

# ***Total Order Plus Online Help***

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# 1

## *'How To' Online Help*

- Reverse Cash Receipt Payment
- Prepayment on Account
- Apply A/R Credit Memo
- Write Off Bad Debts
- Adjust A/R Open Invoice
- Reverse A/P Computer Generated Checks
- Print Customer Mailing Label
- Calculate Customer Aging Fields
- Set Up New Inventory Product Category
- Search Order Entry Invoice History
- Find Order/Invoice Utility
- Purge / Downsize Invoice History
- Set Up Quote Template
- Insert Order/Invoice/PO Line Number

## Reverse Cash Receipt Payment

To reverse an Accounts Receivable Cash Receipts Payment, you must use the Cash Receipts Data Entry screen on the Cash Receipts Menu. A payment would only need to be reversed if the original payment was applied to the wrong customer's account, a returned check, etc. Following are the step by step instructions:

Enter deposit date --> Select type of deposit code (cash, check, credit card)

The deposit amount must be entered as a negative number (-150.00)

Type the customer code or ? to insert a customer from the display window

Enter the check number to reverse

*Note: If the check number is not known, you can use the word  
REVERSE.*

You can use the ABA number field as a memo field. Perhaps an explanation of why you are reversing the payment or leave blank.

The debit cash amount must also be entered as a negative number

Select the invoice(s) number you want to reverse --> Bypass the discount field unless there was a discount taken when the payment was posted

The invoice amount must also be entered as a negative amount

## Enter Prepayment on Account

To apply a prepayment to a customer's account, you must use the Cash Receipts Data Entry screen on the Cash Receipts Menu. This would be used if an advance payment is received on an order that has not been invoiced. Following are the step by step instructions:

Enter deposit date --> Select type of deposit code (cash, check, credit card)

Enter the amount of the prepayment for deposit amount

Type the customer code or ? to insert a customer from the display window

Use PREPAY for check number

ABA number can be left blank --> Enter the amount of the payment

Type the invoice number, if known, or use a number of your choice

'Is This a PrePayment? (CR-N)' message will display --> Press the Enter key

Bypass the discount field --> Enter the amount of the payment

## Apply A/R Credit Memo

A credit memo is entered in Order Entry so it will reflect in invoice history, Accounts Receivable reports, Inventory reports and Sales Analysis reports. It is possible to enter a credit invoice in the A/R module, but it won't affect anything but the customer's account.

Credit memos are applied using Cash Receipts Data Entry on the Cash Receipts Menu. Following are the step by step instructions:

Enter deposit date --> Enter a deposit code or can be left blank

The deposit amount will always be zero

Type the customer code or ? to insert a customer from the display window

The check number can be used as a reference (i.e. APPLY, CREDIT)

ABA field can be a memo or left blank --> Debit cash amount will always be a zero

*Note: The invoice and credit memo numbers will display on the bottom portion of your screen. Press the Enter key for multiple screens.*

Select the credit memo in the invoice number field --> Bypass the discount field

Press the Enter key to accept the amount shown

*Note: You may apply a partial amount of the credit memo.*

Type the invoice(s) numbers you are paying with this credit memo or type AUTO to apply the credit to the oldest invoices on account.

## Write Off Bad Debts

When a customer does not pay their open invoices, will not pay sales tax on an invoice, or perhaps has to close their business, you may want to write off the invoices to a General Ledger account to reflect on your corporate tax return.

Write off of an invoice or an account, you will use the Cash Receipts Data Entry screen on the Cash Receipts Menu. Following are the step by step instructions:

Enter the date for the write off --> Deposit amount is always zero

Type the customer code or ? to insert a customer from the display window

Enter check number as a reference (i.e. BADDEBT, WRITEOFF)

ABA field can be a memo or left blank --> Debit cash amount will always be a zero

Enter the invoice(s) that you want to write --> Bypass discount field --> Press Enter key to accept the amount should or enter a partial amount

Once all of the invoices are entered, type 'MISC' in the invoice field to distribute to the General Ledger

Enter the General Ledger account number --> Press Enter to accept the amount

*Note: If you want to distribute the amount to more than one GL account, continue to enter account numbers and amounts until the distribution amount is equal to zero.*

## Adjust A/R Open Invoice

The Open Invoice Data Entry selection on the Accounts Receivable Invoice System Menu can be used to adjust invoice dates and make adjustments to invoice amounts. It must be noted that if you change the amount of an open invoice in this manner, it will not affect anything in the system except the customer's account. The proper way to adjust an invoice amount is to issue a credit memo in the Order Entry system, so it affect all receivables, inventory and sales analysis reports.

The system will prompt you to enter a General Ledger account number. If you are going to only adjust the date of the invoice, you will enter the Accounts Receivable account number so the amounts posted to the General Ledger will be zero. If you are going to adjust the amount of the invoice, you will enter a revenue account that was used on the original invoice.

Enter the invoice number or ? to insert the invoice number from the display window

Press the Enter key to accept the customer code displayed on your screen

*Note: The invoice date and due date, discount amounts and invoice amounts display on your screen.*

'Is This An Invoice Adjustment?' (Y)es or (N)o? --> Press Y to continue

Press Enter for invoice date or change the date on the invoice

Press Enter for due date or change the due date on the invoice

Press Enter for discount date, if applicable, or Enter to bypass the discount date

Adjust the amount of the discount, if applicable

Enter the amount of the invoice adjustment

*Note: If you are only changing the dates of the invoice, you must enter a zero for invoice amount so the original amount of the invoice is not altered.*

*If you want to adjust the invoice amount, you must enter the amount as a negative. If this invoice happens to be a credit invoice, the amount would be positive.*

Press Enter to accept the line number assigned by the system

Press Enter to accept the revenue account displayed or input the General Ledger account that you want to distribute

*Note: Multiple General Ledger account numbers can be distributed.*

Run the Open Invoice Data Entry Register and Update to complete.

## Adjust A/P Open Invoice

The Open Invoice Data Entry selection on the Accounts Payable Invoice and Manual Check Menu can be used to adjust invoice dates and make adjustments to invoice amounts.

Enter the vendor code or ? to insert the vendor from the display window

Enter the invoice number or ? to insert the invoice number from the display window

'Is This An Invoice Adjustment?' (Y)es or (N)o? --> Press Y to continue

*Note: The invoice dates, terms, purchase order number, memo and invoice amounts displays on your screen.*

'Is The Data Correct?' (Y)es or (N)o? --> Type Y to accept the invoice information

Type N to edit the invoice amount --> Enter the amount of the adjustment

*Note: You can adjust the entire amount or a partial amount. The amount must be a negative amount. If you are adjusting a credit invoice, the amount would be positive.*

*The General Ledger distribution will display on the bottom of your screen.*

Press Enter to accept the line number assigned by the system

Press Enter to accept the expense account(s) displayed that was on the original invoice.

*Note: Multiple General Ledger account numbers can be distributed. For example, you may want to adjust only the amount of freight.*

Run the Invoice Data Entry Register and Update to complete.

## Reverse A/P Computer Generated Checks

Check reversals are made using Manual Check Data Entry on the Invoice and Manual Check Menu. When a reversal is made, all of the invoices that were paid by the original check will be written back to the vendor file as an open invoice.

Enter the check number you want to reverse

*Note: The vendor number and name, check date and amount displays on the screen.*

Is This A Check Reversal? (Y-N) --> Type Y to accept the check information

Is The Heading Information Correct? (Y-N-DELETE)

Type Y to continue with the check reversal

Type N and a message 'Check Reversals Cannot Be Edited'

Type DELETE or Press F7 to remove the check information

*The system automatically inserts R after the check number designating a reversal.*

*You will be prompted to enter the invoice number(s) that were paid with this check. The invoice amount and the General Ledger distribution will display on the screen. Accept the information to complete the entry.*

*Print the Manual Check Register to update the check reversal information to the vendor and history files.*

## Print Single Customer Label

TOP allows users to print a single customer label in the Accounts Receivable module. Select the Accounts Receivable System Menu and Customer Masterfile Maintenance. Enter the customer code and select Print Mailing Label on the sub-menu. The from and to addresses display on the screen, along with an option to (C)hange the information, (P)rint the label as displayed or (E)nd the display and return to the sub-menu.

You can accept the From address from the Company Maintenance file or if you have preprinted labels, you will want to remove the name and address.

The To name and address is the customer name and address that displays on your screen or you can override the To information.

Select the quantity of labels, the column where you want the information to start printing, the format size of the label.

*Note: Label size is 1=1", 2=2.5", 3=3.0", 4=3.5" and 5=1.5".*

You have the option as to whether or not you want to print the From name and address on the label. You have the option of printing the customer code on the label, customer phone number or a combination of customer code and phone number.

If you are using a Zebra label printer, you must answer Yes to the Use Zebra question so TOP can format the label for that printer.

## Calculate Customer Aging Fields

The Update Customer Aging on the Accounts Receivable System Menu is an on demand open invoice aging program that reads through the open invoice file and calculates the aging fields for 30 days, 60 days, 90 days and 120 days. The new figures are written to the customer masterfile aging bracket fields.

You can run the aging for one customer or a range of customers by customer type or all customer types. You can select the aging date to use for the calculation. This is useful if you want to run an aging anytime during a month and not just during Month-End Processing.

The aging fields default to the usual 30, 60, 90 and 120 days. You can select to print any number of days you want, i.e. 7, 14, 21, etc.

This aging process automatically runs during Month-End Processing.

## Set Up New Inventory Product Category

There are four steps that are required to set up a new inventory product code. Select the Inventory Control module and the Inventory Control Definition Menu.

- 1) Select Segment One Maintenance and enter the new product category code and the description of the product.
- 2) Select Distribution Code Maintenance and enter the new product category code. You must enter a debit and credit General Ledger account number for Receipts, Issues, Adjustments, Physical Count and Sales.

*Note: See the Total Order Plus Inventory Control manual for detailed information on how to enter the distribution account numbers for each category.*

- 3) Enter ? to display the I/C Options Menu. Select Product Category Maintenance and enter the product category and description. This code can be up to three characters and is used for categorizing reports.
- 4) Select Discount Class Maintenance on the I/C Options Menu. Enter the discount category code and description - can be the same as the Segment One code for simplicity. Enter L for level pricing, P for quantity break pricing or N for net quantity break pricing. Depending on your selection, you will enter the discount percentages or quantity breaks for each level.

## Search Order Entry Invoice History

Total Order Plus accumulates invoice history when the Daily Sales Journal and Update is processed. This data can be displayed in detail by using the Invoice History selection on the O/E Options Menu. There are numerous sort features allowing you to search the history file in specific ways.

The default sort is by customer code and allows you to press the Enter key to display all invoices for a customer or you can enter a customer code to advance the sort to that customer. You can press the F1 key to display the header information and line item detail records, F2 will reverse the sort back one screen or you can change the sort by pressing the F3 key.

The F3 option offers selections to sort the history invoices by invoice number, customer code, order number, invoice date or display history from a history file that has been purged.

If you select to sort the history by invoice number, you will have another selection to sort by purchase order number, ship-to name or detailed line items, allowing you to print an invoice in the format selected in the Invoice Parameters on the Order Entry Definition Menu.

## Find Order / Invoice Utility

This utility searches the open order file and the invoice history files by numerous selections: invoice number, order number, purchase order number, amount of an invoice, contents of a message line, description of an item, customer name, ship-to name or a release number on an invoice.

Once you enter your find option, you will need to enter the search item to look for. If you know the customer code it will shorten the length of the search. Otherwise, the search will proceed through all customers.

Once the search begins and finds the item, it will display whether it is an open order or a history invoice. If the selection is an open order, you can select to display the header information or see the status in production. If the selection is an invoice in history, you can select to display the invoice header information, enter text in an invoice history cardfile, show the cash receipt payments made against this invoice or print the invoice out of the history file.

## Purge / Downsize Invoice History

Total Order Plus accumulates important invoice data into multiple history files on a daily basis. The files are of a dynamic, multi-keyed structure, which means they continue to increase in size and should be purged on some kind of a time table. In the Business Basis language, there is a maximum file size limit. If a file reaches the maximum, you will not be able to access the file or to down size it to it's current size. As the file capacity increases, the size of the hard drive decreases as well.

Another reason to keep the history files purged, the files are open during the order and invoice data entry programs and when you search for an invoice or item in history, the time it takes to search through thousands of invoices is considerably decreased.

The purge programs are located on the PM Options Menu. In addition to the invoice history purge, there are other purge programs for cash receipts, customer product sales, A/P invoice and check history, purchase order history and inventory item history. The O/E invoice history files are the most populated files and take up a lot of hard drive capacity.

The purge program gives you the option of saving the purged data to a history folder in case you want to have access to the data through the invoice history search. TOP allows you to purge by month or by year. This parameter is a field in the Invoice Parameters on the Order Entry Definition Menu.

Once you have purged the data, you will need to run a program to down size the file to their actual capacity. The Reduce Dynamic File utility is on the SU Options menu. The files names to down size are:

Order Entry	Accounts Receivable	Accounts Payable
OEIH1	ARCH1	APIH1
OEIH2		APIH2
OEIH5		APCH1, H2, H3
Purchase Orders	Order Entry	Inventory
POPH1	OECS1	ICIH1
POPH2		

# Set Up Quote Template

To utilize the quoting capability in Total Order Plus, you would need to set up a quote template in Quote Maintenance on the O/E Options Menu. You can define a header name and description that would best describe the type of template you are defining.

Each line item must be a valid inventory item. You can enter the item code or enter ? for the item lookup window. The item description is displayed and the cursor moves to the quantity field. You can have up to 999 line items. You can use Message lines in the template the same way you use message lines in order/invoice data entry.

Once the template is defined, it can be imported into an order by following this procedure:

At the order type field on Order Data Entry, you must enter a Q+F1 to select a template.

Once the header portion of the order is complete, the line items from the template display on your screen. You can add, edit or delete line items the same as a regular order.

*Note: Item pricing on a quote is calculated the same as on an order - checking customer contract pricing, discounts allowed and inventory item pricing.*

A quote has two print formats:

Worksheet format lists the quantity, item description, cost, list price and percent of profit for each item, as well as an overall total profit and percent of profit for the entire quote.

*Note: Quote not in worksheet format prints the all of the above information except for the cost amounts and the percent of profit.*

The second quote option prints the quantity, item code, description of the item without any pricing. A total of all of the line items prints at the bottom of the quote form.

If you do not have quote templates defined in your system, you can still print quote forms simply by putting a Q in the order type field. The difference is you will have to input the line items manually.

In the Order Parameter Maintenance on the Order Entry Definition Menu, there are parameters that affect the way the quote information prints. If you do not have preprinted forms, TOP will print the column headings on the form, not printing your company name and address if that has been preprinted on your form. You can decide if you want the item code to print, print total only, include message lines that begin with the ^ character and if you want to print discount amounts.

## Insert Order/Invoice/PO Line Number

To insert a line number in an order, invoice or purchase order, there must be a line number available. At the item number input field, press F2 to go back to the line number input field and put in the line number to insert.

Another option is to remove line items that you want to insert.

As you are entering line items on an order, invoice or purchase order, you might want to consider using (M)essage lines between line items so you can go back and insert lines later. Once you re-display the line item detail, the inserted line items will display in their proper location.

# 2

## *TOP Closing Procedures*

- End-of-Day
- End-of-Month

## End-of-Day Closing Procedure

Below is a check list for a normal TOP End of Day closing procedures:

### ORDER ENTRY

Select Order Entry on the TOP Main Menu --> Select Order Entry System Menu

Press F5 to set the module date to today's date

Select Invoice Batch Print to make sure all invoices for the day have been printed

Print the Daily Sales Journal and Update

Print the Open Order Report on the O/E Report Menu (optional)

Press F5 to set the invoice date to the next day's processing date

### ACCOUNTS RECEIVABLE

Select Accounts Receivable on the TOP Main Menu --> Select Accounts Receivable System Menu --> Select Invoice System Menu

Press F5 to set the module date to today's date

Print the Open Invoice Data Entry Register and Update

Press F5 to set the invoice date to the next day's processing date

*Note: If your credit cards post to Cash Receipts automatically, you should print the Cash Receipts Journal and Update.*

### INVENTORY

Select Inventory Control on the TOP Main Menu --> Select Inventory Control System Menu

Press F5 to set the module date to today's date

Print the Transaction Data Entry Register and Update

Press F5 to set the invoice date to the next day's processing date

### GENERAL LEDGER

Select General Ledger on the TOP Main Menu --> Select General Ledger System Menu

Press F5 to set the module date to today's date

Print the End of Day Processing report and Update

Press F5 to set the invoice date to the next day's processing date

# End-of-Month Closing Procedure

Below is a check list for a normal TOP End of Month closing procedures:

## ACCOUNTS RECEIVABLE

Select Accounts Receivable on the TOP Main Menu --> Select Accounts Receivable System Menu --> Select Period-End Processing Menu

Press F5 to set the module date to the last day of the current month

Select Begin Period End Process

Print Discount Level Sales Report (optional)

Print Sales Tax Report

Print Aged Open Invoice Report

Select Finance Charge menu selections, if applicable

Print Statements

Update Finance Charges, if applicable

Run the Period-End Update

*Note: If this is the 12th month of the year, you will need to answer Y to close the year.*

Press F5 to set the menu date to the first day of the next month

## INVENTORY

Select Inventory Control on the TOP Main Menu --> Select Inventory Control System Menu --> Select Period-End Processing Menu

Press F5 to set the module date to the last day of the current month

Print Inventory Movement Report (optional)

Print Transaction Audit Report (optional)

Run Period-End Update

Press F5 to set the menu date to the first day of the next month

## ORDER ENTRY

Select Order Entry on the TOP Main Menu --> Select Order Entry Report Menu

Press F5 to set the module date to the last day of the current month

Print the Deleted Orders/Invoice Report and clear the entries (optional)

## ***Total Order Plus Online Help***

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Press F5 to set the menu date to the first day of the next month

### **SALES ANALYSIS**

Select Sales Analysis on the TOP Main Menu --> Select Sales Analysis Report Menu

Press F5 to set the module date to the last day of the current month

Select the reports that you want to print for the current month

*Note: Once the month is closed, all month-to-date figures are set to zero.*

Select Sales Analysis on the TOP Main Menu --> Select Sales Analysis System Menu --> Select Period-End Processing

*Note: If this is the 12th month of the year, you will need to answer Y to close the year.*

Press F5 to set the menu date to the first day of the next month

*Note: Once all of the above modules have been closed, you may proceed with invoicing for the next month in Order Entry.*

### **ACCOUNTS PAYABLE**

Select Accounts Payable on the TOP Main Menu --> Select Accounts Payable System Menu

Press F5 to set the module date to the last day of the current month

Select Period-End Processing

An Open Invoice Report and a monthly Disbursements Register prints for the current month

Answer YES to run the Period-End Update

*Note: If this is the 12th month of the year, you will need to answer Y to close the year.*

Press F5 to set the menu date to the first day of the next month

### **PAYROLL**

Select Payroll from the TOPMain Menu --> Select Payroll System Menu

Press F5 to set the menu date to the first day of the next month

### **BANK RECONCILIATION**

Select Accounts Payable on the TOP Main Menu --> Select Accounts Payable System Menu --> Select Bank Reconciliation

Press F5 to set the module date to the last day of the current month

Enter the information on the bank account, bank fees and checks that have cleared

Print the Reconciliation Report

Clear the reconciliation file to remove paid checks

#### PAYROLL

Select Payroll from the TOPMain Menu --> Select Payroll System Menu

Press F5 to set the module date to the last day of the current month

Select Month-End Processing on the Payroll System Menu.

Initialize Month-End Processing and the monthly payroll reports will print

Answer YES to clear month-to-date totals

Press F5 to set the menu date to the first day of the next month

*Note: The sytem will automatically recognize if it is the end of a quarter or year-end and will prompt you to clear the figures. W2's must be printed and totals cleared from the employee file before a payroll can be processed in the new year.*

#### GENERAL LEDGER

Select General Ledger on the TOP Main Menu --> Select General Ledger System Menu

Press F5 to set the module date to the last day of the current month

Select End-Of-Period Processing to print the Period Summary of Postings, a Financial Statement and a Trial Balance.

Answer YES to close the month and remove the detail postings for the current month

Press F5 to set the menu date to the first day of the next month

# 3

## *Total Order Plus Report Writer*

# Total Order Plus Report Writer

## Overview

The report writer allows users to create their own reports for printer or file output from the Total Order Plus ODBC data base. The file output can be imported into an Excel spreadsheet.

Files in each module are displayed for selection. Once the file is selected, you can select a range of data or you can filter the output by any field within a file. You have options to filter the data by fields that are 'equal', 'greater than', 'greater than or equal to', 'less than', 'less than or equal to' and 'not equal to'. You can select a range or filter option or both, as well as select to print to a printer or export to a file. As each field is selected for the report, the print positions for each column displays on your screen.

This report writer can be used if a specific field or fields are not available on the regular TOP Report Menu selections.

## Procedure

1. Select the Report Writer on any of the TOP Report Menus.

2. File List:

Use your up or down arrow keys to select the file for your report. Once the file is selected, press the **Enter** key to continue with the Filter Selection.

3. Filter Option:

Type **R+** the **Enter** key to print the report by a range option.

Type **F+** the **Enter** key to filter the report by field selection.

Type **B+** the **Enter** key if you want to condition the report by a range and a filter.

4. File Output:

Press the **Enter** key not to output to a file or type **Y+** the **Enter** key to output to a file that can be imported into Excel, etc.

*Note: The file name will be displayed on the screen and will be exported to the EXPORT directory, which should be mapped to the U drive on multi-user systems.*

5. Print Selection:

If you selected 'R' or 'B' in Step 3, your cursor will go to the Print Selection window.

*Note: Select the first and last range option displayed on your screen. Proceed to the Field Selection in Step 11.*

If you selected 'F' in Step 3, proceed to the filter selection window in the next step.

## **Filter Selection**

6. Number:

Press the **Enter** key to accept the next sequence number displayed.

Press **F4** to exit the print selection process. Go to Step 11.

7. Field List:

Use the up and down arrow keys to select the data field that you want as the filter.

8. Function:

Select numbers 1 through 5 to condition the output. For options, see the message on the bottom of your screen.

9. Value:

Type the value of the filter (i.e. customer type field could be 'WH' for wholesale) and **Enter**.

10. Is the Selection Correct? (Y)es, (N)o or (E)nd:

Type **Y+** the **Enter** key if the selection is correct. Go to Step 6.

Type **N+** the **Enter** key to re-enter your selection. Go to Step 6.

Type **E+** the **Enter** key to exit the filter selection.