FACTS
DISTRIBUTION SOLUTIONS

Aperum™
Leaders in Distribution Solutions

FACTS

Using FACTS

Release 7.4

Aperum™
Leaders in Distribution Solutions

Copyright Notice

Aperum
Leaders in Distribution Solutions

3425B Corporate Way
Duluth, GA 30096

770-418-2000, FAX 770-418-2022

www.aperum.com

Using FACTS

Using FACTS provides general information about the basic features of each major program in the system.

FACTS User Basics

User interfaces
Each FACTS user can work in one of two interfaces: character or graphical. Those who have used FACTS in the past will recognize the character interface. The graphical interface offers more of the look, feel and functionality of a Windows-based system.

This dual interface capability makes it possible to set up individual users with an interface that best meets the needs of their respective job functions. It also helps companies upgrading from earlier versions of FACTS or other character-based systems to minimize hardware investments.

Which interface to use

Your System Administrator or Local FACTS Affiliate will configure each FACTS workstation for the appropriate interface.

Some workstations do not support graphical interfaces. If you perform your job on such a workstation (a standalone terminal with no hard drive or memory of its own), your workstation will be configured to use the character interface.

PC users can work in either interface. PCs running on a Unix system can run the graphical interface by installing WindX and turning on the **Graphical User** flag in User F/M.

PCs running on a Windows NT network can be set to graphical by turning on the **Graphical User** flag.

Basic system structure

The FACTS system is a suite of 22 highly integrated modules that address asset management, customer service, financial management and electronic commerce. The modules are:

Accounts Payable	Manufacturing Control
Accounts Receivable	Payroll
Archive	Purchase Orders
EDI	Report Writer
Executive Information System	Sales Analysis
FaxLink with VSI-FAX	Sales Orders
General Ledger	Service & Repair
Internet On-Ramp	Shipping for UPS (Clippership)
Inventory Control	System Management
Job Cost	TeleFACTS
	Unform

Each of the FACTS modules contains a complement of programs to help you manage these four major business categories. The six types of FACTS programs are:

Entries	File Maintenances
Reports, Registers & Updates	Searches
Inquiries	Selectors/menus

Entry programs (E) enable you to enter data transactions into the system. For example, to enter an order, purchase order or accounts payable invoice you will use an entry program.

File maintenance (F) programs form the foundation of the FACTS system. Use these programs enable you to set controls and parameters. They also allow you to enter vital information that can later be recalled throughout the system. For example, information about customers, items and vendors is entered and maintained by using file maintenance programs.

Inquiry (I) programs allow you to look up review information stored in the system. Notes may be entered for customers, vendors, items, employees and banks. Notes are entered through the appropriate inquiry program or the Notes Entry (SME710) program. Notes are displayed in inquiry programs, Sales Orders and Purchase Orders entry programs, Item F/M (ICF910) and Customer F/M (ARF910), and print on the appropriate notes report.

Print (P) programs are used to print forms, such as invoices, checks and statements. These types of programs frequent output to preprinted forms, or they can be output via Unform.

Report or **register** (R) programs are used to print information in report format. Reports print information, but they do not update the system. The Open Receivables Report is an example of this type of program. On the other hand, registers print a report and then offer you the option to update, or post the register information to the appropriate files. For example, the SO Daily Sales Register lists all the invoices that have been printed since the last time you ran the register. If you choose the optional update the register offers, the invoices then post to the open receivables file, sales tax file, etc.

Update (U) programs only update information throughout the system. They do not produce a report. An example is the AR End-of-Period Update program, which you run to close out the Accounts Receivable for the period. This update increments the AR period, zeroes out month-to-date sales figures, etc.

Selector or **menu** (S) programs enable you to navigate through the FACTS system so you can access the programs you need.

Assuming your system has not been modified, the FACTS Master Menu is the first menu you see after you sign into the system.

To tell which type of program you're in, look at the program designation in the title bar.

The third letter in the designation indicates the program type. In this case, the program is a report.

The program designation also appears in the upper-right hand corner of the menus when you highlight a program in the left navigation panel.

Program designations provide other useful information. The first two letters represent the module code. The digits at the end of the designations represent program numbers. They also indicate on which menu the program can be found.

For instance, if the Purchase Orders Reports menu designation is POS700, then all the programs on that menu will start with a 7 as well.

Important Keys

The keys marked F1, F2, F3 and F4 or I, II, III and IV (depending on the keyboard) are the function or control keys. If these keys provide an operation in the programs being used, the key number and its operation are displayed in the user prompt. For example, normally the F4 key backs up to the previous input. These keys are functional when the user prompt gives the option to use them. When the user presses the function key, the function displayed in the prompt is executed immediately without the user having to then press CR or enter. A displayed prompt might be F4 - Backup. Whenever F4 is displayed it always means the user may back up to the previous input or end the program depending on what the prompt displays. Other examples of these keys are F3 - to display the next record in a file, F4 - end the program or F2 - perform a search.

Also note that CR in prompts refers to the ENTER or RETURN key on the keyboard. For example, when entering data, the user types the data and then presses CR. Once again, when using a function key, pressing CR is not necessary. If the prompt gives the option of F4-end, and F4 is pressed, the program ends immediately.

On-Line Access and Edit Keys

While signed into FACTS, there are specific on-line functions that can be accessed by pressing a “Hot Key.” The “Hot Keys” that invoke the functions are defined by terminal in the Terminal F/M option in the System Management Module. The available functions are:

On-Line Calendar

You can invoke the on-line calendar from anywhere in the system by pressing the hot key defined to it. The default hot key for the FACTS System is CTL+D, but you can change this in the Terminal F/M Screen. You can also copy a date into the system from the calendar by pressing the F3 key if you are in a date field.

On-Line Calculator

You can invoke the on-line calculator from anywhere in the system by pressing the hot key defined to it. The default hot key for the FACTS system is CTL+V, but you can change this on the Terminal F/M Screen. You can also copy a total from this calculator into any amount field in the system by pressing the F10 key. This calculator operates similar to an adding machine in that the operation (+, –, x, / or *) be entered prior to entering the number.

SO Quick Look

You can invoke a quick search from the SO entry programs by pressing the hot key defined to it. The default hot key for the FACTS system is CTL+B, but you can change this on the on the Terminal F/M Screen.

Using the PDF Manuals

Each FACTS module has its own manual, which is distributed in Acrobat PDF format on the PDF Documentation Library CD.

FACTS Manuals are distributed in PDF format to allow you greater flexibility. You can choose to:

- **Print the entire set of manuals at a copier service**, such as Kinkos, AlphaGraphics or Sir Speedy. The license agreement allows you to print a set of manuals for each license purchased. So if you purchased a five-user license, you can print five sets of manuals.
- **Print the section or pages you need as you go.** This is the beauty of electronic documentation distributed on CD-ROM. You decide how much paper you want to use. Find the parts of the documentation you need, or want to keep handy, and output those pages to your office printer.
- **Go paperless.** Copy the PDF library to a network drive or to a user's local hard drive so they can use the documentation like an electronic library.

You may want to start with the **Welcome7** page, which provides links to each of the manuals via their Table of Contents. The page also provides basic instructions for printing the manuals and using the Search feature to find topic

How the manuals are organized

All of the FACTS manuals contain the following sections: system overview, program descriptions, references, glossary of terms, and sample reports. The System Management manual includes sections on Job Stream and Office Automation.

Table of Contents

The TOCs in each manual reflect the menu structure used in FACTS. This makes it easy to find a program if you know which menu it's on.

Preface

These sections provide general information about the manual and preprinted forms.

System Overview

These sections often include an overview of the module, a list of program features, definitions of important terms used in the module, a general process flow, and recommended operating procedures. Flow charts help illustrate the information flow through the programs and the modules interaction with other FACTS modules.

Program descriptions

These chapters detail each program in the module and comprise the bulk of the content for each manual. Each program description includes the functions, user inputs, technical notes 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.

Procedures

For many entry, register, and inquiry programs, the topics containing the phrase "How to" in the topic title are step-by-step procedures for using the program.

References (Appendix A)

Throughout the documentation the phrase (ref. #) is used to refer to the Appendix called "References." References are generic notes that may apply to more than one prompt or feature throughout the manual. References are used to prevent the same information from being repeated one program to the next. The notes are consolidated in the Appendix and referenced throughout each manual.

Glossary of Terms (Appendix B)

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

Sample Reports (Appendix C)

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.

Conventions used in the manuals

The following elements are used through the FACTS documentation.

➲	Indicates a statement or paragraph that is critical to the installation process.
bold items	When used in a set of instructions, bold type indicates items that need to be selected, such as directories, files, buttons, etc.
Start→Programs→WindX	Italicized words connected by arrows indicate a series of selections you need to make to reach a menu item either in FACTS or Windows.
Boxed text in margins	Contain important background information, such as terminology or technical tips.
CUI	This acronym stands for Character User Interface. This is the traditional text-based interface.
GUI	This acronym stands for Graphical User Interface. It is used throughout the PDF library to reference the Windows version of the program.

Backing up the system

Your company's computer system represents a major investment. This investment needs to be protected as much as possible. You can protect your computer hardware through preventive maintenance periodically provided by your hardware vendor.

Similarly, you can protect your software investment by performing routine backups. A backup is the replication of information in your computer system onto media such as cartridge tapes or diskettes. Think of backups as insurance: in the event of hardware failure, fire, electrical failure, user errors, theft or any other acts of God (tornado, hurricane, flood, lightening, etc.), it is great to have the insurance to bear the financial burden.

The more frequent the backup, the better the insurance. If you lose data, through hardware problems or through user error, it can be restored from your backup. However, any work done between the time of the last backup and the data loss will need to be re-entered.

As soon as your system is installed, establish a backup procedure. Discuss the procedure with your local FACTS office to make sure the procedure is satisfactory.

Make sure the procedures are in place before anyone begins entering data so that you can backup additions and changes made to any data files.

We highly recommend daily back ups.

We also recommend backing up to tape. It is faster and more reliable than diskettes.

Backup types

Your computer system stores different types of information. Depending on the type of computer system installed, you will have an operating system, a language, application programs, data, and other miscellaneous software installed (i.e. Third Party Products, word processing software and documents, spreadsheets, etc.)

Make sure you backup the following types of information:

- → FACTS Data (your company files such as the customer files, item files, etc.)
- → FACTS Programs and Data
- → Full System (all of the information above plus the operating system, language, word processing software, spreadsheet program, etc.)

Frequency of Backups

Remember, restoring backed up files returns your system to the state it was in when the backup was made. All information that has been entered or changed since the last backup occurred will have to be re-entered. Therefore, the more frequently you back up your system, the less information you will have to re-key in the case of a backup restoration.

Based on how conservative your company operates determines how frequently you need to perform backups. The following table illustrates our recommendation for backup frequency:

Backup Type	Frequency	*Tape Rotation
Data	Daily	5 sets - one for each week of the month (one set=one tape/day)
Programs & Data	After any software enhancement, upgrade, bug fix, file restructuring <u>or</u>, Minimum of once a month; run prior to end-of-period processing	3 sets (one set=one tape/month)
Full System	Weekly <u>and,</u> Before and after a software upgrade	5 sets - one for each week of the month (one set=one tape/week)

* the calendar schedule shows when to rotate tapes

The above recommendations only apply to FACTS. If you have other third party programs that work with FACTS or other productivity programs, such as word processing or spreadsheet software, you need to backup these programs and data as well.

Scheduling

Once you have planned the *type* and *frequency* of your backups, establish a schedule (day and time) for making backups and adhere to the schedule. Give your users advanced warning about the schedule so they can plan accordingly.

We recommend that all users sign off the system before backup begins. Try to perform backups first thing in the morning or at the end of the day.

Tape Rotation

Tape rotation requires that you keep multiple sets of backup tapes and that you alternate their use at regular intervals. If you encounter a problem with a tape, do not use the previous set of tape(s), use a new tape and label it to avoid confusion at the next backup.

The following schedule illustrates a recommended backup schedule with tape rotation for a business with a five-day work week.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	2 M1 & D1a	3 D2a	4 D3a	5 D4a	6 W1	7
8	9 D1b	10 D2b	11 D3b	12 D4b	13 W2	14
15	16 D1c	17 D2c	18 D3c	19 D4c	20 W3	21
22	23 D1d	24 D2d	25 D3d	26 D4d	27 W4	28
29	30 D1e	31 D2e	M2 & D3e	D4e	W5	

Tapes D1a - D4a are labeled Monday to Thursday and are used for **daily** backup of FACTS *data.* Five sets are required for a maximum of 5 weeks in a month. The next month you simply rotate back to D1a through D4a, D1b through D4b, etc.

Tapes W1 -W5 are used **weekly** for *full system* backups. Full system backups are scheduled for Friday of each week. When all five tapes have been used, rotate back to tape W1.

Tapes M1, M2, & M3 are used for **monthly** backups of *programs and data.* Monthly backups are scheduled at the beginning of the month.

When all three tapes are used, rotate back to M1, thus keeping three complete sets of backup tapes (previous month, 2nd previous month, an 3rd previous month) for programs and data. To be very conservative, you may want to keep a separate tape for each month of the year, thus having twelve backup tapes verses three.

Caution: Separate your tapes according to backup type. **Do not mix backup types on the same tape!**

After the backup

First and foremost, **verify** that the backup actually happened.

Many systems ship with backup scripts that verify the tape after the backup has been performed. Some suggested methods of tape verification:

- **Set up a UNIX script that creates an extra file.** Make sure it's the first file on the backup tape. This file should contain the time and date stamp of when the backup was performed. This gives you at-a-glance verification.
- **Set up a script to send UNIX mail to root.** Set it up so that the message contains a list of files that were written to the backup tape. The System Administrator can compare the "backup" mail each day and against the tape to make sure the two reconcile.
- **Look for a file with the current time and date.** When a UNIX system writes to a file, it normally updates the time and date stamp on that file. For example, say a user entered new customers (ARCUST) to the system prior to the backup at the end of business Friday, July 1. If the date on ARCUST is Friday, July 1, the backup was successful.

Another method may work better for you. In any case, make sure the back up actually happened.

Tape Labeling

Make sure you develop a system for labeling tapes to prevent overwrites. Labels should include the following information:

Type: DAILY BACKUP

Tape 1 of 2

Tape # D1A (Monday)
Date: ________ (mark in pencil)

Pathname: (directory &/or files)

Off-Site Protection

Store your backup tapes off-site. This provides an additional level of protection from natural disasters. At the minimum, store your weekly and monthly backups off-site.

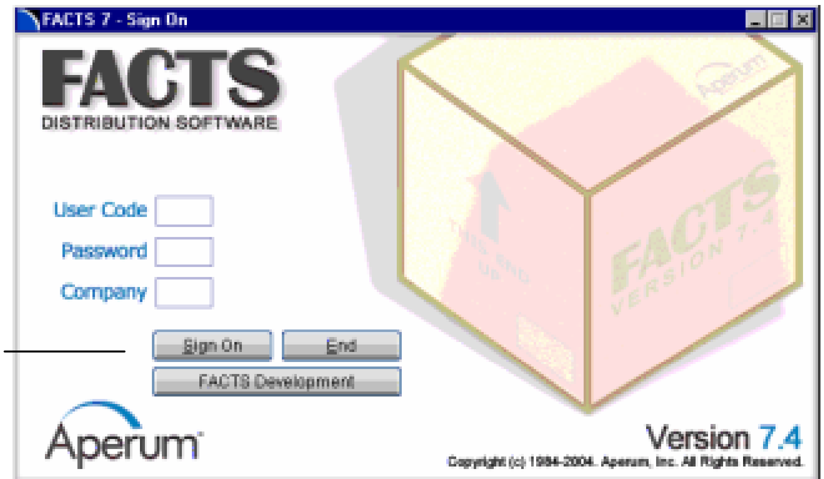
Using Graphical FACTS

Signing into FACTS from PCs

When you start up FACTS, the first screen that appears is the Sign-in Screen. This screen prevents unauthorized individuals from accessing your system.

PC users automatically see the graphical version of the Sign-in screen even if they are set up to use the character interface. If this is the case, the rest of FACTS will appear in character format, even though the Sign-in screen is graphical.

Click the buttons below to Sign-On and End or to get contact information on your Local FACTS Affiliate.



The copyright line at the bottom of the screen hyperlinks to the FACTS Copyright Notice.

To sign on, enter your

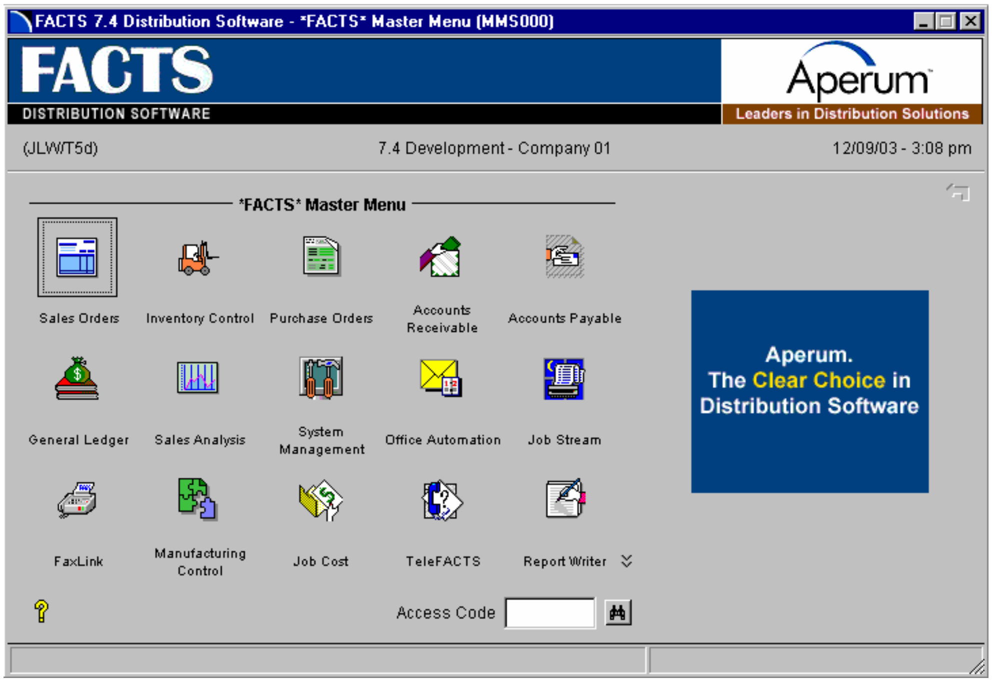
- User Code
- Password
- Company Number — initially, the company number defaults to 01. Afterward, it defaults the last company number entered.

Then click **Sign-On**, or press Alt+S.

To exit from this screen, click **End**.

Using the GUI menu system

The graphical menu interface consists of a header, a main screen and a navigation panel.



The header contains the system date and time, user and terminal ID, the program name and the FACTS logo.

The navigation panel and main screen enable you to view two menus at once—the one you're currently in and the one directly below it.

Use the navigation panel to navigate to a menu.

Use the main screen to select

Examples:

Sales Orders…	This menu item links to another menu, in this case the Sales Order menu
Order Entry	This menu item links to the Order Entry program.

Double-click a menu item to select it.

- If the selection links to a program, the program opens.
- If the selection links to another menu, the menu appears in the navigation panel. Depending on which type of menu item is highlighted (a program or a menu), the main screen may contain buttons that lead to programs or submenus.

The navigation panel also contains a BACK button, which works like F4. It takes you back to the menu immediately preceding the one that appears in the navigation panel.

You can also select programs and submenu by clicking on the buttons in the main screen.

Menu time outs

System Administrators and Implementation Consultants can set the menu system to "time out" and return to the Sign on Screen if it is inactive for the designated amount of time.

This is a security feature that helps prevent unauthorized users from accessing sensitive data at unattended stations.

For instance, your local FACTS Affiliate may set the menu to time out if it is inactive for five minutes. If you take a lunch break and forget to log off, FACTS logs off for you.

Navigating with your keyboard

Keyboard shortcuts are provided where possible as alternatives to the mouse. We refer to these shortcuts as Alt keys since the shortcut becomes available when you press the Alt key on your keyboard.

Example: On most OK buttons, you can press Alt+O to select the button with your keyboard.

Arrow keys: Move you up and down through in the navigation panel and the main screen. If the main screen contains two columns of buttons, the right and left arrows move you between the two.

Tab key: Moves you from the navigational panel to first button on the main screen. SHIFT+TAB performs the reverse of the TAB key.

Page up and down keys: Move you up and down four selections at a time in the navigation panel.

Access codes

Access codes are shortcuts to different menus and programs throughout the system. At initial installation, the system contains a number of preset access codes for each module on the master menu and Administrators can set up additional codes as needed (*System Management→Menu Setup→Program F/M*.)

To use access codes in the graphical menu system, type in an access code on you keyboard *anywhere in the FACTS menu system* and press **Enter**. As you begin typing the code, the FACTS logo disappears and an entry box appears in its place along with the access code entered.

Preset FACTS Access Codes

AP	Accounts Payable	**MM**	Master Menu
AR	Accounts Receivable	**OA**	Office Automation
CS	Counter Sales	**PO**	Purchase Orders
EDI	Electronic Data Interchange	**PR**	Payroll
FL	FaxLink	**RW**	Report Writer
GL	General Ledger	**SA**	Sales Analysis
IC	Inventory Control	**SM**	System Management
JC	Job Cost	**SO**	Sales Orders
JS	Job Stream	**SR**	Service and Repair
MC	Manufacturing Control	**TF**	TeleFACTS

Access codes for standard menus

To access the Inquires menu in any module, add an I to the access code for the main module. *Example: Type ARI to access the Accounts Receivable Inquiries menu*.

To access the Reports & Prints menu in any module, add an R to the module's access code. *Example: Type ICR to access the Inventory Control Reports menu*.

To access the End of Period menu in any module, add an E to the module's access code. *Example: Type POE to access the Purchase Orders End of Period menu*.

To access the File Maintenance menu in any module, add an F to the module's access code. ***Example: Type SOF to access the Sales Orders File Maintenances menu.***

To access the Infrequent File Maintenance menu in any module, add an IF to the module's access code. ***Example: Type GLIF to access the General Ledger File Maintenances menu.***

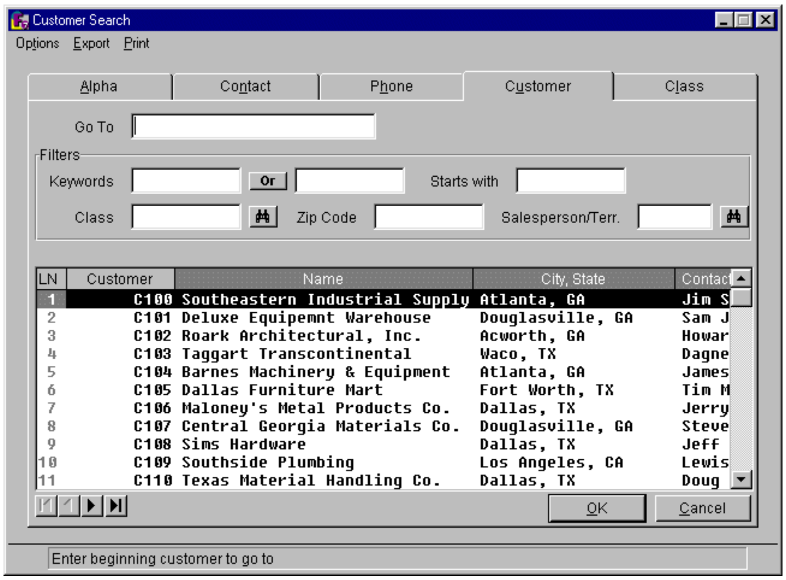
➲ Menus may be restricted to certain users. Access codes do not work if a menu is restricted.

Searches

Searches allow you to find specific information, such as customer number, item number, General Ledger number, etc.

Access searches by choosing the **Search** button (shown above) or by pressing F2 where the search option is available.

Select information from the browser by highlighting the line and selecting **OK**. You can also double click a line to select it.



Scroll up and down in the browser with the vertical scroll bar on the right or use the **Up** and **Down** keys. Scroll horizontally with the VCR buttons at the bottom of the browser.

Sort orders

Use sort orders to put information in a certain sequence.

For example, if you are performing a customer search, you have the option of sorting the information according to alpha, customer, contact, phone number or customer class. The information that you sort by appears in the first column of the browser window.

For instance, you may only know the customer by its FACTS customer number (i.e., C100), so you choose to search in customer order. When you do the system rearranges information in the browser according to customer number and the customer number shifts to the first column position.

To select a sort order:

Click on one of the tabs at the top of the window or press the **Alt** key plus the underlined letter on the tab.

Most searches default to the alpha order if it is available, but each user can select which sort order the search defaults to when they open it.

> **Tip:**
>
> When searching by item, customer, vendor or other record numbers, enter the **full number** in the Go To field.

Go To

Using the *Go To* field. There are three points to remember about this option.

1. It is not a filter or a keyword. As you enter look-up information in the **Go To** field, the search program advances the highlight bar to the first closest match. All the searchable information remains in the browser so you can scroll up or down through the entire list.

Tip: When searching by item, customer, vendor or other record numbers, enter the full number in the Go To field.

2. This field is *case sensitive*. If you entered data in the system in ALL CAPS, enter the look-up information in ALL CAPS.
3. The **Go To** field relates to the *sort order*. This is important to remember in searches with multiple sort orders. For instance if you're in a Customer search with the Customer Number sort order selected, C220 is valid **Go To** criteria. However, if you switch to the Contact sort order, C220 will take you to the first contact name that starts with *C*.

➲ *Entry is Beyond the Last on File*. If this message appears, try entering the lookup information in either ALL CAPS or lower case, and make sure the lookup information you entered corresponds to the search order you selected.

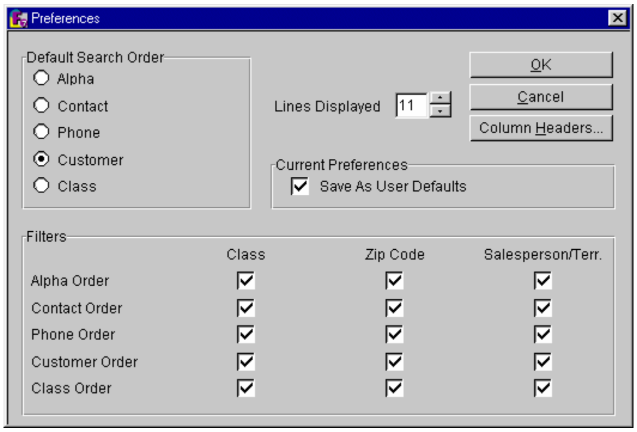
Filters

Use filters to focus on specific information. When you enter a filter, the search eliminates from the browser any information that doesn't match the filter criteria.

Filters are not case sensitive and they are not tied to the selected search order. In other words, if you enter the keyword *copper*, the search looks through all available information — including alpha, descriptions, contacts, cities, states — and returns any entries that contain that word.

Customizing searches with Preferences

All FACTS searches have user-definable preference settings.



Setting preferences in graphical FACTS

Choose *Options→Preferences* from the menu bar.

Default search orders: Use this setting to control which sort order appears each time you open the search. If a search only offers one search order, it is selected by default.

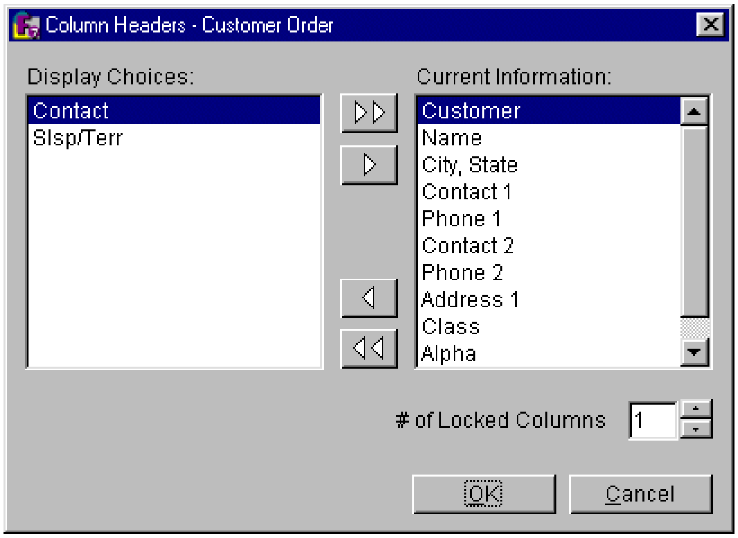
To set a default search order, select *Options→Preferences* from the menu bar. Choose the sort order you want the search to default to each time you open it and make sure the **Save As User Defaults** option is selected. Click **OK** to return to the main Search window.

Filter preferences: For each search order, select the filters that you want to appear. For instance, you may never use the Zip Code filter in the Customer Search Phone Order tab. You can deselect this filter option so that it doesn't appear.

Number of lines displayed: Increase or decrease the number of lines that appear in this search browser by using the spinner control next to the input. ***Feature not available in character.***

Save Current Preferences as User Defaults: Select this flag if you want any preferences you have set to remain in effect each time you enter this search. This flag also applies to **Column Header** settings.

Editing columns for the search browser



1. Choose the **Column Header** button in the Preferences window.
2. Select a column header in the left list box and use the right arrow button to move it to the right box. The left box contains all the possible column headers that can appear. The right box contains the column headers that appear in the search browser. The order in which column headers appear in the right box is the order in which they appear in the browser.
3. Enter the **Number of Locked Columns**. This control enables you to keep a number of columns "locked" so they are always in view as you scroll horizontally.

   Example: Set up your Customer Search Column Headers in the following order: customer number, customer name, street address, city, state, Zip Code, contact and phone number.

   Then enter 2 in the locked columns field to lock customer number and customer name.

Removing user preferences

You can remove all user preferences by selecting *Options→Reset to System Defaults* in graphical.

➲ Resetting to system defaults clears any saved filters and resets all search preferences back to the default FACTS settings.

Exporting search results

This option enables you to examine your FACTS search results in an Excel spreadsheet, or you can export search results to a flat file so they can be used in other programs, such as word processors, contact managers, etc.

Users must be assigned the Export security code defined in SM Company Control F/M to use this feature.

To export search results to Excel:

Note: You must open the Excel program before exporting a search to Excel.

1. Open a search.
2. Use the **Go To** and **Filter** fields to locate the information you want.
3. Once you have the desired information in the browser, select *Export→To Excel*. FACTS automatically formats the results and sets up column headers.

To export search results to a flat file (ASCII):

1. Open a search.
2. Use the **Go To** and **Filter** fields to locate the information you want.
3. Once you have the desired information in the browser, select *Export→To Flat File.*
4. Name the flat file. You do not have to enter the .txt extension to the file name; it will be added automatically.

   FACTS saves the flat files to **ssi7\fileprt** by default. To save the file to another drive and directory, specify the path in front of the file name.

   Example: C:\My Documents\myflatfile.

Troubleshooting Tip

If the system tells you it can't find Excel, make sure Microsoft Excel is loaded on your hard drive and open it outside of FACTS.

Printing search results

You can output your search results to any FACTS printer, Windows printer (graphical only) or to a viewer.

To print search results:

1. Use the **Go To** and **Filter** fields to get the search results you want.
2. Select the **Print** option from the menu bar and select one of the printer options. If you select either the Windows (graphical only) or the FACTS printer options, choose a printer from the dialogue box. The viewer automatically opens when you select it.

File Maintenances

During installation and setup, use certain file maintenance programs to enter information into the system (such as customer, item and vendor files). Implementation Consultants and System Administrators use other file maintenance programs to control how FACTS processes information and which features are available to the users.

Often called F/Ms for short, these programs can be used at any time to modify or maintain system data.

➲ Keep in mind that any changes you make can deeply impact your data and the way FACTS processes this information.

Some F/Ms, such as Customer, Item and Vendor F/Ms, allow you to keep multiple records on file in your system. When you add a new record, you enter a unique code, called a key. These codes are later used throughout the system to access their respective records.

Other F/Ms, such as the Static and Nonstatic Control F/Ms, are single-record programs. These F/Ms primarily contain controls and settings that affect the way FACTS operates.

For instance, the Sales Order Static Control F/M contains controls and flags that activate — or deactivate — features such as Cash Drawer Handling, Remote Order Entry and Job Costing, to name a few.

Single-record F/Ms rarely require data entry, and FACTS Implementation Consultants are usually responsible for setting the controls and flags in these programs.

To add a record (in multi-record F/Ms only):

1. Enter a unique code. These are usually alphanumeric and their lengths vary from program to program. Press **Enter**. When the program asks you to verify that you want to create a new record, choose **Yes.**
2. Complete the inputs. Some file maintenances contain several tabs of inputs. As you finish entering information on one tab, the program automatically advances you to the next one. When you complete all the inputs, **Save** the entries.

To edit a record:

1. Select the record by entering its code. Select the **Search** button or press F2 to lookup the code.
2. Edit the necessary inputs.
3. Save the changes.

To delete a record:

1. Select the record by entering its code. Select the **Search** button or press F2 to lookup the code.
2. Choose **Delete** (or press Alt+D). Choose **Yes** to confirm.

To browse records:

1. In a multiple-record file maintenance, press F3 to bring up the first record on file or enter a code.
2. Use the VCR buttons to page through records. You can also select a VCR button and then use Ctrl+Right Arrow or Ctrl+Left Arrow to page through each record. Use the First and Last buttons to get to the beginning or end of a file.

Inquiries

Inquiries are similar to searches in that they enable you to look up information stored in the system. However, inquiries provide much more in-depth information than searches in what are called Views.

Each inquiry program offers different view options. For instance, in the Vendor Inquiry you can view general information for each vendor, including contacts, status, phone numbers, etc. You can also view activity for each vendor, open and paid invoices, notes, payment history and ledgercards.

You may find it helpful to have inquiries open while you are working in entry programs so you can view information as you enter invoices, orders, purchase orders, etc. If you are entering purchase orders, for example, it may be beneficial to have the Vendor Inquiry program open at the same time.

Inquiry windows consist of three sections:

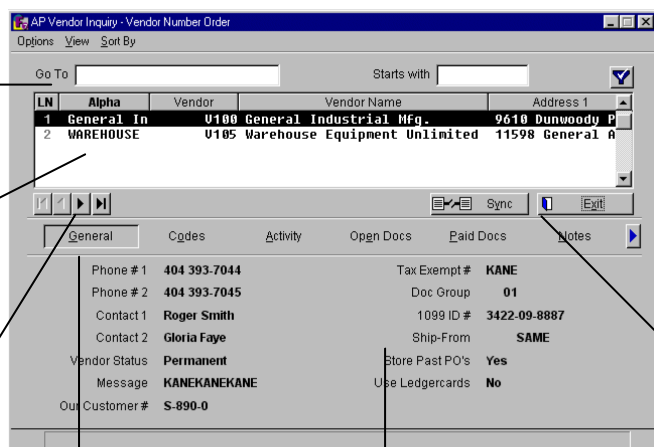
The inquiry browser, which enables you to select the subject of your inquiry, such as an item, customer or account.

The view bar, in the center of the window, which lets you quickly access different slices of information available on the subject.

The view area, where the information appears. The view area may present display-only data or it may present a list box. In most cases, list boxes enable you to get more detail on each line item listed. Views can also be opened as separate windows (in graphical only). Choose *Options→Open View as Window*.

Inquiry with display-only view

Find a record with the **Go To** field. Use the **Starts with** filter when you are sorting by unique IDs, such as vendor number or item number.



Set filters. A check mark indicates filters are set.

Available records are listed in the **inquiry browser**.

Arrows on the view bar indicate more views are available.

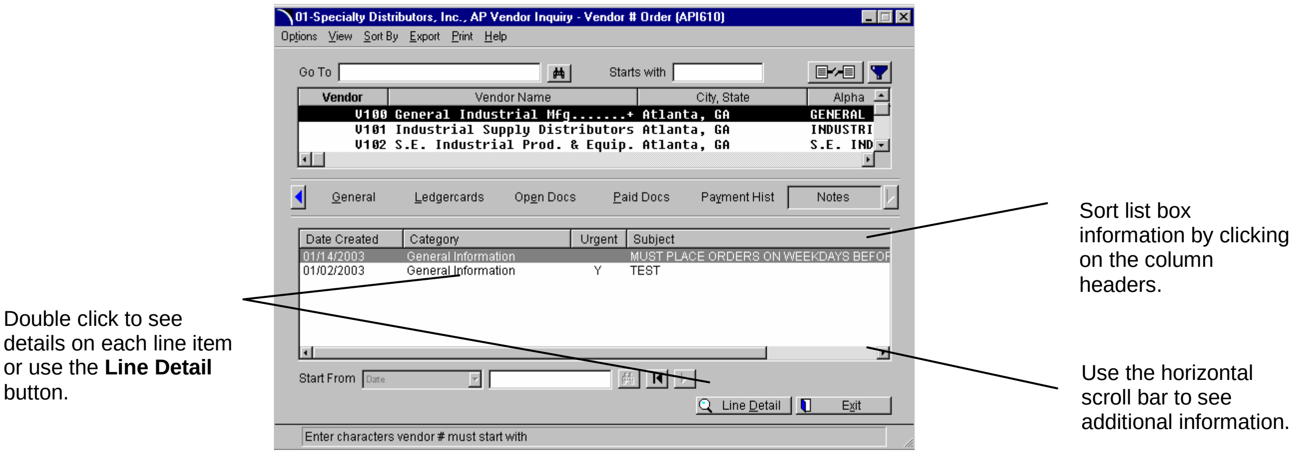
Use the VCR buttons to view additional information in the browser.

Activate Sync to get real-time inquiry information as you work in entry programs.

Select the type of information you want to look up from the **view bar**.

The **view area** displays information for the record and view highlighted.

Inquiry with list box view



Using inquiries

1. Look up the record on which you want to inquire with the *Go To* input.

In the Vendor Inquiry, for example, enter a vendor number, alpha lookup or beginning characters of a vendor's name.

You do not need to press the **Enter** key to select your inquiry focus. Just highlight the desired line item. Some inquiries offer multiple sort orders, which can be accessed from the *Sort By* menu option.

Tip

When searching by item, customer, vendor or other record numbers, enter the full number in the Go To field.

Using the *Go To* field.

1. It is not a filter or a keyword. As you enter look-up information in the **Go To** field, the search program advances the highlight bar to the first closest match. All the searchable information remains in the browser so you can scroll up or down through the entire list.

2. This field is *case sensitive*. If you entered data in the system in ALL CAPS, enter the look-up information in ALL CAPS.

3. The **Go To** field relates to the *sort order*. This is important to remember in searches with multiple sort orders. For instance if you're in a Customer search with the Customer Number sort order selected, C220 is valid **Go To** criteria. However, if you switch to the Contact sort order, C220 will take you to the first contact name that starts with *C*.

➲ *Entry is Beyond the Last on File*. If this message appears, try entering the lookup information in either ALL CAPS or lower case, and make sure the lookup information you entered corresponds to the search order you selected.

Press **CTRL** + ←or → or the horizontal scroll bar to scroll horizontally to view additional inquiry browser record information.

2. Select an inquiry view.

To select a view, press Shift + → and Shift + ← to change the view to the left or right. You can also choose a view option from the view bar by using the << (left) and << (right) arrow keys on the screen or select *View* from the menu bar and select a view from the dropdown menu. If line detail is available, select a line and choose the **Line Detail** button or double click the icon at the beginning of the line.

Sorting in list views

Some views, such as open or past document views, can contain large lists of records that may take a long time to load.

The System Administrator or FACTS Affiliate determines how many documents the browser should list at a time.

To help sort through these lists quickly:

Enter a specific record to view in the **Starts From** field.

Select the  button to return to the top of the list.

Select the  button to load the next group of records into the browser.

Interrupting the file load in a list view:

Click on the Interrupt Load box to start viewing records in the browser. Select the  to load the rest of the records.

Inquiry menu options and other features

View menu

Use the *View* menu to select different inquiry views or select the Notes Entry feature (see “Entering notes in inquiries”).

Sort by menu (if available)

Some inquiries allow you to sort records in different order. For instance the Vendor Inquiry enables you to sort vendor records by vendor number, vendor alpha lookup or vendor name.

Use the *Sort by* menu to select a sort order.

Options menu

The *Options* menu allows you to

- Set filter values
- Save filter values
- Set inquiry preferences
- Reset preferences and filters to system defaults
- Set view preferences
- Open views as separate windows

Setting filter values

Use filters to help you refine your search for a record.

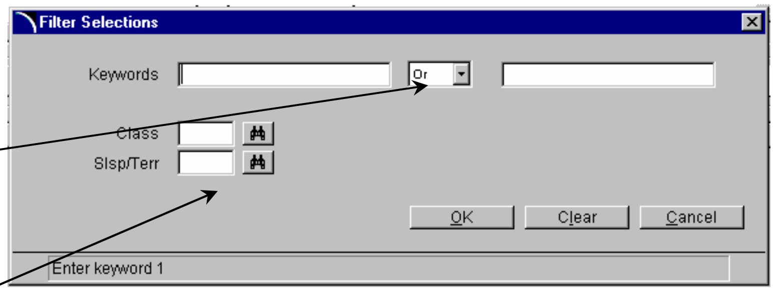
Choose *Options→Filter Values* from the menu bar or click the Filter button at the top of the screen.

Inquiries provide two keyword filters.

Press the operator button to toggle between *and* and *or.*

Use *and* to search for records containing both key words.

The other filters available to you change depending on the inquiry.



Press **OK** to accept the filters entered.

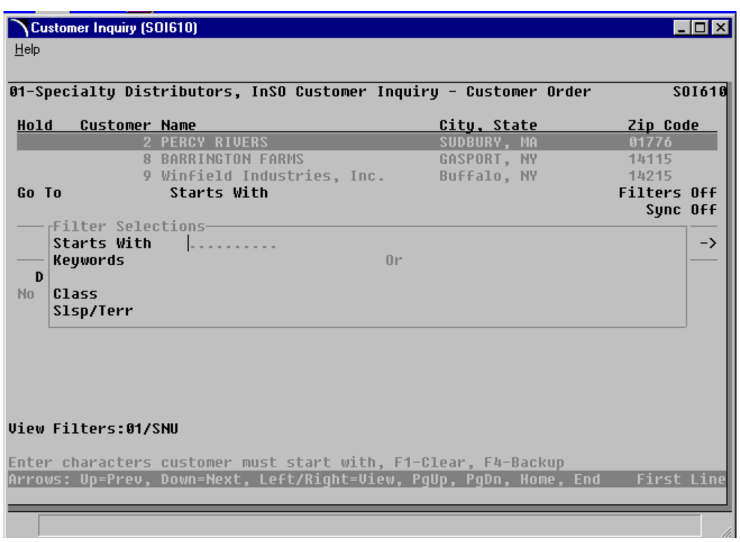
Press **Clear** to remove any existing filters.

Press **Cancel** to exit the Filter Values window without saving changes.

To save filters for future use choose *Options→Save Filter Values* from the menu bar.

➲ Filter values are specific to each user. Any filters you save will be available to you, but not other users on the system.

CUI Version



Setting inquiry preferences

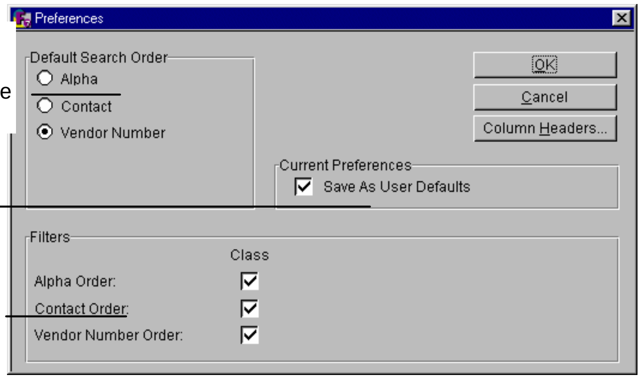
Inquiry preferences are similar to search preferences. This function lets you personalize certain inquiry functions to meet your day-to-day needs.

Choose *Options→Inquiry Preferences* from the menu bar to access preferences.

Choose the sort order that you want selected each time you enter the inquiry.

Check the current preferences flag to save settings as your user defaults.

Choose which filters you want to appear in the Filters window.

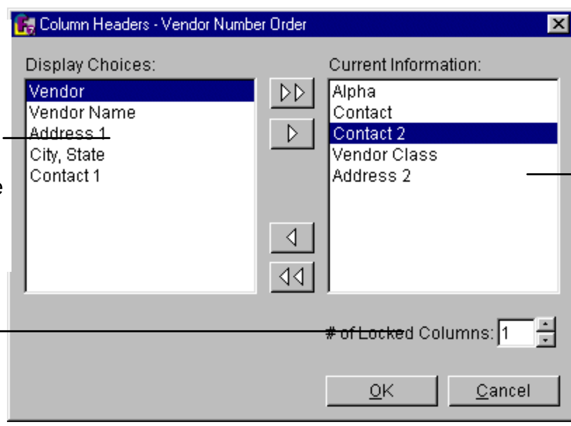


Select **Column Headers** to customize the inquiry browser.

Column headers

Move header titles from the Display Choices list box to the Current Information with the arrow buttons in the middle of the screen. The double arrows move all titles at once. You can also double click a title to move it from one box to another.

Lock columns so they remain visible when you scroll horizontally. In this case Vendor will remain visible as you scroll through the other columns.



Columns appear in the inquiry browser in the order that they appear in the Current Information list box.

To reset preferences and filters to the system defaults, choose ***Options→Reset to System Defaults.***

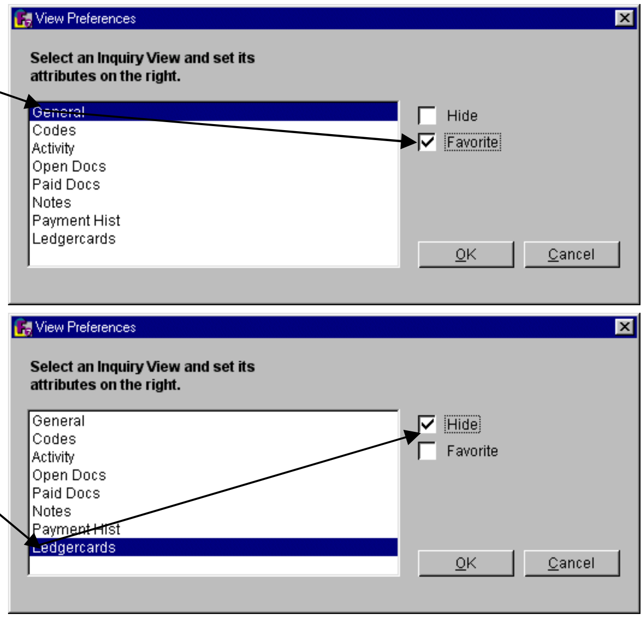
Setting view preferences

Inquiries such as Item Inquiry include close to 25 views. Use view preferences to quickly access the views you use most and hide the views you don't use at all. View preferences are specific to each user.

To quickly access a view you use most often, choose the view in the list box and select **Favorite.**

The views you set as favorites appear at the top of the view menu and the beginning of the view bar in the order you select them. Click **OK.**

To hide a view from the view menu and view bar, choose it in the list box and select **Hide.**



Smart Views. When this feature is turned on, FACTS tracks which views you use most and places them at the top of the view menu and the beginning of the view bar.

The system determines your favorite views by tracking how many times you hit (or select) a view.

Tip: You must be in a view for at least five seconds for it to count as a hit. That prevents FACTS from mistaking views that you quickly flip through as favorites.

When Smart Views are on, FACTS prioritizes your favorites in the following order:

1. Views you marked as favorites in the View Preferences window.
2. Number of Smart View hits in descending order.
3. The view order set in the SMVIEW Developer's Tool by your Affiliate or System Administrator.

To use Smart Views:

Choose *Options→Smart Views* to use this feature. Select it again to turn it off.

Choose *Options→Reset Smart Views* to remove any usage information the system has stored.

The Sync feature and Open Views as Windows

Sync is a method of connecting the entry programs with information displayed in customer, item and vendor inquiries. It is a helpful feature because it enables you to get real-time information such as customer balances, vendor balances and warehouse quantities, while you are working in entry programs.

You can initiate Sync from the following programs:

- SO Customer Inquiry (SOI610)
- AP Vendor Inquiry (API610)
- AR Customer Inquiry (ARI610)
- IC Item Inquiry (ICI610)

➲ Inquiries are synchronized on a per user basis. In other words, if you are signed on to FACTS in one window with one name and signed on in another window with another name, it will appear as if the Sync function is not working.

To use Sync:

1. Open the inquiry and entry programs you want to use.
2. In the inquiry window, press the **Sync** button.
3. At this point you can choose to view information from the main inquiry window, or you can open views as separate windows.

   To open a view as a separate window, first select it and then choose Options→Open View as Separate Window. To open additional view, repeat these steps.
4. Minimize the main inquiry window and, if necessary, arrange the separate view windows on your screen. (The next time you open this inquiry, FACTS will open the same views in the same position in which you placed them.)

To turn off the Sync feature press the End Sync button.

Technical note

While Sync mode is activated, the inquiry program will examine a file called SMUSED approximately every three seconds. This file contains the last customer number, item number and vendor number input in Sales Order Entry. If this number is different than the one currently being displayed in the inquiry, the inquiry will change its display to show information on this new customer, item or vendor.

Entering notes in inquiries

Notes are useful for documenting miscellaneous information about each vendor, item, customer document, or account used in FACTS.

For Item Inquiry (ICI610), AP Vendor Inquiry (ARI610), PO Vendor Inquiry (POI610), or Customer Inquiry (ARI610), select Options→Item Note Entry, Vendor Note Entry, or Customer Note Entry respectively to enter or modify notes for the specified item, vendor, or customer in the Note Entry (SME710) program.

1. **Access the Notes Entry window in Inquires.**

Graphical users: Choose *View→Notes* from the menu bar.

Character users: Type **!**, press F1 and select **Notes Entry**.

Any notes on file for the selected record will appear in the Notes window. If no notes exist, the system asks **Enter notes for this [record]?**

2. Enter Y to begin entering notes.

You can enter up to 70 characters on each line and up to 99 lines for each record (assuming the lines are incremented by 10).

Start a new line by pressing the **Enter** key.

Press F3 when you are finished entering notes.

Once notes have been added, or if notes already exist, the following options are available:

- **#** Line number to change. Notes may be changed or deleted by entering the line number. Enter whether to Change or Delete. If D is entered, the line is deleted. If C is entered, enter text (up to 70 characters). During this change routine, F1 defaults to the currently displayed value of the input. F3 ends entry of lines. F4 backs up to the line number; enter the new line number. If a new line number is added, the old line number is deleted. F2 allows you to change the number increments (1-10). F4 backs up to the main input.
- **L** Lists line numbers. A limited number of line-numbers appear on the screen at any time. The list function allows line-numbers to be redisplayed. Enter the beginning line number to list.
- **A** Adds a line number. New line numbers may be added as needed. F3 ends entry of lines. F4 backs up to the line number, enter the new line number. F2 allows the user to set the line number increment (1-10). **F4 (from line number) will back up and delete the previous line.**
- **M** Moves a line number. Enter beginning line number to move. Enter ending line number to move. Enter line number where text will be moved (existing lines will be replaced). One line at a time or blocks of lines may be moved.
- **D** Deletes a line number. One line or several lines of notes can be deleted at any one time. Enter beginning and ending line numbers to delete. Enter N or YES to delete. CR defaults to N.

F4 Exits the Notes Entry window.

Refer to the *How to enter and maintain notes for AR documents, transfer tickets, customers, items, or vendors* and the *Note Entry (SME710)* topics in *Chapter 5, Security System* of the *System Management Users Guide* for step-by-step instructions on using the Notes system in FACTS.

Using the Notes System in FACTS

Use Note Entry (SME710) to enter and maintain notes for AR documents, customers, items, IC transfer tickets (header and lines), and vendors.

You can also access notes directly from the main screen of programs that use the 3-Level Entry Driver instead of requiring a menu option. The programs include: Transfer Entry (ICE320), Shipment Confirmation (ICE 330), Receipt Confirmation (ICE340), SO Quote Entry (SOE110), Order Entry (SOE210), Order Confirmation (SOE310), Direct Invoice Entry (SOE510), Credit Memo Entry (SOE330), Counter Sales Entry (SOE510), PO Entry (POE120), PO Receipt Entry (POE210), and Non-PO Receipt Entry (POE220). On the left side of the line item browser, you can select:

to access Note Entry (SME710) for the customer specified in the program.

to access Note Entry (SME710) for the item highlighted in line item browser.

to access Note Entry (SME710) for the vendor specified in the program.

to access Note Entry (SME710) for the transfer header record specified in the program.

to access Note Entry (SME710) for the transfer line record highlighted in the line item browser.

Refer to the *How to enter and maintain notes for AR documents, transfer tickets, customers, items, or vendors* and the *Note Entry (SME710)* topics in *Chapter 5, Security System* of the *System Management Users Guide* for step-by-step instructions on using the Notes system in FACTS.

Reports, Registers and Prints

There are three types of reporting programs in FACTS.

Report programs print information in a specific format, but they do not update the system. An example is the Open Receivables Report, which lists all the open receivables in the system along with other information

Print programs output to forms, such as checks, 1099s, invoices, purchase orders, bills of lading, etc.

Registers print information and then provide an optional update, which posts the register information to the appropriate files. For example, after invoices are printed, they print on the SO Daily Sales Register. If you update the register, the invoices then post to the open receivables file, sales tax file, etc.

Most report, print and register programs allow you to

Select the ***order*** in which you want the information to print,

Set a ***range*** of information to print and

Edit ***properties***, which vary with each report.

For example, the AR reports give you the option of printing in customer number, alphabetical, salesperson / territory or customer class order. If you choose to print a Customer Listing in customer class order, the report will sort and print all of the customers by class.

Once you select an order you can then choose the **beginning** and **ending record** that you want to print. The system always defaults to FIRST and LAST. These two fields enable you to filter your report by entering ranges.

In the Customer Listing example, you could enter **Retail** for beginning class order and **Retail** for ending class order to generate a report listing just your retail customers.

In addition to order and range, all reports and prints have a variety of properties that enable you to fine tune your reports.

Once you have answered all the questions in the report, click **OK** or press CR.

Most FACTS reports print in 132-column paper (11 ½ x 14 inch paper). However, some reports, such as the Chart of Accounts, print on 80-column paper (8 ½ x 11 inch paper).

The END OF INPUTS statement indicates where 80-column paper may be used.

The following information appears on each page of all reports, except GL financial reports:

* the time and date the report was printed
* the user
* the terminal from which the report was run
* company name
* report name
* program name
* page numbers

* sort order
* beginning and ending range

Using print options

On each report, you can select the type of output device to which the report should print, select or deselect beginning and ending form feeds and adjust the number of lines in the top and bottom margins.

Print options can be set each time you run the report by selecting *Print Options→Properties.*

To save time, you can also save print options in templates. For instance, you can create one template so a report outputs to a printer, create another template so the same report outputs to a Fax and then create a third template so the report outputs to the viewer so you can preview it on screen.

Print to OPTION

In FACTS, you can output reports to a printer, viewer, flat file or you can output to other software packages, such as VSI-Fax or Archive.

Printer gives you access to any of the FACTS printers set up in Printer F/M. In graphical, select the printer from the dropdown list. In character, continue to the **Printer/File** field and press F2 to search the list of available printers.

Viewer enables you to review a report on screen. Both the graphical and character viewers have search and scrolling capabilities. The graphical viewer is also equipped with print capabilities, as well as a clipboard feature.

File lets you print the report to a flat file format. This enables you to import report information into other software programs such as spreadsheets, databases, word processors. You can also attach the flat files to e-mail messages. FACTS automatically saves flat files to a folder called *fileprt*. To save the file somewhere else, preface the name of the file with a directory path. For example, C:\My Documents\agedtrial1.txt.

Fax sends the report information to VSI-FAX, giving you desktop faxing capabilities. This option is only available on systems using the Faxlink module. If you have questions about this feature, contact your local FACTS Affiliate.

Archive is only available on systems using Archive™ software by Designed Data Systems, Inc. This is an on-line storage and retrieval system that lets you automatically build a library of important documents.

Form feed options

If you are outputting to a dot-matrix printer, or any printer other than a laser, these two options let you establish where the form feeds occur, if at all.

Lines Margin option

Use this control to adjust the number of lines in the top and bottom margins. All FACTS forms print 53 lines per page by default, leaving a top and bottom margin of 5 lines each.

You can adjust the number of lines in the top and bottom margins from 1 to 20. The default is 5. Keep in mind that if you increase or decrease the number of lines in the margin, the number of lines in your report will inversely decrease or increase.

Viewing reports on screen

Both character and graphical interfaces provide viewers that enable you to review report information on your terminal or screen. Viewers help you control paper by allowing you to preview a document before you print it.

Starting the viewer. Make sure you select viewer in *Print Options→Properties* or the template selected prints to the viewer. Run the report and click **OK** when the program pops a dialogue box that says End of Report.

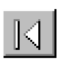
Once you click **OK**, the viewer automatically opens.

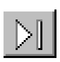
Navigating documents in the viewer. At the top of the viewer screen, you can use the VCR buttons to scroll page by page or jump to the first or last page of the report.

> **FYI**
>
> The vertical scroll bar in the graphical viewer enables you to move the selected page up and down within the window. It does not allow you to scroll through the entire document.
>
> Use the VCR buttons or the Page input to navigate through the document.

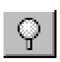

Takes you to the next page.

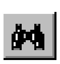

Takes you to the previous page.


Takes you to the first page in the report.


Takes you to the last page in the report.

You can also enter a specific page number in the **Page** input located in the menu bar.


Magnifying the report. If the type appears too small on the screen, click the magnification button or select *View→Zoom In*. To reduce magnification, keep clicking the button or select *View→Zoom Out.*


Using the Find feature. To locate a specific date, description or other piece of information in a report, click the Find button or select *Edit→Find* from the menu bar.


Copying the report into another document. Click on the clipboard button to copy the first page of the report into a word processing, spreadsheet, e-mail or other type of document. You can also select this feature from the menu bar, *Edit→Copy to Clipboard.*


Printing from the viewer. Click the Printer button in the menu bar or select *File→Print* from the menu. Select a printer and number of copies from the Print dialog box. (Note that you must print the entire report from the viewer—not just specified pages.)

To exit the graphical view, select *File→Exit* from the menu bar.

Using report templates

The template feature allows you to save a combination of entries so that you don't have to reselect them every time you run the report. Each user can create an unlimited number of templates in any FACTS report.

Once you create templates, you can edit them, delete them or change their properties.

In the Template Properties window, you can change the name of a template, set it as your default template for that report, set up a default printer for that template, select or deselect beginning and ending form feeds and modify report margins.

The system remembers the last nine templates used and displays them at the bottom of the Templates menu for faster access.

Both user-specific and system templates are specific to the report in which they are created.

Creating user-specific templates

1. On the main screen, set up the report order, range and properties. Select a printer by choosing *Print Options*, if necessary.
2. Select *Templates→Create* from the menu bar.
3. Name the template. Template names can be up to 35 characters long. Make sure the System Template option is not selected. Click **OK**.

Creating system templates

Follow the same steps for creating user-specific templates, but select the System Template option.

System templates are available to any user that has access to the report in which it is created; however not all users can create system templates. Users must have the security rights to perform this function.

Affiliates: To set security rights, refer to the **Template Security** field in SM Company Control F/M and the **Security Codes** field in User Code F/M.

Selecting existing templates

1. Select *Template→Select* from the menu bar.
2. In the Report Templates window, select the template you want to use.
3. Click OK. The name of the template appears on the bottom of the main report screen so you know which template is in effect.

Setting a default template

You can set template properties so that one template is selected every time you open a particular report.

1. Select *Template→Properties* from the menu bar.
2. In the Template Properties window, select the **Set as Default Template** option.
3. Click **Save**.

Setting a default printer using templates

1. Choose *Print Options→Properties* from the menu.

2. Select the printer you want to use as your default and click **OK.**
3. Choose *Template→Create* if you want to create a new template, or if you have a template selected, choose *Template→Save Entries.*

Deleting a template

1. Choose *Template→Properties.*
2. Select the template from the list box in the Report Templates window and click **Delete.**

Clearing a template

This feature enables you to reset a template back the report's original default values. When you clear templates, *None* appears under the Template header at the bottom of the window, indicating that a template is not selected.

1. Select *Template→Clear*.

Once you clear a template:

- You can select it again (*Templates→Select*) and reset the order, range properties and printer, or
- You can delete it.

Changing a template name

1. With the template selected, select *Template→Properties* from the menu bar.
2. In the Properties window, type the new template name.
3. Click **OK**.

Editing the order, range and properties stored in templates

1. Select the template if it's not selected already.
2. Change the order, range or properties on the main screen.
3. Select *Templates→Save Entries* from the menu bar.
4. A dialog box will appear confirming the changes. Click **OK** to return to the main screen.

Setting printer properties in templates

Each template can have its own printer properties so that you don't have to set them each time you print the report. However, you can override the template print options on a print-by-print basis by selecting *Printer Options* from the main report window.

1. With the template selected, choose *Templates→Properties* from the menu bar.
2. Set the print options in the lower portion of the window.
3. Click **OK** to return to the main report window.

Using reports, registers and prints as audit trails

Once you run a register in FACTS, the information updated by that register is no longer available in the system in that format.

An example is the AR Cash Receipts & Adjustment Register. Payments are posted in the AR Cash Receipts & Adjustments Entry program. The register provides an audit trail of the payments, discounts, adjustments and miscellaneous cash posted. The register has a number assigned to it. FACTS updates these numbers by one each time you run the register.

Once this register runs, the information it has collected is written to various programs within the system.

This is why all FACTS registers allow you to print a hardcopy before you run them. The hardcopy gives you the opportunity to review the data, catch any errors and fix the mistakes before they update registers.

They also serve as audit trails that can be used to help reconcile data later on in the fiscal cycle, and they provide an additional source of backup in case you lose register information.

How long you save these printouts depends your company's needs. We recommend that you save them in numerical order and by register type.

General Register Format

Registers are similar to reports, with one significant difference. Where a report only prints information, a register prints the information and then optionally updates it to the appropriate files in the system.

Registers are found on the menu where the information was entered. For example, in AP, documents (invoices) are entered through the Document Entry Program on the document entry menu, and will update a document entry file. Users then print the Document Entry & Adjustments Register (also found on the document entry menu) which will provide an audit trail of what documents were entered. After the register is printed, it should be verified and if all the information is correct it may be updated. The update posts the documents entered to the open payables file.

Register procedures

1. Set the appropriate order, range and parameters and print the register.
2. Review the register print out and verify that the information is correct before you update. If you find errors, return to the appropriate entry or adjustment program to make the corrections.
3. If the module is set to print GL distributions, print and review the GL distribution to make sure transactions balance. Make any necessary adjustments.
4. Once the register and GL distribution are correct, proceed with the update. FACTS will not allow you to update a register if a hard copy audit trail has not been printed.

Entering information

While entering data there are a number of points to keep in mind.

At an input, the user may enter one character for each dot displayed at the input. After entering a character for the last dot displayed, a less than sign (<) is displayed after the last character and further entry of data is refused. The data entered for the field is saved.

- There is a difference between a digit and a character. When the documentation says the input is up to 5 digits it is indicating that only numeric fields may be entered. When the documentation says the input is up to 5 characters, it is indicating that any character, alpha or numeric may be entered.

- There is a difference between upper case and lower case letters.
- The system contains many fields that must have valid data entered. This means that the entry must be among valid options entered previously into a file maintenance program elsewhere on the system.
- When entering information into a field that has a preset list of entries, a Pick List menu will be displayed. The pick list menu will have a vertical list of options that can be used. If the field that is being entered requires that one option be chosen, the menu will only let you pick one option. If the field that is being entered will accept multiple options, the menu will display an asterisk (*) beside the options chosen.

Entering Numbers

- Users may enter a number by invoking the On-Line Calculator, doing a calculation and then pressing the F10 key to pull the total back into the data entry section. Refer to the section titled "On-Line Calculator" for more information.

Entering Dates

- The format mask of the date is set in the company control record and is either American (MMDDYY) or European (DDMMYY). When entering dates, valid dates within the mask must be entered (i.e., always enter two digits for the month (or day), day (or month), and year). With an incorrect entry, the input mask is displayed in the input.
- Users may enter one or two digits at the date input and the system assumes the digits entered are the day of the current month and year and the full 6-digit date is displayed.
- Users may enter three or four digits at the date input and the system assumes the digits entered are the day and month (entered in correct order based on the date mask) of the current year and the full 6-digit date is displayed.
- Users may enter a date at the date input by entering a + or - and the number of days either before or after the current date. If the date wanted is either a week, month or year before or after the current date, then enter a + or - , the amount of weeks, months, or years and a w, m or y and the full 6-digit date is displayed.
- Users may enter a date by invoking the On-Line Calendar and pressing the F3 key to pull the date back into the data entry section. Refer to the section titled "On-Line Calendar" for more information pertaining to the On-Line Calendar.
- FACTS applies a "rule of 50" logic to the FACTS programs 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.
-

While editing or viewing dates:

	8-Character Date Field	**10-Character Date Field**
When entering a date in the 1900's (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 full 4-digit year:	**ORDERED** /02/1996<	**ORDERED** 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<

Prompts

The user should always read the bottom lines of the screen for the user prompts. These are instructional messages designed to aid the user. In every menu and program throughout the system, this prompt always appears in the same place. It instructs users on their options. These prompts are the key to easy operation of the system.

F4 is an option that is available for almost every input in the system. Therefore, F4 has been omitted as an option in most user inputs in the documentation. F4 always backs up to the previous menu, backs up to the previous input, backs up to a new entry (when paging through F/M programs) or exits the program returning to the menu.

Defaults

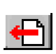
In most programs, default answers to questions are available to users to save keystrokes on entry. These defaults may appear in one of the following three forms:

- **OK to update (Y/N)** - In this form where there are two or more possible answers separated by a /. If the user presses CR, the system assumes the first possible answer displayed in the parenthesis (). In this example, the system would assume a **Y** (yes) response.
- **NOTE**: if the prompt says **OK to update (Y or N)** there is no default since the / is not present. This is used to prevent users from executing an operation in a critical program without typing in an answer. For example, when deleting a record the system's default is always an **N**. The user must make a deliberate effort to delete the record by typing in a **YES**.

- **Enter beginning customer (CR-First)** - In this form if a user presses CR, the first available record in used. This allows users to start at the beginning or go to the end of a file without knowing the first or last record. This is mostly used in reports, for example, printing a Customer Listing and printing FIRST to LAST customers (i.e., all customers).
- **Enter warehouse (CR-01)** - In this form a specific default is displayed in the prompt. If CR is pressed, the specific answer is used, in this case warehouse 01. These defaults are used when a specific answer is most commonly used. For example in Order Entry, at the warehouse prompt, when the majority of the orders are for warehouse 01 then 01 is the default value.
- In addition to the defaults above, the system is able to assign defaults for data entry by terminal. For each terminal set up in the Terminal F/M (in System Management), the following defaults are assigned: warehouse, branch, department, salesperson/territory, and printer. Once the defaults are assigned to a terminal, whenever one of the above mentioned fields is requested, the system automatically defaults to the entry assigned to the terminal. For example, if the warehouse default for a terminal is set to a remote warehouse number, whenever data entry requires a warehouse number, as in a purchase or sales order, the program will default to the remote warehouse number assigned to the terminal. Terminal default values can greatly decrease data entry errors.

Function buttons

Following are some of the more common buttons you will find in the FACTS graphical environment, along with explanations of the functions they perform.

Save	Save changes. Always save your entries before exiting a program or file maintenance.
New	Create a new record in file maintenance programs.
Delete	Delete a record. When you press this button, the system prompts you to verify whether or not you really want to delete the record.
Exit	Exit a program or window. In file maintenances, the program prompts you to save changes if you did not do so before choosing Exit.
	Go to first record in the file.
	Go to the previous record in the file.
	Go to the next record in the file
	Go to the last record in the file.
	Search for information related to the selected field. If you are in a customer field, choose this to open the customer search. If you are in an item field, this opens the item search, etc.
	Add a line item. Most often found in entry programs where users can enter multiple line items.
	In SO Order Management Suite programs, add a new customer. Opens the Quick Customer Add program so users can create new customer records on the fly while they enter orders, invoices or counter sales.
	Defaults to all available values in a field. For instance, some of the reports allow users to enter multiple warehouse codes or route codes side-by-side. Users can select **All**, rather than keying all possible entries into the field.
	In report document grids, backs up to previous cell and deletes any document number in that cell. See Pick List Print (*Sales Orders→Orders→Pick List Print*) for an example.
	Change UM in entry programs. Usually found in line item entry sections and line item detail windows.
Line Detail	In inquiries, enables you to see more detail on a line item.

Edit a line item, usually found in entry programs or anywhere in FACTS where line items appear in browser windows. See Order Entry (*Sales Orders→Orders→Order Entry*) for an example.

Set filters in an inquiry. Choose this to set or view keyword filters, class filters, warehouse filters, etc. A check mark indicates filters are already set.

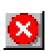
Insert a line in a browser. Most commonly found in entry programs where users can enter multiple line items.

Enter no value or don't use this field. Commonly found in reports and file maintenance programs when the field is not applicable.

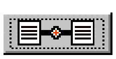
See more options. Mostly used in reports, prints and registers in fields in which users can enter several letters in one field to indicate options they want to include. Users can press this button to see what the letters stand for. See Item Ledgercards for an example (*Inventory Control→Reports & Prints→Item Ledgercards*).

Set field to full balance of order. Used in the multiple payment sections of SO Order Management Suite programs. Users can select one of the payment fields and choose this option to indicate that the entire document balance is being paid with either check, credit card, cash, etc.

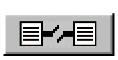
Perform a price search. Allows users to inquire about different price levels and previous prices offered to a customer for the selected item.



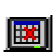
Cancel line item entry. Usually found in entry programs.



In Vendor, Item, Customer and GL inquiries, this indicates the Sync! feature is enabled.



Indicates the Sync! feature is disabled. Users can enable the feature by selecting the button.



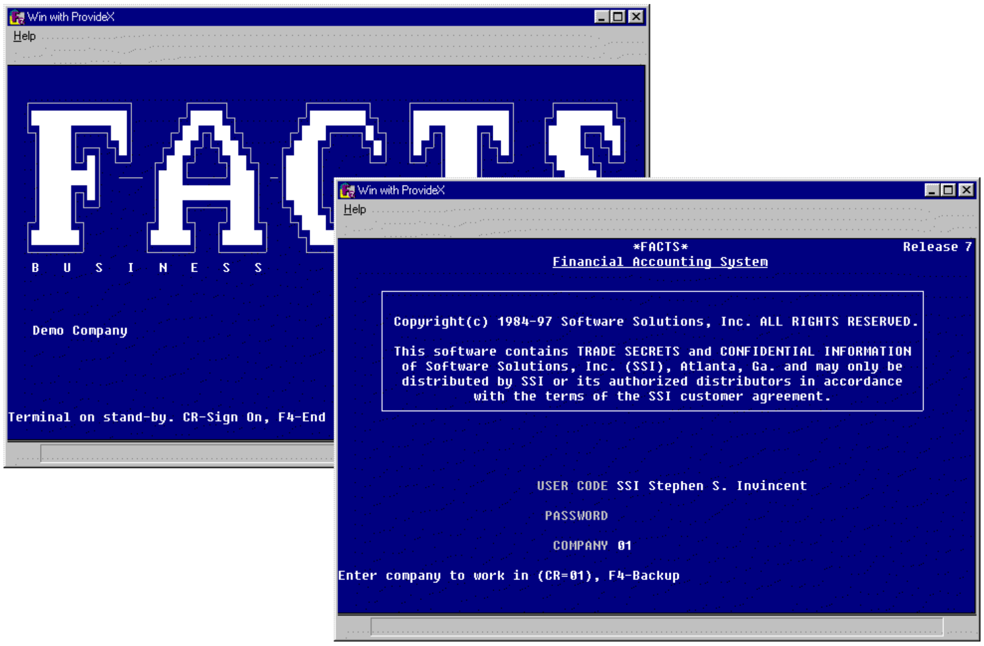
Default to system date.

Temporary ship-to. Located in most SO Entry programs, users can choose this option to create a temporary ship-to address for a customer.

Using Character FACTS

CUI FACTS is the character version of the FACTS interface. It is designed to run on UNIX terminals, but users on Windows stations can run the character interface if they wish.

Signing on to FACTS from terminals



The first screen that appears is the banner screen. Press the Enter key (CR) to continue to the sign on screen. To exit from this screen, press the F4 key.

The Sign On screen appears next. At this screen, enter your

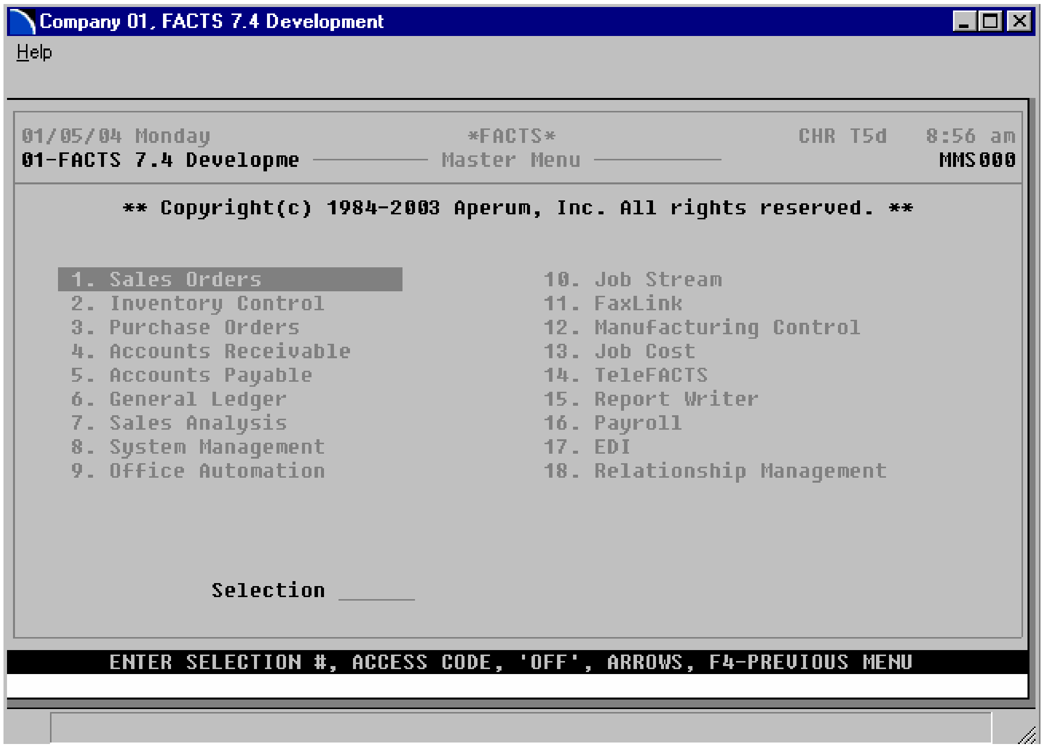
- User code
- Password
- Company Number

Then press Enter (CR).

Press the **F4** key return to the banner screen.

Navigating with menus in CUI

Essentially, the character and graphical menus work the same.



The top of the menu screen provides several pieces of information for your convenience (*clockwise from top left)*: System date, menu name, terminal ID (discussed further in the Terminal F/M section), time, program name and company information.

To select a menu option: Enter the option number in the *selection prompt* or select the menu option with the arrow keys on your keyboard and press Enter (CR).

Menu time outs

System Administrators and Implementation Consultants can set the menu system to "time out" and return to the Sign on Screen if it is inactive for the designated amount of time.

This is a security feature that helps prevent unauthorized users from accessing sensitive data at unattended stations.

For instance, your local FACTS Affiliate may set the menu to time out if it is inactive for five minutes. If you take a lunch break and forget to log off, FACTS logs off for you.

Signing on and off with FacetTerm

Facet*Term* allows a user to have access to multiple sessions (sign-on screens) through one terminal. It has the same effect as having several working terminals on one desk. You can be signed into as many different FACTS screens as you have Facet*Term* windows. The signing in process is the same as if Facet*Term* were not being used. After signing in each window can be accessed by pressing the Facet*Term* access key of Control-W and then entering the number of the window desired, or by pressing the Facet*Term* pull down menu key of Control-F and then using the cursor keys to highlight the window desired. The menu will display which windows are signed in and what programs they are currently running. Refer to your *FacetTerm* manual for other options available while using Facet*Term*.

Each Facet*Term* window functions independently. Therefore, each window needs to be signed off independently. The **Menu Time-Out** value set in the System Control F/M does time out each window.

Access Codes

The same access codes can be used in graphical and character user interfaces. They provide quick access to modules, submenus and programs.

FACTS ships with a default set of users codes; however, a system administrator or your local FACTS Affiliate can create new codes to fit your company's needs.

Preset FACTS Access Codes

AP	Accounts Payable	**MM**	Master Menu
AR	Accounts Receivable	**OA**	Office Automation
CS	Counter Sales	**PO**	Purchase Orders
EDI	Electronic Data Interchange	**PR**	Payroll
FL	FaxLink	**RW**	Report Writer
GL	General Ledger	**SA**	Sales Analysis
IC	Inventory Control	**SM**	System Management
JC	Job Cost	**SO**	Sales Orders
JS	Job Stream	**SR**	Service and Repair
MC	Manufacturing Control	**TF**	TeleFACTS

Access codes for standard menus

To access the Inquires menu in any module, add an I to the access code for the main module. *Example: Type ARI to access the Accounts Receivable Inquiries menu.*

To access the Reports & Prints menu in any module, add an R to the module's access code. *Example: Type ICR to access the Inventory Control Reports menu.*

To access the End of Period menu in any module, add an E to the module's access code. *Example: Type POE to access the Purchase Orders End of Period menu.*

To access the File Maintenance menu in any module, add an F to the module's access code. ***Example: Type SOF to access the Sales Orders File Maintenances menu.***

To access the Infrequent File Maintenance menu in any module, add an IF to the module's access code. ***Example: Type GLIF to access the General Ledger File Maintenances menu.***

➲ Menus may be restricted to certain users. Access codes do not work if a menu is restricted.

Access codes for module-specific menus

For example, in Accounts Payable, the first three menus are Document Entry, Payments and Holds and Checks. These menus are unique to Accounts Payable and are only found on the Accounts Payable master menu. The menus may be accessed by typing the module code and the selection number of the menu listed on the master menu of that module.

For example, the AP document entry menu may be accessed by typing **AP1**, the AP payments and holds menu may be accessed by typing **AP2** and the AP checks menu may be accessed by typing **AP3**.

Affiliates and Administrators: Use Program F/M *(System Management→Menu Setup→Program F/M)* to customize access codes.

Access codes may be up to 6 characters (the first character must be alpha).

General information about character programs

Prompts

If you are unsure about what do next in a program, read the bottom lines of the screen for the user prompts. These are instructional messages designed to aid the user by communicating what options are available and which letters or function keys to choose to access these options.

Prompts appear in every program throughout the system.

The last line of the prompt section usually tells you how to navigate through the information in the program. For instance it tells you if the Up and Down arrow keys take to the next line in a browser or the next record in a file maintenance.

Important Keys

The keys marked F1, F2, F3 and F4 on your keyboard are the function or control keys. If these keys provide an operation in the programs being used, the key number and its operation are displayed in the user prompt.

For example, the **F4** key usually backs up to the previous input.

F2 usually provides access to a search or allows you to look up information.

F3 usually ends a process and saves the information you enter. For instance, in order entry, the system tells you to choose F3 to indicate that you are finished with line item entry.

F1 is often used to enter defaults in inputs or to skip inputs that you don't use.

➲ Though these are the most common functions assigned to these keys, **always refer to the prompt at the bottom** of the screen to verify what the function keys are assigned to perform.

CR to Continue

CR-Continue is used throughout FACTS. Whenever you see this in a prompt, press the **Enter** or **Return** key to proceed.

On-Line Access and Special Function keys

While signed into FACTS, there are specific on-line functions that can be accessed by pressing a Special Function Key. These are actually key combinations you can use to invoke certain functions defined in the System Management Terminal F/M program.

Your local Affiliate's Implementation Consultant usually sets these defaults during installation and initial setup.

The available functions are:

On-Line Calendar

You can invoke the on-line calendar from anywhere in the system by pressing the hot key defined in Terminal F/M. The default key for the FACTS System is CTL+D, but you can change this in the Terminal F/M Screen. You can also copy a date into the system from the calendar by pressing the F3 key if you are in a date field.

On-Line Calculator

You can invoke the on-line calculator from anywhere in the system by pressing the hot key defined to it. The default hot key for the FACTS system is CTL+V, but you can change this on the Terminal F/M Screen. You can also copy a total from this calculator into any amount field in the system by pressing the F10 key. This calculator operates similar to an adding machine in that the operation (+, –, x, / or *) be entered prior to entering the number.

SO Quick Look

You can invoke a quick search from the SO entry programs by pressing the hot key defined to it. The default hot key for the FACTS system is CTL+B, but you can change this on the on the Terminal F/M Screen.

SO Quick Look is a helpful reference feature that is available in the SO Order Management programs (Order Entry, Order Confirmation, Direct Invoice, Credit Memo, Counter Sale Entry and Service Order Entry). Refer to Appendix A (Soa.pdf) in the *Sales Orders* manual for more information.

On-Line Help

The default special function key for On-line Help is CTL+L. The character On-line Help system allows you to search for help topics by module, program or keyword.

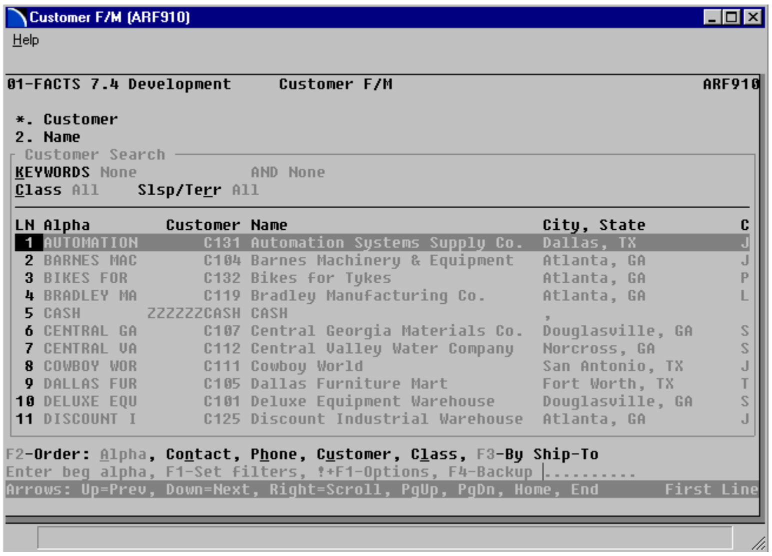
The information appears in the character viewer, which is also used in reports.

Note: Unix users have the option to run the Unix utility, dtox (dos-to-unix), on the .ssh help files to enhance readability by converting the <LF><CR> sequence to <LF>. For more information about this process, consult your UNIX source material.

Using searches

Searches allow you to find specific information quickly, such as customer number, item number, vendor number, warehouse, etc. When a search is available on an input, **F2-Search** appears in the prompt lines at the bottom of the screen.

All search windows include browser boxes in which searchable information is displayed. View information in the browser by scrolling vertically and horizontally.



Use the **Up, Down, Left** and **Right** arrow keys to scroll vertically and horizontally in the browser.

Select information from the browser by highlighting the line in the browser and pressing Enter (CR).

'Enter beginning'

Searches prompt you to enter the beginning characters of the information you want to find. If you have trouble locating the information you want to find, use the following tips:

1. As you enter look-up information in the **Go To** field, the search program advances the highlight bar to the first closest match. All the searchable information remains in the browser so you can scroll up or down through the entire list.
2. Searches are *case sensitive*. If data was entered into the system with the Caps Lock on, Caps Lock must be on when you search for it.
3. Check the *sort order* that is selected. This is important to remember in searches with multiple sort orders. For instance if you are in a Customer search with the Customer Number sort order selected, a search for C220 probably will be successful, assuming the customer record C220 exists in your system. However, if you switch to the Contact sort order, C220 will take you to the first contact name that starts with *C*.

➲ *Entry is Beyond the Last on File*. This is a common error message in searches. Try entering the lookup information in either ALL CAPS or lower case, and make sure the lookup information you entered corresponds to the search order you selected.

Filters

Use filters to focus on specific information. When you enter a filter, the search eliminates from the browser any information that doesn't match the filter criteria.

Filters are not case sensitive and they are not tied to the selected search order. In other words, if you enter the keyword *copper*, the search looks through all information -- including alpha, descriptions, contacts, cities, states — and returns any entries that contain that word.

Sort orders

Use sort orders to put information in a certain sequence.

For example, if you are performing a customer search, you have the option of sorting the information according to alpha, customer, contact, phone number or customer class. The information that you sort by appears in the first column of the browser window.

For instance, you may only know the customer by its FACTS customer number (i.e., C100), so you choose to search in customer order. When you do the information in the browser reorders according to customer number and the customer number shifts to the first column position.

To select a sort order:

Press F2 and select a sort order from the popup box or enter the highlighted letter in the selection prompt and press F2.

Most searches default to the alpha order if it is available, but each user can select which sort order the search defaults to when they open it.

Tip

If the search cannot find a match to your search criteria and the browser turns blank, exit out (F4) and re-enter the search (F2) to refresh the screen.

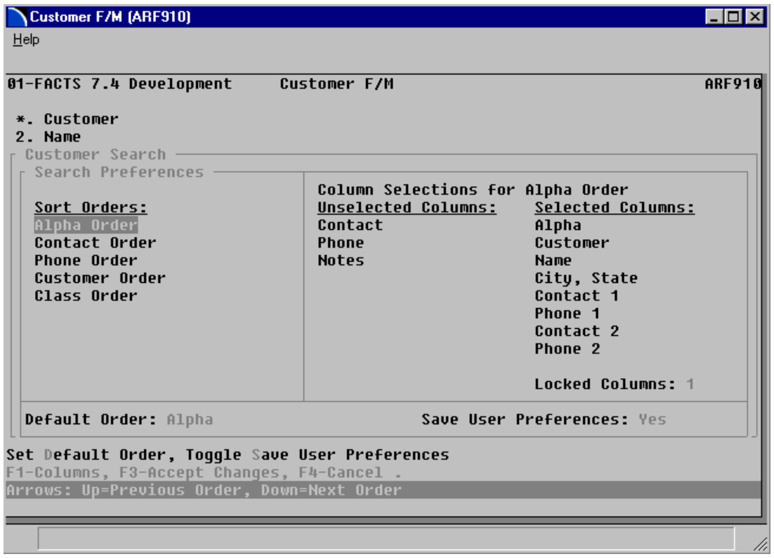
Customizing searches with Preferences

All FACTS searches offer their own user-definable preference settings. These settings allow you to control a number of features, such as the default sort order, the number of lines that appear in the browser, which column headers appear in the browser and which filters appear for each sort order.

Setting search preferences

To access Search Preferences, type **!** in the selection prompt and then press F1. Then enter F to access the Search Preferences window.

Set search orders on the left. Establish column headers on the right.



Setting the default sort order for a search. Enter **D**, then use the up and down arrow keys to select a default sort order. The selection appears in at the bottom of the Search Preferences window.

Setting filters. Highlight a search order and enter the filter number to toggle it on or off.

Saving Preferences as User Defaults. Enter **S** in the selection prompt and press Enter. The **Save User Preferences** control is only accessible from the sort order side of the Search Preferences window.

➲ To exit the Search Preferences window, press **F3** to *save changes* and return to the Search window. Press **F4** to *Cancel* any changes and return to the Search window.

Editing the columns in the search browser

Each user can determine which column headers appear in the search browser and in which order the columns should appear.

Press F1 to access the right side of the Search Preferences window and press F1 again to move the cursor to *Selected Columns* (F1 allows you to toggle between the Selected and Unselected columns.

The columns that appear in the browser are listed under *Selected Columns.*

To remove a column from the browser, highlight it and press the **Enter** key. The column title will appear under *Unselected Columns.*

To add a column to the browser, press **F1**, if necessary, to toggle to *Unselected Columns* and press the **Enter** key. The column title will appear under *Selected Columns.*

Shortcut: Press to **F2** to select or deselect all column titles.

Removing user preferences

Type **!** and press F1. Select *Reset to System Defaults* from the picklist.

➲ Resetting to system defaults clears any saved filters and resets all search preferences back to the default FACTS settings.

Exporting search results

This option enables you to examine your FACTS search results in an Excel spreadsheet, or you can export search results to a flat file so they can be used in other programs, such as word processors, contact managers, etc.

➲ This feature may not be available to all users. A security code must be assigned to users' records in User F/M.

To export search results to a flat file (ASCII):

1. Open a search.
2. Type the beginning characters, and use the **Filter** fields if necessary, to locate the information you want.
3. Once you have the desired information in the browser, type*!* and press F1. Select **Export to ASCII** from the picklist.
4. Name the flat file. You do not have to enter the .txt extension to the file name; it will be added automatically.

   FACTS saves the flat files to **ssi7/fileprt** or ..**ssi7\fileprt** by default. To save the file to another drive and directory, specify the path in front of the file name.

   Example: C:\My Documents\myflatfile.

Printing search results

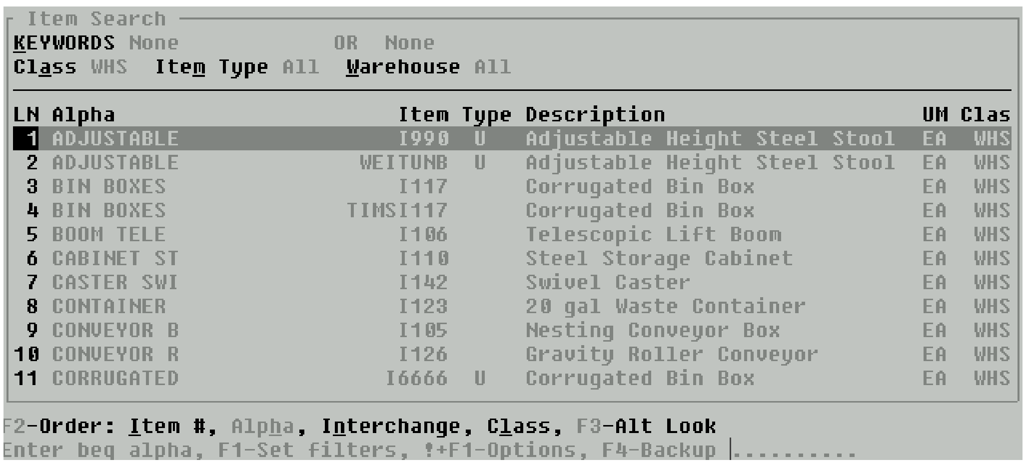
You can output your search results to any FACTS printer or to the character viewer.

To print search results:

1. Type the beginning characters, and **Filter** fields to get the search results you want.
2. Select the **Print** option from the menu bar and select one of the printer options. If you select either the Windows (graphical only) or the FACTS printer options, choose a printer from the dialogue box. The viewer automatically opens when you select it.

Character search shortcuts

Different combinations of the above searches are available from different places in the FACTS system. After pressing F2, a menu appears at the bottom of the screen listing the search options available.



As shown in the graphic above, underlined letters represent each search order and filter option.

To switch search orders only: Enter the underlined letter at the selection prompt and press **F2**.

Example: To switch to the item number search order, enter N and then press F2.

To switch search orders and begin listing at a specific record: Enter the letter representing the search order, followed by a period and the beginning characters, then press **F2**.

Example: To switch to Alpha search order and begin listing in the Ps, type A.P and press **F2**.

To setup a filter: Enter the letter representing the filter you want to use, followed by a period and the information by which you want to filter and then press **F1.**

Example: To filter the search by Warehouse Class, type A.WHS and press F1. This limits the search to Warehouse Class items.

To switch search orders and setup a filter: Type the search order letter, the filter letter, a period and the information by which you want to filter. Press **F2** to complete the command.

Tip

Other searches in the system have different search orders and filter options.

Familiarize yourself with each searches option to make sure you are entering the right access letters at the search prompt.

Example: To switch to Item Number search order, filter by warehouse, and for items starting with I130, type NW.I130 and press F2.

File Maintenances

During installation and setup, you use certain file maintenance programs to enter information into the system (such as customer, item and vendor files). Implementation Consultants and System Administrators use other file maintenance programs to control how FACTS processes information and which features are available to the users.

Often called F/Ms for short, these programs can be used at any time to modify or maintain system data.

➲ Keep in mind that any changes you make can deeply impact your data and the way FACTS processes this information.

Some F/Ms, such as Customer, Item and Vendor F/Ms, allow you to create and maintain multiple records. When you add a new record, you enter a unique code, which also referred to as the record number. You will use these codes throughout the system whenever you need to identify this record.

The inputs in which you enter these codes are sometimes referred to as the key fields.

Other F/Ms, such as the Static and Nonstatic Control F/Ms, are single-record programs. These F/Ms primarily contain controls and settings that affect the way FACTS operates.

For instance, the Sales Order Static Control F/M contains controls and flags that activate — or deactivate — features such as Cash Drawer Handling, Remote Order Entry and Job Costing, to name a few.

Single-record F/Ms rarely require data entry, and FACTS Implementation Consultants are usually responsible for setting the controls and flags in these programs.

Key field

This term refers to the input or field in which you create the record's unique ID or number.

For instance, the **Customer Number** input in Customer F/M is the key field for that program.

It is the input you use to create a unique ID for each customer record.

Using File Maintenances

To add a record (in multi-record F/Ms only):

1. Enter a unique code. These are usually alphanumeric and their lengths vary from program to program. Press **Enter**. Some F/Ms contain several key fields.
2. When the program asks you to verify that you want to create a new record, enter Y and press **Enter** (CR).
3. Complete the inputs. Some file maintenances contain several tabs of inputs. As you finish entering information on one tab, the program automatically advances you to the next one.
4. When you complete all the inputs, press **Enter** (CR) to save the changes. Type a **Y** and press **Enter** (CR) to confirm that you want to save the changes.

   Press **F4** to cancel the changes and type **N** to confirm that you want to abandon the changes.
5. Press F4 to return to the key field where you can enter another record or press F4 to exit the program.

To browse records in multiple-record F/Ms:

1. In a multiple-record file maintenance, choose F3 to bring up the first record on file or enter a code. Press F2 to find a code.

   Repeat this step if there is more than one key field in the file maintenance.

2. Use the **Up** and **Down** arrow keys to page through each record**,** **Page Up** and **Page Down** keys to access the first and last record available for that file maintenance.

To edit a record:

1. Select the record by entering its code or press F2 to find the code.
2. Edit the necessary inputs by entering the line number of the input that you want to change.

   Tip: Enter the line number followed by F2. This enables you to use the Enter key to navigate through the rest of the inputs in the file maintenance. This may be helpful if you need to edit more than one input.

3. When the edits are complete, press Enter (CR) to save changes and type Y to confirm, or press F4 and type N to cancel the edits.

   In either case, the cursor returns to the key field, where you can edit another record or press F4 to exit the program.

To delete a record:

1. Select the record by entering its code or press F2 to find the code.
2. Enter **D** and press the **Enter** key. Enter **Y** and press the **Enter** key to confirm.

➲ Before you delete a record, review the documentation for that file maintenance.

Some records, such as item, customer and vendor records, cannot be deleted until you delete all documents that reference those records or complete processing those documents.

Inquiries

Inquiries are similar to searches in that they enable you to look up information stored in the system. However, inquiries provide much more in-depth information than searches.

Each inquiry program offers different view options. For instance, in the Vendor Inquiry you can view general information for each vendor, including contacts, status, phone numbers, etc. You can also view activity for each vendor, open and paid invoices, notes, payment history and ledgercards.

You may find it helpful to have inquiries open while you are working in entry programs so you can view information as you enter invoices, orders, purchase orders, etc. If you are entering purchase orders, for example, it may be beneficial to have the Vendor Inquiry program open at the same time.

Inquiry windows are made up of three sections:

The inquiry browser, which enables you to select the subject of your inquiry, such as an item, customer or account.

The view bar, in the center of the window, which lets you access different views available on the subject.

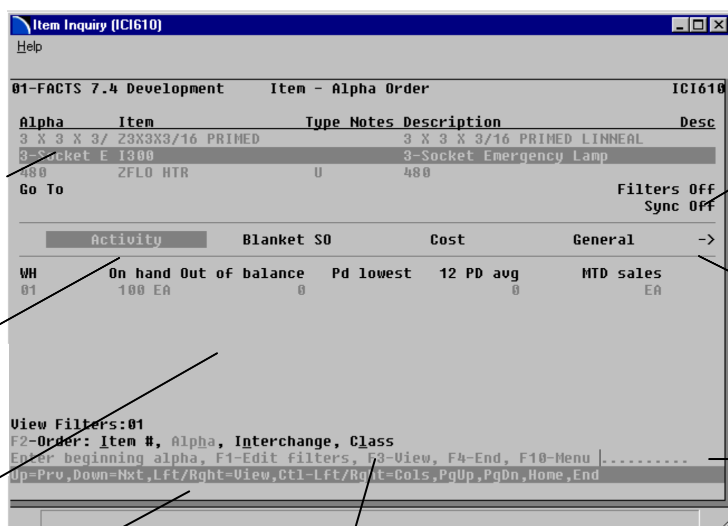
The view area, where the program displays the information you requested on the subject. The view area may present display-only data or it may present a list box. In most cases, list boxes enable you to get more detail on each line item listed.

Inquiry window

Available records are listed in the **inquiry browser**. Use the **Up** and **Down** arrow keys to scroll vertically. At the prompt, type **c** and press the **Right** or **Left** arrow key or press CTRL + he **Right** or **Left** arrow key to scroll horizontally.

Use the **Right** and **Left** arrow keys on your keyboard to highlight a view **in the viewer**.

The **view area** displays information for the record and view highlighted.



Activate Sync! to get real-time inquiry information as you work in entry programs. Type **!** and press **F1** at the prompt. Select **Toggle** Sync! from the pick list.

Arrows indicate more views are available.

Use the selection prompt to type in lookup information and enter options.

Refer to the prompt for instructions and options.

F3 enables you to toggle between the top and bottom browsers.

Using Inquiries

1. Enter the beginning characters in the selection prompt and press Enter to find the record on which you want to inquire.

   In the Vendor Inquiry, for example, enter a vendor number, alpha lookup or beginning characters of a vendor's name. The prompt at the bottom of the screen tells you what format you need to use. In inquiries with multiple sort orders, press **F2** to change orders.

   Available records are listed in the **inquiry browser**. Use the **Up** and **Down** arrow keys to scroll vertically.

   You can also scroll horizontally to view additional inquiry browser record information. At the prompt, type **c** and press the **Right** or **Left** arrow key or press CTRL + the **Right** or **Left** arrow key to scroll horizontally.

   Once the record is highlighted, you do not need to press the **Enter** key to select your inquiry focus.

2. Select a view.

   To select a view, press Shift + → and Shift + ← to change the view to the left or right or use the << (left) and << (right) arrow keys on the screen. The information in the view area will change according to the record and the view you have selected.

   Or press **F10** to access Inquiry menus and select the View.

3. If the selected view is a list of documents or records, press F3 to work in the lower half of the screen.

   Use the **Left** and **Right** arrows to scroll horizontally in the list view.

   Use the **Up** and **Down** arrows to scroll vertically in the list view.

   Use the **Home** key to jump to the first record on file.

   Use the **End** key to jump to the last record on file.

   Use the **PgUp** and **PgDn** keys to jump through records quickly.

4. Press F3 to return to the top inquiry browser and select a new record.

To exit the inquiry: Press F4.

How files load in list views

List views can potentially contain a large number of records. For instance, if you select the Open Documents view in Customer Inquiry, your system may have to load a hundred records. If the system attempted to load all the records at once is may take several minutes for anything to appear.

Most views are set to load 50 records at a time. Press F1 to reload the list view with the next group of records.

Using inquiry features

F1-Edit filters.

Use filters to narrow the search for records in the inquiry browser.

```
Filter Values

Keywords General          OR   Reardon

Starts With None

Class None
```

Keywords filters are useful when you're trying to find a record but can't locate it by typing lookup information in the selection prompt. Keywords can be connected by *or* – which searches for records containing either of the words – or by *and* – which searches for records containing both words.

Use **Starts with** when inquiring by unique record IDs, such as vendor number, item number, customer number and so forth.

Additional filters, such as Class, Slsp / Territory and zip code, may be available, depending on the inquiry.

Options.

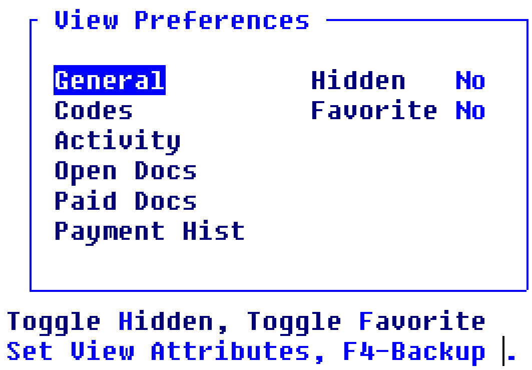
From the *Options* menu, you can

- Set view preferences
- Set inquiry preferences
- Save current filter values
- Reset preferences and filters to system defaults
- Toggle Sync!
- Enter notes

To access any of these features, type **!**, press **F1** and select the feature from the list box.

Setting view preferences

Inquiries such as Item Inquiry include close to 25 views. Use view preferences to quickly access the views you use most and hide the views you don't use at all. View preferences are specific to each user.



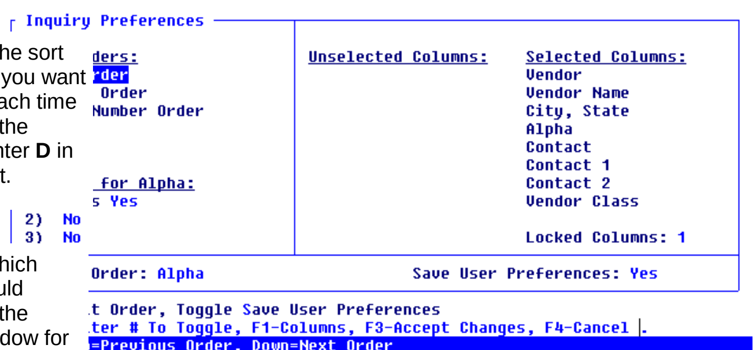
Select a view with the up and down arrows and type **H** to hide it from the view bar or **F** to set as a favorite so it shows up at the beginning of the view bar. Then press **E**nter.

Setting inquiry preferences

Inquiry preferences are similar to search preferences. This function lets you personalize certain inquiry function to meet your day-to-day needs. Preferences are specific to each user.

Two sections make up the Inquiry Preferences window: the sort order section and the column header section.

Highlight the sort order that you want in affect each time you enter the inquiry. Enter **D** in the prompt.



Choose which filters should appear in the Filters window for each sort order.

Press **F1** to customize the column headers that appear in the inquiry browser.

Enter T in the prompt to **Save user preferences**.

Sort order section

Setting default sort orders. With the up and down arrow keys, highlight the sort order that you want in effect each time you open the inquiry. Enter **D** in the selection prompt and press **Enter**.

Setting filters for each sort order. This feature can help eliminate keystrokes. If there are certain filters that you do not use in a search order or in multiple search orders, you can turn those filters off. Enter the filter number in the selection prompt and press **Enter**. To toggle the filter back on, enter the filter number again and press **Enter**.

Saving user preferences. Enter **S** and press **Enter** to toggle this feature on. Repeat the steps to toggle it off. When this flag is set to **Yes**, the system saves all the settings as your user defaults.

Column header section

Use the column header section to add or remove columns from the inquiry browser. Press **F1-Columns** from the sort order section to access column header settings.

To add columns to the inquiry browser:

Use the up and down arrow keys to highlight an Available Column title. Press **Enter** (CR) to move it to Selected Columns. Repeat for each column title or press **F2** to select all available columns.

To remove columns from the inquiry browser:

Press **F1-Edit Selected** to move the Selected Columns. Use the up and down arrow keys to highlight a column title and press **Enter** (CR) to move it to Available columns.

Saving filters

Use the **Save Filters** feature if you want to keep filters for future use. The system saves filters on a user-by-user basis. In other words, the filters you save will not be available to other users.

Sync!

Sync! is a method of connecting the entry programs with information displayed in customer, item and vendor inquiries. You may find it helpful because it enables you to get real-time information such as customer balances, vendor balances and warehouse quantities, while you are working in entry programs.

You can initiate Sync! from the following programs:

- SO Customer Inquiry (SOI610)
- AP Vendor Inquiry (API610)
- AR Customer Inquiry (ARI610)
- IC Item Inquiry (ICI610)

➲ Inquiries are synchronized on a per user basis. In other words, if you are signed on to FACTS in one window with one name and signed on in another window with another name, it will appear as if the Sync! function is not working.

To use Sync!:

1. Open the inquiry and entry programs you want to use.
2. In the inquiry window, press F10 and select *File*→Sync! from the menu.
3. Return to the entry window and begin working. As you enter information into a document, the inquiry information will update automatically.

To turn off the Sync! feature, return to the main inquiry window and choose F10. Select *File*→*Sync* to toggle off the Sync! feature.

Technical note

While Sync! mode is activated, the inquiry program will examine a file called SMUSED approximately every three seconds. This file contains the last customer number, item number and vendor number input in

Sales Order Entry. If this number is different than the one currently being displayed in the inquiry, the inquiry will change its display to show information on this new customer, item or vendor.

Using Report, Register and Print Programs

Reports print information in a specific format, but they do not update the system. An example is the Open Receivables Report, which lists all the open receivables in the system along with other information

Print programs output to forms, such as checks, 1099s, invoices, purchase orders, bills of lading, etc.

Registers print information and then provide an optional update, which posts the register information to the appropriate files. For example, after invoices are printed, they print on the SO Daily Sales Register. If you update the register, the invoices then post to the open receivables file, sales tax file, etc.

Most report and print programs allow you to

Select the ***order*** in which you want the information to print,

Set a ***range*** of information to print and

Edit ***properties***, which vary with each report.

For example, the AR reports give you the option of printing in customer number, alphabetical, salesperson / territory or customer class order. If you choose to print a Customer Listing in customer class order, the report will sort and print all of the customers by class.

Once you select an order you can then choose the **beginning** and **ending records** that you want to print. The system always defaults to FIRST and LAST. These two fields enable you to filter your report by entering ranges.

In the Customer Listing example, you could enter **Retail** for beginning class order and **Retail** for ending class order to generate a report listing just your retail customers.

In addition to order and range, all reports and prints have a variety of properties that enable you to fine tune your reports.

Once you have answered all the questions in the report, click **OK** or press CR.

Most FACTS reports print in 132-column paper (11 ½ x 14 inch paper). However, some reports, such as the Chart of Accounts, print on 80-column paper (8 ½ x 11 inch paper). The END OF INPUTS statement indicates where 80-column paper may be used. All reports, except GL financial reports, print on each page the time and date the report was printed, the user, the terminal from which the report was run, company name, report name, program name and page numbers. The order and the beginning and ending range appear at the top of the report.

Using reports in the character interface

To edit order, range and properties, press **F3**.

To select or create templates, press **F1**.

To set or change print settings, press **F2**.

When a report finishes printing, one of two prompts appears:

1. END OF REPORT. CR TO PROCEED always displays unless you are printing the report to the character viewer. If you do not

respond in 5 seconds, the system automatically proceeds back to the menu system.

2. END OF REPORT. CR TO CONTINUE displays if you print the report to the character viewer. The program will not automatically proceed to the viewer unless you press CR.

Using print options

On each report, you can select the type of output device to which the report should print, select or deselect beginning and ending form feeds and adjust the number of lines in the top and bottom margins.

Print options can be set each time you run the report by selecting *Print Options→Properties* from the menu bar in the graphical interface or by pressing F2 in the character interface.

To save time, you can also save print options in templates. For instance, you can create one template so a report outputs to a printer, create another template so the same report outputs to a Fax and then create a third template so the report outputs to the viewer so you can preview it on screen.

Print to option

In FACTS, you can output reports to a printer, viewer, flat file or you can output to other software packages, such as VSI-Fax or Archive.

Printer gives you access to any of the FACTS printers set up in Printer F/M. In graphical, select the printer from the dropdown list. In character, continue to the **Printer/File** field and press F2 to search the list of available printers.

Viewer enables you to review a report on screen. Both the graphical and character viewers have search and scrolling capabilities. The graphical viewer is also equipped with print capabilities, as well as a clipboard feature.

File lets you print the report to a flat file format. This enables you to import report information into other software programs such as spreadsheets, databases, word processors. You can also attach the flat files to e-mail messages. FACTS automatically saves flat files to a folder called *fileprt*. To save the file somewhere else, preface the name of the file with a directory path. For example, C:\My Documents\agedtrial1.txt.

Fax sends the report information to VSI-FAX, giving you desktop faxing capabilities. This option is only available on systems using the Faxlink module. If you have questions about this feature, contact your local FACTS Affiliate.

Archive is only available on systems using Archive™ software by Designed Data Systems, Inc. This is an on-line storage and retrieval system that lets you automatically build a library of important documents.

Form feed options

If you are outputting to a dot-matrix printer, or any other printer other than a laser, these two options let you establish where the form feeds occur, if at all.

Lines Margin option

Use this control to adjust the number of lines in the top and bottom margins. All FACTS forms print 53 lines per page by default, leaving a top and bottom margin of 5 lines each.

You can adjust the number of lines in the top and bottom margins from 1 to 20. The default is 5. Keep in mind that if you increase or decrease the number of lines in the margin, the number of lines in your report will inversely decrease or increase

Viewing reports on screen

The character viewer can be helpful if you want to preview your report before you print it on paper. The viewer also lets you quickly review a document at your desk without having to wait for the report to print.

Using the character viewer

Start the viewer.

Select viewer in the Print Properties window (press F2). Run the report and press CR when “End of Report. CR to Proceed” appears at the bottom of the screen.

Use the navigation controls to review the document.

When the viewer first appears, the following options are available:

G - Go to Page. Use this option to skip to a page in the document.

F2- Text Search. Use this option to find an instance of a word, number, date, etc. Once you perform a text search two more options appear – Next Search and Previous Search. Enter up to 10 characters and press CR.

> **N - Next Search.** Use this option to go to the next instance of your search criteria.
>
> **P - Previous Search**. Use this option to go to the previous instance of your search criteria.

F4 - End. Use this option to exit from the viewer and return to the menu system.

The **Home**, **End**, **Page Up, Page Down** and arrow keys can also be used.

Use the **Home** key to jump to the first page in the document and the **End** key to jump to the last page.

Use the **Page Up** and **Page Down** keys jump to the previous or next page in the document.

Also, use the **up and down arrow keys** to scroll vertically through the document line by line and the **left and right arrow keys** to scroll horizontally column by column.

Using report templates

The template feature allows you to save a combination of entries so that you don’t have to reselect them every time you run the report. Each user can create an unlimited number of templates in any FACTS report.

Once you create templates, you can edit them, delete them or change their properties.

In the Template Properties window, you can change the name of a template, set it as your default template for that report, set up a default printer for that template, select or deselect beginning and ending form feeds and modify report margins.

The system remembers the last nine templates used and displays them at the bottom of the Templates menu for faster access.

Both user-specific and system templates are specific to the report in which they are created.

Creating user-specific templates

1. On the main screen, set up the report order, range and properties.
2. Press F1 and select create.
3. Name the template. Template names can be up to 35 characters long. Make sure the System Template option is not selected. Type YES and press the **Enter** key. The template name displays at the bottom of the main screen to show that it is selected.

Creating system templates: Follow the same steps for creating user-specific templates, but select the System Template option. System templates are available to any user that has access to the report in which it is created, but not all users can create system templates. Users must be setup with the necessary security codes to have access to this function.

Selecting existing templates

1. Press F1 and choose *Select* from the pick list.
2. Use the arrow keys to select a template and press CR.

Setting a default template

You can set template properties so that one template is selected every time you open a particular report.

1. Press F1 and choose **S**elect from the pick list.
2. Use the arrow keys to select the template.
3. Enter **P** at the selection prompt and press CR.
4. Change the name in the first field in the Templates Properties window.

Deleting a template

Press F1 and choose select from the pick list.

Select the template with the arrow keys and enter D. Press CR.

Changing a template name

1. With the template selected, press F1 and choose **P**roperties from the picklist.
2. In the Template Properties window, enter a new name.
3. Press CR to return to the selection prompt on the main screen.

Editing the report values stored in templates

1. Select the template if it's not selected already.
2. Press F3 and change the order, range or properties.
3. At the selection prompt, press F1 and select Save **E**ntries (or enter E).
4. A message will appear confirming the changes to the template. Press CR to return to the selection prompt.

Setting printer properties in templates

Each template can have its own printer properties so that you don't have to set them each time you print the report. However, you can override the template print options on a print-by-print basis by pressing F2.

1. With the template selected, press F1 and select **P**roperties from the pick list.
2. Set the print options in the lower portion of the window. Press CR to return to the selection prompt on the main report screen, or press F4 to back up and change any of the settings.

Using reports and prints as audit trails

Once you run a register in FACTS, the information updated by that register is no longer available in the system in that format.

An example is the AR Cash Receipts & Adjustment Register. Payments are posted in the AR Cash Receipts & Adjustments Entry program. The register provides an audit trail of the payments, discounts, adjustments and miscellaneous cash posted. The register has a number assigned to it. FACTS updates these numbers by one each time you run the register. Once this register runs, the information it has collected is written to various programs within the system.

This is why all FACTS registers allow you to print a hardcopy before you run them. The hardcopy gives you the opportunity to review the data, catch any errors and fix the mistakes before they update registers.

They also serve as audit trails that can be used to help reconcile data later on in the fiscal cycle, and they provide an additional source of backup in case you lose register information.

How long you save these printouts depends your company's needs. We recommend that you save them in numerical order and by register type.

General Register Format

Register formats and procedures are the same in character and graphical user interfaces. Refer to page 37.

