluated for duplicates in the RPMS system, then posted to the list of orders for the selected customer and principal. The tab that is subsequently displayed is governed by the Long Form Setup Options selected on the preceding form. The Header tab can be revisited from other tabs for reference, but its fields can't be changed. To delete a transaction begun through long form, use Maintain / Ship Transactions as documented in below. Each of the tabs that can be displayed is documented in its own section below.

Header Tab

Various fields on the Header tab can be **locked** or **unlocked**. When a field is locked, the cursor does not land in the field, the contents of the field can't be edited, nor do they disappear when a transaction is added. For example, if the data that must be entered is a series of order acknowledgements from the same principal, it would be useful to declare the principal then lock the field, so the form would remember that principal from order to order. To lock or unlock a field, simply click its lock toggle button, pictured above.

Once the header for the transaction has been entered (by clicking Next Tab), the **Print** button will be enabled, allowing for a print of the transaction. The **New Transaction** button will also be enabled. This button clears all the data entry fields (except those on the Header Tab that were locked), resets the tab forms, and essentially set everything back for the beginning of adding another transaction.

Specific fields of interest for the Header Tab are described below:

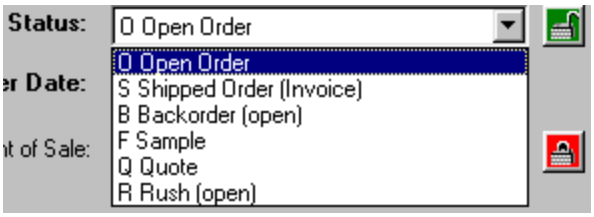
Customer: Type the first few letters of the customer's short name. The name will appear as it is being typed, becoming more accurate as more letters are typed. Or, you can press the control key once while the cursor is in the field. This will cause the lookup to use the alternate EData Code, instead of the name, to perform the search. It may be easier to click the lookup button, or press F4 to display a list of records to choose from. The customer lookup on this form shows the short name, the short address and the phone number of the customer. If a customer does not exist, you do not have to leave the form. Simply add the customer to the system as documented in the *Lists* chapter, then return to this form to complete the transaction. As the cursor advances out of the customer field, credit splitting is determined as documented above.

Sales Rep: The sales rep field is for display only, and references the currently assigned sales rep for this customer. Normally that is the sales rep who will receive commission credit for this transaction, unless the transaction is split. See Split Tab below for more information about splitting credit between multiple reps.

Purchase Order Number: Usually the customer's Purchase Order number. A principal's purchase order number defaults to this number, can be established as another number on the Detail tab, and can be changed later from maintenance. See the chapter Maintain & Ship Transactions for information about editing order headers.

Principal: Type the first few letters of the principal's short name. The name will appear as it is being typed, becoming more accurate as more letters are typed. It may be easier to click the lookup button, or press F4 to display a list of records to choose from.

Status: This field allows Professional and Enterprise versions of RPMS to establish different status for the line items to be entered. Select the status that represents the status of the most line items for this transaction. The selections for status are shown below.



Basic systems are limited to **S Shipped Order (Invoice)** status. This status means that all the line items have been shipped by the principal, and will carry an invoice number and invoice date. Professional and Enterprise systems can select any of the other status. **O Open Order**, **B Backorder (open)** and **R Rush (open)** are all different varieties of open, or unshipped line items. **F Sample** and **Q Quote** are special status

transactions that do not add to the historical bookings, but can be stored in RPMS and reported by Order Backlog reports for follow up.

Order Date: This field represents the customer's purchase order date for most of the line items that will be entered for this transaction. This field governs Orders history accumulated for the customer, principal, sales rep and Point of Sale.

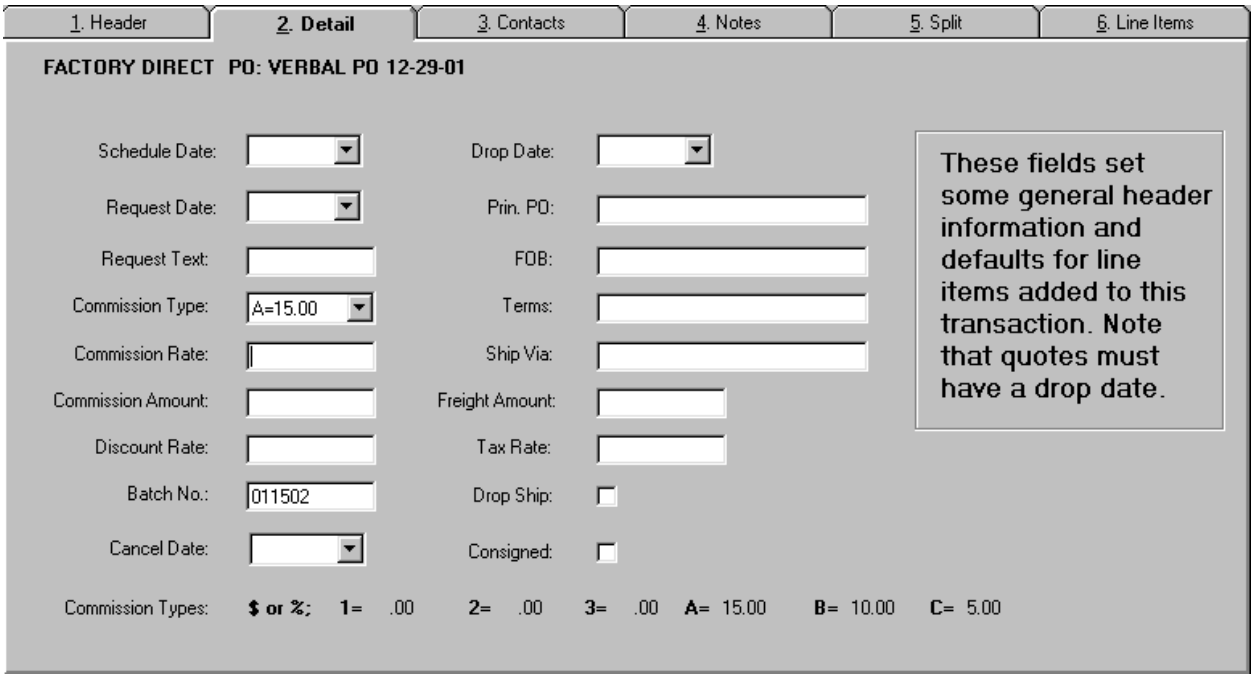
POS: (Point of Sale) This optional field, if unlocked, can be set to declare different sales locations for different transactions. Some rep firms use this field to track transactions for end-users of distributors – each distributor set up as a Point of Sale. Other firms use this field to help stratify their business between orders taken directly and order acknowledgements taken through the principal. For example, orders taken directly would have no POS – but orders taken through the principal might be ascribed to a POS labeled FACTORY DIRECT. Still other firms use this field to track sales to various account types – NEW, KEY, OUT OF TERRITORY and other account types can all be set up as points of sale.

Invoice (Ship) Date: The invoice date should be the principal's invoice date for this transaction. For Pro and Enterprise systems, this field is invisible, so long as the status is not S Shipped Order. For RPMS Basic systems, the invoice date is a required field.

Invoice: This field represents the invoice number for most of the line items of the transaction. For RPMS Basic systems, the invoice number is a required field. For Professional and Enterprise systems, the invoice number and invoice date fields are not visible unless the status has been set to be an S Shipped Order. An invoice must have an invoice number.

Detail Tab

The Detail tab is automatically displayed after the Header tab if so checked in Long Form Setup Options described above. Otherwise it is accessible after the Header has been established by clicking the Detail tab or pressing ALT-2. The Detail tab establishes more default information for line items that will be added with this transaction. The fields are automatically saved when you change tabs or start a new transaction. The fields are described below.



Schedule Date / Request Date: The schedule and request dates are used to establish expected shipping and receiving information of orders for customers and principals. Typically the request date is used as the customer's date that the product is requested to arrive. The schedule date is often used to describe the date that the principal has scheduled to ship the product, or acknowledged that the product will be delivered. Some rep firms track only one of those things, or make no distinction between the dates, using only the schedule date to mean both things.

Request Text: This field allows up to eight characters of user-defined coding to default for each line item. The purpose of the Request Text field is to help identify a user-defined state for the line item. For example, "ReSched" might be used in the request text field to not the line item had already been rescheduled once.

Commission Type, Rate & Amount: These fields set the default for the commission to be applied to each line item. See Detail Tab below for more information about the use of these fields at the line item level.

Discount Rate: Default discount rate for each line item.

Batch No: Batch number with which each subsequently entered line item will be labeled. See the *Reports* chapter, Daily Transactions for more information about the use and utility of batch numbers.

Cancel Date: Date that unshipped line items become eligible to be canceled for this order. RPMS will not automatically cancel line items that are not shipped by this date.

Drop Date: The Drop Date is used to establish when quotes and samples can be archived and/or purged, and to protect other transactions from being archived or purged if the drop date is beyond the date of other archive/purge criteria. For example, assume that an archive program stipulates that all orders completely shipped and paid, with invoice dates before 12/31/1999 and payment dates before 03/31/2000 are to be archived. A transaction that could otherwise be archived would be preserved in the RPMS system if its drop date was beyond 03/31/2000. See the description of *Archive* in the *Administrator's Guide* for more information.

Prin PO: This field is for the principal's order or acknowledgement number. If not modified, it will default to the customer's order number as entered on the Header tab. This field can be subsequently modified.

FOB, Terms, & Ship Via: These fields default in from the principal.

Freight Amount, Tax Rate: These fields are used by the Accounts Receivable and Inventory features to calculate amounts for invoices.

Drop Ship, Consigned: These switches indicate that most products for this transaction will be drop shipped or represent consigned products. Drop-shipped products do not deplete inventory (applicable only for those agencies with the Inventory feature.) Consigned products are not bought or sold (applicable only for those with the Accounts Receivable feature) so commissions for those line items are calculated based on percentages rather than product cost as determined in the Inventory feature. Although possible, it is advised NOT to mix dropped-shipped items with stocked items on the same order, since printed pick tickets and packing slips would vary from the printed purchase orders. Similarly, while it is possible to mix consigned inventory items and purchased inventory items within the same order, they should be invoiced separately, since printed invoices and notices of shipment will not draw distinctions between those items.

Contact Tab

The Contact tab is automatically displayed after the Header or Detail tab if so checked in Long Form Setup Options. This tab contains the default Sold To, Ship To and Invoice To information for the transaction. To specify different Sold To, Ship To or Invoice To addresses for this transaction, simply re-type the information as necessary. If a contact has been set up as a default for one or more of the addresses, that information will be set up initially. Otherwise, the customer's address information will be placed in each field. See the *Lists* section regarding *Customers, Contact Special Status* for information about setting up default contacts. The contact information is automatically saved when you change tabs or start a new transaction.

Notes Tab

The Notes tab is automatically displayed after the Header, Detail or Contact tab if so checked in Long Form Setup Options. This tab holds up to 64K of notes for the transaction. Notes are automatically saved when you change tabs or start a new transaction.

Split Tab

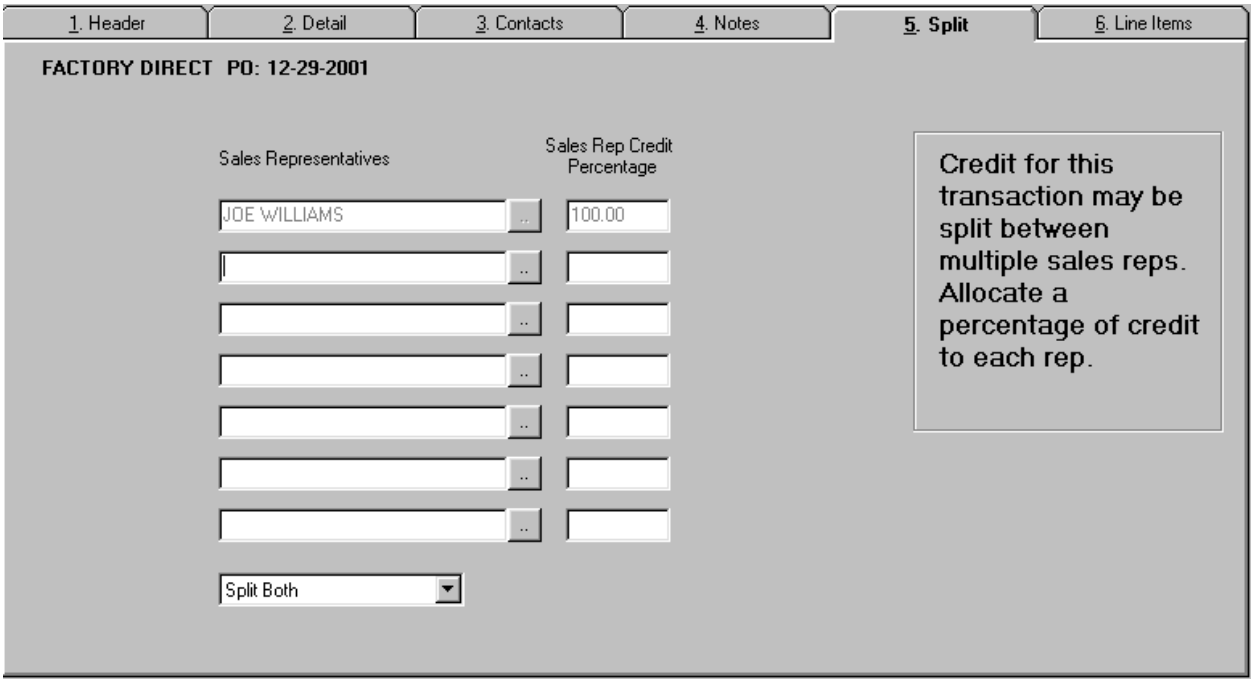
The Split tab is automatically displayed after the Header, Detail, Contact or Notes tab if so checked in Long Form Setup Options. This tab initially contains the default credit splitting information for this customer, principal and point of sale. See the *Lists* chapter, Customers - Operational Notes and Important Field Descriptions, *Split Defaults* for information about establishing default commission credit splits.

Each sales rep that is to receive credit for the transaction can be listed, along with the appropriate percent of credit. The first sales rep listed is either the assigned sales rep for the account, or the rep that was assigned at the time the default split was established. Each sales rep that is given a percentage of credit further diminishes the percent of credit allocated to the first sales rep listed. The cumulative total of the split percentages allocated will always equal 100%.

The **Split Options** describes whether credit for gross, commission or both kinds of values will be spit. Generally **Split Both** is the appropriate selection. An example of an occasion to choose **Split Commission** would be when even though sales reps would share the commission payments, allocating paid gross dollars to one sales rep over another would invalidate an on-going sales contest. On the other hand, **Split Gross** might be used to give a gross volume commission statement to an inside sales rep, without taking real money away from the selling reps. For more information, see the *Reports* chapter,

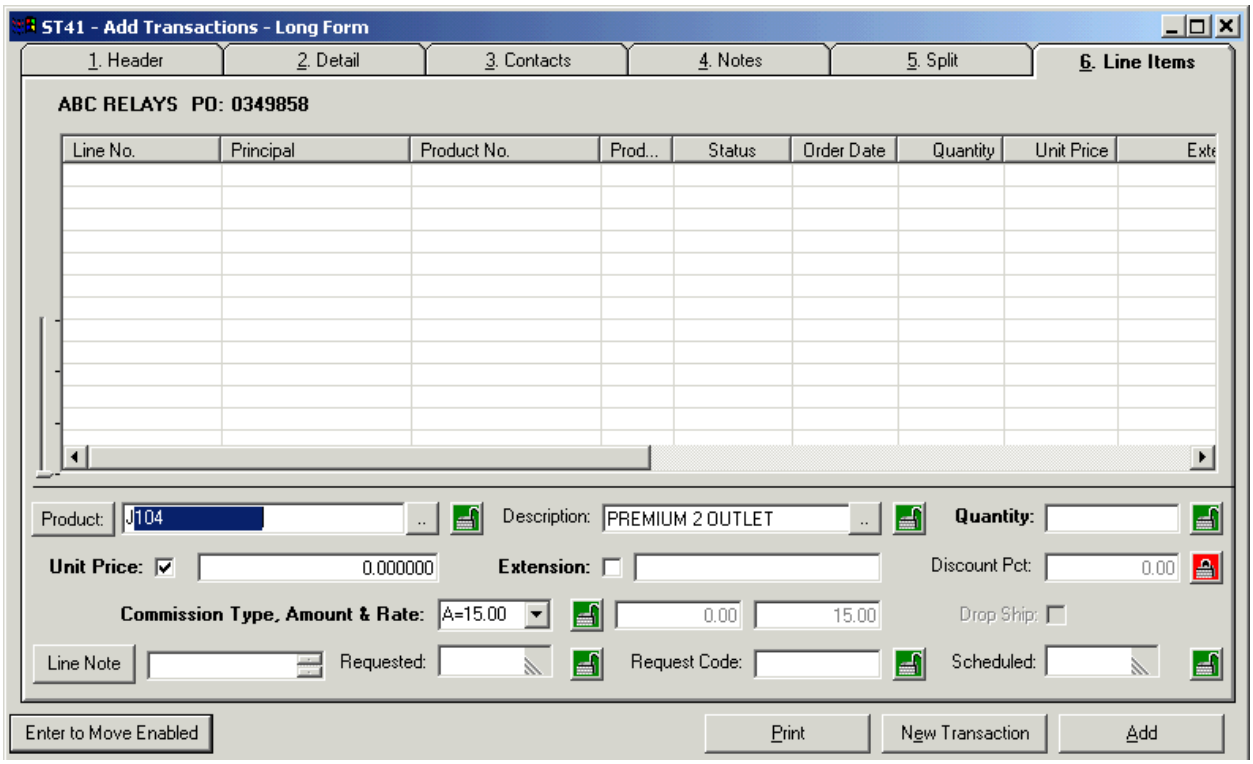
Commissions section, Agency and Sales Rep Commission Statements.

The Split tab is shown below:



Line Items Tab

The Line Items tab is automatically displayed after the Header tab and others pre-selected to display first as established in Long Form Setup Options. The fields and controls on this tab will add line items to the transaction. A sample screen is shown below:

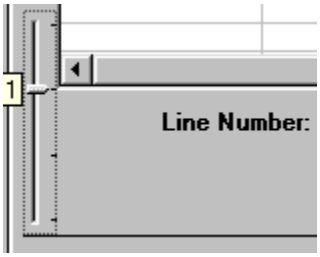


When this tab is displayed, the Next Tab button changes its identity to an Add button. When all the fields for a given line item have been established, clicking the Add button adds the line item to the transaction and to the listview. The required fields for the line item have bold labels. Once all the line items of the transaction have been added the entire form can be closed, or the New Transaction button can be clicked. The transaction is built as each line item is added to the listview, and the total of the order is displayed in the form's title – there is no save or done key.

If Unit Prices will be entered, as opposed to Extensions, when the cursor leaves the quantity field the database is checked to see if the selected product has standard or customer-specific pricing. If so, a price selection window is displayed from which one of the prices can be selected.

If a line item is added by mistake, or with incorrect information, it can be deleted or changed from this screen by double-clicking the line item in the listview. The transaction correction form will be displayed. From this form the line item can be changed, deleted, or its splitting information can be modified.

Like other listviews in RPMS, the line items listview's columns can be re-sized and rearranged using drag and drop. This listview is also re-sizable from the bottom, using the slider control as shown below:



The slider control 'lifts' the listview and exposes other controls that contribute information to the line items as they are added. Normally those pieces of data are not edited during line item entry, unless the Long Form Setup Options were set to reveal them.

Various fields on the form can be **locked** or **unlocked**. When a field is locked, the cursor does not land in the field, the contents of the field can't be edited, nor do they disappear when a line item is added. For example, if the data that must be entered has the same product, pricing and commissions, but has different schedule dates, it would be useful to lock the unchanging fields. To lock or unlock a field, simply click its lock toggle button, pictured above.

Each field is described below.

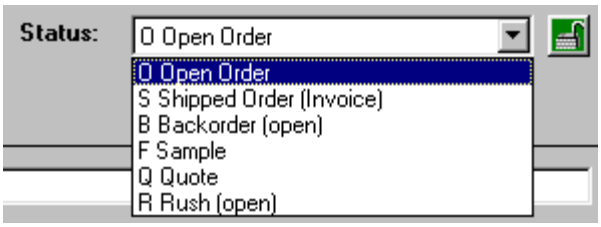
Principal: This field is normally hidden by the listview, unless the Long Form setup options dictated that the line item data entry begins in this field or in the order date field. The choices in this lookup field are limited to family records (parent and children) of the principal selected on the Header tab. In this way, line items can have products from different divisions of the principal.

Order Date: This field is normally hidden by the listview, unless the Long Form setup options dictated that the line item data entry begins in this field or in the principal field. The order date can be modified for each line item within the transaction. This is useful for blanket orders, where each subsequent release can be given a different order date.

Line Number: This field is normally hidden by the listview, unless the Long Form setup options dictated that the line item data entry begins in this field or in the consigned or status fields. As each line item is added, this field is automatically set up for the next available line number. Even if this field is locked, its value will automatically increment when a line item is added. The lock here simply prevents the cursor from landing in the field. It is possible to re-arrange line items by giving a line item a lower number before adding it. For example, if Line Number three of a three line order (so far) should really be Line Number four of a four line order, Line Number three could be deleted, then the Line Number field could be changed back to line three again to add the other line item.

Consigned: This field is normally hidden by the listview, unless the Long Form setup options dictated that the line item data entry begins in this field or in the line number or status field. If the principal is a Accounts Receivable (S status) principal, then the consigned checkbox can be selected for line items that should not be calculated as bought and sold, but rather from consigned inventory.

Status: This field is normally hidden by the listview, unless the Long Form setup options dictated that the line item data entry begins in this field or the line number or consigned field. This field allows Professional and Enterprise versions of RPMS to establish different status for the line items to be entered. The selections



for status are shown below.
Basic systems are limited to **S Shipped Order (Invoice)** status. This status means that the line item has been shipped by the principal, and will carry an invoice number and invoice date. Professional and Enterprise systems can select any of the other status. **O Open Order**, **B Backorder (open)** and **R Rush (open)** are all different varieties of open, or unshipped line items. **F Sample** and **Q Quote** are special status

transactions that do not add to the historical bookings, but can be stored in RPMS and reported by Order Backlog reports for follow up.

Invoice Number, Invoice (Ship) Date: These fields appear only if the status is S Shipped (Invoice) and if the listview is raised to expose them. Each line item entered can have a different invoice number and/or invoice date. These two fields are required for Shipped status items and must be blank for other status entries.

Product, Description: These two fields represent the product number and primary description of the line item. Products are stored by principal. See Products - Operational Notes and Important Field Descriptions above for more information about setting up and administering products. As characters are typed in the product field, the closest product number is displayed, and a corresponding description (if one exists) is added to the description field. The lookup button will list products by product number. The Description field does NOT automatically retrieve a different product number when changed. In this way any description can be typed for the product. The description field lookup, however, will cause the part number to change if used. Using the description lookup will sort the product list by description.

Quantity: All transaction items must have a quantity of 1 to have a corresponding dollar value, whether or not a product is ever declared. To enter a negative quantity, type a minus sign (-) in the quantity field prior to typing the number. Typing the minus sign after the number also works – however this utility is reserved by RPMS for future enhancements, so may not always work. The quantity field can be broken down to tenths of units (one decimal.) The valid numeric range for the quantity field is - 9,999,9999.9 to 9,999,999.9 (negative 9.99M to positive 9.99M.) Once the cursor leaves the quantity field, the database is checked to see if the selected product has been set up with standard or customer specific pricing

Unit Price / Extension Checkbox Options: These checkboxes declare which value this item will require. If the Unit Price checkbox is checked, the extension field will be disabled and calculated automatically when the cursor leaves either the unit price field or the quantity field. The Extension field accepts two decimals.

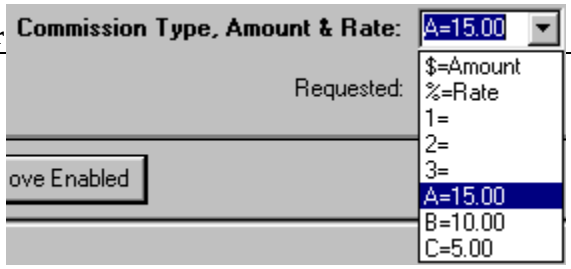
Unit Price: The Unit Price field accepts up to four decimals. Multiplied by the Quantity, it rounds to the amount in the Extension field. It will accept negative numbers (use the minus sign to declare) but the recommended way to show product returns is with a negative quantity. The valid numeric range for the unit price field is - 9,999,9999.9999 to 9,999,999.9999 (negative 9.99M to positive 9.99M.)

Extension: The Extension field accepts up to two decimals. Multiplied by the Quantity, it rounds to the amount in the Extension field. It will accept negative numbers (use the minus sign to declare) but the recommended way to show product returns is with a negative quantity. The valid numeric range for the extension field is – 9,999,999,9999.9999 to 9,999,999,999.9999 (negative 9.99B to positive 9.99B.)

Discount Pct: The Discount Percentage field can be combined during data entry with the unit price field to create a discounted extension. This field is only enabled if the Unit Price Checkbox is checked. Rather than having to calculate a new unit price, a standard unit price can be selected, and a discount can be entered.

Commission Type: The commission type is a rapid way to select a pre-selected commission rate. The valid commission rates for the principal, or principal, customer, product combination are displayed in the drop-down list box as shown below.

The '$' and '%' commission types are used to manually key in an **amount** or **rate**. For other commission types, these fields are disabled and automatically calculated.



The commission default hierarchy is explained in some detail in the *Lists* chapter in both the Principal and Product sections, where the default commission rates are established. Ultimately user selection prevails – if you have selected and locked the % sign, the % sign will be used as the default commission type for each transaction. But if you choose to let RPMS select the best commission type, it will do so in the following manner:

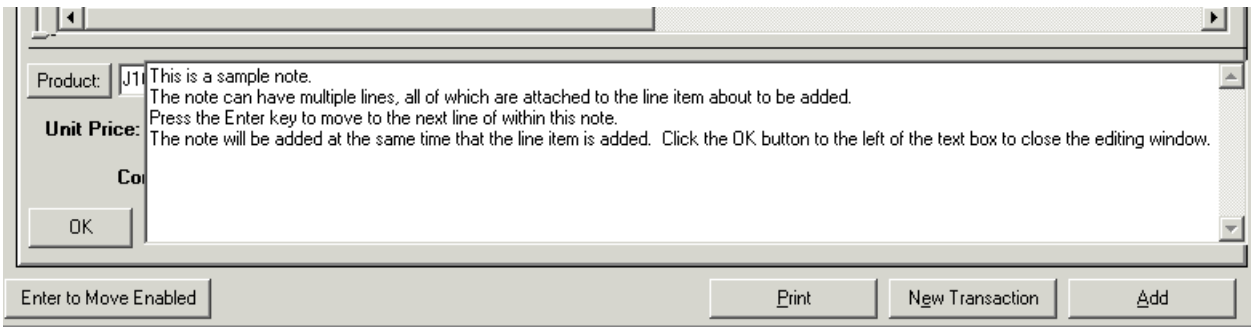
1. If a special commission rate exists for this product being sold to this customer, the 1 rate will be selected. See the *Lists* chapter, Products - Operational Notes and Important Field Descriptions for information about establishing these defaults.
2. Absent #1 above, if a commission rate exists for this product being sold to any customer, the 2 rate will be selected. See the *Lists* chapter, Products - Operational Notes and Important Field Descriptions for information about setting product-specific commission rates.
3. Absent #1 or #2 above, if a commission rate exists for this principal selling any product to this customer, the 3 rate will be used. See the *Lists* chapter, Principals - Operational Notes and Important Field Descriptions for information about establishing principal to customer exception commission rates.
4. Absent #1, #2 and #3 above, the 'A' rate will be used. This rate is the primary default commission rate for this principal.
5. Absent #1, #2, #3 & #4 above, the 'B' rate will be used. This rate is the second default commission rate for this principal.
6. Absent #1 through #5 above, the 'C' rate will be used. This rate is the last default commission rate for this principal.

To quickly select a commission type, in the commission type drop down list, type 1, 2, 3, A, B or C. This will override the previously selected default setting.

The lock for commission type will lock the type, but not necessarily the rate or amount. For example, if principal ABC CO has an A rate of 5.00 %, and principal XYZ CO has an A rate of 4.25 %, locking the commission type to A would cause the rate to be either 5.00 % or 4.25%, depending on the principal for the transaction.

Drop Ship: For Pro and Enterprise systems with the Inventory feature, this checkbox will prevent the quantity of product declared from being allocated or reduced from inventory. For example, if three units of a given product were to be shipped from local inventory, and four units were to be shipped directly from the factory, the item could be entered as two line items with different drop ship status.

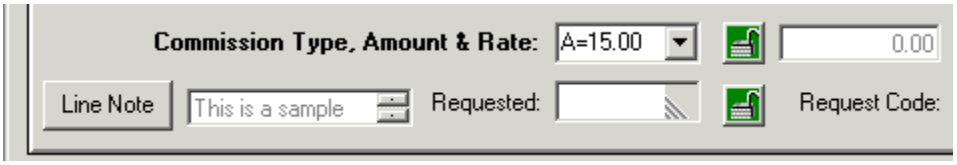
Line Note: The Line Note button allows a note to be attached specifically to the line item being added. To add a line note, click the Line Note button. The form will display a Line Note data entry text box as shown



below. The note can have multiple lines, all of which are attached to the line item about to be added.

The note will be added at the same time that the line item is added. Press the Enter key to move to the next line of within this note. Click the OK button to the left of the text box to close the editing window.

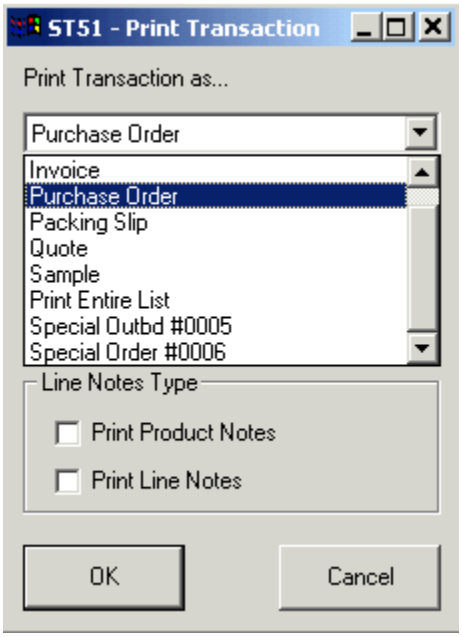
After the note has been created, but before the line item has been added, the beginning of the note can be seen in the Line Note field as shown below, and re-edited by clicking the Line Note button again. Once the line item has been added, the Line Note field is emptied.



Requested / Request Code / Scheduled: The scheduled and requested dates are used to establish expected shipping and receiving information of orders for customers and principals. Typically the request date is used as the customer's date that the product is requested to arrive. The schedule date is often used to describe the date that the principal has scheduled to ship the product, or acknowledged that the product will be delivered. Some rep firms track only one of those things, or make no distinction between the dates, using only the schedule date to mean both things. The request text field allows up to eight characters of user-defined coding to default for each line item. The purpose of the Request Text field is to help identify a user-defined state for the line item. For example, "ReSched" might be used in the request text field to not the line item had already been rescheduled once.

Printing Transactions

The Print button will print the transaction as one of the standard RPMS transaction print types. The setup screen is shown below:



A transaction need not be a Quote, Sample, Pick Ticket, Order or Change Order to print as such. Printing as an Invoice works from the Commission Reconciliation form and from the Line Item detail form for Maintaining Transactions. From the Transaction Maintenance Line Item tabs, the currently selected line item of the transaction must be an invoiced (shipped) item. If your company has had a custom transaction programmed, the option to print it will be shown in the Print Transaction As drop-down menu. If your company has set up an "Alias" form, the option to print that will be displayed as well. So your company

may see the term "Sales Order" as a transaction type to print, which may be an alias name based on a Purchase Order. For more information about aliases and printable forms, see the Preferences chapter in *The RPMS Version 8 Administrator's Guide*.

Destinations for printing transactions are the same as those for reports, plus various custom destinations programmed for specific rep firms. Remote sales reps running remote systems can create outbound data files to E-mail back to their agency for uploading as new orders. See the Remote User's Guide.

If the Print Notes option has been checked for an invoice print, the program will first look for invoice notes (edited from the commission reconciliation screen). If invoice notes don't exist, the program will use order notes. The Use Larger Font option prints a slightly different style of form, with larger type size but somewhat less information.

For most of the transaction print types, you may choose to print product notes or line notes, but not both. In each case, those notes will print just below the applicable line items.

Printing the Rep Company Logo on Transaction Forms

The standard printed forms can print your rep company logo, or a text version of your address.

To print your rep company logo, the logo must be stored as a file in your RPMS data folder. The file name must be LOGO.BMP or LOGO.JPG. The file must be a bitmap or jpeg format, and should be 5 inches wide and 1.4 inches tall. Such files can be created with graphics software like Adobe Illustrator or Microsoft Paint. For help creating such a file, check with your graphics software vendor. In some cases the printer who created your letterhead may be able to help you create the file.

To print simply a text version of your address, make sure that there is NOT a file called LOGO.BMP or LOGO.JPG in your data folder. When no such file exists, RPMS reverts to the text version of your company name and address on the printed forms.

The potential destinations for the print are listed in the second drop down, and include Printer, to print to the current printer. To change printers, use the Printer Setup button, or select Files, Printer Setup.

Maintain & Ship Transactions

Overview

Transactions entered through either the short or long forms of adding transactions can be maintained using the Maintain and Ship Transactions. The Pro and Enterprise versions of RPMS can enter Open Order status transactions, which can be conveniently declared as shipped (invoiced) using these tools.

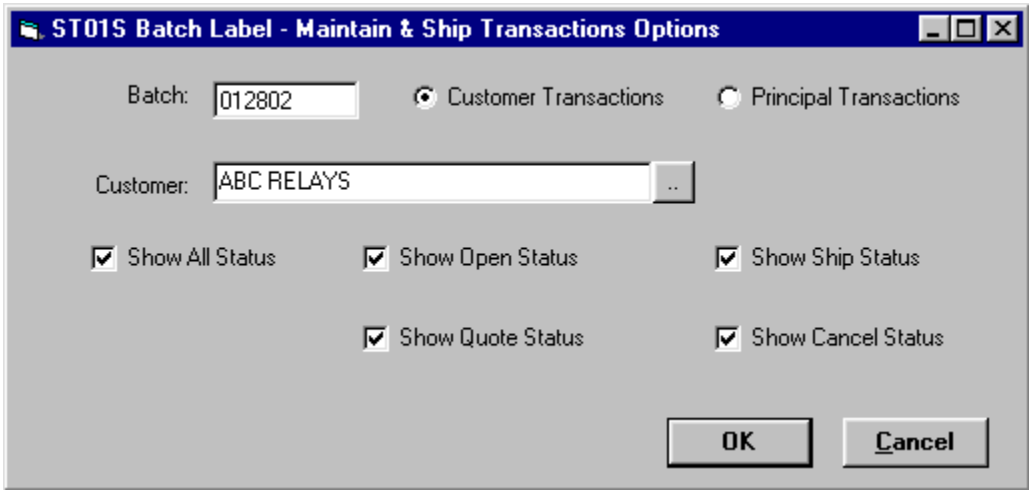
Typically rep firms receive copies of invoices from their principals which must be applied against open orders. Sometimes entire orders ship at once – these shipments are accomplished from the Purchase Orders tab of the Maintain / Ship Transactions form.

Other times those invoices indicate that portions of orders, or even portions of line items themselves will have shipped, leaving balances of orders and line items open. This type of operation is accomplished from the Line Items tab, where individual products can be declared shipped, leaving the remainder open.

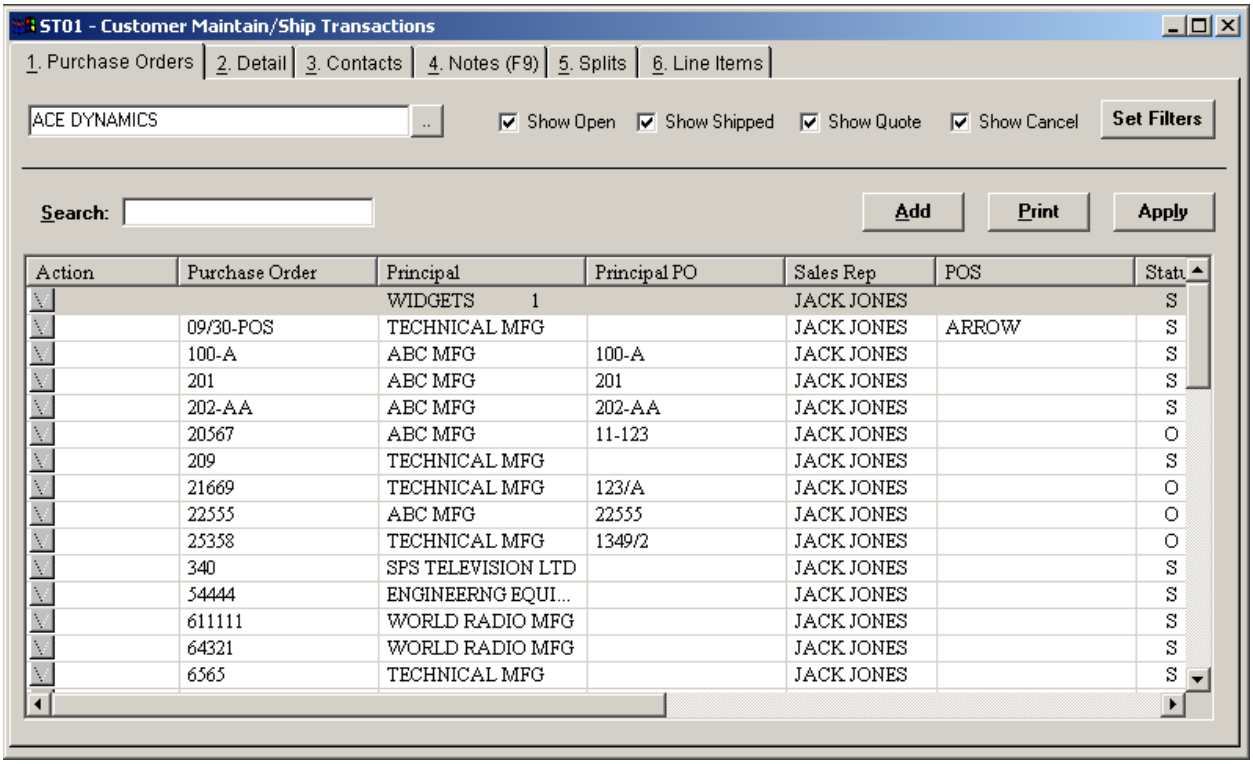
Occasionally a customer will change or add to an existing order, or an acknowledgement of an order may change the shipping schedule – all of these types of operations may be performed from the Maintain / Ship Transactions forms.

Operation

Clicking the Maintain and Ship Transactions button (pictured above) or selecting Maintain/Ship Transactions from the Transactions menu displays the Maintain & Ship Transactions Options screen displayed below.



The Maintain & Ship Transactions Options form declares the batch number to be posted to any transactions, whether maintenance will be performed via customer or principal, and whether the list selected will display all records or a subset of the transactions. A sample of the transactions by customer form is displayed below.



Tabs and Controls

The Customer and Principal Maintain/Ship Transactions forms have the following noteworthy tabs and controls.

1. Purchase Orders

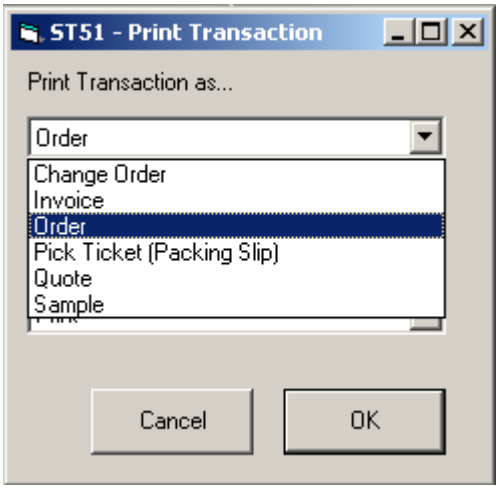
Customer Lookup: The customer lookup (pictured below) will reset the list of transactions when a new customer has been selected and the control loses focus (tab or mouse click out.) The Principal Maintain / Ship Transactions form has a corresponding lookup by principal.

Filters and Set Filters button: Each checkbox (shown below) will reset the filter criteria for the list of transactions. To set more than one filter at a time, click the set filters button.

Search: Use the search field to type and locate customer PO numbers in the list of transactions. From the Principal Maintain / Ship Transactions form, the search looks for principal PO numbers.

Add Button: Click the Add button from this form to add another transaction through the long-form add screen, as documented in *Add Transactions, Long Form* above. When the transaction has been added and the long form is closed, the newly added transaction will be displayed in the list.

Print Button: Print Button: The Print button will print the transaction as one of the standard RPMS transaction print types. The setup screen is shown below:

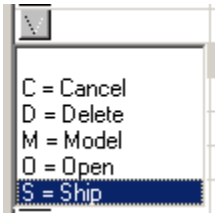


A transaction need not be a Quote, Sample, Pick Ticket, Order or Change Order to print as such. To print an Invoice, the Accounts Receivable feature must be installed and the currently selected line item (from this form, the first line item) of the transaction must be an invoiced (shipped) item.

The potential destinations for the print are listed in the second drop down, and include Printer, to print to the current printer. To change printers, use the Printer Setup button, or select Files, Printer Setup.

Apply Button: This button initiates all the actions recorded in the Action column documented below.

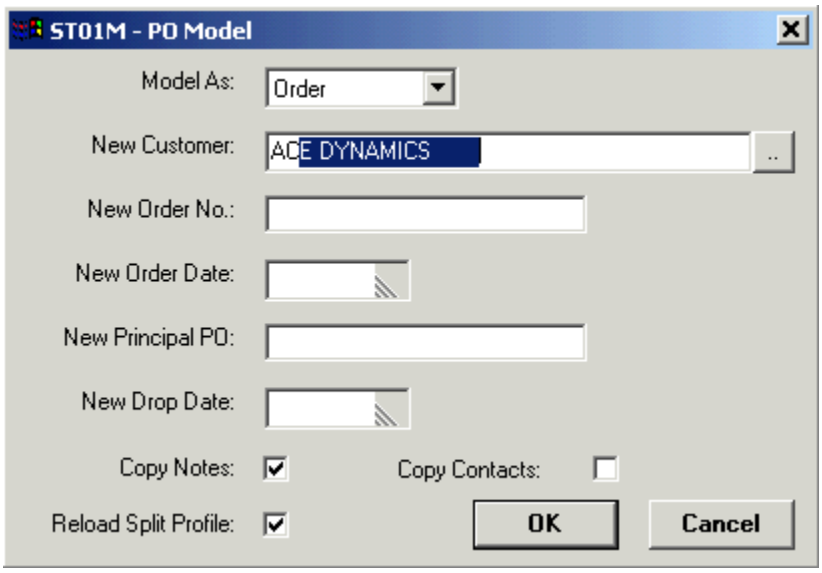
Action: Type a letter corresponding to an action, or use the mouse to drop down and select from the list of actions as pictured below.



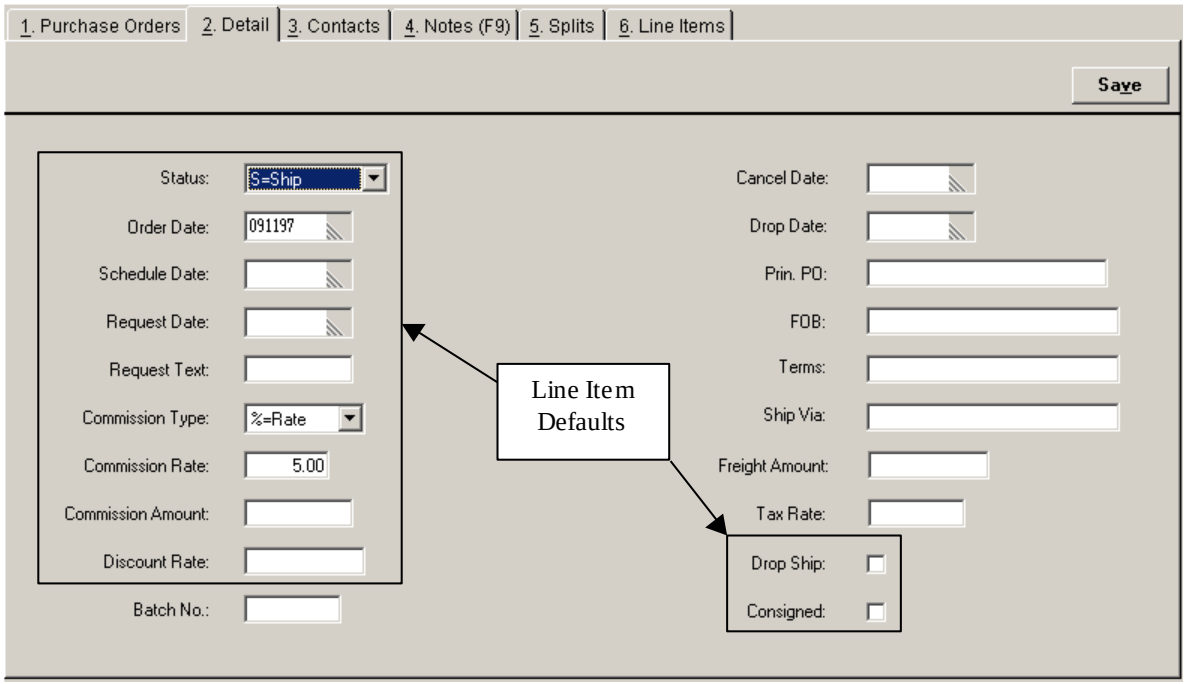
C = Cancel indicates that all the remaining open (unshipped) line items on this transaction should be canceled. A Cancel operation reduces bookings for the established book month, and reduces orders history for the previously recorded order date. Tag all orders to be canceled with C, then click Apply.

D = Delete indicates that all remaining open (unshipped) line items on this transaction should be deleted. A Delete operation reduces bookings for the established book month, and reduces orders history for the previously recorded order date, and erases the line item. If all line items have been deleted or canceled, the entire transaction is erased. Tag all orders to be deleted with D, then click Apply.

M = Model allows the transaction to be copied as a new open order or quote. The M code does not require use of the Apply button. When M is selected or typed, the PO Model screen is displayed as shown below. All line items of an existing transaction are modeled as either open or quoted, based on the Model choice. The Reload Split Profile option causes default sales rep splits to be loaded into the new transaction. The Copy Contacts option forces the new transaction to inherit the Sold To, Ship To and Invoice To contacts of the modeled transaction.



2. Detail tab:



The Detail Tab carries information that will be defaulted for subsequent line items to be added, and information that exists as 'Header' information regarding the entire transaction. For a description of each field, review the see *Add Transactions*, Detail Tab in the preceding chapter. By establishing defaults on this tab, subsequently added line items will carry the information automatically.

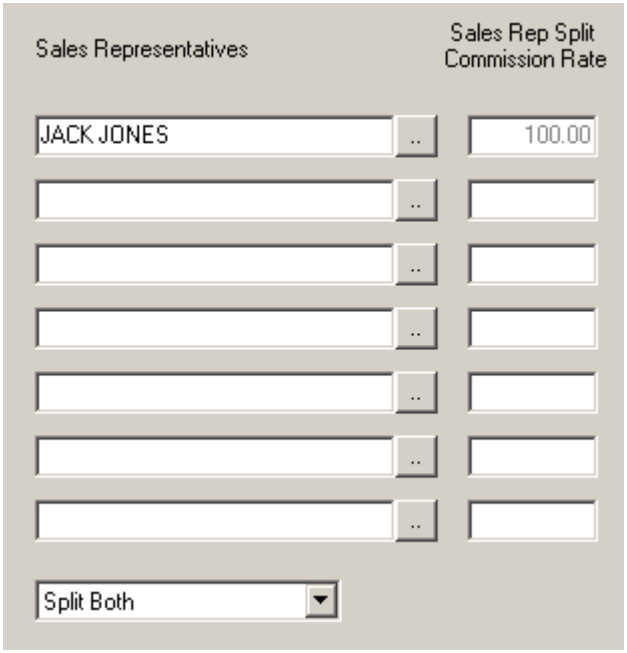
3. Contacts tab:

The Contact contains the Sold To, Ship To and Invoice To information for the transaction. To specify different Sold To, Ship To or Invoice To addresses for this transaction, simply re-type the information as necessary and click Save.

4. Notes tab:

This tab holds up to 64K of notes for the transaction. Clicking the Save button saves the notes.

5. Splits tab:



To see or maintain the transaction's previously established default split credit between multiple sales reps, use the Splits tab as shown above. Allocate a percentage of credit to each sales rep. As the second and subsequent sales reps' credit percentages are allocated, the original sales rep's percentage of credit is reduced. The total allocation of credit must always equal 100%. Subsequently added line items to this transaction, as well as subsequent shipments of open line items will use the new split allocation. Changing the splits from this tab does not affect splits on previously recorded line items. Each line item can potentially be split differently, and should be maintained from the line item split tab labeled **9. Splits** as documented below.

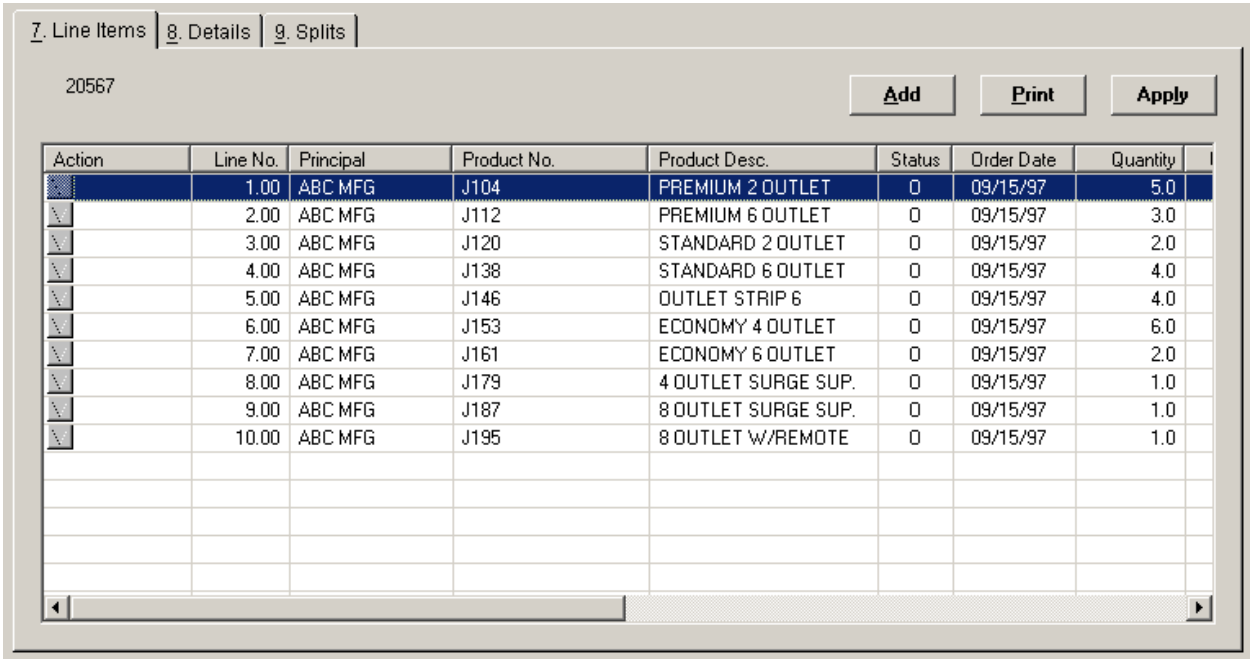
The **Split Options** describes whether credit for gross, commission or both kinds of values will be spit. Generally **Split Both** is the appropriate selection. An example of an occasion to choose **Split Commission** would be when even though sales reps would share the commission payments, allocating paid gross dollars to one sales rep over another would invalidate an on-going sales contest. On the other hand, **Split Gross** might be used to give a gross volume commission statement to an inside sales rep, without taking real money away from the selling reps. For more information, see the *Reports* chapter,

Commissions section, Agency and Sales Rep Commission Statements.

6. Line Items tab:

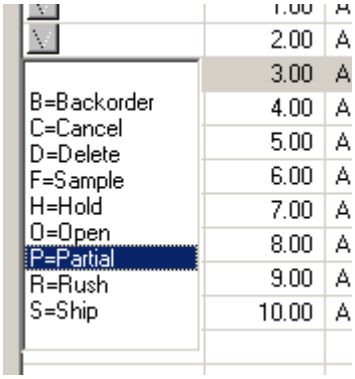
The Line Items tab is a collection of three interior tabs. The **7 Line Items** tab is the list of line items themselves. Each line item can be edited and saved from the **8 Detail** tab, and each line item's split scenario can be reviewed and managed from the **9 Split** tab.

7. Line Items tab:



Action	Line No.	Principal	Product No.	Product Desc.	Status	Order Date	Quantity
	1.00	ABC MFG	J104	PREMIUM 2 OUTLET	O	09/15/97	5.0
	2.00	ABC MFG	J112	PREMIUM 6 OUTLET	O	09/15/97	3.0
	3.00	ABC MFG	J120	STANDARD 2 OUTLET	O	09/15/97	2.0
	4.00	ABC MFG	J138	STANDARD 6 OUTLET	O	09/15/97	4.0
	5.00	ABC MFG	J146	OUTLET STRIP 6	O	09/15/97	4.0
	6.00	ABC MFG	J153	ECONOMY 4 OUTLET	O	09/15/97	6.0
	7.00	ABC MFG	J161	ECONOMY 6 OUTLET	O	09/15/97	2.0
	8.00	ABC MFG	J179	4 OUTLET SURGE SUP.	O	09/15/97	1.0
	9.00	ABC MFG	J187	8 OUTLET SURGE SUP.	O	09/15/97	1.0
	10.00	ABC MFG	J195	8 OUTLET W/REMOTE	O	09/15/97	1.0

Click the Add button to Add an additional line item to the transaction. Click the Print button to print the transaction. Use the **Action** codes (either by typing the code or selecting the Action code with the mouse) to manage the line items. Action codes can be tagged against multiple line items. Once all necessary codes have been tagged, apply the codes against the line items by clicking the **Apply** button. The valid Action codes are shown and described below.



Backorder, Open, Rush: These codes will change the status of a line item to Backordered, Open or Rush. These three statuses mean the line item is open or awaiting shipment. A line item of any other status can be put in one of these statuses. When an S (Ship) or P (Partial) status line item is placed in B, O or R status,

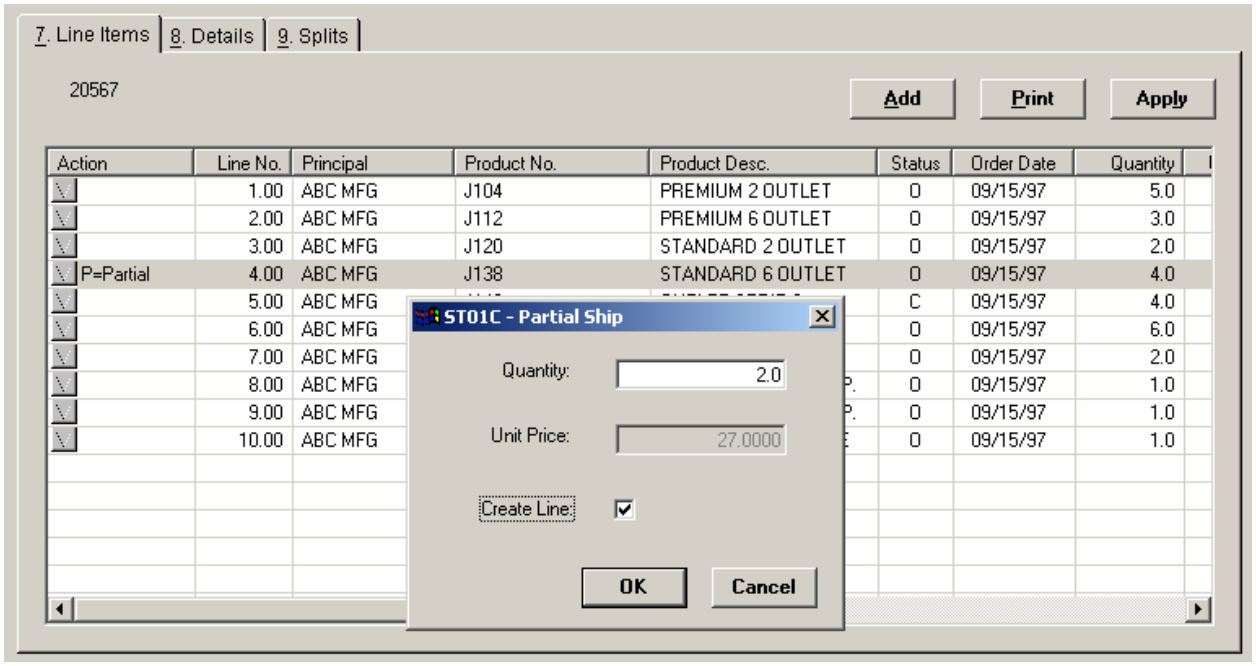
the invoice associated with the line item is reduced in value. A Quote, Sample or Canceled line item is booked.

Cancel: When a line item is canceled, the value of the line item is de-booked from the current booking period. Order history is reduced for the month of the order date. The line item remains for reference on the list of line items. Sales history associated with an S (shipped) status line item is removed from the invoice date month.

Delete: When an open or shipped line item is deleted from the transaction history for the current booking period is reduced and the order history for the order date of the line item is also reduced. If the item was in S (shipped) status, the sales history for month of the invoice date is reduced. Deleted line items are removed from the transaction completely, and cannot be recovered except by recreating them (Add button) or by restoring a backup.

Sample: Because the action code S is dedicated to ship, RPMS uses F (for Free) to designate sample line items. A sample line item has no booking, order or sales value for either gross or commission amounts. While the value of the item is included in the value of the transaction, it is not tracked historically. Changing an open or shipped item to a Sample will de-book history from the current bookings period, and reduce order history for the order date and sales history for the invoice date, if any.

Partial: When a line item has partially shipped, use the P action code to designate the quantity shipped on this invoice. A partial shipment scenario is shown in the image below.



In the example above, 4 units of the J138 product were ordered, but only two have shipped for the invoice. The **Create Line** checkbox when checked declares that a new line item (in the example's case, line number 4.01) will be created to carry the balance. This line will be created in O status for 2 units, but will otherwise be identical to line 4.00. If unchecked, the quantity balance is de-booked and deleted. Partially shipping a line item with a quantity of 1 opens the Unit Price field, in order to declare a portion of the amount of the line item to have been shipped.

Ship: When a line item has completely shipped, use the S action code to declare the entire quantity of the line item shipped on this invoice.

8. Detail tab:

The detail of each line item can be reviewed and changed from the line item's detail tab. When a line item is removed from Ship status using this tab, the invoice number and invoice date are erased.

9. Splits tab:

The splits tab for the line item shows the way that Booking, Order and or Sales history has been split between multiple sales reps in your company. Changing the split credit for a line item rebooks and redistributes history accordingly.

Reconcile Commissions

Purpose and Overview of Commission Reconciliation

A primary purpose of RPMS is to determine whether or not your company has been paid what they ought to have been paid. A secondary purpose is to pay various sales reps percentages of commissions that your agency has been paid. Both of these purposes are easily accomplished with RPMS, using commission reconciliation.

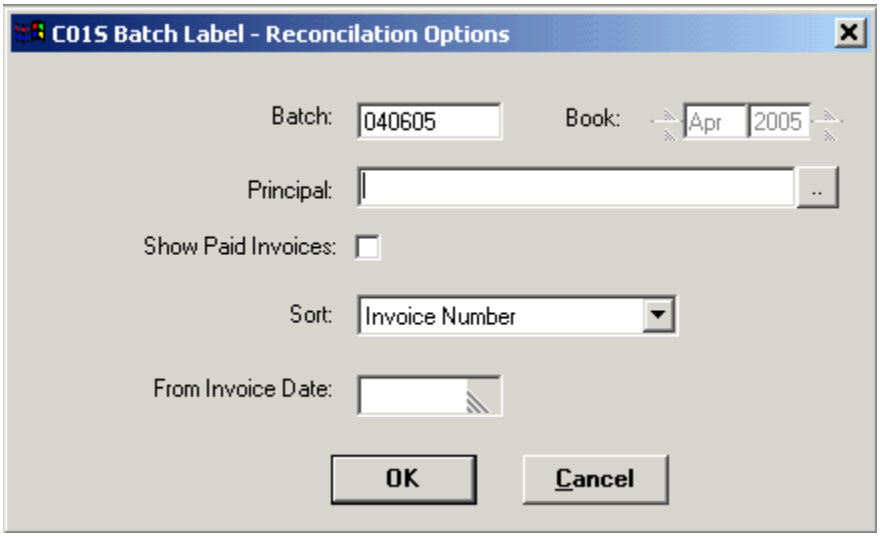
In order for the RPMS system to know that a commission is owed to your agency, an invoice transaction with an expected commission amount must have been entered. See the chapters Add Transactions, and Maintain & Ship Transactions for information about adding invoices to your system.

This is not to say that every invoice to be reconciled must already exist in your system. RPMS provides means to 'add on the fly' while reconciling commissions, as documented below. But typically, most rep firms enter invoice information, then reconcile those invoices against commission statements sent by their principals.

The process is actually very similar to reconciling a bank statement. Your bank sends you an activity statement, like a principal sends a commission statement. Using your check register, you reconcile the bank statement by checking off those things you had recorded correctly; adding ATM withdrawals you forgot to record (or didn't know your spouse had made); adjusting those items recorded incorrectly; and ultimately balancing to the bank's figure of your account.

Set Up for Commission Reconciliation

Click the button pictured above, or select Transactions, Reconcile Commissions to display the C01S Batch Label – Reconciliation Options form as shown below:



The form prompts for a batch number to label transactions for batch and register reports and the principal whose commission statement will be reconciled.

Show paid invoices is a prompt that determines whether the list will show invoices that have already been declared to be paid. Normally these get in the way of the reconciliation process – and this switch can be turned on from the succeeding list of invoices.

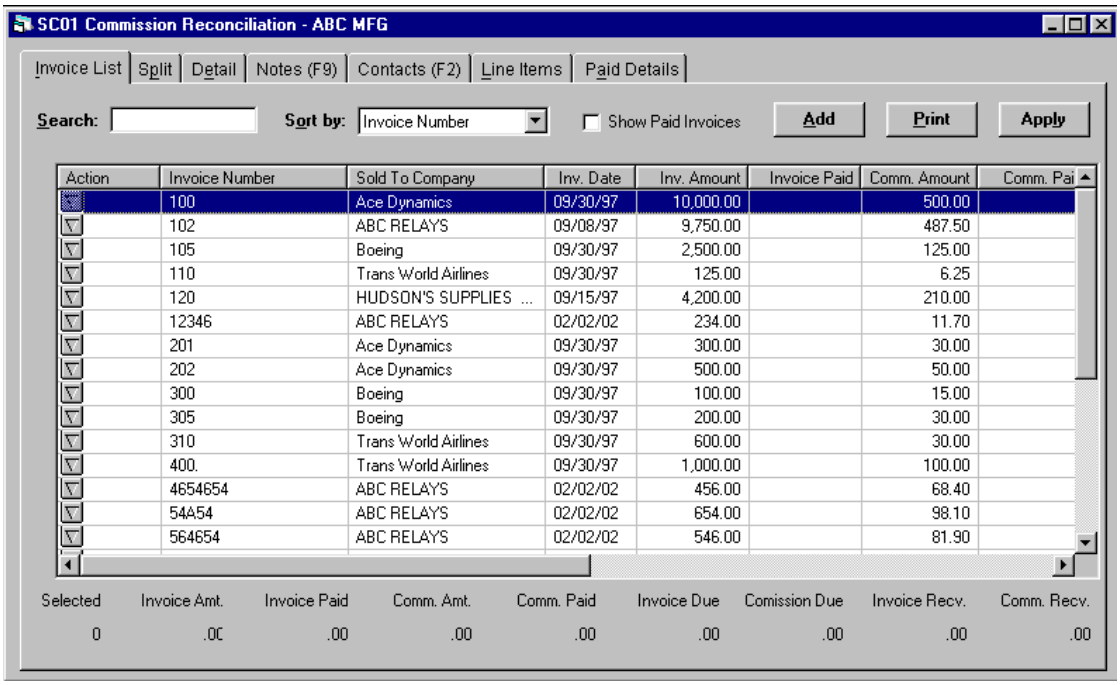
The **From Invoice Date** prompt sets a filter to display only those invoices dated as of and after the given date. If a principal has several thousand paid invoices in its history, and Show Paid is selected, this filter can be very useful.

It is possible to have the Batch Label – Reconciliation Options form show up as in 'continuation' mode, as pictured below.

In the example pictured above, you have a reconciliation **session pending** for ABC MFG. You must determine whether or not you will continue to reconcile ABC (the Continue button); abandon the session for ABC and start a new session (the New button); or Cancel, leaving the ABC MFG reconciliation session intact.

Only one user may reconcile a given principal at a time. Likewise, any given user may only reconcile one principal at a time. Different users can reconcile different principals at the same time.

Once you click OK or Continue, the reconciliation screen is shown as pictured below.



The Reconciliation Process

For each invoice on the commission statement being reconciled, determine whether or not the invoice amount and commission amounts are the same as was expected. If they are the same, flag the invoice with an X, either by using the keyboard X key or by clicking the drop down arrow with the mouse and selecting 'X Select.'

For each selected invoice, the **counter fields** at the bottom of the form count the total quantity of invoices selected, as well as the total Invoice, Paid Invoice, Commission, Paid Commission, Due Invoice, and Due Commission amounts. These figures are based on the amounts as they are currently recorded on the selected invoices. The Invoice Received and Commission Received amounts are those to which the reconciliation attempts to balance. When finished, the amount of the commission check should be the same as the Commission Received value.

Selected	Invoice Amt.	Invoice Paid	Comm. Amt.	Comm. Paid	Invoice Due	Comission Due	Invoice Recv.	Comm. Recv.
7	27,109.00	.00	1,355.45	.00	27,109.00	1,355.45	27,109.00	1,305.45

The counter fields – difference between Commission Due and Commission Recv. due to partial payments

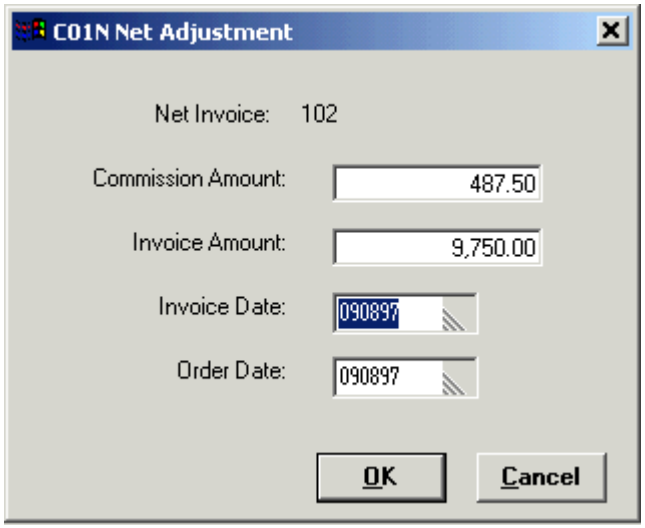
If an invoice or commission amount is different than what you expected, you have two choices. You can **adjust** the invoice or commission amount to be the same as the commission statement, or you can declare the invoice to be **partially paid**.

To adjust an invoice, tag with the letter A or N, using either the keyboard or clicking the drop down arrow.

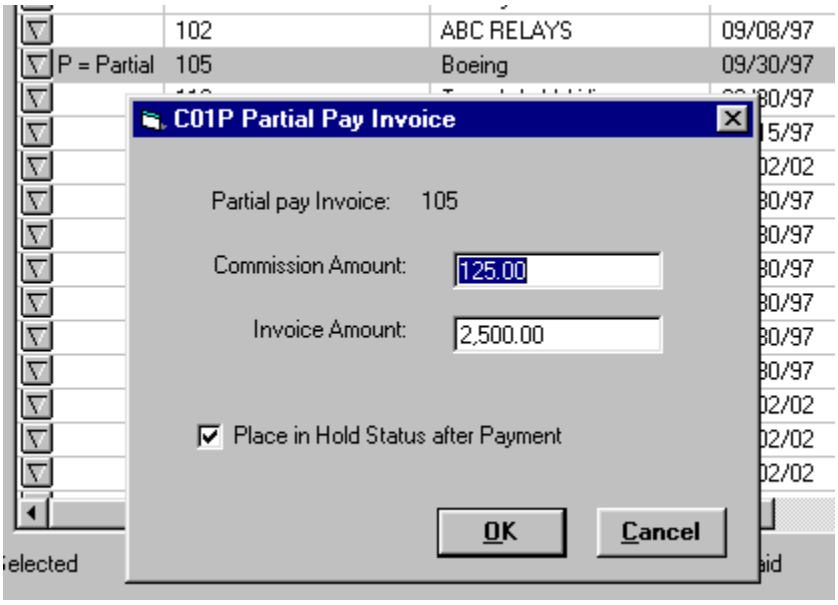
For A the adjustment form will be shown, which is a transaction **short form** session with the line items for the particular invoice being adjusted displayed within the session list view. If there is only one line item for the invoice, the transaction correction screen will already be displayed. Make corrections or additions as necessary, then close the short form. See Add Transactions, Short Form for information about how to manage and correct data in that screen. Closing the short form will return to the reconciliation form, with

the adjusted invoice selected for the newly adjusted amount. If you Adjust to change an invoice date, the changes you are creating will attribute to the new date, but the invoice header (shown on the commission reconciliation list screen) will continue to display the original invoice date. To change that display, the invoice header would need to be changed from the Detail tab of the commission reconciliation list.

For N the Net Adjustment form will be displayed. The Net adjustment form is used when the details of an adjustment are not known, and it is suitable for a line item to be added to the invoice that 'nets' the invoice to the appropriate amounts. The Net Adjustment form is shown below.



To partially pay an invoice, tag with the letter P. The **Partial Pay Invoice** window, with the selected invoice in the background, is pictured below:



The expected amount of commission in the example above is $125.00 The amount of invoice to be paid for is $ 2,500.00. If the principal has paid half the expected amount (perhaps because they have been paid only half of what they expect to receive) you could enter $ 75.00 and $ 1,250.00 in the respective fields, then click OK or press Enter. On the other hand, if the $ 75.00 represents a 2.5% commission rate, when you felt

your company was entitled to 5.00%, you could show the $ 2,500.00 invoice amount as fully paid, but only $ 75.00 in the commission amount field. Either way, by leaving **Place in Hold Status after Payment** checked, you would be declaring this invoice as NOT entirely paid, but HELD, for further attention.

Invoices flagged this way are counted in the counter fields Commission Received and Invoice Received fields for the amounts declared. The remainder invoice and commission amounts of partially paid invoices will be show as in the Commission Due column after payment has been applied. **Hold status invoices** can be reported separately on the commission aging report. See the *Reports* chapter,

Commissions section, *Commission Aging* for more information.

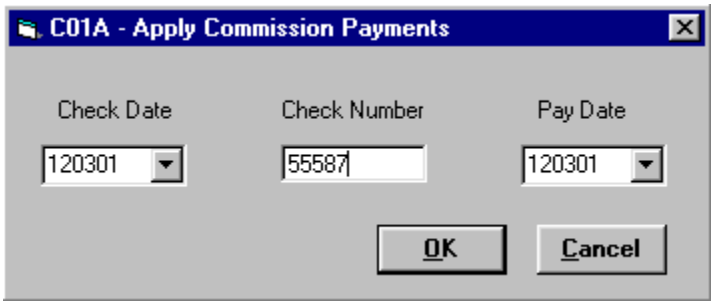
To **search** for an invoice, place the cursor in the search field (Alt S) and begin to type the letters or numbers of the invoice number, if the screen is sorted by invoice number. To search by customer, set the sort sequence to either Sold To Company or Invoice To Company. For those transactions where a specific Sold To or Invoice To company was not declared or defaulted, the Short Name of the customer has been used. To search by Order Number, set the sort sequence to Order Number.

If an invoice that must be reconciled does not exist, you can use the Add button to **add on the fly**. Click the Add button to go the short form to add additional invoices to the commission reconciliation session. When you close the short form, the invoices added will be on the Commission Reconciliation screen, pre-selected with 'X – Select.'

If an invoice that must be reconciled was entered with the wrong invoice number, you can change it from this form, as long as no payments have ever been recorded against it. Flag the invoice with the letter "I", or choose 'I=Invoice #' from the Action list to be prompted to change the invoice number. Changing an invoice number causes the previous line items of that invoice to be backed out, and then re-invoiced under the new invoice number.

Print selected records, or all displayed records, by clicking the Print button.

When the amounts of the Commission Received and Invoice Received field counters are equal to the amount of the commission check and statement, click Apply to post the payment. The Apply window is shown below:



The **Check Dte** is the date of the principal's check. The **Check Number** is the number of the principal's check. The **Pay Date** is best used to describe the day your agency receives and banks the commissions check from the principal. Sales rep and agency commission statements can be bracketed to cover any range of dates, but the Sales Rep Commission statements will have a 'run date' that will make it clear when the payment actually happened. Past RPMS systems labeled the payment date as "Salesman Pay Date." Some agencies may choose to think of the payment date this way, but RPMS is not an Accounts Payable system. Closing the loop on the manufacturers reps' receivables dictates using the date the agency was paid. See the *Reports* chapter,

Commissions section for more information about Sales Rep and Agency Commission Statements. Click OK to apply the payments. Note that all the now Paid invoices stay on the form, even if the **Show Paid**

Invoices checkbox is not selected. This is so you will have additional visual confirmation of your action. To make them disappear, check then uncheck the Show Paid Invoices checkbox.

Other tabs are described below.

Split: A tab that shows the sales rep credit splitting for subsequent payments against the particular invoice selected, as well as the agency to sales rep split rate. Either or both split scenarios may be modified for the invoice from this tab. Note that changing this split only impacts subsequent payments. To change sales and orders history, use the Line Items Tab Split Tab. To change previous payments, find the payment to change on the Paid tab, and change its particular split.

Detail: Invoice header detail, including Payment status, Invoice date, Freight, Tax, Terms, FOB and Ship Via. This information may be modified from this tab.

Notes: The original purchase order's notes. These notes may be modified from this tab.

Contacts: Sold To, Ship To and Invoice To contacts. This information may be modified from this tab.

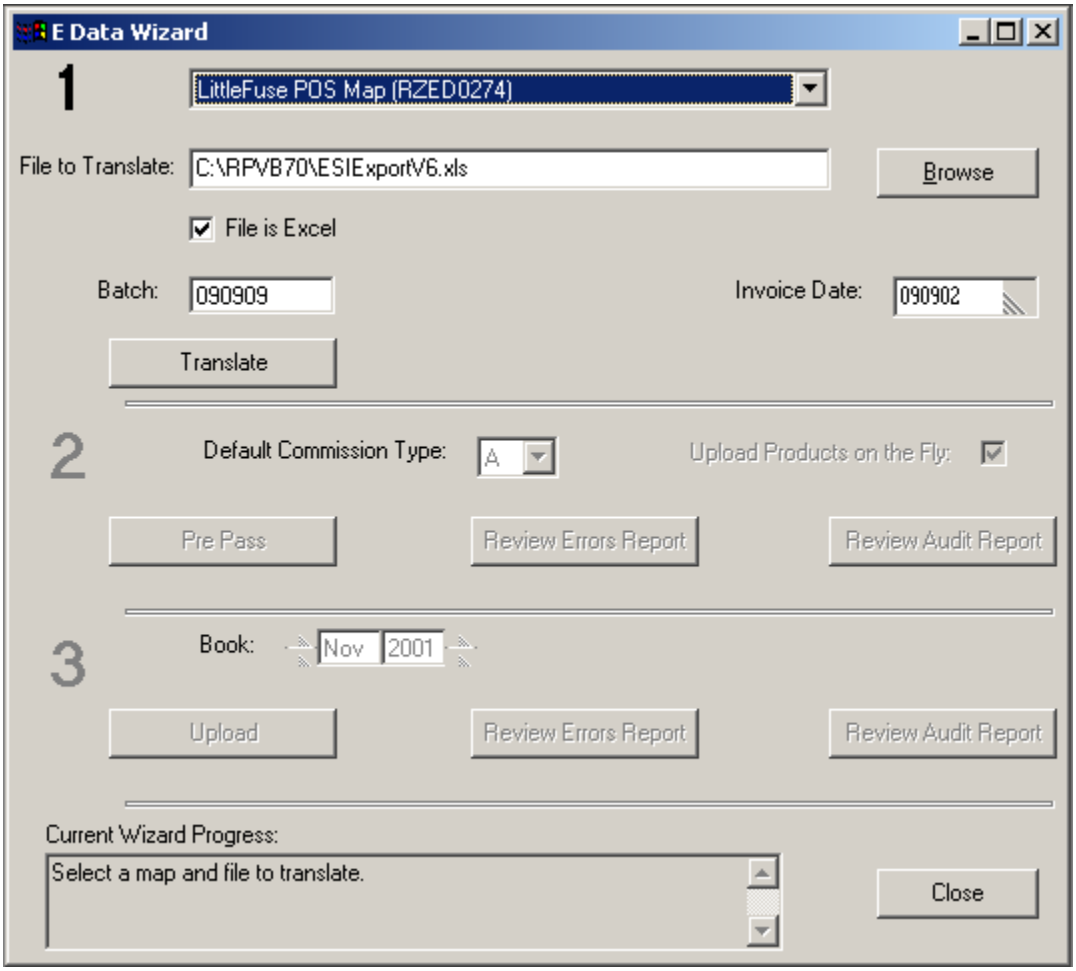
Line Items: The individual lines of the invoice, each of which has header detail and splitting information. Pro and Enterprise systems can change line items back to open status. All systems can delete a line item. However, if the invoice or commission amounts change for invoices that are already recorded as paid, the difference in the amount paid so far and the new amount of the invoice will show up as an unpaid balance. Changing a split for a given line item changes only the sales and orders history. To change splits for subsequent payments against this invoice, use the Split tab documented above. To change splits for previously recorded payments, use the Split tab of the Paid tab documented below.

Paid List: The list of payments recorded against this invoice, each of which can have different details and splitting scenarios. To effectively **unpay** an invoice, change the detail screen to zero out the paid commission and paid invoice amounts, then click Save. This will automatically impact the Split tab on this Paid list. You may want to change the status of the invoice header from the Detail tab as well, i.e. from Paid to Hold or Open (blank.) To *change* the split scenario of a payment already recorded, click the Split tab for the Paid List, change the appropriate fields and click Save. Note that changing the split scenario between multiple sales reps from this tab changes only the Paid history – in order to change the accumulated sales, orders and bookings history the split must be modified from the Line Items Split Tab.

E-Data Wizard

The E-Data Wizard is the form that guides the process of electronically uploading data to RPMS. Orders and order acknowledgements, invoices and point of sale reports can all be uploaded. The E-Data Wizard can save hours of work every day by eliminating keyboard entry. The E-Data Wizard is only available for those agencies with the E-Data feature.

The E-Data Wizard is a three-step process. The **Translate** step uses a custom-programmed **map** to turn data into a format that RPMS can check and upload. The **Pre Pass** step checks the translated data for structural and relational integrity. The **Upload** step sends the data into RPMS, just as though it had been entered from the keyboard. Progress though each step is tracked in the **Current Wizard Progress** text window at the bottom of the form. Each of the three steps is described in greater detail below.



Translate

The Translate step requires the selection of a map. A map is a custom program written by RPMS specifically for the rep agency. It turns a particular type of data into a format that RPMS can then check and upload. A rep agency may have many different maps, if it receives data from more than one source.

For example, one principal may send monthly invoice data in an ASCII text file. Within that text file's records are customer names, invoice numbers, invoice amounts, line numbers, product numbers, quantities, unit prices, invoice dates and commission rates. Another principal may send summary sales data for a month in an Excel file. In that file there are only customer names and a total sales amounts for the month. Both types of files can be mapped as invoice data for RPMS. It is the user's responsibility to know which map is appropriate to select for the particular file being translated. Once a map has been programmed and installed, it can be selected from the list of available maps.

Each map is tied to an Uploader Type. There are currently five different Uploader Types. Each map must be programmed to be of a particular Uploader Type. The five types of uploaders are called PO, Matching Invoice, Unique Invoice, 852 and Product Catalog.

The PO Uploader adds unique Purchase Orders into the RPMS system. If the PO is already on file in RPMS, a 'duplicate' error is generated. If the data is not sorted by PO and line item, the map program should be specified to organize them in that order, to prevent an invalid 'duplicate' error condition.

The Unique Invoice Uploader adds invoices into the RPMS system, and makes no attempt to match them to existing PO's. If the PO number and/or Invoice number is already on file, the invoice is reported as a duplicate on the Pre-Pass Error report, but can nonetheless be uploaded – it will be issued a distinct order/invoice number.

The Matching Invoice Uploader expects a file of invoice data with Customer and PO numbers on the records. It compares those values to existing PO's in the RPMS system. If a PO is found, and the line item's Product Number, Unit Price and Quantity match and the Status is one of the open status codes (O, B, H, R), then the line item is shipped by the uploader. If one or more of the line item qualifiers does NOT match, the line item is reported as a 'Not Found' error. If the Customer & PO are NOT the PO can be added as a new Shipped Order. If the invoice data comes in other than Customer and PO number order, the map should be specified to re-organize the data in that order to avoid an invalid 'Not Found' condition.

The 852 Uploader uploads 'sell-through data ' to the Merchandising feature.

The Product Catalog Uploader adds or edits products for a principal, including prices and customer prices if provided.

Once a map has been selected, various other options the map requires may appear that should be filled out in the translate step. Batch is the label that will be used to collect the uploaded data on a batch report. Some maps require Invoice Date when invoice dates are not supplied in the data. Some maps require Order Date when order dates are not supplied in the order data.

If a map is selected or re-selected while a previous E-Data session is as yet incomplete, a warning message is displayed. It simply indicates that any previously translated data may need to be re-translated, then Pre Passed, then Uploaded. Check the Current Wizard Progress field before selecting a map.

All maps will require that the file to be translated be designated in the File to Translate field. This file must correspond to the structure of the file for which the map was programmed. The checkboxes "File is Excel"; "File is Tab Delimited"; and "File is EDI" will cause the E-Data Wizard to translate the input file in a special manner. This special type of translation is transparent, but does in fact happen – choosing a "File is…" checkbox when the file is NOT of that type may create an upload file that will not pass the Pre Pass step. Please note that Excel and Tab delimited files may not contain line termination characters (CRLF) within the cells or fields.

Once a map and file have been selected, and other necessary prompts have been filled out, click the Translate button. A progress meter will track the translation process. When it has finished, depending on the option selected for dealing with the original file, you may be prompted to delete it or archive it. After that, the Step 2 Prepass will become available and evident as the next step.

Pre Pass

The Pre Pass step checks the translated data for referential and structural integrity. Referential integrity means that identifiers like customers, principals, points of sale and products will be meaningful to RPMS. Most of the Pre Pass and Upload programs rely on cross-referenced data. For example, a principal may refer to your customer ACE DYNAMICS as ACE123 in it's sales data. By cross-referencing ACE123 to your customer ACE DYNAMICS for that principal, the Pre Pass and Upload programs understand with whom they should associate that data. See the *Lists* chapter, X-References (Cross References) - Operational Notes for information about setting up cross reference data.

Once the Pre Pass has been run, two different reports can be reviewed. The **Errors Report** will display any problems that were found with the data. The **Audit Report** will show what will be loaded into the RPMS system. Both reports automatically will be previewed, but can be printed from the preview form.

The Pre Pass step can be run multiple times. If an Errors Report shows that a cross reference is missing, the cross reference can be added to the list of cross references and the Pre Pass can be re-run. The E-Data Wizard form does not need to be closed to add a cross-reference. If you receive errors that indicate missing cross-references, and then navigate to the cross reference list for the entity missing data, the cross reference list form will start an "auto-load" wizard that will help you pre-load missing cross-reference keys that you can tie to RPMS list records.

Eventually the Errors Report will be either 'clean' or 'clean enough.' That is, data need not be perfect to for the Upload step to be run. Any records that do not pass the Pre Pass will not be included in the Upload, and can be added manually later. However, the recommended approach is to cycle through as many Pre Pass and cross-reference resolutions as necessary to provide clean data for the Upload step.

Some errors listed on the error reports have similar titles, but mean different things, especially insofar as the word 'Duplicate' occurs.

Maps tied to the PO Uploader can generate the error 'DUPLICATE ORDER NO' which means that the particular PO number for that customer is already in the RPMS system. Those maps can also generate the error 'DUPLICATE INPUT ORDER NO' which means that there are duplicate PO numbers within the input file itself. Re-sorting the input file to be in Customer-PO number order can eliminate this error.

Maps tied to the Unique Invoice Uploader Type can get the same 'DUPLICATE' messages as the PO Uploader – but the 'DUPLICATE ORDER NO' error is really just a warning that the PO number will change, as it goes away at the time of upload. This is because it is the nature of this particular Uploader to guarantee a unique shipped order upload every time.

Maps tied to the Matching Invoice Uploader can get the error 'DUPLICATE INVOICE NUMBER' which means that this PO / Invoice number combination is already on file for the customer. This Uploader Type can also generate the Pre-Pass error 'DUPLICATE INPUT INVOICE NO' which means that within the input file itself there are multiple, separated instances of a customer / PO / invoice number combination. This error can be resolved by pre-sorting the file by customer, then PO, then invoice.

Because of these 'warnings' on the Errors Report, the Unique Invoice Uploader can have a Pre-pass Audit Report that does not match the Upload Audit report. The invoices that carried warnings on the Errors Report have their order and/or invoice numbers automatically changed to unique numbers, and then therefore can be uploaded.

For this uploader type, the warnings are only presented on the Errors report to provide a safety feature against uploading the same input file twice. Since, in that event, 100% of the records would have warnings, no records would pass the audit, and no upload could accidentally occur. This behavior is by design.

The Pre Pass options can, based on the map used for the translation, designate that products that are not in the system be automatically added, and that a particular commission type be the default type where other commission rate rules do not apply. The options selected for the Pre Pass step will also apply when the Upload step is selected.

Upload

The Upload step can only be run when a file has been translated and at least one record has passed the Pre Pass step.

Once the Upload has been run, an Errors Report can be reviewed and printed to remind about the entries that should be made manually at a later time, and an Audit report can be printed in lieu of a batch report.

The Upload options may include setting the Book Date, depending on how the Book Date control option has been set by the system administrator. See *The Administration Guide* for more information about the Book Date.

Snapshots

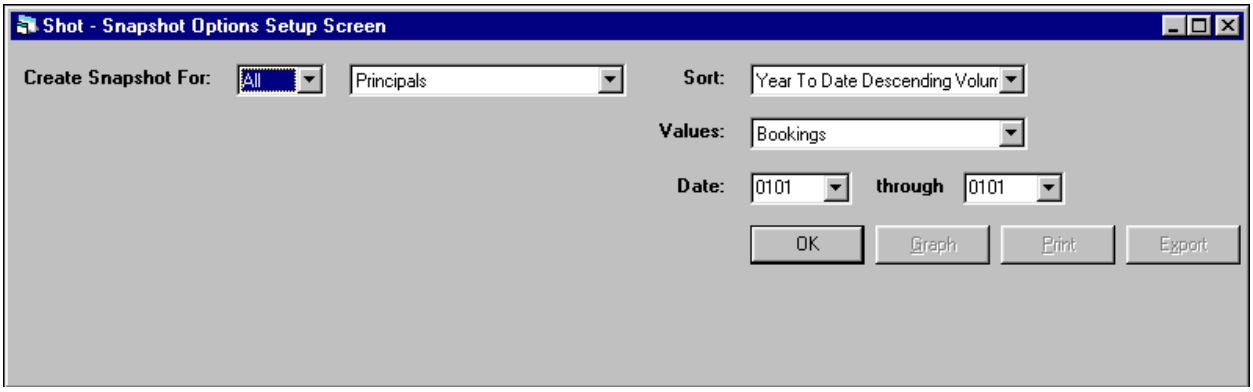
How is our business doing?

In the introduction you learned that RPMS has two general purposes for independent manufacturers reps. It tells rep firms whether they've been paid what they ought to have been paid, and it tells them how their business is doing. Snapshots are an easy way to figure out how your business is doing, by assembling quick and comprehensive historical information to the screen, in a time period comparison format. That information can be printed, graphed or exported as desired.

Snapshots are faster than reports when a very specific piece of information is of interest. For example, while a single customer can be specified on a Summary report (see the *Reports* chapter, Monthly Histories & Summaries) the essential parts of the same information can be easily understood from a snapshot for one customer. Likewise snapshots are faster than reports for highly summarized data, like All Sales Reps, Principals or Points of Sale. Snapshots are also a little more versatile than reports, since you can 'drill down' to the monthly cell levels of the records.

Setting up the Snapshot Options

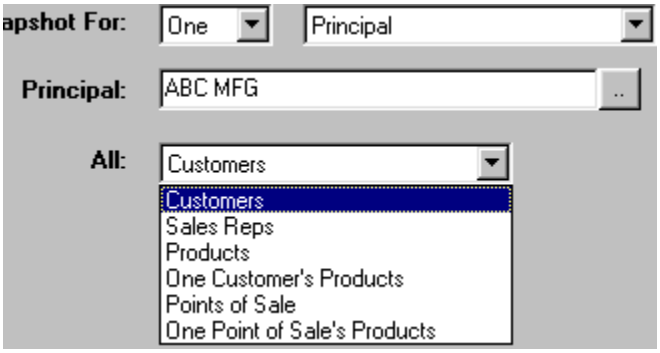
There are two ways to get to the snapshot form. One way is to click the menu bar button shown above, or select Snapshots from the Reports menu. Another way is to click a Snapshot button from one of the list detail tabs. Both navigation techniques will take you to the Snapshot Options Setup Screen as shown below:



The picture above shows what the form looks like the very first time you run a snapshot after installing RPMS. After that, the form will be pre-selected with the parameters you chose last, unless you navigated from a list detail snapshot button. That navigation will pre-select the **Create Snapshot For** options with "One" the type of entity you came from (i.e. Customer, Principal, etc.), and a lookup control for that entity already filled out.

Select criteria of interest, then click OK to display a snapshot. Each of the controls can impact the other controls. For example, selecting One instead of All in Create Snapshot For's first drop down impacts what is available to select in the second drop down. Changing the value in that impacts the **Sort** drop down contents and so on.

Create Snapshot For: These two controls govern the perspective and point of view of the snapshot. Choosing All in the first control sets the perspective to 'company wide.' In other words, the snapshot will display the total recorded business for the agency. The meaning of the word business would be determined by the **Value** and **Date** controls. Choosing One would filter the snapshot to a given customer, principal, sales rep, point of sale, or product. .This is known as the point of view. So perspective is All or One. Point of view can be Principals, Sales Reps or Points of Sale for the All perspective, or Customer, Principal, Sales Rep, Point of Sale or Product for the One perspective. The One perspective must be further delineated in the case of Customer, Principal or Product points of view. An example of this type of selection is shown below:



Selecting any of these points of view will cause additional prompts to be displayed. The customer point of view can be for all Principals, One Principal's products, or all Points of Sale. The principal point of view can be for all Customers, Sales Reps, Products, One Customer's Products, Points of Sale, or One Point of Sale's Products. The product point of view can be for all Customers, Sales Reps or Points of Sale.

Sort: The sort sequence that can be selected for the snapshot is governed by the point of view selected from the **Create Snapshot For** prompt. All the snapshots have a sort sequence called **Alphabetical**. This sequence lists the point of view in alpha sequence. All of the snapshots have a sequence called **Year to Date Descending Volume**. This means the data will be sorted by the values, from highest to lowest, of the selected date range. Some of the snapshots have a sort sequence that says **Alphabetical with Sub Accounts**. This sort means that the parent record will be displayed alphabetically with its children underneath, then sub-totaled. So the child records themselves will not be listed alphabetically for the entire snapshot, but will be alphabetically listed within the parent.

Values: The values that can be selected for the various snapshots are governed by the point of view selected from the **Create Snapshot For** prompt. The values come from the four types of data that RPMS tracks historically: Bookings, Orders, Sales and Payments. See Types and Methods of Adding Transactions for further discussion of these value types.

Each of the types can look at gross volume, commission volume or both. Unless the value says the word 'commission' it is referring to the gross. Each type is associated with a particular date – bookings with the book date, orders with the order date, sales with the invoice date and payments with the payment date. Therefore the **Date** field below is strictly associated with the value selected here.

The following is a brief description of each possible value.

Bookings: Gross volume booked by book date.
Booked Commissions: Agency commission volume booked by book date.
Bookings + Booked Commissions: Booked gross and commission, plus average commission rate.
Booked Units: Booked product unit volume.
Booked Avg. Unit Price: The ratio of booked dollars per booked unit.
Orders: Gross volume ordered by order date.

Orders to Sales Ratio: Gross Order volume by order date, with sales by invoice date for the same period, plus the percentage of orders compared to sales – so if orders exceeded sales for the same period by 10%, the ratio would be 110.00.
Orders Commissions: Agency commission volume of orders by order date.
Orders + Orders Commissions: Order volume gross and commission, plus average commission rate.
Orders Units: Ordered product unit volume.
Orders Avg. Unit Price: The ratio of ordered dollars per ordered unit.
Sales: Gross volume booked by invoice date.
Sales Commissions: Agency commission volume sold by invoice date.
Sales + Sales Commissions: Sold gross and commission, plus average commission rate.
Sales Units: Sold product unit volume.
Sales Avg. Unit Price: The ratio of sold dollars per sold unit.
Paid Sales: Gross invoice amounts paid for by payment date.
Paid Commissions: Agency commissions paid by payment date.
Paid Rep Commissions: Compensation earned by reps, based on payment date and split percentages.
Paid Sales + Paid Commissions: Agency paid gross and commission, plus average commission rate.

Date: This date range varies its meaning according to the value selected, as described in Values above. The maximum difference between the from and through dates is 47 months. Since it is a through date, the date range begins with the first month and year specified and includes the end month and year. Therefore a difference of 47 months reports a total of 48 months. So 0197 – 1200 is legal, but 0197 – 0101 is not.

The end date will always be reported by itself in the first column of a snapshot. The corresponding end date one year earlier will be reported in the second column. The third column will have the date range specified, and the fourth column will report the same period begun and ended one year earlier. So for a date range of 0197 – 1201, the corresponding comparison would be for 0196 – 1200.

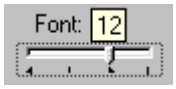
Working with the Snapshot screen

The snapshot screen is a columnar comparative report. The points of view are listed in the left-most column. The values for the through month and its corresponding month one year prior are listed in the next two columns. The third column is for the month range specified, and the fourth column concerns the values one year prior to the begin and end months.

The fifth column is percent of difference – how much better or worse the selected month range is than the one prior. Since division by zero is not possible, if the previous period was zero, the percent of difference is expressed as 100.00 or -100.00.

Each of these columns may be used to re-sort the snapshot by that column, whenever the snapshot being displayed is not a multi-line.

The font of the snapshot may be adjusted up or down using the font slider, pictured below.

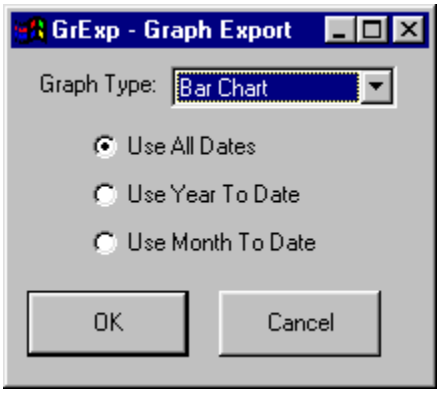


Font slider

Printer Setup

The vertical thumb scroll can be used to scroll down to other records and total lines. The **Print** button can be used to print the snapshot directly to the default printer. To change printers, click the **Printer Setup** button from the menu bar, or select Files, Pinter Setup.

The Graph button is enabled on single dimension value displays. The graph option setup screen is shown below.



The Graph Export screen allows you to choose between a bar chart or pie chart, and lets you determine whether to do the single month comparison, the date range comparison, or both. The Use All Dates option means that four bar or pie charts will be displayed.

Once enacted, the graph will take the place of the snapshot view, and the button will change to Data. Clicking the Data button returns to the snapshot view.

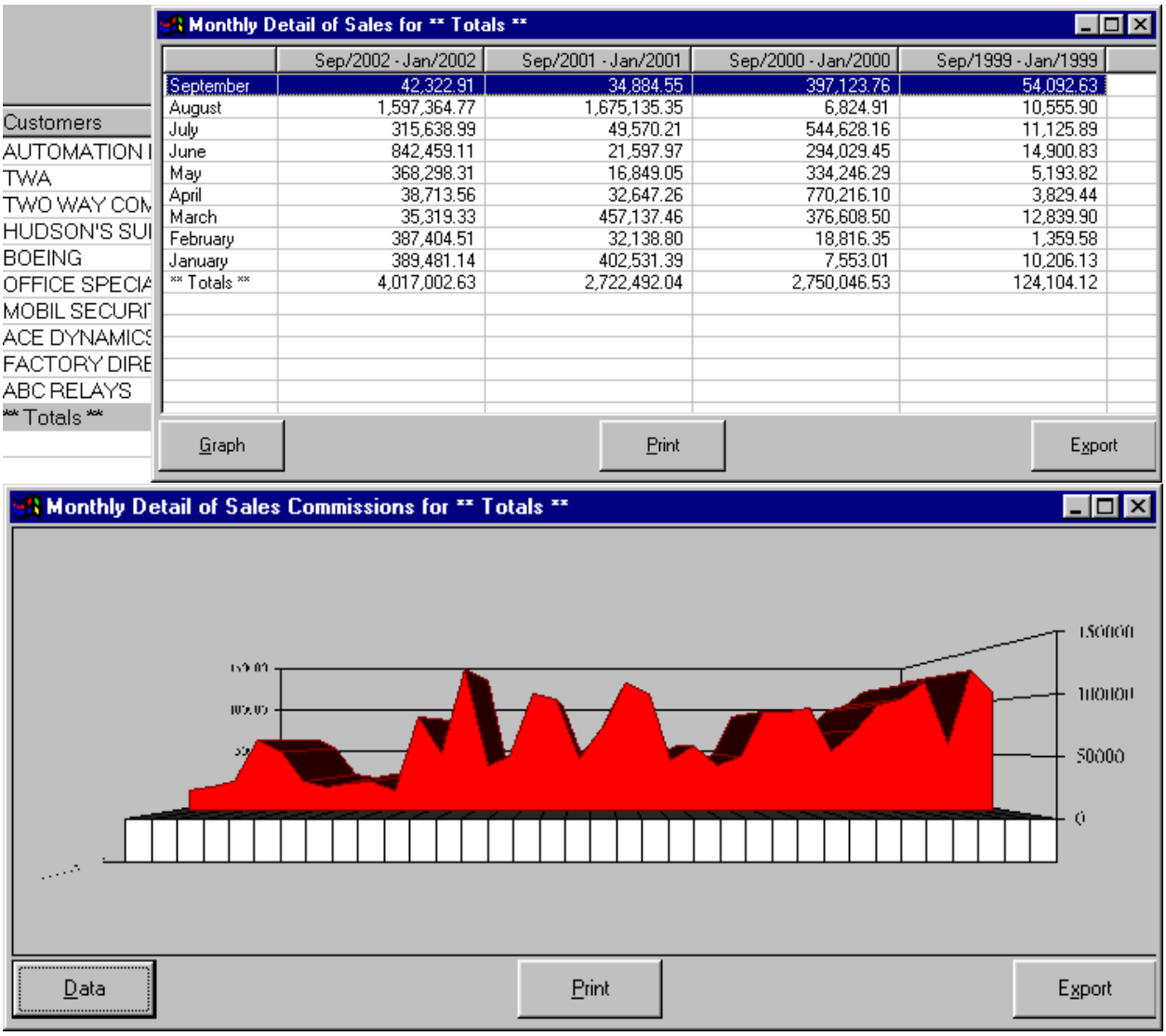
The **Export** button allows you to export the snapshot to either an Excel file or to an ASCII CSV file. If you use Excel, you won't have to do anything else in order to export – simply decide whether or not you want formulas exported in the snapshot that is created in Excel. For other spreadsheet or database programs, you may want to declare them in User Preferences under Spreadsheet. Having done so, choose Generic Text (ASCII CSV) as the type of export, and RPMS will generate the snapshot in another program. Both Paradox and Lotus support this kind of export. The Export options screen is shown below.

The **Reset** button or Escape key allows you to declare different criteria and create another snapshot. It does not get rid of the old snap, but will not let you print, export or graph the data until the OK button has been clicked again.

Double click or press Enter on a given record to drill down to detail for the record. A sample detail is shown below. The snapshot detail displays the individual month totals for up to 48 months of the range period selected. So if your selection was Jan 2002 – Sep 2002, the Detail would display four Jan – Sep columns, with 2002 being the left-most column.

This form has a line graph ability, which will lay the months out in order to show trends, as well as Export and Print abilities.

Double click a different snapshot record to change the detail display.



Double –clicking a given month cell in the monthly detail view will create a list of line items, transactions, or payments that were responsible for creating the record. From the list of line items or payments, double click to navigate directly to the transaction.

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Reports

Launch the RPMS Reports Engine

To run reports, you must navigate to another program called the RPMS Reports Engine. This program is a second application that ships with RPMS. It can only be launched from RPMS itself. The Reports Engine button is pictured above. It can also be launched from Reports menu, Reports.

Reports Engine Navigation

The Reports Engine menu and menu bar are shown above. The **File** menu navigates to **Memorized Reports**, **Saved Reports**, **Printer Setup** and Exit.

The Lists menu navigates to report forms that list various table records, like customers, principals, and sales reps.

The Reports menu navigates to the various types of reports available in RPMS. They are broken into the following categories:

Commissions: The reports that have to do with paid and unpaid commissions, like aging reports and agency/sales rep commission statements.

Daily Transactions: The Batch Verify and Register reports, that examine the detail of transactions filtered by batch (entry) number.

Forecasting: For systems with the Forecasting feature, this category contains reports that measure against forecast.

Monthly History & Summary: Reports that summarize Bookings, Orders, Sales and Payments in year-to-date (Summary) or spreadsheet (History) style.

Orders: Reports that examine the orders with line items, differentiating those that are late, scheduled or closed.

Product: Reports that summarize units history in Summary (year-to-date) or History (spreadsheet) styles.

Point of Sale: Reports that summarize, in year-to-date format, Points of Sale versus direct (non POS) business. The POS History displays business by principal or customer for given points of sale in a spreadsheet format.

Reptivity™: For systems with the Reptivity feature, activities and opportunities.

Common Report Controls

There are over fifty RPMS report setup forms, and most have some common controls and options that will tailor the generated report with different options. The most common are described below.

Sort / Type: The sorting order of the report, and in some cases, the type of report. Subtotals, when Summary is turned on, generally follow the described sorting.

Filters: Limit data selected.

> **Entire Family** checkbox is available for single principal and customer filters, and forces the report to consider the parent and child records or the child records of the principal or customer selected.

Output:

> **Values:** Usually the RPMS value types, Bookings, Orders, Sales and Payments. See Types and Methods of Adding Transactions for more information about the value types.
>
> **Data: Detail Only**, **Summary Only**, **Both Detail and Summary** refers to whether or not the report should display subtotals and totals. Detail does not print subtotals or totals, while Summary displays subtotals and totals exclusively.
>
> **Destination** selects where the report output will land. **Preview** generates a viewable file that can be saved for later management within **Saved Reports**. **Print** goes directly to the default printer. Note that the default printer can be changed by clicking the **Printer Setup** button on the Reports Engine menu bar. **Excel** generates an Excel 97 file. If Excel of that vintage or later is installed on your system, the report will automatically come up in Excel. All the elements of the report are displayed in columns, though there will also be extra information as well. The left-to-right order of the columns may not be what you would expect based on the printed output. **Rich Text Format** will save the report to an RTF file that you can name and edit with a word processor or Wordpad. **HTML** will generate documents that can be read by web browsers. **CSV** files are comma separated value files that can be opened by most database and spreadsheet programs. All the elements of the report are generated in the fields, though there will also be extra information as well. The left-to-right order of the fields may not be what you would expect based on the printed output. **Bitmap** and **JPEG** are graphics files. Note that HTML, Bitmap and JPEG files may make multiple files for a multiple page report. **PDF** files are adobe acrobat files, and are commonly used to share reports via email. The **Send Email PDF** destination will both create a PDF report, and an opportunity to send the report by email.

Start: The button that launches the report to its selected destination. A progress meter with a cancel button will be displayed that can interrupt the report process.

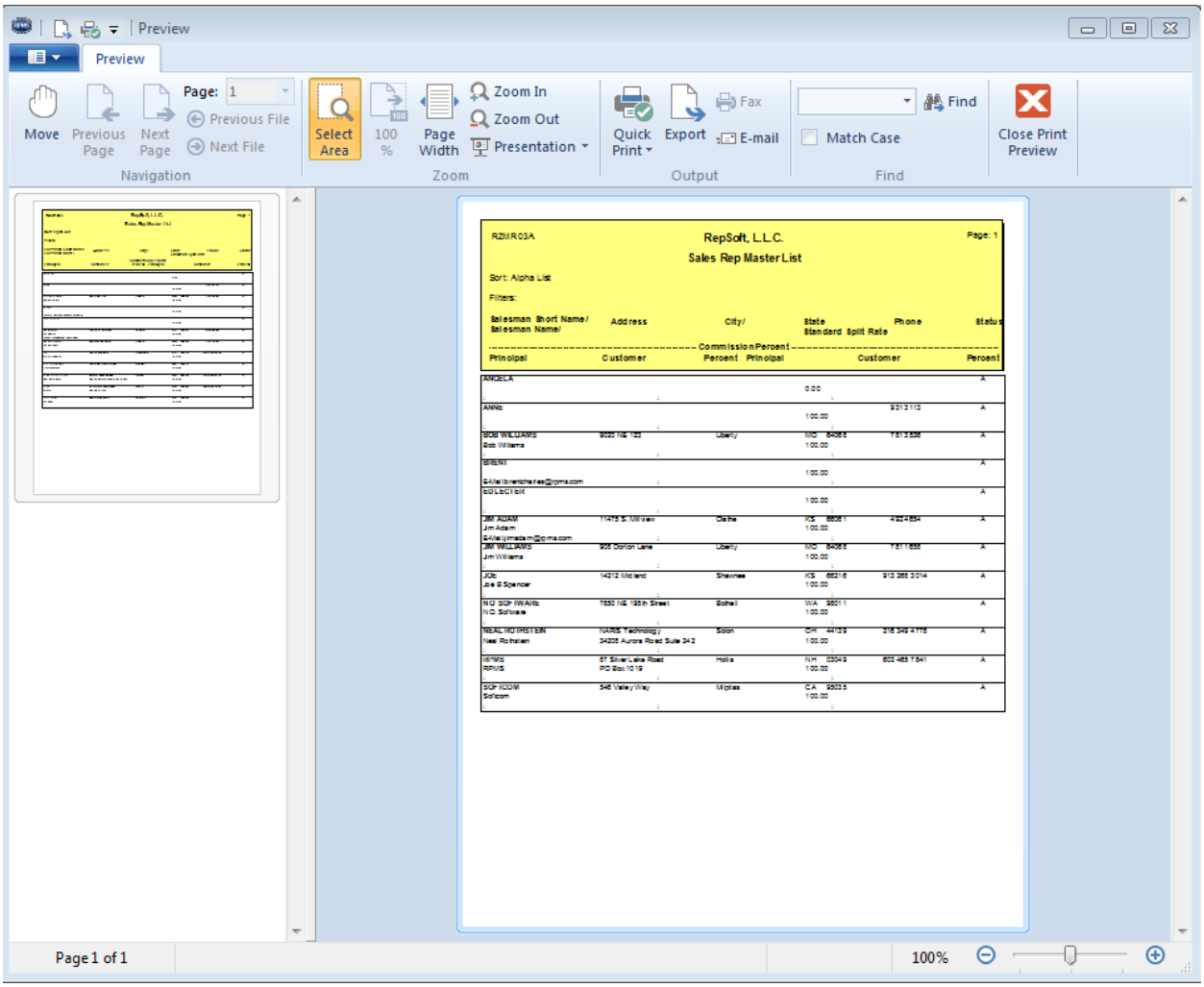
Run Min: Another button that can launch the report, but does so as a minimized application. When the report is finished, the Reports Engine will be restored to its previous size.

Memorize: Remember and save the report parameters under a name that you invent. Recall the report later from the list of **Memorized Reports**.

ReDesign: For Enterprise versions only – re-design the report to your liking, using the built-in report formatter, as documented in the *Enterprise Administrator's Guide*.

Preview

The Preview control in RPMS looks like this:



Various controls on the preview form will display the report as it would print, and will allow searching for data, exporting in different formats, zooming the view, presenting the report in a presentation mode, and more.

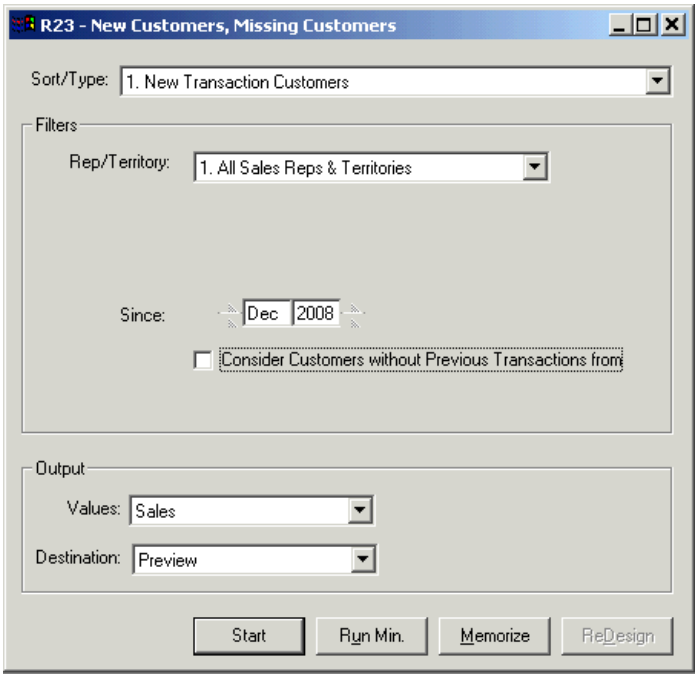
Lists

The Lists menu contains navigation to the RPMS reports that list rosters of the various files. Customers, Points of Sale, Territories, Principals and other entities can be printed or exported.

The **New and Missing Customers** report is a list of customers that are either entirely new, rediscovered, have recently gone missing, or have never purchased. The setup form for the report is shown below.

The Sort/Type has four options. The New Transaction Customers option lists customers across the entire agency that have not purchased before, or in recent times. The New Transaction Customers for Principals option causes the report to consider whether a customer is new or not for a given principal. The Missing

Customers option creates a list of customers without any transactions from the Since date. The Missing Customers for Principals option creates a list of customers without transactions from the Since date for the given principal.



The Since date on the report governs what the relative meaning of "New" or "Missing" means, and is inclusive of the month and year selected. In other words, a customer is NEW (or Rediscovered) if transactions have occurred during or after the Since month and year. A customer is MISSING if transactions have not occurred during and after the Since month and year.

For the New versions of the reports, the checkbox in the filter is labeled "Consider Customers without Previous Transactions from". If checked, the report will consider a customer to be NEW as long as there are no transactions in the given period. If unchecked, a customer can't have ANY previous transactions of the type of value requested.

For the Missing versions of the reports, the checkbox in the filter is labeled "Consider Only Customers with Previous Transactions from". If checked, the report will consider a customer to be MISSING only if it had previous transactions in the referenced period, but has not had any from the Since date forward. If unchecked, ANY customer – including customers that have never purchased anything – would qualify to be on the MISSING list.

Commissions

The Commissions sub menu under the Reports menu contains navigation to the RPMS reports that list information about due and paid commissions. Agency and Sales Rep Commission Statements, Commission Aging and Cash Flow Forecast all report information about commissions.

The **Agency Commission Statement** creates a statement for a time period that shows the total invoice (sales) amount credited as paid; the total commission for each transaction paid; and the agency and sales rep split portions of the commission. Typically this report is run to show what an agency grossed in commissions paid for that period of time, and the net left to the agency after paying the sales reps a percentage of the gross commission. Some agencies use this report in lieu of the sales rep commission statement because this statement shows the total commission received by the agency.

The **Sales Rep Commission Statement** creates a statement for a time period that shows a sales rep the total invoice (sales) amount credited as paid and the portion split out to the sales rep. It shows under the column heading 'Rate' the *effective* commission rate for that sales rep. For example, if the agency's rate from a principal is 5%, and the sales rep's split commission rate is 50%, this report shows as the rate 2.5%, and as the commission amount just 2.5% of the invoice amount. Some agencies prefer not to constantly display the 'overhead' portion that they keep, so use this style of statement to pay their sales reps.

The **Cash Flow Forecast** shows commission expected for unshipped orders and unpaid invoices by month for a seven month period and totals for all months. The dates used to project the commissions are the schedule date or invoice date, plus any lag days entered for the principal (see the *Lists* chapter, Principals - Operational Notes and Important Field Descriptions)

Daily Transactions

The Daily transaction reports are intended to show entries made for a period of time, as indicated by a batch range.

The **Batch Verify** report shows every transaction entry made, including corrections and deletions, in chronological order within each batch.

The **Register** report also shows every transaction entry made within a given batch – but it nets the effect of each individual order or invoice into a single line.

If a line item is shipped and then it's unit price is corrected within the same batch, the Batch Verify report will show the original shipment, then a negative entry, and then the correction as entered. The Register would only show the net effect of all three entries for that invoice.

These reports can be deceiving if the transaction entries being reviewed span more than the batch range selected. If the reports don't contain expected information, broaden or eliminate the batch filter to pull in more data.

Monthly Histories & Summaries

The Monthly History and Summary reports are month and year breakouts of transaction history organized by sales rep, territory, customer, principal and various combinations.

The **Summary** reports follow a scheme based on the month range selected. The 'through' month is set as the current month and listed in the first column. The same month from the previous year is listed in the second column. The third column (sometimes called 'Year to Date') is the cumulative value for the month range selected, and the fourth column is a comparative of that same period ending one year previous. For most values a 'Percent Difference' column shows whether the current period (the third column) is ahead or behind the previous time frame's pace. The last column is usually set to be 'Last Year's Totals' which is the fiscal year previous to the 'through' month.

Both the Percent Difference and Last Year's Totals columns are eliminated when the value selected is a combination value. Sales + Sales Commissions, Orders to Sales Ratio, Orders + Orders Commissions, etc. are all examples of combination values. In those cases a ratio or percentage relationship between the two current year columns is generated as the last column of the report.

The option Historical / Analytical refers to the basis of the sales reps listed on the report. When run in Historical mode, the sales reps that were credited with the transactions will report as such – allowing for the possibility that a sales rep would be reported alongside a customer account to which she was no longer

assigned. When run Analytically, the same report would show the currently assigned sales rep, instead of the sales rep that was credited with the transactions. If the intention of the report is to measure a sales reps performance, Historical is an appropriate choice. If the intention is for sales reps to review the history of the accounts to which they are currently assigned, then Analytical is the right selection. Previous versions of RPMS worked Analytically.

The **History** report is a spreadsheet style presentation of monthly totals sorted by customer, sales rep, principal or combinations. The 'End Date' dictates the arrangement of the first row for each section from left to right, and the three rows immediately below correspond. So if the 'End Date' selected is September 2002, then the first row of each section will represent August 2001 through September 2002, the second row would be August 2000 through September 2001 and so forth. A total for each row is shown to the right.

A **Matrix Summary** is also commonly known as a cross-tab report. The values reported by Matrix reports are similar to the values in a Summary report, but are shaped differently. For a matrix report, the setup form allows a user to choose entities to display as columns across the top, and rows down the side, and the type of value (or values) to summarize at the intersections of columns and rows.

Orders

The Orders reports are detailed line item presentations of various states of order transactions.

The **Closed** order report displays a list of orders that are completely shipped (no 'O' status line items) where the most recent ship date is between a date range specified.

The **Expedite** report examines a schedule date or request date period. The intent of the report is to provide a follow-up mechanism for a date range of expected or requested shipment. The report can also be used to follow manage Quotes and Samples, provided follow-up dates were entered as schedule or request dates.

Line items are compared to the 'Status Codes' filters to determine whether or not they will be extracted for the report. The 'Include Late Line Items' filter governs orders that have both qualified line items within the date range AND open line items scheduled or requested before the date range. If the checkbox is selected, the previously scheduled line items will print and be labeled 'Late.' The 'Include Line Items Within Date Range Only' checkbox governs the other side of the date range. That is, if an order has at least one line item that is qualified to be on the report, but also has line items that are scheduled or requested beyond the date range selected, those future-scheduled line items will print unless this checkbox is checked. The 'Include Unshipped Line Items Only' when checked causes only open line items to print.

To print a very focused expedite report, examining only those items scheduled and open in a certain date range, check Orders, Include Line Items Within Date Range Only, and Include Unshipped Line Items Only. To print a wide-ranging report that prints anything and everything to do with transactions scheduled for a given period, check Orders, Shipped & Partial Shipped, and Include Late Line Items.

The **Late Orders** report is a simplified version of the expedite report that reps use to track down missing invoices or late shipments. A single date governs what 'Late' means – the report prints all open line items with schedule dates prior to that date and labels them 'Late.'

Orders by Order Date reports all transactions in line item format based on an order date range, regardless of the status of the line items.

Product

The Product history and product summary reports are month and year breakouts of transaction history organized by sales rep, territory, customer, principal, product and various combinations, accumulated for either units or dollars.

They are similar in nature and setup to the Monthly History and Summaries documented above, but add products and units to the data.

Point of Sale

The Point of Sale reports document the history of transactions with regard to Points of Sale.

The **Direct / POS Summary** shows the total volume for a customer directly, cumulatively through all Points of Sale, and in total.

The **Direct / POS Detail** displays the same information as the summary above, but differentiates the various Points of Sale. It also only displays customers with values other than zero for the period selected. So the previous period values are not actual agency totals, but rather comparative totals for customers with values in the period requested.

The **POS Summary** is a spreadsheet style report that documents the history of each particular Point of Sale.

Accounts Receivable

The Accounts Receivable reports are part of the Accounts Receivable feature. Rep agencies that also invoice customers directly, for purchased and re-sold items, can run Accounts Receivable reports.

The **Sales Aging** shows the total invoice amounts due from a customer, and the age of those accounts receivable.

The **Customer Statements** can be printed to show balances due for individual customers. They are designed to be run monthly. Except in very special circumstances, always run a customer statement showing the 'Previous Statement Date' to be exactly one month prior to the Statement Date.

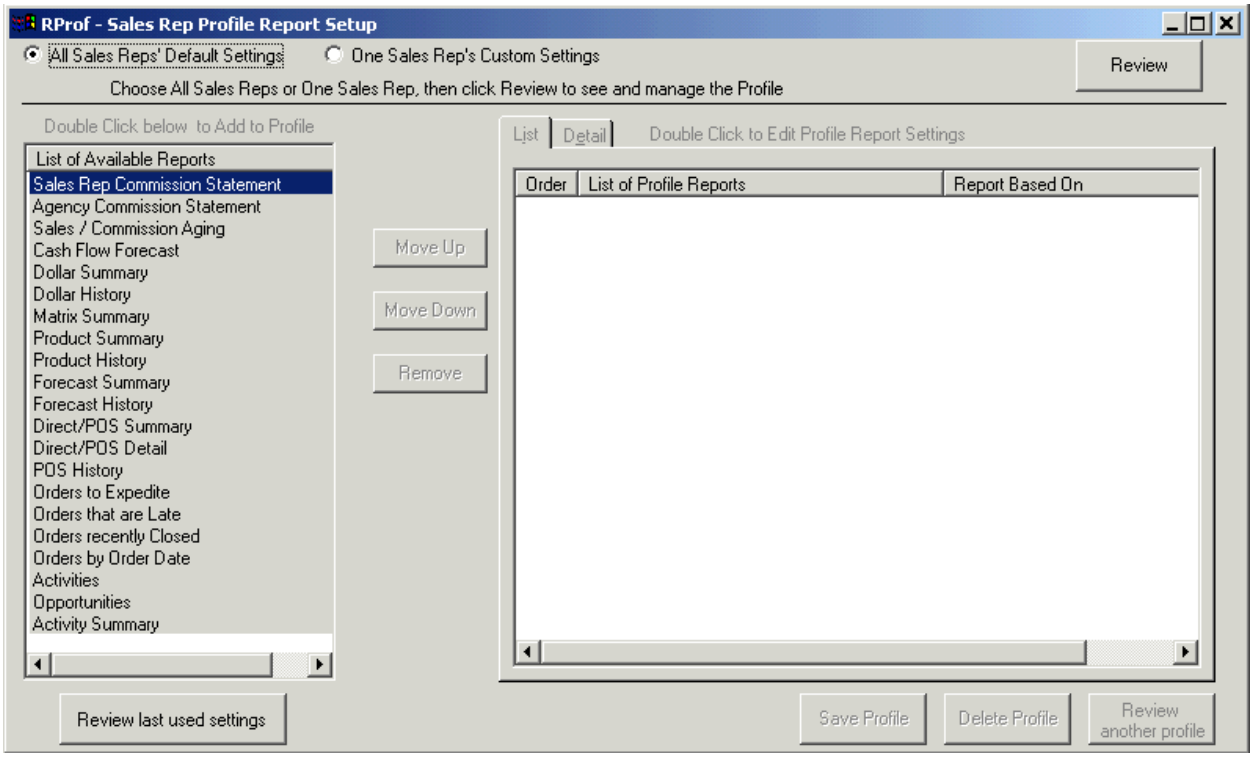
To run a report showing **Cash Receipts**, use the **Agency Commission Statement** documented in Commissions above, and limit the report to the Accounts Receivable principal (see Principals - Operational Notes and Important Field Descriptions)

To run an **Aging Report** for Accounts Receivable invoices, use the Commission Aging report documented above, but choose the value Sales, and limit the report to the Accounts Receivable principal.

Sales Rep Profiles

The Sales Rep Profiles system allows agency managers to specify a suite of several reports, tailored for each sales rep, to be run automatically.

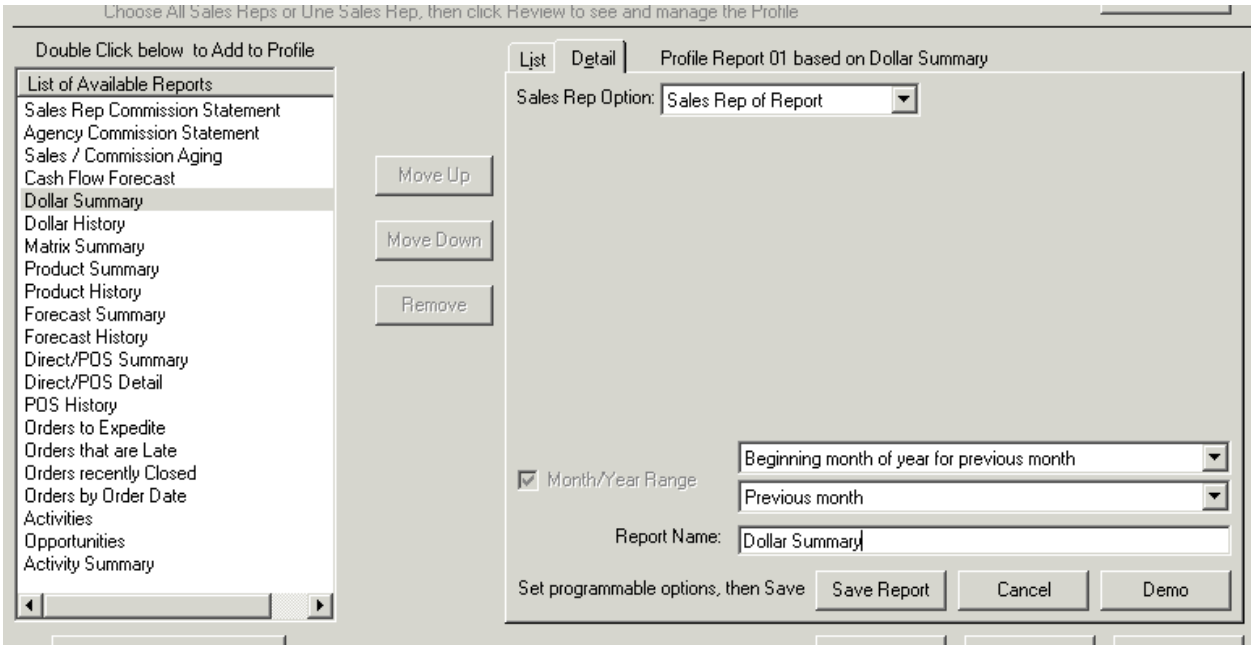
Profile Settings: To establish a profile, from the Sales Reps Profiles menu, choose Profile Settings. The form will be displayed as shown below:



There are two types of profiles. The All Sales Reps' Default profile is designed to be useful for most sales reps. The One Sales Rep's Custom profile is designed to customize individual sales reps' report profiles, where the default is insufficient.

Select the radio option to review either the All Sales Reps' Default, or the One Sales Rep's Custom profile, then click the Review button. The list of reports that represents the currently established profile for the option selected will be loaded into the list on the right side of the form. If no reports are listed, that profile either has not been established or has been deleted.

To add a report to the profile, double click from the list of Available reports. You can review the report setup form that was used last by clicking the "Review last used settings" button. Once the report has been copied to the List of Profile reports, double click it to set it's programmable details, as in the sample displayed below:



The Sales Rep Option allows a programmed report to be filtered by Sales Rep. The setting "Sales Rep of Report" causes the report output to be limited to the particular rep for whom the profile report is being generated. The "All Sales Reps" option causes a report destined for a specific sales rep to encompass results for all the reps in the agency. The "Fixed Sales Rep" option will cause a specified individual rep to be selected, even if the report is being run for another rep.

The Date range options vary for each programmable report. If a date range is required to execute the report, the checkbox enabling the declaration of a date range is checked and grayed out. If a date range is optional, the checkbox can be de-selected.

The date range declarations in the drop down lists are relative to the run date of the reports.

To see the effects of the current programming, click the Demo button.

Once a report has been programmed, save the report by clicking Save Report. To save the entire profile, click the Save Profile button.

Reports within the profile may be re-ordered by clicking the Move Up and Move Down buttons.

Run Profile Reports: To run profile reports, from the Sales Reps Profiles menu, choose Run Profile Reports. Check the sales reps for whom profile reports should be run.

Select whether to send E-Mail versions of the PDF reports, or to save the reports on disk. Reports generated for sales reps will be stored as PDF's in the operator's program folder, typically C:\Program Files\RPMS\RPMS V7. To send E-Mail versions of the reports, E-Mail addresses must be recorded in the sales rep master list, and E-Mail send settings for the operator's computer must be recorded in the Preferences form of the main RPMS engine.

Clicking the Start button executes consecutive profile reports for the selected sales reps, automatically sending an E-Mail version of the report if so selected by the operator.

The PDF filename either attached or saved, follows the form "SALESREP SHORTNAME ProfileReport.PDF".

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Direct Marketing

Purpose and Overview of Direct Marketing

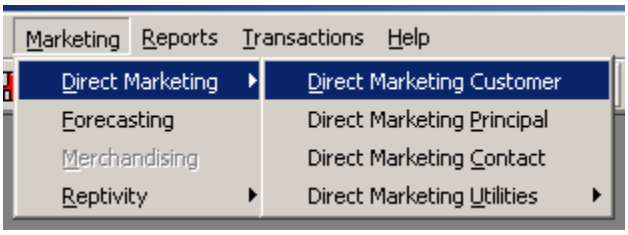
Direct Marketing is a powerful tool designed to leverage the existing customer, contact, and principal files for more advanced marketing and management purposes.

There are essentially two steps involved in using the Direct Marketing feature.

Step 1: Set and apply the applicable filter criteria to extract a list of customers, contacts or principals.

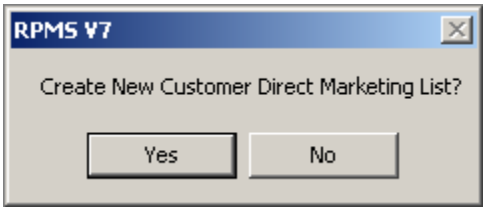
Step 2: Work with the extracted list to generate a report, labels or cards, or mail merge files.

Create Direct Marketing Files

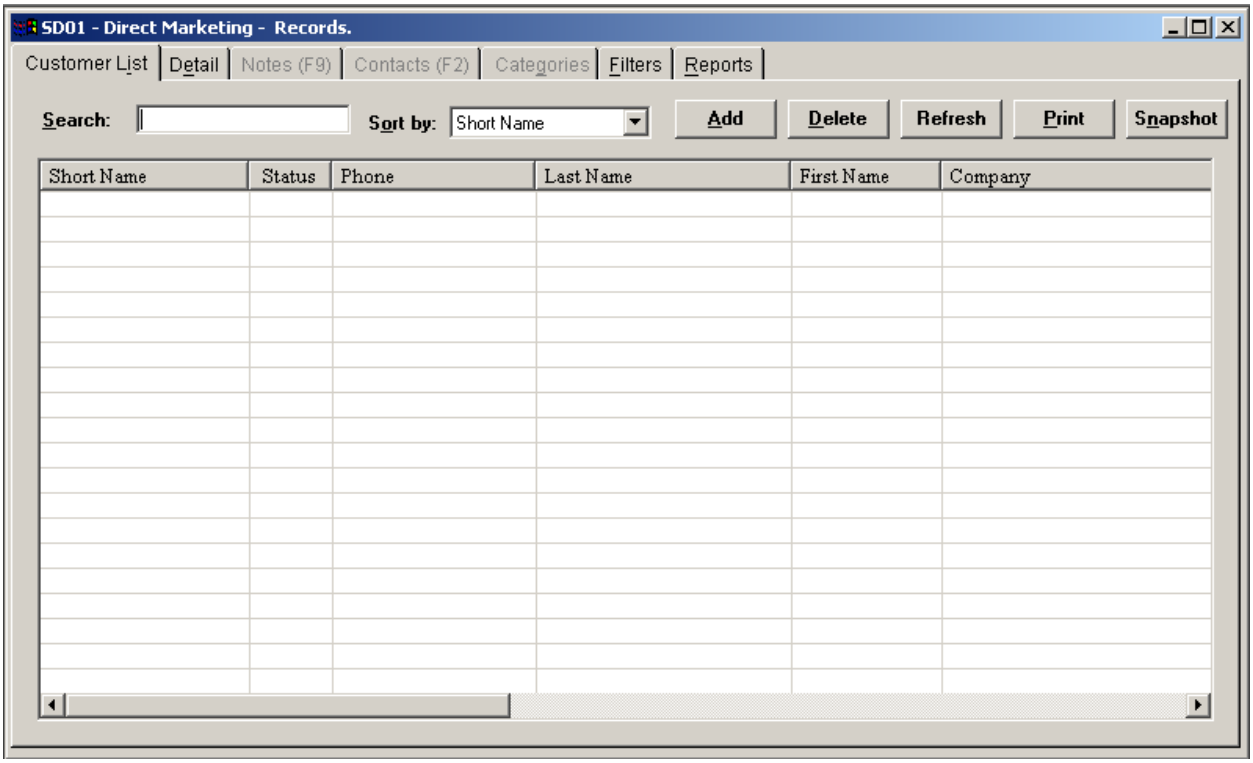


To create a Direct Marketing file, first determine whether to use customers, contacts or principals. The documentation below will assume the choice of customers, but most of the options are the same within each group.

Once selected, a dialog box will appear that asks if you wish to use your previously extracted file or to create a new file.



If you answer YES, your previously extracted list will be erased, and a new empty list will be created as shown below.

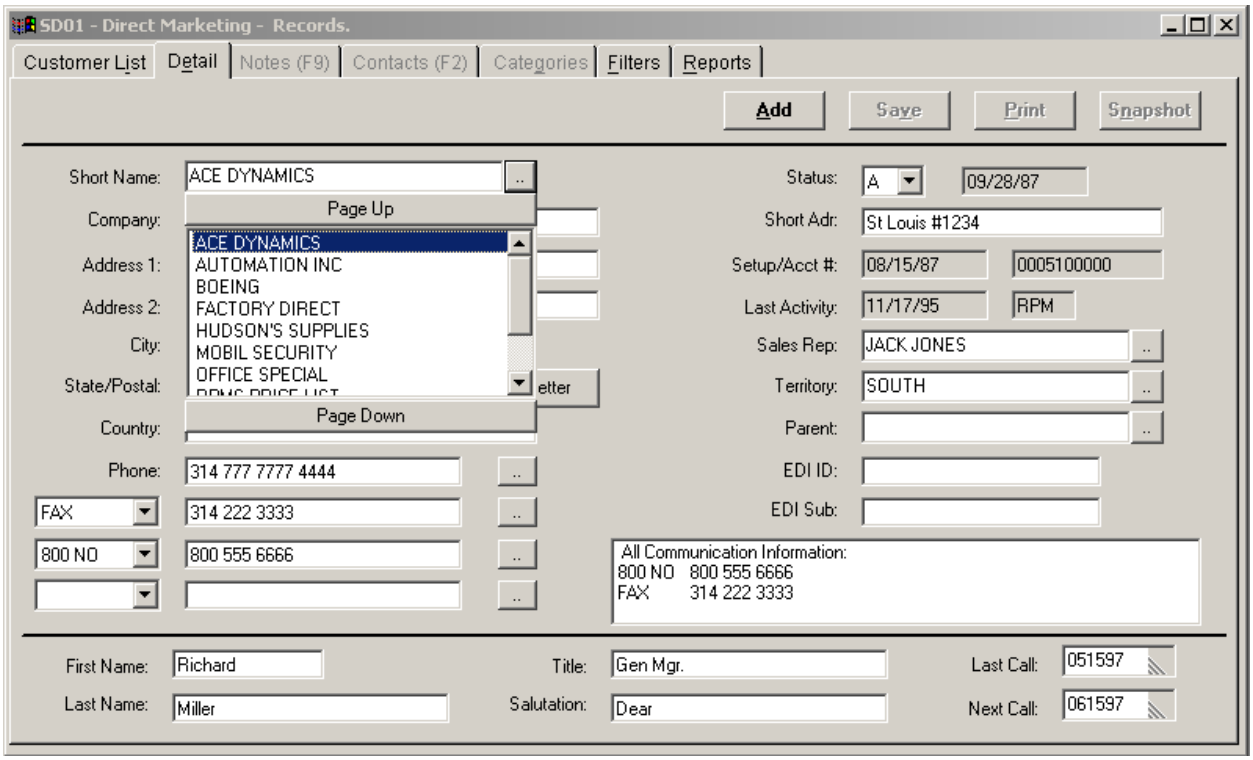


The list has many of the same features as the actual list for that entity as presented under the Lists menu, but is a sub-set.

Creating a Direct Marketing List

There are two ways to add records to the Direct Marketing List. The first is to use the **Add** button to select records one at a time. In this way a group of otherwise completely unrelated accounts could be grouped together on a list.

When the Add button is clicked, the detail tab is selected with no information. Using the short name field, type a few letters of the name to add to the list to find the customer. Or, you can press the control key once while the cursor is in the field. This will cause the lookup to use the alternate EData Code, instead of the name, to perform the search. Or click the lookup button next to the short name field to expose the lookup list, as shown below. Once the appropriate account has been looked up on the detail tab, click the add button to add it to the list.

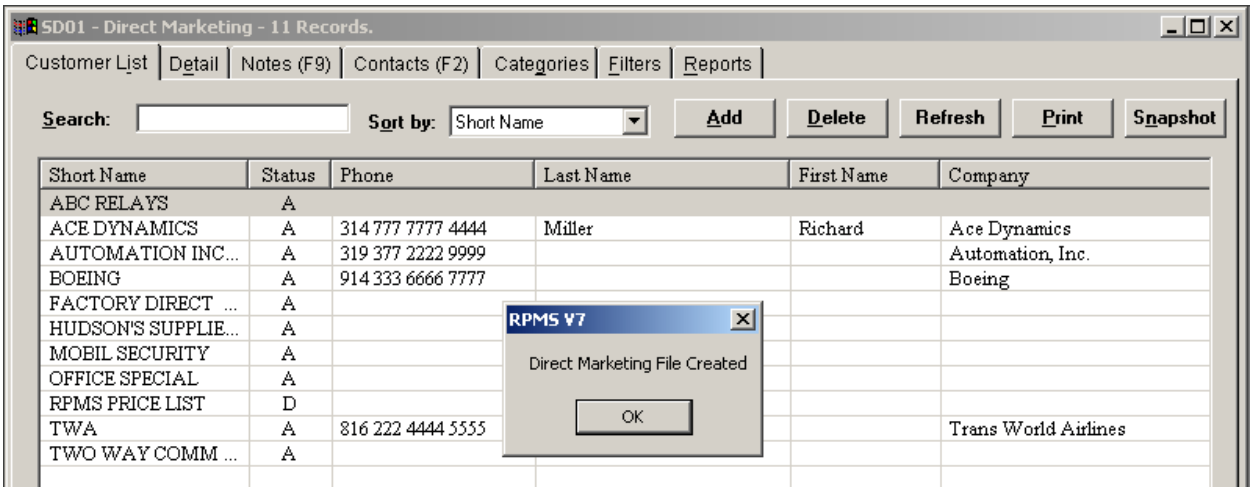


The more efficient way to add accounts to the list is to use the **Filters** tab to apply multiple criteria at once.

From the Filters tab, the **Create** button will use all the criteria established within the tabs to create a new Direct Marketing file. The **Filter** button will use the current criteria to reduce a previously established list.

For example, to extract all the customers for a single sales rep, from the Filters tab and the **Rep/Terr/Family** tab, select One Sales Rep, then lookup the name of the sales rep in the corresponding lookup field. From the same tab you could also choose to select only those customers that were members of any family (Related Only), or One Family, and choose only Parents, only Children, or both. When multiple filters are used, extracted customers must satisfy ALL the filters.

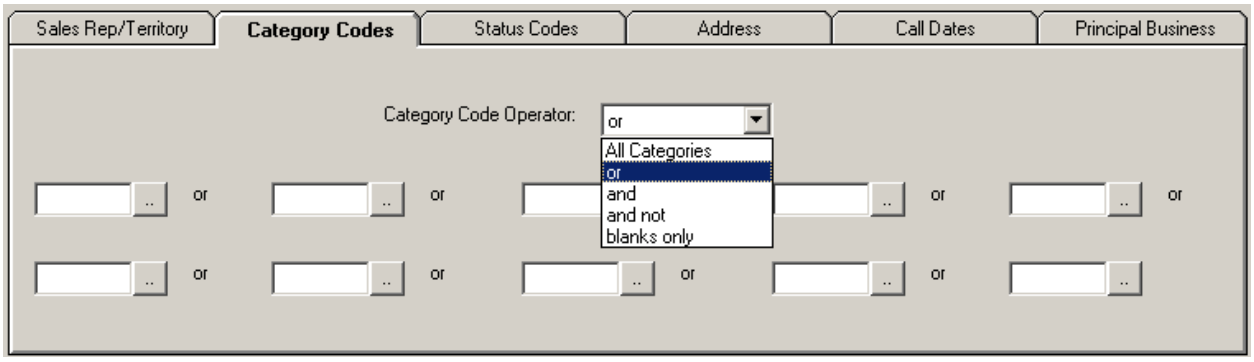
Click the Create button to extract all the customers that meet the criteria. A message box will tell you that the Direct Marketing file has been created, and return to the List tab. Note that at the top of the list tab the number of records extracted will be displayed.



There are two ways to remove records from the Direct Marketing list. You can use the **Delete** button from the List tab by highlighting the customer to remove and clicking Delete. This does not delete the actual record – it simply removes it from this particular Direct Marketing list.

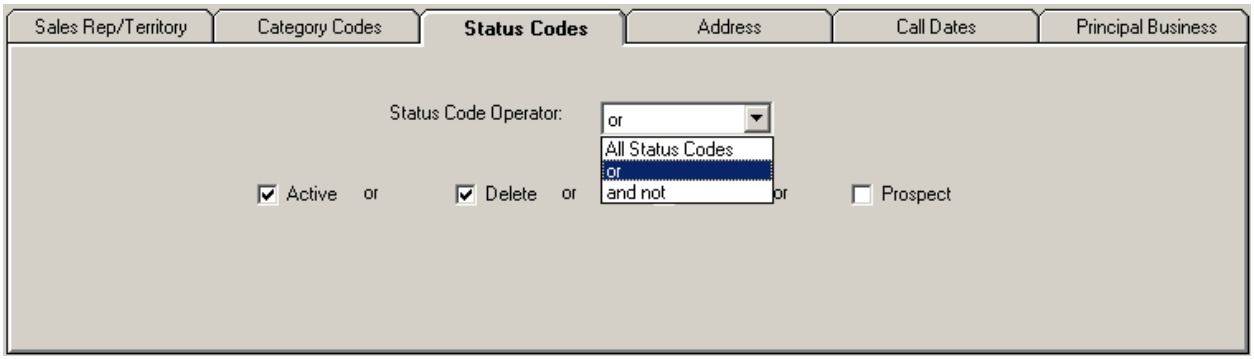
The other way to remove records from the Direct Marketing list is to return to the Filters tab, establish additional criteria and click the **Filter** button. This button examines the currently extracted list and applies all the criteria against it.

Other create / filter criteria tabs are shown below.

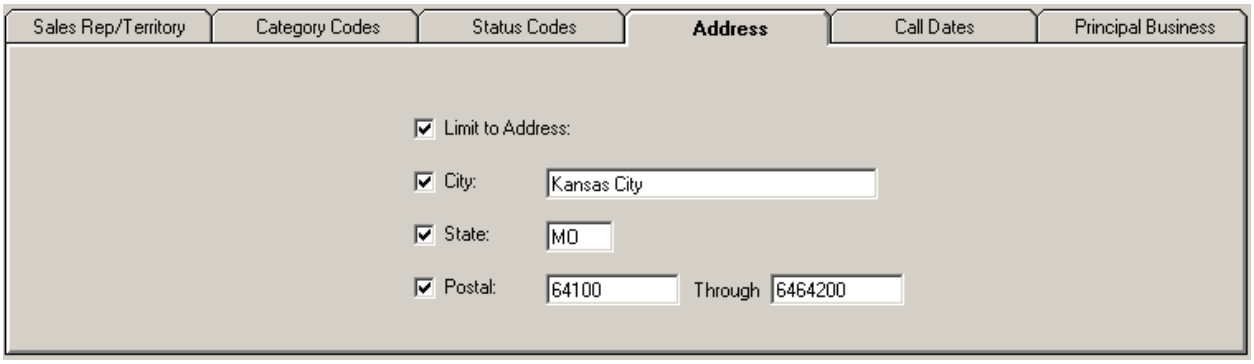


The **Category Codes** tab has a category code operator that falls between up to ten selectable category codes. Using the example codes OEM1 and 510028, the following table describes the results of the selection of those two codes with the various Category Code operators.

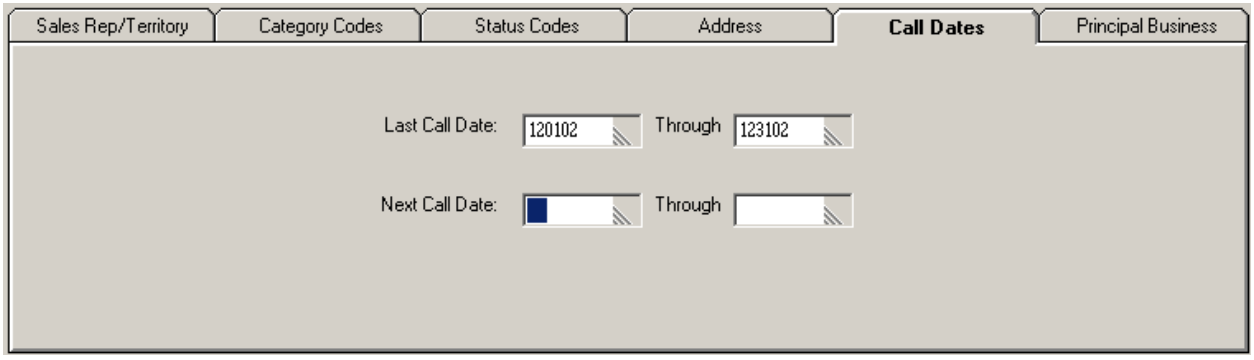
Class Codes	Operator	Result
OEM1 510028	and	Selects any records that have both OEM1 and 510028 assigned as Category Codes.
OEM1 510028	or	Selects any records that have either OEM1 OR 510028 assigned as Category Codes.
OEM1 510028	and not	Selects only records that do not have either OEM1 OR 510028 assigned as Category Codes.
N/A	blanks only	When blanks only is selected, all the category code selection prompts disappear, and only those records with NO category codes at all will be selected
N/A	All Categories	When All Categories is selected, no category code criteria is applied for either a Create or Filter operation.



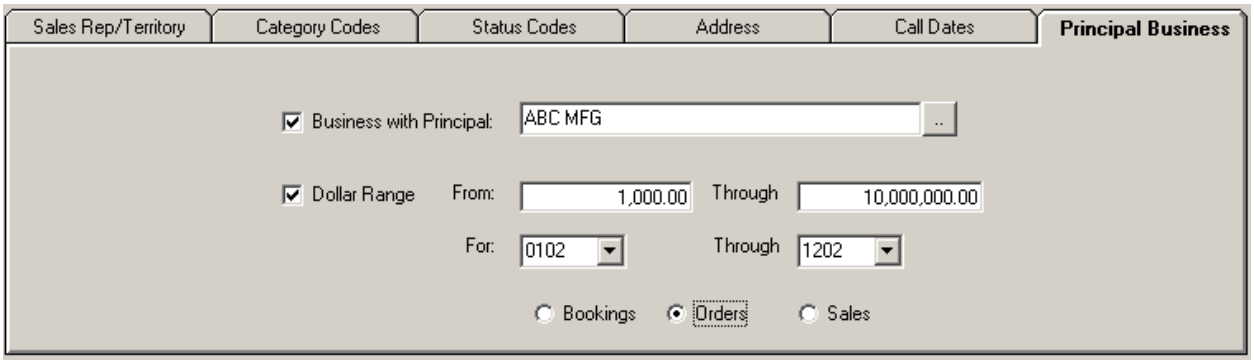
The **Status Codes** tab requires the extracted group to meet certain status code criteria.



The **Address** tab requires the extracted group to meet certain address criteria.



The **Call Dates** tab allows selection of customers based on Last Call and/or Next Call date ranges. Leaving either of these field pairs blank excludes that field pair from the criteria.



The **Principal Business** tab allows selection of customers based on the amount of business done with a particular principal.

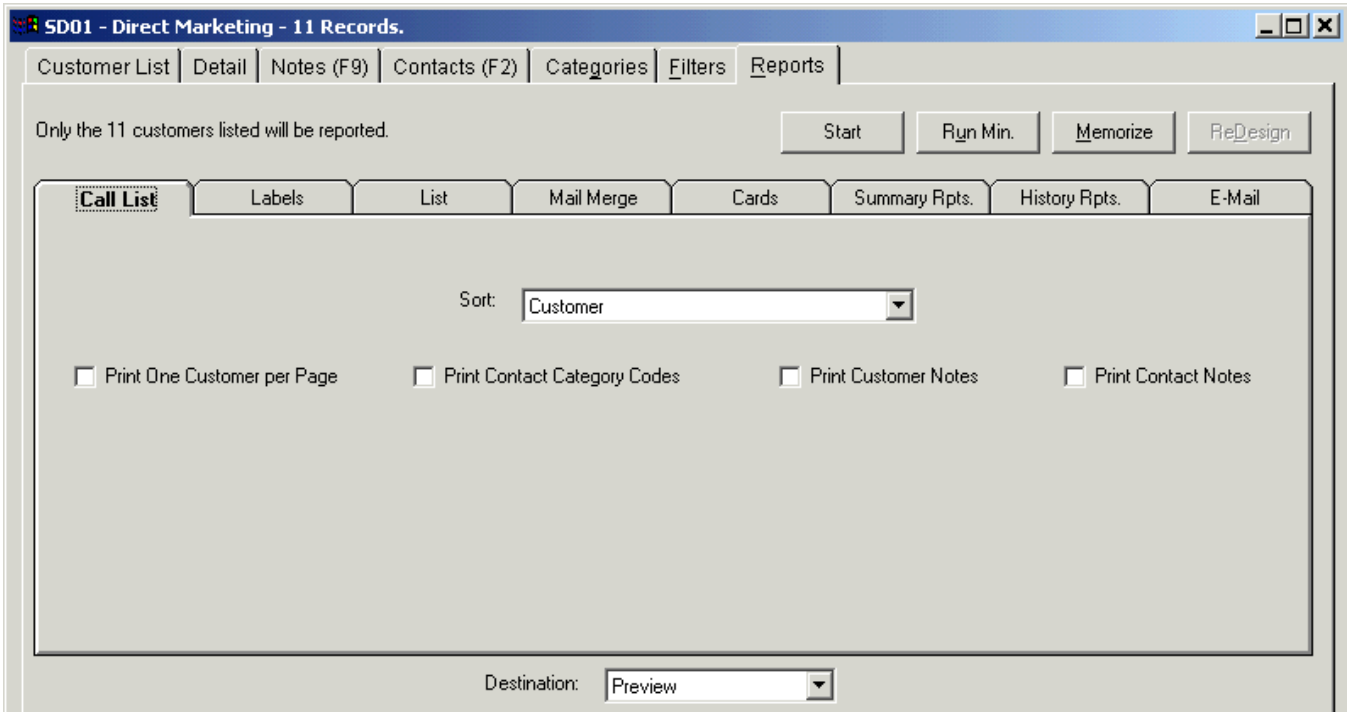
Working with Direct Marketing Lists

From an extracted Direct Marketing List, you can

- Update records for telemarketing / follow-up purposes
- Run reports from the Reports tab, including lists, labels, cards and financial reports
- Send blast emails

To use Direct Marketing for telemarketing follow up, extract a list based on Next Call dates. Double click each member of that list as they are contacted to update the Last Call (today), Next Call, and any other detail information from the Detail tab. Update notes, contact and category information as necessary, then delete that customer from the extracted list. In this manner, a follow-up list can be worked down until all the follow-up has been accomplished. If the follow-up activity takes several days, each day answer NO to the Create New Direct Marketing List dialog, and the current follow-up list will be displayed.

To run reports for the extracted list, click the Reports tab.



The reports that can be run are described below:

A **Call List** is a specialized list that has more white space surrounding each name, for hand-written notes.

Labels are designed for laser and ink-jet printers, and conform to either Avery 5260 (2 across 1" x 4") or Avery 5261 (3 across 1" x 2 5/8".)

A **List** is the same as the Master List found in the Reports engine, but includes only the selected group.

A **Mail Merge** file is a comma separated value file that can be imported by many third-party applications, like fax software, email systems, spreadsheets and databases. For instructions about how to import files in those applications, please consult their particular user guides and technical support.

The options on a mail merge create include **Use Quotes for Delimiters** and **File is Rational**. Use Quotes should be engaged if any commas are embedded in the data. This will cause each field to be surrounded by quotation marks, and most importing programs will treat fields delimited in this way as text. The File is Rational option causes a Header record to be created that describes the fields.

The structure of each mail merge file is shown and described below:

Customer Mail Merge File Structure

Field Name	Max length and description
ShortName	20 character upper case unique name
ShortAddress	20 character short identifier
CompanyName	30 character mixed case name
Address1	30 characters
Address2	30 characters
City	30 characters
State	2 characters
Zip	10 character zip or postal code
Country	25 characters
Phone	20 characters
CommuCode1	6 character first communication code identifier
CommuNo1	65 character first communication code
CommuCode2	6 character second communication code identifier
CommuNo2	65 character second communication code
CommuCode3	6 character third communication code identifier
CommuNo3	65 character third communication code
PrimaryContactFirstName	10 characters
PrimaryContactLastName	20 characters

Contact Mail Merge File Structure

Field Name	Max Length & description
CompanyName	30 character mixed case company name
Address1	30 characters
Address2	30 characters
City	30 characters
State	2 characters
Zip	10 character zip or postal code
Country	25 characters
Phone	20 characters
CommuCode1	6 character first communication code identifier

CommuNo1	65 character first communication code
CommuCode2	6 character second communication code identifier
CommuNo2	65 character second communication code
CommuCode3	6 character third communication code identifier
CommuNo3	65 character third communication code
PrimaryContactFirstName	10 characters
PrimaryContactLastName	20 characters

Principal Mail Merge File Structure

Field Name	**Max length and description**
ShortName	20 character upper case unique name
CompanyName	30 character mixed case name
Address1	30 characters
Address2	30 characters
City	30 characters
State	2 characters
Zip	10 character zip or postal code
Country	25 characters
Phone	20 characters
CommuCode1	6 character first communication code identifier
CommuNo1	65 character first communication code
CommuCode2	6 character second communication code identifier
CommuNo2	65 character second communication code
CommuCode3	6 character third communication code identifier
CommuNo3	65 character third communication code
PrimaryContactFirstName	10 characters
PrimaryContactLastName	20 characters

Cards are designed for laser and ink-jet printers, and conform to Rolodex 67620 (2 ¼" x 4") card stocks. The Special Status contacts can be included on the cards for Customer and Principal Direct Marketing Lists.

Summary Reports and **History Reports** can be printed to include only the extracted groups of customers or principals for those types of Direct Marketing lists. *Caution – the filtered headers do NOT indicate that the report only encompasses those selected customers or principals.*

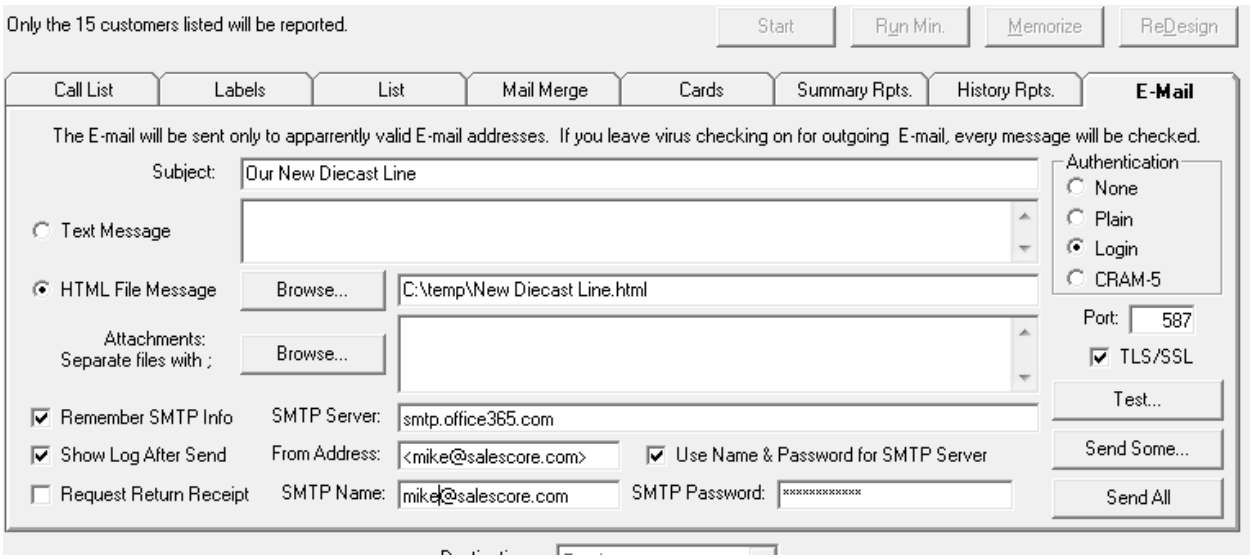
The **E-Mail** tab displays the prompts to broadcast an E-mail message to all the selected records that have a valid E-mail address stored within RPMS. E-mail addresses are stored using the communications code of "E-Mail". Records extracted that do not have valid E-mail addresses will not be sent.

The E-Mail report works by sending either a text message or an html file to the selected customers or contacts, using your company's **SMTP Server** and **SMTP Name** / **SMTP Password** if required. Check your E-mail settings in your own E-mail client software to figure out how to set the settings on this form, or check with your Internet Service Provider. A **From Address** is required, and will probably be validated by your SMTP Server. The From Address is also used as the Reply To address.

Each message is sent independently using the internal RPMS E-mail device – there will be no copy of the message stored in your own E-mail client software. Be aware that any automatic virus checking of outgoing E-mail you use will probably be aware of E-mail messages broadcast from this screen, and could check ever message.

The **Subject** line is required. Each message will carry the subject provided.

A picture of the E-mail tab is shown below.



The **Text Message / HTML File Message** radio option determines whether the message you send will be an HTML file, or plain text. Although rare, some recipients can't receive HTML messages. Occasionally aggressive SPAM blocking software will reject E-mail messages that are composed entirely of HTML. If you choose to send a text message, type the message in the area next to the Text Message radio option. If you would rather send an HTML message, use the browse button to specify the location of the HTML file you want to send.

Attachment files can be specified. If multiple files should be attached, you must separate them with semicolon characters. Each E-mail message will carry the attachment(s) that you specify.

The **Remember SMTP Info** checkbox determines whether the form will be filled out with your SMTP Server name, SMTP Name and SMTP Password the next time you use this form. For security reasons, some users will uncheck this option. If **Use Name & Password for SMTP Server** is checked, fill out the **SMTP Name** and **SMTP Password** prompts and choose an authentication method. If you're not sure which authentication method to use, try **Plain** first, then **Login**, then **None** and finally **CRAM-5**. If your smtp provider requires TLS/SSL, contact RPMS Customer Support about using this feature.

A log file is created in the data folder of the broadcast E-Mail sesssion, and replaced each time you use this feature. The log file is named xxxEMAIL.LOG, where xxx is representative of your RPMS login initials. You can display this log file after sending some or all of the E-mail messages by checking **Show Log After Send**. This can be useful for de-bugging problems if there are errors in transmission or you have other difficulties using this feature.

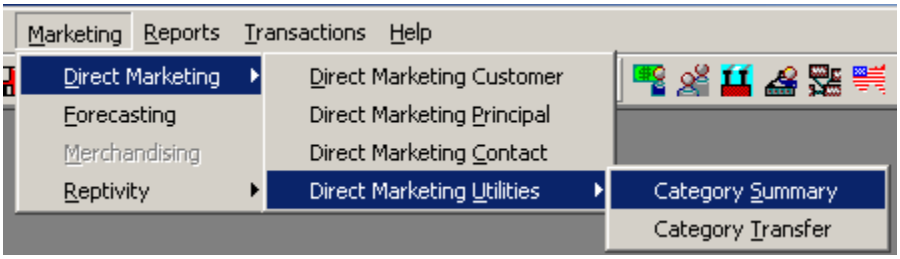
The checkbox **Request Return Receipt** will cause recipients with client E-mail software that supports return receipts to be requested to indicated receipt of message back to the From Address.

The **Test** button does not send any E-mail messages. It does validate settings, and report how many E-mail messages would have been sent by the Send All button.

The **Send Some** button displays a dialog that allows a certain number of records of the list to be sent, at a certain slower pace if necessary, and provides an option to delete records from the E-mail list after they have been successfully sent. This is useful if your SMTP or Internet provider limits the number of E-Mail messages you can send at once, or the speed at which you can send them. This also provides a way to see a list of records not sent because they did not have good E-Mail addresses.

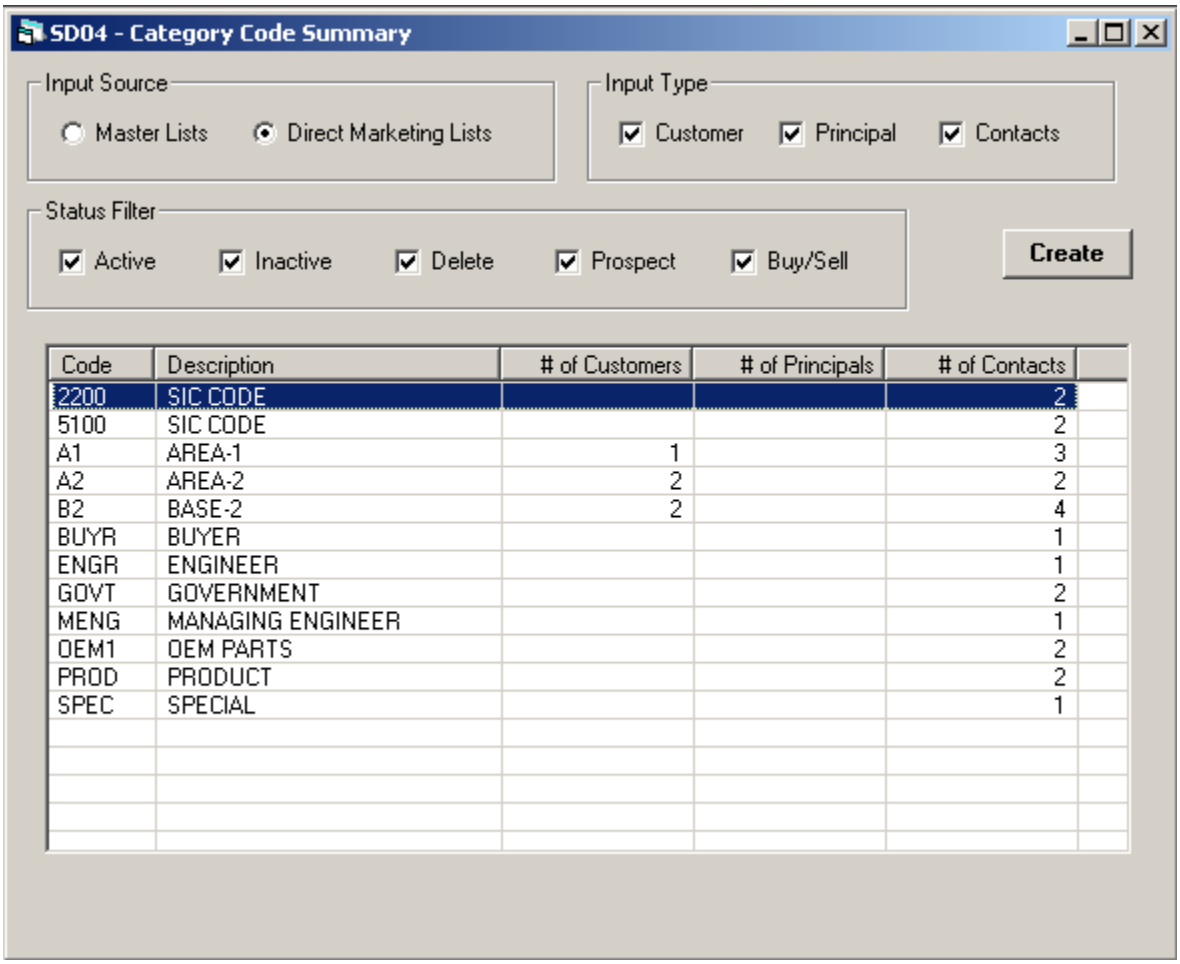
The **Send All** button sends all the E-mail messages at once.

Direct Marketing Utilities – Category Code Summary



From the Direct Marketing Utilities menu you can select Category Summary to review and understand the mix of your category codes.

The Category Summary can be set to use either the current master lists or the currently extracted Direct Marketing Lists as a data source. The different types of lists can also be selected – principals, customers or contacts. Status code filters can be applied to either source for all the types.



Code	Description	# of Customers	# of Principals	# of Contacts
2200	SIC CODE			2
5100	SIC CODE			2
A1	AREA-1	1		3
A2	AREA-2	2		2
B2	BASE-2	2		4
BUYR	BUYER			1
ENGR	ENGINEER			1
GOVT	GOVERNMENT			2
MENG	MANAGING ENGINEER			1
OEM1	OEM PARTS			2
PROD	PRODUCT			2
SPEC	SPECIAL			1

The resulting list is a simple calculation of the number of category codes encountered. The example above shows that for the currently extracted lists, two customers and two contacts have the category code B2.

Forecasting

Purpose and Overview of Forecasting

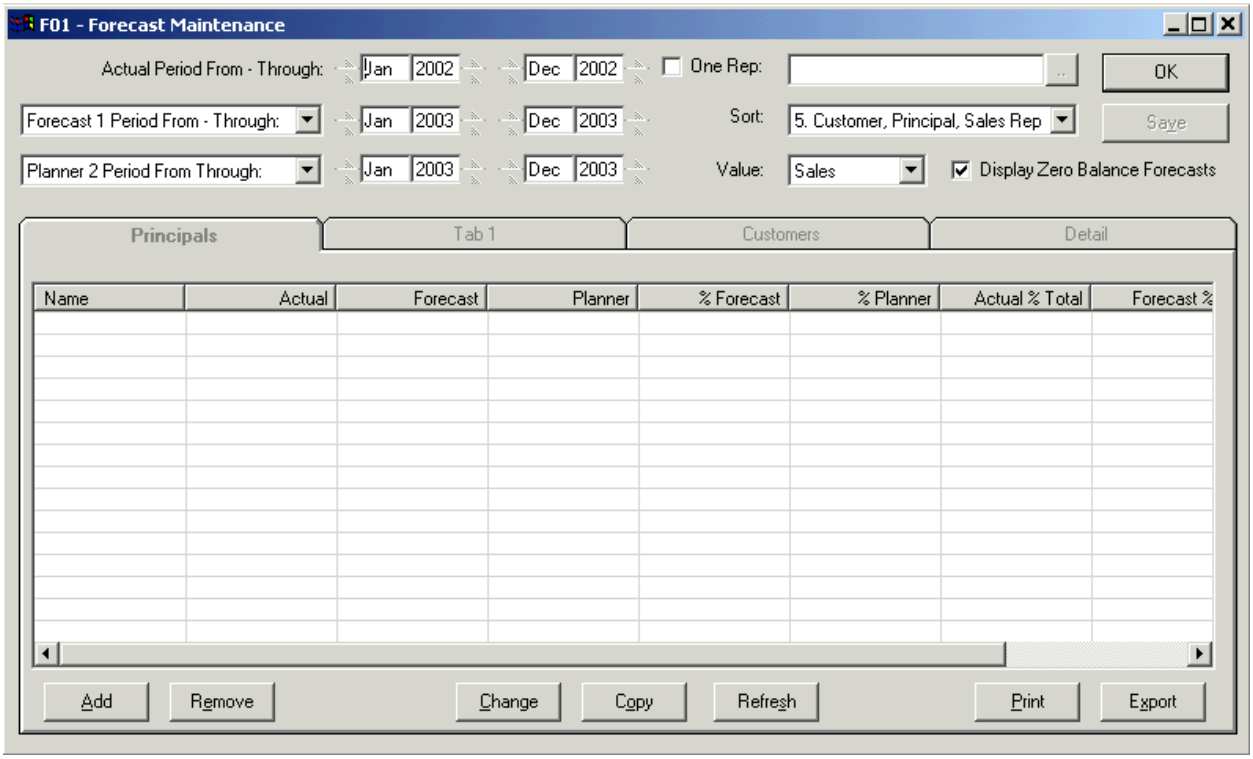
The Forecasting feature is designed to use the accumulated sales and orders history in RPMS to predict and measure future performance.

Version 8 Forecasting differs from previous versions in that it is not limited to being set up for principals. A V8 forecast can be set up for principals, sales reps or customers – the other entities forecasts will follow as natural extensions of those for which the forecast was created.

The term Forecast refers to expected sales or orders for a particular period. The term Planner defines a special type of forecast that is used to make adjustments, try 'what if' scenarios and generally play numbers games without impacting the more static Forecast.

Setting Up a Forecast

To set up a forecast, click the Forecast button, or choose Marketing, Forecasting. The F01 Forecast Maintenance form will be displayed as shown below.



The **Actual Period**, **Forecast Period** and **Planner Period** prompts will set up the year-to-date time frames for the values that will be displayed. Actual refers to RPMS Sales or Orders history that will be displayed in the forecast, and can be used to model or measure against a Forecast or Planner period. Forecast refers to the expected sales or orders. The Planner is a special type of forecast that is used to make adjustments, try 'what if' scenarios and generally play numbers games without upsetting the more static Forecast.

The **One Rep** checkbox is used to limit the customers that can be added or viewed. The Security feature will automatically fill this prompt if the user logged in is limited to a particular sales rep.

The **Sort** sequence specifies how the forecast will be established, from general down to specific, and the order of the tabs on the forms. Which sort is used depends on the information available, and how you think about your business. If you are interested primarily in tracking and meeting goals for principals, then you may choose to set up forecasts for each principal. If you use forecasting primarily as a quota, or sales rep management tool, you may find it more convenient to set up a forecast for each sales rep. Or if you have a key group of customers that you want to forecast; or each sales rep is responsible for setting up the forecast for each of his customers, then you may prefer to forecast by customer. There are five different sort sequences that can be used:

1. Principal, Customer, Sales Rep
2. Principal, Sales Rep, Customer
3. Sales Rep, Principal, Customer
4. Sales Rep, Customer, Principal
5. Customer, Principal, Sales Rep

Each sort sequence supports the other. For example, if a forecast is set up in sort sequence five for one key customer, when the forecast is reviewed in sort sequence one, all the principals forecasted for that customer will be displayed. Clicking the second tab in that sort sequence would then 'drill down' to the one customer that had been forecasted.

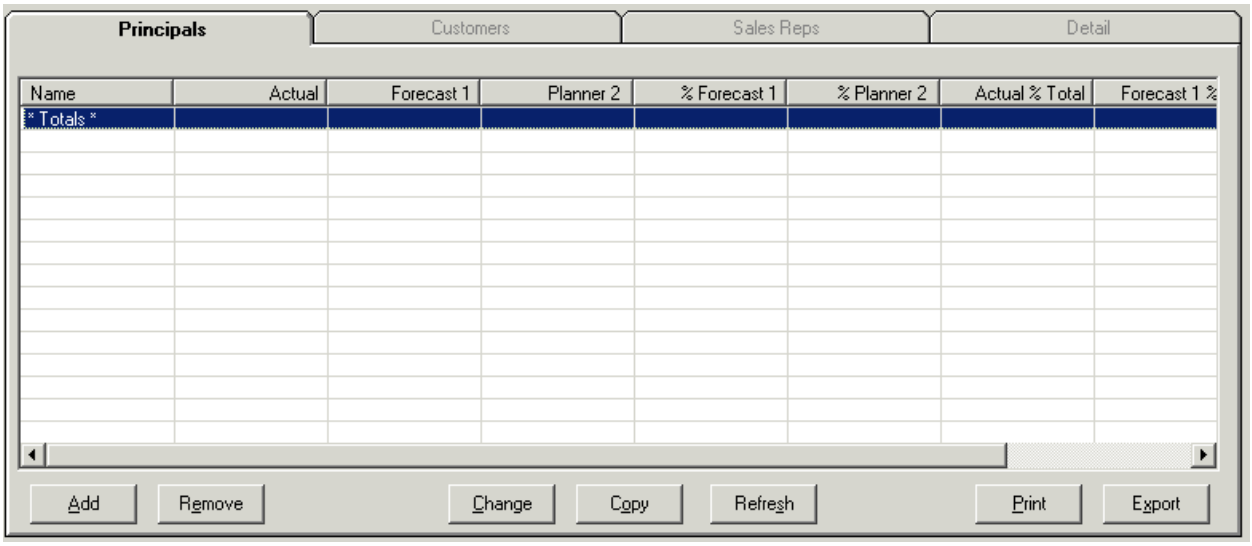
Which initial sort sequence a rep firm should use would depend on requirements. If only certain factories needed to be forecasted, then sort sequences one or two would be the most efficient. If quotas for sales reps are being established, then sort sequences three or four might be useful. If a sales rep is responsible for creating her own forecast, she may prefer to engage the One Sales Rep checkbox and use sort sequence five.

The first entity listed in each of the sort sequences is subsequently referred to in this documentation as the Primary forecast, and will be displayed on the first tab.

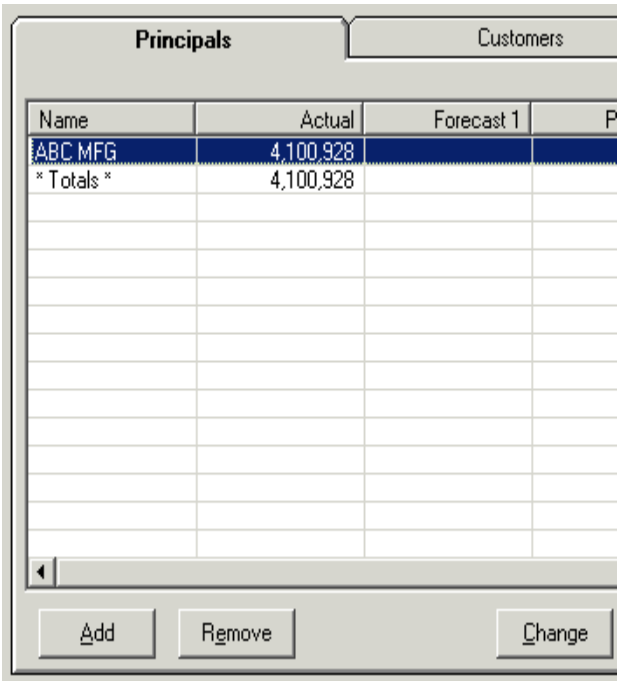
The **Value** prompt specifies whether Orders or Sales values will be used to measure and populate the forecast. It is entirely possible to have both kinds of forecasts for the same time periods, principals, customers and sales reps.

The **Display Zero Balance Forecasts** checkbox governs whether or not a previously established forecast for no value would be displayed. It is possible to create and save a forecast record without any values for any of the periods being reviewed. If the Display Zero Balance is checked, those records will show up in the list.

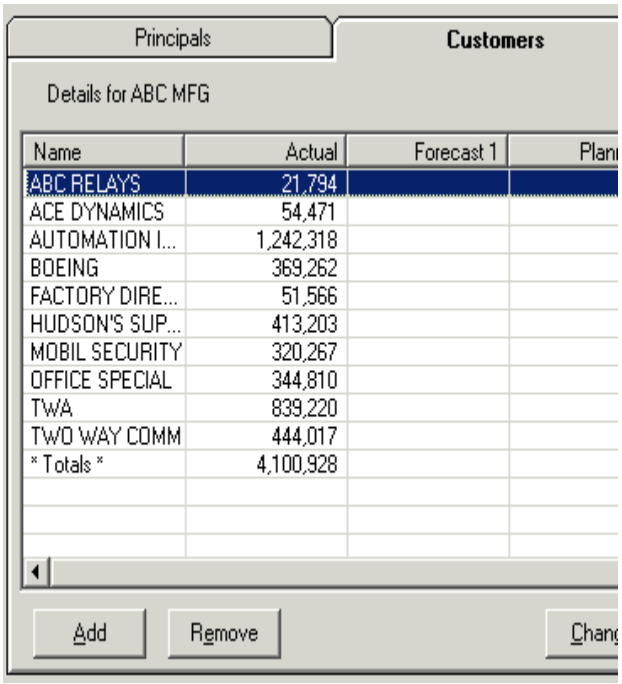
Clicking the **OK** button will display the Actual Sales or Orders for the period specified for any previously forecasted records. If no forecast has been set up yet, forecast records can now be added. The form shown below displays a list where no forecast has yet been established.



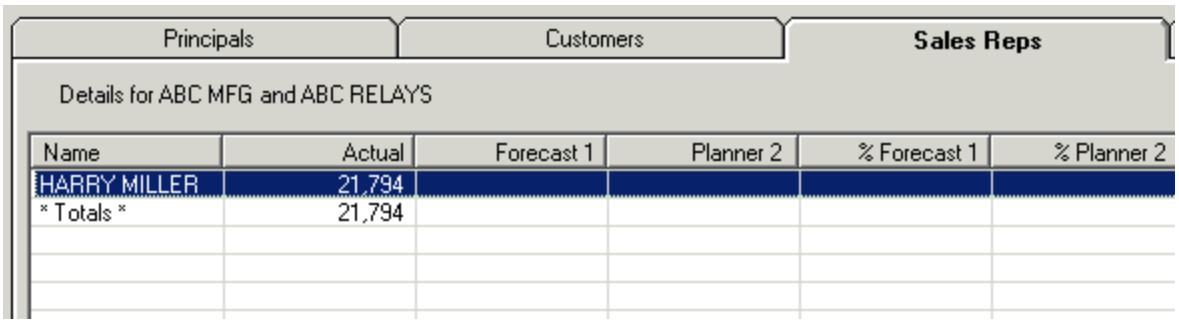
In the sample above the Principal, Customers, Sales Rep sort sequence has been selected. The next step to set up a forecast is to determine (in this example) which principal needs to be forecasted. Clicking **Add** will display a dialog box that prompts to add a particular principal. Once a principal is added, the corresponding customers (that have history in the Actual Period with that principal) and their sales reps will automatically be added, and can be reviewed on their respective tabs.



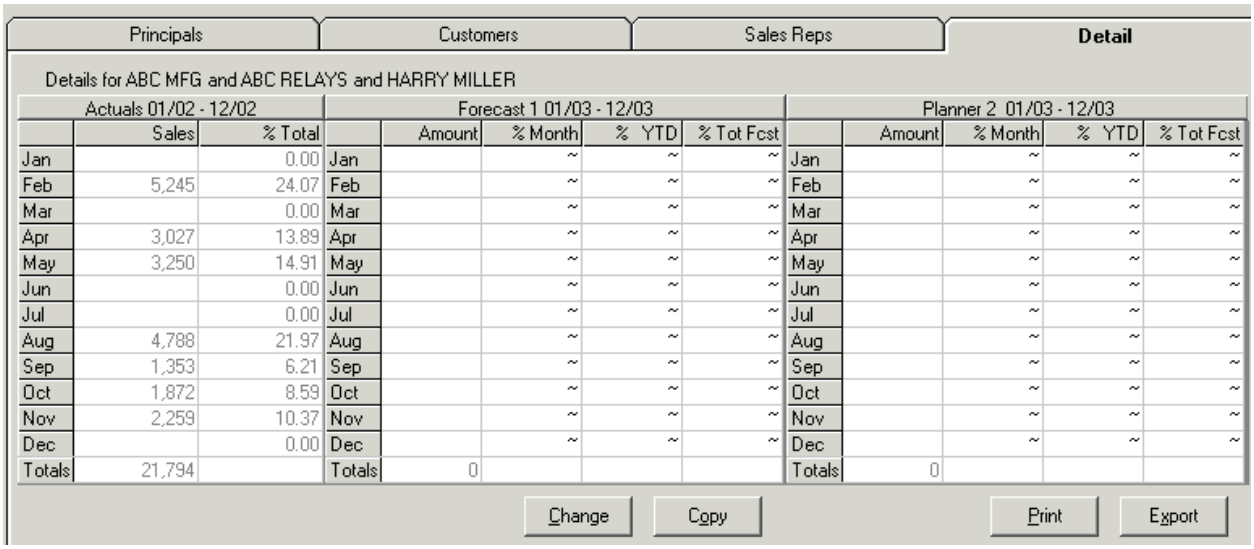
After an add, click an underlying tab…



…to see the detail of the added record…



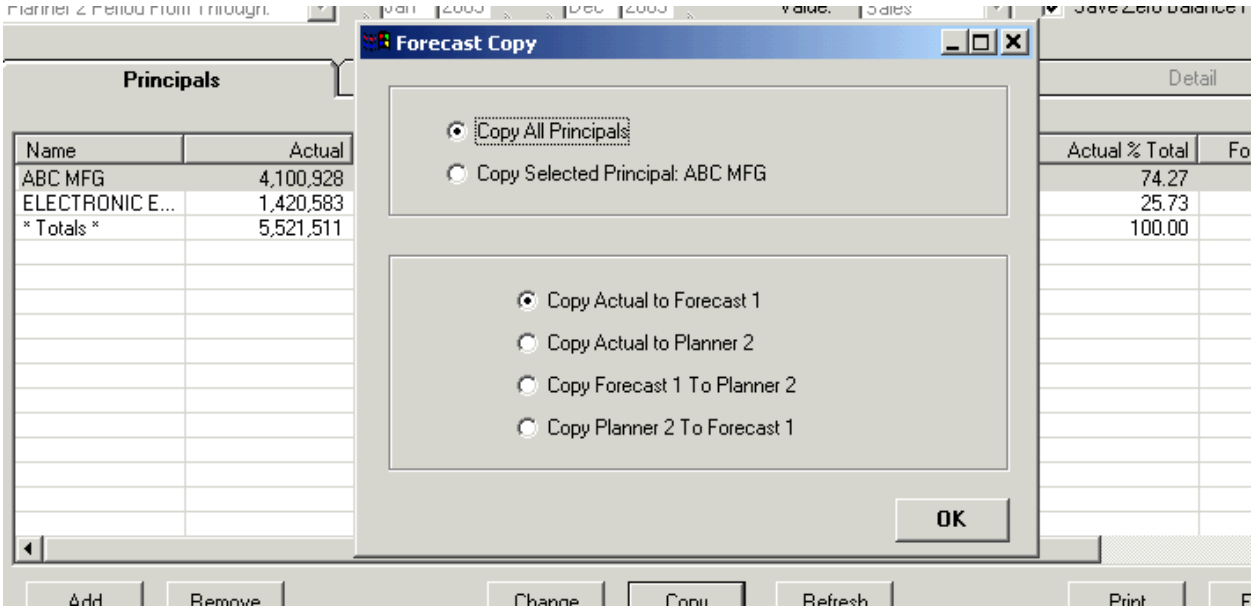
…double click again to view a deeper level…



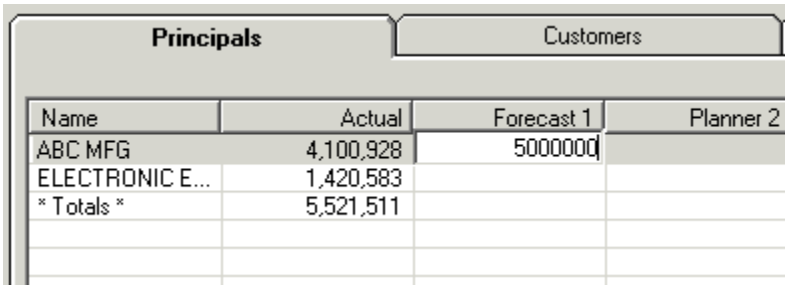
…and double-click one last time to take it down to the individual month level for the specific principal, customer and sales rep.

It may be most efficient to add all the primary forecast records at once, then use other tools to adjust the forecast amounts collectively.

Once a record has been added, there are four different ways to fill out or change the Forecast or Planner values. The first way is to use the **Copy** button to copy actual values to the Forecast or Planner columns. Doing so from the Primary forecast will cause a copy to occur on all the deeper levels of the forecast. The copy can be performed on either the selected record or all the records on that tab. A sample Copy dialog is shown below.



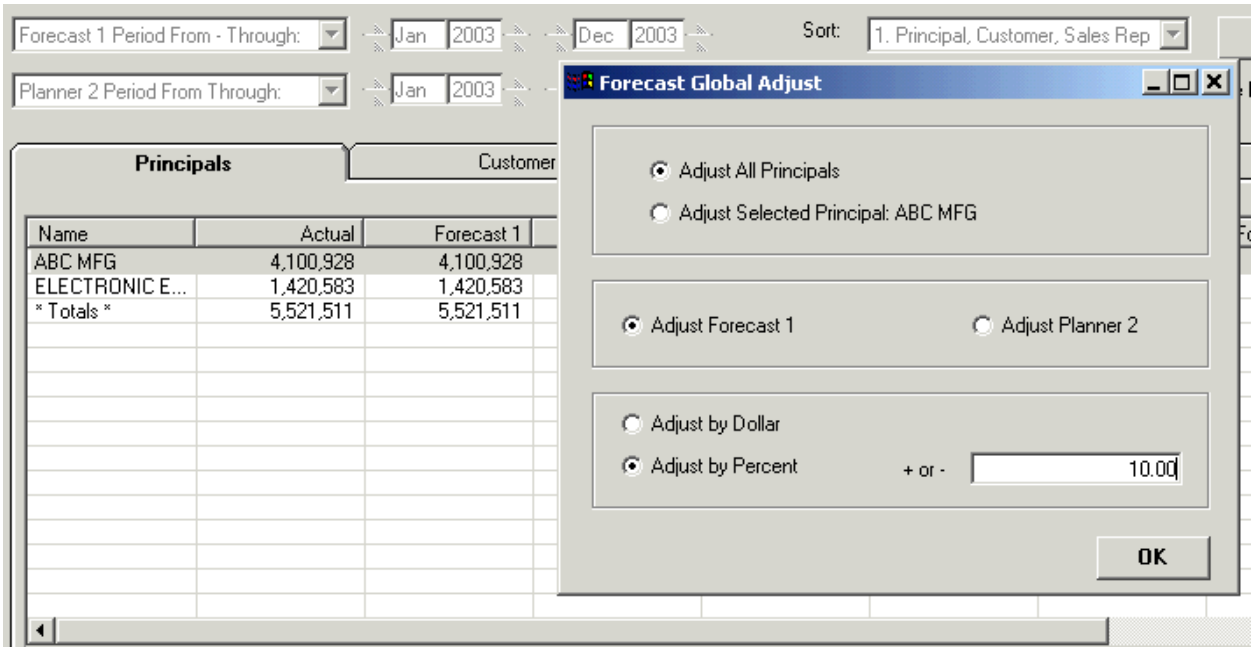
The second way to change a forecast is to right-click on the cell and type in a new value, as shown below.



After a right click, example shows typing $5,000,000 into the forecast for ABC. Pressing the Enter key after typing the whole number (no decimals or commas required) will complete the entry.

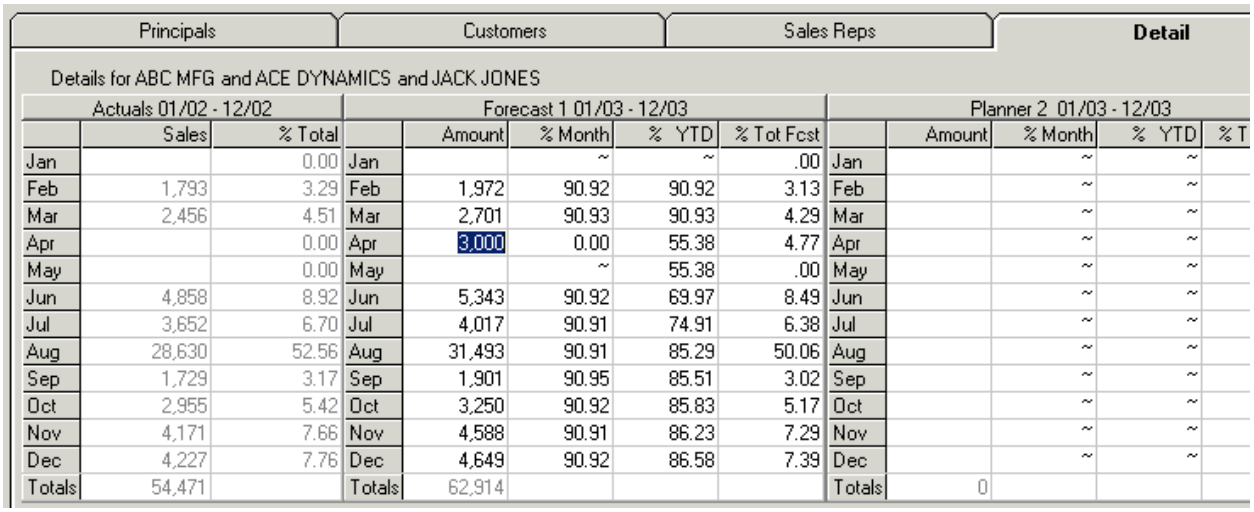
Some rounding can occur, since the typed value will be allocated, or 'spread' by the weight of the corresponding actual values per principal, per customer, per sales rep, per month. So typing 5000000 (five million) in a primary field may yield 5,000,003 after pressing the enter key.

A third way to change the value of a forecast or planner amount is to click the **Change** button. The change form will add or subtract dollars or a percentage to the selected or all records. To subtract dollars or percentages, precede the entry with a negative sign (hyphen.) To add 10 and ½ percent to a forecast, set the radio button to percentage and type 10.5 in the field. A quick way to 'zero out' a forecast or planner is to reduce the forecast by 100%. A sample form is shown below.



Changing All Primary forecast records up by 10%.

The most specific way to change a forecast value is to drill down to the lowest level of detail and type the amount projected for the particular principal, customer, sales rep and month. A sample form is shown below.

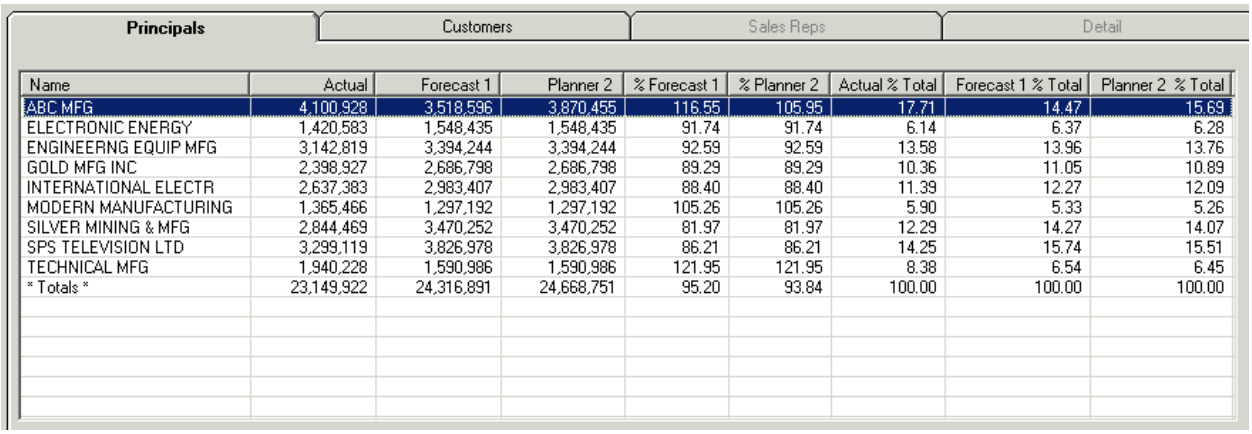


Actuals 01/02 - 12/02			Forecast 1 01/03 - 12/03					Planner 2 01/03 - 12/03				
	Sales	% Total		Amount	% Month	% YTD	% Tot Fcst		Amount	% Month	% YTD	% T
Jan		0.00	Jan		~	~	.00	Jan		~	~	
Feb	1,793	3.29	Feb	1,972	90.92	90.92	3.13	Feb		~	~	
Mar	2,456	4.51	Mar	2,701	90.93	90.93	4.29	Mar		~	~	
Apr		0.00	Apr	3,000	0.00	55.38	4.77	Apr		~	~	
May		0.00	May		~	55.38	.00	May		~	~	
Jun	4,858	8.92	Jun	5,343	90.92	69.97	8.49	Jun		~	~	
Jul	3,652	6.70	Jul	4,017	90.91	74.91	6.38	Jul		~	~	
Aug	28,630	52.56	Aug	31,493	90.91	85.29	50.06	Aug		~	~	
Sep	1,729	3.17	Sep	1,901	90.95	85.51	3.02	Sep		~	~	
Oct	2,955	5.42	Oct	3,250	90.92	85.83	5.17	Oct		~	~	
Nov	4,171	7.66	Nov	4,588	90.91	86.23	7.29	Nov		~	~	
Dec	4,227	7.76	Dec	4,649	90.92	86.58	7.39	Dec		~	~	
Totals	54,471		Totals	62,914				Totals	0			

After changing the forecast for April of 2003 to $3,000 for principal ABC MFG, customer ACE DYNAMICS and sales rep JACK JONES.

Once a forecast or planner has been added, click the **Save button** to save the forecast. Detail records without forecast amounts are saved when the **Save Zero Balance** checkbox is selected. Once a forecast has been saved, it can be re-displayed in another sort sequence or for different time periods by clicking **Reset**.

Reviewing a Forecast



Name	Actual	Forecast 1	Planner 2	% Forecast 1	% Planner 2	Actual % Total	Forecast 1 % Total	Planner 2 % Total
ABC MFG	4,100,928	3,518,596	3,870,455	116.55	105.95	17.71	14.47	15.69
ELECTRONIC ENERGY	1,420,583	1,548,435	1,548,435	91.74	91.74	6.14	6.37	6.28
ENGINEERNG EQUIP MFG	3,142,819	3,394,244	3,394,244	92.59	92.59	13.58	13.96	13.76
GOLD MFG INC	2,398,927	2,686,798	2,686,798	89.29	89.29	10.36	11.05	10.89
INTERNATIONAL ELECTR	2,637,383	2,983,407	2,983,407	88.40	88.40	11.39	12.27	12.09
MODERN MANUFACTURING	1,365,466	1,297,192	1,297,192	105.26	105.26	5.90	5.33	5.26
SILVER MINING & MFG	2,844,469	3,470,252	3,470,252	81.97	81.97	12.29	14.27	14.07
SPS TELEVISION LTD	3,299,119	3,826,978	3,826,978	86.21	86.21	14.25	15.74	15.51
TECHNICAL MFG	1,940,228	1,590,986	1,590,986	121.95	121.95	8.38	6.54	6.45
* Totals *	23,149,922	24,316,891	24,668,751	95.20	93.84	100.00	100.00	100.00

Once a forecast has been established, the same form use to set up a forecast can be used to review and maintain a forecast. There are five columns of computed values shown on the first three tabs as described below.

% Forecast 1 or **% Forecast 2**: The percent that the actual period's amount is of the given forecasted period's amount.

% Planner 1 or **% Planner 2**: The percent that the actual period's amount is of the given planner period's amount.

Actual % Total: The percentage that the given row's actual amount represents of the actual column's total.

Forecast 1 % Total or Forecast 2 % Total: The percentage that the given row's forecast is of the forecast column's total.

Planner 1 % Total or Planner 2 % Total: The percentage that the given row's planner is of the planner column's total.

The **Print** and **Export** buttons allow the values on a particular tab to be printed for further study or exported to spreadsheet for additional manipulation or reporting.

The Detail tab contains measurement columns as shown on the following page.

Each **% Total** cell in the Actuals area represents the percentage of total for the month. A **% Month** cell in a Forecast or Planner area represents the percentage of Forecast or Planner forecast achieved for that particular month. Each **% YTD** cell shows the cumulative Forecast or Planner percent achieved for all actual values through the month of that row. A **%Tot Fcst** cell represents the individual month's percentage of total Forecasted or Planned for the entire period.

Maintaining a Forecast

Once a forecast has been established it may need periodic adjustments. Any of the copying, changing or adjusting tools described in the preceding section will also work to maintain a forecast or planner.

Principals | Customers | Sales Reps | **Detail**

Details for ABC MFG and ACE DYNAMICS and JACK JONES

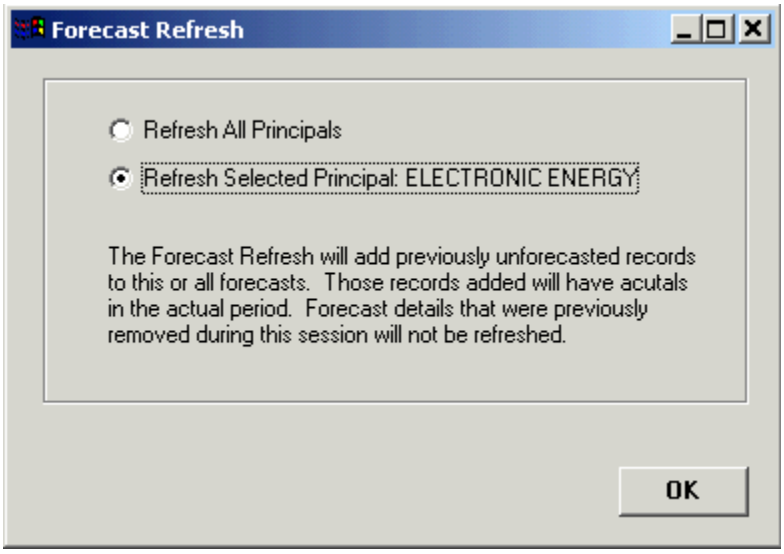
Actuals 01/03 - 12/03			Forecast 1 01/03 - 12/03					Planner 2 01/03 - 12/03				
	Sales	% Total		Amount	% Month	% YTD	% Tot Fcst		Amount	% Month	% YTD	% Tot Fcst
Jan		0.00	Jan		~	~	.00	Jan		~	~	.00
Feb	1,793	3.29	Feb	1,500	119.53	119.53	2.91	Feb	1,650	108.67	108.67	2.91
Mar	2,456	4.51	Mar	2,050	119.80	119.69	3.98	Mar	2,255	108.91	108.81	3.98
Apr		0.00	Apr	3,000	0.00	64.87	5.82	Apr	3,300	0.00	58.97	5.82
May		0.00	May	2,500	0.00	46.95	4.85	May	2,750	0.00	42.68	4.85
Jun	4,858	8.92	Jun	2,500	194.32	78.85	4.85	Jun	2,750	176.65	71.68	4.85
Jul	3,652	6.70	Jul	3,000	121.73	87.69	5.82	Jul	3,300	110.67	79.72	5.82
Aug	28,630	52.56	Aug	24,000	119.29	107.36	46.56	Aug	26,400	108.45	97.60	46.56
Sep	1,729	3.17	Sep	1,200	144.08	108.47	2.33	Sep	1,320	130.98	98.61	2.33
Oct	2,955	5.42	Oct	2,800	105.54	108.28	5.43	Oct	3,080	95.94	98.44	5.43
Nov	4,171	7.66	Nov	4,500	92.69	106.79	8.73	Nov	4,950	84.26	97.08	8.73
Dec	4,227	7.76	Dec	4,500	93.93	105.67	8.73	Dec	4,950	85.39	96.06	8.73
Totals	54,471		Totals	51,550				Totals	56,705			

To roll a forecast forward to another year, use the area normally used for the planner period as a Forecast 2 period instead, for the following year's forecast. Then copy the Forecast 1 period to the Forecast 2 period. Forecast and Planner periods can be mixed and matched as necessary to set up copy opportunities.

To remove a forecast, highlight the record to remove, then click the **Remove button**. Both the Forecast and Planner (or Forecast 2) will be removed for the selected record. Save the Forecast to complete the removal.

To adjust only a small period of time in a given forecast, use the setup controls to review only that period of time, then apply changes. For example, selecting a Forecast date range of March 2005 through June 2005 will display and allow to be manipulated only the forecast numbers for that period of time.

Use the **Add** button to add another entity of the displayed type for the given tab to the forecast. Use the **Refresh** button from the primary forecast tab to capture new entities. New entities are those with transactions for the primary selected record, or all forecasted primary records, that had not previously had a forecast record. The Refresh dialog box is shown below.



Reptivity

Purpose and Overview of Reptivity

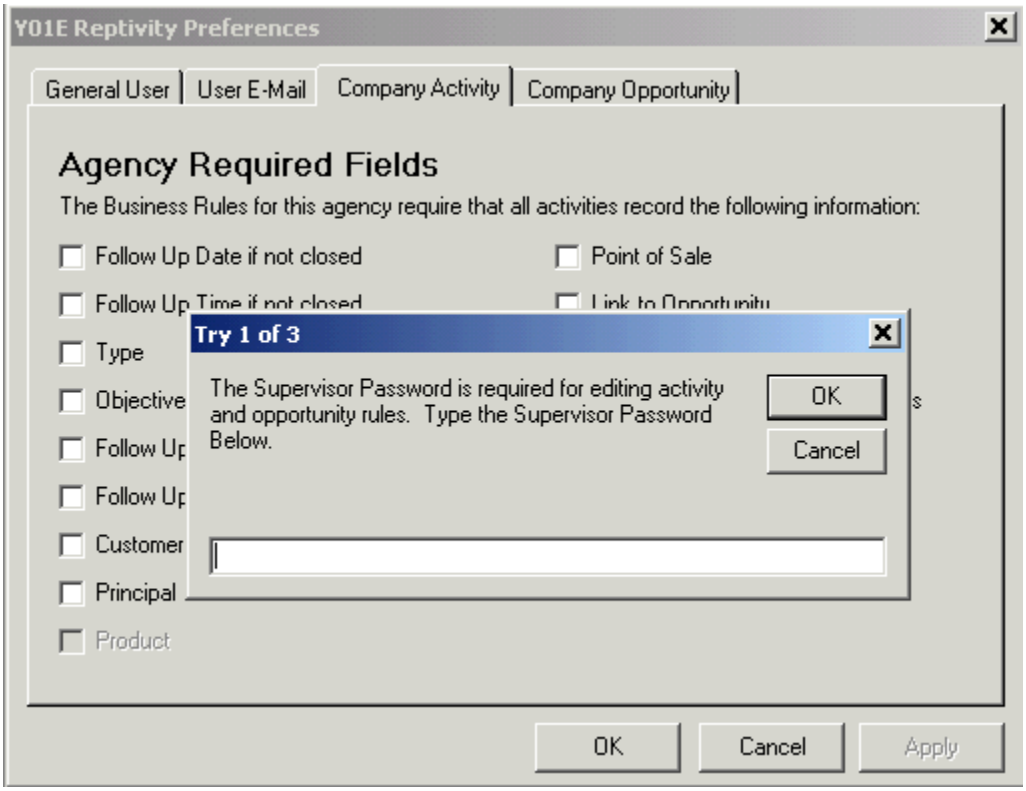
The Reptivity feature is designed to use the customer, principal, contact, user and point of sale records in RPMS to set up, maintain, record and report sales opportunities and sales activities.

Before anyone in your company begins using Reptivity, the agency supervisor and others that will use it should read this chapter.

Reptivity differs from other RPMS modules in that it is fully available only to EMA-covered customers. RPMS tech support will participate with you to determine the best ways to set up and run your system.

Setting Up Reptivity

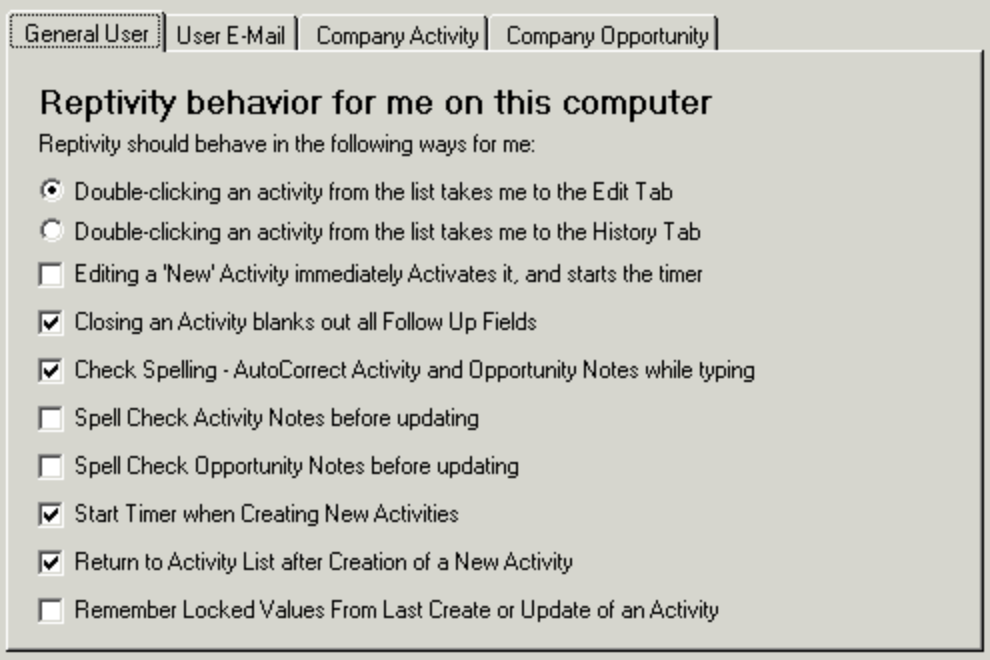
Rep agencies must determine how they will run Reptivity. The agency may establish business rules for the way the product is run from the Reptivity Preferences form (menu Marketing, Reptivity, Preferences) shown below.



You must type the Supervisor Password to make changes on either the Company Activity tab or Company Opportunity tab. Any user can see the company business rules for activities and opportunities – but only a user that types in the Supervisor Password can edit the business rule requirements for the agency. (NOTE: Your company MUST have a Supervisor password in order to establish company rules for Reptivity. See *The RPMS Administrator's Guide*.) Upon selection of either of the Company business rules tabs, the system provides three chances to enter the supervisor's password. If all three chances or missed or the cancel button is clicked, changes to the company business rules are disregarded.

The business rules established on these tabs set up the required fields for activities and opportunities. For example, if the checkbox **Follow Up Date if not closed** is checked on the Company Activities tab, then every activity recorded by the agency must have a follow-up date, unless it is a closed activity. If a user tries to create a new activity, or update an active activity without a follow-up date, a message box will tell the user that the agency requires a valid follow-up date.

General User preferences and User E-mail preferences are specific to the user and computer upon which they are established. The General User preference tab is shown below:



Double-clicking an activity from the list – This radio button determines helps establish whether the user should have the system behave as for a call center helper or call center supervisor. In a call center environment, an activity can be placed in a call queue, and the call center operator for whom that activity is assigned can edit the activity by double clicking it. That operator should choose the first radio button – that double clicking an activity would take her directly into editing the activity. A supervisor might prefer to see all the details associated with that activity to this point before she actually edits the activity, so might select the History tab option.

Editing a 'New' Activity immediately Activates it, and starts the timer – Activities have three states – New, Active and Closed. When an Activity is first created it is considered NEW. This option sets the behavior for the user of an edit of a new activity – double clicking the activity is itself an event that is recorded. This is an ideal setting to engage for call center and inside support individuals. For example, a call comes in and entered as a new activity, is returned by an inside sales rep, who fulfills the customer's request and closes the activity. The activity was entered, followed up, and then closed, with minimum data entry for the operators involved.

Closing an Activity blanks out all Follow Up Fields – If an activity is closed, it is thought to need no subsequent follow up, so the system can automatically erase any leftover data from previous edits. This will not erase the detail of the various follow-ups that occurred within the thread of the activity, but will erase any follow up data for the current stated of the activity.

Check Spelling – AutoCorrect Activity and Opportunity Notes while typing – If this field is checked, the spell checker will work in real time during typing of notes on activities and opportunities. It is redundant to have this field checked along with the two fields below.

Spell Check Activity Notes before updating – Run the spell checker on the note field when Create, Update, Close or Reactivate is clicked.

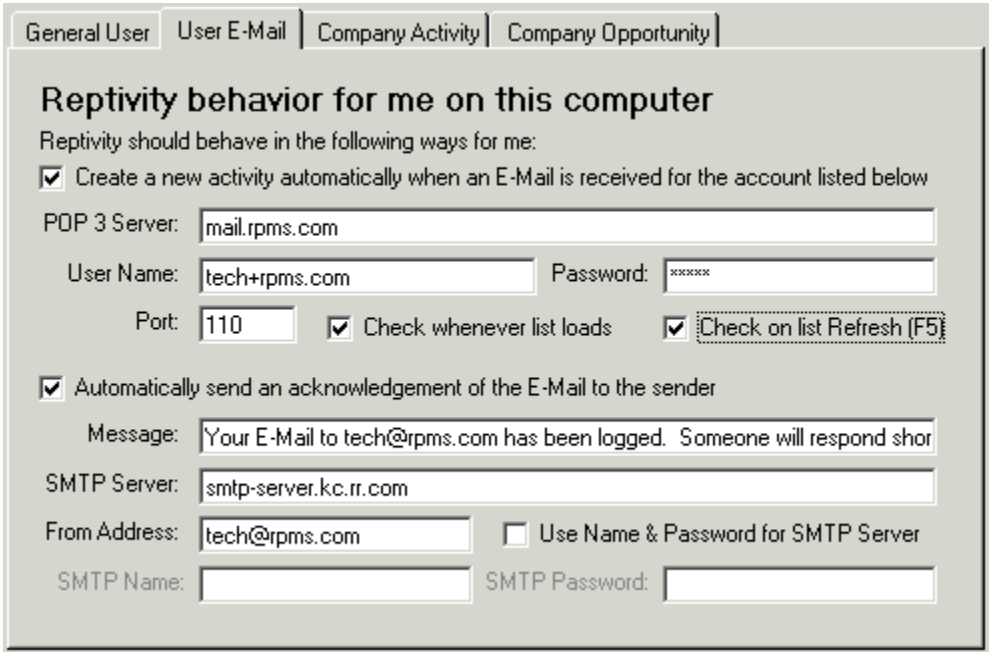
Spell Check Opportunity Notes before updating - Run the spell checker on the note field when Save or Add is clicked.

Start Timer when Creating New Activities – Start the timer as soon as Add is clicked from the Activities List tab – the time taken to add the new activity counts as time spent on the activity itself.

Return to Activity List after Creation of a New Activity – After clicking Create to add a new activity, return to the Activity List tab. If this is unchecked, multiple activities can be added one after the other, with locked values remaining as set.

Remember Locked Values From Last Create or Update of an Activity – Even if the Return To Activity List checkbox above is checked, locked values will be remembered and pre-set when adding new activities.

The User E-mail preference tab is shown below:



The User E-mail tab allows Reptivity to automatically create activities for E-mails received to a particular address, and to automatically respond. The **Check whenever list loads** and **Check on list Refresh (F5)** checkboxes determine when the E-mail mailbox will be checked for new e-mails.

It is strongly recommended that this E-mail mailbox NOT be the users standard or personal E-mail account. This tab is recommended for accounts like “sales@” or “info@” or “help@” and should be independent addresses – not blind forwarding addresses.

When an e-mail is detected (either on the load of the activity list or on a refresh, or both) it is added as a new activity, with the follow-up information based on the sender. As soon as the e-mail has been added as an activity, it is deleted from the server.

You may choose to set up an auto-response through an SMTP server. The auto-response occurs when the e-mail has been added as an activity and the incoming message has been deleted from the e-mail server. Check with your e-mail provider or the person that set up your e-mail accounts and passwords for assistance setting up these preferences.

Aside from preferences about data, rep agencies must determine which users in their company will create and edit opportunities and activities. Each user that will update Reptivity must have a distinct user name, password and number. Users are commonly thought of as inside and outside users. Inside users are people that work in the location where the database resides. Outside users 'connect' to inside computers over the Internet via remote control products like GoToMyPC or Terminal Server in order to read and update data. Because Reptivity is LAN-based, as far as the database is concerned all users effectively 'inside.'

If four or more users will be using RPMS and/or Reptivity simultaneously, we recommend using Pervasive.SQL 8 or 9 in order to achieve optimum performance.

How to Use Reptivity – Opportunities

Opportunities are records that represent new chances to do business. Here are some examples:

- A manufacturers rep in the commercial HVAC industry reads about a school board's decision to build a new high school. Though he does not yet know the contractors who will build that school – or perhaps even the site yet – he does know that he has several factories who's products could be sold into that building. He establishes an opportunity titled USD 299 New High School that will lead to other opportunities and many, many activities dedicated to winning business.

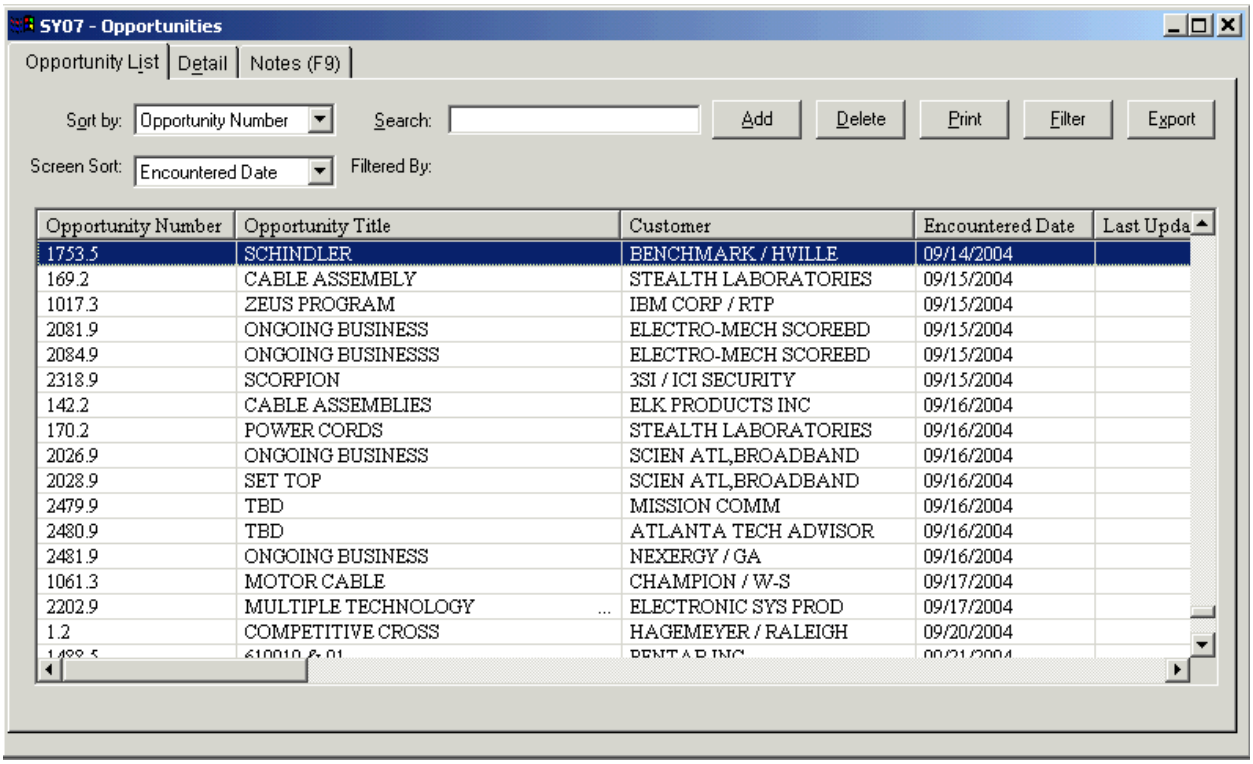
- A rep selling to Health and Beauty stores finds out that a small, local chain plans to hold a birthday party celebrating their 10th year in business in the city, at all three of their locations. He sees a marketing opportunity for three of his lines that sell heavily into that customer – and one that does not but should – to sponsor the signage for the celebration.

- A sporting goods rep sees a local video photographer at a high school football game with an interesting 40-foot boom device that allows him to take end-zone video by remote control. He believes that there is mass opportunity for the device in other applications, when combined with another line that he sells.

- An electronic components rep hears about a new guidance system being designed at his largest client, a large avionics company.

Each of these is a business opportunity that can be tracked and managed until there is no more potential business to come from that opportunity.

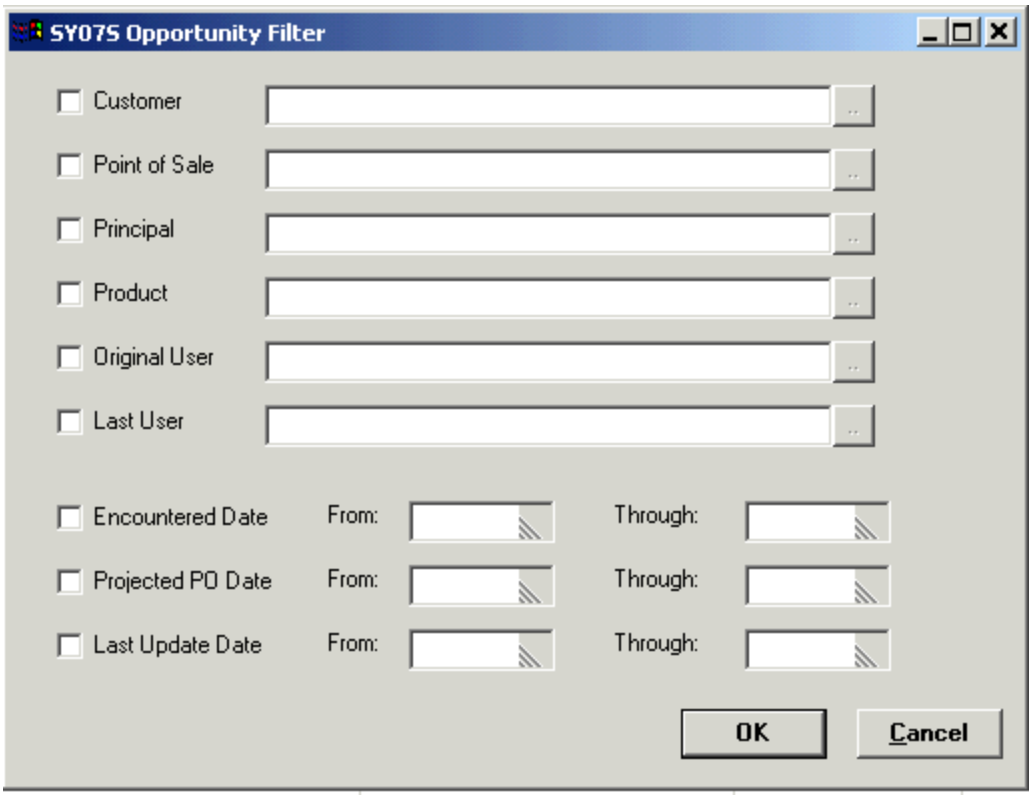
From the Marketing menu, choose Reptivity, then Opportunities, or click the icon from the menu bar shown above. The resulting list of opportunities is shown below.



The Opportunity List can be vertically tabbed (see p. 17) but in the example above, vertical tabbing has been turned off from the User Preferences form. The list above has been sorted by the field Encountered Date, and has been scrolled to view some opportunities encountered during September of 2004.

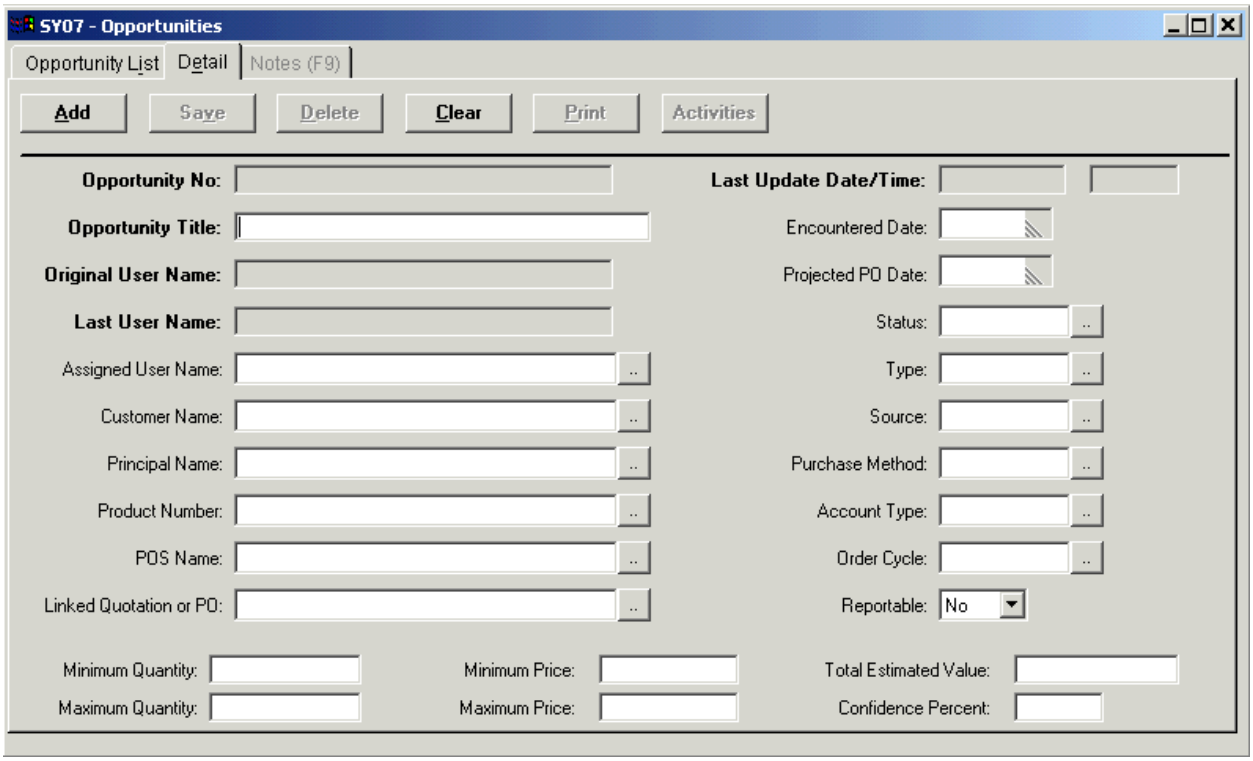
The List can be sorted originally as listed by the Sort By prompt, and then the list or individual vertical tab displayed can be sorted using the Screen Sort prompt. The list displayed can be exported to Excel using the Export button.

Clicking the filter button displays the Opportunity Filter form, shown below:



Making use of the sorting and filtering ability of the Opportunity form is useful before adding a new opportunity, to help determine whether the business is really new.

Clicking the Add button from the opportunity list displays the Opportunity Detail tab, shown below:



The required fields for a new opportunity have bolded labels. The example above shows the default-required fields. If the RPMS Administrator has specified that other fields are required, their labels will also be bolded. Fields that are grayed out are set by the program, but displayed after the Add button has been clicked to establish the new opportunity.

Fill out all the accessible required fields, and any of the optional fields, then click Add to establish the new opportunity. The software assigns an Opportunity Number based on the next available Opportunity number and the user setting up this opportunity,

From the Opportunity List, click the Delete button and then click Yes to delete an Opportunity. From the Opportunity List, double click a record, make changes on the detail tab, then click Save to change an existing Opportunity.

Opportunities - Operational Notes and Important Field Descriptions

The **Number**, assigned by RPMS, is a serial number with a decimal number representing the number of the user that first added the opportunity.

The **Title** is the 'name' of the opportunity and is used for lookup purposes.

The **Assigned User** is the person who currently has responsibility for this opporunity.

The **Linked Quotation or PO** can contatin an RPMS quote or purchase order number if the customer and principal fields are filled out.

The **Status, Type, Source, Purchase Method and Account Type** are all user-definded Opportunity codes. These different values for these codes can be added to the System Codes list.

The **Reportable** field indicates whether or not this opporutnity should be presented on reports.

The **Minimum** and **Maximum Quantity** and **Price** fields can be used to help establish the value of the Opporutnity, as can the **Total Estimated Value**.

The **Confidence Percent** is a percentage indicator of your expectation that this opportunity will become a sale.

Once an opportunity has been added, notes and activities can be attached from the Notes tab. The Activities button provides a quick link to a list of activities connected to the opportunity.

How to Use Reptivity – Activities

Activities are records that represent actions taken in pursuit of new business. Here are some examples:

- A customer calls looking for information about a product's warranty. The call is recorded on behalf of the customer, principal, inside rep assisting, and the product. The date, time, time spent and a follow-up date of today is also recorded. The activity's status is "New." When the warranty information is located and faxed, the Activity is 'Closed.'

- A sales rep calls on a store, and does some merchandising consulting on behalf of a principal. The principal, customer, date and time spent are recorded, and the activity becomes part of a monthly report that is sent to the principal that demonstrates the value that the rep firm adds in the territory. The status of the activity is 'Closed' at the time it is recorded, because no follow-up is necessary.

- An inside customer support rep receives an E-mail from a principal regarding a prospect's inquiry. In addition to responding to the E-mail, the support rep records an activity that designates the prospect and his E-mail address, the principal, a follow-up date and the sales rep in the company who is responsible for the follow-up. The status of the activity is 'Active.'

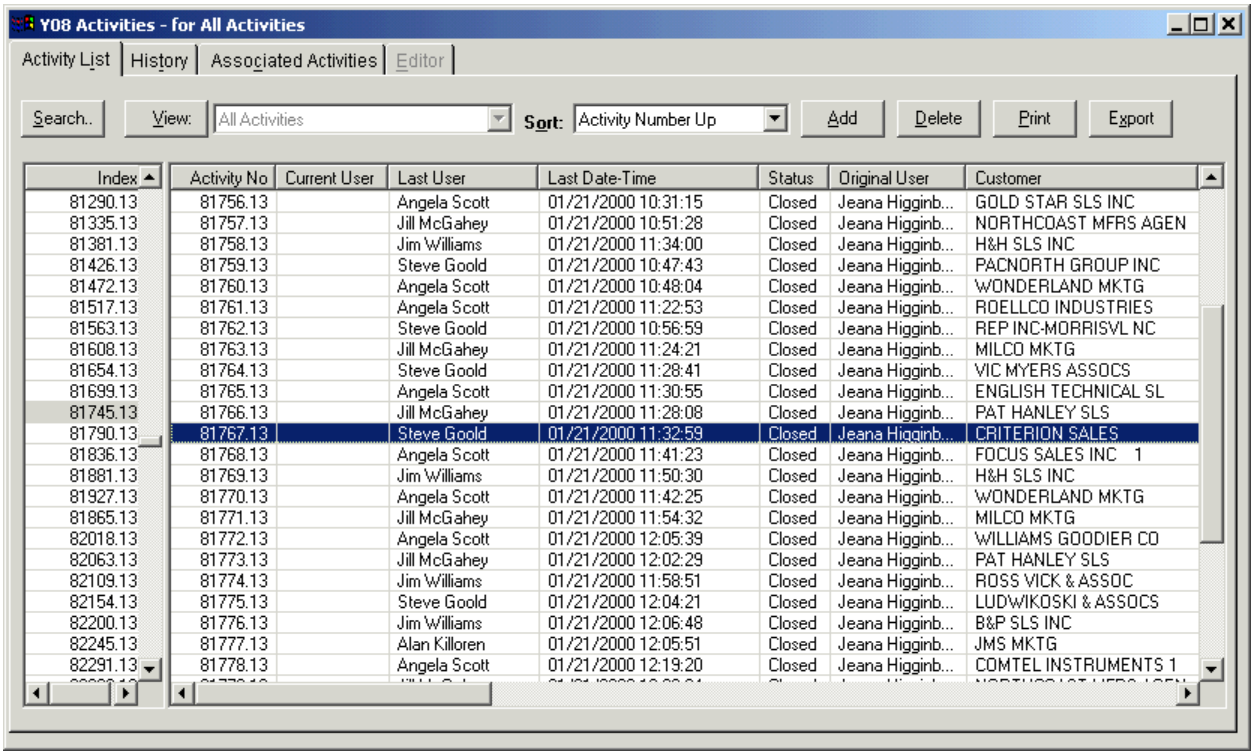
Each of these is a business activity that can be tracked and managed until closed.

Reptivity does this by maintaining three data files for Activities. The Activity file holds the current state of each activity. The Activity Events file is a list of all the things that have happened with regard to any given activity. The Activity Notes file holds notes for each Activity Event.

In Reptivity, an activity has a status that is either blank, meaning new, or Active, meaning some additional activity events have occurred, or Closed, meaning no additional events are expected.

Activities are typically Created, then Updated some number of times, then Closed. Each thing that happens – the Creation, Update, Closing, Re-Activating – is an Activity event.

From the Marketing menu, choose Reptivity, then either Open Activities, or All Activities, or click one of the icons from the menu bar shown above. The All Activities list is shown below.



Index	Activity No	Current User	Last User	Last Date-Time	Status	Original User	Customer
81290.13	81756.13		Angela Scott	01/21/2000 10:31:15	Closed	Jeana Higginb...	GOLD STAR SLS INC
81335.13	81757.13		Jill McGahey	01/21/2000 10:51:28	Closed	Jeana Higginb...	NORTHCOAST MFRS AGEN
81381.13	81758.13		Jim Williams	01/21/2000 11:34:00	Closed	Jeana Higginb...	H&H SLS INC
81426.13	81759.13		Steve Goold	01/21/2000 10:47:43	Closed	Jeana Higginb...	PACNORTH GROUP INC
81472.13	81760.13		Angela Scott	01/21/2000 10:48:04	Closed	Jeana Higginb...	WONDERLAND MKTG
81517.13	81761.13		Angela Scott	01/21/2000 11:22:53	Closed	Jeana Higginb...	ROELLCO INDUSTRIES
81563.13	81762.13		Steve Goold	01/21/2000 10:56:59	Closed	Jeana Higginb...	REP INC-MORRISVL NC
81608.13	81763.13		Jill McGahey	01/21/2000 11:24:21	Closed	Jeana Higginb...	MILCO MKTG
81654.13	81764.13		Steve Goold	01/21/2000 11:28:41	Closed	Jeana Higginb...	VIC MYERS ASSOCS
81699.13	81765.13		Angela Scott	01/21/2000 11:30:55	Closed	Jeana Higginb...	ENGLISH TECHNICAL SL
81745.13	81766.13		Jill McGahey	01/21/2000 11:28:08	Closed	Jeana Higginb...	PAT HANLEY SLS
81790.13	81767.13		Steve Goold	01/21/2000 11:32:59	Closed	Jeana Higginb...	CRITERION SALES
81836.13	81768.13		Angela Scott	01/21/2000 11:41:23	Closed	Jeana Higginb...	FOCUS SALES INC 1
81881.13	81769.13		Jim Williams	01/21/2000 11:50:30	Closed	Jeana Higginb...	H&H SLS INC
81927.13	81770.13		Angela Scott	01/21/2000 11:42:25	Closed	Jeana Higginb...	WONDERLAND MKTG
81865.13	81771.13		Jill McGahey	01/21/2000 11:54:32	Closed	Jeana Higginb...	MILCO MKTG
82018.13	81772.13		Angela Scott	01/21/2000 12:05:39	Closed	Jeana Higginb...	WILLIAMS GOODIER CO
82063.13	81773.13		Jill McGahey	01/21/2000 12:02:29	Closed	Jeana Higginb...	PAT HANLEY SLS
82109.13	81774.13		Jim Williams	01/21/2000 11:58:51	Closed	Jeana Higginb...	ROSS VICK & ASSOC
82154.13	81775.13		Steve Goold	01/21/2000 12:04:21	Closed	Jeana Higginb...	LUDWIKOSKI & ASSOCS
82200.13	81776.13		Jim Williams	01/21/2000 12:06:48	Closed	Jeana Higginb...	B&P SLS INC
82245.13	81777.13		Alan Killoren	01/21/2000 12:05:51	Closed	Jeana Higginb...	JMS MKTG
82291.13	81778.13		Angela Scott	01/21/2000 12:19:20	Closed	Jeana Higginb...	COMTEL INSTRUMENTS 1

The All Activities list can be vertically tabbed, as shown above, or all the activities can be shown in a single list, based on settings in User Preferences.

The **Search** button will search for a particular activity number, or for certain notes about an activity.

The **Sort** dropdown will re-arrange the records in the current vertical tab, or in the entire list if it is not vertically tabbed.

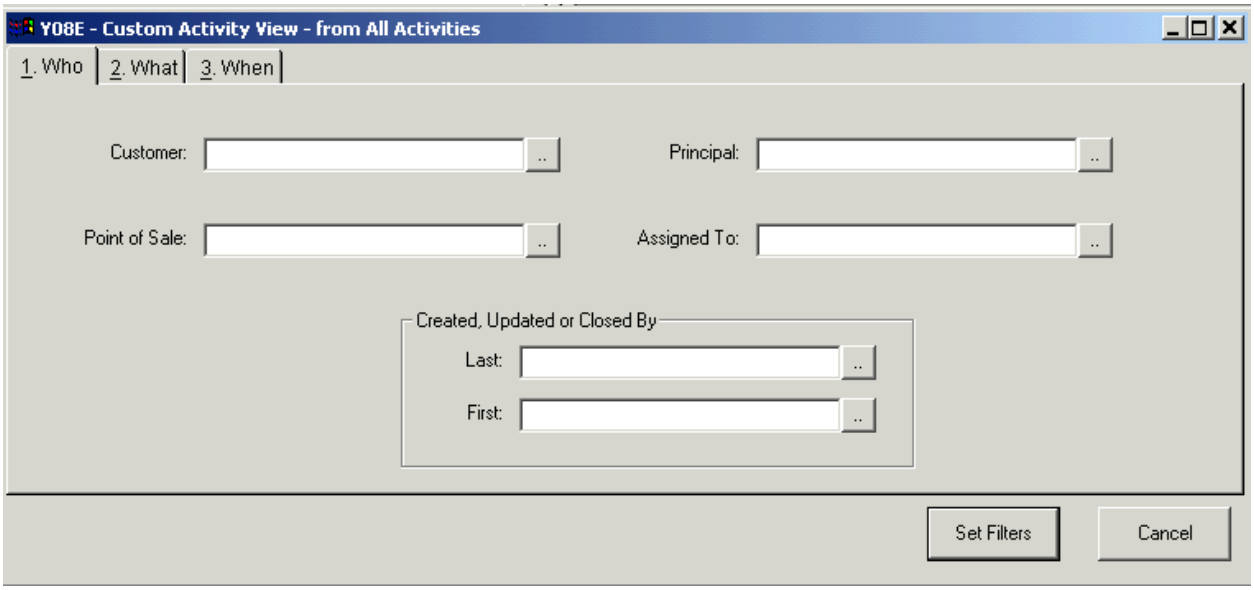
The **Export** button will export the records in the current vertical tab, or in the entire list if it is not vertically tabbed, out to Excel.

How to Use Reptivity – Activity Custom View

The **View** button will open the View dropdown list, displaying all available views. The All Activities, Open Activities, and <Custom View> options are always available in the dropdown list. If navigation to the list of Activities came from a specific principal, customer, or opportunity, the list would also display One Customer or One Principal or One Opportunity.

Selecting below for information about how to create a permanent custom view of activities.

Selecting **<Custom View>** displays the Custom View dialog, displayed below:



The Custom View dialog box allows filters to be set on the Who tab, the What tab and the When tab.

The Who tab includes filters for a customer, principal, point of sale, or currently assigned user. The user that last or first created, updated or closed an activity can also be selected. For example, selecting user JOHN JONES in the Last field will cause any activities that were last created, last updated or last closed by John to be extracted.

The What tab will filter the activities by Opportunity, Customer PO #, Activity Type, Activity Objective, Reportability, Status, Activity number range, and/or Product.

The When tab will filter the list of activities for first and last creation, update, close and/or follow-up dates in either a specific range or terminology.

Clicking the Set Filters button will apply all the selected filters to the Activities list.

How to Use Reptivity – Activity History

From any selected activity on the activity list, all the events associated with that activity – called its History – can be reviewed from the History tab. The History tab can be sorted from the earliest event to the latest or from latest to earliest. The "Current Details" portion of the activity history can be displayed or hidden – this portion of the history shows the state of the activity at the moment.

Any of the notes of the displayed activity can be changed from this form, by clicking the Note Editor button, which can cycle through the various event notes.

In the sample below, a call from a customer came in on the afternoon of 2/1/2006, inquiring about a "warranty." The rep firm's receptionist, June Davis, assigned the call to an inside salesperson named Jim Smith, who she felt would need to call the factory the next morning.

Jim, who saw the new open activity in his list of activities the next morning, called the factory, worked on the factory's web site to meet the customer's request, and then, the following day, closed the activity with an E-mail back to the customer.

Activity No: 13.1

Current Details Status:		**Closed**	
Customer:	ACE DYNAMICS	Customer Contact:	Miller, Richard
Principal:	ABC MFG	Principal Contact:	Grouch, Charley
Product:	J104	Product Description:	PREMIUM 2 OUTLET
Total Time:	00:39:48	Last Event:	02/03/2006 9:10 AM
First User:	June Davis	Last User:	Jim Smith
Assigned To:	Jim Smith	Report:	True

Create by June Davis on 02/01/2006 at 4:45 PM

Follow Up:	02/02/2006 at 9:00 AM	Via: Call	
Follow Up To:	ABC MFG at 913 642 8000		
Customer:	ACE DYNAMICS	Customer Contact:	Miller, Richard
Principal:	ABC MFG	Principal Contact:	
Product:	J104	Product Description:	PREMIUM 2 OUTLET
Time Spent:	00:05:21	Sub Number:	0000
Assigned To:	Jim Smith	Report:	True

Richard called to check to see if his warranty could be extended - he thinks it ends this week

Update by Jim Smith on 02/02/2006 at 9:04 AM

Follow Up:	02/03/2006 at 9:00 AM	Via: Call	
Follow Up To:	Richard @ 314 777 7777 4444		
Customer:	ACE DYNAMICS	Customer Contact:	Miller, Richard
Principal:	ABC MFG	Principal Contact:	Grouch, Charley
Product:	J104	Product Description:	PREMIUM 2 OUTLET
Time Spent:	00:04:20	Sub Number:	0001
Assigned To:	Jim Smith	Report:	True

Spoke with Charley @ ABC MFG - he said it's probably not a warranty, but a trial period, and he could get an auto-extend by going to their web site.

Close by Jim Smith on 02/03/2006 at 9:10 AM

Customer:	ACE DYNAMICS	Customer Contact:	Miller, Richard
Principal:	ABC MFG	Principal Contact:	Grouch, Charley
Product:	J104	Product Description:	PREMIUM 2 OUTLET
Time Spent:	00:30:07	Sub Number:	0002
Assigned To:	Jim Smith	Report:	True

Had trouble w/ ABC's web site - Sent E-mail below to RMiler@AceDynamics.com

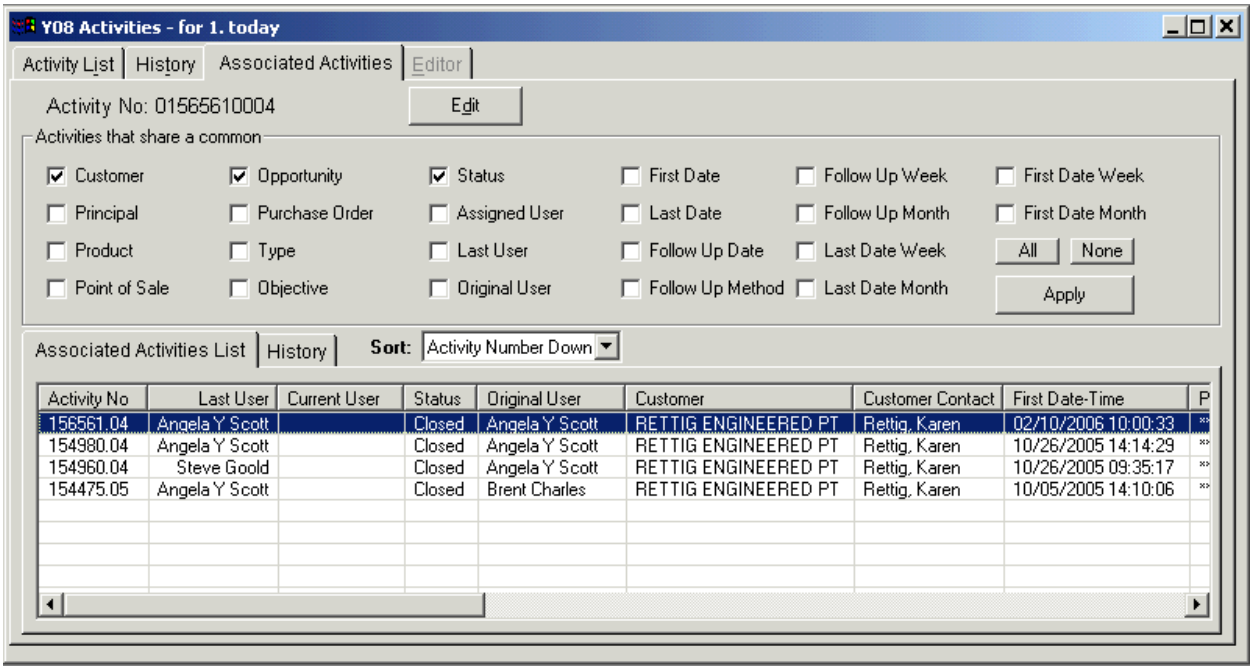
Richard -

Regarding the warranty for your J104 outlet - Charley at ABC tells me that it is a 'trial period' rather than a warranty, and that he's happy to extend it for you to the end of February. There is actually a web site where you can have it extended automatically, but I had some trouble with it so I called their customer service this morning and handled it. The warranty is actually three years and covers all defects. At the end of the trial period ABC will invoice for the product. So based on our conversation, they shouldn't send you an invoice for it until February.

If you want to return it, try another model or have any questions about it, please don't hesitate to call.

How to Use Reptivity – Associated Activities

From any selected activity on the activity list, you can review all the activities that share some common information by clicking the Associated Activities tab, shown below.



The list of associated activities can be filtered down to only those that share a great many things in common, or all of those that share only one or two things in common. To quickly check All the associations, click the All button. To uncheck every association, click the None button. At least one association must be checked before clicking the Apply button.

Click the Apply button to employ the currently checked criteria.

The resulting list of associated activities can be sorted several ways using the sort drop down, including Activity Number Down, which puts the most recently entered associated activities at the top of the list.

The History of a given associated activity can be reviewed from the corresponding history tab.

The Edit button on both the Associated Activities and History tab can be used to add another event to the activity selected on the Activity list tab.

The purpose of this tab and the History tab described on the previous pages is to aid a user that is following up on an activity. That user could

1. Review the current state and history of that activity from the History tab, and
2. Review similar previous activities, before they
3. Click the Edit button to record another event – either Update or Close – the current activity.

How to Use Reptivity – Create, Update or Close an Activity from the Editor

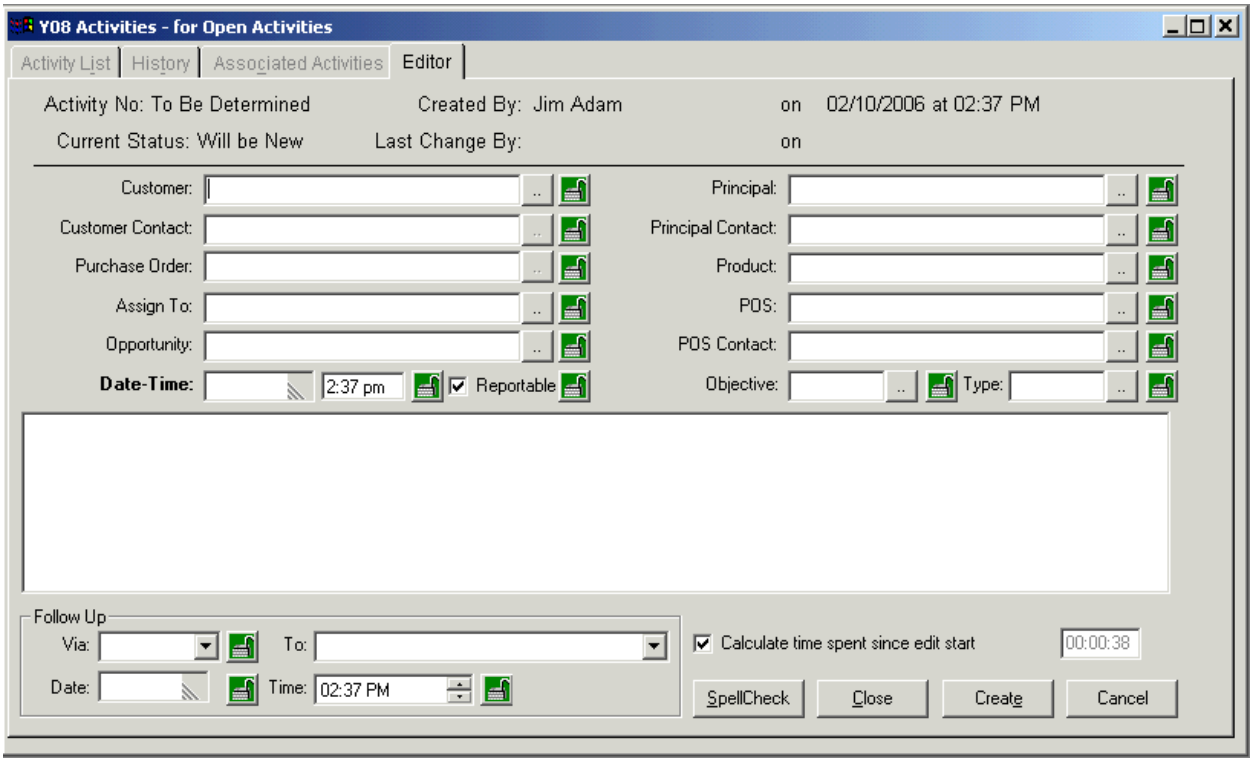
To add a new activity that will need subsequent follow up activity, click Add from the Activity List tab. Fill out fields and add notes on the Editor and then click Create. Bold labels indicate required fields.

To add a new activity that does not need any follow up, click Add from the Activity List tab, fill out fields and add notes on the Editor and then click Close. Bold labels indicate required fields.

To update an activity that will still need additional follow up, double click it from the Activity List tab, change any fields on the Editor tab, add notes and click Update.

To update an activity that does not need additional follow up, double click it from the Activity List tab, change any fields on the Editor tab, add notes and click Close.

The Editor tab is shown below.



Activities - Operational Notes and Important Field Descriptions

The **Number**, assigned by RPMS, is a serial number with a decimal number representing the number of the user who originally creates the activity.

The **Customer Contact** and **Purchase Order** fields are not enabled unless a valid customer is selected.

The **Assign To** field selects names from the RPMS user list. Unlimited users can be added to RPMS through the Administration System. See *The RPMS Administrator's Guide* for more information about adding users and passwords.

The **Date-Time** fields work together. If a Date is selected and it is the same as the computer's clock date, the Time field gets the current time. The Time field accepts data in hH:Nn am/pm format. (Hour-Minutes-Merdiem) like 12:15 pm. The colon between the hours and minutes as well as the "m" for meridiem can be skipped for data entry ease. The time field defaults to times of day between 7:00 am and 6:59 p.m., and accepts the letters "a" or "p" for exceptions to the default. An example table of Entries and Results is shown below.

Entry	Result
11	11:00 am
5	5:00 pm
430a	4:30 am
730	7:30 am
1215	12:15 pm
9p	9:00 pm

The **Principal Contact** and **Product** fields are not enabled unless a valid principal is selected.

The **POS Contact** field is not enabled unless a valid POS is selected.

Notes can be spell checked while typing if the appropriate user preferences have been selected, or by clicking the **SpellCheck** button.

Follow Up information will be blanked out when an activity is Closed, if the appropriate user preferences have been selected.

The **Calculate time spent** checkbox, when unchecked, will open the Time Spent field for manual data entry. The time spent field accepts data in HH:MM:SS format (hours, minutes and seconds); or, will accept "h" or "m" or "s." in lieu thereof. An example table of Entries and Results is shown below.

Entry	Result
10m	00:10:00
2h	02:00:00
1h30m	01:30:00

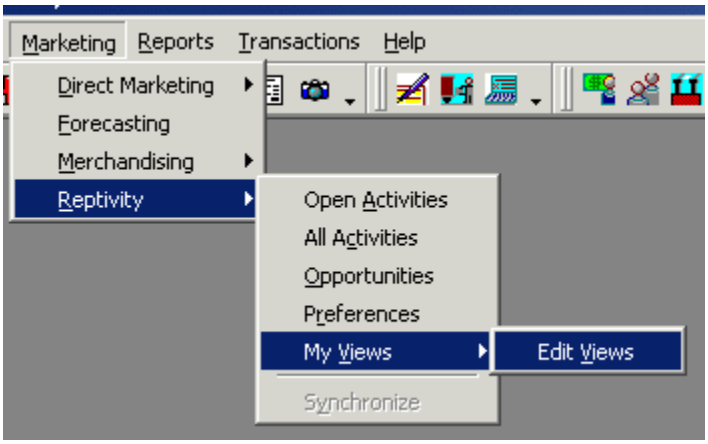
Clicking the **Create** button creates a new activity. If an existing new or active activity was double-clicked to add another activity event, the text of the Create button will change to **Update**, which should be clicked if the activity requires further actions.

If an existing closed activity was double-clicked to add another activity event, the text of the Create button will change to **Re-Activate**, which should be clicked if the activity requires further actions.

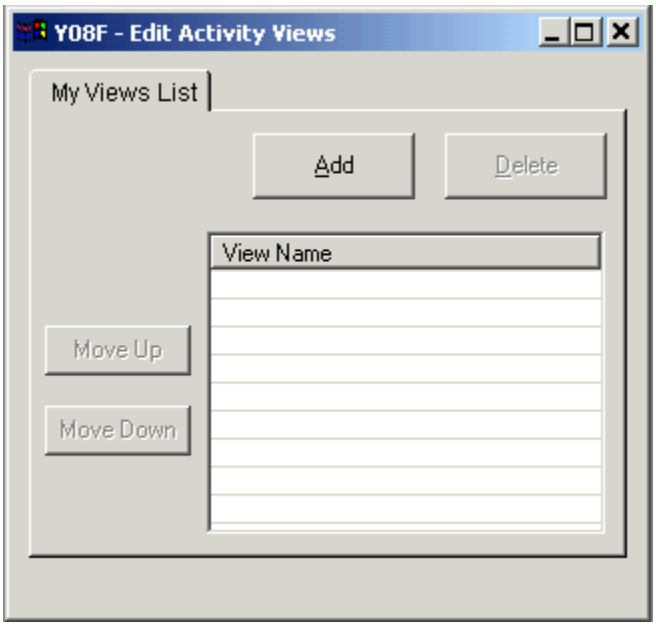
If any type of activity, a new activity being established for the first time, or an active activity, or a closed activity, requires no further action, click the **Close** button to change the status of the activity to Closed.

How to Use Reptivity – Set up and Manage Custom Activity Views

Reptivity allows individual users to create up to nine different custom activity lists, based on certain filters and a sort sequence. These custom filtered and sorted lists are called Views.



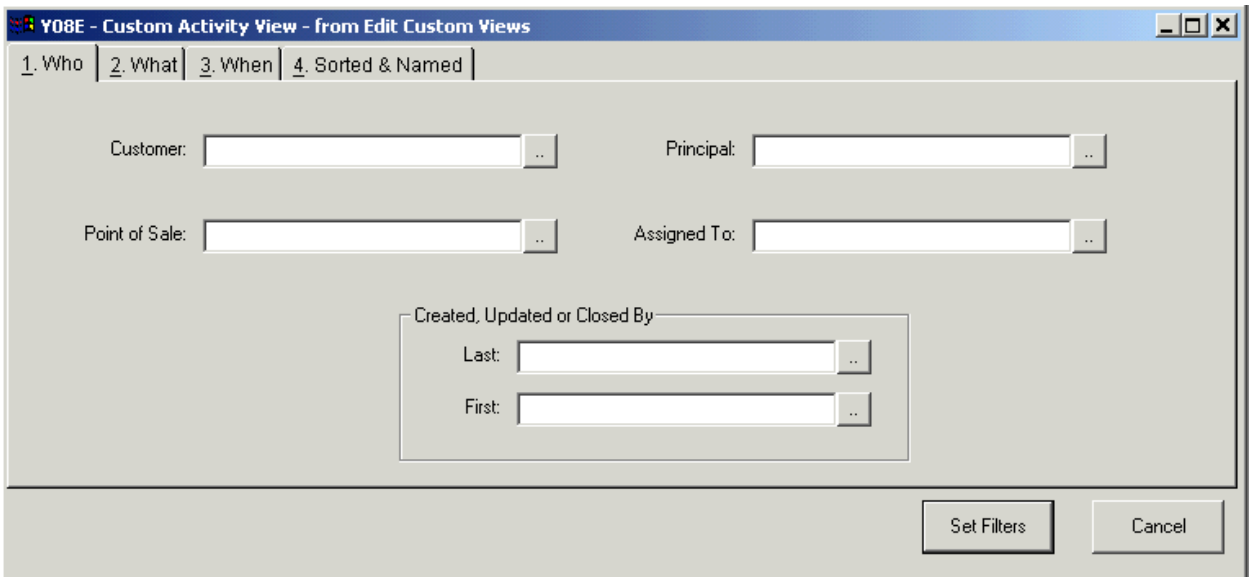
From the Reptivity Menu, select My Views, Edit Views to see the Edit Activity Views list, shown below.



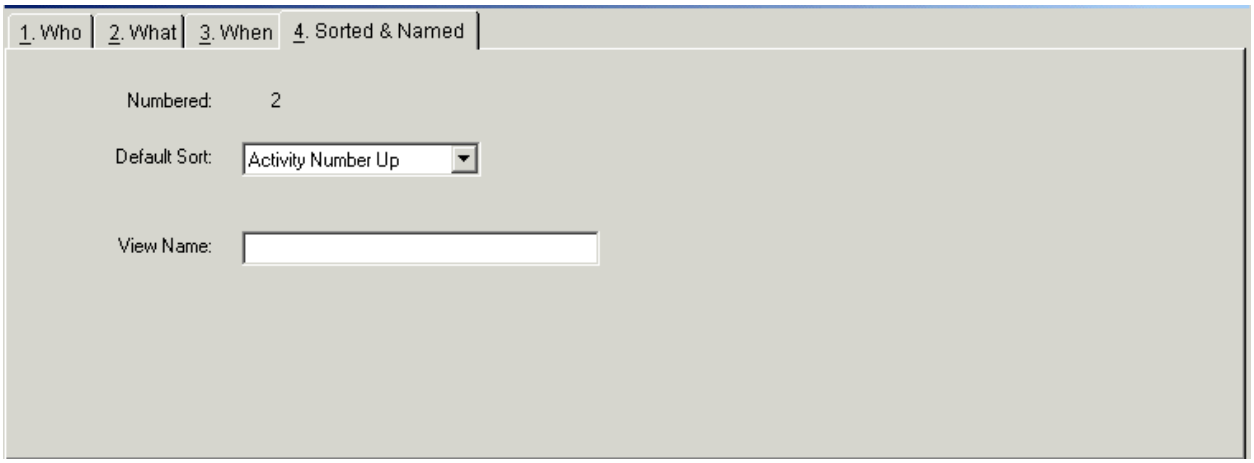
To add a new view, click the Add button.

Once two or more views have been added, their view numbers can be modified by using the Move Up and Move Down buttons.

The Custom Activity Views form is shown below.

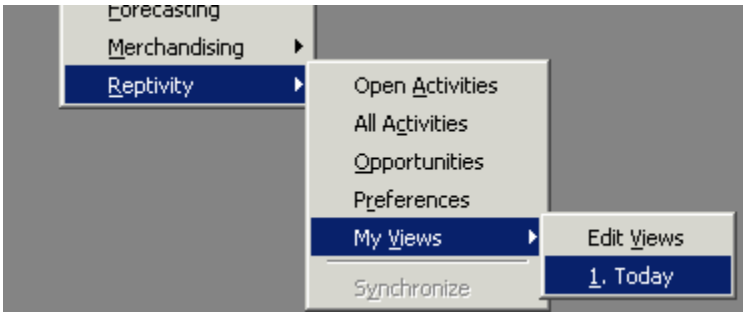


Select filters on the Who, What, and When tabs. Choose a default sort sequence and give the view a name on the Sorted & Named tab, shown below.



If a view is added, the view number is shown as a numbered icon on the user's toolbar, as circled below,

and is available from the Reptivity Views menu, shown below.



Inventory

Purpose and Overview of Inventory

The Inventory feature helps rep firms that stock products. Those stocked products can be sold either via resale on invoices generated by the rep firm, or as consigned products for principals.

When stocked products are sold from Inventory for rep firms that also have the Accounts Receivable feature, commission dollars are automatically re-stated to be the gross profit of the line item – the cost of the item sold, based on the Inventory Cost Method, subtracted from the selling price. When stocked products are sold as consigned inventory, the commission calculation is based on a percentage of the selling price. Changing the commission type from $ to % will prevent RPMS from automatically recalculating profit at the time of shipment.

The Inventory feature automatically informs data entry operators whether inventory is on hand from the Add Transactions Long Form. See the documentation Add Transactions, Long Form for more information about the process. Data entry of purchase orders or acknowledgements for the commission representative side of the business uses the same forms and procedures as the warehouse side of the business.

The Inventory feature allows rep firms to write and manage orders to vendors in order to replenish stock. Incoming shipments can be received against Inventory orders to increment stock levels.

Stock levels can be established initially by setting Beginning Balances and adjusted periodically using Inventory Adjustments.

The Stock Status report will count and value inventory on hand. The Reorder Quantity report helps determine how much to re-order to replenish inventory levels.

Setting Up Inventory – Establishing the Cost Method

The System Administrator must establish an Inventory Cost Method from the Administration System Agency Preferences form, shown below.

The costs methods that can be established are Standard, Average, Last, LIFO and FIFO.

Standard means that the costs of products are those that are entered and stored on the records of the products themselves, and must be changed by a data entry operator. Receipt of product, even at another cost, will not change the cost of a product.

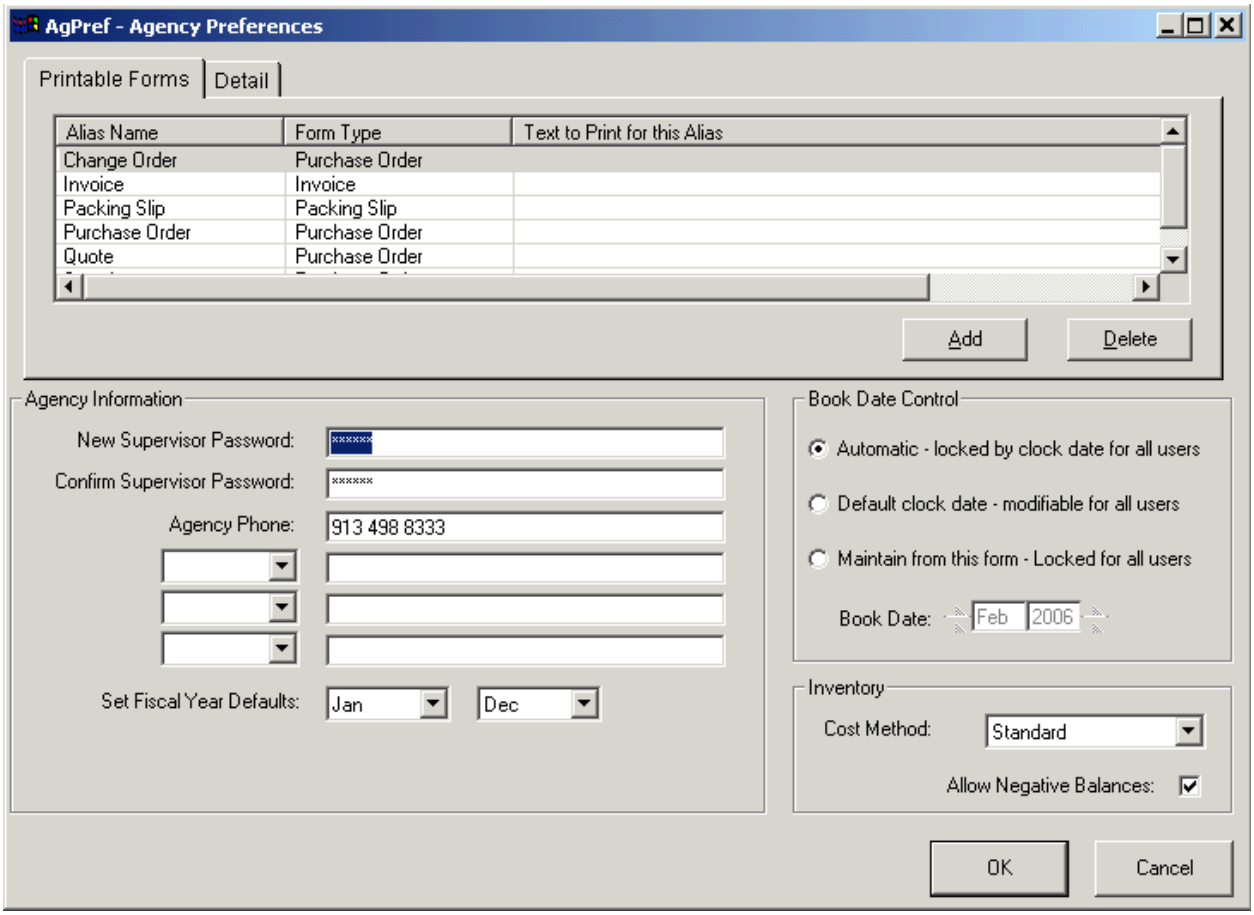
Average means that the Inventory feature will calculate the cost of any given product to be the sum of the costs of all units of that product in stock, divided by the total number of units in stock. For example, assume there are 100 units of product J104 on hand, and the average cost is $3.00. If 100 more are received at a cost of $4.00, the cost of the J104 will become $3.50.

Last means that the Inventory feature will value all the units of a product at the cost of the last product received. Using the example above, all 200 J104 units would have a cost of $4.00

For both LIFO and FIFO cost methods, the cost of an item depends on its cost when received. A product's cost 'layers' are held with received cost. In LIFO (Last In, First Out) the most recently received cost layers are depleted first. In FIFO (First In, First Out) the oldest received cost layers are depleted first.

For example, in LIFO, if 100 products are received at $3.00, and later 100 more are received at $4.00, the next one sold (and 99 thereafter, unless more are received) will be shown to have cost $4.00.

Allow Negative Balances can be checked if the Cost Method is Standard, Average or Last. Checking this box allows product to be declared as shipped even though the system believes that the inventory levels are insufficient. Leaving the option unchecked will prevent inventory from being over-shipped.



Setting Up Inventory – Changing the Cost Method

The Inventory Cost Method can be changed from the Agency preferences form, but all repercussions should be considered. The table below describes the consequences of changing from one cost method to another.

Changing From	Changing To	Note
Standard	Average or Last	The Cost field becomes protected on the product master record.
	LIFO or FIFO	Beginning Balance and Unit Cost must be initialized using the Inventory Data Entry program.
Average	Standard	The Cost field becomes unprotected on the product master record, and must now be periodically maintained.
	Last, LIFO or FIFO	Beginning Balance and Unit Cost must be initialized using the Inventory Data Entry program.
Last	Standard	The Cost field becomes unprotected on the product master record, and must now be periodically maintained.
	LIFO, FIFO or Average	Beginning Balance and Unit Cost must be initialized using the Inventory Data Entry program.
LIFO or FIFO	Standard	The Cost field becomes unprotected on the product master record, and must now be periodically maintained. All LIFO/FIFO records are deleted Beginning Balance and Unit Cost must be initialized using the Inventory Data Entry program.
	Average or Last	All LIFO/FIFO records are deleted Beginning Balance and Unit Cost must be initialized using the Inventory Data Entry program.
	FIFO or LIFO	The Layer Sequence File is reversed for all products.

Setting Up Inventory – Setting Up Principals

The Inventory feature requires that your agency be set up as a principal. The Accounts Receivable feature also has this requirement. The same principal record can be used for both invoicing of customers (the Accounts Receivable feature) and as the entity that stocks the product (the Inventory feature.) Stocking principals must be set up in S status.

Some rep agencies like to set up multiple, parent-child-related principals that designate the vendor being sold. For example, assume the distribution side of the rep firm is called DISTYCO. The vendors that the distributor buys from and resells for include ABC CO, BEST MFG, and CHOICE INC. One principal is set up called DISTYCO. Three other principals are also set up, called ABC-DISTYCO, BEST-DISTYCO and CHOICE-DISTYCO. These three are set up with a parent of DISTYCO. All four are set up in S status. Customers' orders come to DISTYCO, but line items are associated with the correct vendor, even multiple vendors on the same PO.

The advantage of such an arrangement is that the snapshots and reports clearly designate how much was sold for each vendor. Another advantage accrues to reps that carry consigned inventory – at a glance it is clear which vendor's products are on an order, and multiple vendors' products can be part of the same customer PO. The disadvantage of this approach is that order entry takes longer since the vendor must always be known.

Other rep agencies will set up only one version of the stocking principal, because they buy the same product from multiple vendors. These agencies do not track or care from whom a particular line item of an

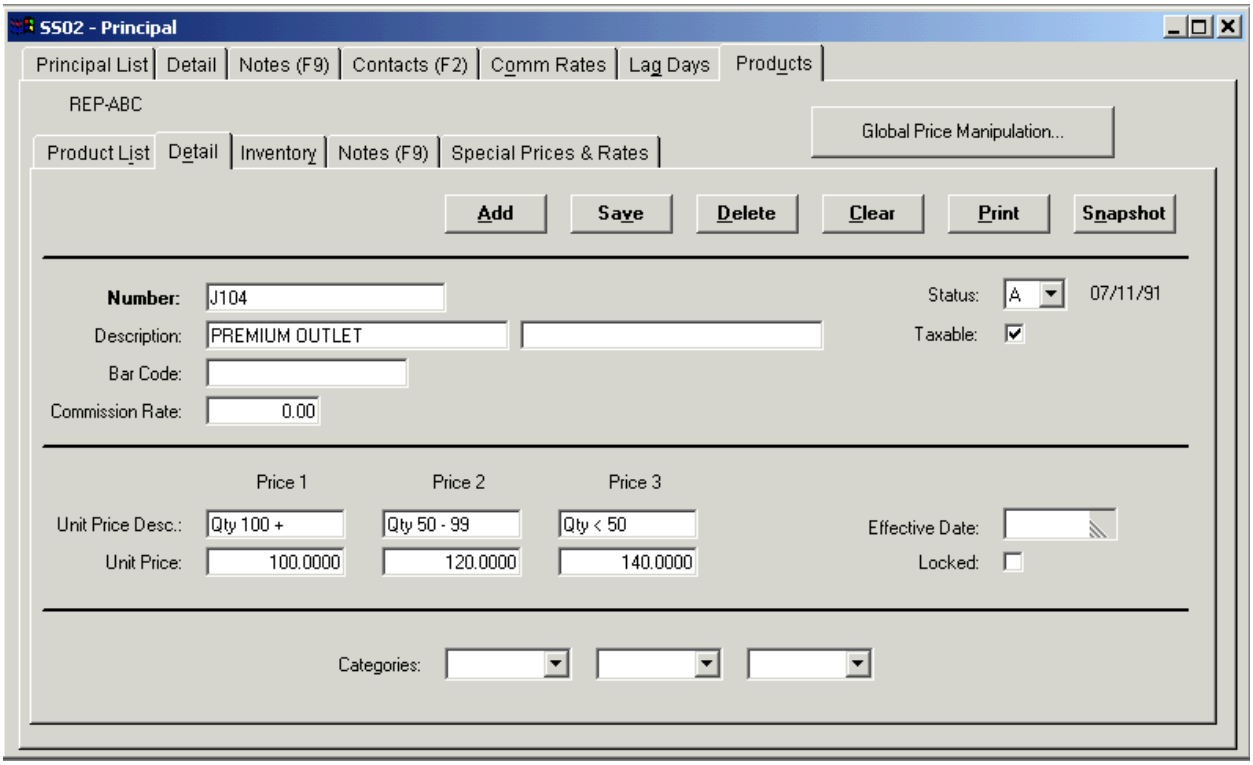
order was purchased. The advantage of this approach is a simpler data entry scheme, since the vendor would not be part of the line item entry. The disadvantage is on the sales analysis side – it is impossible to determine 'sell through' information for vendors, since their products are indistinguishable from the same products purchased through other vendors.

See the Lists chapter and *Principals - Operational Notes and Important Field Descriptions* on page 13 for more information about setting up and managing principals.

Setting Up Inventory – Adding Products

Once the agency has been set up as a principal (and/or vendor-principal) then products must be attached to that principal. For general information about products, see the Lists chapter and Products - Operational Notes and Important Field Descriptions on page 15.

The following list defines the product fields specific to the Inventory feature.



Number: The product number is usually the principal's uniquely identifing code for this part. In some industries it is known as as SKU or ID. This number can be the same as that of the vendor from whom the stocked products are purchased, or another number. Once entered, the product number can't be changed or deleted. Using the RPMS Administrator's system one product's history may be transferred to another product.

Description: The description field for the product is broken into two separate fields. The first field is an alternate lookup field for products, and is stored at the line item level in transaction details. The second field is used for additional descriptions.

Bar Code: This optional field is used to store the UPC, or universal product code for the product. Bar codes are printed on the product master report.

Commission Rate: This field is used to create a default commission rate for **consigned** product. If the principal pays a particular rate for sales of this product, the percentage can be stored in this field. Transactions that declare this product will default to the commission rate, unless supersceded by another default rate in the hierarchy, as described in *Principals* above and *Add Transactions* below. If the product is being sold through an Accounts Receivable principal ('S' status) and the items are not declared to be consigned, this field is disregarded. The commission amount for a given line item is derived by subtracting the cost from the unit price and multiplying the result by the quantity.

Taxable: For RPMS Professional versions with the Accounts Receivable feature, check this field to declare that sales tax should be calculated for this product. Leave the field unchecked if the product is never taxable.

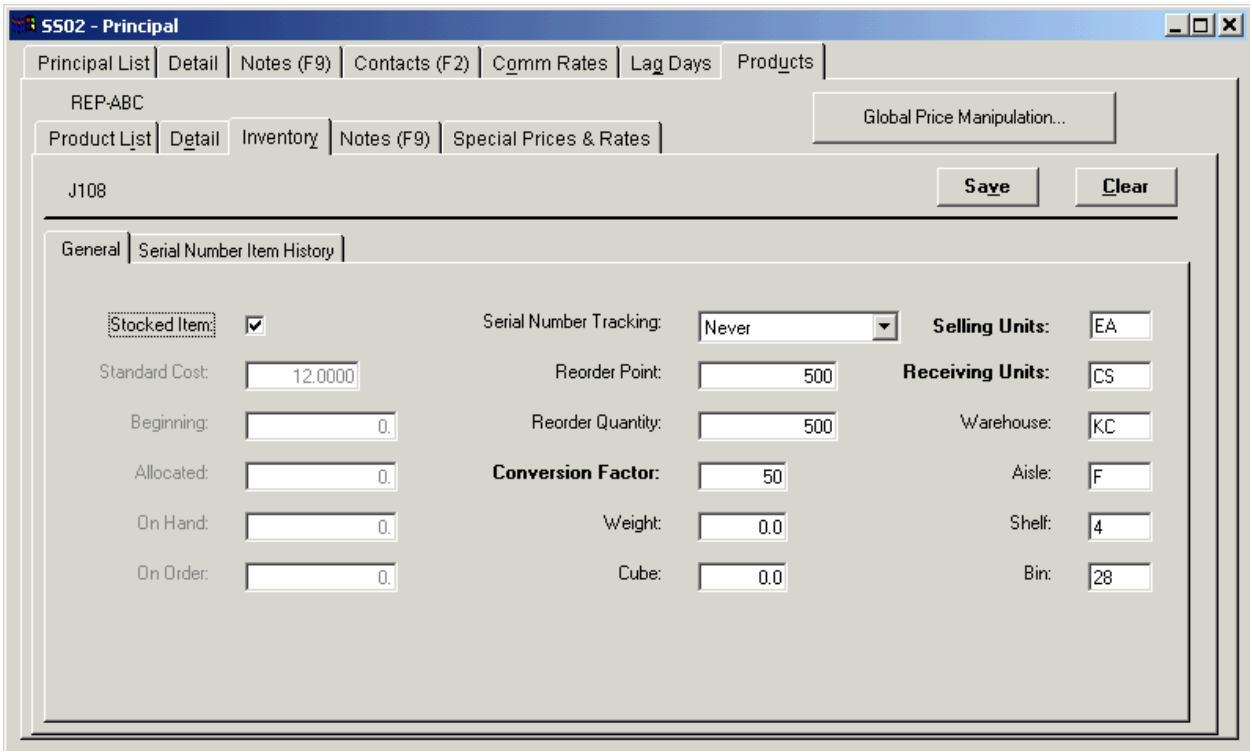
Unit Product Descriptions / Prices (1, 2 & 3): The standard prices to be used for this product are displayed on a pop-up form during line item data entry, if filled out in these fields. RPMS will store these three standard prices for this product, and three levels of custom pricing for individual customers.

Effective Date: This optional field will list on product master lists and the product price pop up window to document when standard pricing was established.

Locked: When this field is checked, the price is protected from price updating utilities that would otherwise automatically raise or lower the price.

Categories: Products can be declared to be in one to three categories. Categories can be selected as filtering options for product history reports. Product categories are defined in the *System Codes List*, described below.

The **Inventory** tab of the product can be selected after the product has been added, and depending on the cost method, may need to be updated for each stocked product. Its fields are described below.



Stocked Item: Check this checkbox to declare that this product is a stocked product. This field distinguishes products that are represented versus those that are kept and tracked in the warehouse.

Standard Cost: This label will change and the field will be enabled or disabled depending on the cost method selected. See Setting Up Inventory – Establishing the Cost Method on page 117 above.

Beginning: A field showing the orignally entered beginning balance for this product. This field can't be edited for stocked products.

Allocated: A field showing the total number of units customers have on order for this product but that have not been shipped yet. This field can't be edited for stocked products.

On Hand: A field showing the total number of units shown in inventory. This number is typically incremented by inventory receipts, adjustments and beginning balance entries, and decrmented by shipments out of inventory. Returns (unshipments, or shipping negative quantities) can also increase this number. This field can't be edited for stocked products.

On Order: A field showing the total number of units of this product on order from vendors. This field can't be edited for stocked products.

Serial Number Tracking: A field that determines whether this product will need individual serial numbers tracked, and if so, at what point the tracking begins. Leaving this field set to "Never" means that serial numbers will not be tracked for this product. See Setting Up Inventory – Using Serial Number Tracking on page 123 below.

Reorder Point: A field that can be maintained to drive the Inventory Re-Order report. When the total of units On Hand, minus Allocated, plus units On Order falls below this level, the product shows up on the Re-Order report.

Reorder Quantity: A field that can be maintained to provide information for the Inventory Re-Order report.

Conversion Factor: The divisor to be used when converting receiving units to selling units. For example, if the Conversion Factor is 50, and the Receiving Unit is CS and the Selling Unit is EA, and 10 CS are received, the On Hand inventory would increase by 500.

Weight: The weight of a single Selling Unit.

Cube: The cubic size of a single Selling Unit.

Selling Units: This field describes the typical method of case or package as sold. For example, products that are sold individually may be described with a selling unit of EA for 'each.' It is possible to receive units in the the Selling unit of measure. The number of Selling Units in a Receiving Unit is described by the Conversion Factor.

Receiving Units: This field describes the typical method of case or package for units coming in to inventory. For example, products that are received in cases may be described with a selling unit of CS for 'case.' It is possible to sell units in the the Receiving unit of measure. The number of Selling Units in a Receiving Unit is described by the Conversion Factor.

Warehouse, **Aisle**, **Shelf** and **Bin**: These optional user-definable location codes print on Packing Slips and Inventory Count Sheets.

Setting Up Inventory – Using Serial Number Tracking

Serial number tracking gives RPMS the ability to record and know the serial numbers of products stored in, and/or shipped from inventory. The Serial Number Method drop down selection list is

There are four different Serial Number Tracking modes. The default option "Never" means that serial numbers are not tracked for this particular product. The option "Allocated" means that serial numbers will be declared when the product is ordered by a customer to be shipped out of the rep agency's warehouse. The implication of Allocated is that the serial numbers are recorded when they arrive in the warehouse, since they must be on file to be declared when a customer orders the product. The third option "Shipped" means that serial numbers will ONLY be declared at the time of shipment from the rep agency's warehouse. The fourth option, "Received then Shipped" means track serial numbers when they arrive in the warehouse and when they are shipped – but not when they are allocated. The difference between "Allocated" and "Received then Shipped" is in the timing of referencing the outgoing serial numbers.

Both "Allocated" and "Received then Shipped" require serial numbers to be recorded when product arrives in the warehouse as On Hand. In an "Allocated" method, the person taking the order declares which serial number the warehouse personnel should ship with the order, and the serial numbers print on the packing slip which the warehouse personnel use as a pick ticket. For "Receive then Shipped", the warehouse personnel inform the data entry staff (usually by writing on a copy of the packing slip) which serial numbers were shipped.

For the "Shipped" method, the warehouse personnel write the serial numbers that were shipped on a copy of the packing slip. But instead of picking those serial numbers from a list of serial numbers on hand, those serial numbers are created for the order just at the time the shipment is declared.

Changing the serial number method from one method is subject to the following table.

Changing To -> Changing From	Never	Allocated	Received then Shipped	Shipped
Never		Disallowed if open items exist for that product or inventory is on hand	Disallowed if inventory is on hand	Allowed
Allocated	Serial Numbers are deleted		Allocated serial numbers are changed to On Hand	Allocated and On Hand serial numbers are deleted
Received Then Shipped	Serial Numbers are deleted	Disallowed if open items exist for that product		On Hand serial numbers are deleted
Shipped	Serial Numbers are deleted	Disallowed if open items exist for that product or inventory is on hand	Disallowed if inventory is on hand	

Setting Up Inventory – Setting Up Vendors

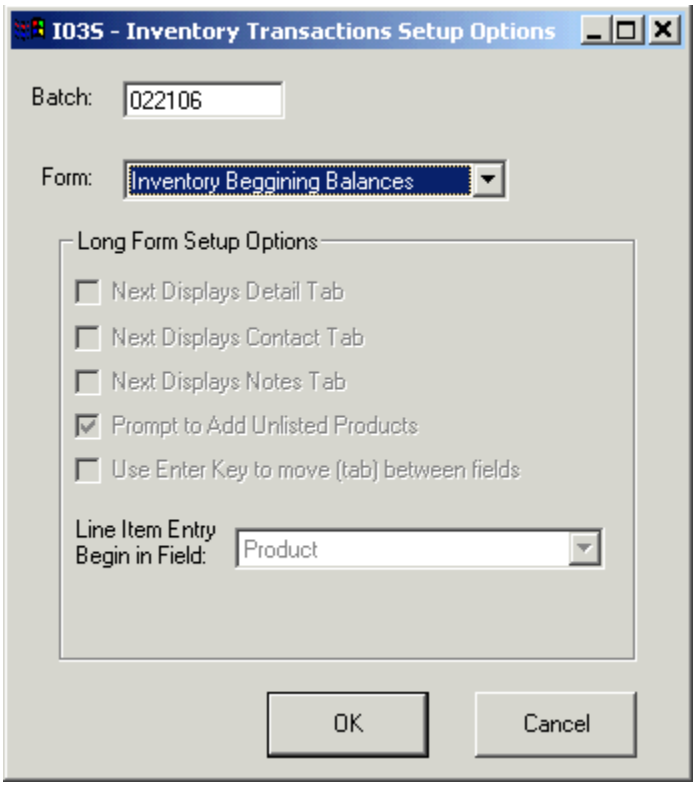
Although not required, the Inventory feature allows you to write, track and manage Inventory Orders to bring new product into your facility. Inventory orders come from a Principal, and are to a Vendor. Vendors are set up from Lists, Vendors. For general information about how all the RPMS Lists work, including Adding, Changing and Deleting from lists, see the chapter RPMS Lists on page 7.

Vendors - Operational Notes and Important Field Descriptions

Vendors must be established in order to place Inventory Orders. The required fields for Vendors are **Short Name** and **Status**. Vendors can be in A status (active) or I status (inactive.)

Setting Up Inventory – Establishing Beginning Balances

Whenever a stocked product is first set up, its Beginning Balance must be established. Select Transactions, Manage Inventory to see the Inventory Setup Transactions form below.



At the Form prompt, select Inventory Beginning Balances, then click OK. The Inventory Beginning Balances data entry form will be displayed.

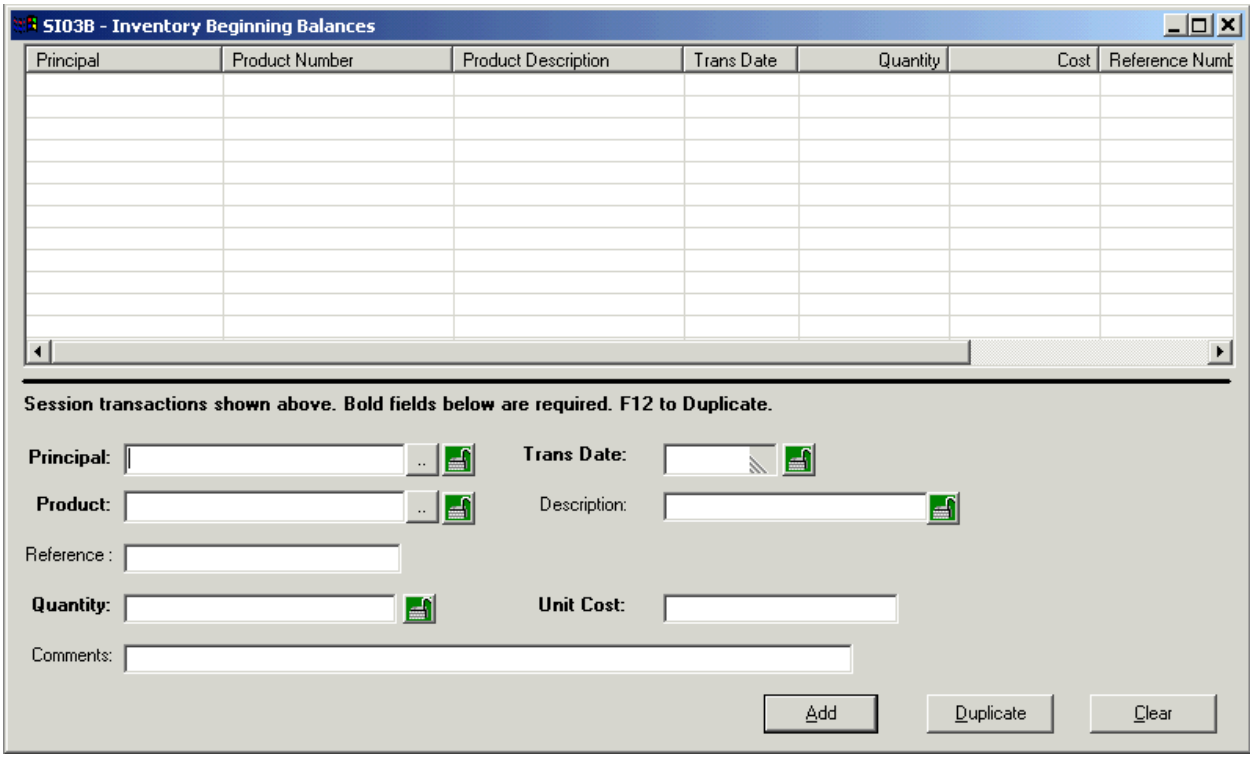
To add a beginning balance choose the Principal. This principal is usually your rep agency, set up as a principal, though it may be a combination of your agency and the vendor. (See Setting Up Inventory – Setting Up Principals on page 119.) Then enter the Trans (transaction) Date, the Product, the Quantity, and the Unit Cost if visible and required. Then click the Add button.

The function key F12 will duplicate the same field as the entry highlighted in the list of previous entries. The Duplicate button will cause the entire record to be the same as the highlighted previous entry. The lock buttons cause entries to be preserved from record to record, and to be disabled so that the cursor doesn't need to pass through the fields. Pressing the Enter key on the keyboard causes the Add button to be clicked, unless the "Use Enter Key to move" option was selected on the preceding form. Clicking the Clear button removes the data from the text fields that aren't locked.

The Unit Cost is not visible for Standard Cost Method, since cost is established and maintainied only on the Product record.

Setting a Beginning Balance for a product that is already set up with Inventory resets the total number of units on hand. The Cost will be impacted if the Unit Cost is not zero, and the Cost Method is Last, Average, LIFO or FIFO. In the case of LIFO or FIFO, all previous layer records that record receipts of Inventory at various times are deleted. The Allocated and On Order values in the product record are not adjusted when Beginning Balances are re-established.

Setting a Beginning Balance for a product that is already set up with Inventory and leaving the Unit Cost at zero has special meaning, depending on the Cost Method. If the Cost Method is Last or Average, then the existing cost already stored on the product record is preserved. If the Cost Method is LIFO, then a layer record is established as the one and only layer record, with the previously last layer record's cost. If the Cost Method is FIFO, then a layer record is established as the one and only layer record, with the previously first layer record's cost.



Setting Up Inventory – Declaring Serial Numbers On Hand

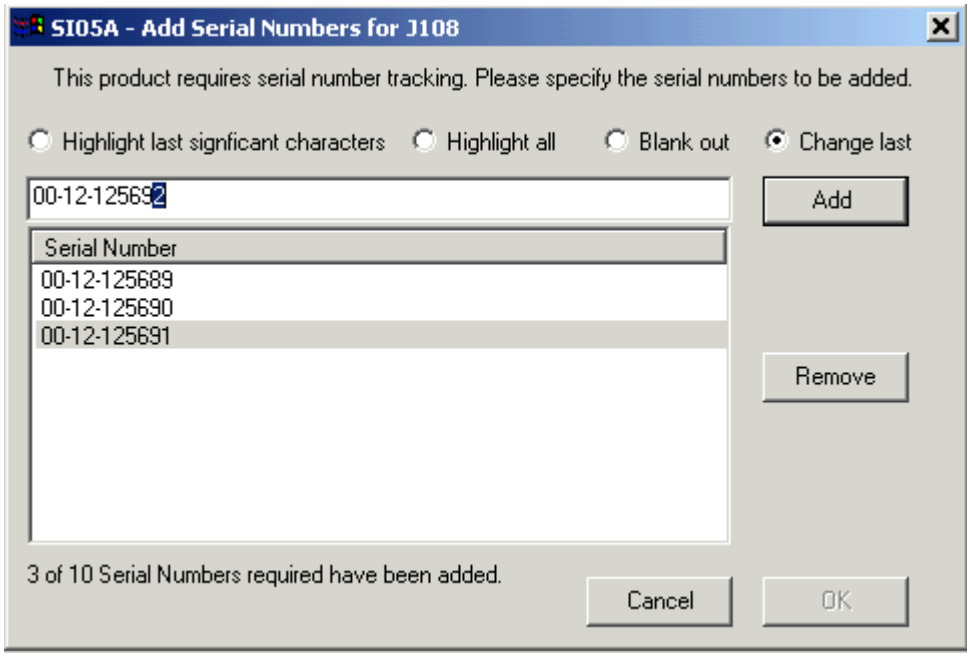
When adding beginning balances, if a product uses the serial number method of "Allocated" or "Received then Shipped", then a serial number declaration form will be displayed as shown below.

The Add Serial Number form keeps track of the number of serial numbers that must be added for the operation, and provides a prompt to add the serial numbers. To add serial numbers, type the serial number in the serial number text box field, then press the Enter key or click the Add button.

The radio button options at the top of the form control the behavior of the text box after a serial number has been added. "Highlight last significant characters" causes the serial number just added to be left in the text

box, with the right most character(s) selected for modification and add of the next serial number. This setting is useful if the serial numbers are generally, but not entirely, in numeric or alphanumeric order.

The "Highlight All" option causes the entire just added serial number to be selected in the text box. This option, or the "Blank Out" option are most useful when the series of serial numbers to be added are very different from one another, and must be typed in each time.



The "Change Last" option causes the most significant final character(s) of the previously entered serial number to be automatically changed, and highlighted for further change if necessary. This option is useful when the serial numbers being added or mostly in series – simply pressing Enter ten times will add ten consecutive serial numbers to the form.

Once all the serial numbers necessary for the operation have been added, click OK. If a serial number is entered in error, use the mouse to highlight the incorrect serial number, then click Remove.

For a Beginning Balance operation, if the correct quantity of serial numbers is not specified, the Beginning Balance will not be added. If any serial numbers for that product previously existed as On Hand, they are deleted by the Beginning Balance operation.

Using Inventory

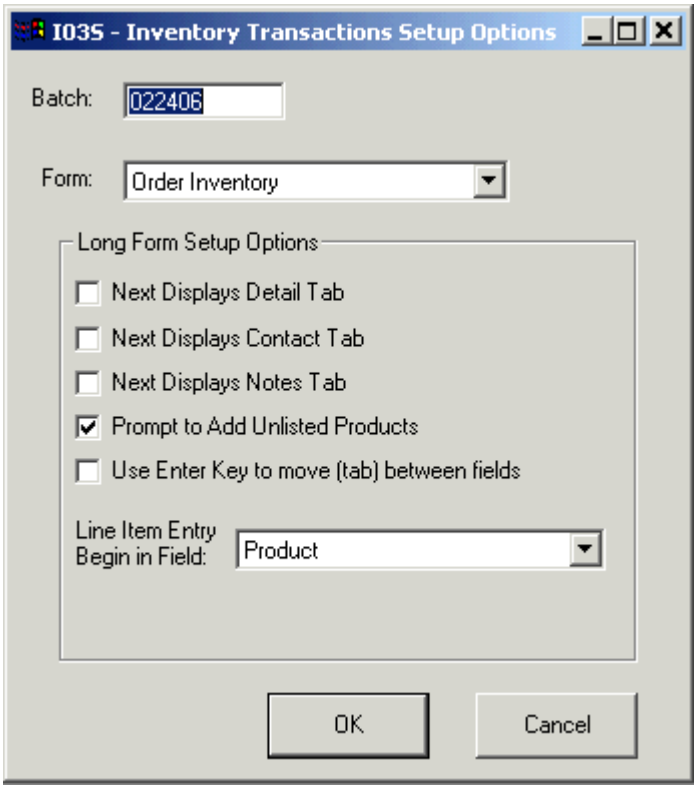
Once the Inventory feature has been set up, the on-going use of the Inventory feature can involve any or all of the following:

- Writing Orders for New Inventory
- Receiving Inventory by Shipping & Partial Shipping Inventory Orders
- Receiving or Adjusting Inventory through Inventory Adjustments
- Shipping out Inventory through Add Transactions, and Maintain & Ship Transactions –see Add Transactions, Long Form and Maintain & Ship Transactions
- Running Inventory-specific reports

Using Inventory – Writing Orders for New Inventory

Whenever a stocked product is in need of replenishment, orders for additional inventory can be written, tracked and managed. It is possible to increase or change inventory levels without writing orders for new inventory, so tracking inventory orders is optional.

To write an order for new inventory, click Transactions, Order Inventory, or click the icon shown above. The Inventory Transaction Setup Options dialog will be displayed as shown below.



The **Inventory Transaction Setup Options** establish the order of presentation for the various tabbed forms available on the inventory order form. Each option is described below:

Next Displays Detail Tab: Checking this option means that the clicking the Next Tab button will display the Detail tab, once the Header tab has been filled out. See the section below for more information about the options on that tab.

Next Displays Contact Tab: Checking this option means that clicking the Next Tab button from the previous tab will display the Contact tab, where Sold To, Ship To and Invoice To information can be confirmed or established. See the section below for more information about the options on that tab.

Next Displays Notes Tab: Checking this option means that clicking the Next Tab button from the previous tab will display the Notes tab, where up to 64KB of notes can be established regarding the transaction. See the section below for more information about the options on that tab.

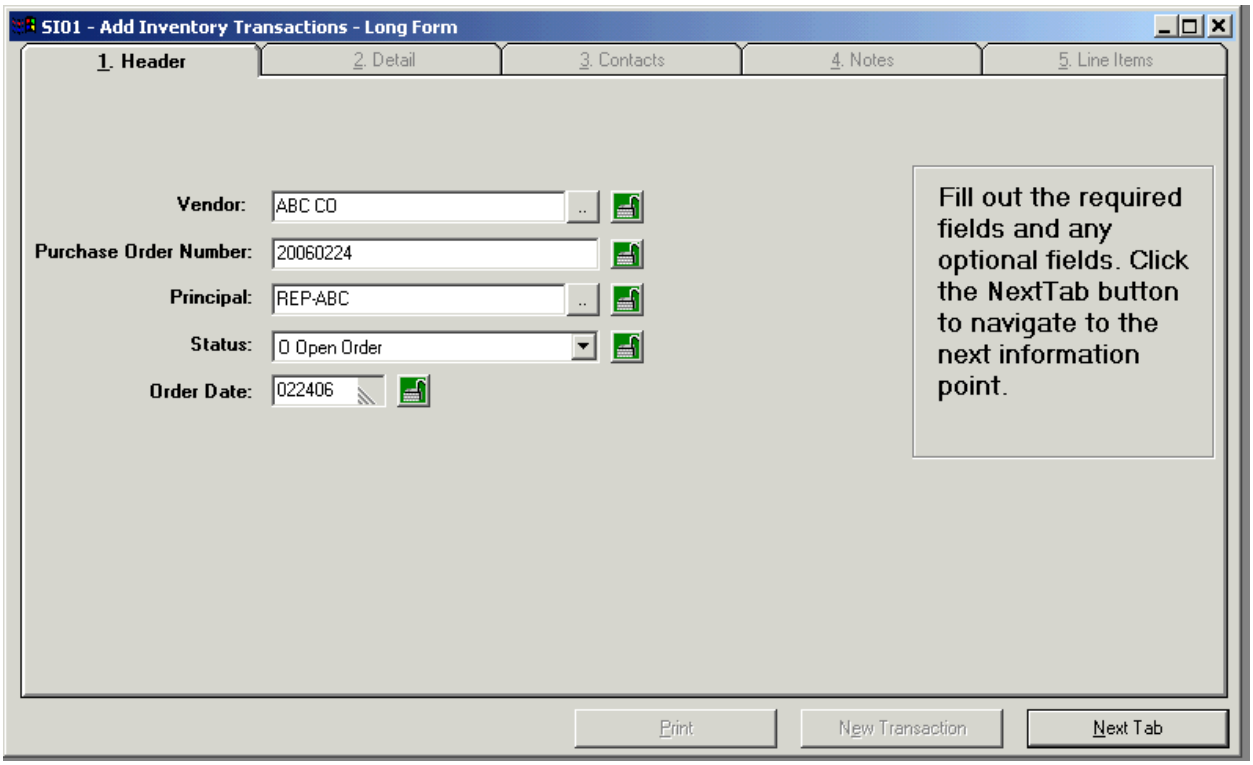
Prompt to Add Unlisted Products: Checking this option causes the system to add products to the principal's database as they are ordered, if they have not previously been set up. Leaving the option unchecked ?

Use Enter Key To Move (tab) between fields: Checking this selection will cause the enter key to behave like the Tab key. In MS Windows, Tab is the keystroke that is used to navigate from one field to the next. Shift Tab is used to navigate 'backwards.' The Enter Key is normally reserved for "default" buttons – deeply shadowed buttons that might save a form, OK or Finish the current form, or navigate to the Next form or screen. On the Long Form, when this field is unchecked, the Next or Add button is the default key, so an Enter keystroke signifies that the tab form or line item is finished and should be saved or added. If this field is checked, the Next or Add button changes to a non-default button (accelerated by ALT-N or ALT-A) and a default command button will appear on the Inventory Order form as shown below:

This button does nothing when clicked by the mouse – it simply exists to "catch" the Enter keystroke and forward a Tab keystroke to windows. When the focus has shifted to another command button, the Enter to Move Enabled button will lose its default characteristic (the dark shadow will disappear) as is customary for MS windows. In that way, the button that has focus will be activated by the Enter key, not this button.

Line Item Entry Begin in Field: This selection governs where your cursor should start to begin entering each line item on the Line Item tab. The further down in the list you start, the more default items will be selected for you. See the section below for more information about the fields available on that form.

Once you have established the Inventory Transaction Setup Options, click OK or press Enter to see the Add Inventory Transactions – Long Form with the initial Header Tab as shown below.



The fields labeled in bold type must be filled out.

Once the required fields are filled out, the Next Tab button can be clicked (note – pressing the Enter key will attempt to click the Next Tab button if Enter To Move was not selected, or if focus is on the Next Tab button.) The Inventory transaction header is evaluated for duplicates in the RPMS system, then posted to

the list of Inventory orders for the selected vendor and principal. The tab that is subsequently displayed is governed by the Inventory Transaction Long Form Setup Options selected on the preceding form. The Header tab can be revisited from other tabs for reference, but its fields can't be changed. To delete a transaction begun through this form, use Receive Inventory as documented in below. Each of the tabs that can be displayed is documented in its own section below.

Inventory Transactions Header Tab

Various fields on the Header tab can be **locked** or **unlocked**. When a field is locked, the cursor does not land in the field, the contents of the field can't be edited, nor do they disappear when a transaction is added. For example, if the data that must be entered is a series of order acknowledgements from the same principal, it would be useful to declare the principal then lock the field, so the form would remember that principal from order to order. To lock or unlock a field, simply click its lock toggle button, pictured above.

Once the header for the inventory transaction has been entered (by clicking Next Tab), the **Print** button will be enabled, allowing for a print of the transaction. The **New Transaction** button will also be enabled. This button clears all the data entry fields (except those on the Header Tab that were locked), resets the tab forms, and essentially set everything back for the beginning of adding another transaction.

Specific fields of interest for the Header Tab are described below:

Vendor: The vendor is the company from whom product is being ordered. Type the first few letters of the vendor's short name. The name will appear as it is being typed, becoming more accurate as more letters are typed. It may be easier to click the lookup button, or press F4 to display a list of records to choose from. The vendor lookup on this form shows the short name, the short address and the phone number of the vendor. If a vendor does not exist, you do not have to leave the form. Simply add the vendor to the system as documented in this chapter and the *Lists* chapter, then return to this form to complete the transaction.

Purchase Order Number: Usually the principal's Purchase Order number. The principal is typically the distribution side of the rep agency itself, so the scheme for Purchase Order numbers is user-defined. Once established, the purchase order number can not be changed except by deleting and re-inputting the entire order.

Principal: Type the first few letters of the principal's short name. The principal is typically the distribution side of the rep agency itself. If the setup of principals has used principal-vendor child records, use the parent record in this field. The name will appear as it is being typed, becoming more accurate as more letters are typed. It may be easier to click the lookup button, or press F4 to display a list of records to choose from.

Status: This field allows RPMS to establish different status for the line items to be entered. Select the status that represents the status of the most line items for this transaction. The selections for status are shown below.

Receipt status means that all (or most of) the line items have been shipped by the vendor and received by the principal (you) and will carry an invoice number and received date. **O Open Order** are unshipped line items.

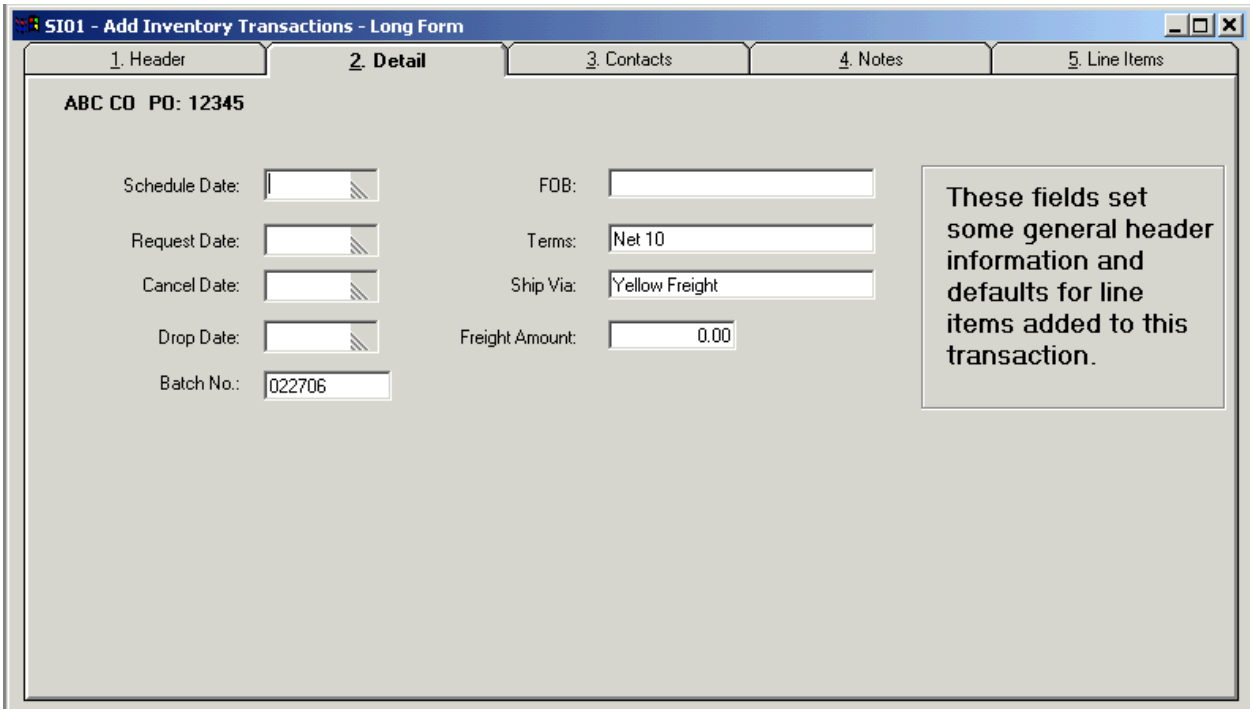
Order Date: This field represents the principal's purchase order date for most of the line items that will be entered for this transaction.

Received Date: The received date should be the date the product was received into inventory. This field is required if the Status is R Receipt, and invisible if the Status is O Open Order.

Invoice Number: This field represents the invoice number for most or all of the line items of the transaction. The invoice number and received date fields are not visible unless the status has been set to R Received. For consigned inventory, use the Notice of Shipment number, or invent a number.

Inventory Transactions Detail Tab

The Detail tab is automatically displayed after the Header tab if so checked in Inventory Transactions Long Form Setup Options described above. Otherwise it is accessible after the Header has been established by clicking the Detail tab or pressing ALT-2. The Detail tab establishes more default information for line items that will be added with this transaction. The fields are automatically saved when you change tabs or start a new transaction. The fields are described below.



Schedule Date / Request Date: The schedule and request dates are used to establish expected shipping and receiving information of orders for principals and vendors. Typically the request date is used as the principal's date that the product is requested to arrive. The schedule date is often used to describe the date that the vendor has scheduled to ship the product, or acknowledged that the product will be delivered. Some rep firms track only one of those things, or make no distinction between the dates, using only the schedule date to mean both things.

Cancel Date: Date that unshipped line items become eligible to be canceled for this order. RPMS will not automatically cancel line items that are not shipped by this date.

Drop Date: The Drop Date is used to establish when quotes and samples can be archived and/or purged, and to protect other transactions from being archived or purged if the drop date is beyond the date of other archive/purge criteria. For example, assume that an archive program stipulates that all orders completely received, with invoice dates before 12/31/1999 and payment dates before 03/31/2000 are to be archived. A

transaction that could otherwise be archived would be preserved in the RPMS system if its drop date was beyond 03/31/2000. See the description of *Archive* in the *Administrator's Guide* for more information.

Batch No: Batch number with which each subsequently entered line item will be labeled. See the *Reports* chapter, Daily Transactions for more information about the use and utility of batch numbers.

FOB, Terms, & Ship Via: These fields default in from the principal.

Freight Amount: The amount of freight to be charged for this order.

Inventory Transactions Contacts Tab

The Contact tab is automatically displayed after the Header or Detail tab if so checked in Inventory Transactions Long Form Setup Options. This tab contains the default Sold To, Ship To and Invoice To information for the transaction. To specify different Sold To, Ship To or Invoice To addresses for this transaction, simply re-type the information as necessary. The principal's address information will be placed in each field. The contact information is automatically saved when you change tabs or start a new transaction.

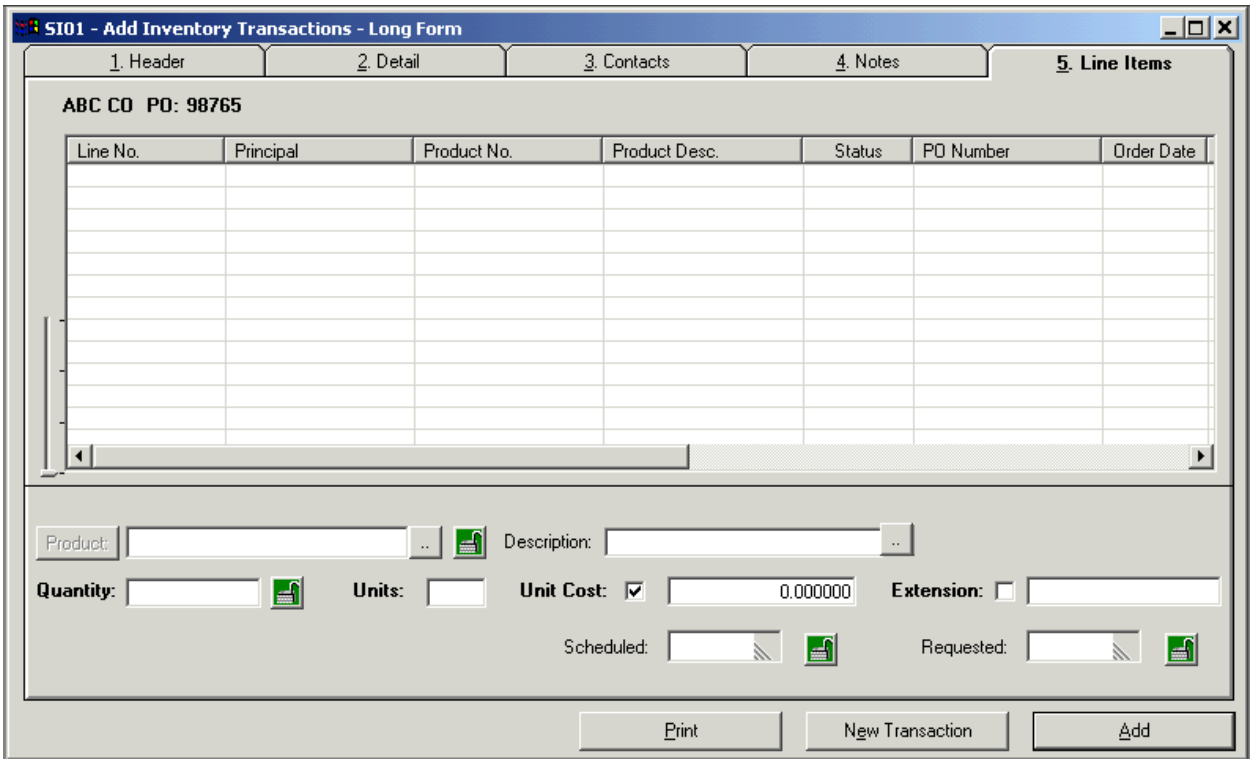
Inventory Transactions Notes Tab

The Notes tab is automatically displayed after the Header, Detail or Contact tab if so checked in Long Form Setup Options. This tab holds up to 64K of notes for the transaction. Notes are automatically saved when you change tabs or start a new transaction.

Inventory Transactions Line Items Tab

The Line Items tab is automatically displayed after the Header tab and others pre-selected to display first as established in Inventory Transactions Long Form Setup Options. The fields and controls on this tab will add line items to the transaction. A sample screen is shown below:

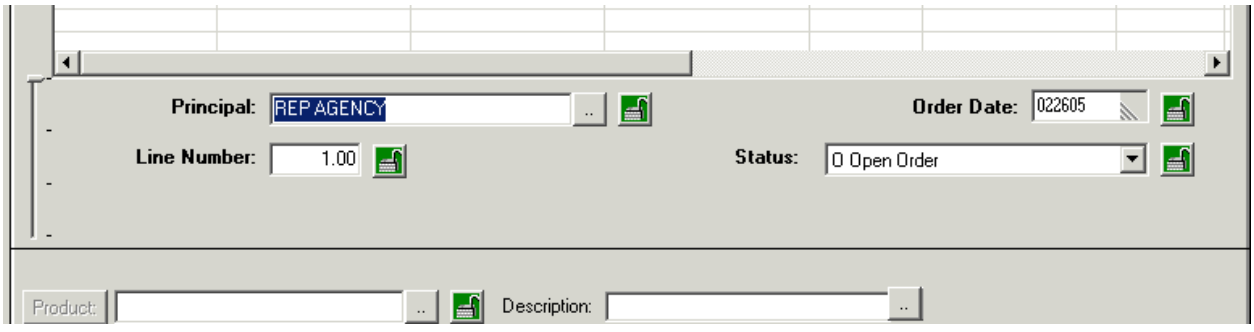
When this tab is displayed, the Next Tab button changes its identity to an Add button. When all the fields for a given line item have been established, clicking the Add button adds the line item to the transaction and to the listview. The required fields for the line item have bold labels. Once all the line items of the transaction have been added the entire form can be closed, or the New Transaction button can be clicked. The transaction is built as each line item is added to the listview, and the total of the order is displayed in the form's title – there is no save or done key.



If Unit Costs will be entered, as opposed to Extensions, when the cursor leaves the quantity field the database is checked to see if the selected product has standard or principal-specific pricing. If so, a price selection window is displayed from which one of the prices can be selected. Whether Unit Prices or Extensions will be entered is governed by the checkboxes.

If a line item is added by mistake, or with incorrect information, it can be deleted or changed from this screen by double-clicking the line item in the listview. The transaction correction form will be displayed. From this form the line item can be changed or deleted.

Like other listviews in RPMS, the line items listview's columns can be re-sized and rearranged using drag and drop. This listview is also re-sizable from the bottom, using the slider control as shown below:



The slider control 'lifts' the listview and exposes other controls that contribute information to the line items as they are added. Normally those pieces of data are not edited during line item entry, unless the Invenotory Transactions Long Form Setup Options were set to reveal them.

Various fields on the form can be **locked** or **unlocked**. When a field is locked, the cursor does not land in the field, the contents of the field can't be edited, nor do they disappear when a line item is added. For example, if the data that must be entered has the same product and cost but has different schedule dates, it

would be useful to lock the unchanging fields. To lock or unlock a field, simply click its lock toggle button, pictured below.

Each field of the Inventory Line Item tab is described below.

Principal: This field is normally hidden by the listview, unless the Inventory Transactions Long Form setup options dictated that the line item data entry begins in this field or in the order date field. The choices in this lookup field are limited to family records (parent and children) of the principal selected on the Header tab. In this way, line items can order products for different divisions of the principal.

Order Date: This field is normally hidden by the listview, unless the Inventory Transactions Long Form setup options dictated that the line item data entry begins in this field or in the principal field. The order date can be modified for each line item within the transaction. This is useful for blanket orders, where each subsequent release can be given a different order date.

Line Number: This field is normally hidden by the listview, unless the Inventory Transactions Long Form setup options dictated that the line item data entry begins in this field or in the status field. As each line item is added, this field is automatically set up for the next available line number. Even if this field is locked, its value will automatically increment when a line item is added. The lock here simply prevents the cursor from landing in the field. It is possible to re-arrange line items by giving a line item a lower number before adding it. For example, if Line Number three of a three line order (so far) should really be Line Number four of a four line order, Line Number three could be deleted, then the Line Number field could be changed back to line three again to add the other line item.

Status: This field is normally hidden by the listview, unless the Inventory Transactions Long Form setup options dictated that the line item data entry begins in this field or the line number field. This field allows a different status for the line items to be entered. The selections for status are shown below.

R Received Order (Invoice) means that the principal has received the line item, and has an invoice number and invoice date. **O Open Order** indicates unshipped line items.

Invoice Number, Received Date: These fields appear only if the status is R Received (Invoice) and if the listview is raised to expose them. Each line item entered can have a different invoice number and/or received date. These two fields are required for Received status items and must be blank for Open status entries.

Product, Description: These two fields represent the product number and primary description of the line item. Products are stored by principal. See Products - Operational Notes and Important Field Descriptions above for more information about setting up and administering products. As characters are typed in the product field, the closest product number is displayed, and a corresponding description (if one exists) is added to the description field. The lookup button will list products by product number. The Description field does NOT automatically retrieve a different product number when changed. In this way any description can be typed for the product. The description field lookup, however, will cause the part number to change if used. Using the description lookup will sort the product list by description.

Quantity: All transaction items must have a quantity of 1 to have a corresponding dollar value. To enter a negative quantity, type a minus sign (-) in the quantity field prior to typing the number. Typing the minus

sign after the number also works – however this utility is reserved by RPMS for future enhancements, so may not always work. The quantity field can be broken down to tenths of units (one decimal.) The valid numeric range for the quantity field is - 9,999,9999.9 to 9,999,999.9 (negative 9.99M to positive 9.99M.)

Units: This field is for the unit of measure, and must match either the selling or receiving units for the product, as set up on the product's Inventory tab. If the unit of measure being ordered is the receiving unit, then internally the number of selling units on order will be multiplied by the Conversion Factor. See Setting Up Inventory – Adding Products in this chapter for more information about Selling Units, Receiving Units and the Conversion Factor.

Unit Cost / Extension Checkbox Options: These checkboxes declare which value this item will require. If the Unit Cost checkbox is checked, the extension field will be disabled and calculated automatically when the cursor leaves either the unit cost field or the quantity field. The Extension field accepts two decimals.

Unit Cost: The Unit Cost field accepts up to four decimals. Multiplied by the Quantity, it rounds to the amount in the Extension field. It will accept negative numbers (use the minus sign to declare) but the recommended way to show product returns is with a negative quantity. The valid numeric range for the unit price field is - 9,999,9999.9999 to 9,999,999.9999 (negative 9.99M to positive 9.99M.)

Extension: The Extension field accepts up to two decimals. Multiplied by the Quantity, it rounds to the amount in the Extension field. It will accept negative numbers (use the minus sign to declare) but the recommended way to show product returns is with a negative quantity. The valid numeric range for the extension field is – 9,999,999,9999.9999 to 9,999,999,999.9999 (negative 9.99B to positive 9.99B.)

Scheduled / Requested: The scheduled and requested dates are used to establish expected shipping and receiving information of orders for principals and vendors. Typically the request date is used as the principal's date that the product is requested to arrive. The schedule date is often used to describe the date that the vendor has scheduled to ship the product, or acknowledged that the product will be delivered. Some rep firms track only one of those things, or make no distinction between the dates, using only the schedule date to mean both things.

Printing Inventory Transactions

The Print button will print the transaction as one of the standard RPMS transaction print types.

Printing the Rep Company Logo on Transaction Forms

The standard printed forms can print your rep company logo, or a text version of your address.

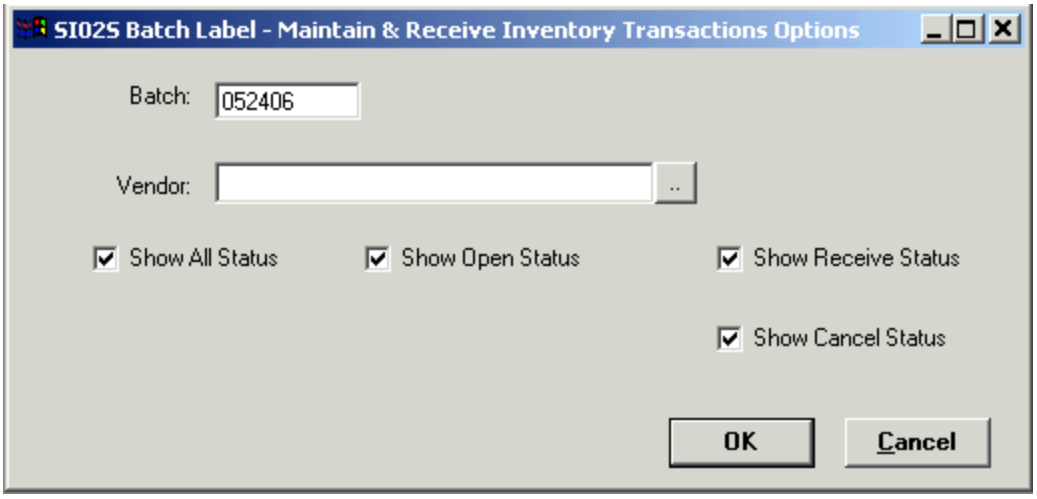
To print your rep company logo, the logo must be stored as a file in your RPMS data folder. The file name must be LOGO.BMP or LOGO.JPG. The file must be a bitmap or jpeg format, and should be 5 inches wide and 1.4 inches tall. Such files can be created with graphics software like Adobe Illustrator or Microsoft Paint. For help creating such a file, check with your graphics software vendor. In some cases the printer who created your letterhead may be able to help you create the file.

To print simply a text version of your address, make sure that there is NOT a file called LOGO.BMP or LOGO.JPG in your data folder. When no such file exists, RPMS reverts to the text version of your company name and address on the printed forms.

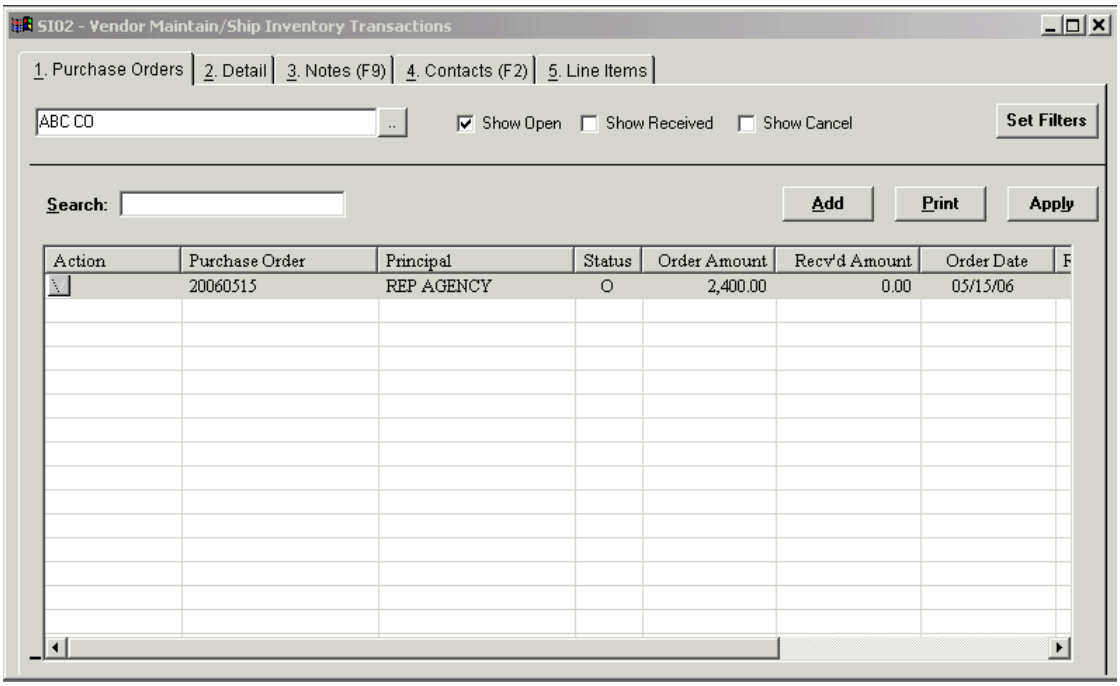
The potential destinations for the print are listed in the second drop down, and include Printer, to print to the current printer. To change printers, use the Printer Setup button, or select Files, Printer Setup.

Receiving Inventory

To record a receipt of new inventory for inventory ordered through the RPMS system, choose Receive Inventory from the Transactions menu, or click the button shown above.



The SI02S Batch Label , show above, is displayed. The batch number is an alphanumeric label and can be used to recall a list of transaction batches, or groups of transactions (**Inventory Batch** reports). The batch defaults to the last batch number used by this user during this session of RPMS, or the date if this is the first time in during this session. Type or use the F4 key to look up the vendor from whom the inventory is being received. Uncheck Show Receive Status and Show Cancel Status to see only open Inventory Orders if preferred, and then click OK. The Vendor Maintain/Ship Inventory Transactions form is shown below.



Maintain/Ship Purchase Orders Tab

If the quantity of inventory being received is known to be the same as that which was ordered, and the invoice amount is the same as the order amount, click the action arrow and choose R = Receive, or type the letter R. The Assign Invoice form will be displayed as shown below:

Once the form is filled out with the vendors invoice number and the date your warehouse received the product, click OK. At that time you may also tag other open orders with R = Receive, or perform any of the other supported functions shown below, before clicking Apply to post the changes.

Other options supported from the Maintain/Ship Inventory Transactions form include C = Cancel, to cancel all open line items of an inventory order; D = Delete to delete all open line items of an inventory order; and O = Open to un-receive all received items. Using the O = Open option has repercussions for inventory stock and inventory costs. When an item is re-opened, a negative receipt of inventory is posted, and the cost of that inventory is calculated by the cost that had previously been recorded on the receipt.

For example, even if the cost method in use is FIFO, if the cost of a just received item was $5.00, then the cost of that item when it is opened (un-received) will still be $5.00. This is true whatever the value of the oldest inventory items happened to have been for that product, because the operation is a receipt – a, special, negative inbound inventory transaction as opposed to a positive outbound transaction. FIFO dictates that the cost of a shipped out inventory item shall be that of the oldest in stock – but opening a received item is not considered a shipment.

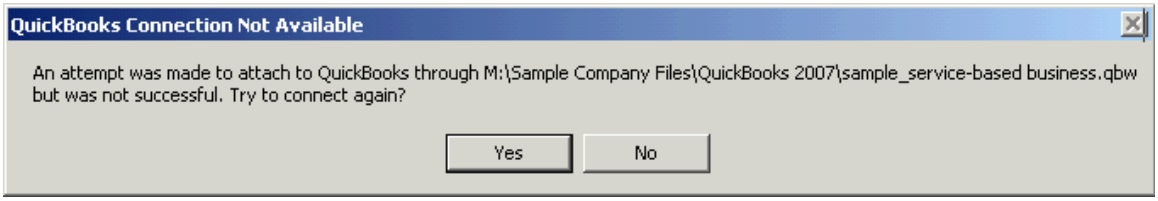
There can be special problems with FIFO and LIFO cost methods when using the Open operation to un-receive inventory, if some of the inventory in question has already been shipped. For example, assume the following order of operations for part number J104 in a LIFO warehouse:

Op.	Date Time	Operation	Result
1	05/31/06 9:00 am	Begin. Balance	5 On Hand at cost of $2 each
2	06/01/06 9:00 am	Enter Inventory PO #1 Order 10 @ $1	5 On Hand at cost of $2; 10 On Order at cost of $1
3	06/02/06 9:00 am	Enter Inventory PO #2 Order 5 @ $2	5 On Hand at $2; 10 On Order at $1; 5 On Order at $2
4	06/06/06 9:00 am	Partially Receive Inventory PO #1 for 5	10 On Hand – 5 at $2 and 5 at $1; and 10 On Order – 5 at $1 and 5 at $2
5	06/06/06 9:05 am	Ship 5 to a customer	5 Shipped at cost of $1 each, reducing inventory layer from Op. 4 – total now of 5 On Hand at cost of $2 each
6	06/06/06 9:10 am	Re-Open Inventory PO #1	0 On Hand. Negative Receipt record created, balancing the positive Beginning Balance entry. Costs are now immaterial.
7	06/06/06 9:11 am	Receive PO #2	5 On Hand at cost of $2 each
8	06/07/06 9:00 am	Receive PO #1	15 On Hand, 5 at $2, 10 at $1. Next items to ship will be the $1 items.

If a partial shipment has been made, or the invoice amount does not agree with the amount ordered, double click the order to adjust individual line items. The form will open the Line Items tab for the order, where you can Receive one or several line items (R) or Partially Receive an item (P).

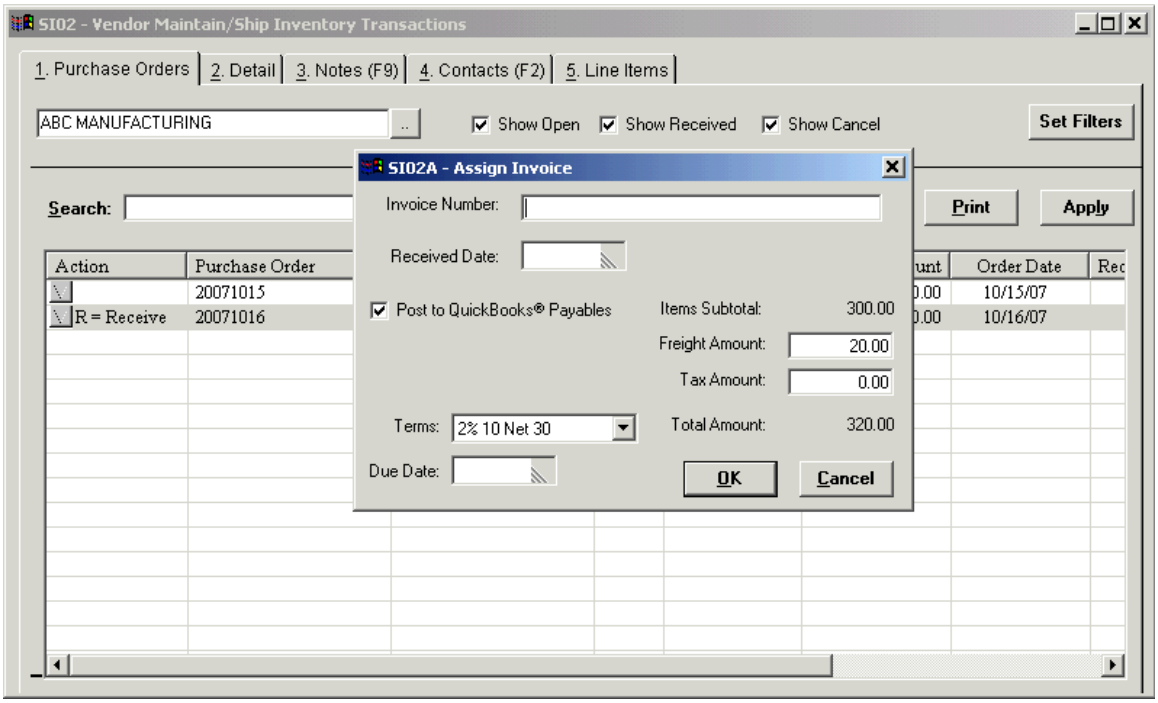
Receive Inventory in RPMS for Accounts Payable in QuickBooks®

As ordered inventory is received in RPMS, a bill can be created and passed into QuickBooks, updating the Accounts Payable. Whenever R (Receive) or P (Partially Receive) is applied against an inventory order, RPMS checks to see whether a connection to QuickBooks is necessary. If the connection has been attempted but was not yet successful, a message would be displayed as shown below, allowing an attempt at re-connection.



There are many reasons that a connection to QuickBooks would be unavailable. A common problem is that the computer that runs QuickBooks is not turned on, or is not hooked up to the local network. Other problems can include network-mapping problems, disabling of RPMS authorization within QuickBooks, or that not enough time has gone by to establish the RPMS to QuickBooks connection. A user presented with this message can work with the network system administrator, the QuickBooks administrator, and RPMS technical support to resolve the problem before clicking Yes. If after clicking Yes the system is still unable to connect to QuickBooks, a message will relay that information to the user and the QuickBooks controls on the Assign Invoice dialog shown below will be disabled.

On the Assign Invoice dialog shown below, the QuickBooks prompts are displayed below the Invoice Number and Received Date.



The **Invoice Number** will be sent to QuickBooks as the Reference Number for this bill.

The **Received Date** will be sent to QuickBooks as the Transaction Date for this bill.

The **Post to QuickBooks® Payables** option governs whether or not this transaction will be sent by this user to QuickBooks. If this option is not enabled, the user may not have the appropriate rights to send data to QuickBooks, or QuickBooks may not currently be available.

The **Items Subtotal** will be sent to QuickBooks either be added in to a single sum with tax and freight; or will be shown as it's own value; or will be broken into the distinct line items of this invoice. The method used is governed by settings in the Administration system – see *QuickBooks® Options in the RPMS Administration System* above.

Freight Amount is pulled over from the detail of the order, but may need adjustment for this invoice. Changing the Freight Amount does NOT change the freight amount recorded in the RPMS order, if any.

Tax Amount can be added, if any tax was charged for this invoice.
Terms are pulled over from the detail of the order IF they match an available Terms value in QuickBooks. Otherwise, terms may be selected from the list of QuickBooks terms values. Changing or setting the Terms value does not change or set the Terms value for the order in RPMS.

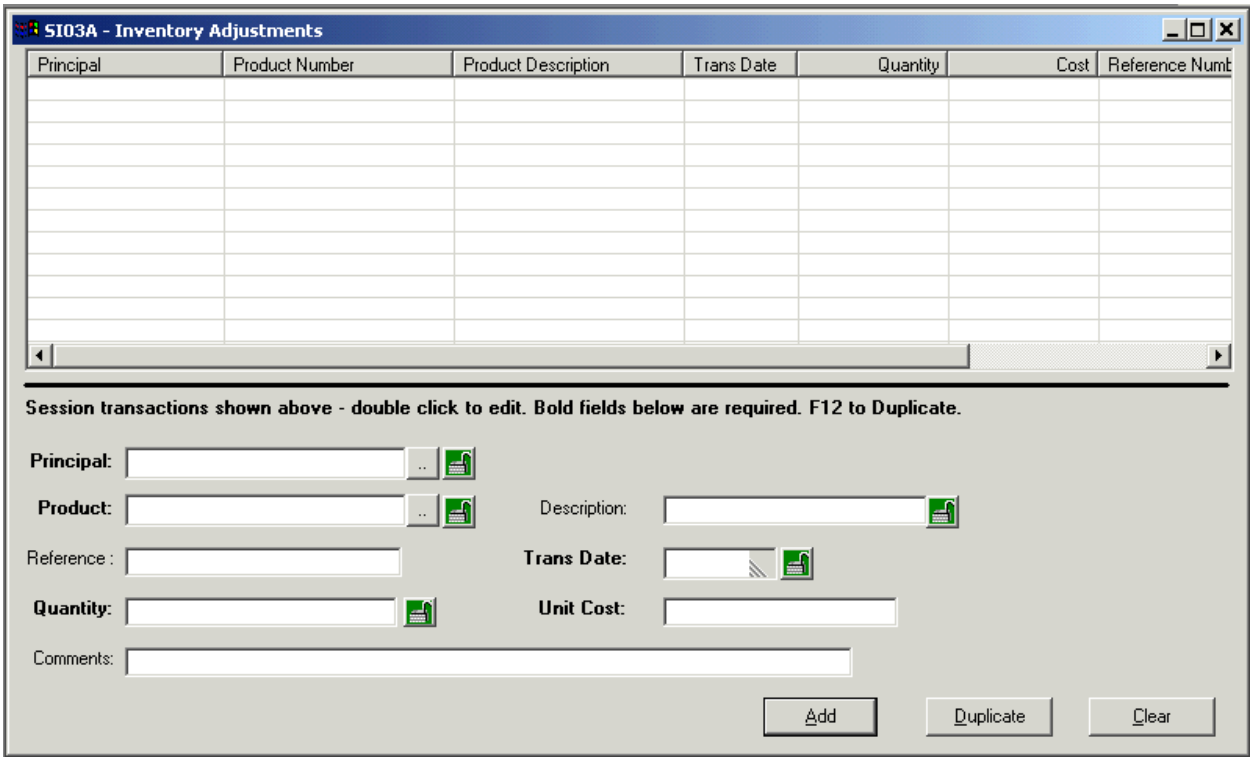
Due Date is a date field that can be added to this bill, to establish pay precedence in QuickBooks.

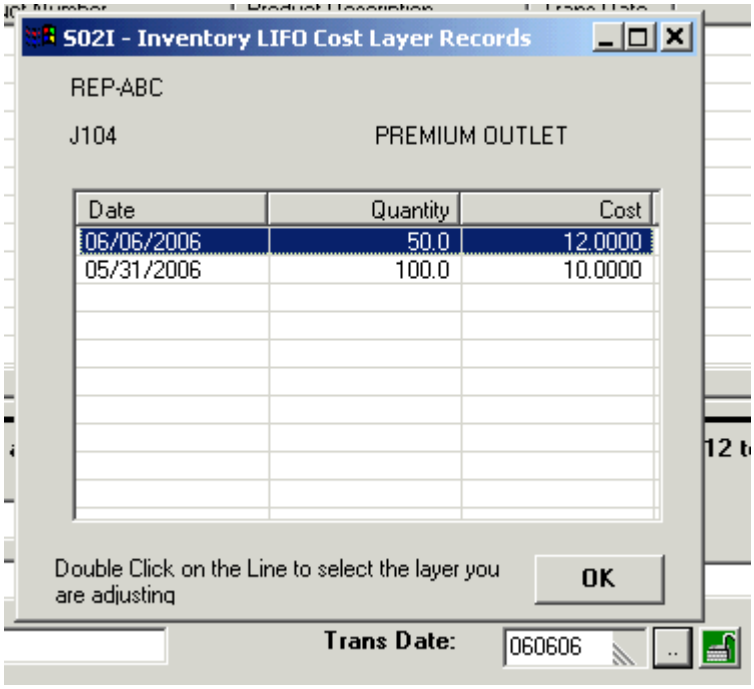
The Vendor in QuickBooks will be the RPMS Vendor – you must have the identical vendor name set up in both applications. The memo for the bill in QuickBooks will be the RPMS Order number.

Adjusting Inventory

Select Transactions, Manage Inventory, to display the Inventory Transactions Setup Options form with Adjust Inventory automatically selected as the Form to display.

Clicking OK displays the Inventory Adjustments form, shown below:





To make Inventory Adjustments, declare the principal, product, transaction date, quantity and unit cost, then click the Add button. The quantity field accepts both positive and negative numbers, and will adjust inventory On Hand levels up or down for the specified product.

For LIFO and FIFO systems, the Transaction Date must correspond to a LIFO or FIFO layer record. Clicking the ellipsis button next to the Transaction Date lookup displays layer records associated with those cost methods, as shown above.

A typical adjustment reduces or increases the inventory on hand to reflect the findings of a physical inventory. To increase the inventory on hand, put the positive increase in the Quantity field. To decrease the inventory on hand, put the negative amount to decrease into the Quantity field.

Changing the quantity while leaving the cost field blank or 0 tells RPMS to make no change to the costs associated with the given layer (FIFO or LIFO cost methods) or total quantity (Average or Last cost methods) of inventory. This is called a 'quantity only' adjustment.

Sometimes it may be necessary to increase the cost of the remaining inventory. For example, if 10 products had previously been on hand in the warehouse, each at a cost of $100, and one item was stolen, it may be desirable to re-cost the remaining 9 items at $111.11 each, to reflect the total $1,000.00 investment in the product.

To do this, an adjustment of –1 in the Quantity field must be accompanied by a small Unit Cost change of .0001. This prevents RPMS from regarding the adjustment as a 'quantity only' adjustment. The fraction of a cent will be subtracted from the extended cost of all products, and then the new extended cost will be divided among the remaining products.

Increasing the cost of a given layer takes two adjustments. Use the first adjustment to temporarily increase the quantity on hand by 1, and the total extended cost to be the cost of the true quantity. Then decrease the quantity on hand by 1 with no cost adjustment.

For example, if the current cost of a layer of 10 units is $90 ($900), and should be $100 each, then add 1 unit to the layer at a cost of $200. This will increase the total units to 11, and the extended cost of those units to $1,100.00. The layer will show 11 units at $100 each. Then subtract 1 unit from the layer at no cost, to leave 10 units at $100 each.

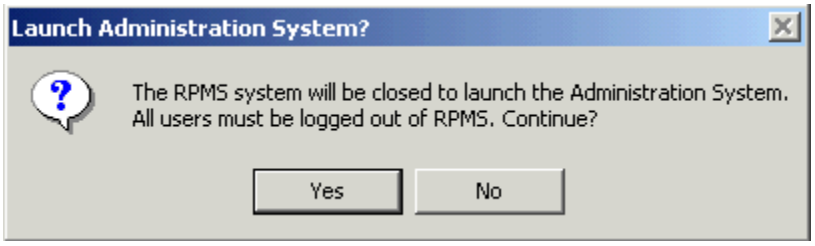
File Menu

Purpose and Overview of the File Menu

The File Menu items navigate to various functions and utilities. Each function or utility is described below.

Administration System

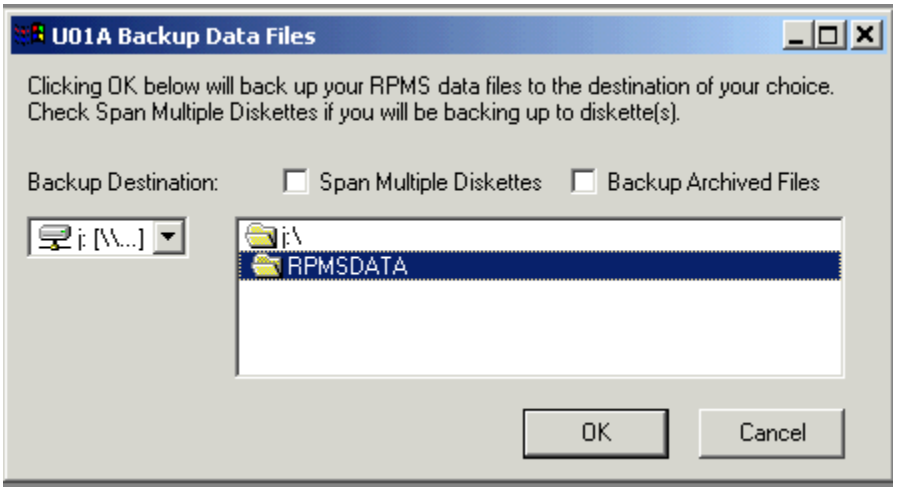
Selecting this item launches the Administration System. Before the Administration System is launched, a warning dialog is displayed as shown below, cautioning that the Administration System can only be run when no other users are running RPMS, and that the RPMS program itself will be closed for desktop systems.



For a complete description of the Administration System, see the *RPMS Version 8 Administrator's Guide*.

Backup

Selecting this item displays the Backup dialog form, shown below, used to create backups of the RPMS data.



The RPMSCloud system limits the backup function to make temporary backups in the user's work folder, and should only be made on the advice of RPMS Technical Support.

The original destination selected for the backup is set to the current data folder. A different drive or folder can be selected by clicking and selecting from the drive dropdown list, and clicking or double-clicking from within the folders tree.

Check **Span Multiple Diskettes** only if you are making a backup to a floppy disk drive. Floppy disk backups are not recommended.

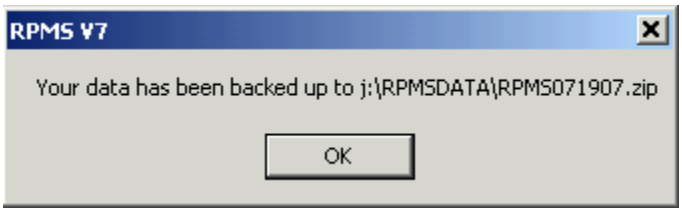
Check **Backup Archived Files** if you have made archives of your historical or current (transaction log) data, and you want to make a complete backup.

For a complete discussion of Archiving, see the *RPMS Version 8 Administrator's Guide*.

Later on, if you need to restore a backup to another computer and you have archived files, you will first need to restore a complete backup including archived files. Then restore the most recent backup that does not include archived files, if that particular backup is more recent than the one made with the archived files.

RPMS makes a backup of the data files, which is that data which is keyed or uploaded into your system. The backup does not include the programs necessary to run the system. The backup does not include user preferences, last-used screen settings or menu customizations for the particular computer on which the backup was made. Those are user-computer specific settings that must be re-established over time on new computers.

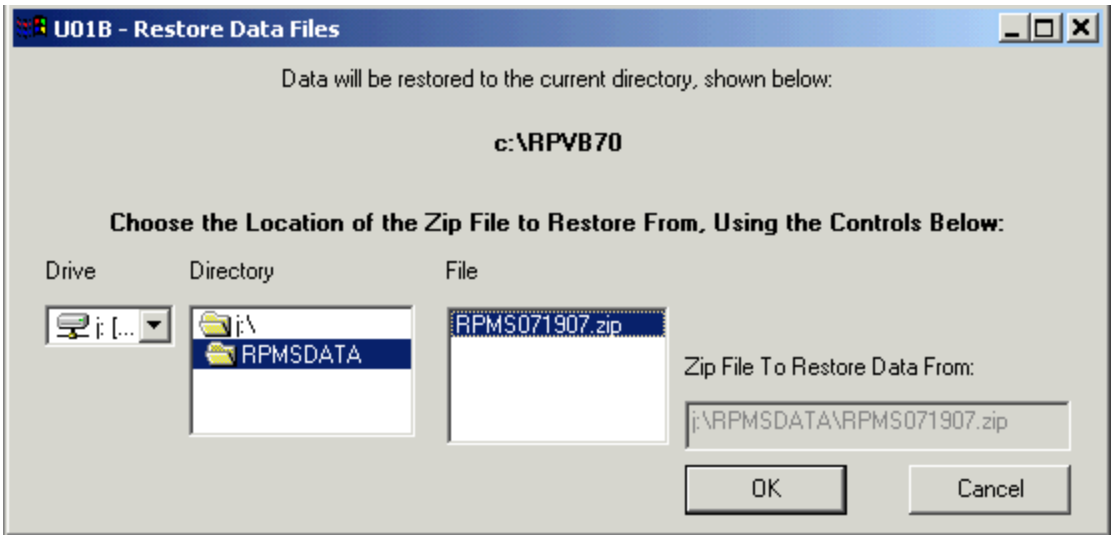
The RPMS backup is an ordinary ZIP file of the RPMS data files, which have extensions of MKD. The structure of the backup file is RPMSmmddyy.ZIP, where mmddyy is the current date.



Restore

Selecting this item displays the Restore dialog form, shown below, used to restore older sets of data to RPMS.

This operation is not allowed on the RPMSCloud system. RPMSCloud agencies should contact RPMS Technical support if a data restoration is necessary.



If you need to restore a backup to another computer and you have archived files, you will first need to restore a complete backup including those archived files. Then restore the most recent backup that does not include archived files, if that particular backup is more recent than the one made with the archived files.

After the restore operation, data will be set back to the time from which it was backed up, and the login prompt will be redisplayed.

Preferences

Selecting this item displays the Preferences dialog form, as shown below, used to establish user preferences on this computer.

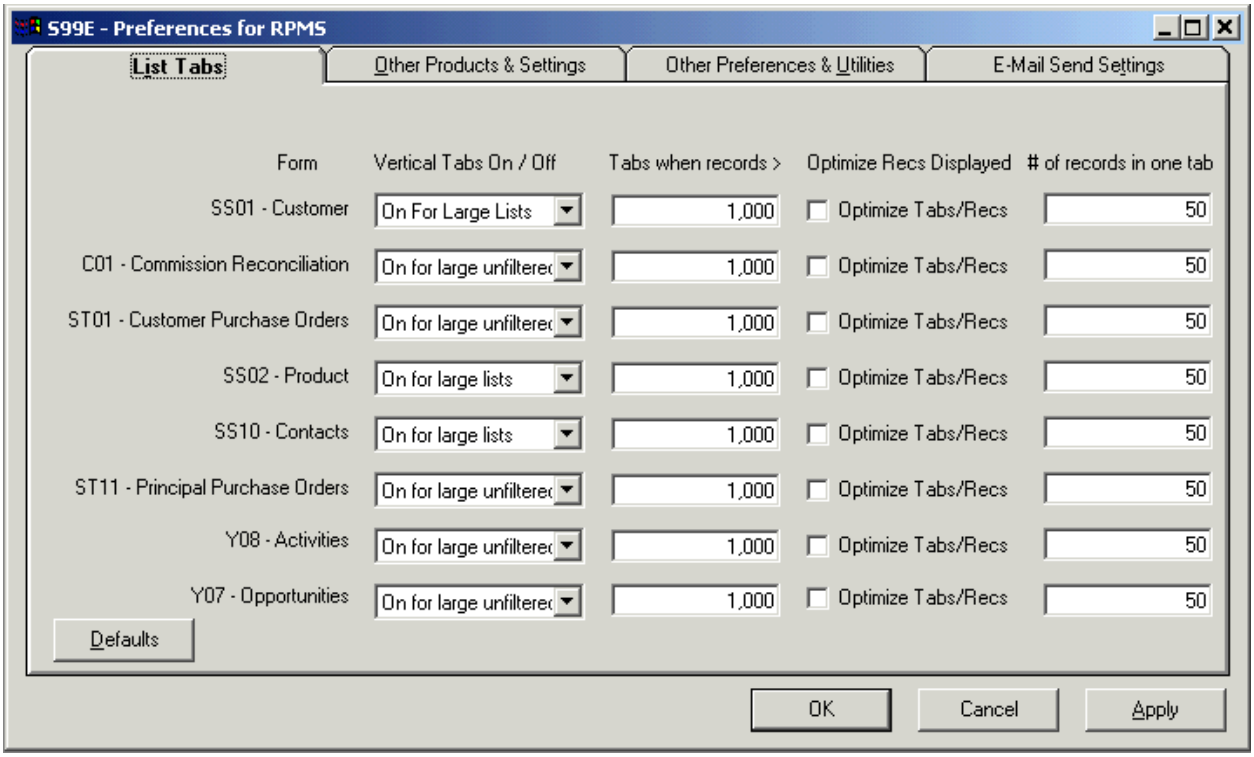
The **List Tabs** tab sets the vertical tab settings for the listed form's primary listview. For another description of Vertical Tabs and how they work, see Customers - Operational Notes and Important Field Descriptions on page 17.

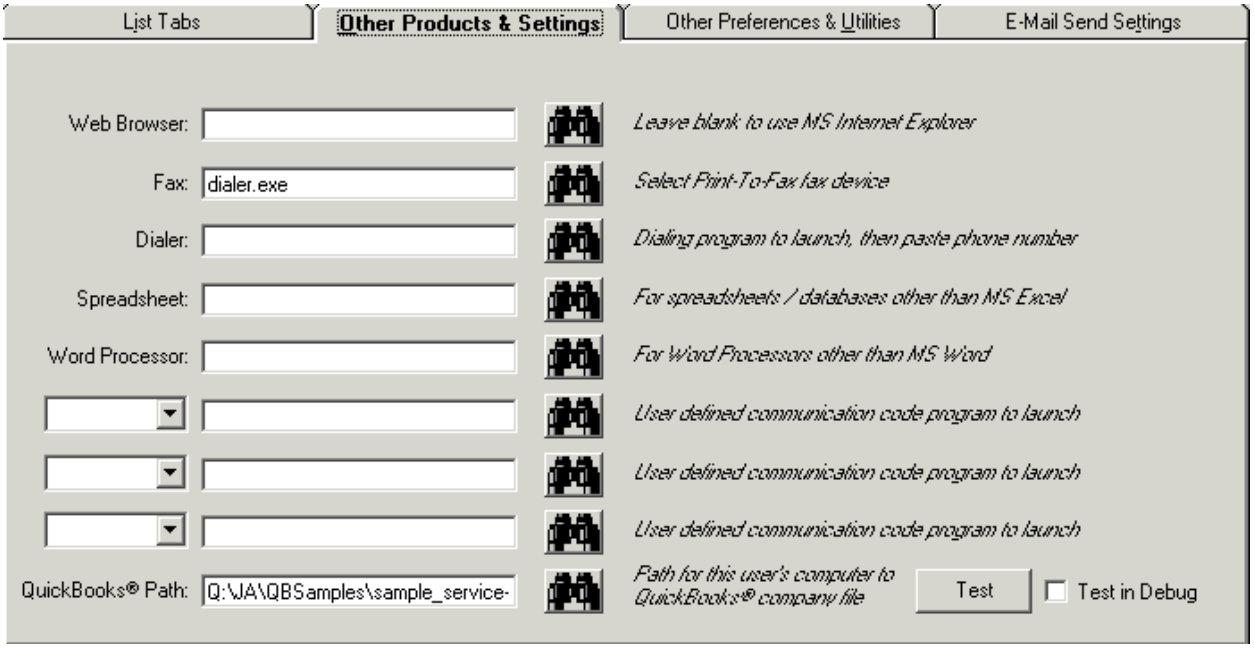
The **Other Products & Settings** tab displays prompt for attaching word processing and spreadsheet programs other than Excel and Word, allows a non-system standard web browser to be used by RPMS, and establishes the path to the QuickBooks® company file for those users that will automatically post information to QuickBooks®.

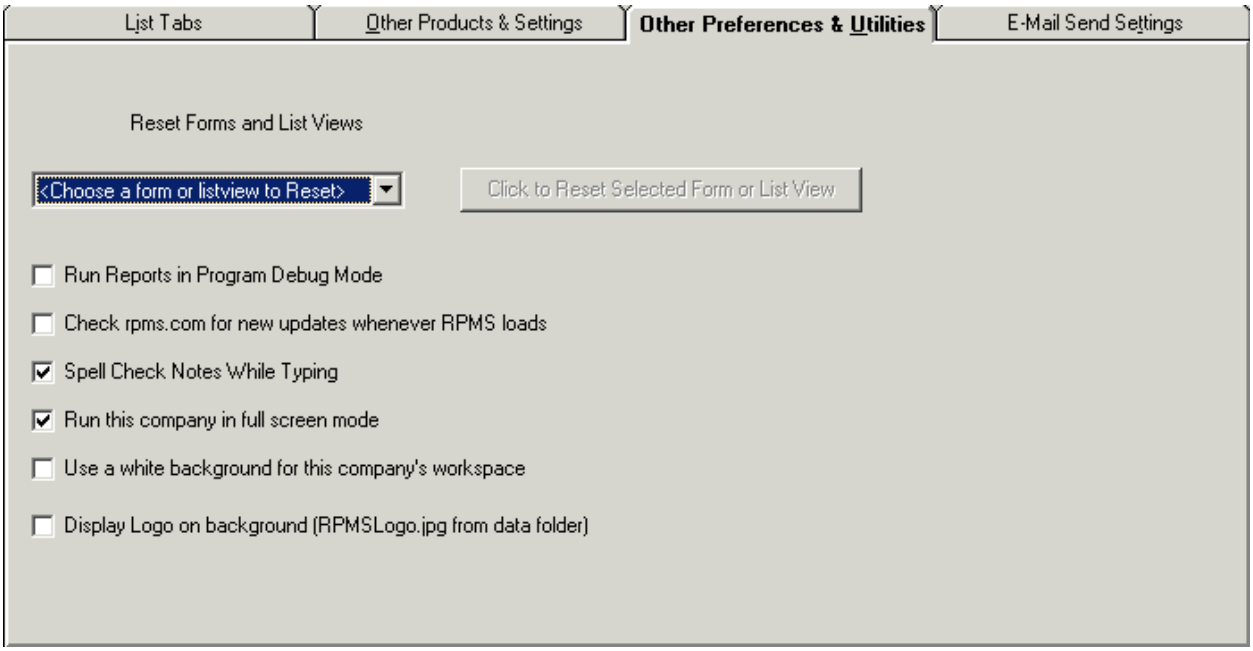
The **Other Preferences & Utilities** tab has the ability to re-set the form settings and listview settings stored for any RPMS form back to pre-installation defaults.

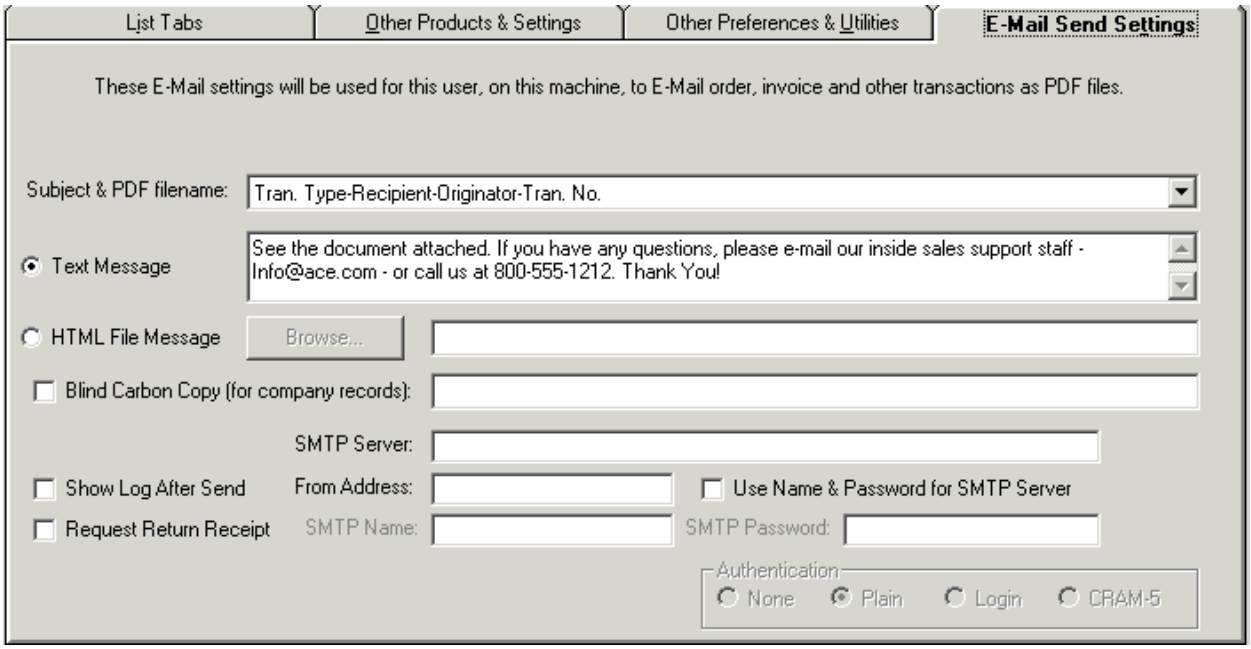
The **E-Mail Send Settings** tab governs the way that RPMS sends E-Mail PDF files of printed orders, quotes, invoices, and packing slips.

Screen shots of all four tabs are displayed below:


S99E - Preferences for RPMS
List Tabs
Other Products & Settings
Other Preferences & Utilities
E-Mail Send Settings
Form
Vertical Tabs On / Off
Tabs when records >
Optimize Recs Displayed
# of records in one tab
SS01 - Customer
On For Large Lists
1,000
Optimize Tabs/Recs
50
C01 - Commission Reconciliation
On for large unfiltere
ST01 - Customer Purchase Orders
SS02 - Product
On for large lists
SS10 - Contacts
ST11 - Principal Purchase Orders
Y08 - Activities
Y07 - Opportunities
Defaults
OK
Cancel
Apply


List Tabs
Other Products & Settings
Other Preferences & Utilities
E-Mail Send Settings
Web Browser:
Leave blank to use MS Internet Explorer
Fax:
dialer.exe
Select Print-To-Fax fax device
Dialer:
Dialing program to launch, then paste phone number
Spreadsheet:
For spreadsheets / databases other than MS Excel
Word Processor:
For Word Processors other than MS Word
User defined communication code program to launch
QuickBooks® Path:
Q:\JA\QBSamples\sample_service-
Path for this user's computer to QuickBooks® company file
Test
Test in Debug





The List Tabs Tab

Vertical tabs can be turned on, off or on only with large databases. The **Optimize Tabs / Records** will cause the least number of reads from the database for a given list, showing approximately the same number of tabs as records within a given tab. The **Defaults** button will reload all the list tab settings to their installed defaults.

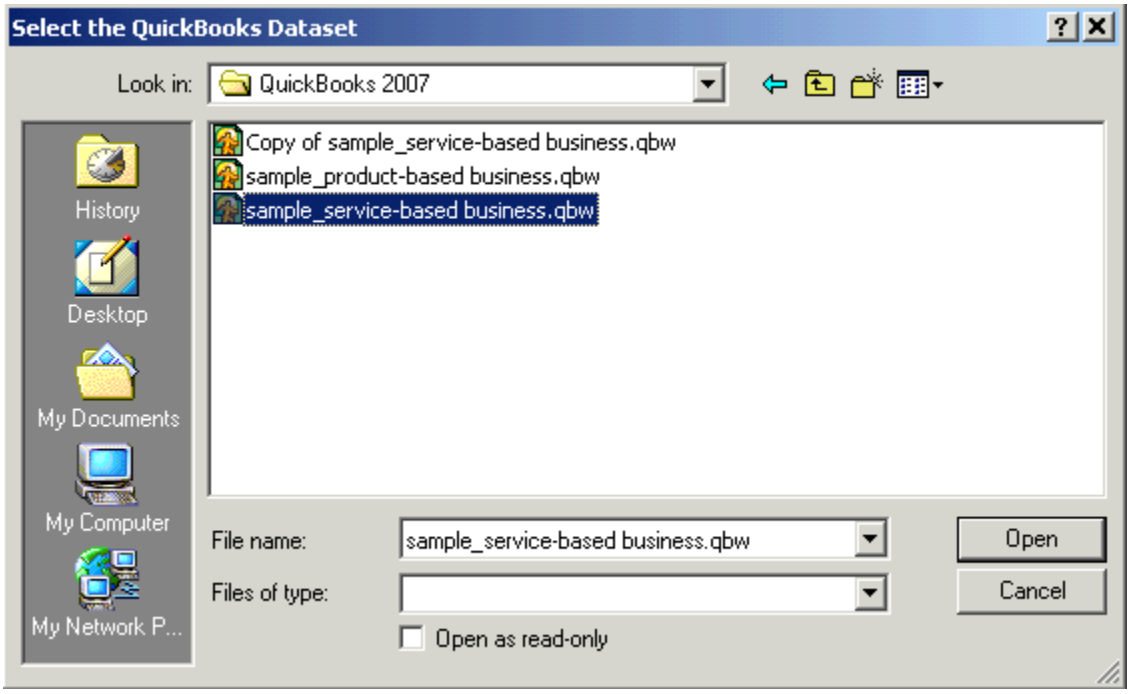
The Other Products & Settings Tab

Choose a different **web browser**, **spreadsheet** or **word processing** program. Your system's standard web browser, MS Word and MS Excel will work by default. A **dialer** program can be called with the phone number as the supplied argument by clicking the ellipsis button next to a phone number field – check with your telephone hardware vendor to see if your system can utilized this feature. Similarly, other communication codes can be linked to that program or other programs, and will be called supplying the given data as the argument. This option is not supported or used in RPMSCloud. Excel or Calc can be licensed to work for RPMSCloud users.

Storing a QuickBooks company file path in the **QuickBooks® Path** field establishes that whenever an RPMS user logs in from this computer, the RPMS to QuickBooks integration should be started for subsequent deposit or bill paying transfers. It also establishes the particular QuickBooks company file that should be opened by this computer. RPMSCloud does not currently support the RPMS to QuickBooks integration.

After RPMS has been authorized to the QuickBooks company file by the QuickBooks administrator, each individual user that wants to update QuickBooks automatically must establish their own path to the QuickBooks company file, by following this procedure. *If this is the first time any user will attempt to establish a connection to QuickBooks, special directions should be followed. Review chapter 10 RPMS is Made for QuickBooks in the RPMS Administrator's Guide.*

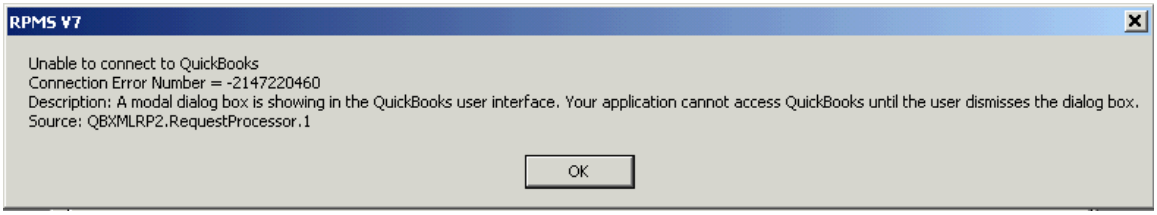
Use the standard Open dialog box that results to select the QuickBooks company file that this RPMS user's computer should update. If the QuickBooks Path option is disabled, it means that the QuickBooks controls for this RPMS data set have not been enabled; or, your user password does not have appropriate Security rights to post transactions to QuickBooks. Check with your RPMS system administrator.



Note that the open dialog box above shows selecting the sample company files that come with QuickBooks. Check with your QuickBooks administrator to be sure that you are selecting the QuickBooks company file that is appropriate for your agency.

Once the path to QuickBooks is in the text box, click the "Test" button to check the path and controls for QuickBooks. A message box indicating success or failure of the test will follow the test. Below is a sample

of a failed test, indicating that the user was unable to connect to QuickBooks because QuickBooks was busy.



You and your QuickBooks administrator, or RPMS technical support, can work together to try to fix any errors you encounter in the test connection. A more successful connection is shown below…

…which will be followed by a message that QuickBooks was both connected and disconnected successfully.

Once this message has been displayed, save user preferences by clicking the Apply button, then OK, and then exit RPMS. Launch RPMS and log back in with the same password, from the same computer, to automatically establish a background connection with QuickBooks.

This procedure works for one computer. If a given user runs RPMS on multiple computers, that user must repeat this process on each of those computers.

The automatic connection to QuickBooks occurs in the background, while other RPMS operations can continue. This connection can take several seconds, in the same manner that opening QuickBooks can take several seconds, and is a function of the way QuickBooks opens. This delay should be transparent for most RPMS users, since certain amounts of navigation and operation within RPMS will occur before the access to QuickBooks is necessary.

If you are running the RPMS to QuickBooks integration and your are also expected to run QuickBooks and RPMS simultaneously, you should start QuickBooks before running RPMS. If others in your company also need to run QuickBooks, you should launch QuickBooks in multi-user mode.

The Other Preferences and Utilities Tab

Click to Reset Form or ListView: Use the list to select a form or list view to reset, then click the button. This will cause saved registry entries about that form or list – the way this computer has most recently run those forms or lists – to be reset to installation defaults.

The **Run Reports in Debug Mode** should only be used on the advice of RPMS Technical Support, as it is a much slower way to run reports. It generates a log file of codes that RPMS Technical Support can use to debug a given report if necessary but has no other purpose.

You can choose to have RPMS **Check rpms.com for new updates whenever RPMS loads**. It is recommended that you have a full-time high bandwidth Internet connection if you check this option. If an update is available, you will get a message when you log in to RPMS.

The **Spell check notes while typing** checkbox will cause RPMS to engage it's automatic spell checker when typing notes, for typical 'right click / suggest / replace' word processing.

The checkbox "**Run this company in full screen mode**" when checked, causes this data set to initially occupy the entire Windows screen. Similarly "**Use a white background for this company's workspace**" and "**Display logo on background (RPMSLogo.jpg from data folder)**" are company specific settings for this computer, and govern how RPMS looks when it launches.

Your company can place their own logo in the RPMS data folder, which will cause that logo to be displayed in the background if the appropriate checkbox above is selected.

The E-Mail Send Settings Tab

RPMS can automatically, without any extra steps by the user, send PDF files via E-Mail of purchase orders, invoices, and other transaction documents. The E-Mail Send Settings tab governs the way that RPMS will automatically send PDF files.

The **Subject and PDF Filename** prompt sets up the subject and naming convention for the document to be sent. "Tran-Type" means transaction type, and can be Purchase Order, Invoice, or any alias name. "Recipient" and "Originator" vary according to the document type. For a PO, the Originator is the customer and the Recipient is the Principal. The "Tran No" is the transaction number, and can be the purchase order number or the invoice number. For example, selecting Tran-Type-Recipient-Originator-Tran No would cause purchase order 20567 from Ace Dynamics to your manufacturer ABC MFG to be named this way: "Purchase Order-ABC MFG-ACE DYNAMICS-20567". That would also be the subject of the E-Mail.

The **Text Message** prompt is used to add some common text to each E-Mail as it is sent. A message like "See the purchase order attached from our customer" would be appropriate for sending PO's to principals, but would not be generic enough if invoices needed to be sent as well. If you would rather attach an **HTML File Message**, instead of text, select that radio option and declare the file to attach to each message by Browsing and selecting the file. Some junk mail filters may reject messages that are entirely HTML.

Since RPMS (not your E-Mail client) will send this E-Mail, you may want to select the **Blind Carbon Copy** checkbox to have a record of Sent E-Mail.

Ask your system, network or E-Mail administrator about the appropriate way to fill out the remaining prompts on this tab, or review the SMTP settings in your E-Mail application for guidance. Selecting the **Show Log After Send** can be useful for de-bugging the SMTP settings used.

Printer Setup

Selecting this item displays the standard Windows Printer Selection dialog box for your operating system. This preference will be set for this session of RPMS only. RPMSCloud users should typically keep the default 'Redirected' printer selected.

Saved Reports

This item will display a list of previewed reports that have been saved and can be reviewed again or re-printed.

Exit RPMS

This item exits RPMS and the Reports Engine, if running.

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