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Chapter 1: Introduction

1.1 Introducing Atrex

Atrex is a comprehensive and easy to use inventory control/point-of-sale software package intended for the business that wants to track and control stock levels accurately.

1.1.1 About Atrex

Atrex 19.0 was developed using Delphi 10 along with the following major development components: ElevateDB 2 Database Engine, Report Builder 19, Help and Manual 7, Developer Express Component Suite, Active Query Builder, Native XML, HTML Editor Library 3, and Clever Internet Suite 9.

For those who are interested in the kind of work required for a project of this size, it took the following to produce Atrex:

- Over 250,000 lines of code
- 250+ menu selections
- 350 unique windows
- 125+ custom bitmaps
- Over 25,000 hours of development
- A whole lot of coffee (we’ve lost track)

1.1.2 Hardware and Software Requirements

- Windows 7, 8, 10, 2008, 2012
- 70 MB hard drive space
- 250 MB Free RAM after loading operating system
- Mid Range Dual Core or better CPU is recommended
- InkJet or LaserJet printer recommended

Atrex requires a screen resolution of 1024x768 or higher.

1.1.3 Network Support

Atrex fully supports multi-user access on any network directly supported by Windows.

1.2 How to Contact Millennium Software, Inc.

If you have any questions or comments regarding Atrex, Millennium Software, Inc. can be reached as follows:

- Telephone – 925-828-5892 between 8 a.m. and 4 p.m. (Pacific Time), Monday through Friday, excluding holidays.
- Web – http://www.atrex.com (This site contains information on Atrex and the latest version for downloading as well as access to the Atrex community forum and knowledge base.)
- Email – support@atrex.com
- Mail – PO Box 607, West Linn, OR 97068-0607, USA
**TIP:** For faster Internet access click on the website or email address on the About Atrex window (F4 from the Main menu). Atrex will then access the web browser or email program installed on your system.

When contacting Millennium to report a bug or problem, supply information that is as specific as possible, especially the steps to reproduce the problem.

### 1.3 Subscription

Included in the subscription fee is access to the latest version of Atrex and standard technical support (please refer to the Support page at http://www.atrex.com for details on included support).

The evaluation version of Atrex allows an unlimited number of computers to access the data at the same time to properly test Atrex on your network. However, when you subscribe you must obtain a subscription license for each concurrent user. Atrex limits concurrent access to the number of subscribed licenses.

You MAY NOT distribute the registration key provided by Millennium or use a registration key provided by a source other than Millennium or an authorized reseller. Doing so violates the license agreement, is in violation of applicable copyright laws, and may result in the termination of your subscription.

### 1.4 Services Provided by Millennium Software, Inc.

Millennium Software, Inc. provides several services in addition to technical support for Atrex. All services are performed on an hourly basis at the current hourly rate with a one (1) hour minimum. If you would like a quote on any of the following services, or to inquire about the current hourly rate, contact Millennium and provide the information required for the service that you specify. **Please note that all quotes are issued and all customization is performed on a first come first served basis and the availability of any given server varies depending on workload.**

#### 1.4.1 Custom Reports

While Atrex does include a report designer to allow you to modify and create reports, the report designer is a software development tool and can be rather complex to use. If you would rather have Millennium Software, Inc. create or modify a report for you, report customization is provided for an additional fee.

For the modification of a standard Atrex report, simply print a sample of the report as it currently exists, mark your changes on the report, and either fax or mail the revised report.

For a completely new custom report, provide a sample of how you want the report to look. Use your favorite word processor to create a sample report showing what information you want on the report, as well as where you want the information to be placed.
If you have a preprinted form that you want to use, send a few samples of the preprinted form along with one copy marked up with the information you want printed and where you want it printed. When customizing a report to fit on a preprinted form, Millennium requires several original copies of the form to work with to ensure that the information is placed where it is expected. Due to distortion and other problems involved with faxing, only a quote can be provided from a faxed document.

1.4.2 Program Customization

Is Atrex close, but not quite specific enough for your needs? Millennium can customize Atrex to meet your specific requirements (ten (10) hour minimum charge). Supply your DETAILED written requirements and a quote for the customization along with policies regarding custom versions of Atrex will be provided.

1.5 Installation

1.5.1 Before Installing Atrex

It is recommended that the first chapter of the User’s Guide be read prior to installing and using Atrex. If you have existing serialized inventory to enter into Atrex, it is essential that you read the Getting Started-Adding Existing Serialized Inventory section later in this chapter before installation.

If you are installing an upgrade to an existing version of Atrex, make two complete backups of your data as well as all of the program files. This will protect you from any data loss if the installation is unsuccessful for any reason.

1.5.2 Installing Atrex

Once the program and data have been backed up, simply follow the instructions in the Thank You email from Millennium Software, Inc.

1.5.3 Installing on a Network

The procedure for installing Atrex on a network is similar to installing Atrex on a standalone system.

For detailed instructions on networking Atrex refer to the Context Sensitive Help in Atrex – search for ‘Network Setup’.

1.6 Converting Data From Previous Versions
1.6.1 Converting Data

The conversion of data from prior 5.x, 6.x, 7.x, 8.x, 9.x, 10.x, 11.x, 12.x, 13.x, 14.x, 15.x, 16.x, 17.x or 18.x versions is automatic. The first time you open Atrex 19, you are informed that the located data must be converted before continuing. Click OK to initiate the automatic conversion. If you select Cancel, you will exit Atrex.

IMPORTANT: Once the conversion is complete, verify your customization settings (i.e., tax rates and company information) as some may not port over and will need to be reset (Options-Company Setup / Customization). Refer to Getting Started-User Customization Options and Tax Categories later in this chapter for more information on customization settings (especially the addition of Tax Categories).

1.7 Getting Around and Using Atrex

Getting around and using Atrex requires basic knowledge of the Windows operating environment. If you are unfamiliar with any of the following terminology (i.e., ‘clicking’ and ‘drop-down list box’) refer to your Windows Help for more details.

1.7.1 Important Information

Do not delete any files created or used by Atrex without first contacting Millennium Software, Inc. Doing so can result in irrecoverable data loss or irreparable data manipulation. Again, do not delete any files created or used by Atrex.

1.7.1.1 System Date and Time

Standard Database Engine: When using the standard database engine (default installation and setup), it is IMPERATIVE that the computer date and time is correct on EVERY workstation as well as the server. If the date and time are not correct, all reports selected by date will not provide correct information.

Atrex Database Server: When using the Atrex Database Server for full client/server operation (optional setup available for users with two or more licenses), it is IMPERATIVE that the computer date and time is correct on the SERVER, as transaction dates are pulled from the server and not from the workstations. Workstation system dates are used for defaulting date and date range fields.

Changing Dates: The transaction date and time can be changed on most transactions in Atrex. It is important to note that changing a transaction date can alter the sequence of transactions on reports and selection lists.
1.7.1.2 Data Indexes

Atrex relies heavily on the data indexes. If for any reason you suspect that the indexes are no longer synchronized with the data, you must verify the indexes. Refer to Batch Processing in Chapter 13: Options for more information.

1.7.2 Security

When initially installed brand-new, all credit card, debit card, gift card, and credit card storage functionality is disabled. In order to use these functions the User Security function must be enabled.

When initially installed as an upgrade, the User Security function is enabled if credit cards are present in the database, even if security wasn’t previously enabled.

Security requires users to enter a valid user ID and password when entering the program. Once a user is logged into the program, the menu selections are limited depending on the security permissions set for the user. In addition, the top-right box of the gray status bar at the bottom of the main Atrex screen shows the currently logged on user.

Function Information:

- For upgrades where security was not being used in the previous version, but has been enabled due to the presence of stored credit cards, press the F1 key on the Atrex Login window to get the default login user ID and password.
  - The default user is a manager and has FULL access rights.
  - Deleting the default user does not disable security.
  - If you delete the default user you must create at least one new user or else Atrex automatically recreates the default user the next time you open Atrex. **NOTE:** If you want to have the ability to disable or enable security the user you create must have the manager option set or have the authority to customize Atrex.
  - The first time you log into Atrex using the default user you are prompted to change the default password.
  - Passwords must be at least seven characters in length and include at least one number and one letter.
  - New passwords cannot be the same as the current password or one of the last four passwords used.
  - ALL passwords expire after 90 days. For upgrades where security was being used in the previous version existing passwords will work for 90 days. After that new passwords must meet the above requirements. (See TIP below.)
  - Users are locked out for 30 minutes after five invalid logins.
  - Users are required to re-login after 30 minutes of idle time (leaving Atrex open without using it for 30 minutes). (See TIP below.)

Refer to Chapter 8: User Functions for more information on creating new users and setting user security permissions.
IMPORTANT: User Security can be disabled under Options – Company Setup / Customization – User Security. **Disabling user security also disables all credit card, debit card and gift card functionality as well as permanently deletes all saved credit cards.** Only users set as a manager or with the authority to customize Atrex can enable or disable security.

TIP: If you do not want to use the credit card, debit card, gift card, and credit card storage functionality but want to use security, you can disable the password expiration and/or idle logout. However, in order to do this the database can NOT contain ANY credit cards.

To disable the password expiration and/or idle logout, open Options - Company Setup / Customization - Company Information and Settings. Select the Defaults tab. Make sure Credit Card Processor is set to None. Select the Options tab and uncheck Password Expiration (90 days) and/or Idle Logout. Click OK.

If after setting Credit Card Processor to None you are unable to uncheck Password Expiration (90 days) and Idle Logout because they are grayed out that means credit cards are present in the database. The only way to uncheck these options is to permanently remove all stored credit cards. The fastest way to do this is to disable security and then re-enable it.

1.7.3 **Context Sensitive Help**

There are three ways to access Atrex's Context Sensitive Help. The first is by pressing the F1 key. The second is by selecting Help from the Help menu. The third is by clicking **on the icon tool bar.

Atrex’s Context Sensitive Help is available by simply pressing the F1 key anytime the program is waiting for user input. This will give you help specific to the area of the program you are currently using.

When you are finished viewing the Context Sensitive Help, press Alt-F4, press Esc, or click on the control box in the upper left-hand corner of the window.

1.7.4 **Millennium Software News Feed**

There are three ways to access the Millennium Software News Feed (Internet access required). The first is by clicking News Items under the Active Windows list. The second is by selecting Millennium Software News Feed under Help – Atrex Support. The third is by clicking **on the icon tool bar.

Once selected, your default Internet browser opens displaying the news page of Millennium Software’s website.

**TIP:** The very latest news feed items are automatically displayed under the Active Windows list (if you have Internet access). This feature can be turned off simply by right-clicking anywhere in the Active Windows list and unchecking Enable News Feed from the pop-up menu.
1.7.5 Status Bar

The gray status bar at the bottom of the main Atrex screen contains three boxes.

*Top-left Box* – Shows the current data location being used.

*Top-right Box* – If the security feature of Atrex is enabled, this box shows the currently logged on user. Refer to Chapter 8: User Functions for more information on using security.

*Bottom Box* – Displays a brief description of each menu selection when that menu selection is highlighted.

1.7.6 Icon Tool Bar

In addition to the menus and function keys, Atrex has an icon tool bar with commonly used functions. To find out what function an icon initiates, hold the mouse pointer over the icon and a brief description appears in the bottom box of the gray status bar.

1.7.7 Atrex Function Key Reference

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<th>Key Combination</th>
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<td>Tab</td>
</tr>
<tr>
<td>Moving backward between fields</td>
<td>Shift-Tab</td>
</tr>
<tr>
<td>Partial search indicator/selection list</td>
<td>?</td>
</tr>
<tr>
<td>Stock Codes:</td>
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<td>Partial search indicator with filter</td>
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<tr>
<td>Customers:</td>
<td></td>
</tr>
<tr>
<td>Search by telephone number</td>
<td>!</td>
</tr>
<tr>
<td>Search by customer number</td>
<td>#</td>
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<td>Search by customer account number</td>
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<td>Help</td>
<td>F1</td>
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<td>Receivables Payment</td>
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</tr>
<tr>
<td>Edit Stock Code</td>
<td>Alt-F2</td>
</tr>
<tr>
<td>Clone Stock Code</td>
<td>Ctrl-F2</td>
</tr>
<tr>
<td>Query Stock Code</td>
<td>Shift-F2</td>
</tr>
<tr>
<td>About Atrex</td>
<td>F4</td>
</tr>
<tr>
<td>Exit Atrex</td>
<td>Alt-F4</td>
</tr>
<tr>
<td>Edit Serial Number</td>
<td>Ctrl-F4</td>
</tr>
<tr>
<td>Print Stock Code Labels</td>
<td>Shift-F4</td>
</tr>
</tbody>
</table>
New Invoice F5
Rapid Invoice Shift-Ctrl-F5
Edit Invoice Alt-F5
Return Ctrl-F5
Reprint Invoice(s) Shift-F5

New Order F6
Edit Order Alt-F6
Ship Order Ctrl-F6
Reprint Order(s) Shift-F6

New Quote F7
Edit Quote Alt-F7
Transfer Quote Ctrl-F7
Reprint Quote(s) Shift-F7

New Service Order F8
Edit Service Order Alt-F8
Edit Open Service Order Shift-Alt-F8
Complete Service Order Ctrl-F8
Reprint Service Order(s) Shift-F8

New Purchase Order F9
Edit Purchase Order Alt-F9
Receive Purchase Order Ctrl-F9
Direct Receiving Ctrl-Alt-F9
Reprint Purchase Order(s) Shift-F9

Select Menu F10

New Vendor RMA F11
Edit Vendor RMA Alt-F11
Receive Vendor RMA Ctrl-F11
Reprint Vendor RMA(s) Shift-F11

Windows Calculator F12
Temporarily Override Price Hiding Shift-F12
(only from the Stock Code Selection window and the various Item Information windows – when Hide Pricing Information is enabled)
1.7.8 Atrex Selection List Icon Reference

Open/Outstanding Transactions
Closed/Completed Transactions
Voided Transactions
Past Due Transactions
Order/Order Item Is Fully Shippable
Order/Order Item Is Partially Shippable
Order/Order Item Is Not Shippable
Serialized Line Item
Linked Serial Number
Container Item Line Item
Serialized Container Item without A Serial Number
Line Item Tagged For Deletion
Pop-Up Menu Available
Pop-Up Menu Available
User Setup Quick Toggle

1.7.9 Function Windows

Every function in Atrex is handled by a single window or series of windows.

1.7.9.1 Customizing Windows

Many of the program selection windows allow users to personalize the look and feel of Atrex. On a window-by-window basis, both the size of the window and the content of the window’s grid are customizable.

**TIP:** To determine if a window is customizable simply right-click in the grid to see if the Window Customization function is available on the pop-up menu. Refer to *Pop-Up Menu* later in this chapter for more information.

**Resizable Windows** – The height and width of resizable windows can be changed by using the mouse to drag out the top, bottom, and/or sides of the window. This modification is workstation specific allowing different systems to use window sizes appropriate to the monitor resolution.
To save the changes, right-click on the window and select Window Customization-Save Window Settings from the pop-up menu. Once saved, the next time the window is opened, it displays using the saved size.

To restore a window to the default size, right-click on the window and select Window Customization-Reset Window Defaults from the pop-up menu.

**Customizable Grids**—The column order and column width on customizable grids can be changed by using the mouse to drag the column title where you want it as well as drag the side of the column title out or in to change the column width.

The columns listed on customizable grids can be changed by right-clicking on the grid and selecting Window Customization-Choose Grid Fields from the pop-up menu. To add a column, drag it from the Customization list to the desired location on the column title bar. To remove a column, drag it from the column title bar to the Customization list.

To save the changes, right-click on the grid and select Window Customization-Save Window Settings from the pop-up menu. Once saved, the next time the window is opened, it displays using the custom grid. The changes are workstation specific allowing different systems to have columns, column orders, and column widths appropriate to the system’s user.

To restore a grid to the default columns, right-click on the grid and select Window Customization-Reset Window Defaults from the pop-up menu.

Default Stock Code Selection window:
1.7.9.2 Active Windows

Most of the transaction windows in Atrex can be ‘stacked,’ meaning you can have multiple Atrex windows open concurrently. For example, while editing a sales order, a user can click the Sales menu, select Invoice, and now have both an order and an invoice open at the same time allowing them to make a sale without having to cancel out of the order edit.
The Stock Code Information, Customer Information and Vendor Information windows are also active windows when accessed from the Edit function under the Inventory, Customer and Vendor menus. Instances of these windows opened from inside of a transaction are not active windows and must be closed before you are able to once again switch between any active windows or open new active windows. For example, selecting the function from the Invoice Creation/Editing window opens a non-active Customer Information window.

IMPORTANT: To prevent records from being locked indefinitely, unposted edits on active Stock Code Information windows auto-cancel after 10 minutes.

Once an active window is open, you can open additional active windows and switch between them as needed. There are two methods for switching between active windows:

**Active Windows** – Each active window is listed, in the order they were opened, under the Active Windows list on the Atrex Main menu. Simply click on the active window you want.

**Window** – Each active window is also listed, in the order they were opened, under the Window menu on the Atrex Main menu. Simply open the Window menu and select the active window you want.

NOTE: The Window menu is grayed out when there are no active windows open.

IMPORTANT: Once a non-active window is opened (i.e., Stock Code Selection or View Stock Code Information) it must be closed before you are able to once again switch between any active windows or open new active windows.
1.7.9.3 Selecting Items and Moving Around Windows

Menus, menu items, and functions in Atrex can be selected in three different ways.

*Hot Keys* – Each menu, menu selection, function, and most fields contain a hot letter (a letter in the word that is underlined). To access menus, functions, and fields, press and hold the Alt key and then press the Hot Key. To access menu items simply press the Hot Key.

*Mouse* – Single clicking on any menu, menu selection, or function will give you access to that item. In addition, single clicking in any window field will select that field for editing.

*Keyboard* – To select a menu press F10 and use the left and right arrow keys to highlight menus and press Enter, or the down arrow key, to open menus. Use the up and down arrow keys to highlight menu selections and press Enter to select.

Once inside a function window, the Tab key can be used to move forward between fields and Shift-Tab to move backwards through the fields. (Press and hold the Shift key and then press the Tab key while still holding the Shift key down.) NOTE: Pressing Enter inside a function window will save any changes and exit the function.

1.7.9.4 Window Tabs

Several windows in Atrex have tab sections (i.e., transaction Creation/Editing, Stock Code Information, Customer Information, Atrex Setup). These tabs look similar to manila file folder tabs (found in most filing cabinets). These tabs represent different sections for entering information and can be accessed by the same methods mentioned above: Hot Keys and mouse.

1.7.9.5 Pop-Up Menu

Many windows in Atrex contain pop-up menus. Pop-up menus may provide access to the functions on the screen from which the pop-up menu is opened, as well as access to functions that are not available from the window (depending on the use of security).

The presence of a pop-up menu is indicated by the mouse pointer. If the mouse pointer looks like , no pop-up menu is available, while if the mouse pointer looks like , a pop-up menu is available.

There are three ways to access pop-up menus.

1. Right-click on the window using the mouse.
2. Press the Windows menu key on the keyboard. NOTE: Older keyboards may not have this key.
3. Click the Properties icon in the upper right-hand corner of the transaction window (when available).
**TIP:** Certain windows (i.e., the Line Items tab on the Invoice, Order and Quote Creation/Editing windows) have functions on the pop-up menu that are line item specific. The line item that is highlighted when the pop-up menu is accessed is the item that can be changed using these functions. If you want to edit a different item, close the pop-up menu, highlight that item, and then access the pop-up menu again.

This User's Guide uses the 📌 icon to indicate some of the windows that have pop-up menus.

A partial list of the common functions of various pop-up menus:

- Change the selected customer on most sale, service, and customer RMA transactions while creating or editing the transaction.
- Change the selected vendor on most purchase orders and vendor RMAs while creating the purchase order (including direct receiving) or vendor RMA or while editing outstanding purchase orders or vendor RMAs.
- Change the date of most sale, service, and purchase transactions while creating or editing the transaction.
- View the profit of a selected item as well as the entire transaction.
- Change the cost of an item for current transaction only.
- Change whether or not an item is taxable for the current transaction only.
- Clear recurring invoice error messages.
- View a customer's sales or service history.
- View a vendor’s purchase and receiving history.

For specific information on the functions available on each pop-up menu, press the F1 key when a window that has a pop-up menu is open in Atrex.

This opens the Context Sensitive Help for that window which includes information on that window's pop-up menu.

### 1.7.9.6 Drop-Down List Boxes

The customer name, stock code, and vendor code entry windows’ drop-down list boxes ARE NOT selection lists. These list boxes display the most recent entries that were typed into the field. To get a selection list of customers, stock codes, or vendor codes, type a ? and press Enter. **ALL OTHER** drop-down list boxes within Atrex ARE selection lists (i.e., the Category field on the Stock Code Information window).

There are several methods for accessing drop-down list box information.

1. Click the 💾 button to the right of the field. Once the drop-down list box is open, single click on the item you want, or highlight the item you want, and press Enter. Use the up and down arrow keys to scroll for more items if necessary.
2. Press Alt-down arrow key when the cursor is in the field. Use the up and down arrow keys to scroll for more items if necessary.
3. For many drop down list boxes simply start typing. As you type the drop-down list displays all the matching values.
1.7.9.7 **Check Boxes**

Atrex uses check boxes to indicate active (true) or inactive (false). A check box looks like ☑ when active and ☐ when inactive. To toggle between active and inactive, use the Tab key to highlight the check box, and then press the Space bar. You can also click a check box with the mouse to either select or deselect it.

1.7.9.8 **Radio Boxes**

Atrex uses radio boxes to indicate either/or instances. A radio box is a group of diamond or circular shaped boxes (radio buttons) in which only one of the options can be selected. When a radio button is selected, it has a ◆ or • in it. When it is not selected, it is empty. To change the status of a radio button use the Tab key to highlight the radio button field, and then press the arrow keys as needed. You can also click on a radio button with the mouse to select it.

1.7.9.9 **Edit Navigation Control**

The Stock Code, Customer, and Vendor Information windows include a navigation control (located in the upper right-hand corner of the window) to make editing multiple records easier. Hold your mouse pointer over each button for a description of its function. **NOTE:** Some of the navigation control bar functions are only available by using a mouse. Keyboard commands are in bold where applicable.

- (Move to first record) – Displays the first record in the database (Ctrl-Home).
- (Move backward to prior page) – Displays the record that comes ten before currently displayed record (Ctrl-Page Up).
- (Move to prior record) – Displays the record that comes before the currently displayed record (Page Up).
- (Move to next record) – Displays the record that comes after the currently displayed record (Page Down).
- (Move forward to prior page) – Displays the record that comes ten after the currently displayed record (Ctrl-Page Down).
- (Move to last record) – Displays the last record in the database (Ctrl-End).

The above buttons allow you to scroll through your records and make any necessary changes without having to return to the Entry window. **NOTE:** Selecting any of these buttons automatically saves any changes made to the displayed record.

- (Post edit) – Saves any changes made to the displayed record without having to close the window. If you are using Atrex on a network, this makes your changes visible to other users.
(Cancel edit) – Cancels any changes made to the displayed record since the last save. If you make a mistake and catch it before the changes are posted, you can discard all of your changes and start again.

**NOTE:** The Post and Cancel buttons are disabled until some information is changed.

(Refresh data) – Retrieves a new copy of the displayed record. If the information displayed has been changed by another user on the network, refreshing the data displays the updated information.

(Save bookmark) – Marks the displayed record so that it can be returned to quickly after moving to another record in the database.

(Goto bookmark) – Moves to the bookmarked record. This button is disabled until a record is bookmarked.

(Filter data) – Displays the appropriate Selection Filter window to limit the records to edit. Accessing the Selection Filter from inside an Edit function (as opposed to a Selection window) allows you to limit the records to edit. For example, if you edit any customer and then open the Customer Selection Filter by clicking on this button, you can filter for all customers with Dublin as the city. You can then use the edit navigation controls to move between these customers only. Refer to Selection Lists and Searches earlier in this chapter for more information on using the Selection Filter.

**NOTE:** Unless you modify the filter, the filter stays in effect during the entire editing session. However, the filter does not stay in effect between editing sessions.

(Search) – Displays the appropriate Selection/Entry window to choose a specific record without having to cancel the Edit function or use the navigation buttons. Refer to Selection Lists and Searches earlier in this chapter for more information.

1.7.9.10 Setup Navigation Control

The Lookup Selection Setup functions (i.e., Tax Categories and Price Categories) as well as the Maintenance functions (i.e., Inventory Category Maintenance, Customer Category Maintenance, and Payee Maintenance) include a navigation control (located in the lower left-hand corner of the window) to facilitate the window’s functions using a mouse. Hold your mouse pointer over each button for a description of its function. **NOTE:** The navigation control bar functions are only available by using a mouse.

(Insert record) – Creates a new record.

(Delete record) – Deletes the selected record. This button is disabled until at least one record is entered.

(Edit record) – Makes the selected record available for editing.
1.7.10 Saving and Canceling

Once inside any function you can save the work you have done by pressing Enter at anytime, by tabbing over to OK or Close and pressing Enter, or by clicking OK or Close. In some instances, pressing Enter does not work and you have to use one of the other two options.

If you want to exit any function without saving the information press the Esc key or click Cancel. In some instances a Confirmation window appears to confirm that you want to cancel the function; press Enter to cancel and return to the Main menu.

NOTE: Canceling the Invoice, Order, or Service Order Payment Information window returns you to the previous window. For instance, selecting Cancel at the Invoice Payment Information window returns you to the Invoice Creation/Editing window. Here you can edit the line items or select Cancel to exit the Invoice function without saving the invoice.

1.7.11 Editing

To edit fields inside a function simply select the field you want to change. This can be done by tabbing to the desired field, clicking on it with the mouse, highlighting the input field by dragging the mouse, or using the arrow keys.

If the data inside the field is highlighted, simply type over the information and the old data will automatically be deleted and replaced. If the cursor is in the field, but the data is not highlighted, first delete the old information (using the Delete key) and then input the new.
1.7.12 Printing

At the completion of any function that produces printed output, the Output Destination window appears. Select the output destination you want and press Enter. There are five Output Destination options.

**Printer** – Directs the output to the printer. Select the printer to which you want to print. (Atrex displays all printers setup under Windows. As such, there is no need to setup printers from inside Atrex. If the printer you want to use is not displayed, simply install it through Windows. Refer to your Windows manual for instructions on installing printers.)

Copies: Enter the number of copies you want printed.

**TIP:** Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on changing the default Copies number when printing and reprinting invoices, rapid invoices, orders, quotes, and service orders.

Collate Multiple Copies – Indicates whether Atrex should collate multiple page/multiple copy printouts for you. If checked, Atrex collates the printouts.

When all the information is correct, press Enter to begin printing or press Esc to cancel the print job.

**NOTE:** When the output destination is to a printer, Atrex defaults the printer selection to the printer that was used last time for each report. For example, an invoice is sent to a laser printer and a purchase order to an internal fax. The next time you print an invoice, the laser printer is selected and the next time you print a purchase order, the internal fax is selected.
Screen – Displays the output on the monitor. At the top of the window there are several icons. These icons can be used to scroll through the pages of multiple page reports, print or print to file, and shrink or enlarge the output. To close the window press Alt-F4, or click the Close button.

TIP: Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on changing the default print zoom when printing to screen.

Search – When printing to screen a Search function is available. Enter text in the empty field and click the binoculars icon. The Search function will scan the entire printout for the entered text and highlight it for you, if found. Clicking the binoculars icon again will initiate a search for the next instance of the entered text. NOTE: Not all information is searchable (i.e., information in subreports).

Group Tree – When certain reports (i.e., the Selective Stock report sorted by Category) are printed to the screen, a tool called a Group Tree is displayed to the left of the report. This tool can be used to navigate the report. In the case of the Selective Stock report sorted by Category, all stock code categories included on the report are listed in the Group Tree. To view the stock codes for a specific category on the report click on that category in the Group Tree.

File – Saves the output in one of several file formats. Some of the formats available include PDF, HTML, XHTML, Rich Text, Excel (XLS), and JPG Image. When selected, the Export Options window appears. Select the export criteria as prompted and press Enter. Next, the Choose Export File window appears and prompts you for a file name. Enter the file name in the File Name field, select the file from the list in the list box, or use the default name provided. Press Enter or click Save when the file name is either highlighted or entered in the File Name field.

Email – Sends the output as an email attachment of type *.PDF (Portable Document Format). These attachments are viewed using a PDF viewer program (i.e., Adobe Acrobat Reader version 4.0 or newer from Adobe Systems Incorporated which can be obtained from http://www.adobe.com). Atrex must be set up for email processing before using this output destination. Refer to Company Setup / Customization-Company Information and Settings-Email in Chapter 13: Options for instructions on setting up email processing.

TIP: Should you want to use an attachment type other than PDF Rich Text (RTF) is available. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on changing the email attachment type default from PDF to RTF.

NOTE: Sales, service, and purchase transactions insert the email address stored in the Email field of the associated customer or vendor when the output is sent as an email attachment. To select a different or additional customer or vendor click on the Add Customers or Add Vendors button to the right of the To, CC and BCC fields.

TIP: The Attachments field supports drag & drop functionality from Windows Explorer or Desktop and right-clicking in the Attachments field gives access to the following functions:

Attach File(s) – Select the Attach File(s) function to attach any file you want from other sources (i.e., files on your hard drive or flash drive). This function opens the Open window. Highlight the file(s) to attach and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)
Attach Customer Documents – Select the Attach Customer Documents function to attach documents stored on customer records. This function displays the documents for the automatically selected customer (if applicable) or for the last customer added to the email using the Add Customers function. Highlight the document(s) to attach and click OK or click Select Other Customer to select a different customer’s documents. If no customers have been added to the email the Customer Selection window appears. Select a customer, highlight the document(s) to attach, and click OK.

Attach Stock Code Documents – Select the Attach Stock Code Documents function to attach documents stored on stock code records. This function opens the Stock Entry window. Select a stock code, highlight the document(s) to attach, and click OK.

Attach Vendor Documents – Select the Attach Vendor Documents function to attach documents stored on vendor records. This function displays the documents for the automatically selected vendor (if applicable) or for the last vendor added to the email using the Add Vendors function. Highlight the document(s) to attach and click OK or click Select Other Vendor to select a different vendor's documents. If no vendors have been added to the email the Vendor Selection window appears. Select a vendor, highlight the document(s) to attach and click OK.

TIP: Each of the above functions allows you to select multiple files or documents at the same time. To select a continuous range, highlight the first file or document then press and hold the Shift key and highlight the last file or document. To select random files or documents, press and hold the Ctrl key and single click on each file or document.

Clear Attachments – Select the Clear Attachments function to remove all attachments currently displayed in the Attachments field.

TIP: Attachments can be removed individually by clicking the X next to the attachment name.

IMPORTANT: The report or transaction being printed will NOT be listed in the Attachments field because that attachment doesn't exist yet. Once the email is sent the print job runs creating the attachment which is automatically added to the email.

Drag & drop functionality of text files (*.txt) from Windows Explorer or Desktop to the email body is supported. When text files are dragged to the email body (instead of the Attachments field) the contents of the file(s) is added to the body of the email.

Email & Printer – Allows you to send the output as an email and then print it to the selected printer.

When printing most transactions (i.e., invoices and purchase orders) an additional option is available on the Output Destination window.

Layout – Use the drop down list box to select a layout option other than the default option. The Layout function provides the means to change a layout on the fly without having to change the default layout selection under the Options menu. For example, if your default layout selection for purchase orders is the standard portrait format, but you are printing a purchase order that you’d like to be landscape simply use the Layout drop down list box on the Output Destination window when printing that purchase order.

Refer to Company Setup / Customization-Layout Selection in Chapter 13: Options for more information on transaction layout options.
1.7.13 Exiting Atrex

There are three ways to exit Atrex. The first is by clicking the control bar in the upper left-hand corner. The second is by pressing Alt-F4. NOTE: You must be at the Main menu for these first two methods to work. The third is by selecting Exit from the Sales menu.

1.8 Selection Lists and Searches

Often times, you do not know the exact criteria for your search. To find items or transactions when you do not know the exact spelling, transaction number, stock code, or date, Atrex allows you to perform a partial search in order to select from a list.

1.8.1 The Difference Between Selection Lists and Searches

The Customer, Stock Code, and Vendor Code Selection Entry windows' drop-down list boxes ARE NOT selection lists. These list boxes display the most recent entries that were typed into the field. To get a list of customers, stock codes, or vendor codes, type a ? and press Enter. ALL OTHER drop-down list boxes within Atrex ARE selection lists (i.e., the Category field on the Stock Code Information window).

The reason the drop-down list boxes on the Customer, Stock Code, and Vendor Code Selection Entry windows are not selection lists is to allow for the use of bar code scanners. As such, a ? is required to access selection lists from these windows. If a portion of the information is known (i.e., the first few characters of the stock code), a partial search can be used to limit the selection list returned. This is achieved by entering the characters followed by a ? (i.e., SMI? returns all the stock codes starting with SMI).

In addition to partial searches, some fields offer additional methods of retrieving information. These are discussed in the User's Guide as they apply.
1.8.1.1 Selecting Customers

Entry options for the Customer Selection Entry window:

**Selection List** – Type a ? and press Enter. The Customer Selection window appears displaying all customers with the first customer (sorted by last name/company) in the database highlighted.

**Partial Search/Exact Match** – Type as much of the customer’s last name/company name as is known followed by a ? and press Enter. The Customer Selection window appears displaying all customers with a last name/company starting with the entered information and the customer that most closely matches the entered information highlighted.

**By Customer Number** – Type a # followed by the customer’s number (assigned by Atrex) and press Enter. The customer assigned to the entered customer number is immediately selected.

**By Account Number** – Type a @ followed by the customer’s account number you have assigned and press Enter. The Customer Selection window appears displaying all customers with an account number starting with the entered information and the customer that most closely matches the entered information highlighted.

**By Telephone Number** – Type a ! followed by the customer’s telephone number and press Enter. The Customer Selection window appears displaying all customers whose telephone number contains the entered information and the first customer (sorted by last name/company) in the list is highlighted. Searches by telephone number can be performed with the area code including the hyphens, without the area code including the hyphen, or with only the first three or last four numbers. You can also search for all customers within a specific area code by simply entering the area code.

Use the Search function to select a customer from a list. This function opens the Customer Selection window.
Using the Customer Selection window:

![Customer Selection Window]

**TIP:** The Customer Selection window is customizable. Window Customization is discussed in detail in the Getting Around Atrex-Windows section earlier in this chapter.

**Search For:** Typing in this field limits the customers displayed to those that match the entered information.

**Index to Use:** Use the drop-down list box to select a search method. There are three methods from which to choose: *Last Name/Company, Number, and External Account.* The selected method determines which database is searched when typing in the Search For: field.

![Notes] Select the Notes function to view the notes for the highlighted customer. The Notes function is disabled if the highlighted customer does not have any notes entered.

![Image] Select the Image function to view the images for the highlighted customer. (Use the scroll bar under the image display to view all images for the customer.) The Image function is disabled if the highlighted customer does not have images associated with it. **TIP:** From inside the Image Viewer you can right-click on an image for access to the View Larger Image function. Then when using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.

**Exclude Inactive Customers** – Indicates whether inactive customers are displayed. If checked, only active customers are displayed. **Inactive customers are customers that have a check in the Inactive Customer check box.**
Pop-up Menu: Right-click on any customer for access to the following functions (when applicable):

- View Sales History
- View Service History
- Customer Account History Report
- Print Detail Sheet
- View Customer Detail Information
- View Customer Documents
- View Customer Contacts
- Set Filter
- Load Last Filter
- Clear Filter
- Saved Filters
- Save Current Filter as...
- Email Customer
- Google Map
- Window Customization

Select the Filter function to perform an advanced search for customers. This function opens the customer Filter Builder. Enter the search criteria as prompted.

The Filter Builder in Atrex is extremely powerful and complex yet easy to use. A basic **single condition search** is described below.

Additional support for the Filter Builder is available in the Atrex Context Sensitive Help – search for ‘Using Atrex-Filtering Data-Filter Builder.’
Customer Filter Builder

Click **press the button to add a new condition** to add the first condition to the filter search.

Click **Bad Check/Debt** to select a customer record field to search.
Click `<empty>` to enter the text for which to search.

Select the Open function to open a saved filter.
Select the Save As function to save the displayed filter for future use.

**NOTE:** This function saves the filter outside of Atrex to the location of your choosing (i.e., local hard drive or flash drive).

**TIP:** Filters can also be saved to a global Atrex table available to all Atrex users. Simply create a filter and run it. When the results are displayed on the Customer Selection window right-click and select the Save Current Filter as... function. When prompted, enter a name for the filter and click OK. Filters saved using this method can be reused by right-clicking on the Customer Selection window and selecting the Saved Filters function.

Select the Cancel function to close the customer Filter Builder window. Unsaved filters will be lost.

Select the OK function to start the search.

Upon selecting OK the Customer Selection window reappears listing all customers that match the filter criteria. In this example, all customers with a 71 in the Phone field are shown.

Uncheck to turn off the filter and return to the full customer list without deleting the filter. Recheck to reapply the filter search to the customer selection list. Open the drop down list box to select a different recently used filter. Click to delete the filter criteria or click to return to the customer Filter Builder window.
1.8.1.2 Selecting Stock Codes

Entry options for the Stock Code Entry window:

**Selection List** – Type a ? and press Enter. The Stock Code Selection window appears displaying all stock codes with the first stock code in the database highlighted.

**Partial Search** – Type as much of the stock code as is known followed by a ? and press Enter. The Stock Code Selection window appears displaying all stock codes that start with the entered information and the stock code that most closely matches the entered information highlighted.

**Partial Search with Filter** – Type ?? or as much of the stock code as is known followed by ?? and press Enter. The Stock Code Selection Filter window appears and you are prompted to enter the search criteria.

**Exact Match** – Type the stock code and press Enter. The entered stock code is immediately selected.

Use the Search function to select a stock code from a list. This function opens the Stock Code Selection window.

**TIP:** Refer to *Company Information and Settings-Defaults in Chapter 13: Options* for more information on skipping this window when adding items to transactions.
Using the Stock Code Selection window:

**TIP:** The Stock Code Selection window is customizable. Window Customization is discussed in detail in the *Getting Around Atrex-Windows* section earlier in this chapter.

**Search For:** Typing in this field limits the stock codes displayed to those that match the entered information.

**Notes** Select the Notes function to view the notes for the highlighted stock code. The Notes function is disabled if the highlighted stock code does not have any notes entered.

**Image** Select the Image function to view the images for the highlighted stock code. (Use the scroll bar under the image display to view all images for the stock code.) The Image function is disabled if the highlighted stock code does not have images associated with it. **TIP:** From inside the Image Viewer you can right-click on an image for access to the View Larger Image function. Then when using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.
Select the Related function to view the related codes for the highlighted stock code. The Related function is disabled if the highlighted stock code does not have any related codes associated with it.

**Related Codes**

Upon selecting the Related function, the Related Codes window appears. All related codes for the highlighted item are displayed.

Limit To: Use the drop-down list box to indicate which related codes you wish to view. The default option is All Items and can be changed to Accessory, Related or Replacement.

Select the View function to view more information for the highlighted related code.

Select the Select and Use function to select the highlighted related code for use in the function you are currently using or on the transaction on which you are currently working.

Exclude Non-Stock Items – Indicates whether non-stock items are displayed. If checked, only in-stock items are displayed. **Non-stock items are stock codes that have a check in the Non-Stock check box.**

Exclude Discontinued Items – Indicates whether discontinued items are displayed. If checked, discontinued items are not displayed. **Discontinued items are stock codes that have a check in the Discontinued check box.**

Exclude Zero On-Hand Items – Indicates whether items without an on-hand quantity are displayed. If checked, items with zero on hand are not displayed. **Zero On-Hand Items are stock codes that have a zero or negative number in the Qty on Hand field on the General tab of the Stock Code Information window.**

**NOTE:** When using the Define Containers/Assemblies, Build Assemblies and Break Down Assemblies functions, only container and/or assembly items are displayed.

**TIP:** To retrieve the allocated quantity, on-order quantity, on-RMA quantity, receiving history, and sales history details for a specific stock code, highlight the stock code and right-click on it. If you have unexplained allocations run the Validation functions. Refer to *Batch Processing-Validation in Chapter 13: Options* for more information on validating allocated quantities.
Pop-up Menu: Right-click on any stock code for access to the following functions (when applicable):

- View Allocated Details
- View On-Order Details
- View RMA Details
- View Receiving Details
- View Sales History
- View Transfer History
- View Related Codes
- View Vendor Codes
- View Stock Code Documents
- View Other Locations On-Hand
- Edit Stock Code
- Copy Stock Code to Clipboard
- Multi-Select: Ctrl+M
- Set Filter: Ctrl+Alt+F
- Load Last Filter: Ctrl+Alt+L
- Clear Filter: Ctrl+Alt+C
- Saved Filters
- Save Current Filter as...
- Window Customization

Multi-Select: Select the Multi-Select function to add multiple stock codes to a transaction at the same time instead of one-by-one. This function is only on the Stock Code Selection pop-up menu when creating, editing, and cloning invoices, orders, quotes, service orders, and service quotes.
Upon selecting the Multi-Select function, the Stock Code Selection (Multi-Select) window appears.

![Stock Code Selection (Multi-Select)](image)

To help you locate the items you want to add to the transaction the Stock Selection (Multi-Select) window has all of the same search and filter functions as the Stock Code Selection window. Highlight the items you want to add to the transaction. To select a continuous range, highlight the first item then press and hold the Shift key and highlight the last item. To select random items, press and hold the Ctrl key and single click on each item. **NOTE:** Container items can not be added to transactions using the Multi-Select function.

When all items have been selected, click OK.
Next, the Multiple Item Information window appears listing all selected items.

Each line item displays the stock code, description, quantity, price, and extend total. Under the line items totals are displayed for line item count and quantity.

The quantities and prices can be changed by clicking in the fields and entering a new value.

Items can be deleted by right-clicking on them and selecting Delete from the pop-up menu.

When all items, quantities, and prices are correct click OK.

Upon saving the multiple item list, all selected items are added to the transaction and you are returned to the transaction Creation/Editing window.

Select the Filter function to perform an advanced search for stock codes. This function opens the stock code Filter Builder window. Enter the search criteria as prompted.

**TIP:** For quick access to the stock code Filter Builder, enter ?? in any Stock Code Entry window.

The Filter Builder in Atrex is extremely powerful and complex yet easy to use. A basic **dual condition search** is described below.

Additional support for the Filter Builder is available in the Atrex Context Sensitive Help – search for ‘Using Atrex-Filtering Data-Filter Builder.’
Stock Code Filter Builder

Click **Description** to select a stock code record field to search.
Click **like** to change the condition search type.

Click **<empty>** to enter the text for which to search.

Click **press the button to add a new condition** to add an additional condition to the filter search.
Click the highlighted field to select a stock code record field to search.

Leaving the additional condition search type as **like**.

Click the highlighted field to enter the text for which to search.
Select the Open function to open a saved filter.

Select the Save As function to save the displayed filter for future use.

**NOTE:** This function saves the filter outside of Atrex to the location of your choosing (i.e., local hard drive or flash drive).

**TIP:** Filters can also be saved to a global Atrex table available to all Atrex users. Simply create a filter and run it. When the results are displayed on the Stock Code Selection window right-click and select the Save Current Filter as... function. When prompted, enter a name for the filter and click OK. Filters saved using this method can be reused by right-clicking on the Stock Code Selection window and selecting the Saved Filters function.

Select the Cancel function to close the stock code Filter Builder window. Unsaved filters will be lost.
Select the OK function to start the search.

Upon selecting OK the Stock Code Selection window reappears listing all stock codes that match the filter criteria. In this example, all stock codes with Chemicals in the Category field AND 40oz in the Description field are shown.

Uncheck to turn off the filter and return to the full stock code list without deleting the filter. Recheck to reapply the filter search to the stock code selection list. Open the drop down list box to select a different recently used filter. Click to delete the filter criteria or click to return to the stock code Filter Builder window.
1.8.1.3 Selecting Vendors

Entry options for the Vendor Code Entry window:

*Selection List* – Type a ? and press Enter. The Vendor Selection window appears displaying all vendors with the first vendor in the database highlighted.

*Partial Search* – Type as much of the vendor code as is known followed by a ? and press Enter. The Vendor Selection window appears displaying all vendors that start with the entered information and the vendor that most closely matches the entered information highlighted.

*Exact Match* – Type the vendor code and press Enter. The entered vendor is immediately selected.

Use the Search function to select a vendor from a list. This function opens the Vendor Selection window.
Using the Vendor Selection window:

TIP: The Vendor Selection window is customizable. Window Customization is discussed in detail in the *Getting Around Atrex-Windows* section earlier in this chapter.

Search For: Typing in this field limits the vendors displayed to those that match the entered information.

Index to Use: Use the drop-down list box to select a search method. There are two methods from which to choose: *Vendor Code* and *Vendor Name*. The selected method determines which database is searched when typing in the Search For field.

Select the Notes function to view the notes for the highlighted vendor. The Notes function is disabled if the highlighted vendor does not have any notes entered.

Exclude Inactive Vendors – Indicates whether inactive vendors are displayed. If checked, only active vendors are displayed. Inactive vendors are vendors that have a check in the Inactive Vendor check box.
Pop-up Menu: Right-click on any vendor for access to the following functions (when applicable):

- View Vendor History
- Print Detail Sheet
- View Vendor Documents
- View Vendor Contacts
- Set Filter
- Load Last Filter
- Clear Filter
- Saved Filters
- Save Current Filter as...
- Email Vendor
- Google Map
- Window Customization

Select the Filter function to perform an advanced search for vendors. This function opens the vendor Filter Builder window. Enter the search criteria as prompted.

The Filter Builder in Atrex is extremely powerful and complex yet easy to use. A basic **multiple condition search** is described below.

Additional support for the Filter Builder is available in the Atrex Context Sensitive Help – search for 'Using Atrex-Filtering Data-Filter Builder.'

**Vendor Filter Builder**
Click [click to add the first condition] to add the first condition to the filter search.

Click [click to select a vendor record field to search].
Click **like** to change the condition search type.

Click **<empty>** to enter the text for which to search.

Click **press the button to add a new condition** again to add the second condition to the filter search.
Click the button to select a vendor record field to search.
Click **like** to change the second condition search type.

Finally, click **AND** to change the filter search type.
Select the Open function to open a saved filter.

Select the Save As function to save the displayed filter for future use.

**NOTE:** This function saves the filter outside of Atrex to the location of your choosing (i.e., local hard drive or flash drive).

**TIP:** Filters can also be saved to a global Atrex table available to all Atrex users. Simply create a filter and run it. When the results are displayed on the Vendor Selection window right-click and select the Save Current Filter as… function. When prompted, enter a name for the filter and click OK. Filters saved using this method can be reused by right-clicking on the Vendor Selection window and selecting the Saved Filters function.

Select the Cancel function to close the vendor Filter Builder window. Unsaved filters will be lost.
Select the OK function to start the search.

Upon selecting OK the Vendor Selection window reappears listing all vendors that match the filter criteria. In this example, all vendors with NV in the State field are shown AS WELL AS all vendors that have something in the Email field.

Uncheck \(\text{(State LIKE NV) or (Email IS NOT blank)}\) to turn off the filter and return to the full vendor list without deleting the filter. Recheck to reapply the filter search to the vendor selection list.

Open the drop down list box to select a different recently used filter. Click \(\text{X}\) to delete the filter criteria or click \(\text{Customize...}\) to return to the vendor Filter Builder window.

### 1.8.1.4 Selecting Transaction Numbers

Invoices, orders, quotes, purchase orders, RMAs, and service orders are all selected using the appropriate Number Entry window.

Entry options for the Number Entry windows:

- **Selection List** – Type a `?` and press Enter. The corresponding transaction Selection window appears.
**Exact Match** – Type the transaction number and press Enter. The entered transaction is immediately selected.

![Search](image)

Use the Search function to select a transaction from a list. This function opens the corresponding transaction Selection window.

Using the transaction Selection window:

![Invoice Selection Window](image)

**TIP:** Most transaction Selection windows are customizable. Window Customization is discussed in detail in the *Getting Around Atrex-Windows* section earlier in this chapter.

**NOTE:** There are several different types of transaction Selection windows (the Invoice Selection window is shown here). While the options listed do not apply to all transaction Selection windows, it is evident which do when viewing a specific window.

*Date Range* – Most transaction Selection windows have date range entry fields. The default date range is the previous 15 days and all transactions dated between those dates are listed. Simply change the date range as needed and click the Refresh function to update the transaction list for the new dates.

**TIP:** The 15-day default can be changed. Refer to *Company Setup / Customization in Chapter 13: Options* for more information on Company Information and Settings.
Selecting – Some transaction Selection windows allow for more than one transaction to be selected at once (i.e., Invoice Selection when printing, Payable Selection when processing). If a transaction Selection window allows for multiple transaction selection, no transaction is highlighted when the window opens. To select a continuous range, highlight the first transaction then press and hold the Shift key and highlight the last transaction. To select random transactions, press and hold the Ctrl key and single click on each transaction. Once selected, click OK to process the transactions. On some transaction Selection windows, single transactions can be processed by double clicking with the mouse.

Select the Print Preview function to print the highlighted transaction directly to the screen. **NOTE:** This function is available from most transaction Selection windows.

Select the Refresh function to retrieve a new list of transactions. If another user on the network has created, completed, shipped, or deleted a transaction, refreshing the list displays the updated transactions. **NOTE:** This function is not available from all transaction Selection windows.

Select the OK function to process the highlighted transaction(s).

Select the Cancel function to closes the transaction Selection window without processing any transactions.

Select the Image function from the Open Service Order Selection and the Service Order Selection windows to view the image for the highlighted service order. The Image function is disabled if the highlighted service order does not have an image associated with it. **TIP:** From inside the Image Viewer you can right-click on an image for access to the View Larger Image function. Then when using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.

### 1.8.1.5 Selecting Serial Numbers

![Multiple Serial Number Entry](image)

**Entry options for the Multiple Serial Number Entry window:**

**Beginning:** Enter the single serial number or the first serial number in the range for a multiple serial number selection. If the serial number is not known, enter a ? and press Enter.

**Ending:** Enter the last serial number in the range for a multiple serial number selection. For a single serial number selection this field is empty.
Use the Search function to select serial numbers from a list. This function opens the Serial Number Selection window. **NOTE:** The function is not available in the purchase order Receiving function.

Using the Serial Number Selection window:

![Serial Number Selection Window]

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

**Selecting** – More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number. Once selected, click OK to process the serial numbers.

**NOTE:** Linked serial numbers are indicated by the "∞" icon. A linked serial number is pre-assigned to an open sales order or unsold prebuilt container.

Detailed pre-assignment information can be viewed from the Serial Number Selection window by right-clicking on the serial number.
1.8.1.6 Selecting User IDs

Entry options for the User ID Entry window:

**Selection List** – Type a ? and press Enter. The User ID Selection window appears displaying all users with the first user in the database highlighted.

**Partial Search** – Type as much of the user ID as is known followed by a ? and press Enter. The User ID Selection window appears displaying all users that start with the entered information and the user that most closely matches the entered information selected. **NOTE:** Partial searches by user ID are not available in the Atrex Login function.

**Exact Match** – Type the user ID and press Enter. The entered user is immediately selected.

Use the Search function to select a user from a list. This function opens the User ID Selection window. **NOTE:** This function is not available in the Atrex Login function.
Using the User ID Selection window:

Search For: Typing in this field limits the users displayed to those that match the entered information.
NOTE: The icon designates a user while the icon designates a user group. To view all of the users assigned to a specific user group simply right-click on the user group.

1.8.2 Sorting Transaction Selection Windows

Most transaction Selection windows in Atrex default to being sorted by transaction number or date. Many of these transaction Selection windows (i.e., Invoice Selection, Unposted Credit/Payment Selection, and Payable Selection) can be sorted by the information in any of the columns by simply clicking on a column header. Clicking on the header a second time will reverse the sort order. **NOTE:** This function is only available by using a mouse.

**TIP:** The sort column and the sort order are indicated by a symbol following the column title. A indicates that the window is sorted by the column in ascending order. A indicates that the window is sorted by the column in descending order.
1.8.3  Filtering Selection Windows

Several different types of filters are available in Atrex to allow for extremely specific data searches.

1.8.3.1  Direct Field Filters

Most Selection windows (i.e., Stock Code Selection, Service Order Selection, and banking Transaction Selection) as well as the Serialized Editing window can be filtered by one or more columns using Direct Field Filters. To use Direct Field Filters, click ☑ in the column title. The available filter options depend on the column selected. Below is an example of the Invoice Selection window filtered to a single customer.

Uncheck ☑ to turn off the filter and return to the full selection list without deleting the filter. Recheck to reapply the filter search to the selection list. Click ✗ to delete the filter or click Customize... to change the filter.
1.8.3.2 Custom Filters

One of the selection options on the Direct Field Filter drop down list box is Custom. Upon selecting the Custom Filter option, the Customer Filter window appears.

![Custom Filter Window]

This window can be used to create a single condition filter for the selected column or a dual and/or condition filter. Open the drop down list boxes to select the filter type and enter the text for which to search in the fields provided. Click OK to start the search.

1.8.3.3 Filter Builder

The Stock Code, Customer, and Vendor Selection windows allow access to the Filter Builder. The Filter Builder offers the ability to filter on data record filters not on the grid, to save and reuse filters, and to create multiple condition filters.

Filter Builder use is discussed in further detail in the Selection Lists and Searches-Selecting Customers, Selecting Stock Codes, and Selecting Vendors sections earlier in this chapter.

All filters in Atrex are extremely powerful and complex yet easy to use.

Additional support for the filters is available in the Atrex Context Sensitive Help – search for 'Using Atrex-Filtering Data-Direct Field Filters, Custom Filters, or Filter Builder.'
1.8.4 Grouping Selection Windows

Most Selection windows in Atrex can be grouped by one or more columns (i.e., Customer Selection, Purchase Order Selection, and Customer Sales History). To group, click and drag the column title into the area above the columns. Below is an example of the Invoice Selection window grouped by the Customer column.

To remove a group, simply drag the column title back.

1.9 Common Atrex Functions

Many functions in Atrex are used in multiple areas and are fairly identical. These functions are detailed here.

1.9.1 Date Entry

The Date Entry and Date Range Entry fields in Atrex allow the entry of single digits for day, month, and year. For example, 1/1/20 is translated into 01/01/2020. This functionality is dependent on the workstation’s date format so it may behave differently based on the regional settings.
The Date Entry and Date Range Entry fields also allow the entry of one, two, or three letters, as required, to uniquely identify a date constant. The following is a list of all the date constants:

- Today – The current date
- Yesterday – Yesterday’s date
- Tomorrow – Tomorrow’s date
- Sunday – Next Sunday’s date
- Monday – Next Monday’s date
- Tuesday – Next Tuesday’s date
- Wednesday – Next Wednesday’s date
- Thursday – Next Thursday’s date
- Friday – Next Friday’s date
- Saturday – Next Saturday’s date
- First – The first day of the current week
- Second – The second day of the current week
- Third – The third day of the current week
- Fourth – The fourth day of the current week
- Fifth – The fifth day of the current week
- Sixth – The sixth day of the current week
- Seventh – The seventh day of the current week
- BOM – The first day of the current month
- BOY – The first day of the current year
- EOM – The last day of the current month
- EOY – The last day of the current year
- LYTD – This date of the previous year

For example, if the current date is August 27, 2020 start typing BOM into a Date Entry field and Atrex enters 08/01/2020. Start typing TOMORROW into a Date Entry field and Atrex enters 08/28/2020.

1.9.2 Pop-Up Date Entry

The Date Entry and Date Range Entry fields in Atrex have pop-up date entry dialogs. Pop-up date entry dialogs look like a calendar page that can make it easier to choose the date(s) you want. Date fields with a pop-up date entry dialog are indicated by the button.
There are two ways to access pop-up date entry dialogs.

- Click on the pop-up date entry button. You then double click on the date you want or use the left and right scroll keys to change to a different month. **TIP:** A different month or year can be selected by clicking on the month name or the year.

- Press Alt-down arrow on the keyboard. You then use the arrow keys on the keyboard to move between days and the Page Up/Page Down keys to change to a different months. Press Enter when the correct date is highlighted.

### 1.9.3 Date Format

Atrex prints dates and accept dates in Date Entry fields based on the format specified by the Windows default settings. For instance, if you have Windows set up to use the date format of DD/MM/YYYY, Atrex will use this format.

### 1.9.4 Cell Hints & Pop-Up Stock Code Description

**Cell Hints**

Information displayed in the customer View History functions have a feature to display the full text in the cell when it is larger than the column width. To use simply hold the mouse pointer over the cell, no need to click.

**Pop-Up Stock Code Description**

Stock codes displayed on the Line Items tab of transactions and in the customer and vendor View History functions have a pop-up feature to display the full description when it is larger than the column width. To use simply hold the mouse pointer over the description, no need to click.
1.9.5 Notes

In many Atrex function windows there is a Notes function. When selected, the Notes Entry window appears. Type in general information on the current item or transaction in this window.

This window also contains a function. When selected, this function will enter the current system date and time at the beginning of the Notes field. NOTE: The function is grayed out on certain windows until notes are entered for an item or customer. Additionally, on transactions, the image on the Notes tab appears as when there are notes and when there are no notes.

1.9.6 Increment Scanning

The Increment Scan function allows the sales and service functions to act like a grocery store checkout.

IMPORTANT: Increment Scan can only be used and enabled or disabled from the Invoice, Return, Edit Invoice, Rapid Invoice, Order, Edit Order, Quote, Edit Quote, service order New and Edit, New Service Quote, Edit Service Quote functions, the sales and service container customization functions, and the inventory transfer functions. Increment Scan is enabled or disabled by right-clicking on the Creation/Editing window, the Job Parts tab of the SO Job Information window, or the Container Customization window of these functions and selecting Increment Scan from the pop-up menu. Refer to Pop-Up Menu later in this chapter for more information.

NOTE: Increment Scan stays on until it is disabled.

When Increment Scan is enabled, and an item is entered or scanned, the following occurs:

- If the item is not already on the transaction, it is added with the default sale price and a quantity of one.
  
  TIP: You can indicate a quantity other than one by pressing F2 from the Stock Code Entry window. This is a onetime override for the next item scanned.

- If the item is already on the transaction, the quantity is incremented by one (a negative increment for Return). Again, you can indicate a quantity other than one by pressing F2 from the Stock Code Entry window. This is a onetime override for the next item scanned.

- Increment scanning does not affect serialized items in any way.

- Increment scanning OVERRIDES the Allow Duplicate Codes on Transactions function. Refer to Company Setup / Customization-Company Information and Settings-Options in Chapter 13: Options for more information on the Allow Duplicate Codes on Transactions function.

To change the total quantity and/or price of an item, highlight the item and select the Edit function. Correct the information and press Enter.
On the Order Shipping, Direct Receiving, and Purchase Order Receiving windows there is a Scan function. When selected, the Stock Code Entry window appears and functions like the Increment Scan function until canceled. When using the Scan function while shipping orders or receiving purchase orders the item scanned must be on the transaction and not already fully shipped or received. In addition, when using the F2 quantity override the quantity entered must not be greater than the quantity remaining for the item selected.

1.9.7 Loading From File

Most transactions in Atrex have a pop-up menu function available called Load From File. The Load From File function provides the means to add items to the transaction from a comma or tab delimited file. The file can be created from any source including portable data terminals.

A portable data terminal can be programmed to scan bar codes as you unpack items received from a vendor or to scan bar codes as a customer walks through the store. The collected items can then be loaded into Atrex.

Some of the transactions with the Load From File function are: invoices, returns, orders, quotes, service orders, and service quotes. Additionally, the purchase order Direct Receiving and New functions as well as the Inventory Worksheet Update, Labels, and Transfer functions can load from file.

Using the Load From File Function

Upon selecting the Load From File function, the Load From File window appears.

File Name: Enter the file path.

The file must be in the following format for sales transactions (i.e., invoices):

Stock Code <delimiter> Quantity <delimiter> Price

The file must be in the following format for purchase order transactions (i.e., Direct Receiving):

Stock Code <delimiter> Quantity <delimiter> Cost

TIP: When loading files into sales or purchase order transactions price/cost is not required. If your file contains only the stock code and quantity Atrex automatically assigns the price or cost for the selected customer or vendor that it would use if you added the item using the Insert function.

The file must be in the following format for non-transaction functions (i.e., Inventory Worksheet):

Stock Code <delimiter> Quantity

Additionally, each line must contain only one stock code.
Use the Select function to select the file path. This function opens the Atrex Import File Selection window. Locate the file you wish to load and click OK. (Refer to your Windows Help and Support for assistance navigating this window.)

When the file path is correct, click OK. Atrex automatically detects if the file is comma or tab delimited and validates the stock codes.

Any stock codes in the file that do not exist in Atrex are skipped and displayed in the Load from File Errors window.

Use the Copy to Clipboard function to copy the list of skipped stock codes. This list can then be pasted in Notepad, Excel, or another program for editing or importing into Atrex. Refer to Import in Chapter 13: Options for more information on importing stock codes into Atrex.

All valid entries are added to the transaction.

**TIP:** Files can be loaded directly without having to access the Load from File function from the pop-up menu. From the Items tab or function window within supported transactions and functions, cancel the Stock Code Entry window and then drag and drop your file on the center of the screen. If the file is formatted properly the items are added (formatting requirements are discussed above).
1.9.8 **View Stock Code**

On the Invoice, Order, Quote, and SO Item Information windows there is a View function. When selected, the View Stock Code Information window appears displaying additional information about the currently selected stock code.

1.9.9 **Last Price**

The Last Price function on the Invoice, Order, Quote, and SO Item Information windows enters into the Base Price field the last price at which the customer purchased the selected stock code.

1.9.10 **Credit Card Information**

When credit card numbers are entered into a Card Number field, the numbers are validated to ensure that they fit the credit card industry format. (To accommodate in-house accounts you are NOT prevented from entering an invalid number.) **IMPORTANT:** This validation does not guarantee that the credit cards are valid, but only checks that the numbers are in the proper format. To verify that credit card numbers are truly valid, you must obtain authorization from your card service provider.

**TIP:** The credit card industry format validation can be shut off to better accommodate in-house accounts. Refer to Company Setup / Customization-Company Information and Settings-Options in Chapter 13: Options for more information on Prompt on bad CC Number on Customer function.

**IMPORTANT:** Atrex uses PCI (Payment Card Industry Data Security Standard) compliant methods for storing credit cards. As such:

- Atrex does not store CVV2 codes. These codes can be verified and the verification result can be stored, but not the code itself. **NOTE:** CVV2 codes do not affect your merchant discount rate, but rather are a tool to help you detect fraud.

- All credit card numbers stored in Atrex are encrypted prior to being saved in order to protect the number. The ability to view unmasked credit cards is controlled by user security access and is limited to the Credit Card Information window only. Refer to Chapter 8: User Functions for more information on creating new users and setting user security permissions.

- User security MUST be enabled in order to process and store credit cards. **Disabling user security also disables all credit card, debit card and gift card functionality as well as permanently deletes all saved credit cards.** Refer to the Getting Around Atrex-Security section earlier in this chapter for more information on user security requirements.

Full up-to-date PCI compliance information can be obtained from the Atrex website at http://www.atrex.com. Select Support – Atrex Knowledge Base – search for Atrex PCI Compliance.
1.10 Serial Numbers

Atrex provides full support for alphanumeric serial numbers.

The only restriction on alphanumeric serial numbers is that when you enter a range of serial numbers that contain letters, the beginning and ending serial numbers must be the same length, and the differing portions of the serial numbers must contain only numeric characters. The entry of single serial numbers, or serial numbers with numbers only, does not have this restriction. Below are a few examples of valid and invalid alphanumeric serial number ranges.

Valid: Same length, different portion numeric

- Beginning: A101W82
- Ending: A101W88

Invalid: Differing portion contains letters

- Beginning: A101W8A
- Ending: A101W8B

Invalid: Different lengths

- Beginning: A101W1
- Ending: A101W12

NOTE: To enter a single serial number, use only the Beginning field.

Atrex accepts only unique serial numbers for each stock code. If, when receiving serial numbers into inventory, you are told that the number you are trying to receive is a duplicate, you must enter a different number or delete the existing number before continuing. Refer to Edit/Query Serial in Chapter 3: Inventory Functions for more information on deleting serial numbers.

For sales and service transactions as well as prebuilt containers, you cannot enter a serial number that has not been previously added to Atrex through the purchase order Receive or Direct Receive function. In addition, the serial number must be for the same stock code that you are attempting to sell. Finally, if the serial number has been previously assigned to an invoice, service order, or vendor RMA, it cannot be entered on the current transaction or prebuilt container.

1.11 Additional Hardware and Software Support

This section covers in detail special hardware and software supported by Atrex. If you are having trouble finding hardware that works with Atrex, feel free to contact Millennium Software, Inc. We may be able to refer you to a dealer.

1.11.1 Bar Code Support

In general, Atrex supports all decode keyboard wedge bar code scanners. These types of scanners are also described as keyboard interface or keyboard buffer scanners. They usually plug into the keyboard port or are USB. (Serial scanners are generally NOT supported.)
As far as Atrex is concerned these scanners are "plug and play", there's no setup in Atrex. However, you might need to program the scanner should it come with behavior you don't like (for example, some scanners out of the box add beginning or ending characters when they scan or they don't do a carriage return). If you need help installing or programming your scanner you'll need to contact the manufacturer or supplier for assistance.

While these scanners are easy to find the price range is large. Some of the things to keep in mind about what might make one scanner more expensive than another (and either more or less valuable to your needs): brand-name, durability, warranty, included cable(s), programmability, number of supported interfaces, scan quality, scan size, included stand (and type of stand), trigger v. triggerless, and many other features.

In addition, Atrex can print several bar codes including Code 39 and Code 128. Refer to Labels in Chapter 3: Inventory Functions for more information on printing bar code labels.

1.11.2 Portable Data Terminal/Collector

In general, Atrex supports any portable data terminal/collector that exports data as comma or tab delimited files.

The collector Millennium Software, Inc. used to develop this functionality is the M5900 Portable Data Terminal from American Microsystems, Ltd. This terminal has an integrated CCD bar code scanner, large LCD display, 55-key alphanumeric keypad, and more.

For more information on using a portable data terminal/collector with Atrex refer to the Common Atrex Functions-Loading From File section earlier in this chapter.

1.11.3 Receipt Printer Support

In general, Atrex supports any receipt printer as long as there is an invoice format designed for printing with that specific printer. To see a list of the current supported receipt printers open the Options menu and select Layout Selection. Select Invoice.

Custom invoice formats for other receipt printers can be designed using the Atrex Report Designer. Refer to the Context Sensitive Help in Atrex for more information on custom invoice formats – search for ‘Report Customization’.

1.11.4 Signature Capture Support

At the time of this writing Atrex supports only the Topaz 1x5 USB signature capture device (T-L460-HSB or T-LBK460-HSB as well as T-L460-HSB-R or T-LBK460-HSB-R) for credit card authorizations and invoice and service order transactions.

Once the supported signature capture device is installed and setup, the Signature function becomes enabled on the Credit Card Information window as well as Payment Information window when creating invoices and completing service orders.

Each signature is automatically time stamped and linked to the specific instance of a signing event by data specific to that event. For credit card transactions, the signature is tied to the authorization number for that particular transaction. For invoices and service orders, the signature is tied to the specific stock codes, quantities, prices, and balance of the transaction.

**IMPORTANT:** Modification of a transaction or credit card charge after it has been signed may result in the values used to link the signature with the event to become invalid. While this will not change or remove the actual signature image, it could prevent enforcement of the terms of the transaction or acknowledgment of receipt if challenged by the signer at a later time.

Refer to *Company Setup / Customization-POS Hardware-Signature Capture Setup in Chapter 13: Options* for more information on setting up supported signature capture devices.

### 1.11.5 Cash Drawer Support

In general, Atrex supports most cash drawers that connect to a parallel or serial port.

Refer to *Company Setup / Customization-POS Hardware-Cash Drawer Setup in Chapter 13: Options* for more information on setting up cash drawers.

### 1.11.6 Light Pole Support

In general, Atrex supports light poles with the following access modes: Aedex, EMAX, Ultimate, and IBM Dumb Terminal. Only standard serial displays are supported.

Refer to *Company Setup / Customization-POS Hardware-Pole Display Setup in Chapter 13: Options* for more information on setting up light poles.

### 1.11.7 Credit Card, Debit Card, and Gift Card Processing Support

It is possible to process credit, debit, and gift cards from inside Atrex without having to toggle between two software packages or enter the information twice. To learn about the currently supported options please visit the Resources page at http://www.atrex.com.

### 1.11.8 eCommerce

At the time of this writing Millennium Software, Inc. has one online shopping solution. For more information on the currently supported online shopping cart please visit the Atrex eCommerce website at http://www.atrex.com/ecommerce.asp.
1.11.9  Forms and Labels

In addition to the default form styles selected when Atrex is installed, there are other form styles from which to choose. For example, there is a purchase order that prints in landscape mode with a larger font that is better to use when faxing. Atrex also includes several preprinted invoice forms from NEBS (New England Business Systems). To see a list of the currently supported form styles open the Options menu and select Layout Selection. Refer to Company Setup / Customization-Layout Selection in Chapter 13: Options for more information.

When printing labels the supported label formats are displayed on the Layout Selection window. There are formats available for use with laser and inkjet printers as well as the DYMO LabelWriter label printer.

Custom transaction and label formats can be designed using the Atrex Report Designer.

Refer to the Context Sensitive Help in Atrex for more information on custom invoice formats – search for ‘Report Customization’.

1.12  Getting Started

1.12.1  Starting Atrex

1. Click on the Start button and select Programs.
2. Click on the Atrex program group.
3. Click on the Atrex icon.

1.12.2  User Customization Options and Tax Categories

Several components of the Atrex package can be modified to your specific needs. These items include company information, disclaimer lines, cost calculation methods, lookup selection setup, POS hardware setup, and add-on software setup. Refer to Company Setup / Customization in Chapter 13: Options for more information or refer to the Company Setup / Customization function under the Atrex Options menu.

Of these components, tax category setup is the most important. In order to get the correct numbers from the Tax reports you need a tax category for each tax rate and each exemption type. From the tax categories you create, you can select one as your default so that new customers are assigned this category. Refer to Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options for more information.

1.12.3  What’s a Stock Code?

This question, most often heard from users who have never computerized their inventory before, is often followed by, ‘How do I set up my inventory?’.
There are countless ways to set up your inventory. As such, Millennium Software, Inc. does not endorse or recommend a particular method. Just as different people have their own way of doing just about anything, setting up an inventory is not much different – you need to find the method that works best for you. Don’t worry too much about establishing the perfect method. If you should change your mind later on, that’s fine – stock codes can be renamed and categories and subcategories can be changed.

**Stock Code** – A stock code can also be called a SKU or an item or product number. It can be alphanumeric (both letters and numbers). Most importantly, it is unique. Each item you sell should be entered into Atrex with its own stock code.

For example, you may have 12 Pool Genie Sand Filters in stock, but you would only have one stock code for this item with 12 in the Qty on Hand field.

**Category** – Unlike stock codes, categories do not have to be used. They are simply a way to ‘categorize’ or ‘group’ your inventory for reporting and searching purposes. Unlike stock codes, categories can be reused. All similar items (stock codes) are assigned to the same category (i.e., Supplies).

**Subcategory** – Just like categories, subcategories do not have to be used and they can be reused. They are a way to further ‘categorize’ or ‘group’ your inventory for reporting purposes.

With the above information in mind, the following are some examples of how some sample inventory could be entered into Atrex.

<table>
<thead>
<tr>
<th>Item</th>
<th>Stock Code</th>
<th>Category</th>
<th>Subcategory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Six Foot Extension Pole</td>
<td>6XP465</td>
<td>Supplies</td>
<td>Pool</td>
</tr>
<tr>
<td>Pool Genie Sand Filter</td>
<td>705103</td>
<td>Supplies</td>
<td>Pool</td>
</tr>
<tr>
<td>Pool King Large Motor</td>
<td>958934</td>
<td>Supplies</td>
<td>Pool</td>
</tr>
<tr>
<td>Quick Dissolve Conditioner</td>
<td>593210</td>
<td>Supplies</td>
<td>Pool</td>
</tr>
<tr>
<td>40oz Foam Down</td>
<td>681791</td>
<td>Supplies</td>
<td>Spa</td>
</tr>
<tr>
<td>ChemPlus Bromine Tabs</td>
<td>801472</td>
<td>Supplies</td>
<td>Spa</td>
</tr>
<tr>
<td>Water Fun Float (2 Person)</td>
<td>2F870</td>
<td>Supplies</td>
<td>Misc</td>
</tr>
<tr>
<td>Water Fun Basketball Game</td>
<td>BG600</td>
<td>Supplies</td>
<td>Misc</td>
</tr>
</tbody>
</table>

(In the above example the stock code used was the vendor’s code for the items.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Stock Code</th>
<th>Category</th>
<th>Subcategory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Six Foot Extension Pole</td>
<td>HUS-6‘POLE</td>
<td>Supplies</td>
<td>Pool</td>
</tr>
<tr>
<td>Pool Genie Sand Filter</td>
<td>PSPP-SAND</td>
<td>Equipment</td>
<td>Pool/Spa</td>
</tr>
<tr>
<td>Pool King Large Motor</td>
<td>PAR-XMOTOR</td>
<td>Equipment</td>
<td>Pool/Spa</td>
</tr>
<tr>
<td>Quick Dissolve Conditioner</td>
<td>CP-CA</td>
<td>Chemicals</td>
<td>Pool</td>
</tr>
<tr>
<td>40oz Foam Down</td>
<td>CP-FOAM</td>
<td>Chemicals</td>
<td>Spa</td>
</tr>
<tr>
<td>ChemPlus Bromine Tabs</td>
<td>CP-BROMINE</td>
<td>Chemicals</td>
<td>Spa</td>
</tr>
<tr>
<td>Water Fun Float (2 Person)</td>
<td>WF-2PFLOAT</td>
<td>Toys</td>
<td>Pool</td>
</tr>
<tr>
<td>Water Fun Basketball Game</td>
<td>WF-BBALL</td>
<td>Toys</td>
<td>Pool</td>
</tr>
</tbody>
</table>

(In the above example the stock code used was created using a prefix of the manufacturer’s name with a descriptive ending.)
### Adding Existing Non-Serialized Inventory

Before being used for invoicing, all existing inventory must be entered into the Atrex database. If you are performing an upgrade, it is not necessary to read this section.

The first step for entering inventory into Atrex is creating stock codes to represent individual items. Refer to the previous section for a detailed discussion of stock codes.

When all of your stock code information is ready, use the New function under the Atrex Inventory menu to enter your stock codes. Refer to New in Chapter 3: Inventory Functions for more information.

---

**Item** | **Stock Code** | **Category** | **Subcategory**
--- | --- | --- | ---
Six Foot Extension Pole | SP-123 | Pole/6 Foot |
Pool Genie Sand Filter | EQ-456 | Sand Filter |
Pool King Large Motor | EQ-789 | Motor |
Quick Dissolve Conditioner | CH-159 | Pool Chem |
40oz Foam Down | CH-357 | Spa Chem |
ChemPlus Bromine Tabs | CH-963 | Spa Chem |
Water Fun Float (2 Person) | GM-870 | Accessory |
Water Fun Basketball Game | GM-660 | Accessory |

(In the above example the stock code used was created using a two character prefix for the product type [SP=supplies, EQ=equipment, CH=chemical and GM=game] and a three digit suffix sequentially assigned by the user. Also, note that no subcategories were used.)
Initially you must group all the non-serialized items that are part of an individual stock code together (or at least get a list of the quantity on-hand and the cost of each individual item).

When all of your on-hand and cost information is ready, use the Direct Receiving function under the PO menu to add your non-serialized inventory. Refer to Direct Receiving in Chapter 4: PO Functions for more information.

**1.12.5 Adding Existing Serialized Inventory**

Before being used for invoicing, all existing serial numbers must be entered into the Atrex database. If you do not have existing serialized inventory, or if you are performing an upgrade, it is not necessary to read this section.

The first step for entering inventory into Atrex is creating stock codes to represent individual items. Refer to the previous section for a detailed discussion of stock codes.

When all of your stock code information is ready, use the New function under the Atrex Inventory menu to enter your stock codes. Refer to New in Chapter 3: Inventory Functions for more information.

Initially you must group all the serialized items that are part of an individual stock code together (or at least get a list of the serial numbers and the cost of each individual item).

When all of your serial number information is ready, use the Direct Receiving function under the PO menu to add your serialized inventory. Refer to Direct Receiving in Chapter 4: PO Functions for more information.

**NOTE:** A serialized stock code is one that has a check in the Serialized check box.

After all the existing inventory and serial numbers are entered, you are ready to start point-of-sale invoicing.

**1.13 Main Menu**

The functions in Atrex are grouped into several sections, each of which corresponds to a Main menu selection. These sections are also referred to as menus:

- **Sales** menu – lists the functions required for all sales transactions.
- **Inventory** menu – lists the functions required to manage inventory.
- **PO** menu – lists the functions required for all purchasing transactions.
- **Customer** menu – lists the functions required to manage customer information.
- **Vendor** menu – lists the functions required to manage vendor information.
- **Accounts** menu – lists the functions required to manage accounts receivable and payable.
- **User** menu – lists the functions required to manage user information.
- **RMA** menu – lists the functions required to track returned merchandise authorizations (to vendors and from customers).
- **Service** menu – lists the functions required for all service order transactions.
Scheduler menu – lists the functions required for using the scheduler.

Reports menu – lists the reports required for all other sections.

Window menu – lists the active windows in use.

Options menu – lists the functions that are not specific to any of the other sections.

Help menu – lists the various help tools.

With the exception of the Window menu (which is explained earlier in this chapter) each of these menus is explained in detail in the following chapters of this User’s Guide.
2  Chapter 2: Sales Functions

This chapter covers in detail all functions available under the Atrex Sales menu.

2.1 Invoice

The Invoice function provides the means for selecting and invoicing items to your customers while automatically updating stock quantities and sales histories.

**TIP:** The Invoice function can also be accessed from most transactions (Creation/Editing window) by opening the Sales menu and selecting New Invoice.

Upon selecting the Invoice function, the Customer Selection Entry window appears. Input the customer you are invoicing and press Enter.

Atrex displays the Customer Selection window. Select the customer you are invoicing. If the customer isn’t listed, select the New function to add a new customer to Atrex.

After selecting a customer, the Invoice Creation/Editing window appears. **NOTE:** The customer’s name and pricing level is displayed in the upper left-hand corner and the transaction date is displayed in the upper right-hand corner. The weight of all items added to the invoice is displayed in the lower left-hand corner and can be referenced to calculate the shipping weight to aid in the collection of shipping charges.

If you have set the Pre-Allocate Transaction Numbers option while customizing Atrex for your company, the number for this transaction is displayed in the title bar at the top of this window.

This window has three tabs: General, Line Items, and Notes.
General

The General tab provides fields for entering basic invoice and sales tax information. This tab has two sections: Transaction Information and Tax Information.

Transaction Information

The Transaction Information section provides fields for entering basic invoice information. Enter the information about the invoice as prompted.

Salesperson: Use the drop-down list box to select a salesperson. If the salesperson is not listed, enter the name or ID of the salesperson who made the sale. Refer to Chapter 8: User Functions for more information on creating new users. **NOTE:** If security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system if no salesperson is associated with the selected customer.

Customer PO: Enter the customer’s purchase order number. This field can be set as required on a customer-by-customer basis. Refer to New-General in Chapter 5: Customer Functions for more information on setting up customers.

Reference: Enter reference information related to the invoice. The only time that Atrex uses the Reference field is to indicate the original invoice number for a return.

Ship Via: Enter the desired shipping method for the invoice. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.

Promotion: This field is provided to allow for tracking of advertising efforts. The information entered into this field can be tracked using certain Order and Sales reports.
**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Shipping and Promotions in Chapter 13: Options* for more information on entering options in the Ship Via and Promotion field drop-down list boxes.

Contact: Atrex automatically inserts the primary contact for the selected customer in the Contact field. Use the drop-down list box to select a contact from the customer’s contacts list. **NOTE:** Entering a new contact in this field does NOT add the contact to the customer’s contacts list.

EHF Exempt – If checked, the Environmental Handling Fee is not added when items subject to the fee are placed on the invoice.

Select the Customer function to edit the selected customer’s information. This function opens the Customer Information window. Make any necessary changes and click OK to save. If the tax category or salesperson is changed on the customer record, those changes are reflected on this transaction. **NOTE:** The Customer function is grayed out when using the Rapid Invoice function to help prevent accidental editing of the Rapid Sale customer. Refer to *Rapid Invoice* later in this chapter for more information.

Select the Ship To function to specify a shipping address other than the normal shipping address for the customer. This is a one-time change specific to the current invoice. Upon selecting the Ship To function, the Alternate Shipping Address window appears. Enter the alternate address or click Select to choose a customer already entered in Atrex. **NOTE:** Click to display the entered address via Google Maps in an Internet browser.

**TIP:** If an alternate shipping address is present the function is in color and holding the mouse pointer over the button displays the Alternate Address. Otherwise the function has no color and holding the mouse pointer over the button displays the Customer Address (the shipping address on the customer's record).

**Tax Information**

The Tax Information section provides the fields required for calculating sales tax on the invoice.

The tax settings are populated by Atrex with the information defined by the default tax category or with the information defined by the tax category to which this customer is assigned.

**NOTE:** Modifying ANY of the tax settings clears the Tax Category field.

Refer to *Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options* for more information on the various fields and on setting up tax categories. Refer to *Company Information and Settings-Defaults in Chapter 13: Options* for more information on selecting a default tax category. Refer to *New-General in Chapter 5: Customer Functions* for more information on setting up customers.

All taxable items are taxed according to the selected tax settings. The information entered into these fields can be tracked using the Sales Tax report. Make any necessary changes.

Press Enter when all the general and tax information is correct.
Line Items

The Line Items tab provides functions for inserting, editing, and deleting items on the invoice.

**Tracking #:** Enter the shipment tracking number provided by the carrier (up to 20 characters).

**Shipping:** Enter any shipping charges. The amount entered in this field is added to the invoice total.

**Discount %:** Enter the discount. Use any percent from 0 to 100. This discount is global across the entire invoice and is in addition to any line item discounts. The discount is applied to the pretax subtotal and tax is then applied to the post discount taxable subtotal. Refer to Global Transaction Discounts and Reports in Chapter 12: Reports for more information on how global discounts work and how they affect various reports.

**TIP:** Refer to General Notes in Chapter 1: Introduction for more information on making this portion of Atrex act like a grocery store checkout (Increment Scanning).

You are prompted to enter the first item. Input a stock code to invoice and press Enter.

If the stock code entered does not exist, you are asked if the stock code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.
Upon selecting a stock code, the Invoice Item Information window appears.

Quantity: Enter the quantity sold. If the item that you are invoicing is serialized or is a container item with a serialized component, the Quantity field is NOT available for editing.

Base Price: Atrex enters the price corresponding to the customer’s pricing level. This number can be changed by typing in a different price.

**TIP:** Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

Discount %: Enter the discount. Use any percent from 0 to 100. If the selected customer is assigned a discount percentage Atrex enters that percentage in this field. **NOTE:** The dollar amount of the given discount appears in parenthesis to the right of the Discount % field.

Price: The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

Add Description: Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Creation/Editing window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

**TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.
Select the Last Price function to populate the Base Price field with the price the customer last paid.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code. This is especially useful for viewing the cost of an item while invoicing.

When the fields are correct, press Enter. If the stock code is not serialized, it is added to the list of codes included on the invoice. **NOTE:** If the quantity invoiced is greater than the on-hand quantity a warning appears, but you are not prevented from using the entered quantity. If the stock code is serialized, the Serial Number Processing window is displayed.

**Serial Number Information**

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Invoice Creation/Editing window Line Items tab.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count, quantity, and extended.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**

- **Move Up** (Ctrl-Up)
- **Move Down** (Ctrl-Down)
- **Edit Container**
- **Clone Container**
- **View Related Codes**
- **Increment Scan**
- **Margin/Markup Info**
- **Item Cost/Properties**
- **Change Customer**
- **Change Transaction Date**
- **Load from File**
- **Update to Current Prices**
- **View Customer Sales History**
- **Window Customization**

**Insert** Select the Insert function to enter additional line items.

**Edit** Select the Edit function to revise the highlighted item. Correct the information and press Enter.

**Delete** Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Container** If one of your line items is a container item (as indicated by the 
icons), the Container function is activated. To customize a container item, or to assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to Containers/Assemblies in Chapter 3: Inventory Functions for more information on container items.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.
NOTE: Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the price the selected customer would pay if they bought the container components separately (based on the quantities and the customer’s pricing level). This price is displayed for reference only. The container price Atrex defaults to is still determined by the pricing structure setup on the container item record and the customer’s assigned price level.

If a line item is serialized, highlight the item and select the Edit function. (The icon indicates a serialized container item without a serial number.) The Serial Number Processing window appears.

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Container Customization window. Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Invoice Creation/Editing window Line Items tab.

To customize an additional container item, highlight the item and select the Container function.
Notes
The Notes tab provides a field for entering any additional information you may want to track for this invoice.

Click OK to move to the Payment Information window and the final step of the Invoice function.

Payment Information
The Payment Information window consists of six payment type buttons, a three column grid, three function buttons, and one field.

TIP: Unposted account credits and payments can be posted on the fly when creating invoices. Refer to Company Information and Settings-Defaults-Credit/Payment Application in Chapter 13: Options for more information on activating this function.

Transactions can be paid with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

Select a payment type, enter the requested information, and press Enter to save.
Select Cash to open the Cash Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Reference: Enter reference information related to the payment.

Select Check to open the Check Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Check Number: Enter the check number.

Select Other to open the Other Payment Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Payment Type: Use the drop-down list box to select a payment type. **TIP:** Refer to Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options for more information on entering options in the Payment Type field drop-down list box.

Reference: Enter reference information related to the payment.

**IMPORTANT:** Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Card Type: Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction for more information.

Select Debit Card to open the Debit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction for more information.
Select Gift Card to open the Gift Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.

Select the Edit function to revise the highlighted payment. Correct the information and press Enter.

Select the Delete function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

Terms: Enter the payment terms, if applicable. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.

TIP: Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

When all payments are correct and the terms are entered, press Enter to save the invoice, adjust stock levels, update the customer's account history, and move to the Output Destination window. Selecting Cancel will return you to the Invoice Creation/Editing window which is the last point from which the invoice can be terminated without saving it.

NOTES:

- If the invoice is saved with a balance due that balance is automatically applied to the customer's account.

- If the invoice has a negative balance (you owe the customer), you are asked if you wish to treat the balance as change returned to the customer. If you select Yes, Atrex subtracts the balance from the Cash field and saves the invoice with a zero balance. If you select No, Atrex saves the invoice with the negative balance.

- Atrex always uses the next sequential invoice number above the largest invoice number. The invoice number sequence can be modified under the Options menu.

- The Reprint Shipper function (Reports-Sales) can be used to print a Shipper (Packing Slip) for this invoice. A Shipper is simply a list of items and quantities being shipped and contains no pricing information. Since this invoice didn't start as an Order, the Ordered and Backordered columns are zero.
2.2 Return

The Return function provides the means for tracking and controlling customer returns. The Return function is very similar to the Invoice function in many aspects, but with a few additional restrictions.

Function Information:

- Returns cannot be processed for single container components. The whole container must be returned. This is because container items are sold as a unit for a single price and serialized items are associated with the container.
- Returns on Rapid Invoices cannot have a balance other than zero.

TIP: Exchanges can be processed using the Invoice function by entering negative quantities (enter the quantity first then the minus sign) for the items being returned and entering the replacement items normally. This method gives you a record of the exchange and updates the inventory accordingly. This method does NOT work if the stock code is serialized. In this case, use the Return function.

Upon selecting the Return function, the Return Options window appears. Choose a method for selecting the customer and click OK. There are two options from which to choose:

Invoice Number – Use this option if the invoice number for the items being returned is known.

- Upon selecting the Invoice Number option, the Invoice Number Entry window appears. Type in the invoice number for the returned items and press Enter. An invoice number that does not exist is rejected.

- A Confirmation window is displayed containing the invoice number, invoice date, and customer's name. If the information is correct, press Enter.

Customer – Use this option if the invoice number is not known, if the items being returned were sold on multiple invoices, or if the sale was transacted before you started using Atrex.

- Upon selecting the Customer option, the Customer Selection Entry window appears. Input the customer for whom you are processing a return and press Enter.

Once the invoice information is confirmed or once a customer is selected, the Invoice Creation/Editing window appears. NOTE: The customer's name and pricing level is displayed in the upper left-hand corner and the transaction date is displayed in the upper right-hand corner. The weight of all items added to the invoice is displayed in the lower left-hand corner.

- Make any necessary changes on the General tab and press Enter to move to the Line Items tab.
Upon selecting the Line Items tab the Return Options window appears.

Choose a method for selecting the items to return and click OK. There are two options from which to choose:

From Invoice – Use this option to return items sold on previous invoices.

Upon selecting the From Invoice option, the Return Item Selection window appears. If you chose the Invoice Number option earlier, the Return Item Selection window displays the selected invoice number and all stock codes sold on that invoice. If you chose the Customer option earlier, the Return Item Selection window is displayed stating “No Invoice Selected” and no items displayed.

Select the Return All function to return all displayed items. This adds all non-serialized items on the selected invoice to the return invoice.

Select the Return function to return the highlighted item. At this point the Invoice Item Information window appears. Refer to the Stock Code Information section below for more information.

Select the Load Other Invoice function to list all invoices for the selected customer and add items from those invoices to this return. If you chose the Customer option earlier or if you want to select items from a different invoice, this function will allow you to see a list of all invoices for the selected customer and add items from those invoices to this return.

Upon selecting the Load Other Invoice function, the Custom Sales History window appears. The selected customer is displayed in the upper left-hand corner. All of the invoices for this customer are listed. To see the items on an invoice click the + (plus sign) to the left of the invoice number.
When the invoice that contains the items you want to return is located, highlight it and click OK. You are then returned to the Return Item Selection window. All stock codes on the selected invoice are displayed. Use the Return All function or the Return function as needed to add these items to the return.

**Manually** – Use this option if the items being returned were sold before you started using Atrex or if the original invoice number cannot be found.

Upon selecting the Manually option, the Stock Code Selection Entry window appears. Input a stock code to return and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

**Stock Code Information**

Upon selecting a stock code, the Invoice Item Information window appears.

- **Quantity**: Enter the quantity returned. If the item that you are returning is serialized or is a container item with a serialized component the Quantity field is NOT available for editing. **NOTE**: Do not enter the minus sign. The Return function accounts for this automatically.

- **Base Price**: Atrex enters the original purchase price. This number can be changed by typing in a different price. **NOTE**: Do not enter the minus sign. The Return function accounts for this automatically.

- **TIP**: Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

- **Discount %**: Atrex enters the original discount percent. This number can be changed by typing in a different percentage.

- **Price**: The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

- **Add Description**: Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item's standard description on the transaction and appears on the Creation/Editing window space permitting, however it does not print on reports. This function does not update the item's record in Atrex.

  **TIP**: When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

When the fields are correct, press Enter. If the stock code is not serialized, it is added to the list of codes included on the return. If the stock code is serialized, the Serial Number Processing window is displayed.

**Serial Number Information**

The flow of this function is slightly different depending on which return method was selected.
From Invoice

If the From Invoice method is being used the Multiple Serial Number Entry window appears displaying all serial numbers available for return for the selected stock code on the selected invoice. Highlight and delete all serial numbers NOT being returned. **TIP:** To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

Manually

If the Manually method is being used you are automatically presented with the Serialized Return Addition window. This window has fields for entering the serial number and cost. **NOTE:** Serial number searches are not permitted in this function. Input serial number and cost and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Invoice Creation/Editing window Line Items tab.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count and quantity.

Select the Insert function to return to the Return Options window.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

Tracking #: Enter the return shipment tracking number provided by the carrier (up to 20 characters).

Shipping: Enter any shipping charges being refunded. (Enter the amount followed by a minus sign.) The amount entered in this field is added to the invoice total.

Discount %: Atrex enters the original discount. This number can be changed by typing in a different percent. Use any percent from 0 to 100. **NOTE:** Do not enter the minus sign. The Return function accounts for this automatically. Refer to Global Transaction Discounts and Reports in Chapter 12: Reports for more information on how global discounts work and how they affect various reports.

Once all the items being returned are entered, click OK to accept the information.
Finally, the Payment Information window appears. If you are giving the customer money back, select the proper payment type. The remaining credit balance of the return is automatically entered in the Amount field. Change the amount if needed (don’t forget the minus sign – enter the minus sign first then the amount).

**TIP:** Returns can credit the customer with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

When all credits are correct, press Enter to save the return invoice, adjust stock levels, update the customer’s account history, and move to the Output Destination window. Selecting Cancel will return you to the Invoice Creation/Editing window which is the last point from which the return can be terminated without saving it.

**IMPORTANT:**
- **Invoice Number returns** – If you don’t do anything at the Payment Information window, and you are performing a return on a paid invoice, the amount of the return becomes an Unposted Credit that you can apply to outstanding transactions. If you are performing a return on an unpaid invoice Atrex asks you if you wish to Post [balance] From the Current Return Credit Against the Original Invoice? Select Yes or No. If you select yes, Atrex will post the credit for you. If you select no, the amount of the return will become an Unposted Credit which should be posted to the original invoice otherwise the original invoice remains outstanding.
- **Customer returns** – If you don’t do anything at the Payment Information window the amount of the return becomes an Unposted Credit.

Refer to Receivables-Post Unposted in Chapter 7: Accounts for more information on posting/applying unposted credits.

### 2.3 Edit Invoice

The Edit Invoice function provides the means for modifying existing invoices.

**Function Information:**
- This function should only be used to correct mistakes that were made during invoice creation, and not to process payments or account adjustments.
- Modifications to invoice data only effect reports that include the date of the invoice.
- The date of the invoice can be changed on most invoices through this function by right-clicking on the Invoice Creation/Editing window and selecting Change Transaction Date on the pop-up menu. **NOTE:** Changing the date of an invoice also changes the date of any payments entered directly on the invoice (but not payments entered using the AR Payment function).
- The customer for whom the invoice was created can be changed on most invoices through this function by right-clicking on the Invoice Creation/Editing window Line Items tab and selecting Change Customer on the pop-up menu. **NOTE:** Changing the customer assignment also changes the Salesperson, Ship Via, Terms, and Tax Category to that of the new customer.
- Return invoices with credits can only be edited if no amount of the credit has been posted.
Upon selecting the Edit Invoice function, the Invoice Number Entry window appears. Type in the number of the invoice to edit and press Enter. An invoice number that does not exist is rejected.

Once an invoice is selected, the Edit function progresses in the same manner as when you created the invoice using the Invoice function.

When all of the changes have been made and saved, you are asked if you want to reprint the invoice. Select Yes or No.

Refer to the Invoice section at the beginning of this chapter for more information on the different fields and their use.

### 2.4 Rapid Invoice

The Rapid Invoice function provides the means for quickly processing a cash sale. The result of this function is the same as the Invoice function as far as automatic stock quantity updating is concerned, but it allows you to skip customer selection and the Invoice Information Entry window.

**TIP:** The Rapid Invoice function can also be accessed from most transactions (Creation/Editing window) by opening the Sales menu and selecting Rapid Invoice.

Upon selecting the Rapid Invoice function, the Invoice Creation/Editing window appears and defaults to Line Items tab.

**NOTE:** A customer called Rapid Sale is automatically selected for Rapid Invoice transactions and is displayed in the upper left-hand corner. The Sale pricing level is used as displayed in the upper left-hand corner. (The Customer Edit function can be used to change the Rapid Sale name or other information.) The transaction date is displayed in the upper right-hand corner. The weight of all items added to the invoice is displayed in the lower left-hand corner and can be referenced to calculate the shipping weight to aid in the collection of shipping charges.

If you have set the Pre-Allocate Transaction Numbers option while customizing Atrex for your company, the number for this transaction is displayed in the title bar at the top of this window.

**Tracking #:** Enter the shipment tracking number provided by the carrier (up to 20 characters).

**Shipping:** Enter any shipping charges. The amount entered in this field is added to the invoice total.

**Discount %:** Enter the discount. Use any percent from 0 to 100. This discount is global across the entire invoice and is in addition to any line item discounts. The discount is applied to the pretax subtotal and tax is then applied to the post discount taxable subtotal. Refer to *Global Transaction Discounts and Reports in Chapter 12: Reports* for more information on how global discounts work and how they affect various reports.

**TIP:** Refer to *General Notes in Chapter 1: Introduction* for more information on making this portion of Atrex act like a grocery store checkout (Increment Scanning).

You are prompted to enter the first item. Input a stock code to invoice and press Enter.

If the stock code entered does not exist, you are asked if the stock code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.
Upon selecting a stock code, the Invoice Item Information window appears.

**Quantity:** Enter the quantity sold. If the item that you are invoicing is serialized or is a container item with a serialized component, the Quantity field is NOT available for editing.

**Base Price:** Atrex enters the price corresponding to the Rapid Invoice pricing level (customer #0 (zero)). This number can be changed by typing in a different price.

**TIP:** Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

**Discount %:** Enter the discount. Use any percentage from 0 to 100. If the Rapid Invoice (customer #0 (zero)) is assigned a discount percentage Atrex enters that percentage in this field. **NOTE:** The dollar amount of the given discount appears in parenthesis to the right of the Discount % field.

**Price:** The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

**Add Description:** Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item's standard description on the transaction and appears on the Creation/Editing window space permitting, however it does not print on reports. This function does not update the item's record in Atrex.

**TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

**Last Price** Select the Last Price function to populate the Base Price field with the price the Rapid Invoice (customer #0 (zero)) last paid.

**View** When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code. This is especially useful for viewing the cost of an item while invoicing.

When the fields are correct, press Enter. If the stock code is not serialized, it is added to the list of codes included on the invoice. **NOTE:** If the quantity invoiced is greater than the on-hand quantity a warning appears, but you are not prevented from using the entered quantity. If the stock code is serialized, the Serial Number Processing window is displayed.

**Serial Number Information**

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

**Search** Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.
Delimited Entry

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Invoice Creation/Editing window Line Items tab.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count, quantity, and extended.

- **Insert** Select the Insert function to enter additional line items.
- **Edit** Select the Edit function to revise the highlighted item. Correct the information and press Enter.
- **Delete** Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

- **Container** If one of your line items is a container item (as indicated by the or icons), the Container function is activated. To customize a container item, or to assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to *Containers/Assemblies in Chapter 3: Inventory Functions* for more information on container items.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.

**NOTE:** Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the price the selected customer would pay if they bought the container components separately (based on the quantities and the customer's pricing level). This price is displayed for reference only. The container price Atrex defaults to is still determined by the pricing structure setup on the container item record and the customer’s assigned price level.
If a line item is serialized, highlight the item and select the Edit function. (The icon indicates a serialized container item without a serial number.) The Serial Number Processing window appears.

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

TIP: More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. TIP: When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

NOTE: The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Container Customization window.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Invoice Creation/Editing window Line Items tab.

To customize an additional container item, highlight the item and select the Container function.

Click OK to move to the Payment Information window and the final step of the Rapid Invoice function.

**Payment Information**

The Payment Information window consists of six payment type buttons, a three column grid, three function buttons, and one field.
Transactions can be paid with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

Select a payment type, enter the requested information, and press Enter to save.

Select Cash to open the Cash Information window.
- **Amount**: The remaining balance of the transaction is automatically entered in this field.
- **Change the amount if needed.**
- **Reference**: Enter reference information related to the payment.

Select Check to open the Check Information window.
- **Amount**: The remaining balance of the transaction is automatically entered in this field.
- **Change the amount if needed.**
- **Check Number**: Enter the check number.

Select Other to open the Other Payment Information window.
- **Amount**: The remaining balance of the transaction is automatically entered in this field.
- **Change the amount if needed.**
- **Payment Type**: Use the drop-down list box to select a payment type. **TIP**: Refer to *Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options* for more information on entering options in the Payment Type field drop-down list box.
- **Reference**: Enter reference information related to the payment.

**IMPORTANT**: Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.
- **Amount**: The remaining balance of the transaction is automatically entered in this field.
- **Change the amount if needed.**
- **Card Type**: Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to *Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction* for more information.
Select Debit Card to open the Debit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction for more information.

Select Gift Card to open the Gift Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.

Select the Edit function to revise the highlighted payment. Correct the information and press Enter.

Select the Delete function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

Terms: Enter the payment terms, if applicable.

TIP: Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

When all payments are correct and the terms are entered, press Enter to save the invoice, adjust stock levels, and move to the Output Destination window. Selecting Cancel will return you to the Invoice Creation/Editing window which is the last point from which the invoice can be terminated without saving it.

NOTES:

- IMPORTANT: Rapid invoices cannot have a balance other than zero. If the invoice has a negative balance (you owe the customer), the balance is treated as change returned to the customer and Atrex will subtract the balance from Cash and save the invoice with a zero balance. If the invoice has a positive balance (the customer owes you), you are returned to the Payment Information window.

- Atrex always uses the next sequential invoice number above the largest invoice number. The invoice number sequence can be modified under the Options menu.
• The Reprint Shipper function (Reports-Sales) can be used to print a Shipper (Packing Slip) for this invoice. A Shipper is simply a list of items and quantities being shipped and contains no pricing information. Since this invoice didn't start as an Order, the Ordered and Backordered columns are zero.

2.5 Void Invoice

The Void Invoice function provides the means for removing invoices.

Function Information:
• There is no way to 'unvoid' an invoice once it is voided.
• Return invoices with credits can only be voided if no amount of the credit has yet been posted. If the entire credit is unposted the invoice can be voided and the credit is removed.
• Voiding an invoice that was created by shipping an order does not make the order outstanding again.

Upon selecting the Void Invoice function, the Invoice Number Entry window appears. Type in the number of the invoice to void and press Enter. An invoice number that does not exist is rejected.

Once an invoice is selected, a Confirmation window is displayed containing the invoice number, invoice date, and customer's name. If the information is correct, press Enter.

Upon receiving confirmation that the correct transaction has been selected, Atrex requests a confirmation of the void request. After confirming the void request, Atrex removes the invoice and returns the items to stock.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this invoice number available for reuse if it was the last invoice created. **For this reason, it is recommended that you only delete all related history if the invoice you are voiding is the last one you created, otherwise there will be a missing invoice number in your invoice history.**

2.6 Clone Invoice

The Clone Invoice function provides the means for creating an invoice using the information for an existing invoice as a template.

Upon selecting the Clone Invoice function, the Invoice Number Entry window appears. Type in the number of the invoice to clone and press Enter. An invoice number that does not exist is rejected.

After retrieving the invoice information, the Invoice Creation/Editing window is displayed and defaults to the General tab. Make any necessary changes and press Enter to move to the Line Items tab.

Information on individual line items (i.e., the quantity sold and price) is displayed in a format identical to the invoice that was cloned. Make any needed changes.
**TIP:** To assign this invoice to a customer different from the cloned invoice, select the Line Items tab and then right-click on the Invoice Creation/Editing window and select Change Customer from the pop-up menu.

When all the changes have been made, click OK to save the new invoice.

### 2.7 Recurring Invoices

This section covers all functions available under the Recurring Invoices submenu.

Recurring invoices provide the means to invoice customers on a regularly scheduled basis (i.e., monthly billing for pager rental).

This functionality allows for invoicing of one-time items in addition to the recurring items. Recurring invoices CANNOT contain serialized items or container items with serialized items. In addition, container items without serialized items cannot be customized as they are pulled directly from the container definition when the recurring invoice is processed. Recurring invoices can be charged to account or automatically charged to a credit card. In addition, recurring invoices can be printed for mailing or automatically emailed.

The Validation function (Allocated Quantities and Days of Recurring Invoice to Include) can be used to allocate scheduled recurring invoice stock codes when using the Reorder report and the Batch Creation function. Refer to *Batch Processing-Validation in Chapter 13: Options* for more information on allocating recurring invoice stock codes.

#### 2.7.1 New Recurring Invoice

The New Recurring Invoice function provides the means for setting up recurring invoices for your customers.

Upon selecting the New Recurring Invoice function, the Customer Selection Entry window appears. Input the customer you are setting up and press Enter.

Atrex displays the Customer Selection window. Select the customer you are setting up. If the customer isn’t listed, select the New function to add a new customer to Atrex.

After selecting a customer, the Recurring Invoice Creation/Editing window appears. **NOTE:** The customer’s name is displayed in the upper left-hand corner and the pricing level is displayed in the upper right-hand corner. The weight of all items added to the invoice is displayed in the lower left-hand corner and can be referenced to calculate the shipping weight to aid in the collection of shipping charges.

This window has four tabs: General, Line Items, Notes, and 1 Time Notes.
General

The General tab provides fields for entering basic invoice, sales tax information, and recurring cycle information. Enter the information about the invoice as prompted.

Transaction Information

Salesperson: Use the drop-down list box to select a salesperson. If the salesperson is not listed, enter the name or ID of the salesperson who made the sale. Refer to Chapter 8: User Functions for more information on creating new users. **NOTE:** If the security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system if no salesperson is associated with the selected customer.

Customer PO: Enter the customer’s purchase order number.

Reference: Enter reference information related to the recurring invoice. The only time that Atrex uses the Reference field is to indicate the original invoice number for a return.

Ship Via: Enter the desired shipping method for the recurring invoice. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.

Promotion: This field is provided to allow for tracking of advertising efforts. The information entered into this field can be tracked using certain Order and Sales reports.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-Shipping and Promotions in Chapter 13: Options for more information on entering options in the Ship Via and Promotion field drop-down list boxes.
Contact: Atrex automatically inserts the primary contact for the selected customer in the Contact field. Use the drop-down list box to select a contact from the customer's contacts list. **NOTE:** Entering a new contact in this field does NOT add the contact to the customer's contacts list.

EHF Exempt – If checked, the Environmental Handling Fee is not added when items subject to the fee are placed on the recurring invoice.

**Tax Settings**

The tax settings are populated by Atrex with the information defined by the default tax category or with the information defined by the tax category to which this customer is assigned. **NOTE:** Modifying ANY of the tax settings clears the Tax Category field.

Refer to *Company Setup / Customization-lookup Selections-Tax Categories in Chapter 13: Options* for more information on the various fields and on setting up tax categories. Refer to *Company Information and Settings-Defaults in Chapter 13: Options* for more information on selecting a default tax category. Refer to *New-General in Chapter 5: Customer Functions* for more information on setting up customers.

All taxable items are taxed according to the selected tax settings. The information entered into these fields can be tracked using the Sales Tax report. Make any necessary changes.

**Cycle Information**

The following fields are used to set cycle information for each recurring invoice.

Months In Cycle: Enter how often this recurring invoice is processed (i.e., 1 = monthly, 12 = annually, etc.).

Preferred Day: Enter on which day of the month this recurring invoice is processed. If you enter a date that only some months have (i.e., the 31st), this recurring invoice is processed on the last day of the shorter months.

Month Indication: The Month Indication field allows you to set how this recurring invoice is billed. Depending on the indication you choose, monthly information is printed in the Notes field on the processed invoice. Use the drop-down list box to select a month indication. There are five indications from which to choose:

- **None** – No monthly information is printed.
- **Back Bill** – Adds previous months to the Notes field.
- **Current & Back** – Adds current month and previous months to the Notes field.
- **Current & Ahead** – Adds current month and future months to the Notes field.
- **Bill Ahead** – Adds future months to the Notes field.

The Month Indication can be used to describe what period is being invoiced when using a generic stock code. For example, you are invoicing a stock code called PAGER RENTAL, the Next Process Date = 08/01/2020, and Months In Cycle = 3. The following prints for each indication:

- **None** – Nothing.
- **Back Bill** – The products or services on this invoice are for the month(s) of: May, Jun, Jul
- **Current & Back** – The products or services on this invoice are for the month(s) of: Jun, Jul, Aug
Current & Ahead – The products or services on this invoice are for the month(s) of: Aug, Sep, Oct

Bill Ahead – The products or services on this invoice are for the month(s) of: Sep, Oct, Nov

Next Process Date: Enter the date on which this recurring invoice is next processed. Select this date carefully. If you enter a preferred day of 15 and a next process date of today, this recurring invoice is selected for processing again on the next 15th no matter how many days there are between the two dates. If left blank, the next process date is automatically set for the entered preferred day on the following month in cycle.

Terms: Enter the payment terms, if applicable. This field is automatically populated by Atrex with the text entered in the Customer Information.

TIP: Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

Charge To CC – Indicates whether or not Atrex should automatically process payment by credit card when processing recurring invoices for this customer. If this check box is checked use the CC Info function to enter the credit card information. IMPORTANT: This function only works if you have supported credit card authorization software set up to run with Atrex. Refer to Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction for more information.

Select the Select Credit Card function to enter credit card information for this recurring invoice.

Customer Credit Card Selection

Upon selecting the Select Credit Card function, the Customer Credit Card Selection window appears. All of the customer’s saved credit cards are displayed. Double-click on the credit card that is to be used for the recurring invoice or click the New function to save a new credit card.

Refer to New-Credit Cards in Chapter 5: Customer Functions for more information on saving credit cards.

Invoice Destination Options

The following fields are used to specify where Atrex sends the invoice printout after processing.

Send Invoice To: Use the drop-down list box to select a location. There are five locations from which to choose:

Printer – Indicates that the invoice is sent to a printer.

Customers Default Email Address – Indicates that the invoice is emailed to the address stored in the Email field on this customer’s record in Atrex.

Alternate Email Address – Indicates that the invoice is emailed to the address in the Alternate Email field on this window.

Printer and Customers Default Email Address – Indicates that the invoice is sent to a printer as well as emailed to the address stored in the Email field on this customer’s record in Atrex

Printer and Alternate Email Address – Indicates that the invoice is sent to a printer as well as emailed to the address in the Alternate Email field on this window.
Alternate Email: If you selected the Alternate Email Address in the Send Invoice To field, enter the email address to which the invoice is sent.

**IMPORTANT:** The Alternate Email field and the Email field on the customer record are data entry fields only. Atrex must be set up for email processing before processing recurring invoices that are to be sent to email addresses. Refer to Company Setup / Customization-Company Information and Settings-Email in Chapter 13: Options for more information on email processing.

Select the Customer function to edit the selected customer’s information. This function opens the Customer Information window. Make any necessary changes and click OK to save. If the tax category or salesperson was changed on the customer record, that change is reflected on this transaction.

Select the Ship To function to specify a shipping address other than the normal shipping address for the customer. This is a one-time change specific to the current recurring invoice. Upon selecting the Ship To function, the Alternate Shipping Address window appears. Enter the alternate address or click Select to choose a customer already entered in Atrex. **NOTE:** Click to display the entered address via Google Maps in an Internet browser.

When all the general information is correct, select the Line Items tab.

**Line Items**

The Line Items tab provides functions for inserting, editing, and deleting items on the recurring invoice.
Shipping: Enter any shipping charges. The amount entered in this field is added to the invoice total.

You are prompted to enter the first item. Input a stock code to add to the recurring invoice and press Enter.

**IMPORTANT:** Recurring invoices CANNOT contain serialized items or container items with serialized items. In addition, container items without serialized items cannot be customized as they are pulled directly from the container definition when the recurring invoice is processed.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon selecting a stock code, the Recurring Invoice Item Information window appears.

Next Cycle Qty: Enter the quantity of this item to be invoiced on the next processing of this recurring invoice.

Normal Qty: Enter the normal quantity for this item to be invoiced. Enter 0 if this is a one-time item. This number is not changed by Atrex based on the entered months in cycle. For example, if the Months In Cycle = 3 and you are using a generic stock code of PAGER RENTAL which is priced for a single month, you enter 3 in this field.

Price: Atrex enters the price corresponding to the customer’s pricing level. This number can be changed by typing in a different price.
Cycles: Enter the number of cycles for which this item should be invoiced. This field defaults to -1, which indicates indefinite. This number can be changed by typing in a different number. Entering a number that is greater that zero causes that item to be invoiced a corresponding number of times when processing (i.e., if you enter 3, this item is only invoiced three times). Entering zero causes this item to be removed when the recurring invoice setup is saved.

For example, Months in Cycle = 3, Next Cycle Qty = 2, Normal Qty = 3, and Cycles = -1. A quantity of 2 for this item appears on the next invoice and a quantity of 3 for all subsequent invoices.

Add Description: Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Creation/Editing window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

**TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

Pull Price Updates From Stock Code – If checked, the price of this item is updated from the stock code information at the time the Process Recurring Invoices function is run. If unchecked, the price in the Price field, is always used.

Select the Last Price function to populate the Price field with the price the customer last paid.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code. This is especially useful for viewing the cost of an item while invoicing.

When the fields are correct, press Enter.

Upon saving the item information, you are returned to the Recurring Invoice Creation/Editing window Line Items tab.

Each line item displays the stock code, description, next quantity, price and the extended total. Under the line items totals are displayed for line item count, quantity, and extended.

Right-click on any line item for access to the following functions (when applicable):
Select the Insert function to enter additional line items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

Notes

The Notes tab provides a field for entering any additional information you may want to track for this recurring invoice. Information entered on the Notes tab prints on EVERY invoice created from processing this recurring invoice.

1 Time Notes

The 1 Time Notes tab provides a field for entering any information you want to print on the next processing of this recurring invoice. Any information entered in this field prints on the next invoice ONLY. After the next processing of this recurring invoice, the information in this field is purged from Atrex. One-time notes are useful if you want to remind a customer of a past due balance or other such dynamic information.

Finally, click OK to save the recurring invoice setup.

2.7.2 Edit Recurring Invoice

The Edit Recurring Invoice function provides the means for modifying existing recurring invoices (i.e., adding additional items to the invoice, adding one-time notes, or changing cycle information).

Function Information:

- Modifications made using this function only effect future recurring invoice processing. Use the Edit Invoice function to make changes to already processed recurring invoices.

- The customer for whom the recurring invoice was created can be changed through this function by right-clicking on the Recurring Invoice Creation/Editing window Line Items tab and selecting Change Customer on the pop-up menu. NOTE: Changing the customer assignment also changes the Salesperson, Ship Via, Terms, and Tax Category to that of the new customer.

Upon selecting the Edit Recurring Invoice function, the Recurring Invoice Selection window appears displaying all recurring invoices. The recurring invoices are listed alphabetically by customer. Additional information includes recurring invoice number, date of last processing, date of next processing, status of last invoice processed, and message (errors that occurred during the last processing).

Show Only Entries With Errors – If checked, only recurring invoices whose last processing failed are listed. This aids in locating transactions with errors.

Retrieves a new copy of the displayed list. If the information displayed has been changed by another user on the network, refreshing the data displays the updated information.
Select the Print Preview function to print directly to the screen what the next recurring invoice for the highlighted entry would look like based on the current settings.

Pop-up Menu: Right-click on any recurring invoice for access to the following functions (when applicable):

- Clear Error Message
- Retry Credit Card
- Resend Last Invoice
- Refresh
- Print Preview Next invoice
- Reprint Last Invoice
- Show Errors Only
- Window Customization

**NOTE:** Resend Last Invoice uses the same method for which the recurring is set. For example, if Send Invoice To is set to Customers Default Email Address selecting Resend Last Invoice will email the last recurring invoice to the customer’s default email address. Whereas Reprint Last Invoice will bring up the Output Destination window.

Highlight the recurring invoice to edit and press Enter.

Once a recurring invoice is selected, the Recurring Invoice Creation/Editing window appears. From this point, the Edit Recurring Invoice function progresses in the same manner as when you created the recurring invoice using the New Recurring Invoice function.

When all of the changes have been made, save the recurring invoice.

Refer to the New Recurring Invoice section earlier in this chapter for more information on the different fields and their use.

### 2.7.3 Delete Recurring Invoice

The Delete Recurring Invoice function provides the means for removing recurring invoice setups.

**NOTE:** Deletions made using this function only effect the setup information for future recurring invoice processing. Use the Void Invoice function to remove already processed invoices.

Upon selecting the Delete Recurring Invoice function, the Recurring Invoice Selection window appears displaying all recurring invoices. The recurring invoices are listed alphabetically by customer. Highlight the recurring invoice to edit and press Enter.

Show Only Entries With Errors – If checked, only recurring invoices whose last processing failed are listed. This aids in locating transactions with errors.

Retrieves a new copy of the displayed list. If the information displayed has been changed by another user on the network, refreshing the data displays the updated information.
Once a recurring invoice is selected, Atrex displays a Confirmation window containing the recurring invoice number and customer's name. If the information is correct, press Enter.

2.7.4 **Clone Recurring Invoice**

The Clone Recurring Invoice function provides the means for creating a recurring invoice using the information for an existing recurring invoice as a template.

Upon selecting the Clone Recurring Invoice function, the Recurring Invoice Selection window appears displaying all recurring invoices. The recurring invoices are listed alphabetically by customer. Additional information includes recurring invoice number, date of last processing, date of next processing, status of last invoice processed, and message (errors that occurred during the last processing).

Show Only Entries With Errors – If checked, only recurring invoices whose last processing failed are listed. This aids in locating transactions with errors.

[Refresh] Retrieves a new copy of the displayed list. If the information displayed has been changed by another user on the network, refreshing the data displays the updated information.

[Print Preview] Select the Print Preview function to print directly to the screen what the next recurring invoice for the highlighted entry would look like based on the current settings.

**TIP:** To clear the error message for a specific recurring invoice, highlight the item and right-click on it.

Highlight the recurring invoice to clone and press Enter.

After retrieving the recurring invoice information, the Recurring Invoice Creation/Editing window is displayed and defaults to the General tab. Make any necessary changes and press Enter to move to the Line Items tab.

Information on individual line items (i.e., the quantity sold and price) is displayed in a format identical to the recurring invoice that was cloned. Make any needed changes.

**TIP:** To assign this recurring invoice to a customer different from the cloned recurring invoice, select the Line Items tab and then right-click on the Recurring Invoice Creation/Editing window and select Change Customer from the pop-up menu.

When all the changes have been made, click OK to save the new recurring invoice.

Refer to the *New Recurring Invoice* section earlier in this chapter for more information on the different fields and their use.
2.7.5 Process Recurring Invoices

The Process Recurring Invoices function provides the means for creating invoices for all recurring invoices whose Next Process Date is equal to or earlier than the current PC date.

Before Processing Recurring Invoices

- Pick a time when the processing workstation is not needed for other Atrex tasks. The amount of time this function takes depends on many factors (i.e., hardware and the number of invoices to be processed). Atrex cannot be used for other functions while recurring invoices are being processed.
- Check that the Internet is available for supported credit card authorization and/or email processing.
- Check your email connection.
- Verify that the Email Setup information is correct (Options-Company Setup / Customization-Company Information and Settings-Email).
- Set up supported credit card authorization software for processing credit card transactions.

Once the processing is initiated, the only user interaction required is the selection of the output destination towards the end of the process.

The Process Recurring Invoice function processes each due recurring invoice completely before moving to the next one. Should the processing function ‘crash’ before it is completed, simply restart it and Atrex picks up where it left off with the next sequential due recurring invoice. If this happens it is best that it is restarted the same day.

Upon selecting the Process Recurring Invoices function, Atrex displays a Confirmation window. **Once you click Yes it is not recommended that you stop the process.** Click Yes to start the Process Recurring Invoices function.

After confirming the start of the Process Recurring Invoices function, the Printer Selection window appears. Select the printer to which printed invoices should be sent and click OK.

Once a printer is selected, Atrex creates an invoice for the first recurring invoice with a Next Process Date that is equal to or earlier than the current PC date. At this time the processed invoice is given a status of 'Invoiced'.

Next, if needed, the credit card authorization is processed. At this time the invoice is given a status of 'CC Processed' even if a credit card isn’t charged. If a credit card is successfully authorized the invoice and AR are updated. **IMPORTANT:** This step is only performed if you have supported credit card authorization set up to run with Atrex.

Next, the invoice is emailed and/or printed depending on the Send Invoice To option selected and the status is changed to 'Printed'.

Finally, if the print is successfully the status for the recurring invoice is cleared and any line items that have run out of cycles are deleted as well as 1 Time Notes.

This process is then automatically repeated for the next sequential due recurring invoice until there are no more to process.

When all recurring invoices are processed a message box appears to inform you that the Process Recurring Invoices function is complete. At this time it is recommended that you initiate the Edit Recurring Invoices function and check for any error messages. If an error occurred during processing the error appears in the Message column. Correct any errors as necessary.
The invoices created by this process are identical to those created through the Invoice function. As such, the same functions are used to edit and reprint them as needed.

2.8 Order

The Order function provides the means for creating customer orders.  **NOTE:** When orders are filled they do not have to be entered again as invoices. Using the Ship Order function automatically creates invoices.

**TIP:** The Order function can also be accessed from most transactions (Creation/Editing window) by opening the Sales menu and selecting New Order.

Upon selecting the Order function, the Customer Selection Entry window appears. Input the customer for whom you are placing an order and press Enter.

Atrex displays the Customer Selection window. Select the customer for whom you are placing an order. If the customer isn’t listed, select the New function to add a new customer to Atrex.

After selecting a customer, the Order Creation/Editing window appears.  **NOTE:** The customer’s name and pricing level is displayed in the upper left-hand corner and the transaction date is displayed in the upper right-hand corner. The weight of all items added to the order is displayed in the lower left-hand corner and can be referenced to calculate the shipping weight to aid in the collection of shipping charges.

If you have set the Pre-Allocate Transaction Numbers option while customizing Atrex for your company, the number for this transaction is displayed in the title bar at the top of this window.

This window has four tabs: General, Line Items, Notes, and Internal Notes.

**General**

The General tab provides fields for entering basic order and sales tax information. This tab has two sections: Transaction Information and Tax Information.

**Transaction Information**

The Transaction Information section provides fields for entering basic order information. Enter the information about the invoice as prompted.

**Salesperson:** Use the drop-down list box to select a salesperson. If the salesperson is not listed, enter the name or ID of the salesperson who made the sale. Refer to Chapter 8: User Functions for more information on creating new users.  **NOTE:** If the security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system if no salesperson is associated with the selected customer.

**Customer PO:** Enter the customer’s purchase order number. This field can be set as required on a customer-by-customer basis. Refer to New-General in Chapter 5: Customer Functions for more information on setting up customers.

**Reference:** Enter reference information related to the order. The only time that Atrex uses the Reference field is to indicate the original invoice number for a return.

**Ship Via:** Enter the desired shipping method for the order. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.
Promotion: This field is provided to allow for tracking of advertising efforts. The information entered into this field can be tracked using certain Order and Sales reports.

**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Shipping and Promotions in Chapter 13: Options* for more information on entering options in the Ship Via and Promotion field drop-down list boxes.

Due Date: Enter the order's due date in this field. The due date is the date by which the order needs to be shipped. This serves as a method to help you fill orders by priority rather than order number. This field can be set to be automatically populated with a date a specific number of days in the future. Refer to *Company Setup / Customization in Chapter 13: Options* for more information on Company Information and Settings. **NOTE:** The order due date is used for your reference only.

Status: This field is provided to allow for entering the status of the order. The information entered into this field is NOT added to the drop-down list.

**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Order/SO Status in Chapter 13: Options* for more information on entering options in the Status field drop-down list box.

Contact: Atrex automatically inserts the primary contact for the selected customer in the Contact field. Use the drop-down list box to select a contact from the customer's contacts list. **NOTE:** Entering a new contact in this field does NOT add the contact to the customer's contacts list.

Ship Partial – If checked, the items on the order are to be shipped as they become available. To hold an order until all items are available for shipping uncheck this box. This check box can be automatically populated by Atrex. Refer to *Company Setup / Customization in Chapter 13: Options* for more information on Company Information and Settings. **NOTE:** The Ship Partial check box is for your reference and is used to indicate the ship status of an order during the Ship Order function. You are not prevented from partially shipping an order that is not marked as Ship Partial.

No Backorders – If checked, the order can be shipped only once. After shipping the order it is closed out even if all items and quantities are not shipped. (This is equivalent to using the Force Order Closed function after shipping the order.) This check box can be automatically populated by Atrex. Refer to *New-General in Chapter 5: Customer Functions* for more information on setting up customers.

EHF Exempt – If checked, the Environmental Handling Fee is not added when items subject to the fee are placed on the order.

Select the Customer function to edit the selected customer's information. This function opens the Customer Information window. Make any necessary changes and click OK to save. If the tax category or salesperson is changed on the customer record, that change is reflected on this transaction.

Select the Ship To function to specify a shipping address other than the normal shipping address for the customer. This is a one-time change specific to the current order. The temporary shipping address is transferred over to the invoice(s) created when the order is shipped. Upon selecting the Ship To function, the Alternate Shipping Address window appears. Enter the alternate address or click Select to choose a customer already entered in Atrex. **NOTE:** Click to display the entered address via Google Maps in an Internet browser.
**TIP:** If an alternate shipping address is present the function is in color and holding the mouse pointer over the button displays the Alternate Address. Otherwise the function has no color and holding the mouse pointer over the button displays the Customer Address (the shipping address on the customer’s record).

**Tax Information**

The Tax Information section provides the fields required for calculating sales tax on the order.

The tax settings are populated by Atrex with the information defined by the default tax category or with the information defined by the tax category to which this customer is assigned.

**NOTE:** Modifying ANY of the tax settings clears the Tax Category field.

Refer to Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options for more information on the various fields and on setting up tax categories. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on selecting a default tax category. Refer to New-General in Chapter 5: Customer Functions for more information on setting up customers.

All taxable items are taxed according to the selected tax settings. The information entered into these fields can be tracked using the Sales Tax report. Make any necessary changes.

Press Enter when all the general and tax information is correct.

**Line Items**

The Line Items tab provides functions for inserting, editing, and deleting items on the order.

Shipping: Enter any shipping charges. The amount entered in this field is added to the order total.  
**NOTE:** When shipping partial orders, all of the shipping is transferred on the first shipment.

Discount %: Enter the discount. Use any percent from 0 to 100. This discount is global across the entire order and is in addition to any line item discounts. The discount is applied to the pretax subtotal and tax is then applied to the post discount taxable subtotal. Refer to Global Transaction Discounts and Reports in Chapter 12: Reports for more information on how global discounts work and how they affect various reports.

**TIP:** Refer to General Notes in Chapter 1: Introduction for more information on making this portion of Atrex act like a grocery store checkout (Increment Scanning).

You are prompted to enter the first item. Input a stock code to order and press Enter.

If the stock code entered does not exist, you are asked if the stock code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon entering a stock code, the Order Item Information window appears.

- **Quantity:** Enter the quantity ordered. If the item that you are using is a container item with a serialized component, the Quantity field is NOT available for editing.

**NOTE:** Since this is only an order, the Quantity field is available for editing even if the item is serialized.

- **Base Price:** Atrex enters the price corresponding to the customer’s pricing level. This number can be changed by typing in a different price.
**TIP:** Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

Discount %: Enter the discount. Use any percent from 0 to 100. If the selected customer is assigned to a discount percent Atrex enters that percentage in this field. **NOTE:** The dollar amount of the given discount appears in parenthesis to the right of the Discount % field.

Price: The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

**Add Description:** Enter an additional description for the item. The information entered in this field (up to 128 characters) prints after the item's standard description on the transaction and appears on the Creation/Editing window space permitting, however it does not print on reports. This function does not update the item's record in Atrex.

**TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

Select the Last Price function to populate the Base Price field with the price the customer last paid.

If the item is serialized, select the Serial #s function to pre-assign serial numbers. This function opens the Serial Number Processing window. Select Insert to pre-assign serial numbers. **IMPORTANT:** There is no way to prevent pre-assigned serial numbers from being used elsewhere in the program (i.e., on an invoice or service order) as long as the order remains open. If you attempt to use a serial number assigned to an open order a warning will appear. If you ignore the warning and use the serial number it will be removed from the open order.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code. This is especially useful for viewing the cost of an item while creating orders.

When all the fields are correct, press Enter. You are returned to the Order Creation/Editing window Line Items tab.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count, quantity, and extended.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**
  - Move Up (Ctrl+Up)
  - Move Down (Ctrl+Down)
  - Edit Container
  - Clone Container
  - View Related Codes
  - Increment Scan
  - Margin/Markup Info
  - Item Cost/Properties
  - Change Customer
  - Change Transaction Date
  - Load from File
  - Update to Current Prices
  - Create PO for needed items
  - Create PO for all items on order
  - View Customer Sales Details
  - Window Customization

**Insert** Select the Insert function to enter additional line items.

**Edit** Select the Edit function to revise the highlighted item. Correct the information and press Enter.

**Delete** Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Container** If one of your line items is a container item (as indicated by the icon), the Container function is activated. To customize a container item, or to pre-assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to Containers/Assemblies in Chapter 3: Inventory Functions for more information on container items.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.
NOTE: Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the price the selected customer would pay if they bought the container components separately (based on the quantities and the customer’s pricing level). This price is displayed for reference only. The container price Atrex defaults to is still determined by the pricing structure setup on the container item record and the customer’s assigned price level.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

NOTE: Since this is only an order, the Quantity field is available for editing even if the item is serialized.

Select the Serial #s function to pre-assign serial numbers for the highlighted serialized item. This function opens the Serial Number Processing window. Select Insert to pre-assign serial numbers. IMPORTANT: There is no way to prevent pre-assigned serial numbers from being used elsewhere in the program (i.e., on an invoice or service order) as long as the order remains open. If you attempt to use a serial number assigned to an open order a warning will appear. If you ignore the warning and use the serial number it will be removed from the open order.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Order Creation/Editing window Line Items tab.

To customize an additional container item, highlight the item and select the Container function.

Notes

The Notes tab provides a field for entering any additional information you may want to track for this order.

Internal Notes

The Internal Notes tab provides a field for entering an internal note for this order. Internal notes are not printed on the transaction but are displayed when the order is brought up for shipping. This allows you to log information regarding the order for your reference only or as a reminder.

Click OK to move to the Payment Information window and the final step of the Order function.

Payment Information

The Payment Information window consists of six payment type buttons, a three column grid, three function buttons, and one field.

Transactions can be paid with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

Select a payment type, enter the requested information, and press Enter to save.
Select Cash to open the Cash Information window.

Amount:  The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Reference:  Enter reference information related to the payment.

Select Check to open the Check Information window.

Amount:  The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Check Number:  Enter the check number.

Select Other to open the Other Payment Information window.

Amount:  The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Payment Type:  Use the drop-down list box to select a payment type.  **TIP:** Refer to *Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options* for more information on entering options in the Payment Type field drop-down list box.

Reference:  Enter reference information related to the payment.

**IMPORTANT:** Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.

Amount:  The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Card Type:  Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to *Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction* for more information.

Select Debit Card to open the Debit Card Information window.

Amount:  The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to *Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction* for more information.
Select Gift Card to open the Gift Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.

Select the Edit function to revise the highlighted payment. Correct the information and press Enter.

Select the Delete function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

Terms: Enter the payment terms, if applicable. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.

TIP: Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

When all payments are correct and the terms are entered, press Enter to save the order and move to the Output Destination window. Selecting Cancel will return you to the Order Creation/Editing window which is the last point from which the order can be terminated without saving it.

NOTES:

- If the order has a negative balance (you owe the customer), you are asked if you wish to treat the balance as change returned to the customer. If you select Yes, Atrex subtracts the balance from the Cash field and saves the order with a zero balance. If you select No, Atrex saves the order with the negative balance.

IMPORTANT: If you select No, the credit amount will become an Unposted Credit when this order is shipped. At that time, the credit can be applied to outstanding transactions. Refer to Receivables-Post Unposted in Chapter 7: Accounts for more information on posting/applying unposted credits.

- Atrex always uses the next sequential order number above the largest order number. The order number sequence can be modified under the Options menu.

- Refer to Company Information and Settings-Options in Chapter 13: Options for information on having Atrex prompt you, when saving orders, to create a purchase order for items on the order.
2.9 Edit Order

The Edit Order function provides the means for modifying outstanding customer orders.

**Function Information:**

- Modifications to order data only effect reports that include the original date of the order.
  **IMPORTANT:** Order deposits, whether entered when creating or editing the order, appear on the Revenue report for the day the order was created.

- The date of the order can be changed on most outstanding orders through this function by right-clicking on the Order Creation/Editing window and selecting Change Transaction Date on the pop-up menu. **NOTE:** Changing the date of an order also changes the date of any deposits on the order.

- The customer for whom the order was created can be changed on most unshipped orders through this function by right-clicking on the Order Creation/Editing window Line Items tab and selecting Change Customer on the pop-up menu. Once an order is shipped (partially or fully) the customer cannot be changed. **NOTE:** Changing the customer assignment also changes the Salesperson, Ship Via, Terms, and Tax Category to that of the new customer.

- Only line items that have not had any quantity shipped can be deleted.

- The quantity ordered may be changed with the following restriction: the lowest number that may be entered into the Quantity field is the number that has been previously shipped. For example, if two items have already been invoiced and delivered to the customer, then the lowest number that will be accepted is 2.00.

Upon selecting the Edit Order function, the Order Number Entry window appears. Type in the number of the order to edit and press Enter. An order number that does not exist is rejected.

Once an order is selected, the Edit function progresses in the same manner as when you created the order using the Order function.

When all of the changes have been made and saved, you are asked if you want to reprint the invoice. Select Yes or No.

Refer to the Order section above for more information on the different fields and their use.

2.10 Ship Order

The Ship Order function provides the means for transferring customer orders to invoices.

**Function Information:**

- Once an order is shipped in full it can no longer be edited or voided. If changes need to be made the invoice that was created when the order was shipped can be edited.

- Once an order is partially shipped it can no longer be voided. To close a partially shipped order, use the Force Order Closed function.

- When an order is shipped in full its status is changed to closed. Closed orders cannot be made open again (not even by voiding the invoice that was created when the order was shipped).
• Deposits made on orders cannot be edited once the order is closed.

Upon selecting the Ship Order function, the Order Number Entry window appears. Type in the number of the order to ship and press Enter (skip to the Order Shipping Information section). An order number that does exist is rejected. Type a ? to select from the Open Order Selection window.

**Open Order Selection**

Upon entering a ?, all open orders are displayed regardless of their shipping status. Each line of the Open Order Selection window displays the order number, customer’s name, order date, due date, customer purchase order number, and the order reference. To the left of the order number is the Indicator field which indicates the status of the order.

![Open Order Selection](image)

Open orders are tagged as follows:

- Indicates there is sufficient quantity on hand to fill the order in its entirety.
- Indicates there is insufficient quantity on hand to fill the order in its entirety.

If Ship Partial is checked for an order, the order can also be tagged as:

- Indicates there is sufficient quantity on hand for shipping one or more items on the order.

**NOTE:** Atrex only checks the status of each individual order. For example, if there are two different orders for a particular part or item, but only enough stock to fill one of the orders, both are tagged with the icon. After shipping one of the orders, the remaining order will then be tagged with the icon.
Select the Pick List function to print a list of all items on the highlighted order. This is helpful if you have to go to another location to pick the items for packaging. **NOTE:** The Open Order Selection window remains on the screen.

Select the order to ship.

**Order Shipping Information**

Once an order is selected, the Order Shipping window appears and defaults to the Line Items tab displaying information on individual items (i.e., the quantity ordered, quantity previously shipped (prior shipping sessions), and quantity shipped (this shipping session)).

**NOTE:** The Notes and Internal Notes tabs are read-only and are not available for edit or data entry.

**NOTE:** Fully shippable items are tagged with the [icon] while partially shippable items are tagged with the [icon] in the far-left column.
Hide Completely Shipped Items – Indicates whether previously shipped in-full items are hidden. If checked, only items left to ship are displayed.

Select the Pick List function to print a list of all items on the order. This is helpful if you have to go to another location to pick the items for packaging. **NOTE:** The Order Shipping window remains on the screen.

Select the Scan function to scan items for shipping. When selected, the Stock Code Entry window appears and functions like the Increment Scan function until canceled. Refer to **General Notes-Increment Scanning in Chapter 1: Introduction** for more information on the Increment Scan function.

Select the Ship All function to process all items on the order. This adjusts all the quantities shipped to the remaining quantity ordered, up to the quantity on hand, for all non-serialized items. For example, if a quantity of six is ordered for item ABC and only three are on hand, the Ship All function sets the shipped quantity to three.

To ship a single item or a serialized item, highlight the item and select the Ship function.

Upon selecting an item to ship, the Shipping Item Information window appears.

**Quantity:** Enter the quantity shipped. If the item that you are shipping is serialized, the Quantity field is NOT available for editing.
NOTE: If the quantity shipped is greater than the on-hand quantity a warning appears, but you are not prevented from using the entered quantity.

Base Price: Atrex enters the base price corresponding to the price on the order. This number can be changed by typing in a different price.

Discount %: Atrex enters the discount corresponding to the discount on the order. This percent can be changed by typing in a different discount. Use any percent from 0 to 100. NOTE: The dollar amount of the given discount appears in parenthesis to the right of the Discount % field.

Price: The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

When the fields are correct, press Enter. If the stock code is not serialized, its quantity shipped is adjusted and displayed. If the stock code is serialized, the Serial Number Processing window is displayed.

Serial Number Information

The flow of this function is slightly different depending whether or not serial numbers have been preassigned.

No Preassigned Serial Numbers

If the selected stock code does not have preassigned serial numbers you are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

Range Entry

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Search Use the Search function to select serial numbers from a list. TIP: More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

Delimited Entry

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Preassigned Serial Numbers

If the selected stock code does have preassigned serial numbers you are automatically presented with the Serial Number Processing window and all of the preassigned serial numbers are displayed.
Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Order Shipping window.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count and quantity.

To process additional line items, highlight the item and select the Ship function.

**Ship Via:** Enter the shipping method for the order. This field is automatically populated by Atrex with the shipping method entered on the order.

**Shipping to Transfer:** Enter how much of the shipping charges are to be transferred. The amount entered in this field is added to the invoice total.

**Tracking #:** Enter the shipment tracking number provided by the carrier (up to 20 characters).

Right-click on any line item for access to the following functions (when applicable):

**TIP:** The Insert function on the pop-up menu allows you to add items on the fly to ship. The Delete function is only available for deleting items you added while shipping. The only way to delete items already on an order is to cancel out of the Ship Order function, edit the order, and then ship the order. **IMPORTANT:** Adding items while shipping only adds the items to the resulting invoice. The added items are not added to the order itself. If you need the added items to be part of the order history you must cancel out of the Ship Order function, edit the order, and then ship the order.
If one of your line items is a container item (as indicated by the or icons), the Container function is activated. To customize a container item, or to assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to Containers/Assemblies in Chapter 3: Inventory Functions for more information on container items.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.

**NOTE:** Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the price the selected customer would pay if they bought the container components separately (based on the quantities and the customer's pricing level). This price is displayed for reference only. The container price Atrex defaults to is still determined by the pricing structure setup on the container item record and the customer's assigned price level.

If a line item is serialized, highlight the item and select the Edit function. (The icon indicates a serialized container item without a serial number.) The Serial Number Processing window appears.

The flow of this function is slightly different depending whether or not serial numbers have been preassigned.

**No Preassigned Serial Numbers**

If the selected stock code does not have preassigned serial numbers you are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Use the Search function to select serial numbers from a list.

**TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.
Preassigned Serial Numbers

If the selected stock code does have preassigned serial numbers you are automatically presented with the Serial Number Processing window and all of the preassigned serial numbers are displayed.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Container Customization window.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Order Shipping window.

To customize an additional container item, highlight the item and select the Container function.

Click OK to move to the Payment Information window and the final step of the Ship Order function. **NOTE:** To continue, at least one item on the order must have a shipped quantity other than zero.

Payment Information

The Payment Information window consists of six payment type buttons, a three column grid, three function buttons, and one field. **NOTE:** Any amount prepaid (down payment received at the time the order was created) is displayed and subtracted from the order/invoice balance.

**TIP:** Unposted account credits and payments can be posted on the fly when shipping orders. Refer to *Company Information and Settings-Defaults-Credit/Payment Application in Chapter 13: Options* for more information on activating this function.

Transactions can be paid with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

Select a payment type, enter the requested information, and press Enter to save.

Select Cash to open the Cash Information window.

**Amount:** The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

**Reference:** Enter reference information related to the payment.
Select Check to open the Check Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Check Number: Enter the check number.

Select Other to open the Other Payment Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Payment Type: Use the drop-down list box to select a payment type. TIP: Refer to Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options for more information on entering options in the Payment Type field drop-down list box.

Reference: Enter reference information related to the payment.

IMPORTANT: Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Card Type: Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction for more information.

Select Debit Card to open the Debit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction for more information.
Select Gift Card to open the Gift Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.

Select the Edit function to revise the highlighted payment. Correct the information and press Enter.

Select the Delete function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

Terms: Enter the payment terms, if applicable.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

When all payments are correct and the terms are entered, press Enter to save the invoice, adjust stock levels, update the customer’s account history, and move to the Output Destination window. Selecting Cancel will return you to the Order Shipping window which is the last point from which the shipment can be terminated without saving it.

**NOTES:**

- If a payment was made when this order was created and that down payment is greater than the invoice total and the order was shipped in full, the overpayment amount now becomes an Unposted Credit. This credit can be applied to outstanding transactions. Refer to Receivables-Post Unposted in Chapter 7: Accounts for more information on posting/applying unposted credits.

- If the invoice is saved with a balance due that balance is automatically applied to the customer’s account.

- Atrex always uses the next sequential invoice number above the largest invoice number. The invoice number sequence can be modified under the Options menu.

- After printing the invoice, you are asked if you wish to print a Shipper (Packing Slip). A Shipper is simply a list of items and quantities being shipped and contains no pricing information.
2.11 Force Order Closed

The Force Order Closed function provides the means for removing an order from the open order list without having to edit, ship, or void it.

**TIP:** Use this function if an order is invoiced separately by mistake instead of using the Ship Order function or if the remaining items on a partially shipped order are not being shipped. After an order is forced closed, all items on the order are no longer allocated.

**Function Information:**
- There is no way to reopen a closed order.
- If you force an order closed that has a deposit, the amount of the deposit becomes an Unposted Credit. Refer to *Receivables-Post Unposted in Chapter 7: Accounts* for more information on posting/applying unposted credits.
- Orders that are forced closed do appear on the Order History reports.
- This function removes the selected order from the open order list. It does NOT ship the order or change inventory counts.

Upon selecting the Force Order Closed function, the Order Number Entry window appears. Type in the number of the open order to close and press Enter. An order number that does not exist is rejected.

Use the Search function to select an order from a list. **TIP:** More than one order can be forced closed at once. To select a continuous range, highlight the first order then press and hold the Shift key and highlight the last order. To select random orders, press and hold the Ctrl key and single click on each order.

Once an order is selected, a Confirmation window is displayed containing the order number, order date, and customer’s name. Click Yes to confirm the close request.

After confirming the close request, Atrex closes the order and removes it from the open order list.

**NOTE:** When forcing closed multiple orders a confirmation is displayed for each order.

2.12 Void Order

The Void Order function provides the means for removing open orders.

**Function Information:**
- There is no way to ‘unvoid’ an order once it is voided.
- Any deposits are removed completely.
- Partially shipped orders cannot be voided. If you need to remove a partially shipped order from the open order list, edit the order and remove the unshipped items/quantities or use the Force Order Closed function. Refer to either the *Edit Order* or the *Force Order Closed* section earlier in this chapter for more information.
- This function does not change inventory counts.
Upon selecting the Void Order function, the Order Number Entry window appears. Type in the number of the open order to void and press Enter. An order number that does not exist is rejected.

Once an order is selected, a Confirmation window is displayed containing the order number, order date, and customer’s name. If the information is correct, press Enter.

Upon receiving confirmation that the correct transaction has been selected, Atrex requests a confirmation of the void request. After confirming the void request, Atrex removes the order.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this order number available for reuse if it was the last order created. For this reason, it is recommended that you only delete all related history if the order you are voiding is the last one you created, otherwise there will be a missing order number in your order history.

### 2.13 Clone Order

The Clone Order function provides the means for creating an order using the information for an existing order as a template.

Upon selecting the Clone Order function, the Order Number Entry window appears. Type in the number of the order to clone and press Enter. A order number that does not exist is rejected.

After retrieving the order information, the Order Creation/Editing window is displayed and defaults to the General tab. Make any necessary changes and press Enter to move to the Line Items tab.

Information on individual line items (i.e., the quantity ordered and price) is displayed in a format identical to the order that was cloned. Make any needed changes.

**TIP:** To assign this order to a customer different from the cloned order, select the Line Items tab and then right-click on the Order Creation/Editing window and select Change Customer from the pop-up menu.

When all the changes have been made, click OK to save the new order.

### 2.14 Merge Orders

The Merge function provides the means for merging two or more open orders into one.

**Function Information:**

- There is no way to reverse an order merge.
- Only open orders (including partially shipped orders) can be merged.
- All orders must be for the same customer and have the same tax category assignment and transaction level discount percentage.
- All information of the target order is retained (i.e., order number, transaction date, line items, payments, notes, salesperson, ship via, terms, etc.). Only the line items, payments and notes are merged from the source orders into the target order.
Upon selecting the Merge Orders function, you are prompted to enter the target order. **The target order is the order you wish to merge the other order(s) into** (it is the order that remains in Atrex). Input the target order and press Enter.

After selecting the target order, the Open Order Merge Selection window appears. All orders that meet the merge requirements are displayed. Select the order(s) you wish to merge into the target order (**these orders will NOT exist after the merge**).

**NOTE:** To select a continuous range, highlight the first order then press and hold the Shift key and highlight the last order. To select random orders, press and hold the Ctrl key and single click on each order to merge.

When all orders are highlighted, click OK to merge the orders.

### 2.15 Update Order Prices

The Update Order Prices function provides the means for updating the prices on outstanding orders to the current stock code prices based on the customer's price level and discount percentage.

**Function Information:**

- There is no way to reverse this function and return the orders to their original prices.
- Only open orders can be updated.
- This function can be used for a single order or for multiple orders.
- When security is enabled users must have the ability to Edit Orders and Enable Price Change in order to use this function. Refer to Chapter 8: User Functions for more information on creating new users and setting user security permissions.

Upon selecting the Update Order Prices function, the Open Order Selection window appears. Select the order(s) to update. **TIP:** To select a continuous range, highlight the first order then press and hold the Shift key and highlight the last order. To select random orders, press and hold the Ctrl key and single click on each order to update.

When all orders are highlighted, click OK to update the orders.

### 2.16 Quote

The Quote function provides the means for creating customer quotes.

**TIP:** The Quote function can also be accessed from most transactions (Creation/Editing window) by opening the Sales menu and selecting New Quote.

Upon selecting the Quote function, the Customer Selection Entry window appears. Input the customer for whom you are creating a quote and press Enter.

Atrex displays the Customer Selection window. Select the customer for whom you are creating a quote. If the customer isn't listed, select the New function to add a new customer to Atrex.
After selecting a customer, the Quote Creation/Editing window appears. **NOTE:** The customer’s name and pricing level is displayed in the upper left-hand corner and the transaction date is displayed in the upper right-hand corner. The weight of all items added to the quote is displayed in the lower left-hand corner and can be referenced to calculate the shipping weight to aid in the collection of shipping charges.

If you have set the Pre-Allocate Transaction Numbers option while customizing Atrex for your company, the number for this transaction is displayed in the title bar at the top of this window.

This window has four tabs: General, Line Items, Notes, and Internal Notes.

**General**

The General tab provides fields for entering basic quote and sales tax information. This tab has two sections: Transaction Information and Tax Information.

**Transaction Information**

The Transaction Information section provides fields for entering basic quote information. Enter the information about the invoice as prompted.

- **Salesperson:** Use the drop-down list box to select a salesperson. If the salesperson is not listed, enter the name or ID of the salesperson who made the quote. Refer to *Chapter 8: User Functions* for more information on creating new users. **NOTE:** If security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system if no salesperson is associated with the selected customer.
- **Customer PO:** Enter the customer’s purchase order number.
- **Reference:** Enter reference information related to the quote. The only time Atrex uses the Reference field is to indicate the original invoice number for a return.
- **Ship Via:** Enter the desired shipping method. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.
- **Promotion:** This field is provided to allow for tracking of advertising efforts. The information entered into this field can be tracked using certain Order and Sales reports. **TIP:** Refer to *Company Setup / Customization-Lookup Selections-Shipping and Promotions in Chapter 13: Options* for more information on entering options in the Ship Via and Promotion field drop-down list boxes.
- **Exp Date:** Enter the quote’s expiration date in this field. This field allows you to indicate how long a quote is valid. Atrex automatically enters an expiration date 14 days from the current date. This expiration date can be changed by entering in a different date. The 14-day default can also be changed. Refer to *Company Setup / Customization in Chapter 13: Options* for more information on Company Information and Settings. **NOTE:** The expiration date does not prevent a quote from being transferred to an invoice or order, but serves as a warning to the user that the quote has expired. Expired quotes do not appear on the Outstanding Quotes report.
- **Terms:** Enter the payment terms, if applicable. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.
**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Terms* in Chapter 13: *Options* for more information on entering options in the Terms field drop-down list box.

Contact: Atrex automatically inserts the primary contact for the selected customer in the Contact field. Use the drop-down list box to select a contact from the customer's contacts list. **NOTE:** Entering a new contact in this field does NOT add the contact to the customer's contacts list.

EHF Exempt – If checked, the Environmental Handling Fee is not added when items subject to the fee are placed on the quote.

Select the Customer function to edit the selected customer's information. This function opens the Customer Information window. Make any necessary changes and click OK to save. If the tax category or salesperson was changed on the customer record, that change is reflected on this transaction.

Select the Ship To function to specify a shipping address other than the normal shipping address for the customer. This is a one-time change specific to the current quote. The temporary shipping address is transferred over to the order(s) or invoice(s) created when the quote is transferred. Upon selecting the Ship To function, the Alternate Shipping Address window appears. Enter the alternate address or click Select to choose a customer already entered in Atrex. **NOTE:** Click to display the entered address via Google Maps in an Internet browser.

**TIP:** If an alternate shipping address is present the function is in color and holding the mouse pointer over the button displays the Alternate Address. Otherwise the function has no color and holding the mouse pointer over the button displays the Customer Address (the shipping address on the customer's record).

**Tax Information**

The Tax Information section provides the fields required for calculating sales tax on the quote.

The tax settings are populated by Atrex with the information defined by the default tax category or with the information defined by the tax category to which this customer is assigned. **NOTE:** Modifying ANY of the tax settings clears the Tax Category field.

Refer to *Company Setup / Customization-Lookup Selections-Tax Categories* in Chapter 13: *Options* for more information on the various fields and on setting up tax categories. Refer to *Company Information and Settings-Defaults* in Chapter 13: *Options* for more information on selecting a default tax category. Refer to *New-General* in Chapter 5: *Customer Functions* for more information on setting up customers.

All taxable items are taxed according to the selected tax settings. The information entered into these fields can be tracked using the Sales Tax report. Make any necessary changes.

Press Enter when all the general and tax information is correct.

**Line Items**

The Line Items tab provides functions for inserting, editing, and deleting items on the quote.

Shipping: Enter any shipping charges. The amount entered in this field is added to the quote total.
Discount %: Enter the discount. Use any percent from 0 to 100. This discount is global across the entire quote and is in addition to any line item discounts. The discount is applied to the pretax subtotal and tax is then applied to the post discount taxable subtotal. Refer to Global Transaction Discounts and Reports in Chapter 12: Reports for more information on how global discounts work and how they affect various reports.

**TIP:** Refer to General Notes in Chapter 1: Introduction for more information on making this portion of Atrex act like a grocery store checkout (Increment Scanning).

You are prompted to enter the first item. Input a stock code to quote and press Enter.

If the stock code entered does not exist, you are asked if the stock code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon entering a stock code, the Quote Item Information window appears.

- **Quantity:** Enter the quantity quoted. If the item that you are using is a container item with a serialized component, the Quantity field is NOT available for editing.

  **NOTE:** Since this is only a quote, the Quantity field is available for editing even if the item is serialized.

- **Base Price:** Atrex enter the price corresponding to the customer’s pricing level. This number can be changed by typing in a different price.

  **TIP:** Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

- **Discount %:** Enter the discount. Use any percent from 0 to 100. If the selected customer is assigned to a discount percent Atrex enters that percentage in this field. **NOTE:** The dollar amount of the given discount will appear in parenthesis to the right of the Discount % field.

- **Price:** The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

- **Add Description:** Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item's standard description on the transaction and appears on the Creation/Editing window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

  **TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

  ![Last Price] Select the Last Price function to populate the Base Price field with the price the customer last paid.

  ![View] When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code. This is especially useful for viewing the cost of an item while creating quotes.

When all the fields are correct, press Enter. You are returned to the Quote Creation/Editing window Line Items tab.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count, quantity, and extended.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**

  - **Move Up** (Ctrl-Up)
  - **Move Down** (Ctrl-Down)
  - **Edit Container**
  - **Clone Container**
  - **View Related Codes**
  - **Increment Scan**
  - **Margin/Markup Info**
  - **Item Cost/Properties**
  - **Change Customer**
  - **Change Transaction Date**
  - **Load from File**
  - **Update with Current Prices**
  - **View Customer Sales History**
  - **Window Customization**

Select the Insert function to enter additional line items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

If one of your line items is a container item (as indicated by the icon), the Container function is activated. To customize a container item highlight the container item and select the Container function. Refer to *Containers/Assemblies in Chapter 3: Inventory Functions* for more information on container items.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.
NOTE: Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the price the selected customer would pay if they bought the container components separately (based on the quantities and the customer’s pricing level). This price is displayed for reference only. The container price Atrex defaults to is still determined by the pricing structure setup on the container item record and the customer’s assigned price level.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

NOTE: Since this is only a quote, the Quantity field is available for editing even if the item is serialized.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Quote Creation/Editing window Line Items tab.

To customize an additional container item, highlight the item and select the Container function.

Notes

The Notes tab provides a field for entering any additional information you may want to track for this quote.

Internal Notes

The Internal Notes tab provides a field for entering an internal note for this quote. Internal notes are not printed on the transaction but are moved over when a quote is transferred to an order. This allows you to log information regarding the quote for your reference only or as a reminder.

Click OK to save all the stock codes displayed.

NOTE: Atrex always uses the next sequential quote number above the largest quote number. The quote number sequence can be modified under the Options menu.

2.17 Edit Quote

The Edit Quote function provides the means for modifying outstanding customer quotes.

Function Information:

- Modifications to quote data only effect reports that include the date of the quote.
- The date of the quote can be changed on most outstanding quotes through this function by right-clicking on the Quote Creation/Editing window and selecting Change Transaction Date on the pop-up menu.
- The customer for whom the quote was created can be changed on most outstanding quotes through this function by right-clicking on the Quote Creation/Editing window Line Items tab and selecting Change Customer on the pop-up menu. **NOTE:** Changing the customer assignment also changes the Salesperson, Ship Via, Terms, and Tax Category to that of the new customer.

Upon selecting the Edit Quote function, the Quote Number Entry window appears. Type in the number of the quote to edit and press Enter. A quote number that does not exist is rejected.
Once a quote is selected, the Edit function progresses in the same manner as when you created the quote using the Quote function.

When all of the changes have been made and saved, you are asked if you want to reprint the quote. Select Yes or No.

Refer to the Quote section above for more information on the different fields and their use.

### 2.18 Transfer Quote

The Transfer Quote function provides the means for transferring customer quotes to invoices or orders.

Upon selecting the Transfer Quote function, the Quote Number Entry window appears. Type in the number of the outstanding quote to transfer and press Enter. A quote number that does not exist is rejected.

**NOTE:** If the selected quote has already been transferred, a confirmation window is displayed asking if you wish to continue. Select Yes or No. If you select No, you are returned to the Main menu. If you select Yes, the Quote Target window appears.

When a quote is selected, the Quote Target window appears. Select **Transfer To Invoice** or **Transfer To Order** and press Enter.
Quote Transfer Information

Once a target is selected, the Quote Transfer window appears displaying information on individual items (i.e., the quantity quoted and price).

Select the Transfer All function to transfer all items on the quote. This transfers all quantities quoted for all non-serialized items and uses the quoted price. **NOTE:** This function does not check stock quantities.

To transfer a single item or a serialized item, highlight the item and select the Transfer function.

Upon selecting an item to transfer, the Transfer Item Information window appears.

- **Quantity:** Enter the quantity transferred. If the item you are transferring is serialized, and the selected quote target is Invoice, the Quantity field is NOT available for editing.

- **Base Price:** Atrex enters the base price corresponding to the price on the quote. This number can be changed by typing in a different price.

- **Discount %:** Atrex enters the discount corresponding to the discount on the quote. This percent can be changed by typing in a different discount. Use any percent from 0 to 100. **NOTE:** The dollar amount of the given discount appears in parenthesis to the right of the Discount % field.

- **Price:** The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)
When the fields are correct, press Enter. If the stock code is not serialized, its quantity transferred is adjusted and displayed. If the stock code is serialized, and you are transferring to an invoice, the Serial Number Processing window is displayed.

Serial Number Information

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

Range Entry

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

Delimited Entry

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Quote Transfer window.

Each line item displays the stock code, description, quantity ordered, quantity transferred, and the extended total. Under the line items totals are displayed for line item count, quantity ordered, and quantity transferred.

To process additional line items, highlight the item and select the Transfer function.

When all items are transferred, click OK. If the selected quote target is Invoice, the Invoice Information window is displayed and this function now progresses in the same manner as creating an invoice. If the selected quote target is Order, the Order Information window is displayed and this function now progresses in the same manner as creating an order.
2.19 Void Quote

The Void Quote function provides the means for removing outstanding quotes.

Function Information:

- There is no way to ‘unvoid’ a quote once it is voided.

Upon selecting the Void Quote function, the Quote Number Entry window appears. Type in the number of the outstanding quote to void and press Enter. A quote number that does not exist is rejected.

Once a quote is selected, a Confirmation window is displayed containing the quote number, quote date, and customer’s name. If the information is correct, press Enter.

Upon receiving confirmation that the correct transaction has been selected, Atrex requests a confirmation of the void request. After confirming the void request, Atrex removes the quote.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this quote number available for reuse if it was the last quote created. For this reason, it is recommended that you only delete all related history if the quote you are voiding is the last one you created, otherwise there will be a missing quote number in your quote history.

2.20 Clone Quote

The Clone Quote function provides the means for creating a quote using the information for an existing quote as a template.

Upon selecting the Clone Quote function, the Quote Number Entry window appears. Type in the number of the quote to clone and press Enter. A quote number that does not exist is rejected.

After retrieving the quote information, the Quote Creation/Editing window is displayed and defaults to the General tab. Make any necessary changes and press Enter to move to the Line Items tab.

Information on individual line items (i.e., the quantity ordered and price) is displayed in a format identical to the purchase order that was cloned. Make any needed changes.

TIP: To assign this quote to a customer different from the cloned quote, select the Line Items tab and then right-click on the Quote Creation/Editing window and select Change Customer from the pop-up menu.

When all the changes have been made, click OK to save the new quote.

2.21 Merge Quotes

The Merge function provides the means for merging two or more quotes into one.

Function Information:

- There is no way to reverse a quote merge.
• The Target quote can be open or closed.

• The Source quote(s) must be open.

• All quotes must be for the same customer and have the same tax category assignment and transaction level discount percentage.

• All information of the target quote is retained (i.e., quote number, transaction date, line items, notes, salesperson, ship via, terms, etc.). Only the line items and notes are merged from the source quotes into the target quote.

Upon selecting the Merge Quotes function, you are prompted to enter the target quote. The target quote is the quote you wish to merge the other quote(s) into (it is the quote that remains in Atrex). Input the target quote and press Enter.

After selecting the target quote, the Open Quote Merge Selection window appears. All quotes that meet the merge requirements are displayed. Select the quote(s) you wish to merge into the target quote (these quotes will NOT exist after the merge).

NOTE: To select a continuous range, highlight the first quote then press and hold the Shift key and highlight the last quote. To select random quotes, press and hold the Ctrl key and single click on each quote to merge.

When all quotes are highlighted, click OK to merge the quotes.

2.22 Update Quote Prices

The Update Quote Prices function provides the means for updating the prices on open quotes to the current stock code prices based on the customer's price level and discount percentage.

Function Information:

• There is no way to reverse this function and return the quotes to their original prices.

• Only open quotes are updated. In order to update the prices on a closed quote, edit the quote, right-click on the Items tab window, and select Update with Current Prices from the pop-up menu.

• This function can be used for a single quote or for multiple quotes.

• When security is enabled users must have the ability to Edit Quotes and Enable Price Change in order to use this function. Refer to Chapter 8: User Functions for more information on creating new users and setting user security permissions.

Upon selecting the Update Quote Prices function, the Quote Selection window appears. Select the quote(s) to update. TIP: To select a continuous range, highlight the first quote then press and hold the Shift key and highlight the last quote. To select random quotes, press and hold the Ctrl key and single click on each quote to update.

When all quotes are highlighted, click OK to update the quotes.
2.23 Exit

The Exit function terminates the Atrex program.
3 Chapter 3: Inventory Functions

This chapter covers in detail all functions available under the Atrex Inventory menu.

3.1 New

The New function provides the means for adding new stock codes to Atrex.

**TIP:** Adding stock codes can be done on the fly when creating sales transactions. Input the new stock code in the Stock Code Entry window and press Enter. You are asked if this is a new stock code. Select Yes to create the new stock code. If security is enabled, users who are not authorized to create new stock codes require an authorization override to create new stock codes.

Upon selecting the New function, the Stock Code Entry window appears. Input the new stock code and press Enter. If the stock code that you enter already exists, you are prompted to enter a different stock code.

After initializing the stock code, the Stock Code Information window is displayed. This window has one menu: Functions, one list: Stock Code, and eight tabs: General, Pricing, Notes, Vendor Codes, Images, Related Codes, e-Commerce, Documents and Custom.

**Function**

When using the inventory Edit function the Function menu provides access to three inventory functions without having to close the Stock Code Information window (these functions are grayed out when using the inventory New function).

- **New** – Initiates the inventory New function for adding a new stock code to Atrex.
- **Delete** – Initiates the inventory Delete function for deleting the selected stock code.
- **Clone** – Initiates the inventory Close function for cloning the selected stock code.

**Stock Code**

When using the inventory Edit function the Stock Code list can be used to quickly navigate between stock codes when editing (this list is disabled when using the inventory New function).

Pop-up Menu: When using the inventory Edit function right-click on any stock code in the list for access to the following functions:

<table>
<thead>
<tr>
<th>Command</th>
<th>Keyboard Shortcut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Filter</td>
<td>Ctrl+Alt+F</td>
</tr>
<tr>
<td>Load Last Filter</td>
<td>Ctrl+Alt+L</td>
</tr>
<tr>
<td>Clear Filter</td>
<td>Ctrl+Alt+C</td>
</tr>
<tr>
<td>Saved Filters</td>
<td></td>
</tr>
<tr>
<td>Save Current Filter</td>
<td></td>
</tr>
<tr>
<td>Copy Stock Code to Clipboard</td>
<td>Ctrl+Alt+C</td>
</tr>
</tbody>
</table>

Copy Stock Code to Clipboard: Select Copy Stock Code to Clipboard to copy the highlighted stock code to the clipboard so that you can easily paste it elsewhere such as the report criteria entry fields.
General

The General tab provides fields for entering basic stock code information and displays the stock code in the upper left-hand corner. **NOTE:** The stock code is not available for editing. To change the stock code, use the Rename function.

Enter the information about the new stock code as prompted. **NOTE:** Most every field is optional so enter only that information that assists you in managing your inventory.

Category: Enter the stock code category. Use the drop-down list box to select a previously created category. Once a category is entered into the field and the stock code is saved, the category (if new) is added to the list. Categories can be up to 15 characters in length and are used in the selection criteria for certain reports.

Subcategory: Enter the subcategory. Use the drop-down list box to select a previously created subcategory. Once a subcategory is entered into the field and the stock code is saved, the subcategory (if new) is added to the list. Subcategories can be up to 15 characters in length and are used in the selection criteria for certain reports.

Manufacturer: Enter the manufacturer. Use the drop-down list box to select a previously created manufacturer. Once a manufacturer is entered into the field and the stock code is saved, the manufacturer (if new) is added to the list. Manufacturers can be up to 40 characters in length.

**TIP:** Refer to the *Category Maintenance, Subcategory Maintenance, and Manufacturer Maintenance* sections later in this chapter for more information on maintaining your stock code categories, subcategories, and manufacturers.

Model: Enter the model number. Models can be up to 15 characters in length.
Description: Enter the description. Descriptions can be up to 128 characters in length which is longer than the space allowed when printing on a single line. You can set Atrex to print long descriptions on multiple lines from the Company Information and Settings section under Options-Company Setup / Customization. Otherwise, long descriptions are cut off when printed.

TIP: Any item sold in Atrex must be entered into inventory as a stock code. If you ever sell special order items or miscellaneous items that you do not want to track you can create a stock code called ‘SPECIAL ORDER’ or ‘MISC’. Leave the description blank and use the Add Description field when selling that item to give it a unique description on that transaction only. The Add Description field is available on the Invoice, Rapid Invoice, Order, Quote, Purchase Order, and Service Order functions.

Location: Enter the storage location. This is where within your store (i.e., bin number, isle, shelf) the item is located. Use the drop-down list box to select a previously created location. Once a location is entered into the field and the stock code is saved, the location (if new) is added to the list.

TIP: Refer to the Location Maintenance section later in this chapter for more information on maintaining your stock code location designations.

Minimum: Enter the minimum quantity that you want to have available for sale at any given time. When the available quantity (quantity on hand less all allocated and on-RMA items) falls below the minimum quantity, the item is included on the inventory Reorder report and is selected by the purchase order Batch Creation function.

Target Qty: Enter the target quantity that you want to have available for sale after you receive purchase orders. For example, if an item has five available, a minimum quantity of ten, and a target quantity of 40, the suggested reorder quantity is 35. NOTE: Atrex automatically adjusts target quantities that are less than the minimum quantity to be equal to the minimum quantity.

TIP: If your vendor has a minimum order quantity for an item, set your target quantity to be equal to that value plus your minimum quantity to assist you in creating purchase orders that meet your vendor's requirements. For example, if an item has five on hand, a minimum quantity of ten, and the vendors minimum order quantity is 40, setting your target quantity to 50 creates a suggested reorder quantity of 45. A purchase order with a quantity of 45 will be accepted by your vendor.

TIP: Refer to the Inventory Min/Target Maintenance section later in this chapter for more information on managing your stock code minimum and target quantities based upon recent sales history.

Sale Unit: Enter the sale unit of measure (i.e., each (Ea), box, bag, case (Cs), gross (Gr)).

Order Unit: Enter the order unit (i.e., each (Ea), box, bag, case (Cs), gross (Gr)).

TIP: Refer to Company Setup / Customization-Lookup Selections-Inventory Units of Measure in Chapter 13: Options for more information on entering options in the Sale Unit and Order Unit field drop-down list boxes.

Sale Units to Order Unit: Enter the number of sale units in each order unit. For example, if you order a case (24 items) of the selected stock code and sell it individually, enter 24 in this field.

An example of how the Sale Unit, Order Unit, and Sale Units to Order Unit fields work together when receiving a stock code is as follows. You have a stock code TEST with Sale Unit=Each, Order Unit=Case, Sale Units to Order Unit=12 (12 items in each case), and Cost=12.00/case.

When TEST is received (each case), a quantity of 12 is added to the quantity on hand. The cost of the stock code is set to 1.00, the cost per sale unit.
URL: Enter the document path or website where more information about this item can be found.

**TIP:** You can access the document or website directly from this window by clicking on the URL field header

**Reminder:** Enter any information you want to see each time this item is added to a sales or service transaction. For example, it might be useful to remind your salespeople to check ID when selling certain items. When populated, a confirmation window is displayed containing the entered text when the stock code is entered on a sales or service transaction. **NOTE:** The salesperson will NOT be prevented from adding the item to the transaction.

Dim L: Enter the length of the item.

Dim W: Enter the width item.

Dim H: Enter the height of the item.

**NOTE:** The dimension fields are for your reference only to aid in the calculation of shipping charges.

EHF Code: Use the drop-down list box to assign an EHF item to the stock code. Only stock codes marked as an EHF Item are displayed. Refer to the EHF Item section below for more information on EHF Items.

Serialized – Indicates whether the stock code is a serialized item. If checked, the stock code is tracked by serial number. Refer to *Getting Started-Adding Existing Serialized Inventory in Chapter 1: Introduction* for more information on entering the serial numbers for this stock code.

Taxable – Indicates whether the stock code is taxable. If checked, the stock code is subject to tax. This indicator has no effect on sales transactions that are designated tax exempt (or associated with a tax exempt tax category), as no sales tax is applied to tax exempt transactions.

GST Applies – Indicates whether the stock code is subject to GST. If checked, GST applies to this stock code.

Added Description Required – Indicates that the item requires an added description when selected on a sales or service transaction. If checked, the transaction Item Information window cannot be saved until something is entered in the Add Description field. **NOTE:** This function overrides the Increment Scan function.

Non-Stock – Indicates whether the stock code is a non-stock item. If checked, the stock code can be excluded from Inventory reports and stock code selection lists. If you sell an item but don’t stock it (special order item), check this check box. Non-Stock items are included on the Reorder report and the Batch Creation function as needed. **IMPORTANT:** If the Non-Stock check box is checked the Minimum and Target Qty fields are set to zero when the stock code is saved.

Discontinued – Indicates whether the stock code is a discontinued item. If checked, the stock code is not included on the Reorder report or the Batch Creation function. If an item is out of production or otherwise unavailable for reorder, check this check box. Discontinued items can also be excluded from Inventory reports and stock code selection lists.

Non-Depleting – Indicates whether the stock code is a non-depleting item. If checked, the stock code’s quantity on hand is not affected by sales or service transactions and purchase orders. If the item is something you cannot run out of, check this check box. Non-depleting items are often a non-physical item (i.e., service, labor, shipping) that does not have quantities to track.
EHF Item: Indicates whether the stock code is an EHF item. EHF is the Environmental Handling Fee for specific items as required by certain municipalities to fund recycling programs. If checked, the stock code is available in the EHF Code drop down list box for assigning to other stock codes. The EHF Item designation is for the fee, not the item to which the fee applies. Refer to the EHF Code section above for more information on assigning EHF items to stock codes.

How EHF Items Work:

- Create a stock code for your EHF fee(s) just as you would any other stock code, and check the EHF Item check box. EHF items can have most of the same attributes of non-EHF items (i.e., their own description, prices, cost, and taxable status). However, EHF items cannot have EHF items assigned to them (checking the EHF Item check box clears the EHF Code field) nor can they be serialized, container or assembly items.
  
  Example: Stock code EHF-M is marked as an EHF item with a price of 10.00.

- Assign your EHF items to your other stock codes as needed.
  
  Example: Stock code MONITOR is assigned to EHF-M.

- When a stock code that has an EHF item assigned to it is added to a transaction the EHF item is automatically added to the transaction for the same quantity. IMPORTANT: Customer and transaction level discounts do NOT apply to EHF items.
  
  Example: Stock code MONITOR is added to an invoice with a quantity of two and stock code EHF-M is automatically added with a quantity of two.

- EHF items can NOT be added to a transaction or container/assembly definition by themselves.

- EHF Items can NOT be returned by themselves.

- When a stock code that has an EHF item assigned to it is used in a container definition the EHF item is automatically added to the transaction (outside of the container).

- When a stock code that has an EHF item assigned to it is used in an assembly definition the EHF item is NOT added to transactions.

Post to Web – Indicates whether this stock code should be posted to the web. If checked, the stock code is posted to the web item list when Atrex is used in conjunction with certain eCommerce packages (shopping carts).

No Increment – Indicates that the Increment Scan function does not apply to this item. If checked, the Increment Scan function is overridden and the transaction Item Information window is displayed when the item is used on a sales or service transaction.

TIP: Refer to General Notes-Increment Scanning in Chapter 1: Introduction for more information on the Increment Scan function.

List Price: Enter the list price (i.e., manufacturer’s suggested price). When invoicing an item, the list price is automatically entered into the Base Price field when the customer you are invoicing is assigned to the list pricing level.

Sale Price: Enter the sale price (i.e., price at which you normally sell this item). When invoicing an item, the sale price is automatically entered into the Base Price field when the customer you are invoicing is assigned to the sale pricing level (customer are defaulted to the sale pricing level).
Discount 1, Discount 2, Discount 3, Discount 4, and Discount 5: Enter the discount prices (i.e., volume discount prices). When invoicing an item, the discount price is automatically entered into the Base Price field when the customer you are invoicing is assigned to a discount pricing level.

**IMPORTANT:** Any price field that is calculated automatically by Atrex is not available for editing. (The Price Method is set to something other than Manual and the Update Option is set to Automatic on the Pricing tab.)

Cost: Enter the cost. This field is updated every time the stock code is received on a purchase order.

Qty on Hand: Enter the quantity in inventory. If the item is serialized, the Qty on Hand field is NOT available for editing. Serial numbers can be entered using the purchase order Direct Receiving function. Refer to *Getting Started-Adding Existing Serialized Inventory in Chapter 1: Introduction* for more information on entering the serial numbers for stock codes. **NOTE:** This field should never be edited directly after a stock code is created. Use the Inventory Worksheet Update function to update inventory counts.

Extended Cost: The extended cost of the item is displayed here for your reference. Extended cost = Cost * Quantity On Hand.

Pref Vendor: Enter the vendor code which corresponds to the vendor from whom you usually purchase this item. Use the drop-down list box to select a vendor created using the Vendor New function. Any vendors typed in this field are NOT added to the drop-down list.

Weight: Enter the weight of the item. The weight of all items added to sales transactions is displayed on the bottom of the Creation/Editing window of invoices, orders, or quotes to aid in the calculation of shipping charges. Refer to *Company Setup / Customization-Company Information and Settings-Defaults in Chapter 13: Options* for more information on changing the number of decimals places for this field.

Alt Code, Alt Code 2, and Alt Code 3: Enter any additional codes for selecting this stock code. For example, your stock code ABC has a UPC bar code of 6267660118 on its packaging and it used to be XYZ. Enter 6267660118 in the Alt Code field and XYZ in the Alt Code 2 field. On sales transactions you can now enter ABC, 6267660118, XYZ, or scan the bar code into the Stock Code Entry window and the correct stock code is selected. **All alternate codes must be unique.**

The Alt Code fields allows you to use the manufacturer’s UPC to select stock codes at sales terminals while still using your own descriptive stock code for printing on transactions.

**NOTE:** When information is entered into any Stock Code Entry window, the stock code database is searched first by stock code, then by alternate code, alternate code 2, and finally by alternate code 3. Therefore, if you have an inventory item with a stock code of 123 and another inventory item with an alternate code of 123, Atrex retrieves the stock code 123. Entering 123 never returns the inventory item with the alternate code of 123.

Container Type: Use the drop-down list box to select the container type for the stock code. There are three container types from which to choose: *None*, *Assembly*, and *Container*. **NOTE:** The Assembly and Container designations are for the main item, not the components. For components of assembly and container items use the *None* option. Refer to the *Containers/Assemblies* section later in this chapter for more information on container and assembly items.

Once the stock code is used, Atrex displays some simple history in the lower right-hand corner of the General tab. This history includes: Last Sold Date, Last Receive Date, Last Modified Date, and Last Modified User. The Last Modified User will only be used when security is enabled.
Select the View Details function to retrieve allocated quantity, on-order quantity, on-RMA quantity, receiving history, sales history, and transfer history detail information.

Sales orders can be printed and edited from the Allocated Detail Information window by right-clicking on the transaction.

Purchase orders can be printed and edited from the On Order Detail Information window by right-clicking on the transaction.

Receiving lists and source purchase orders can be printed from the Stock Code Receiving History window by right-clicking on the transaction.

Invoices, orders, quotes and service orders can be printed, edited and cloned from the Stock Code Sales History window by right-clicking on the transaction.

Transfers can be printed from the Stock Code Transfer History window by right-clicking on the transaction.

**TIP:** The View Details function is also available from the Stock Code Selection window pop-up menu. Refer to Common Atrex Functions-Pop-Up Menu in Chapter 1: Introduction for more information on pop-up menus.

When editing a container or assembly item select the Container/Assembly function to define or change the definition of the item. The Container/Assembly function is disabled if the stock code being edited is not marked as a Container or Assembly item or when creating a new stock codes. Refer to the Containers/Assemblies section later in this chapter for more information on defining container/assembly items.

**Pricing**

The Pricing tab provides the means for entering pricing information specific to the stock code.

**IMPORTANT:** When a new stock code is created, the following price settings are automatically populated by Atrex based on the Default Price Category. Refer to Company Setup / Customization-Lookup Selections-Price Categories in Chapter 13: Options for more information on setting up price categories. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on selecting a default price category.
The Pricing tab consists of: List Price Method and Percentage, Sales Price Method and Percentage, Discount 1, Discount 2, Discount 3, Discount 4, Discount 5, Update Option and Rounding, Price Category, and Item Markup.

**List Price**

List Price Method: Use the drop-down list box to select the List Price Method to indicate how to calculate the list price. There are four methods from which to choose:

- **Manual** – Indicates that the list price is set manually.
- **% Markup from Cost** – Indicates that the list price is calculated from the cost using the percent entered in the Percentage field.
- **Margin from Cost** – Indicates that the list price is calculated from the cost using the margin entered in the Percentage field.
- **Add Amount to Cost** – Indicates that the list price is calculated by adding the value in the Amount field to the cost.

Percentage: Enter a percentage or margin that corresponds with your list price calculation method. **NOTE:** When **Add Amount to Cost** is selected as the List Price Method the Percentage field becomes the Amount field.

**Sale Price**

Sale Price Method: Use the drop-down list box to select the Sale Price Method to indicate how to calculate the sale price. There are six methods from which to choose:

- **Manual** – Indicates that the sale price is set manually.
- **% Markup from Cost** – Indicates that the sale price is calculated from the cost using the percent entered in the Percentage field.
Margin from Cost – Indicates that the sale price is calculated from the cost using the margin entered in the Percentage field.

Discount from List Price – Indicates that the sale price is calculated from the list price using the percent entered in the Percentage field.

Add Amount to Cost – Indicates that the sale price is calculated by adding the value in the Amount field to the cost.

Subtract Amount from List – Indicates that the sale price is calculated by subtracting the value in the Amount field from the list price.

Percentage: Enter a percentage or margin that corresponds with your sale price calculation method. NOTE: When Add Amount to Cost or Subtract Amount from List is selected as the Sale Price Method the Percentage field becomes the Amount field.

Discount 1, 2, 3, 4, and 5

Each of the five discount levels consists of: Description, Quantity, Price Method, and Percentage.

Description: Enter the description of each discount level (i.e., ‘10%’ or ‘3-5 Cases’). The information entered into these fields is displayed next to that pricing level throughout Atrex. NOTE: You can use the Description fields even if the pricing method is set as Manual.

Quantity: Enter the quantity required to reach each discount level. If left at 0.00 then automatic price breaks based upon quantity are not used for the discount level. IMPORTANT: Please note the following limitations of the quantity discount function:

- Quantity discounts ONLY apply to customers assigned to the Sale Price pricing level.
- Quantity discounts are ONLY given on a per line item basis. For example, the discount 1 quantity is set to 5 for stock code ABC. If ABC is entered on an invoice twice (for a customer set to the Sale Price pricing level), once for a quantity of 1 and once for a quantity of 4, each instance defaults to the sale price. Alternatively, if ABC is entered on the invoice twice, once for a quantity of 2 and once for a quantity of 5, the first instance defaults to the sale price and the second instance defaults to the discount 1 price.
- Quantity discounts are calculated when the Item Information window is closed. As such, the base price does not change when the quantity is entered. It changes when the Item Information window is closed. In addition, if you manually enter a price it is changed when the Item Information is closed if a quantity discount applies. To change the price, edit the line item after entering it on the transaction.
- If an item that was given a quantity discount is edited and the quantity changed to a lower number (below the discount quantity) the base price will not revert to the non-discounted value. The price must manually be changed.

Price Method: Use the drop-down list box to select the Price Method of each discount level to indicate how to calculate the discount prices. There are eight methods from which to choose:

Manual – Indicates that the discount level price is set manually.

% Markup from Cost – Indicates that the discount level price is calculated from the cost using the percent entered in each discount level Percentage field.

Margin from Cost – Indicates that the discount level price is calculated from the cost using the margin entered in each discount level Percentage field.
**Discount from List Price** – Indicates that the discount level price is calculated from the list price using the percent entered in each discount level Percentage field.

**Discount from Sale Price** – Indicates that the discount level price is calculated from the sale price using the percent entered in each discount level Percentage field.

**Add Amount to Cost** – Indicates that the discount level price is calculated by adding the value in the Amount field to the cost.

**Subtract Amount from List** – Indicates that the discount level price is calculated by subtracting the value in the Amount field from the list price.

**Subtract Amount from Sale** – Indicates that the discount level price is calculated by subtracting the value in the Amount field from the sale price.

Percentage: Enter a percentage or margin for each discount level that corresponds with the selected Price Method. **NOTE:** When **Add Amount to Cost**, **Subtract Amount from List**, or **Subtract Amount from Sale** is selected as a discount level Price Method the Percentage field becomes the Amount field.

**Update Options and Rounding**

Update Option: Use the drop-down list box to select the Update Option to indicate when to calculate pricing adjustments. There are three options from which to choose:

- **Manual** – Indicates that price updates are performed manually (regardless of any other settings on the Pricing tab).
- **Batch Update** – Indicates that price updates are performed by using the Price Update function (Inventory-Price Update). This method is useful for changing pricing at a specific time such as for sales or store-wide price increases.
- **Automatic** – Indicates that price updates are performed whenever the cost or list/sale price has changed, as applicable for the pricing method.

**IMPORTANT:** Any price field that is calculated automatically by Atrex is not available for editing on the General tab. (The Price Method is set to something other than Manual and the Update Option is set to Automatic on the Pricing tab.)

Rounding – Indicates whether the automatically calculated prices should be rounded. The rounding values must be set in the Company Information and Settings. (Refer to **Company Setup / Customization in Chapter 13: Options** for more information on Company Information and Settings.) Enabling this option and setting rounding values provide an easy way to prevent random and inconsistent prices. **NOTE:** Rounding only applies to prices that are calculated by Atrex.

**Price Category**

Price Category: Use the drop-down list box to select a price category.

**TIP:** To remove the assigned price category so that a stock code is not assigned to a price category, highlight the contents of the Price Category field, right-click on the field and select Delete from the pop-up menu. If you remove the price category assignment, the stock code still has the settings of the category (which you can change); however, changes made to the category no longer affect the stock code.
**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Price Categories in Chapter 13: Options* for more information on maintaining price categories as well as assigning stock codes to price categories. Refer to *Company Information and Settings-Defaults in Chapter 13: Options* for more information on selecting a default price category.

Select the Recalc function to recalculate the price for those price levels that do not use the Manual Price Method.

**NOTE:** Between Price Category and Recalc are all the prices for this stock code so that you can view the results of a recalculation without having to go back to the General tab.

The following are the pricing formulas used for the calculation of prices:

- **Percent Markup:** \( \text{Price} = \text{Cost} + (\text{Cost} \times \frac{\text{Percent}}{100}) \)
- **Margin Markup:** \( \text{Price} = \frac{\text{Cost}}{1- \left(\frac{\text{Percent}}{100}\right)} \)
- **Percent Discount:** \( \text{Price} = \text{List} - (\text{List} \times \frac{\text{Percent}}{100}) \) or \( \text{Sale} - (\text{Sale} \times \frac{\text{Percent}}{100}) \)

**TIP:** Margin is the percentage of the final selling price that is profit. Markup is the percentage of the cost added on to get the selling price. So, a selling price with a margin of 25% results in more profit than a selling price with a markup of 25%.

**Item Markup**

Item Markup displays the actual dollar difference between cost and each of the pricing levels for the selected stock code.

**Notes**

The Notes tab provides a field for entering any additional information you may want to track for this stock code.

**Vendor Codes**

The Vendor Codes tab provides the means for associating the selected stock code with the stock code that your vendors use. A different set of associations is maintained for each stock code.

For example, you have stock code ABC that you order regularly from Bob's Computer Supply. Bob's uses a stock code of 91-101354 in their inventory. Through the Vendor Codes function you associate your stock code ABC with Bob's stock code 91-101354. When you print a purchase order for Bob with stock code ABC on it, 91-101354 is displayed so that they know what item you want to purchase from them.

**TIP:** Adding and editing vendor codes can be done on the fly when using the Purchase Order Direct Receiving and Receive functions. Once an item is selected for receiving the vendor code for the selected vendor is displayed and available for editing in the Vendor Stock Code field on the PO Item Receiving window. If no code is displayed one may be added.

**TIP:** Vendor Codes can be viewed from the Stock Code Selection window, the PO Creation/Editing window (purchase order New function), and the Batch PO Creation window (purchase order Batch Creation function) by right-clicking on a stock code and selecting View Vendor Codes from the pop-up menu. (This option is unavailable if there are no vendor codes.)
The Vendor Codes tab consists of a two-column grid and Navigation Control.

To enter a new vendor code for the selected stock code, click the button on the navigation control and then click on the empty field provided under the Vendor column. Use the drop-down list box to select a vendor. The vendors displayed in the drop-down list box are pulled directly from the Vendor table (vendors created using the Vendor New function). Any vendors typed in this field are NOT be added to the drop-down list box.

After selecting a vendor, press the Tab key to move to the Vendor Stock Code field. Enter the selected vendor’s code for the selected stock code.

Create, edit, or delete any other vendor stock codes as needed using the navigation control.

Navigation Control

Navigation control is used for creating and maintaining your vendor codes. Refer to Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Images

The Images tab provides the means for associating Bitmap, JPEG, PNG and GIF files with the selected stock code. Enter your stock code image information as prompted.

Use the Add Image function to add an image. This function opens the Image Selection window. Locate the Bitmap, JPEG, PNG or GIF file you wish to use and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

TIP: Images also be added using drag and drop from Windows Explorer.
Use the Delete Image function to remove the currently displayed image.

Use the Set as Default function to move the currently displayed image to the beginning of the list.

**TIP:** Use the scroll bar under the image display to view all images for the stock code. Also, you can double-click on an image to select it and then right-click to Copy, Save As, or View Larger Image. When using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.

Images are stored in the same location as the data files to ensure that all terminals access the same image files.

**TIP:** Refer to *Company Information and Settings-Defaults in Chapter 13: Options* for more information on setting up Atrex to automatically resize large images before saving.

Images can be viewed from the Stock Code Selection window as well as from the Images tab when editing stock codes.

**Related Codes**

The Related Codes tab provides the means for associating other stock codes with the selected stock code. A different set of associations is maintained for each stock code.

**TIP:** Related Codes can be viewed and selected for use from the Stock Code Selection window and viewed from most transactions (Creation/Editing window) by right-clicking on a stock code and selecting View Related Codes from the pop-up menu. (This option is unavailable if there are no related codes.)

The Related Codes tab consists of a three-column grid and Navigation Control.
To enter a new related code for the selected stock code, click the button on the navigation control and then click on the empty field provided under the Related Code column. Use the drop-down list box to select a stock code.

After selecting a stock code, press the Tab key twice to move to the Type field. Use the drop-down list box to select a relationship type. There are three relationship types from which to choose: Related, Replacement, and Accessory.

Create, edit, or delete any other related codes as needed using the navigation control.

**Navigation Control**

Navigation control is used for creating and maintaining your related codes. Refer to Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

**Pop-up Menu:** When using the inventory Edit function right-click on any related code in the list for access to the following functions:

- **Edit this item:** Select Edit this item to switch from the stock code being edited to the selected related code item.
- **Edit this item in new window:** Select Edit this item in new window to edit the selected related code item in a second Stock Code Information window.

**e-Commerce**

The e-Commerce tab provides the means for entering information specifically for uploading to one of the Atrex supported online shopping carts. For more information please visit the Atrex e-commerce website at http://www.atrex.com/ecommerce.asp.

**Documents**

The Documents tab provides the means for saving documents to the selected stock code’s documents list. A different set of documents is maintained for each stock code. This function could be used for attaching a PDF of installation instructions or warranty information.

**Function Information:**

- Just about any file that can be saved to your hard drive can be saved to the stock code’s documents list.
- In order to print or view a document from inside Atrex you must have the required program installed on your computer (i.e., Adobe Acrobat Reader for PDF files and Windows Picture Viewer for image files).

**TIP:** Documents can be viewed from the Stock Code Selection window by right-clicking on a stock code and selecting View Stock Code Documents from the pop-up menu. (This option is unavailable if there are no documents.)
The Documents tab consists of a four-column grid and five function buttons.

[Image: Load] Select the Load function to add a document to the selected stock code's documents list.

**TIP:** Documents also be added using drag and drop from Windows Explorer.

[Image: Save] Select the Save function to save a copy of the highlighted document to another location (i.e., a flash drive).

[Image: Delete] Select the Delete function to remove the highlighted document. You are prompted to confirm the deletion before it is performed.

[Image: View] Select the View function to view the highlighted document.

[Image: Print] Select the Print function to print the highlighted document.

**Custom**

The Custom tab displays all inventory user defined fields.

Refer to *Company Setup / Customization-User Defined Fields and Sizes in Chapter 13: Options* for more information.

When all the information is entered, click OK to save the stock code information.

### 3.2 Clone

The Clone function provides the means for creating a stock code using the information for an existing stock code as a template.

**TIP:** Cloning stock codes can be done on the fly from most transactions (Creation/Editing window) by opening the Inventory menu and selecting Clone.

Upon selecting the Clone function, you are prompted to enter the source stock code. **The source stock code is the stock code you wish to clone.** Input the source stock code and press Enter.

After selecting the source stock code, you are prompted to enter the target stock code. **The target stock code is the new stock code.** Input the target stock code and press Enter. If the target stock code that you enter already exists, you are prompted to enter a different stock code.

Once the target stock code is accepted, the Stock Code Information window is displayed. Edit any of the fields that need to be changed and press Enter.

**NOTE:** The Minimum, Target Qty, Qty on Hand, and all three Alt Code fields are NOT carried over from the source stock code to the target stock code.

When all the information is correct, press Enter.

Refer to the *New* section earlier in this chapter for more information on the different fields and their use.
3.3 Edit

The Edit function provides the means for modifying existing stock code information.

**TIP:** Editing stock codes can be done on the fly from most transactions (Creation/Editing window) by opening the Inventory menu and selecting Edit.

Upon selecting the Edit function, the Stock Code Entry window appears. Input the stock code to edit and press Enter. A stock code that does not exist is rejected.

After retrieving the stock code, the Stock Code Information window is displayed. Edit any of the fields that need to be changed and press Enter. All information, with the exception of the stock code, is available for editing.

**TIP:** To change the stock code, use the Rename function.

**Stock Code**

The Stock Code list can be used to quickly navigate between stock codes when editing (this list is disabled when using the inventory New function).

**Pop-up Menu:** Right-click on any stock code on the Stock Code list for access to the following functions (when applicable):

- **Set Filter** 
  - **Ctrl+Alt+F**
- **Load Last Filter** 
  - **Ctrl+Alt+L**
- **Clear Filter** 
  - **Ctrl+Alt+C**
- **Saved Filters**
- **Save Current Filter as...**

**Related Codes**

**Pop-up Menu:** From the Related Codes tab right-click on any related code in the list for access to the following functions:

- **Edit this item**
- **Edit this item in new window**

  **Edit this item:** Select Edit this item to switch from the stock code being edited to the selected related code item.

  **Edit this item in new window:** Select Edit this item in new window to edit the selected related code item in a second Stock Code Information window.

**Navigation Control**

To make editing multiple stock codes easier, use the navigation control buttons in the upper right-hand corner. Refer to Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Refer to the New section earlier in this chapter for more information on the different fields and their use.
3.4 Edit/Query Serial

The Edit/Query Serial function provides the means for modifying existing serialized item information.

Function Information:

- When using this function, remember that the information entered MUST be correct. If you are not completely sure of what you are doing, or of the accuracy of the data you intend to enter, do not use this function.

- There is no way to undelete a serial number once it is deleted.

- The only serial numbers that cannot be deleted are those sold on invoices and completed service orders. Serial numbers used elsewhere (i.e., RMAs, order and service order pre-allocations, prebuilt containers, and manual transaction assignments) can be deleted so make your selections carefully. Checking Show In Stock Only can help prevent selection errors.

- When security is not enabled this function always works in edit mode. By enabling security this function can be set to function in query mode only on a user-by-user basis. Refer to Chapter 8: User Functions for more information on using security.

TIP: Editing serial numbers can be done on the fly from most transactions (Creation/Editing window) by opening the Inventory menu and selecting Edit/Query Serial.

Upon selecting the Edit/Query Serial function, the Serialized Editing window appears. The assignment indicator, serial number, stock code, cost, receive date, invoice number, service order number, RMA number, purchase order number, vendor code, and vendor invoice number are displayed for each serial number. NOTE: The purchase order information cannot be changed.
Entry options for theSerialized Editing window:

- **Search For:** Enter a serial number or stock code (depending on the selected List By method) in this field and the displayed list is limited to the serial numbers that match the entered information.

- **Show In Stock Only:** If checked, only in-stock serial numbers are displayed.

- **List By:** Use the drop-down list box to indicate the order in which the information is searched and displayed. The default option is *Serial Number* and can be changed to *Stock Code*.

Edit options for the Serialized Editing window:

- **Assignment Indicator** – Displays the icon if the serial number is pre-assigned to an order, service order, or prebuilt container. Hold the mouse pointer over the icon to view the order or service order number and customer to which the serial number is pre-assigned.

- **Serial Number** – Displays the serial number. If the serial number is incorrect, highlight the serial number and enter the correct number.

- **Stock Code** – Displays the stock code associated with the serial number. If the stock code is incorrect, highlight the stock code and click the button that appears to the right of the stock code to display the Stock Code Selection window. Select the correct stock code.

- **Cost** – Displays the cost associated with the serial number. If the cost is incorrect, highlight the cost and enter the correct value.

- **Invoice** – Displays the invoice number associated with the serial number. If the invoice number is incorrect, highlight the invoice number and enter the correct number. If the item is currently in stock, the number in the Invoice and SO fields should be zero. If the number is anything other than zero, the item is not in stock.

  **TIP:** Atrex reserves invoice number -1 to provide an invoice number to assign to serialized items that are stolen, lost, or used internally. To remove an item from the inventory, without removing the information, simply enter -1 as the invoice number.

- **SO** – Displays the service order number associated with the serial number. If the service order number is incorrect, highlight the service order number and enter the correct number. If the item is currently in stock, the number in the Invoice and SO fields should be zero. If the number is anything other than zero, the item is not in stock.

- **RMA** – Displays the RMA associated with the serial number. If this number is incorrect, highlight the RMA number and enter the correct number.

Reference information for the Serialized Editing window (the following information cannot be changed):

- **Received** – Displays the date the serial number was received.

- **PO** – Displays the purchase order number the serial number was received on.

- **Vendor** – Displays the vendor code associated with the purchase order.

- **Vendor Invoice** – Displays the vendor invoice number entered on the purchase order.
Right-click on any line item for access to the following functions (when applicable):

<table>
<thead>
<tr>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Invoice</td>
</tr>
<tr>
<td>View Service Order</td>
</tr>
<tr>
<td>View RMA</td>
</tr>
<tr>
<td>Edit Invoice</td>
</tr>
<tr>
<td>Edit Service Order</td>
</tr>
<tr>
<td>Edit RMA</td>
</tr>
<tr>
<td>Delete</td>
</tr>
<tr>
<td>Multi-Select</td>
</tr>
<tr>
<td>Window Customization</td>
</tr>
</tbody>
</table>

Multi-Select: Select the Multi-Select function to permanently delete multiple serial numbers at the same time instead of one-by-one.

Upon selecting the Multi-Select function, the Serialized Editing window becomes the Serialized Editing (Multi-Select) window.

To help you locate the serial numbers you want to delete the Serialized Editing (Multi-Select) window has all of the same search and filter functions as the Serialized Editing window. Highlight the serial numbers you want to delete. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**TIP:** To cancel the Multi-Select function and return to the Serialized Editing window without deleting any serial numbers simply right-click on any line item and deselect Multi-Select from the pop-up menu.

When all serial numbers have been selected, click the Delete function.
Next, the Serial Number Delete Confirmation window appears listing all selected serial numbers.

Each line item displays the assignment indicator, serial number, stock code, purchase order number, and vendor invoice number.

Uncheck any serial numbers you do not want to delete.

When all serial numbers are selected, click OK.

To return to the Serialized Editing window right-click on any line item and deselect Multi-Select from the pop-up menu.

Edit the information as needed. To save the changes to a field click OK or click another field.

Select the Delete function to permanently remove the highlighted serial number. You are prompted to confirm the deletion before it is performed.

**Navigation Control**

Navigation control is used for creating and maintaining your vendor codes. Refer to *Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

When all the fields are correct, click Close.
3.5 Merge

The Merge function provides the means for merging two stock codes into one. The most common reason for using this function is when an item is accidentally entered twice, using different stock codes.

**TIP:** Refer to the Batch Rename/Merge/Delete section later in this chapter for more information on merging multiple stock codes in one function.

Upon selecting the Merge function, you are prompted to enter the source stock code. The **source stock code**, which is the first of the two that you wish to merge, is the one that no longer exists after the merge. Input the source stock code and press Enter.

After selecting the source stock code, you are prompted to enter the target stock code. The **target stock code**, which is the second stock code you wish to merge, is the one that remains in Atrex. Input the target stock code and press Enter.

Once the target stock code is accepted, you are asked to confirm that both the source and target stock codes are correct. Upon receiving confirmation, Atrex replaces all references to the source stock code with the target stock code.

If Atrex cannot update all of the references to the source stock code, both the source and target stock codes exist after the merge. This may happen if a reference to the source stock code is locked by another terminal. If this happens, Atrex notifies you of the situation and indicates that you should run the Merge function later.

3.6 Rename

The Rename function provides the means for changing a stock code name. **IMPORTANT:** ALL references to the ORIGINAL stock code are changed to the NEW stock code.

**TIP:** Refer to the Batch Rename/Merge/Delete section later in this chapter for more information on renaming multiple stock codes in one function.

Upon selecting the Rename function, you are prompted to enter the source stock code. The **source stock code is the stock code that you wish to rename.** Input the source stock code and press Enter.

After selecting the source stock code, you are prompted to enter the target stock code. The **target stock code is the new stock code.** Input the target stock code and press Enter. If the target stock code that you enter already exists, you are prompted to enter a different stock code.

Once the target stock code is accepted, you are asked to confirm that both the source and target stock codes are correct. Upon receiving confirmation, Atrex replaces all references to the source stock code with the target stock code.

If Atrex cannot update all of the references to the source stock code, only the source stock code exists after the rename. This may happen if a reference to the source stock code is locked by another terminal. If this happens, Atrex notifies you of the situation and indicates that you should run the Rename function later.
3.7 Query

The Query function provides the means for viewing stock code information without having to use the Edit function or print a report.

Upon selecting the Query function, the Stock Code Entry window appears. Input the stock code to query and press Enter. A stock code that does not exist is rejected.

After a stock code is accepted, the View Stock Code Information window appears displaying the information for the selected stock code.

Select the Notes function to view the notes for the selected stock code. The Notes function is disabled if the selected stock code does not have any notes entered.

Select the Image function to view the images for the selected stock code. (Use the scroll bar under the image display to view all images for the stock code.) The Image function is disabled if the selected stock code does not have images associated with it. **TIP:** From inside the Image Viewer you can right-click on an image for access to the View Larger Image function. Then when using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.
Select the Related function to view the related items for the selected stock code. The Related function is disabled if the selected stock code does not have any related items associated with it.

Select the View Details function to retrieve allocated quantity, on-order quantity, on-RMA quantity, receiving history, sales history, and transfer history detail information.

- Sales orders can be printed and edited from the Allocated Detail Information window by right-clicking on the transaction.
- Purchase orders can be printed and edited from the On Order Detail Information window by right-clicking on the transaction.
- Receiving lists and source purchase orders can be printed from the Stock Code Receiving History window by right-clicking on the transaction.
- Invoices, orders, quotes and service orders can be printed, edited and cloned from the Stock Code Sales History window by right-clicking on the transaction.
- Transfers can be printed from the Stock Code Transfer History window by right-clicking on the transaction.

Select the Documents function to view the documents for the selected stock code. The Documents function is disabled if the selected stock code does not have any documents entered.

**TIP:** The View Details function is also available from the Stock Code Selection window pop-up menu. Refer to *Common Atrex Functions-Pop-Up Menu in Chapter 1: Introduction* for more information on pop-up menus.

When finished viewing the query information, click OK.

### 3.8 Delete

The Delete function provides the means for removing stock codes.

**Function Information:**

- There is no way to undelete a stock code once it is deleted.
- A stock code that is currently on a transaction (outstanding or completed) cannot be deleted.
- Deleting serialized stock codes deletes all serial numbers associated with that stock code.

**TIP:** Refer to the *Batch Rename/Merge/Delete* section later in this chapter for more information on deleting multiple stock codes in one function.

**TIP:** If you cannot delete a stock code because it is in use, you can create a new stock code called DISCONTINUED or GARBAGE. Make sure this new stock code has an on-hand quantity of zero and has a check in the Non-Stock and Non-Depleting check boxes. Then merge all of the stock codes you no longer want into this new stock code. As a result, you have one stock code you don't want as opposed to several.
Upon selecting the Delete function, the Stock Code Entry window appears. Input the stock code to delete and press Enter.

After selecting a stock code, a Confirmation window appears. Upon confirming the delete request, Atrex scans the sales history along with the service order history to ensure that the stock code is not associated with any transactions. If the stock code is currently in use, a warning is displayed indicating that the stock code cannot be deleted. If the stock code can be deleted, Atrex removes it from the system.

3.9 Inventory Worksheet Update

The Inventory Worksheet Update function provides the means to update your on-hand quantities when performing a physical inventory.

The Inventory Worksheet Update function creates a temporary inventory table that can be sorted in the same order as the Inventory Worksheet report. The temporary table displays the stock code and the on-hand quantity value at the time that the temporary table is created. There is also a field to enter the actual on-hand quantity for each item for use in updating the main inventory.

**Function Information:**

- The Inventory Worksheet Update function does not compensate for changes to the inventory on-hand quantities that occur after the temporary table is created.
- The temporary table includes all stock codes in Atrex. As such, updates to serialized or container stock codes may be modified by the Batch Processing Validation functions.

Upon selecting the Inventory Worksheet Update function, the Inventory Update window appears.
Search For: Typing in this field will bring you to the stock code that matches the entered information. **NOTE:** There must be a table displayed for this search to work.

**Reset Table** Select the Reset Table function to create a temporary inventory table. A static picture of the data as it currently stands is created consisting of the stock codes and current on-hand quantities. Upon selecting the Reset Table function, the Worksheet Criteria window appears. Select the beginning and ending criteria (for all stock codes leave all fields blank) and select the sort option. When finished, click OK.

**NOTE:** Once created, a temporary table exists until the Delete Table function is used. As such, you can close the Inventory Worksheet Update function and return later to make changes to your temporary table without having to start over.

**Delete Table** Select the Delete Table function to delete the temporary inventory table. Only select this function if the current temporary table is no longer needed. The temporary table is included when the Atrex backup function is used. Deleting the temporary table when you are done with it reduces the size of your backups.

**Print Difference** Select the Print Difference function to print a report of all items on the temporary table that have a New On Hand value. This report is useful for verifying the new on-hand quantities before clicking the Update function. Each line of the Inventory Update Difference report includes the stock code, description, manufacturer, current on hand, new on hand, cost, current value, and new value.

**Update** Select the Update function to adjust your main inventory with the values entered in the New On Hand column. All stock codes that have a value entered will have their on-hand quantity set to that value. The Update function can be run at any time during the physical inventory process. **NOTE:** Once the Update function is run, any numbers entered in the New On Hand column are removed.

Exclude Non-Stock – Indicates whether non-stock items are displayed on the list. If checked, only in-stock items appear on the list. Non-stock items are stock codes that have a check in the Non-Stock check box.

Exclude Discontinued – Indicates whether discontinued items are displayed on the list. If checked, discontinued items will not appear on the list. Discontinued items are stock codes that have a check in the Discontinued check box.

Right-click on any line item for access to the following functions (when applicable):

- **Set all quantities to zero**
- **Load From File**

**Using the Inventory Worksheet Update function:**

1. Print the Worksheet report (Reports – Inventory). Make a note of how the report is sorted.
2. Start the Inventory Worksheet Update function.
3. Select the Reset Table function. Sort the table using the same method as the Worksheet report.
4. Perform your physical inventory. (You can close the inventory utility while you perform your physical inventory.)
5. Restart the Inventory Worksheet Update function if it is no longer running.
6. Highlight the New On Hand field of the stock codes and update the on-hand quantity as needed. Press Enter or use the down arrow key to save an entered value and move down the list. Leave the New On Hand field blank if no change is required. (You can close the inventory utility and return later to update more stock codes. The numbers you enter in the New On Hand column remain until you select the Update function or the Delete Table function.)
7. Make a backup of your Atrex data.
8. Select the Update function to adjust your inventory values. This can be done once when all stock codes are updated or as frequently as suits your physical inventory count procedure.
9. When all of the inventory updates are complete, select the Delete Table function to delete the temporary table.

**NOTE:** When starting a brand new physical inventory remember to delete the previous temporary table and create a new one before beginning. This is the only way to have the most accurate picture of the current on-hand quantities.

### 3.10 Labels

The Labels function provides the means to print labels for your inventory.

The following information is printed on labels: stock code, description, and sale price. If serial numbers are selected for serialized stock codes the serial number is printed (label format permitting). If a bar code font is selected, a bar code is printed (label format permitting).
Upon selecting the Labels function, the Stock Code Label Printing window appears. In the lower left-hand corner are totals for line items (total number of stock codes selected) and label count (total label quantity for all stock codes).

Upon selecting the Labels function, the Stock Code Label Printing window appears. In the lower left-hand corner are totals for line items (total number of stock codes selected) and label count (total label quantity for all stock codes).

You are prompted to enter the first item. Input a stock code for printing labels and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon selecting a stock code, the Label Quantity window appears.

Quantity: Enter the number of labels to print for this stock code.

When the quantity is correct, press Enter.

- **Insert** Select the Insert function to enter additional line items.
- **Edit** Select the Edit function to revise the highlighted item. Correct the quantity and press Enter.
- **Delete** Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.
Bar Code: Use the drop-down list box to select a bar code font to print. **NOTE:** The bar code that was used the last time labels were printed is displayed. Choose from the following options:

- None – Indicates that no bar code is printed on the labels.
- Codabar – Indicates that bar codes using the Codabar font are printed on the labels.
- Code128 – Indicates that bar codes using the Code 128 font are printed on the labels.
- Code39 – Indicates that bar codes using the Code 39 (a.k.a. 3 of 9) font are printed on the labels. **Code 39 is one of the most common bar codes available and is very reliable.**
- EAN-8 – Indicates that bar codes using the EAN-8 font are printed on the labels. Use of this bar code requires the use of 7 digit numeric only stock codes. EAN is common in countries other than the United States and stands for European Article Numbering.
- EAN-13 – Indicates that bar codes using the EAN-13 font are printed on the labels. These bar codes are similar to UPC only they begin with a 1-3 digit country code of origin.
- Interleave 2 of 5 – Indicates that bar codes using the Interleave 2 of 5 font are printed on the labels. Use of this bar code requires the use of numeric only stock codes and stock codes must be an even number of digits in length.
- UPC-A – Indicates that bar codes using the UPC-A font are printed on the labels. UPC numbers are assigned by the UCC (Uniform Code Council). This bar code should only be used if you have been assigned a UPC manufacturer number from the UCC and use a stock code numbering system compatible with the UPC format (10 digit numeric only).
- UPC-E – Indicates that bar codes using the UPC-E font are printed on the labels. Only manufacturers with specific manufacturer codes can take advantage of UPC-E. It is outside the scope of this User’s Guide to describe all of these rules and exceptions. After you’ve applied for a UPC manufacturer’s number, you will receive documentation that describes this process in detail.

**NOTE:** Refer to the Context Sensitive Help in Atrex for the differences between the available bar code fonts and the supported character sets – search for ‘Bar Code’.

Labels to Skip: Enter the number of labels Atrex should skip before printing labels for the selected stock codes. Use this field for printing on a previously printed sheet of labels where some of the first labels are already used.

Price to Print: Use the drop-down list box to select a price level to print. **NOTE:** The price level used the last time labels were printed is displayed. Choose from the following options:

- Sale – Indicates that the sale price is printed on the labels.
- Discount 1, 2, 3, 4, 5 – Indicates that the selected discount price is printed on the labels.
- List – Indicates that the list price is printed on the labels.
- None – Indicates that no price is printed on the labels.
Select the Serial #s function to print serial numbers on the labels for the highlighted serialized stock code. (This function is disabled if the highlighted stock code is not serialized.)

Serial Number Information

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

Range Entry

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Search

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

Delimited Entry

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.
Select the Batch function to specify a range of stock codes for which to print labels.

**Batch Labels**

Upon selecting the Batch function, the Batch Label Criteria window appears. Enter the criteria for the labels to print as prompted.

![Batch Label Criteria Window](image)

Stock Code, Category, Subcategory, Manufacturer, and Location: These fields allow you to enter a range of values for the criteria selected. All values can be selected using the drop-down list boxes.

If the Selection Criteria fields are left blank, then labels are printed for all stock codes. Refer to *Using Selection Criteria Fields in Chapter 12: Reports* for more information on Selection Criteria fields.

**Label Quantity** – Consists of two radio buttons which tell Atrex how many labels to print for each selected stock code. If the open field is selected, enter the number of labels to print for each stock code. If On-Hand Quantity is selected, the number of labels printed for each stock code corresponds to the current on-hand quantity of each stock code.

Exclude Non-Stock Items – Indicates whether labels are printed for non-stock items. If checked, labels are printed only for in-stock items within your selected criteria. **Non-stock items are stock codes that have a check in the Non-Stock check box.**

Exclude Discontinued Items – Indicates whether labels are printed for discontinued items. If checked, labels are not printed for discontinued items within your selected criteria. **Discontinued items are stock codes that have a check in the Discontinued check box.**

Exclude Items w/0 On-Hand – Indicates whether labels are printed for items without an on-hand quantity. If checked, labels are not printed for items with zero on hand within your selected criteria. **Items w/0 On-Hand are stock codes that have a zero or negative number in the Qty on Hand field.**

When all batch label information is correct, click OK. The stock codes selected by the Batch function are added to the Stock Code Label Printing window.

When all the stock codes and quantities are entered, click OK to save the information.
Next, the Label Layout window appears. Select a label format and press Enter to proceed to the Output Destination window. Refer to *Additional Hardware and Software Support-Forms and Labels in Chapter 1: Introduction* for a list of available label formats.

### 3.11 Price Update

The Price Update function provides the means to update the prices for stock codes that are set for automatic or batch updating.

Upon selecting the Price Update function, any items associated with a Price Category are updated with the current values for the Price Category. Next, Atrex scans the stock code database for stock codes that are set for automatic or batch pricing. For each stock code that matches these criteria, the prices are recalculated based upon the parameters set for each stock code using the Pricing function.

Refer to the *New-Pricing* section earlier in this chapter for more information on using the Pricing function.

### 3.12 Sale Price Maintenance

The Sale Price Maintenance function provides the means to setup sale prices for specific items, categories, and manufacturers.

**Function Information:**
- This function provides the means for setting up sale prices for select stock codes, categories, and manufacturers as well as start and end dates for the sale.
- The start date is for your reference. Sale prices will NOT become effective automatically when the computer date changes. **The Update Code Table function MUST be run on the beginning date of a sale.**
- Sale prices will become ineffective automatically when the computer date changes. However, after the end date the Clear Expired Items function must be run to remove the sale price configuration(s) from the list.
- Sale prices are stored in a separate data table. This table is referenced for pulling prices when adding items to transactions. **The prices on the stock code record are NOT changed.**
- When a sale price is active for a stock code there is a bold text indicator on the following windows signaling that the item is on sale and the expiration date of the sale: Stock Code Selection, transaction Item Information, and View Stock Code Information. The prices displayed on these windows are the sale prices and the sale prices are automatically entered in the Base Price field. **The sale prices are NOT displayed on the Stock Code Information window or used on inventory reports (i.e., Price List report).**
Upon selecting the Sale Price Maintenance function, the Inventory Sale Price Maintenance window appears.

Stock Code: Use to setup sale pricing for a single stock code.

Category: Use to setup sale pricing for all stock codes assigned to a specific category.

Manufacturer: Use to setup sale pricing for all stock codes assigned to a specific manufacturer.

**NOTE:** For each sale price configuration only one of the above fields can be used. Entering data in a second field will clear the first field.

Start Date: Enter the sale start date (the first day of the sale).

End Date: Enter the ending sale date (the last day of the sale).

Promotion: Enter a promotion for the sale. This field is for your reference only while working in the Sale Price Maintenance function.

Price By: Use the drop-down list box to select a calculation method for the sale prices. There are three calculations methods from which to choose:

- **Fixed Price** – Indicates the selected stock code is discounted by being set to specific dollar amounts. **NOTE:** This option is only available when setting up sale pricing for a single stock code and not when setting up sale pricing for a category or manufacturer.

- **% Discount** – Indicates the stock code(s) are discounted by a specific percent off.

- **Amount Discount** – Indicates the stock code(s) are discounted by a specific dollar amount off.
List Price, Sale Price, Discount 1, Discount 2, Discount 3, Discount 4, and Discount 5: Enter the sale price, discount percent, or discount amount for each price level in the corresponding field. For example, if you selected % Discount enter the discount percent for each price level. **NOTE:** When setting up pricing for a single stock code these fields default to display the current prices. Edit the contents of these fields to the fixed price, discount percent, or discount amount you want (per the Price By option you selected). When you save the sale price configuration the current prices will display under the Current Prices column and the Sale Prices will display under that column.

No Customer Discounts – Indicates whether customer discounts and special pricing apply for this sale price configuration during the sale (Discount % field on the Customer Information window and special prices on the Customer Information window Special Pricing tab). If checked, customer discounts and special pricing do NOT apply to the stock code(s) during the sale.

Select the Update Code Table function to update Atrex with the current sale price configurations. This function checks the system date and activates sales for items according to the start dates. **This function MUST be run on the beginning date of a sale to begin the sale.** Sale prices will NOT take effect automatically when the computer date changes. They will however cease automatically.

Select the Clear Expired Items function to clear all sale price configurations from the list that have expired. Individual sale price configurations can be deleted using the navigation control.

Sales price configurations with one or more non-zero sale prices below cost are tagged with this warning.

**Navigation Control**

Navigation control is used for navigating and deleting your sale price configurations. Refer to *Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Using the Sale Price Maintenance function for Individual Stock Codes:**

1. Click the **button to create a new sale price configuration.
2. Enter a stock code in the Stock Code field or click the **button to search for a stock code.
3. Once a stock code is selected enter the first day of the sale in the Start Date field.
4. Enter the last day of the sale in the End Date field.
5. Enter a promotion in the Promotion field, if desired.
6. Use the Price By drop down list box to select a calculation method.
7. The price level fields display the current prices for the selected item. Edit the contents of these fields according the calculation method selected. For example, for each price level enter the sale price if you selected Fixed Price or enter the discount percent if you selected % Discount or enter the discount amount if you selected Amount Discount.
8. Click the **button to save the sale price configuration.
9. The current prices and sale prices are displayed next to the price level entry fields. Verify that the sale prices are correct. Make any necessary changes and save the setup again to re-verify. **NOTE:** The ** warning next to the sale price configuration indicates that one or more of the non-zero sale prices is below cost.
10. To create another sale price configuration, click the \( + \) button and repeat steps 1-9. To save time, Atrex enters the start and end dates as well as the promotion that were used for the previous sale price configuration for the new configuration. Change as needed.

11. To edit a sale price configuration, highlight the entry and make the necessary changes. Click the \( \checkmark \) button to save the changes.

12. To delete a sale price configuration, highlight the entry and click the \( - \) button.

13. When finished, click Close.

14. IMPORTANT: Remember to return to the Sale Price Maintenance function and click Update Code Table on the first day of a sale.

Using the Sale Price Maintenance function for Categories and Manufacturers:

1. Click the \( + \) button to create a new sale price configuration.

2. Use the Category or Manufacturer drop down list box to select a category or manufacturer.

3. Once a category or manufacturer is selected enter the first day of the sale in the Start Date field.

4. Enter the last day of the sale in the End Date field.

5. Enter a promotion in the Promotion field, if desired.

6. Use the Price By drop down list box to select a calculation method.

7. Enter the discount percent or discount amount for each price level in the corresponding fields.

8. Click the \( \checkmark \) button to save the sale price configuration.

9. Select the Preview Sale Prices function to review the sale prices for all included stock codes. This function opens the Sale Price Preview window where all stock codes for the selected category or manufacturer are displayed. As you scroll through the items the current prices and sale prices are displayed. Make a note of any needed changes. When finished, click Close. Make any necessary changes and save the configuration and preview again. NOTE: The \( ! \) warning next to a sale price configuration on the Inventory Sales Price Maintenance window or next to a stock code on the Sale Price Preview window indicates that one or more of the non-zero sale prices is below cost. On the Sale Price Preview window below cost sale prices are displayed in red.

10. To create a new sale price configuration, click the \( + \) button and repeat steps 1-9. To save time, Atrex enters the start and end dates as well as the promotion that were used for the previous sale price configuration for the new configuration. Change as needed.

11. To edit a sale price configuration, highlight the entry and make the necessary changes. Click the \( \checkmark \) button to save the changes.

12. To delete a sale price configuration, highlight the entry and click the \( - \) button.

13. When finished, click Close.

14. IMPORTANT: Remember to return to the Sale Price Maintenance function and click Update Code Table on the first day of a sale.
3.13 **Category Maintenance**

The Category Maintenance function provides the means of maintaining stock code categories. This function can also be used to change the category of multiple stock codes in one function, or to assign multiple stock codes that are not currently assigned to a category.

Refer to the *New* section earlier in this chapter for more information on creating stock codes and categories.

Upon selecting the Category Maintenance function, the Inventory Category Maintenance window appears. This window has three sections: Category and Description, Associated Items, and Navigation Control.

- **Create A Category:**
  - To create a new category, click the **+** button and then click on the empty Category field provided. Type in the name of the category.
  - Type in a description for the category, if applicable. *(NOTE: Descriptions are not available when using the Manufacturer Maintenance function.)*
  - Click the **✓** button to save your category.

- **Edit A Category:**
  - To edit a category, click on the name and type the new name.
  - Change the description as necessary.
  - Click the **✓** button to save your changes.
Delete A Category:
- To delete a category, highlight the category to delete. (All stock codes currently assigned to that category are displayed under Associated Items.)
- Click the button to delete the highlighted category.
- All stock codes that were assigned to the deleted category are now unassigned. (The Category field for these items is blank.)

Change A Category Association:
- To change the category association of one or more stock codes, find the stock codes you want to change in the Associated Items grid and highlight them.
  NOTE: To select a continuous range, highlight the first stock code then press and hold the Shift key and highlight the last stock code. To select random stock codes, press and hold the Ctrl key and single click on each stock code to reassign.
- Using the drop-down list, select the new category from the Change Category To field.
- When all of the stock codes are highlighted and a category is selected, click the Update button.

Category and Description
The Category and Description section contains a grid with a scroll bar for reviewing your stock code categories and associated descriptions. The grid displays the name of each category and the description.

Associated Items
The Associated Items section contains a grid with a scroll bar, a check box, a field, and a button. This grid contains all of the stock codes associated with the highlighted category under Category and Description.
  - Show Unassigned – If checked, a list of all of the stock codes that are not assigned to a category is displayed.
  - Change Category To: Use the drop-down list box to select a category to assign to the highlighted stock codes in the Associated Items grid. (All of the stock code categories appear in the drop-down list.)
  - Select the Update function to assign all of the highlighted stock codes under Associated Items to the category in the Change Category To field.

Navigation Control
Navigation control is used for creating and maintaining your categories. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Select the Delete Unused Entries function to delete all categories with no associated items.
3.14  **Subcategory Maintenance**

The Subcategory Maintenance function provides the means for maintaining stock code subcategories. This function can also be used to change the subcategory of multiple stock codes in one function or to assign multiple stock codes that are not currently assigned to a subcategory.

Refer to the *New* section earlier in this chapter for more information on creating stock codes and subcategories.

Upon selecting the Subcategory Maintenance function, the Inventory Subcategory Maintenance window appears. From this point, the Subcategory Maintenance function performs almost exactly as the Category Maintenance function. The only difference is that one deals with categories while the other deals with subcategories.

Refer to the *Category Maintenance* section earlier in this chapter for more information on using the Subcategory Maintenance function.

3.15  **Manufacturer Maintenance**

The Manufacturer Maintenance function provides the means for maintaining stock code manufacturers. This function can also be used to change the manufacturer of multiple stock codes in one function or to assign multiple stock codes that are not currently assigned to a manufacturer.

Refer to the *New* section earlier in this chapter for more information on creating stock codes and manufacturers.

Upon selecting the Manufacturer Maintenance function, the Inventory Manufacturer Maintenance window appears. From this point, the Manufacturer Maintenance function performs almost exactly as the Category Maintenance function. The only difference is that one deals with categories while the other deals with manufacturers.

Refer to the *Category Maintenance* section earlier in this chapter for more information on using the Manufacturer Maintenance function.

3.16  **Location Maintenance**

The Location Maintenance function provides the means for maintaining stock code location designations (Location field on the Stock Code Information window). This function can also be used to change the location designation of multiple stock codes in one function or to assign multiple stock codes that are not currently assigned to a location designation.

Refer to the *New* section earlier in this chapter for more information on creating stock codes and location designations.

Upon selecting the Location Maintenance function, the Inventory Location Maintenance window appears. From this point, the Location Maintenance function performs almost exactly as the Category Maintenance function. The only difference is that one deals with categories while the other deals with locations.

Refer to the *Category Maintenance* section earlier in this chapter for more information on using the Location Maintenance function.
3.17 Inventory Min/Target Maintenance

The Inventory Min/Target Maintenance function provides the means for managing your stock code minimum and target quantities based on recent sales history.

Upon selecting the Inventory Min/Target Maintenance function, the Inventory Minimum/Target Quantity Maintenance window appears.

Weeks of History: Enter the number of weeks of sales history to query. This number cannot be lower than 4 or greater than 52.

Minimum Weeks: Enter the minimum number of weeks for which to maintain inventory. For example, enter a 1 if you want a one-week lead-time before running out of inventory.

Target Weeks: Enter the target number of weeks for which to maintain inventory. For example, enter a 4 if you want to turn over your inventory every four weeks.

Exclude Items within Suggested Ranges – Indicates whether items with minimum and target quantities within the suggested ranges are displayed. If checked, only items with minimum and target quantities outside the suggested ranges are displayed.

Select the Display Items function to begin the data retrieval. Upon selecting the Display Items function, the Minimum/Target Maintenance Criteria window appears. Select the beginning and ending criteria (for all stock codes leave all fields blank) and select the exclude options. When finished, click OK.

Using the Inventory Min/Target Maintenance function:

1. Enter the desired values in the Weeks of History, Minimum Weeks and Target Weeks fields.
2. Select the Display Items function. Enter the desired criteria and click OK.
3. Atrex displays the following for each included stock code:
   - **Stock Code**
   - **Description**
   - **Qty/Week** = Quantity sold within the queried sales history period divided by the number of weeks of history queried.
   - **Minimum Quantities:**
     - **Minimum** = Current minimum quantity.
     - **Weeks** = Number of weeks the current minimum quantity would fulfill based on the queried sales history.
     - **Suggested** = Suggested minimum quantity based on the queried sales history and the values entered in the Minimum Weeks and Target Weeks fields.
   - **Target Quantities:**
     - **Target** = Current target quantity.
     - **Weeks** = Number of weeks the current target quantity would fulfill based on the queried sales history.
     - **Suggested** = Suggested target quantity based on the queried sales history and the values entered in the Minimum Weeks and Target Weeks fields.
4. Change the Minimum and Target quantities as desired by clicking in these fields and typing. **These edits are live and immediately update the stock code record.**
5. When finished, click Close.

### 3.18 Batch Rename/Merge/Delete

The Batch Rename/Merge/Delete function provides the means of renaming, merging, and deleting multiple stock codes in one function. This function allows you to perform three different actions at the same time. For example, you could rename stock ABC to XYZ, merge stock code 123 into 987, and delete stock codes TEST, TEST1, and TEST2 all using the Batch Rename/Merge/Delete function instead of using the individual Rename, Merge, and Delete functions for each action.

**Function Information:**

- A stock code that is currently on a transaction (outstanding or completed) cannot be deleted.
- Refer to the Rename, Merge, and Delete sections earlier in this chapter for more information on these functions.
Upon selecting the Batch Rename/Merge/Delete function, the Batch Rename/Merge/Delete window appears.

Select the Clear function to remove all the entered actions.

Select the Batch function to specify multiple stock codes to Merge (into the same stock code) or to Delete. (See Using the Batch Rename/Merge/Delete function below for instructions.)

Select the Load List function to import a comma or tab delimited file of stock codes to rename, merge, or delete.

**Load Rename/Merge/Delete List**

Upon selecting the Load List function, the Rename/Merge/Delete Import Specifications window appears. Enter the information about the list to load as prompted.

**File Name**: Enter the file path. The source file must be in the following format:

```
Source Code <delimiter> Target Code
```
Each line must contain only one set of stock codes to operate on. The Load List function determines the action based upon the following conditions:

- **Delete**: A valid source code is specified, but no target code is specified.
- **Rename**: A valid source code is specified and a non-existing target code is specified.
- **Merge**: A valid source code is specified and an existing target code is specified.

If the source code is not specified, no action is taken and the row is ignored.

Use the Select function to select the file path. This function opens the Atrex Import File Selection window. Locate the file you wish to load and click OK. (Refer to your Windows Help and Support for assistance navigating this window.)

When the file path is correct, click OK. Atrex automatically detects if the file is comma or tab delimited and all valid entries are displayed in the action list on the Batch Rename/Merge/Delete window.

Select the Insert function to specify an individual stock code to Rename, Merge, or Delete.

Select the Edit function to revise the highlighted action. Correct the information and press Enter.

Select the Delete function to remove the highlighted action.

Select the Run function to process all the entered actions. When selected, each action is evaluated to determine whether it can be completed. All valid renames, merges, and deletions are performed.

**Using the Batch Rename/Merge/Delete function:**

1. Select the Insert function to display the Stock Code Action Entry window.
2. Use the drop-down list box to select an action (Rename, Merge, or Delete).
3. Enter the stock code(s) for the selected action.
   - **Rename**: Enter or select the stock code to rename in the first field. Enter the new name for the stock code in the To field.
   - **Merge**: Enter or select the source stock code in the first field. Enter or select the target stock code in the Into field.
   - **Delete**: Enter or select the stock code to delete in the field provided.
4. Click OK to save the action.
5. Repeat steps 1-4 as needed for additional actions or select the Batch function to display the batch Stock Code Action Entry window.
6. Use the drop-down list box to select an action (**Merge** or **Delete**).
7. Click the button to open the Stock Code Selection window.
8. To select a continuous range, highlight the first stock code then press and hold the Shift key and highlight the last stock code. To select random stock codes, press and hold the Ctrl key and single click on each stock code.
9. When all desired stock codes are highlighted, click OK.
10. When merging enter or select the target stock code in the Into field.
11. Click OK to save the action.
12. When all of the desired actions are entered, select the Run button.
3.19 **Resize Stock Code Images**

The Resize Stock Code Images function provides the means of resizing stock code images that were saved before you enabled stock code image resizing. Refer to *Company Setup / Customization-Company Information and Settings-Defaults in Chapter 13: Options* for more information on the Resize Images That Exceed the Following Dimensions function.

**IMPORTANT:** It is strongly recommended that you make a backup before using the Resize Stock Code Images function as the changes are PERMANENT.

Upon selecting the Resize Stock Code Images function, a confirmation window appears. If you have not enabled stock code image resizing the confirmation window indicates that there is nothing to do. If you have enabled stock code image resizing the confirmation window indicates the settings you entered and reminds you that the changes are permanent. Click Yes to continue or No to cancel.

Once Yes is selected Atrex runs through all stock code images and resizes those that exceed the settings you entered. **IMPORTANT:** Image resizing only works to make images smaller. Images can NOT be resized larger if a mistake is made.

3.20 **Containers/Assemblies**

This section covers all functions available under the Containers/Assemblies submenu.

Before continuing, an explanation of the differences between Containers and Assemblies may be helpful as they are similar in many ways.

**Container Items** – A container item is a stock code that contains or ‘owns’ other stock codes. A good example is a pool cover. The stock code COVER PACKAGE is specified to be a container and is defined to contain:

- Quantity 1 of stock code SOLAR COVER
- Quantity 8 of stock code COVER STRAPS
- Quantity 1 of stock code COVER ROLLER
- Quantity 2 of stock code LABOR

When invoiced, COVER PACKAGE is displayed as a regular line item with a quantity, description, and price. The ‘owned’ items SOLAR COVER, COVER STRAPS, COVER ROLLER, and LABOR are displayed under COVER PACKAGE along with quantities and descriptions, but without pricing information. **NOTE:** A container item cannot be used in the purchase order Direct Receiving or Batch Creation functions. Container items can be used in the purchase order New function as a shortcut to add all of the components to the purchase order.

When adding a container item with one or more serialized items to a transaction, the Quantity field is NOT available for editing. Simply add the container item to the transaction as many times as needed.

Container items can be cloned on sales transactions by right-clicking on the container item from the corresponding Creation/Editing window Line Items tab.
Cloning is particularly helpful when a customized container item with serialized items needs to be added to a transaction more than once.

**Assembly Items** – An assembly item is a stock code that is assembled from other stock codes. A good example is a gift basket. The stock code SPA WARMING is specified to be an assembly and is defined to be made from:

- Quantity 1 of stock code AROMA-CITRUS
- Quantity 1 of stock code AROMA-GARDENIA
- Quantity 1 of stock code AROMA-LAVENDER
- Quantity 4 of stock code RUBBER DUCKY
- Quantity 2 of stock code SPA PILLOW
- Quantity 1 of stock code THERMOMETER
- Quantity 1 of stock code BASKET.

When invoiced SPA WARMING is displayed as a regular line item and none of the components are printed. **NOTE:** An assembly item cannot include container items or serialized stock codes.

Both container and assembly items are defined to tell Atrex what items containers own and what items are put together to make assemblies.

Assemblies are built (manufactured) from other stock codes. At the time of building, the on-hand quantity for the components used to create it are decreased and the quantity on hand for the assembly item is increased. Container components on-hand quantities are decreased at the time of invoicing. Assembly items can be received using the purchase order functions; container items cannot. As such, assembly items appear on the Reorder report and the Batch Creation function while container items do not.

### 3.20.1 Define Containers/Assemblies

The Define Containers/Assemblies function provides the means to maintain the list of components that define (make up) your container and assembly stock codes.

**TIP:** The Define Containers/Assemblies function can also be accessed from the Stock Code Information window when editing a container/assembly item by clicking on the Container/Assembly button. When accessing this function from the Stock Code Information window only the definition of the container/assembly item being edited can be modified.

Upon selecting the Define Containers/Assemblies function, the Stock Code Entry window appears. Input the stock code of the container or assembly item to define and press Enter. If the stock code does not exist or if it is not marked as a container or assembly item, Atrex informs you of the problem. After confirming this you are returned to the Stock Code Entry window.
Once a valid container or assembly item is entered, the Container/Assembly Definition window appears. **NOTE:** The container or assembly item stock code is displayed in the upper left-hand corner.

You are prompted to enter the first item. Input a stock code and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon selecting a stock code, the Container Item Information window appears.

- **Quantity:** Enter the quantity of this item being added to the container or assembly item. **NOTE:** If you are defining a container item, the Quantity field is available for editing even if the item is serialized.

- **Add Description:** Enter an additional description for the selected item. For container items, the information entered in this field (up to 128 characters) appears on the Container Customization window space permitting, however it does not print. This function does not update the item’s record in Atrex.

- **Suppress Printing:** If checked for container item components, the item does NOT print on transactions. Assembly item components don’t print regardless of the status of this check box.

When the fields are correct, press Enter.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**
- **Move Up** (Ctrl+Up)
- **Move Down** (Ctrl+Down)
- **Increment Scan**
- **Window Customization**

**Insert**
Select the Insert function to enter additional line items.

**Edit**
Select the Edit function to revise the highlighted item. Correct the information and press Enter.

**Delete**
Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

Displayed in the lower left-hand corner is the total cost of this container or assembly item to help you determine the sale price of the item. This cost is transferred to the Cost field for this stock code. Also displayed is the total price of all container components if they were priced separately (based on the quantities and the Sale Price level). This price is displayed for reference only.

**NOTE:** When container items are sold, the cost is calculated based on the current cost of all components at the time of the sale and the container price Atrex defaults to is determined by the pricing structure setup on the container item record and the customer’s assigned price level.

**TIP:** The Allow Duplicate Codes on Transactions function also allows for duplicate codes in containers. Refer to Company Setup / Customization-Company Information and Settings-Options in Chapter 13: Options for more information on the Allow Duplicate Codes on Transactions function.

Click OK to save the definition.

The Define Containers/Assemblies function can be reused later to edit any of the entered information.

### 3.20.2 Build Assemblies

The Build Assemblies function provides the means to put together (build) assembly stock codes based on the definition created using the Define Containers/Assemblies.

Upon selecting the Build Assemblies function, the Stock Code Entry window appears. Input the stock code of the assembly item to build and press Enter. If the stock code does not exist or if it is not marked as an assembly item, Atrex informs you of the problem. After confirming this you are returned to the Stock Code Entry window.
Once a valid assembly item is entered, the Build Assembly window appears.

![Build Assembly Window](image)

Build Quantity: Enter the number of assembly items you want built.

**NOTE:** The number of assemblies that can be created, determined by the on-hand quantities of the components, is displayed after Available Components. However, you are not prevented from making more assemblies than the number shown.

To display the details of the selected assembly, select the Build Detail function. This displays all of the defined components of this assembly including the available quantity and assembly definition quantity for each component. Atrex divides the available quantity by the assembly definition quantity to determine, and display, the maximum number of the assemblies that can be built for each component. This allows you to see which item(s) are causing Atrex to report that a smaller number of assemblies can currently be built than what you wish to build.

To print the contents of the selected assembly item, select the Print Assembly Contents function. This prints the inventory Container Contents report for just the selected assembly item.

When the quantity is correct, press Enter.

The quantity on hand for the assembly item is increased by the number entered in the Build Quantity field and the on-hand quantities for the components is decreased depending on the number entered for each in the definition.

### 3.20.3 Break Down Assemblies

The Break Down Assemblies function provides the means to take apart (break down) assembly stock codes.

Upon selecting the Break Down Assemblies function, the Stock Code Entry window appears. Input the stock code of the assembly item to break down and press Enter. If the stock code does not exist or if it is not marked as an assembly item, Atrex informs you of the problem. After confirming this you are returned to the Stock Code Entry window.
Once a valid assembly item is entered, the Break Down Assembly window appears.

![Break Down Assembly Window]

**Break Quantity:** Enter the number of assembly items you want broken down.

**NOTE:** You are not prevented from breaking down more assemblies than the actual number in stock.

When the quantity is correct, press Enter.

The quantity on hand for the assembly item is decreased by the number entered in the Break Quantity field and the on-hand quantities for the components is increased by quantity of each specified in the assembly definition.

### 3.20.4 Prebuilt Container Maintenance

The Prebuilt Container Maintenance function provides the means to customize containers and assign serial numbers to serialized components before adding the container to a transaction.

**Function Information:**

- The Prebuilt Container Maintenance function does not update the inventory in any way. A prebuilt container item MUST be entered on a sales order, invoice, or service order in order to affect the inventory.

- There is no way to prevent pre-assigned serial numbers from being used elsewhere in the program (i.e., on an invoice or service order) as long as the prebuilt container remains unsold. Attempting to use a serial number assigned to an unsold prebuilt container generates a warning. Ignoring the warning and using the serial number removes it from the prebuilt container.

- When adding a container item to a transaction Atrex checks if there are any prebuilt containers for the selected item. If there are, you are asked if you wish to **Load a Prebuilt Container?** Select Yes or No. Selecting Yes displays the Prebuilt Container Selection window. Selecting No displays the Item Information window.
Upon selecting the Prebuilt Container Maintenance function, the Prebuilt Container Maintenance window appears. This window has three sections: Prebuilt Container List, Owned Items, and Navigation Control.

Select the Insert function to create a prebuilt container. Upon selecting the Insert function, the Stock Code Entry window appears. Input the code for the container item to prebuild and press Enter. If the stock code does not exist or if it is not marked as a container item, Atrex informs you of the problem. After confirming this, you are returned to the Stock Code Entry window.

**Container Customization**

Once a valid container item is entered, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.

**NOTE:** Displayed in the lower left-hand corner is the total cost of this container. Also displayed is the total price of all container components if they were priced separately (based on the quantities and the Sale Price level). This price is displayed for reference only.
If a line item is serialized, highlight the item and select the Edit function. (The icon indicates a serialized container item without a serial number.) The Serial Number Processing window appears.

**Serial Number Information**

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

![Search](https://example.com/search.png)

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Container Customization window.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Prebuilt Container Maintenance window.

![Edit](https://example.com/edit.png)

Select the Edit function to revise the highlighted item. Correct the information and press enter.

![Delete](https://example.com/delete.png)

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.
Navigation Control

Navigation control is used for navigating your prebuilt container items. Refer to Common Atrex Functions—Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your prebuilt containers are entered, click Close. This function can be used again later for editing your prebuilt containers or creating new ones.

3.20.5 Global Item Replacement

The Global Item Replacement function provides the means for replacing all instances of a stock code in container/assemblies definitions with another stock code. This function allows you to update all container/assembly definitions at onetime without having to edit them individually when stock code replacements are needed.

Upon selecting the Global Item Replacement function, you are prompted to enter the source stock code. The **source stock code is the stock code that you wish to remove from the container/assembly definitions.** Input the source stock code and press Enter.

After selecting the source stock code, you are prompted to enter the target stock code. The **target stock code is the new/replacement stock code.** Input the target stock code and press Enter.

Once the target stock code is accepted, you are asked to confirm that both the source and target stock codes are correct. Upon receiving confirmation, Atrex replaces all definition instances of the source stock code with the target stock code.

If Atrex cannot update all of the definition references to the target stock code, the global replacement will not finish. This may happen if a required record is locked by another terminal. If this happens, Atrex notifies you of the situation and indicates that you should run the Global Item Replacement function later.

3.21 Transfer

This section covers all functions available under the Transfer submenu.

These functions provide the means to transfer inventory from one data location to another. Before transferring inventory, a source and target location must be set up using the Locations Setup function. Refer to Locations—Locations Setup in Chapter 13: Options for more information on setting up data locations.

The location type of the source and target locations determines which of the transfer functions are applicable and the steps required to perform the transfer. Understanding the three location types, Local Sales Location, Remote Location, and Mobile Location assists you in transferring inventory between them.
Local Sales Location – This location type is used when, as an example, a business has a warehouse and a showroom and the databases are maintained at the same location on the same computer/network. As inventory is moved from the warehouse to the showroom, for example, a transfer is performed between the warehouse and showroom data locations in Atrex.

Possible Transfers from a Local Sales Location:

- Local Sales Location (Source) to Local Sales Location (Target)
- Local Sales Location (Source) to Remote Location (Target)
- Local Sales Location (Source) to Mobile Location (Target)

Remote Location – This location type is used when, as an example, a business has a second store and each store/location maintains their own databases on their own computer. When inventory is shipped from one store to another, a transfer file is created and sent with the shipment to allow the inventory to be received into Atrex at the other store.

Possible Transfers from a Remote Location:

None. Transfers should never be attempted from a database setup as a Remote Location. Remote Locations are used by Atrex to create Transfer Disks (transfer files). Transfers to a Remote Location are received on a separate computer into a database set up as a Local Sales Location on that computer. On that computer there is also a Remote Location set up to allow transfers back to the other computer. For example,

- Store A has their primary database set up on Computer A as a Local Sales Location.
- Store A also has a database set up as a Remote Location on Computer A to be used by Atrex for creating Transfer Disks (transfer files) for transfers to Store B.
- Store B has their primary database set up on Computer B as a Local Sales Location.
- Store B also has a database set up as a Remote Location on Computer B to be used by Atrex for creating Transfer Disks (transfer files) for transfers to Store A.
- Store A receives transfers from Store B into the Local Sales Location on Computer A.
- Store B receives transfers from Store A into the Local Sales Location on Computer B.

Mobile Location – This location type is used when, as an example, a business has a traveling salesperson. As inventory is taken from the warehouse and given to the salesperson, either a transfer is performed between the warehouse and mobile data locations or a diskette is created to be received by the traveling salesperson. Which of these processes is used depends on the relationship between the mobile data and the warehouse data.

Possible Transfers from a Mobile Location:

- Mobile Location (Source) to Local Sales Location (Target)
3.21.1 New Transfer

The New Transfer function provides the means to create a list of items to transfer from the currently selected data location (source) to another location (target).

**Function Information:**

- This function does not check stock quantities. You are not restricted or warned if you transfer quantities that are greater than the on-hand quantity for an item.

Upon selecting the New Transfer function, the Inventory Transfer Creation/Editing window appears.

You are prompted to enter the first item. Input a stock code to transfer and press Enter.

Next, either the Transfer Item Information or Serial Number Processing window appears.

**Transfer Item Information Window**

- Quantity: Enter the quantity to be transferred.

When the quantity is correct, press Enter.
Serial Number Processing Window

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Saving either the non-serialized stock code information or the serial number list returns you to the Inventory Transfer Creation/Editing window.

Select the Notes function to enter any additional information you may want to track for this transfer.

Select the Insert function to enter additional line items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.
If one of your line items is a container item (as indicated by the or icons), the Container function is activated. To customize a container item, or to assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to Containers/Assemblies in Chapter 3: Inventory Functions for more information on container items.

IMPORTANT: While the New Transfer function allows you to transfer containers, when the transfer is received into the target location the containers are broken down into their components.

Container Customization

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.

NOTE: Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the total price of all container components if they were priced separately (based on the quantities and the Sale Price level). This price is displayed for reference only.

If a line item is serialized, highlight the item and select the Edit function. (The icon indicates a serialized container item without a serial number.) The Serial Number Processing window appears.

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.
After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Container Customization window.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

When all the container information is correct, click OK to save the information.

Upon saving the container customization, you are returned to the Inventory Transfer Creation/Editing window.

To customize an additional container item, highlight the item and select the Container function.

Once all stock codes are entered, a target location must be specified.

Target Location: Use the drop-down list box to select a target location to receive the transferred items. **NOTE:** Only locations set up using the Locations Setup function appear

Click OK to save all the stock codes displayed, as well as all entered serial numbers, and complete the transfer.

After the New Transfer function is complete, you are asked if you wish to **Process This Transfer Now**? Select Yes or No.

If you select No, the transfer is saved as a pending transfer. Once saved, a pending transfer can be edited, processed, or voided later.

If you select Yes, you are asked the following questions based on the location type of the source and target locations:

**Local Sales Location (Source) to Local Sales Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Following this message, a Confirmation window indicates that the transfer has been completed (the transfer is automatic).

Do you wish to Print A Transfer Record For the Receiving Location? Select Yes or No.

Do you wish to Print Inventory Labels For the Receiving Location? Select Yes or No.

**Local Sales Location (Source) to Remote Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Following this message, the Save As window appears. Change the transfer file location and/or name and click Save. (Refer to your Windows Help and Support for assistance navigating this window.)

**Local Sales Location (Source) to Mobile Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Do you wish to Transfer the Inventory Directly To the Local Database? Select Yes or No.
IMPORTANT: Your answer to this question depends on what information you are sending to the mobile location. You may be sending information on just the inventory transfer or you may be sending information that is part of initializing/merging the location. Refer to Locations-Mobile Locations in Chapter 13: Options for more information on mobile locations.

If you select Yes, a Confirmation window indicates that the transfer has been completed (the transfer is automatic). You are then asked if you wish to Print A Transfer Record For the Receiving Location? Select Yes or No. Finally, you are asked if you wish to Print Inventory Labels For the Receiving Location? Select Yes or No.

If you select No, the Save As window appears. Change the transfer file location and/or name and click Save. (Refer to your Windows Help and Support for assistance navigating this window.)

Mobile Location (Source) to Local Sales Location (Target)

Do you wish to Print A Transfer Record? Select Yes or No.

Following this message, a Confirmation window indicates that the transfer has been completed (the transfer is automatic).

Do you wish to Print A Transfer Record For the Receiving Location? Select Yes or No.

Do you wish to Print Inventory Labels For the Receiving Location? Select Yes or No.

3.21.2 Edit Pending Transfer

The Edit Pending Transfer function provides the means to edit a pending transfer.

Upon selecting the Edit Pending Transfer function, the Open Transfer Selection window appears. Highlight the pending transfer to edit and press Enter.

After retrieving the transfer information, the Inventory Transfer Creation/Editing window is displayed. From this point, the Edit Pending Transfer function progresses in the same manner as the New Transfer function.

When all of the changes have been made, click OK to save your changes.

Refer to the New Transfer section at the beginning of this section for more information on the different fields and their use.

3.21.3 Process Pending Transfer

The Process Pending Transfer function provides the means to process a pending transfer.

Upon selecting the Process Pending Transfer function, the Open Transfer Selection window appears. Highlight the pending transfer to process and press Enter.
Once a pending transfer is selected, you are asked the following questions based on the location type of the source and target locations:

**Local Sales Location (Source) to Local Sales Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Following this message, a Confirmation window indicates that the transfer has been completed (the transfer is automatic).

Do you wish to Print A Transfer Record For the Receiving Location? Select Yes or No.

Do you wish to Print Inventory Labels For the Receiving Location? Select Yes or No.

**Local Sales Location (Source) to Remote Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Following this message, the Save As window appears. Change the transfer file location and/or name and click Save. (Refer to your Windows Help and Support for assistance navigating this window.)

**Local Sales Location (Source) to Mobile Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Do you wish to Transfer the Inventory Directly To the Local Database? Select Yes or No.

**IMPORTANT:** Your answer to this question depends on what information you are sending to the mobile location. You may be sending information on just the inventory transfer or you may be sending information that is part of initializing/merging the location. Refer to Locations-Mobile Locations in Chapter 13: Options for information on mobile locations.

If you select Yes, a Confirmation window indicates that the transfer has been completed (the transfer is automatic). You are then asked if you wish to Print A Transfer Record For the Receiving Location? Select Yes or No. Finally, you are asked if you wish to Print Inventory Labels For the Receiving Location? Select Yes or No.

If you select No, the Save As window appears. Change the transfer file location and/or name and click Save. (Refer to your Windows Help and Support for assistance navigating this window.)

**Mobile Location (Source) to Local Sales Location (Target)**

Do you wish to Print A Transfer Record? Select Yes or No.

Following this message, a Confirmation window indicates that the transfer has been completed (the transfer is automatic).

Do you wish to Print A Transfer Record For the Receiving Location? Select Yes or No.

Do you wish to Print Inventory Labels For the Receiving Location? Select Yes or No.
3.21.4 Create Transfer Disk

The Create Transfer Disk function provides the means to create a transfer file for a transfer that has already been processed. This is useful when the original transfer file is misplaced or corrupted.

**IMPORTANT:** This function does not prevent you from creating a transfer file for a transfer that WAS transferred directly to the local database. Caution must be taken not to duplicate transfers in the target database.

Upon selecting the Create Transfer Disk function, the Complete Transfer Selection window appears. Highlight the transfer for which to create a transfer disk and press Enter.

Once a transfer is selected, the Save As window appears. Change the transfer file location and/or name and click Save. (Refer to your Windows Help and Support for assistance navigating this window.)

3.21.5 Receive Transfer

The Receive Transfer function provides the means to receive transferred items into the target location. This is done either manually, through a transfer file (created from the source location), or a combination of manual entry and a transfer file.

**Function Information:**

- While you are prevented from receiving a transfer file into the source location and you are warned if you attempt to receive the same transfer file more than once, there are no safeguards to prevent receiving a transfer into a location for which it is not intended.

- The Receive Transfer function was designed so that a transfer file is not required to transfer items (for transfers where you are prompted to create a transfer file). If you choose some other method (i.e., faxing a list of items that were transferred out of the source location) you can add items manually using this function.

- The Receive Transfer function does not need to be used if the transfer was automatic.

- Once transferred items are added to the receiving session using a transfer file they can be edited. This allows corrections to be made for errors in the transfer. These adjustments do NOT adjust the inventory of the source location.

- Items manually added to the Receive Transfer function do NOT adjust the inventory of the source location.
Upon selecting the Receive Transfer function, the Transfer Receiving window appears.

Source Location: Use the drop-down list box to select the data location from which the transferred items came. **NOTE:** Only locations set up using the Locations Setup function appear.

Select the Disk function to receive all items on a transfer file. This function opens the Open window. Highlight the transfer file and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

You are prompted to enter the first item to manually receive. Input a stock code to receive and press Enter or click Cancel to receive a transfer disk. (Refer to your Windows Help and Support for assistance navigating this window.)

Once a stock code is selected, the Transfer Item Receiving window appears.

- **Quantity** – Enter the quantity to be received. If the item that you are receiving is serialized, the Quantity field is NOT available for editing.
- **Cost** – Enter the cost of the item.
When the quantity is correct, press Enter. If the stock code is not serialized, the quantity received is adjusted and displayed. If the stock code is serialized, the Serial Number Processing window is displayed.

**Serial Number Information**

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

**NOTE:** Atrex does not accept duplicate serial numbers for the same stock code. If you are told the number you are trying to receive is a duplicate, you must enter a different number or delete the existing number from inventory before continuing. Refer to *Edit/Query Serial in Chapter 3: Inventory Functions* for more information on deleting serial numbers.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Transfer Receiving window.

**IMPORTANT:** No check is performed to verify that the stock code marked as serialized in the source location is also marked as serialized in the target location. If stock codes are added to the target location manually or existing stock codes edited, be certain that the serialized option is set the same in both locations.

- **Select the Insert function to enter additional line items.**
- **Select the Edit function to revise the highlighted item.** Correct the information and press Enter.
- **Select the Delete function to remove the highlighted item.** You are prompted to confirm the deletion before it is performed.
If one of your line items is a container item (as indicated by the or icons), the Container function is activated. To customize a container item, or to assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to Containers/Assemblies in Chapter 3: Inventory Functions for more information on container items.

**IMPORTANT:** The Receive Transfer function permits you to receive containers, however when transfers are completed the containers are broken down into their components.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.

**NOTE:** Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the total price of all container components if they were priced separately (based on the quantities and the Sale Price level). This price is displayed for reference only.

If a line item is serialized, highlight the item and select the Edit function. (The icon indicates a serialized container item without a serial number.) The Serial Number Processing window appears.

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

**NOTE:** Atrex does not accept duplicate serial numbers for the same stock code. If you are told the number you are trying to receive is a duplicate, you must enter a different number or delete the existing number from inventory before continuing. Refer to Edit/Query Serial in Chapter 3: Inventory Functions for more information on deleting serial numbers.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.
After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Container Customization window.

Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

When all the container information is correct, click OK to save the information.

After saving the container customization, you are returned to the Inventory Transfer Creation/Editing window.

To customize an additional container item, highlight the item and select the Container function.

Click OK to save all the stock codes displayed and all entered serial numbers. At this time, the transfer is complete and the inventory updated. Finally, you are asked the following questions:

Do you wish to Print A Transfer Record? Select Yes or No.

Do you wish to Print Inventory Labels? Select Yes or No.

### 3.21.6 Void Pending Transfer

The Void Pending Transfer provides the means to completely remove a pending inventory transfer.

**Function Information:**

- There is no way to ‘unvoid’ a pending transfer once it has been voided.
- Completed transfers cannot be voided/reversed through this function or any other function in Atrex. Once an inventory transfer is completed, the inventory of both locations must be manually adjusted if a mistake was made.

Upon selecting the Void Pending Transfer function, the Open Transfer Selection window appears. Highlight the pending transfer to void and press Enter.

Once a pending transfer is selected, a Confirmation window appears. Press Enter to confirm the void request.

After confirming the void request, Atrex removes the transfer.
Chapter 4: PO Functions

This chapter covers in detail all functions available under the Atrex PO menu.

4.1 Direct Receiving

The Direct Receiving function provides the means for receiving items into inventory without the need to first create a purchase order.

Function Information:

- To maintain a purchase history of the items you receive, you MUST click Yes when you are asked, “Do you wish to save this session as a completed purchase order?” upon saving the Direct Receiving session.

- The Direct Receiving function is especially useful for adding existing serial numbers into Atrex when you first begin using the software. Once you have created all of your stock codes using the New function under the Inventory menu (ensure that all serialized item’s Qty On Hand fields are set to zero), use the Direct Receiving function to enter the serial numbers and update the on-hand quantities.

TIP: The Direct Receiving function can also be accessed from most transactions (Creation/Editing window) by opening the PO menu and selecting Direct Receiving.

Upon selecting the Direct Receiving function, the Vendor Code Entry window appears. Input the code of the vendor from whom you are receiving and press Enter.

If the vendor code entered does not exist, you are asked if the code is a new vendor. If not, select No and you are returned to the Main menu. If you select Yes, Atrex initiates the addition of the new vendor. Enter the information for the new vendor and save it.

At this point, the Direct Receiving window appears. NOTE: The vendor code and name are displayed in the upper left-hand corner.

This window has three tabs: Line Items, Notes, and Internal Notes.
Line Items

The Line Items tab is used for entering the stock code to receive.

You are prompted to enter the first item. Input a stock code to receive and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.
Upon selecting a stock code, the PO Item Receiving window appears.

![PO Item Receiving Window](image)

- **Quantity:** Enter the quantity to be received. (If the item being received is serialized, the Quantity field is NOT available for editing.)

- **Cost:** Atrex automatically enters the last received cost or the current cost on the stock code record based upon the option set in Company Information and Settings. Refer to Company Setup / Customization-Company Information and Settings (Default PO Costs To) in Chapter 13: Options for more information. If the value is not correct, enter a different cost.

- **Add Description:** Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Direct Receiving window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

  **TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

- **Vendor Stock Code:** Displays the vendor code for the selected item and vendor. If no vendor code is displayed, if it has changed, or it is incorrect enter the correct value. This function DOES update the item’s record in Atrex.

  When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code.

When the fields are correct, press Enter. If the stock code is not serialized, it is added to the list of codes received, and displayed. If the stock code is serialized, the Serial Number Processing window is displayed.
Serial Number Information

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

Range Entry

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Select the Last Received function to view that last serial number received for the selected item.

Delimited Entry

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

NOTE: Atrex does not accept duplicate serial numbers for the same stock code. If you are told the number you are trying to receive is a duplicate, you must enter a different number or delete the existing number from inventory before continuing. Refer to Edit/Query Serial in Chapter 3: Inventory Functions for more information on deleting serial numbers.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. TIP: When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

NOTE: The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Direct Receiving window.

Each line item displays the stock code, description, model, quantity ordered, quantity previously received (not applicable in Direct Receiving), quantity received, cost, and the extended cost. Under the line items totals are displayed for line item count, ordered, previously received, received, and extended.

In addition, the received cost (total cost for all quantities received) and total (received cost plus shipping, tax and GST) is displayed in the lower left-hand corner.

Select the Scan function to scan items for receiving. When selected, the Stock Code Entry window appears and functions like the Increment Scan function until canceled. Refer to General Notes-Increment Scanning in Chapter 1: Introduction for more information on the Increment Scan function.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**
  - Change Vendor
  - Change Receiving Date
  - Load from File
  - Window Customization

Select the Insert function to receive additional items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Invoice #**: Enter your vendor’s invoice number for this purchase order. The value entered in this field prints on the Receiving List, is transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order, and appears on the Serialized Editing window for any serialized items received to help you track serialized purchases.

**Shipping**: Enter the shipping amount from your vendor’s invoice for this purchase order. The amount entered in this field is distributed to all items received based upon the option set in the Company Information and Settings. Refer to *Company Setup / Customization-Company Information and Settings-Defaults (Split PO Shipping By)* in Chapter 13: Options for more information on allocating shipping costs. This value is also transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order.

For example, your shipping cost was $6.00 and you received quantity 1 of code ABC at a cost of $25.00 and quantity 2 of code XYZ at a cost of $15.00 (each). The received cost for ABC is $27.00 and for XYZ is $17.00 (each).

**Tax**: Enter the tax amount from your vendor’s invoice for this purchase order. The amount entered in this field is for your reference only and is transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order.

**GST**: Enter the GST amount from your vendor’s invoice for this purchase order. The amount entered in this field is for your reference only and is transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order.

**Notes**

The Notes Items tab is used for entering general information for the receiving session. The Notes WILL print on the purchase order should you choose to save the receiving session as a completed purchase order.
Internal Notes

The Internal Notes tab provides a field for entering an internal note for this receiving session. Internal notes are not printed on the transaction but are provided for your reference only or as a reminder.

Click OK to save all the stock codes displayed and all entered serial numbers.

IMPORTANT: Be certain that the information is correct as some receiving sessions cannot be reversed. Refer to Unreceive later in this chapter for information on reversing direct receives.

After completion of the receiving, you are asked the following question:

- **Do you wish to save this session as a completed purchase order?** Select Yes or No. If you select No this receiving session does not appear on the purchase order history reports.

Finally the Post Receiving Options window appears.

This window contains several additional functions. If a function is not applicable for this receiving session, it is grayed out. Click on each function you want. There are four functions from which to choose:

- **Make A Payable** – Select this function to create a payable for the items received. Refer to Payables in Chapter 7: Accounts for more information on payables.

- **Print A Receiving List** – Select this function to print a list of the items received.

- **Price Adjustments** – Select this function to update the pricing information of the items received. You must have set the Price Adjustments While Receiving option while customizing Atrex for your company and one or more items must have changed in cost during this receiving session. Refer to Company Setup / Customization-Company Information and Settings in Chapter 13: Options for more information on Price Adjustments While Receiving.

  **NOTE:** This function is only available if the cost of one or more items you are receiving is different from the current inventory cost for that item. In addition, this function only lists items that use the Manual Update Option for pricing. Refer to New-Pricing in Chapter 3: Inventory Functions for more information on pricing update options.
Update Pricing Information

Upon selecting the Price Adjustments function, the Pricing Adjustment window appears. This window displays the stock code, description, list price, sale price, old cost, and the new cost for each stock code whose cost has changed.

To adjust the pricing information for an item, highlight the item and select the Edit function.
Upon selecting an item, the Price Adjustment window appears. This function provides the means to adjust the pricing levels of the selected stock code to compensate for the change in the item’s cost. **NOTE:** The stock code, description, old cost, and new cost are displayed in the upper left-hand corner.

![Price Adjustment Window](image1.png)

Each of the five pricing levels is displayed along with their current price, profit margin (based upon the old cost), and suggested new price to keep the profit margin at the same level. In addition, for each of the pricing levels there is an Edit field for entering the new price.

Select the Change All function to accept all of the suggested prices.

Make any necessary price adjustments and click OK to save the changes.

**NOTE:** After an item has been edited the icon to the left of the stock code changes from a 🏷️ to a ✔️. This indicates that the item has already had its prices adjusted.

When all the price adjustments have been made for each item, click OK.

**Print Inventory Labels** – Select this function to print labels for the items received. Refer to *Labels in Chapter 3: Inventory Functions* for more information on printing labels.

After completing all of the functions you want, click OK.
4.2 New

The New function provides the means for creating new purchase orders.

Upon selecting the New function, the Vendor Code Entry window appears. Input the code of the vendor from whom you are ordering and press Enter.

If the vendor code entered does not exist, you are asked if the code is a new vendor. If not, select No and you are returned to the Main menu. If you select Yes, Atrex initiates the addition of the new vendor. Enter the information for the new vendor and save it.

At this point, the PO Creation/Editing window appears.

**NOTE:** The vendor code, name, telephone number, and contact name are displayed in the upper left-hand corner and the customer number is displayed in the upper right-hand corner. The information entered in the Min Order and Pd Freight Amt fields, if any, for the selected vendor is displayed at the bottom of the screen along with the difference (the purchase order total minus the vendor limits). This allows you to monitor when you achieve the minimum order point and determine whether you have to pay any shipping charges.

If you have set the Pre-Allocate Transaction Numbers option while customizing Atrex for your company, the number for this transaction is displayed in the title bar at the top of this window.

This window has four tabs: Line Items, Notes, Shipping Notes, and Internal Notes.

**Line Items**

The Line Items tab is used for adding stock codes to the purchase order.
You are prompted to enter the first item. Input a stock code to be ordered and press Enter.

If the stock code does not exist, you are asked if the code is a new item. If not, select No to enter another stock code. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon selecting a stock code, the PO Item Information window appears.

Quantity: Enter the quantity to be ordered.

NOTE: Since this is only creating a purchase order, the Quantity field is available for editing even if the item is serialized.

Cost: Atrex automatically enters the last received cost or the current cost on the stock code record based upon the option set in Company Information and Settings. Refer to Company Setup / Customization-Company Information and Settings-Defaults (Default PO Costs To) in Chapter 13: Options for more information. If the value is not correct, enter a different cost.

Add Description: Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Purchase Order Receiving window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

TIP: When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code.

NOTE: The box in the upper left-hand corner of the PO Item Information window displays information about the selected item including the suggested quantity to order. The box in the upper right-hand corner displays the entire receiving history for the selected item including the receiving number, vendor, date, purchase order number, quantity, and cost. If the item has not been previously received via the PO functions, this box is empty.
Current Vendor Only – Indicates whether all receiving history is displayed. If checked, only the receiving history for the vendor selected for the purchase order vendor is displayed.

When the fields are correct, press Enter to accept the data. You are returned to the PO Creation/Editing window Line Items tab.

Each line item displays the stock code, description, order unit, quantity ordered, cost, and the extended cost. Under the line items totals are displayed for line item count, quantity ordered, and extended.

Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**
  - Move Up: Ctrl+Up
  - Move Down: Ctrl+Down
  - Change Vendor
  - Change PO Date
  - Load from File
  - View Vendor Codes
  - View Vendor History
  - View Stock Code Sales History
  - Copy Vendor Code to Clipboard
  - Edit Stock Code
  - Window Customization

Select the **Insert** function to order additional items.

Select the **Edit** function to revise the highlighted item. Correct the information and press Enter.

Select the **Delete** function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Date Expected:** Enter the purchase order’s expected due date in this field. Atrex automatically enters an expected date 7 days from the current date. This expected date can be changed by typing in a different date.

**Contact:** Atrex automatically inserts the primary contact for the selected vendor in the Contact field. Use the drop-down list box to select a contact from the vendor’s contacts list. **NOTE:** Entering a new contact in this field does NOT add the contact to the vendor’s contacts list.
Ext PO #: Enter the external purchase order number, if applicable. This allows you to use alphanumeric number systems for your purchase orders (in addition to Atrex's internal numeric purchase order numbering).

Reference: Enter reference information related to this purchase order (i.e., the customer order number for which this purchase order is being created).

**NOTE:** The above fields are for your reference only. Information entered into these fields is printed on the purchase order and is displayed on the Open Purchase Order Selection window for sorting and selection purposes.

Ship Via: Enter the desired shipping method for the purchase order. This field is automatically populated by Atrex with the text entered in the Vendor Information.

**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Shipping in Chapter 13: Options* for more information on entering options in the Ship Via field drop-down list box.

Created By: Enter the name or ID of the user who created the purchase order. Use the drop-down list box to select a user already set up as a user. (Refer to *Chapter 8: User Functions* for more information on creating new users.) **NOTE:** If the security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system.

Select the Ship To function to specify a shipping address other than yours. This is a one-time change specific to the current purchase order. Upon selecting the Ship To function, the Alternate Shipping Address window appears. Enter the alternate address or click Select to choose a customer already entered in Atrex. **NOTE:** Click to display the entered address via Google Maps in an Internet browser.

**TIP:** If an alternate shipping address is present the function is in color and holding the mouse pointer over the button displays the Alternate Address. Otherwise the function has no color and holding the mouse pointer over the button displays the Our Location Address (the address entered under Options - Company Setup / Customization - Company Information and Settings).

Select the Vendor function to edit the selected vendor's information. This function opens the Vendor Information window. Make any necessary changes and click OK to save.

**Notes**

The Notes Items tab is used for entering general information on the purchase order. The Notes WILL print on the purchase order.

**Shipping Notes**

The Shipping Notes tab is used for entering or changing shipping instructions for this purchase order. This tab is automatically populated by Atrex with the text entered on the Shipping Instructions tab for the selected vendor. Make any necessary changes or additions. The Shipping Notes WILL print on the purchase order. Any additions or changes to the shipping notes are for this purchase order only and will NOT be reflected on the Shipping Instructions tab of the vendor.
### Internal Notes

The Internal Notes tab provides a field for entering an internal note for this purchase order. Internal notes are not printed on the transaction but are displayed when the purchase order is brought up for receiving. This allows you to log information regarding the purchase order for your reference only or as a reminder.

Click OK to save all the stock codes ordered.

The final display is the Output Destination window. Select the desired destination and press Enter.

**NOTES:**

- Atrex always uses the next sequential purchase order number above the largest purchase order number. The purchase order number sequence can be modified under the Options menu.

- When you receive the items, use the purchase order Receive function to update your inventory and the purchase order history.

### 4.3 Edit

The Edit function provides the means for modifying existing purchase orders.

**Function Information:**

- Modifications to purchase order data only effect reports that include the date of the purchase order.

- The date of the purchase order can be changed on most purchase orders through this function by right-clicking on the PO Creation/Editing window and selecting Change PO Date on the pop-up menu.

- The vendor under which the purchase order was created can be changed on most unreceived purchase orders through this function by right-clicking on the PO Creation/Editing window and selecting Change Vendor on the pop-up menu. Once a purchase order is received (partially or fully) the vendor cannot be changed.

Upon selecting the Edit function, the PO Number Entry window appears. Type in the number of the purchase order to edit and press Enter. A purchase order number that does not exist is rejected.

After retrieving the purchase order information, the PO Creation/Editing window is displayed and defaults to the Line Items tab. Information on individual line items is displayed in a format identical to when the purchase order was created using the New function.

Highlight the line item to edit and select the Edit function.

To replace a line item with a different stock code, the item being replaced must first be deleted before the new stock code can be inserted into the purchase order.

Edit the Quantity field as necessary. **NOTE:** You are not able to enter a number for the quantity ordered that is lower than the number already received.

If the cost of the item ordered has changed, enter the new cost.

When all the changes have been made, click OK to save the purchase order.
4.4 Batch Creation

The Batch Creation function provides the means for creating purchase orders for numerous items from multiple vendors in a single session.

NOTE: If there are recurring invoices that you want evaluated by this function use the Validation function (Allocated Quantities and Days of Recurring Invoice to Include) before continuing. Refer to Batch Processing-Validation in Chapter 13: Options for more information on allocating recurring invoice stock codes.

Upon selecting the Batch Creation function, the inventory database is scanned and a list of all items that need to be reordered is displayed in the Batch PO Creation window. This window has two tabs: Line Items and Notes.

Line Items

The Line Items tab displays a list showing the stock code, description, quantity ordered, last cost of the item, and the preferred vendor specified on the stock code record. NOTE: Stock codes tagged as non-depleting or non-stock items are not retrieved.

Under the line items totals are displayed for line item count and quantity. In addition, the total (total cost for all quantities ordered) and weight (total weight of all quantities ordered) is displayed in the lower left-hand corner.
Select the Filter function to further narrow the list of items by criteria of your choosing. This function opens the stock code Filter Builder window. Enter the search criteria as prompted. Refer to Selection Lists and Searches-Selecting Stock Codes in Chapter 1: Introduction for more information on using the Filter function.

For each item you want to order, you must specify the quantity to order.

**TIP:** To automatically accept the suggested reorder quantities for all items, right-click on any item and select the Auto Accept Suggest Quantities function from the pop-up menu.

To select an item, double-click on it or select the Edit function.

**TIP:** A faster method for editing the displayed items is to type directly into the Quantity and Cost fields and to open the Vendor drop-down list box without having to leave the Batch PO Creation window. Simply click into these fields.

Upon selecting a stock code, the Batch PO Creation Item Information window appears.

![Batch PO Creation Item Information Window](image)

**Quantity:** Enter the quantity to be ordered.

**NOTE:** Since this is only creating a purchase order, the Quantity field is available for editing even if the item is serialized.

**Cost:** Atrex automatically enters the last received cost or the current cost on the stock code record based upon the option set in Company Information and Settings. Refer to Company Setup / Customization-Company Information and Settings-Defaults (Default PO Costs To) in Chapter 13: Options for more information. If the value is not correct, enter a different cost.

**Vendor:** Displays the vendor from whom the item is to be purchased (defaults to the preferred vendor on the stock code record). To change the vendor or to add one if blank, select the **...** button. This displays the Vendor Selection window. This function does NOT update the item’s record in Atrex.

**Add Description:** Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Batch PO Creation window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.
**TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code.

**NOTE:** The box in the upper left-hand corner of the Batch PO Creation Item Information window displays information about the selected item including the suggested quantity to order. The box in the upper right-hand corner displays the entire receiving history for the selected item including the receiving number, vendor, date, purchase order number, quantity, and cost. If the item has not been previously received via the PO functions, this box is empty.

Current Vendor Only – Indicates whether all receiving history is displayed. If checked, only the receiving history for the vendor selected in the Vendor field is displayed.

When the fields are correct, press Enter to accept the data. You are returned to the Batch PO Creation window Line Items tab.

Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**
  - View Vendor Codes
  - View Stock Code Sales History
  - View Allocated Details
  - View On-Order Details
  - View RMA Details
  - View Receiving Details
  - View Related Codes
  - View Other Locations On-Hand
  - Strip List to a Single Vendor
  - Auto Accept Suggested Quantities
  - Copy Vendor Code to Clipboard
  - Edit Stock Code
  - Window Customization

Select the Insert function to order additional items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.
Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Date Expected:** Enter the expected due date for ALL purchase orders created during this batch creation session. **NOTE:** Leaving the Date Expected field empty sets the expected due date for each purchase order to the current date plus the Default PO Days set for the corresponding vendor.

**Ext PO #:** Enter the external purchase order number, if applicable. This allows you to use alphanumeric number systems for your purchase orders (in addition to Atrex's internal numeric purchase order numbering).

**Reference:** Enter reference information related to this purchase order (i.e., the customer order number for which this purchase order is being created).

**NOTE:** The above fields are for your reference only. Information entered into these fields is printed on the purchase order and is displayed on the Open Purchase Order Selection window for sorting and selection purposes.

**Ship Via:** Enter the desired shipping method for the purchase order. When the Batch PO Creation is saved, this field is automatically populated by Atrex, on each resulting purchase order, with the text entered in the Vendor Information.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-Shipping in Chapter 13: Options for more information on entering options in the Ship Via field drop-down list box.

**Created By:** Enter the name or ID of the user who created the purchase order. Use the drop-down list box to select a user already set up as a user. (Refer to Chapter 8: User Functions for more information on creating new users.) **NOTE:** If the security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system.

**Notes**

The Notes Items tab is used for entering general information on the purchase order. The Notes WILL print on the purchase order(s).

Click OK to save all the stock codes ordered.

The final display is the Output Destination window. Select the desired destination and press Enter.

**Atrex now removes any item from the list that has a zero quantity ordered or does not have a valid vendor associated with it.** A purchase order for each vendor from whom you are ordering items is created with all the stock codes that were selected to be ordered. The purchase orders created can be modified using the Edit function.

When you receive the items, use the purchase order Receive function to update your inventory and the purchase order history.

### 4.5 Receive

The Receive function provides the means for receiving open purchase orders (created using the purchase order New function or the Batch Creation function).

**TIP:** The Receive function can also be accessed from most transactions (Creation/Editing window) by opening the PO menu and selecting Receive.
Upon selecting the Receive function, the purchase order database is scanned and a list of all purchase orders with outstanding items is displayed in the Open Purchase Order Selection window. To the left of the purchase order number is the Indicator field which indicates the status of the purchase order.

Open purchase orders are tagged as follows:

- 🍀 (Open Folder) – Indicates the due date has not yet passed or that the purchase order has no due date.
- 🕉️ (Alarm Ringing) – Indicates the due date has passed.

Select the purchase order that contains the items to receive.

After retrieving the purchase order information, the Purchase Order Receiving window is displayed. This window has three tabs: Line Items, Notes, and Internal Notes.

**NOTE:** The vendor code and name are displayed in the upper left-hand corner. In addition, the Ext PO # and Reference are displayed in the lower right-hand corner.

**Line Items**

The Line Items tab is used for receiving the stock codes on the purchase order.

Each line item displays the stock code, description, model, quantity ordered, quantity previously received (prior receiving sessions), quantity received (this receiving session), cost, and the extended cost. Under the line items totals are displayed for line item count, ordered, previously received, received, and extended.

In addition, the received cost (total cost for all quantities received during this receive) and total (received cost plus shipping, tax and GST) is displayed in the lower left-hand corner.
Hide Completely Received Items – Indicates whether previously received in-full items are hidden. If checked, only items left to receive are displayed.

Highlight the item you are receiving and select the **Receive** function.

**NOTE:** If you attempt to receive a quantity greater than the quantity ordered, Atrex allows you to change the quantity ordered to accommodate the true number received. For example, if you ordered 10, and then called the vendor and changed the order to 15 but did not update the PO, when you receive 15 of the item, you can change the ordered quantity to be 15 instead of 10. A confirmation window asks you if you want to adjust the quantity ordered to match the quantity received.

**Scan** Select the Scan function to scan items for receiving. When selected, the Stock Code Entry window appears and functions like the Increment Scan function until canceled. Refer to **General Notes-Increment Scanning in Chapter 1: Introduction** for more information on the Increment Scan function.

**Receive All** Select the Receive All function to receive all items on the purchase order. This adjusts all the quantities received to the remaining quantity ordered for all non-serialized items.

**Receive** To receive a single item or a serialized item, highlight the item and select the Receive function.
Upon selecting a line item, the PO Item Receiving window appears.

![PO Item Receiving](image)

**Quantity:** Enter the quantity to be received. (If the item being received is serialized, the Quantity field is NOT available for editing.)

**Cost:** Atrex automatically enters the cost entered when the purchase order was created. If the value is not correct, enter a different cost.

**Add Description:** Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Purchase Order Receiving window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

**TIP:** When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

**Vendor Stock Code:** Displays the vendor code for the selected item and vendor. If no vendor code is displayed, if it has changed, or if it is incorrect enter the correct value. This function DOES update the item’s record in Atrex.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code.
When the fields are correct, press Enter. If the stock code is not serialized, the quantity received is adjusted and displayed. If the stock code is serialized, the Serial Number Processing window is displayed.

**Serial Number Information**

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

Select the Last Received function to view that last serial number received for the selected item.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

**NOTE:** Atrex does not accept duplicate serial numbers for the same stock code. If you are told the number you are trying to receive is a duplicate, you must enter a different number or delete the existing number from inventory before continuing. Refer to Edit/Query Serial in Chapter 3: Inventory Functions for more information on deleting serial numbers.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the Purchase Order Receiving window.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Receive**
- **Delete**
- **Receive All**
- **Scan**
- **Change Receiving Date**
- **Load from File**
- **Window Customization**

To receive additional items, highlight the line item and select the **Receive** function.

**Invoice #:** Enter your vendor’s invoice number for this purchase order. The value entered in this field prints on the Receiving List, is transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order, and appears on the Serialized Editing window for any serialized items received to help you track serialized purchases.

**Shipping:** Enter the shipping amount from your vendor’s invoice for this purchase order. The amount entered in this field is distributed to all items received based upon the option set in the Company Information and Settings. Refer to *Company Setup / Customization-Company Information and Settings-Defaults (Split PO Shipping By)* in Chapter 13: Options for more information on allocating shipping costs. This value is also transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order.

For example, your shipping cost was $6.00 and you received quantity 1 of code ABC at a cost of $25.00 and quantity 2 of code XYZ at a cost of $15.00 (each). The received cost for ABC is $27.00 and for XYZ is $17.00 (each).

**Tax:** Enter the tax amount from your vendor’s invoice for this purchase order. The amount entered in this field is for your reference only and is transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order.

**GST:** Enter the GST amount from your vendor’s invoice for this purchase order. The amount entered in this field is for your reference only and is transferred to the proper field on a payable if you choose to create one upon completing the receiving of this purchase order.

**Notes**

The Notes Items tab contains the purchase order notes and is available for adding additional information. The Notes WILL print on the purchase order should you reprint it.

**Internal Notes**

The Internal Notes tab contains the purchase order internal notes and is available for adding additional information.

Click OK to save all the stock codes displayed and all entered serial numbers.

**IMPORTANT:** Be certain that the information is correct as some receiving sessions cannot be reversed. Refer to *Unreceive* later in this chapter for information on reversing purchase order receiving sessions.
After completion of the receiving, the Post Receiving Options window appears.

![Post Receiving Options window](image)

This window contains several additional functions. If a function is not applicable for this receiving session, it is grayed out. Click on each function you want. There are four functions from which to choose:

**Make A Payable** – Select this function to create a payable for the items received. Refer to *Payables in Chapter 7: Accounts* for more information on payables.

**Print A Receiving List** – Select this function to print a list of the items received.

**Price Adjustments** – Select this function to update the pricing information of the items received. You must have set the Price Adjustments While Receiving option while customizing Atrex for your company and one or more items must have changed in cost during this receiving session. Refer to *Company Setup / Customization-Company Information and Settings in Chapter 13: Options* for more information on Price Adjustments While Receiving.

**NOTE:** This function is only available if the cost of one or more items you are receiving is different from the current inventory cost for that item. In addition, this function only lists items that use the Manual Update Option for pricing. Refer to *New-Pricing in Chapter 3: Inventory Functions* for more information on price update options.
Update Pricing Information

Upon selecting the Price Adjustments function, the Pricing Adjustment window appears. This window displays the stock code, description, list price, sale price, old cost, and the new cost for each stock code whose cost has changed.

<table>
<thead>
<tr>
<th>Stock Code</th>
<th>Description</th>
<th>List Price</th>
<th>Sale Price</th>
<th>Old Cost</th>
<th>New Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIR BLOWER</td>
<td>Spa Air Bower</td>
<td>199.00</td>
<td>185.00</td>
<td>80.00</td>
<td>85.00</td>
</tr>
</tbody>
</table>

To adjust the pricing information for an item, highlight the item and select the Edit function.
Upon selecting an item, the Price Adjustment window appears. This function provides the means to adjust the pricing levels of the selected stock code to compensate for the change in the item’s cost. **NOTE:** The stock code, description, old cost, and new cost are displayed in the upper left-hand corner.

Each of the five pricing levels is displayed along with their current price, profit margin (based upon the old cost), and suggested new price to keep the profit margin at the same level. In addition, for each of the pricing levels there is an Edit field for entering the new price.

Select the Change All function to accept all of the suggested prices.

Make any necessary price adjustments and click OK to save the changes.

**NOTE:** After an item has been edited the icon to the left of the stock code changes from ![Unadjusted](image) to ![Adjusted](image). This indicates that the item has already had its prices adjusted.

When all the price adjustments have been made for each item, click OK.

**Print Inventory Labels** – Select this function to print labels for the items received. Refer to *Labels in Chapter 3: Inventory Functions* for more information on printing labels.

After completing all the functions you want, click OK.
4.6 Unreceive

The Unreceive function provides the means for reversing receiving sessions performed using the Direct Receive and Receive purchase order functions.

**Function Information:**

- There is no way to reverse an unreceive.
- Only entire receiving sessions can be unreceived. It is not possible to perform a partial unreceive.
- Once any item in a receiving session has been modified in any way (i.e., directly by using the Edit function or indirectly by selling or receiving the item thus changing the on-hand quantity) the entire receiving session is ineligible for being unreceived.
- Receiving sessions originating from purchase orders or direct receives saved as completed purchase orders are made outstanding again when unreceived.
- This function removes the receiving session from the Receiving History reports as well as removes any associated receiving lists and receiving labels. It addition, received serial numbers are removed from the system and on-hand quantities are updated and costs reverted (if applicable).

Upon selecting the Unreceive function, the purchase order database is scanned and a list of all receiving sessions is displayed in the Receiving List Selection window.

Select the receiving session that contains the items to unreceive.

Once a receiving session is selected, a Confirmation window is displayed containing the receiving list number, receive date, and vendor code. If the information is correct, click Yes.

Upon receiving confirmation, Atrex reverses the receiving session. If the selected receiving session cannot be reversed, a message is displayed indicating that the receiving session cannot be unreceived. Below are instructions for manually reversing direct receives and purchase order receives.

**Manually Reverse A Direct Receive:**

If a direct receiving session cannot be unreceived the following steps may be taken to reverse the direct receive.

1. Perform another direct receive and receive negative quantities (enter the quantity first then the minus sign) for the items received.
2. When asked if you wish to Save This Receiving Session As A Completed Purchase Order your selection MUST be the same as during the original direct receive.
3. Re-receive the items as necessary using the Direct Receiving function.
4. If the items are serialized, delete the serial numbers using the Edit/Query Serial function under the Inventory menu.

**Manually Reverse A Purchase Order Receive:**

If a purchase order receiving session cannot be unreceived, the following steps may be taken to reverse the purchase order receive.

1. Perform a direct receive and receive negative quantities (enter the quantity first then the minus sign) for the items received.
2. You MUST select Yes when asked if you wish to Save This Receiving Session As A Completed Purchase Order.
3. Re-enter the purchase order and receive it as necessary.
4. If the items are serialized, delete the serial numbers using the Edit/Query Serial function under the Inventory menu.

4.7 Force PO Closed

The Force PO Closed function provides the means to remove a purchase order from the open purchase order list without having to edit, receive, or void it.

**TIP:** Use this function if a purchase order is received by mistake using the Direct Receive function instead of the Receive function or if the remaining items on a partially received purchase order are not being received.

**Function Information:**
- There is no way to edit a closed purchase order.
- Purchase orders that are forced closed do appear on the PO History reports.
- This function removes the selected purchase order from the open purchase order list. It does NOT receive the purchase order or update inventory quantities.

Upon selecting the Force PO Closed function, the purchase order database is scanned and a list of all purchase orders with outstanding items is retrieved and displayed in the Open Purchase Order Selection window. Select the purchase order to close.

**Search** Use the Search function to select a purchase order from a list. **TIP:** More than one purchase order can be forced closed at once. To select a continuous range, highlight the first purchase order then press and hold the Shift key and highlight the last purchase order. To select random purchase orders, press and hold the Ctrl key and single click on each purchase order.

Once a purchase order is selected, a Confirmation window is displayed containing the purchase order number, purchase order date, and vendor. Click Yes to confirm the close request.

After confirming the close request, Atrex closes the purchase order and removes it from the open purchase order list.

**NOTE:** When forcing closed multiple purchase orders a confirmation is displayed for each purchase order.

4.8 Void

The Void function provides the means for removing outstanding purchase orders.

**Function Information:**
- There is no way to ‘unvoid’ a purchase order once it is voided.
• You are not prevented from voiding a partially received purchase order. Doing so does not affect the items already received. Unreceived items are NOT received and inventory quantities are NOT updated.

Upon selecting the Void function, the purchase order database is scanned and a list of all purchase orders with outstanding items is retrieved and displayed in the Open Purchase Order Selection window. Select the purchase order to void.

Once a purchase order is selected, a Confirmation window is displayed. Press Enter to confirm the void request.

After confirming the void request, Atrex removes the purchase order.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this purchase order number available for reuse if it was the last purchase order created. For this reason, it is recommended that you only delete all related history if the purchase order you are voiding is the last one you created, otherwise there will be a missing purchase order number in your purchase order history.

4.9 Clone

The Clone function provides the means for creating a purchase order using the information for an existing purchase order as a template.

Upon selecting the Clone function, the PO Number Entry window appears. Type in the number of the purchase order to clone and press Enter. A purchase order number that does not exist is rejected.

After retrieving the purchase order information, the PO Creation/Editing window is displayed and defaults to the Line Items tab. Information on individual line items (i.e., the quantity ordered and price) is displayed in a format identical to the purchase order that was cloned.

Make any needed changes.

TIP: Right-click on the PO Creation/Editing window and select Change Vendor to assign this purchase order to a vendor different from the cloned purchase order.

When all the changes have been made, click OK to save the new purchase order.

4.10 Merge POs

The Merge function provides the means for merging two or more open purchase orders into one.

Function Information:

• There is no way to reverse a purchase order merge.
• Only open purchase orders can be merged.
• The Target purchase order can partially received. The Source purchase order(s) can not be partially received.
• All purchase orders must be for the same vendor.

• All information of the target purchase order is retained (i.e., purchase order number, transaction date, line items, notes, date expected, ship via, reference, etc.). Only the line items and notes are merged from the source purchase orders into the target purchase order.

Upon selecting the Merge POs function, you are prompted to enter the target purchase order. The **target purchase order is the purchase order you wish to merge the other purchase order(s) into** (it is the purchase order that remains in Atrex). Input the target purchase order and press Enter.

After selecting the target purchase order, the Open PO Merge Selection window appears. All purchase orders that meet the merge requirements are displayed. Select the purchase order(s) you wish to merge into the target purchase order (these purchase orders will NOT exist after the merge).

**NOTE:** To select a continuous range, highlight the first purchase order then press and hold the Shift key and highlight the last purchase order. To select random purchase orders, press and hold the Ctrl key and single click on each purchase order to merge.

When all purchase orders are highlighted, click OK to merge the purchase orders.
5 Chapter 5: Customer Functions

This chapter covers in detail all functions available under the Atrex Customer menu.

5.1 New

The New function provides the means for adding new customers to Atrex.

**TIP:** Adding customers can be done on the fly when creating sales transactions. Enter the new customer's name in the Customer Selection Entry window and select the New function from the Customer Selection window.

Upon selecting the New function, the Customer Information window appears. This window has one list: Last Name/Company, nine tabs: General, Notes, Credit Cards, Other, Service Equip, Special Pricing, Images, Documents, Custom, and Contacts, and scheduler display.

**Last Name/Company**

When using the customer Edit function the Last Name/Company list can be used to quickly navigate between customers when editing (this list is disabled when using the customer New function).
General

The General tab provides fields for entering basic customer information. Enter the information about the customer as prompted.

Last Name/Company: Enter the customer’s last name or if the customer is a business, enter the complete name of the business in this field.

First Name: Enter the customer’s first name.

TIP: If your customer is a business with multiple locations, use the First Name field to enter the branch or location name.

No Delete – If checked, the customer is not deleted when the Dead Data Removal function (Options-Batch Processing) is run. You can store information about a customer (or potential customer) that has no sales history and prevent this information from being treated as dead data.

Bad Check/Balance – Check if the customer has an outstanding check or is past due on their account. When this field is checked, Atrex displays a warning to the salesperson creating an invoice, return, order, quote, or service order or shipping an order, indicating that the manager should be contacted before taking a check or any type of credit from this customer. Optionally Atrex can be setup to prevent creating, shipping, or transferring sales and service transactions for these customers. Refer to Company Setup / Customization-Company Information and Settings-Options in Chapter 13: Options for more information on the No Sales to Bad Debt Customers function.
**TIP:** When used properly, the Bad Check/Balance indicator may significantly reduce the amount of bad debts that your company incurs.

No Mail – If checked, the customer is not included on your mailing list. No Mail customers can be excluded from the Mailing Labels functions as well as the customer Export functions.

Inactive Customer – Check if the customer is no longer active and can’t be deleted because they have sales history. Inactive customers can be excluded from certain Customer reports and customer selection lists.

No Finance Charges – If checked, the customer is not charged finance charges when statements are run. Use this check box to exempt customers from finance charges on a customer-by-customer basis. Refer to Company Setup / Customization-Company Information and Settings-Defaults in Chapter 13: Options for more information on applying finance charges.

Open Phone Field – If checked, the customer’s Phone fields are open text. Use this check box to change Phone fields between the USA (###-###-####) format and open text format on a customer-by-customer basis. The default phone format can be changed from the Company Information and Settings section under Options-Company Setup / Customization.

PO Required – If checked, the Customer PO field on invoices, orders, and service orders is required and cannot be left blank.

Email Statements – Indicates that statements for this customer are to be emailed. If checked, when using the Statement Processing and Single Statement Processing functions, statements are emailed to the address in the Stmt Email field **instead** of sent to the selected option on the Output Destination window. If the Stmt Email field is blank then statements are sent to the address in the Email field. If both fields are blank then the statement is sent to the option selected on the Output Destination window. When using the Reprint Statement(s) function the option selected on the Output Destination window is always used instead. Refer to Receivables-Statement Processing in Chapter 7: Accounts for more information on running statements.

EHF Exempt – If checked, the Environmental Handling Fee is not added to transactions when the customer purchases items subject to the fee.

No Backorders – If checked, the No Backorders check box is automatically selected when creating new orders for this customer. The No Backorders function allows orders to be shipped only once. After shipping the order it is closed out even if all items and quantities are not shipped. (This is equivalent to using the Force Order Closed function after shipping the order.)

No Statements – If checked, statements will never be generated for this customer when using the Statement Processing or Single Statement Processing functions. Refer to Receivables-Statement Processing in Chapter 7: Accounts for more information on running statements.

Shipping Address: Enter the customer’s shipping (street) address. **NOTE:** Click 🗺️ to display the entered address via Google Maps in an Internet browser.

Clicking this button copies the contents of the Shipping Address fields into the Mailing Address fields, saving you the effort of entering the address twice. Any information already in the Mailing Address fields is overwritten.

Mailing Address: Enter the customer’s mailing (billing or PO box) address. **NOTE:** Click 🗺️ to display the entered address via Google Maps in an Internet browser.
If the shipping and mailing addresses are the same, you only need to enter the information in the Shipping Address fields (see page 242 above). Two lines are supplied for the street address to accommodate both a street number and a suite number.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-City, State, Zip in Chapter 13: Options for more information on entering options in the Zip field drop-down list box so that city and state can be filled in automatically.

**Contact:** Enter the name of your primary contact with this company.

**Phone:** Enter the phone number for this customer.

**Ext:** Enter the extension of the primary contact.

**Fax:** Enter the fax number for this customer.

**TIP:** The Phone and Fax fields automatically translate alpha characters into numbers. For example, if you type 800 BOB POOL the following appears: 800-262-7665.

**Email:** Enter the email address for this customer.

**WWW:** Enter the company web address of this customer.

**TIP:** You can email customers with email addresses directly from this window by clicking on the Email field header and you can go to entered websites by clicking on the WWW field header.

**Stmt Email:** Enter the email address where statements for this customer should be sent if the address is different from the address in the Email field. If the Email Statements check box (above) is checked, statements for this customer are emailed to this address instead of sent to the selected option on the Output Destination window.

**Terms:** If the customer is able to purchase on special terms, enter their terms. This ensures that the terms authorized for this customer are displayed when processing sales transactions. The information entered in this field overrides the global default set in the Company Setup / Customization section of Atrex and is entered on invoices, orders, and quotes.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

**Salesperson:** Enter the salesperson assigned to the customer. Use the drop-down list box to select a salesperson already set up as a user. (Refer to Chapter 8: User Functions for more information on creating new users.) The name entered in this field is automatically entered on invoices, orders, and quotes.

**Pricing:** Use the drop-down list box to set the default pricing level for the customer. There are seven pricing levels from which to choose:

- **Sale** – Indicates the customer is charged the Sale price.
- **Discount 1, 2, 3, 4, and 5** – Indicates the customer is charged one of the five Discount prices.
- **List** – Indicates the customer is charged the List price.
- **Cost** – Indicates the customer is charged the Cost price.

Use the appropriate pricing level to ensure that the customer is charged the correct price.
Discount %: Enter the customer’s discount from their pricing level (if applicable). The discount percent entered in this field carries over to the Discount % field for each line item on sales transactions. The discount can be any percent from 0 to 100.

Max Credit: Enter the customer’s maximum credit amount (if applicable). When saving an invoice or completing a service order the transaction balance is added to the customer’s current account balance and compared to the value in this field. If the customer’s maximum credit amount is exceeded you are informed of the situation. You are not prevented from completing the transaction and taking the customer over their maximum credit amount. **NOTE:** When invoicing a customer assigned to a ‘master’ customer, the value in the Max Credit field on the master customer is used. Refer to the **Master Account** section below for more information.

**TIP:** Depending on how Atrex has been set up, leaving the Max Credit field at zero can ensure that the credit warning never appears. If you want the credit warning to always appear anytime a transaction with an outstanding balance is completed, set the Max Credit field to 0.01 or refer to **Company Setup / Customization-Company Information and Settings-Options in Chapter 13: Options** for more information on setting Atrex to treat zero in the Max Credit field as no credit.

Acct #: If you want to assign this customer your own account or customer number, enter it here. Account numbers can contain both letters and numbers and can be up to 15 characters in length. Account numbers can be used for selecting customers at any Customer Selection Entry window by simply entering a @ followed by the account number. **NOTE:** If you enter an account number that is not unique, Atrex warns you of the situation but does not stop you from using duplicate account numbers.

Category: This field is for assigning customers to categories. Use the drop-down list box to select a category. If the category you want is not on the list, simply type it into this field. Once a category is entered into the field and is saved, it is added to the list. The information entered into this field is useful for selecting customers using certain Customer reports.

**TIP:** Refer to the **Category Maintenance** section later in this chapter for more information on maintaining, deleting, and adding descriptions to your customer categories.

Ship Via: Enter the customer’s preferred shipping method. The information entered in this field overrides the global default set in the Company Setup / Customization section of Atrex and is entered on invoices, orders, and quotes.

**TIP:** Refer to **Company Setup / Customization-Lookup Selections-Shipping in Chapter 13: Options** for more information on entering options in the Ship Via field drop-down list box.

Resale #: Enter the customer’s resale number.

Tax Category: This field allows the association of a customer with a particular tax category. If the customer that you are entering will predominantly be purchasing items at a different tax rate than your default tax category, use the drop-down list box to select the proper tax category. The information entered in this field is entered on sales transactions and can be tracked using the Sales Tax and Service Order Tax reports.

Refer to **Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options** for more information on setting up tax categories. Refer to **Company Information and Settings-Defaults in Chapter 13: Options** for more information on setting a default tax category.

Select the View History function to view the customer’s sales or service history.

Sales and service transactions can be printed, edited and cloned from the Customer Sales History or Customer Service History windows by right-clicking on the transaction.
NOTE: To see the items on a transaction click the + (plus sign) to the left of the transaction number. Container items also have a + (plus sign) you can click to view the container contents.

Select the Print Detail Sheet function to print the Customer Detail Information report for this customer.

TIP: The View History and Print Detail Sheet functions are also available from the Customer Selection window pop-up menu. Refer to Common Atrex Functions-Pop-Up Menu in Chapter 1: Introduction for more information on pop-up menus. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on changing the history default date range.

Notes
The Notes tab provides a field for entering any additional information you may want to track for this customer.

Quick Note: Enter any information you want to see the next time you create a sales or service transaction for this customer. Quick notes are useful as reminders (i.e., remind your salespeople to update a customer’s contact information). Unless user security is enabled with the appropriate settings, each time a quick note is displayed there is an option to clear it from the system without having to edit the customer.

Credit Cards
The Credit Cards tab provides the means for maintaining the credit card information for this customer.

Function Information:
- Atrex uses PCI (Payment Card Industry Data Security Standard) compliant methods for storing credit cards. As such:
  - Atrex does not store CVV2 codes. These codes can be verified and the verification result can be stored, but not the code itself. NOTE: CVV2 codes do not affect your merchant discount rate, but rather are a tool to help you detect fraud.
  - All credit card numbers stored in Atrex are encrypted prior to being saved in order to protect the number. The ability to view unmasked credit cards is controlled by user security access and is limited to the Credit Card Information window only. Refer to Chapter 8: User Functions for more information on creating new users and setting user security permissions.
  - User security MUST be enabled in order to process and store credit cards. Disabling user security also disables all credit card, debit card and gift card functionality as well as permanently deletes all saved credit cards. Refer to Getting Around Atrex-Security in Chapter 1: Introduction for more information on user security requirements.
  - Full up-to-date PCI compliance information can be obtained from the Atrex website at http://www.atrex.com. Select Support – Atrex Knowledge Base – search for Atrex PCI Compliance.
The Credit Cards tab consists of an eight-column grid and Navigation Control.
To add a credit card to the credit cards list for the selected customer, click the + button on the navigation control.

**Credit Card Info**

Upon clicking the + button, the Credit Card Info window appears. Enter the credit card information as prompted.

Card Number: Enter the credit card number (without dashes or spaces).

Exp Date: Enter the expiration date. **NOTE:** The date must be in mm/yy format.

Name on Card: Enter the name as it appears on the front of the credit card.

The rest of the fields are not required and the Verify function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to **Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction** for more information.

When all the information is correct, press Enter.
**TIP:** Right-click on a credit card and select Set As Default. The information entered for the default card automatically transfers to the Credit Card Information window when processing sales transactions and payments. The non-default cards can be used instead of the default card when processing sales transactions and payments simply by clicking the button to the right of the Card Number field on the Credit Card Information window.

Create, edit, or delete any additional cards as needed using the navigation control.

**Navigation Control**

![Navigation Control Buttons]

Navigation control is used for creating and maintaining the customer’s additional credit card list. Refer to *Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Pop-up Menu:** When using the customer Credit Cards tab right-click on any credit card in the list for access to the following functions (when applicable):

- Insert New Card
- Edit Card
- Delete Card
- Move Card to Different Customer
- Display Credit Card Number
- Set as Default
Other

The Other tab provides fields for entering miscellaneous customer information and the function for assigning this customer to a 'master' customer account.

Online User ID: Enter the customer's online user ID.

Online Password: Enter the customer's online password.

The information entered in the above fields is for your reference only or may be used in conjunction with certain eCommerce packages (shopping carts).

Phone 2, Ext 2, Phone 3, & Ext 3: These fields are for entering two additional telephone numbers and corresponding extensions. **NOTE:** The Phone 2 and Phone 3 labels can be changed simply by highlighting the text and typing a new description (i.e., Cell or Home).

**TIP:** The Phone 2 and Phone 3 fields automatically translate alpha characters into numbers. For example, if you type 800 BOB POOL the following appears: 800-262-7665.

Name Format: The Name Format field allows you to change how the customer's name prints on sales transactions and labels on a customer-by-customer basis. Use the drop-down list box to select a format method. There are three format methods from which to choose:

**Default Format** – The customer's name prints using the default name format. The default name format can be changed from the Company Information and Settings section under Options-Company Setup / Customization.
LastName, FirstName – The customer’s name prints last name followed by a comma and then first name. If the First Name field is blank, only the last name prints (no comma).

FirstName LastName – The customer’s name prints first name followed directly by last name. If the First Name field is blank, only the last name prints.

Master Account: Provides the ability to assign this customer to a ‘master’ customer account. Any time a transaction is processed for a customer with a master customer account, the master customer’s information prints in the Bill To information on the transaction. In addition, the transaction is added to the master customer’s AR account. The transaction still ‘belongs’ to the primary customer for sales history tracking purposes.

This functionality is useful in situations where a customer deals with you directly, but a third party pays, or situations where a customer has multiple locations. An example of this application is a school district. You might ship goods to more than one school in the district, but the district pays all invoices. By assigning the individual schools to the district as the master account you can keep track of all shipments to the individual schools, but the accounts receivable for all schools and the district are on one account, the district’s.

TIP: When creating invoices or orders for a customer assigned to a master account the master account customer is displayed at the top of the Invoice Creation/Editing window or the Order Creation/Editing window next to the selected customer.

To assign this customer to a master account, choose the Select function. Follow the prompts to select the master account customer.

Service Equip

The Service Equip tab provides the means for associating the selected customer with items they regularly have serviced. These items are not associated with the inventory stock codes and do not have to be sold through Atrex.

TIP: Service equipment items can be used to fill in the corresponding fields on the General tab of the Service Order and Service Order Quote Creation/Editing windows when creating service orders and service order quotes by clicking the second button to the right of the Manufacturer field.
The Service Equip tab consists of a five-column grid and Navigation Control.

To add an item to the service equipment list for the selected customer, click the + button on the navigation control and then fill in the fields provided. Click the ✓ button to save the entered item. Create, edit, or delete any additional items as needed using the navigation control.

**TIP:** Items can be added to a customer's service equipment list from the information entered on service orders by clicking the + button on the General tab of the Service Order Creation/Editing window.

**Navigation Control**

Navigation control is used for creating and maintaining the customer's service equipment list. Refer to *Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Special Pricing**

The Special Pricing tab provides the means for applying special pricing on a customer-by-customer basis based on a specific stock code, manufacturer, or category.
Special prices override the customer’s assigned price level as well as their Discount %. When a special price is used the Base Price field label on the transaction Item Information window changes to **Special Price** (example below).
The Special Pricing tab consists of a six-column grid and Navigation Control.

To enter a pricing structure for the selected customer, click the button on the navigation control and then click on the empty field provided under the Price Method column. Use the drop-down list box to select a price method. There are three price methods from which to choose:

- **Stock Code** – Indicates the price structure is for a specific stock code.
- **Category** – Indicates the price structure is for all stock codes assigned to a specific category.
- **Manufacturer** – Indicates the price structure is for all stock codes assigned to a specific manufacturer.

If **Stock Code** is selected, click on the field under the Stock Code column and click the button to select a stock code from a list.

If **Category** is selected, click on the field under the Category column and use the drop-down list box to select a category.

If **Manufacturer** is selected, click on the field under the Manufacturer column and use the drop-down list box to select a manufacturer.
Next, click on the field under the Price By column and use the drop-down list box to select a calculation method. **IMPORTANT:** All special pricing calculation methods override the customer’s Discount % (as set on the General tab). There are five calculations methods from which to choose:

- **Fixed Price** – Indicates the stock codes are priced at a specific dollar amount. This calculation method supersedes the customer’s price level assignment.

- **% Discount** – Indicates the stock codes are discounted by a specific percent off of the customer’s price level assignment.

- **Amount Discount** – Indicates the stock codes are discounted by a specific dollar amount off of the customer’s price level assignment.

- **Markup from Cost** – Indicates the stock codes are marked up by a specific percent from the stock code’s cost. This calculation method supersedes the customer’s price level assignment.

- **Margin from Cost** – Indicates the stock codes are marked up by a specific margin from the stock code’s cost. This calculation method supersedes the customer’s price level assignment.

Finally, click on the field under the Amount column and enter the fixed price dollar amount, the percent discount, the dollar amount discount, the percent markup, or the margin markup.

Click the button to save the entered price structure.

Create, edit, or delete any additional price structures as needed using the navigation control.

**Navigation Control**

Navigation control is used for creating and maintaining the customer’s special pricing structures. Refer to *Common Atrex Functions - Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Images**

The Images tab provides the means for associating Bitmap, JPEG, PNG and GIF files with the selected customer. Enter your customer image information as prompted.

![Add Image](Image)

Use the Add Image function to add an image. This function opens the Image Selection window. Locate the Bitmap, JPEG, PNG or GIF file you wish to use and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

**TIP:** Images also be added using drag and drop from Windows Explorer.

![Delete Image](Image)

Use the Delete Image function to remove the currently displayed image.

![Set as Default](Image)

Use the Set as Default function to move the currently displayed image to the beginning of the list.
**TIP:** Use the scroll bar under the image display to view all images for the customer. Also, you can double-click on an image to select it and then right-click to Copy, Save As, or View Larger Image. When using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.

Images are stored in the same location as the data files to ensure that all terminals access the same image files.

**TIP:** Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on setting up Atrex to automatically resize large images before saving.

Images can be viewed from the Customer Selection window as well as from the Images tab when editing customers.

**Documents**

The Documents tab provides the means for saving documents to the selected customer's documents list. A different set of documents is maintained for each customer. This function could be used for attaching a PDF of a signed service agreement or even a JPEG picture of the customer.

**Function Information:**

- Just about any file that can be saved to your hard drive can be saved to the customer's documents list.
- In order to print or view a document from inside Atrex you must have the required program installed on your computer (i.e., Adobe Acrobat Reader for PDF files and Windows Picture Viewer for image files).

**TIP:** Documents can be viewed from the Customer Selection window by right-clicking on a customer and selecting View Customer Documents from the pop-up menu. (This option is unavailable if there are no documents.)

The Documents tab consists of a four-column grid and five function buttons.

- Select the Load function to add a document to the selected customer's documents list.

**TIP:** Documents also be added using drag and drop from Windows Explorer.

- Select the Save function to save a copy of the highlighted document to another location (i.e., a flash drive).

- Select the Delete function to remove the highlighted document. You are prompted to confirm the deletion before it is performed.

- Select the View function to view the highlighted document.

- Select the Print function to print the highlighted document.

**Contacts**

The Contacts tab provides the means for adding additional contacts to the selected customer. A different contact list is maintained for each customer.
**TIP:** Contacts can be viewed from the Customer Selection window by right-clicking on a customer and selecting View Customer Contacts from the pop-up menu. (This option is unavailable if there are no contacts.)

The Contacts tab consists of a five-column grid and Navigation Control.

To enter a new contact for the selected customer, click the button on the navigation control and then click on the empty field provided under the Contact Name column. Enter the contact’s name. Press the Tab key to move to the other fields.

Click the button to save the entered contact.

Create, edit, or delete any other contacts as needed using the navigation control.

**Navigation Control**

Navigation control is used for creating and maintaining your contacts. Refer to *Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Custom**

The Custom tab displays all customer user defined fields.

Refer to *Company Setup / Customization-User Defined Fields and Sizes in Chapter 13: Options* for more information.

**Scheduler**

The Scheduler display provides the means for viewing and maintaining the customer’s scheduled events.

Right-click on any event to edit it, delete it, or change its status. New events can also be created by right-clicking.

**NOTE:** A scheduled event can only be associated with one item. For example, if you create a schedule event on a service order that event is associated with the service order and will NOT also appear on the customer’s Scheduler display.

Refer to *Chapter 11: Scheduler* for more information on using the scheduler.

When all the information is entered, click OK to save the customer information.

When the customer is saved, they are assigned a unique number which is displayed in the Cust # field of the Customer Information window when editing. This number is not available for editing. Use the Acct # field for assigning your own customer numbers.

### 5.2 Clone

The Clone function provides the means for creating a customer using the information for an existing customer as a template.
Upon selecting the Clone function, you are prompted to enter the source customer. **The source customer is the customer you wish to clone.** Input the source customer and press Enter.

Once a valid source customer is entered, the Customer Information window is displayed. Edit any of the fields that need to be changed and press Enter.

**NOTE:** The Acct #, Inactive Customer check box, notes, credit cards, service equipment, special pricing, images, documents, and contacts, are NOT carried over from the source customer to the target customer.

When all the information is correct, press Enter.

Refer to the New section earlier in this chapter for more information on the different fields and their use.

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### 5.3 Edit

The Edit function provides the means for modifying existing customer information.

Upon selecting the Edit function, the Customer Selection Entry window appears. Input the customer to edit and press Enter.

After selecting a customer, the Customer Information Entry window appears. Edit any of the fields that need to be changed, and press Enter to save the changes and update the customer information file. All information with the exception of the customer number is available for editing.

**Navigation Control**

To make editing multiple customers easier, use the navigation control buttons in the upper right-hand corner. Refer to *Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Navigate By:** The navigation control defaults to searching by customer number. Use this drop-down list box to search by Last Name/Company or External Account. If one of these other options is selected, the navigation controls search by Last Name/Company or External Account.

Refer to the New section earlier in this chapter for more information on the different fields and their use.

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### 5.4 Merge

The Merge function provides the means for merging two customers into one. The most common reason for using this function is when a customer is accidentally entered into Atrex twice under different names.

Upon selecting the Merge function, you are prompted to enter the **source customer**, which is the first of the two that you wish to merge and is **the one that no longer exists after the merge**. Input the source customer and press Enter.
After selecting the source customer, you are prompted to enter the **target customer**, which is the second customer you wish to merge and is **the one that remains in Atrex**. Input the target customer and press Enter.

Once the target customer is accepted, you are asked to confirm that both the source and target customers are correct. Upon receiving your confirmation, Atrex replaces all references to the source customer with the target customer.

If Atrex cannot update all of the references to the source customer, both the source and target customers exist after the merge. This may happen if a reference to the source customer is locked by another terminal. If this happens, Atrex notifies you of the situation and indicates that you should run the Merge function later.

### 5.5 Delete

The Delete function provides the means for removing customers.

**Function Information:**

- There is no way to undelete a customer once it is deleted.
- A customer that is currently on a transaction (outstanding or completed) cannot be deleted.

**TIP:** If you cannot delete a customer because they are in use, you can create a new customer called FORMER and merge all of the customers you no longer want into this new customer. As a result, you have one customer you don’t want as opposed to several. Or, unwanted customers can be edited and the Inactive Customer check box checked. Inactive customers can be excluded from certain Customer reports and customer selection lists.

Upon selecting the Delete function, the Customer Selection Entry window appears. Input the customer to delete and press Enter.

After selecting a customer, a Confirmation window appears. Upon confirming the delete request, Atrex scans the sales history along with the service order history to ensure that the customer is not associated with any transactions. If the customer is currently in use, a warning message is displayed indicating that the customer cannot be deleted. If the customer can be deleted, Atrex removes them from the system.

### 5.6 Query

The Query function provides the means for viewing customer information without having to use the Edit function or print a report.

Upon selecting the Query function, the Customer Selection Entry window appears. Input the customer to query and press Enter.
After selecting a customer, the View Customer Information window appears displaying the information for the selected customer.

Sales and service transactions can be printed, edited and cloned from the Customer Sales History or Customer Service History windows by right-clicking on the transaction.

**NOTE:** To see the items on a transaction click the + (plus sign) to the left of the transaction number. Container items also have a + (plus sign) you can click to view the container contents.

**TIP:** The View History function is also available from the Customer Selection window pop-up menu. Refer to Common Atrex Functions-Pop-Up Menu in Chapter 1: Introduction for more information on pop-up menus. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on changing the history default date range.

Select the View History function to view the customer’s sales or service history.

Select the Notes function to view the notes for the selected customer. The Notes function is disabled if the selected customer does not have any notes entered.

Select the Documents function to view the documents for the selected customer. The Documents function is disabled if the selected customer does not have any documents entered.

Select the Contacts function to view the additional contacts for the selected customer. The Contacts function is disabled if the selected customer does not have any additional contacts entered.
Select the Image function to view the images for the selected customer. (Use the scroll bar under the image display to view all images for the customer.) The Image function is disabled if the selected customer does not have images associated with it. **TIP:** From inside the Image Viewer you can right-click on an image for access to the View Larger Image function. Then when using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.

When finished viewing the query information, click OK.

## 5.7 Customer Labels

The Customer Labels function provides the means for printing mailing labels on a customer-by-customer basis, in a batch, or based on information from the sales history.

Upon selecting the Customer Labels function, you are presented with the Customer Label Printing window. In the lower left-hand corner totals are displayed for line items (total number of customers selected) and label count (total label quantity for all customers).

You are prompted to enter the first customer. Input a customer and press Enter. If the customer does not exist, select the New function to add a new customer to Atrex.
Upon selecting a customer, the Label Quantity window appears.

**Quantity:** Enter the number of labels that you want to print.

When the quantity is correct, press Enter.

- **Insert** Select the Insert function to enter additional customers.
- **Edit** Select the Edit function to revise the highlighted customer. Correct the quantity and press Enter.
- **Delete** Select the Delete function to remove the highlighted customer. You are prompted to confirm the deletion before it is performed.

**Default Address:** Use the drop-down list box to select which address to print. There are two address options from which to choose: *Shipping* or *Mailing*. **NOTE:** The default address must be selected before adding customers to the list (including by use of the Batch function). Changing this setting will not affect customers already on the list.

**Sort Printed Labels By:** Use the drop-down list box to select a sort by method. There are two sort methods from which to choose: *Customer Name* or *Zip/Postal Code*.

**Labels to Skip:** Enter the number of labels Atrex should skip before printing labels for the selected customers. Use this field for printing on a previously printed sheet of labels where some of the first labels are already used.

- **Batch** Select the Batch function to specify a range of customers for which to print labels.

**Batch Labels**

Upon selecting the Batch function, the Customer Batch Label Criteria window appears. Enter the criteria for the labels to print as prompted.

- **Customer:**
- **Zip Code:**
- **Category:**

**NOTE:** Information for Customer and Category can be selected from the drop-down list boxes.

If the Selection Criteria fields are left blank, then labels are printed for all customers in Atrex. Refer to Using Selection Criteria Fields in Chapter 12: Reports for more information on how to use Selection Criteria fields.
Exclude No-Mail Customers – If checked, labels are NOT printed for no-mail customers. **No-mail customers are customers that have a check in the No Mail check box.**

Exclude Inactive Customers – If checked, labels are NOT printed for inactive customers. **Inactive customers are customers that have a check in the Inactive Customer check box.**

Label Quantity: Enter the number of labels you want to print for each customer.

When all batch label information is correct, click OK. When you are returned to the Customer Label Printing window, the batch labels are added to the list.

Select the Sales Batch function to select customers for which to print labels based on information from the sales history. **NOTE:** Customers who have blank zip/postal codes will not be printed.

### Sales Batch

Upon selecting the Sales Batch function, the Customer Sales Extract Criteria window appears. Enter the criteria for the labels to print as prompted.

The selection criteria for the customers to include are customer, date, stock code, category (stock code), subcategory, salesperson, and promotion. The Sales Based Labels function does NOT include service orders.

Exclude No-Mail Customers – If checked, labels are NOT printed for no-mail customers. **No-mail customers are customers that have a check in the No Mail check box.**

When all sales batch label information is correct, click OK. When you are returned to the Customer Label Printing window, the sales batch labels are added to the list.

When all the customers and quantities are entered, click OK to save the information.

Next, the Label Layout window appears. Select a label format and press Enter to move to the Output Destination window. Refer to *Additional Hardware and Software Support-Forms and Labels in Chapter 1: Introduction* for a list of available label formats.
5.8 Category Maintenance

The Category Maintenance function provides the means of maintaining customer categories. This function can also be used to change the category of multiple customers in one function or to assign multiple customers who are not currently assigned to a category.

Refer to the New section earlier in this chapter for more information on creating customers and categories.

Upon selecting the Category Maintenance function, the Customer Category Maintenance window appears. This window has three sections: Category and Description, Associated Customers, and Navigation Control.

Create A Category:

- To create a new category, click the + button and then click on the empty Category field provided. Type in the name of the category.
- Type in a description for the category, if applicable.
- Click the button to save your category.

Edit A Category:

- To edit a category, click on the name and type the new name.
- Change the description as necessary.
- Click the button to save your changes.
Delete A Category:
- To delete a category, highlight the category to delete. (All customers currently assigned to that category are displayed under Associated Customers.)
- Click the button to delete the highlighted category.
- All customers that were assigned to the deleted category are now unassigned. (The Category field for these customers is blank.)

Change A Category Association:
- To change the category association of one or more customers, find the customers you want to change in the Associated Customers grid and highlight them.
  NOTE: To select a continuous range, highlight the first customer then press and hold the Shift key and highlight the last customer. To select random customers, press and hold the Ctrl key and single click on each customer you want to reassign.
- Using the drop-down list, select the new category from the Change Category To field.
- When all of the customers are highlighted and a category is selected, click the Update function.

Category and Description
The Category and Description section contains a grid with a scroll bar for reviewing your customer categories and associated descriptions. The grid displays the name of each category and the description.

Associated Customers
The Associated Customers section contains a grid with a scroll bar, a check box, a field, and a button.

This grid contains all of the customers associated with the highlighted category under Category and Description.

- Show Unassigned – If checked, a list of all the customers that are not assigned to a category is displayed.
- Change Category To: Use the drop-down list box to select a category to assign to the highlighted customers in the Associated Customers grid. (All of the customer categories appear in the drop-down list.)

Select the Update function to assign all of the highlighted customers under Associated Customers to the category in the Change Category To field.

Navigation Control

Navigation control is used for creating and maintaining your categories. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Select the Delete Unused Entries function to delete all categories with no associated customers.
5.9 Salesperson Maintenance

The Salesperson Maintenance function provides the means for maintaining customer salesperson assignments. This function can also be used to change the salesperson of multiple customers in one function or to assign multiple customers that are not currently assigned to a salesperson.

Refer to the New section earlier in this chapter for more information on creating customers.

Function Information:

- Atrex uses the user list for the salesperson list. As such, the Salesperson Maintenance function does NOT provide the ability to add, edit or delete salespersons. Refer to Chapter 8: User Functions for more information on creating, editing and deleting users.
- When a user is deleted using the Delete User/Group function, the salesperson association is removed for every customer assigned to the deleted user.

Upon selecting the Salesperson Maintenance function, the Customer Salesperson Maintenance window appears. From this point, the Salesperson Maintenance function performs almost exactly as the Category Maintenance function. The only difference is that one deals with categories while the other deals with salespersons.

Refer to the Category Maintenance section earlier in this chapter for more information on using the Salesperson Maintenance function.

5.10 Price Level Maintenance

The Price Level Maintenance function provides the means for changing the price level of multiple customers in one function.

Refer to the New section earlier in this chapter for more information on creating customers.
Upon selecting the Price Level Maintenance function, the Customer Price Level Maintenance window appears.

The Associated Customers grid contains all of the customers assigned to the selected price level.

Change Price Level To: Use the drop-down list box to select a price level to assign to the highlighted customers in the Associated Customers grid. (All of the price levels appear in the drop-down list.)

Select the Update function to assign all of the highlighted customers under Associated Customers to the price level in the Change Price Level To field.

Using the Price Level Maintenance function:
1. To change the price level association of one or more customers, find the customers you want to change in the Associated Customers grid and highlight them. If you don’t see the customers you want, use the drop-down list box to switch to a different price level.

   **NOTE:** To select a continuous range, highlight the first customer then press and hold the Shift key and highlight the last customer. To select random customers, press and hold the Ctrl key and single click on each customer you want to reassign.

2. Select the new price level from the Change Price Level To field.
3. When all of the customers are highlighted and a new price level is selected, click the Update function.
6 Chapter 6: Vendor Functions

This chapter covers in detail all functions available under the Atrex Vendor menu.

6.1 New

The New function provides the means for adding new vendors to Atrex.

**TIP:** Adding vendors can be done on the fly when creating purchase orders or when performing direct receives. Input the code for the new vendor in the Vendor Code Entry window and press Enter. You are then asked if it is a new vendor. (You can also click Search from the Vendor Code Entry window and then select the New function from the Vendor Selection window.) If security is enabled, users who are not authorized to create new vendors require an authorization override to create new vendors on the fly.

Upon selecting the New function, the Vendor Code Entry window appears. Input the code for the new vendor and press Enter. If the vendor code that you enter already exists, you are prompted to enter a different vendor code.

After initializing the vendor code, the Vendor Information window is displayed. This window has one list: Vendor Name, four tabs: General, Notes, and Shipping Instructions, Documents, Contacts, and Custom, and scheduler display.

**Vendor Name**

When using the vendor Edit function the Vendor Name list can be used to quickly navigate between vendors when editing (this list is disabled when using the vendor New function).

**General**

The General tab provides fields for entering basic vendor information and displays the vendor code in the upper left-hand corner. **NOTE:** The vendor code is not available for editing. To change the vendor code, use the Rename function.
Enter the information about the new vendor as prompted.

Vendor Name: Enter the vendor's name.

Open Phone Field – If checked, the vendor’s Phone fields are open text. Use this check box to change Phone field formats between the USA (###-###-####) format and the open text format on a vendor-by-vendor basis. The default phone format can be changed from the Company Information and Settings section under Options-Company Setup / Customization.

Inactive Vendor – Check if the vendor is no longer active and can't be deleted because they have purchase order history. Inactive vendors can be excluded from vendor selection lists.

Shipping Address: Enter the vendor's shipping (street) address for returned items. **NOTE:** Click ![location](image) to display the entered address via Google Maps in an Internet browser.

![location](image) – Clicking this button copies the contents of the Shipping Address fields into the Mailing Address fields, saving you the effort of entering the address twice. Any information already in the Mailing Address fields is overwritten.

Mailing Address: Enter the vendor’s mailing (billing or PO box) address for regular correspondence. **NOTE:** Click ![location](image) to display the entered address via Google Maps in an Internet browser.

If the shipping and mailing addresses are the same, you only need to enter the information in the Shipping Address fields (see ![location](image) above). Two lines are supplied for the street address to accommodate both a street number and a suite number.
TIP: Refer to Company Setup / Customization-Lookup Selections-City, State, Zip in Chapter 13: Options for more information on entering options in the Zip field drop-down list box so that city and state can be filled in automatically.

Contact: Enter the name of your primary contact with this vendor.

Phone: Enter the phone number for this vendor.

Ext: Enter the extension of the primary contact.

Fax: Enter the fax number for this vendor.

Cust Service: Enter the customer service telephone number for this vendor.

Tech Support: Enter the technical support telephone number for this vendor.

TIP: The Phone, Fax, Cust Service, and Tech Support fields automatically translate alpha characters into numbers. For example, if you type 800 BOB POOL the following appears: 800-262-7665.

WWW: Enter the web address of this vendor.

Email: Enter the email address for this vendor.

TIP: You can email vendors with email addresses directly from this window by clicking on the Email field header and you can go to entered websites by clicking on the WWW field header.

Customer #: Enter your customer number with this vendor.

Terms: Enter the terms under which you purchase from this vendor.

Min Order: Enter the minimum order dollar amount this vendor accepts.

Pd Freight Amt: Enter the minimum order dollar amount for which this vendor pays the shipping charges.

The information entered in these last two fields is displayed when creating a purchase order (using the purchase order New function) so you can monitor when you achieve the minimum order point and determine whether you have to pay any shipping charges.

Ship Via: Enter the vendor’s preferred shipping method. The information entered in this field is automatically entered on purchase orders.

Default PO Days: Enter the number of days for Atrex to use when calculating expected dates on purchase orders for this vendor.

Select the View History function to retrieve purchase and receiving history information.

Purchase orders can be printed, edited and cloned from the Vendor History Detail window by right-clicking on the transaction.

NOTE: To see the items on a transaction click the + (plus sign) to the left of the transaction number.
Select the Print Detail Sheet function to print the Vendor Detail Information report for this vendor.

**TIP:** The View History and Print Detail Sheet functions are also available from the Vendor Selection window pop-up menu. Refer to *Common Atrex Functions-Pop-Up Menu in Chapter 1: Introduction* for more information on pop-up menus. Refer to *Company Information and Settings-Defaults in Chapter 13: Options* for more information on changing the history default date range.

**Notes**

The Notes tab provides a field for entering any additional information you may want to track for this vendor.

Quick Note: Enter any information you want to see the next time you create a purchase order for this vendor by using the purchase order New function or by stripping to a single vendor in the Batch Creation function. Quick notes are useful as reminders (i.e., remind your salespeople to update a vendor's contact information). Unless user security is enabled with the appropriate settings, each time a quick note is displayed there is an option to clear it from the system without having to edit the vendor.

**Shipping Instructions**

The Shipping Instructions tab provides a field for entering any additional information or instructions you may want to keep for this vendor. The information entered on this tab WILL print on all purchase orders for this vendor.

**Documents**

The Documents tab provides the means for saving documents to the selected vendor's documents list. A different set of documents is maintained for each vendor. This function could be used for attaching a PDF of a signed contract or even a JPEG picture of the vendor.

**Function Information:**

- Just about any file that can be saved to your hard drive can be saved to the vendor's documents list.

- In order to print or view a document from inside Atrex you must have the required program installed on your computer (i.e., Adobe Acrobat Reader for PDF files and Windows Picture Viewer for image files).

**TIP:** Documents can be viewed from the Vendor Selection window by right-clicking on a vendor and selecting View Vendor Documents from the pop-up menu. (This option is unavailable if there are no documents.)

The Documents tab consists of a four-column grid and five function buttons.

Select the Load function to add a document to the selected vendor’s documents list.

**TIP:** Documents also be added using drag and drop from Windows Explorer.

Select the Save function to save a copy of the highlighted document to another location (i.e., a flash drive).
Select the Delete function to remove the highlighted document. You are prompted to confirm the deletion before it is performed.

Select the View function to view the highlighted document.

Select the Print function to print the highlighted document.

Contacts

The Contacts tab provides the means for adding additional contacts to the selected vendor. A different contact list is maintained for each vendor.

TIP: Contacts can be viewed from the Vendor Selection window by right-clicking on a vendor and selecting View Vendor Contacts from the pop-up menu. (This option is unavailable if there are no contacts.)

The Contacts tab consists of a five-column grid and Navigation Control.

To enter a new contact for the selected vendor, click the button on the navigation control and then click on the empty field provided under the Contact Name column. Enter the contact’s name. Press the Tab key to move to the other fields.

Click the button to save the entered contact.

Create, edit, or delete any other contacts as needed using the navigation control.

Navigation Control

Navigation control is used for creating and maintaining your contacts. Refer to Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Custom

The Custom tab displays all vendor user defined fields.

Refer to Company Setup / Customization-User Defined Fields and Sizes in Chapter 13: Options for more information.

Scheduler

The Scheduler display provides the means for viewing and maintaining the vendor’s scheduled events.

Right-click on any event to edit it, delete it, or change its status. New events can also be created by right-clicking.

Refer to Chapter 11: Scheduler for more information on using the scheduler.

When all the information is entered, click OK to save the vendor information.
6.2 Edit

The Edit function provides the means for modifying existing vendor information.

Upon selecting the Edit function, the Vendor Code Entry window appears. Input the code of the vendor you want to edit and press Enter.

Atrex displays the Vendor Selection window. Select the vendor to edit.

After retrieving the vendor information, the Vendor Information Entry window is displayed. Edit any of the fields that need to be changed, and press Enter to save the changes and update the vendor information file. All information with the exception of the vendor code is available for editing.

**TIP:** To change the vendor code, use the Rename function.

**Vendor Name**

The Vendor Name list can be used to quickly navigate between vendors when editing (this list is disabled when using the vendor New function).

<table>
<thead>
<tr>
<th>Pop-up Menu: Right-click on any vendor on the Vendor Name list for access to the following functions (when applicable):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Filter</td>
</tr>
<tr>
<td>Load Last Filter</td>
</tr>
<tr>
<td>Clear Filter</td>
</tr>
<tr>
<td>Saved Filters</td>
</tr>
<tr>
<td>Save Current Filter as...</td>
</tr>
<tr>
<td>Create Purchase Order</td>
</tr>
<tr>
<td>Create RMA</td>
</tr>
</tbody>
</table>

**Navigation Control**

To make editing multiple vendors easier, use the navigation control buttons in the upper right-hand corner. Refer to Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Refer to the New section earlier in this chapter for more information on the different fields and their use.

6.3 Merge

The Merge function provides the means for merging two vendors into one. The most common reason for using this function is when a vendor is accidentally entered into Atrex twice under different vendor codes.

Upon selecting the Merge function, you are prompted to enter the source vendor, which is the first of the two that you wish to merge and is the one that no longer exists after the merge. Input the source vendor and press Enter.
After selecting the source vendor, you are prompted to enter the **target vendor**, which is the second vendor you wish to merge and **the one that remains in Atrex**. Input the target vendor and press Enter.

Once the target vendor is accepted, you are asked to confirm that both the source and target vendors are correct. Upon receiving your confirmation, Atrex replaces all references to the source vendor with the target vendor.

If Atrex cannot update all of the references to the source vendor, both the source and target vendors exist after the merge. This may happen if a reference to the source vendor is locked by another terminal. If this happens, Atrex notifies you of the situation and indicates that you should run the Merge function later.

### 6.4 Rename

The Rename function provides the means for changing a vendor code.

Upon selecting the Rename function, you are prompted to enter the source vendor. **The source vendor is the vendor code that you wish to rename.** Input the source vendor and press Enter.

After selecting the source vendor, you are prompted to enter the target vendor. **The target vendor is the new vendor code.** Input the target vendor and press Enter. If the target vendor that you enter already exists, you are prompted to enter a different vendor code.

Once the target vendor is accepted, you are asked to confirm that both the source and target vendors are correct. Upon receiving confirmation, Atrex replaces all references to the source vendor with the target vendor.

If Atrex cannot update all of the references to the source vendor, both the source and target vendors exist after the rename. This may happen if a reference to the source vendor is locked by another terminal. If this happens, Atrex notifies you of the situation and indicates that you should run the Rename function later.

### 6.5 Delete

The Delete function provides the means for removing vendors.

**Function Information:**
- There is no way to ‘undelete’ a vendor once it has been deleted.
- A vendor that is currently on a transaction (outstanding or completed) cannot be deleted.

**TIP:** If you cannot delete a vendor because they are in use, you can create a new vendor called FORMER and merge all of the vendors you no longer want into this new vendor. As a result, you have one vendor you don’t want as opposed to several. Or, unwanted vendors can be edited and the Inactive Vendor check box checked. Inactive vendors can be excluded from vendor selection lists.

Upon selecting the Delete function, the Vendor Code Entry window appears. Input the code of the vendor to delete and press Enter.
Atrex displays the Vendor Selection window. Select the vendor you want to delete.

After retrieving the vendor information, a Confirmation window appears. Upon confirming the delete request, Atrex scans the purchase order history to ensure that the vendor is not associated with any transactions. If the vendor code is currently in use, a warning message is displayed indicating that the vendor cannot be deleted. If the vendor can be deleted, Atrex removes them from the system.

6.6 Query

The Query function provides the means for viewing vendor information without having to use the Edit function or print a report.

Upon selecting the Query function, the Vendor Code Entry window appears. Input the code of the vendor to query and press Enter. A vendor code that does not exist is rejected.

After a vendor is accepted, the View Vendor Information window appears displaying the information for the selected vendor.

Select the View History function to retrieve purchase and receiving history information.

Purchase orders can be printed, edited and cloned from the Vendor History Detail window by right-clicking on the transaction.

NOTE: To see the items on a transaction click the + (plus sign) to the left of the transaction number.

TIP: The View History function is also available from the Vendor Selection window pop-up menu. Refer to Common Atrex Functions-Pop-Up Menu in Chapter 1: Introduction for more information on pop-up menus. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on changing the history default date range.

Select the Notes function to view the notes for the selected vendor. The Notes function is disabled if the selected vendor does not have any notes entered.

Select the Documents function to view the documents for the selected vendor. The Documents function is disabled if the selected vendor does not have any documents entered.

Select the Contacts function to view the additional contacts for the selected vendor. The Contacts function is disabled if the selected vendor does not have any additional contacts entered.

When finished viewing the query information, click OK.

6.7 Vendor Labels

The Vendor Labels function provides the means to select vendors on a vendor-by-vendor basis or in a batch.
Upon selecting the Vendor Labels function, you are presented with the Vendor Label Printing window. In the lower left-hand corner totals are displayed for line items (total number of vendors selected) and label count (total label quantity for all vendors).

You are prompted to enter the first vendor. Input a vendor code and press Enter.

If the vendor code entered does not exist, you are asked if the code is a new vendor. If not, select No to return to the Vendor Label Printing window. If you select Yes, Atrex initiates the addition of the new vendor. Enter the information for the new vendor and save it.

Upon selecting a vendor, the Label Quantity window appears

Quantity: Enter the number of labels that you want to print.

When the quantity is correct, press Enter.

Select the Insert function to enter additional vendors.

Select the Edit function to revise the highlighted vendor. Correct the quantity and press Enter.

Select the Delete function to remove the highlighted vendor. You are prompted to confirm the deletion before it is performed.

Default Address: Use the drop-down list box to select which address to print. There are two address options from which to choose: Shipping or Mailing. NOTE: The default address must be selected before adding vendors to the list (including by use of the Batch function). Changing this setting will not affect vendors already on the list.

Sort Printed Labels By: Use the drop-down list box to select a sort by method. There are two sort methods from which to choose: Vendor Name or Zip/Postal Code.

Labels to Skip: Enter the number of labels Atrex should skip before printing labels for the selected vendors. Use this field for printing on a previously printed sheet of labels where some of the first labels are already used.
Select the Batch function to specify a range of vendors for whom to print labels.

**Batch Labels**

Upon selecting the Batch function, the Vendor Batch Label Criteria window appears. Enter the criteria for the labels to print as prompted.

**Vendor and Zip Code:** These fields allow you to enter a range of criteria for different types of information. **NOTE:** Information for Vendor can be selected from the drop-down list boxes.

If the Selection Criteria fields are left blank, then labels are printed for all vendors in Atrex. Refer to *Using Selection Criteria Fields in Chapter 12: Reports* for more information on how to use Selection Criteria fields.

**Label Quantity:** Enter the number of labels you want to print for each vendor.

When all batch label information is correct, click OK. When you are returned to the Vendor Label Printing window, the batch labels are added to the list.

When all the vendors and quantities are entered, click OK to save the information.

Next, the Label Layout window appears. Select a label format and press Enter to move to the Output Destination window. Refer to *Additional Hardware and Software Support-Forms and Labels in Chapter 1: Introduction* for a list of available label formats.
7 Chapter 7: Accounts

This chapter covers in detail all functions available under the Atrex Accounts menu.

7.1 Receivables

This section covers all functions available under the Receivables submenu.

Function Information:

- None of the Receivables functions are available for the Rapid Invoice customer (customer number zero).

- If any of the receivables functions or reports do not show any entries for a customer for whom you have made transactions, that customer is most likely assigned to a ‘master’ customer or the account has been purged. Refer to New-Other in Chapter 5: Customer Functions for more information on master customer accounts.

- When processing statements, statements for customers marked as Email Statements are emailed to the address in the Stmt Email field on the customer’s record instead of being sent to the selected option on the Output Destination window. If the Stmt Email field is blank then statements are sent to the address in the Email field. If both fields are blank then the statement is sent to the option selected on the Output Destination window. When using the Reprint Statement(s) function the option selected on the Output Destination window is always used instead. Refer to New-General in Chapter 5: Customer Functions for more information on setting up customers.

7.1.1 Statement Processing

There are two Statement Processing functions available: Statement Processing and Single Statement.

The first transaction line on each statement displays the customer’s previous balance. Subsequent lines display all transactions that transpired between the last statement and the current statement. Each line displays the date, type of transaction and number, terms and/or reference information, total due, total paid, total adjustments to the transaction, and the customer’s balance for that transaction.

If any transactions have been outstanding for more than thirty days, a finance charge can be added to the customer’s account. Refer to Company Setup / Customization-Company Information and Settings-Defaults in Chapter 13: Options for information on applying finance charges. The last transaction line displays the customer’s new balance.

Following the transaction lines of the statement, the aged amounts that the customer owes are displayed.

After completion of the either of the statement functions, you are asked if you wish to Print Labels for the statement(s) just processed? Select Yes or No. Refer to the Customer Labels report in Chapter 12: Reports for more information.
7.1.1.1 Statement Processing

The Statement Processing function provides the means for processing statements for all customers.

Upon selecting the Statement Processing function, the Statement Processing Options window appears. Select your options as prompted.

Minimum Days Since Last Statement: If you have recently processed statements for certain customers and don’t wish to include those customers in this processing, enter the number of days that have passed since those statements were processed. Any customer that had a statement processed within the entered number of days is excluded from the current processing.

Include Accounts With Credit Balances – Indicates whether statements are processed for customers with credit balances. If checked, Atrex prints statements for all customers except those with zero balances.

Sort By – Indicate how the statements are sorted. The options are Customer Name or Zip/Postal Code.

When all options are correct, press Enter.

7.1.1.2 Single Statement Processing

The Single Statement Processing function provides the means for processing a statement for an individual customer.

Upon selecting the Single Statement Processing function, the Customer Selection Entry window appears. Input the customer for whom to process a statement and press Enter.

After selecting a customer, the Output Destination window appears. Select the desired destination and press Enter.

7.1.2 Customer Balance

The Customer Balance function provides the means for determining a customer account balance.

Upon selecting the Customer Balance function, the Customer Selection Entry window appears. Input the customer whose balance to retrieve and press Enter.

After selecting a customer, the Customer Balance window appears. When finished viewing the customer balance, press Enter.
7.1.3 Payment

The Payment function provides the means for taking and posting payments to a customer account.

Function Information:

- When an account that is assigned to a ‘master’ customer is selected for posting a payment the Payment function automatically redirects to the assigned master customer’s account. Refer to New-Other in Chapter 5: Customer Functions for more information on master customer accounts.

Upon selecting the Payment function, the Account Selection window appears.

Choose a method for selecting the account and click OK. There are four options from which to choose:

- **Customer Name/Number** – Upon selecting the Customer Name/Number option, the Customer Selection Entry window appears. Input the customer to whose account you are posting the payment and press Enter.

- **Invoice Number** – Upon selecting the Invoice Number option, the Invoice Number Entry window appears. Type in an invoice number on the account to which you are posting the payment and press Enter.

- **Service Order Number** – Upon selecting the Service Order Number option, the SO Number Entry window appears. Type in a service order number on the account to which you are posting the payment and press Enter.

- **Statement Number** – Upon selecting the Statement Number option, the Statement Number Entry window appears. Type in a statement number on the account to which you are posting the payment and press Enter.
Payment Information

Once an account has been selected, the Payment Information window appears. This window consists of six payment type buttons, a three column grid, three function buttons, and two fields. **NOTE:** The customer’s name and current account balance are displayed in the upper left-hand corner.

A payment can be made of a single payment type or multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

**Date Received:** Atrex enters the current date in this field. The date the payment was received can be changed by typing in a different date. This date is used to determine the period of time between the payment receipt date and the date of individual transactions.

Select a payment type, enter the requested information, and press Enter to save.

Select **Cash** to open the Cash Information window.

**Amount:** The customer's account balance is automatically entered in this field. Change the amount if needed.

**Reference:** Enter reference information related to the payment.
Select Check to open the Check Information window.

Amount: The customer's account balance is automatically entered in this field. Change the amount if needed.

Check Number: Enter the check number.

Select Other to open the Other Payment Information window.

Amount: The customer's account balance is automatically entered in this field. Change the amount if needed.

Payment Type: Use the drop-down list box to select a payment type. TIP: Refer to Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options for more information on entering options in the Payment Type field drop-down list box.

Reference: Enter reference information related to the payment.

IMPORTANT: Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.

Amount: The customer's account balance is automatically entered in this field. Change the amount if needed.

Card Type: Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction for more information.

Select Debit Card to open the Debit Card Information window.

Amount: The customer's account balance is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction for more information.
Select Gift Card to open the Gift Card Information window.

Amount: The customer's account balance is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.

Select the Outstanding Transactions function to view a list of the selected customer’s outstanding invoices and service orders.

Select the Edit function to revise the highlighted payment. Correct the information and press Enter.

Select the Delete function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

Terms: Enter the payment terms, if applicable.

TIP: Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

When all payments are correct, press Enter.

After the payment information is saved, you are asked if you wish to Post This Payment Now? Select Yes or No.

If you select No, the payment is saved as an unposted payment. Once saved, you are asked if you wish to Print A Receipt? Select Yes or No. If you select Yes a receipt is printed and if you select No you are returned to the Main menu. Refer to the Post Unposted section later in this chapter for more information on posting unposted payments.

If you select Yes, the Transaction Selection (Credit/Payment Processing) window appears.

Payment Transaction Selection Information

The Transaction Selection (Credit/Payment Processing) window displays a list of all outstanding transactions for the customer. Each line displays the transaction type and number, date, terms, reference, customer PO, total, total paid, total credits, and the balance of each transaction. The bottom of the window displays the total amount received for this payment, the amount applied this session, the amount previously applied, and the amount that is still available for application.

IMPORTANT: Atrex is designed to allow you to apply one payment to multiple transactions, and it is very important that you correctly apply the payments. Applying a payment incorrectly can result in some transactions being left unpaid while others are overpaid. Even though the customer account is balanced, it can still have transactions with outstanding balances that may accrue finance charges.
Select the Auto Post function to post the payment to the oldest outstanding transaction(s). The payment is applied to the oldest transaction(s) until the payment is completely dispersed or until all outstanding transactions are paid.

Select the Post function to post the payment to the highlighted transaction.

After selecting a transaction, the Credit/Payment Application window appears.

**Credit/Payment Application Information**

The Credit/Payment Application window displays the transaction date, the number of days from the date of the transaction to the date that the payment was received, and the terms of the transaction. Also displayed are the original balance, the sum of all credits and payments applied, and the balance of the transaction.
Payment To Apply: Enter the amount of the payment to apply to this transaction.

**TIP:** Double clicking on the Payment To Apply field automatically enters the full amount required to pay the selected transaction in full (if the payment amount is large enough) or the entire remaining amount of the payment in that field.

Discounts To Apply: Enter any discounts that apply. (This amount is subtracted from the transaction, but not from the payment.)

As you enter the amounts, the New Balance is adjusted. When the fields are correct, press Enter to save the changes.

Upon saving the payment application information, you are returned to the Transaction Selection (Credit/Payment Processing) window.

**IMPORTANT:** Atrex allows for the application of partial payments. Any amount not posted is logged as unposted for applying later. This is useful for dealing with customer account credits or overpayments. Refer to the *Post Unposted* section later in this chapter for more information on posting unposted payments.

When finished posting the payment, click OK to save the payment application information.

After saving the payment application information you are asked if you wish to **Print A Receipt**? Select Yes or No. If you select Yes a receipt is printed and if you select No you are returned to the Main menu. **NOTE:** The receipt prints the posting details, if any, of the payment.

**IMPORTANT:** If this payment was entered by mistake and has not been posted, refer to the *Post Unposted* section later in this chapter for instructions on deleting unposted payments. If this payment was posted and needs to be deleted, refer to the *Undo Facility* section later in the chapter for instructions.

### 7.1.4 Post Unposted

The Post Unposted function provides the means to post a customer's unposted credits and payments.
Upon selecting the Post Unposted function, the accounts receivable database is scanned and a list of all unposted credits and payments is displayed in the Unposted Credit/Payment Selection window. Displayed is the date the credit/payment was made, whether it is a credit or payment, the amount, the remaining amount to be posted, the customer's number, and the customer's name.

**TIP:** Click on any of the column headers to sort the list by that information (i.e., Customer Name) in ascending order. Click on the header a second time to sort the list in descending order.

Select the Delete function to remove the highlighted credit or payment. The Delete function is disabled if the highlighted credit/payment has been partially posted. This function can be used to remove unposted credits/payments from customer accounts if they were entered incorrectly (i.e., if a payment was processed with the wrong amount or entered for the wrong customer).

To quickly post one or more credit(s)/payment(s) to the oldest outstanding transaction(s), highlight the credit(s)/payment(s) to post and select the Auto Post function. This automatically applies each highlighted credit/payment to the oldest transaction(s) of the associated customer until each highlighted credit/payment is completely dispersed or until all outstanding transactions for the associated customer have been paid.

**NOTE:** To select a continuous range, highlight the first credit/payment then press and hold the Shift key and highlight the last credit/payment. To select random credits/payments, press and hold the Ctrl key and single click on each credit/payment to post.
Select the Post function to post the highlighted credit or payment.

Upon selecting a credit/payment, the Transaction Selection (Credit/Payment Processing) window appears.

The Transaction Selection (Credit/Payment Processing) window displays a list of all outstanding transactions for the customer. Each line displays the transaction type and number, date, terms, reference, customer PO, total, total paid, total credits, and the balance of each transaction. The bottom of the window displays the total amount received for this credit/payment, the amount applied this session, the amount previously applied, and the amount that is still available for application.

**IMPORTANT:** Atrex is designed to allow you to apply one credit/payment to multiple transactions, and it is very important that you correctly apply the credits/payments. Applying a credit/payment incorrectly can result in some transactions being left unpaid while others are overpaid. Even though the customer account is balanced, it can still have transactions with outstanding balances that may accrue finance charges.

Select the Auto Post function to post the credit/payment to the oldest outstanding transaction(s). The credit/payment is applied to the oldest transaction(s) until the credit/payment is completely dispersed or until all outstanding transactions are paid.

Select the Post function to post the credit/payment to the highlighted transaction.

After selecting a transaction, the Credit/Payment Application window appears.

**Credit/Payment Application Information**

The Credit/Payment Application window displays the transaction date, the number of days from the date of the transaction to the date that the credit/payment was received, and the terms of the transaction. Also displayed are the original balance, the sum of all credits and payments applied, and the balance of the transaction.

**Payment To Apply:** Enter the amount of the credit/payment to apply to this transaction.

**Discounts To Apply:** Enter any discounts that apply. (This amount is subtracted from the transaction, but not from the credit/payment.)

As you enter the amounts, the New Balance is adjusted. When the fields are correct, press Enter to save the changes.

Upon saving the credit/payment application information, you are returned to the Transaction Selection (Credit/Payment Processing) window.

**IMPORTANT:** Atrex allows for the application of partial payments. Any amount not posted will remain unposted for applying later.

When finished posting the credit/payment, click OK to save the credit/payment application information.
7.1.5 Insert Account Credit

The Insert Account Credit function provides the means for adding credits (i.e., corrections of accounting errors) to a customer account.

Upon selecting the Insert Account Credit function, the Customer Selection Entry window appears. Input the customer to credit and press Enter.

After selecting a customer, the Account Credit Entry window appears. Enter the information about the credit as prompted.

Amount: Enter the credit amount.

Reference: Enter reference information related to the credit.

When all the information is entered, click OK to process the credit and save the credit.

Once the credit is saved it becomes an unposted credit to be posted to outstanding transactions. Refer to the Post Unposted section earlier in this chapter for more information on posting unposted credits.

7.1.6 Insert Account Charge

The Insert Account Charge function provides the means for adding charges (i.e., beginning balances) to a customer account.

Upon selecting the Insert Account Charge function, the Customer Selection Entry window appears. Input the customer to charge and press Enter.

After selecting a customer, the Account Charge Entry window appears. Enter the information about the charge as prompted.

Amount: Enter the charge amount.

Reference: Enter reference information related to the charge (i.e., Balance Forward).
When all the information is entered, click OK to process the charge and save the charge.

Once the charge is saved it becomes an outstanding transaction to which payments can be posted. Refer to the Payments section earlier in this chapter for more information on posting payments to outstanding transactions.

7.1.7 Undo Facility

The Undo Facility function provides the means to maintain a customer account and correct certain mistakes.

**Function Information:**

- The Undo Facility's primary function is to allow you to undo mistakes, yet at the same time mistakes can be made worse if you are unsure of how to use the Undo Facility properly. With this in mind, **it is strongly recommended that a backup of your Atrex data be made before using the Undo Facility.** This way, if things are made worse you can easily get back to where you started.

- **The Undo Facility CAN be used to:** delete statements, finance charges, credits, payments, and charges/adjustments. When these transactions are deleted, they are removed completely from the account and the customer's balance is adjusted accordingly. In addition, you can unpost credits and payments. When a credit or payment is unposted, it appears on the Post Unposted list and the transactions it was posted to are now outstanding. A posted credit/payment must first be unposted before it can be deleted.

- **The Undo Facility CANNOT be used to:** delete sales or service transactions. The proper Void functions must be used to accomplish this task. In addition, items created in previous versions of Atrex that did NOT have the Undo Facility, cannot be deleted or unposted.

Upon selecting the Undo Facility function, the Customer Selection Entry window appears. Input the customer whose account needs adjusting and press Enter.
After selecting a customer, the Account Undo Facility window appears. **NOTE:** The customer’s name is displayed in the upper left-hand corner and the current account balance for this customer is displayed in the upper right-hand corner.

The detail information for all of the payments, adjustments and credits applied to a specific transaction can be viewed from the Account Undo Facility window by right-clicking on the transaction.

**TIP:** Cell hints are available for AR Credits to see the Reference field information. Simply hold the mouse pointer over an AR Credit under the Transaction Type column and the reference information is displayed.

**Deleting Transactions**
The Account Undo Facility window contains two grids. The main grid contains all customer account transactions. Each line displays the transaction type, number, date, beginning balance for the transaction (not for the account), payments and adjustments applied to the transaction, and the current balance for that transaction (not the running balance for the account).

Select the Delete function to remove the highlighted transaction. If a transaction cannot be deleted the Delete function is disabled. Selecting the Delete function removes the transaction from the account and the customer’s balance is adjusted accordingly.

Unposting Credits/Payments

When a posted credit/payment is highlighted in the main grid, the secondary grid (under the main grid) displays all transactions to which the credit/payment is applied. When an invoice or service order that has a payment or credit posted to it is highlighted in the main grid, the secondary grid displays all payments and credits that are posted to the transaction. Each line in the secondary grid displays the transaction type, number, and adjustments and payments applied to the transaction.

Select the Undo function to unpost a credit/payment from the highlighted transaction in the secondary grid. Selecting the Undo function makes the transaction outstanding again and the credit/payment unposted.

When all the corrections have been made, click Close.

7.1.8 Adjust Account

The Adjust Account function provides the means to adjust outstanding transactions on a customer account.

Upon selecting the Adjust Account function, the Customer Selection Entry window appears. Input the customer whose account needs adjusting and press Enter.
The Transaction Selection (Adjustment Processing) window appears displaying a list of all outstanding transactions for the customer. Each line displays the transaction type and number, date, terms, reference, customer PO, total, total paid, total credits, and the balance of each transaction.

Select the Edit function to adjust the highlighted transaction. The Adjustment Application window appears.

**Adjustment Application Information**

The Adjustment Application window displays the transaction terms and the current payment status of the transaction.

Credit To Apply: Enter the credit amount to apply to this transaction.

Writeoff To Apply: Enter the writeoff amount for this transaction.

As you enter the amounts, the New Balance is adjusted. When the fields are correct, press Enter to save the changes.
When all the adjustments have been made to the proper transactions, click OK to save the adjustments.

7.1.9 **Reset Account**

The Reset Account function provides the means to reset a customer’s account balance to a different amount or to zero out past due transactions if payments are posted incorrectly.

There are two main reasons for using the Reset Account function.

- To start new customers with an account balance other than zero. When payments are made to their previous balance, these payments are applied to the adjustment created using the Reset Account function.

- To fix account problems. **IMPORTANT:** When this method is used it is recommend that you zero out all outstanding transactions, because an adjustment is going to be made for the new balance. When this is done, all payments made to outstanding transactions that were zeroed out are applied to this adjustment. (See the **TIP** below.)

**TIP:** If you want a true reset you must perform the Reset Account function twice. The first time set the account balance to zero and zero out all transactions. The second time set the account balance to the correct balance (even if zero) and again zero out all transactions. The second reset sets the adjustment created during the first reset to zero. The account can then be reset one more time to an amount other than zero. This approach allows you to easily identify that the account has been reset and leaves a single outstanding transaction for the account.

To set the new balance to be a credit (negative amount), it is recommended that you reset the account to zero (using the steps above), and then insert an account credit. If you reset the account to a negative balance a credit is NOT added to the Post Unposted list, but inserting an account credit does. Refer to the *Insert Account Credit* section earlier in this chapter for more information on creating credits.

Upon selecting the Reset Account function, the Customer Selection Entry window appears. Input the customer whose account balance needs to be reset and press Enter.

After selecting a customer, the Account Reset window appears. **NOTE:** The customer’s name, number, and current balance are displayed in the upper left-hand corner. Enter the information about the reset as prompted.

New Balance: Enter the customer’s new balance.
Zero Past Due Transactions – Indicates whether you want to zero out the balance on any outstanding transactions. If checked, after confirming the account adjustment, each transaction that has an outstanding balance is displayed, one at a time, to provide the opportunity to zero out the transaction.

When all the information is correct, press Enter.

If the Zero Past Due Transactions check box is checked, Atrex displays a Confirmation window containing the first past due transaction (if there is one). Select Yes to zero out this transaction, or select No to move to the next outstanding transaction without making any changes.

7.1.10 Purge Single

The Purge Single function provides the means to remove the entire accounts receivable history for a single customer. All transactions including outstanding transaction history and unposted payments/credits are purged.

Function Information:

- The changes made by the Purge Single function are **permanent**. Atrex has no way to recover accounts once they have been purged. Consider making a backup before running this function.

Upon selecting the Purge Single function, a Confirmation window appears. After confirming that you wish to continue, the Customer Selection Entry window appears. Input the customer whose accounts receivable history is to be deleted and press Enter.

After selecting a customer, the Date Entry window appears. Type in the date for which you want the purge to stop and press Enter. **All accounts receivable history for the customer dated earlier than the date you enter is removed from Atrex.** Atrex defaults to a purge date of one (1) year from the current date.

7.1.11 Search for Credit/Debit/Gift Cards

The Search for Credit/Debit/Gift Cards function provides the means to find the transaction on which a specific credit, debit or gift card was used. This function is useful in situations where all you have is the card number and amount (i.e., a chargeback notice).

Upon selecting the Search for Credit/Debit/Gift Cards function, the Card Transaction Search window appears. Enter the search criteria as prompted.

- **Last 4 Digits of Card:** Enter the last four numbers of the card for which you are searching.
- **Charged Amount:** Enter the amount of the charge.

When all the information is correct, click the Refresh function to start the search. Once the results are displayed you can right-click on a transaction to print or edit it.

When finished, click Close.
7.1.12 Card Authorization History

The Card Authorization History function provides the means to look up all credit card, debit card, and gift card processing activity. This function is useful if you want to verify if a transaction was successfully processed.

Upon selecting the Card Authorization History function, the Card Authorization History window appears displaying a list of all authorization attempts within the default date range. Each line displays the timestamp, user ID (if security was enabled), transaction, card type, amount, card number, expiration date, and authorization code/message of authorization attempt.

If needed, change the date range and click the Refresh function.

When finished, click Close.

7.2 Payables

This section covers all functions available under the Payables submenu.

IMPORTANT: The Payables functions in Atrex are simple and work in conjunction with the Banking functions to track payment of purchase orders. Atrex is not a full accounting package.

7.2.1 New Payable

The New Payable function provides the means for creating payables.

Upon selecting the New Payable function, the Payable Information Entry window appears. Enter the information about the new payable as prompted.

![Payable Information Entry](image)

Date Due: Enter the date the bill is due.

Recurring – Indicates whether the payable is a one-time payable or a monthly recurring payable. If this box is checked, when the payable is processed it remains on the payables list with a new date a month out (from the date on the payable not the date processed). If this box is unchecked, when the payable is processed it is removed from the payables list.
To: Enter to whom (payee) you owe. Use the drop-down list box to select a previously created payee. Once a payee is entered into the field and the payable is saved, the payee (if new) is added to the list. **NOTE:** When a payable is created after receiving a purchase order, the vendor name from the purchase order is automatically entered in the To field.

**TIP:** Refer to the **Payee Maintenance** section later in this chapter for more information on maintaining your payees.

Amount: Enter the payable amount. **NOTE:** When a payable is created after receiving a purchase order, the amount of the purchase order is automatically entered in the Amount field.

Memo: Enter a description for the payable. The memo is for your reference only. **NOTE:** When a payable is created after receiving a purchase order, the number of the purchase order is automatically entered in the Memo field.

Inv/Bill #: Enter the invoice number of the payable. This is helpful for identifying multiple payables for the same payee especially when more than one payable is paid with a single check. **NOTE:** When a payable is created after receiving a purchase order, the information in the Invoice # field of the purchase order is automatically entered in the Inv/Bill # field.

Discount Date and Discount Amount: Enter the discount amount and date if they apply to the payable. **NOTE:** If the payable is processed on or before the discount date, Atrex deducts the discount amount from the amount to pay.

Select the Breakdown function to break down the amount of the payable into expense categories.

**TIP:** When a payable is created after receiving a purchase order, the tax, GST, and shipping of the purchase order are automatically entered as breakdowns.

**Breakdown Information**

Upon selecting the Breakdown function, the Transaction Breakdown window appears. **NOTE:** The Payable Amount and the Unassigned Amount are displayed in the lower left-hand corner.

You are prompted to enter the first breakdown. Enter the information about the breakdown as prompted.

Category: Enter the expense category (i.e., Employee Benefits or Computer Software). Use the drop-down list box to select a previously created category. Once a category is entered into the field and the check is saved, the category (if new) is added to the list.

Description: Enter a description for the breakdown. The description is for your reference only.

Amount: Enter the amount of the check to assign to the category.

**TIP:** Double clicking on the Amount field automatically enters the remaining amount of the payable in that field.

When all the fields are correct, press Enter.

Upon saving the breakdown, you are returned to the Transaction Breakdown window.

Select the Insert function to enter additional breakdowns.
Select the Edit function to revise the highlighted breakdown. Correct the information and press Enter.

Select the Delete function to remove the highlighted breakdown. You are prompted to confirm the deletion before it is performed.

**IMPORTANT:** The amount of the breakdowns must not be greater than the amount of the payable.

Click the Close button to save all breakdowns.

Upon saving the breakdown list, you are returned to the Payable Information Entry window.

When all the information is entered, click OK to save the payable.

### 7.2.2 Edit Payable

The Edit Payable function provides the means for modifying outstanding payables.

Upon selecting the Edit Payable function, the Payable Selection window appears. **NOTE:** The total number of payables is displayed in the lower left-hand corner and the total amount of all payables is displayed in the lower right-hand corner. Highlight the payable to edit and click OK.

After retrieving the payable information, the Payable Information Entry window is displayed. Edit any of the fields that need to be changed, and click OK to save the changes and update the payable.

Refer to the *New Payable* section earlier in this chapter for more information on the different fields and their use.

### 7.2.3 Process Payables

The Process Payables function provides the means for printing checks from payables. **IMPORTANT:** In order to use the Process Payables function at least one bank account must be set up. Refer to New Account in the Banking section later in this chapter for more information.

Upon selecting the Process Payables function, the Payable Selection window appears. **NOTE:** The total number of payables is displayed in the lower left-hand corner and the total amount of all payables is displayed in the lower right-hand corner.

To process an **individual payable**, highlight the payable to process and press Enter.

To process **multiple payables**, highlight all the payables to process and press Enter. **IMPORTANT:** Multiple payables can only be processed if all selected payables are for the same payee.

**NOTE:** To select a continuous range, highlight the first payable then press and hold the Shift key and highlight the last payable. To select random payables, press and hold the Ctrl key and single click on each payable to process.

After selecting the payable(s), the Account Selection window appears. Select the account from which to process the payable and press Enter.
Once an account is selected, the Check Information window appears. **NOTE:** If you processed multiple payables, the information in the Inv/Bill # field of each payable is entered in the Memo field (up to 128 characters). Edit any of the fields that need to be changed (including the memo), and press Enter to create the check.

After saving the check you are asked if you want to print it. Select Yes or No. If you select Yes, the Output Destination window appears. Select the desired destination and press Enter. If you select No, the Print Check function can be used to print the check later.

**NOTE:** To see a list of the current supported check styles open the Options menu and select Layout Selection.

Refer to the *Write Checks* section later in this chapter for more information on the Check Information window.

### 7.2.4 Delete Payable

The Delete Payable function provides the means for removing outstanding payables.

- **Function Information:**
  - There is no way to 'undelete’ a payable once it has been deleted.

Upon selecting the Delete Payable function, the Payable Selection window appears. **NOTE:** The total number of payables is displayed in the lower left-hand corner and the total amount of all payables is displayed in the lower right-hand corner. Highlight the payable to delete and press Enter.

After retrieving the payable information, a Confirmation window appears. Upon confirming the delete request, Atrex remove the payable from the system.

### 7.3 Banking

This section covers all functions available under the Banking submenu.

**IMPORTANT:** The Banking functions in Atrex are simple and work in conjunction with the Payables functions to track payment of purchase orders. Atrex is not a full accounting package (i.e., it does not include payroll, general ledger, profit and loss statements, balance sheets, etc.).

### 7.3.1 Write Check(s)

The Write Check(s) function provides the means for writing checks from your bank accounts.

Upon selecting the Write Check(s) function, the Account Selection window appears. Highlight the bank account from which to write a check and press Enter.
After retrieving the account information, the Check Information window appears. **NOTE:** The account name is displayed in the upper left-hand corner. The current balance of the selected account is displayed at the bottom of this window. Enter the information about the check as prompted.

![Check Information - Main Checking](image)

**Check #:** Atrex enters the next sequential check number above the largest check number beginning with the number 1 in this field. This number can be changed by typing in a different check number.

**Date:** Atrex enters the current date in this field. The date can be changed by typing in a different date.

**To:** Enter to whom (payee) you are paying. Use the drop-down list box to select a previously created payee. Once a payee is entered into the field and the check is saved, the payee (if new) is added to the list.

Under the To field there is a large open text field. If the check is mailed in a window envelope, enter the address of the payee which is printed on the check. **NOTE:** Once an address is entered into the field and the check saved, the address is saved with the payee.

**TIP:** Refer to the Payee Maintenance section later in this chapter for more information on maintaining your payees.

**Amount:** Enter the check amount.

**Memo:** Enter a description for the check. The description entered prints on the check and all banking reports.
Select the Breakdown function to break down the amount of the check into expense categories.

**Breakdown Information**

Upon selecting the Breakdown function, the Transaction Breakdown window appears. **NOTE:** The Check Amount and the Unassigned Amount are displayed in the lower left-hand corner.

**Category:** Enter the expense category (i.e., Employee Benefits or Computer Software). Use the drop-down list box to select a previously created category. Once a category is entered into the field and the check is saved, the category (if new) is added to the list.

**Description:** Enter a description for the breakdown. The description is for your reference only.

**Amount:** Enter the amount of the check to assign to the category.

**TIP:** Double clicking on the Amount field automatically enters the remaining amount of the check in that field.

When all the fields are correct, press Enter.
Upon saving the breakdown, you are returned to the Transaction Breakdown window.

- **Insert** Select the Insert function to enter additional breakdowns.
- **Edit** Select the Edit function to revise the highlighted breakdown. Correct the information and press Enter.
- **Delete** Select the Delete function to remove the highlighted breakdown. You are prompted to confirm the deletion before it is performed.

**IMPORTANT:** The amount of the breakdowns must not be greater than the amount of the check.

Click the Close button to save all breakdowns.

Upon saving the breakdown list, you are returned to the Check Information window.

When all the information is entered, click OK to create the check.

After saving the check, you are asked if you want to print it. Select Yes or No. If you select Yes, the Output Destination window appears. Select the desired destination and press Enter. If you select No, the Print Check function can be used to print this check at a later time.

**NOTE:** To see a list of the current supported check styles open the Options menu and select Layout Selection. Select Checks.

### 7.3.2 Deposit

The Deposit function provides the means for depositing money into your bank accounts.

Upon selecting the Deposit function, the Account Selection window appears. Highlight the bank account to which to make a deposit and press Enter.

After retrieving the account information, the Deposit Information window appears. Enter the information about the deposit as prompted.

![Deposit Information Window]

**Deposit Date:** Atrex enters the current date in this field. The date can be changed by typing in a different date.

**Amount:** Enter the deposit amount.

**Memo:** Enter a description for the deposit. The description prints on banking reports.
Select the Breakdown function to break down the amount of the deposit into income categories.

**Breakdown Information**

Upon selecting the Breakdown function, the Transaction Breakdown window appears. **NOTE:** The Deposit Amount and the Unassigned Amount are displayed in the lower left-hand corner.

You are prompted to enter the first breakdown. Enter the information about the breakdown as prompted.

**Category:** Enter the income category (i.e., Labor or Sales Tax). Use the drop-down list box to select a previously created category. Once a category is entered into the field and the deposit is saved, the category (if new) is added to the list.

**Description:** Enter a description for the breakdown. The description is for your reference only.

**Amount:** Enter the amount of the deposit to assign to the category.

**TIP:** Double clicking on the Amount field automatically enters the remaining amount of the deposit in that field.

When all the fields are correct, press Enter.

Upon saving the breakdown, you are returned to the Transaction Breakdown window.

Select the Insert function to enter additional breakdowns.

Select the Edit function to revise the highlighted breakdown. Correct the information and press Enter.

Select the Delete function to remove the highlighted breakdown. You are prompted to confirm the deletion before it is performed.

**IMPORTANT:** The amount of the breakdowns must not be greater than the amount of the deposit.

Click the Close button to save all breakdowns.

Upon saving the breakdown list, you are returned to the Deposit Information window.

When all the information is entered, click OK to process the deposit.

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### 7.3.3 Withdrawal

The Withdrawal function provides the means for withdrawing money from bank accounts.

Upon selecting the Withdrawal function, the Account Selection window appears. Highlight the bank account from which to make a withdrawal and press Enter.
After retrieving the account information, the Withdrawal Information window appears. **NOTE:** The selected account and the current balance in that account are displayed at the top. Enter the information about the withdrawal as prompted.

Withdrawal Date: Atrex enters the current date in this field. The date can be changed by typing in a different date.

To: Enter to whom (payee) you are paying. This field is helpful for designating the payee of electronic fund payments or debit card transactions. Use the drop-down list box to select a previously created payee. Once a payee is entered into the field and the withdrawal is saved, the payee (if new) is added to the list.

Amount: Enter the withdrawal amount.

Memo: Enter a description for the withdrawal. The description prints on banking reports.

Select the Breakdown function to break down the amount of the withdrawal into expense categories.

**Breakdown Information**

Upon selecting the Breakdown function, the Transaction Breakdown window appears. **NOTE:** The Withdrawal Amount and the Unassigned Amount are displayed in the lower left-hand corner.

You are prompted to enter the first breakdown. Enter the information about the breakdown as prompted.

Category: Enter the expense category (i.e., Employee Benefits or Computer Software). Use the drop-down list box to select a previously created category. Once a category is entered into the field and the withdrawal is saved, the category (if new) is added to the list.

Description: Enter a description for the breakdown. The description is for your reference only.

Amount: Enter the amount of the withdrawal to assign to the category.

**TIP:** Double clicking on the Amount field automatically enters the remaining amount of the withdrawal in that field.

When all the fields are correct, press Enter.
Upon saving the breakdown, you are returned to the Transaction Breakdown window.

- **Insert**: Select the Insert function to enter additional breakdowns.

- **Edit**: Select the Edit function to revise the highlighted breakdown. Correct the information and press Enter.

- **Delete**: Select the Delete function to remove the highlighted breakdown. You are prompted to confirm the deletion before it is performed.

**IMPORTANT**: The amount of the breakdowns must not be greater than the amount of the withdrawal.

Click the Close button to save the breakdowns.

Upon saving the breakdown list, you are returned to the Withdrawal Information window.

When all the information is entered, click OK to process the withdrawal.

### 7.3.4 Transfer

The Transfer function provides the means for transfer money from one bank account to another.

Upon selecting the Transfer function, the Transfer Information window appears. Enter the information about the transfer as prompted.

- **Date**: Atrex enters the current date in this field. The date can be changed by typing in a different date.

- **Amount**: Enter the transfer amount.

- **From**: Use the drop-down list box to select the bank account from which you are transferring the money. **NOTE**: The current balance in the selected account is displayed.

- **To**: Use the drop-down list box to select the bank account to which you are transferring the money. **NOTE**: The current balance in the selected account is displayed.

- **Memo**: Enter a description for the transfer. The description prints on the banking report.

When all the information is entered, click OK to process the transfer.
**WARNING:** When a transfer is created the two parts (i.e., From and To) become two separate transactions. If the amount or memo of a transfer needs to be changed both transactions must be edited separately by using the Edit Account function twice. Once to edit the transaction in the From account and again to edit the transaction in the To account.

### 7.3.5 Balance Account

The Balance Account function provides the means for reconciling your monthly bank statements with your Atrex bank accounts.

Upon selecting the Balance Account function, the Account Selection window appears. Highlight the bank account to reconcile and press Enter.

After retrieving the bank account information, the Balancing Information window appears. Enter the information from the bank statement as prompted.

![Balancing Information Window](image)

**Statement Date:** Atrex enters the current date in this field. The date can be changed by typing in a different date. **NOTE:** The date entered is the date that Atrex uses for any fee/charges or interest earned.

**Fee/Charges:** Enter the amount of any fees or charges on the bank statement.

**Interest:** Enter the amount of any interest on the bank statement.

**Ending Balance:** Enter the ending balance on the bank statement.

When all the information is entered, click OK to continue.
At this point, the Account Balancing window appears. All unreconciled transactions are displayed. Each line displays the type, number, to/from information, amount, and date of each unreconciled transaction. The bottom of this window displays the Statement Balance, Adjusted Balance, and Difference (between the Statement Balance and Adjusted Balance).

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>To/From</th>
<th>Amount</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit</td>
<td></td>
<td>System Generated</td>
<td>2500.00</td>
<td>2/1/2020</td>
</tr>
<tr>
<td>Check</td>
<td>135</td>
<td>ABC Office Supply</td>
<td>128.25</td>
<td>2/7/2020</td>
</tr>
<tr>
<td>Check</td>
<td>136</td>
<td>ABC Office Supply</td>
<td>12.95</td>
<td>2/8/2020</td>
</tr>
<tr>
<td>Deposit</td>
<td></td>
<td>Deposit</td>
<td>1510.25</td>
<td>2/10/2020</td>
</tr>
</tbody>
</table>

Select each transaction that appears on the bank statement by single clicking on them. When selected, the icon to the left of the transaction changes from a red r to a green ü (check mark) and the Adjusted Balance and Difference are adjusted by the amount of the transaction. When all transactions on the bank statement are selected, your account should be balanced. When the Statement Balance and Adjusted Balance are the same and the Difference is zero, the account is balanced and the OK function is activated. Click OK to mark the selected transactions as reconciled and to remove them from the list.

Select the Edit function to adjust the highlighted transaction. Correct the information and press Enter.

**WARNING:** When a transfer is created the two parts (i.e., From and To) become two separate transactions. When the amount or memo of a transfer needs to be changed both transactions must be edited separately by using the Edit Account function twice. Once to edit the transaction in the From account and again to edit the transaction in the To account.

If your account does not balance, check that all transactions appearing on your statement are entered into the bank account and are correct. Use the Edit function, if necessary, to correct information entered in error.
7.3.6 **Edit Account**

The Edit Account function provides the means for modifying existing bank account transactions.

Upon selecting the Edit Account function, the Account Selection window appears. Highlight the bank account that contains the transaction to edit and press Enter.

Next the Date Range Entry window appears. Type in the beginning and ending dates and press Enter.

At this point, the Transaction Selection window appears displaying all transactions that fall within the entered date range in the order they were entered.

Highlight the transaction to edit and press Enter. Then transaction is then displayed. Make the necessary changes and click OK.

**TIP:** To delete a deposit, withdraw or transfer, edit the transaction and change the amount to zero.

**WARNING:** When a transfer is created the two parts (i.e., From and To) become two separate transactions. When the amount or memo of a transfer needs to be changed both transactions must be edited separately by using the Edit Account function twice. Once to edit the transaction in the From account and again to edit the transaction in the To account.

When all the adjustments have been made to the proper transactions, click Cancel.

7.3.7 **Void Check**

The Void Check function provides the means for removing checks.

**Function Information:**

- There is no way to ‘unvoid’ a check once it has been voided.

Upon selecting the Void Check function, the Account Selection window appears. Highlight the bank account that contains the check to void and press Enter.

Next the Check Number Entry window appears. Type in the number of the check to void and press Enter. A check number that does not exist is rejected.

Once a check is selected, Atrex requests a confirmation of the void request. After confirming the void request, Atrex removes the check and adds the check amount back to the account balance.

**NOTE:** If the check you are voiding originated as a payable, this payable is recreated when the check is voided. A confirmation window appears to inform you if this is the situation and asks if you want to proceed. If you continue with the void function, the payable can be deleted if it is not to be reprocessed.

Finally, you are asked if you wish to delete all related history. Select No if you only wish to void the check. **Selecting Yes removes all traces of this transaction from Atrex.** If the check you are voiding is the last check written, Atrex automatically brings up this check number the next time the Write Check(s) function is initiated. If the check you are voiding isn’t the last check written, you can manually enter this number in the Check # field the next time you use the Write Check(s) function.
7.3.8 **Print Check**

The Print Check function provides the means for printing or reprinting checks. This function only prints existing checks; the Write Check(s) function must be used to create checks.

Upon selecting the Print Check function, the Account Selection window appears. Highlight the bank account that contains the checks to print and press Enter.

After selecting a bank account, the Check Number Entry window appears.

To reprint an **individual check**, type in the check number and press Enter.

To reprint **multiple checks**, type a ? and press Enter. When the Date Range Entry window appears, type in the beginning and ending dates and press Enter.

Next, the Check Selection window appears displaying all the checks created within the entered date range. Highlight all the checks you want printed and press Enter.

**NOTE:** To select a continuous range, highlight the first check then press and hold the Shift key and highlight the last check. To select random checks, press and hold the Ctrl key and single click on each check to print.

The final display is the Output Destination window. Select the desired destination and press Enter.

**NOTE:** To see a list of the current supported check styles open the Options menu and select Layout Selection. Select Checks.

7.3.9 **Payee Maintenance**

The Payee Maintenance function provides the means of maintaining banking payees. This function can also be used to change the payee of multiple checks and payables in one function or to change payee names and addresses.
Upon selecting the Payee Maintenance function, the Payee Maintenance window appears. This window has four sections: Name, Transactions, Address, and Navigation Control.

Create A Payee:
- To create a new payee, click the button and then click on the empty Name field provided. Type in the name of the payee.
- Click the button to save your payee.

Edit A Payee:
- To edit a payee, click on the name and type the new name.
- Click the button to save your changes.

Delete A Payee:
- To delete a payee, highlight the name to delete. (Any transactions currently assigned to that payee are displayed under Transactions.)
- Click the button to delete the highlighted payee. **NOTE:** Only payees with no transactions can be deleted. The Change Payee To function can be used to assign the transactions to another payee so that the selected payee can be deleted.

Change A Payee Association:
- To change the payee association of one or more transactions, find the transactions you want to change in the Transactions grid and highlight them.
  **NOTE:** To select a continuous range, highlight the first transaction then press and hold the Shift key and highlight the last transaction. To select random transaction, press and hold the Ctrl key and single click on each transaction to reassign.
- Using the drop-down list, select the new payee from the Change Payee To field.
- When all of the transactions are highlighted and a new payee is selected, click the Update button.
Name

The Name section contains a grid with a scroll bar for reviewing your payees. The grid displays the name of each payee.

Transactions

The Transactions section contains a grid with a scroll bar, a field, and a button.

This grid contains all of the transactions associated with the highlighted payee under Name.

Change Payee To: Use the drop-down list box to select a payee to assign to the highlighted transactions in the Transactions grid. (All of the payees appear in the drop-down list.)

Select the Update function to assign all of the highlighted transactions under Transactions to the payee in the Change Payee To field.

Address

The Address section contains a field for entering or editing the address of the highlighted payee.

Navigation Control

Navigation control is used for creating and maintaining your payees. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your payees are entered, click Close. This function can be used again later for editing your payees or creating new ones.

7.3.10 Breakdown Category Maintenance

The Breakdown Category Maintenance function provides the means of maintaining banking breakdown categories. This function can also be used to change the breakdown category of multiple banking transactions in one function or to change breakdown category names.

Refer to the Write Check(s) section earlier in the chapter for more information on breaking down banking transactions.

Upon selecting the Breakdown Category Maintenance function, the Banking Breakdown Category Maintenance window appears. From this point, the Breakdown Category Maintenance function performs almost exactly as the Payee Maintenance function. The only difference is that one deals with payees while the other deals with breakdowns.

Refer to the Payee Maintenance section earlier in this chapter for more information on using the Breakdown Category Maintenance function.
7.3.11 New Account

The New Account function provides the means for adding new bank accounts to Atrex.

Upon selecting the New Account function, the Account Setup window appears. Enter the information about the new bank account as prompted.

Account Description: Enter the description (name) of the bank account or any other information that helps you differentiate this bank account from others.

Beginning Balance: Enter the opening balance for the bank account.

When all the information is entered, click OK to save the bank account.

7.3.12 Rename Account

The Rename function provides the means for changing a bank account description (name).

IMPORTANT: ALL references to the ORIGINAL bank account are changed to the NEW bank account description.

Upon selecting the Rename function, the Account Selection window appears. Highlight the bank account to rename and press Enter.

After selecting a bank account, the Account Setup window appears.

New Description: Enter the new description for the selected bank account.

When the new description is correct, click OK.

7.3.13 Delete Account

The Delete Account function provides the means for removing bank accounts.

Function Information:

- The deletions made by the Delete Account function are permanent. Atrex has no way to recover bank accounts once they are deleted. Consider making a backup before running this function.

Upon selecting the Delete Account function, a Confirmation window appears. After confirming that you wish to continue, the Account Selection window appears. Highlight the bank account to delete and press Enter.

7.3.14 Account Balances

The Account Balances function provides the means for determining the current balance of all bank accounts.

Upon selecting the Account Balances function, the Account Selection window appears, displaying the current account balances for all of the bank accounts in the system.

When finished viewing the account balance information, click OK.
7.4  Cash Drawer

This section covers all functions available under the Cash Drawer submenu.

The Cash Drawer functions allow you to initialize cash drawer sessions and track all transactions during that session that affect the balance of the cash drawer. This includes editing transactions dated outside the session or changing the data of a transaction within the session if the edit affects the current cash drawer balance.

7.4.1  Initialize Session

The Initialize Session provides the means for opening a cash drawer session.

**Function Information:**

- This function is system specific. When a cash drawer session is initialized it is only activated on the terminal/system from which the function was accessed. Additionally, it only tracks transactions performed on that terminal/system during the session that affect the cash drawer balance regardless of the date of the transaction. For example, if you edit an order, from a previous day and cash drawer session, to take a deposit, the deposit shows on the Revenue report for the order date and on the current cash drawer session.

- There is no way to share a cash drawer session between more than one terminal/system.

- If the Initialize Session function is selected before the previous session is closed, the previous session is automatically closed and the new session activated. You are prompted to print the Cash Drawer Session Report for the closed session.

- Once a cash drawer session is initialized you must remember to close it at the appropriate time. Should you forget there is no way to edit a session’s close date or time.

Upon selecting the Initialize Session function, the Drawer Initialization window appears. Enter the information about the cash drawer session as prompted.

![Drawer Initialization](image)

**Description:** Enter a description for the cash drawer session. The description is for your reference and prints on the cash drawer reports.

**Starting Amount:** Enter the starting cash amount in the drawer.

When all the information is entered, click OK to initialize the cash drawer session.
7.4.2 Close Current Session

The Close Current Session provides the means for ending a cash drawer session without activating a new session. **NOTE:** This function will only be available when a cash drawer session is open.

**Function Information:**
- This function is system specific. When a cash drawer session is closed it only deactivates the session on the terminal/system from which the function was accessed.
- A cash drawer session can also be closed by using the Initialize Session function to activate the next session.
- Once a cash drawer session is initialized you must remember to close it at the appropriate time. Should you forget there is no way to edit a session’s close date or time.

Upon selecting the Close Current Session function, Atrex immediately closes the current session and prompts you to print the session report.

The following session information is printed at the top left of the Cash Drawer Session report: session ID, description, open date, open time, and opened by (if security was enabled when the session was initialized). The status of the cash drawer session at the time the report was printed is printed at the top right of the report.

Each line item includes the transaction type, number, date and time, user ID, cash, check, credit card, credit memo, and debit card. At the end of the report the total collected for all transactions is printed along with the beginning cash amount, cash collected, and expected ending cash amount.

7.4.3 Cash Payout

The Cash Payout function provides the means to account for cash removed from the cash drawer for petty cash purchases so the drawer balances.

**Function Information:**
- This function is system specific. When a cash payout is entered it only appears on the session report for the terminal/system from which the function was accessed.
- There is no way to edit or delete a cash payout entry. Corrections can be made by entering another cash payout for a negative amount.

Upon selecting the Cash Payout function, the Cash Drawer Payout window appears. Enter the information about the cash payout as prompted.

![Cash Drawer Payout](image)

Amount: Enter the amount of the payout.
Memo: Enter a description for the cash payout. The description is for your reference and prints on the cash drawer reports.

When all the information is entered, click OK to process cash payout.

7.4.4 Cash Drawer Session Report

The Cash Drawer Session Report provides the means for reprinting a cash drawer session report for ANY terminal/system.

Upon selecting the Cash Drawer Session Report function, the Date Range Entry window appears. Type in the beginning and ending dates and press Enter.

Next, the Cash Drawer Session Selection window appears displaying all the cash drawer sessions within the entered date range. Select the session for which to reprint a cash drawer session report.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

7.4.5 Unassigned Cash Drawer Report

The Unassigned Cash Drawer Report provides the means for printing a list of all transactions completed on ANY system when a cash drawer session was not active.

The options for the Unassigned Cash Drawer Report are selecting the beginning and ending dates and the output destination.

Each line item includes the transaction type, number, date and time, user ID, cash, check, credit card, credit memo, and debit card. At the end of the report the total collected for all transactions is printed.

7.4.6 Combined Cash Drawer Report

The Combined Cash Drawer Report provides the means for printing a list of all session transactions and unassigned transactions completed on ANY system.

The options for the Unassigned Cash Drawer Report are selecting the beginning and ending dates and the output destination.

Each line item includes the transaction type, number, date and time, user ID, workstation, session ID (if applicable), cash, check, credit card, credit memo, and debit card. At the end of the report the total collected for all transactions is printed.
7.4.7 Open Cash Drawer

The Open Cash Drawer function provides the means for opening the cash drawer without processing a transaction.

Refer to Company Setup / Customization-POS Hardware-Cash Drawer Setup in Chapter 13: Options for more information on setting up cash drawers.

7.5 Gift Cards

The gift card functions in Atrex are only available to users who have signed up for the service with a supported merchant. Since those users receive separate documentation on the use of the gift card functions it is beyond the scope of this User’s Guide.

Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information processing gift cards.
8 Chapter 8: User Functions

This chapter covers in detail all functions available under the Atrex User menu.

When initially installed brand-new, all credit card, debit card, gift card, and credit card storage functionality is disabled. In order to use these functions the User Security function must be enabled.

When initially installed as an upgrade, the User Security function is enabled if credit cards are present in the database, even if security wasn’t previously enabled.

Security requires users to enter a valid user ID and password when entering the program. Once a user is logged into the program, the menu selections are limited depending on the security permissions set for the user. In addition, the top-right box of the gray status bar at the bottom of the main Atrex screen shows the currently logged on user.

Function Information:

- For upgrades where security was not being used in the previous version, but has been enabled due to the presence of stored credit cards, press the F1 key on the Atrex Login window to get the default login user ID and password.
  - The default user is a manager and has FULL access rights.
  - Deleting the default user does not disable security.
  - If you delete the default user you must create at least one new user or else Atrex automatically recreates the default user the next time you open Atrex. **NOTE:** If you want to have the ability to disable or enable security the user you create must have the manager option set or have the authority to customize Atrex.
  - The first time you log into Atrex using the default user you are prompted to change the default password.
  - Passwords must be at least seven characters in length and include at least one number and one letter.
  - New passwords cannot be the same as the current password or one of the last four passwords used.
  - ALL passwords expire after 90 days. For upgrades where security was being used in the previous version existing passwords will work for 90 days. After that new passwords must meet the above requirements. (See **TIP** below.)
  - Users are locked out for 30 minutes after five invalid logins.
  - Users are required to re-login after 30 minutes of idle time (leaving Atrex open without using it for 30 minutes). (See **TIP** below.)

**IMPORTANT:** User Security can be disabled under Options – Company Setup / Customization – User Security. **Disabling user security also disables all credit card, debit card and gift card functionality as well as permanently deletes all saved credit cards.** Only users set as a manager or with the authority to customize Atrex can enable or disable security.

**TIP:** If you do not want to use the credit card, debit card, gift card, and credit card storage functionality but want to use security, you can disable the password expiration and/or idle logout. However, in order to do this the database can NOT contain ANY credit cards.
To disable the password expiration and/or idle logout, open Options- Company Setup / Customization - Company Information and Settings. Select the Defaults tab. Make sure Credit Card Processor is set to None. Select the Options tab and uncheck Password Expiration (90 days) and/or Idle Logout. Click OK.

If after setting Credit Card Processor to None you are unable to uncheck Password Expiration (90 days) and Idle Logout because they are grayed out that means credit cards are present in the database. The only way to uncheck these options is to permanently remove all stored credit cards. The fastest way to do this is to disable security and then re-enable it.

8.1 New User

The New User function provides the means for adding new users to the Atrex security system.

**TIP:** Even if disable security for Atrex, add users for all your salespersons. Once a user is created, they can be selected from the Salesperson drop-down list on the Customer Information and transaction Information Entry windows. Selecting a salesperson rather than entering them eliminates the possibility of typographical errors.
Upon selecting the New User function, the User Information window appears. Enter a new user ID, associate it with a specific employee, and set the sections and functions of Atrex that the new user may access.

**User Information**

**ID:** Enter the user’s ID. The ID must be unique for each user.

**Name:** Enter the user’s name. This is for your reference only.

**TIP:** It is recommended that you enter the user’s name in the following format to allow easy retrieval: Last Name, First Name, Middle Initial.

**NOTE:** When a new user is created, a temporary password of TEMP4U is assigned. To ensure that your system security is not compromised, the user must change the password as soon as possible. Refer to the *Change Your Password* section later in this chapter. Whenever a user logs into Atrex with a password of TEMP4U they are prompted to change their password at that time.

**Manager Access** – If checked, the user has access to all sections and functions of Atrex, regardless of any other security permissions set in the individual areas of the security functions. In fact, the Individual Program Security Sections are grayed out when Manager Access is checked. If unchecked, the user has access to the sections and functions of Atrex indicated by the options checked in the Individual Program Security Sections.

**Disabled** – If checked, the user ID is disabled. This allows you to disable a user ID without having to delete it. If unchecked, the user ID is active.
Use Group Access Rights Of: Use the drop-down list box to assign the user to a user group. Upon selecting a user group, the user has access to all sections and functions assigned to the selected user group and the Individual Program Security Sections are grayed out. Refer to the New User Group section later in this chapter for more information on creating user groups.

**Individual Program Security Sections**

The next step in entering a new user is to set the security permissions. Each of the nine Individual Program Security sections is represented as a tab. Select each Section tab as needed and check the functions the new user should be able to access.

- Click to quickly add or remove all permissions in the corresponding section without having to click each check box individually. This function checks all boxes currently unchecked and unchecks all boxes currently checked.

**Sales & Service**

- Create Invoices – Allows the user to create new invoices, clone invoices, and process recurring invoices.
- Create Rapid Invoices – Allows the user to create new rapid invoices.
- Process Returns/Customer RMAs – Allows the user to process returns and customer RMAs.
- Edit Invoices – Allows the user to edit invoices.  
  **NOTE:** The ability to edit invoices can be limited to recent invoices only (invoices dated within the last 1 to 180 days) by using the Transaction Edit Days function. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information.
- Void Invoices – Allows the user to void invoices.
- Create Orders – Allows the user to create new customer orders and close customer orders.
- Edit Orders – Allows the user to edit and force closed open customer orders.
- Ship Orders – Allows the user to ship open customer orders.
- Void Orders – Allows the user to void open customer orders.
- Create Quotes – Allows the user to create new quotes and clone quotes.
- Edit Quotes – Allows the user to edit existing quotes.
- Transfer Quotes – Allows the user to transfer quotes.
- Void Quotes – Allows the user to void existing quotes.
- Create Recurring Invoices – Allows the user to create new recurring invoices.
- Edit Recurring Invoices – Allows the user to edit recurring invoices.
- Process Recurring Invoices – Allows the user to process recurring invoices.

- Create Service Orders – Allows the user to create new service orders.
- Edit Open Service Orders – Allows the user to edit open service orders.
- Edit Closed Service Orders – Allows the user to edit closed service orders and allows the user access to the Job Templates function.  
  **NOTE:** The ability to edit closed service orders can be limited to recently closed service orders only (service orders closed within the last 1 to 180 days) by using the Transaction Edit Days function. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information.
- Complete Service Orders – Allows the user to complete open service orders.
- Void Service Orders – Allows the user to void service orders.
- Process Return Service Orders – Allows the user to process service order returns.
- Create Service Quotes – Allows the user to create new service quotes.
- Edit Service Quotes – Allows the user to edit existing service quotes.
- Transfer Service Quotes – Allows the user to transfer service quotes.
- Void Service Quotes – Allows the user to void existing service quotes.
• Enable Price Change – Allows the user to modify the base price, apply a discount (both line item and global), and use the Last Price function in sales and service transactions. This option also allows the user to change a customer’s price level and default discount percent when editing a customer.

   NOTE: If a user does not have the authority to modify prices, a manager override is available by right-clicking on the disabled price field or the global discount field. Also, if a user does not have the ability to modify a customer’s price level and default discount percents, but does have the ability to edit customers, a manager override is available by right-clicking on either the disabled Pricing or Discount % field on the Customer Information window.

• Enable Transaction Item Cost Change – Allows the user to modify the cost of an item in sales and service transactions using the right-click Item Cost/Properties function. For this option to work the user must also have authority to View Item Cost on the Inventory tab.

   NOTE: If a user does not have the authority to modify prices, a manager override is available by right-clicking on the disabled cost field.

• Override Credit Limit – Allows the user to create an invoice or complete a service order with a balance that exceeds the customer’s credit limit. This option also allows the user to change a customer’s credit limit amount when editing a customer.

   NOTE: If a user does not have the authority to override credit limits, a manager override is available by clicking Yes when asked if you wish to proceed at the end of the transaction. Also, if a user does not have the ability to modify credit limit amounts, but does have the ability to edit customers, a manager override is available by right-clicking on the disabled Max Credit field on the Customer Information window.

• Change Transaction Customers – Allows the user to change the customer on transactions.

   NOTE: If a user does not have the authority to change the customer on transactions, such changes can still be performed with the override of a user who is authorized to change the customer on transactions.

• Change Transaction Dates – Allows the user to change the date of transactions.

   NOTE: If a user does not have the authority to change the date of transactions, such changes can still be performed with the override of a user who is authorized to change the date of transactions.

• Change Transaction Salesperson – Allows the user to change the salesperson on transactions.

• Delete History w/Void – Allows the user to void all related history when voiding transactions. This option allows access to the various void functions without being able to void all related history of the voided transactions.

• Disable Serial Number Search – Prevents the user from searching for serial numbers when adding serialized stock codes to transactions. This option disables the Search function as well as the ? search ability on the Range Entry tab of the Multiple Serial Number Entry window.

• Enable Tax Change – Allows the user to change the tax settings on transactions.

   NOTE: If a user does not have the authority to change the tax settings on transactions, a manager override is available by right-clicking on any of the disabled fields.

Inventory

• Add New Codes – Allows the user to create new stock codes using the New and Clone functions. This option also allows the user to create new stock codes on the fly from sales and service transactions.

   NOTE: If a user does not have the authority to add new codes, on-the-fly additions can still be performed with the override of a user who is authorized to add new codes.

• Modify Existing Codes – Allows the user to perform modifications (edit, merge, rename, and delete) to existing stock codes. This option also allows the user to use the Sales Price, Category, Subcategory, Manufacturer, Location and Inventory Min/Target maintenance functions as well as the Batch Rename/Merge/Delete, Resize Stock Code Images, and Container/Assembly functions. Additionally, this option allows the user to enter the Edit/Query Serial in edit mode, otherwise the function works in query mode only.
- **Modify Qty On Hand** – Allows the user change the on-hand quantity of existing stock codes.  
  **NOTE:** In order to change on-hand quantities, including use of the Inventory Worksheet Update function, users MUST have authority to the Modify Existing Codes option as well as the Modify Qty On Hand option.

- **View Item Cost** – Allows the user to see the cost of items on the Stock Code Selection, Serial Number Selection, and the View Stock Code Information windows.  
  **NOTE:** To fully prevent users from viewing the cost of items, they should NOT have authority to the Modify Existing Codes option as well as to the following functions: all PO functions, all RMA functions, and any Report sections that contain reports with cost.

- **Create Inventory Transfer** – Allows the user access to all of the inventory transfer functions with the exception of the Receive Transfer function.

- **Receive Inventory Transfer** – Allows the user to receive inventory transfers.

**PO**

- **Create Purchase Orders** – Allows the user to create new purchase orders using the New, Batch Creation, and Clone functions.

- **Edit Purchase Orders** – Allows the user to edit and force closed open purchase orders.

- **Edit Closed Purchase Orders** – Allows the user to edit closed purchase orders.  
  **IMPORTANT:** This option is only available when the Edit Purchase Orders option is ALSO checked.

- **Receive Purchase Orders** – Allows the user to receive items through the Receiving function and use the purchase order Unreceive function.

- **Direct Receiving** – Allows the user to receive items through the Direct Receiving function.

- **Void Purchase Orders** – Allows the user to void existing purchase orders.

**Customers & Vendors**

- **Create Customers** – Allows the user to create new customers.

- **Edit Customers** – Allows the user to edit, merge, and delete customers and use the customer Category Maintenance function.

- **View Customers** – Allows the user access to the customer Query function.

- **Change Customer Salesperson** – Allows the user to change the salesperson in sales transactions and the service rep in service transactions.  
  **NOTE:** If a user does not have the authority to change the salesperson, a manager override is available by right-clicking on the disabled salesperson field or the service rep field.

- **Create Vendors** – Allows the user to create new vendors.

- **Edit Vendors** – Allows the user to edit, rename, merge, and delete existing vendors.

- **View Vendors** – Allows the user access to the vendor Query function.

- **Clear Quick Notes** – Allows the user to clear customer and vendor quick notes from the system when creating and editing transactions without having to edit the customer or vendor.

- **Limit Customer Access to Associated Customers** – Allows the user to view only customers assigned to them.  **This function affects only the customer search functionality.** As such, the user is limited to querying and editing only customers assigned to them (if also given the ability to Edit Customers).  In addition, the user is limited to creating invoices, orders, quotes, customer RMAs, service orders and service quotes to customers assigned to them.  
  **IMPORTANT:** This function does not affect reporting or transaction editing and voiding as these functions do not use the customer search functionality.  Since customers can be edited while editing transactions you must use the appropriate security options to control access to these functions if you want to fully prevent users from editing customers not assigned to them.

**Accounts**

- **Process AR Statements** – Allows the user to process customer statements.
AR Account Payments – Allows the user to receive customer payments.
AR Post Payments – Allows the user to post customer payments using the Post Unposted function as well as when receiving payments, if they also have access to the receive payments.
AR Account Adjustments – Allows the user to adjust customer accounts using the account maintenance functions (Insert Account Credit, Insert Account Charge, Undo Facility, Adjust Account, Reset Account, and Purge Single).
View Customer Balance – Allows the user to view customer balances using the account Customer Balance function.
Access Payables – Allows the user to perform all functions under the Payables section.
Access Banking – Allows the user to perform all functions under the Banking section.
Activate/Reload Gift Cards – Allows the user to activate and reload gift cards.
View Gift Card Balance – Allows the user to check gift card balances.
NOTE: Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information on gift card processing.
Open/Close Cash Drawer Sessions – Allows the user access to the cash drawer Initialize Session and Close Current Session functions.
NOTE: In order print a session report while closing a cash drawer session as well as access the Cash Drawer Session Report, Unassigned Cash Drawer Report and Combined Cash Drawer Report functions a user must have the authority to print receivable reports.
Open Cash Drawer – Allows the user to open the cash drawer using the Open Cash Drawer function as well as by using the function key command (Ctrl-Alt-F1). Refer to Company Setup / Customization-POS Hardware-Cash Drawer Setup in Chapter 13: Options for more information on setting up cash drawers.
Vendor RMA
Create/Edit RMA – Allows the user to create and edit vendor RMAs.
Receive RMA – Allows the user to receive items through the vendor RMA Receive function.
Void RMA – Allows the user to void vendor RMAs.
Reports
Allows the user to access the specified report submenus (Receivables, Customer, Inventory, PO, Order, Vendor, Sales, Service, RMA, Payables, Banking, Quote, and Recurring Invoices, any User Defined reports, SQL Queries, and the Audit Trails.
Users
Add/Edit Users – Allows the user to create, edit, and delete user IDs.
Options
Batch Processing – Allows the user access to the Batch Processing functions.
Customization – Allows the user to access all the functions on the Company Setup / Customization submenu.
Number Sequences – Allows the user to change the next available number for invoices, orders, purchase orders, service orders, RMAs, and quotes.
Purge History – Allows the user to purge outdated transaction history.
Import Data – Allows the user to import customer, stock code, and vendor information.
Backup Data – Allows the user to use the data Backup function.
Restore Data – Allows the user to use the data Restore function.
Change Locations – Allows the user to access all the functions on the Locations submenu.
Check In/Out Mobile Locations – Allows the user access to the Check Out Mobile Location and Check In Mobile Location functions.
• Scheduler Access – Allows the user access to all the scheduler functions.

• Exclude from Transaction Logout – Exempts the user from the Transaction Logout function. Refer to Company Information and Settings-Options in Chapter 13: Options for more information on the Transaction Logout function.

Email
The Email tab provides the means for entering individual user email configurations for emailing printouts.

Function Information:
• Each user can have an individual user email configuration.

• The global/company email configuration is used when a user does not have an individual user email configuration. Refer to Company Information and Settings-Email in Chapter 13: Options for more information on setting up the global/company email configuration.

Email Method – Use the drop down list box to select the email method for the user. There are four options from which to choose:

Use All Company settings – Indicates that email is sent using the global/company email configuration while using an individual signature and BCC address.
Default MAPI client – Indicates that email is sent via the default email client on your system while using an individual signature and BCC address. Emails sent from inside Atrex appear in the out box of your default email client (i.e., Outlook, Outlook Express, Eudora, eM Client).

SMTP using company SMTP settings – Indicates that email is sent directly to the SMTP email server provided by your ISP using the SMTP settings in the global/company email configuration while using an individual email address, name, signature, and BCC address.

SMTP using user SMTP settings – Indicates that email is sent directly to the SMTP email server provided by your ISP using the email configuration entered here.

Email Address: Enter the user's email address. The address entered in this field is used for the return address should an emailed printout need to be returned.

Name: Enter the user’s name. The name entered in this field may be displayed in the ‘From’ section of the email header depending on the recipient’s email software.

SMTP Server Settings

NOTE: Sending via a SMTP server is immediate and no record of email sends are saved within Atrex or elsewhere. If you require a copy of the email messages that you send, select the MAPI client option and set your email software to save copies of sent messages or use the BCC Emails to option to send yourself a copy of all emails sent from inside Atrex.

SMTP Server: Enter the address of the SMTP server through which the user wants to send emailed printouts.

SMTP Port: Enter the number of the SMTP port through which the user wants to send emails.

TLS Mode: Use the drop-down list box to select the TLS mode to use.

NOTE: If you are unsure of what to enter in the SMTP Server, SMTP Port or TLS Mode fields, contact your system administrator, network manager, or your Internet provider. Millennium Software, Inc. cannot provide you with information as to what should be entered in these fields.

Account Name: Enter the account name to be sent during authentication. This is usually the same as the part of the email address to the left of the @ (“at” sign).

Password: Enter the password assigned to the user by their Internet service provider for the account entered in the Account Name field. For security, the actual characters do not appear in this field. Instead, each character is represented by an * (asterisk).

Test Connection Select the Test Connection function to test if Atrex is able to communicate with the entered SMTP information. If communication is successful you will be asked if you wish to send a test email. It is strongly recommended that you do since simply being able to communicate with the SMTP server doesn't guarantee you can also send email through the SMTP server. Upon selecting Yes, the SMTP Testing window appears. Enter the email address to which you want to send the test email and click OK. If the send is successful you can save your settings. If the send fails you will need to contact your email provider to determine why you can communicate with the SMTP server but can't send email.

Signature: Enter the user’s email signature. The text entered into this field is added to the end of all emails the user sends out of Atrex.
BCC Emails to: Enter the email address to which blind carbon copies should be sent of ALL emails the user sends from inside Atrex.

**TIP:** Emailed printouts are sent as *.PDF (Portable Document Format). Refer to the *Company Information and Settings-Defaults* section earlier in this chapter for information on changing the default email attachment type to Rich Text (RTF), if desired.

When all the information is correct, click OK to save the new user.

### 8.2 New User Group

The New User Group function provides the means for adding new user groups to the Atrex security system. User groups allow you to set up an ID with specific permissions and assign individuals to the user group. When permission changes are needed they can be made to the group instead of having to edit each individual user.

**TIP:** Create generic user groups for various tasks (i.e., SALES, ADMIN, SERVICE) then use the New User function to create new users and assign them to a user group. This saves time while creating users and ensures that users are granted the authority required to perform their functions.

**Function Information:**

- The Manager Access check box is not available when creating user groups. To setup a manager use the New User function.
- To assign a user to a user group, use the New User or Edit User/Group function and select the user group from the Use Group Access Rights Of drop-down list box.

Upon selecting the New User Group function, the User Group Information window appears. Enter a new user group ID and name, and set the sections and functions of Atrex that users assigned to this user group may access.

**ID:** Enter the user group ID. The ID must be unique for each user group.

**Name:** Enter the user group name. This is for your reference only.

**Disabled** – If checked, the user group and all users assigned to it are disabled. This allows you to disable a user group without having to delete it. If unchecked, the user group is active.

**Individual Program Security Sections**

The next step in entering a new user group is to set the security permissions. Each of the nine Individual Program Security sections is represented as a tab. Select each Section tab as needed and check the functions the new user group should be able to access.

Refer to the *New User* section earlier in this chapter for more information on the different Individual Program Security sections and functions.

When all the information is correct, click OK to save the new user group.

**NOTE:** All users assigned to a specific user group can be viewed from the User ID Selection window simply by right-clicking on the user group. The User ID Selection window can be accessed from the Edit User/Group function under the User menu by clicking Search on the User ID Entry window. The 🗳 icon designates a user while the 🗳️ icon designates a user group.
8.3 Clone User/Group

The Clone User/Group function provides the means for creating a user or user group using the information for an existing user or user group as a template.

Upon selecting the Clone User/Group function, you are prompted to select a user or user group. **The user or user group you select is the one you wish to clone.** Input the user or user group and press Enter.

Once a user or user group is accepted, either the User Information or User Group Information window is displayed. Input the ID and Name for the new user or user group and edit any of the security options that need to be changed.

When all the information is correct, press Enter.

Refer to the New User section at the beginning of this chapter for more information on the different security options and their use.

8.4 Reset User Password

The Reset User Password function provides the means for setting the user's password back to the system default password (TEMP4U). **NOTE:** Use this function to reset a user's password when the user has forgotten their password.

Upon selecting the Reset User Password function, the User ID Entry window appears. Input the ID of the user whose password needs to be reset and press Enter.

Once a user is selected, a window appears displaying the new password. Press Enter.

Finally, a Confirmation window is displayed asking if you wish to reset this user’s password in all databases. Click Yes, to reset this user’s password in all databases in which their exact user ID exists. The databases must be setup using the Locations Setup function. Refer to Locations- Locations Setup in Chapter 13: Options for more information on setting up data locations.

8.5 Edit User/Group

The Edit User/Group function provides the means for modifying existing user and user group security information.

Upon selecting the Edit User/Group function, the User ID Entry window appears. Input the ID of the user or user group to edit and press Enter.

After retrieving the user information, the User Information or User Group Information window is displayed. Make the necessary changes and press Enter.

Refer to the New User or New User Group sections earlier in this chapter for more information on the different security options and their use.
8.6 Change Your Password

The Change Your Password function provides the means for a user to change their current password. **NOTE:** This function will only be available when security is enabled.

**TIP:** If the current password is not known, use the Reset User Password function first to set the password to a known value (TEMP4U) and then use this function.

**Password Information:**

- Passwords must be at least seven characters in length and include at least one number and one letter.
- New passwords cannot be the same as the current password or one of the last four passwords used.
- ALL passwords expire after 90 days.

Upon selecting the Change Your Password function, the Password Entry window appears.

The process for changing your password is performed from a single window. As you progress through changing your password the instruction text will change.

Current Password: Type in your current password and press Tab.

New Password: Type in your new password and press Tab.
Confirm Password: Type in your new password.

If the password entered in the Confirm Password field does not match the password entered in the New Password field you’ll see:

When the password entered in the Confirm Password field matches the password entered in the New Password field you’ll see:

The password entered in the Confirm Password field must match the password entered in the New Password field before you'll be able to continue.

Update All Data Locations – Indicates whether this password change should be made in all databases. If checked, this user’s password will be changed in all databases in which their exact user ID exists. The databases must be setup using the Locations Setup function. Refer to Locations-Locations Setup in Chapter 13: Options for more information on setting up data locations.
When finished, press Enter. If the current password entered is incorrect you’ll see:

Enter the current password again and press Enter. Once the correct current password is entered the password change is made.

**TIP:** If the current password is not known the Reset User Password function must be used. Refer to the *Reset User Password* section earlier in this chapter for more information.

### 8.7 Delete User/Group

The Delete User/Group function provides the means for removing users and user groups.

**Function Information:**

- There is no way to ‘undelete’ a user or user group once deleted.
- Deleting a user group does NOT delete the individual users assigned to it.
- If security in enabled the user currently logged into Atrex can’t be deleted.
- Atrex uses the user list for the salesperson list. As such, when a user is deleted the salesperson association is removed for every customer assigned to the deleted user.

Upon selecting the Delete User function, the User ID Entry window appears. Input the ID of the user or user group to delete and press Enter.

After selecting a user or user group, a Confirmation window appears. Press Enter to confirm the deletion.
8.8 Logoff

The Logoff function provides the means for logging out the current user without having to close Atrex. **NOTE:** This function will only be available when security is enabled.

Upon selecting the Logoff function, the Atrex Login window appears. This allows another user to log in without restarting the program.

![Atrex Login Window](image)

**NOTE:** When security is enabled the top-right box of the gray status bar at the bottom of the main Atrex screen always displays the currently logged on user.
9 Chapter 9: RMA Functions

This chapter covers in detail all functions available under the Atrex RMA menu.

Returned Merchandise Authorization (RMA), which is often referred to as Return Authorization (RA), is the procedure for tracking the return of inventory from buyer’s and to vendors. It is most often associated with items that fail while under warranty.

9.1 Vendor

This section covers all functions available under the Vendor submenu. These functions allow you to track items returned to your suppliers for repair, replacement, or credit.

Function Information:

- The Vendor RMA functions do not update the accounts payable in any way. If the outcome of a RMA is the vendor issuing you a credit, this credit is not automatically created when the RMA is received.

9.1.1 New

The New function provides the means for creating new vendor RMAs.

Upon selecting the New function, the Vendor Code Entry window appears. Input the code of the vendor to whom you are returning items and press Enter.

If the vendor code entered does not exist, you are asked if the code is a new vendor. If not, select No to enter another vendor code. If you select Yes, Atrex initiates the addition of the new vendor. Enter the information for the new vendor and save it.

After selecting a vendor, the RMA Creation/Editing window appears. **NOTE:** The vendor’s name is displayed in the upper left-hand corner. This window has three tabs: Line Items, Tracking Numbers, and Notes.
Line Items

The Line Items tab provides functions for inserting, editing, and deleting items on the RMA as well as fields for entering basic RMA information.

Vendor RMA #: Enter the RMA number assigned by the vendor.

Shipped Via: Enter the carrier being used to ship the items back to the vendor.

You are prompted to enter the first item. Input a stock code to be returned and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to enter another stock code. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.
Upon selecting a stock code, the RMA Item Information window appears. NOTE: The stock code, manufacturer, model, description, and cost are displayed in the upper left-hand corner. Enter the information about the RMA as prompted.

Enter the quantities being returned in either the Stock Quantity or Non-Stock Quantity fields.

Stock Quantity: If the item(s) being returned are part of your on-hand inventory use the Stock Quantity field.

Non-Stock Quantity: If the item(s) being returned are not part of your on-hand inventory use the Non-Stock Quantity field. (Non-stock items are items that have already been sold or are being returned for a customer.)

TIP: Only one of the quantity fields can be used. If you have both stock and non-stock quantities of the same item to return put the stock code on the RMA twice. Once for the stock quantities and again for the non-stock quantities. You can also put the same stock code on the RMA more than once to accommodate different Reason for Return and/or Expected Resolution settings. The Allow Duplicate Codes on Transactions function must be enabled in order to put the same stock code on an RMA more than once. Refer to Company Setup / Customization-Company Information and Settings-Options in Chapter 13: Options for more information on the Allow Duplicate Codes on Transactions function.

NOTE: If the item being returned is serialized, the Stock Quantity and Non-Stock Quantity fields are not available for input. These quantities are determined by Atrex from the information entered in the Serial Number Processing window.

Original Invoice #: Enter the number of the invoice on which this item was purchased. This information is for your reference only.

Description of Problem: Enter an expanded reason for the return.
**TIP:** Keep in mind that the information entered into Description of Problem is printed on the RMA.

**Notes:** Enter any additional information you want to track for this RMA item. This information is for your reference only.

**Reason for Return** – Indicate the reason for return as **Defective**, **Misordered**, or **Incorrect Item**.

**Expected Resolution** – Indicate the expected outcome as **Repair**, **Credit/Refund**, or **Replacement**.

When the information is correct, press Enter. If the code is not serialized, it is added to the list of codes included on the RMA, and displayed. If the code is serialized, the Serial Number appears.

**Serial Number Information**

You are automatically presented with the Multiple Serial Number Entry window. This window has two tabs: Range Entry and Delimited Entry.

**Range Entry**

Use only the Beginning field for entering a single serial number or use the Beginning and Ending fields for entering serial number range for the selected stock code. Input a single serial number or a range of serial numbers and press Enter.

![Search](image)

Use the Search function to select serial numbers from a list. **TIP:** More than one serial number can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Delimited Entry**

Use the Serials field for typing in or pasting in a delimited list of serial numbers (such as a list of serial numbers separated by carriage returns, commas, or tabs). Input or paste a delimited serial number list and press Enter.

Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **TIP:** When deleting serial numbers more than one can be selected at once. To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the RMA Creation/Editing window Line Items tab.

Each line item displays the stock code, description, stock quantity, and non-stock quantity. Under the line items totals are displayed for line item count, stock quantity, and non-stock quantity.
Right-click on any line item for access to the following functions (when applicable):

- **Insert**: Select the Insert function to enter additional items.
- **Edit**: Select the Edit function to revise the highlighted item. Correct the information and press Enter.
- **Delete**: Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Tracking Numbers**

The Tracking Numbers tab provides a field for entering the shipment tracking numbers provided by the carrier.
Notes
The Notes tab provides a field for entering any additional information you may want to track for this RMA.

When finished, click OK to save all the entered items being returned, as well as all entered serial numbers, and to move to the Output Destination window. Select the desired destination and press Enter.

Note the following items when creating RMAs:

- Quantities shipped back to the vendor are not removed from your on-hand quantities. The items returned to the vendor are considered part of your inventory, and are only subtracted from your inventory when you receive a credit for an item taken from your in-stock quantities.

- The in-stock status of serialized items is determined from the information on the serialized items data record. You cannot designate whether a serialized item is from stock or from a non-stock source (i.e., a customer).

9.1.2 Edit
The Edit function provides the means for modifying outstanding vendor RMAs.

Function Information:

- Modifications to a RMA only affect reports that include the original date of the RMA.

- The date of the RMA cannot be changed through this function or any other in Atrex.

- The vendor under which the RMA was created can be changed on most outstanding vendor RMAs through this function by right-clicking on the RMA Creation/Editing window and selecting Change Vendor on the pop-up menu.

Upon selecting the Edit function, the RMA Selection window appears. Highlight the RMA to edit and press Enter.

After retrieving the RMA information, the RMA Creation/Editing window appears and defaults to the Line Items tab. Information on individual line items is displayed in a format identical to when the RMA was created using the New function. Highlight the line item to edit and select the Edit function. Make any necessary changes and press Enter.

To replace a line item with a different stock code, the item being replaced must first be deleted before the new stock code can be inserted into the RMA.

The quantity shipped may be changed with the following restriction: the number entered into the Stock Quantity and Non-Stock Quantity fields cannot be less than the number that has been previously received. For example, if two items have already been repaired, replaced, or credited and returned to you, the lowest number that will be accepted is 2.00.

When all the changes have been made, click OK to update the RMA history.
9.1.3 Receive

The Receive function provides the means for receiving items on outstanding vendor RMAs.

**Function Information:**

- The vendor RMA Receive function does not provide for a stock code being replaced by another stock code. If this should happen receive that item as being 'credited' and then process a purchase order Direct Receive for replacement item (you may reference the RMA number in the Invoice # field).

Upon selecting the Receive function, the RMA database is scanned and a list of all RMAs with outstanding items is displayed in the RMA Selection window. Select the RMA that contains the items to receive.

After retrieving the RMA information, the RMA Receiving window appears. Each line item displays the stock code, description, quantity replaced, quantity credited, and the non-stock quantity already received (this session).

Select the Receive function to receive the highlighted item.

Upon selecting a line item, either the RMA Return Information or RMA Serial Number Receiving window appears.

**RMA Return Information Window**

The RMA Return Information window allows you to specify the number of items received or credited for non-serialized stock codes.

```
RMA Return Information

Stock Code: FLOAT-1 PERSON
Manufacturer: Water Fun
Model: FLT-1
Description: One Person Lounge

Cost: 5.00

Stock Quantity Remaining: 3.00
Non-Stock Quantity Remaining: 0.00

Stock Quantity Returned: 3.00
Stock Quantity Credited: 0.00
Non-Stock Quantity Returned: 0.00
```

**NOTE:** The RMA quantities remaining are displayed in the middle of this window. Also, only the Quantity field(s) applicable to the item are available for use.
When the fields are correct, press Enter.

**RMA Serial Number Receiving Window**

The RMA Serial Number Receiving window allows you to process the serial numbers of items being received for serialized stock codes. This window displays a list of all the serial numbers for the selected stock code as well as the action taken.

An empty Action field indicates that the item remains outstanding. Highlight the serial number you are processing and select the Receive function.

Upon selecting a serial number, the RMA Serialized Return window appears. Indicate the action for the selected serial number as **Outstanding**, **Repaired**, **Credited**, or **Replaced w/Serial #**. If the item is replaced enter the new serial number in the field provided.

When finished making your selection, press Enter.

After selecting an action, you are returned to the RMA Serial Number Receiving window. The Action column now reflects your changes.

To process additional serial numbers, highlight the line item and select the Receive function.

Once all the serial numbers are processed, click the Close button to save all the serial number changes.

Upon saving either the non-serialized stock code information or the serial number list, you are returned to the RMA Receiving window.

To process additional items, highlight the line item and select the Receive function.

Click OK to save all the stock codes displayed and all the serial number changes.

### 9.1.4 Void

The Void function provides the means for removing vendor RMAs.

**Function Information:**

- There is no way to ‘unvoid’ a vendor RMA once it is voided.
- You are not prevented from voiding a partially received vendor RMA. Doing this does not affect the items already received.
Upon selecting the Void function, the RMA Number Entry window appears. Type in the number of the RMA to void and press Enter. A RMA number that does not exist is rejected.

Once a RMA is selected, a Confirmation window is displayed. Press Enter to confirm the void request.

After confirming the void request, Atrex removes the RMA.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this RMA number available for reuse if it was the last RMA created. For this reason, it is recommended that you only delete all related history if the RMA you are voiding is the last one you created, otherwise there will be a missing RMA number in your vendor RMA history.

9.2 Customer

This section covers all functions available under the Customer submenu. These functions allow you to track items returned to you by your customers.

The purpose of the customer RMA functions is very different from the vendor RMA functions. While vendor RMA functions affect inventory, customer RMA functions are strictly tracking tools. The following is a possible scenario of how you might use the customer RMA functions.

1. A customer calls to report that an item purchased from you is defective. Your service representative starts a customer RMA using the New function and records the pertinent information from the customer.

2. When the customer RMA is created, the service representative tells the customer the RMA number and instructs the customer to ship the defective item to you with the RMA number clearly marked on the package.

3. When the shipment from the customer arrives, the service representative uses the Receive function to indicate the item is currently in your possession and then gives the item to a service technician to be repaired.

4. When the service technician has repaired the item, they return it to the service representative. The service representative packages the item for shipping it back to the customer and then uses the Ship function to complete the customer RMA.

Using this procedure is a means for tracking a defective return to ensure that it is repaired and returned to the customer in a timely manner.

Function Information:

- The Customer RMA functions do not update the accounts receivable or inventory in any way. The Return function under the Sales menu MUST be used to properly process a return and update the inventory.

- Customer RMAs do not track serial numbers.

- Customer RMAs are completed using the Ship function NOT the Receive function as is the case for vendor RMAs.

- Atrex does NOT check for duplicate customer RMAs.
9.2.1 New

The New function provides the means for creating new customer RMAs.

Upon selecting the New function, the Customer Selection Entry window appears. Input the customer for whom you are creating an RMA and press Enter.

Atrex displays the Customer Selection window. Select the customer for whom you are creating an RMA. If the customer isn’t listed, select the New function to add a new customer to Atrex.

After selecting a customer, the Customer RMA Creation/Editing window appears. **NOTE:** The customer’s name is displayed in the upper left-hand corner.

If you have set the Pre-Allocate Transaction Numbers option while customizing Atrex for your company, the number for this transaction is displayed in the title bar at the top of this window.

This window has two tabs: Line Items and Notes.

**Line Items**

The Line Items tab provides functions for inserting, editing, and deleting items on the RMA.

You are prompted to enter the first item. Input a stock code to be returned and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to enter another stock code. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

Upon selecting a stock code, the Customer RMA Item Information window appears. **NOTE:** The stock code, manufacturer, model and description are displayed in the upper left-hand corner. Enter the information about the RMA as prompted.
Quantity: Enter the quantity returned.

Original Invoice #: Enter the invoice number on which this item was sold. This information is for your reference only.

**NOTE:** As customer RMAs do not track serial numbers, the Quantity field is available for editing even if the item is serialized.

Description of Problem: Enter an expanded reason for the return.

**TIP:** Keep in mind that the information entered into Description of Problem is printed on the RMA.

Notes: Enter any additional information you want to track for this RMA item.

**Reason for Return** – Indicate the reason for return as **Defective**, **Misordered**, or **Incorrect Item**.

**Expected Resolution** – Indicate the expected outcome as **Repair**, **Credit/Refund**, or **Replacement**.

When the information is correct, click OK. You are returned to the Customer RMA Creation/Editing window Line Items tab.

Each line item displays the stock code, description, quantity, and reason for return. Under the line items totals are displayed for line item count and quantity.

Right-click on any line item for access to the following functions (when applicable):

- **Insert**
- **Edit**
- **Delete**
- **Change Customer**
- **Window Customization**

Select the **Insert** function to enter additional items.

Select the **Edit** function to revise the highlighted item. Correct the information and press Enter.

Select the **Delete** function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

**Notes**

The Notes tab provides a field for entering any additional information you may want to track for this RMA.

Click OK to save the customer RMA.
9.2.2 Edit

The Edit function provides the means for modifying existing customer RMAs.

**Function Information:**

- Modifications to a RMA only affect reports that include the original date of the RMA.
- The date of a RMA cannot be changed through this function or any other in Atrex.
- The customer under which the RMA was created can be changed on most outstanding customer RMAs through this function by right-clicking on the Customer RMA Creation/Editing window and selecting Change Customer on the pop-up menu.

Upon selecting the Edit, the Customer RMA Selection window appears. Highlight the RMA to edit and press Enter.

After retrieving the RMA information, the Customer RMA Creation/Editing window appears and defaults to the Line Items tab. Information on individual line items is displayed in a format identical to when the RMA was created using the New function. Highlight the line item to edit and select the Edit function. Make any necessary changes and press Enter.

To replace a line item with a different stock code, the item being replaced must first be deleted before the new stock code can be inserted into the RMA.

When all the changes have been made, click OK to update the RMA history.

9.2.3 Receive

The Receive function provides the means for receiving customer RMAs. **NOTE:** This function does NOT update inventory quantities.

Upon selecting the Receive function, the Customer RMA Selection window appears. Highlight the RMA to receive and press Enter.

After retrieving the RMA information, the Customer RMA Receiving window appears. Each line item displays the stock code, description, model, RMA quantity, previously received quantity, and the quantity received (this session).

Select the Receive All function to receive all items on the RMA. This adjusts all the quantities received to the remaining quantity on RMA for all items.

Select the Receive function to receive the highlighted item.
Upon selecting a line item, the Customer RMA Item Receiving window appears.

![Customer RMA Item Receiving Window](image)

**Quantity:** Enter the quantity received.

**NOTE:** Above the Quantity field, the Previously Received quantity (previous sessions), the Received quantity (this session), and the Remaining quantity are displayed.

When the quantity is correct, press Enter.

When all items have been received, click OK to update the RMA history.

### 9.2.4 Ship

The Ship function provides the means for completing customer RMAs. **NOTE:** This function does NOT update inventory quantities.

Upon selecting the Ship function, the Customer RMA Selection window appears. Highlight the RMA to complete and press Enter.

After retrieving the RMA information, the Customer RMA Shipping window is displayed. Each line item displays the stock code, description, and replaced, credited, and replaced quantities shipped (this session).

Select the Ship function to complete the highlighted item.

Upon selecting a line item, the Customer RMA Return Information window appears.

- **Quantity Repaired:** Enter the quantity repaired and returned to the customer.
- **Quantity Credited:** Enter the quantity credited to the customer.
- **Quantity Replaced:** Enter the quantity replaced and returned to the customer.

**NOTE:** The RMA quantity remaining is displayed above Description of Problem.

When the quantities are correct, click OK.

When all items have been shipped, click OK to update the RMA history.
9.2.5 Void

The Void function provides the means for removing customer RMAs.

**Function Information:**
- There is no way to ‘unvoid’ a customer RMA once it has been voided.
- You are not prevented from voiding a partially received or shipped customer RMA.

Upon selecting the Void function, the Customer RMA Selection window appears. Select the RMA to void.

Once a RMA is selected, a Confirmation window is displayed. Press Enter to confirm the void request.

After confirming the void request, Atrex removes the RMA.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this RMA number available for reuse if it was the last RMA created. **For this reason, it is recommended that you only delete all related history if the RMA you are voiding is the last one you created, otherwise there will be a missing RMA number in your customer RMA history.**
10 Chapter 10: Service Functions

This chapter covers in detail all functions available under the Atrex Service menu.

**IMPORTANT:** Service transactions are fundamentally different from sales transactions. For this reason the functions and reports for these two types of customer transactions are separated. There is no way to convert a service transaction into a sales transaction and vice versa. Service totals and history (Reports-Service) are separate from sales totals and history (Reports-Sales). Customer account receivable history shows both service and sales transactions as does the Revenue report.

10.1 New

The New function provides the means for creating new service orders.

**NOTE:** Atrex's service order allows you to track multiple jobs, and the parts associated with each job within a single service transaction. Doing this allows you to break a large project into discrete jobs and track the progress of both the individual jobs as well as the entire project.

Upon selecting the New function, the Customer Selection Entry window appears. Input the customer for whom you are creating the service order and press Enter.

Atrex displays the Customer Selection window. Select the customer for whom you are creating a service order. If the customer isn't listed, select the New function to add a new customer to Atrex.
After selecting a customer, the Service Order Creation/Editing window appears. **NOTE:** The service order number, customer's name and due date are displayed at the top of this window. Displayed at the bottom of the window are the current totals for the service order. This window has six tabs: General, Jobs, SO Parts List, Quoted Values, Images, and Security Info, and scheduler display.

**General**

Enter the information about the service order as prompted.

**Service Rep:** Use the drop-down list box to select the service representative in charge of this service order. If the service representative is not listed, enter their name or ID. Refer to *New in Chapter 8: User Functions* for more information on creating new users. **NOTE:** If security is enabled, Atrex automatically inserts the ID of the user currently logged onto the system if no salesperson is associated with the selected customer.

**Manufacturer:** Enter the manufacturer of the item being serviced.
**TIP:** The Manufacturer field has two buttons.

The first button allows you to select a manufacturer from a list. Refer to *Manufacturer Maintenance in Chapter 3: Inventory Functions* for more information on maintaining your stock code manufacturers.

The second button allows you to select an item from the customer's service equipment list. Customer service equipment lists can be created for regularly serviced items. Upon selecting a service equipment item the Manufacturer, Model, Serial Number, Alternate ID, and Purchase Date fields are automatically filled in with the corresponding information for the selected item. Refer to *New-Service Equipment in Chapter 5: Customer Functions* for more information on service equipment lists.

Model: Enter the model of the item being serviced.

Serial Number: Enter the serial number of the item being serviced, if applicable.

- Clicking this button adds the item being serviced to the customer's service equipment list using the contents of the Manufacturer, Model, Serial Number, Alternate ID, and Purchase Date fields. Refer to *New-Service Equipment in Chapter 5: Customer Functions* for more information on service equipment lists.

Alternate ID: Enter a secondary method of identification (i.e., frame number, or vehicle ID number).

Purchase Date: Enter purchase date of the item to assist in determining if it is covered under warranty.

Mileage/Usage: Enter odometer reading or other similar information.

General Notes: Enter any additional information you may want to track for this service order (i.e., existing damage or special instructions). As there are also similar fields for each job, use this field for information that applies to the entire service order.

Date Due: Enter the date on which the service is to be completed. This field defaults to the current system date. This field can be automatically populated with a date a specific number of days in the future. (Refer to *Company Setup / Customization in Chapter 13: Options* for more information on setting Company Information and Settings.)

Alt Phone: Enter an alternate telephone number for contacting the selected customer.

Customer PO: Enter the customer's purchase order number. This field can be set as required on a customer-by-customer basis. Refer to *New-General in Chapter 5: Customer Functions* for more information on setting up customers.

Reference: Enter reference information related to the service order. The only time that Atrex uses the Reference field is to indicate the original service order number for a return.

Ship Via: Enter the desired shipping method for the service order. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.

Service Call Charge: Enter a charge for a service call if applicable.

Default Labor Rate: Enter the labor rate for all jobs on this service order. This field is automatically populated with the default labor rate set in the Company Information and Settings. (Refer to *Company Setup / Customization in Chapter 13: Options* for more information on setting Company Information and Settings.)
Pick Up Charge, Delivery Charge and Shipping: Enter charges for pickup and delivery or shipping if applicable.

Shop Parts Rate: Enter the shop parts rate for the service order if applicable. The shop parts rate percentage is applied to the total parts and total labor (excluding warranty jobs) on the service order to calculate a shop parts fee. This field is automatically populated with the default SO shop parts rate set in the Company Information and Settings. (Refer to Company Setup / Customization in Chapter 13: Options for more information on setting Company Information and Settings.)

EHF Exempt – If checked, the Environmental Handling Fee is not added when items subject to the fee are placed on the service order.

Select the Tax Rates function to change how the service order is taxed.

**Tax Rates**

Upon selecting the Tax Rates function, the Service Order Tax Rates window appears. Enter any changes as necessary.

The tax settings are automatically populated by Atrex with the information defined by the default tax category or with the information defined by the tax category to which this customer is assigned.

**NOTE:** Modifying ANY of the tax settings clears the Tax Category field.

Refer to Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options for more information on the various fields and on setting up tax categories. Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on setting up customers.

All taxable items are taxed according to the selected tax settings. The information entered into these fields can be tracked using the Service Order Tax report.

When all tax rate information is correct, click OK.

Promotion: This field is provided to allow for tracking of advertising efforts. The information entered into this field can be tracked using certain Service reports.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-Promotions in Chapter 13: Options for more information on entering options in the Promotion field drop-down list box.

Discount %: Enter the discount. Use any percent from 0 to 100. This discount is global across the entire service order and is in addition to any line item discounts. The discount is applied to the pretax subtotal and tax is then applied to the post discount taxable subtotal. Refer to Global Transaction Discounts and Reports in Chapter 12: Reports for more information on how global discounts work and how they affect various reports.

Contact: Atrex automatically inserts the primary contact for the selected customer in the Contact field. Use the drop-down list box to select a contact from the customer's contacts list. **NOTE:** Entering a new contact in this field does NOT add the contact to the customer's contacts list.

Status: This field is provided to allow for entering the status of the service order. The information entered into this field is NOT added to the drop-down list.

**TIP:** Refer to Company Setup / Customization-Lookup Selections-Order/ SO Status in Chapter 13: Options for more information on entering options in the Status field drop-down list box.
Ready for Pickup – Indicates whether the service order is ready to be completed. If checked, the Ready field for this service order is marked as True on the Open SO Selection window.

Select the Customer function to edit the selected customer’s information. This function opens the Customer Information window. Make any necessary changes and click OK to save. If the tax category is changed on the customer record, that change is reflected on this transaction.

Select the Ship To function to specify a shipping address other than the normal shipping address for the customer. This is a one-time change specific to the current service order. Upon selecting the Ship To function, the Alternate Shipping Address window appears. Enter the alternate address or click Select to choose a customer already entered in Atrex. NOTE: Click to display the entered address via Google Maps in an Internet browser.

TIP: If an alternate shipping address is present the Ship To: function is in color and holding the mouse pointer over the button displays the Alternate Address. Otherwise the function has no color and holding the mouse pointer over the button displays the Customer Address (the shipping address on the customer's record).

Select the Print SO Labels function to print labels for tagging items being serviced under this service order. Refer to the Service Order Labels section later in this chapter for more information on printing service order labels.
When all the general information is correct, select the Jobs tab.

**Jobs**

Select the Insert function to enter a job. If you have created one or more job templates a confirmation window appears asking if you wish to **Load A Job Template**? Select Yes or No. If you select Yes, the SO Job Template Selection window appears. Select the appropriate template and click OK and the SO Job Information window appears. If you select No to the confirmation window question or if you haven’t created any job templates, the SO Job Information appears directly. Refer to the **Job Templates** section later in this chapter for more information on creating and using job templates.
The SO Job Information window has two tabs: Job Info and Job Parts. **NOTE:** Displayed in the lower left-hand corner are the labor and parts totals and the total for this job.

**Job Info**

Enter the information about the job as prompted or edit the predefined job template information as needed. **NOTE:** Much of the job information may not be available until the work is actually performed and can be entered at a later date using the service order Edit, Edit Open, or Complete functions.

**Job Code:** Enter a specific job code. **TIP:** If the job results in a vendor RMA being created, enter the RMA number as the job code. Refer to **Vendor in Chapter 9: RMA Functions** for more information on vendor RMAs.

**Technician:** Use the drop-down list box to select the technician assigned to this job. If the technician is not listed, enter their name or ID. Refer to **New in Chapter 8: User Functions** for more information on creating new users.

**Warranty** – Indicates if this job is a warranty repair. If checked, the customer is not charged for this job. Once service orders are completed, any job that has this check box checked appears on the Warranty Jobs report (Reports-Service).

**This Job Completed** – Indicates if this job on the service is complete.

**Labor Rate:** Enter the labor rate for this job if it is different from the Default Labor Rate. The amount entered in this field changes the rate for this job only.

**Labor Hours:** Enter the hour required to complete this job.
Disposal: Enter any fees that your company charges for disposal of old parts or waste products (i.e., motor oil).

Sublet: Enter the charges incurred by a third company.

Indications/Problem: Enter the indications of the work required or the symptoms of the problem (i.e., ‘Install new hard drive’, ‘Idles extremely rough’ or ‘Will not record’).

Work Performed: Enter a description of the work performed (i.e., ‘Added new hard drive as master on secondary IDE channel’, ‘Replaced cracked distributor cap’ or ‘Replaced recording logic circuit’).

TIP: Keep in mind that the information entered into Indications/Problem and Work Performed is printed on the service order.

When all the job information is correct, select the Job Parts tab to add, edit, or delete parts to this job.

TIP: Refer to General Notes in Chapter 1: Introduction for more information on making this portion of Atrex act like a grocery store checkout (Increment Scanning).

You are prompted to enter the first part. Input a stock code and press Enter.

If the stock code entered does not exist, you are asked if the stock code is a new item. If not, select No to return to enter another stock code. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.
Upon selecting a stock code, the SO Item Information window appears.

![SO Item Information Window]

Quantity: Enter the quantity used. If the item that you are using is a container item with a serialized component, the Quantity field is NOT available for editing.

**NOTE:** Since this an open service order, the Quantity field is available for editing even if the item is serialized.

Base Price: Atrex enters the price corresponding to the customer’s pricing level. This number can be changed by typing in a different price.

**TIP:** Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

Discount %: Enter the discount. Use any percent from 0 to 100. If the selected customer is assigned a discount percentage Atrex enters that percentage in this field. **NOTE:** The dollar amount of the given discount appears in parenthesis to the right of the Discount % field.

Price: The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

Add Description: Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Job Parts List window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.
TIP: When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.

Select the Last Price function to populate the Base Price field with the price the customer last paid.

If the item is serialized, select the Serial #s function to pre-assign serial numbers. This function opens the Serial Number Processing window. Select Insert to pre-assign serial numbers. IMPORTANT: There is no way to prevent pre-assigned serial numbers from being used elsewhere in the program (i.e., on an invoice or order) as long as the service order remains open. If you attempt to use a serial number assigned to an open service order a warning will appear. If you ignore the warning and use the serial number it will be removed from the open service order.

When selected, the View Stock Code Information window appears. Here you can view additional information about the selected stock code. This is especially useful for viewing the cost of an item while invoicing.

When the fields are correct, press Enter. You are returned to the SO Job Information window Job Parts tab.

Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count, quantity, and extended.

Select the Insert function to enter additional line items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

If one of your line items is a container item (as indicated by the or icons), the Container function is activated. To customize a container item, or to assign serial numbers for serialized container components, highlight the container item and select the Container function. Refer to Containers/Assemblies in Chapter 3: Inventory Functions for more information on container items.

**Container Customization**

Upon selecting the Container function, the Container Customization window appears. This window displays all stock codes owned by the container item as defined using the Define Containers/Assemblies function.

NOTE: Displayed in the lower left-hand corner is the total cost of this container. The cost is adjusted up or down depending on changes made to help you determine if the sale price of the container item also needs to be adjusted. Also displayed is the price the selected customer would pay if they bought the container components separately (based on the quantities and the customer's pricing level). This price is displayed for reference only. The container price Atrex defaults to is still determined by the pricing structure setup on the container item record and the customer's assigned price level.
Select the Insert function to enter additional items to this container. To revise or remove an item, highlight the item and select the Edit or Delete function.

**NOTE:** Since this is only an order, the Quantity field is available for editing even if the item is serialized.

Select the Serial #s function to pre-assign serial numbers for the highlighted serialized item. This function opens the Serial Number Processing window. Select Insert to pre-assign serial numbers. **IMPORTANT:** There is no way to prevent pre-assigned serial numbers from being used elsewhere in the program (i.e., on an invoice or service order) as long as the order remains open. If you attempt to use a serial number assigned to an open order a warning will appear. If you ignore the warning and use the serial number it will be removed from the open order.

When all the container information is correct, click OK to save the information.

When all the parts are entered, click OK.

You are returned to the Service Order Creation/Editing window Jobs tab. When all the information is correct, click OK to save the information and return to the Service Order-Main window.

Right-click on any job for access to the following functions (when applicable):

![Menu](image)

**TIP:** Jobs can be manually reordered from this view by right-clicking on a highlighted job and selecting Move Up or Move Down as needed.

Select the Insert function to enter additional jobs.

Select the Edit function to revise the highlighted job. Correct the information and press Enter.

Select the Delete function to remove the highlighted job. You are prompted to confirm the deletion before it is performed.

If desired, select one of the remaining tabs.
SO Parts List

The SO Parts List tab displays all parts on the service order from all jobs. The items on this tab are non-editable; however double-clicking or right-clicking on any item allows access to edit the associated job.

Quoted Values

The Quoted Values tab provides fields for entering and retaining original and revised quote values. This tab has two sections: Original Quote and Revised Quote.

Original Quote

The Original Quote section contains fields for entering the original quoted amounts for parts, labor, sublet and disposal. When transferring a service order quote these fields are automatically populated with the amounts on the quote when the service order is saved.

IMPORTANT: Once a value is entered into ANY of these fields and the service order is saved, ALL of these fields are permanently locked and can't be changed.

Revised Quote

The Revised Quote section contains fields for entering revised quote amounts for parts, labor, sublet and disposal. There are also fields for entering the salesperson who entered the revised amounts as well as the customer contact that approved the revisions.

NOTE: None of the fields on the Quoted Values tab print on the default service order formats, but are available for adding to custom service order formats for legal compliance as required. Refer to Company Setup / Customization-Report Maintenance in Chapter 13: Options for more information on customizing formats.

Images

The Images tab provides the means for associating a Bitmap, JPEG, PNG and GIF file with the selected service order. Enter your service order image information as prompted.

Use the Add Image function to add an image. This function opens the Image Selection window. Locate the Bitmap, JPEG, PNG or GIF file you wish to use and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

Use the Delete Image function to remove the image.

TIP: You can double-click on an image to select it and then right-click to Copy, Save As, or View Larger Image. When using the View Larger Image function uncheck Fit To Window for access to the zoom scroll bar.

Images are stored in the same location as the data files to ensure that all terminals access the same image files.

TIP: Refer to Company Information and Settings-Defaults in Chapter 13: Options for more information on setting up Atrex to automatically resize large images before saving.

Images can be viewed from the Open Service Order Selection and the Service Order Selection windows by highlighting the service order and clicking the Image function.
Security Info

The Security Info tab provides a large data field for entering sensitive information for the service order. The information entered in the Security Information and Passwords field does not print and is automatically deleted from Atrex when the service order Complete function is performed. Examples of how this tab might be used include entering the user name and password for a computer or cell phone being repaired or a gate pass code for a service call.

Scheduler

The Scheduler display provides the means for viewing and maintaining the scheduled events for the service order.

Right-click on any event to edit it, delete it, or change its status. New events can also be created by right-clicking.

**NOTE:** A scheduled event can only be associated with one item. For example, if you create a schedule event on a service order that event is associated with the service order and will NOT also appear on the customer’s Scheduler display.

Refer to Chapter 11: Scheduler for more information on using the scheduler.

When all the service order information is entered and jobs created, click OK to save the service order.

Deposit Information

After saving the service order, you are asked if you wish to take a deposit against this service order. Select Yes or No. If select Yes, the Deposit Information window appears. Select the appropriate payment type and enter the amount of the deposit. If you select No, the Deposit Information window is bypassed.
NOTE: The service order Deposit Information window appears when service orders are created and when the Take SO Deposit function is selected from the Service Order-Main window while editing open service orders. The service order Payment Information window appears when service orders are completed and when completed service orders are edited. Deposit payment information can only be edited on open service orders by selecting Edit SO Deposit function from the Service Order-Main window. Deposits made on service orders cannot be edited once the service order is completed.

Transactions can be paid with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

Select a payment type, enter the requested information, and press Enter to save.

Select Cash to open the Cash Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Reference: Enter reference information related to the payment.
Select Check to open the Check Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Check Number: Enter the check number.

Select Other to open the Other Payment Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Payment Type: Use the drop-down list box to select a payment type. **TIP:** Refer to *Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options* for more information on entering options in the Payment Type field drop-down list box.

Reference: Enter reference information related to the payment.

**IMPORTANT:** Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Card Type: Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to *Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction* for more information.

Select Debit Card to open the Debit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to *Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction* for more information.
Select Gift Card to open the Gift Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.

Select the Edit function to revise the highlighted payment. Correct the information and press Enter.

Select the Delete function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

Terms: Enter the payment terms, if applicable. This field is automatically populated by Atrex with the text entered in the Customer Information or with the text entered in the Company Information and Settings section under Options-Company Setup / Customization.

TIP: Refer to Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options for more information on entering options in the Terms field drop-down list box.

When all payments are correct, press Enter.

NOTE: Atrex always uses the next sequential service order number above the largest service order number. The service order number sequence can be modified under the Options menu.

10.2 Edit

The Edit function provides the means for modifying existing service orders.

Function Information:

- Modifications to service orders only affect reports that include the date of the service order.

- The date of the service order can be changed on most service orders through this function by right-clicking on the Service Order-Main window and selecting Change Date In on the pop-up menu. NOTE: Changing the date of a service order does NOT change the date of the deposit, if any. The deposit date can be changed on open service orders ONLY, by selecting the Edit SO Deposit function from the Service Order-Main window.

- The close date of service orders can be changed on most completed service orders through this function by right-clicking on the Service Order-Main window and selecting Change Date Out on the pop-up menu. NOTE: Changing the close date of a service order also changes the date of any payments entered directly on the service order at the time of completion (but not deposits, or payments entered using the AR Payment function).
The customer under whom the service order was created can be changed on most service orders through this function by right-clicking on the Service Order-Main window and selecting Change Customer on the pop-up menu.

The date displayed on the Service Order Selection window is the date the service order was created, even for completed service orders.

Upon selecting the Edit function, the SO Number Entry window appears. Type in the number of the service order to edit and press Enter. A service order number that does not exist is rejected.

After retrieving the service order information, the Service Order Creation/Editing window appears. From this point, the Edit function performs almost exactly as the New function. The only difference between the New and the Edit functions is that the Edit function does not ask if you wish to take a deposit upon saving.

When editing an open service order, the deposit can be edited by selecting the Edit SO Deposit function or a deposit can be entered by selecting the Take SO Deposit function. Deposits cannot be edited once the service order is completed.

IMPORTANT: Service order deposits, whether entered when creating or editing the service order, appear on the Revenue report for the day the service order was created.

When all of the changes have been made and saved, you are asked if you want to reprint the service order. Select Yes or No.

NOTE: The Service Order Payment Information window only appears when editing completed service orders.

TIP: Jobs can be manually reordered from the Service Order Creation/Editing window Jobs tab by right-clicking on a highlighted job and selecting Move Up or Move Down as needed.

Refer to the New section at the beginning of this chapter for more information on the different fields and their use.

10.3 Edit Open

The Edit Open function provides the means for modifying outstanding service orders. The Edit Open function is identical to the Edit function except that it will automatically list only outstanding service orders. This will allow for quick access to open service orders for editing purposes.

Function Information:

- Modifications to service orders only effect reports that include the date of the service order.

- The date of the service order can be changed on most open service orders through this function by right-clicking on the Service Order-Main window and selecting Change Date In on the pop-up menu. *NOTE:* Changing the date of a service order does NOT change the date of the deposit, if any. The deposit date can be changed by selecting the Edit SO Deposit function from the Service Order-Main window.

- The customer under whom the service order was created can be changed on most service orders through this function by right-clicking on the Service Order-Main window and selecting Change Customer on the pop-up menu.
Upon selecting the Edit Open function, the service order database is scanned and a list of all outstanding service orders is displayed in the Open Service Order Selection window. To the left of the service order number is the Indicator field which indicates the status of the service order.

Open service orders are tagged as follows:

- **(No Indicator)** – Indicates the due date for the service order has not yet passed and that the Ready for Pickup check box is NOT checked.

- **(Clipboard)** – Indicates that the Ready for Pickup check box is checked. (The due date may or may not have passed.)

- **(Alarm Ringing)** – Indicates the due date has passed for the service order and that the Ready for Pickup check box is NOT checked.

**TIP:** The Ready column on the Open Service Order Selection window displays either True or False indicating which service orders are marked as Ready for Pickup. (This check box is available from the Service Order Information window.) Sorting the window by this column groups together all those service orders that are ready for pick up. Refer to *Selection Transaction Numbers in Chapter 1: Introduction* for more information on sorting transaction Selection windows.

Select the service order to edit.

After retrieving the service order information, the Service Order Creation/Editing window appears. From this point, the Edit Open function performs almost exactly as the New function. The only difference between the New and the Edit Open functions is that the Edit Open function does not ask if you wish to take a deposit upon saving.

When editing an open service order, the deposit can be edited by selecting the Edit SO Deposit function or a deposit can be entered by selecting the Take SO Deposit function. Deposits cannot be edited once the service order is completed.

**IMPORTANT:** Service order deposits, whether entered when creating or editing the service order, appear on the Revenue report for the day the service order was created.

When all of the changes have been made and saved, you are asked if you want to reprint the service order. Select Yes or No.

Refer to the *New* section at the beginning of this chapter for more information on the different fields and their use.

### 10.4 Complete

The Complete function provides the means for completing outstanding service orders.

Upon selecting the Complete function, the service order database is scanned and a list of all outstanding service orders is displayed in the Open Service Order Selection window. To the left of the service order number is the Indicator field which indicates the status of the service order.
Open service orders are tagged as follows:

- **(No Indicator)** – Indicates the due date for the service order has not yet passed and that the Ready for Pickup check box is NOT checked.
- **(Clipboard)** – Indicates that the Ready for Pickup check box is checked. (The due date may or may not have passed.)
- **(Alarm Ringing)** – Indicates the due date has passed for the service order and that the Ready for Pickup check box is NOT checked.

**TIP:** The Ready column on the Open Service Order Selection window displays either True or False indicating which service orders are marked as Ready for Pickup. (This check box is available from the Service Order Information window.) Sorting the window by this column groups together all those service orders that are ready for pick up. Refer to Selection Transaction Numbers in Chapter 1: Introduction for more information on sorting transaction Selection windows.

Select the service order to complete.

After retrieving the service order information, the Service Order Creation/Editing window appears. Enter any last minute part additions, verify the accuracy of all the information, and add any additional comments prior to printing the completed order.

**NOTE:** If any jobs contain a stock code that is serialized or a container item with a serialized component where the serial number(s) have not been pre-assigned you will not be able to complete the service order until serial number(s) are selected.

Click OK to move to the Payment Information window and the final step of the service order completion process.

The Payment Information window consists of six payment type buttons, a three column grid, three function buttons, and one field.

**TIP:** Unposted account credits and payments can be posted on the fly when completing service orders. Refer to Company Information and Settings-Defaults-Credit/Payment Application in Chapter 13: Options for more information on activating this function.

Transactions can be paid with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

Select a payment type, enter the requested information, and press Enter to save.

**Select Cash to open the Cash Information window.**

- **Amount:** The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.
- **Reference:** Enter reference information related to the payment.

**Select Check to open the Check Information window.**

- **Amount:** The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.
- **Check Number:** Enter the check number.
Select Other to open the Other Payment Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Payment Type: Use the drop-down list box to select a payment type. **TIP:** Refer to Company Setup / Customization-Lookup Selections-Optional Payment Types in Chapter 13: Options for more information on entering options in the Payment Type field drop-down list box.

Reference: Enter reference information related to the payment.

**IMPORTANT:** Other payments should not be used to apply account credits to the transaction. They can be used for things such as coupons and payments received through online payment services.

Select Credit Card to open the Credit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

Card Type: Use the drop-down list box to select a credit card type. If this field is used when taking credit card payments, the Revenue report gives sales totals for each card type.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported credit card authorization software. Once setup to process credit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction for more information.

Select Debit Card to open the Debit Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported debit card authorization software. Once setup to process debit cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Debit Card Authorization Support in Chapter 1: Introduction for more information.

Select Gift Card to open the Gift Card Information window.

Amount: The remaining balance of the transaction is automatically entered in this field. Change the amount if needed.

The rest of the fields are not required and the Authorize function is not available unless you have set up Atrex to link with supported gift card processing software. Once setup to process gift cards from inside Atrex you will be supplied with detailed documentation for using this window. Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information.

Once a payment is entered, the payment type, amount and detail are displayed in the grid. Enter additional payments as needed.
Select the **Edit** function to revise the highlighted payment. Correct the information and press Enter.

Select the **Delete** function to remove the highlighted payment. You are prompted to confirm the deletion before it is performed.

**Terms:** Enter the payment terms, if applicable.

**TIP:** Refer to *Company Setup / Customization-Lookup Selections-Terms in Chapter 13: Options* for more information on entering options in the Terms field drop-down list box.

When all payments are correct and the terms are entered, press Enter to save the completed service order, adjust stock levels, update the customer’s account history, and move to the Output Destination window.

**NOTES:**

- If the service order is saved with a balance due that balance is automatically applied to the customer’s account.

- If the completed service order has a negative balance (you owe the customer), you are asked if you wish to treat the balance as change returned to the customer. If you select Yes, Atrex subtracts the balance from the Cash field and saves the service order with a zero balance. If you select No, Atrex saves the service order with the negative balance.

### 10.5 Rapid SO

The Rapid SO function provides the means for creating and completely a service order in one step.

**TIP:** The Rapid SO function can also be accessed from most transactions (Creation/Editing window) by opening the Service menu and selecting Rapid SO.

Upon selecting the Rapid SO function, the Customer Selection Entry window appears. Input the customer for whom you are creating the service order and press Enter.

Atrex displays the Customer Selection window. Select the customer for whom you are creating a service order. If the customer isn’t listed, select the New function to add a new customer to Atrex.

After selecting a customer, the Service Order Creation/Editing window appears. From this point, the Rapid SO function performs almost exactly as the service order New function. The only difference is you are not asked if you wish to take a deposit upon saving. Instead the Payment Information window appears as this function closes the service order upon saving.

Refer to the *New* section at the beginning of this chapter for more information on the different fields and their use and for information on inserting jobs and parts.

When all the general information is correct and all jobs are entered, click OK to move to the Payment Information window and the final step of the rapid service order process. Select a payment type, enter the requested information, and press Enter to save.

Refer to the *Complete* section earlier in this chapter for more information on using the Payment Information window.
NOTE: Atrex always uses the next sequential service order number above the largest service order number. The service order number sequence can be modified under the Options menu.

10.6 Void

The Void function provides the means for removing service orders.

Function Information:
- There is no way to 'unvoid' a service order once it is voided.
- Voiding a service order returns all items on the service order to stock and adjusts the stock values accordingly.

Upon selecting the Void function, the SO Number Entry window appears. Type in the number of the service order to void and press Enter. A service order number that does not exist is rejected.

Once a service order is selected, a Confirmation window is displayed. Select Yes to confirm the void request.

After confirming the void request, Atrex removes the service order and returns the items to stock.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this service order number available for reuse if it was the last service order created. For this reason, it is recommended that you only delete all related history if the service order you are voiding is the last one you created, otherwise there will be a missing service order number in your service order history.

10.7 Return SO

The Return SO function provides the means for returning service order parts. NOTE: The Return SO function is very similar to the service order New function, but with a few additional restrictions.

Function Information:
- Returns cannot be processed for single container components. The whole container must be returned. This is because container items are sold as a unit for a single price and serialized items are associated with the container.
- The Return SO function displays a list of parts used on a service order, but it does not list the job's information.

Upon selecting the Return SO function, the Return Options window appears. Choose a method for selecting the service order and click OK. There are two methods from which to choose:

SO Number – Use this option if the service order number for the items being returned is known.

Upon selecting the SO Number option, the SO Number Entry window appears. Type in the service order number for the returned items and press Enter. A service order number that corresponds to an open service order or a service order number that does not exist is rejected.
Customer – Use this option if the service order number is not known, if the returned items were sold on multiple service orders, or if the service order was transacted before you started using Atrex.

Upon selecting the Customer option, the Customer Selection Entry window appears. Input the customer for whom you are processing a return and press Enter.

Once the service order or customer is selected, the Service Order Creation/Editing window appears. From this point, the Return SO function performs almost exactly as the New function. Refer to the New section at the beginning of this chapter for more information on the different windows, fields, and their use.

Make any necessary changes on the General tab and then select the Jobs tab to return parts and labor.

Jobs

Select the Insert function to enter a job in order to process the service order return. Upon selecting Insert, the SO Job Information window appears.

Here you can use the Indications/Problem and/or Work Performed fields to make notes about the return. If labor is being returned, enter both the Labor Rate and the Labor Hours without the minus sign as Atrex enters that for you.

Select the Job Parts tab to add parts to this return.

Job Parts

Upon selecting the Job Parts tab, the Return Options window appears. Choose a method for selecting the items to return and click OK. There are two methods from which to choose:
**From SO** – Use this method to return items sold on previous service orders.

Upon selecting the From SO option, the Return Item Selection window appears. If you chose the SO Number option earlier, the Return Item Selection window displays the selected service order number and all stock codes sold on Job #1 of that service order. If you chose the Custom option earlier, the Return Item Selection window is displayed stating “No SO Selected” and no items displayed.

![Return Item Selection - SO # 3](image)

Job: Use the drop-down list box to select other jobs on the service order and display the items on those jobs.

- **Return All**: Select the Return All function to return all displayed items. This adds all non-serialized items on the selected job to the return service order. Serialized items must be returned using the Return function.

- **Return**: Select the Return function to return the highlighted item. At this point the SO Item Information window appears. Refer to the *Stock Code Information* section below for more information.

- **Load Other SO**: Select the Load Other SO function to list all service orders for the selected customer and add items from those service orders to this return.

Upon selecting the Load Other SO function, the Custom Service History window appears. The selected customer is displayed in the upper left-hand corner. All of the service orders for this customer are listed. To see the jobs on a service order click the + (plus sign) to the left of the service order. To see the items on a job click the + (plus sign) to the left of the job.
When the service order that contains the items you want to return is located, highlight it and click OK. You are then returned to the Return Item Selection window. All stock codes on Job #1 of the selected service order are displayed. Use the Return All function or the Return function as needed to add these items to the return. Use the Job drop-down list box to select other jobs.

Manually – Use this method to return items sold on a service order that was transacted before you started using Atrex or if the original service order number cannot be found.

Upon selecting the Manually option, the Job Parts List window appears. You are prompted to enter the first item. Input a stock code to return and press Enter.

If the stock code entered does not exist, you are asked if the code is a new item. If not, select No to return to the Stock Code Entry window. If you select Yes, Atrex initiates the addition of the new stock code. Enter the information for the new stock code and save it.

SO Item Information

Upon selecting a stock code, the SO Item Information window appears.

Quantity: Enter the quantity returned. If the item that you are returning is serialized or is a container item with a serialized component, the Quantity field is NOT available for editing.) NOTE: Do not enter the minus sign. The Return SO function accounts for this automatically.

Base Price: Atrex enters the original purchase price. This number can be changed by typing in a different price. NOTE: Do not enter the minus sign. The Return function accounts for this automatically.

TIP: Double clicking on any of the listed price levels automatically enters that price in the Base Price field.

Discount %: Atrex enters the original discount percent. This number can be changed by typing in a different percentage.

Price: The final price for the selected item (base price minus discount) is displayed in the Price field. (This field is not available for editing.)

Add Description: Enter an additional description for the selected item. The information entered in this field (up to 128 characters) prints after the item’s standard description on the transaction and appears on the Job Parts List window space permitting, however it does not print on reports. This function does not update the item’s record in Atrex.

TIP: When using the Add Description field it is recommended that you set up Atrex to print multi-line descriptions from the Company Information and Settings section under Options-Company Setup / Customization.
When the fields are correct, press Enter. If the stock code is not serialized, it is added to the list of stock codes included on the return. If the stock code is serialized, the Serial Number Processing window is displayed.

**Serial Number Information**

The flow of this function is slightly different depending on which return method was selected.

**From SO**

If the From SO method is being used the Multiple Serial Number Entry window appears displaying all serial numbers available for return for the selected stock code on the selected service order. Highlight and delete all serial numbers NOT being returned. **TIP:** To select a continuous range, highlight the first serial number then press and hold the Shift key and highlight the last serial number. To select random serial numbers, press and hold the Ctrl key and single click on each serial number.

**Manually**

If the Manually method is being used you are automatically presented with the Serialized Return Addition window. This window has fields for entering the serial number and cost. **NOTE:** Serial number searches are not permitted in this function. Input serial number and cost and press Enter. Select the Insert function to enter additional serial numbers. To revise or remove a serial number, highlight the serial number and select the Edit or Delete function. **NOTE:** The number of selected serial numbers is displayed in the lower-left hand corner.

After all serial numbers are entered, click the OK button to save the list. Atrex counts the number of serial numbers entered and places the value in the Quantity field.

Upon saving the serial number list, you are returned to the SO Job Information window Job Parts tab. Each line item displays the stock code, description, quantity, price and the extended total. Under the line items totals are displayed for line item count and quantity.

Select the Insert function to enter additional line items.

Select the Edit function to revise the highlighted item. Correct the information and press Enter.

Select the Delete function to remove the highlighted item. You are prompted to confirm the deletion before it is performed.

Once all the items being returned are entered, click OK to accept the information.

When all of the job information is correct, click OK to return to the Service Order Creation/Editing window.

Select the Insert function to enter additional jobs.
Select the Edit function to revise the highlighted job. Correct the information and press Enter.

Select the Delete function to remove the highlighted job. You are prompted to confirm the deletion before it is performed.

When all of changes have been made and all of the jobs entered, click OK to save the service order return.

Finally, the Payment Information window appears. If you are giving the customer money back, select the proper payment type. The remaining credit balance of the return is automatically entered in the Amount field. Change the amount if needed (don’t forget the minus sign – enter the minus sign first then the amount).

**TIP:** Returns can credit the customer with a single payment type or with multiple payment types (i.e., cash and check). In addition, the same payment type can be used more than once (i.e., two or more different credit cards).

When all credits are correct, press Enter to save the return service order, adjust stock levels, update the customer’s account history, and move to the Output Destination window. Selecting Cancel will return you to the Service Order Creation/Editing window which is the last point from which the return can be terminated without saving it.

**IMPORTANT:**

- **SO Number returns** – If you don’t specify a form of payment on the Payment Information window and you are performing a return on a paid service order, the amount of the return becomes an Unposted Credit that you can apply to the customer’s outstanding transactions. If you are performing a return on an unpaid service order Atrex asks you if you wish to Post [balance] From the Current Return Credit Against the Original Service Order? Select Yes or No. If you select yes, Atrex posts the credit for you. If you select no, the amount of the return becomes an Unposted Credit that should be posted to the original service order otherwise the original service order remains outstanding.

- **Customer returns** – If you don’t specify a form of payment on the Payment Information window the amount of the return becomes an Unposted Credit that you can apply to the customer’s outstanding transactions.

Refer to Receivables-Post Unposted in Chapter 7: Accounts for more information on posting/applying unposted credits.
10.8 Clone SO

The Clone SO function provides the means for creating a service order using the information for an existing service order as a template.

**Function Information:**

- All information on service orders created using the Clone SO function is identical to the service order that was cloned with one exception: The rate in the Default Labor Rate field on the General tab is automatically populated with the default labor rate set in the Company Information and Settings instead of with the default labor rate on the cloned service order. (Refer to Company Setup / Customization in Chapter 13: Options for more information on setting Company Information and Settings.) Cloned jobs retain their labor rate. New jobs use the default labor rate.

- To assign a service order created using the Clone SO function to a customer different from the cloned service order, first complete the clone process and then open it back up using the Edit Open function. Select the Jobs tab and then right-click on the Service Order Creation/Editing window and select Change Customer from the pop-up menu.

Upon selecting the Clone SO function, the SO Number Entry window appears. Type in the number of the service order to clone and press Enter. A service order number that does not exist is rejected.

After retrieving the service order information, the Service Order Creation/Editing window is displayed and defaults to the General tab. Make any necessary changes and press Enter to move to the Jobs tab.

Information on individual jobs is displayed. Edit or delete the cloned jobs as needed or insert new jobs.

**TIP:** To assign this service order to a customer different from the cloned service order, select the Jobs tab and then right-click on the Service Order Creation/Editing window and select Change Customer from the pop-up menu.

When all the changes have been made, click OK to save the new service order.

10.9 New Service Quote

The New Service Quote function provides the means for creating service quotes.

Upon selecting the New Service Quote function, the Customer Selection Entry window appears. Input the customer for whom you are creating the service quote and press Enter.

Atrex displays the Customer Selection window. Select the customer for whom you are creating a service quote. If the customer isn’t listed, select the New function to add a new customer to Atrex.

After selecting a customer, the Service Order Quote Creation/Editing window appears. From this point, the New Service Quote function performs almost exactly as the service order New function. The only differences are:

- The Ready for Pickup and the This Job Completed check boxes are not available since they are not applicable to service quotes.
• The Quantity field is available for editing for serialized items since this is only a service quote.

• The Security Info tab is not available as it isn't applicable to service quotes.

• You are not asked if you wish to take a deposit upon saving, as this is only a service quote.

When all the general information is correct and all jobs are entered, click OK to save the service quote.

Refer to the New section at the beginning of this chapter for more information on the different fields and their use and for information on inserting jobs and parts.

NOTE: Atrex always uses the next sequential service quote number above the largest service quote number. The service quote number sequence can be modified under the Options menu.

10.10 Edit Service Quote

The Edit Service Quote function provides the means for modifying outstanding service quotes.

Function Information:

• The date of the service quote can be changed on most outstanding service quotes through this function by right-clicking on the Service Order-Main window and selecting Change Date In on the pop-up menu.

• The customer under whom the service quote was created can be changed on most service quotes through this function by right-clicking on the Service Order-Main window and selecting Change Customer on the pop-up menu.

Upon selecting the Edit Service Quote function, the SO Quote Number Entry window appears. Type in the number of the service quote to edit and press Enter. A service quote number that does not exist is rejected.

After retrieving the service quote information, the Service Order Quote Creation/Editing window appears. From this point, the Edit Service Quote function performs exactly as the New Service Quote function. Make any necessary changes and press Enter.

When all of the changes have been made and saved, you are asked the following question:

• Save as a new quote? Select Yes or No. If you select No, the service quote is saved with the new changes. If you select Yes, you are asked the following question:

• Do you wish the quote to be associated with a different customer? Select Yes or No. If you select Yes, you are prompted to select a customer. The original service quote still exists for the original customer and the edited quote is saved as a new service quote and assigned to the new customer. If you select No, the original service quote still exists for the original customer and the edited service quote is saved as a new quote assigned to the original customer.

10.11 Transfer Service Quote

The Transfer Service Quote function provides the means for transferring service quotes to service orders.
Upon selecting the Transfer Service Quote function, the SO Quote Number Entry window appears. Type in the number of the outstanding service quote to transfer and press Enter. A service quote number that does not exist is rejected.

**NOTE:** If the selected service quote has already been transferred, a confirmation window is displayed asking if you wish to continue. Select Yes or No. If you select No, you are returned to the Main menu. If you select Yes, the Service Order-Main window appears.

When a service quote is selected, the Service Order Creation/Editing window appears and this function now progresses in the same manner as creating a service order. All charges, jobs, and parts are automatically transferred. Make any necessary changes and click OK to save the service quote as a new service order.

### 10.12 Void Service Quote

The Void Service Quote function provides the means for removing outstanding service quotes.

**Function Information:**
- There is no way to ‘unvoid’ a service quote once it is voided.

Upon selecting the Void Service Quote function, the SO Quote Number Entry window appears. Type in the number of the outstanding service quote to void and press Enter. A service quote number that does not exist is rejected.

Once a service quote is selected, a Confirmation window is displayed. Select Yes to confirm the void request.

After confirming the void request, Atrex removes the service quote.

Finally, you are asked if you wish to delete all related history. Selecting Yes removes all traces of this transaction from Atrex. Make this decision carefully as selecting Yes only makes this service quote number available for reuse if it was the last service quote created. **For this reason, it is recommended that you only delete all related history if the service quote you are voiding is the last one you created, otherwise there will be a missing service quote number in your quote history.**
10.13 Clone Service Quote

The Clone Service Quote function provides the means for creating a service quote using the information for an existing service quote as a template.

**Function Information:**

- All information on service quotes created using the Clone Service Quote function is identical to the service quote that was cloned with one exception: The rate in the Default Labor Rate field on the General tab is automatically populated with the default labor rate set in the Company Information and Settings instead of with the default labor rate on the cloned service order. (Refer to *Company Setup / Customization in Chapter 13: Options* for more information on setting Company Information and Settings.) Cloned jobs retain their labor rate. New jobs use the default labor rate.

- To assign a service quote created using the Clone Service Quote function to a customer different from the cloned service quote, first complete the clone process and then open it back up using the Edit Service Quote function. Select the Jobs tab and then right-click on the Service Order Quote Creation/Editing window and select Change Customer from the pop-up menu.

Upon selecting the Clone Service Quote function, the SO Quote Number Entry window appears. Type in the number of the service quote to clone and press Enter. A service quote number that does not exist is rejected.

After retrieving the service quote information, the Service Order Quote Creation/Editing window is displayed and defaults to the General tab. Make any necessary changes and press Enter to move to the Jobs tab.

Information on individual jobs is displayed. Edit or delete the cloned jobs as needed or insert new jobs.

**TIP:** To assign this service quote to a customer different from the cloned service quote, select the Jobs tab and then right-click on the Service Order Quote Creation/Editing window and select Change Customer from the pop-up menu.

When all the changes have been made, click OK to save the new service quote.

10.14 Service Order Labels

The Service Order Labels function provides the means for printing labels for tagging items being serviced with the service order number, date in, customer name, and service rep. These labels can be affixed to quick-tie tags placed on the item or affixed directly to the item when printing on 'removable' labels.

Upon selecting the Service Order Labels function, the SO Number Entry window appears. Type in the number of the service order for which to print labels and press Enter. A service order number that does not exist is rejected.

After retrieving the service order information, the SO Labels Options window appears.

**Number of Labels to Print:** Enter the number of labels to print for this service order.
Labels to Skip: Enter the number of labels Atrex should skip before printing labels for the selected service order. Use this field for printing on a previously printed sheet of labels where some of the first labels are already used.

When all of the information is correct, click OK.

Next, the Layout Selection window appears. Select a label format and press Enter to proceed to the Output Destination window. Refer to Additional Hardware and Software Support-Forms and Labels in Chapter 1: Introduction for a list of available formats.

10.15 Job Templates

The Job Templates function provides the means for setting up reusable, predefined, service order jobs.

TIP: Job templates can greatly reduce the time required to create a service order for routine repairs or services that vary little from job to job. Once added to a service order, the job template information can be modified and the changes affect the service order only, not the job template.

Upon selecting the Job Templates function, the Job Template Maintenance window appears. This window has five sections: Job Code, Job Information, Parts, Totals, and Navigation Control.

Create A Job Template:

- To create a new job template, click the button and then click on the empty Job Code field provided. Type in the name of the job template.
- Enter the information for this job template in the fields provided under Job Information and enter any necessary parts under Parts. Be certain to enter the proper quantity for each part.
- Click the button to save your job template.
Edit A Job Template:
- To edit a job template, click on the name and type the new name.
- Change the job information and parts as necessary.
- Click the button to save your changes.

Delete A Job Template:
- To delete a job template, highlight the job template to delete.
- Click the button to delete the highlighted job template.

Job Code
The Job Code section contains a grid with a scroll bar for reviewing your job templates. The grid displays the name of each job template.

Job Information
The Job Information section contains fields for entering basic information about the job.

- Indications, Work Performed, Hours, Sublet, Disposal, Labor Rate, and Warranty – Enter the information for the selected job template as prompted.
- Use Default Labor Rate – Indicates that the service order default labor rate is to be used. If this box is checked, when the job template is added to a service order the Labor Rate field is populated with the current default labor rate. Additionally, checking this box disables the Labor Rate field. Refer to Company Setup / Customization in Chapter 13: Options for more information on setting Company Information and Settings.

NOTE: Even if a service order has a Default Labor Rate other than what is specified in the Company Information and Settings, the current value from the Company Information and Settings is used when the job template is added to the service order.

Refer to the New section at the beginning of this chapter for more information on the different fields and their use.

Parts
The Parts section contains a grid with a scroll bar for reviewing the parts associated with the selected job template and Navigation Control. The grid displays the stock code, description, quantity and price of each part.

Use the navigation control to add, remove, or edit the parts for the selected job template. Once a part is selected click on the Quantity field in the grid and enter the quantity for that part.

Totals
The labor, other (sublet and disposal), and parts subtotals for the selected job template are displayed in a box at the bottom of the Job Template Maintenance window. Under the subtotals, the total for the job template is displayed.
Navigation Control

Navigation control is used for creating and maintaining your job templates. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your job templates are entered, click Close. This function can be used later for editing your job templates or creating new ones.
11 Chapter 11: Scheduler

This chapter covers in detail all functions available under the Scheduler menu.

11.1 View Scheduler Window

The View Scheduler Window function provides the means for viewing your schedule(s) and maintaining your scheduled events.

IMPORTANT: In order to use the scheduler at least one scheduler resource must be created. Refer to the Edit Scheduler Resources section later in this chapter for more information on creating scheduler resources.

Upon selecting the View Scheduler Window function, the Scheduling window appears.
11.1.1 Navigating the Scheduler

The Scheduling window has three menus: View, Options and Refresh, one drop-down list box: Show Calendar For, and two displays. The large display shows your schedule(s) per the view option selected under the View menu. The smaller right-hand display always shows the monthly calendar for the months nearest the displayed schedule.

View

The View menu provides the means to change how the schedule is displayed. There are seven options from which to choose:

- **Day** – Displays a single day.
- **Work week** – Displays a single work week. Refer to the *Edit Scheduler Options* section later in this chapter for more information on setting the scheduler for your work days and hours.
- **Week** – Displays a single calendar week.
- **Month** – Displays a single calendar month.
- **TimeGrid** – Displays a single day in horizontal timegrid format.
- **Year** – Displays an entire 12 month grid.
- **Gaant** – Displays the schedule in a Gaant chart. This is a type of time graph where the resource(s) are displayed on the y axis and time on the x axis resulting in a visual display that helps find overlaps.

The View menu also has a function for selecting a specific day to jump to within the displayed schedule.

- **Go to date:** Upon selecting the Go to date function, the Go To Date window appears. Select a date and display option and click OK.

Options

The Options menu provides functions to further customize how the schedule is displayed. There are five options from which to choose:

- **Day** – Consists of four functions for customizing the Day view and others where indicated.
  - *All day events container* – Indicates that events marked as all day events are displayed in a box at the top of the day in the Day, Work Week and Week views.
  - *Always show event time* – Indicates that the event time or time range is displayed in the Day and Work Week views next to the event subject.
  - *Work time only* – Indicates that the Day and Work Week views are limited to work hours only. Refer to the *Edit Scheduler Options* section later in this chapter for more information on setting the scheduler for your work days and hours.
  - *Display minutes on time ruler* – Indicates that in addition to hours, minutes are displayed on the time ruler of the Day and Work Week views.

- **Week** – Consists of two functions for customizing the Week view.
  - *Compress weekends* – Indicates that in Week view Saturdays and Sundays are displayed together and with less space than weekdays. **NOTE:** This option only works with the Single column option.
Single column – Indicates that in Week view the days of the week are displayed in a single column Monday through Sunday. If unchecked, the days of the week are displayed in two columns with Monday through Wednesday in the first column and Thursday through Sunday in the second.

Month – Consists of one function for customizing the Month view.

Compress weekends – Indicates that Saturdays and Sundays are displayed together in a split box in the Month view with Monday as the first column. If unchecked, Saturdays and Sundays are displayed in their own full size box with Sunday as the first column.

TimeGrid – Consists of one function for customizing the TimeGrid view.

Work time only – Indicates that the TimeGrid view is limited to work hours only. Refer to the Edit Scheduler Options section later in this chapter for more information on setting the scheduler for your work days and hours.

Year – Consists of one function for customizing the Year view.

All day events only – Indicates that the Year view is limited to displaying only all day events.

Simply open each menu option and click the functions you want to select or deselect. Selected functions are displayed with a check-mark next to them.

Refresh

The Refresh menu retrieves a new copy of the displayed schedule(s). If the information displayed has been changed by another user on the network, refreshing the data displays the updated information.

Show Calendar for: Use the drop-down list box to select which resource’s schedule to view. Multiple sections are allowed. Refer to the Edit Scheduler Resources section later in this chapter for more information on maintaining your scheduler resources.

NOTE: If security is enabled, Atrex automatically inserts the user currently logged onto the system if they are also setup as a scheduler resource.

11.1.2 Using the Scheduler

Scheduler event management is accessed from pop-up menus.

Scheduler Pop-up Menu: Right-click anywhere on the large schedule display for access to the following functions (when applicable):

- New Event
- New All Day Event
- New Recurring Event
- Today
- Go to Date...
- Resources layout editor...
Event Pop-up Menu: Right-click on a displayed event for access to the following functions (when applicable):

- Open
- Show Time As
- Label
- Delete

Create A Scheduler Event

To create a scheduler event, select a resource from the Show Calendar for drop-down list box and then right-click on the large schedule display for that resource. Select a new event option from the pop-up menu. There are three options from which to choose:

- **New Event** – Creates a new one-time event where you can set the time or time range.
- **New All Day Event** – Creates a new one-time event with a default time of all day.
- **New Recurring Event** – Creates an event that repeats based on the specifications you set.
Upon selecting New Event or New All Day Event, the Event window appears. **NOTE:** Selecting New Recurring Event opens the Event Recurrence window. Refer to *Recurring Scheduler Event* later in this section for more information.

Enter the information about the new event as prompted.

**Subject:** Enter the event subject. The information entered in this field is displayed in the scheduler.

**Label:** Use the drop-down list box to select a label for the event. Refer to the *Edit Scheduler Labels* section later in this chapter for more information on maintaining your scheduler labels.

**Start time:** Enter the start date and time for the event.

**End Time:** Enter the end date and time for the event.

**All day event** – Indicates that the event is scheduled to last all day. When selected the time entry fields are not available.
NOTE: The Start time and End Time fields and the All day event check box are not available on recurring events. Select the Recurrence function to set the time and duration for recurring events.

Task complete: Enter a number between 0 and 100 to indicate the progress of the event. This field is designed for percentages (i.e., 0 indicates that the task hasn’t yet been started and 100 indicates that the task has been completed).

Task status: Use the drop-down list box to select a status for the event. There are five options from which to choose: Not Started, In Progress, Complete, Waiting and Deferred.

Resource: The resource of the schedule you right-clicked on is automatically selected for the event. Use the drop-down list box to select additional resources for the event. More than one resource can be selected for each event. For example, if the event is a meeting and your resources are users you might need to assign multiple users to the meeting. Refer to the Edit Scheduler Resources section later in this chapter for more information on maintaining your scheduler resources.

NOTE: In order to select multiple resources those resources must be selected from the Show Calendar for drop-down list box before starting the event creation.

Reminder – Indicates that an event reminder should appear for the resource. If checked, a field becomes available to allow you to select when the reminder should appear. The options range from minutes to weeks before the event. Refer to Edit Scheduler Options later in this chapter for more information on defaulting new events to having a 15 minute reminder.

NOTE: The reminder function only works when the resource is also an Atrex user and when security is enabled. Additionally the user must be logged into Atrex using their user ID to see their reminders. Refer to Chapter 8: User Functions for more information on using security.

Show time as: Use the drop-down list box to select a designation for the event. Each designation is coded with a color/pattern that displays on the scheduler. There are four options from which to choose:

* Free – Indicates that the resource is interruptible during the event.*

* Tentative – Indicates that the event is tentative and should be confirmed.*

* Busy – Indicates that the resource is not interruptible during the event.*

* Out of the office – Indicates that the resource will be off site during the event.*

Associated Customer: To associate a customer with the event, click the button to the right of the Associated Customer field. This function opens the Customer Selection Entry window. Select a customer.

NOTE: A scheduled event can only be associated with one item. For example, if you create a schedule event on a service order that event is associated with the service order and will NOT also appear on the customer’s Scheduler display.

Location: When an event has an associated customer you can use the drop-down list box to select which of the customer’s addresses to associate with the event. For example, if the event is an on-site job you can indicate to which address the technician should travel.

Select the Edit Customer function to edit the selected customer’s information. This function opens the Customer Information window. Make any necessary changes and click OK to save.
Select the Recurrence function to make the event a recurring event.

Recurring Scheduler Event

Upon selecting New Recurring Event from the scheduler pop-up menu or the Recurrence function from the Event window, the Event recurrence window appears.

This window has three sections: Event time, Recurrence pattern and Range of recurrence. Enter the recurring settings for the event as prompted.

Event time

The Event time section provides fields setting the time or time range for the recurring event.

Start: Enter the start time for the recurring event.

End: Enter the end time for the recurring event.

Duration: Use the drop-down list box to select the time duration for the recurring event.

TIP: The Duration function provides an easy way to set the end time for the recurring event. Simply set the start time and then the duration and Atrex will automatically set the end time accordingly.

Recurrence pattern

The Recurrence pattern section provides radio buttons for setting how often the event is to recur. There are four options from which to choose:

- **Daily** – Indicates that the event should be scheduled on a daily basis. Once selected, you can schedule the event for every weekday or every X number of days (i.e., every 3 days).
Weekly – Indicates that the event should be scheduled on a weekly basis. Once selected, you can schedule on which days of the week the event should occur as well as the weekly occurrence (i.e., every 3 weeks on Tuesday and Thursday).

Monthly – Indicates that the event should be scheduled on a monthly basis. Once selected, you can schedule the event for a specific date every X number of months (i.e., the 24th of every month) or for a specific occurrence (i.e., the first weekday of every month).

Yearly – Indicates that the event should be scheduled on a yearly basis. Once selected, you can schedule the event for a specific date every year (i.e., every May 3rd) or for a specific occurrence (i.e., the second Monday of every June).

Range of recurrence

The Range of recurrence section provides a field for setting the start date for the recurring event.

Start: Enter the start date for the recurring event.

The Range of recurrence section also provides radio buttons for setting how often the event is to take place. There are three options from which to choose:

No end date – Indicates that the event should be scheduled indefinitely.

End after X occurrences – Indicates that the event should end after the number of occurrences entered in the field provided.

End by – Indicates that the event should be scheduled through the date entered.

When the fields are correct, click OK to return to the Event window.
Refer to the beginning of this section for more information on the different fields and their use.

When all the information is entered, click OK to save the event.

**Edit A Scheduler Event**

To edit a scheduler event, right-click on the event and select an edit option from the pop-up menu. There are three options from which to choose:

- **Open** – Opens the Event window. Refer to *Create A Scheduler Event* earlier in this section for more information on the different fields and their use.

- **Show Time As** – Allows you to change the Show time as setting of the event without having to open the Event window.

- **Label** – Allows you to change the Label setting of the event without having to open the Event window.
Delete A Scheduler Event

To delete a scheduler event, right-click on the event and select Delete from the pop-up menu. **IMPORTANT:** Deletions take place immediately and are not preceded by a confirmation window. Additionally, if the event is assigned to more than one scheduler resource the event is deleted from all schedules.

11.2 Edit Scheduler Resources

The Edit Scheduler Resources function provides the means of maintaining scheduler resources. A scheduler resource is someone for whom or something for which you wish to maintain a schedule (i.e., service technicians, company vehicles, diagnostic equipment).

**NOTE:** You can create as many scheduler resources you want, but at least one is required to use the scheduler functions.

Upon selecting the Edit Scheduler Resources function, the Scheduler Resource Maintenance window appears. This window has two sections: Resource Name/User ID and Navigation Control.

Create A Scheduler Resource:

- To create a scheduler resource, click the + button and then click on the empty Resource Name field provided. Type in the name of the resource.
- To associate the resource with a salesperson, click on the empty User ID field and use the drop-down list box to select a salesperson. Refer to Chapter 8: User Functions for more information on creating new users.
- Click the ✓ button to save your resource.
Edit A Scheduler Resource:
- To edit a scheduler resource, click on the name and type the new name or use the drop-down list box to select a salesperson.
- Click the button to save your changes.

Delete A Scheduler Resource:
- To delete a scheduler resource, highlight the resource to delete.
- Click the button to delete the highlighted resource.
- IMPORTANT: All scheduled events that were setup for the deleted scheduler resource are also deleted. The only exception is events assigned to multiple resources. Those events are not deleted from the other resource’s schedules.

Resource Name/User ID
The Resource Name/User ID section contains a grid with a scroll bar for reviewing your scheduler resources. The grid displays each resource.

Navigation Control

Navigation control is used for creating and maintaining your scheduler resources. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your scheduler resources are entered, click Close. This function can be used again later for editing your resources or creating new ones.

11.3 Edit Scheduler Labels

The Edit Scheduler Labels function provides the means for setting up a virtually unlimited number of scheduler labels. A scheduler label is a job, action or event that you might schedule regularly (i.e., delivery, installation, service call, follow-up phone call, meeting, vacation, etc.).

NOTE: Once these scheduler labels are setup they are available in the Label field drop-down list box when creating new scheduler events. The Label field can only be populated by scheduler labels created using this function.
Upon selecting the Edit Scheduler Labels function, the Scheduler Action Label Maintenance window appears. This window has two sections: Label Name/Label Color and Navigation Control.

Create A Scheduler Label:
- To create a scheduler label, click the button and then click on the empty Label Name field provided. Type in the name of the label.
- To assign the label a color, click on the Label Color field and use the drop-down list box to select a color. The label color is displayed on the scheduler to help you see at a glance what’s been scheduled.
- Click the button to save your label.

Edit A Scheduler Label:
- To edit a scheduler label, click on the name and type the new name or use the drop-down list box to select a color.
- Click the button to save your changes.

Delete A Scheduler Label:
- To delete a scheduler label, highlight the label to delete.
- Click the button to delete the highlighted label.
- All scheduler events that were assigned to the deleted scheduler label are still assigned to that label. This only deletes the label from the drop-down list box.

Label Name/Label Color
The Label Name/Label Color section contains a grid with a scroll bar for reviewing your scheduler labels. The grid displays each label.
Navigation Control

Navigation control is used for creating and maintaining your scheduler labels. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your scheduler labels are entered, click Close. This function can be used again later for editing your labels or creating new ones.

11.4 Edit Scheduler Options

The Edit Scheduler Options function provides the means for customizing the scheduler to your work week and hours. Settings made using this function are used when using the Work Week view as well as when limiting the Data and TimeGrid views to Work time only. Refer to the View Scheduler Window-Options section earlier in this chapter for more information changing the scheduler view and options.

Upon selecting the Edit Scheduler Options function, the Scheduler Options window appears.

Work Days: Check the days of your work week.

Start Time and End Time: Enter your business hours.

Default Reminder to Enabled – Indicates that new events should default to having a reminder. If checked, new events are automatically set for a 15 minute reminder.

When all the settings are correct, click OK.
11.5 Print Events List

The Print Events List function provides the means for printing a list of events for one or more resources. When multiple resources are selected the events for each resource are printed on a separate page.

The options for the Print Events List function are selecting the resource(s), beginning and ending dates, and the output destination.
Chapter 12: Reports

This chapter covers in detail all functions available under the Reports menu.

12.1 Using Report Criteria Windows

Most reports require that at least one selection criterion is defined (i.e., date, stock code, customer name, invoice number). For many of these reports, multiple selection criteria can be specified through the Report Criteria window that appears when the function is selected. These windows allow you to specify a range of values for each of the listed criteria. Depending on the values entered, the report produced can be specific (i.e., sales of one stock code on one day) or comprehensive (i.e., all stock codes sold during a year).

For each of the listed criteria a Beginning and Ending field is provided. If either of these fields is left blank, all data compared against that field is considered a match. This allows for open-ended searches. If both the Beginning and Ending fields for a criterion are blank, that criterion is not used to limit which data is retrieved.

IMPORTANT: Many criteria fields contain drop-down list boxes for selecting the Beginning and Ending values directly from the data tables. When drop-down list boxes are open they are in search mode. As you type in information the list box scrolls to the closest match.

Examples of how to use the Beginning and Ending fields:

<table>
<thead>
<tr>
<th>Beginning</th>
<th>Ending</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>S</td>
<td>Includes all items after A.</td>
</tr>
<tr>
<td>B</td>
<td>E</td>
<td>Includes all items after B and before E.</td>
</tr>
<tr>
<td>FUN</td>
<td>FUN</td>
<td>Includes all items equal to FUN.</td>
</tr>
<tr>
<td>CA?</td>
<td></td>
<td>Includes all items that begin with CA.</td>
</tr>
</tbody>
</table>
Examples of how NOT to use the Beginning and Ending fields:

<table>
<thead>
<tr>
<th>Beginning</th>
<th>Ending</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>A</td>
<td>Includes nothing.</td>
</tr>
<tr>
<td>S?</td>
<td>S?</td>
<td>Includes all items equal to S?.</td>
</tr>
</tbody>
</table>

**NOTE:** Only items within the entered range of values are included on the report and no check is performed for invalid ranges. If the value in the Ending field is lower than the value in the Beginning field, no items are included in the report. The exception to this rule is if the Ending field is left blank.

### 12.2 Global Transaction Discounts and Reports

Global discounts can be applied to invoices, orders, quotes, and service orders. These discounts are global across the entire transaction and are in addition to any line item discounts. The discount is applied to the pretax subtotal and tax is then applied to the post discount taxable subtotal. **As such, it is important to note that some reports do NOT reflect the global discount.**

Reports that deal with the individual line items on transactions do NOT reflect global discounts, but do reflect individual line item discounts. Since global discounts apply to the transaction total and not the individual line items, reports that deal with the individual line items are showing the items as they’re entered on the transaction, which is pre-global discount. As such, these reports have no way of including the global discount in the figures since they don’t apply.

The sales Custom Sales report, order Detailed History report, service Detailed Inventory, and customer Purchases report are examples of reports that do NOT reflect global discounts. These reports all deal with the individual line items and not the entire transaction. As such, when using global discounts these reports should be used for obtaining information on items sold and not for obtaining the actual ‘total sales’.

The sales Overview Sales report, service Overview Sales report, and customer Invoices report are examples of reports that DO reflect global discounts. These reports all deal with the transactions as a whole. As such, these reports always give the actual ‘total sales’.

Additionally, due to the nature of the individual reports and the nature of global discounts, one shouldn’t expect to get the same exact sales totals from the sales Custom Sales report and the sales Overview sales report when using global discounts.

### 12.3 Report Customization

All Atrex reports are created using an integrated report designer that is part of the Report Builder 7 print engine. The Report Designer provides the means to modify and create reports without having to purchase additional software.

The Report Designer is a software development tool and can be rather complex to use. Technical support for the Report Designer is limited to specific questions about the use of the designer. **Report changes, design, and consultation are not included as part of the standard technical support.**
Refer to Company Setup / Customization-Report Maintenance in Chapter 13: Options for more information on using the Atrex Report Designer.

More information on using the Atrex Report Designer can also be referenced in the Context Sensitive Help in Atrex – search for ‘Report Customization’.

Report customization is also available. Refer to Services Provided by Millennium Software, Inc. - Custom Reports in Chapter 1: Introduction for more information on obtaining report customization services.

12.4 Receivables

This section covers all the reports on the Receivables submenu.

Report Information:

- Receivables reports are not available for the Rapid Invoice customer (customer #0).
- If a Receivables report is blank for a customer to whom you have sold products or services, there are three possible explanations: the customer is assigned to a ‘master’ customer, the customer’s account has been purged, or the transactions did not occur within the data range specified. Refer to New-Other in Chapter 5: Customer Functions for more information on master customer accounts.

12.4.1 Account History/Detailed Account History

The Account History and Detailed Account History reports are almost identical, so they will be discussed concurrently. Both reports provide the means for printing detailed account receivable information for a single customer. **NOTE:** The Detailed Account History report also includes a breakdown of how payments, credits, and adjustments were posted/applied.

The Detailed Account History report can also be accessed by right-clicking on a customer from the Customer Selection window.

The options for both the Account History report and the Detailed Account History report are selecting the customer, the beginning and ending dates, and the output destination.

Each line item includes the transaction type, number, date, terms, transaction total, balance of the transaction when it was initially completed, prepaid amounts, and the customer balance at the time the transaction was saved.

12.4.2 Revenue

The Revenue report provides the means for printing a listing of all the transactions for a given period of time, along with the amount of money received as cash, check, credit card, debit card, or the amount applied towards the customer account.

Following the transaction listing is the total for each monetary category, which can be used to balance your receipts at the end of the day.
Finally, there is a breakdown of the credit card amounts for each card type.

The options for the Revenue report are selecting the beginning and ending dates and the output destination.

### 12.4.3 Balance

The Balance report provides the means for printing a listing of all customers who have a non-zero balance.

Upon selecting the Balance report, you are asked if you wish to include negative balances. Select Yes or No.

The final display is the Output Destination window. Select the desired destination and press Enter.

Each line item includes the customer’s name and number, current charges, current customer balance, and the amounts due that are aged 30+, 60+, and 90+ days.

The last line of the report displays the totals for each column.

### 12.4.4 Transaction History

The Transaction History report provides the means for printing each transaction for a single customer. This report does not include payments, adjustments, or credits.

The options for the Transaction History report are selecting the customer, the beginning and ending dates, and the output destination.

Each line item includes the transaction type, number, date, transaction total, payments applied to the transaction, adjustments to the transaction, and the current balance for the transaction.

### 12.4.5 Outstanding Transactions

The Outstanding Transactions report provides the means for printing a listing of all the outstanding transactions. This report also includes the number of days each transaction is outstanding.

The options for the Outstanding Transactions report are selecting the beginning and ending dates and the output destination.

Each line item includes the transaction type, number, date, days outstanding, customer name and number, transaction total, payments applied to the transaction, adjustments to the transaction, and the current balance for the transaction. This report is sorted and subtotaled by customer.

### 12.4.6 Single Customer Outstanding Transactions

The Single Customer Outstanding Transactions report provides the means for printing a listing of all the outstanding transactions for a single customer.
The options for the Single Customer Outstanding Transactions report are selecting the customer, the beginning and ending dates, and the output destination.

Each line item includes the transaction type, number, date, days outstanding, customer name and number, transaction total, payments applied to the transaction, adjustments to the transaction, and the current balance for the transaction.

12.4.7 Reprint Receipt(s)

The Reprint Receipt(s) report provides the means for reprinting payment receipts.

Upon selecting the Reprint Receipt report, the Payment Selection window appears displaying all the payments that were processed within the default date range. Change the date range as needed and click the Refresh function. Highlight all the payments to reprint and press Enter.

NOTE: To select a continuous range, highlight the first payment then press and hold the Shift key and highlight the last payment. To select random payments, press and hold the Ctrl key and single click on each payment to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.4.8 Reprint Statement(s)

The Reprint Statement(s) report provides the means for reprinting statements. NOTE: The Reprint Statement(s) function does not automatically email statements to customers marked as Email Statements.

Upon selecting the Reprint Statement(s) report, the Statement Selection window appears displaying all the statements that were processed within the default date range. Change the date range as needed and click the Refresh function. Highlight all the statements to reprint and press Enter.

NOTE: To select a continuous range, highlight the first statement then press and hold the Shift key and highlight the last statement. To select random statements, press and hold the Ctrl key and single click on each statement to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.4.9 Unposted Payments/Credits

The Unposted Payments/Credits report provides the means for printing a listing of all the payments and credits that are currently unposted.

The only option for the Unposted Payments/Credits report is selecting the output destination.

Each line item includes the transaction type, number, date, customer name and number, original amount of the unposted payment/credit, any amount already posted, and the amount yet to be posted. This report is sorted and subtotaled by customer last name/company name

Refer to Post Unposted in Chapter 7: Accounts for more information on posting unposted payments/credits.
12.4.10 Writeoff

The Writeoff report provides the means for printing a listing of all account writeoffs created using the Adjust Account function. Refer to Receivables-Adjust Account in Chapter 7: Accounts for more information on creating writeoffs.

The options for the Outstanding Transactions report are selecting the beginning and ending dates and the output destination.

Each line item includes the writeoff adjustment number, date, and transaction to which the writeoff was applied. This report is sorted and subtotaled by customer.

12.5 Customer

This section covers all the reports on the Customer submenu.

Report Information:

- Customer reports are not available for the Rapid Invoice customer (customer #0).

- Several of the Customer reports have the ability to exclude no mail customers. These reports are Customer Export, Sales Based Export, Customer Labels, and Sales Based Labels. If the Exclude No Mail Customers check box is checked, no mail customers are EXCLUDED. No mail customers are those that have a check in the No Mail check box on the Customer Information window.

- The Customer Report Criteria window allows you to exclude inactive customers. If the Exclude Inactive Customers check box is checked, inactive customers are EXCLUDED. Inactive customers are those that have a check in the Inactive Customer check box on the Customer Information window.

12.5.1 Customer List

The Customer List report provides the means for printing customer lists.

The options for the Customer List report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, zip/postal code, and category. This report can be sorted by customer name or zip/postal code. NOTE: Customer lists that are sorted by zip/postal code are not sorted by name within zip/postal codes.
12.5.2 **Detail Sheet**

The Detail Sheet report provides the means for printing a single information sheet for an individual customer. The information sheet contains all of the information available for the customer.

The options for the Detail Sheet report are selecting the customer and the output destination.

12.5.3 **Zip Code Count**

The Zip Code Count report provides the means for printing a list of the zip/postal codes in the customer data file. This report provides a rough geographical impression of where your customers are located to evaluate and direct your advertising and sales efforts.

The only option for the Zip Code Count report is selecting the output destination.

For each zip/postal code assigned to five or more customers, the following information is printed: the number of customers residing in that zip/postal code area, the percentage of your total customers that these customers represent, the zip/postal code, and the city and state where that zip/postal code is located.

The last line of the report shows the number of customers that do not reside in a valid zip/postal code or where there were less than four customers in a zip/postal code. A customer with a blank zip/postal code is counted as having an invalid zip/postal code.

Since the value printed for the percentage of customers in an individual zip/postal code is rounded, the total percentage of customers included in the Zip Code Count report may not equal exactly 100 percent.

12.5.4 **Purchases**

The Purchases report provides the means for printing a detailed listing of a customer’s purchases. This report does NOT include service orders.

The options for the Purchases report are selecting the customer, the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are date, stock code, category, and manufacturer. This report can be sorted by stock code, category, manufacturer, or invoice number.

12.5.5 **Summary Purchases**

The Summary Purchases report provides the means for printing a summarized listing of a customer’s purchases. This report does NOT include service orders.

The options for the Summary Purchases report are selecting the customer, the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are date, stock code, category, and manufacturer. This report can be sorted by stock code, category, manufacturer, or invoice number.
12.5.6 Invoices

The Invoices report provides the means for printing a listing of customers’ invoices. This report does NOT include service orders.

The options for the Invoices report are selecting the beginning and ending criteria and the output destination.

The selection criteria for this report are customer, date, and salesperson.

This report is sorted by customer and each line item includes the customer, invoice number and date, salesperson, invoice total, amount paid, and invoice balance. Following each customer is the invoice, paid, and balance totals.

12.5.7 Master Customer List

The Master Customer List report provides the means for printing a listing of all master accounts and the customers assigned to them. Under each master account the customer number, customer name, and external account number is printed for each customer assigned to the master account.

The only option for the Master Customer List report is selecting the output destination.

12.5.8 Export

There are four Export reports: Customer Export, Sales Based Export, Customer Email Address Export, and Sales Based Email Address Export. The Customer Export report and the Customer Email Address Export report export selected customers based entirely on customer information while the Sales Based Export report and the Sales Based Email Address Export report export selected customers using information from the sales history. Since all Export reports function similarly, they are discussed concurrently.

NOTE: The Email Address Export reports only export the email address, last name/company name, and first name of selected customers (only if the Email field contains a . (period) and @ symbol).

The options for all Export reports are selecting the beginning and ending criteria, the sort by method, the export format, and the output destination.

The selection criteria for the Customer Export report and the Customer Email Address Export report are customer, zip/postal code, and category.

The selection criteria for the Sales Based Export report and the Sales Based Email Address Export report are customer, date, stock code, category, subcategory, salesperson, and promotion. The Sales Based Export report does NOT include service orders.

All Export reports can be sorted by customer name or zip/postal code.

When all the information is correct, press Enter.
12.6 Inventory

This section covers all the reports on the Inventory submenu.

Report Information:

- The Stock Code Criteria window allows you to exclude non-stock items. If the Exclude Non-Stock Items check box is checked, only in-stock items are included on the report. **Non-stock items are stock codes that have a check in the Non-Stock check box on the General tab of the Stock Code Information window.**

- The Stock Code Criteria window allows you to exclude discontinued items. If the Exclude Discontinued Items check box is checked, discontinued items are not included on the report. **Discontinued items are stock codes that have a check in the Discontinued check box on the General tab of the Stock Code Information window.**

- The Stock Code Criteria window allows you to exclude items with an on-hand quantity of zero. If the Exclude Items w/0 On-hand check box is checked, items that have a zero in the Qty on Hand field on the General tab of the Stock Code Information window are EXCLUDED. Items with a positive or negative quantity are INCLUDED.

- The inventory portion of Atrex is 'live'. What this means is that there is no way to go back and find out what your inventory was on a past date. As such, it is strongly recommended that you print an Inventory report (i.e., Stock By Code or Selective Stock) at the end of your fiscal year. (You may also wish to print weekly or monthly Inventory reports for archival purposes.) In addition, it is recommended that you create an archive backup of your year-end data should you misplace the Inventory reports. Other than this, there are no other end-of-year requirements.

12.6.1 Stock By Code

The Stock By Code report provides the means for printing a complete listing of all stock codes sorted by stock code.

The only option for the Stock By Code report is selecting the output destination.

Each stock code is printed along with the description, manufacturer, category, location, quantity in stock, cost, and value. At the end of the report the total number of stock codes, the total number of items in stock, and the total stock value are printed.

12.6.2 Discount List

The Discount List report provides the means for printing the discount pricing levels as well as the list and sale prices.

The options for the Discount List report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location.
12.6.3 Margin List

The Margin List report provides the means for printing a selective listing of stock codes along with the pricing levels, as well as the profit margin for each pricing level based upon the current cost.

The profit margin is calculated as \( \frac{(\text{Price} - \text{Cost})}{\text{Price}} \times 100 \).

The options for the Margin List report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location.

12.6.4 Reorder

The Reorder report provides the means for printing a list of stock codes to include on purchase orders.

When each stock code is created, minimum and target stock quantities for each code are either set by you or defaulted to zero. Properly setting these values and using the Reorder report will help ensure that adequate stock level for all items is maintained.

NOTE: If there are stock codes scheduled for recurring invoices that you want reflected on this report, use the Validation function (Allocated Quantities and Days of Recurring Invoice to Include) before continuing. Refer to Batch Processing-Validation in Chapter 13: Options for more information on allocating recurring invoice stock codes.

The options for the Reorder report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are stock code, category, subcategory, manufacturer, and preferred vendor. This report can be sorted by stock code, category, manufacturer, description, or preferred vendor.

This function scans the stock code data file and determines which items should be on the Reorder report. The quantity on hand for each item is adjusted up for any quantity on order in the purchase order system, and down for any quantity allocated for customer orders. If the resulting stock on-hand value for an item is greater or equal to the minimum stock quantity, it is not included.

NOTE: Stock codes that are set as non-stock, non-depleting, or are containers are also not included. Refer to New in Chapter 3: Inventory Functions for more information on these stock code options.

If the resulting quantity on hand is lower than the minimum stock quantity, the item is included on the Reorder report along with a suggested reorder quantity.

The reorder quantity printed is the number of items, that when received, places the on-hand quantity (after receiving outstanding purchase orders and filling customer orders) at the target stock quantity for that stock code.

For example, if you have an adjusted quantity on hand of 4 for the stock code XYZ and the target stock quantity is 15, the suggested minimum reorder number for stock code XYZ is 11.

For each included item the stock code is printed along with the description, manufacturer, model number, adjusted on-hand quantity, target quantity, cost, and the suggested reorder quantity.
12.6.5 Build List

The Build List report provides the means for printing a list of all assembly items that are below their minimum on-hand quantity.

The only option for the Build List report is selecting the output destination.

For each assembly item that needs to be built, its stock code, description, manufacturer and model is printed along with the adjusted on-hand quantity, target quantity, and recommended build quantity. Below each assembly item is printed the quantity, stock code, description, and model of the items required to build the assembly.

12.6.6 Price List

The Price List report provides the means for printing a list of stock codes and their selling price.

The options for the Price List report are selecting the beginning and ending criteria, the sort by method, the price level, and the output destination.

The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location. The price levels that can be printed are sale, discount 1-5, and list. **Note:** The Price List report always prints the list price as well as the selected price level (if other than list). For a report that includes all the pricing levels, run the Discount List report.

12.6.7 Serialized

The Serialized report provides the means for printing a selective listing of serialized items currently in stock.

The options for the Serialized report are selecting the beginning and ending criteria and the output destination.

The selection criteria for this report are stock code, category, subcategory, and manufacturer.

For each serialized item in stock, the stock code is printed along with the serial number, description, date received, and cost.

Following the serialized items for each stock code, the number of items on hand and the total value on hand for that stock code are printed. At the end the report, the total number of items and total value on hand for all stock values is printed.

12.6.8 Selective Stock

The Selective Stock report provides the means for printing a selective listing of stock codes.

The options for the Selective Stock report are selecting the beginning and ending criteria, the sort by method, and the output destination.
The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location.

The Selective Stock report is identical in layout to the Stock By Code report.

12.6.9 Adjusted Stock

The Adjusted Stock report provides the means for printing a selective listing of stock codes along with their inventory values.

The options for the Adjusted Stock report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location.

For each included item, the stock code is printed along with the description, manufacturer, category, location, quantity on hand, quantity on RMAs, quantity allocated to customer orders, and the quantity available after RMA and order allocations.

12.6.10 Export

The Export report provides the means for exporting stock codes.

The options for the Export report are selecting the beginning and ending criteria, the sort by method, the export format, and the output destination.

The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location.

12.6.11 Extract Images

The Extract Images report provides the means for stock code images as JPEG files.

Upon selecting the Extract Images report, the Folder Selection window appears. Locate and select where you want the extracted image files to be saved and click OK. (Refer to your Windows Help and Support for assistance navigating this window.)

When the extraction is finished a summary appears indicating the number of images extracted to the selected location. The extracted images are saved with the name of the stock code with which they are associated.

12.6.12 Worksheet

The Worksheet report provides the means for printing a selective stock code listing for performing a physical inventory.

The options for the Worksheet report are selecting the beginning and ending criteria, the sort by method, and the output destination.
The selection criteria for this report are stock code, category, subcategory, manufacturer, and location. This report can be sorted by stock code, category, manufacturer, description, or location.

For each included item, the stock code is printed along with the description, manufacturer, model, location, quantity on hand, and includes a space to fill in the actual quantity on hand. The printing is double-spaced.

**TIP:** Before using this report refer to *Inventory Worksheet Update in Chapter 3: Inventory Functions* for more information on using the Worksheet report in conjunction with the Inventory Worksheet Update function.

### 12.6.13 Random Worksheet

The Random Worksheet report provides the means for printing a randomly selected stock code listing for performing a physical inventory.

**TIP:** Use this report when you want to perform a quick spot check of your inventory or when you do not have time to perform a full physical inventory.

The options for the Random Worksheet report are selecting the code quantity, the sort by method, and the output destination.

The code quantity is the number of items included on the Random Worksheet report. The code quantity can be any number between 1 and 50. This report can be sorted by stock code, category, manufacturer, description, or location.

This report selects random stock codes in the quantity specified in the Code Quantity field.

### 12.6.14 Container Contents

The Container Contents report provides the means for printing a complete listing of all container item and assembly item stock codes and their components.

The only option for the Container Contents report is selecting the output destination.

For each container/assembly item, the stock code is printed along with the container type in parenthesis followed by the description. Under each container/assembly item the stock code, description, manufacturer, model, and quantity (on the container/assembly definition) is printed for each component.

**NOTE:** The Container Contents report does not include container and assembly items that have not yet been defined (those that do not have components).

### 12.6.15 Non-Movement

The Non-Movement report provides the means for printing a list of stock codes that have not been sold since a specific date.

The options for the Non-Movement report are selecting the beginning and ending criteria, the last sold date, and the output destination.
The selection criteria for this report are stock code, category, manufacturer, and location.

For each included item the stock code is printed along with the description, manufacturer, category, location, on-hand quantity, last sold date, and cost. This report is sorted by stock code.

**NOTE:** Since this report is based off of the last sold date items that have never been sold are not included.

### 12.6.16 Transfer

This section covers all reports on the Transfer submenu.

#### 12.6.16.1 Reprint Transfer(s)

The Reprint Transfer(s) report provides the means for reprinting transfer records.

Upon selecting the Reprint Transfer(s) report, the Transfer Number Entry window appears.

To reprint an **individual transfer record**, type in the transfer number and press Enter.

To reprint **multiple transfer records**, type a ? and press Enter. This displays the Date Range Entry window. Type in the beginning and ending dates and press Enter.

Next, the Transfer Selection window appears displaying all the transfers that were created within the entered date range. Highlight all the transfers you want reprinted and press Enter.

**NOTE:** To select a continuous range, highlight the first transfer then press and hold the Shift key and highlight the last transfer. To select transfers, press and hold the Ctrl key and single click on each transfer to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

#### 12.6.16.2 Reprint Transfer Receiving Labels

The Reprint Transfer Receiving Labels report provides the means for reprinting labels for items on a transfer.

Upon selecting the Reprint Transfer Receiving Labels report, the Transfer Number Entry window appears.

If the transfer number is known, type in the transfer number and press Enter.

If the transfer number is not known, type a ? and press Enter. This displays the Transfer Selection window. Highlight the transfer that contains the labels to reprint and press Enter.

Once a transfer is selected, the Stock Code Label Printing window appears. From this point, the Reprint Transfer Receiving Labels function progresses in the same manner as the inventory Labels function. Make any necessary changes and Click OK.

Refer to *Labels in Chapter 3: Inventory Functions* for more information on the different fields and their use.
12.6.16.3 Summary History/Detailed History

The Summary History and Detailed History reports are identical except for the format in which the information is printed, so they are discussed concurrently.

The Summary History report provides the means for printing a list of items and the quantity of each item transferred that matches the selection criteria. Each stock code is printed only once, and the quantities transferred and received are the total quantities for the entire period, rather than for one transfer. Since this report is a summary, no price values are printed.

The Detailed History report provides the means for printing a list of items exactly as they appeared on individual transfers. The quantities printed are for the item on the individual transfer being examined. Due to this, a single stock code may appear many times on one report. The Detailed History report also contains the cost of each item at the time of the transfer.

The options for either the Summary History or Detailed History reports are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for both reports are location, date, stock code, category, and subcategory. These reports can be sorted by stock code, category, or transfer number.

12.6.17 Assemblies

This section covers all reports on the Assemblies submenu.

12.6.17.1 Summary Assembly Build/Breakdown

The Summary Assembly Build/Breakdown report provides the means for printing a list of assembly items that were built or broken down within the entered date range.

The options for the Summary Assembly Build/Breakdown report are selecting the beginning and ending dates and the output destination.

For each assembly item that was built or broken down, its stock code and description is printed along with the total build quantity. The total build quantity is the total of all builds minus the total of all breakdowns.

12.6.17.2 Detailed Assembly Build/Breakdown

The Detailed Assembly Build/Breakdown report provides the means for printing a list of items that were built within an assembly item or broken from an assembly item within the entered date range.

The options for either the Detailed Assembly Build/Breakdown report are selecting the beginning and ending dates and the output destination.

For each instance an item was used in an assembly build or breakdown, its stock code and description is printed along with the build date, cost and inventory change. The Detailed Assembly Build/Breakdown report is sorted and subtotaled by stock code.
12.7 PO

This section covers all the reports on the PO submenu.

12.7.1 Reprint PO(s)

The Reprint PO(s) report provides the means for reprinting purchase orders.

Upon selecting the Reprint PO(s) report, the PO Number Entry window appears.

To reprint an individual purchase order, type in the PO number and press Enter.

To reprint multiple purchase orders, type a ? and press Enter. Next, the Purchase Order Selection window appears displaying all the purchase orders that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the purchase orders you want reprinted and press Enter.

NOTE: To select a continuous range, highlight the first purchase order then press and hold the Shift key and highlight the last purchase order. To select random purchase orders, press and hold the Ctrl key and single click on each purchase order to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.7.2 Reprint Receiving List(s)

The Reprint Receiving List(s) report provides the means for reprinting purchase order receiving lists.

Upon selecting the Reprint Receiving List(s) report, the Receiving List Selection window appears displaying all the receiving lists that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the receiving lists you want reprinted and press Enter.

NOTE: To select a continuous range, highlight the first receiving list then press and hold the Shift key and highlight the last receiving list. To select random receiving lists, press and hold the Ctrl key and single click on each receiving list to process.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.7.3 Reprint Receiving Labels

The Reprint Receiving Labels report provides the means for reprinting labels for the items on specific receiving lists.

Upon selecting the Reprint Receiving Labels report, the Receiving List Selection window appears displaying all the receiving lists that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight the receiving list(s) that contain the labels to reprint and press Enter.

NOTE: To select a continuous range, highlight the first receiving list then press and hold the Shift key and highlight the last receiving list. To select random receiving lists, press and hold the Ctrl key and single click on each receiving list for which to print labels.
Once a receiving list is selected, the Stock Code Label Printing window appears. From this point, the Reprint Receiving Labels function progresses in the same manner as the inventory Labels function. Make any necessary changes and Click OK.

Refer to Labels in Chapter 3: Inventory Functions for more information on the different fields and their use.

12.7.4 Outstanding POs

The Outstanding POs report provides the means for printing a list of items that have been ordered, but have not yet been received.

The options for the Outstanding POs report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are vendor, stock code, category, subcategory, and manufacturer. This report can be sorted by stock code, category, purchase order number, or vendor.

For each item still on order, the stock code is printed along with the purchase order number, vendor ordered from, date the order was created, description, manufacturer, model, quantity ordered, quantity received, and cost. The quantities ordered and received are totaled for each PO (following the PO) and for all POs at the end of the report. In addition, the total cost of the outstanding purchase order items is printed for each PO (when sorted by purchase order number) and for all items at the end of the report.

12.7.5 Summary and Detailed History/Summary and Detailed Receiving History

The Summary and Detailed History reports and the Summary and Detailed Receiving History reports are almost identical, so they are discussed concurrently.

NOTE: The Receiving History reports only include items that were RECEIVED within the entered data range. The Summary and Detailed History reports are based on the purchase order creation date regardless of when the items were actually received.

The Summary History and the Summary Receiving History reports provide the means for printing a list of items and the quantity of each item purchased that matches the selection criteria. Each stock code is printed only once, and the quantities ordered and received are the total quantities for the entire period, rather than for one purchase order. Since this report is a summary, no price values are printed.

The Detailed History and the Detailed Receiving History reports provide the means for printing a list of items exactly as they appeared on individual purchase orders. The quantities printed are for the item on the individual purchase order being examined. Due to this, a single stock code may appear many times on one report. Price information is included on these reports.

The options for all History reports are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for these reports are vendor, date, stock code, category, subcategory, and manufacturer. These reports can be sorted by stock code, category, purchase order number, or vendor. Additionally, the Receiving History reports can be sorted by receiving number.
12.8 Order

This section covers all the reports on the Order submenu.

12.8.1 Reprint Order(s)

The Reprint Order(s) report provides the means for reprinting customer orders.

Upon selecting the Reprint Order(s) report, the Order Number Entry window appears.

To reprint an individual customer order, type in the order number and press Enter.

To reprint multiple customer orders, type a ? and press Enter. Next, the Order Selection window appears displaying all the orders that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the orders you want reprinted and press Enter.

NOTE: To select a continuous range, highlight the first order then press and hold the Shift key and highlight the last order. To select random orders, press and hold the Ctrl key and single click on each order to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.8.2 Outstanding Orders

The Outstanding Orders report provides the means for printing a list of items that have been ordered by customers, but have not yet been shipped.

The options for the Outstanding Orders report are selecting the sort by method and the output destination.

This report can be sorted by order number, due date, customer or stock code.

For each item still on order, the stock code is printed along with the order number, partial customer name, date the order was created, description, manufacturer, quantity ordered, quantity shipped, and the quoted price.

NOTE: When sorting by due date, only outstanding orders that have a due date specified are included in the report.
12.8.3 Summary History/Detailed History

The Summary History and Detailed History reports are identical except for the format in which the information is printed, so they are discussed concurrently.

The **Summary History** report provides the means for printing a list of items and the quantity of each item ordered that matches the selection criteria. Each stock code is printed only once, and the quantities ordered and shipped are the total quantities for the entire period rather than for one customer order. Since this report is a summary, no price values are printed.

The **Detailed History** report provides the means for printing a list of items exactly as they appeared on individual customer orders. The quantities printed are for the item on the individual order being examined. Due to this, a single stock code may appear many times on one report. The Detailed History Report also contains the price at which each item was listed for a given customer order.

The options for either the Summary History report or Detailed History report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for both reports are customer, date, stock code, category, subcategory, salesperson, and promotion. These reports can be sorted by stock code, category, manufacturer, or invoice number.

12.9 Vendor

This section covers all the reports on the Vendor submenu.

12.9.1 Vendors by Code/Vendors by Name

The Vendors by Code and Vendors by Name reports are identical except for the order in which the information is printed, so they are discussed concurrently.

The **Vendors by Code** report provides the means for printing a list of all vendors sorted by vendor code.

The **Vendors by Name** report provides the means for printing a list of all vendors sorted by vendor name.

The only option for these reports is selecting the output destination.

12.9.2 Vendor Details

The Vendor Details report provides the means for printing a single information sheet for each vendor. The information sheet contains all of the information available for the vendor.

The only option for the Vendor Details report is selecting the output destination.
12.9.3 Vendor Export

The Vendor Export report provides the means for exporting all vendors.

The only options for the Vendor Export report are selecting the export format and the output destination.

12.10 Sales

This section covers all the reports on the Sales submenu.

12.10.1 Reprint Invoice(s)

The Reprint Invoice(s) report provides the means for reprinting invoices.

**NOTE:** When multiple invoices are reprinted, the layout specified for invoice (Options-Layout Selection-Invoice) is used, even if a rapid invoice is included in the group. When a single rapid invoice is reprinted, the layout specified for rapid invoices (Options-Layout Selection-Rapid Invoice) is used.

Upon selecting the Reprint Invoice(s) report, the Invoice Number Entry window appears.

To reprint an **individual invoice**, type in the invoice number and press Enter.

To reprint **multiple invoices**, type a ? and press Enter. Next, the Invoice Selection window appears displaying all the invoices that were created within the default date range. Change the date range as needed and click the **Refresh** function. Highlight all the invoices you want reprinted and press Enter.

**NOTE:** To select a continuous range, highlight the first invoice then press and hold the Shift key and highlight the last invoice. To select random invoices, press and hold the Ctrl key and single click on each invoice to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.10.2 Reprint Shipper(s)

The Reprint Shipper(s) report provides the means for reprinting shippers.

Upon selecting the Reprint Shipper(s) report, the Invoice Number Entry window appears.

To reprint an **individual shipper**, type in the invoice number for which to reprint a shipper and press Enter.

To reprint **multiple shippers**, type a ? and press Enter. Next, the Invoice Selection window appears displaying all the invoices that were created within the default date range. Change the date range as needed and click the **Refresh** function. Highlight all the invoices that correspond to shippers you want reprinted and press Enter.
12.10.3 Daily Totals

The Daily Totals report provides the means for printing a sales totals for a given day.

The options for the Daily Totals report are selecting the date and the output destination.

The report displays the serialized, non-serialized, and combined serialized and non-serialized totals for the selected day.

12.10.4 Month-to-Date Totals

The Month-to-Date Totals report provides the means for printing a sales totals for a given month.

The options for the Month-to-Date Totals report are selecting the date and the output destination.

The report displays the serialized, non-serialized, and combined serialized and non-serialized totals for the selected month.

NOTE: If the month selected is already past (i.e., the prior calendar month), then all sales within that month are included. If the current month is selected, all sales up to the current date are included.

12.10.5 Overview Sales

The Overview Sales report provides the means for printing the sales totals for each invoice for a given time period.

The options for the Overview Sales report are selecting the beginning and ending dates and the output destination.

For each invoice selected, the invoice number is printed along with the date, customer name, subtotal, shipping, tax, cost, and profit. At the end of the report is a total of each value for all invoices.

12.10.6 Custom Summary

The Custom Summary report provides the means for printing a list of items and the quantity of each item sold that matches the selection criteria. Each stock code is printed only once, and the quantities sold are the total quantities for the entire period rather than for one invoice. Since this report is a summary, the average price is printed.

The options for the Customer Summary report are selecting the beginning and ending criteria, the sort by method, and the output destination.
The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, invoice number, salesperson, or promotion.

12.10.7 Custom Sales

The Custom Sales report provides the means for printing a list of items exactly as they appeared on individual invoices. The quantities printed are for the item on the individual invoice being examined. Due to this, a single stock code may appear many times on one report. This report also contains the price at which each item was sold for a given invoice.

The options for the Custom Sales report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, invoice number, salesperson, or promotion.

12.10.8 Detailed Sales

The Detailed Sales report provides the means for printing a list of all items on selected invoices.

The options for the Detailed Sales report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, invoice number, salesperson, or promotion.

For each line item included, the stock code is printed along with the description, manufacturer, invoice date and number, quantity, unit price, extended cost, and extended net. As well, the serial numbers for all serialized items are printed.

12.10.9 Tax Report

The Tax report provides the means for printing detailed tax information on invoices for a given time period.

The options for the Tax report are selecting the beginning and ending dates and the output destination.

For each line item included, the invoice number is printed along with the invoice date, subtotal, shipping amount, collected tax information as well as the taxable amounts. Invoices are grouped and subtotaled by tax category. The settings for the tax categories are printed at the beginning of each group.
The Tax report is designed for use when filling out your state sales tax forms. Many states ask for a breakdown of taxable as well as non-taxable sales and the Tax report gives you the totals for each tax category. In order to get the correct numbers from this report you need a tax category for each tax rate and each exemption type. Refer to Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options for more information on setting up tax categories.

12.10.10 Customer Rankings

The Customer Rankings report provides the means for printing a list of who your top or bottom customers are based on the total sales (excluding tax and shipping) over a specified time period.

TIP: Use this report to decide when to change a customer’s discount level or for use in sending out promotional/thank you offers.

Upon selecting the Customer Rankings report, the Date Range Entry window appears. Type in the beginning and ending dates and press Enter.

Next, the Rankings Options window appears displaying the fields used for determining which items to include on the Customer Rankings report.

Report Type: Use the drop-down list box to select the type of ranking report to generate. There are three report types from which to choose:

- **Top N** – Indicates that the report should include the top customers for the date range entered up to the number entered in the Max Records field.
- **Bottom N** – Indicates that the report should include the bottom customers for the date range entered up to the number entered in the Max Records field.
- **All** – Indicates that the report should include all customers for the date range entered regardless of the number entered in the Max Records field.

Max Records: Enter how many customers to include on the report when either the report type Top N or Bottom N is specified.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

For each included customer, their rank (starting with number one) is printed along with the name and total sales for the entered time period. The number of customers listed may be less than the number entered in the Max Records field if there were less customers who had purchases for the entered time period.

12.10.11 Product and Customer Sales

The Product and Customer Sales report provides the means for printing a selective list of stock codes sold over a given time period and the customers who bought them.

The options for the Product and Customer Sales report are selecting the beginning and ending criteria, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report is sorted by stock code.
Under each stock code, each line item includes the customer name, invoice number, invoice date, salesperson, quantity and price.

12.10.12 Customer Dropoff

The Customer Dropoff report provides the means for printing a list of customers whose recent sales have dropped by a specified percentage.

The options for the Customer Dropoff report are entering the threshold percentage and the output destination.

The Customer Dropoff report calculates the average sales for customers over the last 31 to 120 days and then compares that to their average sales for the last 30 days. Any customer whose sales have dropped by a greater percentage than the entered threshold percentage are included on the report.

For each included customer, their name, contact, and phone number is printed along with the base sales (average sales over the last 31 to 120 days), recent sales (average sales over the last 30 days), and percentage drop.

12.10.13 MTD Sales

The MTD Sales report provides the means for printing a list of all items sold in a specific month.

The options for the MTD Sales report are selecting the date and the output destination.

The format of the MTD Sales report is identical to the Daily Sales report with the exception that it covers the total sales for a month instead of just a day.

**NOTE:** If the month selected is already past (i.e., the prior calendar month), then all sales within that month are included. If the current month is selected, all sales up to the current date are included.

12.10.14 Daily Sales

The Daily Sales report provides the means for printing a list of all items sold on a specific day.

The options for the Daily Sales report are selecting the date and the output destination.

For each line item included, the stock code is printed along with the description, manufacturer, category, invoice number and date, quantity, per unit price, extended cost, and the profit for the line item. The line items are grouped by invoice number.

For each invoice, there is a total of the quantity, extended price, extended cost, and profit for all line items. At the end of the report, the totals of each column for all serialized items are calculated and printed. Next, the totals of each column for all non-serialized items are calculated and printed. Finally the column totals of all items sold, regardless of their serialized status, is calculated and printed.
12.10.15 Sales Analysis

The Sales Analysis report provides the means for printing a selective list of stock codes including their popularity and profitability.

The options for the Sales Analysis report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, salesperson, and promotion. This report can be sorted by stock code, quantity sold, profit percentage, or gross sales.

12.10.16 Monthly Gross Charting

The Monthly Gross Charting report provides the means for printing a sales comparison for a given time period.

The options for the Monthly Gross Charting report are selecting the beginning and ending dates and the output destination.

For the dates entered, the report consists of two parts. The first part is a bar graph where each month included in the entered date range is represented as a single bar in the graph. The second part is a list of each month and the gross sales for that month. This list is followed by the total sales of all represented months.

**NOTE:** The x and y axis of the bar graph change to accommodate varying sales amounts and/or the entered date ranges.

12.10.17 Flattened Invoice Item Quantities

The Flattened Invoice Item Quantities report provides the means for printing a list of all items sold inside and outside containers on selected invoices.

The options for the Flattened Invoice Item Quantities report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, and invoice number.

For each line item included, the stock code is printed along with the description, manufacturer, category, invoice date and number, and quantity. **NOTE:** Since this report includes items sold inside containers pricing and cost information is not included.

12.11 Service

This section covers all the reports on the Service submenu.
12.11.1 Reprint Service Order(s)

The Reprint Service Order(s) report provides the means for reprinting service orders.

Upon selecting the Reprint Service Order(s) report, the SO Number Entry window appears.

To reprint an individual service order, type in the service order number and press Enter.

To reprint multiple service orders, type a ? and press Enter. Next, the Service Order Selection window appears displaying all the service orders that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the service orders you want reprinted and press Enter.

NOTE: To select a continuous range, highlight the first service order then press and hold the Shift key and highlight the last service order. To select random service orders, press and hold the Ctrl key and single click on each service order to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.11.2 Reprint Service Order Deposit(s)

The Reprint Service Order Deposit(s) report provides the means for reprinting service order deposit receipts.

Upon selecting the Reprint Service Order Deposit(s) report, the SO Number Entry window appears.

To reprint an individual service order deposit receipt, type in the service order number and press Enter.

To reprint multiple service order deposit receipts, type a ? and press Enter. Next, the Service Order Selection window appears displaying all the service orders with deposits that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the service orders whose deposit receipts you want reprinted and press Enter.

NOTE: To select a continuous range, highlight the first service order then press and hold the Shift key and highlight the last service order. To select random service orders, press and hold the Ctrl key and single click on each service order to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.11.3 Reprint Service Quote(s)

The Reprint Service Quote(s) report provides the means for reprinting service quotes.

Upon selecting the Reprint Service Quote(s) report, the SO Quote Number Entry window appears.

To reprint an individual service quote, type in the service quote number and press Enter.

To reprint multiple service quotes, type a ? and press Enter. Next, the Service Order Quote Selection window appears displaying all the service quotes that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the service quotes you want reprinted and press Enter.
NOTE: To select a continuous range, highlight the first service quote then press and hold the Shift key and highlight the last service quote. To select random service quotes, press and hold the Ctrl key and single click on each service quote to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.11.4 Open Service Orders

The Open Service Orders report provides the means for printing a list of all open service orders. The only option for the Open Service Orders report is selecting the output destination.

For each open service order, the service order number is printed along with the customer name, manufacturer, model, and serial number of the item to be serviced, date the order was created, and the scheduled completion date. Under each service order, each service order job is displayed listing the job number, status, technician, and the indications.

12.11.5 Parts Allocated

The Parts Allocated report provides the means for printing a summary list of all stock codes that have quantities allocated for open service orders. The only option for the Parts Allocated report is selecting the output destination.

For each allocated item, the stock code is printed along with the description, manufacturer, model, category, subcategory, and the allocated quantity. Being a summary listing, each stock code is only listed once with the total allocated for all outstanding service orders.

12.11.6 Warranty Jobs

The Warranty Jobs report provides the means for printing a list of warranty jobs on completed service orders. The options for the Warranty Jobs report are selecting the beginning and ending dates and the output destination.

For each completed service order with warranty jobs, the job information is printed along with the labor for the job. Under each job, a list of all parts used is displayed including the stock code, description, manufacturer, quantity, price, cost, extended price, and extended cost.

12.11.7 Tax Report

The Tax report provides the means for printing detailed tax information on completed services orders for a given time period. The options for the Tax report are selecting the beginning and ending dates and the output destination.
For each service order included, the service order number is printed along with the service order date, subtotal, collected tax information as well as the taxable amounts. Service orders are grouped and subtotaled by tax category. The settings for the tax categories are printed at the beginning of each group.

The Tax report is designed for use when filling out your state sales tax forms. Many states ask for a breakdown of taxable as well as non-taxable sales and the Tax report gives you the totals for each tax category. In order to get the correct numbers from this report you need a tax category for each tax rate and each exemption type. Refer to Company Setup / Customization-Lookup Selections-Tax Categories in Chapter 13: Options for more information on setting up tax categories.

12.11.8 Overview Sales

The Overview Sales report provides the means for printing the service totals for each service order for a given time period.

The options for the Overview Sales report are selecting the beginning and ending dates, whether to include warranty jobs, and the output destination.

For each service order selected, the service order number is printed along with customer name, tax, labor, pickup/delivery, sublet, disposal, parts total price, and parts total cost. At the end of the report is a total of each value for all service orders.

NOTE: The Pickup/Delivery column includes service call charges.

12.11.9 Technician Sales

The Technician Sales report provides the means for printing a list of service order job totals grouped and subtotaled by technician.

The options for the Technician Sales report are selecting the beginning and ending dates, selecting whether or not to include warranty jobs, and the output destination.

For each job included, the service order number is printed along with customer name, total labor hours, total labor charge, sublet, disposal, parts total price, and parts total cost for all jobs on the service order assigned to the technician.

12.11.10 Summary Inventory

The Summary Inventory report provides the means for printing a selective list of service order parts.

The options for the Summary Inventory report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, service order number, salesperson, or promotion.
Each included stock code is printed only once along with the description, manufacturer, model, average price, total quantity, total cost, and total net. At the end of the report, the total cost and total net for all items is printed.

12.11.11 Detailed Inventory

The Detailed Inventory report provides the means for printing a list of parts exactly as they appeared on individual service orders.

The options for the Detailed Inventory report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, service order number, salesperson, or promotion.

After each set of items, the total quantity, cost, and net are printed. At the end of the report, the total quantity, cost, and net of all sets are printed.

12.11.12 Customer History

The Customer History report provides the means for printing information on all service orders for a single customer.

The options for the Customer History report are selecting the customer, the beginning and ending dates, and the output destination.

For each service order included, the service order number is printed. In addition, each job lists the indications and the work performed. Individual parts are not printed on this report.

12.11.13 Customer Rankings

The Customer Rankings report provides the means for printing a list of who your top or bottom customers are based on the total service orders (excluding tax) over a specified time period.

TIP: Use this report to decide when to change a customer’s discount level or for use in sending out promotional/thank you offers.

Upon selecting the Customer Rankings report, the Date Range Entry window appears. Type in the beginning and ending dates and press Enter.

Next, the Rankings Options window appears displaying the fields used for determining which items to include on the Customer Rankings report.

Report Type: Use the drop-down list box to select the type of ranking report to generate. There are three report types from which to choose:

Top N – Indicates that the report should include the top customers for the date range entered up to the number entered in the Max Records field.
Bottom N – Indicates that the report should include the bottom customers for the date range entered up to the number entered in the Max Records field.

All – Indicates that the report should include all customers for the date range entered regardless of the number entered in the Max Records field.

Max Records: Enter how many customers to include on the report when either the report type Top N or Bottom N is specified.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

For each included customer, their rank (starting with number one) is printed along with their name and total service orders for the entered time period. The number of customers listed may be less than the number entered in the Max Records field if there were less customers who had purchases for the entered time period.

12.11.14 Product and Customer Sales

The Product and Customer Sales report provides the means for printing a selective list of stock codes sold on service orders over a given time period and the customers who bought them.

The options for the Product and Customer Sales report are selecting the beginning and ending criteria and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report is sorted by stock code.

Under each stock code, each line item includes the customer name, service order number, date out, service rep, quantity, and price.

12.11.15 Serial Number History

The Serial Number History report provides the means for printing information on all completed service orders for a single serial number. **NOTE:** This report is based on the Serial Number field on the General tab of the Service Order Creation/Editing.

The options for the Serial Number History report are entering the serial number, and selecting the beginning and ending dates and the output destination.

For each service order included, the service order number is printed. In addition, each job lists the indications and the work performed. Individual parts are not printed on this report.

12.11.16 Monthly Gross Charting

The Monthly Gross Charting report provides the means for printing a service order sales comparison for a time period.

The options for the Monthly Gross Charting report are selecting the beginning and ending dates and the output destination.
For the dates entered, the report consists of two parts. The first part is a bar graph where each month included in the entered date range is represented as a single bar in the graph. The second part is a list of each month and the gross service order sales for that month. This list is followed by the total service order sales of all represented months.

**NOTE:** The x and y axis of the bar graph change to accommodate varying sales amounts and/or the entered date ranges.

### 12.11.17 Flattened SO Item Quantities

The Flattened SO Item Quantities report provides the means for printing a list of all items sold inside and outside containers on selected service orders.

The options for the Flattened SO Item Quantities report are selecting the beginning and ending criteria, the sort by method, and the output destination.

The selection criteria for this report are customer, date, stock code, category, subcategory, manufacturer, salesperson, and promotion. This report can be sorted by stock code, category, manufacturer, and service order number.

For each line item included, the stock code is printed along with the description, manufacturer, category, service order date and number, and quantity. **NOTE:** Since this report includes items sold inside containers pricing and cost information is not included.

### 12.12 Vendor RMA

This section covers all the reports on the Vendor RMA submenu.

#### 12.12.1 Reprint RMA(s)

The Reprint RMA(s) report provides the means for reprinting vendor RMAs.

Upon selecting the Reprint RMA(s) report, the RMA Number Entry window appears.

To reprint an individual RMA, type in the RMA number and press Enter.

To reprint multiple RMAs, type a ? and press Enter. Next, the RMA Selection window appears displaying all the RMAs that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the RMAs you want reprinted and press Enter.

**NOTE:** To select a continuous range, highlight the first RMA then press and hold the Shift key and highlight the last RMA. To select random RMAs, press and hold the Ctrl key and single click on each RMA to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.
12.12.2 Outstanding RMAs

The Outstanding RMAs report provides the means for printing a list of items on vendor RMAs that have not yet been received.

The only option for the Outstanding RMAs report is selecting the output destination.

For each item still to be received, the stock code is printed along with the RMA number, vendor code, vendor RMA number, date the RMA was created, description, manufacturer, stock quantity returned to the vendor, non-stock quantity returned to the vendor, and the quantity received. The report is be sorted by RMA number with stock, non-stock, and received quantities totaled for each RMA. The total outstanding (on RMA) in-stock value is printed at the end of the report along with totals for all items’ stock, non-stock, and received quantities.

12.12.3 Summary History/Detailed History

The Summary History and Detailed History reports are identical except for the format in which the information is printed, so they are discussed concurrently.

The Summary History report provides the means for printing a list of items and the quantity of each item returned that matches the selection criteria. Each stock code is printed only once, and the quantities shipped and received are the total quantities for the entire period rather than for one RMA.

The Detailed History report provides the means for printing a list of items exactly as they appeared on individual RMAs. The quantities printed are for the item on the individual RMA being examined. Due to this, a single stock code may appear many times on one report.

The options for either the Summary History report or Detailed History report are selecting the beginning and ending criteria, the sort by method (Detailed History report only), and the output destination.

The selection criteria for both reports are vendor, date, stock code, category, and subcategory. The Detailed History report can be sorted by stock code or RMA number.

12.13 Customer RMA

This section covers all the reports on the Customer RMA submenu.

12.13.1 Reprint RMA(s)

The Reprint RMA(s) report provides the means for reprinting customer RMAs.

Upon selecting the Reprint RMA(s) report, the RMA Number Entry window appears.

To reprint an individual RMA, type in the RMA number and press Enter.
To reprint **multiple RMAs**, type a ? and press Enter. Next, the Customer RMA Selection window appears displaying all the RMAs that were created within the default date range. Change the date range as needed and click the **Refresh** function. Highlight all the RMAs you want reprinted and press Enter.

**NOTE:** To select a continuous range, highlight the first RMA then press and hold the Shift key and highlight the last RMA. To select random RMAs, press and hold the Ctrl key and single click on each RMA to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

### 12.13.2 Outstanding RMAs

The Outstanding RMAs report provides the means for printing a list of items on vendor RMAs that have not yet been received.

The only option for the Outstanding RMAs report is selecting the output destination.

For each item still to be received, the stock code is printed along with the RMA number, vendor code, vendor RMA number, date the RMA was created, description, manufacturer, stock quantity returned to the vendor, non-stock quantity returned to the vendor, and the quantity received. The report is be sorted by RMA number with stock, non-stock, and received quantities totaled for each RMA. The total outstanding (on RMA) in-stock value is printed at the end of the report along with totals for all items’ stock, non-stock, and received quantities.

### 12.13.3 Summary History/Detailed History

The Summary History and Detailed History reports are identical except for the format in which the information is printed, so they are discussed concurrently.

The **Summary History** report provides the means for printing a list of items and the quantity of each item returned that matches the selection criteria. Each stock code is printed only once, and the quantities repaired, replaced, and credited are the total quantities for the entire period rather than for one RMA.

The **Detailed History** report provides the means for printing a list of items exactly as they appeared on individual RMAs. The quantities printed are for the item on the individual RMA being examined. Due to this, a single stock code may appear many times on one report.

The options for either the Summary History report or Detailed History report are selecting the beginning and ending criteria, the sort by method (Detailed History report only), and the output destination.

The selection criteria for both reports are customer, date, stock code, category, and subcategory. The Detailed History report can be sorted by stock code, category, manufacturer, RMA number, or customer name.
12.14 Quote

This section covers all the reports on the Quote submenu.

12.14.1 Reprint Quote(s)

The Reprint Quote(s) report provides the means for reprinting quotes.

Upon selecting the Reprint Quote(s) report, the Quote Number Entry window appears.

To reprint an individual quote, type in the quote number and press Enter.

To reprint multiple quotes, type a ? and press Enter. Next, the Quote Selection window appears displaying all the quotes that were created within the default date range. Change the date range as needed and click the Refresh function. Highlight all the quotes you want reprinted and press Enter.

NOTE: To select a continuous range, highlight the first quote then press and hold the Shift key and highlight the last quote. To select random quotes, press and hold the Ctrl key and single click on each quote to reprint.

Finally, the Output Destination window appears. Select the desired destination and press Enter.

12.14.2 Outstanding Quotes

The Outstanding Quotes report provides the means for printing a list of all quotes that have not yet been transferred to an invoice or order and are still valid based upon the expiration date. (The current date is equal to or less than the quote expiration date.)

The only option for the Outstanding Quotes report is selecting the output destination.

For each selected quote the quote number is printed along with the customer name, date the quote was created, expiration date, and salesperson. Under each quote, each item quoted displays the stock code, description, manufacturer, quantity quoted, quantity transferred, and the price.

12.14.3 Quote Analysis

The Quotes Analysis report provides the means for printing a summary of salespersons’ quotes.

The options for the Quotes Analysis report are selecting the beginning and ending dates and the output destination.

For each salesperson, the number of quotes created is printed along with the number of quote items transferred, the percentage of quotes to quote items transferred, the value of items quoted, the value of items transferred, and the percentage of the value of the quoted items transferred.
12.15 Payables

This section covers all the reports on the Payables submenu.

12.15.1 Outstanding Payables

The Outstanding Payables report provides the means for printing a list of all outstanding payables.

The only option for the Outstanding Payables report is selecting the output destination.

For each outstanding payable the due date is printed along with the payee, amount, discount date, and discount amount. The report is sorted by due date and the amount is totaled at the end of the report for all outstanding payables.

12.15.2 Grouped Outstanding

The Grouped Outstanding report provides the means for printing a list of all outstanding payables grouped by payee.

The only option for the Grouped Outstanding report is selecting the output destination.

For each outstanding payable the due date is printed along with the memo, amount, discount date, and discount amount. This report is sorted by payee and the amount is totaled for each payee as well as for all outstanding payables at the end of the report.

12.15.3 Payee History

The Payee History report provides the means for printing a list of all payables for a single payee within a given time period.

The options for the Payee History report are selecting the payee, the beginning and ending dates, and the output destination.

For each payable the due date is printed along with the payee, amount, discount date, and discount amount. For processed payables the date paid, name of the account from which it was paid, and amount paid are also printed. This report is sorted by due date.

12.16 Banking

This section covers all the reports on the Banking submenu.
12.16.1 Transaction History

The Transaction History report provides the means for printing a list of all transactions for a single account.

The options for the Transaction History report are selecting the account, the beginning and ending dates, and the output destination.

For each transaction the date is printed along with the transaction type, number, who the transaction is to or from, memo, the payment or deposit amount, and running balance for the account.

12.16.2 Payee Breakdown

The Payee Breakdown report provides the means for printing a list of all checks written for a single account grouped by payee.

The options for the Payee Breakdown report are selecting the account, the beginning and ending dates, and the output destination.

For each check the date is printed along with the check number, memo, and amount. The report is sorted by payee and the amount is totaled for each payee.

12.16.3 Category Breakdown

The Category Breakdown report provides the means for printing a list of breakdowns for a single account grouped by category.

The options for the Category Breakdown report are selecting the account, the beginning and ending dates, and the output destination.

For each breakdown the payee is printed along with the check number, and amount. The report is sorted by category and the amount is totaled for each category as well as for all categories at the end of the report.

12.17 Recurring Invoicing

This section covers all the reports on the Recurring Invoicing submenu.

12.17.1 Upcoming Invoice Amounts

The Upcoming Invoice Amounts report provides the means for printing a list of upcoming recurring invoice amounts.

The only option for the Upcoming Invoice Amounts report is selecting the output destination.
12.17.2 Estimated Monthly Invoices

The Estimated Monthly Invoices report provides the means for printing a listing of the estimated monthly recurring invoice amounts.

The only option for the Estimated Monthly Invoices report is selecting the output destination.

12.17.3 Expiring Transactions

The Expiring Transactions report provides the means for printing a list of all recurring invoices that have one or more items that will be dropped after the next processing cycle. The expiring items are highlighted.

The only option for the Expiring Transactions report is selecting the output destination.

12.17.4 Expiring Credit Cards

The Expiring Credit Cards report provides the means for printing a list of all recurring invoices that are associated with a credit card that is expiring within the next 45 days and have a check in the Charge To CC check box on the Recurring Invoice Information Entry window.

The only option for the Expiring Credit Cards report is selecting the output destination.

12.18 Gift Cards

The gift card functions in Atrex are only available to users who have signed up for the service with a supported merchant. Since those users receive separate documentation on the use of the gift card functions it is beyond the scope of this User's Guide.

Refer to Additional Hardware and Software Support-Gift Card Processing Support in Chapter 1: Introduction for more information processing gift cards.

12.19 User Defined

The User Defined function allows you to process User Defined reports created and setup using the Atrex Report Designer.

Upon selecting the User Defined function, the User Defined Report Selection window appears. The User Defined Report Selection window displays all of the available User Defined reports.

Highlight the report you want, and press Enter.
12.20 View Audit Trails

The View Audit Trails function allows you to easily view the Audit Trail and Inventory Edits audit tables. This interface is read-only and does not allow for the modification of data.

The audit tables were created to log when important functions were performed and by whom if security is enabled. To prevent the audit tables from becoming unmanageable and slowing down Atrex only select events are saved to the audit tables. In addition, each table is limited to 50,000 entries.

Upon selecting the View Audit Trails function, the Audit Trail History window appears.

Entry options for the Audit Trail History window:

Date Range – The default date range is the current month. Simply change the date range as needed and click the Refresh function to update the audit trail list for the new dates.

History to Display: Use the drop-down list box to indicate which audit table you want displayed. The default option is Audit Trail and can be changed to Inventory Edits.

Audit Trail – The Audit Trail table tracks general program usage and displays the timestamp, user ID (if security is enabled), computer name, functional area, action and detail information for each entry.

Inventory Edits – The Inventory Edits table tracks the editing of the stock code cost and on-hand fields. Each entry includes the timestamp, user ID (if security is enabled), computer name, table name, field name, reference, old value, and new value.

Select the Print function to print the displayed audit trail list.

When finished viewing the audit trail, click the Close button.

12.21 SQL Query

The Atrex SQL (Structured Query Language) interface allows you to access information that is not readily available on any of the standard reports. This interface is read-only and does not allow for the modification of data.

NOTE: The SQL Query function is added for your convenience and is NOT supported.

Upon selecting the SQL Query function, the SQL Interface window appears. This window has one menu: File and two tabs: Query and Results.
File

The File menu provides access to five functions.

New – Select to clear out the current query statement and results.

Open – Select to open a saved query statement.

Save Query – Select to save changes to the current query statement using the same file name previously used (the current results are NOT saved).

Save Query As – Select to save the current query statement with a new file name (the current results are NOT saved).

New SQL Window – Select to open an additional SQL Interface window.

Export Results – Select to export the current results.

Query

The Query tab provides fields and functions needed to create query statements.

Enter a query statement in the field provided or use the visual SQL builder functions.

NOTE: The SQL language can be challenging to learn. Be patient when you begin formulating queries and start with a simple query then build the complexity step-by-step rather than attempting to create a complex query right from the start.
Refer to the Context Sensitive Help in Atrex for a listing of the Atrex data tables – search for ‘Table Layouts’.

Select the Execute function to process your query. The status bar at the bottom of the SQL Interface window displays the progress, resulting record count, and any error messages returned from the database engine.

Results

The Results tab displays the query results.

Select the Print function to print the results of your query. NOTE: This is a crude dump capability and not all values may print. Query results are in a grid format and the print capabilities are in portrait mode only. If your query has more columns than fit across the page, those extra columns are cut off.

Navigation Control

Navigation control is used for navigating your query results. Refer to **Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction** for more information on the different buttons and their use.

12.21.1 Syntax Information and Examples

For syntax information and examples on using the SQL Query interface refer to the Context Sensitive Help in Atrex – search for ‘SQL’.
13 Chapter 13: Options

This chapter covers in detail all functions available under the Atrex Options menu.

13.1 Company Setup / Customization

Several elements of Atrex are customizable to the specifics of your installation and workstations. The Company Setup / Customization functions provide the means for specifying the information that is relevant to your business.

13.1.1 Company Information and Settings

The Company Information and Settings function provides the means to enter company information and disclaimer lines and to set options and defaults.

Upon selecting the Company Information and Settings function, the Atrex Setup window appears. This window has six tabs: Company Info, Options, Defaults, Disclaimers, Email, and Logo.
13.1.1.1 Company Info

The Company Info tab provides fields for entering your company information and a check box for indicating whether the company information is printed at the top of invoices, customer orders, quotes, service orders, and statements.

Enter the information requested for each field. All formatting is controlled by the reports so you need only ensure that the case is correct (i.e., all CAPS).

User 1 & User 2: Enter additional information (i.e., website, email address, or tax ID number) to be printed on transaction headers. The contents of these fields print below the primary company information. While the maximum number of characters per field is 60, the amount of text that prints depends on the content of the field because of the use of variable width fonts.

Print Company Information on Transaction Headers – Indicates whether the company information prints at the top of transactions. When printing on letterhead, leave this box unchecked. **NOTE:** This option only affects transactions printed to printers and to screen. When transactions are emailed or saved to file the company information is always included.
The company information text is stored in the same location as the data files to ensure that all terminals access the same information.

13.1.2 Options

The Options tab provides check boxes for selecting function options (i.e., printing all payment types on sales transactions).

The Options tab consists of two Options sections. Select your desired options.

Pre-Allocate Transaction Numbers – Indicates whether Atrex should pre-allocate numbers when processing the following transactions: invoices, returns, rapid invoices, orders, quotes, purchase orders (using the New function), service orders, and service quotes. If checked, Atrex assigns and displays the numbers in the title bar at the top of the transaction’s Creation/Editing window.

IMPORTANT: If you are using Atrex on a network with this option selected and you cancel out of a transaction, that transaction’s pre-allocated number is deleted from the database and is NOT reused if another user started the same type of transaction before you cancel out.

Hide Pricing Information – Indicates whether stock code pricing information is displayed. If checked, the discount levels and cost information for stock codes are hidden on the Stock Code Selection window and the various Item Information windows. In certain business situations the POS computers are situated where customers can watch salespeople look up items and create invoices. In these situations, it is often desirable to hide pricing information from customers. To temporarily override this option, press Shift-F12 in the above mentioned windows.
No Alternating Line Colors – Indicates whether Atrex should display grid data with alternating colors. If checked, grid data is displayed in one color.

Allow Duplicate Codes on Transactions – Indicates whether you can add the same stock to a transaction, a container customization on a transaction, or a container definition more than once. If checked, you are able to have duplicate stock codes on transactions and in containers (definitions and customizations on transactions). Each instance is independent and can have its own pricing and additive description (when applicable). **IMPORTANT:** Duplicate stock codes cannot be used on customer RMAs. In addition, Increment Scan OVERRIDES this function. Refer to *General Notes-Increment Scanning in Chapter 1: Introduction* for more information on the Increment Scan function.

Multi-Line Descriptions – Indicates whether stock code descriptions can print on more than one line. If checked, long descriptions print on multiple lines rather than being truncated.

Use Thousands Separator – Indicates whether Atrex should use the thousands separator when decimal fields are edited. If checked, Atrex displays the thousands separator while you are typing into a decimal field. For example, as you type you’ll see 1, then 12, then 123, then 1,234, then 12,345, then 123,456, etc.

Skip General Info on Sales Transactions – Indicates whether Atrex should open sales transactions on the Line Items tab. If checked, when creating new invoices, orders or quotes the Creation/Editing window defaults to the Line Items tab instead of the General tab.

Skip Stock Code Entry Window – Indicates whether Atrex should skip the Stock Code Entry window on transactions and functions and go directly to the Stock Code Selection window instead. If checked, users not scanning barcodes can find stock codes a little faster by going directly to the Stock Code Selection window without having to first click Search on the Stock Code Entry window.

Skip Customer Name Entry Window – Indicates whether Atrex should skip the Customer Selection Entry window on transactions and functions and go directly to the Customer Selection window instead. If checked, users can find customers a little faster by going directly to the Customer Selection window without having to first click Search on the Customer Selection Entry window.

Skip Vendor Code Entry Window – Indicates whether Atrex should skip the Vendor Code Entry window on transactions and functions and go directly to the Vendor Selection window instead. If checked, users can find vendors a little faster by going directly to the Vendor Selection window without having to first click Search on the Vendor Code Entry window.

Skip Number Entry for Order Shipping – Indicates whether Atrex should skip the Order Number Entry window when the Ship Order function is selected and go directly to the Open Order Selection window instead. If checked, the Order Number Entry window is bypassed when shipping orders. **NOTE:** This function works with the Use Transaction Loop function.

Use Insertion Loop – Indicates whether Atrex should process certain item and transaction insertions as loops. If checked, Atrex loops after processing an item/transaction until the user selects Cancel. For example, while invoicing, the Stock Code Entry window automatically appears after each line item is entered until Cancel is selected.

Use Transaction Loop – Indicates whether Atrex should restart the Invoice/Rapid Invoice, Order and Quote functions when an invoice, order or quote is completed. If checked, Atrex automatically loops these functions.
No Sales to Bad Debt Customers – Indicates whether Atrex should permit creating, shipping, or transferring a sales or service transaction for bad debt customers. If checked, these customers cannot have sales and service transactions created, shipped, or transferred. **Bad debt customers are customers that have a check in the Bad Check/Balance check box on the General tab of the Customer Information window.**

Treat 0 Limit as “No Credit” – Indicates whether the value 0.00 in the customer Max Credit field indicates unlimited credit or no credit. If checked, Atrex treats these customers as no credit customers. When attempting to save a transaction with a balance for one of these customers, you are informed of the situation; however, you are NOT prevented from completing the transaction.

No Overselling of Invoice or Order Items – Indicates whether Atrex should permit invoicing an item beyond what is on hand. If checked, invoice quantities greater than the on-hand quantity are not accepted (including order ship quantities and quote transfer quantities).

Default to Ship Partial Orders – Indicates whether the Ship Partial option is set when creating new customer orders. If checked, the Ship Partial check box on the Order Information Entry window is checked when an order is created.

Copy Unshipped Order Items – Indicates whether items not shipped on a customer order should be transferred to invoices. If checked, backordered items print on the invoice created when orders are shipped. This may help alleviate confusion because customers can see that they still have items to be shipped.

Price Adjustment While Receiving – Indicates whether stock code pricing can be changed while receiving purchase orders. If checked, the prices of a manually priced item whose received cost changes can be adjusted.

Print All Payment Types – Indicates whether only the total amount paid or the specific amounts of each payment type on sales/service transactions is printed. If checked, the payment type details print.

Print Credit Card Information – Indicates whether the credit card information entered under Credit Card Info on sales/service transactions and payment receipts is printed. If checked, the credit card type, number, expiry date, and the authorization number print. **NOTE:** When printed, all but the last four digits of the credit number are masked.

Print Credit Card Signature Line – Indicates whether the credit card signature text entered on the Disclaimers tab is printed. If checked, the credit card signature prints. Refer to the **Disclaimers** section later in this chapter for more information on credit card signature lines. **IMPORTANT:** This function only works when the Print Credit Card Information option is ALSO checked.

No Card Payments without Authorization – Indicates whether Atrex should prevent saving a credit card payment if the Authorization field is empty. If checked, transactions and payments with a credit card payment can not be saved if it hasn’t been authorized. **IMPORTANT:** This option can help prevent accidents, however there’s no way to prevent someone from typing in an incorrect authorization number.

Password Expiration (90 Days) – Indicates whether user passwords expire (when security is enabled). If checked, all user passwords expire every 90 days. **IMPORTANT:** This option is only available to uncheck if Credit Card Processor is set to None and the database does NOT contain ANY credit cards. In addition, unchecking this option disables the ability to enter and store credit cards. Refer to **Chapter 8: User Functions** for more information.
Transaction Logout – Indicates whether Atrex should log out the current user after certain transactions are completed or canceled. If checked, the Atrex Login window is displayed after the following functions are completed or canceled: invoices (New, Rapid, Edit, Return, and Void), orders (New, Edit, Ship, and Void), quotes (New, Edit, Transfer, and Void), and service orders (New, Edit, Edit Open, Complete, and Void). NOTE: Security must be enabled for this function to work.

NOTE: If Use Transaction Loop and Transaction Logout are both checked the Invoice, Rapid Invoice, Order or Quote function automatically starts when a user logs back into Atrex if one of these was the last function accessed.

Idle Logout – Indicates whether users are logged out of Atrex after 30 minutes of idle time (leaving Atrex open without using it for 30 minutes). If checked, users must re-login after 30 minutes of no activity (when security is enabled). IMPORTANT: This option is only available to uncheck if Credit Card Processor is set to None and the database does NOT contain ANY credit cards. In addition, unchecking this option disables the ability to enter and store credit cards. Refer to Chapter 8: User Functions for more information.

Allow Auto-Login Between Locations – Indicates whether Atrex should automatically log users in when they switch from one database to another. If checked, Atrex automatically logs users in when they switch from one security protected database to another as long as this option is enabled in both databases and the user’s ID and password are identical in both databases.

Prompt for Backups After 7 Days – Indicates whether Atrex should prompt you to make a backup when closing the program if a backup has not been created using the Atrex Backup function in the last seven days. If checked, Atrex prompts you to backup when you close the program if you haven’t done so for seven days.

Prompt on Insufficient On-hand Quantity – Indicates whether Atrex should warn you if you invoice or ship an item beyond what is on hand. If checked, the insufficient on-hand quantity warning appears when an item is over sold or over shipped. IMPORTANT: This function is NOT available when the No Overselling of Invoice or Order Items option is checked.

Prompt on Discontinued Item – Indicates whether Atrex should warn you if you add a discontinued item to a sales order or quote. If checked, the discontinued item warning appears when a discontinued item is added to a sales order or quote. Discontinued items are stock codes that have a check in the Discontinued check box.

Prompt on Less Than Cost – Indicates whether Atrex should warn you if you add an item to a transaction at a price that is below cost. If checked, Atrex warns you when an item is added to a transaction below cost.

Prompt on Overshipping Order Items – Indicates whether Atrex should warn you if attempt to over ship an item on a sales order. If checked, Atrex warns you when an entered ship quantity, together with any previously shipped quantities, exceeds the ordered quantity.

Prompt for Shipper After Invoice Creation – Indicates whether Atrex should ask you if you want to print a shipper after creating an invoice. If checked, Atrex prompts you to print a shipper whenever an invoice is saved. This function does not apply to rapid invoices.

Prompt for Shipper After Order Shipping – Indicates whether Atrex should ask you if you want to print a shipper after shipping an order. If checked, Atrex prompts you to print a shipper whenever an order is shipped.
Prompt for PO from Order Creation – Indicates whether Atrex should ask you if you want to create a purchase order for items on the order. If checked, Atrex prompts you with three options when saving orders:

- **Needed Items Only** – Select to create a purchase order for needed items on the order. Needed items are those where the adjusted on-hand quantity is insufficient quantities to fulfill the order. The adjusted on-hand quantity is calculated by taking the current on-hand quantity and subtracting all allocated quantities (including the order being saved) and adding in all quantities on outstanding purchase orders.

- **All Items** – Select to create a purchase order for all items on the order.

- **No** – Select if you do not wish to create a purchase order.

Selecting either Needed Items Only or All Items initiates the purchase order Batch Creation function. Refer to *Batch Creation in Chapter 4: PO Functions* for more information on creating batch purchase orders.

Prompt on Insufficient On-Hand Quantity for Assy Build – Indicates whether Atrex should warn you if you attempt to build an assembly item beyond what is on hand for any of the components or if you attempt to breakdown an assembly item beyond what is on hand for the assembly item. If checked, the insufficient on-hand quantity warning appears when the build quantity is greater than the available components on hand or when the breakdown quantity is greater than the on-hand quantity for the assembly item.

Prompt for Statement Labels – Indicates whether Atrex should ask you if you want to print labels after statement processing or reprinting. If checked, Atrex prompts you to print labels after processing statements or when reprinting statements.

Prompt for CC Number Verification – Indicates whether Atrex should prompt for the entry of the last four digits of swiped credit cards to verify that the mag stripe information matches the embossed number. If checked, Atrex prompts for the manual entry of the last four digits printed on the swiped credit card when using the Swipe function.

Prompt on Bad CC Number on Customer – Indicates whether Atrex should inform you if a credit card entered on a customer record doesn’t match the credit card industry format validation. If checked, Atrex warns you when a credit card number doesn’t pass this validation. **IMPORTANT:** This validation does not guarantee that the credit cards are valid, but only checks that the numbers are in the proper format. To verify that credit cards are truly valid, you must obtain authorization from your card service provider.

Prompt for No Card Info Entered – Indicates whether Atrex should ask you if you want to enter credit card information when you enter an amount in the Credit Card field on the Payment Information window, but haven’t entered a credit card number on the Credit Card Information window. If checked, Atrex prompts you to enter credit card information, if blank, when taking payment by credit card.
13.1.1.3 Defaults

The Defaults tab provides fields for setting default values (i.e., tax category).

The Defaults tab consists of four sections: Defaults, Price Rounding, Sales Order Email Confirmations, and Image Sizing. Enter the information requested for each field.

### Defaults

**Ship Via:** Enter the default shipment method. The contents of this field are inserted automatically on each invoice, customer order, and quote.

**TIP:** Refer to the *Shipping* section later in this chapter for more information on entering shipping methods into the Ship Via field drop-down list box.

**Quote Days:** Enter the default number of days for which a quote is valid. The default is 14 days. For example, using the default, if a quote is created on 08/01/2020, the quote expiration date is 08/15/2020. **NOTE:** The expiration date does not prevent a quote from being transferred to an invoice or order, but serves as a warning to the user that the quote has expired. Expired quotes do not appear on the Outstanding Quotes report.

**Order Due Date Days:** Enter the default number of days until a customer order is due. The default is 0 days and as such Atrex does not automatically populate the order Due Date field. If you enter a number greater than zero, Atrex enters due dates for customer orders. For example, if you change the default to 7, an order created on 08/01/2020 has a due date of 08/08/2020 automatically entered in the Due Date field. **NOTE:** The customer order due date is used for your reference only.
SO Due Date Days: Enter the default number of days until a service order is due. The default is 0 days and as such Atrex automatically populates the service order Date Due field with the date the service order is created. If you enter a number greater than zero, Atrex enters due dates for service orders other than the date the service order is created. For example, if you change the default to 7, a service order created on 08/01/2020 has a due date of 08/08/2020 automatically entered in the Date Due field. **NOTE:** The service order due date is used for your reference only.

Late Charge %: Enter the monthly percentage rate to apply towards balances older than 30 days. If you enter a percentage in this field finance charges are applied to customer accounts for all outstanding balances past 30 days when statements are run. Refer to Receivables-Statement Processing in Chapter 7: Accounts for more information on running statements. Refer to New in Chapter 5: Customer Functions for information on exempting customers from finance charges on a customer-by-customer basis.

Labor Rate: Enter the default labor rate charged on service orders. This is only a default value and can be easily adjusted on individual service orders.

Def. Tax Category: Use the drop-down list box to select your default (most often used tax rate) tax category. The category selected is automatically entered when creating new customers and on sales and service transactions for customers that have not been assigned to a tax category. Refer to the Tax Categories section later in this chapter for more information on setting up tax categories. **NOTE:** The default tax category can also be set from inside the Tax Categories function. Refer to New-General in Chapter 5: Customer Functions for more information on setting up customers.

Def. Pricing Category: Use the drop-down list box to select your default price category. The category selected is automatically entered when creating new stock codes. Refer to the Price Categories section later in this chapter for more information on setting up price categories. **NOTE:** The default price category can also be set from inside the Price Categories function. Refer to New-Pricing in Chapter 3: Inventory Functions for more information on setting up stock code pricing.

Cost Calculation: Use the drop-down list box to select how the cost of a stock code is calculated when items are received. There are four methods from which to choose:

*Average Cost* – Indicates that when a stock code is received, the stock code record is updated with the average cost. The average cost is calculated using the weighted average cost of the current receive and the current stock code information. The following formula is used to calculate average cost:

\[
\frac{(\text{Qty On Hand} \times \text{Current Cost}) + (\text{Qty Received} \times \text{Receive Cost})}{\text{Qty On Hand} + \text{Qty Received}}
\]

*Highest Cost* – Indicates that when a stock code is received, the stock code record is updated with the cost of the item received ONLY if it is higher than the cost currently on the stock code record. If the current cost is higher, the stock code record is NOT updated.

*Last Cost* – Indicates that when a stock code is received, the stock code record is updated with the cost of the item received.

*None* – Indicates that when a stock code is received, the cost on the stock code record is NOT updated.
Decimal Places: Enter the number of decimal places (two, three, four, or five) that Atrex displays for stock code prices and costs. Set this option to three, four, or five places only if you have stock codes that are priced at or cost less than a penny.

Weight Decimal Places: Enter the number of decimal places (two, three, four, or five) that Atrex displays for stock code weights.

Phone Format: Use the drop-down list box to select how to format the Phone fields throughout the program. There are two formats from which to choose:

- **USA (###-###-####)** – Indicates that Phone fields are formatted in the ###-###-#### format.
- **Open Field** – Indicates that Phone fields are open text fields.

Refer to **New in Chapter 5: Customer Functions** for information on changing the format of the Phone fields on a customer-by-customer basis.

Sales Transaction Search Days: Enter the default number of days for sales transaction searches. The default is 15 days. For example, the Invoice Selection and Quote Selection windows have date range entry fields. This function allows you to customize the default date range to a minimum of 1 day and a maximum of 365 days.

History Search Years: Enter the default number of years for customer and vendor history searches. The default is 1 year. For example, the Customer Sales History and Service History windows and well as the Vendor History Detail window have date range entry fields. This function allows you to customize the default date range to a minimum of 1 year and a maximum of 10 years.

Round Cash: Use the drop-down list box to select whether cash payments are automatically rounded. There are two options from which to choose:

- **None** – Indicates that cash payments are not rounded.
- **Rounded** – Indicates that cash payments are rounded. This function is designed for currencies that have withdrawn coins such as the penny from circulation. When selected, the amount of cash payments is automatically rounded up or down to the next available coin based on the value in the To field.

For example, if Round Cash and 0.05 are selected and you create an invoice with a balance of 18.49, the Amount field for cash payment defaults to 18.50. If you enter a partial cash payment of 8.41 the amount paid rounds to 8.40.

To: Use the drop-down list box to select how cash payments should be rounded. There are five options from which to choose: 0.05, 0.10, 0.20, 0.25, and 0.50.

Credit/Payment Application: Use the drop-down list box to select whether credit and/or payment application is permitted when creating invoices, shipping orders, and completing service orders. There are three formats from which to choose:

- **Do Not Apply** – Indicates that neither credits nor payments can be applied when creating invoices, shipping orders, and completing service orders.
- **Apply Credits** – Indicates that unposted account credits can be applied when creating invoices, shipping orders, and completing service orders. If selected, Atrex asks if you wish to apply unposted account credits to the transaction balance before displaying the Payment Information window.
Apply Credits and Payments – Indicates that unposted account credits and payments can be applied when creating invoices, shipping orders, and completing service orders. If selected, Atrex asks if you wish to apply unposted account credits and payments to the transaction balance before displaying the Payment Information window.

Credit Card Processor: Use the drop-down list box to select which, if any, credit card authorization software package to interface with Atrex. These packages are used to process credit card authorizations directly from Atrex using an Internet connection. Refer to Additional Hardware and Software Support-Credit Card Authorization Support in Chapter 1: Introduction for more information.

Once a selection, other than None, is made the software link must be initialized. Refer to the Credit Card Processor Setup section later in this chapter for more information.

Split PO Shipping By: Use the drop-down list box to select which method to use when allocating the shipping amount entered in the Shipping field of the Purchase Order Receiving or Direct Receiving window. There are four options from which to choose:

- **Quantity** – Indicates that the shipping amount is distributed to all items received based upon quantity. The shipping amount is divided by the total number of items received and the resulting number is added to the cost of each item.

  For example, your shipping cost is $6.00 and you receive quantity 1 of code ABC at a cost of $25.00 and quantity 2 of code XYZ at a cost of $15.00 (each). The received cost for ABC is $27.00 and for XYZ is $17.00 (each).

- **Cost** – Indicates that the shipping amount is distributed to all items received based upon cost. The shipping amount is divided by the total extended cost of all items received. The resulting number is then multiplied by the cost of the first item and that number is added to the item cost. This formula is applied to each additional line item received.

  For example, your shipping cost is $6.00 and you receive quantity 1 of code ABC at a cost of $25.00 and quantity 2 of code XYZ at a cost of $15.00 (each). The received cost for ABC is $27.73 and for XYZ is $16.64 (each).

- **Weight** – Indicates that the shipping amount is distributed to all items received based upon weight. The shipping amount is divided by the total extended weight of all items received. The resulting number is then multiplied by the weight of the first item and that number is added to the item cost. This formula is applied to each additional line item received.

  For example, your shipping cost is $6.00 and you receive quantity 1 of code ABC at a cost of $25.00 and weighing 2.00 and quantity 2 of code XYZ at a cost of $15.00 (each) and weighing 5.00 (each). The received cost for ABC is $26.00 and for XYZ is $17.50 (each).

- **Do Not Split** – Indicates that the shipping amount is not added to the cost of the items received.

Default PO Costs To: Use the drop-down list box to select the default cost method to use when items are entered into purchase order functions. There are two methods from which to choose:

- **Last Received Cost** – Indicates that the cost at which the stock code was last received is used (regardless of what the cost is on the stock code record). If the item has no receive history the cost on the stock code record is used.

- **Stock Code Cost** – Indicates that the cost that is currently on the stock code record is used.
Default PO Qty To: Use the drop-down list box to select the default quantity to use when items are entered into purchase order functions. There are three options from which to choose:

- **Zero (0)** – Indicates that the default quantity is 0.00.
- **One** – Indicates that the default quantity is 1.00.
- **Suggested Qty** – Indicates that the default quantity is the calculated suggested quantity (based on available and target quantities).

Customer Name Format: Use the drop-down list box to select the default customer name format for printing customer names on sales transactions and labels. There are two formats from which to choose:

- **LastName, FirstName** – Indicates that the customer's last name is printed followed by a comma and then the customer’s first name. If the First Name field is blank, only the last name prints (no comma).
- **FirstName LastName** – Indicates that the customer's first name is printed followed directly by the customer's last name. If the First Name field is blank, only the last name prints.

Refer to *New in Chapter 5: Customer Functions* for information on changing the way customer names print on a customer-by-customer basis.

Print Preview Zoom: Use the drop-down list box to select the default print zoom when printing to screen.

Def. Customer Pricing: Use the drop-down list box to select the default customer pricing level. The pricing level selected is automatically entered when creating new customers. There are eight pricing levels from which to choose:

- **Sale** – Indicates the customer is charged the Sale price.
- **Discount 1, 2, 3, 4, and 5** – Indicates the customer is charged one of the three Discount prices.
- **List** – Indicates the customer is charged the List price.
- **Cost** – Indicates the customer is charged the Cost price.

Def. Transaction Terms: Enter the default transaction terms. The contents of this field are inserted automatically on each invoice, customer order, and quote.

**TIP:** Refer to the *Terms* section later in this chapter for more information on entering transaction terms into the Terms field drop-down list box.

Email Attachment Type: Use the drop-down list box to select the default email attachment type for use when emailing printouts from Atrex. There are two attachment types from which to choose: *Adobe Acrobat (PDF)* and *Rich Text (RTF)*. Refer to the *Email* section later in this chapter for more information on sending email from inside Atrex.

Invoice Copies: Enter the number of copies the Output Destination window defaults to when printing and reprinting invoices and rapid invoices.

Order Copies: Enter the number of copies the Output Destination window defaults to when printing and reprinting customer orders.

Quote Copies: Enter the number of copies the Output Destination window defaults to when printing and reprinting quotes.
SO Copies: Enter the number of copies the Output Destination window defaults to when printing and reprinting service orders.

Sort Transaction Items By: Use the drop-down list box to select the default transaction line item sorting method. The selected method controls the order items are displayed on screen and printed on transaction report formats including customized formats. There are two methods from which to choose:

Stock Code – Indicates the transaction line items are sorted in alphanumeric order by stock code.

Insertion Order – Indicates the transaction line items and container components are sorted in the order they are added to the transaction and container definition. Additionally, items can be manually reordered from the transaction Creation/Editing window. Right-click on a highlighted item and select Move Up or Move Down as needed.

Def. Breakdown: Enter the default payable breakdown. The contents of this field are used to assign any unassigned amount when generating a payable through receiving a purchase order or direct receiving.

SO Shop Parts Rate: Enter the default shop parts rate for service orders. The shop parts rate percentage is applied to the total parts and total labor (excluding warranty jobs) on service orders to calculate a shop parts fee. This is only a default value and can be easily adjusted on individual service orders.

Transaction Edit Days: Enter the number of days back that non-manager users with edit capabilities can edit invoices and closed service orders. This function only applies when security is enabled and only applies to users with the ability to edit invoices and/or closed service orders who are not marked as Manager. The default is -1 which means there's no limit. The setting can be from 1 to 180 days. For example, if you enter 30 non-manager users with the ability to edit invoices are prevented from editing invoices older than 30 days. Refer to Chapter 8: User Functions for more information on using security, creating new users, and setting user security permissions.

Price Rounding

The Price Rounding section allows you to set rounding values for the Stock Code Pricing function and for stock code Price Categories. Refer to Edit-Pricing in Chapter 3: Inventory Functions or Price Categories later in this section for more information.

Atrex supports multiple rounding masks that allow you to control how automatically calculated numbers are rounded. Each rounding mask is used to calculate prices that fall within a specific range. There are four rounding masks/ranges:

Prices < 1.00: Prices less than 1.00 (i.e., 0.01 to 0.99).

Prices >= 1.00 and < 10.00: Prices greater than or equal to 1.00 and prices less than 10.00 (i.e., 1.00 to 9.99).

Prices >= 10.00 and < 100.00: Prices greater than or equal to 10.00 and prices less than 100.00 (i.e., 10.00 to 99.99).

Prices >= 100.00: Prices greater than or equal to 100.00 (i.e., 100.00+).
The characters that are valid for use in a mask are: the digits (0 through 9), the number sign (#), and the decimal point (.). The position in the mask that a valid character holds determines how the mask functions.

0 through 9 – The value entered is always used in this position.

# – The calculated value is used in this position.

The following are some examples of possible round masks when used with the number 1248.01.

<table>
<thead>
<tr>
<th>Prices &gt;= 100.00 Round Mask</th>
<th>Final Price</th>
<th>The Calculated Price Will:</th>
</tr>
</thead>
<tbody>
<tr>
<td>#.##</td>
<td>1248.01</td>
<td>Not be changed</td>
</tr>
<tr>
<td>#.#9</td>
<td>1248.09</td>
<td>Always end with 9</td>
</tr>
<tr>
<td>#.95</td>
<td>1248.95</td>
<td>Always end with .95</td>
</tr>
<tr>
<td>#.5#</td>
<td>1248.51</td>
<td>Always be .5</td>
</tr>
<tr>
<td>&lt;blank&gt;</td>
<td>1248.01</td>
<td>Not be changed</td>
</tr>
</tbody>
</table>

The following are some examples of possible round masks when used with the number 0.87.

<table>
<thead>
<tr>
<th>Prices &lt; 1.00 Round Mask</th>
<th>Final Price</th>
<th>The Calculated Price Will:</th>
</tr>
</thead>
<tbody>
<tr>
<td>#.##</td>
<td>0.87</td>
<td>Not be changed</td>
</tr>
<tr>
<td>#.#9</td>
<td>0.89</td>
<td>Always end with 9</td>
</tr>
<tr>
<td>#.95</td>
<td>0.95</td>
<td>Always end with .95</td>
</tr>
<tr>
<td>#.5#</td>
<td>0.57</td>
<td>Always be .5</td>
</tr>
<tr>
<td>&lt;blank&gt;</td>
<td>0.87</td>
<td>Not be changed</td>
</tr>
</tbody>
</table>

Based on the above examples, a rounding mask of #.9 or #.95 works well for prices less than 1.00. However, a mask of 9.99 does not make sense for prices less than 1.00 as these items always round up to 9.99. Yet, the 9.99 mask works well for items priced over 100.00.

**NOTE:** The rounding mask only changes affected positions in the price fields. It does not round up, down, or to the nearest nickel, quarter, dollar, etc. For example, if the list price is calculated to 8.02 and the sale price is calculated to 7.98 with a rounding mask of #.25, the resulting list price is 8.25 and the sale price is 7.25.

**NOTE:** If the calculated prices cross the price ranges of the rounding masks and the rounding masks are different; a stock code will show different rounding across its price fields. For example, if the list price is calculated to 10.02 and the sale price is calculated to 8.98 with the rounding masks set as #.99 (Prices >= 10.00 and < 100.00) and #.25 (Prices >= 1.00 and < 10.00), the resulting list price is 10.99 and the sale price is 8.25.

### Sale Order Email Confirmations

The Sale Order Email Confirmations section allows you to activate sending confirmation emails, including a copy of the order or ship invoice, when sales orders are created and/or shipped.

**New Order Confirmations:** Use the drop-down list box to select the email confirmation option for new orders. There are three options from which to choose: *None* (no confirmation is sent), *Confirm Each* (Atrex prompts you for authorization before sending each confirmation), and *Automatic* (confirmations are automatically sent for each new order).

Order confirmations can be resent by right-clicking on the order from the Open Order Selection window.
Order Shipping Confirmation: Use the drop-down list box to select the email confirmation option for shipping orders. There are three options from which to choose: None (no confirmation is sent), Confirm Each (Atrex prompts you for authorization before sending each confirmation), and Automatic (confirmations are automatically sent for each shipped order).

Shipping notifications can be resent by right-clicking on the invoice from the Invoice Selection window.

Email Type: Use the drop-down list box to select how the orders and ship invoices should be sent with the email confirmations. There are two options from which to choose: As Attachments (attached to the confirmation email) or HTML (embedded in the body of the confirmation email).

IMPORTANT: For sale order email confirmations to work Atrex must be setup to send email. Refer to the Email section later in this chapter for more information on sending email from inside Atrex. Additionally, the customer assigned to the order must have an email address entered in the EMail field on the General tab of the Customer Information window.

Image Sizing
The Image Sizing section allows you to enable the resizing of large stock code images before they are saved. This function can be helpful when loading images to a shopping cart or simply to help control the size and performance of your Atrex database.

Resize Images That Exceed the Following Dimensions – Indicates that image resizing is enabled. If checked, the Width and Height fields are no longer grayed out and images that exceed the width and/or height dimensions entered in those fields are resized to those dimensions before being saved. IMPORTANT: Image resizing only works to make images smaller. Enter your settings very carefully as the images can NOT be resized larger if a mistake is made.

   Width: Enter the maximum image width (in pixels).

   Height: Enter the maximum image height (in pixels).

TIP: Entering a 0 (zero) indicates that resizing does not apply to that dimension. This allows you to resize only width or height.

Refer to Resize Stock Code Images in Chapter 3: Inventory Functions for more information on resizing images that were saved before entering these settings.
13.1.1.4 Disclaimers

The Disclaimers tab provides fields for entering your disclaimer information. You can use the disclaimer lines to display your return policy, monthly specials, seasonal messages, or anything that you wish your customers to see at the end of their sales transaction printouts, service orders, or statements.

Enter the information requested for each Disclaimer field.

Invoice/Order/Quote Disclaimer: The information entered in this field prints in small text centered at the bottom of every invoice, order, and quote.

Service Order Disclaimer: The information entered in this field prints in small text centered at the bottom of every service order.

Statement Message: The information entered in this field prints in small text centered at the bottom of account statements.
Credit Card Signature: The information entered in this field prints with the credit card information on invoices and orders. **IMPORTANT:** The information entered only prints when BOTH the Print Credit Card Information and Print Credit Card Signature Line options on the Options tab are checked. Refer to the Options section earlier in this chapter for more information.

**IMPORTANT:** The fields on the Disclaimers tab support up to 2,000 characters. Be aware that not all printout formats/styles print the complete disclaimer because of space or design limitations (most support up to four lines). The large size of the Disclaimer fields allows for additional flexibility for customized formats. Refer to the Report Maintenance section later in this chapter for more information on customizing printouts.

The disclaimer line text is stored in the same location as the data files to ensure that all terminals access the same information.

### 13.1.1.5 Email

The Email tab provides the means for entering the information required for emailing printouts.

**Function Information:**

- The email configuration entered here is the global/company setup.
- Each user can have an individual user email configuration. Refer to Chapter 8: User Functions for more information on creating new users and setting individual user email configurations.
- The global/company email configuration is used when a user does not have an individual user email configuration.
- The SMTP server settings are not required and are not used when Default MAPI client is selected as the Default Email Method. The SMTP server settings entered here can be used when setting individual user email configurations.
Default Email Method – Use the drop down list box to select the default email method to use. There are two options from which to choose:

Default MAPI client – Indicates that email is sent via the default email client on your system (i.e., Outlook, Outlook Express, Eudora, eM Client). Emails sent from inside Atrex appear in the out box of your default email client.

NOTE: When using this option none of the fields under the SMTP Server Settings section are required.

SMTP using company email settings – Indicates that email is sent directly to the SMTP email server provided by your ISP. Sending via a SMTP server is immediate and no record of email sends are saved within Atrex or elsewhere. If you require a copy of the email messages that you send, select the MAPI client option and set your email software to save copies of sent messages or use the BCC Emails to option below to send yourself a copy of all emails sent from inside Atrex.
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Email Address: Enter your email address. The address entered in this field is used for your return address should an emailed printout need to be returned.

Name: Enter your company name or the name of the person responsible for processing emailed transactions. The name entered in this field may be displayed in the ‘From’ section of your email header depending on the recipient’s email software.

SMTP Server Settings

SMTP Server: Enter the address of the SMTP server through which you want to send your emailed printouts.

SMTP Port: Enter the number of the SMTP port through which you want to send your emails.

TLS Mode: Use the drop-down list box to select the TLS mode to use.

NOTE: If you are unsure of what to enter in the SMTP Server, SMTP Port or TLS Mode fields, contact your system administrator, network manager, or your Internet provider. Millennium Software, Inc. cannot provide you with information as to what should be entered in these fields.

Account Name: Enter the account name to be sent during authentication. This is usually the same as the part of your email address to the left of the @ (“at” sign).

Password: Enter the password assigned to you by your Internet service provider for the account entered in the Account Name field. For security, the actual characters do not appear in this field. Instead, each character is represented by an * (asterisk).

Select the Test Connection function to test if Atrex is able to communicate with the entered SMTP information. If communication is successful you will be asked if you wish to send a test email. It is strongly recommended that you do since simply being able to communicate with the SMTP server doesn't guarantee you can also send email through the SMTP server. Upon selecting Yes, the SMTP Testing window appears. Enter the email address to which you want to send the test email and click OK. If the send is successful you can save your settings. If the send fails you will need to contact your email provider to determine why you can communicate with the SMTP server but can't send email.

Signature: Enter your email signature. The text entered into this field is added to the end of all emails sent out of Atrex.

BCC Emails to: Enter the email address to which blind carbon copies should be sent of ALL emails sent from inside Atrex. This function works for both SMTP and MAPI email setups.

TIP: Emailed printouts are sent as *.PDF (Portable Document Format). Refer to the Company Information and Settings-Defaults section earlier in this chapter for information on changing the default email attachment type to Rich Text (RTF), if desired.

13.1.1.6 Logo

The Logo tab provides a central location for adding a company logo (Bitmap, JPEG, PNG or GIF file) to the selected database. The company logo can later be set as the program background image for this database as well as be added to custom printouts.

Enter your logo image information as prompted.

Use the Select Image function to add an image or to change the displayed image. This function opens the Image Selection window. Locate the Bitmap, JPEG, PNG or GIF file you wish to use and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

Use the Clear Image function to remove the displayed image.

Force Workstations to use Company Logo – If checked, the Background Image function is disabled for all users and workstations when using this database and the selected company logo is used as the Atrex background image. **NOTE:** Any copy of Atrex open when this function is activated must be closed before the function can take affect on that workstation.

**TIP:** Refer to the *Background Image* section later in this chapter for more information on changing the Atrex background image. Refer to the *Report Maintenance* section later in this chapter for more information on customizing printouts.

When all the Company Information and Settings are correct, click OK.

### 13.1.2 Layout Selection

For several printouts in Atrex there are more than one layout option for printing. For example, in addition to the internal format Atrex can print invoices on several preprinted NEBS forms. The Layout Selection function provides the means for selecting the layout to use for invoices, rapid invoices, orders, purchase orders, service orders, quotes, shippers, checks, statements, payment receipts, service quotes, and service order deposits.

**Function Information:**

- Not all sections have multiple layout options. Make sure you have the latest version of Atrex as new options may have been added.

- Some of the additional layouts are available for download from http://www.atrex.com/. Click on Downloads and then Additional Report Formats.

- When you customize any of the above-mentioned layouts, you can have your custom forms appear with the available Layout Selections. Refer to *Company Setup / Customization-Report Maintenance* earlier in this chapter for more information.

- When multiple invoices are reprinted, the selected ‘invoice’ layout is used even if a rapid invoice is included in the group. When a single rapid invoice is reprinted, the selected ‘rapid invoice’ layout is used.

Upon selecting the Layout Selection function, a submenu appears allowing you to choose a section.

To see a list of the current supported layouts, select the appropriate section. When the Layout Selection window appears, make your selection and click OK. **NOTE:** The highlighted layout is the layout currently in use.
13.1.3 Lookup Selections

The Lookup Selection Setup submenu consists of nine functions: Tax Categories, Price Categories, City/State/Zip, Shipping, Terms, Promotions, Inventory Units of Measure, Order/SO Status, and Optional Payment Types. These functions are used to maintain the drop-down list box options of these fields.

13.1.3.1 Tax Categories

The Tax Categories function provides the means for setting up a virtually unlimited number of tax rates (i.e., for different states or even tax exempt). Once these categories are set up you can select one as your default tax and you can assign customers to them. In addition, when processing transactions you can select a different tax category for the current transaction.

NOTE: Only tax categories created using this function appear in the Tax Category drop-down list box. Any tax categories entered directly into the Tax Category field are not added to the list.

Refer to New-General in Chapter 5: Customer Functions for more information on setting up customers.

Upon selecting the Tax Categories function, the Tax Category Setup window appears. This window has four sections: Category, Tax Rate, Tax Rate 2, and Navigation Control.

Create A Tax Category:

- To create a new tax category, click the + button and then click on the empty Category field provided. Type in the name of the tax category.
- Enter the tax rate(s) in the fields provided and select the appropriate options.
- Click the button to save your tax category.

Edit A Tax Category:

- To edit a tax category, click on the name and type the new name.
- Change the tax rate(s) and options as necessary.
- Click the button to save your changes.
DELETE A TAX CATEGORY:

- To delete a tax category, highlight the tax category to delete.
- Click the **button to delete the highlighted tax category.
- All customers that were assigned to the deleted tax category are now unassigned. The Tax Category field for these customers is blank.

**Tax Category**

The Tax Category section contains a grid with a scroll bar for reviewing your tax categories. The grid displays the name of each tax category.

**Tax Rate**

The Tax Rate section contains one field and four check boxes.

- **Tax Rate:** Enter the tax percent for the selected category.
  
  **TIP:** If you have customers taxed at different rates (i.e., different counties or states), create a tax category for each rate.

- **IMPORTANT:** Do not calculate your tax rate out; Atrex does this for you. For example, if your tax rate is 7%, enter 7.00 in the field, not 0.070.

- **Tax Exempt** – Indicates whether tax is added for this category. If checked, tax is not added for this category. If you have customers who predominantly purchase items for resale, or are otherwise exempt from sales tax, check this box and assign those customers to this tax category.

  **TIP:** If you have customers who are exempt for several different reasons (i.e., government, interstate, resale), create more than one tax category that is checked Tax Exempt.

- **Tax Shipping** – Indicates whether values entered in the Shipping field on transactions are taxed by the Tax Rate.

- **Tax Labor** – Indicates whether service order labor is taxed by the Tax Rate.

- **GST Applies** – Indicates whether the Canadian Goods & Services Tax (GST) is applied to this category. If checked, GST information is displayed on sales/service transactions.

  When the GST Applies check box is checked the Tax Rate 2 section changes to GST Rate.

**GST Rate**

The GST Rate section contains one field and four check boxes.

- **GST Rate:** Enter the GST percent for the selected category.
  
  **IMPORTANT:** Do not calculate your GST rate out; Atrex does this for you. For example, if your GST rate is 7%, enter 7.00 in the field, not 0.070.

- **GST Exempt** – Indicates whether GST is added for this category. If checked, GST is not added for this category. If you have customers who are exempt from GST, check this box and assign those customers to this tax category.

  **TIP:** If you have customers who are exempt for several different reasons, create more than one tax category that is checked GST Exempt.

- **Apply GST to Shipping** – Indicates whether values entered in the Shipping field on transactions are taxed by the GST Rate.
Apply GST to Labor – Indicates whether service order labor is taxed by the GST Rate.

GST Is Taxed – Indicates whether the Local Tax Rate for this tax category taxes the GST. If you have checked the GST Applies box and your GST is taxed by your local tax, check this box.

**TIP:** If you have customers who are to have their GST taxed by their local tax and others who do not, create one tax category for each scenario.

**Tax Rate 2**

The Tax Rate 2 section contains two fields and one drop-down list box.

**Tax Rate 2:** Enter the Tax Rate 2 percent for the selected category in addition to when the tax applies and at what dollar amount. Tax Rate 2 is for areas subject to a variable tax rate. A variable tax is one that is applied to the total amount of the invoice which is greater or less than the dollar amount entered in addition to the tax rate.

For example, your tax is 6% and your second tax is 5% of the total taxable amount $\geq 100.00$. If an invoice is 300.00, the tax is applied to the whole amount which is 18.00. The second tax rate is applied to 200.00 of the total which is 10.00. The total tax for this invoice is 28.00.

**IMPORTANT:** Do not calculate your tax rate out; Atrex does this for you. For example, if your tax rate is 7%, enter 7.00 in the field, not 0.070.

**Navigation Control**

Navigation control is used for creating and maintaining your tax categories. Refer to *Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction* for more information on the different buttons and their use.

**Set Default** Select the Set Default function to make the highlighted tax category the default tax category. **NOTE:** The default tax category can also be set from Options-Company Setup / Customization-Company Information and Settings-Defaults.

When all of your tax categories are entered, click Close. This function can be used again later for editing your tax categories or creating new ones. **NOTE:** If you delete a tax category that is assigned to customers, those customers are still assigned to the category but when transactions are processed, the tax rates are zero.

**Tax Trouble Shooting**

If tax is not being added to your transactions, check the following:

- Make sure a tax category has been created and set up properly (following the steps in the above section).
- Make sure a tax category that is not set as tax exempt is selected for your default tax category (Options–Company Setup / Customization–Company Information and Settings–Defaults–Def. Tax Category).
- Make sure the stock codes are marked as taxable (Inventory – Edit – Select the code in question – Verify the Taxable and/or GST Applies check boxes are checked).
- Make sure the customers are not set to a tax-exempt tax category (Customer – Edit – Select the customer in question – Verify the contents of the Tax Category field).
13.1.3.2 Price Categories

The Price Categories function provides the means for setting up a virtually unlimited number of central stock code pricing structures (i.e., for wholesale items and resale items). Once these categories are set up you can select a default pricing category and you can assign stock codes to them. When the pricing structure of your stock codes change, you make the changes here to globally update all stock codes assigned to the price category rather than changing each stock code individually.

**NOTE:** Only price categories created using this function appear in the Price Category drop-down list box. Any price categories entered directly into the Price Category field are not added to the list.

Refer to *New-Pricing in Chapter 3: Inventory Functions* for more information on setting up stock code pricing.

Upon selecting the Price Categories function, the Price Category Setup window appears. This window has two tabs: Pricing and Items.
Create A Price Category:

- To create a new price category, click the + button and then click on the empty Category field provided. Type in the name of the price category.
- Select the appropriate options and enter the percentages and discount descriptions in the fields provided.
- Click the ✓ button to save your price category.

Clone A Price Category:

- To create a new price category using the settings of an existing price category, right-click on the existing price category name and select Clone Price Category from the pop-up menu.
- Click on the empty Category field that appears and type in the name of the new price category.
- Change the options, percentages, and discount descriptions as necessary.
- Click the ✓ button to save your price category.

Edit A Price Category:

- To edit a price category, click on the name and type the new name.
- Change the options, percentages, and discount descriptions as necessary.
- Click the ✓ button to save your changes.

Delete A Price Category:

- To delete a price category, highlight the price category to delete. (All stock codes currently assigned to that price category are displayed under Associated Items on the Items tab.)
- Click the − button to delete the highlighted price category.
- All stock codes that were assigned to the deleted price category are now unassigned. The Price Category field for these items is blank. The Pricing tab for these items will still have the corresponding settings, but there is no way to make global changes.

Pricing

The Pricing tab is used for setting up your price categories and consists of: Category, List Price Method and Percentage, Sales Price Method and Percentage, Discount 1, Discount 2, Discount 3, Discount 4, Discount 5, Update Option and Rounding, and Navigation Control.

The following are the pricing formulas used for the calculation of prices:

Percent Markup: \[ \text{Price} = \text{Cost} + (\text{Cost} \times \text{Percent}/100) \]
Margin Markup: \[ \text{Price} = \frac{\text{Cost}}{1-(\text{Percent}/100)} \]
Percent Discount: \[ \text{Price} = \text{List} - (\text{List} \times \text{Percent}/100) \] or \[ \text{Sale} = (\text{Sale} \times \text{Percent}/100) \]

TIP: Margin is the percentage of the final selling price that is profit. Markup is the percentage of the cost added on to get the selling price. So, a selling price with a margin of 25% results in more profit than a selling price with a markup of 25%.

Category

The Category section contains a grid with a scroll bar for reviewing your price categories. The grid displays the name of each price category.
List Price

List Price Method: Use the drop-down list box to select the List Price Method to indicate how to calculate the list price. There are four methods from which to choose:

- Manual – Indicates that the list price is set manually.
- % Markup from Cost – Indicates that the list price is calculated from the cost using the percent entered in the Percentage field.
- Margin from Cost – Indicates that list price is calculated from the cost using the margin entered in the Percentage field.
- Add Amount to Cost – Indicates that the list price is calculated by adding the value in the Amount field to the cost.

Percentage: Enter a percentage or margin that corresponds with your list price calculation method. **NOTE:** When Add Amount to Cost is selected as the List Price Method the Percentage field becomes the Amount field.

Sale Price

Sale Price Method: Use the drop-down list box to select the Sale Price Method to indicate how to calculate the sale price. There are six methods from which to choose:

- Manual – Indicates that the sale price is set manually.
- % Markup from Cost – Indicates that the sale price is calculated from the cost using the percent entered in the Percentage field.
- Margin from Cost – Indicates that the sale price is calculated from the cost using the margin entered in the Percentage field.
- Discount from List Price – Indicates that the sale price is calculated from the list price using the percent entered in the Percentage field.
- Add Amount to Cost – Indicates that the sale price is calculated by adding the value in the Amount field to the cost.
- Subtract Amount from List – Indicates that the sale price is calculated by subtracting the value in the Amount field from the list price.

Percentage: Enter a percentage or margin that corresponds with your sale price calculation method. **NOTE:** When Add Amount to Cost or Subtract Amount from List is selected as the Sale Price Method the Percentage field becomes the Amount field.

Discount 1, 2, 3, 4, and 5

Each of the five discount levels consists of: Description, Quantity, Price Method, and Percentage.

Description: Enter the description of each discount level (i.e., ‘10%’ or ‘3-5 Cases’). The information entered into these fields is displayed next to that pricing level throughout Atrex. **NOTE:** You can use the Description field even if the pricing method is set as Manual.

Quantity: Enter the quantity required to reach each discount level. If left at 0.00 then automatic price breaks based upon quantity are not used for the discount level. **IMPORTANT:** Please note the following limitations of the quantity discount function:

- Quantity discounts ONLY apply to customers assigned to the Sale Price pricing level.
Quantity discounts are ONLY given on a per line item basis. For example, the discount 1 quantity is set to 5 for stock code ABC. If ABC is entered on an invoice twice (for a customer set to the Sale Price pricing level), once for a quantity of 1 and once for a quantity of 4, each instance defaults to the sale price. Alternatively, if ABC is entered on the invoice twice, once for a quantity of 2 and once for a quantity of 5, the first instance defaults to the sale price and the second instance defaults to the discount 1 price.

Quantity discounts are calculated when the Item Information window is closed. As such, the base price does not change when the quantity is entered. It changes when the Item Information window is closed. In addition, if you manually enter a price it is changed when the Item Information window is closed if a quantity discount applies. To change the price, edit the line item after entering it on the transaction.

If an item with a quantity discount is edited and the quantity changed to a lower number (below the discount quantity) the base price will not revert to the non-discounted value. The price must manually be changed.

Price Method: Use the drop-down list box to select the Price Method of each discount level to indicate how to calculate the discount prices. There are eight methods from which to choose:

- **Manual** – Indicates that the discount prices are set manually.
- **% Markup from Cost** – Indicates that the discount level price is calculated from the cost using the percent entered in each discount level Percentage field.
- **Margin from Cost** – Indicates that the discount level price is calculated from the cost using the margin entered in each discount level Percentage field.
- **Discount from List Price** – Indicates that the discount level price is calculated from the list price using the percent entered in each discount level Percentage field.
- **Discount from Sale Price** – Indicates that the discount level price is calculated from the sale price using the percent entered in each discount level Percentage field.
- **Add Amount to Cost** – Indicates that the discount level price is calculated by adding the value in the Amount field to the cost.
- **Subtract Amount from List** – Indicates that the discount level price is calculated by subtracting the value in the Amount field from the list price.
- **Subtract Amount from Sale** – Indicates that the discount level price is calculated by subtracting the value in the Amount field from the sale price.

Percentage: Enter a percentage or margin for each discount level that corresponds with the selected Price Method. **NOTE:** When **Add Amount to Cost**, **Subtract Amount from List**, or **Subtract Amount from Sale** is selected as a discount level Price Method the Percentage field becomes the Amount field.

Use Quantity Pricing On Discount Levels – Indicates whether quantity discounts apply. If checked, the contents of the Quantity fields are copied to stock codes assigned to this price category.
Update Options and Rounding

Update Option: Use the drop-down list box to select the Update Option to indicate when to calculate pricing adjustments. There are three options from which to choose:

- Manual – Indicates that price updates are performed manually (regardless of any other settings on the Pricing tab).
- Batch Update – Indicates that price updates are performed by using the Price Update function (Inventory-Price Update). This method is useful for changing pricing at a specific time such as for sales or store-wide price increases.
- Automatic – Indicates that price updates are performed whenever the cost or list/sale price has changed, as applicable to the pricing method.

IMPORTANT: Any price field that is calculated automatically by Atrex is not available for editing on the General tab. (The Price Method is set to something other than Manual and the Update Option is set to Automatic on the Pricing tab.)

Rounding – Indicates whether the automatically calculated prices should be rounded. The rounding values must be set in the Company Information and Settings. Refer to the Company Setup / Customization section earlier in this chapter for more information on defaulting values. Enabling this option and setting rounding values provide an easy way to prevent random and inconsistent prices. NOTE: Rounding only applies to prices that are calculated by Atrex.

Select the Update function to update and recalculate the pricing values for all stock codes assigned to the selected price category. This function can be run at any time to ensure that the pricing information is up to date.

Navigation Control

Navigation control is used for creating and maintaining your price categories. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Select the Set Default function to make the highlighted price category the default price category. NOTE: The default price category can also be set from Options-Company Setup / Customization-Company Information and Settings-Defaults.
Items

The Items tab is used to change the stock codes assigned to a price category or to assign unassigned stock codes to a price category. The Items tab has two sections: Category and Associated Items.

Using the Items tab:

- **To change** the price category association of one or more stock codes, find the stock codes you want to change in the Associated Items grid and highlight them.
  
  **NOTE:** To select a continuous range, highlight the first stock code then press and hold the Shift key and highlight the last stock code. To select random stock codes, press and hold the Ctrl key and single click on each stock code to reassign.

- Using the drop-down list, select the new price category from the Change Category To field.
- When all of the stock codes are highlighted and a price category has been selected, click the Update function.

Category

The Category section contains a grid with a scroll bar for reviewing your price categories. The grid displays the name of each price category.

Associated Items

The Associated Items section contains a grid with a scroll bar, a check box, a field, and a button.
This grid displays all of the stock codes associated with the highlighted price category under Category.

Show Unassigned – If checked, a list of all the stock codes that are not assigned to a price category is displayed.

Using the Items tab and Show Unassigned:

- **To change** the price category association of one or more stock codes, find the stock codes you want to change in the Unassigned Items grid and highlight them.
  
  **NOTE:** To select a continuous range, highlight the first stock code then press and hold the Shift key and highlight the last stock code. To select random stock codes, press and hold the Ctrl key and single click on each stock code to reassign.

- Using the drop-down list, select the new price category from the Change Category To field.
- When all of the stock codes are highlighted and a price category has been selected, click the Update function.

Change Category To: Use the drop-down list box to select a price category to assign to the highlighted stock codes in the Associated Items grid. (All of the price categories appear in the drop-down list.)

Select the Update function to assign all of the highlighted stock codes under Associated Items to the price category in the Change Category To field.
When all of your price categories are entered, click Close. This function can be used again later for editing your price categories or creating new ones.

13.1.3.3 City, State, Zip

The City, State, Zip function provides the means for setting up a virtually unlimited number of zip/postal codes and their corresponding cities and states. Once these zip/postal codes are setup they are available in the Zip field drop-down list box and, when selected, automatically enter the corresponding city and state in the City and State fields.

**NOTE:** Only zip/postal codes created using this function appear in the Zip drop-down list box. Any zip/postal codes entered directly into a Zip field are not added to the list.

Upon selecting the City, State, Zip function, the City, State Lookup Maintenance window appears. This window has two sections: City, State, Zip Code and Navigation Control.

**Create A Zip/Postal Code:**
- To create a new zip/postal code, click the + button and then enter the zip/postal code and corresponding city and state in the fields provided.
- Click the button to save your zip/postal code.

**Edit A Zip/Postal Code:**
- To edit a zip/postal code, click on the field and type the new information.
- Click the button to save your changes.

**Delete A Zip/Postal Code:**
- To delete a zip/postal code, highlight the zip/postal code to delete.
- Click the button to delete the highlighted zip/postal code.
- All customers and vendors that were assigned to the deleted zip/postal code are still assigned to that zip/postal code and the corresponding city and state. This only deletes the zip/postal code from the drop-down list box options.

**City, State, Zip Code**

The City, State, Zip Code section contains a grid with a scroll bar for reviewing your zip/postal codes and corresponding cities and states. The grid displays each zip/postal code.

**Navigation Control**

Navigation control is used for creating and maintaining your zip/postal codes. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your zip/postal codes are entered, click Close. This function can be used again later for editing your zip/postal codes or creating new ones.
13.1.3.4 Shipping

The Shipping function provides the means for setting up a virtually unlimited number of shipping methods. Once these methods are setup they are available in the Ship Via field drop-down list box.

**NOTE:** Only shipping methods created using this function appear in the Ship Via drop-down list box. Any shipping methods entered directly into a Ship Via field are not added to the list.

Refer to the *Company Information and Settings-Defaults* section earlier in this chapter for more information on selecting a default shipping method.

Upon selecting the Shipping function, the Shipping Lookup Maintenance window appears. This window has two sections: Entry and Navigation Control.

![Shipping Maintenance](image)

**Create A Shipping Method:**

- To create a new shipping method, click the **+** button and then click on the empty Entry field provided. Type in the name of the shipping method.
- Click the **✓** button to save your shipping method.

**Edit A Shipping Method:**

- To edit a shipping method, click on the name and type the new name.
- Click the **✓** button to save your changes.
Delete A Shipping Method:
- To delete a shipping method, highlight the shipping method to delete.
- Click the − button to delete the highlighted shipping method.
- All customers and transactions that were assigned to the deleted shipping method are still assigned to that method. This only deletes the method from the drop-down list box options.

Entry

The Entry section contains a grid with a scroll bar for reviewing your shipping methods. The grid displays each shipping method.

Navigation Control

Navigation control is used for creating and maintaining your shipping methods. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

When all of your shipping methods are entered, click Close. This function can be used again later for editing your shipping methods or creating new ones.

13.1.3.5 Terms

The Terms function provides the means for setting up a virtually unlimited number of transaction terms. Once these terms are setup they are available in the Terms field drop-down list box.

NOTE: Only terms created using this function appear in the Terms drop-down list box. Any terms entered directly into a Terms field are not added to the list.

Refer to the Company Information and Settings-Defaults section earlier in this chapter for more information on selecting a default transaction term.

Upon selecting the Terms function, the Terms Lookup Maintenance window appears. From this point, the Terms function performs almost exactly as the Shipping function. The only difference is that one deals with shipping methods while the other deals with transaction terms.

Refer to the Shipping section earlier in this chapter for more information on using the Terms function.

13.1.3.6 Promotions

The Promotions function provides the means for setting up a virtually unlimited number of promotions. Once these promotions are setup they are available in the Promotion field drop-down list box.

NOTE: Only promotions created using this function appear in the Promotion drop-down list box. Any promotions entered directly into a Promotion field are not added to the list.

Upon selecting the Promotions function, the Promotion Lookup Maintenance window appears. From this point, the Promotions function performs almost exactly as the Shipping function. The only difference is that one deals with shipping methods while the other deals with Promotions.
Refer to the *Shipping* section earlier in this chapter for more information on using the Promotions function.

### 13.1.3.7 Inventory Units of Measure

The Inventory Units of Measure function provides the means for setting up a virtually unlimited number of units of measure. Once these units of measure are setup they are available in the Sale Unit and Order Unit field drop-down list boxes on the Stock Code Information window.

**NOTE:** Only units of measure created using this function appear in the Sale Unit and Order Unit drop-down list boxes. Any units of measure entered directly into the Sale Unit or Order Unit fields are not added to the list.

Upon selecting the Inventory Units of Measure function, the Inventory Unit Maintenance window appears. From this point, the Inventory Units of Measure function performs almost exactly as the Shipping function. The only difference is that one deals with shipping methods while the other deals with units of measure.

Refer to the *Shipping* section earlier in this chapter for more information on using the Inventory Units of Measure function.

### 13.1.3.8 Order/SO Status

The Order/SO Status function provides the means for setting up a virtually unlimited number of status options. Once these status options are setup they are available in the Status field drop-down list boxes on the General tab of the Order and Service Order Creation/Editing windows.

**NOTE:** Only status options created using this function appear in the Status drop-down list boxes. Any status options entered directly into the Status field are not added to the list.

Upon selecting the Order/SO Status function, the Order/SO Status Maintenance window appears. From this point, the Order/SO Status function performs almost exactly as the Shipping function. The only difference is that one deals with shipping methods while the other deals with status options.

Refer to the *Shipping* section earlier in this chapter for more information on using the Order/SO Status function.

### 13.1.3.9 Payment Types

The Payment Types function provides the means for creating other payment type options as well as for altering the standard payment types.

Upon selecting the Payment Types function, the Payment Maintenance window appears. This window has two tabs: Other Types and Standard Types.
Other Types

The Other Types tab provides the means for setting up a virtually unlimited number of other payment type options. Once these payment type options are setup they are available in the Payment Type field drop-down list box when Other is selected from the Payment Information window.

**NOTE:** Only payment types created using this function appear in the Payment Type drop-down list box.

The Other Types tab has two sections: Entry and Navigation Control.

![Payment Type Maintenance](image)

**Create An Other Payment Type:**
- To create a new other payment type, click the **+** button and then click on the empty Entry field provided. Type in the name of the other payment type.
- Click the **✓** button to save your other payment type.

**Edit An Other Payment Type:**
- To edit an other payment type, click on the name and type the new name.
- Click the **✓** button to save your changes.

**Delete An Other Payment Type:**
- To delete an other payment type, highlight the other payment type to delete.
- Click the **−** button to delete the highlighted other payment type.
- All transactions that were assigned to the deleted other payment type are still assigned to that type. This only deletes the method from the drop-down list box options.
Entry

The Entry section contains a grid with a scroll bar for reviewing your other payment types. The grid displays each other payment type.

Navigation Control

Navigation control is used for creating and maintaining your other payment types. Refer to Common Atrex Functions-Setup Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Standard Types

The Standard Types tab provides the means for changing the names of the preset standard payment types (cash, check, credit card, debit card, and gift card).

IMPORTANT: This function was designed to assist with the support of languages other than English on transaction printouts only. When using the Report Designer to change the language of the text printed on transactions all information is available for change with the exception of the standard payment types. This function allows you to change them. While the new standard payment types will be displayed on the Payment Information window there is no other functionality available to change the language or text anywhere else in Atrex.

The Standard Types has a field for each of the standard payment types.
Simply enter the new name for each payment type.

When all of your changes are entered, click Close. This function can be used again later for editing your other payment types or creating new ones as well as for altering the standard payment types.

13.1.4 Number Sequence

The Number Sequence function allows you to change the number sequence of invoices, orders, purchase orders, service orders, vendor and customer RMAs, sales quotes, and service quotes.

Upon selecting the Number Sequence function, a submenu appears allowing you to choose the number sequence to change. Select the item whose number sequence you wish to change.

After selecting an item, the Number Sequence Entry window appears. This displays the next available number for the selected number sequence. Type in the next number to use and press Enter. Atrex does not allow you to enter a number that is equal to or less than the next available number.

13.1.5 User Security

The User Security function provides the means for enabling or disabling the security features of Atrex.

When initially installed, the User Security function is enabled requiring users to enter a valid user ID and password when entering the program. Once a user is logged into the program, the menu selections are limited depending on the security permissions set for the user. Refer to Chapter 8: User Functions for more information on creating new users and setting user security permissions.

Upon selecting the User Security function, the Atrex Security window appears. This window consists of two radio buttons that allow you to disable or enable security. Make your selection and press Enter. **NOTE:** Only a user set as a manager or with the authority to customize Atrex can enable or disable security.

**WARNING:** Disabling security also disables all credit card, debit card and gift card functionality as well as permanently deletes all saved credit cards.

**NOTE:** When security is enabled, the top-right box of the gray status bar at the bottom of the main Atrex screen shows the currently logged on user.

13.1.6 Credit Card Processing

The Credit Card Processing function provides the means for initializing the link between Atrex and supported credit card authorization software. Once the link is properly established the Authorize function under Credit Card is available when processing credit card payments. The Credit Card Processing function must be performed on each system authorizing credit cards.

**NOTE:** The Credit Card Processing function is disabled until a credit card authorization software package is selected under Credit Card Processor. Refer to the Company Information and Settings-Defaults section earlier in this chapter for more information.
Since the Credit Card Processing function has different steps and fields depending on which credit card authorization software package is selected you will be supplied with detailed documentation for using this function once setup to process credit cards from inside Atrex.

13.1.7 POS Hardware

The POS Hardware submenu consists of three functions: Cash Drawer Setup, Pole Display Setup, and Signature Capture Setup. These functions are used to setup supported POS hardware.

13.1.7.1 Cash Drawer Setup

The Cash Drawer Setup function provides the means for setting up Atrex to open certain cash drawers. Cash drawers are opened when OK is selected from all Payment Information windows.

Function Information:
- Atrex can open most cash drawers that connect directly to a parallel or serial port.
- If your computer only has USB ports, a serial cash drawer can be used with a USB to RS232 converter/adapter.
- When using a cash drawer that plugs into a receipt printer you MUST use the manufacturer print driver with device settings for controlling cash drawers.

Upon selecting the Cash Drawer Setup function, the Cash Drawer Setup window appears. Select the connection method for your cash drawer and enter the setup information as prompted.

Direct Connection – Indicates that the cash drawer is connected directly to a parallel or serial port (LOT or COM). This option includes serial drawers plugged into a USB to RS232 converter/adapter.

Values to Send: Enter the decimal value of the character(s) being sent.
Repeat Count: Enter the number of times the character(s) is/are to be repeated/sent.
NOTE: To find the decimal value and repeat count for your specific cash drawer, reference the cash drawer user’s guide or manual.

Port: Use the drop-down list box to select the port to which the cash drawer is connected. Atrex assumes that your cash drawer is set to 9600,N,8,1 (9600 baud, no parity, 8 data bits, and 1 stop bit).

Send Carriage Return – Indicates whether Atrex should add a carriage return when sending the information to the cash drawer.

Direct Access Mode – Indicates whether the drawer should be opened directly as a file. As some cash drawers do not operate correctly using the Windows communication routines, this option was added to allow opening of the serial port directly as a file.

Printer Driver – Indicates that the cash drawer is connected to a receipt printer. Make sure the proper manufacturer print driver is installed and that it is configured for controlling the cash drawer.

Printer: Select the printer to which the cash drawer is connected. If the printer isn’t listed close and reopen Atrex. If the printer still isn’t listed reinstall the printer driver in Windows.

Trigger File – Indicates that the cash drawer requires execution of a program or batch file.

File: Enter or select the cash drawer program or batch file.

Enabled – Indicates whether Atrex should open the cash drawer when completing sales. If checked, Atrex opens the cash drawer after a sale is completed.

Test: Select the Test function to test if Atrex is able to open your cash drawer with the entered information.

When all the information is entered, click OK.

13.1.7.2 Pole Display Setup

The Pole Display Setup function provides the means for setting up Atrex to display stock code description and price information, as well as other pertinent information, on a light pole when using the Invoice and Rapid Invoice functions. At the time of this writing Atrex supports the following light pole access modes: Aedex, EMAX, Ultimate, and IBM Dumb Terminal. Only serial displays are supported.

Upon selecting the Pole Display Setup function, the Pole Display Setup window appears. Enter the information about your light pole as prompted.

Mode: Use the drop-down list box to select the access mode your light pole uses.
Port: Use the drop-down list box to select the port to which the light pole is connected. Atrex assumes that your light pole is set to 9600,N,8,1 (9600 baud, no parity, 8 data bits, and 1 stop bit).

Select the Test function to test if Atrex is able to communicate with the light pole with the entered information.

When all the information is entered, click OK.

13.1.7.3 Signature Capture Setup

The Signature Capture Setup function provides the means for setting up a supported signature capture device for use with Atrex. At the time of this writing Atrex supports the Topaz 1x5 USB signature capture device (T-L460-HSB or T-LBK460-HSB)) for credit card authorizations and invoice and service order transactions.

First, install the supported signature capture device per the manufacturer instructions. After the installation close and reopen Atrex. Finally, open the Signature Capture Setup function in Atrex.

Upon selecting the Signature Capture Setup function, the Signature Capture Device Selection window appears.

Selected Device: Use the drop-down list box to select the supported signature capture device installed on this system.

Select Setup to computer the signature capture device setup (if required).

When all the information is entered, click OK.

Once the supported signature capture device is installed and setup, the Signature function becomes enabled on the Credit Card Information window as well as Payment Information window when creating invoices and completing service orders.

Each signature is automatically time stamped and linked to the specific instance of a signing event by data specific to that event. For credit card transactions, the signature is tied to the authorization number for that particular transaction. For invoices and service orders, the signature is tied to the specific stock codes, quantities, prices, and balance of the transaction.

**IMPORTANT:** Modification of a transaction or credit card charge after it has been signed may result in the values used to link the signature with the event to become invalid. While this will not change or remove the actual signature image, it could prevent enforcement of the terms of the transaction or acknowledgment of receipt if challenged by the signer at a later time.
13.1.8 Spell Checking

The Spell Checking function provides the means for enabling or disabling the spell checking features of Atrex as well as the means for setting spelling options and adding or removing dictionaries.

When initially installed, the Spell Checking function is enabled with an English (United States) dictionary.

Upon selecting the Spell Checking function, the Spell Check Options window appears. This window consists of two sections: Spelling Options and Dictionaries and two functions: Add Dictionary and Remove Dictionary.

**Spelling Options**

Enable Spell Checking – Indicates whether memo fields are checked for spelling. If checked, memo field are spell checked.

**NOTE:** If spell checking is disabled none of the other options apply.

Check Selected Text First – Indicates whether selected (highlighted) text is checked for spelling before the rest of the text in the memo field. If checked, selected text is spell checked first.

Ignore Emails – Indicates whether words that look like email addresses (i.e., support@atrex.com) are checked for spelling. If checked, emails are spell checked.

Ignore Mixed Case Words – Indicates whether words in mixed case (i.e., Misfit) are checked for spelling. If checked, words in mixed case are spell checked.

Ignore Repeated Words – Indicates whether repeated or double words (i.e., Walla Walla) are checked for spelling. If checked, repeated words are spell checked.

Ignore Upper Case Words – Indicates whether words in all CAPS are checked for spelling. If checked, words in all CAPS are spell checked.

Ignore URLs – Indicates whether words that look like URLs (i.e., http://atrex.com) are checked for spelling. If checked, URLs are spell checked.

Ignore Words With Numbers – Indicates whether words with numbers (i.e., Win98) are checked for spelling. If checked, words with numbers are spell checked.
Dictionaries

The Dictionaries section lists all installed dictionaries. When spell checking is enabled, ALL installed dictionaries are used. As long as a word is correct in at least one of the installed dictionaries it is considered correct.

Select the Add Dictionary function to install a new dictionary.

Upon selecting the Add Dictionary function, the Spell Check Add Dictionary window appears.

Use the Select File function to select the dictionary you wish to install. This function opens the Open window. Highlight the correct dictionary file and click Open. (Refer to your Windows Help and Support for assistance navigating this window.).

Refer to the Context Sensitive Help in Atrex (simply press F1 from the Spell Check Options window) for information on where to obtain additional dictionaries.

When the correct dictionary is displayed, click OK.

Select the Remove Dictionary function to delete the highlighted dictionary.

NOTE: If no dictionaries are installed spell checking will not work, even if Enable Spell Checking is checked.

When the displayed settings are correct, click OK.

13.1.9 Background Image

The Background Image function provides the means for changing the background of the Atrex Main menu window to a single Bitmap, JPEG, PNG or GIF file.

Upon selecting the Background Image function, the Background Image Setup window appears. Enter your background image information as prompted.

Display Company Logo – Indicates that the logo setup under Options-Company Setup / Customization-Company Information and Settings-Logo should be used as the background image. If checked, the company logo is used as the background image.

TIP: Since the company logo is stored within the database, each database can have its own logo. Using the company logo as the background image when using more than one database can provide a highly visible indicator as to which database Atrex is logged into.

Image File: Enter the background image files you wish to use. Do not use this field if Display Company Logo is selected.

Use the Select Image function to select a background image path. This function opens the Image Selection window. Locate the Bitmap, JPEG, PNG or GIF file you wish to use and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

Tiled – Indicates that the selected background image remain its actual size and be tiled to fill the entire background with multiple (if applicable) instances of the image.
Stretch – Indicates that the selected background image is resized to fill the entire background with one instance of the image.

Transparent – Indicates that the background color (if applicable) of the background image is removed (made transparent).

Use the No Image function to remove the displayed background image.

When all the information is entered, click OK.

13.1.10 Look and Feel

The Look and Feel function provides the means to select a different interface style for Atrex. This change is system specific.

Upon selecting the Look and Feel function, the Look and Feel Customization window appears. Use the Selected Style drop-down list box to choose a different style. The attributes of the selected style are displayed on the Page 1 and Page 2 tabs. When you find a style to use, click OK.

13.1.11 Report Maintenance

The Report Maintenance function provides access to the Atrex Report Designer as well as the means for setting up custom reports to be called directly from within Atrex.

The Report Designer is a software development tool and can be rather complex to use. Technical support for the Report Designer is limited to specific questions about the use of the designer. Report changes, design, and consultation are not included as part of the standard technical support.

Since the user’s guide for the Report Designer could be as large as this guide, all support documentation is available in the Atrex Context Sensitive Help – search for ‘Report Customization’.

13.1.12 User Defined Fields and Sizes

The User Defined Fields and Sizes function provides the means to add your own fields to the stock code, customer and vendor tables as well as increase the size of certain existing fields.

Function Information:

- When increasing the size of existing fields it is your responsibility to customize reports to accommodate the increased field size. For example, if you increase the size of the stock code Description field you must customize all reports you use with that field to accommodate the change (i.e., invoice, purchase order, Stock by Code, Custom Sales, etc.).

- Once created, user defined fields are available for data entry on the Custom tab of the corresponding Stock Code, Customer or Vendor Information window.
- User defined fields can be added to reports. Refer to Company Setup / Customization-Report Maintenance earlier in this chapter for more information on customizing reports.

- User defined fields can be used when customizing the corresponding Stock Code, Customer or Vendor Selection window.

- Editing existing user defined fields WILL result in data loss if anything other than the Description is changed or the Length made larger.

- Deleting existing user defined fields WILL result in irretrievable loss of all data entered in that field.

- Incorrect use of triggers can result in irrecoverable data loss or irreparable data manipulation. This function should only be used by database professionals.

- All changes made using the User Defined Fields and Sizes function (every time the function is used) MUST be activated by running Batch Processing. Refer to Batch Processing earlier in this chapter for more information.

Upon selecting the User Defined Fields and Sizes function, a Warning window appears. Read the warning carefully to understand how improper use of this function will result in data loss. Select Yes or No.
After selecting Yes, the User Defined Data window appears. This window has six tabs: Field Sizes, User Defined Fields, Collation, User Defined Views, Triggers, and Compatibility.

**Field Sizes**

The Field Sizes tab provides the means for increasing the field length of certain existing fields.

To change a field length, click on the field under the Length column and enter the new length. A field length can be any number between the Minimum Length and 250. Click the **OK** button to save the entered length.
User Defined Fields

The User Defined Fields tab provides the means for creating user defined fields.

To create a user defined field, click the + button on the navigation control and then click on the empty field provided under the Table Name column. Use the drop-down list box to select a table. There are three tables from which to choose:

- **Customers** – Indicates the user defined field is for the customer table.
- **Stock Codes** – Indicates the user defined field is for the stock code table.
- **Vendors** – Indicates the user defined field is for the vendor table.

Next, click on the field under the Field Name column and enter a UNIQUE name for the new field. This is the name that is used in the database.

Next, click on the field under the Type column and use the drop-down list box to select a field type. There are seven types from which to choose:

- **Character** – Indicates an open alphanumeric field. The uses for this type of field are almost unlimited. As such, character fields are the most common field type used.
- **Integer** – Indicates a large whole number field (up to 31 bits). Example Use: An integer field could be used for entering a large whole number such as a numeric only tracking number.
SmallInt – Indicates small whole number field (up to 15 bits, allowed range -32768 to 32767). Example Use: A smallint field could be used for entering a small whole number such as an employee count.

NOTE: The reason two types of integer fields are provided is database space. Smallint fields take up less than half the database space as integer fields. As such, if the field is to be used for small numbers only using smallint fields is the better choice.

Date – Indicates a date field. You can type into a date field or click the button to open the pop-up date entry dialog. Example Use: A date field could be used for entering the expiration date of a service contract or perhaps a customer’s birthday.

Time – Indicates a time field (00:00:00 format). Example Use: A time field could be used for entering the daily drop off deadline or for keeping track of time spent on a project.

Timestamp – Indicates a date and time field. You can type into a timestamp field or click the button to open the pop-up date and time entry dialog. Example Use: A timestamp field could be used for entering the exact day and time you last spoke with a customer or vendor.

Float – Indicates an open decimal number field. Example Use: A float field could be used for entering a dollar amount.

Next, if you selected Character for the field type, click on the field under the Length column and enter a maximum field length for the new field or use the drop-down list box to select a standard field length.

Finally, click on the field under the Description column and enter a description for the new field (up to 25 characters). This is the name you will see on the Custom tab of the corresponding Stock Code, Customer or Vendor Information window.

Click the button to save the entered user defined field.

Create, edit, or delete any additional user defined fields using the navigation control.

Navigation Control

Navigation control is used for creating and maintaining user defined fields. Refer to Common Atrex Functions-Edit Navigation Control in Chapter 1: Introduction for more information on the different buttons and their use.

Collation

The Collation tab provides the means to set which language code set is used for sorting and the comparison of data. For example, the Atrex default is English (United States). This function allows you to change how Atrex handles data to match the regional settings you have selected in Windows.

Default Collation: Use the drop-down list box to select the Unicode character set you wish to use.

Select the Load from Disk function to install ALL of the user defined fields, field lengths and collation settings on a file created from another database. This function opens the Open window. Highlight the file and click Open. IMPORTANT: This function will NOT add to existing user defined data, but rather WILL overwrite all existing user defined fields, field lengths and collation settings.
Select the Save to Disk function to create a file of ALL existing user defined fields, field lengths and collation settings for installing into a different database using the Load from Disk function. Using this function allows you to make changes in one database and load them into another database without having to duplicate your work. This function opens the Save Custom Database Schema window. Select a location for saving the file and click Save.

**User Defined Views**

The User Defined Views tab provides the means for creating user defined views for use in the SQL Query function as well as the Report Designer.

The User Defined Views function is an advanced, complex function and is provided as a convenience for use by database experts. As such, this function is NOT supported and is beyond the scope of this User's Guide.

Refer to the Context Sensitive Help in Atrex (simply press F1 from the User Defined Views tab) for more information.

**Triggers**

The Triggers tab provides the means for creating triggers for updating the database.

The Triggers function is an advanced, complex function and is provided as a convenience for use by database experts. Incorrect use of triggers can result in irrecoverable data loss or irreparable data manipulation so this function should only be used by professionals who are 100% sure of what they're doing. As such, this function is NOT supported and is beyond the scope of this User's Guide.

Refer to the Context Sensitive Help in Atrex (simply press F1 from the Triggers tab) for more information.

**Compatibility**

The Compatibility tab provides the means for enabling or disabling compatibility mode with Atrex 11, 12 and 13.

Refer to the Context Sensitive Help in Atrex (simply press F1 from the Compatibility tab) for more information on compatibility mode.

### 13.1.13 Edit Local Settings

The Edit Local Settings function provides the means to access to Atrex's configuration file. Should you ever contact Millennium Software, Inc. for technical support, you may be asked to access this function. Until this time it is recommend that you do not open the configuration file.

Upon selecting the Edit Local Settings function, the Atrex Configuration Editor appears.

**IMPORTANT:** Invalid changes to this configuration file may prevent Atrex from operating correctly.

### 13.2 Locations

This section covers all functions available under the Locations submenu. This submenu is divided into three sections.
This first section consists of three functions: Reports/Central Location, Data Location, and Locations Setup. These are used to change which folders Atrex uses.

The second consists of Configuration Broadcasting which can be used to network Atrex.

The third consists of the Mobile Locations submenu. The Mobile Locations submenu consists of five functions: Initialize Location, Merge Location, Check Out Mobile Location, Check In Mobile Location, and Cross Reference Merged Transactions. These functions are used to manage mobile locations.

13.2.1 Reports/Central Location

The Reports/Central Location function provides the means for changing the location where Atrex looks for the standard report definitions and shared data files. When you first install Atrex, the default report/central location is a folder called CENTRAL directly under the main program folder.

Upon selecting the Reports/Central Location function, the Central Location Setup window appears displaying the current reports/central location settings. Enter the settings for the reports/central location you want as prompted.
Connection Type: Use the drop-down list box to set the connection type for the reports/central location. There are two connection types from which to choose:

**Direct/Network** – Indicates that Atrex is to access the data tables directly via the Windows file system. Using this type of connection, the data can reside on the local computers hard drive, or the hard drive of another system on a Local Area Network (LAN). Direct/Network type is the default installation and setup connection.

**Client/Server** – Indicates that Atrex is to connect to a remote database server in order to access the data. Using this type of connection, the data can reside on another computer on a Local Area Network (LAN) or Wide Area Network (WAN) to which there is no direct access to the hard drive of the server system. IMPORTANT: Use of the Client/Server connection type is optional and requires the Atrex Database Server which is available to users with two or more licenses.

Central Path: Enter the path to the reports/central location to use. NOTE: This field is disabled if the connection type is Client/Server.

Use the Select Folder function to select a reports/central location other than the current one. This function opens the Folder Selection window. Locate the reports/central location you want and click OK or click the New Folder function to create a new folder under the selected drive and folder. (Refer to your Windows Help and Support for assistance navigating this window.)

If the selected connection type is Direct/Network, entering the central path is the only step in setting up the report/central location. All other fields are for use with Client/Server setups.

Since Client/Server setups are rather detailed and complex it is beyond the scope of this User’s Guide.

For detailed instructions on setting up Client/Server setups, refer to the Context Sensitive Help in Atrex – search for ‘Client/Server Setup’.

When the displayed settings are correct, click OK.

IMPORTANT: If multiple systems access the same data, it is very important that all of these systems point to the SAME reports/central location. It is this setting that tells Atrex where the database locking files are located. Failure to have all systems pointing to the same reports/central location will result in the loss of data.

For more detailed information and examples, refer to the Context Sensitive Help in Atrex – search for ‘Network Setup’.

The central location selected is retrieved and used each time Atrex is started (unless you have chosen a network location and the network connection has been lost).

### 13.2.2 Data Location

The Data Location function provides the means for changing the location where Atrex stores your data. When you first install Atrex, the default data location is a folder called DATA directly under the main program folder.
Upon selecting the Data Location function, the Location Selection window appears. The following
information for each data location (created using the Locations Setup function) is displayed:
location name, data path for the location, and telephone number at the location. Use the mouse to
select the location where to store your data. **NOTE:** If no locations have been setup using the
Locations Setup function Atrex automatically opens the Folder Selection window where you can
browse for the location you want.

Use the Select Folder function to select a data location other than one that has
been set up using the Locations Setup function. This function opens the Folder Selection window.
Locate and select the data location you want and click OK or click the New Folder function to
create a new folder under the selected drive and folder. (Refer to your Windows Help and Support
for assistance navigating this window.)

**TIP:** It is not recommended to place the Atrex data in the root directory of a drive as this tends to
clutter the drive.

The data location selected is retrieved and used each time Atrex is started (unless you have
chosen a network location and the network connection has been lost). However, this location is
not added to the list displayed on the Location Selection window. Use the Locations Setup
function to create locations that appear on the list.

Use the Receive Broadcast function to receive the configuration settings being
sent from the other system. Refer to *Configuration Broadcasting* later in this section for more
information on using this function.

**NOTE:** The current data location being use is displayed in the top-left box of the gray status bar at
the bottom of the main Atrex screen.

### 13.2.3 Locations Setup

The Locations Setup function allows you to create and modify data locations.

**Definitions:**

Understanding the three location types, Local, Remote, and Mobile will assist you in determining
which one is appropriate for your intended use.

- **Local Sales Location** – This location type is used for your main data location and when, as an
  example, a business has a warehouse and a showroom and the databases are maintained at the
  same location on the same computer/network. Creating two local sales locations allows you to
  transfer inventory between the two locations. As inventory is moved from the warehouse to the
  showroom, for example, a transfer is performed between the warehouse and showroom data
  locations in Atrex.

  Local sales locations are generally used to create an additional data location for a second
  company that is not at a separate location. For example, many companies have a retail and
  wholesale business at one location and they want to keep the data for these companies
  completely separate without having to have separate computers.
- **Remote Location** – This location type is used when, as an example, a business has a second store and each store/location maintains their own databases on their own hardware. As inventory is shipped from one store to another, a diskette is created and sent with the shipment to allow the inventory to be received into Atrex at the second store.

Even though your computer or network does not have access to the ACTUAL location there MUST be a data location on your local hard drive or server for any remote locations IF you wish to use the Inventory Transfer functions. Even though you are not using this data location directly, it must exist and be set up using the Locations Setup function in order to use the Transfer functions.

- **Mobile Location** – This location type is used when, as an example, a business has a traveling salesperson. As inventory is taken from the warehouse and given to the salesperson, a transfer is performed between the warehouse and mobile data locations. Also, the sales made by the traveling salesperson can be merged into the showroom database.

A mobile location uses a temporary data location. This temporary data location is on your local hard drive or server. It is from this data location that the mobile location data is initialized and backed up for restoring on the travel system. When the salesperson returns, the data is backed up on the laptop and restored to this temporary data location and then merged. Refer to Mobile Locations later in this section for more information.

For more information refer to Using the Locations Setup function to create new locations at the end of this section.

Upon selecting the Locations Setup function, the Location Maintenance window appears. All previously set up data locations are listed. Each line shows the location name, the data path for the location, and the telephone number of the location (optional).

- Select the Insert function to enter a new data location.
- Select the Edit function to revise the highlighted data location. Correct the information and press Enter. **NOTE:** Changing the data location path does NOT ‘move’ the data.
- Select the Delete function to remove the highlighted data location. You are prompted to confirm the deletion before it is performed. **NOTE:** Deleting the data location entry does NOT delete the data.
Location Information

Upon selecting either the Insert or Edit function, the Location Information window appears. Enter the required information in the appropriate fields.

Location Name:  Enter the data location name. Choose a name that is clear and descriptive (i.e., SHOWROOM or WAREHOUSE) so that users are able to correctly identify data locations.

Location Type:  Use the drop-down list box to select a location type to indicate whether this location is a local sales location, a remote location, or a mobile location (refer to Definitions above).

Parent Location:  For mobile locations only, use the drop-down list box to select a parent location. The parent location is the data location from where the mobile location is initialized and to where sales information is merged.
Connection Type: Use the drop-down list box to set the connection type for the data location. There are two connection types from which to choose:

Direct/Network – Indicates that Atrex is to access the data tables directly via the Windows file system. Using this type of connection, the data can reside on the local computer’s hard drive, or the hard drive of another system on a Local Area Network (LAN). Direct/Network is the default installation and setup connection.

Client/Server – Indicates that Atrex is to connect to a remote database server in order to access the data. Using this type of connection, the data can reside on another computer on a Local Area Network (LAN) or Wide Area Network (WAN) to which there is no direct access to the hard drive of the server system. IMPORTANT: Use of the Client/Server connection type is optional and requires the Atrex Database Server which is available to users with two or more licenses.

Data Path: Enter the data location path.

Use the Select Folder function to select a data location path. This function opens the Folder Selection window. Locate and select the data location you want and click OK or click the New Folder function to create a new folder under the selected drive and folder. (Refer to your Windows Help and Support for assistance navigating this window.)

If the selected connection type is Direct/Network, entering the data path is the last step in setting up the data location. All other fields are for use with Client/Server setups.

Since Client/Server setups are rather detailed and complex it is beyond the scope of this User’s Guide.

For detailed instructions on setting up Client/Server setups, refer to the Context Sensitive Help in Atrex – search for ‘Client/Server Setup’.

When all the fields are correct, press Enter. The data location is now initialized to verify that all the required data files are present.

Click the Close button to save all the locations displayed.

Using the Locations Setup function to create new locations using local connections:

1. Start the Locations Setup function (Options – Locations).
2. Select the Insert function.
3. Enter the name for the new location.
4. Select the location type.
5. Select the parent location if you are setting up a mobile location. The parent location must be set up using the Locations Setup function before you can set up a mobile location.
6. Leave connection type as Direct/Network.
7. Click the Select Folder function.
8. Select the drive and folder where you want the new data location to be created and then select New Folder.
9. Enter the name of the new folder.
10. Select the newly created folder under the drive and folder where it was just created.
11. When finished, click OK.
12. Close the Location Maintenance window.

Use the Data Location function (Options – Locations) to change between your locations as needed.
IMPORTANT: Now that you have more than one data location you must verify that Atrex is pointing to the data location you want to use before you begin working in Atrex. The data location currently in use is displayed in the top-left box of the gray status bar at the bottom of the main Atrex screen.

13.2.4 Configuration Broadcasting

The Configuration Broadcasting function provides the means for networking Atrex on a local area network based on the configuration settings of another system.

Upon selecting the Configuration Broadcasting function, the Configuration Broadcasting window appears. **IMPORTANT:** In order to use the Configuration Broadcasting function you must first have at least one system that is networked properly.

For detailed instructions on networking Atrex refer to the Context Sensitive Help in Atrex – search for ‘Network Setup’.

Select the Start Broadcasting function on the system that is networked properly to begin sending that system’s configuration settings across the network.

Next, select the Start Receiving function on the system that you want to network to receive the configuration settings being sent from the other system.

If there is no network or other problem the receiving system will be updated with the configuration settings being sent. Repeat the Start Receiving function on any other workstation as needed. When finished, click Close on the Configuration Broadcasting window on all systems.

13.2.5 Mobile Locations

Atrex provides several functions for managing mobile locations. A good example of a mobile location is a show or exposition where you make sales at the same time sales are being processed at your main sales location. With Atrex's Mobile Location functions, the mobile sales information can be merged back into the main sales database when the show is finished. Once the merge has been performed, the sales appear to have been made at the main sales location.

There are two ways to setup mobile locations:

- **From a computer other than the mobile computer** – This method is used when the mobile computer is not connected/networked to the parent location. This method uses the Initialize Location and Merge Location functions.

- **From the mobile computer** – This method requires that the mobile computer be connected/networked to the parent location. This method uses the Check Out Mobile Location and Check In Mobile Location functions. In order to use mobile locations with a parent location that is running under full client/server access with the Atrex Database Server, the mobile computer MUST have access to the parent location.
Setting Up A Mobile Location From A Computer Other Than the Mobile Computer

To correctly maintain mobile locations a strict methodology must be followed. **Failure to follow the methodology laid out below may result in data loss, data inaccuracy, or the inability to locate merged transactions later.** Several functions under the Locations menu, as well as the Backup/Restore function under the Options menu and the Transfer functions under the Inventory menu are used in maintaining a mobile location. **Refer to those sections in the Atrex User’s Guide as needed for further instructions.** The following are step-by-step instructions for properly maintaining mobile locations.

1. Create a mobile location on the same system as your parent location (Options – Locations – Locations Setup).
   This step assumes that your parent (main) sales location has already been set up. Give the mobile location a meaningful name as this makes locating merged transactions easier. Creating a mobile location for each show or exposition that you attend is a method of associating the sales transactions with a specific event. An example of a mobile location name is EXPO-050320. This naming convention tells you the show was an exposition on May 3, 2020. After these invoices are merged into the parent location, this location name is printed on the invoice header section of all sales transactions to identify the location where it was originally created.

2. Initialize the new mobile location (Options – Locations – Initialize Location).

3. Change data locations to the parent location if you are not already there (Options – Locations – Data Location).

4. Transfer all inventory that you will take to the show from the parent location to the mobile location (Inventory – Transfer – New Transfer). **NOTE:** When you merge back in there is an option to merge the transactions as well as update the on-hand quantities in the parent location based on the invoices and completed service orders in the mobile location. This allows you to skip transferring inventory, if desired.

5. Change data locations to the mobile location (Options – Locations – Data Location).


7. Restore the backup you just created onto that system you will be using at the show (Options – Backup/Restore – Restore).

8. Attend the show and make your sales.

9. Backup the mobile location database from the show system (Options – Backup/Restore – Backup).

10. Take the backup that you just created and bring it to a computer that has access to your parent sales database (the system you used in steps 1-6).

11. Change the data location to the mobile location (Options – Locations – Data Location).

12. Restore the mobile location database (Options – Backup/Restore – Restore).

13. After the restore is complete, merge the sales transactions into the parent database (Options – Locations – Merge Location).

14. While still accessing the mobile location database, transfer any unsold inventory back into the parent location database (Inventory – Transfer – New Transfer).

15. Change data locations to the parent location (Options – Locations – Data Location).

16. Use the Cross Reference Merged Transaction function as needed to find sales transactions that were created in the mobile location (Options – Locations – Mobile Locations).
Setting Up A Mobile Location From the Mobile Computer

IMPORTANT: This method is the only option available when the parent location is running under full client/server access with the Atrex Database Server.

To correctly maintain mobile locations a strict methodology must be followed. **Failure to follow the methodology laid out below may result in data loss, data inaccuracy, or the inability to locate merged transactions later.** Several functions under the Locations menu, as well as the Transfer functions under the Inventory menu, are used in maintaining a mobile location. **Refer to those sections in the Atrex User’s Guide as needed for further instructions.** The following are step-by-step instructions for properly maintaining mobile locations.

**NOTE:** These instructions make the following assumptions:
- Your network is fully functional and that the mobile computer can ‘see’ the server.
- The mobile computer has full read-write access to the database on the server.
- Atrex is currently installed on the mobile computer.
- The mobile computer has the same four-digit version number of Atrex installed as the server (i.e., 19.01).

1. Create a mobile location on the same system as your parent location (Options – Locations – Locations Setup).
   - This step assumes that your parent (main) sales location has already been set up. Give the mobile location a meaningful name as this makes locating merged transactions easier. Creating a mobile location for each show or exposition that you attend is a method of associating the sales transactions with a specific event. An example of a mobile location name is EXPO-050320. This naming convention tells you the show was an exposition on May 3, 2020. After these invoices are merged into the parent location, this location name is printed on the invoice header section of all sales transactions to identify the location where it was originally created.

2. At this point any inventory that you will take to the show must be transferred from the parent location to the mobile location. **If you are not taking inventory skip to step 3.** When you check in there is an option to merge the transactions as well as update the on-hand quantities in the parent location based on the invoices and completed service orders in the mobile location. This allows you to skip transferring inventory, if desired.
   - **Transfer Inventory:**
     - a) Initialize the new mobile location (Options – Locations – Mobile Locations – Initialize Location).
     - b) Change data locations to the parent location if you are not already there (Options – Locations – Data Location).
     - c) Transfer all inventory that you will take to the show from the parent location to the mobile location (Inventory – Transfer – New Transfer).
     - d) Change data locations to the mobile location (Options – Locations – Data Location).
     - e) Continue with step 3.

While steps 1 and 2 can be done from any computer on the network ALL remaining steps MUST be performed on the mobile computer.

3. Change the reports/central location to the central location the parent location uses (Options – Locations – Central Location).
4. Change the data location to the mobile location you created in step 1 (Options – Locations – Data Location).
5. Check out the mobile location (Options – Locations – Mobile Locations – Check Out Mobile Location). **IMPORTANT:** If you transferred any inventory into the mobile location it is imperative that you click No when asked if you wish to initialize the mobile location as part of the check out function. If you did NOT transfer inventory click Yes.

6. After checking out the mobile computer is pointing to a local data and central folder. Attend the show and make your sales.

7. Reconnect the mobile computer to the network. Do NOT change either the reports/central or data locations.

8. Check in the mobile location (Options – Locations – Mobile Locations – Check In Mobile Location). (If you do not merge the transactions as part of the check in you must do this using the Merge Location function under Options – Locations – Mobile Locations).

9. After checking in the mobile computer is pointing to the mobile location on the network.

10. While still accessing the mobile location database, transfer any unsold inventory back into the parent location database (Inventory – Transfer – New Transfer)

11. Change data locations to the parent location or any other location you wish (Options – Locations – Data Location).

12. Use the Cross Reference Merged Transaction function as needed to find sales transactions that were created in the mobile location (Options – Locations – Mobile Locations).

### 13.2.5.1 Initialize Location

The Initialize Location function allows you to populate a mobile location with the stock codes, customers, and Company Information and Settings of the parent location. Transaction number sequences are not set and no transactions or transaction history is transferred to the mobile location. Also, while customers are present, their sales history and account information is not.

**NOTE:** The Initialize Location function initializes the selected mobile location with the information of the parent location regardless of which data location is currently being used.

Upon selecting the Initialize Location function, the Initialize Location window appears. Use the drop-down list box to select the mobile location to initialize. **NOTE:** The drop-down list box only displays locations that have been set up as ‘Mobile Location’ using the Locations Setup function.

Once a location is selected, press Enter to continue. At this point Atrex displays a Confirmation window. The initialization process DELETES all existing data files in the selected mobile location and the stock codes, customers, and other required information is copied from the parent location to the selected mobile location. Select Yes or No.

An Information window appears when the Initialize Location function is complete. At this time the required data files are set up and ready for use in the mobile location.

**NOTE:** When stock codes are copied to the mobile location all quantities are set to zero. The Transfer functions (Inventory – Transfer) must be used to transfer inventory quantities from the parent location to the mobile location. However, when you merge back in there is an option to merge the transactions as well as update the on-hand quantities in the parent location based on the invoices and completed service orders in the mobile location. This allows you to skip transferring inventory, if desired.

**IMPORTANT:** Verify all custom settings in the mobile location for accuracy (i.e., company information), as some information is not copied. Also, once a mobile location is initialized, use the Rename function only when absolutely necessary until the mobile location database is merged back into the parent location. (For example, if a stock code is renamed in the mobile location, when the merge occurs the renamed stock code is added to the parent location as a new stock code.)
13.2.5.2 Merge Location

The Merge Location function provides the means for merging the information entered in the mobile location database back into the parent location database. The Merge Location function merges the selected mobile location into the parent location regardless of which data location is currently being used.

Upon selecting the Merge Location function, the Merge Mobile Location window appears.

Enter the merge location and the merge options as prompted.

Location To Merge: Use the drop-down list box to select the mobile location to merge. **NOTE:** The drop-down list box only displays locations that have been set up as 'Mobile Location' using the Locations Setup function.

Merge Invoices – Indicates whether the invoices created in the mobile location should be merged into the parent location. If checked, the invoices are merged.

Merge Orders – Indicates whether the sales orders created in the mobile location should be merged into the parent location. If checked, the orders are merged.

Merge Quotes – Indicates whether the quotes created in the mobile location should be merged into the parent location. If checked, the quotes are merged.

Merge Service Orders: Indicates whether the service orders created in the mobile location should be merged into the parent location. If checked, the service orders are merged.

Update Invoice and Completed SO On-Hand: Indicates whether Atrex should update the on-hand quantities in the parent location based on the invoices and completed service orders in the mobile location. If checked, Atrex calculates all items sold on invoices and completed service orders in the mobile location and adjusts the on-hand quantities in the parent location. **IMPORTANT:** If you transferred inventory into the mobile location you do NOT want to use this function.

**NOTE:** Stock codes and customers are always merged regardless of which check boxes are checked. Any new stock codes or customers created in the mobile location are added to the parent location. Any changes made to existing stock codes or customers in the mobile location are NOT changed in the parent location. Also, if a stock code is renamed in the mobile location, when the merge occurs the renamed stock code is added to the parent location as a new stock code.

When all information is correct, press Enter to begin the merge.
During the merge, all mobile location transactions are renumbered as they are entered in the parent location. In addition, all transactions in the mobile location that are merged into the parent location are removed from the mobile location. This means that if only invoices are merged, when viewed after the merge, no invoices are present while all orders and quotes are in the mobile location.

An Information window appears when the Merge Location function is complete.

**IMPORTANT:** Merged sales transactions record the date that they were created in the mobile location. This means that Receivables, Order, Sales, and Quote reports printed before a merge may be different when re-printed after a merge. As an example, on May 5, 2020 you conduct business at your main location as usual and at the end of the day you print the Revenue report for the day. Also on this day, other members of your staff are at a trade show making sales. When they return from the trade show the information from the mobile location they were using is merged with your main sales location information. If the Revenue report for May 5, 2020 is now printed it will include both the sales from the main sales location as well as those from the trade show.

### 13.2.5.3 Check Out Mobile Location

The Check Out Mobile Location function provides the means for copying the necessary data files to the mobile computer and map the data and report/central locations to the local hard drive. This function can also initialize the mobile database at the same time.

**NOTE:** This function must only be run from the mobile computer while logged into the mobile location on the network.

Upon selecting the Check Out Mobile Location function, Atrex displays a Confirm window asking if you wish to **Initialize This Location As Part of the Check Out?** Select Yes or No.

**IMPORTANT:** If the mobile location was already initialized and inventory transferred, click No. Otherwise that data will be overwritten. If you did NOT transfer inventory click Yes. Refer to the **Initialize Location** section earlier in this chapter for more information what initializing a mobile locations does.

Once an option is selected, Atrex copies the necessary data files from the mobile location database on the server to the hard drive on the mobile computer.

A message box appears when the Check Out Mobile Location function is complete. At this point Atrex is set to operate on the mobile computer separate from the network and is ready to take to the show.

### 13.2.5.4 Check In Mobile Location

The Check In Mobile Location function provides the means for copying the necessary data files from the mobile computer to the mobile location on the network and map the data and report/central locations on the mobile computer to the network. This function can also merge the transactions in the mobile database to the parent database at the same time.

**NOTE:** This function must only be run from the mobile computer while logged into the mobile location database on the mobile computer hard drive.
Upon selecting the Check In Mobile Location function, Atrex begins copying the necessary data files from the mobile location database on the mobile computer to the mobile location database on the network.

Once the file copy is finished, a Confirm window appears asking if you wish to Merge the Transactions? Select Yes or No. IMPORTANT: If you select No, the transactions must be merged later using the Merge Location function under Options – Locations – Mobile Locations.

After selecting yes, the Merge Mobile Location window appears.

![Merge Mobile Location Window]

Select the merge options as prompted.

Location to Merge – When using the Check In Mobile Location function Atrex makes this selection for you. Do NOT change the selected location.

Merge Invoices – Indicates whether the invoices created in the mobile location should be merged into the parent location. If checked, the invoices are merged.

Merge Orders – Indicates whether the sales orders created in the mobile location should be merged into the parent location. If checked, the orders are merged.

Merge Quotes – Indicates whether the quotes created in the mobile location should be merged into the parent location. If checked, the quotes are merged.

Merge Service Orders: Indicates whether the service orders created in the mobile location should be merged into the parent location. If checked, the service orders are merged.

Update Invoice and Completed SO On-Hand: Indicates whether Atrex should update the on-hand quantities in the parent location based on the invoices and completed service orders in the mobile location. If checked, Atrex calculates all items sold on invoices and completed service orders in the mobile location and adjusts the on-hand quantities in the parent location. IMPORTANT: If you transferred inventory into the mobile location you do NOT want to use this function.

NOTE: Stock codes and customers are always merged regardless of which check boxes are checked. Any new stock codes or customers created in the mobile location are added to the parent location. Any changes made to existing stock codes or customers in the mobile location are NOT changed in the parent location. Also, if a stock code is renamed in the mobile location, when the merge occurs the renamed stock code is added to the parent location as a new stock code.

When all information is correct, click OK to begin the merge.
During the merge, all mobile location transactions are renumbered as they are entered in the parent location. In addition, all transactions in the mobile location that are merged into the parent location are removed from the mobile location. This means that if only invoices are merged, when viewed after the merge, no invoices are present while all orders and quotes are in the mobile location.

When the Check In Mobile Location function is finished, Atrex is set to operate on the mobile computer as part of the network.

**IMPORTANT:** Merged transactions record the date that they were created in the mobile location. This means that Receivables, Order, Sales, and Quote reports printed before a merge may be different when re-printed after a merge. As an example, on May 5, 2020 you conduct business at your main location as usual and at the end of the day you print the Revenue report for the day. Also on this day, other members of your staff are at a trade show making sales. When they return from the trade show, the information from the mobile location they were using is merged with your main sales location information. If the Revenue report for May 5, 2020 is now printed it will include both the sales from the main sales location as well as those from the trade show.

### 13.2.5.5 Cross Reference Merged Transaction

The Cross Reference Merged Transaction function allows you to identify the transaction number of transactions merged from a mobile location. Sales transactions created in mobile locations are renumbered when they are merged into the parent location to ensure that they do not conflict with sales transactions created at the parent location.

As an example, an invoice is created in a mobile location and it is assigned invoice number 4510. When the invoice is merged into the parent location, the invoice is renumbered to 4635 (the next sequential invoice number in the parent location).

To locate this invoice after it is merged into the parent location you use the Cross Reference Merged Transaction function.

**IMPORTANT:** Before beginning you must be currently using the parent location of the mobile location where the transaction for which to search was created. Use the Data Location function (Options – Locations – Data Location) to change to the parent location, if necessary.
Upon selecting the Cross Reference Merged Transaction function, the Merged Transaction Lookup window appears. Enter the lookup criteria as prompted.

![Merged Transaction Lookup](image)

Location Name: Enter the location name of the mobile location where the transaction was created or leave blank to search all mobile locations. Use the drop-down list box to select a location.

**NOTE:** Unlike other location functions, the mobile location does not currently have to exist on your system to search for transactions created in that location. As an example, you create a mobile location named EXPO-050320, initialize this location, enter your sales transactions into it, merge it into the parent location, and then delete it because you are finished using it. You can still search for sales transactions created in the mobile location in the parent location using the location name EXPO-050320 as this information is recorded in the parent location's sales transactions.

Transaction Type: Use the drop-down list box to select the type of sales transaction for which you are searching (invoice, order, or quote).

Transaction Number: Enter the transaction number for which you are searching. This is the number assigned by the mobile location.

Select the Search function to start the search for the entered transaction.

All matches are displayed in the Results grid. Each line displays the transaction number (as assigned when merged into the parent location), the transaction date, and the name of the customer on the transaction. The reason multiple transactions may be found is that multiple merges may have occurred, each containing a transaction that matches the Transaction Number entered.

When finished viewing the results, click the Close button. You can now take the results of the search and query the transaction in the parent location as needed.
13.3 Batch Processing

Batch Processing includes all the functions required to maintain Atrex's data tables. These functions, which can take an extended period of time to run, have been included in Batch Processing to allow them to run without user input whenever time allows or after normal business hours.

Function Information:

- It is recommended that you run the Table Maintenance Verify Database Structure and Optimize Tables functions on all tables and all of the Validation functions, at the end of each business week AND after importing a large amount of data.
- When running Atrex on a network the Batch Processing functions run faster if you initiate them on the server.
- The Table Maintenance functions require exclusive access to the data. Close all copies of Atrex, except the one from which you will run the Batch Processing functions, before beginning. **NOTE:** Atrex prevents users from restarting Atrex while the Batch Processing functions are being performed to prevent data corruption.

Upon selecting Batch Processing, the Batch Processing window appears listing each of the three functions. These functions are: Table Maintenance, Validation, and Dead Data Removal. Select the tab for the function you want. On each tab, select the subfunction(s) you want.

When all subfunction in each function are selected, press Enter.
A message box appears when the Batch Processing functions are complete.

13.3.1 Table Maintenance

The Table Maintenance functions verify that the Atrex data tables are structured correctly, are optimized for the fastest possible performance, and can correct minor damage in the tables.

- Optimize Tables – Indicates whether the selected data tables are optimized. Optimization reorders the data tables to the most commonly used record sequences to allow for maximum performance.

- Repair Tables – Indicates whether the selected data tables are repaired. **IMPORTANT:** This function attempts to repair damaged data tables and should only be used when instructed to do so by Millennium Software, Inc. Not all table damage can be repaired and as a result this function may cause data loss. **As such, perform a reliable backup before using this function.** In instances where the table damage cannot be repaired, restoring from an undamaged backup is the only option to correct the problem.

- **TIP:** Since data damage can occur for many different reasons it is a good idea to make backups daily and to rotate your backup media.

- Verify Database Structure – Indicates whether the selected data tables are verified. Any detected table structure problems are repaired.

**NOTE:** During the Table Maintenance functions there may be an extended amount of time when the computer may look and sound as if it is not doing anything. **It is very important that you do not cancel the function or shut down your computer until the Batch Processing Complete message appears.**

Select the Toggle All function to quickly check or uncheck all data tables.

13.3.2 Validation

The Validation function recalculates the stock code quantity fields you can’t edit. These fields are calculated by Atrex based on outstanding transactions.

- Allocated Quantities – Indicates whether the quantities allocated to customer orders and service orders are validated.

- On Order Quantities – Indicates whether the quantities on purchase orders are validated.

- Prebuilt Quantities – Indicates whether the quantities on prebuilt containers are validated.

- RMA Quantities – Indicates whether the quantities on vendor RMAs are validated.

- Serialized Items – Indicates whether the on-hand quantity for serialized stock codes is validated.
Stock Code Links – Indicates whether stock code images, related codes and documents links are validated. This function clears related code links and deletes orphaned images and documents where the associated stock code no longer exists.

Customer Links – Indicates whether the customer additional contacts links are validated. This function deletes orphaned additional contacts where the associated customer no longer exists.

Lookup Lists – Indicates whether the contents of the various lookup selection lists are validated. This function ensures that all ‘in use’ selections are added to the appropriate lookup selection list. This function does not apply to lookup selection lists maintained under Options-Company Setup / Customization-Lookup Selections.

Remove Expired Credit Cards – Indicates whether expired customer credit cards and tokens are deleted.

Days of Recurring Invoicing to Include: Enter the number of days you want Atrex to look ahead for recurring invoice processing dates (also check Allocated Quantities). If there are recurring invoices scheduled within the number of days entered Atrex takes them into account when calculating the allocating inventory. This value is reflected in the Allocated Quantities, the Reorder report, and the Batch Creation function.

NOTE: This option only takes into account stock codes that are not tagged as non-depleting. In many instances recurring invoices only contain stock codes that are non-depleting and, as such, this options may not be necessary.

IMPORTANT: If this option is used it is important that you validate Allocated Quantities after processing recurring invoices to ensure that the quantities are accurate in case you selected more days than you invoiced.

Select the Toggle All function to quickly check or uncheck all options.

13.3.3 Dead Data Removal

The Dead Data Removal function scans the selected data tables and determines if each entry is currently in use. If an item is not in use, it is deleted from the data tables. NOTE: Deletions made using this function are permanent. Atrex has no way to recover this data once it has been deleted. Make your selections carefully and perform a backup beforehand.

13.4 Backup/Restore

The Backup/Restore function provides a simple and convenient method of both backing up and restoring your Atrex data from inside the program.
13.4.1 Backup

The Backup function provides the means for making a copy of your data to media (i.e., flash drives) for storage in another location in case of fire, theft, or the occasional system failure, or to other folders on your hard drive or to other hard drives.

**Function Information:**

- The database being backed up is locked to other users connected to the database for the duration of the backup to allow for more reliable backups.

- If you have more than one data location, make sure you are in the correct one before using the Backup function. The currently selected data location is the one the Backup function backs up.

- The Backup function does NOT backup the contents of the CENTRAL folder. If setup properly, custom reports ARE included in the backup.

- This function remembers the backup location from the last time a backup was created.

- The default backup file naming convention includes the name of the data location (when logged into a named location) as well as the date and time of the backup to help prevent accidental overwriting of previous backups.

- **When backing up to a floppy drive, do NOT use a floppy disk that has anything on it that you want to keep as all existing information is removed.**

- Multi-disk backups are NOT supported. If your backup is too large to fit on the selected media you must backup to another media type.

Upon selecting the Backup function, the Backup Options window appears. Enter the backup path and file name.

**Backup To:** Displays the path and file name of the backup to be created.

[Select File] Use the Select File function to change the displayed backup destination or backup file name. This function opens the Backup Location window. Change the backup location and/or name and click Save. (Refer to your Windows Help and Support for assistance navigating this window.)

When using Client Server, backups automatically save to the Backup folder underneath the Data folder on the server. As such, the Select File function is grayed out and the Backup To field only displays the backup file name to be used. However, there is another function that is only available when using Client Server that allows you to save a copy of the backup in another location.

**Copy Backup to Local Drive** – Indicates that you wish to save a local copy of the backup. If checked, the Copy To field appears allowing you to enter where the copy should be saved.

[Select Folder] Use the Select Folder function to select the backup copy destination. This function opens the Browse For Folder window. Select the location and click OK. (Refer to your Windows Help and Support for assistance navigating this window.)

When the path displayed is correct, and you have inserted media into the selected drive (if applicable), click OK to start the backup.
**TIP:** When making backups to removable media it is strongly recommended that you do not use the same media for every backup. In addition, regularly replace your backup media. Media can lose their integrity with time and use. Continual use of the same media increases the risk that your backup will not be readable when you need it most. Rotating backup media also gives you a backup history. If your data is corrupted, but not lost, you may not notice the problem for several days. By using the same media, you eliminate the possibility of restoring usable data since your one and only backup is from the corrupted days. Run backups daily and try to have an off-site backup.

For more information on backing up your data refer to the Context Sensitive Help in Atrex – search for ‘Backup’.

### 13.4.2 Restore

The Restore function provides the means for restoring data backed-up using Atrex's Backup function.

**Function Information:**

- **The Restore function will erase all data entered since the backup was created.**

- If you have more than one data location, make sure you are in the correct one before using the Restore function. The currently selected data location is the one the Restore function will overwrite.

- This function remembers the location and file name from the last time a backup was performed.

Upon selecting the Restore function, the Restore Options window appears. Enter the path and file name of the backup to restore.

- **Restore From:** Displays the path and file name of the selected backup.

- **Select File** Use the Select File function to select a backup to restore. This function opens the Open window. Highlight the backup to restore and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

When using Client Server, backups default to being restored from the Backup folder underneath the Data folder on the server. As such, the Select File function defaults to opening the Remote Backup Selection window which displays all backups in that folder. However, there is another function that is only available when using Client Server that allows you to select a backup in a different location.

- **Restore from Local Drive** – Indicates that you wish to restore a backup from a location other than the Backup folder underneath the Data folder on the server. If checked, the Select File function opens the Open window. Highlight the backup to restore and click Open. (Refer to your Windows Help and Support for assistance navigating this window.)

When the path displayed is correct, and you have inserted the proper media into the selected drive (if applicable), click OK to start the restore.

Once a backup is selected, a Confirmation window is displayed containing company name, registration status, build number, build date, and backup date of the database to be restored. If the information is correct, press Enter.
At this point a Warning window appears. This warning is a reminder that the Restore function overwrites all of the data currently in the selected data folder. In order to proceed you are required to type, “Restore the Data” (without the quotation marks) in the field provided. This step helps prevent unintentional data restores.

For more information on restoring your data refer to the Context Sensitive Help in Atrex – search for ‘Restore’.

13.5 Purge History

The Purge History function provides a means to remove outdated account, invoice, customer order, purchase order, service order, service quote, vendor and customer RMA, quote, banking, payable, inventory transfer, scheduler, and cash drawer history. Purging allows Atrex to recover drive space and increase performance.

Function Information:

- The changes made by the Purge History functions are permanent. Atrex has no way to recover items once they have been purged. Make a backup before running any of the Purge History functions.

- The Purge Order, Purchase Order, Service Order, and Vendor RMA functions only remove completed transactions within the period selected. Other transaction Purge functions remove all transactions within the period selected (i.e., including non-transferred quotes and unshipped customer RMAs).

- The Purge Receivables function purges accounts to the oldest safe point in the account prior to the purge date entered. The account safe point is the last point in the account where the previous balance is zero and does not include any outstanding transactions or unposted payments.

Upon selecting the Purge History function, a submenu appears allowing you to choose the history to purge. Select the item whose history you wish to purge.

After selecting an item, the Date Entry window appears. Type in the date for which you want the purge to stop and press Enter. All history for the data dated earlier than the date you enter is removed from Atrex. Atrex defaults to a purge date of one (1) year from the current date.

13.6 Import

The Import function provides a means for importing stock codes, customers, vendors, and serial numbers from another database.

Upon selecting the Import function, a submenu appears allowing you to choose the items to import. Select the import to perform.

IMPORTANT: Importing information incorrectly into your Atrex data tables can cause data corruption. Before starting, backup your Atrex data. After completing an import, verify that the results are what you intended. If the import does not result in what you intended, restore your backup and perform the import again with the appropriate changes.
13.6.1 What Can Be Imported and How

Importing Stock Codes, Customers, Vendors, Serial Numbers, Stock Code Images, Related Stock Codes, Vendor Codes or Container/Assembly Definitions

Atrex can import stock code, customer, vendor, serial number, related stock code, and vendor code data as well as stock code images and container/assembly definitions from several different data types. These include: dBase, Delimited Text, ADO (Active Data Objects), DBISAM, and ElevateDB data sources.

Refer to the Context Sensitive Help in Atrex for a listing of the Atrex data tables – search for ‘Table Layouts’.

Data Information

After selecting an import function, the Data Import Specifications window appears. Enter the information about the data to import as prompted.

Data Type: Use the drop-down list box to select the data type (available options include: dBase, Delimited Text, ADO, DBISAM, and ElevateDB). **NOTE:** The Delimited Text option only works with comma or tab delimited files. Atrex automatically detects the file type being used and sets the delimiter for you.

Table Name: Enter the data path.

Use the Select function to select the import data path. This function opens the Atrex Import File Selection window. Locate the data file you wish to import and click OK. (Refer to your Windows Help and Support for assistance navigating this window.)

When the fields are correct, press Enter.
Data Mapping

Once a valid data type and data path is entered, the data information is retrieved and the Data Mapping window appears. The Data Mapping window is the main window involved with the import process.

**NOTE:** The selected source file or table name is displayed in the title bar at the top of this window.

When the Data Mapping window is first displayed, the contents of the first record in the input data file is displayed in the grid with each piece (or column) of data on a separate line under the Data column. The Map To column indicates where the data in the Data column will end up when the import is completed. Initially, none of the data is mapped to any field in the Atrex data files.

**NOTE:** When importing from a table (i.e., dBase, ADO, DBISAM, or ElevateDB) the field names for the table are displayed in the Column Name column. Additionally, column names that match Atrex field names are automatically mapped. These maps can be changed or removed.
Select the Map To function to map the information in the highlighted row.

Field Mapping Information

Upon selecting the Map To function, the Field Mapping window appears. The Field Mapping window lists all the Atrex fields available to where this piece of data can be sent. Highlight the desired destination, and press Enter.

Once returned to the Data Mapping window, repeat the above steps for each piece of information (row) you want to import.

IMPORTANT:

- When importing stock codes, the Stock Code field is required (something unique for each item must be mapped to it).

- When importing customers, the Last Name field is required (something must be mapped to it – company name or last name). When importing customer numbers to the Customer Number field all numbers must be numeric and unique. If your current customer numbers are alpha or alphanumeric map them to the Account Number field.

- When importing vendors, the Code field is required (something unique for each vendor must be mapped to it).
• When importing serial numbers, the Stock Code field is required and the stock code(s) MUST already exist in Atrex. **TIP:** To match on Alt Code instead of Stock Code, map the alt code to Stock Code and then right-click on the Data Mapping window and select Match Stock Code on Alternate Codes.

• When importing stock code images, only the stock code and image name can be mapped. In addition, the Stock Code field is required and the stock code(s) MUST already exist in Atrex. **NOTE:** When importing from a text file (i.e., a Notepad document) the image name must be a valid path to the image such as c:\photos\table.jpg. When importing from a table the image name must be the field in the table where the image is stored.

• When importing related stock codes, only the stock code, related code and related type can be mapped. In addition, the Stock Code and Related Code fields are required and the stock code(s) and related code(s) MUST already exist in Atrex. **NOTE:** The related type must be a number where 0 = Related, 1 = Replacement, and 2 = Accessory. If Atrex doesn’t recognize the related type the type defaults to 0 (Related).

• When importing vendor codes, only the stock code, vendor (vendor code) and vendor part number can be mapped. In addition, the Stock Code field is required and the stock code(s) and vendor code(s) already MUST already exist in Atrex.

• When importing container and assembly definitions, only the container/assembly (container or assembly item stock code), stock code (component stock code), quantity (quantity of the component), sequence (component order), and added description (for the component) can be mapped. In addition, the Container/Assembly and Stock Code fields are required and the container/assembly stock code(s) and component stock code(s) MUST already exist in Atrex. **IMPORTANT:** The Container/Assembly Definition import is an import-only function and does NOT function as an update. As such, if you are importing container/assembly definitions that already exist in Atrex and fail to import quantities your definitions will have 0.00 for component quantities. As such, you should always treat the quantity field as a required field. The same applies to sequence and add description if in use.

If other records have more information than the one you used to create the map, use the Last, Next (10), Next, Back, Back (10), and First buttons to move between records. For example, if you are importing customers and the first record only had one address line, you can go to the next record that had a second address line to map it for all records.
Select the Defaults function to set Atrex data fields to a default value. This function provides the means to set a value during the import that is written to all records imported or updated. For example, this can be used to set all the stock codes being imported to be taxable when the input data file does not have a column that indicates that the items should be taxable.

Default Data Mapping Information

Upon selecting the Defaults function, the Default Data Mapping window appears. The Default Data Mapping window displays any default values that have already been defined. The Map To column indicates which Atrex data field is populated with the data in the Default Value.

Select the Insert function to enter additional default data maps.

Select the Edit function to revise the highlighted default data map. Correct the information and press Enter.

Select the Delete function to remove the highlighted default data map. You are prompted to confirm the deletion before it is performed.
Upon selecting either the Edit function or the Insert function, the Default Field Mapping window appears. Enter the information about the default as prompted.

Field Text: Enter the default value that you want to import. This field is a simple text entry area that accepts any text that you can type in the field. The text is translated to the correct data type when it is moved into the Atrex data tables.

When specifying a true or false field (i.e., the stock code taxable indicator), you can enter T, t, Y, y, Yes, or 1 to indicate that the indicator is true, or F, f, N, n, No, or 0 (zero) to indicate that the indicator is false.

**NOTE:** The leading and trailing spaces are removed from the data before being imported.

Map To – Select the Atrex data field to be populated with the text in the Field Text field.

**IMPORTANT:** When importing stock codes, the Taxable check box is defaulted to Active (checked) if a valued is not mapped to this field.

When all the information is correct, press Enter.

Click OK to save all the defaults displayed.

Once returned to the Data Mapping window, continue mapping the data as needed.

Select the Skip function to remove the mapping for the highlighted item.
TIP: To quickly and easily clear all field mappings, press and hold the Ctrl key and click the Skip function.

Select the Last function to move to the last record in the input file.

Select the Next (10) function to move forward ten records.

Select the Next function to move to the next record in the input file.

Select the Back function to move to the previous record in the input file.

Select the Back (10) function to move back ten records.

Select the First function to move to the first record in the input file.

Select the Load Map function to retrieve a previously saved map. After selecting a map, the grid is updated with the previously saved data mappings.

Select the Save Map function to save a map for future use.

Import Mode: Use the drop-down list box to select the type of import to perform. There are three import modes from which to choose:

*Import & Update* – Indicates that existing records are updated AND that new records are added. Records that already exist in the database ARE updated and records that are not currently in the database ARE added.

*Update Only* – Indicates that existing records are updated. Records that already exist in the database ARE updated and records that are not currently in the database are NOT added.

**NOTE:** When importing customers as Update Only, the customer number field is required.

*Import Only* – Indicates that new records are added. Records that already exist in the database are NOT updated and records that are not currently in the database ARE added.

**IMPORTANT:** The Container/Assembly Definition import is an import-only function and does NOT function as an update. As such, if you are importing container/assembly definitions that already exist in Atrex and fail to import quantities your definitions will have 0.00 for component quantities. As such, you should always treat the quantity field as a required field. The same applies to sequence and add description if in use.

Import First Record – Indicates whether the first record in the input file is imported. In some data files the first record simply contains the name of each column in the file. If this is the case, uncheck this check box so that the first record is not added to the Atrex database.

When all of the data has been properly mapped, click OK to begin the import. Click Cancel to cancel the import and return to the Main menu.

When the import is finished a summary appears indicating the number of items processed, imported and updated.
13.7 **Order/Renew Atrex Subscription**

The Order/Renew Atrex Subscription function provides the means to order or renew your Atrex subscription online.

Upon selecting the Order/Renew Atrex Subscription function, a web browser opens to the Atrex online ordering system if Internet access is available.

13.8 **Enter Registration Information**

The Enter Registration Information function allows you to enter your registration information provided to you by Millennium Software, Inc.

Upon selecting the Enter Registration Information function, the Registration Information Entry window appears. Enter your registration information as prompted.

Registered Name: Enter the registration name. You must enter the registered name exactly as it appears in the Client Center, including any punctuation or typographical errors. Enter the Serial Number, Licensed Copies, Registration Key, and Options Key provided to you by the Client Center.

When all the information is entered, click OK. If all the information was entered correctly, a confirmation window informs you that the next time you start Atrex your registration information is displayed. If the information was entered incorrectly, you are prompted to correct the information.
14 Chapter 14: Help

This chapter covers in detail all functions available under the Atrex Help menu.

14.1 Help

The Help function opens Atrex's Context Sensitive Help.

14.2 Atrex Support

The Atrex Support function provides the means to access product support for Atrex online.

Upon selecting the Atrex Support function, a submenu appears allowing you to choose between sending an email, searching the Atrex support knowledge base, or accessing the Atrex community forum or news feed.

Additionally, there is a Remote Support option. The Remote Support function provides the means for Atrex support technicians to see your computer screen as well as control the mouse and keyboard in order to assist you with any issues you may be having with Atrex. Such connections can dramatically reduce the time it takes to resolve certain issues.

IMPORTANT: Remote connections cannot be made accidentally and require your direct permission. Additionally, remote connections cannot be made unless you are in contact with a support technician and that technician is waiting for the connection to be established.

Finally, if you are working with a support technician you may be supplied with instructions for using the Support File Delivery function or while working with you the technician may have you temporarily disable any customization you have made to the Atrex interface using the Disable User Customization function.

14.3 Atrex User's Guide

The Atrex User's Guide function opens a copy of this user's guide in PDF format. In order to use this function from inside Atrex you must have a PDF viewer program installed on your computer (i.e., Adobe Acrobat Reader version 4.0 or newer from Adobe Systems Incorporated which can be obtained from http://www.adobe.com).

14.4 System Information

The System Information function simply displays information about your PC and your installation of Atrex.

Upon selecting the System Information function, the Atrex System Information window appears. This window has four tabs: Atrex, Report Locations, Loaded Modules, Table Information, and User Connections.
Should you ever contact Millennium Software, Inc. for technical support, you may be asked for information contained in this window.