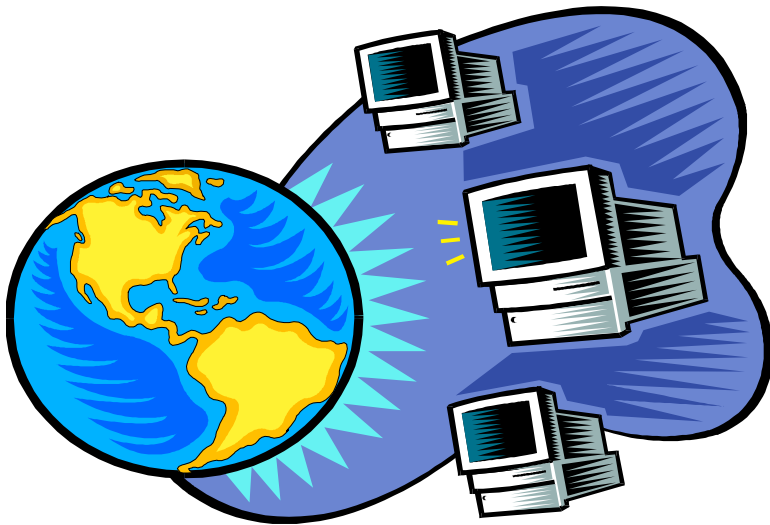


# Remote Order Entry

for Windows  
Remote OE.W



**Version 2.1**

**Second Edition  
March 2003**

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## USER INFORMATION

### **Licence**

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# **Remote Order Entry.W**

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## **Menu Structure**

### **Along the Top Bar**

#### **File:**

- Create Batch**
- Send EC Mail**
- Receive EC Mail**
- \*Process Batch**
- Create Sync Data (if module purchased)**
- Exit**

#### **Edit:**

- Profile**

#### **Reports:**

- Inbound Audit**
- Outbound Audit**
- Error Report**

#### **Help:**

- Registration**
- About**

### **Along the Right Hand Side:**

- Create a batch**
- Communications Option**
- Process inbound documents.**

#### **\*\*NOTES\*\***

**The menu structure is the same for the remote site, excluding the ability to process batches.**

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# 1

## Introduction

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# 1

## Introduction

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Remote OE.W has evolved from a very successful DOS platform product for ACCPAC Plus.

The second generation product Remote OE.W for ACCPAC Windows, gives the user this same functionality with more automation and data synchronization. Remote OE.W provides laptop users and external offices with the ability to locally capture sales orders, invoices and credit notes in their ACCPAC Windows Order Entry program and to batch the data in a compressed data packet for sending electronically to the head office. Since the data packet contains only orders and invoices, the communications and importing into the head office system is quick. This would provide all sales, costs, and financial information at one central location for easy control and auditing. 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.

There are additional modules for Remote OE.W that will provide **synchronization** of database changes and additions to the ACCPAC master file. These changes to the head office accounting data are sent to all remote offices so their systems can be brought up-to-date with current accounting records. They can then continue to reference customer records and item pricing on their ACCPAC system with complete confidence in the information.

# SYSTEM FEATURES

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- Centralized collection of sales orders, invoices and credit notes
- Built-in Internet E-mail communications to send compressed and encrypted data packets to head office
- Head office communications automatically receives all remotely created documents and posts them to the ACCPAC Order Entry system for processing
- Document tracking to prevent duplicate documents from being sent to the head office
- Audit reports for all inbound and outbound transactions sent and received.
- Able to support any number of remote laptops or external offices
- Simple user-interface requires virtually no training to use
- Batch or automated processing
- Provides Export and Import Capabilities of Orders from Other Systems
- Complete error checking and verification
- Menu access to communication scripts
- Optional data synchronization feature provides remote updating of key accounting data files to ensure all offices have accurate data such as customer records and item pricing
- Data synchronization provides remote reference information for:
  - ◆ Order Entry sales summaries and statistics,
  - ◆ Item quantity by location
  - ◆ Customer credit limit and account balance,
  - ◆ Customer ship-to addresses
  - ◆ All master price lists
  - ◆ Item units of measure
  - ◆ Item taxing

# SYSTEM CAPACITY

## Minimum Hardware Requirements:

- ◆ Pentium 120 mhz compatible, with 128 MB of RAM and at least 100 MB of hard disk space free.
- ◆ An external or internal bi-synchronous modem with a recommended speed of 28.8 Kbps or faster

## Monitor Requirements:

- ◆ Resolution of at least 640x480, best mode is 600x800.

## Software Requirements:

- ◆ Windows 95/98, Windows N/T, 2000 or XP
- ◆ ACCPAC Windows Order Entry module version 4.1a or higher

# HOW TO USE THIS MANUAL

**Chapter 1, Introduction**, explains what Remote OE.W is all about, features, and system requirements.

**Chapter 2, Getting Started**, explains how to install the Remote OE.W program and how to start it to create data files and work with existing data.

**Chapter 3, Company Setup**, explains the steps involved with setting up the Remote OE.W system.

**Chapter 4, Operations**, provides you with how to operate the most commonly used Remote OE.W functions.

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# 2

## Getting Started

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# 2

## Getting Started

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This chapter contains instructions for installing and starting Remote OE.W.

You must install version 4.2 or higher of the ACCPAC Order Entry System before you can install the Remote OE.W program.

### PROGRAM CONTENTS

The ROE.W programs are contained on one CD-ROM;

- \* Remote OE.W - Host
- \* Remote OE.W - Remote

The type is determined by the serial number.

### THE ROE.W MASTER CD

The system comes with only one master CD for your host and 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.

## INSTALLING REMOTE OE.W

The installation process copies the Remote OE.W program files to your hard disk in a directory you can specify and adds the program name to the Windows Start List.

Install the program using the Product CD that came with the package, then follow the instructions below.

The **procedures are the same for the HOST/Administrator and REMOTE location**, the key is the serial number which will unlock different capabilities. Be sure to enter the appropriate serial number upon activation.

1. Place the CD into the drive and at the Windows start menu type: SETUP.EXE
2. A Setup wizard will appear, follow the instructions until it indicates you have completed.

\*\* It is best to have all other Windows programs closed during the installation process.

## Product Serial Numbers:

The product comes with two serial numbers. One serial number is entered at the head office installation, and the remote site serial number is entered at the remote office PC.

Each serial number gives the programs different functionality according to their job function. The head office typically only receives orders (or invoices and/or credit notes if a separate client version was purchased) from the remote sites. The remote sites typically only sends the batches.

If you have the **Data Synchronization** option in Remote OE.W, then the Administrator can send database updates back to the remote site which receives these for continuous up-to-date and accurate information.

## Registration

Once the program is installed onto a PC, there is a 30 day evaluation period provided. If you have purchased a license for the Remote OE.W program, then it must be registered with Bravo Software Group within the 30 day period. Otherwise, the program will not operate until it is registered. There is no cost for registration. It is a way to record who has purchased the product and to keep you informed of updates and features of the product. The product registration form is found on the **Help/ Registration** drop down menu from the main Remote OE desktop. You can print and fax or E-mail the form directly to Bravo Software Group. You will receive a "Registration Code" back from Bravo Software Group that is entered onto the same registration form at the bottom. Please allow at least 2-3 days to receive your **Registration Code**.

## UPDATING FROM A PRIOR VERSION:

### Remember:

If you update the Host site you **MUST** update the Remote Site, otherwise the versions will not be compatible.

### **\*\*WARNING\*\***

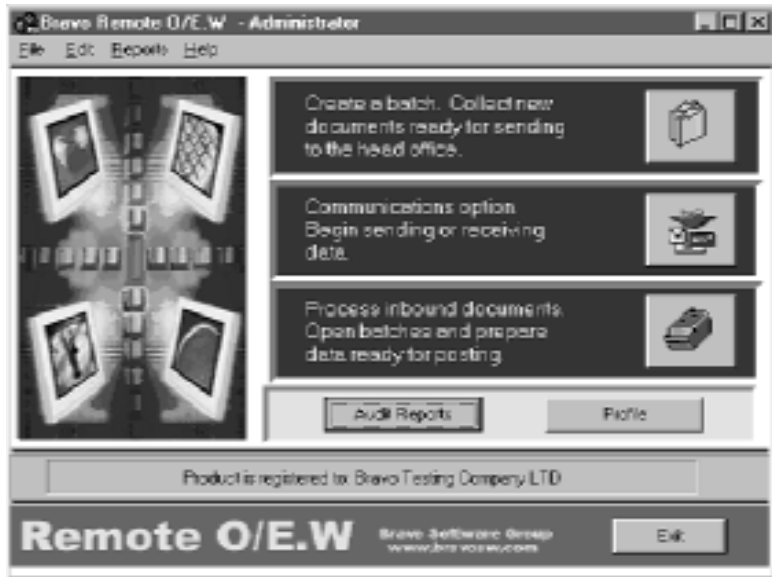
**NEVER** update your ACCPAC Order Entry prior to consulting us or your local dealer, to ensure we have released a compatible Remote O/E version as well.

### BEFORE INSTALLING THIS UPDATE:

1. **Back up your ROE.W data and program files** before conversion in case you have to restore it for any reason. You should copy the \database folder to a temporary directory.
2. **Make sure that ALL outstanding batches are sent** from the remote sites and posted through to your accounting system before beginning the update process. Once this version is installed, previous batches will no longer import.
3. **HOST and ALL the REMOTE sites** MUST be updated at the same time. Different versions of software are not compatible.
4. **Print and purge Audit lists BEFORE you install the new version.** All audit lists must be cleared. Go to the "Reports" menu and choose "Audit". Select each one of the audit lists, print and purge each of the lists when the program prompts you to do so. If you backup your data first, the audit reports will also be backed up for future reference. The formats will no longer match the new database.

## THE MAIN SCREEN

The main screen is the first Remote OE.W screen you see:



Simply follow the steps in Chapter 3 for Setup, and Chapter 4 for operation.

# 3

## Company Setup

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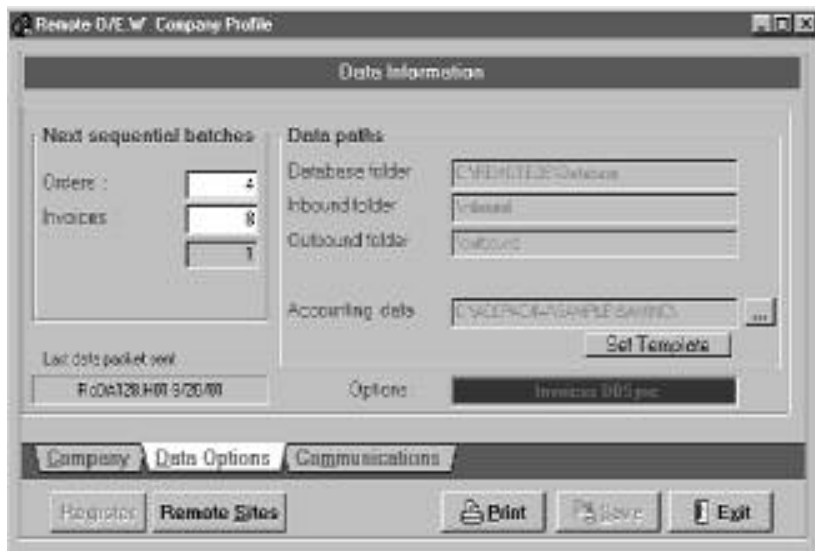
# File Creation

When starting Remote OE.W for the first time, either at the Administrator or the Remote site, proceed to the Company Profile to set the **ACCPAC Accounting data path**. This path must be set before any program functions can be entered. Click on the “**Profile**” on the main Remote OE.W desktop.

The Company Profile has three information tabs or pages.

(1) Enter under the first tab, “**Company Information**” the name and address fields. These fields are used in product registration.

The “**Data Options**” tab is where batch numbers and the accounting data path is kept.



- (2) The “**Accounting Data Path** “ must be set before any processing can occur.  
Click on the browse button next to the path field.  
Find your ACCPAC database and click on the FILE.DDF file.

The final tab is “**Communications**” where your Internet E-mail address information is kept. This is used to send and receive E-mails from Remote OE.W to the head office, and vice-versa.

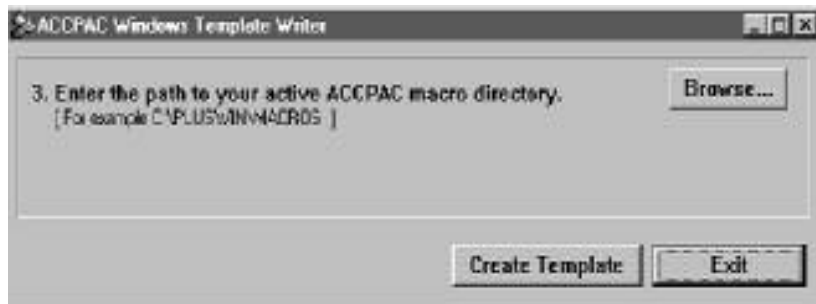
- (3) Define if you want Remote OE to send and receive files using e-mail technology.

Click on the “**Remote Sites**” button on the bottom of the form to set the remote site E-mail address. This must be set prior to sending.

- (4) Save all the changes, and then you must exit and restart Remote OE.W to activate them.

- (5) Once you restart Remote OE, come back to this form and click on “**Set Templates**” button

This form is displayed. Use the browse button to find your ACCPAC macros folder. Remote OE must copy



into this folder, several macro templates to be used later in posting batches. Company Setup 3-2

# Create Posting Icons

## **(6) After the Template is created ...**

You now have to set up up to 2 icons that will launch the posting of orders and/or invoices and/or credit notes (depending on the remote site version you purchased) from the remote offices.

### **(A) Orders and/or Invoice Option:**

For orders and/or invoices you need an icon in ACCPAC OE. Go to your ACCPAC Windows Order Entry desktop.

To add the new posting ICON,

- ▶ Click on the ACCPAC “Objects” menu and select “MACRO”.
- ▶ Enter the macro description as “Post RemoteOE Orders”
- ▶ Set the macro to “..\macros\ROOEMA01.MAC”
- ▶ Use the browse button to set the macro name shown here.
- ▶ Click on OK to save the definition.

A new ICON should now appear on the desktop. You can try the ICON out by clicking on it. The program responds that there is nothing to post.

### **(B) Credit Note Option:**

If you have the “credit note” option there is a second ICON on the display to be created.

Follow the exact same procedures as above but;

- ▶ Call this Macro “Post ROEW Credits”.
- ▶ Set the macro to “..\macros\ROCEMA01.MAC”

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# Operations: Step-by-Step

## Step 1 - Create Orders, Invoices or Credit Notes

At the Remote Site, use the ACCPAC Order Entry program to enter your sales orders, invoices or credit notes (if applicable). Usually once a day you would send those new documents to head office.

## Step 2 - Create Batch for Head Office

To create the batches to be sent, Click on the “**Create a Batch**” button on the main Remote OE desktop.

The following form is displayed;

OutBound Orders

	Starting	Ending
Customer number		0000000000
Order number		00000000000000000000
Date	01/01/1998	02/27/2002

Re-export previously processed documents

 -Status

Last outbound batch:	ROIN002.H01
Processed on:	14/26/2001 2:12:37 PM
Invoices written:	2
Total records:	4
Completion result:	Ok

Create batch    Exit

Depending on the options purchased with your program, you will be able to send orders, invoices or credit notes for processing. Select the desired one.

The screen provides a range of orders and dates should you need to send only a subset. If you have to resend **previously sent orders**, click on the option box to enable this feature. Otherwise, only new orders are selected. The program tracks all previously sent orders and can find only the new orders.

Click on the “**Create Batch**” to start the processing.

The current documents are exported to a special batch file. At the end of the process a summary screen is displayed showing the results and the number of documents found and put in the batch. The batch files are created in the “\outbound” folder under the \REMOTEOE directory.

If you send multiple batches of invoices, orders or credit notes you can repeat this step for each of the transaction types you want to send to office.

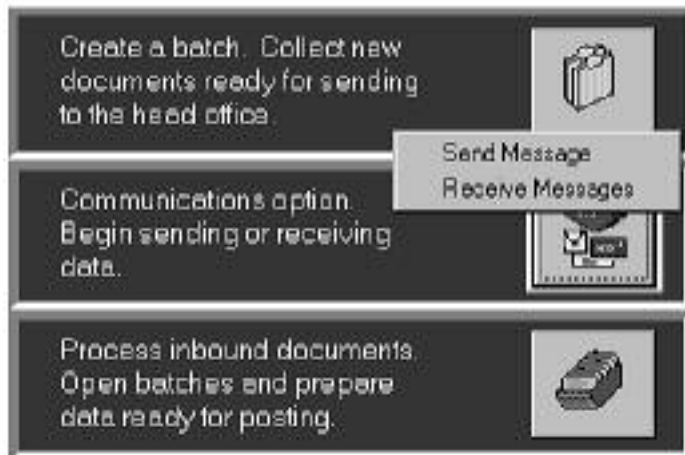
Once the batch of data has been created, the data must now be sent to the head office.

### **Step 3 - Send Batches to Host/Head Office**

From the main Remote OE desktop, click on the **Communications button** to send.

You now send the batch of orders from the remote site to the Host/Central office.

**\*\*Before using this function, be sure your correct Internet Information is entered in the Company Profile “Communications” form.**



The program uses Internet E-mail to send the message. If you normally have to dial-up and connect to the Internet before you can send E-mail then you must do so here. If your PC is always connected, then simply proceed and click on the “**Send Mail**” button displayed on the form.

The program collects all batches and creates a compressed file. Then this file is attached to an e-mail and sent to the host.

#### **Step 4 - Receiving Batches from Remotes**

At the head office, we need to receive the batch of documents sent from the remote.

**Start** Remote OE.W Host from the desktop icon.

Click on the **Communications** button to Receive mail. If you normally have to dial-up and connect to the Internet before you can send E-mail then you must do so here. If your PC is always connected, then simply proceed.

If you manually receive or copy files from the remote site, put them into the “\inbound” folder under the “\Remoteoe” directory. They will have the following file names;

ROOR\*.siteid - Orders

ROIN\*.siteid - Invoices

ROCN\*.siteid - Credits

You can also copy these to create batches.

#### **Step 5 - Preparing the New Batches**

After the EC-mail message is brought into Remote OE.W, the program can now read the batch and prepare the batch for posting to ACCPAC Order Entry. This separate step allows you to receive multiple batches from other remote sites or one remote site over several days before posting to ACCPAC.

Click on the “**Process Inbound Document**” button from the main Remote OE desktop.

This menu choice takes any batch files found in the “\inbound” folder and verifies and creates a single file ready for posting in ACCPAC.

The program checks to see if there are any recently received batches to be processed.

Click on YES to have the program read all of the batches that may have come in. It prepares and verifies the data to be posted to ACCPAC O/E.

**Note :** If a previous batch has not been posted to Order Entry, the program lets you cancel this process before the previous batch is overwritten. When the previous batch has been successfully posted, this step will continue without any additional messages.

Once this process is done, you must proceed to your ACCPAC programs to post the documents to ACCPAC O/E.

### **Step 6 - Posting into ACCPAC OE**

The complete set of batches that have been received can now be updated to Order Entry.

Go to the ACCPAC O/E desktop and click on the **Remote OE ICON** that was added at setup time. This macro, reads the documents and posts them to Order Entry.

If you also process Credit Notes, there is a 2nd Icon on the desktop. Repeat the steps.

### **Step 7 - Print the Audit Trails**

Remote OE keeps an audit trail of all inbound and outbound transactions that it has processed. The **Inbound Audit** report can be printed to follow up in O/E on the actual order numbers that have been received. By using the detailed audits, you have a list of orders that can be tracked from the Remote Site, via the **“Outbound Audit”** to the Administrator receiving the orders via the **“Inbound Audit”**.

# Appendix A:

## MS-SQL Version Setup

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# Install Requirements

## Software Requirements:

- ◆ Windows 2000 Server
- ◆ MS SQL 2000 Server
- ◆ ACCPAC Enterprise SQL edition

## Setup Steps:

These steps assume that the MS-SQL server has been setup and the ACCPAC programs configured to use the MS-SQL server database. The user must have all required rights to access the server.

1. Install Remote OE.W for ACCPAC SQL product
2. Define ODBC Data Source Name
3. Start Remote OE.W

### Step 1 - Install Remote OE.W for ACCPAC SQL product

From the product CD, install Remote OE.W on a PC. It must be installed on a local workstation. This will install all required programs and connection libraries on the PC. This PC must have proper access rights and permissions to access the MS SQL server. A good test would be to run ACCPAC from the same workstation.

Remote OE.W must be registered with Bravo Software Group before the 30 day evaluation period expires. To find the registration form in Remote OE.W, click on the **Help/ Registration drop-down menu** on the main Remote OE.W form.

## Step 2 - Define ODBC Data Source Name

An ODBC data source must be defined for Remote OE.W to use to access the SQL server data. Run the ODBC Administrator. From the Windows Control Panel, Double click the ODBC Data Source (32bit).

**a)** Click on the "System DSN" tab on the ODBC Sources form.

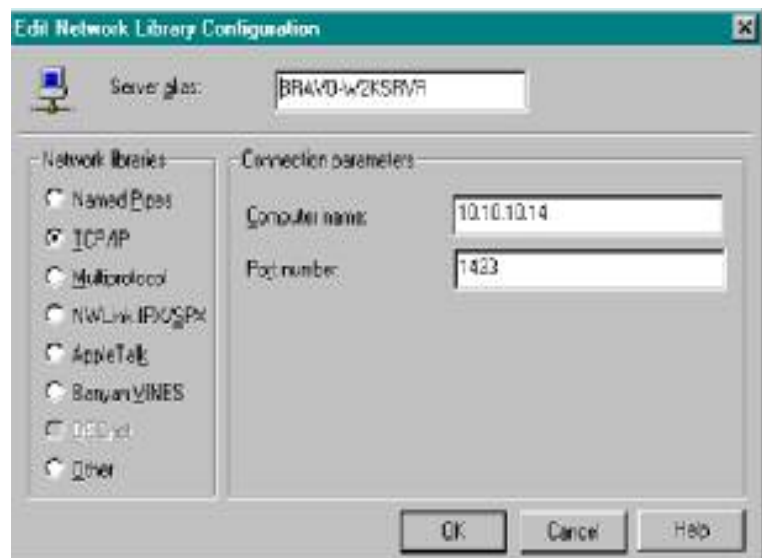
**b)** Click on the "NEW" button. When the list of drivers for the ODBC data sources is displayed, select "SQL Server" and then the "Finish" button.

**c)** The form Create New Data Source form is displayed. for the NAME, enter exactly "ACCPACSQLSource" . For the DESCRIPTION, you can enter "Remote OE.W SQL source for ACCPAC". For the SERVER, you select the SQL Server that your ACCPAC database is installed on. Click on the NEXT button.

**d)** Next "How will the SQL Server Authenticate your connection?" You can choose "With Windows NT Authentication using the network login ID" or "With SQL Server Authentication using a Logon ID and password entered by the user". Choose the method your database Administrator has setup. This User ID is the one that the ACCPAC database was created with. Fill in the User ID and Password. Click on the option "Connect to the SQL Server to obtain settings ..." . In this way you can test that the connection is working with the supplied information.



On the same form, click on the CLIENT CONFIGURATION button.



For the **"Server Alias"** you can use the network Computer name.

Ensure the TCP/IP network library is selected.

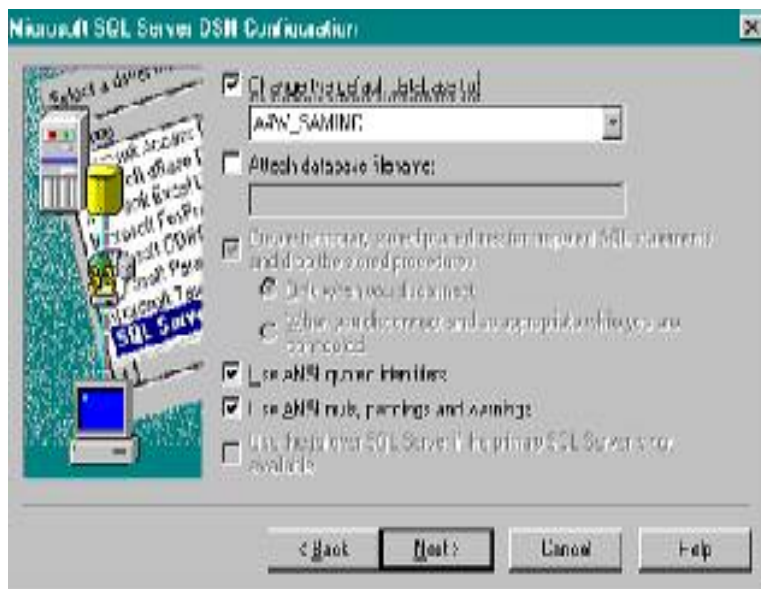
Enter the Computer Name of the Server, or in the case where there is no DNS and WINS server running, you may have to use the IP address of the server.

So in this example, the Computer name BRAVO-W2KSERVER and 10.10 .10 .14 refer to the same computer running SQL Server.

Click on the OK button to return to the same form with the USER ID on it.

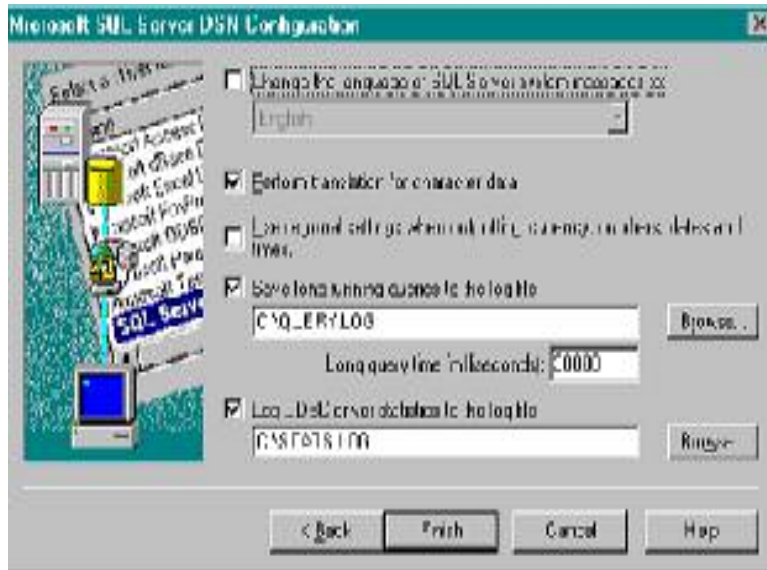
From the USER ID form, click on NEXT and you should move to the next form.

MS-SQL will connect to the database to verify settings.



e) On this form you set the actual database the Data Source will be looking at. For ACCPAC, there are two databases. One for System and one for the actual data. Ensure the actual database is identified in the "Change the Default Database" setting. All other settings are defaults. Click on the NEXT button.

f) If the initial connection was successful, this form is displayed.



g) Click on FINISH button. The final form presents a button that can be used to fully check the ODBC Source connection to the server. Respond OK to this form and exit the ODBC Administrator program.

### **Step 3 - Run Remote OE.W**

Now you can run Remote OE.W from the Windows Program start menu.

When prompted for the Product Serial Number, enter the one that was give to you for the Administrator.

a) When you respond to this Serial number form, the program displays the Remote OE.W desktop. From the program desktop you can proceed to the Company Profile and enter Company information and options. If you are using the "Data Synchronization" option and communicating to the remote site via EMAIL, enter in your server information on the Communications page. You must also set the remote site email address under the "Remote Sites" button.

b) You can now install the Remote OE.W product on the remote site PC. Be sure to use the appropriate serial number for the remote PC. Note that each remote PC running Remote OE.W must be registered with Bravo before the 30-day expiry period.

**(Return to the main part of the manual for registration and operation)**

# Glossary

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**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.