FACTS

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FACTS

TeleFACTS

Release 7.4

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TeleFACTS

Preface

Welcome to the FACTS System software that automates your business operations! The FACTS System is composed of 22 highly integrated modules. Each module has a manual dedicated its use and functionality. For ease of use, the manuals are formatted similarly. All of the FACTS manuals contain the following sections: system overview, program descriptions, references, glossary of terms, and sample reports.

System Overview

This section discusses the function and process flow for each module. Each System Overview section contains:

- An overview of each module and its interaction with other modules
- Flow charts of the module's system
- An overview of the modules posting to the General Ledger. This section should be reviewed even if the General Ledger Module is not being used
- Procedures and close-out checklists for daily, weekly, periodic (monthly) and yearly processing

Program Descriptions

These chapters detail each program in the module. Each program description includes the functions, user inputs, and a screen print. The programs are listed in the order that they appear on the menu. There is an overview preceding each menu that explains the interaction of the programs within the menu.

References

Throughout the documentation the phrase (ref. #) is used. This is referring to the appendix called "References."

References are used to prevent the same information from being repeated one program to the next. They are located at inputs where a user might want further information. References are always numbered. For example, F2 allows a search (ref.5): this indicates that pressing F2 will allow a search on the input, and more information on searches can be found in the Reference Appendix under reference #5.

Glossary of Terms

The glossary provides a definition of terms used in the manual and related terms from other modules.

Sample Reports

This section provides a sample printout of most of the reports and prints in the module. A directory is included that lists each report and the page number in the section.

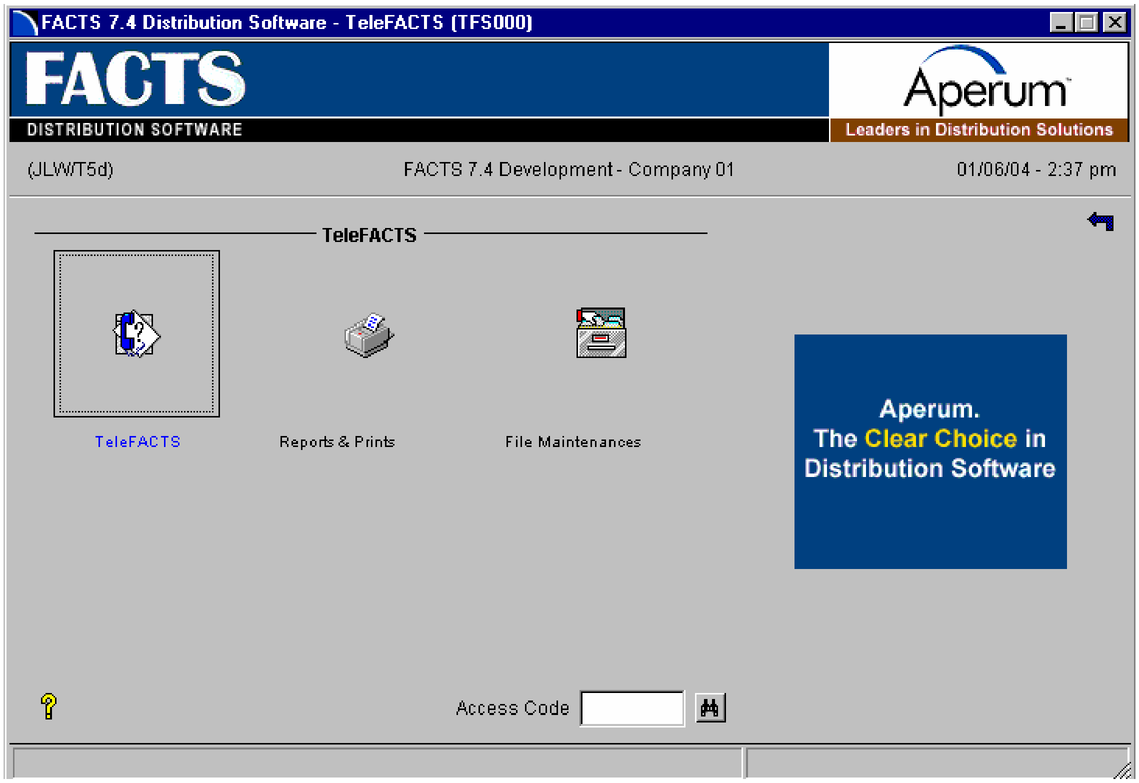
System Overview

TeleFACTS is an easy-to-use module of the FACTS System that provides the features most distributors need to manage and organize the activities of their sales staffs.

TeleFACTS uses one main screen as the focal point of the system. This is called the main contact screen. From here, the system branches to the various functions needed during telemarketing activity. By allowing virtually all TeleFACTS information to be accessed from one place, you do not have to go through a series of menus to get to needed information.

Typically, you will use the main contact screen to call prospective customers and existing customers. You can begin by displaying a list of calls you need to make, which you have previously scheduled. You can then use the Follow-up function to record each contact with a customer or prospect. Some of the many functions you can also perform are

- searching for prospects and customers by contact name, user-defined fields, alpha sort key, or phone number
- adding a prospect or customer that is not on file
- viewing messages in the Office Automation module
- accessing information for the customer/prospect from other FACTS modules, such as AR aging, past sales, payment history, and open documents.
- accessing any program in FACTS, such as the Sales Order Entry Program or Quote Entry Program.


FACTS 7.4 Distribution Software - TeleFACTS (TFS000)
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DISTRIBUTION SOFTWARE
Aperum
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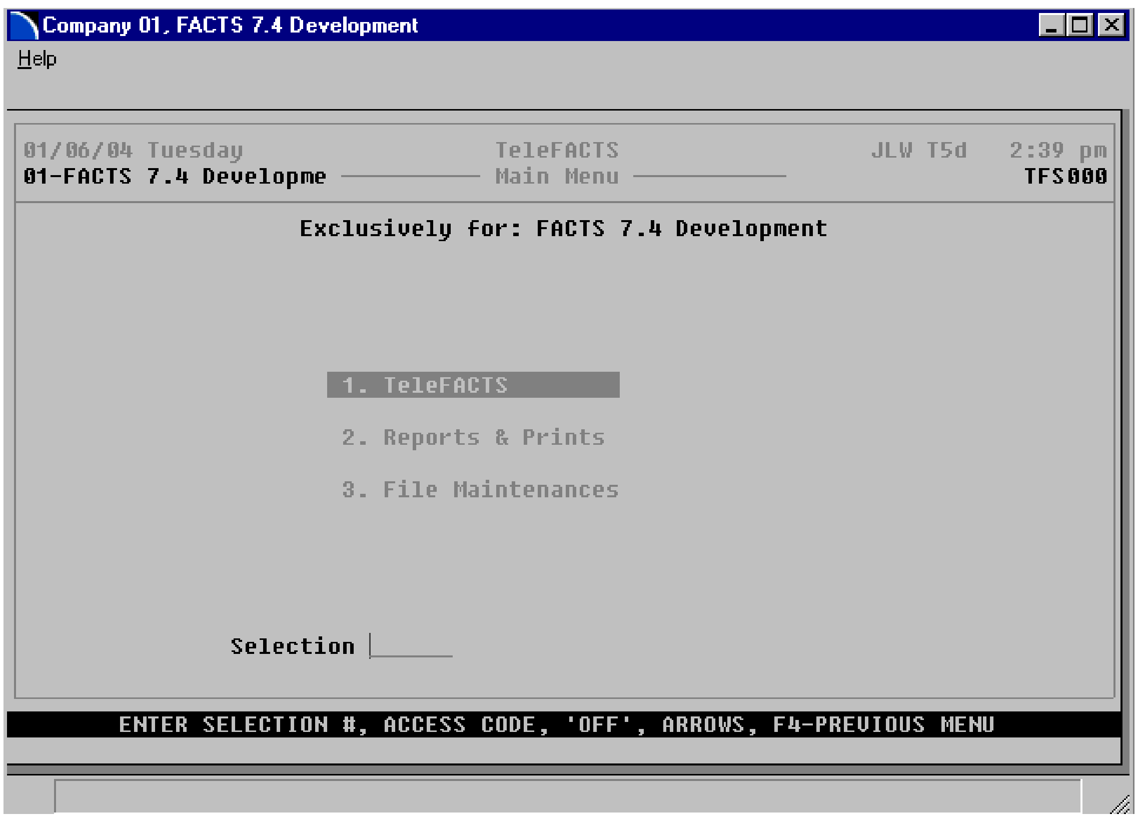
(JLW/T5d)
FACTS 7.4 Development - Company 01
01/06/04 - 2:37 pm
TeleFACTS
TeleFACTS
Reports & Prints
File Maintenances
Aperum.
The Clear Choice in
Distribution Software
Access Code


Company 01, FACTS 7.4 Development
Help
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01-FACTS 7.4 Developme
Main Menu
TFS000
Exclusively for: FACTS 7.4 Development
1. TeleFACTS
2. Reports & Prints
3. File Maintenances
Selection
ENTER SELECTION #, ACCESS CODE, 'OFF', ARROWS, F4-PREVIOUS MENU

After the business with the prospect or customer has been completed (that is, an order has been placed, a quote has been developed, telemarketing notes have been entered, or a call back has been scheduled), call closure takes place. The call time and date are logged. You can enter up to five codes to describe the next actions to be taken with the customer/pros-pect, such as calling again, scheduling a meeting, or sending product literature. You can also close a call by sending a letter and generating the corresponding labels and support staff instructions.

Features

Some of the many features of TeleFACTS are described below.

Clock display	The current time is displayed on the main contact screen.
Prospects and customers	Separate files are kept for prospects and customers. Therefore, searches and reports can be run for prospects, customers, or both.
Scheduling	Appointments, meetings, and follow-up calls can be scheduled by date and time. Calls can be quickly rescheduled by changing only the date or time; all other information is retained.
Notes	You can add unlimited notes lines for each customer and prospect to record telemarketing activity, such as activity from either phone or letter contacts. A note type can be assigned to each note for searching and reporting purposes. Notes can be purged by customer/prospect, branch, salesperson, date, or type. A keyword search on the text is available.
Contact history	Every contact with a customer or prospect is logged and tracked, whether it be by phone or mail.
User-defined data sets	Up to 24 user-defined fields allow you to profile customers and prospects according to your specific needs.
Autodialer	From the Follow-up F/M Screen, the telephone number for the customer/prospect displayed on the screen can be dialed automatically by the system.
Call queue	The next day's scheduled activities can be displayed, including the number of calls for the day, week, and the number of past due calls.
Sales orders and quotes	As you are working with a customer or prospect in TeleFACTS, you can quickly access the entry program for sales orders or quotes in the Sales Order module. This feature allows you to perform price and item availability checks. Some information is carried over from the TeleFACTS System, thus saving you additional keystrokes. For example, the customer, salesperson, and warehouse is carried over from TeleFACTS to the Sales Order Entry program so it can be automatically used when entering an order.
Inquiries	From the main contact screen, you can access inquiry programs from other modules in FACTS: SO Customer Inquiry Screen

	IC Item Inquiry Screen SO Document Inquiry Screen
Access to any program	You can easily run any FACTS program by entering the name of the program from the main contact screen. All security and other menu functions are maintained.
Form letters	Letters can be stored, customized, and generated by each user. The system automatically inserts customer or prospect information, such as name and address. Each letter sent to a customer or prospect is tracked in a notes file. The user has the option to save the entire letter.
Word processor interface	TeleFACTS ties in to the WordPerfect word processing package, so you can create letters for any purpose such as follow-ups and thank-you notes.
Cleaning files	Programs have been included to purge the notes and history files.
Reports	Standard reports allow printing of call queues, notes, contact history, and letters as well as customer and prospect listings.
Sales forecasting	A report is provided that shows expected sales as document-ed in the system in the action codes of calls. The report can be printed in order of customers, prospects, alpha, sales-person, or customer class for a range of dates.

TeleFACTS Set Up

The following file maintenances encompass what you must set up in other FACTS modules in order to use the TeleFACTS module:

- AR Salesperson/Territory F/M (ARF920) - A salesperson code must be set up for each user if the user does not already have a salesperson code. The salesperson code and user code do not have to be the same, but they should represent the same person since in TeleFACTS they are used synonymously. The new fields, **Maximum Calls Per A.M.** and **Maximum Calls Per P.M.**, must be entered for all existing salesperson codes.
- SM User Code F/M (SMF410) - Several new fields have been added to the User Code File. Each user must be assigned a salesperson code, grace period for calls, and a call code. The **Call Code** field should be left blank if the Autodialer feature is not used.
- OA Employee F/M (OAF950) - Employee titles should be entered. Titles must be entered in order for the Letter Generator (or WordPerfect) to use each employee's title. Be sure to enter titles in upper- and lowercase letters. If the employees are not set up, please refer to the OA user manual for instructions on setting up employees in Office Automation.

Establish Infrequent F/Ms

Enter the necessary information into each of the programs on the TeleFACTS Infrequent File Maintenances Menu.

Establish F/Ms

Enter the necessary information into each of the programs on the TeleFACTS File Maintenances Menu.

Rebuild TM Sort Files

Several of the TeleFACTS sort files are constructed from existing information. Therefore, you must use the Rebuild TF Sort Files Program to rebuilt the sort files prior to live processing.

Set Up the Autodialer

Note: In its standard set-up, the Autodialer feature only operates on terminals.

To use the Autodialer feature of TeleFACTS, you must do the following things:

1. A Hayes-compatible, 1200 baud or 2400 baud modem must be connected to the auxiliary port at the back of the terminal running the TeleFACTS System.
2. A telephone must be connected to the phone outlet on the modem.
3. The modem accesses an analog phone line, so make sure the phone line is analog. If you are not sure whether the phone line is analog or digital, please consult your local phone company or the company that installed your phone system.

4. Set up the auxiliary port using the Terminal Auxiliary Port Setup F/M Program, which is described in the *Infrequent File Maintenances* chapter of this manual.
5. Add the following line to config.bbx: **alias PM /dev/tty "modem"**

Installing TeleFacts For WordPerfect

TeleFACTS includes a WordPerfect 5.0 (WP) interface for UNIX/AIX, that allows you to create letters in WordPerfect. (You also have the option of using the Letter Generator in TeleFACTS instead of WordPerfect.)

When you install TeleFACTS, these files are supplied in WP 5.0:

- **letter1** - provides a standard format for your letters from which you can create other letters
- **mergeSSI.wpm** - once modified for each user, allows you to merge TeleFACTS information, such as customer name and address, into WordPerfect letters
- **print.wpm** - allows you to print a letter from the main contact screen without executing WordPerfect
- **secondary** - holds a copy of the TeleFACTS information you want to merge with your WordPerfect letter

Set Up the Word processor Control F/M

If you are going to use the WP interface, you must first set the parameters in the Word processor Control F/M Program under the Infrequent File Maintenances Menu. (See *Word processor Control F/M* in this manual for more information.)

If you use a script to initiate WordPerfect, make sure it supports the use of macros.

Modify the Merge Macro for Each User

TeleFACTS includes a template merge macro called **mergeSSI.wpm**. There are two files used during the merge process: **primary** holds a copy of the WordPerfect letter you select and **secondary** holds a copy of the TeleFACTS information you want to merge with the letter. The macro **mergeSSI.wpm** runs the mail merge feature of WordPerfect. It merges a copy of your WordPerfect letter with TeleFACTS information.

You must modify the merge macro, **mergeSSI.wpm**, within WordPerfect for each user to identify the files you want to use (primary and secondary) by user code:

- Copy the **mergeSSI.wpm** macro to a new macro for each user: **mergeXXX.wpm** (where XXX is each user code).
- You must edit the macro to merge the correct files for each user code: change **primary.SSI** to **primary.XXX** and change **secondary.SSI** to **secondary.XXX** (where XXX is the user code. Example: **mergeABC.wpm** should merge **primary.ABC** and **secondary.ABC**)
- You must update the WP data directory for the **primary** and **secondary** files in the merge macro by replacing the default directory,

/ssi6/wp/data/primary.XXX, with the directory where your primary and secondary files will reside. You must also update the WP data directory in *Word processor Control F/M* with the same directory for the primary and secondary files you specify in the macro.

Please refer to your WordPerfect manual for detailed information on the editing of macros.

Create Letters

You can create different letters from the standard WordPerfect letter supplied with TeleFACTS (**letter1** as described above). This file contains WP mail merge codes, hardcoded with fields are taken from TeleFACTS information:

- Field 1 - date
- Field 2 - contact’s full name
- Field 3 - customer or prospect name
- Field 4 - address line 1
- Field 5 - address line 2
- Field 6 - address line 3
- Field 7 - contact’s first name
- Field 8 - salesperson’s name
- Field 9 - salesperson’s title.

To create your letters, copy **letter1** to other file names. Change “body of text” but do not change the merge codes (the F1 to F9 designations). This is how TeleFACTS identifies which fields should be merged into the correct places in the letter.

Changed Programs and Files In Facts

This section details those programs and files in other modules of FACTS that have been changed for the TeleFACTS System.

AR Customer File (ARCUST)

Two new fields have been added to the AR Customer File (ARCUST):

- **Assigned Date.**
- **Lead Source.**

User Code File (SMZART)

Three fields have been added to the User Code File (SMZART):

- **Sls/Ter Code**
- **Call Grace Period**
- **Call Code**

AR Customer F/M Program (ARF910)

The new fields added to the ARCUST file have been added to the AR Customer F/M Screen:

- The new fields for the ARCUST file have been added to the Customer F/M Screen:

- **30. Assigned Date**. Enter the date that the salesperson was assigned to the AR customer.
- **31. Lead Source**. Enter the source from where the salesperson got the lead for this prospect. Press F2 to search for valid sources, which are defined in the TM Lead Source F/M.

- If you change the salesperson/territory code, all follow-ups scheduled for the customer by the previous salesperson are assigned to the new salesperson.
- You can set up default customer information on the AR Customer Defaults F/M screen.

AR Customer Defaults F/M Program (ARF840)

This program lets you enter default fields that you can use when setting up a new customer or prospect. If you need to enter a large number of customers or customers with similar information, this program helps you speed up the entry.

AR Transfer/Change Customer Codes (ARU910)

As in the previous program, if you change the salesperson/territory code in the AR Transfer/Change Code Program, all follow-ups scheduled by the previous salesperson are assigned to the new salesperson.

SM User Code F/M Program (SMF410)

The new fields added to the SMZART file have been added to the User Code F/M Screen:

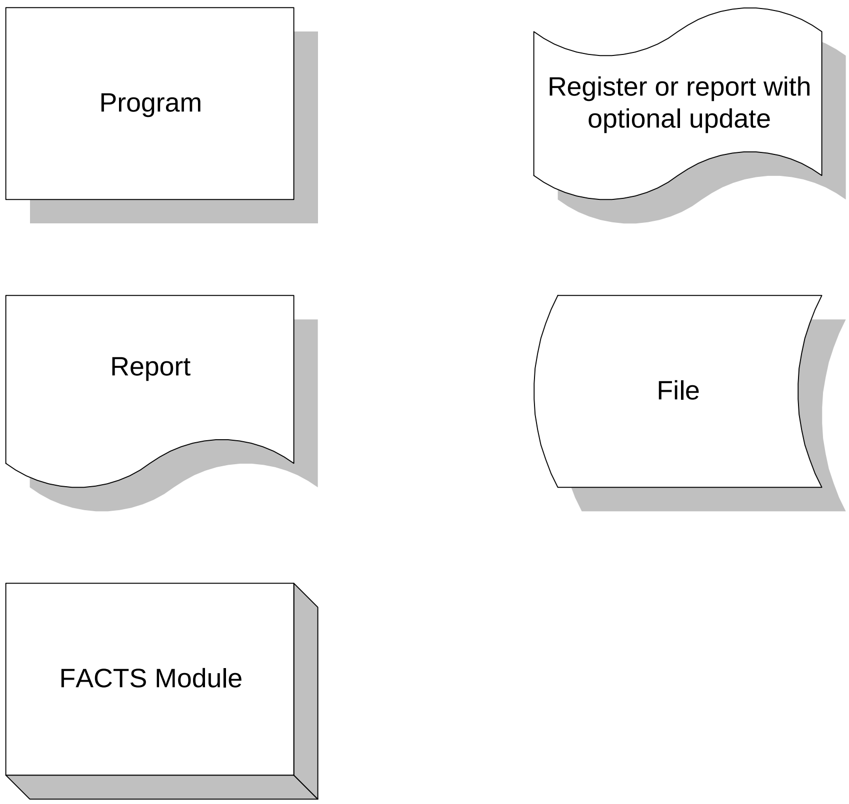
- **Sls/Ter Code**. Enter the salesperson/territory code that is assigned to this user code. In TeleFACTS, the user code and salesperson/territory code are usually synonymous so that information entered in TeleFACTS can be connected to the salesperson/territory code.
- **Call Grace Period**. Enter the number of days (0 to 999) after which the user of TeleFACTS is forced to conclude a call. In the Follow-up function of the main contact screen, follow-ups that are past this number of days must either be rescheduled or deleted.
- **Call Code**. Enter the code (up to 10 characters) that this user must normally enter to access a long distance telephone connection. This entry is used with the Autodialer feature of TeleFACTS and is automatically entered by the system when that feature is invoked from the Follow-up F/M Screen. In order for any entry in this field to be meaningful, the **Use Call Code** flag of the TF Static Control record must be set to **Y**.

Telefacts Flow Chart

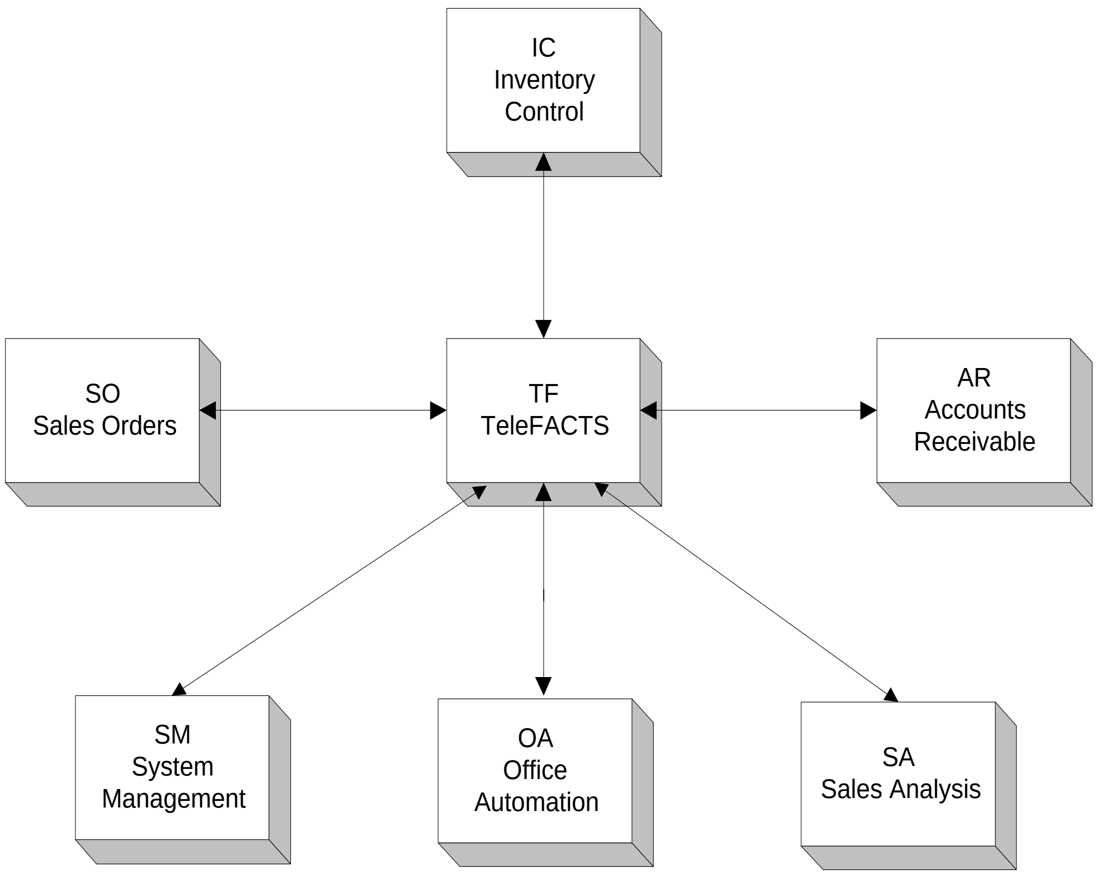
The following page presents a flow chart which illustrates the flow of information between TeleFACTS and other modules in the FACTS System.

Note that not all files and programs are shown. The flow chart simply presents how information flows through the system.

The following symbols represent the types of information shown on the flow chart.



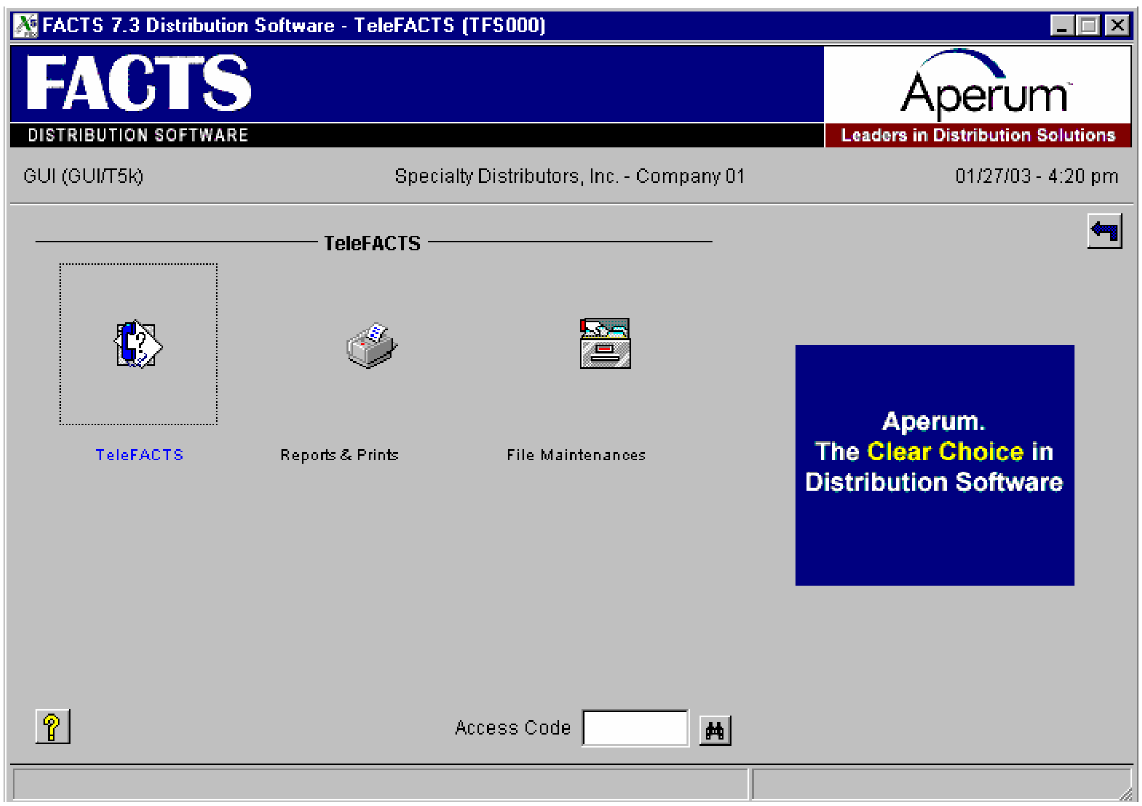
TeleFACTS

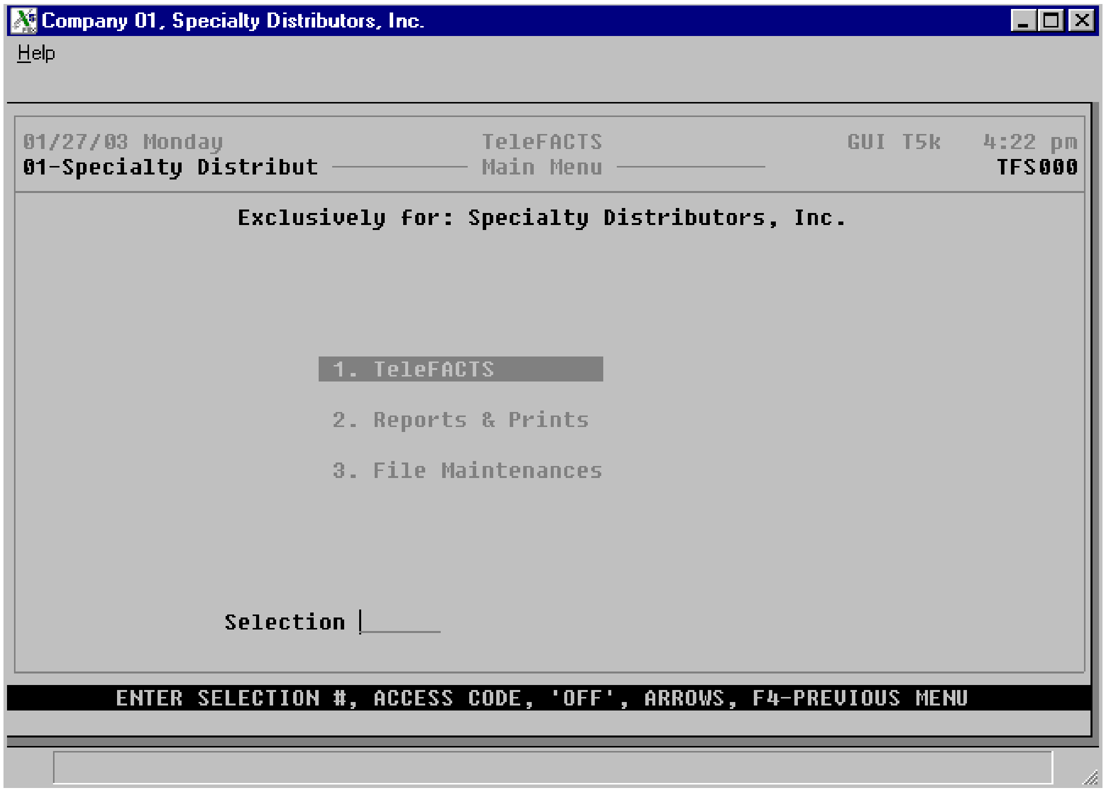

IC
Inventory
Control
SO
Sales Orders
TF
TeleFACTS
AR
Accounts
Receivable
SM
System
Management
OA
Office
Automation
SA
Sales Analysis

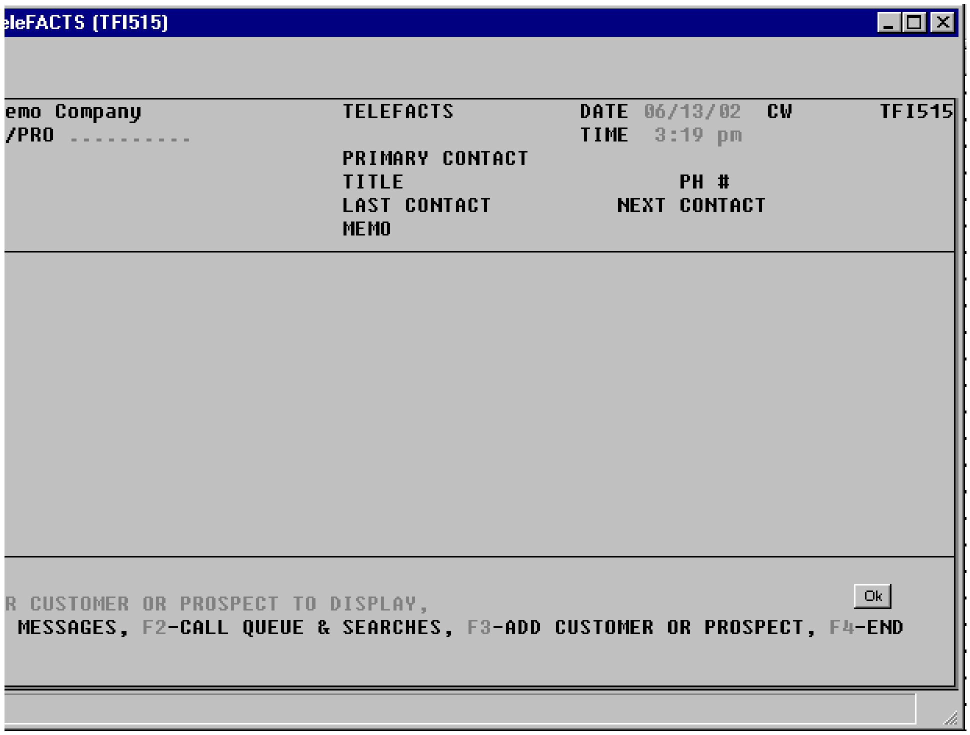
CHAPTER 2

Using TeleFACTS

The TeleFACTS module uses one main screen as the focal point for all customer and prospect functions. In addition, this screen gives you access to any program within the FACTS System.




Company 01, Specialty Distributors, Inc.
Help
01/27/03 Monday
TeleFACTS
GUI T5k
4:22 pm
01-Specialty Distribut
Main Menu
TFS000
Exclusively for: Specialty Distributors, Inc.
1. TeleFACTS
2. Reports & Prints
3. File Maintenances
Selection
ENTER SELECTION #, ACCESS CODE, 'OFF', ARROWS, F4-PREVIOUS MENU



This screen is accessed by choosing option 1, **TeleFACTS**, from the TeleFACTS Main Menu. From this screen the system branches to the various functions available to the user. By allowing virtually all TeleFACTS information to be accessed from one place, you avoid having to go through a series of menus to get to needed information.

This program can be used for inquiry purposes only. Contact history does not have to be updated when you access information for a customer or prospect.

All information for a customer or prospect is available to all salespeople. Salespeople may view and change other salespersons' information.

First Step

To begin using this program, enter the number of the customer or prospect in the **Cust/Pro** field (up to 10 characters). Before you enter the number, the following options are available to you from this field:

- viewing OA messages
- F2-call queue and searches
- adding customers and prospects.

Viewing OA Messages

To view your messages in the Office Automation module, enter **V** in the **Cust/Pro** field. The OA Message Viewing / Disposition Screen is then displayed for you to see both general and telephone messages that have been entered through OA. For more information on how to use this screen, see the description for the Message Viewing / Disposition Program (OAE230) in the System Management documentation.

F2-Call Queue & Searches

Pressing F2 from the **Cust/Pro** field allows you to

- display a list of your scheduled follow-ups. For example, you can use this task to find out who to call today or to view memos you have sent yourself as reminders. These entries are set up in the Follow-up function of this program.
- use various types of searches to look for customers or prospects.

Step	Action
1	After you press the F2 key, the following prompt is then displayed: **Search all accounts, prospects, or customers? (A/P/C)**. Enter one of the following for which to display the call queue or use searches: **A -** both AR customers and prospects **P -** prospects only **C -** AR customers only Result: The Cust / Pro Search window is then displayed with the following prompt: **Enter date, Ln#, C-contact, F1-user sorts, F2-Alpha, F3-Ph#, F4-Backup**.
2	The Cust / Pro Search window first shows, for the type of accounts you selected in step 1, the total numbers of calls you are scheduled to make today and this week. The number in the **Old** field shows the numbers of calls you are past due to call from today. You have the following options: **Enter date** - To display the call queue, you must first enter a date from which to begin the list. CR defaults to the first record. The system then displays the date and time the call was scheduled to be made, customer or prospect number and name, city and state. **Ln#** - To proceed with a call, enter the line number of one of the displayed calls. You are taken to the Follow-Ups F / M Screen for the selected line. See the description for the Follow-up function later in this chapter for more information on this file maintenance. **C-contact** - Enter **C** to search for a customer / prospect by a particular contact name at the customer's or prospect's business. The following prompt is then displayed: **Search by first or last name? (F/L)**. You can then enter up to 20 characters for either the first or last name to begin the search. (You also have the option to search by date or phone number.) Customers / prospects having this contact name begin the displayed list, along with the full contact name, job title, customer or prospect number, and salesperson code. Select a line number for which to display the main contact screen.

Step	Action
	F1-user sort - Press F1 to search for a customer/prospect by one of the user-defined fields (as set up in the User-Defined Fields Control F/M for this installation and in the User-Defined function of this program for this customer/ prospect). The following prompt is then displayed: **Search by cust/pro or salesperson? (C/S)**. Entering **C** will display matches for all customers, and entering **S** will display only customer/ prospects for your salesperson code. The following prompt is then displayed: **Enter field number, F2-field name search**. Enter the number of the user-defined code for which you wish to search customers/prospects. For instance, if SIC code is the first code set up in the F/M, enter **1** to search for a customer/ prospect by SIC code. Customers/prospects having this SIC code begin the displayed list, along with the customer or prospect number, name, and salesperson code. Select a line number for which to display the main contact screen. **F2-Alpha** - Press F2 to search for a particular customer or prospect by the alpha look-up key. The following prompt is then displayed: **Enter alpha, select ln#, F1-date, F2-keyword, F3-ph#**. You can then enter up to 10 characters of the alpha look-up key to begin the search. (You also have the option to search by date or phone number.) A list is displayed of customers/prospects that match the keyword, along with the alpha look-up key, customer or prospect number, name, city, state, and assigned salesperson. Select a line number for which to display the main contact screen. **F3-Ph# -** Press F3 to search for customers/prospects by their telephone number. The following prompt is then displayed: E**nter phone #, select ln#, C-contact, F2-date, F4-backup**. You can then enter up to 17 characters of the telephone number to begin the search. (You also have the option to search by date or contact name.) Customers/ prospects with this telephone number begin the displayed list, along with the full telephone number, customer or prospect number, name, city, state, and salesperson code. Select a line number for which to display the main contact screen.

Adding Customers and Prospects

To add new customers and prospects to the system, press F3 from the **Cust/Pro** field. The following message is displayed: **Add customer or prospect? (C/P)**. If you enter **C** then the Customer F/M Screen is displayed; if you enter **P** then the Prospect F/M Screen is displayed. See the field descriptions for these file maintenances later in this manual if you need help. Customers are added directly to the AR Customer File (ARCUST) and prospects to the TF Prospect File (TFPROS). After you add the record, you are returned to the main screen filled in with the new information you have just entered.

Result

After you enter the customer or prospect number, the following information is displayed in the header:

current warehouse
current date
current time, which is continuously update

company name and address
name of the primary contact, and their job title and phone number
date of last contact made by any salesperson
date of next contact as scheduled in the Follow-up function (Customer Info menu).
next contact memo for this salesperson from Follow-up function.

Moving Around This Program

After you enter the number of the customer or prospect in the **Cust/Pro** field, you have access to the various functions of this program that have been grouped into the following five menus:

Customer Info
Entry Programs
Wordprocessor
Office Automation
Extended

The access code for these menus are given below. The selection prompt, which is different for customers and prospects, is then explained.

Quick Access Codes

This program uses windows to display the selection options for each menu. Quick access codes allow you to by-pass these windowed options so you can enter them at the selection prompt. When you become familiar with the program, use the following chart as a quick reference to access needed information. Note that access to the options with an asterisk can be limited by setting up a password in the System Management module.

Customer Information

Enter	To access	Enter	To access
F	Follow-ups	**B**	Blanket sales orders
G	General information	**Q**	Open quotes in the SO module
***CO**	Contacts	**P**	Past sales
N	Note inquiry	**PI**	Past invoices
AD	Add note	**PR**	Pricing
AR	Accounts Receivable notes	**S**	Sales summary
AC	Past action	***SA**	Sales Analysis inquiry
H	History	**A**	Aging
U	User-defined fields	**PH**	Payment history
OR	Open orders in SO module	**O**	Open documents

Entry Programs

Enter this code	To access
***QE**	SO Quote Entry Program
***OE**	SO Order Entry Program
EC	End of call
LG	Letter generator

Wordprocessor

Enter	To access
WP	Wordprocessor
DS	Document search
DP	Document print

Office Automation

Enter	To access
***MS**	Message Viewing
***SM**	Send Message
***PS**	Phone Search
***SC**	Schedule/Calendar
***SO**	Sign Out Board
***SI**	Sign In/Out
CA	Calendar

Extended

Enter	To access
***CI**	SO Customer Inquiry Screen
***II**	IC Item Inquiry Screen
***DI**	SO Document Inquiry Screen

Selection Prompt

Use the selection prompt to access all available functions. The selection prompt differs depending on whether you are working with a customer or a prospect.

For a customer, the selection prompt is

Enter information display code, F3-select whse, CR-next customer.

You have the following options:

- Enter an access code for one of the functions (the display code).
- Press F3 to change the current warehouse so you can access information for other warehouses, such as sales orders and quotes.
- Press CR to work with the next customer on file. This option is displayed only if the **Allow Scrolling** field of the TF Static Control record is set to **Y**.

- For a prospect, the selection prompt is

(CR-next prospect)

Enter display code, F1-convert to a customer, F3-select whse.

You have the following options:

- Press CR to work with for the next prospect on file. This option displays only if the **Allow Scrolling** field of the TF Static Control record is set to **Y**.
- Enter an access code for one of the functions (display code).
- Press F1 to convert this prospect to an AR customer. This prompt displays: **Convert this prospect into a customer? (YES/N)**. Enter **YES** to add this prospect to the AR Customer File (ARCUST). When the record has been successfully added to the file, this message displays: **Prospect <number> converted. CR-continue**. Note that a prospect is removed from the Prospect File when it is added to the AR Customer File.

  When a prospect is converted to a customer using this feature, the customer credit check field value in the order entry programs is loaded from the default in the AR Static Control record. You cannot enter credit check information this screen. Also when a TeleFACTS prospect is converted to a customer, the ship complete and order priority values are loaded with the default values used when adding a new customer in Customer F/M. If you need to modify the customer information, access AR Customer F/M.

- Press F3 to change the current warehouse so you can access information for other warehouses, such as sales orders and quotes.

Customer Info

Follow-ups

You use this function to perform a variety of tasks:

- to view a quick list of follow-ups to be made
- to view the details of each follow-up, including contact name, what product they are interested in buying, projected close date of the sale, expected revenues, and actions to be taken (such as send product literature or develop a quote).
- to schedule new follow-ups by date and time.
- to change existing follow-ups, including rescheduling
- to use the Autodialer and timer
- to view or add telemarketing notes
- to set up user-defined fields.

An efficient way to maintain the records in this program is to reschedule the follow-up if a future appointment is to be kept, or to delete the follow-up if the appointment will not be kept.

List of Follow-ups

You can access this function by choosing **Follow-ups** from the Customer Info window or by entering **F** at the selection prompt. The screen lists the first 11 scheduled follow-ups with the following information:

scheduled date and time to contact the customer/prospect
item class and item number that the customer is interested in purchasing
sales type (**I** - initial, **R** - reorder, **U**-upgrade, CR-blank)
projected close date of the sale
percentage toward completing the sale
expected quantity and revenue of the sale.

The following prompt is displayed: **Enter line # for detail inquiry, F3-add/maintain, CR-continue**. You have the following options:

- **Enter line # for detail inquiry** - Enter the line number of the contact that you wish to see in detail. The Follow-ups F/M Screen is then displayed for the selected follow-up. See *Adding and Maintaining Follow-ups* below for field descriptions.
- **F3-add/maintain** - Press F3 to add a new follow-up or change an existing one. The Follow-ups F/M Screen is then displayed. See *Adding and Maintaining Follow-ups* below for field descriptions.
- **CR-continue** - Press CR to list the next 11 follow-ups.

Adding and Maintaining Follow-ups

To add a new follow-up entry or maintain an existing one, press F3 from the prompt at the summary list of follow-ups. The Follow-ups F/M Screen is then displayed. Complete the fields defined in the following table.

All entries you add or change here will show up in the call queue (F2 from the **Cust/Pro** field).

Field Number	Name	Description
*1	**Salesperson**	The system supplies the salesperson/territory code assigned to your user code.
*2	**Follow Up**	Enter the date for the next follow-up contact. CR defaults to the system date. If you want to enter a date that is a certain number of days, weeks or months from the system date, enter a + (plus sign) followed with the number of time periods and the specific time period (D - day, W - week or M - month). For example, if today is 10/01/94 and you want to enter 12/01/94, enter +2M here. If you are changing an existing follow-up, the system uses the grace period from the SM User Code F/M to determine if this call is past due. If it is, you must either reschedule the follow-up or delete it. Press F3 to enter the next date record for this salesperson.
*3	**Time**	Enter the time to schedule the follow-up. The default is for **AM**. You can enter an abbreviated entry for the time. For example, you can enter **3P** for 3:00 p.m. or **830** for 8:30 a.m.
*4	**Cust/Pro**	Enter the customer or prospect for the follow-up. F2 allows a search of customers or prospects, or both.
5	**Item Class**	Enter the item class for the item to which this follow-up pertains. F2 allows a search of valid item classes.
6	**Item**	Enter the item number to which this follow-up pertains. F2 allows a search of valid item numbers.
7	**Sales Type**	Enter whether this follow-up is for an **I** (initial sale to the customer), **R** (reorder), **U** (upgrade), **CR** (blank).
8	**Quantity**	Enter the projected quantity for this sale.
9	**Dollar Amount**	Enter the projected dollar amount for this sale. (The default amount is the quantity entered times the standard price.)
10	**Proj Close Date**	Enter the date on which you believe the sale will close. This entry will be used for the Sales Forecast Report.
11	**Proj Close %**	Enter a percentage to reflect by how much this sale

Field Number	Name	Description
		has been closed. For example, enter **90** if you expect the sale to close soon. To speed entry, press F2 to chose a value from an list of numbers incremented by 10. This entry will be used for the Sales Forecast Report.
12	**Competitor**	Enter the primary competitor for this sale. F2 allows a search of codes set up in the Contact F/M Program.
13-17	**Action Code 1-5**	Enter up to five codes to describe what this follow-up involves. F2 allows a search of codes set up in the Action Code F/M Program.
18	**Memo**	Enter up to 70 characters for any purpose. You can use it, for example, to further describe the action codes.
19	**Sold Date**	If you have closed a sale, enter the date on which it was closed.
20	**Why Sold**	If you have closed a sale, enter a code describing the reason for the sale. F2 allows a search of codes set up in the Sale/Lost Sale Reason Code F/M Program.
21	**Lost Date**	If you did not close the sale, enter the date on which the customer informed you of this.
22	**Why Lost**	If you did not close the sale, enter a code describing the reason for the lost sale. F2 allow a search of codes set up in the Sale/Lost Sale Reason Code F/M Program.
23	**Contact**	Enter the name at the customer's or prospect's business for this follow-up. This does not have to be a valid entry, but F2 allows a search of defined contacts for this customer. CR defaults to the primary contact.
24	**Reorder Date**	Enter the date on which you expect a reorder from this customer.

You are then asked to confirm the addition or change of the record.

The following selection prompt for this screen is as follows:

Autodial/timer, General, Notes, Previous, Reschedule, User Defined, Summary
Line # to change (F2-continued), CR-next, D-delete, F4-new entry

You have the following options:

- **Autodial/Timer -** Enter **A** to let the system automatically dial the telephone number for this customer or prospect and to clock how long the call lasts. The Autodialer window is then displayed with the following prompt: **Enter phone number to dial**. Enter the area code and phone number (with or without dashes and/or parentheses), or press one of the displayed functions keys to choose the phone numbers on file for the customer or prospect. You do not have to enter any codes normally required before or after the phone number when you dial on a telephone. Instead, the entries in The **Call Out Prefix** field of the TF Static Control F/M and the **Call Code** field from the User Code F/M do this for you.

After you press the ENTER key, the timer keeps track of how long your call lasts. A message in the upper-right corner of the screen lets you know that the timer is on. Enter **A** again from the selection prompt when you are finished with this call to turn the timer off. The time elapsed for the call can be reviewed in the Call History function of this program.

- **General** - Entering **G** displays the same information as the General function of the Customer Info window. See the description later in this chapter for more details.
- **Notes -** Entering **N** gives you the same ability to add or inquire on notes as the Note Inquiry and Add Notes functions of the Customer Info window. See the description later in this chapter for more details.
- **Previous** - Enter **P** to display the screen for the previous follow-up on file.
- **Reschedule** - Enter **R** to reschedule this follow-up. The cursor immediately goes to the **F/U Date** field, so you can enter another date. You can then change any field on this screen, if needed. Press F4 to end changes. The system gives you the option to reschedule again or to press CR to end changes.
- **User Defined** - Entering **U** lets you define the user-defined fields that have been set up in the User-Defined Fields Control F/M Program; this is like adding new information to the AR Customer File or TF Prospect File in that they are defined by customer or prospect. These fields can be used in searches or user-generated reports. This is the same as the **User Defined** function of the Customer Info window. See the description later in this chapter for more details.
- **Summary** - Entering **S** shows the same summarized list of follow-ups as displayed when you initially choose the Follow-up function.
- **Line # to change (F2-continued)** - Enter the number of the field you wish to change. If you need to change more than one field, enter the line number then press F2.
- **CR-next** - Press CR to display the next follow-up on file for this customer or prospect.
- **D-delete** - Enter **D** to delete the follow-up. You are asked to confirm the deletion. You are then asked to enter a reason for the deletion, such as “call completed” or “meeting held.” A record is then written to the History File.

General

Use this function to view general information about the customer as set up in the AR Customer F/M or, for prospects, in the TF Prospect F/M. You can access this function by choosing **General** from the Customer Info window or by entering **G** at the selection prompt. This display includes such information as

- whether payment history, ledgercards, past sales orders, and past invoice history are stored
- credit limit
- current AR balance
- the source of the lead for this prospect or customer
- price level
- date the account was established
- date the account was assigned to the current salesperson.

Contacts

Use this function to view information entered for your contacts for the current customer or prospect. You can access this function by choosing **Contacts** from the Customer Info window or by entering **CO** at the selection prompt.

The screen lists the first 11 contacts. It also shows summary information: title for a salutation on a letter, first name, last name, and job title. The following prompt is displayed: **Enter line # for detail inquiry, F3-add/maintain, CR-continue**. You have the following options:

- **Enter line # for detail inquiry** - Enter the line number of the contact that you wish to see in detail. Press CR to see details for the next contact on file. The following information is displayed:

  - contact number
  - salutation for letters
  - first and last name
  - correspondence name to appear in the address of the letter
  - job title
  - telephone and fax number
  - mail code(s)
  - note lines.
- **CR-continue** - lists the next 11 contacts.
- **F3-add/maintain -** immediately displays the Contact F/M Screen, which you can also access from the File Maintenances Menu. See the field definitions for this file maintenance program later in this manual if you need help.

  Here you can maintain an existing record by entering an existing customer or prospect number, salesperson/ territory code, and contact number. Or, you can enter a new contact for the current customer / prospect. Note that you can enter upper- and lowercase letters in fields that do not require a valid entry already on file, such as the contact name and title. After you add the record, F4 will return you to the main contact screen showing contact information.

Note Inquiry

Use this function to view any notes created for the current customer or prospect. You can access this function by choosing **Note Inquiry** from the Customer Info window or by entering **N** at the selection prompt.

Follow these steps to inquire about notes.

Step	Action
1	After you choose this function, the following prompt is displayed: **Inquire into notes in summary or detail? (S/D).** Enter **S** to display only a list of general information about the available notes, such as date, type, contact, and subject. Enter **D** to start the notes inquiry with the notes search.
2	The following prompt is displayed: **Enter type of notes to display (CR=ALL)**. Result: If you entered **S** in step 1, the notes for this customer or prospect are listed from newest to oldest. You can enter a line number to see the text lines for any note listed. Text lines for all notes will be listed beginning with the note one you enter here. If you entered **D** in step 1, go to the next step.
3	After you enter **D** or after notes are listed in the Notes Search window, the following prompt is displayed: **Enter beginning date, F2-keyword search, F4-backup**. • You have the following options: You can enter a date from which to begin the search. • Keyword search: Notes can be searched for by entering a keyword. You are first asked to specify the date from which to search and then the keyword (up to 10 characters). The program will search the type, contact, subject, memo, and text lines of the notes for a match. The search will match only those entries that are in the same case (upper or lower) as the keyboard. Notes that contain the keyword are displayed from newest to oldest. Those lines of the note that contain the keyword are flagged with an arrow in the left margin.

Add Notes

Use this function to add any telemarketing notes pertaining to the reason for today's contact with the customer or prospect. You can access this function by choosing **Add Notes** from the Customer Info window or by entering **AD** at the selection prompt.

These notes cannot be changed once they are added to the system.

Follow these steps to enter notes.

Step	Action
1	When the TF Notes Entry window is displayed, the day of the week, date, and time are supplied by the system. Enter the note type. (This allows you to search for notes by type in other places in the system.) CR defaults to your user code.
2	Enter the contact telephone number or name for this note. CR defaults to the name of the primary contact for this customer or prospect. F2 allows a search of contacts for this customer or prospect.
3	Enter the subject of this note (up to 25 characters). This information will display on the summary list of the Notes Inquiry function and can be part of the search criteria when searching for a particular note entry.
4	Enter up to 999 lines of notes (up to 70 characters for each line). Press the RETURN key at the end of each line entered. When you are finished entering text, press F3 to end. Other options: Press F4 to back up and change the line number. CR defaults to the current line number. F2 allows you to set the line number increment (1-10), which increments subsequent line numbers by the value entered here. Press F3 when you are finished changing the line number.
5	After you have finished entering the note, you have the following options: **Line # to change** allows you to enter a text line number to change or delete a specific text line. **L-list** allows you to list lines of text since only a limited number of text line numbers can appear on the screen at any one time. The list function allows line number to be redisplayed. **A-add** allows you to add lines to the note. **M-move** allows you to move lines of text. You can move one line at a time or move blocks of lines. You must specify the beginning and ending line number(s) to move. Then, enter the line number where the text is to be moved. Note that existing lines will be replaced. **D-delete** allows you to delete lines of text. You can delete one line or several lines of text at any time with this option. You must specify the beginning and ending line numbers to delete. **F3-end** lets you end entry of the note. Always have the cursor on a blank line before you press F3 to end. Go to the next step. **F4-backup** allow you to change the **subject** field.
6	After you press F3, the following prompt is displayed: **Is this note complete?** Entering **N** will return to the previous step.

Step	Action
	Entering **Y** takes you back to the selection prompt. When you enter **Y**, the note is added to the TFNOTE file and it is now accessible through Notes Inquiry or the Follow-up F/M Screen, and can be printed on the Notes Print.

AR Notes

Use this function to

- view notes in the Customer Notes File from the AR module, as entered in the AR Customer Inquiry Program
- add or change AR notes

This function is not valid for prospects. You can access this function by choosing **AR Notes** from the Customer Info window or by entering **AR** at the selection prompt. All notes recorded in AR are displayed for the current customer. If no notes exist, the following message is displayed: **Enter notes for this customer? (N/Y)**. CR defaults to **N** and returns to the selection prompt. If you enter **Y**, enter notes as previously described for the Add Notes function. Note that the maximum number of note lines is 999.

Past Action

Use this function to inquire on the first, last, and next contact (or actions) for this customer or prospect. This function provides a brief history of contacts with this customer or prospect. You can access this function by choosing **Past Action** from the Customer Info window or by entering **AC** at the selection prompt.

The screen shows the contact date, action code, and follow-up memo for each of the following types of contacts:

first contact ever made (from Contact History)
last (or previous) contact made (from the most recent note)
next scheduled contact to be made (from the Follow-up function).

History

Use this option to inquire on the past contacts with a customer or prospect, in summary or detail. You can access this function by choosing **History** from the Customer Info window or by entering **H** at the selection prompt.

History records are created when:

when you delete a follow-up
reschedule a follow-up
complete a call using the Autodial/timer feature

First, a list of the last 11 contacts is displayed with the corresponding memo. The following prompt is also displayed: **Enter line # for detail inquiry, CR-continue, F4-backup**. You have the following options:

- **Enter line # for detail inquiry** - Enter the line number of the contact that you wish to see in detail. Shown is the date of the contact, beginning and ending times, minutes elapsed with the customer, up to five action codes entered from follow-up, and the call memo. Press CR to see details for the next action on file.

- **CR-continue** - lists the next 11 contacts with the customer/prospect.

User-Defined

You can access this function by choosing **User-Defined** from the Customer Info window or by entering **U** at the selection prompt.

For your installation, you can define up to 24 fields in the User-Defined Fields Control F/M Program; this is like adding new information to the AR Customer File or TF Prospect File in that they are defined by customer or prospect. These fields can be used in searches or user-generated reports. You define their valid entries in the Valid User-Defined Fields F/M Program.

For each prospect or customer, this is one of the two places in this program where user-defined values can be added and maintained. (The Follow-up function is the other place.)

Follow these steps to define user-defined fields.

Step	Action
1	After you access this function, the user-defined fields for your installation are displayed along with the following prompt: **Enter field number to add/change (F2-continued), CR-end changes**. Using this function is similar to setting up file maintenances. You can enter the number of the field you wish to add or change; press F2 for continuous input of fields instead of returning to the prompt. Searches are available for those fields that have had valid entries defined in the Valid User-Defined Fields F/M Program.
2	Press CR when you have finished your entries. Result: The following prompt is displayed: **OK to change? (Y/N)**
3	Enter **Y** or **N** to indicate whether the record should be added. Result: You are returned to the selection prompt.

Open Orders

You can access this function by choosing **Open Orders** from the Customer Info window or by entering **OR** at the selection prompt. The screen first shows a list of open orders (from the Sales Order module), which can include all types of documents within SO. When you choose to display a line item in detail, the system uses the **orders** display code of the Customer Inquiry Program (SOI610). For more detailed information on this option, see the description of that program in the Sales Orders user manual.

The following fields are displayed:

- Document number.
- Type of document:

- **O** - work order

- **B** - backorder
- **I** - invoice
- **C** - credit memo
- **S** - counter sale

- Status of document:

- **E** - entered but not printed
- **W** - work order
- **C** - confirmed work order
- **I** - invoice
- **R** - released
- **D** - deleted
- **V** - voided after printed

- Invoice date
- Warehouse
- Amount
- Ship-to number
- Reference number. If the document is on hold, then ***HOLD*** is displayed next to the document number.

The following message is at the bottom of the screen: **Enter beginning doc#, ln# for detail inquiry, CR-continue**. You have the following options:

- Enter a beginning document number from which to begin the list.
- Press CR to continue listing documents.
- Enter a line number to display the corresponding document in detail. The screen then displays the header portion of the document as it appeared in the corresponding entry program. The line items are displayed according to the mode you are currently in (current or overview). The following information is displayed at the bottom of the screen: merchandise total, miscellaneous, discount, taxable, sales tax, and freight amounts, and new total for the sales order document. The selection prompt here allows you to perform the following functions:

  - **Ln# to detail** - Enter a line number to detail. Memo lines cannot be shown in detail.
  - **L-list** - Enter **L** to continue listing the line items.
  - **C-current** - to display current information or **O-overview** to display overview information. The detail, or lower, portion of the screen can display the document's line items in these two

modes. Once selected, the mode is displayed in the center of the border line separating the header from the line items. The overview mode displays the status of the document since it was created. The current mode displays the document as it appears in the entry program.

- **N-next docmt** - Enter **N** to display the next nondeleted or nonvoided sales order document.

- **F3-end pgm** - Press F3 to exit the program and return to the TeleFACTS Main Menu.

- **F4-backup** - Press F4 to exit the program and return to the TeleFACTS main contact screen.

Blanket Sales Orders

You can access this function by choosing **Blanket Sales Orders** from the Customer Info window or by entering **B** at the selection prompt. The screen first shows a list of blanket sales orders (from the Sales Order module). When you choose to display a line item in detail, the system uses the **blanket sales order** display code of the Customer Inquiry Program (SOI610). For more detailed information on this option, see the description of that program in the Sales Orders user manual.

The following fields are displayed:

blanket sales order number
whether the blanket sales order is on hold
warehouse
entry date
expiration date
whether the blanket sales order is complete
ship to #
reference #.

The following message is at the bottom of the screen: **Enter beginning doc #, ln# for detail inquiry, CR-continue, F4-backup**. You have the following options:

- Enter a beginning blanket sales order number from which to begin listing.
- Press CR to continue listing blanket sales orders.
- Enter a line number to display the corresponding blanket sales order in detail. The screen then displays the header and line-item portions of the document as they appeared in the Blanket Sales Order Entry program. The following information is displayed at the bottom of the screen: lead time, update usage flag, add days, suggested PO flag, BOM update flag, item class, GL table, vendor, and discount. The selection prompt here allows you to perform the following functions:

  - **R-request dates -** Enter **R** to display the request dates for the line item highlighted. Enter a specific month / year to begin listing request dates.

  - **Ln# to list** - Enter a line number to list.

  - **N-next docmt** - Enter **N** to display the next blanket sales order document.

- **F2-display header** - Press F2 to display the header information of the blanket sales order document in detail.

- **F3-display ending information** - Press F3 to display the ending information which includes the document memo.

- **F4-exit** - Press F4 to exit the program and return to the TeleFACTS main contact screen.

Open Quotes

You can access this function by choosing **Open Quotes** from the Customer Info window or by entering **Q** at the selection prompt. The screen first shows a list of quotes (from the Sales Order module). When you choose to display a line item in detail, the system uses the **quotes** display code of the Customer Inquiry Program (SOI610). For more detailed information on this option, see the description of that program in the Sales Orders user manual.

The following fields are displayed:

quote number
quote date
expiration date
warehouse
sales order number (if converted to a sale)
contact to whom the quote was made
person who made the quote
quote total.

The following message is at the bottom of the screen: **Enter beginning quote #, ln# for detail inquiry, CR-continue**. You have the following options:

- Enter a beginning quote number from which to begin listing.
- Press CR to continue listing quotes.
- Enter a line number to display the corresponding quote in detail. The screen then displays the header and line-item portions of the document as they appeared in the Quote Entry program. The following information is displayed at the bottom of the screen: merchandise total, miscellaneous, discount, taxable, sales tax, and freight amounts, and new total for the sales order document. The selection prompt here allows you to perform the following functions:

  - **Ln# to detail** - Enter a line number to detail. Memo lines cannot be shown in detail.

  - **L-list** - Enter **L** to continue listing the line items.

  - **N-next docmt** - Enter **N** to display the next nondeleted or nonvoided sales order document.

  - **F3-end pgm** - Press F3 to exit the program and return to the TeleFACTS Main Menu.

  - **F4-backup** - Press F4 to exit the program and return to the TeleFACTS main contact screen.

Past Sales

Use this function to view the last three sales of a particular item to the current customer. This inquiry is not warehouse specific. You can access this function by choosing **Past Sales** from the Customer Info window or by entering **P** at the selection prompt.

This is the same information that is shown in the SO Customer Inquiry Program (SOI610) for the **past sales** option.

After you access this function, the following prompt is then displayed: **Enter beginning item #, CR-next, F2-search, F4-backup**.

Enter the item number for which you wish to view past sales for this customer. Press CR to begin with the first item on file; press F2 for a search of valid item numbers. The following information is displayed:

item number
description
past invoice number
date sold
quantity sold
selling unit of measure
price of the unit sold
pricing unit of measure.

Past Invoices

You can access this function by choosing **Past Invoices** from the Customer Info window or by entering **PI** at the selection prompt. The screen first shows a list of past invoice (from the Sales Order module). When you choose to display a line item in detail, the system uses the **past invoices** display code of the Customer Inquiry Program (SOI610). For more detailed information on this option, see the description of that program in the Sales Orders user manual.

The following fields are displayed:

document #
invoice #
type (I-invoice, C-credit memo)
entry date
warehouse
document amount
ship to #
reference #

The following message is at the bottom of the screen: **Enter beginning doc#, ln# for detail inquiry, CR-continue**. You have the following options:

- Enter I to display the invoices in invoice order.
- Enter a beginning document (or invoice if displayed in invoice order) number from which to begin listing.
- Press CR to continue listing past invoice.
- Enter a line number to display the corresponding past invoice in detail. The screen then displays the header and line-item portions of the document as they appeared in the Invoice Entry program. The following information is displayed at the bottom of the screen:

merchandise total, miscellaneous, discount, sales tax, freight, and new total for the sales order document. The selection prompt here allows you to perform the following functions:

- **Ln# to detail** - Enter a line number to detail. From within the detail line window invoice history may be displayed or hidden by pressing F1.

- **L-list** - Enter **L** to continue listing the line items.

- **A-actual** - Enter A to display actual information or **O-overview** to display overview information. The detail, or lower, portion of the screen can display the document's line items in these two modes. Once selected, the mode is displayed in the center of the border line separating the header from the line items. The overview mode displays the status of the document since it was created. The actual mode displays the document as it appears on the invoice.

- **N-next docmt** - Enter **N** to display the next past invoice document.

- **P-print** - Enter P to print the past invoice. When printing a past invoice, the Invoice Print program is called and used. Refer to the Invoice/Credit Memo Print program is Sales Orders.

- **F3-end pgm** - Press F3 to exit the program and return to the TeleFACTS Main Menu.

- **F4-backup** - Press F4 to exit the program and return to the TeleFACTS main contact screen.

Pricing

You can access this function by choosing **Pricing** from the Customer Info window or by entering **PR** at the selection prompt. The screen first asks the user to enter the beginning item #. The system is using the pricing display code of the Customer Inquiry Program (SOI610). For more detailed information on this option, see the description of that program in the Sales Orders user manual.

Use this function to view the default price for items selected for the customer displayed. Select the beginning item # to list. The screen then displays for each item number listed: item #, item description, default price, pricing UM, and price type.

Sales Summary

Use this function to view a quick history of the sales for the current customer. You can access this function by choosing **Sales Summary** from the Customer Info window or by entering **S** at the selection prompt. The following information is then displayed:

date the account was opened (customer was added to ARCUST)
date of the last sale
date of the customer's highest AR balance
amount of the highest AR balance
for month-to-date, year-to-date, and prior year:

- sales

- cost of goods and services sold

- resulting gross profit percentage.

SA Inquiry

Use this function to inquire into sales analysis using the following types of information:

- 1. customer
- 2. item
- 3. salesperson / territory
- 4. item class
- 5. customer by item
- 6. customer by item for MTD and YTD
- 7. customer by item class
- 8. salesperson by item class
- 9. item by warehouse
- 10. item by invoice
- 11. nonstocked item
- 12. lot item
- 13. serial item
- 14. commission
- 15. branch

You can access this function by choosing **SA Inquiry** from the Customer Info window or by entering **SA** at the selection prompt. The system uses the Sales Analysis Inquiry Program (SAI610). For more detailed information on that program, see the description in the Sales Analysis user manual.

The inquiry can show sales information for the current period and the previous 26 periods in four formats:

- accumulated for the current and previous periods, YTD, prior YTD, prior year, last 6 periods, and last 12 periods
- comparison between two periods
- multiperiod, giving details for the each period
- graph format for sales, cost, gross profit percentage, or units.

Follow these steps to inquire into sales analysis.

Step	Action
1	After you access this function, the Sales Analysis Inquiry Screen is displayed along with the following prompt: **Select # of information to display**. Enter the number (1-15) for which you wish to inquire. Result: The system prompts you for the appropriate input(s) as determined by the type of information you just selected. For example, if you chose **customer**, the system supplies the customer number that you were working with in TeleFACTS and then asks for the ship-to number.
2	Complete the inputs requested by the system. Result: If you chose **1-5**, **7-9**, or **15** in step 1 (the information in multiperiod files), the following information is displayed: **Enter information display code, CR-next record, F4-backup**. Go to the next step. If you chose **6** or **10-14**, the requested information is immediately

	displayed.
3	Choose the format in which to display the sales analysis information by entering one of the following values: **A** - accumulated **C -** comparison **M -** multiperiod **G -** graph Result: If you choose **A** or **M**, the requested information is immediately displayed. If you choose **C**, the following prompt is displayed: **Enter # of periods back from range for comparison**. Go to the next step. If you choose **G**, the following prompt is displayed: **Graph sales, cost, or gross profit? (S/C/G)**. Enter one of these values to show in the graph. If you have chosen item, item class, customer/item, or warehouse/item in step 1, you can also enter **U** for a comparison of units. The requested information is then displayed.
4	Enter the number of periods back from the beginning and ending periods to use in the comparison (1-26). (You define the beginning and ending periods in the next step.) CR defaults to **12**. Result: The following message is displayed: **Enter the beginning period to compare**.
5	Enter the beginning period (MM/YY) to use in the comparison. CR defaults to the first period of the fiscal year. Result: The following message is displayed: **Enter ending period to compare**. Specify the ending period for the comparison. CR defaults to the current period. The requested information is then displayed.
6	After you finished viewing the Sales Analysis inquiry, press F4 until the TeleFACTS main contact screen is displayed.

Aging

You can access this function by choosing **Aging** from the Customer Info window or by entering **A** at the selection prompt. The system uses the **aging** option of the Accounts Receivable Customer Inquiry Program (ARI610) in this function.

After you access this function, the screen displays the balances that the customer owes as of the current date. How open receivables are divided into these categories depends on how the AR Aging Control F/M (ARF962) is set up for your installation.

Payment History

You can access this function by choosing **Payment History** from the Customer Info window or by entering **PH** at the selection prompt. The system uses the **payment history** option of the Accounts Receivable Customer Inquiry Program (ARI610) in this function.

After you access this function, the screen displays the

- last payment date
- number of days grace given to this customer before service charges
- total number of invoices paid in the last three accumulation periods (which are set up in the AR Payment History Control F/M)
- average number of days the customer takes to pay past the due date for the accumulation periods (a negative number indicates no past due payments).

Open Documents

You can access this function by choosing **Open Documents** from the Customer Info window or by entering **O** at the selection prompt. The system uses the **open documents** option of the Accounts Receivable Customer Inquiry Program (ARI610) in this function.

After you access this function, the screen displays a list of the customer's AR open documents with the following fields:

document (invoice) number
document type

- **IN -** invoice
- **CM -** credit memo
- **RC -** returned check
- **OA -** on account
- **SC -** service charge

ship-to number
number of the register that updated the document
entry period
entry date
due date
original and current amounts.

The following message is at the bottom of the screen: **Enter beginning document to list, ln# to detail, CR-continue**. You have the following options:

- Enter a beginning document number from which to begin the list.
- Press CR to continue listing open documents.
- Enter a line number to display the corresponding document in detail. The screen then shows, in addition to those in the list of open documents, the following fields:

- reference number from the invoice
- branch
- discount due date
- original and current discount amounts.

Also displayed are the transactions that have taken place against the open document from applying cash receipts to it in the AR Cash Receipts and Adjustment Entry Program (ARE210). The display shows the

- date
- period
- register number
- payment, discount, and adjustment amount
- memo that explains the transaction.

The selection prompt here allows you to perform the following functions:

- **Enter document** # - You can specify another document to display in detail.
- **CR-customer's next -** Press CR to detail the next document on file for this customer.

Entry Programs

Quote Entry

This option allows you to directly enter the SO Quote Entry Program (SOE110) without having to exit the main TeleFACTS program.

You can access this function by choosing **Quote Entry** from the Entry Programs window or by entering **QE** at the selection prompt. The Quote Entry Screen is then displayed for the customer with which you are working in TeleFACTS. For more detailed information on the Quote Entry Program, see the description in the Sales Orders user manual. When you are finished developing quotes, press F4 until you are returned back to the main contact screen in TeleFACTS.

Order Entry

This option allows you to directly enter the SO Order Entry Program (SOE210) without having to exit the main TeleFACTS program.

You can access this function by choosing **Order Entry** from the Entry Programs window or by entering **OE** at the selection prompt. The Order Entry Screen is then displayed for the customer with which you are working in TeleFACTS. For more detailed information on the Order Entry Program, see the description in the Sales Orders user manual. When you are finished entering sales orders, press F4 until you are returned back to the main contact screen in TeleFACTS.

End of Call

Use this function to perform those tasks usually needed when ending a call to a customer or prospect, such as

sending letters
generating necessary labels
giving instructions to sales support staff for mailing and packaging
creating a note that logs this letter as being sent.

The End-of-Call function must have the following file maintenances set up for the indicated purposes:

Letter Text F/M to set up the text of each letter and assign a code to each
Salutation Code F/M to set up the greeting at the beginning of the letter (Dear, etc.)
Closing Code F/M to set up the ending before your name (Sincerely, etc.)
Letter Print Control F/M to indicate:

- whether you are printing letters on stationary
- the size of the upper and left margins
- on which printer at your installation the letters, labels, and staff instructions should be printed

The actual formatting of such information as the your company name and address, date, customer/prospect name and address, etc., is hardcoded but, with the Letter Print Control F/M, you can specify how far down printing should begin from the top and how far in the left margin should be.

You access this function by choosing **End of Call** from the Entry Programs window or by entering **EC** from the selection prompt. Then, follow these steps to end a call.

Step	Action
1	After you access this function, the following prompt is displayed: **Enter memo line 1 for support staff**. Enter up to 3 lines of instructions for your sales support staff (up to 70 characters each). You could enter such things as asking them to send marketing brochures by overnight mail, or to sending your business card with this letter. Result: The following prompt is displayed: **Enter number of copies to print for the support staff**.
2	Enter the number of copies to print of the support staff instructions (0-99). These instructions are printed with such information as the name of the salesperson, customer/prospect name and address so they will know to which letter these instructions belong. Result: The following prompt is displayed: **Enter printer number for support staff information**.
3	Enter the number of the printer on which to print support staff instructions. F2 allows a search of printers set up for your installation. CR defaults to the entry set up for instructions in the Letter Print Control F/M. Result: The following prompt is displayed: **Enter number of labels to print**.
4	Enter the number of labels needed for this mailing (1-99). Labels are printed with the salesperson code, customer/prospect name, address, and contact name. Result: The following prompt is displayed: **Enter printer number on which to print labels**.
5	Enter the number of the printer on which to print labels. F2 allows a search of printers set up for your installation. CR defaults to the entry set up for labels in the Letter Print Control F/M. Result: The following prompt is displayed: **Enter number of letters to print**.
6	Indicate the number of copies of the letter you wish to print (0-99). Result: The following prompt is displayed: **Enter letter code, F2-search, F3-last letter sent by slsp**.
7	Enter the code of the letter you wish to send, as defined in the Letter Text F/M Program. F2 allows a search of valid codes. F3 enters the code that you last mailed.

	Result: The following prompt is displayed: **Enter printer number on which to print letter**.
8	Enter the number of the printer on which to print the letter. F2 allows a search of printers set up for your installation. CR defaults to the entry set up for letters in the Letter Print Control F/M. Result: The Letter Print window is displayed, along with the date, contact name, salutation, letter code, and text of the letter. The following prompt is displayed: **Line # to change, L-list, A-add, M-move, D-delete, F3-end, F4-backup.**
9	You can change the text of the letter as you would change notes. However, your changes do not affect the letter as it is set up in the Letter Text F/M. You have the following options: **Line # to change** allows you to enter a text line number to change or delete a specific text line. **L-list** allows you to list lines of text since only a limited number of text line numbers can appear on the screen at any one time. The list function allows line numbers to be redisplayed. **A-add** allows you to add lines to the letter. **M-move** allows you to move lines of text. You can move one line at a time or move blocks of lines. You must specify the beginning and ending line number(s) to move. Then, enter the line number where the text is to be moved. Note that existing lines will be replaced. **D-delete** allows you to delete lines of text. You can delete one line or several lines of text at any time with this option. You must specify the beginning and ending line numbers to delete. **F3-end** lets you end entry of the letter. Always have the cursor on a blank line before you press F3 to end. The following prompt is displayed: **Enter closing code for this letter**. Go to the next step. **F4-backup** allow you to change the fields at the top of the window, beginning with the **Letter** field.
10	Enter the code for the closing of this letter (Sincerely, etc.). F2 allows a search of valid codes. CR defaults to the entry set up in the Letter Print Control F/M. Result: The salutation is printed and the following prompt is displayed: **Enter user code or name to print on letter**.
11	Enter the name to print at the bottom of the letter (who is sending it). CR defaults to the name and job title associated with your user code. You can also enter any name (up to 25 characters). Result: The name is inserted into the letter, and the following prompt is displayed: **Enter author/typist.**
12	Enter the code for the insertion of the typist's initials on the letter (below the closing and your name). You can also enter any name or initials (up to 12 characters). CR defaults to blanks. Result: The name is inserted into the letter, and the following prompt

	is displayed: **Are there enclosures for this letter?**
13	Enter **Y** or **N** to indicate whether to include the word “Enclosures” at the end of the letter. CR defaults to **Y**. Result: The following prompt is displayed: **Create a note for this letter?**
14	If you enter **Y**, the system will generate a note line, which you can view in the Notes Inquiry function, indicating a letter has been send on this date to the customer/prospect. CR defaults to **Y**. Result: The following prompt is displayed: **Include the text of the letter in the note?**
15	Enter **N** or **Y** to indicate whether the text of the letter should be stored along with the note. CR defaults to **N**. Result: The following prompt is displayed: **Print this letter?**
16	If you enter **Y** the letter, labels, and instructions are immediately printed. You are then returned to the main contact screen.

Letter Generator

Use this function to send a letter that has been set up in the Letter Text F/M Program, without having to close a call or specify support staff instructions as done with the End-of-Call function. You access this function by choosing **Letter Generator** from the Entry Programs window by entering **LG** from the selection prompt.

Follow these steps to print letters.

Step	Action
1	After you access this function, the Letter Print window is displayed with the following prompt: **Enter date**.
2	Enter the date to be printed at the top of the letter. CR defaults to today's date. Result: The following prompt is displayed: **Enter contact number for this letter**.
3	Enter the name to whom this letter should be addressed at the top of the letter. F2 allows a search of contacts for this customer/prospect. CR defaults to the first contact name on file. Result: The following prompt is displayed: **Enter salutation code for this letter**.
4	Enter the code for the salutation of this letter (Dear, etc.). F2 allows a search of valid codes. CR defaults to blanks. Result: The salutation is displayed on the left side of the window, and the following prompt is displayed: **Enter name for salutation**.
5	Enter the name to be printed after the salutation. CR defaults to the contact's title and last name. Result: The following prompt is displayed: **Enter letter code**.
6	Enter the code of the letter you wish to send, as defined in the Letter Text F/M Program. F2 allows a search of valid codes. F3 enters the code that you last mailed. Result: The Letter Print window is displayed, along with the text of the letter. The following prompt is displayed: **Line # to change, L-list, A-add, M-move, D-delete, F3-end, F4-backup.**
7	You can change the text of the letter as you would change notes. However, your changes do not affect the letter as it is set up in the Letter Text F/M. You have the following options: **Line # to change** allows you to enter a text line number to change or delete a specific text line. **L-list** allows you to list lines of text since only a limited number of text line numbers can appear on the screen at any one time. The list function allows line numbers to be redisplayed. **A-add** allows you to add lines to the letter. **M-move** allows you to move lines of text. You can move one line at a

	time or move blocks of lines. You must specify the beginning and ending line number(s) to move. Then, enter the line number where the text is to be moved. Note that existing lines will be replaced. **D-delete** allows you to delete lines of text. You can delete one line or several lines of text at any time with this option. You must specify the beginning and ending line numbers to delete. **F3-end** lets you end entry of the letter. Always have the cursor on a blank line before you press F3 to end. The following prompt is displayed: **Enter closing code for this letter.** Go to the next step. **F4-backup** allow you to change the fields at the top of the window, beginning with the **Letter** field.
8	Enter the code for the closing of this letter (Sincerely, etc.). F2 allows a search of valid codes. CR defaults to the entry set up in the Letter Print Control F/M. Result: The salutation is displayed on the left side of the window followed by your name (the name associated with your user code). The following prompt is displayed: **Enter author/typist.**
9	Enter the code for the insertion of the typist's initials on the letter (below the closing and your name). You can also enter any name or initials (up to 12 characters). CR defaults to blanks. Result: The name is inserted into the letter, and the following prompt is displayed: **Are there enclosures for this letter?**
10	Enter **Y** or **N** to indicate whether to include the word "Enclosures" at the end of the letter. CR defaults to **Y**. Result: The following prompt is displayed: **Create a note for this letter?**
11	If you enter **Y**, the system will generate a note line, which you can view in the Notes Inquiry function, that indicates a letter has been send on this date to the customer/prospect. CR defaults to **Y**. Result: The following prompt is displayed: **Include the text of the letter in the note?**
12	Enter **N** or **Y** to indicate whether the text of the letter should be stored along with the note. CR defaults to **N**. Result: The following prompt is displayed: **Print this letter?**
13	If you enter **Y** the letter system asks you to choose the printer. You are then returned to the main contact screen.

Wordprocessor

The options on this menu let you access the WordPerfect 5.0 interface for UNIX/AIX/XENIX, allowing you to create letters in the WordPerfect package instead of the Letter Generator function on the main contact screen. Your installation must be correctly installed for this feature, as detailed earlier in this manual.

To access WordPerfect, choose **Wordprocessor** from the Wordprocessor menu or enter **WP** from the selection prompt. You are then taken directly into the WordPerfect application. When you exit WordPerfect, you are returned to the main contact screen of TeleFACTS. Sometimes, returning to TeleFACTS from the wordprocessor scrambles your arrow and function keys. If so, you will need to correct them through the Terminal Type F/M in System Manager.

Document Search

To list available documents and choose one to start WordPerfect with, choose **Document Search** from the Wordprocessor menu or enter **DS** from the selection prompt. Follow these steps to perform a document search.

Step	Action
1	After you access this function, the WP Document Search window is displayed along with the following prompt: **Enter directory to search**. Enter the directory in UNIX in which to search for WordPerfect documents. Your entry can be any directory on the system that contains WordPerfect documents. CR defaults to the standard letter directory as set up in the Wordprocessor Control F/M. Result: The following prompt is displayed: **Enter document to search, select ln#**.
2	Enter the document from which to begin the list. Press CR to begin the list at the beginning of the directory. Result: The documents are listed and the previously displayed prompt is shown again.
3	Choose the document with which you would like to start WordPerfect. You can also begin the listing again by specifying a document name. Result: After you choose a document, the WP Selection window is displayed.
4	You have two options: Enter **1** to enter WordPerfect with the selected letter and merge TeleFACTS information into it, such as the name and address for the current customer/prospect. The information will be placed correctly into the letter, since the shell of the WordPerfect letter file supplied with TeleFACTS is hardcoded for this. te that TeleFACTS only saves the last letter sent; it will automatically

	overwrite the letter file next time you send a letter. If you wish to save each letter you send, you must initiate the save command to keep it in WordPerfect. Enter **2** to enter WordPerfect with the selected letter, but do not merge TeleFACTS information into it. Use this option if you wish to create different letters from the standard WordPerfect letter supplied with TeleFACTS by saving your changes under another file name.
5	After you have printed the document the following prompt is displayed: **Update notes file to designate <filename> was sent? (Y/N)**. If you enter **Y**, the system will generate a note line, which you can view in the Notes Inquiry function, indicating a letter has been send on this date to the customer/prospect. CR defaults to **Y**. Result: You are return to the TeleFACTS main contact screen.

Document Print

To print a letter with the current TeleFACTS information, choose **Document Print** from the Wordprocessor menu or enter **DP** from the selection prompt. You are asked to specify the document to be printed. F2 allows a search of available documents. The letter is immediately printed, and the following prompt is displayed: **Update notes file to designate <filename> was sent? (Y/N)**.

If you enter **Y**, the system will generate a note line, which you can view in the Notes Inquiry function, indicating a letter has been send on this date to the customer/prospect. CR defaults to **Y**. The selection prompt is then displayed.

Office Automation

This menu gives you the ability to directly access the Office Automation programs from TeleFACTS without having to leave this program and navigate through the FACTS menus. After you enter **OA** at the selection prompt, the Office Automation window is displayed with the options listed in the following table.

IF you need to ...	THEN enter (from the Office Automation window or the selection prompt) ...	TO display the ...
view OA messages	**MS**	Message Viewing/Disposition Program (OAE230)
send general OA messages	**SM**	General Message Entry Program (OAE220)
search for a listing of office or personal phone numbers	**PS**	Phone Directory Search Screen (OAI610)
schedule appointments or view them by the week or month	**SC**	Calendar/Scheduler Screen (OAE310)
view a list of employees that have signed out	**SO**	Sign Out Board Screen (OAI620)
IF you need to ...	**THEN enter (from the Office Automation window or the selection prompt) ...**	**TO display the ...**
sign in or out of Office Automation	**SI**	following prompt: **Enter employee (CR=<your usercode>, F4-end**. Press CR and the Sign Out Screen (OAE110) is then displayed. Enter **SI** again when you are ready to sign back in.
view a calendar	**CA**	calendar in increments of 3 months: the current month and the months before and after the

		current month. Today's date is highlighted. F1 and F2 allow you to scroll backward and forward, respectively. To display another month, enter a date.

If you need detailed instructions for using these programs, see the user manual for the Office Automation module.

Extended

This menu gives you the ability to directly access any FACTS program from TeleFACTS without having to leave this program and navigate through the FACTS menus. After you enter **E** at the selection prompt, the Extended Capabilities window is displayed with the following prompt: **Enter access code, program to run, F2-search, F4-backup**. You have the following options:

- **Enter access code** - Enter one of the following codes to display the indicated screen:

  - **CI** to display the SO Customer Inquiry Screen. See the description of this program in the Sales Orders user manual for more detailed information, if needed.

  - **II** to display the IC Item Inquiry Screen. See the description of this program in the Inventory Control user manual for more detailed information, if needed.

  - **DI** to display the SO Document Inquiry Screen. See the description of this program in the Sales Orders user manual for more detailed information, if needed.

You can also enter any access code that has been set up in your system. For instance, you can enter **O** to access the SO Order Entry Program if that has been set up in the SM Program F/M as the access code.

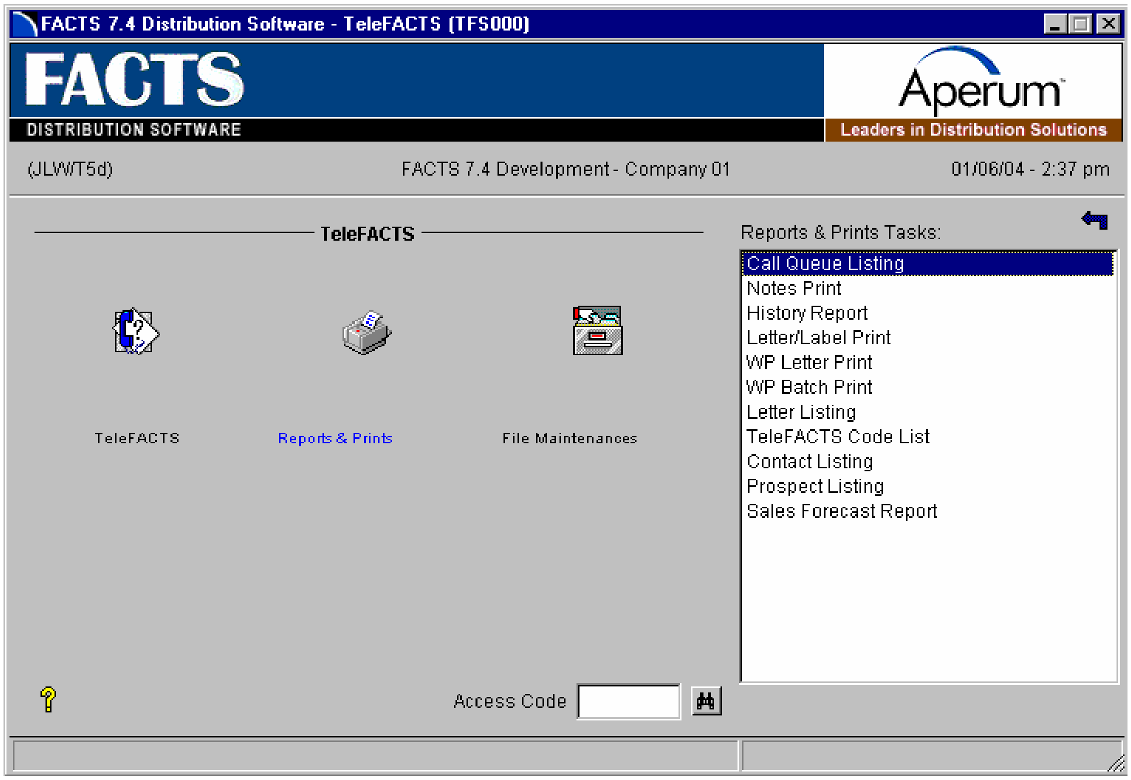
- **Program to run -** enter the 6-character program code of any FACTS program you wish to access. For example, enter **ARR710** to access the Open Receivables Report Program.
- **F2-search -** press F2 for a search of all programs and their program code.

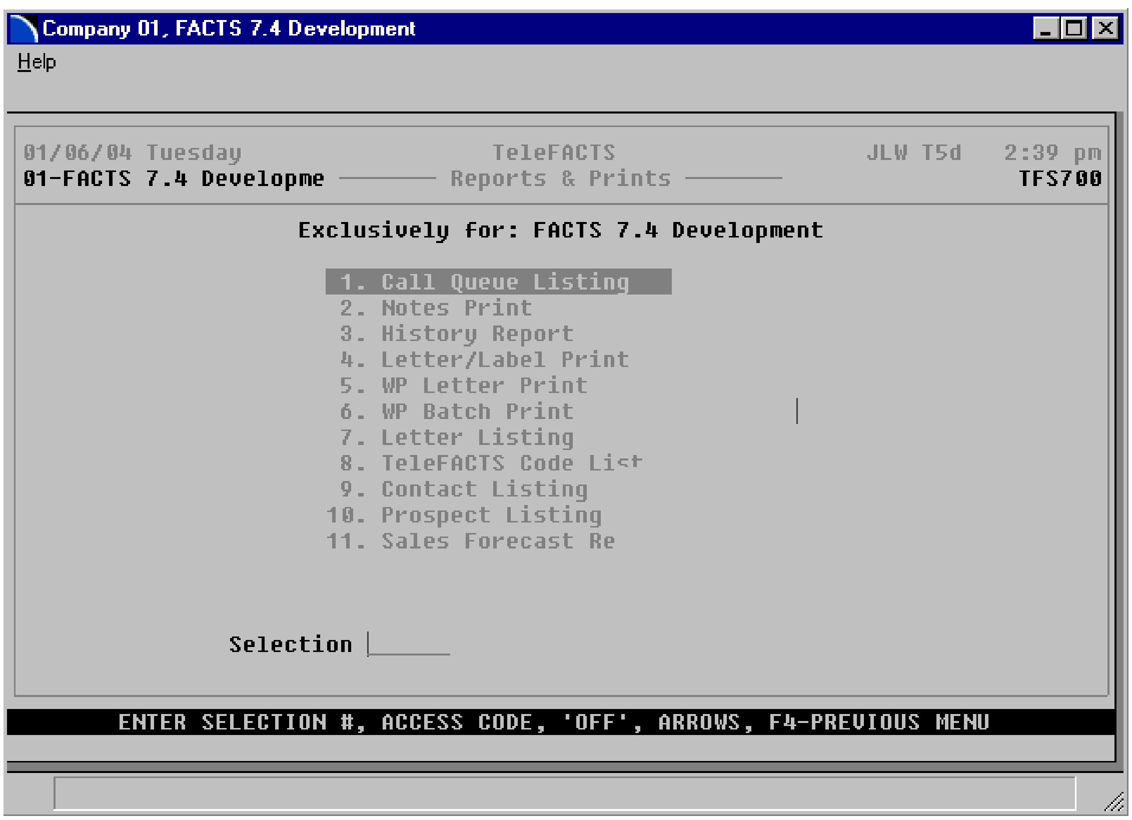
Press F4 from any of these FACTS programs to return to the main contact screen of TeleFACTS.

CHAPTER 3

Reports & Prints

The following table describes the reports that can be printed from the TeleFACTS Reports and Prints Menu. This menu can be accessed by choosing **Reports & Prints** from the TeleFACTS Main Menu. A sample of each report is included in this manual in the section titled *Sample Reports.*


FACTS 7.4 Distribution Software - TeleFACTS (TFS000)
FACTS
DISTRIBUTION SOFTWARE
Aperum
Leaders in Distribution Solutions
(JLWT5d)
FACTS 7.4 Development - Company 01
01/06/04 - 2:37 pm
TeleFACTS
Reports & Prints Tasks:
Call Queue Listing
Notes Print
History Report
Letter/Label Print
WP Letter Print
WP Batch Print
Letter Listing
TeleFACTS Code List
Contact Listing
Prospect Listing
Sales Forecast Report
TeleFACTS
Reports & Prints
File Maintenances
Access Code


Company 01, FACTS 7.4 Development
Help
01/06/04 Tuesday
TeleFACTS
JLW T5d
2:39 pm
01-FACTS 7.4 Developme
Reports & Prints
TFS700
Exclusively for: FACTS 7.4 Development
1. Call Queue Listing
2. Notes Print
3. History Report
4. Letter/Label Print
5. WP Letter Print
6. WP Batch Print
7. Letter Listing
8. TeleFACTS Code List
9. Contact Listing
10. Prospect Listing
11. Sales Forecast Re
Selection
ENTER SELECTION #, ACCESS CODE, 'OFF', ARROWS, F4-PREVIOUS MENU

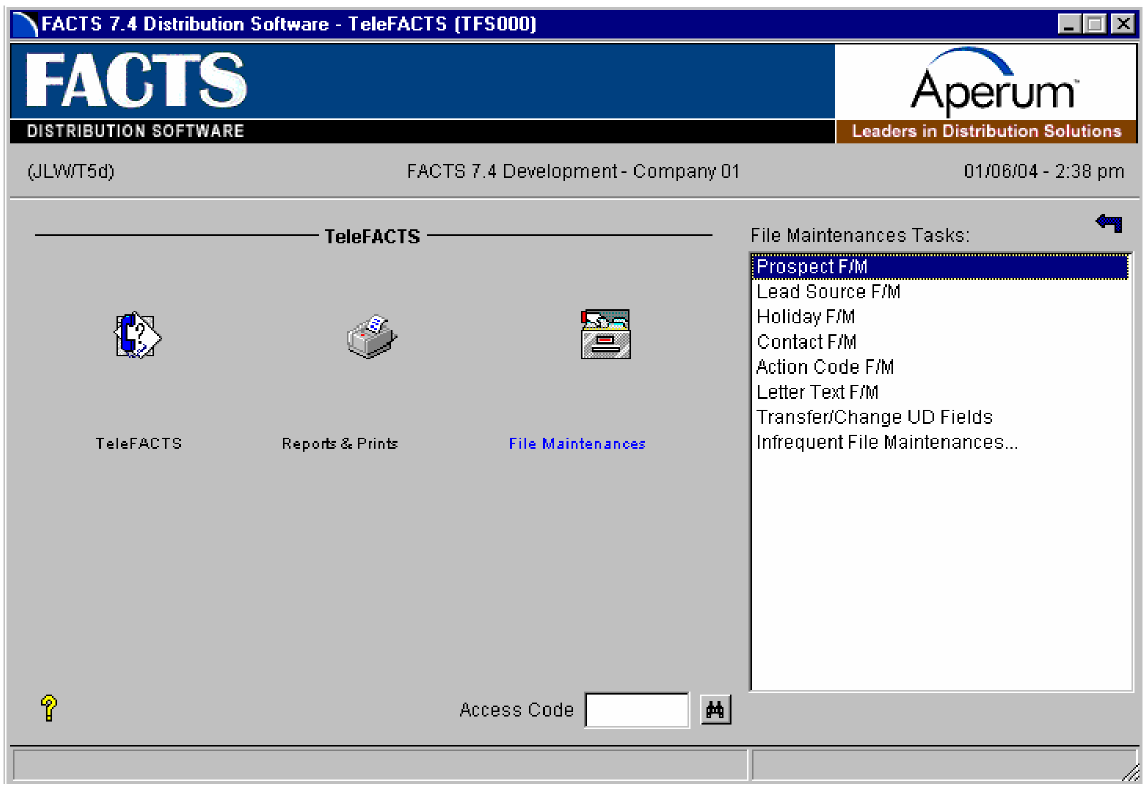
Reports and Descriptions

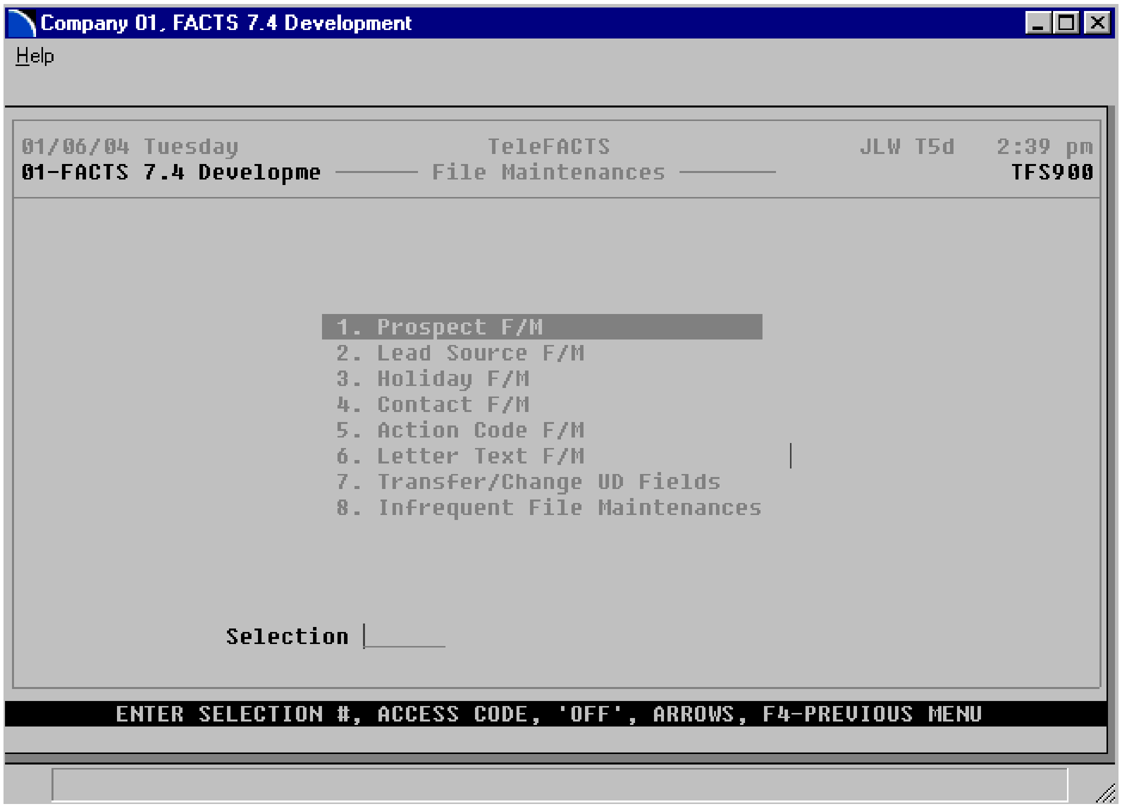
Report	Printed by	Description
Call Queue Listing	salesperson, date, and class	Lists calls to be made for each sales-person. Includes scheduled date and time, customer name and phone number. Page breaks at each new salesperson.
Notes Print	customers or prospects, or both; branch; date; sales-person; notes type. Print in order of customer/ prospect number, alpha key, or customer class.	Prints notes generated from activity on main contact screen. Can be printed in summary or detail. Summary information includes date, time, note type, contact name, and subject. Detailed information includes summary information plus the text of each note. Allows you to remove the records for the printed notes (from the TFNOTE Notes file). This is the only way to purge the Notes File.
History Report	customers or prospects, or both; salesperson; date.	Can be printed in order of customer/ prospect number or salesperson., Prints history records resulting from deleted follow-ups, rescheduled follow-ups, or calls completed using the autodialer/timer feature. Includes date, beginning and ending time, time elapsed, and action codes. Allows you to remove the history records printed (from the TFHIST History file). This is the only way to purge the History File.
Letter/Label Print	customers or prospects, or both; zip code; mail code; branch. Can be printed in order of customer/ prospect number, alpha key, salesperson, customer class, user-defined fields, or zip code.	Is used to print a letter (thru the Letter Generator function only) or mailing labels (but not both at the same time). See the description of the Letter Generator function in the section of this manual titled *Using TeleFACTS*. Those steps are repeated in this program. Offers a form alignment check before printing. Includes option to print contact name on label.
WP Letter Print	customers or prospects, or both; zip code; mail code; branch. Print in order of customer/ prospect number, alpha, slsperson, cust class, zip or user-defined fields.	Is used to print a letter created in WordPerfect. You are then taken to the WordPerfect application. The letter is displayed with the customer/ prospect information merged into it. You must use the WordPerfect command to print the letter. Then, you must invoke the exit command to return to TeleFACTS.
WP Batch Print	selected WordPerfect directory	Is used to print all letters in the specified WordPerfect directory.
Letter Listing	beginning and ending letter codes	Is used to print some or all of the letter codes set up in the Letter Text F/M and their associated text.

TeleFACTS Code List	beginning and ending codes	Is used to print the various codes defined in the TeleFACTS file maintenance programs and their associated descriptions.
Contact Listing	customers or prospects, or both, for specified numbers.	Prints information about all contacts for the specified customers or prospects. This information comes from the Contact F/M Program. Includes full name, correspondence name, mail code, phone and fax numbers, job title, and notes.
Prospect Listing	customers or prospects, or both; branch; and one of the following codes: terms code, tax code, GL posting table, geography code, statement code. Can be printed in order of customer/ prospect number, alpha key, salesperson, or customer class.	Several options are given for this program. You can print general information (from the TF Prospect F/M), code information (terms code, tax code, GL posting table, geography code, statement code), or user-defined fields. You also have the option to include the address, phone number, contact, and/or message information. Prospects to be printed can be narrowed down by those with active or inactive status, or both.
Sales Forecast Report	customers or prospects, or both; branch; beginning and ending dates; lead source; and item class. Can be printed in order of customer/prospect number, alpha key, salesperson, or customer class.	Prints projected sales from the information entered in the Follow-up F/M Screen. Can be printed in summary (recap of total gross amount, total adjusted amount, number of initial orders with adjusted amount, and number of reorders with adjusted amount), detail (includes lead source, next contact date, projected close date, item quantity, and gross sale amount), or both. Note that the adjusted amount is the gross amount multiplied times the percentage chance of closing the sale (projected close % from the Follow-up F/M Screen).

File Maintenances

The following diagram presents the File Maintenances Menu. You can access this menu by choosing option 3, **File Maintenances**, from the TeleFACTS Main Menu.





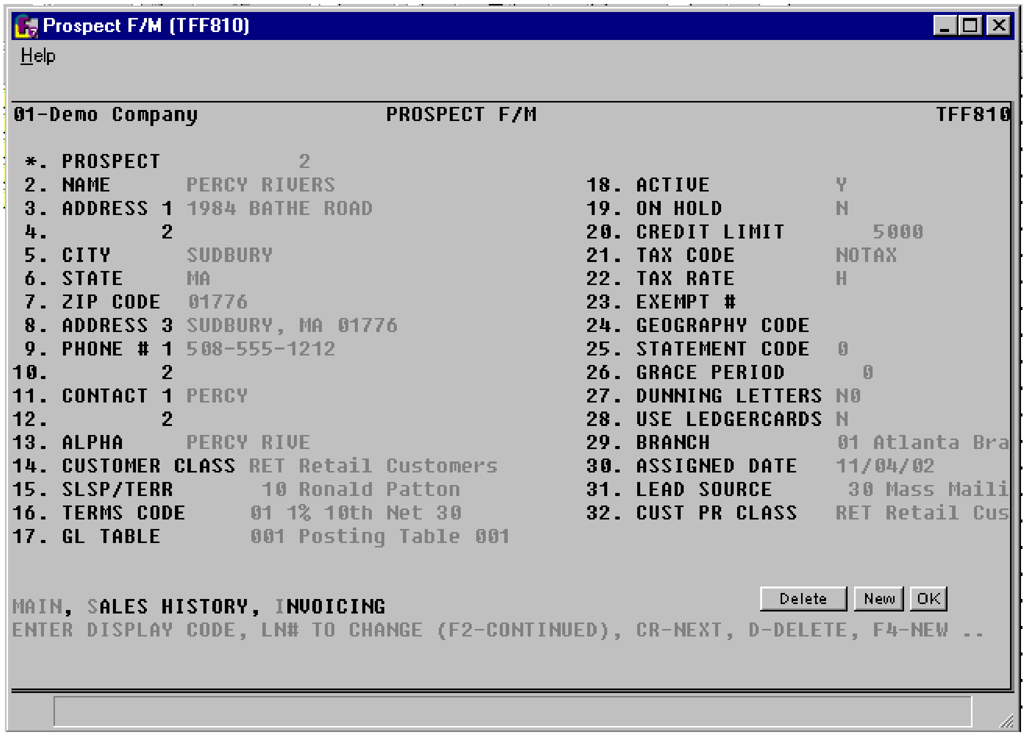
You can add, change, and delete records in each of the TeleFACTS files, which is called maintaining a file. The TeleFACTS files are divided between two screens, the File Maintenances Menu and the Infrequent File Maintenances Menu. The File Maintenances Menu contains the programs that you will use most often, while the Infrequent File Maintenances Menu contains the file maintenances that you will seldom use. Refer to the section in this manual titled *Infrequent File Maintenances* for more information on these files.

The programs on the File Maintenances Menu allow you to

- set up prospects in the TeleFACTS System (Prospect F/M).
- define sources of sales leads (Lead Source F/M).
- define holidays so salespeople will not schedule appointments on those days (Holiday F/M).
- set up detailed contact information for each person at a customer's or prospect's office with whom salespeople work (Contact F/M).
- define codes to describe the types of follow-up actions needed for a customer or prospect (Action Code F/M).
- set up the standard letters sent to customers or prospects during the sales cycle (Letter Text F/M).
- change user-defined fields for specified criteria, so you do not have to make the changes one at a time (Transfer/Change UD Fields).

Prospect F/M (TFF810)

The following diagram presents the main, or first, screen for the Prospect F/M. You access this screen by choosing option 1, **Prospect F/M**, from the File Maintenances Menu.



Function

This program lets you set up prospective customers, or prospects, in TeleFACTS. If you convert a prospect to an AR customer (through the main contact screen), then the information you set up here will be moved to the AR Customer File. All defaults on this screen are from the TF Customer Defaults F/M.

This file maintenance has three screens. Once a record is displayed on the main screen (either by adding a new prospect or entering the number of one already defined), you can access other information by pressing the highlighted letter of a display code. The following codes are shown at the bottom of the screen:

M - main

S - sales history

I - invoicing

Setting Up and Maintaining Fields on the Main Screen

The fields in the following table are involved in creating and maintaining prospects.

Field Number	Name	Description
*1	**Prospect**	Enter the number to identify the prospect (up to 10 characters). Note that a prospect number cannot be the same as a customer number. Press F1 or F3 to display the record for the next prospect on file. Press F2 to search for valid prospects already set up in this file maintenance.
2	**Name**	Enter the name of the prospect (up to 30 characters).
3-4	**Address 1 and 2**	Enter the first and second line of the prospect's address (up to 30 characters each line). If only one address line is needed, use the first one.
5	**City**	Enter the name of the city in the address (up to 15 characters).
6	**State**	Enter the state using the 2-character designation provided by the post office.
7	**Zip Code**	Enter the zip code (up to 10 characters).
8	**Address 3**	Enter the third line of the prospect's address (up to 30 characters). CR defaults to the city, state, and zip entered in the previous fields. Address 3 can be used for international addresses. It is used for all printouts, instead of the separate fields of city, state, and zip.
9-10	**Phone # 1 and 2**	Enter the first and second telephone number (up to 17 characters), including area code, dashes, and extension, if needed.
11-12	**Contact 1 and 2**	Enter the name of the person at the prospect's office with whom you primarily work (up to 25 characters each). If only one contact name is needed, use the first one. If you send letters with TeleFACTS, enter this field in upper- and lowercase letters. This will be the default in the Contact F/M Program, from which letters are created for specific contacts.
13	**Alpha**	Enter the alphabetic sort key (up to 10 characters) to be used to sort prospects alphabetically for printouts and searches. In most cases, the first 10 characters of the prospect's last name would be a good sort key. If more than one prospect has the same first 10 characters, be sure to make the sort key unique. CR defaults to the first 10 characters of the prospect's name.
14	**Customer Class**	Enter the customer class to which this prospect would belong. Customer classes are a way of categorizing customers and is used for such purposes as reporting in Accounts Receivable and contract pricing in Sales Orders. Press F2 to search for valid customer classes, which are defined in the AR Customer Class F/M Program.
15	**Slsp/Terr**	Enter the code of the primary salesperson/territory assigned to this prospect (up to 3 characters). Press F2 to search for valid codes, which are defined in the AR Salesperson/Territory F/M.

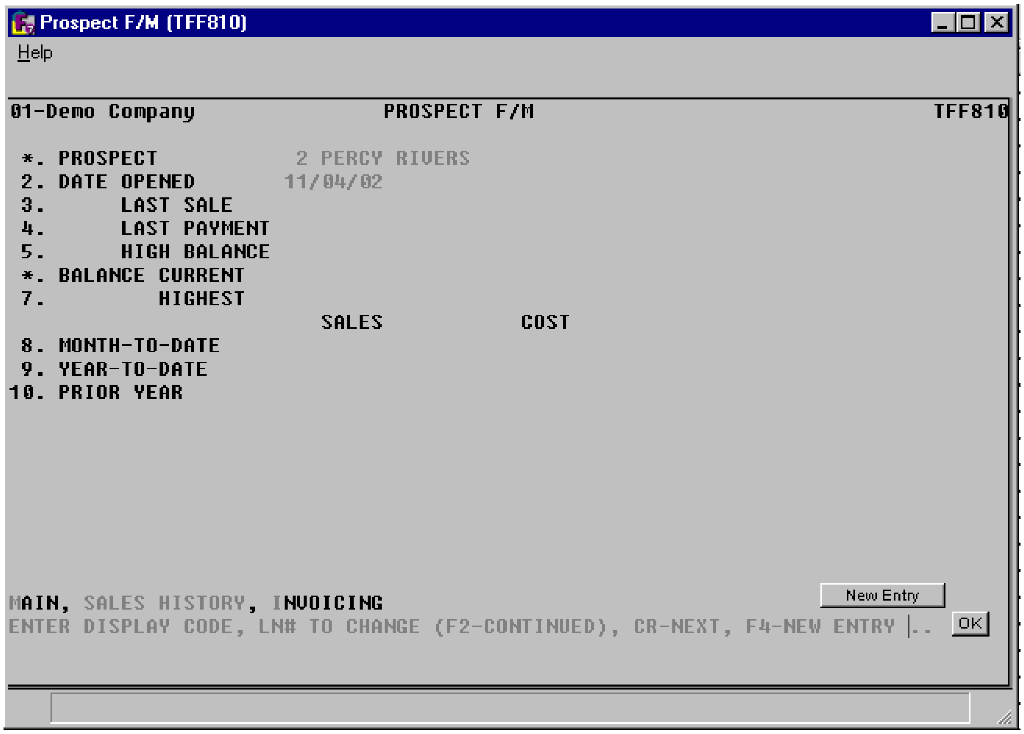
Field Number	Name	Description
16	**Terms Code**	Enter the terms code that identifies the method of payment that this prospect would use when they become a customer. Press F2 to search for valid codes, which are defined in the AR Terms Code F/M.
17	**GL Table**	Enter the General Ledger posting table to which this prospect will belong (up to 3 characters). The GL table determines how a customer is to post to the General Ledger module. Press F2 to search for valid entries, which are defined in the AR General Ledger Posting Table F/M.
18	**Active**	Enter **Y** or **N** to indicate whether this prospect should be made active once they are converted to a customer. If you enter **N**, checks can be entered for the customer but no sales orders can be processed.
19	**On Hold**	Enter **N** or **Y** to indicate if this prospect should be placed on hold once they are converted to a customer. If you enter **Y**, no sales orders can be entered for the customer.
20	**Credit Limit**	Enter the credit limit for the prospect (0-9999999). When the prospect are converted to a customer, the credit limit is used in the Sales Orders, Accounts Receivable, and Equipment Rental modules.
21	**Tax Code**	Enter the tax code that will apply to this prospect when they are converted to a customer (up to 8 characters). Press F2 to search for valid codes, which are defined in the AR Tax Table F/M.
22	**Tax Rate**	Enter whether the tax code has a status of **H** (high), **L** (low), or **X** (exempt).
23	**Tax Exempt #**	Enter the tax exempt number, if applicable (up to 12 characters). This input is a memo field.
24	**Geography Code**	Enter the geographical location of this prospect (up to 5 characters). This code is used in some reports in Accounts Receivable.
25	**Statement Code**	Enter the code that defines statement printing for this prospect, once they are converted to a customer (1 character, **N**-never). You use this code in the AR Statement Print Program to specify which customers should have statements printed. Entering **N** indicates this prospect can never have a statement printed. If all customers have statements printed at the same time, you could assign **A** (always) to all customers.
26	**Grace Period**	Enter the number of days grace given to this prospect before charging a service charge (0-999). This entry is used in the AR Service Charge Register after the prospect is converted to a customer. This entry is added to the grace period for all customers as set in the AR Service Charge Control F/M.

Field Number	Name	Description
27	**Dunning Letters**	Enter **N** or **Y** to indicate whether this prospect is to receive dunning letters after they are converted to a customer. The second entry in this field is for specifying the last dunning letter sent (0-5), which does not apply to prospects.
28	**Use Ledgercards**	Enter **N** or **Y** to indicate whether to store ledgercards once the prospect becomes a customer.
29	**Branch**	Enter the branch to which this prospect will belong when they are converted to a customer. Branches can also be referred to as stores or profit centers. This entry is used in the Accounts Receivable and General Ledger modules for reporting purposes, and in posting to General Ledger. Press F2 to search for valid branches, which are defined in the SM Branch F/M.
30	**Assigned Date**	Enter the date that the salesperson was assigned to this prospect.
31	**Lead Source**	Enter the source from where the salesperson got the lead for this prospect. Press F2 to search for valid sources, which are defined in the Lead Source F/M.
32	**Customer Price Class**	Enter the customer price class to which this prospect would belong. customer price classes are a way of categorizing customers and is used for pricing purposes within Contract Pricing. Press F2 to search for valid customer price classes, which are defined in the AR Customer Price Class F/M Program.

If you are adding a prospect, the following message displays after you complete the entries on this screen: **OK to add and assign default sales history and invoicing information? (Y/N)**. Enter **Y** to assign defaults. The fields on the sales history and invoicing screens do not apply to prospects. They only become applicable when you convert a prospect to a customer. They are here in this file maintenance, however, to expedite the conversion process.

Setting Up and Maintaining Fields on the Sales History Screen

The following fields are on the sales history screen. To access this screen, enter a valid prospect number on the main screen then enter **S**. Note that these fields are blank because they do not apply to a prospect until they are converted to a customer. They are here in this file maintenance, however, to expedite the conversion process.

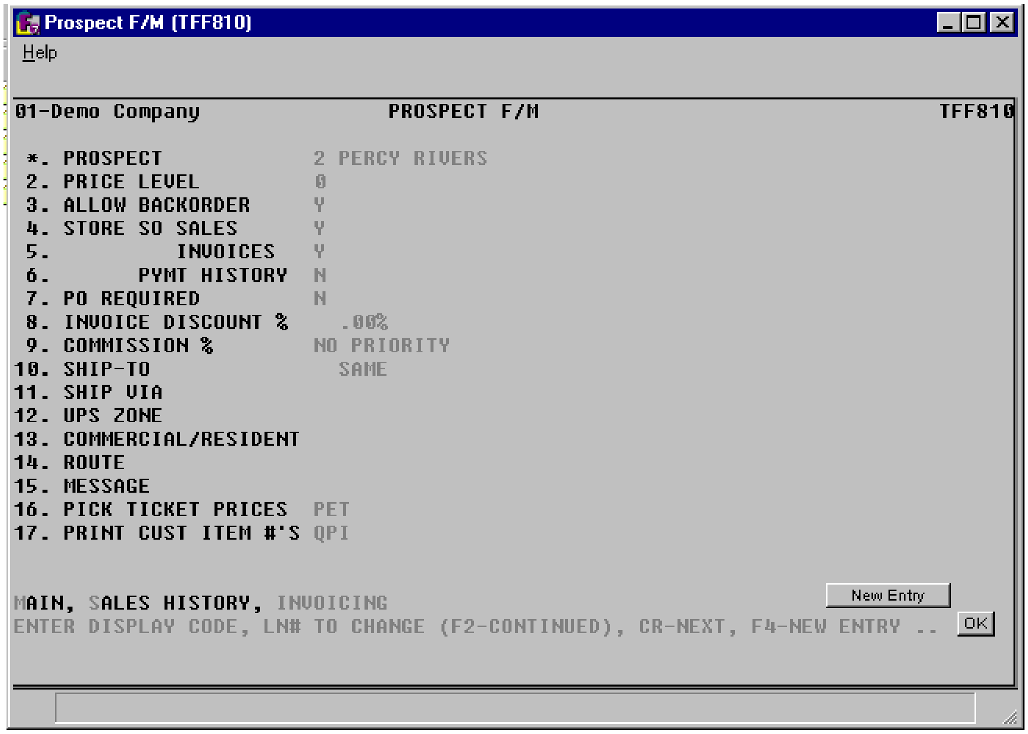


The following fields are found on the sales history screen.

Field Number	Name	Description
*1	**Prospect**	This is the number of the prospect as previously defined. Press F3 to display the record for the next prospect on file. Press F2 to search for valid prospects.
2	**Date Opened**	This will be the date on which the prospect is converted to a customer and added to the AR Customer File.
3	**Date Last Sale**	This will be the date of the most recent invoice for the customer.
4	**Date Last Payment**	This will be the date of the most recent payment made by the customer.
5	**Date High Balance**	This will be the date that the most money is owed by the customer.
*6	**Balance Current**	This will be the current AR balance for the customer; it is maintained by the system.
7	**Balance Highest**	This will be the amount of the highest balance for the customer.
8	**Month-to-Date Sales and Cost**	This field will contain the total amount of month-to-date sales. The second entry will contain the total amount of month-to-date sales cost.
9	**Year-to-Date Sales and Cost**	This field will contain the total amount of year-to-date sales. The second entry will contain the total amount of year-to-date sales cost.
10	**Prior Year Sales and Cost**	This field will contain the total amount of prior year sales. The second entry will contain the total cost of prior year sales.

Setting Up and Maintaining Fields on the Invoicing Screen

The following fields are on the invoicing screen. To access this screen, enter a valid prospect number on the main screen then enter **I**. Note that these fields do not apply to a prospect until they are converted to a customer. They are here in this file maintenance, however, to expedite the conversion process.



The following fields are found on the invoicing screen.

Field Number	Name	Description
*1	**Prospect**	This is the number of the prospect as previously defined. Press F3 to display the record for the next prospect on file. Press F2 to search for valid prospects.
2	**Price Level**	If inventory prices are set up in price levels, enter the level for this prospect (up to the number of levels used: 0-6). Price levels are used to charge customers different prices. If price levels are not used, this entry is **0**.
3	**Allow Backorder**	Enter **Y** or **N** to indicate if this prospect will allow backorders after they are converted to a customer.
4	**Store SO Sales**	Enter **N** or **Y** to indicate whether to store SO sales history for this prospect after they are converted to a customer. Sales history is stored for the last three customer/item combinations. History can be removed with the SO Past Sales Removal Program. The **Use Past Sales** flag of the SO Static Control record must be set to **Y** for an entry of **Y** in this field to be meaningful.
5	**Store SO Invoices**	Enter **N** or **Y** to indicate whether to store past invoice history for this prospect after they are converted to a customer. Invoice history stores the detail of all invoices in the SO module. History can be removed with the SO Past Invoice Removal Program. The **Use Invoice History** flag of the SO Static Control record must be set to **Y** for an entry of **Y** in this field to be meaningful.
6	**Store Pymt History**	Enter **N** or **Y** to indicate whether to store payment history for this prospect after they are converted to a customer. The **Use Payment History** flag of the AP Static Control record must be set to **Y** for an entry of **Y** in this field to be meaningful.
7	**PO Required**	Enter **N** or **Y** to indicate whether the purchase order number from the prospect will be required for billing after they are converted to a customer.
8	**Invoice Discount %**	The invoice discount is set in the SO Static Control record as a dollar amount, a percentage, or not used. If that flag is set as a percentage, enter the default invoice discount percentage for the prospect (.00-99.00).
10	**Ship-To**	This is the ship-to designation, which for a prospect must be set to **SAME** (the ship-to address is the same as the billing address).
11	**Ship Via**	Enter the manner in which goods will usually be shipped to this prospect once they are converted to a customer (up to 15 characters). This will be the default value for the ship via entry during sales order entry.

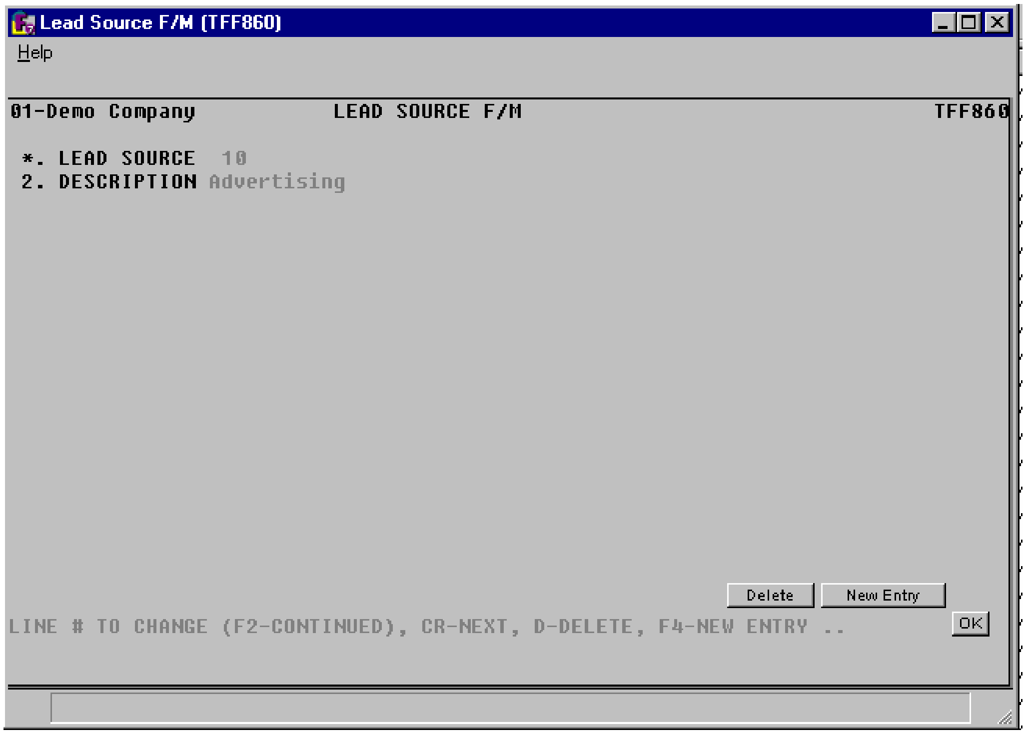
Field Number	Name	Description
12	**UPS Zone**	Enter the UPS ship-to zone for the prospect. This will be used to calculate UPS freight charges in the SO module for this prospect once they are converted to a customer.
13	**Commercial/ Resident**	Enter whether a delivery to this prospect is a **C** (commercial) or **R** (residential) UPS ground delivery. UPS charges different amounts for residential and commercial deliveries. This input is skipped and not applicable if the zone entered in the previous input is greater than **8**. Commercial and residential charges only apply to ground zones 8 or less.
14	**Route**	Enter a valid route if this prospect will be grouped with other customers for deliveries in a given geographic location. This field is meaningful only if the **Use Routes** flag in the SO Static Control record is set to **Y**. Press F2 to search for valid routes, which are defined in the SO Route F/M.
15	**Message**	Enter a message (up to 20 characters) to be displayed on the screen during sales order entry, if needed. This message will not print anywhere for the customer to see.
16	**Pick Ticket Prices**	Print line item **P**rices, line item **E**xtentions, and/or **T**otal of extensions on pick tickets?
17	**Print Customer Item #'s**	Print customer items numbers on **Q**uotes, **P**ick Tickets, and/or **I**nvoices/Credit Memos.

Technical Notes

Updated Files: TFALPX, TFCLSX, TFCSPX, TFPALX, TFPCLX, TFPHOX,TFPPHX, TFPROS, TFPSLX, TFPZPX, TFSLSX, TFZIPX

Lead Source F/M (TFF860)

The following diagram presents the Lead Source F/M Screen. You access this screen by choosing option 2, **Lead Source F/M**, from the File Maintenances Menu.



Function

This program lets you set up codes to identify where sales leads originated for prospects and customers. The codes you set up here are used in the TF Prospect F/M Program to set up prospects and in the AR Customer F/M Screen to set up customers. It is shown in the General function of the main contact screen and is printed in the Sales Forecast Report.

Setting Up and Maintaining Lead Sources

The fields in the following table are involved in creating and maintaining lead sources.

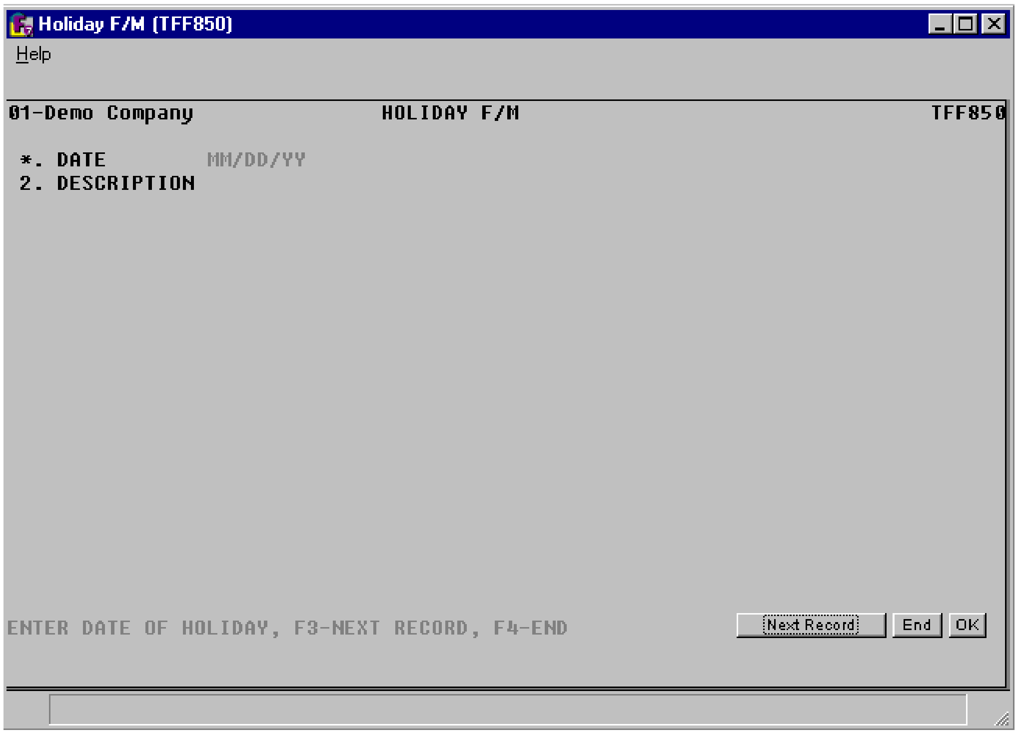
Field Number	Name	Description
*1	**Lead Source**	Enter the code for the lead source (up to 3 characters). Press F2 to search for lead source codes already defined in this program. Press F3 to display the record for the next code on file.
2	**Description**	Enter a description to more fully explain the lead source code (up to 30 characters).

Technical Notes

Updated Files: SMCNTL (TFCNT0-9 Lead Source record)

Holiday F/M (TFF850)

The following diagram presents the Holiday F/M Screen. You access this screen by choosing option 3, **Holiday F/M**, from the File Maintenances Menu.



Function

This program allows you to define the dates of holidays. These dates are checked when you are setting up appointments in the Follow-up function of the main contact screen. If you schedule an appointment on a holiday as defined in this program, a message is displayed in that program to inform you that it falls on a non-business day.

Setting Up and Maintaining Holidays

The fields in the following table are involved in creating and maintaining holidays.

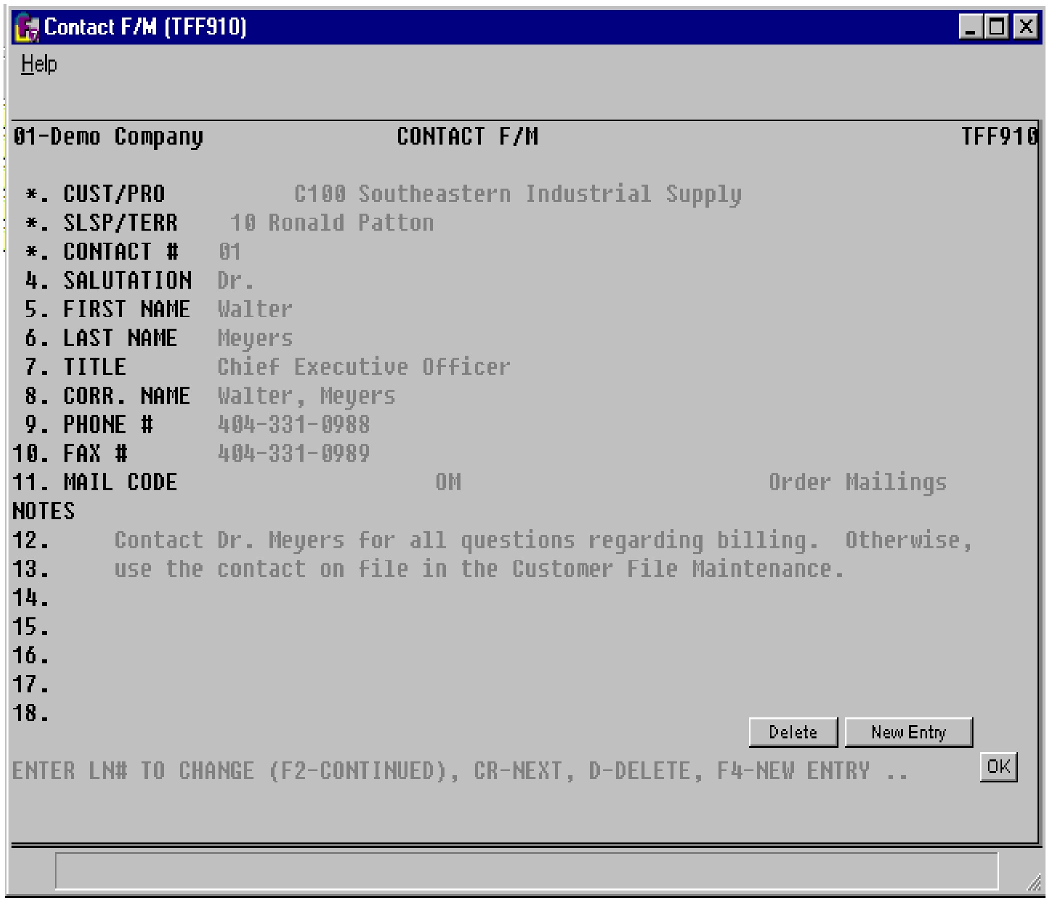
Field Number	Name	Description
*1	**Date**	Enter the date of the holiday on which your office will be closed. Press F3 to display the record for the next holiday date on file.
2	**Description**	Enter the description of the holiday (up to 30 characters).

Technical Notes

Updated Files: SMCNTL (TFCNT0-8 Holiday record)

Contact F/M (TFF910)

The following diagram presents the Contact F/M Screen. You access this screen by choosing option 4, **Contact F/M**, from the File Maintenances Menu.



Function

This program allows you to define detailed information about the contacts for each customer and prospect. This information is used in the Contacts function of the main contact screen. Some of the fields are also used when you are sending letters with either the Letter Generator or Wordprocessor functions on the main contact screen. The information defined in this file maintenance can be printed in the Contact Listing Report.

Setting Up and Maintaining Contacts

The fields in the following table are involved in creating and maintaining contacts.

Field Number	Name	Description

Field Number	Name	Description
*1	**Cust/Pro**	Enter the customer or prospect number for which you are entering a contact. Press F2 to search for contacts previously defined in this file maintenance. Press F3 to display the record for the next contact on file.
*2	**Slsp/Terr**	Enter the salesperson/territory code that uses this contact. CR defaults to the salesperson/territory code assigned to your user code. Press F2 to search for valid codes. Press F3 to display the record for the next contact on file for this salesperson.
*3	**Contact #**	The system supplies the next contact number for you. If you wish to maintain a specific contact number, press F4 from the **Salutation** field to access this field. Then you can press F1 to let the system assign the next contact on file. Press F2 to search for valid contact number already set up in this program.
4	**Salutation**	Enter the greeting to be used in addressing this contact in letters, such as **Dear** (up to 5 characters). Since it does appear in correspondence sent through TeleFACTS, enter this field in upper and lowercase letters.
5	**First Name**	Enter the first name of the contact (up to 20 characters). Since it does appear in correspondence sent through TeleFACTS, enter this field in upper and lowercase letters. If this is the first contact entered for the customer or prospect, the system supplies this field using the information from either the AR Customer File or the TF Prospect File.
6	**Last Name**	Enter the last name of the contact (up to 20 characters). Since it does appear in correspondence sent through TeleFACTS, enter this field in upper and lowercase letters. If this is the first contact entered for the customer or prospect, the system supplies this field using the information from either the AR Customer File or the TF Prospect File.
7	**Title**	Enter the job title of the contact (up to 30 characters).
8	**Corr. Name**	Enter the full name of the contact as it is printed in the address portion of letters where the name appears. Since it does appear in correspondence sent through TeleFACTS, enter this field in upper- and lowercase letters. CR defaults to the first and last names previously entered.
9	**Phone #**	Enter the telephone number for this contact (up to 17 characters), including area code, dashes, and extension, if needed.
10	**Fax #**	Enter the fax number for this contact (up to 17 characters), including area code, dashes, and extension, if needed.
11	**Mail Code**	Enter up to five valid mail codes (3 characters each). These codes are used in the Letter/Label Print Program and WP

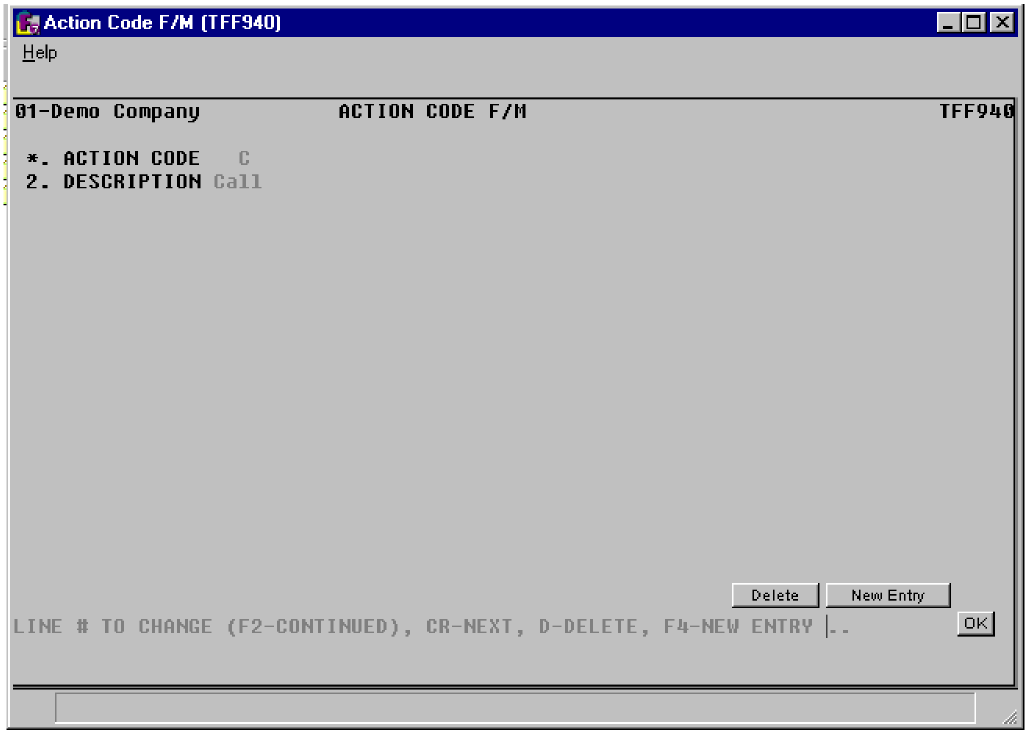
Field Number	Name	Description
		Letter Print Program to print letters by mail code. The description of each code you enter is displayed on the right side of the screen. Press F2 to search for valid codes, which are set up in the Mail Code F/M.
12-18	**Notes**	Enter up to 7 lines of information about this contact (up to 70 characters each line). This information is displayed in the Contacts function of the main contact screen. Press CR at the end of each completed line. Press F3 when you are finished entering notes.

Technical Notes

Updated Files: TFCONT, TFFNCX, TFLNCX

Action Code F/M (TFF940)

The following diagram presents the Action Code F/M Screen. You access this screen by choosing option 5, **Action Code F/M**, from the File Maintenances Menu.



Function

This program lets you define action codes to describe the types of follow-up actions needed for a customer or prospect. They are used in the Follow-up function of the main contact screen. You could use these codes, for instance:

- to describe the type of follow-up needed, such as a call or meeting
- to specify which type of marketing literature they should receive
- to enter general information about the customer/prospect, such as what part of the sale cycle the customer/prospect is in.

Setting Up and Maintaining Action Codes

The fields in the following table are involved in creating and maintaining action codes.

Field Number	Name	Description
*1	**Action Code**	Enter the action code (up to 3 characters). Press F2 to search for action codes already defined in this program. Press F3 to display the record for the next code on file.

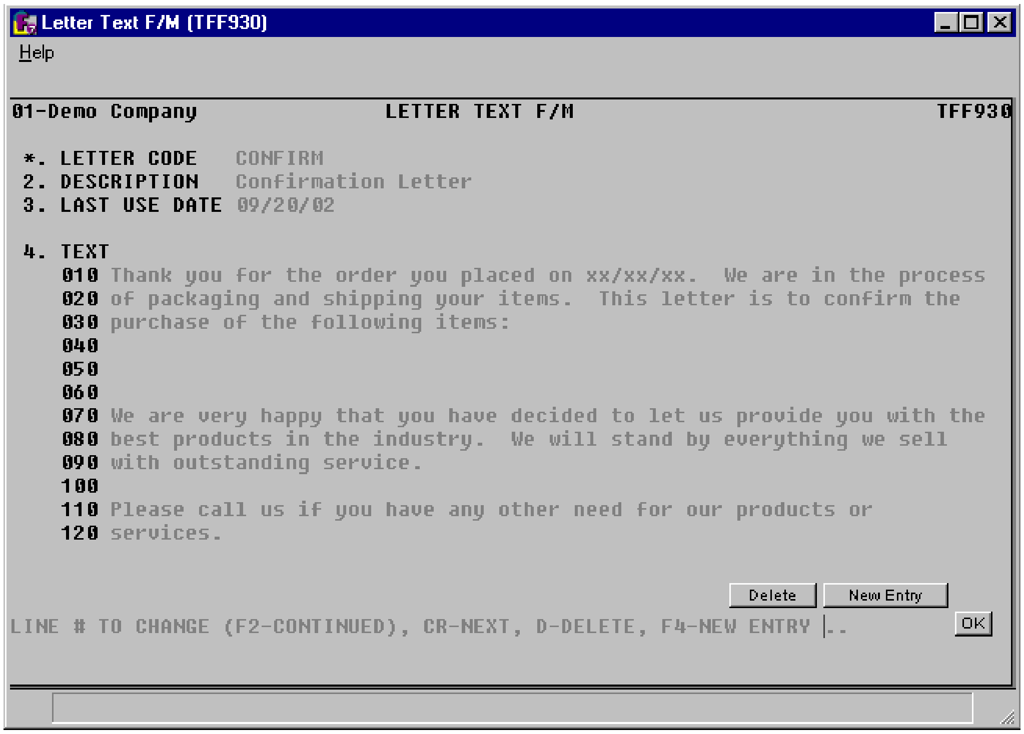
2	**Description**	Enter the description of the action code (up to 30 characters). This description is displayed on the Follow-up F/M Screen, which is accessed through the main contact screen of TeleFACTS.

Technical Notes

Updated Files: SMCNTL (TFCNT0-1 Action Code record)

Letter Text F/M (TFF930)

The following diagram presents the Letter Text F/M Screen. You access this screen by choosing option 6, **Letter Text F/M**, from the File Maintenances Menu.



Function

This program lets you set up the text of standard letters sent with the Letter Generator or End-of-Call function of the main contact screen. Through these functions, you are allowed to modify these standard letters if you need to tailor them to the needs of a certain customer or prospect. Note that this file maintenance is not related to the WordPerfect interface of TeleFACTS.

For each letter you can write up to 999 lines of text.

Setting Up and Maintaining Form Letters

The fields in the following table are involved in creating and maintaining standard letters.

Field Number	Name	Description
*1	**Letter Code**	Enter the code for the letter (up to 10 characters). Press F2 to search for letter codes already defined in this program. Press F3 to display the record for the next letter code on file. When you or another salesperson sends a letter, a copy is stored in this file. The letter code of copies begins with a tilde (~) and is followed by the salesperson code of the person who last sent

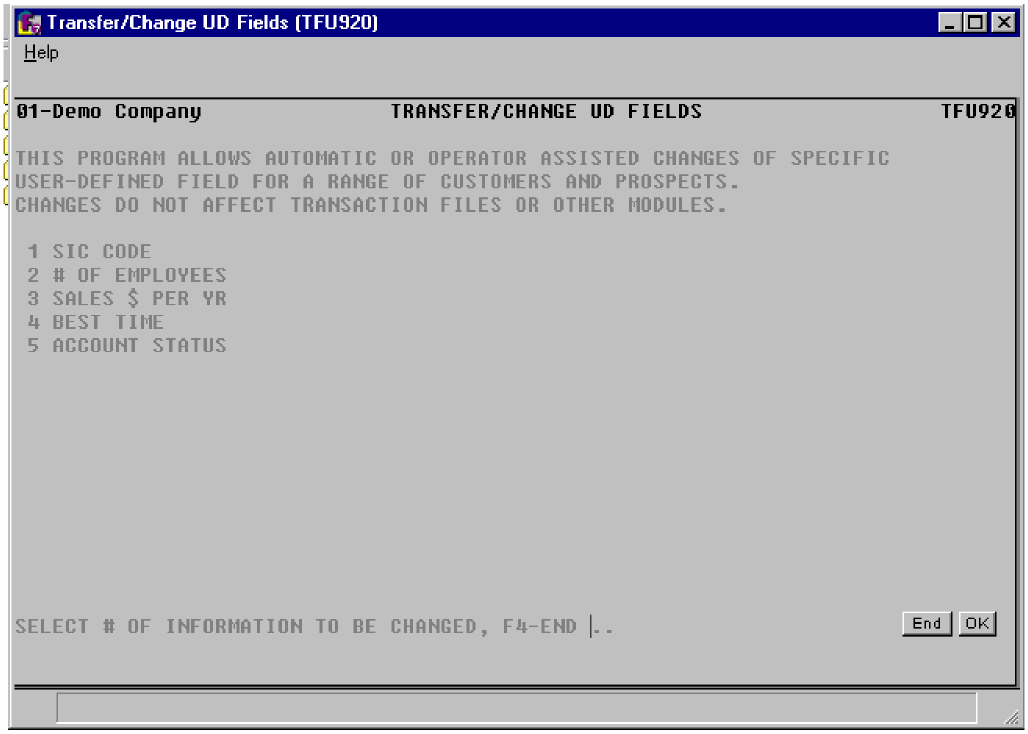
Field Number	Name	Description
		the letter. In this way, the system keeps a copy of the most recent letter you have sent. The system only stores the last letter sent.
2	**Description**	Enter the description of the letter code (up to 30 characters).
3	**Last Use Date**	This is the last date on which the letter was sent. This field is automatically updated by system any time a letter is sent by any salesperson.
4	**Text**	Enter up to 999 lines of notes (up to 70 characters for each line). Reminder: If you are changing existing letter text, enter **4** at the prompt, **Line # to change (F2-continued), CR-next, D-delete**, instead of the line number of the text. Press the RETURN key at the end of each line entered. When you are finished entering text, press F3 to end. Other options: Press F4 to back up and change the line number. CR defaults to the current line number. F2 allows you to set the line number increment (1-10), which increments subsequent line numbers by the value entered here. Press F3 when you are finished changing the line number. After you have finished entering the text of the letter, you have the following options: **Line # to change** allows you to enter a text line number to change or delete a specific text line. **L-list** allows you to list lines of text since only a limited number of text line numbers can appear on the screen at any one time. The list function allows line numbers to be redisplayed. **A-add** allows you to add lines to the letter. **M-move** allows you to move lines of text. You can move one line at a time or move blocks of lines. You must specify the beginning and ending line number(s) to move. Then, enter the line number where the text is to be moved. Note that existing lines will be replaced. **D-delete** allows you to delete lines of text. You can delete one line or several lines of text at any time with this option. You must specify the beginning and ending line numbers to delete. **F3-end** lets you end entry of the letter. Always have the cursor on a blank line before you press F3 to end. **F4-backup** allow you to back up to the following prompt: **OK to add/change?**

Technical Notes

Updated Files: TFLETR

Transfer/Change UD (user-defined) Fields (TFU920)

The following diagram presents the Transfer/Change UD Fields Screen. You access this screen by choosing option 7, **Transfer/Change UD Fields**, from the File Maintenances Menu.



Function

This program lets you change the values of some or all of the user-defined fields for customers or prospects, or both. (User-defined fields can be entered in either the Follow-up F/M Screen or the User-Defined function of the main contact screen.) This program is especially useful in making changes to the values of many user-defined fields without having to change each field one at a time.

For those user-defined fields that must be verified against valid values (that is, they are set up with **Y** in the verify field of the User-Defined Fields Control F/M), the changes entered in this program must be valid values. Therefore, before using this program, you must first make sure the new values for the user-defined fields are allowed, as determined by the Valid User-Defined Fields F/M.

Transferring and Changing User-Defined Fields

Follow these steps to change user-defined field values.

Step	Action
1	After you display the Transfer / Change UD Fields Screen, the following prompt is displayed: **Select # of information to be changed**. The user-defined fields that have been set up for your installation are listed on the screen. Enter the number of the field to change (1-24). Result: The following prompt is displayed: **Change UD fields for customers, prospects, or both? (C/P/B)**.
2	Enter whether to change fields for **C** (customers only), **P** (prospects only), or **B** (both customers and prospects). CR defaults to C. Result: The following prompt is displayed: **Change in <customer, prospect, or cust/pro>, alpha, slsp/terr, or cust class order? (C/A/S/K)**.
3	You determine how the fields are to be changed for customers / prospects. They can be changed in order of the beginning and ending: **C** or **P -** customer or prospect numbers you specify in the next two steps **A** - alpha keys you specify in the next two steps **S** - salesperson / territory codes you specify in the next two steps **K** - customer class orders you specify in the next two steps. CR defaults to **C** if you selected both customers or prospects in step 1, or **P** if you selected prospects only. Result: The next prompt that is displayed asks you to enter the beginning order choice entered here.
4	Enter the beginning order choice. For example, if you are changing a user-defined field by customers, enter the first customer number to have the field value changed. CR defaults to **FIRST**. Result: The next prompt that is displayed asks you to enter the ending order choice.
5	Enter the ending order choice. For example, if you are changing a user-defined field by customers, enter the last customer number to have the field value changed. CR defaults to **LAST**. Result: The next prompt asks you to enter the **"CHANGE FROM"** value .
6	Enter the current value of the user-defined field to be changed. Press F3 for **ALL** (change all values for this field). Result: The next prompt asks you to enter the **"CHANGE TO"** value .
7	Enter the value to which you wish to change the user-defined field. The new value must be valid as determined in the Valid User-Defined Fields F / M. Press F3 if you want the program to stop at every field to

Step	Action
	be changed so you can enter the new value. Otherwise, the changes will be automatically made according to the criteria you have entered. Result: The following prompt is displayed: **End of inputs. Enter "YES" to continue**.
8	Enter **YES** to verify that you wish to proceed with changing the fields. (If you wish to stop this process, press F4.) Result: The program changes the requested fields, as it displays its progress at the bottom of the screen. If you press F3 in step 7, for every field to be changed, the system shows you the old value of the field and asks you to enter the new value. You can press F1 to skip an entry (that is, no change to the field). When the changes have been successfully completed, the system reports the number of records that have been changed.

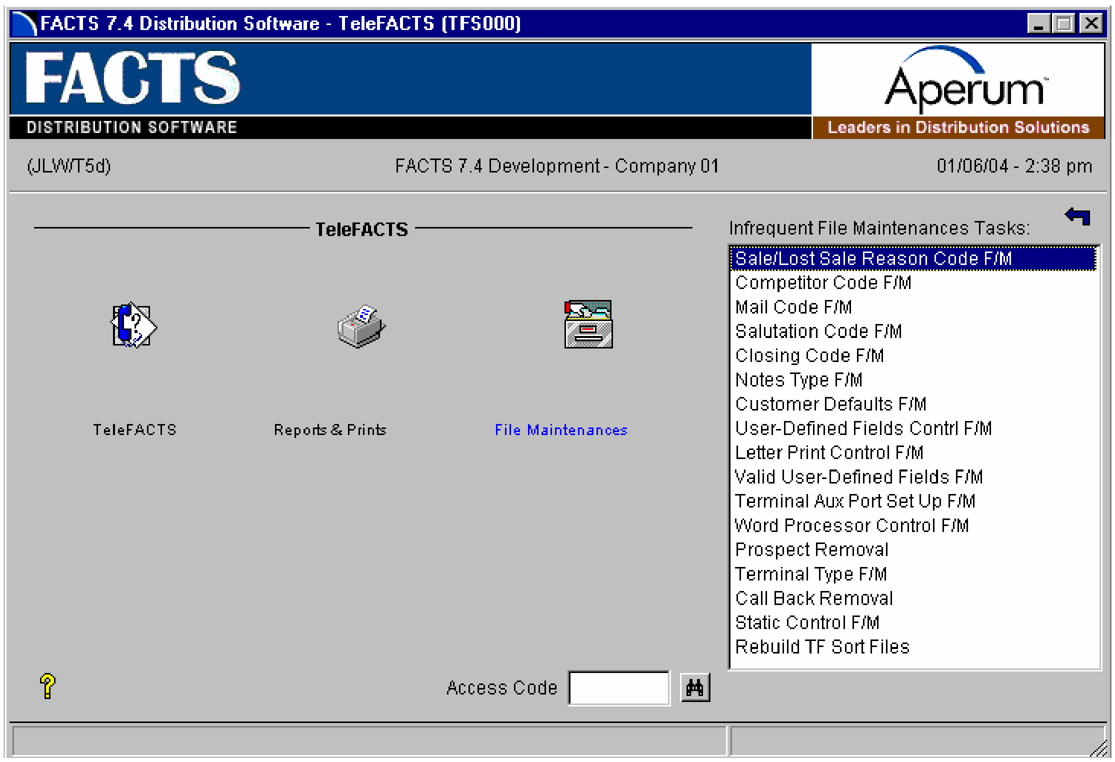
Technical Notes

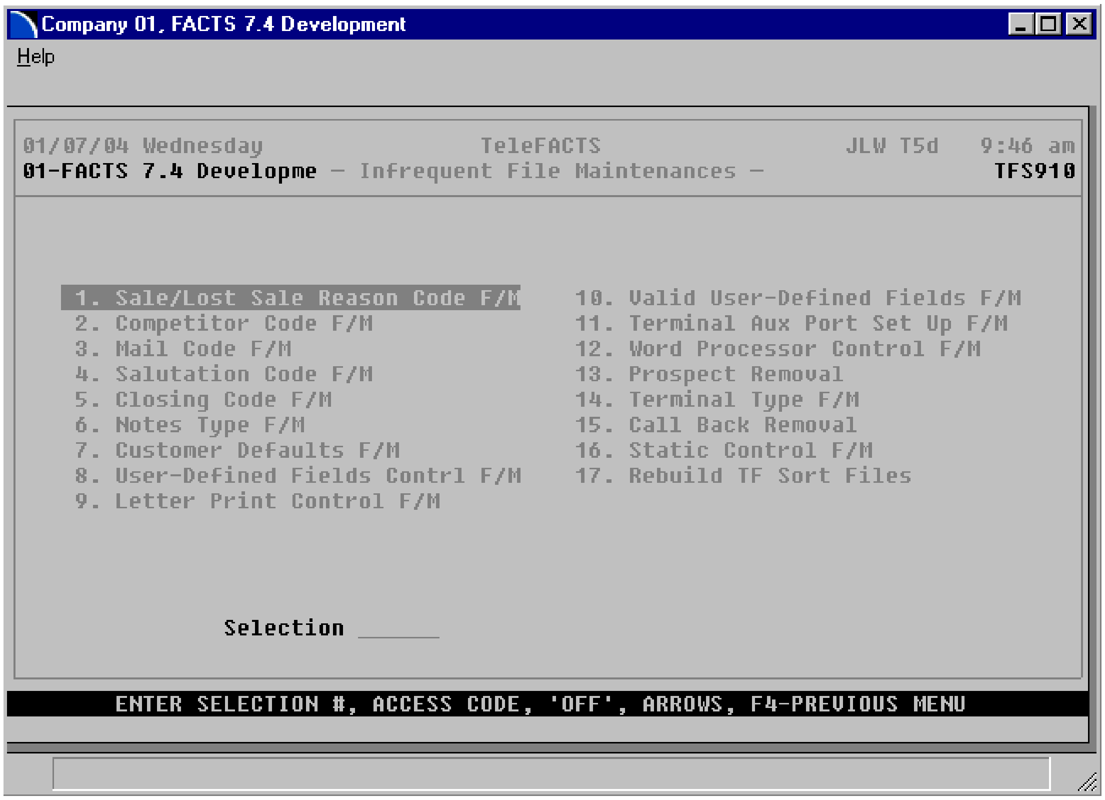
Updated Files: TFUSCX, TFUSDF, TFUSSX

CHAPTER 5

Infrequent File Maintenances

The following diagram presents the Infrequent File Maintenances Menu. You access this menu by choosing **Infrequent File Maintenances** from the TF File Maintenances menu.




Company 01, FACTS 7.4 Development
Help
01/07/04 Wednesday TeleFACTS JLW T5d 9:46 am
01-FACTS 7.4 Developme – Infrequent File Maintenances – TFS910
1. Sale/Lost Sale Reason Code F/M
2. Competitor Code F/M
3. Mail Code F/M
4. Salutation Code F/M
5. Closing Code F/M
6. Notes Type F/M
7. Customer Defaults F/M
8. User-Defined Fields Contrl F/M
9. Letter Print Control F/M
10. Valid User-Defined Fields F/M
11. Terminal Aux Port Set Up F/M
12. Word Processor Control F/M
13. Prospect Removal
14. Terminal Type F/M
15. Call Back Removal
16. Static Control F/M
17. Rebuild TF Sort Files
Selection
ENTER SELECTION #, ACCESS CODE, 'OFF', ARROWS, F4-PREVIOUS MENU

This menu contains the file maintenance programs that you will seldom use. Most of the programs are used only during the initial setup of the system. The programs on the Infrequent File Maintenances Menu allow you to

- define codes for sale and lost sale reasons (Sale/Lost Sale Reason Code F/M)
- define codes for competitors (Competitor F/M)
- define codes for different mailing groups (Mail Code F/M)
- define codes for salutations in letters created in the Letter Generator function of the main contact screen (Salutation Code F/M)
- define codes for closings in letters in the Letter Generator function (Closing Code F/M)
- define note types for categorizing notes for searching and reporting purposes (Note Type F/M)
- define customer default information to help speed entry of prospects and customers (Customer Defaults F/M)
- create up to 24 fields of any type that can be defined for prospects and customers (User-Defined Fields Control F/M)
- set up specifications for margins and default printers for the Letter Generator function (Letter Print Control F/M)
- define valid values for user-defined fields (Valid User-Defined Fields F/M)
- configure your terminal for using the Autodialer feature (Terminal Auxiliary Port Set Up F/M)
- set up controls for using WordPerfect with TeleFACTS (Word Processor Control F/M)
- set up hex code for each terminal's function keys for those users who will be going from WordPerfect to the TeleFACTS System (Terminal Type F/M)
- remove prospects from the system by date (Prospect Removal)
- remove follow-up information entered by one salesperson or all salespeople (Call Back Removal)
- set up parameters that affect system-wide processing (Static Control F/M)
- rebuild sort files that are not up to date with the rest of the system (Rebuild TM Sort Files)

Sale/Lost Sale Reason Code F/M (TFF830)

The following diagram presents the Sale/Lost Sale Reason Code F/M Screen. You can access this screen by choosing option 1, **Sale/Lost Sale Reason Code F/M**, from the Infrequent File Maintenances Menu.

Function

The program lets you set up the codes used to identify the various reasons why a sale was made or lost. The codes you set up here are used in Follow-up F/M Screen, which is accessible through the Customer Info menu on the main contact screen.

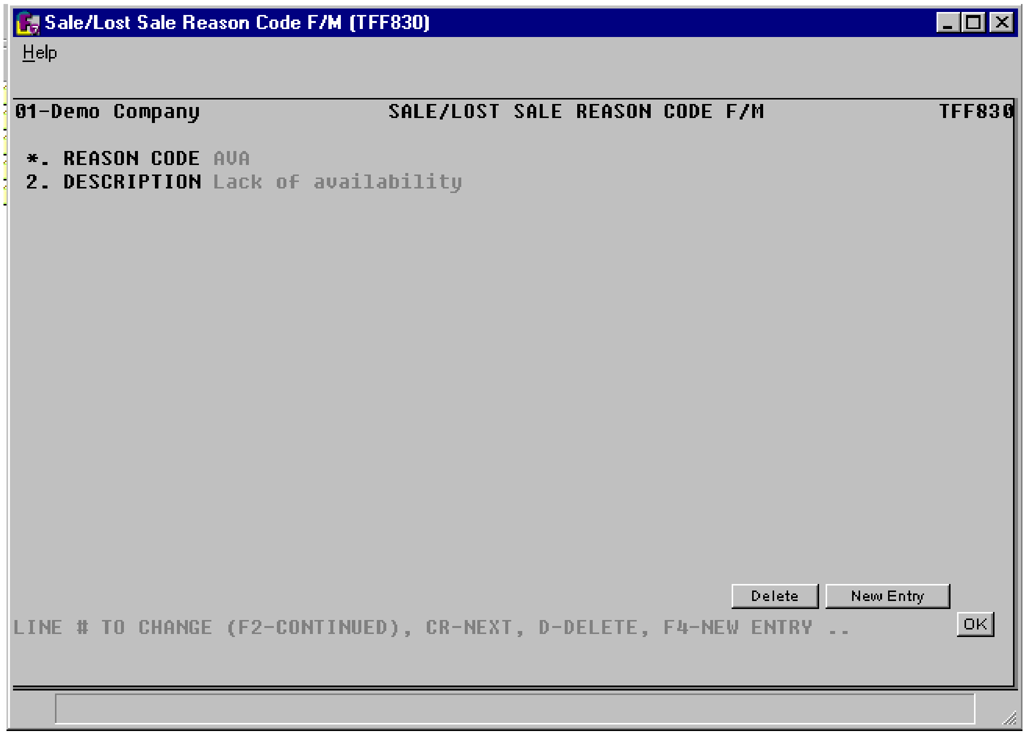
Creating and Maintaining Codes for Sale and Lost Sale Reasons

The fields in the following table are involved in creating and maintaining sale and lost sale reason codes.

Field Number	Name	Description
*1	**Reason Code**	Enter the code for the sale or lost sale (up to 3 characters). Press F2 to search for reason codes already defined in this program. Press F3 to display the record for the next code on file.
2	**Description**	Enter a description to more fully explain the code (up to 30 characters).

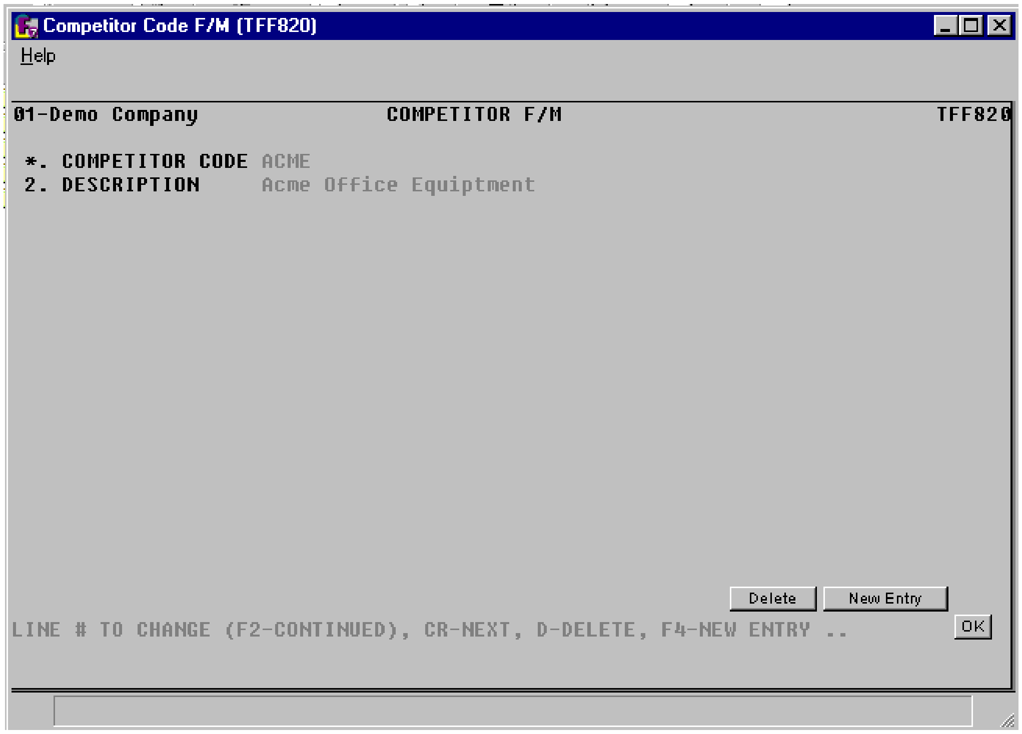
Technical Notes

Updated Files: TFSALE


Sale/Lost Sale Reason Code F/M (TFF830)
Help
01-Demo Company
SALE/LOST SALE REASON CODE F/M
TFF830
*. REASON CODE AVA
2. DESCRIPTION Lack of availability
Delete
New Entry
LINE # TO CHANGE (F2-CONTINUED), CR-NEXT, D-DELETE, F4-NEW ENTRY ..
OK

Competitor F/M (TFF820)

The following diagram presents the Competitor F/M Screen. You can access this screen by choosing option 2, **Competitor Code F/M**, from the Infrequent File Maintenances Menu.



Function

The program lets you set up the codes used to identify your competitors for a sale. The codes you set up here are used in Follow-up F/M Screen, which is accessible through the Customer Info menu on the main contact screen.

Creating and Maintaining Codes for Competitors

The fields in the following table are involved in creating and maintaining competitor codes.

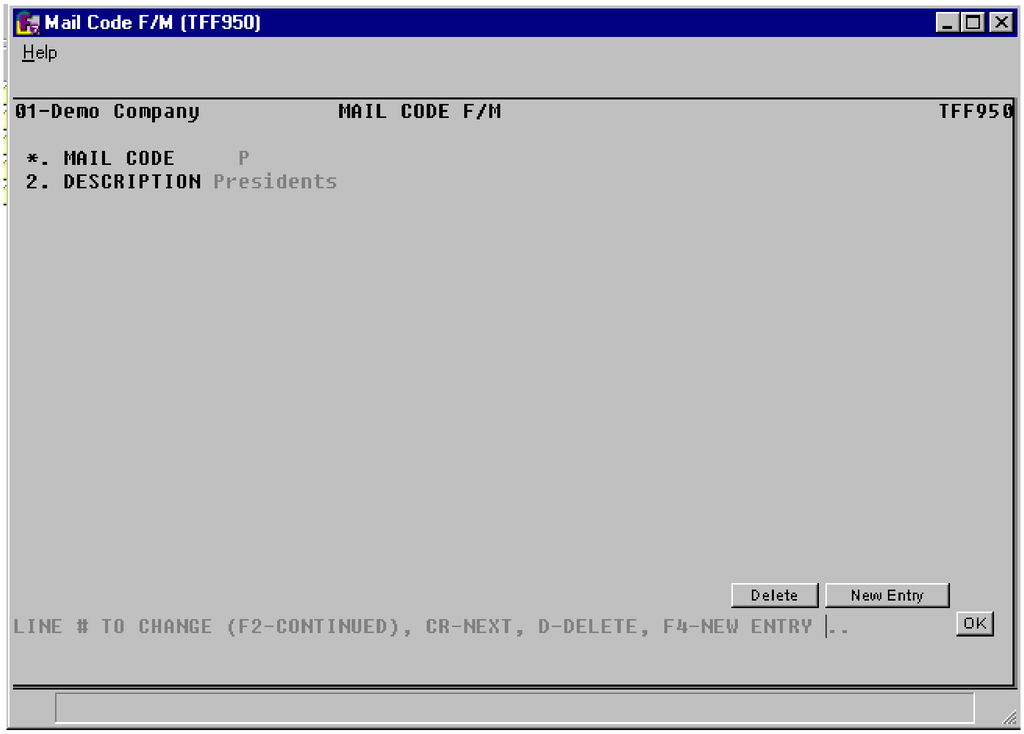
Field Number	Name	Description
*1	**Competitor Code**	Enter the code to identify the competitor (up to 10 characters). Press F2 to search for competitor codes already defined in this program. Press F3 to display the record for the next code on file.
2	**Description**	Enter a description to more fully explain the competitor code (up to 30 characters).

Technical Notes

Updated Files: TFCOMP

Mail Code F/M (TFF950)

The following diagram presents the Mail Code F/M Screen. You can access this screen by choosing option 3, **Mail Code F/M**, from the Infrequent File Maintenances Menu.



Function

This program lets you define mail codes that are assigned to each contact in the Contact F/M Program. A contact can be assigned multiple mail codes. These codes are used when you are printing batches of letters and labels in the Letter/Label Print Program. It is also used in WP Letter Print Program when you are printing single letters from WordPerfect.

Creating and Maintaining Mail Codes

The fields in the following table are involved in creating and maintaining mail codes.

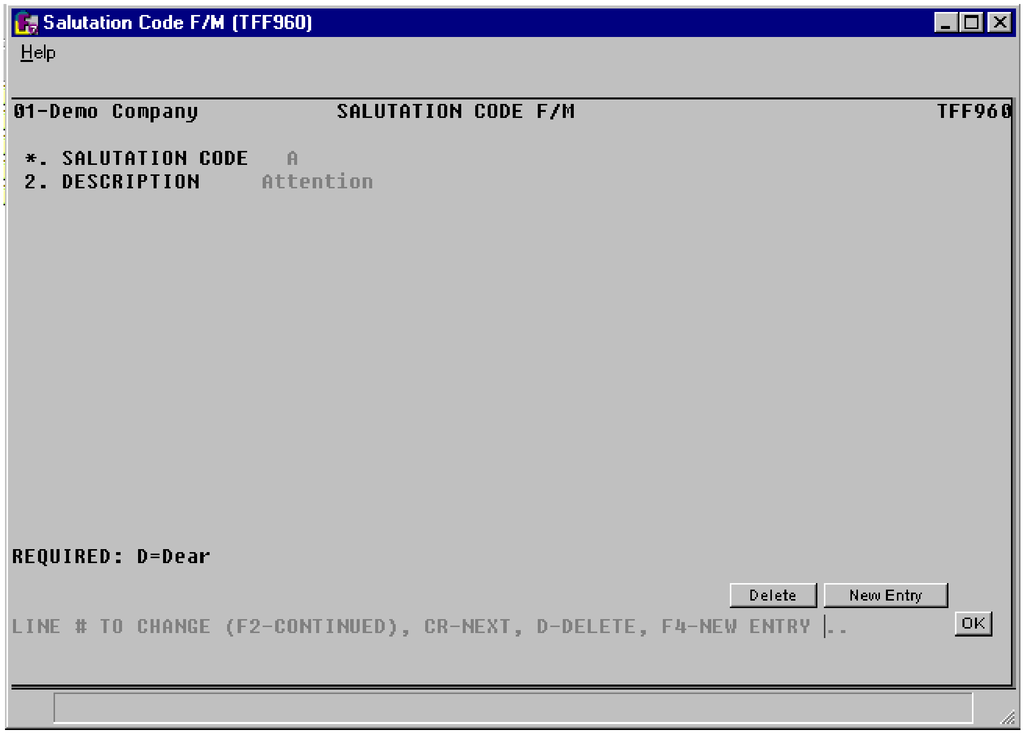
Field Number	Name	Description
*1	**Mail Code**	Enter the mail code (up to 3 characters). Press F2 to search for mail codes already defined in this program. Press F3 to display the record for the next code on file.
2	**Description**	Enter a description to more fully explain the mail code (up to 30 characters). It displays on a screen whenever this mail code is entered.

Technical Notes

Updated Files: SMCNTL (TFCNT0-5 Mail Code record)

Salutation Code F/M (TFF960)

The following diagram presents the Salutation Code F/M Screen. You can access this screen by choosing option 4, **Salutation Code F/M**, from the Infrequent File Maintenances Menu.



Function

This program lets you define codes for the various salutations that can begin a letter, such as **Dear** or **Attention**. This code is used in the Letter Generator function on the Entry Programs menu, which is accessible on the main contact screen.

Creating and Maintaining Salutation Codes

The fields in the following table are involved in creating and maintaining salutation codes.

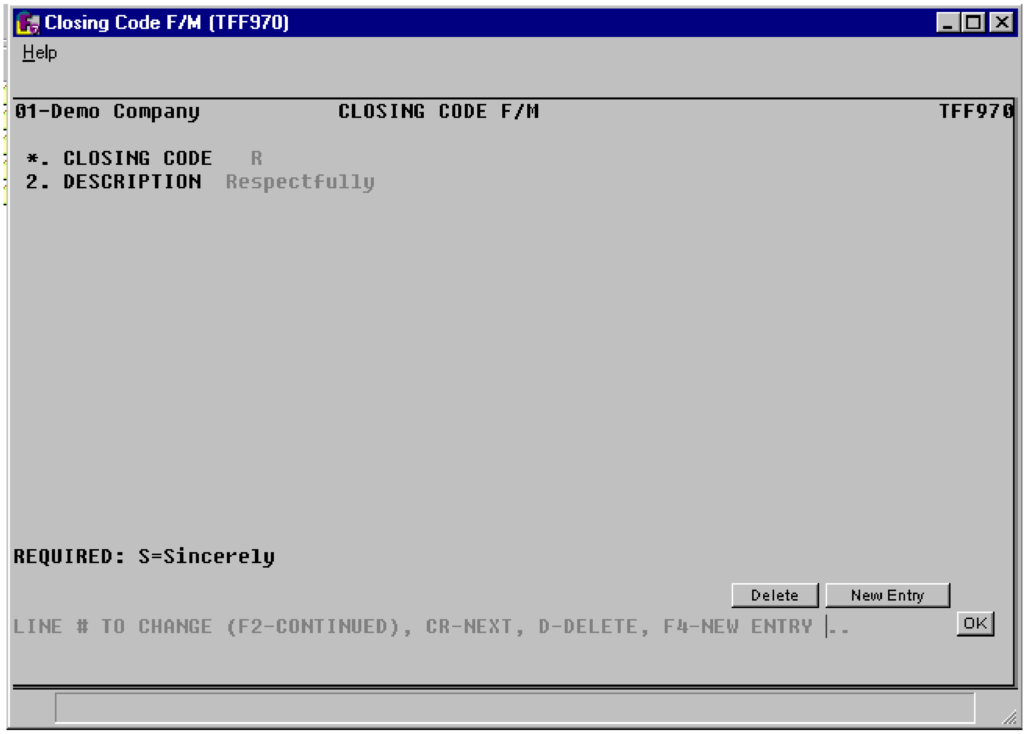
Field Number	Name	Description
*1	**Salutation Code**	Enter the salutation code (up to 3 characters). Press F2 to search for salutation codes already defined in this program. Press F3 to display the record for the next code on file. Required entry: You must define a salutation code of **D** for **Dear**.
2	**Description**	Enter the text of the salutation code (up to 15 characters). This is what is printed on the letter.

Technical Notes

Updated Files: SMCNTL (SMCNT0-4 Salutation Code record)

Closing Code F/M (TFF970)

The following diagram presents the Closing Code F/M Screen. You can access this screen by choosing option 5, **Closing Code F/M**, from the Infrequent File Maintenances Menu.



Function

This program lets you define codes for the various closings that can end a letter, such as **Sincerely** or **Respectfully**. This code is used in the Letter Generator function on the Entry Programs menu, which is accessible on the main contact screen.

Creating and Maintaining Closing Codes

The fields in the following table are involved in creating and maintaining closing codes.

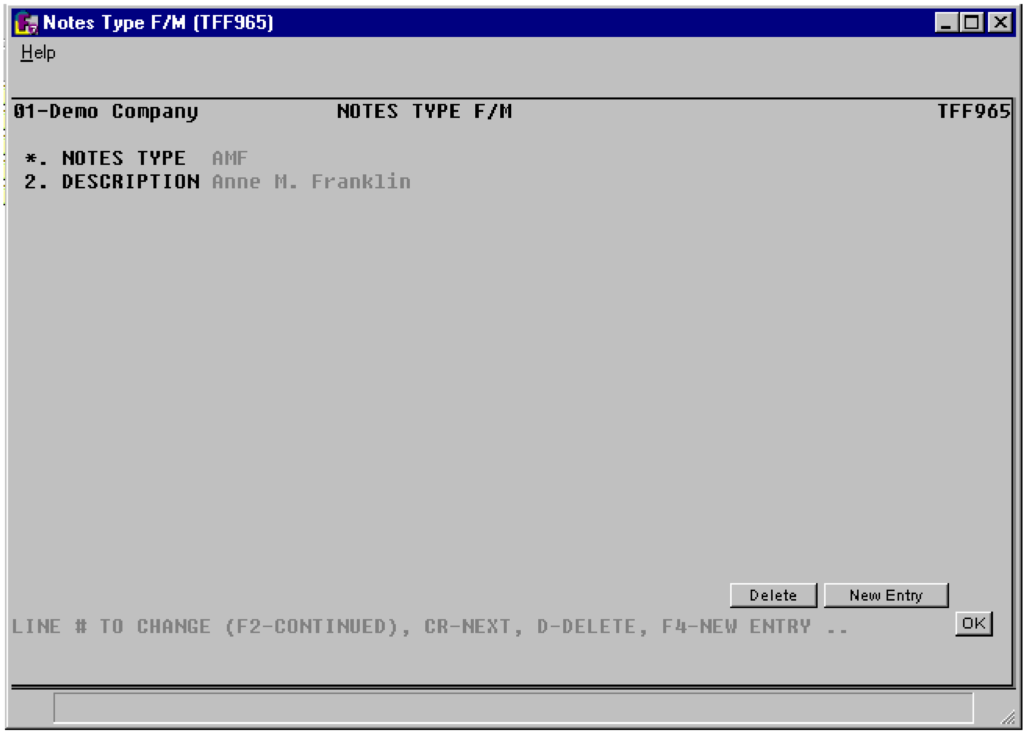
Field Number	Name	Description
*1	**Closing Code**	Enter the closing code (up to 3 characters). Press F2 to search for closing codes already defined in this program. Press F3 to display the record for the next code on file. Required entry. You must define a closing code of **S** for **Sincerely**.
2	**Description**	Enter the text of the closing code (up to 15 characters). This is what is printed on the letter.

Technical Notes

Updated Files: SMCNTL (TFCNT0-2 Closing Code record)

Note Type F/M (TFF965)

The following diagram presents the Note Type F/M Screen. You can access this screen by choosing option 6, **Note Type F/M**, from the Infrequent File Maintenances Menu.



Function

You can add unlimited notes lines for each customer and prospect to record telemarketing activity, such as activity from either phone or letter contacts. A note type can be assigned to each note for searching and reporting purposes. This program lets you add these note types. Also, notes can be purged by type.

Creating and Maintaining Note Types

The fields in the table screen are involved in setting up and maintaining note types.

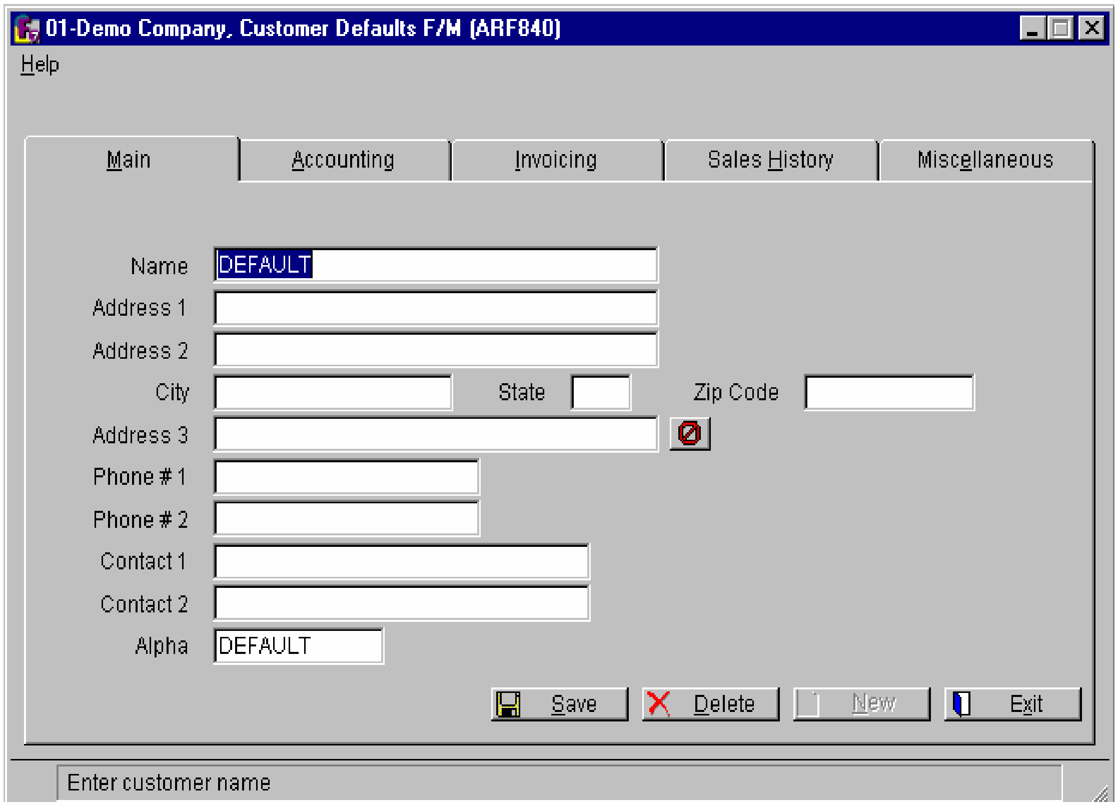
Field Number	Name	Description
*1	**Notes Type**	Enter the code for the notes type (up to 3 characters). Press F2 to search for note types already defined in this program. Press F3 to display the record for the next note type on file.
2	**Description**	Enter a description to more fully explain the note type (up to 30 characters). It is displayed on the screen whenever this note type is entered.

Technical Notes

Updated Files: SMCNTL (TFCNT1-1 Note Type record)

Customer Defaults F/M (ARF840)

This infrequent file maintenance option actually is a shortcut to the Accounts Receivable **Customer Defaults F/M**.



Function

This program allows you to set up default information for the following file maintenances to speed entry of new customers and prospects:

- Prospect F/M
- AR Customer F/M.

The fields defined here are automatically entered by the system in these file maintenances. At that time you will have the option to override these defaults, if necessary.

Only one record can be set up in this program; the system automatically supplies it a customer number of **NEW**. Leave fields #2 to #13 blank. The fields on the sales history screen should be left blank, too.

Creating and Maintaining Fields on the Main Screen

The fields in the following table are involved in creating and maintaining customer default values. Descriptions for fields #2 to #13 have been omitted since these fields should be left blank.

Field Number	Name	Description
***1**	**Customer**	The system supplies a value of **NEW** in this field.
2-13	**Name to Alpha**	Leave these fields blank since a default value will not be needed for them when you are setting up customers and prospects.
14	**Customer Class**	Enter the customer class to which a customer would belong. Customer classes are a way of categorizing customers and is used for such purposes as reporting in Accounts Receivable and contract pricing in Sales Orders. Press F2 to search for valid customer classes, which are defined in the AR Customer Class F/M Program.
15	**Slsp/Terr**	Enter the code of the primary salesperson/ territory to assign to a customer (up to 3 characters). Press F2 to search for valid codes, which are defined in the AR Salesperson/ Territory F/M.
16	**Terms Code**	Enter the terms code that identifies the method of payment that a customer would use. Press F2 to search for valid codes, which are defined in the AR Terms Code F/M.
17	**GL Table**	Enter the General Ledger posting table to which a customer will belong (up to 3 characters). The GL table determines how a customer is to post to the General Ledger module. Press F2 to search for valid entries, which are defined in the AR General Ledger Posting Table F/M.
18	**Active**	Enter **Y** or **N** to indicate whether a customer is active. If you enter **N**, checks can be entered for the customer but no sales orders can be processed.
19	**On Hold**	Enter **N** or **Y** to indicate if a customer should be placed on hold. If you enter **Y**, no sales orders can be entered for the customer.
20	**Credit Limit**	Enter the credit limit for a customer (0-9999999). The credit limit is used in the Sales Orders, Accounts Receivable, and Equipment Rental modules.
21	**Tax Code**	Enter the tax code that will apply to a customer (up to 8 characters). Press F2 to search for valid codes,

Field Number	Name	Description
		which are defined in the AR Tax Table F/M.
22	**Tax Rate**	Enter whether the tax code has a status of **H** (high), **L** (low), or **X** (exempt).
23	**Tax Exempt #**	Enter the tax exempt number, if applicable (up to 12 characters). This input is a memo field.
24	**Geography Code**	Enter the geographical location of a customer (up to 5 characters). This code is used in some reports in Accounts Receivable.
25	**Statement Code**	Enter the code that defines statement printing for a customer (1 character, **N**-never). You use this code in the AR Statement Print Program to specify which customers should have statements printed. Entering **N** indicates a customer can never have a statement printed. If all customers have statements printed at the same time, you could assign **A** (always) to all customers.
26	**Grace Period**	Enter the number of days grace given to a customer before charging a service charge (0-999). This entry is used in the AR Service Charge Register. This entry is added to the grace period for all customers as set in the AR Service Charge Control F/M.
27	**Dunning Letters**	Enter **N** or **Y** to indicate whether a customer is to receive dunning letters. The second entry in this field is for specifying the last dunning letter sent (0-5), which does not apply to the default customer number.
28	**Use Ledgercards**	Enter **N** or **Y** to indicate whether to store ledgercards for a customer.
29	**Branch**	Enter the branch to which a customer will belong. Branches can also be referred to as stores or profit centers. This entry is used in the Accounts Receivable and General Ledger modules for reporting purposes, and in posting to General Ledger. Press F2 to search for valid branches, which are defined in the SM Branch F/M.
30	**Assigned Date**	Enter the date that the salesperson was assigned to a customer.
31	**Lead Source**	Enter the source from where the salesperson got the lead for this prospect. Press F2 to search for valid sources, which are defined in the TM Lead Source F/M.
32	**Customer Price Class**	Enter the customer price class for this customer. This customer price class is used to group customers for use in contract pricing, costs and prices updates, and reporting purposes.

Field Number	Name	Description
33	**Site Charge**	Enter the site charge for this customer to be used by Service and Repair.

If you are adding a record, the following message is displayed after you complete the entries on this screen: **OK to add and assign default sales history and invoicing information? (Y/N)**. Enter **Y** to assign defaults.

Setting Up and Maintaining Fields on the Sales History Screen

The following diagram presents the sales history screen. To access this screen, enter a valid customer number on the main screen then enter **S**. Note that these fields should be left blank because they do not apply to a default customer number.

The following fields are found on the Sales History screen.

Field Number	Name	Description
***1**	**Customer**	This is the number of the default customer as previously defined.
2	**Date Opened**	This will be the date on which a customer is added to the AR Customer File.
3	**Date Last Sale**	This will be the date of the most recent invoice for a customer.
4	**Date Last Payment**	This will be the date of the most recent payment made by a customer.
5	**Date High Balance**	This will be the date that the most money is owed by a customer.
***6**	**Balance Current**	This will be the current AR balance for a customer; it is maintained by the system.
7	**Balance highest**	This will be the amount of the highest balance for a customer.
8	**Month-to-Date Sales and Cost**	This field will contain the total amount of month-to-date sales. The second entry will contain the total amount of month-to-date sales cost.
9	**Year-to-Date Sales and Cost**	This field will contain the total amount of year-to-date sales. The second entry will contain the total amount of year-to-date sales cost.
10	**Prior Year Sales and Cost**	This field will contain the total amount of prior year sales. The second entry will contain the total cost of prior year sales.

Setting Up and Maintaining Fields on the Invoicing Screen

The following diagram presents the invoicing screen. To access this screen, enter a valid customer number on the main screen then enter **I**.

The following is an explanation of the fields found in the invoicing screen.

Field Number	Name	Description
*1	**Customer**	This is the number of the default customer as previously defined.
2	**Price Level**	If inventory prices are set up in price levels, enter the level for a customer (up to the number of levels used: 0-6). Price levels are used to charge customers different prices. If price levels are not used, this entry is **0**.
3	**Allow Backorder**	Enter **Y** or **N** to indicate if a customer is allowed backorders.
4	**Store SO Sales**	Enter **N** or **Y** to indicate whether to store SO sales history for a customer. Sales history is stored for the last three customer/item combinations. History can be removed with the SO Past Sales Removal Program. The **Use Past Sales** flag of the SO Static Control record must be set to **Y** for an entry of **Y** in this field to be meaningful.
5	**Store SO Invoices**	Enter **N** or **Y** to indicate whether to store past invoice history for a customer. Invoice history stores the detail of all invoices in the SO module. History can be removed with the SO Past Invoice Removal Program. The **Use Invoice History** flag of the SO Static Control record must be set to **Y** for an entry of **Y** in this field to be meaningful.
6	**Store Pymt History**	Enter **N** or **Y** to indicate whether to store payment history for a customer. The **Use Payment History** flag of the AP Static Control record must be set to **Y** for an entry of **Y** in this field to be meaningful.
7	**PO Required**	Enter **N** or **Y** to indicate whether the purchase order number from a customer will be required for billing.
8	**Invoice Discount %**	The invoice discount is set in the SO Static Control record as a dollar amount, a percentage, or not used. If that flag is set as a percentage, enter the default invoice discount percentage for a customer (.00-99.00).
9	**Commission %**	Enter the commission percentage for the salesperson/territory from sales from a customer (.00-99.00). If commissions are not calculated based on customer (as set in the SM Company Control record),

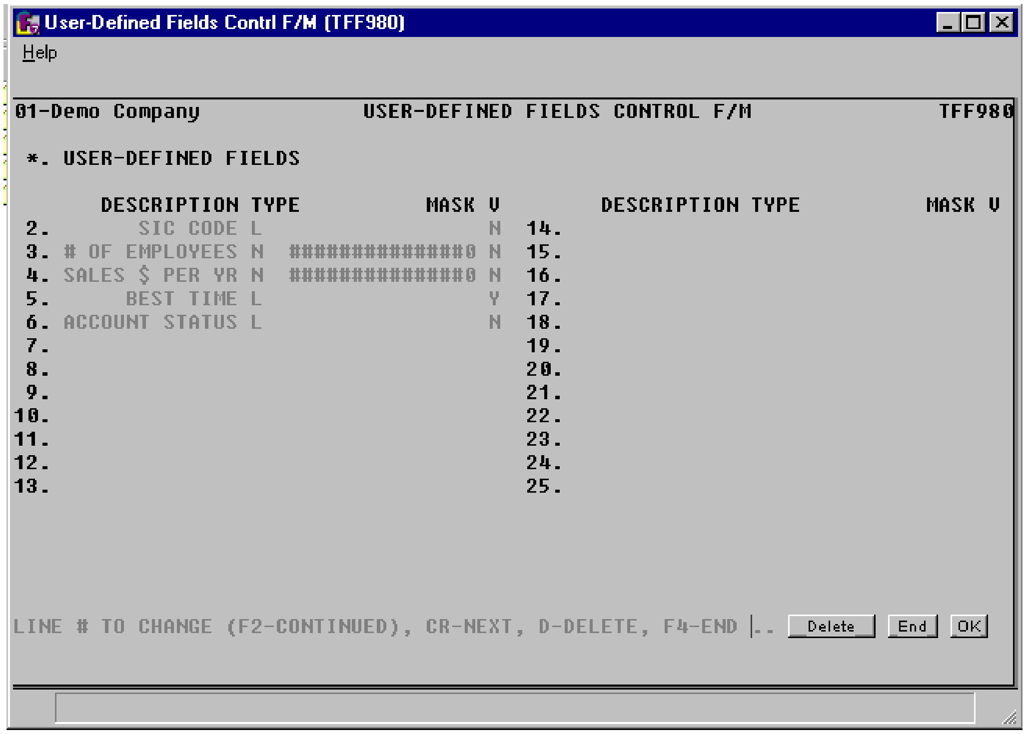
Field Number	Name	Description
		this entry is not used.
10	**Ship-to**	This is the ship-to designation. CR defaults to **SAME** (the ship-to address is the same as the billing address).
11	**Ship Via**	Enter the manner in which goods will usually be shipped to a customer (up to 15 characters). This will be the default value for the ship via entry during sales order entry.
12	**UPS Zone**	Enter the UPS ship-to zone for a customer. This will be used to calculate UPS freight charges in the SO module.
13	**Commercial/ Resident**	Enter whether a delivery to this prospect is a **C** (commercial) or **R** (residential) UPS ground delivery. UPS charges different amounts for residential and commercial deliveries. This input is skipped and not applicable if the zone entered in the previous input is greater than 8. Commercial and residential charges only apply to ground zones 8 or less.
14	**Route**	Enter a valid route if a customer will be grouped with other customers for deliveries in a given geographic location. This field is meaningful only if the **Use Routes** flag in the SO Static Control record is set to **Y**. Press F2 to search for valid routes, which are defined in the SO Route F/M.
15	**Message**	Enter a message (up to 20 characters) to be displayed on the screen during sales order entry, if needed. This message will not print anywhere for the customer to see.
16	**Pick Ticket Prices**	Enter whether to include line item prices, line item extensions, and/or a total of extensions on pick tickets.
17	**Print Customer Item #'s**	Enter whether to include the customer item number on the quote, pick ticket and/or invoice/credit memo. Press F2-None.

Technical Notes

Updated Files: SMCNTL (TMCNT0-3 Customer Defaults record)

User-Defined Fields Control F/M (TFF980)

The following diagram presents the User-Defined Fields Control F/M Screen. You can access this screen by choosing option 8, **User-Defined Fields Control F/M**, from the Infrequent File Maintenances Menu.



Function

This program allows you to define up to 24 fields of any type that can be defined for each customer or prospect. This is like adding new information to the AR Customer File or TF Prospect File in that the fields are defined by customer or prospect. These fields can be used in searches on the main contact screen or in user-generated reports.

There are two places where user-defined values can be defined for the prospect or customer: the User-Defined function or the Follow-up function on the main contact screen. They are both on the Customer Info menu.

If you require that only certain entries be made in user-defined fields, valid entries can be set up in the Valid User-Defined Fields F/M.

Suggestion: The user-defined fields will display on the main contact screen in the exact order as you enter them here. Therefore, you can leave some lines blank in between defined fields to improve the appearance of display.

Creating and Maintaining User-Defined Fields

The fields in the following table are involved in creating and maintaining user-defined fields.

<table>
<tr><th>Name</th><th>Description</th></tr>
<tr><td>Description</td><td>Enter the name of the field (up to 14 characters).</td></tr>
<tr><td>Type</td><td>Enter one of the following values to indicate the type of data accepted as an entry for the field:

L - left justify text
R - right justify text
D - date entry
N - numeric entry

Fields with a type of N (numeric) must have the mask defined in the next entry. Those with a type of D (date) use the mask set up for the date in the Date Format Mask field of the SM Company Control record.</td></tr>
<tr><td>Mask</td><td>Complete this entry only for those user-defined fields with a type of N (numeric). Enter a pound sign (#) for each place of the number. Enter decimal points where needed. If the entry can be both a positive and negative number, the first character should be a negative sign.

Example: If the field can accept entries from 0 to 1000.00, the entry for the mask would be as follows:

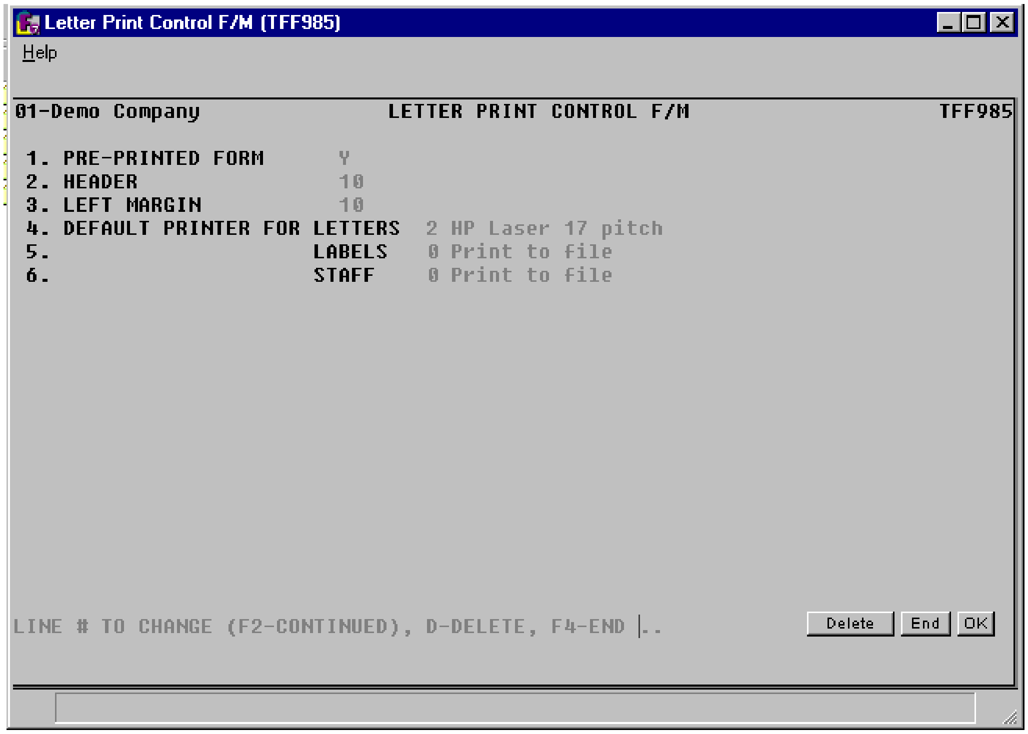
####.##</td></tr>
<tr><td>V (verify)</td><td>Enter Y or N to indicate whether the entry should be verified against values set up in the Valid User-Defined Fields F/M. If you enter Y, the system only accepts entries that have been set up in the Valid User-Defined Fields F/M.</td></tr>
</table>

Technical Notes

Updated Files: TFUDFN

Letter Print Control F/M (TFF985)

The following diagram presents the Letter Print Control F/M Screen. You can access this screen by choosing option 9, **Letter Print Control F/M**, from the Infrequent File Maintenances Menu.



Function

This program allows you to set up the information needed for sending letters using the Letter Generator function or End-of-Call function on the main contact screen (through the Entry Programs menu). Included are specifications for margins and default printers.

This file maintenance is not applicable to the options on the Wordprocessor menu of the main contact screen.

Creating and Maintaining Letter Print Controls

The fields in the following table are involved in creating and maintaining letter print controls.

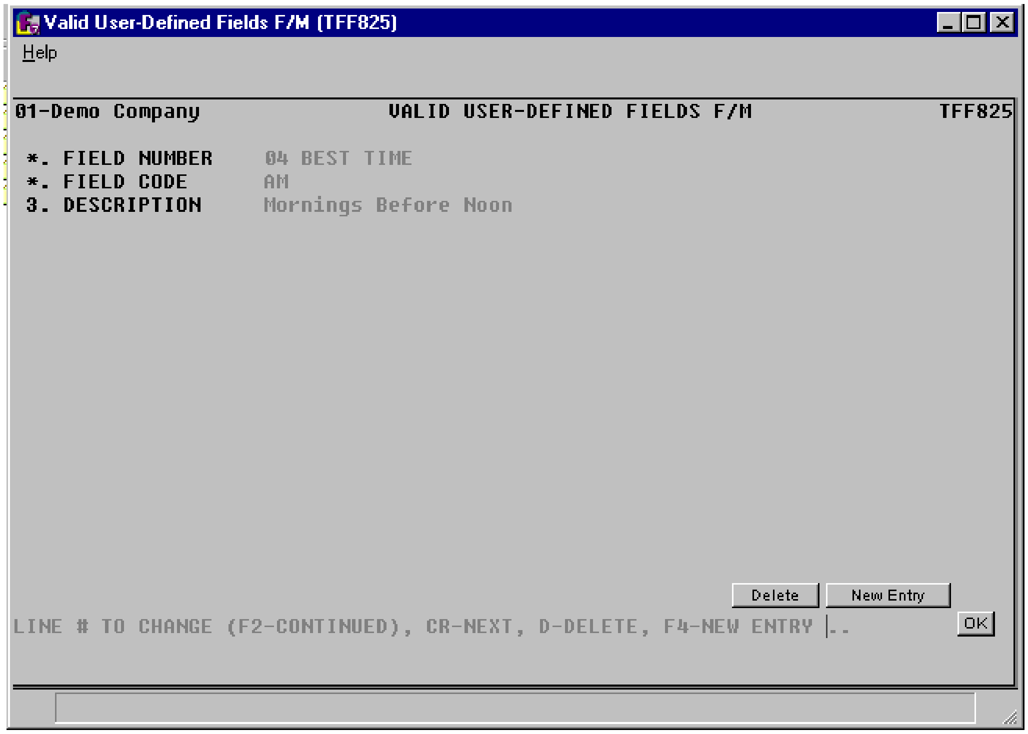
Field Number	Name	Description
1	**Preprinted Form**	Enter **Y** or **N** to indicate whether a letter is to print on a preprinted form. Enter **Y** if you are printing on letterhead stationary. If you enter **N** the company and address is printed at the top of the letter, centered.
2	**Header**	Enter the depth of the header in number of lines (0-99). The printer will skip this number of lines before printing the date.
3	**Left Margin**	Enter the size of the left margin in characters (0-99).
4	**Default Printer for Letters**	Enter the default printer designation where letters should be printed. Press F2 to search for valid printers set up at your installation.
5	**Default Printer for Labels**	Enter the default printer where labels should be printed. Press F2 to search for valid printers set up at your installation.
6	**Default Printer for Staff**	Enter the default printer where instructions for sales support staff should be printed. Press F2 to search for valid printers set up at your installation.

Technical Notes

Updated Files: SMCNTL (TFCNT0-6 Letter Print Control record)

Valid User-Defined Fields F/M (TFF825)

The following diagram presents the Valid User-Defined Fields F/M Screen. You can access this screen by choosing option 10, **Valid User-Defined F/M**, from the Infrequent File Maintenances Menu.



Function

This program allows you to establish valid entries for the user-defined fields from the User-Defined Fields Control F/M. All fields set up in the User-Defined Fields Control F/M with a **Y** in the verify field must have valid entries entered in this program. Then, any entry made by a user for that user-defined field is verified against the records set up in this file maintenance.

User-defined fields not requiring a verification (**N** in the verify field) can also have entries in this file maintenance. Doing this will allow users to search for possible values of a user-defined field.

Creating and Maintaining Valid Entries for User-Defined Fields

The fields in the following table are involved in creating and maintaining valid entries for user-defined fields.

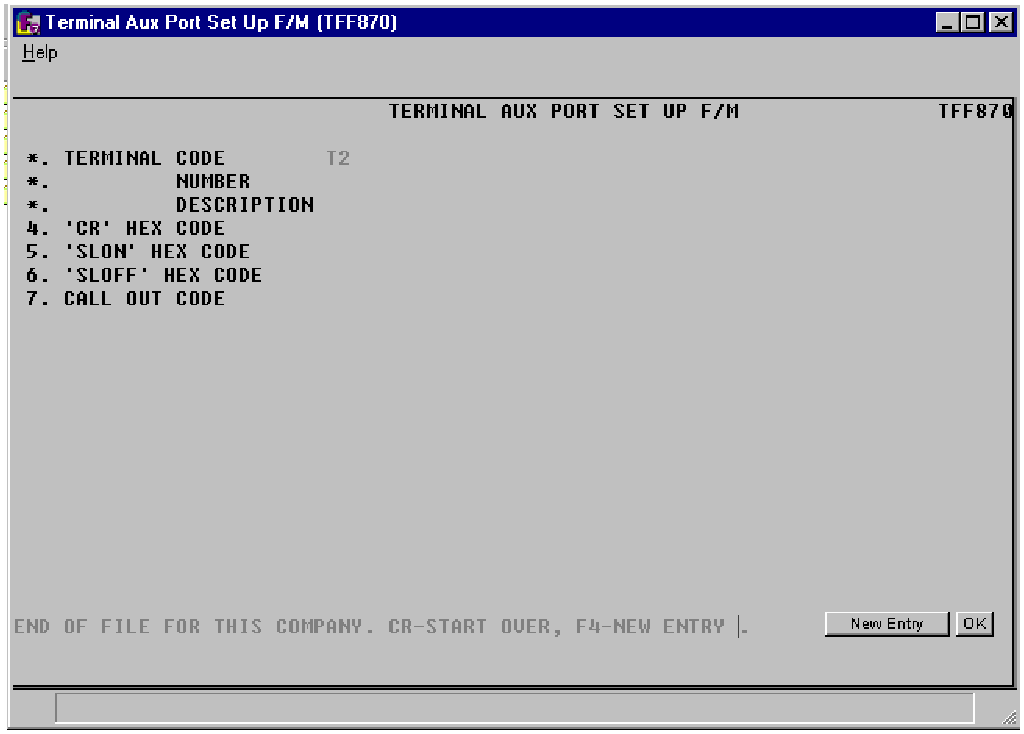
Field Number	Name	Description
*1	**Field Number**	Enter the number of the field set up for a verification in the User-Defined Fields Control F/M. (Note that the field number is one less than the line on which it appears in the User-Defined Fields Control F/M. For example, the field on the line numbered **5** would be identified by **04** here in this entry.) Press F3 to display the next record for a valid entry on file. The description is displayed when you enter this field.
*2	**Field Code**	Enter the value that is the entry a user can make for the user-defined field (up to 20 characters). Press F2 to search for valid field code already set up in this program for the field number. Press F3 to display the record for the next field code on file.
3	**Description**	Enter the description to more fully explain the field code (up to 30 characters). It is displayed in the valid field code search when you are maintaining user-defined fields.

Technical Notes

Updated Files: TFVUDF

Terminal Aux Port Set Up F/M (TFF870)

The following diagram presents the Terminal Auxiliary Port Set Up F/M Screen. You can access this screen by choosing option 11, **Terminal Aux Port Set Up F/M**, from the Infrequent File Maintenances Menu.



Function

This program allows you to set up the terminal auxiliary ports at the back of each terminal using the Autodialer feature of TeleFACTS. See the installation section of this manual for more considerations when setting up the Autodialer.

Creating and Maintaining the Set Up for Terminal Auxiliary Ports

The fields in the following table are involved in creating and maintaining the terminal auxiliary port setup.

Field Number	Name	Description
*1	**Terminal Code**	Enter the terminal code for the terminal using the Autodialer feature. The code must already be set up in the SM Terminal F/M. Press F2 to search for defined terminal codes. The default code shown is for the terminal you are now using.
*2	**Terminal Number**	This field is not for user input; the system supplies the terminal number associated with the terminal code, as defined in the SM Terminal F/M.
*3	**Terminal Description**	This field is not for user input; the system supplies the terminal description associated with the terminal code, as defined in the SM Terminal F/M.
4	**"CR" Hex Code**	Refer to the user guide for your terminal for this code. Usually, it is blank.
5	**"SLON" Hex Code**	Refer to the user guide for your terminal for this code. Usually, it is set to **12**.
6	**"SLOFF" Hex Code**	Refer to the user guide for your terminal for this code. Usually, it is set to **14**.
7	**Call Out Code**	Enter the prefix call out code used to access an outside phone line. **Note:** If a call out code is entered in field #6 of the TeleFACTS Static Control F/M Program, then that call out code will be used instead of this one.

Technical Notes

Updated Files: TFAUXP

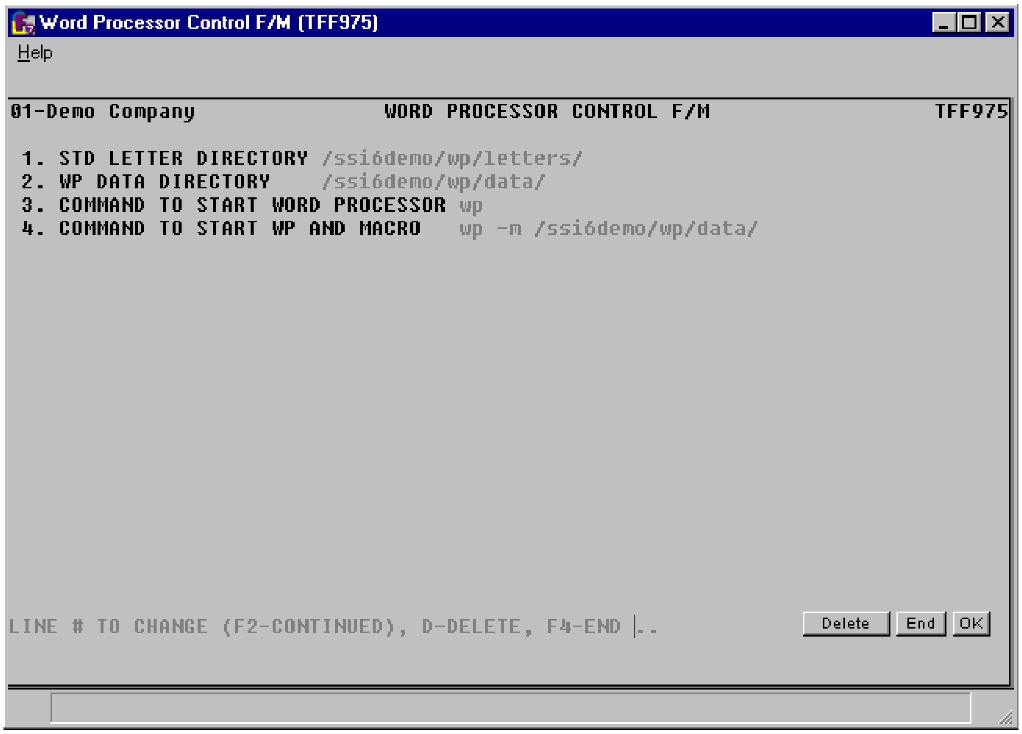
Line 3070 of TFC230:

```
....THEN LET CALL$=CALL$+",,"+CVS(L10$,3)
```

The four commas are for delays between the telephone number and a long distance call out code. (The call out code is entered in the User Code F/M Program and is user dependent). Each comma represents a delay anywhere from 1 to 3 seconds, depending on the phone system. You might need to increase or decrease the number of commas to properly set the delay time.

Word Processor Control F/M (TFF975)

The following diagram presents the Word Processor Control F/M Screen. You access this screen by choosing option 12, **Word Processor Control F/M**, from the Infrequent File Maintenances Menu.



Function

Through the Word Processor function on the main contact screen, you can directly access WordPerfect to compose your letters without having to leave the FACTS System. When you are finished using WordPerfect, you are then returned to the main contact screen of TeleFACTS. If you are going to use the WordPerfect interface, you must first set up the parameters in this program.

Creating and Maintaining Word Processor Controls

These fields are involved in creating and maintaining the Word Processor Control record.

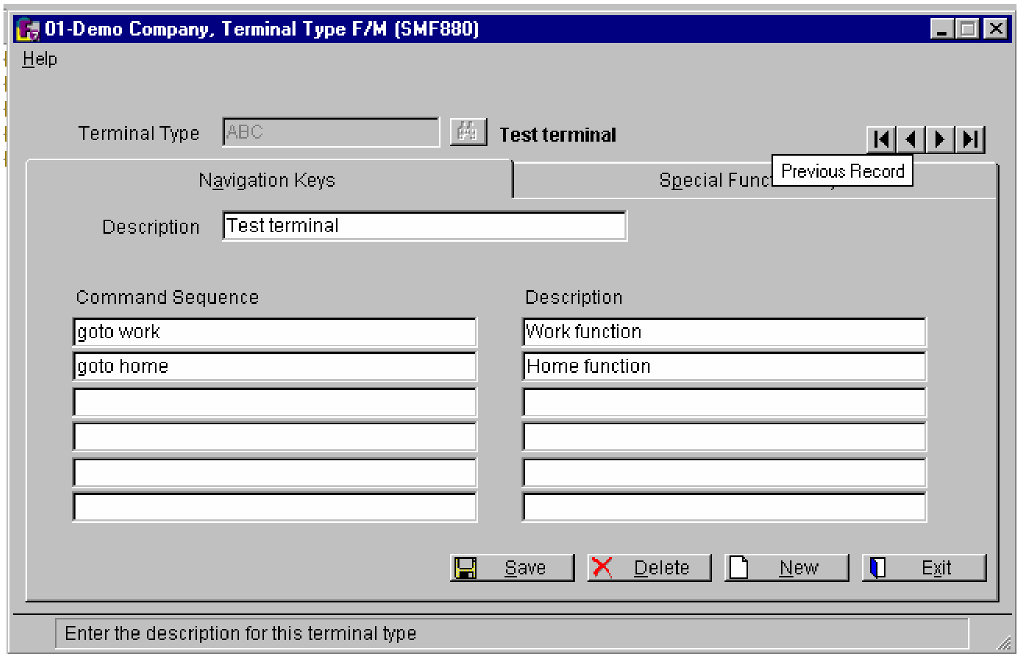
Field Number	Name	Description
1	**Std Letter Directory**	Enter the directory in which the standard letters for WordPerfect will be stored (up to 40 characters in upper- and lowercase letters). This directory is used as a default for letter searches. It is not mandatory that all WordPerfect letters be set up in this directory; the user may access any directory.
2	**WP Data Directory**	Enter the directory where the WordPerfect interface should search for macros (up to 40 characters in upper- and lowercase letters). This directory is also used to temporarily store letters. All macros must be located in this directory or the WordPerfect interface will not function correctly. Also, the two files referenced in the macros must use the entry here in order for the mail merge function to work properly.
3	**Command to Start Wordprocessor**	Enter the command that, when entered from the main contact screen, will engage WordPerfect (up to 20 characters in upper- and lowercase letters). If you enter **wp** at the command line in UNIX, then this field should be set to **wp**. It may be necessary to specify the full path of the command.
4	**Command to Start WP and Macro**	Enter the command to engage WordPerfect and initiate a macro (up to 40 characters). The standard for this command in WordPerfect is “wp-m”. If this is true on your system, then enter **wp-m** plus the WordPerfect data directory entered above. **Example:** WordPerfect data directory is **/ssi6/wp/data** and the WordPerfect command with a macro is **wp-m**. This field would then be entered as **wp-m/ssi6/wp/data/**

Technical Notes

Updated Files: SMCNTL (TFCNT1-0 Word Processor Control F/M record)

TERMINAL TYPE F/M (SMF880)

The following diagram presents the Terminal Type F/M Screen. You access this screen from the File Maintenances Menu.



Function

The program allows you to specify the hex code command sequence for arrow and function keys to work correctly when you go to TeleFACTS from WordPerfect. This file maintenance is supplied with two records for the Wyse 60 terminal.

NOTE: Use this file maintenance only if you are using the WordPerfect interface for issuing letters, and your arrow keys and function keys get scrambled when you go to TeleFACTS. Therefore, you do not have to complete this file maintenance unless this problem arises. At that point, you should contact Customer Services and Solutions to help you develop the hex codes for your terminal.

CREATING AND MAINTAINING TERMINAL TYPES

The following fields are involved in creating and maintaining terminal types for WordPerfect.

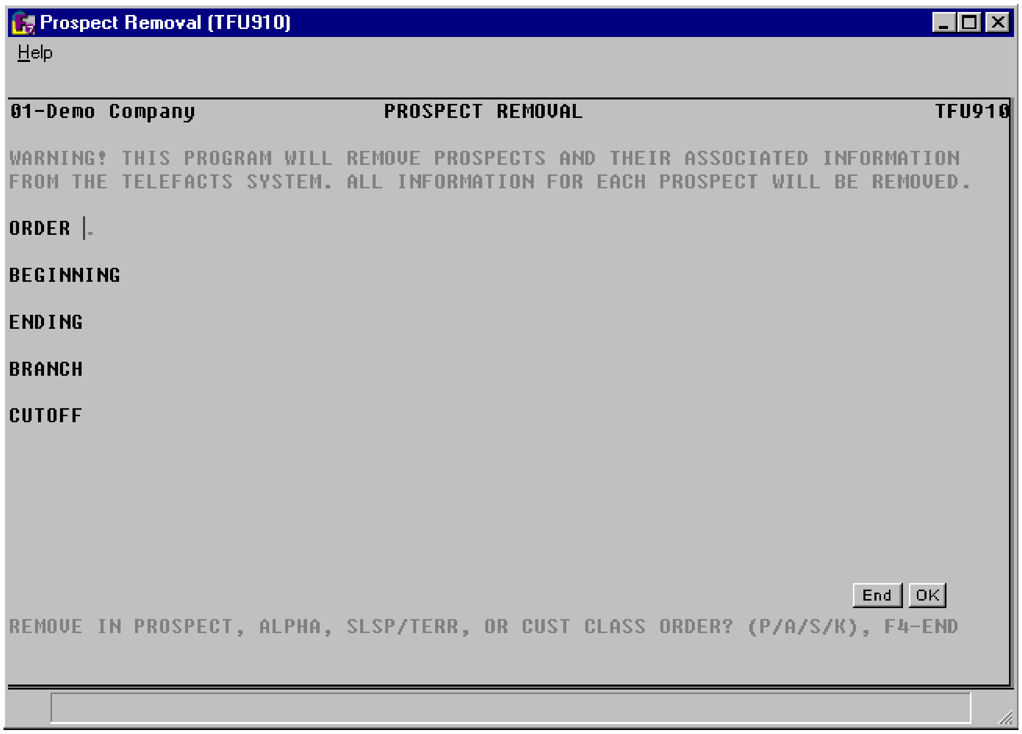
Field Number	Name	Description
*1	**Terminal Type**	Enter the terminal type that is used as the termcap variable. This entry is for all terminals of this type using TeleFACTS. You must enter it in exact upper- and lowercase letters as it is defined in the termcap file and the user's term variable. CR defaults to the current terminal type, so you can press the RETURN key to define the record for this terminal. Press F2 to search for valid terminal types already set up in this program. Press F3 to display the next record on file.
2	**Description**	Enter a description of the terminal type (up to 30 characters).
3-12	**Command Sequence and Description**	Enter up to 10 hex code command sequences to redefine such keys as arrows and functions when you go to TeleFACTS from WordPerfect (up to 30 characters). For each command sequence, you can enter a description that further explains what the hex code does (up to 30 characters). When you go to TeleFACTS from WordPerfect, the system prints these hex codes to the screen, which is transparent to the user. The hex codes redefine the keys to the proper values for FACTS.

Technical Notes

Updated Files: TMTERM

Prospect Removal (TFU910)

The following diagram presents the Prospect Removal Screen. You can access this screen by choosing option 14, **Prospect Removal**, from the Infrequent File Maintenances Menu.



Function

This program lets you automatically remove prospects from the TeleFACTS System. When a prospect is converted to an AR customer, the associated information for the new customer is not longer available in the TF Prospect File (TFPROS). Prospects that are not converted to customers will remain on file until they are deleted one at a time through the Prospect F/M Program or automatically with this program. By using this program, you do not keep inactive prospect in your files.

WARNING! If you use this program, all contacts, history, user-defined fields, follow-ups, and notes for the prospect are completely removed from the system.

Any prospect not having any activity from the date you specify in this program will be removed from the TF Prospect File. Inactivity is defined as not having any history records written to the History File (TFHIST) or note records written to the Notes File (TFNOTE).

Removing Prospects From TeleFACTS

Use the steps in the following table to remove prospects from the system.

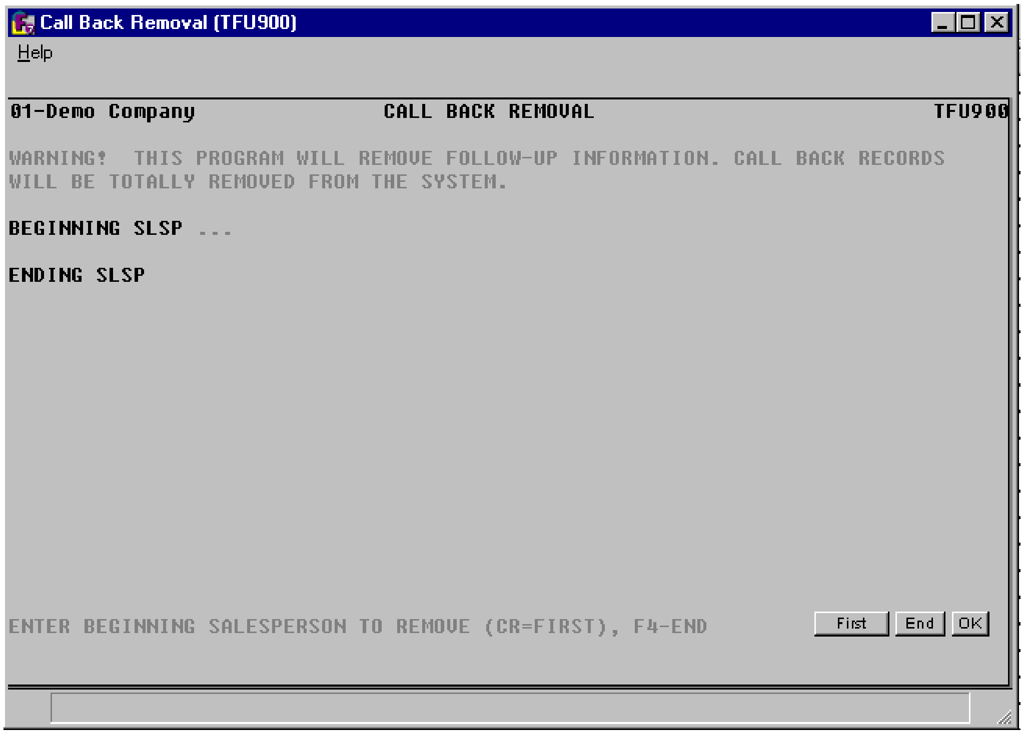
Step	Action
1	When you access the Prospect Removal Screen, the following prompt is displayed: **Remove in prospect, alpha, slsp/terr, or cust class order (P/A/S/K)**. You determine how prospects are to be removed from the system. They can be removed in order of the beginning and ending: **P -** prospect number you specify in the next two steps **A -** alpha keys you specify in the next two steps **S -** salesperson / territory codes you specify in the next two steps **K -** customer class you specify in the next two steps CR defaults to **P**. Result: The next prompt that displays asks you to enter the beginning order choice entered here.
2	Enter the beginning order choice. For example, if you are removing prospects by prospect number, enter the first prospect number that should be removed. CR defaults to **FIRST**. Result: The next prompt that is displayed asks you to enter the ending order choice.
3	Enter the ending order choice. For example, if you are removing prospects by prospect number, enter the last prospect number that should be removed. CR defaults to **LAST**. Result: The following prompt is displayed: **Enter branch to remove.**
4	Enter the branch to which prospects belong that should be included in this removal. CR defaults to the branch assigned to this terminal (in the SM Terminal F/M Program). Press F3 to include all branches in this removal. Result: The following prompt is displayed: **Enter cutoff date. Prospects without activity after this date will be removed**.
5	Enter the date after which prospects with no activity will be removed. Inactivity is defined as not having any history records written to the History File (TFHIST) or note records written to the Notes File (TFNOTE). Result: The following prompt displays: **End of inputs. OK to remove records (YES or N)**.
6	Enter **YES** to verify that you wish to proceed with removing prospects. (If you wish to stop this removal, enter **N**). Result: The program removes the requested prospects, as it displays its progress at the bottom of the screen. When all prospects have been successfully removed, the system reports the number of records that have been removed.

Technical Notes

Updated Files: TFALPX, TFCLSX, TFCONT, TFCSPX, TFFNCX, TFFUDT, TFFUDX, TFHIST, TFNOTE, TFLNCX, TFPALX, TFPCLX, TFPHOX, TFPPHX, TFPROS, TFPSLX, TFPZPX, TFSLSX, TFUSDF, TFUSLX, TFUSSX, TFZIPX

Call Back Removal (TFU900)

The following diagram presents the Call Back Removal Screen. You can access this screen by choosing option 14, **Call Back Removal**, from the Infrequent File Maintenances Menu.



Function

This program lets you remove follow-up information by salesperson. This information has been entered with the Follow-Up function of the main contact screen (on Customer Info menu). The file from which records are deleted is the Follow-Up Dates File (TFFUDT).

WARNING! If you use this program, all scheduled appointments and related follow-up information is completely removed from the system.

Removing Call Backs from TeleFACTS

Follow these steps to remove call back, or follow-up, information.

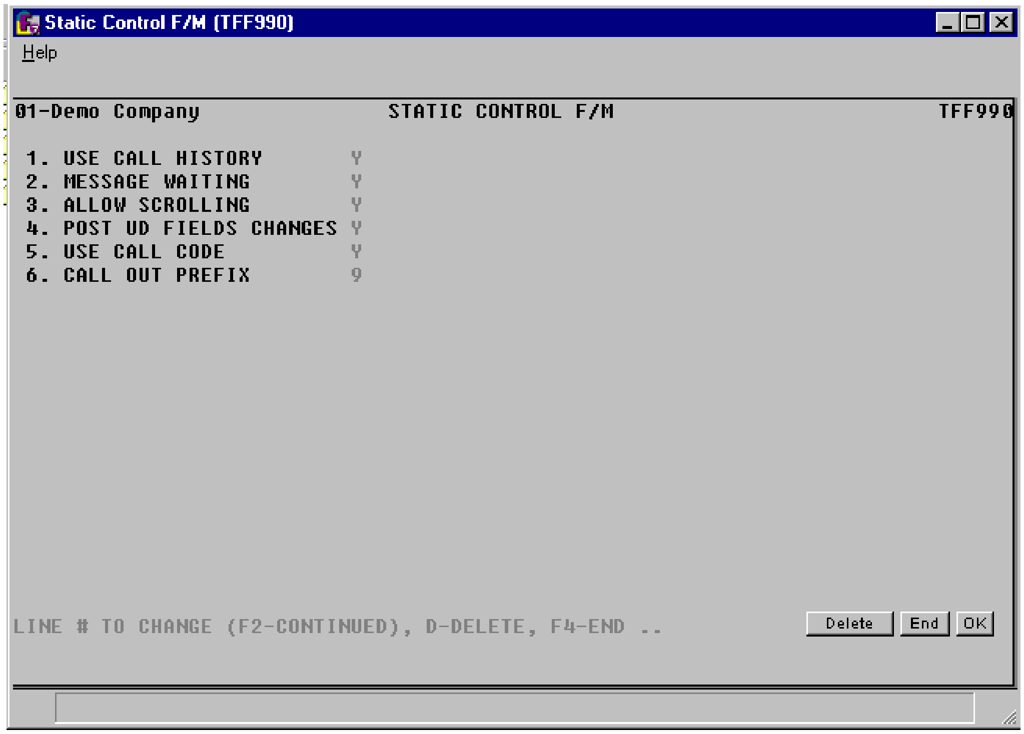
Step	Action
1	When you access the Call Back Removal Screen, the following prompt is displayed: **Enter beginning salesperson to remove**. Enter the beginning salesperson/territory code for which follow-up information should be removed. CR defaults to **FIRST**. Result: The following prompt is displayed: **Enter ending salesperson to remove**.
2	Enter the ending salesperson/territory code for which follow-up information should be removed. CR defaults to **LAST**. Result: The following information is displayed: **End of inputs. OK to remove information? (YES or N)**
3	Enter **YES** to verify that you wish to proceed with removing prospects. (If you wish to stop this removal, enter **N**). Result: The program removes the follow-up information for the requested salesperson, as it displays its progress at the bottom of the screen. When all call back information has been successfully removed, the system reports the number of records that have been removed.

Technical Notes

Updated Files: TFFUDT, TFFUDX

Static Control F/M (TFF990)

The TM Static Control F/M Screen is shown below. You access this screen by choosing **Static Control F/M** from the Infrequent File Maintenances Menu.



Function

This program allows you to create and maintain the TeleFACTS Static Control record for the current company. The TF Static Control record is critical to the proper functioning of the TeleFACTS module. It contains information that the TeleFACTS module references in performing various functions.

CAUTION! It is strongly advised that you use a password (as set through the System Management module) for this program. Changes should be made only with extreme caution and under the supervision of your affiliate.

Creating and Maintaining the Static Control Record

The following fields are involved in creating and maintaining the TF Static Control record.

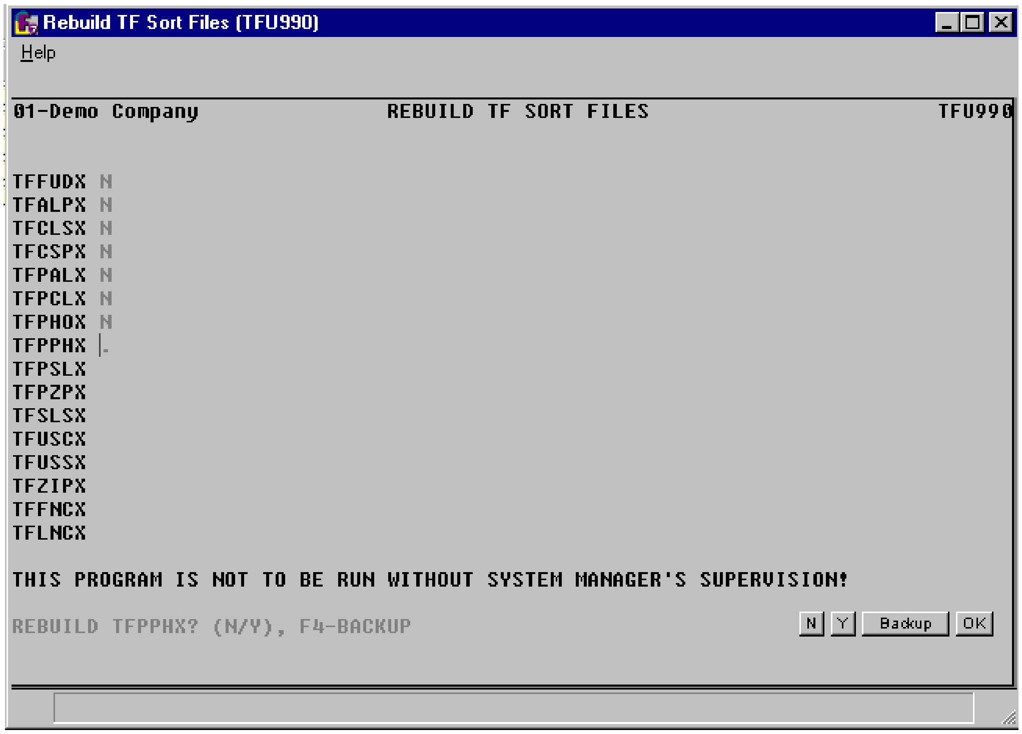
Field Number	Name	Description
1	**Use Call History**	Enter **Y** or **N** to indicate whether contacts made by phone should be stored in the History File (TFHIST). CR defaults to **Y**. If you answer **Y**, you can view past calls in the main contact screen with the History function. Call history includes the date, beginning and ending time, time elapsed, up to five action codes, and memos. Call history can be removed in the History Report Program on the Reports and Prints Menu.
2	**Message Waiting**	Enter **Y** or **N** to indicate whether a message should be displayed in the header of the main contact screen if there are unanswered phone messages in the Office Automation. CR defaults to **Y**.
3	**Allow Scrolling**	Enter **Y** or **N** to indicate whether the user can press the RETURN key while in the main contact screen to display the next customer or prospect on file. CR defaults to **Y**.
4	**Post UD Fields Changes**	Enter **Y** or **N** to indicate whether an audit trial should be kept of any changes made to the user-defined fields for a customer or prospect. These fields can be changed with the Follow-up and User Defined functions on the main contact screen. If you answer **Y**, you can see the change with the Notes Inquiry function on the main contact screen. The following information is logged: date and time of the change, field number, old value, and new value.
5	**Use Call Code**	Enter **Y** or **N** to indicate whether any special code is to be used with the Autodialer feature of TeleFACTS. For instance, a special code can be any number(s) dialed to access a long distance telephone connection. CR defaults to **Y**. The call code is defined in the SM User Code F/M.
6	**Call Out Prefix**	Enter the code to be used with the Autodialer feature to be dialed before the telephone number (up to 10 characters). This field should be left blank if the autodialer feature is not being used.

Technical Notes

Updated Files: SMCNTL (TFCNT0-7 TF Static Control record)

Rebuild TF Sort Files (TFU990)

This program allows you to rebuild sort files that may not be up to date with the rest of the system.



Sort files are used throughout the system to enable you to report or retrieve information in an order other than the order in which the main file is stored. For example, the records of the Prospect File are stored in prospect number order. Accessing this file in alphabetical order requires a sort file that is stored by an alpha look-up field by prospect number. The corresponding record in the main file (such as the Prospect File) can then be access for the needed information.

CAUTION! The Rebuild TF Sort Files Program should only be run under the supervision of your affiliate.

The TF Rebuild TF Sort Files Screen is shown below. You access this screen by choosing **Rebuild TF Sort Files** from the Infrequent File Maintenances Menu.

The sort files that can be rebuilt are described in the following table. The field for each sort file accepts an entry of **N** (no, do not rebuild this file) or **Y** (yes). CR defaults to **N** for each.

Sort File	Description
TFFUDX	Is the cross-reference of follow-up dates to customer number. It is used in the Follow-up function of the main contact screen and in printing the Call Back Listing.
TFALPX	Is the cross-reference of alpha sort key and customer or prospect number to either the AR Customer File (ARCUST) or TF Prospect File (TFPROS). It is used for searches by alpha key and in reports printed in alpha order.
TFCLSX	Is the cross-reference of customer class and customer or prospect number to either the AR Customer File (ARCUST) or TF Prospect File (TFPROS). It is used in reports printed in customer class order.
TFCSPX	Is the cross-reference of customer or prospect number to either the AR Customer File (ARCUST) or TF Prospect File (TFPROS). It is used in reports printed in customer/prospect order for both customers and prospects.
TFPALX	Is the cross-reference of alpha sort key to the TF Prospect File (TFPROS). It is used for searches by alpha key for prospects and in reports printed in alpha order.
TFPCLX	Is the cross-reference of customer class to the TF Prospect File (TFPROS). It is used in reports printed in customer class order.
TFPHOX	Is the cross-reference of phone number and customer or prospect number to either the AR Customer File (ARCUST) or TF Prospect File (TFPROS). It is used in searches by phone number for both prospects and customers.
TFPPHX	Is the cross-reference of phone number and prospect number to the TF Prospect File (TFPROS). It is used in searches by phone number for prospects.
TFPSLX	Is the cross-reference of salesperson code and prospect number to the TF Prospect File (TFPROS). It is used in reports printed in salesperson order for prospects.
TFPZPX	Is the cross-reference of zip code and prospect number to the TF Prospect File (TFPROS). It is used by the Letter/Label Print Program and the WP Letter Print Program.
TFSLSX	Is the cross-reference of salesperson code and customer or prospect number to either the AR Customer File (ARCUST) or TF Prospect File (TFPROS). It is used in reports printed in salesperson order for both prospects and customers.
TFUSCX	Is the cross-reference of user-defined fields to customer number. It is used in searches for user-defined fields and in printing reports. It can also be used to generate customized reports for user-defined fields.
TFUSSX	Is the cross-reference of user-defined fields to salesperson code. It is used in searches for user-defined fields and in printing reports. It can also be used to generate customized reports for user-defined fields.
TFZIPX	Is the cross-reference of zip code and customer or prospect number to either the AR Customer File (ARCUST) or the TF Prospect File (TFPROS). It is used by the Letter/Label Print Program and the WP Letter Print Program.
TFFNCX	Is the cross-reference of the first name of the contact to the TF Contact File

	(TFCONT). It is used to search by contacts.
TFLNCX	Is the cross-reference of the last name of the contact to the TF Contact File (TFCONT). It is used to search by contacts.

Technical Notes

Updated Files: TFALPX, TFCLSX, TFCSPX, TFFUDX, TFFNCX, TFLNCX, TFPALX, TFPCLS, TFPHOX, TFPPHX, TFPSLX, TFPZPX, TFSLSX, TFUSCX, TFUSSX, TFZIPX

APPENDIX A: References

1. **ALIGNMENT** An alignment check can be performed to ensure that forms paper is correctly aligned in the printer. If Y is entered, the alignment check prints immediately and the program returns to this input.

2. **DATE** Dates will be displayed according to the format set in the Company Control Record. For viewing purposes, all dates will be displayed with a two digit year. For editing purposes, all dates will allow the entry and display of a four digit year. An entry date can be viewed in its entirety by using the left and right arrow keys or by using the HOME and END keys to scroll through the date field. The system will allow the full date or a partial date to be entered.

   Special dates that were previously displayed and stored as 01/01/00 and 12/31/99 will no longer be handled in the same manner. Tag names such as NONE, ASAP, FIRST, LAST, etc. will now be used in place of “generic” dates. These tag names will also be accepted as the valid input dates in some data entry prompts.

   If you are upgrading from FACTS 6.05 (or earlier) to FACTS 6.06 (or later), the dates stored in your system are converted for you behind the scenes. Dates that display as **/**/** indicate that data is present for the field but the system does not know how to interpret the date. Contact your Affiliate for support.

   The Rule of 50: FACTS programs uses a “rule of 50” logic to expedite date processing. If the two digit year is greater than or equal to 50, the system will assume the date to be in the 1900s; if the two digit year is less than 50, the system will assume the date to be in the 2000s.

   During data entry, if the system is unable to interpret the date entered, the date mask will be displayed in the prompt. If the system is able to interpret the date entered, the date will be displayed in the prompt. Dates prior to 01/01/1800 or after 12/31/2199 are not allowed during date entry.

   FACTS programs contain 8-character and 10-character date fields. The date editing/entry display varies slightly depending on whether it is an 8-character or 10-character field. When editing a date, using the right arrow or the END key, will advance the cursor to the end of the date field and using the left arrow or the HOME key, will advance the cursor to the beginning of the date field.

	8-Character Date Field	**10-Character Date Field**
When entering a date in the 1900s (as defined by the 50-rule), the date will be displayed as follows:	**ORDERED** 01/02/96<	**ORDERED** 01/02/96 <
Use the right arrow key or the END key to display the	**ORDERED**	**ORDERED**

full 4-digit year:	/02/1996<	01/02/1996 <
A plus sign at the end of the date field indicates that the year is not in the default century.	**ORDERED** 01/02/96+	**ORDERED** 01/02/2096 <

3. **ORDER** In various reports and the programs, the order choice may be selected. The options are by **C**-customer number, **A**-alpha sort, **S**-salesperson/territory, or **K**-customer class. For example, the user may want to print in customer name order. CR defaults to C.

4. **BEGINNING ORDER CHOICE** Enter the beginning order choice to be selected, e.g., if customer class was selected above, the user selects the beginning class to process. CR defaults to FIRST.

5. **ENDING ORDER CHOICE** Enter the ending order choice to be selected, e.g., if customer class was selected above, the user selects the last class to process. CR defaults to LAST.

6. **SEARCH** The search feature (initiated by pressing F2) allows the user to search for various fields when little or no information is known about them. The search displays at the bottom of the screen, a number of fields at a time. The user may enter a search key, continue to view the search fields select the line number of one of the fields displayed, or return to the program input.

7. **ACCOUNTS** Enter the type of accounts you want to use for reporting. The choices are: **C**-customers, **P**-prospects, or **B**-both.

8. **SCOPE** Enter the type of information you want to appear on the report: **S**-summary or **D**-detail.

APPENDIX B: Glossary of Terms

Action Code Action codes define what actions are to be taken as follow measures for this account.

Autodial/Timer The autodialer/timer function allows the system to automatically dial a prospect or customer telephone number and track the total call time. A message is displayed at the upper-right corner of the screen to indicate the timer is running.

Branch Branch number is used throughout the FACTS system. Branches may be referred to as stores or profit centers, divisions within an organization. The system will default various branch prompts to the branch set up in System Management Terminal F/M for each user.   The posting tables for each module may be set up so that the branch number is automatically inserted into the General Ledger Account number when the system creates its journal entries. Inquiries and reports may be run by branch.

Commercial/Resident   UPS charges different shipping rates based upon whether the delivery is to a commercial or residential location. The prompt for Com/Res applies only for some delivery zones.

Competitor Code The competitor code is an assigned code which defines which the primary competitor for this sale.

Customer Price Class The customer price class is used to group customers for use in contract pricing, costs and prices updates, and reporting purposes.

Dunning letters Past due notices sent to customers with delinquent accounts. The FACTS user may define up to five letters to be used. Customers are flagged as to whether they will receive dunning letters. The system keeps track of the last dunning letter sent to each customer.

Follow Up The follow-up date is the next scheduled date to contact the customer/prospect. Generally, the follow-up is associated with an action code which defines what action will be taken next.

Geography code Geography code is a five-character (alphanumeric) demographic code assigned to each customer.   The FACTS user may specify a range of geography codes when selecting to print the

Customer Listing. This code is optional and may be left blank. The most common use of this code is to break the customer base up according to geographic location: Northeast, Northwest, Central, Southeast, Southwest, etc.

Grace Period Grace period is the number of days grace given to a customer before charging a service charge.

Item Class Item classes are created/maintained through Inventory Control Item Class F/M. Item classes are used to group items.

Lead Source Lead source defines the source where the sales lead originated for this prospect/customer. Lead source is used on the Sales Forecast.

Ledgercards Customer ledgercards provide a detailed history of every transaction for a customer (i.e., any invoices or credit memos billed, cash or checks received, service charges billed, returned checks). Each customer record can be flagged whether or not to store ledgercards. Ledgercard information is available for display through the Customer Inquiry and may be printed through the Customer Ledgercards print. Ledgercards may be removed through the Customer Ledgercard Removal program.

Letter Code Each letter stored on the system is assigned a letter code. As letters are generated, the letter code is stored with the prospect/customer so that the system can track which correspondence was last sent.

Mail Code The mail code defines which types of correspondence the prospect/customer will receive. A contact can be assigned to multiple mail codes. These codes are used when generating batches of letters and labels in the Letter/Label Print program.

Price Level Price levels is a pricing scheme that allows customer to be grouped and assigned prices according to their level.

Projected Close % The projected close percentage is used to record how much of the sale has been closed. To make projected close % meaningful, the different phases in generating a sales should be assigned a close %. Having an established scheme will make entry of the projected close % answered in a consistent manner.

Projected Close Date The projected close date is the date which the sale is expected to be closed.

Reason Code The reason code is a 3-character code that indicates why merchandise is to be returned.

Route The route code is used so that customers can be grouped by geographic location for efficient delivery purposes.

Ship Via The carrier for the freight. The method of transportation for the purchase order.

Ship-To Ship-To records are set up through Accounts Receivable Ship-To F/M. Invoices can be sent to the customer's address stored in the AR Customer File or to a different billing and shipping address.

Statement code The statement code is used to flag customer records for statement printing. The Statement Print program prompts for which statement codes to print.

Terms code Terms codes are created and maintained through Account Payable Terms Code F/M and Accounts Receivable Terms Code F/M. Terms codes are used in calculating invoice due dates, and discount information.

UPS Zone The United Parcel Service zone based upon the zip code location of the prospect or customer.

APPENDIX C: Sample Reports

```
DATE: 09/28/02                 DEMO COMPANY                 TFR740 PAGE: 1
USER: SSI T1b               CALL QUEUE LISTING              TIME: 11:33 AM

SLSP FIRST TO LAST
DATE FIRST TO LAST

DAY          DATE     TIME    CUSTOMER NAME
================================================================================
Slsp/Terr  10 RONALD PATTON

Wednesday  09/28/02  5:00pm       P100 ANDERSEN & ASSOCIATES
                                       7516 JEWEL AVE.

                                       MIAMI, FL 33141
                                       305-864-6635

Monday     10/03/02  9:18am       C100 SOUTHEASTERN INDUSTRIAL SUPPLY
                                       WHS WAREHOUSE EQUIPMENT
                                       12490 SOUTH PEACHTREE ST

                                       ATLANTA, GA 30348
                                       404-332-9980

Tuesday    10/25/02  0:00am       P100 ANDERSEN & ASSOCIATES
                                       7516 JEWEL AVE.

                                       MIAMI, FL 33141
                                       305-864-6635

Friday     10/28/02  0:00am       P100 ANDERSEN & ASSOCIATES
                                       DCK DOCK EQUIPMENT
                                       7516 JEWEL AVE.

                                       MIAMI, FL 33141
                                       305-864-6635

Friday     10/28/02  3:00pm       C100 SOUTHEASTERN INDUSTRIAL SUPPLY
                                       GEN GENERAL SUPPLIES
                                       12490 SOUTH PEACHTREE ST

                                       ATLANTA, GA 30348
                                       404-332-9980


CUSTOMERS FOR S/T  10:  2   CALLS:  5
```

```
DATE: 09/28/02                  DEMO COMPANY                    TFR740 PAGE: 2
USER: SSI T1b                CALL QUEUE LISTING                 TIME: 11:33 AM

DAY          DATE     TIME    CUSTOMER NAME
================================================================================
Slsp/Terr  20 GREGORY BILLINGS

Monday     10/03/02  9:00am       C100 SOUTHEASTERN INDUSTRIAL SUPPLY
                                       DCK DOCK EQUIPMENT
                                       12490 SOUTH PEACHTREE ST

                                       ATLANTA, GA 30348
                                       404-332-9980

                     9:18am       C100 SOUTHEASTERN INDUSTRIAL SUPPLY
                                       WHS WAREHOUSE EQUIPMENT


CUSTOMERS FOR S/T  20:  1   CALLS:  1
CUSTOMERS: 3   CALLS:  6                                         END OF REPORT
```

```
 DATE: 09/28/02                    DEMO COMPANY                    TFR730 PAGE: 1
USER: SSI T1b               TELEFACTS NOTES PRINT                 TIME: 11:34 AM

ALPHA FIRST TO LAST
DATE FIRST TO LAST
SLSP/TERR ALL
TYPE FIRST TO LAST

DAY DATE      TIME    TYPE CONTACT NAME           SUBJECT
================================================================================
Cust/Pro       P100 ANDERSEN & ASSOCIATES

WED 09/28/02  4:51pm    AT TEST                   MEMO LINE CHANGE

WED 09/28/02  3:18pm    AT JANE SEYMOUR           MEMO LINE CHANGE

FRI 09/23/02  6:12pm   GEN Sally Handle           MEMO LINE CHANGE

FRI 09/23/02  6:12pm   GEN Sally Handle           MEMO LINE CHANGE


Cust/Pro       C100 SOUTHEASTERN INDUSTRIAL SUPPLY

WED 09/28/02  4:18pm   SSG TEST CUSTOMER          3 RD SS

FRI 09/23/02  6:10pm   WHS Walter Meyers          MEMO LINE CHANGE

FRI 09/23/02  6:04pm   GEN Walter Meyers          MEMO LINE CHANGE

FRI 09/23/02  6:07pm   DCK Jeffry Grimes          MEMO LINE CHANGE

CUST/PROS: 2                                                       END OF REPORT
```

```
DATE: 09/28/02                    DEMO COMPANY                TFR730 PAGE: 1
USER: SSI T1b                TELEFACTS NOTES PRINT            TIME: 11:41 AM

ALPHA FIRST TO LAST
DATE FIRST TO LAST
BRANCH 01
SLSP/TERR ALL
TYPE FIRST TO LAST

DAY DATE      TIME    TYPE CONTACT NAME           SUBJECT
================================================================================
Customer       C100 SOUTHEASTERN INDUSTRIAL SUPPLY

WED 09/28/02  4:18pm   SSG TEST CUSTOMER          3 RD SS
      THTHTHTHTHKCNALCALDJDJASM,CM.,XCNM.ZXCM.ZXCM.,M.,M.M.,M,.M.,MLL;L;KKL;

FRI 09/23/02  6:10pm   WHS Walter Meyers          MEMO LINE CHANGE
      Need to find out if we can get South to start using our Whse Supplies

FRI 09/23/02  6:04pm   GEN Walter Meyers          MEMO LINE CHANGE
      Should be a snap.  We currently have the best price around.

FRI 09/23/02  6:07pm   DCK Jeffry Grimes          MEMO LINE CHANGE
      Pretty sure Southeastern is due to swap out their old hoist.

CUSTOMERS: 1                                                   END OF REPORT
```

```
DATE: 09/28/02                   DEMO COMPANY                    TFR750 PAGE: 1
USER: SSI T1b                   HISTORY REPORT                   TIME: 11:35 AM

CUST/PRO FIRST TO LAST
DATE FIRST TO LAST
                     --------TIME---------
DAY          DATE    TOTAL   START     END    ACTION CODES
================================================================================
Cust/Pro       C100 SOUTHEASTERN INDUSTRIAL SUPPLY

Wednesday  09/28/02 059071  2:31pm  2:31pm     C CALL

Wednesday  09/28/02 059071  4:40pm  4:40pm     C CALL

Cust/Pro       P100 ANDERSEN & ASSOCIATES

Wednesday  09/28/02 059071 11:22am 11:22am     C CALL
                                               Q QUOTE

Wednesday  09/28/02 059071  4:49pm  4:49pm     C CALL

Wednesday  09/28/02 059071  4:49pm  4:49pm     C CALL

Wednesday  09/28/02 059071  4:22pm  4:22pm     C CALL

Wednesday  09/28/02 059071  1:07pm  1:07pm     C CALL

CUST/PROS: 2                                                      END OF REPORT
```


LETTER PRINT

September 28, 2002

KJP
1 HERE
USA, SC 296047141

Dear :

THANK YOU FOR YOUR ORDER OF 09/10/02. WE ARE IN THE PROCESS OF PACKING AND SHIPPING YOUR ITEMS. THIS LETTER IS TO CONFIRM THE PURCHASE OF THE FOLLOWING ITEMS:

WE ARE VERY HAPPY YOU CHOSE US TO PROVIDE YOU WITH WHAT WE CONSIDER THE BEST PRODUCTS IN THE INDUSTRY. WE STAND BEHIND OUR PRODUCTS AND OFFER OUTSTANDING SERVICE.

Sincerely,

STEPHEN S. INVINCENT
PRESIDENT

br
Enclosure

```
LABEL PRINT


KJP
1 HERE
USA, SC 296047141


SOUTHEASTERN INDUSTRIAL SUPPLY
12490 SOUTH PEACHTREE ST
ATLANTA, GA 30348


SOUTHEASTERN INDUSTRIAL SUPPLY
12490 SOUTH PEACHTREE ST
ATLANTA, GA 30348


SOUTHEASTERN INDUSTRIAL SUPPLY
12490 SOUTH PEACHTREE ST
ATLANTA, GA 30348
```


September 28, 2002

Mary Wakeman
Southeastern Industrial Supply
12490 South Peachtree Street
Atlanta, GA 30348

Dear Mary:

Thank you for talking with me today. I really enjoyed our conversation. Along with this letter I am sending you some free samples as you have requested. Please evaluate and compare them with similar products in the market. We, at SSI, are confident with the quality of our products and are sure that you will like them.

Paragraph 2
line
line

I will call you again in a week and hope that we can do business together. Once again thank you for your time, Mary.

Sincerely,

Stephen S. Invincent
President

```
DATE: 09/28/02                  DEMO COMPANY                TFR760 PAGE: 1
USER: SSI T2E              TELEFACTS LETTER LISTING         TIME: 11:44 AM

LETTER FIRST TO LAST

LETTER     DESCRIPTION/TEXT              LAST USED
================================================================================
CONFIRM    CONFIRMATION LETTER            09/30/02

THANK YOU FOR YOUR ORDER OF 09/10/02.  WE ARE IN THE PROCESS OF
PACKING AND SHIPPING YOUR ITEMS.  THIS LETTER IS TO CONFIRM THE
PURCHASE OF THE FOLLOWING ITEMS:


WE ARE VERY HAPPY YOU CHOSE US TO PROVIDE YOU WITH WHAT WE CONSIDER
THE BEST PRODUCTS IN THE INDUSTRY.  WE STAND BEHIND OUR PRODUCTS AND
OFFER OUTSTANDING SERVICE.

LETTERS: 1                                                  END OF REPORT
```



```
DATE: 09/28/02            DEMO COMPANY             TFR770 PAGE: 1
USER: SSI T1b           LEAD SOURCE LIST           TIME: 11:43 AM

FIRST TO LAST

  LEAD
SOURCE DESCRIPTION
=================================================================
    10 ADVERTISING
    20 CONVENTION NETWORKING
    30 MASS MAILINGS
    40 INDUSTRIAL ESPIONAGE

LEAD SOURCES: 4                                     END OF REPORT
```

```
DATE: 09/28/02             DEMO COMPANY             TFR770 PAGE: 1
USER: SSI T1b           ACTION CODES LIST           TIME: 11:44 AM

FIRST TO LAST

ACTION
  CODE DESCRIPTION
=================================================================
     C CALL
     I INVOICE
     O ORDER
     Q QUOTE

ACTION CODES: 4                                      END OF REPORT
```



```
DATE: 09/28/02            DEMO COMPANY            TFR770 PAGE: 1
USER: SSI T1b         SALUTATION CODES LIST        TIME: 11:44 AM

FIRST TO LAST

SALUTATION
      CODE DESCRIPTION
=================================================================
         A Attention
         D Dear
         G Gentleman

SALUTATION CODES: 3                                END OF REPORT
```



```
DATE: 09/28/02            DEMO COMPANY              TFR770 PAGE: 1
USER: SSI T1b          CLOSING CODES LIST           TIME: 11:44 AM

FIRST TO LAST

CLOSING
   CODE DESCRIPTION
=================================================================
      R Respectfully
      S Sincerely

CLOSING CODES: 2                                     END OF REPORT
```

```
DATE: 09/28/02             DEMO COMPANY            TFR770 PAGE: 1
USER: SSI T1b             MAIL CODES LIST          TIME: 11:44 AM

FIRST TO LAST

MAIL
CODE DESCRIPTION
=================================================================
   P PRESIDENTS
  AR ACCOUNTS RECEIVABLES
  OM ORDER MAILINGS
  PA PAYROLL ACCOUNTS
  VP VICE PRESIDENTS

MAIL CODES: 5                                       END OF REPORT
```

```
DATE: 09/28/02            DEMO COMPANY            TFR770 PAGE: 1
USER: SSI T1b      SALE/LOST REASON CODES LIST     TIME: 11:44 AM

FIRST TO LAST

SALE/LOST SALE
   REASON CODE DESCRIPTION
=================================================================
           AVA Lack of availability
           BST Best quality for the price
           LPR Lower Price elsewhere

SALE/LOST SALE REASON CODES: 3                     END OF REPORT
```

```
DATE: 09/28/02            DEMO COMPANY            TFR770 PAGE: 1
USER: SSI T1b         COMPETITOR CODES LIST        TIME: 11:45 AM

FIRST TO LAST

COMPETITOR
      CODE DESCRIPTION
=================================================================
ACME       Acme Office Equipment
LERMAN     Lerman and Lerman Supply
UTLIMATE   The Ultimate Office

COMPETITOR CODES: 3                                 END OF REPORT
```

```
DATE: 09/28/02                  DEMO COMPANY                   TFR780 PAGE: 1
USER: SSI T1b                 CONTACT LISTING                  TIME:  2:11 PM

CUSTOMER       C100 TO       C100

  CUSTOMER NAME
================================================================================
      C100 SOUTHEASTERN INDUSTRIAL SUPPLY

  S/T:  10 RONALD PATTON


            FIRST NAME: Walter                PH#: 404-331-0988
             LAST NAME: Meyers                FAX: 404-331-0989
            SALUTATION: Dr.                   TTL: Chief Executive Officer
   CORRESPONDENCE NAME: Walter, Meyers
             MAIL CODE: UPS NOT ON FILE

   NOTES:

          Contact Dr. Meyers for all questions regarding billing.  Otherwise,
          use the contact on file in the Customer File Maintenance.


            FIRST NAME: Jennifer              PH#: 714-455-7141 x120
             LAST NAME: Jenkins               FAX: 714-455-7142
            SALUTATION: Ms.                   TTL: VP for Sales and Marketing
   CORRESPONDENCE NAME: Jennifer Jenkins
             MAIL CODE: UPS NOT ON FILE

   NOTES:

          Needs advance notice of new products in order to add to catalog


  S/T:  50 EDWARD KRUGER


            FIRST NAME: MARY                  PH#: 404-332-9980
             LAST NAME: WAKEMAN               FAX: 404-332-9985
            SALUTATION: DEAR                  TTL: OFFICE MANAGER
   CORRESPONDENCE NAME: MARY WAKEMAN
             MAIL CODE:  OM ORDER MAILINGS

   NOTES:

          MARY HAS BEEN WITH THE COMPANY FOR ABOUT 5 YEARS.  SHE MAKES MOST OF

CUSTOMERS: 1                                                    END OF REPORT
```



```
DATE: 09/28/02                              DEMO COMPANY                                    TFR790 PAGE: 1
USER: SSI T1b                     PROSPECT LISTING - GENERAL INFO                           TIME: 11:46 AM

ALPHA FIRST TO LAST
                                                                                      P  B  P  P  S  S  D  L  L
                                                                                      R  K  O  Y  O  O  U  A  E
                                                               INVC                   C  O  R  M  S  I  N  S  D
  PROSPECT NAME                             ALPHA        COMM%  DISC% SHIP VIA     ZONE L  R  Q  T  H  H  L  T  G
=================================================================================================================
      P102 ABC EXPORTS INC.                 ABC EXPORT     NP    .00%                 0  Y  N  Y  Y  Y  N  0  N
            30 WEST TOWER PLACE
            LINCOLN, NB 50192
            895-333-7458
            Carl Wells

      P100 ANDERSEN & ASSOCIATES            ANDERSEN &     NP    .00%                 0  Y  N  Y  Y  Y  N  0  N
            7516 JEWEL AVE.
            MIAMI, FL 33141
            305-864-6635
            Steven Andersen

      P101 INTERNATIONAL BUSINESS INC.      INTERNATIO     NP    .00%                 0  Y  N  Y  Y  Y  N  0  N
            1205 ATLAS LANE
            P.O. BOX 3345
            COLUMBUS, OH 40535
            567-222-9900
            567-222-9901
            Stacey Williadson
            BRIAN TOWNSEND

      P104 STANDARD SYSTEMS INC.            STANDARD S     NP    .00%                 0  Y  N  Y  Y  Y  N  0  N
            7800 PEACHTREE IND. BLVD.
            SUITE 125
            NORCROSS, GA 30303
            404-392-8800
            Leslie Johnson

      P103 WELLS COMPANY                    WELLS COMP     NP    .00%                 0  Y  N  Y  Y  Y  N  0  N
            9000 PALEY PLACE
            SUITE 500
            NEW YORK, NY 20202
            212-555-1212
            212-555-1240
            Hector Stamos

COMM%=STANDARD COMMISSION PERCENTAGE (NP=NO PRIORITY), INVC DISC%=INVOICE DISCOUNT PERCENTAGE,
ZONE: C=COMMERCIAL, R=RESIDENTIAL, PRCL=PRICE LEVEL, BKOR=ALLOW BACKORDERS, PORQ=PO REQUIRED,
PYMT=STORE PAYMENT HISTORY, SOSH=STORE SO SALES HISTORY, SOIH=STORE SO INVOICE HISTORY,
DUNL=SEND DUNNING LETTERS, LAST=LAST DUNNING LETTER SENT, LEDG=USE LEDGERCARDS

PROSPECT: 5                                                                                  END OF REPORT
```

```
DATE: 09/28/02                          DEMO COMPANY                             TFR790 PAGE: 1
USER: SSI T2E                   PROSPECT LISTING - CODE INFO                     TIME: 11:45 AM

PROSPECT FIRST TO LAST
TERMS CODE FIRST TO LAST
                                                          ----------TAX-----------   GL          GEOG
  PROSPECT NAME                           CLASS S/T TERMS CODE     RT EXEMPT#      TABLE BRANCH  CODE STMT
==============================================================================================================
        2 A                                 RET  10    01 CACARLOS  H                001     01         0

     P100 ANDERSEN & ASSOCIATES             RET  50    01 CACARLOS  H                001     01         0
          7516 JEWEL AVE.
          MIAMI, FL 33141
          305-864-6635
          Steven Andersen

     P101 INTERNATIONAL BUSINESS INC.       WSL  50    01 CACARLOS  H                001     01         0
          1205 ATLAS LANE
          P.O. BOX 3345
          COLUMBUS, OH 40535
          567-222-9900
          567-222-9901
          Stacey Williadson
          BRIAN TOWNSEND

     P102 ABC EXPORTS INC.                  SPC  10    01 CACARLOS  H                001     01         0
          30 WEST TOWER PLACE
          LINCOLN, NB 50192
          895-333-7458
          Carl Wells

     P103 WELLS COMPANY                     WSL  20    01 CACARLOS  H                001     01         0
          9000 PALEY PLACE
          SUITE 500
          NEW YORK, NY 20202
          212-555-1212
          212-555-1240
          Hector Stamos

     P104 STANDARD SYSTEMS INC.             RET  40    01 CACARLOS  H                001     01         0
          7800 PEACHTREE IND. BLVD.
          SUITE 125
          NORCROSS, GA 30303
          404-392-8800
          Leslie Johnson

RT=TAX RATE, GEOG=GEOGRAPHY, STMT=STATEMENT CODE

PROSPECTS: 5                                                                      END OF REPORT
```

```
DATE: 09/28/02                   DEMO COMPANY                  TFR790 PAGE: 1
USER: SSI T1b        PROSPECT LISTING - USER-DEFINED INFO        TIME:  1:45 PM

PROSPECT FIRST TO LAST
TERMS CODE FIRST TO LAST

  PROSPECT NAME
===================================================================         2 A

           1. LISTENING CASS

      P100 ANDERSEN & ASSOCIATES

           1. LISTENING CASS

           7516 JEWEL AVE.
           MIAMI, FL 33141
           305-864-6635
           Steven Andersen

      P101 INTERNATIONAL BUSINESS INC.

           1. LISTENING CASS

           1205 ATLAS LANE
           P.O. BOX 3345
           COLUMBUS, OH 40535
           567-222-9900
           567-222-9901
           Stacey Williadson
           BRIAN TOWNSEND

      P102 ABC EXPORTS INC.

           1. LISTENING CASS

           30 WEST TOWER PLACE
           LINCOLN, NB 50192
           895-333-7458
           Carl Wells


PROSPECTS: 3                                                  END OF REPORT
```



```
DATE: 09/28/02                                         DEMO COMPANY                                          TFR700 PAGE: 1
USER: SSI T1b                                      SALES FORECAST REPORT                                     TIME: 11:47 AM

ALPHA FIRST TO LAST
DATE FIRST TO LAST
                                                             F/U   PROJECTED    LAST                                      GROSS
  CUST/PRO NAME                        LEAD SOURCE           DATE      CLOSE  CONTACT  IC              ITEM QUANTITY      AMOUNT
=====================================================================================================================================
      P100 ANDERSEN & ASSOCIATES      20 CONVENTION NETW 09/28/02    /  /   09/28/02                            0             .00
                                                         10/25/02  11/01/02 09/28/02            QUOTE # 1001        0        15000.00
      C100 SOUTHEASTERN INDUSTRIAL S                     10/03/02    /  /   09/28/02 DCK                I122       10        11746.50
                                                         10/03/02    /  /   09/28/02 WHS                            0             .00

                                                                                                                    -------------
                                                                                                     REPORT TOTAL        26746.50

CUST/PRO: 4                                                                                                         END OF REPORT
```



```
DATE: 09/28/02                          DEMO COMPANY                                    TFR700 PAGE: 2
USER: SSI T1b                   SALES FORECAST REPORT RECAP                            TIME: 11:47 AM

                                                                   ----INITIAL----      ----REORDER----
 ITEM                                                 WEIGHTED    WEIGHTED   # OF      WEIGHTED   # OF
CLASS DESCRIPTION                            GROSS       TOTAL       TOTAL ORDERS         TOTAL ORDERS
=======================================================================================================
Slsp/Terr  10 RONALD PATTON

      NOT ON FILE                         15000.00    12000.00         .00      0      12000.00      2
  WHS WAREHOUSE EQUIPMENT                      .00         .00         .00      1           .00      0
                                     ------------- ------------- ------------- -----  ------------- -----
                         SLSP TOTAL       15000.00    12000.00         .00      1      12000.00      2

Slsp/Terr  20 GREGORY BILLINGS

  DCK DOCK EQUIPMENT                      11746.50         .00         .00      0           .00      1
                                     ------------- ------------- ------------- -----  ------------- -----
                         SLSP TOTAL       11746.50         .00         .00      0           .00      1
                                     ------------- ------------- ------------- -----  ------------- -----
                       REPORT TOTAL       26746.50    12000.00         .00      1      12000.00      3

                                                                                     END OF REPORT
```