

BrokerForce™



BrokerForce™

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User's Guide

Before You Begin

The heart of a business is its data management and reporting system. BrokerForce™ is a relational database management application designed to manage interrelated data dynamically to produce powerful functions including order management, commissions tracking, contact management, and decision based reporting. For best results in the use of the application, enter all of the data that relates to efficient functioning throughout the entire business. The following documentation provides step-by-step instruction for using the application.

If you will be using BrokerForce Enterprise™, before beginning data entry, please read the article included with this documentation, “**Creating and Maintaining a Replica Set in BrokerForce II™ Enterprise**”. This article is intended for use by the network administrator and agency managers who will determine policies affecting the use of the application throughout the agency.

Product Support

- First consult the online documentation included in the application. Choose <DF BrokerForce Help F1> on the toolbar under the <Help> menu or press <F1> on your keyboard when the mouse pointer is pointing to an area in question on a form.
- Consult the documentation file located in C:\Program Files\DF BrokerForce\DF BrokerForce.doc to print copies of the documentation.
- Check the README files that are included on the product CD-ROM. (C:\Program Files\DF BrokerForce\Readme.wri after installing)
- Contact DataForce, Inc. at dataforce@msn.com anytime or call (303) 665-2344 during regular business hours Mountain Standard Time.
- Access DataForce, Inc. on the Internet at <http://www.dataforces.com/faq.htm> for answers to frequently asked questions.

Requirements

- Required
 - Intel Pentium® 166mhz, SVGA 800x600 2MB display card, 24MB RAM, 80MB* available hard disk space, 3.5" high-density (1.44MB) floppy disk drive, Microsoft Mouse or compatible pointing device, Microsoft Windows 98® or Microsoft Windows NT® 4 or greater.
- Note: Versions of Internet Explorer™ older than 5.0 will be updated to 5.0.
- Recommended
 - Pentium 200mhz, 48MB RAM, 100MB available hard disk space, 28.8kbs Fax modem, Internet Explorer® 5.0, Netscape® 5.0 or greater. Internet access, Microsoft Office for Small Business or Professional®, and a page printer such as a laser jet or ink jet for printing most reports are also needed.
- Additional Phone Lines
 - It is highly recommended that at least one alternate phone line be installed in order to make the best use of many of the rich features that are incorporated into BrokerForce. The application has been designed to take advantage of the new opportunities developing in the use of the Internet, e-commerce, file transfer, email, and replication and synchronization.

***150 MB is required if neither Microsoft Internet Explorer nor Access is installed. These are included on the installation disk.**

Setup

- Registration

Before running setup, review and confirm the hardware and software requirements. Be sure that the **BrokerForce™** registration has been completed. Program support and update privileges are dependent on proper registration. Additional information regarding running **BrokerForce II™** with multiple copies of Access is provided on the DataForce web site at <http://www.dataforces.com/faq.htm>. See: "Can I use BrokerForce II with my copy of Access 97?". For step-by-step instructions regarding the initial installation of the application, see the BrokerForce II **Getting Started** pamphlet (included with the installation disk and located in the front of the CD case).
- BrokerForce and networks

The **Team™** version of BrokerForce is designed to be shared across a network. However, **BrokerForce Solo™** is a single user only version. Installation includes two primary components, the application and the data. These components are also commonly referred to as the *front end* and the *back end*. The separation of these components enables users of all versions of the program to have open access to their data for backup and data export purposes. However, only the **Team™** and **Enterprise™** versions of the program allow data sharing.
- Storing agency files

By default, the setup program suggests that the installation path include the first available drive, typically C:\Program Files\DF BrokerForce. You may choose any folder for the installation.
- Setting up company information with **My Company Setup**

During installation of the program, company information should be entered as requested and can later be revised using the **My Company Setup** form that is accessed from the Tools Menu, Setup. To access the agency's company information or password in the **My Company Setup** form, enter the current password into the Password dialogue box by pressing the <Lock View> button on the BrokerForce toolbar. It does not matter which form is open, the toolbar is always available above the forms.

Enter the font that the company uses for documents and enter the full name (including the path) where the form letter that will be used by the BrokerForce application can be accessed. The *Path* control located just below the *Form Letter* control is used to set the location where documents will automatically be stored after they are created using the merge process on the **Contact** form. Versions other than **Solo™** shared on a network or synchronizing replica data sets require a UNC path or universal naming code to identify the file path where shared documents are stored. The network administrator should determine this path for all replicas in a set to avoid errors and conflicts during synchronization.

The logo, inserted as a graphic file, must fit the specified dimensions of the **Logo** control. The resolution of the graphic should match the resolution capability of the printer that will be used to print documents using BrokerForce.

BrokerForce II™ is designed to customize reports and forms according to industry specification. Choose from the drop list or contact DataForce, Inc. to request that an industry and its custom parameters be added. Custom field options for orders, customers and vendors are also provided on this form. These are referred to as "user defined fields".

- Agency password

The default password is "Password". Do not enter the quote marks. In BrokerForce, passwords are not case sensitive. This password may be changed, however, passwords are the responsibility of the user. Be sure to keep a record of your password in a safe place. DataForce, Inc. cannot be responsible for the recovery of forgotten, lost, or stolen passwords.

Lock View and Security

For your convenience, security locking has been kept to a minimum by the broad use of an agency password. When the <Lock View> button is first clicked on, the user will be prompted to enter the Agency Password. Reports can be previewed and printed, and commission information becomes available on most forms, pending the entry of the correct password. Clicking on the <Lock View> button again will toggle commission and report information off. Locking the view to hide confidential information is useful for viewing orders on a laptop with a customer. The Agency Password is established in the *My Company Setup* procedure during Setup of BrokerForce. However, an agent who knows the original password may change the password at any time by choosing Tools on the menu ribbon just below the toolbar, Setup in the menu options and changing the password in the *My Company Setup* form. To make a change in the password, the new password will have to be entered twice, once for the change and a second time for verification.

Backup

BrokerForce is currently available in three versions. Backup procedures depend on the version being used. The **Solo™** version, or single user version, and the **Team™** version, network version, **must not be made replicable**. Replication is only supported in the **Enterprise™** version of the program. Additional support charges will be levied if it becomes necessary to reverse the replication process and recover data for use in the **Solo** and **Team** versions of the program.

The process for making backups of the database to be used in the **Solo** and **Team** versions is described in the following steps. This process requires exclusive access to the database. Exclusive access requires that all copies of the database must be closed before a backup of the data can be made. If the data is located on a server, all stations must close the application before exclusive access can be obtained. To use the BrokerForce "Backup" utility:

- 1) On the Toolbar, choose Eile and choose Exit from the drop menu. When the Utility window appears, a dialogue box will prompt the user with the question: "Make an alternate copy of your data?" followed by "Would you like to create a backup?". Click <Yes>.
- 2) The Source database control will already contain the path of the data currently in use. Verify that this is the data that was supposed to be in use. For the typical installation, the path and file name is: C:\Program Files\DF BrokerForce\Data\DfBf data.mdb. Then, click <Repair & Compact>. Repairing and compacting the data will make the database run faster and take up less storage space on the computer.
- 3) Enter the path and file name for the target backup file in the target database control. (Verify the path and file name where the backup should locate on the computer or on a backup storage device such as a floppy disk or Zip drive). Use the <Open Files> button to the right of this control to locate a path and file name of a previous backup file to overwrite if one exists. Make sure that the file chosen to be overwritten is the correct file for this purpose. If the copy process fails while overwriting a previous backup, rely on the original data file or an alternative backup copy to restore the data. It is advisable to make more than one backup copy of the data. However, additional backup copies of the data should be stored on removable disks that can be located off premises. More than one backup on a machine can lead to confusion between the copies. Always check the file details to see that the date of the copy to be used is the most current. Each time backups are made, it is best to overwrite the old copy or delete the old copy when the new copy is made.

4) Click <Backup>. A copy of the original data will be transferred to the target path and file name. If the backup is restored to the original path and file name, BrokerForce will continue to run as before the restoration. Otherwise, use the <Change Data> tool to point the BrokerForce front end to an alternative set of data.

5) When the backup process has been completed, click one of the buttons at the bottom of the form to <Exit BrokerForce> or <Return to Program>.

Note: If a version of Microsoft Access is installed on the machine where BrokerForce will also be used, do not move the data file into the desktop Briefcase Folder unless using the **Enterprise** version of the program. The Briefcase is used to make a database replicable. If the database is made replicable, it will not be useable in the **Solo** or **Team** versions of BrokerForce.

There are two principal considerations for backing up BrokerForce data, replication and exclusive access. **Do not make backups of replicated databases.** The other replicas in the set are the backup copies that contain the same data. Any backup procedure for **non-replicated databases** must have exclusive access to the database as described in the instructions above.

The case for backup and its frequency should be based on the cost of any data loss versus the nominal cost of making a backup. Since BrokerForce is separated into the application (front end) and the data tables (back end), there are different considerations for backing up or restoring either of them. The application can be restored from your distribution CD. However, in the event of data loss, the database data set is restored from a backup set of data in the case of a non-replicated database, and is replaced by a new replica in the case of a replicated database.

- **Non-replicated databases** should be backed up frequently, and **replicated databases** should be synchronized with the base replica frequently. This is the best way to avoid data loss.
- It is a good idea to compact/repair the database before making backups so that, if the process fails, the previous backup can be used for restoration. The application must be closed including all stations on a network to make a backup copy.
- A **non-replicated** database can be replaced by overwriting the damaged copy with its backup before reopening the application, or the damaged copy of data can be renamed before reopening the application and pointing to a recovery set of data after it is reopened. Point to a new set of data by selecting **T**ools, **C**hange Data from the menu ribbon and selecting the new data to be used from the Browse window that will appear. When prompted, select the recovery data file. A new backup copy for recovery should be made immediately. Destroy damaged or outdated copies to avert confusion. Keep the data files and backup files organized in order to avoid accidentally pointing to and entering data into the wrong file. Noting file details such as date and size of file are very helpful.
- It is also important to repair/compact the database before making replicas, but if the process fails, a new replica will need to be created from the design master or from one of the other viable replicas. A design master can be recreated from another viable replica after the replica has been synchronized with all other good replicas. Do not use a restored or backup copy of a replica (other than to view and print data to compare with the other replicas when determining what data may need to be re-entered into a new replica). **If a backup of a replicated database has been created and restored, do not synchronize this copy with any others.** Unknown results can occur and may permanently damage your data. This replica should be renamed so that it does not accidentally get used and synchronized by mistake. As soon as it is not needed to view, it should be deleted! Contact DataForce, Inc. regarding specific instructions for recovery of a Design Master.
- **Replicated database users** see the document “**Creating and Maintaining a Replica Set in BrokerForce II™ Enterprise**” included with the documentation. Backups should not be made

for replicated data. Replicated data is synchronized to produce fully updated replicas containing identical data or identical sets of data filtered for specific replicas.

Troubleshooting

- Repairing and compacting
After running setup, a shortcut for <Compact Application> that is used to repair and compact the database will appear in the BrokerForce program group. If the database has been moved or renamed, this shortcut may not work, but can be restored by right clicking on the icon, selecting Properties and correcting the shortcut path. See Windows Help® "Shortcuts." Additional icons appear in this group to access aids for maintaining data and operating the program.
- Topics such as "Can't register file" and "Can't find data" are covered in the BrokerForce II **Getting Started** pamphlet. Additional topics are addressed on the DataForce, Inc. website, <http://www.dataforces.com/faq.htm>.

Syntax

Font specific syntax is used throughout the documentation to call attention to the following items.

- *Controls labels* and *Field labels* are italicized.
- ***Form names*** referenced are bold and italicized.
- <Buttons> and <tabs> are identified by the symbols < >.
- **Reports** are referenced in bold type.

Recommendations for Entering Data

- After running the initial setup during which company information should have been entered, enter employee information into the **Contact** form first. See: **Employee** and **Contact** sections of the documentation for information. The initial data entry sequence is outlined in the BrokerForce II **Getting Started** pamphlet included with the CD in the front of the CD case.
- Associate employees with your company immediately after entering their contact information into the **Contact** form.
- Always watch the application status bar (at the bottom of the screen) for instruction messages.
- Use the <Esc> key to undo a change if the edit pencil is still visible on the record selector. Check status bar text and tool tips for information on the current control or form.
- Press F-1 on the keyboard to access BrokerForce Help regarding a related control or form.
- See *Special Characters* later in the *Necessary Terms and Procedures* section before beginning to enter data.

Necessary Terms and Procedures

BrokerForce is a relational database. Those users who are new to databases and how they work or new to relational databases and how they work should review the following terms and procedures. More experienced users will appreciate the quick reference that this section provides.

- Application status bar

The application status bar is located at the bottom edge of the application window, which frames the other windows that display within it. This status bar displays instructions that refer to the over all operation of the application.

- **Autofill**
The auto-fill feature prompts the user to select from a list of supplied information. After a selection is made, the application will attempt to complete the task for you by filling in a control automatically.
- **Combination box**
A control that is a list box and a text box combined. A combination box provides the user with a quicker and easier way to select a value. In a combo box, the user may type a value or click the arrow and select an item in the list that drops down. A list of choices also helps to ensure that the value entered in a field is consistent with previous entries.
- **Control**
Controls are objects on a form or report that display data, perform actions, or decorate the form or report as a label or graphic.
- **Data Types**
BrokerForce uses nine field data types: AutoNumber, Currency, Date/Time, Hyperlink, Memo, Number, OLE Object, Text, and Yes/No. It is important to note that some text fields, for example *Item Number*, allow a combination of text and numbers. These "Alpha-Numeric" combinations may not sort as you expect. For example, the values "A1", "1A", "2A", "11A" if sorted in ascending order will be placed in the order "1A", "11A", "2A", "A1". Numbers are sorted before letters and the sort looks at only the first digit, then the second digit, and so on.
- **Filters**
Filters are a set of criteria applied to records in order to create a subset of the records.
- **Finding and filtering by selection**
Right clicking the mouse on a control will open a menu of shortcuts, when shortcuts are appropriate. Find, sorting, and filtering shortcuts are functions available for most controls on most forms. Controls with values that are calculated, that refer to a relationship in another table, that are multimedia containers, or that are hyperlinks to another file cannot be sorted or used as a filter. The Locate controls for Company and Contact name cannot be used to filter or sort records.

Right clicking on a multimedia container will offer the <Insert Object> shortcut.

Right click and select <Remove Filter/Sort>, or click the funnel with the red X on the toolbar to remove filtering and sorting.

Tip: When the <Filter by Selection> short cut is offered, select a portion of a value by clicking the left mouse button and dragging to the right over a part of the value to highlight (select) it. Right-click on this selected value and the click the <Filter by Selection> shortcut to filter the records for that portion of the value. For example, on the Order form, highlight the month in the ShipDate 10/27/99, then right click on the date and select <Filter by Selection> to filter the form and display only orders with a ship date in October regardless of the date or year. Filters may also be combined. For example, the October filter could be combined with a filter to select a particular city.

- **Focus**

The ability of a form or control to receive user input through mouse or keyboard actions. In Microsoft Windows[®], only one item at a time can have the focus.

- **Hyperlink**

A hyperlink is a "hot spot" that allows the user to jump to another location. In BrokerForce, the *URLink* control is used to store a hyperlink.

The destination referred to by a hyperlink can be a file on the hard disk, a document stored on the company network (such as a credit report or a scanned copy of an invoice), or an Internet address (such as <http://www.dataforces.com>). A hyperlink is represented by display text that is blue and underlined. Hyperlinks are inserted by selecting the *URLink* control and clicking the Insert Hyperlink button on the toolbar.

Most hyperlinks use a URL (Uniform Resource Locator) address as the standard for addressing various locations on the World Wide Web. Following are some guidelines for creating these links.

A "File Name" can be used to identify a hyperlink destination. If the location includes a long file name with spaces, enclose it in quotation marks. Replace single backslashes with double backslashes to specify the path, for example, C:\My Documents\Manual.doc. When identifying an Internet address, include both the protocol and the same syntax as the URL, for example, http://www.dataforces.com/prod_1.htm.

More information about hyperlinks and switches is available in your browser's help file or in most HTML references. (See also URL in this documentation.)

- **Introduction to databases and BrokerForce**

A database is a collection of pieces of information related to a particular subject or purpose and stored in some organized form. A file cabinet is an example of a physical database. BrokerForce stores data on the computer in an organized form, so that it can be tracked and readily accessed.

- **Locate control**

The *Locate control* is used to create a convenience for the user when accessing information that is already entered in the database. In BrokerForce, the *Locate control* is positioned at the top left corner of most of the forms. The user enters the first few letters of the record to be found, and that record or a record close to that record in the alphabetical list of records will automatically fill in the control. To the right on the control, a drop arrow can be clicked to display the full list of appropriate records from which to choose.

- **Navigation Buttons**

The navigation buttons are located at the bottom of forms and subforms. Use these buttons to quickly move between records. The buttons are organized in order of appearance: First record; Previous record; Record number; Next record; and Last record. Type a number into the Record number control to move to a desired record number.

- **Null values**

A null value indicates a missing or unknown value in a field. **It is not a blank space** although it may not be visible.

- **Object**

An object is a reusable collection of data that can be compiled in a variety of formats. A picture file saved as a bitmap, for example, is considered an object that may be copied and inserted into different media layouts (documents, spreadsheets, HTMLs, tables, forms or slides) over and over again. Objects are electronic building blocks. A document can be an object and a document can receive an object that is inserted into it. An object (such as a

Microsoft Excel spreadsheet, a Microsoft Word document, graphics, sounds, or other binary data) can also be linked to or embedded in a table. One file that is inserted into another as a packaged collection of data is an object.

- **Record selector**
The record selector is the gray bar to the left of a record that can be clicked to select the entire current record and show its status in *Datasheet* view and *Form* view.
- **Record status bar**
Instructions for entering information into controls are displayed in the status bar. Each form or window has its own status bar at the bottom of the window. (this is in addition to the application status bar)
- **Relational database**
Relational databases combine data stored in separate files by establishing relationships between interrelated files so that the data can be used as if stored in a single file. The relational database recombines data in an infinite number of combinations dynamically according to any number of queries or questions that can be answered by bringing interrelated files together in a single file.
- **Replica and replication**
A replica of the database data set is like a clone. Its properties are different from backups and ordinary copies. The replica is local to the machine it is installed on which reduces problems such as load time conflicts experienced by networks. Therefore, only replicas that have not been altered by backing up or copying the database data set can be synchronized. Replicas are created to be stand alone working clones of the database that are frequently synchronized to the other replicas in order for all users to have continually consistent data available.
- **Save Changes**
Whenever a change is made to a record, an editing pencil appears on the record handle in the upper left-hand corner of the record. To save the changes, click on the record handle or move to another record or form.
- **Screen tips**
Screen tips display helpful messages in a small colored banner on the screen when the cursor is pointed toward a specific object e.g. the *Product Name* control on the **Product** form.
- **Short Cut Menu**
A shortcut menu is a floating command bar that the user displays by right clicking on the mouse. It can contain the same control types as a command bar, and the controls behave in the same way as on a command bar. There are three shortcut menus in BrokerForce.
 - 1) Filter/Sort - this menu can be accessed when right clicking on controls that can be used to filter or sort records. This menu can not be accessed from locate controls or from controls that show a calculated value like an extended total. Accessing this menu from multiple controls on a form can be used to create a combined filter. This could be used on the Customer form to display only 'Inactive' customers in 'Idaho'. To remove the filter, right click one of the controls and select <Remove Filter/Sort>.
 - 2) Hyperlink/Edit Display Text - this menu is particularly helpful for editing hyperlinks and the text that is displayed. Use this shortcut for URLinks and E-Mail addresses.
 - 3) Insert Object - This menu is accessed only from OLE containers like company logos, and the Multi-Media container for products on the **Product** form.

- **Special Characters**
Names using ^, *, ~, é, or other unusual characters (including international language characters and apostrophes in names) may produce unpredictable results and errors. While they are allowed in naming and descriptions, these characters may produce unpredictable results when a search is made using the locate controls on forms or when data is exported to other databases. An example would be the use of an accent mark over a character in a name such as *Gourmet Café*. The tool that makes automatic insertions of special characters has been disabled in the BrokerForce application. If you choose to use special characters, **note that support will not be provided to correct the resulting errors without a technical support charge.**
- **Subform**
A subform is a form within a form. The primary form is called the main form, and the form within the form is called the subform.
- **Synchronization**
Synchronization is the exchange and updating of data between replicas of a database data set. Each user independently stores data in a replica of the original database data set, and the changes made to each replica of the set are passed to the others during the synchronization process. Following synchronization with all other replicas in the group, each replica's data will be fully consistent with the data in the other replicas belonging to the group. See replica and replication. If replication and synchronization are being used, it is very important to become familiar with the types of data entry that may produce errors and conflicts when the replicas are synchronized. This preparation can greatly reduce the cost of technical support for replication and synchronization.
- **Text box**
Text boxes are used on a form or report to display data from a table, query, or SQL statement. In other words, text boxes are used to display the response to a question that has been asked of the database.
- **Tool bar**
Toolbars organize commands that are available in an application and can contain buttons, menus, or a combination of both. The menu bar is a special toolbar at the top of the screen that contains menus such as File, Edit, and View. A menu displays a list of commands.
- **Tool tips**
Tool tips are a specific type of screen tip. They describe the function of tool bar buttons and controls on forms when the mouse pointer is directed toward the button or control.
- **URL**
Uniform Resource Locator (URL)
A URL is the address to an object, document, page, or other destination (for example, a newsgroup or a World Wide Web page) stored on a computer linked to the *Internet* or an *Intranet*. A URL expresses the protocol (such as FTP or HTTP) to be accessed and where the destination is located. A URL may also specify an Internet e-mail address.

Some examples of URLs are:

www.dataforces.com (web site address)

<http://www.dataforces.com/default.html> (extended web site address to a page within the site)

<ftp://dfserver1.dataforces.com> (File transfer site address)

<C:\My Documents\data.doc> (a path to a file or document located on the computer or local network)

MailTo:<mailto:info@brokerforce.com> (an email address)

CHAPTER 1

Using the Tab Strip

Tab strips allow the user to navigate quickly and easily through the application's **Parent, Customer, Vendor, Contact, Product, Order, EDI, and Representative** forms. All of the forms are conveniently accessible from the **Main** form tab strip. Some **forms** have an additional tab strip designed to enable the user to efficiently maneuver between relevant operations. The subforms are accessed from tab strips within principal forms and accommodate many processes that link all of the operators in the distribution channel to create a powerful relational database. For example, on the **Customer** form, there is a tab control for viewing the individual subforms that would provide additional information regarding the customer record being viewed. The user can quickly access a customer's vendor assigned numbers, associated contacts, and orders from this tab strip.

- Moving from one tab to another

BrokerForce attempts to anticipate the information needed by the user. When the user is viewing a customer record in the **Customer** form and clicks the <Parent> tab (switching to the **Parent** form view), the parent record for that customer will automatically be selected if a parent company association has been established for the customer. A move from the <Order> tab to the <Customer> or <Vendor> tab will shift focus to the relevant record on those forms.

Using the Forms

All of the forms in the application have been designed to be used intuitively and take into consideration the perspective of each operator in the distribution channel such as vendor, customer, and parent companies. The application opens to the **Contact** form because the form is often opened for quick access to information regarding communication data, and it is the most frequently referenced form. The application also opens to the **Contact** form so that the contact information can be entered into the application first and then be immediately used in building the information necessary to complete the other forms.

Each of the forms and its functions is explained in the following chapters. Although each form is designed to generate reports based on the information organized in the particular form and from the perspective relative to the form's use, the explanations and steps required to create specific reports are centralized in a chapter devoted to the reporting functions of the BrokerForce application. The key function of a relational database is to manage and then produce collections of meaningful data in organized formats such as order sheets, price lists, and reports. Therefore, it is of primary importance to enter the most complete information available into the forms so that the powerful reporting functions of the application can be used to the fullest extent.

On all forms, find information quickly and print reports with selected criteria using the *"Find"* utility. Filtering is a way of asking questions about the existing data in the database. When a filter is applied, only the records that contain the requested information will become available. Remove a filter by right clicking and selecting <Remove Filter/Sort>, or click the funnel with the red X on the toolbar to remove filtering and sorting.

Finding and filtering by selection

Right clicking the mouse on a control will open a menu of shortcuts, when shortcuts are appropriate. Find, sorting, and filtering shortcuts are functions available for most controls on most forms. Controls with values that are calculated, that refer to a relationship in another table, that are multimedia containers, or that are hyperlinks to another file cannot be sorted or used as a filter. The Locate controls for Company and Contact name cannot be used to filter or sort records.

Right clicking on a multimedia container will offer the <Insert Object> shortcut rather than sorting options. The right click on the mouse opens options associated with a particular control and the left click is used to initiate or activate one of the selected options.

Creating a new record on a form

Click on the < ▶ Ψ > (new record) button at the bottom of the form or subform.

Tip: When the <Filter by Selection> short cut is offered, select a portion of a value by clicking the left mouse button and dragging to the right over a part of the value to highlight (select) it. Right-click on this selected value and then click the <Filter by Selection> shortcut to filter the records for that portion of the value. For example, on the Order form, highlight the month in the ShipDate 10/27/99, then right click on the date and select <Filter by Selection> to filter the form and display only orders with a ship date in October regardless of the date or year. Filters may also be combined. For example, the October filter could be combined with a filter to select a particular city.

My Company Setup

This form is used to setup agency preferences and password. The **My Company Setup** form is accessed from the menu ribbon by selecting <Tools>, <Setup>. The Agency Password is established in the *My Company Setup* procedure during the Setup of BrokerForce, however the default password assigned in the application is "Password" and may be retained for convenience (recommended).

In BrokerForce, passwords are not case sensitive. This password may be changed, however, passwords are the responsibility of the user. Be sure to keep a record of your password in a safe place. DataForce, Inc. cannot be responsible for the recovery of forgotten, lost, or stolen passwords. The new password must be entered twice to make a change, once for the change and a second time for verification.

Passwords should always be determined at an administrative level for agencies where replicated data is used. The password will be the same in all replicas due to the synchronization process. However, an agent who knows the original password may change the password at any time by choosing <Tools> on the menu ribbon just below the toolbar, <Setup> in the menu options and changing the password in the **My Company Setup** form. For this reason, it is very important to establish parameters and policies for replica use that will be consistent throughout the agency. In the event that password problems occur, contact DataForce, Inc.

In addition to being able to designate industry, address, phone, and other communications information, this form is where an Agency logo can be stored. If an agency logo is stored here, it will appear on some printed reports and on orders. If a logo is not available, orders will be printed using the agency information entered on this form.

A type font may also be entered into the agency information form that will print on most reports. If the font is not available on the machine that the document is printing from, Windows will attempt to substitute the closest match. If a type font is not entered, the Arial font will be used. Not all fonts are supported and some may adversely alter the display and spacing of information.

After using BrokerForce for a while, it may become evident that information should be tracked that is not automatically included on the program forms. In this case, return to the **My Company Setup** form to add custom field names in the available user defined fields. Click the drop list arrows to the right of each field control to see a list of recommendations used to track and report valuable information.

Click the <Close> button on the form just below the <Preview Letterhead> button or on the toolbar to close the **My Company Setup** form and return to the application **Main** forms.

CHAPTER 2

Parent

Many customers may be affiliates of a larger parent company. The **Parent** form is used for the maintenance of their parent company information. Since the affiliate's information is often dependent on that of a parent company, entering a parent company's information first enables BrokerForce to automatically fill in information for the affiliated stores. After the parent company information has been completed, an affiliated store can be added using the <Add a Store> button that appears when the **Stores** subform is opened. When the button is clicked, the **Customer** form will open a new record, and the customer's *Bill To: Address* information will default to that of the parent company. In addition, an association will be made between the parent and customer.

When an order is placed, BrokerForce uses the parent company's contract pricing for all of its affiliates. In the case of a contract with an individual customer, that customer should be treated as its own parent company. That customer's information must be entered in both **Customer** and **Parent** forms.

Reporting and confidential information is locked from view and cannot be adjusted until the <Lock View> button has been clicked (unless the password was already entered at startup). When the <Lock View> button is first clicked on, the user will be prompted to enter the agency password. Reports can be previewed and printed, and commission information becomes available on most forms, pending the entry of the correct password. Clicking on the <Lock View> button again will toggle commission and report information off. The password prompt appears automatically each time that the application is reopened.

Note: See **Lock View and Security** in the **User's Guide** documentation for instructions concerning the use of the Agency Password.

Note: See the **User's Guide: Recommendations for Entering Data** about entering employee records first before working in the **Parent** form.

Using the *Parent* Form

- Adding a new record

Open the **Parent** form by clicking the <Parent> tab on the tab strip. Click on the < ▶ Ψ > (new record) button at the bottom of the form. This action will clear the form and prepare it for a new entry. If a new parent company is typed into the *Company Name* control without clearing the form, a message will appear informing the user that the name entered is not in the list and asks the user if the form should be prepared for an addition. When the record is saved, an ID is automatically assigned to the parent record.

Note: See *Special Characters* in the *Necessary Terms and Procedures* section concerning names and descriptions.

Note: In the **Parent** form, some controls may be left blank and filled in later. However, *Company Name* and an *Account Representative* for the parent company are required.

- Phone and address information

When adding phone numbers, use the area code for all numbers entered, including local numbers. See Windows Help under phone connections and Phone Dialer™ for information on this topic.

The *Bill To* information for customers will default to the parent company information entered here unless otherwise specified in the **Customer** form. The street address section refers to the physical location of the parent company being recorded. A street address is

required for delivery of all goods and documents sent through delivery services other than the United States Postal Service.

- *Email* address entry
Enter a hyperlink to the *Email* address of the Parent Company. The entry should always be entered in the format alias@domain, e.g. dataforce@msn.com. When the *Email* address is clicked, the Windows default email editor will open with this address inserted, ready for a new message. To edit an Email address, click on the label "Email" to the left of the *Email* control. When the text becomes highlighted, press <Delete> on the keyboard and retype the correct address or click the <Hyperlink> button on the tool bar and select <Edit Hyperlink> to edit.

Note: If using the <Edit Hyperlink> method to change a hyperlink, a change as described will still need to be made on the form because editing the hyperlink in the wizard may not update the hyperlink text shown on the form.

- Adding a hyperlink using the *URLink* control
This control can be used to create a link to a file on your computer, your network, an address on the Internet, or an address on the company Intranet. Type in the path to the file or the address to the page on the Internet or other desired location. To edit this information, click on the label "URLink" to the left of the *URLink* control. The text will become highlighted. Press <Delete> on the keyboard and retype the correct path or address.

A second method for editing hyperlinks is to select the control by clicking on its attached label, click the <Hyperlink> button on the toolbar, select <Edit Hyperlink>, click <Browse> or type in the path for the link in the appropriate space.

- Assign an Account Representative for the parent company
The account representative must be assigned from the *Account Representative* drop list. This list is based on the employee records list for your company. The *Recommendations for Entering Data* instructions in the User's Guide section of the documentation state that employee information for your company should be entered into the application first. This will enable the user to assign a representative for the parent company. If employee data has not been entered establishing the account representative list, exit the **Parent** form and enter this data. (See Contacts, associating them as company employees.)

Note: If it becomes necessary to exit a record before completing the company name and assigning an account representative, press the <ESC> key on the keyboard. The form will clear.

- Using the <ContactList> tab subform
To view a list of contacts for the parent company, click the <ContactList> tab on the **Parent** main form tab strip. The **Contact List** subform will open and display a list of the contacts for the currently selected parent record. The contact's *First Name*, *Last Name*, and *Position* can be edited on this subform.
- Add the contact(s) for this company
When the user clicks the <Add a Contact> button located to the right of the tab strip and just above the **Contact List** subform, a message appears offering choices to browse for an existing contact <Yes>, add a new contact <No>, or cancel <Cancel>. See the section later in this documentation that explains adding contacts. Move to a detailed view of a contact's record by double clicking on the record handle.

TIP: Adding contacts using the **Parent** company form's <Add a Contact> button autofills the address and phone information for the new contact with the **Parent** company's Phone and *Street*

address information. This saves time and reduces errors. However, the contact's information may be individually edited as required.

- Using the <Stores> tab subform
Click the <Stores> tab on the **Parent** main form tab strip. The **Stores** subform will open displaying a list of the stores affiliated with the currently selected parent company, and the <Add a Store> button just above the subform to the right will be enabled.
- Add the stores that are associated with this parent company
When the <Add a Store> button is clicked, the **Customer** form will open with the parent company information automatically filled in for the phone, e-mail, and *Bill To* sections. This information may be edited as required. When an order is placed for affiliates of a parent company with a contract, BrokerForce will apply the parent company's contract prices to them. In the case of a contract with an individual customer, their information must be entered in both Customer and Parent forms.
- Editing an existing record
Double click the *Locate* control first to edit the *Company Name*. The control is the box to the right of the *Company Name* label where the record information appears. After making the necessary changes in the record, click on the record handle at the left side of the form to save changes. Edits made to *Bill To* addresses and phone numbers can be cascaded to the associated records for customers and contacts. When the change is saved, the user will be prompted for cascade changes to be made to the associated records automatically. If the user attempts to move to another control before saving changes, an error message may result. If necessary, click on the control where the changes were made, then press the <ESC> key on the keyboard to cancel the change.

Note: Changing address or phone information may affect associations for that record. For example: If phone information is changed in the **Parent** form, the user will be prompted to cascade the change to associated contacts and stores with the former number.

- Using the <Links> tab subform
Click the <Links> tab on the Parent main form tab strip. A list of hyperlinks associated with the currently selected parent company record will become visible. Add links and their descriptions to this list by clicking in the URLink and Description controls and typing the description and path to the file or the address to the page on the Internet, Intranet, or other desired location. This control can be used to create a link to a file on your computer, your network, an address on the Internet, or an address on the company Intranet. Links in this section are edited by clicking in the description control and pressing the <Tab> key on the keyboard. When the link becomes highlighted, type the new link to replace the current link.
- Using the <Orders> tab subform
Click on the <Orders> tab to display a list of orders for the Parent Company. Double click on the arrow to the left of the order record to go directly to the order.
- Deleting a parent record
To delete a parent record, click the record selector to the left of the record and press the <Delete> key on the keyboard. Before the record is deleted, the user is prompted to cascade the deletion to their affiliates and orders, or to remove the parent company association for each store. If the affiliates and their associated orders are deleted, the customer records will no longer appear on the <Stores> list subform within the **Parent** form. The record will be permanently deleted and the deletion will be cascaded to all of those customer's orders, contracts, and vendor customer numbers. If a parent company's ownership is transformed, the current parent information can be edited in order to retain the contract, orders, and affiliate associations.

- Reports

On the **Parent** form, reports may be viewed by first clicking the <Lock View> button on the BrokerForce toolbar and entering the agency password into the control that pops up next. After the correct password has been entered, a *Reports* drop list control will appear in the lower left corner of the form. Click the drop arrow to display a list of the available reports. The *SortBy* control also offers a list of fields for sorting the data to be returned in the report. Some reports will prompt the user for a range of dates that will filter (restrict) the information that is to be returned in the report. Leave this option blank and click <OK> to return all available information in the report. If a check is placed in the *Commissions* check box, commission information will be shown on the report. Click the <Preview/Print> button on the toolbar at the top of the window to preview the report before clicking on the <Print> button on the toolbar. Check the number of pages and information returned in the report before printing. To re-lock all commission information and report options, click the <Lock View> button.

- **Parent** form report list

- Affiliate Item Sales
- Affiliate Sales Totals
- Affiliate Sales by Vendor
- Parent Item Sales
- Product Sales Rank

Additional information concerning available reports and how to interpret them can be found in the **Reports** section in the online program help topics. Click Help on the toolbar, choose Index, and type in reports. Specific report topics are listed.

CHAPTER 3

Customer

The **Customer** form enables the user to track all business with affiliates (stores of parent companies) as well as business conducted on an individual level with independent companies. Some of the procedures for filling out the form are automated if initiated from the **Parent** form. Therefore, if a new customer to be entered belongs to a group of affiliated stores with a parent office, enter the parent company information on the **Parent** form before entering the individual stores. Every store that belongs to an affiliated group has an individual identification that is used by its parent to track interactions with each store. When entering the name of the individual store, use the identifier to help distinguish stores with exactly the same name. Some parent companies use identifying numbers such as “Betsy’s Blankets, 4” and others use address location such as “Betsy’s Blankets, Hartford. The name of each customer (store) must be unique for proper business reporting.

Reporting and other confidential information is locked from view and cannot be adjusted until the <Lock View> button has been clicked. This is helpful when working directly with a customer while using BrokerForce. When the <Lock View> button is first clicked on, the user will be prompted to enter the agency password. Reports can be previewed and printed, and commission information becomes available on most forms, pending the entry of the correct password. Clicking on the <Lock View> button again will toggle commission and report information off.

Note: See **Lock View and Security** in the **User’s Guide** documentation for instructions concerning the use of the Agency Password.

Using the *Customer* form

- Adding a new record

Open the **Customer** form by clicking the <Customer> tab on the **Main** form tab strip. Click on the < Ψ > button in the record status bar at the bottom of the form. This action will clear the form and make it ready for a new entry. After filling in the new record, click on the record selector at the left side of the form to record. If a new company name is typed into the *Company Name* control without clearing the form first, a message will inquire if the user would like the form to be prepared for a new record.

Double click the *Company Name* control label to edit the name of the company. If the company name uses consecutive capital letters or capital letters in the middle of the name, enter the name, tab off of the *Company Name* control, double click on the label of the control to the left, and correct the entry. The correction will be accepted. The entry design helps to reduce entry errors, while allowing true name styles.

Note: See *Special Characters* in the *Necessary Terms and Procedures* section concerning names and descriptions.

- Select a Parent Company Association

If the customer is affiliated with a parent company, select the name from the drop list in the *Parent* control. Parent information must already be available to select this option. If the user decides to postpone entry of this customer and return to the **Parent** form, it may be necessary to press the <ESC> key before moving from the **Customer** form to the **Parent** form. As described in the information regarding the **Parent** form, customers affiliated with a parent may be entered by clicking the <Stores> tab located on the **Parent** form, then clicking the <Add a Store> button that appears. When the Customer form opens, the *Bill To* information will already be auto-filled in with the parent company address information. This information can be edited. Filling in the *Bill To* information is required; however, if you

do not fill in *Ship To* information, orders will default to the *Bill To* address. The *Parent* control will also be auto-filled in with the current parent company name.

Note: See the **User's Guide: Recommendations for Entering Data** note about entering employee records first before working in the **Customer** form.

- **Phone information**
When adding phone numbers, use the area code for all numbers entered, including local numbers. See Windows 95[®] Help under phone connections and Phone Dialer[™] for information on this topic.
- **Entering the customer *Email* address**
Enter the Email address for the customer. The data should always be entered in the format alias@domain, e.g. dataforce@email.msn.com. This enables the link to the Email editor. When the Email address is clicked, the Email editor will automatically open with the proper address inserted ready for a new message. To edit an Email address, click on the label "Email" to the left of the *Email* control. The text will become highlighted; press <Delete> on the keyboard and retype the correct address.
- **Filling in <Bill To> and <Ship To> information**
If the **Customer** form is initiated by clicking the <Stores> tab on the **Parent** form, the <Bill To> address information from the parent will automatically be filled in for the customer. This information can be edited. However, <Bill To> information is required to record a customer record. The Ship To information may be different from the Bill To information and is not required.
- **Adding a hyperlink using the URLink control**
This control can be used to create a link to a file on your computer, your network, an address on the Internet, or an address on the company intranet. Type in the path to the file or the address to the location on the Internet. To edit information, click on the label "URLink" to the left of the *URLink* control. The text will become highlighted, press <Delete> on the keyboard and retype the correct path or address.
- **Assign an *Account Representative* for the customer**
The account representative must be assigned from the drop list of previously entered account representative records. The *Account representative* must be assigned, or the new customer record will not be accepted. This list is based on the employee records list for your company. The **User's Guide** instructions for entering data into the application state that employee information for your company should be entered into the application first. This will enable the user to assign a representative for the customer. Commissions are calculated with regard to these assignments.

If employee data has not been entered, the user may elect to switch to the **Contact** form by clicking the <Contact> tab on the tab strip, adding the contact, and associating them as an employee. See: Adding contacts and associating them as company employees.

Several additional controls are available in this area of the form to help identify customers for more detailed reporting. Each time a new customer type is entered into the *Cust Type* control, a message box will appear and prompt the user that the new type "... is not in the list. Add it?" The full *Cust Type* list can be edited by double clicking the *Cust Type* label to the right of the control. The table where the list of customer types is stored will open and can be easily edited.

- **Editing an existing record**

Double click on the label to the left of the company name to be edited, make the necessary changes in the record, and click on the record selector at the left side of the form to save changes. The changes must be recorded before moving to the next control or a new record. Other information concerning the customer can be edited without double clicking on the existing information.

- **Deleting a customer record**
To delete a customer record, click the record selector and press the <Delete> key on the keyboard. The record will be permanently deleted. The deleted customer record will also delete from the <Stores> list subform within the **Parent** form. Deleting a customer record will cascade to the orders for this customer, and all of the orders will be removed making an order history for the customer unavailable. The contacts for this customer will not be removed, but the associations for the deleted customer with the contacts will be removed.
- **Using the <ContactList> tab**
Click the <ContactList> tab on the **Customer** main form tab strip. The **Contacts List** subform will open displaying a list of the contacts for the currently selected customer record and the <Add a Contact> button will become enabled just to the right of the tab strip control.
- **.Add the contact(s) for this customer**
When the user clicks the <Add a Contact> button just to the right of the tab strip control and just above the **Contact List** subform, a message appears offering choices to browse for an existing contact <Yes>, add a new contact <No>, or cancel <Cancel>. See the section later in this documentation that explains adding contacts. Move to a detailed view of a contact's record by double clicking on the record handle.

TIP: Adding contacts using the **Customer** form's <Add a Contact> button autofills the address and phone information for the new contact with the customer's *Phone* and *Bill To:* address information. This saves time and reduces errors. However, the contact information may be individually edited as required.

Note: Before vendor information can be assigned to a customer (for example customer numbers and price lists), the user must move to the **Vendor** form and complete the vendor information so that it will be available.

- **Add Customer numbers using the <Cust#s> tab**
A customer number should be assigned to each customer for each vendor. Since vendors typically assign their own unique customer numbers, **this is the preferred number to use.**

In the case where a vendor assigns different customer numbers for individual departments of the same customer, those departments must be entered as though they were independent customers (added as a new customer record). This procedure ensures that each department can have individual parameters for order identification and pricing (e.g. unique contracts per department). However, if all departments of the same customer use one vendor customer number, only one customer record is required, and the individual department can be selected on the **Order** form as the order is being placed.

To assign a new vendor's customer number and price list for the customer:

- 1) Click the <Cust#s> tab on the subform tab strip.
- 2) Click the < ▶ Ψ > button on the record status bar at the bottom of the **Cust#s** subform window.
- 3) Click the drop arrow in the *Vendors w/o #* control (vendors without customer number) next to the label and select a new vendor for this customer. Only vendors that have

not already been assigned to this customer will appear in the list. Enter a unique customer number. Text values and/or numbers are allowed.

Since vendors typically assign their own unique customer numbers, this is the preferred number to use. However, temporary customer number assignments are often necessary for new accounts. Therefore, when a change is made to a customer number, the change is cascaded to previous orders.

It is recommended that the temporary customer number that is assigned be mnemonic and 3-5 letters long. This will make the number more readily recognizable so that it can be easily updated when a permanent number is assigned to the customer.

Note: The parameters for entering temporary customer numbers are different when the database is a replicated database with several independent users who synchronize.

- 4) Select a price list to be used as the default price list for this customer. The commission percentage for orders placed for this account will default to the percentage entered for that vendor's price list on the **Vendor** form. This percentage can be overridden on an order and can be adjusted by product or line item. Commission information can not be viewed and adjusted unless the <Lock View> button on the tool bar has been clicked and the agency password entered.

Assigning a default base price list for the customer is restricted to the choices made available in the drop list. If choices are not available, go to the **Vendor** form and complete the vendor's price list information.

Do not add a representative number (*RepNo*) unless a specific number is assigned by the vendor and required on orders for proper commission payment processing. The *RepNo* is an optional field often used by specific types of industries.

When the new vendor has been selected, a customer number has been assigned, and the record has been saved, the label on the *Vendors w/o #* control will change to *Vendors w/#s* (vendors with customer numbers). The control now becomes a locate control, and the drop list will display only the vendors that have been assigned to the customer record being viewed.

Warning: When using replicated databases, it is possible for two users to cause a data error if both users enter the same customer number for a vendor and later try to synchronize the data. To avoid this, have only one user enter new customer numbers, then synchronize the replicas. The addition will be available on both copies, and order entry can resume. If this data error condition occurs, use the procedures described in Microsoft Access' view data errors window or contact DataForce, Inc. for technical support.

TIP: The *Vendors Without Customer Numbers* drop list flags which vendor lines could be added for this customer. Promoting new vendors to customers is a good way to expand business.

- View Orders for this customer using the <OrdersList> tab
To view the orders that have been created for this customer, click the <OrdersList> tab on the **Customer** main form tab strip. The orders for this customer will appear in the **Orders List** subform. To go directly to a specific order, double-click the order record handle at the left side of the record. The **Orders** form will open to the record that was selected.

To enable the reports function, click the <Lock View> button on the toolbar and enter the agency password into the control window that pops up.

On the **Orders List** subform, orders are displayed in descending order of *Ship Date*. They can be resorted by selecting a field and clicking either the <sort ascending> or <sort descending> button on the toolbar. *Ship Date*, *Order Date*, *PO Number*, and *Status* can be edited on this subform.

Note: If information details have not been entered into order amount, invoice amount or invoice number, the information display to the left of the orders list will be blank for those orders.

- Using the <Links> tab

Click the <Links> tab on the **Customer** main form tab strip. A list of hyperlinks associated with the currently selected customer record will become visible. Add links and their descriptions to this list by clicking in the *URLink* and *Description* controls and typing the description and path to the file or the address to the page on the Internet, Intranet, or other desired location. This control can be used to create a link to a file on your computer, your network, an address on the Internet, or an address on the company Intranet. Links in this section may be edited by clicking in the description control and then pressing the <Tab> key on the keyboard. When the link becomes highlighted, type the new link to replace the current link.
- Using the <Filled> tab
- Reports

On the **Customer** form, reports may be viewed by entering a password into the control window that pops up after the <Lock View> button on the toolbar has been clicked. Following entry of the correct password, new controls appear that display a list of the available reports associated with the **Customer** form. Options for sorting the order in which report information is displayed become available when a particular report has been selected. Some reports, when requested, will offer an option to enter a specific range of dates that will filter the information that is returned in the report. Leave this option blank and click <OK> to return all available information in the report. To re-lock the sales and commission information report options, click the <Lock View> button.

Information concerning available reports and how to interpret them can be found in the **Reports** section in the program's online help topics. Click Help on the toolbar; choose Index and type in reports.
- **Customer** form report list
 - Comparative Sales by Vendor
 - Customer Snapshot
 - Customer Snapshot (Abr.)
 - Customer Labels (Avery 5160)
 - Item Sales Totals
 - Item Sales Totals w/UPC
 - Item Sales by Month
 - On Order
 - Open Orders
 - Open Purchase Orders
 - Open Purchase Orders Detailed
 - Order Totals

CHAPTER 4

Vendors

The **Vendor** form is viewed by selecting the <Vendor> tab on the **Main** form. Here, vendor contacts, customers, orders, payments, price lists, categories, reports and other types of data directly related to the individual vendor are entered and viewed.

Before product entries can be made or an order placed for a vendor, the preferences for that vendor must be established. Preference items include pricing and commissions structure, bar coding (UPC codes, Uniform Product Codes), and categories.

On the **Vendor** form, confidential information is locked from view and can not be adjusted until the <Lock View> button has been clicked. When the <Lock View> button is first clicked on, the user will be prompted to enter the agency password. Reports can be previewed and printed, and commission information becomes available on most forms, pending the entry of the correct password. Clicking on the <Lock View> button again will toggle commission and report information off.

Using the Vendor form

- Entering a new vendor

To enter a new vendor, click on the **Vendor** form's < Ψ > button at the bottom of the form in the record status line. This will clear the form and prepare it for adding the new vendor. After all necessary information has been entered, click on the editing pencil in the left vertical record handle or move to another record. The new record will be saved.

Note: See *Special Characters* in the *Necessary Terms and Procedures* section concerning names and descriptions.

- Entering the customer *Email* address

Enter the Email address for the vendor. The data should always be entered in the format alias@domain, e.g. dataforce@email.msn.com. This enables the link to the Email editor. When the Email address is clicked, the Email editor will automatically open with the proper address inserted ready for a new message. To edit an Email address, click on the label "Email" to the left of the *Email* control. The text will become highlighted, press <Delete> on the keyboard and retype the correct address.

- Adding a hyperlink using the *URLink* control

This control can be used to create a link to a file on your computer, your network, or an address on the Internet. Type in the path to the file or the address location on the Internet. To edit information, click on the label "URLink" to the left of the *URLink* control. The text will become highlighted, press <Delete> on the keyboard and retype the correct path or address.

- Inserting the vendor's company logo

- 1) Click on *Company Logo* to place the object.
- 2) On the Insert menu, click Object, and next click the <Create From File> tab.
- 3) In the *File Name* box, type the name or browse for the object to be linked or embedded.
- 4) To display the embedded object as an icon, select the Display As Icon check box.
- 5) To maintain a link to the original file, select the *Link To File* check box.

Note: If the Display As Icon check box is not selected, the application will stretch a bitmap or .pcx file to fit the available space. Whenever a file from another application is linked rather than embedded in the database, opening the application will be slowed down so that the links can be updated. However, by linking files, the actual size of the database will be smaller and will generally

run faster once it is open. Consult your network administrator concerning path designations to linked files.

Note: A user can not use the Object command on the Insert menu to insert certain types of files, including graphics. The commands used for inserting graphics vary among Microsoft Office® applications. To find the desired command, look up inserting pictures in online *Help* for the application from which a graphic is to be inserted.

TIP: OLE compliant objects can be dragged and dropped to the *OLE* container box for a direct link from DF BrokerForce to the application where the document was created.

- The *Inventory* checkbox
Placing a check in the *Inventory* checkbox on the **Vendor** form will cause inventory related controls (columns) to become visible on the **Product** form datasheet. The controls labeled *Instock*, *OnOrder*, and *ReorderLevel* can then be used to track inventory for the selected vendor's products.
- *Remit to:* and *Ship to:*
Fill in the *Remit to* address as the location where the vendor receives payments from customers. The *Ship to* address should be filled in as the street location where the vendor receives returned goods or other shipments. Push the <Ship to:> button to copy the *Remit to* address into the *Ship to* control, if both addresses are the same.
- The <ContactList> tab
Click the <ContactList> tab on the **Vendor** main form tab strip. The **Contact List** subform displays a list of contacts for the vendor being viewed. The <Add a Contact> button will also become enabled when the <ContactList> tab is clicked. When the user clicks the <Add a Contact> button, a message appears offering choices to browse for an existing contact <Yes>, add a new contact <No>, or cancel <Cancel>. See the section later in this documentation that explains adding contacts. The positions assigned to existing contacts in this list may be changed by clicking in the *Position* control and selecting the desired position from the list. New positions that are not already in the list may be added here by typing them into the control.

Note: If an existing contact is selected from the list, their address will remain the same unless the user changes it. If the user clicks <No> to add a new contact, the **Contact** form will open and address information will be autofilled in with the Remit To information of the vendor. This information can be edited.

- The <CustomerList> tab
The customer list is formed when the <Cust#s> tab on the **Customer** main form tab strip is clicked, and the vendor information is entered for that customer. On the **Vendor** form, the customer list represents every customer that has been associated with the vendor record being viewed. Customers that have already been added on the **Customer** form may be added to the list on the **Vendor** form by clicking in the *Customer List* control and selecting from the drop list. Customer numbers and price list information in this list can also be edited using the same procedure.
- The <OrdersList> tab
The **Orders List** subform accessed by clicking the <OrdersList> tab, displays a list of all orders associated with the current vendor record being viewed. This list is used to locate orders, enter orders without line item details, and to reconcile and apply vendor payments.

To view details for an order including order amounts, anticipated commissions, vendor payments, and reports, click the <Lock View> button on the toolbar and enter the agency

password into the control that pops up. To go directly to a specific order, double-click the order record handle at the left side of the record. The **Orders** form will open to the record that was selected.

Note: If information details have not been entered into order amount, invoice amount or invoice number, the information display to the left of the orders list will be blank for those orders.

- **Locating an order**
An order can be quickly located using just about any relevant information. Selecting a field such as *Invoice Number* from the *SortBy* list control just above the **Orders List** subform will return a sorted list of orders by *Invoice Number* (the field selected). Enter or select the relevant information, in this case the invoice number to be found, using the *Locate* control to the right of the *SortBy* control. When the tab key is pressed, the cursor will move to the field displaying that value in the **Orders List** subform. Double-click the order record handle at the left side of the record to go directly to that previously entered order on the **Order** form.
- **The <Payments> tab**
The **Payments** subform, accessed by clicking the <Payments> tab, displays a list of the currently selected vendor's payments. Enter new vendor payments in this subform. After payments have been recorded, they can then be applied to the respective orders by clicking the <OrdersList> tab to display the orders for the current vendor. Payments must be entered in the **Payments** subform prior to applying commission payments.

The vendor payment number, date recorded, and total amount of the payment recorded will appear in a drop list when <VPmtNo> is clicked on the **Orders List** subform. While applying commission payments, the user may accept the default, which will be the most recent payment number entered or used, or change the payment number to another payment number displayed in the list. The payment number will default to the most recently entered payment number after a vendor payment amount has been entered.

Enable the report function to view payment details including the payment number, the amount of the payment selected that has already been applied, and the balance left on the payment selected in the list, by clicking the <Lock View> button on the tool bar and entering the agency password into the control that pops up.

Note: If information details have not been entered for the payment selected in the list, the payment information box will appear blank.

TIP: The fastest way to enter commission payments would be to record the full payment in the **Payments** subform and immediately click the <OrdersList> tab to begin applying the payment to the relevant orders. This way, the payment number will automatically fill in each time a <VPpmtAmt> is entered and the <VpmtNo> control is clicked. Switching to another form, typing new entries, or choosing a different payment number will change the auto fill, and the user will need to select the appropriate payment number from the drop list. The new number chosen will then become the default, auto fill, vendor payment number.

- **The <PriceLists> tab**
Click the <PriceLists> tab to display the **Price Lists** subform. Select a number for the price list from the drop list. Price list 7 is reserved for contract pricing. The application allows for 6 different additional price list brackets. It is recommended that when numbering these brackets, future price lists brackets be considered. For example:

The user selects price list 2 and describes the list as the Distributor price list. The next price list would be 4 and described as the Wholesale list. This would allow for a new price

list bracket to be added later that would fall into the proper sequence such as price list 3 which would be described as the chain wholesaler price list. This is a suggested format.

Each vendor may have up to a total of 7 price lists exclusive of promotional pricing. Prices may be based on any combination of volume, customer type, or contract. These price lists are price columns 1 - 7. Each price list (column) also requires a description. The description should be based on the vendor's description of the price list. Commonly used descriptions are *Distributor*, *Wholesale*, *Retail*, *Volume 1*, and *Volume 2*. However, any description may be assigned to columns 1-6. Column 7 is reserved for *Contract* pricing. Contract pricing is specific to each customer's parent company. See *Contract Pricing*.

Quantity pricing is based on the quantity ordered. When entering the quantity price list description, click on the quantity box to place a check in the box next to the related list. Quantity pricing will be analyzed for all customer orders; however, the user will be prompted before the quantity price is applied. At least one price list must not be quantity related. That quantity would be the base price for a quantity of, 1 and all customers will probably be assigned this as their default price list. At this time, there is no allowance for a minimum quantity.

Promotional prices are assigned to individual products using the **Products** form. Preference settings are not required for promotions. See Products, Promotions.

It is recommended that the commission percentage that this vendor usually pays be entered, so that it will be available to the **Customer** form along with the pricing. However, commission percentages may be customized and/or edited for each customer individually.

Note: Deleting a price list will delete vendor customer numbers (accounts) with this price list assignment. Read the message generated by this action carefully so that these accounts may be reassigned to other price lists if applicable. The list of customers assigned to the price list in question may be viewed and printed.

- The <Categories> tab
Categories are recommended because vendors often categorize their products and assign variable commission rates by category. The use of categories enables the user to filter products and reports by category or to assign commissions by category. Vendor categories should not be confused with Parent categories or departments that are used for customer needs.

Use the **Categories** subform to record vendor specific product categories and to assign the appropriate commission factor that should be calculated for items in each category. The commission for items in a category will be calculated using the base commission rate paid by that vendor and the commission factor assigned in this subform.

Example: The standard base commission rate that is anticipated by Viand's brokerage from World Wide Imports is 4%. However, World Wide Imports pays 5% commission on all cheese items. Therefore, on the **Categories** subform, the commission factor to enter next to the category of cheese would be 125%. The 4% base commission rate paid on all World Wide Food's items is 100% of the standard commission rate agreed upon between broker and vendor. A larger commission would be more than 100% of the standard base commission rate, and a smaller commission would be less than 100% of the standard base commission rate agreed upon between broker and vendor.

TIP: Keeping category names consistent between vendors can improve the information available from category reports and may assist with *Efficient Consumer Response* systems. However, some

companies will find it extremely useful to categorize according to brand name so that reports based on these specific groupings can be generated.

Note: Vendor department assignments may differ from those assigned by parent companies and customers.

- Using the <Links> tab

Click the <Links> tab on the **Parent** main form tab strip. A list of hyperlinks associated with the currently selected parent company record will become visible. Add links and their descriptions to this list by clicking in the *URLink* and *Description* controls and typing the description and path to the file or the address to the page on the Internet, Intranet, or other desired location. This control can be used to create a link to a file on your computer, your network, an address on the Internet, or an address on the company Intranet. Links in this section may be edited by clicking in the description control and then pressing the <Tab> key on the keyboard. When the link becomes highlighted, type the new link to replace the current link.

- Reports

On the **Vendor** form, reports may be viewed by entering a password into the control window that pops up after the <Lock View> button on the toolbar has been clicked. Following entry of the correct agency password, new controls appear that allow the user to display a list of the available reports associated with the **Vendor** form and options for sorting the order in which report information is displayed. Click the down arrow in the *Reports* control to display the list of available reports relevant to this form and select a report to be viewed. Following the selection of a particular report, sorting options for that report will become available. Options for sorting are generated dynamically depending on the report selected. The *Sort* control offers a list of fields for filtering the data to be returned in the report. Some reports, when requested, will offer an option to enter a specific range of dates that will filter the information returned in the report. Leave this option blank and click <OK> to return all available information in the report. To re-lock the sales and commission information report options, click the <Lock View> button.

Information concerning available reports and how to interpret them can be found in the **Reports** section in the program's online help topics. Click Help on the toolbar; choose Index and type in reports. Specific report topics are listed.

CHAPTER 5

Contacts

The **Contact** form is the business card file of the *DF BrokerForce* application. Contacts may be associated with vendors, customers, parent companies, or with your own company as employees. A contact record may also be used to store information regarding someone who is important to your company, but who is not associated with other trading partners. This is a good place to store service provider information.

Confidential information is locked from view and can not be adjusted until the <Lock View> button has been clicked. When the <Lock View> button is first clicked on, the user will be prompted to enter the agency password. The communications journal can be previewed and printed pending the entry of the correct password. Clicking on the <Lock View> button again will toggle report information off.

Using the **Contact** form

- Adding a new contact

A contact may be added at any time and does not have to be associated with a company or as an employee. For example, your company's information systems consultant can be entered as a contact without being associated with a customer, vendor, or parent company. This contact is a service provider for your company and may have no other relevant associations. However, employees must be entered as contacts for the purpose of tracking communications with them or assigning them to accounts as representatives.

New contacts can be added by clicking the **Contact** form's < Ψ > (New record) button at the bottom of the form in the record status line. This will clear the form and prepare it for adding a new contact to the database. After all necessary information has been entered, click on the editing pencil in the record handle or move to another record. The contact's information will be saved and can be associated with a parent company or identified as an employee at a later time. If any of the mandatory data elements, for example, *First* or *Last* names have been omitted, an error message will appear.

If the contact information is not available and the entry needs to be resumed at another time, press the <Esc> key on the keyboard and press another form tab to move to another form. This action will reset the **Contact** form.

- Creating an association

Contacts may also be added using the <Add a contact> button on any of the company forms. When this method is used, the user is prompted to add a new contact or to browse for an existing one. If adding a new contact, the phone number and address will default to information regarding the company with whom the contact is being associated. Modify this information as needed. Click on the editing pencil when finished. The contact has been saved in the database. The *position control* will now be enabled so that a position can be selected for that contact relative to the company he/she is to be associated with. After a position has been selected, the <Add> button will be enabled. When this button is clicked, the association is made with the company listed at the top of the **Contact** form.

If making an association between a company and an existing contact, click on the <Add a Contact> button on any of the company forms and select the option to browse for an existing contact by clicking <Yes>. This will move focus to the **Contact** form. To locate an existing contact quickly, enter the first few letters of the contact's last name into the *Contact Name* control of the **Contact** form. The focus moves immediately to the existing contact's record. When the correct contact is displayed, select a *Position* for the contact. After a position for the contact has been selected, the <Add> button is enabled. Click on this button to create the association with the company displayed at the top of the form.

The **Contact** form also supports adding an association to a company for any existing contact via the *Company Association(s) Add to:* control. To use this method, locate a contact's record using the *Contact Name* control (enter the first few letters of the contact's last name) and select a company to associate the contact with from the *Company Association(s) Add to:* control drop list. The *Position* control will become visible. Next, select a position from the *Position* control. The <Add> button will be enabled. Click on the <Add> button and <OK> button when prompted to confirm the association.

- Adding a contact to associate as a company employee
The *create an association method* described earlier in the documentation may also be used for adding contacts as employees. Enter and save the contact's information to create a new record or choose an existing contact. In the *Company Association(s) Add to:* control, click the drop arrow and select the appropriate company name. Tab to the position control, assign the position, and click the <Add> button. If the desired position description does not show up in the list to select from, type in the description and press <Enter> on the keyboard. A message will appear inquiring if the position should be added to the list. After assigning the position, click the <Add> button to create the association. Creating a company association will make the employee available on the *Representative* list in the **Customer** form. A representative will be required for every customer record that is entered.

Note: Associations cannot be deleted from the **Contact** form. The contact's association must be deleted in the related company's record (**Parent** form or **Customer** form) or the related employee's record on the **Representative** form. Double clicking on the association in the contact record will short cut directly to the related record on the relevant form. If the contact's record is deleted on the **Contact** form, that deletion will be cascaded to any and all associations with that contact. Delete the contact's association on the relevant **Parent** form, **Customer** form, or **Representative** form, and the contact's information will remain intact for all other links and associations. The relationship can be deleted using the <ContactList> tab on the relevant form as well.

TIP: A middle initial is not required. However, if two names are the same and neither have a middle initial or both have the same middle initial, an error message will be issued when an attempt is made to save the duplicate record.

TIP: The default phone number descriptions can be changed or deleted.

- Editing a name
The user must double click on the *Contact Name* control on the **Contact** form to edit a name after it has been entered. The last name, first name, and middle initial will be displayed. When the edit is completed, click on the pencil to save the changes. Double clicking on any of the name control labels, *Last*, *First*, or *MI* will return the form to its standard operating appearance.
- Email
Enter the Email address for the contact. This enables the link to the Email editor. When the Email address is clicked, the Email editor will automatically open with the proper address inserted ready for a new message. To edit an Email address, click on the label "Email" to the left of the *Email* control. The text will become highlighted, Press <Delete> on the keyboard and retype the correct address.
- Adding a hyperlink using the *URLink* control
This control can be used to create a link to a file on your computer, your network, an address on the Internet or your company's Intranet. Type in the path to the file or the address to the location on the Internet. To edit this information, click on the label "URLink"

to the left of the *URLink* control. The text will become highlighted, press <Delete> on the keyboard and retype the correct path or address.

Note: There are two areas on the **Contacts** form where URLs are stored. The *URLink* control located directly below the Note field is typically used for a link to an Intranet or Internet page associated with the contact's company. However, any link the user chooses may be inserted. The *URLink* control located in the **Communications** subform allows the user to add any number of links associated with this contact, along with date and time stamps regarding the link. See **Communications** later in this section.

- Moving to the contact's company
Double clicking the company's name (listed in the **View Association(s)** subform on the **Contact** form) will open that company's record. This is very useful when a customer calls. For example: Using the **Contact** form, enter the contact's last name or select a name from the list to automatically move to that contact's record. The company(ies) that the contact is associated with is/are displayed by clicking on the <View Association(s)> button. Double clicking a company name will move to that company's record where a list of orders can be viewed.

Communications

The **Communications** subform is a very important part of the **Contact** form. It is an efficient communications log and organizer for your contact communications. On this form, an alarm can be set to prompt you before a scheduled follow-up. The **Communications** subform provides *Type*, *Date/Time*, *Notes*, *Follow-up*, and *OLE* container controls.

Using the Communications subform

- Phone Calls, entering phone numbers and the **Contact** dialer
The **Contact** dialer button uses the dialing properties of the Microsoft Windows 95[®] Phone Dialer™. Accordingly, if the area code is the same as that being dialed from, the area code is optional. If the application is installed on a portable computer, always use the area code. The dialing properties include the area code of where you are dialing from and outside access numbers. See Windows 95[®] Help topics under *Dialer*. The phone descriptions defaults are set to Work, Home, and PCS phone. However, these can be edited or deleted as desired.

TIP: Due to the rapidly increasing use of phone lines today and changing formats for making calls, it is recommended that area codes always be included in phone numbers.

- Mail Merge
When the mail merge button is clicked for a contact, the contact's name, title, and address information are exported to a merge file and then merged into the custom Microsoft Word[®] form letter merge document provided as part of the DF BrokerForce application. A link to this document is then inserted automatically into the **Communications** *OLE* container on the **Communications** subform. Clicking on the icon for the link to the MSWord[®] document will open MSWord[®] with the document as the active document. Edit or add information to this document as needed. When entering a new contact into the **Contact** form, it is important to fill in the *Title* and *Dear* controls that are used in the mail merge procedure.

Note: A "browse for file folder" button is located at the right end of the *Form Letter* control. This button enables the user to select a form letter to merge to other than the customized form letter provided with the application. However, the merge procedure will work with another file only if the proper format and merge field information is available in this file. Contact DataForce, Inc. online at www.dataforces.com for additional information and merge templates.

TIP: Mail Merge files are named with the contact's last name, first name, and the EDI format for date and time (yymmddhhmm) with the default extension of .doc for documents. Example: If a letter were merged for Jane Doe at 4:30 PM on September 9th, 1996, the document would be named: **"Jane Doe9609301630.doc "**

TIP: The document can be printed Faxed, or attached to an e-mail, and the user can refer back to it directly from the **Contact** form in DF BrokerForce. If the user has installed Microsoft's Fax at Work[®] that comes with Windows 95[®], or another Fax/printer driver, with the Fax selected as the printer, the document can be sent to the contact immediately. It is not necessary to close a merge document to look something up in BrokerForce or another application; use the task bar or the <Alt>+<Tab> key combination to move between applications. See the following printer note concerning Faxes.

Note: If printing to the Fax, attempting to print an envelope to the Fax will result in a Fax error. In this case, select only the pages of the letter for printing in the print dialogue box and not the envelope.

Note: If the "Command not available" message appears when the mail merge button is clicked, check to see that another open program is not conflicting with MS Word[®] or that Word is not already open. Try closing all word processors, or e-mail programs. If the problem persists, ask your systems administrator about the library files and their referenced locations.

- **Saved merge document locations**
Documents created using the merge process from within the application will be saved in the folder on the drive specified in the **My Company Setup** form. See User's Guide:Setup for information regarding the *Form Letter* and *Document Path* controls.
- **Creating a new record**
A new communications record can be entered at any time. As soon as any data is chosen in a new record, the record is date and time stamped with the system date and time on the computer. These may be changed as needed.
- **How to Follow-up**
Enter a date and a time in the *Follow-up* control. When the *Reminder* control is checked, the user will be prompted fifteen minutes before the time elapses that a follow up is scheduled. Select an option of either moving to that communications record, postponing a follow-up, or click <Dismiss> to avoid further notice.
- **Printing a journal of contact communications**
Click the <Lock View> button on the BrokerForce toolbar and enter the agency password into the dialogue box that appears to enable the *Report* control that will appear above the communications log to the right of the **Communications** label. Select a report and click the <Preview> button on the toolbar to generate the report. Enter the required date range details to produce a report listing of the communications for the contact being viewed on the **Contact** form. Leave the date boxes blank and press <Enter> to continue if a full report of all communications with the currently viewed contact is desired.
- **Storing other objects in the Communications log**
A direct link from DF BrokerForce to the application in which a document was created can be stored in the **Communications** log by entering the path to the object into the *URLink* control. Examples are a section of an Excel[®] spreadsheet; an MS Word[®] document; a graphic, or Fax received via modem. A document that was originated by the contact can also be scanned and filed here. Enter the path to the document using standard format.

Examples:

<C:\My Documents\data.doc>
D:\Office\Excel\User_Name\Spreadsheet
<http://www.dataforces.com/prod1.htm>
<http://www.dataforces.com/default.htm>
<ftp://dfserver1.dataforces.com/filename>
[\\DFServer\Data\Clients\date.doc*](\\DFServer\Data\Clients\date.doc)

TIP: A document that is not located on the computer can be Faxed to the computer using a stand-alone Fax machine. This method will work in place of a scanner to send hard copy documents to the computer if Microsoft's Fax at Work[®] or another Fax program designed for Windows 95 is installed. Try sending a document to the Fax board on your computer. Save the Fax to a folder on the computer and insert a link to the Fax received.

Note: When objects are linked, the application of origination controls the linked object. Other types of objects that can be linked are desktop short cuts and links to Internet sites. The Internet browser available must support links.

*Consult your network administrator regarding links to OLE objects. The path to the linked file should be the same for each station or an error may occur when trying to open the linked file from an alternate station. In the case of files stored on a server, consult your network administrator for path formats.

CHAPTER 6

Products

The **Product** form is the user's collection of vendor catalogues. On this form, each product is completely described including pricing, packing, number and name identification, and a multimedia link such as a graphic or URL link to more complete information for that product via an Intranet or the Internet.

On the **Product** form, confidential information is locked from view and can not be adjusted until the <Lock View> button has been clicked. When the <Lock View> button is first clicked on, the user will be prompted to enter the agency password. Reports can be previewed and printed, and commission information becomes available on most forms, pending the entry of the correct password. Clicking on the <Lock View> button again will toggle commission and report information off.

On the **Product** form, the <Lock View> must be enabled for the *CommFactor* control to become visible in the product datasheet. This control must be visible to adjust commission by line item.

Note: See **Lock View and Security** in the **User's Guide** documentation for instructions concerning the use of the Agency Password.

Using the *Product* form

- Begin a new product record
A new product can be added to the product datasheet (**Vendor Products** subform) by clicking the < ▶ Ψ > button at the bottom of the **Product** form. Information entered or edited in this subform will be immediately available to the **Order** form. It is important to enter information correctly and consistently in the **Product** form so that errors will not be reflected in the orders.
- Select a vendor
A vendor must be chosen from the available list. If the vendor is not in the list, go to the **Vendor** form and enter the information for the vendor. Pricing preferences must be entered in the **Vendor** form before products can be properly described on the **Product** form.
- Vendor item number
The *Vendor Item#* is entered into the first column on the product datasheet. Within a vendor's list of products the *Vendor Item#* must be unique for each product. This is a required entry. A product can not be recorded without this number.
- Product name
The *Product Name* should describe each product uniquely. If multiple products with unique numbers are all described as the same product, errors may occur when the product is incorrectly chosen for an order based on its description rather than its unique item number. It is recommended that each product have a unique description as well as a unique item number.

Note: Avoid using characters outside the letter set A-Z or numbers 0-9 for product names when entering product descriptions. Names using: !, @, #, \$, %, ^, &*, (,), -, +, =, ', ", ~, or other unusual characters may produce unpredictable results and errors. While they are allowed, these characters may produce unpredictable results when a search is made using the **Product** form's locate control or when data is exported to other databases.

- Select a price list

The *Pricing* control located on the form just above the product datasheet section displays of the price lists that were set up for this vendor in the **Vendor** form under the <PriceLists> tab.

Enter the *Price* for the list selected. The *Pricing* list choice (located just above the datasheet) may then be changed, and additional price list information for this product reflecting various price list options can be entered. Information entered on the product form is reflected in the **Order** form. It is important to enter information correctly and consistently in the **Product** form so that errors will not be reflected in the orders.

When a price list is selected from the drop list, that list will display in the first column of the datasheet next to the product name. If a quantity based price list is selected, the quantity column will display first next to the product name, and the quantity based price list selected will display to the right of the quantity column.

- **Units per case**
UnitsCs is the number of units that are included for the price entered. This number is used to calculate the *Price Each* tool tip when the cursor is hovered over the *Product Name* at the top of the **Product** form.

A positive number must be entered into the *UnitsCs* column or an error will occur, and a warning issued. The default value is 12.

Note: UnitsCs must be consistent with the Price per unit of measure. For items that are sold in one unit such as a case and priced in another unit of measure such as price per weight, the number of units must be 1, because the price is per unit.

Example: A case of "Bulk Somma" is packed with two pieces weighing four pounds each and priced at \$2.50 per pound. For this product, the UnitsCs would be 1, Pack would be 2, Size would be 4, and Unit would be "lb". The BillingQty of 8 is used to adjust the extended amount for orders. In this case, the UnitsCs must be 1 or the application's ability to calculate the suggested retail price (SRP) and extended amount on orders would be inaccurate.

- **Product note**
You can enter a note with up to 255 characters in length for any product description or information that has not been included in another field.
- **How is the product packed?**
The *Pack* control is used to describe how the product is packed including sub-containers. A case of soda pop with 24 UnitsCs would have a Pack of "4x6". Only numbers (integers) and the lower case letter "x" may be included in this field.
- **Product size and unit**
Product Size and Unit should be consistent with each other, however neither is required. If a unit is entered that is not in the available list, you will be prompted to add it to the list for later reference. Double click the *Unit* control to edit pre-existing entries. The abbreviations provided were selected from commonly used and widely accepted abbreviation standards. Using standard unit abbreviations can reduce order errors due to misinterpretation.
- **Minimum quantity and unit if appropriate**
The minimum quantity must be 1 or greater. When line items are added to an order, the MinQty will be checked for validation.
- **Billing quantity for calculating the extended price of a line item**

The *BillingQty* is used to extend the price for items that are ordered in one unit yet priced in another such as a wheel of cheese that is sold as one piece yet priced by the pound.

- **SRP (suggested retail price)**
If there is a value in the *GM* (gross margin) control when a product is added, the SRP will be calculated automatically for each item. Place a check in the *Nearest9* check box if the SRP is to be rounded to the nearest nine in the cent digit of the SRP. The SRP is calculated automatically only in the case of a contract where a GM has been entered. In price lists other than the contract price list, the SRP must be supplied (this price is often provided by the vendor).
- **UPC**
The uniform product code control should only be used for true uniform codes. Unfortunately, some vendors send out product code lists that are not true to the uniform standards. It is important to keep UPC entry consistent and in compliance with the standards so that data may be reported and exchanged in the proper formats. Bar code readers and point of sale systems used by the retailer are dependent on these standards.
- **Date range for pricing**
Many industries limit product prices to specific *BeginDate* and *EndDate* ranges. Entering date ranges is optional, however, the application is designed to verify the price of any product that has a *BeginDate* and/or *EndDate* entered.
- **Commission factor**
If a product specific adjustment factor is needed, enter this adjustment factor as a percentage of the price list's base commission rate. This is entered into the *CommFactor* adjustment control on the **Product** form. Scrolling to the right side of the product list on the **Product** form will reveal the product's *CommFactor* adjustment control. The base commission rate for each price list will be adjusted by this factor as seen in the example. The *CommFactor* control is not visible unless the <Lock View> button has been clicked and an agency password has been entered.

Example: Fender Vendors was able to make a special purchase on red fiberglass fenders. To promote sales, they offer double the commission rate for this product. To compensate for this increase in commission rate, "200%" is entered for this item's commission adjustment factor on the **Product** form.

Any resulting commission rate can be adjusted for any line item directly on the order. To do so, replace the percentage in the *Comm* control for that line item on the order form.

- **Category**
Select a category in the *Category* control drop list to restrict the currently selected vendor's product list to the products assigned to the selected category. The categorized product list is based on the category information established on the **Vendor** form and individual product category assignments selected on the **Product** form. To assign categories to products, select a product and scroll across the record's fields to the *Category* field. Click in this field to display a list of the vendor categories. Select a category from the list to assign to the currently selected product.

Categories are recommended because vendors often categorize their products and assign variable commission rates by category. The use of categories enables the user to filter product lists and reports by category or to assign commissions by category. Vendor categories should not be confused with Parent categories or departments that are used for customer needs.

TIP: A brand name can be assigned as a category thus making it possible to track the sales of a particular brand's products. Reports could then be generated that would provide feedback data regarding brand specific product information.

- **Accrual**

The accrual amount is a percentage of the extended price of a product that a vendor accrues in an account for the customer. This account is an incentive tool used by the vendor to reimburse the customer for product advertising or other promotional offsets that increase product sales.

On the **Product** form, a percentage less than 100% can be entered as a default value to use whenever an item that is attached to an accrual account is added to an order.

On the **Order** form, this value may be independently adjusted for any of the order's line item details so that each item may be awarded different accrual percentages if necessary.

The amount accrued for an item can be printed in report form using the Item Sales Totals report that may be accessed using either the **Customer** or **Vendor** forms. If the balance for the amount that has been accrued is 0, accrual labels and amounts will not show on this report.

- **Weight**

If product weights are entered in the product details, the **Order** form will total the estimated weight of the order as items are added to the order.

Note: If an order is to be reconciled to an invoice including the adjustment of weight that was originally calculated for the order, the line items in the order should be adjusted first. Then, the order total weight can be adjusted to reflect variances created by additional items such as palletes.

- **Cube**

The number entered into the *Cube* control represents the measurement in cubic volume of the shipping unit. The unit of measure (cubic feet, cubic centimeters, etc) will need to be agreed upon between the vendor and the customer.

- **Locating a vendor's product**

When the vendor name and price list have been selected establishing a list of products to be viewed, any product in the list may be accessed quickly by selecting either the *Item#* or *Product Name* from the drop list in those controls. Entering the first few letters of the product name will also bring the item into view. When it is necessary to view the entire product list for all vendors (for example if a product name or number is known, but the vendor is not known), delete the name in the *Vendor* control so that no vendor is selected. This will bring a universal product list into view. A note will appear to the right of the *Multimedia Container* indicating that all of the vendors' products are being viewed.

Product lists can be sorted and displayed by *Item#* or *Product Name* by clicking the radio button to the right of these labels in the *Sort by* control located directly above the *Category* control and just below the *Promotions* information box.

TIP: The *Price Each* tool tip feature is designed to provide the convenience of automatically calculated prices for individual pieces in a case. The tool tip showing the calculated price appears when the user hovers the mouse over the product name in the *Product Name* control just below the *Vendor* control at the top left side of the **Products** form. The Price Each result is calculated by dividing the case price by the pack size based on the base price list selected when viewing the product list.

- **Promotions**

Select a base price list, enter a beginning date for the promotion, an ending date, and the promotional price. When a new product is entered or an existing product's record is edited, the database will validate that the BeginDate precedes the EndDate. This is also true for the PromoBegin and PromoEnd dates. If a BeginDate or EndDate is not entered, or a PromoBegin or PromoEnd date is not entered, a tool tip will appear with the message: "Beginning dates must precede ending dates." It is important to be aware that there are two sets of dates, the product's BeginDate and EndDate and the promotion's PromoBegin and PromoEnd dates. A button is located at the top right side of the *Promotions* control for the purpose of deleting expired promotions.

Contracts

Products are often sold to customers on an individual contract basis. BrokerForce records the beginning and ending dates of the contract duration, individual prices, volume based (quantity) prices, and volume quantity if there is a price differential for quantities greater than or equal to the minimum volume quantity. Customized price lists can be imported or exported with an EDI profile. Contract pricing can be created, edited, or removed using the **Product** form.

- Creating the contract price list

The following is a list of special terms used in creating contracts.

- **Default List** - A value of 1-6 represents which base price list will be used in the calculation of the contract price. The contract price list is always described as price list 7.
- **Discount** - This discount will be applied to the base price selected.
- **Begin and End Dates** - These dates are used to determine a price when an order is placed.
- **GM** - An abbreviation for *Gross Margin*, this number represents the percentage of gross profit used to calculate the *Suggested Retail Price (SRP)*. For example, if the wholesale price is 60 cents, and the GM is 40, the SRP will be \$1.00. If there is a number in the Gross Margin (GM) control, that margin will be applied to the base price list selected to determine the SRP.
- **Nearest 9** - If there is a check mark in this control, the SRP will be rounded to the nearest 9 cents. Otherwise, the SRP will be calculated to the nearest cent. For example, if there is a check in this box, an SRP of \$1.04 will be rounded down to \$.99. An SRP of \$1.05 will be rounded up to \$1.09.
- **SRP (suggested retail price)** - If there is a value in the GM control when a product is added, the SRP will be calculated automatically for each item. Place a check in the *Nearest9* check box if the SRP is to be rounded to the nearest nine in the cent digit of the SRP. The SRP is calculated automatically only in the case of a contract where a GM has been entered. In price lists other than the contract price list, the SRP must be supplied (this price is often provided by the vendor).
- **Commission** - BrokerForce provides broad flexibility for the tracking of most vendor specific commission methods. Commissions can be globally applied to an order, based on a product, a category, a price list, or a contract.

If the calculation of commission needs to be more detailed, the process begins by assigning a commission base rate to each price list maintained for the respective vendor. To set this rate for a price list, use the <PriceLists> tab on the **Vendor** form. For a customer specific base rate that is tied to a contract, this percentage is entered after selecting a vendor, "Contract" pricing, and a customer on the **Product** form.

For contract pricing, the base commission rate should be entered into the *CommPct* control on the **Contract** subform of the **Product** form. If the vendor pays this commission rate for a price list across the board for every product sold,

the commissions setup is complete. If commissions are adjusted based on a category or individual item you should continue with the following steps.

Click on the <Categories> tab on the **Vendor** form and select or enter a new category (this can be a brand name). Enter a percentage adjustment factor for the category in the category's *CommFactor* adjustment control. This adjustment factor will be applied to all price lists for all of this vendor's products that are assigned to this category as seen in the following example. This parameter also applies to contract price lists and contract product commissions. A product is assigned to a vendor's category using the **Product** form.

Although a product may be a member of an adjusted category, if a product commission factor has been entered for an individual product, only the product's adjustment factor will be applied. The category adjustment factor will be ignored for these items.

Example: Fender Vendors pays a commission rate of 10% for sales made from their wholesale list and a 5% commission rate for sales made using their distributor list. However, they pay only 80% of the base commission rate on their fiberglass category of fenders. Accordingly, 80% was entered for their "Fiberglass" category. As a result, Fender Vendors pays a net commission rate of 4% (5%*80%) for fiberglass fenders that are sold using their distributor list. Applying the same factor to their wholesale list results in an 8% commission rate for fiberglass fender sales.

<u>PriceList</u>	<u>Base</u>	*	<u>Fiberglass Fender Category Adjustment</u>	=	<u>Net Commission Rate</u>
Distributor	5%	*	80%	=	4%
Wholesale	10%	*	80%	=	8%

For their "Chrome" category, a full commission of 5% is paid for distributor sales and 10% is paid for wholesale sales. Since this is a full commission category, no factor needs to be entered, or, if a factor is entered, it should be 100%.

TIP: The *GM, Discount, Nearest 9, Begin Dates, and End Dates* can be changed dynamically for any one product or group of items to be added to a contract list.

Select a vendor from the drop list and select Contract in the *Pricing* control located at the top of the product datasheet view. A complete list of that vendor's products will be displayed in a window on the left half of the screen, the contract item datasheet will display on the right side of the split screen, and a **Contract** subform will appear in the top right corner of the **Product** form. When the **Contract** subform opens, companies that already have contracts with this vendor will be displayed.

To select a Parent Company for a new contract, click the < ▶ Ψ > button. A new *ParentCompany* name can be selected from the drop list. Pricing will be consistent for all customers that are associated with a given parent company. Select a base price list and enter the beginning and ending dates for the duration of the pricing.

Select an item from the vendor's product list and then click the <Add it> button just below the *Product Name* control located above *Promotions*. The selected item will be added to the contract list on the right. When items are added to the contract list, prices, dates, and SRP based on the selections made in the **Contracts** subform above will be in effect. Clicking an item in the contract list shifts focus to the item in the vendor's product list (the item becomes highlighted).

- To remove items from a contract list
Select the record handle to the left of the product record to be removed in the contract list.
Press <Delete> to delete the selected product from the contract.

Warning: Deleting an item from the vendor's product list will delete that item from all related records in any customers' contract lists.

- Removing a contract
Select the record handle to the left and push the key on your keyboard to delete the currently viewed contract. All items in this contract will be deleted. Deleting the current contract will not delete items from previously entered orders.
- Update items in the contract list
Individual items in the contract list may be edited detail by detail. However, global changes to the contract may be made in the *Contract* header box (top right corner of the **Product** form). A global change would be a change such as an edited *Begin* or *End* date. This type of change will cascade to all items in the currently selected contract.

- Sorting by item number
Sorting by item number in the **Product** form is an alphanumeric sort, not a numeric sort. For example: If a list of item numbers contains the numbers,

00215-A

00212-B

010215

00125

when sorted, they will appear in the order

00125

00212-B

00215-A

010215

because the numbers are sorted according to the ascending order of numbers first (0-9) and from left to right, then by letters A-Z (vendors often include letters as well as numbers).

- Reports
On the **Product** form, reports may be viewed by entering a password into the *Password* dialogue box after pressing the <Lock View> button. After the correct password has been entered, new controls will appear that display a list of the available reports associated with the **Product** form and options for sorting the order in which report information is displayed. The <Sort> control offers a list of controls for filtering the data to be returned in the report. Some reports, when requested, will offer an option to enter a specific range of dates that will filter the information that is returned in the report. Leave this option blank and click <OK> to return all available information in the report. To re-lock the sales and commission information report options, click the <Lock View> button. Contract item reports are relevant to the vendor and the customer selected on the **Product** form when the report preview button is selected. Additional information regarding product reports can be referenced in the **Reports** section of the BrokerForce documentation.

Information concerning available reports and how to interpret them can be found in the **Reports** section in the program's online help topics. Click Help on the toolbar; choose Index and type in reports. Specific report topics are listed.

CHAPTER 7

Orders

The **Order** form is the focal point of the BrokerForce application. If complete and accurate information has been entered into the **Employee, Parent, Customer, Vendor, Contact,** and **Product** forms, the process of creating and tracking orders will become fast and powerfully efficient. BrokerForce uses the information entered into all of the forms to anticipate and automate the ordering process and to track commissions as orders are placed.

The order form is divided into two primary sections, the header and order details sections. Creating orders requires four basic steps. First, create the order header with information regarding the vendor, customer, and order type. As soon as the user selects a customer, the order header is automatically saved. Second, add details to this header in the form of line items. Each line item contains information about the product item number, quantity, and price. This information is based on the data entered into the **Product** form and *Pricing* selected. Third, preview the order by clicking the <Print Preview> button on the BrokerForce toolbar. Fourth, transmit the order to the vendor. After the order is converted to a report format by clicking the <Print Preview> button, it may be printed to the printer, printed to the Fax, or e-mailed in a variety of formats.

Using the Order form

- Filling in the order header on the **Order** form

Select a vendor with whom the order will be placed. Based on the vendor selection, the vendor product catalogue will then become available. Select a customer from the customer list. When a customer is chosen from the list, all of the customer address and contact information will be filled in on the order automatically.

Orders cannot be placed without a customer record. However, a customer may be added from the **Order** form. After choosing a vendor, type in the customer name. A message form will appear that offers the option to create a new customer record. Click <Yes>. A dialogue box will open to receive customer number and price list information for this customer. After completing the required information (a rep number is not required and only used where a number is required by the vendor, customer, or rep agency), click the <Close> button and continue to enter the necessary address information for the new customer.

Fill in the *Department* control for those customers who order according to different departments but under one vendor customer number for the location. In the case where one customer has different vendor customer numbers assigned according to individual departments, each of those departments would have to be entered as unique individual customers. In other words, individual orders would need to be created for the various departments using unique vendor customer numbers.

Example: Acme specialty store has been assigned different vendor customer numbers by World Wide Foods for its deli department, its cheese department, and its health and beauty aids department. When setting up Acme, first enter the main operation as a parent company even if it is only one location. Then, enter three individual customer records for the different departments such as Acme Deli (individual customer record), Acme Cheese (individual customer record), and Acme HBA (individual customer record). This way, each department may have its own vendor customer number assignment and order as an individual account under one parent company.

There are three ways to add to the list of customers that have numbers assigned with a specific vendor: use the <Cust#s> tab on the **Customer** form, use the *CustomerList* tab on the **Vendor** form, or add the customer number as a new order is being created on the **Order** form.

A temporarily assigned number may be updated later. However, if using a replicated database that will later be synchronized with other replicas, only one user should enter new or temporary customer numbers for a particular customer. The representative in the field who needs to assign a temporary customer number in order to place an order spontaneously should be the one to assign the temporary number. They should immediately call into the home office to share the information so that two numbers are not assigned to the same customer causing synchronization errors later.

After a customer is selected, the application will automatically:

- A) Fill in the name of the sales representative assigned to this customer.
If one has not been assigned, the user will be prompted to select one from the *Sales Representative* drop list for this specific order.
- B) Fill in this vendor's customer number for this customer. If a vendor customer number has not been assigned, the user will be prompted to enter one for this specific order.
- C) Complete *Bill To:* and *Ship To:* information. *Bill To:* and *Ship To:* information are autofilled as soon as a customer is selected. The *Bill To:* address can not be changed on the order. It can only be changed in the customer's record on the **Customer** form. The *Ship To:* address is autofilled with the customer's address if there is one entered on the **Customer** form. Otherwise, the address that is autofilled will default to be the same as the *Bill To:* address. The *Ship To:* address can be changed as needed.
- D) Fill in contact information including Fax, and Phone number. This control defaults to the first name in the list of contacts for this customer. An alternative name may be selected.
- E) Establish a base price list for this customer. If the customer has not been Pre-qualified for a price list using the <Cust#s> tab on the **Customer** form, the base price will default to price column 4 of the product list. The price list can be changed at any time. Price list changes will not affect the prices of line items that have been previously selected. To recalculate the price of previously selected items, double click the price control of each item. The price will be revised based on the current price list selection.

Example: A retailer (store account) may wish to have an order drop shipped directly to one of their customers from a vendor. In this case, the *Ship To:* address should be changed to reflect the address of the recipient. The *Bill To:* will still be automatically filled in according to the customer record set up on the **Customer** form.

Proof read the information that has been autofilled. Verify that *Contact*, *Bill To:*, *Ship To:*, and *Pricing* defaults are acceptable. Enter the *Order Type*, *Order Status*, *Order Date*, *Ship Date*, *Discount* and *Discount Terms* if applicable, freight parameters, and *PO Number*.

- Enter the *ShipDate*
A shipping date should be entered for an order to be properly processed. Sales reports and retrieval of orders at a later time will not function efficiently without the entry of a *ShipDate*. The date can be revised as needed.
- Saving the header information
Click on the editing pencil to save the header information. Although most header information can be edited later, editing customer information can cause errors in the order details resulting in incorrect pricing and order totals. If the combined selection of *Vendor* and *Customer* is incorrect, delete the order and begin again.
- Canceling or deleting orders

Click the gray record handle bar at the left side of the **Orders** form and press delete on the keyboard. This will delete an order. Once an order has been started, the vendor and customer header combination cannot be changed. If it is necessary to change the customer information, delete the order and start over.

When deciding whether or not to delete orders, one of the principal consequences to consider is that deleted data will no longer be available to the reporting function of the program. It is assumed that a user would not want to delete orders that have not been zeroed out thus affecting balance due reports. The user may want to consider time horizons for deleting orders so that appropriate historical ordering trends can be reported first. At least two years of data are required to generate monthly sales comparison reports. Four years of data are required to make reliable forecasts.

To maintain database compactness and efficiency, orders that are no longer needed should be deleted. Select the record handle (gray bar on the left of the form) and press the <Delete> key on the keyboard to delete orders. A prompt to confirm the deletion will be issued and, if related line item details exist, they will also be removed.

- Adding a hyperlink using the URLink control

This control can be used to create a link to a file on your computer, your network, or an address on the Internet. Type in the path to the file or the address to the location on the Internet. To edit information, click on the label "URLink" to the left of the *URLink* control. The text will become highlighted, press <Delete> on the keyboard and retype the correct path or address. This feature enables the user to link directly from the order to related documents stored outside the database. Extensive notes concerning an order can be written up in a word processor program such as MS Word™ and linked to the order using the *URLink* control. The control is located in the top right corner of the **Order** form just below the *Invoice Amount*.
- Enter line item details

A line item is selected by using the *ItemNo* and *ProductName* drop lists. Click in *ItemNo* and the drop list of vendor item numbers and product names will appear. Scroll to find the desired item and click it in the list. The item along with the lowest available price will be automatically entered based on:

 - A) Price column chosen (this includes contract pricing)
 - B) Whether or not there is a promotional price in effect
 - C) Whether volume pricing is applicable to this item
- Prices may be edited line item by line item

Enter a line item discount if applicable. The extended price will be calculated using the price times the quantity less the line item discount. The pack size may also be edited. Enter a quantity if other than the default value of 1. If the quantity is changed, the price will be rechecked for volume pricing.
- Printing and Transmitting orders

View the order in report format by clicking the <Print Preview> button on the BrokerForce toolbar. If the order is to be printed or faxed, click <File>, then <Print>, and choose the printer or fax printer in the printer dialogue box. If the file is to be e-mailed or exported to another program, it is best to click the radio button (small round control) located between the billing and shipping address areas before clicking the <Print Preview> button. The order report will be converted to a Rich Text Format. Rich Text Format preserves the format of the report, but it is a more export and e-mail friendly format. When the file is converted to an .rtf file, it can then be sent or exported in any of the formats presented by the Send menu.

Open the Send menu by clicking the button to the left of the <Lock View> button on the BrokerForce toolbar. It looks like a letter going into an envelope. The list of options will offer several formats that may be used to send the file to a mail recipient or another program.

Note: Orders must be converted to report format by clicking the <Print Preview> button on the BrokerForce toolbar before printing, saving, or sending. Otherwise, the program tries to send the database form instead of the information viewed in the form. This is the same as trying to print the actual screen instead of printing a file that reports the information viewed in the form on the screen.

- Review all of the conditions of the order
 - Review all conditions of the order including the status, type, order dates, and ship dates before transmitting the order and completing the *Transmittal Journal*. Click the radio button at the left of the *Notes* field to display UPC information. Verify order amounts and adjust line items if needed.
- Filling in the ***Transmittal Journal***
 - When the order has been completed and is ready for transmission to the vendor or manufacturer, complete the transmittal journal according to the method or methods used to send it. Click on the controls, *From*, *To*, *How*, and *Transmitted* to display a drop list of choices to select from. If the order is sent by the EDI method using the ***EDI*** form, the transmittal journal will be updated automatically. Orders may be transmitted to as many recipients as needed by any form, Fax, EDI, E-mail attachment as a printed order, or just printed and mailed if necessary. The EDI section of the documentation discusses this process in detail.
- Reports
 - On the ***Order*** form, commission information may be viewed by entering a password into the <Lock View> button dialogue box. Click the <Lock view> button on the BrokerForce toolbar again when it is necessary to hide commission and vendor payment information from view. Viewing commission information helps expose possible discrepancies in expected commission amounts for orders.

Information concerning available reports and how to interpret them can be found in the **Reports** section in the program's online help topics. Click Help on the toolbar; choose Index and type in reports. Specific report topics are listed.

CHAPTER 8

Tracking Commissions

As a primary source of revenue, the tracking of commissions is vitally important to a brokerage or sales representative. Like balancing a checkbook's receipts and payments, commissions must be periodically reconciled by comparing anticipated revenues to those actually received and paid.

With a minimal time investment in setup prior to entering orders, BrokerForce will automate the process of tracking commissions. The calculation of commissions can be as detailed or as general as is needed, and any calculated rate can be independently adjusted for an order or individual line item. After orders have been transmitted to the vendor, filled, and commission payment received, commissions are quickly reconciled by applying vendor payments to each order's anticipated commissions on the **Vendor** form. Results can be printed as a commission statement either for a vendor or a sales representative.

BrokerForce provides broad flexibility for the tracking of most vendor specific commission methods. Commissions can be globally applied to an order or an invoice. If greater detail is needed, commission rates can be based on a price list or contract and factored for any product category, or individual product. Special commission rates may be assigned to promotional items. If commissions are to be globally applied to an order or invoice, enter that percentage into the *CommPct* control found on either the **Order** form or the **Vendor Orders** subform. The **Vendor Orders** subform is accessed from the **Vendor** form using the **Orders** tab.

The detailed process of commissions calculation begins by assigning a commission base rate to each price list or contract maintained for the respective vendor. To set a price list base commission rate, use the <PriceLists> tab on the **Vendor** form. If a customer specific base commission rate that is tied to a contract is to be applied, this percentage is entered after selecting a vendor, **Contract** pricing, and a customer on the **Product** form.

A category or product adjustment factor may be assigned to a vendor's categories or individual products. The price list or contract base commission rate will be adjusted by this factor. Only one factor will be applied to adjust the respective price list or contract base commission rate. Therefore, if a product adjustment factor is present, the category factor for that product will be ignored. The base commission rate will be applied if neither product nor category adjustment factors are present. When a line item is entered on an order, the base commission rate of the price list selected will be applied and adjusted for the product or category adjustment factor as needed.

- Setting up automatic commission tracking

The following steps need to be taken prior to placing an order, so that automatic calculations of anticipated commissions for a vendor can be processed by the BrokerForce application.

- 1) Select the respective vendor on the **Vendor** form
- 2) Click on the <PriceLists> tab and enter a base commission rate for each price list that is maintained for that vendor. Commission percentages are entered along with price list descriptions and volume pricing information on this subform. See <PriceLists>.

The base commission rate should be entered on the **Contract** subform of the **Products** form for contract pricing. If the vendor pays this commission rate for a price list across-the-board for every product sold, the commissions setup is complete. If commissions are adjusted based on a category or individual item you should continue with the following steps.

- 3) Click on the <Categories> tab of the **Vendor** form and select or enter a new category. Enter a percentage adjustment factor for the category in the category's *CommFactor* adjustment control. This adjustment factor will be applied to all price

lists for all of this vendor's products that are assigned to this category as seen in Example 1. A product is assigned to a vendor's category using the **Product** form. See **Products**.

TIP: Keeping category names consistent between vendors can improve the information available from category reports and may assist with Efficient Consumer Response systems.

4) If a product specific adjustment factor is needed, enter the adjustment factor as a percentage of the price list's base commission rate. This is entered into the *CommFactor* adjustment control on the **Product** form. Scrolling to the right side of the product list on the **Product** form will reveal the product's *CommFactor* adjustment control (the agency password must be entered for this control to be visible). The base commission rate for each price list will be adjusted by this factor as seen in Example 2.

5) If an item on promotion has a specific commission rate, this rate is entered along with the promotion on the **Product** form. The commission rate will be taken as-is and not adjusted for any factors. If a commission rate is not entered for a promotion, the item's ordinary base commission rate will be used, and the factor adjusted as explained above.

Example 1: Fender Vendors pays a commission rate of 10% for sales made from their wholesale list and a 5% commission rate for sales made using their distributor list. However, they pay only 80% of the base commission rate on their fiberglass category of fenders. Accordingly, 80% was entered for their "Fiberglass" category. As a result, Fender Vendors pays a net commission rate of 4% (5%*80%) for fiberglass fenders that are sold using their distributor list. Applying the same factor to their wholesale list results in an 8% commission rate for fiberglass fender sales.

PriceList	Base	*	Fiberglass Fender Category Adjustment	=	Net Commission Rate
Distributor	5%	*	80%	=	4%
Wholesale	10%	*	80%	=	8%

For their "Chrome" category, a full commission of 5% is paid for distributor sales and 10% is paid for wholesale sales. Since this is a full commission category, no factor needs to be entered, or, if a factor is entered, it should be 100%.

Although a product may be a member of an adjusted category, if a product commission factor has been entered for a product, only the product's adjustment factor will be applied. The category adjustment factor will be ignored for these items.

Example 2: Fender Vendors, was able to make a special purchase on red fiberglass fenders. To promote sales, they offer double the commission rate for this product. To compensate for this increase in commission rate, "200%" is entered for this item's commission adjustment factor on the product form.

Any resulting commission rate can be adjusted for any line item directly on the order. To do so, replace the percentage in the *Comm* control for that line item on the order form.

Example 3: Vinny, a sales representative for Fender Vendors, agreed to a one time commission reduction on a product so that the price could be further reduced for a customer who wanted to buy a large quantity of Red Fiberglass Chevy Fenders. To do so, he entered 2% in the *Comm* control for this line item on the order. Making this entry does not cascade to the product form or any other form. It is specific to the one time entry.

Note: Only one factor will be used to adjust the base commission rate for any line item on an order. Product factors take precedent over category factors. Any zero (0) value factors will be ignored. Commissions can be independently altered for any line item directly on an order. To globally apply a commission rate to an order, enter that amount into the *CommPct* control on the *Order* form.

- Establishing commission splits
Commissions may be split between the brokerage and a representative by assigning a percentage *Commission Split* on the **Representative** form. Orders that the representative has been assigned to can be viewed using the <Orders> tab on the **Representative** form.

Commission Calculations on Orders

The *CommPct* value is set to the base rate for the default price list that the customer is qualified for after a vendor and customer for a new order have been selected. If an alternate price list on this order has been selected, the *CommPct* value changes to the respective price list's base rate. The *CommPct* control is hidden from view unless the <Lock View> button on the toolbar has been enabled, and the agency password has been entered.

To unhide *CommPct*, anticipated commissions, and payment information controls, enter your password into the *Password* control that pops up when the <Lock View> button is clicked. The default password is "password". Do not enter the quotation marks. To hide this information, click on the <Lock View> button. To see this information again, you must re-enter your password.

After an item is selected using either the item number or product name drop list, BrokerForce retrieves the price from the price list selected. Next, a check is made to see if there are any promotions that might apply. If a promotional price applies and is lower than the base price list option, the promotional price becomes the active price. The commission rate for the price list selected will still be applied unless a specific commission rate was entered into the **Promotions** subform for the product on promotion. Based on the quantity ordered, the resulting price is then compared for any volume prices that might apply. If there are volume based prices available for the product, the quantity based price becomes the active price, and the base commission rate for the relevant volume based price list (quantity based price list) will now become the active base commission rate.

At this point, BrokerForce will apply the product *CommFactor*, if one has been entered, and if not, the category *CommFactor* will be applied (if it has been entered). The resulting *factored rate* will be added to the line item detail. The sum of the extended commission amount, *factored rate x billing qty x unit price x quantity*, can be viewed in the *Anticipated* commissions control.

Detailed explanations and examples regarding how to apply commission factors for individual products and categories can be referenced in the **Vendors** chapter.

Reconciling Commissions

The vendor's commission payments can be reconciled with anticipated payment amounts after vendor commission levels and factors have been established, and orders placed. Payments must be entered and applied to their respective orders before commissions can be reconciled. As payments are applied, variances can be analyzed down to the level of line item details.

To enter payments, click the **Payments** tab on the **Vendor** form where payment number, amount, and date received can be entered. Next, click on the **Orders** tab of the **Vendor** form. Apply payments to the orders. A detailed explanation for the process of applying payments can be found in the chapter regarding the **Vendor** form. Significant variances between what is anticipated and what is actually paid can be analyzed in greater detail by double clicking on the order in question.

Orders amounts can be compared to invoiced amounts by line item to reconcile variances of anticipated commissions to actual amounts paid by the vendor. Variances often occur between the amount shipped and the amount ordered, in prices, and in commission percentages paid. This is particularly useful in flagging situations where a vendor promises a perk for making a certain sales goal, but then does not ship the amount that was sold.

The cost of comparing invoices to orders by line item should be compared to the benefit of doing so. Reports can be generated that will flag variances that seem particularly out of line thus narrowing the focus of reconciling commissions to the orders with the most questionable variances.

Commission Statements

Commission statements are available in two basic formats, the vendor-related format or the sales representative format. The vendor related format may be used as a reconciliation checklist, or can be presented to the vendor as a statement in order to expedite payment. The sales representative format can be used to provide the sales rep with a printed statement of commissions anticipated and commissions paid.

The vendor format is accessed from the **Vendor** form. The statement will be for the current vendor selected on the **Vendor** form. See **Reports**.

The representative format is accessed from the **Representative** form. The statement will be for the current representative selected, including all vendors, unless a specific vendor has been selected from the drop list.

CHAPTER 9

EDI

Electronic Data Interchange (EDI) is used to import or export data in different file formats and is conducted via the **EDI** form. The most common types of data exchanged by manufacturer's representatives and brokers are in the form of catalogs, orders, order confirmations, and contact information. Most data formats can be transformed by automated conversion and imported to BrokerForce using Microsoft Access 97 ® database software. The most cost effective and bulletproof ways to interchange data are by modem, disk, or e-mail. Following online transmission, data will automatically be entered at the receiver end of the transfer reducing the time needed to process new information, and significantly reducing the rate of data re-entry error.

Within the application, import and export profiles are used to automate data exchanges. A profile tells the application the type of information that will be imported or exported, its source, file type, and destination. A sample of the data to be imported or exported is required for profile development. In some cases, additional programming may be required to complete the transition. Several standard and two customized profiles are featured in the BrokerForce application, and DataForce, Inc. offers additional profile customizing services.

Catalog import profiles include processes designed to identify products that are new to the catalog and products that have been removed and are no longer available for orders. Order export profiles automate the process of identifying orders that have not been recorded as transmitted to the vendor. The orders are automatically exported to a file in the appropriate EDI format, attached to an e-mail that allows additional comments and special instructions, and recorded as transmitted in the individual order's transmittal journal. The file containing the group of orders exported is saved to a user designated folder and may be easily accessed and resent if necessary.

It is worthwhile to have import profiles developed for accounts that will be regularly sending updated catalog details on a recurring basis. Profiles are used by the application's procedures to update catalog data. New lists can be imported by selecting their respective profiles in the **EDI** form.

Note: The transmission will only record automatically to the transmittal journal when the orders are directly exported using the **EDI** form. This allows the file to be re-sent without duplicating the records in the transmittal journal.

Note: Contact DataForce, Inc. for more information concerning how to ascertain which formats your company will need to exchange data efficiently with trading partners. Custom export and import profiles are available from DataForce, Inc. to accommodate your trading partners who have special needs.

Using the **EDI** form

- **Importing data**

Data is imported by selecting an available profile. Click the <EDI> tab, select the import profile, verify the path and name of the file to be imported, and click on the <Import> button. If the path or file name is incorrect, an Open Files dialogue box will appear so that a new path and file name may be selected. On-screen instructions will be provided as the information is processed.
- **Exporting data**

Several standardized export profiles are included in the application. ASCII and tab delimited profiles are available for exporting product catalogs, contracts, and orders to trading partners. Select an export profile from the drop list, and view context sensitive help regarding the profile selected by clicking the <What's This?> button on the tool bar or by clicking the *Export Profile* drop list and then pressing <F-1> on the keyboard. The help file

includes the file format used to export into another program. The layout will be helpful to the trading partner who will be importing the file that was exported from BrokerForce.

- Updating a catalog

Catalog updates require the price column letter(s) for the price column(s) that is/are to be updated. When a catalog update has been selected, an automated four-stage process is begun.

 - 1) The data is imported
 - 2) The Products table is compared to the new data for "discontinued" items. If there are any discontinued items, the user will be prompted to review them. Those items can then be deleted individually by selecting their record handle and pressing <Delete> or by clicking on the remove button that will remove all of the discontinued items at once. In some cases, deleting right away may not be the desired action. However, the items that have been spotted for consideration can be printed and deleted or updated later.
 - 3) The Products table is compared to the new table for new items. If there are any new items, the user will be prompted to add them. The items can be selectively added, and the items that are not to be accepted can be deleted. Items that are not accepted for addition can be added later by re-importing the same file and repeating the process.
 - 4) The user will be prompted to update the remaining information e.g. price changes, UPC changes, SRP changes, etc. Note that all updates are dependent on the VendorID and the vendor's Item#. If the item numbers have not been entered, the comparison may fail.

- Printing, faxing and e-mailing orders

To print or fax orders directly out of BrokerForce, click the <Print Preview> button on the toolbar to first view the order. From the menu of the order that is now displayed in a report format, choose File and Print.

On the **Order** form, click in the <Radio> button (a small round space in between the **BillTo** and **ShipTo** address sections so that a dot appears in the space). This sets up the order so that it can be exported to a *rich text format* file. To email orders directly from BrokerForce, go to the **EDI** form, select <Help> on the toolbar and search the Index for Orders, Export. The *Help* file explains how to carry out the export to an email. An email with an attachment will automatically be created as the steps are carried out. This explanation also covers the steps that are necessary to carry out sending batches of orders by email or fax. This is also printable.

- How to Fax using the Default Printer

If a fax printer driver is installed on the machine, use the <Print Preview> button on the toolbar to preview the report and then click the <Print> button. Select the fax printer driver from the printers list in the print common dialog. Click <Ok>. When a printer is selected in BrokerForce, it will become the default printer for Windows. This is by design so that the printer does not have to be reselected for each report. For more information on setting the default printer, see Windows help "Printers, Default setting."

Phonebook Source

BrokerForce does not transfer fax numbers directly to the fax printer driver. Use the Windows cut and paste methods to transfer the phone number from BrokerForce to your fax program. Some fax programs such as WinFax Pro 9.0 can attach a Microsoft Access table as a phonebook source. The tables that would be useful as phonebooks in this case are the Vendors, Customers, and Contacts tables. Each of these has a separate field named 'Fax' that can be used as a fax number source. See your fax program's documentation for more help.

Electronic Interchange Formats

Import and export profile information is provided as a service from DataForce, Inc. This service includes the translation and mapping of data from external sources. In some cases additional programming may be required to achieve automated conversions. A wide variety of data formats from many electronic sources can be imported to or exported from BrokerForce. In the case where trading partners are using DOS, Windows 3.x®, Windows 95®, and NT®, data can be interchanged using e-mail, DOS formatted diskettes, or through a Value Added Network (VAN).

Using the BrokerForce **EDI** form, data can be imported from EDI transaction sets, Access®, Dbase®, Paradox®, FoxPro®, Excel®, ASCII delimited, ASCII columnar, MSWord® or other popular word processors. The later should be in columnar or table format. The following are a few of the formats that vendors, manufacturers, and customers may already be using to manage data.

A) UNIX

Most UNIX programs allow a report to be printed to a file. After the file has been generated from the report, use the UNIX command `DOSPUT <File Name>` to place the file on a DOS formatted diskette.

B) APPLE

Microsoft Word, Access, or Excel for the Macintosh Versions 4.x and 5.x can be used to save documents in their resident formats. No conversion is required for opening these files with BrokerForce™.

C) E-mail

Any columnar formatted table can be sent to us via e-mail at dataforce@email.msn.com.

Printed Interchange Formats

Documents that are printed in columnar format can be scanned for input using optical character recognition (OCR) software to create a file. A good rule of thumb is that the better the contrast and the sharper the image, the more accurate the results. Most OCR software offers export to the more common database formats. All of the common formats are easy to import. Faxes that are received using a Fax board can be run through OCR software without having to print and then scan them. This method is preferable to receiving the Fax on an external Fax machine and then scanning. Most OCR software packages will correct for slight to moderately eschewed print. All must be proofed for type errors.

Instructions for receiving files to be imported

1. Copy the data file they send you to a folder on your local hard drive. You will need to know where you saved the file in a later step. By default, the import profile will assume that you put it into your "C:\My Documents" folder as "Calif.xls." You may select another folder or file name.
2. Open the file on the hard disk that was created in step 1 by double clicking on it in Windows Explorer. The file will open in Excel.
3. Right click on the row number of any row that preceeds the row with the field names Item#, UPC, Description, Pack..., and select <Delete> to remove the extraneous row.
4. Close Excel and save your changes to the file. If you are **prompted that the file was created in another version of Excel, you can click <Yes> or <No>** in response to updating to the new file format. **BrokerForce will accept either format.**
5. In BrokerForce, select "GourmetSpecialties" from the **Import Profiles** drop list in the upper left corner of the **EDI** form.
6. Verify the path and file name for the file to be imported. This is the file saved in step 1. If the file has been placed in another folder or has a different name, you will need to click on the **Open Files** button to the right of the **...verify the path and file name** control. Select the file to import and click <Open>.

7. Click <Import>. If prompted, click <Ok> to replace any preexisting copy of their data. When prompted that the file has been successfully imported, click <Ok> to begin the catalog update process.
8. If there are discontinued products that are not in the new catalog, you will be prompted to remove them from your copy. The *EDI* form will now include a preview subform and three new buttons; <Skip>, <Print>, and <Remove>. Click the <Print> button if you want to print a list of these products. Click the <Remove> button to remove them all or delete any specific product in the subform on the right and then click <Skip> to leave the rest intact .
9. If there are items to be added, they will appear in the preview list to the right. You may delete the items you don't want added in the window at right. Print a list of the new items by clicking the <Print> button. Click <Add> to add the items listed or click <Skip> to move to the next step.
10. You will then be prompted to update all the other remaining products with the new information.

CHAPTER 10

Representative

The **Representative** form is used to organize and retrieve an account representative's contact, order, and commission information. Fundamental tax information including the number of exemptions claimed and filing status may be recorded on this form. Representatives should be assigned a position within the agency and a base salary on this form.

Enter the agency password by clicking the <Lock View> button on the toolbar to view commission information and print or preview reports. Many of the actions on the **Representative** form are self-explanatory and are not explained in the following documentation.

Using the *Representative* form

- Entering commission splits
In many brokerages, the primary broker who often owns the brokerage should enter a split of the total commission paid by the vendor or manufacturer that is less than 100% to allow for the cost of operating the brokerage. Consult your accountant in regard to this designation because taxation is involved.
- Entering a commission split for the sub rep requires determining what percentage of the total vendor/manufacturer payment the representative will be entitled to after the payment has been made.

Payments, Representative

Agency payments to the representative are recorded using the <Payments tab> on the Representative form. Before entering a commission payment to the representative, preview and print a commission statement for the representative. If a payment entered is for the same amount, as the balance due to the representative, the <Apply Payment> button will be enabled. Click this button to automatically apply the payment to the open (unpaid balance) orders for the commission share due.

Note: BrokerForce assumes that the balance due to a representative is only based on the rep's commission share for orders that the agency has been paid for by the Vendor.

- Entering a representative's payment
 - 1) Enter the agency's payment number into the RpmtNo control. This will be used for each order that the payment is applied to. If the representative's commission statement that accompanies the payment includes credits, this number will also be applied to those credits.
 - 2) The payment amount is entered into the PmtAmount control.
 - 3) Validate the date that the payment was made in the Paid control. The default is the current date however, this should be amended to the date payment was actually made.Once the password has been entered, the portion of the payment applied to orders and credits is shown at the lower left of this form.
- To apply a portion of a payment to an individual order
 - 1) Select the <OrdersList> tab on the Vendor form. Place a check in the <Open Orders> check box to restrict the list to orders without a payment number (RpmtNo).

2) Enter the portion of the payment to be applied. When a portion of the payment is entered, the RpmtNo will default to the last payment entered. Pending that the password has been entered, the portion of the payment balance to be applied to orders and credits is visible in a subform immediately to the lower left of this form. The balance of the payment to be applied is recalculated after each payment entry or change. Invoice information may also be updated at this time.

- Applying a payment to a group of orders

Invoice information must be updated prior to applying a vendor payment to a group of open orders and credits. To apply a vendor's payment to a batch of orders, the payment must closely match the anticipated commissions due based on invoice amounts and commission rates for the group of orders to be updated.

Invoice number, invoice date, invoice amount, and commission rate are required. Only orders and credits with an invoice number can be updated using this method. The invoice dates may be used as a date range filter for payment application e.g. November invoices.

Note: In this case, commission due is not based upon the order amount or line item details. Anticipated commission due for each order is only based on the invoice amount times the commission percentage. For credits, this amount will be negative.

The vendor's payment must be within \$1 of the anticipated commission. If the commission due for the orders selected, is within \$1 of the balance of the amount paid by the vendor, the <Apply Payment> button will be enabled on the Vendor form. This margin of variance is used to account for potential rounding errors.

If the amounts are not within \$1 of each other, attempt to spot problem orders and use the methods described above to individually apply and reconcile payment application to those invoices. Printing a commission statement using the time period selected may be helpful.

As you reconcile individual orders, the <Apply Payment> button will become enabled when the commission sum of the selected open orders falls within \$1 of the balance of the payment to be applied. Orders that are individually closed out (reconciled) will continue to show within the selected group unless the date range is changed or the <Open Only> check box filter is re-applied. These orders will be skipped during the update process.

Pending that the above conditions are met:

1) If it hasn't been done already, place a check in the <Open Orders> check box and enter or select a date range for open orders to be paid. This will restrict the list to orders without a vendor payment for the invoice period selected

2) Select the Vendor's payment number for the Vendor Payment Number drop list to the left of the subform. If the balance to be applied for the payment selected is within \$1 of the commission that is due, the <Apply Payment> button will be enabled.

3) Click the <Apply Payment> button to apply the payment balance to the open orders selected. Orders with a payment already applied, reconciled and closed out, will be ignored.

Representative Commission Statements

Reports for reconciling anticipated commissions and sales analysis can be selected from the **Vendor** or **Representative** forms, the representative's commission statement adjusts the commissions paid to the agency by the commissions split.

Printing a commission statement for a vendor can expedite payment or help to resolve a disputed amount. This report may also be used as an effective sales analysis tool based on report grouping, filtering, and sorting. If for example, all the orders placed at a fall show are entered with an order type of 'Fall Show', you can group the report by Order Type and select 'Fall Show' as your filter to see a listing of orders placed at the show.

Note: Only orders that have been paid by the vendor are included on the representative's commission statement.

- To print a commissions statement
 - 1) Select Commissions Statement from the Reports List drop list
 - 2) Remove the check mark from the Detail check box if don't want a line entry for each order. If you do so, sorting and variances will be ignored.
 - 3) Place a check in the VPaid check box for a vendor statement or the RPaid check box for a representative's statement if you want to include orders that have been previously paid a commission.
 - 4) Change the Variances value if you want to adjust the default percentage of 10% for flagging invoice amounts that vary by more than this percent from the ordered amount. Changing this to 0% will disable flagging. Noting variances and their causes is one of the most valuable managerial decision making tools available.
 - 5) Select which field you would like the report to be grouped by from the Group By drop list. The default is Customer.
 - 6) If the report is to be filtered to a value in the field you have chosen to group by, select it from the drop list immediately to the right of the Group By control. Selecting Status or Type can be used to filter the report by values you have entered in these fields like 'Disputed' or 'Fall Show.'
 - 7) Select a field to sort the report by from the Sort By drop list and whether the report should be sorted in ascending or descending order. Sorting by ship date in descending order (default) will place the oldest orders at the top of the report.
 - 8) Select a date range if you would like to restrict the report to a particular time period.
 - 9) Preview and then print the report.

Information concerning available reports and how to interpret them can be found in the **Reports** section in the program's online help topics. Click Help on the toolbar; choose Index and type in reports. Specific report topics are listed.

CHAPTER 11

BrokerForce™ Reports List

This list describes available reports. Most reports provide the user with sorting, grouping, and filtering options as well as a selection of what fields are to be included in the report. As a result, there are virtually and unlimited number of reports. This list is separated by form name based on where the report may be selected from a drop list.

All references to dates are based on ship dates unless otherwise noted. For information about how to modify a report, press <F-1> while the report is being previewed or select the report from the Reports List control and then press <F-1> for help specific to that report.

Parent

- Affiliate Sales totals - Aggregated sales for a selectable date range
- Affiliate Sales by Vendor - Aggregated sales for the company selected by vendor.
- Product Sales Rank - Product sales for aggregated affiliate sales. User can select a percentage to show only the items in the top or bottom percentage of sales for the affiliates.

Customer

- Comparative Sales by Vendor - Year to date and month's sales compared to the prior year based on month and year selected.
- Item Sales Totals (UPC) - Sales by item for period and vendor selected. May be filtered by vendor, date range, and category. Report can be limited to show only totals for each vendor. The UPC code may be included on the report. Excellent tool that can be used as a customer order sheet.
- Item Sales by Month - Sales for each month for the year selected, by Vendor, by item. If the check is removed from the check box, only totals are shown for each vendor. Monthly totals are shown for the year selected and the previous year if available.
- Open Orders (No invoice#) - orders that do not have invoice information recorded.

Vendor

- Agency Line Card - Logo, contact, and descriptive information for each principal that has a check placed in the <Line Card> check box.
- Comparative Sales by Customer - Year to date and month's sales compared to the prior year based on month and year selected.
- Commissions Received by Month - Summary of vendors' commissions paid by month based on the date payments were received for the year selected. A summary of commissions received in the previous year and percentage change between the two years is featured at the bottom of the report.
- Commissions Statement - Listing of orders and their corresponding invoices for reconciling anticipated commissions.
- Customer Labels (Avery 5160) - Labels for ship to or bill to addresses for the vendor selected. All vendors may be included and the report may be filtered by customer status e.g. "Active" or "Prospect" and/or postal code range. Sorted by choice of postal code, city, state, or company name.
- Customer List - Company phone, contact list, and vendor account numbers - may be filtered by postal code, or include all customers for all vendors.
- Item Sales Totals (UPC) - Sales by item for period and vendor selected. May be filtered by vendor, date range, and category. Report can be limited to show only totals for each vendor. The UPC code may be included on the report

- Item Sales by Month (Category and/or Customer) - Sales for each month for the year selected, by Vendor, by item. If the check is removed from the check box, only totals are shown for each vendor. Monthly totals are shown for the year selected and the previous year if available.
- Open Orders (No invoice#) - orders that do not have invoice information recorded.
- Order Sheet - Vendor order sheet showing sales analysis and last ship date
- Orders Journal - Lists orders, customers ,dates , amounts, and status of orders for period selected
- Orders Not Transmitted - Orders with line item details that do not have a transmitted to vendor entry in the transmitted journal.
- Vendor Sales Totals - Summary of line performance for period selected

Product

- Contract Fulfillment - Sales shipped during period selected
- Contract Products - List of items, prices, and quantities agreed to purchase
- Customers With Product - List of customers who have purchase product selected with in the time period selected
- Item Sales by Month - Vendor item sales by month for year selected
- Products List - List of vendor products with prices and promotional prices for the price list selected.
- Promotions - List of promotions for vendor and price list selected.

Representative

- Commissions Statement - Listing of orders and their corresponding invoices for reconciling anticipated commissions. Commissions paid by the vendor to the agency are adjusted by the representative's commission split on this report. Only orders that have been paid by the vendor are included on this report.
- Commissions Received by Month - Chronological listing of sales and resulting commissions that may be grouped by customer or vendor
- Contacts - Contact names, companies they are affiliated with, address, phone, and e-mail addresses for contacts of the representative selected
- Customers - Company names, and their contacts for representative selected. User may choose to include all representative for an agency list of customers
- Item Sales by Month - Representative's item sales by month. If check is removed from <Details> box, only totals are shown for customer or vendor grouping.
- Open Orders - Orders and anticipated commissions for orders that a rep payment has not been made

Information concerning available reports and how to interpret them can be found in the **Reports** section in the program's online help topics. Click Help on the toolbar; choose Index and type in reports. Specific report topics are listed.

Something Missing?

If you have a favorite report that you think others might need, please let us know.
DataForce@msn.com 303-665-2344, PO Box 155 Louisville, CO 80027 or Fax 303-666-5956

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