AdvancePro

Version 11

USER MANUAL

1 Installation

In this chapter, you will learn about installing AdvancePro

1.1 Introduction

AdvancePro – Advanced Inventory Management

AdvancePro is the ideal inventory and order management software for you and your business. It allows you to manage your inventory, process orders, control warehousing functions, initiate returns, administer sales reps and manage your supply chain.

These basic business processes are brought together to make one powerful system that simplifies and automates your business. Before you get started, be sure to read the complete set of procedures outlined in this manual.

AdvancePro synchronizes with *QuickBooks* ® US, Canadian, UK and Australian Editions (excluding Basic) accounting software. The import and export function helps you synchronize your data with QuickBooks ® seamlessly. Be sure to read the import and export procedures for QuickBooks® the .NET web services are Internet based add-ons that are available with *AdvancePro*. They will allow you to expand the functionality of *AdvancePro* and increase the scope of your business. To order these add-ons, contact AdvancePro Technologies, Inc or one of our resellers.

1.2 System Requirements

Operating System Requirements (64-bit only) :

- Windows Vista SP2
- Windows 7 SP1
- Windows 8
- Windows 8.1
- Windows 10
- Windows Server 2008 SP2
- Windows Server 2008 R2 SP1
- Windows Server 2012
- Windows Server 2012 R2
- Note: Windows XP is not supported

Required Components

- NET Framework 4.8 or higher

Memory Requirements

- Minimum: 4 GB RAM
- Recommended: 8 GB RAM

Available Hard Disk Space

- 30 GB (for server install)

Processor Speed

- Minimum: 1.8 GHz
- Recommended: 2.8 GHz or faster

Screen Resolution

- Minimum: 1024×768

Network Requirements (for multi-user setups)

- Workgroup or domain (the IP addresses for each computer must be static in a domain setup)
- All computers must be on same network (or connected to same network through VPN)

QuickBooks Requirements (if integrating with QuickBooks)

- QuickBooks® 2011 (US, Canadian, UK, and Australian versions) or higher

1.3 AdvancePro Pre-Installation Checklist

Server Computer

- Verify that the server computer AdvancePro will be installed on meets the minimum requirements listed on the following page.
- **Install the latest Windows Updates** (In most versions of Windows, go to Control Panel > System and Security > Windows Update) *Note: this often requires restarting and running updates multiple times until there are no pending updates.*
- Verify that .NET Framework 4.8 (or higher) are installed.
- Verify that the required services pack (SP1 or SP2) is installed, if applicable.

Client Computers

- Verify that all computers AdvancePro will be installed on meet the minimum requirements listed on the following page
- **Install the latest Windows Updates on all machines** (In most versions of Windows, go to Control Panel > System and Security > Windows Update).
- Verify that .NET Framework 4.8 or higher is installed on all machines.
- Verify that the required services packs (SP1 or SP2) are installed on all machines, where applicable.
- Verify that Microsoft Excel is installed on all computers where Excel import will be performed

Network

- Verify that server and all client computers are on the same network (or connected to same network through VPN).
- Verify that server and all client computers are on the same domain or workgroup.
- Verify that TCP Port 1433 is open on the server firewall (if firewall is enabled).
- Verify that the server computer has a wired network connection and access to the internet.

QuickBooks

- Verify that QuickBooks is version 2011 or later (if integrating with QB)

1.4 Installing and Updating AdvancePro

Downloading AdvancePro

To download AdvancePro, click the link provided to you by your sales rep in an email.

The download is a zipped file. You will need to unzip this file using a program like WinZip or WinRAR. A free trial version of WinZip is available at www.winzip.com.

AdvancePro Server Installation Procedure

AdvancePro Executable (Full Installer)

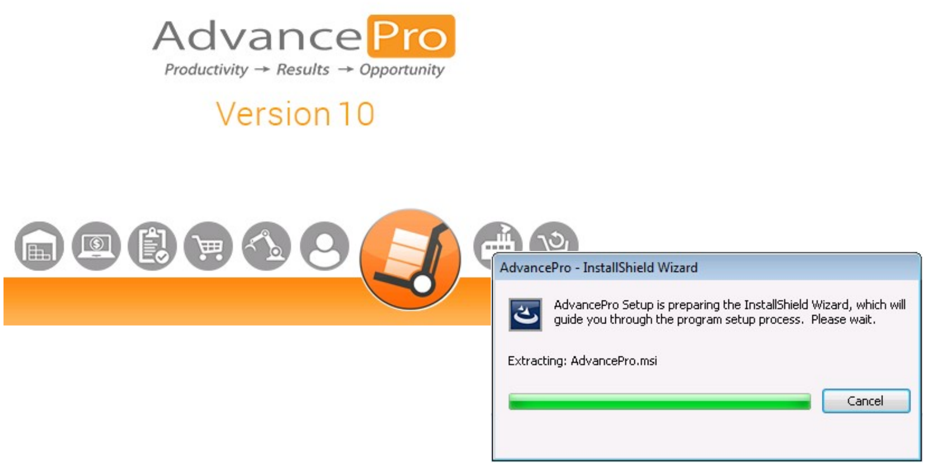
1 Shutdown all programs that are running, including any anti-virus software

2 Right click the zipped file and extract its contents

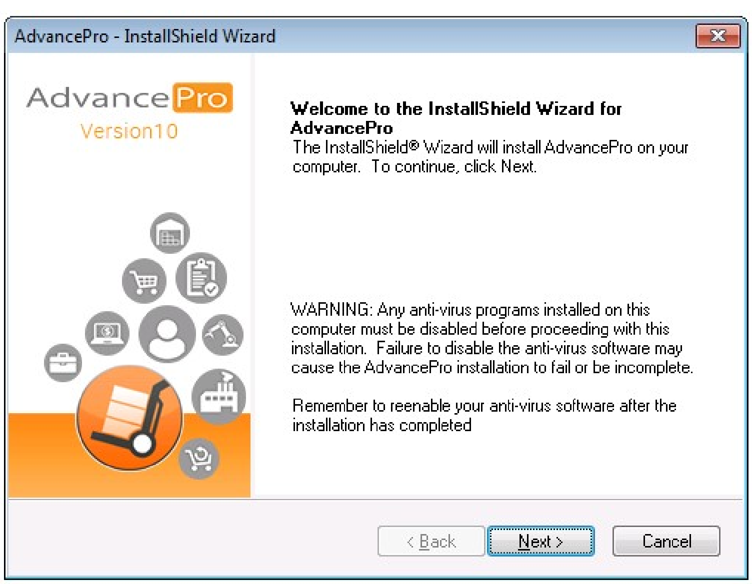
- NOTE: Make sure the server computer is running the most current security updates available from Microsoft at the time of release

3 From the extracted files, double click the "APT_Full_Setup_64Bit.exe" file

4 If you are installing the single client version, simply follow the installation instructions below. If you are installing the multiple client version, first install the server as below, and then install the client using the instructions on page 12.

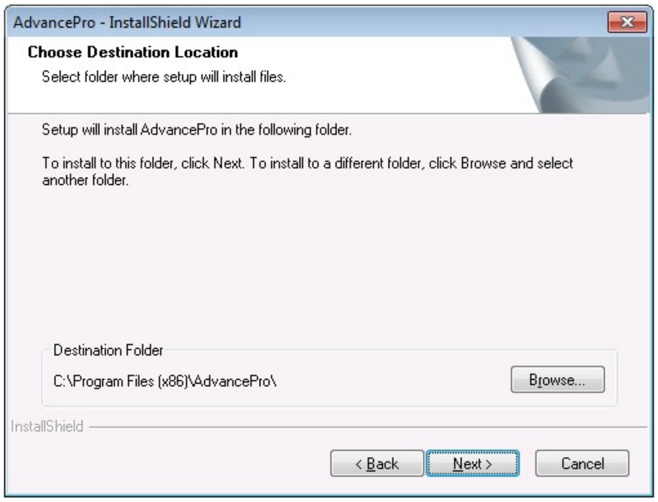


5 **Welcome to the InstallShiled Wizard for AdvancePro…** Click **Next**

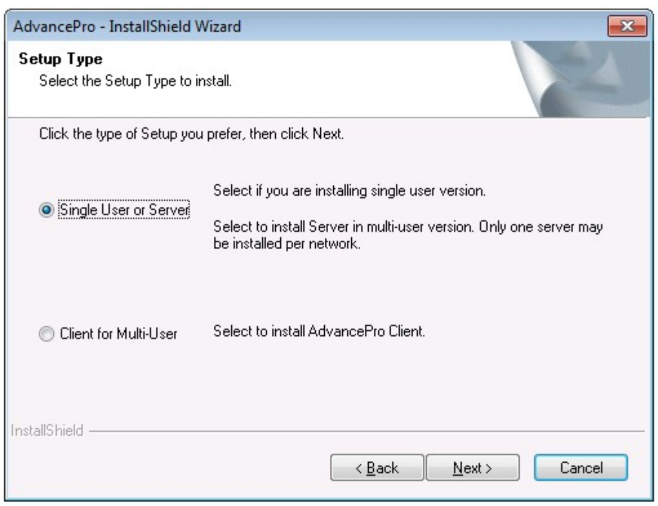


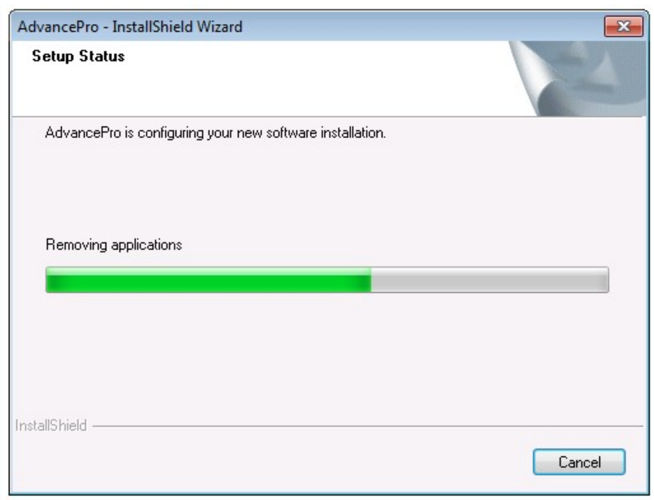
6 Enter your **Company Name** and select the option to install the application for **All Users**

7 Select your destination folder and hit Next (Default: **C:\Program Files (x86)\AdvancePro**)



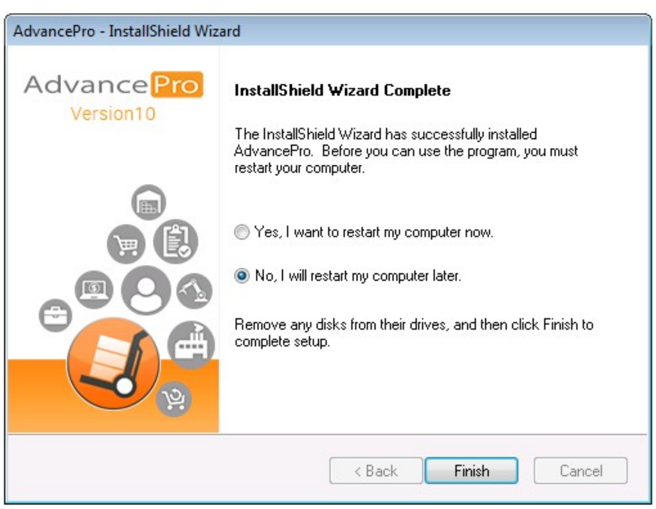
8 Select **Single User or Server**



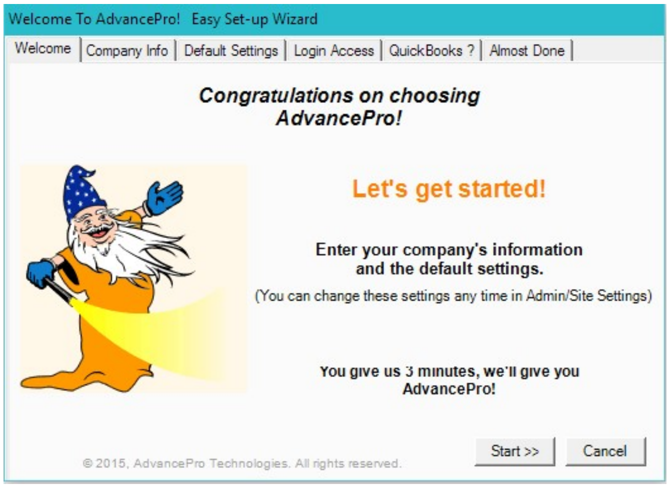


9 Click **Install** - do not turn off your computer, logoff, etc. that may interrupt the installation process

10 After the Installation is finished, select “No, I will restart my computer later” and hit **Finish**



1.5 AdvancePro Easy Setup Wizard

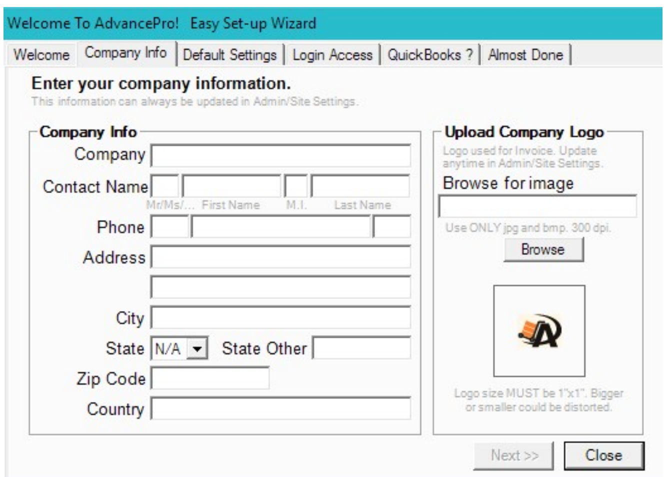


1 Welcome Tab

After installing and registering AdvancePro successfully, the AdvancePro Easy Set-up Wizard will open. You can easily setup your Company information here, as well as default Warehouse, Currency, Unit of Weight measurement.

These information can be edited within AdvancePro at any later date.

Hit **Start** to begin the Setup



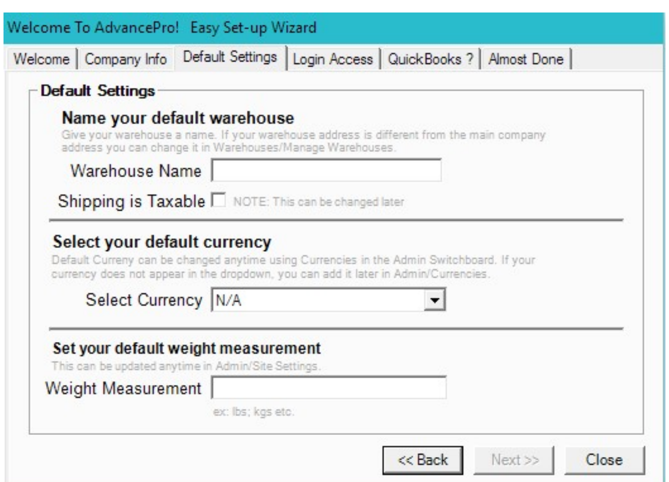
2 Company Info Tab

Enter your **Company Information** on this screen.

All text fields are **required** except for the Company Logo.

- Note that the **State** field only applies to U.S. addresses. Use **State Other** if you are not entering an American address
- Your **Company Logo** must be in .jpg or .bmp format, 1” x 1” (Square Ratio) at 300 dpi

Hit **Next** when done

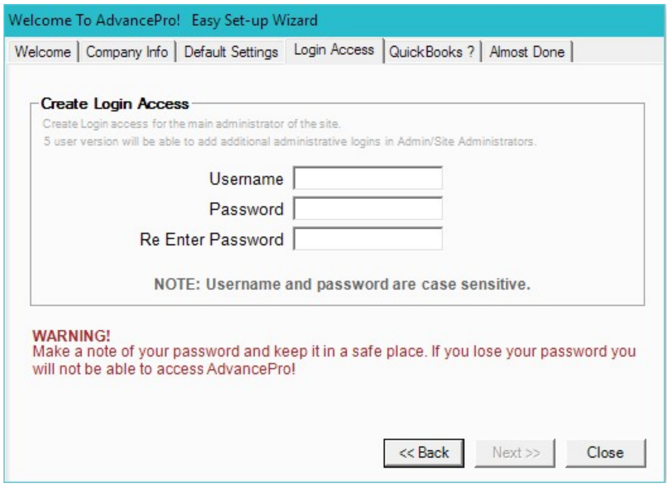


3 Default Settings Tab

Warehouse Name, Currency, and Weight Measurement are all required. But don’t worry, you can change all of these information later.

Hit **Next** when done

1.5 AdvancePro Easy Set-up Wizard

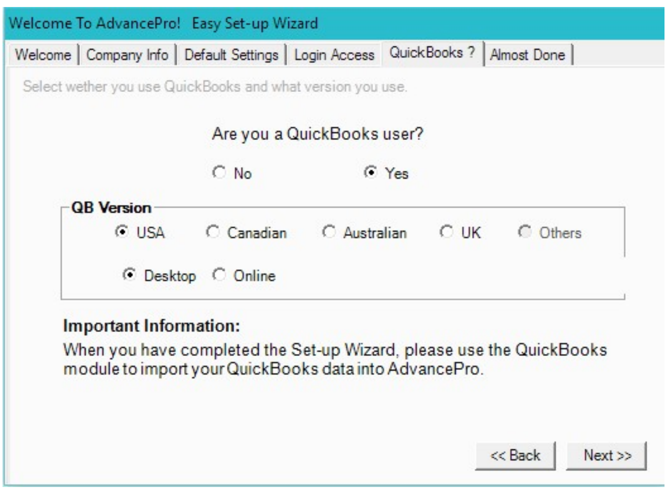


4 Login Access Tab

Enter your user name and password (for Single-User version) or your Super Administrator user name and password (for Multi-User version)

- Note: Username and Password are **Case Sensitive.** Make sure you keep it in a safe place.

Hit **Next** when done



5 QuickBooks Tab

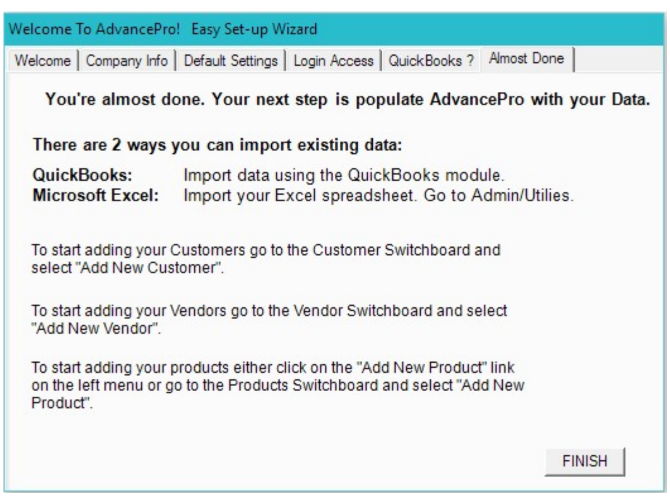
Select whether you are a QuickBooks user

Indicate whether USA, Canadian, Australian, UK, or other

Also select if you are using the Desktop or Online version of QuickBooks

- Note: This **cannot** be modified once you have already started using AdvancePro. Modifying the QB version midway will prompt you to Clear the Database.

Hit **Next** when done



6 Almost Done

The next step is to populate your AdvancePro with data.

- **QuickBooks:** Initial Import
- **Microsoft Excel:** Import through a spreadsheet

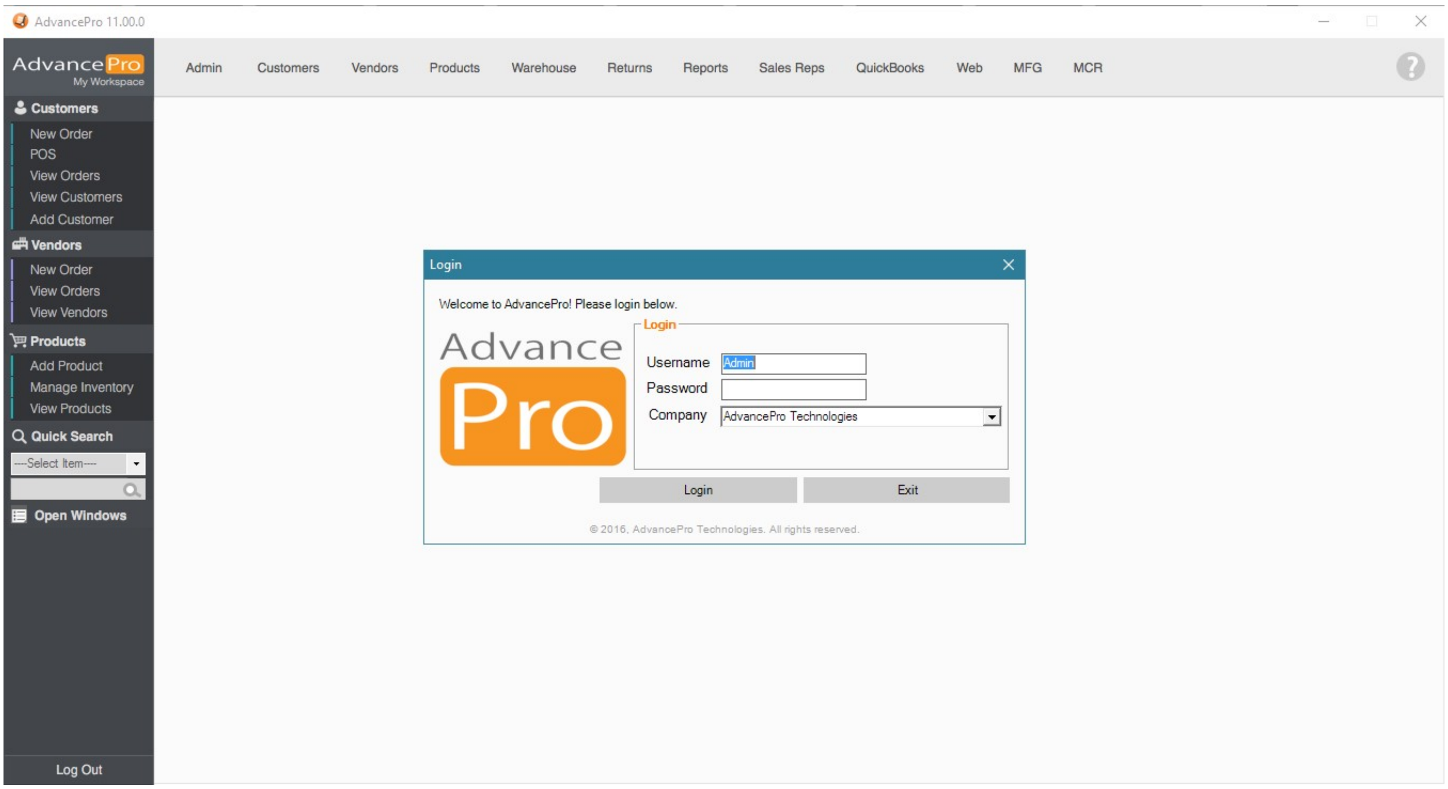
You may add Customers, Vendors, and Products manually by opening their respective Switchboards/Shortcut and creating their records individually.

You are done using the Wizard! Hit **FINISH** to log in to AdvancePro for the first time.

2 Getting Started

In this chapter, you will learn how to navigate the areas, icons, and shortcuts on AdvancePro

Welcome to AdvancePro

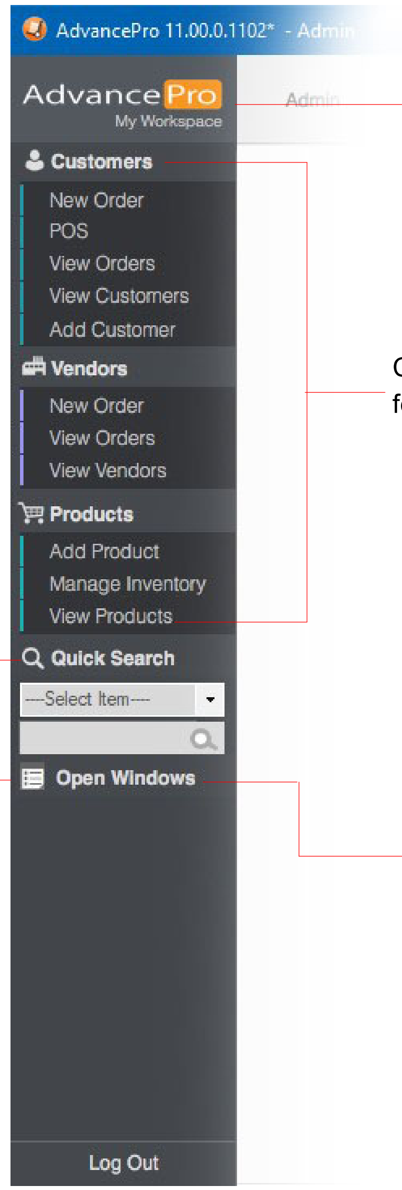


Getting Started

Once AdvancePro application is opened, enter your Username and Password

2.1 Your Workspace

Left Menu Bar explained



Click here to access your Workspace

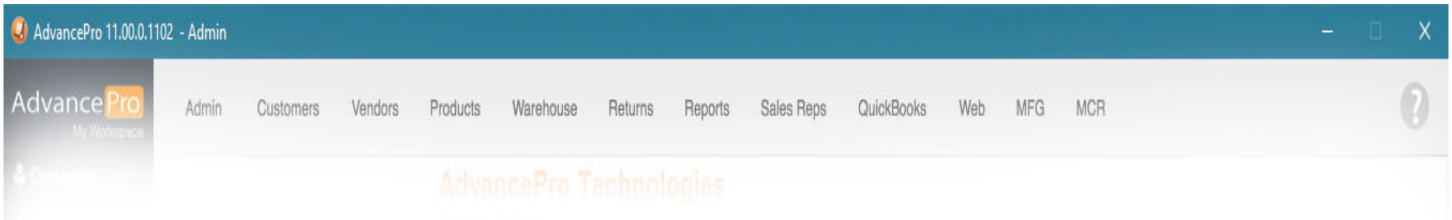
Click the links here to access the forms in a module

Use Quick Search to search by specific product / customer / vendor details

Use the form names listed here to navigate between open forms

Click here to add

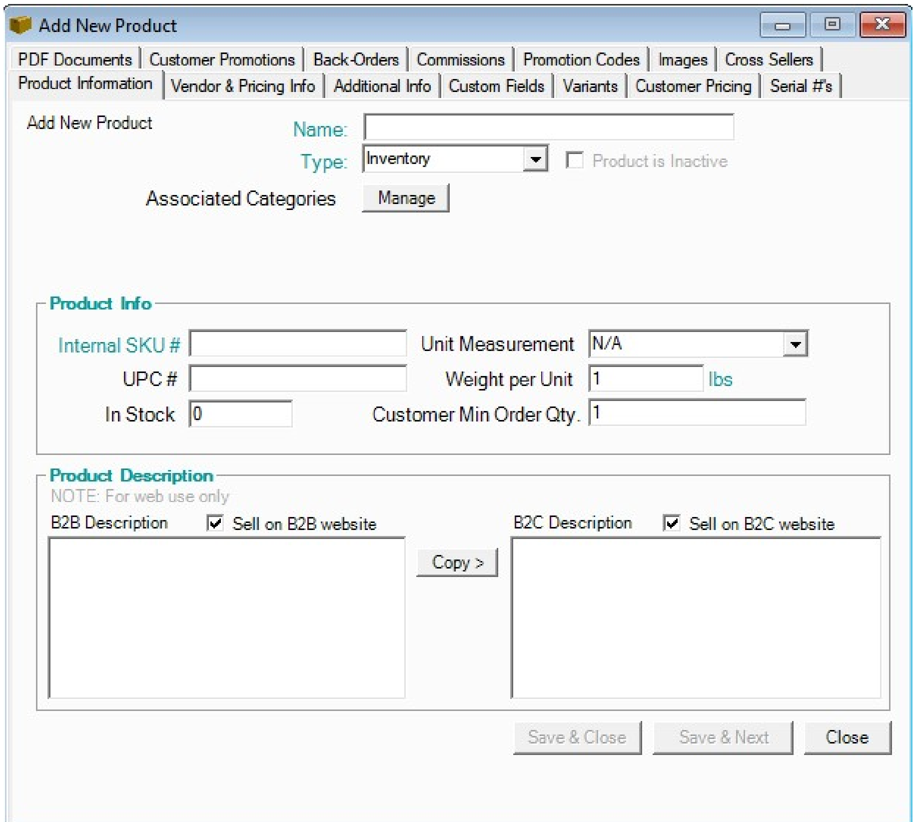
Main navigation Bar explained



- The main navigation bar (image given above) gives you an easy access to all the switchboards.
- Each image and title denotes a switchboard.
- Each section of *AdvancePro* contains a switchboard which is the 'point of entry' to the various functionality within each section.
- A switchboard has been designed to help you with an easy access to different modules of *AdvancePro*. A switchboard typically consists of forms you would use. For example, forms pertaining to placing a customer order will be located on the customer switchboard.
- Click on the image with customer title to access the customer switchboard.
- You can navigate between various switchboards either by using the main navigation bar or by using the left menu bar.
- The left menu bar allows you to access open forms and switch boards. All you have to do is click on the name for the required form or switch board to be displayed
- A graphic intensive switchboard allows for easy navigation and easy module recognition.

2.2 Required Fields

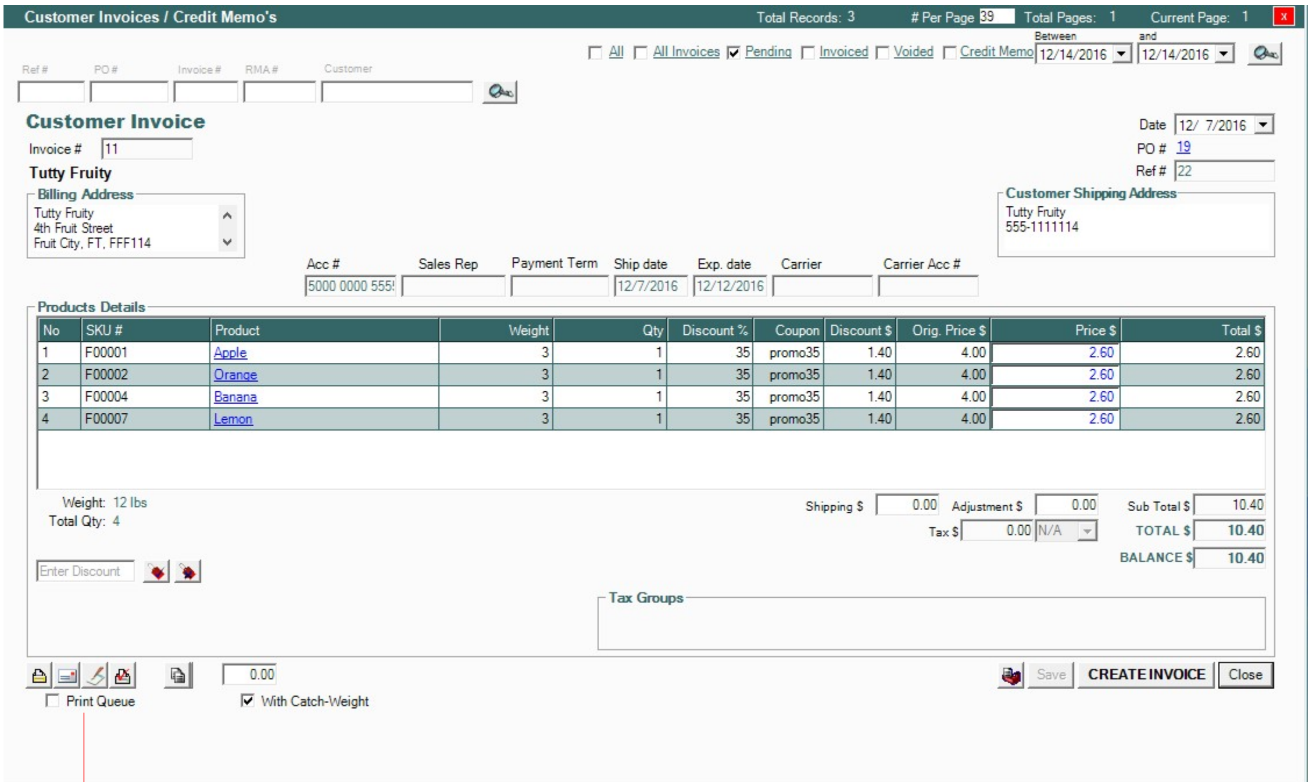
Mandatory fields are always in color. Non-mandatory fields are in black font.



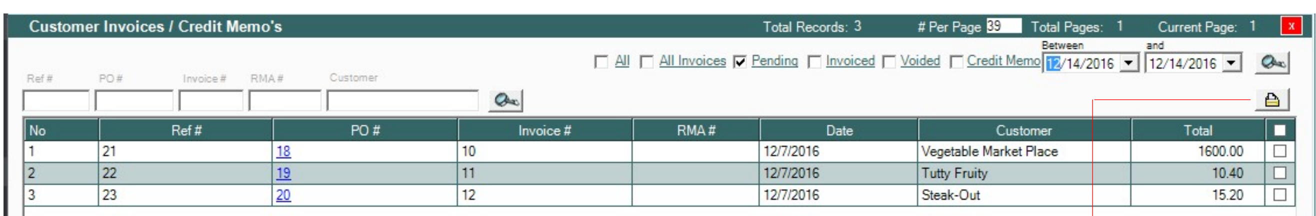
For example, in the **Add New Product dialog > Product Information tab,** the Product Name and Internal SKU are mandatory fields (in green).

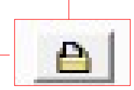
2.3 Printing in AdvancePro

2.3.1 Printing Multiple Invoice or Order at Once



To print multiple invoices, vendor or customer orders at a time, click the **Print Queue** checkbox. As in the customer invoice below, it's usually located at the bottom left of a form.





The item will be checked with a bold green arrow on the corresponding **View all** list.

Click the print icon and copies of all the queued invoices or orders will be printed for you. You can also click the checkboxes for any other invoices you'd like to print from the list.

2.4 Common Icons

Search/Refresh/Sort

Click on this icon to search by keywords entered in the adjacent fields or to refresh the page. If you see this button on a customer or vendor order, click to view all products to add to the order.

Has Variants **Item Kit** **Incomplete**

Click on one of the icons to display the products belonging to that category.

Volume Discounts

The red dot signifies a volume discount is available for the quantity entered. The discounted price is displayed beside "Original Price". To add that discounted price to the total you must double click on the volume discount icon.

More Info

When you see this icon, click it for more information (example: In Manage Inventory, click this icon to view the adjustment history.

Print Multiple Forms using Check Boxes

You can print multiple forms by checking multiple checkboxes and clicking on this print icon.

Clone Orders

When you click this icon, it will let you clone the orders that you have selected.

Edit **Delete**

You can edit/delete by clicking on the icon corresponding to the form name

Add Products to an Order

You can add individual products to an order in the Product Selector using the image corresponding the product name.

Order Statuses: The status symbols below denote the current status of an order

At Warehouse: The order is currently at the warehouse waiting to be "picked", "packed" or "shipped".

Awaiting Stock: The order is awaiting stock from the vendor. Either the order is at the warehouse waiting to be received or the vendor order is yet to be processed.

Drop Shipment: The order is being shipped to the customer directly from the vendor.

Inventory Statuses: The status symbols below denote an inventory status for a customer order and a receiving status for a vendor order.

In Stock: In a customer order it denotes that there is stock available in the inventory.
For a vendor Order it denotes that all products have been received.

Some Stock: In a customer order it denotes that there is some stock available in the inventory.
For a vendor order it denotes that some products have been received.

No Stock: In a customer order it denotes that there is no stock available in the inventory.
For vendor order it denotes that no products have been received.

Direct Invoice: it denotes that the customer order has been Invoiced directly.

2.5 Keyboard Shortcuts

Switchboard	Function	Keyboard Shortcut
Admin	Site Settings	Ctrl + Shift + F1
	Utilities	Ctrl + Shift + F2
Customer	New Customers	Ctrl + Alt + U + N
	View All Customer	Ctrl + Alt + U + A
	Place New Order	Ctrl + Alt + U + O
	View All Orders	Ctrl + Shift + C
	View All Invoices	Ctrl + Shift + I
Vendors	New Vendor	Ctrl + Alt + D + N
	View All Vendors	Ctrl + Alt + D + A
	New Vendor Order	Ctrl + Alt + D + O
	View All Vendor Orders	Ctrl + Shift + V
	View All Vendor Bills	Ctrl + Shift + B
Products	New Product	Ctrl + Alt + I + N
	View All Products	Ctrl + Alt + I + A
	New Item Kit	Ctrl + Alt I + K
	Manage Inventory	Ctrl + Alt + M
	Manage Categories	Ctrl + Alt + C
	Variant Manager	Ctrl + Alt + V
Warehouse	Order to Pick	Ctrl + Alt + P
	Receive Orders	Ctrl + Alt + R
	Manage Warehouse	Ctrl + Shift + W
Sales Reps	New Sales Rep	Ctrl + Alt + S + N
	View All Sales Rep	Ctrl + Alt + S + A

Switchboard	Function	Keyboard Shortcut
Returns	New Customer Return	Ctrl + Alt + U + R
	View All Customer Returns	Ctrl + Shift + Alt + C
	New Vendor Return	Ctrl + Alt + D + R
	View All Vendor Returns	Ctrl + Shift + Alt + V

AdvancePro

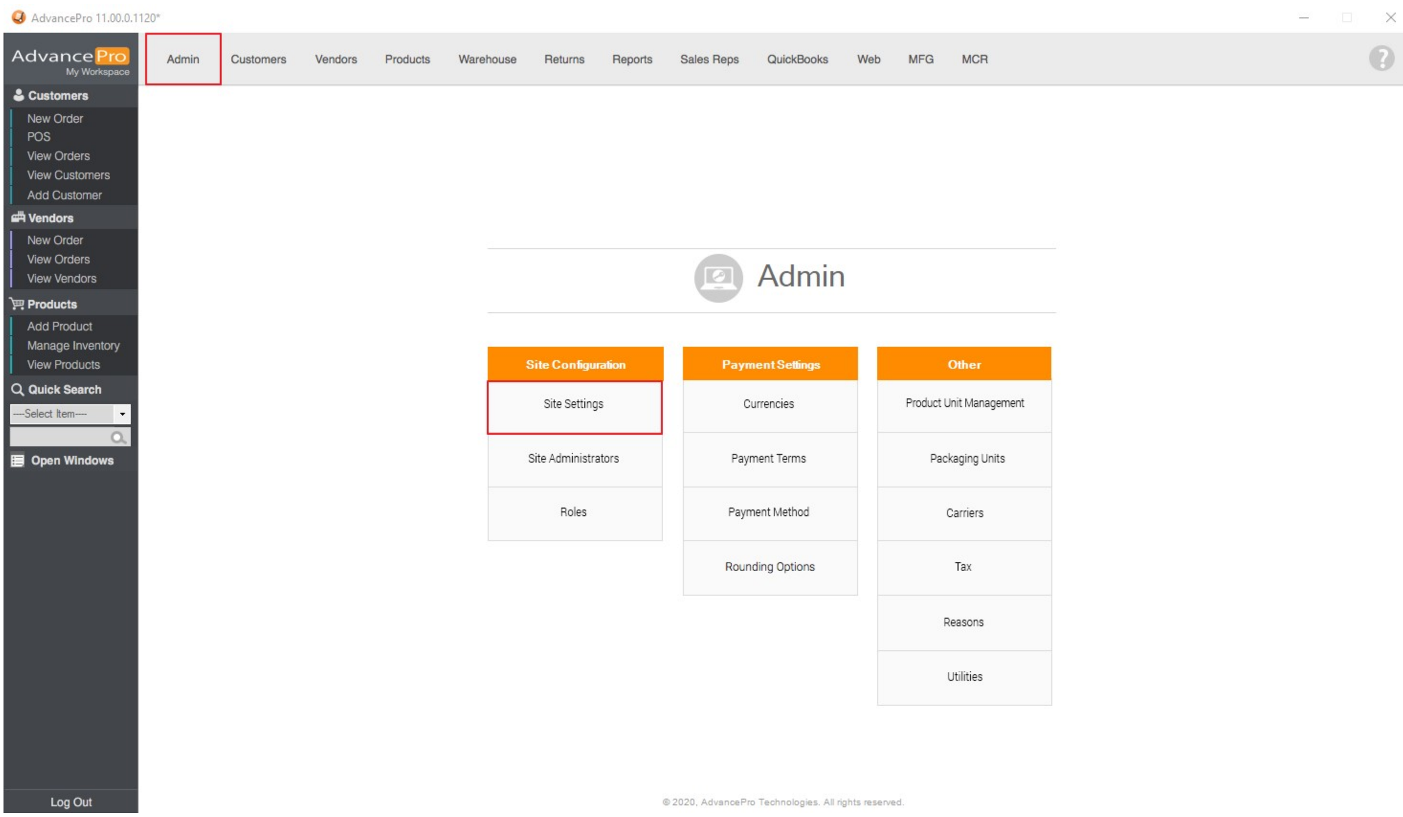
3 Setting Up Your Company

In this chapter you will learn how to set up *AdvancePro* to be ready-to-use.

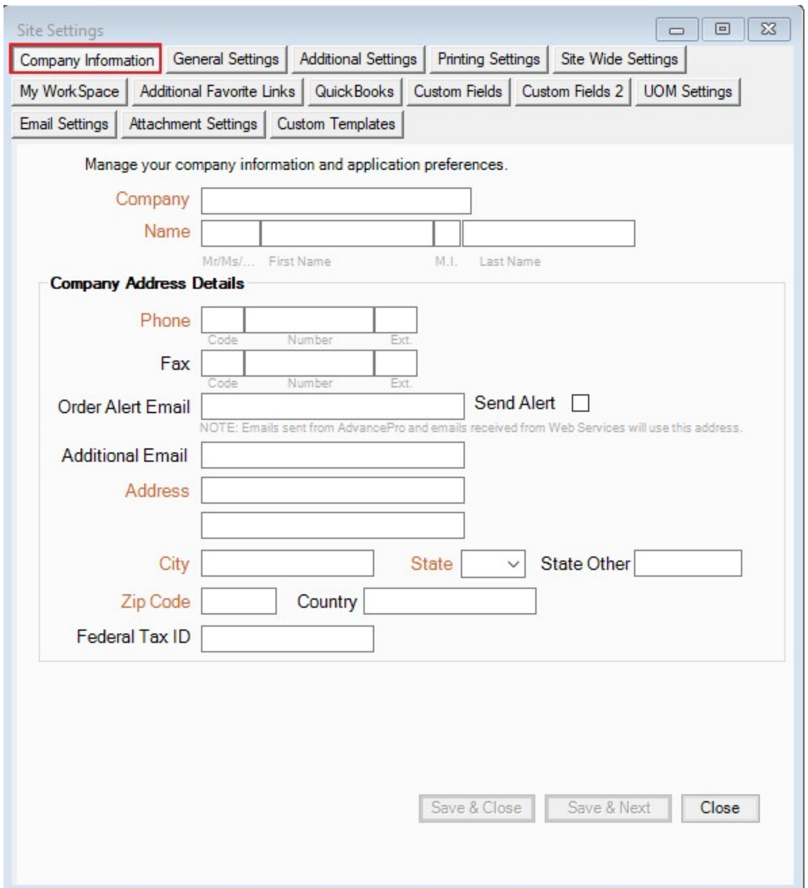
3.1 Basic Set Up using the Admin Switchboard

These basic settings must be entered before using *AdvancePro*. You may have entered some using the Wizard when you first installed *AdvancePro*, but if you didn't, follow the instructions below.

1 Click Admin, and then click Site Settings.



2 The Company Information tab will open.



3 Enter your company name, address, phone, and tax ID.

Mandatory Setting:
Address, phone and name are all mandatory fields. Your company name will be used throughout *AdvancePro*.

This address will be used as your default billing address and warehouse address. You can change the ware-

4 Order Alert Email.

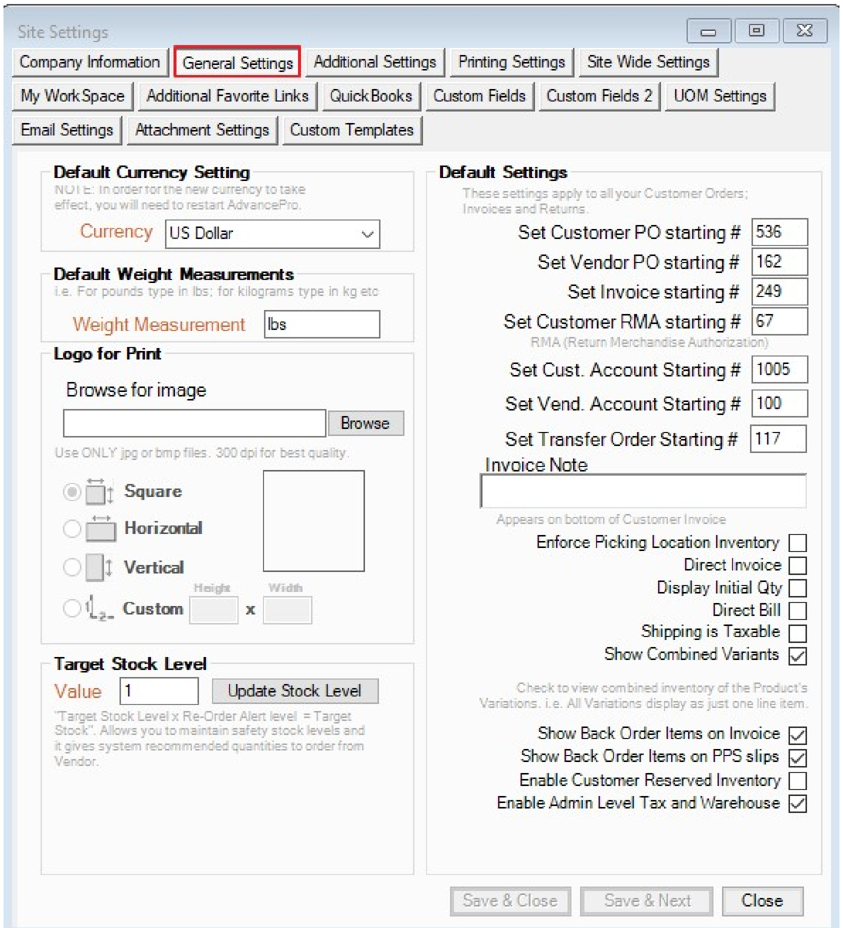
This applies to Web Services only.

When you receive an order on your B2B or B2C web site, you will get an email informing you that a new order has been received to the email address (es) specified here. You can enter one additional address as well in the Additional Email field.

To learn more about Web Services, please refer to the B2B, B2C Web Services chapters

A. General Setting Tab

1 From the Admin > Site Setting window, click the General Settings tab.



2 Mandatory Setting

Select your currency from the drop-down. If your currency does not exist, you can create it in **Admin > Currencies.**

Enter the default weight measurement to be used throughout the application (ex: lbs for pounds or kgs for kilograms).

3 You can click Browse to upload your company logo.

The file must be either in **.JPG or .BMP** format.

This will print on your invoices and other printouts. Remember, your logo should be 300 dpi, and 1x1".

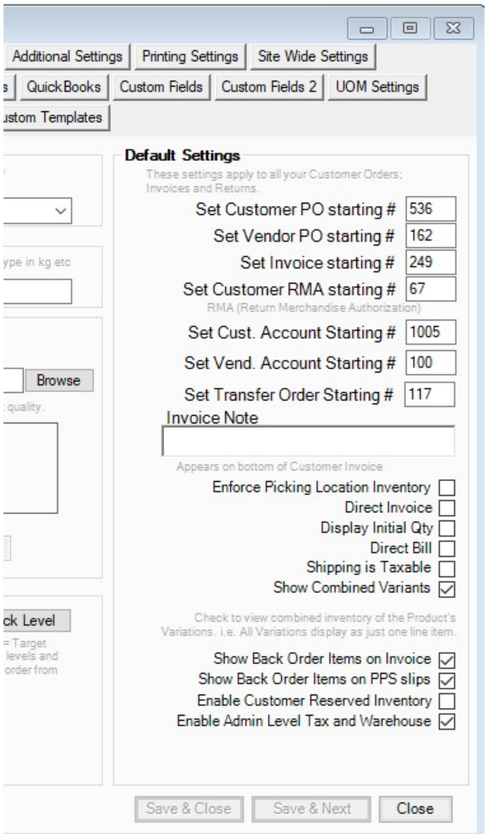
4 Target Stock Level

For each product, *AdvancePro* allows you to set an **order alert level**.

In this field, you can set a default target stock level that is a multiple of the order alert level. Then, *AdvancePro* will use this information to suggest re-order quantities. This information will appear on the Re-Order Alert Report and the Vendor Order.

For example, if your order alert level for widgets is **300**, and you set your target stock level value to **3**, when re-ordering widgets, *AdvancePro* will suggest you order enough for a stock level of **900.**

6 Default Settings



Set the customer PO starting number. All customer purchase orders created after this will go up incrementally from this number.

Also, **set starting number for the vendor PO, invoice, customer RMA, customer and vendor account number settings, Transfer Order**

Notations:

You can repeat these steps any time to reset or change your numbering systems.

You can also turn these features on or off using the check-boxes in the **Admin > Site Settings > General Settings tab**.

OTHER ITEMS:

Invoice notes: Enter a footnote to be displayed on your customer invoices.

Enforce picking location inventory: If you use multiple picking locations, this feature will prompt you to select a picking location when shipping or receiving.

Direct invoice: This is useful for walk-ins or P.O.S. orders. This skips the warehouse process of picking, packing and shipping.

Display initial quantity: This displays an additional quantity field on the invoice representing the customer's initially requested quantity. You can use this for the back-order process and/or for reporting. Please note that if the stock is not fully available, you need to process the order using the warehouse, or you need to remove the quantity from the order.

Direct bill

Tax on shipping charges

Show combined variants: This displays all variants, such as color or size on apparel, on one line, so you don't see the break-down per color, size, etc.

Show back order items on invoice

Show back order items on PPS slips

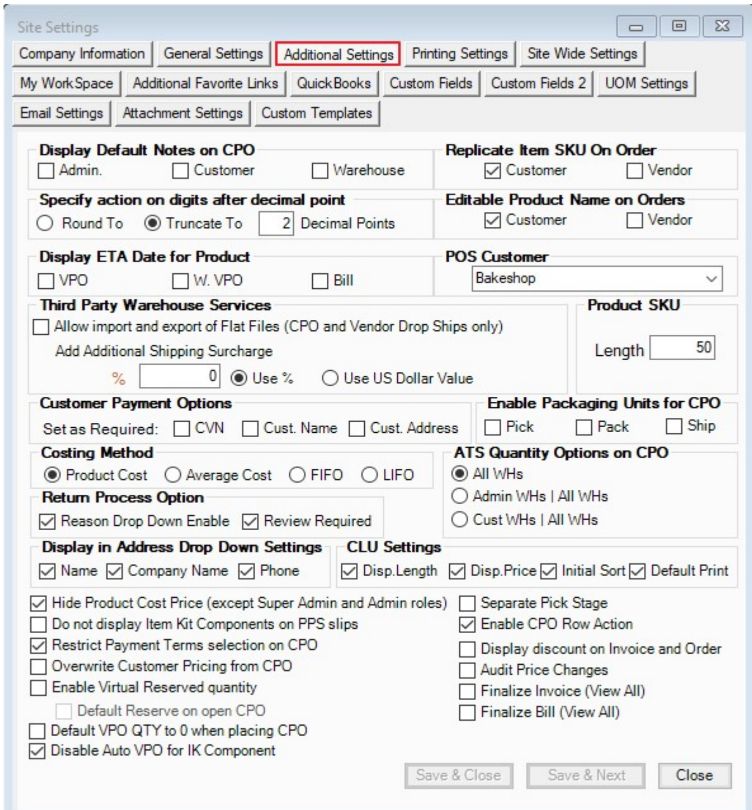
Enable customer reserved inventory: If stock is not available for a customer order, and a vendor order is generated, this option will allow the inventory received from the vendor order to be reserved for the customer. This is usually used if you order based on customer demand.

Enable admin level tax and warehouse: This is typically used in a multiple warehouse setup. You can assign a tax term to each individual warehouse. The warehouse from which an order is shipped will then determine the tax on the order. The warehouse and tax association is then made from the Site Administrator form.

B. Additional Settings Tab

Admin > Site Settings > Additional Settings tab

Through this Settings tab you can change a number of miscellaneous Settings.



Displaying Default notes on CPO: When creating a customer order, you have the option of creating 3 types of notes:

1. Admin notes: Only seen by administrators and is not printed on the customer order. This note is set up on the Site Administrator form

2. Customer notes: Can be printed on customer orders and invoices.

3. Warehouse notes: Printed on picking, packing and shipping slips.

Replicating the SKU on customer or vendor orders: Enable this option to enter the same SKU on more than one product line.
Normally, you can only have a SKU listed once on an order.

Editable product name on orders: this will allow you to edit the name of the product. Will not change the product information in *AdvancePro* but will only apply to the order, picking slips and invoices. The edited name then exports to QuickBooks®.

- **Specify actions on digits after 2 decimal points on CPO**: When applying pricing exceptions on customer orders, you may see more than 2 decimal points on the price. A button on the order form allows you to override those prices. Here, set whether you would like to simply delete the extraneous digits or whether to round the price to 2 digits.
- **Specify actions on digits after 2 decimal points on CPO**: When applying pricing exceptions on customer orders, you may see more than 2 decimal points on the price. A button on the order form allows you to override those prices. Here, set whether you would like to simply delete the extraneous digits or whether to round the price to 2 digits.
- **POS Customer**: You can pre-create and pre-select a “walk-in” or “cash” customer to process POS orders. When you process a customer order using this customer, the order will be POS.
- **Third party warehouse services**: If you use a third party warehouse, select this to import flat files and to apply a shipping surcharge on customer orders.
- **Product SKU**: use this to limit the number of characters in product SKUs. 50 is the system maximum.
- **Customer Payment Options**: You can set what is required when processing a payment. Options that are available: CVN, Cust. Name & Cust. Address
- **Return Process Option**
  1. Reason Drop-down enable - User can define their own specific set of reasons reducing user error with manual input.
  2. Review Required - This option lets you assess returned products in the warehouse
- **Display in Address Drop Down Settings**: You have an option what to show in the address drop-down on CPO. Options that are available: Name, Company Name, Phone
- **ATS Quantity Options on CPO -** This option will give users instant visibility into their warehouse and stocks before committing to any customer.
- **CLU Settings:**
  1. Display Length - When this option is enabled, CLU length will be shown on CPO and warehouse tickets screen.
  2. Display Price - When this option is enabled, CLU price will be shown on CPO screen
  3. Initial Sort - When this option is enabled, it will follow the sorting according to how the cuts have been added to the CPO screen. But when closing the Material Calculator form, cuts will be arranged from longest to shortest cut. This option can also be viewed on warehouse tickets.
  4. Default Print **-** When this option is enabled, ‘With CLU’ on CPO option will be activated by default.

- **Hide Product Cost Price -** When this option is enabled, cost price is hidden on all of the users except Admin & Super Admin
- **Do no display Item Kit Components on PPS slips**
- **Restrict Payment Terms selection on CPO**
- **Overwrite Customer Pricing from CPO**
- **Enable Virtual Reserved quantity**
- **Default Reserve on open CPO**
- **Default VPO QTY to 0 when placing CPO**
- **Disable Auto VPO for IK Components**
- **Separate Pick Stage -** It will separate Pick stage from Packing and Shipping
- **Enable CPO Row Action -** If this option is enabled, you can edit line item on CPO
- **Display discount on Invoice and Order -** Discount columns added on Invoice and CPO
- **Audit Price Changes**
- **Finalize Invoice (View All)**
- **Finalize Bill (View All)**

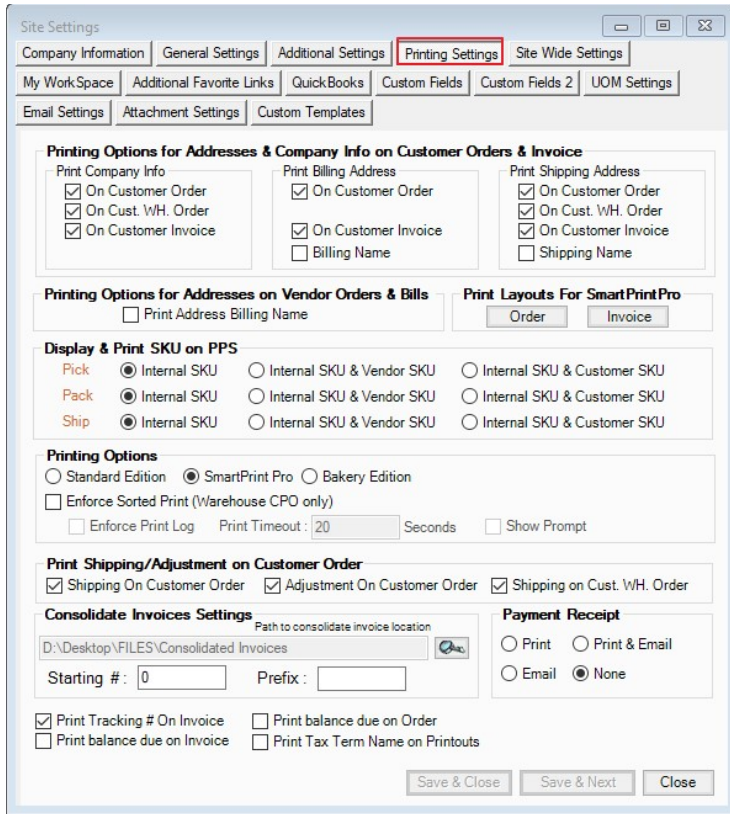
C. The Printing Settings Tab

Admin > Site Settings > Printing Settings tab

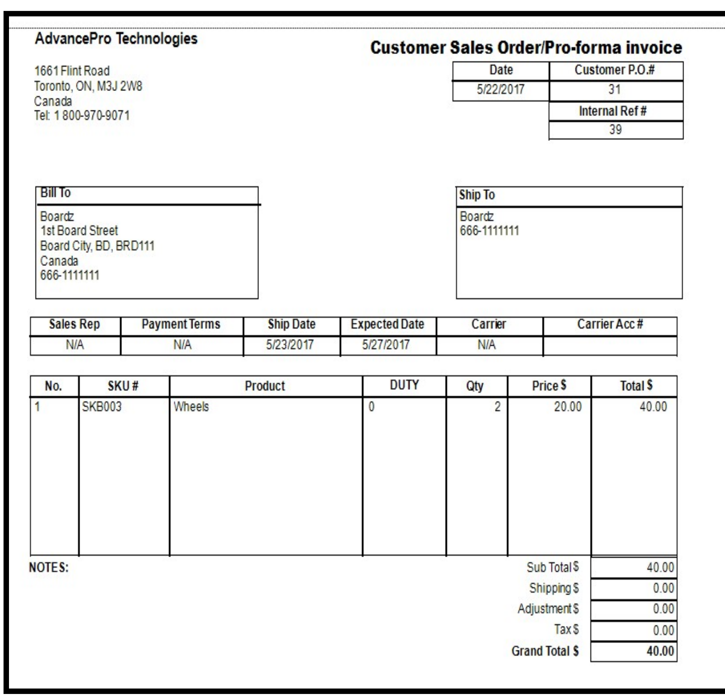
You can set up print options for all your company printouts including invoices, orders, etc.

Printing Options: There are two printing template styles, Standard Edition and SmartPrint Pro.

Each template shows slightly different information for CPO, PPS and invoice printouts.



Standard Edition



AdvancePro Technologies

1661 Flint Road
Toronto, ON, M3J 2W8
Canada
Tel: 1 800-970-9071

Customer Sales Order/Pro-forma invoice

Date	Customer P.O.#
5/22/2017	31
	Internal Ref #
	39

Bill To
Boardz
1st Board Street
Board City, BD, BRD111
Canada
666-1111111

Ship To
Boardz
666-1111111

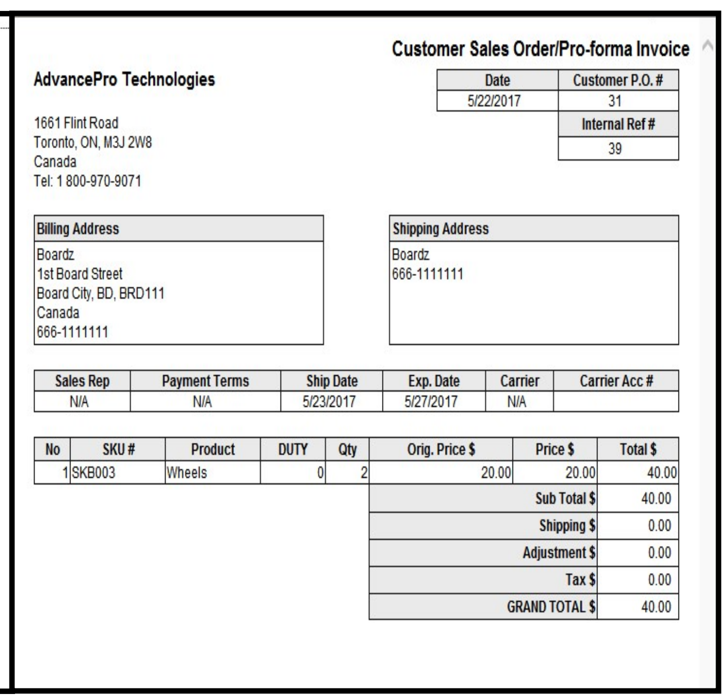
Sales Rep	Payment Terms	Ship Date	Expected Date	Carrier	Carrier Acc #
N/A	N/A	5/23/2017	5/27/2017	N/A	

No.	SKU #	Product	DUTY	Qty	Price $	Total $
1	SKB003	Wheels	0	2	20.00	40.00

NOTES:

Sub Total $	40.00
Shipping $	0.00
Adjustment $	0.00
Tax $	0.00
Grand Total $	40.00

SmartPrint Pro



Customer Sales Order/Pro-forma Invoice

AdvancePro Technologies

1661 Flint Road
Toronto, ON, M3J 2W8
Canada
Tel: 1 800-970-9071

Date	Customer P.O. #
5/22/2017	31
	Internal Ref #
	39

Billing Address
Boardz
1st Board Street
Board City, BD, BRD111
Canada
666-1111111

Shipping Address
Boardz
666-1111111

Sales Rep	Payment Terms	Ship Date	Exp. Date	Carrier	Carrier Acc #
N/A	N/A	5/23/2017	5/27/2017	N/A	

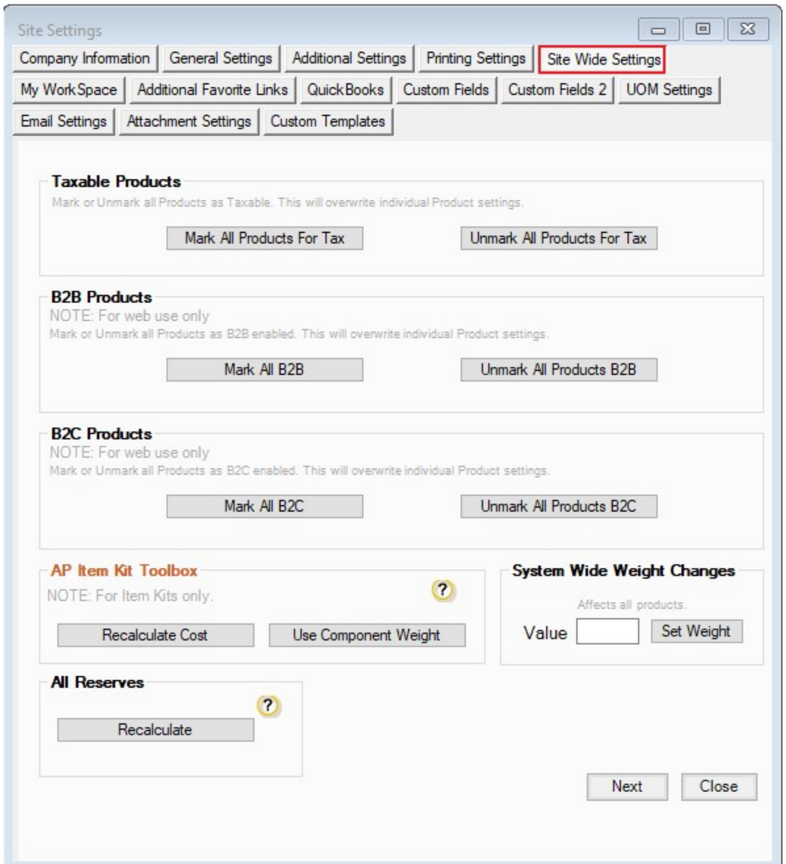
No	SKU #	Product	DUTY	Qty	Orig. Price $	Price $	Total $
1	SKB003	Wheels	0	2	20.00	20.00	40.00

Sub Total $	40.00
Shipping $	0.00
Adjustment $	0.00
Tax $	0.00
GRAND TOTAL $	40.00

D. Site Wide Settings

Admin > Site Settings > Site-Wide Settings

Most of the options on this tab can apply to individual products. By modifying these options on this tab, you are applying these options universally across all products.



Taxable Products: These settings override individual product tax settings.

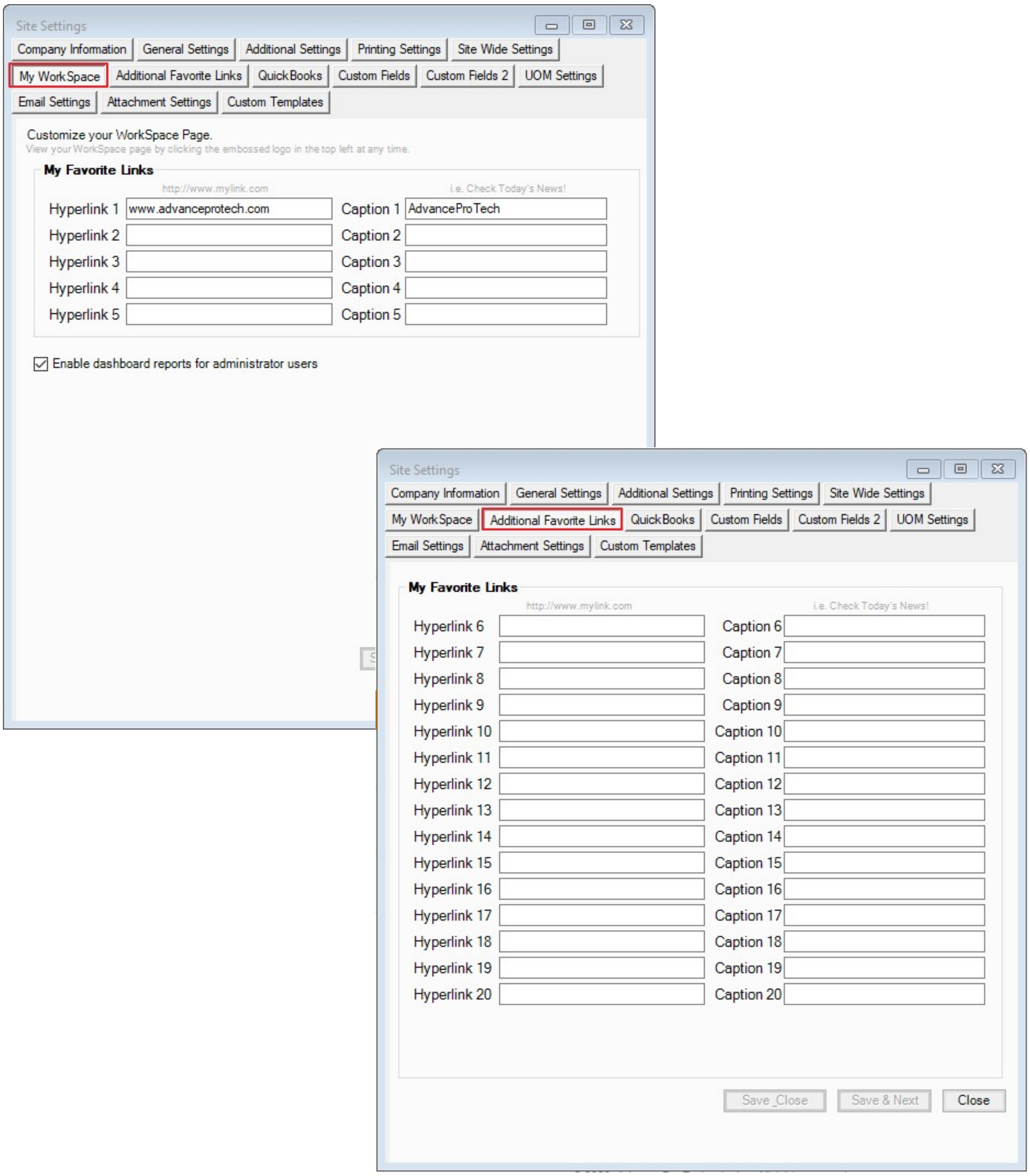
B2B Products / B2C Products: Using these check-boxes, you can enable or disable all your products to be available for B2B or B2C web sales.

System Wide Weight Changes: For most item kits, you can assign a weight when creating the kit. Click **Use Component Weight** to calculate the kit weight based on the component weights instead. Also, you can assign a default weight to all your products in the **Value** text box by clicking **Set Weight**.

E. My Workspace and Additional Favorite Links

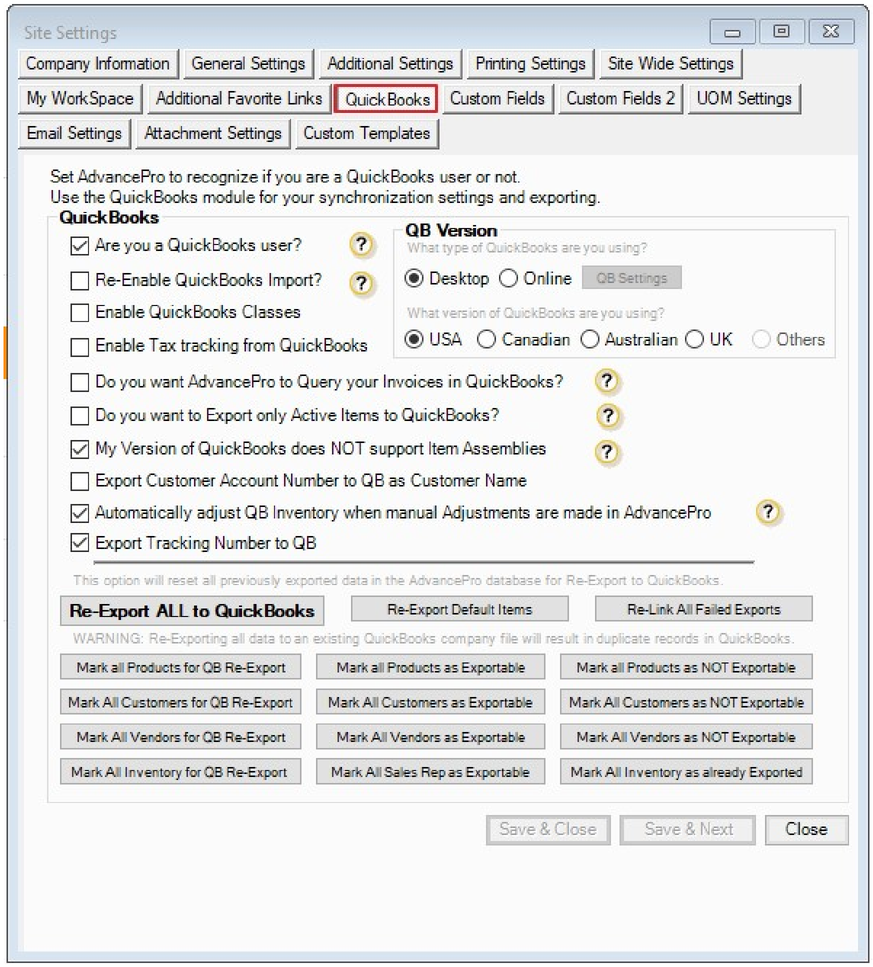
Admin > Site Settings > My Workspace and Additional Favorite Links

When you log into *AdvancePro*, you will notice that your Workspace shows your 5 favorite links. You can set those 5 favorite links and an additional of other 15 links.



F. QuickBooks Settings

Admin > Site Settings > Quickbooks to set up options if you are a QuickBooks user.



- **Are You a QuickBooks User?** This should be set to yes, and use the options on the right to indicate which version you use.

⚠ **Please note that switching versions of Quickbooks will delete the AdvancePro database. If you need to change versions, be sure to back up the database first.**

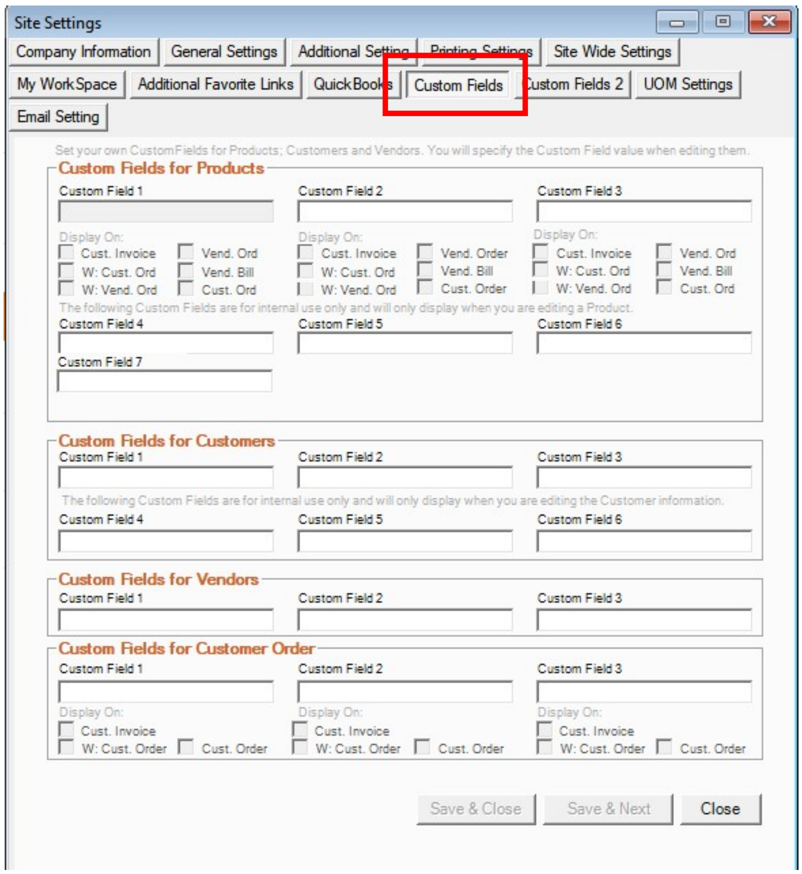
- **Re-Enable QuickBooks Import:** We do not recommend enabling this option, as you may duplicate important information. Enable this if you want to re-import the data.
- **Enable QuickBooks Classes:** If you use classes in QuickBooks, you can import them into AdvancePro and associate the same references onto invoices and bills. Then, when you export to QuickBooks, this will help you run reports using classes. Classes can be associated with customer and vendor accounts too.
- **Do you want AdvancePro to query your invoices in QuickBooks?** If you accept payments in QuickBooks, enable this option. During export, AdvancePro will look for the payments and apply them to the AdvancePro invoices.
- **Do you want to export only active items to QuickBooks?** This will export only items that are actually used on invoices or bills. Use this option if you are approaching QuickBooks maximum number of SKUs (at least 14,000).

- **My version of QuickBooks does not support item assemblies:** If you use kits in *AdvancePro*, first check in QuickBooks to make sure your version supports assemblies. You can check this option even if QuickBooks supports assemblies. The item kit will then be exported from *AdvancePro* as noninventory products. If you do not click this option then the item kit will export to QuickBooks as an Item Assembly. You will also be required to “build” the Item Assemblies in QuickBooks each time you sell an Item Kit and the invoice exports from *AdvancePro* to QuickBooks.
- **Export Customer Account Number to QuickBooks as Customer Name:** By default, customer name in *AdvancePro* exports to customer name in QuickBooks.
- **Automatically adjust QuickBooks inventory when manual adjustments are made in *AdvancePro*:** This exports manual adjustments to QuickBooks. Inventory adjustments will therefore be the same in both, but your end inventory may be different.
- **Export options**: at the bottom of the screen are a variety of export options as buttons. These are rarely used.

G. Setting Up Custom Fields

Admin > Site Settings > Custom Fields Tab

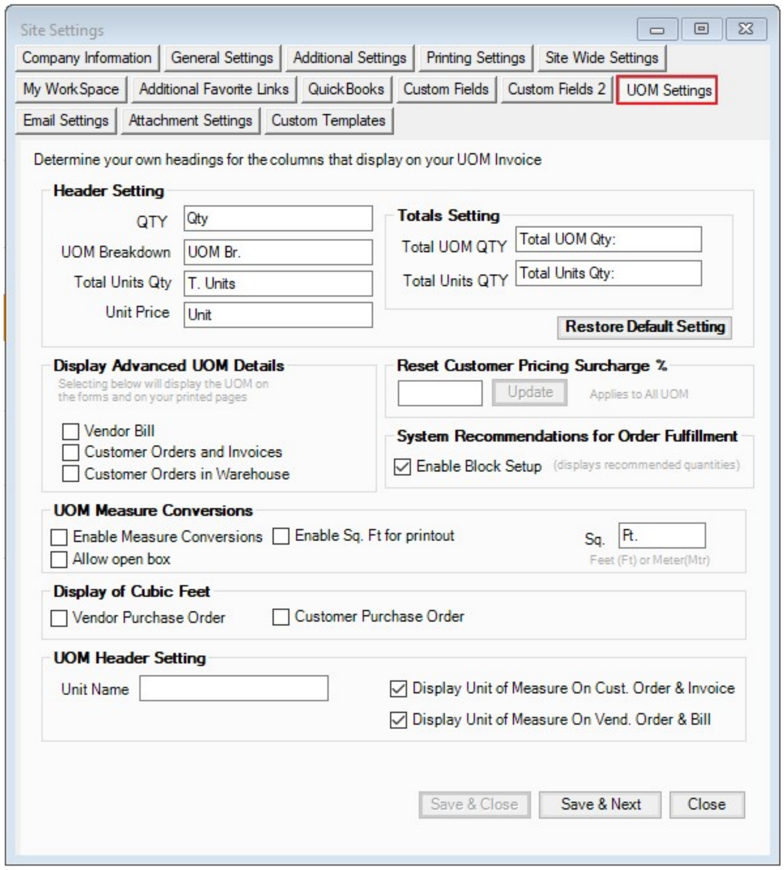
- 6 custom fields for products, 3 of which are internal and will only appear on the edit product / product info forms. For the other 3, you can set where you would like them to appear and print.
- 6 custom fields for customers,
- 3 custom fields for vendors
- 3 custom fields for customer orders. You can set where you would like these fields to appear and print. Then, on the CPO, click the following button to enter custom field info:
- 1 Editable custom field for products that will appear on your choice of: customer order, PPS slips, and/or invoices.



H. Setting Units of Measure

Admin > Site Settings > UOM Settings

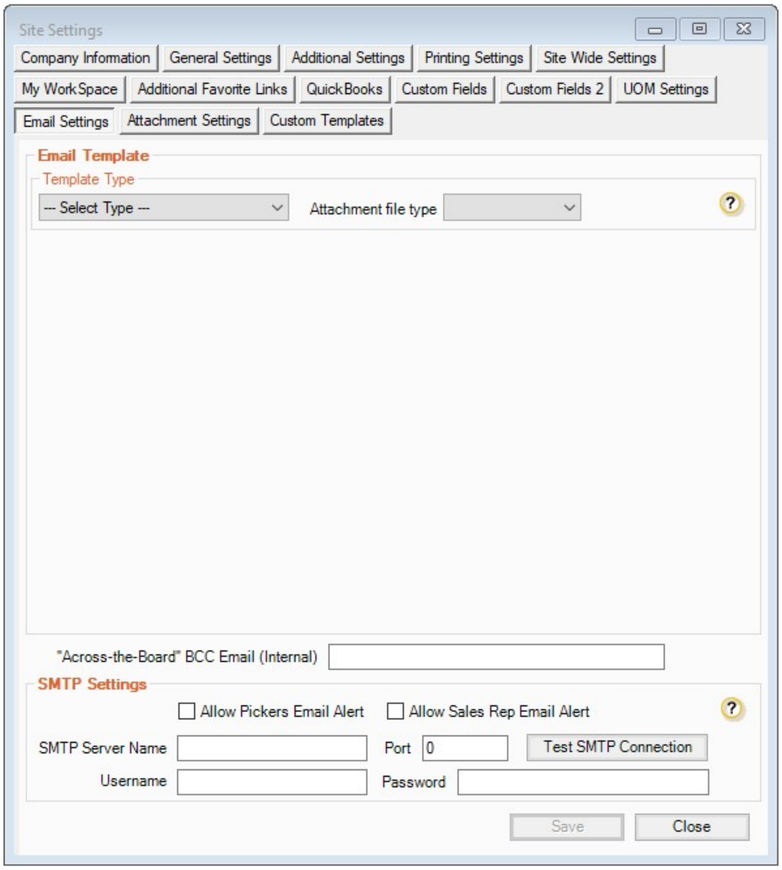
We recommend that you start by setting the column header for lowest unit of measure (for “each” item) and then for the higher ones (for example, a carton).



- Then, under **Display Advanced UOM Details**, you can choose where you would like the UOM details to display (on the vendor bill, on customer orders and invoices, and/or on customer orders in the warehouse).
- You can also set a customer surcharge for advanced units of measure in the **Reset Customer Pricing Surcharge %** text box.
- Click **Enable Block Setup** to have *AdvancePro* suggest corresponding units to create a uniform block. This is useful industry types such as Lumber where system recommended quantities ensure equitable distribution of goods by a % during order entry. These units and their distribution are automatically generated by *AdvancePro.*

I. Email Settings

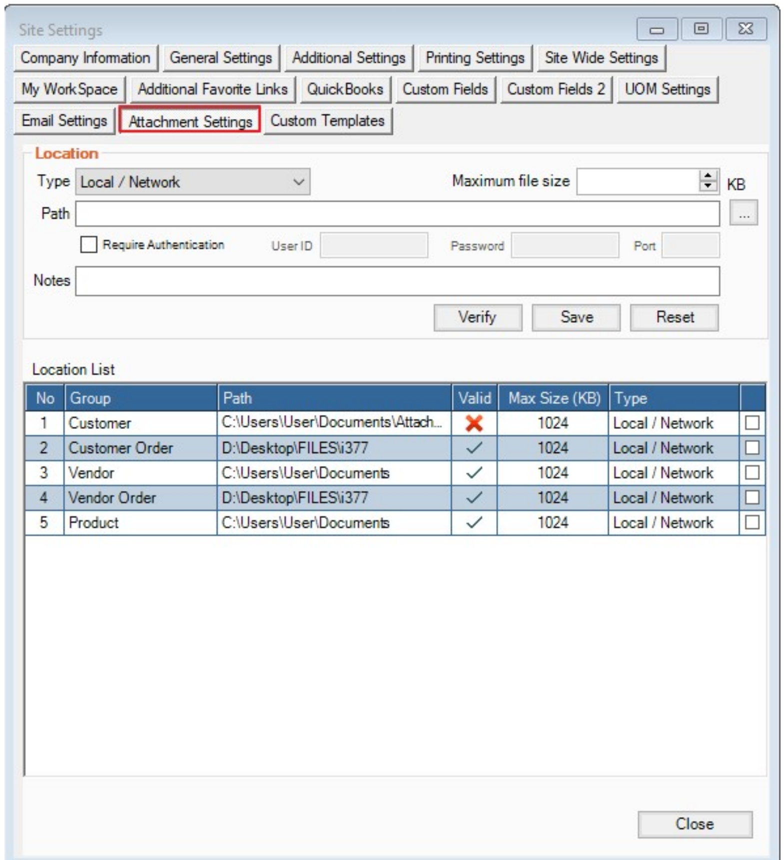
Admin > Site Settings > Email Settings



- These are the Template types that are available: CPO, CPO at Warehouse, Customer, Customer Credit Memo, Customer Invoice, Customer Quotation, Customer RMA, Customer RMA at warehouse, Multi Stock Transfer, Payment Receipt, Vendor, Vendor Bill, Vendor Credit Memo, Vendor Quotation, Vendor RMA, Vendor RMA at warehouse, VPO, VPO Approval, VPO at Warehouse
- Attachment file type still depends on what Template types you've selected. Here are some of the types that is available:
  - PDF
  - EXCEL
  - HTML
- Also, you can set a BCC address as well. This is useful if you would like to save a copy of the email since the emails are sent from *AdvancePro* Servers.
- If you wish to alert pickers or sales reps by email (using the check-boxes at the bottom of this dialog), you must set up the SMTP settings. If you do not want to enable these alerts, then you do not need to set up SMTP settings. The sales rep alerts are sent out whenever an CPO is placed or edited for a customer assigned to that sales rep.

J. Attachment Settings

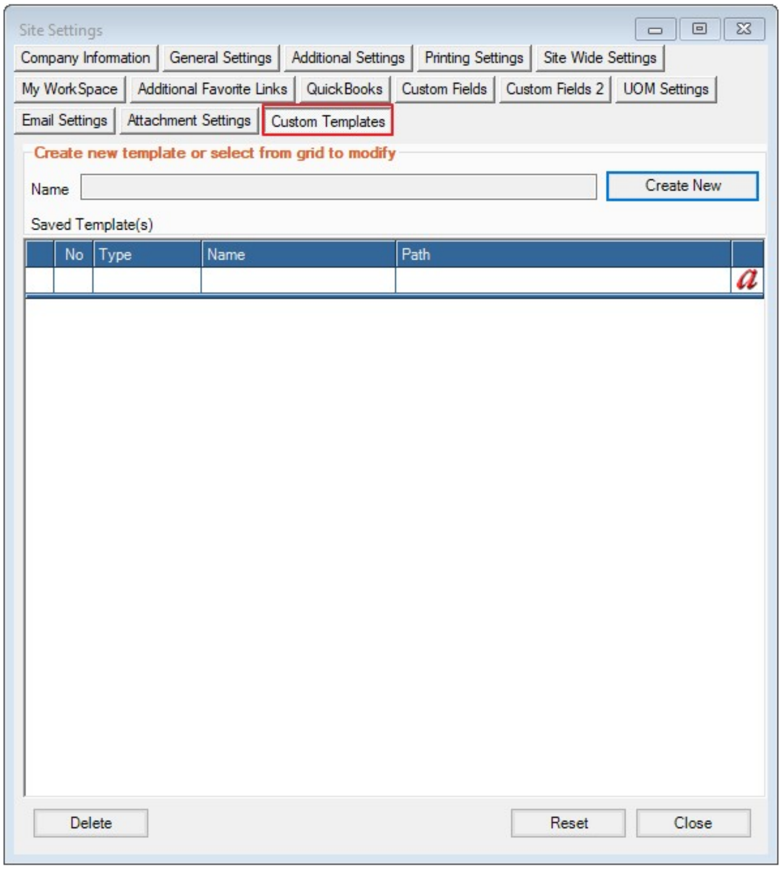
Admin > Site Settings > Attachment Settings



- Type: Local / Network, FTP Server
- Maximum file size: 1024 KB
- Path: It is where *AdvancePro* will get the files for attachment.
- Notes
- Group:
    - Customer
    - Customer Order
    - Vendor
    - Vendor Order
    - Product
- Valid: It will check if the path provided is valid. If it is valid, it will show a check and if it is not valid, it will show an X mark.

K. Custom Templates

Admin > Site Settings > Custom Templates

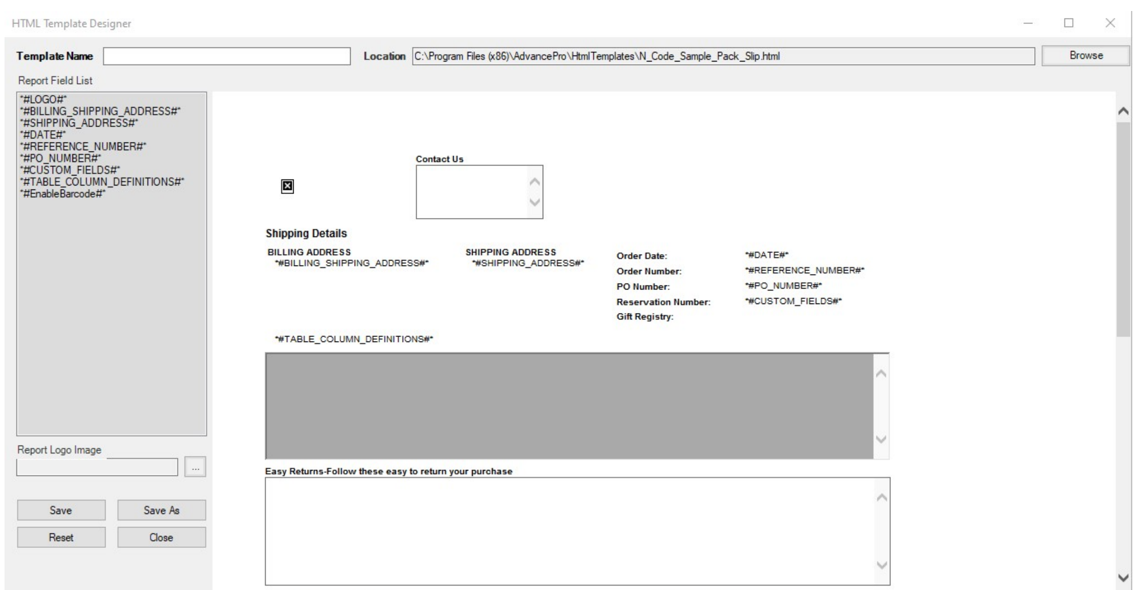


- In this tab, you will be able to create a template/configuration settings to allow more flexibility for Pick/Pack/Ships slips in AdvancePro. Similar to the way that Invoices can be customized

  1. Click on Create new and select a template to edit

  2. After editing the template, you can assign the edited template to selected customers.

  3. The saved template can be viewed on SmartPrint Only



You are now done with the **Admin > Site Settings**! Remember, you can reset these at any time. Click **Save and Close**.

3.2 Creating Users

3.2.1.1 Roles in *AdvancePro*

If you are using the multi-user set up of *AdvancePro*, you will need to create users. Users can be assigned roles, which determine a user's rights in *AdvancePro*. For example, only super administrators can create users and passwords. There are 8 pre-set role types in *AdvancePro*, as follows:

Roles	Permissions	Rights
Super Admin	• All forms • All notes on customer and vendor orders	• Create users and manage their accounts • Warehouse Manager • Order / Returns Manager • Administrators
Administrator	**NOTE: Cannot access: Site Administrators form on Admin Switchboard** • All other forms • Warehouse Notes	**Cannot create users** • Warehouse Manager • Order / Returns Manager • Manage QuickBooks ® • Manage Sales Reps • Generate reports
Warehouse Management	• All forms on the Warehouse Switchboard only • Warehouse Notes	• Pick, pack, and ship orders • Receive vendor orders • Ship vendor returns • Receive customer returns • Manage warehouses
Order / Returns Management	• Customer Switchboard: ◊ View all Customers ◊ Place a new Order ◊ View all Orders • Vendors Switchboard ◊ View all Vendors ◊ Place a new Order ◊ View all Orders • All forms on the Returns Switchboard	• Create and manage customer / vendor orders and returns • View all customers/ vendors • Warehouse notes on customer and vendor orders
Sales Rep	• Customers Switchboard: ◊ Place a new Order ◊ View all Orders	
Restricted Sales Rep	• Customers Switchboard: ◊ Place a new Order ◊ View all Orders	• Orders related to the sales rep's account
AP Mobile User	• All forms on the Warehouse Switchboard only • Warehouse Notes	• Pick, pack, and ship orders • Receive vendor orders • Ship vendor returns • Receive customer returns • Manage warehouses
POS User	• POS order entry • POS return	• Place customer orders • Receive payments • Place customer returns • Process payment returns • Set end and opening balances • (admin specified)
Custom Role	• Depends on what was set on Ac-cess options	• Depends on what was set on Access options

3.2.1.2 Creating Users

Mandatory Fields

• User name

• Password

• Phone

• Address

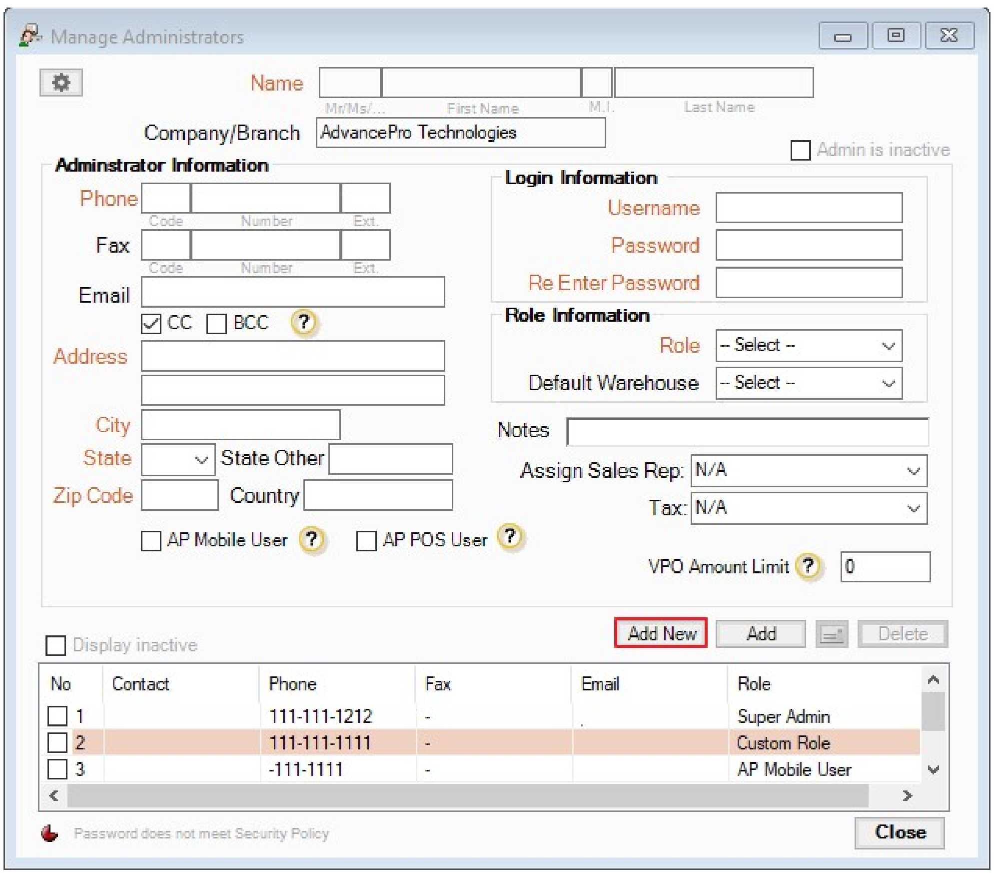
• City

• State (select N/A for non-US addresses)

• Zip Code

• Role

1 Click **Admin** to open the **Admin Switchboard** and then click **Site Administrators**.

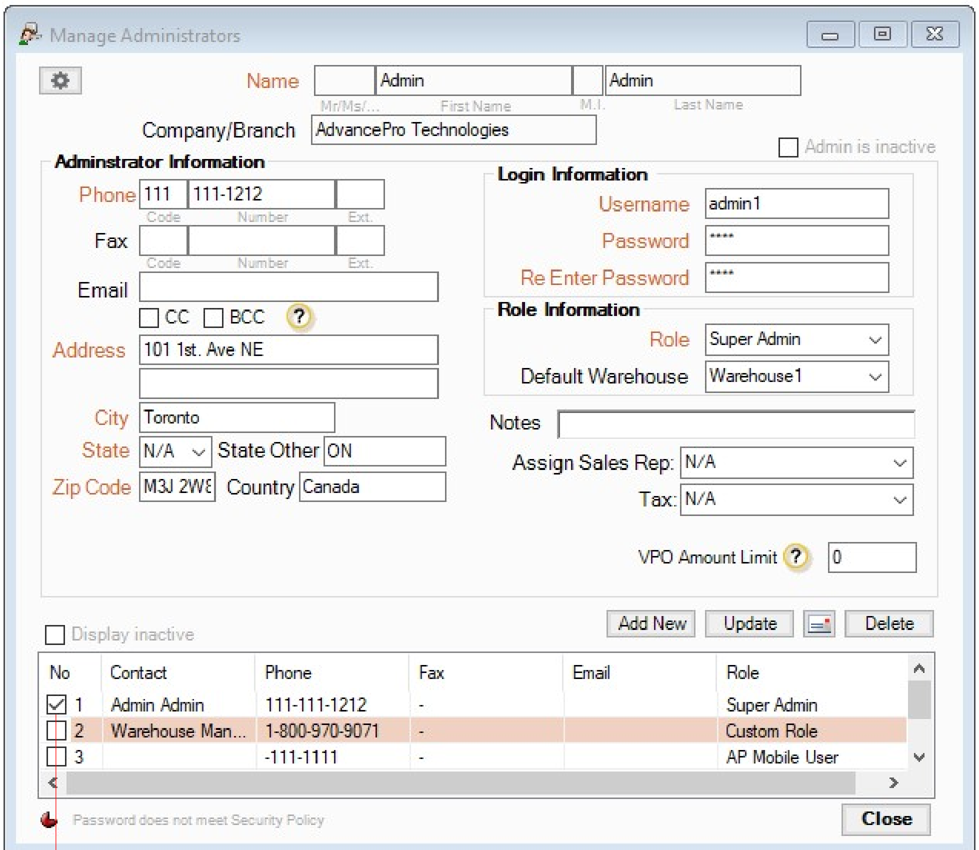


- The **Manage Administrators** dialog will open. Click **Add New**.
- The Information fields will be cleared. You can enter the new user's information.
- Click **Add**. The user is added.
- Click **Done** to close the **Manage Administrators** window.

3.2.1.3 Editing or Deleting Users

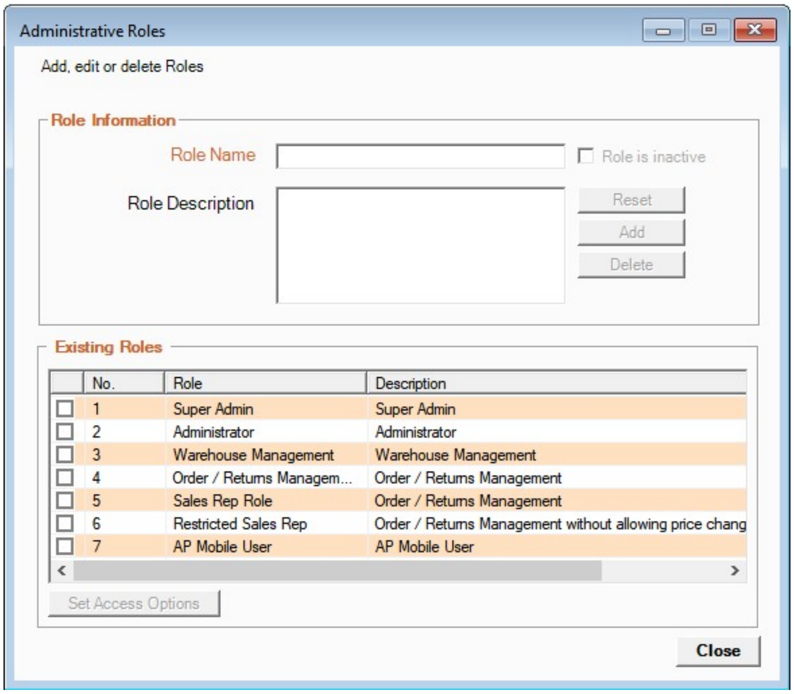
You can edit or delete users using the **Admin > Site Administrators > Manage Administrators** dialog as well.

Select the user by clicking his or her name in the list at the bottom of the page. Then, you can modify the fields and click **Update**, or click **Delete**.



Click to edit user, and then change the fields as necessary .
Then, click **Update.**

3.2.1.4 Creating or Modifying Roles



You can create or modify new roles to suit your organization.

Please note that you cannot modify the pre-set roles in *AdvancePro*.

Click **Admin** and then **Roles** from the Admin Switchboard.

Enter a role name and description. Click **Add**.

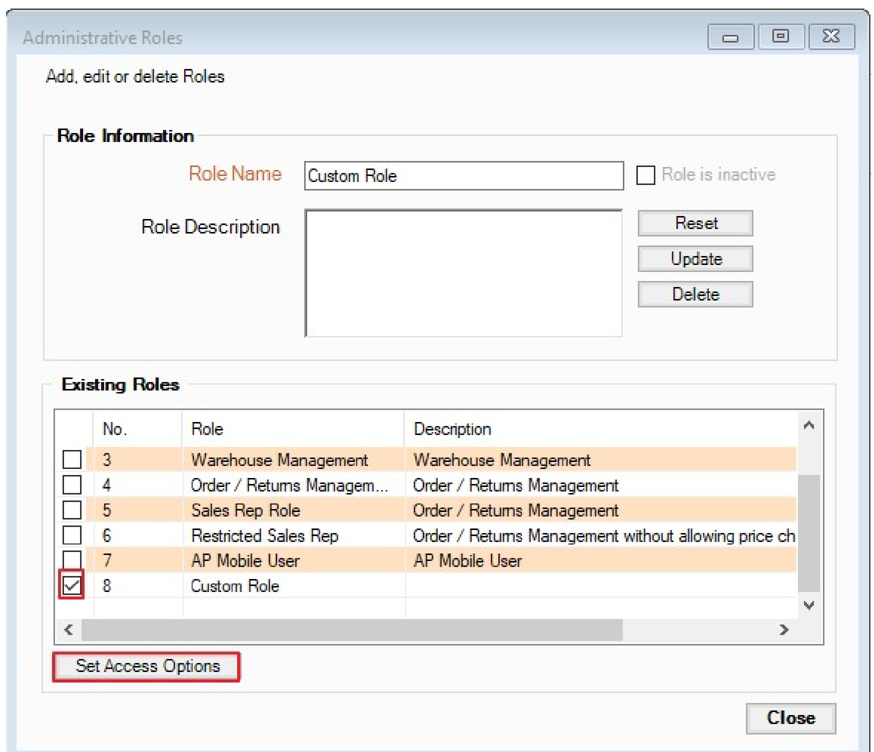
You will notice the role is now added to the bottom of the roles list. Select your role by clicking the check mark.

Click **Set Access Options**.

(You will note that this button becomes available for new roles only).

The **Set User Access for *AdvancePro*** dialog will open. Start by selecting the general switchboards this role will have access to. Click **Save Access Options**.

To further specify which dialogs or forms that role can access within the switchboard, click the edit button (the “E” in the sub-options column, last on the right).



The switchboard will open, where you can select or de-select the specific forms or dialogs that role can access. Click **Save** when done.

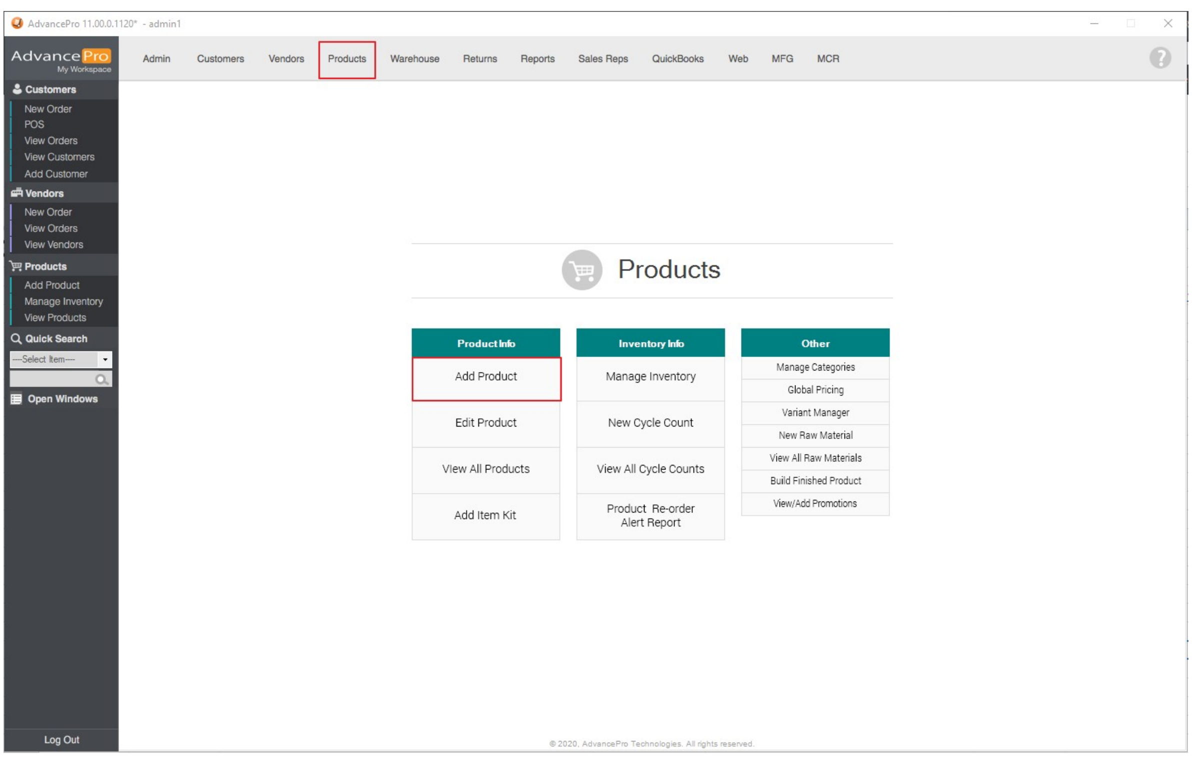
3.3 Inputting Data into *AdvancePro*

You are now ready to input data into *AdvancePro*. There are various ways to input information (such as customer information, vendor information, orders, etc.) into *AdvancePro*:

- **Manual input.** You can use the various forms available to enter data manually. We will review each of these individually in the chapter related to that object. For example, we will review creating products manually in the product chapter.
- **QuickBooks® import.** *AdvancePro* can import or export to QuickBooks 2002 or higher (US, Canadian, UK, and Australian versions). Importing from QuickBooks can save you a lot of time since *AdvancePro* will accept many QB settings.
- **Excel import.** Import your existing data from .xls files.
- **XML import:** Importing XML files means you can import vendor or customer orders from virtually any existing database. You must purchase and enable the XML import module to use this feature.
- **EDI:** Some information, such as customer orders and carrier information can be entered via EDI.
- **Amazon, Web Services, Sales Reps:** Customer orders can be entered via any of these options.

We will review manually inputting each type of data into AdvancePro separately, but in general, you can find the forms you need to input data in the related switchboard.

For example, to input a new product, open the Product Switchboard and click Add Product. (Remember, you can also access some of these forms from the sidebar, or by using keyboard shortcuts.)



3.3.1 Importing from Quickbooks

⚠ **efore any kind of import, be sure to back up your existing database.**

1. QuickBooks ® users can easily import data from their QuickBooks data file (QBW). The following information is imported into *AdvancePro*:

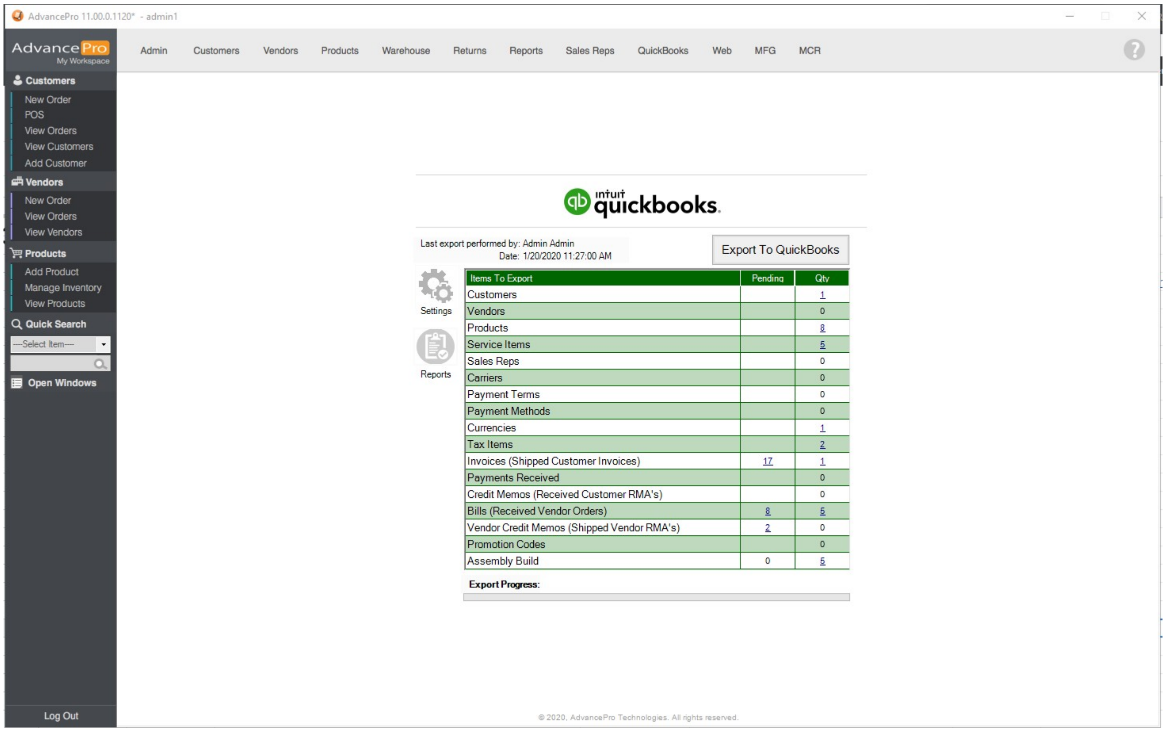
- Customers
- Vendors
- Products - Inventory, Non Inventory, Service
- Items) - Item Kits and Assembly Items can be imported either as Item Kits or as Assembly Items (require Manufacturing module)
- Carriers
- (Ship Via)
- Payment
- Terms
- Sales
- Reps
- Tax

⚠ **CAUTION: Open the QuickBooks file from the root directory and not from your desktop. Failure to do**

2. Close all other open software applications and files on your computer. Open QuickBooks.
3. Open the QBW file you want to import.
4. In the open QuickBooks ® company file, use the QuickBooks / options/ preferences to change the following to ACTIVE:

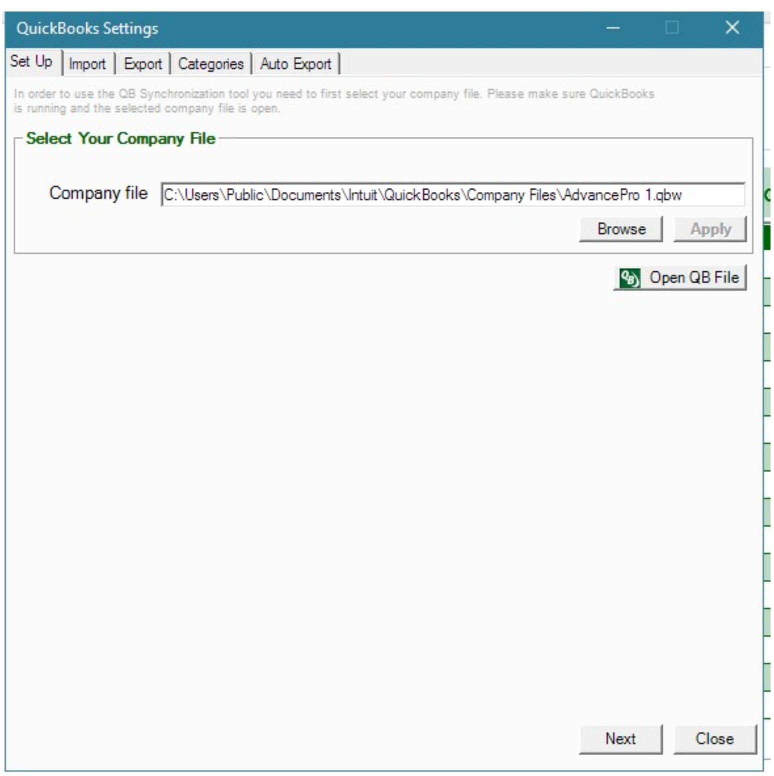
- Vendor
- Purchase Order
- Sales
- Tax

5. Open AdvancePro.
6. Click the QuickBooks image to open the QuickBooks Switchboard.

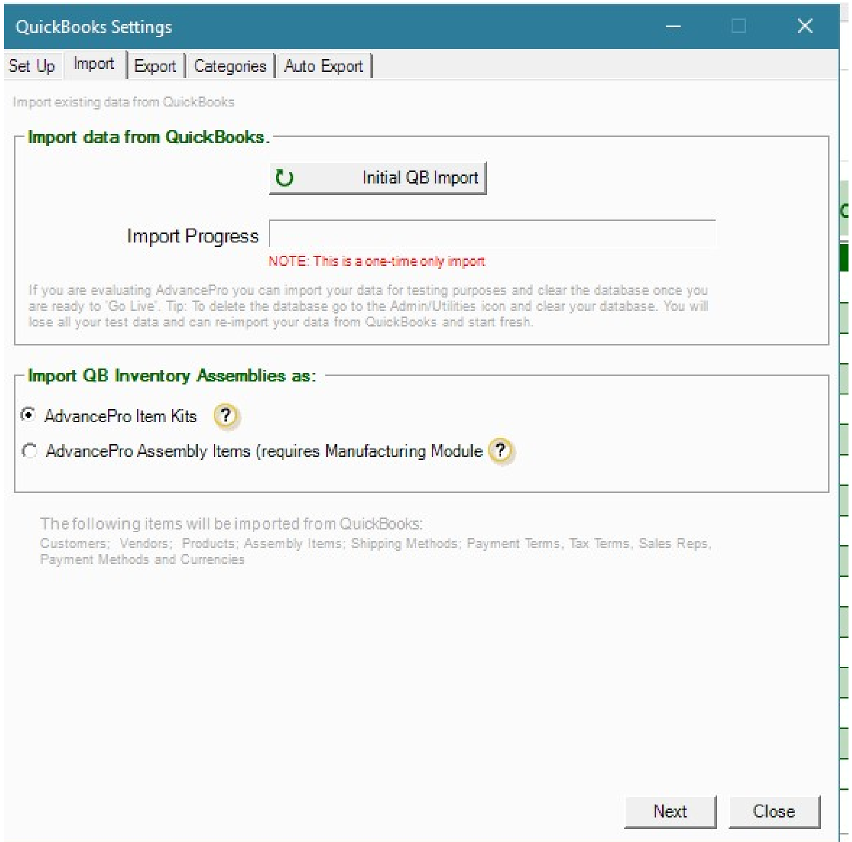


7. Click Settings.
8. Click Browse and open the location of the file opened in QuickBooks ®.

⚠ **CAUTION: It is imperative that the file location listed in AdvancePro is the same as the location of the file you have opened in QuickBooks.**



9. Click **Apply**, and then **Next**.
10. Click **Initial QB Import** button. You will be notified when the import is complete. Please allow some time for the import to complete.



NOTE: Initial QB Import can only be done once.

3.3.2 Excel Import

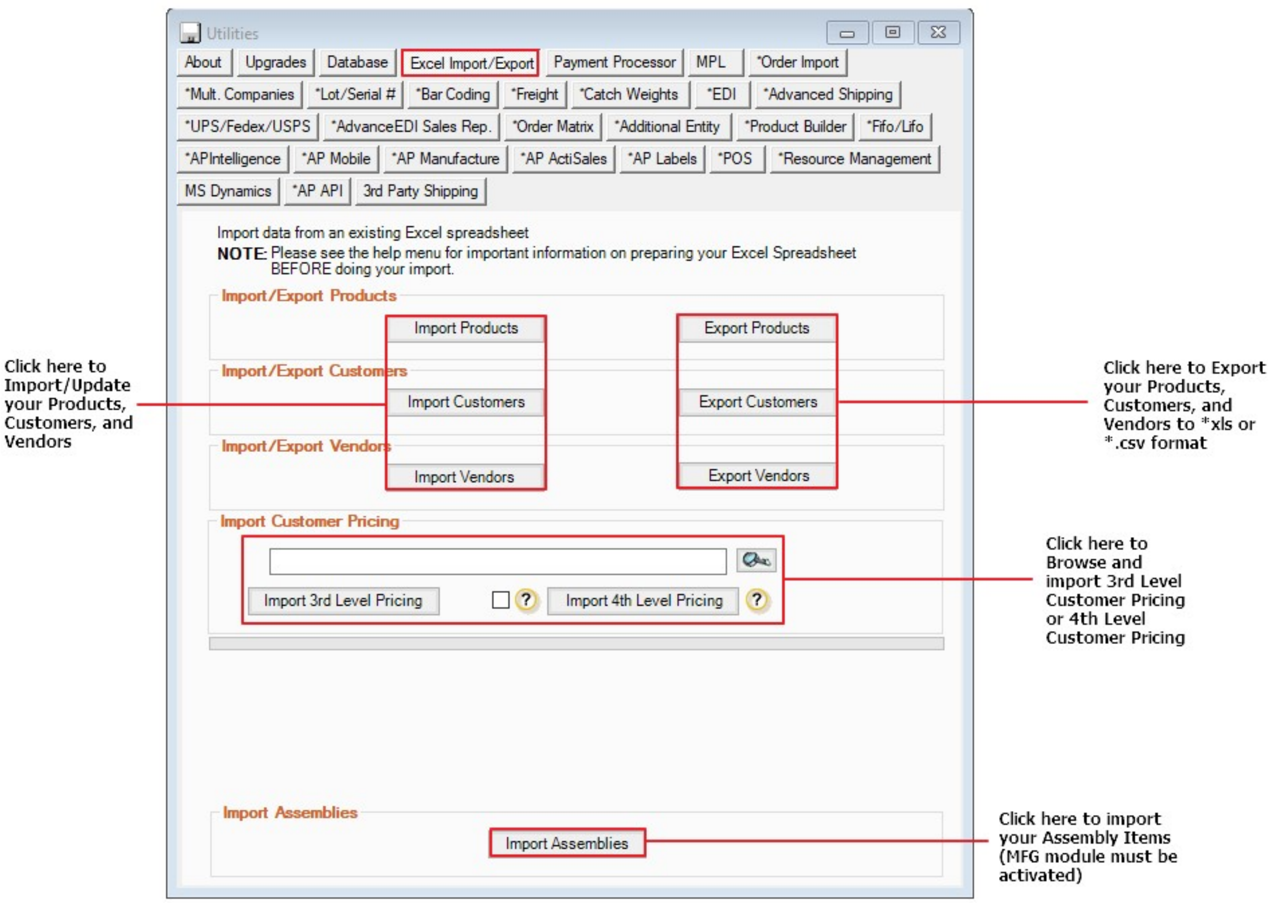
⚠ Before any kind of import, be sure to back up your existing database.

You can import customer, vendor and product lists, as well as customer pricing from .xls files. Please look for the Excel Import button in Picking Location form and Lot Serial Number module to import related info.

⚠ **If you are importing customer pricing, be sure that the "Add Hoc Remote Queries" is enabled.**

You can find this option using your Microsoft SQL Server > SQL Configuration Tools > Surface Area Configuration Tools > Surface Area Configuration for Features.

1. Click **Admin** to open the Admin Switchboard, and then click **Utilities**.
2. Click the **Excel Import tab.**



Before you click the appropriate button to import your Excel file, look it over. You can download the *AdvancePro* schema from the online Knowledge Base.

You do not need to have information for every field, but the following are mandatory:

✔ **Product Import Mandatory Fields**

- Name
- SKU must be unique.

✔ **Customer Import Mandatory Fields**

- Company Name
- Account Number is not mandatory, but must be unique. If you are updating customer information, you must have account numbers.

✔ **Vendor Import Mandatory Fields**

- Company Name
- Account Number is not mandatory, but must be unique. If you are updating vendor information, you must have account numbers.

⚠ **Be sure that each entry has the mandatory fields or the item will not be created in *AdvancePro*.**

⚠ **SKUs and account numbers must be unique. If they are not unique, the new object will not be imported and an existing record may be changed.**

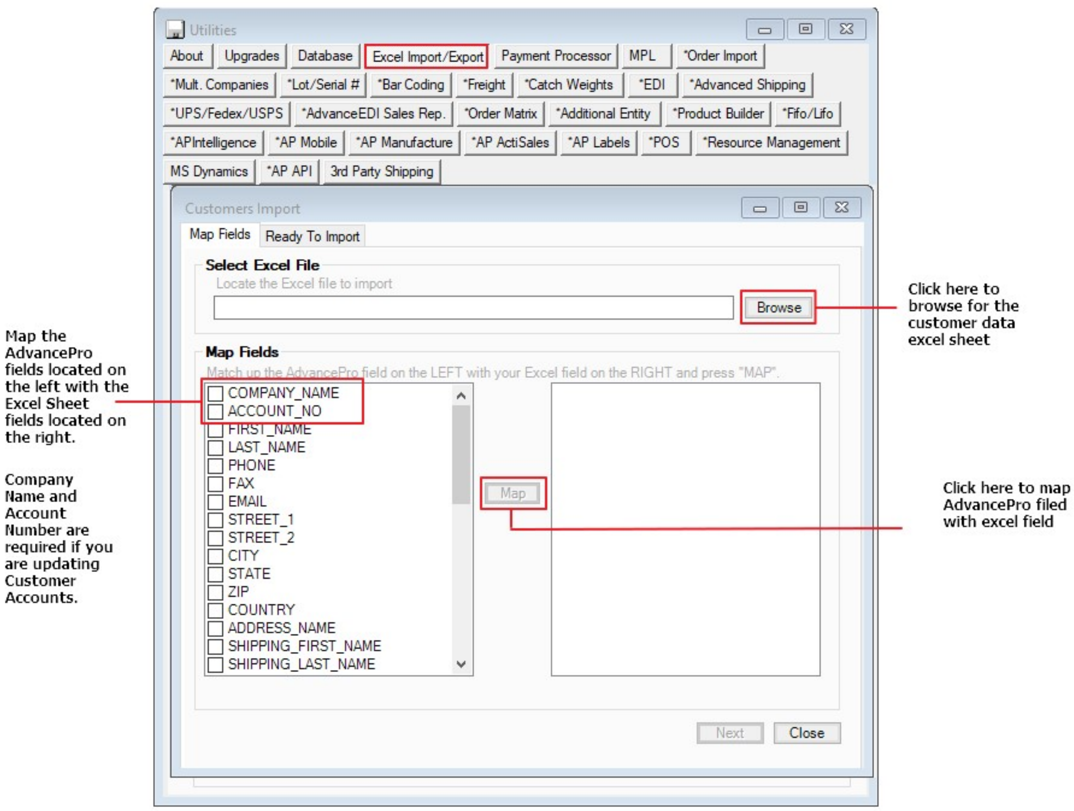
⚠ **If you are importing to update existing customers, vendors or products, please be sure that the account numbers or SKUs as well as the names match the existing object. If they do not match, a new object will be created instead of updating the existing object.**

A note about addresses (both shipping and billing):

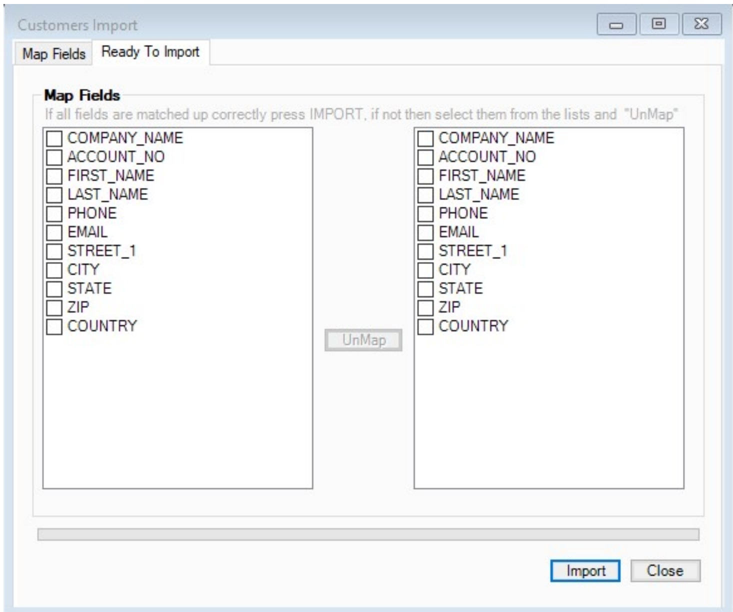
- Make sure that the address is split into fields corresponding to AdvancePro's address fields (Street 1, Street 2, City, State, Zip, and Country).

3. Click the appropriate button for the object list to import.
4. The **[Import Type] > Map Fields** dialog will open. Select an *AdvancePro* field on the left by clicking the checkbox. Then, select the corresponding field from your .xls file on the right. Click **Map.** Repeat this process for each field that you would like to import.

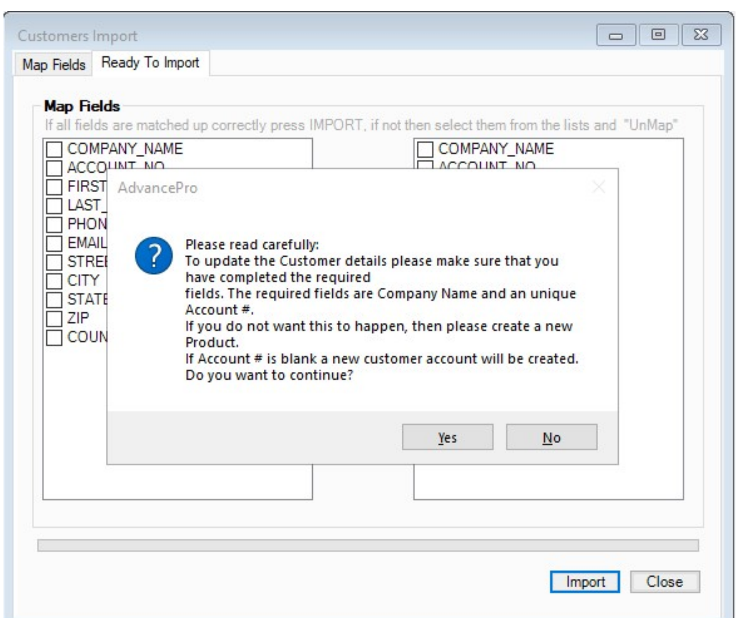
> Hint: The **Next** button will become available when all the mandatory fields are mapped.



> If you have column headers that do not correspond to existing AdvancePro fields, use the **Custom Fields** in AdvancePro.



5. When done mapping, click **Next**.
6. The **Ready to Import** tab will open. Double-check your mapping. If any fields are incorrectly mapped to your column headers, you can select them and click **Unmap**. Repeat step 4 until all the fields are mapped correctly.



If they are mapped correctly, click **Import**.

7. A warning message will open. Read it and click **Yes**.
8. The import will happen. If there are any errors, a window will open indicating the problem row and field. Correct the problem and try again.

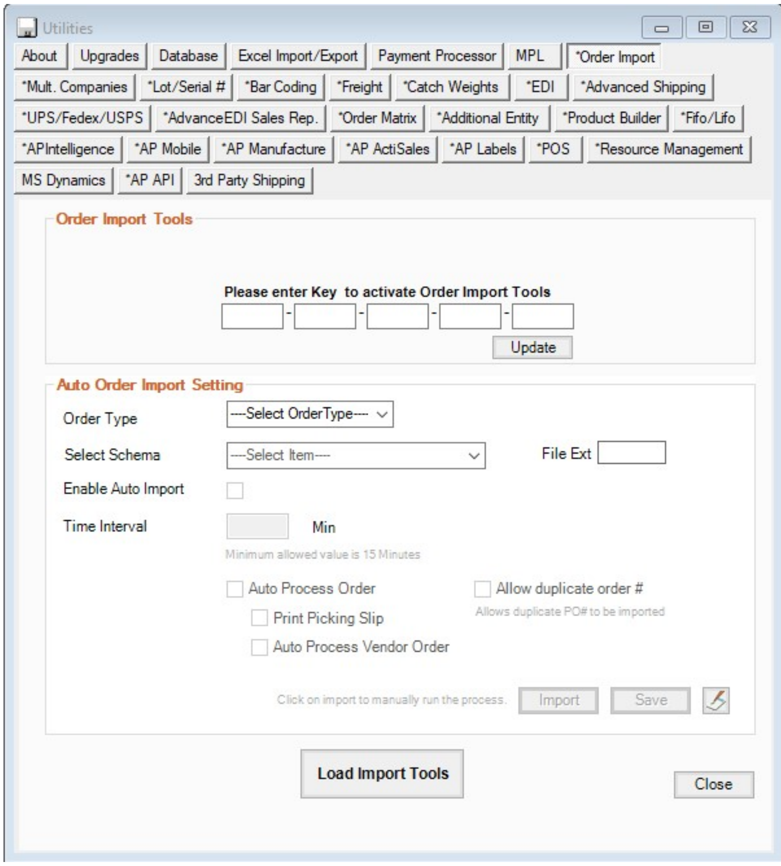
To check your imported values, you can use the sidebar menu to view all customers, vendors or products.

3.3.3 XML Import for Customer or Vendor Orders

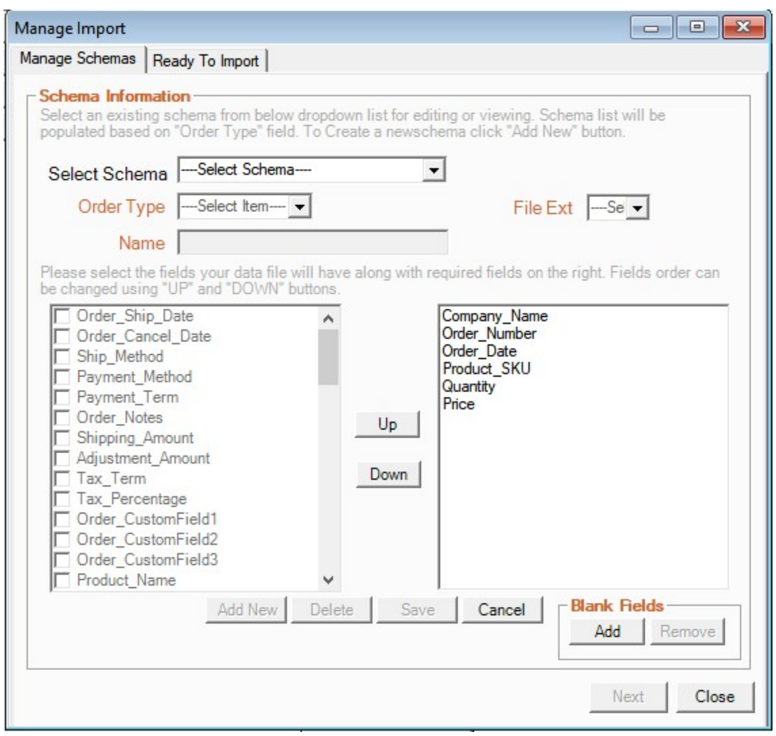
You must have the XML Import module enabled for this option. If you do not have it, please contact ***AdvancePro Technologies*** **support at 1-800-970-9071**

Download the schema file with all the possible column names/field names that you can import into *AdvancePro* (you will need to log in with your support user name and password). Sample schema and other helpful links can be found at the support module. Contact ***AdvancePro Technologies*** **support or your sales rep** for more information.

1. Review your XML file so that it will be properly imported. Make sure that:
   - There are no spaces in the column headers.
   - There is no color in the spreadsheet.
   - There are no outlines.
   - The sequence of columns listed in AdvancePro must match the sequence of the columns in the external file that will be imported
   - The following columns are mandatory:
     - ◊ Company_Name
     - ◊ Order_Number
     - ◊ Order_Date
     - ◊ Product_SKU
     - ◊ Quantity
     - ◊ Price
   - If you wish to associate the companies with existing customers or vendors in *AdvancePro*, make sure you include the account numbers and that they are the same account numbers are those in the *AdvancePro* database.
   - Remove any columns that you will not be using.
2. In *AdvancePro*, go to the **Admin** Switchboard and click **Utilities**.
3. Click the **XML Import** tab.



4. Click **Load Import Tools**.
5. The **Manage Import** dialog will open. Use the **Select Schema** drop-down list to select from:
   - **All Data**: all fields are preselected. Use this if you will be importing most or all fields available.
   - **Some Data**: mandatory fields and some other key fields are preselected. Use this if you will not be
   - importing many fields into *Advance-Pro*.



6. Select the **Order Type** from the drop-down list (vendor or customer).
7. Make sure fields you are including are checked in the left column, and that the order of fields on the right exactly matches your XML file.

8. Please make sure that the sequence of columns in *AdvancePro* match the sequence of the data fields in the imported files
9. Select the appropriate file extension (.csv, .xls, .txt).

> You can save this schema using the **Save** button at the bottom. You can also create new schemas or delete existing ones.

10. Click **Next**.
11. The **Ready to Import** tab will appear. Click **Browse** to locate your file. Select the appropriate schema from the drop-down listed.

Verify the orders in the verification window and click **Continue**.

The orders have been imported!

3.3.4 Automatic XML Import

You can automate XML import in *AdvancePro* as well, once you have created the schema using the procedure from steps 49 onwards listed earlier. Then, you can have *AdvancePro* automatically process the orders.

If you enable the automatic processing, “in stock” customer orders are processed orders using the FIFO (first in, first out) method, and are then sent to the warehouse for picking, packing and shipping.

The XML files to be automatically imported must be located at:

- CPO: C:\Program Files*AdvancePro*\New Customer XML Orders
- VPO: C:\Program Files*AdvancePro*\New Vendor XML Orders

To enable Auto XML:

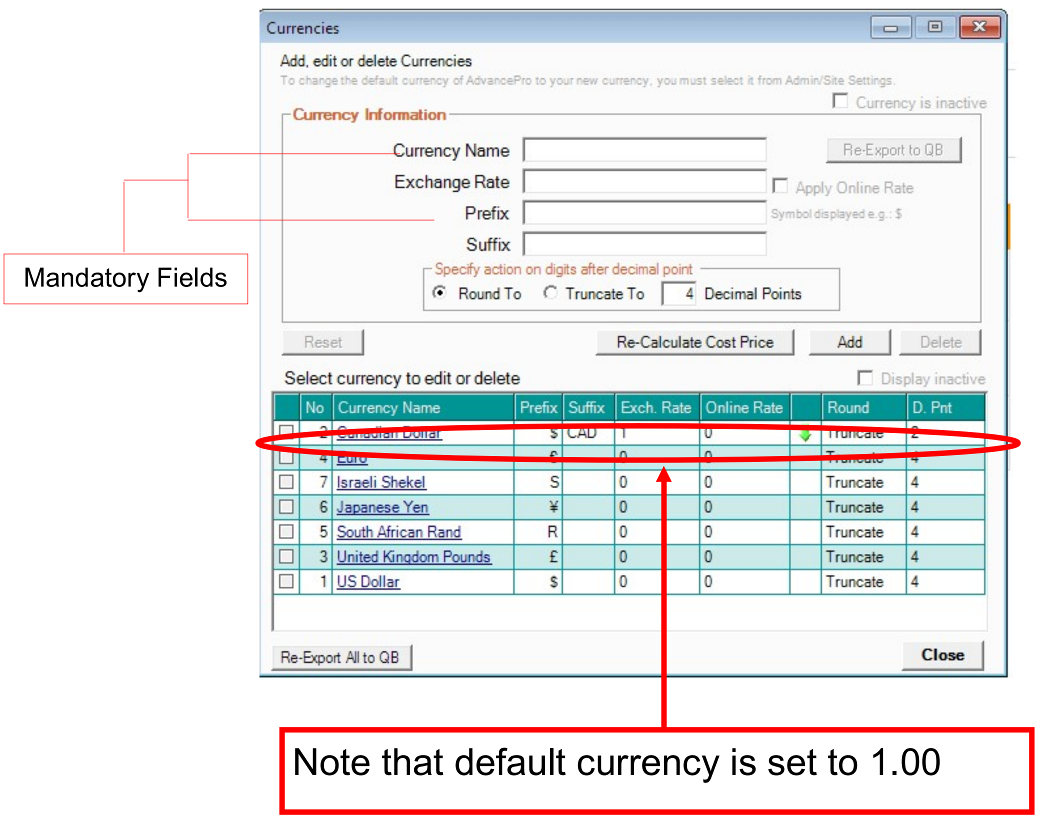
1. In *AdvancePro*, go to the **Admin** Switchboard and click **Utilities**.
2. Click the **XML Import** tab.

3.4 Setting Up Currencies in *AdvancePro*

3.4.1 Setting the Default Currency

You can set the default currency using the **Admin > Site Settings > General Settings** tab. This currency is used by default on all customers, but if you set exchange rates (as below) for other currencies, you will be able to select them as preferred currencies for particular customers.

You will notice that on **Admin > Currencies** that the default currency is set to 1.00 in the Exch. Rate column.



3.4.2 Setting Up Exchange Rates, Prefixes and Suffixes

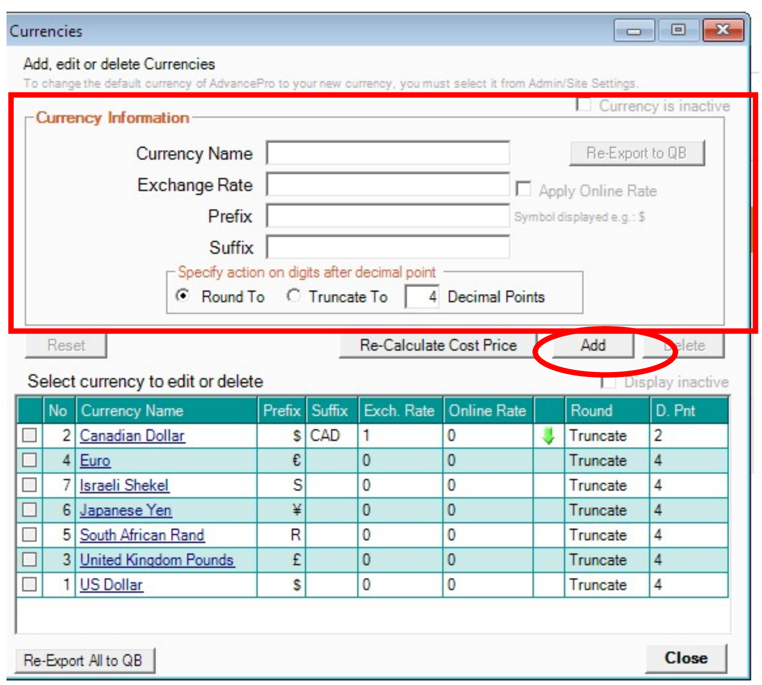
1. Click **Admin** and then **Currencies**.
2. Select the currency from the list.
3. Use the edit fields at the top of the screen to enter the exchange rate, prefix or suffix.
4. Click **Update** when done.

3.4.3 Re-Calculating Product Prices with New Exchange Rates

Use the method above to set the exchange rate, and then click **Re-calculate Cost Price** to update the cost prices for all products bought from vendors using this currency.

3.4.4 Adding New Currencies

1. Click **Admin** and then **Currencies**.
2. Enter the currency name, exchange rate, prefix or suffix.



3.4.5 Deleting Currencies

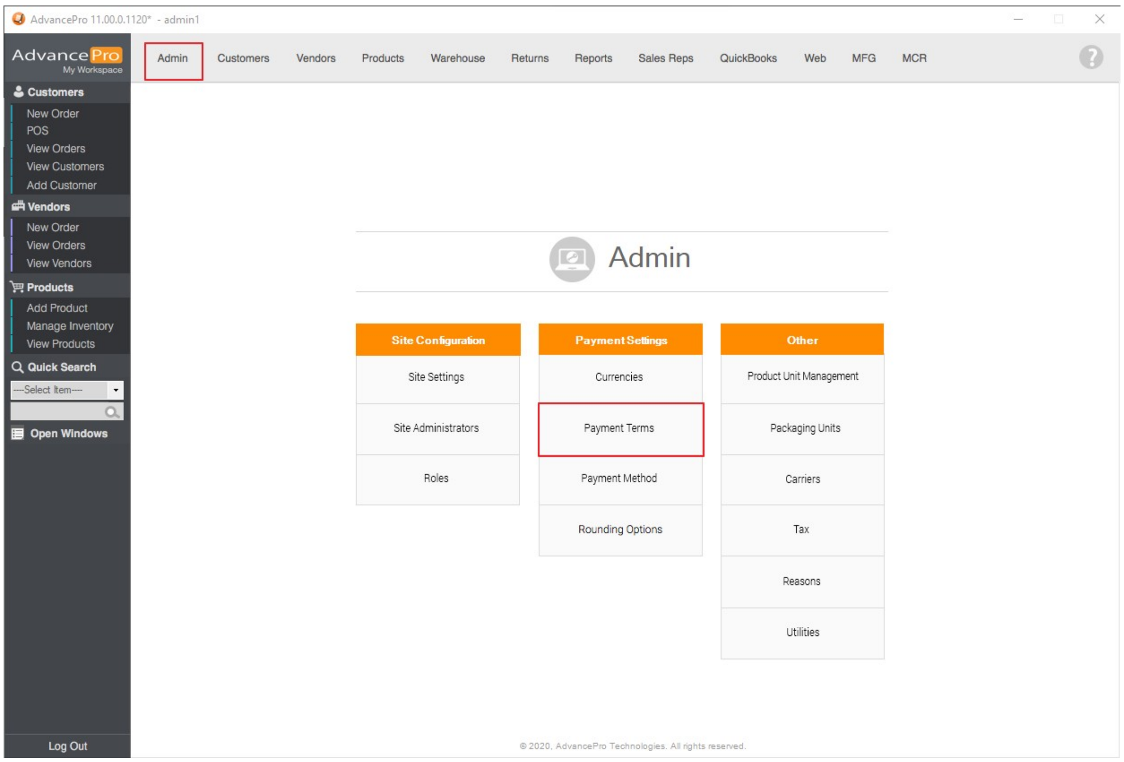
1. Click **Admin** and then **Currencies**.
2. Select the currency from the list.
3. Click **Delete**.

3.5 Setting Up Payment Terms

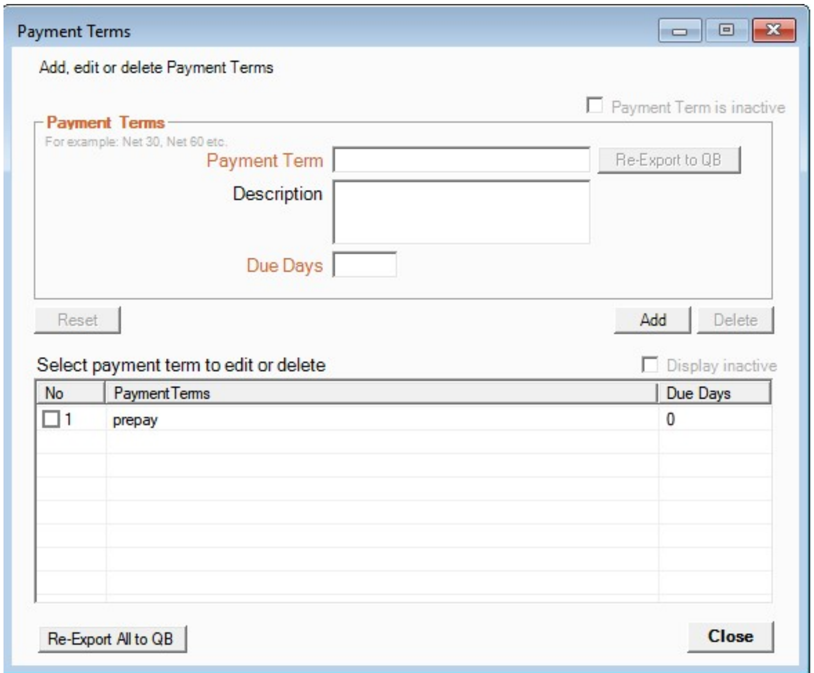
Mandatory Fields

- Payment Term
- Due Days

1. Click Admin and the Payment Terms.

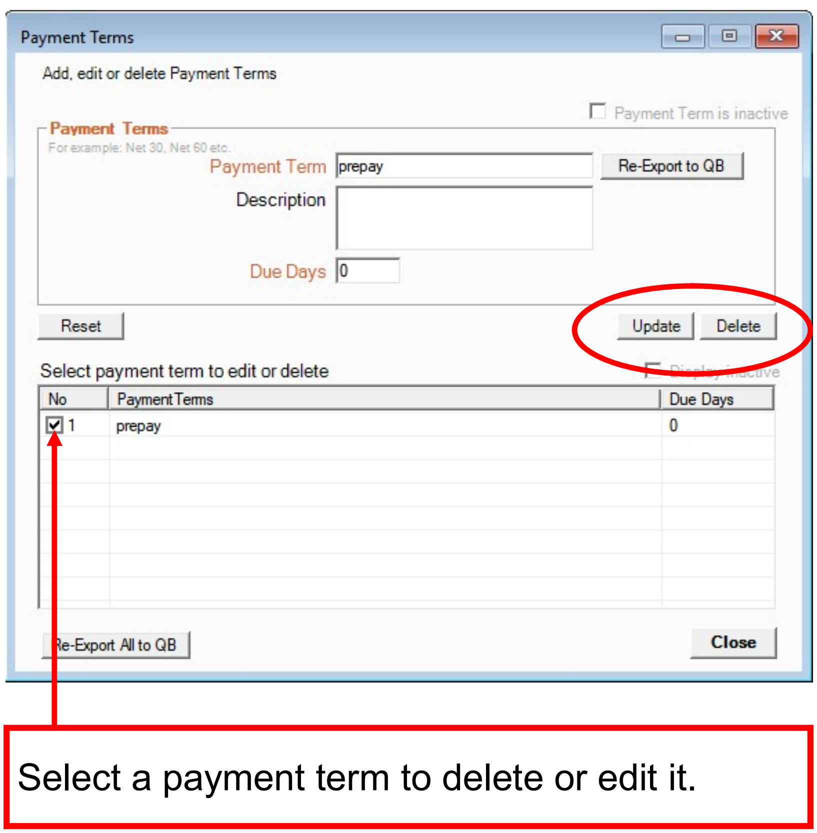


The **Payment Terms** dialog will open. You can add new ones by entering the term name, description if desired, and due date, and then clicking **Add**.



You can edit payment terms by selecting them using the checkbox on the left, making your edits and then clicking **Update**.

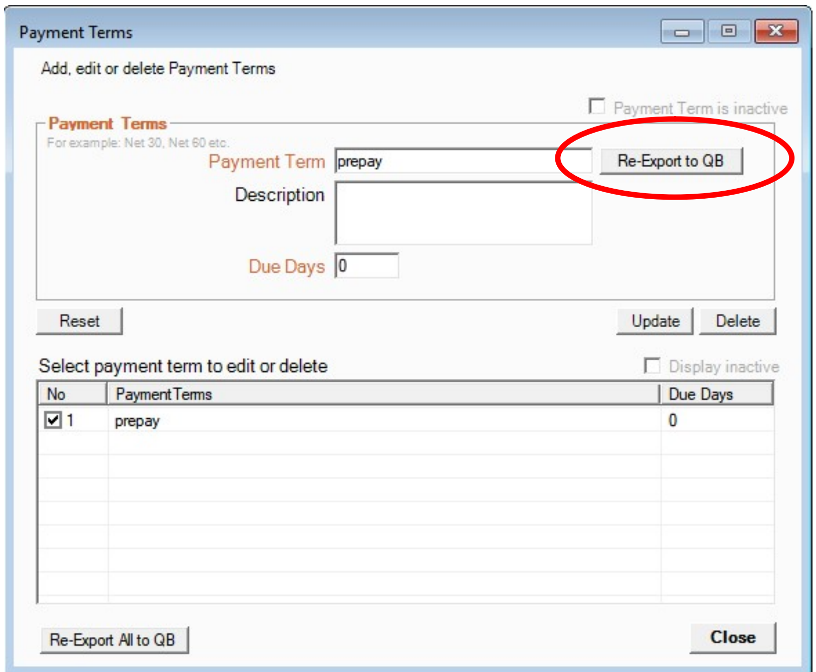
To delete a payment term, select it using the checkbox, and click **Delete**.



If you would like to make a payment term inactive, click the checkbox on the top right.

3.5.1 Re-Exporting Changed Terms to QuickBooks®

Once you have edited, deleted or added payment terms in *AdvancePro*, you can manually re-export them to QuickBooks. Click the button on the top right to do so. Any edited or deleted record is automatically marked for re-export to QuickBooks.

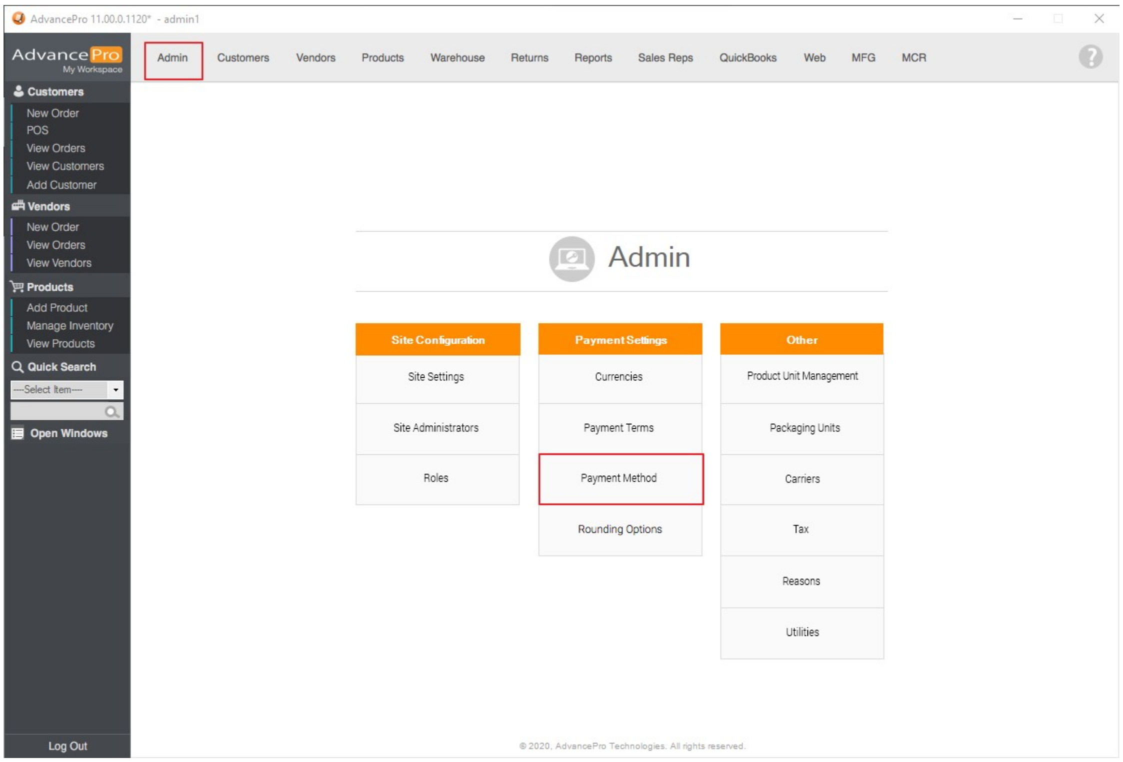


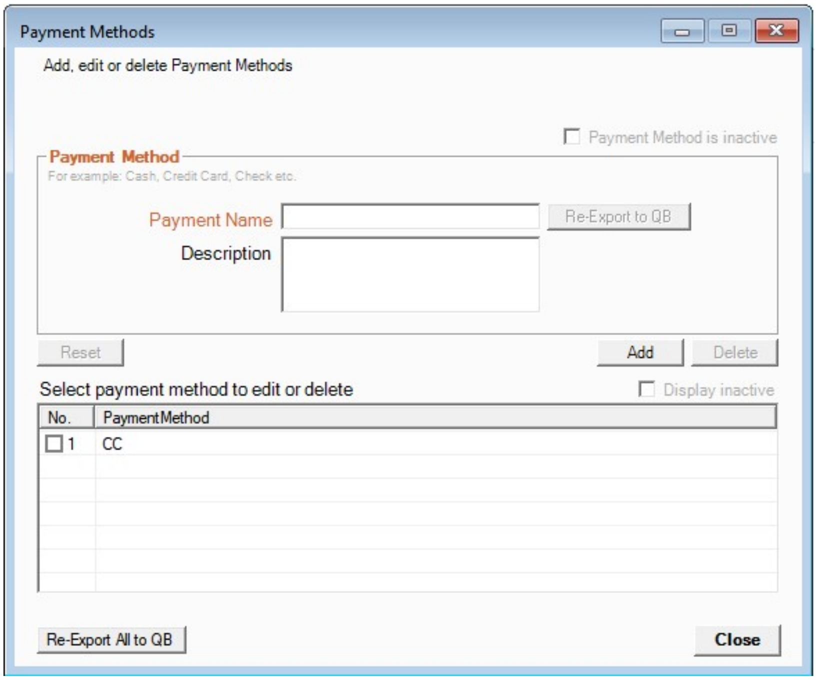
3.6 Setting Up Payment Methods

3.6.1 Required Fields

- Payment Method

Click **Admin** and then **Payment Method**.



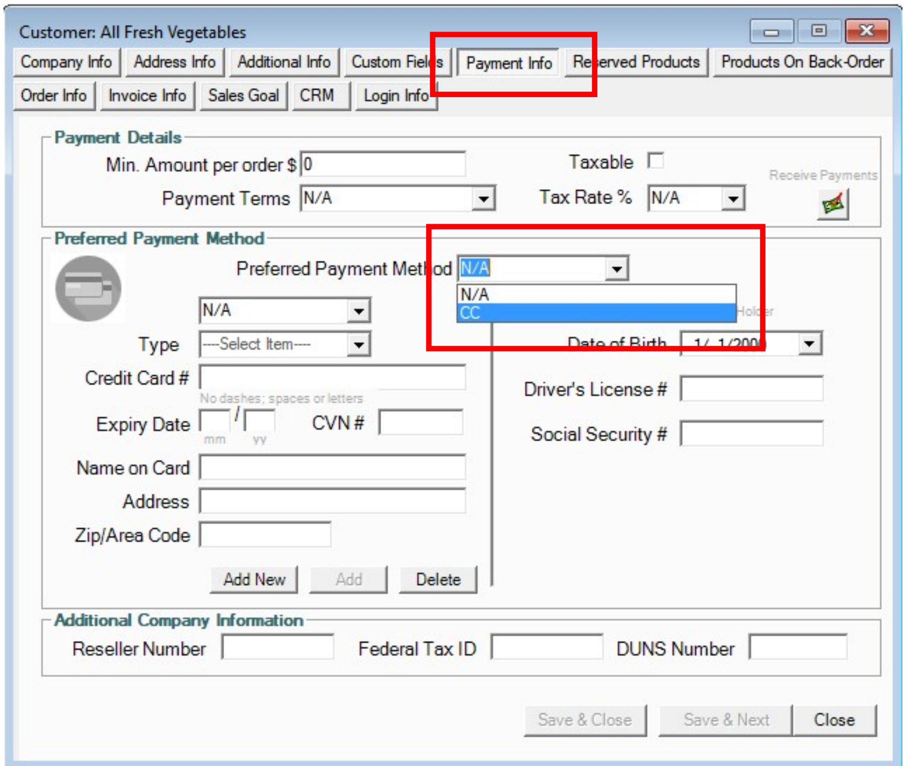


To delete or edit a payment method, check the box corresponding to the payment method, make your changes and click **Update** or **Delete**.

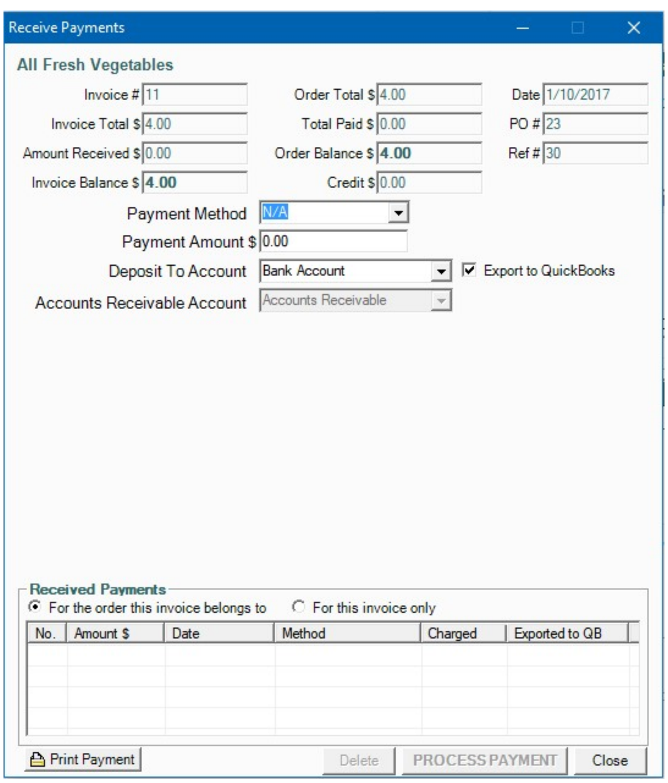
To clear the fields, click **Add New**.

3.6.2 Assigning Default Payment Methods to your Customers

1. Open the customer profile from the Customer Switchboard (click Edit Customer and then click the Edit icon for the customer from the All Customers list).
2. On the **Payment Info** tab select the payment method from the drop-down list.



This can also be done on a per order basis when you are placing an order.



When you accept payment from a customer while processing a customer order or invoice, this payment method will be pre-selected, but you can change it if desired. Below is the **Receive Payment form** from the Customer Order process.

Note that the payment method “cash” is selected (it was the customer’s default, set as above), but you can use the drop-down list to choose another method.

3.7 Setting Up Taxes

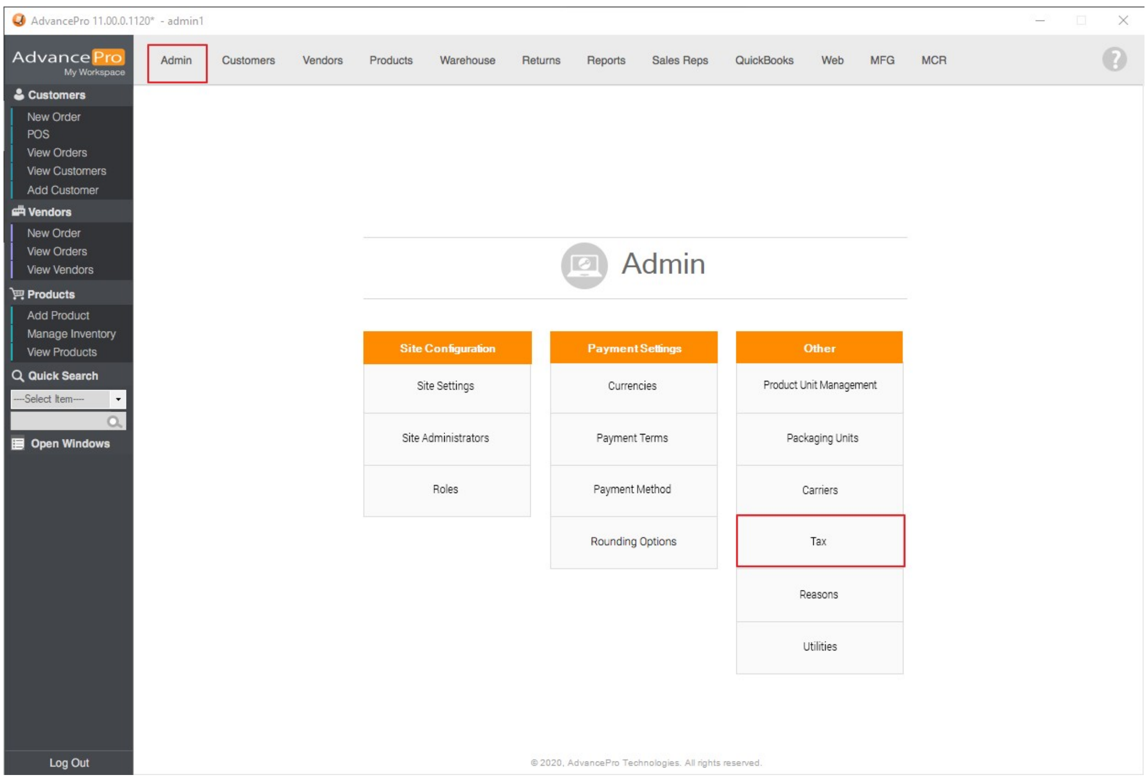
AdvancePro's tax feature includes Group Taxes and Canadian Taxes (for Canadian users only). Use the Tax form in the Admin Switchboard to create the various taxes.

3.7.1 Creating, Editing, or Deleting an Individual Tax Term

Mandatory Fields

- Tax Term
- Tax Rate %
- Tax Code

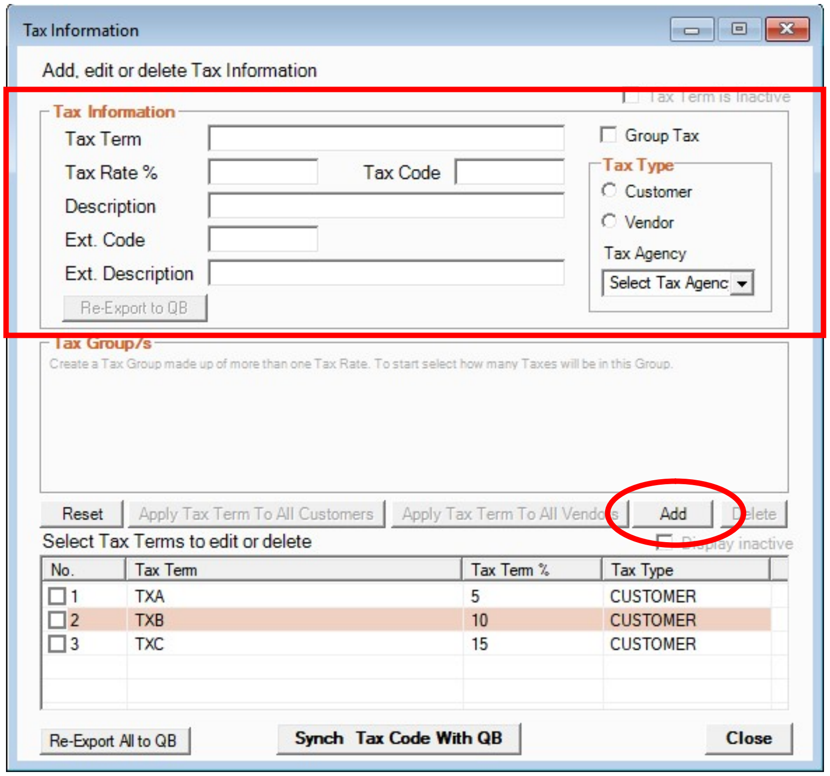
1. Click **Admin** and then **Tax**.



The **Tax Information dialog** will open. To add a new tax, complete the required fields. (If you need to clear the fields, click the **Add New** button.)

The tax code is automatically generated but can be changed.

2. Click **Add**.



To delete or edit a tax, check the box corresponding to the tax and then click **Update** or **Delete**.

If you are a Canadian company, please note that the **Is Canadian** check box allows you to create tax groups that include the GST. You do not need to click that check box for ordinary single taxes (e.g. your provincial rate).

3.7.2 Tax Group for US users only

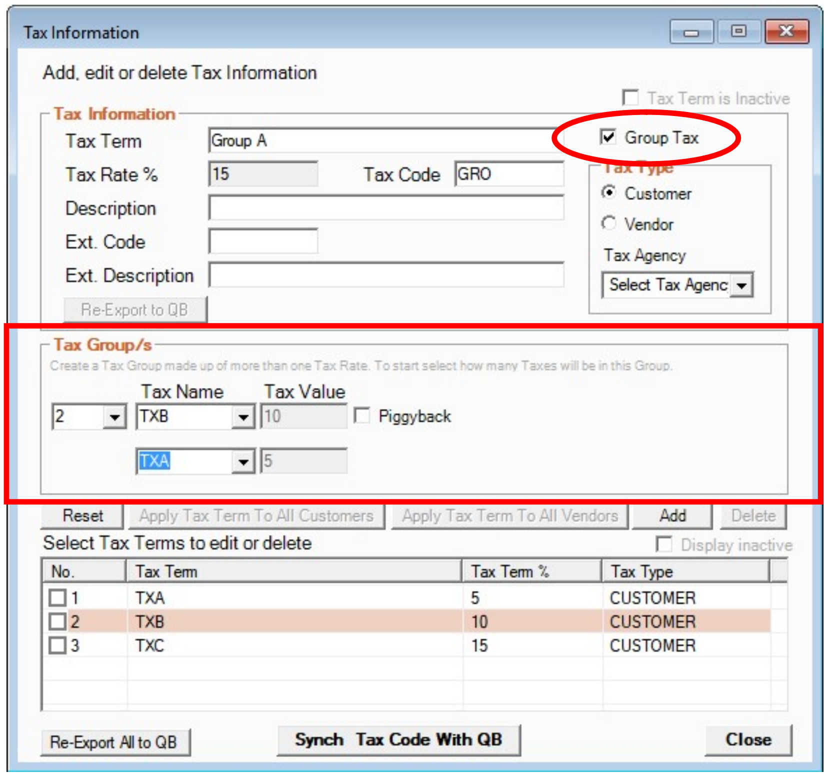
Mandatory Fields

- Tax Term
- Tax Rate %
- Tax Code
- Tax Name for each individual tax (this will set the tax rate)
- Number of taxes included in group

Make sure that you have selected US user for QuickBooks® on Admin > Site Settings > QuickBooks tab. If not, then you will be unable to export to US version of QuickBooks.

A group tax consists of a set of tax rates that exist under a single tax term. You must have previously entered individual tax terms and tax rates as above. If no individual taxes exist, you will be unable to create a tax group.

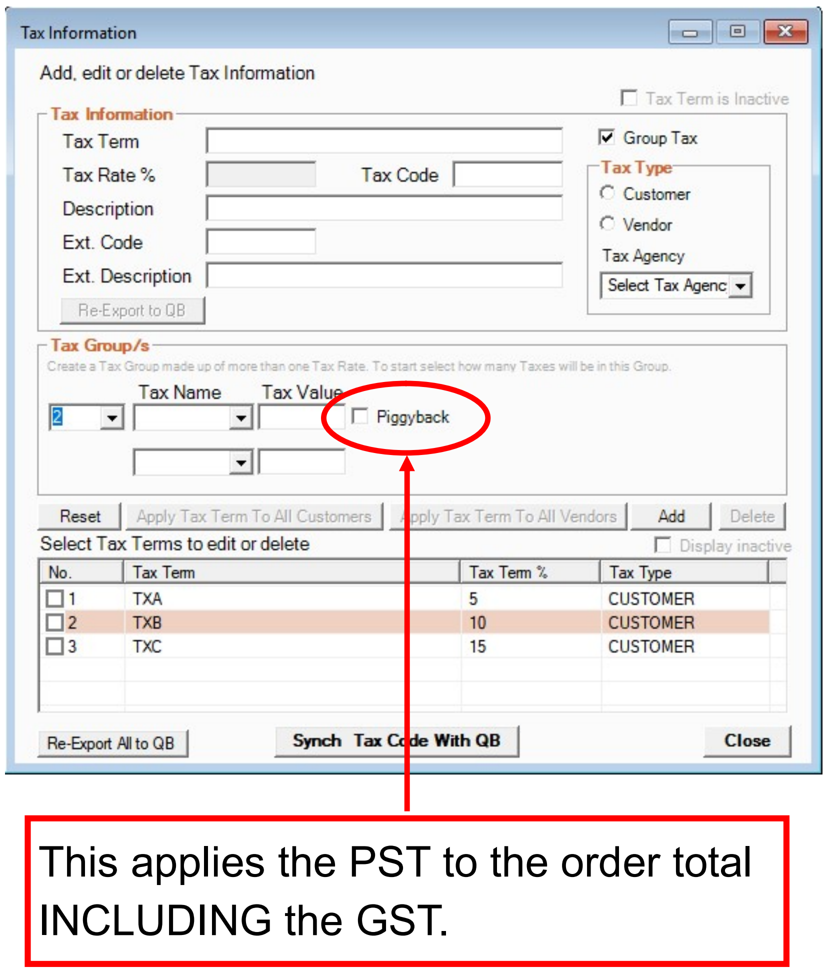
1. Click **Admin** and then **Tax**.
2. Select the **Group Tax** check box.



1. Enter the **Tax Term** for this group tax.
2. Add a tax description if desired.
3. After you check the group tax check box, a drop-down will appear in the **Tax Group/s** area. Select the number of taxes that will make up the group.
4. Select the tax terms for the group from the drop-down. *AdvancePro* will total the tax rates for the group's tax

3.7.3 Setting Up Tax Groups for Canadian Users Only

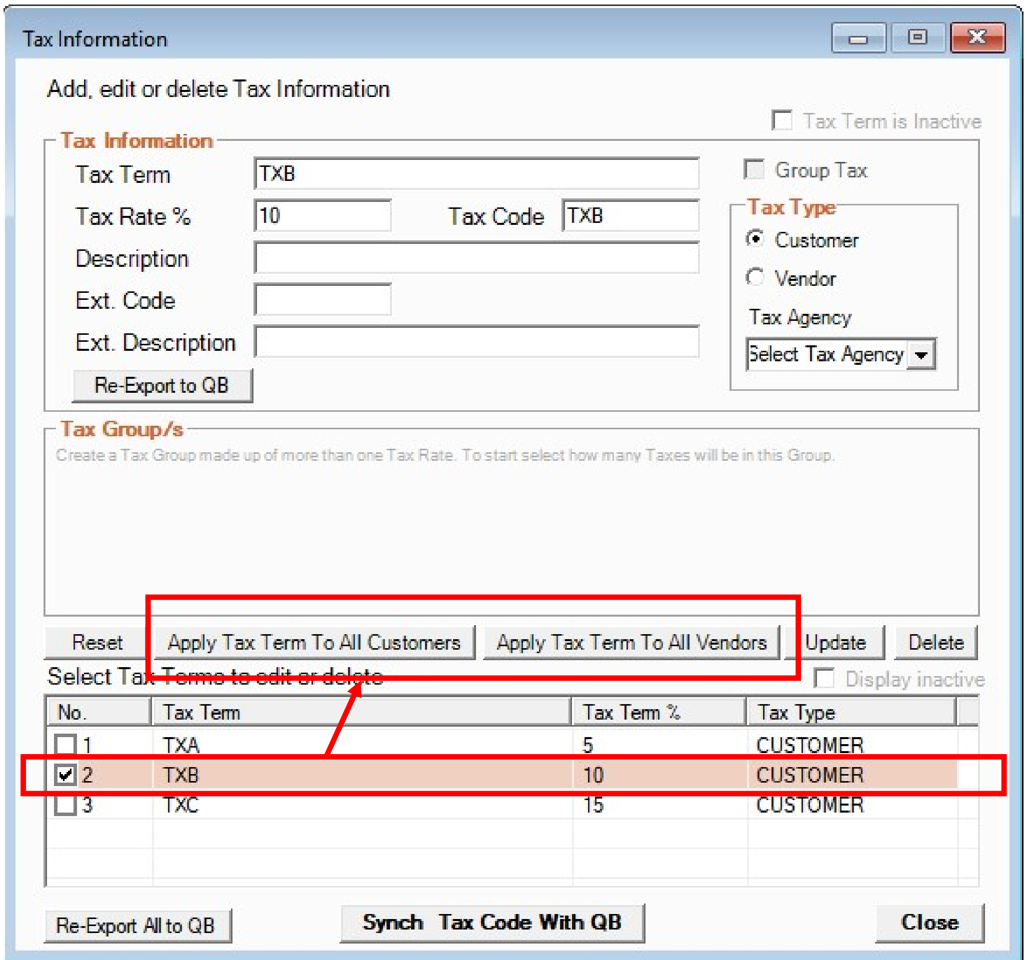
Make sure that you have selected Canadian user for QuickBooks on the Admin >Site Settings > QuickBooks **tab otherwise you will be unable to export to a Canadian version of QuickBooks. Click Admin and then Tax.**



- Select the **Piggyback** option to apply the PST tax to the order total INCLUDING the GST.
- *AdvancePro* will total the tax rates for the group's tax rate.

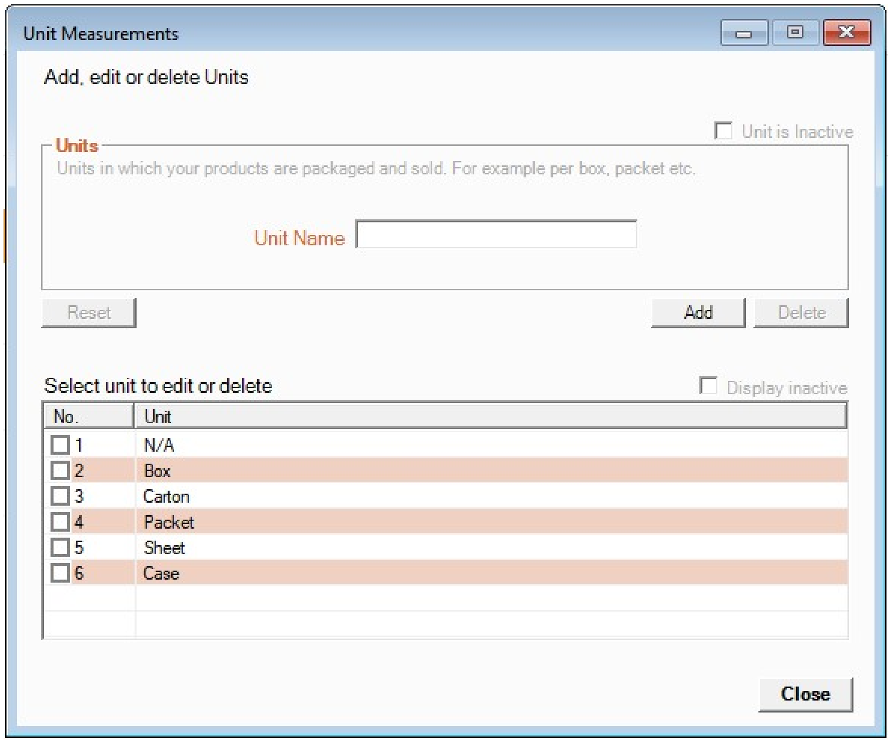
3.7.4 Applying Tax Rates to All Customers or Vendors

Once you have successfully added a tax term or tax group as above, you can apply it to all customers or vendors by selecting it and clicking the buttons below the Tax Group box.



3.8 Setting Up Product Units

You can easily set up the units in which you sell your products.



Mandatory Fields

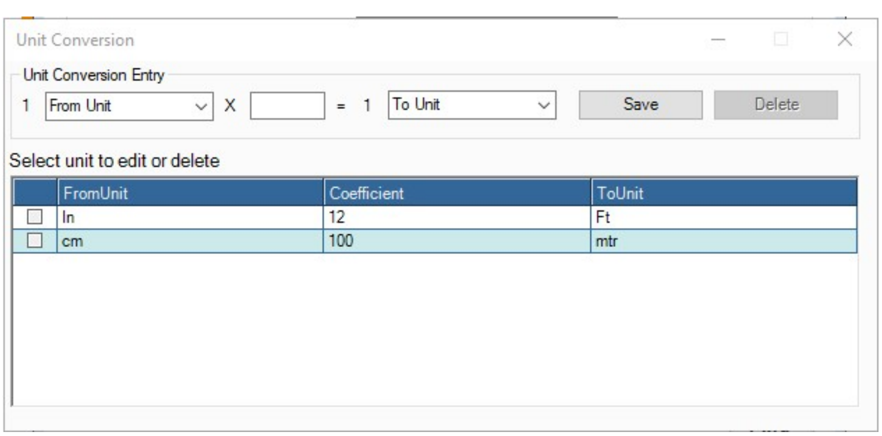
- Unit Name

Click Admin and then Product Unit Management.

The **Unit Measurements** dialog will open. To add a unit, enter the name and click **Add**.

- To edit or delete a unit, select it using the check box, make your changes if required, and click **Update** or **Delete**.
- Click **Done**.

Unit Conversion



On the Unit Measurements window, click on Unit Conversion

The **Unit Conversion** dialog will open. To add a unit conversion, se-lect from the **From Unit drop-down,** the **conversion**, the **To Unit** and **Save**

3.8.1 Assigning Units to Products

You can assign units of measure to specific products while creating or editing the product. To edit a product, open the Product form by clicking the Edit button from **Products > View All Products**. Then you can set the unit in which you sell the product on the **Product Information tab**, and set units for buying as well as advanced units for selling in the **Vendor & Pricing Info tab**.

As such, this is covered in the chapter on Setting up Products starting on page xx.

You can specify units in which you buy and sell this product, to make selling, receiving and ordering the product easier.

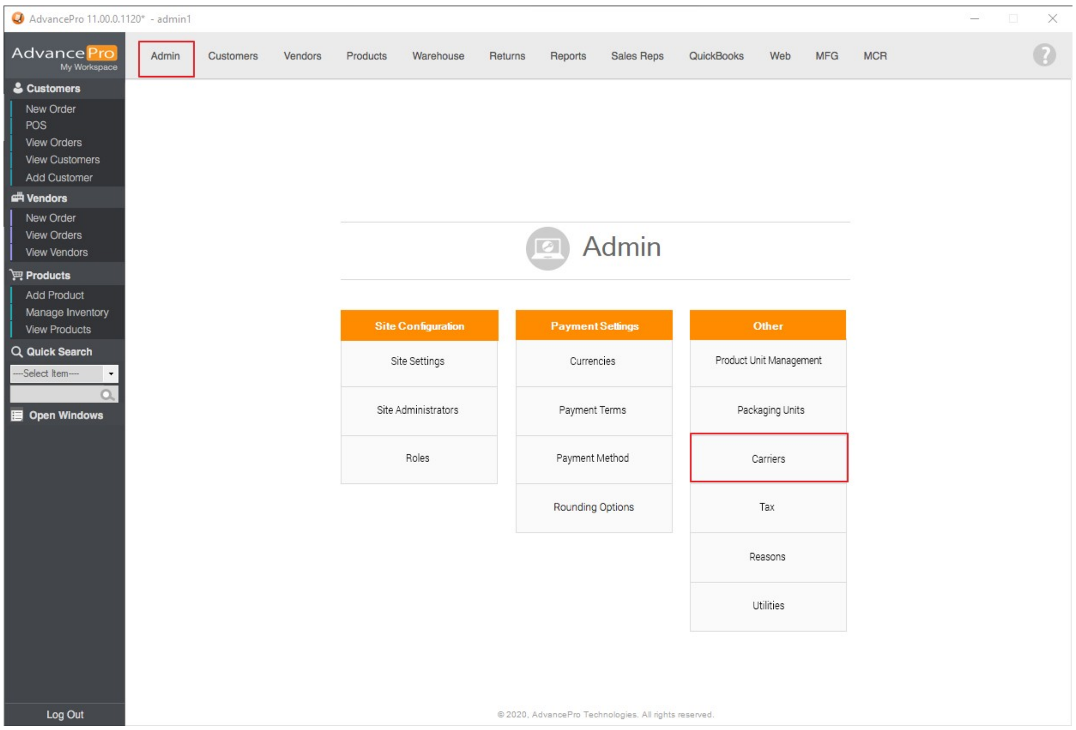
3.9 Setting Up Carriers

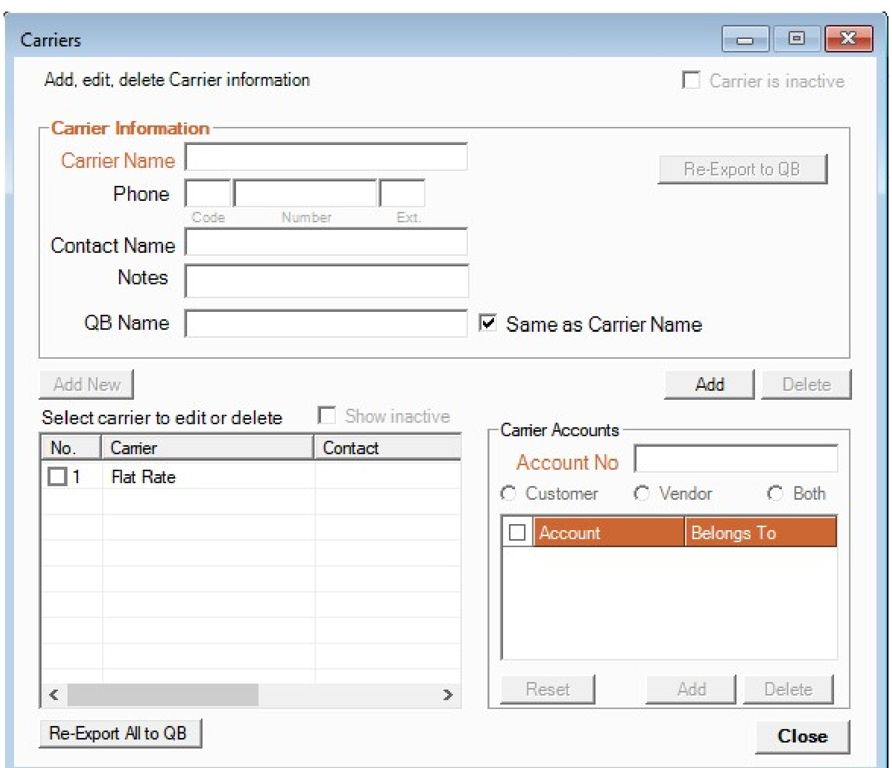
Mandatory Fields

- Carrier Name

3.9.1 Creating New Carriers

Click **Admin** and then **Carriers**.

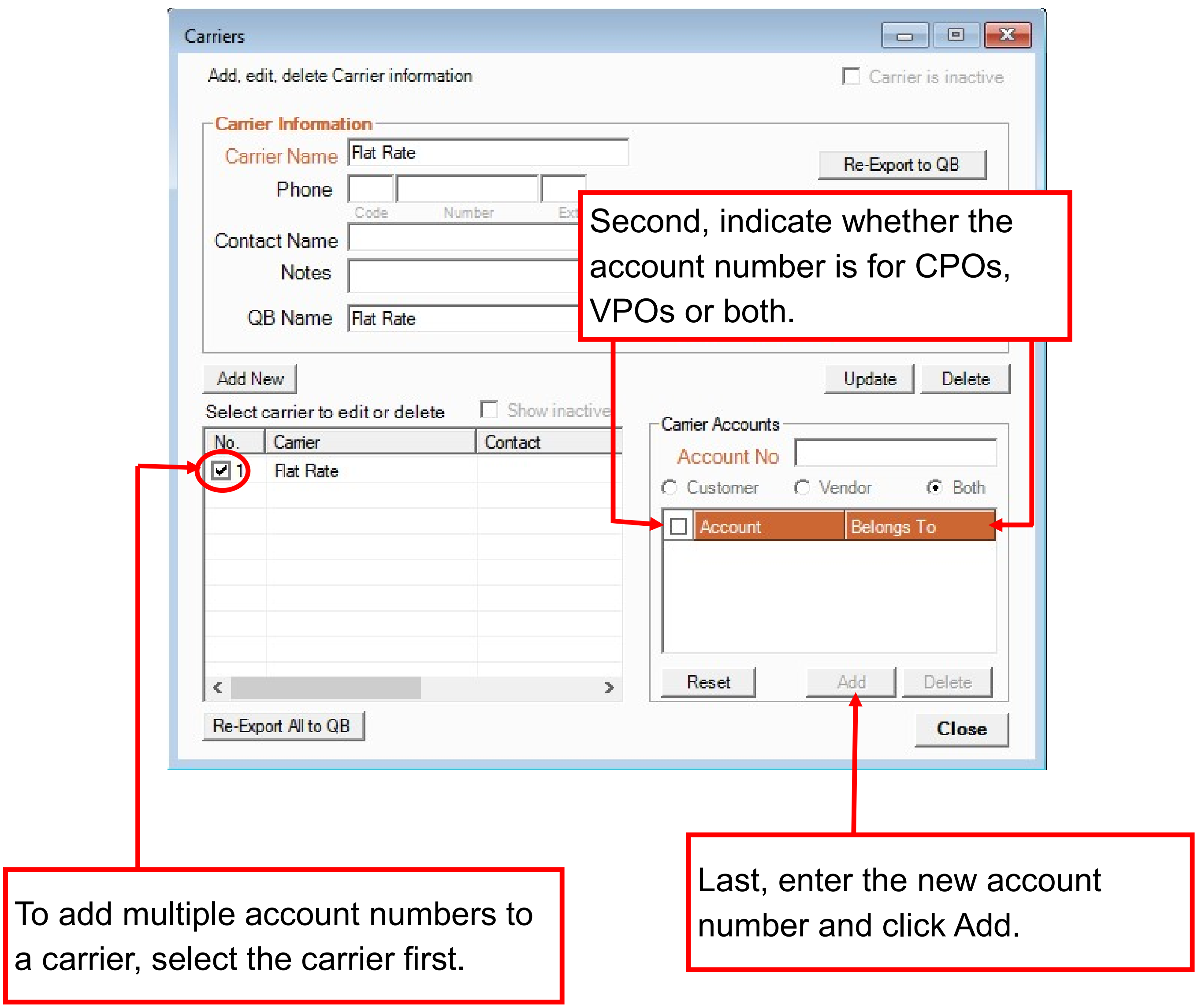




The **Carriers** dialog will open. Complete the required fields and click **Add**.

3.9.2 Deleting or Editing Carriers

- From the **Carriers** dialog (accessed as above) check the box corresponding to the carrier.
- Make your changes.
- Click **Update** or **Delete** button.
- On editing a carrier, you can also enter different carrier account numbers and have them appear on the CPO/ VPO to be assigned to your customer or vendor orders then. For example, if customer B has a certain FedEx account number, you can edit FedEx in your carrier list, and add the account number. To do so:
  - ◊ In the Carrier Accounts section, click the **Add ew** button if you need to clear the fields.
  - ◊ Indicate if the account is for customers or vendors or both using the radio buttons at the top.
  - ◊ Enter the account number in the **Account** field.
  - ◊ Click **Add**.

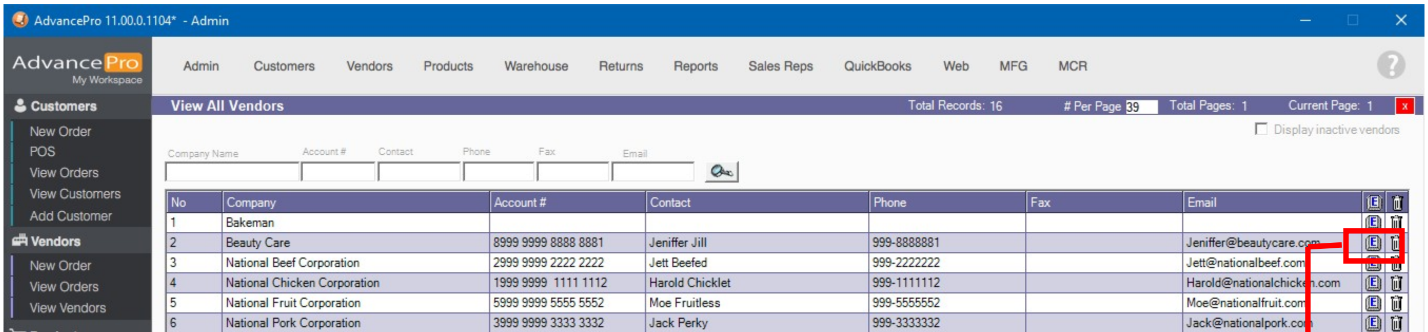


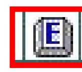
Click **Done** when finished editing the carriers.

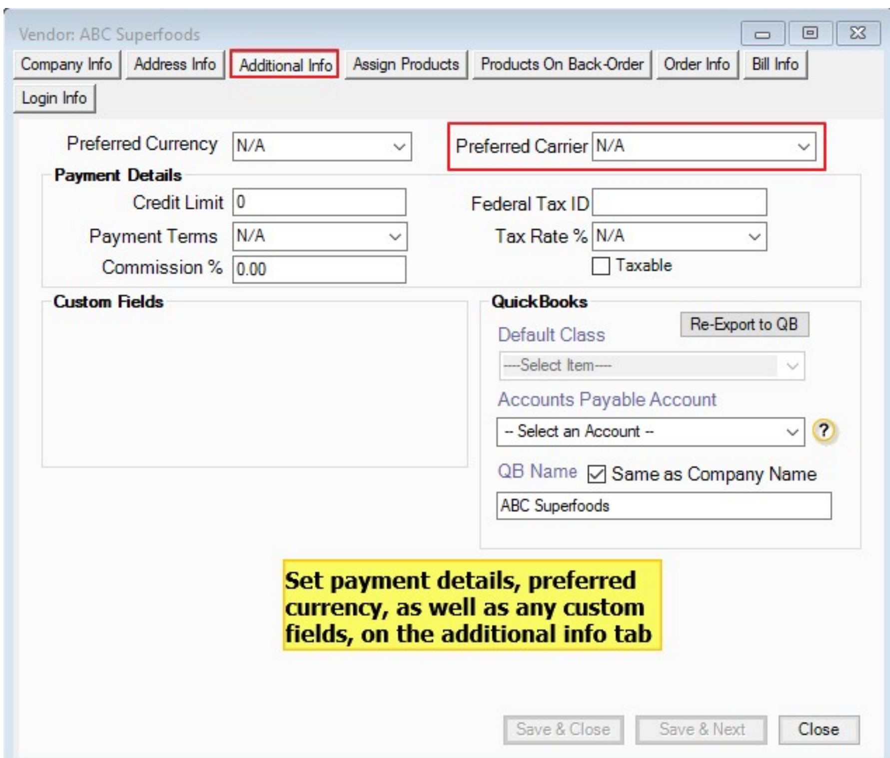
clear the fields, click **Add New**.

3.9.3 Assigning Carriers to Customer or Vendors

Open the customer or vendor profile from the Customer or Vendor Switchboard, or from the “View All” screens (click the **Edit** button).



Click the **Edit** button 



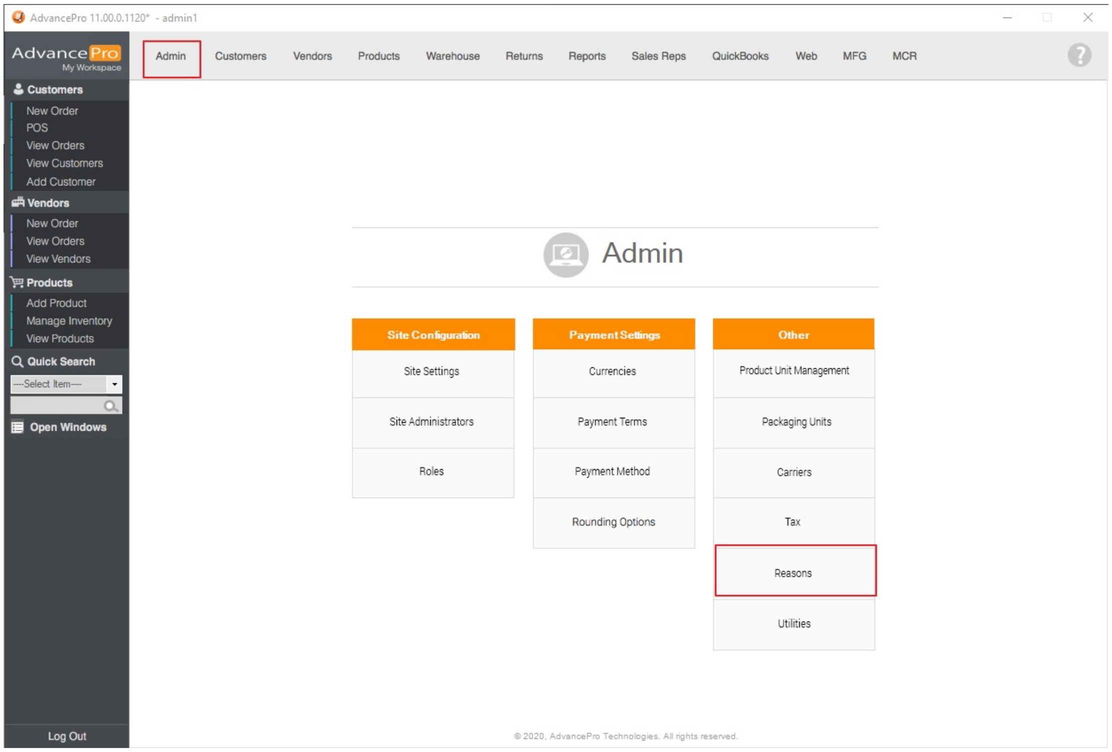
On the **Additional Info** tab (whether you are modifying a customer or vendor), select your preferred shipping method.

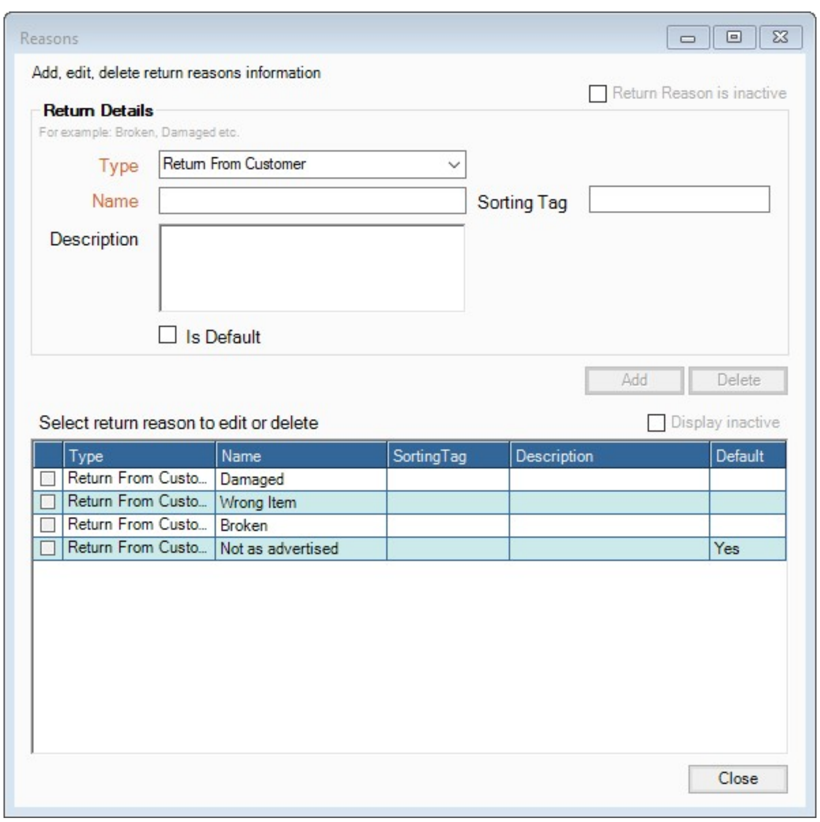
This can be changed when you place a customer or vendor order.

3.10 Setting up Reasons for Processing Returns

It allows a user to identify main causes for returns as well as use this information for gathering statistical data in a uniform fashion, reducing user error with manual reason. That way each AdvancePro customer can define their own specific set of reasons and keep their users from making up a reason

1. Click Reasons from the Admin Switchboard.





Mandatory Fields

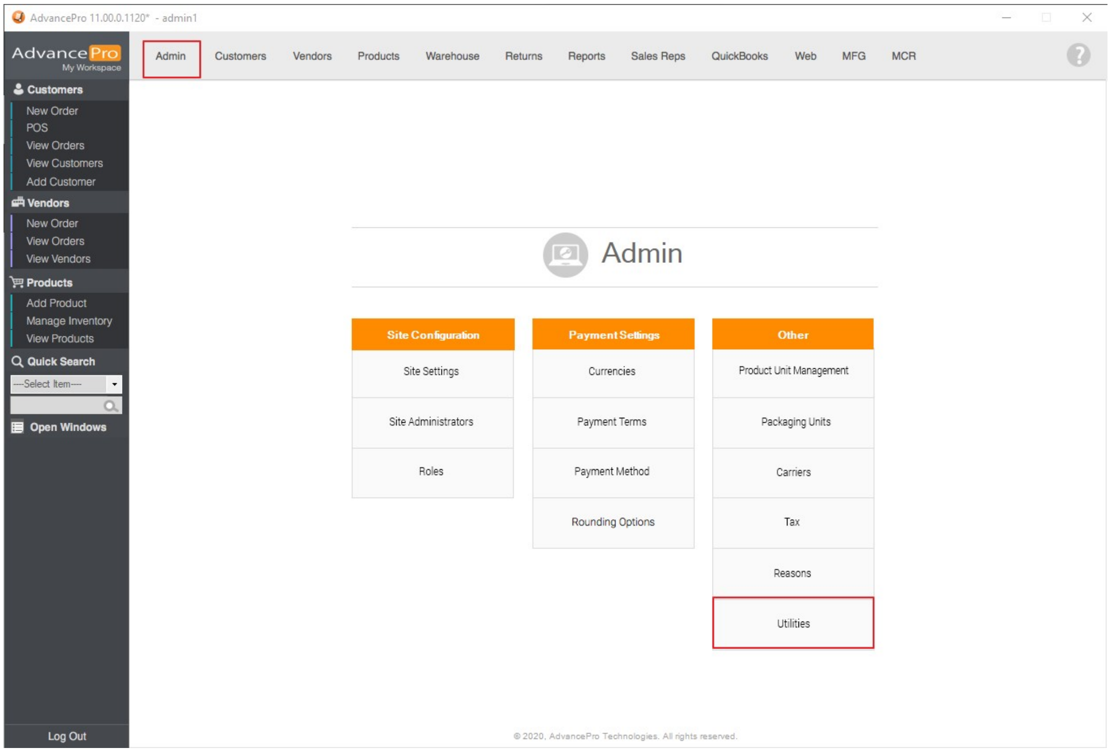
- Type
- Name

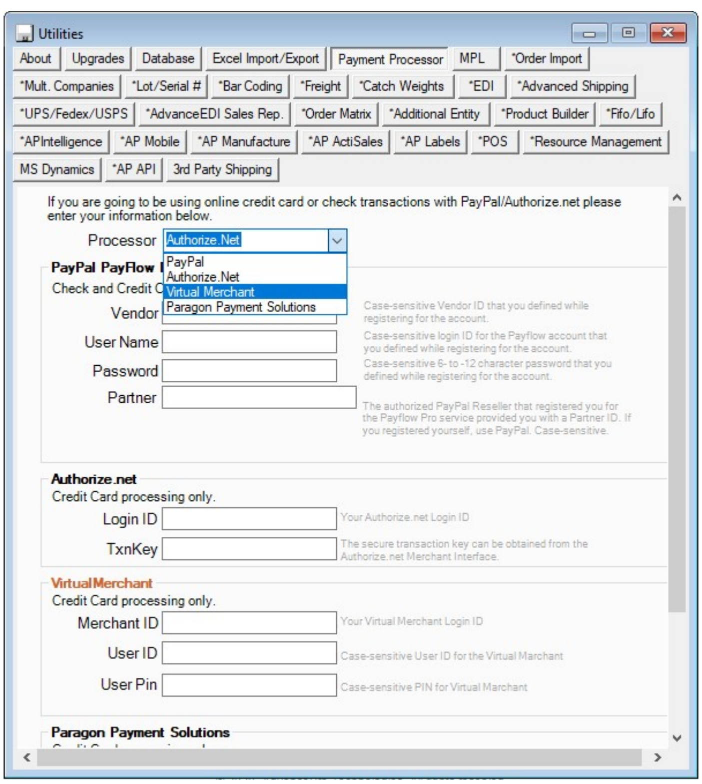
The **Reasons** dialog will open. To add a reason, select Return Details Type, set Name, when adding a reason for the first time click on Is Default and click **Add**

3.11 Setting Up Payment Processing

If you have a PayPal® Payflow Pro (formerly known as VeriSign® Pay Flow Pro) or Authorize.net® account, you can set up payment processing directly in *AdvancePro*. The payment processors will work when you receive payments on a CPO or Invoice. This also is helpful when you process payments on a POS order or a POS returns.

1. Click Utilities from the Admin Switchboard.

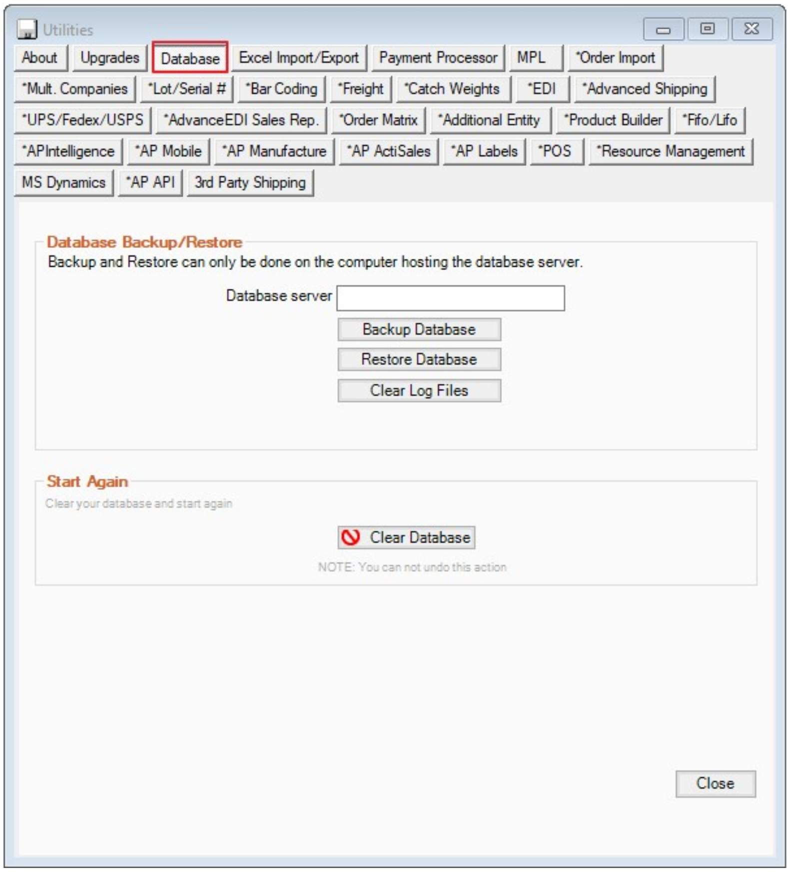




2. Then click the **Payment Processors** tab.
3. Select the processor from the drop-down list and enter the appropriate information.
4. Click **Save** when done.

3.12 Database Settings

You will need to back up your database often, and occasionally you may need to restore the database. The database functions can be accessed in *AdvancePro* from the **Admin Switchboard > Utilities** > **Database Tab.**



From there, you can:

- Back up the database
- Restore the database using your backups
- Clear log files
- Completely clear the database. This option is not recommended unless you need to rebuild all your data.
- If you select this option, you will be brought back to the set up wizard.

4 Warehouse

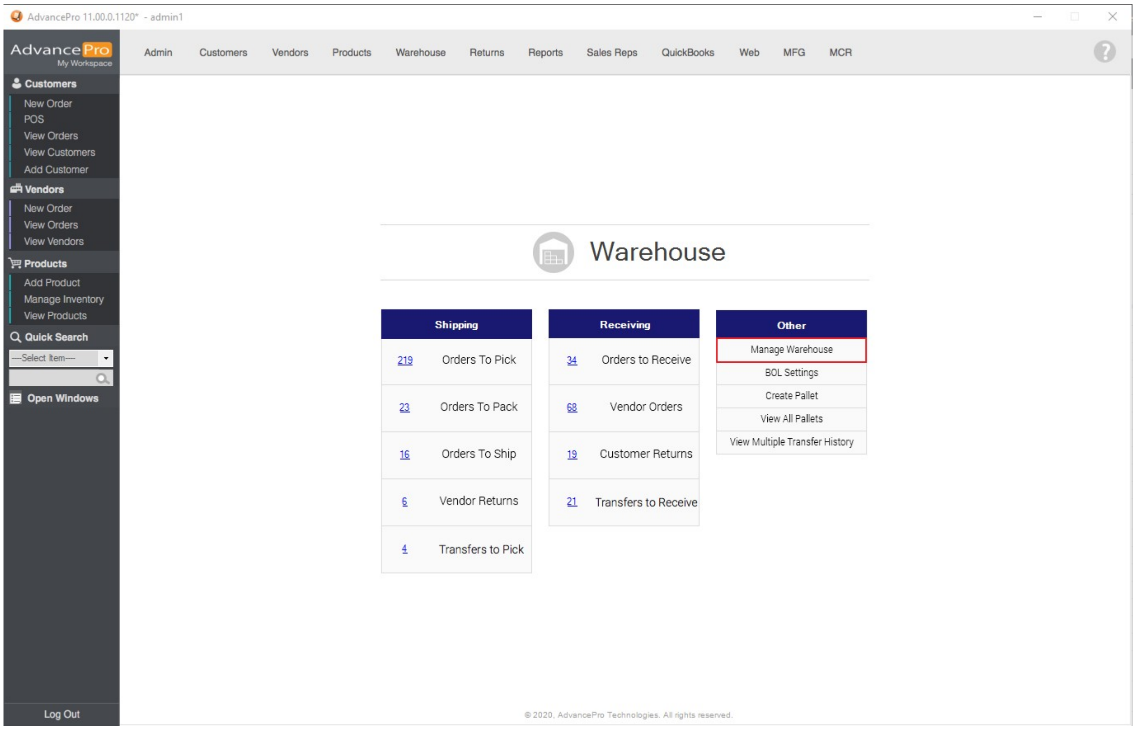
In this chapter you will learn about the Warehouse module that includes the following:

4.1 Manage Warehouses

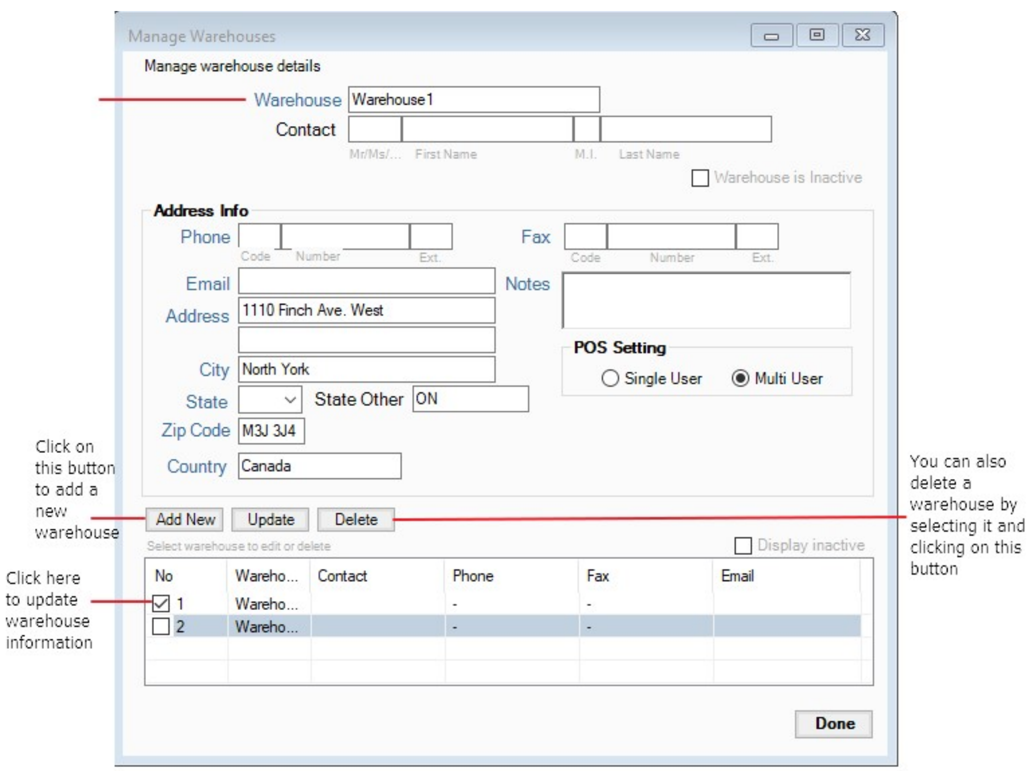
Use this form to change the warehouse details or to add new warehouses

NOTE: Remember, your warehouse must have a complete address.

1. On the Warehouse switchboard, click on Manage Warehouse.



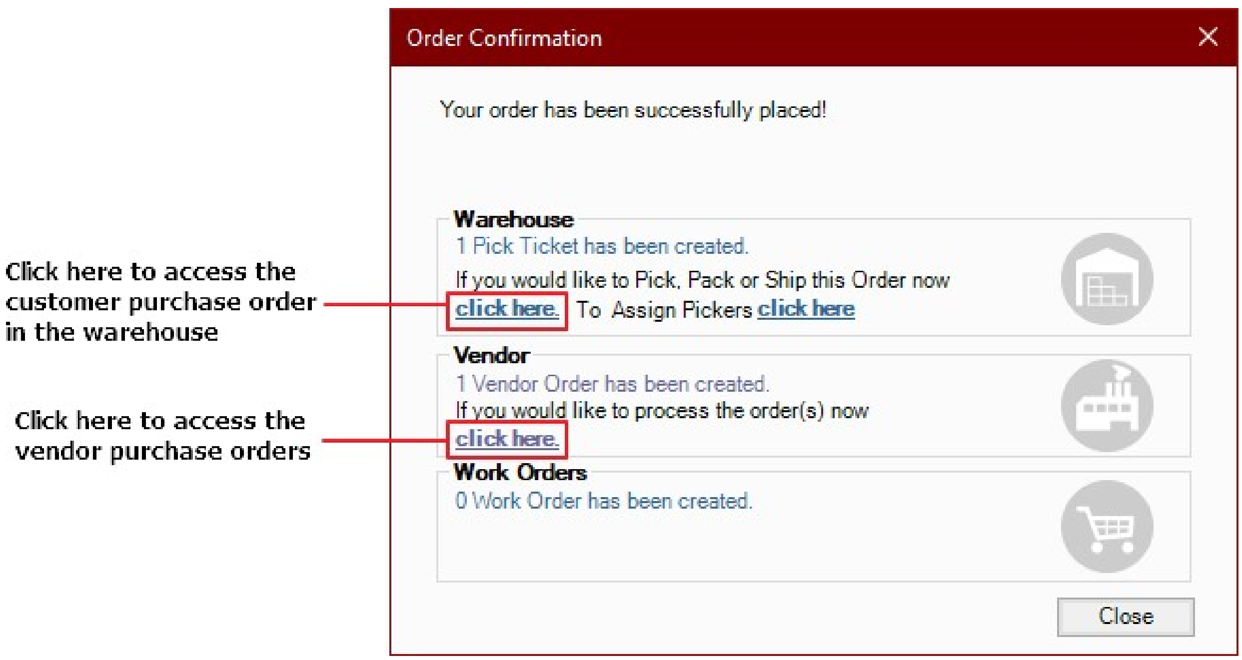
2. Here you can add, edit or delete a warehouse



4.2 Picking, Packing & Shipping

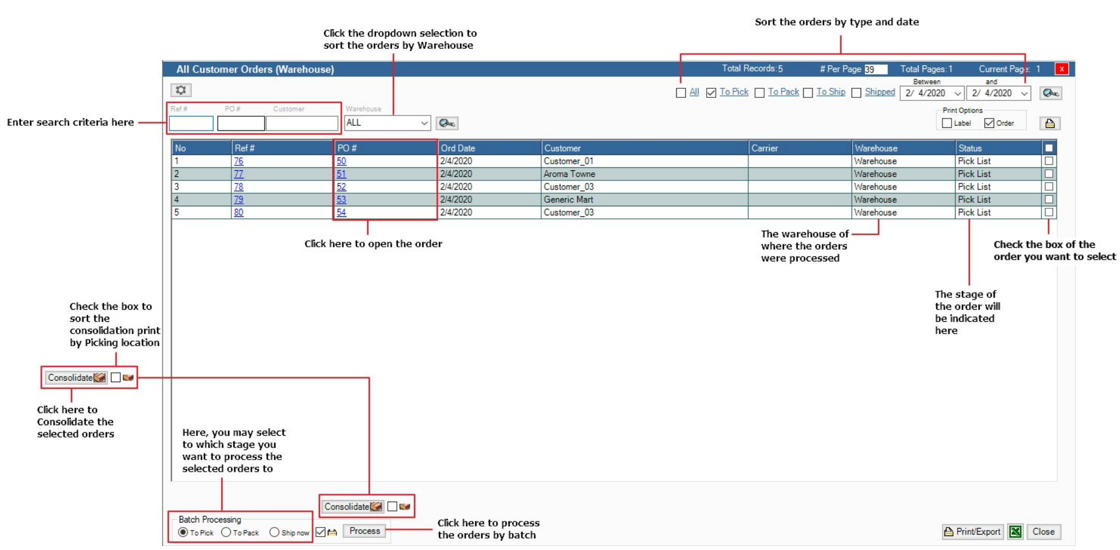
Use the warehouse switchboard to access the customer orders and to further process them for picking, packing, and shipping. Alternatively, you will also be using the warehouse switchboard to further process your vendor returns and customer returns.

4.2.1 Shipping Customer Orders



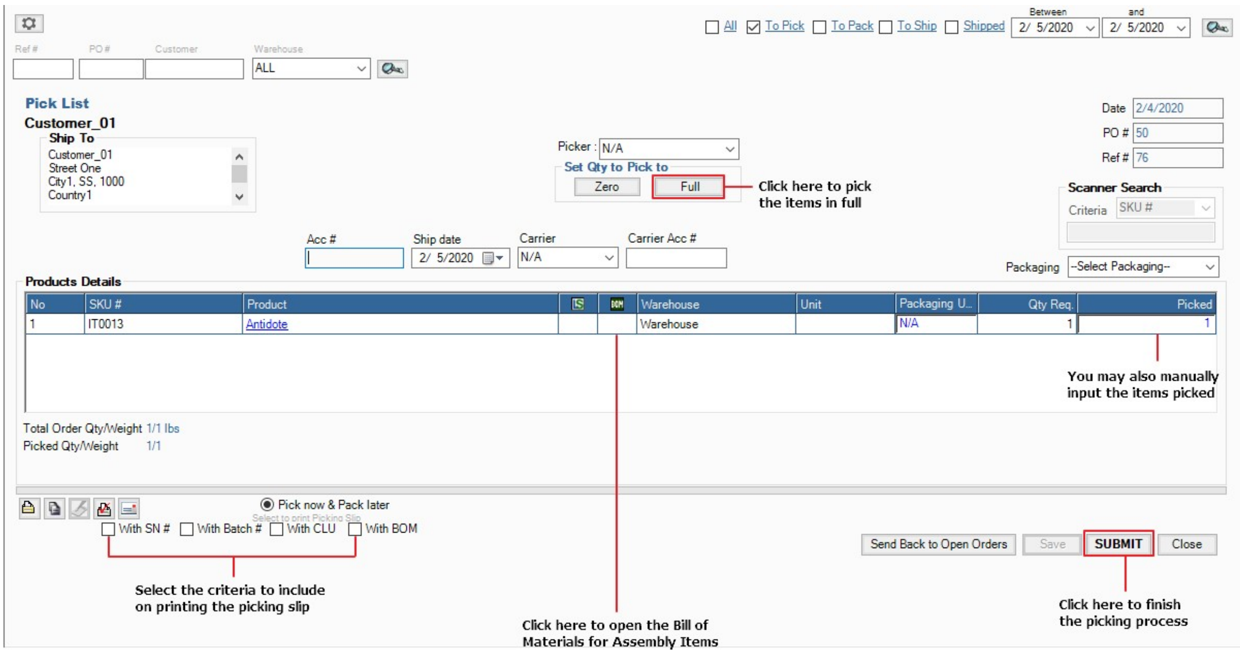
4.2.2 Access Customer orders to pick, pack and ship

1. You can use the order confirmation form to access the orders you have just placed
2. You may also access the Warehouse switchboard overview to access previously placed orders and currently placed orders on pick, pack or ship stages.



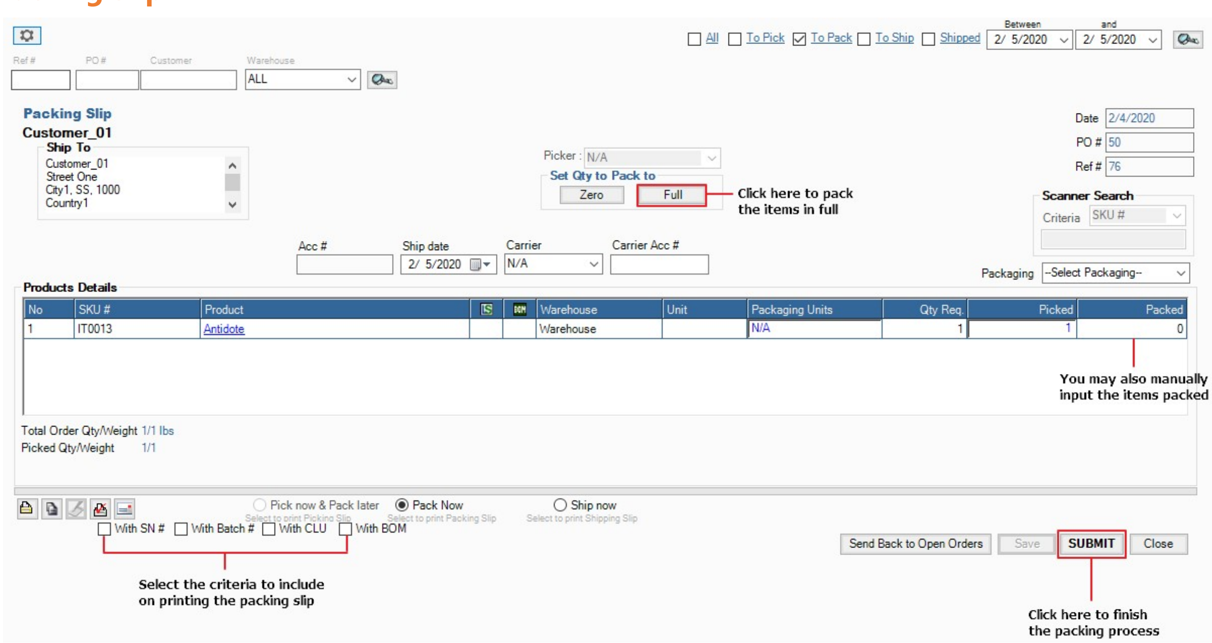
4.2.3 Picking Slip

IMPORTANT: You can click the Send Back to Open Orders button to edit the customer orders. Once the order is is edit mode, you can add, delete and make modifications to the line items and other order details. Orders can be set to edit mode till they have been shipped from the warehouse.



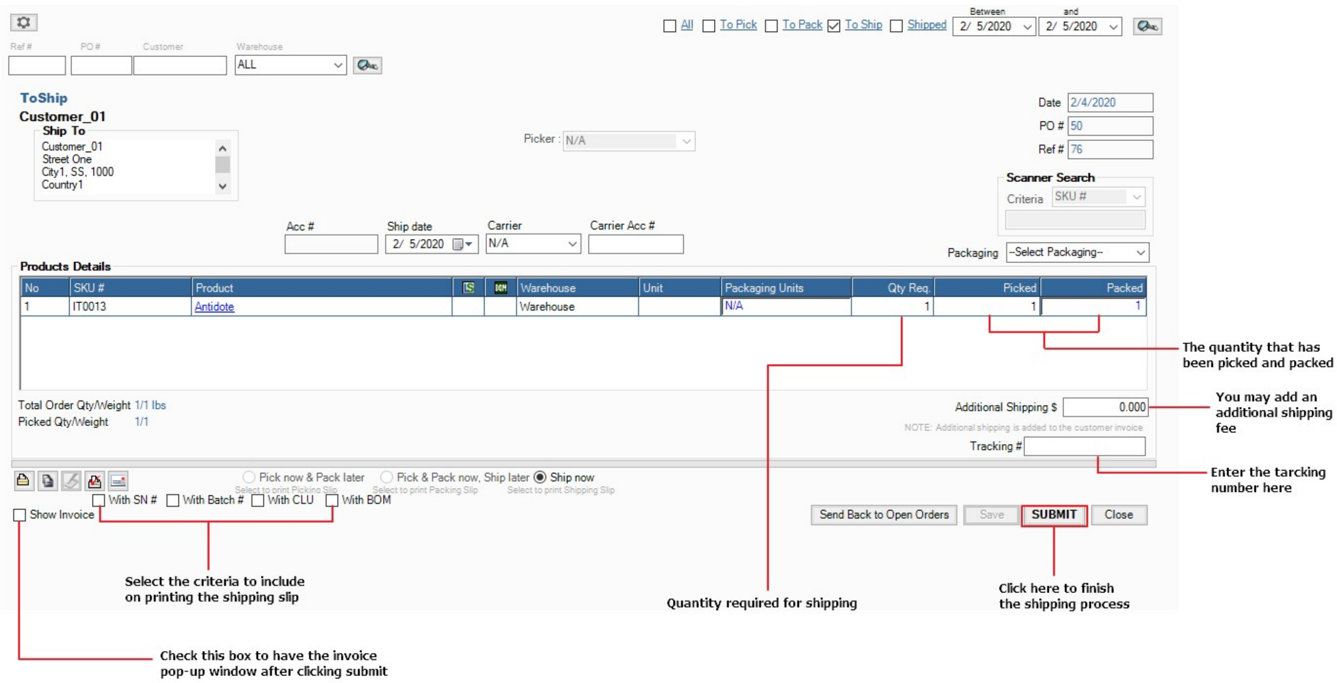
	Click here to Print the Picking Slip
	Click here to Email the Picking slip
	Click here to add notes to the Picking slip

4.2.4 Packing Slip



	Click here to Print the Picking Slip
	Click here to Email the Picking slip
	Click here to add notes to the Picking slip

4.2.5 Shipping Slip

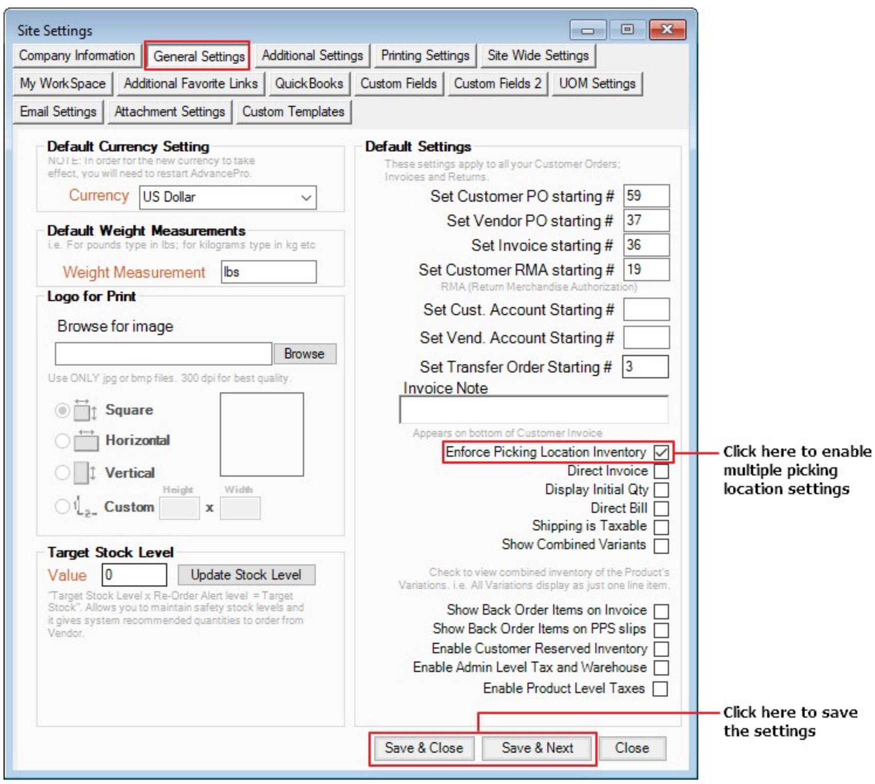


4.3 Multiple Picking Location

The Multiple Picking Location feature allows you to create multiple picking locations per Warehouse. Thus you will be able to track and assign stock, ship and receive stock into different picking locations in your warehouse. You will also be able to now transfer this stock between Picking Locations. This feature gives you an enhanced capability to micro manage your Warehouse.

4.3.1 Enable Multiple Picking Locations feature

1. Go to Admin Switchboard
2. Access the Site Settings from and then the General tab
3. Click on the setting for Enforce Picking Location Inventory
4. Click the Save & Close button to save changes.



4.3.2 More Multiple Picking Location Settings

You can create Multiple Picking Locations from either the Warehouse switchboard or from Utilities

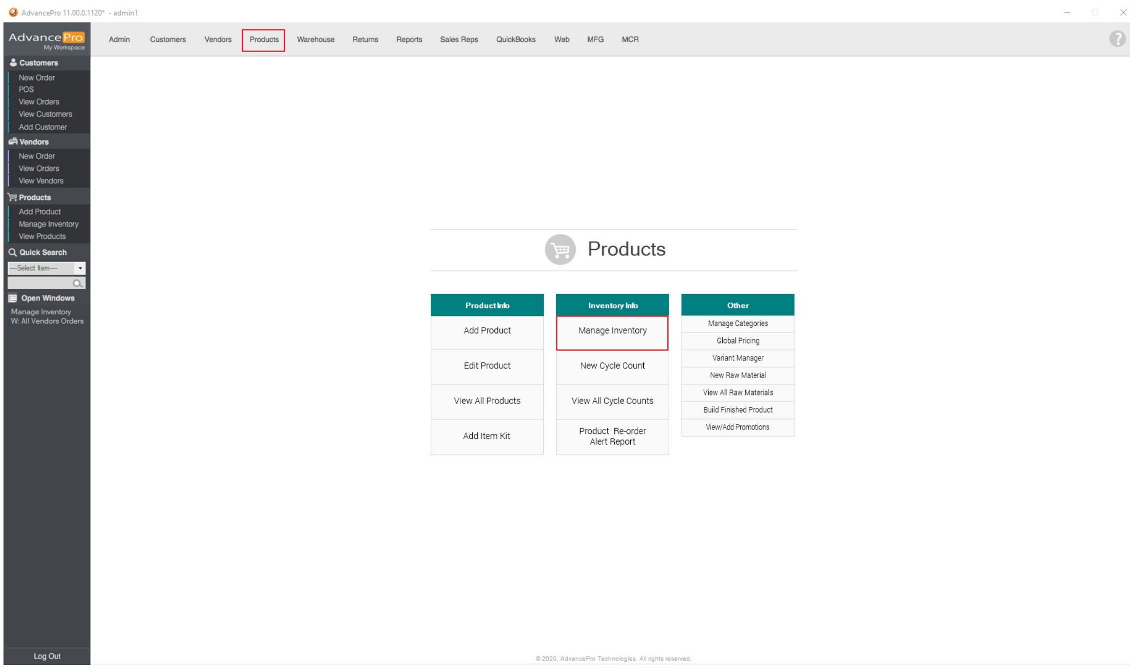
- To access the Multiple Picking Locations feature, go to Warehouse Switchboard and click on Picking Location Manager
- To access the Multiple Picking Locations feature, go to Admin Switchboard, click on Utilities button, next click on MPL and Manage MPL.

1. MPL Level Settings (1st Level)
2. Global MPL Product Level Settings (2nd Level)

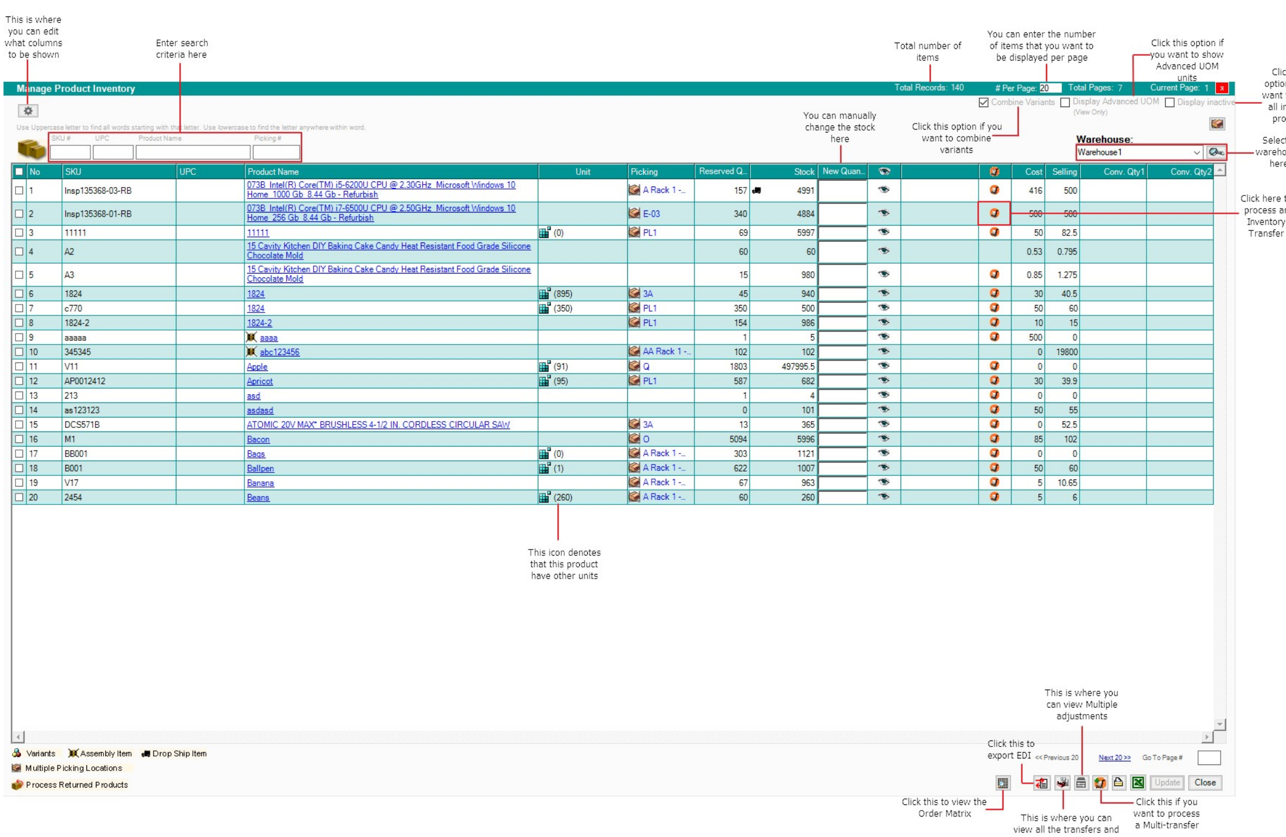
4.4 Warehouse Transfer

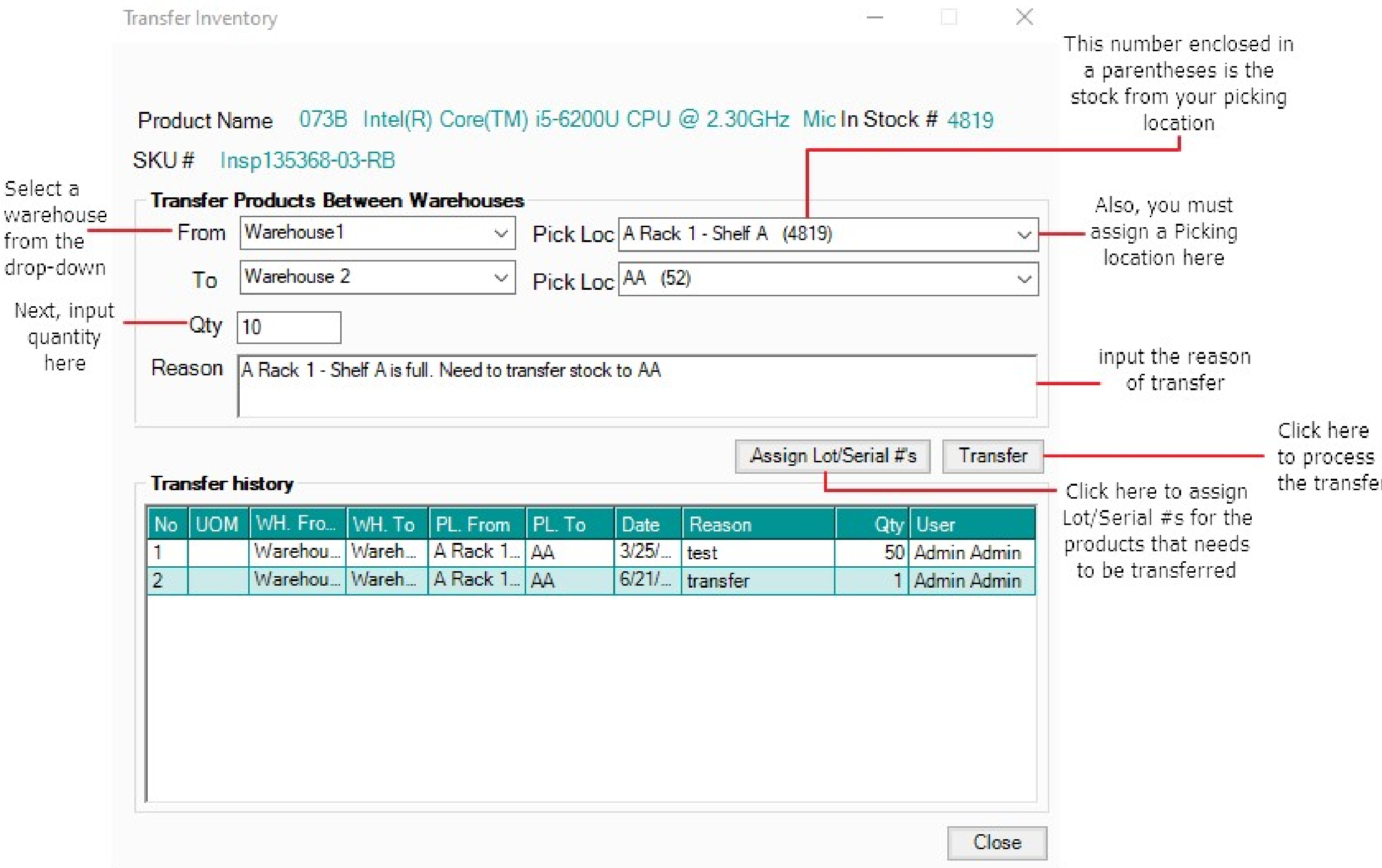
4.4.1 Transfer Inventory

1. To transfer from one inventory to another, go to Product Switchboard and click on Manage Inventory



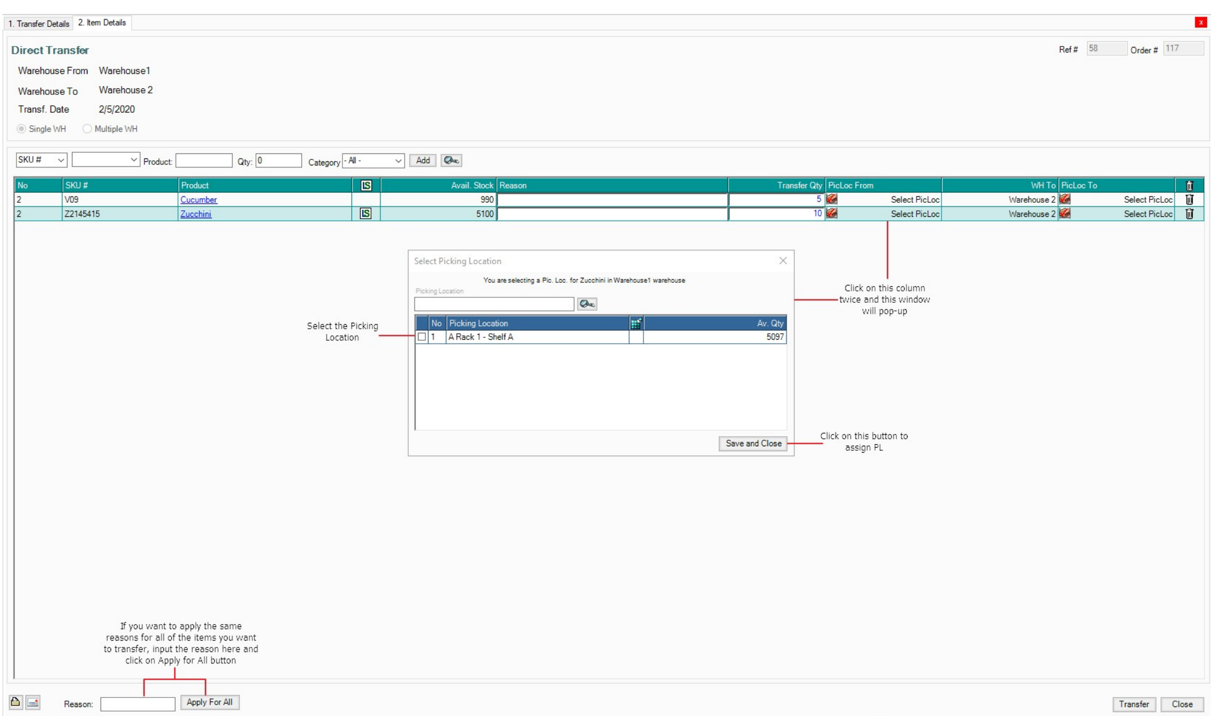
2. On this window, all of the products can be seen on this window and its information. Select a Warehouse first and then click on the Transfer Inventory button





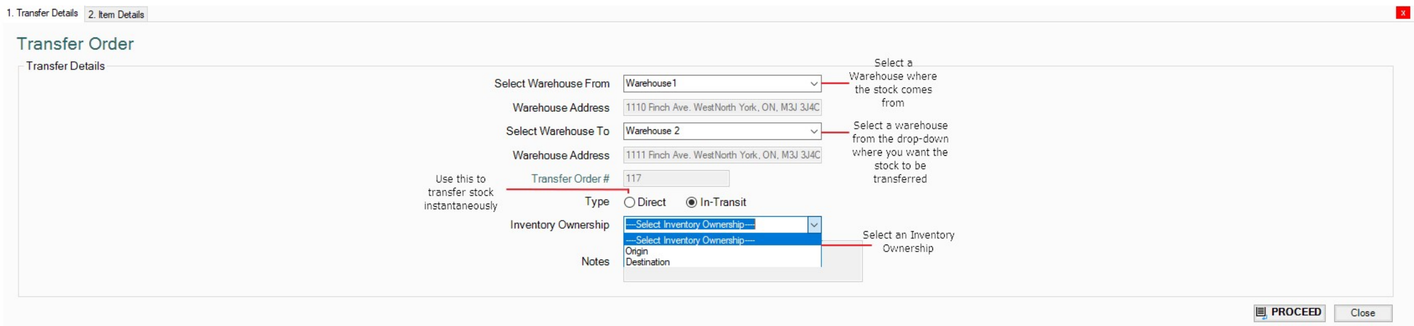
4.4.2 Multiple Transfer

Direct Transfer

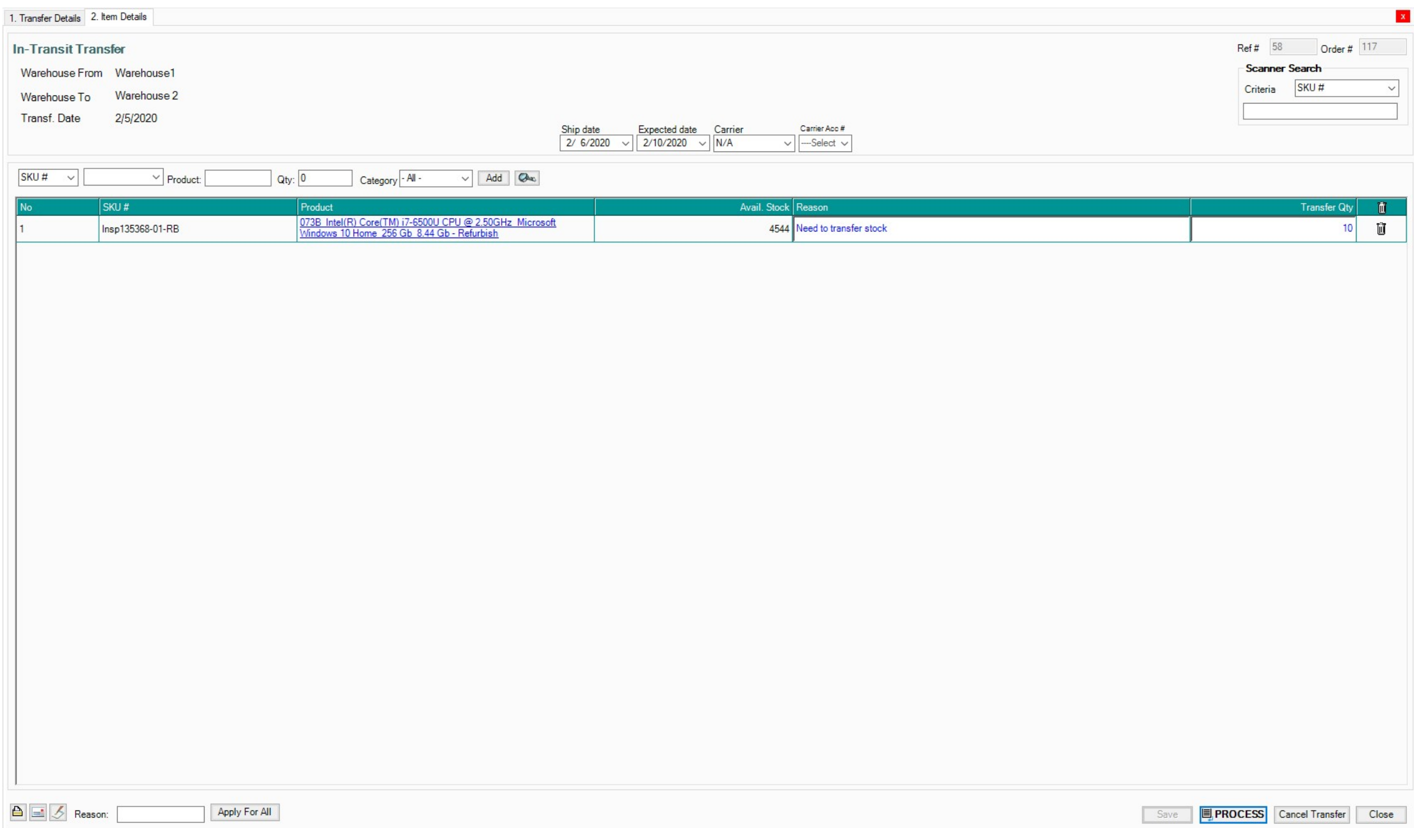


In-Transit Transfer

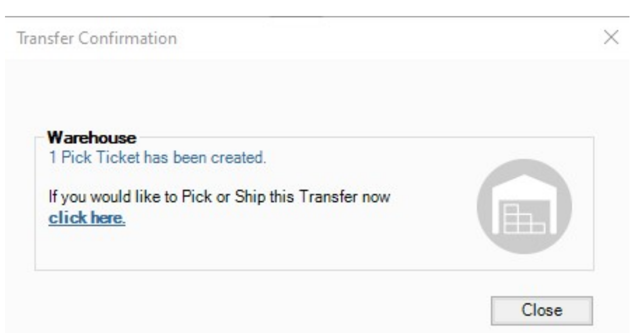
1. When processing an In-Transit Transfer, you need to select a Warehouse from and to, click on In-Transit and select an Inventory Ownership



2. Add a product that you want to transfer, input Transfer qty, provide a reason. When all is set, click on Save and then Process.



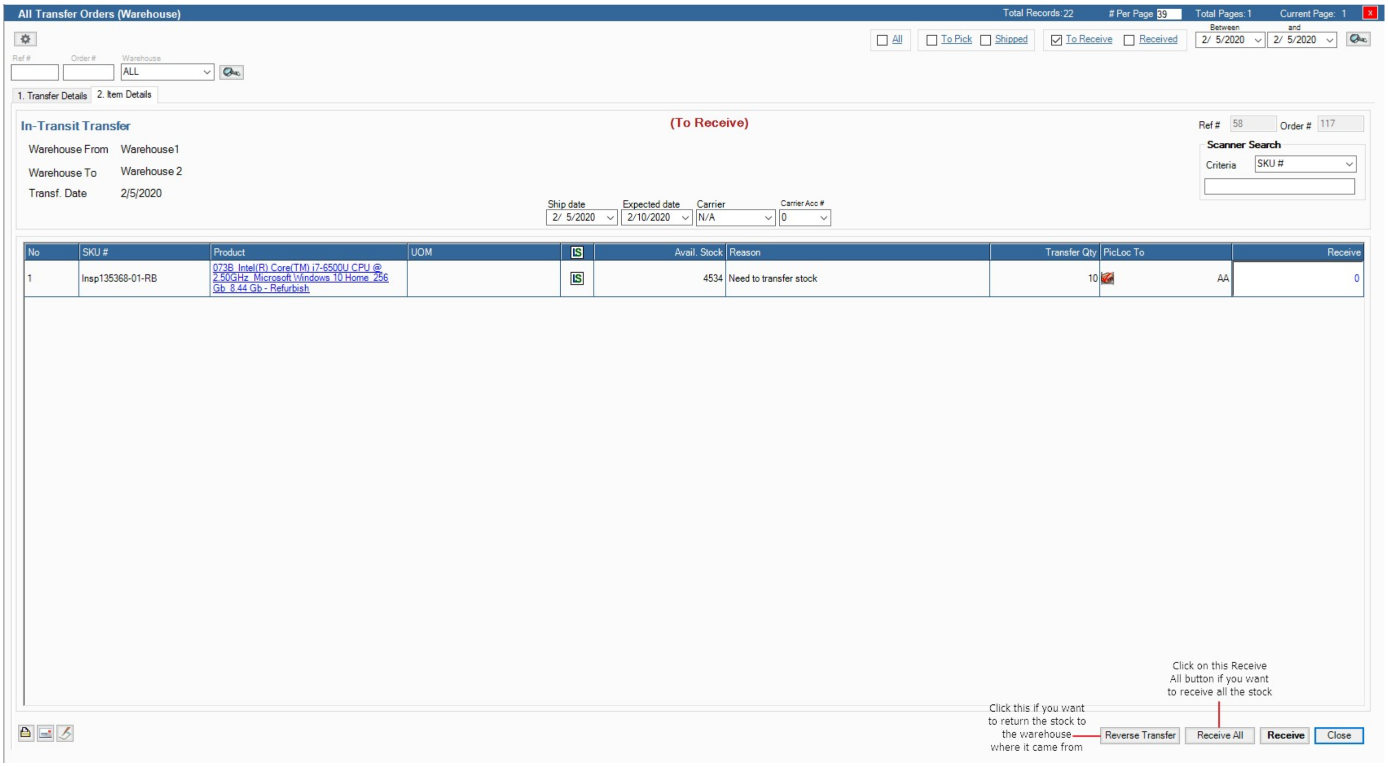
3. A transfer confirmation will pop-up after clicking on Process button



In-Transit Transfer

4. You will then need to process the transfer to the warehouse by Picking, Shipping from where the stock came from and Receiving it from the other warehouse where it was sent into.

5. Once the stock have been shipped, it will appear on To Receive, then you'll need to input the quantity you want to receive and then you can receive the stock



5 QuickBooks® Synchronization

In this chapter you will learn about the QuickBooks module and functionality. We will help you set up *AdvancePro* for your initial QuickBooks import and exports, and then review executing these imports and exports. You will also learn to monitor to monitor your synchronization activity and history.

5.1 QuickBooks® Functionality Explained

Why would you synchronize your *AdvancePro* data file with your Quickbooks data file?

AdvancePro synchronization balances your inventory, invoices and bills in your QuickBooks file. You could then use your QuickBooks application only for accounting purposes. All your order processing, inventory management, customer and vendors' management, etc. will occur in *AdvancePro*. By keeping your inventory separate from accounting, you ensure that the integrity of your inventory is not compromised.

AdvancePro import allows you to import the following items from QuickBooks:

- Customers
- Vendors
- Products
- Assembly Items
- Payment Terms
- Payment Methods
- Sales Reps
- Currencies
- Shipping Methods

Importing Item Assemblies

AdvancePro has the ability to import Item Assemblies. You will have two choices on how *AdvancePro* will import these products.

Import as Item Kits: All Item Assemblies from QuickBooks will be imported as Item Kits. Item Kits are logical group of products and do not require building. The available to sell quantity is calculated automatically from the available stock of its components. Item Kits are used in sales and cannot be purchased or have inventory adjustment.

Import as Assembly Items (Requires Manufacturing Module): Item Assemblies from QuickBooks will be imported as Assembly Items. Assembly Items require you to build the finished goods before they are available to sell. This type of item can be purchased from a vendor as well as manually adjusted for inventory. As a result of this, you will be able to sell as many items as you have purchased or built. Assembly Items are then exported to

Do not try importing from QuickBooks more than once since this will create duplicate data in *AdvancePro*.

NOTE: For a successful synchronization, you must be signed into QuickBooks as Admin and it must be in Single User mode.

NOTE: You must have a version of QuickBooks installed on the machine in order for a successfully synchronization

AdvancePro export allows you to export the following items to QuickBooks.

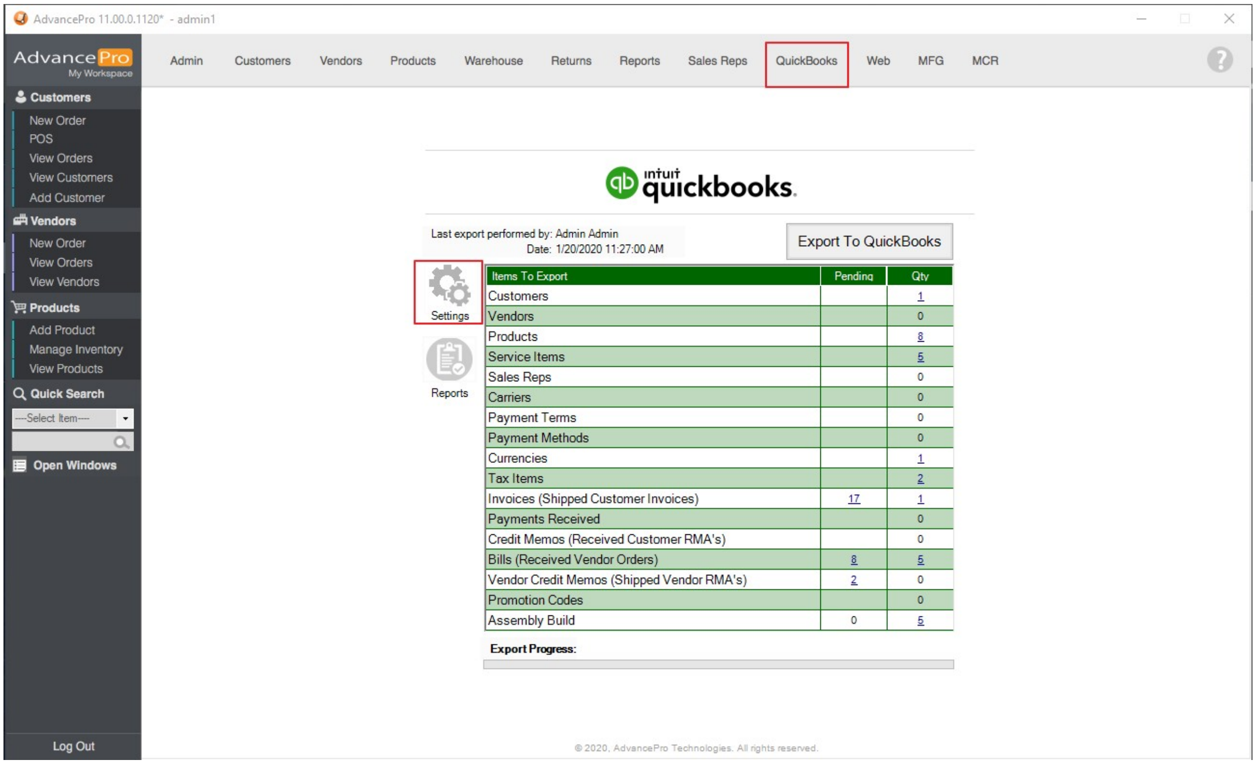
- Customers
- Vendors
- Products
- Sales Reps
- Carriers
- Payment Terms
- Tax Terms
- Invoices
- Credit Memos
- Bills
- Payments Received
- Currencies
- Inventory Adjustment
- Value Adjustment (Freight Module)

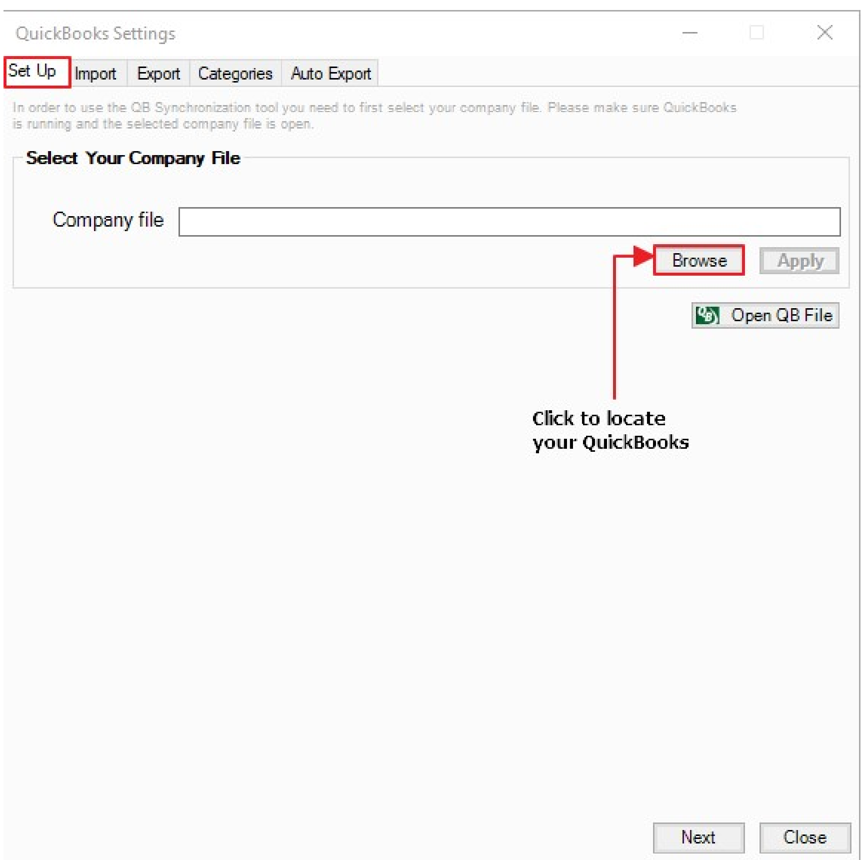
AdvancePro export updates your QuickBooks file. We recommend that you export your data daily.

QuickBooks® 2002 (US, Canadian, UK, and Australian versions) or more are supported by *AdvancePro.*

5.2 QuickBooks® Setup

1. In *AdvancePro*, click **QB** and then click the **Settings** button. Alternately, you can:
   - Use the **QB** drop-down list to select **Settings**





2. The **QuickBooks Setup form** will open. On the **Setup tab**, click the **Browse** button.
3. A browse window will open. Locate and select your QuickBooks file (extension ".qbw") and select it as the preferred file for future exports and imports.

4. Click **Apply** to complete the setup.
5. Open the QuickBooks file from the exact location you stated above.

CAUTION: Do not open the QuickBooks file from your desk top shortcut. You will get an error message if you do so.

6. Click **Next**. You are now ready to import from QuickBooks.

You can change the preferred company file any time by following the first two steps above.

AdvancePro requires the following settings to be enabled in your QuickBooks company file for all exports.

- Vendor
- Sales Tax

To change these settings please do so from your QuickBooks file.

5.3 Importing from QuickBooks®

1. Before any QuickBooks functions can be performed, a QuickBooks company file must be selected on the Setup tab. See Section 4.2 above for more information.

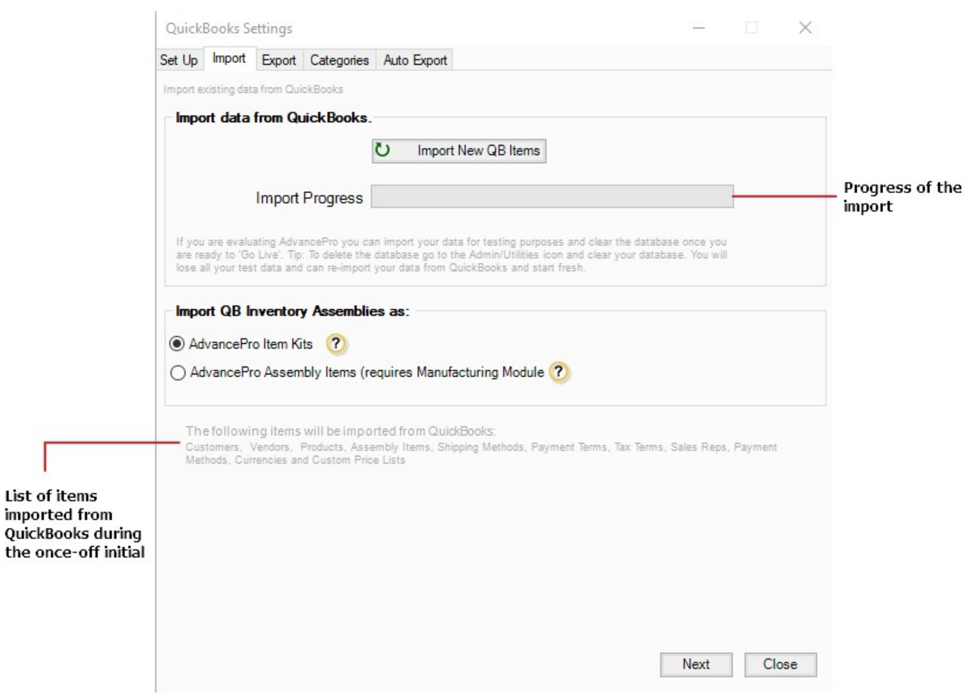
- **Please make sure all other applications are closed since this import uses most of your computer's resources.**
- **In Order to import into *AdvancePro*, please be login into your QuickBooks file in single user mode and as an Admin.**

The QuickBooks Import function is a one time only function that is used to populate the *AdvancePro* database with data from your QuickBooks company file.

2. Make sure QuickBooks is running with the selected company file open.
3. Go to the **QuickBooks Setup form > Import tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).
4. If you use assembly items in QuickBooks, indicate whether to import them as item kits or assembly items in *AdvancePro*.

- Item kits can be broken down into their component products. For information on item kits, please review the related chapter
- Assembly items require the Manufacturing Module. For information on assembly items, please see review the chapter pertaining to Manufacturing.

5. Click the **Initial Import** button to begin the import.



Once the import has been completed a confirmation window will appear and the form window will close.

CAUTION: The QB Import function is a one time only function that is used to populate

***AdvancePro's* database from your QuickBooks company file. Do not try to import from QuickBooks twice.**

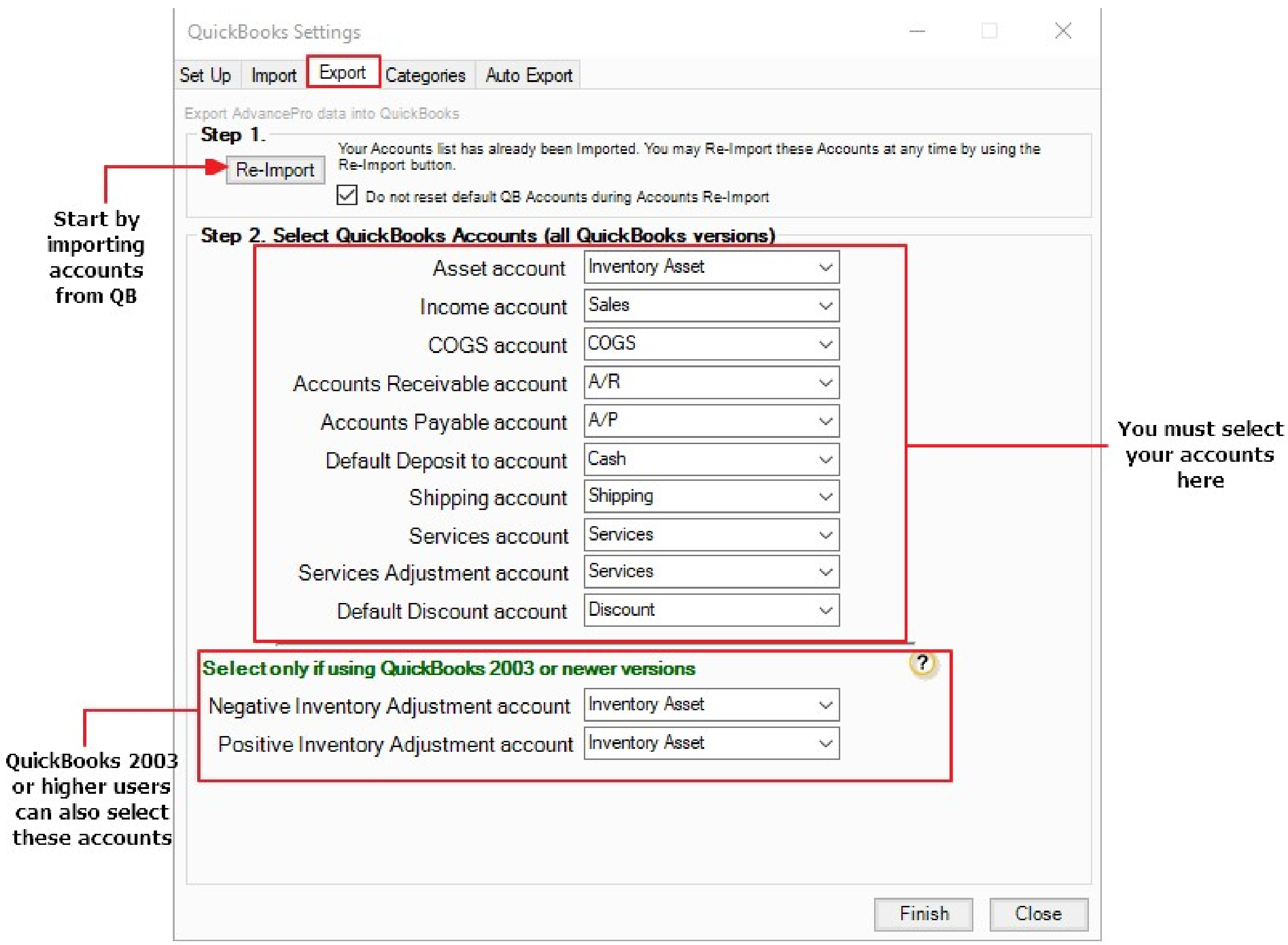
5.4 Exporting to QuickBooks®

5.4.1 Account Configuration

Before an export to QuickBooks can be performed, your QuickBooks account details need to be configured.

You should also reconfigure your accounts if you add new accounts to your QB file.

1. Go to the **QuickBooks Setup form > Export tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).
2. Click the **Import** button to populate the list of QuickBooks accounts in the various drop-down boxes.
3. You must be logged into QuickBooks in order to Import your Chart of Accounts.

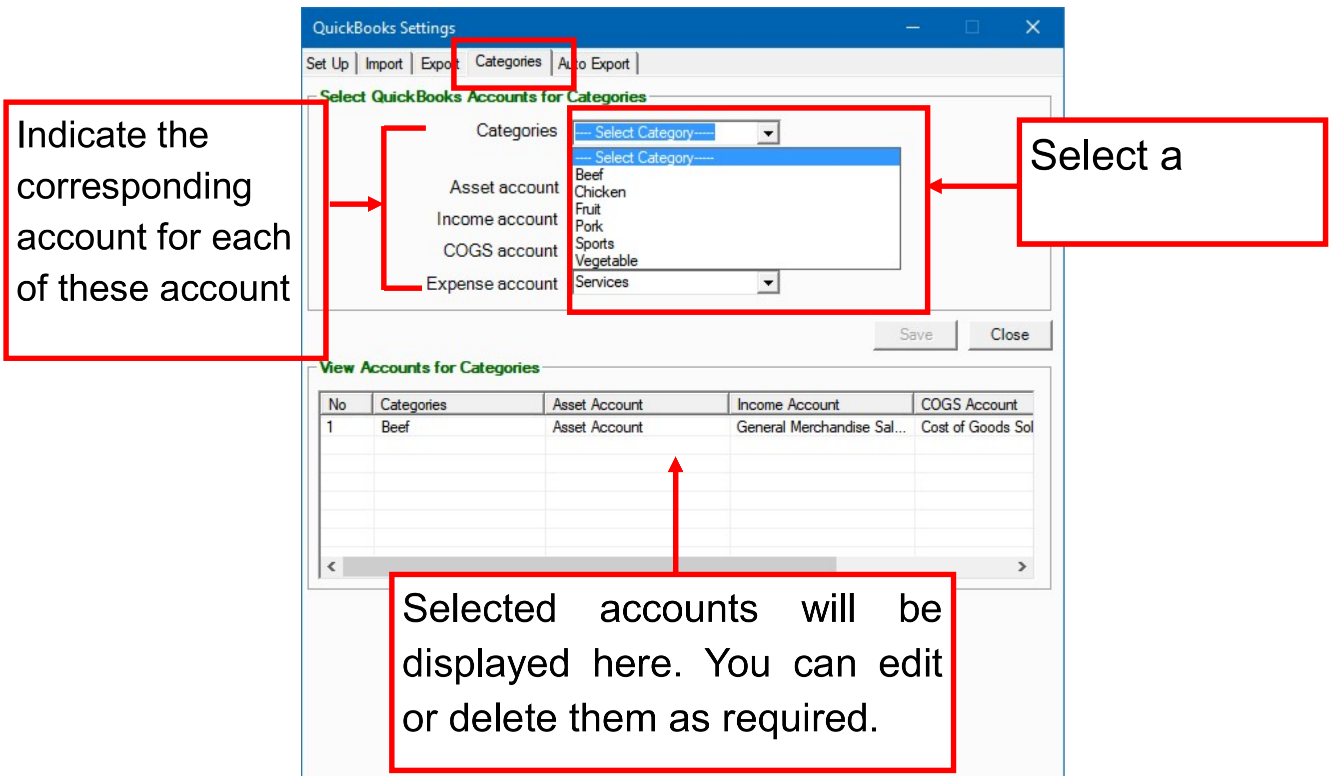


4. Configure the correct accounts by selecting the account in the drop-down that corresponds with the account type displayed on the left.
5. Click **Update**.
6. Click **Finish**.

5.4.2 Configuring Accounts for Separate Product Categories

This section will allow you to associate separate accounts for each of your product categories.

1. Go to the **QuickBooks Setup form > Categories tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).
2. Select a category from the Categories drop-down list. Then select the corresponding:
   - Asset account
   - Income account
   - COGS account

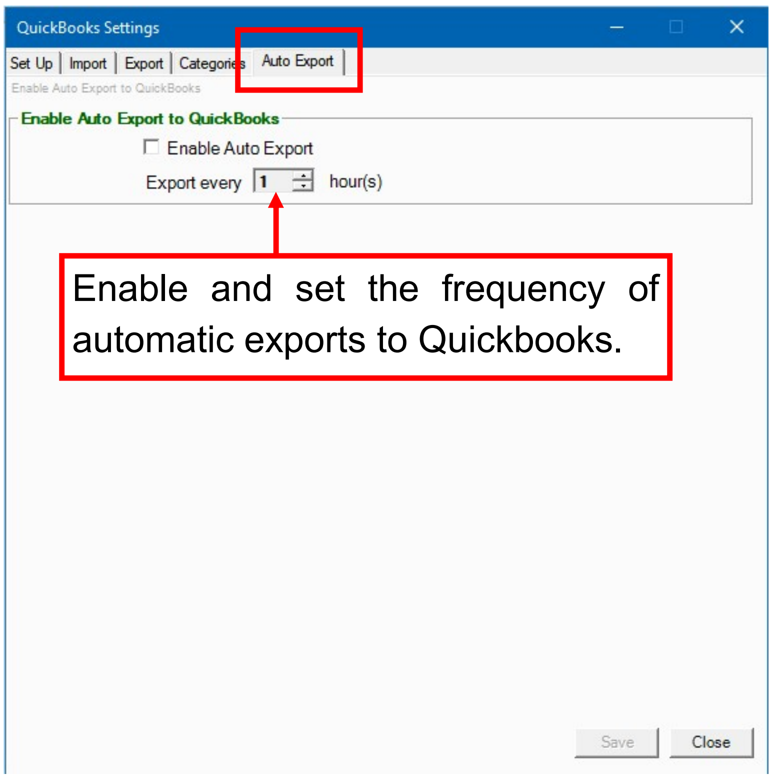


3. Repeat step 2 for every product category. The selected accounts will be shown in the list at the bottom part of the form. You can select the category row to change any of the account settings. (Be sure to click Update when done editing the accounts).
4. Click **Save**.

5.4.3 Configuring Auto-Export

You can set *AdvancePro* to automatically export at pre-set frequencies. This way, you can ensure that QuickBooks is always up-to-date with the latest inventory, sales and vendor information.

1. Go to the **QuickBooks Setup form > Auto Export tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).

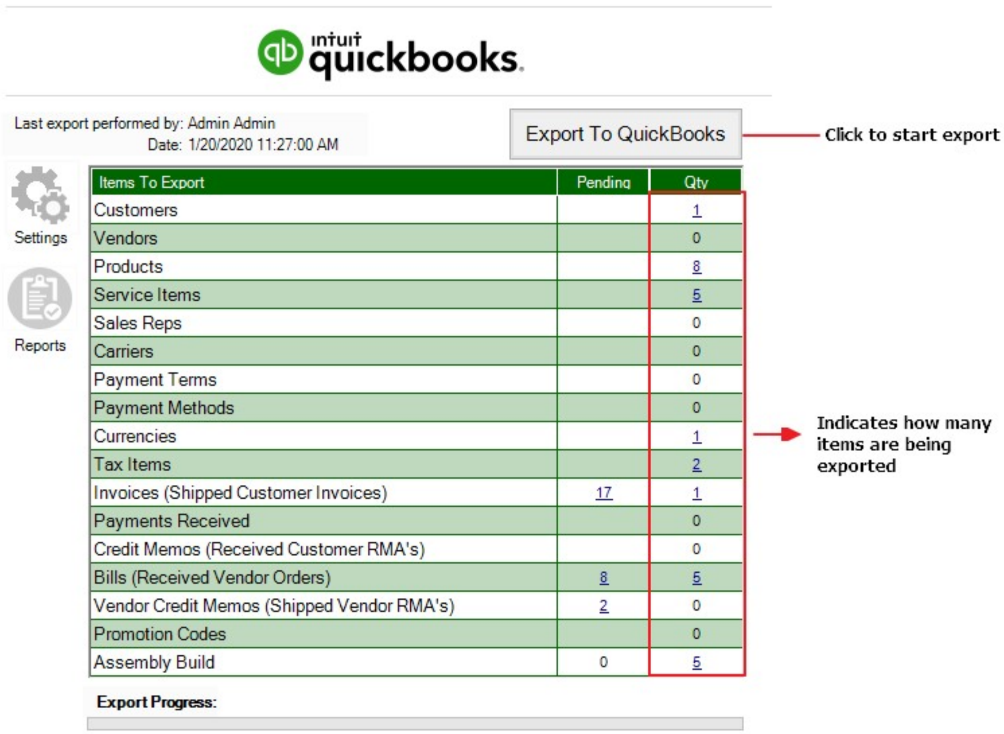


2. Click the **Enable Auto Export** check box to turn this feature on.
3. Set the frequency in hours for the export. You can set the frequency from 1 hr and above
4. Click **Save**.

5.4.4 Manual Export

In order to perform an export, QuickBooks must be running with the selected company file open. Follow the steps below to export to QuickBooks.

1. Click **QB** in the top menu bar.
2. Click **Export to >>>>QB**.



The first time an export is performed, the following items are automatically created in your QuickBooks company file by *AdvancePro*. These items will be used in all future exports.

- Account: Tax Paid on Bills – this is the default tax account used for tax added to vendor bills.
- Item: Shipping – this is the default shipping item used to record the shipping field on customer invoices and vendor bills.
- Item: Adjustment – this is the default adjustment item used to record the adjustment field on customer invoices and vendor bills.
- Vendor: Default Tax Agency – this is the default tax agency to which all exported taxes will be allocated.

Export of Products with Variants

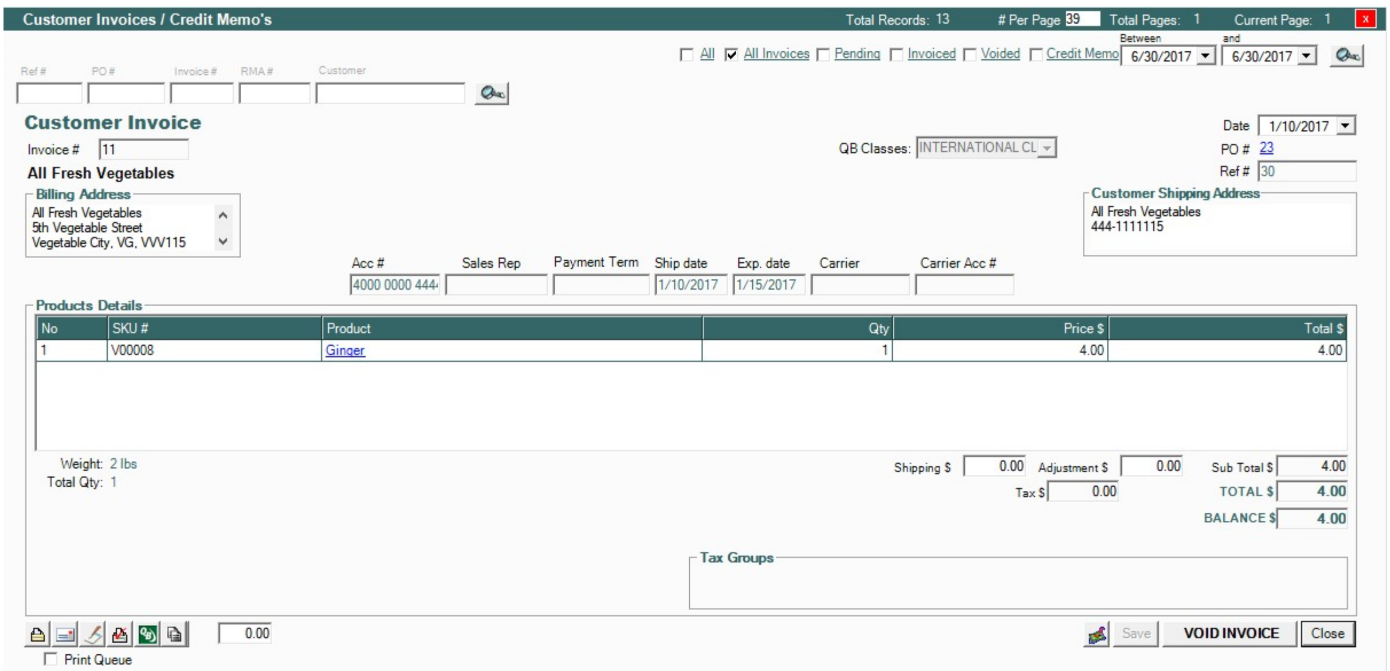
QuickBooks does not support the creation and entry of products that have variations. But *AdvancePro* exports the products and item kits with variations in the following way:

Product variants variants are exported to QuickBooks under the original product name and SKU # and all the quantities of the product variants added up under the main product / item kit name.

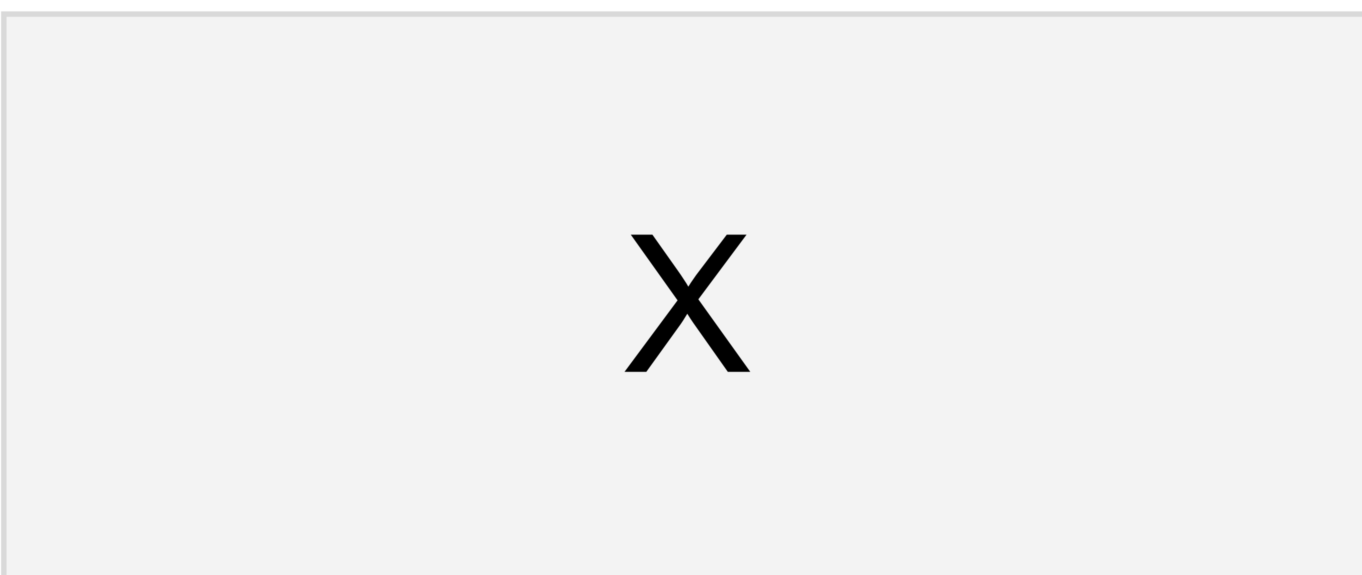
For example if you have 5 product variants with the internal (main) product SKU# "546" and each product variant has 10 in stock, the products will be exported as 50 in stock under SKU# "546".

Below, are the images of how the product variants will look in the invoices for *AdvancePro* and for QuickBooks.

AdvancePro Invoice - variants



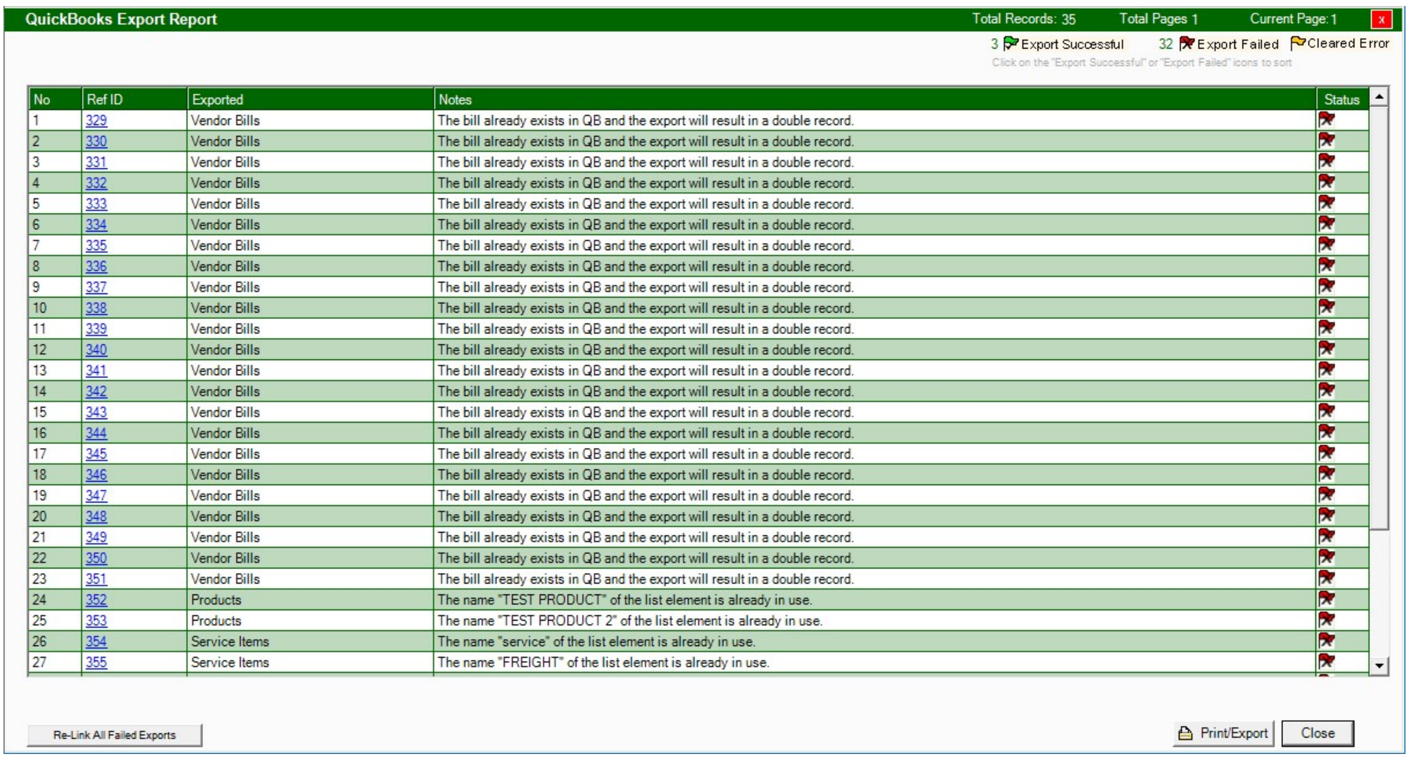
QuickBooks Invoice - variants



5.5 QuickBooks® Reports

The reports in the QuickBooks section give you a summary of items that have or have not been successfully exported from *AdvancePro* to QuickBooks.

- Items that have been exported successfully are marked with a green flag next to the item.
- Items that have not been successfully been exported will be marked with a red flag next to the item.
- For example; Some Items will report a summary with the following: 'List Element is already in use'. This can be corrected by clicking the reference ID and pressing the 'Find and link this Item in QB during next export'.
- Items that have been marked with a yellow flag next to the item mean that they were not initially exported and will not be exported in the future.


QuickBooks Export Report   Total Records: 35   Total Pages 1   Current Page: 1

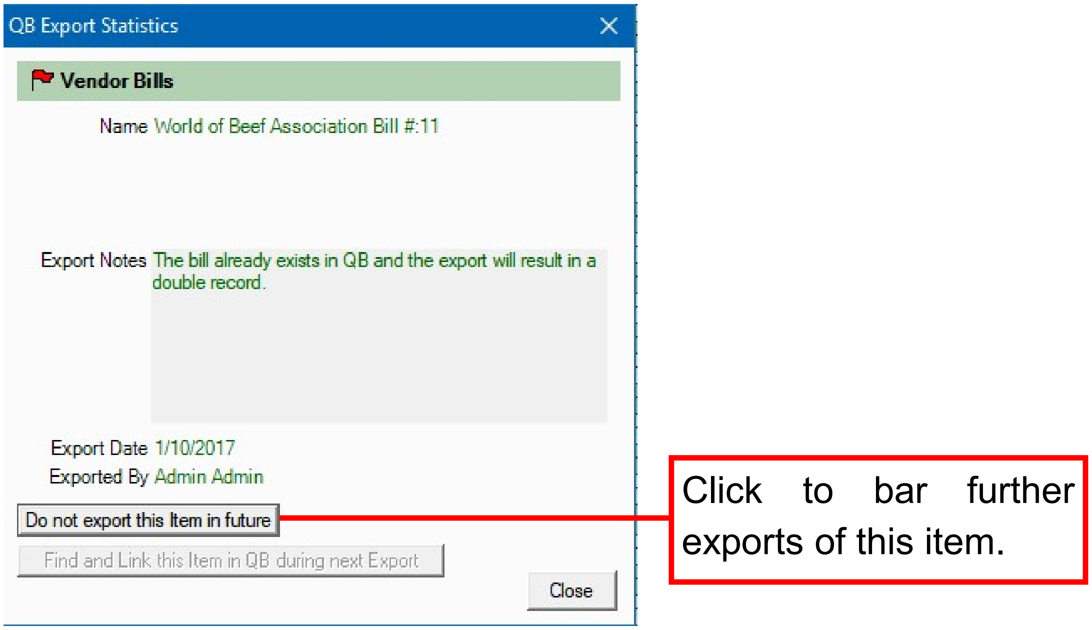
3 Export Successful   32 Export Failed   Cleared Error

Click on the "Export Successful" or "Export Failed" icons to sort

No	Ref ID	Exported	Notes	Status
1	329	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
2	330	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
3	331	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
4	332	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
5	333	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
6	334	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
7	335	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
8	336	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
9	337	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
10	338	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
11	339	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
12	340	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
13	341	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
14	342	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
15	343	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
16	344	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
17	345	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
18	346	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
19	347	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
20	348	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
21	349	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
22	350	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
23	351	Vendor Bills	The bill already exists in QB and the export will result in a double record.	
24	352	Products	The name "TEST PRODUCT" of the list element is already in use.	
25	353	Products	The name "TEST PRODUCT 2" of the list element is already in use.	
26	354	Service Items	The name "service" of the list element is already in use.	
27	355	Service Items	The name "FREIGHT" of the list element is already in use.	

Re-Link All Failed Exports   Print/Export   Close

- Viewing QB Export Statistics
- Click the **Ref ID #** (Reference Identification Number) to view the reporting statistics of the item, such as whether the actual item was exported and the date it was exported or rejected.



To bar this item from exporting to QuickBooks, click the button at the bottom of the window.

NOTE: You may not be able to export other items such as invoices, bills or item kits that refer to this item if this item has not already been exported to your QuickBooks Company file.

- **Marking an item as "Not for Export" is irreversible.**

5.6 QuickBooks® Error Messages

5.6.1 For U.S and Canadian users

"The current version of QuickBooks cannot work with the specified company data file"

OR

"QuickBooks found an error when parsing the provided XML text stream"

It is not possible for *AdvancePro* to synchronize with systems where more than one installation of QuickBooks exists. For example, if QuickBooks 2002 U.S. and QuickBooks 2003 U.S. exist on the same computer, the above error message will occur.

"There has been an internal error when processing the request"

Please update your installation of QuickBooks to the latest service release by using the "Update QuickBooks" option on the QuickBooks file menu. Restart your QuickBooks file for the changes to take effect.

"Query Interface for interface QBXMLRPLib.IRequestProcessor failed."

No compatible version of QuickBooks was found or QuickBooks is not properly installed. Only QuickBooks® 2002 (US, Canadian, UK, and Australian versions) or more are supported. If you are running one of these versions, please use the "Update QuickBooks" option on the QuickBooks File Menu to update to latest Maintenance Releases. Restart your QuickBooks file for the changes to take effect.

“No Compatible version of QuickBooks could be found”

Please install the latest patch available to remove this error.

“QuickBooks could not open”

4.6.2 QuickBooks Versions NOT Supported by *AdvancePro*

US Versions:

- All QuickBooks versions prior to 2002

Canadian Versions:

- All versions of QuickBooks 2002 and prior versions
- QuickBooks 2003 Basic

6 Excel Import

In this Chapter you will learn how to prepare your Excel spreadsheet to import information into *AdvancePro*. You can import your Products, Customers and Vendors from Excel spreadsheets anytime. If you re-import a modified spreadsheet that was previously imported, the existing information will be over written with the new information. The Excel Import tool is designed to be used as your initial import of your Customers, Vendors, and Products. Once you have done this initial import, you will use *AdvancePro* to setup all other items such as taxes, carriers, etc.

6.1 Prepare Excel Spreadsheet for Importing

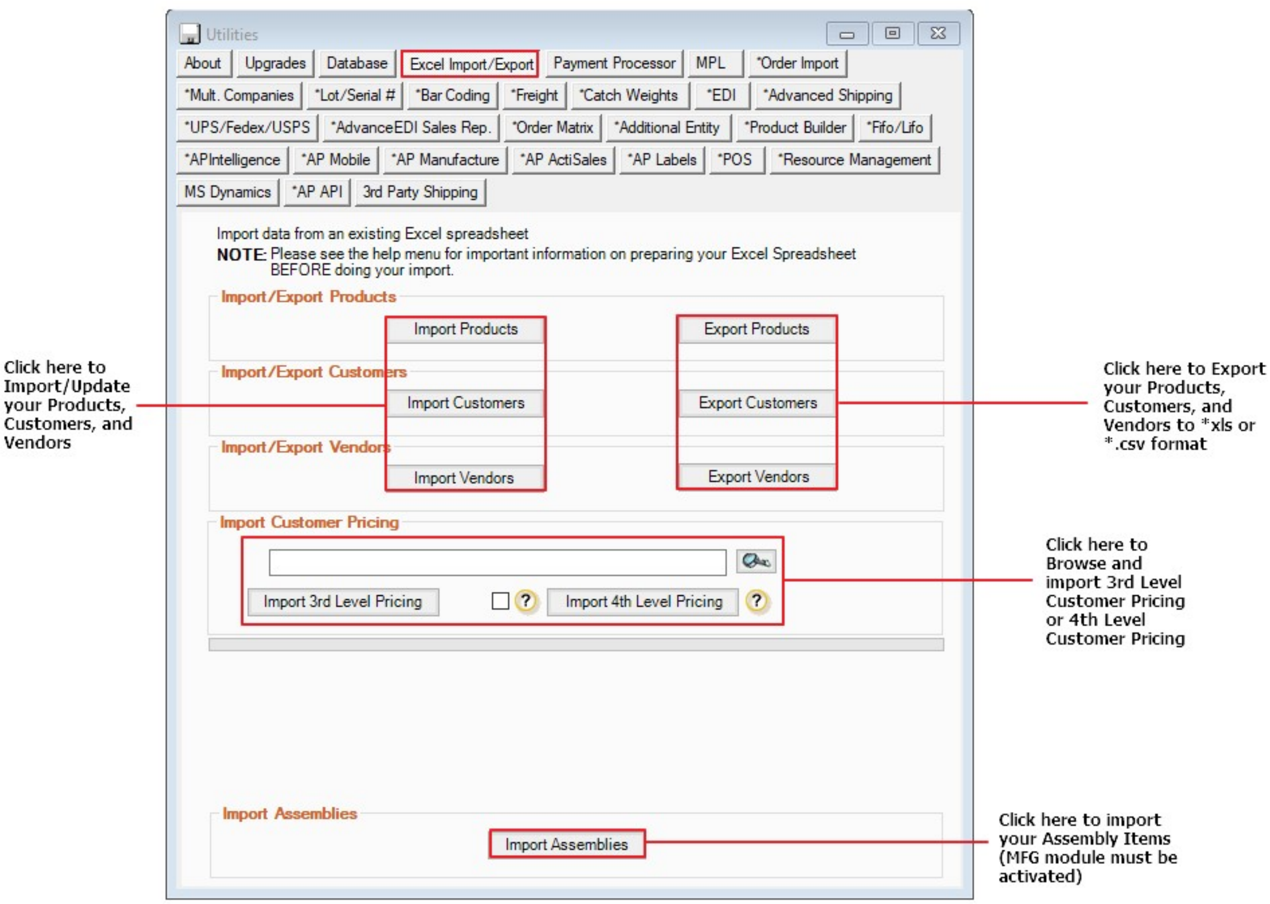
Before continuing with the Excel import, there are a few requirements that must be met on your spreadsheet in order for your information to import successfully:

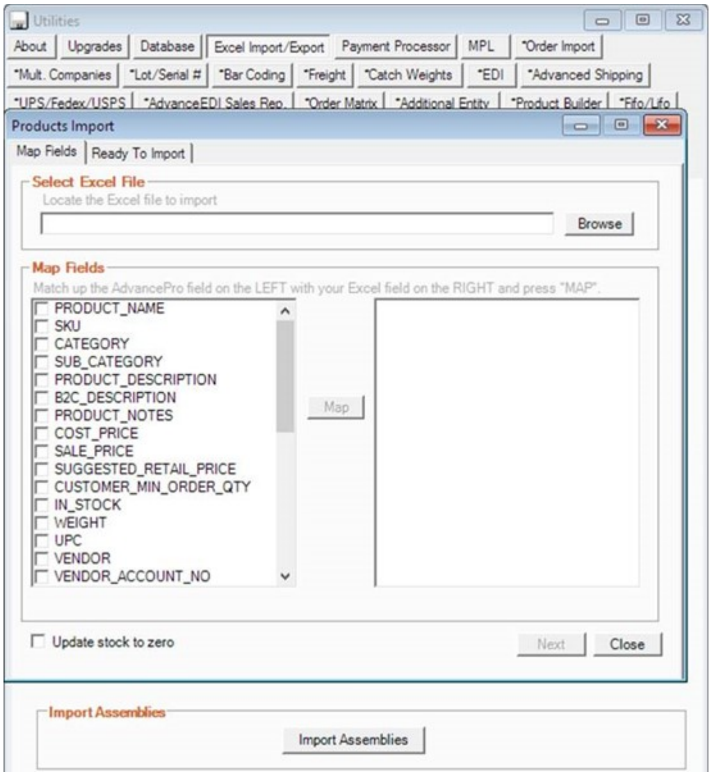
Remove default sheets 2 & 3 from your Excel document and name the only remaining sheet “Sheet1”

- Start the column headers on your Excel spreadsheet in cell A1
- Column headers may not contain any fill colors, special fonts, filters, or spaces (Use an underscore between words, ex. Company_Name)

6.2 How to Import

1. In *AdvancePro,* click on the Admin switchboard, and select Utilities. Click the Excel Import tab to view the import details.





2. Click on the button displaying the item you would like to import. When the item import window appears, click on the BROWSE button and navigate to the folder where your Excel spreadsheet is located.

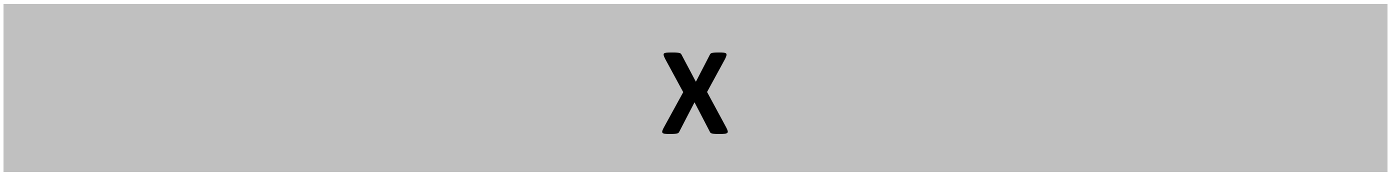
3. Your spreadsheet headers will appear on the right side of the item import window and will need to be mapped with AdvancePro's default field headers found on the left. To map the fields together select the checkbox to the left of one AdvancePro field, the corresponding field from your spreadsheet, and click the MAP button. Continue this process until all of your spreadsheet header fields have been removed and click Next.
4. Confirm the field mappings and click the Import button. If any fields have been mapped incorrectly, follow the same process as above to unmap the fields and remove them from your import list.
5. Click the Import button and wait for the AdvancePro Message box to confirm that your data has been imported successfully.
6. Vendor and Customer imports have an additional option that allows you to import multiple shipping and billing addresses. Select the 'Add New Address (If Different)' check box to ensure the new address is added to the specified customer or vendor, and does not overwrite the existing shipping/billing address.

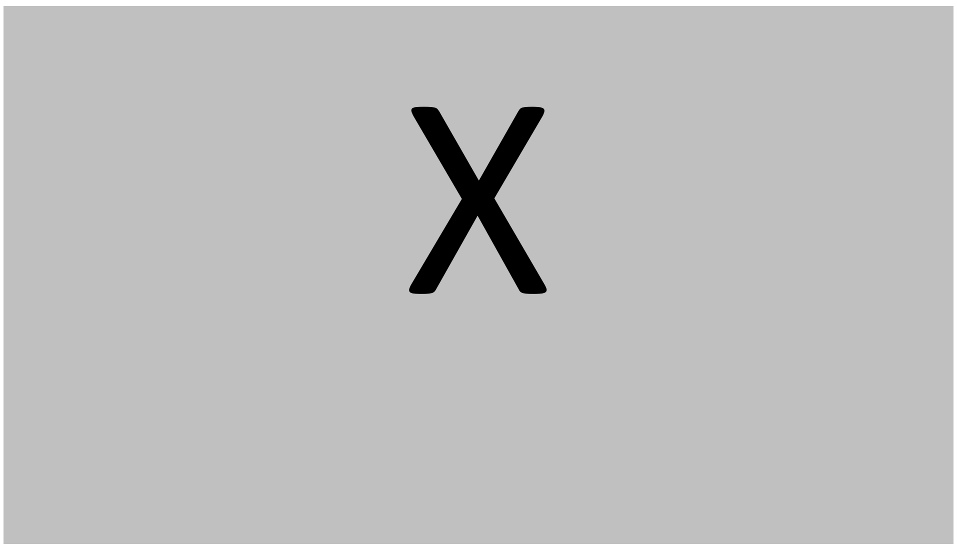
6.3 Customer Pricing

AdvancePro's Excel Import tool also allows you to import Customer Pricing if you have markup or discount prices

Prepare Excel Spreadsheet for Importing:

In order to successfully import Customer Pricing, your Excel spreadsheet must be prepared in the following format:





The 'SKU' and 'ProdName' fields will vertically list the items you would like to adjust the pricing for while the 'ACCT #' fields will horizontally list all the account numbers of the customers you are offering the adjusted prices to.

Important Notes:

- When your import is complete you will get a confirmation window displaying the status on how many products were successfully imported and how many were aborted. If you have any empty rows on your spreadsheet, it will show up as an aborted import.
- Make sure that in each column the format of the data is consistent i.e. if a number is entered into your Excel spreadsheet as a number, then that whole column should be entered as numbers. If a number is entered as text, then all numbers in that column must be entered as text.
- A Product with an SKU # that already exists will overwrite the existing Product in AdvancePro.
- For the Customer and Vendor Billing and Shipping addresses only American state abbreviations should be in the "state" field. Use the "State Other" field for all others.

AdvancePro

7 Customers

In this chapter, we will review setting up customer accounts, including:

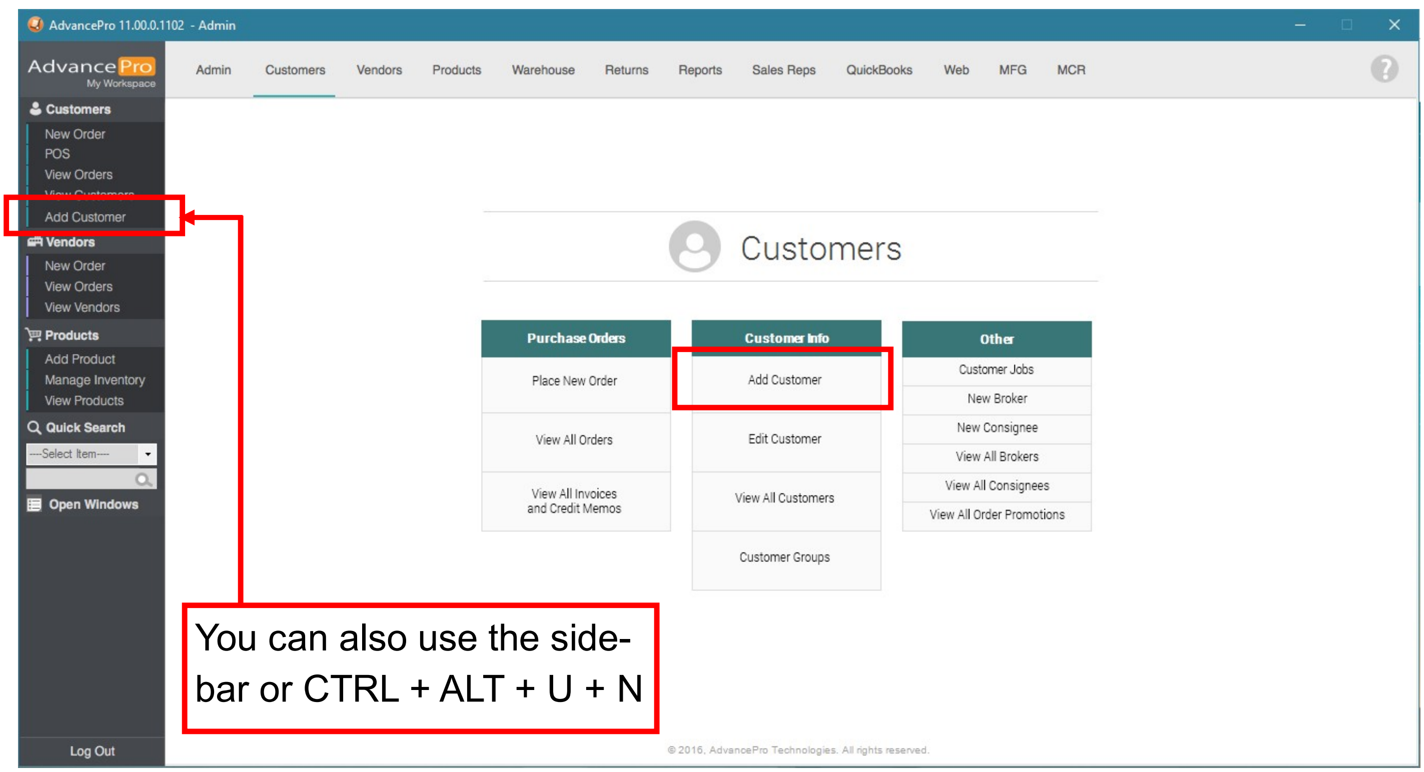
7.1 Importing Customers

You can import customer information via QuickBooks® or Excel®, or indirectly via EDI or XML import of customer orders. Customers are also imported if you have B2C web services setup. Any records created online will then import into *AdvancePro.*

Since the QuickBooks and Excel import process applies to more than just customers, those processes are covered in the previous chapters. This chapter will cover manually adding customers.

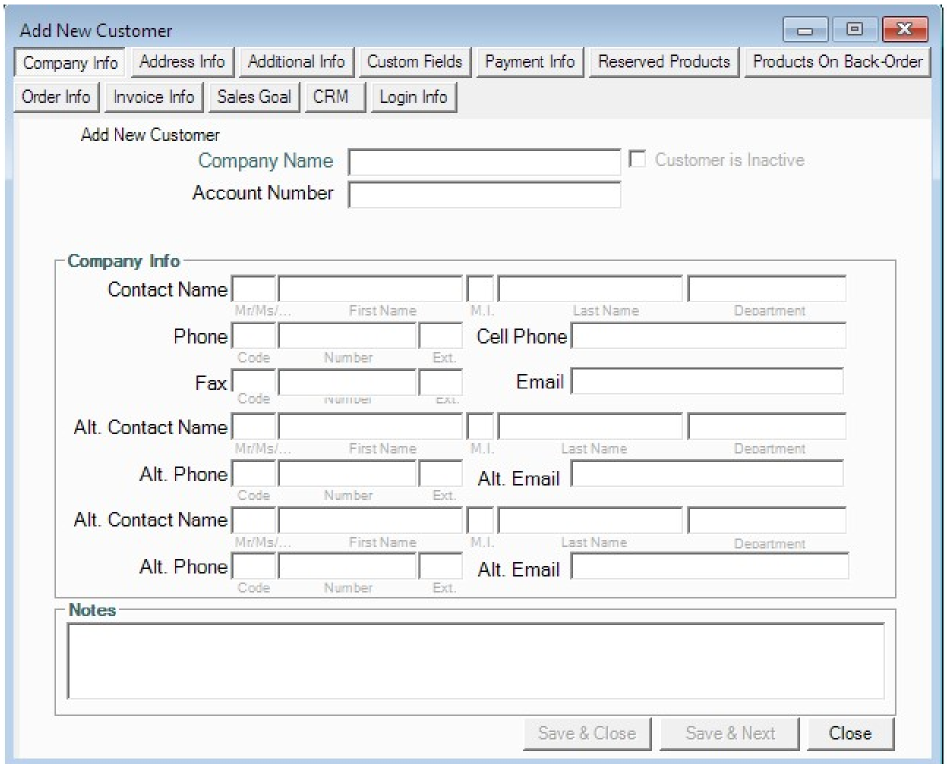
7.2 Adding Customers Manually

- Mandatory Fields— Company Name (though it is recommended that you add in as much information as you can).



7.2.1 Company Information

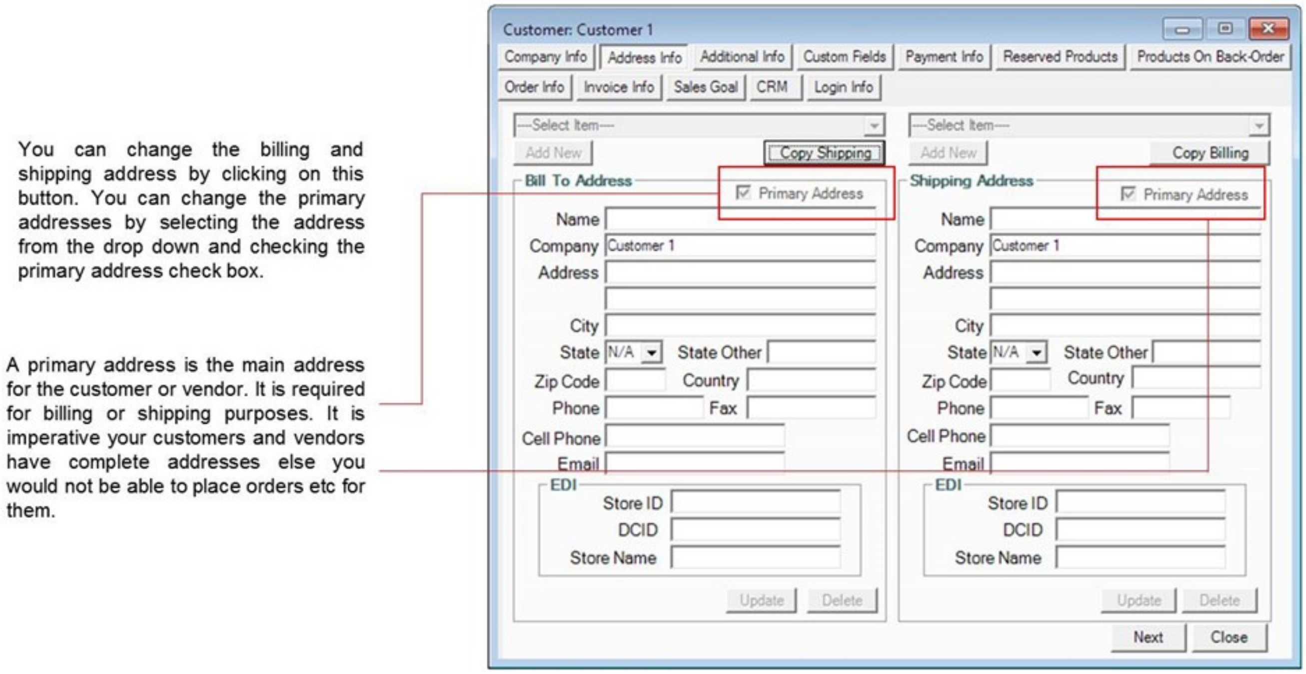
1. The **Add New Customer** dialog will open to the **Company Info** tab. Enter the company name.
2. The account number will be suggested by *AdvancePro* based on the starting account number you specified in **Admin > Site Settings > General Settings.** If you like, you can override this account number and enter any (unique) alpha numeric combination.



3. If you need to create this customer quickly, you can click **Save & Close** after just entering in the company name, without entering any additional information.
4. From this point on, all the additional information is not mandatory.
5. Besides the company name and account number, you can enter the main and alternate contact persons, with contact information on the **Company Info** tab.
6. You can enter **notes** in the bottom field of this screen, and they will be shown on customer orders. To view these notes on customer orders, enable them at **Admin > Site Settings > Additional Settings > Be sure to select the Customer option under Default Notes**
7. If you would like to enter more information, you can continue by clicking **Save & Next**.

7.2.2 Billing and Shipping Addresses

1. The **Address Info** tab will open. Enter the billing and shipping addresses (both are optional).



2. Make sure you complete all fields for the addresses or you will get an error message, prompting you to complete the fields.

Hint: You can use the **Copy Shipping** or **Copy Billing** buttons at the top if both the shipping and billing addresses are the same.

3. Click **Update** for **both** the shipping and the billing addresses.
4. You can add additional addresses by clicking **Add ew.** The **Update** button will change to Add—click
5. **Add** when done.
6. If you are creating multiple addresses, note the **Primary Address** checkbox at the top of the fields. By default, the first address entered is the primary, but you can click this box to de-select or select other addresses.

Note: A customer can have multiple billing and shipping addresses. You can always choose the address to bill and ship to while placing an order for that customer.

7. Click **Next**.

7.2.3 Currency, Shipping, Warehouse and Special Pricing

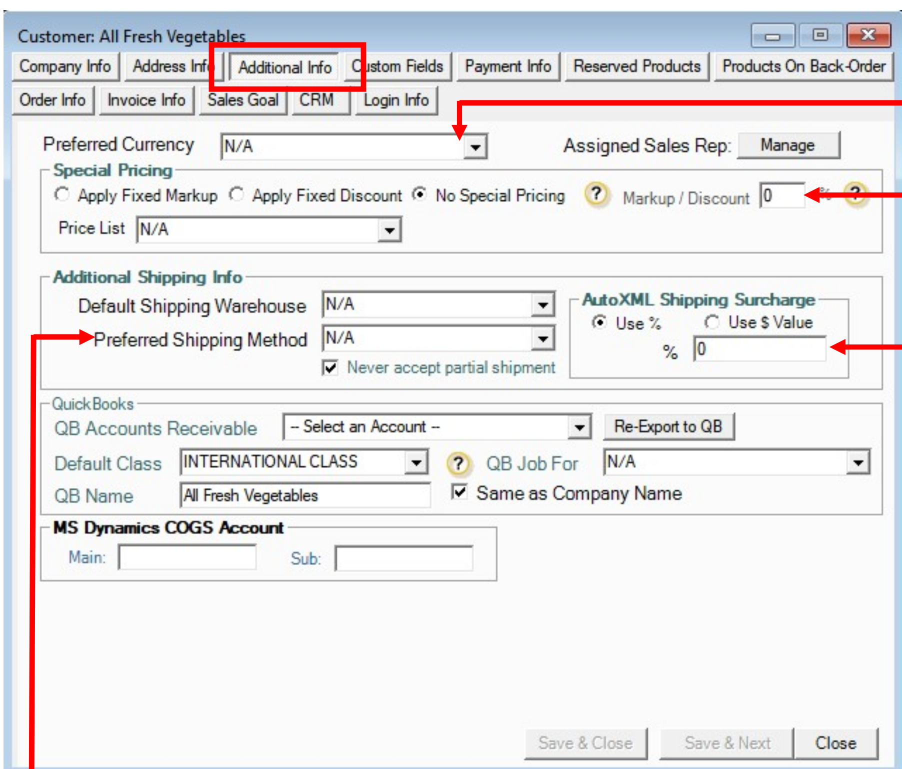
1. The **Additional Info** tab will open. Use the **Preferred Currency** drop-down list to indicate this customer's currency. If you don't see the currency in the list, you can add it by creating an exchange rate for it.

   When you select a preferred currency, you will view customer orders in two currencies, your default, and their preferred. Please be sure to also select the Accounts Receivable account for QuickBooks (if required).

2. Select whether you want any special pricing assigned to this customer. There are three levels of pricing exceptions in *AdvancePro*:

- Product pricing
- The customer discount (what you set here)
- Product-Customer pricing: You can apply a pricing exception to a particular product that will override the 1st two levels of markup or discount. This is done by editing a product – Customer Pricing Tab

3. Select the **default warehouse** you want the orders for this customer shipped from and the **default carrier** that will be used for shipping.



Set the customer's preferred currency, and any mark ups or discounts to be applied to

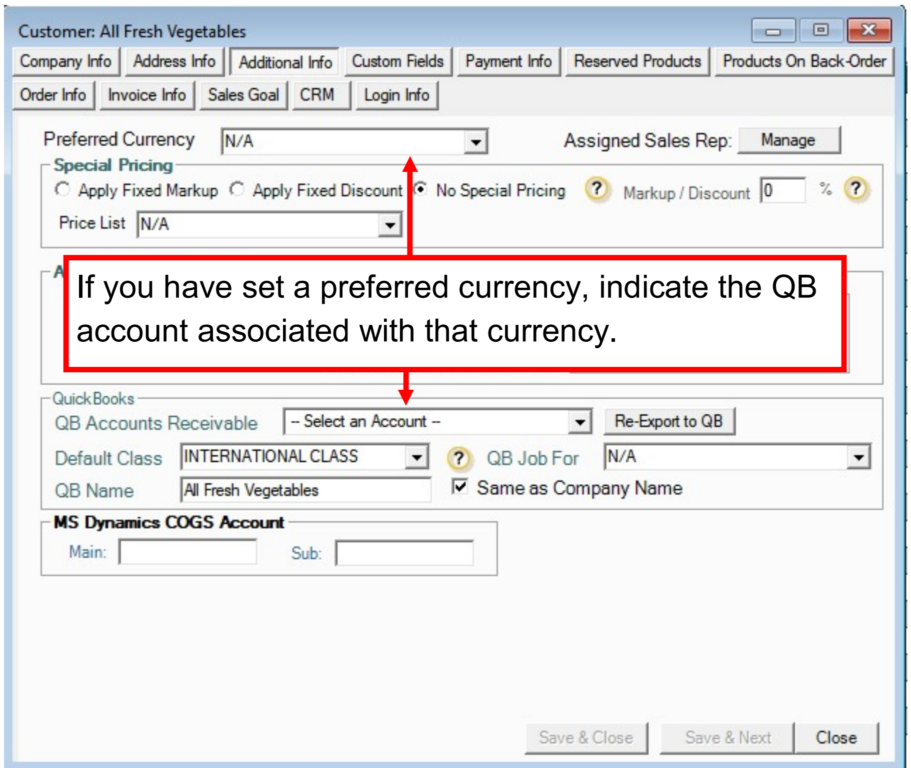
If you use XML import for CPO's, set a shipping surcharge here.

You can also indicate the default warehouse and shipping method, and enable a warning that this customer will not accept partial payments.

4. Indicate whether the customer accepts partial shipments. This setting can be overwritten at the order level, but you will see a warning.

   If you have the XML module enabled, you can apply a shipping surcharge to this customer when you import orders via XML. Indicate whether the surcharge is a percentage or a set fee (requires XML Import module to be enabled)

5. Last, select the **QB Accounts Receivable Account** for this customer if you have set a preferred currency and you use a different account for that currency.



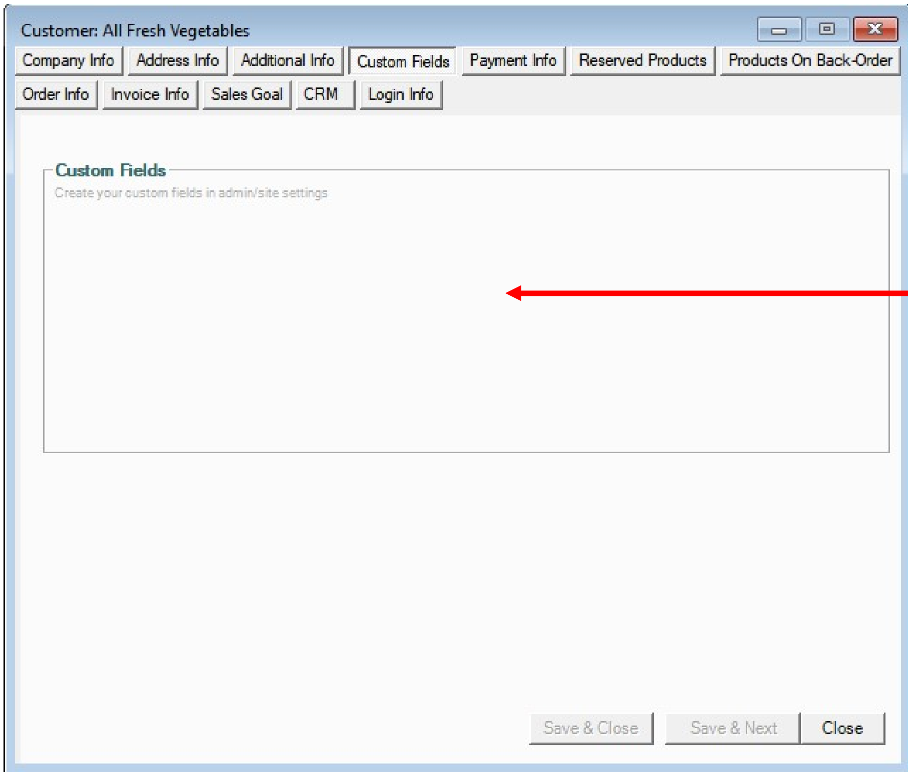
If you use **QB classes**, you can also select the default class.

For information on enabling QB classes in *AdvancePro*, as well as other QB settings, please see page 45. If you haven't yet performed a QB import, follow the steps on page 56. (Remember, you can also import customers from QuickBooks).

6. Click **Save & Next**.

7.2.4 Custom Fields

Next, the **Custom Fields** tab will open. Complete any custom fields.

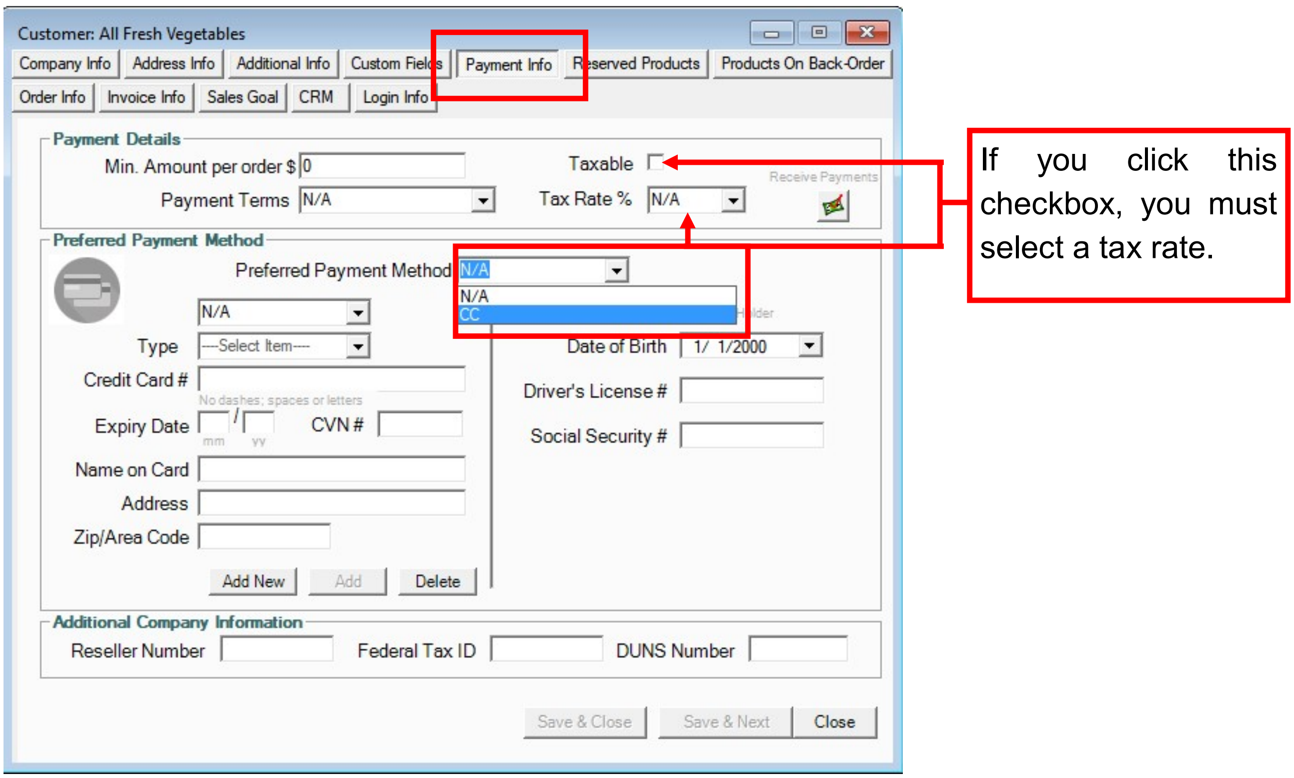


You can have up to 6 custom fields for customers, 3 of which will only appear on this form

Click **Save & Next** when done.

7.2.5 Taxes, Default Payment Information, Reseller Details

1. On the **Payment Info** tab, complete the payment details and any additional information needed.



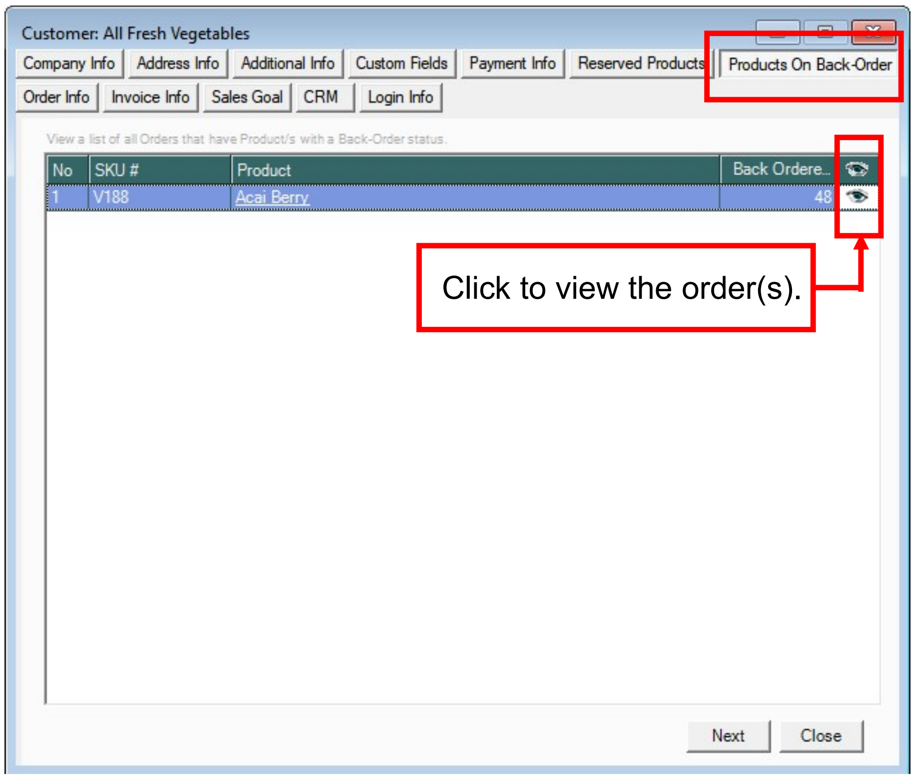
Notations:

- **You can save customer payment information to make each transaction easier.**
- **If you select the Tax Term on the Payment Info tab, it will apply to all the orders placed for that Customer.**

2. If you like, you can enter reseller information, the federal tax ID and DUNS number at the bottom of this tab.
3. Click **Save & Next**.

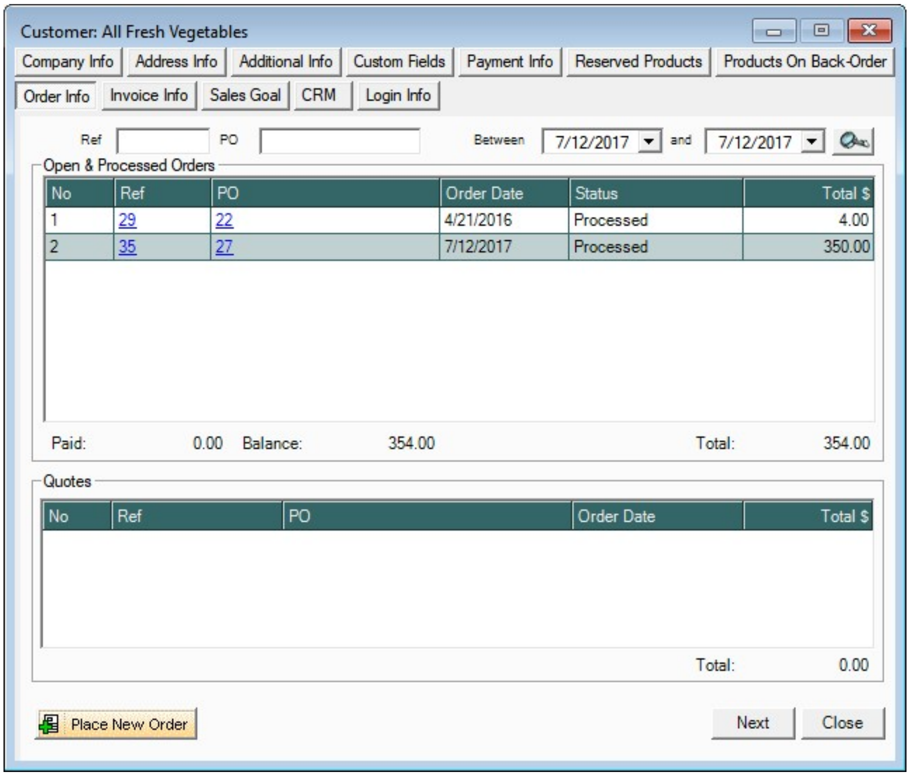
7.2.6 Reserved Inventory and Back Orders

1. The **Reserved Products** tab will display any reserved inventory for that customer. Click **Next** to move to the next tab.
2. The **Products on Back Order** tab is an easy way to view what your customer is waiting for. The number of orders will be listed. Click the "eye" icon to view the customer order.

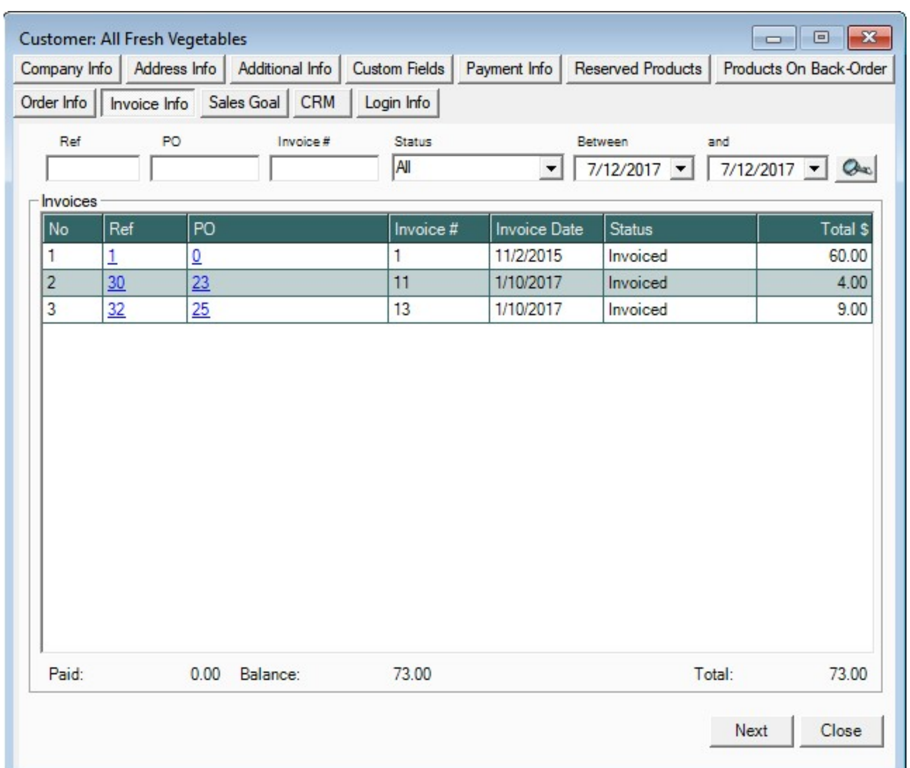


3. Click **Next** when you're ready.

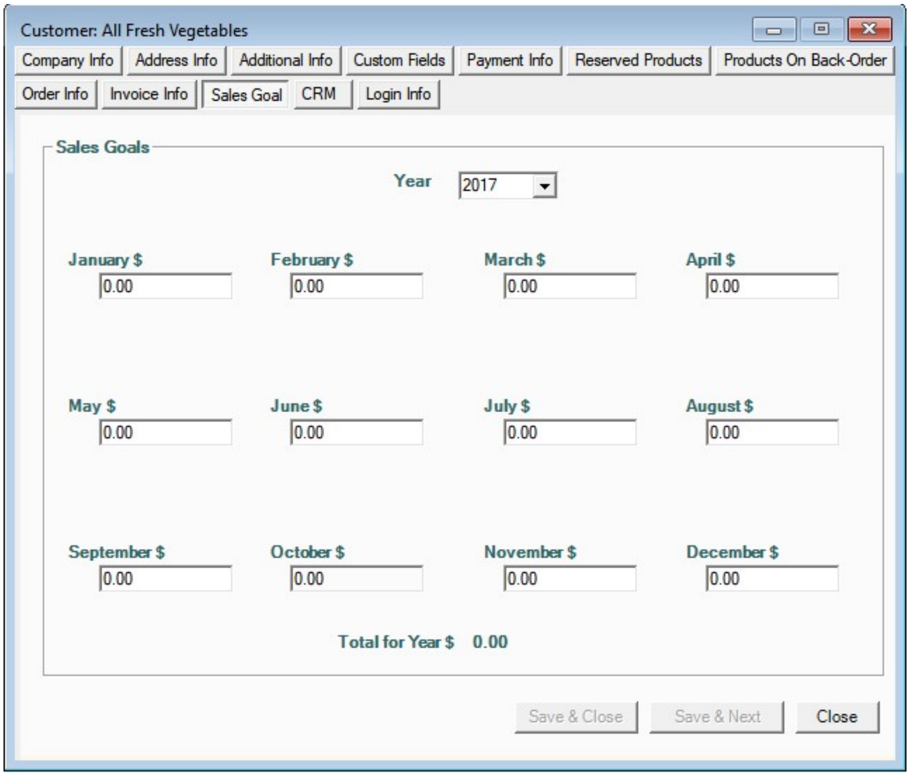
7.2.7 Order Info



7.2.8 Invoice Info



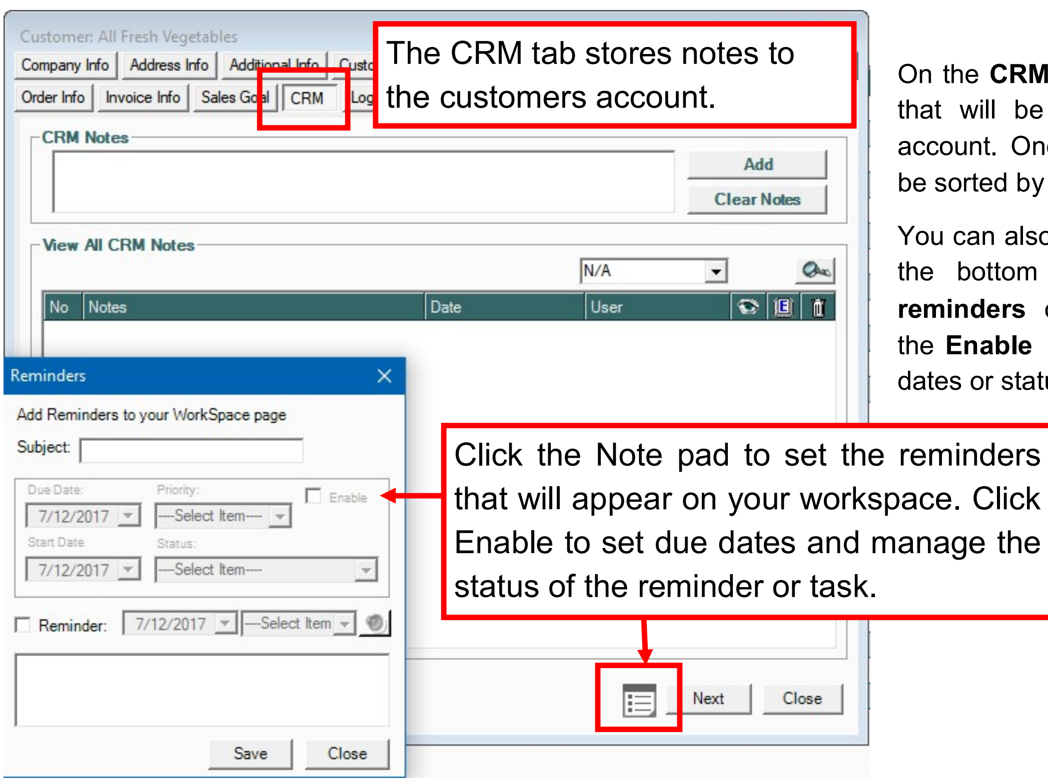
7.2.9 Sales goals



1. Use the **Sales Goal** tab to set month by month goals for this customer. When you run sales reports, you can compare these goals to the customer's actual orders.

2. When done, click Save & Next.

7.2.10 CRM Notes and Workspace Reminders



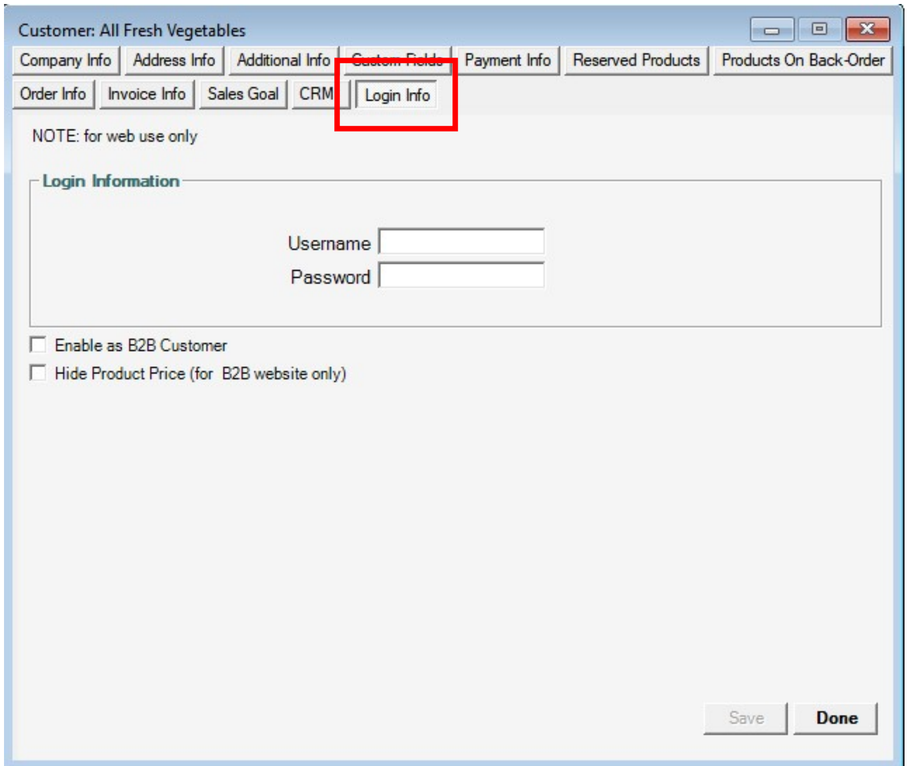
On the **CRM tab**, you can record notes that will be saved to this customer's account. Once saved, these notes can be sorted by user, edited or deleted.

You can also use the **note pad icon** at the bottom of the dialog to record **reminders** or other notes. If you click the **Enable** checkbox, you can set due dates or statuses for the reminder.

Click **Save** to save your reminder, and **Next** in the **Customer** dialog to move to the next tab.

7.2.11 Login for Web Services

The **Login Info** tab applies if you are using *AdvancePro* Web Services. Assign your customer a login name and password. For more information see the B2B, B2C Web Services chapters.



Use the Login Info tab if you have enabled AdvancePro web services for B2B or B2C.

AdvancePro

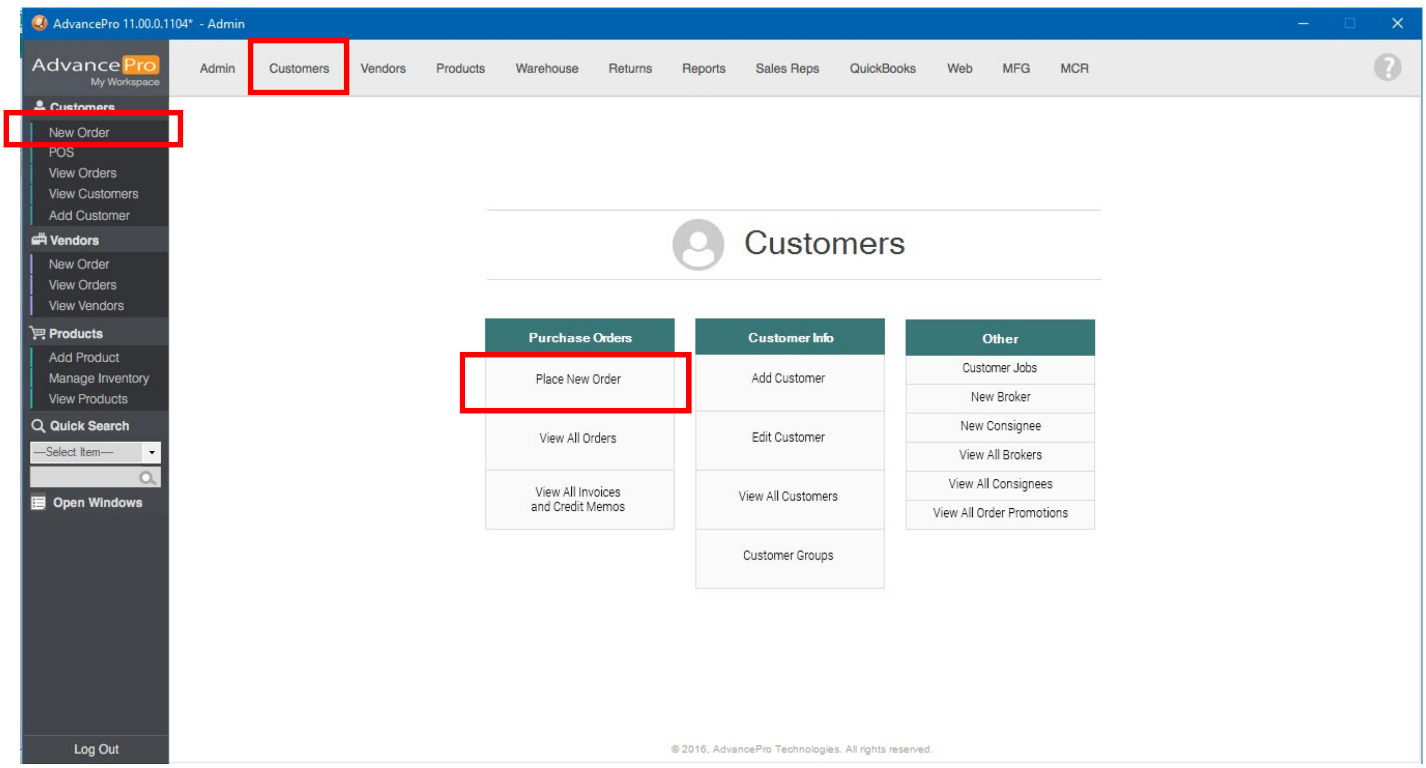
8 Placing Customer Orders

In this chapter you will learn the process of placing a customer order, the three different ways to place an order, processing orders at the warehouse for picking, packing, and shipping. You will also learn how a customer order affects the inventory and the various stages when these inventory changes take effect.

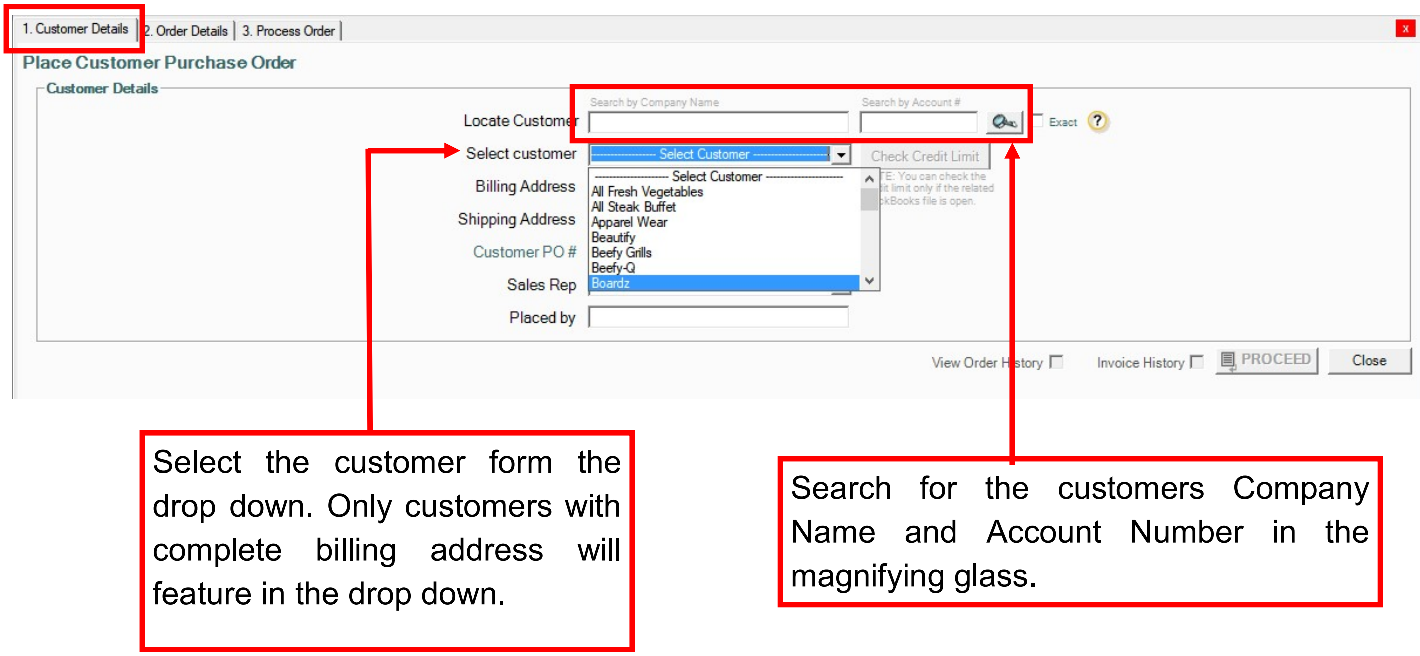
8.1 Entering Customer Details

The first step in entering a customer order is entering the customer details.

1. To start, in the left sidebar, under **Customer**, click **Place New Order**. Alternately, you can:
   - Open the **Customer Switchboard** and click **Place A New Order**.
   - Under the **Customer** drop-down list, click **Place New Order**.
   - Click **CTRL + ALT + U + O**



2. The **Place Customer Purchase Order** form will open. Search for the customer by searching for company name or account number, if necessary. Then, select the customer from the drop down list.

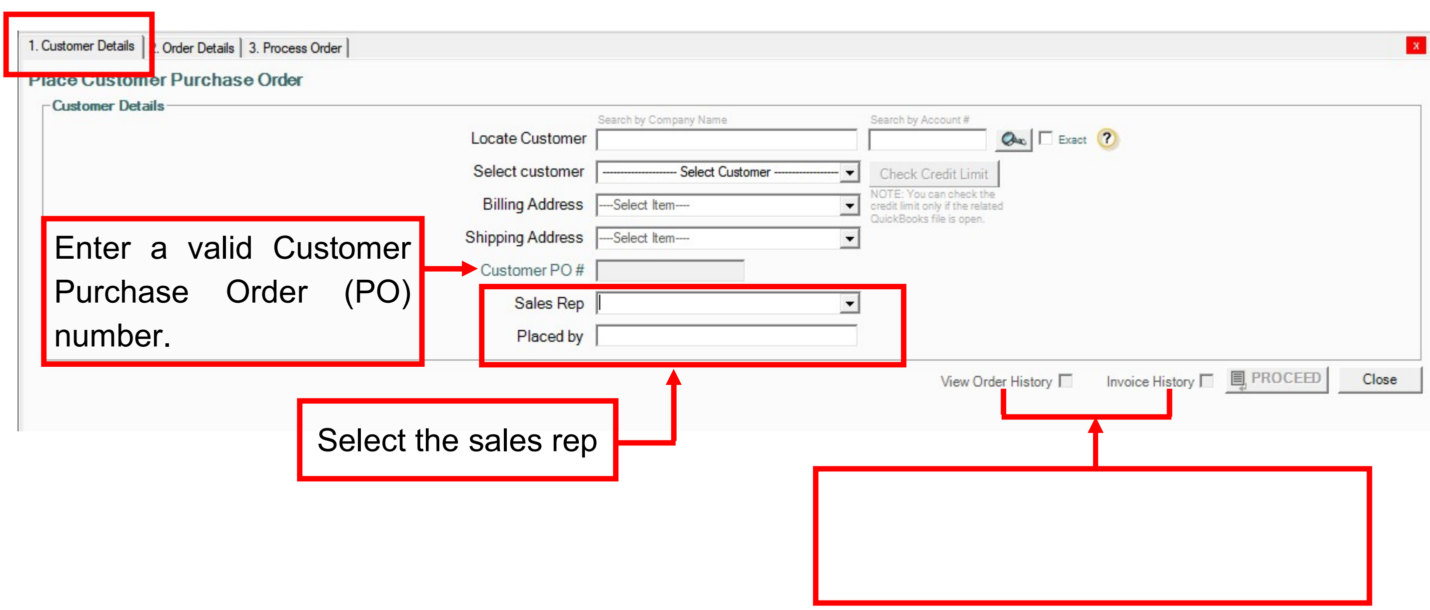


3. The customer information fields will be filled in automatically. If the customer does not exist in the system, add the customer click the "add new customer" option on the left menu bar.

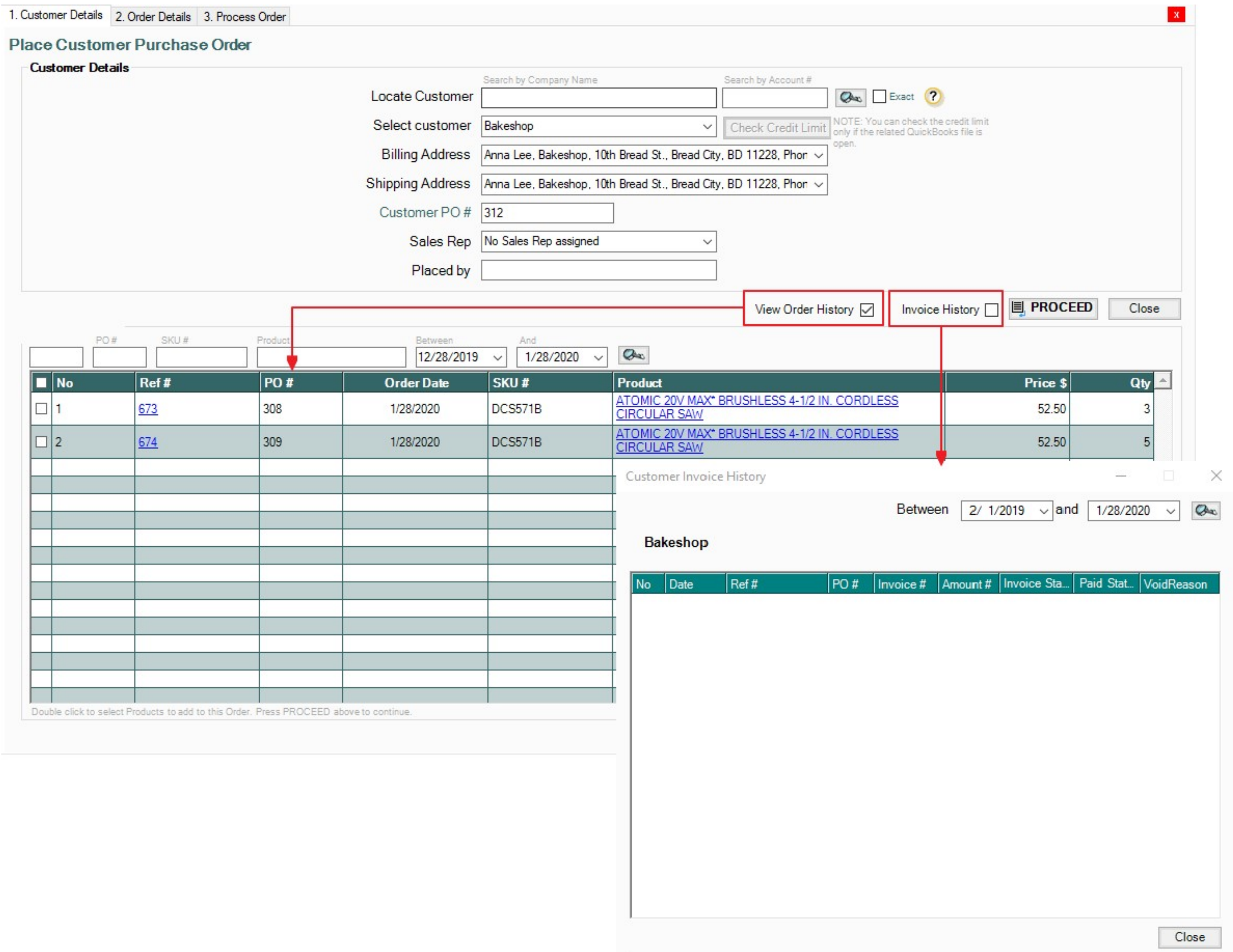
4. *AdvancePro* will generate a purchase order number, based on the starting number set up in the **Admin > Site Settings**. You can enter another purchase order number (PO #) if desired for the order.

NOTE: The customer PO # can be repeated for different customer orders.

5. If there is a sales rep assigned to the customer's account, select the **sales rep** from the sales rep dropdown list.



6. You can select the billing and shipping addresses using the drop-down lists. You can also edit the addresses at the next stage of this process.
7. If necessary, enter your name in the **Placed by** text box.
8. You can click **View Order History** to view the customer's recent orders. This might be helpful if the customer often orders the same products.

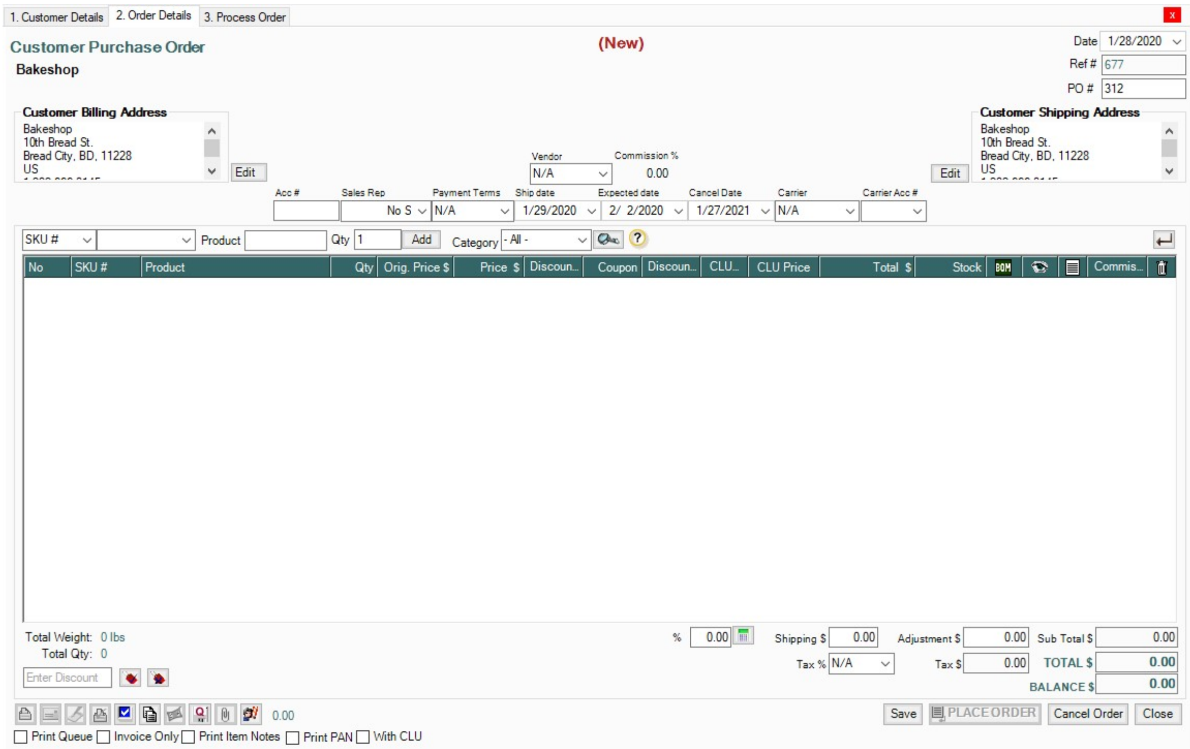


9. To order the same products, click the checkboxes. When you move to the next stage, the selected products will appear in your customer purchase order.
10. You can also click **Invoice History** to view the customer's past invoices. In the Invoice History window, you can see the status of invoices and whether they have been paid.
11. Click **Proceed**.

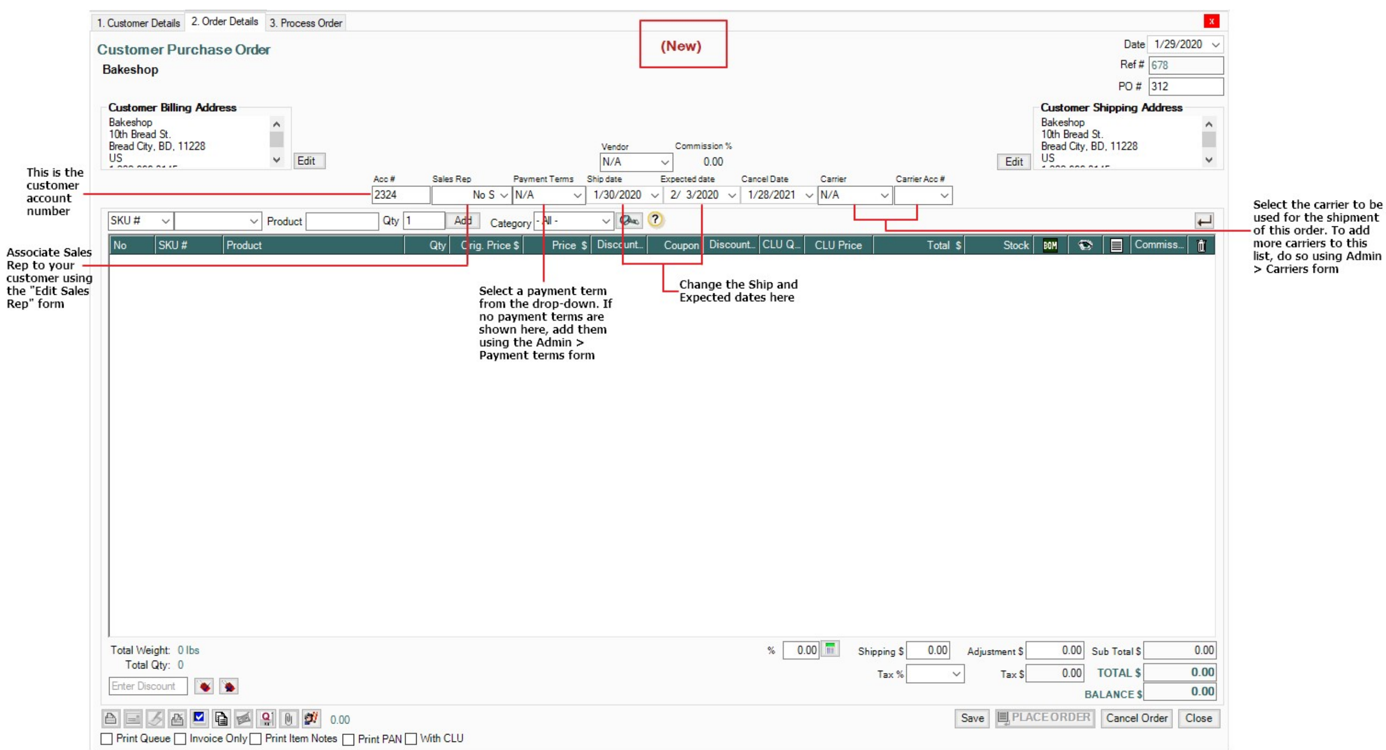
8.2 Entering Order Details

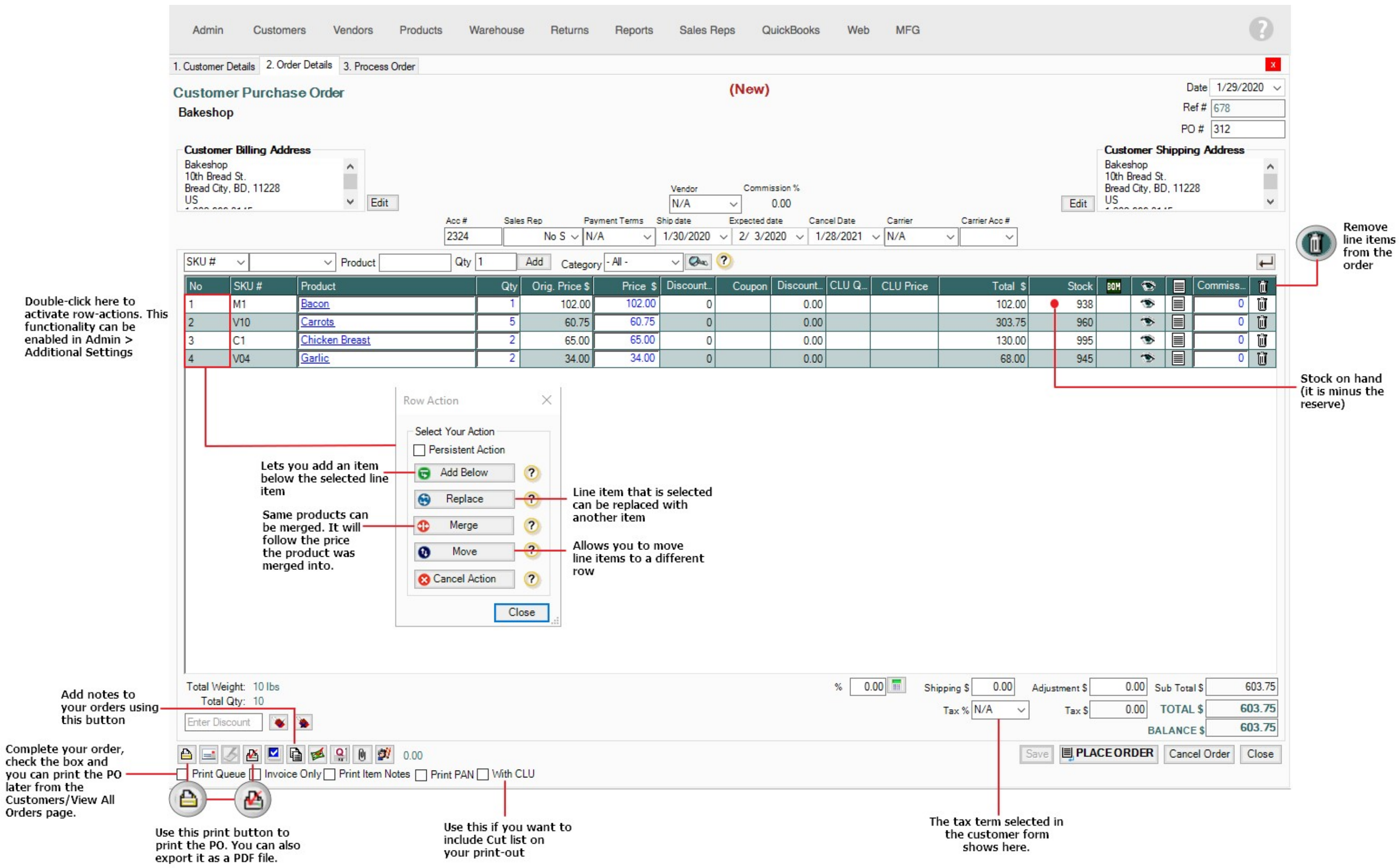
1. Once you select the customer's details and click **Proceed**, a customer order will be generated, with a status of **NEW**.

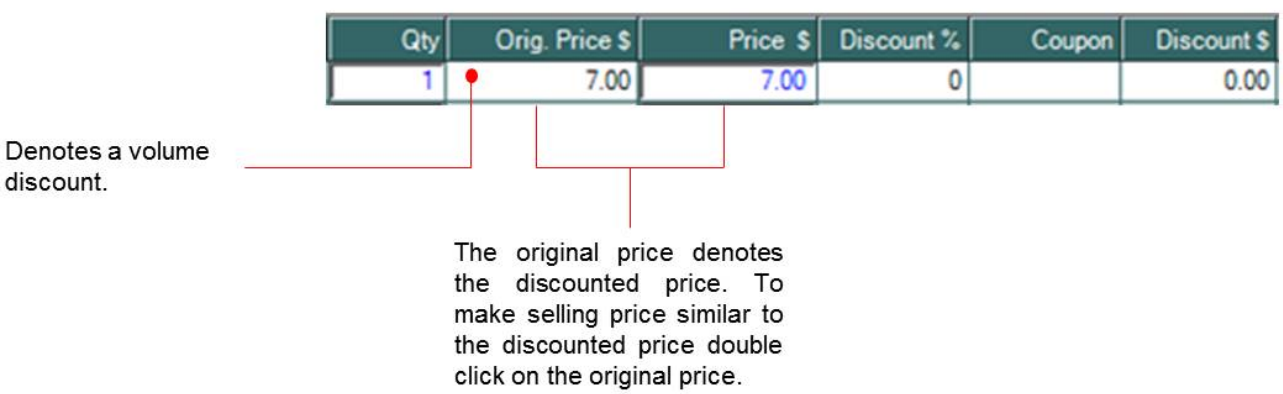
The Customer Order Form, Order Details Tab, Empty



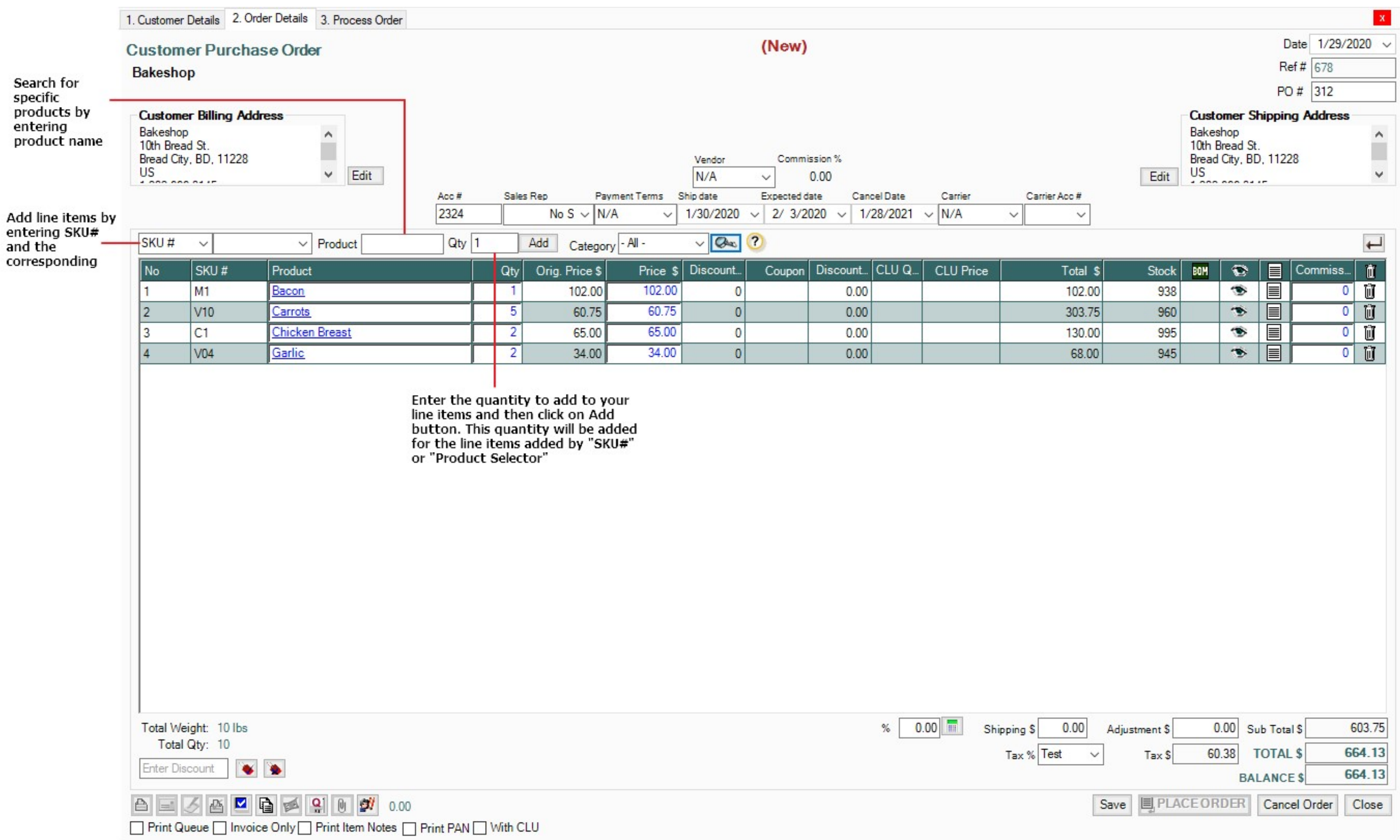
The Customer Order Form, Order Details Tab, Outlined




Admin
Customers
Vendors
Products
Warehouse
Returns
Reports
Sales Reps
QuickBooks
Web
MFG
1. Customer Details
2. Order Details
3. Process Order
Customer Purchase Order
(New)
Bakeshop
Customer Billing Address
Customer Shipping Address
Remove line items from the order
Double-click here to activate row-actions. This functionality can be enabled in Admin > Additional Settings
Stock on hand (it is minus the reserve)
Row Action
Select Your Action
Persistent Action
Add Below
Replace
Merge
Move
Cancel Action
Close
Lets you add an item below the selected line item
Line item that is selected can be replaced with another item
Same products can be merged. It will follow the price the product was merged into.
Allows you to move line items to a different row
Add notes to your orders using this button
Complete your order, check the box and you can print the PO later from the Customers/View All Orders page.
Use this print button to print the PO. You can also export it as a PDF file.
Use this if you want to include Cut list on your print-out
The tax term selected in the customer form shows here.
PLACE ORDER
Cancel Order

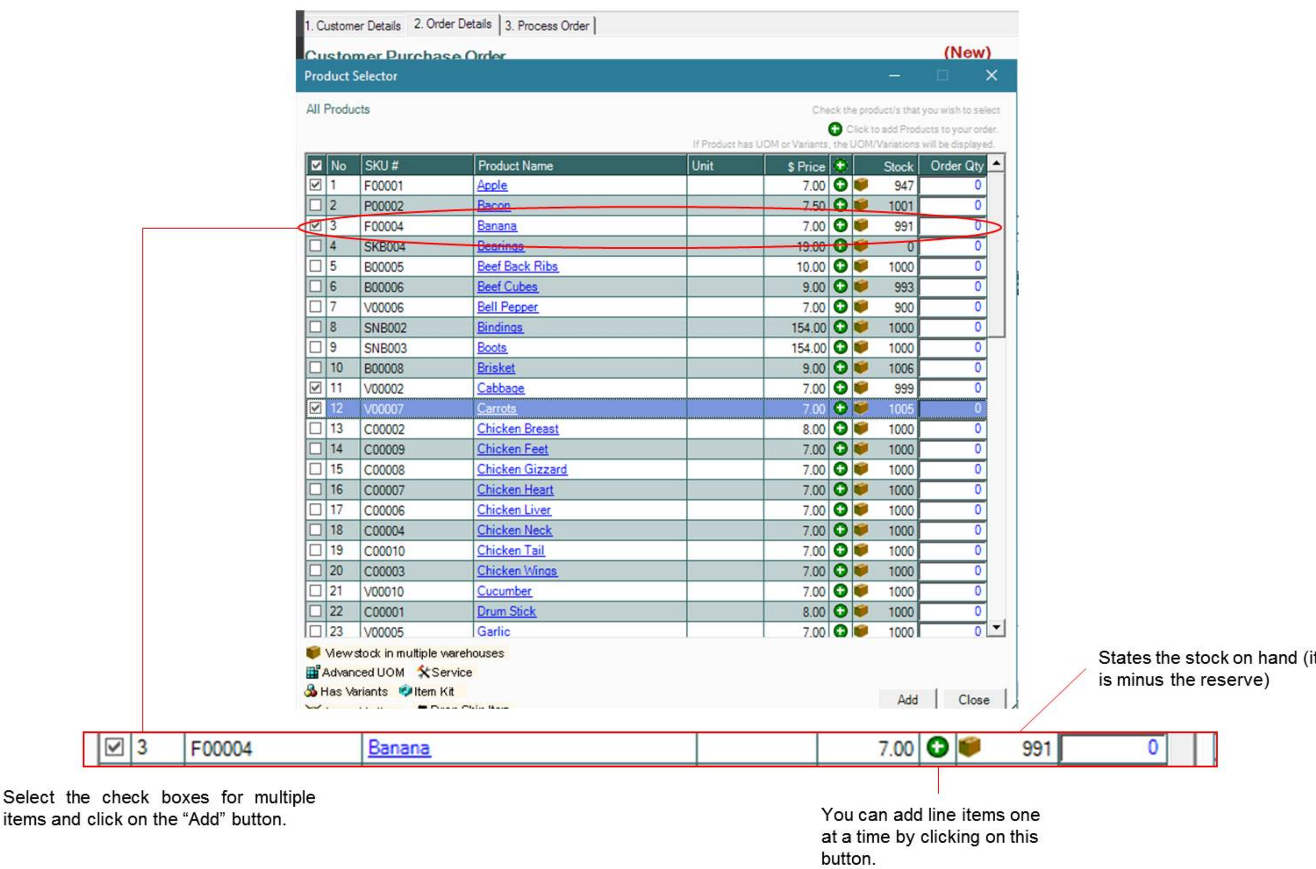

Qty
Orig. Price $
Price $
Discount %
Coupon
Discount $
1
7.00
7.00
0
0.00
Denotes a volume discount.
The original price denotes the discounted price. To make selling price similar to the discounted price double click on the original price.

2. Select SKU or a variety of different product attributes from the SKU# drop-down list. Then, you can enter the SKU (or the field you've chosen) into the next field. Alternately, if you know the exact product name, you can enter it into the product field as well.



3. It may be easier to use the **Product Selector** to add multiple products and quantities to your order. To view the product selector click the **magnifying glass**.

- You can view the product details, unit breakdown, price and the stock on hand in the **Product Selector**.
- When the Product Selector opens, click the + sign if you only need to select one item.
- To select multiple items in the Product Selector, click the checkboxes and click **Add**.
- The "stock" column shows the quantity in stock, minus the reserve. If the number is in red font, the stock is located in multiple warehouses (for multi-warehouse versions only). Click the number to view the breakdown.
- **To view product details,** click the product name.
- **If you are selecting an item with advanced units of measure** (indicated by the icon), click the + sign.
- The Product Selector will display the units and you can select the quantity and units to add to the order. See below for more tips and information on selecting products quickly.

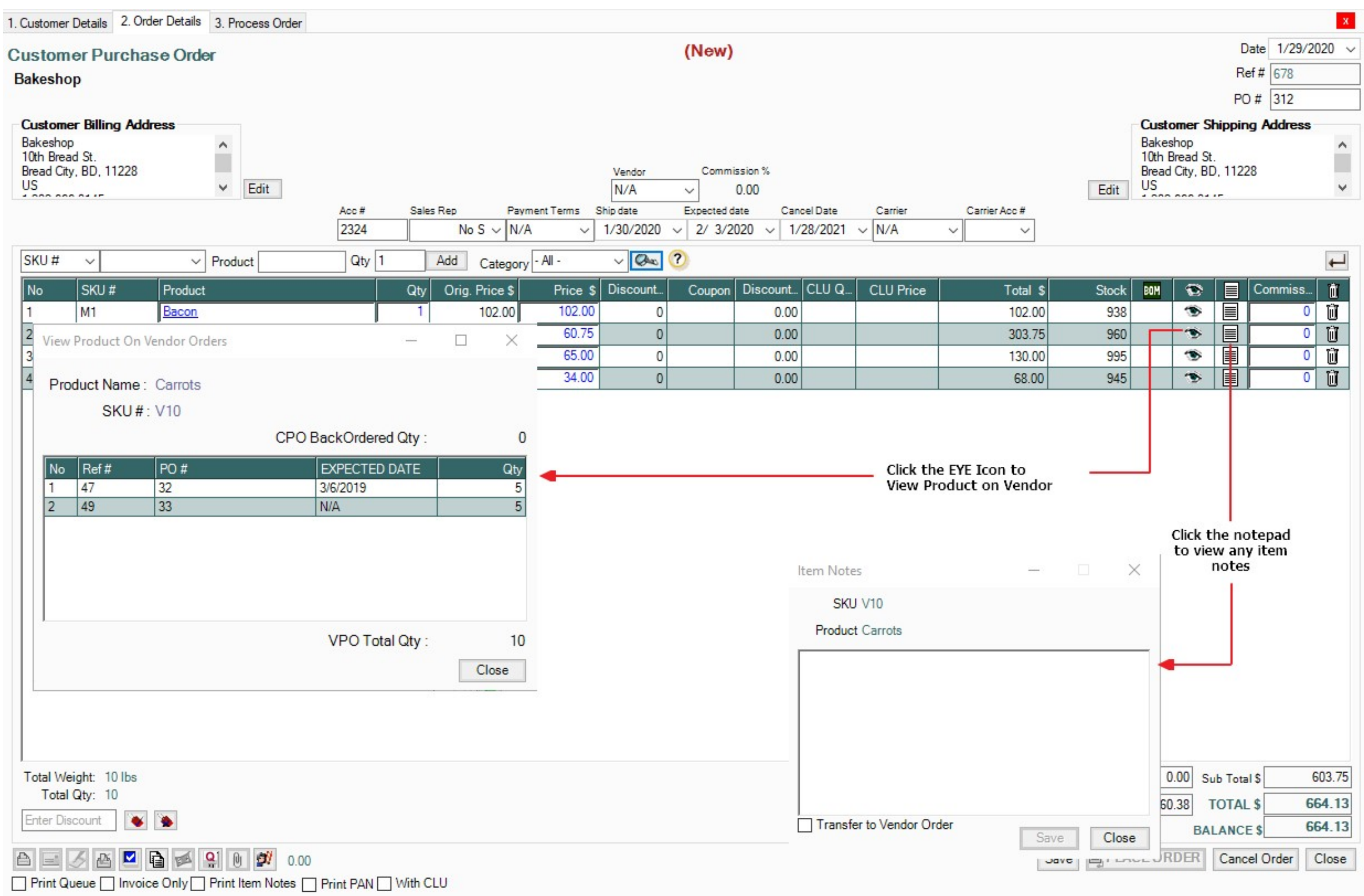


4. Once you have added a product to your order you can update its quantity and price.

- If a product has volume discounts assigned, a red dot will appear next to the price. Click the red dot to open a window with all the volume discounts for this product.
- Select the discount you wish to apply. To ignore the discounts, click **Close**.

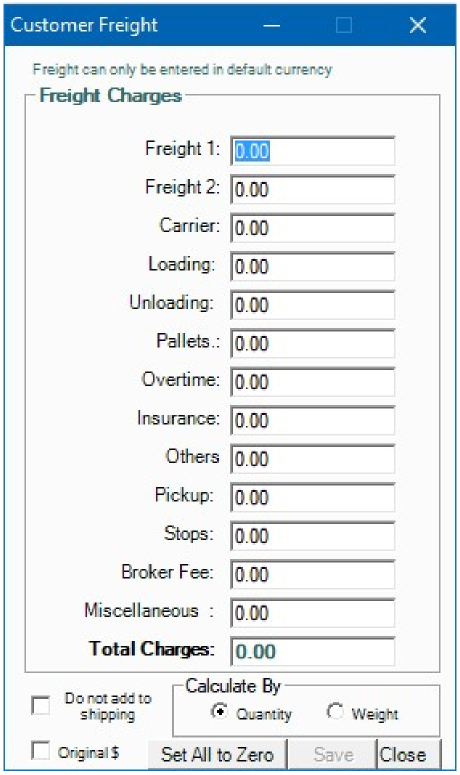
> **Please note that volume discounts do not apply to products with variations. You can manually adjust the price using the fields at the bottom of the order (see below for more information).**

- Once you have added a product to your order, click the SKU # to **view this customer's order history of this SKU #.** You will see previous prices that the customer was charged for this product.
- Don't have enough inventories in stock? Double click the eye icon to view open vendor orders on this product.
- **To add notes to this product, click the notepad icon.** You can select whether to add these notes to the vendor order. To print the notes on the customer order, click the **Print Item Notes** checkbox at the bottom right of the customer order form.



5. If you erroneously entered a product, double click the trash can to delete the row.

   You can click the return bar ( ) to add a new line and repeat steps above to add more products.



Before you determine the order totals, you may want to add detailed freight charges. Click the button at the bottom left of the form. You can enter the information and click **Save in the Freight Charges** form, and the charges will be added to your total.

6. Once you have added all the products necessary, you can tend to the order totals:

- To calculate order adjustments, enter a percentage and click the calculator button. The calculation will appear in the Adjustment field. To make it a deduction, simply add a – sign in the Adjustment field.

  Alternately, you can enter + or – adjustments as dollar amounts directly into the Adjustment field.

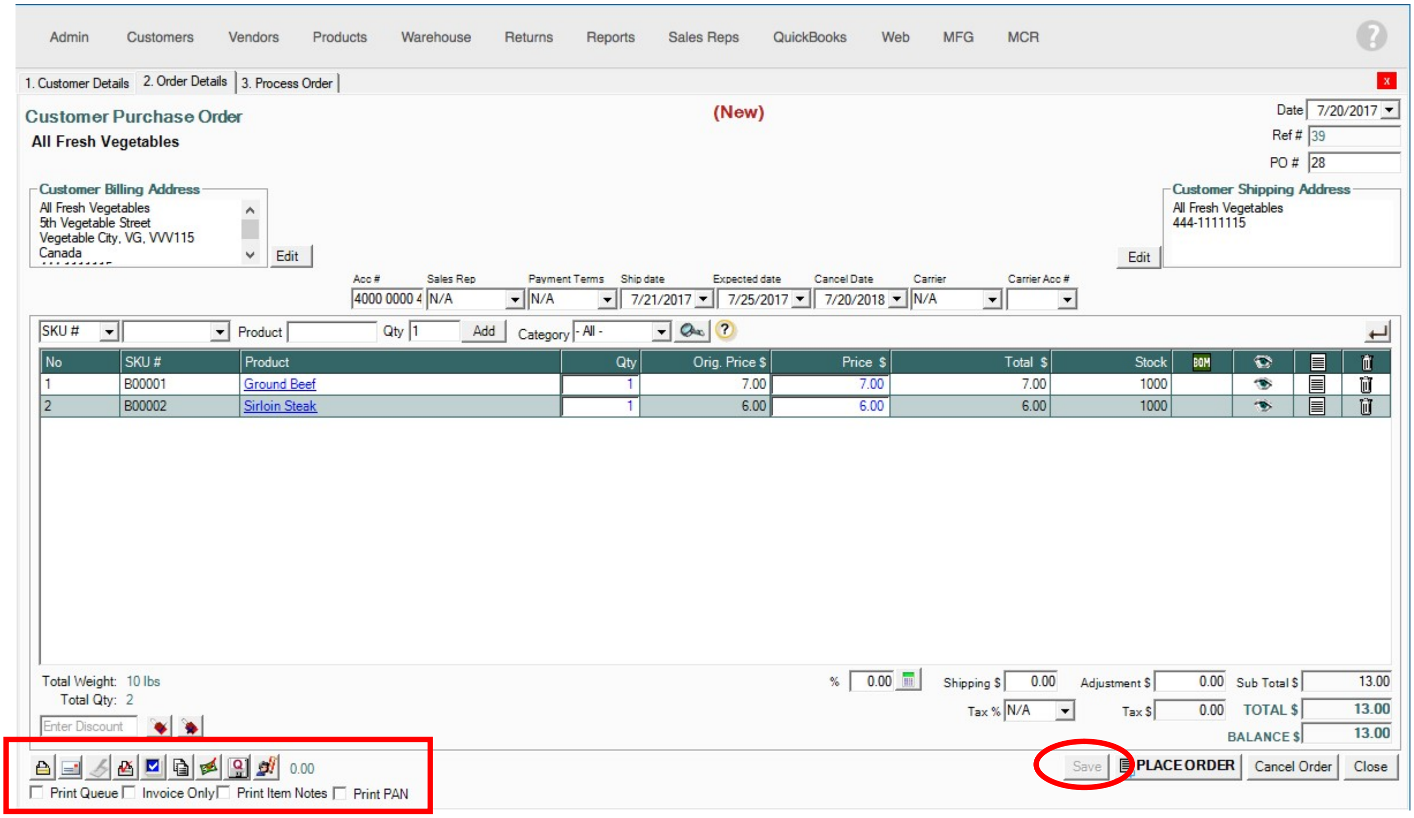
- Select the taxes from the drop-down list, if appropriate.

7. Before saving the order, you can delete the extra decimals or round off the totals using the button at the bottom left of the form.

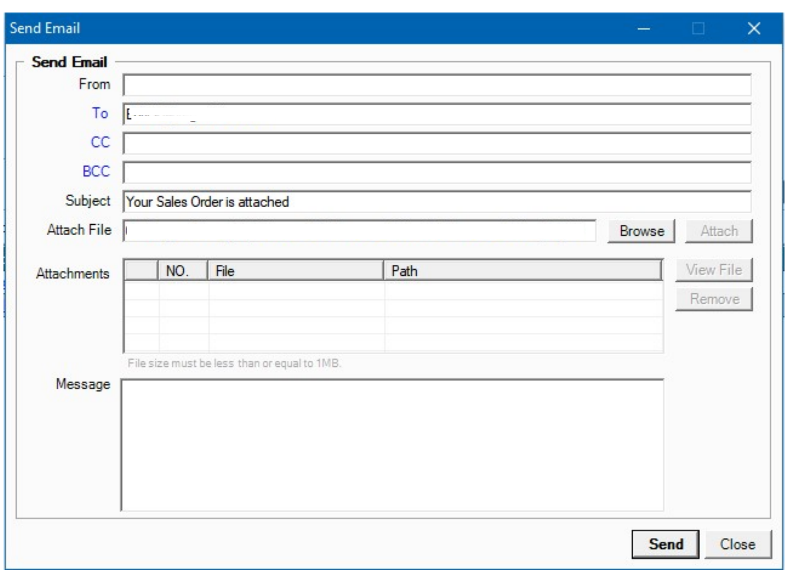
8. Fill in any custom fields required by your organization by clicking the button at the bottom left of the form.

9. Add a note for the administrator, the customer, and/or the warehouse by clicking the note button at the bottom left of the form. You can print the customer notes on the invoice. The warehouse notes can be printed on the PPS slips. The admin notes will appear in the customer information in *AdvancePro*. You can add a note after the order is saved and re-save the order, if desired (enable default notes in Admin > Site Settings to view pre-defined notes)

10. Once you complete the order details, including the product details, click **Save** to save the order so that it can be processed at another time. The order status is **OPEN.**
11. After you save the order, the following options are available in the series of buttons at the bottom of the form:



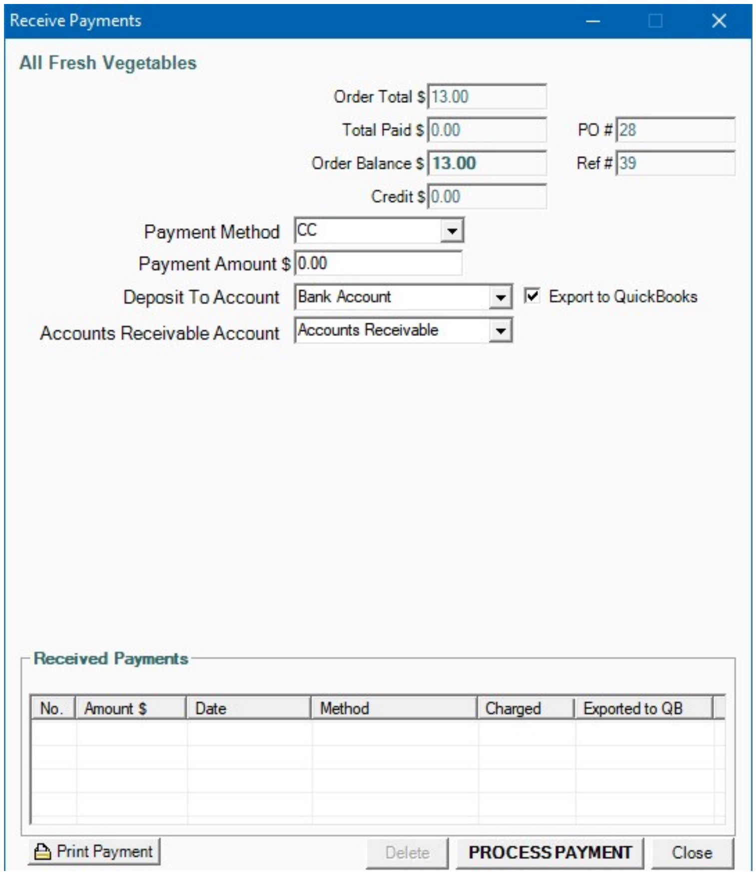
Print the order. You can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.



Email the order. Clicking the email icon will open the email form into which you can enter addresses and a note. The order will be an attachment. This option was also preset in Admin > Site Settings > Email Settings. You can also assign default message and subject for all your email under Admin > Site Settings > Email Settings.

11. If you are processing a quotation or an order that has been previously saved but not processed, you can view the paper trail.

12. To receive payment now, click the **Receive payment** button. You can select the method and the accounts, and also view payment history on this order. If integrated with a Payment Processor you will be able charge credit cards too.



13. If you want to skip the process of picking, packing and shipping this order (for example, for a walk-in POS

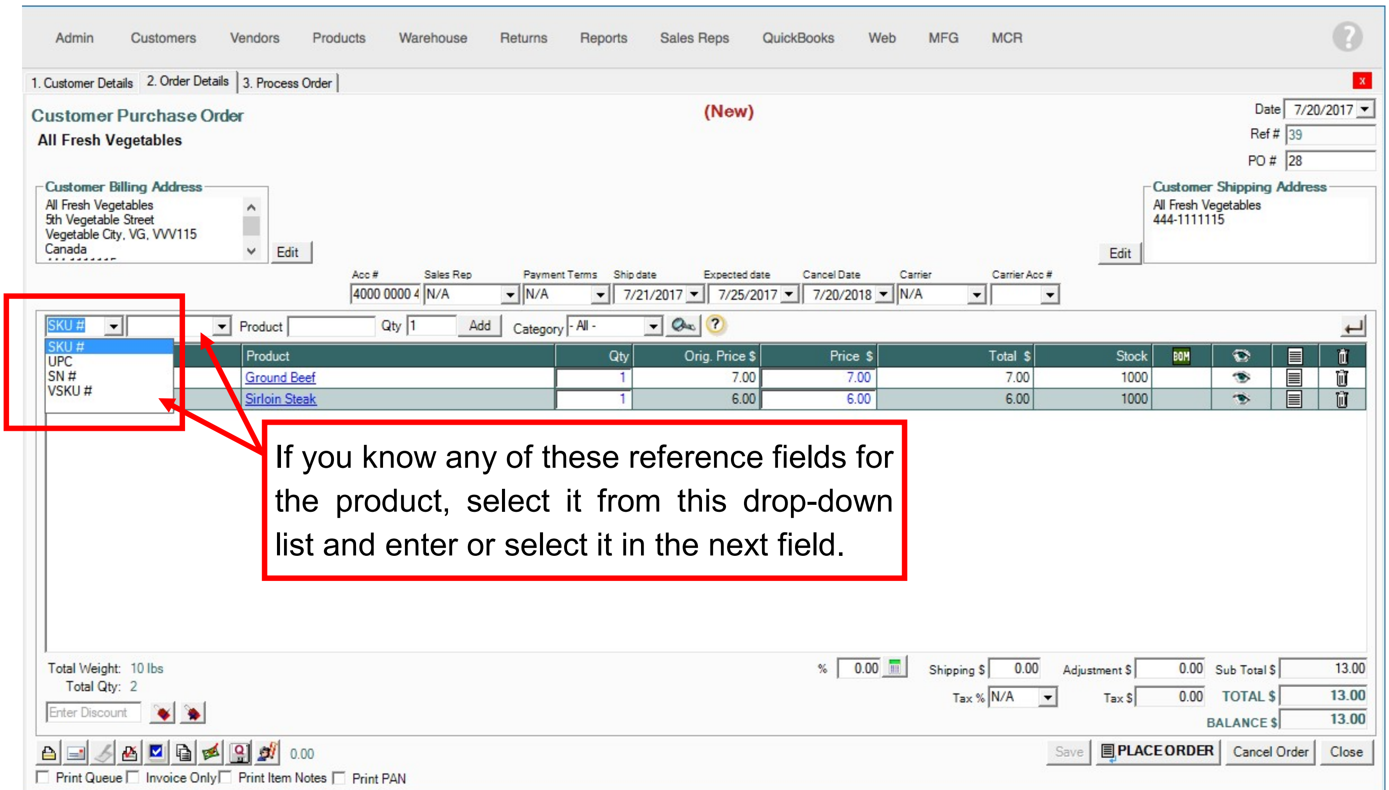
You cannot choose Invoice Only if you do not have full stock available.

14. If you want to place your order now, click the **PLACE ORDER** button. You will then be able to further process the order and send it to the warehouse.

8.2.1 Search and Sort Tips for Adding Products (Line Items) to any Order

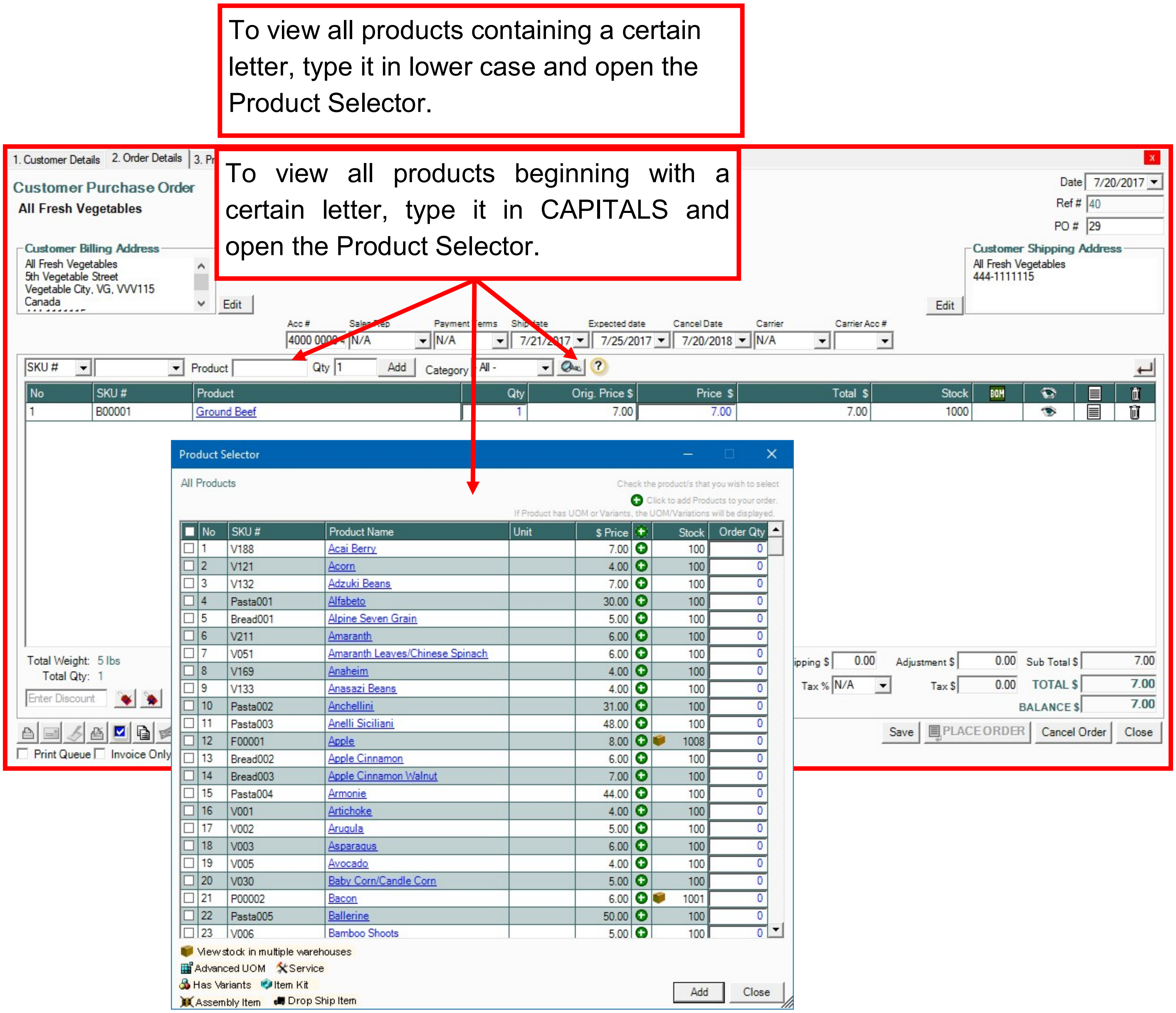
1. If you know the exact SKU #, type it or select it in the **SKU field**, enter a quantity in the **Qty** field and click **Add**. Use the SKU# drop-down list and use the same method if you know the:

- UPC
- SN (serial number)
- VSKU
- Or any of your organization's custom fields for products.



2. **To view the Product Selector** (lists all products) click the magnifying glass. Select the products and click **Add** on the Product Selector. You can view the product details, minimum order quantity, price and the stock on hand (SOH) on this form.

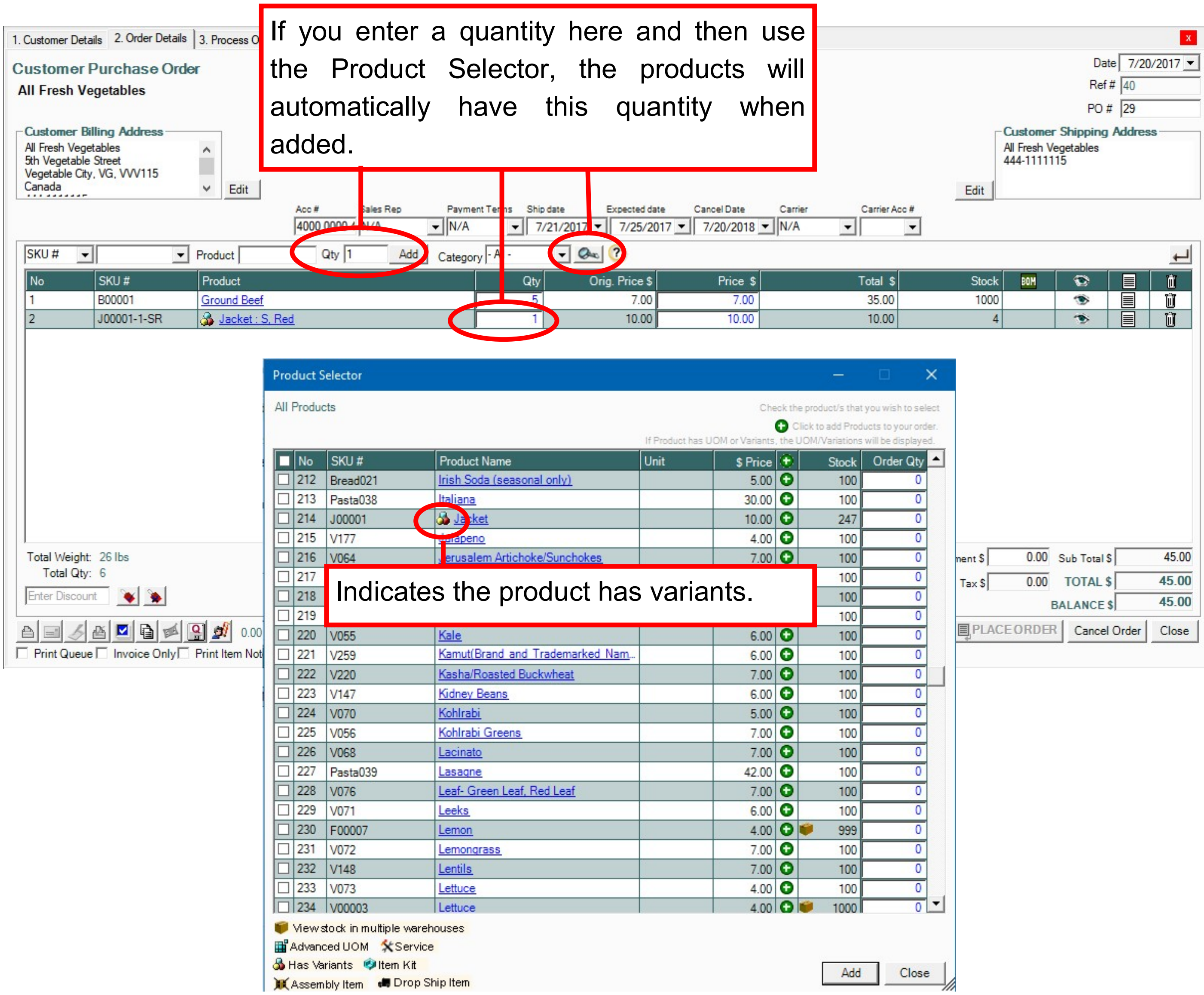
3. **To view all products beginning with a certain letter,** type that letter in the Product field in CAPITAL letters, and then click the magnifying glass to open the Product Selector.



4. **To view all products containing a certain letter** enter that letter in the Product field in lower case letters, and then click the magnifying glass to open the Product Selector.

5. **To view all products of a certain category**, select the category and then open the Product Selector.

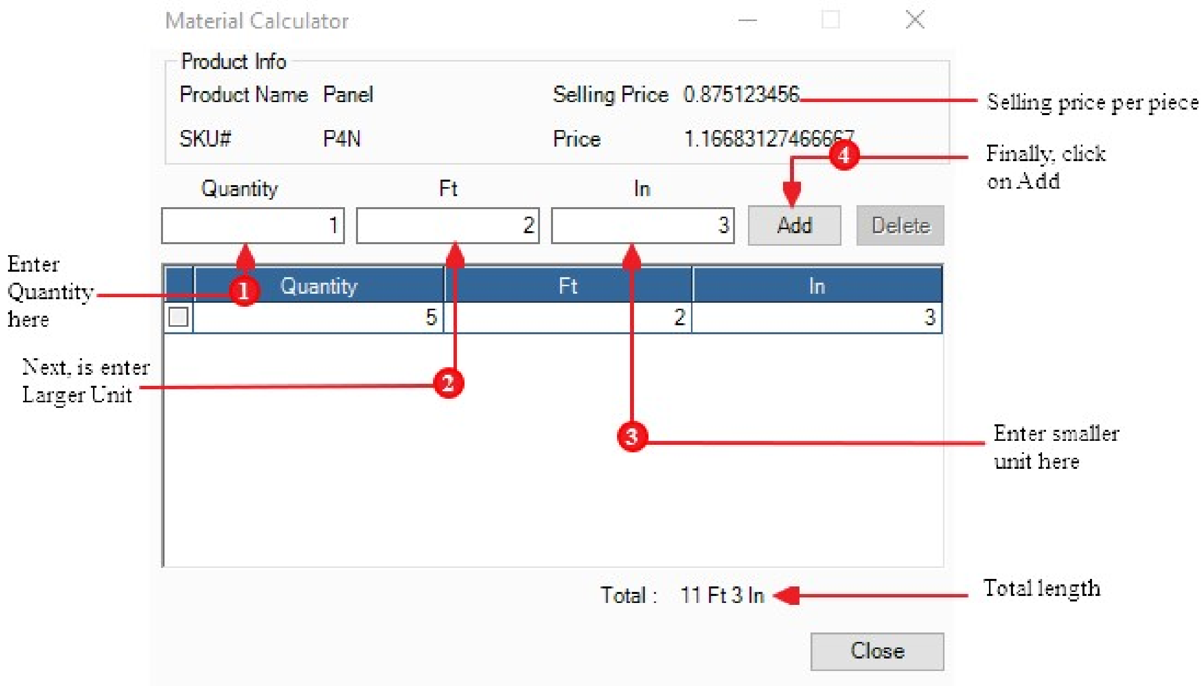
6. **Add multiple products with the same quantity** (e.g. 5) by first typing in the quantity in the Qty field and then opening the Product Selector and adding the products.



Products marked in red on the Product Selector have inventory in more than one warehouse (Applies to Multiple Warehouse Module only).

To view the variations of a product, click the icon and then select the variations to add to the order.

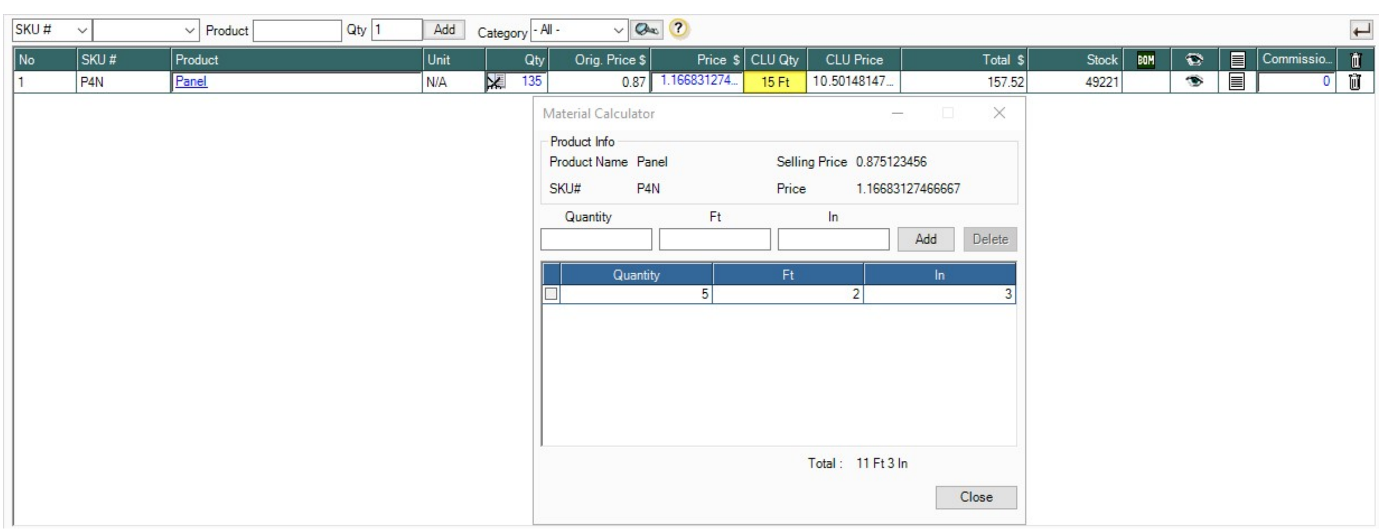
If you have selected a product that has **Material Calculator** enabled and have selected Auto Show Cut List in CPO, then this form will pop-up.



Pricing Rule:

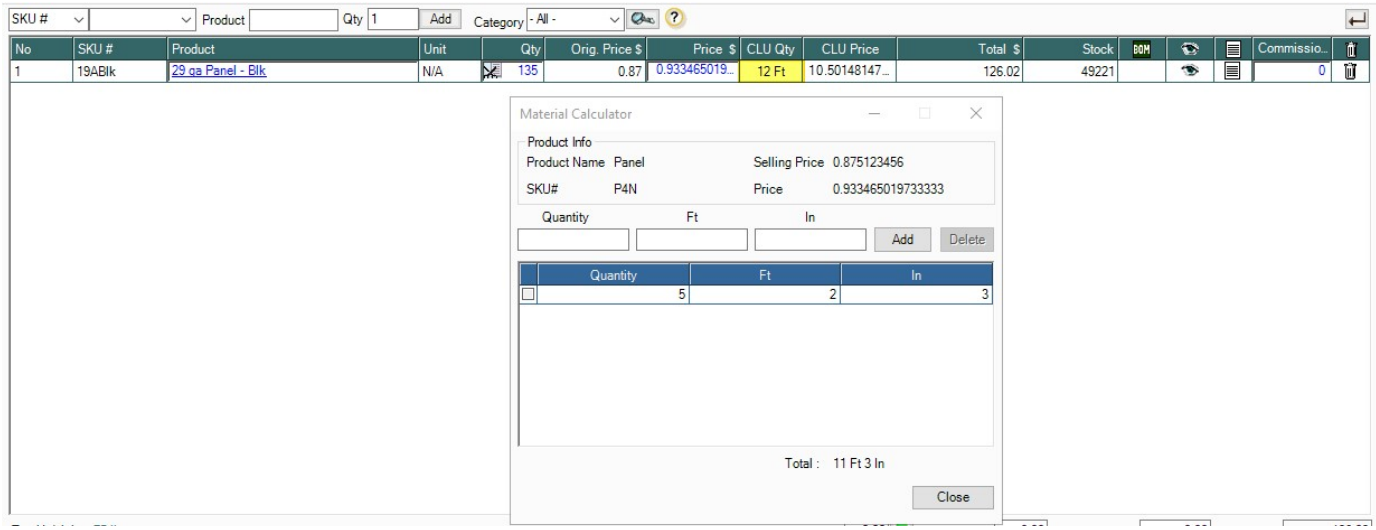
1. **Exact Length** - per unit price will be used as specified in the product settings
2. **Every Cut Rounded to Full Unit** - Every cut is rounded to full unit before pricing is applied.

   To get updated single unit price the total length of all cuts (rounded each) is converted from a full unit to smaller unit equivalent which is then multiplied by the unit price and divided by the exact (not rounded) to tal length (smaller unit)



3. **Total Length Rounded to Full Unit** - All cuts are summed up and total length is rounded to full unit before pricing is applied

To get updated single unit price the total length is converted from a full unit to smaller unit equivalent which is then multiplied by the unit price and divided by the exact (not rounded) total length (smaller unit)

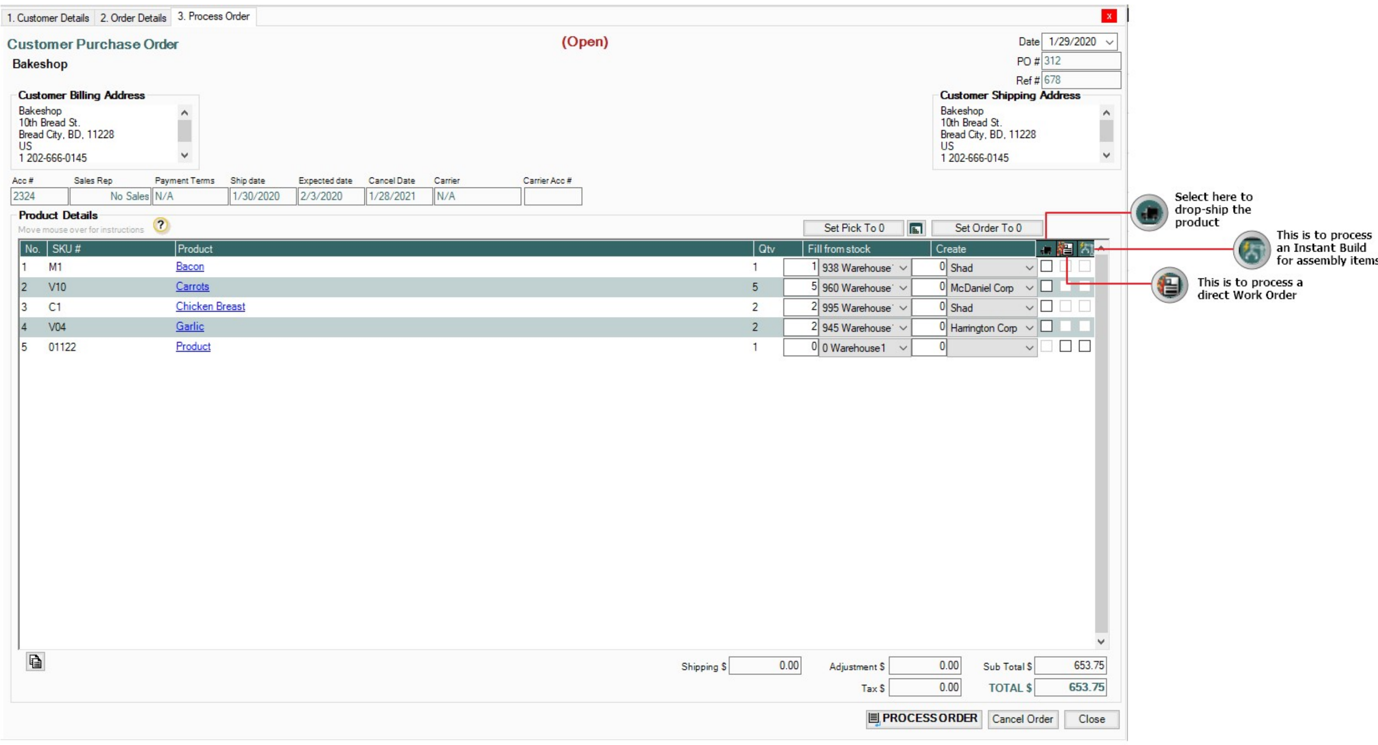


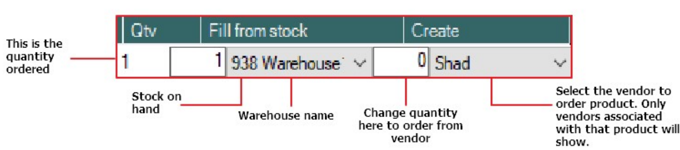
8.3 Processing the Order

The third part of entering an order is processing it. This is can be done at any time. Once you save and place the customer order, you can click the **Process Order** tab to fill out this form.

1. For each item, you will see the total quantity required, and beside that, the **Fill From Stock** column which contains a field and a drop-down list showing your various warehouses and the quantity available at each warehouse.

AdvancePro will automatically try to fill as much as possible from the default warehouse, but you can change the fill quantity and the warehouse.





2. The remaining quantity, if any, appears in the **Create** column. Next to it is a drop-down list with the vendors for this product. You can create a vendor order for that quantity for the selected vendor.

These products will then either be appended to an existing open vendor order, or a new vendor order will be created.

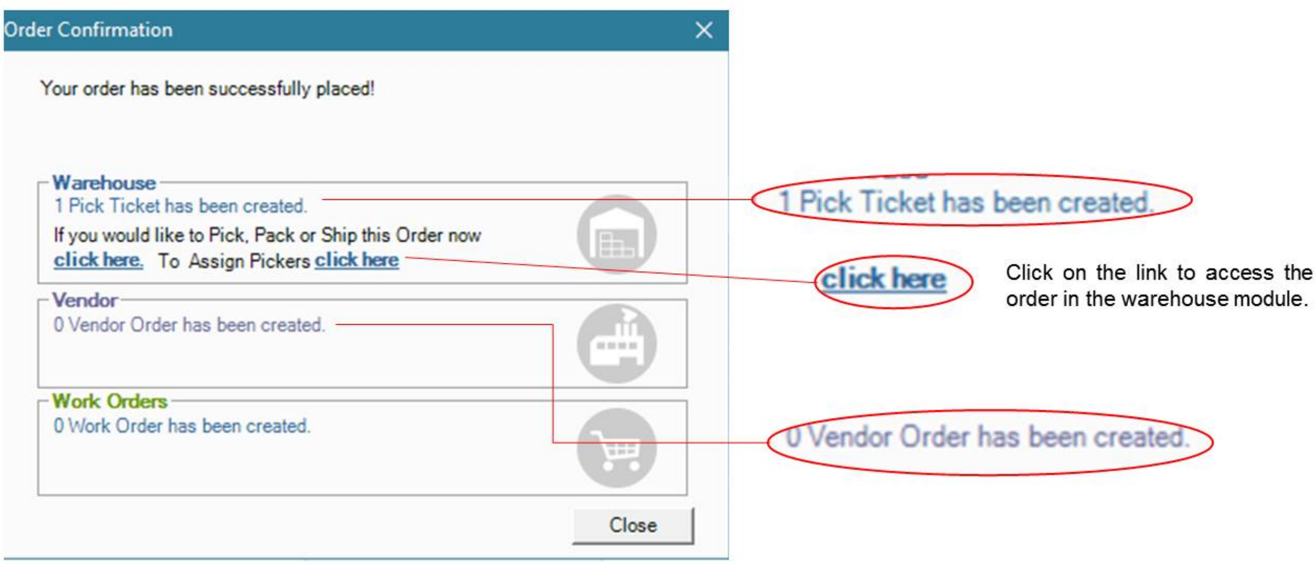
If you do not want to create a corresponding vendor order, change the quantity in order from vendor to zero. That

⚠ **You will be able to place a corresponding vendor order only when you process the customer order for the first time. If you save and then come back to this customer order, you will not be able to place a vendor order, to prevent you from over-stocking.**

3. To drop ship this order, click the checkbox next to the vendor drop-down list.
4. If you have the Manufacturing module, click the last checkbox to create a work order for the missing product.

⚠ **CAUTION: Products that are not in stock and make up an item kit are not automatically added to a vendor order. You will need to manually create vendor order for out-of-stock products that belong to an item kit.**

5. Click **Process Order**. You may see a warning if this customer does not accept partial shipments.

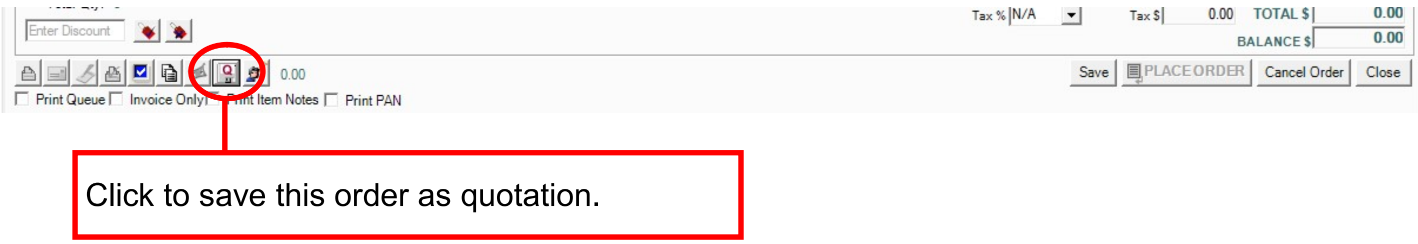


You will see a confirmation message outlining the order processing.

8.4 Creating a Quotation

Creating a quotation for a customer is essentially the same as creating a customer order.

1. Follow steps listed above to add items to a new customer order.
2. Then, click the **Save as Quotation** button. This order will be saved as a quote. You can print or email it as necessary.



8.4.1 Creating a Customer Order from a Quotation

If you have created a quotation for a customer, you can use that quotation as the basis for an order.

1. Start by clicking **All Customer Orders** in the left sidebar. Alternately, you can:

- Open the **Customer Switchboard** and click **View All Orders**
- Click **CTRL + SHIFT + C** on your keyboard.
- From the **Cust.** drop-down list, click **View All Orders**.

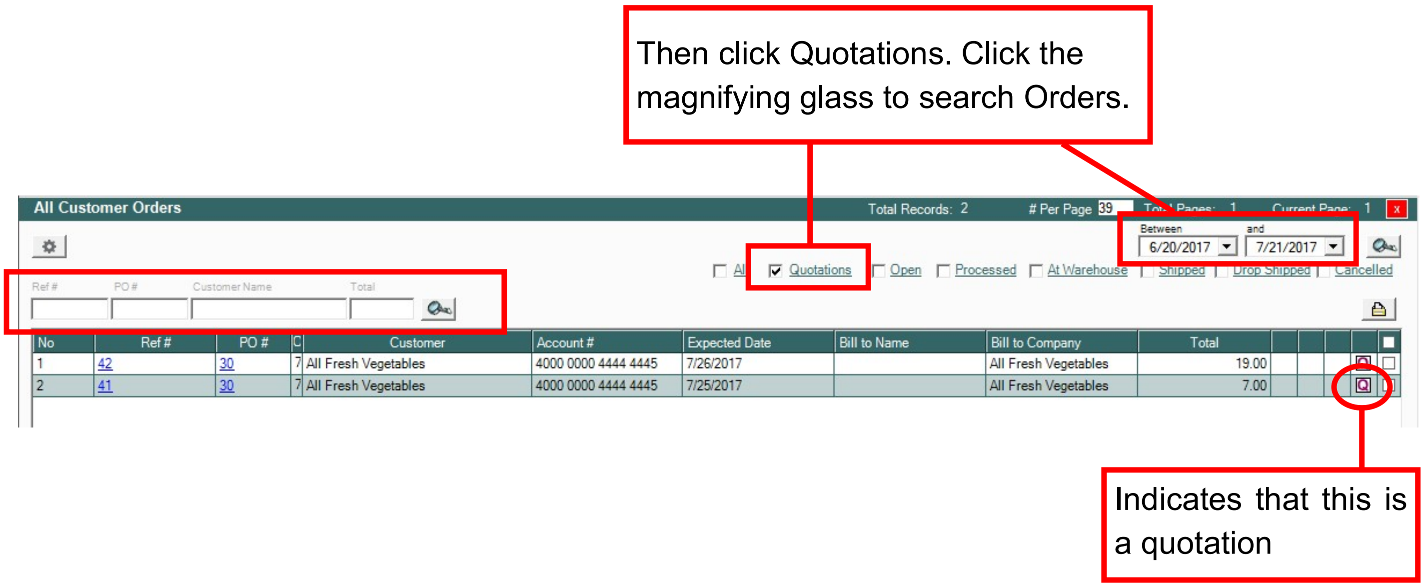
2. From the **All Customer Orders list**, click **Quotations** and then the magnifying glass to view all quotations. You can select a date range if desired.

You can also use the search fields on the left to view customer orders by:

- Reference number
- PO number
- Customer name
- Total

3. Click the magnifying glass to perform your search.

4. Quotations will be indicated by the quote icon. When you see the quotation, click the reference number or the PO number to open the order.
5. The order will open to the **Order Details** tab. You can view the paper trail for this order if desired by clicking the button at the bottom of the page.
6. Complete and process the order as normal, follow the steps listed above the complete a customer order.



9 Customer Invoices

In this chapter you will learn how to search for and find invoices and how to create or void an invoice.

You will also learn how to receive payments on a customer order, invoice, or a customer account.

9.1 Creating and Tracking Customer Invoices

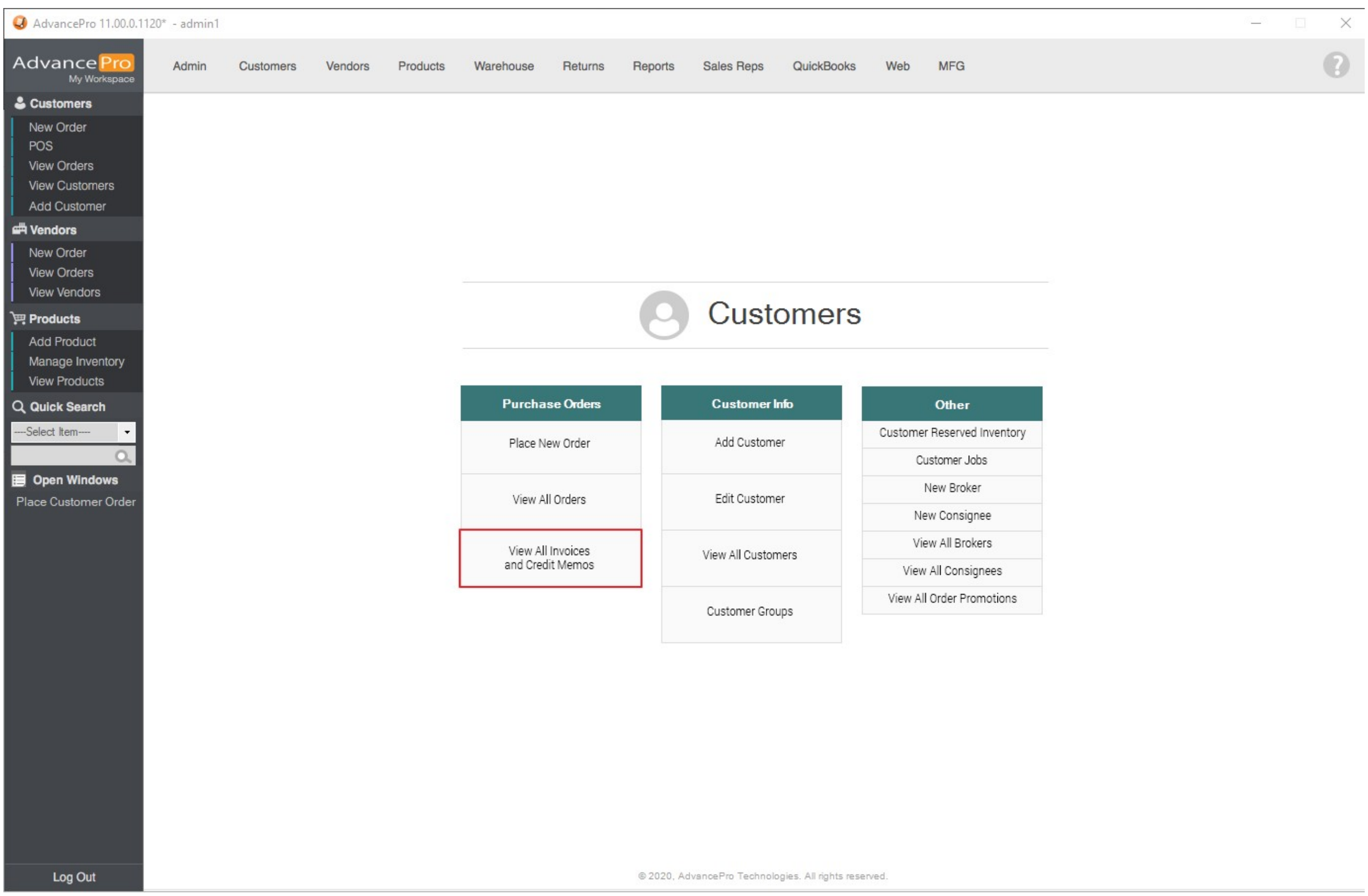
9.1.1 Tracking and Searching for Customer Invoices

You can track invoices by their status. Invoices have three statuses in *AdvancePro,*

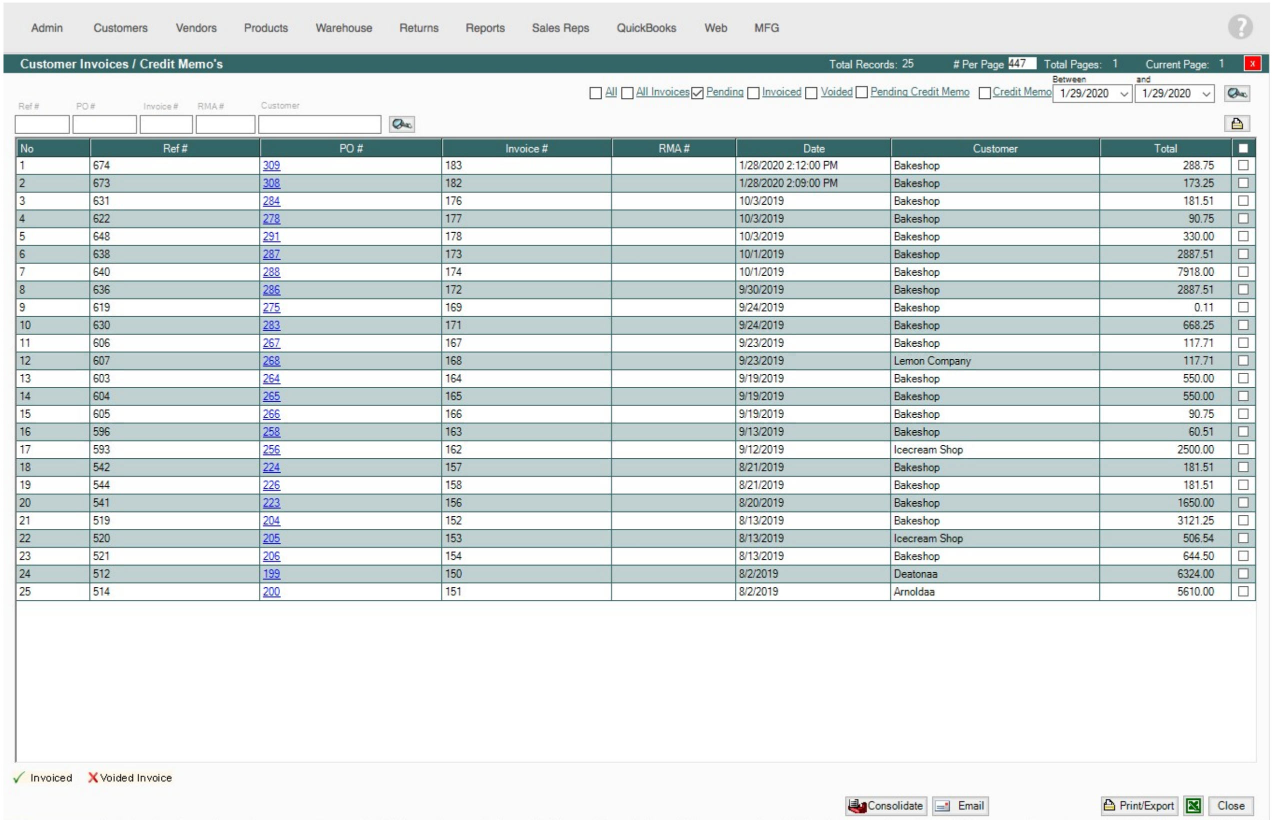
- Pending. *AdvancePro* prepares a pending invoice when all or part of a customer order is shipped.
- Invoiced. Once the invoices have been invoiced, they cannot be changed and are set for export into Quick-Books®.
- Voided. You can void an erroneous invoice.

To find invoices, go to the **Customer Switchboard > View All Invoices and Credit Memo's**. Alternately, you can:

- Click **CTRL + SHIFT + I** on your keyboard.



The Customer Invoices / Credit Memo's list will open.



No	Ref #	PO #	Invoice #	RMA #	Date	Customer	Total
1	674	309	183		1/28/2020 2:12:00 PM	Bakeshop	288.75
2	673	308	182		1/28/2020 2:09:00 PM	Bakeshop	173.25
3	631	284	176		10/3/2019	Bakeshop	181.51
4	622	278	177		10/3/2019	Bakeshop	90.75
5	648	291	178		10/3/2019	Bakeshop	330.00
6	638	287	173		10/1/2019	Bakeshop	2887.51
7	640	288	174		10/1/2019	Bakeshop	7918.00
8	636	286	172		9/30/2019	Bakeshop	2887.51
9	619	275	169		9/24/2019	Bakeshop	0.11
10	630	283	171		9/24/2019	Bakeshop	668.25
11	606	267	167		9/23/2019	Bakeshop	117.71
12	607	268	168		9/23/2019	Lemon Company	117.71
13	603	264	164		9/19/2019	Bakeshop	550.00
14	604	265	165		9/19/2019	Bakeshop	550.00
15	605	266	166		9/19/2019	Bakeshop	90.75
16	596	258	163		9/13/2019	Bakeshop	60.51
17	593	256	162		9/12/2019	Icecream Shop	2500.00
18	542	224	157		8/21/2019	Bakeshop	181.51
19	544	226	158		8/21/2019	Bakeshop	181.51
20	541	223	156		8/20/2019	Bakeshop	1650.00
21	519	204	152		8/13/2019	Bakeshop	3121.25
22	520	205	153		8/13/2019	Icecream Shop	506.54
23	521	206	154		8/13/2019	Bakeshop	644.50
24	512	199	150		8/2/2019	Deatonaa	6324.00
25	514	200	151		8/2/2019	Arnoldaa	5610.00

As with most other objects in *AdvancePro*, you can also search for invoices by:

- reference number
- customer order number
- customer name
- date range

The date range helps you organize your invoices by the month/year.

You can filter invoices by clicking the links at the top right, to view only invoices of that status.

You can view combined statuses (e.g. all voided and all invoiced invoices) by clicking the corresponding checkmarks and then clicking the right most search button (magnifying glass).

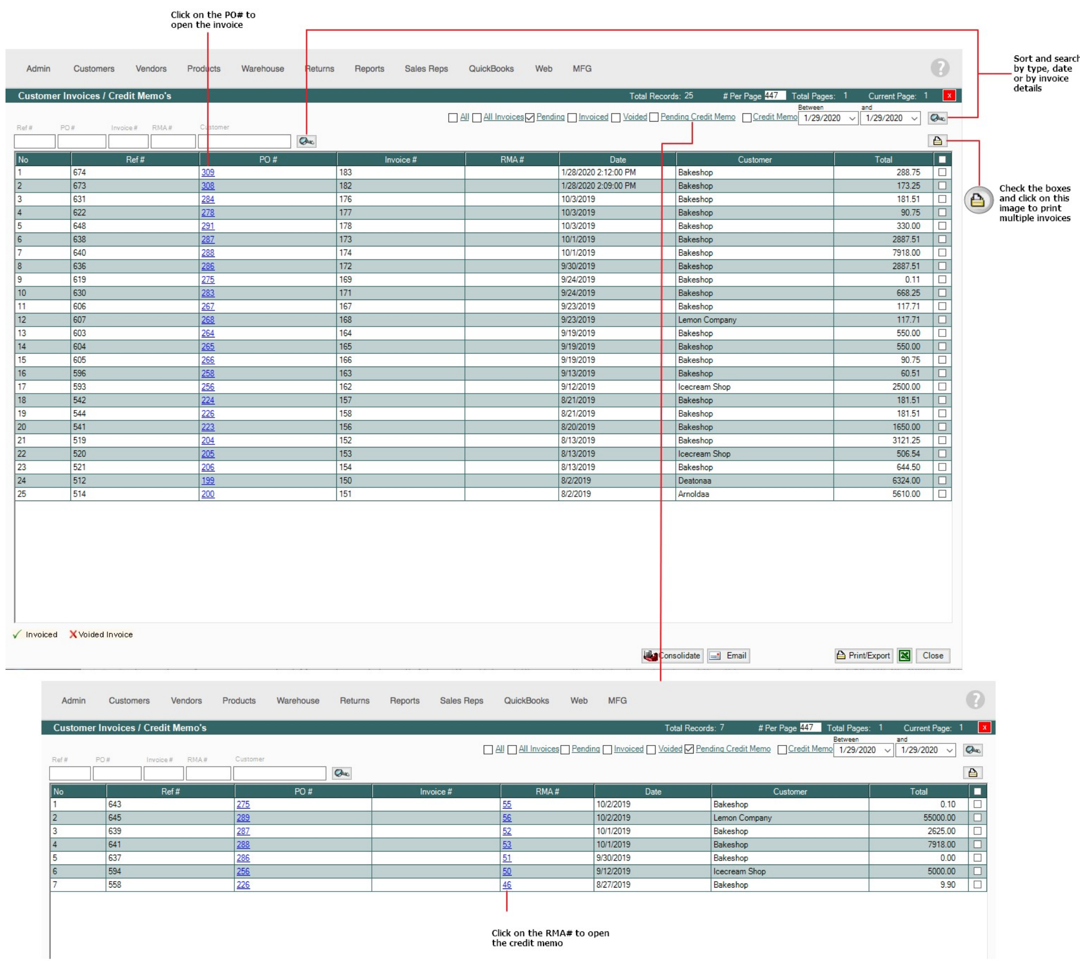
9.1.2 Creating a Customer Invoice

You will be able to invoice an order only if you have completely or partially shipped the products from the warehouse. Once you have created an invoice, you will not be able to make changes to it. You can, however, void it as shown on page.

As above, open the Customer Invoices / Credit Memo's list by going to **Customer Switchboard > View all Invoices and Credit Memo's.** Alternately, you can:

- Under the **Cust.** drop-down list, select **View All Customer Invoice/Credit Memo's**.
- Click **CTRL + SHIFT + I** on your keyboard.

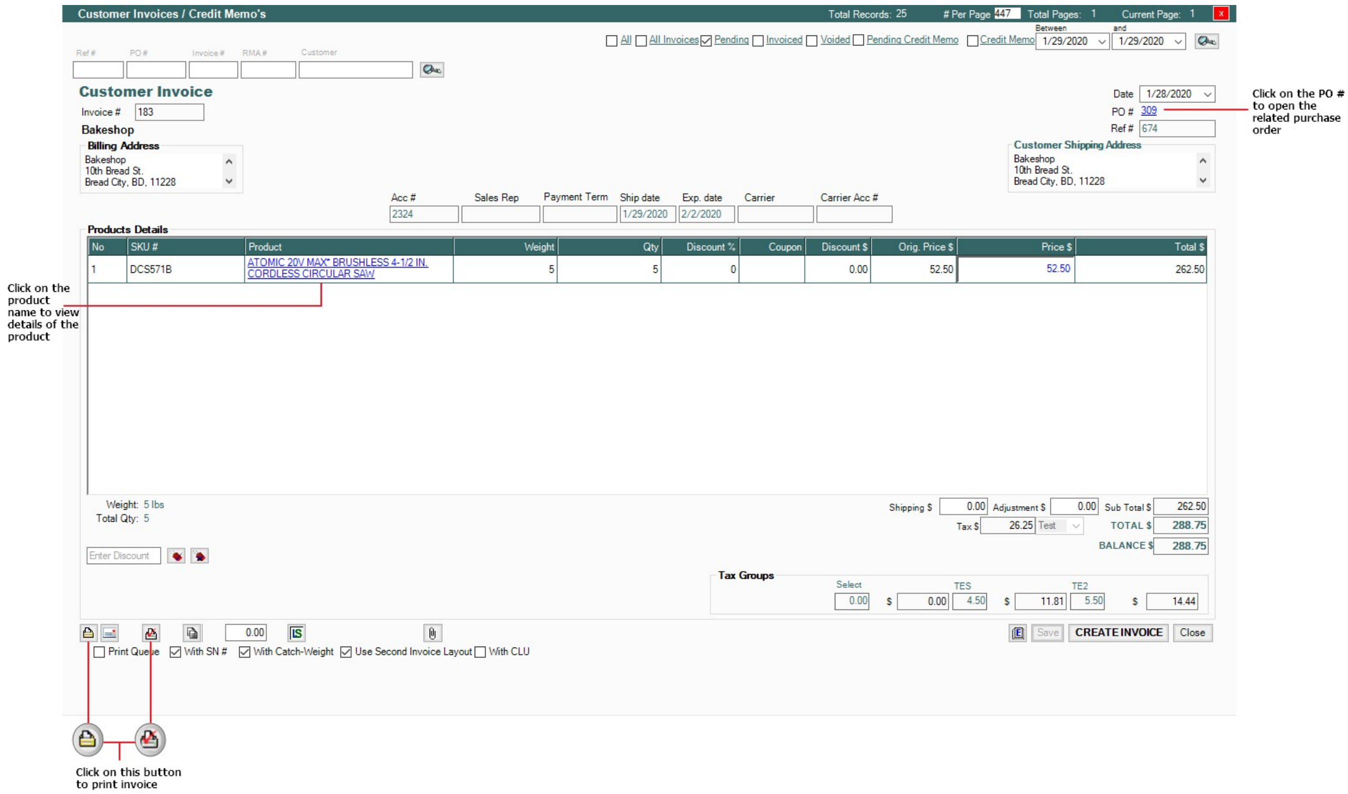
1. Click the **Pending** link on the top of the form.



2. Click the PO number of the order you have shipped from the warehouse.

3. The pending invoice will be displayed. Make any necessary changes to the invoice details such as:

- Shipping charges
- Individual price of each item
- Adjustments on the total (for a discount enter a "-" negative value).



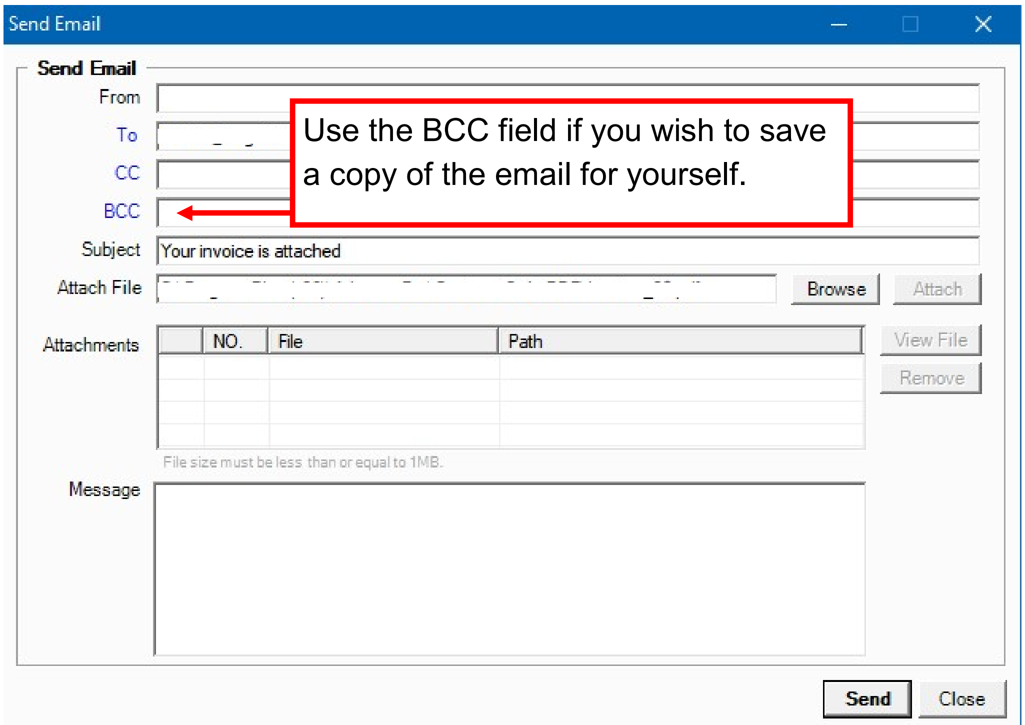
To view the original purchase order, you can click the PO# link (top right).

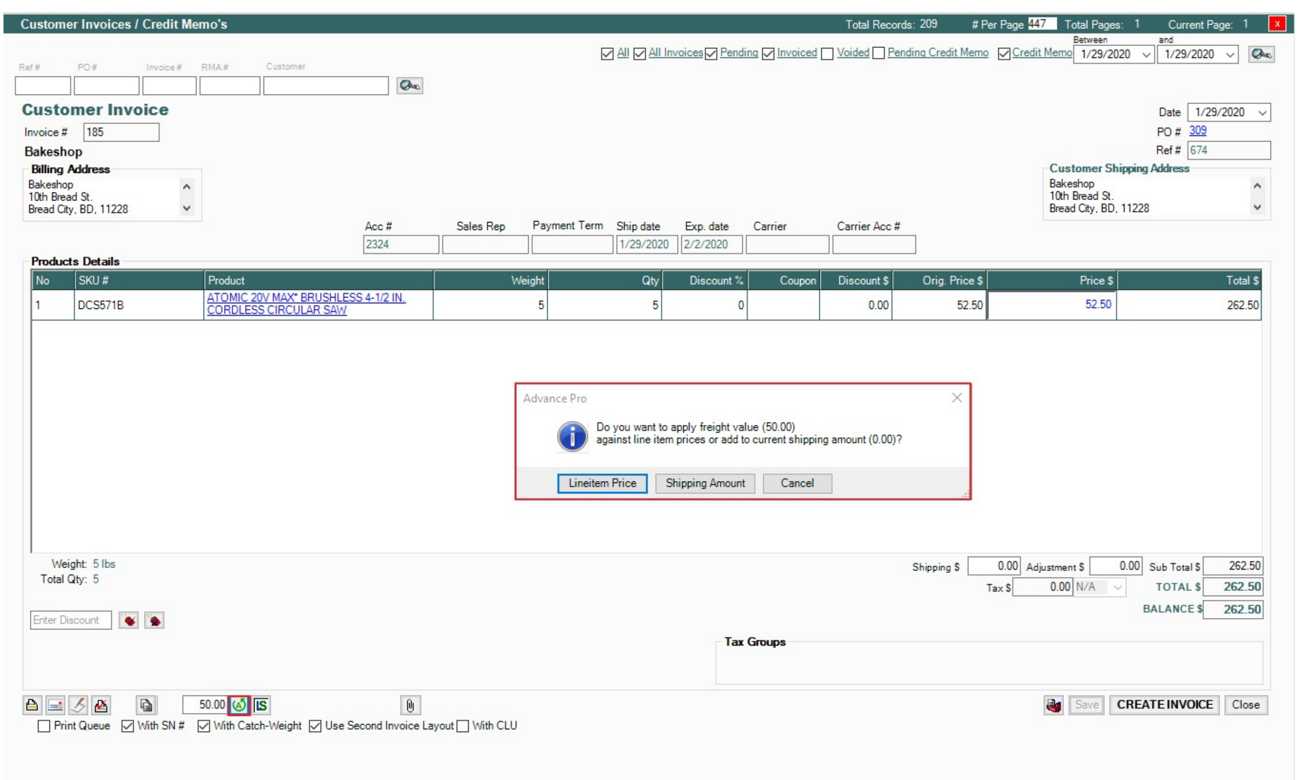
Using the buttons at the bottom of the invoice, you can print the invoice in 2 formats (and for SmartPrint Pro).

4. Using the buttons at the bottom of the invoice, you can:

- Print the invoice in 2 formats (and for SmartPrint Pro).
- Email the invoice. You will be asked whether to send the invoice as an HTML or PDF attachment. Click Yes or No as appropriate.

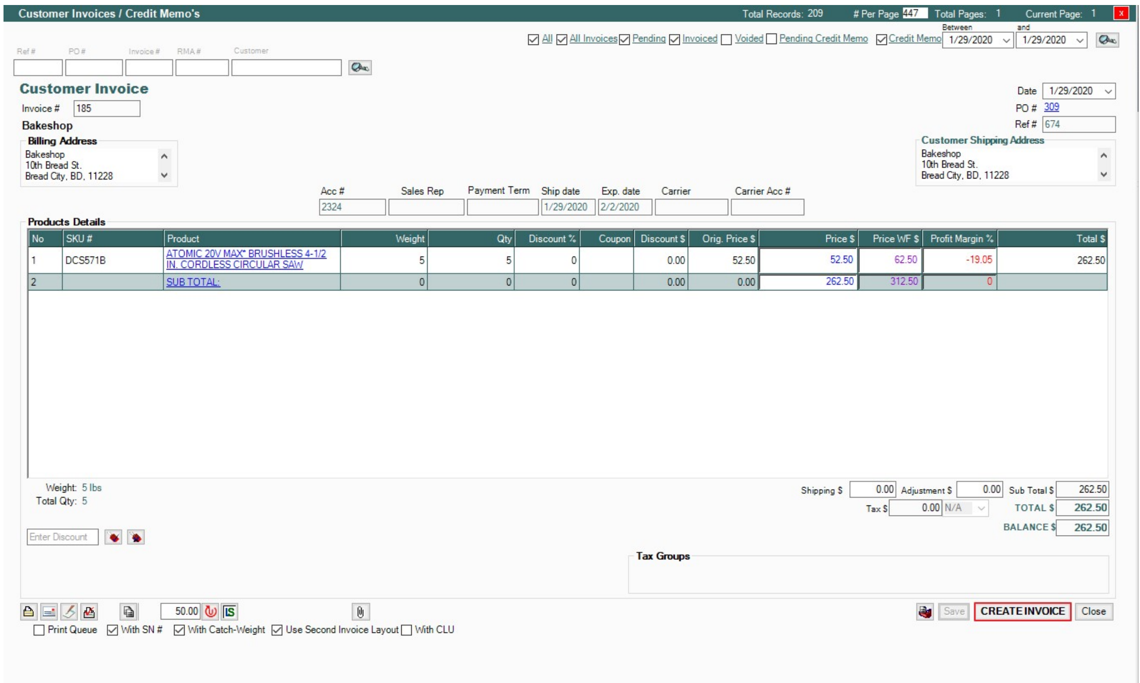
Then, the **Email form** will open, and you can enter the notes and addresses as desired. Use the Bcc field to send yourself a copy of the email, if desired.





- View a paper trail of the invoice.
- Set up or change detailed freight charges for the customer. The following form will open:

  When done with the freight charges, click **Close**.



A confirmation page will be displayed.

> ⚠ **IMPORTANT FOR QuickBooks ® USERS: Only customer invoices that have been created and exist under "Invoiced" status can be exported to QuickBooks ®.**
>
> ⚠ **In *AdvancePro* you have the ability to create a unique SKU number for each product variation. QuickBooks ® however, does not recognize these unique SKU numbers and will list the products on the invoice with the main SKU number of the original product.**

9.1.3 Invoices and Partial or Over-Shipments

Partial Shipments and Pending Invoices: If an invoice has not been created and you ship products one at a time, the products will append to the invoice.

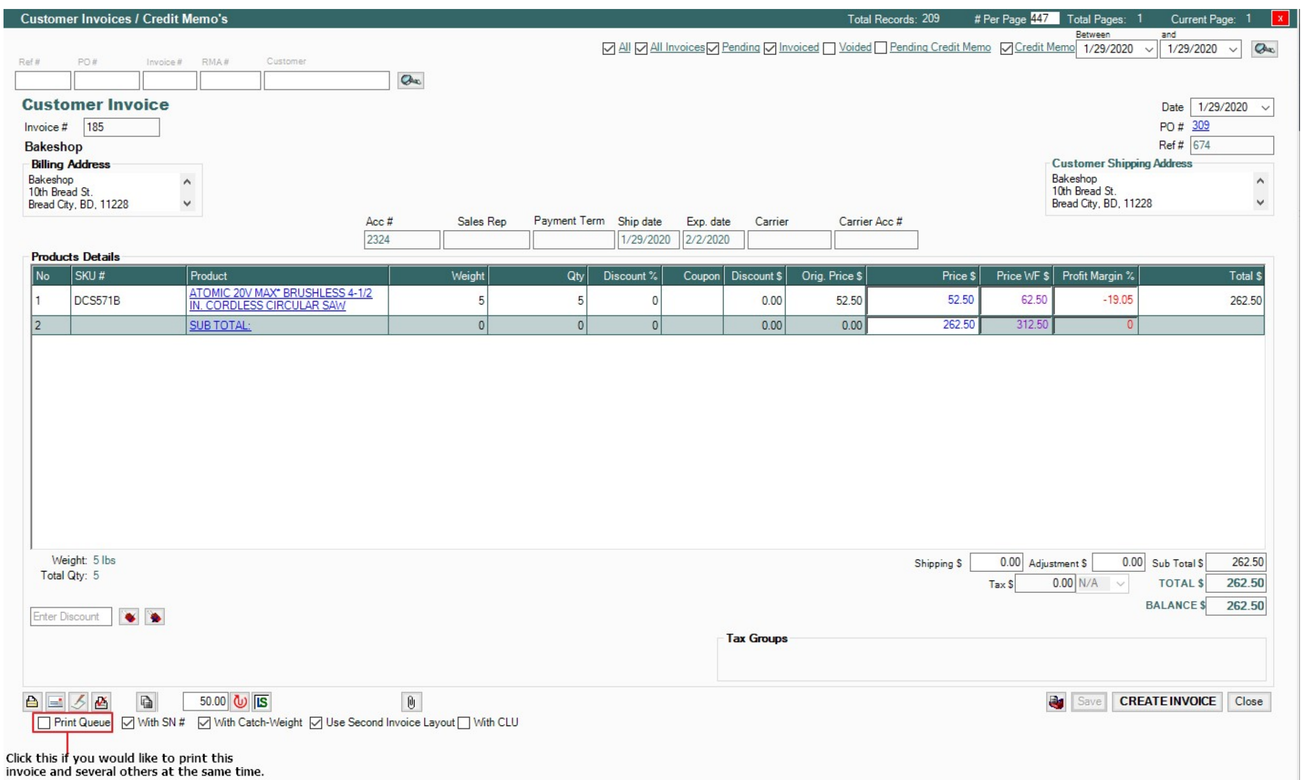
Partial Shipments and Created Invoices: But if you have already created the invoice and have some products at the warehouse waiting to be shipped, a new invoice will be created once those products have been shipped.

Over-Shipments: If you have shipped more than the quantity ordered, the additional products will be appended to the customer's invoice as separate line items and at $0.00 price.

Using above methods, you can either create single invoice for multiple partial shipments or multiple invoices per each partial shipment on your choice.

9.1.4 Printing Multiple Invoices at Once

To print multiple invoices at a time, click the **Queue to Print** checkbox on the invoice.



The invoice will be checked with a bold green arrow on the **Customers > View all Invoices and Credit Memos** form. Click the print icon and copies of all the queued invoices will be printed for you. You can also click the check-boxes for any other invoices you'd like to print from the list.

9.1.5 Consolidating Multiple Invoices

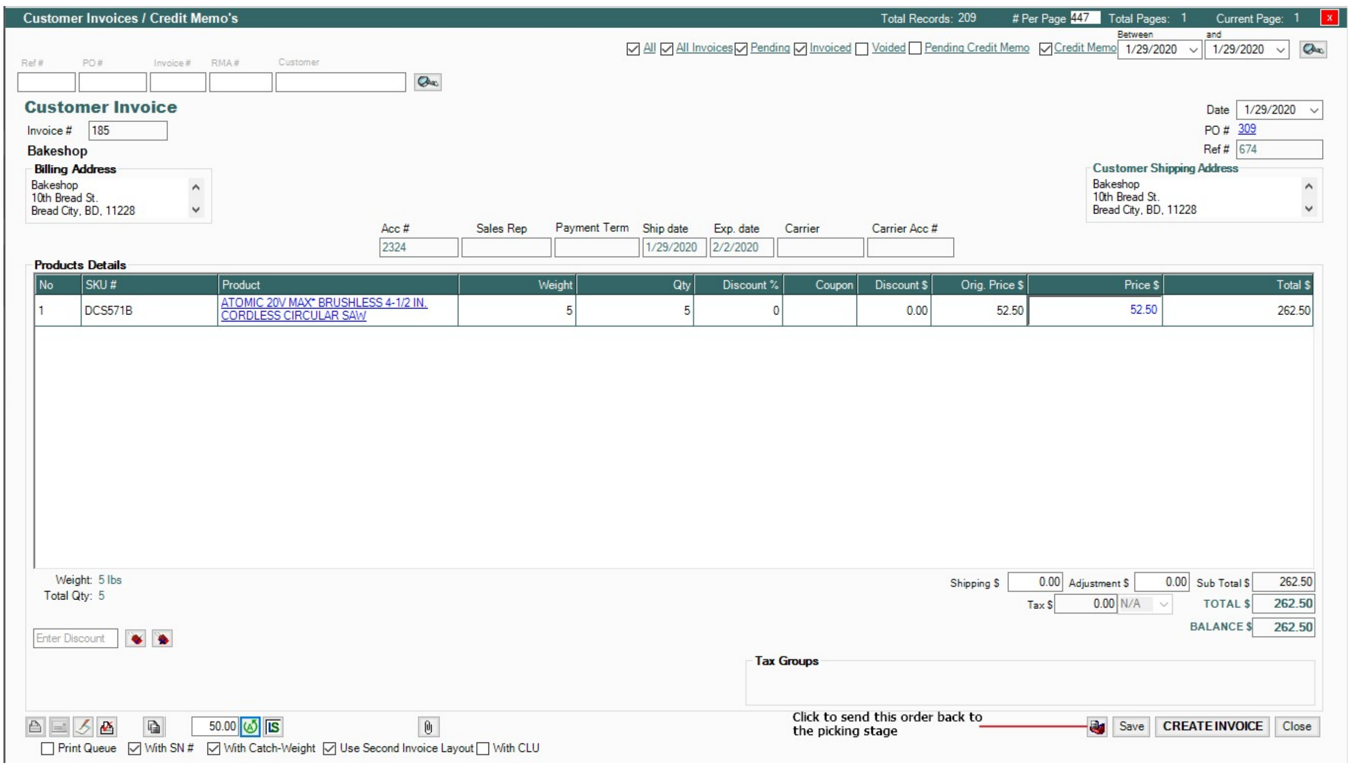
To consolidate multiple invoices related to the same customer, select required invoices from View All Invoices and Credit Memos form by placing checkmarks.

Then, click 

button to print selected invoices on page.

9.1.6 Sending an Order Back to the Picking Stage

If necessary, you can send the invoice back to the picking stage. Access the invoice as you would if you were creating the invoice (from the **Customer Switchboard > View all Invoices and Credit Memo's** list, click the PO number to open it.)



Click the button at the bottom right. A confirmation message will open, and click **Yes** to send this invoice back to Picking Stage at the Warehouse.

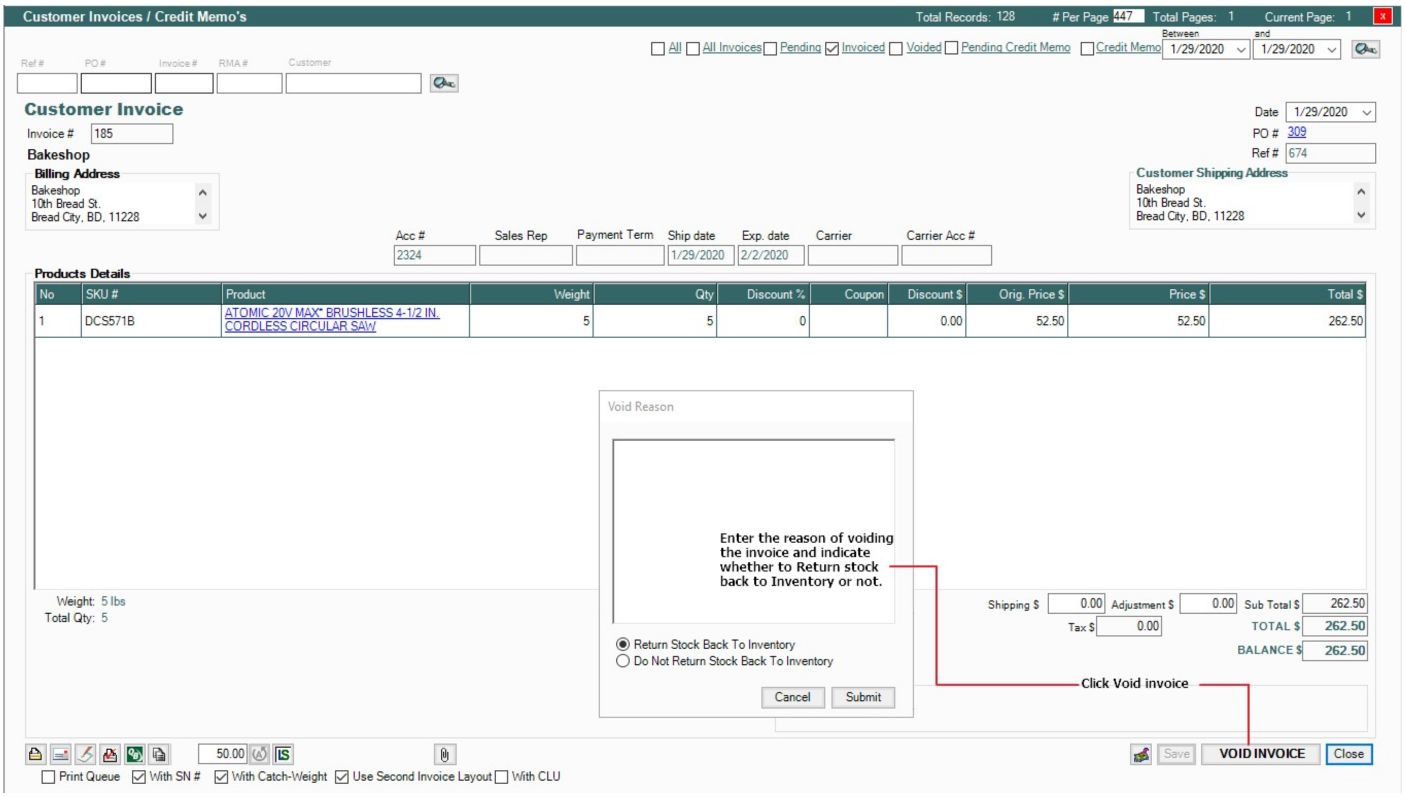
Then, the **Warehouse > Orders To Pick** list will open with the "To Pick" orders listed, and this order will now be

⚠ **You can always send an order back to Picking Stage if the invoice exists under "Pending" status**

9.1.7 Voiding Invoices

You can void an invoice once it has been created. Access the **Customers > View all Invoices and Credit Memo's** form and click the PO# to open the (created) invoice.

At the bottom, click the **Void Invoice** button.



The **Void Reason** form will open. Enter a reason and indicate whether to send the stock back to inventory. You can also cancel the process if you made a mistake.

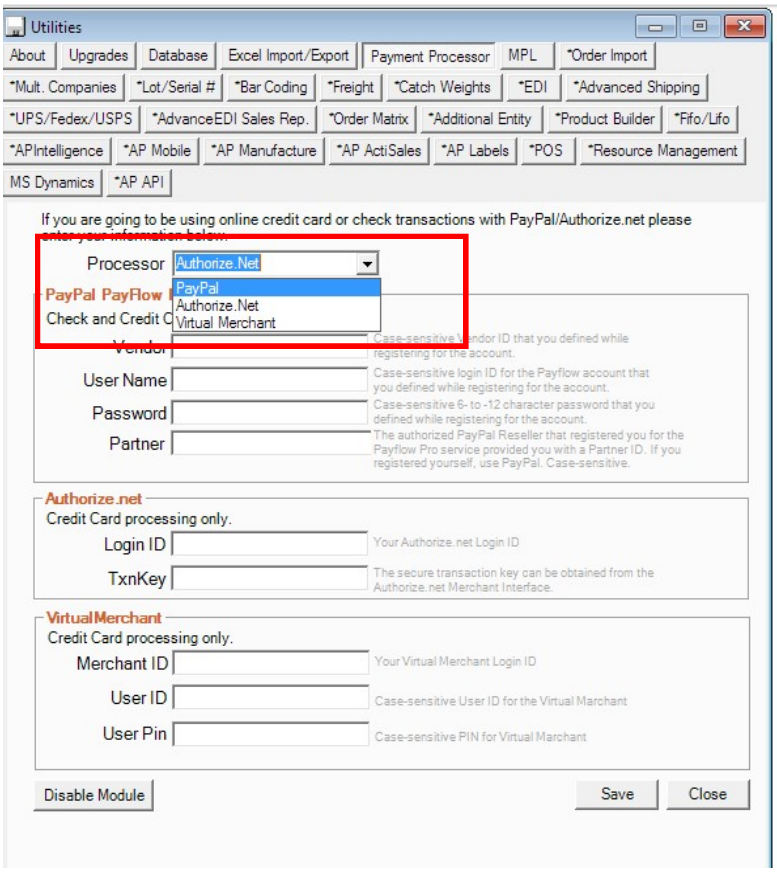
Click **Submit** to void the invoice.

9.2 Receiving Payment

Integrating *AdvancePro* with PayPal® Payflow Pro (formerly known as VeriSign® Pay Flow Pro) or Authorize.net® allows our customers to charge credit cards and make bill payments from one system. This feature has been added to bring further efficiency to your business "*from Buying to Supplying*".

You will now be able to charge and process your client's credit cards or checks on receiving payment --better business and prompt service for all.

To set up payment processing, go to the **Admin Switchboard > Utilities > Payment Processor tab**.



⚠ **Please note that only PayPal PayFlow Pro allows checks to be processed.**

You can receive payments even if you do not use PayPal PayFlow Pro or Authorize.net, but the payments will not be processed automatically though *AdvancePro*. You will need to process them separately.

You can receive payments at three different points:

- On creating or modifying the customer purchase order
- On created customer invoice
- On the customer account

9.2.1 Receiving Payment on Creating or Modifying a Customer Purchase Order

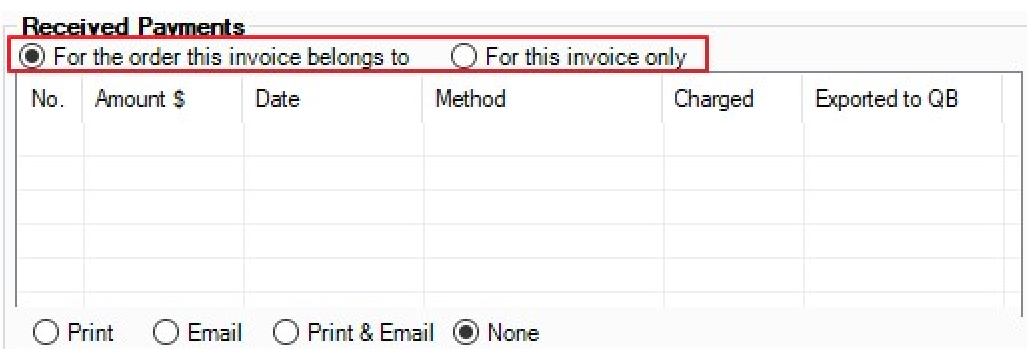
- Enter the customer order and save it as normal. Please see chapter 6.2 for more information on entering customer orders. If the order has already been created, click **All Customer Orders** on the sidebar and then click the order to open it.
- After you save the order, the **Receive Payments button** will be enabled. Click it to see the receive payments form.

> **NOTE:** If you receive payments on the customer purchase order, AdvancePro will export it as an outstanding amount paid against selected customer to QuickBooks®. You would need to assign the amount received against the amount due on the invoice when *AdvancePro* exports the invoices in QuickBooks® later.

9.2.2 Receiving Payments on an Invoice

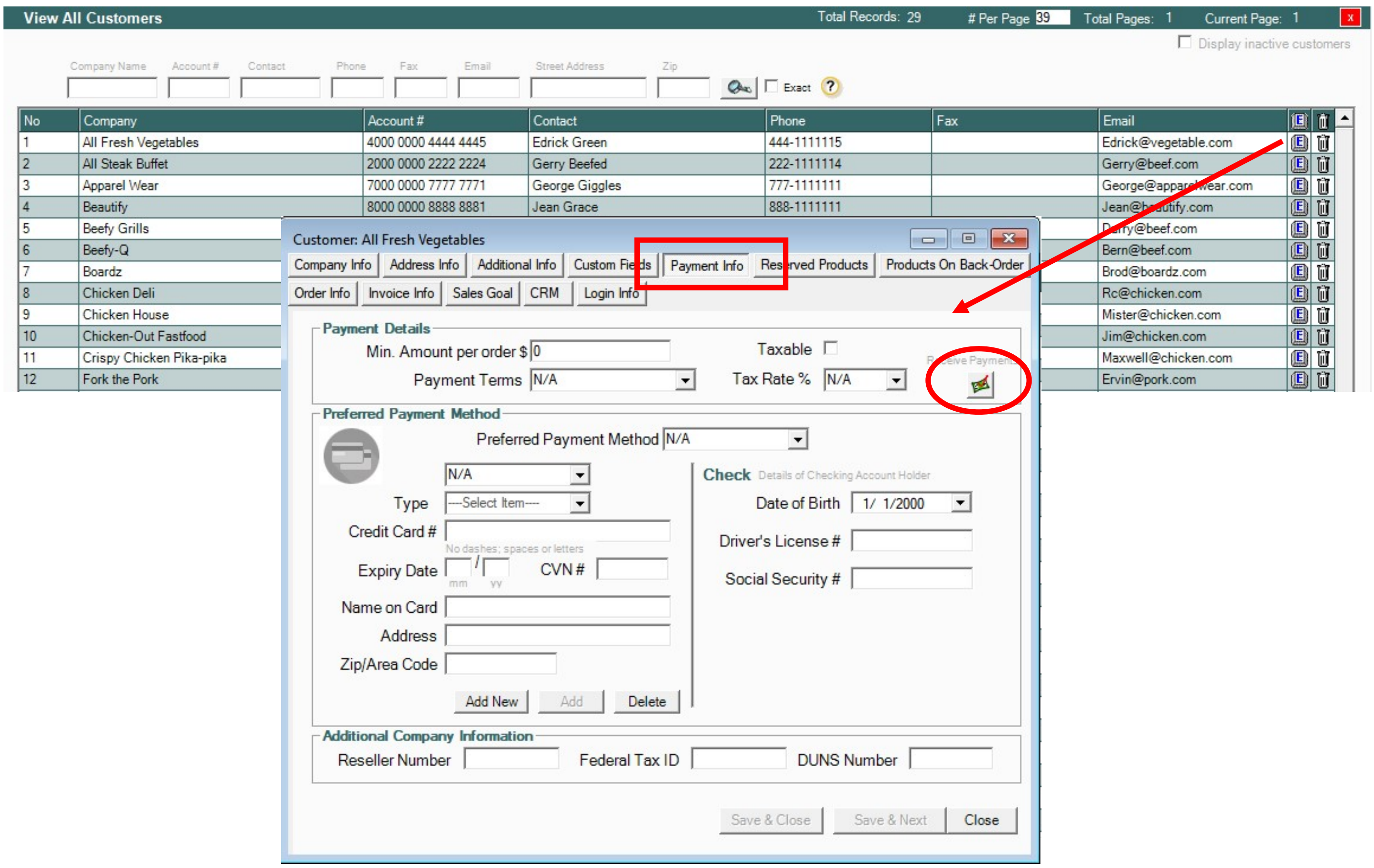
- Create an invoice as described above. After you click **Create Invoice**, the **Receive Payment button** will be enabled. Click it to receive payment.

> **NOTE:** If you receive payments on invoices, the amount should be exactly the amount listed on the invoice or QuickBooks will not accept the payment.
>
> When you are receiving a payment on an invoice, you can view received payments on the whole order or just on this invoice using the radio buttons under **Receive Payments**.



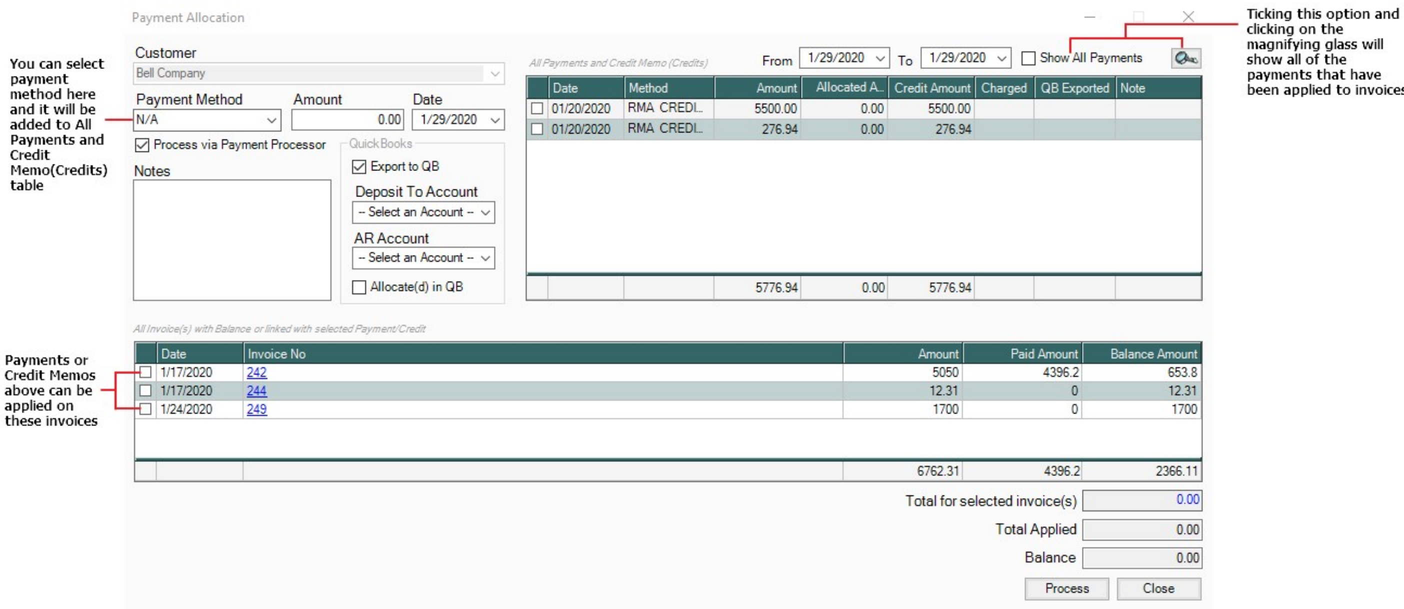
9.2.3 Receiving Payments on Editing a Customer Account

- From the **Customer Switchboard**, click **View All Customers**. Alternately, you can:
- Click **View Customers** from the sidebar.
- Use the **Customer** drop-down list to select **View All Customers**.
- Click **CTRL + ALT + U + A** on your keyboard.
- When the customer list opens, **click the edit icon (the E)** to open the customer profile.



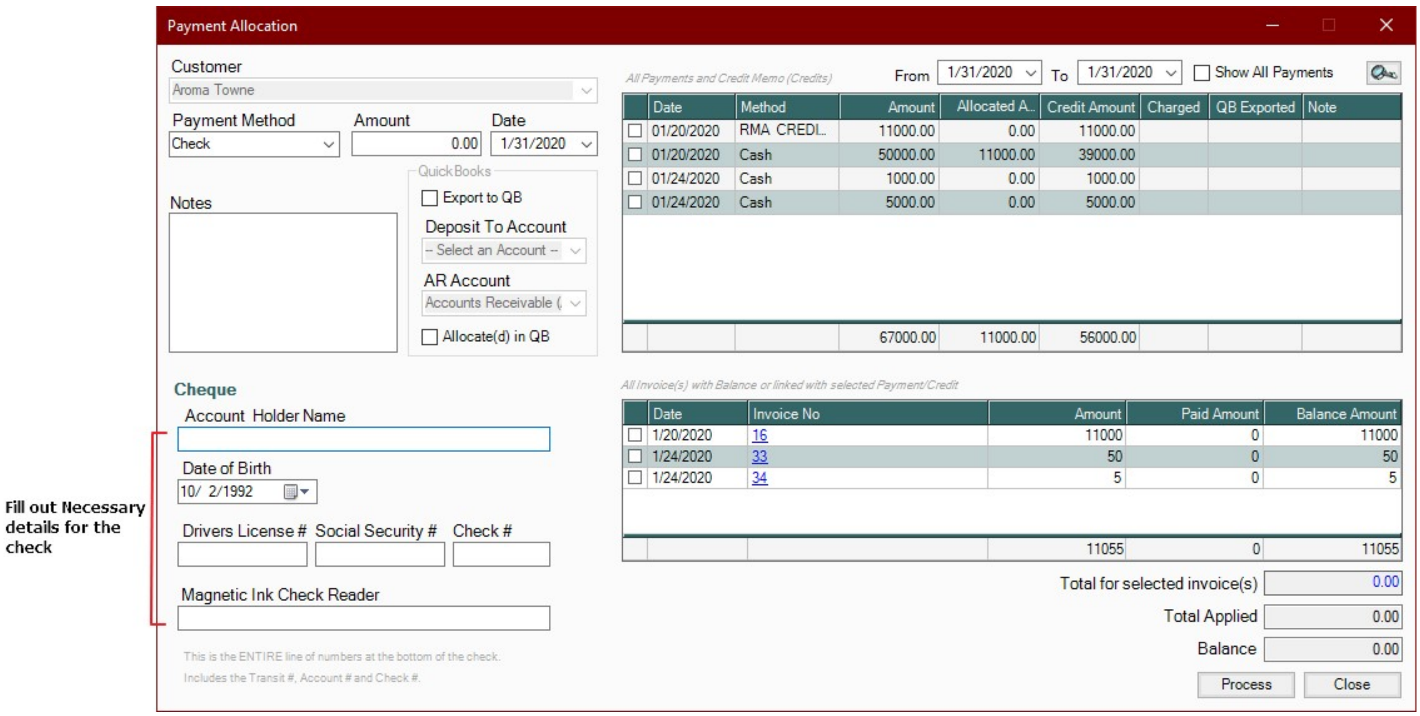
- Then click the **Payment Info tab**.
- Click the Receive Payment button. Continue as below.

⚠ Note that receiving a payment on the customer account means that the payment remains unallocated. The funds will not be put toward a particular invoice or order.



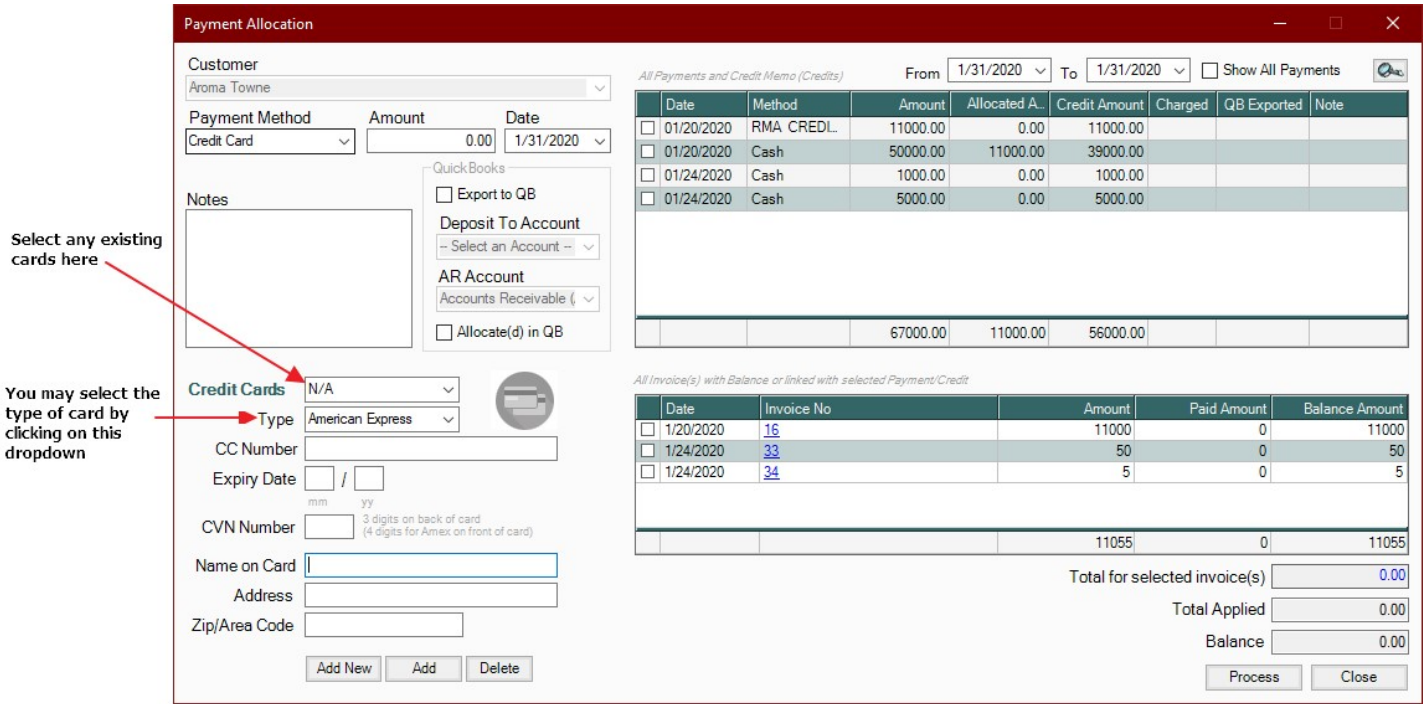
1. The **Payment Allocation** form will open.
2. All of the Credit Memos and Payment can be found in the right side
3. You can select Payment Method in the drop-down and enter the amount. You may choose to Export the added amount to selected QuickBooks.
3. Payments or Credits on the top of the screen can be applied to all of the Invoices.
4. The checkbox for **Process Payment Using Provider** should be checked by default if you have setup a payment processor via the Admin Switchboard. To turn off the payment processing, click the checkbox so it is not checked.
5. The **Export to QuickBooks®** checkbox should also be selected by default if you use QuickBooks.
6. You can de-select it if desired.
7. If you are exporting to QuickBooks, you can set the appropriate accounts using the **Deposit to Account** and

8. You will notice that a new form will appear when you select Check or Credit Card as **Payment Method**.

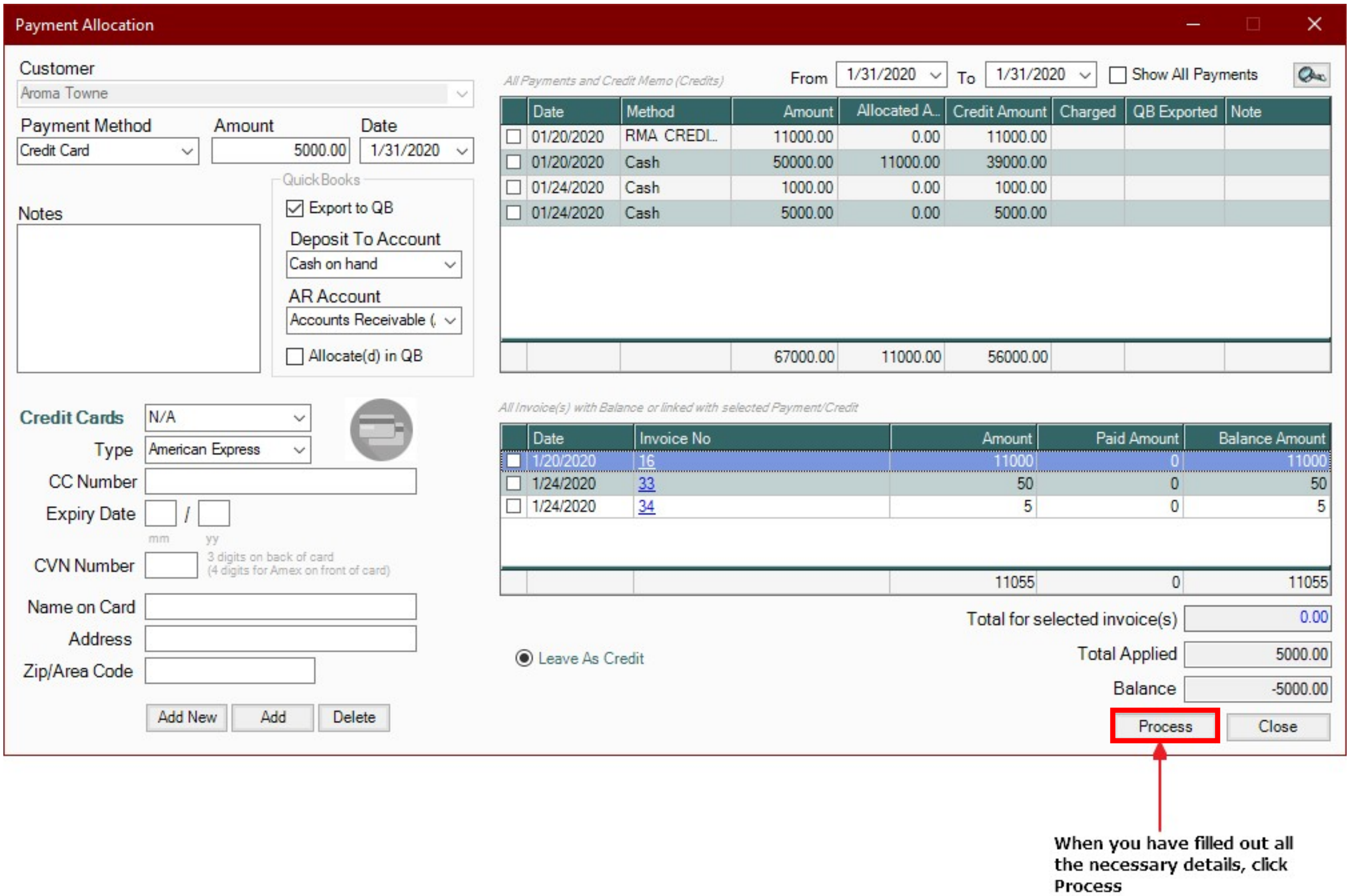


- You can select saved credit card numbers from the **Credit Cards** drop-down list, if this customer has any credit card information in their profile. You can modify this saved information if necessary and then click **Update**. (The Add button will become Update.)
- You can delete credit card information from the customer profile by clicking **Delete**, if desired. You can still use the deleted credit card information for this transaction.
- For credit card numbers, do not enter any spaces, dashes, special characters or letters. Only enter numbers.
- For credit cards, the CVN number is the three digit number on the back of the card.
- For checks, the **Magnetic Ink Check Reader** is the entire line of numbers on the bottom of the check, including transit number, account number and check number.

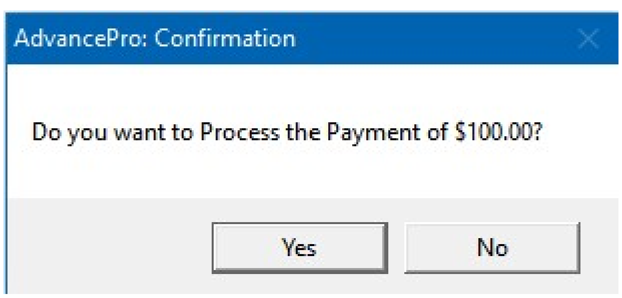
- *AdvancePro* will save new credit card information if you click **Add** in the Credit Card section. You can also add information on an additional credit card to this customer's profile by clicking **Add New**.



9. When ready, click **Process Payment**.



10. A confirmation window will open confirming that the payment should be processed. Click **Yes** to continue.



If you have not enabled payment processing, skip to step 10

11. If you have enabled payment processing via PayPal® PayFlow Pro (formerly known as VeriSign® Pay Flow Pro) or Authorize.net®, *AdvancePro* will send the payment information to your processor.
12. A window will open to notify you whether the payment has been authenticated or not. If the payment fails, you will see the reason why.
13. The payment will be saved and displayed on the **Received Payments** chart at the bottom of the form. It will display relevant information about this payment: whether it was processed using one of the payment providers in the **Charged** column, and whether it was exported to QuickBooks®.
14. You can print a record of the payment if desired by clicking the button on the bottom left of the form.

9.2.4 Quickbooks® and Payments

If you receive payments on the **Customer Purchase Order**, AdvancePro will export it as an outstanding amount paid against the selected customer to QuickBooks®. You would need to assign the amount received against the amount due on the invoice when *AdvancePro* exports the invoices in QuickBooks® later.

If you receive payments on invoices, the amount should be exactly the amount listed on the invoice or QuickBooks will not accept the payment.

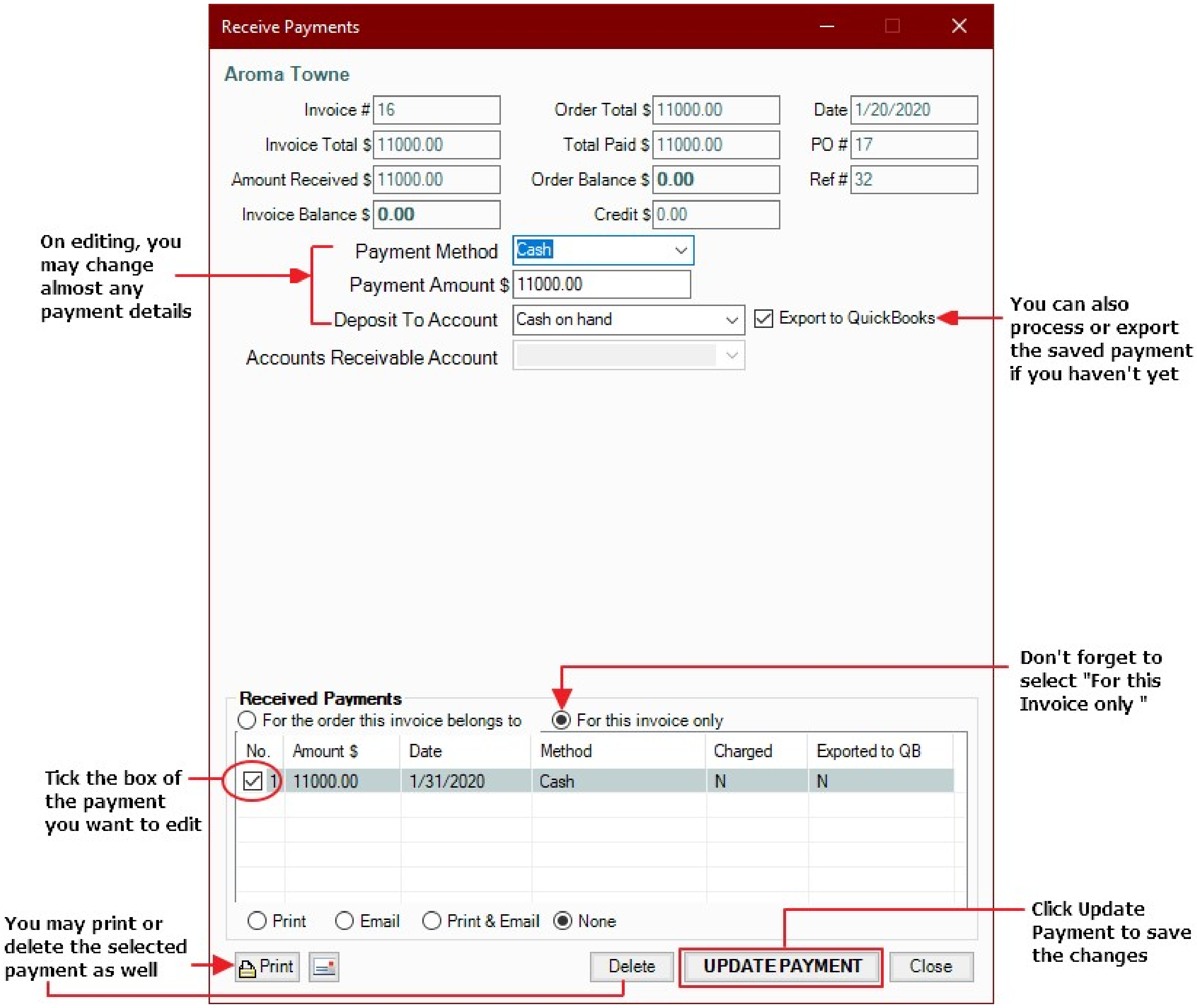
Also, if you accept payments in QuickBooks, in the **Admin > Site Settings > QuickBooks,** be sure to enable **Do you want *AdvancePro* to query your invoices in QuickBooks?**. During export, *AdvancePro* will look for the payments and apply them to the *AdvancePro* invoices.

9.2.5 Editing or Deleting Saved Payments

After a payment has been saved, you can:

- process it using the payment provider, if you have not processed it before
- change the payment method or amount if you have not processed the payment before
- export it to QuickBooks, if it has not been previously exported
- print a record of the payment
- delete it entirely.

To edit a payment, start by selecting it using the checkboxes at the bottom of the **Receive Payments** form in **Customer Invoices**.



Change any payment details as you did when entering the payment.

⚠ **Please note that if you have processed the saved, original payment using the payment**

Click **Update Payment** to edit or process the payment, or **Delete** to delete it.

9.2.6 Changing or Deleting Processed Payments

- In *AdvancePro*, delete the erroneous payment entirely using the method above.
- Separately, delete that payment from your payment provider (by phone or using their interface).
- Enter a new payment into *AdvancePro* with the correct details and process this payment normally.

10 Vendors

In this chapter, we will review setting up vendor accounts, including:

10.1 Setting Up Vendors

10.1.1 Importing Vendors

You can import vendor information via QuickBooks® or Excel®, or indirectly via EDI or XML import of vendor orders.

Since the QuickBooks and Excel import process applies to more than just vendors, those processes are covered in the previous chapters.

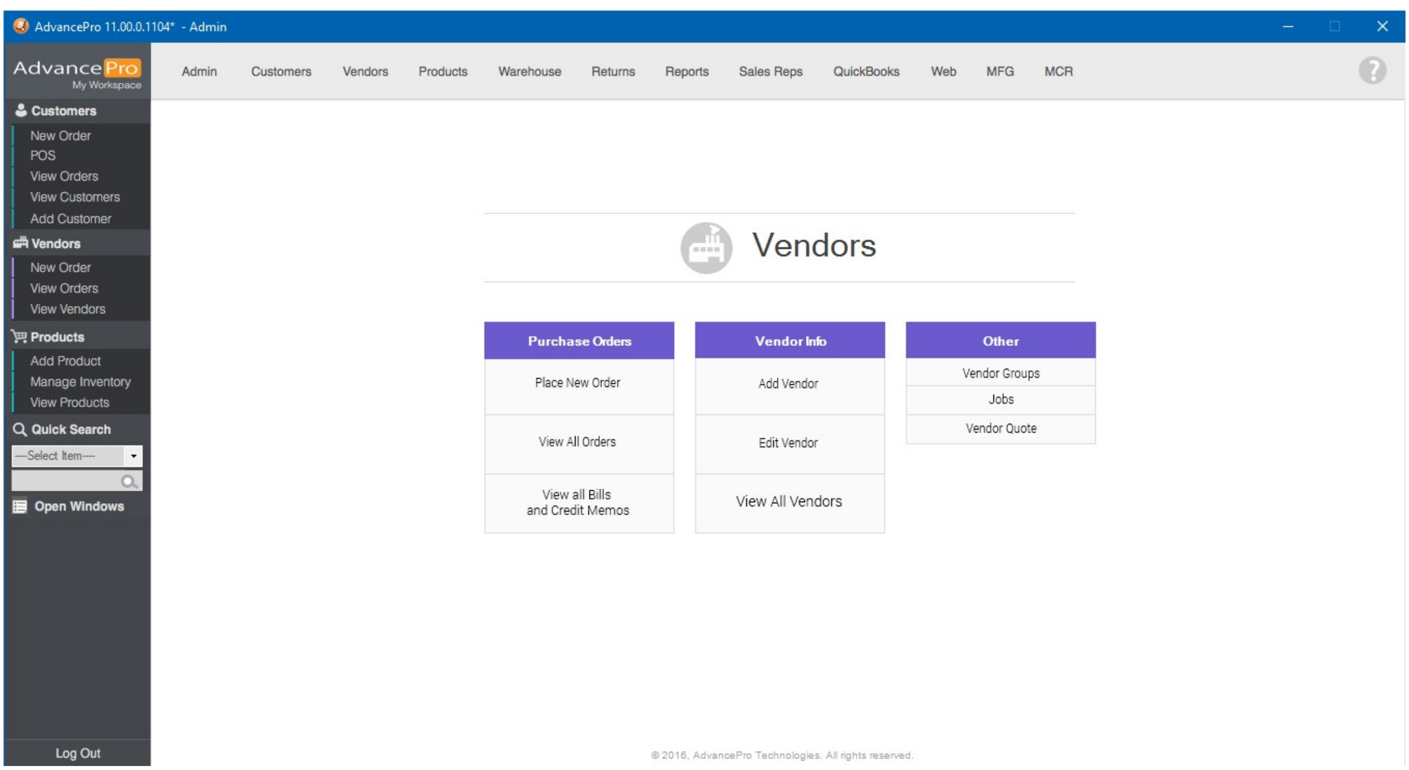
Importing customer or vendor orders via XML is covered as well. Learn more about importing vendor orders by EDI too.

10.2 Creating New Vendors Manually

Mandatory Fields

- Company Name

1. Click **Vendor** to open the Vendor Switchboard and then **Add A ew Vendor**. Alternately, you can use the vendor drop-down menu, or **CTRL + ALT + D + N** on your keyboard.



10.2.1 Company Information

2. The **Add A New Vendor** dialog will open. **Company Name** is the only mandatory field. After entering the name, you can click **Save & Close** if desired.

> ⚠ **However, please note that to place an order to this vendor, you must associate products to the vendor. You can skip ahead to review how to associate products with the vendor, if you like.**

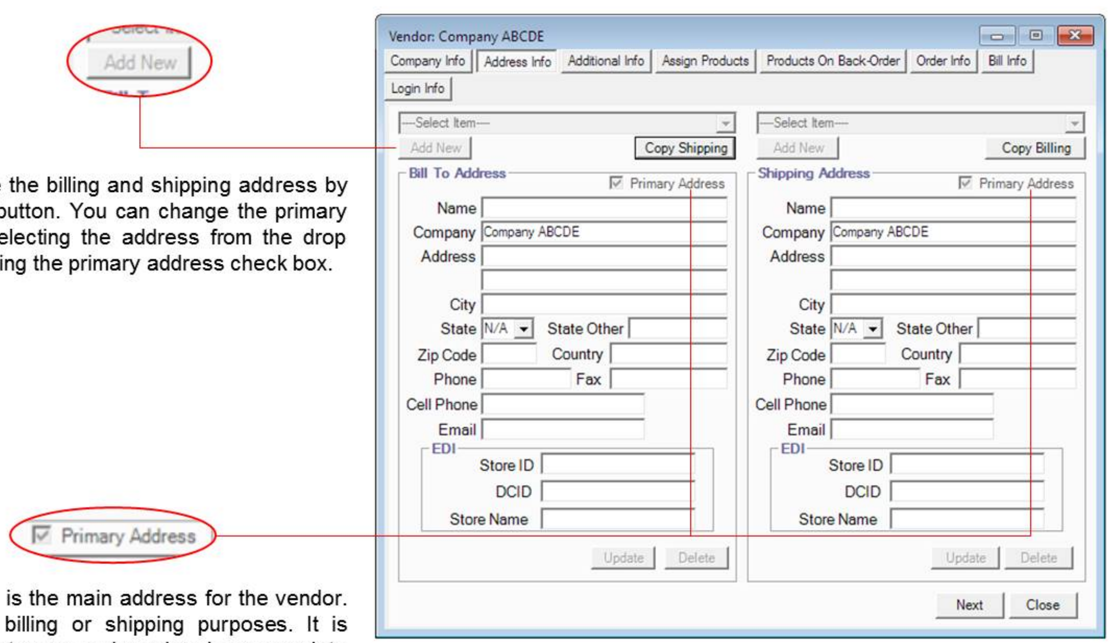
We will review the rest of the form, but you do not need to enter any more information.

3. The account number will be suggested by *AdvancePro* based on the starting account number you specified in **Admin > Site Settings > General Settings.** If you like, you can override this account number and enter any (unique) alpha numeric combination.
4. Besides the company name and account number, you can enter the main and alternate contact persons, with contact information on the **Company Info** tab.
5. You can enter **notes** in the bottom field of this screen, and they will be shown on vendor orders. To view these notes on vendor orders, enable them at **Admin > Site Settings > Additional Settings**
6. If you would like to enter more information, you can continue by clicking **Save & Next**.

10.2.2 Entering Vendor Addresses

> ⚠ If you want to edit a vendor to enter the address, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Address Info** tab.

7. At the **Address Info** tab, enter the billing and shipping addresses (both are optional).



You can change the billing and shipping address by clicking on this button. You can change the primary addresses by selecting the address from the drop down and checking the primary address check box.

A primary address is the main address for the vendor. It is required for billing or shipping purposes. It is imperative your customers and vendors have complete addresses else you would not be able to place orders.

8. Make sure you complete all fields for the addresses or you will get an error message, prompting you to complete the fields.

> ⚠ Hint: You can use the **Copy Shipping** or **Copy Billing** buttons at the top if both the shipping and billing addresses are the same.

9. Click **Update** for **both** the shipping and the billing addresses.
10. You can add additional addresses by clicking **Add New.** The **Update** button will change to Add—click **Add** when done.
11. If you are creating multiple addresses, note the **Primary Address** checkbox at the top of the fields. By default, the first address entered is the primary, but you can click this box to de-select or select other addresses.

> ⚠ Note: A vendor can have multiple billing and shipping addresses. You can always choose the address to bill and ship to while placing an order to that vendor.

12. Click **Next**.

10.2.3 Entering Default Currency, Payment Terms, Credit Limit, Federal Tax ID, Tax Rate and Custom Fields

> ⚠ If you want to edit a vendor, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Additional Info** tab. If you are continuing the process of creating a vendor, simply continue with step 13.

13. At the **Additional Info** tab, use the **Preferred Currency** drop-down list to indicate this vendor's currency. If you don't see the currency in the list, you can add it by creating an exchange rate for it. For information on setting exchange rates or adding currencies.

    When you select a preferred currency, you will view vendor orders in two currencies, your default, and their preferred.
14. Select a **default carrier** for that vendor. This carrier will be pre-selected for any vendor orders you place, but can be changed if desired.
15. You can specify the payment details, including:
    - Credit limit
    - Payment Terms
    - Federal Tax ID
    - Tax Rate

> ⚠ Remember, all of these options are preferred choices, but you can override them on any individual order.

16. Next, complete any **custom fields**.

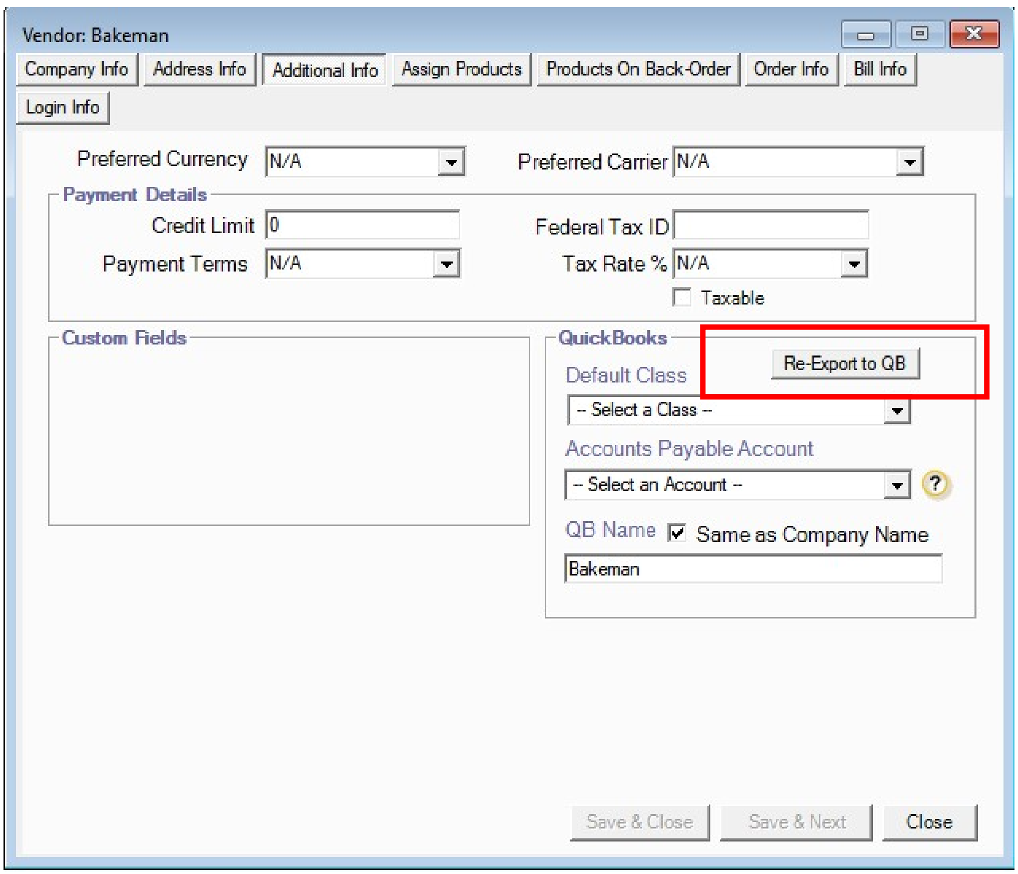
10.2.4 Entering Vendor QuickBooks® Classes, Accounts Payable Account, and Re-exporting to QuickBooks

> ⚠ If you want to edit a vendor, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Additional Info** tab

17. If you use **QuickBooks classes**, you can select the default class.

    Select the **QB Accounts Payable Account** for this vendor if you have set a preferred currency and you use a different account for that currency. Use this option only if your version of QuickBooks supports multiple currencies.

    If you have encountered any errors on the original export of this vendor to QuickBooks, you can use the button to re-export this vendor alone.



For information on enabling QuickBooks classes in *AdvancePro*, as well as other QuickBooks settings, please see chapter 6. If you haven't yet performed a QuickBooks import, follow the steps listed in chapter 6. (Remember, you can also import vendors from QuickBooks).

18. Click **Save & Next**.

10.2.5 Assigning Products to Vendors

> ⚠ To place a vendor order, you must assign products to the vendor. If you have saved the vendor without this information, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Assign Products** tab.

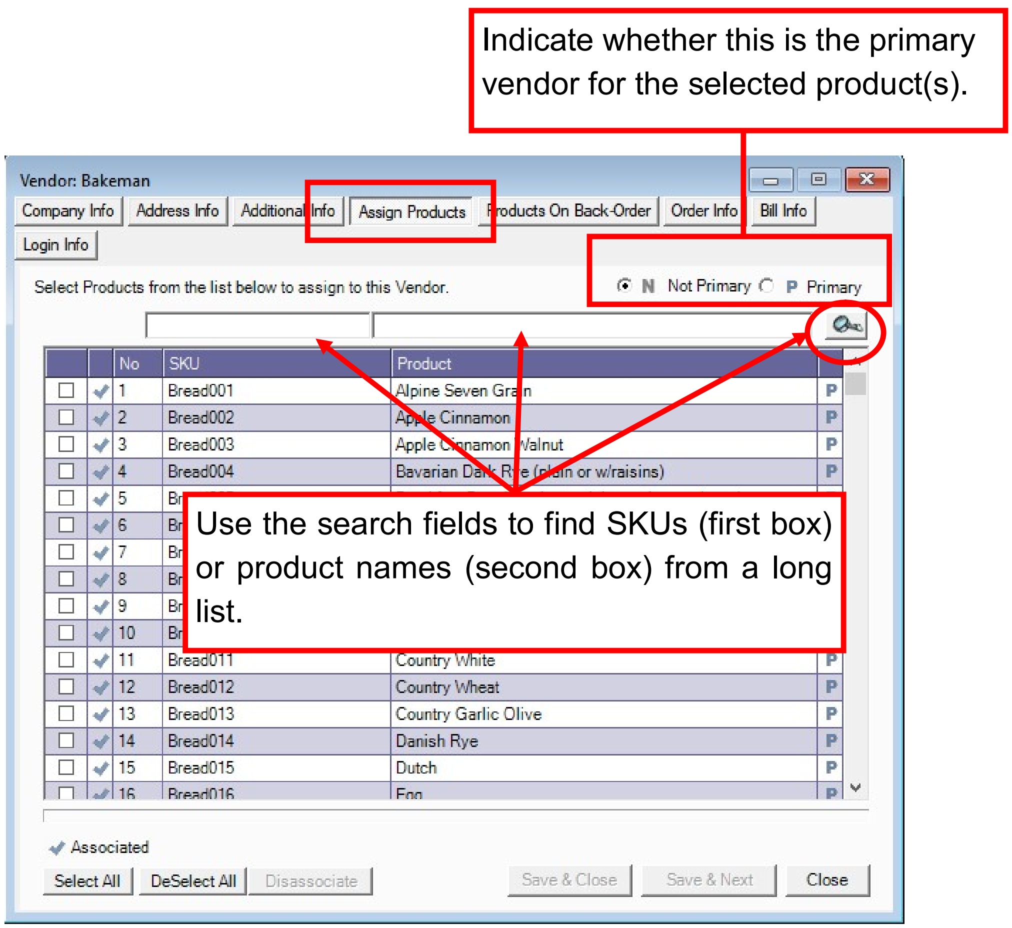
19. At the **Assign Products** tab, you will see your product list. Click the checkbox to associate a product with this vendor.

    Note the **Not Primary/Primary** radio buttons at the top of the screen. Use these to indicate if this vendor is the primary source for that product. On ordering the product, the primary vendor will be selected by default but you can override this.

    Also note the **search fields at the top**. This can make finding a particular product or SKU quicker. After entering a keyword or SKU, click the magnifying glass to start your search.

    To **select all** products (or **deselect all**), you can use the buttons along the bottom of the screen.

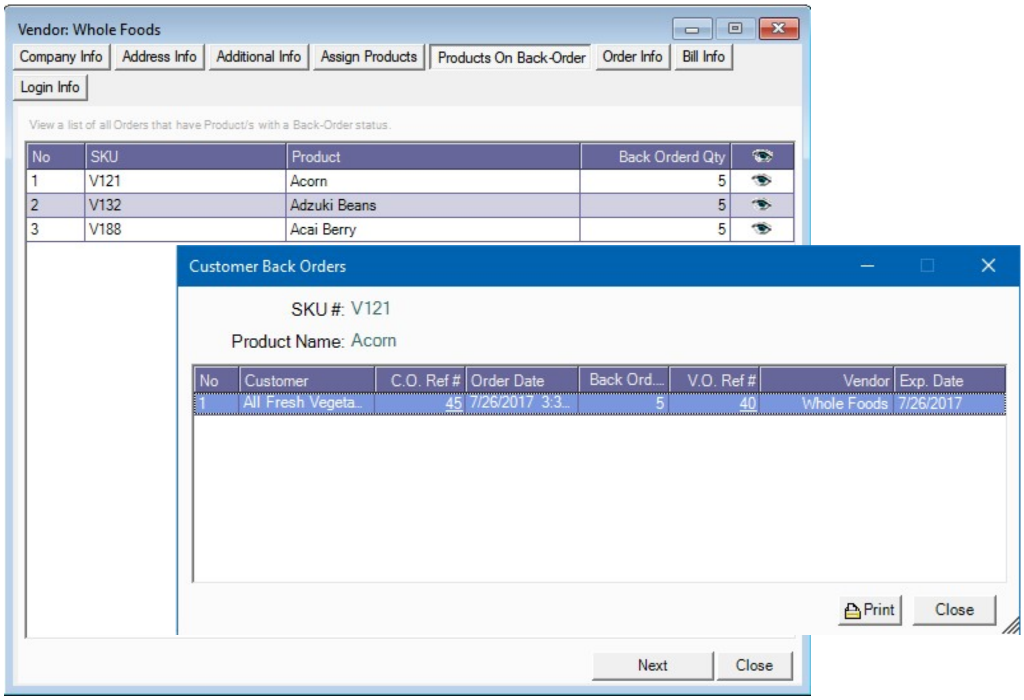
20. Click Save & Next when done.



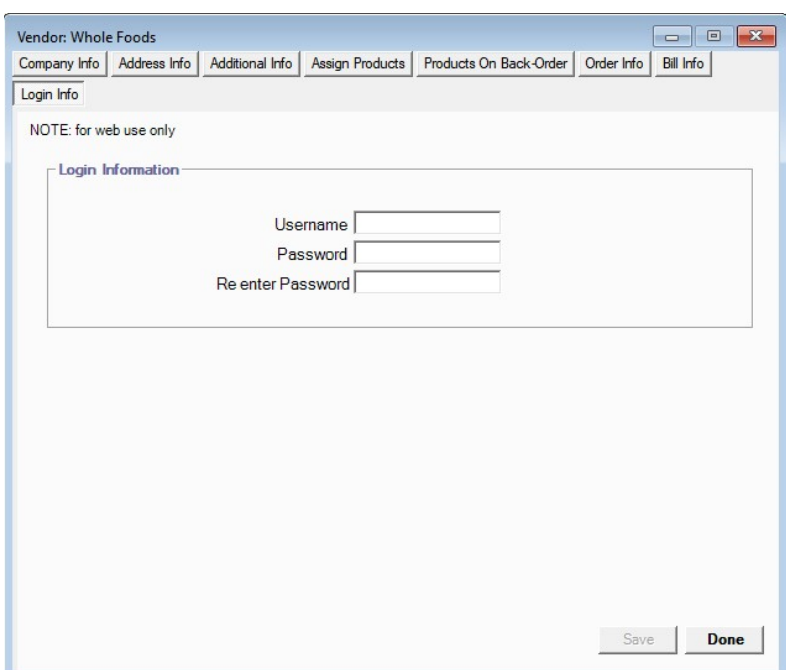
10.2.6 Viewing Vendors Back Orders

> ⚠ You can view vendor back orders at any time after vendor creation. From **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Products on Back Order** tab.

The **Products on Back Order** tab is an easy way to view back orders with this vendor. The number of orders will be listed. Click the "eye" icon to view the order.



10.2.7 Setting Vendor Username and Password for Web Services



> ⚠ If you wish to set this up after vendor creation from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Login Info** tab. If you are continuing the process of creating a vendor, continue with steps listed 9.1.3

10.3 Placing Vendor Orders

There are four ways to create a vendor order:

1. Manually create a vendor order.
2. Automatically create a vendor order when placing a customer order, if some or no stock is on hand.
3. Automatically create a vendor drop ship order from a customer order when the products are to be drop shipped.
4. Automatically create a vendor order from a vendor quotation.

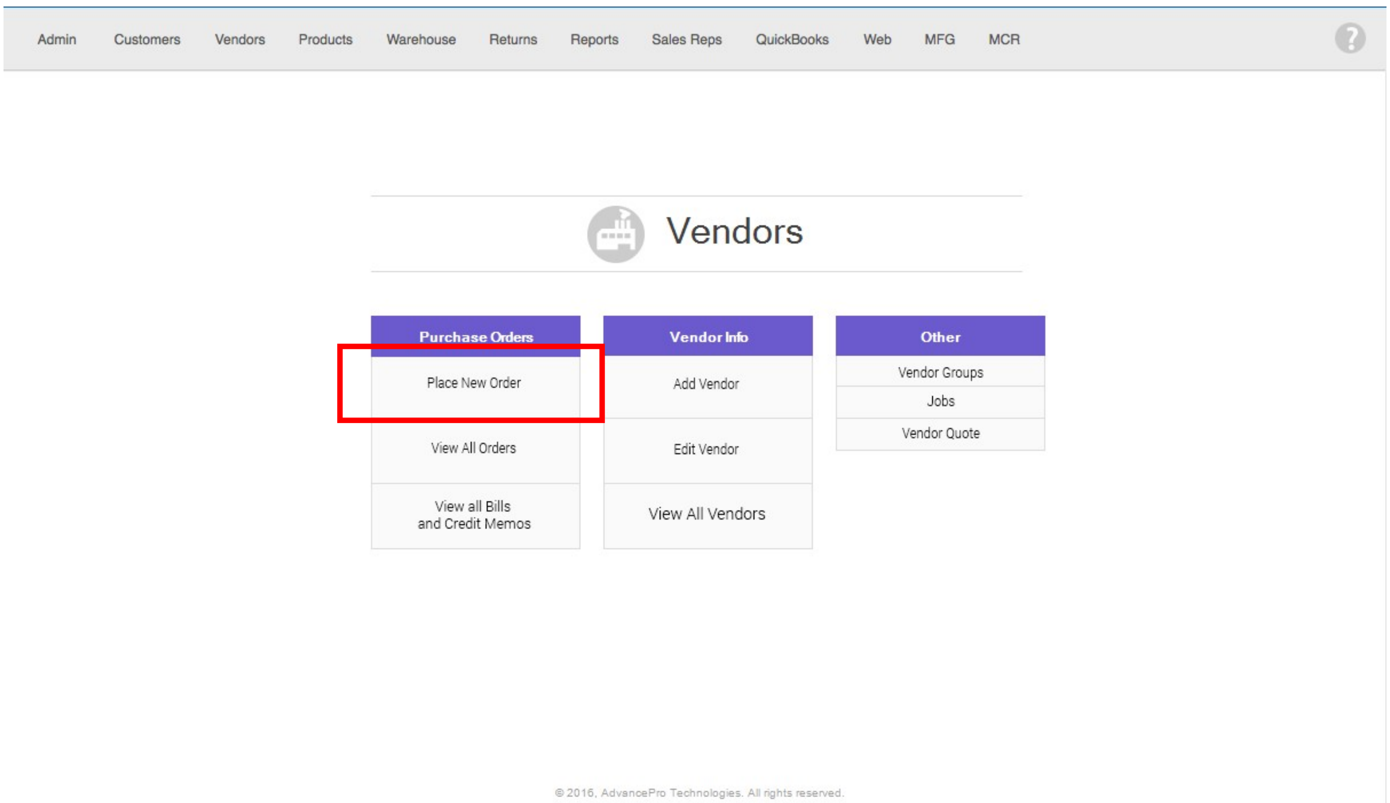
10.3.1 Entering Vendor Details

1. Go to the **Vendor Switchboard > Place New Order**. Alternately, you can:

   In the sidebar , under **Vendor**, select Place Order.

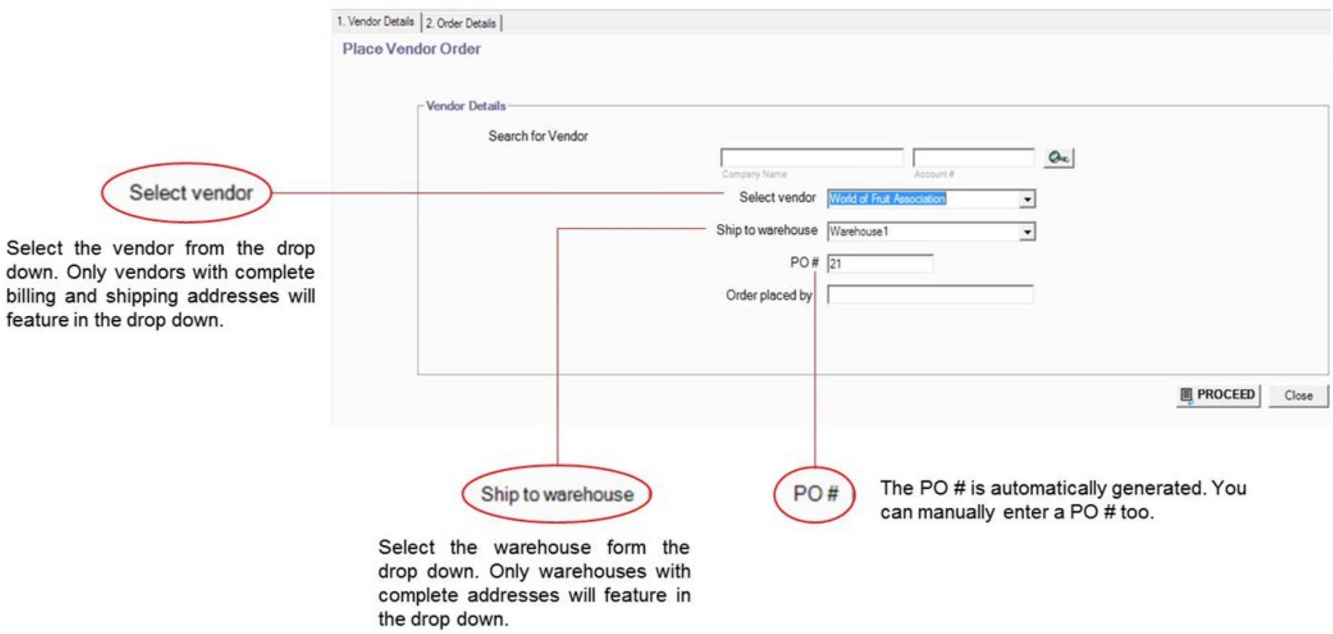
   Under the Vendors drop-down list, select Place Order.

   Click**CTRL + ALT + D + O**



2. The **Vendor Order form** will open to the **Vendor Details tab**. Select the vendor from the vendor dropdown list. You can also search for vendors using the fields above the Vendor drop-down list.

   If you don't see the vendor, you can add it using the process in the chapter Setting up Vendors. From the drop-down, select the warehouse you want the products shipped to (applicable for multiple warehouses only).



3. The vendor PO # is automatically generated. You can change this if you wish.

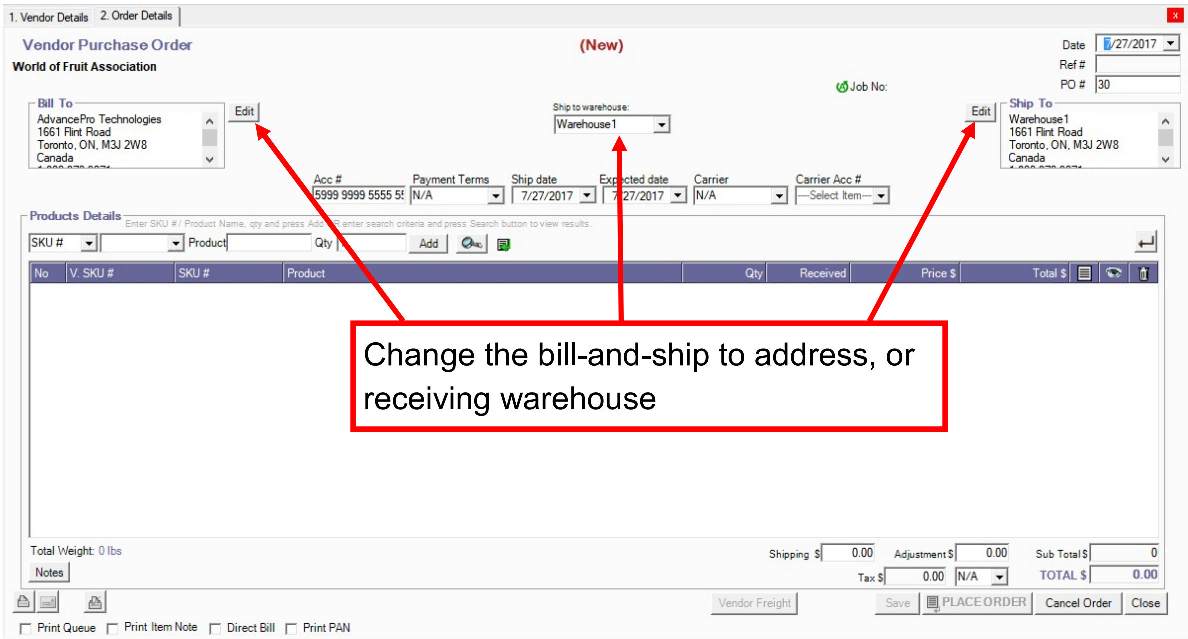
> ⚠ NOTE: Vendor PO # can be reused in another vendor order.

4. Click **Proceed**.

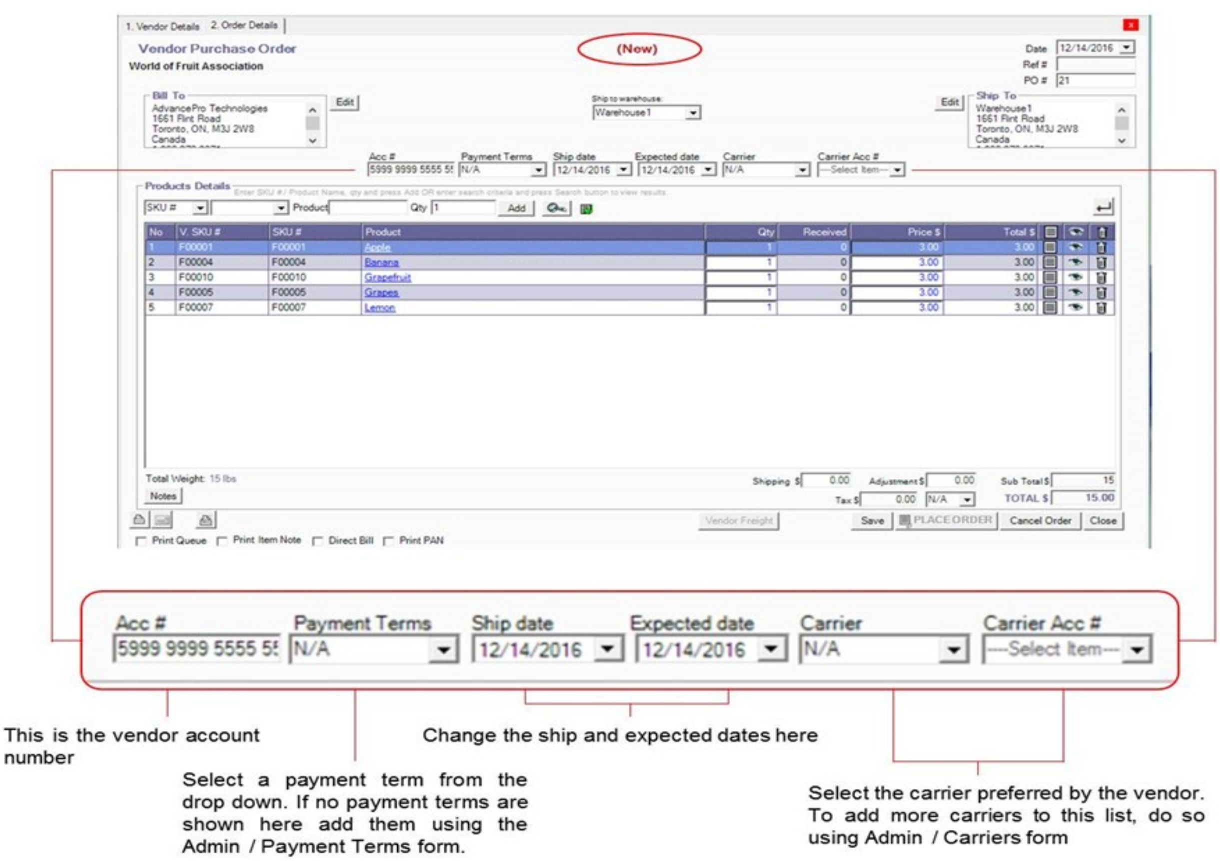
10.3.2 Entering Order Details

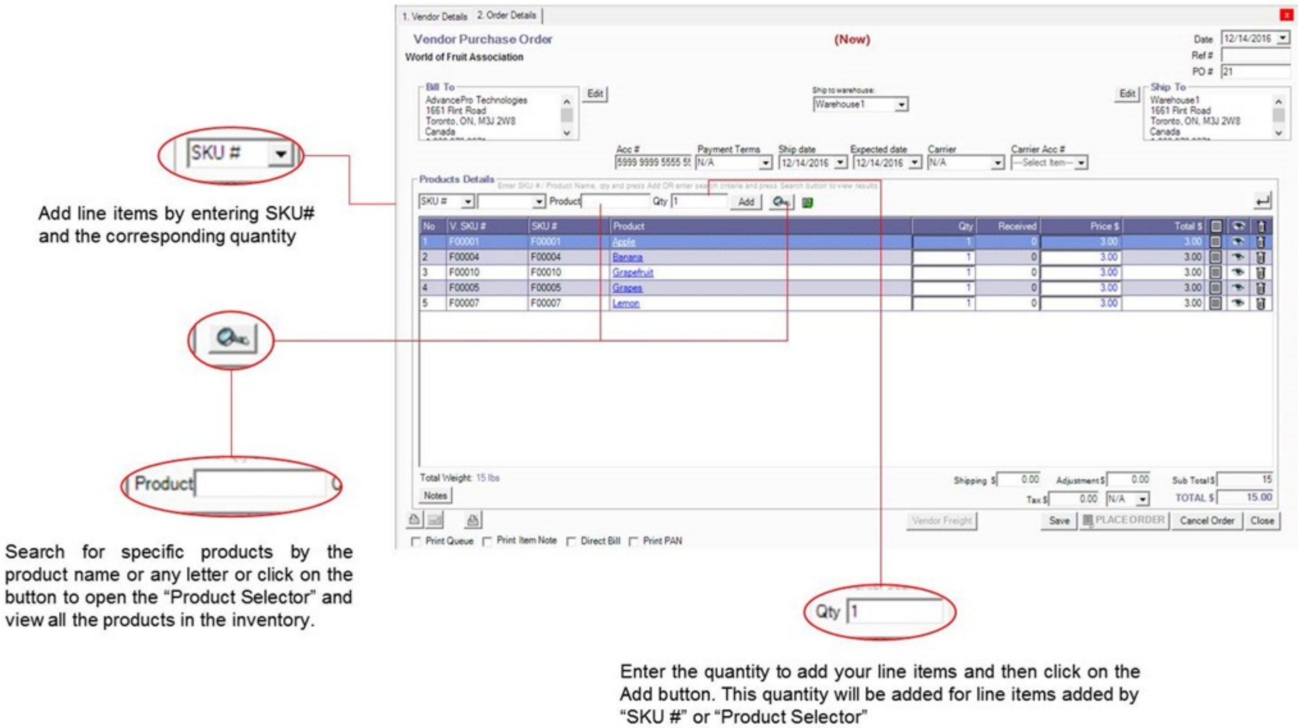
Once you select the vendor's details and click **Proceed**, a vendor order will be generated, with a status of **NEW**.

The Vendor Order Form, Order Details Tab, Empty



The Vendor Order Form, Order Details Tab, Outlined



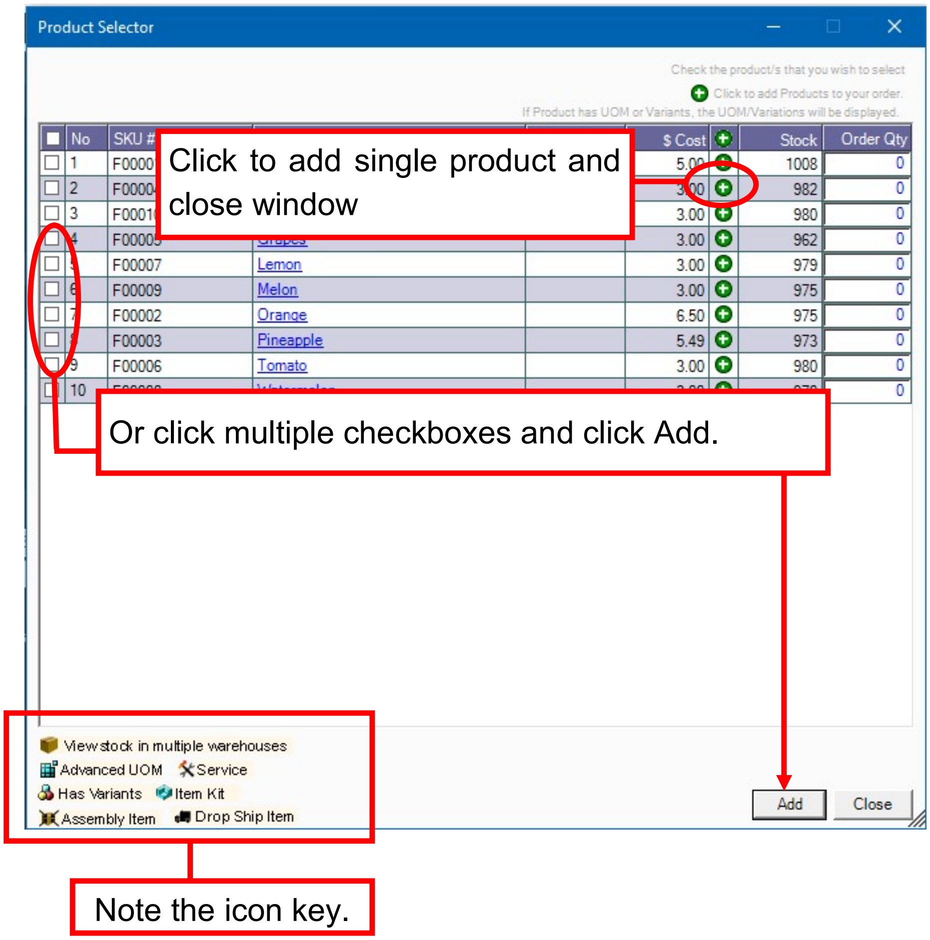


1. If you need to edit your shipping or billing addresses, click the **Edit** button next to each address. (Top left for billing, top right for shipping).
2. At the very top center, you can change the ship-to warehouse, if desired.
3. Just below that, across the top center of the order, you can make changes to the order details such as:
   - Account number
   - Payment terms
   - Ship date. This is the date you would like the order shipped.
   - Expected date. This is the date you would like to receive the order.
   - Carrier
   - Carrier Account Number

⚠ NOTE: You can assign past dates in the ship date and the expected date fields.

4. Select SKU, vendor SKU, UPC, or your organization's custom fields from the SKU# drop-down list. Then, you can enter the SKU or the product attribute type you've chosen into the next field. Alternately, if you know the exact product name, you can enter it into the product field as well.

It may be easier to use the **Product Selector** to add multiple products and quantities to your order. To view the product selector click the **magnifying glass.**

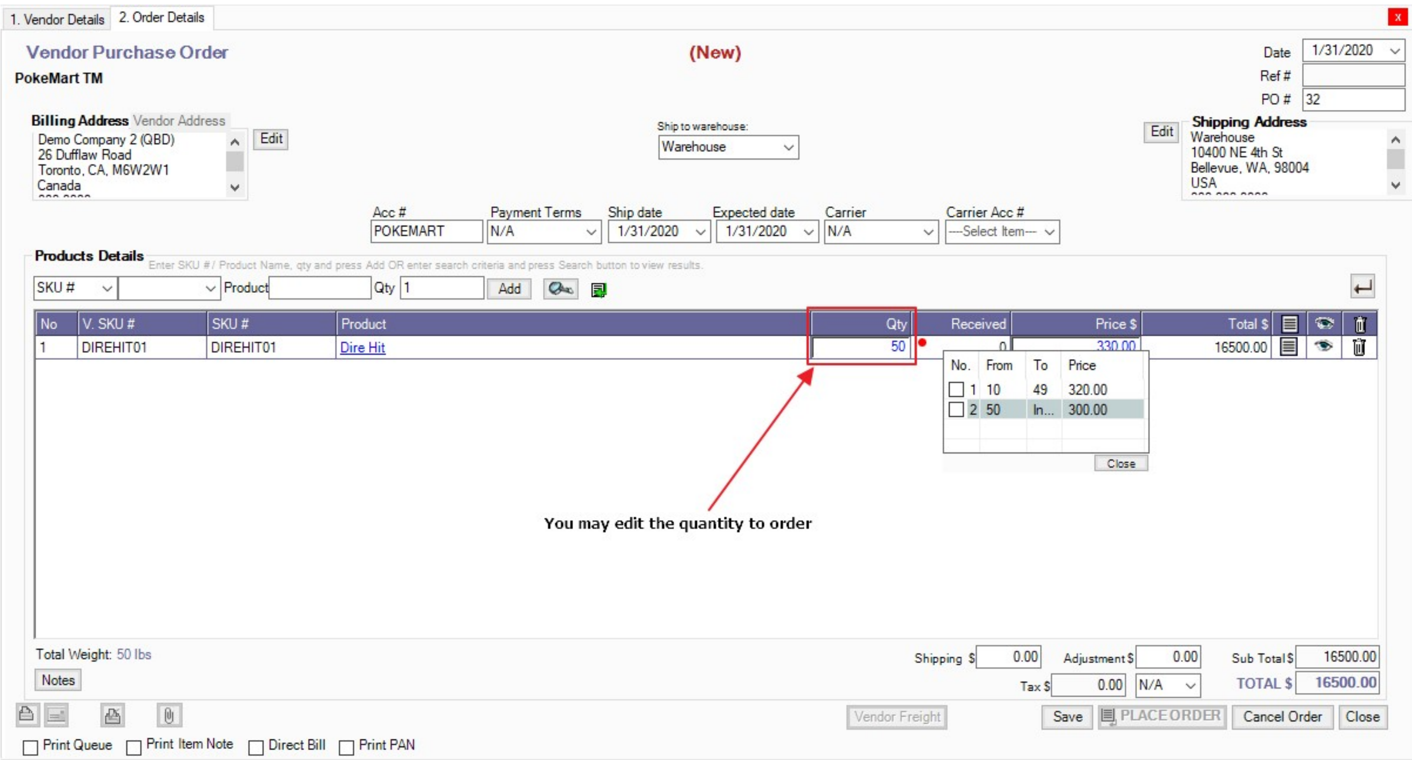


- Only products associated with the vendor and which have not been added to the current open order will be shown in the Product Selector.
- Select whether to view all products or only products below the re-order level using the checkboxes at the top.
- You can view the product details, unit breakdown, cost and the stock on hand in the Product Selector.
- Click the + sign if you only need to select one item.
- To select multiple items in the Product Selector, click the checkboxes and click **Add**.

- **To view product details,** click the product name.
- **If you are selecting an item with advanced units of measure** (indicated by the icon), click the + sign.
- The Product Selector will display the units and you can select the quantity and units to add to the order.

5. Once you have added a product to your order you can update its quantity and price directly into the appropriate cell in the product row.

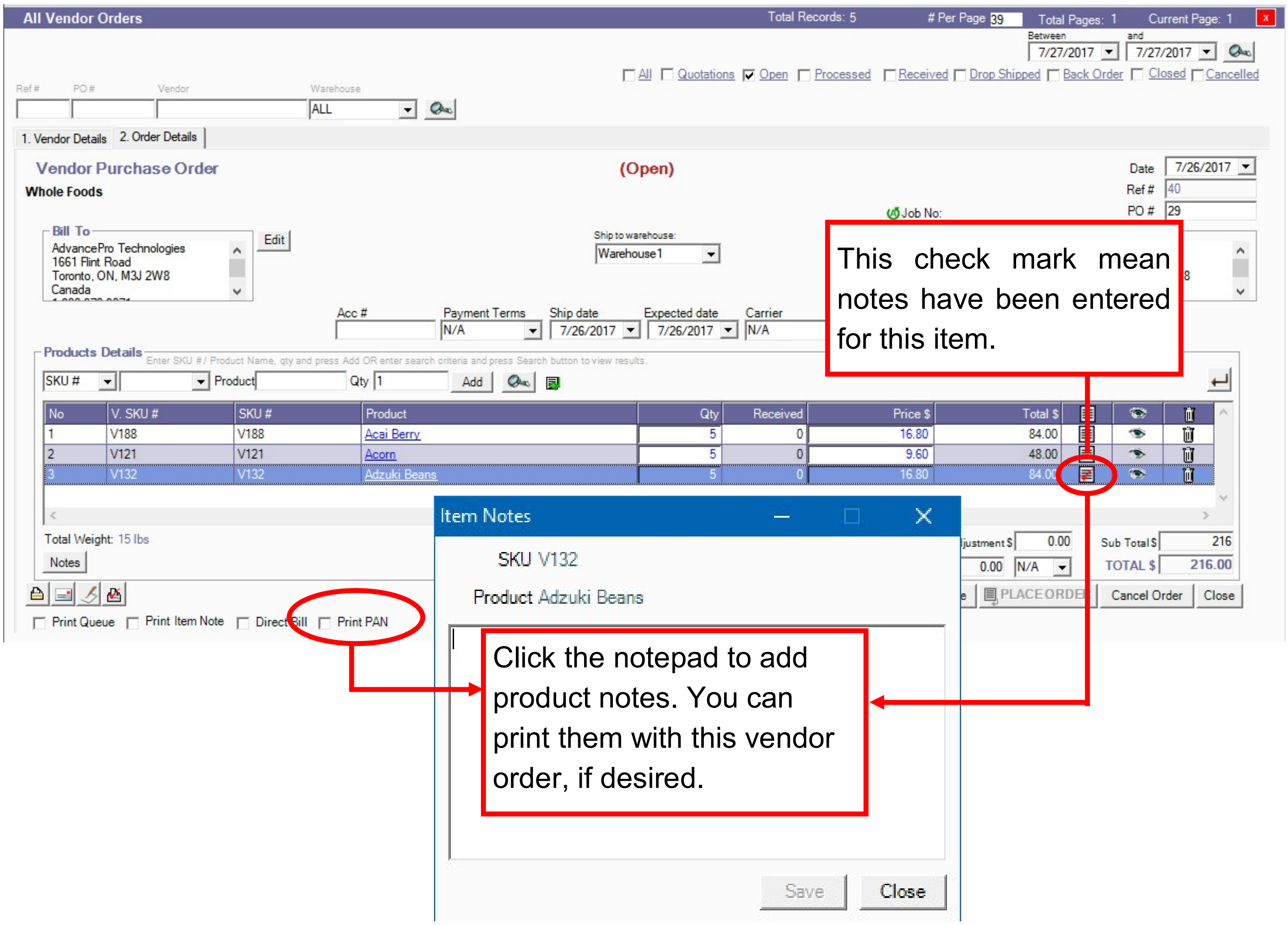
- If a product has volume discounts assigned, a red dot will appear next to the price. Click the red dot to open a window displaying volume discounts for this product.



Select the discount you wish to apply. To ignore the discounts, click **Close**.

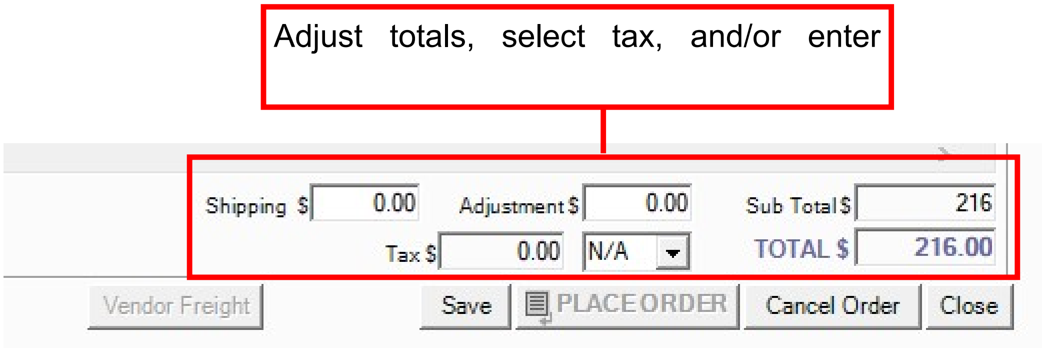
⚠ **Please note that volume discounts do not apply to products with variations. You can manually adjust the price using the fields at the bottom of the order**

- If this vendor order was automatically created by a customer order, you can **click the eye icon to view the related customer purchase order**.
- **To add notes to this product, click the notepad icon.** To print the notes with the vendor order, click the **Print Item Notes** checkbox at the bottom right of the vendor order form.

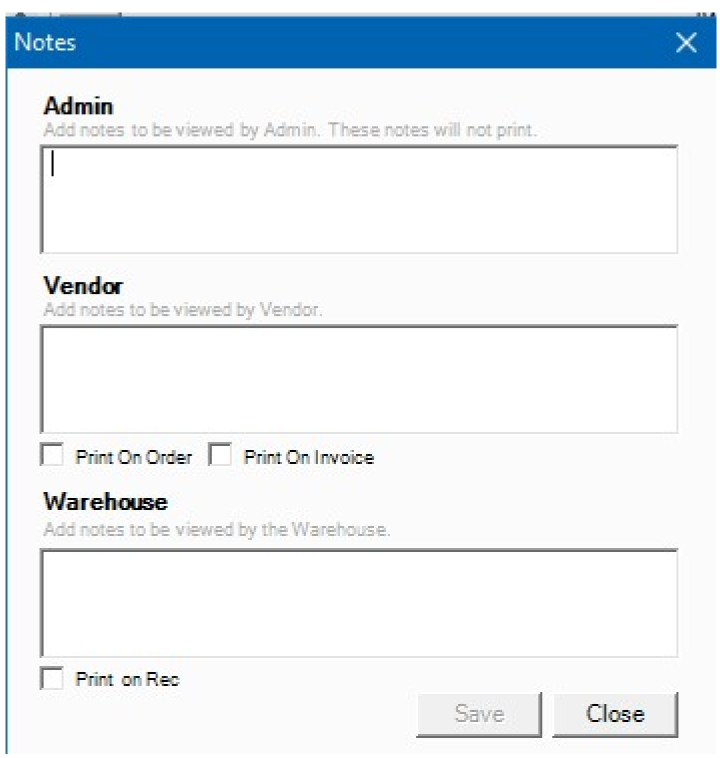


If you erroneously entered a product, double click the trash can to delete the row.

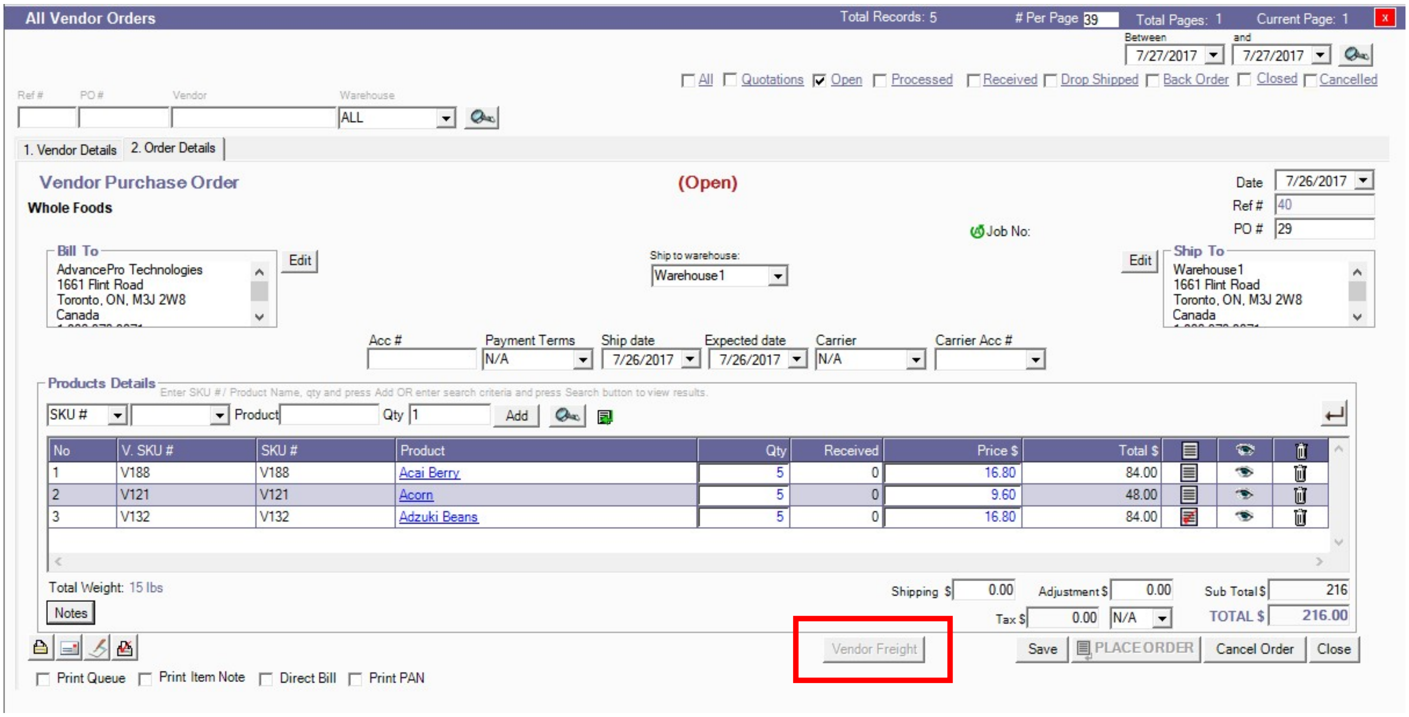
6. You can click the return bar to add a new line and repeat steps above to add more products.
7. Once you have added all the products necessary, you can tend to the order totals:
   - If desired, enter + or – adjustments as dollar amounts directly into the Adjustment field.
   - Add any shipping costs.
   - Select the taxes from the drop-down list, if appropriate.



8. Add a note for the administrator, the vendor, and/or the warehouse by clicking the note button at the bottom left of the form.



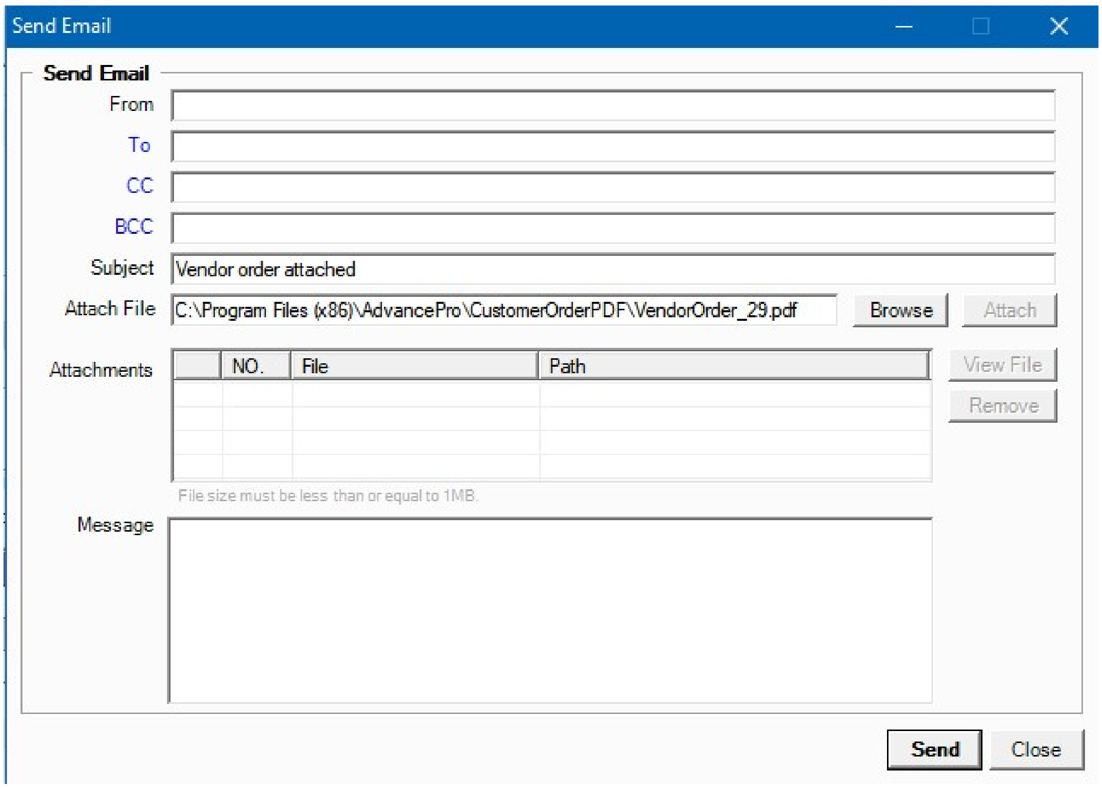
You can print the vendor notes on the vendor bill and/or vendor order. The warehouse notes will be shown and can be printed when the warehouse receives the order in *AdvancePro*. The admin notes will appear in the vendor information in *AdvancePro*. You can add notes after the order is saved and resave the order, if desired.



9. Once you complete the order details, click **Save** to save the order. The order status is **OPEN**. You can continue and place this order now, or you can place it later, once the order has been saved.
10. After you save the order, you can add detailed freight charges. Click the button at bottom left of the form . You can enter the information and click **Save in the Freight Charges** form, and the charges will be added to your total. Please review Freight Module chapter for detailed information.
11. Before or after you save the order, you have the following options:
    - **Print the order**. You can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.

- **Email the order**. Clicking the email icon will open the email form into which you can enter addresses and a note. (The vendor contact's email address will be pre-populated, if one is saved). The order will be an attachment. This option was also preset in Admin > Site Settings > Email Settings. You can also set up a default email message and subject under these settings.

⚠ **Clicking the PLACE ORDER button will also have the system prompt you if whether you would like to email the order**



- If you are processing an order that has been previously saved but not placed, you can **view the paper trail**.
- **At any point, you can make this order a back order** by clicking the back order button. A confirmation window will open. Click **OK** to convert the order to a back order.

12. When you have entered all details for the order, click **Place Order**.

You will see a confirmation message saying the order has been placed and sent to the warehouse for receiving.

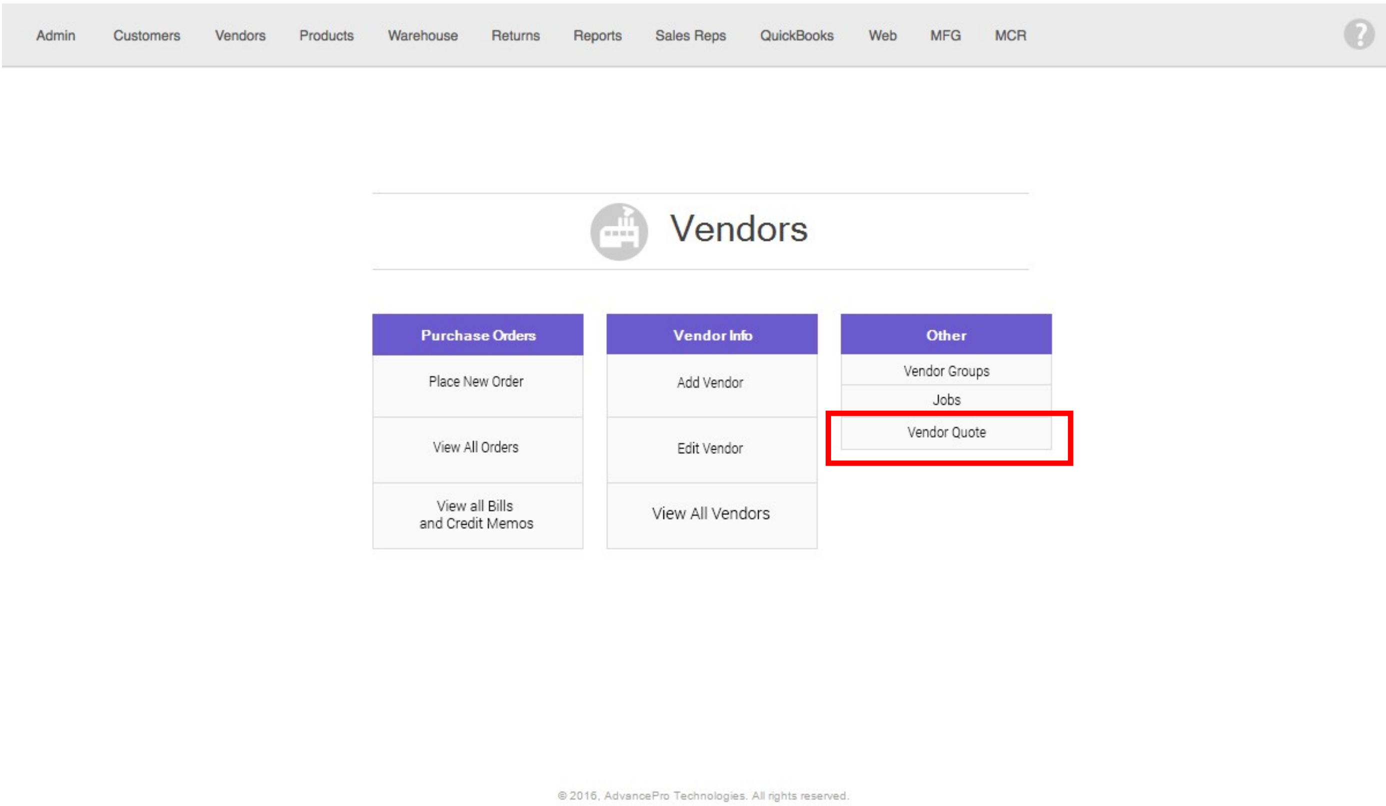
Search and Sort Tips for Adding Products (Line Items) to any Order

- If you know the exact SKU #, type it or select it in the **SKU field**, enter a quantity in the **Qty** field and click **Add**. Use the SKU# drop-down list and the same method if you know the:
  - UPC
  - VSKU (vendor SKU)
  - Or any of your organization's custom fields for products.
- **To view the Product Selector** (lists all products) click the magnifying glass (). Select the products and click **Add** on the Product Selector. You can view the product details, minimum order quantity, price and the stock on hand (SOH) on this form.
- **To view all products beginning with a certain letter,** type that letter in the Product field in CAPITAL letters, and then click the magnifying glass to open the Product Selector.
- **To view all products containing a certain letter**, type that letter in the Product field in lower case letters, and then click the magnifying glass to open the Product Selector.
- **To view all products containing all or part of a word**, type that series of letters in the Product field and then open the Product Selector.
- **To view all products of a certain category**, select the category and then open the Product Selector.
- **Add multiple products with the same quantity** (e.g. 15) by first typing in the quantity in the Qty field and then opening the Product Selector and adding the products.
- **Products marked with a box on the Product Selector have inventory in more than one warehouse** (Applies to Multiple Warehouse Module only).
- **To view the variations of a product,** click the icon () and then select the variations to add to the order.

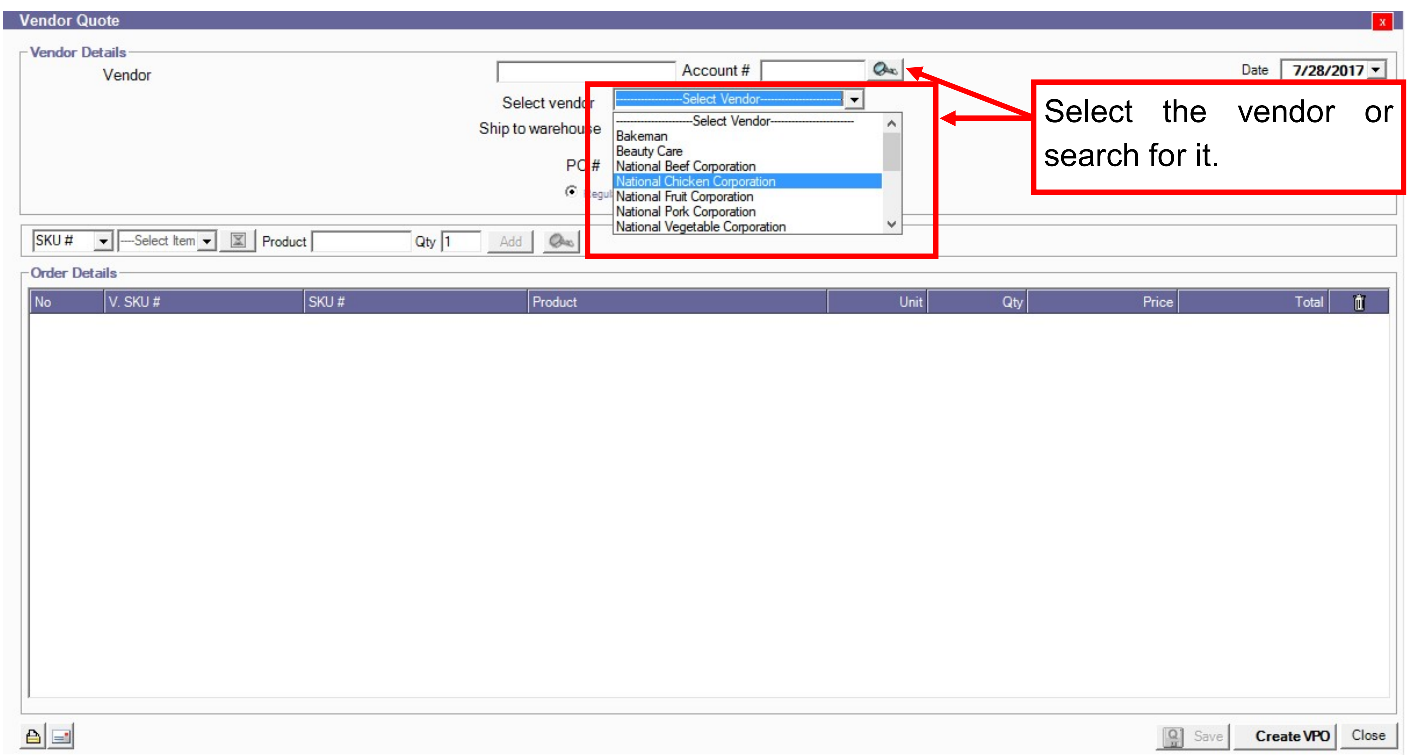
10.3.3 Entering Vendor Quotes

You can enter vendor quotes into *AdvancePro* as references, and later you can create vendor orders from them.

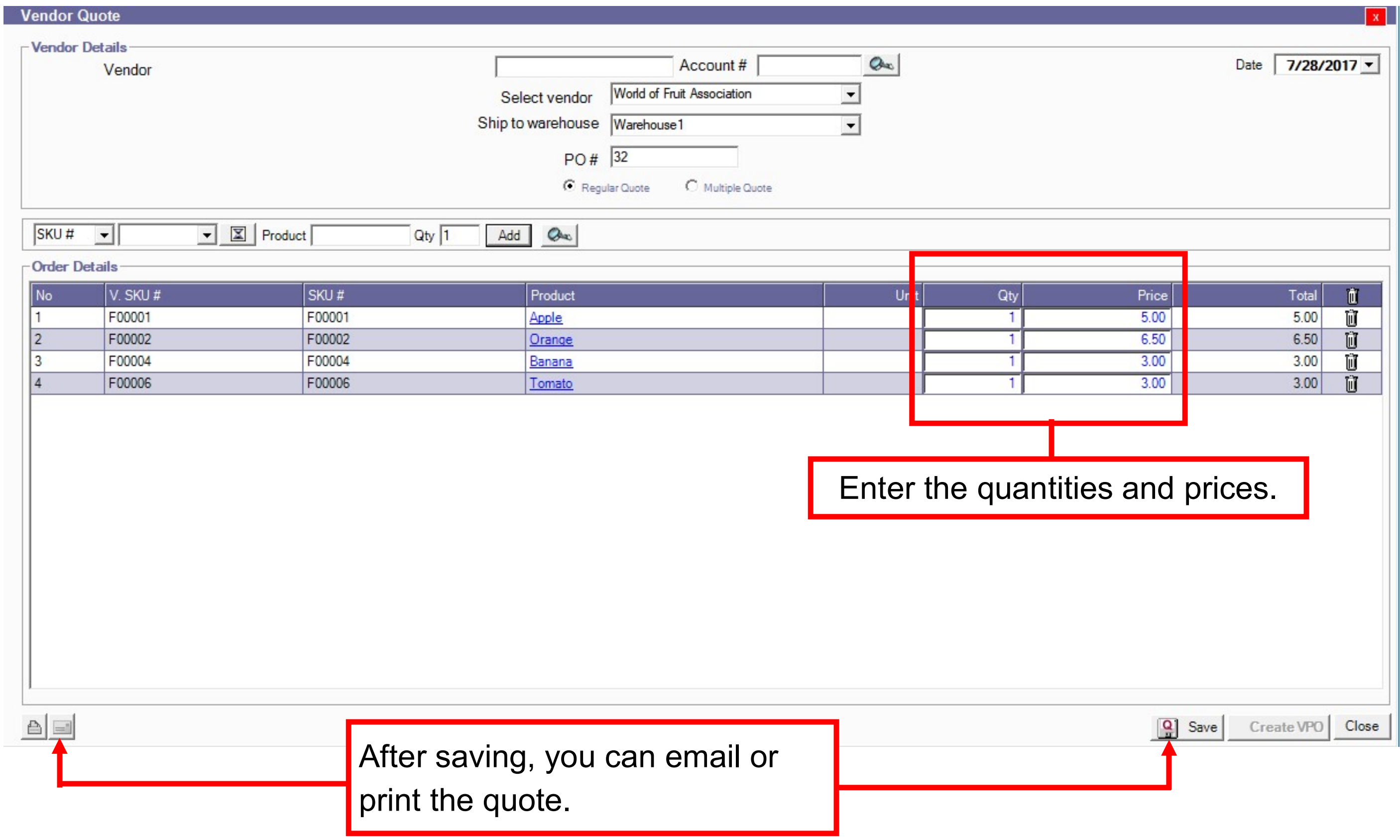
1. Open the **Vendor Switchboard** and click **Vendor Quotes**. Alternately, you can:
   - Under the **Vendors** drop-down list, click **New Vendor Quote.**



2. The **Vendor Quote** form will open. Search for or select the vendor from the list.



3. The PO number will be automatically generated but you can enter a new one.
4. Select products as you would with a vendor purchase order
5. You can manually edit prices and quantities.
6. Click **Save**.
7. After you save the quote, you can email it or print it using the buttons at the bottom left, as you would with a vendor purchase order.



8. To create a vendor purchase order, click **Create VPO**. An open vendor purchase order will be created.

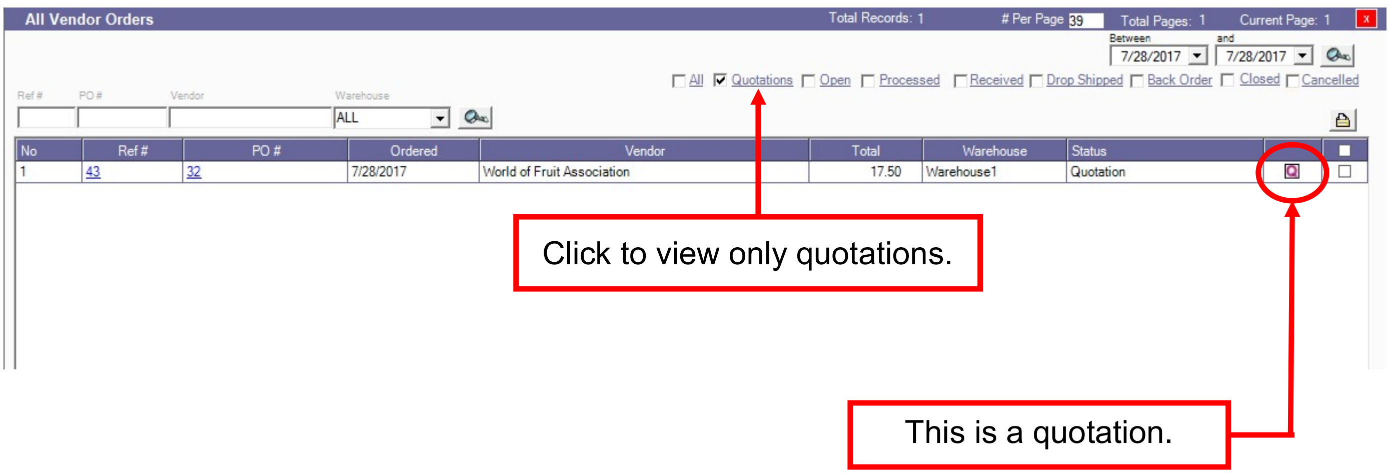
- ## Accessing Saved Vendor Quotes

If you have saved a vendor quotation, but not created a vendor purchase order, you can do so after the fact.

To view saved vendor quotations, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:

- Under the **Vendors** drop-down list, click **View All Vendor Orders.**
- Click **CTRL + SHIFT + V** on your keyboard.
- Click **All Vendor Orders** in the sidebar.

Then, from the View All Orders list, click the **Quotations** link to view all quotations. Open the quotation by clicking the PO or reference number.



10.3.4 Editing Open Vendor Orders and Processing Vendor Orders Created From Customer Orders

When you create a customer order and no stock is at hand, a related open vendor order is immediately created in *AdvancePro*.

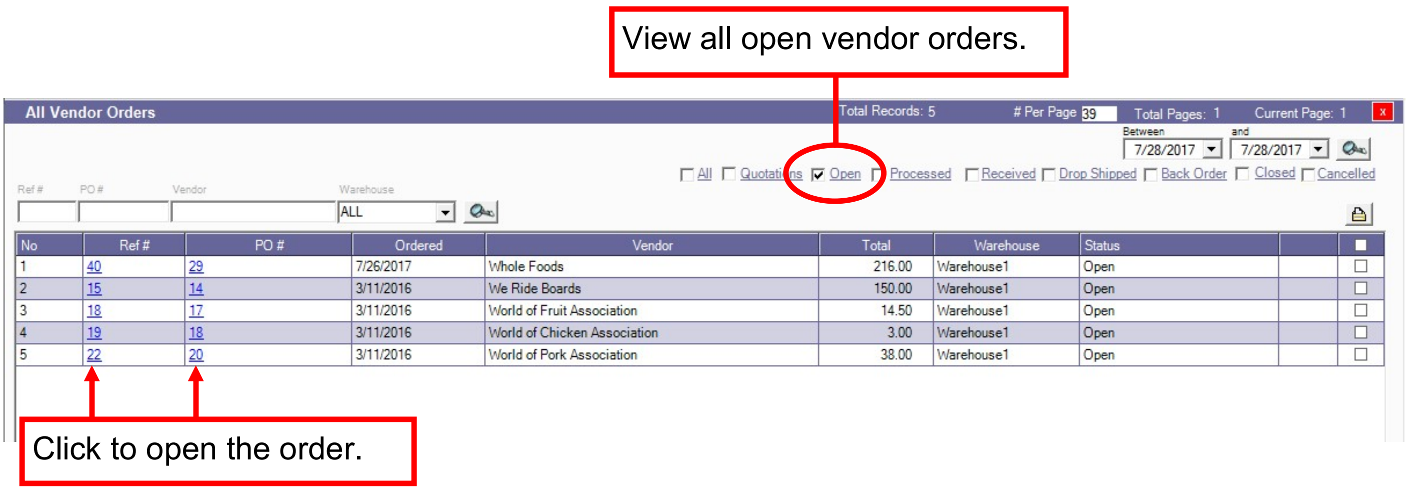
If the vendor order is placed from a customer's order and an open order already exists, the products from the customer order will append to it. Otherwise a new vendor order will be created.

Placing and processing these orders is the same as editing open vendor orders that have been saved previously but not placed. Please note that any items on the customer order to be drop-shipped will be handled differently

To process and place these orders, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:

- Under the **Vendors** drop-down list, click **View All Vendor Orders.**
- Click **CTRL + SHIFT + V** on your keyboard.
- Click **All Vendor Orders** in the sidebar.

Then, from the View All Orders list, click the Open link to view all open orders. Open the order by clicking the PO or reference number.



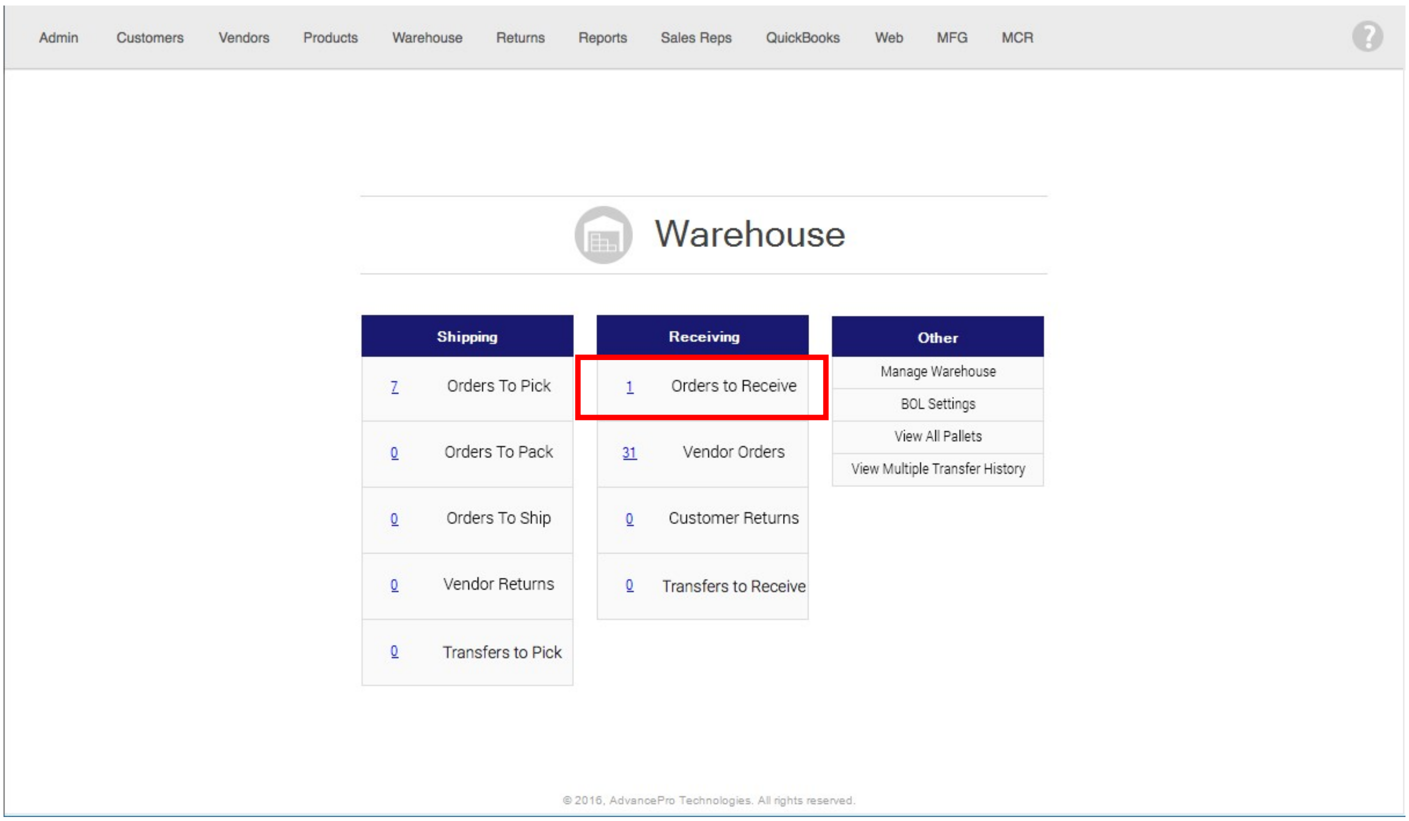
No	Ref #	PO #	Ordered	Vendor	Total	Warehouse	Status
1	40	29	7/26/2017	Whole Foods	216.00	Warehouse1	Open
2	15	14	3/11/2016	We Ride Boards	150.00	Warehouse1	Open
3	18	17	3/11/2016	World of Fruit Association	14.50	Warehouse1	Open
4	19	18	3/11/2016	World of Chicken Association	3.00	Warehouse1	Open
5	22	20	3/11/2016	World of Pork Association	38.00	Warehouse1	Open

The **Vendor Purchase Order** form will open to the **Order Details tab**. Follow the instructions for entering order details listed above, and the order will be placed.

10.3.5 Receiving Vendor Orders in the Warehouse

If you have already placed a vendor order, you will be able to receive the products at the warehouse. You can either receive all or some products into the inventory. The inventory will be adjusted accordingly.

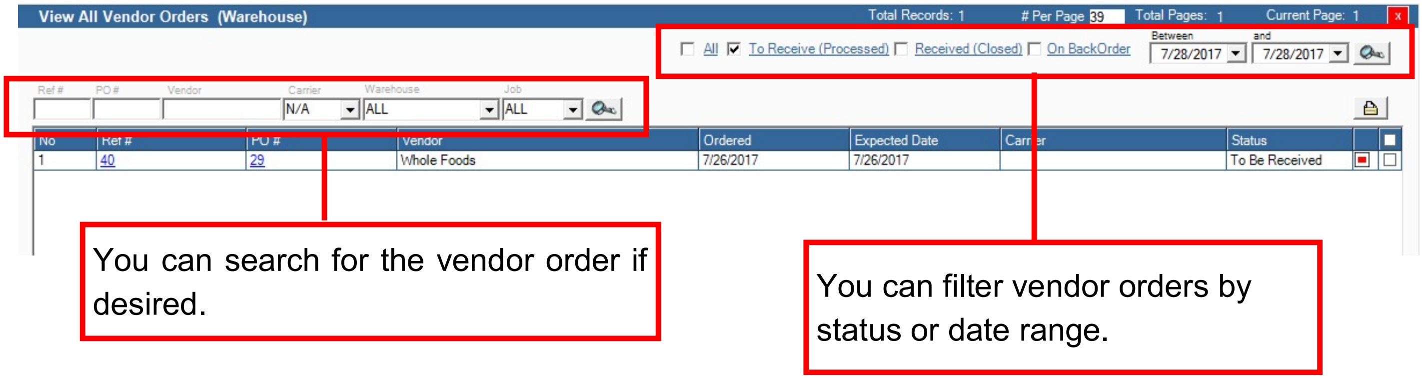
1. Go to Warehouse Switchboard > Receive Orders. Alternately, you can:
    - From the **Warehouse** drop-down list, click **Receive Orders**.
    - Click C**TRL + ALT + R** on your keyboard.



2. The **View All Vendor Orders (Warehouse) list** will open. Note that this list is slightly different than if you simply clicked All Vendor Orders under Vendors from the sidebar. This list allows you perform warehouse functions since you accessed it from the Warehouse Switchboard / Menu.

On opening, the list should show all orders to be received at the default warehouse.

- Search for the order using the fields at the top left if necessary.
- Use the links and checkboxes on the top right to filter by status or dates. To view vendor orders of only one status, simply click the link. To view vendor orders of different statuses, click the checkboxes and click the magnifying glass.



3. Click the **PO # or Ref #** to open the order.
4. Enter the vendor bill or reference number.

> ⚠ NOTE: The vendor bill/ reference number is the invoice number your vendor sends to you. You can partially receive products and enter different vendor bill/ref # each time.

5. If you have already assigned a picking location to a product, it will appear in the Picking field. You can change it or enter a new one if necessary.
6. You can enter lot and serial numbers by clicking the lot and serial number button for each product row. If you are not entering lot and serial numbers, skip to step 473.

   The **Apply Serial Numbers** form will open. You can have *AdvancePro* automatically create the lot and serial numbers, or you can enter them manually. For information on entering lot and serial numbers, please see Chapter on Lot/Serial Numbers

   Once the lot and serial numbers have been entered.
7. View or add a note for the administrator, the vendor, and/or the warehouse by clicking the note button at the bottom left of the form. If there are notes for you to read, the icon will appear red until you view the notes.

   You can print the vendor notes on the vendor bill and/or vendor order. The warehouse notes can be printed on receiving the order in *AdvancePro*. The admin notes will appear in the vendor information in *AdvancePro*. You can add notes after the order is saved and resave the order, if desired.
8. You can print the order by clicking the print buttons at the bottom of the page. You can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.
9. Click the eye icon to view related customer orders, if any.
10. If you are using a scanner, use the scanner search drop-down list to select the type of attribute you are scanning (SKU, VSKU, UPC or any custom field), and then scan the items.
11. Click the **Receive All** button if you are receiving all the products, or enter the number of products you have received at the warehouse in the **Receive** field.
12. Click the **Receive** button at the bottom of the form. This updates your inventory.

> NOTE: You can still access this order by either clicking the **Processed** link in **View all Vendor Orders (Warehouse) list**.

A partially received vendor order can be recognized by this icon :

Fully received orders are indicated by this icon: 

> NOTE: To close a partially received vendor order, you must first create the bills for the received goods and then cancel the remaining order.

10.3.6 Creating Vendor Back Orders

You can only convert these orders into back orders:

- Orders with no products received
- Orders with some products received
- Open orders

This can be done while creating a new vendor order or for vendor orders that have been partially received.

1. To start, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:
    - Under the Vendors drop-down list, click **View All Vendor Orders.**
    - Click **CTRL + SHIFT + V** on your keyboard.
    - Click **All Vendor Orders** in the sidebar.
2. From the All Vendor Orders list, you can filter the orders to view all open orders or processed orders. Then, open the order by clicking the PO or reference number.
3. The Vendor Purchase Order form will open to the **Order Details tab**.

    Click the **Make Back Order** button. Note that in the screen shot below, the order has been partially received.
4. You will be prompted with a popup to confirm that you wish to make the order a back order. Click **OK**.

Your vendor order has now been converted into a back order.

10.3.7 Processing a Back Order and Sending to Warehouse for Receiving

To start, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:

- Under the Vendors drop-down list, click **View All Vendor Orders.**
- Click **CTRL + SHIFT + V** on your keyboard.
- Click **All Vendor Orders** in the sidebar.

1. Click the **Back Order** link in the top right of the page.
2. Click the PO # or the ref # to open the back order.
3. The vendor purchase order will open to the **Order Details tab**. Make changes to the order as needed.
4. Click the **Update Order** button.

The order will be sent to the warehouse for receiving. Now it can be received normally.

10.3.8 Processing a Drop Shipment

A drop shipment is an order shipped directly to your customer by the vendor.

To learn how to designate a product on a customer order as a drop shipment, refer to Chapter 6

1. To start, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:
   - Under the Vendors drop-down list, click **View All Vendor Orders.**
   - Click **CTRL + SHIFT + V** on your keyboard.
   - Click **All Vendor Orders** in the sidebar.
2. Orders to drop-ship will be indicated by this icon . Click the PO or reference number to open the order.
3. The Vendor Purchase Order will open to the **Order Details tab**. Click the **Place Order** button.

> ⚠ NOTE: You cannot add new products to a drop shipment.

4. You will get a confirmation message reminding you to you email or fax the order to the vendor.

   Remember, you can email the vendor using the email button.

   When you get the confirmation that the order has been drop shipped:

5. Follow the instructions in step 1 to open the All Vendor Orders list. Click the Drop-Shipped link at the top right to view drop-shipped orders.
6. Click the PO or reference number to open the order.
7. The vendor purchase order will open to the **Order Details tab**. Click the **Confirm DS** button and a vendor bill is generated.

Please refer to Chapter 7.3 on how to create vendor bills for drop shipments.

10.4 Create Vendor Bills

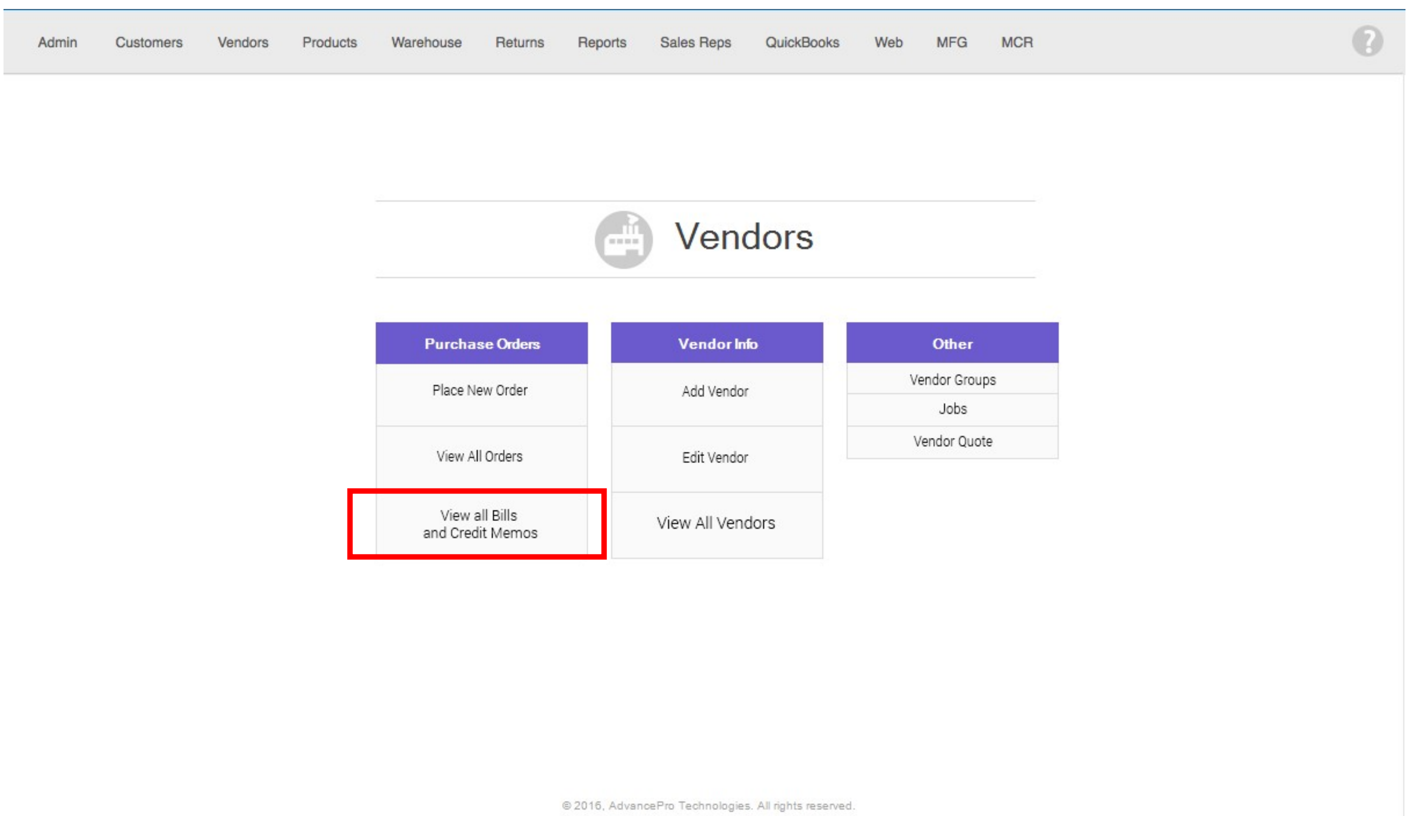
Vendor bills are generated for orders that have been completely or partially received at the warehouse and confirmed drop shipments. In this chapter, we will review editing bills before they are created, and creating them. We will also review creating them directly from the vendor purchase order.

10.4.1 Creating a Vendor Bill

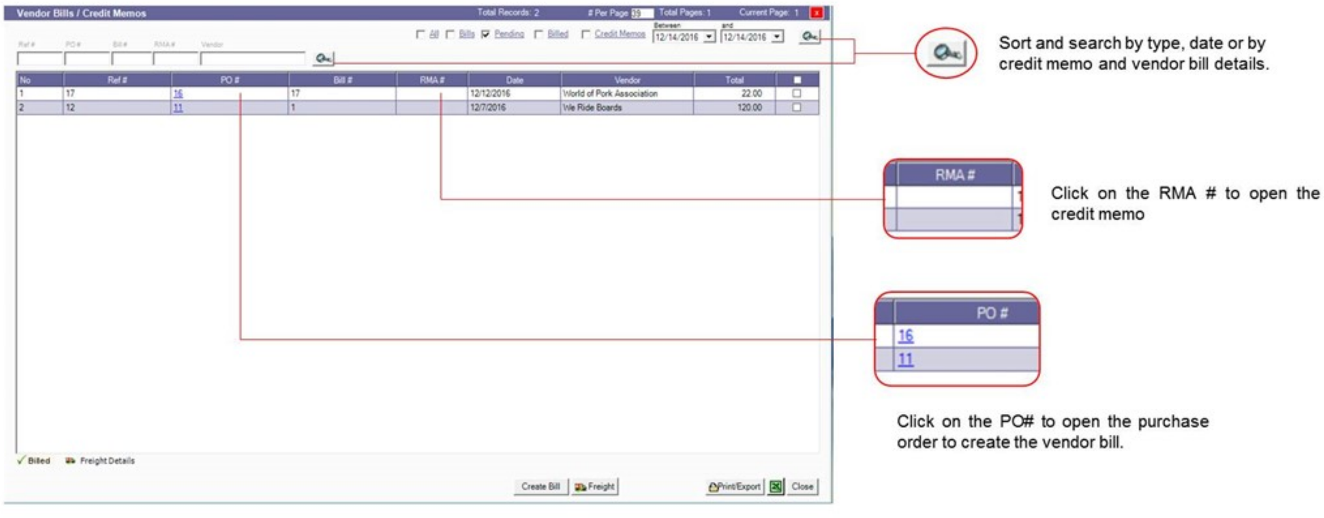
1. Go to **Vendors > View All Bills & Credit Memos**. Alternately, you can:

   Under the **Vendors** drop-down list, select **View All Vendor Bills.**

   Click **CTRL + SHIFT + B** on your keyboard.

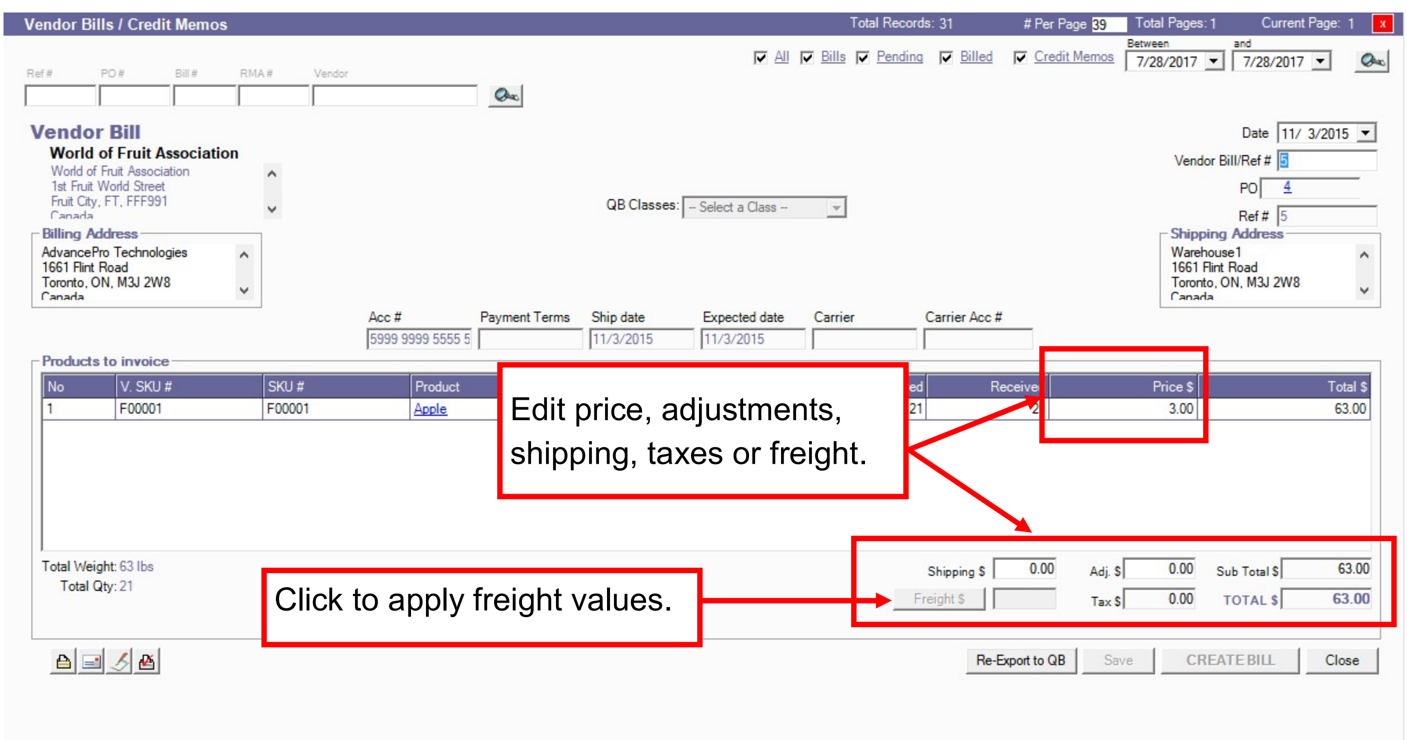


2. The **All Vendor Bills / Credit Memos** list will open. You will see bills for all received, partially received, and confirmed drop-shipped vendor orders. Open the pending vendor bill by clicking the PO number.



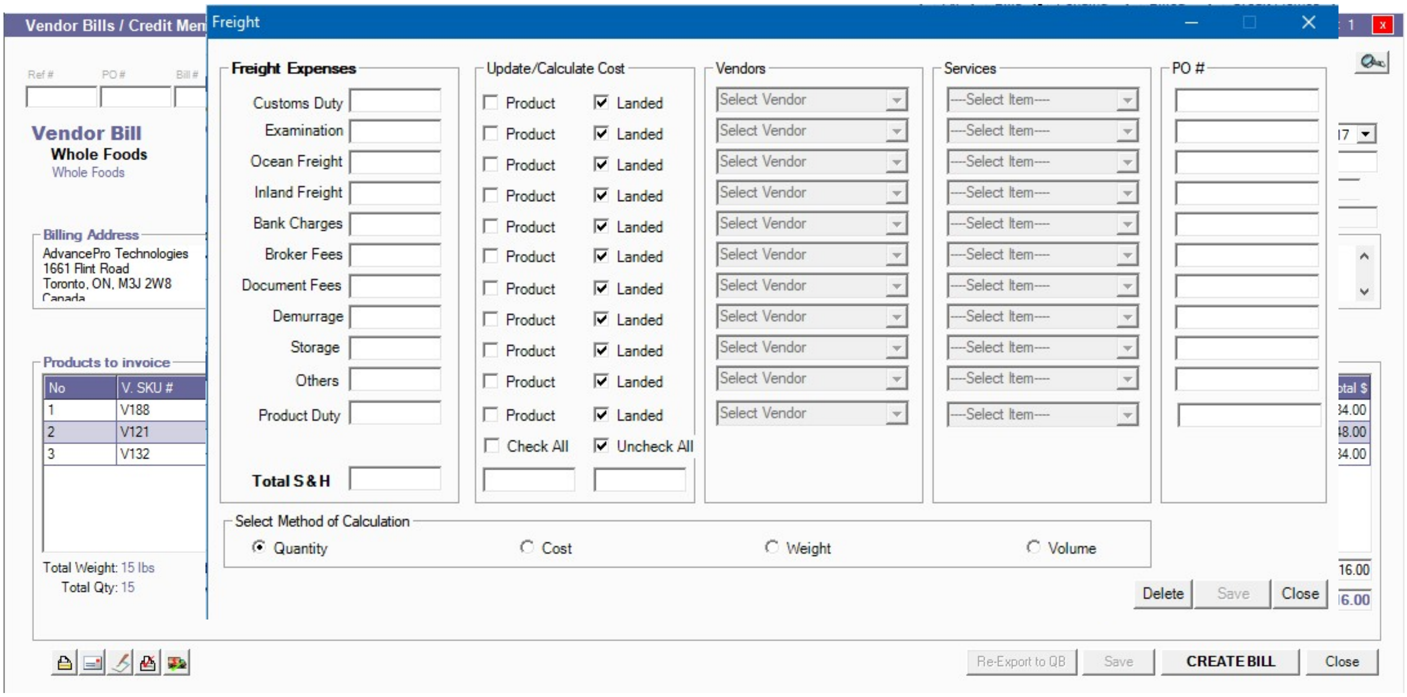
3. You can edit:
   - Prices
   - Adjustments (+ or -)
   - Shipping

Taxes (for Canadian QuickBooks® users: You will be warned that this may result in different tax values in QuickBooks and *AdvancePro*. Click **Yes** if you still wish to change the tax value).



4. If you have the Freight Module, you can enter freight charges and duty as well. The Duty field appears next to the Product field in the item list. If a duty is saved for this product (1st Custom Field), it will appear, but you can overwrite it. *AdvancePro* will save the duty you enter into this field in the product profile.

Click the Freight button to enter associated freight values.



Note the checkboxes at the bottom left of the Vendor Bill form. You can choose to include freight in the bill totals or not.

If you choose to apply freight and open the calculator, the freight charges will be applied to the shipping costs of this bill.

If you choose to apply freight to some items then deselect the items on the bills and deselect the box "Freight" corresponding to each item on the bill. This will allow you to calculate the cost per product by including the freight charges or excluding them. The Freight can be calculated either by quantity, cost, weight or vol. of the selected item. t price in the **PriceWF** column (which will appear after you click Apply, as below).

To apply your freight charges, click the save button. If you chose to bill with freight, the **PriceWF** (price with freight) column will appear with the new calculated price. *AdvancePro* will automatically update the product profile with this landed cost.

If you made a mistake or wish to undo the freight charges, the open the Freight Calculator and delete the selections

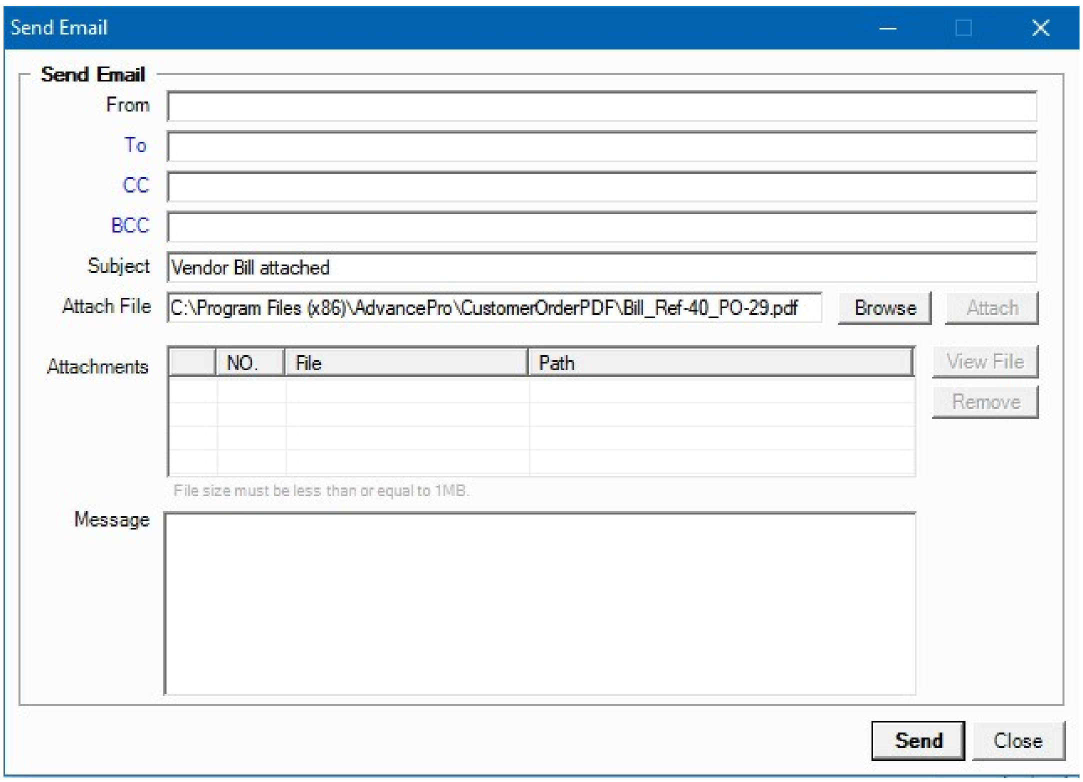
5. As with vendor and customer orders, you have the following options:

   Print the order. Before saving the bill, you can print in SmartPrint Pro, and after saving the bill, you can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.

   If you are processing a bill that has been previously saved but not placed, you can **view the paper trail.**

6. You can save the bill if you wish to create the bill later. After saving, you can:

   Email the bill. Clicking the email icon will open the email form into which you can enter addresses and a note. (The vendor contact's email address will be pre-populated, if one is saved on the vendor profile). You can add yourself to the BCC list to save a copy of the email, if desired. The bill will be an attachment. This



You can now print the bill in two formats.

7. Click the **Create Bill** button to create this bill.

The vendor bill has now been created.

⚠ NOTE: A vendor bill is exported to QuickBooks® during the export. Only vendor bills that have been created can be exported to QuickBooks.

10.4.2 Creating the Vendor Bill from within a Vendor Purchase Order

For **partially** or **fully received** orders, you can create a vendor bill directly from the VPO.

You cannot, however, perform this process for drop-shipped and confirmed orders. Use the process listed above for a bill for drop-shipped and confirmed orders

1. Go to the **Vendor Switchboard** and click**View All Orders**. Alternately, you can:

   Under the **Vendors** drop-down list, click **View All Vendor Orders.**

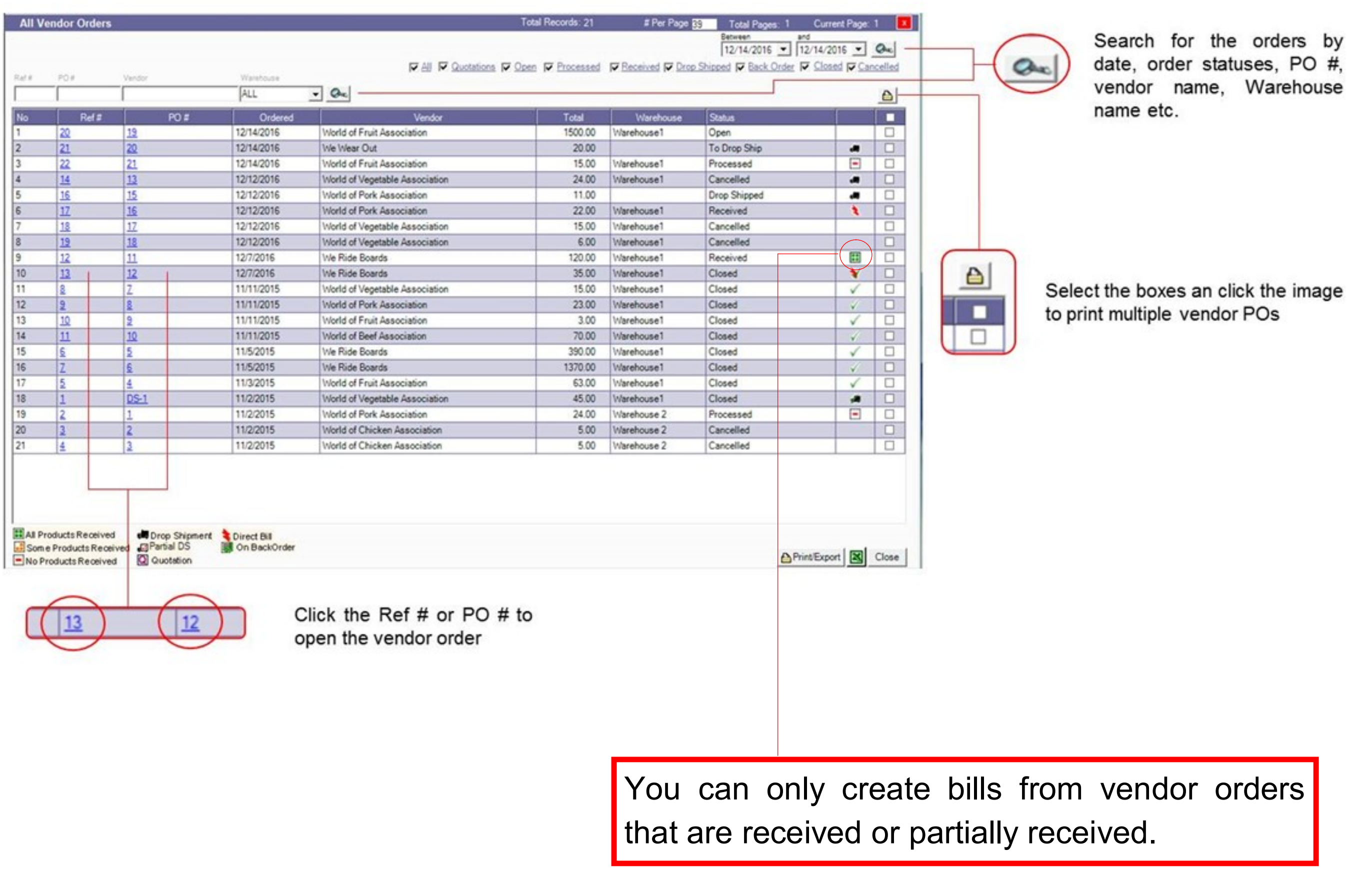
   Click **CTRL + SHIFT + V** on your keyboard.

   Click **All Vendor Orders** in the sidebar.

2. The All Vendor Orders list will open. You can search for the vendor purchase order or filter to view the received and processed orders. You can only create bills from VPO's for partially received and fully received orders.

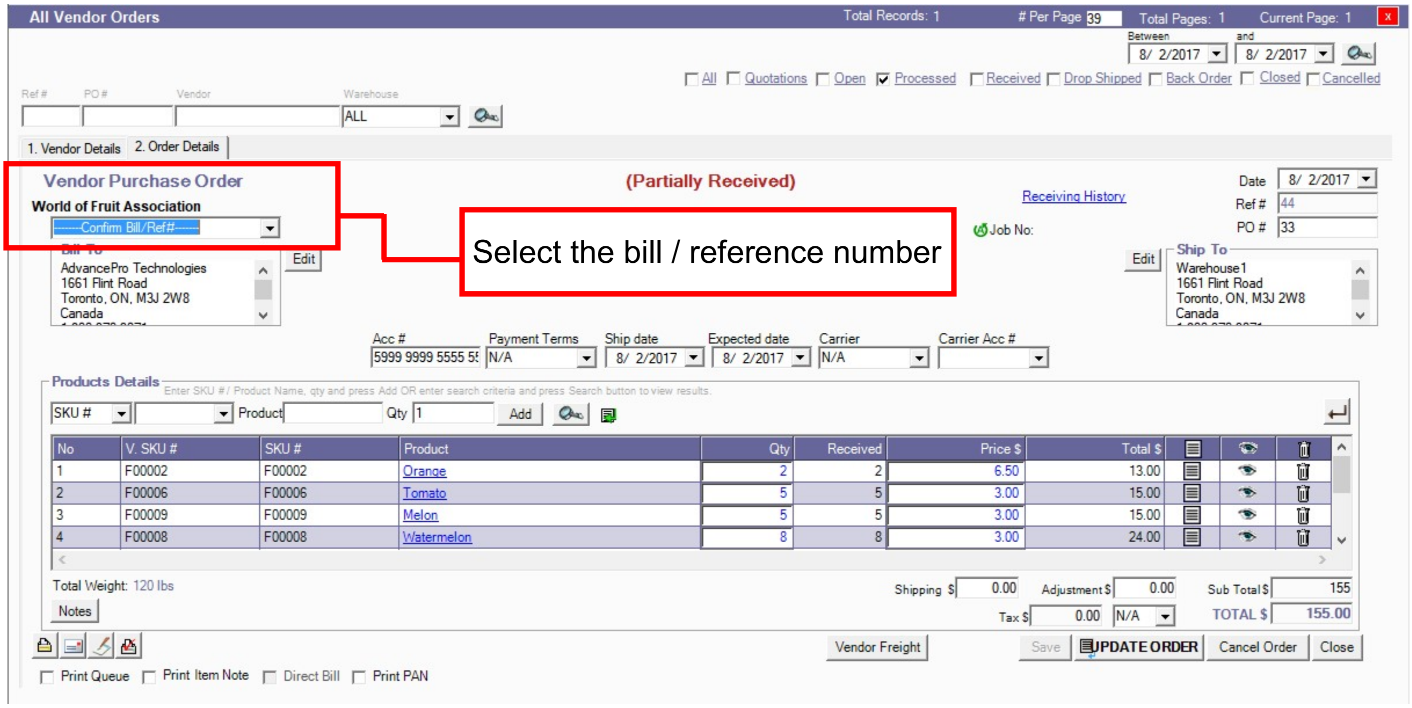
Partially received orders are indicated by this  icon:

Full received orders are indicated by this icon: 

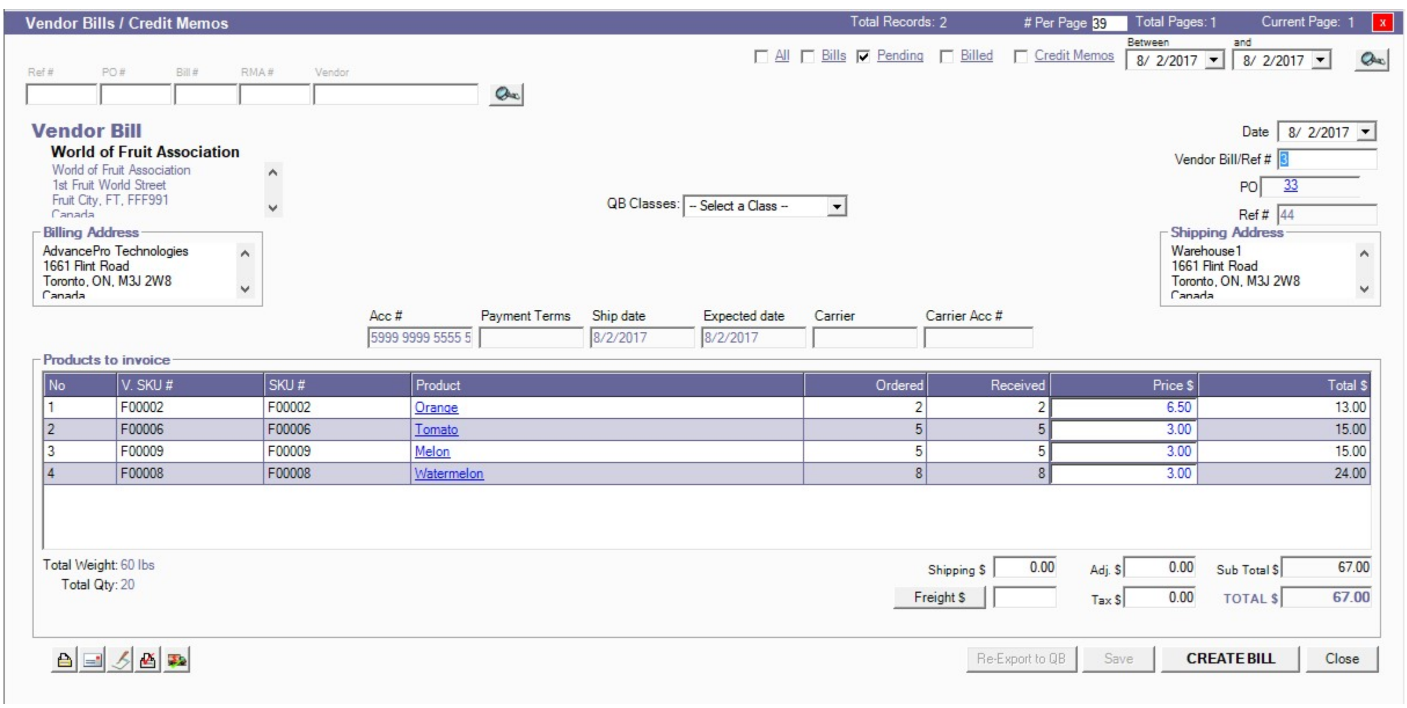


3. Open the vendor order by clicking the PO or reference number.

4. The Vendor Order form will open to the **Order Details tab**. In the top will see the **Related Bills hyperlink**. Click the link to open Vendor Bills/Credit Memos displaying only related Vendor Bills.



5. The vendor bill will open in a new window. Edit and create the bill as you would from the **All Vendor Bills/ Credit Memos**.



The bill will only be for the quantity received.

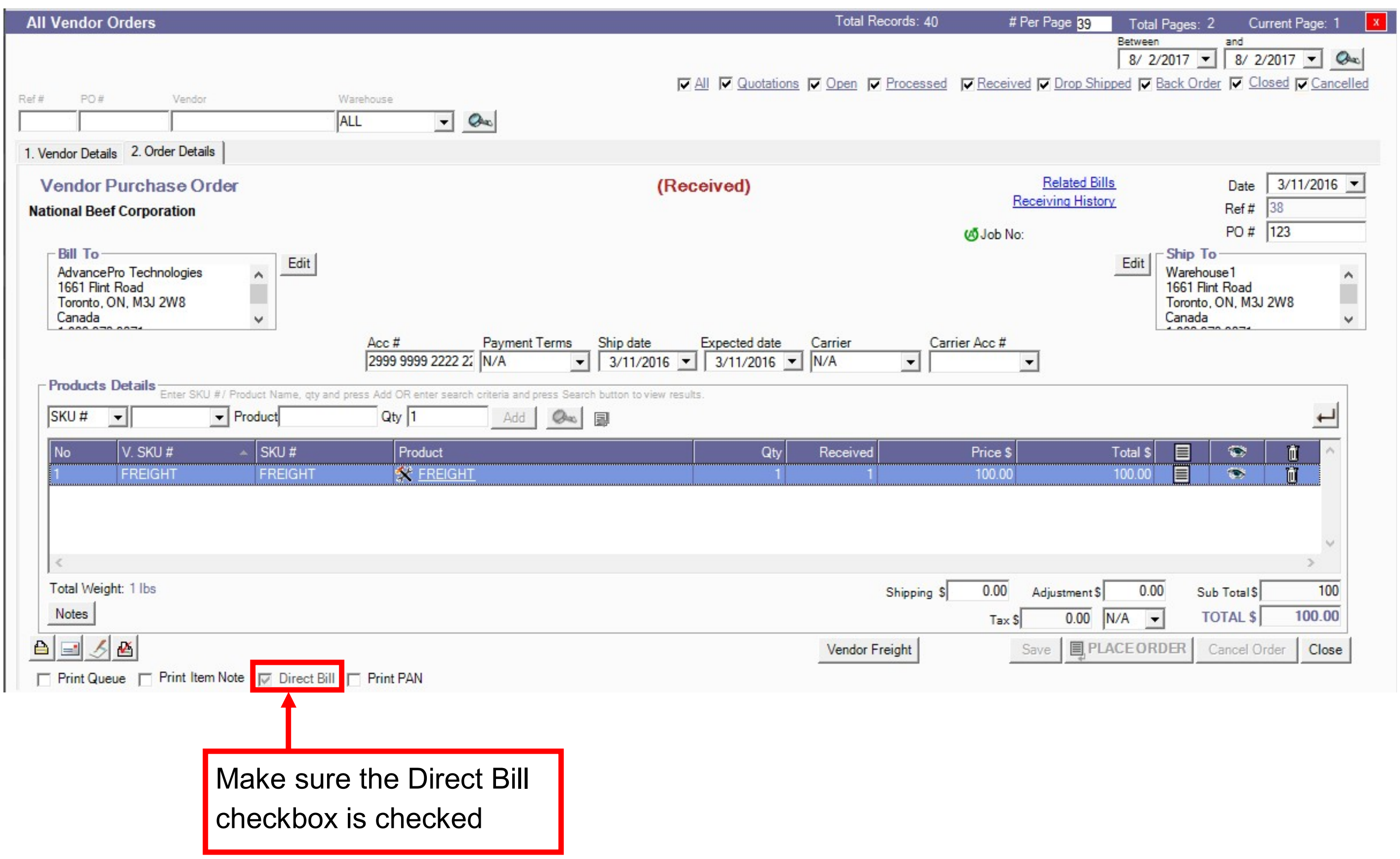
If the order was partially received, you can perform this process again after the remaining products are received to create a new bill for those products.

10.4.3 Creating Vendor Bills

For all Vendor Orders you can create a Direct Bill. This feature will skip the “Receive” from the warehouse.

You cannot, however, perform this process for drop-shipped and confirmed orders. Use the process for bills listed under 7.3.1 for drop-shipped and confirmed orders

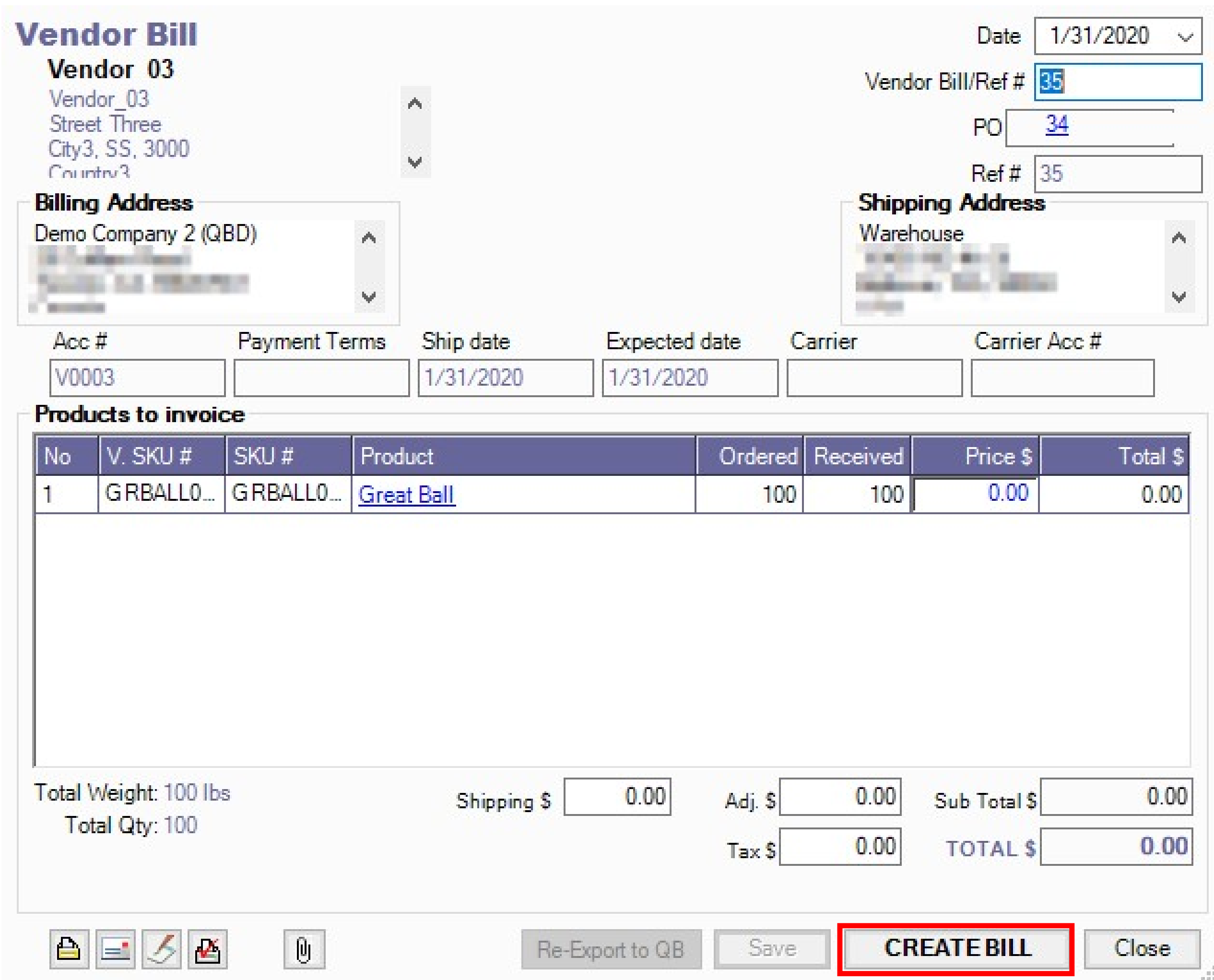
1. Go to the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:
   - Under the **Vendors** drop-down list, click **View All Vendor Orders.**
   - Click **CTRL + SHIFT + V** on your keyboard.
   - Click **All Vendor Orders** in the sidebar.
2. The order must be in Open Status or you can place a new Order. Follow steps under chapter 7.2 to place a new Vendor Order
3. Open an existing “open” vendor order or add items to a new order
4. Check the box “Direct Bill” listed on the order
5. Click **Save**



Placing a VPO and creating a Direct Bill

6. Next click **Place Order**
7. **The Direct Bill** copy will automatically appear
8. Click **Create Bill**

NOTE: Direct Bills will automatically update stock of all inventory items on the order/bill.



11 Products

In this chapter, we will review setting up products, including:

11.1 Importing Products

You can import products information via QuickBooks® or Excel®, or indirectly via EDI or XML import of vendor and customer orders.

Since the QuickBooks and Excel import process applies to more than just products, those processes are covered in the previous chapter 4 – 5.

Importing customer or vendor orders via XML is covered in the later chapters 32. Learn more about importing vendor orders by EDI on chapter 21

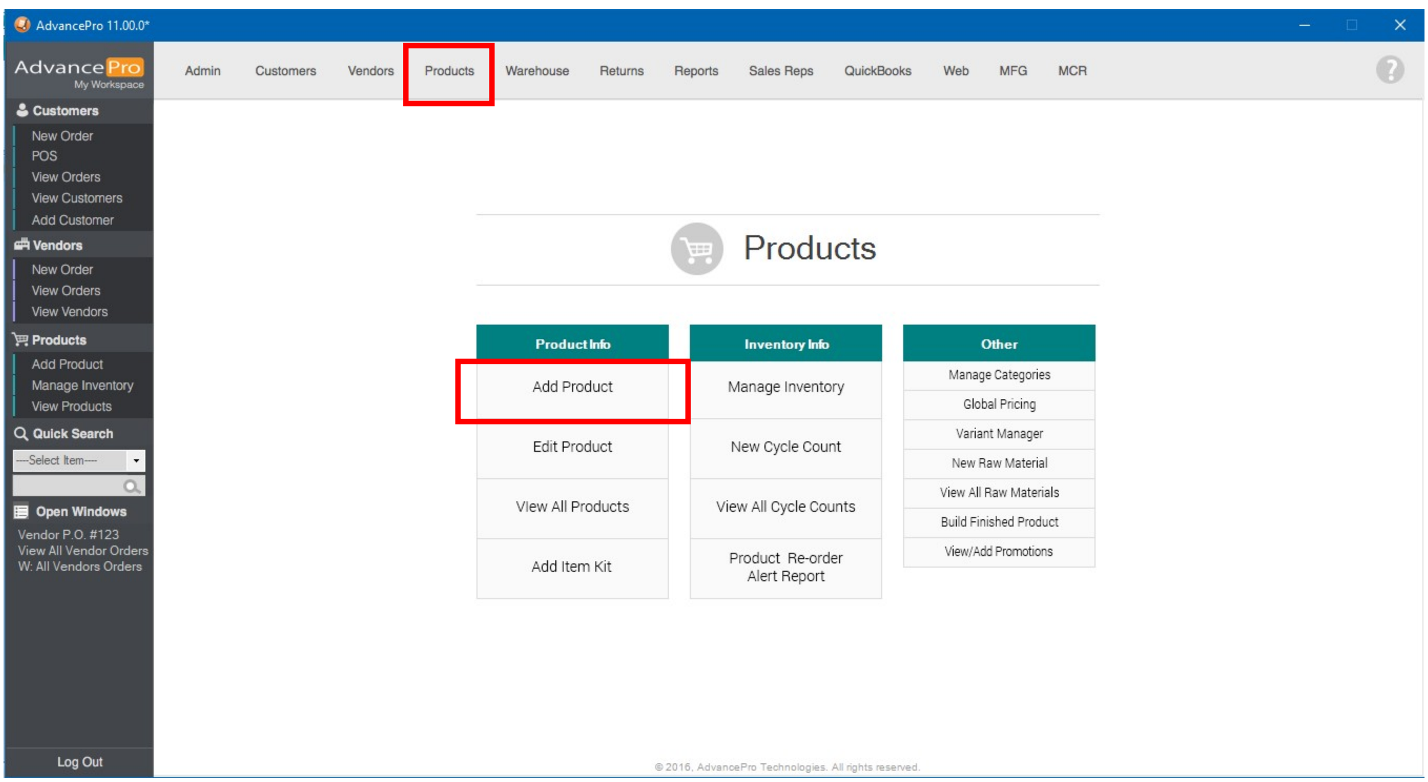
This chapter will cover adding products manually.

11.2 Creating New Products Manually

Mandatory Fields

- Product Name
- Internal SKU#

1. Click **Product** and then **Add Product**.

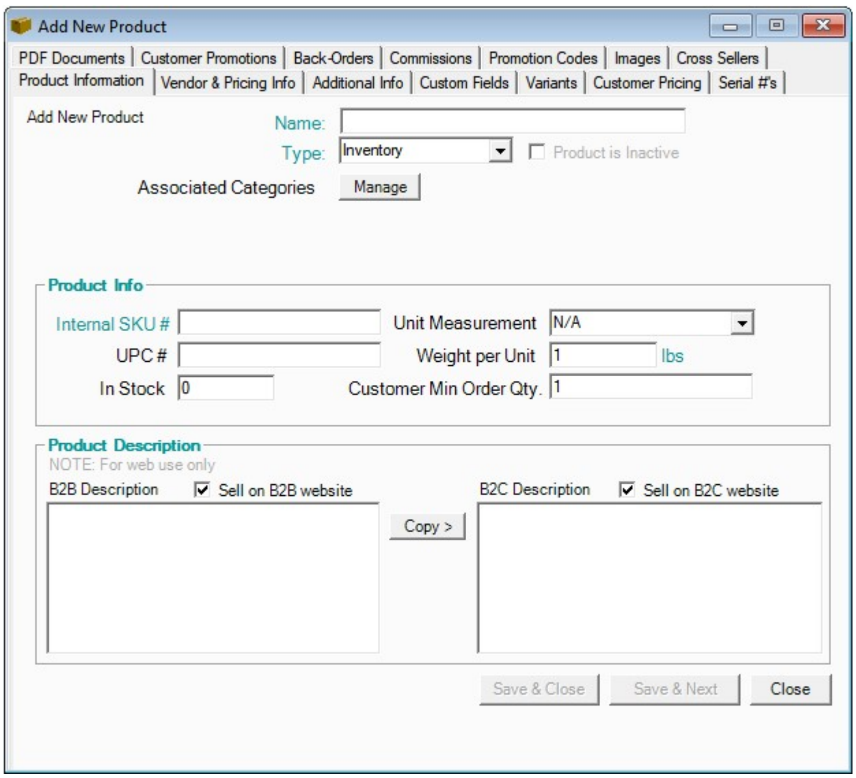


Alternately, you can:

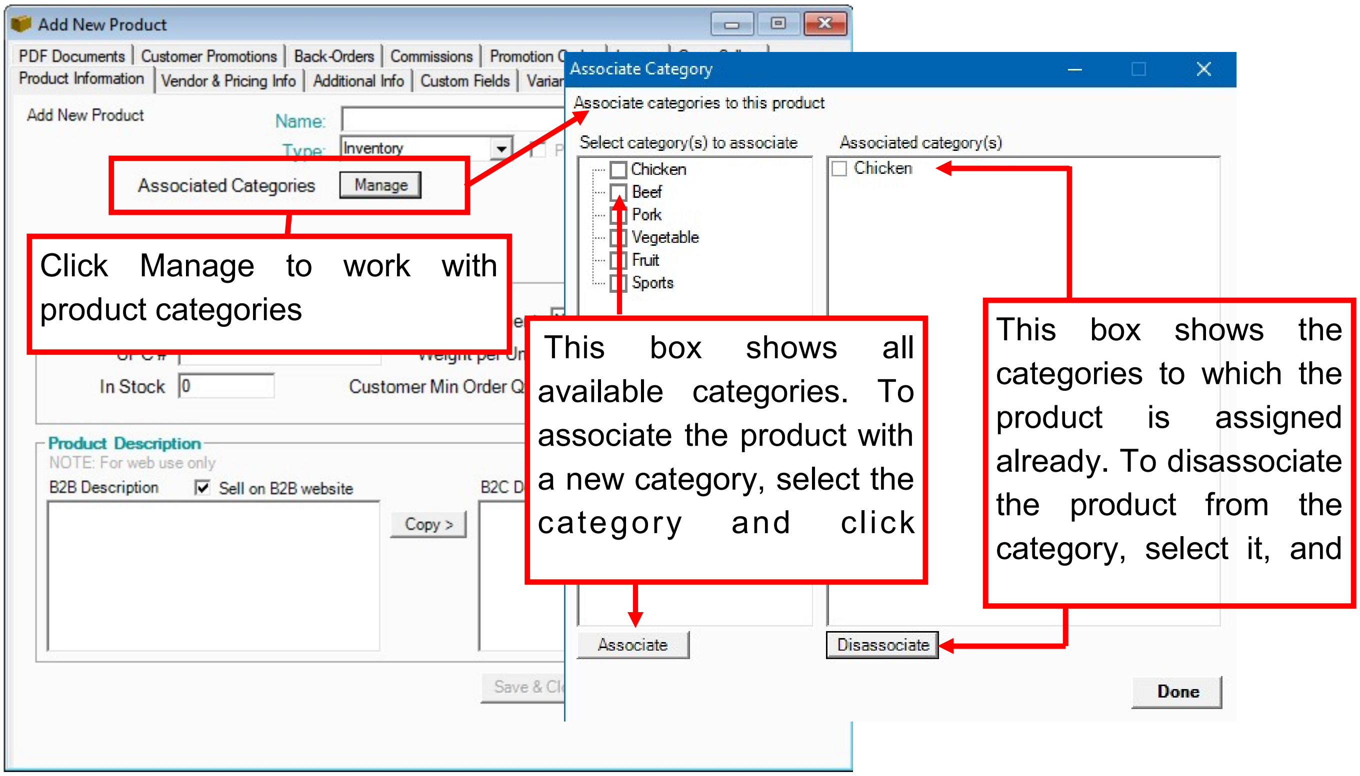
- Click **Add New Product** in the left sidebar menu
- Use the **Products** drop-down at the top of the screen, or
- Click **CTRL + ALT + I + N** on your keyboard.

2. The **Add New Product** window will open. Enter the product name.
3. Assign the product an **internal SKU**.
4. **Product Name** and **Internal SKU** are the only mandatory fields. After entering these, you can click **Save & Close** if desired.

We will review the rest of the form, but you do not need to enter any more information.

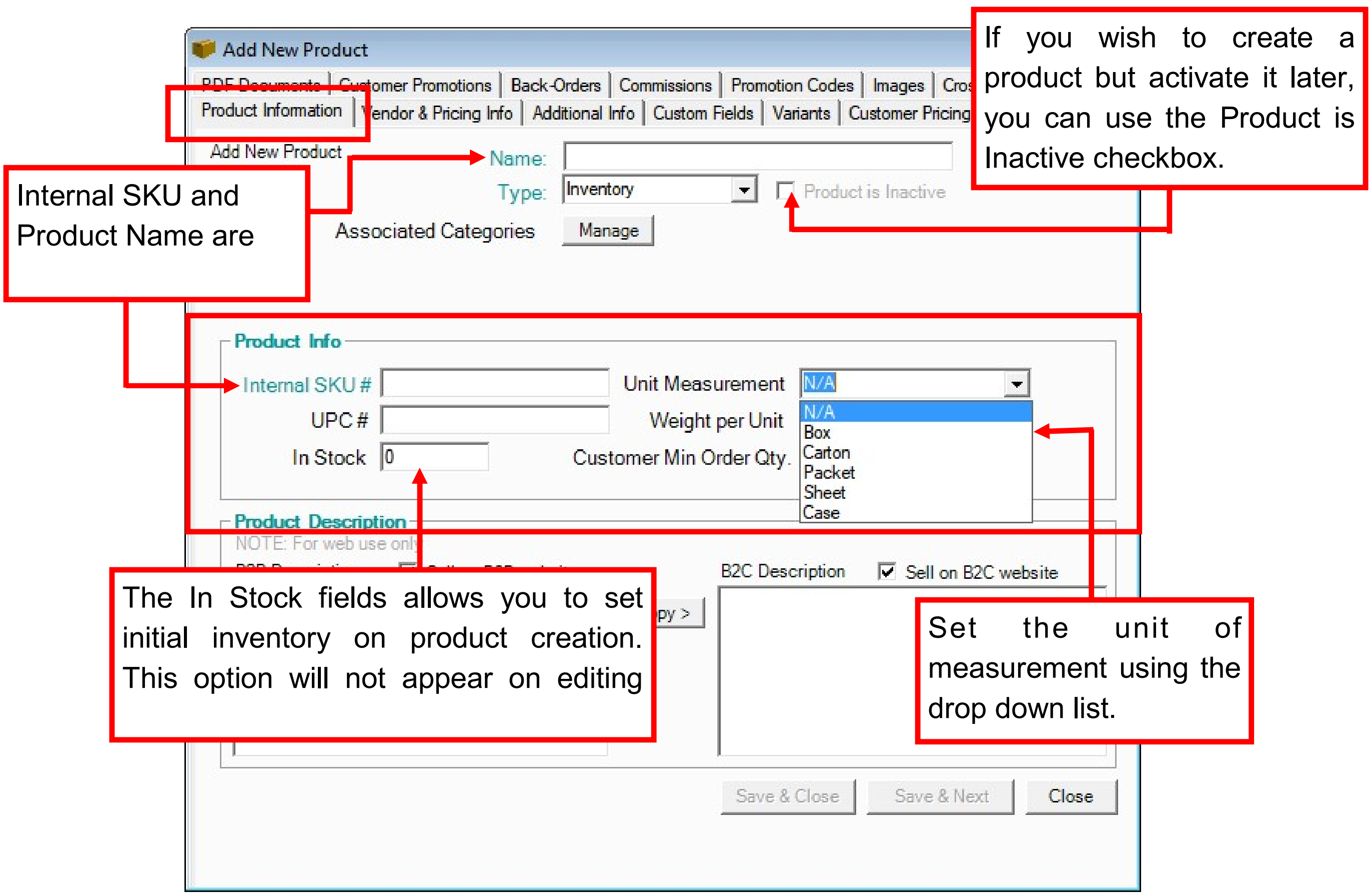


5. You can associate the product to a category by clicking the **Manage** button. You must have the category created first. You can associate the product to more than one category. To learn more about categories, please see part 8.1.3



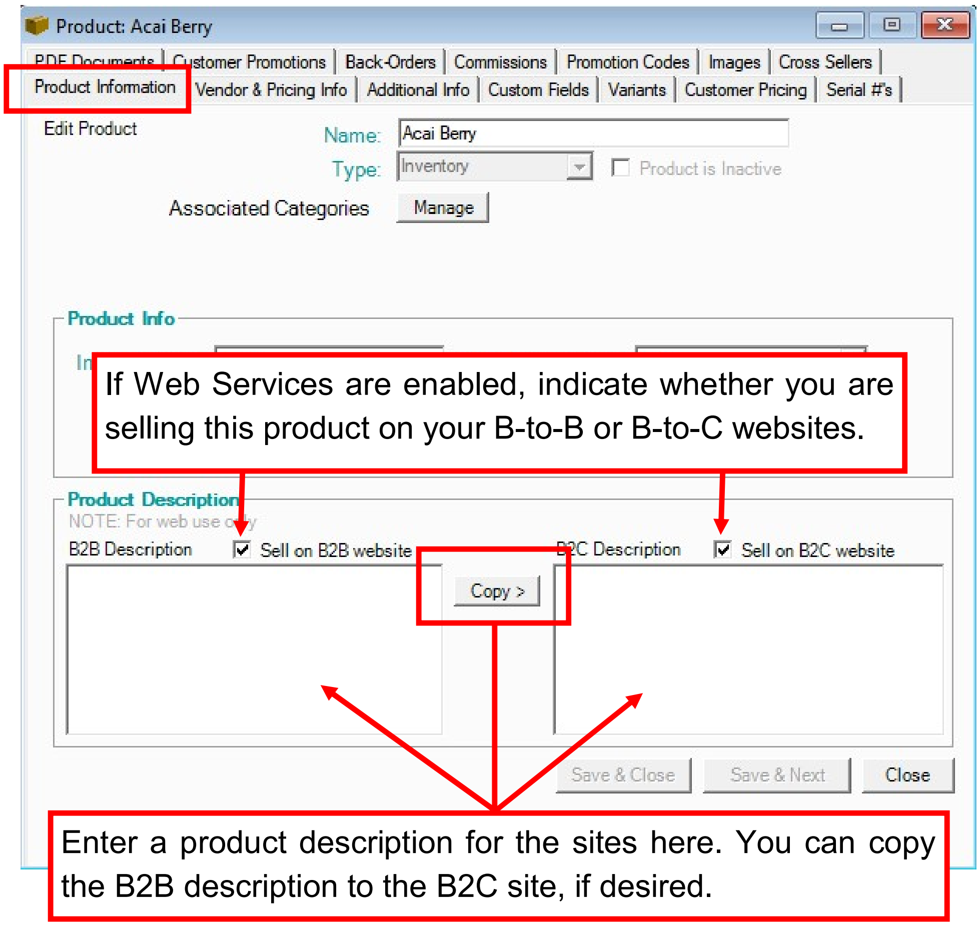
6. When done with the categories, click **Done** in the **Associate Category** dialog.

7. Enter any other information as necessary, including:
    - UPC #
    - Set the appropriate unit of measure in which you will sell or buy the product.
    - Weight per unit
    - The customer minimum order quantity
    - The initial stock quantity: Note that this option is only available on creating the product. Once it is saved, you can set quantities by clicking **Manage Inventory**. See chapter 8.2 for more information on managing inventory.



8. If you wish to create a product but activate it later, or if you wish to temporarily make a product unavailable, click the **Product is Inactive** checkbox.

9. Use the checkboxes at the bottom of this tab to indicate whether you are selling this product on your B2B or B2C website. Web Services must be enabled.
10. If you are, you may want to create a description for the product in the bottom boxes. You can copy the description from one to the other if necessary.

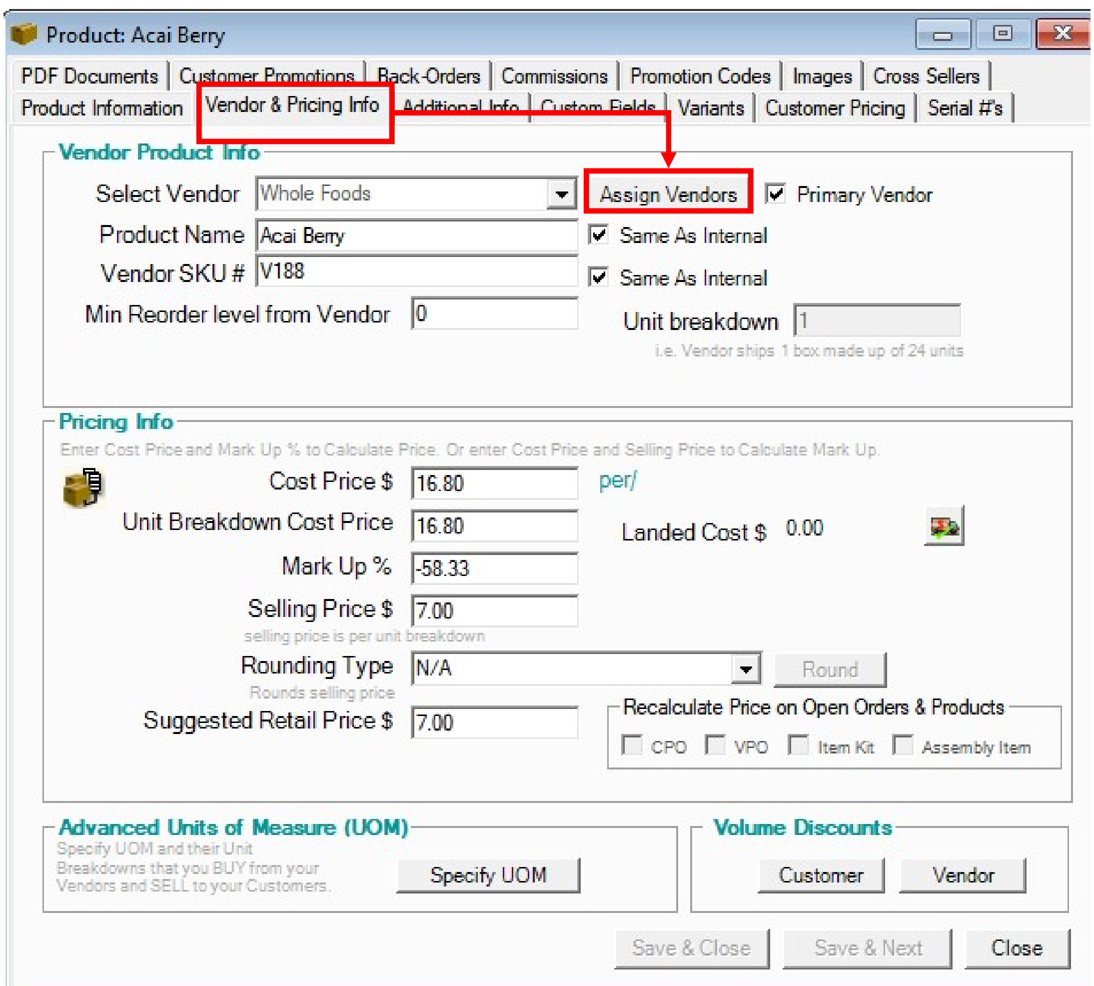


11. Click **Save & Close** or **Save & Next**.

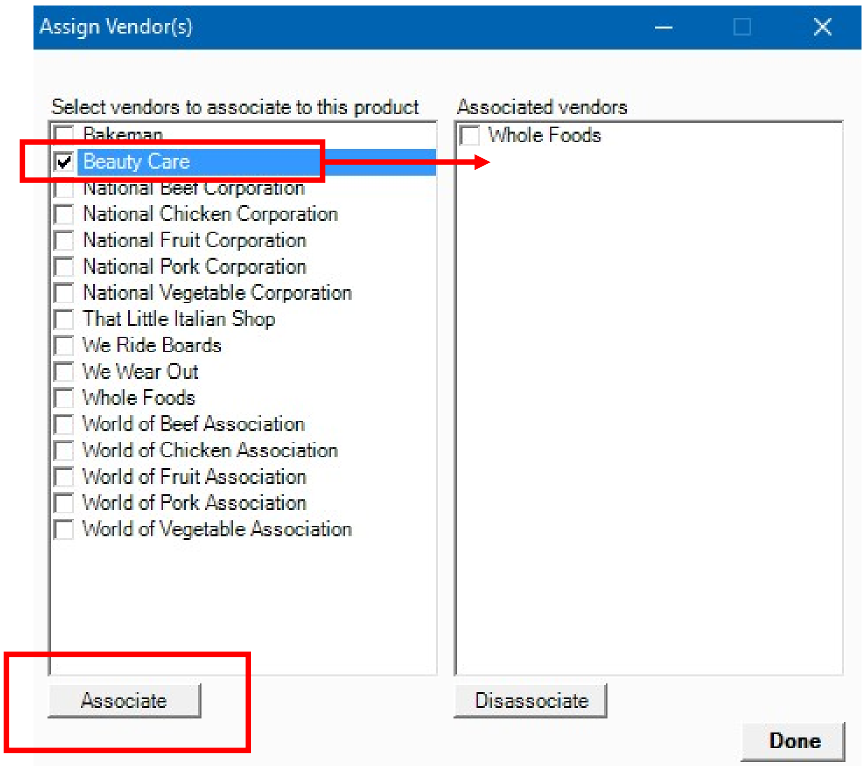
Assigning Vendors to Products and Determining Product Prices

> ⚠ If you are creating a product, this process comes after you click Save & Next on the first Add New Product tab.
>
> If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

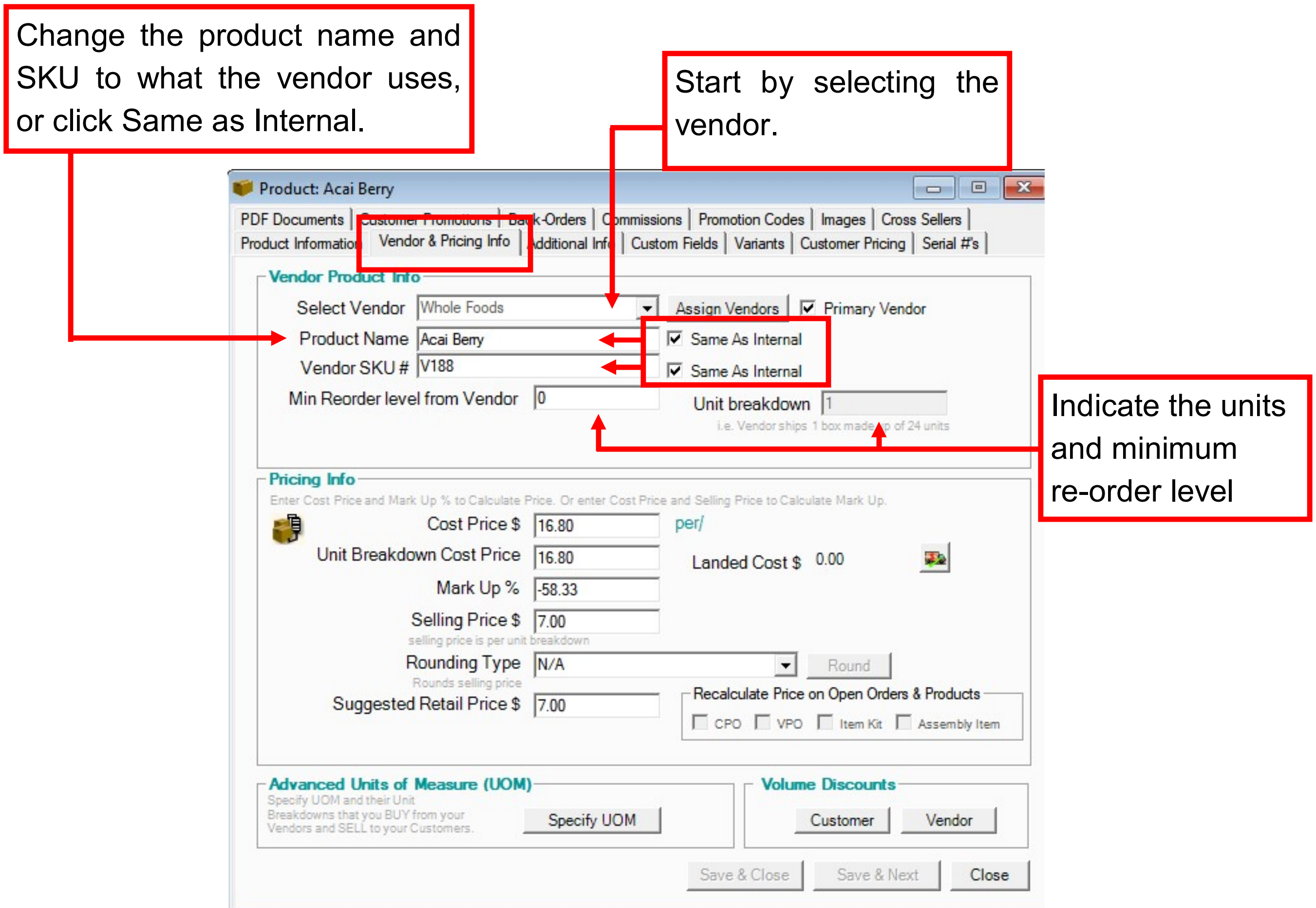
12. The **Product** form will open. Click the **Vendor & Pricing Info** tab.



13. Click **Assign Vendor.**
14. The **Assign Vendor** dialog will open. The list of all possible vendors will appear on the left, and on the right are the vendors associated with the product. Select the appropriate vendor(s) and click **Associate.** You can associate as many vendors as necessary.



15. When the vendors are associated, they will appear in the **Select Vendor** drop-down list. Now you can customize the product so that ordering it from each vendor will be easy. Start by selecting the vendor to customize first. (You can perform the next few edits for each vendor.)
16. Enter the vendor's product name and SKU, if they are different than yours. If they are the same as yours, simply click **Same as Internal**.
17. Enter the **minimum re-order level**. A warning will appear if you order fewer than these units when making a vendor order.



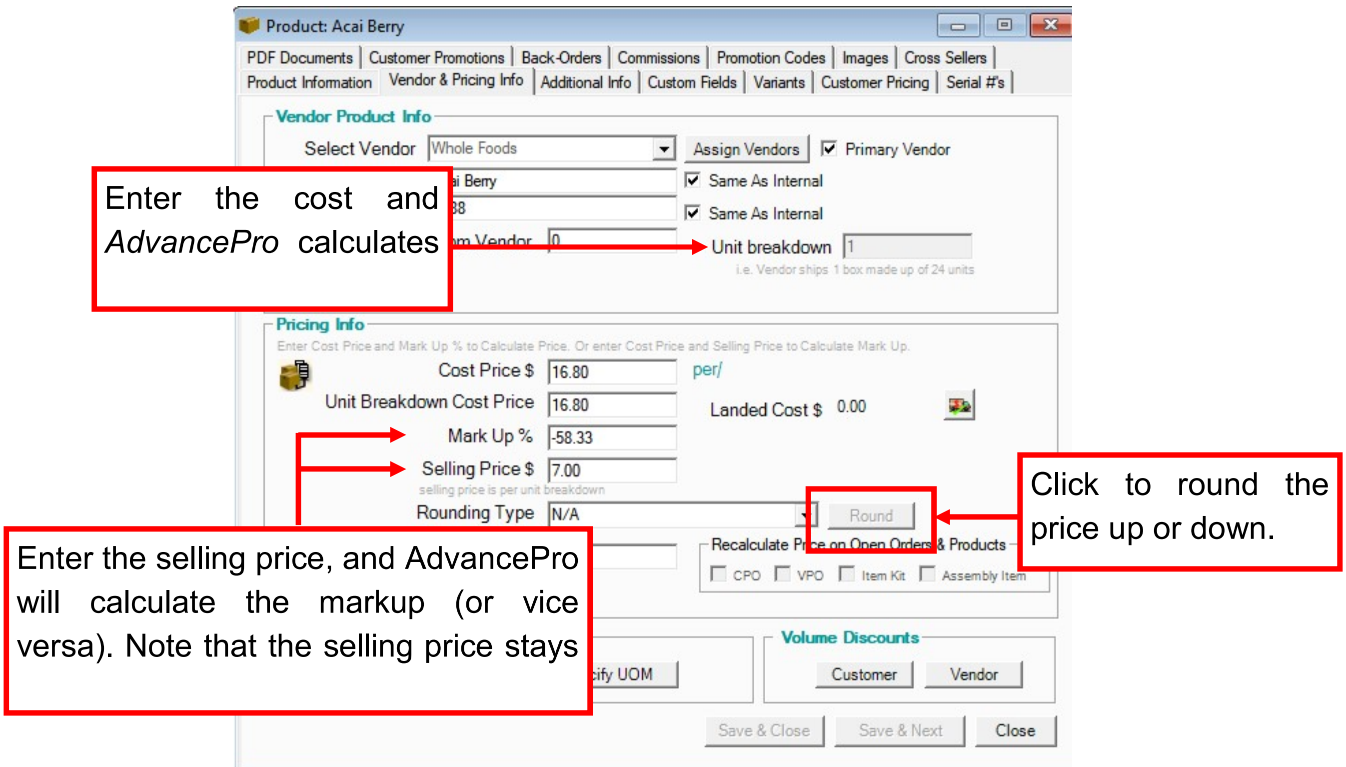
18. Enter the **Unit breakdown**. For example, if the vendor sells the product in boxes of 24, but you sell them singly, enter 1.

19. You can now specify the **Cost Price** for this vendor. *AdvancePro* will then calculate the **Unit Breakdown Cost Price**, based on the unit breakdown you entered above.

20. Enter your markup, and *AdvancePro* will calculate your selling price, or vice versa.

> ⚠ **Note that the selling price stays the same for all vendors.** This means that you will have a different markup for another vendor that has this product at a different cost.

21. You can click Round Price to round your price up or down. You can round it to the nearest 9. i.e.: 1.01 to .99; 1.15 to 1.19 (to 2 decimal points)



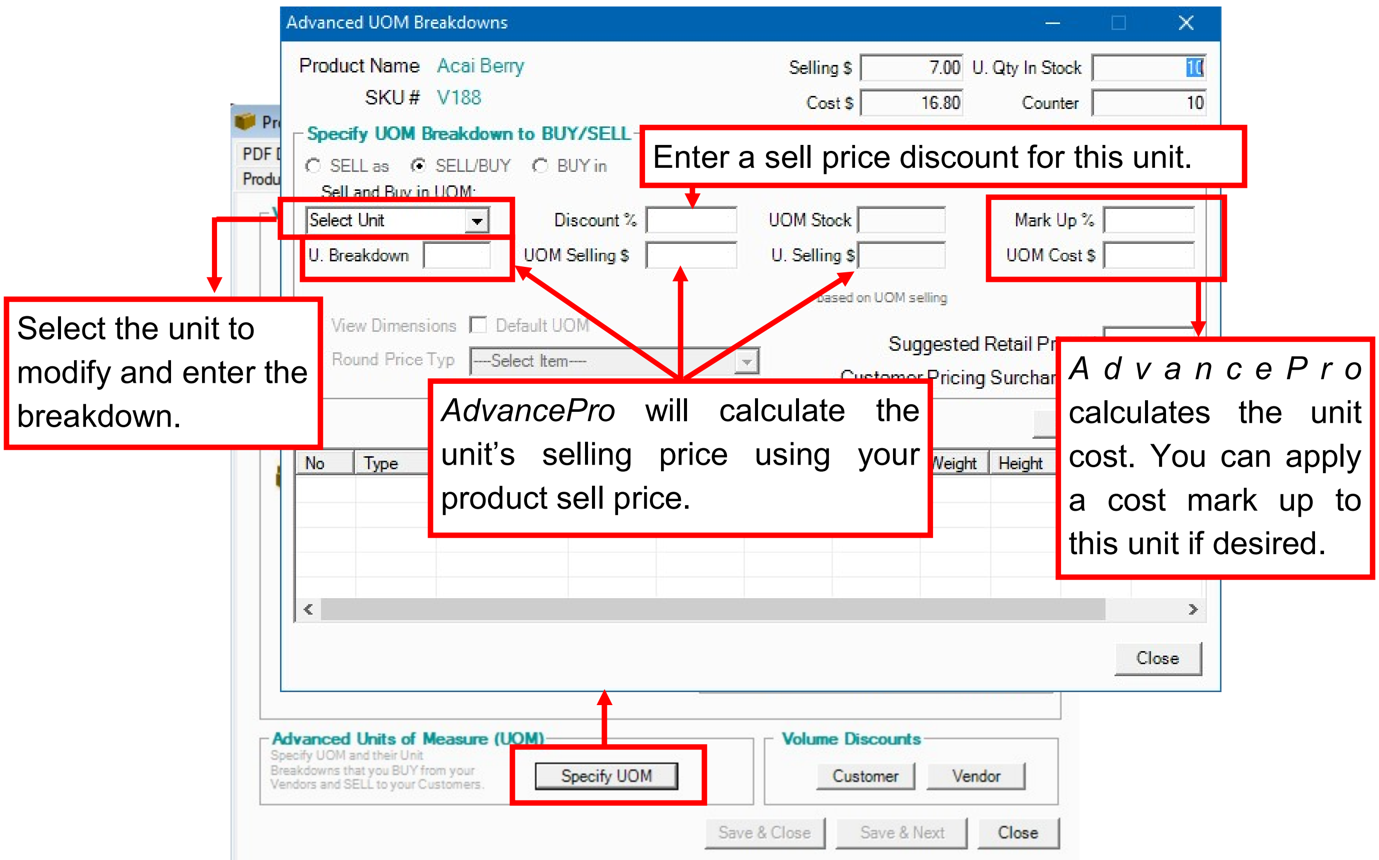
Setting Product Commission and Advanced Units of Measure

⚠ If you are creating a product, simply continue this process in the **Vendor & Pricing Info** tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.) Then click the **Vendor & Pricing Info** tab.

22. Set the commission on this product in the **Commission %** field (Advanced EDI Sales Rep. Module required).
23. Advanced units of measure can apply to your selling or buying quantities, or both. If you can sell and/or buy in multiple units, for example in boxes, crates, and packets, then use the Advanced Units of Measure form.
24. To set advanced units of measure, set the **Unit Breakdown** to 1. Then click the **Specify UOM** button under Advanced Units of Measure at the bottom of the Vendor & Pricing Info tab.

25. Next, select the unit to define. If you do not see the appropriate unit name, you can create advanced units of measure in the **Admin Switchboard > Units**.
26. Then enter the corresponding unit breakdown. For example, if there are 100 dresses in a "packet", enter 100.
27. *AdvancePro* will use your selling price to calculate this unit of measure's selling price. You can now enter a **discount on the sell price**. The UOM Selling $ and unit selling price will be updated automatically.

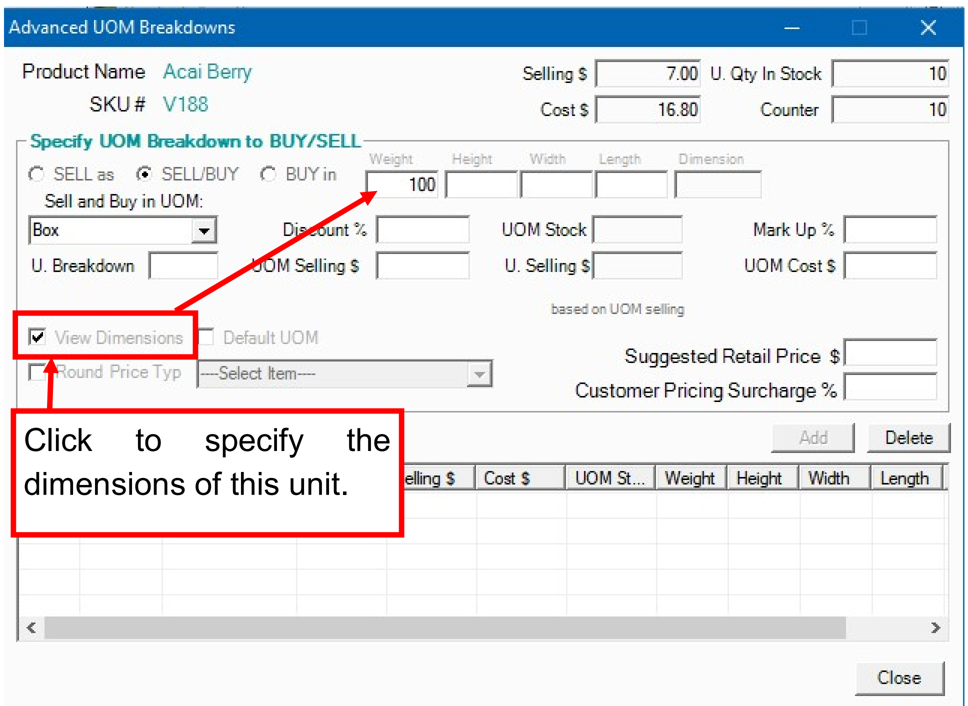
    AdvancePro will also calculate the cost of this unit. You can enter a **markup in the cost price** for this unit. (To enter a discount on the cost, you can enter a negative percentage in the Mark Up % field.)



AdvancePro will calculate the cost of this unit of measure taking into account the unit breakdown and any markup.

28. For this advanced unit of measure, you can:

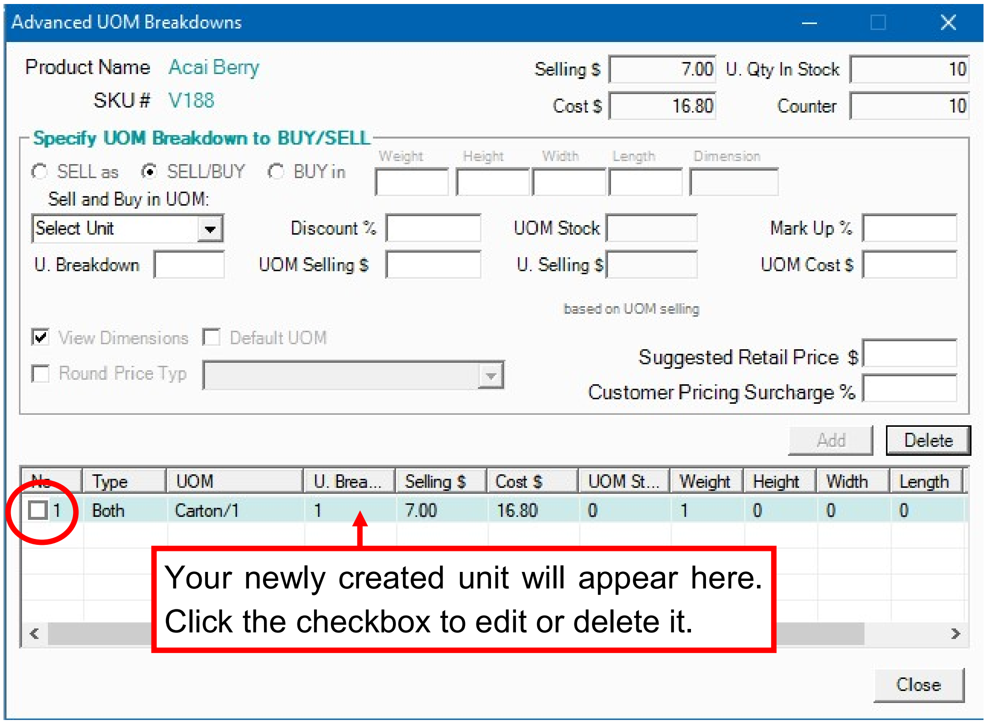
- **Specify the dimensions**. Click **View Dimensions** to see the fields, and you can specify the height, width, and length of this unit. *AdvancePro* will calculate the weight and the final dimensions.
- **Mark this unit as the default unit.** When adding this product to a customer order, this will be selected by default.
- **Round the unit price** to the nearest 9
- **Make this unit a catch weight unit**.



29. You can enter a surcharge percentage for customers if desired.

30. Click **Add**. Your unit will appear in the list below. *AdvancePro* will calculate the suggested retail price.

⚠ **To edit or delete any advanced units**, as with most other forms in *AdvancePro*, select the unit using the checkbox and make your edits. Click **Update** or **Delete** when done.

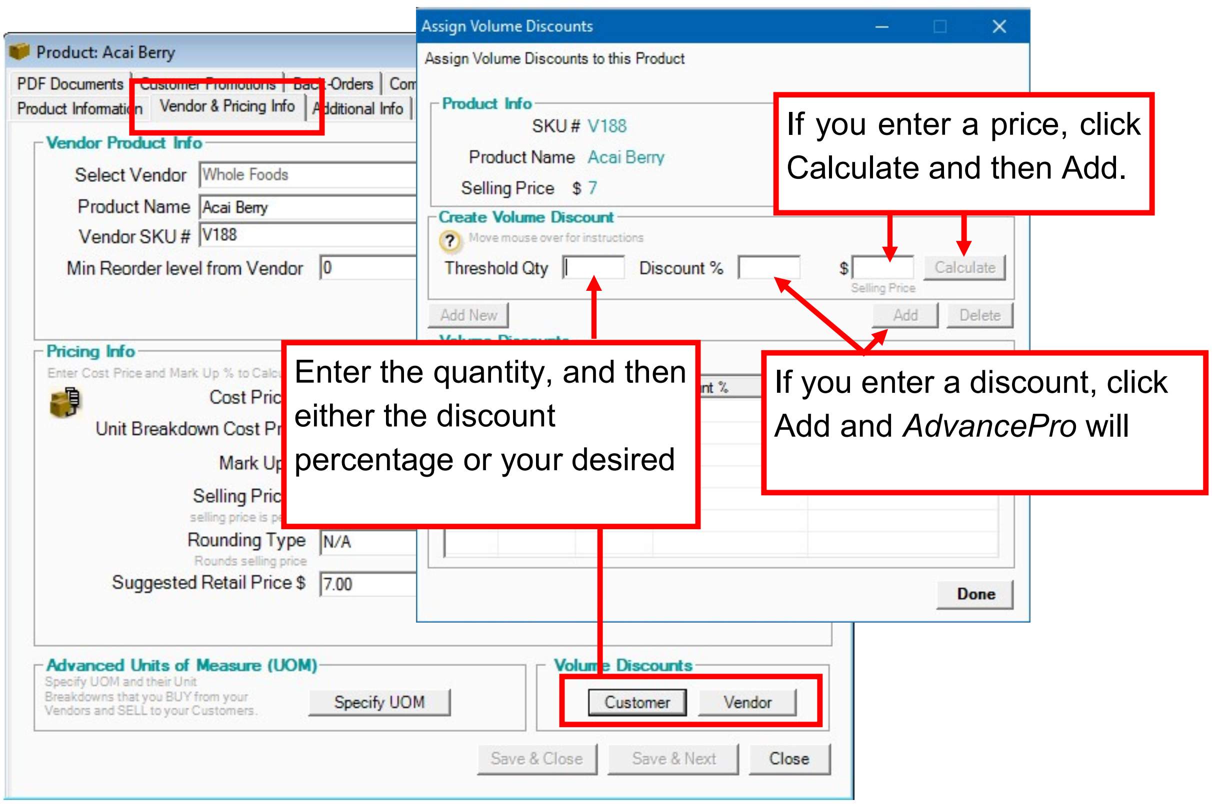


31. Click **Close** when you are finished with the advanced units.

Setting Product Volume Discounts

> ⚠ If you are creating a product, simply continue this process in the Vendor & Pricing Info tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click View All Products and then the edit icon.) Then click the **Vendor & Pricing Info** tab.

32. Back in the **Product > Vendor & Pricing Info** tab, you can specify volume discounts for this product, whether it's for customer or vendor orders. Click the appropriate button under **Volume Discounts**.
33. Enter the threshold, and one of these options:
    - The discount and then click **Add**. *AdvancePro* will calculate the price. OR
    - The price and then click **Calculate** and then **Add**. *AdvancePro* will calculate the discount.



34. You can repeat step 33 for as many volume discounts as you like. Click **Done**.

> ⚠ **To edit or delete any volume discounts**, as with most other forms in *AdvancePro*, select the

35. Click **Save & Next** to move on to the next tab, or **Save & Close** if you are done editing or creating this product.

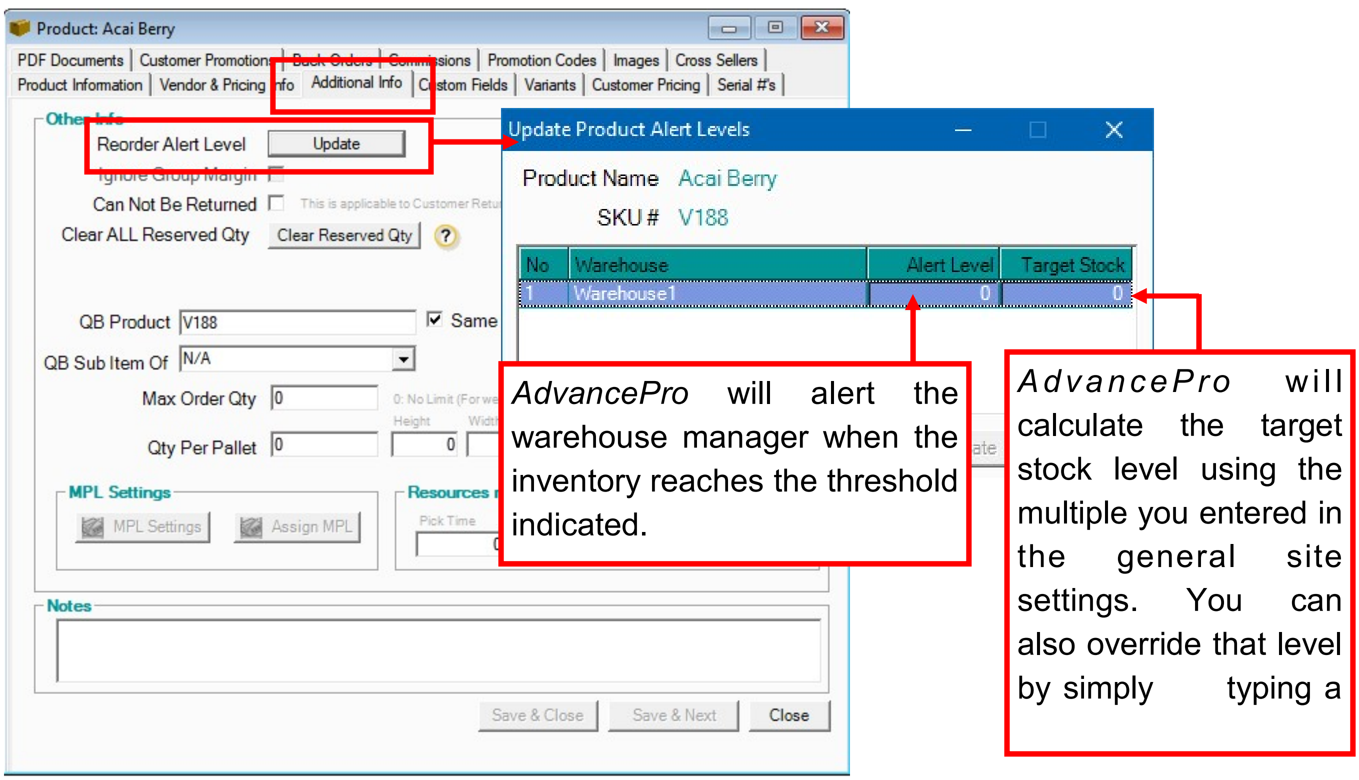
> ⚠ **Please note that if you are editing an existing product, you may be required to enter a reason for your price changes (Advanced EDI Sales Rep. Module required).**

Setting Product Alert and Target Stock Levels

> ⚠ If you are creating a product, this process comes after you click Save & Next on the first Vendor and Pricing Info tab.
>
> If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

36. From the **Product > Additional Info tab**, click **Update Product Alert Levels**.
37. The **Update Product Alert Level dialog** will open. Enter the **alert level**. When your inventory hits this level, the warehouse manager and administrators will receive a warning in their Workspaces.
38. *AdvancePro* will automatically calculate the **target stock level** if you have set a target stock level multiple on the Admin Switchboard > Site Settings > General Settings tab.

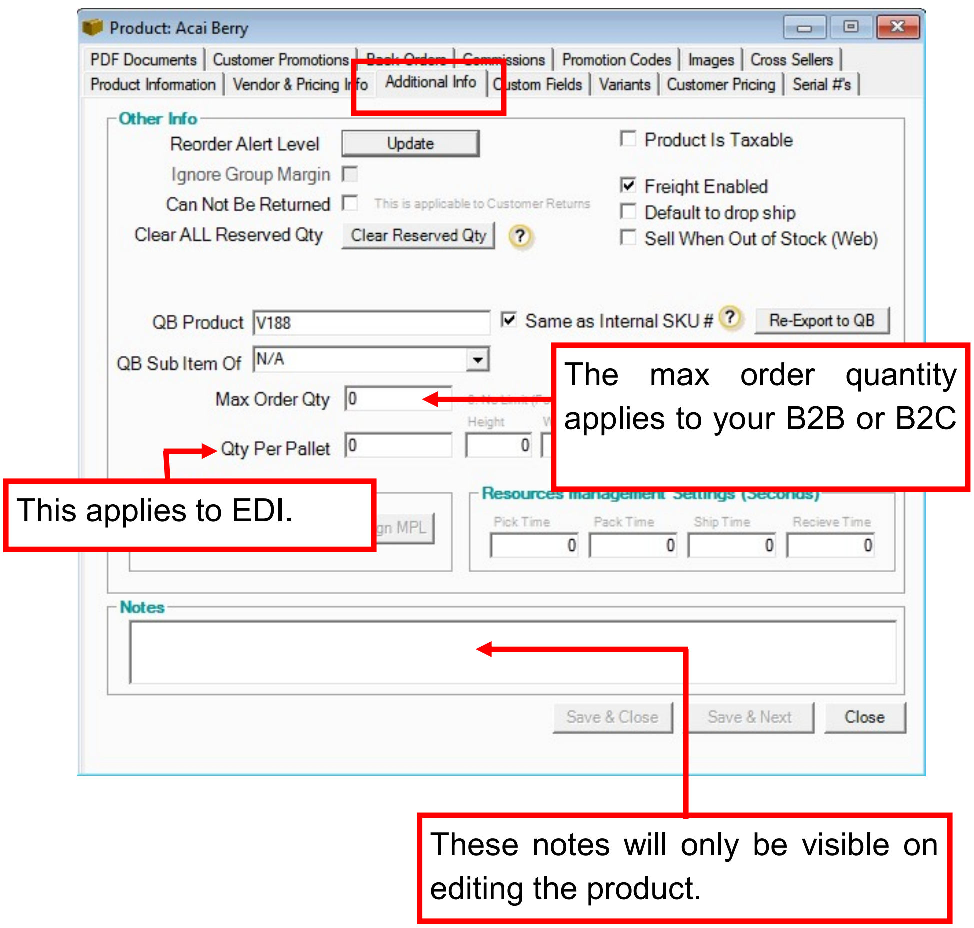
    AdvancePro will multiply your alert level by the multiple to set the target stock level, and use this value as a suggestion on the vendor product orders.



If you have not set a target stock level multiple, you can manually enter one here. You can also override *AdvancePro's* calculation.

Click **Update**, and then **Close** when done.

39. You can update other product characteristics, such as:
    - Whether the product is taxable. Click the checkmark to indicate the product is taxable.
    - Whether this is a **catch weight item**. (if you buy and sell in cases but price in the weight)
    - Whether the **product can be returned**
    - Whether the product is **a non-inventory product**
    - If this **product's name in QuickBooks®** is the internal SKU, you can indicate it using the checkbox, or enter the QuickBooks name for the product. We do not recommend you change the name of the product.
    - If you had an error for this product on export to QuickBooks, you can **re-export the product to QB** alone using the button.
    - You can **clear reserved inventory** using the button on this tab. We do not recommend this option as you may oversell your inventory.
    - If you need to clear only reserved inventory associated with one order, we recommend you send the order back to the "Open Order" stage, thus clearing those items from the reserved list.

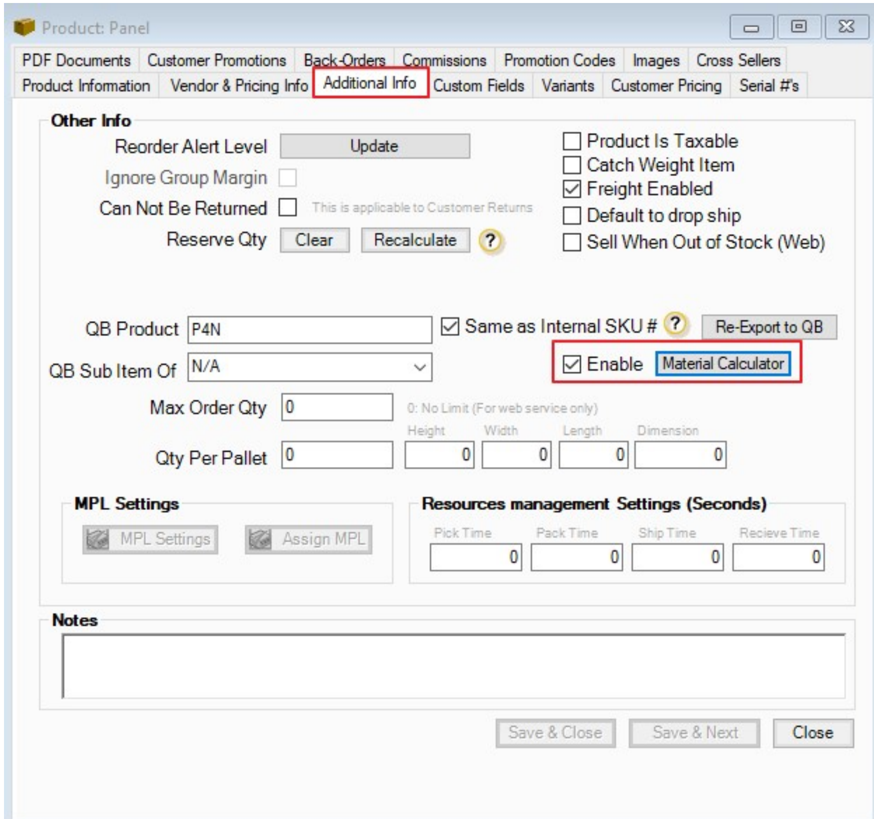


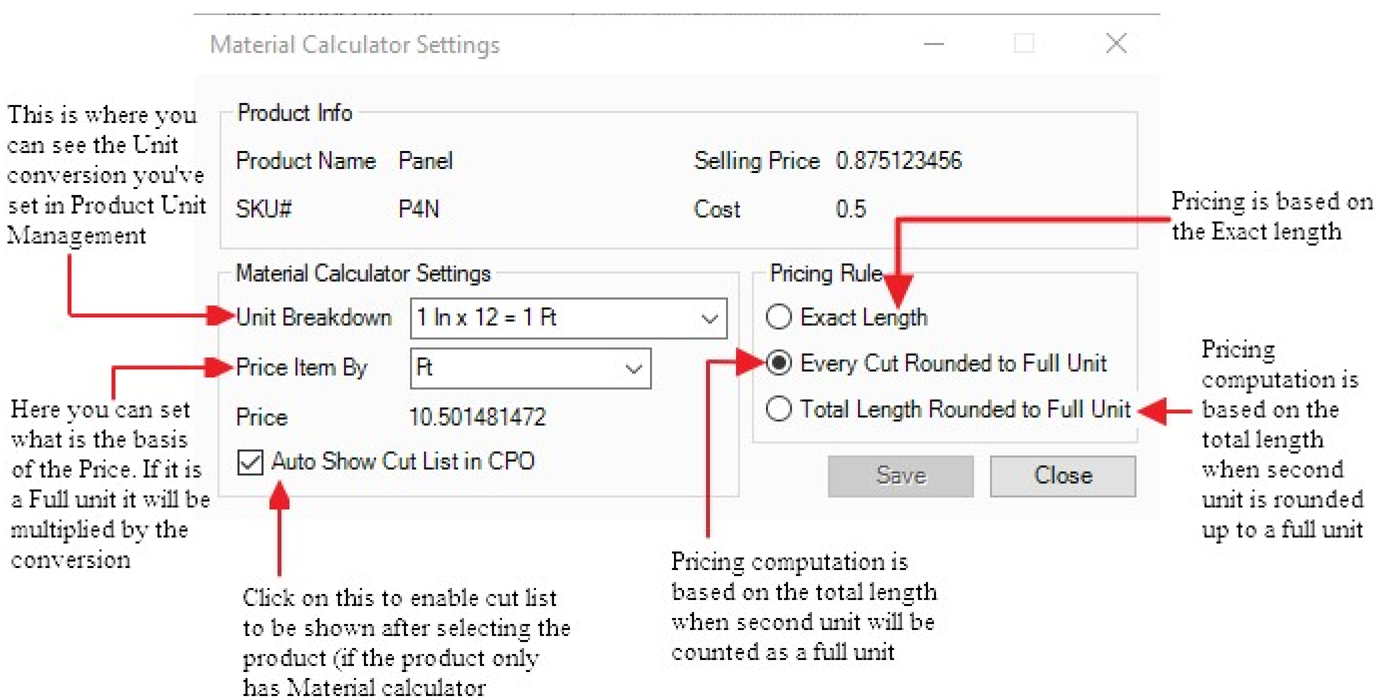
- You can set the **maximum order quantity for Web Services**, and the **quantity per pallet for EDI**.
- Lastly, you can enter internal notes on this product on the Additional Info tab. These can only be viewed while editing the product.

40. Click **Save & Next** or **Save & Close**.

Material Calculator

41. At the **Product > Additional Info tab**, click on Enable checkbox and Material Calculator to view the **Material Calculator Settings**. Here you can set up Cut list Unit Breakdown, Pricing settings & an option that will show the Cut list in the CPO



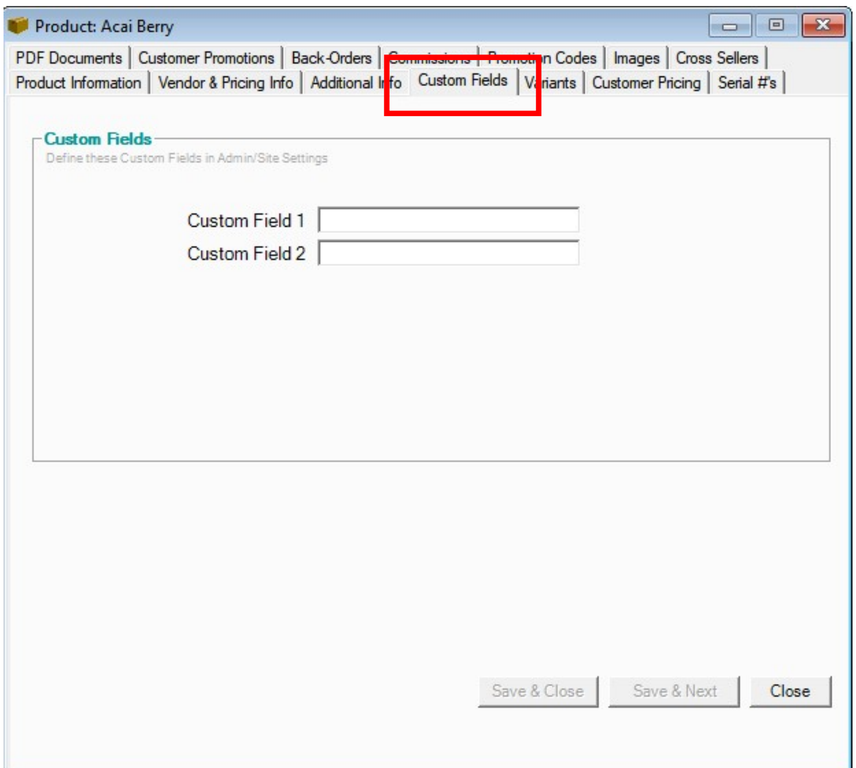


Entering Custom Fields for Products

⚠ If you are creating a product, this process comes after you click **Save & Next** on the **Additional Info tab**.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

43. At the **Product > Custom Fields tab**, you can fill in any custom fields that apply to products. You can have up to 6 custom fields for a product.



44. Click **Save & Close** or **Save & Next**.

Managing Product Variations

If you are creating a product, this process comes after you click Save & Next on the Custom Fields tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

Variants must be created before you can create product variations.

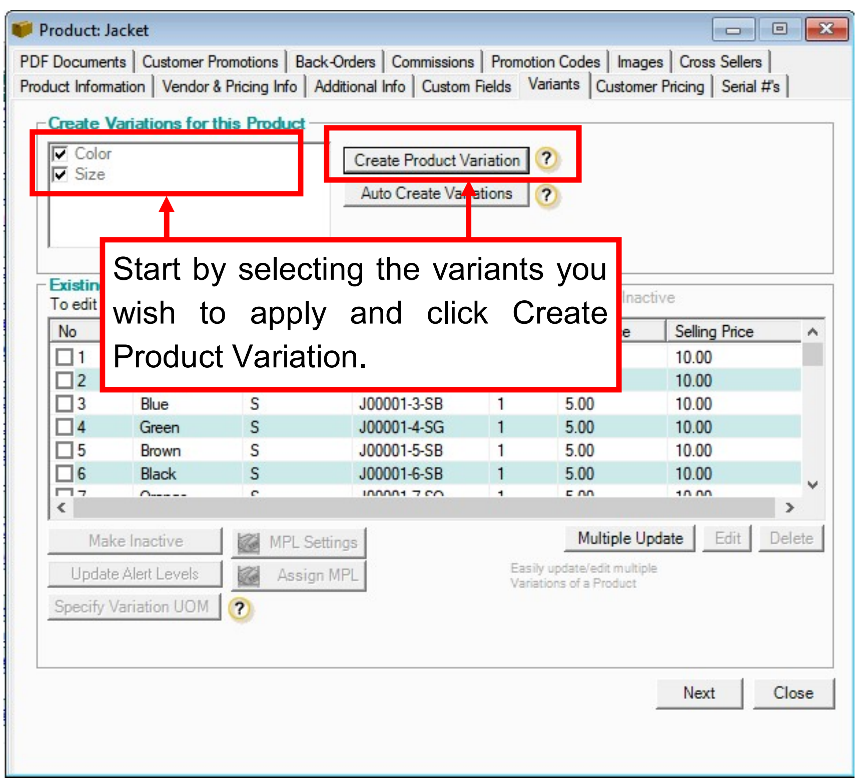
You cannot create product variations after a product has been placed in an order. It is

You can specify different options for the product, for example, colors or sizes. You have 2 options:

- To manually create the variants. If you only have a few variations, you can use this method.
- To have *AdvancePro* automatically create variations. This is a very quick way to create all the possibilities for a product. You can individually enable or disable variations after *AdvancePro* creates the total list, making this method very quick.

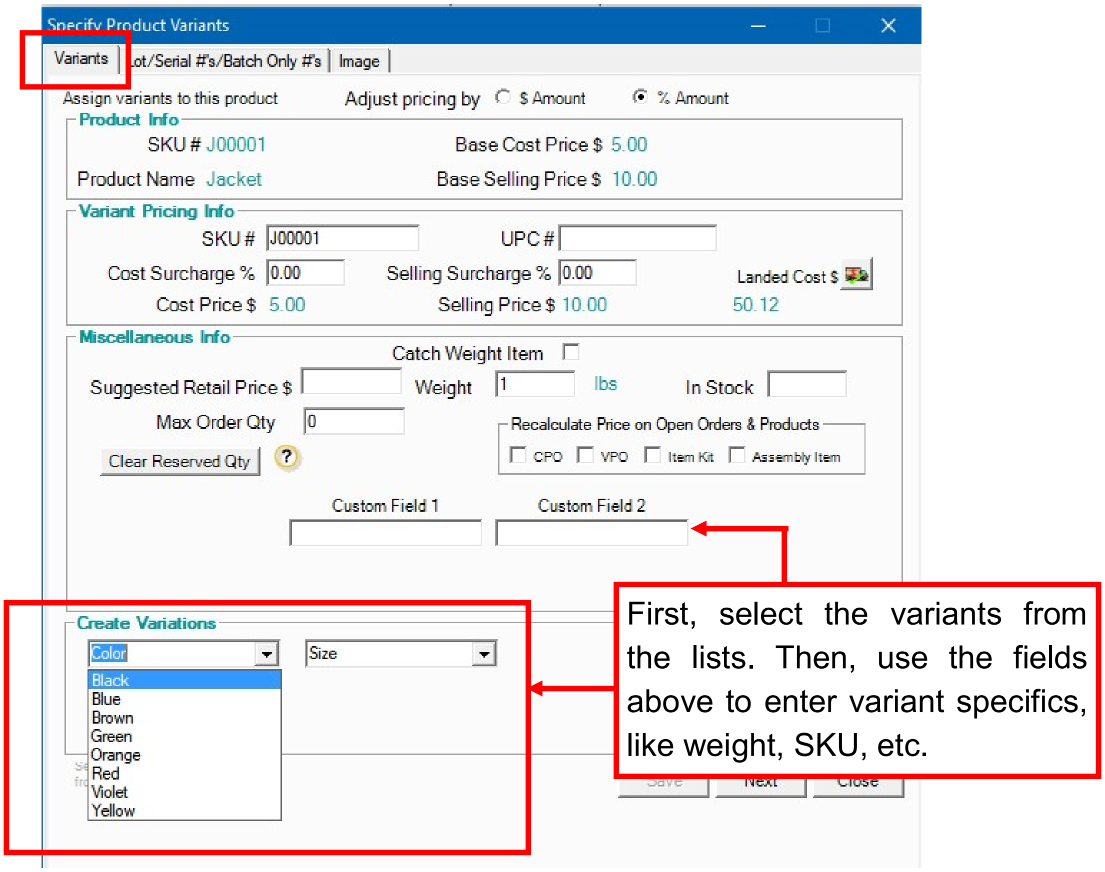
Manually Assigning Product Variants

45. At the **Product > Variants tab**, select the appropriate variant names from the list.



46. Click **Create Product Variation**.

47. The **Specify Product Variant** form opens. Select the variants from the drop-down lists at the bottom of the form.



48. Complete the relevant information for each variation of the product. For each variation, you can specify:

- Different SKU number
- Weight
- Price
- UPC #
- The stock inventory
- Any custom fields
- Suggested retail price
- The maximum order quantity for Web Services

You will not be able to enter lot /serial numbers or images yet.

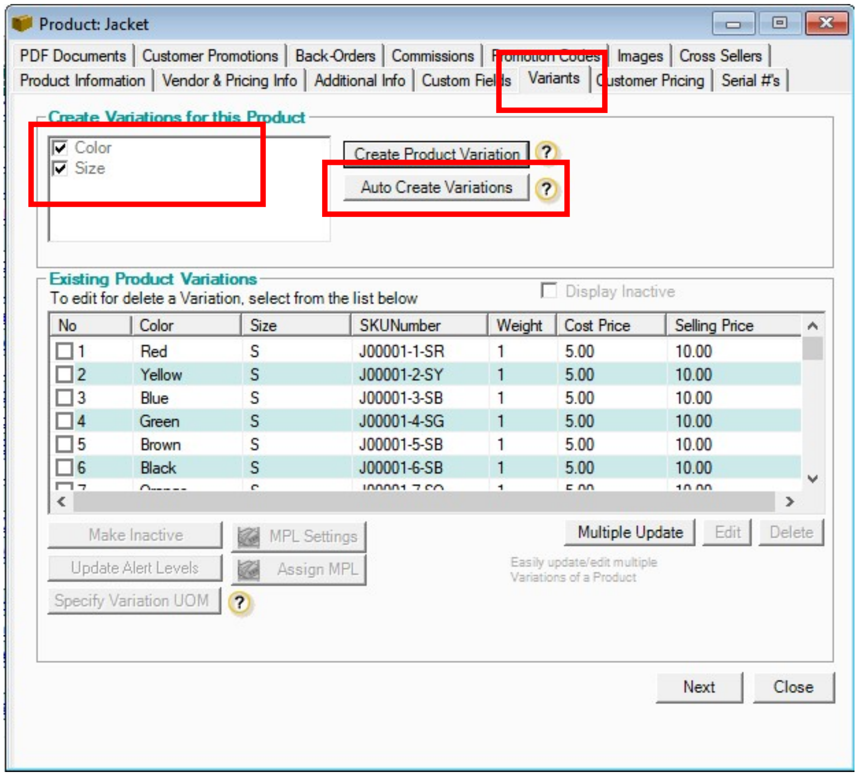
49. To enter another variant combination, click **Next**, and repeat the process.

50. Click **Save** when you're done to add the **Product Variations.**

Once you've saved the variations, you can add lot and serial numbers and images to them.

Automatically Creating Variations

51. At the **Product > Variants tab**, select the appropriate variant names from the list.

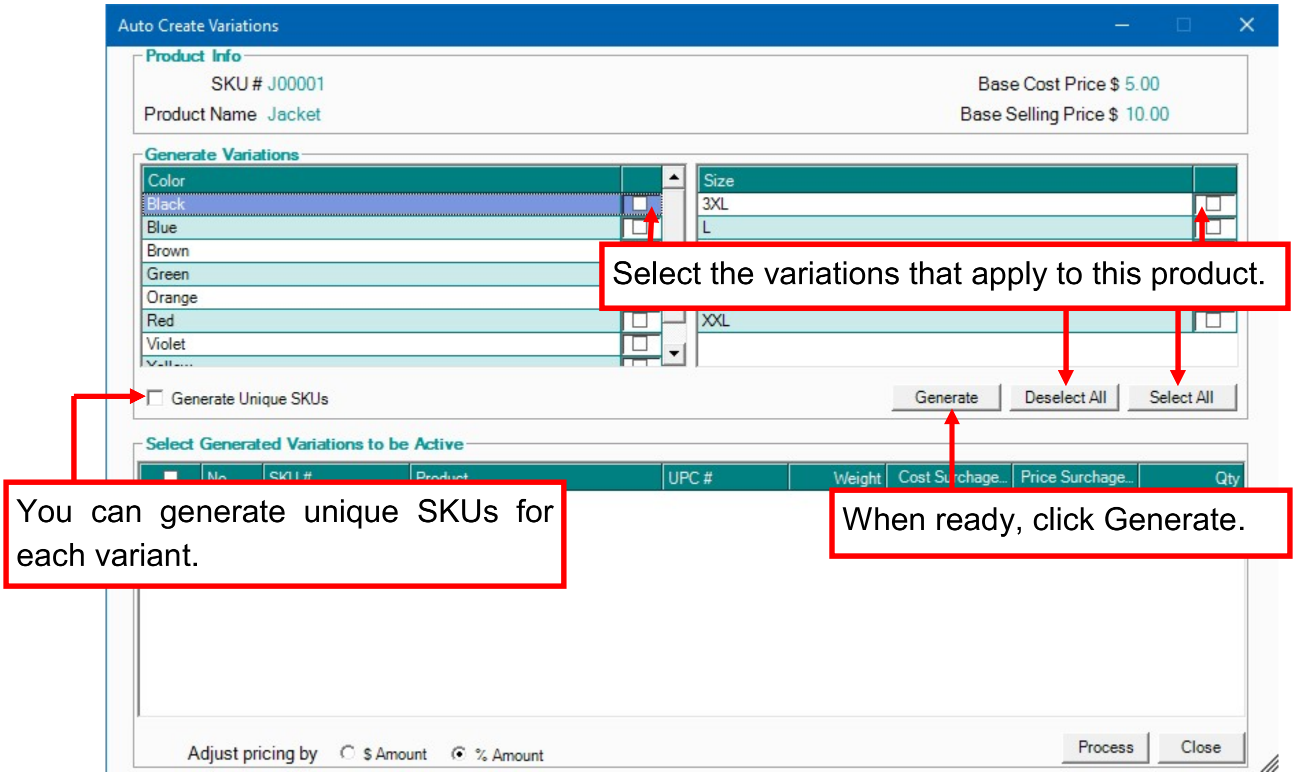


52. Click **Auto Create Product Variation**.

53. The **Auto Create Variations** form will open. Now select the specific variations to include in your list. You can use the buttons to **select all** or **deselect all** to save time.

54. If desired, click the checkbox to generate unique SKUs and Use Variant Abbreviation for each product variant.

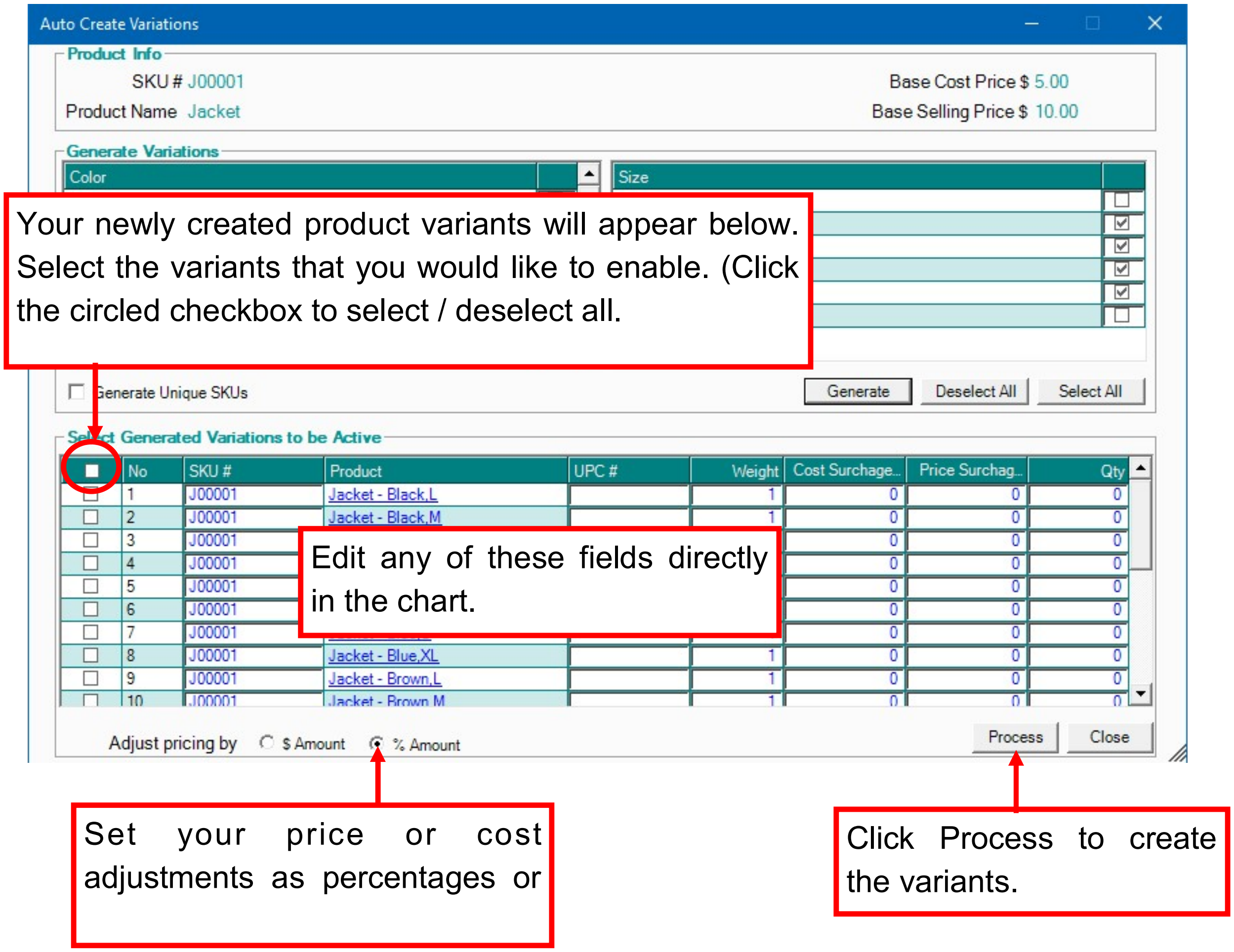
55. Click **Generate**.



This will generate a list of all possible variations

56. Your newly created product variations will appear below. You can individually edit the following fields for each variation by clicking directly in the chart cells:

- SKU
- Product name
- UPC Code
- Weight
- Cost Surcharge (using the radio buttons below the chart, indicate whether you are adjusting by percentage or by dollar amount)
- Price Surcharge (using the radio buttons below the chart, indicate whether you are adjusting by percentage or by dollar amount)
- Quantity



57. Select the variations that you would like to enable. Click the checkbox in the header row to select or deselect all.

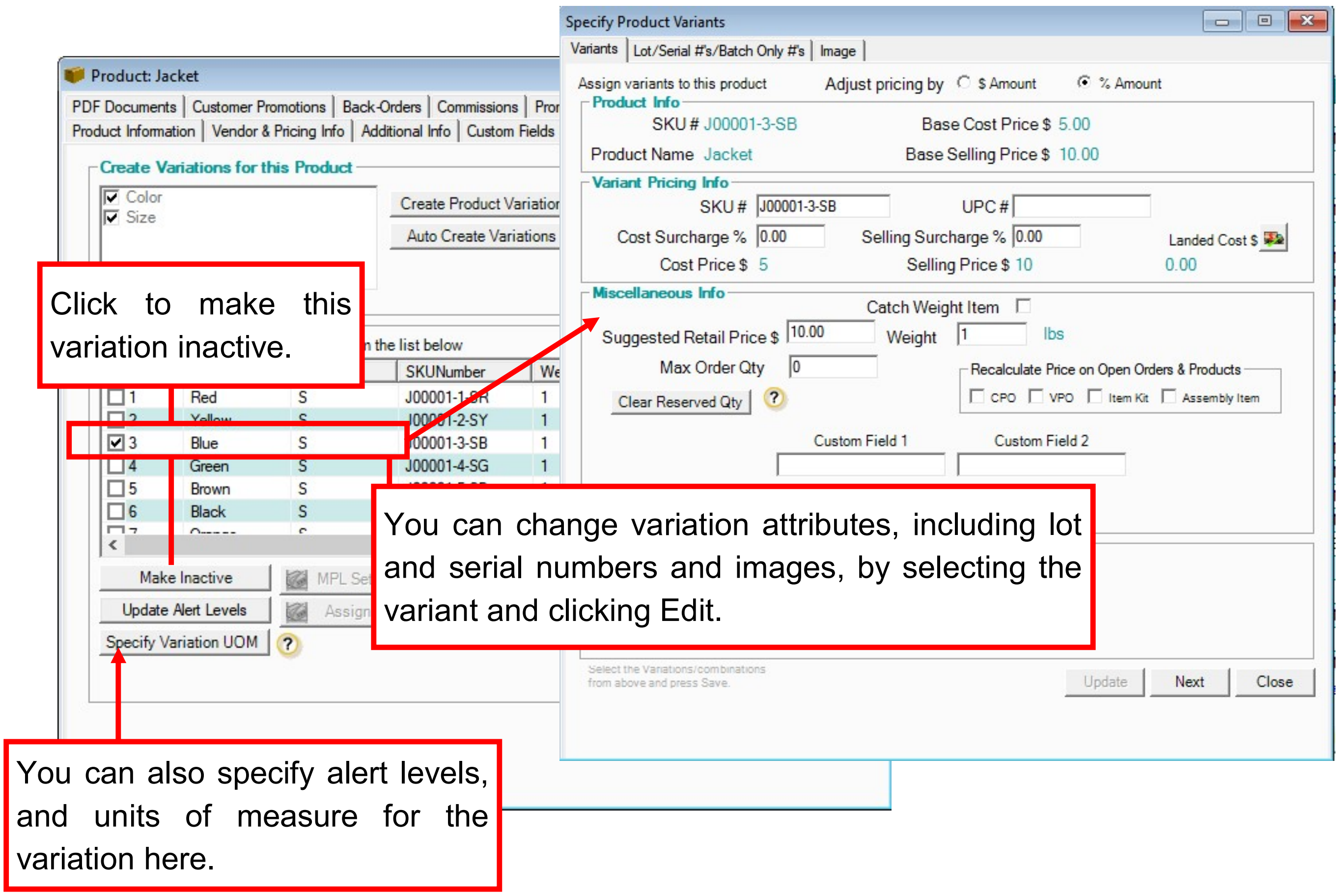
58. Click the **Process** button to process the selected product variations.

59. A confirmation window will then be displayed with the number of product variations that have been created.

Individually Edit or Delete an Individual Product Variation

60. Created variants will appear in the list at the bottom of the **Product > Variants tab**. Select the variation to edit.

61. Click **Edit** and the **Specify Product Variations** form will open. You can enter variation-specific information, including lot and serial numbers and a new image.



62. You can change alert levels and units of measurement by clicking the buttons. Change them as you would for a regular product.

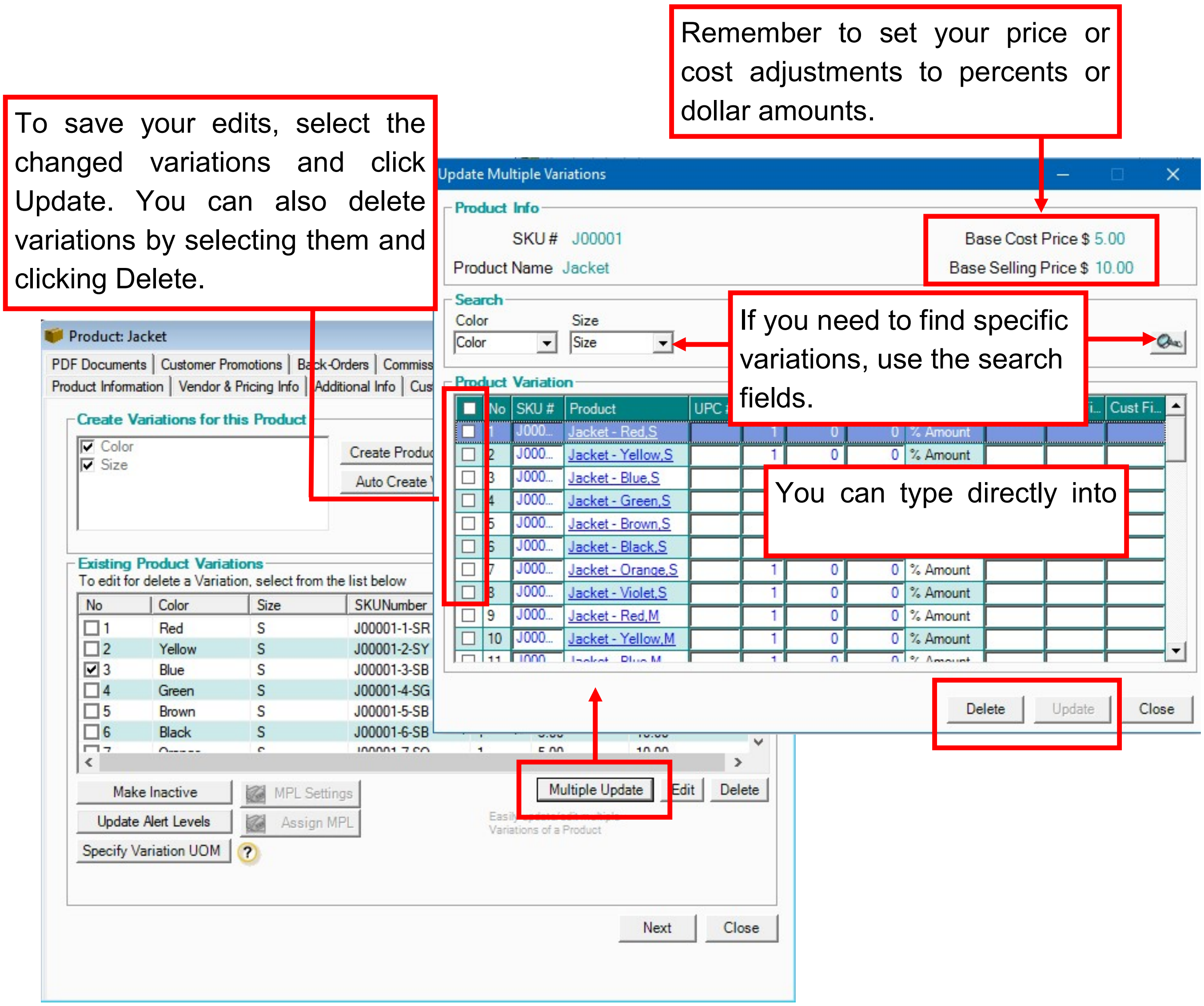
63. You can also click the **Delete** button to delete the product variation.

⚠ **You can delete a product variation only if it is not added to any vendor or customer order**

Editing Multiple Product Variations

64. At the bottom of the **Product > Variants** tab, click the **Multiple Update** button.

65. The **Variation Multiple Update** form will open. You can edit the SKU numbers, weight, cost, price, UPC #, and/or custom fields.



66. Click the checkbox for the variations you're changing. The **Update** button should now be enabled.

67. Click **Update** to save the changes.

68. To delete variations, select them from the list and click **Delete**.

69. Click **Close** in the **Update Multiple Variations** form.

Managing Pricing Exceptions

> ⚠ If you are creating a product, this process comes after you click Save & Next on the Variants tab.
>
> If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

There are three tiers of pricing in *AdvancePro.*

- **Tier 1:** Use the Product form to set the selling price for each product. The product base price (selling price) is then applicable to all customers.
- **Tier 2:** Use the Customer form to assign a markup on the cost or discount on the selling price to that customer. This pricing is then applicable to all products ordered for that customer.

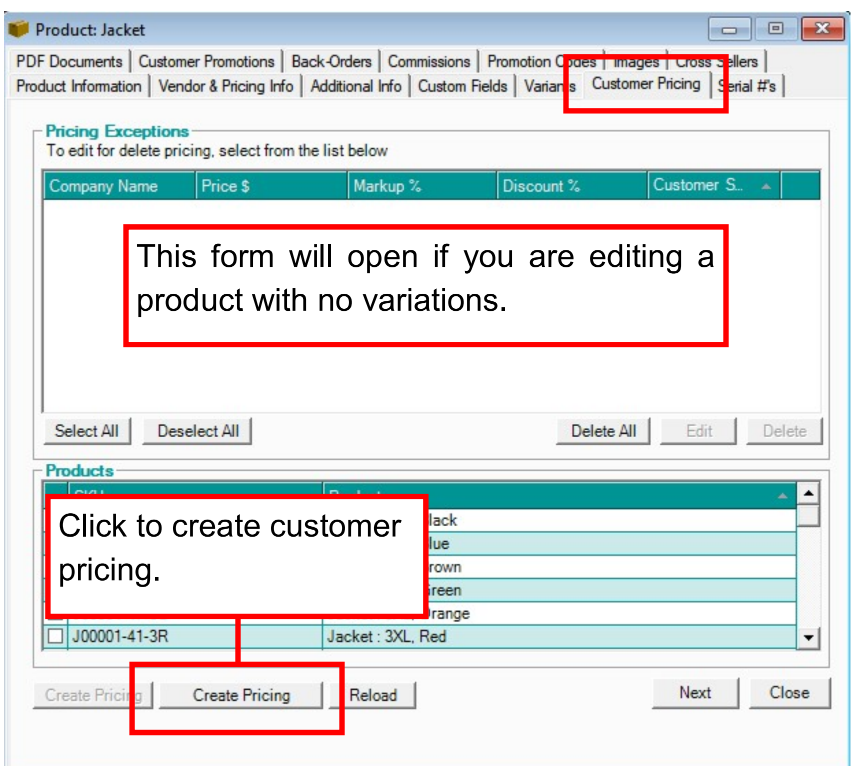
> ⚠ **This pricing over rides the Tier 1 pricing.**

- **Tier 3:** Use the Product form to assign a pricing exception (mark up or discount) for a particular customer.

> ⚠ **This pricing exception is then applicable to a customer for that product only. It overrides the pricing in Tier 1 and Tier 2.**

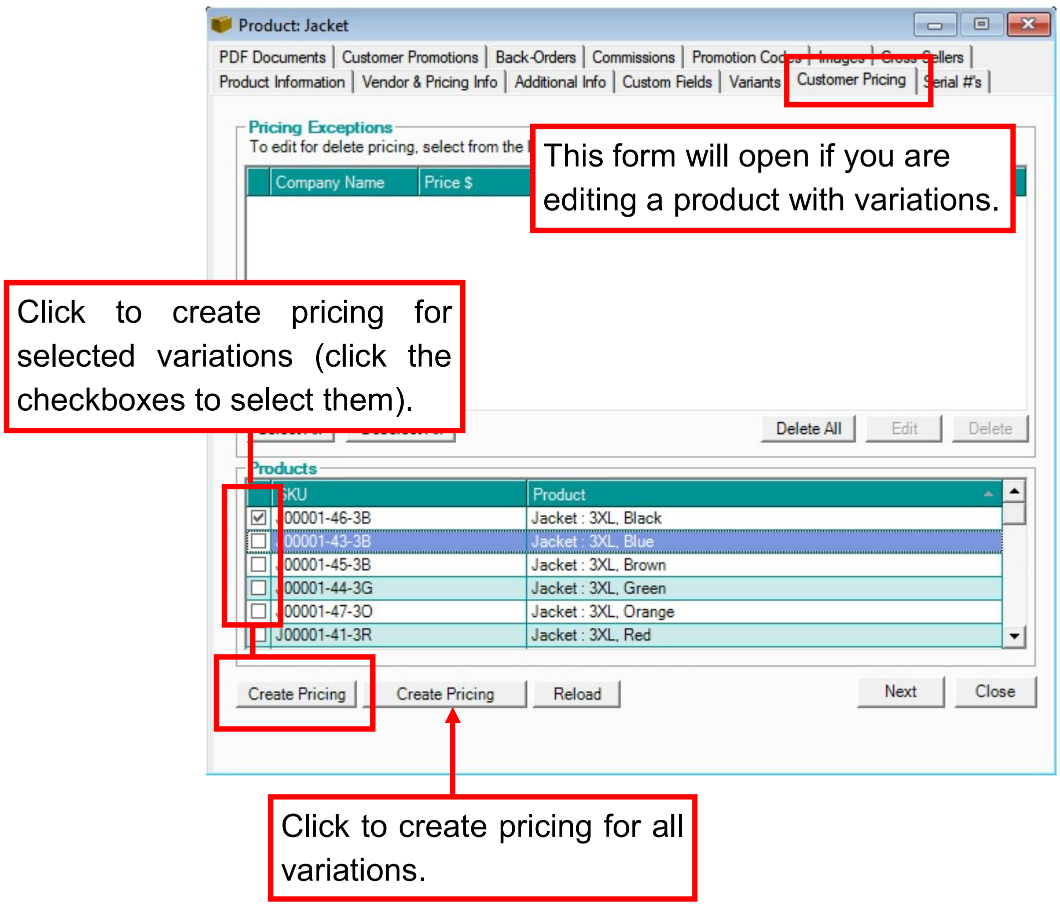
Using the **Customer Pricing** tab in the **Product** form allows you to create the third tier of pricing in *AdvancePro*.

70. At the **Product > Customer Pricing tab**, click **Create Pricing**.



⚠ If you are editing a product with multiple variations, the form you see will be slightly different. To create customer pricing for selected product variations, select them and click **Create Pricing**. To create customer pricing for all product variations, click **Create Pricing for All**.

⚠ Units of measure will appear in the Products list at the bottom. To apply the pricing to any units of measure (e.g. box), simply select the unit(s) of measure and click **Create Pricing**.



71. The **Customer Pricing Exceptions** form will open. Select the customer or customers. You can search for customers using the search field up top and then clicking the magnifying glass. You can also select all customers or view them by group if desired.

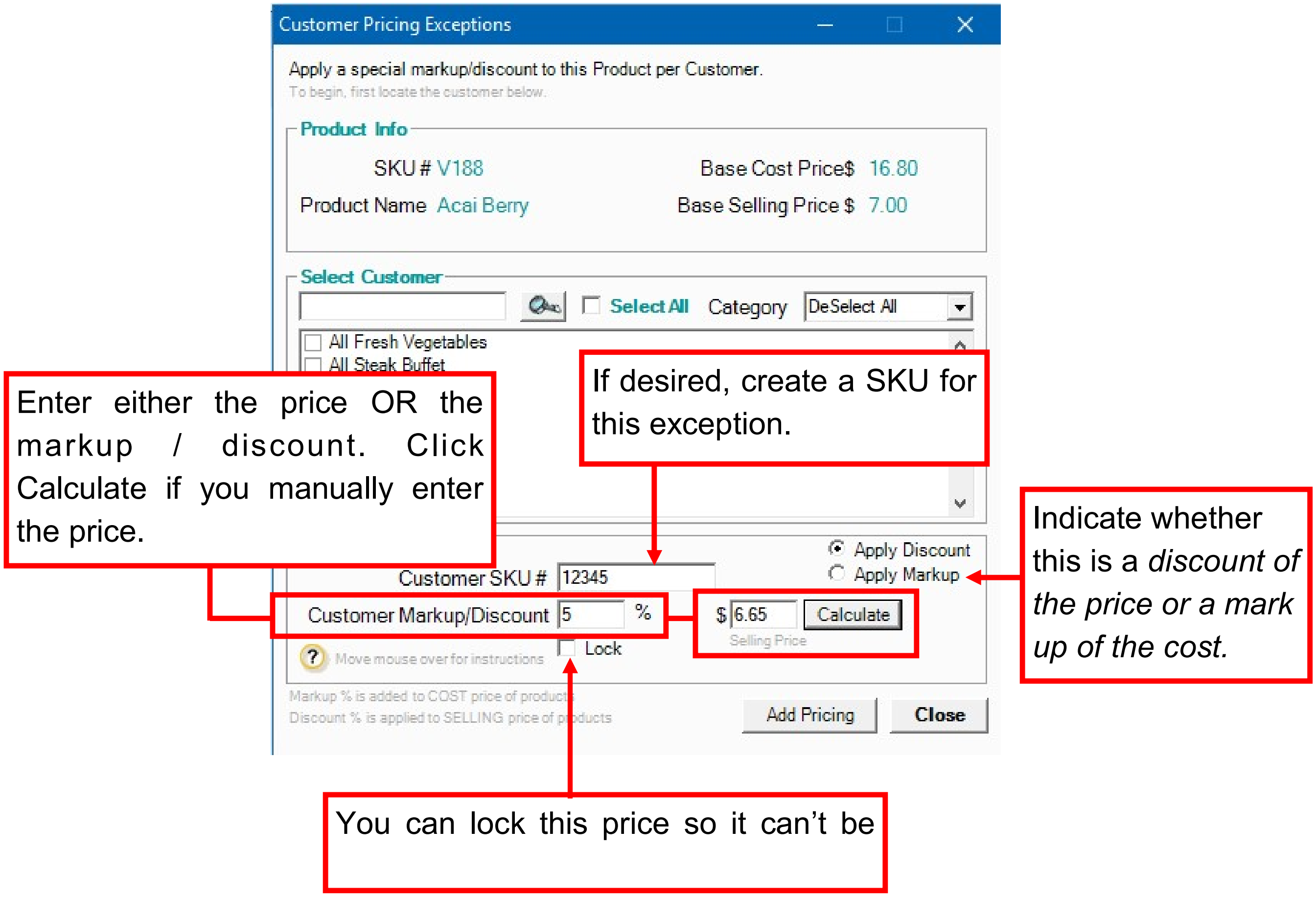
72. Indicate whether the exception is a discount of the selling price or markup of the cost using the radio buttons on the right.

⚠ **Discount applies to the selling price and markup applies to the cost.**

73. You can either:

- Enter a price first and click **Calculate** to determine the discount
- Enter the discount and *AdvancePro* will automatically calculate the price.

74 If desired, create a specific customer SKU.



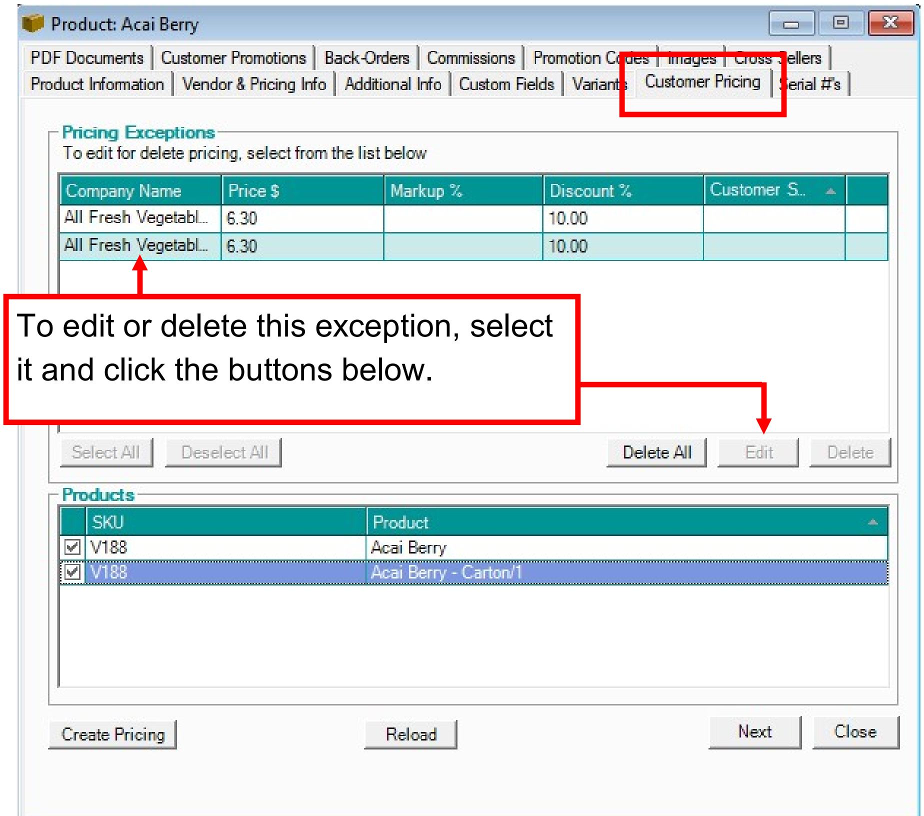
75. You can also lock the price against future changes, meaning that if it is a markup then any future changes to cost price will not affect the selling prices

76. When done, click **Update**. Your pricing exception will appear in the **Product > Customer Pricing** tab. Re-peat this process for as many customer pricing exceptions as you need to create.

You can also create global pricing exceptions on categories of products, for groups of customers.

Editing or Deleting Customer Pricing Exceptions

Customer pricing exceptions will appear at the **Product > Customer Pricing** tab. To edit an exception, select it and click **Edit**. The **Pricing Exceptions** form will open and you can edit it following steps 69 to 74 above.



To delete an exception, select it and click **Delete**. To delete all exceptions, click the **Delete All** button or click **Select All** and then **Delete**.

Managing Lot and Serial Numbers

> ⚠ You must have enabled the lot and serial numbers module at **Admin Switch Board** > **Utilities > Lot/Serial #** tab. If you have not purchased or enabled this module, please call our toll free support line at **1800-970-9071**
>
> ⚠ NOTE: Lot/Serial Numbers are currently assigned to the lowest unit of measure. Thus, if you have set the UOM as kg and advanced UOM as drum/25, box/30, then the lot/serial numbers will be assigned to kgs. Set your lowest UOM as drum etc to assign Lot/Serial number to it instead of a kg.

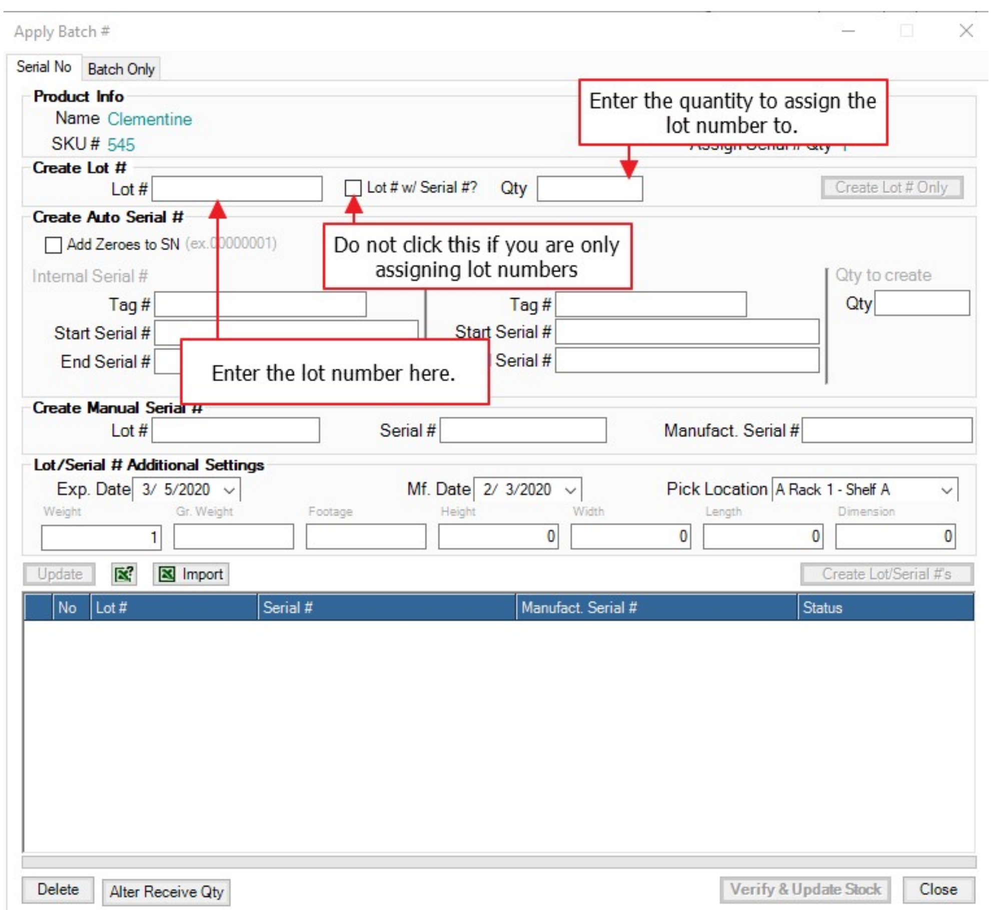
You can enter lot and serial numbers three different ways:

- Using the **Edit Product** form. We will review this method briefly here, as it could be part of the workflow of creating a new product or editing an existing product.
- When receiving products from the vendor.
- Using the **Manage Inventory** form.

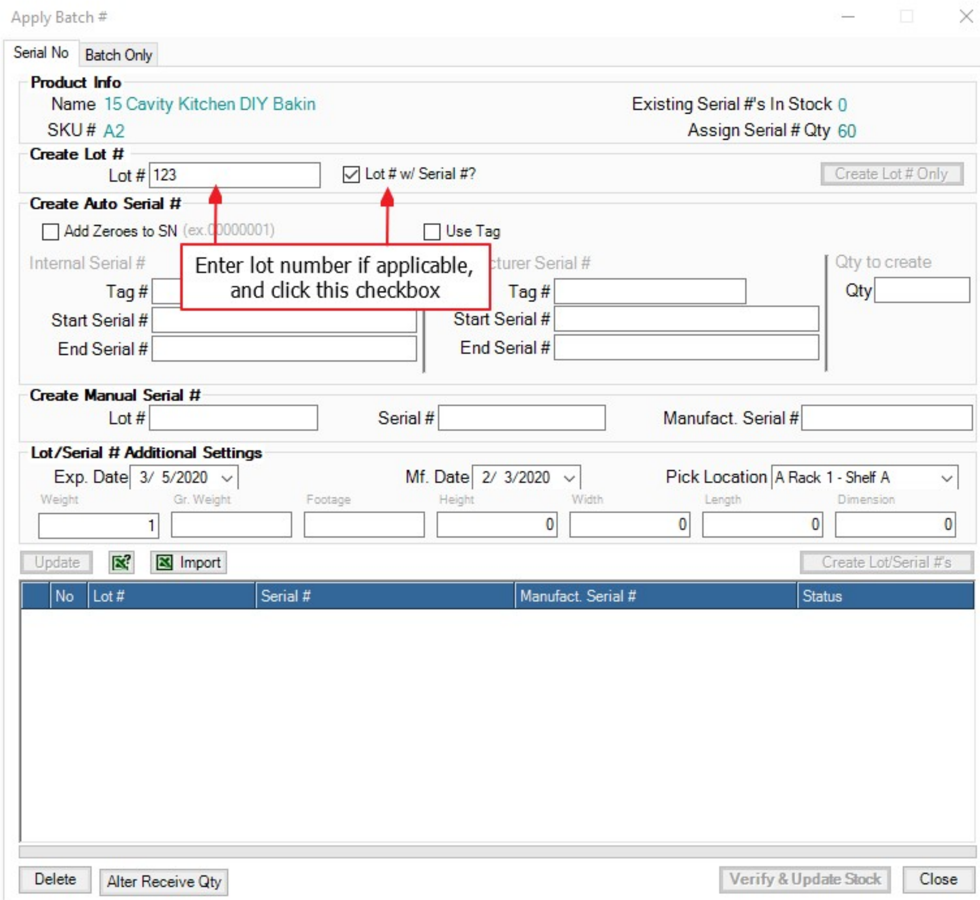
No matter where you start from, it is the same process. Lot and serial numbers are reviewed fully in Chapter 14.

Automatically Creating Lot Numbers Only

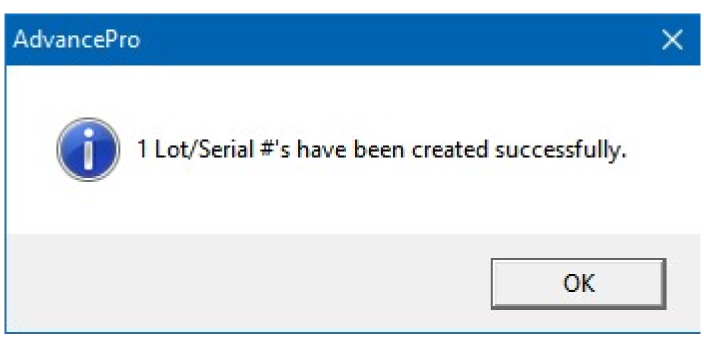
1. Click  button. The **Apply Serial #** form will open



2. In the **Create Lot # box**, enter the lot number.
3. Enter the quantity to which to apply this lot number. (If you are assigning serial numbers, this quantity box will be disabled. Follow the procedure listed below).
4. Click the **Create Lot # Only** button. A confirmation window will open. Click **OK** to create lot numbers only.



5. The lot numbers will appear at the bottom of the **Apply Serial #** form. Click **Verify & Update Stock**. Once the lot numbers have been assigned, you will get this confirmation screen:



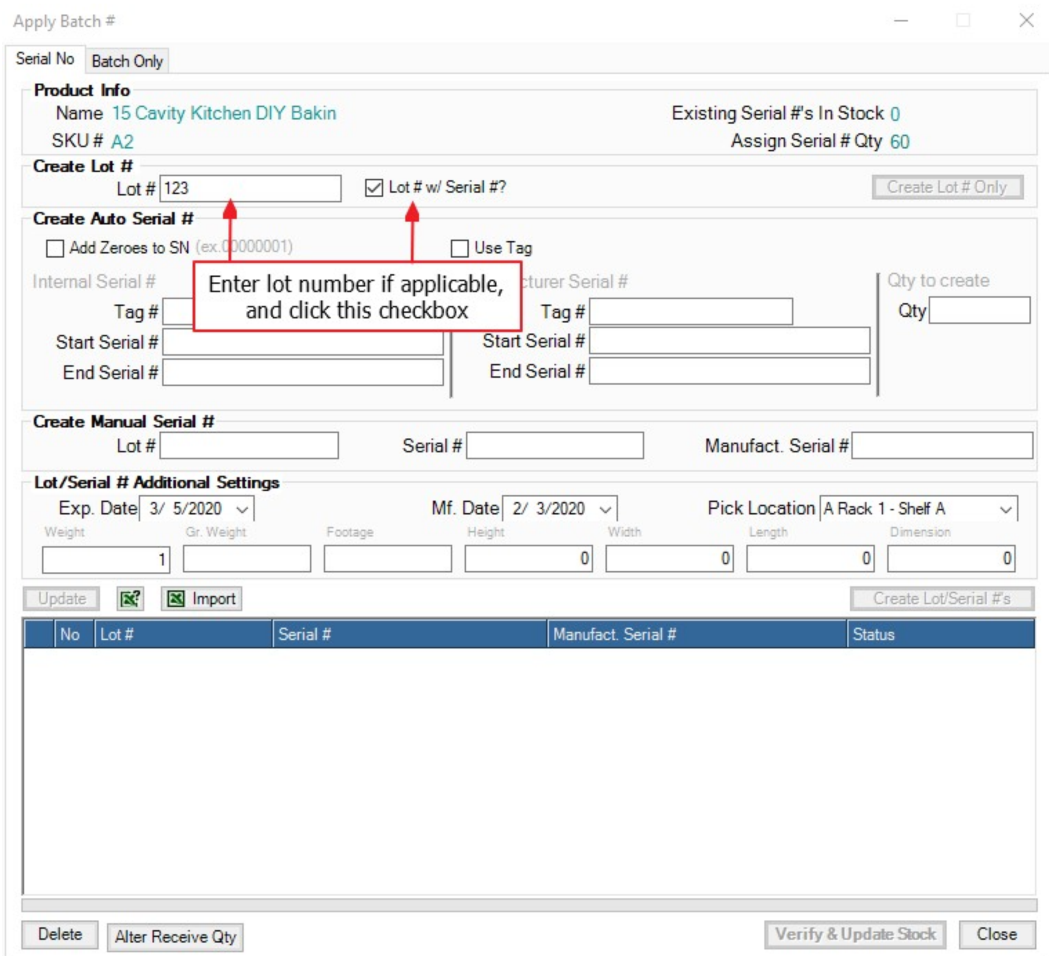
Automatically Creating Lot and Serial Numbers

6. Click  button. The **Apply Serial #** form will open

7. In the **Create Lot # box**, enter the lot number.

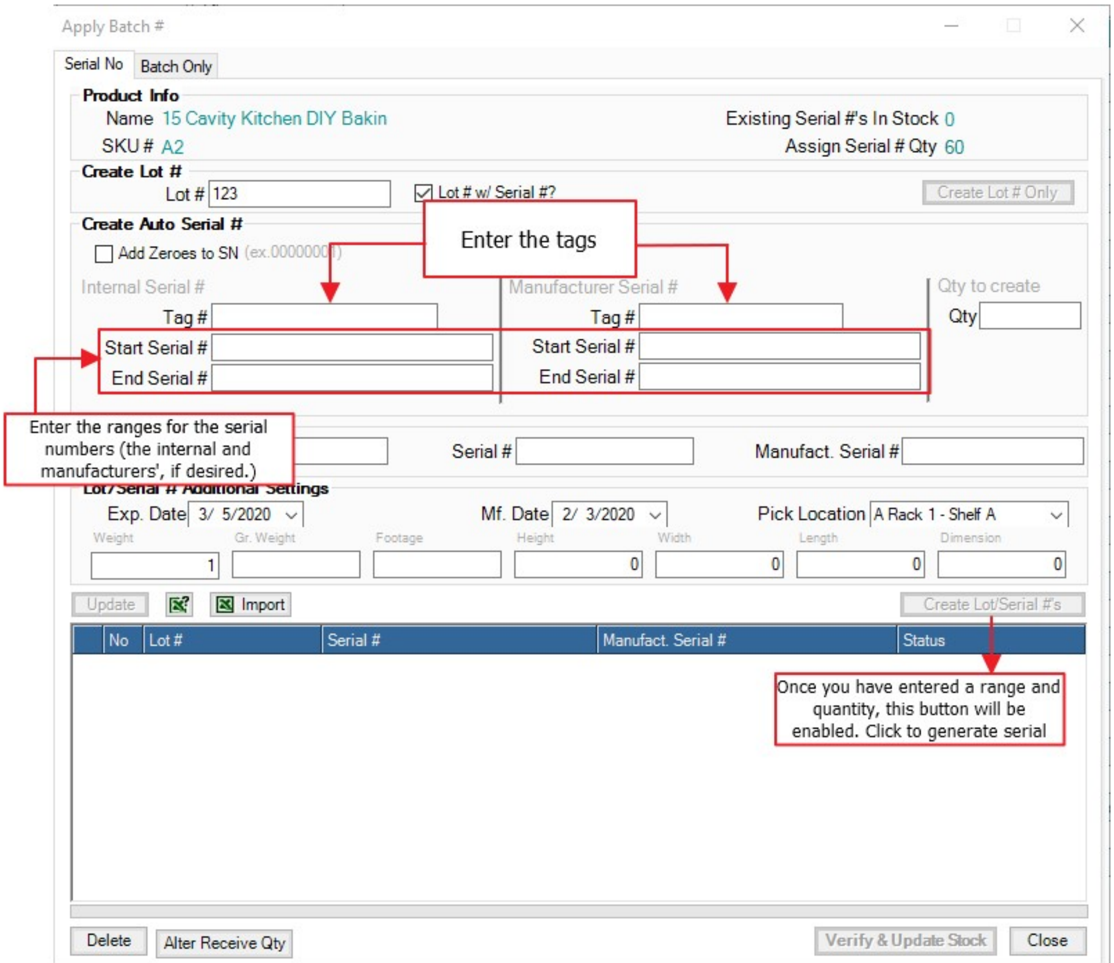
> ⚠ NOTE: This lot number will apply to all the serial numbers generated. If you have different lot numbers to assign to sets of serial numbers, work with one lot number at a time, or set lot and serial numbers manually.
>
> If you leave this field blank, no lot numbers will be assigned with the serial numbers.

8. Click the **Lot # w/ Serial #** check box.

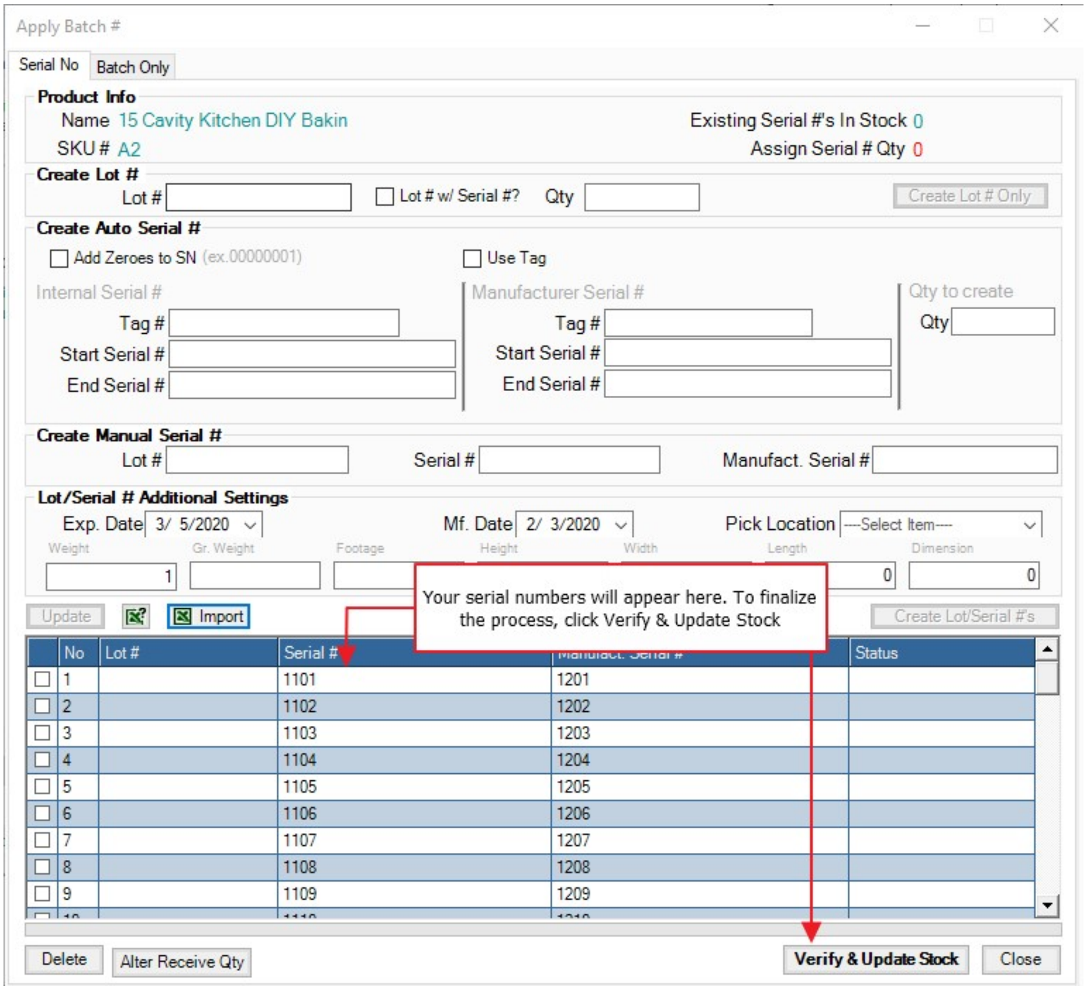


9. Under **Create Auto Serial Number**, enter the tag number.
10. Enter the start and end serial number range, e.g.: 1- 100.

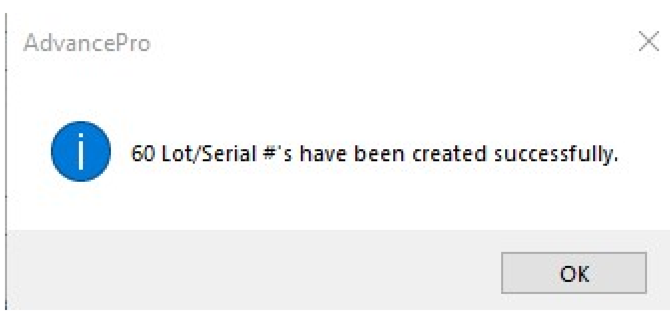
11. Select an expiration date if applicable.
12. Enter the quantity to assign the serial number to.



13. You can also enter the start and end serial number range for the manufacturer serial numbers.
14. Click **Create Lot/Serial #s**.



15. The serial numbers will appear at the bottom of the Apply Serial # form. Click **Verify & Update Stock**. Once the lot/serial numbers have been assigned, you will get this confirmation screen:



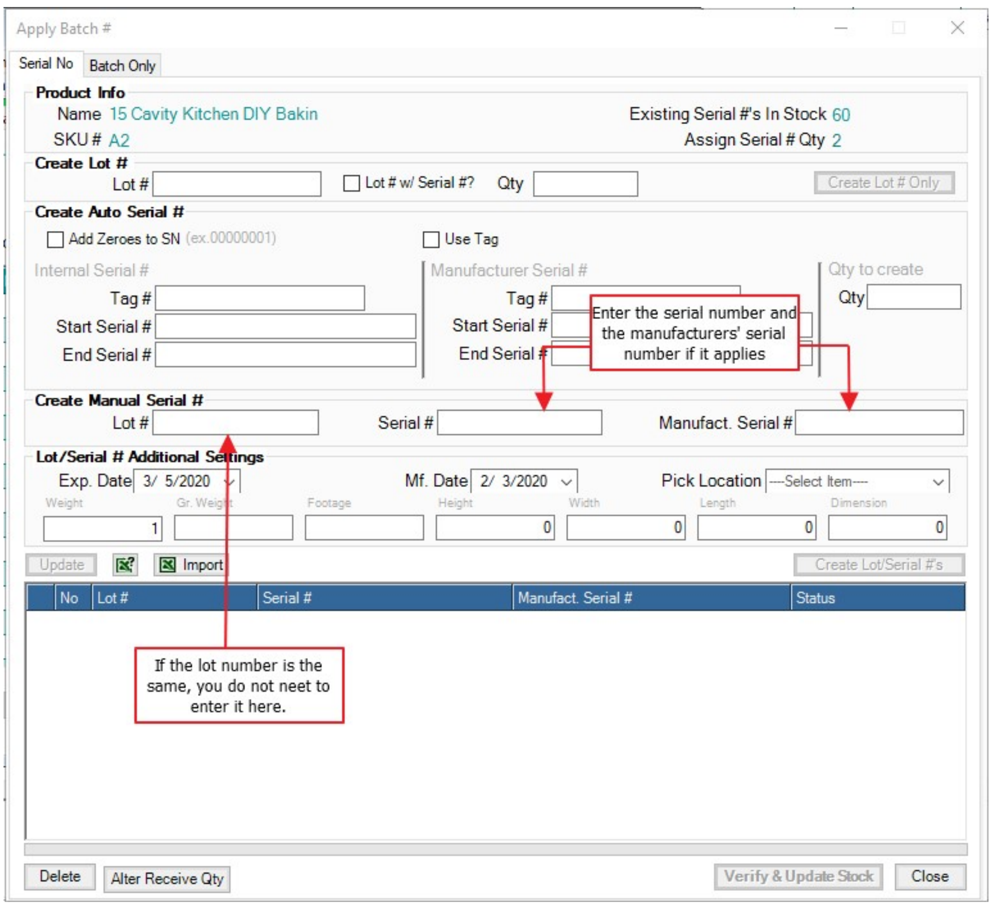
Manually Entering Serial Numbers

16. Click  button. The **Apply Serial #** form will open

17. To assign the same lot number to different serial numbers, enter the lot numbering the **Create Lot #** box at the top of the form.

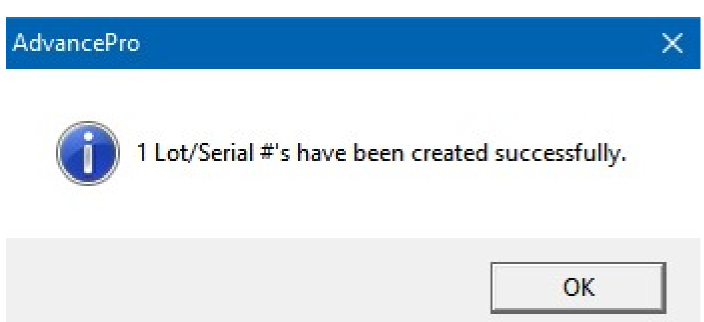
    - To assign different lot numbers to the serial numbers, leave the top Lot # field in the Create Lot # box blank. Instead, in the **Create Manual Serial #** box, enter the lot number.

18. In the **Create Manual Serial #** box, enter the serial number and manufacturers (Mfg) serial number.



19. Click **Create Lot/Serial #s**.

20. The serial numbers will appear at the bottom of the **Apply Serial #** form. Click **Verify & Update Stock**. Once the lot/serial numbers have been assigned, you will get this confirmation screen:



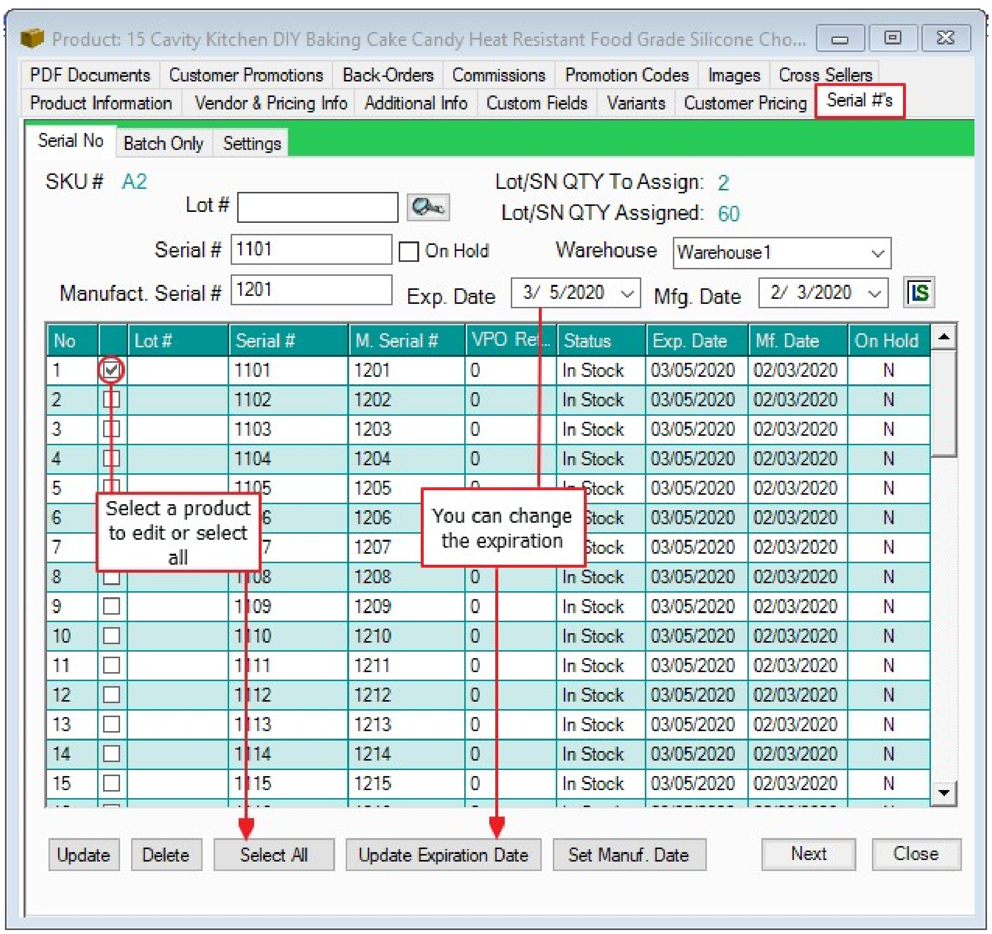
Editing a Product with a Specific Lot or Serial Number

If serial numbers and lot numbers have previously been assigned, they will appear at the **Product > Serial #s** tab (accessed by clicking **Edit Product** on the **Product Switchboard** and then by clicking the edit icon). Click the product you need to edit, or select all.

> ⚠ Note that you can either select only 1 product, or all products, but you cannot select some.
>
> ⚠ If you are looking for a particular lot or serial number to edit, enter it in the appropriate field at the top of the Serial #s tab and click the magnifying glass to search.

You can change:

- The lot number
- The serial number
- Whether it's on hold
- The expiration date. If you wish to change the expiration date, click **Update Expiration Date** at the bottom.



Click **Update** to save your changes, or click **Delete** if you wish to delete that lot or serial number. If you delete the serial number / lot number for a product, the inventory will be adjusted to show the remaining unassigned inventory.

Associating PDF Documents with Products

If you use *AdvancePro* Web Services, you can associate PDF documents, such as brochures, spec sheets, or white papers, with products, and your customers can see them or download them while purchasing or browsing.

You can associate PDFs to a product with or without variations. If the product has variations, the PDF document(s) will be associated with one variation.

This means that if the same PDF should be associated with all variations, you should add the document(s) before creating the variations.

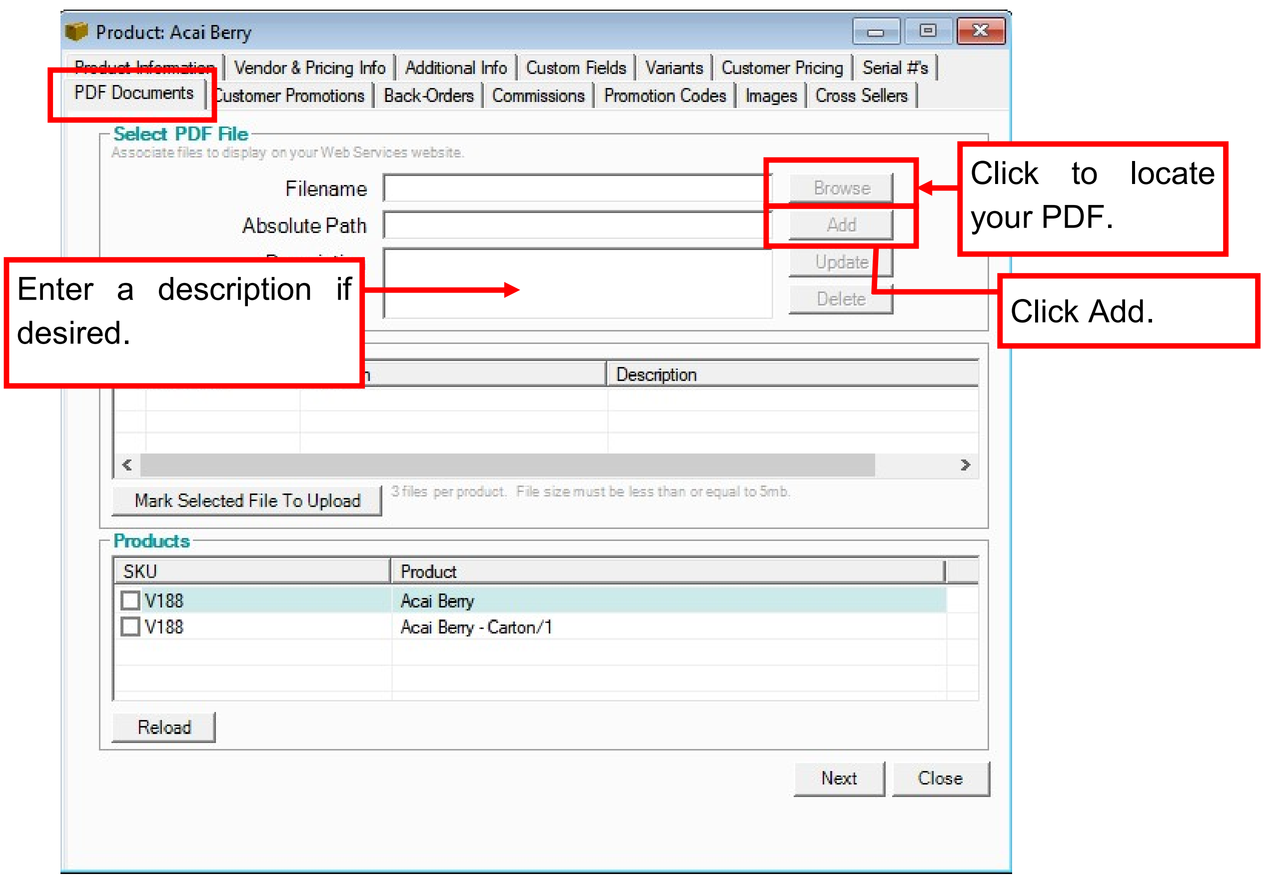
Requirements:

- PDF file must be no greater than 5 MB.
- Up to 3 files per product.

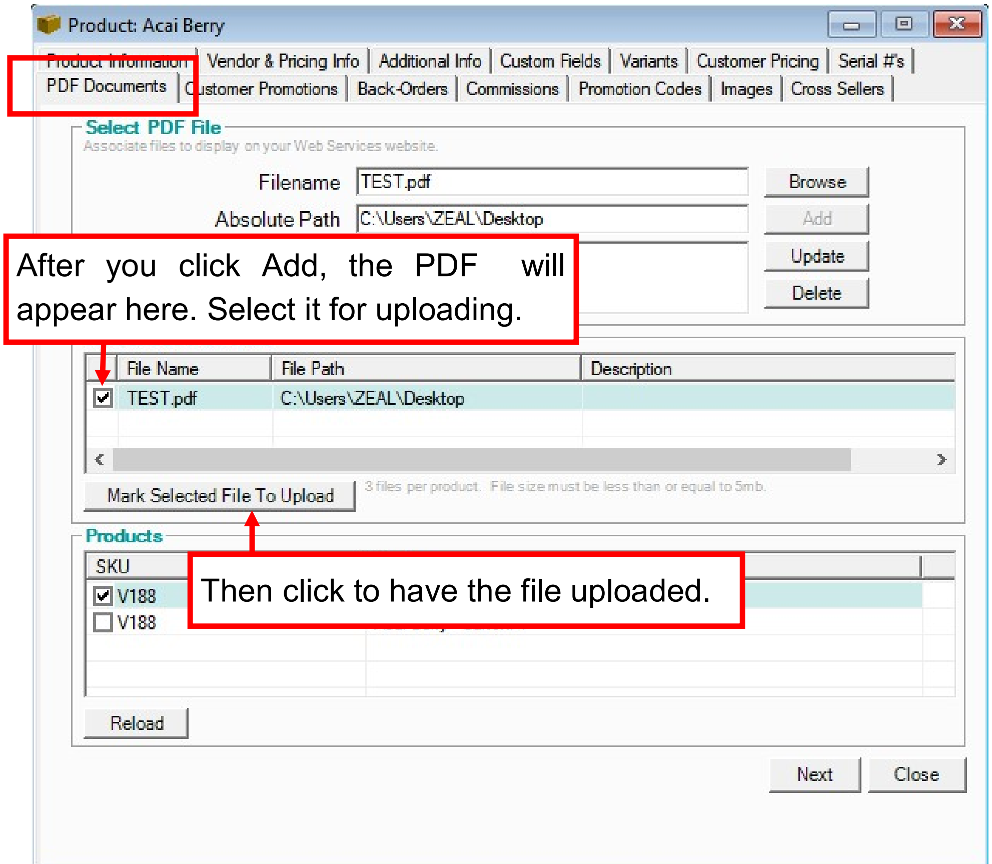
You can also upload PDF, RTF and XLS files.

⚠ If you are creating a product, this process comes after you click Save & Next on the Serial #s tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

1. At the **Product > PDF Documents tab**, if the product has multiple variations, select the variation by clicking the checkbox. If the product has no variations, skip to the next step.



2. Enter a description if desired.
3. Click **Add**.
4. You will see a confirmation message and the PDF will appear in the **Associated PDF Files** list below. Repeat steps above for up to 3 documents per product or product variation.

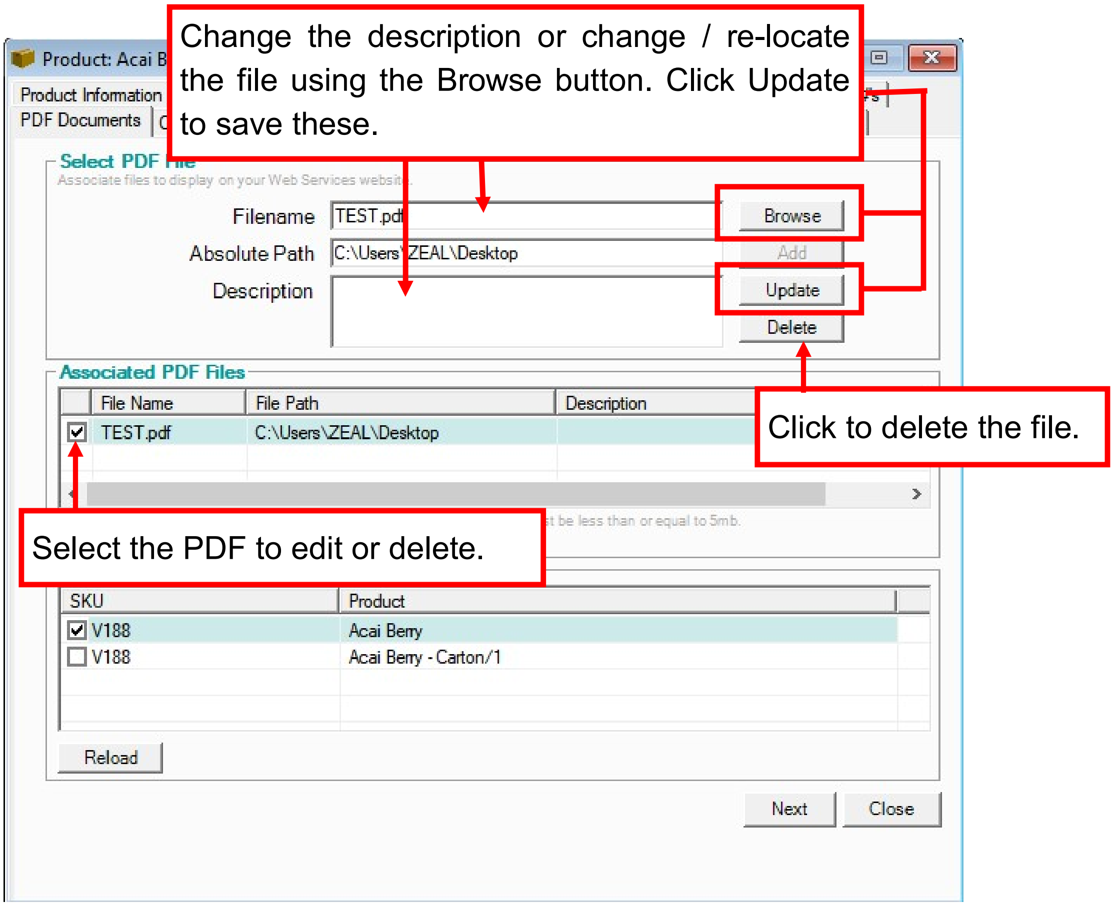


5. When ready, select a PDF to upload from the **Associated PDF Files** list, and click **Mark Selected File for Upload**. You must repeat this process singly for each PDF (up to 3) for upload.

These files will be uploaded to your B2B or B2C site.

Editing, Changing or Deleting a PDF Document

6. From the **Product > PDF Documents tab**, select the PDF in the Associated PDF Files list.
7. To delete the PDF from the list, click **Delete**. A message will confirm the file has been deleted.
8. You can change the description if desired.



9. You can also replace it with another file by clicking **Browse** and selecting a different file. (You can use this method to relocate the file, if the file's location has changed).
10. To save your edits or changed file/file location, click **Update**. You will see a confirmation message.
11. If you have selected a new file or relocated the file using the **Browse** button, click **Mark Selected File for Upload**.

Managing Customer Promotions

This process is very similar to entering customer pricing exceptions, as discussed above. The difference is that promotions run for a specific time range.

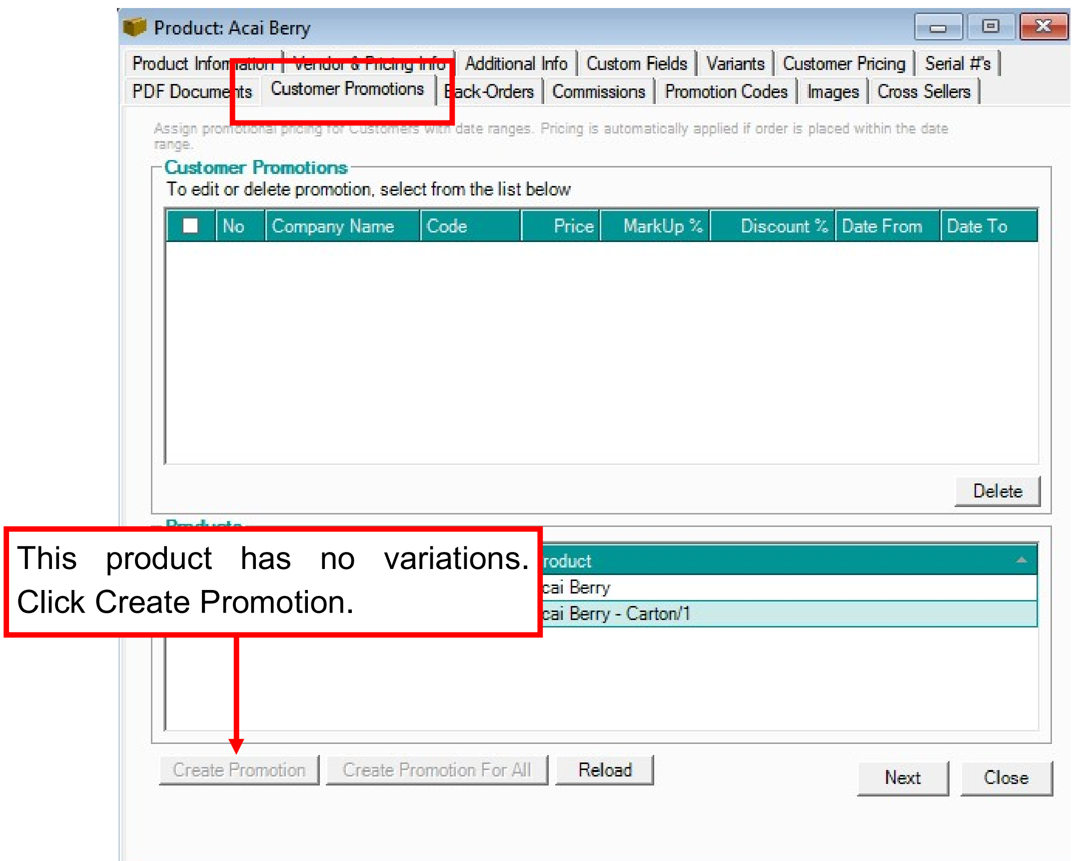
Customer promotions on specific products are part of the third pricing tier, and override tier 1 and tier 2.

Customer promotions also override customer pricing exceptions.

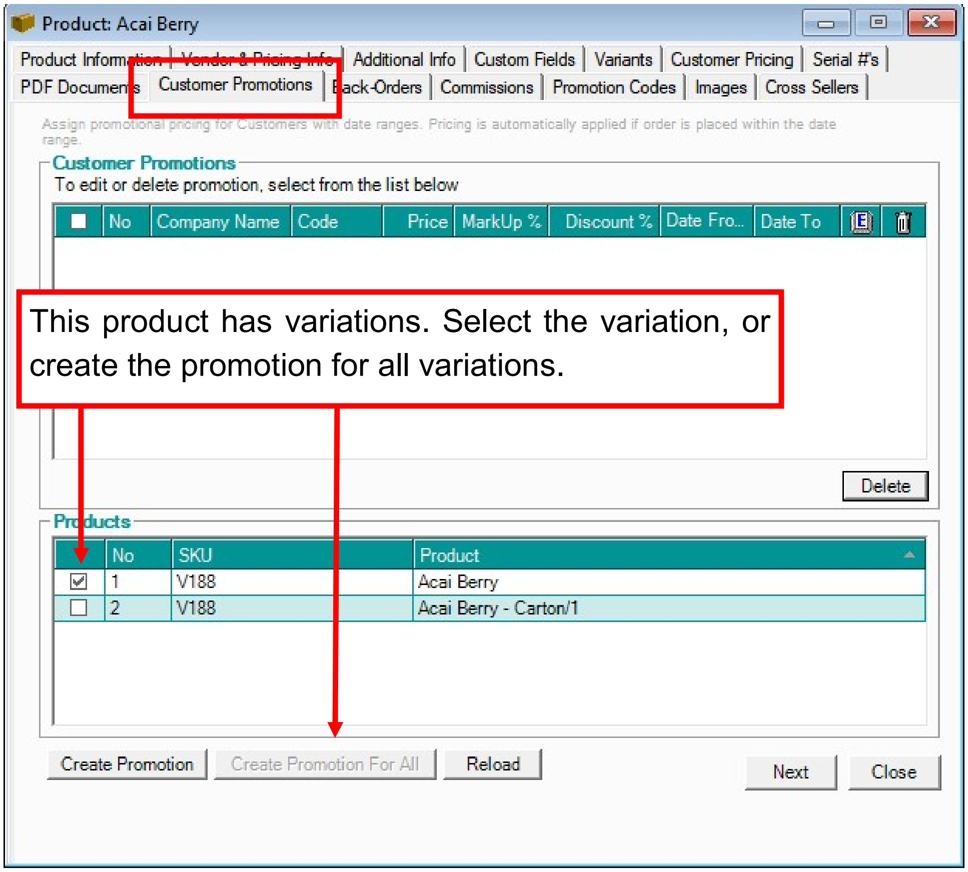
If you are creating a product, this process comes after you click **Next** on the PDF Documents tab, which is documented above.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

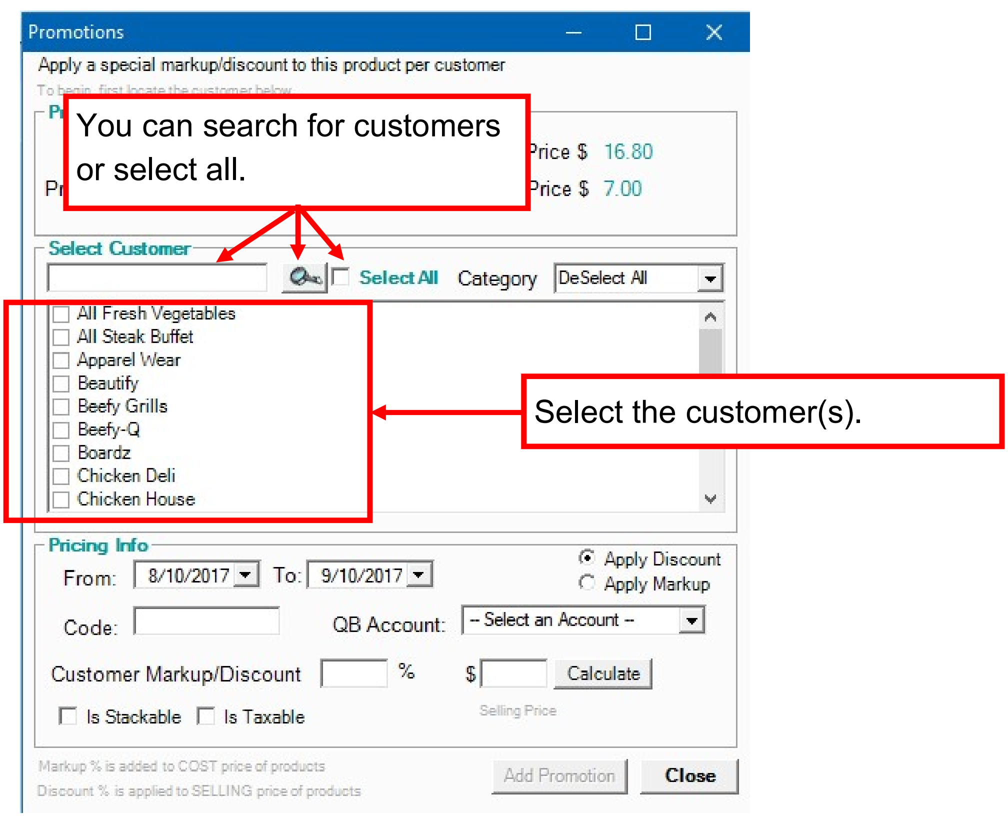
1. At the **Product > Customer Promotions tab**, click **Create Promotion**s.



⚠ If you are editing a product with multiple variations, the form you see will be slightly different. To create customer promotions for selected product variations, select them and click **Create Promotion**. To create customer promotions for than all product variations, click **Create Promotion**



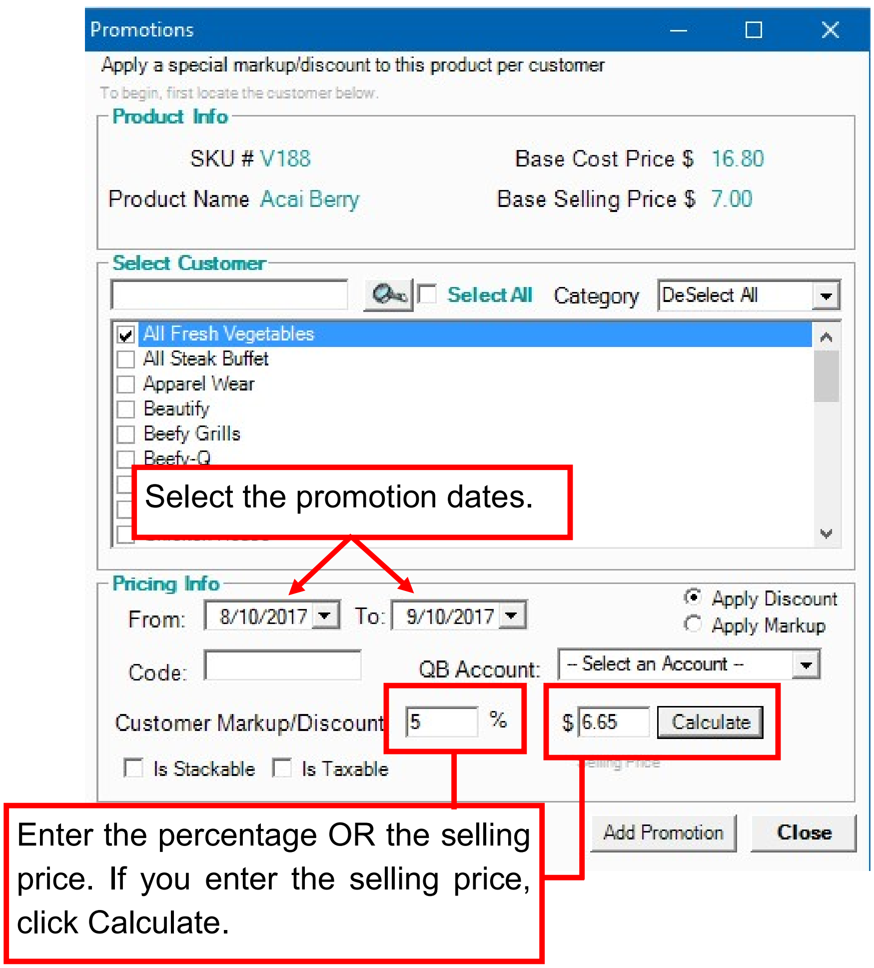
2. The **Promotions** form will open. Select the customer or customers. You can search for customers using the search field up top and then clicking the magnifying glass. You can also select all customers or view them by group if desired.



3. Indicate whether the promotion is a discount of the selling price or markup of the cost using the radio buttons on the right.

> ⚠ **Discount applies to the selling price and markup applies to the cost.**

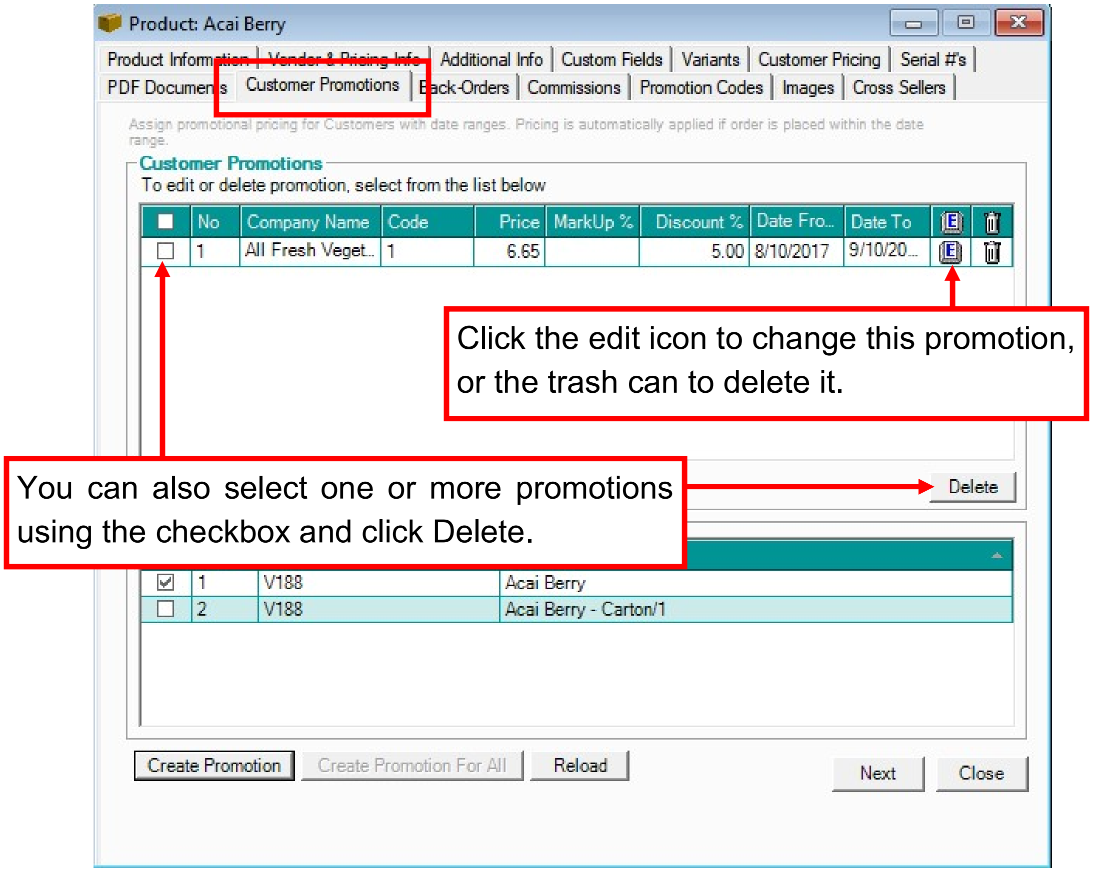
4. Set the dates for the promotion.
5. You can either:
   - Enter a price first and click **Calculate** to determine the discount
   - Enter the discount and *AdvancePro* will automatically calculate the price.



6. When done, click **Add Promotion**. Your promotion will appear in the **Product > Customer Promotion** tab. Repeat this process for as many customer promotions as you need to create.

Editing or Deleting Customer Promotions

Customer promotions will appear at the **Product > Customer Promotions** tab. To edit a promotion, click the edit icon (the E). The **Promotions** form will open and you can edit it.



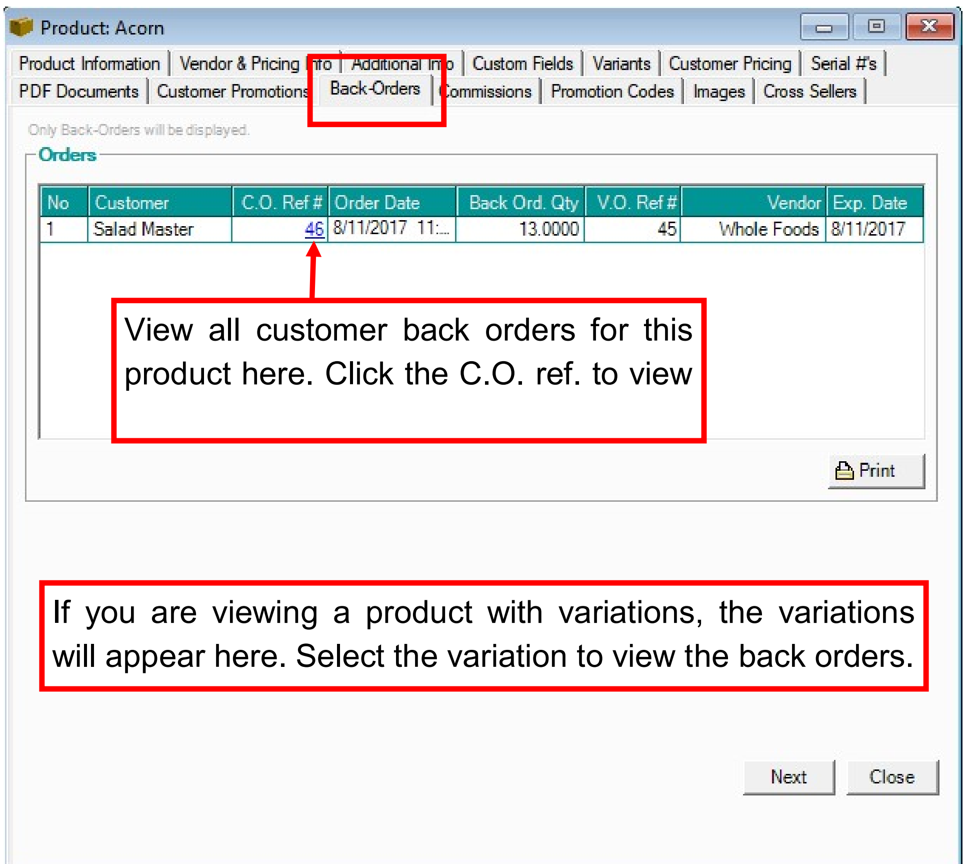
To delete a promotion, click the trash can. To delete multiple promotions, select them using the checkboxes, and click the **Delete** button.

You can also create global promotions, on all products.

Viewing Product Back Orders

> ⚠ You can view product back orders at any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Back-Orders** tab. If you are continuing the process of creating a product, this tab will open after the **Customer Promotions** tab and will be empty. Click **Next** to continue with creating customer commissions on products.

The **Back-Orders** tab is an easy way to view customer back orders of this product. The number of orders will be listed. Click the order number to view the order.



Creating Customer Commissions on Products

> ⚠ You can create customer commissions any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Commissions** tab. If you are continuing the process of creating a product, this tab will open after you click **Next** in the **Back-Orders tab**.

At the **Product > Commissions** tab, if the product has multiple variations, select the variation by clicking the checkbox. If the product has no variations, skip to the next step.

1. Click **Create Commissions**.
2. The **Edit Commissions** form will open. You can search for customers or view customers by category if your customer list is long.
3. Select the customer(s), or select all by clicking the checkbox, and then enter the commission.
4. Click **Add Commission**.
5. The commission will appear in the commissions list. You can repeat this process as many times as necessary.

Editing Commissions

1. You can view existing commissions at the **Product > Commissions** tab. If the product has variations, select the variation and click **Reload** to see the commissions.

> ⚠ If you see the commission, but not the edit or trash can icons, it means you haven't selected the product variation to which this commission belongs.

2. To edit the commission, click the **edit** icon. The **Edit Commission** form will open and you can edit it using steps 2 (of Creating Customer Commissions on Products) onwards. Note that the Add button will become a **Update** button.
3. To delete the commission, click the trash can icon. To delete multiple commissions, select them using the checkboxes and click the **Delete** button.

Applying Promotion Codes

Promotion codes are only enabled if you have the Web Services module and a B2B or B2C Web site. These are Web promotions for which the customer will have to enter an appropriate code.

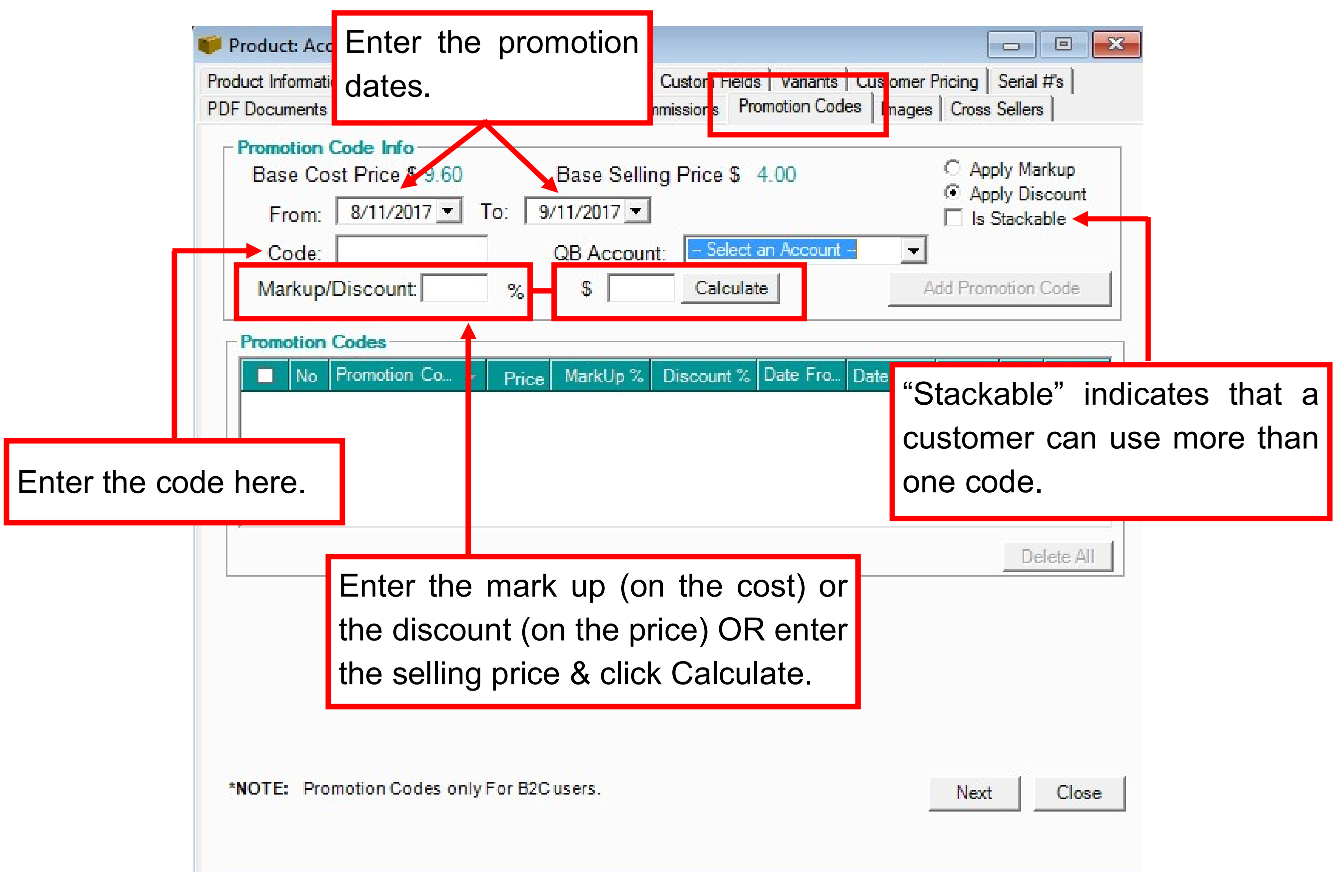
1. At the **Product > Promotions Code** tab, if the product has multiple variations, select the variation by clicking the checkbox. If the product has no variations, skip to the next step.
2. Using the fields at the top, select the dates for the promotion.
3. Indicate if this is a change in markup on the cost or a discount on the price using the radio buttons on the right.

> ⚠ **Discount applies to the selling price and markup applies to the cost.**

4. You can either:

- Enter a price first and click **Calculate** to determine the discount
- Enter the discount/markup and *AdvancePro* will automatically calculate the price.

5. If customers can combine this promotion with other offers, click **Stackable**.
6. Enter the code.



7. Click **Add Promotion Code**.

The code will appear in the promotion codes list. You can repeat this process as many times as necessary.

Editing Promotion Codes

You can view existing promotion codes at the **Product > Promotion Codes** tab. If the product has variations, select the variation and click **Reload** to see the codes.

> ⚠ If you see the code, but not the edit or trash can icons, it means you haven't selected the product variation to which this code belongs.

- To edit the code, click the **edit** icon. Edit it using steps 1 to 7 (of Applying Promotion Codes) . (Note that the Add button will become an **Update** button).
- To delete the code, click the trash can icon. To delete multiple codes, select them using the checkboxes and click the **Delete** button.

Uploading Product Images

If this product has variations, you can upload pictures of the variations on the **Variants** tab. Follow the steps below to upload a main picture as well as a thumbnail and feature image for a product with no variations.

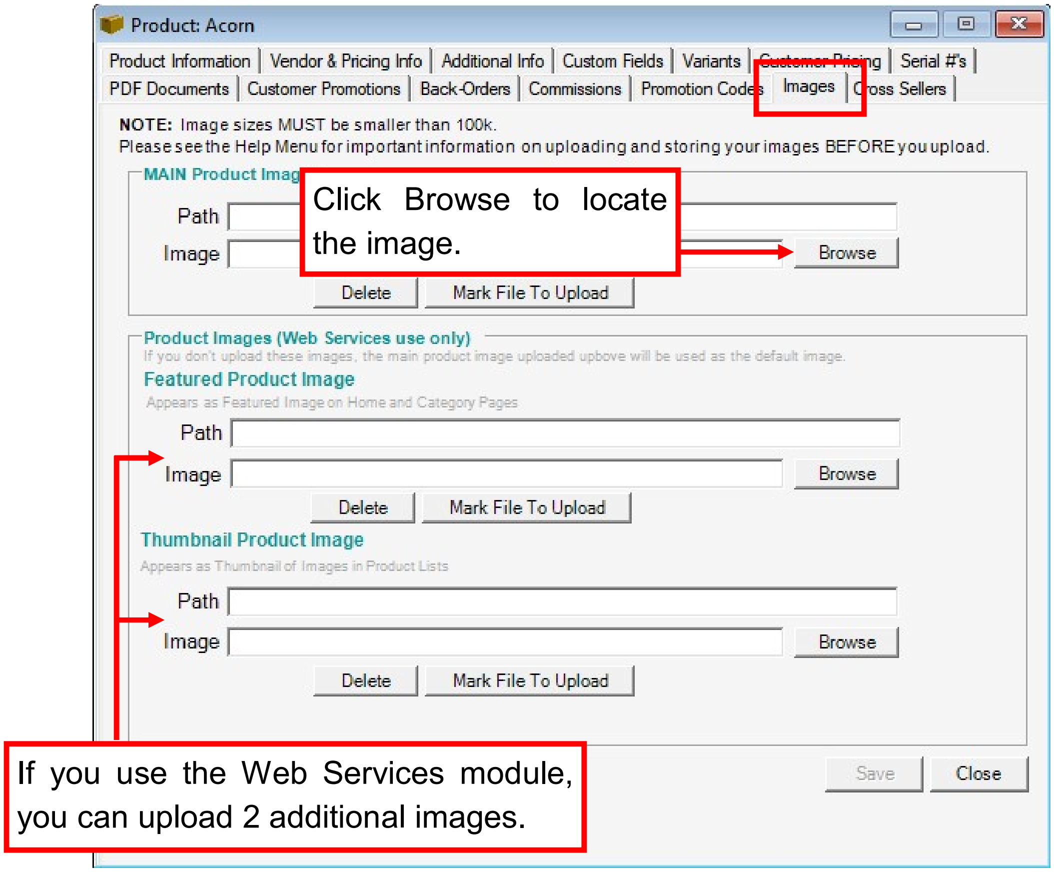
> ⚠ You can upload product images any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Images** tab. If you are continuing the process of creating a product, this tab will open after you click **Save & Next** in the **Promotions Code tab**.

- All images that you are going to upload into *AdvancePro* must reside on the server.
- If you remove an image from the initial location, *AdvancePro* will not be able to locate the image.
- Once the initial image has been uploaded, all the other machines will be automatically directed to the same directory from which the initial image was uploaded, when they upload images.

Image Specifications

- Images size must NOT larger than 20k. Images larger that 20k will not be uploaded.
- Images must be in RGB color mode.
- Images must be saved as a .gif or .jpg file
- Image names should not have spaces. Use an underscore instead to separate words (e.g.: Image_Name.jpg)
- The width of your image should be no more than 240 pixels. Images uploaded with a width greater than 240 pixels will be automatically resized.

1. From the **Product > Images** tab, click the top **Browse** button to locate the main product image.



2. Click **Mark File for Upload**.
3. Repeat previous steps for the **featured image** and the **thumbnail image**.

   If you upload the main product image only, it will be also used for your featured products image and your thumbnail image.

   The featured product images will appear on your Website, on the home page, or on a category page when you make that product a featured product.

   The thumbnail image is used on the category pages in the table that lists all the products within the category.

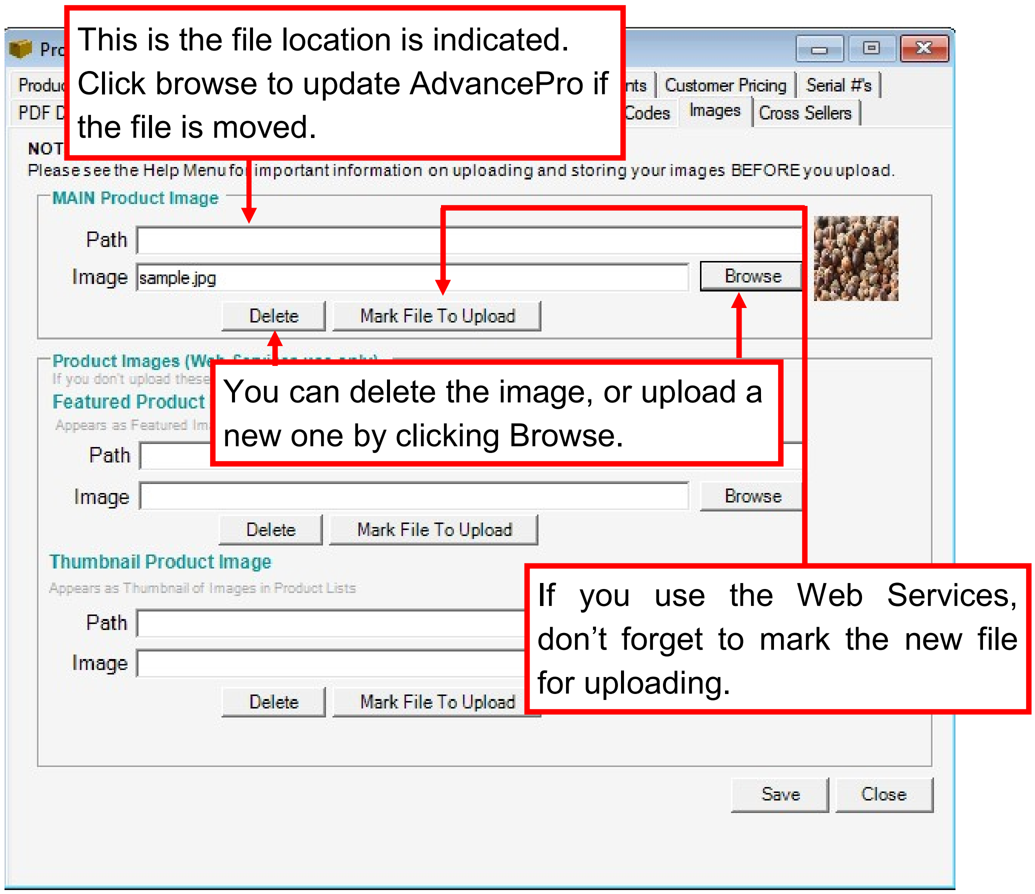
   ⚠ When you sign up for Web Services you will receive more information on managing your images.

4. Click **Save** when done.

Changing or Deleting Product Images

You can change or delete any product image from the **Product > Images** tab.

- To change the image, click **Browse** and select another.
- To delete it, click the **Delete** button below it.



- The location of the image is displayed above the file name. If the image is moved, be sure to click **Browse** to update *AdvancePro*.
- Click **Save** after any edits, and if you use the Web Services, click **Mark File to Upload**.

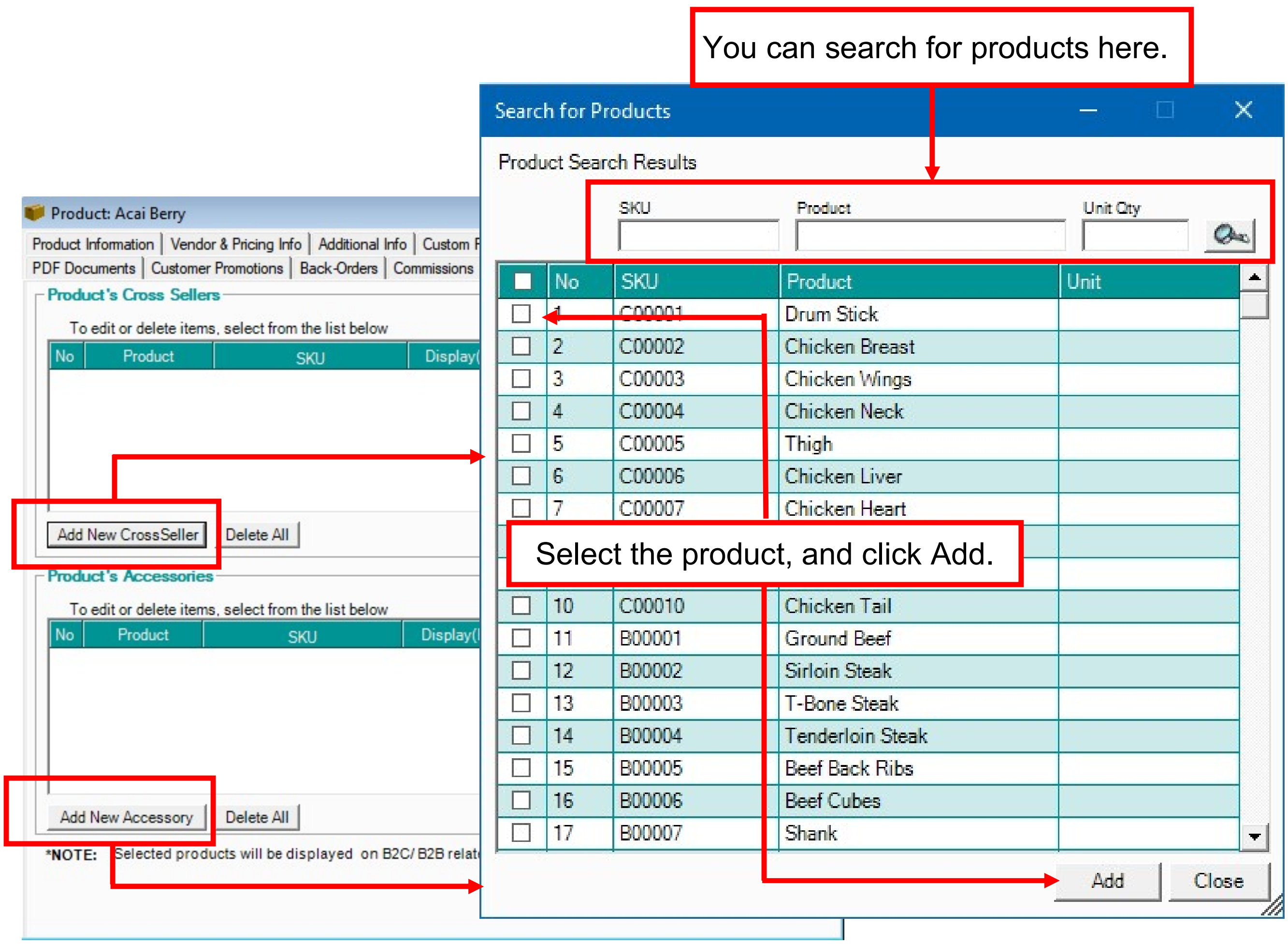
Setting Up Cross Sellers

> ⚠ You can set up cross-sellers at any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Cross Sellers** tab. If you are continuing the process of creating a product, this tab will open after you click **Save** in the **Images tab**.

Use cross sellers if you use the Web Services module.

A cross seller is an item you can suggest to the customer if they purchase this product. It could be a related product or an accessory. The process is the same for both, but the bottom part of the cross sellers form deals with accessories.

1. At the **Product > Cross Sellers tab**, click **Add ew Cross Seller** or **Add New Accessory**.
2. The **Search for Products** form will open. You can search for the product name, SKU, and/or quantity. Click the magnifying glass to perform your search.

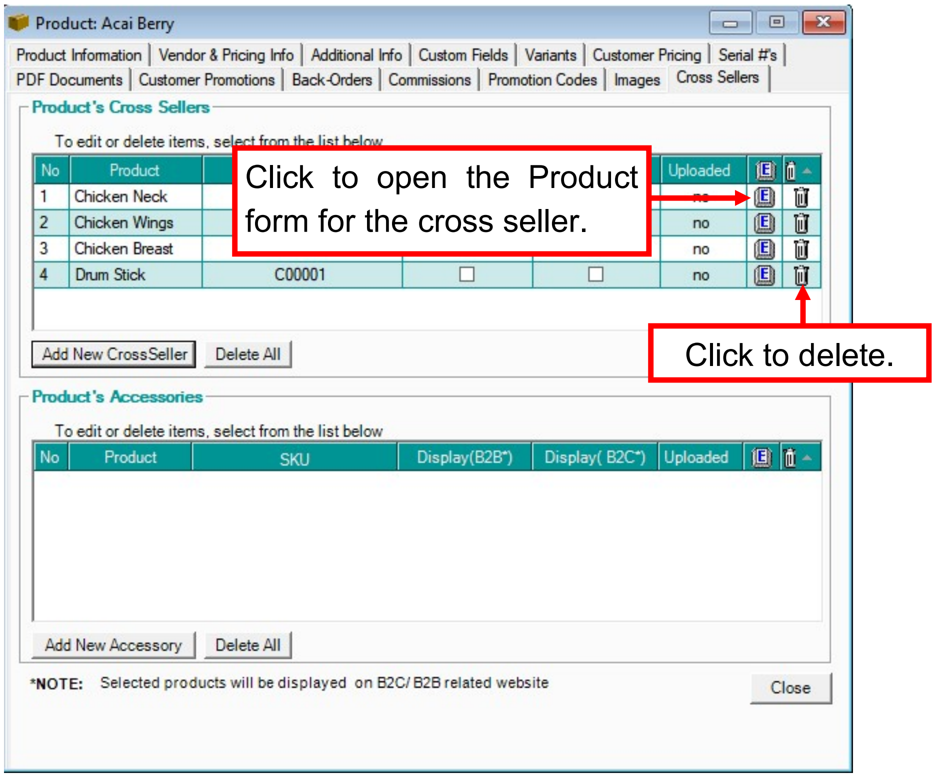


3. When the product appears, click the checkbox to select it. You may select more than one.
4. Click **Add**.
5. Your cross-seller or accessory will appear in the Cross-Seller tab. Use the checkboxes to indicate if the product should appear in the B2B or B2C site.

Deleting or Editing Cross Sellers

From the **Product > Cross Sellers tab:**

- Click the trash can icon to delete the cross selling product or accessory.
- Click the edit icon to edit the cross selling product or accessory. This will open the Product form for that product.
- Select or de-select the checkboxes to display the product on the B2B or B2C sites.



- Click **Delete All** to delete all cross sellers or accessories.
- The **Uploaded** column indicates if the B2B or B2C site has been updated with this cross-seller or accessory yet.

11.3 Creating Product Categories

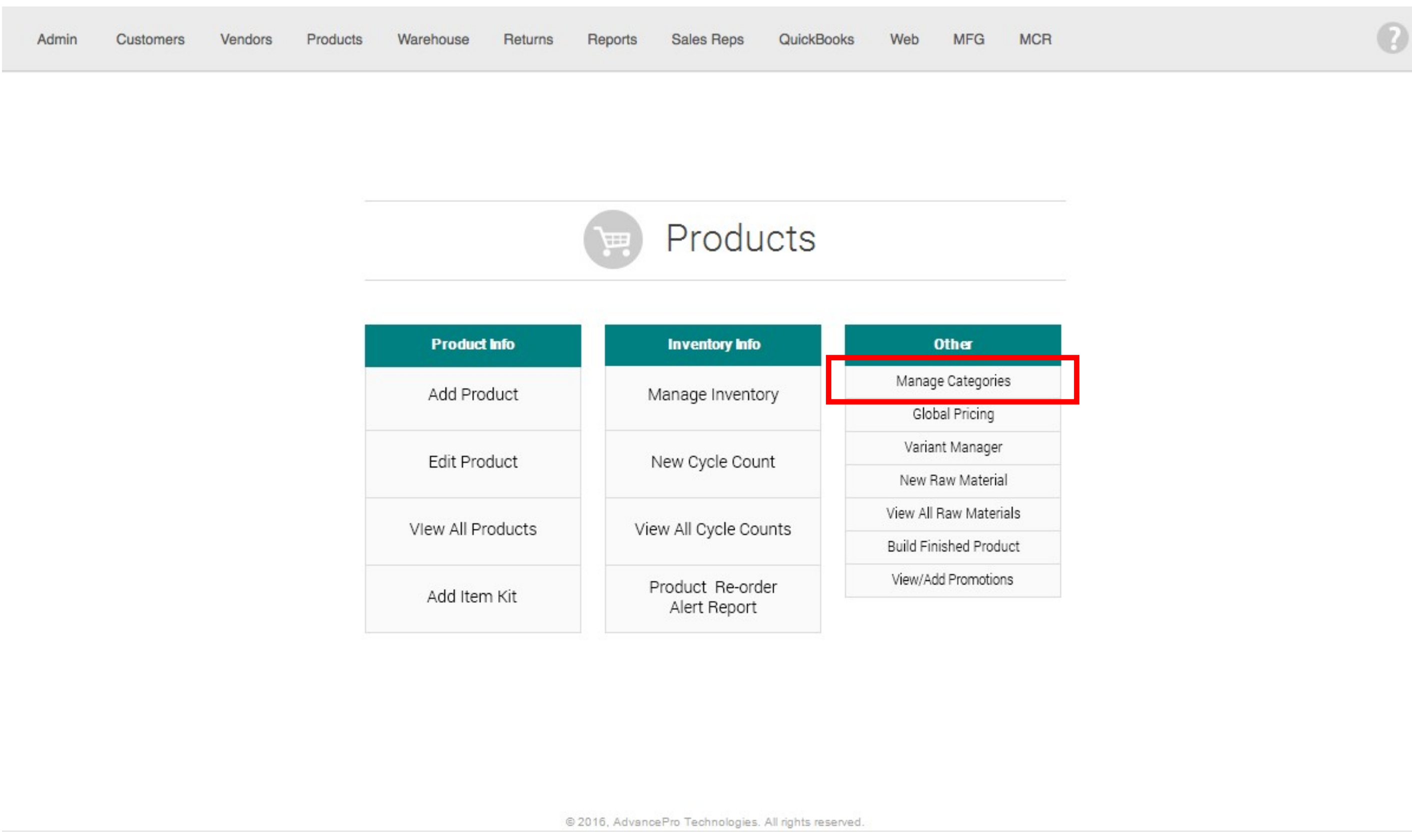
Mandatory Fields

- Category Name

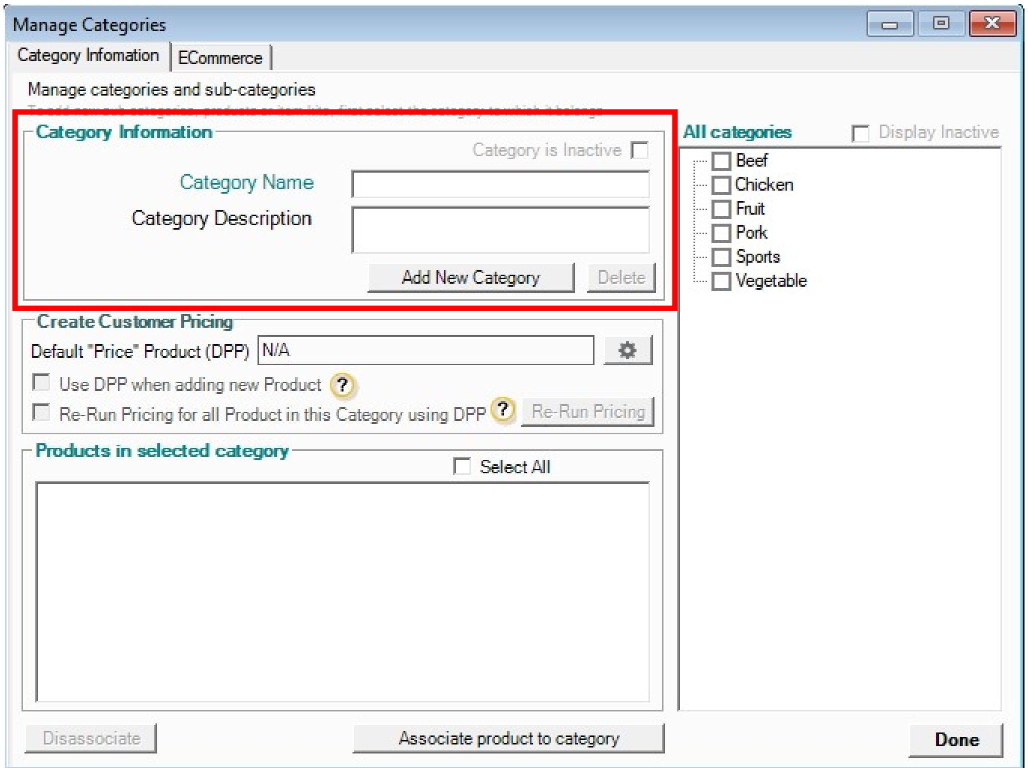
1. Open the **Product Switchboard** by clicking **Products** and then click **Manage Categories**.

Alternately, you can:

- Use the **Product** drop-down
- Click CTRL + ALT + C



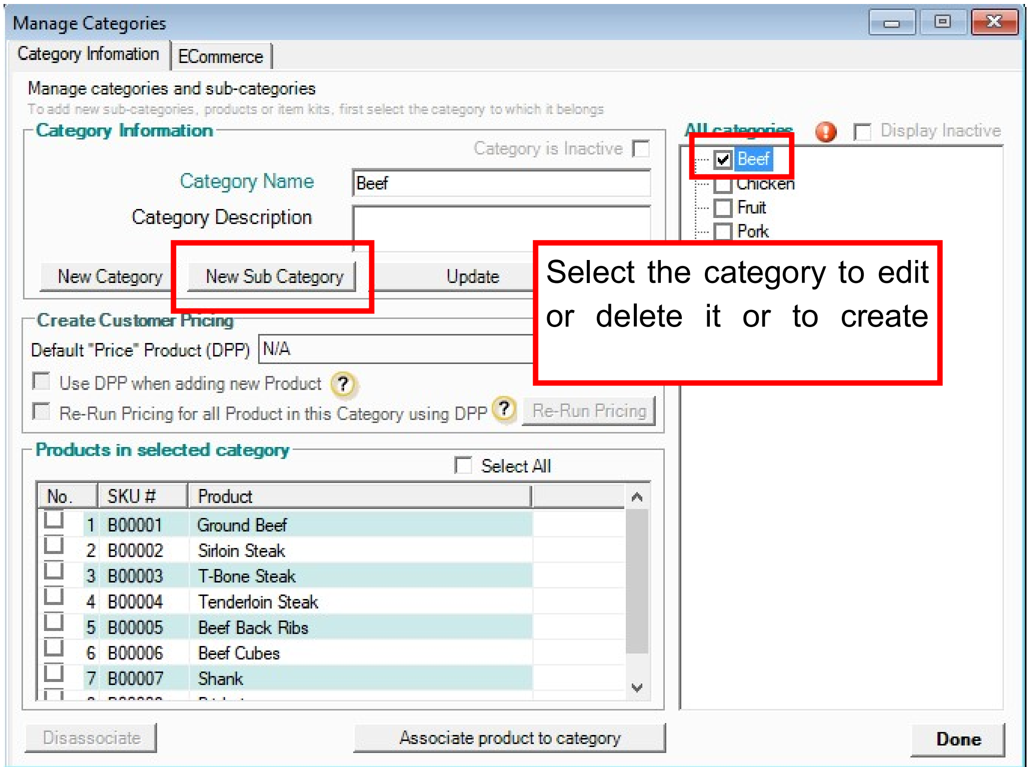
2. The **Manage Categories** dialog will open. Enter the category name and if desired, a description.



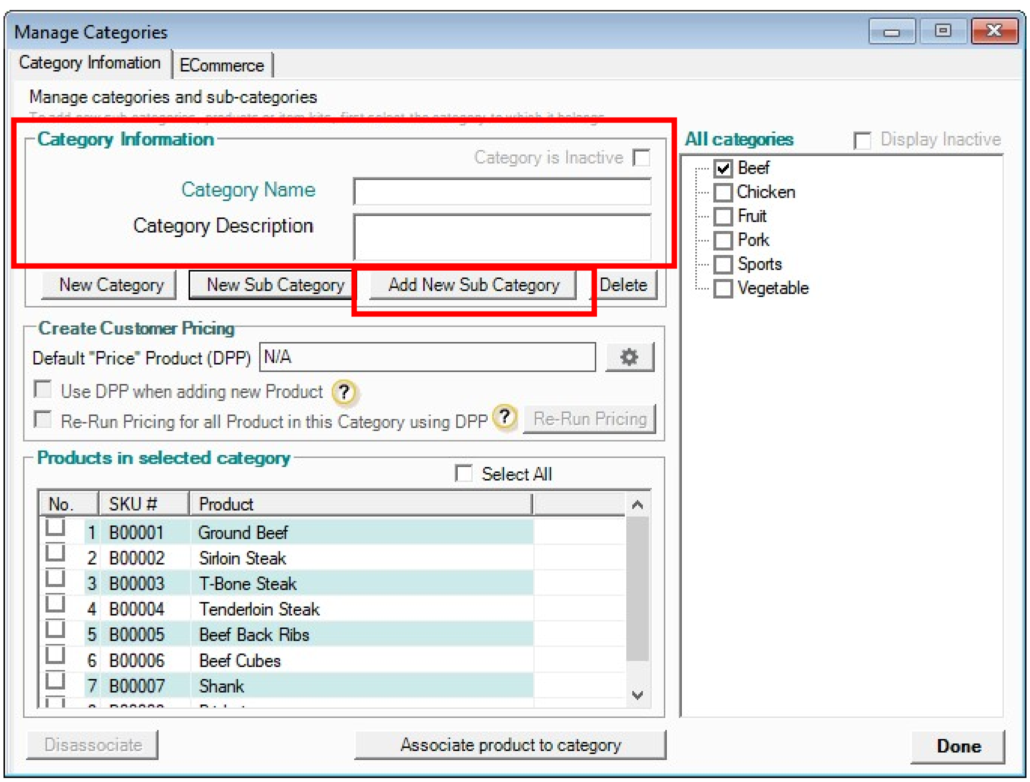
3. Click **Add New Category**. The category will move to the All Categories box on the right.
4. You have created the new category. You can now either click **Done** or continue to edit that category.

Creating Sub-Categories, Editing or Deleting Categories

5. In the **Manage Categories** dialog (accessed from the Product Switchboard, CTRL + ALT + C, or using the Product drop-down), select the category from the right box.
6. To edit the category name or description, make any changes necessary in the **Category Information** section and then click **Update**. To delete it, click **Delete**.



7. To create a sub-category, click the **New Sub-Category** button at the top.
8. Enter the sub-category name and description (description is optional). Click the **Add New Subcategory** button when done.

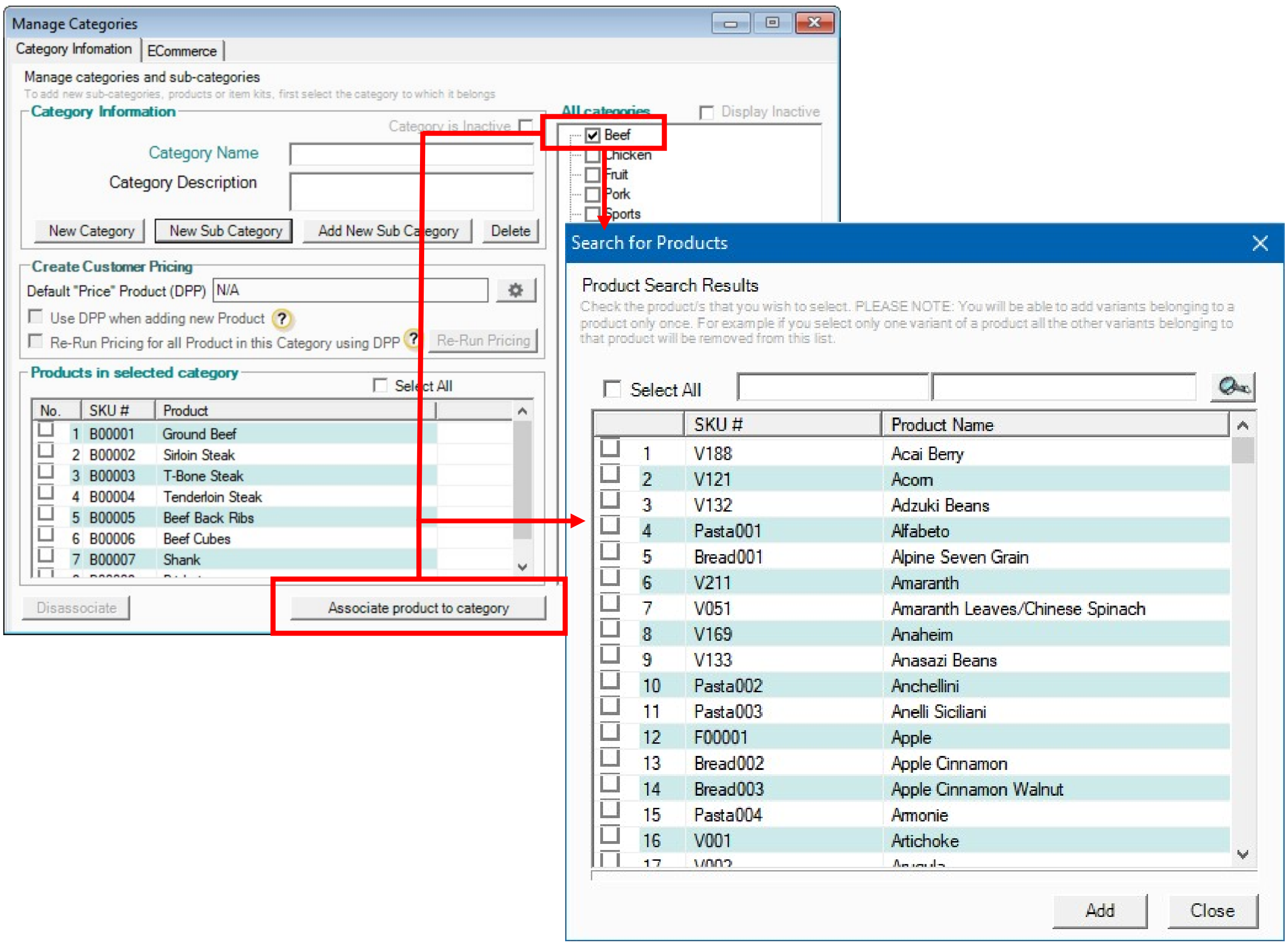


9. Click **Done** if you are finished.

Assigning Products to Categories

> ⚠ You can assign products to categories from the Manage Categories dialog or from the Products dialog. To assign multiple products at once, it's easier to use the Manage Categories dialog (accessed from the Product Switchboard, CTRL + ALT + C, or using the Product drop-down).

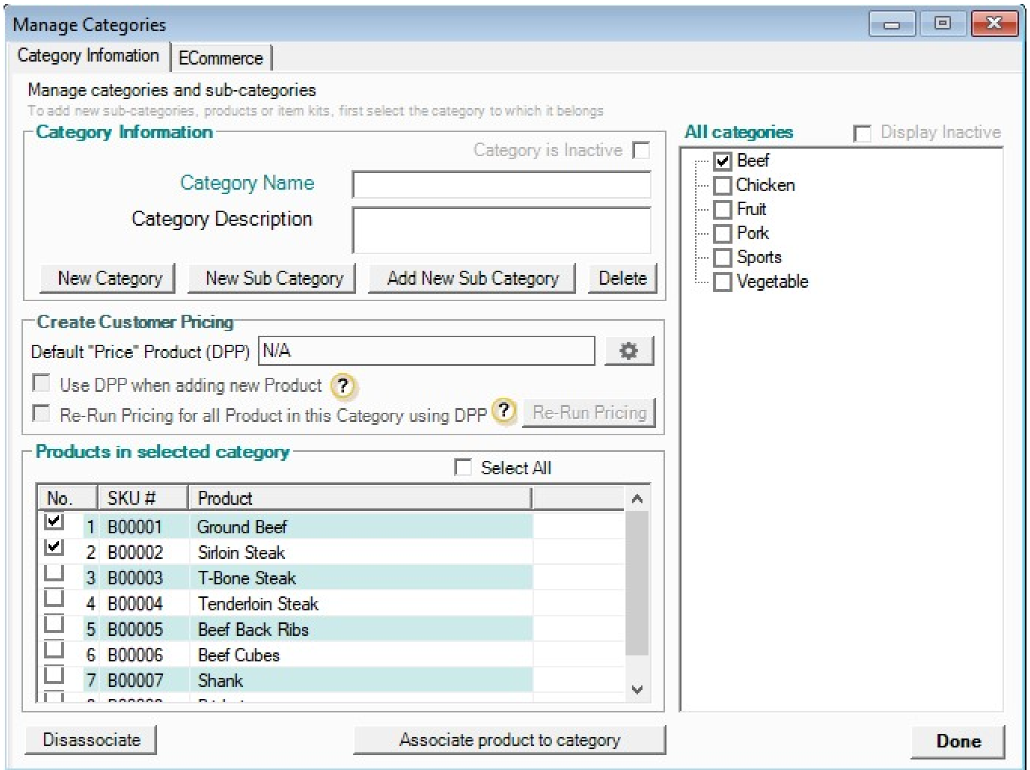
10. Select the category by clicking the checkbox.
11. Click **Associate product to category**.



12. The **Search for Products** dialog will open. Search for and select products from the list. You may select more than one at once.

NOTE: You can check the "create customer pricing" to assign pricing exceptions associated with that Customer Group. The group pricing exceptions can be set up using Global Pricing. Please see the Chapter 10 on more information.

13. Click **Add**.


Manage Categories
Category Infomation
ECommerce
Manage categories and sub-categories
To add new sub-categories, products or item kits, first select the category to which it belongs
Category Information
Category is Inactive
Category Name
Category Description
New Category
New Sub Category
Add New Sub Category
Delete
All categories
Display Inactive
Beef
Chicken
Fruit
Pork
Sports
Vegetable
Create Customer Pricing
Default "Price" Product (DPP)
N/A
Use DPP when adding new Product
Re-Run Pricing for all Product in this Category using DPP
Re-Run Pricing
Products in selected category
Select All
No.
SKU #
Product
1 B00001 Ground Beef
2 B00002 Sirloin Steak
3 B00003 T-Bone Steak
4 B00004 Tenderloin Steak
5 B00005 Beef Back Ribs
6 B00006 Beef Cubes
7 B00007 Shank
Disassociate
Associate product to category
Done

12 Returns

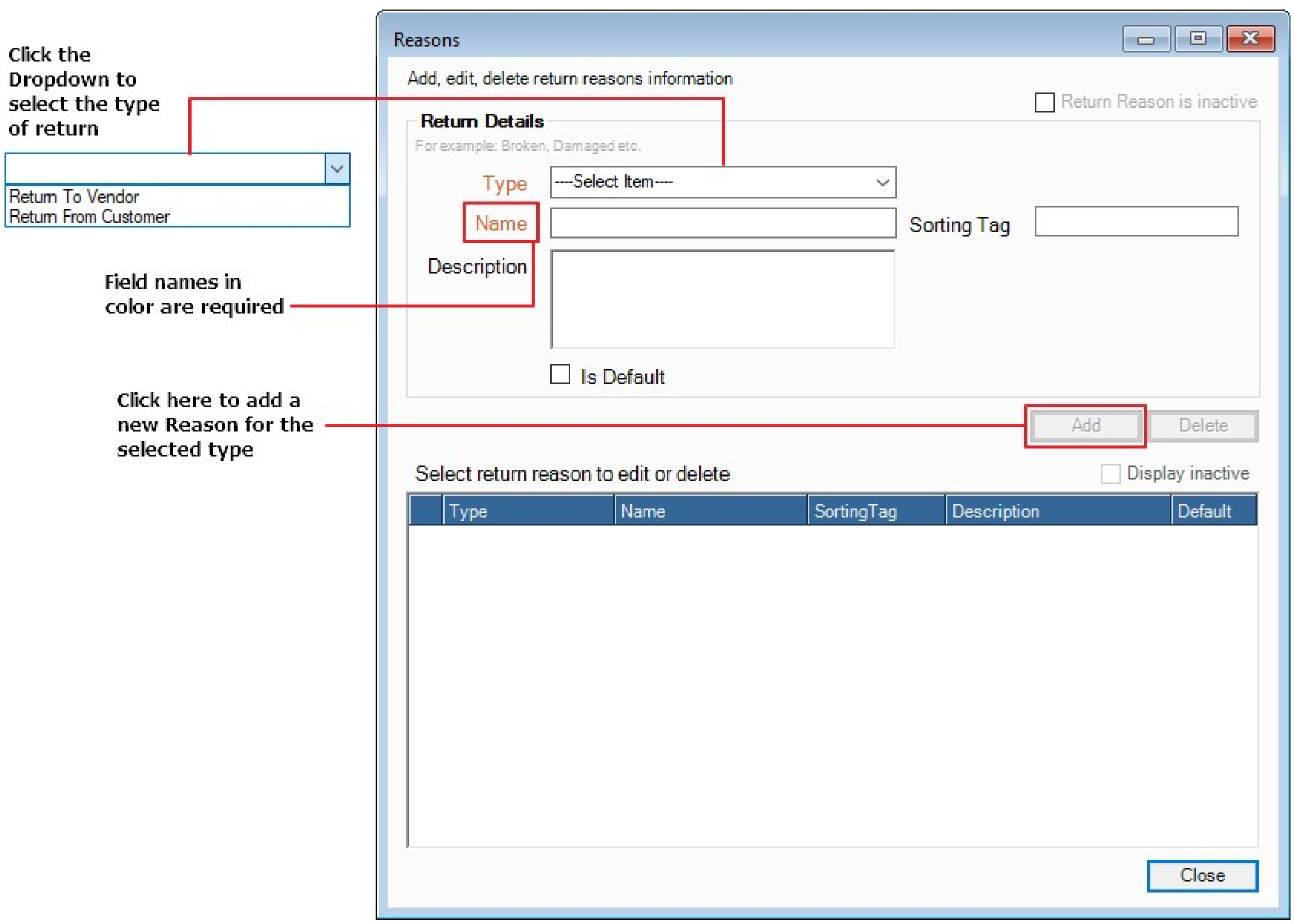
In this chapter, we will review Returns, including:

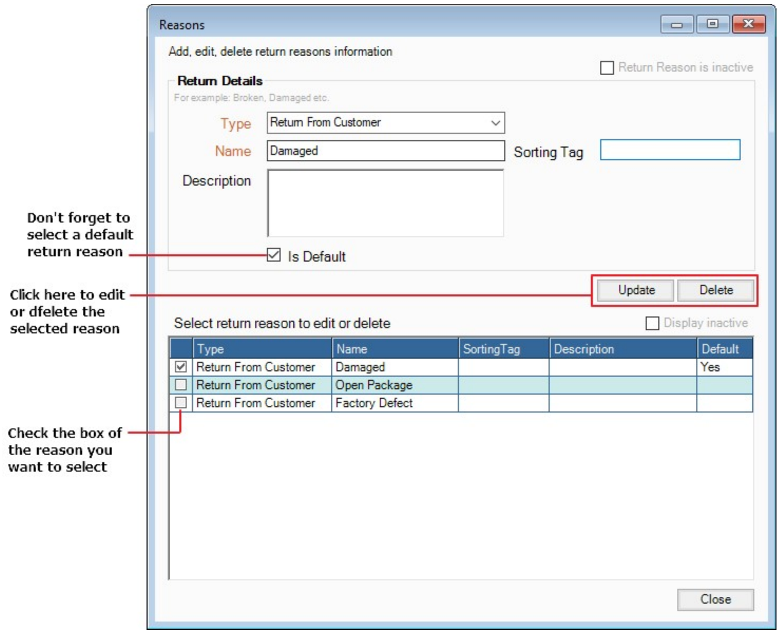
12.1 Customer Return

Use this form to issue customer returns. You must initiate a search for the product/s to be returned from an order using the form

12.1.1 Setting Up Reasons for Customer Returns

Whenever the customer returns a product, it is important to know what might the cause or problem be. The new Reasons feature will allow the users to make pre-defined values to assign to any products to be returned.

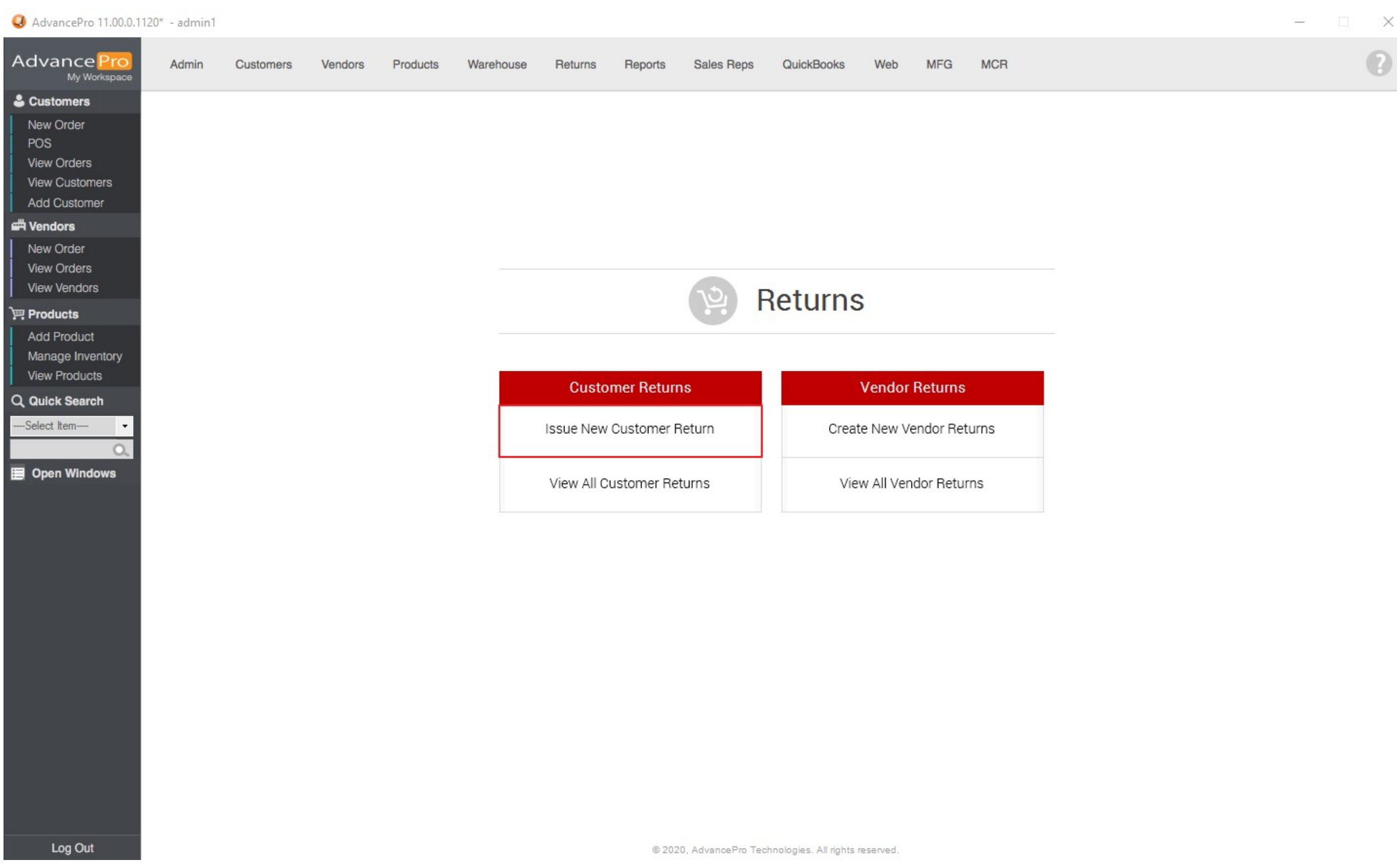




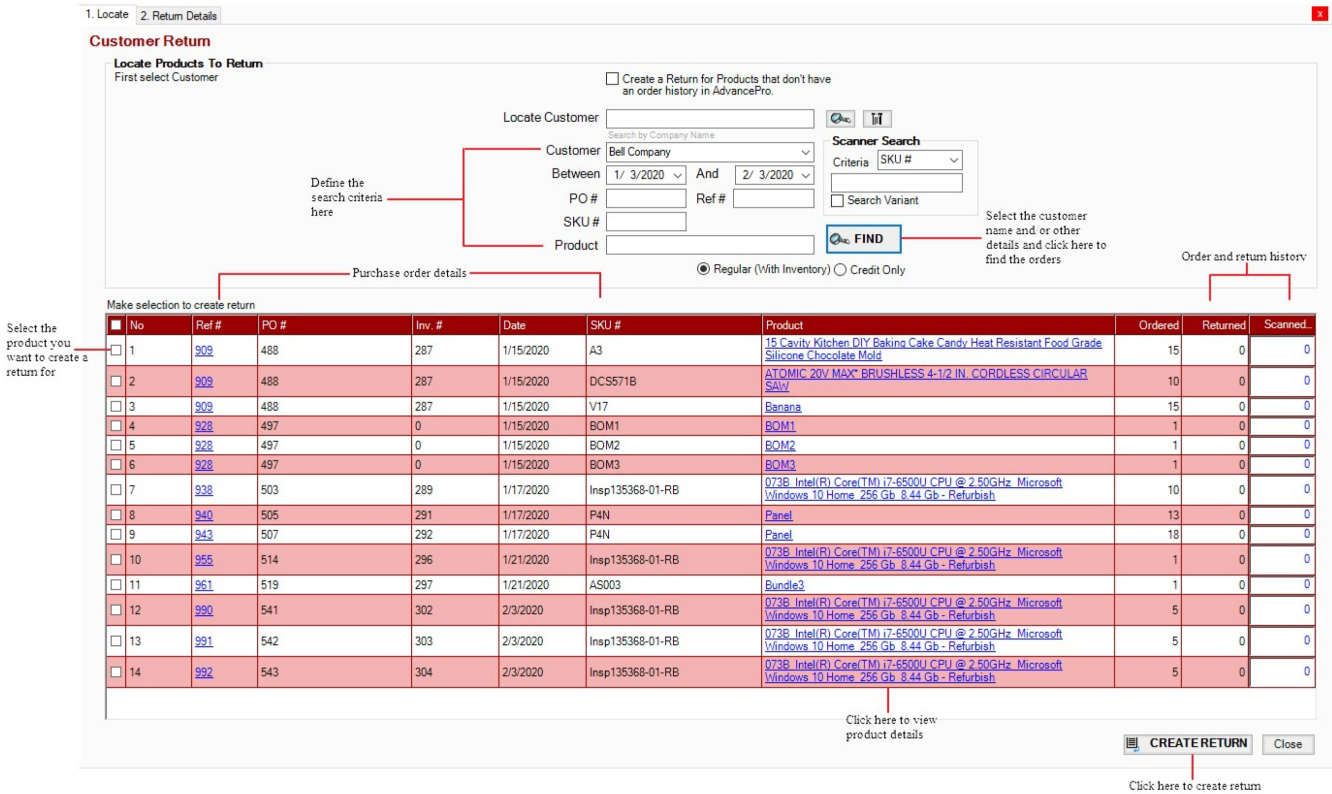
12.1.2 Issuing Customer Return

1. Go to **Returns > Issuing Customer Return**. Alternately, you can:

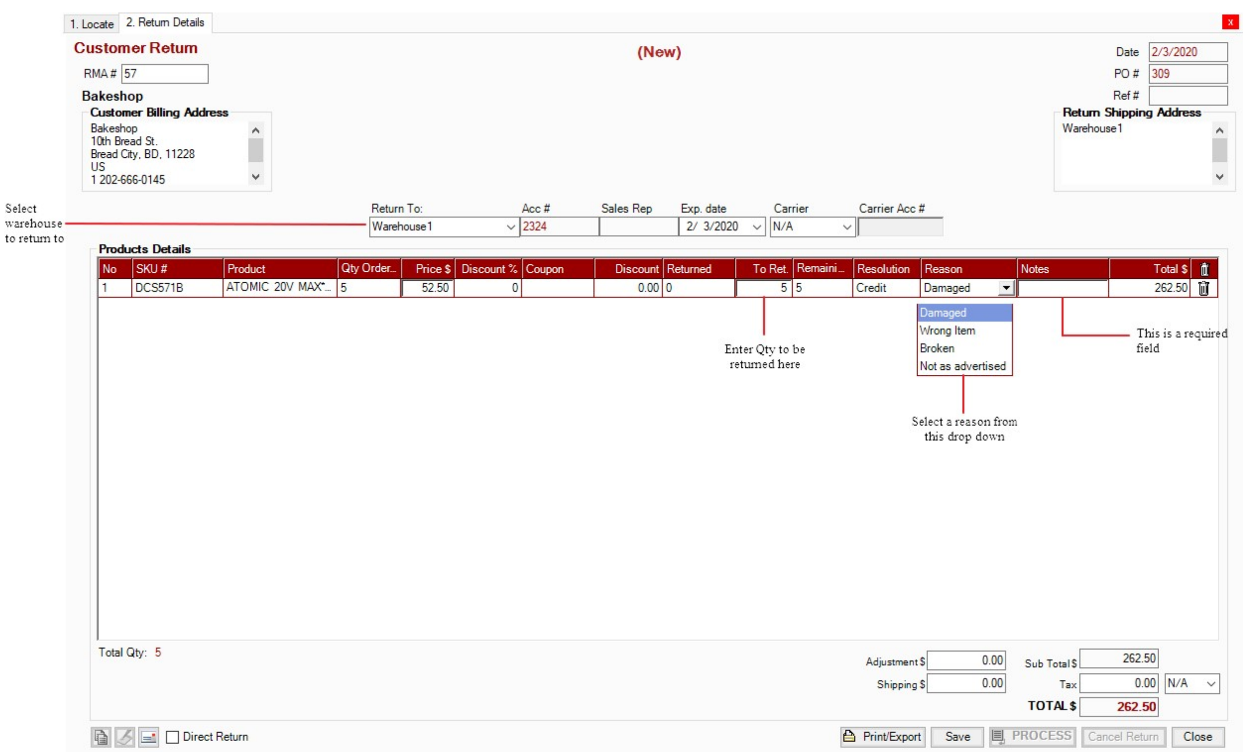
   Click **CTRL + ALT + U + R** on your keyboard.



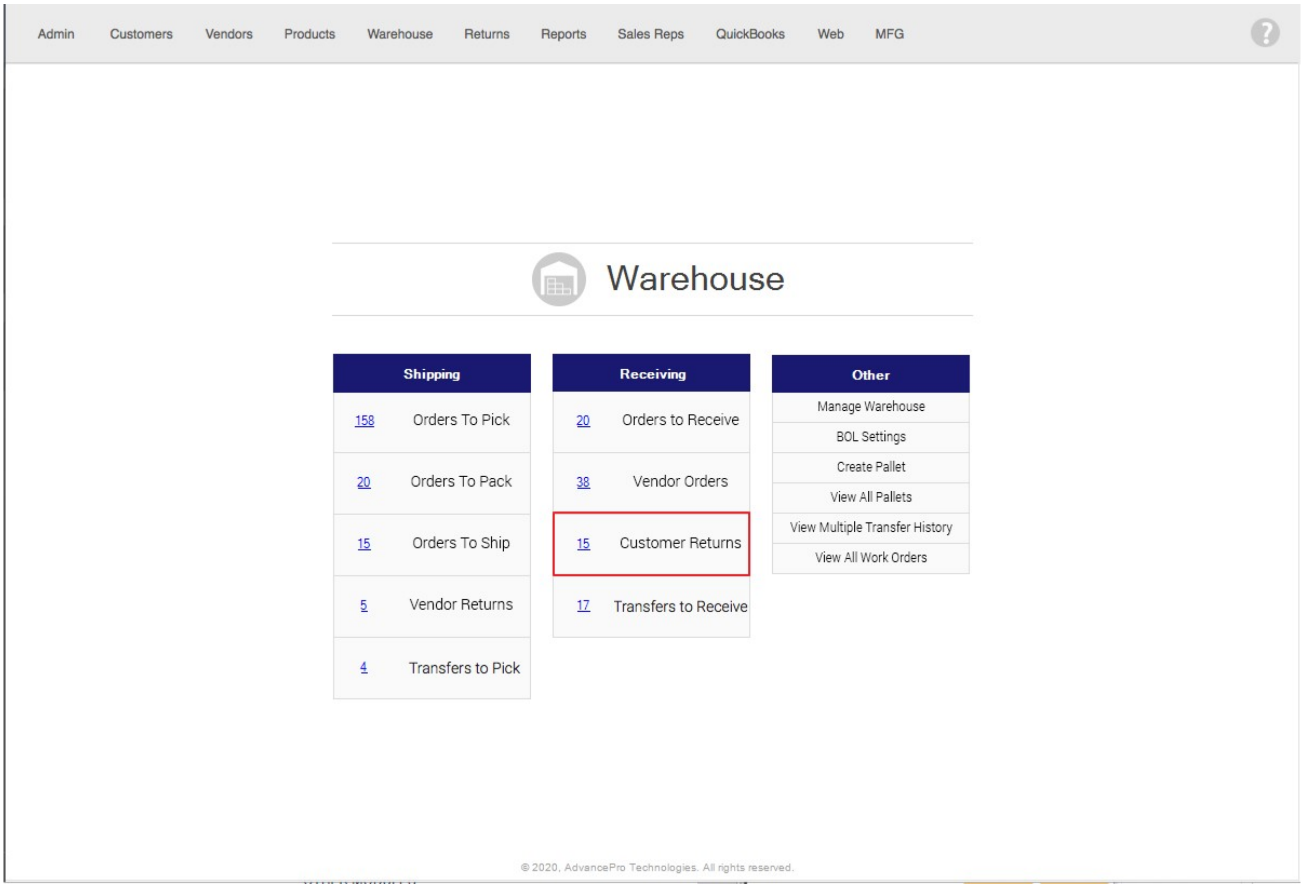
2. Select Customer from the drop-down and click on Find. It will then show the Shipped orders in the table below. Select the product on the left side, enter quantity in Scanned column and click on Create Return



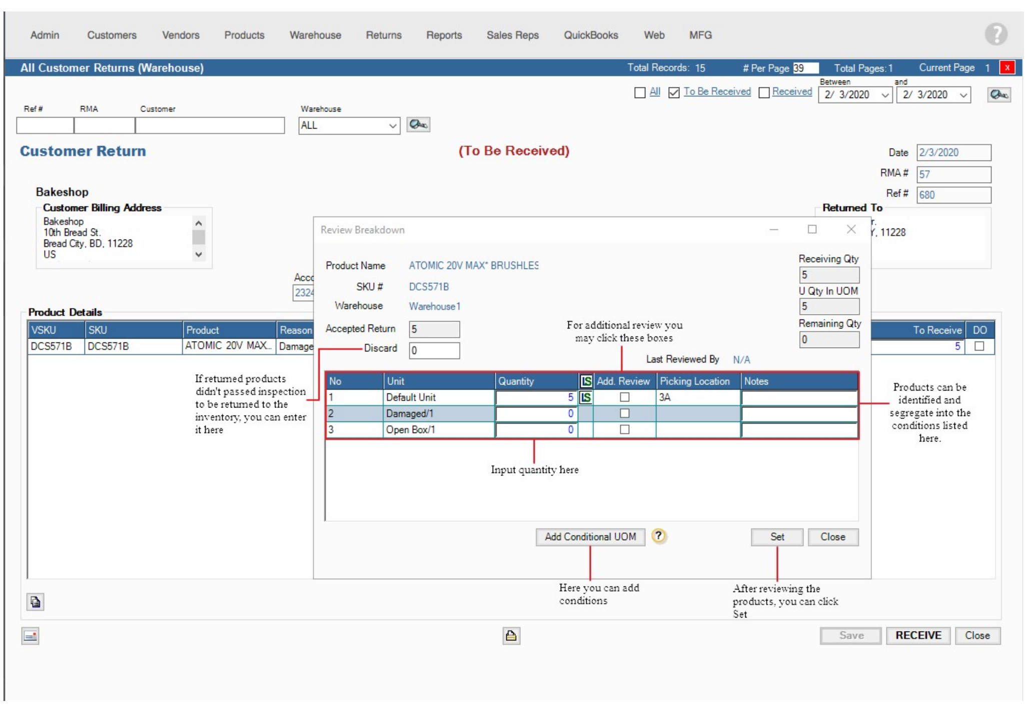
3. There are some enhancements that have been done to reduce user error in doing reasons and review feature has been added as well. These options are **Reason Drop-down** & **Review Required** feature. Learn more about this op-



4. After processing the Return go to the Warehouse Switchboard and click on Customer Returns



5. *AdvancePro* introduces a function to assess returned products from customers. This function can distinguish returned products if it can be accepted as a return or can be discarded. Accepted returns can also be broken down into UOM depending on the conditions of the products for quality control purposes. After reviewing, you can now click on **Set** and then finally **Receive.**



12.1.3 Importing Returns

To provide AdvancePro users with the ability to quickly create returns for large numbers of items, by importing an Excel spreadsheet.

Standard Excel Schema:

- ACCOUNT NUMBER
- RMA_NUMBER
- PRODUCT_SKU
- QUANTITY
- REASON

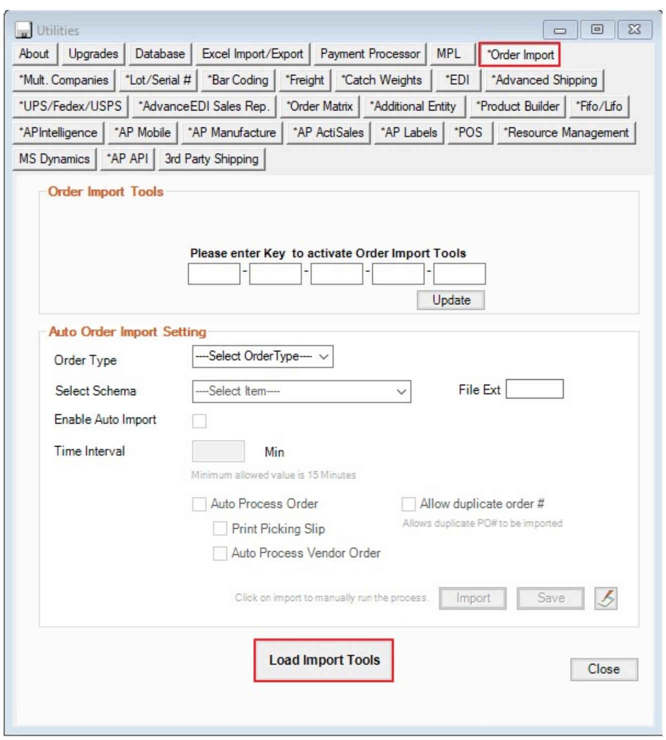
Rules to follow when importing spreadsheets:

1. Avoid using spaces on headers; use underscores instead
For example:
PRODUCT NAME - Incorrect
PRODUCT_NAME - Correct
2. Sheet1 should be named Sheet1 and should **NEVER** be renamed
3. No other sheets should exist except for Sheet1
4. Always save files as an **.XLS file-**Excel **97-2003 Workbook (*.xls)**
5. Format everything to **Text format**

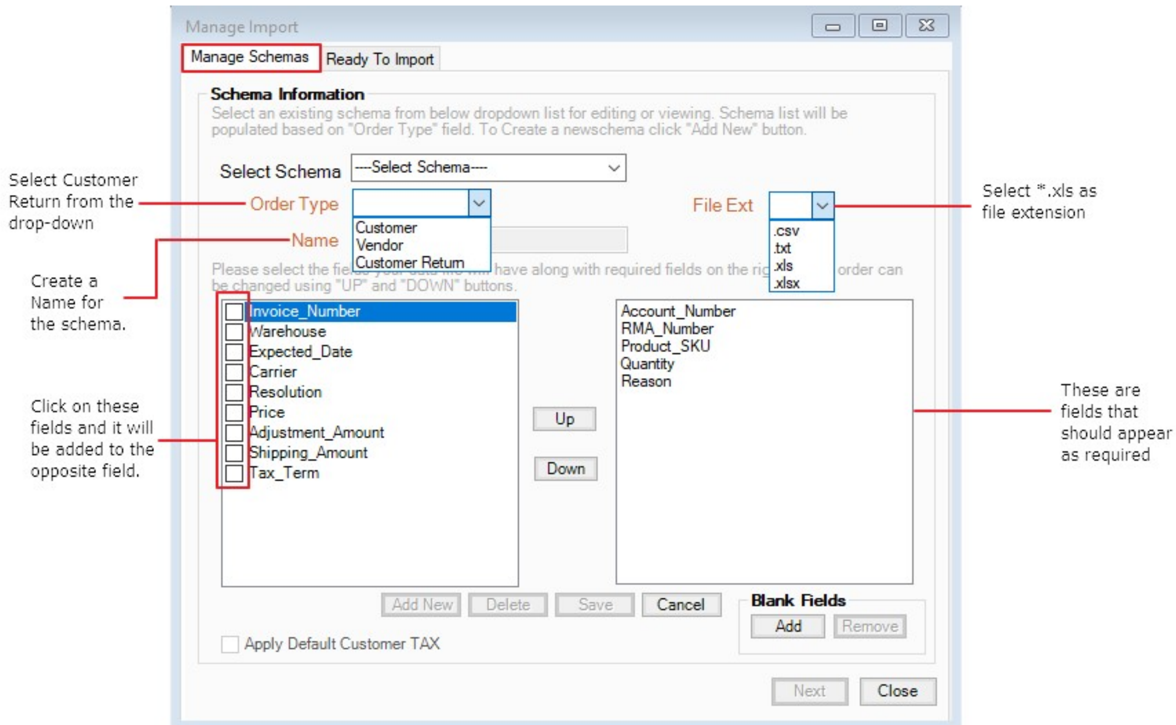
NOTE:

- You can have any name for the headers as long as you follow rule #1 and avoid using special characters
- The order of the headers and on the AdvancePro schema should be the same.

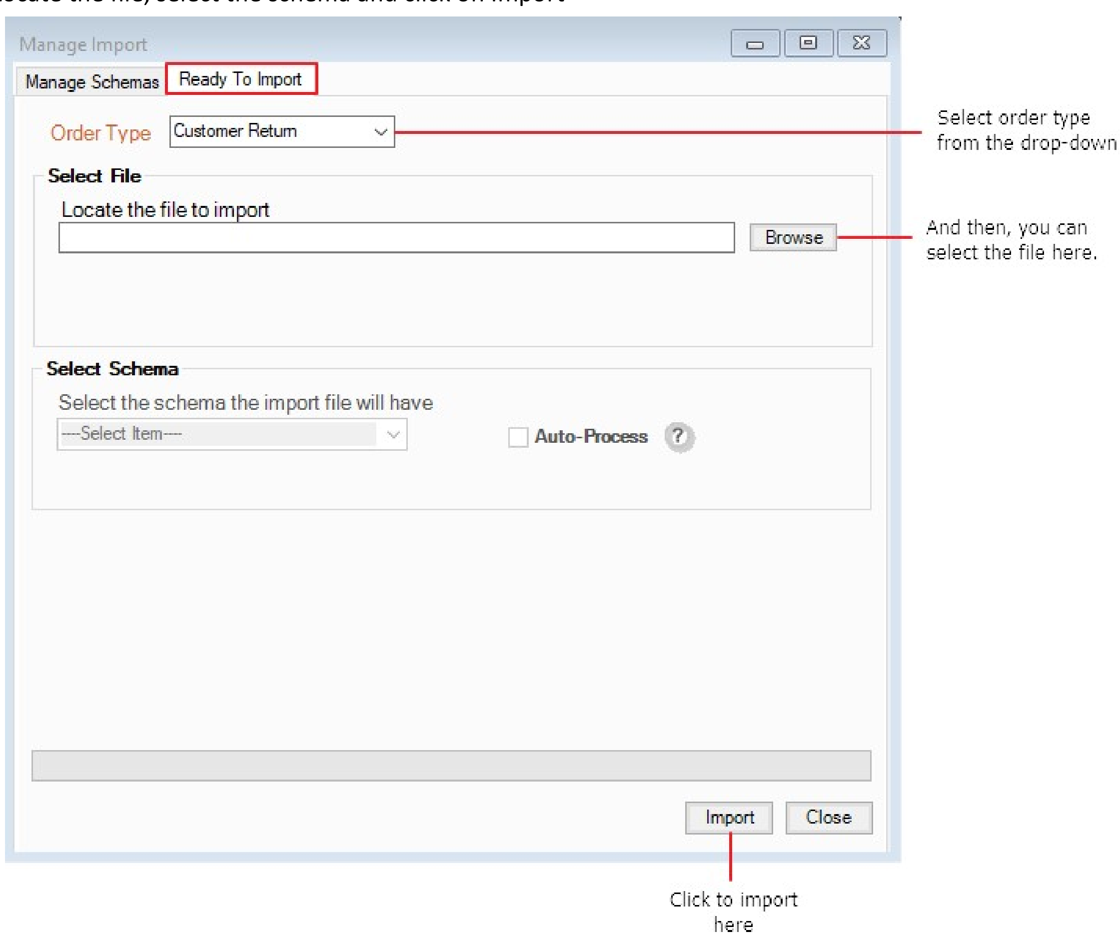
1. Go to **Admin Switchboard > Utilities > Order Import Tools**



2. You can create schemas here. After creating the schema you can click on Save



3. Locate the file, select the schema and click on Import

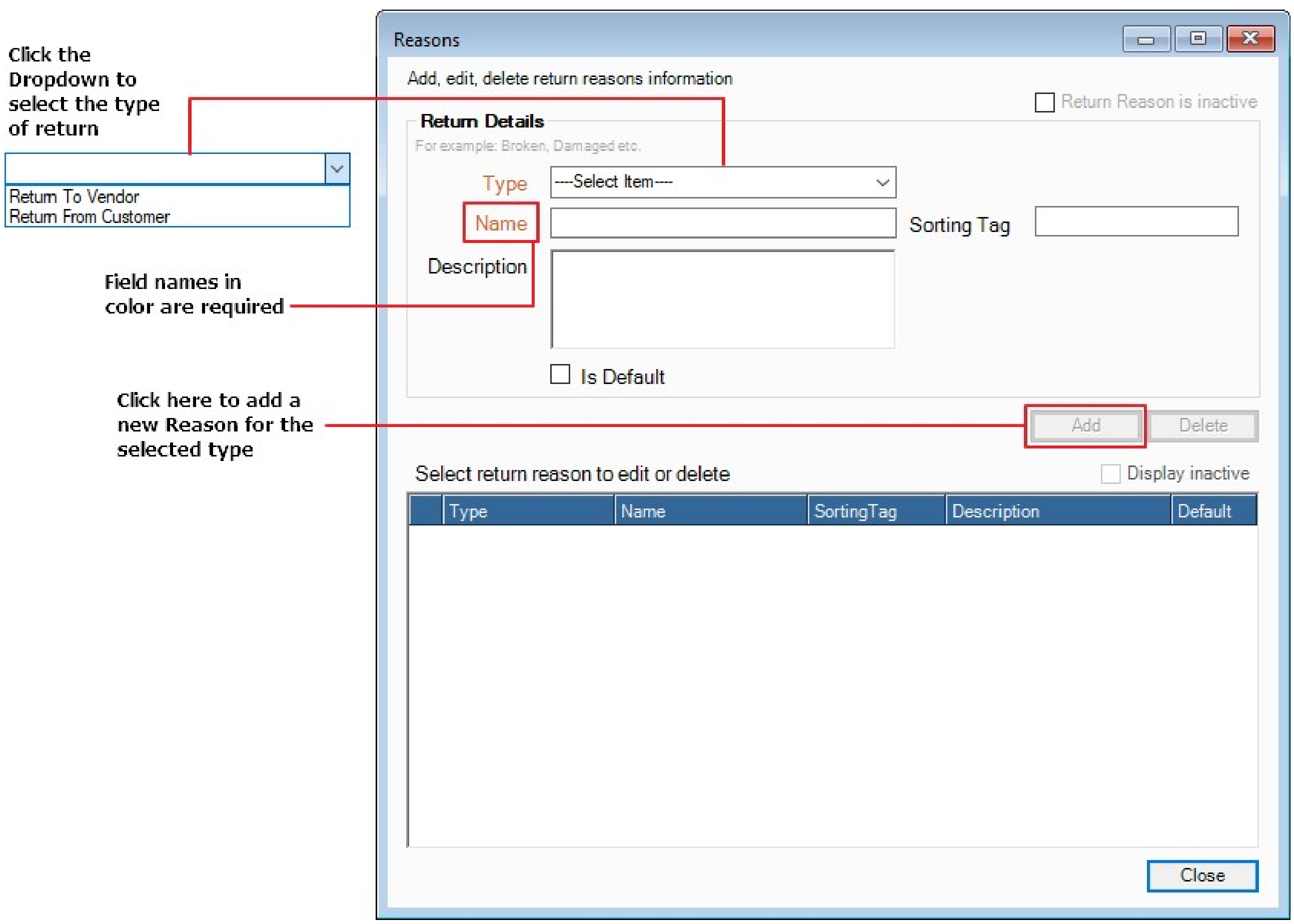


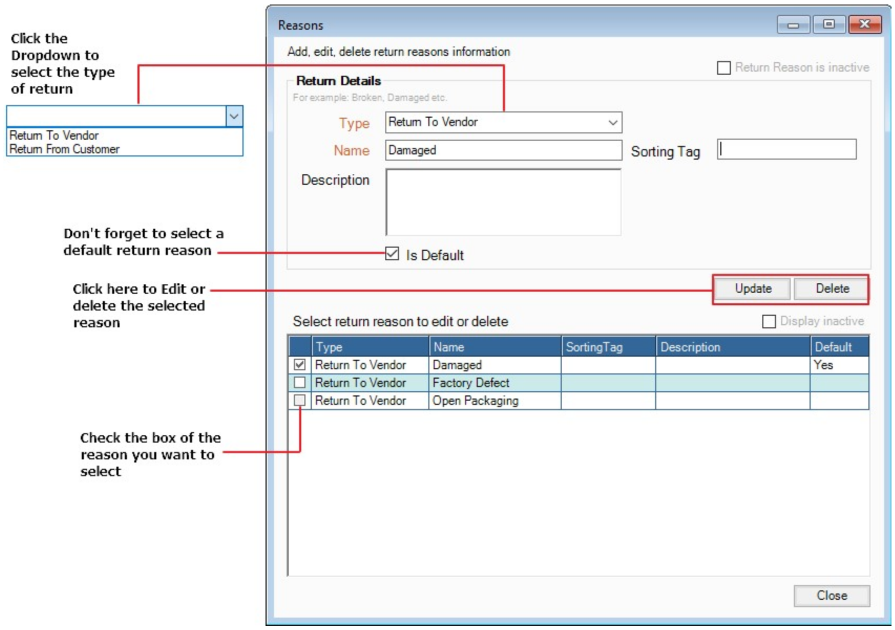
12.2 Vendor Returns

Use this form to issue vendor returns. You must initiate a search for the product/s associated with the vendor using the forms given below:

12.2.1 Setting Up Reasons for Customer Returns

Upon returning any product/s, it is important to know what the problem is for the item/s to be returned back to the Vendor. The Reasons feature will allow the users to make pre-defined values to assign to any products to be returned.

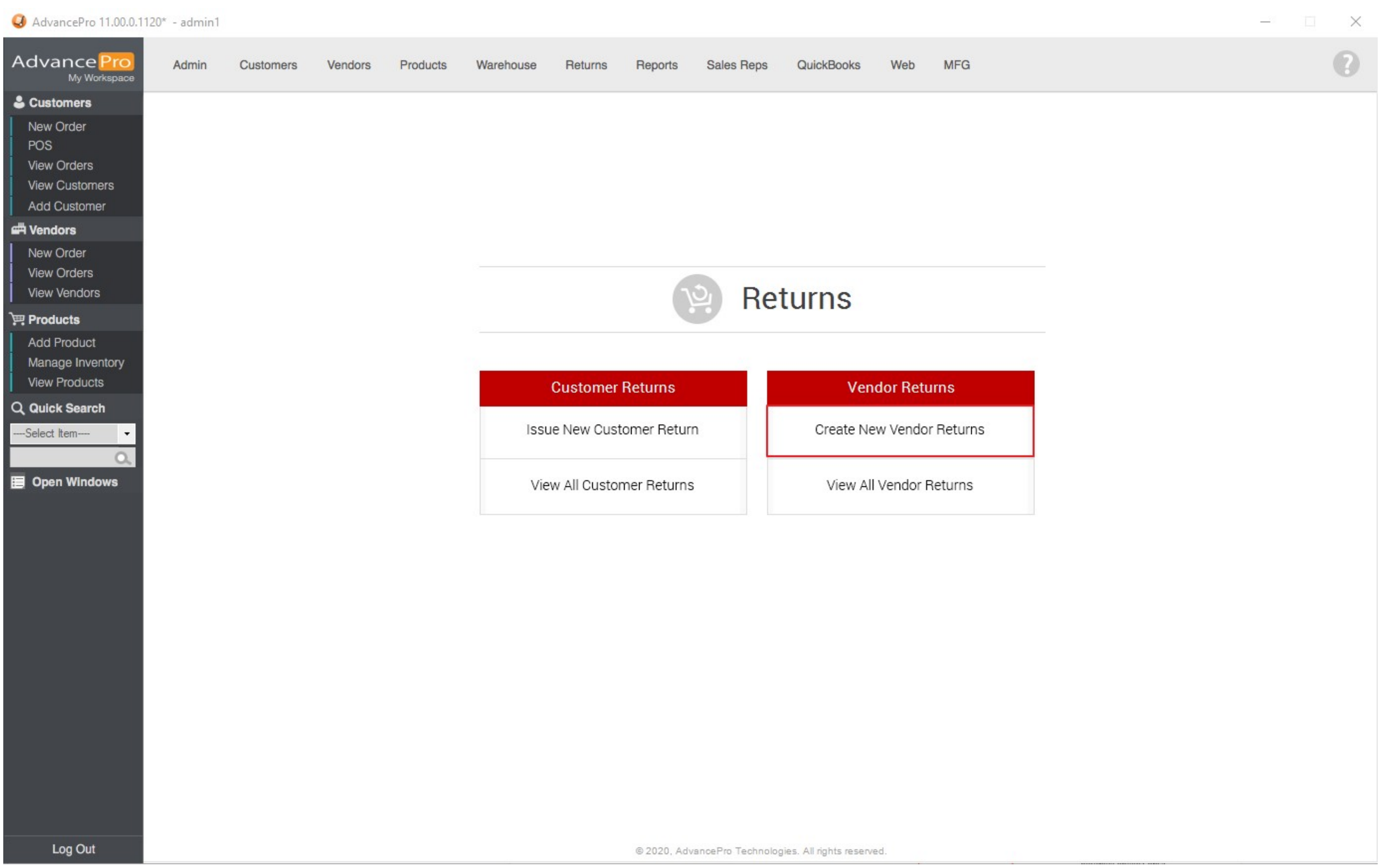




12.2.2 Creating Vendor Return

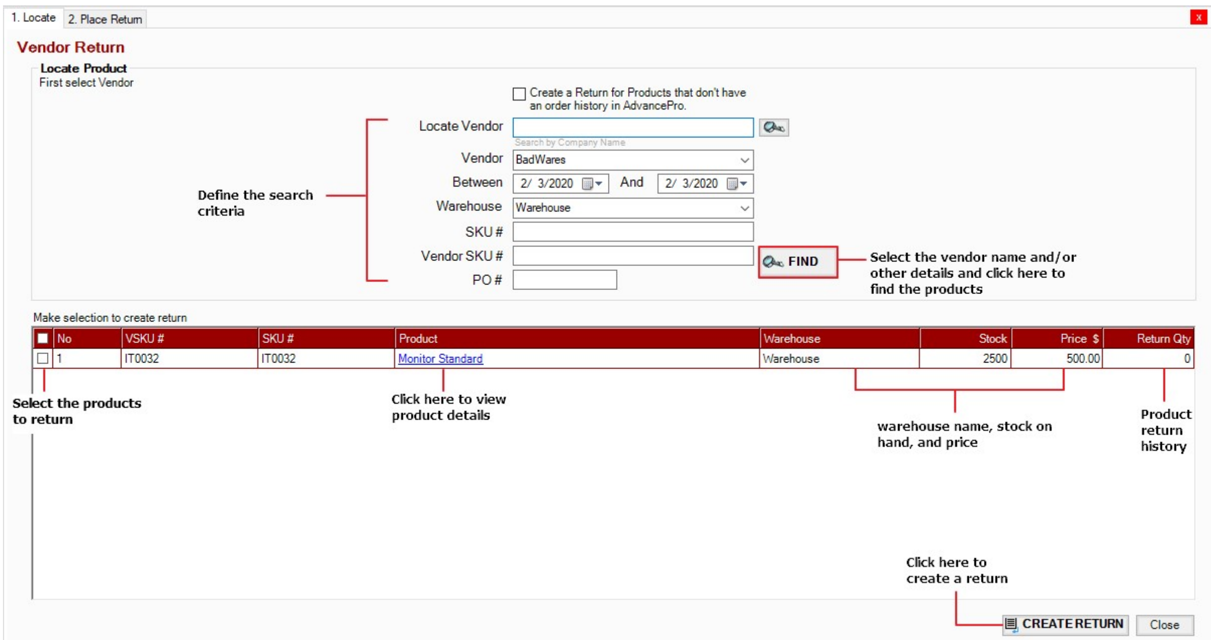
1. Go to **Returns > Create New Vendor Return**. Alternately, you can:

   Click **CTRL + ALT + D + R** on your keyboard.

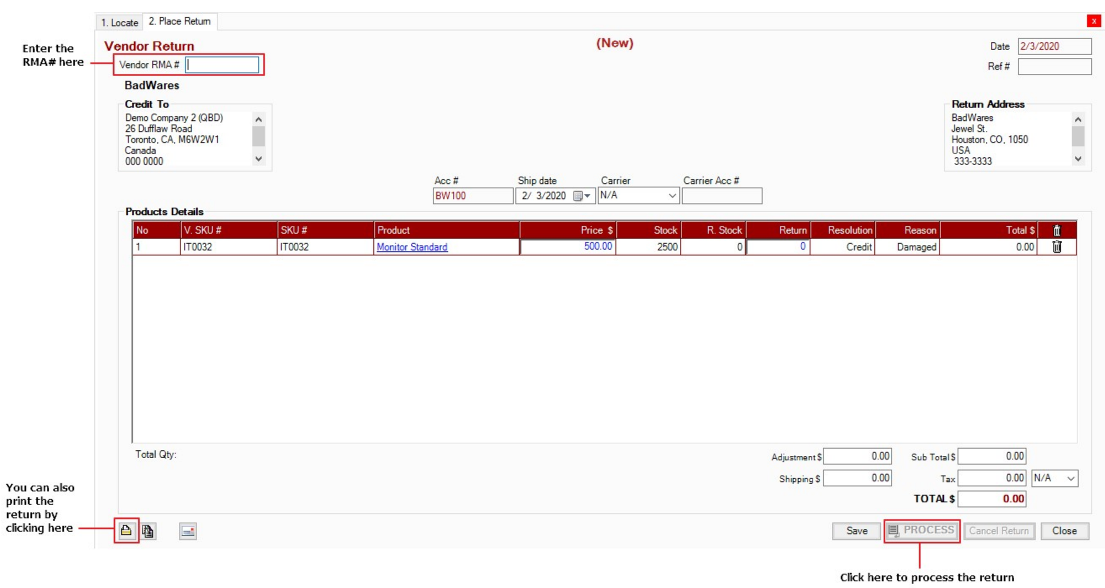


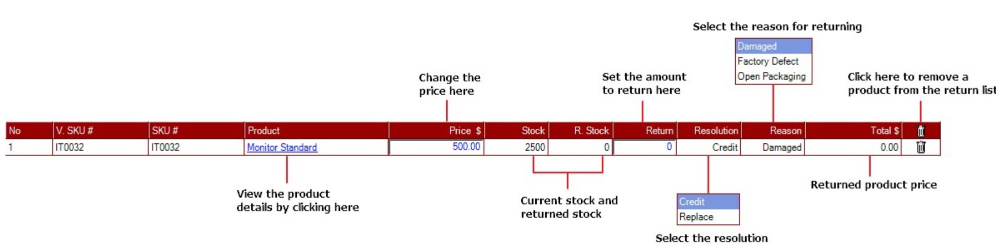
Processing the Vendor Return

1. Use the Create Vendor Return form to select the products to return. Only products associated with that vendor will be displayed.

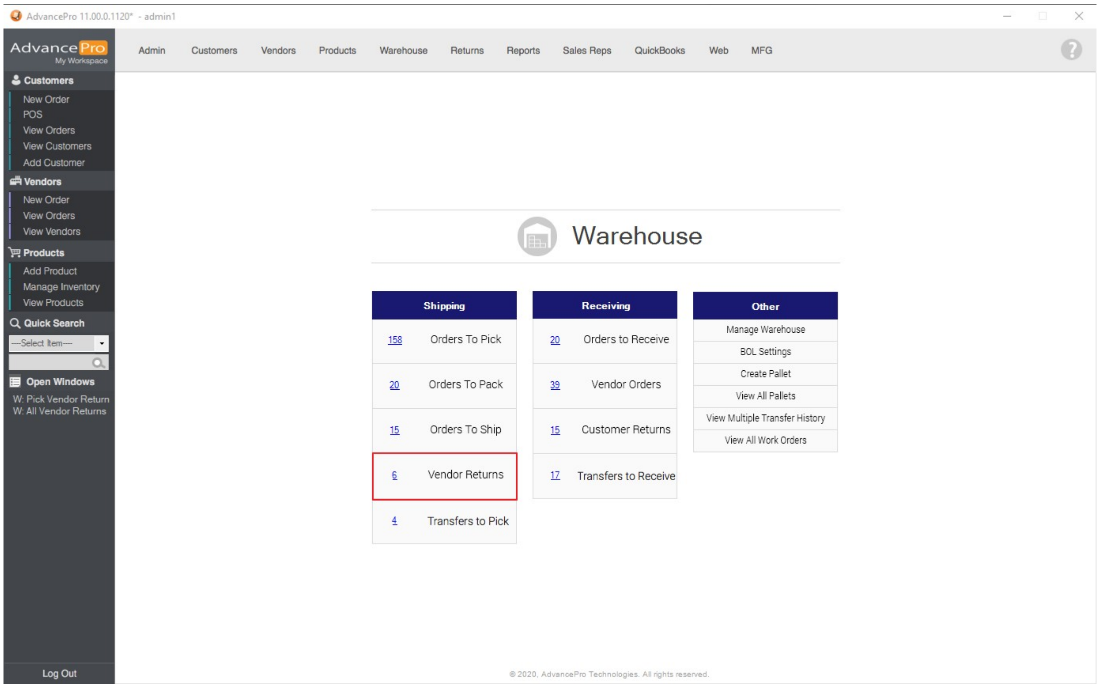


2. After clicking on Create Return, this is will be the interface. To process the return, you need to Enter RMA#, select an applicable reason for returning the item and then you can now process.

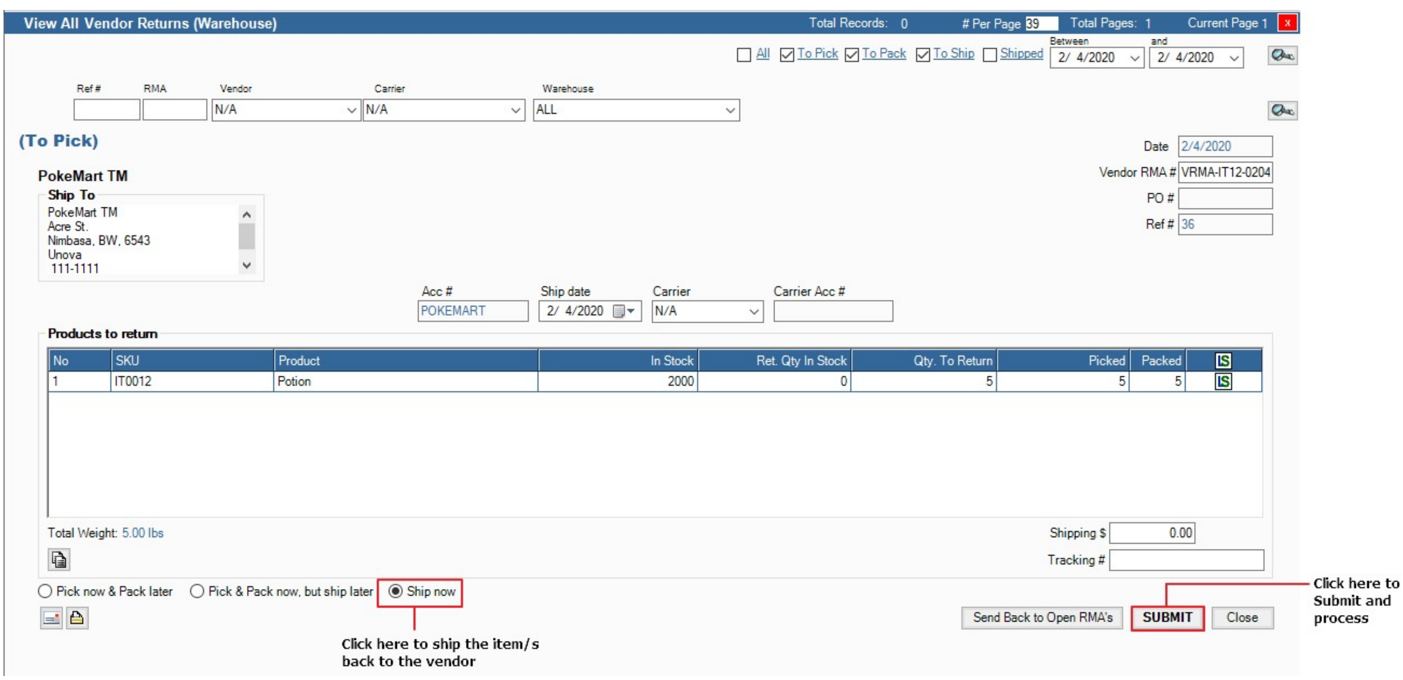




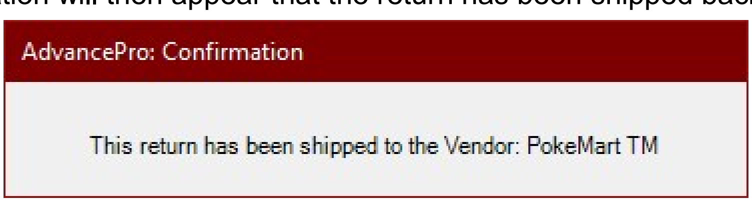
3. Use the Warehouse Switchboard to Access the Vendor Returns



4. After processing the Vendor Return, the return order will be then sent to the warehouse, where you will be able to ship the products back to the Vendor.



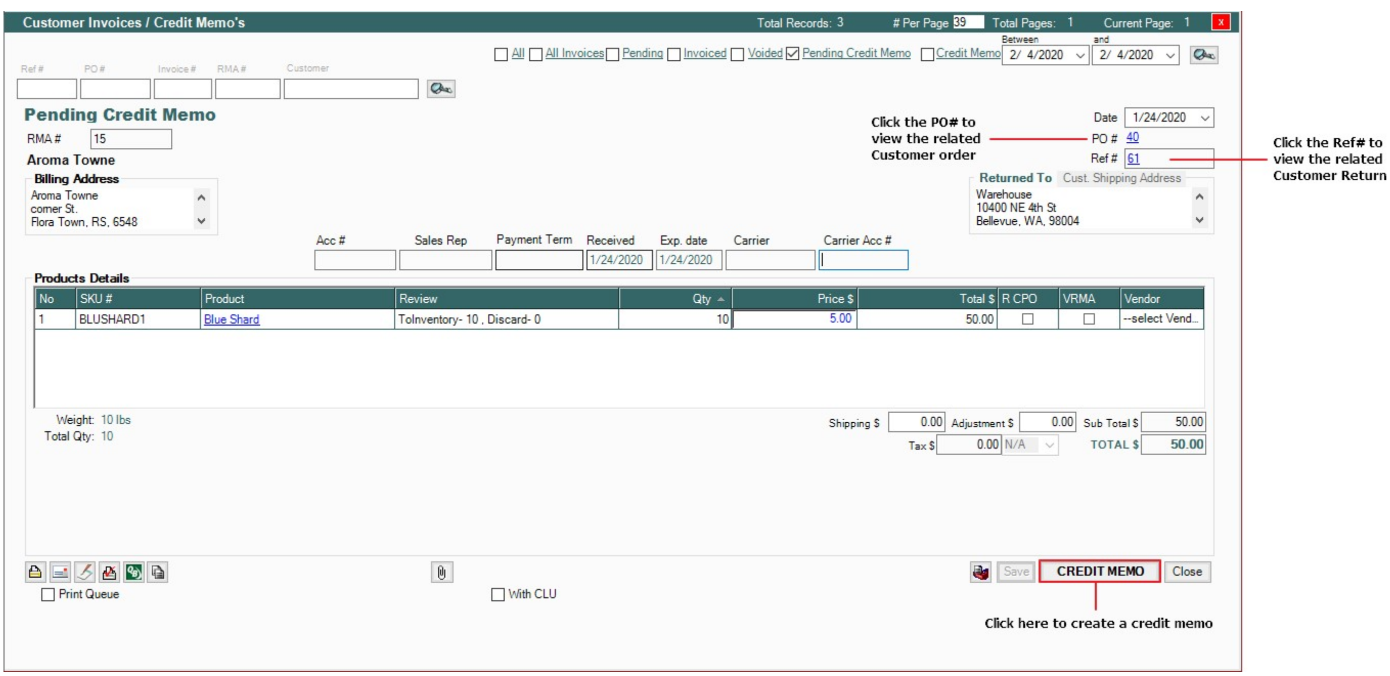
A Confirmation will then appear that the return has been shipped back to the Vendor

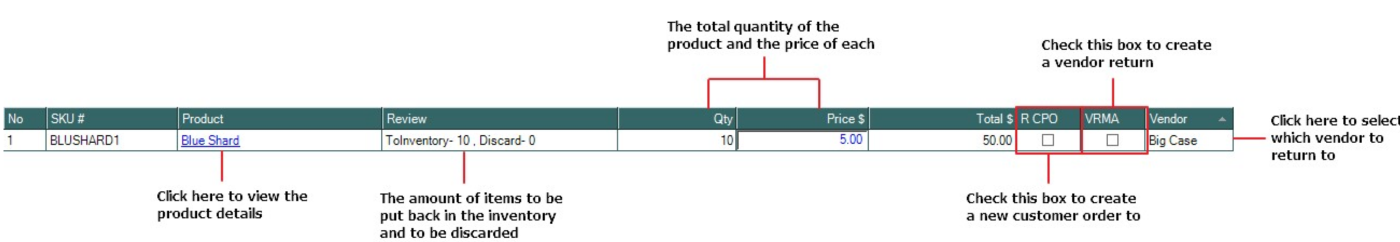


12.3 Credit Memo

12.3.1 Customer Credit Memo

When processing the return and selecting the ‘credit’ resolution for the customers’ returned product, the system will then create a pending Credit Memo. You may also choose to replace the returned items by checking the ‘R CPO’ box and/or create a Vendor return to return the “defective items” by checking the “VRMA” box





12.3.1 Vendor Credit Memo

After processing the shipment for the Vendor return, you will need to access the Returns module again and select ”View All Vendor Returns” to create a Credit Memo or Replacement for the Returned Product/s.