FACTS 7.5.0 Work Center Training

Relationship Management

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Work Center Introduction

Definitions

Work Center – One or more *queries* defined around a primary data file. The work center represents the underlying data from the primary and related files used for presentation through the *queries*. For example, in Credit & Collections; the open AR invoice file is the primary file used through the work center. The customer file is a related file.

Query/Look – A collection of data fields and data views using data elements from the primary and related data files. Multiple queries can be set up using the same Work Center data to allow presentation of different data based on the specific job function for example.

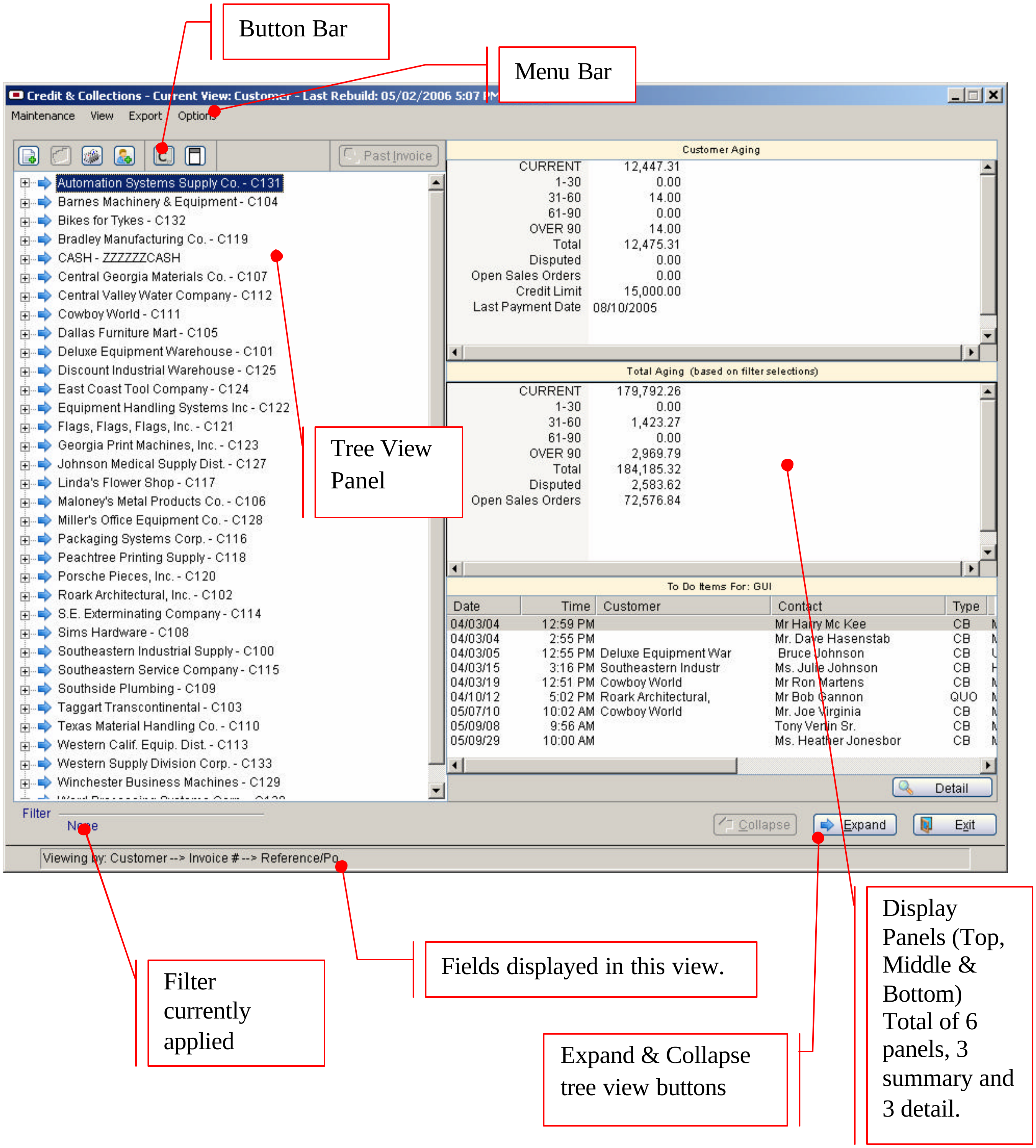
Panel – One of 7 display areas on a query. They are the tree view on the left side, 3 summary and 3 detail panels on the right. The summary panels are displayed when a specific work center record has not been selected and the detail panels are displayed when a specific work center record has been selected and validated.

View – The content or layout of any panel. Content can be displayed in either a grid or list format.

Keyboard Navigation

Press	To
END	Display the bottom of the active window.
HOME	Display the top of the active window.
NUM LOCK+ASTERISK on numeric keypad (*)	Display all subfolders under the selected folder.
NUM LOCK+PLUS SIGN on numeric keypad (+)	Display the contents of the selected folder.
NUM LOCK+MINUS SIGN on numeric keypad (-)	Collapse the selected folder.
LEFT ARROW	Collapse current selection if it's expanded, or select parent folder.
RIGHT ARROW	Display current selection if it's collapsed, or select first subfolder.
UP ARROW	Highlight previous entry
DOWN ARROW	Highlight next entry
Any letter or number	Goes to the entry in the highlighted level of the tree that corresponds to the key pressed

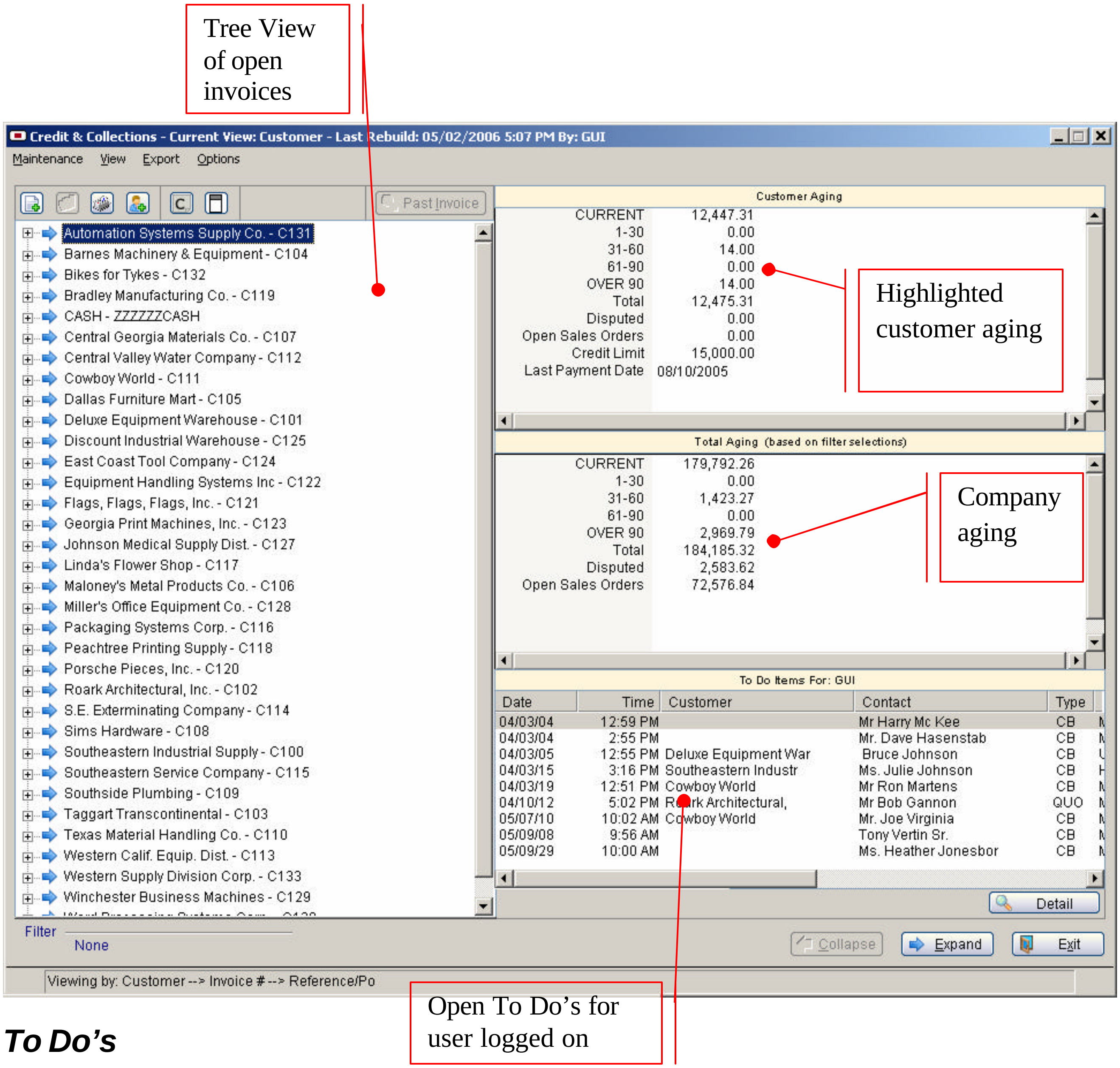
Work Center Terminology



Some of the features in each work center are unique to that specific work center. We will now cover each work center in detail so that you can see all the various concepts in practice.

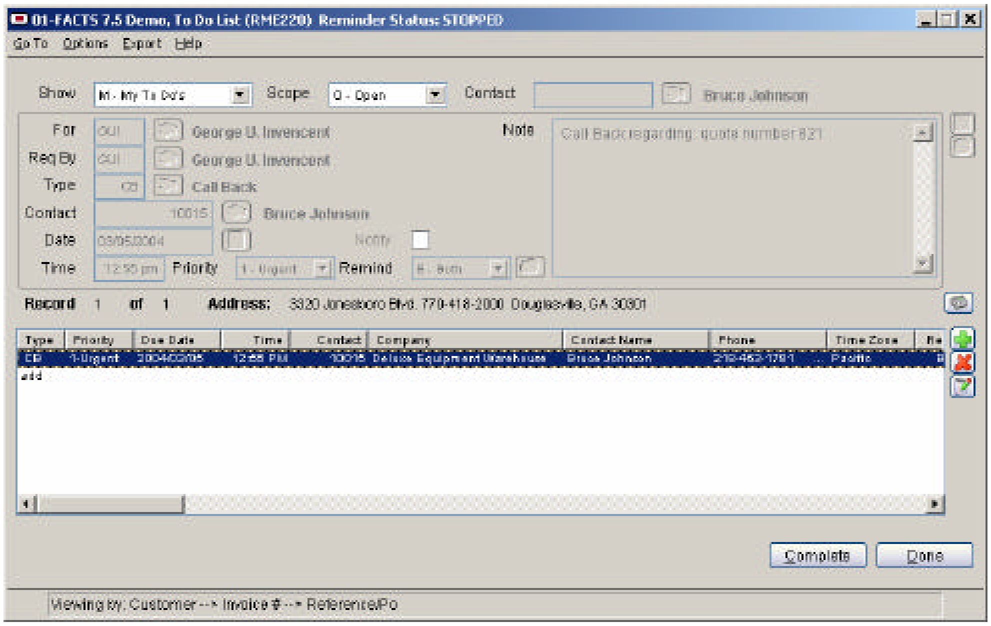
Credit & Collections

The Credit & Collections work center is a tool to help you automate your Credit & Collections process. In the left hand, tree view, panel of the system, you will find all current open invoices. The default view as the software is delivered is in customer order. The summary panels on the right, show you aging for the highlighted customer, the overall company aging and open to-dos. The summary panels will change as we drill down into the detail.



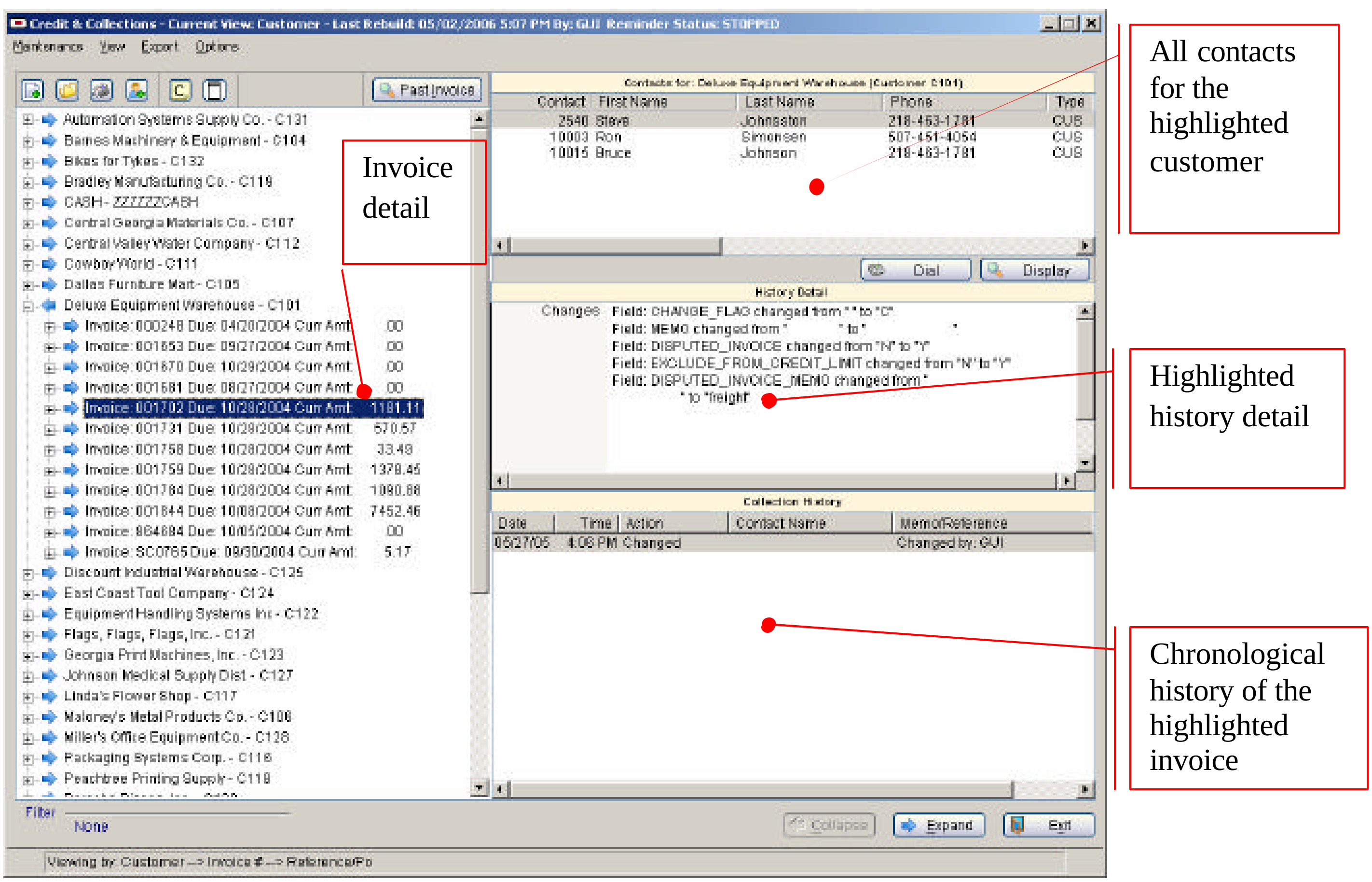
To Do's

The bottom right hand panel displays all open to do records for the user logged on. By highlighting the 'to do' option, a detail button becomes available and allows you to maintain the highlighted to do.



Detail Panels

When you are in the customer view, highlight and expand a customer record down to the invoice detail the summary panels change to detail panels. You must have an invoice record highlighted.



Collection History

The collection history screen will record all transactions that affect a highlighted invoice. This will give you the full chronological history for each invoice. These transactions will each be covered individually. They include:

- Notes
- To Do's
- Emails
- Attaching External Documents
- Document Change to the AR Invoice
- Document Entry

The collection history records can be viewed in the history detail panel by highlighting them. They are all date, time and user code stamped.

Contacts

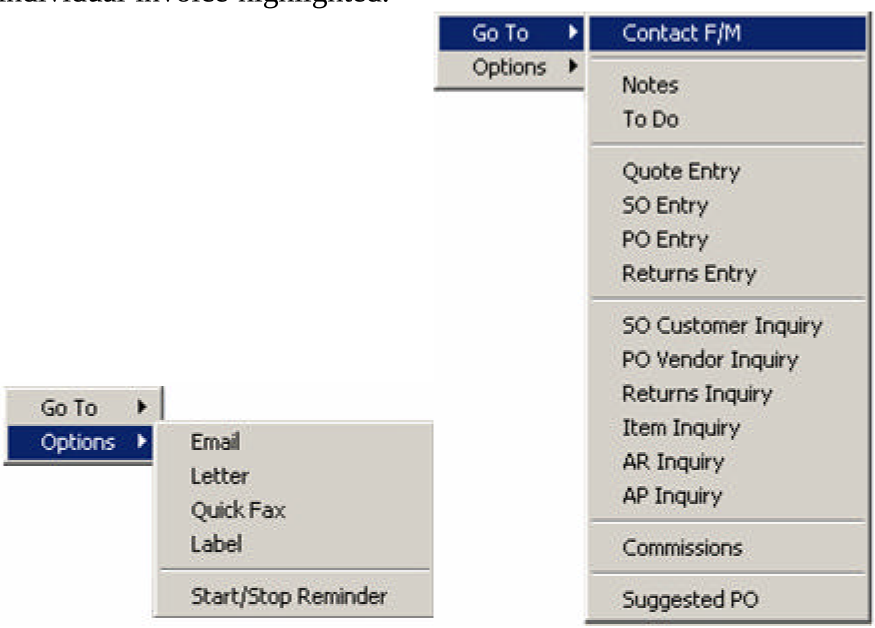
The top panel on the right displays all contacts for the active customer in the left panel. If the FacetPhone® integration is turned on a button will display allowing the user to dial the highlighted contact.

History Detail

The center panel will give you the detail of the selected Collection History record. This includes detail of the note, to-do, email or document change that was made.

Right Click Menus

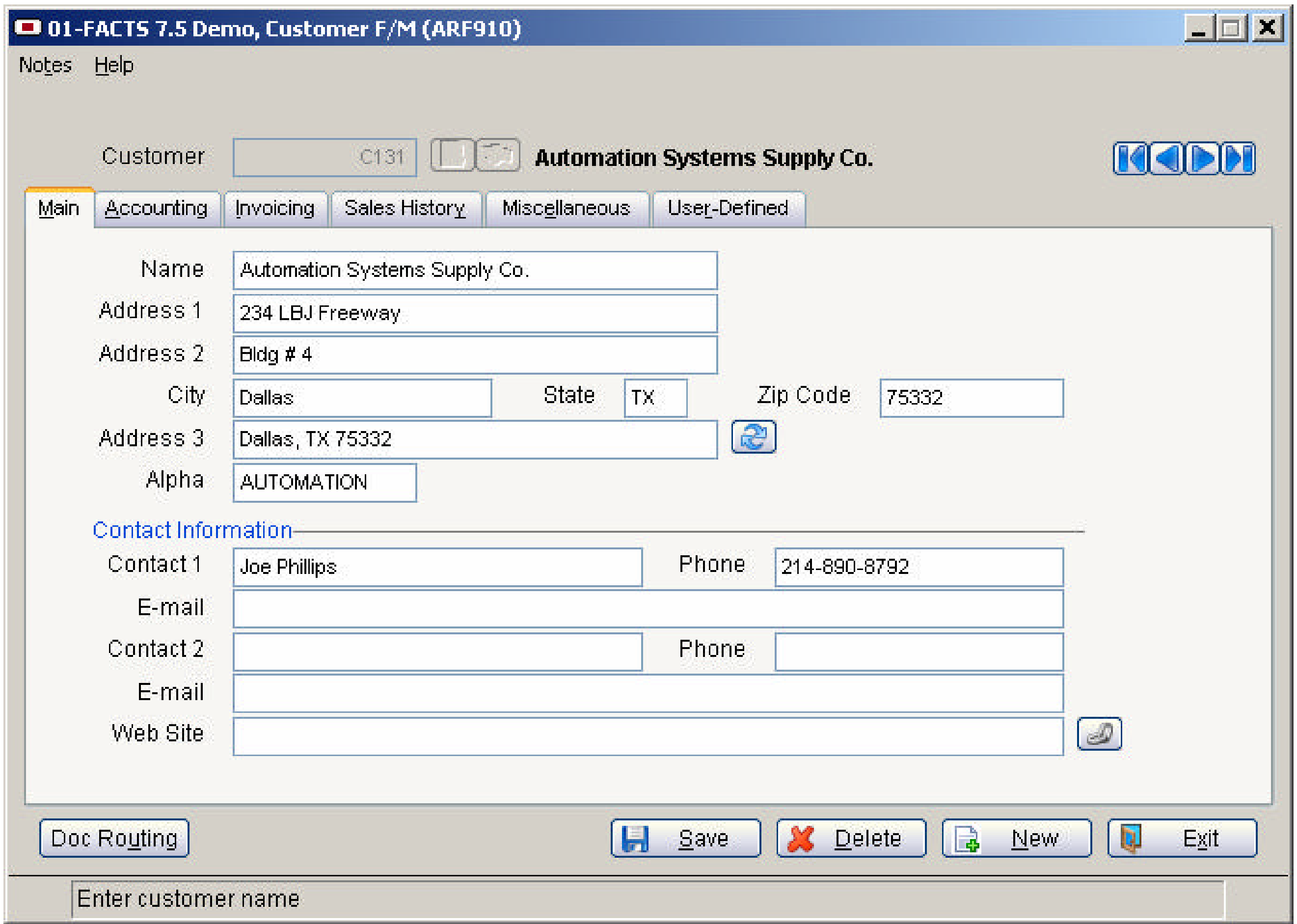
While you are in the work center you may access any of the standard RM functions. The right click menu is accessible when you select a contact from the upper right detail panel. You must have an individual invoice highlighted.

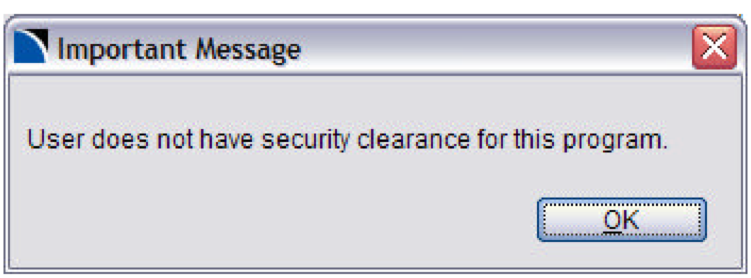


Button Bar

Customer F/M.

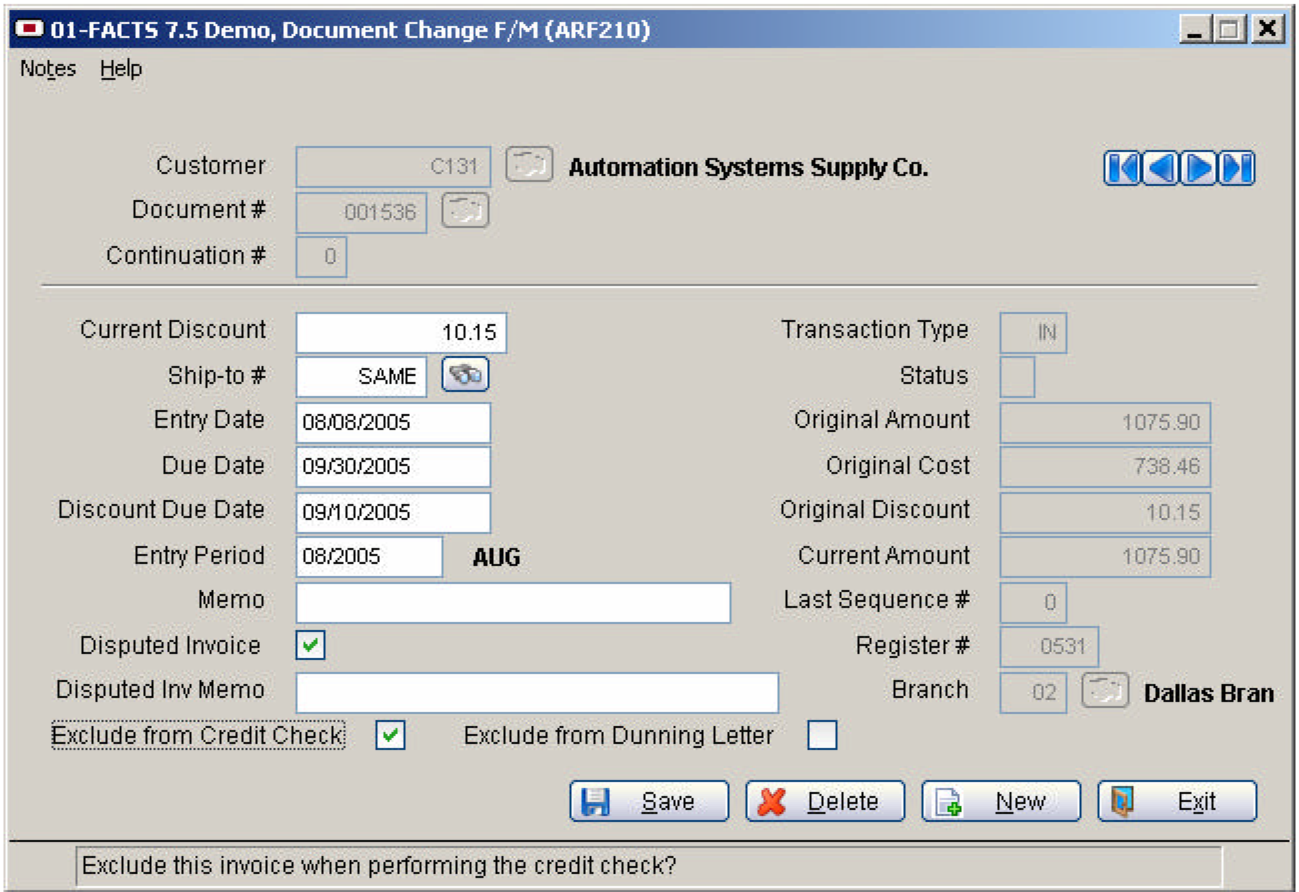
Pressing this button will run the customer F/M program based on the customer highlighted in the tree view. This will utilize the standard Facts security. If you do not have access to the customer file maintenance program, you will get the standard security message.





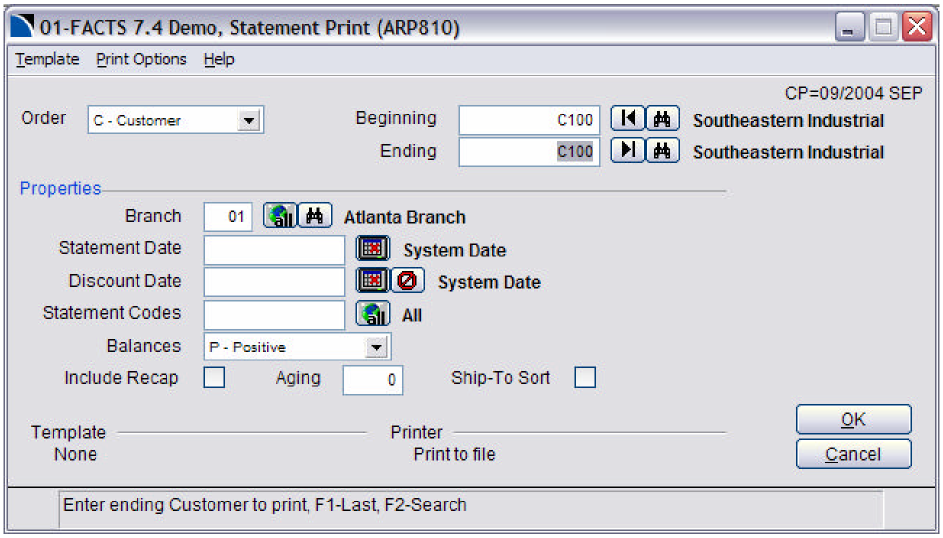
Edit Document.

Pressing this button will run the Document Change F/M based on the invoice highlighted in the tree view. If no invoice is highlighted or the invoice number field is not visible, the Edit Document button will be disabled. Again, standard Facts security will apply here.



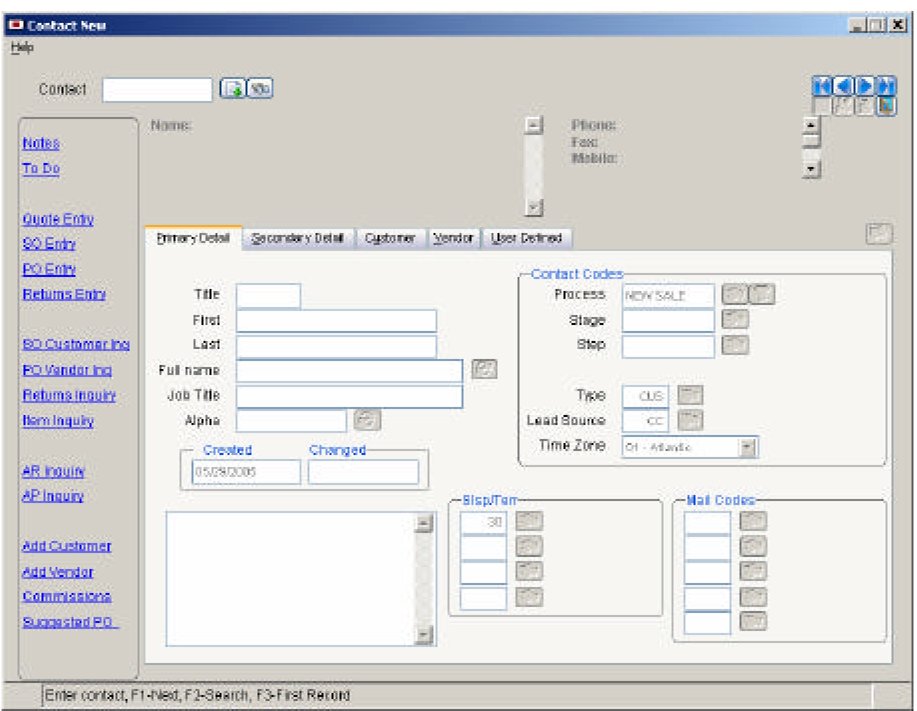
Statement Print

This option will run the AR Statement Print program based on the customer highlighted or selected in the tree view. If the user has a default print template defined for the statement print, the order will be changed to customer and the beginning and ending customer number will be loaded with the highlighted or selected customer. All other print template default fields will be as last saved for the print template. If no template is defined, the customer will not pre-fill. You must select the customer.



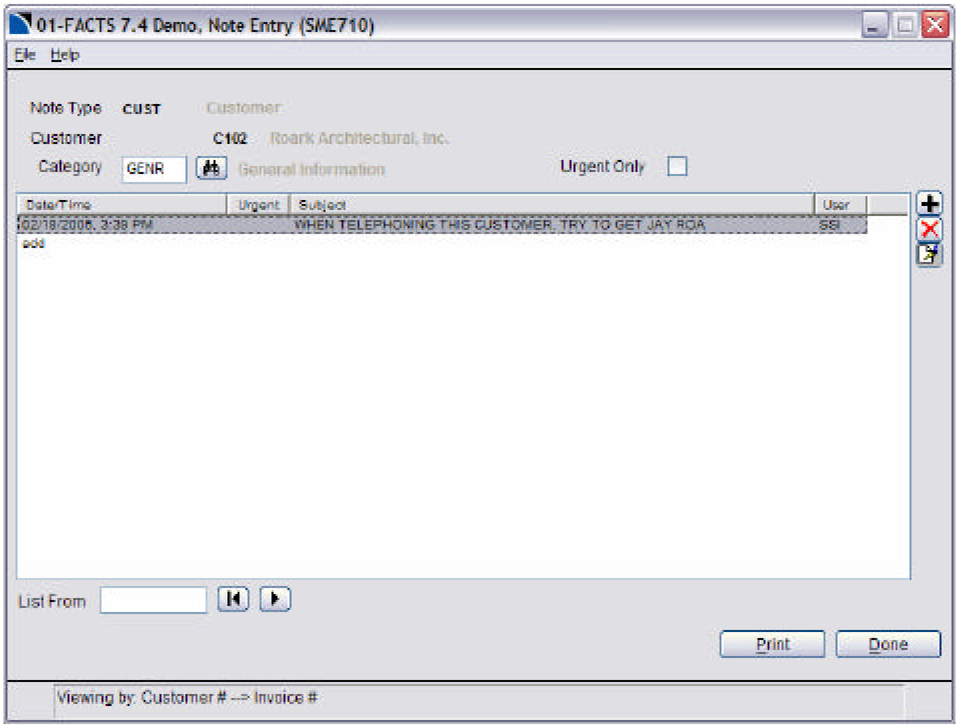
Add Contact

Pressing this button will run the contact F/M program so that a new contact can be added for the highlighted or selected customer.



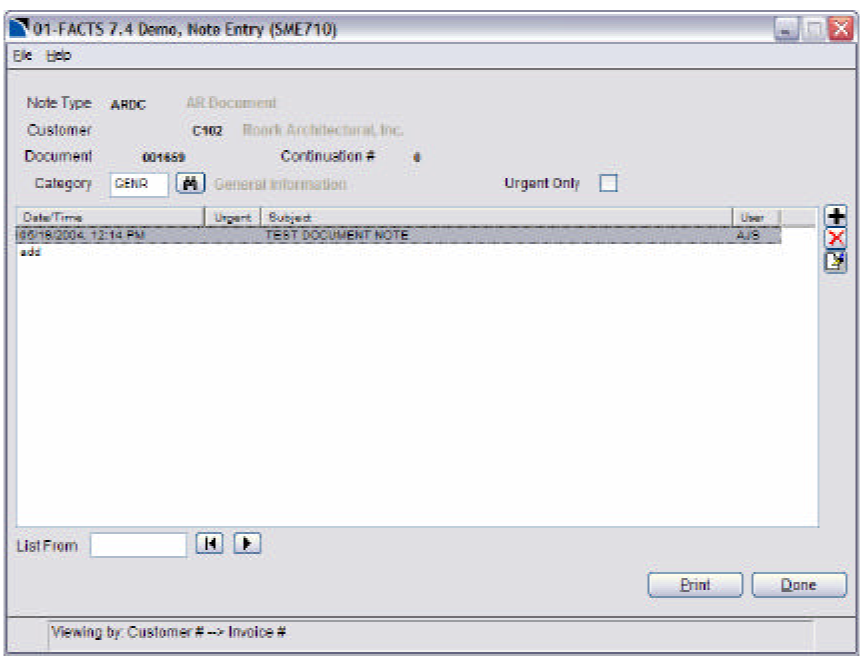
& Customer Notes

If customer notes are on file for the selected customer, the button is displayed otherwise the icon is displayed. Notes can be displayed or entered by pressing this button.



& AR Document Notes

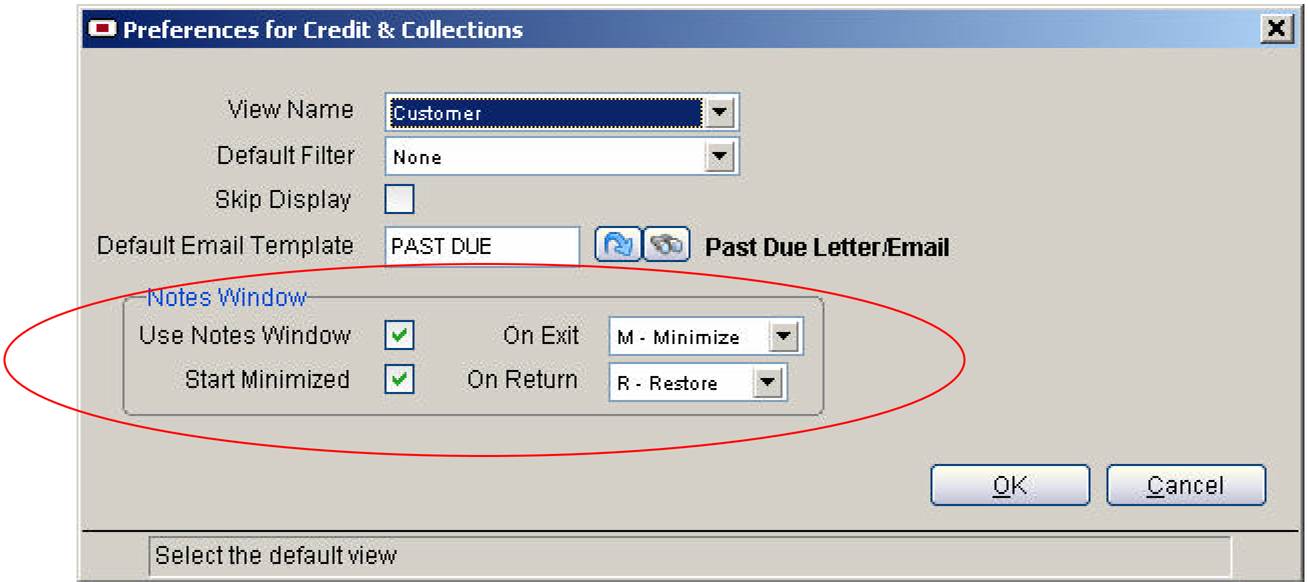
If document notes are on file for the selected document, the button displays otherwise the button is displayed. Notes can be displayed or entered by pressing this button.



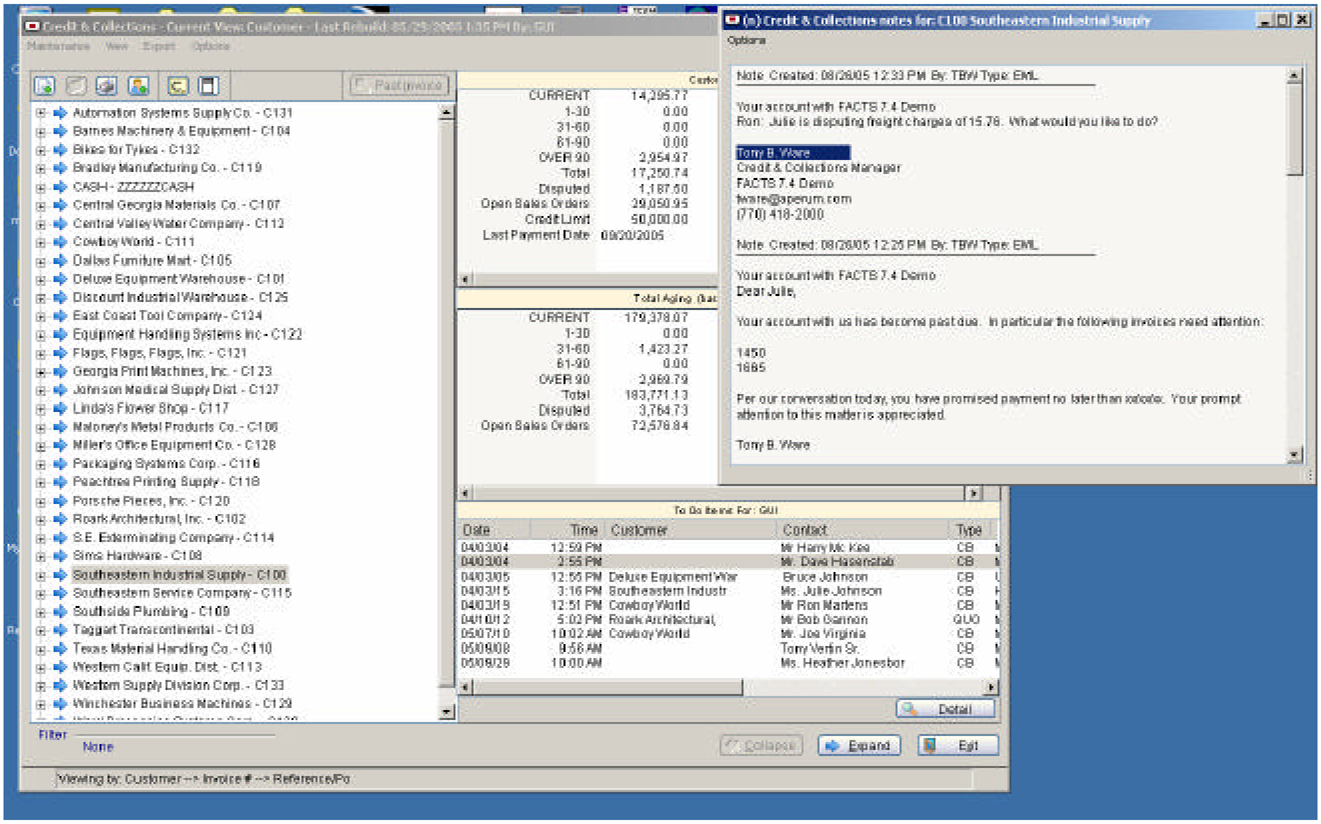
Floating Notes

In order to allow users to have access to the collections note for a customer the user can decide to use the floating notes that are available in the Credit and Collections manager. The floating notes will display all the collection notes for a customer in descending date order. The floating note window will display on top of all other windows and can be resized to fit anywhere on the work center or desktop.

The user preferences is where the floating notes can be turned on or off.

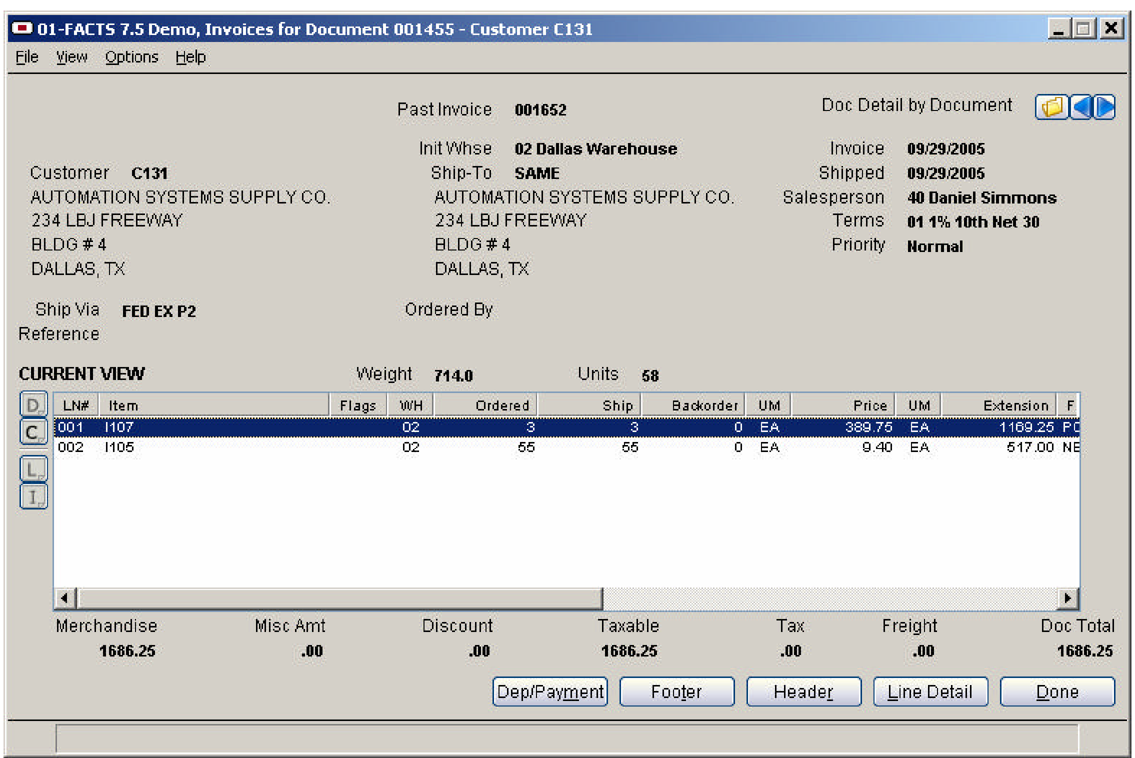


The user can also control how the floating notes window will operate when used. They can select to have the window start minimized. When exiting to another program the options are: minimize, hide, or no action. On return from another program: restore to previous state, minimize, hide, or no action.



Past Invoice

Pressing this button will run the past invoice document inquiry program based on the invoice highlighted in the tree view. If no invoice is highlighted or the invoice number field is not visible, the Past Invoice button will be disabled.



Work Center Basics Exercises

1. Log in as TBW – password ‘none’
2. Select an open To Do item from the lower right panel.
3. Drill down to the detail.
4. From the To Do screen, open the AR inquiry to see if the invoice has been paid.
5. Complete the To Do
6. Expand Southeastern Industrial Supply to the invoice level.
7. Highlight a specific invoice
8. Highlight Julie Johnson in the upper right hand panel
9. Enter a note for Julie regarding that invoice.
10. Send Julie a follow-up email regarding your conversation.
11. Send a statement to Deluxe Equipment Warehousing
12. View customer notes for Southeastern Industrial Supply
13. Add a new contact for Southeastern Industrial Supply
14. Drill down to view past invoice detail for an invoice for Southeastern Industrial Supply (note: not all invoices have history).
15. Mark any invoice as disputed and note the history record.

Menu Bar

Maintenance

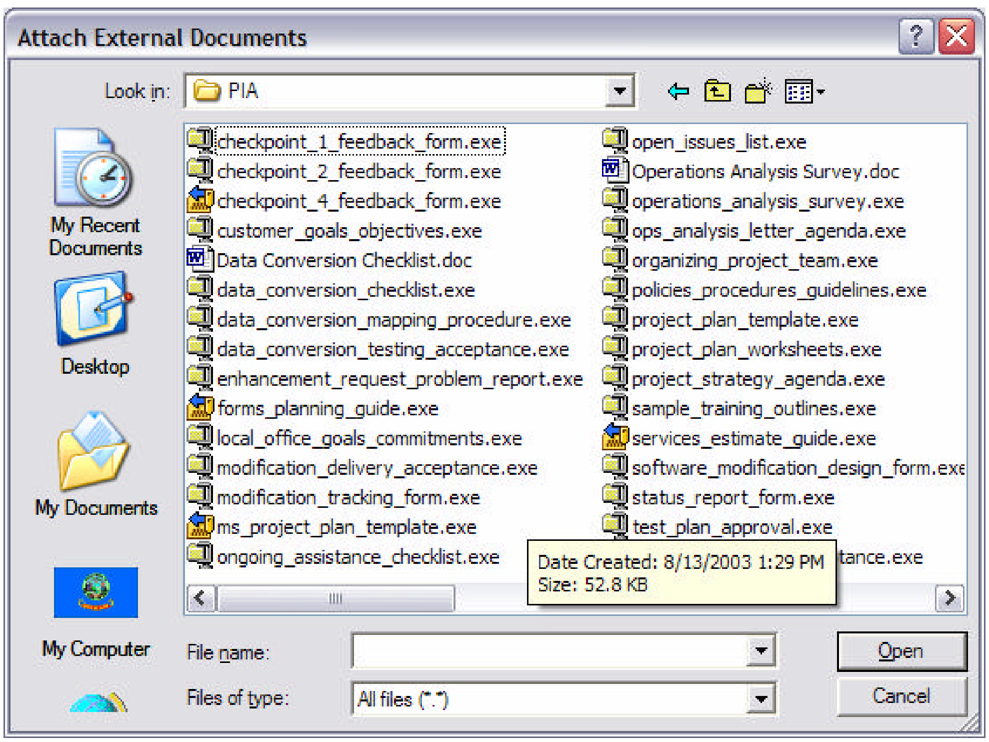
The maintenance menu has the following options:

- Customer F/M
- Edit Highlighted Invoice
- Statement Print
- New Contact
- Attach External Document
- Quit

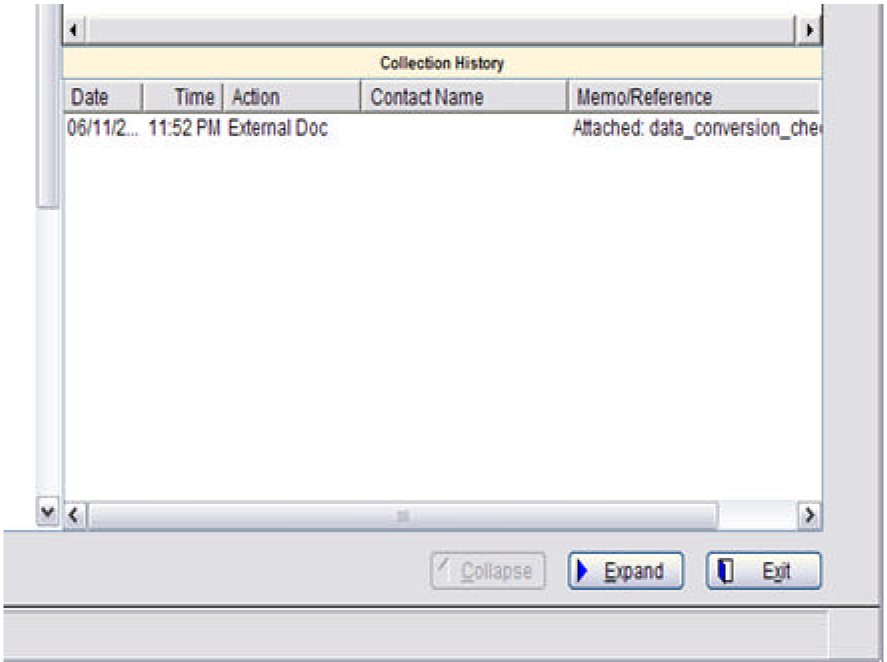
The first 4 options correspond to the first 4 buttons on the button bar. It is simply a matter of preference as to which is used.

Attach External Document

This menu option will display a file selection window. If a document is selected, a history record is created with the action code of 'External Doc' for the invoice that is highlighted. When this item is highlighted in the collections history panel, the history detail panel will display the document path.

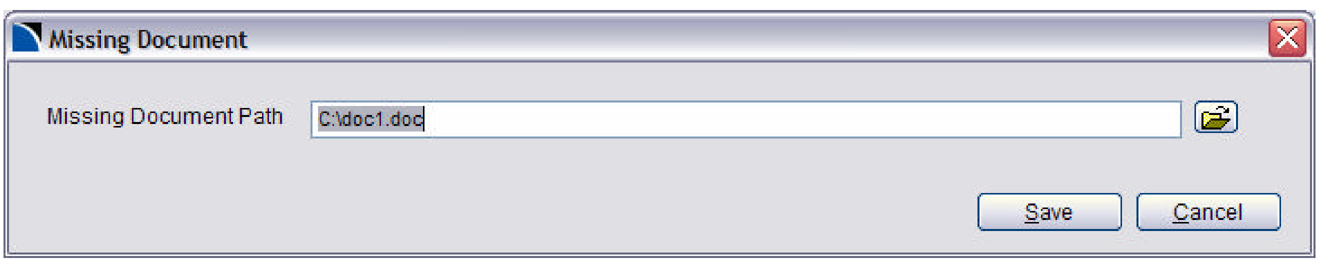


Sample of history record created:



A right click menu is available when you have an external document history record highlighted. The options are:

- Open Document – The program will attempt to open the attached document. If the document is not found, a dialog box opens prompting you for the missing document path. If the document has moved, you have the option to locate it and change the path.



- Detach Document – This option removes the document path from the invoice and creates a history record to note the action.

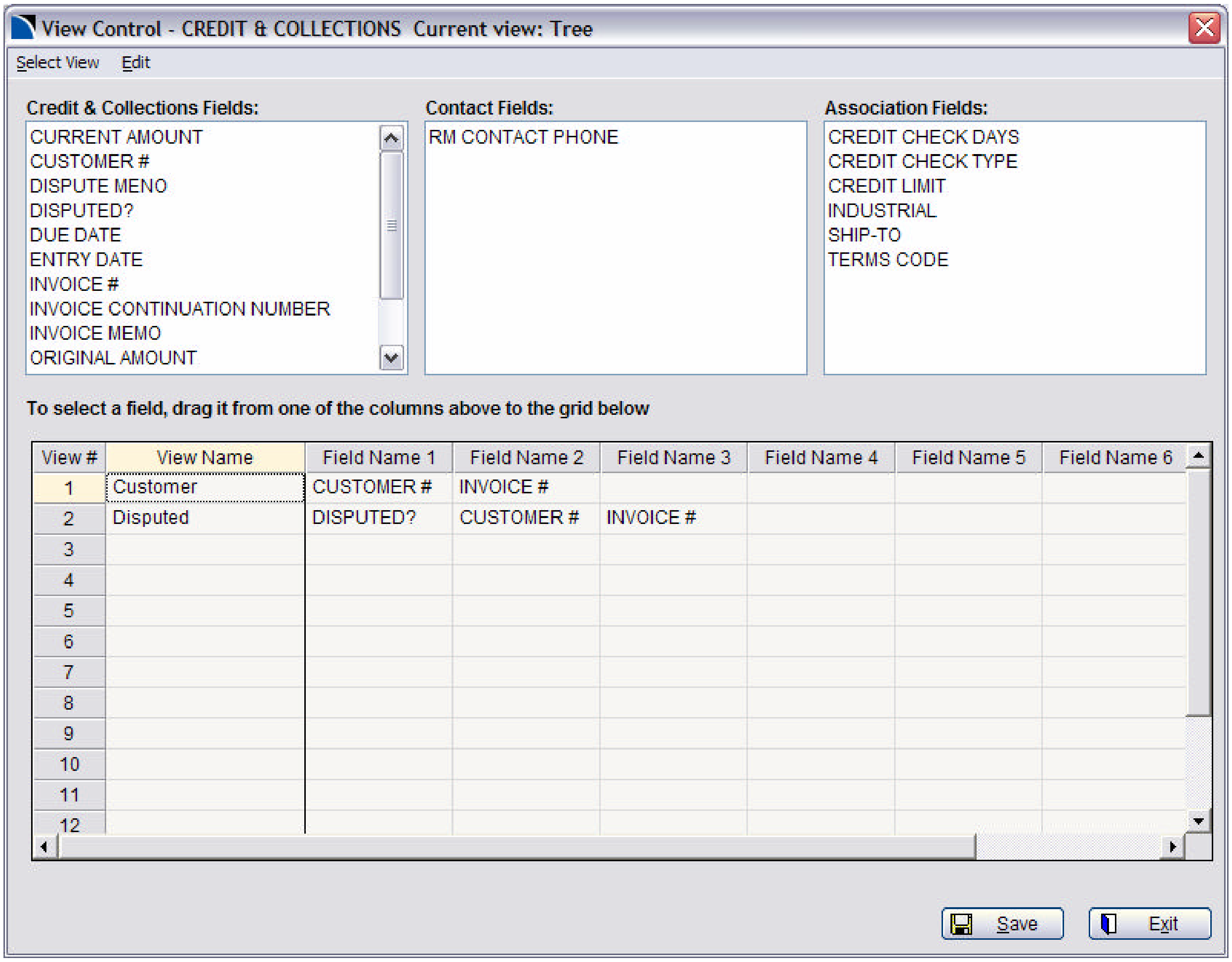
View

The view menu contains a dynamically generated list of defined views. When a view is selected, the tree view panel is redisplayed using the selected view. Please refer to the Configure Views menu section for a detailed discussion of how views are created. The standard views delivered with the software are:

- View by Customer
- View by Disputed
- View by Branch
- View by Amount
- View by Salesperson

Options

Configure Views



The view that an end user will maintain the most frequently is the tree view panel. This is the panel where you can choose the data you wish to display, and the order in which you wish to display it. This is the default view to edit when you select configure views. These views are system wide. You may have up to 15 views each with 6 data fields.

Grid Entry

View Name Column – View description for the row of fields. These are entered by clicking into the cell to edit

Field Names – Previously defined fields that are dragged from any one of the 3 columns on top and dropped onto the grid

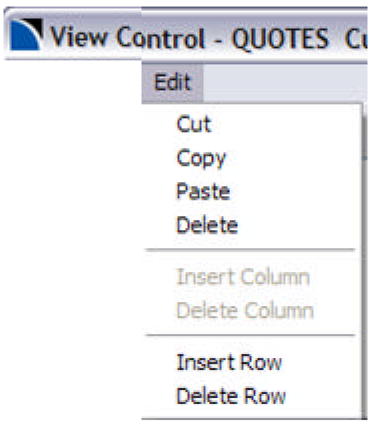
Menu

Select View

The Select View menu is built dynamically based on security and the work center you are in. The only view you may maintain from Credit & Collections is the tree view. The Select View menu is not active in this application.

Edit

The edit function allows you to insert rows or columns as appropriate. Position your cursor, where you wish and select the insert row.



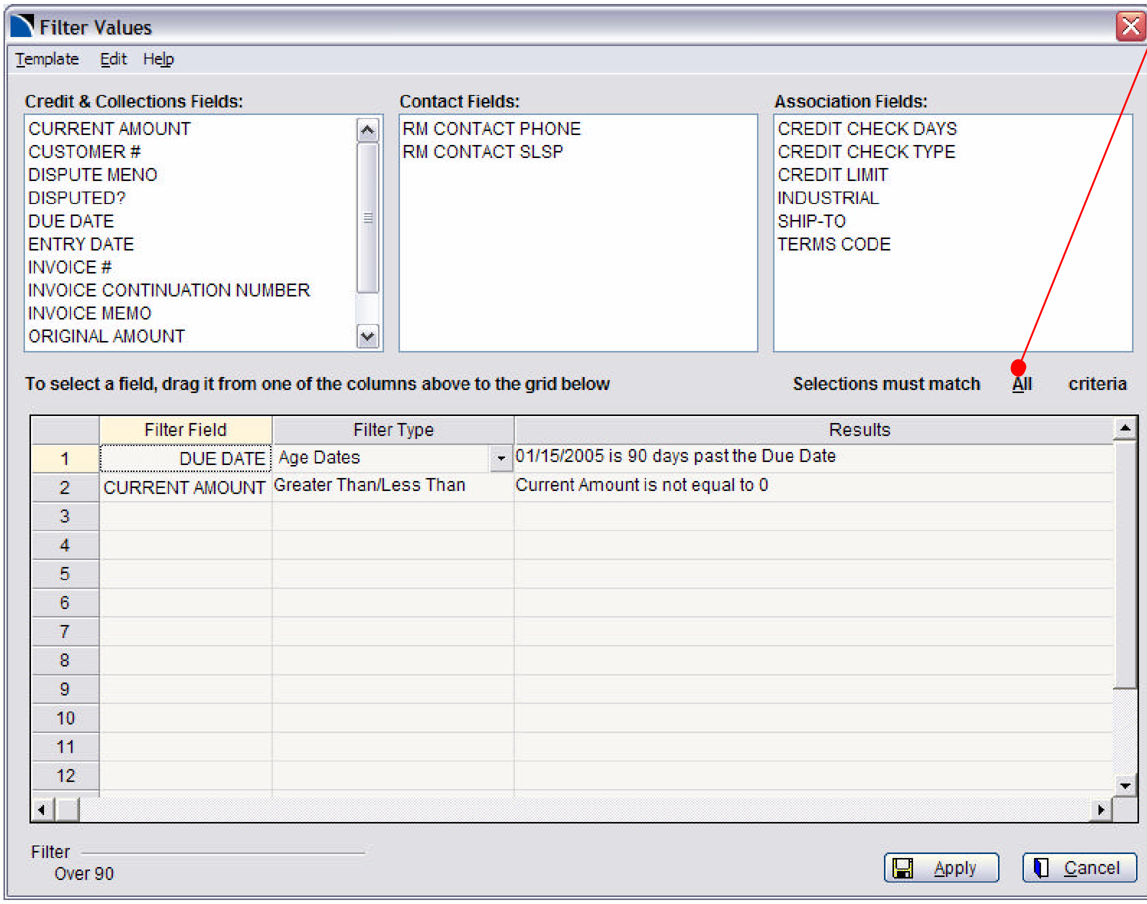
Filters

Filters allow you to limit the data that appears in your tree view. You can perform multiple level filters. All filter set-ups can be defined as templates to select as you wish.

Following is a sample filter that displays only invoices that are greater than 0 and are 90 days old.

Any/All Selection

A button is available to allow a toggle of 'any' or 'all' options when you have multiple levels in your filters.

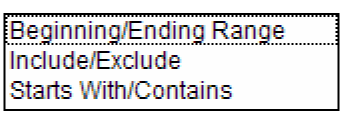


For multiple level filters select any or all

Filtering options will depend on the type of data field you have selected, text, numeric, or date.

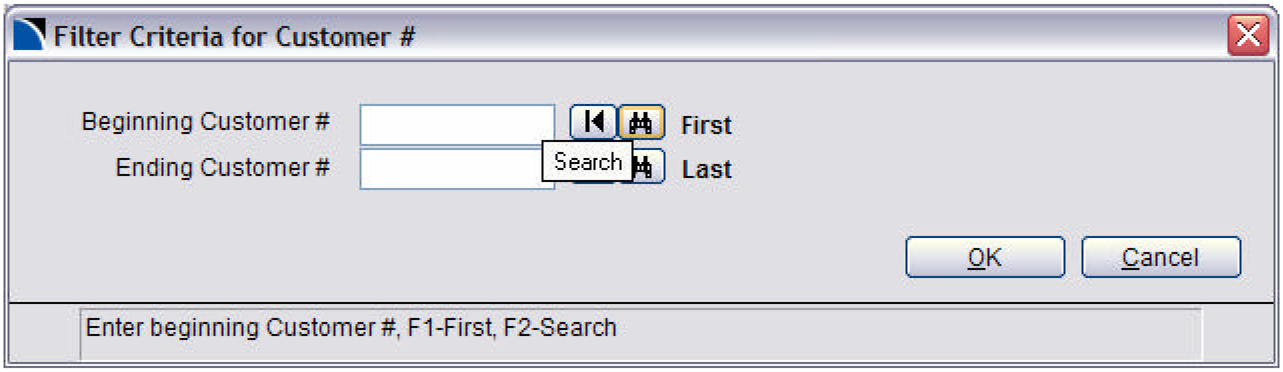
Text – File Maintained Field Filters

When you select a field that exists in another Facts file maintenance i.e., customer number, you will get the following:

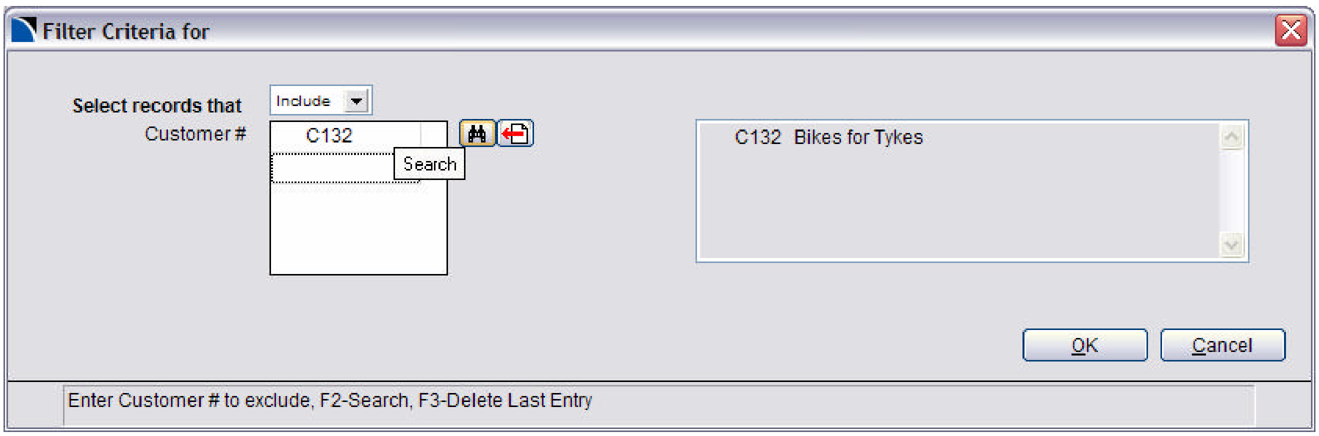


Beginning Ending Range:

If this is an existing field in another facts file, i.e., customer number search options will be available.



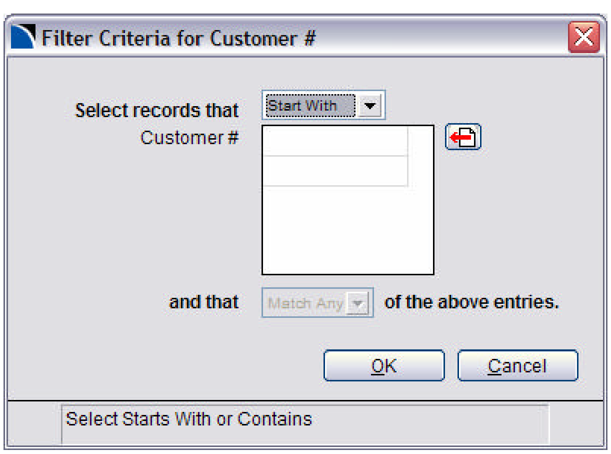
Include/Exclude



Select either the include option or the exclude option and list specific records in the box below. Selections are listed in the right hand panel.

Starts With/Contains:

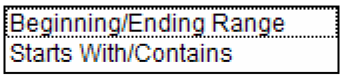
Select whether your filter will be based on the field starting with specific characters, or whether the entire field contains a string of characters.



Any/All Selection is only available when you select the 'contains' option. This identifies whether the filter will use an 'and' or an 'or' when selecting data.

Text Field Filters

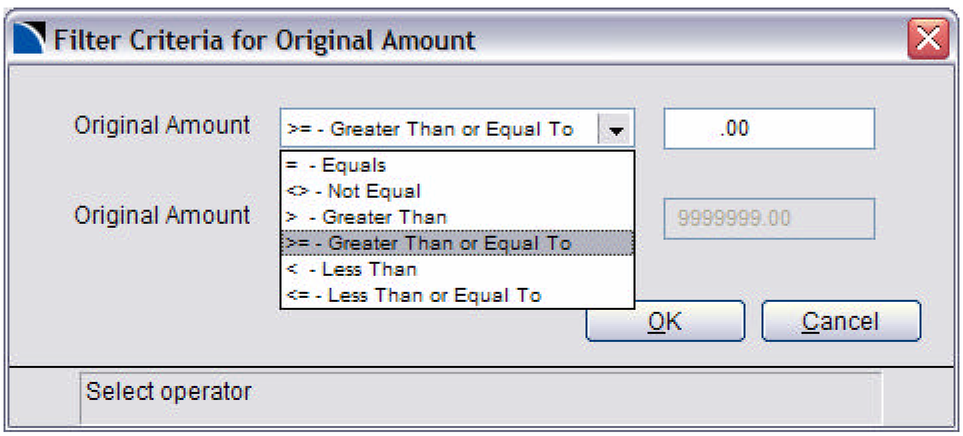
Text fields that are not available in other Facts file maintenances, give you these options. Searches are not available.



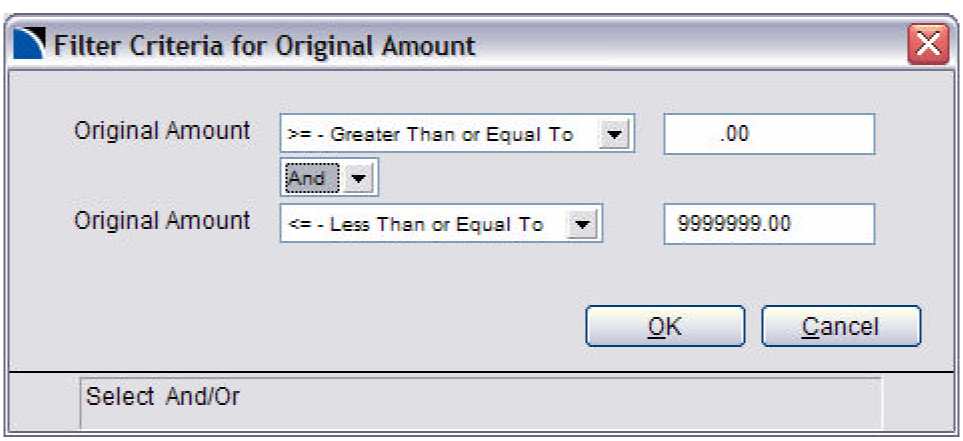
Details covered above.

Numeric Field

When working with numeric fields, you can select one of the following:



You can then select an 'and' or an 'or' function to execute multiple layers.

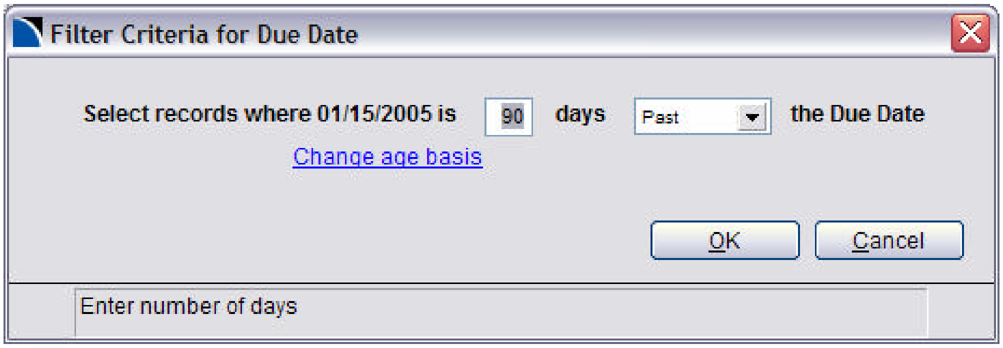


Dates

This process allows you to age date fields from Facts. The system will default to using today's date as the basis for the aging. You can enter a numbers of days and then specify whether you want 'past' or 'prior to' a specific fields in Facts.

Example:

1. All invoices that are 90 days old:



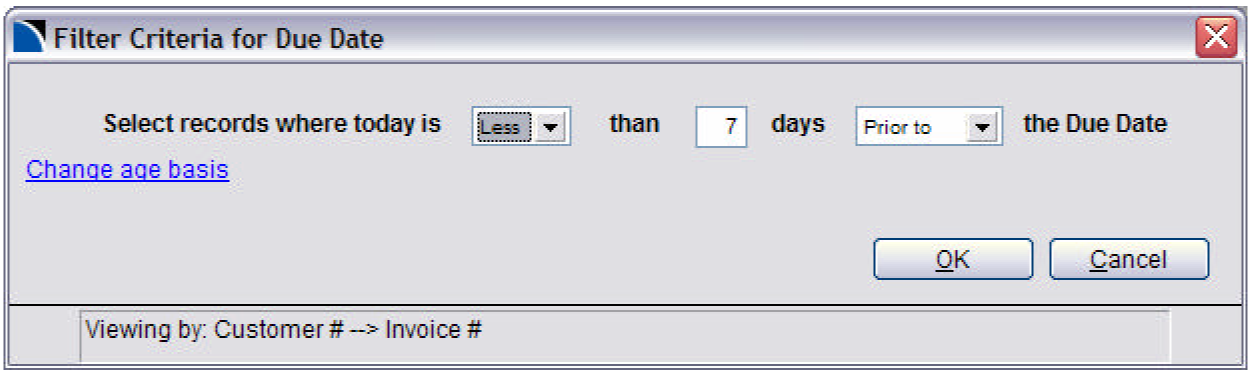
Change Age Basis

This allows you to change the date that is used for aging the dates. It defaults to the system date. The first icon on the screen is a calendar function

The second icon defaults to the system date.

2. Show me all customers that have purchased anything in the last 30 days (based on the date last sale field)

3. Show me all invoices that are going to be past due in 7 days or less.



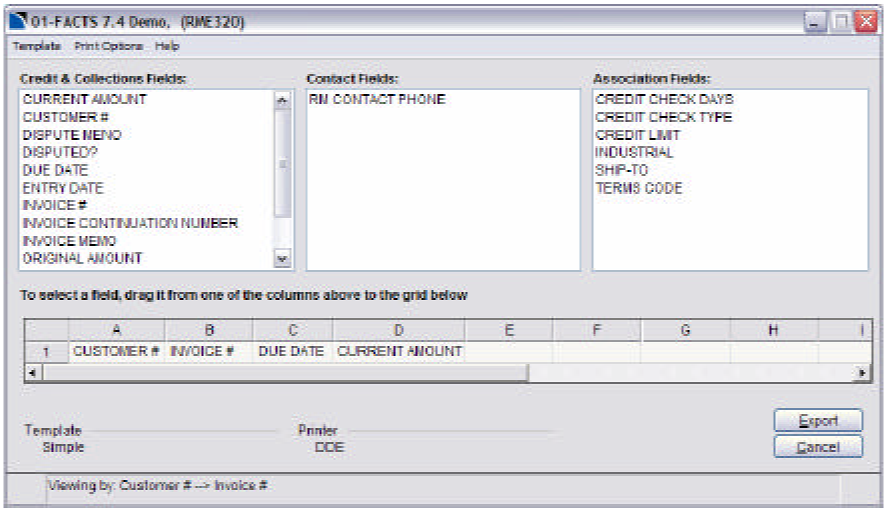
Any/All Selection is only available when you select the ‘contains’ option. This identifies whether the filter will use an and or an or when selecting data.

Views & Filters Exercises

1. Create a new view based on High Balance including the following
    a. High Balance
    b. Customer
    c. Invoice Number
    d. Amount
2. Create a filter that only lists customers C103 & C110
3. Create a filter that shows you where the date last sale is over 30 days ago.
4. Create a filter that only shows invoices with negative amounts
5. Create a filter that shows any invoice over 43 days that is over $500

Export

The export menu is displayed if the user has the proper security. The security is set by query. When the export option is selected, the following screen is displayed. See security for more details. Exports will follow and utilize any filter you currently have applied.



Export Templates

The templates allow you to define multiple export options and configurations at a system level and a user level. The template and print options functionality is identical to the report template and options and will not be discussed in detail here.

Printer Selection Note – The standard export to Excel printer is DDE. When this printer is selected, Excel will be opened and the contents of the tree view will be exported. If you choose any other printer, the data will be printed in a tab delimited format.

Export Exercises

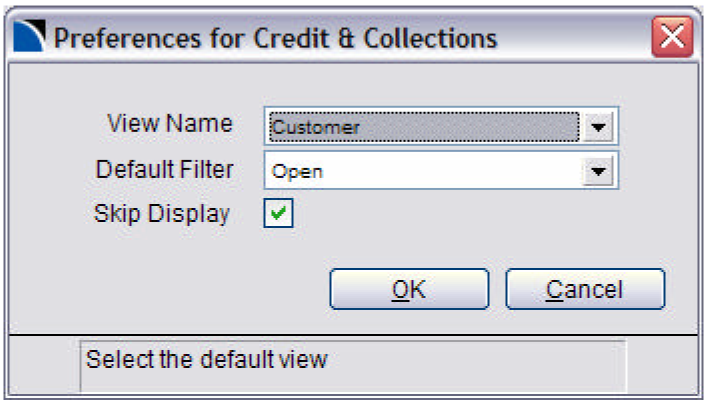
1. Create an export that lists the following:
    a. Customer
    b. Invoice
    c. High Balance
    d. Credit Limit
    e. Date Last Sale
2. Save the export
3. Export only invoices that are over 90 days old

Refresh Data

While you are in a work center, data can be changing from other sources within Facts or within the work center itself. For example, while you are working in Credit & Collections, someone may be utilizing cash receipts and applying cash to open invoices. The refresh data option allows you to go out and refresh the work center with current Facts data. Another example would be if you marked an invoice as disputed; it will not display that way until you refresh the data.

User Preferences

Each user can define preferences for some basic defaults.



View Name: Enter the default view name you wish to load when starting the Credit & Collections Work Center.

Default Filter: Select the filter template you wish to use as your default when starting the Credit & Collections Work Center.

Skip Display: If this option is selected the filter window will not display when you start the Credit & Collections Work Center. If it is turned off, the filter window will display first allowing you to maintain or select a different filter when you access the program from the menu. This option is only applicable if you have a default filter selected.

Synchronization

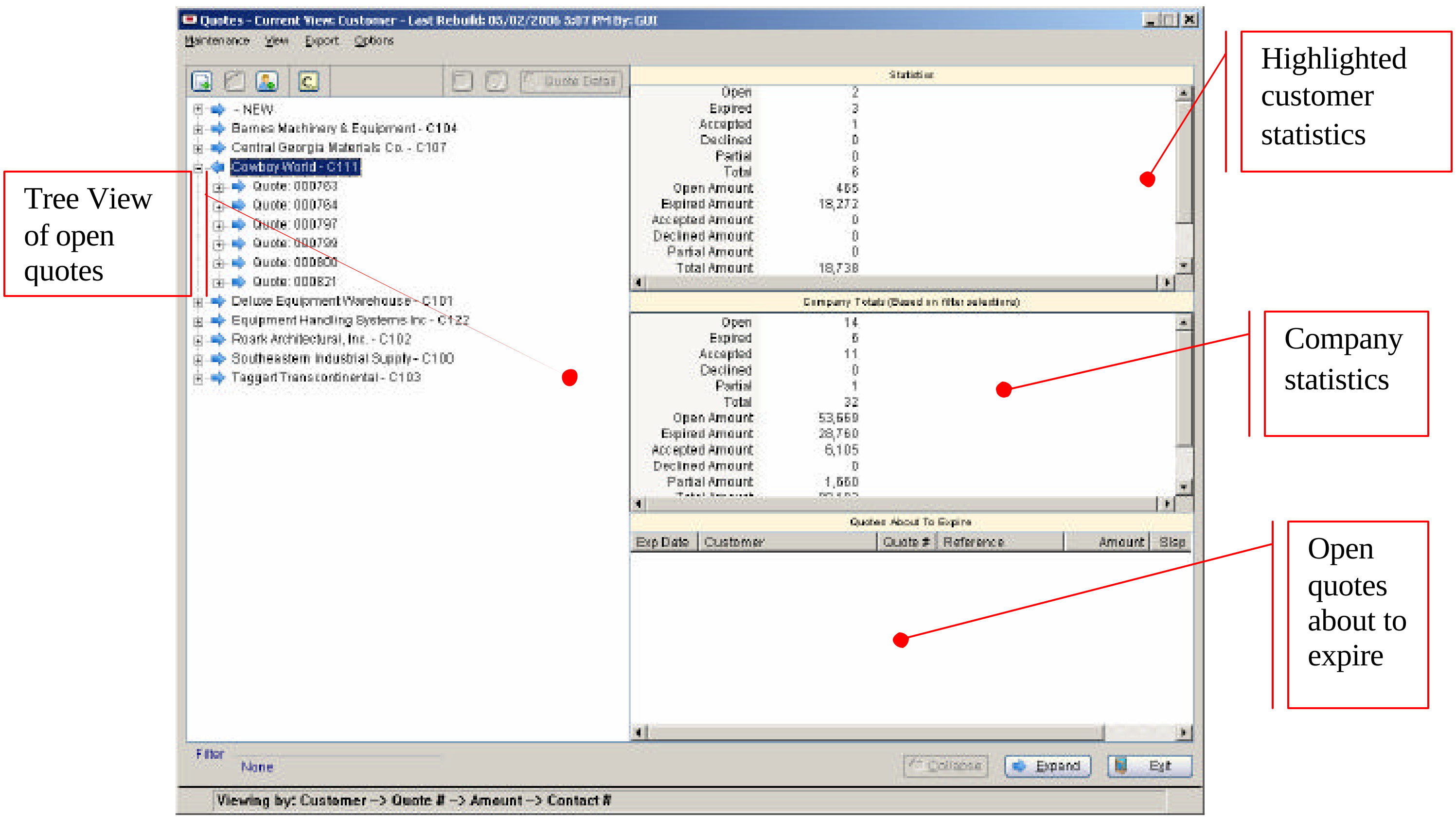
Just like other areas in RM the standard Facts synchronization feature is available. You can synchronize the Credit & Collections work center to the RM contact inquiry, AR customer inquiry and/or the SO Customer inquiry.

Miscellaneous Work Center Exercises

1. Mark an invoice as disputed.
2. Select the disputed invoice view.
3. Note the document doesn’t show up there
4. Refresh the data
5. Select the disputed invoice view.
6. Note it now appears
7. Change your user preferences to default to the over 90 filter and the disputed invoice view
8. Start another session and synchronize the AR customer inquiry

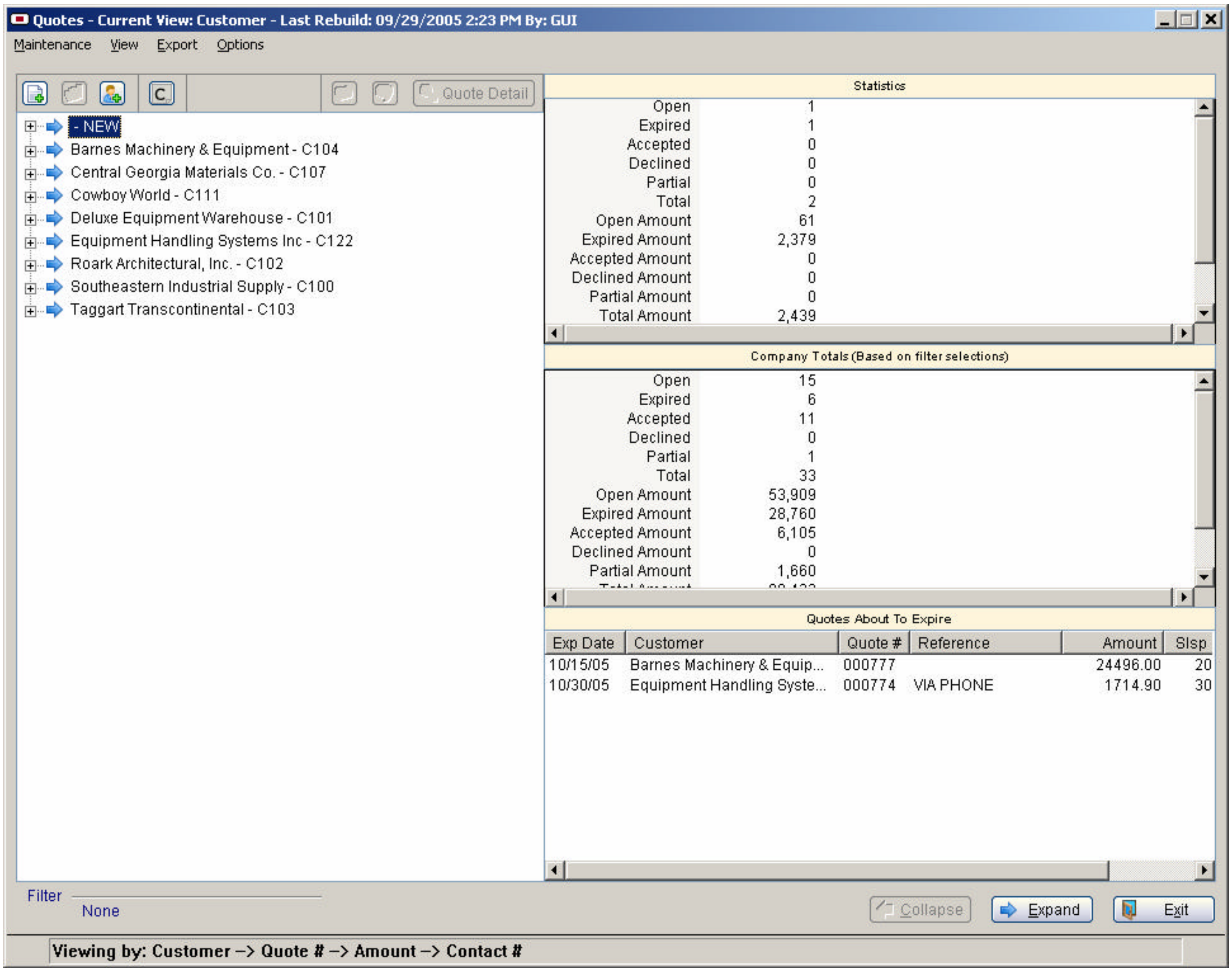
Quotes Work Center

The quotes work center gives you a tool to track all quotes, assign them a status and follow up or report on any of the quotes or options. All of the same functionality and capabilities that exist in Credit & Collections apply here. We will only cover the differences.



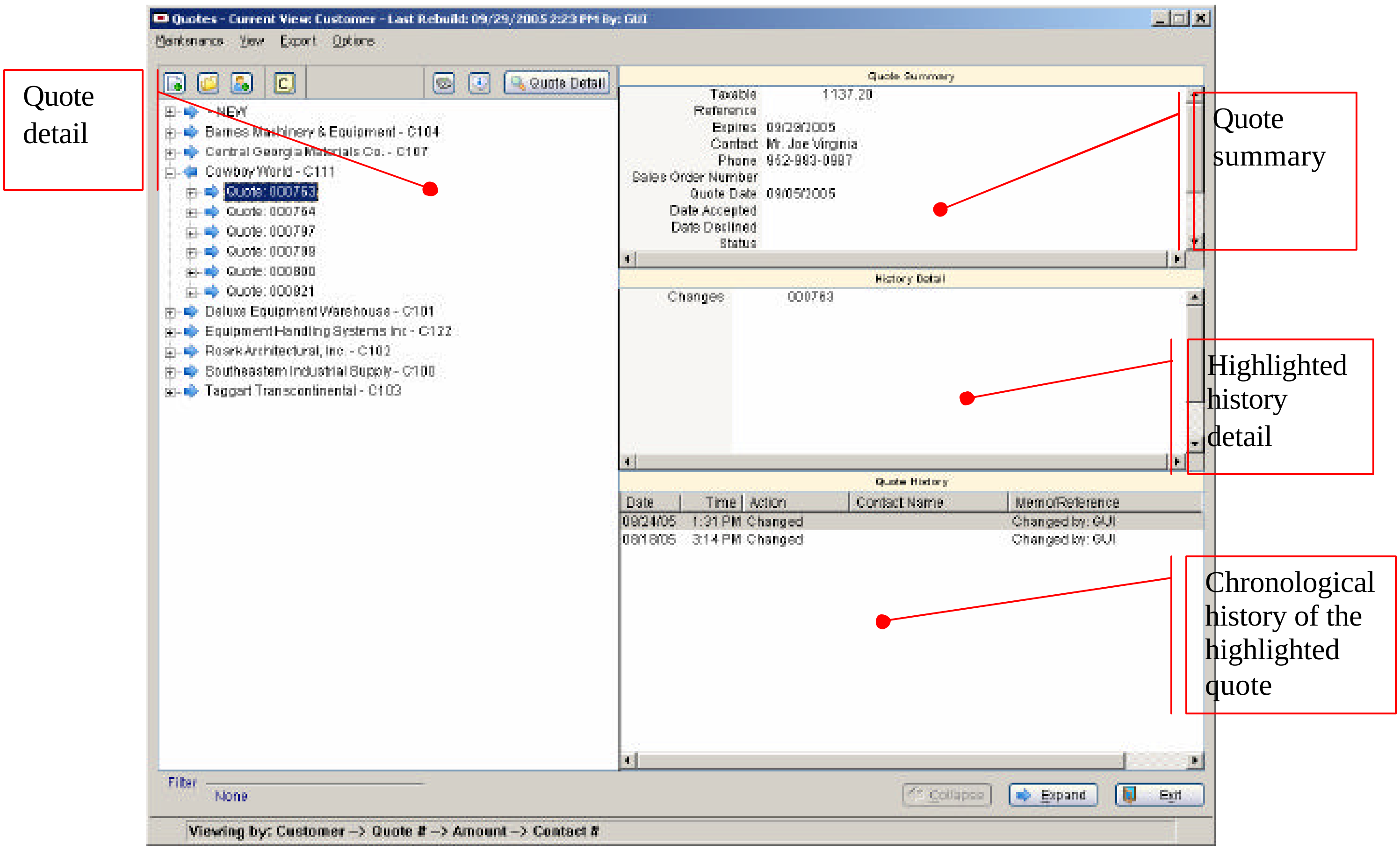
Open Quotes About to Expire

The bottom right hand panel displays all open quotes about to expire. By highlighting a quote record and doing a right click a detail button becomes available and allows you to maintain or access an inquiry for the highlighted quote.



Detail Panels

When you are in the customer view, highlight and expand a customer record down to the quote detail the summary panels change to detail panels. You must have a quote record highlighted.



Quote History

This functions the same as Credit & Collections, see that section for more detail.

Quote Summary

This panel is user definable and lists details about the quote. See configure views for more information.

History Detail

This functions the same as Credit & Collections, see that section for more detail.

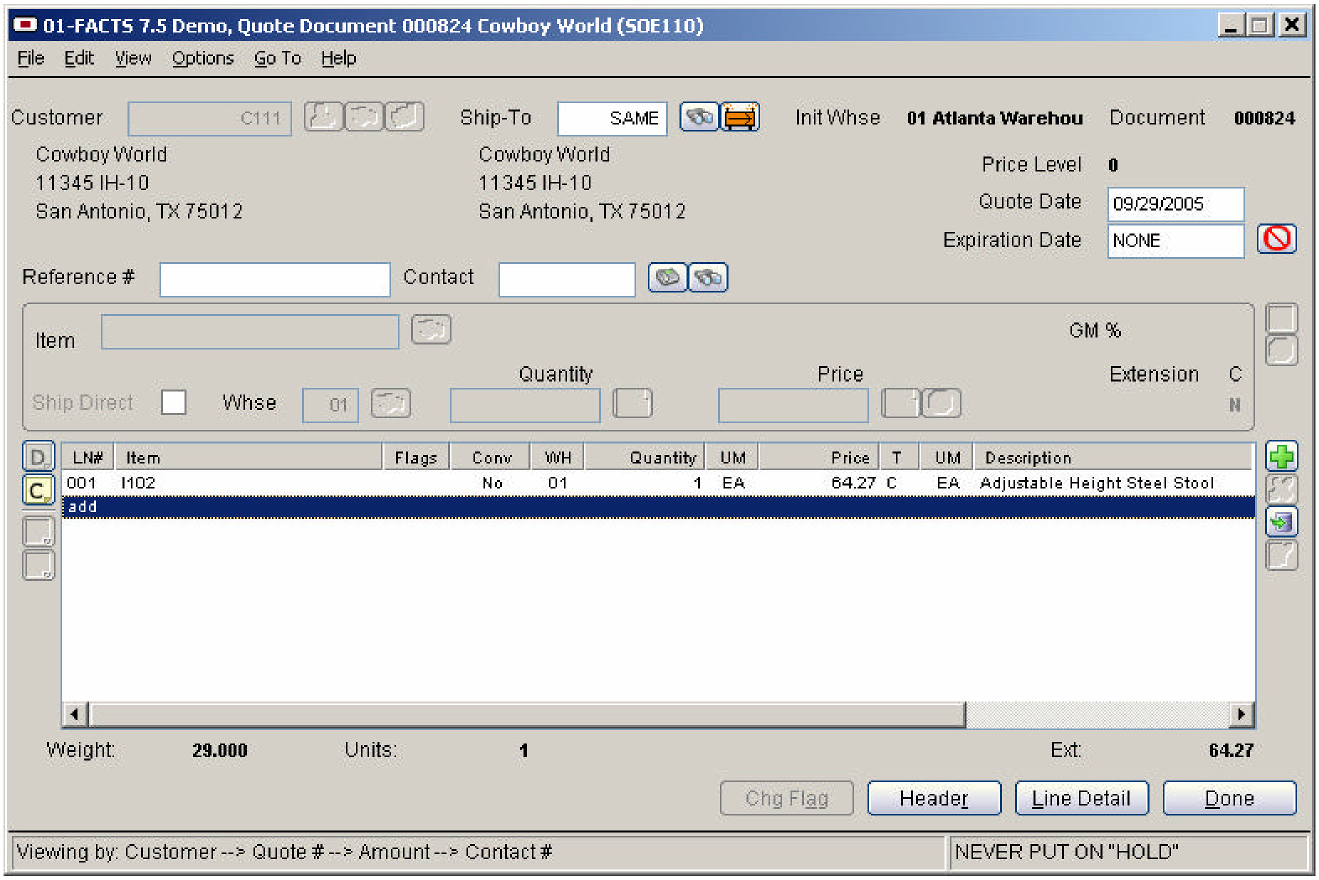
Right Click Menus

This functions the same as Credit & Collections, see that section for more detail.

Button Bar

New Quote

Pressing this button will execute the quote entry program allowing you to create a new quote for the customer or prospect you have highlighted. Make sure you select a contact and have your quote entry options set up to prompt for the RM contact.



Edit Document.

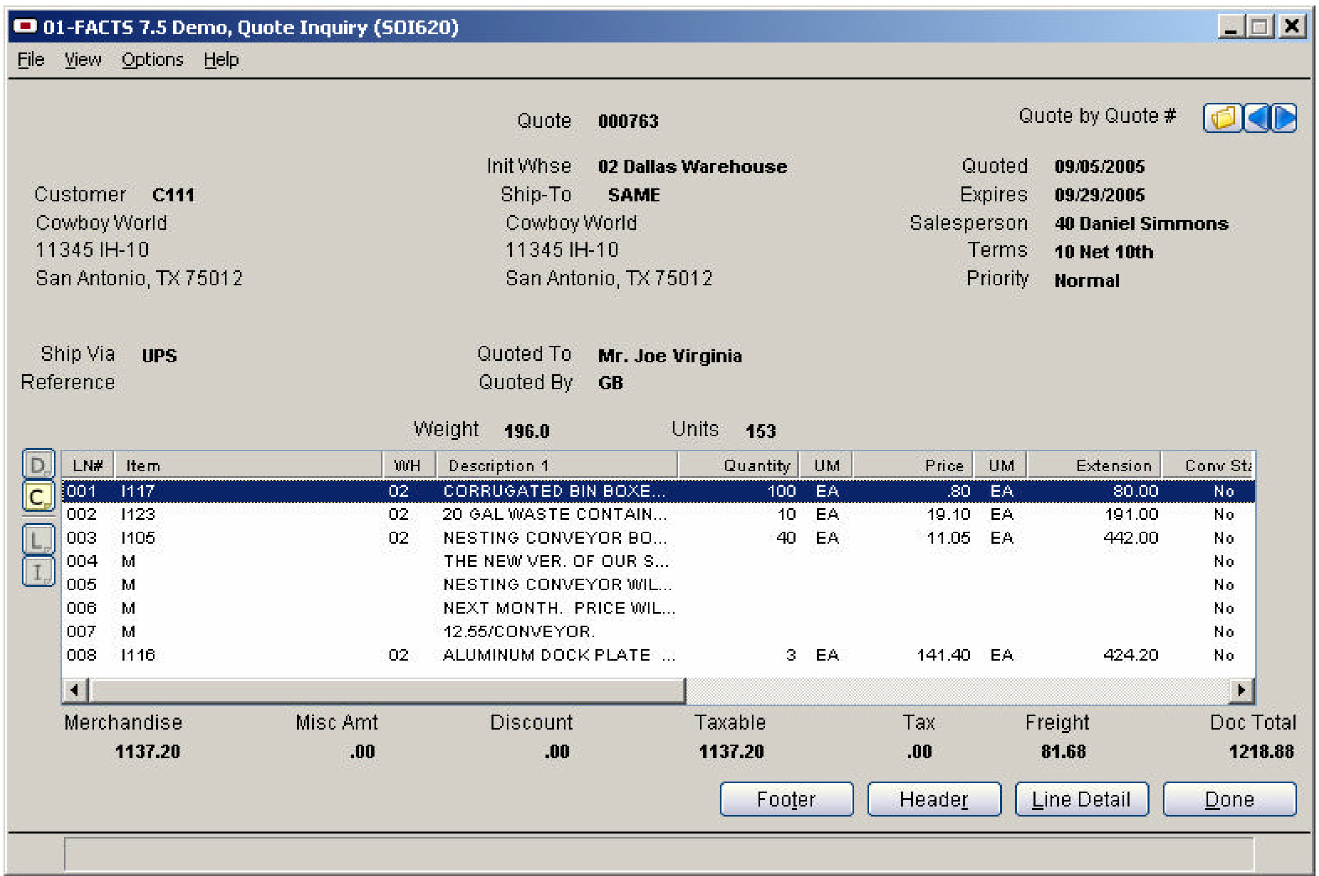
Pressing this button will allow you to edit a quote based on the quote highlighted in the tree view. If no quote is highlighted or the invoice number field is not visible, the Edit Document button will be disabled. Again, standard Facts security will apply here.

C & C Customer Notes

This functions the same as Credit & Collections. Please see that section for more detail.

Quote Detail Quote Detail

Pressing this button will run the quote document inquiry program based on the quote highlighted in the tree view. If no quote is highlighted or the quote number field is not visible, the Quote Detail button will be disabled.



Menu Bar

Maintenance

See Credit & Collections

Attach External Document

See Credit & Collections

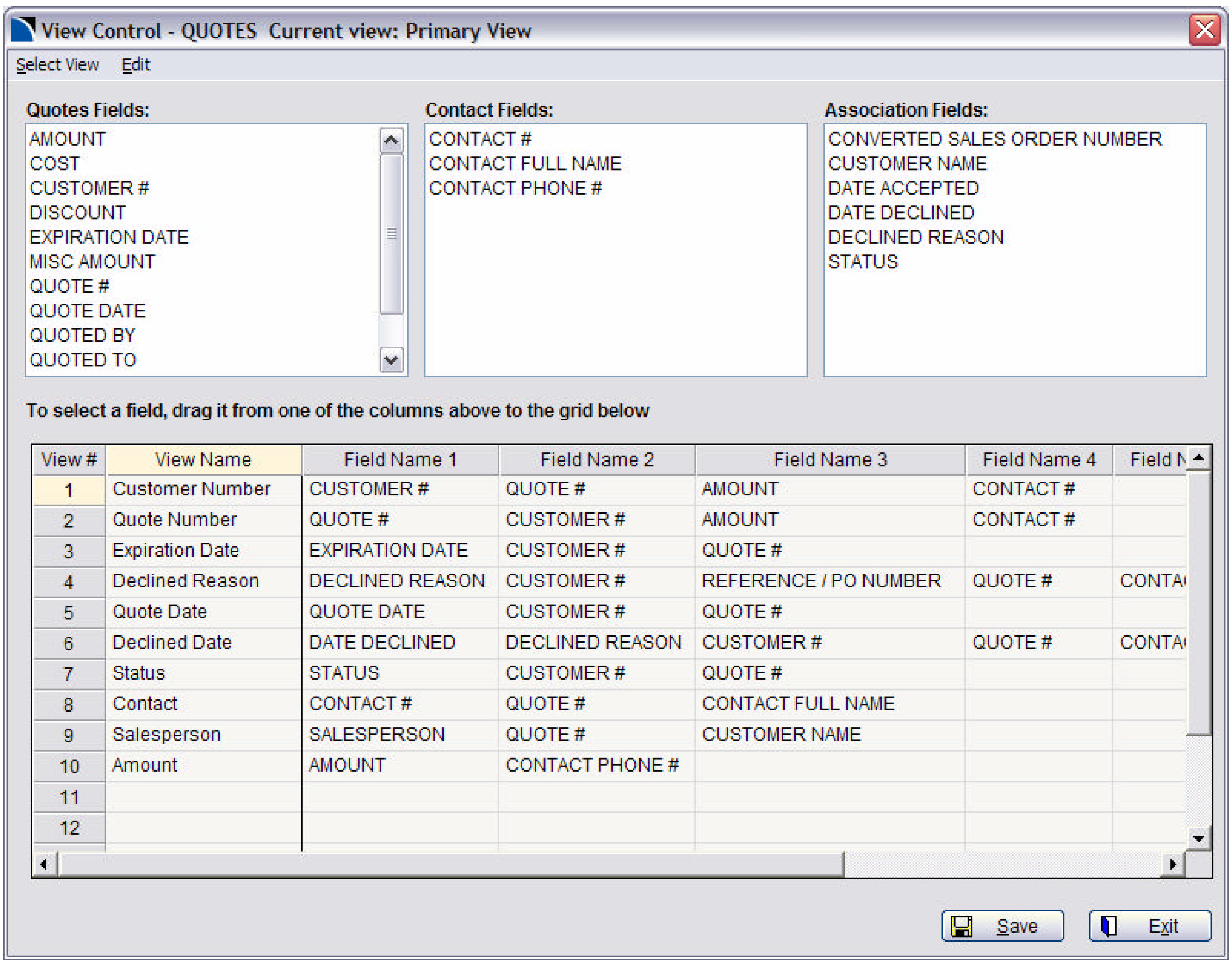
View

The view menu contains a dynamically generated list of defined views. When a view is selected, the tree view panel is redisplayed using the selected view. Please refer to the Configure Views menu section for a detailed discussion of how views are created. The standard views delivered with the software are:

- View by Customer
- View by Quote Number
- View by Expiration Date
- View by Salesperson
- View by Status (See new features below)

Options

Configure Views



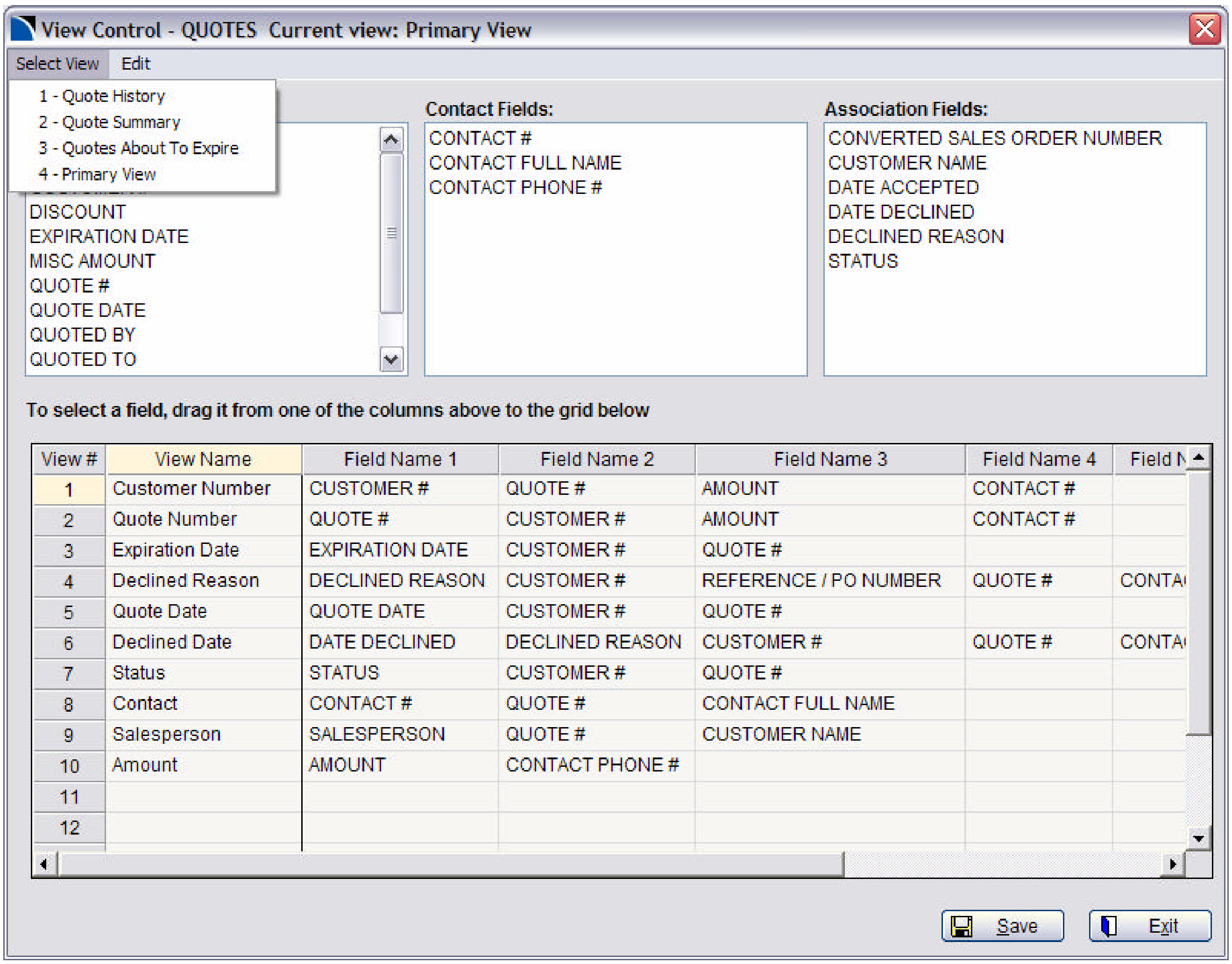
The view that an end user will maintain the most frequently is the tree view panel. This is the panel where you can choose the data you wish to display, and the order in which you wish to display it. This is the default view to edit when you select configure views. These views are system wide. You may have up to 15 views each with 6 data fields.

See Credit & Collections for more detail.

Menu

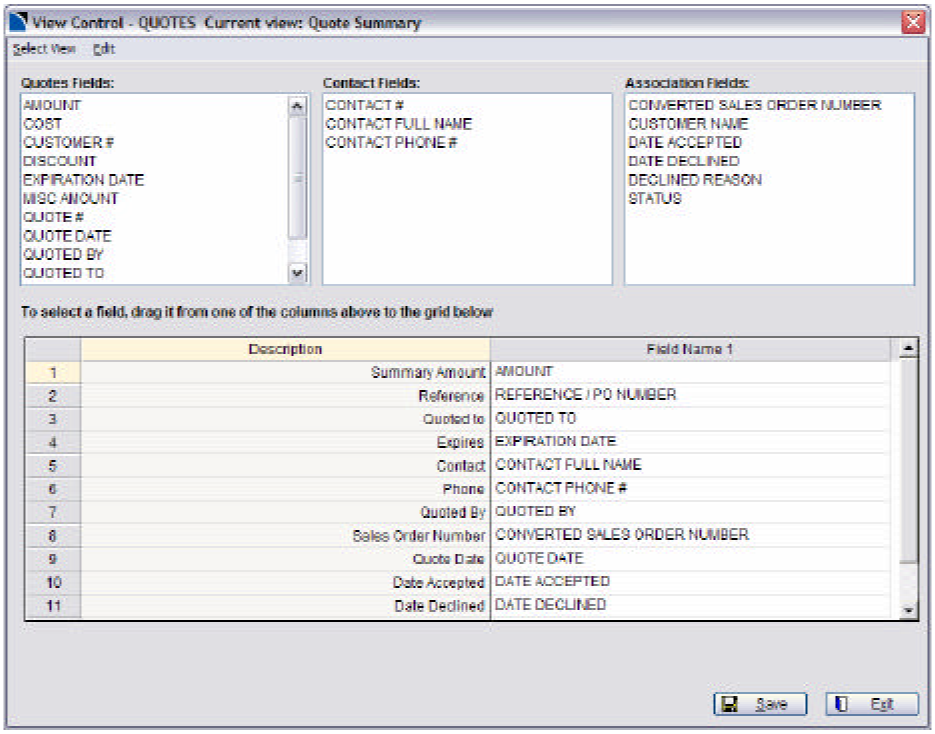
Select View

The Select View menu is built dynamically based on security and the work center you are in. Some of the summary or detail panels on the right are easily configured by the user. Only the panels that can be changed will show in the menu. This is set in the User Code Additional Info F/M on the RM infrequent file maintenances menu. In addition, the user must have menu security which is set up in the View Header F/M.



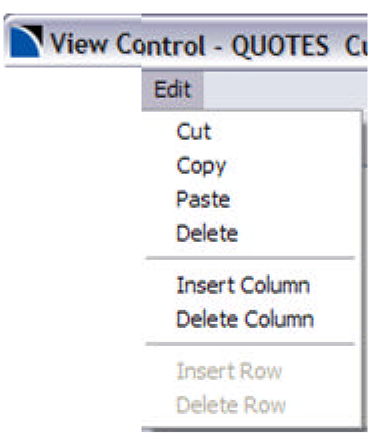
Quote Summary

This view can be maintained

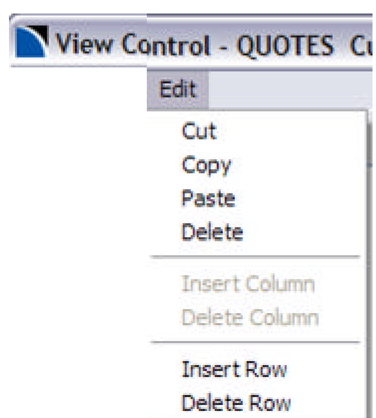


Edit

The edit function allows you to insert rows or columns as appropriate. Position your cursor, where you wish and select the insert row or a column depending on the view you have selected. The appropriate selections are available.



The edit menus will change based on the type of view. On the left is the edit menu for list views and on the right for grid and tree views.

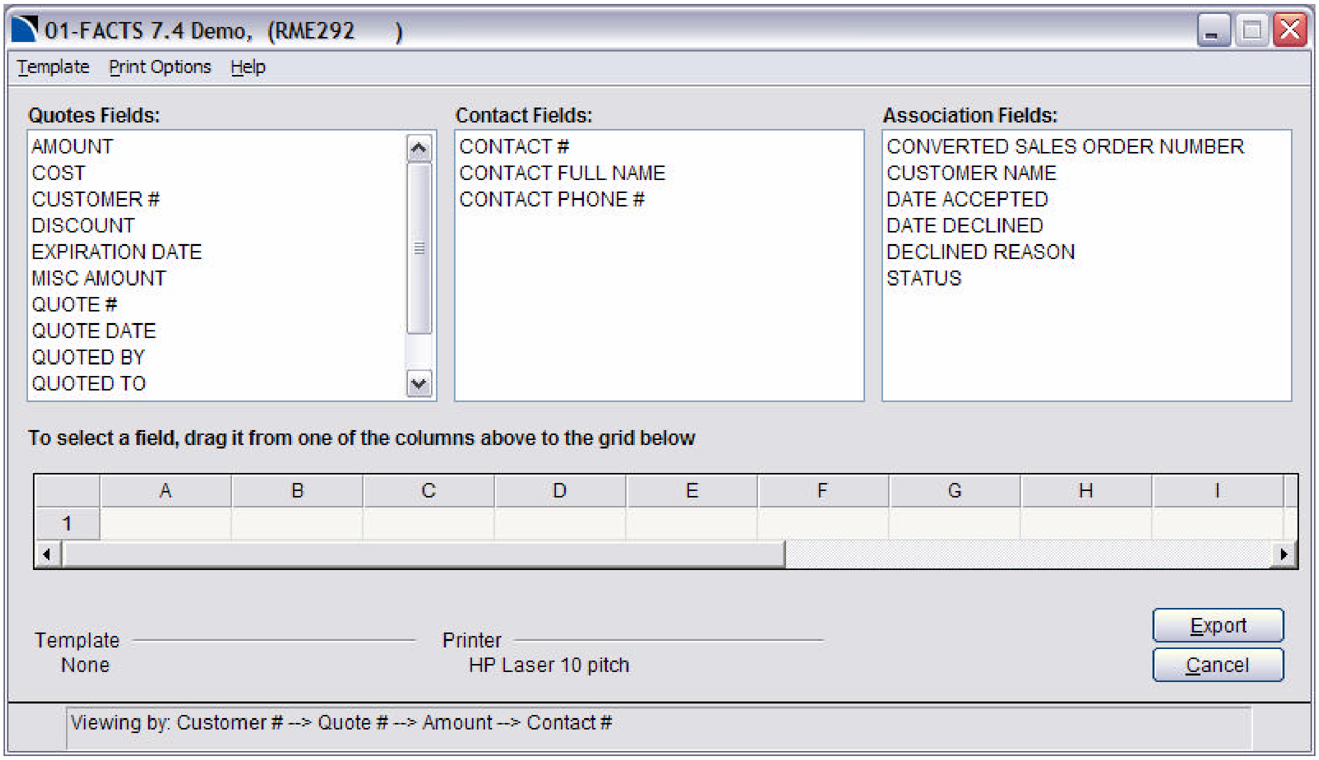


Filters

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Export

The export menu is displayed if the user has the proper security. The security is set by query. When the export option is selected, the following screen is displayed. See security for more details. The export will utilize any filter you have currently have selected.



Export Templates

See Credit & Collections

Printer Selection Note – See Credit & Collections

Refresh Data

This functions the same as Credit & Collections. See Credit & Collections for more detail.

User Preferences

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Synchronization

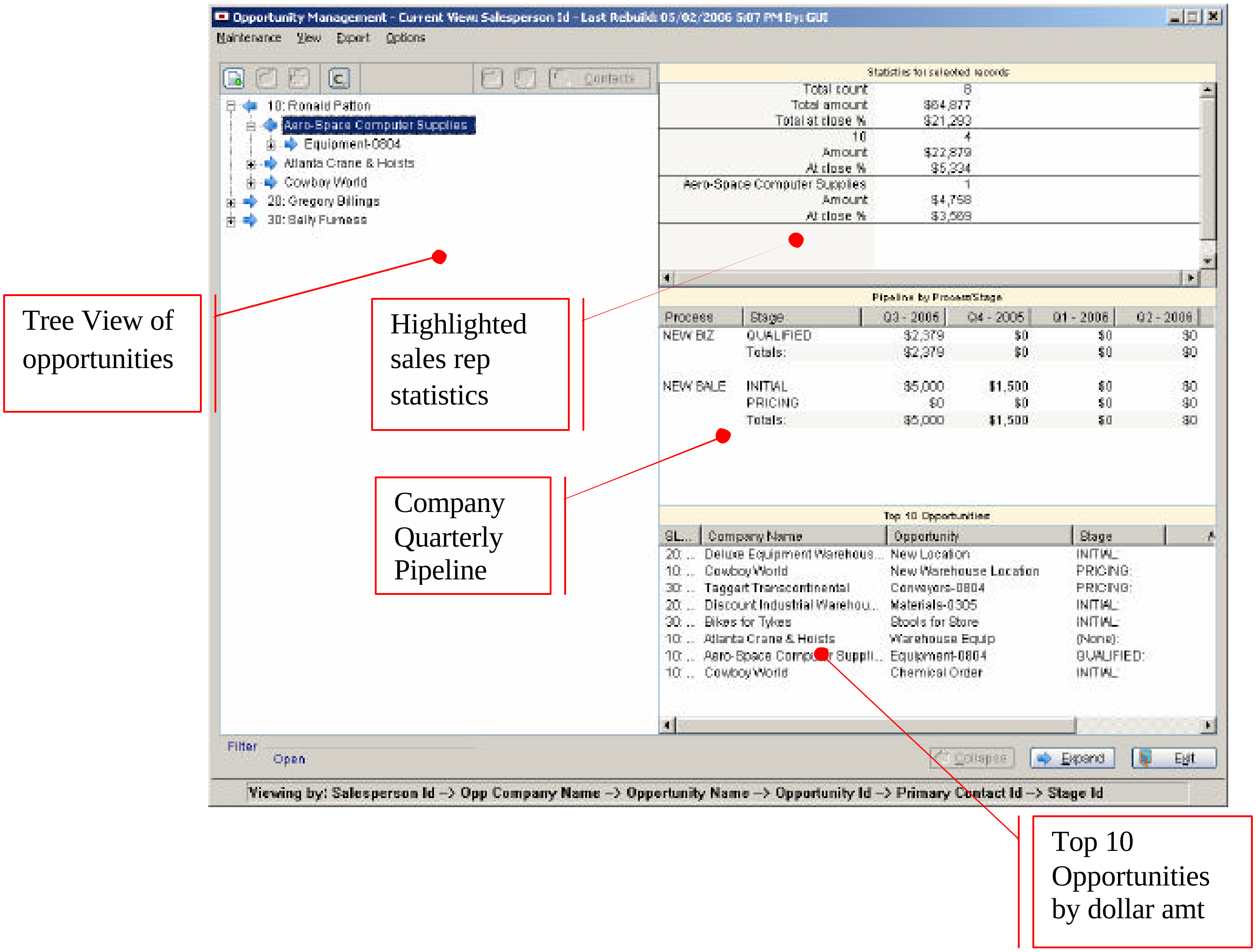
This functions the same as Credit & Collections. See Credit & Collections for more detail.

Quote Work Center Exercises

1. Enter a new quote for any customer
2. Enter a to do to follow up on the quote
3. Select a view by status
4. Change any open quote to declined
5. Refresh the data
6. Drill down into quote 763 for Cowboy World detail
7. Edit quote 763 and add a line item
8. Right click on any quote about to expire and change the expiration date out 3 weeks
9. Add a new contact for Deluxe Equipment
10. Attach an external document to quote 763
11. Add a note about a conversation on quote 763
12. Look up all open orders for Cowboy World
13. Create a filter to display all sold quotes
14. Create an export of all declined quotes

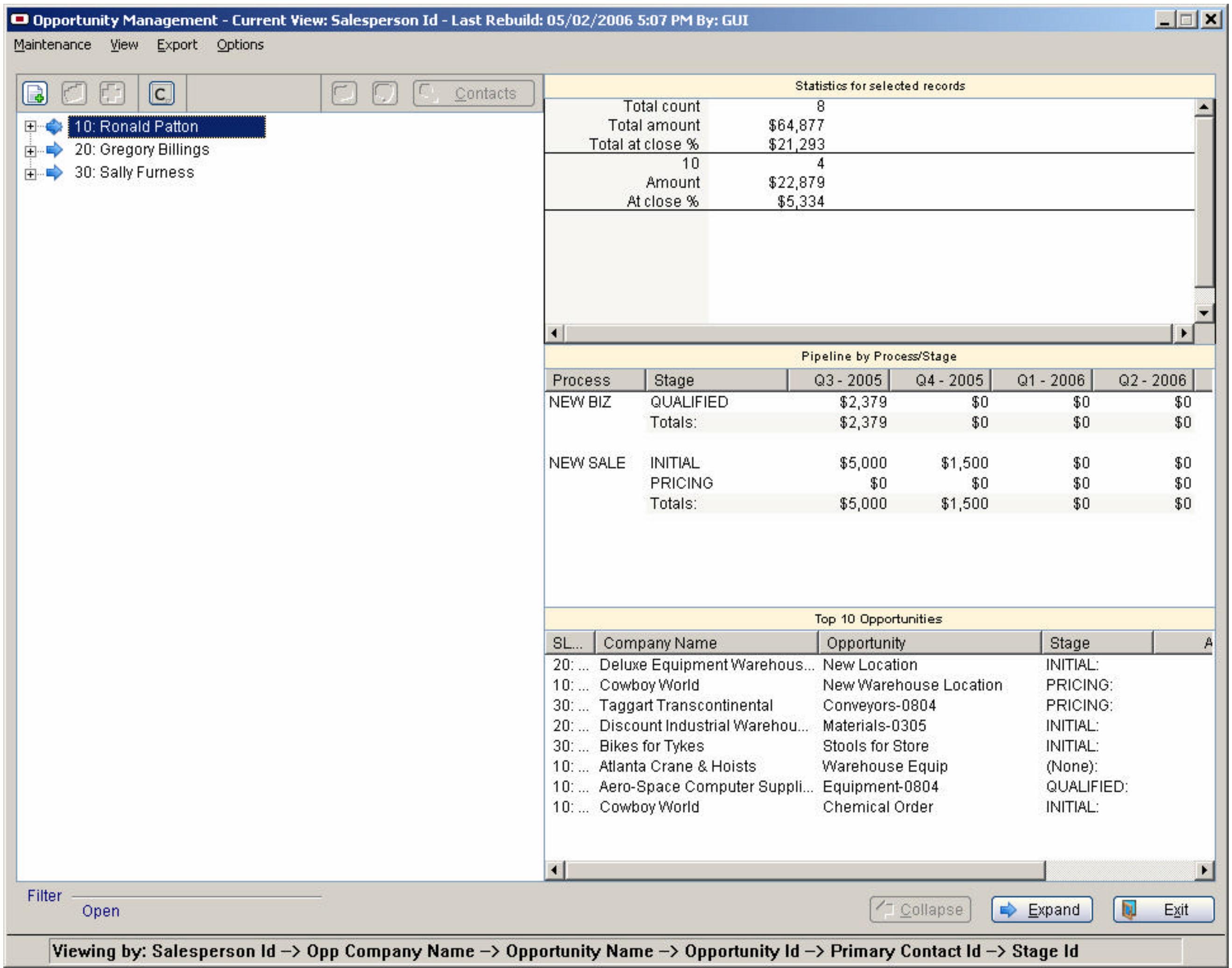
Opportunity Manager

The opportunity manager is a tool that allows you to record specific sales opportunities with user definable details about the opportunity. It also provides for user definable win/loss data. It incorporates the process flow to facilitate pipeline forecasting based on a documented sales process.



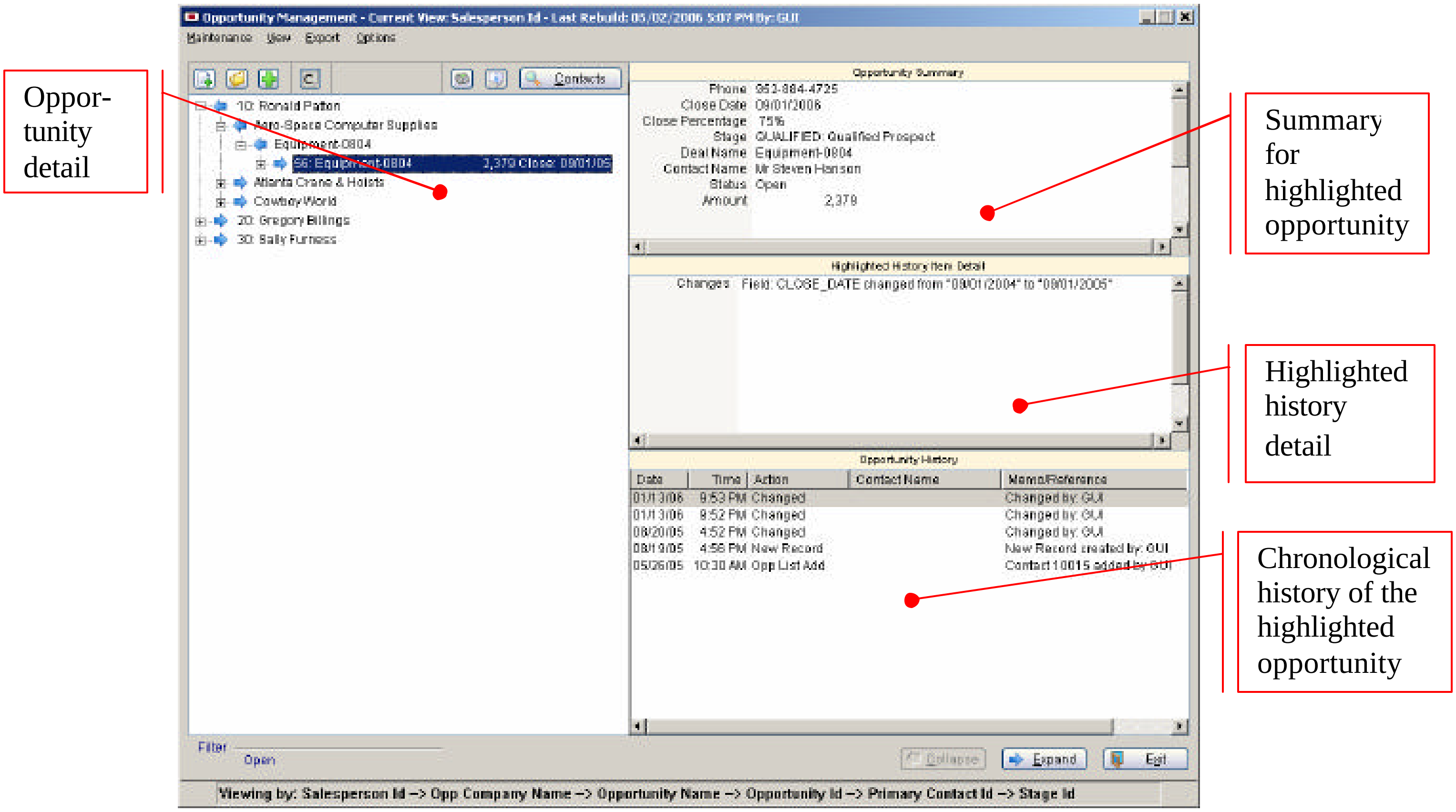
Top 10 Opportunities

The bottom right hand panel displays the top 10 opportunities for the company. By highlighting the opportunity and pressing a right click, you can edit the opportunity.



Detail Panels

When you are in the salesperson view, highlight and expand a salesperson record down to the opportunity detail the summary panels change to detail panels. You must have an opportunity record highlighted.



Opportunity Summary

The top right panel displays summary information from the Opportunity file maintenance.

Opportunity History

This functions the same as Credit & Collections. See Credit & Collections for more details.

History Detail

This functions the same as Credit & Collections. See Credit & Collections for more details.

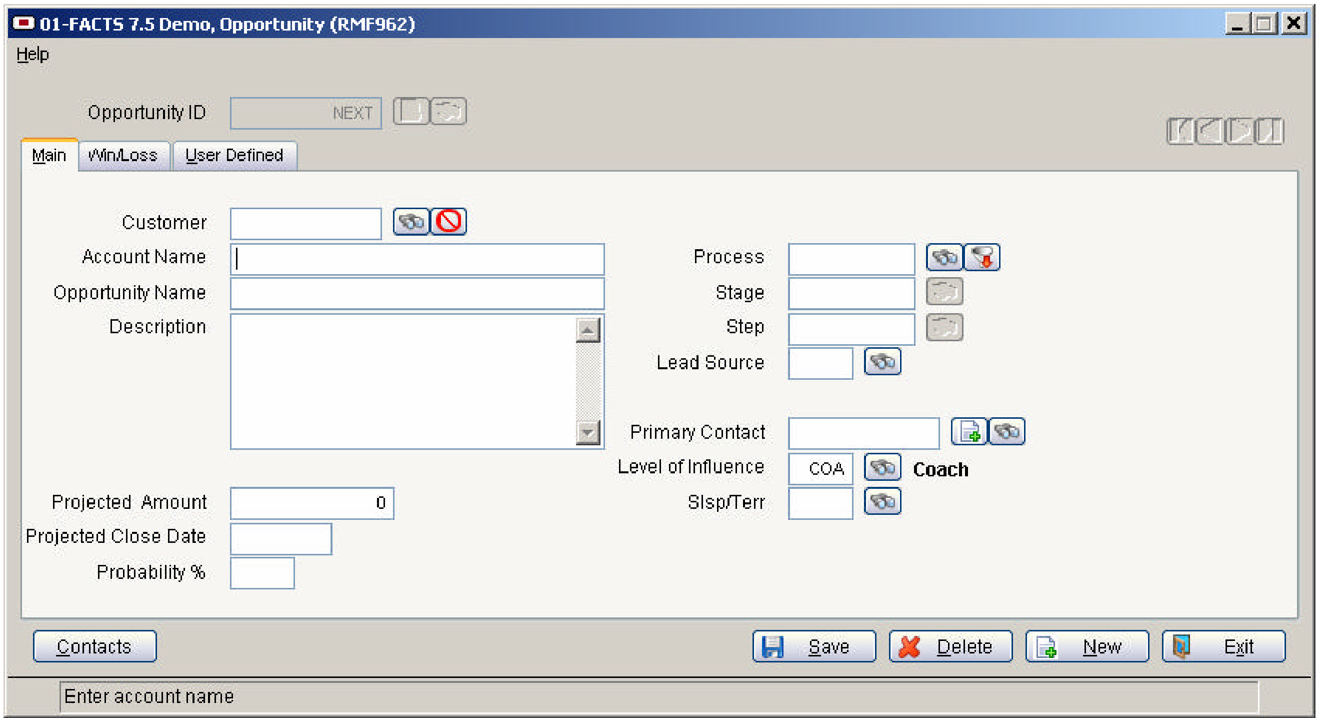
Right Click Menus

This functions the same as Credit & Collections. See Credit & Collections for more details.

Button Bar


New Opportunity

Pressing this button will run the Opportunity F/M program



Customer

An opportunity optionally, may be associated with an existing customer. Search is available.

Account Name

If the opportunity is not associated with a customer, you can give it a specific account name.

Opportunity Name

Name of the specific opportunity

Description

Enter a free form text description of the opportunity. Include as many details as you would like.

Amount

Enter the total dollar amount of the opportunity. This is a mandatory field.

Close Date

Enter the projected close date for forecasting.

Probability %

Enter the projected probability percentage for forecasting.

Process/Stage/Step

Enter the appropriate process/stage/step. This is optional but is used for forecasting.

Lead Source

Enter the lead source, from the RM lead source file maintenance. This is a mandatory field.

Primary Contact

Enter the primary contact from RM associated with this opportunity. A search is available. This is a mandatory field.

Level of Influence

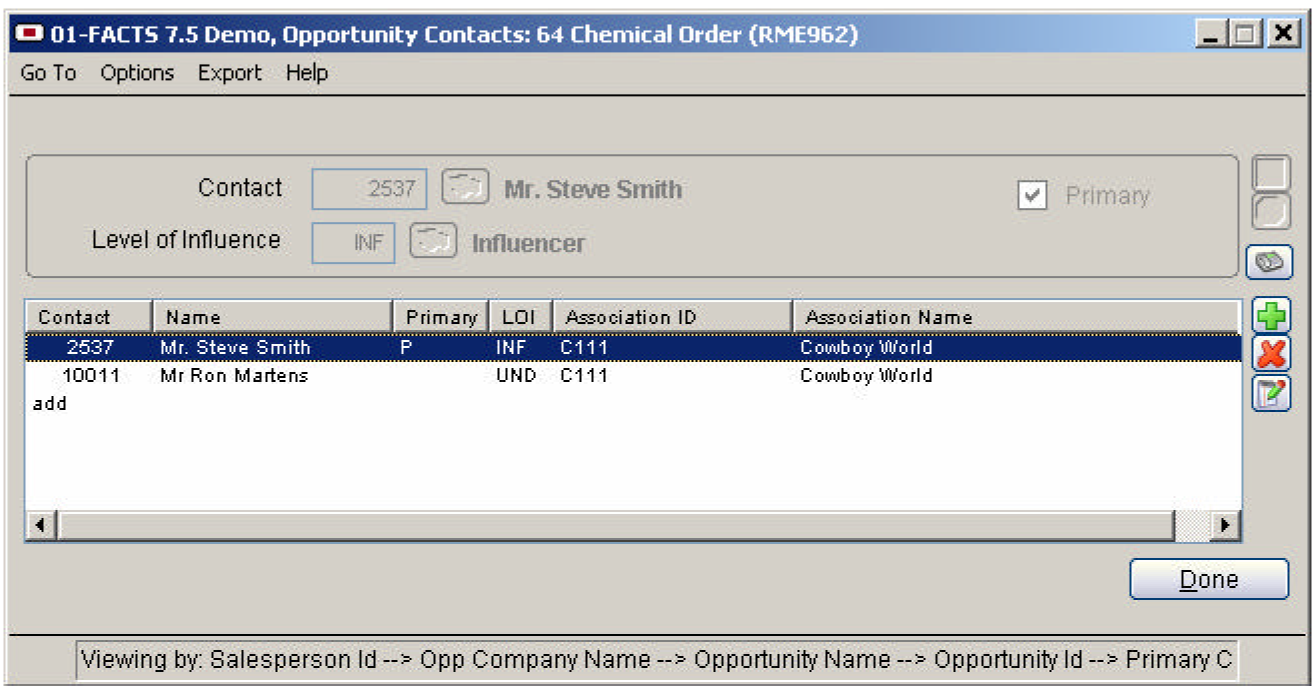
Assign the level of influence for the primary contact.

Slsp/Territory

Enter the primary salesperson for the opportunity. A search is available. This is a mandatory field.

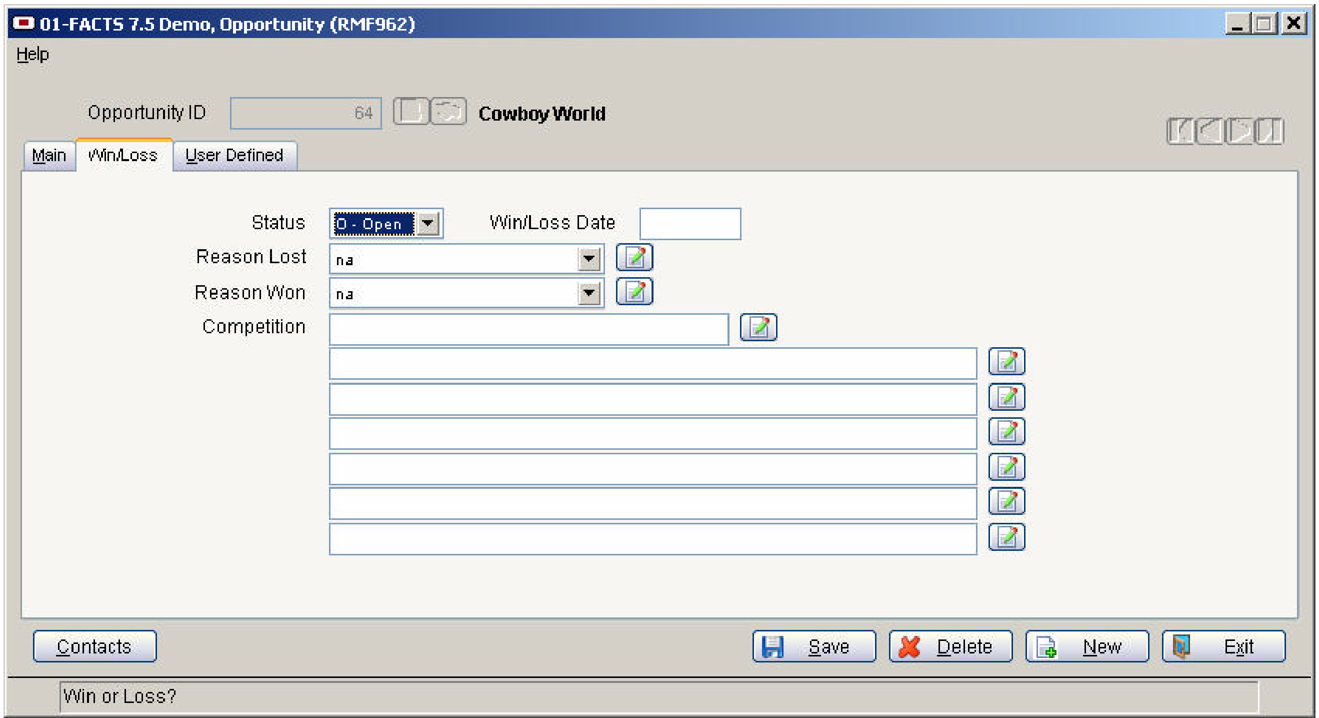
Contacts button

Allows you to add multiple contacts to the Opportunity. One can also change the Level of Influence for the contacts or change who the primary contact is for the opportunity.



Win/Loss Tab

The win/loss tab has only one standard field of Status. Your choices are Open, Win or Loss. The remaining 9 fields are user definable for any type of win/loss analysis you wish to do. These are standard Facts User Defined Fields and require you to be an admin user to maintain definitions. Any user defined fields will not be available for view, exports or filters until your Facts Solution Partner sets them up in the programming tools.



Additional User Defined Fields

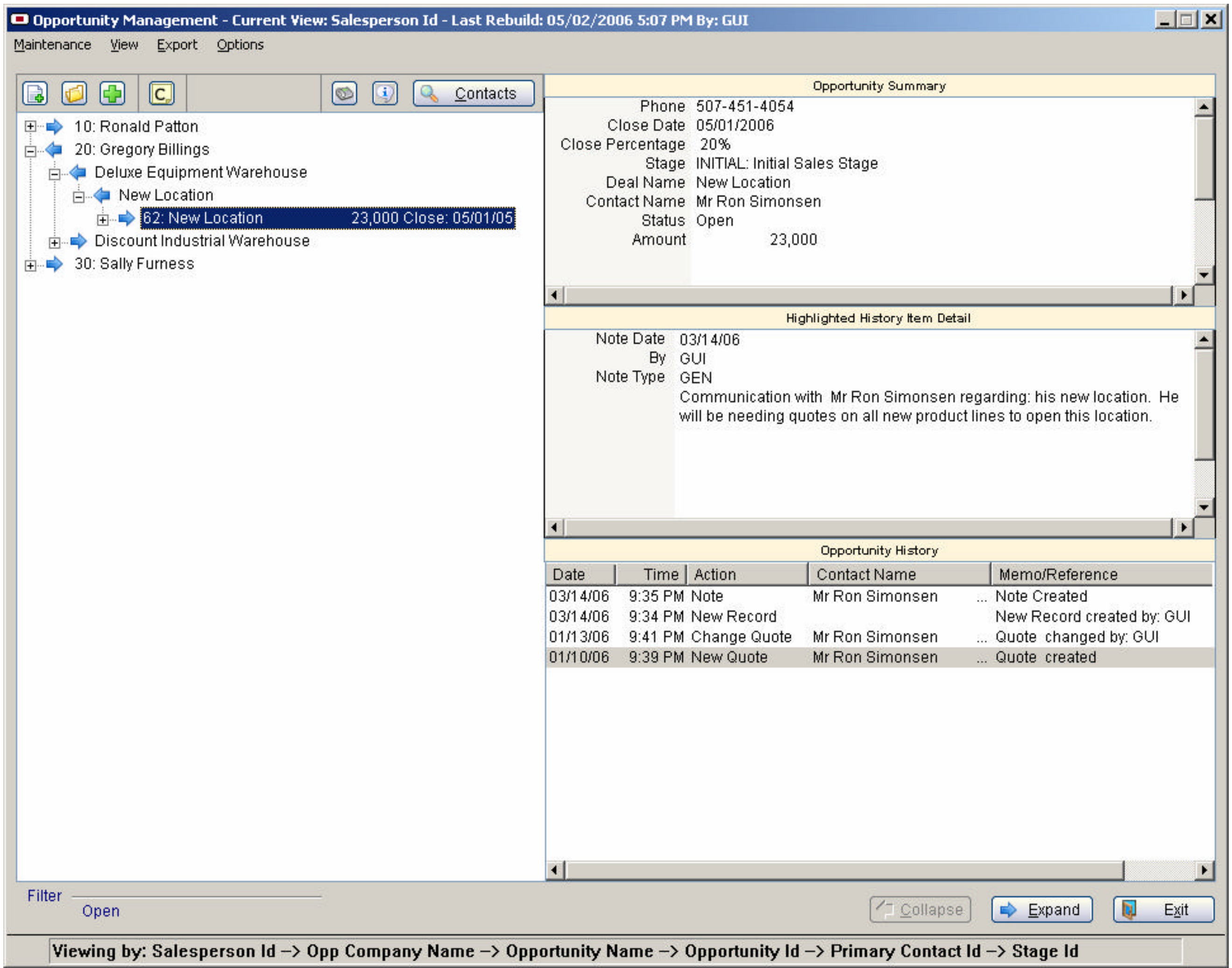
The third tab on the Opportunity maintenance will by 12 user definable fields.

Edit Opportunity

Pressing this button will run the Opportunity F/M based on the opportunity highlighted in the tree view. If no opportunity is highlighted or the opportunity number field is not visible, the Edit opportunity button will be disabled. Again, standard Facts security will apply here.

Quote Entry

The quote entry option allows you add a quote that relates to a specific opportunity. When the quote is added it is attached to the contact and to the opportunity. The history record that is created will show an action of new quote and will allow you to drill down into the actual document via a right click option.



& Customer Notes

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Menu Bar

Maintenance

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Attach External Document

This functions the same as Credit & Collections. See Credit & Collections for more detail.

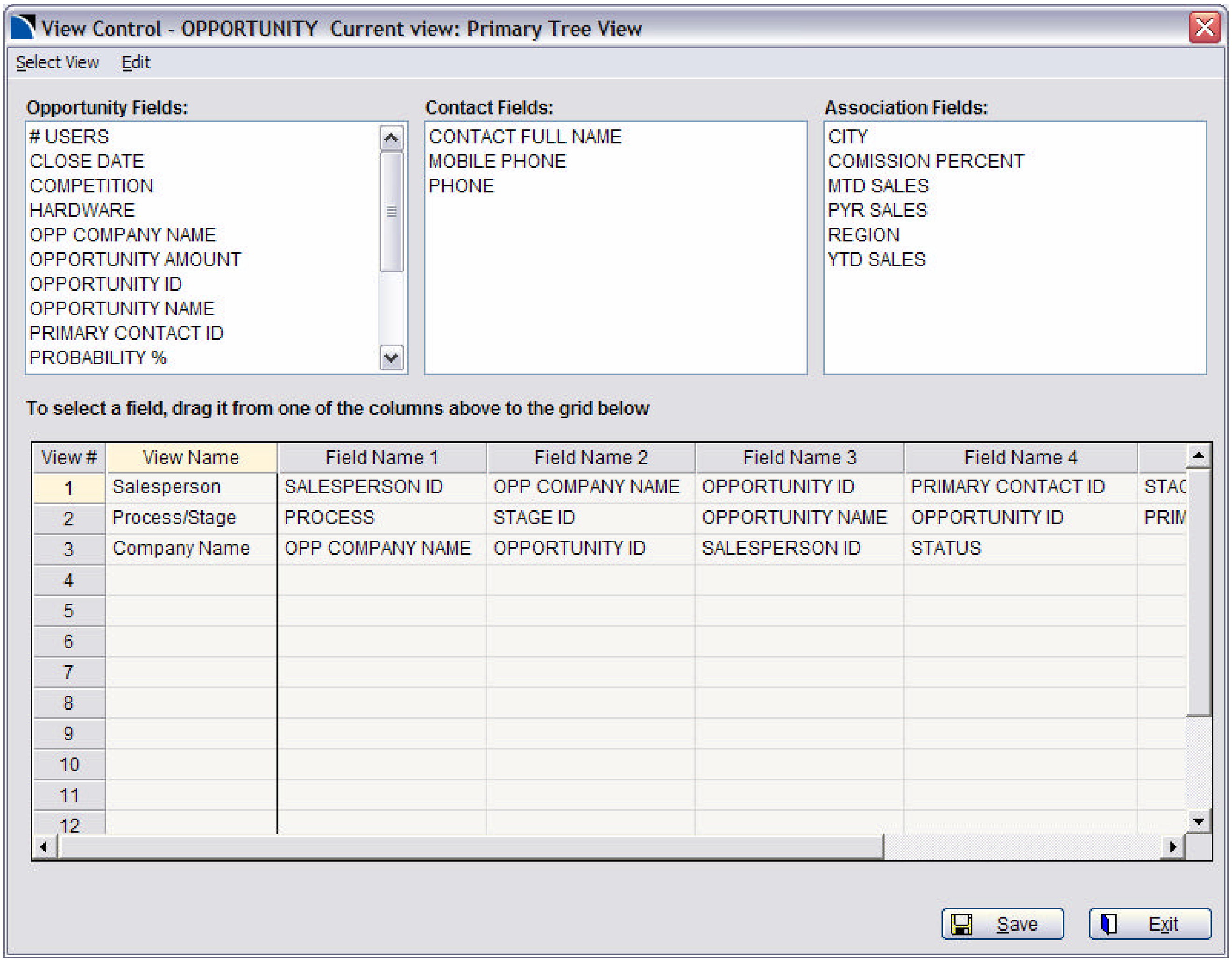
View

The view menu contains a dynamically generated list of defined views. When a view is selected, the tree view panel is redisplayed using the selected view. Please refer to the Configure Views menu section for a detailed discussion of how views are created. The standard views delivered with the software are:

- View by Sales Rep
- View by Process
- View by Company Name

Options

Configure Views



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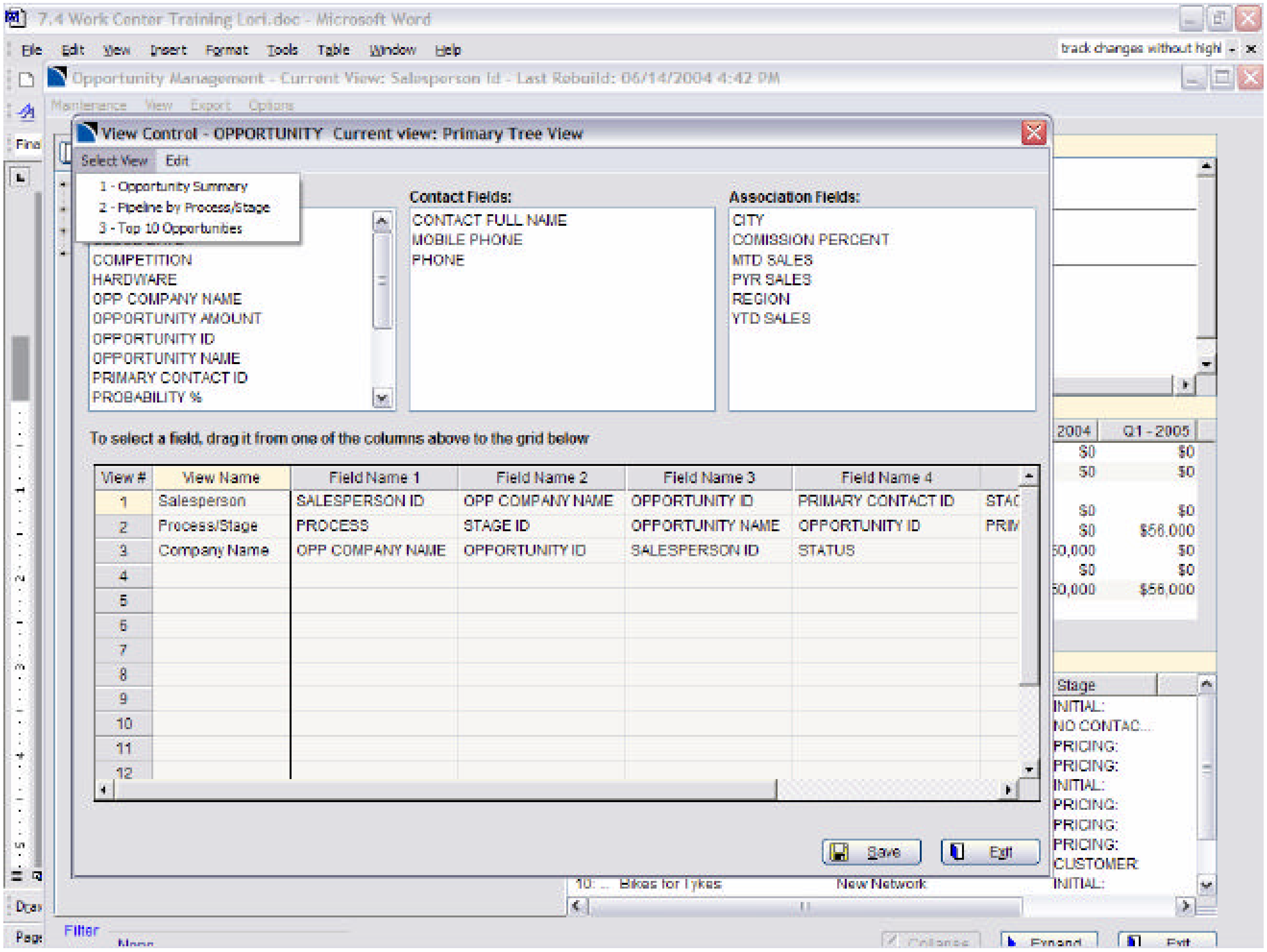
Grid Entry

This functions the same as Credit & Collections. See Credit & Collections for more detail.

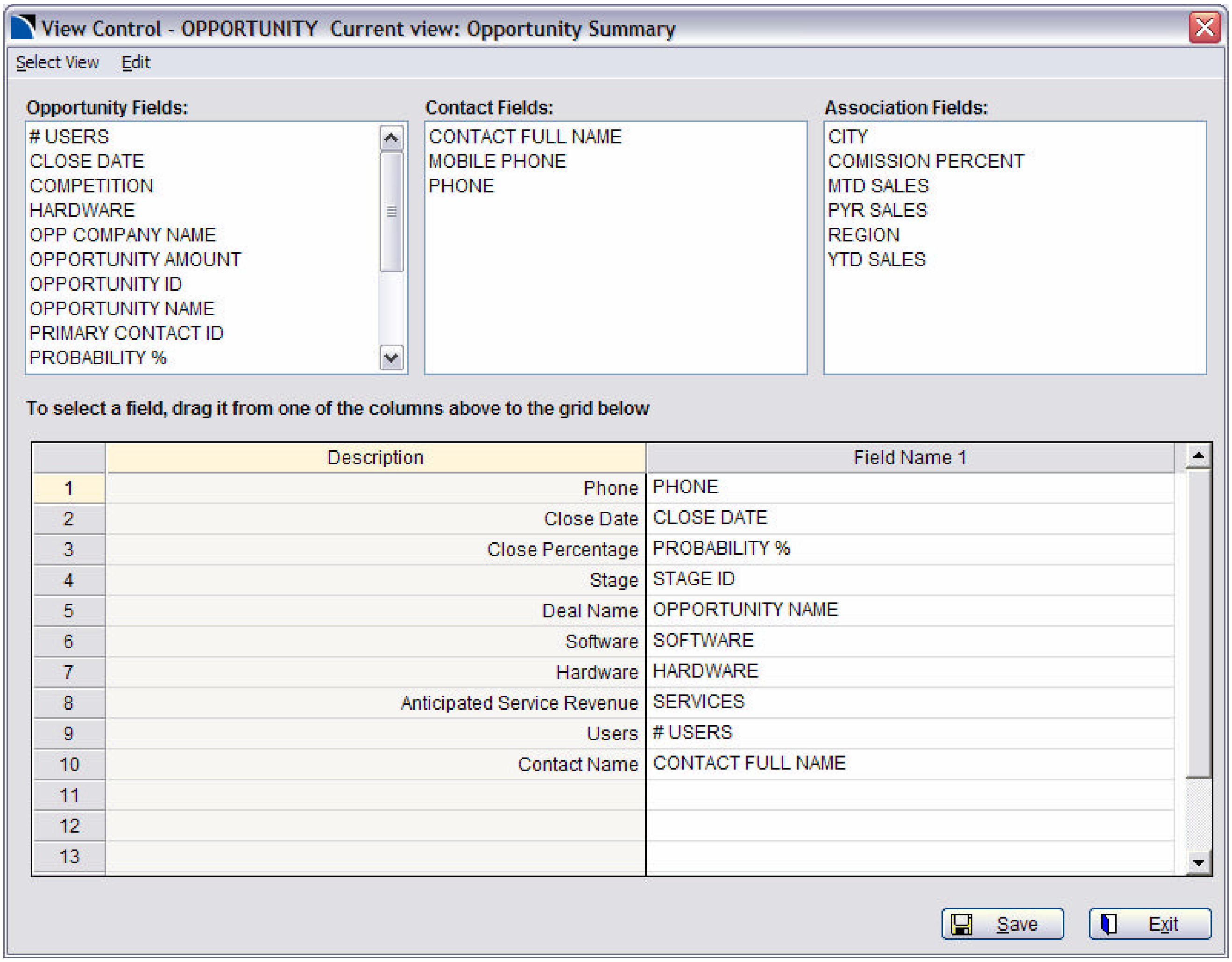
Menu

Select View

The Select View menu is built dynamically based on security and the work center you are in.



Opportunity Summary



Edit

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Filters

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Export

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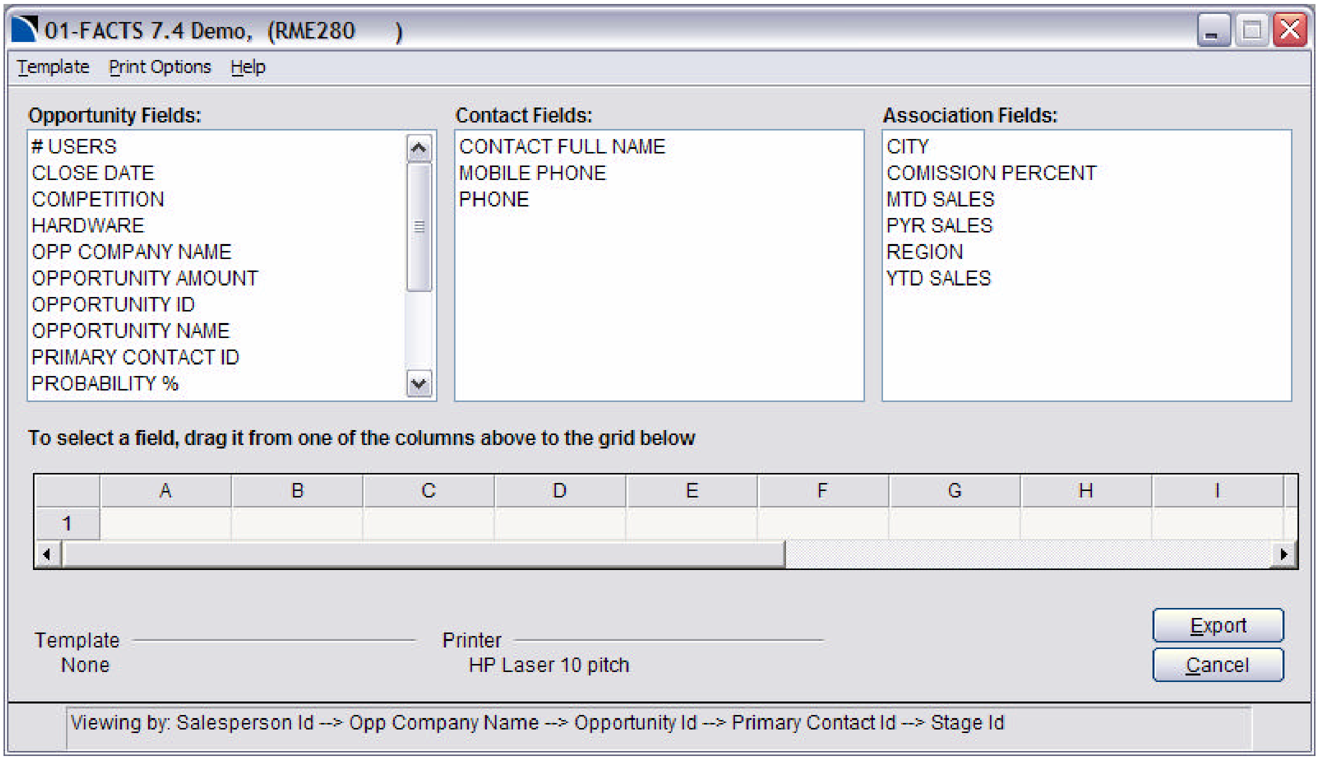


Export Templates

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Printer Selection Note

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Refresh Data

This functions the same as Credit & Collections. See Credit & Collections for more detail.

User Preferences

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Synchronization

This functions the same as Credit & Collections. See Credit & Collections for more detail.

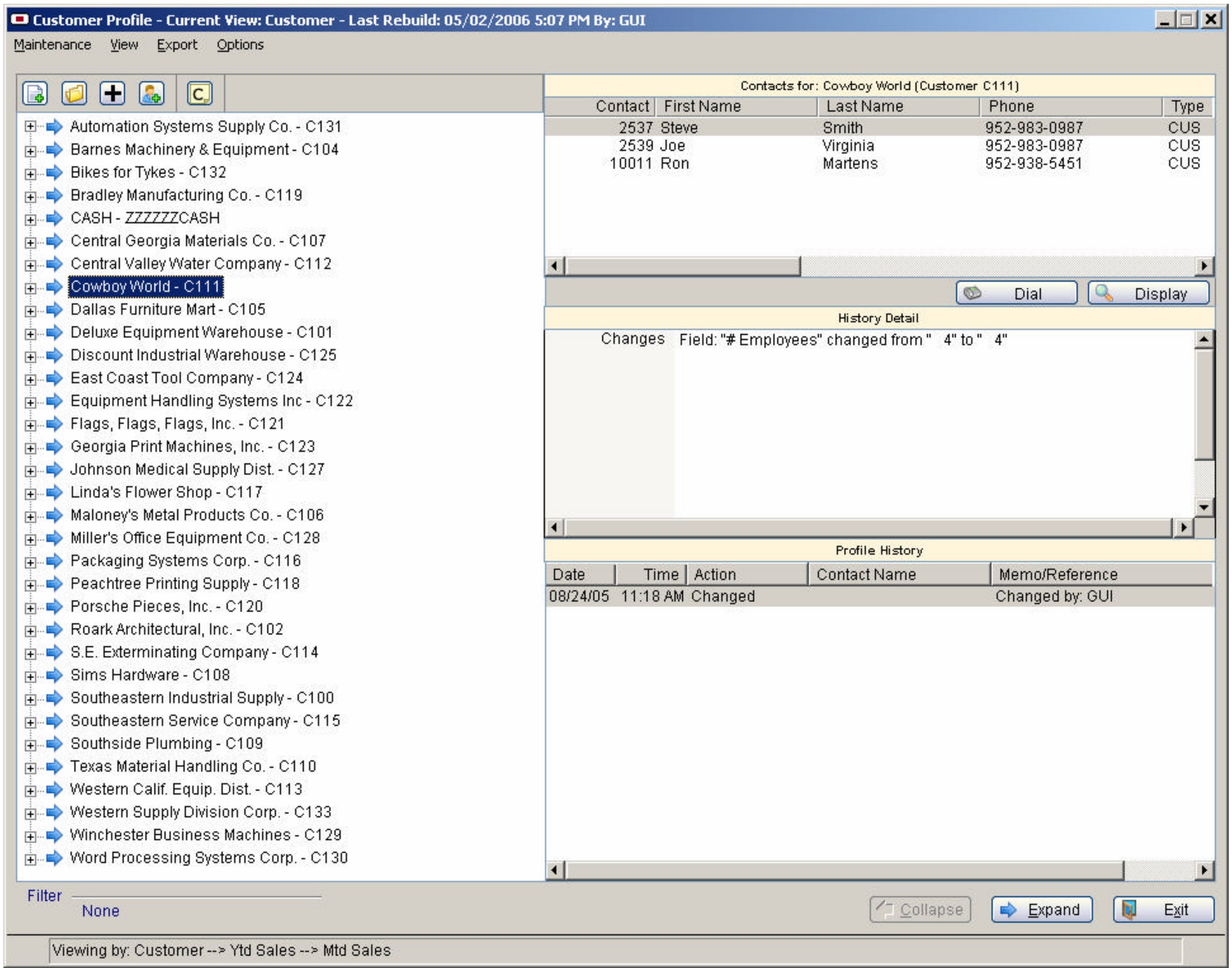
Opportunity Exercises

1. Add two new user defined fields:
    a. Hardware $
    b. Software $
2. Create a new opportunity for a new Facts deal with a server
3. Generate a quote attached to that opportunity
4. Add the phone number to the opportunity summary
5. Create a filter that displays only salesrep 10's opportunities
6. Edit the quote entered above
7. Enter a note on a specific opportunity for Cowboy World
8. Create a pipeline export with the phone number included
9. Edit an opportunity and push the projected close date out 2 months

Customer Profile Manager

The customer profile manager is a tool that allows you build and store a database of additional information on your customers. The profile manager is a file maintenance program with 5 tabs and 12 individual data fields per tab for a total or 60 user definable fields.

The concepts from the other work centers all apply here as well. The tree view as delivered will sort by customer number.

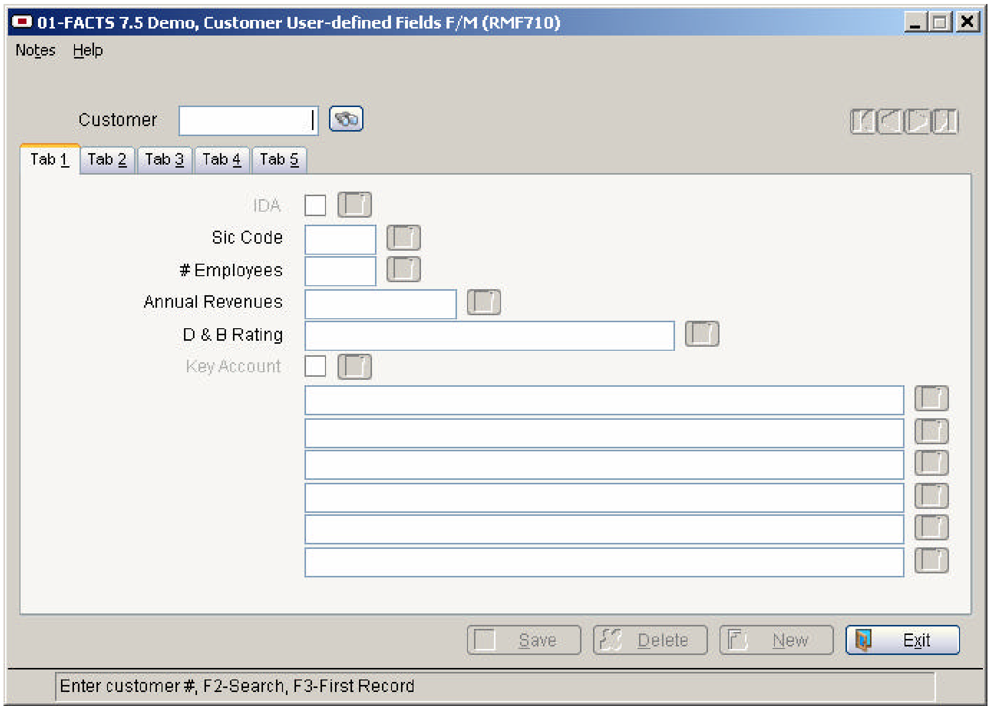


Button Bar

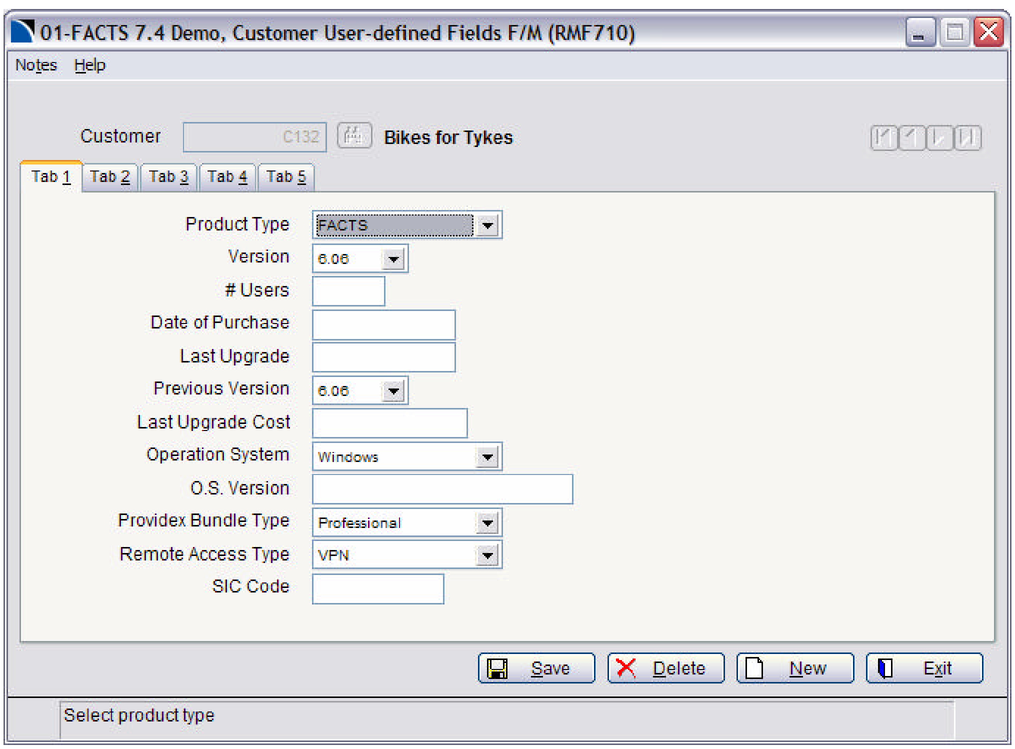
New Profile F/M

This runs the actual profile file maintenance and allows you to create a new profile. If you are a user defined field administrator, you can add definitions of user defined fields. The profile uses Facts standard user defined fields. We will not cover them in detail here.

The blank screen below is an example of how the software is delivered.



Following is an example of a database that is already set-up in the profile manager. The example shown here is a user that is not a user defined field administrator.



In this example we have listed what type of software the customer is using and what version they are using.

Edit Profile

Call up the existing profile for the customer that is highlighted.

Customer F/M

Runs the customer file maintenance program

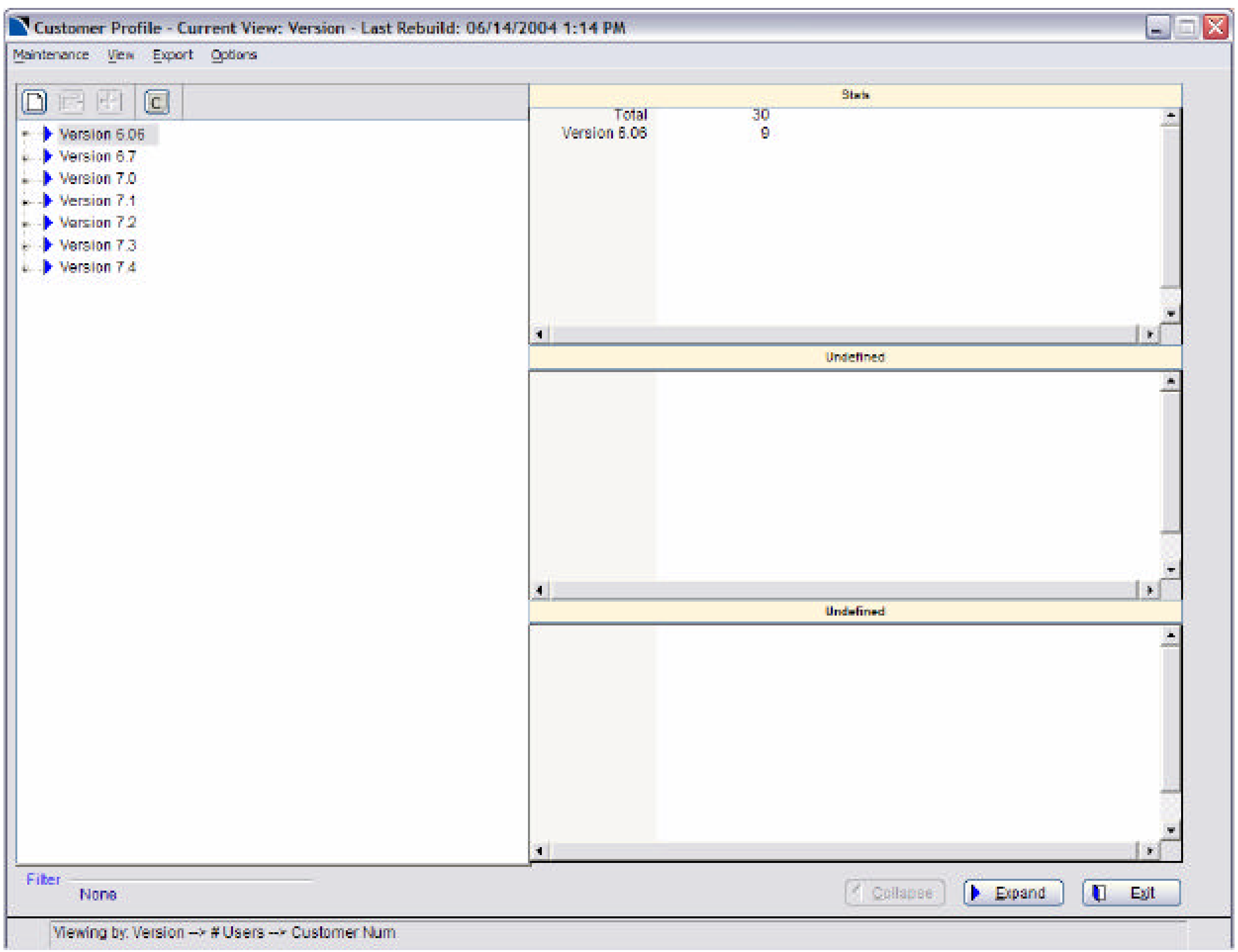
& Customer Notes

See credit and collection customer notes

Views

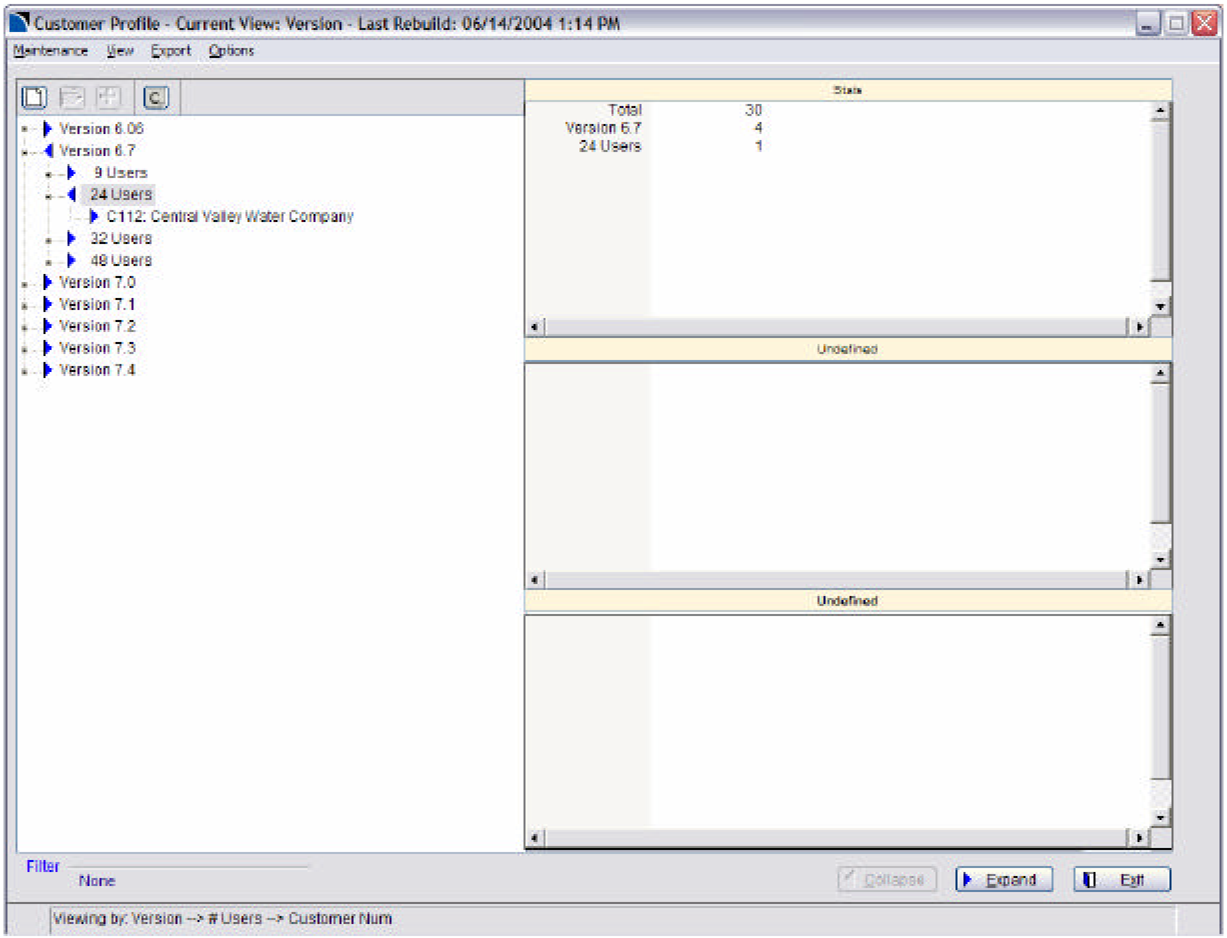
Because of the nature of a user definable set of fields, the only standard view that will be released/set-up will be by customer. All user-defined fields will require some set up by your Facts solution partner based on the definition of the fields. Following are some examples of how it can be used.

User defined fields for product type (Facts or Takestock) and version level (6.06, 6.07 etc.) have been set up by customer. A view can be created by either one of those user-defined fields.



You will notice that the top summary panel displays counts of the information in the tree view.

Detail panels are available and add addition count fields as you expand to the next detail level. For example:



All other panels will need to be defined by your Facts Solution Partner with you.

Filters

See Credit & Collections for specifics on filters. User defined fields will need to be defined by your Facts Solution Partner with you.

Exports

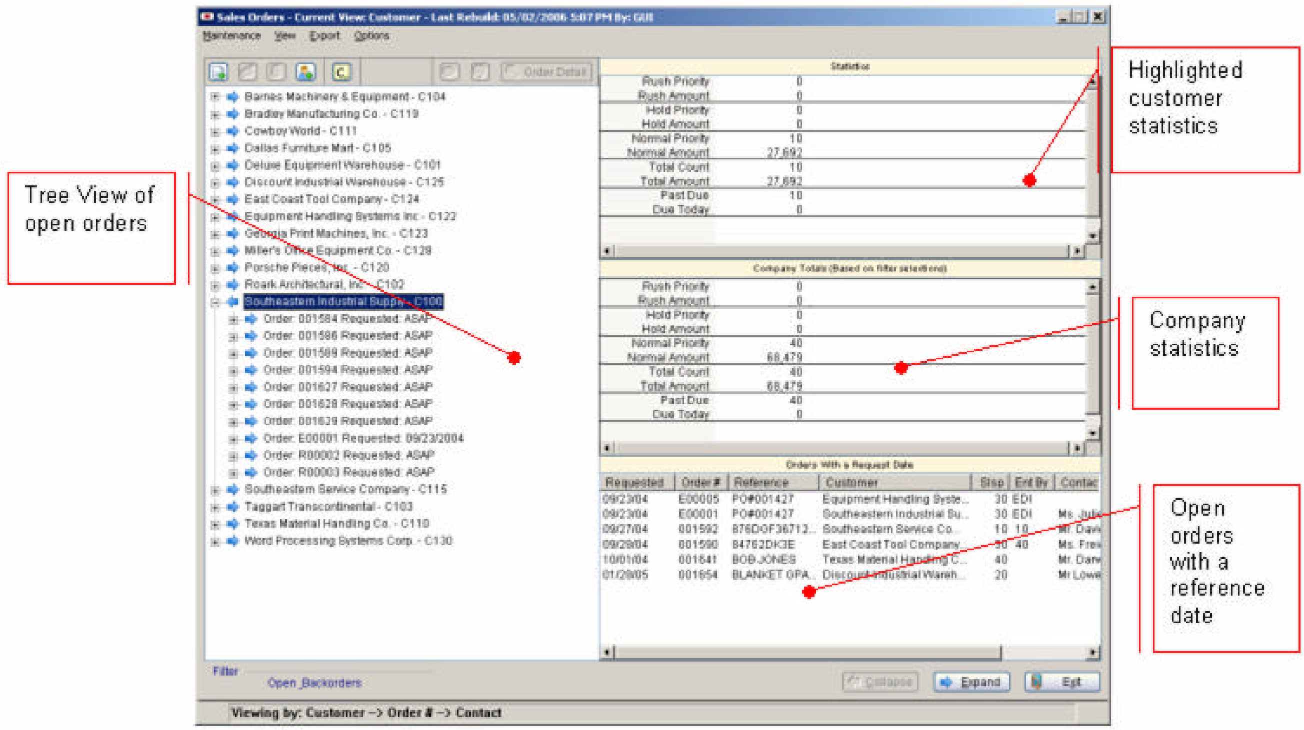
See Credit & Collections for specifics on exports. User defined fields will need to be defined by your Facts Solution Partner with you.

Customer Profile Manager Exercises

1. Create a UDF for Date Last Site Visit
2. Create a new profile for customer C126

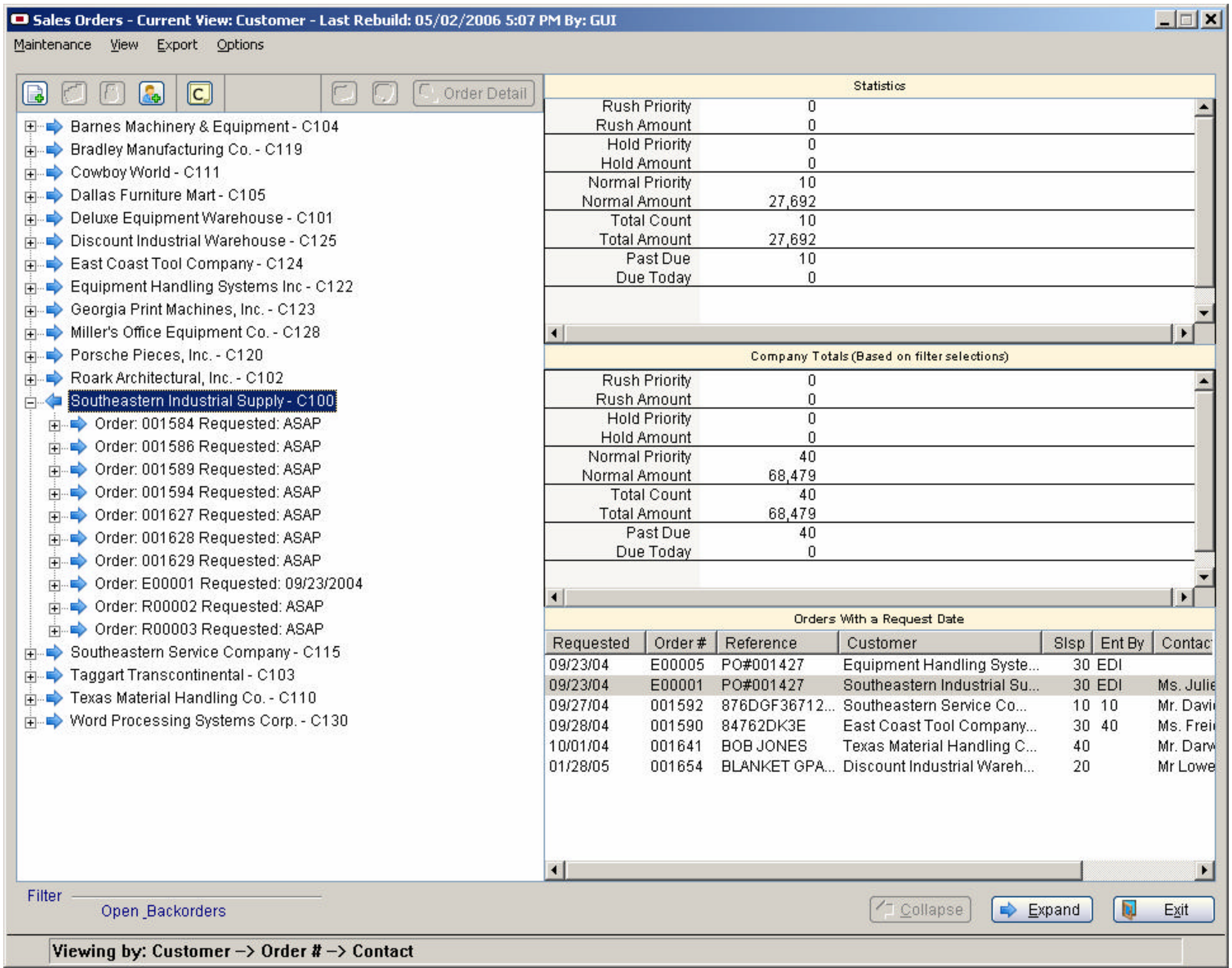
Sales Order Work Center

The Sales Order Work Center gives you the tools a tool to track all open orders. All of the same functionality and capabilities that exist in the other work center apply here. We will only cover the differences.



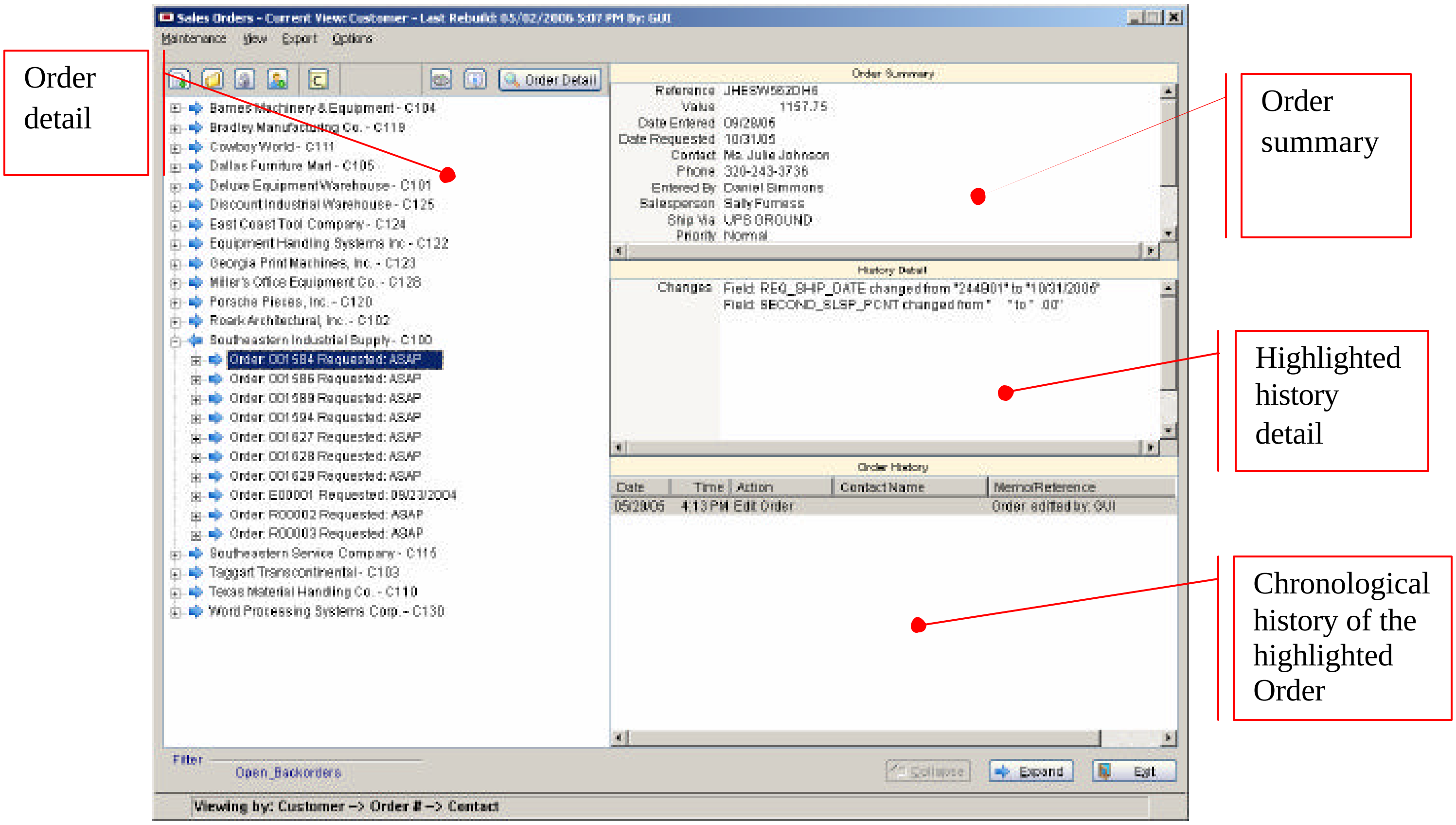
Open Orders with a Request Date

The bottom right hand panel displays all open order with a reference date. By highlighting an order record and doing a right click a detail button becomes available and allows you to maintain or access an inquiry for the highlighted order.



Detail Panels

When you are in the customer view, highlight and expand a customer record down to the order detail the summary panels change to detail panels. You must have an order record highlighted.



Order History

This functions the same as Credit & Collections, see that section for more detail.

Order Summary

This panel is user definable and lists details about the quote. See configure views for more information.

History Detail

This functions the same as Credit & Collections, see that section for more detail.

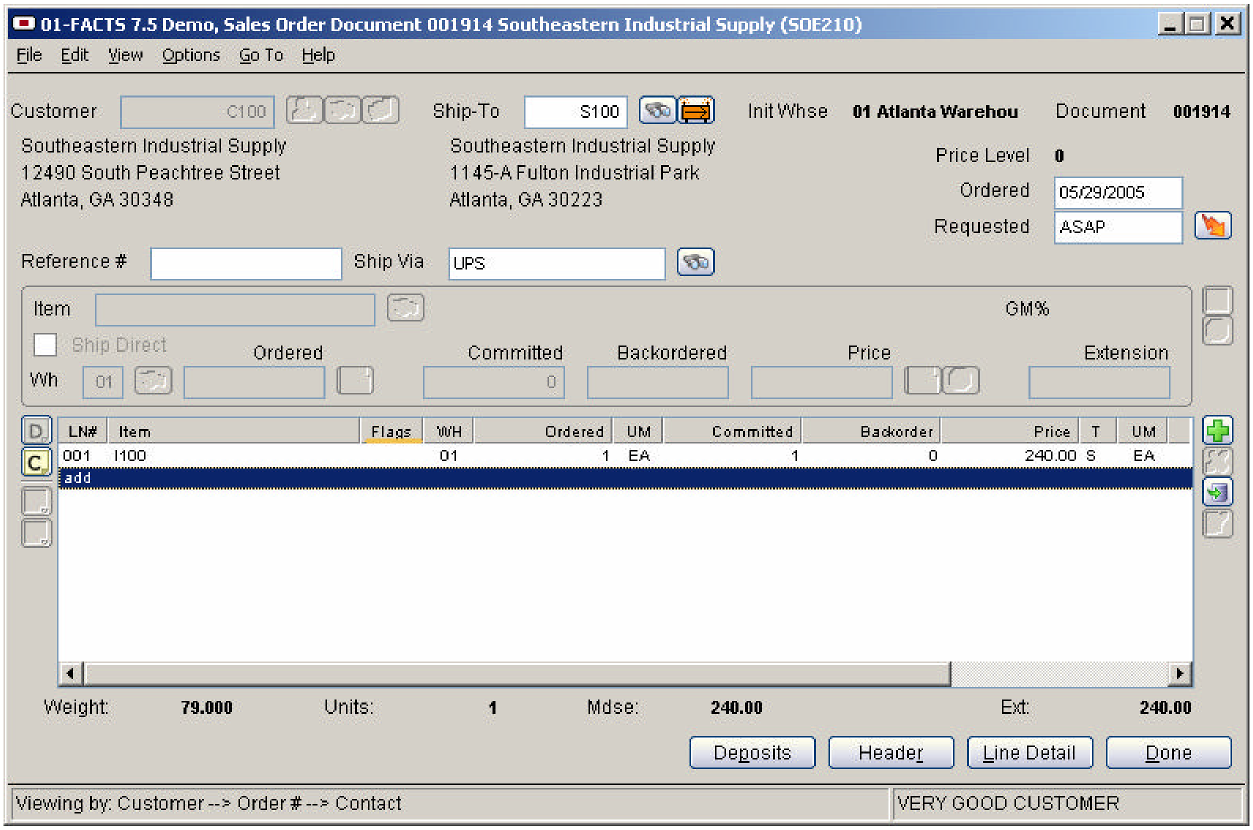
Right Click Menus

This functions the same as Credit & Collections, see that section for more detail.

Button Bar

New Order

Pressing this button will execute the order entry program allowing you to create a new order for the customer you have highlighted. Make sure you select a contact and have your order entry options set up to prompt for the RM contact.



Edit Document.

Pressing this button will allow you to edit an order based on the order highlighted in the tree view. If no order is highlighted, the Edit Document button will be disabled. Again, standard Facts security will apply here.

Change Hold Status

Pressing this button will allow you to change the hold status for the document. This will call up the Hold Selections program.

Add Contact

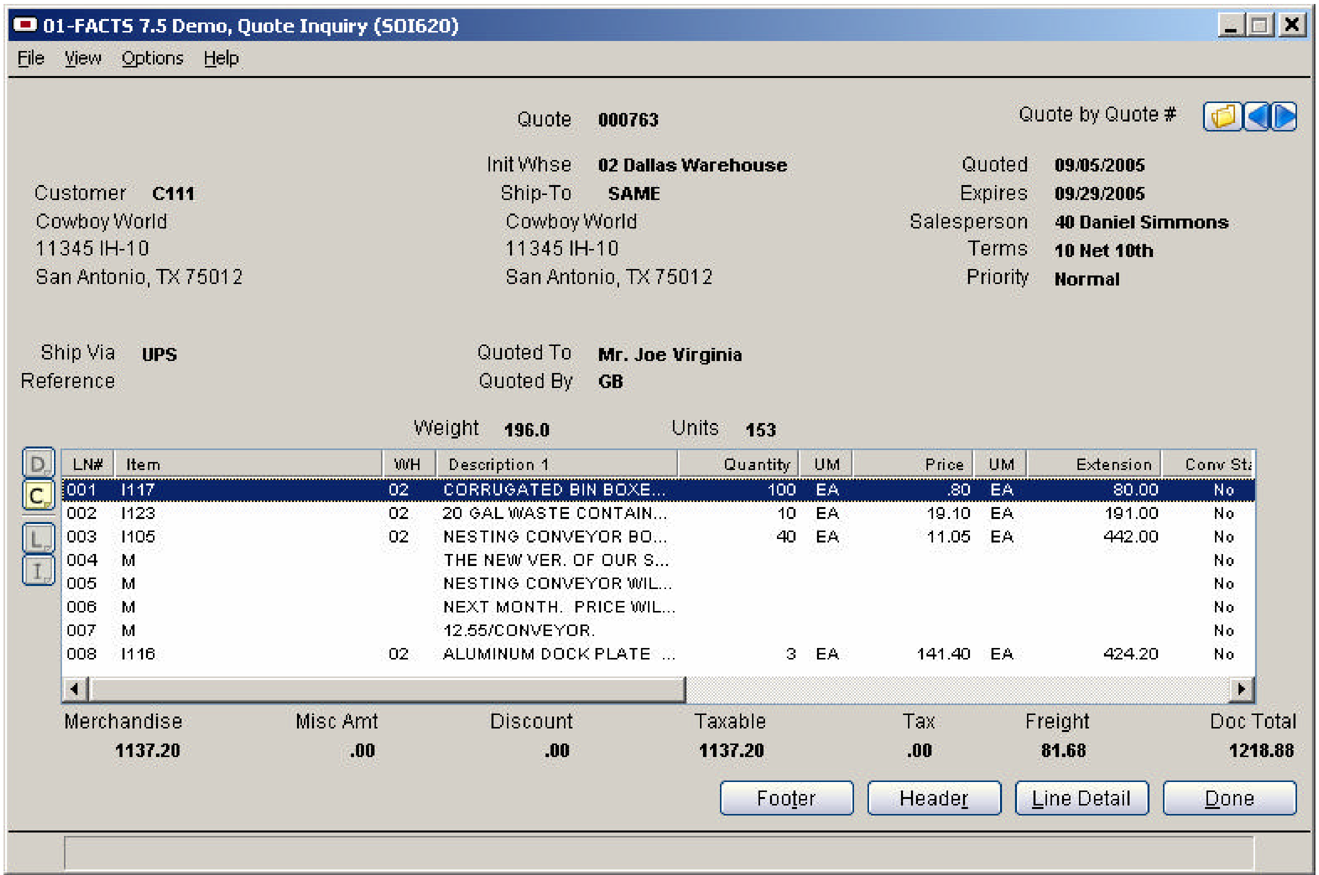
Pressing this button will run the contact F/M program so that a new contact can be added for the highlighted or selected customer.

C & C Customer Notes

This functions the same as Credit & Collections. Please see that section for more detail.

Order Detail

Pressing this button will run the order document inquiry program based on the order highlighted in the tree view. If no order is highlighted or the order number field is not visible, the Order Detail button will be disabled.



Menu Bar

Maintenance

See Credit & Collections

Attach External Document

See Credit & Collections

View

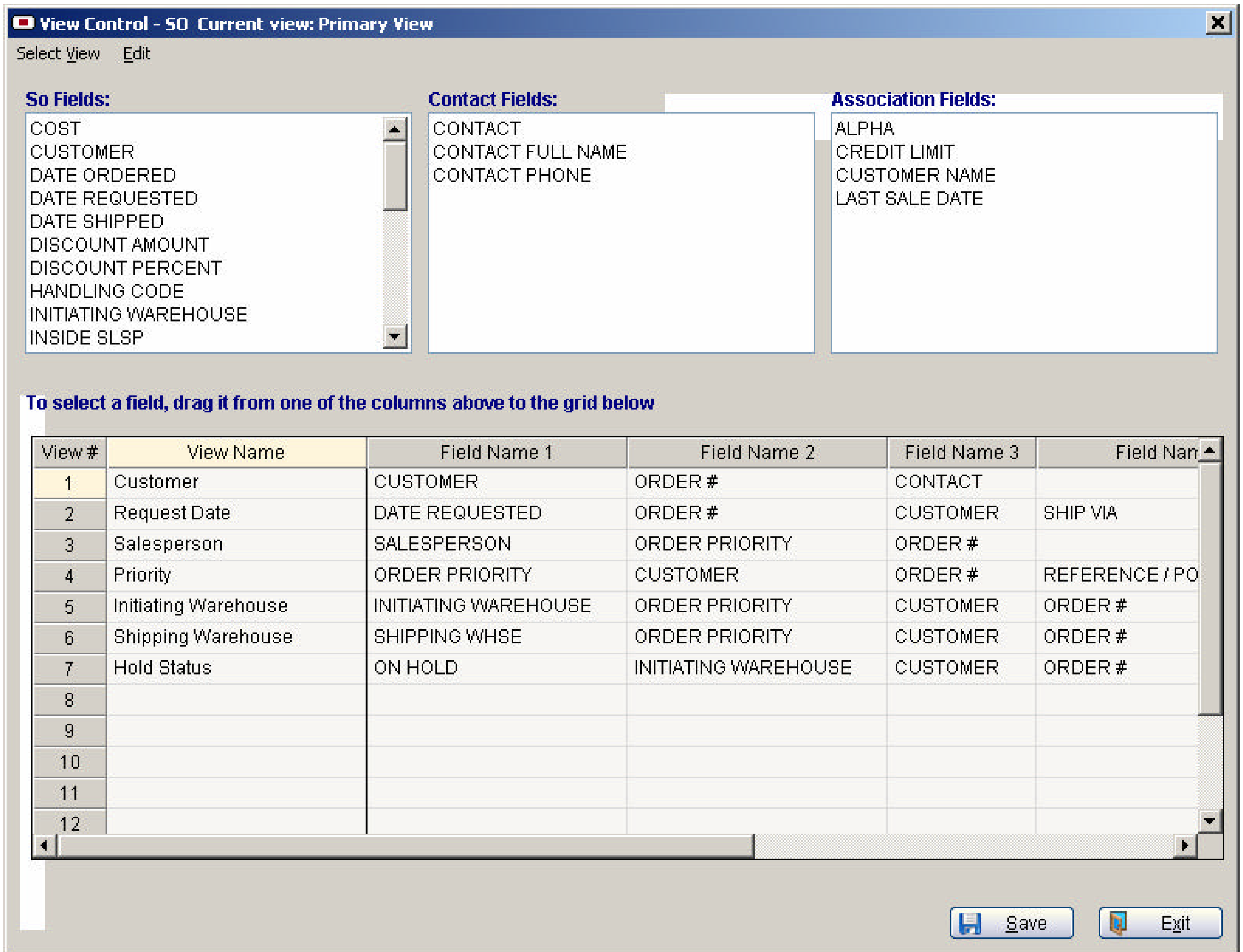
The view menu contains a dynamically generated list of defined views. When a view is selected, the tree view panel is redisplayed using the selected view. Please refer to the Configure Views menu section for a detailed discussion of how views are created. The standard views delivered with the software are:

- View by Customer
- View by Request date
- View by Salesperson
- View by Priority
- View by Initiating warehouse

- View by Shipping warehouse
- View by Hold Status

Options

Configure Views



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Menu

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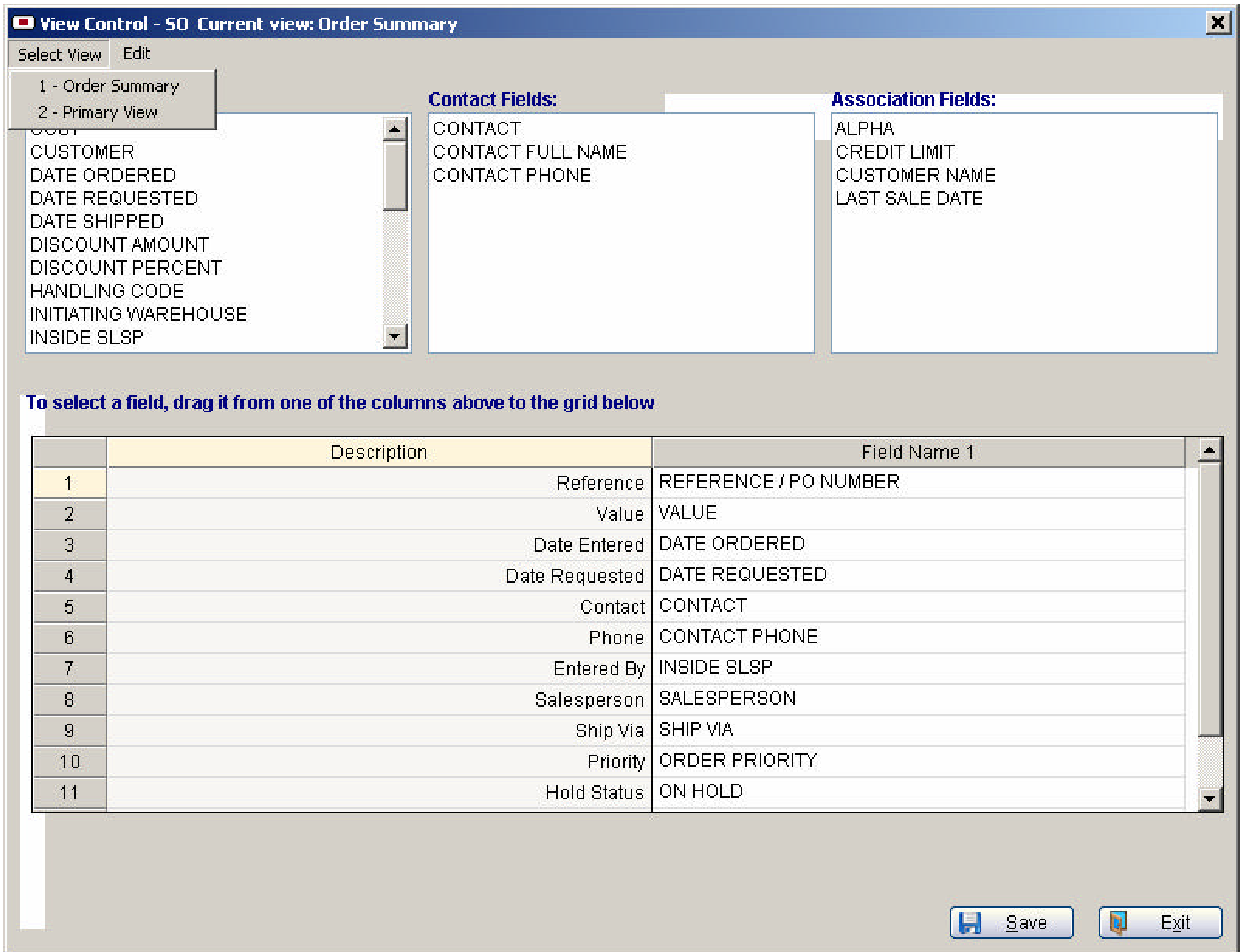
The Select View menu is built dynamically based on security and the work center you are in. Some of the summary or detail panels on the right are easily configured by the user. Only the panels that can be changed will show in the menu. This is set in the User Code Additional Info F/M on the RM infrequent file maintenances menu. In addition, the user must have menu security which is set up in the View Header F/M.



Filters

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Export

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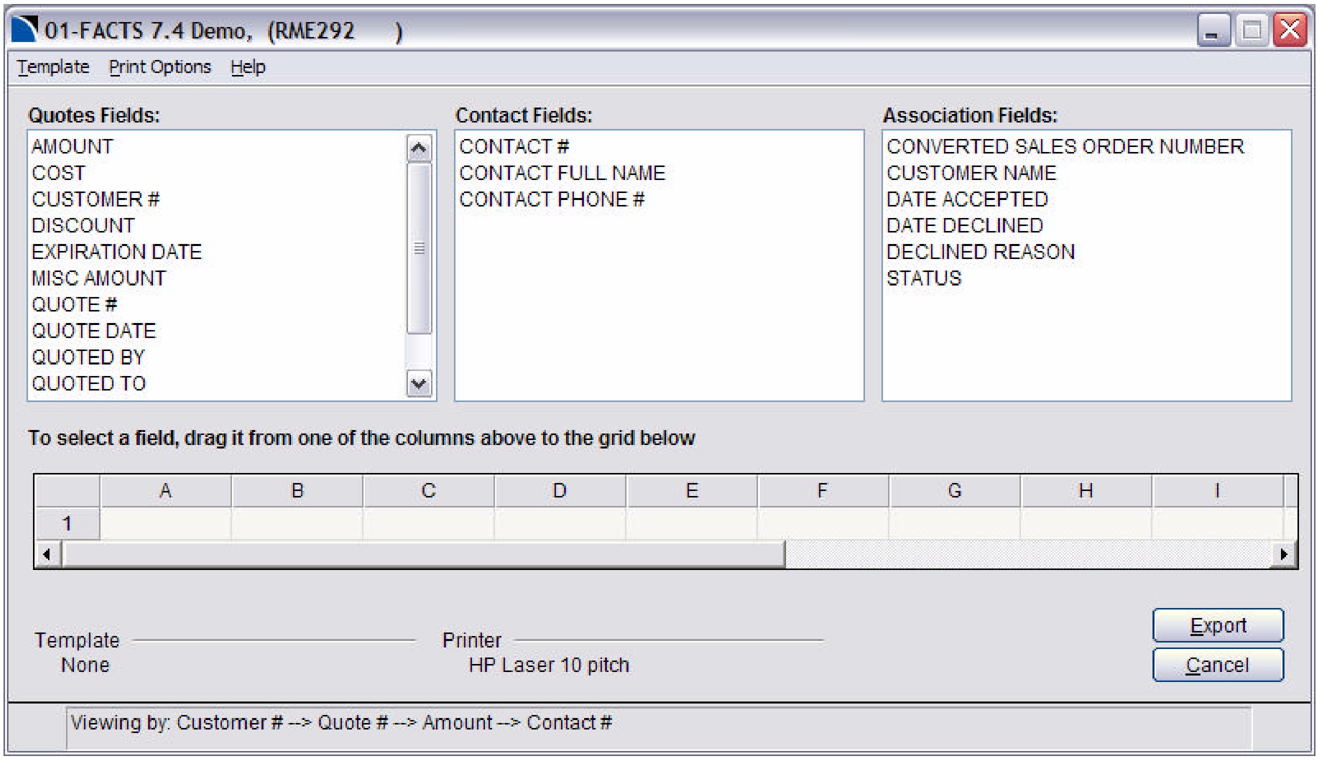


Export Templates

See Credit & Collections

Printer Selection Note – See Credit & Collections

Refresh Data

This functions the same as Credit & Collections. See Credit & Collections for more detail.

User Preferences

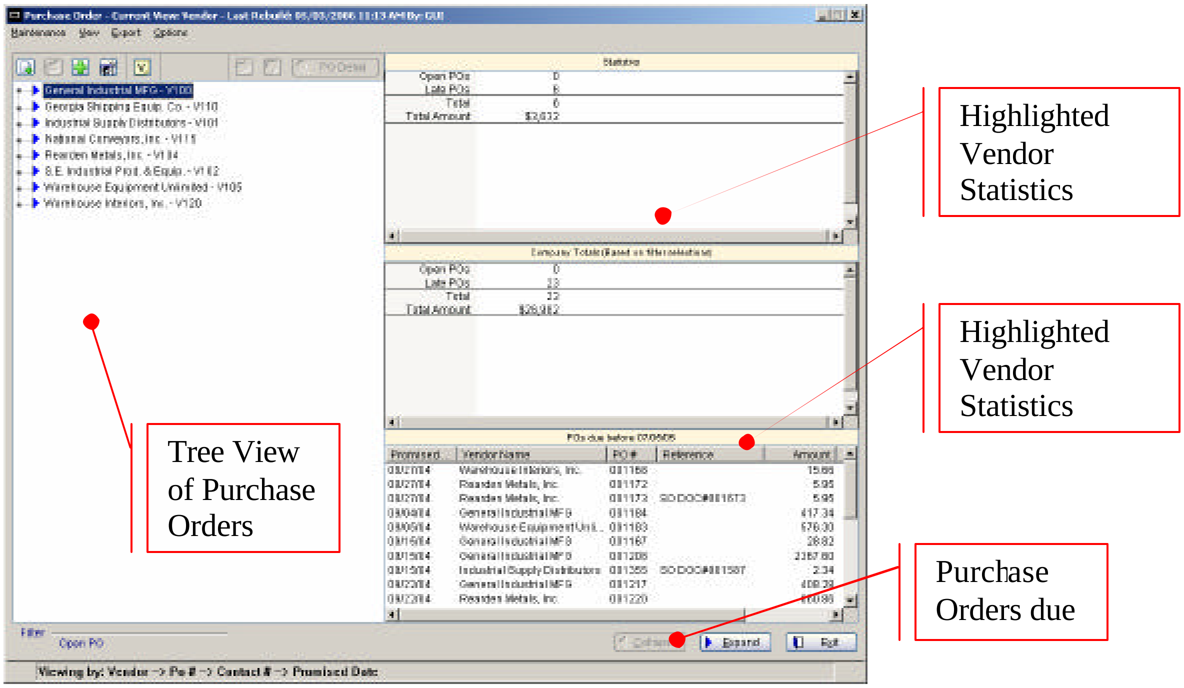
This functions the same as Credit & Collections. See Credit & Collections for more detail.

Synchronization

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Purchase Order Work Center

The Purchase Order Work Center gives you the tools a tool to track all open purchase orders. All of the same functionality and capabilities that exist in the other work center apply here. We will only cover the differences.

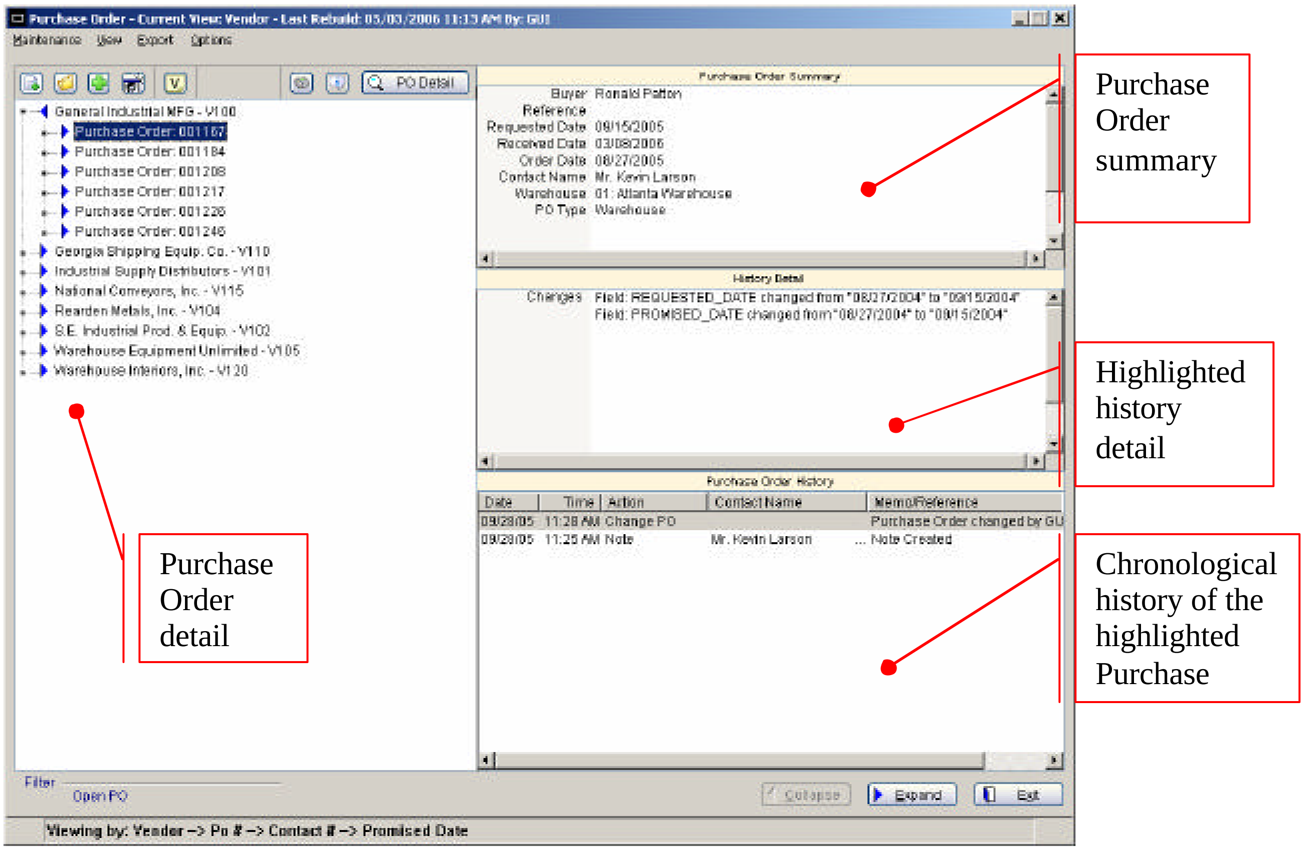


Open Purchase Orders Due in the Next Week

The bottom right hand panel displays all open purchase order with a request date that are due in the next 7 days. By highlighting a purchase order record and doing a right click a detail button becomes available and allows you to maintain or access an inquiry for the highlighted purchase order.

Detail Panels

When you are in the vendor view, highlight and expand a vendor record down to the purchase order detail the summary panels change to detail panels. You must have a purchase order record highlighted.



Order History

This functions the same as Credit & Collections, see that section for more detail.

Order Summary

This panel is user definable and lists details about the purchase order. See configure views for more information.

History Detail

This functions the same as Credit & Collections, see that section for more detail.

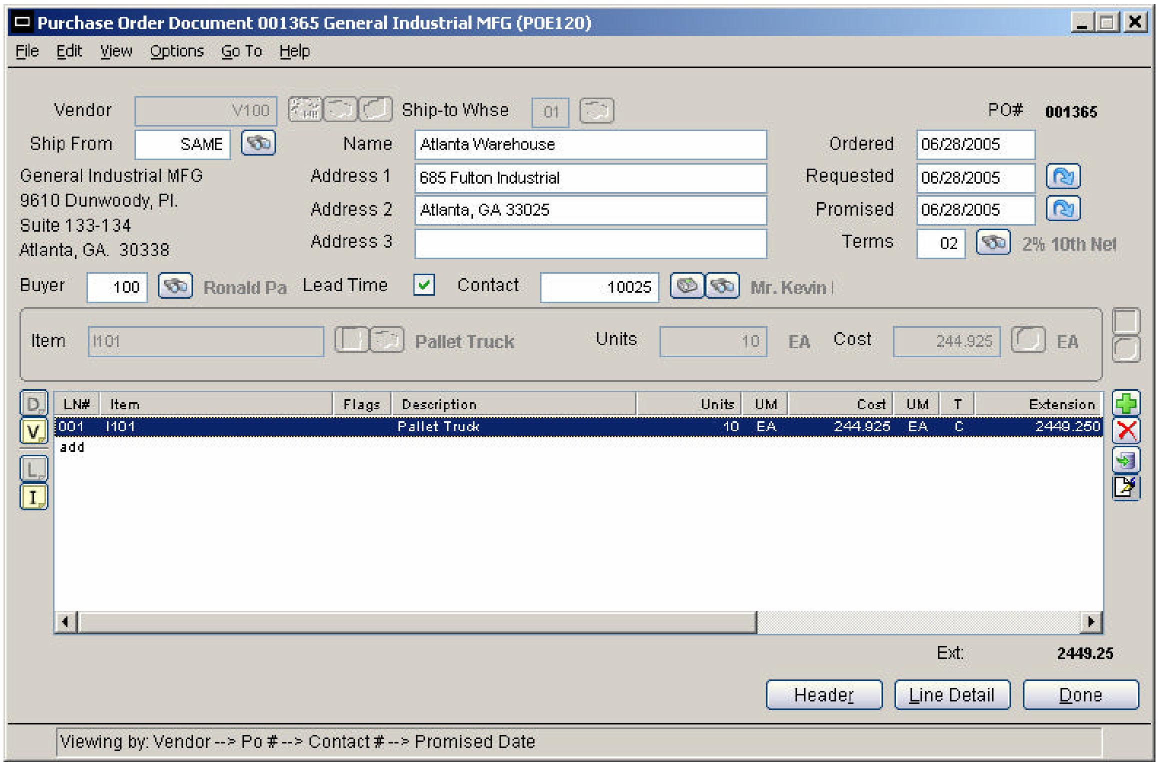
Right Click Menus

This functions the same as Credit & Collections, see that section for more detail.

Button Bar

New Purchase Order

Pressing this button will execute the Purchase order entry program allowing you to create a new Purchase order for the vendor you have highlighted. Make sure you select a contact and have your Purchase order entry optio ns set up to prompt for the RM contact.



Edit Document.

Pressing this button will allow you to edit a Purchase order based on the Purchase order highlighted in the tree view. If no Purchase order is highlighted, the Edit Document button will be disabled. Again, standard Facts security will apply here.

Vendor Profile

Pressing this button will allow you to change the hold status for the document. This will call up the Hold Selections program.

Add Contact

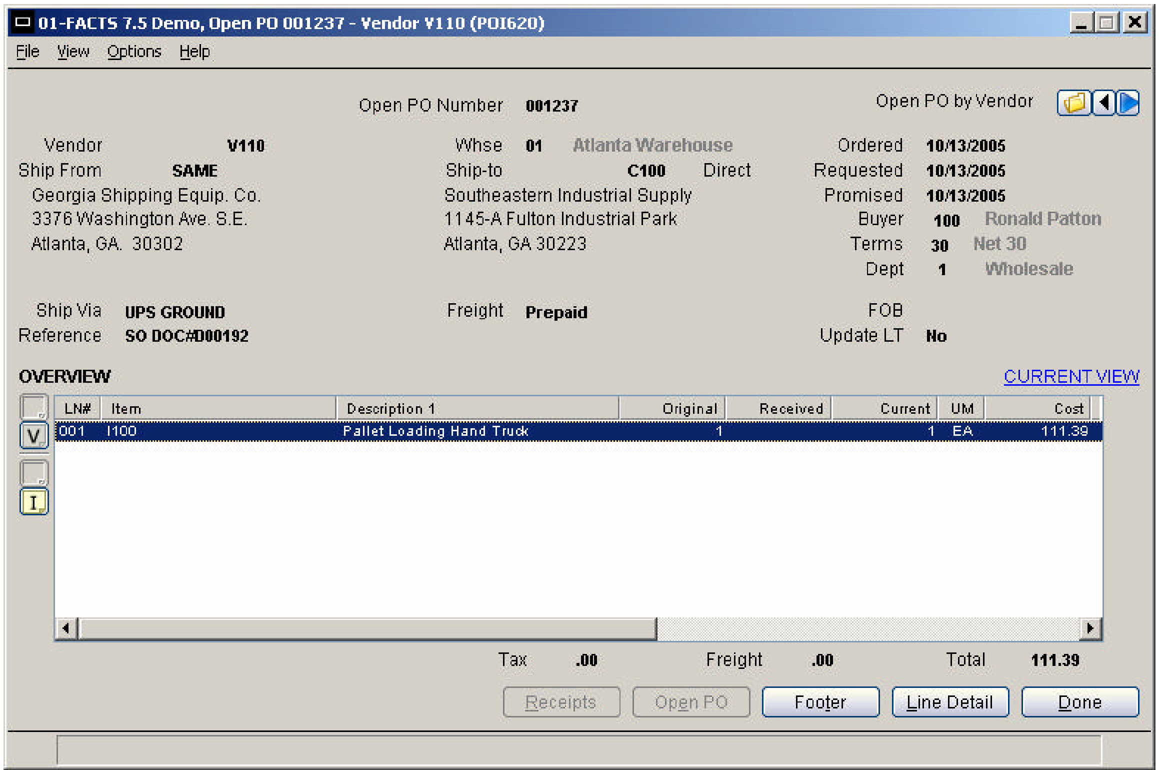
Pressing this button will run the contact F/M program so that a new contact can be added for the highlighted or selected customer.

& Vendor Notes

This functions the same as Credit & Collections. Please see that section for more detail.

Order Detail

Pressing this button will run the purchase order document inquiry program based on the purchase order highlighted in the tree view. If no purchase order is highlighted or the purchase order number field is not visible, the Purchase Order Detail button will be disabled.



Menu Bar

Maintenance

See Credit & Collections

Attach External Document

See Credit & Collections

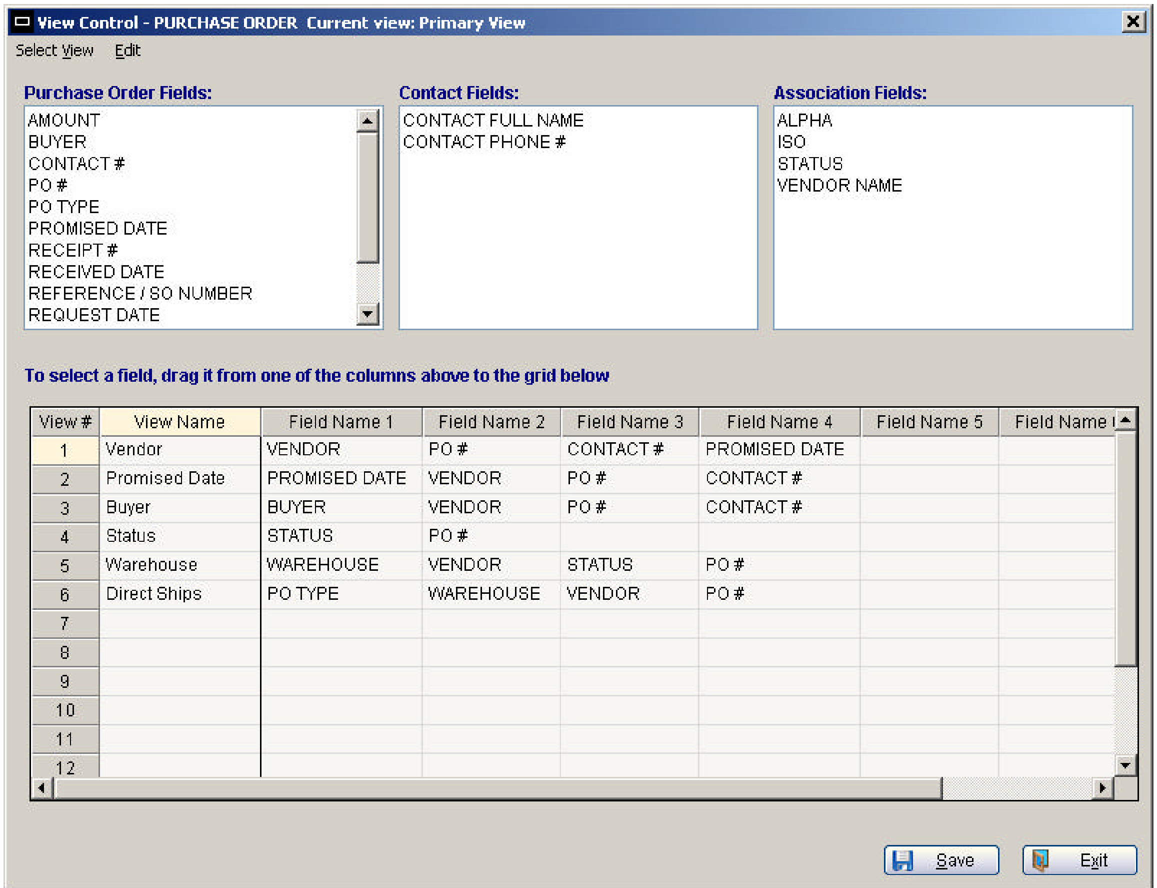
View

The view menu contains a dynamically generated list of defined views. When a view is selected, the tree view panel is redisplayed using the selected view. Please refer to the Configure Views menu section for a detailed discussion of how views are created. The standard views delivered with the software are:

- View by Vendor
- View by Promise date
- View by Buyer
- View by Status
- View by Warehouse
- View by Direct Ships

Options

Configure Views



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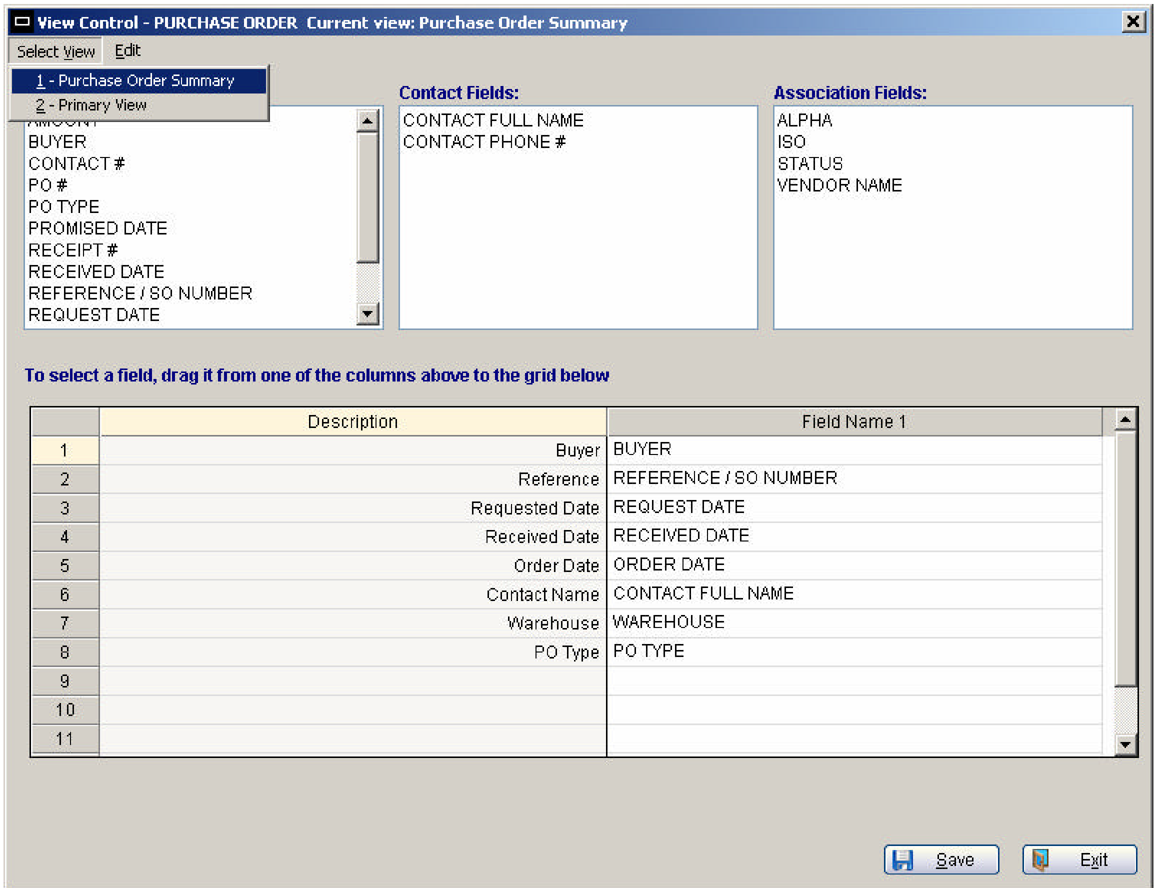
Menu

Select View

The Select View menu is built dynamically based on security and the work center you are in. Some of the summary or detail panels on the right are easily configured by the user. Only the panels that can be changed will show in the menu. This is set in the User Code Additional Info F/M on the RM infrequent file maintenances menu. In addition, the user must have menu security which is set up in the View Header F/M.

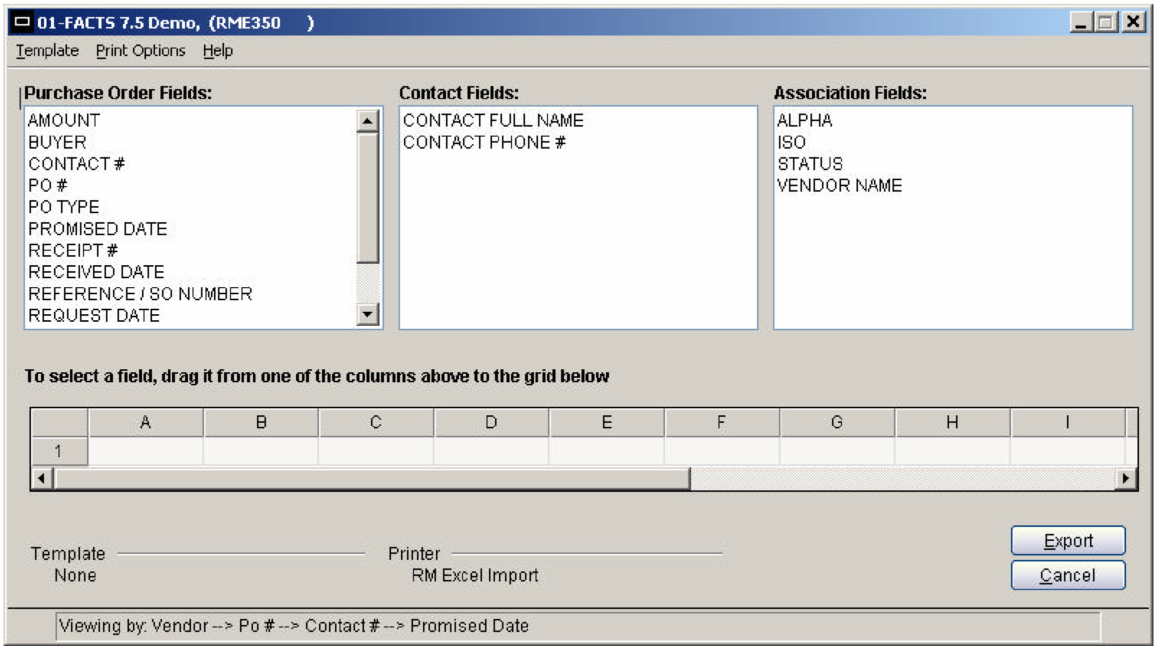


Filters

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Export

The export menu is displayed if the user has the proper security. The security is set by query. When the export option is selected, the following screen is displayed. See security for more details. The export will utilize any filter you have currently have selected.



Export Templates

See Credit & Collections

Printer Selection Note – See Credit & Collections

Refresh Data

This functions the same as Credit & Collections. See Credit & Collections for more detail.

User Preferences

This functions the same as Credit & Collections. See Credit & Collections for more detail.

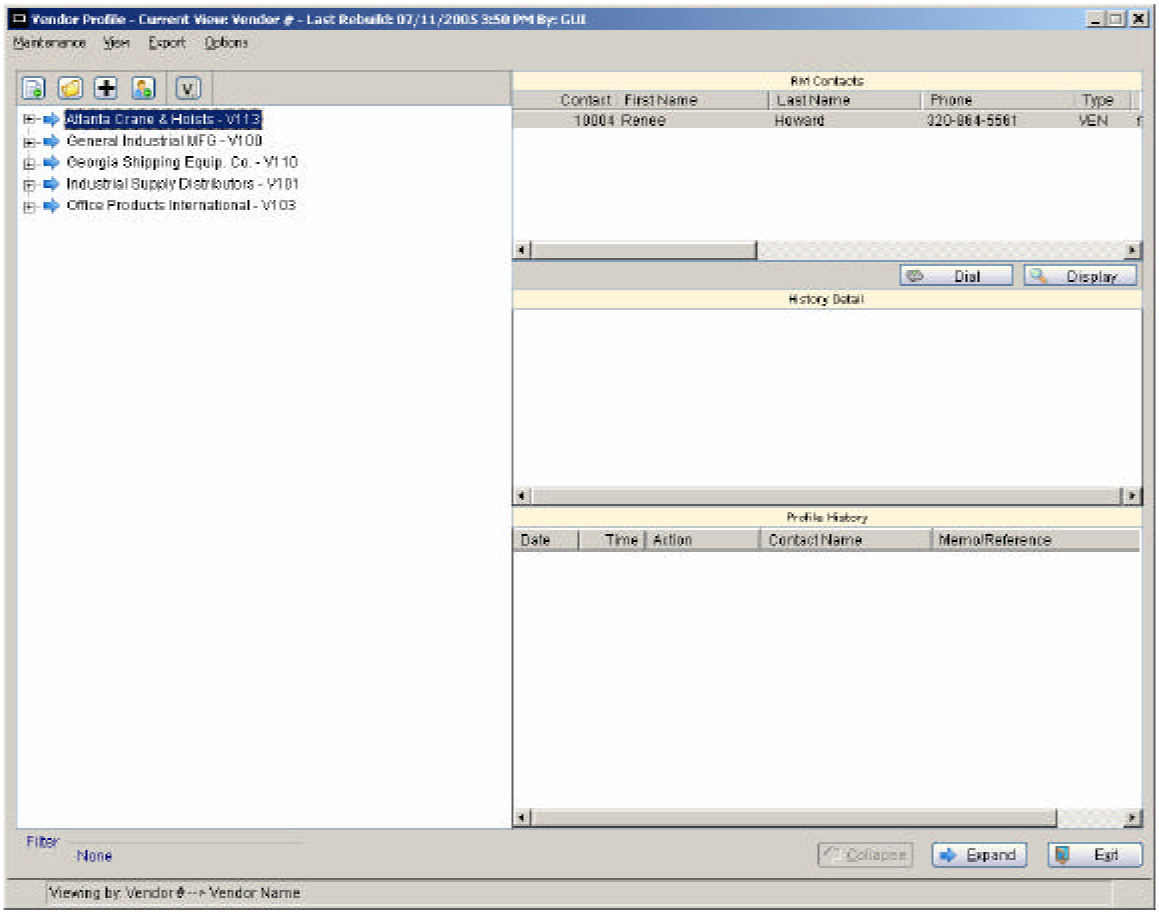
Synchronization

This functions the same as Credit & Collections. See Credit & Collections for more detail.

Vendor Profile Manager

The vendor profile manager is a tool that allows you build and store a database of additional information on your vendors. The profile manager is a file maintenance program with 5 tabs and 12 individual data fields per tab for a total or 60 user definable fields.

The concepts from the other work centers all apply here as well. The tree view as delivered will sort by vendor number.

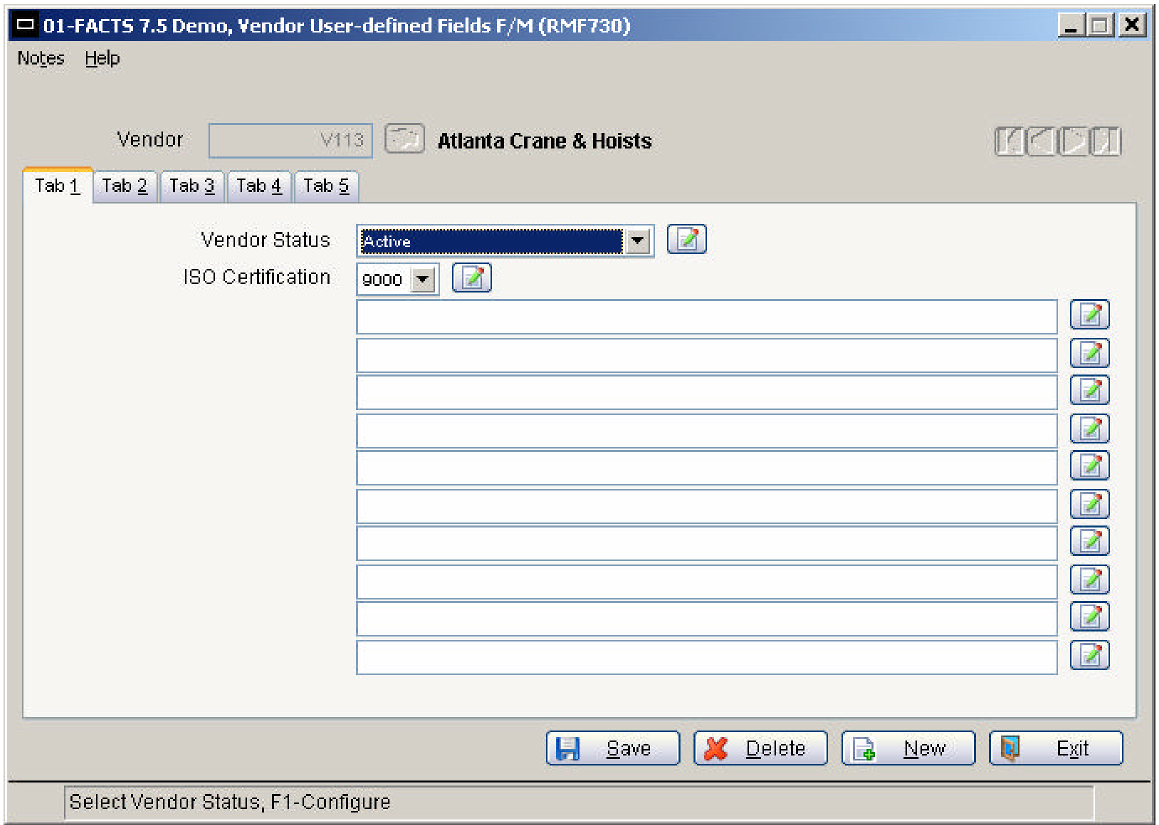


Button Bar

 New Profile F/M

This runs the actual profile file maintenance and allows you to create a new profile. If you are a user defined field administrator, you can add definitions of user defined fields. The profile uses Facts standard user defined fields. We will not cover them in detail here.

The blank screen below is an example of how the software is delivered.



Edit Profile

Call up the existing profile for the vendor that is highlighted.

Vendor F/M

Runs the vendor file maintenance program

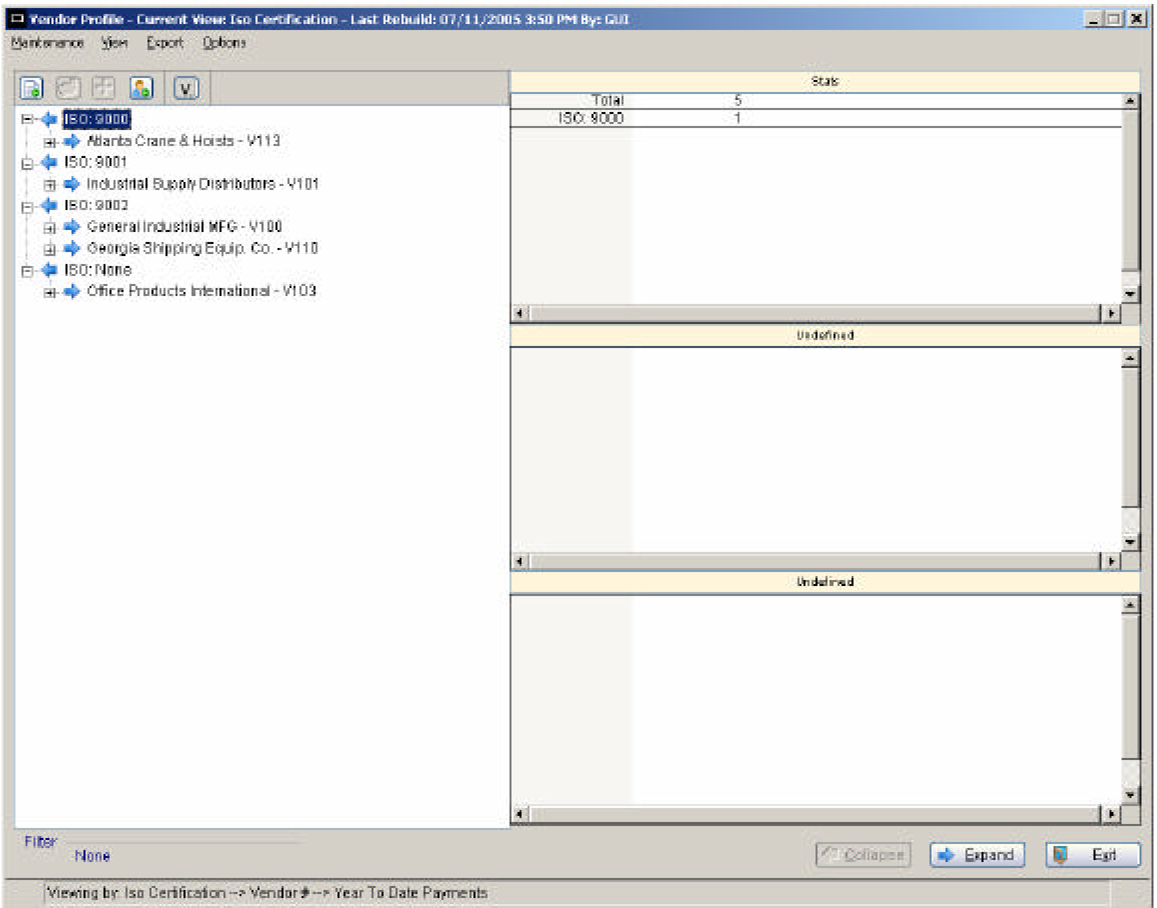
& Vendor Notes

See credit and collection vendor notes

Views

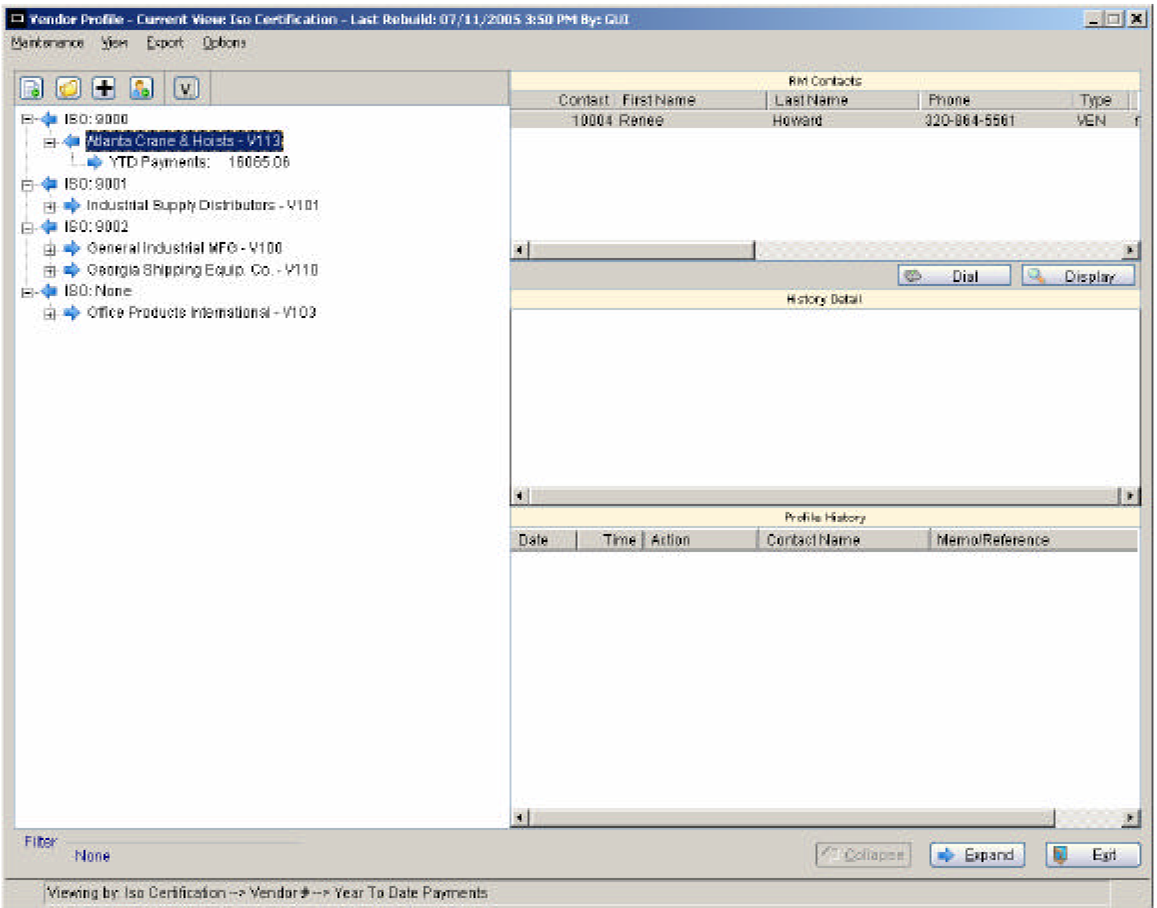
Because of the nature of a user definable set of fields, the only standard view that will be released/set-up will be by vendor. All user-defined fields will require some set up by your Facts solution partner based on the definition of the fields. Following are some examples of how it can be used.

User defined fields vendor status and ISO Certification have been set up by vendor. A view can be created by either one of those user-defined fields.



You will notice that the top summary panel displays counts of the information in the tree view.

Detail panels are available and add addition count fields as you expand to the next detail level. For example:



All other panels will need to be defined by your Facts Solution Partner with you.

Filters

See Credit & Collections for specifics on filters. User defined fields will need to be defined by your Facts Solution Partner with you.

Exports

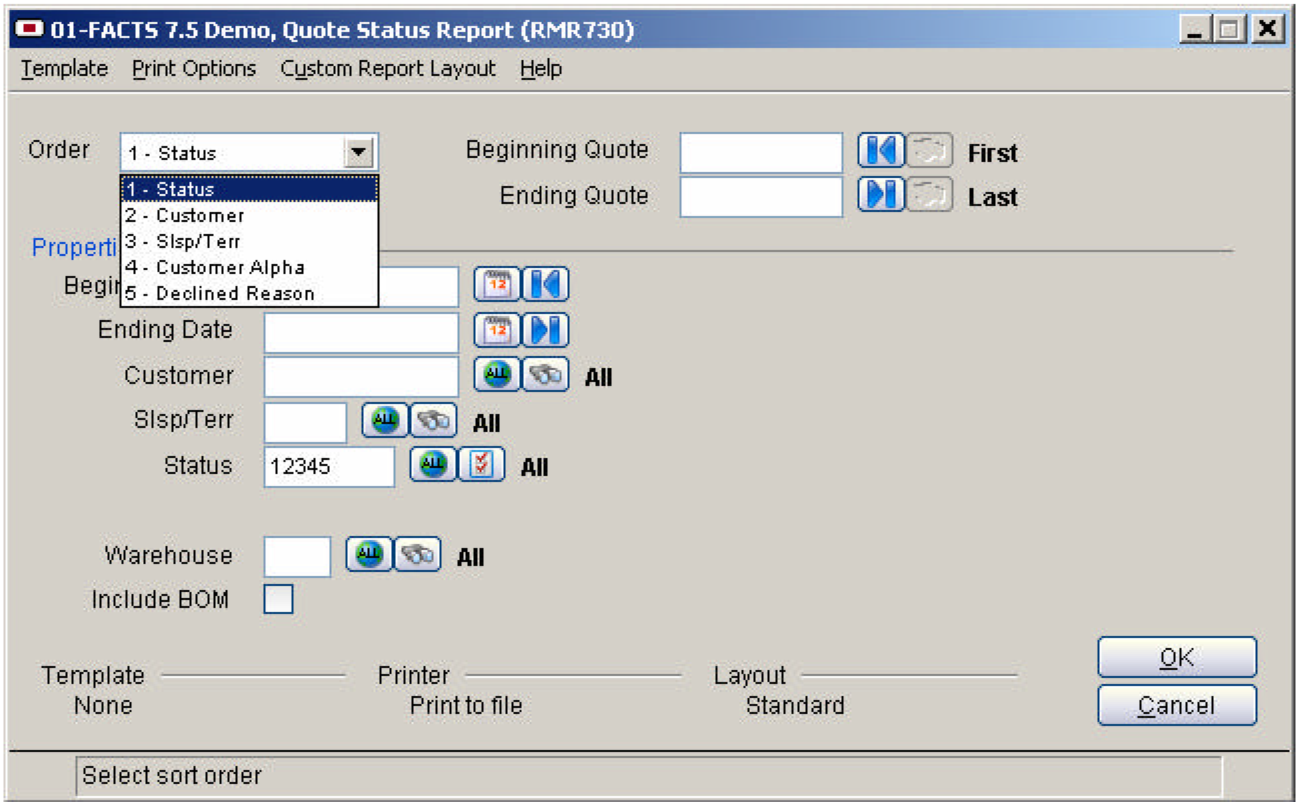
See Credit & Collections for specifics on exports. User defined fields will need to be defined by your Facts Solution Partner with you.

Reports

All of these reports have been written using the new Report Formatter tool providing multiple output options and user formatting capability.

Quote

Quote Status Report

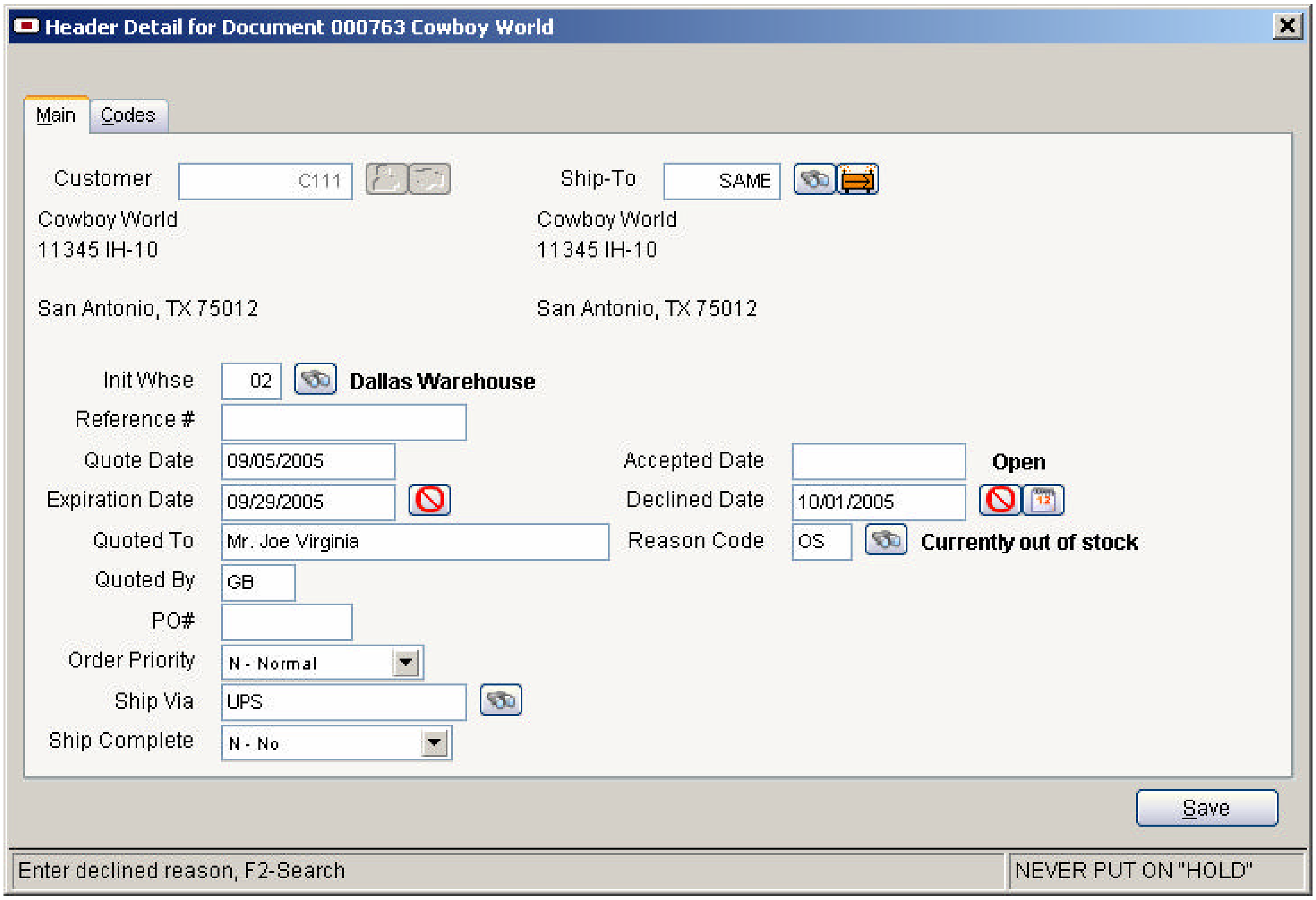


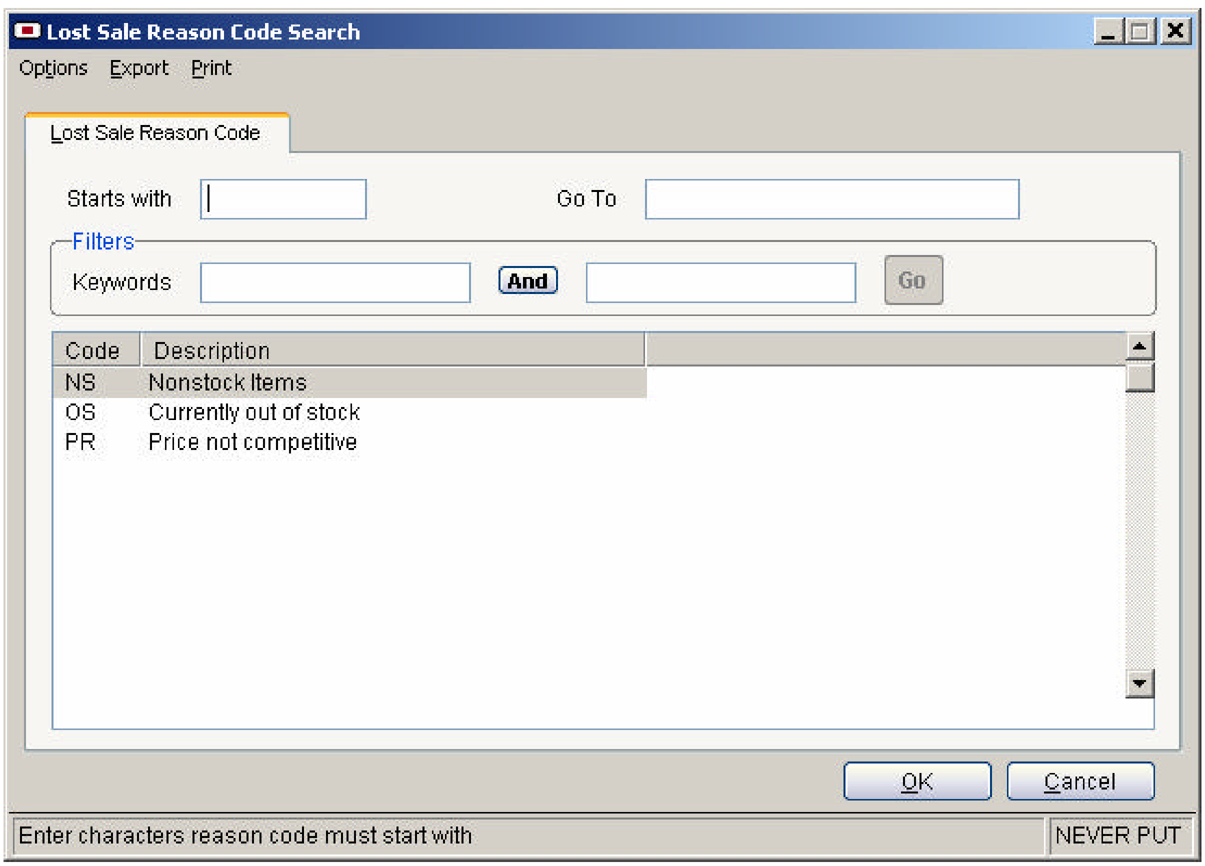
The quote status report is designed to utilize the new fields added to the quote header. The fields are:

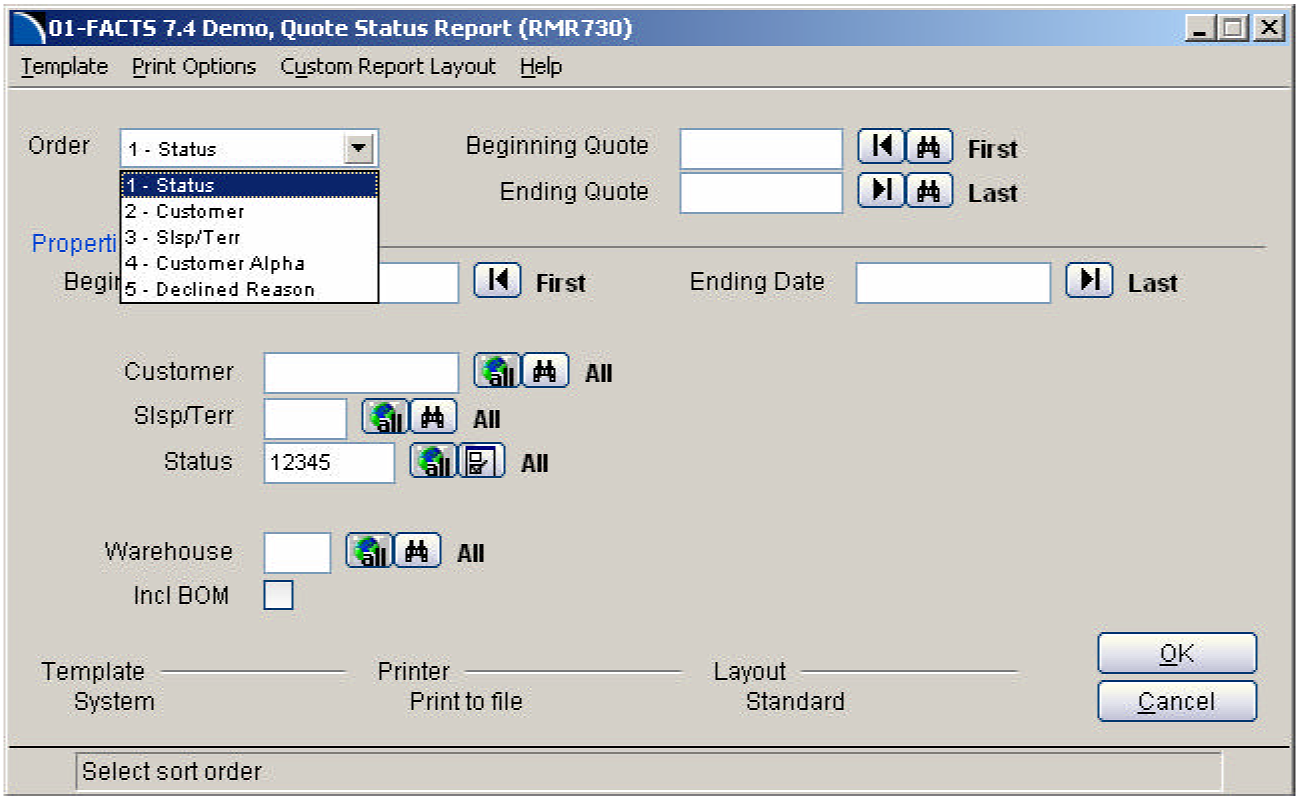
Accepted Date – The date the customer accepts the quote and it is partially or fully converted to an order.

Declined Date – The date the customer declines a quote. A calendar button is available for this date.

Reason Code – The reason a quote was declined. The reason codes are the same as those used for lost sales. A search is available – see below.


Header Detail for Document 000763 Cowboy World
Main
Codes
Customer
C111
Ship-To
SAME
Cowboy World
11345 IH-10
San Antonio, TX 75012
Cowboy World
11345 IH-10
San Antonio, TX 75012
Init Whse
02
Dallas Warehouse
Reference #
Quote Date
09/05/2005
Accepted Date
Open
Expiration Date
09/29/2005
Declined Date
10/01/2005
Quoted To
Mr. Joe Virginia
Reason Code
OS
Currently out of stock
Quoted By
GB
PO#
Order Priority
N - Normal
Ship Via
UPS
Ship Complete
N - No
Save
Enter declined reason, F2-Search
NEVER PUT ON "HOLD"


Lost Sale Reason Code Search
Options
Export
Print
Lost Sale Reason Code
Starts with
Go To
Filters
Keywords
And
Go
Code
Description
NS
Nonstock Items
OS
Currently out of stock
PR
Price not competitive
OK
Cancel
Enter characters reason code must start with
NEVER PUT



Order- The report has the option of printing by Customer, Salesperson, Quote Number, Customer Alpha and Status. The status is a numerical code indicating the current status of the quote.

Status – Select the range of status codes you wish to print on your report. A search is available.

Customer – Select the range of customers you wish to print on your report. A search is available. If you select this sort order, the individual customer select is disabled.

Slsp/Terr – Select the range of salesperson/territory codes you wish to print on your report. A search is available. If you select this sort order, the individual salesperson/territory select is disabled.

Customer/Alpha – Allows printing the report and selecting a range of alpha codes.

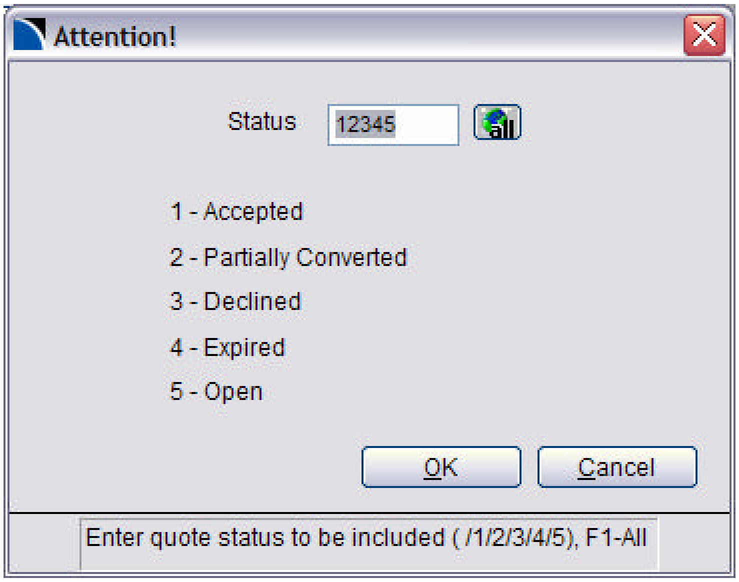
Declined Reason – Select the range of reason codes. When this sort order is selected the selection of status defaults to 3 for declined.

Beginning and Ending Dates – Select the range of quote dates you wish to print.

Customer– Select an individual customer to print. Available on all sort orders except customer.

Salesperson – Select an individual salesperson to print. Available on all sort orders except salesperson.

Status – Select the status codes to include on the report or all.

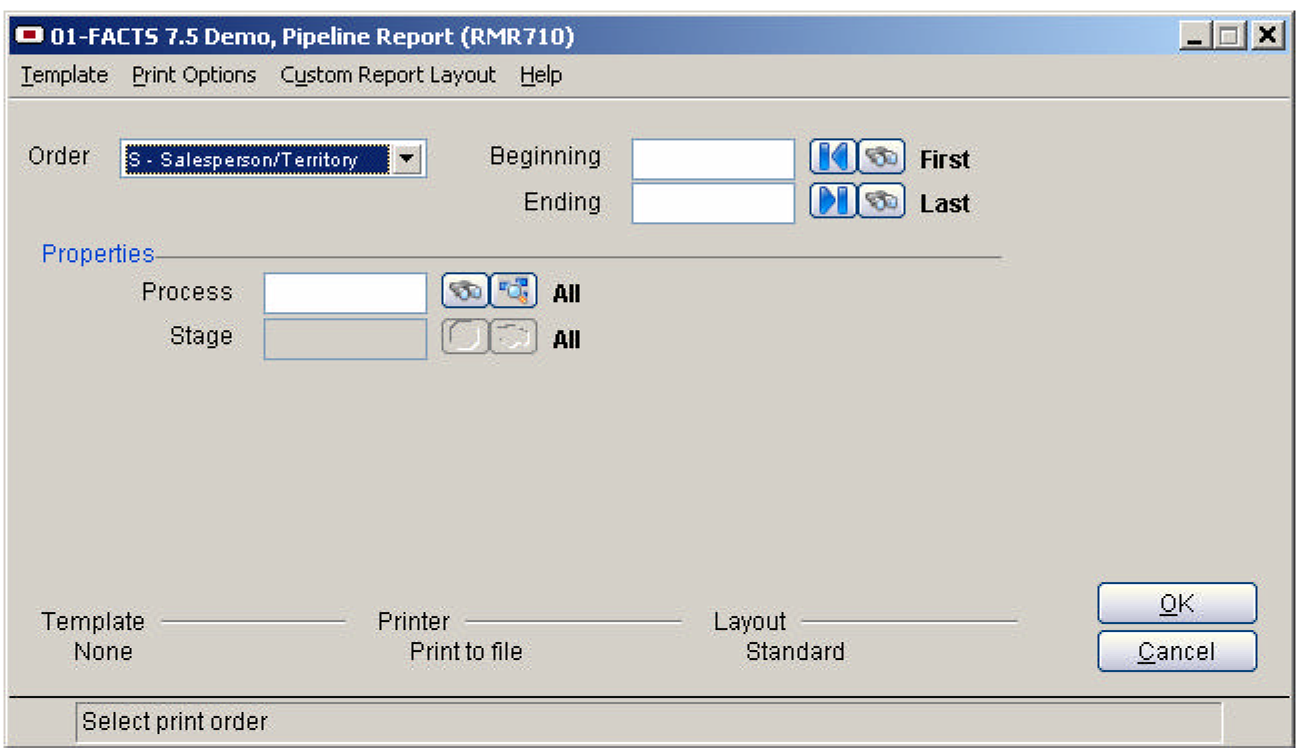


Warehouse – Enter a single warehouse or print for all warehouses. A search is available.

Incl BOM – Check this box if you want to include BOM components for line items that have them.

Opportunity

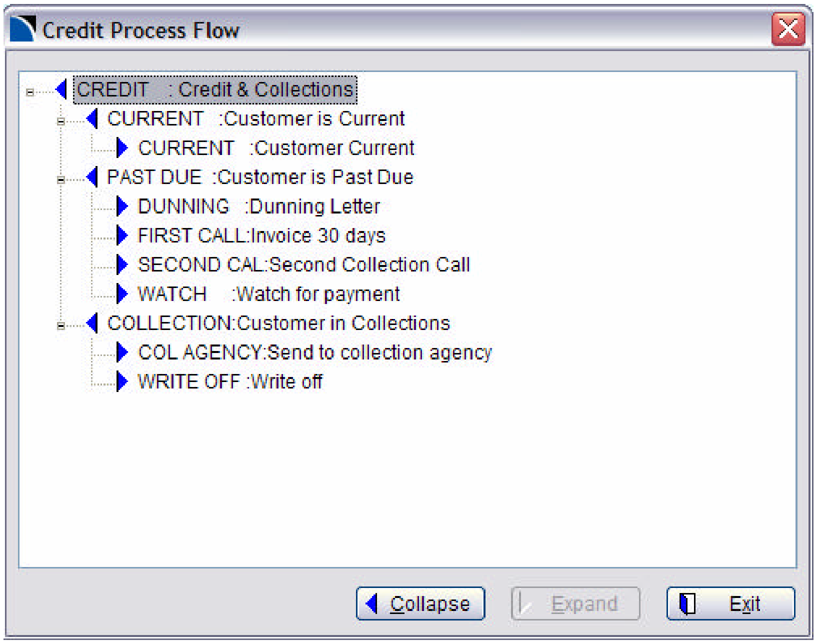
Pipeline Report



Order – The report can be printed in Salesperson, Region, Lead Source and Process/Stage

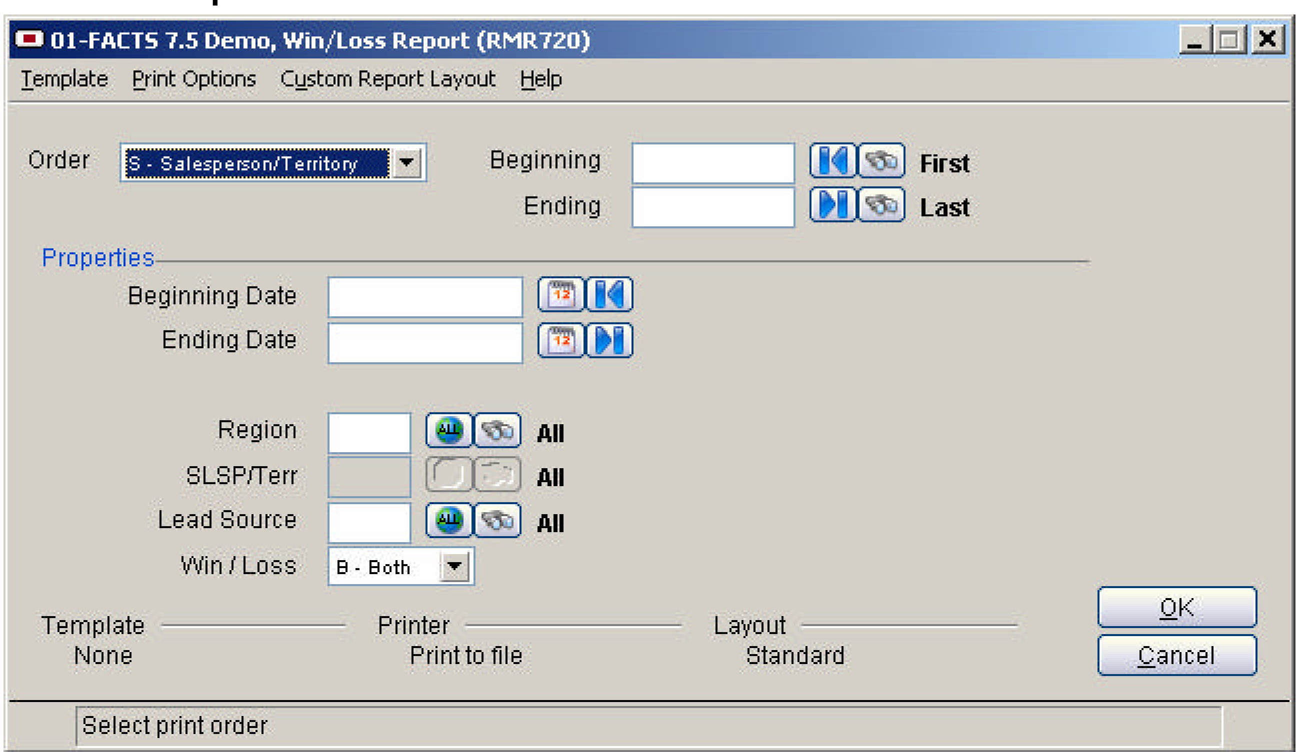
Beginning and Ending Dates – Used to control the date range of the report.

Process – Select a single process or print all processes. A search is available and a process flow screen can be displayed on the screen.



Stage – Select a single stage or print all stages. A search is available

Win/Loss Report



Order – The report can be sorted by Salesperson/Territory, Region, Lead Source or Process. A range with search capabilities is available for each sort order.
Beginning and Ending Dates – Used to control the date range of the report.

Region – Select a single region or all regions to print. A search is available.

Slsp/Terr – Enter a single salesperson or print for all salespeople. A search is available.

Lead Source – Enter a single lead source or print for all lead sources. A search is available.

Work Center Reports Exercises

1. Run a report to Excel of all Lost Deals since 1/1/04
2. Run a report of all converted/accepted quotes since 1/1/04
3. Run an open pipeline report

Security

Overview

Security in the Work Centers is applied to the following areas:

- Menu
- Program
- Export
- Panel/View
- History detail

Menu

To restrict an entire query, apply standard FACTS program security.

Program

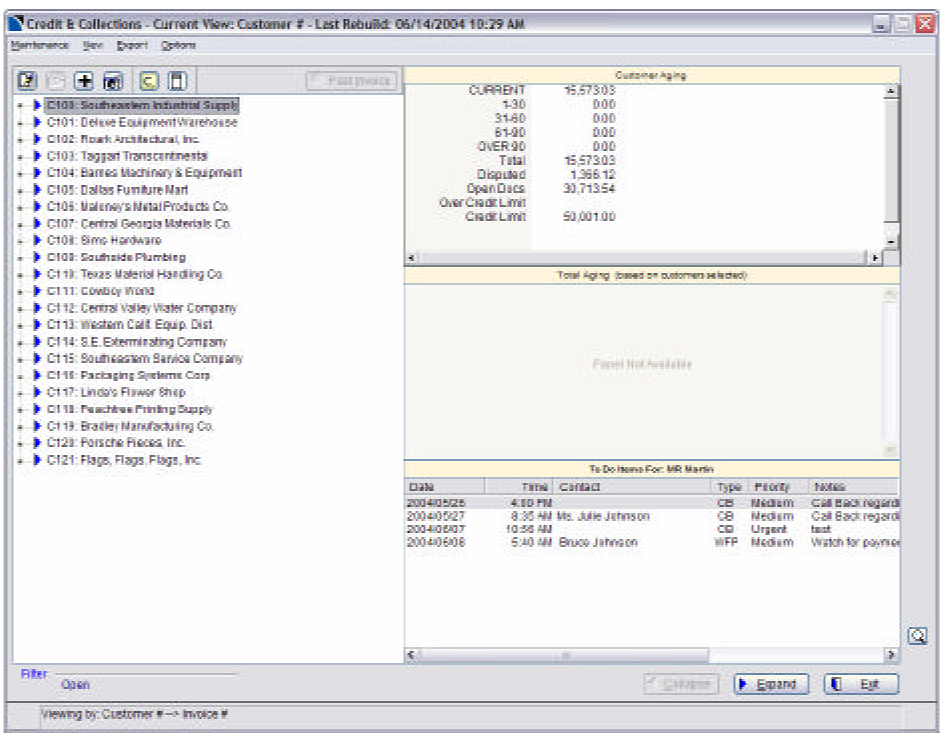
The security for programs run from the Work Center, such as Customer F/M, also uses standard FACTS security. The Work Center will display a security message if a user attempts to run a program that they do not have security for.

Export

Export security is set up by query. If the user does not have export security, the export menu will not be displayed.

Panel/View

If the user does not have security to view a panel, the panel will be disabled and the message 'Panel Not Available' will be displayed. See below.



History Detail

If the user does not have security to view the details of a particular action, like notes, the detail of the note will not be displayed. The message 'User does not have security to view detail' will be displayed in place of the detail. See below.