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For any issue, send us your questions (be specific as possible) and include the following;

1. Product serial number
2. Remote O/E version number
3. Support fee, or your support number
4. Your e-mail address for responses.

► Send us an e-mail to: **Support@bravosw.com**

We require all of the above information to process your request. Even if phoning, the above is required.

Thank you for your cooperation in this matter.

Important Information:

Version : _____

Serial Number : _____

Mailing address: 6508 McNiven Rd. Kilbride, ON Canada L0P 1G0

Remote Order Entry

Version 6.5

**Seventh Edition
March 2001**

USER INFORMATION

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Remote Order Entry

Preface

This book is designed as both a self-instruction guide, with clearly marked steps and a reference section. To find the answers to your questions after you start using your system, refer to the Reference Section.

This system does require knowledge of DOS and file transfers, so that the files can be imported and exported as specified by the file format in Appendix C.

Appendix C contains the ACCPAC file structure. You will notice that there are 2 sections, depending on which ACCPAC Order Entry version you are using. Please make sure you select the correct version to implement, otherwise the file structures will not match. Order Entry v6.1a and v6.1b are very different, hence the need for proper file layout selection.

****WARNING****

Remote O/E version 6.3c and earlier versions will only work with Order Entry and Inventory Control v6.1a. Remote O/E version 6.3d and later will only work with O/E and I/C v6.1b and later. Please check your O/E and I/C versions before installing this product.

REMOTE O/E MENU STRUCTURE

- 1. Import Processing (Host Only)**
 - 1. Orders**
 - 2. Invoices & Credit Notes**
 - 3. Communication**

- 2. Export Processing**
 - 1. Orders**
 - 2. Invoices & Credit Notes**
 - 3. Purchase Orders**
 - 4. Communication**

- 3. Reports**
 - 1. Company Profile**
 - 2. Audit**
 - 3. Import Errors**

- 4. Housekeeping**
 - 1. Edit Company Profile**

****NOTES****

The menu structure is the same for the remote site, excluding menu option # 1 which provides the ability to import.

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Introduction

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1

Introduction

Remote Order Entry is an import/export utility for the ACCPAC Plus Order Entry system.

It provides the user with the ability to receive data remotely from another site, and import it directly into the Host (Central) Order Entry processing system, without the need for re-keying or delays in order processing.

SYSTEM FEATURES

- * Automatic Posting of electronically transmitted Orders into the ACCPAC Plus Series
- * Provides complete record export of orders, invoices & purchase orders
- * Batch or automated processing
- * Supports Remote Order Entry Processing
- * Provides Export and Import Capabilities of Orders from Other Systems
- * Complete error checking and verification
- * Complete audit trails of activity
- * Menu access to communication scripts

SYSTEM CAPACITY

The minimum equipment you need to operate Remote Order Entry is;

- * A micro-computer with at least 640K of memory
- * A fixed disk (10 Meg), and a floppy drive
- * A monitor - either monochrome or colour
- * A keyboard
- * A parallel or serial printer capable of printing at least 80 columns

The minimum software you need to operate Remote Order Entry is;

- * ACCPAC Plus Order Entry module version 6.1a or higher with Window System Manager v6.1 or higher. (Remote O/E v6.3a)
- * ACCPAC Plus Order Entry module version 6.1b or higher with Window System Manager v6.1 or higher. (Remote O/E v6.3b or higher)

EQUIPMENT

THE COMPUTER

Remote Order Entry is designed to operate on a number of small business computers that use DOS (Disk Operating System) version 4.1 or later.

To operate Remote Order Entry you must have the system manager supplied by ACCPAC on a fixed disk system. You can load Remote Order Entry on by using 3.5-inch diskettes.

HOW TO USE THIS MANUAL

Chapter 1, Introduction, explains what Remote Order Entry is all about, features, the system capacity, and general key commands you will encounter.

Chapter 2, Getting Started, explains how to install the Remote Order Entry program and how to start it to create data files or work with existing data, after you have installed the System Manager on your equipment.

Chapter 3, Company Setup, explains the sequence involved with setting up the Remote Order Entry system. It guides you through the process of setting up your Remote Order Entry files to meet the specific needs of your company, and importing the information into your new system.

Chapter 4, Operations, provides you with the sequence of how to operate the most commonly used Remote Order Entry functions.

Chapter 5, Reports, highlights the information required to generate a report, and when it is appropriate to print the reports.

Chapter 6, Reference, outlines the program functions, explaining the purpose of each function and discussing special considerations that apply when using the function.

HOW TO USE THIS MANUAL ctd.

Appendix A: Sample Reports, shows you examples of the reports and lists Remote Order Entry can produce. The glossary will provide you with definitions.

Appendix B: System Manager, this highlights the functions and features of the system manager, and explains how and when to utilize them.

Appendix C: O/E Import/Export Format
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Getting Started

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Getting Started

This chapter contains instructions for installing and starting Remote Order Entry after your System Manager and any of the ACCPAC Plus O/E or P/O systems has been installed.

You must install version 6.1 or higher of the System Manager before you can install the Remote Order Entry program.

PROGRAM CONTENTS

The Remote Order Entry program are contained on these 3 1/2 diskettes:

- * Remote Order Entry Disk 1 - Host
- * Remote Order Entry Disk 1 - Remote

THE REMOTE ORDER ENTRY MASTER DISKETTE

The system comes with only one master diskette for your host and 1 for a remote site, therefore it is your responsibility to take care of it and after installing it on your fixed disk, putting it in a safe place.

COMMANDS AND MENUS

The Master Program diskette contains the commands you need to operate the system and process data. A COMMAND tells the computer to perform a specific task, such as printing. Commands appear on the screen in lists called MENUS. When you activate the system, the first series of menus appear.

As you operate the system, you will find that some commands have SUB MENUS. The commands on these sub menus are called OPTIONS.

To execute a command, you can then use the ARROW KEYS to highlight the command and then press Return, or type the command number.

INSTALLING REMOTE ORDER ENTRY

The installation process copies the Remote Order Entry program files to your hard disk in directory\ROASP and adds the program name to the ACCPAC Start List. You can also choose to install a sample of Remote Order Entry files which you can experiment with to assist you in becoming familiar with the program.

To install the program, gather all the Product disks that came with the package, then follow the instructions below.

Host (Central) Site:

1. Start up the Plus System in your usual manner. For example if you have exited the system manager and are in the root directory (usually C>) type:
PLUS <ret>
2. When the Start List (PLUS) appears, PRESS F3 to call up the System Manager. Place the Remote Order Entry - Host diskette in drive A:
3. Cursor down to the INSTALL PROGRAMS option.
4. Press return to begin installation.
5. It will ask you if you wish to install the sample data, press Y to install or N to omit it. {it should now be automatically installing the program}. It will then prompt you for other disks if applicable.

(When installing an upgrade, See Updating Remote Order Entry pg. 2-7)

Installing Sample Data

If you install sample data, it is placed in a directory called ASP\SAMDATA on the active drive, with SAM as the filename extension.

Install the sample data if you intend to utilize or experiment with the sample import. See Operations section chapter 4.

6. Follow the on-screen instructions until you have installed all the diskettes for the program.

When installation is complete you will be asked if you want to install another program. If you do not have another program to install, press N to select No.

If the System Manager is still on your screen, press ESCAPE until you have returned to the Start List. The Start List appears listing "Remote Order Entry - Host" as a choice. Select this entry to begin creating Remote Order Entry data files.

It will create your data on the current drive, in the ASP\DATA directory, using the filename extension DAT. If you want to use a different drive letter, directory, or filename extension, you must change the information for the Start List item before you select it and proceed to create the data files. See **Appendix B** for more details.

Next, install the Remote O/E - Remote Disk at the remote site, or salesperson's PC/Notebook, exactly the same way as your Host disk. Page 2-5 and 2-6 may be copied and sent with the Remote disk to your remote site.

SEE THE FOLLOWING AND APPENDIX F FOR REMOTE SITE SCENARIOS AND SETUP STEPS.

Remote Site:

1. Start up the Plus System in your usual manner. For example if you have exited the system manager and are in the root directory (usually C>) type:
PLUS <ret>
2. When the Start List (PLUS) appears, PRESS F3 to call up the System Manager. Place the Remote Order Entry - Remote diskette in drive A:
3. Cursor down to the INSTALL PROGRAMS option.
4. Press return to begin installation.
5. It will ask you if you wish to install the sample data, press Y to install or N to omit it.
{it should now be automatically installing the program}
See Host Site installation for more details re: Sample Data.
It will then prompt you for other disks if applicable.

(When installing an upgrade, See Updating Remote Order Entry pg. 2-7)

6. Follow the on-screen instructions until you have installed all the diskettes for the program. When installation is complete you will be asked if you want to install another program. If you do not have another program to install, press N to select No.
If the System Manager is still on your screen, press ESCAPE until you have returned to the Start List. The Start List appears listing "Remote Order Entry - Remote" as a choice. Select this entry to begin creating Remote Order Entry data files on the current drive, in the ASP\DATA directory, using the filename extension DAT. If you want to use a different drive letter, directory, or filename extension, you must change the information for the Start List item before you select it and proceed to create the data files. Refer to **Appendix B - System Manager** for more details.

STARTING THE PROGRAM: Type: **PLUS**
{see Appendix B for more information}

UPDATING REMOTE ORDER ENTRY:

Remember: If you update the Central Site you **MUST** update the Remote Site, otherwise the versions will not be compatible.

****WARNING****

NEVER update your ACCPAC Order Entry or Purchase Order product without consulting us or your local dealer, to ensure we have released a compatible Remote O/E version as well.

1. **BACKUP YOUR DATA** - You should always back up your data prior to updating your program.
2. Place update disk in Drive A:
3. When the Start List (PLUS) appears press F3 to call up the System Manager.
4. Cursor down to the **INSTALL PROGRAMS** option.
5. Press return to begin installation.
If you see a message saying "An older version of the program is already installed, do you wish to continue?" type Y to proceed with the installation.
6. It will ask you if you wish to install the sample data, press Y to install or N to omit it.

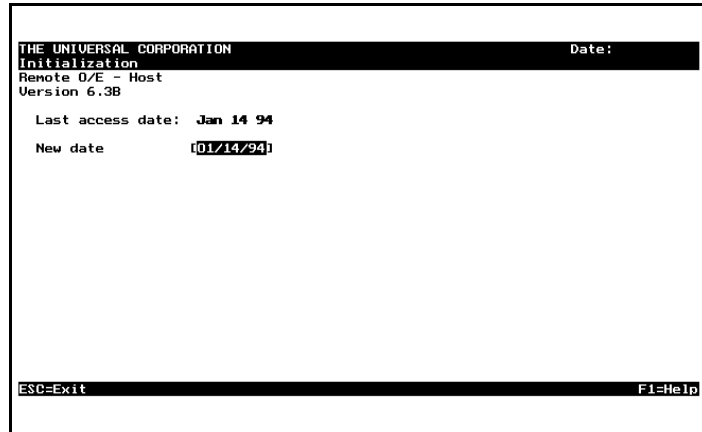
{it should now be automatically installing the program}

Follow the screen prompts and place another diskette in if it prompts you to, otherwise installation will be completed.

7. If you are not using ACCPAC at the remote site, you must accommodate for the fact that file structure changes may have occurred so you may have to adjust your remote program to incorporate these changes. The addendum will inform you if this is necessary.

THE TITLE SCREEN

The title screen is the first Remote Order Entry screen you see:



The title screen is used to:

- * Set the date for your work session
- * Begin creation of a new set of data files, if you are starting Remote Order Entry for the first time
- * Begin the process of updating data from earlier versions of Remote Order Entry to work with the current version of the program.

When the screen appears, the cursor is in the New Date field, and the date entered when you last accessed Remote Order Entry is displayed. Press Return to accept the displayed date, or enter a different date, then press Return.

After a moment the Remote Order Entry Master Menu appears.

USING MENUS AND KEYS

Keep the following information in mind as you begin working with you system;

- * Remember that capital O and 0 are different, as well as the small case l and 1.
- * A default response is a response that appears on the screen automatically. You can accept the default by pressing Return or you can change it by typing another entry over the default and then pressing Return.
- * A prompt is a message or data that the system displays automatically. If you have a fixed disk system, the C> prompt appears when you start the computer. During data entry the system often displays a word or phrase such as ENTER MONTH: to prompt you to enter the appropriate data.

SPECIAL FUNCTION KEYS:

Remote Order Entry uses a special set of keys to perform certain functions. Each key is designated by an F followed by a number. ie. F5

F1: Help

F2: Escapes you from an error message

F3: Invokes the System Manager
The main features that lie in this menu option are:

Printer

Selection: this allows you to redirect your printing to either the printer, the file, the screen or any combination.

The option invoked is designated with an arrow beside it.

Press return to make a selection

Check Data

Integrity: this option is used to ensure your data has not been corrupted. A power failure, or fluctuation could cause problems. Just select the option by pressing return, and select either One option from the Start list (ie. Remote Order Entry) or All options. This option should be run before you backup to ensure you are not copying corrupted data.

F5: Invokes the finder to allow you to search for information (ie. Order) you don't recall. You must be at a square box to invoke.

The down arrow serves a similar purpose as F5 Key.

3

Company Setup

Setup Sequence:

| | |
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File Creation

1. After the installation of the system manager and the Remote Order Entry master diskette, you are now ready to enter into the system and set-up.

****NOTE****

Your Remote O/E data must reside in the same directory path, and have the same extension as your Order Entry or Purchase Order data. Refer to Appendix B - System Manager for more details.

2. Press return at the Remote Order Entry menu option at the start list.
3. It will then tell you your data files have not been created, press return to continue.
4. Enter the following information pertaining to your Company Profile.

Edit Company Profile Screen 1 appears as follows;

```
THE UNIVERSAL CORPORATION          Date: Jan 14 94
Edit Company Profile              Page 1 of 1

Company name  [THE UNIVERSAL CORPORATION ]
Address       [Any Address                ]
              [Any City, Any State/Prov   ]
Postal/Zip    [Any Zip/Post              ]
Contact       [Contact                    ]
Telephone     [416-345-6789              ]
Fax           [416-345-7890              ]

Audit feed ? (Yes)
Delete order batch after importing ? (No )

Automatic batch numbering:
Order Import: [ 1 ]
Order Export: [ 1 ]
Invoice:      [ 1 ]
Purchase order: [ 1 ]

ESC=Exit          F1=Help
```

Company Name:

Enter your company's name exactly as you want it to appear on all program screens and printed reports. Use up to 36 characters (letters, digits, symbols, or punctuation marks). You may want to specify remote site or salesperson for Remote site setup, to avoid confusion in report generation.

Address:

Enter your company's address as you want it to appear on reports. Use up to 30 characters in each line.

Postal/Zip:

Enter your company's postal or zip code, using up to 15 alphanumeric characters.

Contact:

Enter a name of up to 18 characters to identify a contact person or position in the company for whom you are creating this system, or use this field for your own purposes.

Telephone:

Enter your company's telephone number, using up to 20 alphanumeric characters.

Fax:

Enter your company's fax number, using up to 20 alphanumeric characters.

Automatic Batch Numbering:

These fields keep the next batch number to be used when the export functions are used. When a batch of export records is created, like orders for example, the next batch number is used from here. You can change the next batch number for exported batches in cases where you may want to avoid conflict with other offices creating batches.

Order Import: Not used.

Order Export: For outgoing order confirmations.

Invoice Export: For outgoing invoices.

Purchase Order: For outgoing purchase orders.

Once you have completed entering screen 1, you should move onto screen 2 of the company profile. The following options will appear. Cursor to your selection and press return.

DATA CREATION: Will create your data files.

EDIT: Will allow you to edit what you have entered.

NEXT:

CANCEL: Will delete all your entries - to start again.

The following appears as screen 2 of the Edit Company Profile.

| | |
|--|-----------------|
| THE UNIVERSAL CORPORATION | Date: Oct 23 19 |
| Edit Company Profile | Page 2 of 2 |
| Update Audit list ? | (Yes) |
| Delete order/invoice batch after importing ? | (No) |
| Import Invoices into: (ACCPAC Order Entry) | |
| For imported orders: | |
| Create auto-invoice macro for imported orders ? | (No) |
| Use automatic order numbering ? | (Yes) |
| Save remote-site order number in customer reference field? | (No) |
| For exported orders and invoices: | |
| Mark exported orders and invoices in O/E ? | (No) |

F1=Help

Update Audit List:

This flag determines if an audit list of the complete history of all imports and exports in the program is to be saved. It requires the user to print the applicable audit report and purge on a regular basis, otherwise the file will simply keep growing. If it is set to NO; the report option is not available and the file will not be created at all.

Delete Order and Invoice batch after importing?:

(Applies to Host Only)

This field can be set to YES or NO. Typically it should be set to YES to delete the batch file once it is imported. This avoids the possibility of importing a batch twice. Select NO if you wish to keep the batches and manage the files manually that you have already imported. In this case you are responsible for whether a batch was imported or not.

For Imported Orders:**Import Invoices into: (ACCPAC Order Entry)**

You can import invoices into ACCPAC O/E if they were exported from a remote site where ACCPAC O/E is running. If you are not using ACCPAC O/E, you can import invoices into Quik Invoice from Softrack Systems. See **Appendix C** for details on the Import Data, and see Import Invoices in Chapter 6.

Create auto-invoice macro for imported orders?

This option can create a special ACCPAC macro that automatically calls up and invoices each of the new orders that have just been imported. This saves a lot of time and makes invoicing a snap.

The macro created is "ROORDERS.MAC" and is created in the default ACCPAC macro directory VASP\MACROS. The macro is run while you are in Order Entry. It recalls the order, goes to the detail screen and waits for any changes or additional charges. Once you are done, the macro proceeds to invoice the order for you and call up the next new order instantly.

To run the macro, startup ACCPAC Order Entry and while in the O/E menu, press f8, "run macros". Ensure the default macro directory is VASP\MACROS. Select macro "ROORDERS.MAC". It will recall each recently imported order for you.

The process creates a new macro each time orders are imported. Therefore, you must RUN the macro before any new batches of orders are imported. Otherwise only the last set of orders imported will have a macro available. Besides the ROORDERS.MAC file, the program also creates ROMC0???.MAC files. These contain the various orders and the macro files are reused the next time orders are imported.

Assign invoice no. to be the same as order no.?

This option is only available if the “Create auto-invoice macro” option is selected. This is a further addition to the macro that assigns a particular invoice number as each order is being invoiced. This forces the invoice number to be the same as the order number.

****NOTE**** During the running of an invoicing macro, if there is any need to skip or not process an invoice for an order, the rest of the invoicing will be out of sequence to cause improperly assigned invoice numbers. This is due to ACCPAC macros relying on field visitation patterns. Use “CTL BREAK” to stop the macro and complete the process manually.

Use the order data as the invoice date?

This option is only available if the “Create auto-invoice macro” option is selected. This is a further addition to the macro that assigns a particular invoice date according to the date of the order being invoiced. Ordinarily this date is set to the system date.

Use Automatic Order Numbering?

Allows you to determine how you want new imported orders numbered. If set to YES, the program uses the automatic order numbering in ACCPAC O/E by assigning the new order the next sequential order number kept in the O/E Company Profile. If set to NO, then the program allows the user to import the order number to be used for the new order added to ACCPAC O/E. The order number must be part of the import file. The program checks to ensure no existing order is using the number.

Save remote-site order number in customer reference field?

This option is used when new order numbers are being assigned to imported orders from the remote site. This option allows you to save the original order number assigned at the remote site, in the host site Order Entry order customer reference field. This is for reference purposes.

For exported orders and invoices:

Mark exported order and invoices in O/E?

This option is useful to avoid re-exporting a document once it has been exported. In cases where random orders and invoices are exported, this option if set to YES, to mark the document and prevent it from being exported a second time. The mark does not get cleared by O/E and you must specifically request that an order be re-exported.

Once you have completed entering screen 2, the following options appear. Cursor to your selection and press return.

DATA CREATION: Will create your data files.

EDIT: Will allow you to edit what you have entered.

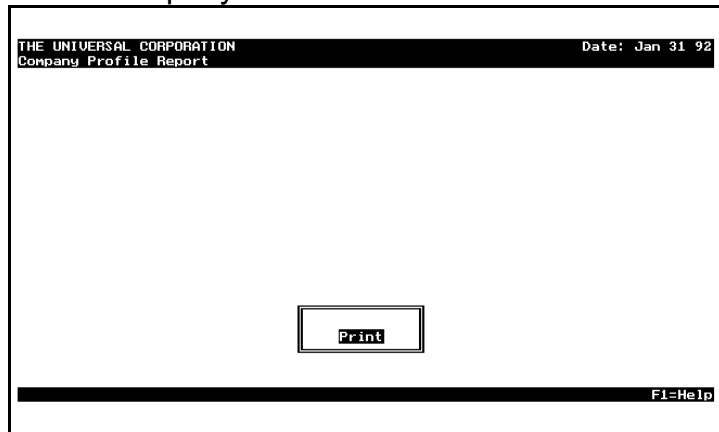
CANCEL: Will delete all your entries - to start again.

Print Company Profile

Once you have entered your company profile information you can print a copy of the details. Use the Print Company Profile function to print a listing.

Select 1 from the Reports Menu.

The Print Company Profile screen is shown below:



STEP 1: Prepare to print

1. Set the printing destination on the System Manager Menu to Printer.
2. Make sure your printer is turned on, on-line, and has enough paper to satisfy the report you are about to print.

STEP 2: Review screen default selections

1. Select PRINT or press ESCAPE to CANCEL.

4

Operation

Host Site:

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Remote Site:

| | |
|---|------|
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Host Site - Import: Communication

Select 2 from Import Processing Menu.

General Overview:

Remote O/E provides access to a DOS batch script that can be used to automate the dialling and retrieving of remote batch files into the host computer. The company must decide if they want to poll the remote sites or have the remote sites dial into the main office. If the host site is going to poll all remote locations, then you should use the Import Communications menu choice to configure the DOS batch script that automates this process. This would assume that the remote site has previously exported the orders they have entered by using the Export Orders menu choice.

There is a sample set of script files on the Remote O/E Host diskette in a directory called \COMM. These scripts were written for the Closeup Communications program. You can use any communications program. ProComm Plus is another example.

In a polling operation the script ordering might be as follows.

1. Set baud rate, use password and do the dialling.

2. Once you have connected, go to the proper directory and compress the files to send with a utility such as PKZIP. For example, PKZIP REMOTEAB.ZIP ROC*.SAM You could also make a copy of the batches being retrieved in another directory in case of transmission problems.
3. Delete the order batch files (ROC*.SAM) that are being retrieved.
4. Retrieve the files into the host system.
5. After a successful transmission, hang-up the connection.
6. In the host system, unzip the batches, copy them to the proper data directory for importing and rename the batches to be imported from ROC*.SAM to ROO*.SAM. The Export program creates the file name, ROC99999.SAM. The 9's represent a sequentially assigned batch number. The Import program requires a file name ROO99999.SAM. The first three characters of the filename (eg. ROO*.SAM) are used by the program to display batches to be imported. This is the last step in the batch script. The user then goes to the Import Orders menu choice.

To use this function, follow these instructions;

How to Use:

General Step:

- * The first step of the Host site is to invoke the communication option. What this step does is invoke a bat file that you must have set up, that deals with all the variables of preparing your remote site file for import. This step may not be necessary if all the required steps of operation were done in the Communication option of the "Remote" site.

Once this is done, select either;

RUN - to execute the specified commands

EDIT - to modify the DOS command or default parameter, **or**

CANCEL - To abort the operation

EDIT:

The following are the options available for editing;

DOS COMMAND:

This parameter specifies the location of your COMMAND.COM file.

The layout is as follows:

X:\SUBDIRECTORY\COMMAND.COM

↓ ↓ ↓
(harddrive) (subdirectory) (DOS file)
where DOS
resides

Example: C:\DOS\COMMAND.COM

PARAMETERS:

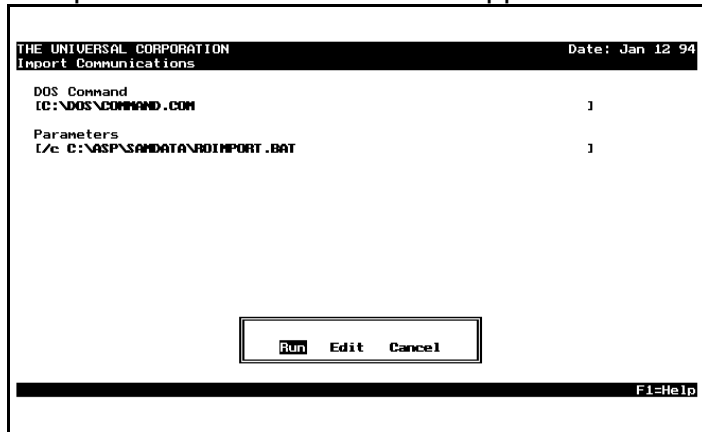
/C H:\Subdirectory\Filename.bat

↓ ↓ ↓ ↓
↓ ↓ ↓ ↓
↓ ↓ Subdirectory Executable
↓ ↓ where BAT file BAT filename
↓ ↓ resides. resides.
↓ Harddrive indicator

DOS command that allows us to execute a bat file from within Remote Order Entry, and then calls back the main program from where it left off after the BAT file has completed its execution.
(See your DOS manual for more information on COMMAND.COM)

Example: /C C:\ASP\DATA\ROIMPORT.BAT

The import communication screen appears as follows;



Upon completion of the RUN option, proceed to menu option #1 - Orders

Import Orders - Host Only

Select 1 from the Import Processing Menu.

The main function of this option is to verify, correct and import orders from the remote site.

Before importing orders, ensure the Company Profile Import Options have been set properly. You can control order numbers, create a macro to invoice all imported orders, tell the program to delete imported order batches etc. See Chapter 3 and the Company Setup for details. This function allows you to view an imported order, or import an order batch.

The Import Orders Screen appears as follows:

THE UNIVERSAL CORPORATION Date: Jan 14 94
Import Orders
Order number [] Customer number []
Last invoice no. [] Invoices
ORDE Import Files
Order type () Price level ()
Order date [] Terms []
Expected ship [] Reference []
Ship via () Contact []
FOB point [] Territory []
Location [] Salesperson []
On hold (Y/N) [] Tax ()
Comments [] Tax exempt. 1 []
[] Tax group 2 []
[]
BILL-TO ADDRESS SHIP-TO ADDRESS
Name [] [] []
Address [] [] []
[] [] []
[] [] []
[] [] []
Zip/postal [] [] []
=Accept SPACE BAR=Toggle ESC=Exit CURSOR KEYS=Scroll F1=Help

To VIEW an order:

To view orders that are in O/E, press the F5 key or the down arrow in the Order number box and it will display O/E order numbers. Cursor to the applicable order and press return.

You will be able to view the header information only. To see order details, use the ACCPAC Order Entry Inquiry menu choice.

To IMPORT orders:

To IMPORT you simply press return in the Order field and it will display order files to be imported that have the mask ROO?????. The file convention is ROO?????. The RO is the module indicator, RO - for Remote Order Entry and the 2nd O - stands for Orders. The remaining 5 characters are numeric, and determined by the company profile specified numeric sequence. However, you can use any sequence of 5 alpha-numeric characters for the filename as long as it begins with "ROO". For example, ROOCITY.SAM

Once the import files are displayed, use the SPACEBAR to select or mark the files to be imported. You can select any number of files to be imported at once. (Note the arrow beside the filename when it is marked). Press the spacebar again and it removes the active arrow. Press RETURN to begin the import process once you have selected the files being imported. You can then edit any imported orders through the ACCPAC Plus Order Entry system.

****NOTE****

If an invalid item is encountered during the import, you have the ability to edit and correct it during the process. Any errors are listed on the Import Errors report.

Order Number:

There are two ways of assigning order numbers. One way is to let the program automatically assign the next sequential number which comes from the Order Entry company profile on the HOST side. The other way is to import the order number from the REMOTE site. This number must be unique and cannot already exist in the HOST database. Use different ranges of order numbers for the remote site. For example start the remote order numbering at 20000. Start host site numbering at 100. See Chapter 3, Company Setup for details on the "Use automatic order numbering" feature.

Upon completion of the Order Import it will display a status screen summary of the following information;

Total batches:

Total lines processed:

Starting order number:

Ending order number:

Total imported orders:

Errors detected:

Use the starting and ending order numbers to know what range has just been imported and then go to ACCPAC O/E to print or adjust any orders. If there are any errors, they are listed in the Import Errors report. See the Reports menu.

IMPORT NON-ACCPAC ORDERS

You can import orders from Non-ACCPAC programs into ACCPAC O/E. As long as the ASCII file being imported conforms to the layout, Remote O/E can bring in the data. You only need basic information such as the ACCPAC customer number, ship-to code, item number and quantity ordered. Refer to chapter 4, Import Orders for more description, or Appendix C for the file layout.

If you are interfacing with an external shipping and manifest printing system in the warehouse, call Bravo Software Group for details on a special program for this application called the "Shipping Management Link for ACCPAC".

Printing the Imported Orders Audit Report

Once the program has imported the orders, you can then print a list of the batches imported, the orders, the number of lines, the value etc through the Remote O/E Audit report. More details on each order can also be printed directly from ACCPAC O/E as a picking slip for example.

Select 2 Audit, from the Reports Menu.

How to Operate:

1: Prepare to print

1. Set the printing destination on the System Manager Menu to Printer.
2. Make sure your printer is turned on, on-line, and has enough paper to satisfy the report you are about to print.

2: Changing screen default selection

1. Type E or cursor to EDIT option.
2. Select an available report type to print. You can select the report type you wish to print, in this case "Imported orders". Cursor to the desired option "Imported Orders" and press return.

3. It will then ask you to PRINT the report contents or EDIT the selection.

PRINT -

The program prints a full audit of each batch name imported with date and time processed, order number, customer number, ship to code, salesperson code, customer reference and previous order number, total number of detail lines, and the total order value.

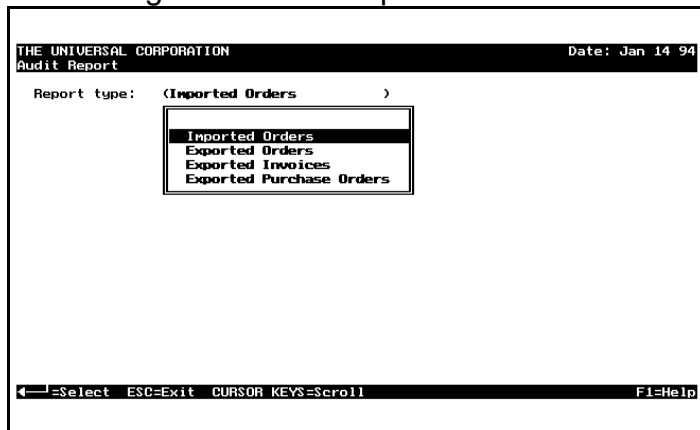
EDIT -

Will allow you to reselect the report type.

4. After printing it will ask if you would like to PURGE the imported orders audit list. Select either Yes or No. This will delete all report contents. The print file will continue to grow in size until purged (which is optional).

****NOTE**** If there were any errors encountered during batch importing, the menu selection "3. Import errors" on the Reports menu can be used to check the details. It records any problems that occurred for each batch.

The following is the Audit Report screen:



Remote Site - Export Orders

Select 1 from the Export Processing Menu.

The main function of this option is to export orders to an ASCII file from the ACCPAC Order Entry system for preparation to send to head office or a central processing site.

This option allows you to select a customer or range of customers, and an order or range of orders to be exported to the specified file format. Note also that a Company Profile option, "Mark exported orders and invoices Y/N" can be set to prevent duplicates from being exported. Once an order is exported it cannot be exported again without specifically choosing the screen option to do so. The option to re-export any previously exported orders only appears on the export screen if the option in the Company Profile is set to YES, mark exported orders.

The Export Orders Screen appears as follows:

```
THE UNIVERSAL CORPORATION                               Date: Jan 14 94
Export Orders
From customer [ ] to [/////]
From order   [ ] to [/////]

Proceed Edit Cancel

F1=Help
```

Once you have set your parameters, select PROCEED to start the export of the specified order confirmations, EDIT to modify the previously selected customer and order options, or CANCEL to abort the function.

Upon completion of the Export it will display a status summary of the following information;

```
THE UNIVERSAL CORPORATION                               Date: Dec 23 92
Export Order Confirmations
From customer [ ] to [/////]
From order   [ ] to [/////]

Export Order Confirmation Summary
Order confirmation batch: DIC00002
Total lines written:      156
Total orders processed:   36
Starting order:          1000
Ending order:            1038

Continue

F1=Help
```

Export restrictions - Note that "future" or "standing" orders or orders that are on HOLD, will not be exported.

Export: Communication

Select 2 from Import Processing Menu.

General Overview:

Remote O/E provides access to a DOS batch script that can be used to automate the dialling and sending of order batches to the host system. The company must decide if they want the remote site to dial-up the main office to upload the batch files, or have head office poll the remote sites. If the Remote site is going to dial-up the main office (host), then you should use the Export Communications menu choice to configure the DOS batch script that automates this process. This would assume that the host office has a modem ready to dial into.

There is a sample host computer dialling the remote office in a polling operation in appendix F. The sending script would be similar in commands, although they would be in a different order. You can use any communications program. The sample script is written for the Closeup Communications program. ProComm Plus is another communications software program example.

In this example, the steps to send order batch files to head office are outlined.

1. Using a compression utility like PKZIP, compress the files you want to send. For example, PKZIP REMOTEAB.ZIP ROC*.SAM. You might want to copy the files to a backup directory in case of communications problems. Finally, delete the batch files, ROC*.SAM, from the live data directory.
2. Set baud rate, use password and do the dialling to head office.
3. Once you have connected, go to the proper directory and send the ZIP'ed files to the host computer system. You may want to unzip the order batches and rename the files to ROO*.SAM so they are treated as orders to be imported.
4. If required, you may want to download a copy of the inventory control database so that recent quantities on hand and new items can be updated to the remote site. There may also be need to download a copy of the accounts receivable database too. In this way, the remote site can have recent I/C and A/R data updated to the system.
5. Disconnect from the host system.
6. On the host system side, they may have to run a batch script to unzip the batch files if this was not done already.

General Step:

- * After the remote site has exported the orders in preparation for transmission to head office or a central distribution site, the next step is to invoke the export communication option. What this step does is invoke a bat file that you set up, that deals with all the variables of sending the file to head office. This step may not be necessary if all the required steps of operation were done in the Communication option of the "Host" site.

To use this function, follow these instructions;

How to Use:

Select either RUN - to execute the specified commands, **or**
EDIT - to modify the DOS command or default parameter, **or**
CANCEL - To abort the operation

EDIT:

The following are the options available for editing;

DOS COMMAND:

This parameter specifies the location of your COMMAND.COM file.

The layout is as follows:

X:\SUBDIRECTORY\COMMAND.COM

↓

↓

↓

(harddrive) (subdirectory) (DOS file)

where DOS

resides

Example: C:\DOS\COMMAND.COM

PARAMETERS:

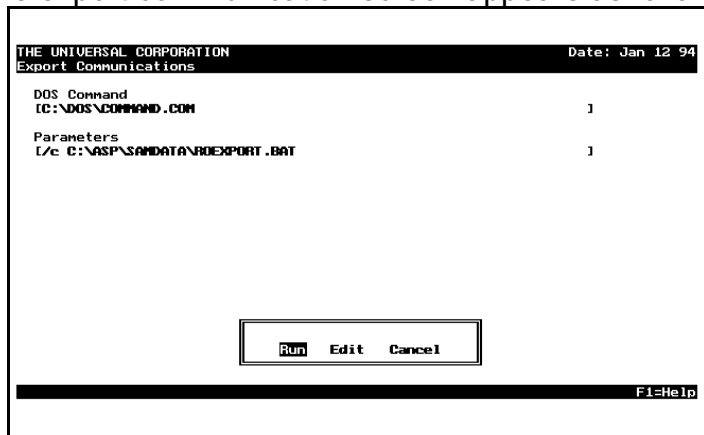
/C H:\Subdirectory\Filename.bat

↓ ↓ ↓ ↓
↓ ↓ ↓ ↓
↓ ↓ Subdirectory Executable
↓ ↓ where BAT file BAT filename
↓ ↓ resides. resides.
↓ Harddrive indicator

DOS command that allows us to execute a bat file from within Remote Order Entry, and then calls back the main program from where it left off after the BAT file has completed its execution.
(See your DOS manual for more information on COMMAND.COM)

Example: /C C:\ASP\DATA\ROEXPORT.BAT

The export communication screen appears as follows;



Upon completion of the RUN option, you have completed your remote site cycle.

Printing the Exported Orders Audit Report

Once you or the system have exported the order confirmations, you can then print a copy of the details for reference.

Select 2 from the Reports Menu.

How to Operate:

1: Prepare to print

1. Set the printing destination on the System Manager Menu to Printer.
2. Make sure your printer is turned on, on-line, and has enough paper to satisfy the report you are about to print.

2: Changing screen default selection

1. Type E or cursor to EDIT option.
2. You are required to select the report type you wish to print. In this case, select exported orders. Cursor to the desired option and press return.

3. It will then ask you to PRINT the report contents or EDIT the selection.

PRINT -

It will print a full audit of the batch with details of the batch name, date and time processed, order number, customer number, ship to code, salesperson code, total number of detail lines, and the total order value.

EDIT - Will allow you to reselect the report type.

4. After printing it will ask if you would like to PURGE the exported orders audit list. Select either Yes or No. This will delete all report contents. The print will continue to grow until purged (which is optional).

The following is the Audit Report screen:

```
THE UNIVERSAL CORPORATION          Date: Jan 14 94
Audit Report
Report type: (Exported Orders)
      Imported Orders
      Exported Orders
      Exported Invoices
      Exported Purchase Orders

←=Select  ESC=Exit  CURSOR KEYS=Scroll  F1=Help
```

5

Print Reports

| | |
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| Printing Reports..... | 5-i |
| Company Profile..... | 5-2 |
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| Imported Orders..... | 5-5 |
| Exported Orders..... | 5-5 |
| Import Invoices & Credit Notes..... | 5-5 |
| Exported Invoices & Credit Notes..... | 5-5 |
| Exported Purchase Orders..... | 5-5 |
| Import Errors..... | 5-7 |

PRINTING REPORTS

The procedures for printing Remote Order Entry reports vary only slightly from function to function. In many cases you can print a report merely by selecting the function and pressing enter to select PRINT.

For most of the reports you can also define the contents or select the information ranges of data you want to report.

These instructions will help you to print reports quickly. If you need more information than is provided here, look up the individual report function in this chapter.

1. Prepare to print:
 - * Set the printing destination on the System Manager Menu to Printer.
 - * Be sure your printer is supplied with paper, turned on, and connected to your printer.
2. Select the function for the report you want to print.
3. Review the default selections for the report. If the default selections are correct, go to step 4. If the default selections are incorrect, make changes:
 - a) Select EDIT.
 - b) Press enter to move from field to field to change the report definitions.
 - c) Press enter at the last field, or press Escape at an earlier field, to return to the dialogue box and begin printing.

4. Type P (or cursor to PRINT option) to start printing.

Stopping the Printer

To interrupt printing press the Spacebar. Press the Spacebar again to resume printing where you left off.

To cancel printing, press Escape

Company Profile

Select 1 on the Reports Menu.

Purpose:

To print a list of general information entered and options selected in the company profile. The report also shows the next sequential order number, invoice, exported orders and purchase order number.

Notes:

- * The following fields are printed: Company Name, address, postal/zip code, phone number, fax number, contact, and batch number sequences plus other important import and export processing options. For further details, please refer to 3-5 through to 3-8 in the Company Profile section.
- * A sample company profile report is included in Appendix A, Sample Reports.

When to use:

- * After setting up your Remote Order Entry system or after revising data with the "Edit Company Profile" function.
- * When you require a printed copy of the information in the company profile.

Before using:

- * Select printing destinations and, if necessary, turn on and connect the printer.

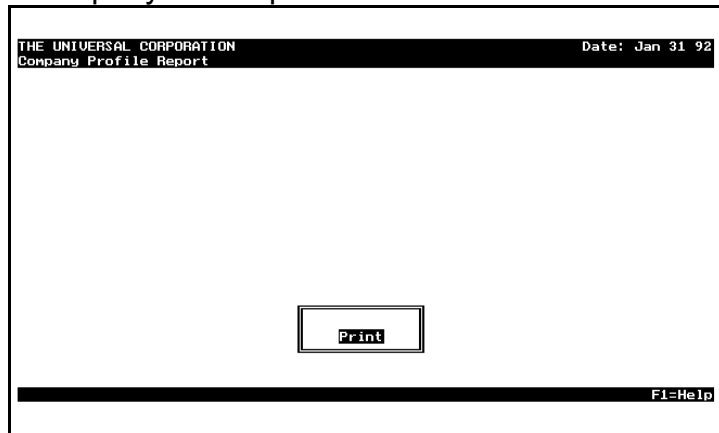
How to use:

- * The report is automatic, you can either print the report or press Escape to cancel.

After using:

- * Verify the data on the list, then file it as part of your permanent records.

The Company Profile print screen is shown below:



Audit Report

Select 2 on the Reports Menu.

Purpose:

This report prints a list of all import and export documents. It contains the batch numbers, the documents imported or exported along with specific fields, totals and number of lines. Use this report to track your document flow.

Notes:

- * The report options are imported orders, exported orders, imported invoices, exported invoices, or exported purchase orders.
- * The report is totalled and based on the last time the report was purged.
- * If this report is not generating, check to make sure that you have set the AUDIT FLAG to YES in the company profile setup.
- * A sample of these reports are included in Appendix A, Sample Reports.

When to use:

- * Use this report when documents have been imported or exported from Order Entry. Use the report to act as a list in further handling of the documents.

Before using:

- * Select printing destinations and, if necessary, turn on and connect the printer.
- * Make sure you have imported orders/invoices.
- * Make sure you have exported all necessary order confirmations, invoices and/or purchase orders.

How to use:

- * You are required to select which report type you would like to generate.
The options are:
 - Imported Orders
 - Exported Orders
 - Imported Invoices & Credit Notes
 - Exported Invoices & Credit Notes
 - Exported Purchase Orders

Cursor by using the down arrow to the audit you want to print and press return. It will then prompt you to either PRINT or EDIT.

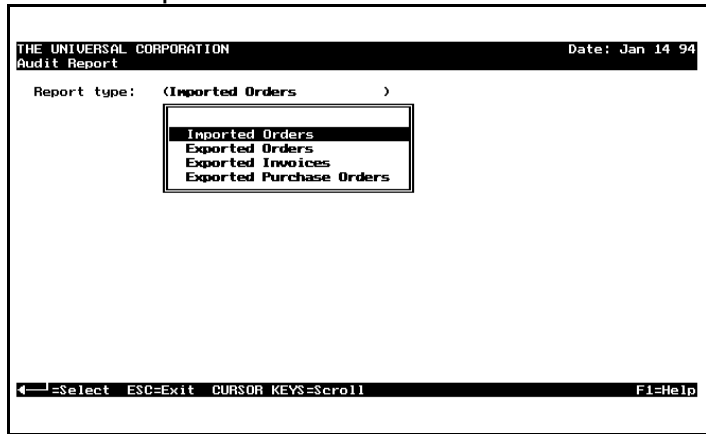
PRINT - Will print the report contents

EDIT - Will allow you to re-select the report type.

After using:

- * File the report.
- * Purge the report unless you wish for those details to be reprinted in the next audit report print-out.

The Audit Report screen is shown below:



Import Errors

Select 3 on the Reports Menu.

Purpose:

This report prints a list of any errors that may have occurred during the import orders and import invoices process.

Notes:

- * The report is totalled based on the last time the report was purged.

- * A sample of these reports are included in Appendix A, Sample Reports.

When to use:

- * When you want a listing of the errors that may have occurred during the import processes.

Before using:

- * Select printing destinations and, if necessary, turn on and connect the printer.

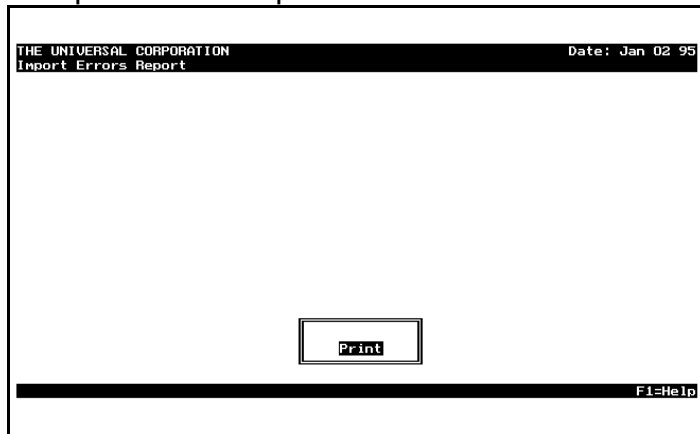
How to use:

- * Simply select Print to continue or press Escape to abort.

After using:

- * File the report.
- * Purge the report unless you wish for those details to be reprinted in the next audit report print-out.

The Import Errors Report screen is shown below:



6

Reference

| | |
|----------------------------------|------|
| 1. Import processing (Host Only) | |
| 1. Orders..... | 6-1 |
| 2. Invoices & Credit Notes..... | 6-5 |
| 3. Communication..... | 6-9 |
| 2. Export processing | |
| 1. Orders..... | 6-13 |
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| 4. Communication..... | 6-21 |
| 3. Reports (See Chapter 5) | |
| 4. Housekeeping | |
| 1. Edit Company Profile..... | 6-24 |

Import: Orders - Host Only

Select 1 from the Import Processing Menu

Purpose:

To allow you to import order information contained in ASCII batch files into ACCPAC Order Entry.

Notes:

- * The program looks for batch files ROO*.SAM. These files must begin with ROO to be displayed and imported.
- * View Mode - will display the header information only.
- * Mandatory import fields are customer number and item number. (See Appendix C for more details).
- * When importing ship-to information, it allows you to import a ship-to name and address, even if the ship-to code does not exist.
- * Errors that may occur are referenced either in Appendix D of the Remote Order Entry manual or the ACCPAC Plus Order Entry/Invoicing manual.
- * When an invalid item is encountered during import orders, you can edit and correct the item number before it gets posted if you are aware of the correct entry.
- * This function can only be accessed at the host level. Remote sites do not have the

ability to import orders.

Reference 6-1

When to Use:

- * When you wish to import orders from ASCII files into ACCPAC O/E as active orders.

Before Using:

- * Backup your Order Entry data.
- * Make sure you are not attempting to import a batch that was already imported (if Delete Orders batch option is set to NO)
- * You must have:
 - The ACCPAC Plus Order Entry System with Inventory Control or a price list.
- * Check Company Profile options that relate to importing orders. The options are:
 1. Create an auto-invoicing macro for orders just imported;
 2. Allow automatic order numbering or supply the order number in the ASCII file;
 3. Save remote site orders numbers in the order header reference field.
- * See Chapter 3, Company Setup for more details on these options.

How to Use:

*** VIEW MODE:**

If you wish to view available orders you can press the F5 key or the down arrow in the Orders box and it will display available orders for viewing. Cursor to the applicable order and press return.

*** IMPORTING:**

If you are importing the orders simply press return in the Order field and it will display any files that are ready to be retrieved. The file convention is ROO?????. The RO is the module indicator (ie. OE, IC) RO - for Remote Order Entry and the O - stands for Orders. The remaining 5 characters are determined in numeric sequence by the automatic batch numbering sequence specified in the company profile. Press the Spacebar at the file name and this will make it ready for retrieval. Press the spacebar again and it removes the active arrow. Press return to proceed with the import. You will see it automatically entering the information into the applicable screens.

(DO NOT INTERRUPT THIS PROCESS)

*** IMPORTING NON - ACCPAC DATA:**

If you want to import orders created by a non - ACCPAC program, the layout of the file required is described in Appendix C. Not all fields are required. The basic information can be: record type, customer code, order date, detail record type, item code and quantity ordered.

After Using:

- * Print the report for reference. Verify the information. See Option #2 - Audit Report in the Reports Menu.
- * Edit the orders (if necessary) in the Order Entry/Invoicing module.
- * If errors occurred during the import that you were unable to correct, go to the reports menu and print the Import Errors report to get the information you will need to re-enter those orders.

The Import Orders screen is shown below:

```
THE UNIVERSAL CORPORATION                               Date: Jan 14 94
Import Orders
Order number [ ] Customer number [ ]
Last invoice no. [ ] invoices
ORDE
  Order type ( ) Price level ( )
  Order date [ ] Terms [ ] [ ]
  Expected ship [ ] Reference [ ] [ ]
  Ship via ( ) Contact [ ] [ ]
  FOB point [ ] Territory [ ] [ ]
  Location [ ] Salesperson [ ]
On hold (Y/N) [ ] Tax ( )
Comments [ ] Tax exempt. 1 [ ] [ ]
[ ] Tax group 2 [ ] [ ]
[ ] Tax group [ ] [ ]
----- BILL-TO ADDRESS ----- SHIP-TO ADDRESS -----
Name [ ] [ ] [ ]
Address [ ] [ ] [ ]
[ ] [ ] [ ]
[ ] [ ] [ ]
[ ] [ ] [ ]
Zip/postal [ ] [ ] [ ]
←=Accept SPACE BAR=Toggle ESC=Exit CURSOR KEYS=Scroll F1=Help
```

Import: Invoices & Credit Notes - Host Only

Select 2 from the Import Processing Menu

Purpose:

To allow you to import into ACCPAC O/E invoices and credit notes created at a remote ACCPAC site. New invoices are then processed by O/E Day End so that all accounting can be done centrally. You can import any ASCII file of invoices into Quik Invoice from Softrak Systems.

Notes:

- * The program looks for files that have the mask RON*SAM. These invoice batch files must begin with RON to be displayed and imported.
- * Importing invoices into ACCPAC O/E can only be done from files created by Remote O/E Export of invoices and credit notes. The invoice numbers created at the remote site must be unique from those at the head office site.
- * See Appendix C for details on importing external ASCII file invoices into Quik Invoice from Softrak Systems.
- * This function can only be accessed at the host level. Remote sites do not have the ability to import invoices.

When to Use:

- * When you wish to import invoices and credit notes into ACCPAC O/E or invoices into Quik Invoice. Use the import into ACCPAC O/E when you want to have a central collection of all corporate invoices and credit notes, and to centralize accounting.

Before Using:

- * Backup your Order Entry data.
- * Make sure you are not attempting to import a batch that was already imported (Delete Orders batch option is set to NO)
- * You must have:
 - The ACCPAC Plus Order Entry System with Inventory Control or a price list.
- * The batches you want to import into O/E are created from a remote site. The invoice numbers must be unique and cannot already exist in the host O/E system.

How to Use:

- * The program looks for files that begin with the file mask "RON?????.xxx" The RO is the module indicator (ie. Remote O/E) and the N - stands for iNvoices. The remaining 5 characters are determined in numeric sequence by the automatic batch numbering sequence specified in the Remote company profile. Press the Spacebar at the file name and this will make it ready for retrieval. Press the spacebar again and it removes the active arrow. Press return to proceed with the import.

(DO NOT INTERRUPT THIS PROCESS)

- * When the function is started, the program immediately looks for files that begin with "RON". If none are found, you will get the message that there are no files found that match the correct mask. Ensure that you have renamed the exported remote site invoice batches from the ROI99999 to the import name RON99999.
- * If the invoice or credit note number being imported is not unique, the program present a message to that effect and the document can only be skipped and not imported. This is then handled manually since some invoice with that number has already been printed at the remote and at the host site.
- * **IMPORTING NON - ACCPAC DATA:**
If you want to import invoices created by a non - ACCPAC program, the layout of the file required is described in Appendix C. These can only be imported into the Quik Invoice program from Softrak. O/E invoices can only be imported from a remote site.

After Using:

- * Print the Audit report for reference. Verify the information. See Option #2 - Audit Report in the Reports Menu.
- * Once invoices are imported into ACCPAC Order Entry, they are ready to be processed by O/E Day End Process. All invoices imported must be processed by Day End Process.
- * Importing invoices into Quik Invoice requires that a step in QI be done to make the batch active. Go into QI Housekeeping and select Import Invoices. The file that Remote O/E creates is called QIIMPORT.xxx. The file is a "Delimited, Comma Separate Values" file.

The Import Invoices screen is shown below:

```
THE UNIERSAL CORPORATION                               Date: Oct 23 95
Import Invoices
Import batch files [ Import Files ]
Import Invoices into: [ R0N00001
                       R0N00002 ]

←=Accept  SPACE BAR=Toggle  ESC=Exit  CURSOR KEYS=Scroll  F1=Help
```

Import: Communication

Select 3 from the Import Processing Menu

Purpose:

To allow direct execution of a DOS batch to invoke the series of commands required to communicate (if necessary) and move the file from a shared-work directory to your ACCPAC data directory. It is designed to prepare the file for importing.

Notes:

- * If you have multiple remote sites it is recommended that a different batch file be maintained for each. See filename.bat of parameters section.
- * The DOS batch file will probably contain a series of commands to invoke a communications driver if required. Refer to Appendix F for a sample script and to Chapter 4, Import Communications for a detailed process script.
- * A knowledge of DOS is required to setup the batch file needed for this option.

When to Use:

- * When you wish to import a batch. For example: The file could dial the remote site and retrieve the batch without leaving the Remote Order Entry module. It is usually the remote site that does the dial up and places the required file in a work directory. For the host site, this step is usually reserved for moving the file to the actual data directory. It can be skipped altogether if you wish the remote site to put the file directly in your ACCPAC data directory.

Before Using:

- * Backup your Order Entry data.
- * Make sure you are not attempting to import a batch that was already imported (if Delete Order batch option is set to NO)
- * You must be linked to the ACCPAC Order Entry system and Inventory Control or a price list.

How to Use:

Select either RUN - to execute the specified commands, **or**
EDIT - to modify the DOS command or default parameter, **or**
CANCEL - To abort the operation

EDIT:

The following are the options available for editing;

DOS COMMAND:

This parameter specifies the location of your COMMAND.COM file.

The layout is as follows:

```
X:\SUBDIRECTORY\COMMAND.COM
↓           ↓           ↓
(harddrive) (subdirectory) (DOS file)
              where DOS
              resides
```

Example: C:\DOS\COMMAND.COM

PARAMETERS:

```
/C H:\Subdirectory\Filename.bat
↓ ↓ ↓           ↓
↓ ↓ ↓           ↓
↓ ↓ Subdirectory Executable
↓ ↓ where BAT file BAT filename
↓ ↓ resides.      resides.
↓ Harddrive indicator
```

DOS command that allows us to execute a bat file from within Remote Order Entry, and then calls back the main program from where it left off after the BAT file has completed its execution.
 (See your DOS manual for more information on COMMAND.COM)

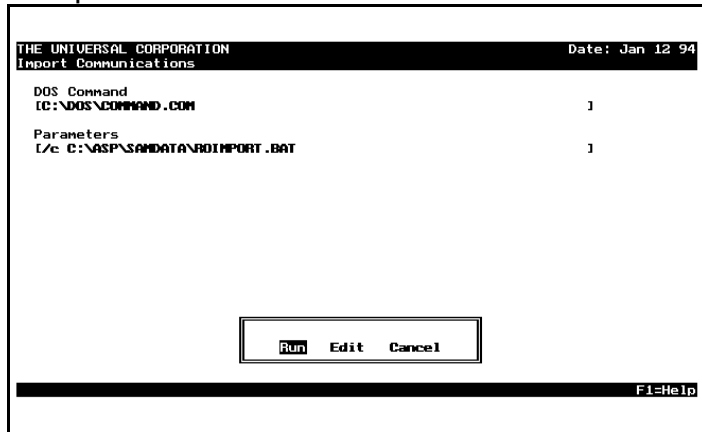
Example: /C C:\ASP\DATA\ROIMPORT.BAT

Upon completion of the RUN option, proceed to menu option #1 - Orders. Reference 6-11

After Using:

- * Use the Imported Orders or the Import Invoices functions to bring in the data file just retrieved into the ACCPAC data directory. The file created must reside in your data directory where you created Remote Order Entry and ACCPAC Order Entry.

The Import Communication screen is shown below:



Export: Orders

Select 1 from the Export Processing Menu

Purpose:

To allow you to export the orders from a remote site. The program creates an ASCII batch file, ROC99999.SAM containing the orders. The 9's represent a sequentially assigned number kept in the Remote O/E Company Profile.

Notes:

- * There is an option in the Company Profile called "Mark exported orders and invoices in O/E". This option sets a flag on each order exported to prevent the re-exporting of the same order.
- * Only "active" orders are exports. Other "future", "standing" and orders on hold are not exported.

When to Use:

- * When you wish to export selected orders to a head office or to an ASCII text file.

Before Using:

- * Backup your Order Entry data.
- * You must have: An O/E system linked with Inventory Control or a price list.
- * Check the Remote O/E export orders Audit list to verify the last orders exported. If you are "marking" exported orders, the program selects only orders that have not been previously exported.

How to Use:

- * This option allows you to;

PROCEED - and export all customers and all orders, OR

EDIT - select a range of customers and a range of orders, OR

CANCEL - and abort this function.

Note: If you mark exported orders, there is an option displayed on the screen that allows you to re-export orders that have already been exported. Otherwise only new orders are selected.

Cursor to the applicable option, press Return and follow the screen prompts.

After Using:

- * Print the Audit Report for Exported Orders for reference. Verify the information. (See Audit Report in the Reports Menu.)
- * The status screen will indicate the file created for this export. The file can now be translated or sent via modem.

The Export Orders screen is shown below:

THE UNIVERSAL CORPORATION Date: Jan 14 94
Export Orders

From customer [] to [ZZZZ]
From order [] to [ZZZZ]

Proceed Edit Cancel

F1=Help

Export: Invoices & Credit Notes

Select 2 from the Export Processing Menu

Purpose:

To allow you to export invoices & credit notes. The program creates a batch file ROI999999.SAM containing the invoices. The 9's represent a sequentially assigned number which are kept in the Company Profile.

Notes:

- * There is an option in the Company Profile called "Mark exported orders and invoices in O/E". This option sets a flag on each invoice or credit note exported to prevent re-exporting the same data.
- * If you are importing the invoices into a central head office, you must ensure that the invoice numbers created at the remote site are unique from the head office. For example, start them at 30000.
- * You should plan on doing O/E Day End Processing at the head office for all new imported invoices.

When to Use:

- * When you wish to export ACCPAC O/E invoices to an ASCII text file.
- * Export invoices prior to O/E Day End.

Before Using:

- * Backup your Order Entry data.
- * You must have:
 - An order entry system linked with the Accounts Receivable and Inventory Control or a price list.
- * Check Company Profile option, "Mark exported orders and invoices" to prevent invoices from being re-exported.

How to Use:

- * This option allows you to;
PROCEED - and export all customers and all invoices, for all available invoices,
OR
EDIT - select to export only invoices, credit notes or both, and/or a range of customers,
OR
CANCEL - and exit this function.

Note: If you mark exported orders(Company Profile option), there is an option displayed on the screen that allows you to re-export invoices that have already been exported. Otherwise only new invoices are selected.

Cursor to the applicable option, press Return and follow the screen prompts.

After Using:

- * Print the Audit Report of Exported Invoices for reference. Verify the information. See Audit Report in the Reports Menu.
- * The status screen will indicate the file created for this export. The file can now be translated or sent via modem.

The Export Invoices screen is shown below:

| | | |
|--|---|-----------------|
| THE UNIVERSAL CORPORATION | | Date: Dec 23 92 |
| Export Invoices | | |
| From customer [|] | to [ZZZZ] |
| From invoice [|] | to [ZZZZ] |
| <input type="button" value="Proceed"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/> | | |
| F1=Help | | |

Export: Purchase Orders

Select 3 from the Export Processing Menu

Purpose:

To allow you to export to an ASCII text file the available purchase orders in the ACCPAC Purchase Order module. The program creates a batch file called ROP99999.SAM containing the P/O's. The 9's represent a sequentially assigned number.

Notes:

- * The system does not maintain a flag to prevent exporting a record twice. However, the audit report is used to track these manually. Therefore, it is the users responsibility to maintain this function.

When to Use:

- * When you wish to export purchase orders from the ACCPAC Purchase Order Module.

Before Using:

- * Backup your Purchase Order data.
- * You must have:
 - ACCPAC Plus Purchase Order system.

How to Use:

- * This option allows you to;
PROCEED - and export all vendors and all purchase orders, for all available dates,
OR
EDIT - enter the vendor number range, purchase order number and/or date range. The purchase order number is formatted as 3 characters then 4 digits,
OR
CANCEL - and abort this function.

After Using:

- * Print the Exported Purchase Orders report for reference. Verify the information.
- * The status screen will indicate the file created for this export. The file can now be translated or sent via modem.

The Export Purchase Orders screen is shown below:

```
CANDEA                               Date: Dec 15 92
Export Purchase Orders

Vendor number      Starting          Ending
[ . ]             [ZZZZZ]
Purchase order number
[ . ]             [ZZ.9999]
Order date        [01/01/80]      [12/31/99]

Proceed  Edit  Cancel

F1=Help
```

Export: Communication

Select 4 from the Export Processing Menu

Purpose:

To allow direct execution of a DOS batch to invoke the series of commands required to communicate, and modem a file. Through the DOS script you can compress a number of ASCII files along with some ACCPAC files that you want to transmit.

Notes:

- * The DOS batch file should contain a series of commands to invoke the communications driver and transmit the file. Refer to Appendix F for a sample script and for a setup script process Chapter 4, Export Communications.
- * A knowledge of DOS is required to setup the batch file needed for this option.

When to Use:

- * When you wish to export a batch, for processing at the head office. For example: The file could produce a batch for export and send the batch to the host site, without leaving the Remote Order Entry system.

Before Using:

- * Backup your Order Entry data.
- * Make sure you are not attempting to export a batch that was already exported
- * You must have:
 - The ACCPAC Order Entry or Purchase Orders System.

How to Use:

Select either;
RUN - to execute the specified commands,
OR
EDIT - to modify the DOS command or default parameter,
OR
CANCEL - To abort the operation

EDIT:

The following are the options available for editing;

DOS COMMAND:

This parameter specifies the location of your COMMAND.COM file.

The layout is as follows:

X:\SUBDIRECTORY\COMMAND.COM

↓ ↓ ↓
(harddrive) (subdirectory) (DOS file)
 where DOS
 resides

Example: C:\DOS\COMMAND.COM

Edit Company Profile

Select 1 from the Housekeeping Menu

Purpose:

This is where you enter the general information pertaining to your company. There are a number of options on screen 2 of the Company Profile that have an effect on the operation of functions within the system.

This function allows you to make changes to the options selected and data entered to define your company profile

Notes:

- * This function has 2 screens.
- * See Chapter 3, Company Setup for more details on Edit Company Profile.

When to Use:

When you need to review or revise the data entered and options selected for your company profile.

- Before performing any import or export function. There are options that can enhance the way these functions work.

Update Audit List:

This flag determines if an audit list of the complete history of all imports and exports in the program is to be saved.

Delete Order batch after importing?:

It should be set to YES to delete the batch file once it is imported.

Create auto-invoice macro for imported orders?

This option can create a special ACCPAC macro that automatically calls up and invoices each of the new orders that have just been imported.

Assign invoice no. to be same as order no.?

This option is only available if the “Create auto-invoice macro” option is selected. This is a further addition to the macro that assigns a particular invoice number as each order is being invoiced. This forces the invoice number to be the same as the order number.

Use the order data as the invoice date?

This option is only available if the “Create auto-invoice macro” option is selected. This is a further addition to the macro that assigns a particular invoice date according to the date of the order being invoiced. Ordinarily this date is set to the system date.

Use Automatic Order Numbering?

This option allows you to determine how you want new imported orders numbered.

Reference 6-25

Save remote-site order number in customer reference field?

This option allows you to save the original order number used at the remote site in the host site, O/E order customer reference field.

Mark exported order and invoices in O/E?

This option is useful to avoid re-exporting a document once it has been exported.

How to Use:

Select either EDIT - to change the screen contents or CANCEL - to abort the function. When you have completed updating the data either press Return throughout the screen or press Escape after the last field has been modified and select ACCEPT CHANGES.

After using:

- * If a lot of changes were made to the information contained in the company profile go to the Reports section, and print the Company Profile Report.
- * File the information.

The Edit Company Profile screen 1 is shown below:

```
THE UNIVERSAL CORPORATION                               Date: Oct 23 19
Edit Company Profile                                  Page 1 of 2

Company name      (THE UNIVERSAL CORPORATION          )
Address           [Any Address                        ]
                  [Any City, Any State/Prov          ]
                  [                                  ]
Postal/Zip        [Any Zip/Post                        ]

Contact           [Contact                            ]

Telephone        [416-345-6789                        ]
Fax              [416-345-7890                        ]

Automatic batch numbering:
Order Import:    [ 11 ]
Order Export:    [ 11 ]
Invoice:         [ 11 ]
Purchase order:  [ 11 ]

ESC=Exit                                               F1=Help
```

The Edit Company Profile screen 2 is shown below:

```
THE UNIVERSAL CORPORATION                               Date: Oct 23 19
Edit Company Profile                                  Page 2 of 2

Update Audit list ?                                   (Yes)

Delete order/invoice batch after importing ?         (No )

Import Invoices into: (ACCPAC Order Entry            )

For imported orders:
Create auto-invoice macro for imported orders ?     (No )
Use automatic order numbering ?                     (Yes)
Save remote-site order number in customer reference field? (No )

For exported orders and invoices:
Mark exported orders and invoices in O/E ?          (No )

Accept changes  Edit  First  Cancel

F1=Help
```

Appendix A: Sample Reports

| | |
|-------------------------------|-----|
| Company Profile..... | A-1 |
| Exported Orders..... | A-2 |
| Exported Invoices..... | A-3 |
| Exported Purchase Orders..... | A-4 |
| Imported Orders..... | A-5 |
| Imported Errors..... | A-6 |
| Imported Invoices..... | A-7 |

Appendix B: System Manager

| | |
|----------------------------------|-----|
| Start List..... | B-1 |
| System Manager Menu Options..... | B-2 |
| Printing | |
| Destination..... | B-3 |
| Type of Printer..... | B-4 |
| Pitch/Line Spacing..... | B-5 |
| Check Data Integrity..... | B-5 |
| Password Protection..... | B-6 |

Appendix B: System Manager

START LIST:

Once you have installed the program files as explained in Chapter 2 - Starting; you are now ready to create your data. Before we do this however we must first setup the start list (as the menu will now be referred to).

You will notice the Start List displays a Remote Order Entry option. Follow the steps to create your data:

1. Cursor to the Remote Order Entry option and hit the tab key (the double arrow key usually on the left side of keyboard). You are now able to set up your information.
2. Fill in the following as outlined:
Start Name : Remote Order Entry option is fine, press return
Program : Remote Order Entry v6.x (RO) - press return on option
Drive : C - press return at C option
Data
Directory : a directory name will pop up, if it does not say c:\ASP\DATA then type over top of current options and change it. - press enter to accept
Extension : DAT is fine for now. - press return, you will find yourself at the start list again. Press return and follow steps outlined in Chapter 3.

THE SYSTEM MANAGER

You are required to have already the Computer Associates Window System Manager version 6.1 or greater in order to run Remote Order Entry. The system manager is the menu which runs Remote Order Entry.

We will now introduce you to the SYSTEM MANAGER. It is invoked by pressing the function key F3. Press this key and you will notice a menu pop up in the left hand corner. It contains the following options:

PRINTER SETUP
OPTIONS
SECURITY
DOS

CHECK DATA INTEGRITY
INSTALL PROGRAMS
LIST VERSION NUMBERS
ABOUT CA PRODUCTS

****NOTE****

To EXIT from the system manager menu, press escape until you are back at the place you invoked the menu.

PRINTING OPTIONS:

We will now look at the printing variations that are available.

PRINTER SETUP:

Cursor to the printer setup option and press return.

You now have 2 more options:

DESTINATION
PRINTER SELECTION

These can be changed at most times within the program (except if in a print option)

DESTINATION - Press return at this option and you will notice you have 3 places you can send your information.

PRINTER - Sends information to the printer
SCREEN - Sends information to the screen
FILE - Sends the information to a file (for organizations who know a lot about DOS and can utilize the printed information in other programs such as Lotus, editors etc.

The RETURN KEY:

This key will invoke and revoke the option by pressing it. An option is active if the arrow is pointing to it. It will beep at you if you try to remove all the arrows, as this is not allowed. Some option must be activated.

PRESS ESCAPE TO EXIT.

The 2 most common forms we will deal with is PRINTER and SCREEN. You will notice there is an arrow beside the printer option. This means that everything you print will get sent to the printer. If you cursor to the screen option and press return, you will notice both the screen and printer options have an arrow. This means your printed information will go to both.

PRINTER SELECTION:

This is where you set up the type of printer you have. ACCPAC initializes the system with a standard printer that can handle most printing requirements, so print something to see if it is correct before changing the option. If you do need to select your specific printer you are going to have to know the exact name and model (your printer manual will tell you this).

To select an alternative printer:

1. Cursor to printer selection - press return
2. Press return at: TYPE OF PRINTER
3. Use the cursor down arrow to select the type of printer you have. If your option is not there your manual will tell you alternate printers it can use. When you have found the printer type move the cursor so it is over top of it, and press return.

It will return you to the selection menu and display the option you have selected.

The other factors which we will be concerned with are the character pitch and the line spacing:

Character Pitch - Press return at this option and you will find 4 pitch options ranging from 8 (the largest print) to 16 (smallest or compressed print). Most reports will require the pitch be set to 16, so cursor to the 16 - Compressed option and press return. It sets this up.

Line Spacing - most times this will remain at the default 6 lines per inch. The only time you may want to change it is again in the user defined forms option, you can squish documents that would normally take 2 pages, into 1 page.

The remaining options are usually defaulted correctly, if not experiment. Anything you do in the system manager menu will not hurt your data or computer in any way.

CHECK DATA INTEGRITY:

The only other option that we will use frequently is the check data integrity option. You should use this option every day you were in the package, before you backup to floppy for the day. (Backup to floppy is a DOS command and will be in your DOS manual). This option will not work when you are in a module, you must be at the start list. Press Escape, and then Q until you are at the start list (if you are currently in Remote Order Entry).

Press the F3 KEY once again, and cursor to:

CHECK DATA INTEGRITY OPTION.

You have the option to check:

ALL START LIST ITEMS
ONE START LIST ITEM

Select ONE START LIST ITEM, Select Remote Order Entry and press return.

You will see it checking your data and then it will advise you if there were any errors if it corrected them, or if the data contains no errors. If the data contains no errors you can backup your data for the day.

PASSWORD PROTECTION:

In order to install passwords we must first flag that the system has password capability. To do this you must exit to DOS and get your System Manager Diskette 1 ready.

1. Place System disk 1 in drive A.
2. At the DOS prompt type:
A:INSTALLPW password <ret>
password - is the actual password you will be using. ie.
A:INSTALL Zebra Zebra would then be your system password.

Change System Password:

While you are at the start list press the F3 KEY, and cursor to:

SECURITY

1. Select RESET PASSWORD ACCESS LEVEL and enter the system password.
2. Select CHANGE SYSTEM PASSWORD, and enter the password a second time to confirm that you typed it correctly.
3. Press ESCAPE to leave the menu.

You can now play with any other security options that you wish, just be sure that if you are going to set up multiple level passwords, that you remember what password runs which level. It is best to keep it simple.

Check the ACCPAC Plus Window System Manager for more details.

Appendix C:

O/E Import/Export Format

Purchase Order Format

| | |
|---|-----|
| OE Import/Export File Layouts..... | C-1 |
| (Order Entry v6.1b or higher) | |
| Status Legend for File Layouts..... | C-4 |
| Notes for File Layouts..... | C-5 |
| Purchase Order File Layouts..... | C-6 |
| Import Invoice to Quik Invoice File Format..... | C-7 |

NOTE:

Although this chapter contains layout information, you are best to go to your Remote O/E diskette to get the most current layouts. Simply go to the \DOC subdirectory and print out the file "Layout.doc".

This document will also provide the offset values.

ORDER ENTRY: IMPORT/EXPORT FORMAT (Order Entry v6.1b)

HEADER: (HDR)

Record Type: 3, Mandatory - Must be HDR

| <u>Type</u> | <u>Field Name</u> | <u>Offset</u> | <u>Length</u> | <u>*Status</u> |
|-------------|---------------------------|---------------|---------------|----------------|
| C | *Record Type | 0 | 3 | M - "HDR" |
| C | Customer Prefix | 3 | 1 | I - |
| C | *Customer Code | 4 | 6 | M - <R> |
| C | Prefix | 10 | 1 | M - "I,C,O" |
| C | Key | 11 | 8 | I - <R> |
| C | Order Number | 19 | 8 | O - <R> |
| C | Invoice Number | 27 | 8 | O - <R> |
| C | Credit Note Number | 35 | 8 | O - <R> |
| C | Order Type | 43 | 1 | O - "O,S,F" |
| C | Order Release Number | 44 | 5 | I |
| C | Print Status | 49 | 5 | I |
| C | Costed Status | 54 | 1 | I |
| C | Order On Hold | 55 | 1 | O - "1,0" |
| C | Posting Number | 56 | 5 | I |
| C | Inventory Updated | 61 | 1 | I |
| C | Order Complete | 62 | 1 | I |
| C | Order Date | 63 | 6 | O - "yymmdd" |
| C | *Invoice Date | 69 | 6 | S - "yymmdd" |
| C | *Shipment Date | 75 | 6 | S - "yymmdd" |
| C | Expected Ship Date | 81 | 6 | O - "yymmdd" |
| C | Ship Via | 87 | 20 | O |
| C | *Comment (x2) | 107 | 40 (2) | O |
| C | Location Code | 187 | 30 | - from IC |
| C | Credit Approval Person | 190 | 3 | O - initials |
| C | FOB Point | 193 | 15 | O |
| C | Tax Group | 208 | 6 | O - <R> |
| C | Total Order Value | 214 | 15 | I - 2 dec. |
| C | Total Dollar Value | 229 | 15 | I - 2 dec. |
| C | Total Order Value Home | 244 | 3 | I - <R> |

| <u>Type</u> | <u>Field Name</u> | <u>Offset</u> | <u>Length</u> | <u>*Status</u> |
|-------------|-------------------|---------------|---------------|----------------|
| C | Lines In Order | 259 | 5 | I |
| C | Invoice | | | |
| | Discount % | 264 | 5 | I |
| C | Invoice Discount | | | |
| | Amount | 269 | 15 | I - 2 dec. |
| C | Tax | 284 (x5) | 15 | I - 2 dec. |
| C | Total Cost Value | 359 | 15 | I - 2 dec. |
| C | *Reference | 374 | 12 | O - PO * |
| C | Contact Person | 386 | 18 | O |
| C | Tax Exempt | 404 (x2) | 15 | O |
| C | Terms | 434 | 20 | O - {A/R} |
| C | Salesperson | 454 | 6 | O - O/E <R> |
| C | Tax Status | 460 | 1 | O - "0-9" |
| C | Territory | 461 | 2 | O - <R> |
| C | Discount Level | 463 | 1 | O - "ABCDE" |

Customer Information:

| | | | | |
|---|---------|----------|----|---|
| C | Name | 464 | 30 | O |
| C | Address | 494 (x4) | 30 | O |
| C | Zip | 614 | 15 | O |

Ship-To Information:

| | | | | |
|---|------------------|----------|----|---------------|
| C | *Code | 629 | 6 | O - O/E <R> |
| C | Name | 635 | 30 | O - |
| C | Address | 665 (x4) | 30 | O - |
| C | ZIP | 785 | 15 | O |
| C | Number of Labels | 800 | 5 | O |
| C | GL Posting | | | |
| | Number | 805 | 12 | I |
| C | AR Posting | | | |
| | Number | 817 | 5 | I |
| C | Terms Code | 822 | 6 | O - A/R <R> |
| C | Discount Base | 828 | 15 | I - 2 dec. |
| C | Date Due | 843 | 6 | O - "yyymmdd" |
| C | Date Discount | 849 | 6 | O - "yyymmdd" |
| C | Terms Discount % | 855 | 5 | O |

Bill To:

| | | | | |
|---|-----------|-----|----|-----|
| C | Telephone | 860 | 20 | O - |
| C | Fax | 880 | 20 | O - |

Ship-To:

| | | | |
|-------------------|-----|----|-----|
| C Telephone | 900 | 20 | 0 - |
| C Fax | 920 | 20 | 0 - |
| C Price List Code | 940 | 5 | 0 - |

DETAIL: (DET)

Record Type: 3, Mandatory - Must be DET

| <u>Type</u> | <u>Field Name</u> | <u>Offset</u> | <u>Length</u> | <u>*Status</u> |
|-------------|--------------------------|---------------|---------------|------------------|
| C | *Record Type | 0 | 3 | M - "DET" |
| C | Prefix | 3 | 1 | I |
| C | Key | 4 | 8 | I - <R> |
| C | Line Number | 12 | 3 | I |
| C | *Item Number | 15 | 21 | M - (Note N2) |
| C | Description | 36 | 40 | I |
| | Description Part II | 76 | 35 | O |
| C | Unit of Measure | 111 | 10 | O |
| C | Picking Sequence | 121 | 4 | I |
| C | Discount Level | 125 | 1 | O |
| C | Category | 126 | 3 | I - <R> |
| C | Price Unit of Measure | 129 | 10 | I |
| C | Price Override | 139 | 1 | O |
| C | Extension Override | 140 | 1 | I |
| C | Return to Inventory | 141 | 1 | I |
| C | Serial Numbers | 142 | 1 | I |
| C | Tax Status | 143 | 1 | O - "0-9" |
| C | Commissionable | 144 | 1 | I |
| C | Unit Conversion | 145 | 12 | I - 0 dec. |
| C | Unit Price | 157 | 15 | O - 2 dec. |
| C | Unit Cost | 172 | 15 | I - 2 dec. |
| C | Unit Weight | 187 | 15 | I - 0 dec. |
| C | Qty Original Ordered | 202 | 15 | I - 2 dec. |
| C | Qty Ordered | 217 | 15 | M - 2 dec. |
| C | Qty Shipped to Date | 232 | 15 | I - 2 dec. |

| <u>Type</u> | <u>Field Name</u> | <u>Offset</u> | <u>Length</u> | <u>*Status</u> |
|-------------|----------------------------|---------------|---------------|----------------|
| C | Qty Shipped | 247 | 15 | O - 2 dec. |
| C | Qty Backordered | 262 | 15 | I - 2 dec. |
| C | Extended Price | 277 | 15 | I - 2 dec. |
| C | Extended Cost | 292 | 15 | I - 2 dec. |
| C | Extended Weight | 307 | 15 | I - 0 dec. |
| C | Tax Amount | 322 | 15 | I - 2 dec. |
| C | Tax | 337 (x5) | 15 | I - 2 dec. |
| C | Base | 412 (x5) | 15 | I - 2 dec. |
| C | Discounted Amount | 487 | 15 | I - 2 dec. |
| C | Qty Ship Stocking Units | 502 | 12 | I - 2 dec. |
| C | Discounted Extension | 514 | 15 | I - 2 dec. |
| C | Base Price | 529 | 15 | I - 2 dec. |
| C | Extended Order Price | 544 | 15 | I - 2 dec. |
| C | Tax Used | 559 | 1 | I - 2 dec. |
| C | Location | 560 | 3 | O <R> |
| C | Complete | 563 | 1 | I |
| C | Price Conversion | 564 | 12 | I - 2 dec. |
| C | Commission Code (N1) | 576 | 1 | O (See Note) |
| C | Price List Code | 577 | 6 | O <R> |

STATUS LEGEND:

M -Mandatory - must be there for import
S -Supplied
O -Optional - you can import
I -Ignored, not used on import
<R> -Right Justified
<L> -Left Justified
"XXX" -source application
"???" -format of specialized field
indicated between quotes.
C -Character field type

****IMPORTANT****

If you are creating a non-ACCPAC import file, all record types DET, HDR etc. must be 1000 characters long.

NOTES:

- N0 Record length specified is only the length used. Each record is 1000 characters + 2 characters (CR/LF)
- N1 This field is used only for the Commission Tracking program add-on.
- N2 The item # is right justified if it only has 1 segment defined. Otherwise, it is left justified.
- N3 The Purchase Order # is right justified if it has only 1 segment defined. Otherwise, it is left justified.
- N4 ACCPAC Order Entry handles five different types of detail lines. Although "DET" was previously used as a catch all, the record types now are:
- DET - Regular item lines
- COM - Comment lines. Only the description field is relevant.
- MSC - Miscellaneous charge lines.
The item number field contains the left justified miscellaneous charge code used internally by ACCPAC O/E. It is a single digit in the range of 0 -9 which refers directly to an entry in O/E's miscellaneous charge table. The description contains that of the miscellaneous charge and the extended price contains the amount.
- SER - Serial Number lines
The 75 character description field contains a maximum of 5 serial numbers, 15 characters in length each.
- INS - Instruction lines
Only the description field is relevant. This is a special comment intended for the shipping personal. It is normally printed on packing lists and not on invoices or confirmations.

P/O EXPORT FORMAT:

HEADER:

| Type | Field Name | Offset | Length | *Status |
|------|------------------------|--------|--------|---|
| C | *Record Type | 0 | 3 | M - "HDR" C Vendor Number 3 6 S - <R> |
| C | Expected Date | 9 | 6 | S - "yymmdd" |
| C | P.O. Number | 15 | 21 | S - (Note N3) |
| C | Order Date | 36 | 6 | S - "yymmdd" |
| C | Cancelled Amount | 42 | 15 | S - 2 decimals |
| C | Total Weight | 57 | 15 | S - 4 decimals |
| C | Cancelled Weight | 72 | 15 | S - 4 decimals |
| C | Total Quantity | 87 | 15 | S - 4 decimals |
| C | Cancelled Quantity | 102 | 15 | S - 4 decimals |
| C | FOB Point | 117 | 15 | S - |
| C | Requisition # | 132 | 16 | S - |
| C | Carrier | 148 | 15 | S - |
| C | Ship Method | 163 | 15 | S - |
| C | Comment | 178 | 75 | S - |
| C | Ship Name (To) | 253 | 30 | S - |
| C | Ship Address 1 | 283 | 30 | S - |
| C | Ship Address 2 | 313 | 30 | S - |
| C | Ship Address 3 | 343 | 30 | S - |
| C | Ship Address 4 | 373 | 30 | S - |
| C | Ship Postal Code | 40 | 9 | S - |
| C | Ship Telephone | 412 | 14 | S - |
| C | Ship Contact | 426 | 20 | S - |
| C | Bill Name | 446 | 30 | S - |
| C | Bill Address 1 | 476 | 30 | S - |
| C | Bill Address 2 | 506 | 30 | S - |
| C | Bill Address 3 | 536 | 30 | S - |
| C | Bill Address 4 | 566 | 30 | S - |
| C | Bill Postal Code | 596 | 9 | S - |
| C | Bill Telephone | 605 | 14 | S - |
| C | Bill Contact | 619 | 20 | S - Customer # |
| C | Discount Percentage | 639 | 15 | S - 4 decimals |
| C | Discount Amount | 654 | 15 | S - 2 decimals |

O/E Import/Export Format C-6

DETAIL:

| <u>Type</u> | <u>Field Name</u> | <u>Offset</u> | <u>Length</u> | <u>*Status</u> |
|-------------|--------------------------|---------------|---------------|---------------------|
| C | *Record Type | 0 | 3 | S - "DET" |
| C | Vendor Item # | 3 | 24 | S - <R> |
| C | Item # | 27 | 21 | S - (Note N2) |
| C | Item Location Code | 48 | 3 | S - <R> |
| C | Item Description | 51 | 40 | S - |
| C | Order Unit of Measure | 91 | 10 | S - |
| C | Quantity | 101 | 15 | S - - 4 decimals |
| C | Price | 116 | 15 | S - - 4 decimals |
| C | Cost | 131 | 15 | S - - 4 decimals |
| C | Weight | 146 | 15 | S - - 4 decimals |
| C | Tax Amount | 161 | 15 | S - - 2 decimals |
| C | Extended Cost | 176 | 15 | S - - 2 decimals |
| C | Extended Weight | 191 | 15 | S - - 4 decimals |
| C | Drop Ship Name | 206 | 30 | S - |
| C | Drop Ship Address 1 | 236 | 30 | S - |
| C | Drop Ship Address 2 | 266 | 30 | S - |
| C | Drop Ship Address 3 | 296 | 30 | S - |
| C | Drop Ship Address 4 | 326 | 30 | S - |
| C | Drop Ship Postal Code | 356 | 9 | S - |
| C | Drop Ship Telephone | 365 | 14 | S - |
| C | Drop Ship Contact | 379 | 20 | S - |
| C | Drop Ship Carrier | 399 | 15 | S - |
| C | Drop Ship Method | 414 | 15 | S - |

IMPORT INVOICE to QUIK INVOICE FILE FORMAT:

You can import externally created invoices into Quik Invoice with Remote O/E using the following instructions. Quik Invoice is an ACCPAC Add-on sold by Softrak Systems. The invoice file format is the same as described above for O/E orders and invoices. The differences are in the field usage.

To process in Quik Invoice:

Once the invoice data is in the correct format, and has been imported by Remote O/E, you then proceed to Quik Invoice program. Go to the Quik Invoice program, Housekeeping menu and select "import Invoice". The program prompts you for the file name. Accept the default name, path and extension for QIIMPORT. Select import format as "Delimited comma separated value CSV". The program then creates a live Quik Invoice batch file to be posted.

The following page shows the fields used when importing for Quik Invoice. Note the general record structure is the same as that used for O/E orders and invoices.

Import Invoices to Quik Invoice File Format

| <u>Type</u> | <u>Field Name</u> | <u>Length</u> | <u>Offset in ROE</u> | <u>Status</u> |
|---------------------|-------------------|---------------|----------------------|---------------|
| Header Record Type | | 3 | 0 | "HDR" |
| C Customer Number | | 6 | 4 | <R> |
| C Invoice Number | | 12 | 27 | <R> |
| C Invoice Date | | 6 | 69 | "yymmdd" |
| C Reference | | 12 | 374 | |
| Detail Record Type | | 3 | 0 | "DET" |
| C Item Code | 6 | 15 | | <R>N1 |
| C Item Ordered | 14 | | 217 | |
| C Item Shipped | 14 | | 247 | |
| C Item Back Ordered | 14 | | 262 | |

Status Legend

<R> Right justified

Notes:

N1 The item # from Remote O/E must exist in Quik Invoice item file, otherwise Quik Invoice will skip this detail line when you import it into Quik Invoice.

Appendix D

Error Messages

| | |
|---|------|
| General Remote Order Entry screen errors..... | D-1 |
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Appendix D

Error Messages

There are two types of messages you can receive on Remote Order Entry screens to assist you in operating the program. The two types of messages are:

* **Error Messages**

Error messages appear on the screen when you attempt a procedure or make an entry that is unacceptable to Remote Order Entry.

* **Warning Messages**

Warning messages caution you to review your entry or the step you are about to take. The messages do not prevent you from using the entry you have made. Press the key mentioned in the message to retain your entry and move to the next field.

This appendix lists error and warning messages in alphabetical order, with explanations of the problems, and instructions on how to proceed.

Corrupt or bad .EXE.

Problem: This file is corrupted.

Solution: Check for viruses and re-install the program files.

Date is older than last access date

Problem: This occurs if the date entered is older than the previous date.
The options are Continue/Exit, with the default being continue. If you continue then the date is accepted. If you exit then the application terminates.

Solution: Check date to make sure it's correct.

Remote O/E data files have not been created

Problem: This occurs if the company profile does not exist and the company resource has been obtained exclusively. The options are Create/Exit, with the default being create. If you create then you are taken into the company profile screen for data creation. If you exit then the application terminates.

Solution: Check the path and extension of your data to ensure you are accessing the correct option, otherwise create the data if this is a new application.

Remote O/E data is older than the current version

Problem: This occurs if the version stamp on the company profile is older than the current version stamp in the application. The options are Update/Exit. If you update then the necessary action is taken to perform an update. End users are advised to have a backup before proceeding. If you exit then the application terminates.

Solution: If you wish to continue with the new update, backup your data and then update it.

Error Reading Module

Problem: There is a problem reading the file. This file is possibly corrupt.

Solution: Check for viruses and Re-install program files.

Function (ROxxxx) not found

Problem: This file is corrupted.

Solution: Check for viruses and re-install the program files.

Insufficient Memory Available

Problem: Error loading module (ROxxxx). Insufficient memory available to load the module.

Solution: Check you CONFIG.SYS. and AUTOEXEC.BAT file and see if you can minimize the amount of TSR and drivers loaded into memory.

Insufficient stack space Available

Problem: This is meant to be a diagnostic error, it will occur if there are more files in the directory to display on a scroll box than there is stack space to contain the buffer. There is sufficient space for about one thousand files. We do not presently use a virtual paging scroll box which allows an unlimited number.

Solution: Contact Bravo Software Group.

Missing Data files!

Problem: There are files missing that are necessary in the operation of Remote Order Entry. Your Remote O/E data has been damaged.

Solution: Press the key indicated in the message. Recover your Remote Order Entry data from your backup copy. If the message occurs with your backup data, make sure your Order Entry files are intact by running the Check Data Integrity option of the O/E system (See Appendix B) or contact your Qualified Installer or your dealer for assistance.

No Modules Present

Problem: Most of the program files were not installed. It is simply amazing that you even got this far!

Solution: Check disk space availability. Re-install program files.

Ordinal Not Found

Problem: This file is corrupted.

Solution: Check for viruses and re-install the program files.

Program Module Could Not Be Found in Program Directory

Problem: One of the program modules could not be found in program directory.

Solution: Check disk space availability. Re-install program files.

Relocation Failure.

Problem: Module (ROxxxx). There is insufficient memory available, memory is corrupted, or a virus may be present.

Solution: Check you CONFIG.SYS and AUTOEXEC.BAT file and see if you can minimize the amount of TSR and drivers loaded into memory. Check for viruses. Probably a good idea to re-install program files.

There are no import files fitting the mask ROO?????

Problem: This error occurs if there are no files found in the directory that fit the search mask, DIO?????. If the error is triggered the user is returned to the order number field with the field blank.

Solution: Check the drive to make sure that file does not exist in the wrong directory, or ignore, as there may in fact be no orders for you to import.

This version of Remote O/E is too old to update.

Problem: This message occurs when you are trying to update your data from a very old version to the latest release. Our software upgrade package can only retain so much, therefore at some point old versions are dropped from the support option, and upgrades have to be performed manually.

Solution: Please contact Bravo Software Group.

You are not running the current version of Remote O/E

Problem: This occurs if the version stamp on the data is NEWER than the version stamp in the application. It occurs when the user has installed an older version of Remote Order Entry on the computer.

Solution: The solution is to Exit and re-install the latest release of the software.

CAN'T READ or WRITE DRIVE x Code nn.

Problem: The program has not been able to read or write data on drive "x".

Solution: If the drive is a diskette drive, check the diskette in the drive to ensure that it has been inserted properly and it's not write-protected, then press the key indicated in the message. If the drive is a hard disk, just press the key indicated. If the message reappears, either the equipment has malfunctioned or data is damaged.

****Note****

the drive and the code numbers in the message. Restore the data from you most recent backup copy, then start the program again, using the restored data. If the problem recurs, contact our Technical Support staff or your dealer for assistance.

Critical Errors

The program has encountered an unexpected problem that might be caused by the hardware or software, by a power failure, or by physical damage to your equipment. The message indicates the problem.

The critical error messages are:

Address too high in load.
Address too low in load.
Cannot close file "filename".
Cannot create existing file "filename".
Cannot create file "filename".
Cannot detach open file "filename"
Cannot delete non-existent file
Cannot read file "filename".
Cannot write to file "filename" Disk full.
Corrupted load.
Disallowed file unit N.
Fewer than xx file handles available.
File unit N in use.
File "filename" is still open.
Internal DOS error unrelated to file I/O.
No access before start of file "filename".
No access after end of file "filename".
Program menu resource missing.
Unopened file unit N.

Address too high in load

Address too low in load

Problem: Program files are damaged.

Solution: Follow the instructions with the Missing program file message, later in this appendix, to reinstall the System and Remote Order Entry Products disks.

Error Messages D-9

Cannot close file "filename"

Problem: Program or data files are damaged.

Solution:

1. Exit from the system Manager, then run the CHKDSK command from the system prompt to check for errors on your disk. (Refer to your operating system manual for information about running the CHKDSK command).

If no errors reported, go to step 2.

If errors are reported, resolve the problems, then retry the task you were doing when the error message occurred. If the message does not recur, resume normal use of the program. If the message recurs, go to step 2.

2. Determine whether the file named in the message is a program file or a data file.
Remote Order Entry data files are listed in the Technical Software Information appendix in this manual, and use the filename extension assigned to them.
3. Take the steps for the type of file named in the message:
 - * Program file - follow the instructions with the Missing program file message, later in this appendix, to reinstall the System and Remote Order Entry Product disks.

Error Messages D-10

- * Data file - follow the instructions with the Damaged data message, later in this appendix.

Cannot create existing file "filename"

Problem: When the program attempted to create a file, it found that the file already existed.

Solution:

1. Locate the backup copy of the data that you made before beginning the conversion process. You will need to use it in step 3.

Do not Proceed if You Do Not Have a
Backup Copy of the Data

If you do not have a backup of the data files, do not proceed to step 2 and do not delete the damaged files. Consult a technician before taking any further steps.

2. Exit from the System Manager. Switch to the data directory, then delete all the data files you were creating or converting, by entering:

`del RO*.xxx`

(Where xxx is the filename extension you assigned to the data files).

If you were creating data files, go to 4.

If you were converting data files, go to step 3.

3. If you were in the process of converting data files, restore the data, using the backup copy of the data you made before beginning conversion.

For assistance, refer to the instructions under the heading Data conversion error, damaged data, later in this appendix.

4. Begin the creation or conversion process again.

For information about creating data files, read Chapter 3, Setting Up Your Remote Order Entry System.

Cannot create file "filename"

Problem: There may be a shortage of disk space, too few file handles, more than the allowable number of entries in the root directory, or damaged data files. (If you are on a network, the message may mean you do not have rights to the file or directory.)

Solution:

1. Exit from the System Manager, then try the following procedures:

Check to see how much disk space you have left by going to the system prompt and using the DIR command on a directory. The final message you see will tell you how much space is free.

If you are short of disk space, you must delete some files to make some space. Refer to the instructions with the Insufficient disk space message in this appendix for suggestions about making room on disk.

- * At the system prompt, use the DIR command to check the number of files in the root directory. If the number exceeds the limit allowed by your equipment, delete unneeded files and transfer others that do not have to be in the root directory to other directories.

- * Refer to the Fewer than n file handles available message, later in this Critical error section, for instructions on checking the "files=" line in the CONFIG.SYS file. If necessary, correct the file, then reset the computer to activate the changed file (press the Ctrl, Alt, Del keys simultaneously, or the Reset button, if your machine has one.)

- * If the above suggestions do not solve the problem, switch to the directory containing the file named in the message. Check the directory to see whether the file exists. If you find it, delete the file.

2. Try the task you were doing when the message first appeared.

If the error message does not reappear, you may have solved the problem and you can resume working with the program.

If the error reappears, your data may be damaged. Find the last backup copy you made of the data before receiving the critical error message, then follow the instructions with the Damaged data message, later in this appendix.

**Cannot detach open file "filename"
Cannot delete non-existent file"filename"**

Problem: There may be too few file handles, or missing, or damaged data files.

Solution:

1. Go to the system prompt to check the number of file handles specified in the CONFIG.SYS file.

Refer to the Fewer than n file handles available message, later in this Critical error section, for instructions on checking the "files=" line in the CONFIG.SYS file. If necessary, correct the file, then reset the computer to activate the changed file (press the Ctrl, Alt, Del keys simultaneously, or the Reset button, if your machine has one.)

Try the operation again. If the message recurs, you may have accidentally deleted data files from another program that integrates with the data you are using. Go to the next step.

2. If you use the same filename extension for all your integrated ACCPAC Plus data files, and keep them in the same directory, check that the Start list entries are correct, as follows:
 - a. Press the key indicated in the message to return to the Start list.
 - b. Press the Tab key to display the entries for the program and data you are using, as well as for the integrated data files from other programs.

If all the entries are correct, go to 3.

If all the entries are not correct, make the necessary changes, then try the program and data again. If the message does not reappear, resume working with the data. If the message reappears, go to the next step.

3. Check the data directory to determine whether the sets of data files for each of the integrated programs are present.

If the data files for an integrated program are incomplete, delete them, then store them from your backup copy. (Lists of the data files in each program are contained in the program manual's Technical Software Information appendix. For assistance deleting and restoring files, consult the Damaged data section, later in this appendix.) Try the task again.

If the error message does not reappear, you have solved the problem and can resume your work.

If the message reappears, your data may be damaged. Follow the instructions included for the Damaged data message, later in this appendix.

Cannot read file "filename"

Problem: The data may be damaged or there has been an equipment failure.

Solution: Follow the instructions included for the Damaged data message, later in this appendix.

Cannot write to file "filename"

Problem: One or more of the following conditions exists: the file is flagged as read-only, the disk is full, or you have more defined too many records.

Solution:

1. Exit the System Manager, then check to see whether the file named in the message is flagged as read-only. (See the notes for the ATTRIB command in the operating system manual.)

If the file is not a read-only, go to the next step.

If the file is a read-only file, use the ATTRIB command to remove the designation, following the instructions in the operating system manual. Retry the task you were doing when the message appeared. If it does not reappear, the problem is probably solved, and you can resume working with the program. If the message recurs, go to the next step.

2. Check to see how much disk space you have left by going to the system prompt and using the DIR command to list the files in the current directory. The final message you see will tell you how much disk space is free.

If there is adequate disk space, go to 3.

If there is a shortage of disk space, delete some files. (Refer to the notes under Insufficient disk space, later in this appendix, for suggestions on how you might be able to make some room on your disk.) Retry the task you were doing when the message appeared. If it does not reappear, the problem is probably solved, and you can resume working with the program. If the message recurs, go to the next step.

3. If the first two steps do not solve the problem, you may have more data records (such as transactions or customer records) than the program can handle. If this is the case, determine whether you can delete excess records, such as inactive customers, transaction history, batch status information, posting journals, tax tracking information, and G/L transactions.

**Corrupted load
Disallowed file unit n**

Problem: Program or data files are damaged.

Solution:

1. Follow the instructions included for the Missing program file message, later in this appendix. If the message does not recur after you have completed those steps, you have solved the problem and can resume working with the data.

If the message reappears, your data may be damaged. Go to step 2, below.

2. Follow the instructions included for the Damaged data message, in this appendix.

Fewer than xx file handles available.

Problem: Improper installation of the System Manager or accounting program.

Solution: The CONFIG.SYS file in the root directory of your hard disk does not contain the line "FILES=50", see your DOS manual for more details on Editing Config.Sys files. For information on how to proceed, see the notes under Installing the System Manager in Appendix B.

Error Messages D-18

File "filename" is still open

Problem: The data may be damaged.

Solution: Follow the instructions included for the Damaged data message, later in this appendix.

File unit n in use

Problem: Program or data files are damaged.

Solution:

1. Follow the instructions included for the Missing program file message, later in this appendix. If the message does not recur after you have completed those steps, the problem is solved and you can resume working with the data.

If the message reappears, your data may be damaged. Go to step 2, below.

2. Follow the instructions included for the Damaged data message, later in this appendix.

Internal DOS error unrelated to file I/O

Problem: This error message usually occurs when there is a problem with your computer equipment.

Solution: Note the DOS error number displayed on the screen, exit the System Manager, then follow the instructions for the error in the DOS manual.

No access before start of file "filename"

No access after end of file "filename"

Problem: The data is damaged.

Solution: Follow the instructions included for the Damaged data message, later in this appendix.

Program menu resource missing.

Problem: Improper installation of the System Manager or accounting program.

Solution: Reinstall the accounting program.

Unopened file unit n

Problem: Program or data files are damaged.

Solution:

1. Follow the instructions included for the Missing program file message, later in this appendix. If the message does not recur after you have completed those steps, the problem is solved and you can resume working with the data.

If the message reappears, your data may be damaged. Go to step 2, below.

Error Messages D-20

2. Follow the instructions included for the Damaged data message, later in this appendix.

If you receive a critical error message other than those just described, follow these steps:

1. Write down the message.
2. Write a step-by-step list of what you were doing before and at the time the condition occurred.
3. Press F2 to leave the program and go to DOS. Do not attempt to continue program operation with the data you were using.

Reset the system by pressing the Ctrl, Alt, and Del keys simultaneously, or by pressing the Reset button, if your machine has one.

4. Run the DOS CHKDSK program on the hard disk or data diskette you were using. If no errors are reported, proceed to step 5 of these instructions.

If errors are reported by CHKDSK, take the necessary steps to resolve the problems with the disk before continuing with these instructions.

5. Backup your data ON NEW DISKETTES. Do not copy over a previous backup.

Backup all data for programs that share data with the program you were using when the critical error occurred. See the Check Data Integrity, in Appendix B.

6. Press the Ctrl and C keys together to run the Check Data Integrity function on the System Manager Menu, then follow the instructions for checking data integrity in the manual for the System Manager you use.
7. Contact your Qualified Installer or your dealer for assistance.

Be ready with the most recent backup you made before encountering the critical error, and with information such as the version number of your program (this is listed under the List Version Numbers choice on the System Manager Menu), and what you were doing before and at the time the condition occurred.

Integrity Problem.

Integrity Problem error messages appear when you are running the Check Data Integrity function from the System Manager Menu, and the program finds errors in your data. The Errors can be of two types: those that can be fixed (either by selecting the Fix choice in the Check Data Integrity function, or by adding missing information to your data after the integrity check is completed); and errors that require you to restore your data from a backup copy.

To determine the action to take when errors are reported in your data record the information provided by the screen displays.

Damaged Data

Problem: The data contains damaged files or there are files missing.

Solution:

Network users - refer damaged data conditions to the network administrator.

Windowing System Manager, system Manager/2, and System Manager users - use the following instructions:

1. Write down the error message you received.
2. Press the indicated key to erase the message.
3. Before leaving the program, check the reports and listings you have on file for the data, to determine whether they contain complete and up-to-date information that would allow you to reconstruct your data, if you have to.

If the information in your files is not up to date, you may be able to print new copies. Be sure to try to print the copies before leaving the program. Once you have exited Remote Order Entry, you may not be able to start it again.

If you cannot use the printing functions, skip the remainder of this step, and go directly to Step 4.

You may be able to use the printed information to:

- * Pinpoint the problems in the data.
- * Provide a record of data to be re-entered after an earlier backup is restored.
- * Use in verifying the data after it is repaired.

4. Leave the program and System Manager to go to the system prompt. Use the BACKUP command to back up the damaged data files onto blank, formatted diskettes.

For assistance, see the instructions for making backups in the manual for the System Manager you use. If you are on a network, refer to the network manuals for information on making backups.

Do not overwrite an existing backup diskette.

Set the copy of the damaged data aside. You may need it if your backup files are also damaged.

5. Use the CHKDSK command to see whether there are errors on the disk. (Refer to your operating system manual for information about running the CHKDSK command.)

If there are no disk errors, go to the next step.

If disk errors are reported, fix the problem, then try the task again. If the message does not recur, resume your work. If the message reappears, go to the next step.

6. Use the Check Data Integrity function to check for errors in the data. Write down each error message you see.

For instructions on using the Check Data Integrity function, refer to the manual for the System Manager you use.

If errors are reported, the problem may have been solved. Try the task again. If the error does not recur, resume use of the program. If the error message reappears, go to the next step.

7. Restore the data as follows (network users should follow the procedures in the network manual):
 - a. Leave the program and System Manager, and go to the system prompt.
 - b. Switch to the directory containing the damaged data. (If you have not made a backup of the damaged data, do so now. You will require the backup if you cannot fix the errors by restoring the data.)

- c. Erase the damaged data files (all those that share the same application selector and filename extension in the same directory), as follows:

```
del ROO*.xxx
```

xxx is the filename extension assigned to your data files.

- d. Use the RESTORE command to restore the data from the last backup you made before discovering that your data was damaged. (See the instructions for restoring data in the manual for the System Manager you use.)
- e. Check the integrity of the restored data.

If no errors are reported, re-enter transactions and other data that were entered after you made the backup, then continue using the program.

Make a backup of the restored, updated data.

If errors are reported, repeat this step, restoring an earlier backup copy of the data. If the earlier data is also damaged or you do not have an earlier backup, consult a technician. You will then need the backup copy (made in step 4) of the most recent version of the damaged data.

8. Check the integrity of data files from other programs that you have integrated with Remote Order Entry.

If no errors are reported, resume your normal operations.

If errors are reported, consult Appendix A of the manual for the accounting program.

Be Sure to Complete All Steps

If you were directed to follow these instructions as part of the steps to recover from another error message, return to the instructions for the message you received, to determine whether there are additional steps you must take.

Insufficient disk space

Problem: The target disk is full or does not have enough remaining free space for the task you are trying to do. If you are on a network, this message can also mean you do not have the correct access rights.

Solution:

Network users - ask your network supervisor whether you should use these instructions and whether you have correct access rights.

Windowing System Manager, system Manager/2, and System Manager users - use the following instructions:

1. If there is any unusual information on the screen, make a note of it.

For example, there may be special instructions or information in the message or elsewhere on the screen, such as the number of a batch that was being created, steps required to fix problems that might have been caused in the data, or the amount of disk space needed for the operation.

2. Press the indicated key, then exit the program.
3. Clear some space on the disk. For example, you may be able to:
 - * Delete files you do not need, such as old word processing documents and spreadsheets, and programs you never use.
 - * Transfer files such as backups of data and current word processing documents and spreadsheets to diskettes. Be sure to label the diskettes to indicate what you have put on them.

- * Reduce the amount of detail kept in all of your programs. For example, you may be able to delete inactive clients, agencies, salespersons, contracts, orders, clear sales audit list, and G/L transactions. These operations will not be possible, however, if you are completely out of disk space or have too little space left. See Appendix E, Technical Software Information, for more information on freeing up disk space.
4. Take the additional steps that may be required to repair your data, such as cancelling batches that have been partially transferred, or restoring data from backups.

To prevent the condition from recurring, you should clear files and delete unneeded files more often. You may also need to purchase additional disk capacity.

Appendix E

Technical Software

Information

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Appendix E

Technical Software

Information

This appendix describes briefly how Remote Order Entry works and what files it uses. You do not need to read this appendix to be able to use the program.

The information is intended primarily for dealers and programmers; it assumes the reader has some knowledge of programming.

Software Capacity

The limits are based on the limits assigned in the ACCPAC Plus Order Entry system. See the appropriate appendix in your manual for more details.

Remote Order Entry Data Files

The order headers are accessed by the Indexed Sequential Access Method (ISAM). The ISAM file structure is based on the B- design and has a random file with one or more index files. (All Remote Order Entry index and random ISAM files are listed and identified on the next page.)

The following list illustrates the type and description of the Remote Order Entry system files and the files the system accesses:

| DATA FILE | TYPE | DESCRIPTION |
|-----------|------------|--|
| ROGLOB | sequential | Company Profile |
| ROAUDO.S | sequential | Imported orders audit |
| ROAUDC.S | sequential | Exported orders audit |
| ROAUDI.S | sequential | Exported invoices audit |
| ROAUDP.S | sequential | Exported purchase orders audit |
| ARCUSTR | random | Customer Account Information |
| ARCUST1 | index | (As above) |
| ARCUST2 | index | (As above) |
| ARTERMD | index/rndm | Payment terms |
| ICGLOB | sequential | IC Company Profile |
| APVEND.R | Random | Vendor |
| APVEMD.1 | Index | Vendor |
| APVEND.2 | Index | Vendor |
| ICCATGI | index | Category code key |
| ICCATGR | random | Category data |
| ICILOCR | random | Item location data |
| ICILOCI | index | Item code key |
| ICITEMR | random | Item data |
| ICITEMI | index | Item number key |
| ICALTII | index | Alternate set number and item number key |
| ICLOCI | index | Location code key |
| ICLOCR | random | Location data |
| OEGLOB | sequential | OE Company Profile |
| OEHEADR | random | Header data |
| OEHEADI | index | Record type and order/invoice number |
| OECUSTI | index | Record type, customer type, and order/invoice number |
| OELINER | random | Detail line data |
| OELINEI | index | Record type, order/invoice number, and line number key |
| OEOLG | sequential | Order History Data |
| OEPRCER | random | Special price data |
| OEPRCEI | index | Customer number, category code, and item number keys |
| OESLPRR | random | Salesperson data |
| OESLPRI | index | Salesperson code key |
| OESTATS | sequential | Statistics data |
| OETXGRR | random | Tax Group Names |
| OETXGRI | index | Tax Group Key |

PURCHASE ORDER:

| | | |
|----------|------------|------------------------|
| POGLOB | sequential | P/O Company Profile |
| POHEAD.R | random | P/O Header data |
| POHEAD.1 | index | P/O Header Index 1 |
| POHEAD.2 | index | P/O Header Index 2 |
| POHEAD.3 | index | P/O Header Index 3 |
| POLINE.R | random | P/O Detail Line Data |
| POLINE.1 | index | P/O Detail Line Data 1 |
| POLINE.2 | index | P/O Detail Line Data 2 |
| POLINE.3 | index | P/O Detail Line Data 3 |
| POLINE.4 | index | P/O Detail Line Data 4 |

Freeing Up Disk Space

Index/random files (for example, the order header file) do not decrease in size when data records are deleted from them. The space once occupied by each header is preserved, and becomes available for the next record added to the data. Deleted unwanted data records regularly to keep as much disk space as possible free for new records and avoid a "Disk Full" situation.

To free up space:

- * Purge invoices in the Order Entry system when performing your Day End Process procedure.
- * Delete unwanted orders etc.
- * Purge the audit list in the reports menu after printing.

D.O.S. Operations with Remote Order Entry Files

Copying or Backing Up Zero Byte Files

The DOS BACKUP command will back up zero byte files (such as temporary work files or files with no data posted to them) along with all other Remote Order Entry files.

We strongly suggest you use the DOS BACKUP and RESTORE commands to backup and restore your data.

The DOS COPY command will only copy files greater than zero bytes in size. If you use the COPY command to restore Remote Order Entry data from a backup diskette, zero byte files will not be copied.

All necessary zero byte files are automatically created during the "Checking Files" process during initialization. An error message during initialization indicating that files are missing refers to files that are not user-created (such as Remote Order Entry system files) and not to any zero byte files that were not restored from a previous operating session. If an error message indicating incomplete data is displayed, a critical Remote Order Entry system file is missing and must be restored from your backups.

Remote Order Entry Data and File Integrity

There are two ways to check data integrity in Remote Order Entry. Use them if you have any doubts about the validity of your data after an equipment or power failure, or after receiving a critical error message. (See Appendix D, Error Messages)

- * The Check Data Integrity selection on the System Manager Menu checks the integrity of various ISAM files in Remote Order Entry. (See Appendix B, for more details).
- * The DOS CHKDSK command checks the integrity of the file structures. Some file or disk integrity problems discovered with the DOS CHKDSK command cannot be easily corrected. Data may have to be restored from backup.

Appendix F: Remote Order Entry Examples

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Remote Order Entry Examples

Remote Order Entry is a powerful interface program to allow physically separate ACCPAC installations to update one another with Order Entry documents. With the export and import capabilities of Remote O/E, remote sites processing orders can easily export those orders and send them to head office or central distribution to be imported and update their Order Entry database without re-keying while maintaining complete audit trails.

Remote transfer of files from Salespeople:

Scenario 1:

A company with sales people taking orders in the field who remain on the road for a period of time must be able to send orders to head office. Usually you would have to rely on a courier, FAX or mail the hardcopy in to central office. This results in a time delay, possible re-keying mistakes and confusion of order interpretation.

Solution 1:

By using Remote O/E, each of the sales people can process their orders immediately and export their orders daily. Then using a modem on their laptop computer, they can upload the orders to head office electronically and virtually automatically from a built-in function in EDI-PAC these orders can be imported directly into the main processing database.

Small Trading Hub to Suppliers/Distributors:

Scenario 2:

A company that has a central distribution warehouse that provide product to dealers and resellers. In this case, the dealers are ordering from central distribution over the phone or via FAX. The central distribution must re-key the orders into ACCPAC Order Entry to be processed and shipped out. There is time delay, potential re-keying mistakes and confusion in interpretation.

Solution 2:

When the dealers are communicating to central distribution they can be using Remote O/E to export the orders from their system into a file. Remote O/E will create a numbered file. This file can then be sent via modem to central distribution to be imported automatically without any re-keying, into their ACCPAC Order Entry system. Even if the dealer does not use ACCPAC, a special continuous format file can be created in the form Remote O/E expects. This can work in a similar fashion to ACCPAC imports, and additionally, Remote O/E keeps complete auto trails of the order imported and exported.

Remote Order Entry Remote Setup Steps:

Steps to setup Remote O/E between ACCPAC systems;

1. Each of the two systems must have a modem and communications software capable of sending and receiving files. Each of the ACCPAC systems must also have a copy of Remote O/E (Host or Remote) and ACCPAC Order Entry to enter and access orders. It is assumed the remote sales staff have portable or laptop computers with software to run ACCPAC.
2. The remote sales staff export their orders keyed into ACCPAC Order Entry for the day using Remote O/E. An export file is created with the ACCPAC orders in it.
3. To provide the sales people with dial in capabilities, the modem in the head office must be on-line for a certain time frame to allow dial up from sales to upload their exported orders file.
4. The head office at the beginning of everyday will log into their system with Remote O/E and select "Import Orders" to display and import all orders that were received over night. Multiple files may be imported at once.
5. Head office will also print out an audit list from Remote O/E of all orders received for reference purposes.

6. The sales force can also review and confirm their audit report of orders created and sent.
7. Once head office receives and imports the orders, ACCPAC Order Entry can process the orders as if they were keyed in at the office in accordance to office procedures involved to fulfil an order.

Glossary

Application Software:

Computer programs that perform common internal business or personal tasks; purchased from software vendors or stores. ie. ACCPAC Plus.

Architecture:

The design and structure of computer components.

Archiving:

The storing of records or files for purposes of security, back up and auditing.

Asynchronous:

A communication technique by which each character is sent bit-serially and is surrounded by start and stop bits used to indicate character borders.

Auto dial:

The ability of a modem to access a network, automatically dial, and connect to another modem.

Batch Control Totals:

Ensures that batch processing has been performed correctly by comparing output to dollar or quantity totals, record or document counts, or hash totals.

Batch Processing:

The processing of computer information after it has accumulated in one group or batch.

Baud:

The rate at which the signal changes when data is transmitted. It is often the same as the number of bits per second. Common rates are 1200, 2400, 4800, 9600, 19.2 kilobytes, and 56 kilobytes.

Broadcast:

The ability to transmit one message to several destinations.

Communication Port:

The location where data enters the computer system via a telephone line.

Confirmation:

A notification that the transmission has been received by the intended receiver.

Connect Time:

The elapsed time a computer device is connected to a circuit.

Connection:

An established link for transmission of data.

Control Envelope:

Used to validate the receipt of correct and complete data.

DSD:

Direct Store Delivery. The practice of delivering product directly to the retail store and notifying the store of the delivery electronically rather than by paper.

Data Element Length:

The range of the number of character positions available to represent the value of a data element. A data element may be fixed or variable in length.

Data Element Requirement Designator:

A code defining the need for a data element to appear in the segment of if the segment is transmitted. The codes are M (Mandatory), O (Optional), or C (Conditional).

Data Element Type:

A data element may be one of six types: numeric, decimal, identifier, string, date or time.

Decryption:

The translation of scrambled or secretly coded data at the receiving end of an encrypted transmission.

Dedicated Line:

A point to point line in a data communication system between two computer devices that is always connected.

File Conversion:

The process of translating a file to a format that can be read by an incompatible computer system.

Flat File:

The file produced by a basic export to serve as input to the host site. Usually has the same fields as the standard but has each field expanded to its maximum length.

Header:

The segment that indicates the start of an entity to be transmitted. Headers are control structures.

Interchange:

The exchange of information from one company to another.

MODEM:

MOdulator-DEModulator. A device that converts the signal from a computer into a series of tones for transmission over the telephone lines. The process is reversed at the other end.

Network:

A group of terminals, computers and other equipment that uses communication channels to share data.

Optical Character Reader:

A device that translates printed material into electronic language that a computer understands.

Protocol:

Communication standards that determine message content and format, enabling uniformity of transmissions.

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