

## Using Your System

The following pages describe the conventions used throughout the FACTS System and how they relate to the documentation. We strongly recommend that you **READ THIS SECTION FIRST** before you begin using the system.

The following topics are discussed:

- signing on and off
- system backup
- proper procedures for using registers
- prompts and defaults
- usage of keys
- access codes
- types of programs
- formats of reports and screens
- suggestions for entering data.

### Signing On and Off

When you access the FACTS System, the first screen that appears is the sign-on screen. The prompt indicates that the terminal is released until you sign on—press CR to start the sign-on procedure. When the system is first set up, the only valid user is SSI with a password of SSI. Only valid users may sign on (i.e., have access to the FACTS System). Users are set up through the User Code F/M Program in System Management.

Once you have signed on, you now may use the system by passing through the menus. At any menu prompt, you may type **OFF**. By typing **OFF** the system returns to the FACTS sign-on screen. The reason for the return to the sign-on screen is only valid users with valid passwords may access the system. Before leaving a terminal unattended in the presence of customers or non-valid users, type **OFF** in order to secure the system.

In the System Control F/M in System Management (in which you should not make changes to without the dealer's permission), there is a flag, **menu timeout**, which sets the amount of time (minutes) before a terminal releases itself. This timeout means that if a terminal is left unused at a menu for that period of time, it returns to the FACTS sign-on screen.

### Importance of Backup

Not enough can be said about the importance of backing up the system every day. If the system is backed up and a hardware problem is encountered, you know that when the hardware is repaired, the software programs and all the data may be safely restored and normal processing may resume. However, if the system is not backed up as instructed and a hardware problem is encountered, all the data since the last backup is lost. Work must be duplicated, work that could have been avoided had you backed up the system. There are many horror stories relating to users not backing up their system and losing their jobs over it.

**Software Solutions is simply stating - back up your system every day.**

You must establish a procedure for backup as soon as the system is installed. You should confer with the person who is installing the system and make sure the procedure is satisfactory.

Software Solutions suggests the following for backing up the system: First, set a time each day to do the backup when everyone is off the system. Try to be consistent about the time of backup—never allow more than one working day to pass without backing up the system.

Use 6 rotating sets of tapes or floppies (whichever is used). Use tape 1 to rotate Monday and Wednesday to back up the data. Use tape 2 to rotate Tuesday and Thursday to back up the data. Use tapes 3 and 4 to rotate a weekly backup on Friday to back up the entire system. Use tapes 5 and 6 to rotate a monthly backup, just prior to closing the month, to back up the entire system.

## What Every User Needs to Know

### *Prompts*

You should always read the bottom line of the screen for the user prompts. These are messages designed to instruct you on available options. They are the key to easy operation of the system. In every menu and program throughout the system, this prompt always appears in the same place.

### *Function keys*

The keys marked **I**, **II**, **III** and **IV** or **F1**, **F2**, **F3** and **F4** (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 you press the function key, the function displayed in the prompt is executed immediately without your having to then press **CR** or enter. A displayed prompt might be **F4 - Backup**. Whenever **F4** is displayed it always means you 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, you type the data and then press **CR**. Once again, when using a function key, pressing **CR** is not necessary. If the prompt gives the option of **F4-end** and you press **F4**, the program ends immediately.

### *Editing keys*

Existing data in the **FACTS** System may be edited using the editing keys. The default editing keys are as follows:

- CTRL (control) D** - deletes the current character
- CTRL I** - inserts data typed after the current character
- CTRL F** - moves the cursor forward over the current character (leaving it in place)
- CTRL B** - moves the cursor backwards over the current character (leaving it in place)
- CTRL P** - prints a hard copy of the current screen displayed

To display the editing keys available, press **CTRL ?** or **CTRL O** (depending on the implementation of Business Basic being used). Then press F2 and the editing keys are displayed. By using the **CTRL ?** or **CTRL O**, you are using the **HELP** editing key. This key gives you the option to display the editing keys available, which may include on-line help text. Help text is available if entered into the Help Text Maintenance Program in SM and tied to specific program inputs through the Program Help F/M Program in SM.

On some implementations of Business Basic, the editing keys may be modified. Please refer to SM Appendix C for more information.

### Access codes

To speed up access to different menus and programs, the FACTS System uses access codes. Access codes are shortcuts to help you move around the system without having to go through a series of menus. The initial system contains access codes for each module on the Master Menu. They are as follows:

- **AP** - Accounts Payable
- **AR** - Accounts Receivable
- **ER** - Equipment Rental
- **FA** - Fixed Assets
- **GL** - General Ledger
- **JC** - Job Cost
- **JS** - Job Stream
- **IC** - Inventory Control
- **MC** - Manufacturing Control
- **MM** - Master Menu
- **OA** - Office Automation
- **PR** - Payroll
- **PO** - Purchase Orders
- **SA** - Sales Analysis
- **SM** - System Management
- **SO** - Sales Orders

You may enter any of these codes at any menu, and the requested menu is displayed. For example, if you are entering customer data and need to begin entering inventory item information, you press F4 to end the Customer F/M Program. The AR File Maintenance Menu is then displayed. You may then enter IC and press CR. The Inventory Control Master Menu is then displayed.

The initial system also contains access codes to access all menus found on the master menu of each module. On each module master menu, you may access the inquiries, reports and prints, end of period, and file maintenance menus. For each module, the access code for the menu is the access code for that module (for example, AP - Accounts Payable) and an **I** - inquiries, **R** - reports and prints, **E** - end of period, and **F** - file maintenance.

Examples: To access the Accounts Payable Inquiries Menu, you type **API**.

To access the Payroll Reports and Prints Menu, you type **PRR**.

Finally, the initial system contains access codes to access menus found on the master menu of each module that are unique to that module. For example, in Accounts Payable, the first three menus are for document entry, payment and hold selection, 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.

Examples: The AP Document Entry Menu may be accessed by typing AP1, the AP Payment and Hold Selection Menu may be accessed by typing AP2, and the AP Checks Menu may be accessed by typing AP3.

Any remaining access codes to be used in the system are user defined. Access codes may be set up for menus or programs in the Program F/M in System Management. Access codes may be up to 6 characters (the first character must be alpha). Because the access codes are user defined, any menus and programs may have an access code assigned based on the users' needs. An access code may be entered at any menu in the system, and the program or menu the code is assigned to is displayed. For example, if CUST is the assigned access code to the Customer F/M program, from any menu in the system you may type CUST, and the Customer F/M program is displayed on the screen. As with access codes provided with the initial system, user-defined access codes can only be used from menus.

### Defaults

In most programs, default answers to questions are available to save you 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 you press CR, the system assumes the first possible answer displayed in the parentheses (). 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 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. You must make a deliberate effort to delete the record by typing in a YES.

- **Enter beginning customer (CR-First)** - If you press CR in this form, the first available record is used. This allows you 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, to print a customer listing for 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, 01 is the default value when the majority of the orders are for warehouse 01.

In addition to the defaults above, the system also may assign defaults by terminal. Each terminal is set up to use the system in the Terminal F/M (in System Management) and is assigned the following defaults: warehouse, GL department, salesperson/territory, branch, 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 a terminal is placed in a remote warehouse, any purchase or sales orders placed through that terminal

should be for the warehouse in which the terminal is placed. If the warehouse default for that terminal is set to the remote warehouse number, whenever a user entering a purchase or sales order information accesses the warehouse input, the program will default to the warehouse assigned to the terminal. Terminal default values can greatly decrease user error.

### *Escape*

The **ESC**, **ESCAPE** or **BRK/DEL** key (depending on the keyboard) is used in most programs to allow you to delay or stop processing (depending on the type of program). The prompt **ESCAPE TO STOP** (as set in the Terminal F/M - **escape key**) appears at the bottom of the screen. Pressing the **ESC** key causes the processing to stop. Depending on the type of program in process, one of two messages is displayed. If the program is one which may safely be aborted (i.e., inquiry or report) the first message is displayed: **CR-continue** or **F4-abort**. This first message gives you the opportunity to exit the program without corrupting data and only appears in programs where exiting is safe and no data can be corrupted. If the program is one which may not safely be aborted, (i.e., entry, file maintenance, register or update) the second message is displayed: **CR-continue**. This second message gives you the opportunity to stop processing; however, the program may not be aborted. You must either continue processing or contact the technical support provider.

### *Program Types*

Within each module, there are 7 different types of programs. They are as follows:

- **E - entry programs** are where data transactions are entered into the system. For example, entering an order, purchase order, or accounts payable invoice document use entry programs.
- **F - file maintenance programs** are where file information is entered and maintained. For example, customers, items, and vendors are all entered and corrections are made through file maintenance programs. While maintaining a file, the fields that are entered and can be changed are numbered. Any field with an asterisk(\*) may not be changed because it is the **key** of the record, that part of the file which makes that record unique. The asterisk is updated to other files which means it may **NOT** be changed. Files with incorrect keys must be deleted and reentered. All file maintenance programs are standard. The prompt of the first input in every file maintenance program provides the optional use of **F3 - next record**, indicating the next record of the file may be displayed. For the inputs where the program is looking for a valid field (example, customer class in Customer F/M) when initially entering a record, the program defaults to the first record (i.e., the first customer class) on file. For any records entered after the initial record (without exiting the program), the program defaults to the same field as the record just entered (i.e., the customer class of the customer just entered). When making changes to data, you always have the option of using **F2 - continuous input**. If changing multiple lines of data in a file maintenance program, enter the first line to change and press **F2**. The program then steps through each line in order, following the first line entered, so that you may enter corrections to each line. The program is in the continuous mode until you press

- F4. The continuous input option is available to make correcting data a simple process and to prevent you from entering each line number to change. With the continuous input routine, the program automatically steps through each line giving you the option to make corrections.
- **I - inquiry programs** allows you to look at information which is displayed on the screen. No updating occurs while in an inquiry program, indicating that no changes may be made to data. The only exception to entering data in inquiry programs is the entry of notes. Notes may be entered for such fields as customers, vendors, items, employees, and banks. Notes are only entered through the appropriate inquiry program and are displayed in the inquiry program and print on the appropriate notes report.
  - **P - print programs** are used to print forms. For example, print programs are used to print invoices, checks, statements, etc.
  - **R - report or register programs** are used to print information in report format. Reports print information and no updating occurs. An example is the Open Receivables Report. Registers print information and at the end of the register, there is an optional update to post the register information to the appropriate files. For example, after invoices are printed they will print on the SO Daily Sales Register. If the register is updated, the invoices then post to the Open Receivables File, Sales Tax File, etc.
  - **U - update programs** involve no printing—only updating of files occurs. An example is the AR End-of-Period Update Program, which is run while closing AR for the period. This update increments the AR period, zeroes out month-to-date sales figures, etc.
  - **S - selector or menu programs** allow swift movement through the system to reach the programs needed for use.

To find out what kind of program is being used, look in the upper right-hand corner of the screen. The first two letters represent the module code, the third letter represents the program type and the last three digits represent the number of the program. An example would be APE110 which is an Accounts Payable Document Entry program.

### Searches

There are five types of searches in the FACTS System. The first type of search is a general search to view the various options of a field. For example, when you are entering a customer at the customer class input, the search is available to display the available customer classes at the bottom of the screen. You may then select the appropriate customer class, and the program automatically enters the class in the input.

The second type of search is an alpha search. Alpha searches allow you to find, for example, the customer number when only the name is known. Alpha searches are available for such fields as customers, items, vendors, general ledger numbers, and employees. For each type you deter-

mine the alpha search (alpha lookup) field. For example, if the company name is Jason Starbuck Enterprises, you determine whether the company comes up under the J's or S's.

The third type of search is the keyword search. Keyword searches allow you to enter a portion of the description and any relevant fields containing that portion in the description are displayed. You may use the keyword search to find an item if only a portion of the item's description is known. For example, if you are looking for a **Rolling Stock Picking Ladder** in the item search, any keyword or portion of a keyword may be entered to access this item. If you only know that the item is some type of ladder, through the keyword search, **ladder** may be entered and all items with **ladder** in the item description are displayed. You may then choose the line number on which the correct item is displayed. The program then automatically enters the item in the input where the search is used. The keyword search is available for searching for an item using the item description, for a customer using the customer name, for a vendor using the vendor name, and for an employee using the employee name.

The fourth type of search is the phone number search. The phone number search allows you to search for a customer number when only the phone number is known. For example, if a customer calls in to place an order and you cannot find the customer number through the alpha search, you may search for the customer by performing a phone number search. You enter the phone number or a portion of the phone number, and phone numbers are displayed in numerical order beginning with the first phone number entered in the search. You may then choose the line number on which the correct phone number and customer are displayed.

The fifth type of search is the item interchange search. The item interchange is used to search for an item when only the interchange is known. The Item Interchange File is set up through inventory and each item has an unlimited number of interchange (alternate lookup) numbers. You enter the interchange number to display, and interchange numbers are then displayed numerically along with the item number and description. You then select the line number on which the correct item is displayed.

### *General Screen Format*

The general screen format for a **menu** is as follows:

- The date is displayed in the upper left-hand corner above the double dotted lines.
- The company number and name currently being worked in is displayed below the date in the upper left-hand corner.
- The upper right-hand corner, beside the time, displays the user code of the user signed in at the terminal and the corresponding terminal number.
- Below the time the menu number is displayed.
- The top center of the screen displays either **FACTS** (if it is the master menu) or the name of the module.
- Below the module name the menu description is displayed.

- The menu selections (options) are then displayed in the center of the screen with the selection and cursor below.
- At the bottom of the screen, the user prompt appears which displays the available options.

DATE DAY	MODULE NAME	USER CODE	TERMINAL TIME
----- MENU -----			
COMPANY NUMBER & NAME		MENU DESIGNATION	
1. SELECTION 2. SELECTION			
CURSOR			
USER PROMPT			

The general screen format for a **program** is as follows:

- The company number and name the user is currently working in is displayed in the upper left-hand corner.
- The program description is displayed in the top center of the screen.
- The program designation is displayed in the upper right-hand corner.
- The cursor defines where inputs are entered, and the user prompt is displayed at the bottom of the screen.

### *General Report Format*

Most reports are found on the Reports and Prints Menu in each module. For example, if you want to print a Customer Listing or Aged Trial Balance, access the Accounts Receivable Menu and then access the Reports and Prints Menu. Look at all the Reports and Prints menus when processing begins to see what is available.

When printing a report you must first answer a series of questions indicating the information needed. In most reports you have a choice of the order in which the report is to print. For example, the AR reports may print in customer number, alphabetical, salesperson/territory, or customer class order. This means you may choose to print a Customer Listing in customer class order, choosing the beginning and ending customer class to print. The system always defaults to FIRST and LAST (in this example, customers in the first customer class through the last customer class are selected). However, you may only need to print customers assigned to one class or a specific range of classes. Another example is to print an Aged Trial Balance for a specific salesperson, so he/she could collect receivables. In this example, the Aged Trial Balance is printed in salesperson/territory order, and the same salesperson/territory is entered in the salesperson's number in the **beginning** and **ending** inputs.

In the report inputs there are several ways you may enter the requested information:

- If the input gives the option of entering (A+B+C+D), you may enter any combination of 1 to 4 letters in any order with the program defaulting to either ALL or NONE. (In some cases, such as in Sales Analysis, the order entered indicates the order in which the data is to print on the report.)
- If the input gives the option of entering (A/B/C/D), you may enter one of the choices with the program defaulting to the first choice in the parentheses.
- If the input gives the option of entering (Y or N), you must enter either Y or N with no default value available.

The last input in all reports is **End of inputs**. This is the last input before processing begins. This gives you the chance to change any answers about what should print. If anything is to be changed, press F4 to back up to the input to change. To start processing press either CR or type Y or YES depending on the prompt. CR is pressed most often for reports, however, some reports require a Y or YES depending on their importance.

When a report has completed printing, one of two prompts is displayed:

- **End of report. CR to proceed** is always displayed (unless printing a report to the terminal). If you do not press CR to proceed, in 5 seconds the system automatically proceeds.
- If printing a report to the terminal, **End of report. CR to continue** is displayed. This message requires you to enter an input. The program will display this message until you press CR. This message allows ample time for you to read the data displayed on the screen.

All reports are laid out the same way. Most require 132 column paper (11 1/2 x 14 inch paper). However, some (such as the Chart of Accounts) fit on 80 column paper (8 1/2 x 11 inch paper). The **End of inputs** statement indicates where 80 column paper may be used. All reports (except GL financials) print the date printed, the user, terminal printed from, company name, name of report, program name, page number, and the time printed. Along with these standard headings, the order and the beginning and ending range are listed at the top of the report. Headings are



The normal procedure for printing a register is as shown in the following table:

Step	Activity
1	The register prints the audit trail of what was entered into the system. You should verify the register to make sure all the information is correct. If you are printing the general ledger distribution, proceed to Step 2. If you are not printing the general ledger distribution, proceed to Step 3.
2	The system then asks if the general ledger distribution may be printed. If the register is correct, the distribution may be printed. If the register is not correct, do not print the GL distribution and the program exits. Make corrections and start over at Step 1.
3	If the register (and distribution if applicable) is correct then the update may proceed. If the register or distribution is incorrect, the update is not run and the program exits. Make corrections and start over at Step 1.

Steps 1 and 2 may be repeated as often as needed until the register (and GL distribution) is correct. Once the update has been run, the information has been updated and is no longer available for printing on the register. Step 3 is never an option when printing to the terminal. The FACTS System never allows updating when no hard copy audit trail has been printed.

Save all registers as audit trails. Whenever a register is run, it provides the audit trail for the information that has been entered and is updated in the appropriate files. Once a register is updated, the information is not available for printing again because it has been dispensed to various files.

An example is the AR Cash Receipts & Adjustments Register. Payments are posted in the AR Cash Receipts & Adjustments Entry Program. No files are updated until the register is printed and updated. The register provides an audit trail of the payments, discounts, adjustments, and miscellaneous cash posted. The register has a number assigned to it. These numbers are updated by one each time the register is updated. If the register is updated, you must save a copy since it is the hard copy audit trail of those payments that were made.

All registers throughout the FACTS System work the same way, therefore, all registers that are updated should be filed in numerical order by register type.

## CR

CR refers to carriage return. This has the same meaning as ENTER or RETURN. Throughout the system when an input is entered, you must then press the ENTER or RETURN key. Some keyboards contain one or the other or both. They both are available for use, so you may use the key that you are most comfortable with. Throughout the documentation and the prompts in the system, instructions are given to press CR to continue. When this message is displayed, it does

not refer to the letters **C**, **R** but rather it means carriage return or enter or return. Therefore, whenever **CR** appears you should press the **ENTER** or **RETURN** key.

### *Entering Data*

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

- At an input you may enter one character for each dot displayed at the input. After entering a character for the last dot displayed, a greater than sign > is displayed after the last character and further entry of data is refused. The data entered for the field is saved, however, no more characters may be entered.
- 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.
- There is a difference between the number 0 (zero) and the letter O, and it is easy to overlook.
- Numbers, letters, punctuation, and blank spaces are all considered characters.
- **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 to return to the menu.
- 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. You 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; the full 6-digit date is displayed. You may also enter three or four digits at the date input and the system assumes the digits entered are the day and the month (entered in correct order based on date mask) of the current year; the full 6-digit date is displayed.

### *Documentation Notes*

Throughout the documentation the phrase (**ref. #**) is used. This is referring to the last section in the module program section (last pages in section E) called "References." References are used to prevent repeating the same information from one program to the next. The documentation references inputs, so you can read further information about these inputs. References are always numbered and listed in the reference section in alphabetical order. For example, **F2 allows a search (ref.5)** indicates that by pressing **F2** the user is allowed to search on the input, and for more information on how a search is used, see reference #5 in the back of the text.

Throughout the documentation the word **valid** is used. This indicates that the entry must be a field that was previously entered into the system. The system checks to verify the field for validity, or it is not accepted. For example, if assigning a customer class to a customer in the Customer F/M Program, the customer class must be one which is valid. Validity means that the customer class entered must be one that exists on the system and was previously entered through the Customer Class F/M Program.

