DistribuSuite™
A Full Featured Distribution Suite

# User Reference v1.0

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# INTRODUCTION

DistribuSuite allows you to streamline ordering, purchasing, packing, shipping, and general warehouse management. It is a Web-based warehouse management solution that is backed by Microsoft SQL server using Web 2.0/AJAX technologies. It is a simple, user-friendly application that will bring down administrative costs and help manage warehouse processes more effectively.

This set of documents can be used to understand the DistribuSuite application:

- User Guide – This document explains in detail the various features of the application for the DistribuSuite user.

- Reference Guide – This document explains how to perform tasks using the various features of DistribuSuite.

This document, the Reference Guide, provides short sections describing different "How To's", such as how to place a new order using DistribuSuite.

NOTE: When describing what input fields to enter values for, you can enter values for all input fields presented on the page, however, usually required input fields will be mentioned. An entry cannot be created or updated successfully without values specified in the required input fields.

# FEATURES LIST

The following table lists the many features, also called programs, that get executed when you make a menu selection from the navigation bar. If you have administrator privileges, you can see the same feature list by making the menu selection **Administration→Program Security** on the navigation bar.

When clicking on the **Run Command** icon at the top right portion of the DistribuSuite screen, a tab name can be used to specify a program.

| TAB NAME | MENU SELECTION |
|---|---|
| | |
| INTRO | **Home page; click on logo**<br>Displays summary of orders, sales, and accounting as well as reminders. |
| PRO | **Profile; click on MY PROFILE button**<br>Allows you to view or edit your user profile. |
| | |
| | **ADMINISTRATION**<br>Features that allow the administrator to control and manage DistribuSuite functionality. |
| COM | **Company Maintenance**<br>Add, view, or update company information. |
| PSC | **Security→Program Security**<br>Control what tasks the different DistribuSuite users can perform. |
| RSC | **Security→Roles/Groups**<br>Define what roles/groups a user can be assigned to in order to restrict them from performing certain tasks. |
| UMM | **Security→Users**<br>Add, view, edit, or delete a user account for each person that uses DistribuSuite. |
| ACM | **Settings→Accounting Codes**<br>Add, view, edit, or delete codes used throughout DistribuSuite for accounting purposes. |
| CCM | **Settings→Carrier Codes**<br>Add, view, edit, or delete codes used to specify the various packaging and deliver services used between your company and the customers. |
| CLCM | **Settings→Class Codes**<br>Add, view, edit, or delete codes used on vendor invoices to identify from what source your company made a purchase. |
| CTY | **Settings→Country Maintenance**<br>Add, view, or remove countries that your company does business with. |
| CHM | **Settings→Credit Hold Codes**<br>Add, view, edit, or remove credit hold codes used by DistribuSuite during customer payment management. |
| CUR | **Settings→Currency Codes**<br>Add, view, edit, or delete currency codes used for billing and accounting purposes. |

| TAB NAME | MENU SELECTION |
|---|---|
| DTM | **Settings→Delivery Term Codes**<br>Add, view, edit, or delete codes that specify delivery terms for any shipments made by your company. |
| EMM | **Settings→Emailer Maintenance**<br>Add, view or edit templates for email notices that are automatically sent to a customer during specific DistribuSuite operations. |
| NOTES | **Settings→Global Notes**<br>Add, view, edit, or delete notes that can be displayed on the various documents, forms, slips, and sheets that DistribuSuite generates. They can also be viewable on various page displays and the home page. |
| BOM | **Settings→Bill of Lading**<br>Add, view, edit, or delete Bill of Lading documents used by the shipping department to acknowledge that it has received goods that are ready to be shipped. |
| FMT | **Settings→Form Tokens**<br>View tokens that are used to keep track of certain values stored in the database. |
| MGS | **Settings→Merchant Gateway**<br>Add, view, or edit a merchant gateway—service used to purchase/sell products over the Interent—to DistribuSuite. |
| PCM | **Settings→Postal Codes**<br>Add, view, edit, or delete codes used to generate pull-down menus with zip codes throughout the DistribuSuite application. |
| PGC | **Settings→Price Group Codes**<br>Add, view, edit, or delete codes used to assign customers to price groups; each code specifies a discount percentage that is to be applied to a customer's pricing. |
| RCM | **Settings→Reason Codes**<br>Add, view, edit, or delete codes used to automate data entry for placing a customer on credit hold. |
| SMM | **Settings→Salesman Maintenance**<br>Add, view, edit or delete sales representatives for your company. |
| SVM | **Settings→Ship Via Codes**<br>Add, view, edit, or delete codes used to specify shipping information for shipping companies. |
| TAX | **Settings→Tax Codes**<br>Add, view, edit, or delete codes used to specify tax rates for cities and states. |
| TCM | **Settings→Term Codes**<br>Add, view, edit, or delete codes used to assign payment terms to customers. |
| TER | **Settings→Territories**<br>Add, view, edit, or delete codes used to specify territories or regions where customers are located and sales representatives responsible for those territories. |
| TMZ | **Settings→Time Zone**<br>Specify a time zone in which you run your DistribuSuite application to assure accurate date/time display and date stamps on generated documents. |
| VER | **Version History**<br>View the application's current version and licensing details. You can also request a new license for the DistribuSuite application. |

| TAB NAME | MENU SELECTION |
|---|---|
| EI | **Utilities→EDI→Export Invoices**<br>Export Invoices from the DistribuSuite database to a spreadsheet in Excel format. |
| EIV | **Utilities→EDI→Export Inventory**<br>Export inventory information from the DistribuSuite database to a spreadsheet in Excel format. |
| ICRI | **Utilities→EDI→Import Cross Reference Items**<br>Import cross reference items from a spreadsheet into the DistribuSuite database. Cross references are used for customers that use their own part numbers instead of your company's. |
| ICI | **Utilities→EDI→Import Customer Items**<br>Import customer item information from a spreadsheet into the DistribuSuite database. |
| IC | **Utilities→EDI→Import Customers**<br>Import customer information from a spreadsheet into the DistribuSuite database. |
| ICSH | **Utilities→EDI→Import Customer Ship To**<br>Import customer shipment information from a spreadsheet into the DistribuSuite database. |
| IO | **Utilities→EDI→Import Orders**<br>Import customer orders from a spreadsheet into the DistribuSuite database. |
| IS | **Utilities→EDI→Import Sales**<br>Import sales information from a spreadsheet into the DistribuSuite database. |
| ARIMP | **Utilities→EDI→A/R Import**<br>Import account receivables information (ie. Cash receipts) from a spreadsheet into the DistribuSuite database. |
| CMD | **Utilities→CMM Default**<br>Define default values for specific customer information that is otherwise defined through Customer Master Maintenance. |
| PMM | **Utilities→Printer Maintenance**<br>Specify what automatically generated forms can be printed and where. |
| LOGS | **Utilities→Website Logs**<br>View a report on any errors or event messages that have occurred while running the DistribuSuite application. |
| EPLG | **Utilities→Email/Printer Logs**<br>View what forms were printed and where. |
| TOC | **Utilities→Test Order Cleanup**<br>Remove any orders that were created for testing/evaluation purposes. |
| CCU | **Utilities→Concurrent Users**<br>View a list of users currently logged on to DistribuSuite. |
| OI | **Utilities→Orphan Items**<br>View a list of items that are orphaned in the database, in other words not associated with any other data. Only the master administrator can remove orphan items from the database. |
| IOM | **Utilities→Incomplete Orders**<br>View or delete incomplete orders in the database. Incomplete orders occur if the user clicked on the CANCEL button while entering an order. |
| ADT | **Utilities→Audit Trail**<br>View a list of all actions performed in the DistribuSuite database. |

| TAB NAME | MENU SELECTION |
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| **IPL** | **Utilities→Inventory Placement**<br>Quick way to specify where newly received inventory is placed in the warehouses. |
| | |
| | **CUSTOMERS**<br>Features that allow you to define data regarding each of your customers that includes address, billing, order defaults, shipping, notes, parts, and billing information. |
| **CMM** | **Customer Master Maintenance**<br>View, add, edit, or delete customer data in the DistribuSuite database. |
| **CMC** | **Customer Contacts**<br>View, add, edit, or delete contact information for all the customers in the DistribuSuite database. |
| **CMS** | **Customer Ship To**<br>View, add, edit, or delete shipping information for all the customers in the DistribuSuite database. |
| **CMN** | **Customer Notes**<br>View, add, edit, or delete notes specific to a customer. Also specify on what automatically generated documents these notes will be displayed. |
| **CCR** | **Customer Item Cross Ref**<br>View, add, edit, or delete cross reference information for items that have customer-assigned part number as opposed to your company's part numbers. |
| **CPS** | **Customer Special Pricing**<br>View, add, edit, or delete special pricing information for your company's customers. This supercedes any discount pricing specified through Customer Master Maintenance. |
| **PGC** | **Customer Price Groups**<br>View, add, edit, or delete price groups that customers can be assigned to which specify percentages applied to their pricing. |
| | |
| | **INVENTORY**<br>Features that allow you to keep track of all the items you sell and what is in inventory. You can also specify warehouse pricing as well as define products that are built using multiple items in the database (BOM). |
| **IMM** | **Item Master Maintenance**<br>View, add, edit, or delete items on inventory. Items cannot be sold until pricing is specified through Warehouse Pricing Maintenance. |
| **WPM** | **Warehouse Pricing Maint**<br>View, add, edit, or delete pricing information for items stored in the various warehouse your company uses for inventory. |
| **INM** | **Item Note Maintenance**<br>View, add, edit, or delete notes on items on inventory. Notes can be used for issues, questions, restrictions, or stipulations regarding an item. |
| **INV** | **Inventory Inquiry**<br>Query the database for information on items currently on inventory. |
| **IA** | **Inventory Adjustment**<br>Adjust the number of a particular item that is on inventory. |

| TAB NAME | MENU SELECTION |
|---|---|
| **IAA** | **Inventory Adjustment Approval**<br>Approve or remove any adjustments made through Inventory Adjustment, |
| **BMM** | **BOM Maintenance (ManufactureSuite only)**<br>View, add, edit, or delete BOM (Bill of Materials). BOM is a list of items and quantities needed to manufacture an end product (another item). |
| **PLM** | **Product Line Maintenance**<br>View, add, edit, or delete a product line. A product line is made up of a group of items that you have on inventory that can be considered a unit. |
| **FGL** | **Finished Goods (ManufactureSuite only)**<br>Adjust the number of a particular BOM item that is on inventory. "Finished good" refers to a BOM item that is built to completion. |
| **FGR** | **Finished Goods Approval (ManufactureSuite only)**<br>Approve or remove any adjustments made for BOM items through Finished Goods. |
| **FGRR** | **Finished Goods Register**<br>Generate a report on finished goods (BOM items) that have been manufactured by your company. |
| | |
| | **ORDERS**<br>Features that allow you to create order entries, request quotes, query the database for order information, and print picking or packing slips. |
| **OE** | **Order Entry**<br>Add a new order into the DistribuSuite database. |
| **ORI** | **Order Inquiry**<br>Query the database for information regarding a specific order. |
| **ORT** | **Order Tracking Maint #**<br>View or add tracking number information for any placed orders. |
| **OMM** | **Order Maintenance**<br>View or edit an existing order that has not yet been billed. Once billed, an order cannbo be |
| **QMM** | **Quotes→Quotes**<br>View or delete orders that were submitted as quotes. |
| **QPR** | **Quotes→Quote Printing**<br>Print orders that were submitted as quotes. |
| **QRP** | **Quotes→Quote Reprint**<br>Reprint quotes that have already been printed. |
| **PPL** | **Print Picking Slip**<br>Print the picking slip of an order. A picking slip is automatically generated at the end of order entry. |
| **RPI** | **Reprint Picking Slip**<br>Reprint a picking slip that has already been printed. |
| **RPS** | **Reprint Packing Slip**<br>Reprint a packing slip that has already been printed. A packing slip is automatically generated once the order is confirmed. |
| **ROE** | **Blanket Order Entry**<br>Create a blanket order, or recurring order. |

| TAB NAME | MENU SELECTION |
|---|---|
| REL | **Blanket Orders Release**<br>Check the status of all blanket orders and choose which ones to release so that they can be filled. |
| | |
| | **BILLING**<br>Features that allow you to confirm orders, generate invoices for them, and bill the customer. |
| OCM | **Order Confirmation**<br>Confirm the order for shipment and generate an invoice. Once an order is confirmed, it cannot be delete from the DistribuSuite database. |
| IVP | **Invoice Printing**<br>Print the invoice for the order that is ready to ship. |
| IPO | **Invoice Post**<br>Bill the customer by posting the order to their billing account. Once the order is posted with account receivables, it cannot be changed. |
| IRP | **Invoice Reprint**<br>Reprint the invoice for an order. |
| IRR | **Invoice Register Reprint**<br>Reprint the invoice register for a posted order. |
| | |
| | **ACCOUNTING**<br>Features that allow you to view perform accounting duties. This includes account receivables, account payables, and general ledger features. |
| ARI | **Account Receivables→Customer A/R Inquiry**<br>View activity on a customer's billing account. Also quickly process a credit card payment. |
| AGE | **Account Receivables→A/R Aging**<br>Generate and view an aging report on a customer's billing account. |
| CSE | **Account Receivables→Cash Receipts Entry**<br>To process a payment received from a customer in the form of cash or check. |
| CRP | **Account Receivables→Cash Receipts Register Post**<br>View, verify, and post payments to a customer's billing account. Once payments are posted they are final and no changes can be made. |
| CRR | **Account Receivables→Cash Receipts Register Reprint**<br>Reprint the cash receipts register for posted payments. |
| CM | **Account Receivables→Credit Memos**<br>View or create a credit memo for a particular order. Credit memos are used to adjust an invoice or fix any errors that were made to an invoice that has already been processed and posted in account receivables. |
| OEIM | **Account Receivables→Invoice Maintenance**<br>View invoices for all orders in the database. Once invoices are posted, they cannot be changed. |
| CHR | **Account Receivables→Credit Hold Release**<br>Release an order that is currently on credit hold. |
| CRRPT | **Account Receivables→Cash Receipts Audit Report**<br>Generate an account receivables audit report on cash receipts. |

| TAB NAME | MENU SELECTION |
|---|---|
| **VMM** | **Account Payables→Vendor Maintenance**<br>Add, view, edit, or delete vendors that your company purchases supplies from to stock inventory. |
| **VCM** | **Account Payables→Vendor Contact Maintenance**<br>Add, view, edit, or delete vendor contacts that your company communicates with. |
| **VSP** | **Account Payables→Vendor Special Pricing**<br>View, edit, or delete any special pricing that your company's vendors may offer. |
| **VNM** | **Account Payables→Vendor Notes Maintenance**<br>Add, view, edit, or delete notes for you company's vendors. The notes can be printed on any automatically generated documents for the vendor. |
| **VRM** | **Account Payables→Vendor Remit To Maintenance**<br>Add, view, edit, or delete remittance locations for your company's vendors. |
| **VICR** | **Account Payables→Vendor Item Cross Ref**<br>Add, view, edit, or delete cross reference numbers used to correlate your company's part numbers with the vendor's part numbers. |
| **VIE** | **Account Payables→Vendor Invoice Entry**<br>Add, view, or edit vendor invoices that are either automatically or manually generated once goods are received from the vendor. |
| **VIM** | **Account Payables→Vendor Invoice Maintenance**<br>Update or cancel vendor invoices. You can also mark invoices as paid. |
| **OVI** | **Account Payables→Open Vendor Invoices**<br>Generate a report of all open vendor invoices. |
| **VIH** | **Account Payables→Vendor Invoice History**<br>Generate a history report of vendor invoices. By default, the report will list paid vendor invoices. |
| **GLA** | **General Ledger→Chart of Accounts**<br>View, add, edit, or delete accounts that are used in the general ledger. |
| **GLM** | **General Ledger→GL Interface Maintenance**<br>Specify controlling accounts for the general ledger. |
| **GLRPT** | **General Ledger→G/L Audit Report**<br>Generate a general ledger audit report. |
| | |
| | **PURCHASING**<br>Features that allow you to monitor and manage all purchases made to stock inventory for your business. |
| **POE** | **Purchase Entry**<br>Place a new purchase order with one of your company's vendors. |
| **OPO** | **Open Purchase Order Report**<br>Generate a report of all open purchase orders, in other words orders that have been placed by your company with vendors but the merchandise has not yet been received. |
| **POH** | **Purchase Order History Report**<br>Generate a history report of purchases orders in the DistribuSuite database. |
| **POM** | **Purchase Order Maintenance**<br>View, edit, cancel, duplicate, and delete purchase orders for orders made with your company's vendors. |

| TAB NAME | MENU SELECTION |
|---|---|
| POR | **Purchase Order Receiving**<br>Record receipt of items ordered by updating the purchase order. |
| PPO | **Purchase Orders Print**<br>Print a purchase order. |
| PO | **Purchase Order Reprint**<br>Reprint a purchase order that has already been printed. |
| PORR | **Purchase Order Register**<br>Generate a report of all purchase orders for which your company has already received all the merchandise but has not yet been invoiced by the vendor. |
| | |
| | **WAREHOUSES**<br>Features that allow you to define warehouse in which to stock inventory as well as specific locations in the warehouse for inventory. |
| WHM | **Warehouse Maintenance**<br>Add, view, edit, or delete warehouses that your company uses to stock inventory. |
| WHL | **Warehouse Locations**<br>Add, view, edit, or delete a location within a warehouse that items can be located. |
| LIR | **Warehouse Location Item Report**<br>Generate an item report for all the warehouses defined in the database that tells you what inventory you have on hand. |
| | |
| | **REPORTS**<br>Features that allow you to generate a variety of reports that can help you improve your company's sales, customer base, and overall business management. |
| SA | **Sales Analysis**<br>Generate a sales analysis report for the customers in the DistribuSuite database. |
| OOR | **Open Orders**<br>Generate a report of all open orders in the database. |
| BOR | **Back Orders**<br>Generate a report of all back orders in the database. |
| ACR | **Active Customers**<br>Generate a report of all active customers, in other words customers that are currently doing business with your company. |
| ICR | **Inactive Customers**<br>Generate a report of all inactive customers, in other words customers that no longer do business with your company but whose data is saved for archival purposes. |
| OPO | **Open Purchase Order Report**<br>Generate a report of all open purchase orders, in other words orders that have been placed by your company with vendors but the merchandise has not yet been received. |
| POH | **Purchase Order History Report**<br>Generate a history report of purchases orders in the DistribuSuite database. |
| | |
| | **DOCUMENTS**<br>Features that allow you to interface with DistribuSuite's electronic filing system, which stores scanned or uploaded files in PDF format. |

| TAB NAME | MENU SELECTION |
|---|---|
| **PD** | **Process Documents**<br>Specify information for a scanned or uploaded document and save the information and document in DistribuSuite. |
| **UD** | **Upload Documents**<br>Upload a file on your computer or network to save in DistribuSuite's electronic filing system. |
| **SD** | **Search Documents**<br>Search DistribuSuite's electronic filing system for a document.  These are documents that were scanned or uploaded then processed.  They do not include documents that were automatically generated by the DistribuSuite application. |
| **SDG** | **Setup Document Groups**<br>Set up document groups that are used to define categories for the documents that will be scanned or uploaded as well as stored in the DistribuSuite database. |

# CUSTOMERS

Orders cannot be placed in DistribuSuite for a customer unless the customer has a customer entry in the database.

## Adding New Customers

- Make the menu selection **Customers→Customer Master Maintenance.**
- Click on ADD NEW ENTRY.
- Enter a customer number or click on the green "+" to have a number generated and entered for you.
- Enter the customer's name.
- General Tab – Enter the customer's address, city, state or region, and zip code.
- Order Tab – Select tax code, ship via code, and delivery terms code.
- Credit/Com Tab – Select terms code.
- Click on SAVE.
- By default, a "Ship To" entry is automatically created for the customer using the customer's address.

# INVENTORY

## Adding Items to Database

If an inventory item is not found when an order is being entered into the DistribuSuite database, it must be added to the database. There are two parts to this process.

- Item Master Maintenance – Provides information regarding every item in the database.
- Warehouse Pricing Maintenance – Provides additional information for those items that can be used to fill orders.

Note that all items are listed under Item Master Maintenance but only those items that have been activated through Warehouse Pricing Maintenance can be used to fill orders.

### *Add the Item*

First, add the item to the DistribuSuite database.

- Make the menu selection **Inventory→Item Master Maintenance.**
- Click on ADD NEW ENTRY.
- General Tab – Enter part number and name.
- Key Info Tab – Select the unit of measure (U/M).
- Vendor Tab – Select vendor and product line.
- Unit Tab – select the unit of measure and enter quantity.
- Click on SAVE.

Note: The input fields specified above under each tab are required, however you can fill in the other input fields as well to make the item information more complete.

### *Activate the Item*

Once an item is in the database, it can be activated so that it is available to fill orders.

- Make the menu selection **Inventory→Warehouse Pricing Maint.**
- Click on ADD NEW ENTRY.
- Enter the part number; the name will automatically update.
- Select a warehouse in which the item is located. NOTE: If the item is located in multiple warehouses and you wish for them to be available to fill orders, you must create a warehouse pricing entry for each warehouse.
- General Tab – Select the price per item and enter the list price.
- Purchasing Tab – Select a buyer.

- Current Pricing Tab – Select the currency used for transactions of this item.
- Click on SAVE.

# Products Built Using Inventory (BOM)

**NOTE: This feature is used by ManufactureSuite only!**

A BOM item is an item or product built using various items on inventory.

## *Add as an Item*

First, add the item to the DistribuSuite database. This procedure is described in the section "Adding Items to Database".

## *Create the BOM Item*

Once an item entry has been entered in the database for the BOM item, you can create it.

- Make the menu selection **Inventory→BOM Maintenance.**
- A list of BOM items in the database are listed. Click on ADD NEW ENTRY.
- Select the item in the database to make into a BOM item.
- The BOM Maintenance Details page is displayed. Select the item numbers for the items to use in building the BOM. There are two ways to do this.
    - Enter an item number where it says QUICK ADD ITEM. Click on Go.
    - Click on Advanced Search Tab to view a list of items that can be added to BOM.
- Enter warehouse, quantity, UOM, and cost of the selected item needed to build the BOM.
- Click on the SAVE icon to save any changes you made when adding the item to the BOM.
- Click on the DELETE icon to remove an item from the BOM.
- Click on SAVE to save the BOM in the database.

NOTE: The gray area on left of screen interactively updates to display what items have been added to use in building the BOM item.

## *Make BOM Available for Orders*

### Adjust Inventory

After the BOM items are built, they must be made available for ordering by adjusting the quantity of the BOM item available in inventory. At this point BOM items are referred to as "finished goods".

- Make the menu selection **Inventory→Finished Goods.**
- Enter the part number (also known as item number) for which you would like to adjust inventory in one of two ways:

    - Select a search method, enter a value for that method, click on GO.  Then click on the part number of interest.
    - Or simply enter the part number at the bottom left of the page.
- Select the warehouse, enter the adjustment quantity.
- Repeat for each item to adjust inventory for.
- Click on the SUBMIT button.

### Approve Inventory Adjustment

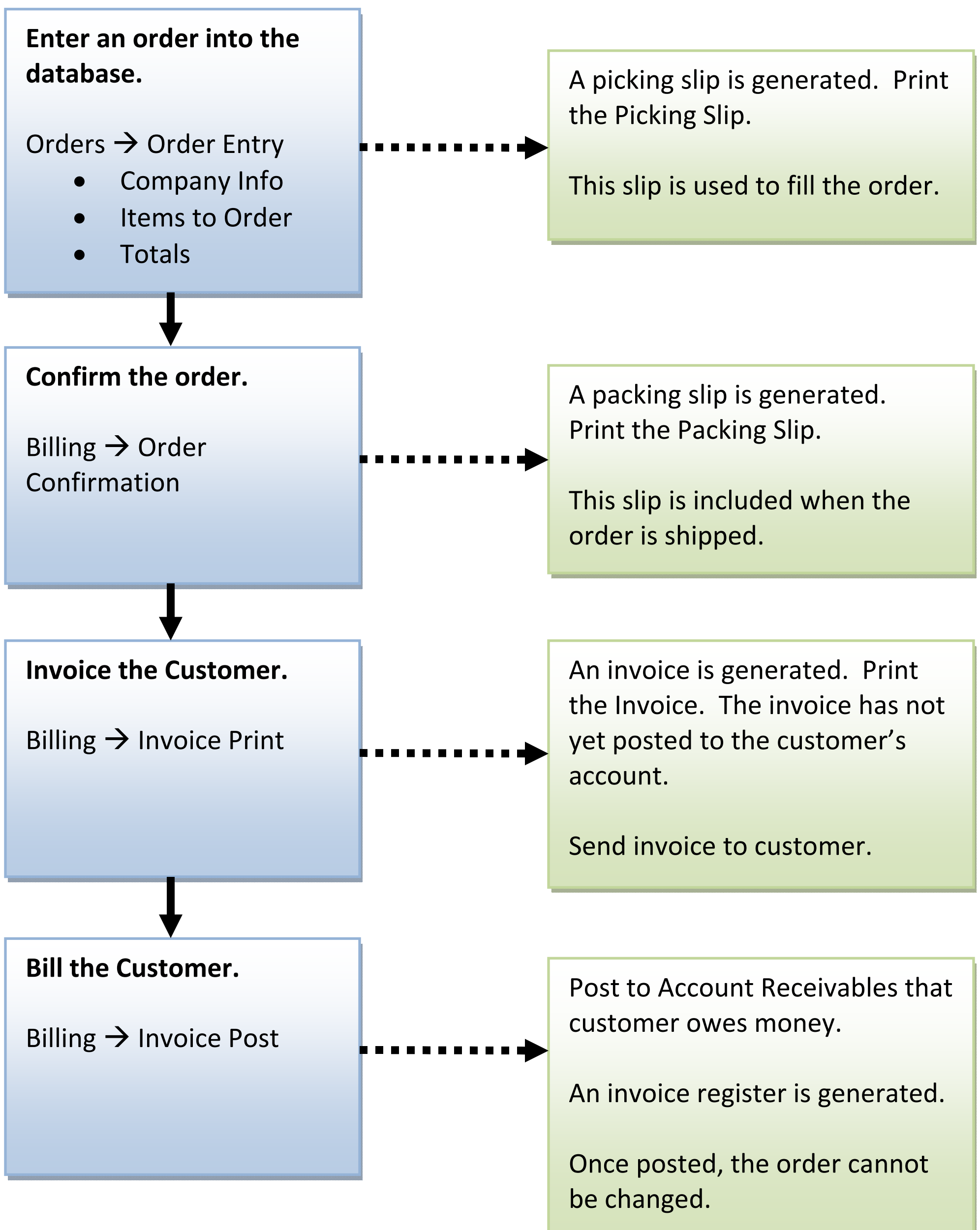
Inventory adjustments must be approved before the item quantities for the appropriate warehouses are adjusted in the database.

- Make the menu selection **Inventory→Finished Goods Approval.**
- Check the boxes for the quantities of items to be approved.
- Click on the PROCESS button.
- If the adjusted quantities are not approved, click on the DELETE button and inventory will not be affected for the selected items.

# ORDERS AND BILLING

## Processing an Order

The following is a summary of how an order is processed, from the time an entry for it is created in the DistribuSuite database to the time the customer's account is billed for the order.



## *Create an Order*

You have received a shipping order.  Create an order entry in DistribuSuite.

- Make the menu selection **Orders→Order Entry** from the navigation bar.
- General Tab – You must enter a Customer number, Ship To, number, and Customer PO.  The rest of the required input fields will be filled in automatically.  You have the option of changing them here, as well as filling in any of the other input fields as desired.
- Order Items Tab – Enter an item number to order.  Adjust the quantity as needed; check the tax box if necessary.  Add a note at the bottom portion of the screen for this item if desired.
- Totals Tab – Check the totals here with the totals on the original shipping order.  Make sure the numbers are correct.  If the items are taxable, verify the sales tax rate and the total order amount.

Click on the SUBMIT button to create an order entry in the DistribuSuite database.  An order number will be created; record this number for future reference.

- A picking slip will be generated; use this to fill the order.

## *Confirm the Order*

You have successfully filled the order.  It's time to ship it.

- Make the menu selection **Billing→Order Confirmation** from the navigation bar.
- Enter the order number for the order that is ready to ship.  Click on GO.
- Change the Ship Via Code and Ship Via Account if necessary.
- Verify information is correct; if all items are being shipped, check the box **Ship Complete.**
- If known, enter the package information – Package #, Weight, and Tracking # (if there is one)
- Fill in Shipping Date, Shipped By, and ASN Email (if necessary).
- If there is a freight charge, fill in the Shipping Amount.
- Click on the CONFIRM button to complete the order.
- A packing slip will be generated; this gets shipped with the product.

## *Invoice the Customer*

The product has shipped.  Now you must bill the customer; send an invoice before actually billing their account.

- Make the menu selection **Billing→Invoice Print** from the navigation bar.
- Check the box for the invoice to print.  The invoice number will match the order number.
- Select where to print the invoice.
- Click on the SEND button.  The invoice will print to both the **Dest** and **Print To** devices specified.
- If necessary, send a hard copy of the invoice through postal mail to the customer.

### *Bill the Customer*

The customer has been sent an invoice, giving them an opportunity to review the shipment and bill. Bill the customer's account by posting the invoice. Once the customer has been billed, the order cannot be changed.

- Make the menu selection **Billing→Invoice Post** from the navigation bar.
- Check the box for the invoice to post. The invoice number will match the order number.
- Click on the POST button. The invoice will post to the customer's account in Account Receivables.
- Confirm the invoice posted successfully:
  - Make the menu selection **Accounting →Account Receivables→Customer A/R Inquiry**
  - Enter the customer number for the customer you have just billed.
  - Scroll to the end of the list of invoices shown and verify the last one listed is the one you just posted.

## Importing EDI Orders

Some customers, such as ACE Hardware, send orders via EDI, or Electronic Data Invoice. This is basically an e-mail with the order in a .CSV file. Importing EDI orders into DistribuSuite is a simple process. Generally, you do not need to enter any information manually into DistribuSuite. All the information is read from the .CSV file and is used to automatically fill in an Order Entry within DistribuSuite. You must have Administrator privileges to import EDI orders into DistribuSuite.

1. Open the email with the order or .CSV file.

2. Right click on the .CSV file name and save it onto your computer desktop.

3. On DistribuSuite, make the menu selection **Administration→Utilities→EDI→Import Orders** from the navigation bar.

4. Fill in the following input fields:

   - **Customer Number** – Enter the customer number for the customer that you are importing an order for.
   - **Part Number Prefix** – Because your company may have a lot of items that customers from different companies can order, your company may add a prefix to the item number to indicate what customer orders those items. For example, an item with the prefix "AC" indicates an item that ACE orders. The customer, however, has no knowledge of those prefixes. Enter the prefix here that represents the customer you are importing an order for.
   - **File** – Enter the name of the .CSV file that you saved to your desk top. If you do not remember, click on the Browse button to bring up a File Selection window from where you can select the file name.

5. Click on the SAVE button.

6. DistribuSuite will open that file, read the order information from the file, and automatically display the Order Entry tab (which is also displayed when making the menu selection **Orders→Order Entry**) with all the data filled in that was pulled from the .CSV file. A message in red text will be displayed at the top similar to the following - 21 out of 21 items were added to the order entry.

7. If the numbers are not the same, you will need to look under the Order Items sub-tab and at the .CSV file to figure out which item did not import correctly. You will need to add these items manually, as you normally do when making an order entry.

8. Look the rest of the information on the order entry. This includes all data within the Order Entry sub-tabs General, Order Items, and Totals.

9. If all the information is accurate, click on the SUBMIT button to submit the order entry and generate a Picking Slip.

10. Processing of this order now continues as normal. See "Processing an Order" for more information on this topic.

# Blanket Orders

A blanket order, also called recurring order, is an order that has multiple delivery dates scheduled over a period of time. Blanket orders are useful for customers that order the same set of items at regular intervals.

## *Create a Blanket Order*

- Make the menu selection **Orders→Blanket Order Entry.**
- Fill in the details of the order as well as information under the General, Order Items, and, Totals tabs the same as you would a regular order.
- Blanket Tab – Enter specifics regarding recurrence of order. You must choose one: daily, weekly, monthly, or yearly.
    - Daily: Select what days the order should occur, and enter the start and end dates of the recurrence.
    - Weekly: Select how often during the week or which day of the week.
    - Monthly: Select the day of the month or interval of months.
    - Yearly: Select the same date of each year or the same date of each month.
- Click on SAVE. An order number is assigned to the blanket order and it is now listed under Blanket Orders Release.

## *Release a Blanket Order*

Once a blanket order is created, it is viewable through Blanket Order Release. On the specified date of an order's recurrence, a copy of the blanket order will be used to create an order to fill. A blanket order must be released before it can be filled.

- Make the menu selection **Orders→Blanket Orders Release.**
- Enter a date range for which to search blanket orders in the database. Click on GO.
- Check the boxes on the list to release.
- A confirmation popup window will appear. Click on YES.

- A new order number will be assigned to the orders that you selected to release.
- Select the orders to print picking slips for.
- At this point, the procedure is the same as processing a new order.

## *Cancel a Blanket Order*

- Make the menu selection **Orders→Order Maintenance.**
- Enter the order number for the blanket order.  Click on GO.
- Click on the “Recurring” tab.
- Click on the radio button “Cancel Blanket” to cancel the recurrence of the order.
- Click on SAVE.  The order is no longer recurring but is available for use.

# ACCOUNTING – ACCOUNT RECEIVABLES

## Processing a Payment

The customer's order has shipped, the customer has been sent an invoice, and the invoice has been posted for payment to the billing account with Account Receivables. The customer is now making a payment.

### *Enter Cash Receipts*

#### One Check for One Customer

- Make the menu selection **Accounting→Account Receivables→Cash Receipts Entry**.

- You are required to enter the customer number, check number, payment amount, and check date.

- Under the Payment column, fill in the amounts for the invoices that the check is paying for. You can apply payment to as many invoices as needed.

- To make any adjustments to an invoice, click on the green circled "+" .
  - Select the appropriate code from the pull-down menu for the adjustment you wish to apply, and enter the amount that the invoice is to be adjusted.
  - If you are entering a credit amount, be sure to precede the amount with the minus "-" symbol.
  - You can apply another adjustment if desired.

- When you are done applying the check amount to the proper invoices, click on the **ACCEPT** button. The display will be updated to show a Payment ID for the payment that was just made; record the Payment ID for future reference.

- You can now continue to enter the next check payment.

If the invoice paid was paid in full, it will continue to show under the Invoices list for Cash Receipts Entry with a "Current" amount of $0.00 until the payment is posted.

#### One Check for Multiple Customers

- Make the menu selection **Accounting→Account Receivables→Invoice Maintenance.**

- For each invoice that the check pays for:
  - Enter the invoice number in the input field and click on GO.
  - Write down the customer number for that invoice.

- After getting all the customer numbers, do the following for each customer:
  - Total how much is being paid to that customer with the check.
  - Make the menu selection **Accounting→Account Receivables→Cash Receipts Entry.**

- You are required to enter the customer number, check number, payment amount, and check date.
  - For the “Check Number” field, enter “MULTI<check#> 1 of <#>” so that you know how many customers were paid through this check.  For example if check #135 pays for invoices for 4 customers, enter “MULTI135 1 of 4”.
  - For “Payment Amt”, enter the total being paid to the customer with the check (calculated above).
- Follow the remaining steps as described above in the section “One Check for One Customer”.

## *Post Payments*

After you have made cash receipt entries into DistribuSuite, you can view and confirm payments before they are posted.  Once the payments are posted, they are final and no changes can be made.

- Make the menu selection **Accounting→Account Receivables→Cash Receipts Register Post.**

- Add a check mark to those cash receipts that you wish to post.  The information under the column labeled “Pymt #” match the Payment IDs that were generated when you submitted the cash receipts.

- Click on the POST button.  The display will be updated with a register number for the post at the top of the page; record the register number for future reference.

- Once the post is complete you can print a listing of all Cash Receipts for that register number.

At this point, all payments that you posted are final.  The invoice and payment information can now be viewed when you submit an Account Receivables Inquiry in DistribuSuite.

# ACCOUNTING – ACCOUNT PAYABLES

## Adding New Vendors

Before creating a purchase order to restock inventory, a vendor entry must exist for the company from which you are making the purchase.

- Make the menu selection **Accounting→Account Payables→Vendor Maintenance.**
- Click on ADD NEW ENTRY.
- Enter a vendor number or click on ADD to have a number generated and entered for you.
- Enter the name of the vendor.
- General Tab – Enter the address, city, zip code, and phone number.
- Key Info Tab – Select a terms code.
- Click on SAVE.

# PURCHASING

## Processing a Purchase Order

You are running low or are out of stock of an item in your warehouse.  You must now place a purchase order with your vendor.  Once items are received, it can be recorded and the vendor can be paid.

### *Create a Purchase Order*

Create a purchase order with the vendor that supplies you with the needed items.

- Make the menu selection **Purchasing→Purchase Entry**.
- General Tab - You must enter a vendor number, select a warehouse, specify a terms code, and specify a ship via code.
- Order Items Tab – Enter item numbers of items to order, quantities, and prices. Check the tax box if an item is taxable.
- Totals Tab – verify  totals.
- Click on the SUBMIT button and a PO# will be created.  Record the number for future reference.

### *Receive Shipment of Order*

Once shipment is received, record quantities of items received.  For multiple shipments that may be received at different times, save the PO each time items are received and recorded.  Once all items are accounted for or received in full, the PO can be closed.

- Make the menu selection **Purchasing→Purchase Order Receiving**.
- Enter the PO number for items received, click on GO.
- Details will be displayed.  Click on CONTINUE.  Or change “Item Selection” and “Default Quantity”, and add note if desired, then click on CONTINUE.
- Items for PO will be listed.  Select warehouse of item and quantity received.
- To add lot numbers for received items, click on pencil icon to edit item.
- Click on one of the following buttons (see below for difference between SAVE and COMPLETE):
    - SAVE – save data entered; PO available to record future items received for this PO.
    - COMPLETE – all items received for order; close the PO and create an invoice with account payables.
    - CLOSE ORDER – more or less items received but you wish to close out the order.  The PO is marked as closed and an invoice created with account payables.
- NOTE:  Once PO is marked as “closed”, it is no longer viewable here.

### Difference Between SAVE and COMPLETE Buttons

**SAVE**: Click on this button to indicate that you are done entering items received for this purchase order for now. There may still be items that have not yet been received for the purchase order. When they come in, the purchase order will still be available for you to open and record what has been received. You can come back at a later time and continue to enter the items received.

**COMPLETE**: Click on this button to indicate that you are done entering items received for this purchase order. The purchase order will be marked as "Closed" and will no longer be viewable through the Purchase Order Receiving page. A new purchase order in the sequence will be created for the quantities that have not yet been received. For example, PO #011223-00 will be marked as closed and PO #011223-01 will be created with the items on the original PO that have not yet been received. Once a purchase order is marked closed, a vendor invoice is created which is viewable by Account Payables through the menu selection **Accounting→Account Payables→Vendor Invoice Entry.**

## *Pay the Vendor*

Items have been received and the PO closed. An invoice is automatically created once the PO is marked as closed through Purchase Order Receiving. An invoice can also be manually created. The invoice is used to pay the vendor.

- Make the menu selection **Accounting→Account Payables→Vendor Invoice Entry**.
- Enter the PO# of PO being paid, click on GO. Or enter vendor #, click on GO, select from the list the PO to pay.
- Enter the invoice # of the invoice sent by the vendor for payment.
- Verify items, quantities and price.
- Click on COMPLETE. The invoice is assigned a reference number and marked as closed. The invoice is no longer viewable here.

## *Close Out the Invoice*

The vendor has been paid and the transaction is now complete. Close out the invoice.

- Make the menu selection **Accounting→Account Payables→Vendor Invoice Maintenance.**
- Click on GO. A list of completed invoices will appear. Select the invoice to close out.
- Verify information displayed, click on MARK AS PAID.
- Invoice is marked as "paid" and is no longer viewable here.

# A NOTE ON NOTES

There are several places within the DistribuSuite programs that notes can be entered. This section clarifies the different types of notes and where they will appear either in the different programs or on DistribuSuite-generated documents.

## Customer Notes

Customer notes are used to add notes that are specific to a customer. In other words, they are customer dependent and will only be seen by that customer. These notes can be used internally or can be printed on automatically generated documents such as the picking slip.

Create a customer note through the menu selection **Customers→Customer Notes.** You can also create or view customer notes through **Customers→Customer Master Maintenance.** Select a customer and click on the Notes tab for that customer.

With customer notes, you can specify the display type and the print location. If you choose to display only, then the note will appear in the note box on the bottom right of the Order Entry page, under the General tab. It is treated as an internal note. If you choose to print, then the note will be printed on the print locations that are checked.

## Global Notes

Global notes are used for all customers. Create a global note through the menu selection **Administration→Settings→Global Notes.**

With global notes, you can specify the display type and the print location. For example, you can define a note that will print on the bottom of invoices to all customers.

## Item Notes

Item notes are notes that are specific to an item. They can be set as a popup warning as well as be displayed on selected forms where the item is involved. Create an item note through the menu selection **Inventory→Item Note Maintenance**.

## Order Entry Notes

Order Entry notes can be viewed when creating new orders in the DistribuSuite database. Make the menu selection **Orders→Order Entry.**

***General Tab*** – If any notes were specified through customer notes for the customer the order is being created for, those notes will appear in the text box on the lower right-hand side of the order entry page. This field is not editable here. You need to edit through Customers→Customer Notes.

***Order Items Tab –*** The bottom portion of the Order Items tab displays information specific to the item currently being added to the order entry. If a description was specified for the item under Item Master Maintenance, the description will appear in the Description field at the bottom portion of the page. The Notes field directly below the Description field allows you to enter a note that will be printed with the order.

## Customer A/R Inquiry Notes

ARI notes are entered by accounting, for example to flag items with such notes as "customer is disputing". ARI notes can be created and viewed through the menu selection **Accounting→Account Receivables→Customer A/R Inquiry**. Enter a customer number to view AR information for that customer. Click on the Notes tab to view ARI notes for that customer. To create a new note, click on the ADD button under the Notes tab. Or under the General tab, click on the Note icon  for a specific invoice.

# DEFINITION OF TERMS[i]

**Account Payables –** Money which a company owes to vendors for products and services purchased on credit. This item appears on the company's balance sheet as a current liability, since the expectation is that the liability will be fulfilled in less than a year. When account payables are paid off, it represents a negative cash flow for the company.

**Account Receivables –** Money which is owed to a company by a customer for produces and services provided on credit. This is treated as a current asset on a balance sheet. A specific sale is generally only treated as an account receivable after the customer is sent an invoice.

**Account Receivables Aging –** A periodic report showing all outstanding receivable balances, broken down by customer or month due.

**Aging Accounts –** Classifying accounts by the time elapsed after the date of billing or the due date. An aging schedule of account receivables may break down receivables from 1-30 days, 31-60 days, 61-90 days, and over 90 days.

**Bill of lading –** A document issued by a carrier, for example a company's shipping department, to a shipper, acknowledging that goods have been received and are ready for shipment to a named place of delivery.

**Blanket Order –** An order the customer makes with its supplier which contains multiple delivery dates scheduled over a period of time, sometimes at predetermined prices.

**BOM –** List of parts and quantities of each of the parts needed to manufacture the final product.

**Broker –** An individual or firm that acts as an intermediary between a buyer and seller, and usually charges a commission.

**Certificate of Conformance –** A document certified by a competent authority that the supplied good or service meets the required specifications.

**CID** – Card Identification Number (for credit cards); a security feature that gives increased protection against credit card fraud.

**Consignment –** The act of placing a person or thing in the hand of another, but retaining ownership until the goods are sold or person is transferred.

**Consignment Inventory –** Inventory that is in possession of the customer, but is still owned by the supplier. The customer purchases the inventory only after he has resold or consumed it.

**Cost** – What it takes to produce a product or service, in terms of dollars and/or resources.

**Credit Memo –** A commercial document issued by a seller to a buyer, listing the products, quantities, and agreed prices for products or services the seller provided the buyer, but the buyer did not receive or returned. It may be issued in the case of damaged goods, errors or allowances. In respect of the previously issued invoice, a credit memo will reduce or eliminate the amount the buyer has to pay.

**Drop Ship –** A technique in which the retailer does not keep goods in stock, but instead transfers customer orders and shipment details to either the manufacturer or wholesaler, who then ships the goods directly to the customer.

**Finished Goods** – Goods that have gone through and completed the manufacturing process but have not yet been sold or distributed.

**FOB –** Free on Board; a shipping term. It specifies which party (buyer or seller) pays for which shipment and loading costs, and/or where responsibility for the goods is transferred.

**General Ledger** – The main accounting record of a business which uses double-entry bookkeeping. It will usually include accounts for such items as current assets, fixed assets, liabilities, revenue and expense items, gains and losses.

**GP%** – Gross Profit Percentage; used to help track and improve the profitability of your business.
To determine GP%, by item or on total sales, divide the GP by sales.

Example 1 – an item sells for 1.00 and it costs .60, so the Gross Profit is .40. .40 divided by 1.00 is 40%, so the GP% is 40%.
Example 2 – Total sales are 10,000 and the total COGS is 7,450. This makes the GP 2550. 2550 divide by 10,000 equals 25.5% so the GP% is 25.5%. (COGS: cost of goods sold)

**Inventory –** Goods and materials held available in stock by a business.

**Lead Time** – The amount of time between placing an order and receiving the goods ordered.

**List Price** – The price the manufacturer recommends that the item sells for.

**MSDS** – Material Safety Data Sheet; a form containing properties of a particular substance. The form is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner.

**Price –** The amount of many or goods asked in exchange for a product or service.

**Product Line –** The marketing strategy of offering for sale several related products. Unlike product bundling, where several products are combined into one, lining involves offering several related products individually.

**Purchase Order (PO)** – A document issued by a buyer to a seller, indicating the type, quantities and agreed prices for products or services the seller will provide to the buyer. Sending a PO to a supplier constitutes a legal offer to buy products or services. Acceptance of a PO by a seller usually forms a once-off contract between the buyer and seller so no contract exists until the PO is accepted.

**Reconcile Bank Statement –** The process of matching and comparing figures from accounting records against those presented on a bank statement.

**Remit –** To make a payment by any non-credit means. Examples of remittance include cash, check, and electronic transfer.

**Resale Certificate –** Standard business form that is used by registered businesses making purchases of goods and certain services that they intent to resell in the normal course of business without intervening use. The use of a resale certificate allows for making purchases without paying sales tax. A completed resale certificate must be given to the seller at the time of purchase, or within a reasonable time. The seller must keep the certificate or a copy of the certificate in its records for five years. A resale certificate is required for all wholesale sales. Otherwise, sales tax must be charged.

**Retail Price** – The price an item is sold for in a store.

**SCAC –** Standard Carrier Alpha Code. This is a unique code, developed by the National Motor Freight Traffic Association, used to identify transportation companies.

**Subledger, or Subsidiary Ledger –** A subset of the general ledger used in accounting. The sub ledger shows detail for part of the accounting records such as property and equipment, prepaid expenses, etc. The total of the sub ledger would match the line item amount on the general ledger. This corresponding line item in the general ledger is referred to as the controlling account.

**U/M –** Unit of measure.

**UPC –** Universal Product Code; a barcode symbol used to track items.

**Vendor** – Anyone who provides goods or services to a company.

**YTD –** Year to date; period beginning January 1 of this year and ending on the current date.

**Warehouse** – A structure or room for the storage of merchandise or commodities.

[i] Glossary definitions were obtained from the following websites:
http://dor.wa.gov/content/QuestionsAndAnswers/
http://www.answers.com/
http://www.businessdictionary.com/definition/
http://www.inventoryops.com/ConsignmentInventory.htm
http://www.investorwords.com/
http://www.merriam-webster.com/
http://en.wikipedia.org/wiki/
http://www.wryoung.com/business-information/gross-profit-expense-percentage.htm