

House of Louie Procedural Notes

To serve as a generalized guide to the use of BusinessWorks Gold the conversion to MAS90, the instigation of an inventory control system for the company, and some basic computer operation skills.

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Table of Contents

Table of Contents	1
Company Handbook.....	4
Conventions:.....	4
MAS90 General Information	5
System Requirements.....	5
Installing a New Client machine.....	6
Setting user rights	7
Accessing Help	9
From within the program	9
From their website.....	9
By phone	10
BusinessWorks Gold and Sales Procedures.....	11
Generating a Sales Order	11
Sales Order Paper Trail (as it is).....	13
Sales Order Paper Trail (as it should be)	15
Generating a Special Order	17
Generating an Invoice.....	18
Customer Payments	20
Transfer a deposit from one customer to another.....	21
Enter Gift Certificates or Rebates as a line item on an invoice.....	22
Enter a single payment for two separate Sales Orders	23
Process a Returned Check	24
Customer Returns.....	25
Process a Customer Exchange.....	26
Create a Restocking fee.....	27
Create a Credit Card Refund.....	28
Create a Check Refund.....	29
Generating a Delinquent Accounts Report	30
BusinessWorks Gold and Ordering Procedures.....	31
Generating a Purchase Order.....	31
Making Payments	32
Financed invoices.....	32
Printing Invoice checks.....	32
Receiving Items into the warehouse.....	34
House of Louie returns to supplier.....	35
MAS90 and Inventory Control	36
Warehouses and Stock Status.....	36
Qty on Hand (On Hand)	36
Qty on Order (On PO)	36
Qty on Sales Order (On SO)	36
Qty on Back Order (On BO)	36
Inventory Control Cycle.....	38
Taking Inventory	39
• Items within the warehouse, item number range, and product line selected on the Header tab are displayed if they were frozen in Physical Count Worksheet or previously entered during Physical Count Entry.....	41
• IM > Reports > Detail Transaction Report.....	42
Reconciling Inventory Data	43
• Items within the warehouse, item number range, and product line selected on the Header tab are displayed if they were frozen in Physical Count Worksheet or previously entered during Physical Count Entry.....	43
Inventory Control: General Notes.....	44
Inventory Update Examples – need to update for MAS90 - beth.....	45
General Store Notes	46

System Administration Notes	47
General Network Notes:.....	47
Control (stop, restart, or reschedule) the backup process:.....	48
Format a blank DAT tape	48
(Tape inserts just like a VCR Tape.)	48
Create a backup schedule.....	49
Add a new user to the Network.....	51
Change or reset a user's password	52
Change the logon script	53
Map a Network Drive	54
Reinstall Windows XP Professional on a workstation.....	55
Enable local admin rights on a Windows XP Professional Machine.....	56
MSOffice 97 Issues	57
Spelling module is not installed	57
Word97: Cannot Find Veenlr3.hlp	57

Company Handbook

Welcome to the House of Louie Procedural Manual. Within these pages, you will find how to do all sorts of things. If what you are looking for is not contained here, talk to your manager.

Conventions:

Italics are used for emphasis, or to define a new term.

Buttons are shown in **bold**.

A *dialog* is a window into which data may be entered, or from which selections may be made.

Click means to depress the left button on the mouse

Right-click means to depress the right button on the mouse.

The right angle bracket, >, is used to define a cascading menu structure. For example, "IC > Purchasing > Maintain Purchase Order" means "from the IC menu, select Purchasing. From the menu that appears when you select Purchasing, select Maintain Purchase order."

Navigate or *Browse to* means to go through the network structure to find the requested directory. Start with My Computer > My Network Places > Entire Network > Microsoft Windows Network > Roadrunner, if necessary. Many of the folders you will be asked to find are already mapped to your drive, and may be found in your "My Network Places" directory.

MAS90 General Information

System Requirements

WIN 2000 or XP Pro cannot be used as a server for any version as they have a built in limit of 10 network connections. MAS90 can require as many as 7 network connections for each user.

Recommended System Standards

- CD-ROM drive
- 1024 x 768 (recommended), 800 x 600 display (minimum)
- High-Color display (16 bit) or 65536 colors (required)
- Internet Explorer 4.0 or higher (IE 5.5 is included on the BWGold installation CD)
- Adobe Acrobat Reader 5.0 or higher (included on the BWGold installation CD)
- Microsoft Word and Excel are required for use with the Custom Office module
- (MAS90 gold supports Microsoft Office XP Professional)
- Pentium II 300 MHz
- 64 MB or higher (128 MB or more recommended)

MAS90 – 5 or more concurrent users

Server Configuration:

- Dedicated File Server
- Windows 2000 Server
- Pentium 200 MHz or higher (Pentium 500 MHz processor or faster recommended)
- 128 MB (initial 5 users) (256 MB or more recommended)
- 4-6 MB per MAS 90 session over initial 5
- 200 MB free hard disk space on the server (minimum)
- TCP/IP protocol loaded and working
- 10/100 MB NIC Card operating at 100 MB/sec

Client Configuration:

- Pentium 400 MHz processor with 128 MB RAM (recommended), Pentium 233 MHz processor with 128 MB RAM (minimum)
- 120 MB free hard disk space on the client workstations
- For optimum performance, each workstation should have at least 25 percent of its hard disk space available after installation
- TCP/IP protocol loaded and working
- 10/100 MB NIC Card operating at 100 MB/sec
- Microsoft Windows 98, Windows ME, Windows 2000 Professional, Windows NT 4.0 (service pack 5 or higher), Windows XP Professional with "Fast User Switching" disabled

Installing a New Client machine

Setting up a new client machine. This cannot be done until after all hardware and software has been added or upgraded, and the machine has been added to the network.

1. Log into the machine as Administrator

2. Define all employees who will use the machine as local Administrators.

MAS90 requires that a user have full access rights to the operating system. Therefore, it is required that they be defined as Administrators of the machine on which they will work.

See [Enable local admin rights on a Windows XP Professional Machine](#) later in this handbook.

3. Map a drive to the ACCT folder on Taz (NB: if you have pointed the new user toward the universal login script, you don't have to do this. - beth)

- a) Right click on **My Computer**, and select **Map Network Drive** from the popup menu
- b) Under Drive: select M:
- c) Under Folder: click **Browse...**, navigate to Taz\ACCT, and click **OK**.
- d) Folder: should now read [\\taz\acct](#).
- e) Select "Reconnect at logon," and click **Finish**.

4. Install the MAS90 client

- a) Go to [\\Taz\ACCT\Best\MAS90\WKSETUP](#)
- b) Double click on Setup.exe
- c) MAS90 will guide you through the setup process.
- d) Accept all default installation options.

Setting user rights

To assign rights within BusinessWorks Gold to new users, go to Utilities > Users, and select Set Security Settings User by User. The following list details the security settings as they have been assigned. Please note that BusinessWorks requires that all users be given System Wide Options.

Salesmen are allowed to see inventory information through the Inventory Control Module's Reports, and Customer data through Maintain Customers.

- Accounts Receivable
 - Customers
 - Maintain Customers
- Inventory Control
 - Parts
 - Maintain Parts
 - Reports
 - Stock Status Report
 - On Hand Detail Report
 - Serialized Detail Report (All)
 - Warehouse Stock Report
- System Wide Options > All

The **Sales Manager** is given access to customer, sales, order, and inventory data.

- Accounts Receivable
 - Customers > All
 - Reports > All
- Inventory Control
 - Parts > All
 - Reports > All
- Order Entry
 - Quotes > All
 - Orders > All
 - Invoices > All
 - Reports > All
- System Wide > All

The **Facilities Manager** is given access to all inventory data.

- Inventory Control > All

Accounting is given access to almost all data entry.

- General Ledger > All
- Cash Management > All
- Accounts Payable > All
- Accounts Receivable > All
- Inventory Control > All
- Order Entry > All
- System Wide > All

The **Accounting Manager** is given access to all the above plus Payroll and System Management for backup and restores.

- General Ledger > All
- Cash Management > All
- Accounts Payable > All
- Accounts Receivable > All

Inventory Control > All
Order Entry > All
System Wide > All

Marketing Manager is given access to all Inventory and Supplier materials.

Inventory Control > All
Accounts Payable > All
System Wide > All

CFO is given complete access.

Accessing Help

Perhaps one of the most important things to learn in any situation is how to access and use Help. MAS90 provides help files (however sketchy) at almost every step in the process.

The first step in learning to use a help system, is learning to pay attention. Your computer will talk to you. Please listen to it. Read the warnings and try to understand what they say. Read the prompts, and do what they tell you to do. Read the field names to determine what sort of data to enter. The computer is trying to help you. Accept its offer.

MAS90 > Help > Web Resources gives Best Software's phone number, address, and website. This should be the first place you look if you are having serious software problems that require a more in-depth solution.

I haven't been able to find anywhere in MAS90 that lists the version number, date, and data path. This is the first piece of software I have ever encountered in which I could not find this information. Website seems to indicate that no one else can find it, either. - beth

From within the program

MAS90 provides help files from the main menu, and from buttons located on individual dialog windows within the working environment itself. If the information you're looking for is not listed in the table of contents for the module in which you believe it should be located, try a search through the index (key tab), or through the search interface (binoculars tab). If you still can't find the information you're looking for, go to their website.

The menu interface provides the most generalized entry to their help files. Help buttons on dialog windows provide access to the specific help files associated with that dialog. Both means of entry access the same files – one is just a shortcut to the information the program believes you might want at that point.

From their website

The MAS90 website has proven to be the best source of information when their (rather thin) program help files fail. To access the website, go to MAS90 > Help > Web Resources, and click on the BOSS link. Select MAS90 and MAS200 to begin navigating through their website.

Their website provides several different means to access information.

- Customer Support Pages - This link includes all product-line-specific support information including program fixes and service packs. This has proven to be the most useful link from this page, as it links to software updates and ReadMe files, user forums, and their knowledge base interface.
- Case Inquiry - View your own company cases. This link allows you to review your cases handled by phone.
- Best Online Support and Services (BOSS) Online Manual - How to get the most out of Best Online Support and Services (BOSS). This link provided instruction in using their knowledge base.
- Product Support Requests by Email – MAS90 Support. Will provide email support once House of Louie has email.

From the Customer Support pages, the two most useful resources are the **Knowledge Base** and **Best Talk Forums**.

The Knowledge Base provides a searchable database of known issues and resolutions. This is the place to search for software conflicts, installation issues, bugs, or other similar problems.

The Best Talk Forums provide a (monitored) online customer forum, which is a place where users may post issues or problems, and get help from other users. I have found this to be the most comprehensive source for information. Not only does it provide a vast searchable database of issues discussed and resolved, it also provides a place where you can post questions you have been unable to resolve elsewhere, and ask other users for help. A few of these “users” seem to be Best Software employees, who monitor this site, and post responses to most questions. I would suggest you use the forums extensively as a searchable treasure trove of information, and post very cautiously, and only as a last resort. You don’t want to be seen as an annoyance.

By phone

Best Software’s live tech support is your path of last resort. Fortunately, it is paid for, so use it when you must. Their technicians are patient, knowledgeable, and clear. Please sit at a machine with MAS90 installed when calling tech support, so that you can work with their technician to solve your problem.

Again, phone number is located in MAS90 > Help > Technical Support.

Our account number is 4400-26648-E.

BusinessWorks Gold and Sales Procedures

Generating a Sales Order

After the Salesman writes the order, and before the customer leaves the building, the sales order should be entered into the computer. After it is entered and printed, have both the salesman and the customer check the order for accuracy – items, price, customer address, phone number, and payment info.

1. To enter a new Sales Order, go to Sales Order > Main > Sales Order Entry.
1. Enter the sales order number in the Order Number field, and its date in the Order Date field.
2. If the customer is an existing customer, enter their customer number in the Customer No. field, or use the Search button to the right of the field to find the Customer ID, then click OK.
 - a) Check customer data, address, phone number, and credit card info to make certain it is up to date. (If the credit card info is current, but the customer wishes to use another to pay, enter the credit card used for payment in the Sales Order entry process, not here.)
3. If the Customer is a new client, and does not appear in the Customer ID list, assign a new customer ID, and enter their data before entering the Sales Order.
 - a) Assign a customer number by entering it in the Customer No. field, and hit Enter.
 - Click Yes when asked “is this a new customer.”
 - Under the Header tab, enter the customer’s name and address, phone number, ship to address, and any comments (such as a cell phone number, or secondary contact), and select the Salesperson’s ID number.
 - Under the Additional tab, enter the customer’s sales tax county, and their primary credit card information, if applicable.
 - Click **Accept** to exit the dialog, and return to the Sales Order entry.
4. Enter all appropriate data.
 - a) Sales Order Entry
 - Under the **Header** tab, enter the Customer ID, the Order # printed on the sales order, the date the order was placed
 - (1) For Cust PO, enter the customer’s PO from which this order is being placed. Only those orders which come with a PO, such as orders from the City and County of SF, or SFSU, will have a number entered in this field.
 - (2) The items in the right half of the window, Terms, Sales rep, Note, Bill to, Address, City, State, and Zip code, will be entered automatically from the customer data. Check to make certain that they are accurate for this particular order, and make any changes necessary.
 - (3) Click **Ship to...** to select an alternate delivery address.
 - On the **Lines** tab, enter the details of the sale.
 - (1) If an ordered item’s manufacturer number does not yet appear in the database, notify the Purchasing manager immediately, so that it may be added before processing the Sales Order.
 - (2) For Item / Kit Number, select the manufacturer’s model number of the item sold.
 - (a) For delivery, warranty, and other special charges, enter a forward slash (“/”), then click the magnifying glass for a list of available charges
 - (b) To add a comment, enter “/C.”
 - (3) For Order, enter the number of the item ordered.
 - (4) Unit Price is entered automatically. Change it if necessary to match that quoted on the Sales Order.

- (5) Click **OK** to enter the line item data.
 - (6) Repeat as necessary for each item in the order, including delivery and haul away.
 - (7) On the **Totals** tab, enter deposit information.
 - Click **Accept** when the order is complete.
5. Click the **Accept** button (5th button from the right) in the lower right corner of the screen to save the order, and enter it in the database.

Sales Order Paper Trail (as it is)

The life of a sales order...

Customer places sales order with salesman.

Salesman has the order entered in the computer, and Sales order printed.

- White = original = master file copy.
- Yellow = customer copy.
- Pink = special order copy *and* file copy.
 - Pink files are supposed to be all salesmen have access to for data checks. Are they used for anything else? Seem to be the master file.
- Orange = delivery copy.

Customer checks data for accuracy, and **receives yellow copy**.

Salesman keeps the **orange copy**, which is used to generate a delivery tag, and places the remaining copies in the warehouse controller's bin.

Delivery tag: is now a Pick Ticket, generated by MAS90

- **One copy** = signed by customer and returned.
- **Yellow copy** = customer copy.

Salesman time stamps completed Delivery tag, and places it in appropriate warehouse Delivery bin: Will Call, Delivery Scheduled, Delivery Unscheduled, or Install.

Warehouse manager sorts the delivery tags by delivery date, and places them in the appropriate day's slot.

Controller goes through Sales Order, separating each order.

- **White** copy goes to Accounting Bin.
- **Pink** stays attached to white if it is a stock order, goes into Special Order book if it's a Special Order (with correct number of printed copies stapled to it).

Accounting picks up the white copies from the warehouse 3 times per day: 10am, 1pm, and 4pm. (why can't warehouse take them up?)

(in the past, this has been the point at which the order was entered in the computer.)

White copy files in Open Order Drawer. (in the order in which it was processed)

Pink Copy filed in *pink copy file pile*. (in numeric order by Sales Order, one would hope.)

Special Order PO is placed with wholesalers.

Truck arrives.

- Contents of truck are checked against the packing slip.
- Annotated packing slip is sent to accounting so that the PO may be closed.

Merchandise travels throughout the building.

Order is set for delivery.

Delivery Day eve

Wu pulls the delivery package for the next day, containing all the delivery tags.

1. Pulls the stock.
2. Opens all the boxes.

3. Writes the serial numbers for all the items on the **Pick Ticket**.
4. Returns all the paperwork to the next day's folder.

4pm: Warehouse manager goes through next day's delivery tags, calls each customer to confirm delivery time, and completes the next day's delivery log with Sales Order Number, customer name and address, the number of items to be delivered, the delivery time, and the driver's name. Makes two copies of the Delivery Log.

- Original copy has Pick Tickets for deliveries attached, and is placed in the day's folder.
- One copy is posted for the salesmen.
- One copy is saved for warehouse manager's files.

Delivery day

1. Items are loaded on the truck.
2. Warehouse controller checks the truck.
 - a) Checks and initials serial numbers for each item.
 - b) Initials Delivery Log for each delivery.
 - c) Signs Delivery Log. (is this necessary, with all the initialing?)

Delivery Log, with Pick Tickets attached, placed in folder on Warehouse Manager's Desk.

Truck leaves with Delivery Log and Pick Tickets in a folder with maps

Items are delivered.

Customer signs one Pick Ticket, and keeps the other.

Truck Returns to the warehouse.

- a) Warehouse controller checks truck, and initials Delivery log for all deliveries which were completed.
- b) The delivered and signed Pick Tickets, and the Sales Order orange are put back together in the day's folder with the Delivery log. Accounting is notified, and accounting retrieves the folder.

Accounting processes deliveries, closing Sales orders which have been completed.

Betty checks all deliveries.

1. First checks the tags against the truck list.
2. Then checks something else.
3. Then sorts them by SO number.
4. Finds original copy, which should be in open order drawer.
5. Staples all copies together, rubber bands all paperwork for the day together, and gives them to boys to process.
 - a) Paid = filed
 - b) Unpaid = accounts receivable drawer
 - c) Partial delivery = back into open orders drawer.
 - Items delivered are marked with date delivered on Delivery White.)
 - SO orange goes back to salesman to generate another delivery tag.
 - (I think this needs to have a copy of the latest "original" attached. That is, I think after the paperwork is processed, you print and staple the latest state of the Sales order to this orange copy before it goes to the salesman. That way, everyone down the chain knows what's been delivered, and what's been paid from that point. Saves the omnipresent "checking.")

Sales Order Paper Trail (as it should be)

The life of a sales order...

Customer places order with salesman.

Before the customer leaves the building, order is entered in the computer and printed.

- White = original = master file copy.
- Yellow = customer copy.
- Pink = special order copy *and* file copy.
- Orange = delivery copy. (Maybe this one becomes simply the salesman's copy.)

(For in-stock items, Sales Clerk also schedules a delivery date at this time.)

Customer checks the data for accuracy, and receives **Customer (yellow) copy**.

(Process is repeated until the Sales Order is accurate and approved by customer.)

(Should customer sign something at this point?)

Salesman returns the remaining copies to the Sales Clerk's bin.

Sales Clerk goes through Sales Orders, separating paperwork.

- **Original (white)** copies go into Accounting Bin.
- **File (pink)** copies filed according to order type:
 - **Stock order** pinks go into Accounting Bin for filing.
 - **Special order** pinks go into Special Order book (with correct number of printed copies stapled to them).
- **Delivery (orange)** copies filed according to delivery type and date: (**NB:** this will either be this copy, or a Pick Ticket if this copy does not generate the warehouse information. Probably a Pick Ticket.)
 - **Scheduled delivery** filed in Delivery bins by date.
 - **Install/Delivery** filed in Install bins by date.
 - **Will Call items** filed in Will Call bins by Customer ID.
 - **Unscheduled** and **Special Order** items filed in Unscheduled bins by Customer ID.

At the end of the day, (and throughout the day during down time) Sales Clerk files all paperwork in Accounting bin in the appropriate accounting drawers.

- **Open orders'** white copies are filed in the Open Order Drawer. (Sales Clerk is responsible for selecting the most efficient filing system for his needs: by Customer ID; by Sales Order number; or by Date Received.)
- **Pink Copies** are filed in *pink copy file pile*. (In numeric order by Sales Order, one would hope.)
- **Closed orders** are filed in the closed drawers. (A copy of the final invoice is filed in the files for the tax board.)

(Special Order PO is placed with wholesalers.)

Delivery Truck arrives.

- Contents of truck are checked against the packing slip.
- Annotated packing slip is sent to accounting so that the PO may be closed.
- Merchandise travels throughout the building.

Order is set for delivery.

Delivery Day eve

Warehouse manager pulls the delivery folder for the next day, containing all the **Pick Tickets** and **Orange** delivery tags.

1. Pulls the stock.
2. Opens all the boxes.
3. Writes the serial numbers for all items on the **Pick Tickets**.
4. Returns all the paperwork to the next day's folder.

4pm: Warehouse manager goes through next day's delivery tags, calls each customer to confirm delivery time, and completes the next day's delivery log with Sales Order Number, customer name and address, the number of items to be delivered, the delivery time, and the driver's name. Makes two copies of the Delivery Log.

- Original copy is placed in the day's folder.
- One copy is posted for the salesmen.
- One copy is saved for warehouse manager's files.

Delivery day:

1. Items are loaded on the truck.
2. Sales Clerk checks the truck.
 - a) Checks and initials serial numbers for each item.
 - b) Initials Delivery Log for each delivery.
 - c) Returns Delivery Log, checked and initialed, to folder on Warehouse Manager's Desk.
3. Truck leaves with **Pick Tickets** in a folder with maps.
4. Items are delivered.
 - Customers keep one **Pick Ticket** for their records, and sign the other for return to the deliverymen.

Truck returns to the warehouse.

1. Sales Clerk checks truck, and initials Delivery log for all completed deliveries. Notes those items which were refused or returned.
2. The (signed) **Pick Tickets** are returned to the day's folder with the initialed Delivery log.

Deliveries are processed, closing the Sales orders which have been completed.

- Sales Clerk collects the delivery folder with the day's **Pick Tickets**.
 - Retrieves the Delivered Orders' paperwork from the Open Sales Order drawer.
 - Compares the two sets of paperwork, and enters delivery data in the computer.
 - Generates invoices and closes orders as appropriate.
 - Staples the signed **Pick Ticket** and printed invoice to the back of the original sales order.
 - (Three pages only (usually): White original, printed Pick Ticket, and printed invoice.)

Sales Clerk files paperwork.

1. Paid = filed in closed drawer.
2. Unpaid = filed in accounts receivable drawer.
3. Partial delivery = back into open orders drawer.
 - Partial invoice generated.
 - Delivered Pick Ticket and Partial Invoice attached to Original, and filed in Open Order drawer.
 - New Pick Ticket generated, and placed in appropriate warehouse bin for subsequent deliveries.

Generating a Special Order

(These are all orders which include items not carried in stock.)

Procedural order must always be maintained

1. Customer places an order.
2. Salesman takes the handwritten order to Accounting. Order is entered in computer before customer leaves building, and checked for accuracy. (NB: This takes place in the best of all possible worlds, some time in the very near future.)
3. The sales order is printed the same number of times as there are special order pieces. These copies are stapled to the pink copy of the original sales order, which is then initialed by the Accounting employee who processed it, and placed in the order book.
4. The Purchasing manager places the orders. (Orders are placed only after checking if they need to be placed – is it a stock item? Is it up in the mistakes pile?)
5. The printed sales orders are separated from the pink sales orders, and one printed order per item ordered is stapled to the appropriate PO.
6. Pieces come in – Receiving tapes the sales order to the box before it goes upstairs.
7. PO and packing slip with all serial numbers, and a notation for where the boxes will be stored, are taken to accounting.
8. Accounting receives the pieces into their appropriate location.
9. Customer orders may be delivered, and invoices closed.

For example:

1. Customer places an order for an entire kitchen: range, hood, stainless backsplash, refrigerator, dishwasher, and garbage disposal, for a total of 6 items. Three of these items, the hood, the refrigerator, and the garbage disposal, are stock. Three of these items, the range, the backsplash, and the dishwasher, are special order items.
2. The salesman takes the hand written order to Accounting, who enters it in the computer. A printed copy is then taken to the customer, who checks their name, address, phone number, and sales information for accuracy. Any necessary corrections are made before the customer leaves.
3. Accounting prints three copies of the sales order, one for each special order item, staples these copies to the pink, hand written copy of the sales order, initials the pink copy, and places the order in the order book.
4. The Purchasing manager collects the order book, and reviews the orders placed therein. He checks each item against the inventory in the computer to make certain that the item is not available here. He then orders the range and backsplash from Viking, and the dishwasher from Bosch.
5. After printing the PO, the Purchasing manager then separates the printed sales orders from the pink copy, and staples two copies of the order (for the range and the backsplash) to the Viking PO, and staples one copy of the order (for the dishwasher) to the Bosch PO. Any other special order items included in these POs are also stapled to the appropriate PO.
6. When the orders arrive, Receiving checks the order for completeness and accuracy by checking each serial number on each box against each serial number on the Packing Slip. They then separate the orders from their POs, and tape a copy of the sales order to each box before it is taken to the third floor.
7. Receiving sends the completed PO and packing slip to accounting.
8. Accounting receives the pieces into their appropriate location. (NB: These directions are Special Order specific. With stock orders, Receiving will note the location of each item on the packing slip before sending it to accounting. Special Orders should all be received into the 3rd Floor South Warehouse, unless otherwise noted.)
9. The orders may then be delivered, invoices issued, and the sales orders closed.

Generating an Invoice

After a Sales Order is paid in full, and has been delivered to or picked up for the customer, an invoice is generated.

Select the Sales Order to Invoice.

1. OE > Invoices > Select Orders to Invoice > Manual
 - a) Include All Customers.
 - b) Include All Orders.
 - c) Under "In case of insufficient inventory quantities," select "Require Customer Selection."
 - d) Release Date is the date the item was delivered.
 - e) Click **OK**.

2. Click on the order number to select it.
 - a) Click **Customize/Select**.
 - b) If the Zero Unit Cost warning appears, click **OK**. (This warning appears only for those orders which include delivery, installation, or other non-inventory items.)
 - c) Click **Customer**.
 - Check "deposits" and "open orders" for accuracy.
 - Click **OK**.
 - d) Click **Header**
 - Check the Sales Rep.
 - Check Ship Via:
 - (1) Company Truck is the store's truck.
 - (2) Outside Truck is the company installer.
 - (3) Will Call means the customer will pick up.
 - Click **Ship to**.
 - (1) Check the delivery address.
 - (a) If inaccurate, click **Make One Time** and enter the correct delivery address.
 - (2) Click **OK**.
 - Click **OK**.
 - e) Click **Line Items...**
 - Double click the model number to select it.
 - (1) Enter the number of items shipped, if different than that shown.
 - (2) Select the warehouse from which the item was shipped.
 - (3) Click the Serial #s... button.
 - (a) Click the checkbox of the serial number of the item shipped to select it
 - (b) Click **OK**.
 - (4) Click **Accept**.
 - Repeat for each item in the order.
 - f) Click **OK** to process the order.

On the main screen, Undo will undo only the most recently processed invoice.

Click **Done** when the invoices have been completed. The Order Selection Report dialog will launch automatically. Click **Cancel** to avoid printing the report.

Print the invoices.

1. Go to OE > Invoices > Print and Post Invoices.
 - a) A prompt will open asking you to load forms. Click **OK**.
 - Invoice posting date – same as that used to process the invoices.
 - Accept all default options: print All Customers and All Parts.

- Click **Print Device** to print 2 copies.
- b) Click **Print**.

Customer Payments

Transfer a deposit from one customer to another

Create a Debit Memo for the original customer

Apply to deposit
Distribute to cash fund

Enter the deposit for the customer to whom it was transferred

Use Post Receipts

Enter Gift Certificates or Rebates as a line item on an invoice

While generating a Sales Order, or processing an Invoice, gift certificates and rebates may be entered as line items.

1. From within the Line Items window of a Sale Order or invoice.
 - a) From the Type: menu, select Misc Charge.
 - b) In the Description field, enter "Gift Certificate" or "Rebate" as appropriate.
 - c) In the Unit Price field, enter the amount of the discount as a negative amount.
 - d) From the Acct menu, select the appropriate Sales Account.
 - e) Deselect the Tax checkbox.
 - f) Click **Accept** to enter the item as a line item on the invoice.

Enter a single payment for two separate Sales Orders

Installation is always processed as a separate order. Therefore, any sales order which involves installation will be entered as two sales orders.

Ins for installation in the line item

To accept a deposit for two balances:

1. Go to AR > Transactions > Post Receipts
 - a) Enter the Customer ID
 - b) Select cash, cc, or check number. Make sure the cc info is correct
 - c) Date the customer paid
 - d) Reference: invoice number – the one with the merchandise and the credit card type
 - e) Amount – enter the total amount paid.
 - f) Deposit – jump to this step. Enter the same amount entered in Amount.

Process a Returned Check

To process a customer check returned by the bank, the check must first be returned, then redeposited.

To **return a check**, go to AP > Checks > Enter Bank Transactions

- a) From the Transaction Type menu, select Charge.
- b) In the A/P cash account menu, select XXXXX?
- c) In the Reference # field, enter XXXXX?
- d) In the Amount field, enter XXXXX?
- e) In the Description field, enter XXXXX?
- f) In the Date field, enter the date the check was returned.
- g) From the Account # menu, select 6110.00.
- h) In the Amount field, enter XXXXX?
- i) Click **Post** to process the return.

To **redeposit a check**, go to AP > Checks > Enter Bank Transaction

- a) From the Transaction Type menu, select Deposit.
- b) In the A/P cash account menu, select XXXXX?
- c) In the Reference # field, enter XXXXX?
- d) In the Amount field, enter XXXXX?
- e) In the Description field, enter XXXXX?
- f) In the Date field, enter the date the check was redeposited.
- g) From the Account # menu, select 6110.00.
- h) In the Amount field, enter XXXXX?
- i) Click **Post** to process the deposit.

Customer Returns

Customers may return items for many reasons: exterior damage or mechanical problems are the most common. Before an item may be returned for any reason, a Merchandise Return form must be completed and signed by management. These forms may be obtained from your manager.

Once the return has been approved, the item may be returned, and the return entered in the database.

To process a customer return, go to IC > Transactions > Returns.

- a) Enter the part number, and click **OK**.
 - In the Date field, enter the date the item was returned.
 - In the Reference # field, enter the sales order number for the original order.
 - In the Quantity field, enter the number of that item returned.
 - In the Unit cost field, enter nothing.
 - In the Unit price field, enter the price the customer paid for the item
 - From the Warehouse pull down menu, select the warehouse to which the item will be returned
 - Click the **Serial Numbers** button.
 - (a) Select the checkbox of the serial number returned from those offered. (This should no longer happen, but if the serial number does not appear in the serial number field, click **Cancel**, and select a different warehouse from the previous screen. If the serial number still does not appear in the list, investigate the problem, and solve to the best of your abilities.)
 - (b) Click Accept
 - Click Post to process the return.

Posting a return re-enters the serial number in the database, changes the on hand quantities to reflect the return, and re-opens the sales order. After the return itself has been entered, the return process should be completed in order that the sales order may once again be closed. Will the part be repaired? Replaced? Returned to the manufacturer? Will a credit be issued to the customer?

Process a Customer Exchange

Create a Restocking fee

When a customer returns an item for reasons other than damage or mis-delivery, a restocking fee is assessed.

To generate a Restocking fee, go to AR > Transactions > Debit Menus.

- a) Enter the Customer ID.
- b) Deselect the Next box.
- c) In the Reference # field, enter the sales order number for the original order.
- d) In the Date field, enter the date the item was returned.
- e) In the Reference field, enter "Restock Charge."
- f) Select Deposit or Invoice from the Apply to menu.
- g) In the Amount field, enter the amount of the restocking fee.
- h) Click Distribution.
 - Enter the appropriate Sales Code for the restocking transaction (such as #18 for restocking an appliance).
 - Zero out the Sales Adjustment field.
 - Click OK.
- i) Click **Post** to process the fee.
- j) Click **Print** to print the Debit Memo.

Create a Credit Card Refund

Please note that no refunds will be issued for Special Orders. Refunds are issued only for stock items.

To refund a Credit Card Deposit, go to AR > Transactions > Debit Memos

- a) Enter the Customer ID.
- b) Deselect the Next box.
- c) In the Reference # field, enter the sales order number for the original deposit.
- d) In the Date field, enter the date the charge was refunded.
- e) In the Reference field, enter a short description of the transaction, such as "Credit Card refund."
- f) If the refund is for a deposit:
 - Select Deposit from the Apply to menu.
 - Leave the Invoice # field blank.
- g) If the refund is for an invoiced sales order:
 - Select Invoice from the Apply to menu.
 - Enter the invoice number to which the credit is applied in the Invoice # field.
- h) Enter the amount of the refund in the Amount field.
- i) Click Distribution.
 - Enter the amount as a cash refund.
 - Zero out the Sales Adjustment field.
 - Click OK.
- j) Click Post to process the refund.
- k) Click Print to print the Debit Memo.

Create a Check Refund

Please note that no refunds will be issued for Special Orders. Refunds are issued only for stock items.

1. To refund a Check Deposit or payment, go to AR > Transactions > Debit Memos.
 - a) Enter the Customer ID.
 - b) Deselect the Next box.
 - c) In the Reference # field, enter the sales order number for the original deposit.
 - d) In the Date field, enter the date the charge was refunded.
 - e) In the Reference field, enter "Check refund."
 - f) If the refund is for a deposit:
 - Select Deposit from the Apply to menu.
 - Leave the Invoice # field blank.
 - g) If the refund is for an invoiced sales order:
 - Select Invoice from the Apply to menu.
 - Enter the invoice number to which the credit is applied in the Invoice # field.
 - h) Enter the amount of the refund in the Amount field.
 - i) Click **Distribution**.
 - Enter the amount as a cash refund.
 - Zero out the Sales Adjustment field.
 - Click **OK**.
 - j) Click **Post** to process the refund.

Click **Print** to print the Debit Memo.

Go to AP > Checks > Instant Checks

- a) In the Instant Checks Setup window,
 - Select XXXXX? From the Cash Acct pull down menu
 - Click through the setup process.
- b) In the Instant Checks window,
 - From the To whom menu, select Customer
 - From the Customer ID menu, select the Customer ID. This will automatically enter their address information
 - In the Check # field, enter the number of the check that will be issued.
 - In the Amount field, enter the amount of the refund.
 - In the Date field, enter the date of the refund.
 - Deselect the Handwritten Check checkbox.
 - Select the Post to GL checkbox.
 - From the Account # menu, select 1010.00.
 - Click **Post** to process the refund.

Generating a Delinquent Accounts Report

1. Go to AC > Reports > Delinquent Accounts Report
 - a) Set parameters.
 - b) Click OK.

BusinessWorks Gold and Ordering Procedures

Generating a Purchase Order

Specify the warehouse in which the items will be stored. If you don't know, or if multiple warehouses will be used, select the default warehouse "Dock," and transfer the items out after the PO has been received.

NB: Items must be *received* into the warehouse for which they were ordered in the PO, then *transferred* to where they will be stored. If this order is not followed, Quantities amounts will be forever out of synch. The number of items ordered is posted to the On Order quantity for the part. The number of items received is posted to the On Hand quantity for the part. If items are ordered for one warehouse, then received to another warehouse, the On Order numbers will never decrease. This holds true for customer orders as well. That is, when an order is placed, the warehouse from which the part will be taken must be specified, or the Committed and Back Ordered quantities will fall out of synch.

1. IC > Purchasing > Maintain Purchase Order
 - a) Click the **New** button.
 - The PO number will be entered automatically.
 - Under Vendor, select the Vendor ID for the PO.
 - Leave the Description field blank.
 - The Order Date is entered automatically
 - The Ship Via field should be left blank if the vendor will deliver the order. Enter W/C (Will Call) if House of Louie will pick up the order.
 - Select Origin for FOB
 - Leave the Taxable checkbox blank
 - Freight is prepaid
 - Terms: varies by vendor. Check with the accounting manager for current terms.
 - The Buyer is LLouie.
 - The Confirm To: field is left blank
 - Remarks field is usually left blank, but comments may be added when appropriate.
 - Warehouse: enter the warehouse to which the items will be delivered. Enter Dock if the items will be stored in multiple warehouses, or if the final destination is unknown.
 - Ship To, Address, City, and Zip are all left blank.
 - Click Line Items...
 - (1) Type: select Part for part numbers; NonStock for supplies, services, or delivery charges
 - (2) Part #: select the manufacturer's part number ordered
 - (3) Ordered:
 - (4) Click Accept
 - (5) Repeat for each part ordered.
 - (6) Click OK when the line items have been entered.
 - Click Save when the order is complete.

Making Payments

Financed invoices

Summary:

Invoice from manufacturer (vendor) is entered as usual. Note finance company in reference.

When finance statement is received, CR original vendor and post to clearing account
Invoice financing vendor, separate entry for each payment (automatically posts to clearing account).

Detail:

Vendor ID

Invoice number

Reference – finance Co.

Invoice Date

Invoice amount – total

Skip terms

Check correct posting account – appliances, electronics purchase

If freights charge – post to freight account #4350

Post

Invoicing – financing statements

a) Credit original vendor account

- Open credit memo screen
- Vendor ID to be credited
- Enter invoice, or look up in pull down menu
- Skip to amount – enter amount
- Tab to second amount field. Click Enter
- Shift Tab to change account # field to #2011
- Post (Notes No – do not void invoice)

b) Invoicing – Each payment (due date) is entered separately

- Vendor ID: Finance Co (AFR001, GEC, FFC, WFC, ...)
- Invoice #, plus 1, 2, 3, 4 for 1st payment, 2nd payment, etc.
- Reference – Vendor Ref: AMANA, WHIRL, etc.
- Invoice / Statement date
- Payment amount (1st, 2nd, 3rd, etc.)
- Skip to due date – enter 1st payment due date for Invoice #XXXXX-1, 2nd due date for Invoice #XXXXX-2, etc.
- Click Enter until amount is distributed
- Post

Printing Invoice checks

Print Open Invoices Report.

From the AP menu, click **Reports**.

Select Open Invoice Report.

Send report to Printer.

Click **OK**.

Have CFO highlight the invoices to be paid in the Open Invoices Report.

Select Invoices for Payment

From the AP menu, click **Checks**.

Select Invoice Selection.

Select Manual.

Enter the Vendor ID indicated on the Open Invoice Report to be paid.

Enter the Invoice number to be paid.

Click **Accept**.

Repeat steps 5 and 6 until all invoices for this vendor have been selected.

When all have been selected, click **Save**.

Repeat steps 4-8 until all invoices for all vendors have been selected

When you close selection menu, screen comes up asking if you want to print out the Payment Selection Report. Click **Yes**. Send to Printer.

Print Checks.

Receiving Items into the warehouse

1. A purchase order is sent to the manufacturer.
2. A shipment arrives from the manufacturer.
 - a) Items arrive with a packing list showing the complete list of serial numbers included in the shipment.
3. Receiving checks the shipment against the packing list, while removing the items from the truck.
4. Receiving writes the warehouse destination of each serial number on the packing list, and sends the list to Accounting.
5. Accounting tallies the packing list against the PO, and immediately notifies management of any discrepancies in price, quantity, or quality.
6. Management reconciles discrepancies, and returns corrected packing list to accounting.
7. The packing list is entered into the database against the PO from which the shipment originated.

NB: It should be the general aim of Accounting and Management to prevent any and all discrepancies between the original PO and the received goods and bill. The PO as entered by Accounting should be revered as the gold standard.

Items must be received into the warehouse for which they were ordered. After the PO is processed and closed, they may be "Transferred" to their correct destinations.

The warehouse "Dock" should be used for items whose destination is not yet known, and for POs with multiple warehouse destinations.

House of Louie returns to supplier

Return items to the vendor

1. Find the PO number.

Most returns will be for recently received items, in which case the PO number will be easily obtained.

If the PO number is not available, go to Maintain Parts > Serial Numbers.

From the serial number of the item being returned, get the Received Date and Vendor ID.

Go to IC > Purchasing > Purchase Order Reports > Closed, and print a detailed report for the month (or so) following receipt of the item for that vendor.

From the Detailed Closed PO report, find the PO number for the item.

NB: Returning an item to the vendor changes *neither* the on hand quantities for that part, *nor* the on order quantities, both of which must be changed manually. (mason, please check this – beth)

2. Return the item.

- a) IC > Purchasing > Purchase Order Returns
 - Enter the PO number.
 - Enter the Return Date.
 - Select the warehouse from which the item is being returned.
 - Double click the part number of the item being returned.
 - Enter the number of items being returned, and click Tab.
 - Click the Serial number button.
 - (1) Click on the checkbox of the item returned to select it.
 - (2) Click **OK**.
 - Click Post to post the return.

- b) This reopens the PO.

3. Re-close the PO.

If the manufacturer replaces the item, close the PO by using it to receive the replacement item.

If the manufacturer issues a credit for the item, close the PO by canceling the line item.

Go to the PO, click on **Line items**, click on the item returned to select it, and in the Cancel field enter "1."

MAS90 and Inventory Control

Please note that inventory control relies on the cooperation and synchronization of ALL aspects of the business process. If the sales, accounting, delivery and management are not following their individual procedures, the inventory process will very quickly degenerate into chaos once again.

Warehouses and Stock Status

It is important to note that maintaining inventory and its location in and relation to the various warehouses is the **single most important part** of inventory control. If you do not understand the warehouse system, and all its implications, you should not be involved in entering any inventory transactions – Purchase Orders, Sales Orders, Invoices, Receipts or any other adjustments – until you do. One crucial step in understanding inventory control is understanding the stock status quantities numbers tracked by the accounting software.

Qty on Hand (On Hand)

The number of units currently in the building. To change the on-hand quantity, you must record *receipts, issues, adjustments, or enter a physical inventory count.*

You cannot enter on-hand quantities for non-inventory items.

Qty on Order (On PO)

The number of units currently on order from the distributor. This number is automatically updated as you record purchase orders and receipts. We recommend that you do not change this amount manually, but allow MAS90 to track the quantity for you.

The on-order quantity shown in Inventory Inquiry may not balance with the on-order quantity shown in the On Order Report (in the Purchasing menu). This is because the On Order Report also includes receipts entered from the Receipts option (in the Transactions menu).

Qty on Sales Order (On SO)

The number of units currently on order by customers, but not yet delivered. This number is automatically updated as you record sales orders. We recommend that you do not change this amount manually, but allow MAS90 to track the quantity for you.

You cannot enter a committed quantity for non-inventory items.

You can select how you want the committed quantity updated with IC > Setup > Inventory Maintenance Options.

Qty on Back Order (On BO)

The number of units currently ordered by customers, but not in stock. *This number is automatically updated if you convert a sales order to an invoice when there is insufficient quantity*

to fill the order. We recommend that you do not change this amount manually, but allow MAS90 to track the quantity for you.

Note that this number is updated on conversion of a sales order to an invoice. Because the House of Louie does not generate an invoice until an order has been delivered, this number should *always* be zero. This number increments when an invoice is processed by removing items from a warehouse in which they do not exist.

You cannot enter a back-order quantity for non-inventory items.

Please strive to keep your processing accurate. And please note that serial numbers do not cause the numbers problem, and that they may in fact enable you to solve the problem. If the warnings from the computer were heeded, and if basic common sense were used, this would not be so complicated.

Inventory Control Cycle

Although you can do most of the Inventory Control operations at any time, your Inventory Control cycle will probably be similar to the following:

- Enter information for new parts as necessary using Inventory Maintenance. (IM > Main > Inventory Maintenance)

- Order inventory parts using Purchase Orders. (PO > Main > Purchase Order Entry)

- Record the receipt of ordered items using Purchase Order Receipts. (PO > Main > Receipt of Goods Entry)

Perform a physical inventory and update on hand quantities for *all parts* on a regular basis; at least quarterly, if not monthly.

At the end of every month, print a Detail Transaction Report (IM > Reports > Detail Transaction Report) for the month as an audit trail. Print any other reports you need. The Detail Transaction Report lists all transactions for the month, including incoming, outgoing, transfers, and physical inventory adjustments.

Note: The Detail Transaction Report may be generated for any period selected. Therefore, this report forms the best way to check your inventory count. The Detail Transaction Report will serve your purpose more specifically than the variance register because the Transaction report will list all inventory count changes by **part**, whereas the variance report lists all changes by **warehouse**. The transaction report therefore makes it easy to see at a glance which variances are due to a simple movement of items within the building, and which are actually missing items.

After you print the reports, close Inventory Control using the close Current Month option. Close Inventory Control before closing General Ledger.

Taking Inventory

A week before taking inventory, everyone in the company should be notified of the start and end points. The start point is the moment the inventory control worksheets are printed. The end point is the moment all inventory data reconciliation has been entered in the database. During this time, any transfer of stock, incoming, outgoing, or simple movement within the building, must be carefully noted, so that the appropriate changes to the inventory worksheets may be made.

All data entry related to the inventory process must be completed before the end of the month. All entries, all adjustments, all recounts, and all re-entries must be entered and completed before month's end. MAS90 allows you to generate a valuation report by period, not by a specific day. Therefore, *if* the inventory control process is completed by month's end, you may access the data at any time. If the inventory process is *not* completed before the last day of the month, the inventory numbers are lost to you.

Physical inventory process

The timing of your physical inventory depends on many factors, such as the number of parts in your inventory and your staffing.

At the very least, you must perform a physical count quarterly, just before closing the General Ledger at the end of the fiscal quarters. Best practice would be to count the inventory on a monthly basis until the Physical Count Variance Register shrinks to an acceptable amount.

To take inventory:

In a nutshell:

- a) Prepare the schedule for inventory. Let everyone know when it will happen, and allow sales, accounting, and delivery adequate time to prepare.
 - b) Prepare the building for inventory.
 - c) Stabilize inventory for the day of the count.
 - d) Prepare accounting for inventory. Make certain all deliveries and receipts have been processed before inventory begins. That is, the database should be absolutely up to date as far as you know. All receipts and issues must be entered before proceeding.
 - e) The morning of the count, freeze inventory, and print the inventory control worksheets.
 - f) Distribute the worksheets to the teams.
 - g) Take inventory in a complete, consistent, and careful manner. Walk around and make certain that each and every box and item in the building is listed on the worksheets.
 - h) Perform a Physical Inventory Update to enter the count information in the database.
 - i) Print the Inventory variance sheets, and analyze discrepancies between the actual count, and what the database believed should have been the count.
 - j) Correct any errors found in the count, reprint the variance report, and repeat as necessary.
 - k) Unlock inventory, and resume data entry.
1. Plan the schedule for inventory, and notify all employees. (Management)
 - a) At least one week before inventory, notify all employees of the date of inventory.
 - b) Post inventory dates prominently in the workspace.
 - c) Check the schedule to make certain that adequate staff will be available.
 - d) Allow warehouse and accounting staff time to prepare.
 2. Prepare the building for inventory. (Warehouse personnel)
 - a) At least one week before inventory, begin walking the building to make certain it is ready to count.

- b) Are all boxes accessible? All serial numbers legible? Aisles clear?
 - c) Do you need ladders? Flashlights? More pencils? Boxes marked?
 - d) Try to make certain that nothing will need to be moved or questioned the day of the count.
3. Stabilize inventory for the count. (Warehouse)
- a) Plan ahead for inventory-day's deliveries. In the best of all possible worlds, no deliveries should be scheduled for the day of the count. Have all deliveries to be made the day of inventory in one location in the warehouse.
 - b) Plan ahead for inventory-day's receipts. In the best of all possible worlds, no receipts should be scheduled for the day of the count. If things are coming in, have one centralized location in which they will be stored and counted the day of delivery.
 - c) When inventory takes place, count the deliveries before they leave the building. Their delivery paperwork will not be processed until after the count, therefore they must be counted as in the building during inventory.
 - d) Do not count any receipts made on inventory day until after inventory is updated. Their paperwork will not be processed until after the count, therefore they must be counted as NOT in the building during inventory. (**NB:** Larry, this can be changed to fit the way you think it should be counted – **Beth.**)
4. Clear all paperwork before inventory begins. (Accounting)
- a) At least one week before the inventory date, begin to make certain that all transactions are up to date.
 - b) Before inventory begins, an accurate picture of the current inventory **must** be achieved.
 - c) The day before the count, all receipts and deliveries made before the inventory sheets are printed **must** be entered in the database.
 - d) All deliveries must be entered. All Will Calls must be entered. All Installations must be entered. Therefore, all necessary Sales Orders must also be entered.
 - e) All receipts must be entered. All pickups must be entered. All customer returns must be entered.
 - f) All returns to the manufacturer must be entered.
 - g) At 5pm the day before inventory is to begin (or before the accounting staff leaves the night before inventory), anything in the building **MUST** be in the database. Anything **NOT** in the building **MUST NOT** be in the database.
5. Freeze inventory to prevent any transactions from being entered during the count, and print the Physical Inventory Worksheets to help you record the inventory count. (Accounting)
(NB: I am making a customized report that will not print zero quantity items to use instead of these worksheets. Process will be: freeze inventory, print custom report, count, update, unfreeze and print variance.- beth)
(MAS90: IM > Physical > Physical Count Worksheet
- a) Select Sort Options: Item Number
 - b) Select Report Options: Print Worksheet and Freeze Items
 - c) Select Procurement Type: All.
 - d) Deselect Double Space.
 - e) Select All for Item Number, Bin Location, Warehouse, Inventory Cycle and Product Line.
 - f) Select Warehouse: 2MZ to SH2.
 - g) MAS90 will print an entire set of inventory worksheets, sorted by warehouse, then sorted by item number.
6. Assign teams to floors, and distribute the worksheets. (Accounting)
- a) Determine the teams of two employees who will be taking the physical count.
 - b) Distribute the worksheets as appropriate.
 - c) Only one copy of each warehouse floor should be produced.
 - d) Only one copy of each warehouse floor should be distributed.
 - e) Only one copy of each worksheet should be used to tally the inventory.

7. Take inventory. (Inventory Teams)
 - a) With inventory worksheet in hand, go to each floor and check off each box on the inventory sheet. If something does not appear on the worksheet for that floor, write it in, in alphabetic order by part number. If a serial number is not listed, write it in. After checking off all the serial numbers for a given item, count the boxes, then count the checked serial numbers to double-check your work.
 - b) Establish an order in which you will move across the floor, such that you are guaranteed to look at each and every item on that floor in turn, so that nothing will be missed.
 - c) When a floor is completed, give the inventory worksheet to accounting for processing

8. Process the physical inventory update. (Accounting)

(MAS90: IM > Physical > Physical Count Entry)

 - a) Best practice is to start by entering any transfers that have yet to be entered. To do this, go through the inventory worksheets, checking ALL items which are written in by hands. Odds are good that these items were supposed to have been found elsewhere in the building. Transfer these items to their actual location using IM > Main > Transaction Entry > transfer before proceeding with the update.
 - b) Under the Header tab:
 - Select the warehouse you wish to update.
 - Select All for Bin Location, Item Number, and Product Line.
 - c) Under the Lines tab, update your inventory:
 - Items within the warehouse, item number range, and product line selected on the Header tab are displayed if they were frozen in Physical Count Worksheet or previously entered during Physical Count Entry.
 - Any item that was not frozen in Physical Count Worksheet or entered in Physical Count Entry is not displayed, even if it is within the bin location range, item number range, and product line entered. To enter physical count data for an item that is not frozen, you must click **Add Item**. Click **Add Lot/Serial** to add a new lot or serial number.
 - Check the items listed against the physical inventory worksheet. For any items whose count does not match.
 - *For serialized items:*
 - Click on the item's serial number to select the line.
 - Enter "1" in the Count field.
 - (Use the up and down arrow keys to move through the list more quickly.)
 - *For non-serialized items:*
 - Click on the item's number to select the line
 - Enter the correct number of that item found on that floor.
 - Click Add Item to add an item number found in but not listed for the warehouse being updated.
 - Repeat for each warehouse and worksheet.
 - d) When the update is completed, or to end an update session, click Accept.
 - e) Click the Print button to update the inventory count and print the Physical Count Variance Register.
 - Select Sort Options: Item Number.
 - Select All for Item Number, Bin Location, Warehouse, and Product Line.
 - Click Proceed to begin the Variance generation process.

9. Print and examine the Physical Inventory Variance report. (Accounting and Management)

(This report **must** be printed to update the inventory count, and lists those parts whose physical count does not match their book quantity.)

This is the single most important step in inventory control, as it provides a snapshot of your entire business operations, from receiving to sales order processing to delivery. Any data not being correctly processed will show up in this report.

- a) Click the Print button to print the Physical Count Variance Register.
 - Select Sort Options: Item Number
 - Select All for Item Number, Bin Location, Warehouse, and Product Line.
 - Click Proceed to begin the Variance generation process.
 - b) Print a Detail Transaction Register for the days of inventory count processing.
 - IM > Reports > Detail Transaction Report.
 - Sort: Item Number.
 - Transaction Date: *day of inventory freeze* to *day of inventory data entry completion*.
 - c) Search for parts listed as missing, and update inventory as appropriate.
 - d) Question the reasons for the discrepancies, and fix the problems in processing discovered.
 - e) Examine the variance report to determine where mistakes in inventory control have been made.
 - Double check those items marked missing to make certain that they are not here, and weren't simply missed in the count.
 - Are internal transfers being entered correctly? For items with a zero sum variance (there were three too many in one place, and three too few in another), internal transfers are not being taken correctly.
 - Are deliveries being processed in a timely manner? For items which are off by plus- or minus-one one inventory cycle, and off by minus- or plus-one the next, the incoming and outgoing paperwork is probably not being entered in the database before inventory is taken.
 - Are items being marked, processed, and counted correctly? If two items with similar item numbers are off by the same number of pieces, something went sloppy in the accounting data entry.
 - Are less expensive items being correctly and consistently noted on sales orders before they leave the building? Are you "missing" 47 bed frames? A few dozen knife sets?
 - f) Analyze and correct both the numbers and the problems which created them.
8. Correct errors found in the count, and repeat.
 - a) Refreeze inventory for the items in which errors were discovered.
 - b) Reprocess the Physical count entry for each corrected item.
 - c) Reprint the variance report, and check it again.
 9. After the Inventory variance report is printed, MAS90 will automatically unfreeze inventory so that data entry may resume.

Reconciling Inventory Data

Inventory reconciliation is the process of making your physical inventory and your computer data match. BusinessWorks provides the Inventory update dialog for this purpose.

Before updating numbers for an item, first print the current list of all On Hand quantities for that item.

Go to IM > Reports > Inventory Valuation Report

This report will list all serial numbers for a selected item, by warehouse.

To reconcile your data, go to IM > Physical > Physical Count Worksheet

- For Report Options, select Freeze Items Only.
- Select the warehouse or item number to update.
- Click Print to proceed.

Launch the Physical Count Entry dialog: IM > Physical > Physical Count Entry

- f) Under the Header tab:
 - Select the warehouse you wish to update.
 - Select All for Bin Location, Item Number, and Product Line.
- g) Under the Lines tab, update your inventory:
 - Items within the warehouse, item number range, and product line selected on the Header tab are displayed if they were frozen in Physical Count Worksheet or previously entered during Physical Count Entry.
 - Any item that was not frozen in Physical Count Worksheet or entered in Physical Count Entry is not displayed, even if it is within the bin location range, item number range, and product line entered. To enter physical count data for an item that is not frozen, you must click **Add Item**. Click **Add Lot/Serial** to add a new lot or serial number.
 - Check the items listed against the physical inventory worksheet. For any items whose count does not match.
 - *For serialized items:*
 - Click on the item's serial number to select the line.
 - Enter "1" in the Count field.
 - (Use the up and down arrow keys to move through the list more quickly.)
 - *For non-serialized items:*
 - Click on the item's number to select the line
 - Enter the correct number of that item found on that floor.
 - Click Add Item to add an item number found in but not listed for the warehouse being updated.
 - Repeat for each warehouse and worksheet.
- h) When the update is completed, or to end an update session, click Accept.
- i) Click the Print button to update the inventory count and print the Physical Count Variance Register.
 - Select Sort Options: Item Number.
 - Select All for Item Number, Bin Location, Warehouse, and Product Line.
 - Click Proceed to begin the Variance generation process.

Print and examine the Physical Inventory Variance report. Repeat as necessary.

Inventory Control: General Notes

1. The Physical Count Entry process is used to change On Hand quantities of items after a physical inventory is taken. It should *not* be used to transfer items from one location to another, to receive new inventory, to issue existing inventory, or to perform other common inventory maintenance tasks. For these purposes, please use the appropriate Inventory Maintenance, Sales Order, or Purchase Order processing sequence..
2. Using Physical Count Entry *changes* On Hand quantities. That is, parts marked as "Missing" using Physical Count Entry are removed from the On Hand Quantities amount.
3. To change a part's status from "Missing" to "On hand," add it using the Physical Count Entry process.
 - a) First, print a list of the present status of the part in inventory, including all serial numbers and their location in the building.
 - Go to IM > Reports > Inventory Valuation Report
 - (1) Select the item to update
 - (2) Select all warehouses
 - (3) Print.
 - b) Then, use the Physical Count Entry process to update corrected numbers.

Inventory Update Examples – need to update for MAS90 - beth

Example 1: More parts on hand than you anticipated

After inventory you find that the computer thought there were only 7 washers located on 3NO, while your count reveals that there were actually 10 washers.

First, investigate and determine the cause.

- Are the serial numbers listed? If not, has their PO and receipt been processed? Or is there an obvious typo somewhere that makes it only seem that the items are not listed? Fix as appropriate.
- Are the serial numbers listed as sold and delivered? If they were delivered *after* the count was taken, remove them from the count. If they were delivered *before* the count was taken, investigate further.
- Are the serial numbers listed, but marked with Count=0? If so, they were probably simply not counted during the previous inventory.

Example 2: Fewer parts on hand than you anticipated

- Are the serial numbers listed, but marked with Count=0? If so, try to determine whether the items are indeed missing or not.

General Store Notes

All price sheets need to be kept up-to-date – both excel spreadsheet and BusinessWorks versions.

BusinessWorks model numbers need to be accurate – no “close enough,” no duplicates.

Really, numbers need to be dead on – mistakes are made with stuff close-enough, and every time anyone has to think about something twice, that’s time and money lost.

All transactions must have an invoice number, which is kept separate in the drawers

Invoices may be appropriately cross – referenced in writing, but not stapled to one another.

Returns need change order, signed by Lyndon.

Issues due to customer return, for any reason, need a new invoice filled out.

Tim should do a walk through at least once per week, to make certain inventory procedure is being maintained

Are all serial and mfg numbers visible?

Are all likes stored with likes wherever possible?

Where are supplies getting low? Triggering reorder? (This should be computer based & Lyndon’s job. Tim is just a backup.)

And, more importantly, where might incoming supplies be placed? And, therefore, what should be consolidated and moved to make room for incoming stuff?

Alvin should do walk-through to look for trash, inaccurate signs, sloppy presentation, every day.

No paperwork should ever leave accounting.

No stock should be placed with special orders.

It has got to be

1. customer order
2. house of louie order
3. receipt
4. delivery

In the computer, in that order, at all times, or accounting gets messed up.

I would suggest putting one person in charge of receipts, one in charge of orders, one in charge of whatever, so there is an accounting for the different jobs. Everyone should be able to do everything, but one person should be primarily responsible.

Customer bathroom – door closed, seat down, paper towel dispenser installed. This washroom is for customer use ONLY. – This room is NOT available to the salesmen.

Warehouse bathroom – cloth towel holder installed. (talk to tim)

Spiff and commission on delivery, not on sale.

No serial numbers to be issued until item is delivered – no rebates, spiffs, or other transactions requiring serial number to be conducted until the item is in the hands of the customer.

System Administration Notes

These should be undertaken only by a system administrator, and only if you know what you are doing. I have tried to be fairly explicit in the directions here, as elsewhere, and I have only described how to do the most common and necessary tasks. If you are not comfortable with these procedures, you should seek outside help.

General Network Notes:

Speedy – the little beige box – is your Network Domain Name Server. It is partitioned into a C: drive and a D: drive. The C: drive should be used for the operating system ONLY. The D: drive should be used for all shared files.

Speedy D: drive now contains

- Print server

- sharedoc folder – contains Finance&Admin, Sales&Marketing, and Program Files folders

- Users folder – containing one folder per employee, which is mapped to that employee's login script

Taz – the big black box – is your Accounting Server and database. It contains the BusinessWorks gold software and data in a shared folder called ACCT. the top two drives are its operating system, and are mirrored Win2000. The bottom four drives are four RAID 5 drives, and contain your database. These are 8gig drives. These drives are redundant – that is, all data is written in parallel to the two or four drives involved simultaneously. If one drive should fail, the others pick up for it.

Both of these machines are backed up every morning at 1:00 am. 5 nights a week are set to do a **diff** backup, which means that the differences between the previous day's data and that day's data are saved. Two nights a week, a **complete** backup is generated. Therefore, if you have a data crash, and need to restore, you should go back to the most recent complete backup, restore that, then restore all following diffs until you get to clean data. The 2-5 system means you have to restore, at most, 1 complete, and 2 diffs.

The DAT (digital audiotape) tape should be physically removed and swapped every day.

Control (stop, restart, or reschedule) the backup process:

The DAT (digital audiotape) tape should be physically removed and swapped every day.

Format a blank DAT tape

The easiest way to format a DAT is to simply backup a small file to a fresh tape. Use any available file on Taz. For this example, I'm using the Tripplite driver located on the desktop.

1. Insert a new tape.

(Tape inserts just like a VCR Tape.)

2. Launch the Backup Wizard.

a) On Taz, go to Start > Programs > Accessories > System Tools > Backup

3. Alert automatically opens "...Do you want to prepare this media?"

a) Click **Yes** > to continue.

4. To name and test the tape, back something up.

a) Click the Backup Wizard button, and click through the windows as described.

- Under Welcome to the Backup Wizard:

(1) Click **Next** > to continue.

- Under What to Back Up:

(1) Select "Back up selected files, driver, or network data."

(2) Click **Next** > to continue.

- Under Items to Back Up:

(1) Select "PowerAlert11" (or any convenient file of your choosing).

(2) Click **Next** > to continue.

- Under Where to Store the Backup:

(1) Backup media type: 4mm DDS.

(2) Backup media or file name: New Media.

(3) Click **Next** > to continue.

b) Under Completing the Backup Wizard:

- Click **Advanced...**

(1) Under Type of Backup:

(a) Select the type of backup to perform: Normal.

(b) Click **Next** > to continue.

(2) Under How to Backup:

(a) Select the checkbox for "Verify Data after Backup."

(b) Select the checkbox for "Use hardware compression, if available."

(c) Click **Next** > to continue.

(3) Under Media Options:

(a) Under If the archive media already contains backups,

(b) Select the radio button for "Replace the data on the media with this backup."

(c) Select the checkbox for "Allow only the owner and the administrator access."

(d) Click **Next** > to continue.

(4) Under Backup Label:

(a) For Backup Label: Accept the default text entered in the field.

(b) For Media Label: Enter the desired tape name in the format *Weekday* 1:00 AM Tape.

(c) Click **Next** > to continue.

(5) Under When to Back Up:

(a) Select the radio button for Now.

(b) Click **Next** > to continue.

- Click **Finish** to finish the wizard.

c) Read the report to make certain it was successful.

Create a backup schedule

Double click the Backup shortcut on the desktop of Taz. (Or go to Start > Administrative Tools > Backup.)

1. Select folders to be backed up.

- a) Click the Backup tab.
 - Under Taz, select:
 - (1) C:
 - (2) D: New Volume
 - (3) System State
 - Under My network Places > Entire Network > Microsoft Windows Network > Roadrunner > Speedy, select:
 - (1) Admin\$
 - (2) C\$
 - (3) D\$
 - (4) NETLOGON
 - (5) REPL\$
 - (6) Sharedoc
 - (7) Users
 - For Backup Destination, select 4mm DDS.
 - For Backup Media or File Name, enter *Weekday* 1:00 AM Tape, where *Weekday* is the day of the week on which the backup will take place.
- b) Do Not click **Next >** to continue.

2. Set the backup schedule.

- a) Click the Welcome tab.
- b) Click the Backup Wizard button.
- c) Click **Yes** to accept the files and folders already selected.
- d) Click **Next >** to continue.
- e) Under Items to Back Up:
 - Double check the selections as listed above, and
 - Click **Next >** to continue.
- f) Under Where to Store the Backup:
 - For media Backup Type: select 4mm DDS.
 - For Backup Media or File Name: enter *Weekday* 1:00 AM Tape.
 - Click **Next >** to continue.
- g) Under Completing the Backup Wizard:
 - Click **Advanced...** to specify additional backup options.
- h) Under Type of Backup:
 - Select "Normal" to do a complete backup, or "Differential" to backup only the changes from the previous backup.
 - Do not select "Backup migrated Remote Storage Data."
 - Click **Next >** to continue.
- i) Under How to Back Up:
 - Select "Verify Data after backup"
 - And "Use hardware compression, if available."
 - Click **Next >** to continue.
- j) Under Media Options:
 - Select "Replace the data on the media with this backup."
 - Click **Next >** to continue.
- k) Under Backup Label:
 - For Backup Label: enter "*Weekday* 1:00 AM Backup."

- For Media Label: enter “*Weekday* 1:00 AM Tape.”
 - Click **Next >** to continue.
- l) Under When to Back Up:
- Select **Later**.
 - (1) When prompted, enter the administrator’s password.
 - Under job name, enter *Weekday* *Type* where Type is the type of backup selected: Complete or Differential. (For example, enter “Sunday Diff” or Tuesday Complete”.)
 - Click **Set Schedule**.
 - (1) Schedule Weekly, on the day desired, at 1:00 AM.
 - (2) Click **OK**.
 - Click **Next >** to continue.
3. Click **Finish** to complete scheduling the backup.

The backup is currently setup to do a complete backup every Wednesday and Saturday morning at 1:00 AM, and a differential backup every Sunday, Monday, Tuesday, Thursday, and Friday morning at 1:00 AM. (On the schedule calendar within the backup wizard, **N** stands for Normal Backup, and **D** stands for Differential Backup.) Tapes should be swapped daily, and stored offsite.

Add a new user to the Network

On Speedy, go to Start > Programs > Administrative Tools (common) > User Manager for Domains

- Click on User > New User to invoke the User Properties dialog. Enter:
 - Username: the name they will use to login. Generally, this is their first initial followed by their last name. Note that the username and password are both case sensitive, and should therefore be all lowercase.
 - Full Name: The new user's first and last names.
 - Description: This field is optional, and is used to describe the user. Generally, this is used to indicate their group, such as Sales, Marketing, or Accounting.
 - Password: Enter the user's username. Again, this field is case sensitive.
 - Confirm Password: Reenter the user's username.
 - Check: User must change password at next logon.

Check "User cannot change password" AND "Password never expires" for problem children only. That is, for users who cannot remember their password from one day to the next. This option should be used with discretion, for it essentially limits the privacy and control of user passwords. That is, anyone can log on as this person, read their files, install things on their computer, and operate within the accounting software under their name.

Check Account Disabled for users who are on vacation, on suspension, or who should be prevented from logging onto the network for other reasons.

Point the new user toward the universal logon script.

Admin Tools > Users > double click Username > click Profile button > set Logon Script = login.bat.

Change or reset a user's password

Passwords may need to be reset if someone forgets theirs. If a password is reset, Prompt to change password on first login should be selected, to force the user to pick a password of their own, and maintain network security.

On Speedy, go to Start > Programs > Administrative Tools (common) > User Manager for Domains.

Click on the user's name to open the User Properties screen.

From this screen, you may change the user name, password, and password properties, or disable the account temporarily or completely.

Accounts should be temporarily disabled for users' vacations.

NB: Users should be locked out of the network preceding termination. That is, if someone is going to be let go on Monday, their user account should be deleted on Sunday. If someone is terminated without notice, their user account should be immediately deleted.

Change the logon script

Logon script is located in Speedy/C:/Winnt/System32/Repl/Import/Scripts.

Right click on the file and select Edit.

Logon script controls the network connections per user. I have it set up as a universal script for all employees.

Map a Network Drive

Right click on the local machine icon on the desktop, or select My Computer (or computer's name) from the Start menu.

- Select Map Network Drive...
- To connect to MAS90, select Drive: M
- Select Folder: ACCT
- Select Reconnect at Login
- Click Finish

Reinstall Windows XP Professional on a workstation

1. Get the Operating system install key

- a) Right click on My Computer, select Properties from the pop up menu, and click on the General Tab.
- b) Select the original CD for installation

2. Walk through the install wizard.

- a) NTFS Partition: install over the old NTFS partition – overwrite the existing Operating System.
- b) Network Settings – choose typical > it simply installs the connections, it doesn't define them.
- c) Workgroup or computer domain – select "yes, make this computer a member of the following domain and type "ROADRUNNER" to join it to the Roadrunner domain.

Enable local admin rights on a Windows XP Professional Machine

Windows XP Professional allows only administrators to install or remove software. Administrative rights should not be given lightly, as Administrators have complete control over the machine on which they have rights. They may add or delete programs, define startup parameters, link to other machines on the network, and wreak all kinds of havoc, intentionally or not. BusinessWorks Gold demands that users have Administrative rights on their local machines. I would suggest that this right be kept to a minimum, and not be given lightly. - Beth

To give administrative rights to another user:

1. Log onto the machine as an administrator.
2. Go to **Start > Control Panels > User Accounts**.
3. Click the **Advanced** tab.
4. Under **Advanced user management** click the **Advanced** button.
5. In the left-hand pane, double click **Groups**.
6. In the right-hand pane, click **Administrator**. **Do Not** click ROADRUNNER\Domain Admins.
7. From the **Action** menu, select **Add to Group**.
8. Click **Add**.
9. In the **Enter the object names to select** field, type the domain user names to be added. To add multiple names simultaneously, separate them with semicolons.
For instance, to add lyndon, type "louie" and click **OK**. To add Lyndon and Alvin, type "louie;alouie" and click **OK**.

MSOffice 97 Issues

There seem to be some bugs associated with the Office97 install, particularly on Daffy. I have placed service pack one and service pack two in Speedy\sharedoc\Program Files. I would suggest installing both, in that order. Other, easier, more specific fixes are listed below.

Spelling module is not installed

1. Log on as an Administrator, and install the Office Spelling Module

Office97 Setup files are located in
speedy\sharedoc\Program Files\MSOffice\MSOffice\SETUP.exe

- a) Exit all Microsoft Office applications.
- b) Go to Start >Control Panel.
- c) On the Control Panel screen, double-click **Add/Remove Programs**.
- d) Click the Install/Uninstall tab, then select Office 97 from the applications list and click the **Add/Remove** button.
 - On the Microsoft Office 97 Setup screen, click "Office Tools" to select it, and click the **Change Option...** button.
 - Check Spelling Checker, and click OK.
 - Click **Continue** to begin installation.

Word97: Cannot Find Veenlr3.hlp

The Help file for the Visual Basic Editor is not installed.

Microsoft Office 97 and Microsoft Word 97 for Windows do not install the Visual Basic Help file during a Typical Installation. The Help file is also not installed during a Custom Installation unless the option is selected or the **Select All** button is clicked on the Microsoft Office 97 Maintenance screen.

To fix this error, log on as an Administrator, and install the Microsoft Visual Basic Help file:

1. Exit all Microsoft Office applications.
2. Go to Start >Control Panel.
3. On the Control Panel screen, double-click Add/Remove Programs.
4. Click the Install/Uninstall tab, then select Office 97 from the applications list and click the Add/Remove button.
5. On the Microsoft Office 97 Setup screen:
 - Click **Add/Remove**.
 - Click (do not clear the check box) Microsoft Excel to select it, and click the **Change Option...** button.
 - (1) On the Microsoft Excel screen, click (do not clear the check box) **Help and Sample Files** to select it, and click the **Change Option...** button.
 - (2) On the Help screen, check the "Help for Visual Basic" item (place a check mark in the check box).
 - (3) Click **OK** twice to move back to the Microsoft Office 97 - Maintenance screen.
 - Repeat for Microsoft Word, and then click **Continue** to complete the Setup.