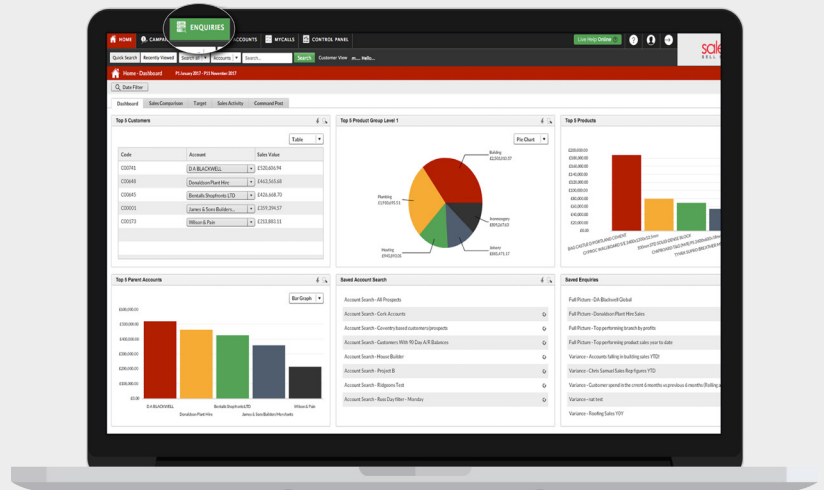


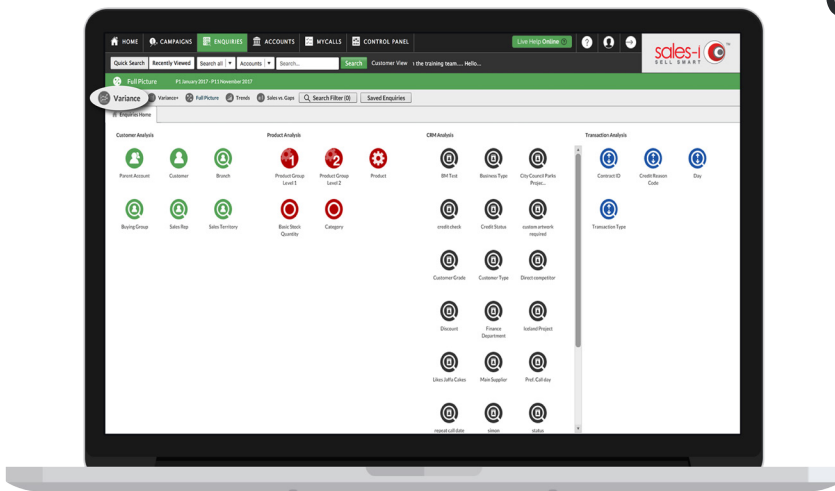
# HOW TO USE ENQUIRIES

The Enquiries section of sales-i allows you to see detailed customer and product spending information. Each enquiry works in a similar way, but each does a slightly different job. This how to guide shows you how to run a Variance enquiry.

**01** From the black navigation bar at the top of the screen, click **Enquiries**.



**02** Below the green ribbon, close to the top of the screen, you will see another menu. In it are options including Variance, Variance+ and Full Picture.



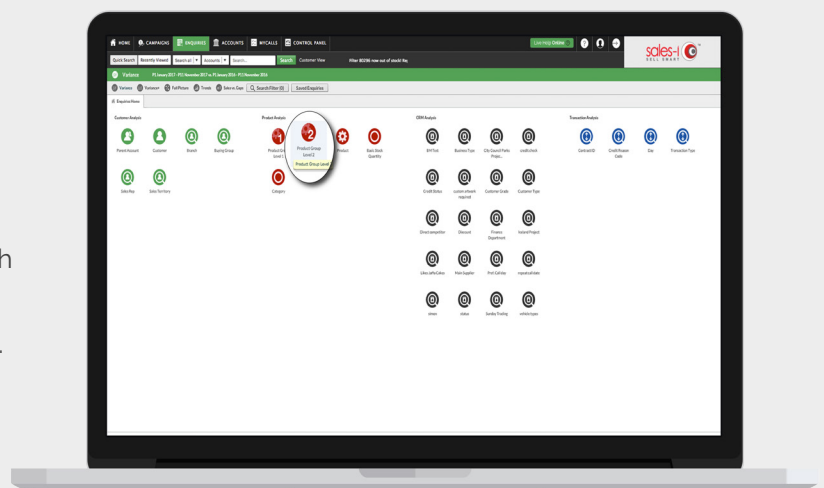
This bar is the Enquiry Selection menu, and contains the different types of enquiry that you can make the system run.

Variance is a good enquiry for us to start with. It compares this year to last year, and shows whether customers are up or down on their spend. Click the **Variance** button now.

**03** The screen you can see now is your Enquiries home page. You'll see four main sections: Customer Analysis, Product Analysis, CRM Analysis and Transaction Analysis.

These are the four categories through which the system can drill into information for you depending on what you're trying to find out.

For now, just click **Product Group Level 2**, which is in the second category.



**04** sales-i has now run this query for you, making a comparison between the sales of your products for this year and last year. The results can be seen in the table.

- 1) The **Code** column displays the product code.
- 2) The **Description** column displays the product's name or description.
- 3) The **Variance** column shows the difference in sales between this year and last year, with a total displayed at the bottom.
- 4) The final two columns are this year's sales and last year's sales. Totals of these columns can be seen at the bottom of the grid.

Code	Description	Variance	1/2017-11/2017	1/2016-11/2016
90-1000	Algebra Tiles	€13,261.96	€22,259.66	€7,152.02
90-1002	Polynoms/Methods	€13,898.96	€24,256.43	€7,156.79
90-1004	Hexadecimals	€17,467.87	€24,396.23	€13,022.12
90-1004	Hexadecimals	€16,620.95	€26,207.51	€24,912.64
90-1002	Flower Seeds	€25,840.95	€35,143.68	€23,620.59
90-1000	Master Drivings	€25,520.55	€29,962.92	€23,988.67
90-1000	Bricks	€24,688.15	€26,260.45	€12,728.12
90-7000	Steel Materials	€24,628.15	€26,129.47	€23,279.62
90-7000	Water/Oil Disp	€13,680.73	€24,144.94	€6,975.67
90-1000	Ball Pairs/Turkish	€13,260.29	€24,277.61	€27,367.10
90-1000	Chemicals	€13,260.29	€26,765.86	€4,029.12
90-1004	Face Connectors	€12,780.62	€42,244.12	€13,478.67
90-1004	Master Drivings	€12,780.62	€18,872.12	€16,603.87
90-1000	Car-Gas/Track & Fuel	€12,290.62	€16,640.12	€2,762.75
90-1000	Hexadecimals	€11,290.62	€39,940	€22,962.02
Totals		€262,267.76	€2,067,112.007	€2,064,112.006

**05** Notice the round black symbols next to each result in the Code column?

That's the **Advanced Drill** button. This option allows you to drill down into the data further and get even more specific results.

## VISIT OUR SUPPORT SITE

Don't forget to visit our support site online to view sales-i how to's, tips, tricks and best practices.

<https://support.sales-i.com>