

AdvancePro

Version 11

USER MANUAL

1 Installation

In this chapter, you will learn about installing AdvancePro

- 1.1 Introduction
- 1.2 System Requirements
- 1.3 AdvancePro Pre-Installation Checklist
- 1.4 Installing and Starting AdvancePro
- 1.5 AdvancePro Easy Setup Wizard
- 1.6 Registering AdvancePro
- 1.7 Resources for Learning AdvancePro

1.1 Introduction

AdvancePro – Advanced Inventory Management

AdvancePro is the ideal inventory and order management software for you and your business. It allows you to manage your inventory, process orders, control warehousing functions, initiate returns, administer sales reps and manage your supply chain.

These basic business processes are brought together to make one powerful system that simplifies and automates your business. Before you get started, be sure to read the complete set of procedures outlined in this manual.

AdvancePro synchronizes with *QuickBooks*® US, Canadian, UK and Australian Editions (excluding Basic) accounting software. The import and export function helps you synchronize your data with QuickBooks® seamlessly. Be sure to read the import and export procedures for QuickBooks® the .NET web services are Internet based add-ons that are available with *AdvancePro*. They will allow you to expand the functionality of *AdvancePro* and increase the scope of your business. To order these add-ons, contact AdvancePro Technologies, Inc or one of our resellers.

1.2 System Requirements

Operating System Requirements (64-bit only) :

- Windows Vista SP2
- Windows 7 SP1
- Windows 8
- Windows 8.1
- Windows 10
- Windows Server 2008 SP2
- Windows Server 2008 R2 SP1
- Windows Server 2012
- Windows Server 2012 R2
- Note: Windows XP is not supported

Required Components

- .NET Framework 4.8 or higher

Memory Requirements

- Minimum: 4 GB RAM
- Recommended: 8 GB RAM

Available Hard Disk Space

- 30 GB (for server install)

Processor Speed

- Minimum: 1.8 GHz
- Recommended: 2.8 GHz or faster

Screen Resolution

- Minimum: 1024×768

Network Requirements (for multi-user setups)

- Workgroup or domain (the IP addresses for each computer must be static in a domain setup)
- All computers must be on same network (or connected to same network through VPN)

QuickBooks Requirements (if integrating with QuickBooks)

- QuickBooks® 2011 (US, Canadian, UK, and Australian versions) or higher

1.3 AdvancePro Pre-Installation Checklist

Server Computer

- Verify that the server computer AdvancePro will be installed on meets the minimum requirements listed on the following page.
- **Install the latest Windows Updates** (In most versions of Windows, go to Control Panel > System and Security > Windows Update) *Note: this often requires restarting and running updates multiple times until there are no pending updates.*
- Verify that .NET Framework 4.8 (or higher) are installed.
- Verify that the required services pack (SP1 or SP2) is installed, if applicable.

Client Computers

- Verify that all computers AdvancePro will be installed on meet the minimum requirements listed on the following page
- **Install the latest Windows Updates on all machines** (In most versions of Windows, go to Control Panel > System and Security > Windows Update).
- Verify that .NET Framework 4.8 or higher is installed on all machines.
- Verify that the required services packs (SP1 or SP2) are installed on all machines, where applicable.
- Verify that Microsoft Excel is installed on all computers where Excel import will be performed

Network

- Verify that server and all client computers are on the same network (or connected to same network through VPN).
- Verify that server and all client computers are on the same domain or workgroup.
- Verify that TCP Port 1433 is open on the server firewall (if firewall is enabled).
- Verify that the server computer has a wired network connection and access to the internet.

QuickBooks

- Verify that QuickBooks is version 2011 or later (if integrating with QB)

1.4 Installing and Updating AdvancePro

Downloading AdvancePro

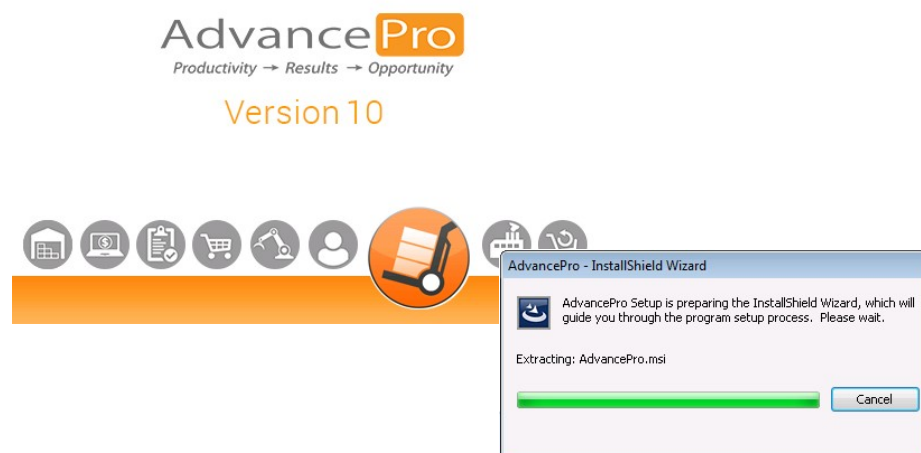
To download AdvancePro, click the link provided to you by your sales rep in an email.

The download is a zipped file. You will need to unzip this file using a program like WinZip or WinRAR. A free trial version of WinZip is available at www.winzip.com.

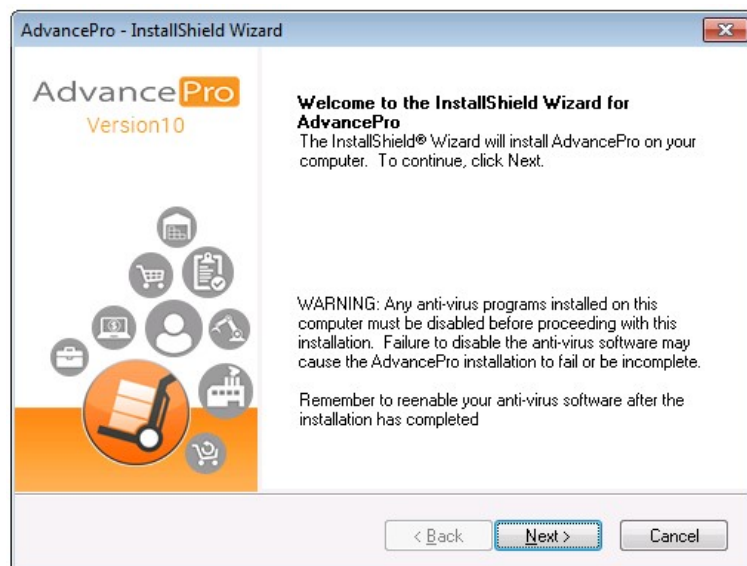
AdvancePro Server Installation Procedure

AdvancePro Executable (Full Installer)

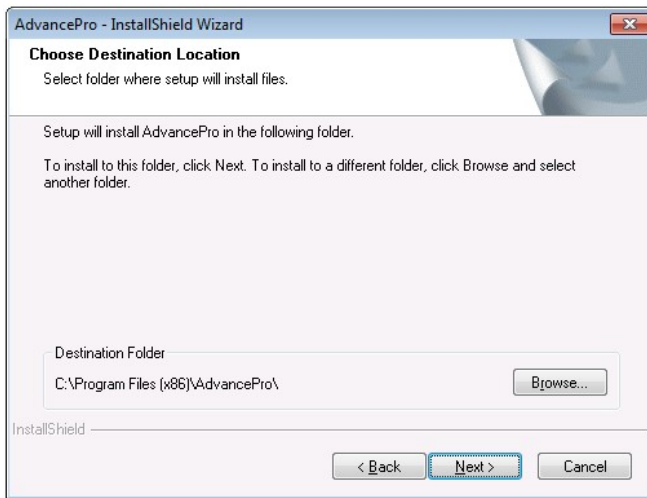
- 1 Shutdown all programs that are running, including any anti-virus software
- 2 Right click the zipped file and extract its contents
 - NOTE: Make sure the server computer is running the most current security updates available from Microsoft at the time of release
- 3 From the extracted files, double click the "APT_Full_Setup_64Bit.exe" file
- 4 If you are installing the single client version, simply follow the installation instructions below. If you are installing the multiple client version, first install the server as below, and then install the client using the instructions on page 12.



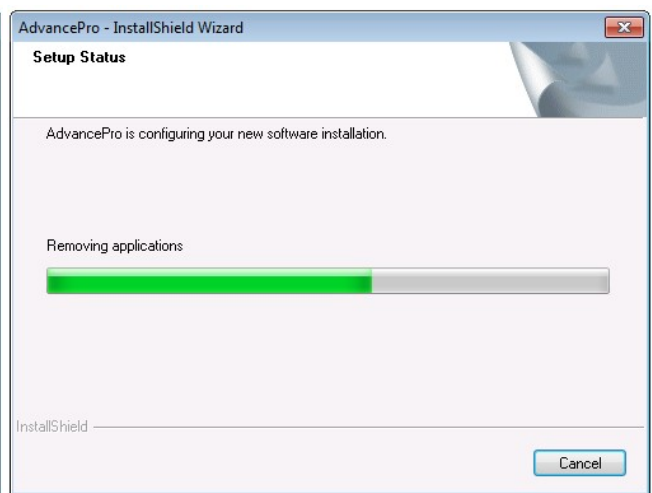
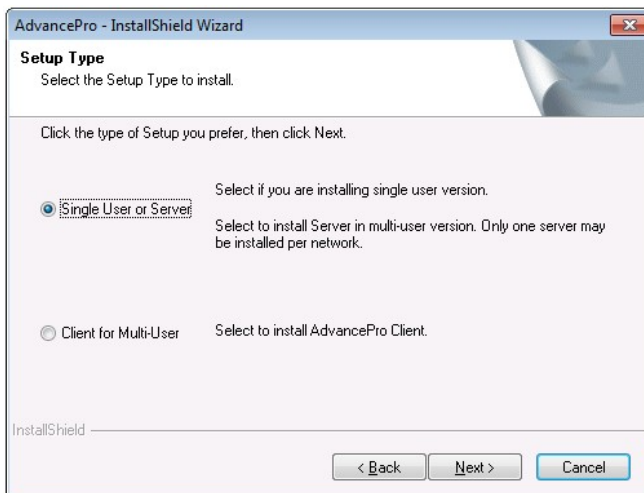
- 5 **Welcome to the InstallShield Wizard for AdvancePro...** Click **Next**



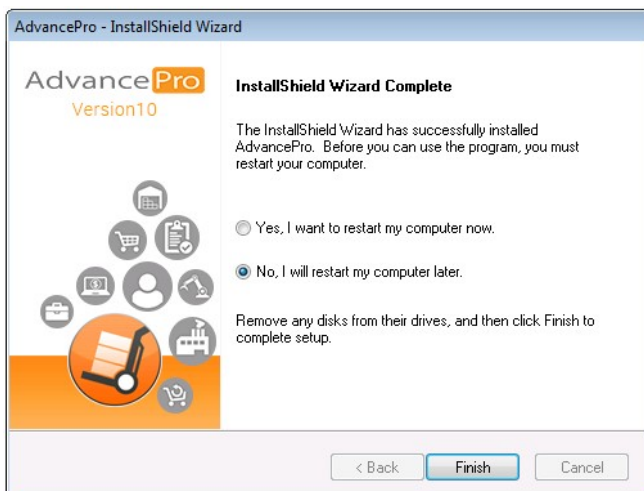
- 6 Enter your **Company Name** and select the option to install the application for **All Users**
- 7 Select your destination folder and hit Next (Default: **C:\Program Files (x86)\AdvancePro**)



- 8 Select **Single User or Server**



- 9 Click **Install** - do not turn off your computer, logoff, etc. that may interrupt the installation process
- 10 After the Installation is finished, select "No, I will restart my computer later" and hit **Finish**



1.5 AdvancePro Easy Setup Wizard

1 Welcome Tab

After installing and registering AdvancePro successfully, the AdvancePro Easy Set-up Wizard will open. You can easily setup your Company information here, as well as default Warehouse, Currency, Unit of Weight measurement.

These information can be edited within AdvancePro at any later date.

Hit **Start** to begin the Setup

2 Company Info Tab

Enter your **Company Information** on this screen.

All text fields are **required** except for the Company Logo.

- Note that the **State** field only applies to U.S. addresses. Use **State Other** if you are not entering an American address
- Your **Company Logo** must be in .jpg or .bmp format, 1" x 1" (Square Ratio) at 300 dpi

Hit **Next** when done

3 Default Settings Tab

Warehouse Name, Currency, and Weight Measurement are all required. But don't worry, you can change all of these information later.

Hit **Next** when done

1.5 AdvancePro Easy Set-up Wizard

Welcome To AdvancePro! Easy Set-up Wizard

Welcome | Company Info | Default Settings | Login Access | QuickBooks ? | Almost Done

Create Login Access
Create Login access for the main administrator of the site.
5 user version will be able to add additional administrative logins in Admin/Site Administrators.

Username

Password

Re Enter Password

NOTE: Username and password are case sensitive.

WARNING!
Make a note of your password and keep it in a safe place. If you lose your password you will not be able to access AdvancePro!

<< Back Next >> Close

4 Login Access Tab

Enter your user name and password (for Single-User version) or your Super Administrator user name and password (for Multi-User version)

- Note: Username and Password are **Case Sensitive**. Make sure you keep it in a safe place.

Hit **Next** when done

Welcome To AdvancePro! Easy Set-up Wizard

Welcome | Company Info | Default Settings | Login Access | QuickBooks ? | Almost Done

Select whether you use QuickBooks and what version you use.

Are you a QuickBooks user?

☐ No ☒ Yes

QB Version

☒ USA ☐ Canadian ☐ Australian ☐ UK ☐ Others

☒ Desktop ☐ Online

Important Information:
When you have completed the Set-up Wizard, please use the QuickBooks module to import your QuickBooks data into AdvancePro.

<< Back Next >>

5 QuickBooks Tab

Select whether you are a QuickBooks user

Indicate whether USA, Canadian, Australian, UK, or other

Also select if you are using the Desktop or Online version of QuickBooks

- Note: This **cannot** be modified once you have already started using AdvancePro. Modifying the QB version midway will prompt you to Clear the Database.

Hit **Next** when done

Welcome To AdvancePro! Easy Set-up Wizard

Welcome | Company Info | Default Settings | Login Access | QuickBooks ? | Almost Done

You're almost done. Your next step is populate AdvancePro with your Data.

There are 2 ways you can import existing data:

QuickBooks: Import data using the QuickBooks module.
Microsoft Excel: Import your Excel spreadsheet. Go to Admin/Utilities.

To start adding your Customers go to the Customer Switchboard and select "Add New Customer".

To start adding your Vendors go to the Vendor Switchboard and select "Add New Vendor".

To start adding your products either click on the "Add New Product" link on the left menu or go to the Products Switchboard and select "Add New Product".

FINISH

6 Almost Done

The next step is to populate your AdvancePro with data.

- QuickBooks:** Initial Import
- Microsoft Excel:** Import through a spreadsheet

You may add Customers, Vendors, and Products manually by opening their respective Switchboards/Shortcut and creating their records individually.

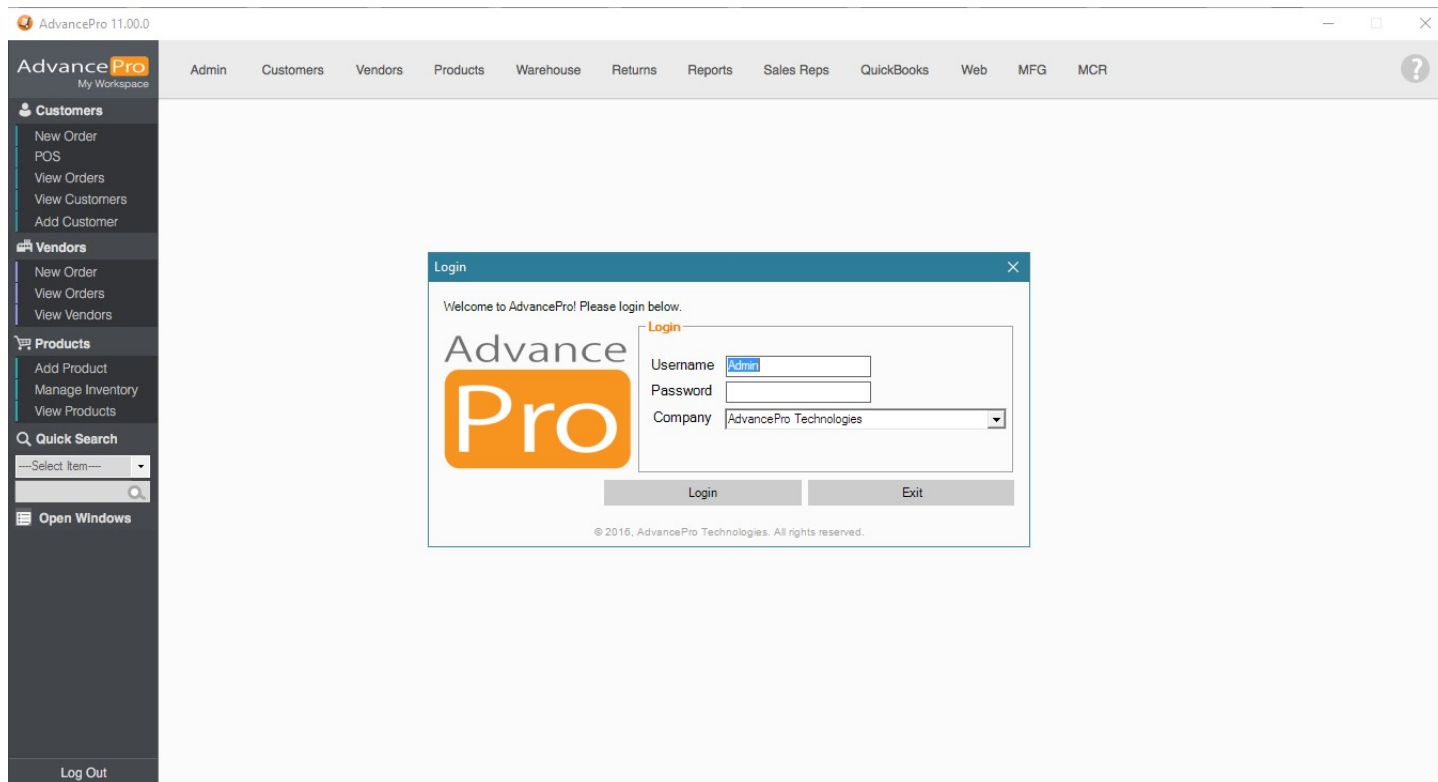
You are done using the Wizard! Hit **FINISH** to log in to AdvancePro for the first time.

2 Getting Started

In this chapter, you will learn how to navigate the areas, icons, and shortcuts on AdvancePro

- 2.1 Your Workspace
- 2.2 Required Fields
- 2.3 Printing in AdvancePro
- 2.4 Common Icons

Welcome to AdvancePro

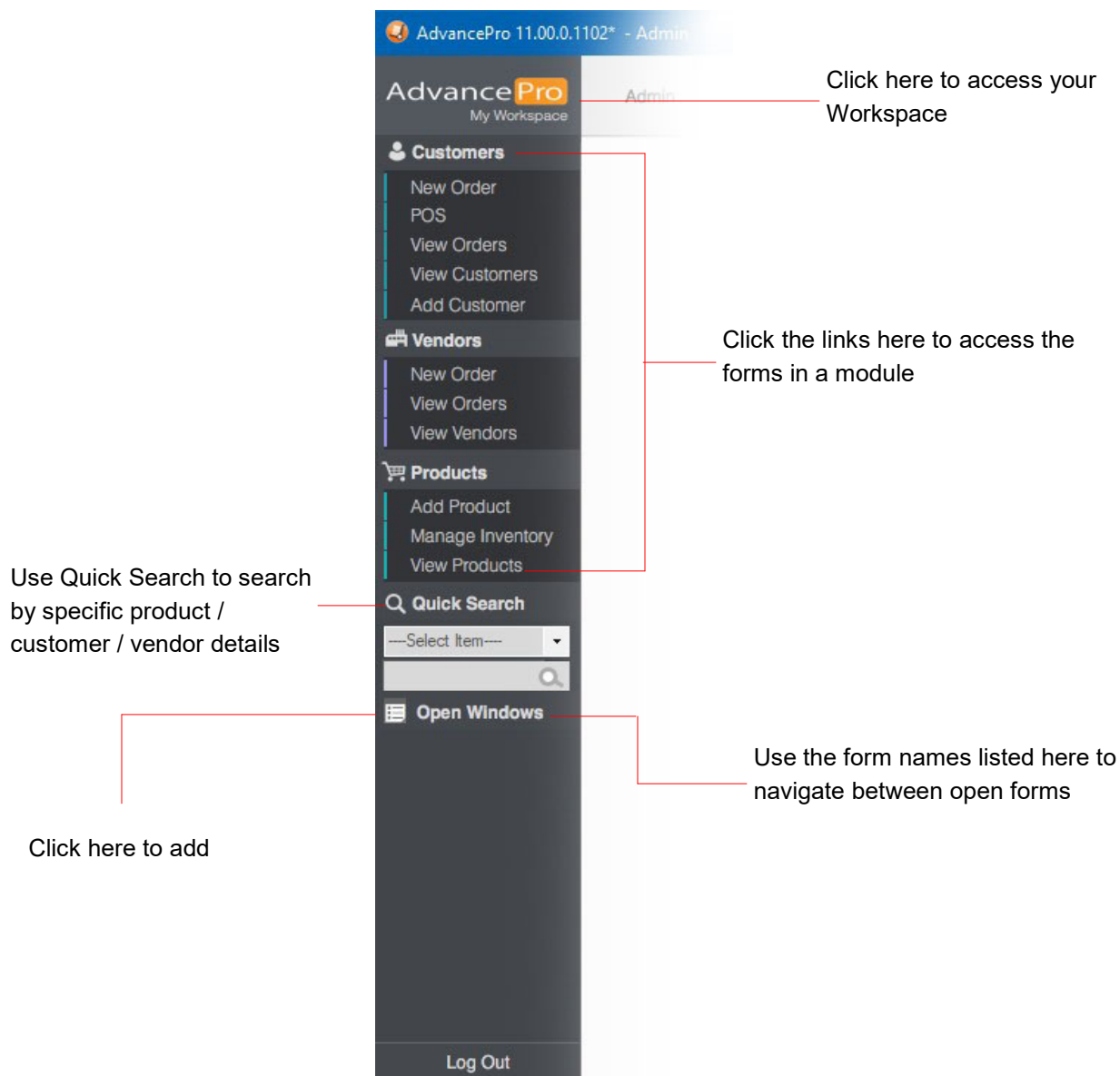


Getting Started

Once AdvancePro application is opened, enter your Username and Password

2.1 Your Workspace

Left Menu Bar explained



Main navigation Bar explained



- The main navigation bar (image given above) gives you an easy access to all the switchboards.
- Each image and title denotes a switchboard.
- Each section of *AdvancePro* contains a switchboard which is the 'point of entry' to the various functionality within each section.
- A switchboard has been designed to help you with an easy access to different modules of *AdvancePro*. A switchboard typically consists of forms you would use. For example, forms pertaining to [placing a customer order](#) will be located on the customer switchboard.
- Click on the image with customer title to access the customer switchboard.
- You can navigate between various switchboards either by using the main navigation bar or by using the left menu bar.
- The left menu bar allows you to access open forms and switch boards. All you have to do is click on the name for the required form or switch board to be displayed
- A graphic intensive switchboard allows for easy navigation and easy module recognition.

2.2 Required Fields

Mandatory fields are always in color. Non-mandatory fields are in black font.

The screenshot shows the 'Add New Product' dialog box with the 'Product Information' tab selected. The dialog has a title bar 'Add New Product' and a menu bar with options: PDF Documents, Customer Promotions, Back-Orders, Commissions, Promotion Codes, Images, Cross Sellers, Product Information (selected), Vendor & Pricing Info, Additional Info, Custom Fields, Variants, Customer Pricing, and Serial #'s.

Under the 'Add New Product' section, there are fields for 'Name:' (text input), 'Type:' (dropdown menu showing 'Inventory'), and a checkbox for 'Product is Inactive'. Below these is a 'Manage' button for 'Associated Categories'.

The 'Product Info' section contains the following fields:

- 'Internal SKU #' (text input, mandatory in green)
- 'Unit Measurement' (dropdown menu showing 'N/A')
- 'UPC #' (text input, mandatory in green)
- 'Weight per Unit' (text input showing '1') and 'lbs' (text input, mandatory in green)
- 'In Stock' (text input showing '0')
- 'Customer Min Order Qty.' (text input showing '1')

The 'Product Description' section includes a note 'NOTE: For web use only' and two text areas for 'B2B Description' and 'B2C Description'. Each has a checkbox for 'Sell on B2B website' and 'Sell on B2C website' respectively, both of which are checked. A 'Copy >' button is located between the two text areas.

At the bottom of the dialog are three buttons: 'Save & Close', 'Save & Next', and 'Close'.

For example, in the **Add New Product** dialog > **Product Information** tab, the Product Name and Internal

SKU are mandatory fields (in green).

2.3 Printing in AdvancePro

2.3.1 Printing Multiple Invoice or Order at Once

Customer Invoices / Credit Memo's

Total Records: 3 # Per Page 39 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☐ All ☐ All Invoices ☒ Pending ☐ Invoiced ☐ Voided ☐ Credit Memo

Between 12/14/2016 and 12/14/2016

Invoice # 11

Date 12/7/2016

PO # 19

Ref # 22

Customer Invoice

Tutty Fruity

Billing Address

Tutty Fruity
4th Fruit Street
Fruit City, FT, FFF114

Customer Shipping Address

Tutty Fruity
555-1111114

Acc # 5000 0000 555: Sales Rep Payment Term Ship date Exp. date Carrier Carrier Acc #

12/7/2016 12/12/2016

Products Details

No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Total \$
1	F00001	Apple	3	1	35	promo35	1.40	4.00	2.60	2.60
2	F00002	Orange	3	1	35	promo35	1.40	4.00	2.60	2.60
3	F00004	Banana	3	1	35	promo35	1.40	4.00	2.60	2.60
4	F00007	Lemon	3	1	35	promo35	1.40	4.00	2.60	2.60

Weight: 12 lbs
Total Qty: 4

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 10.40

Tax \$ 0.00 N/A TOTAL \$ 10.40

BALANCE \$ 10.40

Enter Discount

Tax Groups

☐ Print Queue ☒ With Catch-Weight

Save CREATE INVOICE Close

☐ Print Queue

To print multiple invoices, vendor or customer orders at a time, click the **Print Queue** checkbox. As in the customer invoice below, it's usually located at the bottom left of a form.

Customer Invoices / Credit Memo's

Total Records: 3 # Per Page 39 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☐ All ☐ All Invoices ☒ Pending ☐ Invoiced ☐ Voided ☐ Credit Memo

Between 12/14/2016 and 12/14/2016

No	Ref #	PO #	Invoice #	RMA #	Date	Customer	Total	
1	21	18	10		12/7/2016	Vegetable Market Place	1600.00	<input type="checkbox"/>
2	22	19	11		12/7/2016	Tutty Fruity	10.40	<input type="checkbox"/>
3	23	20	12		12/7/2016	Steak-Out	15.20	<input type="checkbox"/>

The item will be checked with a bold green arrow on the corresponding **View all** list.

Click the print icon and copies of all the queued invoices or orders will be printed for you. You can also click the checkboxes for any other invoices you'd like to print from the list.



2.4 Common Icons



Search/Refresh/Sort

Click on this icon to search by keywords entered in the adjacent fields or to refresh the page. If you see this button on a customer or vendor order, click to view all products to add to the order.



Has Variants



Item Kit



Incomplete

Click on one of the icons to display the products belonging to that category.



Volume Discounts

The red dot signifies a volume discount is available for the quantity entered. The discounted price is displayed beside "Original Price". To add that discounted price to the total you must double click on the volume discount icon.



More Info

When you see this icon, click it for more information (example: In Manage Inventory, click this icon to view the adjustment history).



Print Multiple Forms using Check Boxes

You can print multiple forms by checking multiple checkboxes and clicking on this print icon.



Clone Orders

When you click this icon, it will let you clone the orders that you have selected.



Edit



Delete

You can edit/delete by clicking on the icon corresponding to the form name



Add Products to an Order

You can add individual products to an order in the Product Selector using the image corresponding the product name.

Order Statuses: The status symbols below denote the current status of an order



At Warehouse: The order is currently at the warehouse waiting to be "picked", "packed" or "shipped".



Awaiting Stock: The order is awaiting stock from the vendor. Either the order is at the warehouse waiting to be received or the vendor order is yet to be processed.



Drop Shipment: The order is being shipped to the customer directly from the vendor.

Inventory Statuses: The status symbols below denote an inventory status for a customer order and a receiving status for a vendor order.



In Stock: In a customer order it denotes that there is stock available in the inventory.

For a vendor Order it denotes that all products have been received.



Some Stock: In a customer order it denotes that there is some stock available in the inventory.

For a vendor order it denotes that some products have been received.



No Stock: In a customer order it denotes that there is no stock available in the inventory.

For vendor order it denotes that no products have been received.



Direct Invoice: it denotes that the customer order has been Invoiced directly.

2.5 Keyboard Shortcuts

Switchboard	Function	Keyboard Shortcut
Admin	Site Settings	Ctrl + Shift + F1
	Utilities	Ctrl + Shift + F2
Customer	New Customers	Ctrl + Alt + U + N
	View All Customer	Ctrl + Alt + U + A
	Place New Order	Ctrl + Alt + U + O
	View All Orders	Ctrl + Shift + C
	View All Invoices	Ctrl + Shift + I
Vendors	New Vendor	Ctrl + Alt + D + N
	View All Vendors	Ctrl + Alt + D + A
	New Vendor Order	Ctrl + Alt + D + O
	View All Vendor Orders	Ctrl + Shift + V
	View All Vendor Bills	Ctrl + Shift + B
Products	New Product	Ctrl + Alt + I + N
	View All Products	Ctrl + Alt + I + A
	New Item Kit	Ctrl + Alt + I + K
	Manage Inventory	Ctrl + Alt + M
	Manage Categories	Ctrl + Alt + C
	Variant Manager	Ctrl + Alt + V
Warehouse	Order to Pick	Ctrl + Alt + P
	Receive Orders	Ctrl + Alt + R
	Manage Warehouse	Ctrl + Shift + W
Sales Reps	New Sales Rep	Ctrl + Alt + S + N
	View All Sales Rep	Ctrl + Alt + S + A

Switchboard	Function	Keyboard Shortcut
Returns	New Customer Return	Ctrl + Alt + U + R
	View All Customer Returns	Ctrl + Shift + Alt + C
	New Vendor Return	Ctrl + Alt + D + R
	View All Vendor Returns	Ctrl + Shift + Alt + V

3 Setting Up Your Company

In this chapter you will learn how to set up *AdvancePro* to be ready-to-use.

- 3.1 Basic Set up Using the Admin Switchboard
- 3.2 Creating Users
- 3.3 Inputting Data into *AdvancePro*
- 3.4 Setting up Currencies in *AdvancePro*
- 3.5 Setting up Payment Terms
- 3.6 Setting up Payment Methods
- 3.7 Setting up Taxes
- 3.8 Setting up Product Units
- 3.9 Setting up Carriers
- 3.10 Setting up Reasons for Processing Returns
- 3.11 Setting up Payment Processing
- 3.12 Database Settings

3.1 Basic Set Up using the Admin Switchboard

These basic settings must be entered before using *AdvancePro*. You may have entered some using the Wizard when you first installed *AdvancePro*, but if you didn't, follow the instructions below.

1 Click Admin, and then click Site Settings.

The screenshot shows the AdvancePro Admin Switchboard interface. The top navigation bar includes links for Admin, Customers, Vendors, Products, Warehouse, Returns, Reports, Sales Reps, QuickBooks, Web, MFG, and MCR. The left sidebar contains a 'Customers' section with links for New Order, POS, View Orders, View Customers, and Add Customer; a 'Vendors' section with links for New Order, View Orders, and View Vendors; a 'Products' section with links for Add Product, Manage Inventory, and View Products; a 'Quick Search' section with a dropdown menu; and an 'Open Windows' section. The main content area is titled 'Admin' and displays three columns of settings: Site Configuration, Payment Settings, and Other. The 'Site Settings' option under Site Configuration is highlighted with a red box. The 'Site Configuration' column includes Site Settings, Site Administrators, and Roles. The 'Payment Settings' column includes Currencies, Payment Terms, Payment Method, and Rounding Options. The 'Other' column includes Product Unit Management, Packaging Units, Carriers, Tax, Reasons, and Utilities. The bottom of the page shows the copyright notice: © 2020, AdvancePro Technologies. All rights reserved.

Site Configuration	Payment Settings	Other
Site Settings	Currencies	Product Unit Management
Site Administrators	Payment Terms	Packaging Units
Roles	Payment Method	Carriers
	Rounding Options	Tax
		Reasons
		Utilities

2 The Company Information tab will open.

The screenshot shows the 'Site Settings' window with the 'Company Information' tab selected. The tab is highlighted with a red box. The window contains various settings tabs and a form for company information.

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My WorkSpace | Additional Favorite Links | QuickBooks | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | Attachment Settings | Custom Templates

Manage your company information and application preferences.

Company

Name

Mr/Ms/... First Name M.I. Last Name

Company Address Details

Phone

Code Number Ext.

Fax

Code Number Ext.

Order Alert Email Send Alert ☐

NOTE: Emails sent from AdvancePro and emails received from Web Services will use this address.

Additional Email

Address

City State State Other

Zip Code Country

Federal Tax ID

Save & Close Save & Next Close

3 Enter your company name, address, phone, and tax ID.

Mandatory Setting:

Address, phone and name are all mandatory fields. Your company name will be used throughout *AdvancePro*.

This address will be used as your default billing address and warehouse address. You can change the ware-

4 Order Alert Email.

This applies to Web Services only.

When you receive an order on your B2B or B2C web site, you will get an email informing you that a new order has been received to the email address (es) specified here. You can enter one additional address as well in the Additional Email field.

To learn more about Web Services, please refer to the B2B, B2C Web Services chapters

A. General Setting Tab

1 From the Admin > Site Setting window, click the General Settings tab.

Site Settings

Company Information | **General Settings** | Additional Settings | Printing Settings | Site Wide Settings

My WorkSpace | Additional Favorite Links | QuickBooks | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | Attachment Settings | Custom Templates

Default Currency Setting
NOTE: In order for the new currency to take effect, you will need to restart AdvancePro.
Currency: US Dollar

Default Weight Measurements
i.e. For pounds type in lbs; for kilograms type in kg etc
Weight Measurement: lbs

Logo for Print
Browse for image
Use ONLY jpg or bmp files. 300 dpi for best quality.
Square
Horizontal
Vertical
Custom

Target Stock Level
Value: 1 Update Stock Level
Target Stock Level x Re-Order Alert level = Target Stock. Allows you to maintain safety stock levels and it gives system recommended quantities to order from Vendor.

Default Settings
These settings apply to all your Customer Orders; Invoices and Returns.
Set Customer PO starting # 536
Set Vendor PO starting # 162
Set Invoice starting # 249
Set Customer RMA starting # 67
RMA (Return Merchandise Authorization)
Set Cust. Account Starting # 1005
Set Vend. Account Starting # 100
Set Transfer Order Starting # 117
Invoice Note
Appears on bottom of Customer Invoice
Enforce Picking Location Inventory
Direct Invoice
Display Initial Qty
Direct Bill
Shipping is Taxable
Show Combined Variants
Check to view combined inventory of the Product's Variations. i.e. All Variations display as just one line item.
Show Back Order Items on Invoice
Show Back Order Items on PPS slips
Enable Customer Reserved Inventory
Enable Admin Level Tax and Warehouse

Save & Close Save & Next Close

2 Mandatory Setting

Select your currency from the drop-down. If your currency does not exist, you can create it in **Admin > Currencies**.

Enter the default weight measurement to be used throughout the application (ex: lbs for pounds or kgs for kilograms).

3 You can click Browse to upload your company logo.

The file must be either in **.JPG** or **.BMP** format.

This will print on your invoices and other printouts. Remember, your logo should be 300 dpi, and 1x1".

4 Target Stock Level

For each product, *AdvancePro* allows you to set an **order alert level**.

In this field, you can set a default target stock level that is a multiple of the order alert level. Then, *AdvancePro* will use this information to suggest re-order quantities. This information will appear on the Re-Order Alert Report and the Vendor Order.

For example, if your order alert level for widgets is **300**, and you set your target stock level value to **3**, when re-ordering widgets, *AdvancePro* will suggest you order enough for a stock level of **900**.

6 Default Settings

Default Settings
These settings apply to all your Customer Orders; Invoices and Returns.

Set Customer PO starting # 536
Set Vendor PO starting # 162
Set Invoice starting # 249
Set Customer RMA starting # 67
RMA (Return Merchandise Authorization)
Set Cust. Account Starting # 1005
Set Vend. Account Starting # 100
Set Transfer Order Starting # 117

Invoice Note
Appears on bottom of Customer Invoice

Enforce Picking Location Inventory ☒
Direct Invoice ☐
Display Initial Qty ☐
Direct Bill ☐
Shipping is Taxable ☐
Show Combined Variants ☒

Check to view combined inventory of the Product's Variations. I.e. All Variations display as just one line item.

Show Back Order Items on Invoice ☒
Show Back Order Items on PPS slips ☒
Enable Customer Reserved Inventory ☐
Enable Admin Level Tax and Warehouse ☒

Save & Close Save & Next Close

Set the customer PO starting number. All customer purchase orders created after this will go up incrementally from this number.

Also, set starting number for the vendor PO, invoice, customer RMA, customer and vendor account number settings, Transfer Order

Notations:

You can repeat these steps any time to reset or change your numbering systems.

You can also turn these features on or off using the check-boxes in the **Admin > Site Settings > General Settings** tab.

OTHER ITEMS:

Invoice notes: Enter a footnote to be displayed on your customer invoices.

Enforce picking location inventory: If you use multiple picking locations, this feature will prompt you to select a picking location when shipping or receiving.

Direct invoice: This is useful for walk-ins or P.O.S. orders. This skips the warehouse process of picking, packing and shipping.

Display initial quantity: This displays an additional quantity field on the invoice representing the customer's initially requested quantity. You can use this for the back-order process and/or for reporting. Please note that if the stock is not fully available, you need to process the order using the warehouse, or you need to remove the quantity from the order.

Direct bill

Tax on shipping charges

Show combined variants: This displays all variants, such as color or size on apparel, on one line, so you don't see the breakdown per color, size, etc.

Show back order items on invoice

Show back order items on PPS slips

Enable customer reserved inventory: If stock is not available for a customer order, and a vendor order is generated, this option will allow the inventory received from the vendor order to be reserved for the customer. This is usually used if you order based on customer demand.

Enable admin level tax and warehouse: This is typically used in a multiple warehouse setup. You can assign a tax term to each individual warehouse. The warehouse from which an order is shipped will then determine the tax on the order. The warehouse and tax association is then made from the Site Administrator form.

B. Additional Settings Tab

Admin > Site Settings > Additional Settings tab

Through this Settings tab you can change a number of miscellaneous Settings.

The screenshot shows the 'Additional Settings' tab within the 'Site Settings' window. The 'Additional Settings' tab is highlighted in red. The form contains the following sections:

- Display Default Notes on CPO:** Checkboxes for Admin, Customer, and Warehouse.
- Specify action on digits after decimal point:** Radio buttons for Round To and Truncate To, with a field for Decimal Points (set to 2).
- Replicate Item SKU On Order:** Checkboxes for Customer and Vendor.
- Editable Product Name on Orders:** Checkboxes for Customer and Vendor.
- Display ETA Date for Product:** Checkboxes for VPO, W. VPO, and Bill.
- POS Customer:** A dropdown menu showing 'Bakeshop'.
- Third Party Warehouse Services:** Checkboxes for 'Allow import and export of Flat Files (CPO and Vendor Drop Ships only)' and 'Add Additional Shipping Surcharge'.
- Product SKU:** A text field with 'Length' set to 50.
- Customer Payment Options:** Checkboxes for CVN, Cust. Name, and Cust. Address.
- Enable Packaging Units for CPO:** Checkboxes for Pick, Pack, and Ship.
- Costing Method:** Radio buttons for Product Cost, Average Cost, FIFO, and LIFO.
- Return Process Option:** Checkboxes for Reason Drop Down Enable and Review Required.
- Display in Address Drop Down Settings:** Checkboxes for Name, Company Name, and Phone.
- CLU Settings:** Checkboxes for Disp. Length, Disp. Price, Initial Sort, and Default Print.
- ATS Quantity Options on CPO:** Radio buttons for All WHs, Admin WHs | All WHs, and Cust WHs | All WHs.
- Other options:** Checkboxes for Hide Product Cost Price, Do not display Item Kit Components, Restrict Payment Terms, Overwrite Customer Pricing, Enable Virtual Reserved quantity, Default Reserve on open CPO, Default VPO QTY to 0, and Disable Auto VPO for IK Component.

Buttons at the bottom: Save & Close, Save & Next, Close.

Displaying Default notes on CPO: When creating a customer order, you have the option of creating 3 types of notes:

- 1. Admin notes:** Only seen by administrators and is not printed on the customer order. This note is set up on the Site Administrator form
- 2. Customer notes:** Can be printed on customer orders and invoices.
- 3. Warehouse notes:** Printed on picking, packing and shipping slips.

Replicating the SKU on customer or vendor orders: Enable this option to enter the same SKU on more than one product line.

Normally, you can only have a SKU listed once on an order.

Editable product name on orders: this will allow you to edit the name of the product. Will not change the product information in *AdvancePro* but will only apply to the order, picking slips and invoices. The edited name then exports to QuickBooks®.

- **Specify actions on digits after 2 decimal points on CPO:** When applying pricing exceptions on customer orders, you may see more than 2 decimal points on the price. A button on the order form allows you to override those prices. Here, set whether you would like to simply delete the extraneous digits or whether to round the price to 2 digits.
- **Specify actions on digits after 2 decimal points on CPO:** When applying pricing exceptions on customer orders, you may see more than 2 decimal points on the price. A button on the order form allows you to override those prices. Here, set whether you would like to simply delete the extraneous digits or whether to round the price to 2 digits.
- **POS Customer:** You can pre-create and pre-select a “walk-in” or “cash” customer to process POS orders. When you process a customer order using this customer, the order will be POS.
- **Third party warehouse services:** If you use a third party warehouse, select this to import flat files and to apply a shipping surcharge on customer orders.
- **Product SKU:** use this to limit the number of characters in product SKUs. 50 is the system maximum.
- **Customer Payment Options:** You can set what is required when processing a payment. Options that are available: CVN, Cust. Name & Cust. Address
- **Return Process Option**
 1. Reason Drop-down enable - User can define their own specific set of reasons reducing user error with manual input.
 2. Review Required - This option lets you assess returned products in the warehouse
- **Display in Address Drop Down Settings:** You have an option what to show in the address drop-down on CPO. Options that are available: Name, Company Name, Phone
- **ATS Quantity Options on CPO** - This option will give users instant visibility into their warehouse and stocks before committing to any customer.
- **CLU Settings:**
 1. Display Length - When this option is enabled, CLU length will be shown on CPO and warehouse tickets screen.
 2. Display Price - When this option is enabled, CLU price will be shown on CPO screen
 3. Initial Sort - When this option is enabled, it will follow the sorting according to how the cuts have been added to the CPO screen. But when closing the Material Calculator form, cuts will be arranged from longest to shortest cut. This option can also be viewed on warehouse tickets.
 4. Default Print - When this option is enabled, ‘With CLU’ on CPO option will be activated by default.

- **Hide Product Cost Price** - When this option is enabled, cost price is hidden on all of the users except Admin & Super Admin
- **Do no display Item Kit Components on PPS slips**
- **Restrict Payment Terms selection on CPO**
- **Overwrite Customer Pricing from CPO**
- **Enable Virtual Reserved quantity**
- **Default Reserve on open CPO**
- **Default VPO QTY to 0 when placing CPO**
- **Disable Auto VPO for IK Components**
- **Separate Pick Stage** - It will separate Pick stage from Packing and Shipping
- **Enable CPO Row Action** - If this option is enabled, you can edit line item on CPO
- **Display discount on Invoice and Order** - Discount columns added on Invoice and CPO
- **Audit Price Changes**
- **Finalize Invoice (View All)**
- **Finalize Bill (View All)**

C. The Printing Settings Tab

Admin > Site Settings > Printing Settings tab

You can set up print options for all your company printouts including invoices, orders, etc.

Printing Options: There are two printing template styles, Standard Edition and SmartPrint Pro.

Each template shows slightly different information for CPO, PPS and invoice printouts.

Standard Edition

Sales Rep		Payment Terms	Ship Date	Expected Date	Carrier	Carrier Acc #
N/A		N/A	5/23/2017	5/27/2017	N/A	

No.	SKU #	Product	DUTY	Qty	Price \$	Total \$
1	SKB003	Wheels	0	2	20.00	40.00

Date		Customer P.O.#
5/22/2017		31
Internal Ref #		39

Bill To		Ship To	
Boardz 1st Board Street Board City, BD, BRD111 Canada 666-1111111		Boardz 666-1111111	

NOTES:

Sub Total \$	40.00
Shipping \$	0.00
Adjustment \$	0.00
Tax \$	0.00
Grand Total \$	40.00

SmartPrint Pro

Date		Customer P.O. #
5/22/2017		31
Internal Ref #		39

Billing Address		Shipping Address	
Boardz 1st Board Street Board City, BD, BRD111 Canada 666-1111111		Boardz 666-1111111	

Sales Rep		Payment Terms	Ship Date	Exp. Date	Carrier	Carrier Acc #
N/A		N/A	5/23/2017	5/27/2017	N/A	

No	SKU #	Product	DUTY	Qty	Orig. Price \$	Price \$	Total \$
1	SKB003	Wheels	0	2	20.00	20.00	40.00

Sub Total \$	40.00
Shipping \$	0.00
Adjustment \$	0.00
Tax \$	0.00
GRAND TOTAL \$	40.00

D. Site Wide Settings

Admin > Site Settings > Site-Wide Settings

Most of the options on this tab can apply to individual products. By modifying these options on this tab, you are applying these options universally across all products.

The screenshot shows the 'Site Settings' window with the 'Site Wide Settings' tab selected. The window contains several sections for configuring site-wide settings:

- Taxable Products:** A section with a note 'Mark or Unmark All Products as Taxable. This will overwrite individual Product settings.' and two buttons: 'Mark All Products For Tax' and 'Unmark All Products For Tax'.
- B2B Products:** A section with a note 'NOTE: For web use only. Mark or Unmark all Products as B2B enabled. This will overwrite individual Product settings.' and two buttons: 'Mark All B2B' and 'Unmark All Products B2B'.
- B2C Products:** A section with a note 'NOTE: For web use only. Mark or Unmark all Products as B2C enabled. This will overwrite individual Product settings.' and two buttons: 'Mark All B2C' and 'Unmark All Products B2C'.
- AP Item Kit Toolbox:** A section with a note 'NOTE: For Item Kits only.' and two buttons: 'Recalculate Cost' and 'Use Component Weight'.
- System Wide Weight Changes:** A section with a note 'Affects all products.' and a 'Value' text box with a 'Set Weight' button.
- All Reserves:** A section with a 'Recalculate' button.

At the bottom right of the window are 'Next' and 'Close' buttons.

Taxable Products: These settings override individual product tax settings.

B2B Products / B2C Products: Using these check-boxes, you can enable or disable all your products to be available for B2B or B2C web sales.

System Wide Weight Changes: For most item kits, you can assign a weight when creating the kit. Click **Use Component Weight** to calculate the kit weight based on the component weights instead. Also, you can assign a default weight to all your products in the **Value** text box by clicking **Set Weight**.

E. My Workspace and Additional Favorite Links

Admin > Site Settings > My Workspace and Additional Favorite Links

When you log into *AdvancePro*, you will notice that your Workspace shows your 5 favorite links. You can set those 5 favorite links and an additional of other 15 links.

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My Work Space | Additional Favorite Links | QuickBooks | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | Attachment Settings | Custom Templates

Customize your WorkSpace Page.
View your WorkSpace page by clicking the embossed logo in the top left at any time.

My Favorite Links

http://www.mylink.com I.e. Check Today's News!

Hyperlink 1	<input type="text" value="www.advanceprotech.com"/>	Caption 1	<input type="text" value="AdvanceProTech"/>
Hyperlink 2	<input type="text"/>	Caption 2	<input type="text"/>
Hyperlink 3	<input type="text"/>	Caption 3	<input type="text"/>
Hyperlink 4	<input type="text"/>	Caption 4	<input type="text"/>
Hyperlink 5	<input type="text"/>	Caption 5	<input type="text"/>

☒ Enable dashboard reports for administrator users

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My Work Space | **Additional Favorite Links** | QuickBooks | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | Attachment Settings | Custom Templates

My Favorite Links

http://www.mylink.com I.e. Check Today's News!

Hyperlink 6	<input type="text"/>	Caption 6	<input type="text"/>
Hyperlink 7	<input type="text"/>	Caption 7	<input type="text"/>
Hyperlink 8	<input type="text"/>	Caption 8	<input type="text"/>
Hyperlink 9	<input type="text"/>	Caption 9	<input type="text"/>
Hyperlink 10	<input type="text"/>	Caption 10	<input type="text"/>
Hyperlink 11	<input type="text"/>	Caption 11	<input type="text"/>
Hyperlink 12	<input type="text"/>	Caption 12	<input type="text"/>
Hyperlink 13	<input type="text"/>	Caption 13	<input type="text"/>
Hyperlink 14	<input type="text"/>	Caption 14	<input type="text"/>
Hyperlink 15	<input type="text"/>	Caption 15	<input type="text"/>
Hyperlink 16	<input type="text"/>	Caption 16	<input type="text"/>
Hyperlink 17	<input type="text"/>	Caption 17	<input type="text"/>
Hyperlink 18	<input type="text"/>	Caption 18	<input type="text"/>
Hyperlink 19	<input type="text"/>	Caption 19	<input type="text"/>
Hyperlink 20	<input type="text"/>	Caption 20	<input type="text"/>

Save _Close Save & Next Close

F. QuickBooks Settings

Admin > Site Settings > Quickbooks to set up options if you are a QuickBooks user.

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My WorkSpace | Additional Favorite Links | **QuickBooks** | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | Attachment Settings | Custom Templates

Set AdvancePro to recognize if you are a QuickBooks user or not.
Use the QuickBooks module for your synchronization settings and exporting.

QuickBooks

☒ Are you a QuickBooks user? ?

☐ Re-Enable QuickBooks Import? ?

☐ Enable QuickBooks Classes

☐ Enable Tax tracking from QuickBooks

☐ Do you want AdvancePro to Query your Invoices in QuickBooks? ?

☐ Do you want to Export only Active Items to QuickBooks? ?

☒ My Version of QuickBooks does NOT support Item Assemblies ?

☐ Export Customer Account Number to QB as Customer Name

☒ Automatically adjust QB Inventory when manual Adjustments are made in AdvancePro ?

☒ Export Tracking Number to QB

QB Version

What type of QuickBooks are you using?
☒ Desktop ☐ Online [QB Settings](#)

What version of QuickBooks are you using?
☒ USA ☐ Canadian ☐ Australian ☐ UK ☐ Others

This option will reset all previously exported data in the AdvancePro database for Re-Export to QuickBooks.

Re-Export ALL to QuickBooks [Re-Export Default Items](#) [Re-Link All Failed Exports](#)

WARNING: Re-Exporting all data to an existing QuickBooks company file will result in duplicate records in QuickBooks.

Mark all Products for QB Re-Export	Mark all Products as Exportable	Mark all Products as NOT Exportable
Mark All Customers for QB Re-Export	Mark All Customers as Exportable	Mark All Customers as NOT Exportable
Mark All Vendors for QB Re-Export	Mark All Vendors as Exportable	Mark All Vendors as NOT Exportable
Mark All Inventory for QB Re-Export	Mark All Sales Rep as Exportable	Mark All Inventory as already Exported

[Save & Close](#) [Save & Next](#) [Close](#)

- **Are You a QuickBooks User?** This should be set to yes, and use the options on the right to indicate which version you use.

⚠ Please note that switching versions of Quickbooks will delete the AdvancePro database. If you need to change versions, be sure to back up the database first.

- **Re-Enable QuickBooks Import:** We do not recommend enabling this option, as you may duplicate important information. Enable this if you want to re-import the data.
- **Enable QuickBooks Classes:** If you use classes in QuickBooks, you can import them into AdvancePro and associate the same references onto invoices and bills. Then, when you export to QuickBooks, this will help you run reports using classes. Classes can be associated with customer and vendor accounts too.
- **Do you want AdvancePro to query your invoices in QuickBooks?** If you accept payments in QuickBooks, enable this option. During export, AdvancePro will look for the payments and apply them to the AdvancePro invoices.
- **Do you want to export only active items to QuickBooks?** This will export only items that are actually used on invoices or bills. Use this option if you are approaching QuickBooks maximum number of SKUs (at least 14,000).

- **My version of QuickBooks does not support item assemblies:** If you use kits in *AdvancePro*, first check in QuickBooks to make sure your version supports assemblies. You can check this option even if QuickBooks supports assemblies. The item kit will then be exported from *AdvancePro* as noninventory products. If you do not click this option then the item kit will export to QuickBooks as an Item Assembly. You will also be required to “build” the Item Assemblies in QuickBooks each time you sell an Item Kit and the invoice exports from *AdvancePro* to QuickBooks.
- **Export Customer Account Number to QuickBooks as Customer Name:** By default, customer name in *AdvancePro* exports to customer name in QuickBooks.
- **Automatically adjust QuickBooks inventory when manual adjustments are made in *AdvancePro*:** This exports manual adjustments to QuickBooks. Inventory adjustments will therefore be the same in both, but your end inventory may be different.
- **Export options:** at the bottom of the screen are a variety of export options as buttons. These are rarely used.

G. Setting Up Custom Fields

Admin > Site Settings > Custom Fields Tab

- 6 custom fields for products, 3 of which are internal and will only appear on the edit product / product info forms. For the other 3, you can set where you would like them to appear and print.
- 6 custom fields for customers,
- 3 custom fields for vendors
- 3 custom fields for customer orders. You can set where you would like these fields to appear and print. Then, on the CPO, click the following button to enter custom field info:
- 1 Editable custom field for products that will appear on your choice of: customer order, PPS slips, and/or invoices.

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My Workspace | Additional Favorite Links | QuickBooks | **Custom Fields** | Custom Fields 2 | UOM Settings

Email Setting

Set your own CustomFields for Products; Customers and Vendors. You will specify the Custom Field value when editing them.

Custom Fields for Products

Custom Field 1
Custom Field 2
Custom Field 3

Display On:
☐ Cust. Invoice
☐ W: Cust. Ord
☐ W: Vend. Ord
☐ Vend. Ord
☐ Vend. Bill
☐ Cust. Order

The following Custom Fields are for internal use only and will only display when you are editing a Product.

Custom Field 4
Custom Field 5
Custom Field 6
Custom Field 7

Custom Fields for Customers

Custom Field 1
Custom Field 2
Custom Field 3

The following Custom Fields are for internal use only and will only display when you are editing the Customer information.

Custom Field 4
Custom Field 5
Custom Field 6

Custom Fields for Vendors

Custom Field 1
Custom Field 2
Custom Field 3

Custom Fields for Customer Order

Custom Field 1
Custom Field 2
Custom Field 3

Display On:
☐ Cust. Invoice
☐ W: Cust. Ord
☐ Cust. Order

Display On:
☐ Cust. Invoice
☐ W: Cust. Ord
☐ Cust. Order

Display On:
☐ Cust. Invoice
☐ W: Cust. Ord
☐ Cust. Order

Save & Close | Save & Next | Close

H. Setting Units of Measure

Admin > Site Settings > UOM Settings

We recommend that you start by setting the column header for lowest unit of measure (for “each” item) and then for the higher ones (for example, a carton).

- Then, under **Display Advanced UOM Details**, you can choose where you would like the UOM details to display (on the vendor bill, on customer orders and invoices, and/or on customer orders in the warehouse).
- You can also set a customer surcharge for advanced units of measure in the **Reset Customer Pricing Surcharge %** text box.
- Click **Enable Block Setup** to have *AdvancePro* suggest corresponding units to create a uniform block. This is useful industry types such as Lumber where system recommended quantities ensure equitable distribution of goods by a % during order entry. These units and their distribution are automatically generated by *AdvancePro*.

I. Email Settings

Admin > Site Settings > Email Settings

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My WorkSpace | Additional Favorite Links | QuickBooks | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | Attachment Settings | Custom Templates

Email Template

Template Type

-- Select Type -- Attachment file type

"Across-the-Board" BCC Email (Internal)

SMTP Settings

☐ Allow Pickers Email Alert ☐ Allow Sales Rep Email Alert

SMTP Server Name Port 0 Test SMTP Connection

Username Password

Save Close

- These are the Template types that are available: CPO, CPO at Warehouse, Customer, Customer Credit Memo, Customer Invoice, Customer Quotation, Customer RMA, Customer RMA at warehouse, Multi Stock Transfer, Payment Receipt, Vendor, Vendor Bill, Vendor Credit Memo, Vendor Quotation, Vendor RMA, Vendor RMA at warehouse, VPO, VPO Approval, VPO at Warehouse
- Attachment file type still depends on what Template types you've selected. Here are some of the types that is available:
 - PDF
 - EXCEL
 - HTML
- Also, you can set a BCC address as well. This is useful if you would like to save a copy of the email since the emails are sent from *AdvancePro* Servers.
- If you wish to alert pickers or sales reps by email (using the check-boxes at the bottom of this dialog), you must set up the SMTP settings. If you do not want to enable these alerts, then you do not need to set up SMTP settings. The sales rep alerts are sent out whenever an CPO is placed or edited for a customer assigned to that sales rep.

J. Attachment Settings

Admin > Site Settings > Attachment Settings

Site Settings

Company Information | General Settings | Additional Settings | Printing Settings | Site Wide Settings

My WorkSpace | Additional Favorite Links | QuickBooks | Custom Fields | Custom Fields 2 | UOM Settings

Email Settings | **Attachment Settings** | Custom Templates

Location

Type: Local / Network Maximum file size: 1024 KB

Path:

☐ Require Authentication User ID: Password: Port:

Notes:

Verify Save Reset

Location List

No	Group	Path	Valid	Max Size (KB)	Type	
1	Customer	C:\Users\User\Documents\Attach...	✗	1024	Local / Network	<input type="checkbox"/>
2	Customer Order	D:\Desktop\FILES\377	✓	1024	Local / Network	<input type="checkbox"/>
3	Vendor	C:\Users\User\Documents	✓	1024	Local / Network	<input type="checkbox"/>
4	Vendor Order	D:\Desktop\FILES\377	✓	1024	Local / Network	<input type="checkbox"/>
5	Product	C:\Users\User\Documents	✓	1024	Local / Network	<input type="checkbox"/>

Close

- Type: Local / Network, FTP Server
- Maximum file size: 1024 KB
- Path: It is where *AdvancePro* will get the files for attachment.
- Notes
- Group:
 - Customer
 - Customer Order
 - Vendor
 - Vendor Order
 - Product
- Valid: It will check if the path provided is valid. If it is valid, it will show a check and if it is not valid, it will show an X mark.

K. Custom Templates

Admin > Site Settings > Custom Templates

- In this tab, you will be able to create a template/configuration settings to allow more flexibility for Pick/Pack/Ship slips in AdvancePro. Similar to the way that Invoices can be customized

1. Click on Create new and select a template to edit

2. After editing the template, you can assign the edited template to selected customers.

3. The saved template can be viewed on SmartPrint Only

You are now done with the **Admin > Site Settings!** Remember, you can reset these at any time. Click **Save and Close**.

3.2 Creating Users

3.2.1.1 Roles in *AdvancePro*

If you are using the multi-user set up of *AdvancePro*, you will need to create users. Users can be assigned roles, which determine a user's rights in *AdvancePro*. For example, only super administrators can create users and passwords. There are 8 pre-set role types in *AdvancePro*, as follows:

Roles	Permissions	Rights
Super Admin	<ul style="list-style-type: none"> All forms All notes on customer and vendor orders 	<ul style="list-style-type: none"> Create users and manage their accounts Warehouse Manager Order / Returns Manager Administrators
Administrator	<p>NOTE: Cannot access: Site Administrators form on Admin Switchboard</p> <ul style="list-style-type: none"> All other forms Warehouse Notes 	<p>Cannot create users</p> <ul style="list-style-type: none"> Warehouse Manager Order / Returns Manager Manage QuickBooks ® Manage Sales Reps Generate reports
Warehouse Management	<ul style="list-style-type: none"> All forms on the Warehouse Switchboard only Warehouse Notes 	<ul style="list-style-type: none"> Pick, pack, and ship orders Receive vendor orders Ship vendor returns Receive customer returns Manage warehouses
Order / Returns Management	<ul style="list-style-type: none"> Customer Switchboard: <ul style="list-style-type: none"> View all Customers Place a new Order View all Orders Vendors Switchboard <ul style="list-style-type: none"> View all Vendors Place a new Order View all Orders All forms on the Returns Switchboard 	<ul style="list-style-type: none"> Create and manage customer / vendor orders and returns View all customers/ vendors Warehouse notes on customer and vendor orders
Sales Rep	<ul style="list-style-type: none"> Customers Switchboard: <ul style="list-style-type: none"> Place a new Order View all Orders 	
Restricted Sales Rep	<ul style="list-style-type: none"> Customers Switchboard: <ul style="list-style-type: none"> Place a new Order View all Orders 	<ul style="list-style-type: none"> Orders related to the sales rep's account
AP Mobile User	<ul style="list-style-type: none"> All forms on the Warehouse Switchboard only Warehouse Notes 	<ul style="list-style-type: none"> Pick, pack, and ship orders Receive vendor orders Ship vendor returns Receive customer returns Manage warehouses
POS User	<ul style="list-style-type: none"> POS order entry POS return 	<ul style="list-style-type: none"> Place customer orders Receive payments Place customer returns Process payment returns Set end and opening balances (admin specified)
Custom Role	<ul style="list-style-type: none"> Depends on what was set on Access options 	<ul style="list-style-type: none"> Depends on what was set on Access options

3.2.1.2 Creating Users

Mandatory Fields

- User name
- Password
- Phone
- Address
- City
- State (select N/A for non-US addresses)
- Zip Code
- Role

1 Click **Admin** to open the **Admin Switchboard** and then click **Site Administrators**.

Manage Administrators

Name:
Mr/Ms/... First Name M.I. Last Name

Company/Branch: ☐ Admin is inactive

Administrator Information

Phone:
Code Number Ext.

Fax:
Code Number Ext.

Email: ☒ CC ☐ BCC

Address:

City:

State: State Other:

Zip Code: Country:

☐ AP Mobile User ☐ AP POS User

Login Information

Username:

Password:

Re Enter Password:

Role Information

Role:

Default Warehouse:

Notes:

Assign Sales Rep:

Tax:

VPO Amount Limit

☐ Display inactive

No	Contact	Phone	Fax	Email	Role
<input type="checkbox"/> 1		111-111-1212	-		Super Admin
<input type="checkbox"/> 2		111-111-1111	-		Custom Role
<input type="checkbox"/> 3		-111-1111	-		AP Mobile User

Password does not meet Security Policy

- The **Manage Administrators** dialog will open. Click **Add New**.
- The Information fields will be cleared. You can enter the new user's information.
- Click **Add**. The user is added.
- Click **Done** to close the **Manage Administrators** window.

3.2.1.3 Editing or Deleting Users

You can edit or delete users using the **Admin > Site Administrators > Manage Administrators** dialog as well.

Select the user by clicking his or her name in the list at the bottom of the page. Then, you can modify the fields and click **Update**, or click **Delete**.

Manage Administrators

Name:
Mr/Ms/... First Name M.I. Last Name

Company/Branch: ☐ Admin is inactive

Administrator Information

Phone:
Code Number Ext.

Fax:
Code Number Ext.

Email:

☐ CC ☐ BCC ?

Address:

City:

State:

Zip Code: Country:

Login Information

Username:

Password:

Re Enter Password:

Role Information

Role:

Default Warehouse:

Notes:

Assign Sales Rep:

Tax:

VPO Amount Limit ?

☐ Display inactive

No	Contact	Phone	Fax	Email	Role
<input checked="" type="checkbox"/> 1	Admin Admin	111-111-1212	-		Super Admin
<input type="checkbox"/> 2	Warehouse Man...	1-800-970-9071	-		Custom Role
<input type="checkbox"/> 3		-111-1111	-		AP Mobile User

Password does not meet Security Policy

Click to edit user, and then change the fields as necessary .
 Then, click **Update**.

3.2.1.4 Creating or Modifying Roles

Administrative Roles
Add, edit or delete Roles

Role Information

Role Name ☐ Role is inactive

Role Description

Reset
Add
Delete

Existing Roles

No.	Role	Description
<input type="checkbox"/> 1	Super Admin	Super Admin
<input type="checkbox"/> 2	Administrator	Administrator
<input type="checkbox"/> 3	Warehouse Management	Warehouse Management
<input type="checkbox"/> 4	Order / Returns Managem...	Order / Returns Management
<input type="checkbox"/> 5	Sales Rep Role	Order / Returns Management
<input type="checkbox"/> 6	Restricted Sales Rep	Order / Returns Management without allowing price chang
<input type="checkbox"/> 7	AP Mobile User	AP Mobile User

Set Access Options

Close

You can create or modify new roles to suit your organization.

Please note that you cannot modify the pre-set roles in *AdvancePro*.

Click **Admin** and then **Roles** from the Admin Switchboard.

Enter a role name and description. Click **Add**.

You will notice the role is now added to the bottom of the roles list. Select your role by clicking the check mark.

Click **Set Access Options**.

(You will note that this button becomes available for new roles only).

The **Set User Access for *AdvancePro*** dialog will open. Start by selecting the general switchboards this role will have access to. Click **Save Access Options**.

To further specify which dialogs or forms that role can access within the switchboard, click the edit button (the "E" in the sub-options column, last on the right).

Administrative Roles
Add, edit or delete Roles

Role Information

Role Name ☐ Role is inactive

Role Description

Reset
Update
Delete

Existing Roles

No.	Role	Description
<input type="checkbox"/> 3	Warehouse Management	Warehouse Management
<input type="checkbox"/> 4	Order / Returns Managem...	Order / Returns Management
<input type="checkbox"/> 5	Sales Rep Role	Order / Returns Management
<input type="checkbox"/> 6	Restricted Sales Rep	Order / Returns Management without allowing price ch
<input type="checkbox"/> 7	AP Mobile User	AP Mobile User
<input checked="" type="checkbox"/> 8	Custom Role	

Set Access Options

Close

The switchboard will open, where you can select or de-select the specific forms or dialogs that role can access. Click **Save** when done.

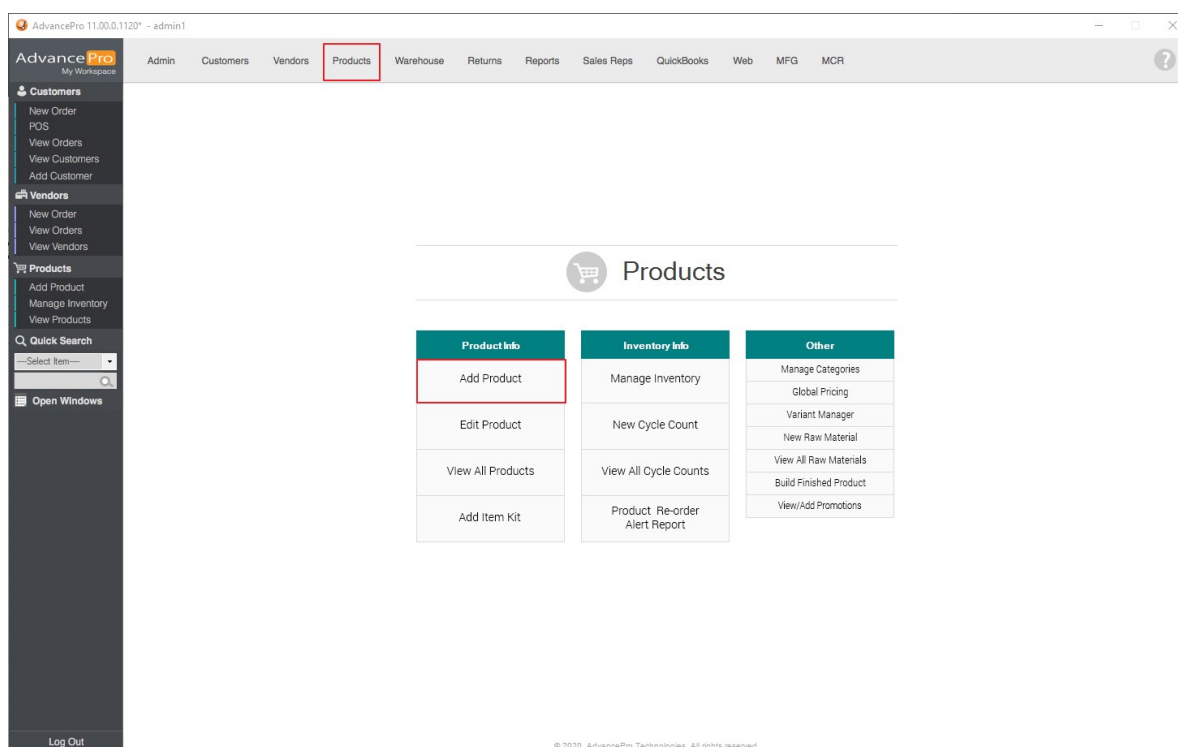
3.3 Inputting Data into *AdvancePro*

You are now ready to input data into *AdvancePro*. There are various ways to input information (such as customer information, vendor information, orders, etc.) into *AdvancePro*:

- **Manual input.** You can use the various forms available to enter data manually. We will review each of these individually in the chapter related to that object. For example, we will review creating products manually in the product chapter.
- **QuickBooks® import.** *AdvancePro* can import or export to QuickBooks 2002 or higher (US, Canadian, UK, and Australian versions). Importing from QuickBooks can save you a lot of time since *AdvancePro* will accept many QB settings.
- **Excel import.** Import your existing data from .xls files.
- **XML import:** Importing XML files means you can import vendor or customer orders from virtually any existing database. You must purchase and enable the XML import module to use this feature.
- **EDI:** Some information, such as customer orders and carrier information can be entered via EDI.
- **Amazon, Web Services, Sales Reps:** Customer orders can be entered via any of these options.

We will review manually inputting each type of data into *AdvancePro* separately, but in general, you can find the forms you need to input data in the related switchboard.

For example, to input a new product, open the Product Switchboard and click Add Product. (Remember, you can also access some of these forms from the sidebar, or by using keyboard shortcuts.)



3.3.1 Importing from Quickbooks

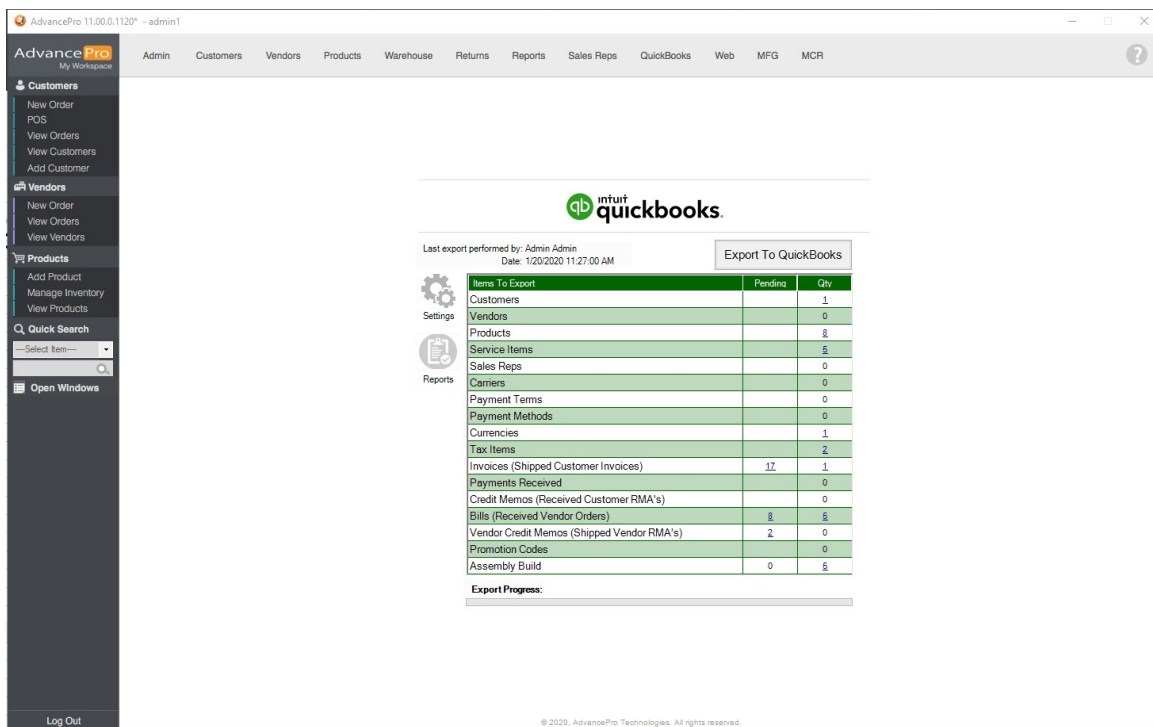
⚠ Before any kind of import, be sure to back up your existing database.

1. QuickBooks ® users can easily import data from their QuickBooks data file (QBW). The following information is imported into *AdvancePro*:
 - Customers
 - Vendors
 - Products - Inventory, Non Inventory, Service
 - Items) - Item Kits and Assembly Items can be imported either as Item Kits or as Assembly Items (require Manufacturing module)
 - Carriers
 - (Ship Via)
 - Payment
 - Terms
 - Sales
 - Reps
 - Tax

⚠ CAUTION: Open the QuickBooks file from the root directory and not from your desktop. Failure to do

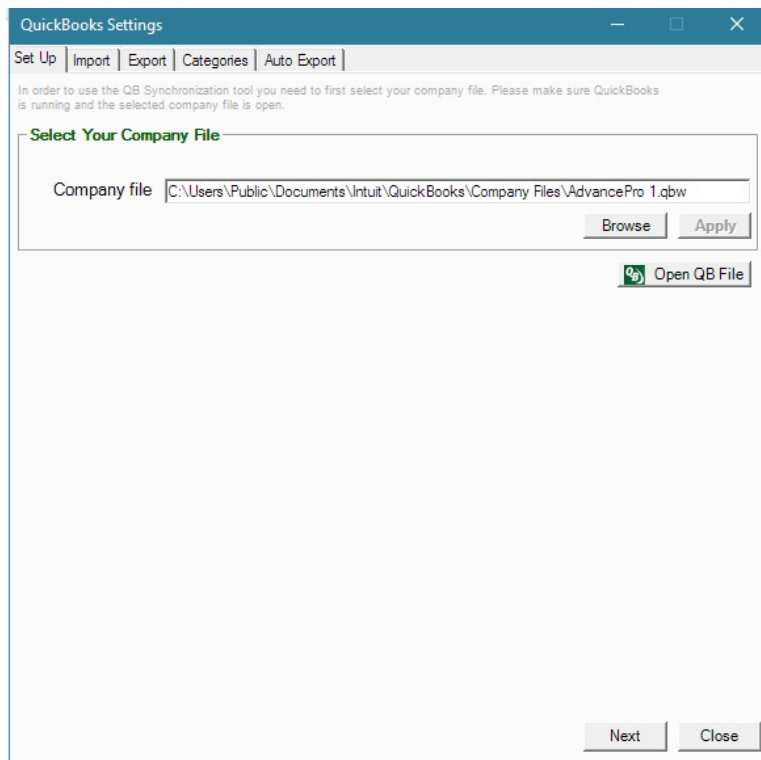
2. Close all other open software applications and files on your computer. Open QuickBooks.
3. Open the QBW file you want to import.
4. In the open QuickBooks ® company file, use the QuickBooks / options/ preferences to change the following to ACTIVE:
 - Vendor
 - Purchase Order
 - Sales
 - Tax

5. Open AdvancePro.
6. Click the QuickBooks image to open the QuickBooks Switchboard.

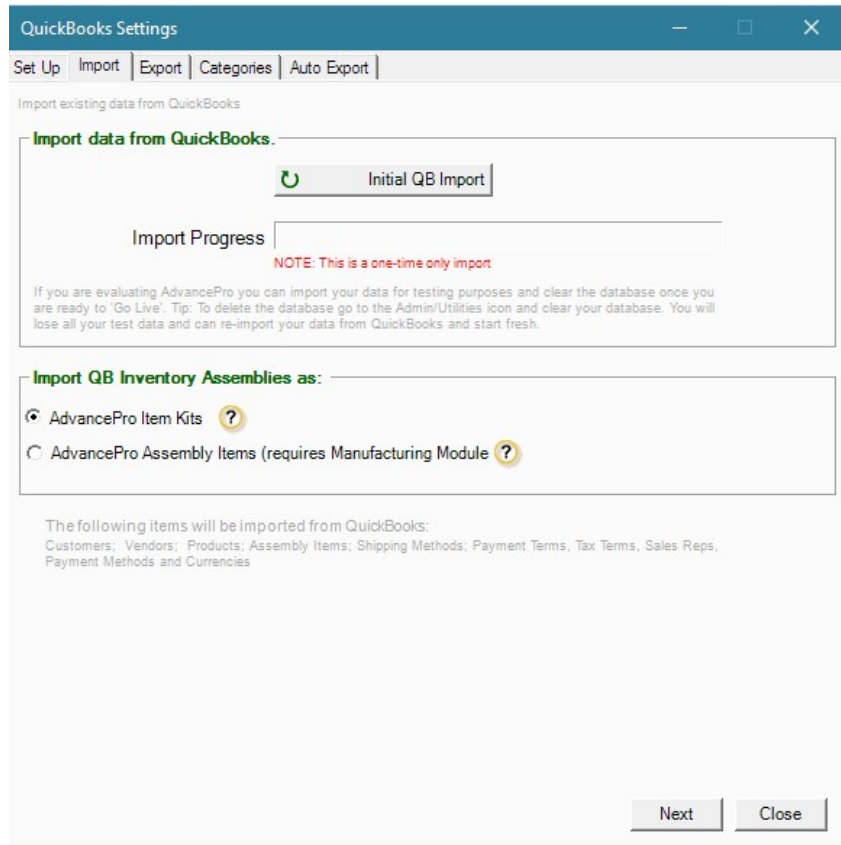


7. Click Settings.
8. Click Browse and open the location of the file opened in QuickBooks ®.

⚠ CAUTION: It is imperative that the file location listed in AdvancePro is the same as the location of the file you have opened in QuickBooks.



9. Click **Apply**, and then **Next**.
10. Click **Initial QB Import** button. You will be notified when the import is complete. Please allow some time for the import to complete.




QuickBooks Settings

Set Up | Import | Export | Categories | Auto Export

Import existing data from QuickBooks

Import data from QuickBooks.


 **Initial QB Import**


Import Progress

NOTE: This is a one-time only import

If you are evaluating AdvancePro you can import your data for testing purposes and clear the database once you are ready to 'Go Live'. Tip: To delete the database go to the Admin/Utilities icon and clear your database. You will lose all your test data and can re-import your data from QuickBooks and start fresh.

Import QB Inventory Assemblies as:

☒ AdvancePro Item Kits 


☐ AdvancePro Assembly Items (requires Manufacturing Module )

The following items will be imported from QuickBooks:
Customers; Vendors; Products; Assembly Items; Shipping Methods; Payment Terms; Tax Terms; Sales Reps,
Payment Methods and Currencies

Next **Close**

 **NOTE:** Initial QB Import can only be done once.

3.3.2 Excel Import

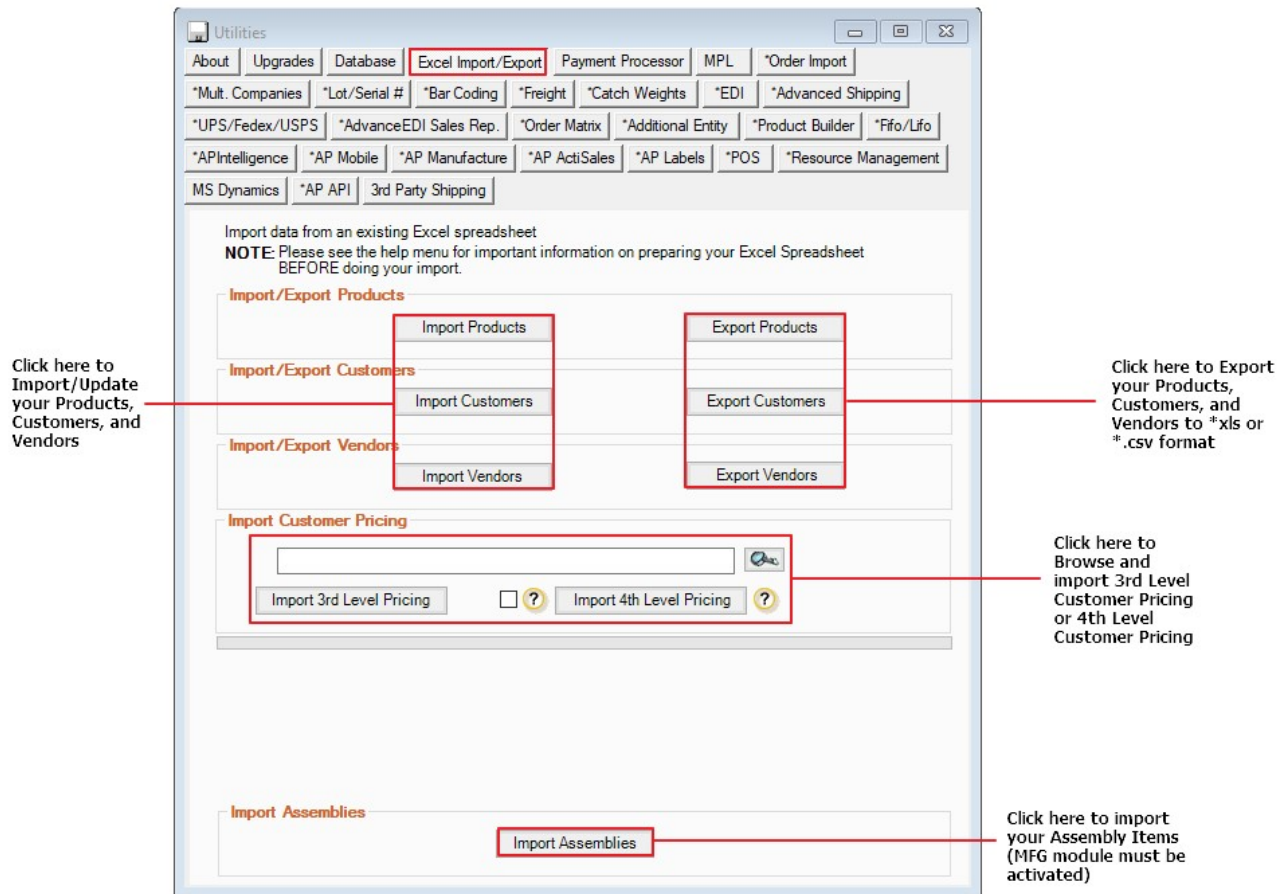
 Before any kind of import, be sure to back up your existing database.

You can import customer, vendor and product lists, as well as customer pricing from .xls files. Please look for the Excel Import button in Picking Location form and Lot Serial Number module to import related info.

 If you are importing customer pricing, be sure that the “Add Hoc Remote Queries” is enabled.

You can find this option using your Microsoft SQL Server > SQL Configuration Tools > Surface Area Configuration Tools > Surface Area Configuration for Features.

1. Click **Admin** to open the Admin Switchboard, and then click **Utilities**.
2. Click the **Excel Import** tab.



Before you click the appropriate button to import your Excel file, look it over. You can download the *AdvancePro* schema from the online Knowledge Base.

You do not need to have information for every field, but the following are mandatory:

✓ **Product Import Mandatory Fields**

- Name
- SKU must be unique.

✓ **Customer Import Mandatory Fields**

- Company Name
- Account Number is not mandatory, but must be unique. If you are updating customer information, you must have account numbers.

✓ **Vendor Import Mandatory Fields**

- Company Name
- Account Number is not mandatory, but must be unique. If you are updating vendor information, you must have account numbers.

⚠ **Be sure that each entry has the mandatory fields or the item will not be created in *AdvancePro*.**

⚠ **SKUs and account numbers must be unique. If they are not unique, the new object will not be imported and an existing record may be changed.**

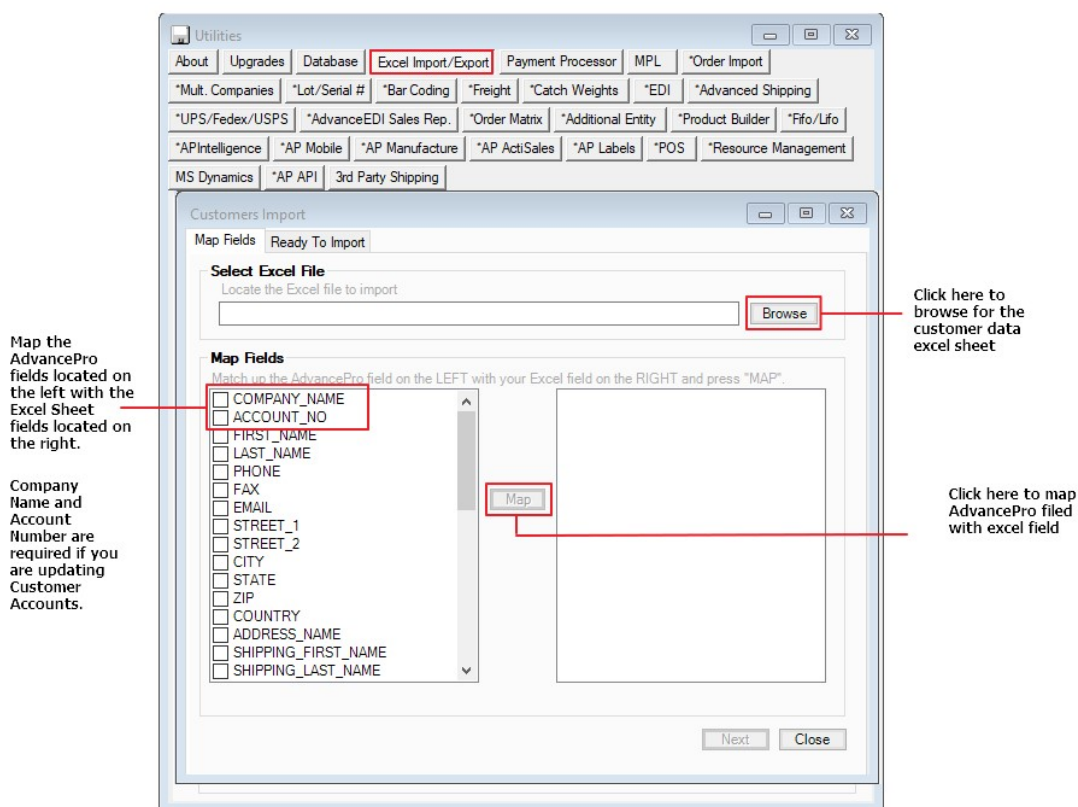
⚠ **If you are importing to update existing customers, vendors or products, please be sure that the account numbers or SKUs as well as the names match the existing object. If they do not match, a new object will be created instead of updating the existing object.**

A note about addresses (both shipping and billing):

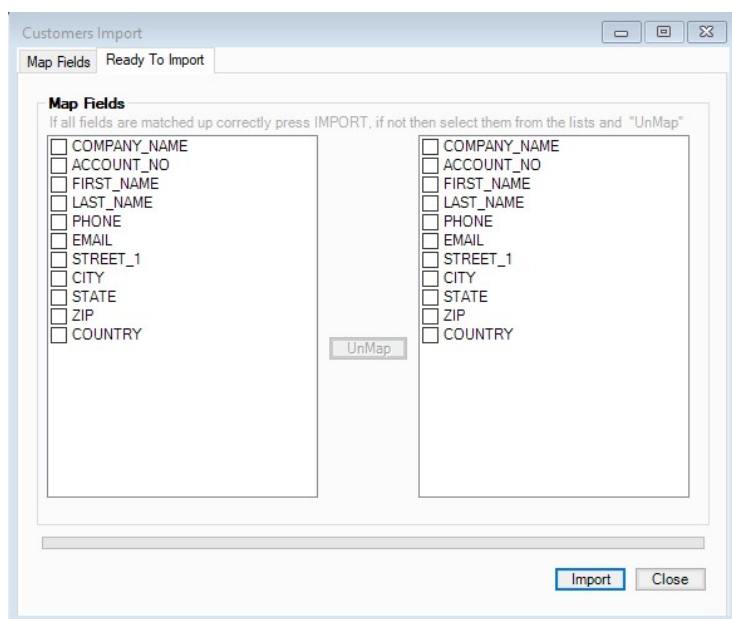
- Make sure that the address is split into fields corresponding to AdvancePro's address fields (Street 1, Street 2, City, State, Zip, and Country).

3. Click the appropriate button for the object list to import.
4. The **[Import Type] > Map Fields** dialog will open. Select an *AdvancePro* field on the left by clicking the checkbox. Then, select the corresponding field from your .xls file on the right. Click **Map**. Repeat this process for each field that you would like to import.

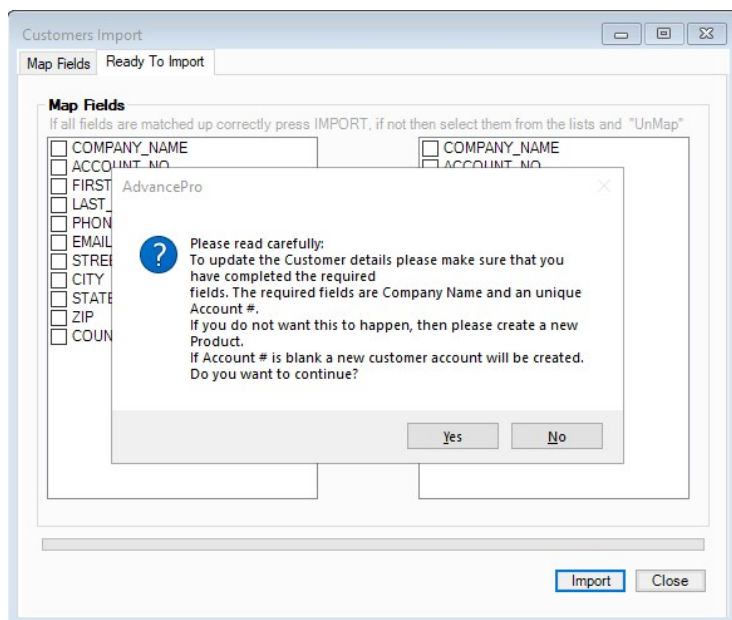
▶ Hint: The **Next** button will become available when all the mandatory fields are mapped.



▶ If you have column headers that do not correspond to existing AdvancePro fields, use the **Custom Fields** in AdvancePro.



5. When done mapping, click **Next**.
6. The **Ready to Import** tab will open. Double-check your mapping. If any fields are incorrectly mapped to your column headers, you can select them and click **Unmap**. Repeat step 4 until all the fields are mapped correctly.



If they are mapped correctly, click **Import**.

7. A warning message will open. Read it and click **Yes**.
8. The import will happen. If there are any errors, a window will open indicating the problem row and field. Correct the problem and try again.

To check your imported values, you can use the sidebar menu to view all customers, vendors or products.

3.3.3 XML Import for Customer or Vendor Orders

You must have the XML Import module enabled for this option. If you do not have it, please contact **AdvancePro Technologies support at 1-800-970-9071**

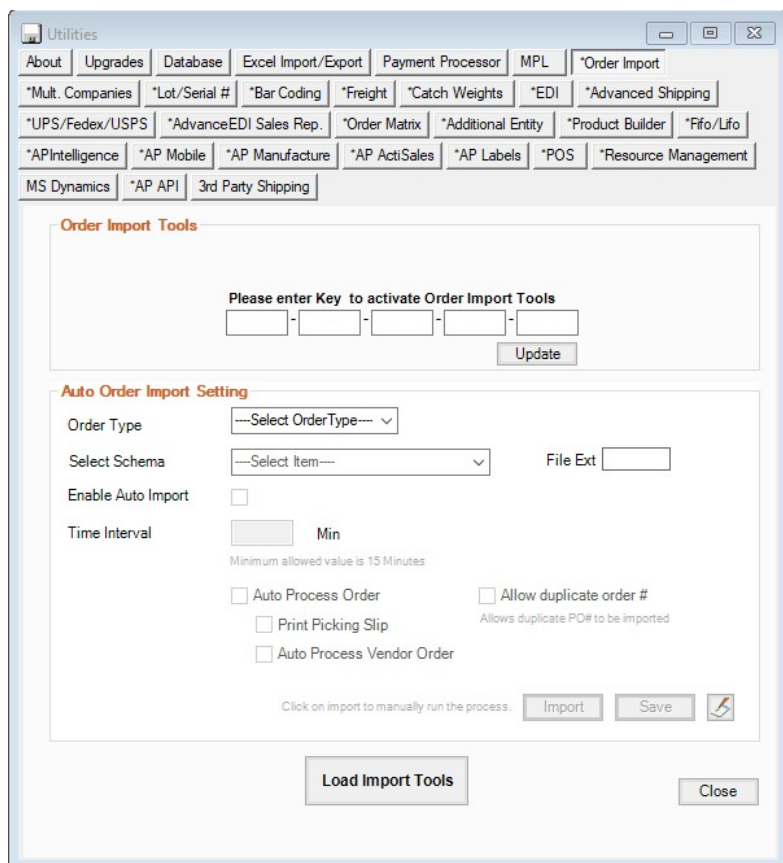
Download the schema file with all the possible column names/field names that you can import into *AdvancePro* (you will need to log in with your support user name and password). Sample schema and other helpful links can be found at the support module. Contact **AdvancePro Technologies support or your sales rep** for more information.

1. Review your XML file so that it will be properly imported. Make sure that:

- There are no spaces in the column headers.
- There is no color in the spreadsheet.
- There are no outlines.
- The sequence of columns listed in AdvancePro must match the sequence of the columns in the external file that will be imported
- The following columns are mandatory:
 - ◇ Company_Name
 - ◇ Order_Number
 - ◇ Order_Date
 - ◇ Product_SKU
 - ◇ Quantity
 - ◇ Price
- If you wish to associate the companies with existing customers or vendors in *AdvancePro*, make sure you include the account numbers and that they are the same account numbers are those in the *AdvancePro* database.
- Remove any columns that you will not be using.

2. In *AdvancePro*, go to the **Admin** Switchboard and click **Utilities**.

3. Click the **XML Import** tab.



Utilities

About Upgrades Database Excel Import/Export Payment Processor MPL *Order Import

*Mult. Companies *Lot/Serial # *Bar Coding *Freight *Catch Weights *EDI *Advanced Shipping

*UPS/Fedex/USPS *AdvanceEDI Sales Rep. *Order Matrix *Additional Entity *Product Builder *Fifo/Lifo

*APIntelligence *AP Mobile *AP Manufacture *AP ActiSales *AP Labels *POS *Resource Management

MS Dynamics *AP API 3rd Party Shipping

Order Import Tools

Please enter Key to activate Order Import Tools

____ - ____ - ____ - ____ - ____

Update

Auto Order Import Setting

Order Type: ____Select OrderType____

Select Schema: ____Select Item____ File Ext: ____

Enable Auto Import: ☐

Time Interval: ____ Min
Minimum allowed value is 15 Minutes

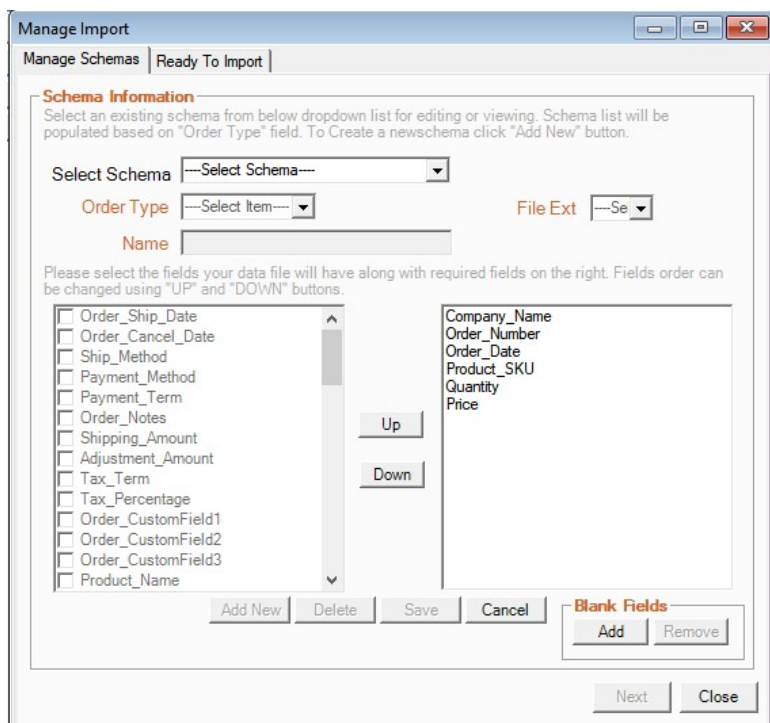
☐ Auto Process Order ☐ Allow duplicate order #
Print Picking Slip Allows duplicate PO# to be imported

☐ Auto Process Vendor Order

Click on import to manually run the process. Import Save

Load Import Tools Close

4. Click **Load Import Tools**.
5. The **Manage Import** dialog will open. Use the **Select Schema** drop-down list to select from:
 - **All Data:** all fields are preselected. Use this if you will be importing most or all fields available.
 - **Some Data:** mandatory fields and some other key fields are preselected. Use this if you will not be
 - importing many fields into *Advance-Pro*.



Manage Import

Manage Schemas Ready To Import

Schema Information

Select an existing schema from below dropdown list for editing or viewing. Schema list will be populated based on "Order Type" field. To Create a newschema click "Add New" button.

Select Schema: ____Select Schema____

Order Type: ____Select Item____ File Ext: ____Se____

Name: _____

Please select the fields your data file will have along with required fields on the right. Fields order can be changed using "UP" and "DOWN" buttons.

<input type="checkbox"/> Order_Ship_Date	Company_Name Order_Number Order_Date Product_SKU Quantity Price
<input type="checkbox"/> Order_Cancel_Date	
<input type="checkbox"/> Ship_Method	
<input type="checkbox"/> Payment_Method	
<input type="checkbox"/> Payment_Term	
<input type="checkbox"/> Order_Notes	
<input type="checkbox"/> Shipping_Amount	
<input type="checkbox"/> Adjustment_Amount	
<input type="checkbox"/> Tax_Term	
<input type="checkbox"/> Tax_Percentage	
<input type="checkbox"/> Order_CustomField1	
<input type="checkbox"/> Order_CustomField2	
<input type="checkbox"/> Order_CustomField3	
<input type="checkbox"/> Product_Name	

Up Down

Add New Delete Save Cancel


Blank Fields

Add Remove

Next Close

6. Select the **Order Type** from the drop-down list (vendor or customer).
7. Make sure fields you are including are checked in the left column, and that the order of fields on the right exactly matches your XML file.

8. Please make sure that the sequence of columns in *AdvancePro* match the sequence of the data fields in the imported files
9. Select the appropriate file extension (.csv, .xls, .txt).

 You can save this schema using the **Save** button at the bottom. You can also create new schemas or delete existing ones.

10. Click **Next**.
11. The **Ready to Import** tab will appear. Click **Browse** to locate your file. Select the appropriate schema from the drop-down listed.

Verify the orders in the verification window and click **Continue**.

The orders have been imported!

3.3.4 Automatic XML Import

You can automate XML import in *AdvancePro* as well, once you have created the schema using the procedure from steps 49 onwards listed earlier. Then, you can have *AdvancePro* automatically process the orders.

If you enable the automatic processing, “in stock” customer orders are processed orders using the FIFO (first in, first out) method, and are then sent to the warehouse for picking, packing and shipping.

The XML files to be automatically imported must be located at:

- CPO: C:\Program Files\AdvancePro\New Customer XML Orders
- VPO: C:\Program Files\AdvancePro\New Vendor XML Orders

To enable Auto XML:

1. In *AdvancePro*, go to the **Admin** Switchboard and click **Utilities**.
2. Click the **XML Import** tab.

3.4 Setting Up Currencies in *AdvancePro*

3.4.1 Setting the Default Currency

You can set the default currency using the **Admin > Site Settings > General Settings** tab. This currency is used by default on all customers, but if you set exchange rates (as below) for other currencies, you will be able to select them as preferred currencies for particular customers.

You will notice that on **Admin > Currencies** that the default currency is set to 1.00 in the Exch. Rate column.

Mandatory Fields

Currencies

Add, edit or delete Currencies
To change the default currency of AdvancePro to your new currency, you must select it from Admin/Site Settings.

☐ Currency is inactive

Currency Information

Currency Name

Exchange Rate

Prefix

Suffix

Specify action on digits after decimal point

☒ Round To ☐ Truncate To

4

Decimal Points

Re-Export to QB

☐ Apply Online Rate

Symbol displayed e.g.: \$

Reset

Re-Calculate Cost Price

Add

Delete

Select currency to edit or delete

☐ Display inactive

No	Currency Name	Prefix	Suffix	Exch. Rate	Online Rate	Round	D. Pnt
<input type="checkbox"/>	2 Swedish Dollar	\$	CAD	1	0	Truncate	2
<input type="checkbox"/>	4 Euro	€		0	0	Truncate	2
<input type="checkbox"/>	7 Israeli Shekel	₪		0	0	Truncate	4
<input type="checkbox"/>	6 Japanese Yen	¥		0	0	Truncate	4
<input type="checkbox"/>	5 South African Rand	R		0	0	Truncate	4
<input type="checkbox"/>	3 United Kingdom Pounds	£		0	0	Truncate	4
<input type="checkbox"/>	1 US Dollar	\$		0	0	Truncate	4

Re-Export All to QB

Close

Note that default currency is set to 1.00

3.4.2 Setting Up Exchange Rates, Prefixes and Suffixes

1. Click **Admin** and then **Currencies**.
2. Select the currency from the list.
3. Use the edit fields at the top of the screen to enter the exchange rate, prefix or suffix.
4. Click **Update** when done.

3.4.3 Re-Calculating Product Prices with New Exchange Rates

Use the method above to set the exchange rate, and then click **Re-calculate Cost Price** to update the cost prices for all products bought from vendors using this currency.

3.4.4 Adding New Currencies

1. Click **Admin** and then **Currencies**.
2. Enter the currency name, exchange rate, prefix or suffix.

Currencies

Add, edit or delete Currencies

To change the default currency of AdvancePro to your new currency, you must select it from Admin/Site Settings.

Currency Information

Currency Name Re-Export to QB

Exchange Rate ☐ Apply Online Rate

Prefix Symbol displayed e.g.: \$

Suffix

Specify action on digits after decimal point

☒ Round To ☐ Truncate To Decimal Points

Reset Re-Calculate Cost Price **Add** Delete

Select currency to edit or delete

No	Currency Name	Prefix	Suffix	Exch. Rate	Online Rate	Round	D. Pnt
<input type="checkbox"/> 2	Canadian Dollar	\$	CAD	1	0	Truncate	2
<input type="checkbox"/> 4	Euro	€		0	0	Truncate	4
<input type="checkbox"/> 7	Israeli Shekel	₪		0	0	Truncate	4
<input type="checkbox"/> 6	Japanese Yen	¥		0	0	Truncate	4
<input type="checkbox"/> 5	South African Rand	R		0	0	Truncate	4
<input type="checkbox"/> 3	United Kingdom Pounds	£		0	0	Truncate	4
<input type="checkbox"/> 1	US Dollar	\$		0	0	Truncate	4

Re-Export All to QB Close

3.4.5 Deleting Currencies

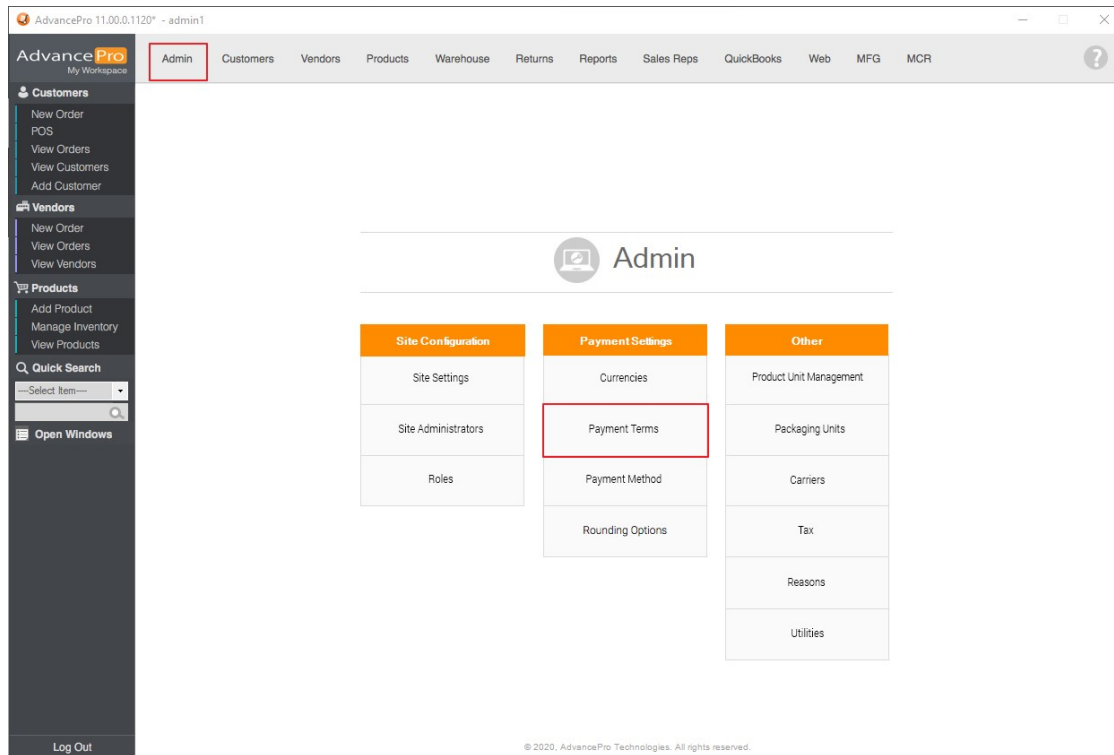
1. Click **Admin** and then **Currencies**.
2. Select the currency from the list.
3. Click **Delete**.

3.5 Setting Up Payment Terms

Mandatory Fields

- Payment Term
- Due Days

1. Click Admin and the Payment Terms.



The **Payment Terms** dialog will open. You can add new ones by entering the term name, description if desired, and due date, and then clicking **Add**.

Payment Terms

Add, edit or delete Payment Terms

☐ Payment Term is inactive

Payment Terms
For example: Net 30, Net 60 etc.

Payment Term

Description

Due Days

Re-Export to QB

Reset Add Delete

Select payment term to edit or delete ☐ Display inactive

No	Payment Terms	Due Days
<input type="checkbox"/> 1	prepay	0

Re-Export All to QB Close

You can edit payment terms by selecting them using the checkbox on the left, making your edits and then clicking **Update**.

To delete a payment term, select it using the checkbox, and click **Delete**.

Payment Terms

Add, edit or delete Payment Terms

☐ Payment Term is inactive

Payment Terms
For example: Net 30, Net 60 etc.

Payment Term

Description

Due Days

Re-Export to QB

Reset Update Delete

Select payment term to edit or delete ☐ Display inactive

No	Payment Terms	Due Days
<input checked="" type="checkbox"/> 1	prepay	0

Re-Export All to QB Close

If you would like to make a payment term inactive, click the checkbox on the top right.

Select a payment term to delete or edit it.

3.5.1 Re-Exporting Changed Terms to QuickBooks®

Once you have edited, deleted or added payment terms in *AdvancePro*, you can manually re-export them to QuickBooks. Click the button on the top right to do so. Any edited or deleted record is automatically marked for re-export to QuickBooks.

Payment Terms

Add, edit or delete Payment Terms

Payment Term

prepay

Description

Due Days

0

Re-Export to QB

Payment Term is inactive

Reset

Update

Delete

Select payment term to edit or delete

Display inactive

No	PaymentTerms	Due Days
<input checked="" type="checkbox"/> 1	prepay	0

Re-Export All to QB

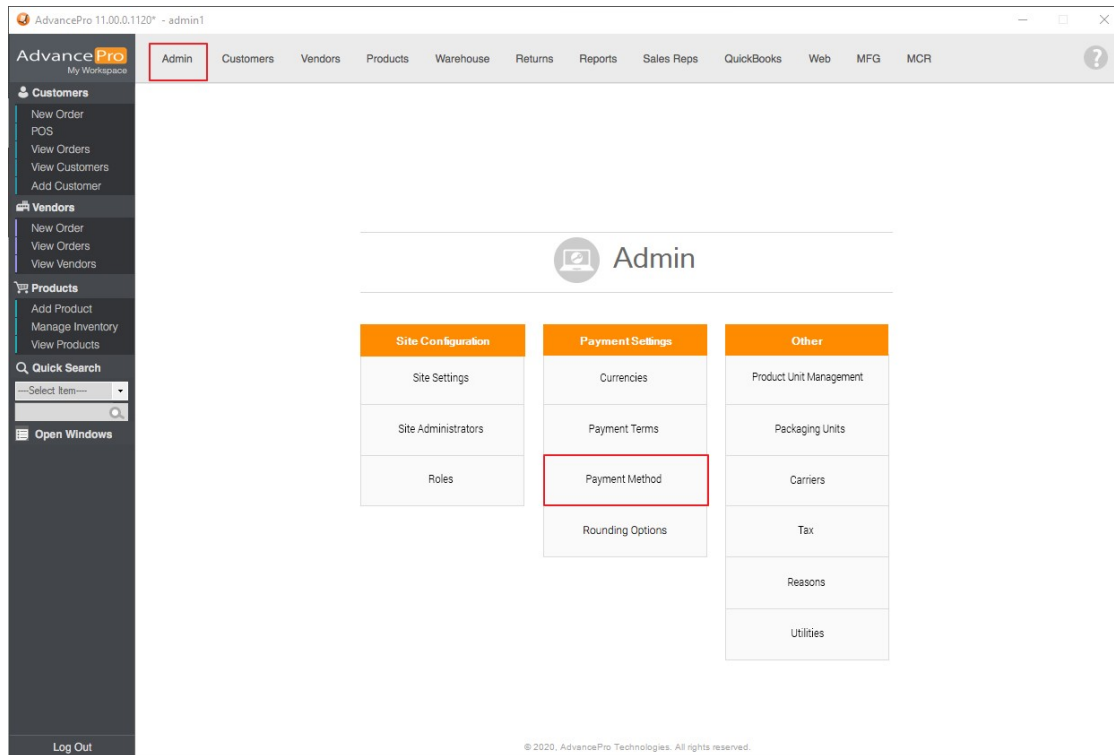
Close

3.6 Setting Up Payment Methods

3.6.1 Required Fields

- Payment Method

Click **Admin** and then **Payment Method**.



Payment Methods

Add, edit or delete Payment Methods

Payment Method

For example: Cash, Credit Card, Check etc.

Payment Name

Description

☐ Payment Method is inactive

Re-Export to QB

Reset

Add

Delete

Select payment method to edit or delete

☐ Display inactive

No.	PaymentMethod
<input type="checkbox"/> 1	CC

Re-Export All to QB

Close

To delete or edit a payment method, check the box corresponding to the payment method, make your changes and click **Update** or **Delete**.

 To clear the fields, click **Add New**.

3.6.2 Assigning Default Payment Methods to your Customers

1. Open the customer profile from the Customer Switchboard (click Edit Customer and then click the Edit icon for the customer from the All Customers list).
2. On the **Payment Info** tab select the payment method from the drop-down list.

The screenshot shows the 'Payment Info' tab for a customer named 'All Fresh Vegetables'. The 'Preferred Payment Method' dropdown menu is open, showing options: N/A, N/A, and CC. The 'Payment Details' section includes fields for 'Min. Amount per order \$0', 'Payment Terms N/A', 'Taxable' (unchecked), and 'Tax Rate % N/A'. The 'Additional Company Information' section includes 'Reseller Number', 'Federal Tax ID', and 'DUNS Number'. Buttons at the bottom include 'Save & Close', 'Save & Next', and 'Close'.



This can also be done on a per order basis when you are placing an order.

The screenshot shows the 'Receive Payments' form for 'All Fresh Vegetables'. It displays invoice details: Invoice #11, Invoice Total \$4.00, Amount Received \$0.00, and Invoice Balance \$4.00. It also shows order totals: Order Total \$4.00, Total Paid \$0.00, and Order Balance \$4.00. The 'Payment Method' dropdown is set to 'N/A'. The 'Deposit To Account' is 'Bank Account' and the 'Accounts Receivable Account' is 'Accounts Receivable'. The 'Export to QuickBooks' checkbox is checked. At the bottom, there is a table for 'Received Payments' with columns: No., Amount \$, Date, Method, Charged, and Exported to QB. Buttons at the bottom include 'Print Payment', 'Delete', 'PROCESS PAYMENT', and 'Close'.

When you accept payment from a customer while processing a customer order or invoice, this payment method will be pre-selected, but you can change it if desired. Below is the **Receive Payment form** from the Customer Order process.

Note that the payment method "cash" is selected (it was the customer's default, set as above), but you can use the drop-down list to choose another method.

3.7 Setting Up Taxes

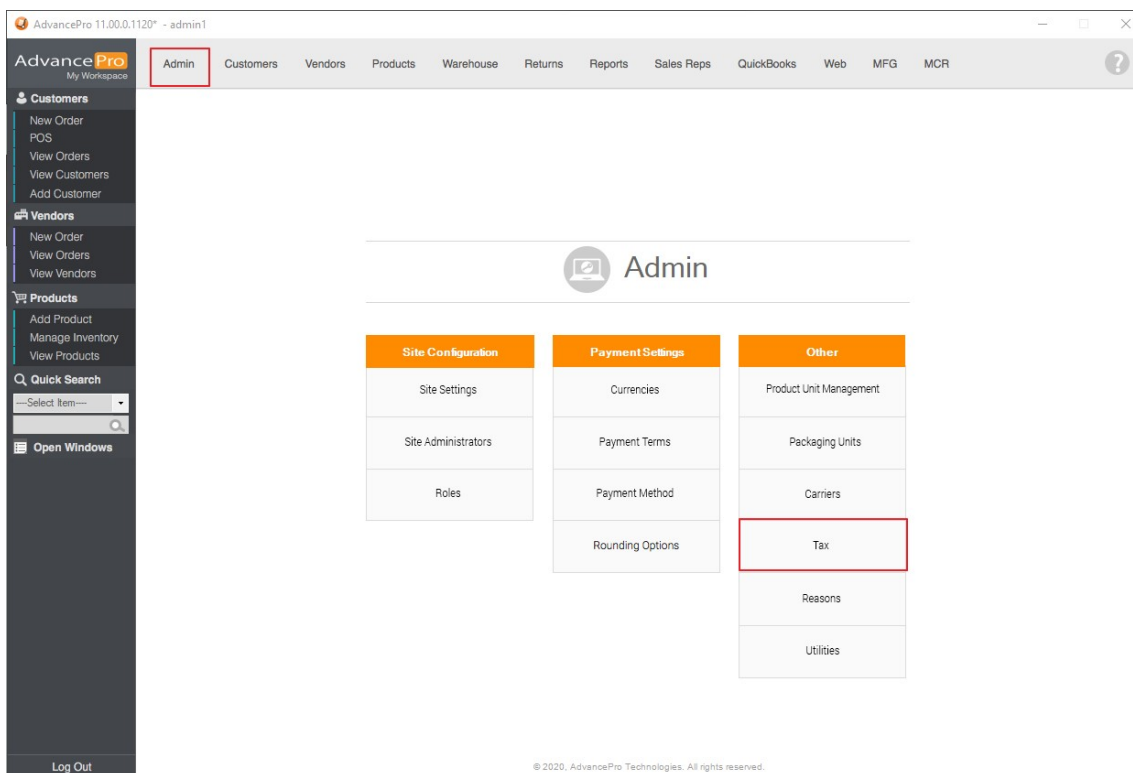
AdvancePro's tax feature includes Group Taxes and Canadian Taxes (for Canadian users only). Use the Tax form in the Admin Switchboard to create the various taxes.

3.7.1 Creating, Editing, or Deleting an Individual Tax Term

Mandatory Fields

- Tax Term
- Tax Rate %
- Tax Code

1. Click **Admin** and then **Tax**.



The **Tax Information dialog** will open. To add a new tax, complete the required fields. (If you need to clear the fields, click the **Add New** button.)



The tax code is automatically generated but can be changed.

2. Click **Add**.

Tax Information
Add, edit or delete Tax Information

Tax Information

Tax Term

Tax Rate % Tax Code

Description

Ext. Code

Ext. Description

Re-Export to QB

☐ Tax Term is inactive

☐ Group Tax

Tax Type

☐ Customer

☐ Vendor

Tax Agency

Select Tax Agency

Tax Group/s

Create a Tax Group made up of more than one Tax Rate. To start select how many Taxes will be in this Group.

Reset Apply Tax Term To All Customers Apply Tax Term To All Vendors **Add** Delete

Select Tax Terms to edit or delete ☐ Display inactive

No.	Tax Term	Tax Term %	Tax Type
<input type="checkbox"/> 1	TXA	5	CUSTOMER
<input type="checkbox"/> 2	TXB	10	CUSTOMER
<input type="checkbox"/> 3	TXC	15	CUSTOMER

Re-Export All to QB Synch Tax Code With QB Close

To delete or edit a tax, check the box corresponding to the tax and then click **Update** or **Delete**.

► If you are a Canadian company, please note that the **Is Canadian** check box allows you to create tax groups that include the GST. You do not need to click that check box for ordinary single taxes (e.g. your provincial rate).

3.7.2 Tax Group for US users only

Mandatory Fields

- Tax Term
- Tax Rate %
- Tax Code
- Tax Name for each individual tax (this will set the tax rate)
- Number of taxes included in group

⚠ **Make sure that you have selected US user for QuickBooks® on Admin > Site Settings > QuickBooks tab. If not, then you will be unable to export to US version of QuickBooks.**

A group tax consists of a set of tax rates that exist under a single tax term. You must have previously entered individual tax terms and tax rates as above. If no individual taxes exist, you will be unable to create a tax group.

1. Click **Admin** and then **Tax**.
2. Select the **Group Tax** check box.

Tax Information

Add, edit or delete Tax Information

☐ Tax Term is Inactive

Tax Information

Tax Term: Group A

Tax Rate %: 15 Tax Code: GRO

Description:

Ext. Code:

Ext. Description:

Re-Export to QB

☒ **Group Tax**

Tax Type

☒ Customer

☐ Vendor

Tax Agency: Select Tax Agency

Tax Group/s

Create a Tax Group made up of more than one Tax Rate. To start select how many Taxes will be in this Group.

2 Tax Name: TXB Tax Value: 10 ☐ Piggyback

TXA 5

Reset Apply Tax Term To All Customers Apply Tax Term To All Vendors Add Delete

Select Tax Terms to edit or delete ☐ Display inactive

No.	Tax Term	Tax Term %	Tax Type
<input type="checkbox"/> 1	TXA	5	CUSTOMER
<input type="checkbox"/> 2	TXB	10	CUSTOMER
<input type="checkbox"/> 3	TXC	15	CUSTOMER

Re-Export All to QB Synch Tax Code With QB Close

1. Enter the **Tax Term** for this group tax.
2. Add a tax description if desired.
3. After you check the group tax check box, a drop-down will appear in the **Tax Group/s** area. Select the number of taxes that will make up the group.
4. Select the tax terms for the group from the drop-down. *AdvancePro* will total the tax rates for the group's tax

3.7.3 Setting Up Tax Groups for Canadian Users Only

Make sure that you have selected Canadian user for QuickBooks on the Admin > Site Settings > QuickBooks tab otherwise you will be unable to export to a Canadian version of QuickBooks. Click Admin and then Tax.

Tax Information

Add, edit or delete Tax Information

☐ Tax Term is Inactive

Tax Information

Tax Term:
 Tax Rate %: Tax Code:
 Description:
 Ext. Code:
 Ext. Description:
 Re-Export to QB

☒ Group Tax

Tax Type

☐ Customer
☐ Vendor
 Tax Agency:
 Select Tax Agenc:

Tax Group/s

Create a Tax Group made up of more than one Tax Rate. To start select how many Taxes will be in this Group.

Tax Name: Tax Value:
☐ Piggyback

Reset Apply Tax Term To All Customers Apply Tax Term To All Vendors Add Delete

Select Tax Terms to edit or delete ☐ Display inactive

No.	Tax Term	Tax Term %	Tax Type
<input type="checkbox"/> 1	TXA	5	CUSTOMER
<input type="checkbox"/> 2	TXB	10	CUSTOMER
<input type="checkbox"/> 3	TXC	15	CUSTOMER

Re-Export All to QB Synchron Tax Code With QB Close

This applies the PST to the order total INCLUDING the GST.

- Select the **Piggyback** option to apply the PST tax to the order total INCLUDING the GST.
- *AdvancePro* will total the tax rates for the group's tax rate.

3.7.4 Applying Tax Rates to All Customers or Vendors

Once you have successfully added a tax term or tax group as above, you can apply it to all customers or vendors by selecting it and clicking the buttons below the Tax Group box.

Tax Information

Add, edit or delete Tax Information

☐ Tax Term is Inactive

Tax Information

Tax Term:

Tax Rate %: Tax Code:

Description:

Ext. Code:

Ext. Description:

Tax Type

☐ Group Tax

☒ Customer

☐ Vendor

Tax Agency:

Tax Group/s

Create a Tax Group made up of more than one Tax Rate. To start select how many Taxes will be in this Group.

Select Tax Terms to edit or delete ☐ Display inactive

No.	Tax Term	Tax Term %	Tax Type
<input type="checkbox"/> 1	TXA	5	CUSTOMER
<input checked="" type="checkbox"/> 2	TXB	10	CUSTOMER
<input type="checkbox"/> 3	TXC	15	CUSTOMER

3.8 Setting Up Product Units

You can easily set up the units in which you sell your products.

Unit Measurements

Add, edit or delete Units

Units

Units in which your products are packaged and sold. For example per box, packet etc.

Unit Name

Reset

Add

Delete

Select unit to edit or delete

No.	Unit
<input type="checkbox"/> 1	N/A
<input type="checkbox"/> 2	Box
<input type="checkbox"/> 3	Carton
<input type="checkbox"/> 4	Packet
<input type="checkbox"/> 5	Sheet
<input type="checkbox"/> 6	Case

Close

Mandatory Fields

- Unit Name

Click Admin and then Product Unit Management.

The **Unit Measurements** dialog will open. To add a unit, enter the name and click **Add**.

- To edit or delete a unit, select it using the check box, make your changes if required, and click **Update** or **Delete**.
- Click **Done**.

Unit Conversion

Unit Conversion

Unit Conversion Entry

1

From Unit

X

= 1

To Unit

Save

Delete

Select unit to edit or delete

	FromUnit	Coefficient	ToUnit
<input type="checkbox"/>	In	12	Ft
<input type="checkbox"/>	cm	100	mtr

On the Unit Measurements window, click on Unit Conversion

The **Unit Conversion** dialog will open. To add a unit conversion, select from the **From Unit** drop-down, the **conversion**, the **To Unit** and **Save**

3.8.1 Assigning Units to Products

You can assign units of measure to specific products while creating or editing the product. To edit a product, open the Product form by clicking the Edit button from **Products > View All Products**. Then you can set the unit in which you sell the product on the **Product Information tab**, and set units for buying as well as advanced units for selling in the **Vendor & Pricing Info tab**.

As such, this is covered in the chapter on Setting up Products starting on page xx.

You can specify units in which you buy and sell this product, to make selling, receiving and ordering the product easier.

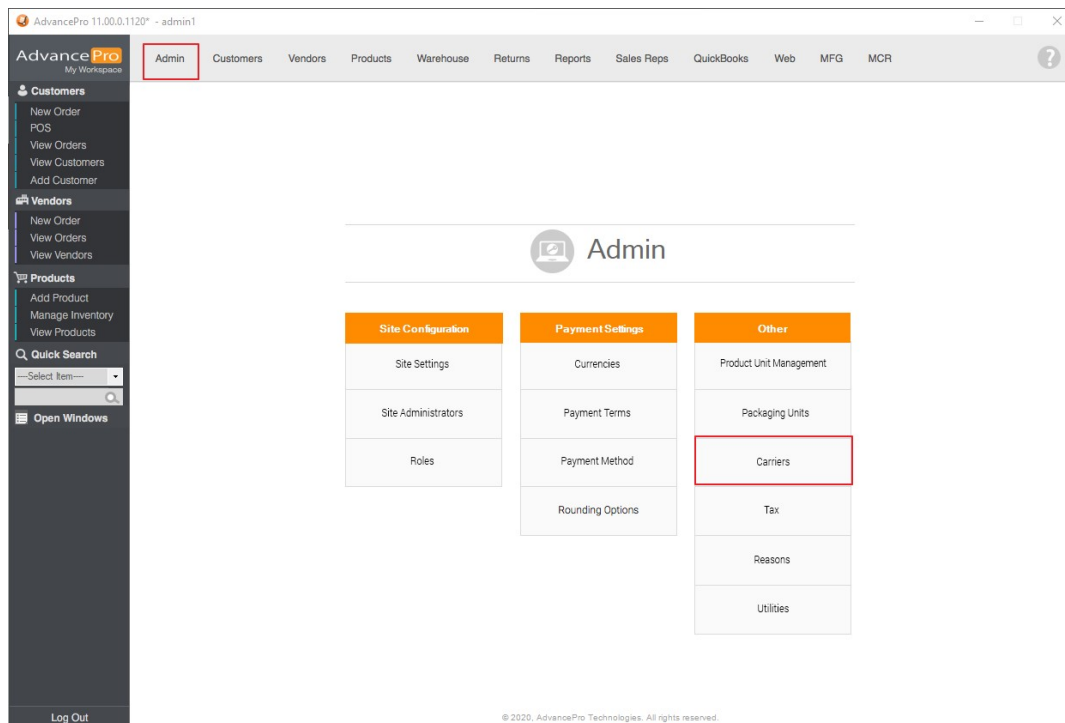
3.9 Setting Up Carriers

Mandatory Fields

- Carrier Name

3.9.1 Creating New Carriers

Click **Admin** and then **Carriers**.



Carriers

Add, edit, delete Carrier information ☐ Carrier is inactive

Carrier Information

Carrier Name

Phone Code Number Ext.

Contact Name

Notes

QB Name ☒ Same as Carrier Name

Select carrier to edit or delete ☐ Show inactive

No.	Carrier	Contact
<input type="checkbox"/> 1	Flat Rate	

Carrier Accounts

Account No

☐ Customer ☐ Vendor ☐ Both

☐ Account

The **Carriers** dialog will open. Complete the required fields and click **Add**.

3.9.2 Deleting or Editing Carriers

- From the **Carriers** dialog (accessed as above) check the box corresponding to the carrier.
- Make your changes.
- Click **Update** or **Delete** button.
- On editing a carrier, you can also enter different carrier account numbers and have them appear on the CPO/VPO to be assigned to your customer or vendor orders then. For example, if customer B has a certain FedEx account number, you can edit FedEx in your carrier list, and add the account number. To do so:
 - ◇ In the Carrier Accounts section, click the **Add New** button if you need to clear the fields.
 - ◇ Indicate if the account is for customers or vendors or both using the radio buttons at the top.
 - ◇ Enter the account number in the **Account** field.
 - ◇ Click **Add**.

The screenshot shows the 'Carriers' dialog box. The 'Carrier Information' section has fields for Carrier Name (Flat Rate), Phone, Contact Name, Notes, and QB Name (Flat Rate). The 'Carrier Accounts' section has a table with columns 'Account' and 'Belongs To'. The 'Add New' button is highlighted. A red box highlights the 'Add' button in the 'Carrier Accounts' section. A red box highlights the 'Add' button in the 'Carrier Accounts' section. A red box highlights the 'Add' button in the 'Carrier Accounts' section.

Second, indicate whether the account number is for CPOs, VPOs or both.

To add multiple account numbers to a carrier, select the carrier first.

Last, enter the new account number and click Add.

Click **Done** when finished editing the carriers.

clear the fields, click **Add New**.

3.9.3 Assigning Carriers to Customer or Vendors

Open the customer or vendor profile from the Customer or Vendor Switchboard, or from the “View All” screens (click the **Edit** button).

AdvancePro 11.00.0.1104* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

Customers






New Order
POS
View Orders
View Customers
Add Customer

Vendors

New Order
View Orders
View Vendors

View All Vendors Total Records: 16 # Per Page: 89 Total Pages: 1 Current Page: 1

☐ Display inactive vendors

No	Company	Account #	Contact	Phone	Fax	Email	
1	Bakeman						
2	Beauty Care	8999 9999 8888 8881	Jennifer Jill	999-8888881		Jennifer@beautycare.com	
3	National Beef Corporation	2999 9999 2222 2222	Jett Beefed	999-2222222		Jett@nationalbeef.com	
4	National Chicken Corporation	1999 9999 1111 1112	Harold Chicklet	999-1111112		Harold@nationalchicken.com	
5	National Fruit Corporation	5999 9999 5555 5552	Moe Fruitless	999-5555552		Moe@nationalfruit.com	
6	National Pork Corporation	3999 9999 3333 3332	Jack Perky	999-3333332		Jack@nationalpork.com	

Click the **Edit** button



Vendor: ABC Superfoods

Company Info Address Info **Additional Info** Assign Products Products On Back-Order Order Info Bill Info

Login Info

Preferred Currency: N/A Preferred Carrier: N/A

Payment Details

Credit Limit: 0 Federal Tax ID: Tax Rate %: N/A Taxable: ☐

Payment Terms: N/A Commission %: 0.00

Custom Fields

QuickBooks

Default Class: Re-Export to QB

Accounts Payable Account: -- Select an Account --

QB Name: ☒ Same as Company Name ABC Superfoods

Save & Close Save & Next Close

Set payment details, preferred currency, as well as any custom fields, on the additional info tab

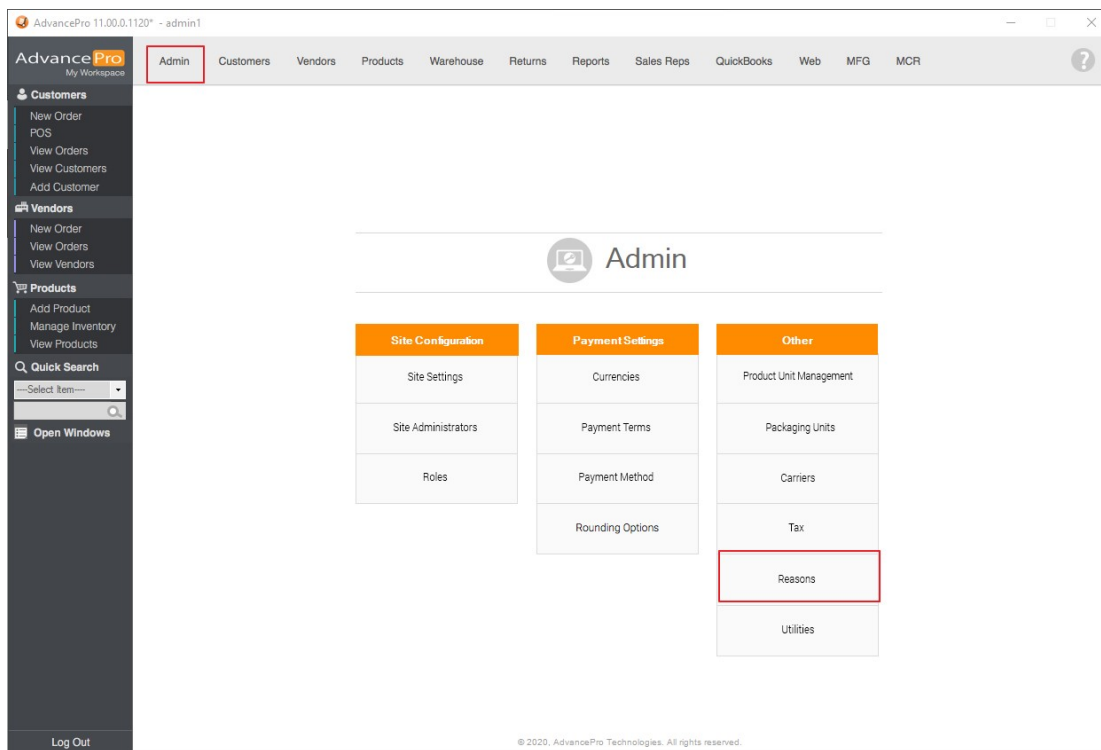
On the **Additional Info** tab (whether you are modifying a customer or vendor), select your preferred shipping method.

This can be changed when you place a customer or vendor order.

3.10 Setting up Reasons for Processing Returns

It allows a user to identify main causes for returns as well as use this information for gathering statistical data in a uniform fashion, reducing user error with manual reason. That way each AdvancePro customer can define their own specific set of reasons and keep their users from making up a reason

1. Click Reasons from the Admin Switchboard.



Reasons

Add, edit, delete return reasons information ☐ Return Reason is inactive

Return Details
For example: Broken, Damaged etc.

Type:

Name:

Description:

Sorting Tag:

☐ Is Default

Select return reason to edit or delete ☐ Display inactive

	Type	Name	SortingTag	Description	Default
<input type="checkbox"/>	Return From Custo...	Damaged			
<input type="checkbox"/>	Return From Custo...	Wrong Item			
<input type="checkbox"/>	Return From Custo...	Broken			
<input type="checkbox"/>	Return From Custo...	Not as advertised			Yes

Mandatory Fields

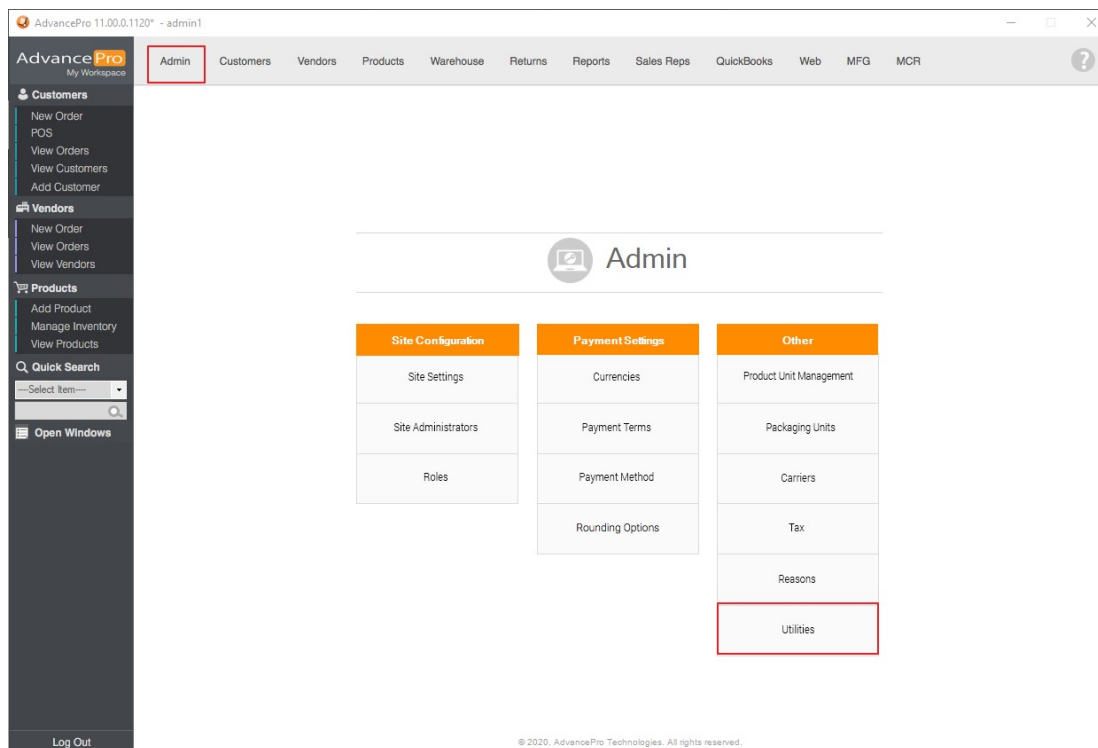
- Type
- Name

The **Reasons** dialog will open. To add a reason, select Return Details Type, set Name, when adding a reason for the first time click on Is Default and click **Add**

3.11 Setting Up Payment Processing

If you have a PayPal® Payflow Pro (formerly known as VeriSign® Pay Flow Pro) or Authorize.net® account, you can set up payment processing directly in *AdvancePro*. The payment processors will work when you receive payments on a CPO or Invoice. This also is helpful when you process payments on a POS order or a POS returns.

1. Click Utilities from the Admin Switchboard.



Utilities

About Upgrades Database Excel Import/Export **Payment Processor** MPL *Order Import

*Mult. Companies *Lot/Serial # *Bar Coding *Freight *Catch Weights *EDI *Advanced Shipping

*UPS/Fedex/USPS *AdvanceEDI Sales Rep. *Order Matrix *Additional Entity *Product Builder *Fifo/Lifo

*APIntelligence *AP Mobile *AP Manufacture *AP ActiSales *AP Labels *POS *Resource Management

MS Dynamics *AP API 3rd Party Shipping

If you are going to be using online credit card or check transactions with PayPal/Authorize.net please enter your information below.

Processor: **Authorize.Net**

PayPal PayFlow PayPal
 Check and Credit Card **Authorize Net**
 Vendor: **Paragon Payment Solutions**

User Name:
 Password:
 Partner:

Case-sensitive Vendor ID that you defined while registering for the account.
 Case-sensitive login ID for the Payflow account that you defined while registering for the account.
 Case-sensitive 6- to -12 character password that you defined while registering for the account.
 The authorized PayPal Reseller that registered you for the Payflow Pro service provided you with a Partner ID. If you registered yourself, use PayPal. Case-sensitive.

Authorize.net
 Credit Card processing only.
 Login ID: Your Authorize.net Login ID
 TxnKey: The secure transaction key can be obtained from the Authorize.net Merchant Interface.

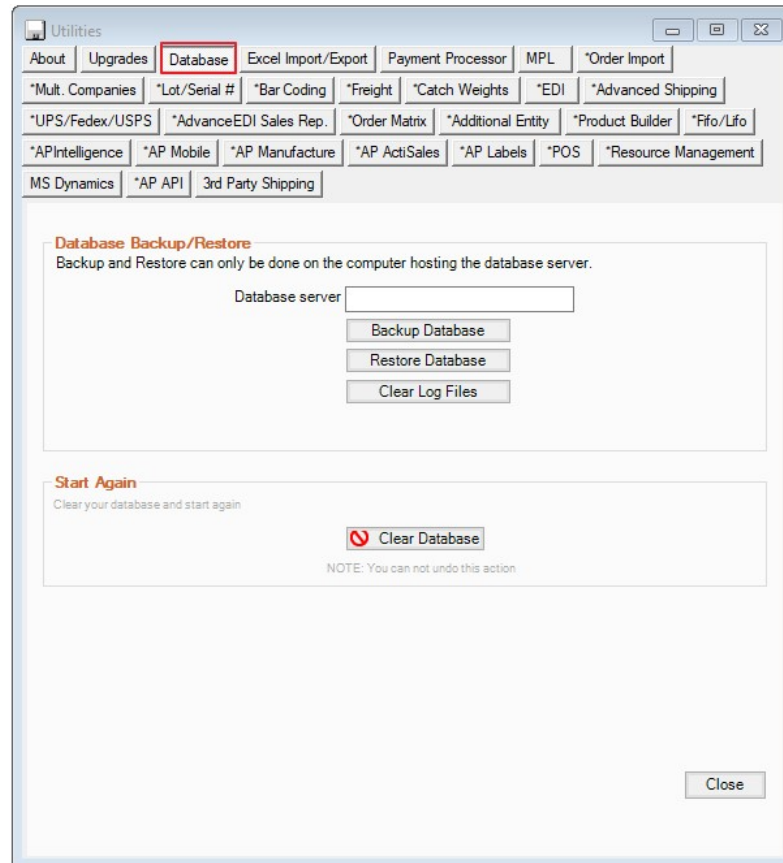
Virtual Merchant
 Credit Card processing only.
 Merchant ID: Your Virtual Merchant Login ID
 User ID: Case-sensitive User ID for the Virtual Merchant
 User Pin: Case-sensitive PIN for Virtual Merchant

Paragon Payment Solutions

2. Then click the **Payment Processors** tab.
3. Select the processor from the drop-down list and enter the appropriate information.
4. Click **Save** when done.

3.12 Database Settings

You will need to back up your database often, and occasionally you may need to restore the database. The database functions can be accessed in *AdvancePro* from the **Admin Switchboard > Utilities > Database Tab**.



From there, you can:

- Back up the database
- Restore the database using your backups
- Clear log files
- Completely clear the database. This option is not recommended unless you need to rebuild all your data.
- If you select this option, you will be brought back to the set up wizard.

4 Warehouse

In this chapter you will learn about the Warehouse module that includes the following:

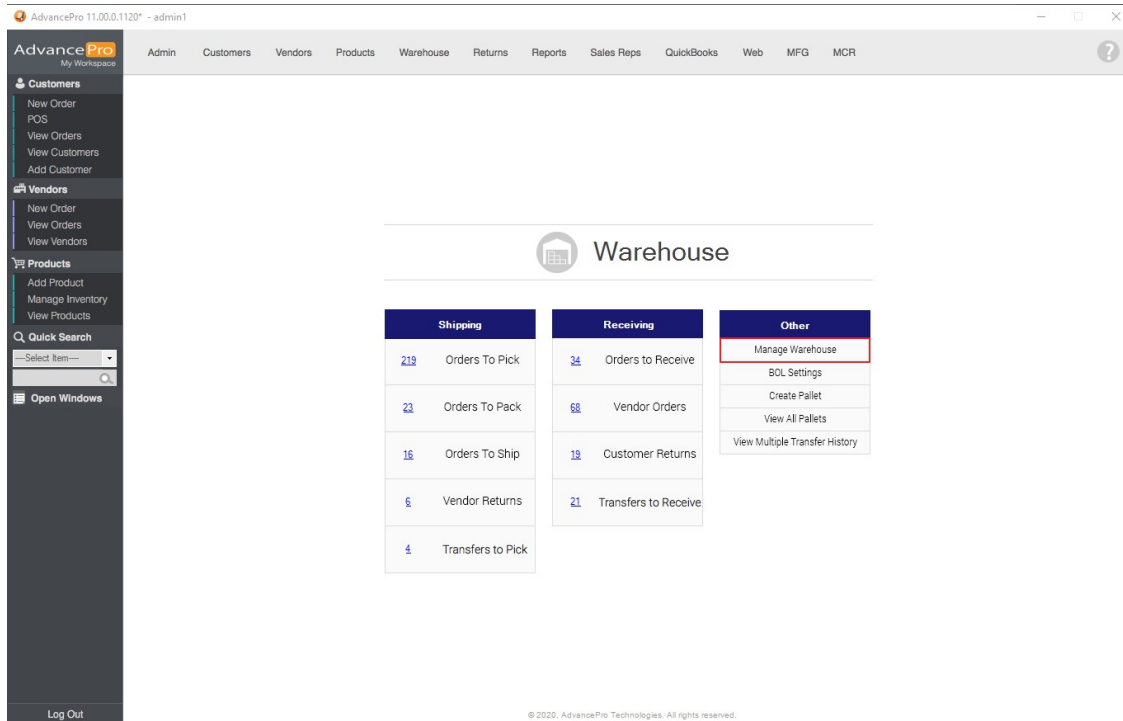
- 4.1 Manage Warehouses
- 4.2 Picking Location
- 4.3 Picking, Packing & Shipping
- 4.4 Receiving Stock
- 4.6 Warehouse Transfer

4.1 Manage Warehouses

Use this form to change the warehouse details or to add new warehouses

NOTE: Remember, your warehouse must have a complete address.

1. On the Warehouse switchboard, click on Manage Warehouse.



2. Here you can add, edit or delete a warehouse

The 'Manage Warehouses' form is displayed. It includes the following sections and fields:

- Manage warehouse details:**
 - Warehouse:** Warehouse1
 - Contact:** Fields for Mr/Ms/..., First Name, M.I., and Last Name.
 - ☐ Warehouse is Inactive
- Address Info:**
 - Phone:** Fields for Code, Number, and Ext.
 - Fax:** Fields for Code, Number, and Ext.
 - Email:** [Field]
 - Address:** 1110 Finch Ave. West
 - City:** North York
 - State:** [Dropdown menu]
 - State Other:** ON
 - Zip Code:** M3J 3J4
 - Country:** Canada
- Notes:** [Text area]
- POS Setting:**
 - ☐ Single User
 - ☒ Multi User
- Buttons:** Add New, Update, Delete.
- Select warehouse to edit or delete:**
 - ☐ Display inactive
 - Table with columns: No, Wareho..., Contact, Phone, Fax, Email.
- Done** button.

Annotations on the form:

- A red line points to the 'Warehouse' field.
- A red line points to the 'Add New' button with the text: 'Click on this button to add a new warehouse'.
- A red line points to the 'Update' button with the text: 'Click here to update warehouse information'.
- A red line points to the 'Delete' button with the text: 'You can also delete a warehouse by selecting it and clicking on this button'.

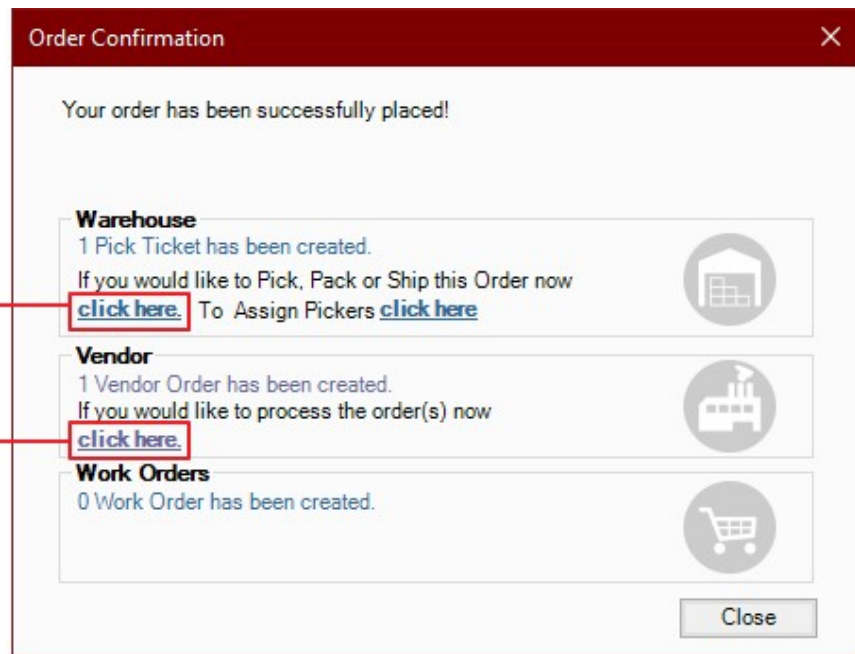
4.2 Picking, Packing & Shipping

Use the warehouse switchboard to access the customer orders and to further process them for picking, packing, and shipping. Alternatively, you will also be using the warehouse switchboard to further process your vendor returns and customer returns.

4.2.1 Shipping Customer Orders

Click here to access the customer purchase order in the warehouse

Click here to access the vendor purchase orders



Order Confirmation

Your order has been successfully placed!

Warehouse
1 Pick Ticket has been created.
If you would like to Pick, Pack or Ship this Order now [click here](#). To Assign Pickers [click here](#)

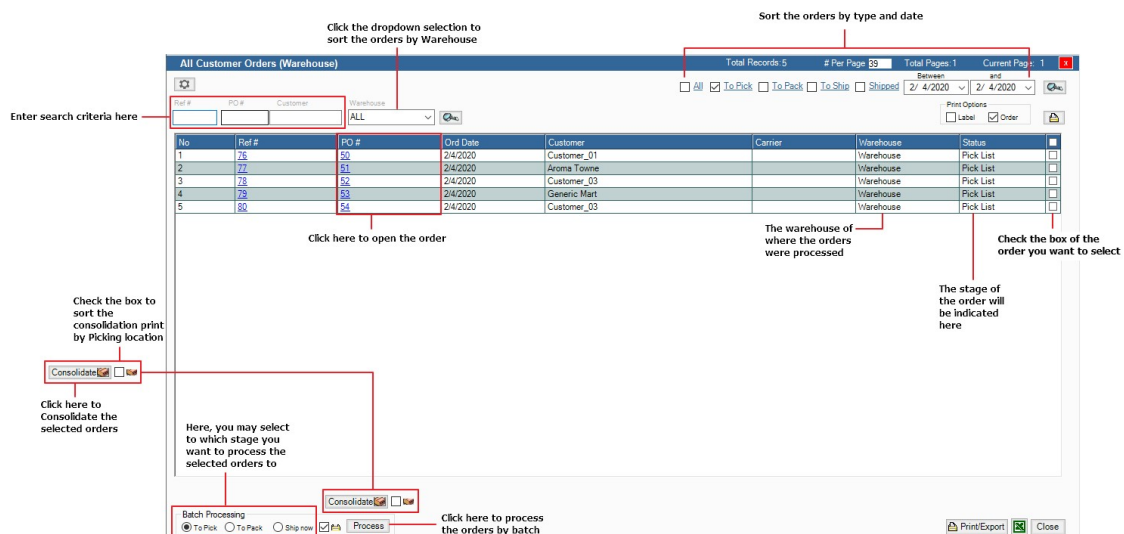
Vendor
1 Vendor Order has been created.
If you would like to process the order(s) now [click here](#).

Work Orders
0 Work Order has been created.

Close

4.2.2 Access Customer orders to pick, pack and ship

1. You can use the order confirmation form to access the orders you have just placed
2. You may also access the Warehouse switchboard overview to access previously placed orders and currently placed orders on pick, pack or ship stages.



Click the dropdown selection to sort the orders by Warehouse

Sort the orders by type and date

Enter search criteria here

Check the box to sort the consolidation print by Picking location

Click here to open the order

Check the box to Consolidate the selected orders

Here, you may select to which stage you want to process the selected orders to

Click here to process the orders by batch

The warehouse of where the orders were processed

The stage of the order will be indicated here

Check the box of the order you want to select

No	Ref #	PO #	Ord Date	Customer	Carrier	Warehouse	Status
1	75	53	2/4/2020	Customer_01		Warehouse	Pick List
2	77	51	2/4/2020	Arora Towne		Warehouse	Pick List
3	78	52	2/4/2020	Customer_03		Warehouse	Pick List
4	79	53	2/4/2020	Generic Mart		Warehouse	Pick List
5	80	54	2/4/2020	Customer_03		Warehouse	Pick List

Batch Processing: ☒ To Pick ☐ To Pack ☐ Ship now ☒ Process

Print/Export Close

4.2.3 Picking Slip

IMPORTANT: You can click the Send Back to Open Orders button to edit the customer orders. Once the order is in edit mode, you can add, delete and make modifications to the line items and other order details. Orders can be set to edit mode till they have been shipped from the warehouse.

The screenshot shows the 'Pick List' for 'Customer_01'. It includes a 'Ship To' address, a 'Picker' dropdown, and a 'Set Qty to Pick to' section with 'Zero' and 'Full' buttons. A red box highlights the 'Full' button with the annotation 'Click here to pick the items in full'. The 'Products Details' table shows one item: 'Antidote' with a quantity of 1. The 'Total Order Qty/Weight' is 1/1 lbs, and the 'Picked Qty/Weight' is 1/1. At the bottom, there are checkboxes for 'With SN #', 'With Batch #', 'With CLU', and 'With BOM', with a red box around them and the annotation 'Select the criteria to include on printing the picking slip'. The 'SUBMIT' button is highlighted with a red box and the annotation 'Click here to finish the picking process'. Other buttons include 'Send Back to Open Orders', 'Save', and 'Close'.

Pick List
Customer_01
 Ship To
 Customer_01
 Street One
 City1, SS, 1000
 Country1

Picker: N/A
 Set Qty to Pick to
 Zero Full

Acc # Ship date 2/ 5/2020 Carrier N/A Carrier Acc #

Products Details

No	SKU #	Product	Warehouse	Unit	Packaging U.	Qty Req.	Picked
1	IT0013	Antidote	Warehouse		N/A	1	1

Total Order Qty/Weight 1/1 lbs
 Picked Qty/Weight 1/1

With SN # With Batch # With CLU With BOM

Send Back to Open Orders Save **SUBMIT** Close

You may also manually input the items picked

Select the criteria to include on printing the picking slip

Click here to open the Bill of Materials for Assembly Items

Click here to finish the picking process

	Click here to Print the Picking Slip
	Click here to Email the Picking slip
	Click here to add notes to the Picking slip

4.2.4 Packing Slip

The screenshot shows the 'Packing Slip' for 'Customer_01'. It includes a 'Ship To' address, a 'Picker' dropdown, and a 'Set Qty to Pack to' section with 'Zero' and 'Full' buttons. A red box highlights the 'Full' button with the annotation 'Click here to pack the items in full'. The 'Products Details' table shows one item: 'Antidote' with a quantity of 1. The 'Total Order Qty/Weight' is 1/1 lbs, and the 'Picked Qty/Weight' is 1/1. At the bottom, there are checkboxes for 'With SN #', 'With Batch #', 'With CLU', and 'With BOM', with a red box around them and the annotation 'Select the criteria to include on printing the packing slip'. The 'SUBMIT' button is highlighted with a red box and the annotation 'Click here to finish the packing process'. Other buttons include 'Send Back to Open Orders', 'Save', and 'Close'.

Packing Slip
Customer_01
 Ship To
 Customer_01
 Street One
 City1, SS, 1000
 Country1

Picker: N/A
 Set Qty to Pack to
 Zero Full

Acc # Ship date 2/ 5/2020 Carrier N/A Carrier Acc #

Products Details

No	SKU #	Product	Warehouse	Unit	Packaging Units	Qty Req.	Picked	Packed
1	IT0013	Antidote	Warehouse		N/A	1	1	0

Total Order Qty/Weight 1/1 lbs
 Picked Qty/Weight 1/1




With SN # With Batch # With CLU With BOM

Send Back to Open Orders Save **SUBMIT** Close

You may also manually input the items packed

Select the criteria to include on printing the packing slip

Click here to finish the packing process

	Click here to Print the Picking Slip
	Click here to Email the Picking slip
	Click here to add notes to the Picking slip

4.2.5 Shipping Slip

Ref # PO # Customer Warehouse ALL

☐ All ☐ To Pick ☐ To Pack ☒ To Ship ☐ Shipped Between 2/ 5/2020 and 2/ 5/2020

ToShip
Customer_01
Ship To
 Customer_01
 Street One
 City1, SS, 1000
 Country1

Date 2/4/2020
 PO # 50
 Ref # 76

Picker : N/A

Acc # Ship date 2/ 5/2020 Carrier N/A Carrier Acc #

Scanner Search
 Criteria SKU #

Packaging --Select Packaging--

No	SKU #	Product	TS	WH	Warehouse	Unit	Packaging Units	Qty Req	Picked	Packed
1	IT0013	Antidote			Warehouse		N/A	1	1	1

Total Order Qty/Weight 1/1 lbs
 Picked Qty/Weight 1/1

Additional Shipping \$ 0.000
 NOTE: Additional shipping is added to the customer invoice
 Tracking #

☐ Show Invoice ☐ With SN # ☐ With Batch # ☐ With CLU ☐ With BOM

☐ Pick now & Pack later ☐ Pick & Pack now, Ship later ☒ Ship now

Check this box to have the invoice pop-up window after clicking submit

Select the criteria to include on printing the shipping slip

Quantity required for shipping

The quantity that has been picked and packed

You may add an additional shipping fee

Enter the tracking number here

Click here to finish the shipping process

4.3 Multiple Picking Location

The Multiple Picking Location feature allows you to create multiple picking locations per Warehouse. Thus you will be able to track and assign stock, ship and receive stock into different picking locations in your warehouse. You will also be able to now transfer this stock between Picking Locations. This feature gives you an enhanced capability to micro manage your Warehouse.

4.3.1 Enable Multiple Picking Locations feature

1. Go to Admin Switchboard
2. Access the Site Settings from and then the General tab
3. Click on the setting for Enforce Picking Location Inventory
4. Click the Save & Close button to save changes.

The screenshot shows the 'Site Settings' window with the 'General Settings' tab selected. The 'Enforce Picking Location Inventory' checkbox is checked and highlighted with a red box. A red arrow points to it with the text 'Click here to enable multiple picking location settings'. Another red box highlights the 'Save & Close' button, with a red arrow pointing to it and the text 'Click here to save the settings'.

4.3.2 More Multiple Picking Location Settings

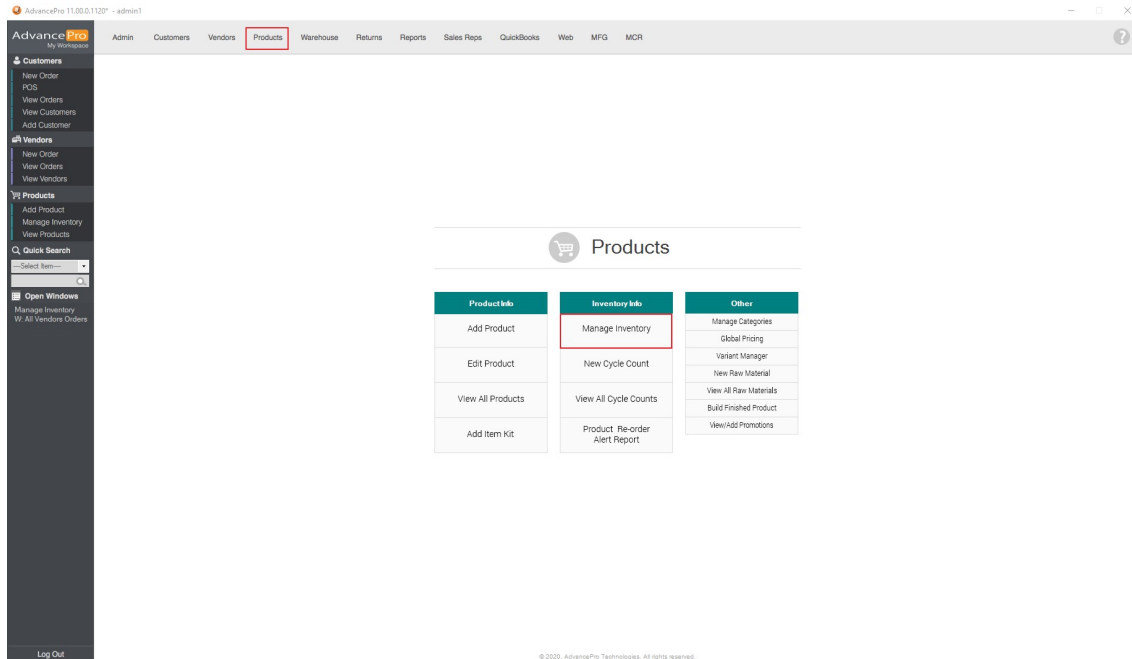
You can create Multiple Picking Locations from either the Warehouse switchboard or from Utilities

- To access the Multiple Picking Locations feature, go to Warehouse Switchboard and click on Picking Location Manager
- To access the Multiple Picking Locations feature, go to Admin Switchboard, click on Utilities button, next click on MPL and Manage MPL.
 1. MPL Level Settings (1st Level)
 2. Global MPL Product Level Settings (2nd Level)

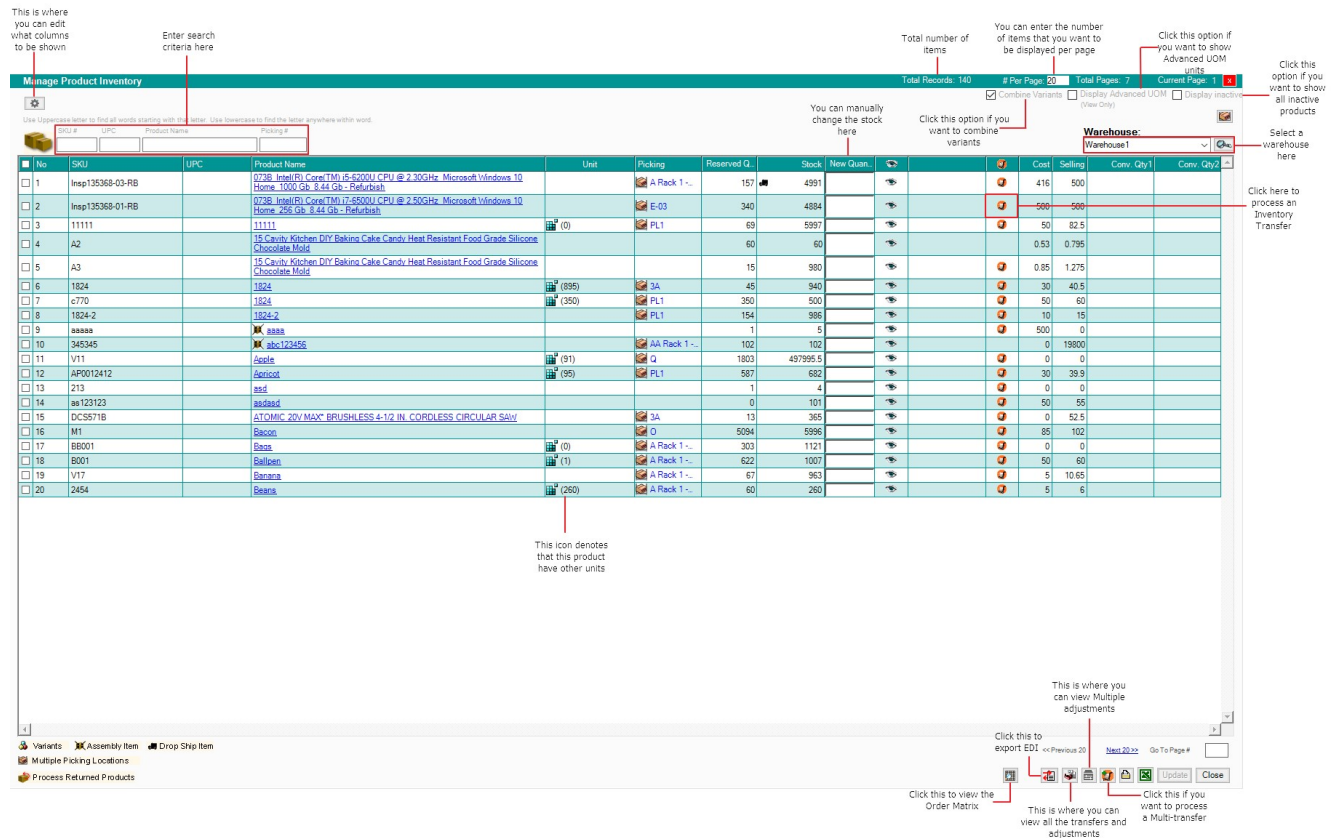
4.4 Warehouse Transfer

4.4.1 Transfer Inventory

1. To transfer from one inventory to another, go to Product Switchboard and click on Manage Inventory



2. On this window, all of the products can be seen on this window and its information. Select a Warehouse first and then click on the Transfer Inventory button



Transfer Inventory

Product Name 073B Intel(R) Core(TM) i5-6200U CPU @ 2.30GHz Mic In Stock # 4819
SKU# Insp135368-03-RB

Transfer Products Between Warehouses

From Warehouse1 Pick Loc A Rack 1 - Shelf A (4819)
To Warehouse 2 Pick Loc AA (52)

Qty 10

Reason A Rack 1 - Shelf A is full. Need to transfer stock to AA

Assign Lot/Serial #'s Transfer

Transfer history

No	UOM	WH. Fro...	WH. To	PL. From	PL. To	Date	Reason	Qty	User
1		Warehou...	Wareh...	A Rack 1...	AA	3/25/...	test	50	Admin Admin
2		Warehou...	Wareh...	A Rack 1...	AA	6/21/...	transfer	1	Admin Admin

Close

Select a warehouse from the drop-down

Next, input quantity here

This number enclosed in a parentheses is the stock from your picking location

Also, you must assign a Picking location here

input the reason of transfer

Click here to process the transfer

Click here to assign Lot/Serial #'s for the products that needs to be transferred

4.4.2 Multiple Transfer

Direct Transfer

1. Transfer Details 2. Item Details

Direct Transfer

Warehouse From Warehouse1
Warehouse To Warehouse 2
Transf. Date 2/5/2020
☒ Single WH ☐ Multiple WH

Ref # 58 Order # 117

SKU # Product Qty 0 Category All Add

No	SKU #	Product	IS	Avail. Stock	Reason	Transfer Qty	PicLoc From	WH To	PicLoc To
2	V09	Cucumber		990		5	Select PicLoc	Warehouse 2	Select PicLoc
2	Z2145415	Zucchini	IS	5100		10	Select PicLoc	Warehouse 2	Select PicLoc

Select the Picking Location

Select Picking Location

You are selecting a Pic. Loc. for Zucchini in Warehouse1 warehouse

No	Picking Location	Av. Qty
1	A Rack 1 - Shelf A	507

Save and Close

If you want to apply the same reasons for all of the items you want to transfer, input the reason here and click on Apply for All button

Reason: Apply For All

Transfer Close

Click on this column twice and this window will pop-up

Click on this button to assign PL

In-Transit Transfer

1. When processing an In-Transit Transfer, you need to select a Warehouse from and to, click on In-Transit and select an Inventory Ownership

1. Transfer Details 2. Item Details

Transfer Order

Transfer Details

Select Warehouse From: Warehouse 1
Warehouse Address: 1110 Finch Ave. West North York, ON, M3J 3J4C
Select Warehouse To: Warehouse 2
Warehouse Address: 1111 Finch Ave. West North York, ON, M3J 3J4C
Transfer Order #: 117
Type: ☐ Direct ☒ In-Transit
Inventory Ownership: --Select Inventory Ownership--
Notes: Origin Destination

Use this to transfer stock instantaneously

Select a Warehouse where the stock comes from

Select a warehouse from the drop-down where you want the stock to be transferred

Select an Inventory Ownership

PROCEED Close

2. Add a product that you want to transfer, input Transfer qty, provide a reason. When all is set, click on Save and then Process.

1. Transfer Details 2. Item Details

In-Transit Transfer

Warehouse From: Warehouse 1
Warehouse To: Warehouse 2
Transf. Date: 2/5/2020

Ref # 58 Order # 117

Scanner Search
Criteria: SKU #

Ship date: 2/6/2020 Expected date: 2/10/2020 Carrier: N/A Carrier Acc #: --Select--

SKU # Product: Qty: 0 Category: All Add

No	SKU #	Product	Avail. Stock	Reason	Transfer Qty
1	Insp135368-01-RB	073B_Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz_Microsoft Windows 10 Home_256 Gb_8.44 Gb - Refurbish	4544	Need to transfer stock	10

Reason: Apply For All

Save PROCESS Cancel Transfer Close

3. A transfer confirmation will pop-up after clicking on Process button

Transfer Confirmation

Warehouse
1 Pick Ticket has been created.

If you would like to Pick or Ship this Transfer now [click here](#)

Close

In-Transit Transfer

- You will then need to process the transfer to the warehouse by Picking, Shipping from where the stock came from and Receiving it from the other warehouse where it was sent into.
- Once the stock have been shipped, it will appear on To Receive, then you'll need to input the quantity you want to receive and then you can receive the stock

All Transfer Orders (Warehouse)

Total Records: 22 # Per Page: 55 Total Pages: 1 Current Page: 1

Ref # Order # Warehouse

ALL

1. Transfer Details 2. Item Details

In-Transit Transfer (To Receive)

Warehouse From Warehouse1
Warehouse To Warehouse2
Transf. Date 2/5/2020

Ship date 2/ 5/2020 Expected date 2/10/2020 Carrier N/A Carrier Acc # 0

Ref # 58 Order # 117

Scanner Search
Criteria SKU #

No	SKU #	Product	UOM	IS	Avail. Stock	Reason	Transfer Qty	PicLoc To	Receive
1	Insp135368-01-RB	073B Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz Microsoft Windows 10 Home_256 Gb 8.44 Gb - Refurbish		IS	4534	Need to transfer stock	10	AA	0

Click this if you want to return the stock to the warehouse where it came from

Click on this Receive All button if you want to receive all the stock

Reverse Transfer Receive All Receive Close

5 QuickBooks® Synchronization

In this chapter you will learn about the QuickBooks module and functionality. We will help you set up *AdvancePro* for your initial QuickBooks import and exports, and then review executing these imports and exports. You will also learn to monitor to monitor your synchronization activity and history.

5.1 QuickBooks® Functionality

5.2 QuickBooks® Setup

5.3 Importing from QuickBooks®

5.4 Exporting to QuickBooks®

5.5 QuickBooks® Reports

5.6 QuickBooks® Error Messages

5.1 QuickBooks® Functionality Explained

Why would you synchronize your *AdvancePro* data file with your Quickbooks data file?

AdvancePro synchronization balances your inventory, invoices and bills in your QuickBooks file. You could then use your QuickBooks application only for accounting purposes. All your order processing, inventory management, customer and vendors' management, etc. will occur in *AdvancePro*. By keeping your inventory separate from accounting, you ensure that the integrity of your inventory is not compromised.

AdvancePro import allows you to import the following items from QuickBooks:

- Customers
- Vendors
- Products
- Assembly Items
- Payment Terms
- Payment Methods
- Sales Reps
- Currencies
- Shipping Methods

Importing Item Assemblies

AdvancePro has the ability to import Item Assemblies. You will have two choices on how *AdvancePro* will import these products.

Import as Item Kits: All Item Assemblies from QuickBooks will be imported as Item Kits. Item Kits are logical group of products and do not require building. The available to sell quantity is calculated automatically from the available stock of its components. Item Kits are used in sales and cannot be purchased or have inventory adjustment.

Import as Assembly Items (Requires Manufacturing Module): Item Assemblies from QuickBooks will be imported as Assembly Items. Assembly Items require you to build the finished goods before they are available to sell. This type of item can be purchased from a vendor as well as manually adjusted for inventory. As a result of this, you will be able to sell as many items as you have purchased or built. Assembly Items are then exported to

Do not try importing from QuickBooks more than once since this will create duplicate data in *AdvancePro*.

► NOTE: For a successful synchronization, you must be signed into QuickBooks as Admin and it must be in Single User mode.

► NOTE: You must have a version of QuickBooks installed on the machine in order for a successfully synchronization

AdvancePro export allows you to export the following items to QuickBooks.

- Customers
- Vendors
- Products
- Sales Reps
- Carriers
- Payment Terms
- Tax Terms
- Invoices
- Credit Memos
- Bills
- Payments Received
- Currencies
- Inventory Adjustment
- Value Adjustment (Freight Module)

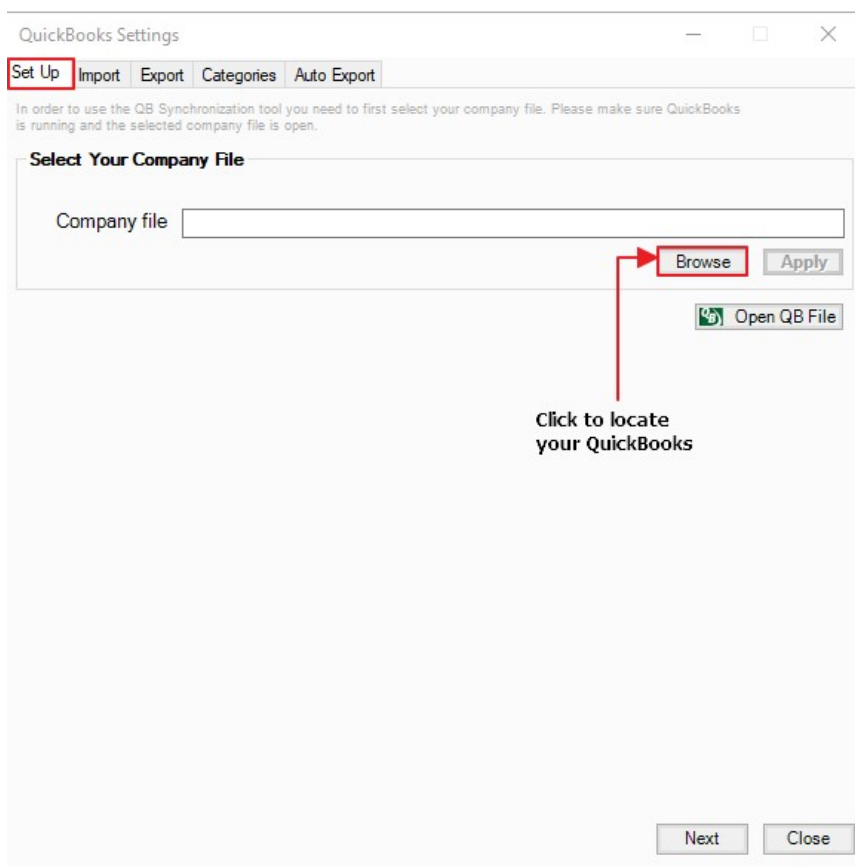
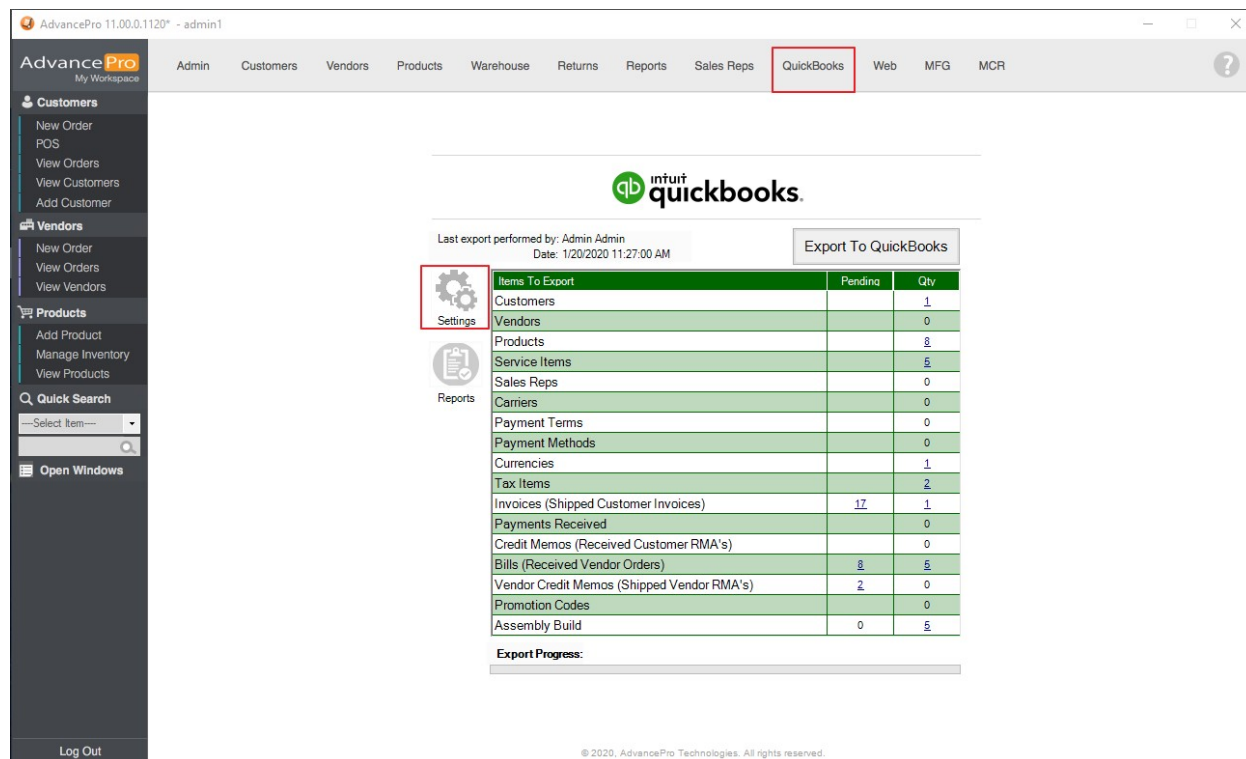
AdvancePro export updates your QuickBooks file. We recommend that you export your data daily.

QuickBooks® 2002 (US, Canadian, UK, and Australian versions) or more are supported by *AdvancePro*.

5.2 QuickBooks® Setup

1. In *AdvancePro*, click **QB** and then click the **Settings** button. Alternately, you can:

- Use the **QB** drop-down list to select **Settings**



2. The **QuickBooks Setup** form will open. On the **Setup** tab, click the **Browse** button.

3. A browse window will open. Locate and select your QuickBooks file (extension ".qbw") and select it as the preferred file for future exports and imports.

4. Click **Apply** to complete the setup.
5. Open the QuickBooks file from the exact location you stated above.

CAUTION: Do not open the QuickBooks file from your desk top shortcut. You will get an error message if you do so.

6. Click **Next**. You are now ready to import from QuickBooks.



You can change the preferred company file any time by following the first two steps above.

AdvancePro requires the following settings to be enabled in your QuickBooks company file for all exports.

- Vendor
- Sales Tax

To change these settings please do so from your QuickBooks file.

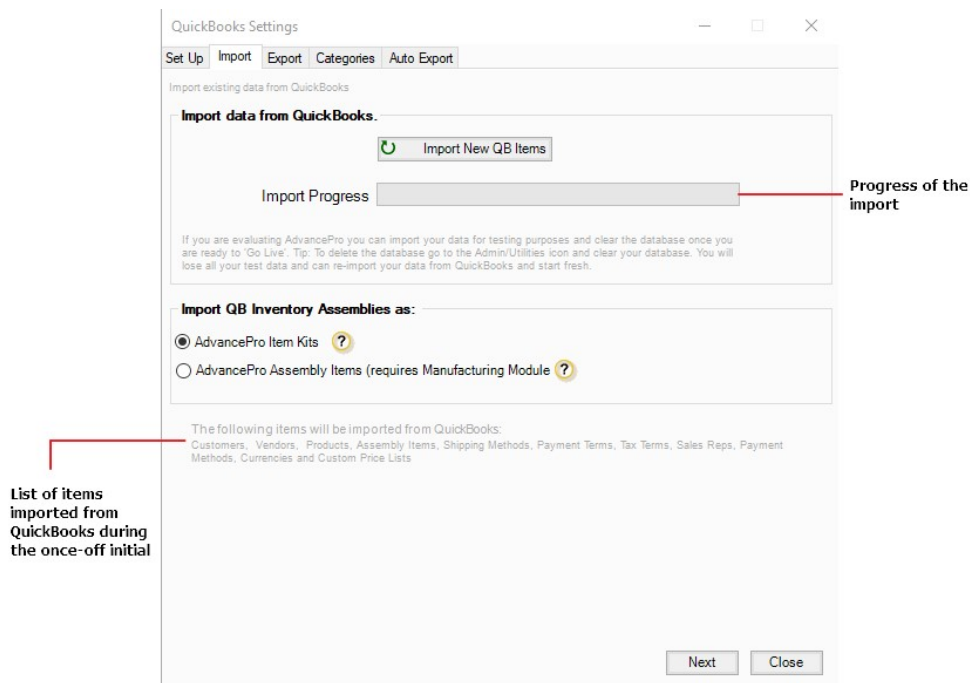
5.3 Importing from QuickBooks®

1. Before any QuickBooks functions can be performed, a QuickBooks company file must be selected on the Setup tab. See Section 4.2 above for more information.

- **Please make sure all other applications are closed since this import uses most of your computer's resources.**
- **In Order to import into *AdvancePro*, please be login into your QuickBooks file in single user mode and as an Admin.**

The QuickBooks Import function is a one time only function that is used to populate the *AdvancePro* database with data from your QuickBooks company file.

2. Make sure QuickBooks is running with the selected company file open.
3. Go to the **QuickBooks Setup form > Import tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).
4. If you use assembly items in QuickBooks, indicate whether to import them as item kits or assembly items in *AdvancePro*.
 - Item kits can be broken down into their component products. For information on item kits, please review the related chapter
 - Assembly items require the Manufacturing Module. For information on assembly items, please see review the chapter pertaining to Manufacturing.
5. Click the **Initial Import** button to begin the import.



Once the import has been completed a confirmation window will appear and the form window will close.

CAUTION: The QB Import function is a one time only function that is used to populate *AdvancePro's* database from your QuickBooks company file. Do not try to import from QuickBooks twice.

5.4 Exporting to QuickBooks®

5.4.1 Account Configuration

Before an export to QuickBooks can be performed, your QuickBooks account details need to be configured.

You should also reconfigure your accounts if you add new accounts to your QB file.

1. Go to the **QuickBooks Setup form > Export tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).
2. Click the **Import** button to populate the list of QuickBooks accounts in the various drop-down boxes.
3. You must be logged into QuickBooks in order to Import your Chart of Accounts.

The screenshot shows the 'QuickBooks Settings' window with the 'Export' tab selected. The window is titled 'QuickBooks Settings' and has tabs for 'Set Up', 'Import', 'Export', 'Categories', and 'Auto Export'. The 'Export' tab is active, showing 'Export AdvancePro data into QuickBooks'.

Step 1. Your Accounts list has already been Imported. You may Re-Import these Accounts at any time by using the Re-Import button. ☒ Do not reset default QB Accounts during Accounts Re-Import.

Step 2. Select QuickBooks Accounts (all QuickBooks versions)

Asset account	Inventory Asset
Income account	Sales
COGS account	COGS
Accounts Receivable account	A/R
Accounts Payable account	A/P
Default Deposit to account	Cash
Shipping account	Shipping
Services account	Services
Services Adjustment account	Services
Default Discount account	Discount

Select only if using QuickBooks 2003 or newer versions ?

Negative Inventory Adjustment account	Inventory Asset
Positive Inventory Adjustment account	Inventory Asset

Annotations in the image:

- A red arrow points to the 'Re-Import' button with the text: 'Start by importing accounts from QB'.
- A red box surrounds the main list of accounts, with a red arrow pointing to it from the text: 'You must select your accounts here'.
- A red box surrounds the 'Select only if using QuickBooks 2003 or newer versions' section, with a red arrow pointing to it from the text: 'QuickBooks 2003 or higher users can also select these accounts'.

Buttons at the bottom: Finish, Close.

4. Configure the correct accounts by selecting the account in the drop-down that corresponds with the account type displayed on the left.
5. Click **Update**.
6. Click **Finish**.

5.4.2 Configuring Accounts for Separate Product Categories

This section will allow you to associate separate accounts for each of your product categories.

1. Go to the **QuickBooks Setup form > Categories tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).
2. Select a category from the Categories drop-down list. Then select the corresponding:
 - Asset account
 - Income account
 - COGS account

The screenshot shows the 'QuickBooks Settings' window with the 'Categories' tab selected. The 'Select QuickBooks Accounts for Categories' section is highlighted with a red box and an arrow pointing to it from a text box that says 'Indicate the corresponding account for each of these account'. The 'Categories' dropdown is open, showing a list of categories: Beef, Chicken, Fruit, Pork, Sports, Vegetable, and Services. A red box and an arrow point to this dropdown from a text box that says 'Select a'. Below the dropdown, there are checkboxes for 'Asset account', 'Income account', 'COGS account', and 'Expense account'. At the bottom, the 'View Accounts for Categories' table is shown, with a red arrow pointing to it from a text box that says 'Selected accounts will be displayed here. You can edit or delete them as required.'.

Indicate the corresponding account for each of these account

Select a

Selected accounts will be displayed here. You can edit or delete them as required.

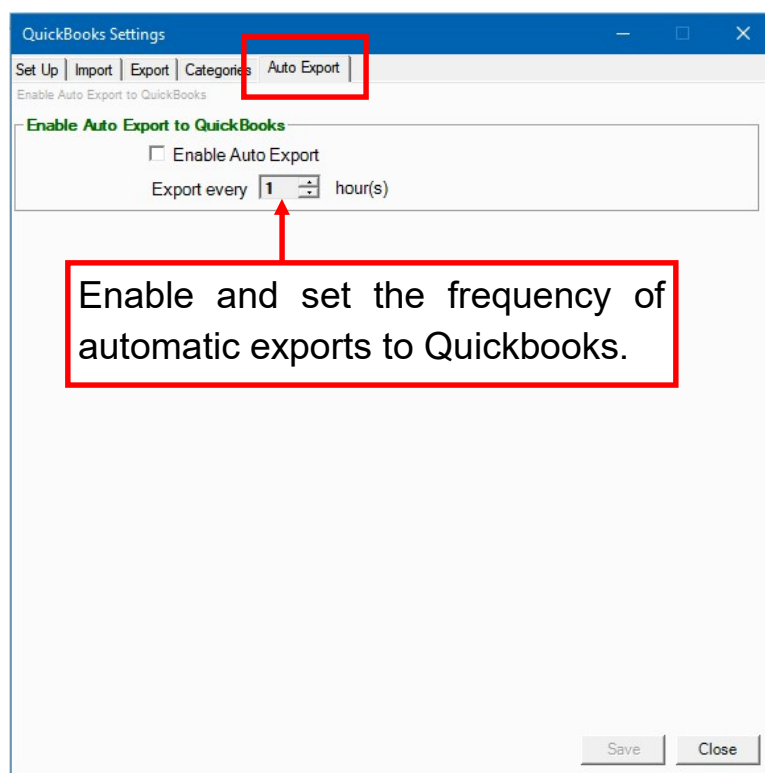
No	Categories	Asset Account	Income Account	COGS Account
1	Beef	Asset Account	General Merchandise Sal...	Cost of Goods Sol

3. Repeat step 2 for every product category. The selected accounts will be shown in the list at the bottom part of the form. You can select the category row to change any of the account settings. (Be sure to click Update when done editing the accounts).
4. Click **Save**.

5.4.3 Configuring Auto-Export

You can set *AdvancePro* to automatically export at pre-set frequencies. This way, you can ensure that QuickBooks is always up-to-date with the latest inventory, sales and vendor information.

1. Go to the **QuickBooks Setup form > Auto Export tab**. (Access QuickBooks Setup by clicking **QB** and then the **Settings** button, or using the **QB** drop-down to select **Settings**).



2. Click the **Enable Auto Export** check box to turn this feature on.
3. Set the frequency in hours for the export. You can set the frequency from 1 hr and above
4. Click **Save**.

5.4.4 Manual Export

In order to perform an export, QuickBooks must be running with the selected company file open. Follow the steps below to export to QuickBooks.

1. Click **QB** in the top menu bar.
2. Click **Export to >>>>QB**.

intuit quickbooks

Last export performed by: Admin Admin
Date: 1/20/2020 11:27:00 AM

Export To QuickBooks

Click to start export

Items To Export	Pending	Qty
Customers		1
Vendors		0
Products		8
Service Items		5
Sales Reps		0
Carriers		0
Payment Terms		0
Payment Methods		0
Currencies		1
Tax Items		2
Invoices (Shipped Customer Invoices)	17	1
Payments Received		0
Credit Memos (Received Customer RMA's)		0
Bills (Received Vendor Orders)	8	5
Vendor Credit Memos (Shipped Vendor RMA's)	2	0
Promotion Codes		0
Assembly Build	0	5

Indicates how many items are being exported

Export Progress:

The first time an export is performed, the following items are automatically created in your QuickBooks company file by *AdvancePro*. These items will be used in all future exports.

- Account: Tax Paid on Bills – this is the default tax account used for tax added to vendor bills.
- Item: Shipping – this is the default shipping item used to record the shipping field on customer invoices and vendor bills.
- Item: Adjustment – this is the default adjustment item used to record the adjustment field on customer invoices and vendor bills.
- Vendor: Default Tax Agency – this is the default tax agency to which all exported taxes will be allocated.

✓ Export of Products with Variants

QuickBooks does not support the creation and entry of products that have variations. But *AdvancePro* exports the products and item kits with variations in the following way:

Product variants are exported to QuickBooks under the original product name and SKU # and all the quantities of the product variants added up under the main product / item kit name.

For example if you have 5 product variants with the internal (main) product SKU# "546" and each product variant has 10 in stock, the products will be exported as 50 in stock under SKU# "546".

Below, are the images of how the product variants will look in the invoices for *AdvancePro* and for QuickBooks.

AdvancePro Invoice - variants

Customer Invoices / Credit Memo's Total Records: 13 # Per Page 39 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer ☐ All ☒ All Invoices ☐ Pending ☐ Invoiced ☐ Voided ☐ Credit Memo Between 6/30/2017 and 6/30/2017

Customer Invoice

Invoice # 11 Date 1/10/2017

All Fresh Vegetables QB Classes: INTERNATIONAL CL

Billing Address PO # 23

All Fresh Vegetables
5th Vegetable Street
Vegetable City, VG, VVV115 Ref # 30

Customer Shipping Address

All Fresh Vegetables
444-1111115

Acc # 4000 0000 444 Sales Rep Payment Term Ship date 1/10/2017 Exp. date 1/15/2017 Carrier Carrier Acc #

No	SKU #	Product	Qty	Price \$	Total \$
1	V00008	Ginger	1	4.00	4.00

Weight: 2 lbs
Total Qty: 1

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 4.00
Tax \$ 0.00 TOTAL \$ 4.00
BALANCE \$ 4.00

Tax Groups

0.00 Save VOID INVOICE Close

☐ Print Queue































QuickBooks Invoice - variants

X

5.5 QuickBooks® Reports

The reports in the QuickBooks section give you a summary of items that have or have not been successfully exported from *AdvancePro* to QuickBooks.

- Items that have been exported successfully are marked with a green flag next to the item. 
- Items that have not been successfully been exported will be marked with a red flag next to the item. 
- For example; Some Items will report a summary with the following: 'List Element is already in use'. This can be corrected by clicking the reference ID and pressing the 'Find and link this Item in QB during next export'.
- Items that have been marked with a yellow flag next to the item mean that they were not initially exported and will not be exported  in the future.

				Total Records: 35	Total Pages 1	Current Page: 1	
				3  Export Successful	32  Export Failed	 Cleared Error	
				Click on the "Export Successful" or "Export Failed" icons to sort			
No	Ref ID	Exported	Notes	Status			
1	329	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
2	330	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
3	331	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
4	332	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
5	333	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
6	334	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
7	335	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
8	336	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
9	337	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
10	338	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
11	339	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
12	340	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
13	341	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
14	342	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
15	343	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
16	344	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
17	345	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
18	346	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
19	347	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
20	348	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
21	349	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
22	350	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
23	351	Vendor Bills	The bill already exists in QB and the export will result in a double record.				
24	352	Products	The name "TEST PRODUCT" of the list element is already in use.				
25	353	Products	The name "TEST PRODUCT 2" of the list element is already in use.				
26	354	Service Items	The name "service" of the list element is already in use.				
27	355	Service Items	The name "FREIGHT" of the list element is already in use.				

Re-Link All Failed Exports
Print/Export
Close

- Viewing QB Export Statistics
- Click the **Ref ID #** (Reference Identification Number) to view the reporting statistics of the item, such as whether the actual item was exported and the date it was exported or rejected.

QB Export Statistics

Vendor Bills

Name World of Beef Association Bill #:11

Export Notes The bill already exists in QB and the export will result in a double record.

Export Date 1/10/2017
Exported By Admin Admin

Do not export this Item in future

Find and Link this Item in QB during next Export

Close

Click to bar further exports of this item.

To bar this item from exporting to QuickBooks, click the button at the bottom of the window.

- ▶ NOTE: You may not be able to export other items such as invoices, bills or item kits that refer to this item if this item has not already been exported to your QuickBooks Company file.
- **Marking an item as "Not for Export" is irreversible.**

5.6 QuickBooks® Error Messages

5.6.1 For U.S and Canadian users

"The current version of QuickBooks cannot work with the specified company data file"

OR

"QuickBooks found an error when parsing the provided XML text stream"

It is not possible for *AdvancePro* to synchronize with systems where more than one installation of QuickBooks exists. For example, if QuickBooks 2002 U.S. and QuickBooks 2003 U.S. exist on the same computer, the above error message will occur.

"There has been an internal error when processing the request"

Please update your installation of QuickBooks to the latest service release by using the "Update QuickBooks" option on the QuickBooks file menu. Restart your QuickBooks file for the changes to take effect.

"Query Interface for interface QBXMLRPLib.IRequestProcessor failed."

No compatible version of QuickBooks was found or QuickBooks is not properly installed. Only QuickBooks® 2002 (US, Canadian, UK, and Australian versions) or more are supported. If you are running one of these versions, please use the "Update QuickBooks" option on the QuickBooks File Menu to update to latest Maintenance Releases. Restart your QuickBooks file for the changes to take effect.

"No Compatible version of QuickBooks could be found"

Please install the latest patch available to remove this error.

"QuickBooks could not open"

4.6.2 QuickBooks Versions NOT Supported by *AdvancePro*

US Versions:

- All QuickBooks versions prior to 2002

Canadian Versions:

- All versions of QuickBooks 2002 and prior versions
- QuickBooks 2003 Basic

6 Excel Import

In this Chapter you will learn how to prepare your Excel spreadsheet to import information into *AdvancePro*. You can import your Products, Customers and Vendors from Excel spreadsheets anytime. If you re-import a modified spreadsheet that was previously imported, the existing information will be overwritten with the new information. The Excel Import tool is designed to be used as your initial import of your Customers, Vendors, and Products. Once you have done this initial import, you will use *AdvancePro* to setup all other items such as taxes, carriers, etc.

6.1 Prepare the sheet

6.2 How to import

6.3 Customer Pricing

6.1 Prepare Excel Spreadsheet for Importing

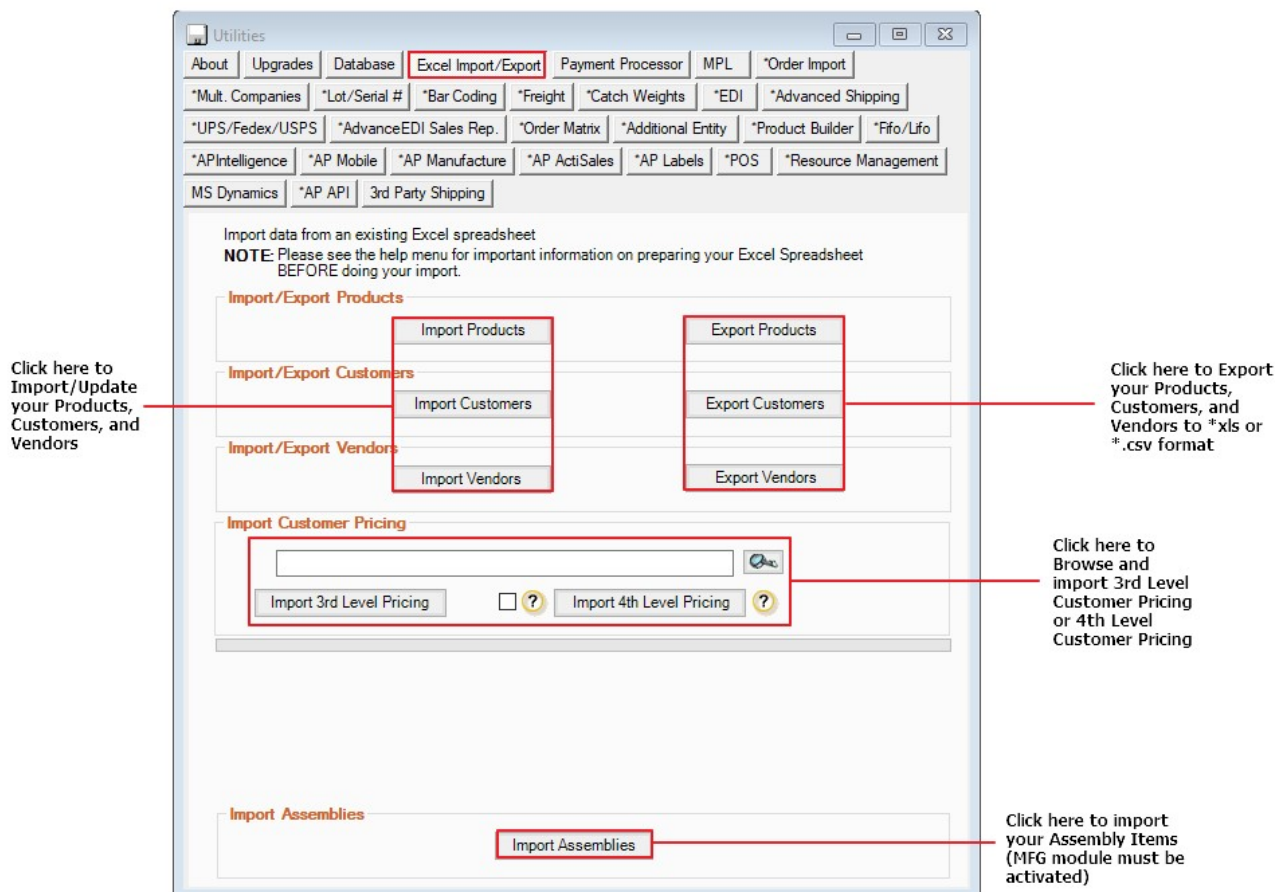
Before continuing with the Excel import, there are a few requirements that must be met on your spreadsheet in order for your information to import successfully:

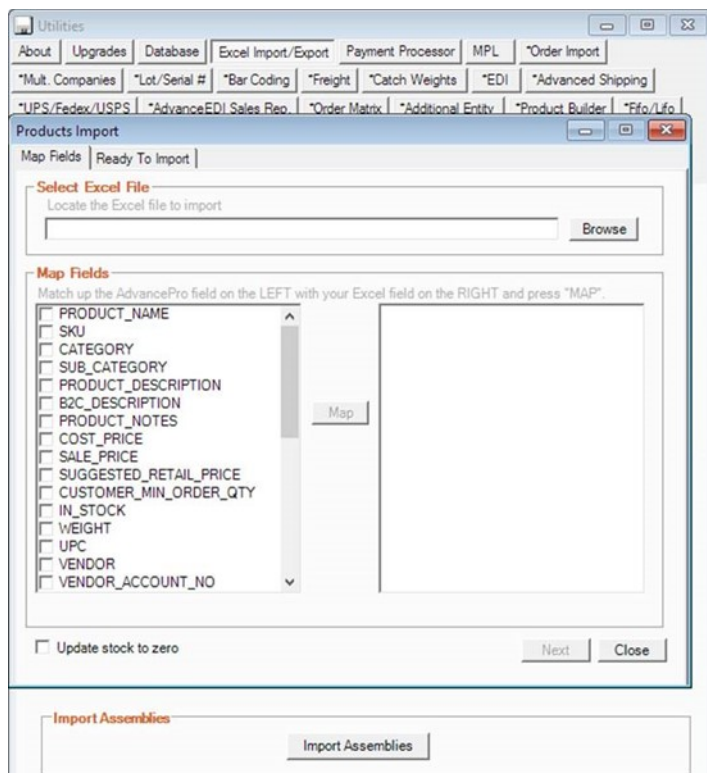
Remove default sheets 2 & 3 from your Excel document and name the only remaining sheet "Sheet1"

- Start the column headers on your Excel spreadsheet in cell A1
- Column headers may not contain any fill colors, special fonts, filters, or spaces (Use an underscore between words, ex. Company_Name)

6.2 How to Import

1. In *AdvancePro*, click on the Admin switchboard, and select Utilities. Click the Excel Import tab to view the import details.





2. Click on the button displaying the item you would like to import. When the item import window appears, click on the BROWSE button and navigate to the folder where your Excel spreadsheet is located.

3. Your spreadsheet headers will appear on the right side of the item import window and will need to be mapped with AdvancePro's default field headers found on the left. To map the fields together select the checkbox to the left of one AdvancePro field, the corresponding field from your spreadsheet, and click the MAP button. Continue this process until all of your spreadsheet header fields have been removed and click Next.
4. Confirm the field mappings and click the Import button. If any fields have been mapped incorrectly, follow the same process as above to unmap the fields and remove them from your import list.
5. Click the Import button and wait for the AdvancePro Message box to confirm that your data has been imported successfully.
6. Vendor and Customer imports have an additional option that allows you to import multiple shipping and billing addresses. Select the 'Add New Address (If Different)' check box to ensure the new address is added to the specified customer or vendor, and does not overwrite the existing shipping/billing address.

6.3 Customer Pricing

AdvancePro's Excel Import tool also allows you to import Customer Pricing if you have markup or discount prices

Prepare Excel Spreadsheet for Importing:

In order to successfully import Customer Pricing, your Excel spreadsheet must be prepared in the following format:




The 'SKU' and 'ProdName' fields will vertically list the items you would like to adjust the pricing for while the 'ACCT #' fields will horizontally list all the account numbers of the customers you are offering the adjusted prices to.

Important Notes:

- When your import is complete you will get a confirmation window displaying the status on how many products were successfully imported and how many were aborted. If you have any empty rows on your spreadsheet, it will show up as an aborted import.
- Make sure that in each column the format of the data is consistent i.e. if a number is entered into your Excel spreadsheet as a number, then that whole column should be entered as numbers. If a number is entered as text, then all numbers in that column must be entered as text.
- A Product with an SKU # that already exists will overwrite the existing Product in AdvancePro.
- For the Customer and Vendor Billing and Shipping addresses only American state abbreviations should be in the "state" field. Use the "State Other" field for all others.

7 Customers

In this chapter, we will review setting up customer accounts, including:

7.1. Importing Customers

7.2. Manual Setup

7.1 Importing Customers

You can import customer information via QuickBooks® or Excel®, or indirectly via EDI or XML import of customer orders. Customers are also imported if you have B2C web services setup. Any records created online will then import into *AdvancePro*.

Since the QuickBooks and Excel import process applies to more than just customers, those processes are covered in the previous chapters. This chapter will cover manually adding customers.

7.2 Adding Customers Manually

- **Mandatory Fields**— Company Name (though it is recommended that you add in as much information as you can).

AdvancePro 11.00.0.1102 - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

Customers

- New Order
- POS
- View Orders
- View Customers
- Add Customer**

Vendors

- New Order
- View Orders
- View Vendors

Products

- Add Product
- Manage Inventory
- View Products

Quick Search

---Select Item---

Open Windows

Customers

Purchase Orders	Customer Info	Other
Place New Order	Add Customer	Customer Jobs
View All Orders	Edit Customer	New Broker
View All Invoices and Credit Memos	View All Customers	New Consignee
	Customer Groups	View All Brokers
		View All Consignees
		View All Order Promotions

You can also use the sidebar or CTRL + ALT + U + N

Log Out

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7.2.1 Company Information

1. The **Add New Customer** dialog will open to the **Company Info** tab. Enter the company name.
2. The account number will be suggested by *AdvancePro* based on the starting account number you specified in **Admin > Site Settings > General Settings**. If you like, you can override this account number and enter any (unique) alpha numeric combination.

Add New Customer

Company Info | Address Info | Additional Info | Custom Fields | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Add New Customer

Company Name ☐ Customer is Inactive

Account Number

Company Info

Contact Name

Mr/Ms/... First Name M.I. Last Name Department

Phone Cell Phone

Code Number Ext.

Fax Email

Code Number Ext.

Alt. Contact Name

Mr/Ms/... First Name M.I. Last Name Department

Alt. Phone Alt. Email

Code Number Ext.

Alt. Contact Name

Mr/Ms/... First Name M.I. Last Name Department

Alt. Phone Alt. Email

Code Number Ext.

Notes

Save & Close Save & Next Close

3. If you need to create this customer quickly, you can click **Save & Close** after just entering in the company name, without entering any additional information.
4. From this point on, all the additional information is not mandatory.
5. Besides the company name and account number, you can enter the main and alternate contact persons, with contact information on the **Company Info** tab.
6. You can enter **notes** in the bottom field of this screen, and they will be shown on customer orders. To view these notes on customer orders, enable them at **Admin > Site Settings > Additional Settings > Be sure to select the Customer option under Default Notes**
7. If you would like to enter more information, you can continue by clicking **Save & Next**.

7.2.2 Billing and Shipping Addresses

1. The **Address Info** tab will open. Enter the billing and shipping addresses (both are optional).

You can change the billing and shipping address by clicking on this button. You can change the primary addresses by selecting the address from the drop down and checking the primary address check box.

A primary address is the main address for the customer or vendor. It is required for billing or shipping purposes. It is imperative your customers and vendors have complete addresses else you would not be able to place orders etc for them.

2. Make sure you complete all fields for the addresses or you will get an error message, prompting you to complete the fields.

► Hint: You can use the **Copy Shipping** or **Copy Billing** buttons at the top if both the shipping and billing addresses are the same.

3. Click **Update** for **both** the shipping and the billing addresses.
4. You can add additional addresses by clicking **Add New**. The **Update** button will change to Add—click
5. **Add** when done.
6. If you are creating multiple addresses, note the **Primary Address** checkbox at the top of the fields. By default, the first address entered is the primary, but you can click this box to de-select or select other addresses.

► Note: A customer can have multiple billing and shipping addresses. You can always choose the address to bill and ship to while placing an order for that customer.

7. Click **Next**.

7.2.3 Currency, Shipping, Warehouse and Special Pricing

1. The **Additional Info** tab will open. Use the **Preferred Currency** drop-down list to indicate this customer's currency. If you don't see the currency in the list, you can add it by creating an exchange rate for it.

When you select a preferred currency, you will view customer orders in two currencies, your default, and their preferred. Please be sure to also select the Accounts Receivable account for QuickBooks (if required).

2. Select whether you want any special pricing assigned to this customer. There are three levels of pricing exceptions in *AdvancePro*:
 - Product pricing
 - The customer discount (what you set here)
 - Product-Customer pricing: You can apply a pricing exception to a particular product that will override the 1st two levels of markup or discount. This is done by editing a product – Customer Pricing Tab
3. Select the **default warehouse** you want the orders for this customer shipped from and the **default carrier** that will be used for shipping.

Set the customer's preferred currency, and any mark ups or discounts to be applied to

If you use XML import for CPO's, set a shipping surcharge here.

You can also indicate the default warehouse and shipping method, and enable a warning that this customer will not accept partial payments.

- Indicate whether the customer accepts partial shipments. This setting can be overwritten at the order level, but you will see a warning.

If you have the XML module enabled, you can apply a shipping surcharge to this customer when you import orders via XML. Indicate whether the surcharge is a percentage or a set fee (requires XML Import module to be enabled)

- Last, select the **QB Accounts Receivable Account** for this customer if you have set a preferred currency and you use a different account for that currency.

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | Custom Fields | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Preferred Currency: N/A Assigned Sales Rep: Manage

Special Pricing

☐ Apply Fixed Markup ☐ Apply Fixed Discount ☒ No Special Pricing Markup / Discount: 0 %

Price List: N/A

QuickBooks

QB Accounts Receivable: -- Select an Account -- Re-Export to QB

Default Class: INTERNATIONAL CLASS QB Job For: N/A

QB Name: All Fresh Vegetables ☒ Same as Company Name

MS Dynamics COGS Account

Main: Sub:

Save & Close Save & Next Close

If you have set a preferred currency, indicate the QB account associated with that currency.

If you use **QB classes**, you can also select the default class.

For information on enabling QB classes in *AdvancePro*, as well as other QB settings, please see page 45. If you haven't yet performed a QB import, follow the steps on page 56. (Remember, you can also import customers from QuickBooks).

- Click **Save & Next**.

7.2.4 Custom Fields

Next, the **Custom Fields** tab will open. Complete any custom fields.

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | **Custom Fields** | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Custom Fields
Create your custom fields in admin/site settings

Save & Close | Save & Next | Close

You can have up to 6 custom fields for customers, 3 of which will only appear on this form

Click **Save & Next** when done.

7.2.5 Taxes, Default Payment Information, Reseller Details

1. On the **Payment Info** tab, complete the payment details and any additional information needed.

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | Custom Fields | **Payment Info** | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Payment Details

Min. Amount per order \$0 Taxable ☐ Tax Rate % N/A Receive Payments

Preferred Payment Method

Preferred Payment Method N/A N/A CC

Type --Select Item-- Date of Birth 1/ 1/2000

Credit Card # No dashes, spaces or letters

Expiry Date mm yy CVN #

Name on Card

Address

Zip/Area Code

Add New Add Delete

Additional Company Information

Reseller Number Federal Tax ID DUNS Number

Save & Close Save & Next Close

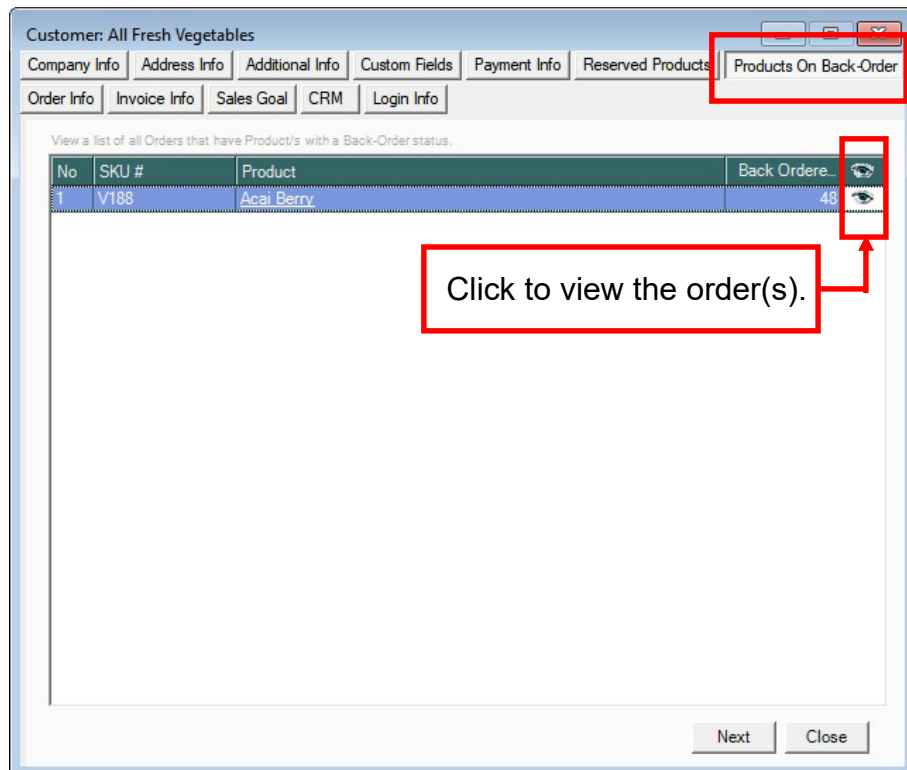
If you click this checkbox, you must select a tax rate.

Notations:

- You can save customer payment information to make each transaction easier.
 - If you select the Tax Term on the Payment Info tab, it will apply to all the orders placed for that Customer.
2. If you like, you can enter reseller information, the federal tax ID and DUNS number at the bottom of this tab.
 3. Click **Save & Next**.

7.2.6 Reserved Inventory and Back Orders

1. The **Reserved Products** tab will display any reserved inventory for that customer. Click **Next** to move to the next tab.
2. The **Products on Back Order** tab is an easy way to view what your customer is waiting for. The number of orders will be listed. Click the “eye” icon to view the customer order.



3. Click **Next** when you're ready.

7.2.7 Order Info

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | Custom Fields | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Ref: PO: Between: 7/12/2017 and 7/12/2017

Open & Processed Orders

No	Ref	PO	Order Date	Status	Total \$
1	29	22	4/21/2016	Processed	4.00
2	35	27	7/12/2017	Processed	350.00

Paid: 0.00 Balance: 354.00 Total: 354.00

Quotes

No	Ref	PO	Order Date	Total \$
----	-----	----	------------	----------

Total: 0.00

Place New Order

Next Close

7.2.8 Invoice Info

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | Custom Fields | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Ref: PO: Invoice #: Status: All Between: 7/12/2017 and 7/12/2017

Invoices

No	Ref	PO	Invoice #	Invoice Date	Status	Total \$
1	1	0	1	11/2/2015	Invoiced	60.00
2	30	23	11	1/10/2017	Invoiced	4.00
3	32	25	13	1/10/2017	Invoiced	9.00

Paid: 0.00 Balance: 73.00 Total: 73.00

Next Close

7.2.9 Sales goals

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | Custom Fields | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

Sales Goals

Year: 2017

January \$	February \$	March \$	April \$
0.00	0.00	0.00	0.00
May \$	June \$	July \$	August \$
0.00	0.00	0.00	0.00
September \$	October \$	November \$	December \$
0.00	0.00	0.00	0.00

Total for Year \$ 0.00

Save & Close | Save & Next | Close

1. Use the **Sales Goal** tab to set month by month goals for this customer. When you run sales reports, you can compare these goals to the customer's actual orders.
2. When done, click Save & Next.

7.2.10 CRM Notes and Workspace Reminders

Customer: All Fresh Vegetables

Company Info | Address Info | Additional Info | Custom Fields | Payment Info | Reserved Products | Products On Back-Order

Order Info | Invoice Info | Sales Goal | CRM | Login Info

CRM Notes

Add

Clear Notes

View All CRM Notes

No	Notes	Date	User

Reminders

Add Reminders to your Workspace page

Subject:

Due Date: 7/12/2017 Priority: ---Select Item--- ☐ Enable

Start Date: 7/12/2017 Status: ---Select Item---

☐ Reminder: 7/12/2017 ---Select Item---

Save Close

The CRM tab stores notes to the customers account.

Click the Note pad to set the reminders that will appear on your workspace. Click Enable to set due dates and manage the status of the reminder or task.

Next Close

On the **CRM tab**, you can record notes that will be saved to this customer's account. Once saved, these notes can be sorted by user, edited or deleted.

You can also use the **note pad icon** at the bottom of the dialog to record **reminders** or other notes. If you click the **Enable** checkbox, you can set due dates or statuses for the reminder.

Click **Save** to save your reminder, and **Next** in the **Customer** dialog to move to the next tab.

7.2.11 Login for Web Services

The **Login Info** tab applies if you are using *AdvancePro* Web Services. Assign your customer a login name and password. For more information see the B2B, B2C Web Services chapters.

The screenshot shows a software window titled "Customer: All Fresh Vegetables". It features a tabbed interface with the following tabs: "Company Info", "Address Info", "Additional Info", "Custom Fields", "Payment Info", "Reserved Products", "Products On Back-Order", "Order Info", "Invoice Info", "Sales Goal", "CRM", and "Login Info". The "Login Info" tab is selected and highlighted with a red rectangle. Below the tabs, there is a "NOTE: for web use only". The main content area is titled "Login Information" and contains two input fields: "Username" and "Password". At the bottom of the window, there are two checkboxes: "Enable as B2B Customer" and "Hide Product Price (for B2B website only)". In the bottom right corner, there are "Save" and "Done" buttons.

Use the Login Info tab if you have enabled AdvancePro web services for B2B or B2C.

8 Placing Customer Orders

In this chapter you will learn the process of placing a customer order, the three different ways to place an order, processing orders at the warehouse for picking, packing, and shipping. You will also learn how a customer order affects the inventory and the various stages when these inventory changes take effect.

8.1 Entering Customer Details

8.2 Entering Order Details

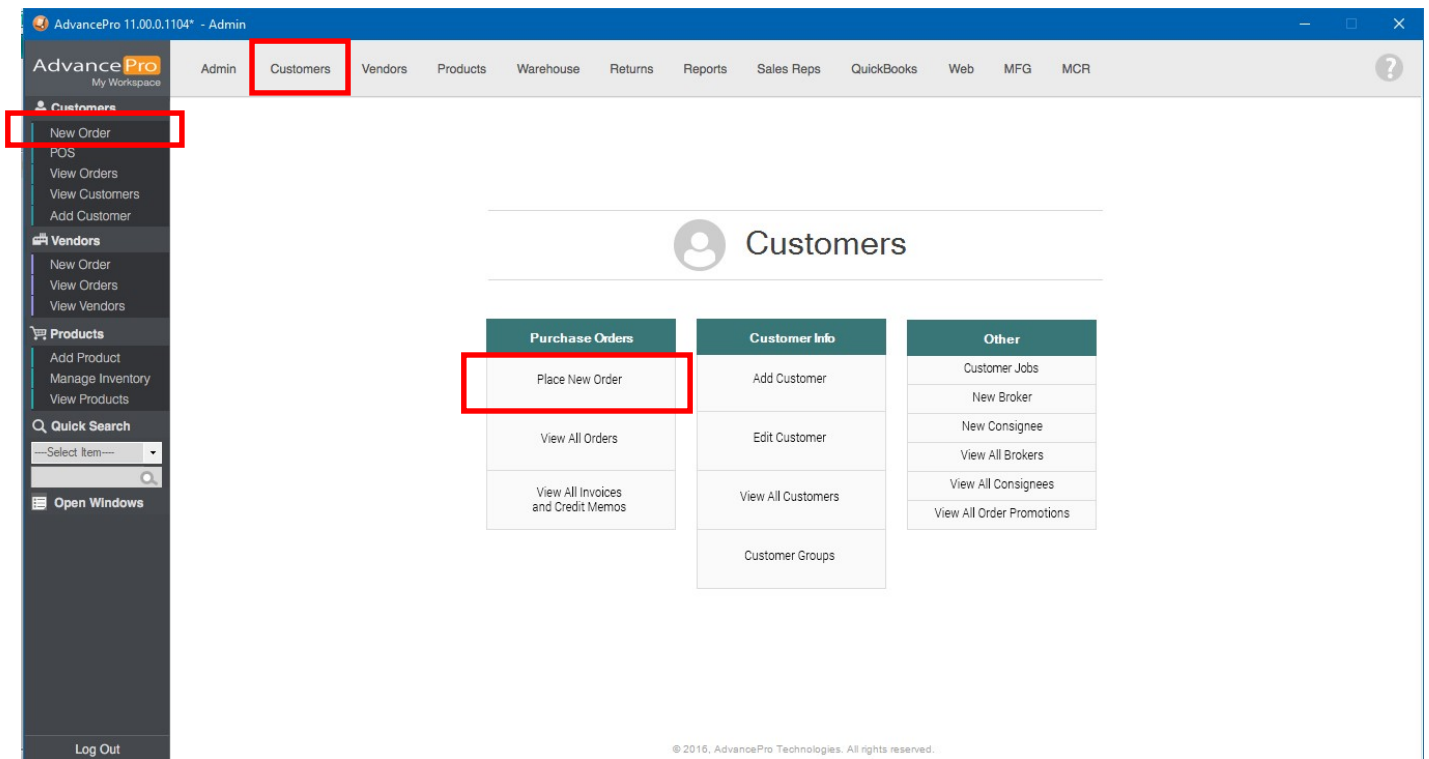
8.3 Processing the Order

8.4 Creating a Quotation

8.1 Entering Customer Details

The first step in entering a customer order is entering the customer details.

1. To start, in the left sidebar, under **Customer**, click **Place New Order**. Alternately, you can:
 - Open the **Customer Switchboard** and click **Place A New Order**.
 - Under the **Customer** drop-down list, click **Place New Order**.
 - Click **CTRL + ALT + U + O**




- The **Place Customer Purchase Order** form will open. Search for the customer by searching for company name or account number, if necessary. Then, select the customer from the drop down list.

Select the customer from the drop down. Only customers with complete billing address will feature in the drop down.

Search for the customers Company Name and Account Number in the magnifying glass.

- The customer information fields will be filled in automatically. If the customer does not exist in the system, add the customer click the “add new customer” option on the left menu bar.
- AdvancePro* will generate a purchase order number, based on the starting number set up in the **Admin > Site Settings**. You can enter another purchase order number (PO #) if desired for the order.

 **NOTE:** The customer PO # can be repeated for different customer orders.

- If there is a sales rep assigned to the customer’s account, select the **sales rep** from the sales rep dropdown list.

Enter a valid Customer Purchase Order (PO) number.

Select the sales rep

View Order History ☐ Invoice History ☐ **PROCEED**

6. You can select the billing and shipping addresses using the drop-down lists. You can also edit the addresses at the next stage of this process.
7. If necessary, enter your name in the **Placed by** text box.
8. You can click **View Order History** to view the customer's recent orders. This might be helpful if the customer often orders the same products.

[illegible]

- To order the same products, click the checkboxes. When you move to the next stage, the selected products will appear in your customer purchase order.
- You can also click **Invoice History** to view the customer's past invoices. In the Invoice History window, you can see the status of invoices and whether they have been paid.
- Click **Proceed**.

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG

1. Customer Details 2. Order Details 3. Process Order

Customer Purchase Order (New)

Date: 1/29/2020 Ref #: 678 PO #: 312

Customer Billing Address
Bakeshop
10th Bread St.
Bread City, BD, 11228
US

Customer Shipping Address
Bakeshop
10th Bread St.
Bread City, BD, 11228
US

Vendor: N/A Commission %: 0.00

Acc #: 2324 Sales Rep: No S Payment Terms: N/A Ship date: 1/30/2020 Expected date: 2/ 3/2020 Cancel Date: 1/28/2021 Carrier: N/A Carrier Acc #:

No	SKU #	Product	Qty	Orig. Price \$	Price \$	Discount	Coupon	Discount	CLU Q	CLU Price	Total \$	Stock	SOH	Commiss	
1	M1	Bacon	1	102.00	102.00	0		0.00			102.00	938		0	
2	V10	Carrots	5	60.75	60.75	0		0.00			303.75	960		0	
3	C1	Chicken Breast	2	65.00	65.00	0		0.00			130.00	995		0	
4	V04	Garlic	2	34.00	34.00	0		0.00			68.00	945		0	

Row Action

Select Your Action

☐ Persistent Action

☒ Add Below

☐ Replace

☐ Merge

☐ Move

☐ Cancel Action

Close

Total Weight: 10 lbs Total Qty: 10 % 0.00 Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 603.75 Tax % N/A Tax \$ 0.00 TOTAL \$ 603.75 BALANCE \$ 603.75

Enter Discount

Print Queue Invoice Only Print Item Notes Print PAN With CLU

Save PLACE ORDER Cancel Order Close

Double-click here to activate row-actions. This functionality can be enabled in Admin > Additional Settings

Lets you add an item below the selected line item

Same products can be merged. It will follow the price the product was merged into.

Line item that is selected can be replaced with another item

Allows you to move line items to a different row

Remove line items from the order

Stock on hand (it is minus the reserve)

Add notes to your orders using this button

Complete your order, check the box and you can print the PO later from the Customers/View All Orders page.

Use this print button to print the PO. You can also export it as a PDF file.

Use this if you want to include Cut list on your print-out

The tax term selected in the customer form shows here.

Qty	Orig. Price \$	Price \$	Discount %	Coupon	Discount \$
1	7.00	7.00	0		0.00

Denotes a volume discount.

The original price denotes the discounted price. To make selling price similar to the discounted price double click on the original price.

- Select SKU or a variety of different product attributes from the SKU# drop-down list. Then, you can enter the SKU (or the field you've chosen) into the next field. Alternately, if you know the exact product name, you can enter it into the product field as well.

1. Customer Details 2. Order Details 3. Process Order

Customer Purchase Order (New)

Date: 1/29/2020
Ref #: 678
PO #: 312

Customer Billing Address
Bakeshop
10th Bread St.
Bread City, BD, 11228
US

Customer Shipping Address
Bakeshop
10th Bread St.
Bread City, BD, 11228
US

Acc # 2324 Sales Rep No S Payment Terms N/A Vendor N/A Commission % 0.00
Ship date 1/30/2020 Expected date 2/ 3/2020 Cancel Date 1/28/2021 Carrier N/A Carrier Acc #

Search for specific products by entering product name

Add line items by entering SKU# and the corresponding

SKU # Product Qty 1 Add Category: All

No	SKU #	Product	Qty	Orig. Price \$	Price \$	Discount	Coupon	Discount	CLU Q.	CLU Price	Total \$	Stock	BOM	Commiss.
1	M1	Bacon	1	102.00	102.00	0		0.00			102.00	938		0
2	V10	Carrots	5	60.75	60.75	0		0.00			303.75	960		0
3	C1	Chicken Breast	2	65.00	65.00	0		0.00			130.00	995		0
4	V04	Garlic	2	34.00	34.00	0		0.00			68.00	945		0

Enter the quantity to add to your line items and then click on Add button. This quantity will be added for the line items added by "SKU#" or "Product Selector"

Total Weight: 10 lbs
Total Qty: 10

Enter Discount 0.00

% 0.00 Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 603.75
Tax % Test Tax \$ 60.38 TOTAL \$ 664.13
BALANCE \$ 664.13

Save PLACE ORDER Cancel Order Close

☐ Print Queue ☐ Invoice Only ☐ Print Item Notes ☐ Print PAN ☐ With CLU

3. It may be easier to use the **Product Selector** to add multiple products and quantities to your order. To view the product selector click the **magnifying glass**.
- You can view the product details, unit breakdown, price and the stock on hand in the **Product Selector**.
 - When the Product Selector opens, click the + sign if you only need to select one item.
 - To select multiple items in the Product Selector, click the checkboxes and click **Add**.
 - The “stock” column shows the quantity in stock, minus the reserve. If the number is in red font, the stock is located in multiple warehouses (for multi-warehouse versions only). Click the number to view the breakdown.
 - **To view product details**, click the product name.
 - **If you are selecting an item with advanced units of measure** (indicated by the icon), click the + sign.
 - The Product Selector will display the units and you can select the quantity and units to add to the order. See below for more tips and information on selecting products quickly.

Customer Purchase Order (New)

Product Selector

All Products

Check the product/s that you wish to select
 Click to add Products to your order.
 If Product has UOM or Variants, the UOM/Variations will be displayed.

No	SKU #	Product Name	Unit	\$ Price	Stock	Order Qty
<input checked="" type="checkbox"/>	1	F00001	Apple	7.00	947	0
<input type="checkbox"/>	2	P00002	Bacon	7.50	1001	0
<input checked="" type="checkbox"/>	3	F00004	Banana	7.00	991	0
<input type="checkbox"/>	4	SKB004	Beerwings	19.00	0	0
<input type="checkbox"/>	5	B00005	Beef Back Ribs	10.00	1000	0
<input type="checkbox"/>	6	B00006	Beef Cubes	9.00	993	0
<input type="checkbox"/>	7	V00006	Bell Pepper	7.00	900	0
<input type="checkbox"/>	8	SNB002	Bindings	154.00	1000	0
<input type="checkbox"/>	9	SNB003	Boots	154.00	1000	0
<input type="checkbox"/>	10	B00008	Brisket	9.00	1006	0
<input checked="" type="checkbox"/>	11	V00002	Cabbage	7.00	999	0
<input checked="" type="checkbox"/>	12	V00007	Carrots	7.00	1005	0
<input type="checkbox"/>	13	C00002	Chicken Breast	8.00	1000	0
<input type="checkbox"/>	14	C00009	Chicken Feet	7.00	1000	0
<input type="checkbox"/>	15	C00008	Chicken Gizzard	7.00	1000	0
<input type="checkbox"/>	16	C00007	Chicken Heart	7.00	1000	0
<input type="checkbox"/>	17	C00006	Chicken Liver	7.00	1000	0
<input type="checkbox"/>	18	C00004	Chicken Neck	7.00	1000	0
<input type="checkbox"/>	19	C00010	Chicken Tail	7.00	1000	0
<input type="checkbox"/>	20	C00003	Chicken Wings	7.00	1000	0
<input type="checkbox"/>	21	V00010	Cucumber	7.00	1000	0
<input type="checkbox"/>	22	C00001	Drum Stick	8.00	1000	0
<input type="checkbox"/>	23	V00005	Garlic	7.00	1000	0

View stock in multiple warehouses
 Advanced UOM Service
 Has Variants Item Kit

Add Close


States the stock on hand (it is minus the reserve)

<input checked="" type="checkbox"/>	3	F00004	Banana	7.00	991	0
-------------------------------------	---	--------	--------	------	-----	---

Select the check boxes for multiple items and click on the "Add" button.

You can add line items one at a time by clicking on this button.

4. Once you have added a product to your order you can update its quantity and price.
 - If a product has volume discounts assigned, a red dot will appear next to the price. Click the red dot to open a window with all the volume discounts for this product.
 - Select the discount you wish to apply. To ignore the discounts, click **Close**.

 **Please note that volume discounts do not apply to products with variations. You can manually adjust the price using the fields at the bottom of the order (see below for more information).**

- Once you have added a product to your order, click the SKU # to **view this customer's order history of this SKU #**. You will see previous prices that the customer was charged for this product.
- Don't have enough inventories in stock? Double click the eye icon to view open vendor orders on this product.
- **To add notes to this product, click the notepad icon.** You can select whether to add these notes to the vendor order. To print the notes on the customer order, click the **Print Item Notes** checkbox at the bottom right of the customer order form.

1. Customer Details 2. Order Details 3. Process Order

Customer Purchase Order (New)

Bakeshop

Customer Billing Address
Bakeshop
10th Bread St.
Bread City, BD, 11228
US

Customer Shipping Address
Bakeshop
10th Bread St.
Bread City, BD, 11228
US

Acc # 2324 Sales Rep No S Payment Terms N/A Ship date 1/30/2020 Expected date 2/3/2020 Cancel Date 1/28/2021 Carrier N/A Carrier Acc #

Vendor N/A Commission % 0.00

No	SKU #	Product	Qty	Orig. Price \$	Price \$	Discount	Coupon	Discount	CLU Q	CLU Price	Total \$	Stock	Eye	Commiss
1	M1	Bacon	1	102.00	102.00	0		0.00			102.00	938		0
2				60.75	0	0.00		0.00			303.75	960		0
3				65.00	0	0.00		0.00			130.00	995		0
4				34.00	0	0.00		0.00			68.00	945		0

View Product On Vendor Orders

Product Name: Carrots
SKU #: V10
CPO BackOrdered Qty: 0

No	Ref #	PO #	EXPECTED DATE	Qty
1	47	32	3/6/2019	5
2	49	33	N/A	5

VPO Total Qty: 10

Total Weight: 10 lbs
Total Qty: 10

Enter Discount

0.00

Print Queue Invoice Only Print Item Notes Print PAN With CLU

Item Notes

SKU V10
Product Carrots

Transfer to Vendor Order

0.00 Sub Total \$ 603.75
60.38 TOTAL \$ 664.13
BALANCE \$ 664.13

Save Close

Cancel Order Close

Click the EYE Icon to View Product on Vendor

Click the notepad to view any item notes

5. If you erroneously entered a product, double click the trash can to delete the row.

You can click the return bar () to add a new line and repeat steps above to add more products.

Before you determine the order totals, you may want to add detailed freight charges. Click the button at the bottom left of the form. You can enter the information and click **Save in the Freight Charges** form, and the charges will be added to your total.

6. Once you have added all the products necessary, you can tend to the order totals:
- To calculate order adjustments, enter a percentage and click the calculator button. The calculation will appear in the Adjustment field. To make it a deduction, simply add a – sign in the Adjustment field.
Alternately, you can enter + or – adjustments as dollar amounts directly into the Adjustment field.
 - Select the taxes from the drop-down list, if appropriate.
7. Before saving the order, you can delete the extra decimals or round off the totals using the button at the bottom left of the form.
8. Fill in any custom fields required by your organization by clicking the button at the bottom left of the form.
9. Add a note for the administrator, the customer, and/or the warehouse by clicking the note button at the bottom left of the form. You can print the customer notes on the invoice. The warehouse notes can be printed on the PPS slips. The admin notes will appear in the customer information in *AdvancePro*. You can add a note after the order is saved and re-save the order, if desired (enable default notes in Admin > Site Settings to view pre-defined notes)

10. Once you complete the order details, including the product details, click **Save** to save the order so that it can be processed at another time. The order status is **OPEN**.
11. After you save the order, the following options are available in the series of buttons at the bottom of the form:

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

1. Customer Details 2. Order Details 3. Process Order

Customer Purchase Order (New)

All Fresh Vegetables

Customer Billing Address
All Fresh Vegetables
9th Vegetable Street
Vegetable City, VG, VVV115
Canada

Customer Shipping Address
All Fresh Vegetables
444-1111115

Acc # 4000 0000 4 Sales Rep N/A Payment Terms N/A Ship date 7/21/2017 Expected date 7/25/2017 Cancel Date 7/20/2018 Carrier N/A Carrier Acc #

No	SKU #	Product	Qty	Orig. Price \$	Price \$	Total \$	Stock	BOM			
1	B00001	Ground Beef	1	7.00	7.00	7.00	1000				
2	B00002	Sirloin Steak	1	6.00	6.00	6.00	1000				

Total Weight: 10 lbs
Total Qty: 2

Enter Discount 0.00

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 13.00
Tax % N/A Tax \$ 0.00 TOTAL \$ 13.00
BALANCE \$ 13.00

Print Queue Invoice Only Print Item Notes Print PAN

Save PLACE ORDER Cancel Order Close

Print the order. You can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.

Send Email

Send Email

From

To

CC

BCC

Subject Your Sales Order is attached

Attach File Browse Attach

NO.	File	Path

View File
Remove

File size must be less than or equal to 1MB.

Message

Send Close

Email the order. Clicking the email icon will open the email form into which you can enter addresses and a note. The order will be an attachment. This option was also preset in Admin > Site Settings > Email Settings. You can also assign default message and subject for all your email under Admin > Site Settings > Email Settings.

11. If you are processing a quotation or an order that has been previously saved but not processed, you can view the paper trail.
12. To receive payment now, click the **Receive payment** button. You can select the method and the accounts, and also view payment history on this order. If integrated with a Payment Processor you will be able charge credit cards too.

Receive Payments

All Fresh Vegetables

Order Total \$13.00
 Total Paid \$0.00
 Order Balance \$13.00
 Credit \$0.00

PO # 28
 Ref # 39

Payment Method CC
 Payment Amount \$0.00


Deposit To Account Bank Account ☒ Export to QuickBooks
 Accounts Receivable Account Accounts Receivable

Received Payments

No.	Amount \$	Date	Method	Charged	Exported to QB

Print Payment Delete **PROCESS PAYMENT** Close

13. If you want to skip the process of picking, packing and shipping this order (for example, for a walk-in POS

 **You cannot choose Invoice Only if you do not have full stock available.**

14. If you want to place your order now, click the **PLACE ORDER** button. You will then be able to further process the order and send it to the warehouse.

8.2.1 Search and Sort Tips for Adding Products (Line Items) to any Order

1. If you know the exact SKU #, type it or select it in the **SKU field**, enter a quantity in the **Qty** field and click **Add**. Use the SKU# drop-down list and use the same method if you know the:
 - UPC
 - SN (serial number)
 - VSKU
 - Or any of your organization's custom fields for products.

The screenshot shows a 'Customer Purchase Order' form for 'All Fresh Vegetables'. The form includes fields for Customer Billing Address, Customer Shipping Address, and various order details. A red box highlights the 'SKU#' drop-down menu, which contains options: 'SKU #', 'UPC', 'SN #', and 'VSKU #'. A callout box with a red border and arrows pointing to the drop-down menu contains the text: 'If you know any of these reference fields for the product, select it from this drop-down list and enter or select it in the next field.'

SKU #	Product	Qty	Orig. Price \$	Price \$	Total \$	Stock	SN	UPC	VSKU
	Ground Beef	1	7.00	7.00	7.00	1000			
	Sirloin Steak	1	6.00	6.00	6.00	1000			

Total Weight: 10 lbs
Total Qty: 2

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 13.00
Tax % N/A Tax \$ 0.00 TOTAL \$ 13.00
BALANCE \$ 13.00

Buttons: Save, PLACE ORDER, Cancel Order, Close

Print Queue, Invoice Only, Print Item Notes, Print PAN

2. **To view the Product Selector** (lists all products) click the magnifying glass. Select the products and click **Add** on the Product Selector. You can view the product details, minimum order quantity, price and the stock on hand (SOH) on this form.
3. **To view all products beginning with a certain letter**, type that letter in the Product field in CAPITAL letters, and then click the magnifying glass to open the Product Selector.

To view all products containing a certain letter, type it in lower case and open the Product Selector.

To view all products beginning with a certain letter, type it in CAPITALS and open the Product Selector.

The screenshot shows the 'Customer Purchase Order' form for 'All Fresh Vegetables'. The 'Product' field contains 'Ground Beef'. The 'Product Selector' window is open, displaying a list of products. The 'Product' field in the main form has a magnifying glass icon next to it. Red arrows point from the text boxes to the 'Product' field and the magnifying glass icon.

No	SKU #	Product	Qty	Orig. Price \$	Price \$	Total \$	Stock
1	B00001	Ground Beef	1	7.00	7.00	7.00	1000

No	SKU #	Product Name	Unit	\$ Price	Stock	Order Qty
1	V188	Acai Berry		7.00	100	0
2	V121	Acorn		4.00	100	0
3	V132	Adzuki Beans		7.00	100	0
4	Pasta001	Alfabeto		30.00	100	0
5	Bread001	Alpine Seven Grain		5.00	100	0
6	V211	Amaranth		6.00	100	0
7	V051	Amaranth Leaves/Chinese Spinach		6.00	100	0
8	V169	Anaheim		4.00	100	0
9	V133	Anasazi Beans		4.00	100	0
10	Pasta002	Anchellini		31.00	100	0
11	Pasta003	Anelli Siciliani		48.00	100	0
12	F00001	Apple		8.00	1008	0
13	Bread002	Apple Cinnamon		6.00	100	0
14	Bread003	Apple Cinnamon Walnut		7.00	100	0
15	Pasta004	Armonie		44.00	100	0
16	V001	Artichoke		4.00	100	0
17	V002	Arugula		5.00	100	0
18	V003	Asparagus		6.00	100	0
19	V005	Avocado		4.00	100	0
20	V030	Baby Corn/Candle Corn		5.00	100	0
21	P00002	Bacon		6.00	1001	0
22	Pasta005	Ballerine		50.00	100	0
23	V006	Bamboo Shoots		5.00	100	0

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 7.00
 Tax % N/A Tax \$ 0.00 TOTAL \$ 7.00
 BALANCE \$ 7.00

Buttons: Save, PLACE ORDER, Cancel Order, Close

4. **To view all products containing a certain letter** enter that letter in the Product field in lower case letters, and then click the magnifying glass to open the Product Selector.
5. **To view all products of a certain category**, select the category and then open the Product Selector.
6. **Add multiple products with the same quantity** (e.g. 5) by first typing in the quantity in the Qty field and then opening the Product Selector and adding the products.

1. Customer Details 2. Order Details 3. Process Order

Customer Purchase Order
All Fresh Vegetables

Customer Billing Address
All Fresh Vegetables
5th Vegetable Street
Vegetable City, VG, VVV115
Canada

Customer Shipping Address
All Fresh Vegetables
444-1111115

Date: 7/20/2017
Ref #: 40
PO #: 29

Acc #: 4000 0000 Sales Rep: N/A Payment Terms: N/A Ship date: 7/21/2017 Expected date: 7/25/2017 Cancel Date: 7/20/2018 Carrier: N/A Carrier Acc #: N/A

SKU # Product Qty 1 Add Category: A ?

No	SKU #	Product	Qty	Orig. Price \$	Price \$	Total \$	Stock	BOM			
1	B00001	Ground Beef	5	7.00	7.00	35.00	1000				
2	J00001-1-SR	Jacket: S, Red	1	10.00	10.00	10.00	4				

Total Weight: 26 lbs
Total Qty: 6

Enter Discount

Print Queue Invoice Only Print Item Not

Product Selector

All Products

Check the product/s that you wish to select
Click to add Products to your order.
If Product has UOM or Variants, the UOM/Variations will be displayed.

No	SKU #	Product Name	Unit	\$ Price	Stock	Order Qty
212	Bread021	Irish Soda (seasonal only)		5.00	100	0
213	Pasta038	Italiana		30.00	100	0
214	J00001	Jacket		10.00	247	0
215	V177	Curpene		4.00	100	0
216	V064	Jerusalem Artichoke/Sunchokes		7.00	100	0
217					100	0
218					100	0
219					100	0
220	V065	Kale		6.00	100	0
221	V259	Kamut(Brand and Trademarked Nam..		6.00	100	0
222	V220	Kasha/Roasted Buckwheat		7.00	100	0
223	V147	Kidney Beans		6.00	100	0
224	V070	Kohlrabi		5.00	100	0
225	V056	Kohlrabi Greens		7.00	100	0
226	V068	Lacinato		7.00	100	0
227	Pasta039	Lasagne		42.00	100	0
228	V076	Leaf- Green Leaf, Red Leaf		7.00	100	0
229	V071	Leeks		6.00	100	0
230	F00007	Lemon		4.00	999	0
231	V072	Lemongrass		7.00	100	0
232	V148	Lentils		7.00	100	0
233	V073	Lettuce		4.00	100	0
234	V00003	Lettuce		4.00	1000	0

Indicates the product has variants.

View stock in multiple warehouses
Advanced UOM Service
Has Variants Item Kit
Assembly Item Drop Ship Item

Payment \$ 0.00 Sub Total \$ 45.00
Tax \$ 0.00 TOTAL \$ 45.00
BALANCE \$ 45.00

PLACE ORDER Cancel Order Close

Products marked in red on the Product Selector have inventory in more than one warehouse (Applies to Multiple Warehouse Module only).

To view the variations of a product, click the icon and then select the variations to add to the order.

If you have selected a product that has **Material Calculator** enabled and have selected Auto Show Cut List in CPO, then this form will pop-up.

Material Calculator

Product Info
 Product Name Panel Selling Price 0.875123456
 SKU# P4N Price 1.16683127466667

Quantity 1 Ft 2 In 3 Add Delete

Enter Quantity here

Next, is enter Larger Unit

1

2

3

Enter smaller unit here

Total : 11 Ft 3 In Total length

Close

Pricing Rule:

1. **Exact Length** - per unit price will be used as specified in the product settings
2. **Every Cut Rounded to Full Unit** - Every cut is rounded to full unit before pricing is applied.

To get updated single unit price the total length of all cuts (rounded each) is converted from a full unit to smaller unit equivalent which is then multiplied by the unit price and divided by the exact (not rounded) to total length (smaller unit)

SKU # Product Qty 1 Add Category - All - ?

No	SKU #	Product	Unit	Qty	Orig Price \$	Price \$	CLU Qty	CLU Price	Total \$	Stock	BOM	Commissio...
1	P4N	Panel	N/A	135	0.87	1.166831274...	15 Ft	10.50148147...	157.52	49221		0

Material Calculator

Product Info
 Product Name Panel Selling Price 0.875123456
 SKU# P4N Price 1.16683127466667

Quantity Ft In Add Delete

Quantity 5 Ft 2 In 3

Total : 11 Ft 3 In

Close

3. Total Length Rounded to Full Unit - All cuts are summed up and total length is rounded to full unit before pricing is applied

To get updated single unit price the total length is converted from a full unit to smaller unit equivalent which is then multiplied by the unit price and divided by the exact (not rounded) total length (smaller unit)

No	SKU #	Product	Unit	Qty	Orig Price \$	Price \$	CLU Qty	CLU Price	Total \$	Stock	DOM	Commissio..
1	19ABlk	29 ga Panel - Blk	N/A	135	0.87	0.933465019...	12 Ft	10.50148147...	126.02	49221		0

Material Calculator

Product Info

Product Name

Panel

Selling Price

0.875123456

SKU#

P4N

Price

0.933465019733333

Quantity

Ft

In

Add

Delete

	Quantity	Ft	In
<input type="checkbox"/>	5	2	3

Total : 11 Ft 3 In

Close

8.3 Processing the Order

The third part of entering an order is processing it. This can be done at any time. Once you save and place the customer order, you can click the **Process Order** tab to fill out this form.

- For each item, you will see the total quantity required, and beside that, the **Fill From Stock** column which contains a field and a drop-down list showing your various warehouses and the quantity available at each warehouse.

AdvancePro will automatically try to fill as much as possible from the default warehouse, but you can change the fill quantity and the warehouse.

The screenshot shows the 'Process Order' form for a customer named Bakeshop. The form includes fields for Date (1/29/2020), PO # (312), and Ref # (678). It also shows Customer Billing and Shipping addresses. Below these are fields for Acc #, Sales Rep, Payment Terms, Ship date, Expected date, Cancel Date, Carrier, and Carrier Acc #.

The **Product Details** table is as follows:

No.	SKU #	Product	Qty	Fill from stock	Create
1	M1	Bacon	1	1 938 Warehouse	0 Shad
2	V10	Carrots	5	5 960 Warehouse	0 McDaniel Corp
3	C1	Chicken Breast	2	2 995 Warehouse	0 Shad
4	V04	Garlic	2	2 945 Warehouse	0 Harrington Corp
5	01122	Product	1	0 Warehouse1	0

Annotations on the right side of the form:

- Select here to drop-ship the product (points to the 'Fill from stock' column)
- This is to process an Instant Build for assembly items (points to the 'Create' column)
- This is to process a direct Work Order (points to the 'Create' column)

At the bottom, there are fields for Shipping \$ (0.00), Adjustment \$ (0.00), Sub Total \$ (653.75), Tax \$ (0.00), and TOTAL \$ (653.75). A **PROCESS ORDER** button is also present.

This close-up shows the 'Qty', 'Fill from stock', and 'Create' columns for the first row (Bacon). The 'Qty' is 1. The 'Fill from stock' is 1 938 Warehouse. The 'Create' is 0 Shad.

Annotations:

- This is the quantity ordered (points to the 'Qty' column)
- Stock on hand (points to the quantity '1' in 'Fill from stock')
- Warehouse name (points to '938 Warehouse')
- Change quantity here to order from vendor (points to the quantity '1' in 'Fill from stock')
- Select the vendor to order product. Only vendors associated with that product will show. (points to 'Shad' in the 'Create' column)

- The remaining quantity, if any, appears in the **Create** column. Next to it is a drop-down list with the vendors for this product. You can create a vendor order for that quantity for the selected vendor.

These products will then either be appended to an existing open vendor order, or a new vendor order will be created.

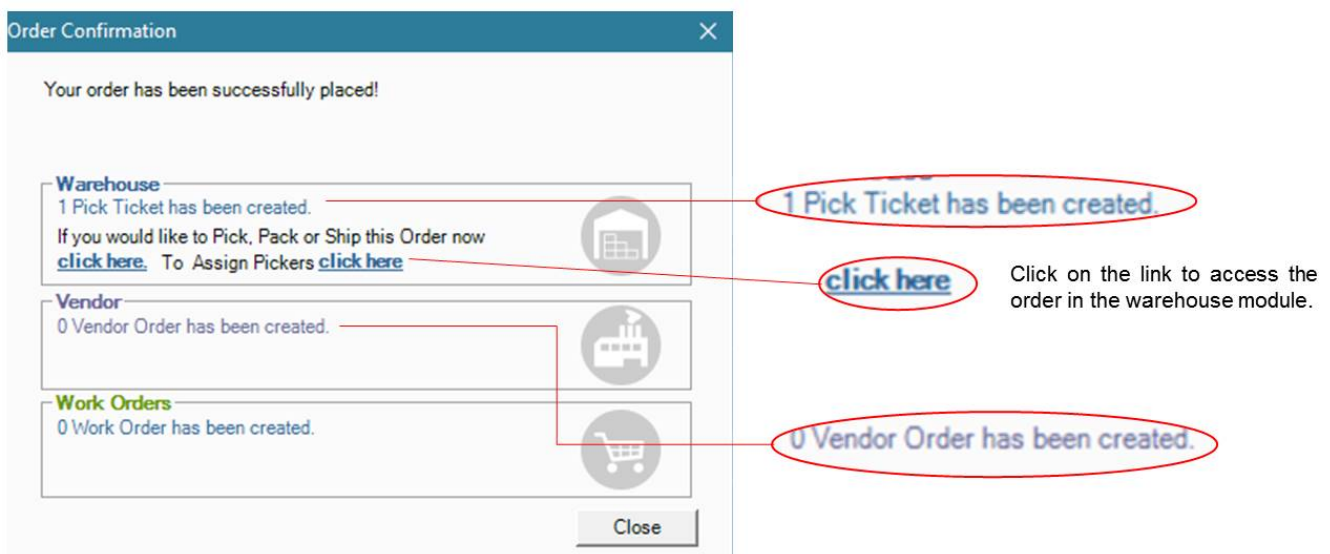
If you do not want to create a corresponding vendor order, change the quantity in order from vendor to zero. That

⚠ You will be able to place a corresponding vendor order only when you process the customer order for the first time. If you save and then come back to this customer order, you will not be able to place a vendor order, to prevent you from over-stocking.

3. To drop ship this order, click the checkbox next to the vendor drop-down list.
4. If you have the Manufacturing module, click the last checkbox to create a work order for the missing product.

⚠ CAUTION: Products that are not in stock and make up an item kit are not automatically added to a vendor order. You will need to manually create vendor order for out-of-stock products that belong to an item kit.

5. Click **Process Order**. You may see a warning if this customer does not accept partial shipments.

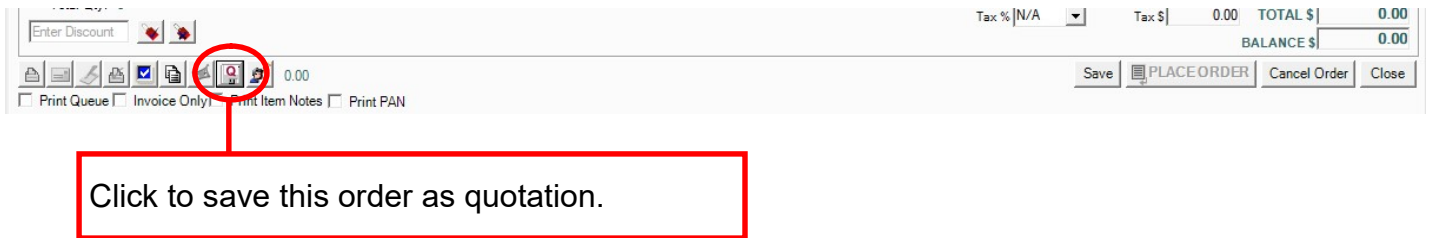


You will see a confirmation message outlining the order processing.

8.4 Creating a Quotation

Creating a quotation for a customer is essentially the same as creating a customer order.

1. Follow steps listed above to add items to a new customer order.
2. Then, click the **Save as Quotation** button. This order will be saved as a quote. You can print or email it as necessary.



8.4.1 Creating a Customer Order from a Quotation

If you have created a quotation for a customer, you can use that quotation as the basis for an order.

1. Start by clicking **All Customer Orders** in the left sidebar. Alternately, you can:
 - Open the **Customer Switchboard** and click **View All Orders**
 - Click **CTRL + SHIFT + C** on your keyboard.
 - From the **Cust.** drop-down list, click **View All Orders**.
2. From the **All Customer Orders list**, click **Quotations** and then the magnifying glass to view all quotations. You can select a date range if desired.

You can also use the search fields on the left to view customer orders by:

- Reference number
- PO number
- Customer name
- Total

3. Click the magnifying glass to perform your search.

9 Customer Invoices

In this chapter you will learn how to search for and find invoices and how to create or void an invoice.

You will also learn how to receive payments on a customer order, invoice, or a customer account.

8.1 Creating and Tracking Customer Invoices

8.2 Receiving Payment

9.1 Creating and Tracking Customer Invoices

9.1.1 Tracking and Searching for Customer Invoices

You can track invoices by their status. Invoices have three statuses in *AdvancePro*,

- Pending. *AdvancePro* prepares a pending invoice when all or part of a customer order is shipped.
- Invoiced. Once the invoices have been invoiced, they cannot be changed and are set for export into QuickBooks®.
- Voided. You can void an erroneous invoice.

To find invoices, go to the **Customer Switchboard > View All Invoices and Credit Memo's**. Alternately, you can:

- Click **CTRL + SHIFT + I** on your keyboard.

The screenshot shows the AdvancePro 11.00.0.1120* - admin1 interface. The top navigation bar includes links for Admin, Customers, Vendors, Products, Warehouse, Returns, Reports, Sales Reps, QuickBooks, Web, and MFG. The left sidebar contains a 'Customers' section with options like New Order, POS, View Orders, View Customers, and Add Customer. Below this are 'Vendors' and 'Products' sections. A 'Quick Search' bar is also present. The main content area is titled 'Customers' and features three columns of options: 'Purchase Orders' (Place New Order, View All Orders, View All Invoices and Credit Memos), 'Customer Info' (Add Customer, Edit Customer, View All Customers, Customer Groups), and 'Other' (Customer Reserved Inventory, Customer Jobs, New Broker, New Consignee, View All Brokers, View All Consignees, View All Order Promotions). The 'View All Invoices and Credit Memos' option is highlighted with a red box. The bottom of the interface shows a 'Log Out' button and a copyright notice: © 2020, AdvancePro Technologies. All rights reserved.

The Customer Invoices / Credit Memo's list will open.

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG

Customer Invoices / Credit Memo's Total Records: 25 # Per Page: 447 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☐ All ☐ All Invoices ☒ Pending ☐ Invoiced ☐ Voided ☐ Pending Credit Memo ☐ Credit Memo Between 1/29/2020 and 1/29/2020

No	Ref #	PO #	Invoice #	RMA #	Date	Customer	Total
1	674	309	183		1/28/2020 2:12:00 PM	Bakeshop	288.75
2	673	308	182		1/28/2020 2:09:00 PM	Bakeshop	173.25
3	631	284	176		10/3/2019	Bakeshop	181.51
4	622	278	177		10/3/2019	Bakeshop	90.75
5	648	291	178		10/3/2019	Bakeshop	330.00
6	638	287	173		10/1/2019	Bakeshop	2887.51
7	640	288	174		10/1/2019	Bakeshop	7918.00
8	636	286	172		9/30/2019	Bakeshop	2887.51
9	619	275	169		9/24/2019	Bakeshop	0.11
10	630	283	171		9/24/2019	Bakeshop	668.25
11	606	267	167		9/23/2019	Bakeshop	117.71
12	607	268	168		9/23/2019	Lemon Company	117.71
13	603	264	164		9/19/2019	Bakeshop	550.00
14	604	265	165		9/19/2019	Bakeshop	550.00
15	605	266	166		9/19/2019	Bakeshop	90.75
16	596	258	163		9/13/2019	Bakeshop	60.51
17	593	256	162		9/12/2019	Icecream Shop	2500.00
18	542	224	157		8/21/2019	Bakeshop	181.51
19	544	226	158		8/21/2019	Bakeshop	181.51
20	541	223	156		8/20/2019	Bakeshop	1650.00
21	519	204	152		8/13/2019	Bakeshop	3121.25
22	520	205	153		8/13/2019	Icecream Shop	506.54
23	521	206	154		8/13/2019	Bakeshop	644.50
24	512	199	150		8/2/2019	Destonaa	6324.00
25	514	200	151		8/2/2019	Arnoldaa	5610.00

✓ Invoiced ✗ Voided Invoice

Consolidate Email Print/Export Close

As with most other objects in *AdvancePro*, you can also search for invoices by:

- reference number
- customer order number
- customer name
- date range

The date range helps you organize your invoices by the month/year.

You can filter invoices by clicking the links at the top right, to view only invoices of that status.

You can view combined statuses (e.g. all voided and all invoiced invoices) by clicking the corresponding checkmarks and then clicking the right most search button (magnifying glass).

9.1.2 Creating a Customer Invoice

You will be able to invoice an order only if you have completely or partially shipped the products from the warehouse. Once you have created an invoice, you will not be able to make changes to it. You can, however, void it as shown on page.

As above, open the Customer Invoices / Credit Memo's list by going to **Customer Switchboard > View all Invoices and Credit Memo's**. Alternately, you can:

- Under the **Cust.** drop-down list, select **View All Customer Invoice/Credit Memo's**.
- Click **CTRL + SHIFT + I** on your keyboard.

1. Click the **Pending** link on the top of the form.

The screenshot shows the 'Customer Invoices / Credit Memo's' interface. At the top, there is a navigation bar with links: Admin, Customers, Vendors, Products, Warehouse, Returns, Reports, Sales Reps, QuickBooks, Web, MFG. Below this is a header section with 'Total Records: 25', '# Per Page: 42', 'Total Pages: 1', and 'Current Page: 1'. There are filters for 'All Invoices', 'Pending', 'Invoiced', 'Voided', 'Pending Credit Memo', and 'Credit Memo'. A date range filter is set to '1/29/2020' to '1/29/2020'. A search bar is on the right with the text 'Sort and search by type, date or by invoice details'. Below the filters is a table with columns: No, Ref #, PO #, Invoice #, RMA #, Date, Customer, and Total. The table lists 25 records. Annotations include: 'Click on the PO# to open the invoice' pointing to the PO # column; 'Check the boxes and click on this image to print multiple invoices' pointing to the checkboxes in the Total column; and 'Click on the RMA# to open the credit memo' pointing to the RMA # column. At the bottom, there are buttons for 'Consolidate', 'Email', 'Print/Export', and 'Close'. A legend at the bottom left shows '✓ Invoiced' and '✗ Voided Invoice'.

Click on the PO# to open the invoice

Sort and search by type, date or by invoice details

Check the boxes and click on this image to print multiple invoices

Click on the RMA# to open the credit memo

2. Click the PO number of the order you have shipped from the warehouse.

3. The pending invoice will be displayed. Make any necessary changes to the invoice details such as:

- Shipping charges
- Individual price of each item
- Adjustments on the total (for a discount enter a “-” negative value).

Customer Invoices / Credit Memo's Total Records: 25 # Per Page: 447 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer ☐ All ☐ All Invoices ☒ Pending ☐ Invoiced ☐ Voided ☐ Pending Credit Memo ☐ Credit Memo Between 1/29/2020 and 1/29/2020

Customer Invoice
 Invoice # 183
 Bakeshop
 Billing Address
 Bakeshop
 10th Bread St.
 Bread City, BD, 11228

Date 1/28/2020
 PO # 309
 Ref # 674

Customer Shipping Address
 Bakeshop
 10th Bread St.
 Bread City, BD, 11228

Acc # 2324 Sales Rep Payment Term Ship date 1/29/2020 Exp. date 2/2/2020 Carrier Carrier Acc #

No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Total \$
1	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	5	5	0		0.00	52.50	52.50	262.50

Weight: 5 lbs
 Total Qty: 5

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 262.50
 Tax \$ 26.25 TOTAL \$ 288.75
 BALANCE \$ 288.75

Enter Discount

Tax Groups
 Select 0.00 \$ 0.00 TES 4.50 \$ 11.81 TE2 5.50 \$ 14.44

☐ Print Queue ☒ With SN # ☒ With Catch-Weight ☒ Use Second Invoice Layout ☐ With CLU

Click on the product name to view details of the product

Click on the PO # to open the related purchase order

Click on this button to print invoice

🚩 To view the original purchase order, you can click the PO# link (top right).

Using the buttons at the bottom of the invoice, you can print the invoice in 2 formats (and for SmartPrint Pro).

4. Using the buttons at the bottom of the invoice, you can:

- Print the invoice in 2 formats (and for SmartPrint Pro).
- Email the invoice. You will be asked whether to send the invoice as an HTML or PDF attachment. Click Yes or No as appropriate.

Then, the **Email form** will open, and you can enter the notes and addresses as desired. Use the Bcc field to send yourself a copy of the email, if desired.

Send Email

From: _____

To: _____

CC: _____

BCC: _____

Subject: Your invoice is attached

Attach File: _____ **Browse** **Attach**

NO.	File	Path

File size must be less than or equal to 1MB.

Message: _____

Send **Close**

Customer Invoices / Credit Memo's

Total Records: 209 # Per Page: 447 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☒ All ☒ All Invoices ☒ Pending ☒ Invoiced ☐ Voided ☐ Pending Credit Memo ☒ Credit Memo

Between 1/29/2020 and 1/29/2020

Customer Invoice

Invoice # 185

Bakeshop

Billing Address

Bakeshop
10th Broad St.
Bread City, BD, 11228

Acc # 2324 Sales Rep Payment Term Ship date 1/29/2020 Exp. date 2/2/2020 Carrier Carrier Acc #

Customer Shipping Address

Bakeshop
10th Broad St.
Bread City, BD, 11228

Products Details

No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Total \$
1	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	5	5	0		0.00	52.50	52.50	262.50

Weight: 5 lbs
Total Qty: 5

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 262.50
Tax \$ 0.00 N/A TOTAL \$ 262.50
BALANCE \$ 262.50

Advance Pro

Do you want to apply freight value (50.00) against line item prices or add to current shipping amount (0.00)?

Lineitem Price **Shipping Amount** **Cancel**

Tax Groups

Print Queue **With SN #** **With Catch-Weight** **Use Second Invoice Layout** **With CLU** **Save** **CREATE INVOICE** **Close**

- View a paper trail of the invoice.
- Set up or change detailed freight charges for the customer. The following form will open:
When done with the freight charges, click **Close**.

Customer Invoices / Credit Memo's

Total Records: 209 # Per Page: 47 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☒ All ☒ All Invoices ☒ Pending ☒ Invoiced ☐ Voided ☐ Pending Credit Memo ☒ Credit Memo

Between 1/29/2020 and 1/29/2020

Customer Invoice

Invoice # 185

Bakeshop

Billing Address

Bakeshop
10th Broad St.
Bread City, BD, 11228

Customer Shipping Address

Bakeshop
10th Broad St.
Bread City, BD, 11228

Acc # 2324 Sales Rep Payment Term Ship date 1/29/2020 Exp. date 2/2/2020 Carrier Carrier Acc #

Products Details

No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Price w/F \$	Profit Margin %	Total \$
1	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	5	5	0		0.00	52.50	52.50	62.50	-19.05	262.50
2		SUB TOTAL	0	0	0		0.00	0.00	262.50	312.50	0	

Weight: 5 lbs
Total Qty: 5

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 262.50
Tax \$ 0.00 N/A TOTAL \$ 262.50
BALANCE \$ 262.50

Enter Discount

Tax Groups

50.00

☐ Print Queue ☒ With SN # ☒ With Catch-Weight ☒ Use Second Invoice Layout ☐ With CLU

Save CREATE INVOICE Close

A confirmation page will be displayed.

- ⚠ IMPORTANT FOR QuickBooks ® USERS: Only customer invoices that have been created and exist under “Invoiced” status can be exported to QuickBooks ®.**
- ⚠ In AdvancePro you have the ability to create a unique SKU number for each product variation. QuickBooks ® however, does not recognize these unique SKU numbers and will list the products on the invoice with the main SKU number of the original product.**

9.1.3 Invoices and Partial or Over-Shipments

Partial Shipments and Pending Invoices: If an invoice has not been created and you ship products one at a time, the products will append to the invoice.

Partial Shipments and Created Invoices: But if you have already created the invoice and have some products at the warehouse waiting to be shipped, a new invoice will be created once those products have been shipped.

Over-Shipments: If you have shipped more than the quantity ordered, the additional products will be appended to the customer's invoice as separate line items and at \$0.00 price.

Using above methods, you can either create single invoice for multiple partial shipments or multiple invoices per each partial shipment on your choice.

9.1.4 Printing Multiple Invoices at Once

To print multiple invoices at a time, click the **Queue to Print** checkbox on the invoice.

Customer Invoices / Credit Memo's

Total Records: 209 # Per Page 447 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☒ All ☒ All Invoices ☒ Pending ☒ Invoiced ☐ Voided ☐ Pending Credit Memo ☒ Credit Memo

Between 1/29/2020 and 1/29/2020

Customer Invoice

Invoice # 185

Date 1/29/2020

Bakeshop

Billing Address

Bakeshop
10th Bread St.
Bread City, BD, 11228

PO # 308

Ref # 674

Customer Shipping Address

Bakeshop
10th Bread St.
Bread City, BD, 11228

Acc # 2324 Sales Rep Payment Term Ship date 1/29/2020 Exp. date 2/2/2020 Carrier Carrier Acc #

Products Details

No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Price W/ \$	Profit Margin %	Total \$
1	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	5	5	0		0.00	52.50	52.50	62.50	-19.05	262.50
2		SUB TOTAL	0	0	0		0.00	0.00	262.50	312.50	0	

Weight: 5 lbs
Total Qty: 5

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 262.50

Tax \$ 0.00 N/A TOTAL \$ 262.50

BALANCE \$ 262.50

Enter Discount

Tax Groups

50.00

☐ Print Queue ☒ With SN # ☒ With Catch-Weight ☒ Use Second Invoice Layout ☐ With CLU


Click this if you would like to print this invoice and several others at the same time.

Save CREATE INVOICE Close

The invoice will be checked with a bold green arrow on the **Customers > View all Invoices and Credit Memos** form. Click the print icon and copies of all the queued invoices will be printed for you. You can also click the checkboxes for any other invoices you'd like to print from the list.

9.1.5 Consolidating Multiple Invoices

To consolidate multiple invoices related to the same customer, select required invoices from View All Invoices and Credit Memos form by placing checkmarks.

Then, click  **Consolidate** button to print selected invoices on page.

9.1.6 Sending an Order Back to the Picking Stage

If necessary, you can send the invoice back to the picking stage. Access the invoice as you would if you were creating the invoice (from the **Customer Switchboard > View all Invoices and Credit Memo's** list, click the PO number to open it.)

Customer Invoices / Credit Memo's Total Records: 209 # Per Page: 447 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer ☒ All ☒ All Invoices ☒ Pending ☒ Invoiced ☐ Voided ☐ Pending Credit Memo ☒ Credit Memo Between 1/29/2020 and 1/29/2020

Customer Invoice

Invoice # 185 Date 1/29/2020

Bakeshop PO # 309

Billing Address Ref # 674

Bakeshop
10th Bread St.
Bread City, BD, 11228 **Customer Shipping Address**
Bakeshop
10th Bread St.
Bread City, BD, 11228



Acc # 2324 Sales Rep Payment Term Ship date 1/29/2020 Exp. date 2/2/2020 Carrier Carrier Acc #

Products Details


No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Total \$
1	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	5	5	0		0.00	52.50	52.50	262.50

Weight: 5 lbs
Total Qty: 5

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 262.50
Tax \$ 0.00 N/A TOTAL \$ 262.50
BALANCE \$ 262.50

Enter Discount  


Tax Groups

Click to send this order back to the picking stage  Save **CREATE INVOICE** Close

☐ Print Queue ☒ With SN # ☒ With Catch-Weight ☒ Use Second Invoice Layout ☐ With CLU

Click the button at the bottom right. A confirmation message will open, and click **Yes** to send this invoice back to Picking Stage at the Warehouse.

Then, the **Warehouse > Orders To Pick** list will open with the “To Pick” orders listed, and this order will now be

 **You can always send an order back to Picking Stage if the invoice exists under “Pending” status**

9.1.7 Voiding Invoices

You can void an invoice once it has been created. Access the **Customers > View all Invoices and Credit Memo's** form and click the PO# to open the (created) invoice.

At the bottom, click the **Void Invoice** button.

Customer Invoices / Credit Memo's Total Records: 128 # Per Page: 447 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer ☐ All ☐ All Invoices ☐ Pending ☒ Invoiced ☐ Voided ☐ Pending Credit Memo ☐ Credit Memo Between 1/29/2020 and 1/29/2020

Customer Invoice
 Invoice # 185
 Bakeshop
 Billing Address: Bakeshop, 10th Bread St, Bread City, BD, 11228
 Date: 1/29/2020
 PO # 309
 Ref # 674
 Customer Shipping Address: Bakeshop, 10th Bread St, Bread City, BD, 11228

Acc # 2324 Sales Rep Payment Term Ship date 1/29/2020 Exp. date 2/2/2020 Carrier Carrier Acc #

No	SKU #	Product	Weight	Qty	Discount %	Coupon	Discount \$	Orig. Price \$	Price \$	Total \$
1	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	5	5	0		0.00	52.50	52.50	262.50

Weight: 5 lbs
Total Qty: 5

Void Reason

Enter the reason of voiding the invoice and indicate whether to Return stock back to Inventory or not.

☒ Return Stock Back To Inventory
☐ Do Not Return Stock Back To Inventory

Cancel Submit

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 262.50
 Tax \$ 0.00 TOTAL \$ 262.50
 BALANCE \$ 262.50

Click Void Invoice

Print Queue ☒ With SN # ☒ With Catch-Weight ☒ Use Second Invoice Layout ☐ With CLU Save VOID INVOICE Close

The **Void Reason** form will open. Enter a reason and indicate whether to send the stock back to inventory. You can also cancel the process if you made a mistake.

Click **Submit** to void the invoice.

9.2 Receiving Payment

Integrating *AdvancePro* with PayPal® Payflow Pro (formerly known as VeriSign® Pay Flow Pro) or Authorize.net® allows our customers to charge credit cards and make bill payments from one system. This feature has been added to bring further efficiency to your business “*from Buying to Supplying*”.

You will now be able to charge and process your client's credit cards or checks on receiving payment --better business and prompt service for all.

To set up payment processing, go to the **Admin Switchboard > Utilities > Payment Processor tab**.

Utilities

About Upgrades Database Excel Import/Export Payment Processor MPL *Order Import

*Mult. Companies *Lot/Serial # *Bar Coding *Freight *Catch Weights *EDI *Advanced Shipping

*UPS/Fedex/USPS *AdvanceEDI Sales Rep. *Order Matrix *Additional Entity *Product Builder *Fifo/Lifo

*APIntelligence *AP Mobile *AP Manufacture *AP Act/Sales *AP Labels *POS *Resource Management

MS Dynamics *AP API

If you are going to be using online credit card or check transactions with PayPal/Authorize.net please enter your information below.

Processor: **Authorize.Net** (dropdown menu showing PayPal PayFlow, Authorize.Net, Virtual Merchant)

Vendor: Case-sensitive Vendor ID that you defined while registering for the account.

User Name: Case-sensitive login ID for the Payflow account that you defined while registering for the account.

Password: Case-sensitive 6- to -12 character password that you defined while registering for the account.

Partner: The authorized PayPal Reseller that registered you for the Payflow Pro service provided you with a Partner ID. If you registered yourself, use PayPal. Case-sensitive.

Authorize.net
Credit Card processing only.

Login ID: Your Authorize.net Login ID

TxnKey: The secure transaction key can be obtained from the Authorize.net Merchant Interface.

Virtual Merchant
Credit Card processing only.

Merchant ID: Your Virtual Merchant Login ID

User ID: Case-sensitive User ID for the Virtual Merchant

User Pin: Case-sensitive PIN for Virtual Merchant

Disable Module Save Close



Please note that only PayPal PayFlow Pro allows checks to be processed.

You can receive payments even if you do not use PayPal PayFlow Pro or Authorize.net, but the payments will not be processed automatically though *AdvancePro*. You will need to process them separately.

You can receive payments at three different points:

- On creating or modifying the customer purchase order
- On created customer invoice
- On the customer account

9.2.1 Receiving Payment on Creating or Modifying a Customer Purchase Order

- Enter the customer order and save it as normal. Please see chapter 6.2 for more information on entering customer orders. If the order has already been created, click **All Customer Orders** on the sidebar and then click the order to open it.
- After you save the order, the **Receive Payments** button will be enabled. Click it to see the receive payments form.

NOTE: If you receive payments on the customer purchase order, AdvancePro will export it as an outstanding amount paid against selected customer to QuickBooks®. You would need to assign the amount received against the amount due on the invoice when *AdvancePro* exports the invoices in QuickBooks® later.

9.2.2 Receiving Payments on an Invoice

- Create an invoice as described above. After you click **Create Invoice**, the **Receive Payment** button will be enabled. Click it to receive payment.

⚠ NOTE: If you receive payments on invoices, the amount should be exactly the amount listed on the invoice or QuickBooks will not accept the payment.

⚠ When you are receiving a payment on an invoice, you can view received payments on the whole order or just on this invoice using the radio buttons under **Receive Payments**.

Received Payments

☒ For the order this invoice belongs to
 ☐ For this invoice only

No.	Amount \$	Date	Method	Charged	Exported to QB

☐ Print
 ☐ Email
 ☐ Print & Email
 ☒ None













9.2.3 Receiving Payments on Editing a Customer Account

- From the **Customer Switchboard**, click **View All Customers**. Alternately, you can:
- Click **View Customers** from the sidebar.
- Use the **Customer** drop-down list to select **View All Customers**.
- Click **CTRL + ALT + U + A** on your keyboard.
- When the customer list opens, **click the edit icon (the E)** to open the customer profile.

View All Customers Total Records: 29 # Per Page 39 Total Pages: 1 Current Page: 1

☐ Display inactive customers

Company Name Account # Contact Phone Fax Email Street Address Zip ☐ Exact ?

No	Company	Account #	Contact	Phone	Fax	Email	
1	All Fresh Vegetables	4000 0000 4444 4445	Edrick Green	444-1111115		Edrick@vegetable.com	
2	All Steak Buffet	2000 0000 2222 2224	Gerry Beefed	222-1111114		Gerry@beef.com	
3	Apparel Wear	7000 0000 7777 7771	George Giggles	777-1111111		George@apparelwear.com	
4	Beautify	8000 0000 8888 8881	Jean Grace	888-1111111		Jean@beautify.com	
5	Beefy Grills					Darry@beef.com	
6	Beefy-Q					Bern@beef.com	
7	Boardz					Brod@boardz.com	
8	Chicken Deli					Rc@chicken.com	
9	Chicken House					Mister@chicken.com	
10	Chicken-Out Fastfood					Jim@chicken.com	
11	Crispy Chicken Pika-pika					Maxwell@chicken.com	
12	Fork the Pork					Ervin@pork.com	


Customer: All Fresh Vegetables

Company Info Address Info Additional Info Custom Fields **Payment Info** Reserved Products Products On Back-Order

Order Info Invoice Info Sales Goal CRM Login Info

Payment Details

Min. Amount per order \$ Taxable ☐

Payment Terms Tax Rate % 

Preferred Payment Method

Preferred Payment Method

Type

Credit Card #

Expiry Date / CVN #

Name on Card

Address

Zip/Area Code

Check Details of Checking Account Holder

Date of Birth


Driver's License #

Social Security #

Additional Company Information

Reseller Number Federal Tax ID DUNS Number

- Then click the **Payment Info** tab.
- Click the Receive Payment button. Continue as below.

 **Note** that receiving a payment on the customer account means that the payment remains unallocated. The funds will not be put toward a particular invoice or order.

Payment Allocation

Customer: Bell Company

Payment Method: N/A Amount: 0.00 Date: 1/29/2020

☒ Process via Payment Processor

Notes:

QuickBooks:

☒ Export to QB

Deposit To Account: - Select an Account -

AR Account: - Select an Account -

☐ Allocate(d) in QB

All Payments and Credit Memo (Credits) From: 1/29/2020 To: 1/29/2020 ☐ Show All Payments

Date	Method	Amount	Allocated A.	Credit Amount	Charged	QB Exported	Note
<input type="checkbox"/> 01/20/2020	RMA CREDL	5500.00	0.00	5500.00			
<input type="checkbox"/> 01/20/2020	RMA CREDL	276.94	0.00	276.94			
		5776.94	0.00	5776.94			

All Invoice(s) with Balance or linked with selected Payment/Credit

Date	Invoice No	Amount	Paid Amount	Balance Amount
<input type="checkbox"/> 1/17/2020	242	5050	4396.2	653.8
<input type="checkbox"/> 1/17/2020	244	12.31	0	12.31
<input type="checkbox"/> 1/24/2020	249	1700	0	1700
		6762.31	4396.2	2366.11

Total for selected invoice(s): 0.00

Total Applied: 0.00

Balance: 0.00

You can select payment method here and it will be added to All Payments and Credit Memo (Credits) table

Ticking this option and clicking on the magnifying glass will show all of the payments that have been applied to invoices

Payments or Credit Memos above can be applied on these invoices

1. The **Payment Allocation** form will open.
2. All of the Credit Memos and Payment can be found in the right side
3. You can select Payment Method in the drop-down and enter the amount. You may choose to Export the added amount to selected QuickBooks.
3. Payments or Credits on the top of the screen can be applied to all of the Invoices.
4. The checkbox for **Process Payment Using Provider** should be checked by default if you have setup a payment processor via the Admin Switchboard. To turn off the payment processing, click the checkbox so it is not checked.
5. The **Export to QuickBooks®** checkbox should also be selected by default if you use QuickBooks.
6. You can de-select it if desired.
7. If you are exporting to QuickBooks, you can set the appropriate accounts using the **Deposit to Account** and

8. You will notice that a new form will appear when you select Check or Credit Card as **Payment Method**.

Payment Allocation

Customer: Aroma Towne

Payment Method: Check Amount: 0.00 Date: 1/31/2020

Notes:

QuickBooks: ☐ Export to QB

Deposit To Account: -- Select an Account --

AR Account: Accounts Receivable (

☐ Allocate(d) in QB

Cheque

Account Holder Name:

Date of Birth: 10/ 2/1992

Drivers License # Social Security # Check #

Magnetic Ink Check Reader:

This is the ENTIRE line of numbers at the bottom of the check.
Includes the Transit #, Account # and Check #.

All Payments and Credit Memo (Credits) From: 1/31/2020 To: 1/31/2020 ☐ Show All Payments

Date	Method	Amount	Allocated A.	Credit Amount	Charged	QB Exported	Note
<input type="checkbox"/> 01/20/2020	RMA CREDL	11000.00	0.00	11000.00			
<input type="checkbox"/> 01/20/2020	Cash	50000.00	11000.00	39000.00			
<input type="checkbox"/> 01/24/2020	Cash	1000.00	0.00	1000.00			
<input type="checkbox"/> 01/24/2020	Cash	5000.00	0.00	5000.00			
		67000.00	11000.00	56000.00			

All Invoice(s) with Balance or linked with selected Payment/Credit

Date	Invoice No	Amount	Paid Amount	Balance Amount
<input type="checkbox"/> 1/20/2020	16	11000	0	11000
<input type="checkbox"/> 1/24/2020	33	50	0	50
<input type="checkbox"/> 1/24/2020	34	5	0	5
		11055	0	11055

Total for selected invoice(s): 0.00

Total Applied: 0.00

Balance: 0.00

Process Close

Fill out Necessary details for the check

- You can select saved credit card numbers from the **Credit Cards** drop-down list, if this customer has any credit card information in their profile. You can modify this saved information if necessary and then click **Update**. (The Add button will become Update.)
- You can delete credit card information from the customer profile by clicking **Delete**, if desired. You can still use the deleted credit card information for this transaction.
- For credit card numbers, do not enter any spaces, dashes, special characters or letters. Only enter numbers.
- For credit cards, the CVN number is the three digit number on the back of the card.
- For checks, the **Magnetic Ink Check Reader** is the entire line of numbers on the bottom of the check, including transit number, account number and check number.

- *AdvancePro* will save new credit card information if you click **Add** in the Credit Card section. You can also add information on an additional credit card to this customer's profile by clicking **Add New**.

Payment Allocation

Customer: Aroma Towne

Payment Method: Credit Card Amount: 0.00 Date: 1/31/2020

Notes:
☐ Export to QB
 Deposit To Account: - Select an Account -
 AR Account: Accounts Receivable
☐ Allocate(d) in QB

Credit Cards N/A

Type: American Express

CC Number:
 Expiry Date: /
 CVN Number:
 Name on Card:
 Address:
 Zip/Area Code:

Add New Add Delete

All Payments and Credit Memo (Credits) From: 1/31/2020 To: 1/31/2020 ☐ Show All Payments

Date	Method	Amount	Allocated A.	Credit Amount	Charged	QB Exported	Note
<input type="checkbox"/> 01/20/2020	RMA CREDL	11000.00	0.00	11000.00			
<input type="checkbox"/> 01/20/2020	Cash	50000.00	11000.00	39000.00			
<input type="checkbox"/> 01/24/2020	Cash	1000.00	0.00	1000.00			
<input type="checkbox"/> 01/24/2020	Cash	5000.00	0.00	5000.00			
		67000.00	11000.00	56000.00			

All Invoice(s) with Balance or linked with selected Payment/Credit

Date	Invoice No	Amount	Paid Amount	Balance Amount
<input type="checkbox"/> 1/20/2020	16	11000	0	11000
<input type="checkbox"/> 1/24/2020	33	50	0	50
<input type="checkbox"/> 1/24/2020	34	5	0	5
		11055	0	11055

Total for selected invoice(s): 0.00

Total Applied: 0.00

Balance: 0.00

Process Close

Select any existing cards here

You may select the type of card by clicking on this dropdown

9. When ready, click **Process Payment**.

Payment Allocation

Customer: Aroma Towne

Payment Method: Credit Card Amount: 5000.00 Date: 1/31/2020

Notes:

QuickBooks: ☒ Export to QB
 Deposit To Account: Cash on hand
 AR Account: Accounts Receivable
☐ Allocate(d) in QB

Credit Cards: N/A
 Type: American Express
 CC Number:
 Expiry Date: /
 CVN Number:
 Name on Card:
 Address:
 Zip/Area Code:
 Add New Add Delete

All Payments and Credit Memo (Credits) From: 1/31/2020 To: 1/31/2020 ☐ Show All Payments

Date	Method	Amount	Allocated A.	Credit Amount	Charged	QB Exported	Note
<input type="checkbox"/> 01/20/2020	RMA CREDL	11000.00	0.00	11000.00			
<input type="checkbox"/> 01/20/2020	Cash	50000.00	11000.00	39000.00			
<input type="checkbox"/> 01/24/2020	Cash	1000.00	0.00	1000.00			
<input type="checkbox"/> 01/24/2020	Cash	5000.00	0.00	5000.00			
		67000.00	11000.00	56000.00			

All Invoice(s) with Balance or linked with selected Payment/Credit

Date	Invoice No	Amount	Paid Amount	Balance Amount
<input checked="" type="checkbox"/> 1/20/2020	16	11000	0	11000
<input type="checkbox"/> 1/24/2020	33	50	0	50
<input type="checkbox"/> 1/24/2020	34	5	0	5
		11055	0	11055

Total for selected invoice(s): 0.00

Total Applied: 5000.00

Balance: -5000.00

☒ Leave As Credit

Process Close

When you have filled out all the necessary details, click Process

10. A confirmation window will open confirming that the payment should be processed. Click **Yes** to continue.

AdvancePro: Confirmation

Do you want to Process the Payment of \$100.00?

Yes No

If you have not enabled payment processing, skip to step 10

11. If you have enabled payment processing via PayPal® PayFlow Pro (formerly known as VeriSign® Pay Flow Pro) or Authorize.net®, *AdvancePro* will send the payment information to your processor.
12. A window will open to notify you whether the payment has been authenticated or not. If the payment fails, you will see the reason why.
13. The payment will be saved and displayed on the **Received Payments** chart at the bottom of the form. It will display relevant information about this payment: whether it was processed using one of the payment providers in the **Charged** column, and whether it was exported to QuickBooks®.
14. You can print a record of the payment if desired by clicking the button on the bottom left of the form.

9.2.4 Quickbooks® and Payments

If you receive payments on the **Customer Purchase Order**, *AdvancePro* will export it as an outstanding amount paid against the selected customer to QuickBooks®. You would need to assign the amount received against the amount due on the invoice when *AdvancePro* exports the invoices in QuickBooks® later.

If you receive payments on invoices, the amount should be exactly the amount listed on the invoice or QuickBooks will not accept the payment.

Also, if you accept payments in QuickBooks, in the **Admin > Site Settings > QuickBooks**, be sure to enable **Do you want *AdvancePro* to query your invoices in QuickBooks?**. During export, *AdvancePro* will look for the payments and apply them to the *AdvancePro* invoices.

9.2.5 Editing or Deleting Saved Payments

After a payment has been saved, you can:

- process it using the payment provider, if you have not processed it before
- change the payment method or amount if you have not processed the payment before
- export it to QuickBooks, if it has not been previously exported
- print a record of the payment
- delete it entirely.

To edit a payment, start by selecting it using the checkboxes at the bottom of the **Receive Payments** form in **Customer Invoices**.

Receive Payments

Aroma Towne

Invoice # 16 Order Total \$ 11000.00 Date 1/20/2020
 Invoice Total \$ 11000.00 Total Paid \$ 11000.00 PO # 17
 Amount Received \$ 11000.00 Order Balance \$ 0.00 Ref # 32
 Invoice Balance \$ 0.00 Credit \$ 0.00

Payment Method **Cash** Payment Amount \$ 11000.00
 Deposit To Account **Cash on hand** ☒ Export to QuickBooks
 Accounts Receivable Account

Received Payments

☐ For the order this invoice belongs to ☒ For this invoice only

No.	Amount \$	Date	Method	Charged	Exported to QB
<input checked="" type="checkbox"/> 1	11000.00	1/31/2020	Cash	N	N

☐ Print ☐ Email ☐ Print & Email ☒ None

Annotations:

- On editing, you may change almost any payment details (points to the top section of the form).
- You can also process or export the saved payment if you haven't yet (points to the 'Export to QuickBooks' checkbox).
- Don't forget to select "For this Invoice only" (points to the radio button).
- Tick the box of the payment you want to edit (points to the checkbox in the table).
- You may print or delete the selected payment as well (points to the Print and Delete buttons).
- Click Update Payment to save the changes (points to the UPDATE PAYMENT button).

Change any payment details as you did when entering the payment.

⚠ Please note that if you have processed the saved, original payment using the payment

Click **Update Payment** to edit or process the payment, or **Delete** to delete it.

9.2.6 Changing or Deleting Processed Payments

- In *AdvancePro*, delete the erroneous payment entirely using the method above.
- Separately, delete that payment from your payment provider (by phone or using their interface).
- Enter a new payment into *AdvancePro* with the correct details and process this payment normally.

10 Vendors

In this chapter, we will review setting up vendor accounts, including:

- 10.1 Importing Vendors
- 10.2 Creating New Vendors Manually
- 10.3 Placing Vendor Orders
- 10.4 Creating Vendor Bills

10.1 Setting Up Vendors

10.1.1 Importing Vendors

You can import vendor information via QuickBooks® or Excel®, or indirectly via EDI or XML import of vendor orders.

Since the QuickBooks and Excel import process applies to more than just vendors, those processes are covered in the previous chapters.

Importing customer or vendor orders via XML is covered as well. Learn more about importing vendor orders by EDI too.

10.2 Creating New Vendors Manually

Mandatory Fields

- Company Name
1. Click **Vendor** to open the Vendor Switchboard and then **Add A New Vendor**. Alternately, you can use the vendor drop-down menu, or **CTRL + ALT + D + N** on your keyboard.

The screenshot displays the AdvancePro 11.00.0.1104* Admin interface. The top navigation bar includes links for Admin, Customers, Vendors, Products, Warehouse, Returns, Reports, Sales Reps, QuickBooks, Web, MFG, and MCR. The left sidebar shows a tree view with categories: Customers (New Order, POS, View Orders, View Customers, Add Customer), Vendors (New Order, View Orders, View Vendors), Products (Add Product, Manage Inventory, View Products), and Quick Search (---Select Item---). The main content area is titled 'Vendors' and features three columns of buttons:

Purchase Orders	Vendor Info	Other
Place New Order	Add Vendor	Vendor Groups
View All Orders	Edit Vendor	Jobs
View all Bills and Credit Memos	View All Vendors	Vendor Quote

At the bottom of the interface, there is a 'Log Out' button on the left and a copyright notice '© 2016, AdvancePro Technologies. All rights reserved.' on the right.

10.2.1 Company Information

- The **Add A New Vendor** dialog will open. **Company Name** is the only mandatory field. After entering the name, you can click **Save & Close** if desired.

⚠ However, please note that to place an order to this vendor, you must associate products to the vendor. You can skip ahead to review how to associate products with the vendor, if you like.

We will review the rest of the form, but you do not need to enter any more information.

- The account number will be suggested by *AdvancePro* based on the starting account number you specified in **Admin > Site Settings > General Settings**. If you like, you can override this account number and enter any (unique) alpha numeric combination.
- Besides the company name and account number, you can enter the main and alternate contact persons, with contact information on the **Company Info** tab.
- You can enter **notes** in the bottom field of this screen, and they will be shown on vendor orders. To view these notes on vendor orders, enable them at **Admin > Site Settings > Additional Settings**
- If you would like to enter more information, you can continue by clicking **Save & Next**.

10.2.2 Entering Vendor Addresses

⚠ If you want to edit a vendor to enter the address, from **View All Vendors, click the **Edit** icon to open the Vendor dialog and then click the **Address Info** tab.**

- At the **Address Info** tab, enter the billing and shipping addresses (both are optional).

You can change the billing and shipping address by clicking on this button. You can change the primary addresses by selecting the address from the drop down and checking the primary address check box.

☒ Primary Address


A primary address is the main address for the vendor. It is required for billing or shipping purposes. It is imperative your customers and vendors have complete addresses else you would not be able to place orders.

The screenshot shows the 'Vendor: Company ABCDE' dialog box with the 'Address Info' tab selected. The dialog has several tabs: 'Company Info', 'Address Info', 'Additional Info', 'Assign Products', 'Products On Back-Order', 'Order Info', and 'Bill Info'. The 'Address Info' tab contains two main sections: 'Bill To Address' and 'Shipping Address'. Each section has a 'Primary Address' checkbox, which is checked in the screenshot. Below each section are fields for Name, Company, Address, City, State (with a dropdown menu), State Other, Zip Code, Country, Phone, Fax, Cell Phone, and Email. There is also an 'EDI' section with fields for Store ID, DCID, and Store Name. At the bottom of each section are 'Update' and 'Delete' buttons. The 'Add New' button is circled in red, and the 'Primary Address' checkbox is also circled in red.

8. Make sure you complete all fields for the addresses or you will get an error message, prompting you to complete the fields.


 Hint: You can use the **Copy Shipping** or **Copy Billing** buttons at the top if both the shipping and billing addresses are the same.

9. Click **Update** for **both** the shipping and the billing addresses.
10. You can add additional addresses by clicking **Add New**. The **Update** button will change to Add—click **Add** when done.
11. If you are creating multiple addresses, note the **Primary Address** checkbox at the top of the fields. By default, the first address entered is the primary, but you can click this box to de-select or select other addresses.

 Note: A vendor can have multiple billing and shipping addresses. You can always choose the address to bill and ship to while placing an order to that vendor.

12. Click **Next**.


10.2.3 Entering Default Currency, Payment Terms, Credit Limit, Federal Tax ID, Tax Rate and Custom Fields

 If you want to edit a vendor, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Additional Info** tab. If you are continuing the process of creating a vendor, simply continue with step 13.

13. At the **Additional Info** tab, use the **Preferred Currency** drop-down list to indicate this vendor's currency. If you don't see the currency in the list, you can add it by creating an exchange rate for it. For information on setting exchange rates or adding currencies.

When you select a preferred currency, you will view vendor orders in two currencies, your default, and their preferred.

14. Select a **default carrier** for that vendor. This carrier will be pre-selected for any vendor orders you place, but can be changed if desired.
15. You can specify the payment details, including:
- Credit limit
 - Payment Terms
 - Federal Tax ID
 - Tax Rate

 Remember, all of these options are preferred choices, but you can override them on any individual order.

16. Next, complete any **custom fields**.

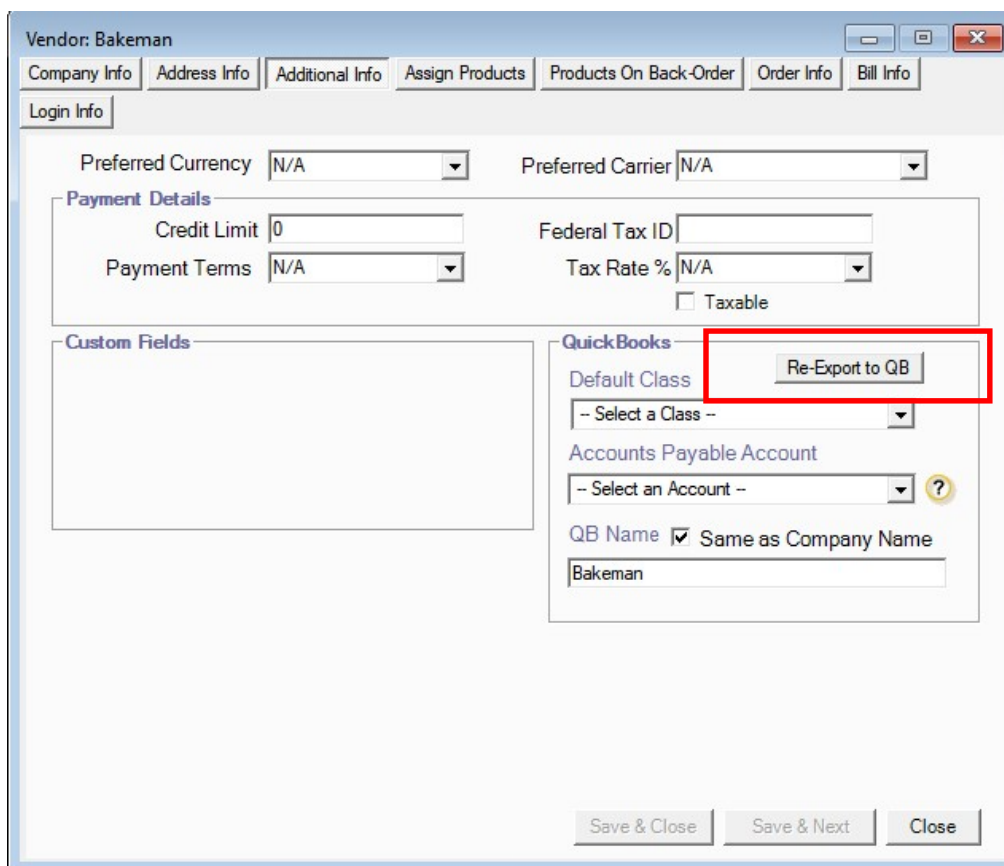
10.2.4 Entering Vendor QuickBooks® Classes, Accounts Payable Account, and Re-exporting to QuickBooks

 If you want to edit a vendor, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Additional Info** tab

17. If you use **QuickBooks classes**, you can select the default class.

Select the **QB Accounts Payable Account** for this vendor if you have set a preferred currency and you use a different account for that currency. Use this option only if your version of QuickBooks supports multiple currencies.

If you have encountered any errors on the original export of this vendor to QuickBooks, you can use the button to re-export this vendor alone.



Vendor: Bakeman

Company Info | Address Info | **Additional Info** | Assign Products | Products On Back-Order | Order Info | Bill Info

Login Info

Preferred Currency: N/A Preferred Carrier: N/A

Payment Details

Credit Limit: 0 Federal Tax ID:

Payment Terms: N/A Tax Rate %: N/A

☐ Taxable

Custom Fields

QuickBooks

Default Class:

- Select a Class -

Accounts Payable Account:

- Select an Account - ?

QB Name ☒ Same as Company Name


Bakeman

Save & Close Save & Next Close

For information on enabling QuickBooks classes in *AdvancePro*, as well as other QuickBooks settings, please see [chapter 6](#). If you haven't yet performed a QuickBooks import, follow the steps [listed in chapter 6](#). (Remember, you can also import vendors from QuickBooks).

18. Click **Save & Next**.

10.2.5 Assigning Products to Vendors

 To place a vendor order, you must assign products to the vendor. If you have saved the vendor without this information, from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Assign Products** tab.

19. At the **Assign Products** tab, you will see your product list. Click the checkbox to associate a product with this vendor.

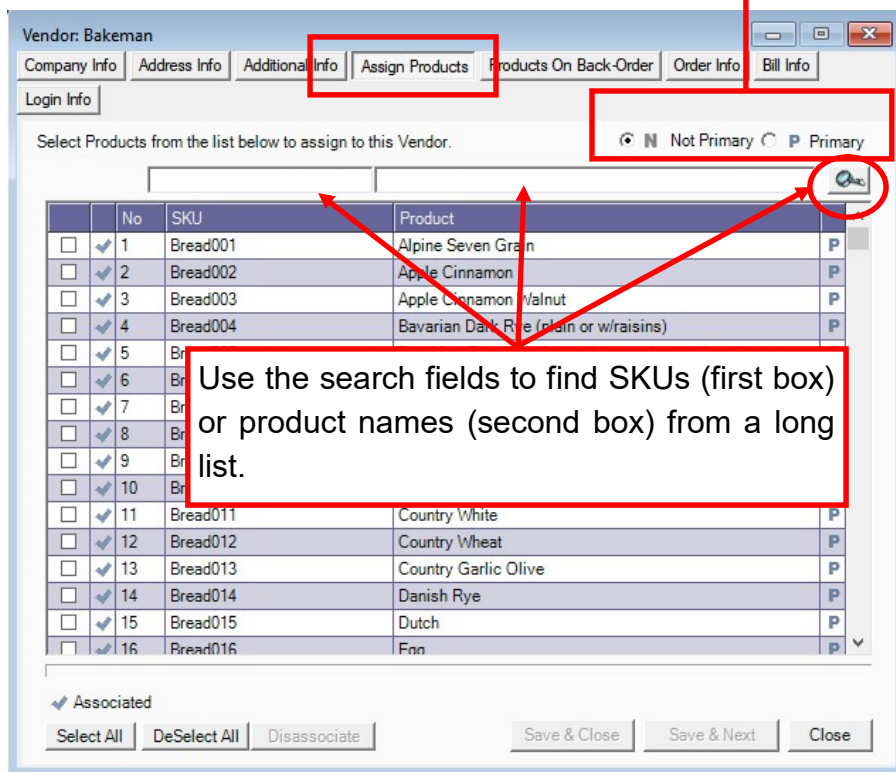
Note the **Not Primary/Primary** radio buttons at the top of the screen. Use these to indicate if this vendor is the primary source for that product. On ordering the product, the primary vendor will be selected by default but you can override this.

Also note the **search fields at the top**. This can make finding a particular product or SKU quicker. After entering a keyword or SKU, click the magnifying glass to start your search.

To **select all** products (or **deselect all**), you can use the buttons along the bottom of the screen.

20. Click Save & Next when done.

Indicate whether this is the primary vendor for the selected product(s).



Vendor: Bakeman

Company Info Address Info Additional Info **Assign Products** Products On Back-Order Order Info Bill Info

Login Info

Select Products from the list below to assign to this Vendor.

☒ Not Primary ☐ Primary


	No	SKU	Product	
<input type="checkbox"/>	✓ 1	Bread001	Alpine Seven Grain	P
<input type="checkbox"/>	✓ 2	Bread002	Apple Cinnamon	P
<input type="checkbox"/>	✓ 3	Bread003	Apple Cinnamon Walnut	P
<input type="checkbox"/>	✓ 4	Bread004	Bavarian Dark Rye (plain or w/raisins)	P
<input type="checkbox"/>	✓ 5	Br		
<input type="checkbox"/>	✓ 6	Br		
<input type="checkbox"/>	✓ 7	Br		
<input type="checkbox"/>	✓ 8	Br		
<input type="checkbox"/>	✓ 9	Br		
<input type="checkbox"/>	✓ 10	Br		
<input type="checkbox"/>	✓ 11	Bread011	Country White	P
<input type="checkbox"/>	✓ 12	Bread012	Country Wheat	P
<input type="checkbox"/>	✓ 13	Bread013	Country Garlic Olive	P
<input type="checkbox"/>	✓ 14	Bread014	Danish Rye	P
<input type="checkbox"/>	✓ 15	Bread015	Dutch	P
<input type="checkbox"/>	✓ 16	Bread016	Fan	P

Use the search fields to find SKUs (first box) or product names (second box) from a long list.

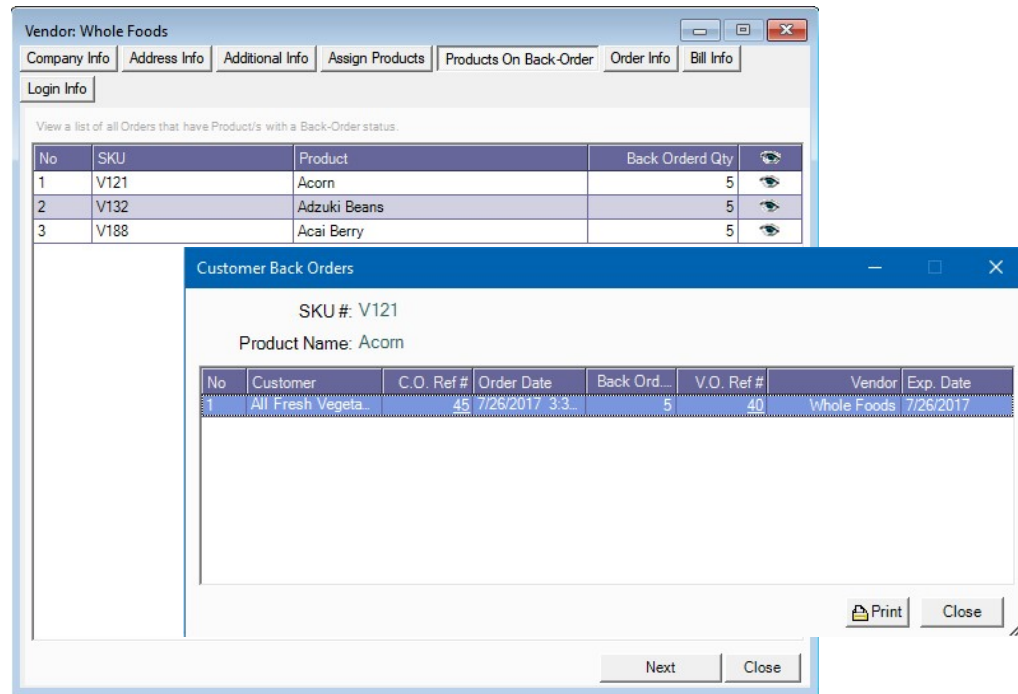
✓ Associated

Select All DeSelect All Disassociate Save & Close Save & Next Close

10.2.6 Viewing Vendors Back Orders

 You can view vendor back orders at any time after vendor creation. From **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Products on Back Order** tab.

The **Products on Back Order** tab is an easy way to view back orders with this vendor. The number of orders will be listed. Click the “eye” icon to view the order.






Vendor: Whole Foods

Company Info | Address Info | Additional Info | Assign Products | **Products On Back-Order** | Order Info | Bill Info

Login Info

View a list of all Orders that have Product/s with a Back-Order status.

No	SKU	Product	Back Order Qty	
1	V121	Acorn	5	
2	V132	Adzuki Beans	5	
3	V188	Acai Berry	5	

Customer Back Orders

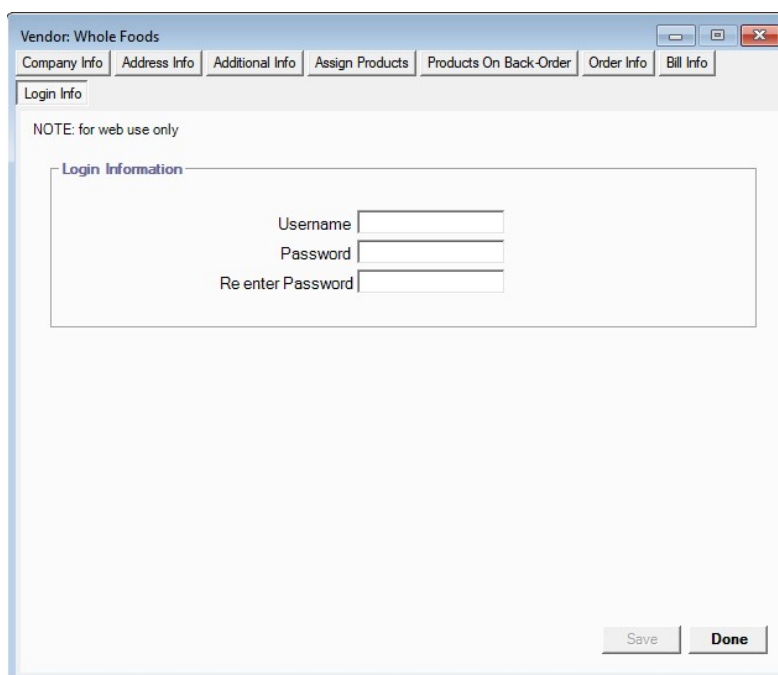
SKU #: V121
Product Name: Acorn

No	Customer	C.O. Ref #	Order Date	Back Ord.	V.O. Ref #	Vendor	Exp. Date
1	All Fresh Vegeta...	45	7/26/2017 3:3...	5	40	Whole Foods	7/26/2017

Print Close

Next Close

10.2.7 Setting Vendor Username and Password for Web Services



Vendor: Whole Foods

Company Info | Address Info | Additional Info | Assign Products | Products On Back-Order | Order Info | Bill Info

Login Info

NOTE: for web use only


Login Information

Username

Password

Re enter Password

Save Done

 If you wish to set this up after vendor creation from **View All Vendors**, click the **Edit** icon to open the Vendor dialog and then click the **Login Info** tab. If you are continuing the process of creating a vendor, continue with steps listed 9.1.3

10.3 Placing Vendor Orders

There are four ways to create a vendor order:

1. Manually create a vendor order.
2. Automatically create a vendor order when placing a customer order, if some or no stock is on hand.
3. Automatically create a vendor drop ship order from a customer order when the products are to be drop shipped.
4. Automatically create a vendor order from a vendor quotation.

10.3.1 Entering Vendor Details

10.3.2 Entering Order Details

10.3.3 Entering Vendor Quotes

10.3.4 Editing Open Vendor Orders

10.3.5 Receiving Vendor Orders

10.3.6 Creating Vendor Back Orders

10.3.7 Processing a Back Order

10.3.1 Entering Vendor Details

1. Go to the **Vendor Switchboard > Place New Order**. Alternately, you can:

In the sidebar , under **Vendor**, select Place Order.

Under the Vendors drop-down list, select Place Order.

Click **CTRL + ALT + D + O**

The screenshot displays the Vendor Switchboard interface. At the top, a navigation bar includes links for Admin, Customers, Vendors, Products, Warehouse, Returns, Reports, Sales Reps, QuickBooks, Web, MFG, and MCR. A help icon (?) is located on the right. The main content area is titled 'Vendors' with a factory icon. Below the title, there are three columns of buttons:

Purchase Orders	Vendor Info	Other
Place New Order	Add Vendor	Vendor Groups
View All Orders	Edit Vendor	Jobs
View all Bills and Credit Memos	View All Vendors	Vendor Quote

The 'Place New Order' button is highlighted with a red box. At the bottom of the page, a copyright notice reads: © 2016, AdvancePro Technologies. All rights reserved.

- The **Vendor Order form** will open to the **Vendor Details tab**. Select the vendor from the vendor dropdown list. You can also search for vendors using the fields above the Vendor drop-down list.

If you don't see the vendor, you can add it using the process in the chapter Setting up Vendors. From the drop-down, select the warehouse you want the products shipped to (applicable for multiple warehouses only).

The screenshot shows the 'Place Vendor Order' form with the following fields and annotations:

- Select vendor:** A dropdown menu showing 'World of Fruit Association'. An annotation points to this field with the text: 'Select the vendor from the drop down. Only vendors with complete billing and shipping addresses will feature in the drop down.'
- Ship to warehouse:** A dropdown menu showing 'Warehouse1'. An annotation points to this field with the text: 'Select the warehouse from the drop down. Only warehouses with complete addresses will feature in the drop down.'
- PO #:** A text field containing '21'. An annotation points to this field with the text: 'The PO # is automatically generated. You can manually enter a PO # too.'

Other fields visible include 'Company Name', 'Account #', 'Search for Vendor', and 'Order placed by'. The form has 'PROCEED' and 'Close' buttons at the bottom right.

- The vendor PO # is automatically generated. You can change this if you wish.

NOTE: Vendor PO # can be reused in another vendor order.

- Click **Proceed**.

10.3.2 Entering Order Details

Once you select the vendor's details and click **Proceed**, a vendor order will be generated, with a status of **NEW**.

The Vendor Order Form, Order Details Tab, Empty

Vendor Purchase Order (New)

World of Fruit Association

Bill To: AdvancePro Technologies, 1661 Flint Road, Toronto, ON, M3J 2W8, Canada. **Edit**

Ship to warehouse: Warehouse1. **Edit**

Ship To: Warehouse1, 1661 Flint Road, Toronto, ON, M3J 2W8, Canada. **Edit**

Acc # 5999 9999 5555 51, Payment Terms N/A, Ship date 7/27/2017, Expected date 7/27/2017, Carrier N/A, Carrier Acc # ---Select Item---

Products Details

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$

Total Weight: 0 lbs

Shipping \$ 0.00, Adjustment \$ 0.00, Sub Total \$ 0.00, Tax \$ 0.00, TOTAL \$ 0.00

Buttons: Save, PLACE ORDER, Cancel Order, Close

Print Queue, Print Item Note, Direct Bill, Print PAN

Change the bill-and-ship to address, or receiving warehouse

The Vendor Order Form, Order Details Tab, Outlined

Vendor Purchase Order (Now)

World of Fruit Association

Bill To: AdvancePro Technologies, 1661 Flint Road, Toronto, ON, M3J 2W8, Canada. **Edit**

Ship to warehouse: Warehouse1. **Edit**

Ship To: Warehouse1, 1661 Flint Road, Toronto, ON, M3J 2W8, Canada. **Edit**

Acc # 5999 9999 5555 51, Payment Terms N/A, Ship date 12/14/2016, Expected date 12/14/2016, Carrier N/A, Carrier Acc # ---Select Item---

Products Details

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$
1	F00001	F00001	Apple	1	0	3.00	3.00
2	F00004	F00004	Banana	1	0	3.00	3.00
3	F00010	F00010	Grapefruit	1	0	3.00	3.00
4	F00005	F00005	Grapes	1	0	3.00	3.00
5	F00007	F00007	Lemon	1	0	3.00	3.00

Total Weight: 15 lbs

Shipping \$ 0.00, Adjustment \$ 0.00, Sub Total \$ 15.00, Tax \$ 0.00, TOTAL \$ 15.00

Buttons: Save, PLACE ORDER, Cancel Order, Close

Print Queue, Print Item Note, Direct Bill, Print PAN

Acc # 5999 9999 5555 51, Payment Terms N/A, Ship date 12/14/2016, Expected date 12/14/2016, Carrier N/A, Carrier Acc # ---Select Item---

This is the vendor account number

Change the ship and expected dates here

Select a payment term from the drop down. If no payment terms are shown here add them using the Admin / Payment Terms form.

Select the carrier preferred by the vendor. To add more carriers to this list, do so using Admin / Carriers form

1. Vendor Details 2. Order Details

Vendor Purchase Order (Now)

World of Fruit Association

Bill To: AdvancePro Technologies
1551 Pine Road
Toronto, ON, M3J 2W8
Canada

Ship to warehouse: Warehouse1

Date: 12/14/2016
Ref #:
PO #: 21

Acc #: 9999 9999 5555 55 Payment Terms: N/A Ship date: 12/14/2016 Expected date: 12/14/2016 Carrier: N/A Carrier Acc #: --Select item--

Products Details

Enter SKU # / Product Name, qty and press Add OR enter sku in column and press Search button to view results

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$
1	F00001	F00001	Apple	1	0	3.00	3.00
2	F00004	F00004	Banana	1	0	3.00	3.00
3	F00010	F00010	Grapefruit	1	0	3.00	3.00
4	F00005	F00005	Grape	1	0	3.00	3.00
5	F00007	F00007	Lemon	1	0	3.00	3.00

Total Weight: 15 lbs

Shipping \$: 0.00 Adjustments: 0.00 Sub Total: 15
Tax \$: 0.00 TOTAL \$: 15.00

Notes

Print Queue Print Item Note Direct Bill Print PAN

Vendor Freight Save PLACE ORDER Cancel Order Close

SKU #

Add line items by entering SKU# and the corresponding quantity

Product

Search for specific products by the product name or any letter or click on the button to open the "Product Selector" and view all the products in the inventory.

Qty 1

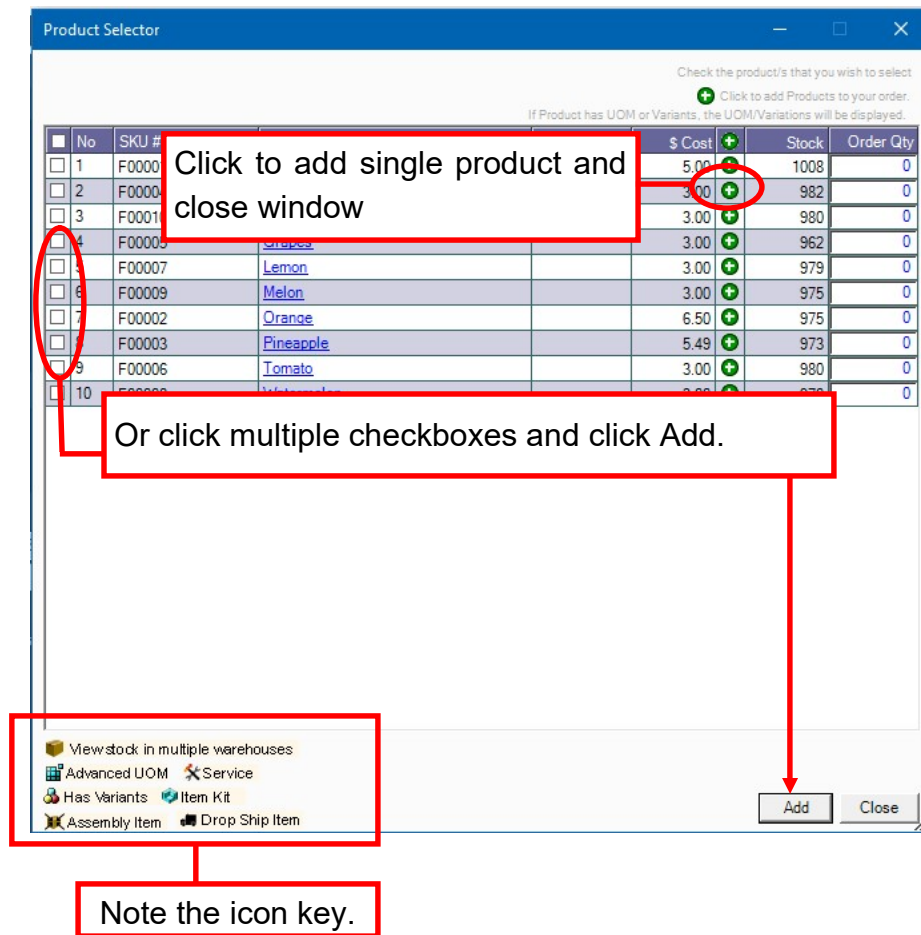
Enter the quantity to add your line items and then click on the Add button. This quantity will be added for line items added by "SKU #" or "Product Selector"

1. If you need to edit your shipping or billing addresses, click the **Edit** button next to each address.
(Top left for billing, top right for shipping).
2. At the very top center, you can change the ship-to warehouse, if desired.
3. Just below that, across the top center of the order, you can make changes to the order details such as:
 - Account number
 - Payment terms
 - Ship date. This is the date you would like the order shipped.
 - Expected date. This is the date you would like to receive the order.
 - Carrier
 - Carrier Account Number

NOTE: You can assign past dates in the ship date and the expected date fields.

4. Select SKU, vendor SKU, UPC, or your organization's custom fields from the SKU# drop-down list. Then, you can enter the SKU or the product attribute type you've chosen into the next field. Alternately, if you know the exact product name, you can enter it into the product field as well.

It may be easier to use the **Product Selector** to add multiple products and quantities to your order. To view the product selector click the **magnifying glass**.



- Only products associated with the vendor and which have not been added to the current open order will be shown in the Product Selector.
- Select whether to view all products or only products below the re-order level using the checkboxes at the top.
- You can view the product details, unit breakdown, cost and the stock on hand in the Product Selector.
- Click the + sign if you only need to select one item.
- To select multiple items in the Product Selector, click the checkboxes and click **Add**.

- To view product details, click the product name.
 - If you are selecting an item with advanced units of measure (indicated by the icon), click the + sign.
 - The Product Selector will display the units and you can select the quantity and units to add to the order.
5. Once you have added a product to your order you can update its quantity and price directly into the appropriate cell in the product row.
- If a product has volume discounts assigned, a red dot will appear next to the price. Click the red dot to open a window displaying volume discounts for this product.

1. Vendor Details 2. Order Details

Vendor Purchase Order (New)

PokeMart TM

Billing Address *Vendor Address*
 Demo Company 2 (QBD)
 26 Dufflaw Road
 Toronto, CA, M6W2W1
 Canada
 555-5555

Ship to warehouse:
 Warehouse

Shipping Address
 Warehouse
 10400 NE 4th St
 Bellevue, WA, 98004
 USA
 555-555-5555

Acc # POKEMART Payment Terms N/A Ship date 1/31/2020 Expected date 1/31/2020 Carrier N/A Carrier Acc # ---Select Item---

Products Details
 Enter SKU # / Product Name, qty and press Add OR enter search criteria and press Search button to view results.

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$
1	DIREHIT01	DIREHIT01	Dire Hit	50	0	320.00	16500.00

Volume Discounts:

No.	From	To	Price
<input type="checkbox"/> 1	10	49	320.00
<input type="checkbox"/> 2	50	in...	300.00

You may edit the quantity to order

Total Weight: 50 lbs

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 16500.00
 Tax \$ 0.00 N/A TOTAL \$ 16500.00

Notes

Print Queue Print Item Note Direct Bill Print PAN Vendor Freight Save PLACE ORDER Cancel Order Close

Select the discount you wish to apply. To ignore the discounts, click **Close**.



Please note that volume discounts do not apply to products with variations. You can manually adjust the price using the fields at the bottom of the order

- If this vendor order was automatically created by a customer order, you can **click the eye icon to view the related customer purchase order**.
- **To add notes to this product, click the notepad icon.** To print the notes with the vendor order, click the **Print Item Notes** checkbox at the bottom right of the vendor order form.

All Vendor Orders Total Records: 5 # Per Page: 39 Total Pages: 1 Current Page: 1

Between and

☐ All ☐ Quotations ☒ Open ☐ Processed ☐ Received ☐ Drop Shipped ☐ Back Order ☐ Closed ☐ Cancelled

Ref # PO # Vendor Warehouse

1. Vendor Details 2. Order Details

Vendor Purchase Order (Open) Date: 7/26/2017

Whole Foods Ref #: 40 PO #: 29

Bill To: AdvancePro Technologies
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

Ship to warehouse: Warehouse1

Acc # Payment Terms Ship date Expected date Carrier

Products Details Enter SKU # / Product Name, qty and press Add OR enter search criteria and press Search button to view results.

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$			
1	V188	V188	Acai Berry	5	0	16.80	84.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	V121	V121	Acorn	5	0	9.60	48.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	V132	V132	Adzuki Beans	5	0	16.80	84.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total Weight: 15 lbs

Notes

☐ Print Queue ☐ Print Item Note ☐ Direct Bill ☐ Print PAN

Item Notes SKU V132 Product Adzuki Beans

Adjustment \$ Sub Total \$ TOTAL \$

This check mark mean notes have been entered for this item.

Click the notepad to add product notes. You can print them with this vendor order, if desired.

If you erroneously entered a product, double click the trash can to delete the row.

6. You can click the return bar to add a new line and repeat steps above to add more products.
7. Once you have added all the products necessary, you can tend to the order totals:
 - If desired, enter + or – adjustments as dollar amounts directly into the Adjustment field.
 - Add any shipping costs.
 - Select the taxes from the drop-down list, if appropriate.

Adjust totals, select tax, and/or enter

Shipping \$	0.00	Adjustment \$	0.00	Sub Total \$	216
		Tax \$	0.00	N/A ▼	TOTAL \$ 216.00

8. Add a note for the administrator, the vendor, and/or the warehouse by clicking the note button at the bottom left of the form.

Notes
✕

Admin
Add notes to be viewed by Admin. These notes will not print.

Vendor
Add notes to be viewed by Vendor.

☐ Print On Order
 ☐ Print On Invoice

Warehouse
Add notes to be viewed by the Warehouse.

☐ Print on Rec

You can print the vendor notes on the vendor bill and/or vendor order. The warehouse notes will be shown and can be printed when the warehouse receives the order in *AdvancePro*. The admin notes will appear in the vendor information in *AdvancePro*. You can add notes after the order is saved and resave the order, if desired.

All Vendor Orders Total Records: 5 # Per Page: 89 Total Pages: 1 Current Page: 1

Between and

☐ All ☐ Quotations ☒ Open ☐ Processed ☐ Received ☐ Drop Shipped ☐ Back Order ☐ Closed ☐ Cancelled

Ref # PO # Vendor Warehouse

1. Vendor Details 2. Order Details

Vendor Purchase Order (Open) Date: 7/26/2017

Whole Foods Ref #: 40

Bill To:
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

Ship To:
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

Ship to warehouse:

Job No:

Acc # Payment Terms Ship date Expected date Carrier Carrier Acc #

Products Details Enter SKU # / Product Name, qty and press Add OR enter search criteria and press Search button to view results.

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$			
1	V188	V188	Acai Berry	5	0	16.80	84.00			
2	V121	V121	Acorn	5	0	9.60	48.00			
3	V132	V132	Adzuki Beans	5	0	16.80	84.00			

Total Weight: 15 lbs

Shipping \$ Adjustment \$ Sub Total \$

Tax \$ N/A **TOTAL \$**

☐ Print Queue ☐ Print Item Note ☐ Direct Bill ☐ Print PAN

9. Once you complete the order details, click **Save** to save the order. The order status is **OPEN**. You can continue and place this order now, or you can place it later, once the order has been saved.
10. After you save the order, you can add detailed freight charges. Click the button at bottom left of the form . You can enter the information and click **Save in the Freight Charges** form, and the charges will be added to your total. Please review Freight Module chapter for detailed information.
11. Before or after you save the order, you have the following options:
 - **Print the order.** You can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.

- **Email the order.** Clicking the email icon will open the email form into which you can enter addresses and a note. (The vendor contact's email address will be pre-populated, if one is saved). The order will be an attachment. This option was also preset in Admin > Site Settings > Email Settings. You can also set up a default email message and subject under these settings.



Clicking the **PLACE ORDER** button will also have the system prompt you if whether you would like to email the order

Send Email

From:

To:

CC:

BCC:

Subject: Vendor order attached

Attach File: C:\Program Files (x86)\AdvancePro\CustomerOrderPDFVendorOrder_29.pdf

NO.	File	Path

File size must be less than or equal to 1MB.



Message:

- If you are processing an order that has been previously saved but not placed, you can **view the paper trail**.
- **At any point, you can make this order a back order** by clicking the back order button. A confirmation window will open. Click **OK** to convert the order to a back order.

12. When you have entered all details for the order, click **Place Order**.

You will see a confirmation message saying the order has been placed and sent to the warehouse for receiving.

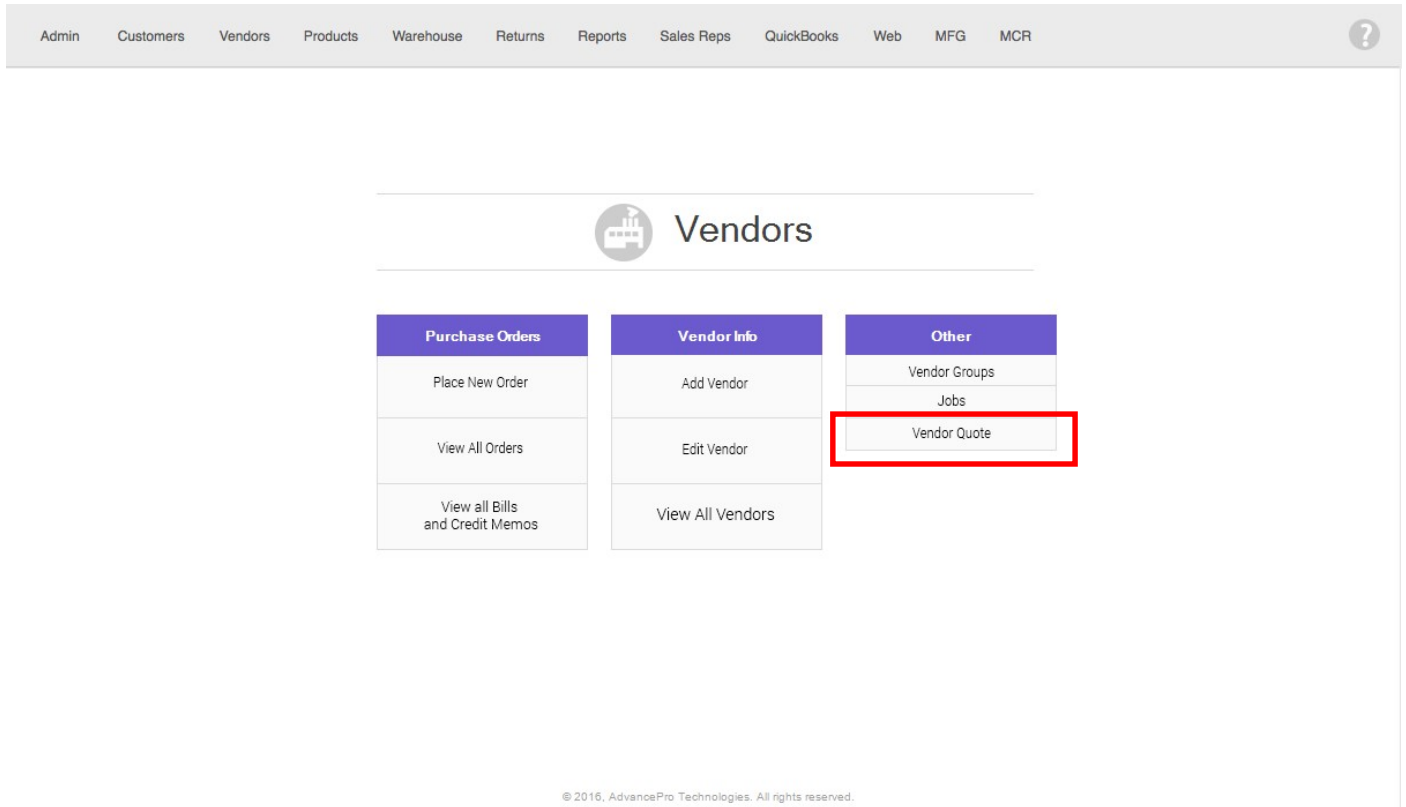
• Search and Sort Tips for Adding Products (Line Items) to any Order

- If you know the exact SKU #, type it or select it in the **SKU field**, enter a quantity in the **Qty** field and click **Add**. Use the SKU# drop-down list and the same method if you know the:
 - UPC
 - VSKU (vendor SKU)
 - Or any of your organization's custom fields for products.
- **To view the Product Selector** (lists all products) click the magnifying glass (). Select the products and click **Add** on the Product Selector. You can view the product details, minimum order quantity, price and the stock on hand (SOH) on this form.
- **To view all products beginning with a certain letter**, type that letter in the Product field in CAPITAL letters, and then click the magnifying glass to open the Product Selector.
- **To view all products containing a certain letter**, type that letter in the Product field in lower case letters, and then click the magnifying glass to open the Product Selector.
- **To view all products containing all or part of a word**, type that series of letters in the Product field and then open the Product Selector.
- **To view all products of a certain category**, select the category and then open the Product Selector.
- **Add multiple products with the same quantity** (e.g. 15) by first typing in the quantity in the Qty field and then opening the Product Selector and adding the products.
- **Products marked with a box on the Product Selector have inventory in more than one warehouse** (Applies to Multiple Warehouse Module only).
- **To view the variations of a product**, click the icon () and then select the variations to add to the order.

10.3.3 Entering Vendor Quotes

You can enter vendor quotes into *AdvancePro* as references, and later you can create vendor orders from them.

1. Open the **Vendor Switchboard** and click **Vendor Quotes**. Alternately, you can:
 - Under the **Vendors** drop-down list, click **New Vendor Quote**.



2. The **Vendor Quote** form will open. Search for or select the vendor from the list.

3. The PO number will be automatically generated but you can enter a new one.
4. Select products as you would with a vendor purchase order
5. You can manually edit prices and quantities.
6. Click **Save**.
7. After you save the quote, you can email it or print it using the buttons at the bottom left, as you would with a vendor purchase order.

Vendor Quote

Vendor Details

Vendor: Account #: Date: 7/28/2017

Select vendor: World of Fruit Association

Ship to warehouse: Warehouse1

PO #: 32

☒ Regular Quote ☐ Multiple Quote

SKU # Product Qty 1 Add

Order Details

No	V. SKU #	SKU #	Product	Unit	Qty	Price	Total	
1	F00001	F00001	Apple		1	5.00	5.00	
2	F00002	F00002	Orange		1	6.50	6.50	
3	F00004	F00004	Banana		1	3.00	3.00	
4	F00006	F00006	Tomato		1	3.00	3.00	

Enter the quantities and prices.

After saving, you can email or print the quote.

Save Create VPO Close

8. To create a vendor purchase order, click **Create VPO**. An open vendor purchase order will be created.

• Accessing Saved Vendor Quotes

If you have saved a vendor quotation, but not created a vendor purchase order, you can do so after the fact.

To view saved vendor quotations, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:

- Under the **Vendors** drop-down list, click **View All Vendor Orders**.
- Click **CTRL + SHIFT + V** on your keyboard.
- Click **All Vendor Orders** in the sidebar.

Then, from the View All Orders list, click the **Quotations** link to view all quotations. Open the quotation by clicking the PO or reference number.

The screenshot shows the 'All Vendor Orders' window. At the top, there are filters for 'All', 'Quotations' (checked), 'Open', 'Processed', 'Received', 'Drop Shipped', 'Back Order', 'Closed', and 'Cancelled'. Below the filters is a table with the following columns: No, Ref #, PO #, Ordered, Vendor, Total, Warehouse, Status, and a checkbox. The table contains one row with the following data: No: 1, Ref #: 43, PO #: 32, Ordered: 7/28/2017, Vendor: World of Fruit Association, Total: 17.50, Warehouse: Warehouse1, Status: Quotation. A red box highlights the 'Quotations' filter, and another red box highlights the quotation icon in the table row.

Click to view only quotations.

This is a quotation.

10.3.4 Editing Open Vendor Orders and Processing Vendor Orders Created From Customer Orders

When you create a customer order and no stock is at hand, a related open vendor order is immediately created in *AdvancePro*.

If the vendor order is placed from a customer's order and an open order already exists, the products from the customer order will append to it. Otherwise a new vendor order will be created.

Placing and processing these orders is the same as editing open vendor orders that have been saved previously but not placed. Please note that any items on the customer order to be drop-shipped will be handled differently

To process and place these orders, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:

- Under the **Vendors** drop-down list, click **View All Vendor Orders**.
- Click **CTRL + SHIFT + V** on your keyboard.
- Click **All Vendor Orders** in the sidebar.

Then, from the View All Orders list, click the Open link to view all open orders. Open the order by clicking the PO or reference number.

View all open vendor orders.

All Vendor Orders								Total Records: 5	# Per Page 39	Total Pages: 1	Current Page: 1
<div> <div>Ref #</div> <div>PO #</div> <div>Vendor</div> <div>Warehouse</div> <div>ALL</div> </div>								<div> <div>Between</div> <div>7/28/2017</div> <div>and</div> <div>7/28/2017</div> <div>Go</div> </div>			
<div> <input type="checkbox"/> All <input type="checkbox"/> Quotations <input checked="" type="checkbox"/> Open <input type="checkbox"/> Processed <input type="checkbox"/> Received <input type="checkbox"/> Drop Shipped <input type="checkbox"/> Back Order <input type="checkbox"/> Closed <input type="checkbox"/> Cancelled </div>											
No	Ref #	PO #	Ordered	Vendor	Total	Warehouse	Status				
1	40	29	7/26/2017	Whole Foods	216.00	Warehouse1	Open				
2	15	14	3/11/2016	We Ride Boards	150.00	Warehouse1	Open				
3	18	17	3/11/2016	World of Fruit Association	14.50	Warehouse1	Open				
4	19	18	3/11/2016	World of Chicken Association	3.00	Warehouse1	Open				
5	22	20	3/11/2016	World of Pork Association	38.00	Warehouse1	Open				

Click to open the order.

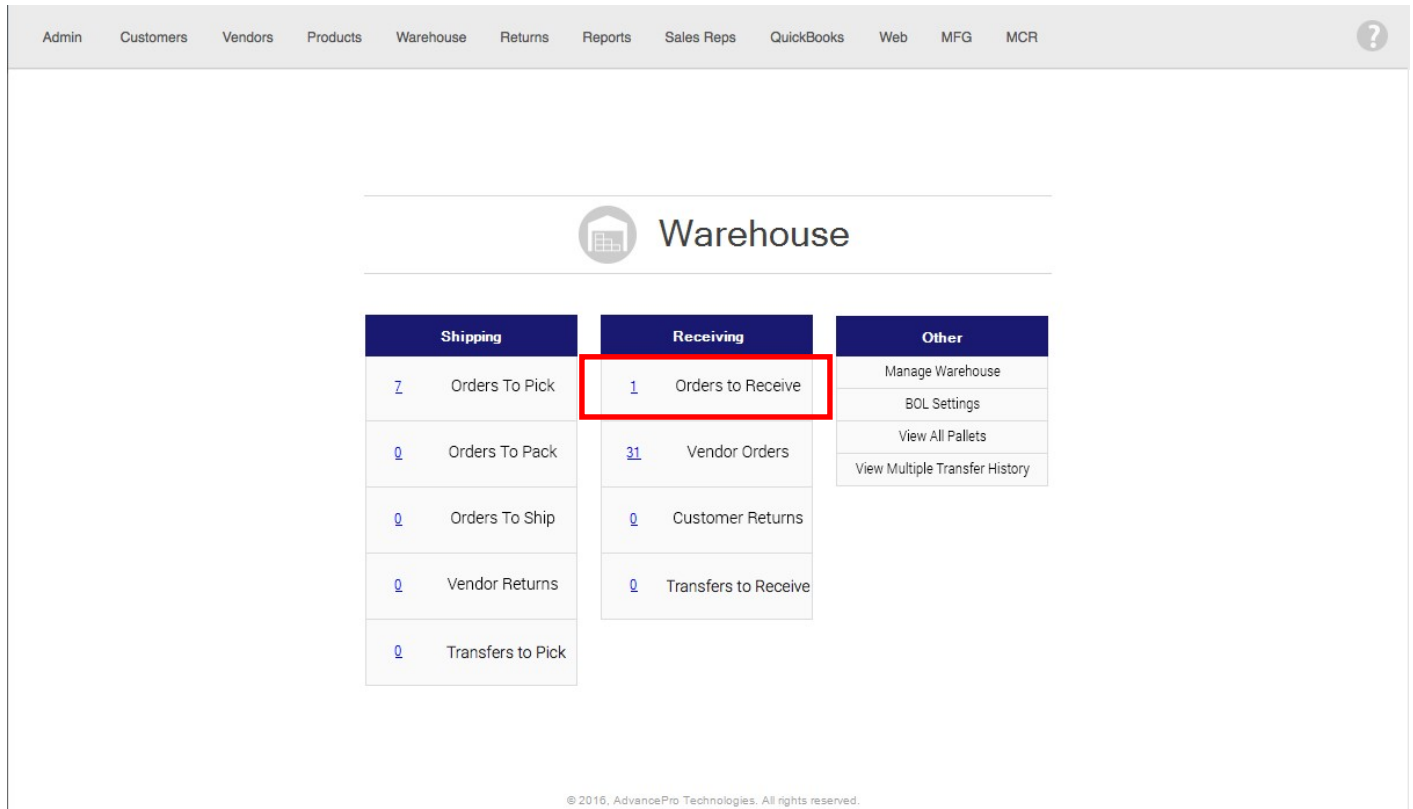
The **Vendor Purchase Order** form will open to the **Order Details** tab. Follow the instructions for entering order details listed above, and the order will be placed.

10.3.5 Receiving Vendor Orders in the Warehouse

If you have already placed a vendor order, you will be able to receive the products at the warehouse. You can either receive all or some products into the inventory. The inventory will be adjusted accordingly.

1. Go to Warehouse Switchboard > Receive Orders. Alternately, you can:

- From the **Warehouse** drop-down list, click **Receive Orders**.
- Click **CTRL + ALT + R** on your keyboard.



2. The **View All Vendor Orders (Warehouse) list** will open. Note that this list is slightly different than if you simply clicked All Vendor Orders under Vendors from the sidebar. This list allows you perform warehouse functions since you accessed it from the Warehouse Switchboard / Menu.

On opening, the list should show all orders to be received at the default warehouse.

- Search for the order using the fields at the top left if necessary.
- Use the links and checkboxes on the top right to filter by status or dates. To view vendor orders of only one status, simply click the link. To view vendor orders of different statuses, click the checkboxes and click the magnifying glass.

View All Vendor Orders (Warehouse) Total Records: 1 # Per Page 99 Total Pages: 1 Current Page: 1

☐ All
 ☒ To Receive (Processed)
 ☐ Received (Closed)
 ☐ On BackOrder
 Between 7/28/2017 and 7/28/2017


Ref # PO # Vendor Carrier Warehouse Job
 [] [] [] N/A ALL ALL

No	Net #	PU #	Vendor	Ordered	Expected Date	Carrier	Status
1	40	29	Whole Foods	7/26/2017	7/26/2017		To Be Received

You can search for the vendor order if desired.

You can filter vendor orders by status or date range.

3. Click the **PO # or Ref #** to open the order.
4. Enter the vendor bill or reference number.

 **NOTE:** The vendor bill/ reference number is the invoice number your vendor sends to you. You can partially receive products and enter different vendor bill/ref # each time.

5. If you have already assigned a picking location to a product, it will appear in the Picking field. You can change it or enter a new one if necessary.
6. You can enter lot and serial numbers by clicking the lot and serial number button for each product row. If you are not entering lot and serial numbers, **skip to step 473**.


The **Apply Serial Numbers** form will open. You can have *AdvancePro* automatically create the lot and serial numbers, or you can enter them manually. For information on entering lot and serial numbers, please see Chapter on Lot/Serial Numbers


Once the lot and serial numbers have been entered.

7. View or add a note for the administrator, the vendor, and/or the warehouse by clicking the note button at the bottom left of the form. If there are notes for you to read, the icon will appear red until you view the notes.
 You can print the vendor notes on the vendor bill and/or vendor order. The warehouse notes can be printed on receiving the order in *AdvancePro*. The admin notes will appear in the vendor information in *AdvancePro*. You can add notes after the order is saved and resave the order, if desired.
8. You can print the order by clicking the print buttons at the bottom of the page. You can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.
9. Click the eye icon to view related customer orders, if any.
10. If you are using a scanner, use the scanner search drop-down list to select the type of attribute you are scanning (SKU, VSKU, UPC or any custom field), and then scan the items.
11. Click the **Receive All** button if you are receiving all the products, or enter the number of products you have received at the warehouse in the **Receive** field.
12. Click the **Receive** button at the bottom of the form. This updates your inventory.



NOTE: You can still access this order by either clicking the **Processed** link in **View all Vendor Orders (Warehouse) list**.

A partially received vendor order can be recognized by this icon .

Fully received orders are indicated by this icon: .



NOTE: To close a partially received vendor order, you must first create the bills for the received goods and then cancel the remaining order.

10.3.6 Creating Vendor Back Orders

You can only convert these orders into back orders:

- Orders with no products received
- Orders with some products received
- Open orders

This can be done while creating a new vendor order or for vendor orders that have been partially received.

1. To start, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:
 - Under the Vendors drop-down list, click **View All Vendor Orders**.
 - Click **CTRL + SHIFT + V** on your keyboard.
 - Click **All Vendor Orders** in the sidebar.
2. From the All Vendor Orders list, you can filter the orders to view all open orders or processed orders. Then, open the order by clicking the PO or reference number.
3. The Vendor Purchase Order form will open to the **Order Details tab**.
Click the **Make Back Order** button. Note that in the screen shot below, the order has been partially received.
4. You will be prompted with a popup to confirm that you wish to make the order a back order. Click **OK**.

Your vendor order has now been converted into a back order.

10.3.7 Processing a Back Order and Sending to Warehouse for Receiving

To start, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:

- Under the Vendors drop-down list, click **View All Vendor Orders**.
 - Click **CTRL + SHIFT + V** on your keyboard.
 - Click **All Vendor Orders** in the sidebar.
1. Click the **Back Order** link in the top right of the page.
 2. Click the PO # or the ref # to open the back order.
 3. The vendor purchase order will open to the **Order Details tab**. Make changes to the order as needed.
 4. Click the **Update Order** button.

The order will be sent to the warehouse for receiving. Now it can be received normally.

10.3.8 Processing a Drop Shipment

A drop shipment is an order shipped directly to your customer by the vendor.

To learn how to designate a product on a customer order as a drop shipment, refer to Chapter 6

1. To start, open the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:
 - Under the Vendors drop-down list, click **View All Vendor Orders**.
 - Click **CTRL + SHIFT + V** on your keyboard.
 - Click **All Vendor Orders** in the sidebar.
2. Orders to drop-ship will be indicated by this icon . Click the PO or reference number to open the order.
3. The Vendor Purchase Order will open to the **Order Details tab**. Click the **Place Order** button.



NOTE: You cannot add new products to a drop shipment.

4. You will get a confirmation message reminding you to email or fax the order to the vendor.

Remember, you can email the vendor using the email button.

When you get the confirmation that the order has been drop shipped:

5. Follow the instructions in step 1 to open the All Vendor Orders list. Click the Drop-Shipped link at the top right to view drop-shipped orders.
6. Click the PO or reference number to open the order.
7. The vendor purchase order will open to the **Order Details tab**. Click the **Confirm DS** button and a vendor bill is generated.

Please refer to Chapter 7.3 on how to create vendor bills for drop shipments.

10.4 Create Vendor Bills

Vendor bills are generated for orders that have been completely or partially received at the warehouse and confirmed drop shipments. In this chapter, we will review editing bills before they are created, and creating them. We will also review creating them directly from the vendor purchase order.

9.4.1 Creating a Vendor Bill

9.4.2 Creating Vendor Bill from within a VPO

9.4.3 Direct Vendor Bills


10.4.1 Creating a Vendor Bill

1. Go to **Vendors > View All Bills & Credit Memos**. Alternately, you can:

Under the **Vendors** drop-down list, select **View All Vendor Bills**.

Click **CTRL + SHIFT + B** on your keyboard.

Admin
Customers
Vendors
Products
Warehouse
Returns
Reports
Sales Reps
QuickBooks
Web
MFG
MCR
?


Vendors

Purchase Orders
Place New Order
View All Orders
View all Bills and Credit Memos

Vendor Info
Add Vendor
Edit Vendor
View All Vendors

Other
Vendor Groups
Jobs
Vendor Quote

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2. The **All Vendor Bills / Credit Memos** list will open. You will see bills for all received, partially received, and confirmed drop-shipped vendor orders. Open the pending vendor bill by clicking the PO number.

Vendor Bills / Credit Memos

Total Records: 2 # Per Page: 10 Total Pages: 1 Current Page: 1

Between 12/14/2016 and 12/14/2016

Sort and search by type, date or by credit memo and vendor bill details.

No	Ref #	PO #	Bill #	RMA #	Date	Vendor	Total
1	17	16	17		12/12/2016	World of Pork Association	22.00
2	12	11	1		12/7/2016	Vile Ride Boards	120.00

Click on the RMA # to open the credit memo

Click on the PO# to open the purchase order to create the vendor bill.

Buttons: Create Bill, Freight, Print/Export, Close

3. You can edit:

- Prices
- Adjustments (+ or -)
- Shipping

Taxes (for Canadian QuickBooks® users: You will be warned that this may result in different tax values in QuickBooks and *AdvancePro*. Click **Yes** if you still wish to change the tax value).

Vendor Bills / Credit Memos

Total Records: 31 # Per Page: 39 Total Pages: 1 Current Page: 1

Between 7/28/2017 and 7/28/2017

Ref # PO # Bill # RMA # Vendor

Vendor Bill
World of Fruit Association
World of Fruit Association
1st Fruit World Street
Fruit City, FT, FFF991
Canada

Billing Address
AdvancePro Technologies
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

QB Classes: -- Select a Class --

Acc # 5999 9999 5555 5 Payment Terms Ship date 11/3/2015 Expected date 11/3/2015 Carrier Carrier Acc #

Date 11/ 3/2015
Vendor Bill/Ref # 6
PO 4
Ref # 5

Shipping Address
Warehouse1
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

Products to invoice

No	V. SKU #	SKU #	Product	ed	Receive	Price \$	Total \$
1	F00001	F00001	Apple	21	12	3.00	63.00

Total Weight: 63 lbs
Total Qty: 21

Shipping \$ 0.00 Adj. \$ 0.00 Sub Total \$ 63.00
Freight \$ Tax \$ 0.00 TOTAL \$ 63.00

Click to apply freight values.

Buttons: Re-Export to QB, Save, CREATE BILL, Close

4. If you have the Freight Module, you can enter freight charges and duty as well. The Duty field appears next to the Product field in the item list. If a duty is saved for this product (1st Custom Field), it will appear, but you can overwrite it. *AdvancePro* will save the duty you enter into this field in the product profile.

Click the Freight button to enter associated freight values.

Vendor Bills / Credit Memo **Freight**

Ref # PO # Bill #

Vendor Bill
Whole Foods
Whole Foods

Billing Address
AdvancePro Technologies
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

Products to invoice

No	V. SKU #
1	V188
2	V121
3	V132

Total Weight: 15 lbs
Total Qty: 15

Freight Expenses

Customs Duty
Examination
Ocean Freight
Inland Freight
Bank Charges
Broker Fees
Document Fees
Demurrage
Storage
Others
Product Duty
Total S & H

Update/Calculate Cost

☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Product ☒ Landed
☐ Check All ☒ Unchecked All

Vendors

Select Vendor
Select Vendor
Select Vendor
Select Vendor
Select Vendor
Select Vendor
Select Vendor
Select Vendor

Services

Select Item
Select Item
Select Item
Select Item
Select Item
Select Item
Select Item
Select Item

PO #

17

Total \$

16.00
16.00

Select Method of Calculation
☒ Quantity ☐ Cost ☐ Weight ☐ Volume

Delete Save Close

Re-Export to QB Save **CREATE BILL** Close

Note the checkboxes at the bottom left of the Vendor Bill form. You can choose to include freight in the bill totals or not.

If you choose to apply freight and open the calculator, the freight charges will be applied to the shipping costs of this bill.

If you choose to apply freight to some items then deselect the items on the bills and deselect the box "Freight" corresponding to each item on the bill. This will allow you to calculate the cost per product by including the freight charges or excluding them. The Freight can be calculated either by quantity, cost, weight or vol. of the selected item. t price in the **PriceWF** column (which will appear after you click Apply, as below).

To apply your freight charges, click the save button. If you chose to bill with freight, the **PriceWF** (price with freight) column will appear with the new calculated price. *AdvancePro* will automatically update the product profile with this landed cost.

If you made a mistake or wish to undo the freight charges, the open the Freight Calculator and delete the selections

5. As with vendor and customer orders, you have the following options:

Print the order. Before saving the bill, you can print in SmartPrint Pro, and after saving the bill, you can print in two formats, which are preselected in the Admin > Site Settings > Print Settings.

If you are processing a bill that has been previously saved but not placed, you can **view the paper trail**.

6. You can save the bill if you wish to create the bill later. After saving, you can:

Email the bill. Clicking the email icon will open the email form into which you can enter addresses and a note. (The vendor contact's email address will be pre-populated, if one is saved on the vendor profile). You can add yourself to the BCC list to save a copy of the email, if desired. The bill will be an attachment. This

Send Email

From:

To:

CC:

BCC:

Subject: Vendor Bill attached

Attach File: C:\Program Files (x86)\AdvancePro\CustomerOrderPDF\Bill_Ref-40_PO-29.pdf

NO.	File	Path

File size must be less than or equal to 1MB.

Message:

You can now print the bill in two formats.

7. Click the **Create Bill** button to create this bill.

The vendor bill has now been created.

NOTE: A vendor bill is exported to QuickBooks® during the export. Only vendor bills that have been created can be exported to QuickBooks.

10.4.2 Creating the Vendor Bill from within a Vendor Purchase Order

For **partially** or **fully received** orders, you can create a vendor bill directly from the VPO.

You cannot, however, perform this process for drop-shipped and confirmed orders. Use the process listed above for a bill for drop-shipped and confirmed orders


1. Go to the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:


Under the **Vendors** drop-down list, click **View All Vendor Orders**.

Click **CTRL + SHIFT + V** on your keyboard.

Click **All Vendor Orders** in the sidebar.

2. The All Vendor Orders list will open. You can search for the vendor purchase order or filter to view the received and processed orders. You can only create bills from VPO's for partially received and fully received orders.

Partially received orders are indicated by this  icon:

Full received orders are indicated by this icon: 

All Vendor Orders

Total Records: 21 # Per Page: 63 Total Pages: 1 Current Page: 1

Search: 12/14/2016 12/14/2016

☒ All
 ☒ Quotations
 ☒ Open
 ☒ Processed
 ☒ Received
 ☒ Drop Shipped
 ☒ Back Order
 ☒ Closed
 ☒ Cancelled

No	Ref #	PO #	Ordered	Vendor	Total	Warehouse	Status	
1	20	13	12/14/2016	World of Fruit Association	1500.00	Warehouse1	Open	
2	21	20	12/14/2016	Wie Wear Out	20.00	Warehouse1	To Drop Ship	
3	22	21	12/14/2016	World of Fruit Association	15.00	Warehouse1	Processed	
4	14	13	12/12/2016	World of Vegetable Association	24.00	Warehouse1	Cancelled	
5	15	15	12/12/2016	World of Pork Association	11.00	Warehouse1	Drop Shipped	
6	17	16	12/12/2016	World of Pork Association	22.00	Warehouse1	Received	
7	18	17	12/12/2016	World of Vegetable Association	15.00	Warehouse1	Cancelled	
8	19	18	12/12/2016	World of Vegetable Association	6.00	Warehouse1	Cancelled	
9	12	11	12/7/2016	Wie Ride Boards	120.00	Warehouse1	Received	
10	13	12	12/7/2016	Wie Ride Boards	35.00	Warehouse1	Closed	
11	8	7	11/11/2015	World of Vegetable Association	15.00	Warehouse1	Closed	
12	9	8	11/11/2015	World of Pork Association	23.00	Warehouse1	Closed	
13	10	9	11/11/2015	World of Fruit Association	3.00	Warehouse1	Closed	
14	11	10	11/11/2015	World of Beef Association	70.00	Warehouse1	Closed	
15	5	5	11/5/2015	Wie Ride Boards	390.00	Warehouse1	Closed	
16	7	6	11/5/2015	Wie Ride Boards	1370.00	Warehouse1	Closed	
17	5	4	11/3/2015	World of Fruit Association	63.00	Warehouse1	Closed	
18	1	DS-1	11/2/2015	World of Vegetable Association	45.00	Warehouse1	Closed	
19	2	1	11/2/2015	World of Pork Association	24.00	Warehouse 2	Processed	
20	3	2	11/2/2015	World of Chicken Association	5.00	Warehouse 2	Cancelled	
21	4	3	11/2/2015	World of Chicken Association	5.00	Warehouse 2	Cancelled	

☒ All Products Received
 ☒ Drop Shipment
 ☒ Direct Bill
 ☒ On Back Order
☒ Some Products Received
 ☒ Partial DS
 ☒ Quotation
 ☒ No Products Received

Print/Export Close

Search for the orders by date, order statuses, PO #, vendor name, Warehouse name etc.

Select the boxes and click the image to print multiple vendor POs

Click the Ref # or PO # to open the vendor order

You can only create bills from vendor orders that are received or partially received.

- Open the vendor order by clicking the PO or reference number.
- The Vendor Order form will open to the **Order Details** tab. In the top will see the **Related Bills** hyperlink. Click the link to open Vendor Bills/Credit Memos displaying only related Vendor Bills.

All Vendor Orders Total Records: 1 # Per Page 39 Total Pages: 1 Current Page: 1

Between 8/ 2/2017 and 8/ 2/2017

☐ All ☐ Quotations ☐ Open ☒ Processed ☐ Received ☐ Drop Shipped ☐ Back Order ☐ Closed ☐ Cancelled

Ref # PO # Vendor Warehouse

1. Vendor Details 2. Order Details

Vendor Purchase Order (Partially Received)

World of Fruit Association

Confirm Bill / Ref #

Select the bill / reference number

Receiving History

Date 8/ 2/2017

Ref # 44

PO # 33

Ship To Warehouse1 1661 Flint Road Toronto, ON, M3J 2W8 Canada

Acc # 5999 9999 5555 5 Payment Terms N/A Ship date 8/ 2/2017 Expected date 8/ 2/2017 Carrier N/A Carrier Acc #

Products Details

Enter SKU # / Product Name, qty and press Add OR enter search criteria and press Search button to view results.

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$
1	F00002	F00002	Orange	2	2	6.50	13.00
2	F00006	F00006	Tomato	5	5	3.00	15.00
3	F00009	F00009	Melon	5	5	3.00	15.00
4	F00008	F00008	Watermelon	8	8	3.00	24.00

Total Weight: 120 lbs

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 155

Tax \$ 0.00 N/A TOTAL \$ 155.00

Notes

Vendor Freight Save UPDATE ORDER Cancel Order Close

☐ Print Queue ☐ Print Item Note ☐ Direct Bill ☐ Print PAN

- The vendor bill will open in a new window. Edit and create the bill as you would from the **All Vendor Bills/ Credit Memos**.

Vendor Bills / Credit Memos Total Records: 2 # Per Page 39 Total Pages: 1 Current Page: 1

Between 8/ 2/2017 and 8/ 2/2017

☐ All ☐ Bills ☒ Pending ☐ Billed ☐ Credit Memos

Ref # PO # Bill # RMA # Vendor

Vendor Bill

World of Fruit Association

World of Fruit Association
1st Fruit World Street
Fruit City, FT. FFF991
Canada

Billing Address
AdvancePro Technologies
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

QB Classes: -- Select a Class --

Date 8/ 2/2017

Vendor Bill/Ref # 8

PO 33

Ref # 44

Shipping Address
Warehouse1
1661 Flint Road
Toronto, ON, M3J 2W8
Canada

Acc # 5999 9999 5555 5 Payment Terms Ship date 8/2/2017 Expected date 8/2/2017 Carrier Carrier Acc #

Products to invoice

No	V. SKU #	SKU #	Product	Ordered	Received	Price \$	Total \$
1	F00002	F00002	Orange	2	2	6.50	13.00
2	F00006	F00006	Tomato	5	5	3.00	15.00
3	F00009	F00009	Melon	5	5	3.00	15.00
4	F00008	F00008	Watermelon	8	8	3.00	24.00

Total Weight: 60 lbs
Total Qty: 20

Shipping \$ 0.00 Adj. \$ 0.00 Sub Total \$ 67.00

Freight \$ Tax \$ 0.00 TOTAL \$ 67.00

Re-Export to QB Save CREATE BILL Close

The bill will only be for the quantity received.

If the order was partially received, you can perform this process again after the remaining products are received to create a new bill for those products.

10.4.3 Creating Vendor Bills

For all Vendor Orders you can create a Direct Bill. This feature will skip the “Receive” from the warehouse.

You cannot, however, perform this process for drop-shipped and confirmed orders. Use the process for bills listed under 7.3.1 for drop-shipped and confirmed orders

1. Go to the **Vendor Switchboard** and click **View All Orders**. Alternately, you can:
 - Under the **Vendors** drop-down list, click **View All Vendor Orders**.
 - Click **CTRL + SHIFT + V** on your keyboard.
 - Click **All Vendor Orders** in the sidebar.
2. The order must be in Open Status or you can place a new Order. Follow steps under [chapter 7.2](#) to place a new Vendor Order
3. Open an existing “open” vendor order or add items to a new order
4. Check the box “Direct Bill” listed on the order
5. Click **Save**

The screenshot shows a 'Vendor Purchase Order' form for 'National Beef Corporation'. The status is '(Received)'. The 'Bill To' address is 'AdvancePro Technologies, 1661 Flint Road, Toronto, ON, M3J 2W8, Canada'. The 'Ship To' address is 'Warehouse1, 1661 Flint Road, Toronto, ON, M3J 2W8, Canada'. The 'Direct Bill' checkbox is checked. A red box highlights the 'Direct Bill' checkbox, and a red arrow points to it from a text box below.

No	V. SKU #	SKU #	Product	Qty	Received	Price \$	Total \$
1	FREIGHT	FREIGHT	FREIGHT	1	1	100.00	100.00

At the bottom of the form, the following checkboxes are visible: ☐ Print Queue, ☐ Print Item Note, ☒ Direct Bill, ☐ Print PAN.

Make sure the Direct Bill checkbox is checked

Placing a VPO and creating a Direct Bill

6. Next click **Place Order**
7. **The Direct Bill** copy will automatically appear
8. Click **Create Bill**

NOTE: Direct Bills will automatically update stock of all inventory items on the order/bill.

Vendor Bill

Vendor 03
Vendor_03
Street Three
City3, SS, 3000
Country3

Date 1/31/2020
Vendor Bill/Ref # 35
PO 34
Ref # 35

Billing Address
Demo Company 2 (QBD)

Shipping Address
Warehouse

Acc #	Payment Terms	Ship date	Expected date	Carrier	Carrier Acc #
V0003		1/31/2020	1/31/2020		

Products to invoice

No	V. SKU #	SKU #	Product	Ordered	Received	Price \$	Total \$
1	GRBALLO...	GRBALLO...	Great Ball	100	100	0.00	0.00

Total Weight: 100 lbs
Total Qty: 100

Shipping \$	0.00	Adj. \$	0.00	Sub Total \$	0.00
Tax \$	0.00	TOTAL \$	0.00		

Re-Export to QB Save **CREATE BILL** Close

11 Products

In this chapter, we will review setting up products, including:

11.1 Importing Products

11.2 Creating New Products Manually

11.3 Creating Product Categories

11.1 Importing Products

You can import products information via QuickBooks® or Excel®, or indirectly via EDI or XML import of vendor and customer orders.

Since the QuickBooks and Excel import process applies to more than just products, those processes are covered in the previous [chapter 4 – 5](#).

Importing customer or vendor orders via XML is covered in the later [chapters 32](#). Learn more about importing vendor orders by EDI on [chapter 21](#)

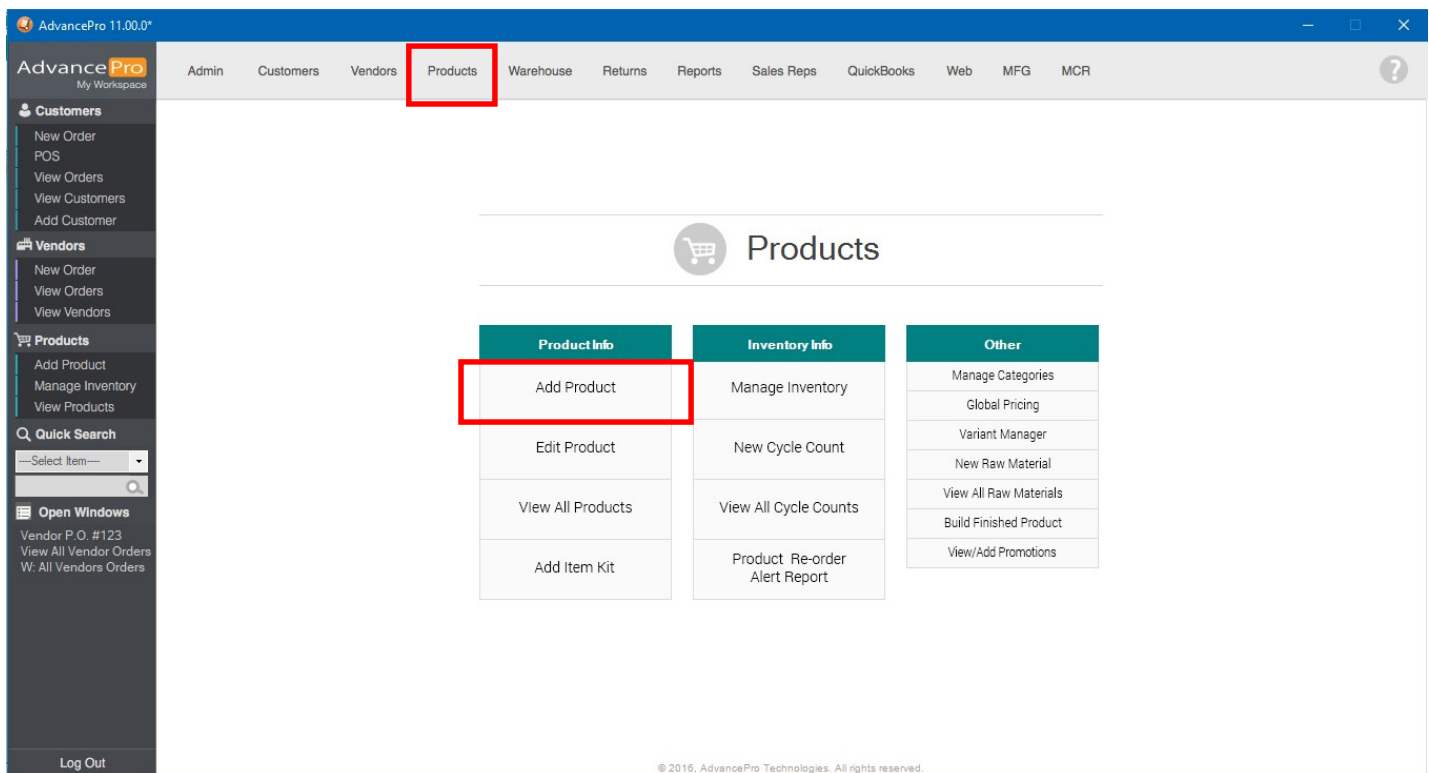
This chapter will cover adding products manually.

11.2 Creating New Products Manually

Mandatory Fields

- Product Name
- Internal SKU#

1. Click **Product** and then **Add Product**.



Alternately, you can:

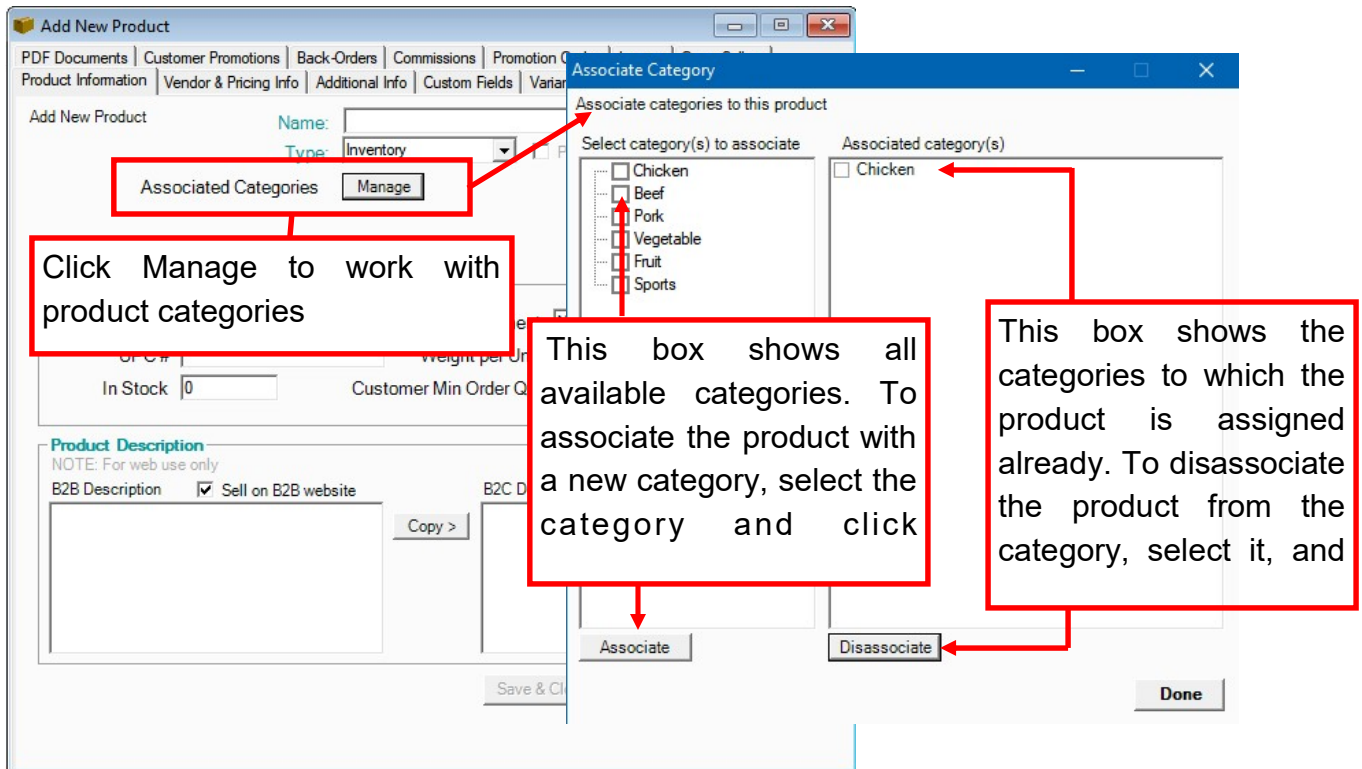
- Click **Add New Product** in the left sidebar menu
 - Use the **Products** drop-down at the top of the screen, or
 - Click **CTRL + ALT + I + N** on your keyboard.
2. The **Add New Product** window will open. Enter the product name.
 3. Assign the product an **internal SKU**.
 4. **Product Name** and **Internal SKU** are the only mandatory fields. After entering these, you can click **Save & Close** if desired.

We will review the rest of the form, but you do not need to enter any more information.

The screenshot shows the 'Add New Product' window with the following elements:

- Window Title:** Add New Product
- Tabs:** PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers | Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s
- Form Fields:**
 - Name:** [Text Input]
 - Type:** [Dropdown Menu, currently set to 'Inventory']
 - ☐ Product is Inactive
 - Associated Categories:** [Text Input] **Manage** [Button]
- Product Info Section:**
 - Internal SKU #** [Text Input]
 - Unit Measurement** [Dropdown Menu, currently set to 'N/A']
 - UPC #** [Text Input]
 - Weight per Unit** [Text Input, '1'] **lbs** [Text]
 - In Stock** [Text Input, '0']
 - Customer Min Order Qty.** [Text Input, '1']
- Product Description Section:**
 - NOTE:** For web use only
 - B2B Description** [Text Area] ☒ Sell on B2B website
 - B2C Description** [Text Area] ☒ Sell on B2C website
 - Copy >** [Button]
- Buttons:** Save & Close, Save & Next, Close

5. You can associate the product to a category by clicking the **Manage** button. You must have the category created first. You can associate the product to more than one category. To learn more about categories, please see part [8.1.3](#)



6. When done with the categories, click **Done** in the **Associate Category** dialog.

7. Enter any other information as necessary, including:

- UPC #
- Set the appropriate unit of measure in which you will sell or buy the product.
- Weight per unit
- The customer minimum order quantity
- The initial stock quantity: Note that this option is only available on creating the product. Once it is saved, you can set quantities by clicking **Manage Inventory**. See [chapter 8.2](#) for more information on managing inventory.

The screenshot shows the 'Add New Product' form with several tabs at the top: PDF Documents, Customer Promotions, Back-Orders, Commissions, Promotion Codes, Images, Cross-Selling, Product Information, Vendor & Pricing Info, Additional Info, Custom Fields, Variants, and Customer Pricing. The 'Product Information' tab is active.

Annotations and their corresponding fields:

- Internal SKU and Product Name are**: Points to the 'Name' and 'Internal SKU #' fields.
- If you wish to create a product but activate it later, you can use the Product is Inactive checkbox.**: Points to the 'Product is Inactive' checkbox.
- The In Stock fields allows you to set initial inventory on product creation. This option will not appear on editing**: Points to the 'In Stock' field.
- Set the unit of measurement using the drop down list.**: Points to the 'Unit Measurement' dropdown menu.

Other visible fields include: Type (Inventory), Associated Categories (Manage), UPC #, Weight per Unit, Customer Min Order Qty., Product Description (with a note: NOTE: For web use only), B2C Description, and a checkbox for 'Sell on B2C website'. The bottom of the form has buttons for 'Save & Close', 'Save & Next', and 'Close'.

8. If you wish to create a product but activate it later, or if you wish to temporarily make a product unavailable, click the **Product is Inactive** checkbox.

9. Use the checkboxes at the bottom of this tab to indicate whether you are selling this product on your B2B or B2C website. Web Services must be enabled.
10. If you are, you may want to create a description for the product in the bottom boxes. You can copy the description from one to the other if necessary.

The screenshot shows the 'Product: Acai Berry' edit window. The 'Product Information' tab is selected and highlighted with a red box. Below the tabs, the 'Name' is 'Acai Berry' and the 'Type' is 'Inventory'. A checkbox for 'Product is Inactive' is present. The 'Associated Categories' section has a 'Manage' button. The 'Product Info' section contains a text box with the instruction: 'If Web Services are enabled, indicate whether you are selling this product on your B-to-B or B-to-C websites.' The 'Product Description' section has a note 'NOTE: For web use only' and two columns for 'B2B Description' and 'B2C Description', each with a 'Sell on B2B website' or 'Sell on B2C website' checkbox. A 'Copy >' button is located between the two description boxes. Red arrows point from the 'Copy >' button to both the B2B and B2C description text boxes. At the bottom, there are 'Save & Close', 'Save & Next', and 'Close' buttons. A red box at the bottom contains the instruction: 'Enter a product description for the sites here. You can copy the B2B description to the B2C site, if desired.'

Product: Acai Berry

PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers | **Product Information** | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s

Edit Product

Name: Acai Berry

Type: Inventory ☐ Product is Inactive

Associated Categories [Manage](#)

Product Info

If Web Services are enabled, indicate whether you are selling this product on your B-to-B or B-to-C websites.

Product Description
NOTE: For web use only

B2B Description ☒ Sell on B2B website

B2C Description ☒ Sell on B2C website


Copy >

Save & Close Save & Next Close

Enter a product description for the sites here. You can copy the B2B description to the B2C site, if desired.

11. Click **Save & Close** or **Save & Next**.

Assigning Vendors to Products and Determining Product Prices

 If you are creating a product, this process comes after you click Save & Next on the first Add New Product tab.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

Select Product/Item Kit To Edit/Delete											
Total Records: 456 # Per Page: 89 Total Pages: 12 Current Page: 1											
SKU #	UPC	Product Name	Vendor	Product Description	Category						
No	SKU #	UPC	Product Name	Tax	Vendor	Unit	Min Qty	Cost	Selling	Stock	
1	V188		Acai Berry		Whole Foods	N/A	1	16.80	7.00	10	 
2	V121		Acorn		Whole Foods	N/A	1	9.60	4.00	10	 
3	V132		Adzuki Beans		Whole Foods	N/A	1	16.80	7.00	10	 
4	Pasta001		Alfabeto		That Little Italian Shop	N/A	1	90.00	30.00	100	 
5	Bread001		Alpine Seven Grain		Bakeman	N/A	1	12.00	5.00	100	 

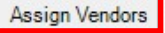
12. The **Product** form will open. Click the **Vendor & Pricing Info** tab.

Product: Acai Berry

PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers |

Product Information | **Vendor & Pricing Info** | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s

Vendor Product Info

Select Vendor: Whole Foods  ☒ Primary Vendor

Product Name: Acai Berry ☒ Same As Internal

Vendor SKU #: V188 ☒ Same As Internal

Min Reorder level from Vendor: 0 Unit breakdown: 1
i.e. Vendor ships 1 box made up of 24 units

Pricing Info

Enter Cost Price and Mark Up % to Calculate Price. Or enter Cost Price and Selling Price to Calculate Mark Up.

Cost Price \$ 16.80 per/

Unit Breakdown Cost Price 16.80 Landed Cost \$ 0.00

Mark Up % -58.33

Selling Price \$ 7.00
selling price is per unit breakdown

Rounding Type N/A Round

Suggested Retail Price \$ 7.00

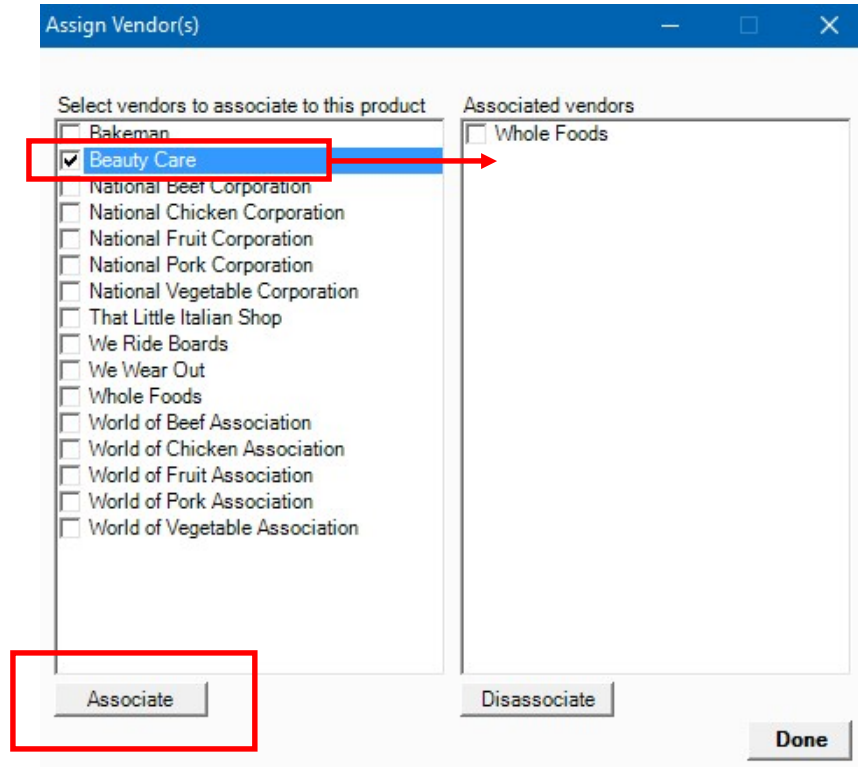
Recalculate Price on Open Orders & Products
☐ CPO ☐ VPO ☐ Item Kit ☐ Assembly Item

Advanced Units of Measure (UOM)
Specify UOM and their Unit.
Breakdowns that you BUY from your Vendors and SELL to your Customers.
Specify UOM

Volume Discounts
Customer Vendor

Save & Close Save & Next Close

13. Click **Assign Vendor**.
14. The **Assign Vendor** dialog will open. The list of all possible vendors will appear on the left, and on the right are the vendors associated with the product. Select the appropriate vendor(s) and click **Associate**. You can associate as many vendors as necessary.



15. When the vendors are associated, they will appear in the **Select Vendor** drop-down list. Now you can customize the product so that ordering it from each vendor will be easy. Start by selecting the vendor to customize first. (You can perform the next few edits for each vendor.)
16. Enter the vendor's product name and SKU, if they are different than yours. If they are the same as yours, simply click **Same as Internal**.
17. Enter the **minimum re-order level**. A warning will appear if you order fewer than these units when making a vendor order.

Change the product name and SKU to what the vendor uses, or click Same as Internal.

Start by selecting the vendor.

The screenshot shows the 'Product: Acai Berry' window. The 'Vendor Product Info' tab is active. The 'Select Vendor' dropdown is set to 'Whole Foods'. The 'Product Name' is 'Acai Berry' and the 'Vendor SKU #' is 'V188'. The 'Unit breakdown' is set to '1' with a note 'I.e. Vendor ships 1 box made up of 24 units'. The 'Min Reorder level from Vendor' is '0'. The 'Pricing Info' tab is also visible, showing 'Cost Price \$ 16.80', 'Unit Breakdown Cost Price 16.80', 'Mark Up % -58.33', 'Selling Price \$ 7.00', and 'Suggested Retail Price \$ 7.00'. The 'Advanced Units of Measure (UOM)' and 'Volume Discounts' sections are at the bottom.

Indicate the units and minimum re-order level

18. Enter the **Unit breakdown**. For example, if the vendor sells the product in boxes of 24, but you sell them singly, enter 1.
19. You can now specify the **Cost Price** for this vendor. *AdvancePro* will then calculate the **Unit Breakdown Cost Price**, based on the unit breakdown you entered above.
20. Enter your markup, and *AdvancePro* will calculate your selling price, or vice versa.



Note that the selling price stays the same for all vendors. This means that you will have a different markup for another vendor that has this product at a different cost.

21. You can click Round Price to round your price up or down. You can round it to the nearest 9. i.e.: 1.01 to .99; 1.15 to 1.19 (to 2 decimal points)

The screenshot shows the 'Product: Acai Berry' window. The 'Vendor Product Info' tab is active, showing 'Select Vendor' as 'Whole Foods' and 'Assign Vendors' checked. The 'Pricing Info' tab is also visible, showing 'Cost Price \$' as '16.80', 'Unit Breakdown Cost Price' as '16.80', 'Mark Up %' as '-58.33', and 'Selling Price \$' as '7.00'. A red box highlights the 'Selling Price \$' field with the text 'Enter the selling price, and AdvancePro will calculate the markup (or vice versa). Note that the selling price stays'. Another red box highlights the 'Unit breakdown' field with the text 'Enter the cost and AdvancePro calculates'. A third red box highlights the 'Round' button with the text 'Click to round the price up or down.'.

Setting Product Commission and Advanced Units of Measure

⚠ If you are creating a product, simply continue this process in the **Vendor & Pricing Info** tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.) Then click the **Vendor & Pricing Info** tab.

22. Set the commission on this product in the **Commission %** field (Advanced EDI Sales Rep. Module required).
23. Advanced units of measure can apply to your selling or buying quantities, or both. If you can sell and/or buy in multiple units, for example in boxes, crates, and packets, then use the Advanced Units of Measure form.
24. To set advanced units of measure, set the **Unit Breakdown** to 1. Then click the **Specify UOM** button under Advanced Units of Measure at the bottom of the Vendor & Pricing Info tab.

25. Next, select the unit to define. If you do not see the appropriate unit name, you can create advanced units of measure in the **Admin Switchboard > Units**.

26. Then enter the corresponding unit breakdown. For example, if there are 100 dresses in a “packet”, enter 100.

27. *AdvancePro* will use your selling price to calculate this unit of measure’s selling price. You can now enter a **discount on the sell price**. The UOM Selling \$ and unit selling price will be updated automatically.

AdvancePro will also calculate the cost of this unit. You can enter a **markup in the cost price** for this unit. (To enter a discount on the cost, you can enter a negative percentage in the Mark Up % field.)

The screenshot shows the 'Advanced UOM Breakdowns' window for Product Name 'Acai Berry' and SKU # 'V188'. The window is divided into several sections with red callout boxes providing instructions:

- Top Section:** Displays 'Selling \$' (7.00), 'U. Qty In Stock' (10), 'Cost \$' (16.80), and 'Counter' (10).
- Specify UOM Breakdown to BUY/SELL:**
 - Radio Buttons:** 'SELL as', 'SELL/BUY' (selected), 'BUY in'.
 - Select Unit:** A dropdown menu with a red box and arrow pointing to it, with the instruction: "Select the unit to modify and enter the breakdown."
 - U. Breakdown:** A text input field with a red box and arrow pointing to it, with the instruction: "Enter a sell price discount for this unit."
 - Discount %:** A text input field.
 - UOM Stock:** A text input field.
 - Mark Up %:** A text input field.
 - U. Selling \$:** A text input field.
 - UOM Cost \$:** A text input field.
- Bottom Section:**
 - Advanced Units of Measure (UOM):** A section with a 'Specify UOM' button, highlighted with a red box and arrow, with the instruction: "AdvancePro will calculate the unit's selling price using your product sell price."
 - Volume Discounts:** A section with 'Customer' and 'Vendor' buttons.

Additional text boxes on the right side of the window state: "AdvancePro calculates the unit cost. You can apply a cost mark up to this unit if desired."

AdvancePro will calculate the cost of this unit of measure taking into account the unit breakdown and any markup.

28. For this advanced unit of measure, you can:

- **Specify the dimensions.** Click **View Dimensions** to see the fields, and you can specify the height, width, and length of this unit. *AdvancePro* will calculate the weight and the final dimensions.
- **Mark this unit as the default unit.** When adding this product to a customer order, this will be selected by default.
- **Round the unit price** to the nearest 9
- **Make this unit a catch weight unit.**

[illegible]

29. You can enter a surcharge percentage for customers if desired.

30. Click **Add**. Your unit will appear in the list below. *AdvancePro* will calculate the suggested retail price.



To edit or delete any advanced units, as with most other forms in *AdvancePro*, select the unit using the checkbox and make your edits. Click **Update** or **Delete** when done.

Advanced UOM Breakdowns

Product Name **Acai Berry** Selling \$ U. Qty In Stock
SKU # **V188** Cost \$ Counter

Specify UOM Breakdown to BUY/SELL

☐ SELL as ☒ SELL/BUY ☐ BUY in Weight Height Width Length Dimension

Sell and Buy in UOM: Select Unit Discount % UOM Stock Mark Up %

U. Breakdown UOM Selling \$ U. Selling \$ UOM Cost \$

based on UOM selling

☒ View Dimensions ☐ Default UOM Suggested Retail Price \$

☐ Round Price Typ Customer Pricing Surcharge %

No	Type	UOM	U. Brea...	Selling \$	Cost \$	UOM St...	Weight	Height	Width	Length
<input checked="" type="checkbox"/> 1	Both	Carton/1	1	7.00	16.80	0	1	0	0	0

**Your newly created unit will appear here.
Click the checkbox to edit or delete it.**

31. Click **Close** when you are finished with the advanced units.

Setting Product Volume Discounts

⚠ If you are creating a product, simply continue this process in the Vendor & Pricing Info tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click View All Products and then the edit icon.) Then click the **Vendor & Pricing Info** tab.

32. Back in the **Product > Vendor & Pricing Info** tab, you can specify volume discounts for this product, whether it's for customer or vendor orders. Click the appropriate button under **Volume Discounts**.

33. Enter the threshold, and one of these options:

- The discount and then click **Add**. *AdvancePro* will calculate the price. OR
- The price and then click **Calculate** and then **Add**. *AdvancePro* will calculate the discount.

Product: Acai Berry

PDF Documents | **Customer Promotions** | Back - Orders | Com

Product Information | Vendor & Pricing Info | Additional Info

Vendor Product Info

Select Vendor: Whole Foods

Product Name: Acai Berry

Vendor SKU #: V188

Min Reorder level from Vendor: 0

Pricing Info

Enter Cost Price and Mark Up % to Calculate

Cost Price: \$

Unit Breakdown Cost Price: \$

Mark Up: %

Selling Price: \$

selling price is price

Rounding Type: N/A

Rounds selling price

Suggested Retail Price \$: 7.00

Advanced Units of Measure (UOM)

Specify UOM and their Unit Breakdowns that you BUY from your Vendors and SELL to your Customers.

Specify UOM

Assign Volume Discounts

Assign Volume Discounts to this Product

Product Info

SKU # V188

Product Name Acai Berry

Selling Price \$ 7

Create Volume Discount

Move mouse over for instructions

Threshold Qty: Discount %: \$: Calculate

Add New

Volume Discounts

Customer Vendor

Save & Close Save & Next Close

Done

If you enter a price, click Calculate and then Add.

Enter the quantity, and then either the discount percentage or your desired

If you enter a discount, click Add and AdvancePro will

34. You can repeat step 33 for as many volume discounts as you like. Click **Done**.

⚠ **To edit or delete any volume discounts**, as with most other forms in *AdvancePro*, select the

35. Click **Save & Next** to move on to the next tab, or **Save & Close** if you are done editing or creating this product.

⚠ **Please note that if you are editing an existing product, you may be required to enter a reason for your price changes (Advanced EDI Sales Rep. Module required).**

Setting Product Alert and Target Stock Levels



If you are creating a product, this process comes after you click **Save & Next** on the first **Vendor** and **Pricing Info** tab.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

36. From the **Product > Additional Info** tab, click **Update Product Alert Levels**.
37. The **Update Product Alert Level dialog** will open. Enter the **alert level**. When your inventory hits this level, the warehouse manager and administrators will receive a warning in their Workspaces.
38. *AdvancePro* will automatically calculate the **target stock level** if you have set a target stock level multiple on the Admin Switchboard > Site Settings > General Settings tab.

AdvancePro will multiply your alert level by the multiple to set the target stock level, and use this value as a suggestion on the vendor product orders.

Product: Acai Berry

PDF Documents | Customer Promotion | Back Orders | Commissions | Promotion Codes | Images | Cross Sellers | Product Information | Vendor & Pricing Info | **Additional Info** | Custom Fields | Variants | Customer Pricing | Serial #'s

Other Info

Reorder Alert Level

Ignore Group Margin ☐

Can Not Be Returned ☐ This is applicable to Customer Returns

Clear ALL Reserved Qty ?

QB Product ☒ Same

QB Sub Item Of

Max Order Qty 0: No Limit (For warehouse)

Qty Per Pallet 0

MPL Settings

Resources

Pick Time

Notes

Update Product Alert Levels

Product Name **Acai Berry**

SKU # **V188**

No	Warehouse	Alert Level	Target Stock
1	Warehouse1	0	0

AdvancePro will alert the warehouse manager when the inventory reaches the threshold indicated.

AdvancePro will calculate the target stock level using the multiple you entered in the general site settings. You can also override that level by simply typing a

If you have not set a target stock level multiple, you can manually enter one here. You can also override *AdvancePro*'s calculation.

Click **Update**, and then **Close** when done.

39. You can update other product characteristics, such as:

- Whether the product is taxable. Click the checkmark to indicate the product is taxable.
- Whether this is a **catch weight item**. (if you buy and sell in cases but price in the weight)
- Whether the **product can be returned**
- Whether the product is a **non-inventory product**
- If this **product's name in QuickBooks®** is the internal SKU, you can indicate it using the checkbox, or enter the QuickBooks name for the product. We do not recommend you change the name of the product.
- If you had an error for this product on export to QuickBooks, you can **re-export the product to QB** alone using the button.
- You can **clear reserved inventory** using the button on this tab. We do not recommend this option as you may oversell your inventory.
- If you need to clear only reserved inventory associated with one order, we recommend you send the order back to the "Open Order" stage, thus clearing those items from the reserved list.

The screenshot shows the 'Product: Acai Berry' window with the 'Additional Info' tab selected. The 'Other Info' section includes fields for 'Reorder Alert Level', 'Ignore Group Margin', 'Can Not Be Returned', 'Clear ALL Reserved Qty', 'Clear Reserved Qty', 'Product Is Taxable', 'Freight Enabled', 'Default to drop ship', and 'Sell When Out of Stock (Web)'. The 'QB Product' field is set to 'V188' and 'Same as Internal SKU #' is checked. The 'Max Order Qty' field is set to '0' and 'Qty Per Pallet' is set to '0'. The 'Notes' section is empty. Red boxes and arrows highlight the 'Additional Info' tab, the 'Max Order Qty' field, the 'Qty Per Pallet' field, and the 'Notes' section. Red text boxes provide context for these fields.

The max order quantity applies to your B2B or B2C

This applies to EDI.

These notes will only be visible on editing the product.

- You can set the **maximum order quantity for Web Services**, and the **quantity per pallet for EDI**.
- Lastly, you can enter internal notes on this product on the Additional Info tab. These can only be viewed while editing the product.

40. Click **Save & Next** or **Save & Close**.

Material Calculator

41. At the **Product > Additional Info** tab, click on Enable checkbox and Material Calculator to view the **Material Calculator Settings**. Here you can set up Cut list Unit Breakdown, Pricing settings & an option that will show the Cut list in the CPO

This is where you can see the Unit conversion you've set in Product Unit Management

Here you can set what is the basis of the Price. If it is a Full unit it will be multiplied by the conversion

Click on this to enable cut list to be shown after selecting the product (if the product only has Material calculator)

Pricing is based on the Exact length

Pricing computation is based on the total length when second unit is rounded up to a full unit

Pricing computation is based on the total length when second unit will be counted as a full unit

Entering Custom Fields for Products



If you are creating a product, this process comes after you click **Save & Next** on the **Additional Info** tab.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

43. At the **Product > Custom Fields** tab, you can fill in any custom fields that apply to products. You can have up to 6 custom fields for a product.

Product: Acai Berry

PDF Documents | Customer Promotions | Back-Orders | **Commissions** | Promotion Codes | Images | Cross Sellers |
Product Information | Vendor & Pricing Info | Additional Info | **Custom Fields** | Variants | Customer Pricing | Serial #'s

Custom Fields
Define these Custom Fields in Admin/Site Settings

Custom Field 1
Custom Field 2

Save & Close Save & Next Close

44. Click **Save & Close** or **Save & Next**.

Managing Product Variations

▶ If you are creating a product, this process comes after you click Save & Next on the Custom Fields tab. If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

⚠ **Variants must be created before you can create product variations.**

⚠ **You cannot create product variations after a product has been placed in an order. It is**

You can specify different options for the product, for example, colors or sizes. You have 2 options:

- To manually create the variants. If you only have a few variations, you can use this method.
- To have *AdvancePro* automatically create variations. This is a very quick way to create all the possibilities for a product. You can individually enable or disable variations after *AdvancePro* creates the total list, making this method very quick.

Manually Assigning Product Variants

45. At the **Product > Variants tab**, select the appropriate variant names from the list.

Create Variations for this Product

☒ Color
☒ Size

Create Product Variation ?
Auto Create Variations ?

Start by selecting the variants you wish to apply and click Create Product Variation.

No	Color	Size	SKU	Qty	Unit Price	Selling Price
<input type="checkbox"/> 1						10.00
<input type="checkbox"/> 2						10.00
<input type="checkbox"/> 3	Blue	S	J00001-3-SB	1	5.00	10.00
<input type="checkbox"/> 4	Green	S	J00001-4-SG	1	5.00	10.00
<input type="checkbox"/> 5	Brown	S	J00001-5-SB	1	5.00	10.00
<input type="checkbox"/> 6	Black	S	J00001-6-SB	1	5.00	10.00
<input type="checkbox"/> 7						10.00

Make Inactive MPL Settings Multiple Update Edit Delete

Update Alert Levels Assign MPL

Specify Variation UOM ?

Easily update/edit multiple Variations of a Product

Next Close

46. Click **Create Product Variation**.

47. The **Specify Product Variant** form opens. Select the variants from the drop-down lists at the bottom of the form.

Specify Product Variants

Variants Lot/Serial #'s/Batch Only #'s Image

Assign variants to this product Adjust pricing by ☐ \$ Amount ☒ % Amount

Product Info

SKU # J00001 Base Cost Price \$ 5.00

Product Name Jacket Base Selling Price \$ 10.00

Variant Pricing Info

SKU # J00001 UPC #

Cost Surcharge % 0.00 Selling Surcharge % 0.00 Landed Cost \$ 50.12

Cost Price \$ 5.00 Selling Price \$ 10.00

Miscellaneous Info

Catch Weight Item ☐

Suggested Retail Price \$ Weight 1 lbs In Stock

Max Order Qty 0

Clear Reserved Qty ?

Recalculate Price on Open Orders & Products

☐ CPO ☐ VPO ☐ Item Kit ☐ Assembly Item

Custom Field 1 Custom Field 2

Create Variations

Color Size

Black

Blue

Brown

Green

Orange

Red

Violet

Yellow

Save Next Close

First, select the variants from the lists. Then, use the fields above to enter variant specifics, like weight, SKU, etc.

48. Complete the relevant information for each variation of the product. For each variation, you can specify:

- Different SKU number
- Weight
- Price
- UPC #
- The stock inventory
- Any custom fields
- Suggested retail price
- The maximum order quantity for Web Services

You will not be able to enter lot /serial numbers or images yet.

49. To enter another variant combination, click **Next**, and repeat the process.

50. Click **Save** when you're done to add the **Product Variations**.

Once you've saved the variations, you can add lot and serial numbers and images to them.

Automatically Creating Variations

51. At the **Product > Variants** tab, select the appropriate variant names from the list.

Product: Jacket

PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers |
 Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | **Variants** | Customer Pricing | Serial #'s

Create Variations for this Product

☒ Color
☒ Size

Create Product Variation ?
 Auto Create Variations ?

Existing Product Variations

To edit for delete a Variation, select from the list below ☐ Display Inactive

No	Color	Size	SKUNumber	Weight	Cost Price	Selling Price
<input type="checkbox"/> 1	Red	S	J00001-1-SR	1	5.00	10.00
<input type="checkbox"/> 2	Yellow	S	J00001-2-SY	1	5.00	10.00
<input type="checkbox"/> 3	Blue	S	J00001-3-SB	1	5.00	10.00
<input type="checkbox"/> 4	Green	S	J00001-4-SG	1	5.00	10.00
<input type="checkbox"/> 5	Brown	S	J00001-5-SB	1	5.00	10.00
<input type="checkbox"/> 6	Black	S	J00001-6-SB	1	5.00	10.00
<input type="checkbox"/> 7	Orange	S	J00001-7-SO	1	5.00	10.00

Make Inactive MPL Settings Multiple Update Edit Delete
 Update Alert Levels Assign MPL
 Specify Variation UOM ?

Next Close

52. Click **Auto Create Product Variation**.

53. The **Auto Create Variations** form will open. Now select the specific variations to include in your list. You can use the buttons to **select all** or **deselect all** to save time.

54. If desired, click the checkbox to generate unique SKUs and Use Variant Abbreviation for each product variant.

55. Click **Generate**.

The screenshot shows the 'Auto Create Variations' dialog box. At the top, 'Product Info' displays 'SKU # J00001', 'Product Name Jacket', 'Base Cost Price \$ 5.00', and 'Base Selling Price \$ 10.00'. Below this is the 'Generate Variations' section with two lists: 'Color' (Black, Blue, Brown, Green, Orange, Red, Violet) and 'Size' (3XL, L, XXL). Each item has a checkbox. A red box with an arrow points to the checkboxes with the text 'Select the variations that apply to this product.' Below the lists is a checkbox for 'Generate Unique SKUs' with a red box and arrow pointing to it, containing the text 'You can generate unique SKUs for each variant.' To the right of the lists are three buttons: 'Generate', 'Deselect All', and 'Select All'. A red box with an arrow points to the 'Generate' button with the text 'When ready, click Generate.' At the bottom, there is a table titled 'Select Generated Variations to be Active' with columns: 'Ma', 'SKU #', 'Product', 'UPC #', 'Weight', 'Cost Surcharge...', 'Price Surcharge...', and 'Qty'. Below the table are radio buttons for 'Adjust pricing by' with options '\$ Amount' and '% Amount'. At the bottom right are 'Process' and 'Close' buttons.

This will generate a list of all possible variations

56. Your newly created product variations will appear below. You can individually edit the following fields for each variation by clicking directly in the chart cells:

- SKU
- Product name
- UPC Code
- Weight
- Cost Surcharge (using the radio buttons below the chart, indicate whether you are adjusting by percentage or by dollar amount)
- Price Surcharge (using the radio buttons below the chart, indicate whether you are adjusting by percentage or by dollar amount)
- Quantity

Auto Create Variations

Product Info
 SKU # J00001
 Product Name Jacket
 Base Cost Price \$ 5.00
 Base Selling Price \$ 10.00

Generate Variations
 Color Size

Your newly created product variants will appear below. Select the variants that you would like to enable. (Click the circled checkbox to select / deselect all.)

☐ Generate Unique SKUs Generate Deselect All Select All

Select Generated Variations to be Active

No	SKU #	Product	UPC #	Weight	Cost Surcharge	Price Surcharge	Qty
<input type="checkbox"/>	1	J00001	Jacket - Black, L	1	0	0	0
<input type="checkbox"/>	2	J00001	Jacket - Black, M	1	0	0	0
<input type="checkbox"/>	3	J00001			0	0	0
<input type="checkbox"/>	4	J00001			0	0	0
<input type="checkbox"/>	5	J00001			0	0	0
<input type="checkbox"/>	6	J00001			0	0	0
<input type="checkbox"/>	7	J00001			0	0	0
<input type="checkbox"/>	8	J00001	Jacket - Blue, XL	1	0	0	0
<input type="checkbox"/>	9	J00001	Jacket - Brown, L	1	0	0	0
<input type="checkbox"/>	10	J00001	Jacket - Brown, M	1	0	0	0

Adjust pricing by ☐ \$ Amount ☒ % Amount Process Close

Edit any of these fields directly in the chart.

Set your price or cost adjustments as percentages or

Click Process to create the variants.

57. Select the variations that you would like to enable. Click the checkbox in the header row to select or deselect all.

58. Click the **Process** button to process the selected product variations.

59. A confirmation window will then be displayed with the number of product variations that have been created.

Individually Edit or Delete an Individual Product Variation

60. Created variants will appear in the list at the bottom of the **Product > Variants** tab. Select the variation to edit.

61. Click **Edit** and the **Specify Product Variations** form will open. You can enter variation-specific information, including lot and serial numbers and a new image.

The screenshot shows the 'Specify Product Variations' form for 'Product: Jacket'. The form is divided into several sections: 'Product Info', 'Variant Pricing Info', and 'Miscellaneous Info'. The 'Product Info' section shows the SKU # J00001-3-SB, Base Cost Price \$ 5.00, and Base Selling Price \$ 10.00. The 'Variant Pricing Info' section shows the Cost Price \$ 5, Selling Price \$ 10, and Landed Cost \$ 0.00. The 'Miscellaneous Info' section shows the Suggested Retail Price \$ 10.00, Weight 1 lbs, and Max Order Qty 0. The 'Specify Variation UOM' button is highlighted with a red box and an arrow pointing to it. A red box also highlights the 'Make Inactive' button. A red box highlights the 'Specify Variation UOM' button. A red box highlights the 'Specify Variation UOM' button. A red box highlights the 'Specify Variation UOM' button.

Click to make this variation inactive.

You can change variation attributes, including lot and serial numbers and images, by selecting the variant and clicking Edit.

You can also specify alert levels, and units of measure for the variation here.

62. You can change alert levels and units of measurement by clicking the buttons. Change them as you would for a regular product.

63. You can also click the **Delete** button to delete the product variation.

⚠ You can delete a product variation only if it is not added to any vendor or customer order

Editing Multiple Product Variations

64. At the bottom of the **Product > Variants** tab, click the **Multiple Update** button.

65. The **Variation Multiple Update** form will open. You can edit the SKU numbers, weight, cost, price, UPC #, and/or custom fields.

To save your edits, select the changed variations and click Update. You can also delete variations by selecting them and clicking Delete.

Remember to set your price or cost adjustments to percents or dollar amounts.

The screenshot shows the 'Update Multiple Variations' form. It includes a 'Product Info' section with 'SKU # J00001' and 'Product Name Jacket'. Below this is a 'Search' section with 'Color' and 'Size' dropdowns. The main section is a table of 'Product Variation' with columns: No, SKU #, Product, UPC, and several numerical columns. The table lists variations for 'Jacket' in various colors and sizes. At the bottom, there are buttons for 'Delete', 'Update', and 'Close'. A 'Multiple Update' button is also visible at the bottom of the form.

Annotations in the image include:

- A red box around the 'Update' button at the bottom right.
- A red box around the 'Delete' button at the bottom left.
- A red box around the 'Multiple Update' button at the bottom center.
- A red box around the 'Base Cost Price \$ 5.00' and 'Base Selling Price \$ 10.00' fields.
- A red box around the 'Search' section with the text 'If you need to find specific variations, use the search fields.'
- A red box around the 'Product Variation' table with the text 'You can type directly into'.
- A red box around the 'Create Variations for this Product' section on the left.

66. Click the checkbox for the variations you're changing. The **Update** button should now be enabled.

67. Click **Update** to save the changes.

68. To delete variations, select them from the list and click **Delete**.

69. Click **Close** in the **Update Multiple Variations** form.

Managing Pricing Exceptions

⚠ If you are creating a product, this process comes after you click Save & Next on the Variants tab.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

There are three tiers of pricing in *AdvancePro*.

- **Tier 1:** Use the Product form to set the selling price for each product. The product base price (selling price) is then applicable to all customers.
- **Tier 2:** Use the Customer form to assign a markup on the cost or discount on the selling price to that customer. This pricing is then applicable to all products ordered for that customer.

⚠ This pricing overrides the Tier 1 pricing.

- **Tier 3:** Use the Product form to assign a pricing exception (mark up or discount) for a particular customer.

⚠ This pricing exception is then applicable to a customer for that product only. It overrides the pricing in Tier 1 and Tier 2.

Using the **Customer Pricing** tab in the **Product** form allows you to create the third tier of pricing in *AdvancePro*.

70. At the **Product > Customer Pricing** tab, click **Create Pricing**.

Product: Jacket

PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers |
 Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | **Customer Pricing** | Serial #'s

Pricing Exceptions
 To edit for delete pricing, select from the list below

Company Name	Price \$	Markup %	Discount %	Customer S...
This form will open if you are editing a product with no variations.				

Select All | Deselect All | Delete All | Edit | Delete

Products

Product ID	Product Name
J00001-41-3R	Jacket : 3XL, Red

Create Pricing | Create Pricing | Reload | Next | Close

- ⚠ If you are editing a product with multiple variations, the form you see will be slightly different. To create customer pricing for selected product variations, select them and click **Create Pricing**. To create customer pricing for all product variations, click **Create Pricing for All**.
- ⚠ Units of measure will appear in the Products list at the bottom. To apply the pricing to any units of measure (e.g. box), simply select the unit(s) of measure and click **Create Pricing**.

This form will open if you are editing a product with variations.

Click to create pricing for selected variations (click the checkboxes to select them).

SKU	Product
<input checked="" type="checkbox"/> 00001-46-3B	Jacket : 3XL, Black
<input type="checkbox"/> 00001-43-3B	Jacket : 3XL, Blue
<input type="checkbox"/> 00001-45-3B	Jacket : 3XL, Brown
<input type="checkbox"/> 00001-44-3G	Jacket : 3XL, Green
<input type="checkbox"/> 00001-47-3O	Jacket : 3XL, Orange
<input type="checkbox"/> 00001-41-3R	Jacket : 3XL, Red

Click to create pricing for all variations.

71. The **Customer Pricing Exceptions** form will open. Select the customer or customers. You can search for customers using the search field up top and then clicking the magnifying glass. You can also select all customers or view them by group if desired.

72. Indicate whether the exception is a discount of the selling price or markup of the cost using the radio buttons on the right.

⚠ **Discount applies to the selling price and markup applies to the cost.**

73. You can either:

- Enter a price first and click **Calculate** to determine the discount
- Enter the discount and *AdvancePro* will automatically calculate the price.

74 If desired, create a specific customer SKU.

The screenshot shows the 'Customer Pricing Exceptions' window. It has a title bar with standard window controls. The main content area is divided into sections: 'Product Info' showing 'SKU # V188' and 'Product Name Acai Berry', and 'Base Cost Price \$ 16.80' and 'Base Selling Price \$ 7.00'. Below this is a 'Select Customer' section with a search bar, a 'Select All' checkbox, and a 'Category' dropdown set to 'DeSelect All'. There are two checkboxes: 'All Fresh Vegetables' and 'All Steak Buffet'. At the bottom, there's a 'Customer SKU #' field with '12345', a 'Customer Markup/Discount' field with '5' and a '%' sign, a 'Selling Price' field with '\$6.65', and a 'Calculate' button. There are also radio buttons for 'Apply Discount' (selected) and 'Apply Markup'. A 'Lock' checkbox is next to the 'Customer Markup/Discount' field. At the bottom right are 'Add Pricing' and 'Close' buttons. Annotations with red boxes and arrows point to various fields: one points to the 'Customer Markup/Discount' field with the text 'Enter either the price OR the markup / discount. Click Calculate if you manually enter the price.'; another points to the 'Customer SKU #' field with 'If desired, create a SKU for this exception.'; a third points to the 'Apply Discount' radio button with 'Indicate whether this is a discount of the price or a mark up of the cost.'; and a fourth points to the 'Lock' checkbox with 'You can lock this price so it can't be'.

Customer Pricing Exceptions

Apply a special markup/discount to this Product per Customer.
To begin, first locate the customer below.

Product Info

SKU # V188 Base Cost Price\$ 16.80
Product Name Acai Berry Base Selling Price \$ 7.00

Select Customer

☐ Select All Category DeSelect All

☐ All Fresh Vegetables
☐ All Steak Buffet

Customer SKU # 12345

Customer Markup/Discount 5 %

☒ Apply Discount
☐ Apply Markup

\$6.65 Selling Price

☐ Lock

Markup % is added to COST price of products
Discount % is applied to SELLING price of products

Enter either the price OR the markup / discount. Click Calculate if you manually enter the price.

If desired, create a SKU for this exception.

Indicate whether this is a discount of the price or a mark up of the cost.

You can lock this price so it can't be

75. You can also lock the price against future changes, meaning that if it is a markup then any future changes to cost price will not affect the selling prices

76. When done, click **Update**. Your pricing exception will appear in the **Product > Customer Pricing** tab. Repeat this process for as many customer pricing exceptions as you need to create.

You can also create global pricing exceptions on categories of products, for groups of customers.

Editing or Deleting Customer Pricing Exceptions

Customer pricing exceptions will appear at the **Product > Customer Pricing** tab. To edit an exception, select it and click **Edit**. The **Pricing Exceptions** form will open and you can edit it following steps 69 to 74 above.

Product: Acai Berry

PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross-Sellers | Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | **Customer Pricing** | Serial #'s

Pricing Exceptions
To edit for delete pricing, select from the list below

Company Name	Price \$	Markup %	Discount %	Customer S...
All Fresh Vegetabl...	6.30		10.00	
All Fresh Vegetabl...	6.30		10.00	

Select All | Deselect All | Delete All | **Edit** | Delete



Products

SKU	Product
<input checked="" type="checkbox"/> V188	Acai Berry
<input checked="" type="checkbox"/> V188	Acai Berry - Carton/1

Create Pricing | Reload | Next | Close

To delete an exception, select it and click **Delete**. To delete all exceptions, click the **Delete All** button or click **Select All** and then **Delete**.

Managing Lot and Serial Numbers

-  You must have enabled the lot and serial numbers module at **Admin Switch Board > Utilities > Lot/Serial #** tab. If you have not purchased or enabled this module, please call our toll free support line at **1800-970-9071**
-  NOTE: Lot/Serial Numbers are currently assigned to the lowest unit of measure. Thus, if you have set the UOM as kg and advanced UOM as drum/25, box/30, then the lot/serial numbers will be assigned to kgs. Set your lowest UOM as drum etc to assign Lot/Serial number to it instead of a kg.

You can enter lot and serial numbers three different ways:

- Using the **Edit Product** form. We will review this method briefly here, as it could be part of the workflow of creating a new product or editing an existing product.
- When receiving products from the vendor.
- Using the **Manage Inventory** form.

No matter where you start from, it is the same process. Lot and serial numbers are reviewed fully in **Chapter 14**.

Automatically Creating Lot Numbers Only

1. Click  button. The **Apply Serial #** form will open

Apply Batch #

Serial No [] Batch Only [x]

Product Info
Name Clementine
SKU # 545

Create Lot #
Lot # [] ☐ Lot # w/ Serial #? Qty [] Create Lot # Only

Create Auto Serial #
☐ Add Zeros to SN (ex. 00000001)

Internal Serial #
Tag # [] Tag # []
Start Serial # [] Start Serial # []
End Serial # [] Serial # []

Create Manual Serial #
Lot # [] Serial # [] Manufact. Serial # []

Lot/Serial # Additional Settings
Exp. Date [3 / 5 / 2020 v] Mf. Date [2 / 3 / 2020 v]
Pick Location [A Rack 1 - Shelf A v]
Weight [1] Gr. Weight [] Footage [] Height [0] Width [0] Length [0] Dimension [0]

[Update] [Icon] Import Create Lot/Serial #'s

No	Lot #	Serial #	Manufact. Serial #	Status
----	-------	----------	--------------------	--------

Delete Alter Receive Qty Verify & Update Stock Close

- In the **Create Lot # box**, enter the lot number.
- Enter the quantity to which to apply this lot number. (If you are assigning serial numbers, this quantity box will be disabled. Follow the procedure listed below).
- Click the **Create Lot # Only** button. A confirmation window will open. Click **OK** to create lot numbers only.

Apply Batch #

Serial No Batch Only

Product Info
 Name 15 Cavity Kitchen DIY Bakin
 SKU # A2
 Existing Serial #'s In Stock 0
 Assign Serial # Qty 60

Create Lot #
 Lot # 123 ☒ Lot # w/ Serial #? Create Lot # Only

Create Auto Serial #
☐ Add Zeroes to SN (ex. 00000001) ☐ Use Tag
 Internal Serial # Tag # Enter lot number if applicable, and click this checkbox Manufacturer Serial # Tag # Qty to create Qty
 Start Serial # End Serial # Start Serial # End Serial #

Create Manual Serial #
 Lot # Serial # Manufact. Serial #

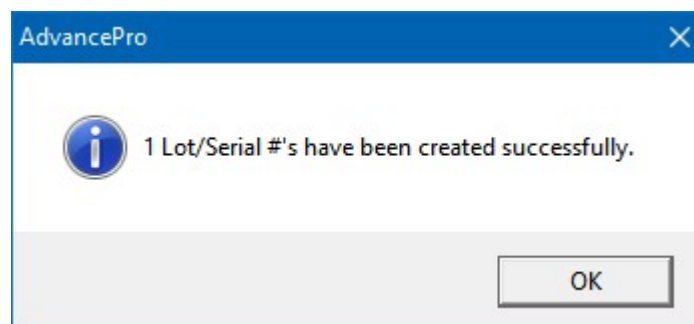
Lot/Serial # Additional Settings
 Exp. Date 3/ 5/2020 Mf. Date 2/ 3/2020 Pick Location A Rack 1 - Shelf A
 Weight 1 Gr. Weight Footage Height 0 Width 0 Length 0 Dimension 0

Update ☒ Import Create Lot/Serial #'s

No	Lot #	Serial #	Manufact. Serial #	Status
----	-------	----------	--------------------	--------

Delete Alter Receive Qty Verify & Update Stock Close

- The lot numbers will appear at the bottom of the **Apply Serial #** form. Click **Verify & Update Stock**. Once the lot numbers have been assigned, you will get this confirmation screen:



11. Select an expiration date if applicable.
12. Enter the quantity to assign the serial number to.

Apply Batch #

Serial No ☐ Batch Only ☒

Product Info
 Name 15 Cavity Kitchen DIY Bakin
 SKU # A2
 Existing Serial #'s In Stock 0
 Assign Serial # Qty 60

Create Lot #
 Lot # ☒ Lot # w/ Serial #?

Create Auto Serial #
☐ Add Zeroes to SN (ex.00000000)

Internal Serial # Manufacturer Serial # Qty to create

Tag # Tag #

Start Serial # Start Serial #

End Serial # End Serial #

Enter the ranges for the serial numbers (the internal and manufacturers', if desired.)

Serial # Manufact. Serial #

Lot/Serial # Additional Settings
 Exp. Date 3/ 5/2020 Mf. Date 2/ 3/2020 Pick Location A Rack 1 - Shelf A

Weight Gr. Weight Footage Height Width Length Dimension

No	Lot #	Serial #	Manufact. Serial #	Status

Once you have entered a range and quantity, this button will be enabled. Click to generate serial

13. You can also enter the start and end serial number range for the manufacturer serial numbers.
14. Click **Create Lot/Serial #s**.

Apply Batch #

Serial No Batch Only

Product Info
 Name 15 Cavity Kitchen DIY Bakin Existing Serial #'s In Stock 0
 SKU # A2 Assign Serial # Qty 0

Create Lot #
 Lot # ☐ Lot # w/ Serial #? Qty

Create Auto Serial #
☐ Add Zeros to SN (ex.00000001) ☐ Use Tag
 Internal Serial # Manufacturer Serial # Qty to create
 Tag # Tag #
 Start Serial # Start Serial #
 End Serial # End Serial #

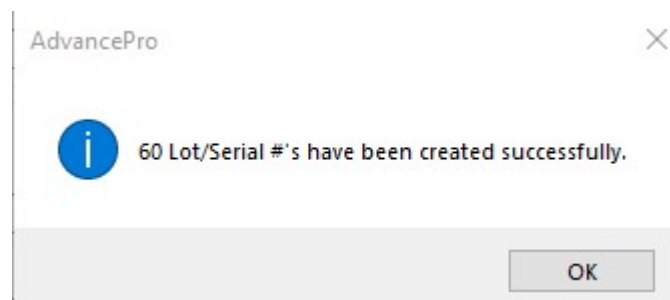
Create Manual Serial #
 Lot # Serial # Manufact. Serial #

Lot/Serial # Additional Settings
 Exp. Date 3/ 5/2020 ▾ Mf. Date 2/ 3/2020 ▾ Pick Location ---Select Item--- ▾
 Weight 1 Gr. Weight Footage Height Width Length 0 Dimension 0


Your serial numbers will appear here. To finalize the process, click Verify & Update Stock

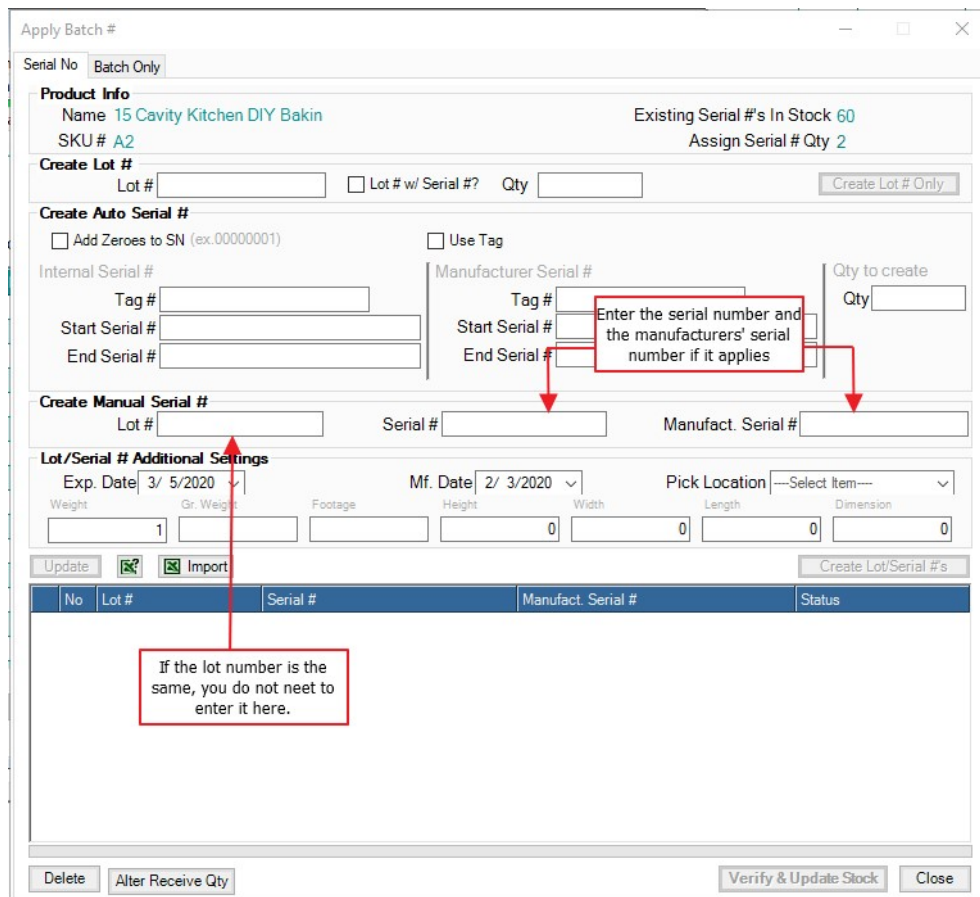
No	Lot #	Serial #	Manufacturer Serial #	Status
<input type="checkbox"/> 1		1101	1201	
<input type="checkbox"/> 2		1102	1202	
<input type="checkbox"/> 3		1103	1203	
<input type="checkbox"/> 4		1104	1204	
<input type="checkbox"/> 5		1105	1205	
<input type="checkbox"/> 6		1106	1206	
<input type="checkbox"/> 7		1107	1207	
<input type="checkbox"/> 8		1108	1208	
<input type="checkbox"/> 9		1109	1209	
<input type="checkbox"/> 10		1110	1210	

15. The serial numbers will appear at the bottom of the Apply Serial # form. Click **Verify & Update Stock**. Once the lot/serial numbers have been assigned, you will get this confirmation screen:



Manually Entering Serial Numbers

16. Click  button. The **Apply Serial #** form will open
17. To assign the same lot number to different serial numbers, enter the lot numbering the **Create Lot #** box at the top of the form.
 - To assign different lot numbers to the serial numbers, leave the top Lot # field in the Create Lot # box blank. Instead, in the **Create Manual Serial #** box, enter the lot number.
18. In the **Create Manual Serial #** box, enter the serial number and manufacturers (Mfg) serial number.



Apply Batch #

Serial No Batch Only

Product Info
 Name 15 Cavity Kitchen DIY Bakin Existing Serial #'s In Stock 60
 SKU # A2 Assign Serial # Qty 2

Create Lot #
 Lot # ☐ Lot # w/ Serial #? Qty

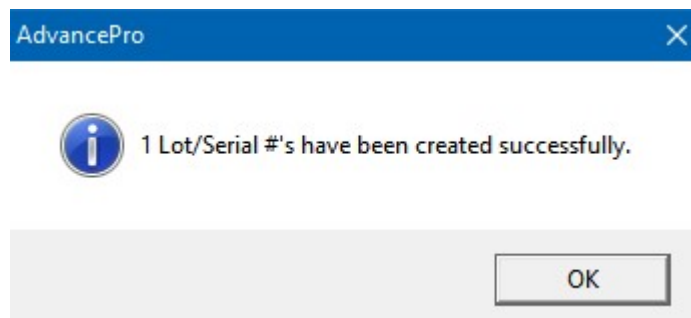
Create Auto Serial #
☐ Add Zeroes to SN (ex. 00000001) ☐ Use Tag
 Internal Serial # Tag #
 Start Serial #
 End Serial #
 Manufacturer Serial # Tag #
 Start Serial #
 End Serial #
 Qty to create Qty

Create Manual Serial #
 Lot # Serial # Manufact. Serial #

Lot/Serial # Additional Settings
 Exp. Date 3/ 5/2020 Mf. Date 2/ 3/2020 Pick Location ---Select Item---
 Weight 1 Gr. Weight Footage Height 0 Width 0 Length 0 Dimension 0



No	Lot #	Serial #	Manufact. Serial #	Status
If the lot number is the same, you do not need to enter it here.				

19. Click **Create Lot/Serial #s**.
20. The serial numbers will appear at the bottom of the **Apply Serial #** form. Click **Verify & Update Stock**. Once the lot/serial numbers have been assigned, you will get this confirmation screen:



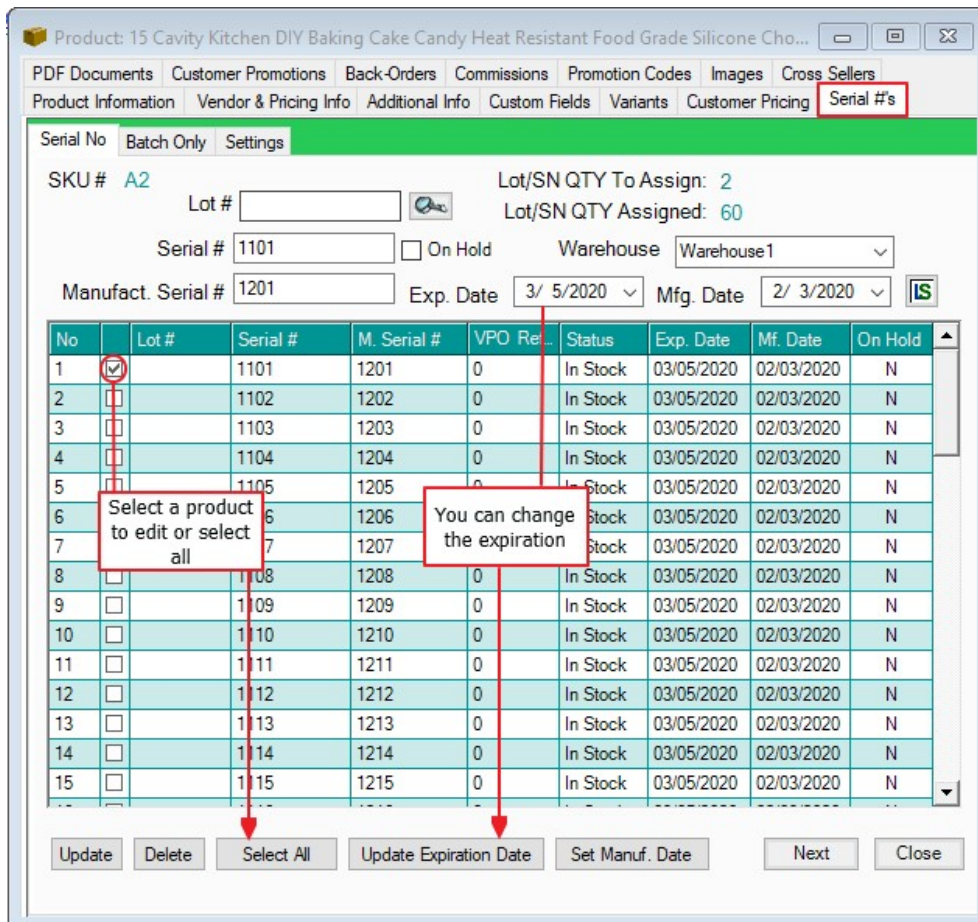
Editing a Product with a Specific Lot or Serial Number

If serial numbers and lot numbers have previously been assigned, they will appear at the **Product > Serial #s** tab (accessed by clicking **Edit Product** on the **Product Switchboard** and then by clicking the edit icon). Click the product you need to edit, or select all.

-  Note that you can either select only 1 product, or all products, but you cannot select some.
-  If you are looking for a particular lot or serial number to edit, enter it in the appropriate field at the top of the Serial #s tab and click the magnifying glass to search.

You can change:

- The lot number
- The serial number
- Whether it's on hold
- The expiration date. If you wish to change the expiration date, click **Update Expiration Date** at the bottom.




Product: 15 Cavity Kitchen DIY Baking Cake Candy Heat Resistant Food Grade Silicone Cho...

PDF Documents Customer Promotions Back-Orders Commissions Promotion Codes Images Cross Sellers


Product Information Vendor & Pricing Info Additional Info Custom Fields Variants Customer Pricing **Serial #s**

Serial No Batch Only Settings

SKU # A2 Lot/SN QTY To Assign: 2 Lot/SN QTY Assigned: 60

Lot # 

Serial # 1101 ☐ On Hold Warehouse Warehouse1

Manufact. Serial # 1201 Exp. Date 3/ 5/2020 Mfg. Date 2/ 3/2020 

No	Lot #	Serial #	M. Serial #	VPO Re...	Status	Exp. Date	Mfg. Date	On Hold
1	<input checked="" type="checkbox"/>	1101	1201	0	In Stock	03/05/2020	02/03/2020	N
2	<input type="checkbox"/>	1102	1202	0	In Stock	03/05/2020	02/03/2020	N
3	<input type="checkbox"/>	1103	1203	0	In Stock	03/05/2020	02/03/2020	N
4	<input type="checkbox"/>	1104	1204	0	In Stock	03/05/2020	02/03/2020	N
5	<input type="checkbox"/>	1105	1205	0	In Stock	03/05/2020	02/03/2020	N
6	<input type="checkbox"/>	1106	1206	0	In Stock	03/05/2020	02/03/2020	N
7	<input type="checkbox"/>	1107	1207	0	In Stock	03/05/2020	02/03/2020	N
8	<input type="checkbox"/>	1108	1208	0	In Stock	03/05/2020	02/03/2020	N
9	<input type="checkbox"/>	1109	1209	0	In Stock	03/05/2020	02/03/2020	N
10	<input type="checkbox"/>	1110	1210	0	In Stock	03/05/2020	02/03/2020	N
11	<input type="checkbox"/>	1111	1211	0	In Stock	03/05/2020	02/03/2020	N
12	<input type="checkbox"/>	1112	1212	0	In Stock	03/05/2020	02/03/2020	N
13	<input type="checkbox"/>	1113	1213	0	In Stock	03/05/2020	02/03/2020	N
14	<input type="checkbox"/>	1114	1214	0	In Stock	03/05/2020	02/03/2020	N
15	<input type="checkbox"/>	1115	1215	0	In Stock	03/05/2020	02/03/2020	N

Select a product to edit or select all

You can change the expiration

Update Delete Select All Update Expiration Date Set Manuf. Date Next Close

Click **Update** to save your changes, or click **Delete** if you wish to delete that lot or serial number. If you delete the serial number / lot number for a product, the inventory will be adjusted to show the remaining unassigned inventory.

2. Enter a description if desired.
3. Click **Add**.
4. You will see a confirmation message and the PDF will appear in the **Associated PDF Files** list below. Repeat steps above for up to 3 documents per product or product variation.

Product: Acai Berry

Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s | PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers

Select PDF File
Associate files to display on your Web Services website.

Filename: TEST.pdf

Absolute Path: C:\Users\ZEAL\Desktop

After you click Add, the PDF will appear here. Select it for uploading.

	File Name	File Path	Description
<input checked="" type="checkbox"/>	TEST.pdf	C:\Users\ZEAL\Desktop	

3 files per product. File size must be less than or equal to 5mb.

Products

SKU	
<input checked="" type="checkbox"/> V188	
<input type="checkbox"/> V188	

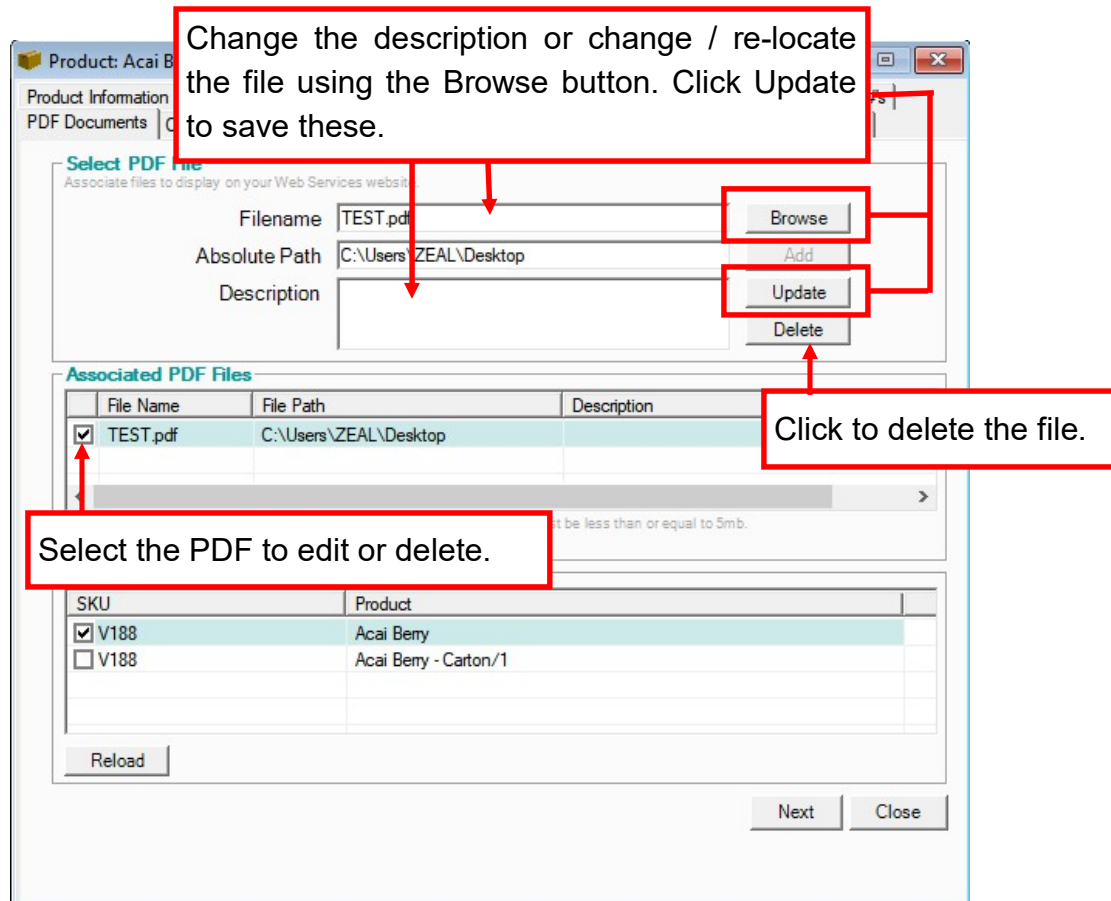
Then click to have the file uploaded.

5. When ready, select a PDF to upload from the **Associated PDF Files** list, and click **Mark Selected File for Upload**. You must repeat this process singly for each PDF (up to 3) for upload.

These files will be uploaded to your B2B or B2C site.

Editing, Changing or Deleting a PDF Document

6. From the **Product > PDF Documents** tab, select the PDF in the Associated PDF Files list.
7. To delete the PDF from the list, click **Delete**. A message will confirm the file has been deleted.
8. You can change the description if desired.



9. You can also replace it with another file by clicking **Browse** and selecting a different file. (You can use this method to relocate the file, if the file's location has changed).
10. To save your edits or changed file/file location, click **Update**. You will see a confirmation message.
11. If you have selected a new file or relocated the file using the **Browse** button, click **Mark Selected File for Upload**.

Managing Customer Promotions

This process is very similar to entering customer pricing exceptions, as discussed above. The difference is that promotions run for a specific time range.

Customer promotions on specific products are part of the third pricing tier, and override tier 1 and tier 2.

Customer promotions also override customer pricing exceptions.

If you are creating a product, this process comes after you click **Next** on the PDF Documents tab, which is documented above.

If you wish to edit an existing product, go to **Product Switchboard > Edit Product**. When the list of all products appears, click the edit icon for the product. (You can also click **View All Products** and then the edit icon.)

1. At the **Product > Customer Promotions** tab, click **Create Promotions**.

Product: Acai Berry

Product Information | **Vendor & Pricing Info** | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s | PDF Documents | **Customer Promotions** | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers

Assign promotional pricing for Customers with date ranges. Pricing is automatically applied if order is placed within the date range.


Customer Promotions
To edit or delete promotion, select from the list below

No	Company Name	Code	Price	MarkUp %	Discount %	Date From	Date To
----	--------------	------	-------	----------	------------	-----------	---------

Delete

This product has no variations. Click Create Promotion.

Create Promotion Create Promotion For All Reload Next Close

If you are editing a product with multiple variations, the form you see will be slightly different. To  create customer promotions for selected product variations, select them and click **Create Promotion**. To create customer promotions for than all product variations, click **Create Promotion**

Product: Acai Berry

Product Information | **Vendor & Pricing Info** | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s | PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers

Assign promotional pricing for Customers with date ranges. Pricing is automatically applied if order is placed within the date range.

Customer Promotions

To edit or delete promotion, select from the list below

No	Company Name	Code	Price	MarkUp %	Discount %	Date Fro...	Date To		

This product has variations. Select the variation, or create the promotion for all variations.

Products

No	SKU	Product
<input checked="" type="checkbox"/> 1	V188	Acai Berry
<input type="checkbox"/> 2	V188	Acai Berry - Carton/1

Create Promotion Create Promotion For All Reload Next Close

- The **Promotions** form will open. Select the customer or customers. You can search for customers using the search field up top and then clicking the magnifying glass. You can also select all customers or view them by group if desired.

Promotions

Apply a special markup/discount to this product per customer

To begin, first locate the customer below

You can search for customers or select all.

Price \$ 16.80
Price \$ 7.00

Select Customer

☐ Select All Category DeSelect All

- ☐ All Fresh Vegetables
- ☐ All Steak Buffet
- ☐ Apparel Wear
- ☐ Beautify
- ☐ Beefy Grills
- ☐ Beefy-Q
- ☐ Boardz
- ☐ Chicken Deli
- ☐ Chicken House

Select the customer(s).

Pricing Info

From: 8/10/2017 To: 9/10/2017 ☒ Apply Discount ☐ Apply Markup

Code: QB Account: - Select an Account -

Customer Markup/Discount % \$ Calculate

☐ Is Stackable ☐ Is Taxable Selling Price

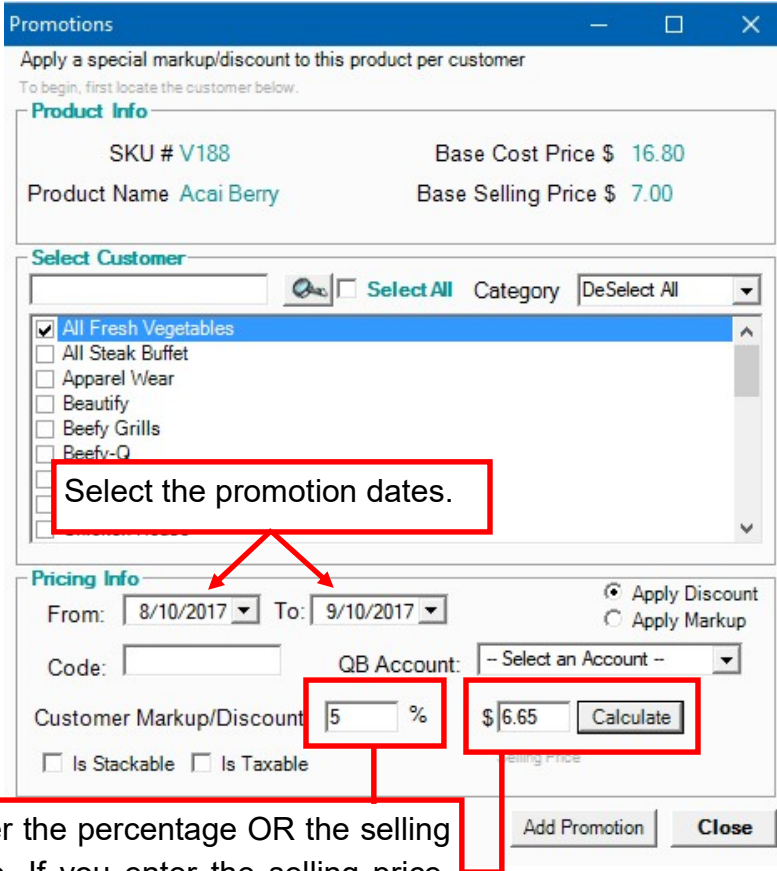
Markup % is added to COST price of products
Discount % is applied to SELLING price of products

Add Promotion Close

- Indicate whether the promotion is a discount of the selling price or markup of the cost using the radio buttons on the right.

 **Discount applies to the selling price and markup applies to the cost.**

- Set the dates for the promotion.
- You can either:
 - Enter a price first and click **Calculate** to determine the discount
 - Enter the discount and *AdvancePro* will automatically calculate the price.



Promotions

Apply a special markup/discount to this product per customer
To begin, first locate the customer below.

Product Info

SKU # V188 Base Cost Price \$ 16.80
Product Name Acai Berry Base Selling Price \$ 7.00

Select Customer

Category DeSelect All

- ☒ All Fresh Vegetables
- ☐ All Steak Buffet
- ☐ Apparel Wear
- ☐ Beautify
- ☐ Beefy Grills
- ☐ Beefy-Q

Pricing Info

From: 8/10/2017 To: 9/10/2017 ☒ Apply Discount ☐ Apply Markup

Code: QB Account: -- Select an Account --

Customer Markup/Discount 5 % \$ 6.65

☐ Is Stackable ☐ Is Taxable

Select the promotion dates.

Enter the percentage OR the selling price. If you enter the selling price, click Calculate.

- When done, click **Add Promotion**. Your promotion will appear in the **Product > Customer Promotion** tab. Repeat this process for as many customer promotions as you need to create.

Editing or Deleting Customer Promotions

Customer promotions will appear at the **Product > Customer Promotions** tab. To edit a promotion, click the edit icon (the E). The **Promotions** form will open and you can edit it.

Product: Acai Berry

Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s | PDF Documents | **Customer Promotions** | Back-Orders | Commissions | Promotion Codes | Images | Cross Sellers

Assign promotional pricing for Customers with date ranges. Pricing is automatically applied if order is placed within the date range.

Customer Promotions
To edit or delete promotion, select from the list below

<input type="checkbox"/>	No	Company Name	Code	Price	MarkUp %	Discount %	Date Fro...	Date To	Edit	Delete
<input type="checkbox"/>	1	All Fresh Veget...	1	6.65		5.00	8/10/2017	9/10/20...	Edit	Delete

Click the edit icon to change this promotion, or the trash can to delete it.

You can also select one or more promotions using the checkbox and click Delete.

Delete


<input checked="" type="checkbox"/>	1	V188	Acai Berry
<input type="checkbox"/>	2	V188	Acai Berry - Carton/1

Create Promotion Create Promotion For All Reload Next Close

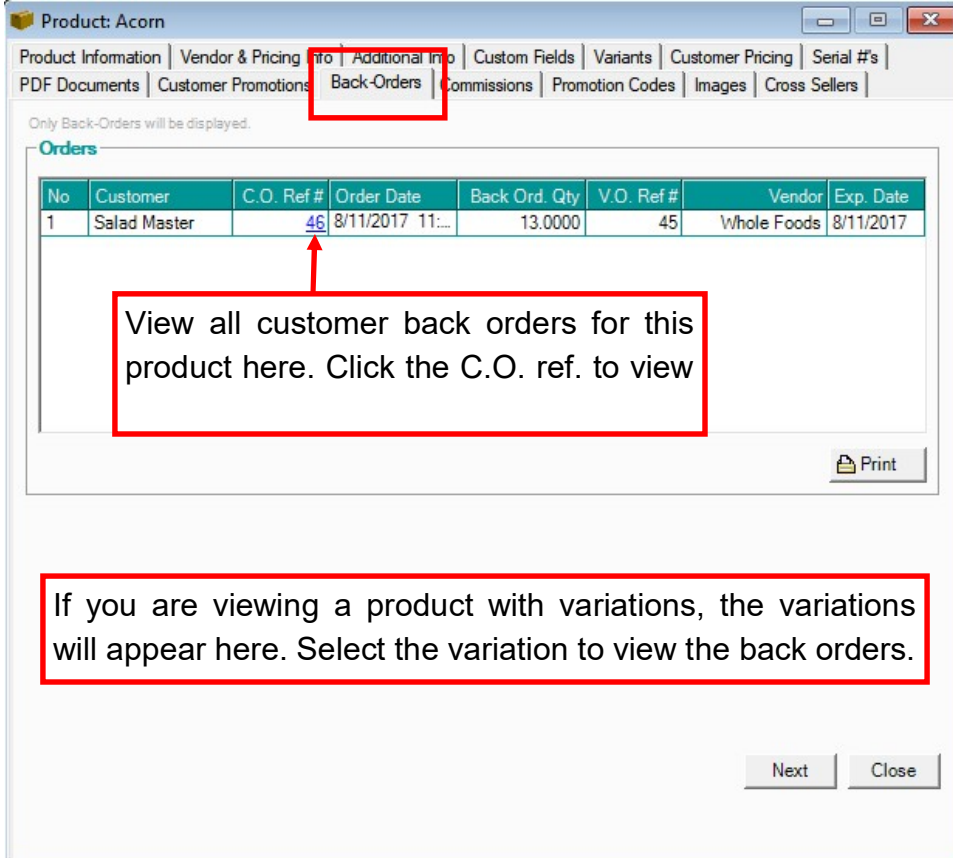
To delete a promotion, click the trash can. To delete multiple promotions, select them using the checkboxes, and click the **Delete** button.

You can also create global promotions, on all products.

Viewing Product Back Orders

 You can view product back orders at any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Back-Orders** tab. If you are continuing the process of creating a product, this tab will open after the **Customer Promotions** tab and will be empty. Click **Next** to continue with creating customer commissions on products.

The **Back-Orders** tab is an easy way to view customer back orders of this product. The number of orders will be listed. Click the order number to view the order.



Product: Acorn

Product Information | Vendor & Pricing | **Back-Orders** | Additional Info | Custom Fields | Variants | Customer Pricing | Serial #'s | PDF Documents | Customer Promotions | Commissions | Promotion Codes | Images | Cross Sellers

Only Back-Orders will be displayed.

Orders

No	Customer	C.O. Ref #	Order Date	Back Ord. Qty	V.O. Ref #	Vendor	Exp. Date
1	Salad Master	46	8/11/2017 11:...	13.0000	45	Whole Foods	8/11/2017

View all customer back orders for this product here. Click the C.O. ref. to view

If you are viewing a product with variations, the variations will appear here. Select the variation to view the back orders.

Print

Next Close

Creating Customer Commissions on Products



You can create customer commissions any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Commissions** tab. If you are continuing the process of creating a product, this tab will open after you click **Next** in the **Back-Orders** tab.

At the **Product > Commissions** tab, if the product has multiple variations, select the variation by clicking the checkbox. If the product has no variations, skip to the next step.

1. Click **Create Commissions**.
2. The **Edit Commissions** form will open. You can search for customers or view customers by category if your customer list is long.
3. Select the customer(s), or select all by clicking the checkbox, and then enter the commission.
4. Click **Add Commission**.
5. The commission will appear in the commissions list. You can repeat this process as many times as necessary.

Editing Commissions

1. You can view existing commissions at the **Product > Commissions** tab. If the product has variations, select the variation and click **Reload** to see the commissions.



If you see the commission, but not the edit or trash can icons, it means you haven't selected the product variation to which this commission belongs.

2. To edit the commission, click the **edit** icon. The **Edit Commission** form will open and you can edit it using steps 2 (of Creating Customer Commissions on Products) onwards. Note that the Add button will become a **Update** button.
3. To delete the commission, click the trash can icon. To delete multiple commissions, select them using the checkboxes and click the **Delete** button.

Applying Promotion Codes

Promotion codes are only enabled if you have the Web Services module and a B2B or B2C Web site. These are Web promotions for which the customer will have to enter an appropriate code.

1. At the **Product > Promotions Code** tab, if the product has multiple variations, select the variation by clicking the checkbox. If the product has no variations, skip to the next step.
2. Using the fields at the top, select the dates for the promotion.
3. Indicate if this is a change in markup on the cost or a discount on the price using the radio buttons on the right.

⚠ Discount applies to the selling price and markup applies to the cost.

4. You can either:
 - Enter a price first and click **Calculate** to determine the discount
 - Enter the discount/markup and *AdvancePro* will automatically calculate the price.
5. If customers can combine this promotion with other offers, click **Stackable**.
6. Enter the code.

The screenshot shows the 'Product: Account' window with the 'Promotion Codes' tab selected. The 'Promotion Code Info' section contains the following fields and controls:

- Base Cost Price:** \$9.60
- Base Selling Price:** \$ 4.00
- From:** 8/11/2017
- To:** 9/11/2017
- Code:** (empty text box)
- QB Account:** - Select an Account -
- Markup/Discount:** (empty text box) %
- \$** (empty text box)
- Calculate** button
- Add Promotion Code** button
- Apply Markup** (radio button)
- Apply Discount** (radio button, selected)
- Is Stackable** (checkbox)

The 'Promotion Codes' section shows a table with columns: No, Promotion Co..., Price, MarkUp %, Discount %, Date Fro..., Date. A red box highlights the 'Is Stackable' checkbox with the text: "Stackable" indicates that a customer can use more than one code.

Red boxes and arrows provide additional instructions:

- Enter the promotion dates. (points to the 'From' and 'To' date fields)
- Enter the code here. (points to the 'Code' text box)
- Enter the mark up (on the cost) or the discount (on the price) OR enter the selling price & click Calculate. (points to the 'Markup/Discount' and '\$' text boxes)

At the bottom, there is a note: *NOTE: Promotion Codes only For B2C users. and buttons for 'Next' and 'Close'.

7. Click **Add Promotion Code**.

The code will appear in the promotion codes list. You can repeat this process as many times as necessary.

Editing Promotion Codes

You can view existing promotion codes at the **Product > Promotion Codes** tab. If the product has variations, select the variation and click **Reload** to see the codes.



If you see the code, but not the edit or trash can icons, it means you haven't selected the product variation to which this code belongs.

- To edit the code, click the **edit** icon. Edit it using steps 1 to 7 (of Applying Promotion Codes) . (Note that the Add button will become an **Update** button).
- To delete the code, click the trash can icon. To delete multiple codes, select them using the checkboxes and click the **Delete** button.

Uploading Product Images

If this product has variations, you can upload pictures of the variations on the **Variants** tab. Follow the steps below to upload a main picture as well as a thumbnail and feature image for a product with no variations.



You can upload product images any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Images** tab. If you are continuing the process of creating a product, this tab will open after you click **Save & Next** in the **Promotions Code** tab.

- All images that you are going to upload into *AdvancePro* must reside on the server.
- If you remove an image from the initial location, *AdvancePro* will not be able to locate the image.
- Once the initial image has been uploaded, all the other machines will be automatically directed to the same directory from which the initial image was uploaded, when they upload images.

Image Specifications

- Images size must NOT larger than 20k. Images larger than 20k will not be uploaded.
- Images must be in RGB color mode.
- Images must be saved as a .gif or .jpg file
- Image names should not have spaces. Use an underscore instead to separate words (e.g.: Image_Name.jpg)
- The width of your image should be no more than 240 pixels. Images uploaded with a width greater than 240 pixels will be automatically resized.

1. From the **Product > Images** tab, click the top **Browse** button to locate the main product image.

Product: Acorn

Product Information | Vendor & Pricing Info | Additional Info | Custom Fields | Variants | **Customer Pricing** | Serial #'s | PDF Documents | Customer Promotions | Back-Orders | Commissions | Promotion Codes | **Images** | Cross Sellers

NOTE: Image sizes MUST be smaller than 100k.
Please see the Help Menu for important information on uploading and storing your images BEFORE you upload.

MAIN Product Image

Path
Image **Click Browse to locate the image.**

Product Images (Web Services use only)
If you don't upload these images, the main product image uploaded above will be used as the default image.

Featured Product Image
Appears as Featured Image on Home and Category Pages

Path
Image

Thumbnail Product Image
Appears as Thumbnail of Images in Product Lists

Path
Image

If you use the Web Services module, you can upload 2 additional images.

2. Click **Mark File for Upload**.
3. Repeat previous steps for the **featured image** and the **thumbnail image**.

If you upload the main product image only, it will be also used for your featured products image and your thumbnail image.

The featured product images will appear on your Website, on the home page, or on a category page when you make that product a featured product.

The thumbnail image is used on the category pages in the table that lists all the products within the category.

 When you sign up for Web Services you will receive more information on managing your images.

4. Click **Save** when done.

Changing or Deleting Product Images

You can change or delete any product image from the **Product > Images** tab.

- To change the image, click **Browse** and select another.
- To delete it, click the **Delete** button below it.

This is the file location is indicated. Click browse to update AdvancePro if the file is moved.

You can delete the image, or upload a new one by clicking Browse.

If you use the Web Services, don't forget to mark the new file for uploading.

- The location of the image is displayed above the file name. If the image is moved, be sure to click **Browse** to update *AdvancePro*.
- Click **Save** after any edits, and if you use the Web Services, click **Mark File to Upload**.

Setting Up Cross Sellers

You can set up cross-sellers at any time. From **View All Products**, click the **Edit** icon to open the **Products** dialog and then click the **Cross Sellers** tab. If you are continuing the process of creating a product, this tab will open after you click **Save** in the **Images** tab.

Use cross sellers if you use the Web Services module.

A cross seller is an item you can suggest to the customer if they purchase this product. It could be a related product or an accessory. The process is the same for both, but the bottom part of the cross sellers form deals with accessories.

1. At the **Product > Cross Sellers** tab, click **Add New Cross Seller** or **Add New Accessory**.
2. The **Search for Products** form will open. You can search for the product name, SKU, and/or quantity. Click the magnifying glass to perform your search.

You can search for products here.

The screenshot shows the 'Search for Products' dialog box with the following components:

- Search for Products** (Title Bar)
- Product Search Results** (Section Header)
- Search Fields:** SKU, Product, Unit Qty (with a magnifying glass icon).
- Product List Table:**

No	SKU	Product	Unit
1	C00001	Drum Stick	
2	C00002	Chicken Breast	
3	C00003	Chicken Wings	
4	C00004	Chicken Neck	
5	C00005	Thigh	
6	C00006	Chicken Liver	
7	C00007	Chicken Heart	
10	C00010	Chicken Tail	
11	B00001	Ground Beef	
12	B00002	Sirloin Steak	
13	B00003	T-Bone Steak	
14	B00004	Tenderloin Steak	
15	B00005	Beef Back Ribs	
16	B00006	Beef Cubes	
17	B00007	Shank	
- Buttons:** Add, Close.

On the left, the 'Product's Cross Sellers' tab is visible, showing the 'Add New Cross Seller' button and the 'Add New Accessory' button. A note at the bottom states: '*NOTE: Selected products will be displayed on B2C/ B2B relat'.

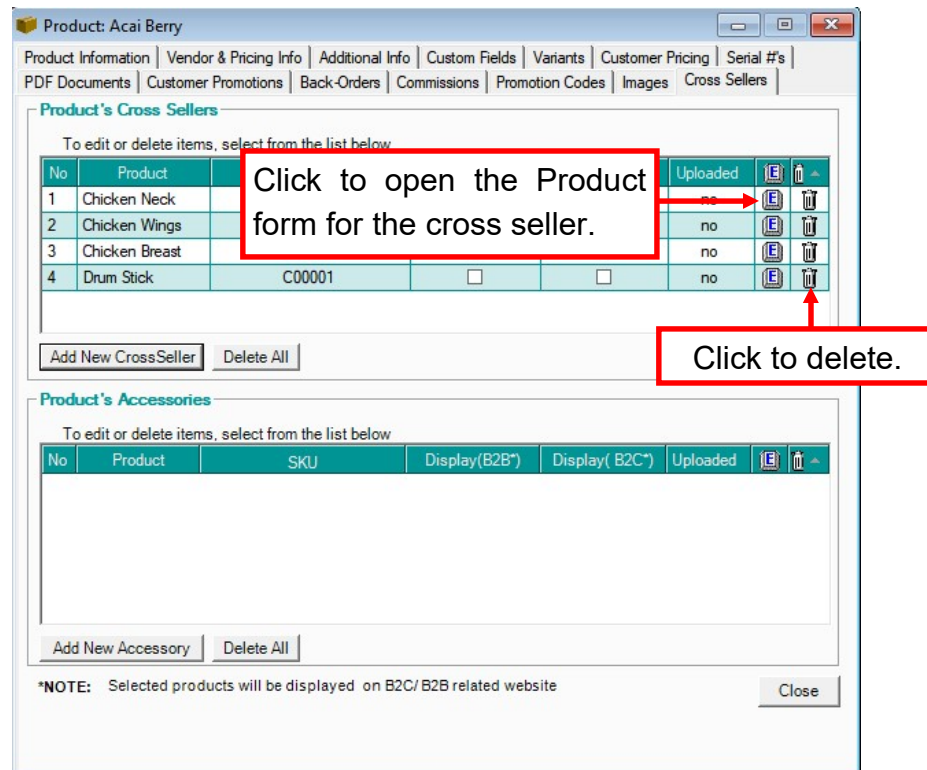
Select the product, and click Add.

3. When the product appears, click the checkbox to select it. You may select more than one.
4. Click **Add**.
5. Your cross-seller or accessory will appear in the Cross-Seller tab. Use the checkboxes to indicate if the product should appear in the B2B or B2C site.

Deleting or Editing Cross Sellers

From the **Product > Cross Sellers** tab:

- Click the trash can icon to delete the cross selling product or accessory.
- Click the edit icon to edit the cross selling product or accessory. This will open the Product form for that product.
- Select or de-select the checkboxes to display the product on the B2B or B2C sites.



- Click **Delete All** to delete all cross sellers or accessories.
- The **Uploaded** column indicates if the B2B or B2C site has been updated with this cross-seller or accessory yet.

11.3 Creating Product Categories

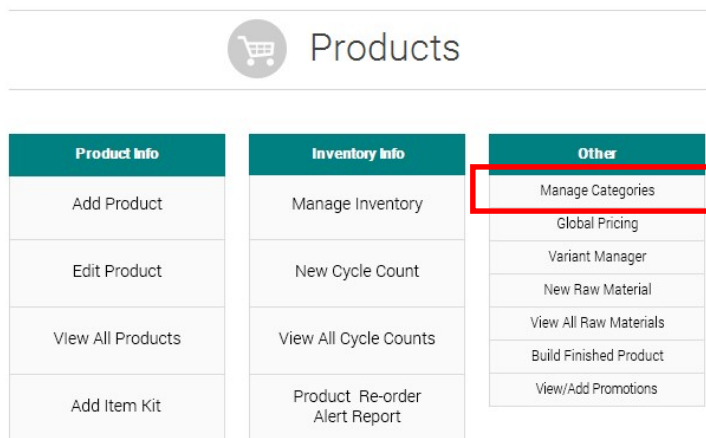
Mandatory Fields

- Category Name

1. Open the **Product Switchboard** by clicking **Products** and then click **Manage Categories**.

Alternately, you can:

- Use the **Product** drop-down
- Click CTRL + ALT + C



- The **Manage Categories** dialog will open. Enter the category name and if desired, a description.

- Click **Add New Category**. The category will move to the All Categories box on the right.
- You have created the new category. You can now either click **Done** or continue to edit that category.

Creating Sub-Categories, Editing or Deleting Categories

- In the **Manage Categories** dialog (accessed from the Product Switchboard, CTRL + ALT + C, or using the Product drop-down), select the category from the right box.
- To edit the category name or description, make any changes necessary in the **Category Information** section and then click **Update**. To delete it, click **Delete**.

Manage Categories

Category Information | ECommerce

Manage categories and sub-categories
To add new sub-categories, products or item kits, first select the category to which it belongs

Category Information

Category Name: Beef

Category Description:

Category is Inactive: ☐

☒ Beef

☐ Chicken

☐ Fruit

☐ Pork

Create Customer Pricing

Default "Price" Product (DPP): N/A

☐ Use DPP when adding new Product ?

☐ Re-Run Pricing for all Product in this Category using DPP ?

Products in selected category ☐ Select All

No.	SKU #	Product
<input type="checkbox"/>	1 B00001	Ground Beef
<input type="checkbox"/>	2 B00002	Sirloin Steak
<input type="checkbox"/>	3 B00003	T-Bone Steak
<input type="checkbox"/>	4 B00004	Tenderloin Steak
<input type="checkbox"/>	5 B00005	Beef Back Ribs
<input type="checkbox"/>	6 B00006	Beef Cubes
<input type="checkbox"/>	7 B00007	Shank

7. To create a sub-category, click the **New Sub-Category** button at the top.
8. Enter the sub-category name and description (description is optional). Click the **Add New Subcategory** button when done.

Manage Categories

Category Information | ECommerce

Manage categories and sub-categories
To add new sub-categories, products or item kits, first select the category to which it belongs

Category Information

Category Name:

Category Description:

Category is Inactive: ☐

☒ Beef

☐ Chicken

☐ Fruit

☐ Pork

☐ Sports

☐ Vegetable

Create Customer Pricing

Default "Price" Product (DPP): N/A

☐ Use DPP when adding new Product ?


☐ Re-Run Pricing for all Product in this Category using DPP ?

Products in selected category ☐ Select All

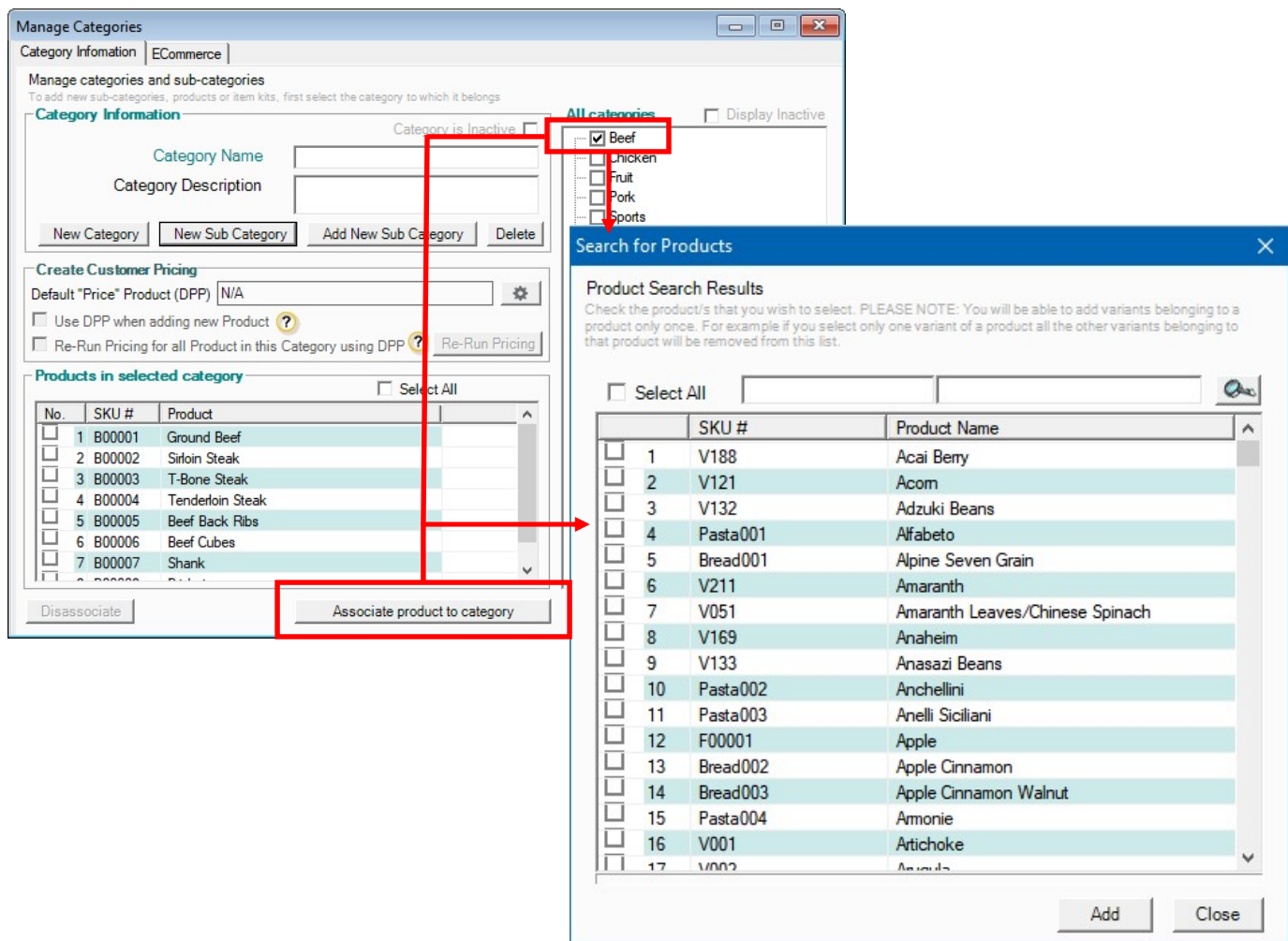
No.	SKU #	Product
<input type="checkbox"/>	1 B00001	Ground Beef
<input type="checkbox"/>	2 B00002	Sirloin Steak
<input type="checkbox"/>	3 B00003	T-Bone Steak
<input type="checkbox"/>	4 B00004	Tenderloin Steak
<input type="checkbox"/>	5 B00005	Beef Back Ribs
<input type="checkbox"/>	6 B00006	Beef Cubes
<input type="checkbox"/>	7 B00007	Shank

9. Click **Done** if you are finished.

Assigning Products to Categories

 You can assign products to categories from the Manage Categories dialog or from the Products dialog. To assign multiple products at once, it's easier to use the Manage Categories dialog (accessed from the Product Switchboard, CTRL + ALT + C, or using the Product drop-down).

10. Select the category by clicking the checkbox.
11. Click **Associate product to category**.



12. The **Search for Products** dialog will open. Search for and select products from the list. You may select more than one at once.

NOTE: You can check the "create customer pricing" to assign pricing exceptions associated with that Customer Group. The group pricing exceptions can be set up using Global Pricing. Please see the [Chapter 10](#) on more information.

13. Click **Add**.

Manage Categories

Category Information | ECommerce

Manage categories and sub-categories
To add new sub-categories, products or item kits, first select the category to which it belongs

Category Information

Category Name

Category Description

☐ Category is Inactive

New Category

New Sub Category

Add New Sub Category

Delete

Create Customer Pricing

Default "Price" Product (DPP)

☐ Use DPP when adding new Product

☐ Re-Run Pricing for all Product in this Category using DPP

Re-Run Pricing

Products in selected category

☐ Select All

No.	SKU #	Product
<input checked="" type="checkbox"/>	1 B00001	Ground Beef
<input checked="" type="checkbox"/>	2 B00002	Sirloin Steak
<input type="checkbox"/>	3 B00003	T-Bone Steak
<input type="checkbox"/>	4 B00004	Tenderloin Steak
<input type="checkbox"/>	5 B00005	Beef Back Ribs
<input type="checkbox"/>	6 B00006	Beef Cubes
<input type="checkbox"/>	7 B00007	Shank

Disassociate

Associate product to category

All categories

☐ Display Inactive

☒ Beef
☐ Chicken
☐ Fruit
☐ Pork
☐ Sports
☐ Vegetable

Done

12 Returns

In this chapter, we will review Returns, including:

12.1 Customer Returns

12.2 Vendor Returns

12.3 Credit Memo

12.1 Customer Return

Use this form to issue customer returns. You must initiate a search for the product/s to be returned from an order using the form

11.1.1 Setting up Reasons for Customer Returns

11.1.2 Issuing Customer Return

11.1.3 Importing Customer Returns

12.1.1 Setting Up Reasons for Customer Returns

Whenever the customer returns a product, it is important to know what might the cause or problem be. The new Reasons feature will allow the users to make pre-defined values to assign to any products to be returned.

Click the Dropdown to select the type of return

Field names in color are required

Click here to add a new Reason for the selected type

Reasons

Add, edit, delete return reasons information

☐ Return Reason is inactive

Return Details

For example: Broken, Damaged etc.

Type: ---Select Item---

Name:

Description:

Sorting Tag:

☐ Is Default

Add **Delete**

Select return reason to edit or delete

☐ Display inactive

Type	Name	SortingTag	Description	Default

Close

Reasons
Add, edit, delete return reasons information ☐ Return Reason is inactive

Return Details
For example: Broken, Damaged etc.

Type:

Name: Sorting Tag:

Description:

☒ Is Default

☐ Display inactive

Select return reason to edit or delete

	Type	Name	SortingTag	Description	Default
<input checked="" type="checkbox"/>	Return From Customer	Damaged			Yes
<input type="checkbox"/>	Return From Customer	Open Package			
<input type="checkbox"/>	Return From Customer	Factory Defect			

Don't forget to select a default return reason

Click here to edit or delete the selected reason

Check the box of the reason you want to select

12.1.2 Issuing Customer Return

- Go to **Returns > Issuing Customer Return**. Alternately, you can:
Click **CTRL + ALT + U + R** on your keyboard.

AdvancePro 11.00.0.1120* - admin1

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

Customers
New Order
POS
View Orders
View Customers
Add Customer

Vendors
New Order
View Orders
View Vendors

Products
Add Product
Manage Inventory
View Products

Quick Search
--Select Item--

Open Windows

Log Out

Returns

Customer Returns	Vendor Returns
Issue New Customer Return	Create New Vendor Returns
View All Customer Returns	View All Vendor Returns

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2. Select Customer from the drop-down and click on Find. It will then show the Shipped orders in the table below. Select the product on the left side, enter quantity in Scanned column and click on Create Return

1. Locate 2. Return Details

Customer Return

Locate Products To Return
First select Customer

☐ Create a Return for Products that don't have an order history in AdvancePro.

Locate Customer:

Search by Company Name:

Customer:

Between: And:

PO #: Ref #:

SKU #:

Product:

Scanner Search: Criteria:

☐ Search Variant

Select the customer name and or other details and click here to find the orders

Order and return history

Define the search criteria here

Purchase order details

Regular (With Inventory) ☒ Credit Only ☐

Make selection to create return

No	Ref #	PO #	Inv #	Date	SKU #	Product	Ordered	Returned	Scanned
<input type="checkbox"/> 1	309	488	287	1/15/2020	A3	15 Cavity Kitchen DIY Baking Cake Candy Heat Resistant Food Grade Silicone Chocolate Mold	15	0	0
<input type="checkbox"/> 2	309	488	287	1/15/2020	DCS571B	ATOMIC 20V MAX* BRUSHLESS 4-1/2 IN. CORDLESS CIRCULAR SAW	10	0	0
<input type="checkbox"/> 3	309	488	287	1/15/2020	V17	Banana	15	0	0
<input type="checkbox"/> 4	928	497	0	1/15/2020	BOM1	BOM1	1	0	0
<input type="checkbox"/> 5	928	497	0	1/15/2020	BOM2	BOM2	1	0	0
<input type="checkbox"/> 6	928	497	0	1/15/2020	BOM3	BOM3	1	0	0
<input type="checkbox"/> 7	938	503	289	1/17/2020	Insp135368-01-RB	0738 Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz Microsoft Windows 10 Home 256 Gb 8.44 Gb - Refurbish	10	0	0
<input type="checkbox"/> 8	940	505	291	1/17/2020	P4N	Panel	13	0	0
<input type="checkbox"/> 9	943	507	292	1/17/2020	P4N	Panel	18	0	0
<input type="checkbox"/> 10	955	514	296	1/21/2020	Insp135368-01-RB	0738 Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz Microsoft Windows 10 Home 256 Gb 8.44 Gb - Refurbish	1	0	0
<input type="checkbox"/> 11	961	519	297	1/21/2020	AS003	Bundle3	1	0	0
<input type="checkbox"/> 12	990	541	302	2/3/2020	Insp135368-01-RB	0738 Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz Microsoft Windows 10 Home 256 Gb 8.44 Gb - Refurbish	5	0	0
<input type="checkbox"/> 13	991	542	303	2/3/2020	Insp135368-01-RB	0738 Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz Microsoft Windows 10 Home 256 Gb 8.44 Gb - Refurbish	5	0	0
<input type="checkbox"/> 14	992	543	304	2/3/2020	Insp135368-01-RB	0738 Intel(R) Core(TM) i7-6500U CPU @ 2.50GHz Microsoft Windows 10 Home 256 Gb 8.44 Gb - Refurbish	5	0	0

Select the product you want to create a return for

Click here to view product details

Click here to create return

3. There are some enhancements that have been done to reduce user error in doing reasons and review feature has been added as well. These options are **Reason Drop-down & Review Required** feature. Learn more about this op-

1. Locate 2. Return Details

Customer Return

(Now)

RMA #

Bakeshop

Customer Billing Address

Bakeshop
10th Broad St.
Broad City, BD, 11228
US
1 202-666-0145

Date: 2/3/2020

PO #: 309

Ref #:

Return Shipping Address

Warehouse 1

Select warehouse to return to

Return To: Warehouse 1

Acc #: Z324

Sales Rep:

Exp. date: 2/ 3/2020

Carrier: N/A

Carrier Acc #:

Products Details

No	SKU #	Product	Qty Order..	Price \$	Discount %	Coupon	Discount	Returned	To Ret	Remaini..	Resolution	Reason	Notes	Total \$
1	DCS571B	ATOMIC 20V MAX*	5	52.50	0		0.00	0	5	5	Credit	Damaged		262.50

Enter Qty to be returned here

Select a reason from this drop down

This is a required field

Reasons: Damaged, Wrong Item, Broken, Not as advertised

Total Qty: 5

Adjustment \$ 0.00

Sub Total \$ 262.50

Shipping \$ 0.00

Tax 0.00 N/A


TOTAL \$ 262.50

☐ Direct Return

4. After processing the Return go to the Warehouse Switchboard and click on Customer Returns

Admin
Customers
Vendors
Products
Warehouse
Returns
Reports
Sales Reps
QuickBooks
Web
MFG

?



Warehouse

Shipping	Receiving	Other
158 Orders To Pick	20 Orders to Receive	Manage Warehouse
20 Orders To Pack	38 Vendor Orders	BOL Settings
15 Orders To Ship	15 Customer Returns	Create Pallet
5 Vendor Returns	17 Transfers to Receive	View All Pallets
4 Transfers to Pick		View Multiple Transfer History
		View All Work Orders

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5. *AdvancePro* introduces a function to assess returned products from customers. This function can distinguish returned products if it can be accepted as a return or can be discarded. Accepted returns can also be broken down into UOM depending on the conditions of the products for quality control purposes. After reviewing, you can now click on **Set** and then finally **Receive**.

Admin
Customers
Vendors
Products
Warehouse
Returns
Reports
Sales Reps
QuickBooks
Web
MFG

All Customer Returns (Warehouse)

Total Records: 15
Per Page 39
Total Pages: 1
Current Page 1

☐ All
☒ To Be Received
☐ Received

Between 2/ 3/2020 and 2/ 3/2020

Ref #
RMA
Customer

Warehouse ALL

Customer Return

Date 2/3/2020
RMA # 57
Ref # 680

Returned To 11228

To Receive DD
5

Bakeshop
Customer Billing Address
Bakeshop
10th Broad St
Bread City, BD, 11228
US

Product Details

VSKU	SKU	Product	Reason
DCS571B	DCS571B	ATOMIC 20V MAX	Damage

If returned products didn't passed inspection to be returned to the inventory, you can enter it here

Review Breakdown

Product Name ATOMIC 20V MAX* BRUSHLES
SKU # DCS571B
Warehouse Warehouse1

Accepted Return 5
Discard 0

For additional review you may click these boxes

Last Reviewed By N/A

No	Unit	Quantity	<input checked="" type="checkbox"/> Add <input type="checkbox"/> Review	Picking Location	Notes
1	Default Unit	5	<input checked="" type="checkbox"/> <input type="checkbox"/>	3A	
2	Damaged/1	0	<input type="checkbox"/> <input type="checkbox"/>		
3	Open Box/1	0	<input type="checkbox"/> <input type="checkbox"/>		

Input quantity here

Add Conditional UOM
Set
Close

Receiving City 5
U Qty In UOM 5
Remaining Qty 0

Products can be identified and segregate into the conditions listed here.

Save
RECEIVE
Close

12.1.3 Importing Returns

To provide AdvancePro users with the ability to quickly create returns for large numbers of items, by importing an Excel spreadsheet.

Standard Excel Schema:

- ACCOUNT NUMBER
- RMA_NUMBER
- PRODUCT_SKU
- QUANTITY
- REASON

Rules to follow when importing spreadsheets:

1. Avoid using spaces on headers; use underscores instead

For example:

PRODUCT NAME - Incorrect

PRODUCT_NAME - Correct

2. Sheet1 should be named Sheet1 and should **NEVER** be renamed
3. No other sheets should exist except for Sheet1
4. Always save files as an **.XLS file-Excel 97-2003 Workbook (*.xls)**
5. Format everything to **Text format**

NOTE:

- You can have any name for the headers as long as you follow rule #1 and avoid using special characters
- The order of the headers and on the AdvancePro schema should be the same.

1. Go to **Admin Switchboard > Utilities > Order Import Tools**

Utilities

About Upgrades Database Excel Import/Export Payment Processor MPL **Order Import**

*Mult. Companies *Lot/Serial # *Bar Coding *Freight *Catch Weights *EDI *Advanced Shipping

*UPS/Fedex/USPS *AdvanceEDI Sales Rep. *Order Matrix *Additional Entity *Product Builder *Fifo/Lifo

*APIntelligence *AP Mobile *AP Manufacture *AP ActSales *AP Labels *POS *Resource Management

MS Dynamics *AP API 3rd Party Shipping

Order Import Tools

Please enter Key to activate Order Import Tools

- - -

Update

Auto Order Import Setting

Order Type

Select Schema File Ext

Enable Auto Import ☐

Time Interval Min
Minimum allowed value is 15 Minutes

☐ Auto Process Order ☐ Allow duplicate order #
Allows duplicate PO# to be imported

☐ Print Picking Slip

☐ Auto Process Vendor Order

Click on import to manually run the process. Import Save

Load Import Tools Close

2. You can create schemas here. After creating the schema you can click on Save

Manage Import Manage Schemas Ready To Import

Schema Information
Select an existing schema from below dropdown list for editing or viewing. Schema list will be populated based on "Order Type" field. To Create a newschema click "Add New" button.

Select Schema: ---Select Schema---

Order Type: Customer Return

Name:

File Ext: .xls

Please select the fields you want to import. Fields in the left list can be changed using "UP" and "DOWN" buttons.

Fields to be imported (Left):

- ☐ Invoice_Number
- ☐ Warehouse
- ☐ Expected_Date
- ☐ Carrier
- ☐ Resolution
- ☐ Price
- ☐ Adjustment_Amount
- ☐ Shipping_Amount
- ☐ Tax_Term

Fields already imported (Right):

- Account_Number
- RMA_Number
- Product_SKU
- Quantity
- Reason

Buttons: Up, Down, Add New, Delete, Save, Cancel

☐ Apply Default Customer TAX

Blank Fields: Add, Remove

Next, Close

Annotations:

- Select Customer Return from the drop-down (Order Type)
- Create a Name for the schema. (Name field)
- Click on these fields and it will be added to the opposite field. (Fields list)
- Select ".xls" as file extension (File Ext)
- These are fields that should appear as required (Right Fields list)

3. Locate the file, select the schema and click on Import

Manage Import Manage Schemas Ready To Import

Order Type: Customer Return

Select File
Locate the file to import
Browse

Select Schema
Select the schema the import file will have
---Select Item---

☐ Auto-Process ?

Import, Close

Annotations:

- Select order type from the drop-down (Order Type)
- And then, you can select the file here. (Browse button)
- Click to import here (Import button)

12.2 Vendor Returns

Use this form to issue vendor returns. You must initiate a search for the product/s associated with the vendor using the forms given below:

11.2.1 Setting up Reasons for Vendor Returns

11.2.2 Creating Vendor Return

11.2.3 Importing Customer Returns

12.2.1 Setting Up Reasons for Customer Returns

Upon returning any product/s, it is important to know what the problem is for the item/s to be returned back to the Vendor. The Reasons feature will allow the users to make pre-defined values to assign to any products to be returned.

Click the Dropdown to select the type of return

Field names in color are required

Click here to add a new Reason for the selected type

Reasons

Add, edit, delete return reasons information

☐ Return Reason is inactive

Return Details

For example: Broken, Damaged etc.

Type: ---Select Item---

Name:

Description:

Sorting Tag:

☐ Is Default

Select return reason to edit or delete

☐ Display inactive

Type	Name	SortingTag	Description	Default

Click the Dropdown to select the type of return

Return To Vendor
Return From Customer

Don't forget to select a default return reason

Click here to Edit or delete the selected reason

Check the box of the reason you want to select

Reasons

Add, edit, delete return reasons information

☐ Return Reason is inactive

Return Details

For example: Broken, Damaged etc.

Type: Return To Vendor

Name: Damaged

Sorting Tag:

Description:

☒ Is Default

Update Delete

Select return reason to edit or delete

☐ Display inactive

Type	Name	SortingTag	Description	Default
<input checked="" type="checkbox"/>	Return To Vendor	Damaged		Yes
<input type="checkbox"/>	Return To Vendor	Factory Defect		
<input type="checkbox"/>	Return To Vendor	Open Packaging		

Close

12.2.2 Creating Vendor Return

- Go to **Returns > Create New Vendor Return**. Alternately, you can:
Click **CTRL + ALT + D + R** on your keyboard.

AdvancePro 11.00.0.1120* - admin1

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG

Customers

- New Order
- POS
- View Orders
- View Customers
- Add Customer

Vendors

- New Order
- View Orders
- View Vendors

Products

- Add Product
- Manage Inventory
- View Products

Quick Search

—Select Item—

Open Windows

Log Out

Returns

Customer Returns

Issue New Customer Return

View All Customer Returns

Vendor Returns

Create New Vendor Returns

View All Vendor Returns

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Processing the Vendor Return

1. Use the Create Vendor Return form to select the products to return. Only products associated with that vendor will be displayed.

1. Locate 2. Place Return

Vendor Return

Locate Product
First select Vendor

☐ Create a Return for Products that don't have an order history in AdvancePro.

Locate Vendor

Vendor

Between And

Warehouse

SKU #

Vendor SKU #

PO #

FIND

Select the vendor name and/or other details and click here to find the products

Define the search criteria

Make selection to create return

No	VSKU #	SKU #	Product	Warehouse	Stock	Price \$	Return Qty
1	IT0032	IT0032	Monitor Standard	Warehouse	2500	500.00	0

Select the products to return

Click here to view product details

warehouse name, stock on hand, and price

Product return history

Click here to create a return

CREATEReturn Close

2. After clicking on Create Return, this will be the interface. To process the return, you need to Enter RMA#, select an applicable reason for returning the item and then you can now process.

1. Locate 2. Place Return

Vendor Return (New)

Enter the RMA# here

Date

Ref #

BadWares

Credit To
Demo Company 2 (GBD)
25 Duffiew Road
Toronto, CA, M6W2W1
Canada
000 0000

Return Address
BadWares
Jewel St.
Houston, CO, 1050
USA
333-3333

Acc # Ship date Carrier Carrier Acc #

Products Details

No	V SKU #	SKU #	Product	Price \$	Stock	R Stock	Return	Resolution	Reason	Total \$
1	IT0032	IT0032	Monitor Standard	500.00	2500	0	0	Credit	Damaged	0.00

Total Qty:

Adjustment \$ Sub Total \$

Shipping \$ Tax N/A

TOTAL \$

You can also print the return by clicking here

Save **PROCESS** Cancel Return Close

Click here to process the return

Select the reason for returning

Damaged
Factory Defect
Open Packaging

Click here to remove a product from the return list

Change the price here

Set the amount to return here

Current stock and returned stock

Select the resolution of return

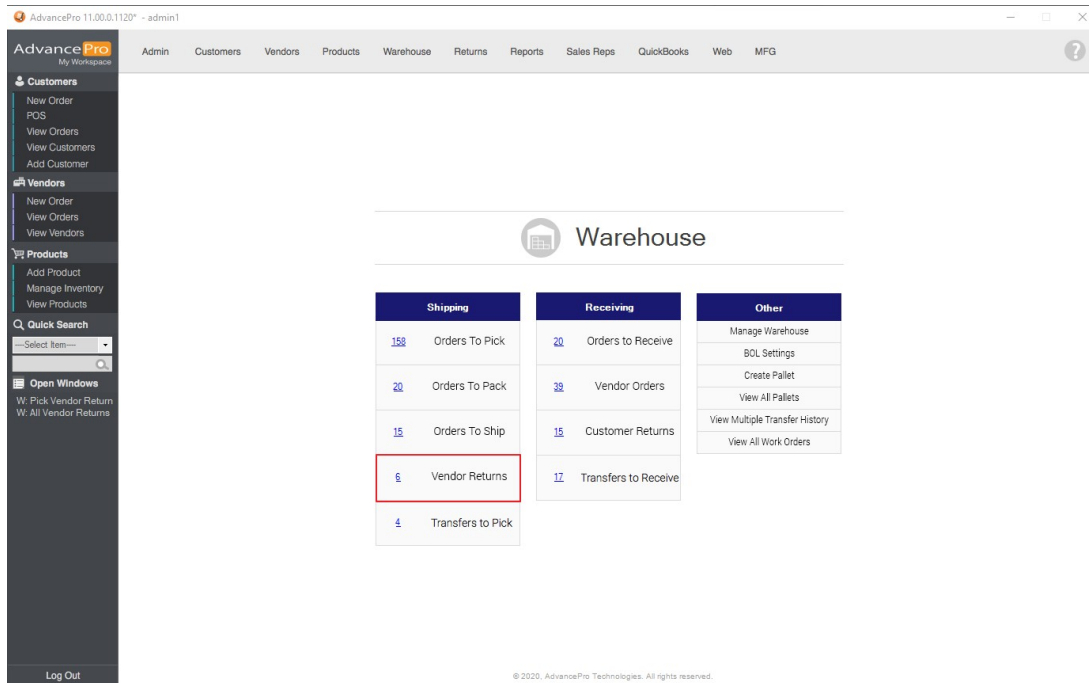
Credit
Replace

Returned product price

View the product details by clicking here

No	V SKU #	SKU #	Product	Price \$	Stock	R Stock	Return	Resolution	Reason	Total \$
1	IT0032	IT0032	Monitor Standard	500.00	2500	0	0	Credit	Damaged	0.00

3. Use the Warehouse Switchboard to Access the Vendor Returns



4. After processing the Vendor Return, the return order will be then sent to the warehouse, where you will be able to ship the products back to the Vendor.

View All Vendor Returns (Warehouse) Total Records: 0 # Per Page 50 Total Pages: 1 Current Page 1

☐ All
 ☒ To Pick
 ☒ To Pack
 ☒ To Ship
 ☐ Shipped
 Between 2/ 4/2020 and 2/ 4/2020

Ref # RMA Vendor Carrier Warehouse
 [] [] N/A N/A ALL

(To Pick)

PokeMart TM

Ship To
 PokeMart TM
 Acre St.
 Nimbase, BW, 6543
 Unova
 111-1111

Date: 2/4/2020
 Vendor RMA #: VRMA-IT12-0204
 PO #: []
 Ref #: 36

Acc # Ship date Carrier Carrier Acc #
 POKEMART 2/ 4/2020 N/A

Products to return

No	SKU	Product	In Stock	Ret. Qty In Stock	Qty. To Return	Picked	Packed	IS
1	IT0012	Potion	2000	0	5	5	5	IS

Total Weight: 5.00 lbs

Shipping \$ 0.00
 Tracking # []

☐ Pick now & Pack later
 ☐ Pick & Pack now, but ship later
 ☒ Ship now

Click here to ship the item/s back to the vendor

Send Back to Open RMA's
 SUBMIT
 Close

Click here to Submit and process

A Confirmation will then appear that the return has been shipped back to the Vendor



12.3 Credit Memo

11.3.1 Customer Credit Memo

11.3.2 Vendor Credit Memo

12.3.1 Customer Credit Memo

When processing the return and selecting the 'credit' resolution for the customers' returned product, the system will then create a pending Credit Memo. You may also choose to replace the returned items by checking the 'R CPO' box and/or create a Vendor return to return the "defective items" by checking the "VRMA" box

Customer Invoices / Credit Memo's

Total Records: 3 # Per Page 89 Total Pages: 1 Current Page: 1

Ref # PO # Invoice # RMA # Customer

☐ All ☐ All Invoices ☐ Pending ☐ Invoiced ☐ Voided ☒ Pending Credit Memo ☐ Credit Memo

Between 2/ 4/2020 and 2/ 4/2020

Pending Credit Memo

RMA # 15

Aroma Towne

Billing Address

Aroma Towne
corner St.
Flora Town, RS, 6548

Acc # Sales Rep Payment Term Received Exp. date Carrier Carrier Acc #

1/24/2020 1/24/2020

Date 1/24/2020

Click the PO# to view the related Customer order

PO # 40

Ref # 61

Click the Ref# to view the related Customer Return

Returned To

Warehouse
10400 NE 4th St
Bellevue, WA, 98004

Products Details

No	SKU #	Product	Review	Qty	Price \$	Total \$	R CPO	VRMA	Vendor
1	BLUSHARD1	Blue Shard	ToInventory- 10 , Discard- 0	10	5.00	50.00	<input type="checkbox"/>	<input type="checkbox"/>	--select Vend..

Weight: 10 lbs
Total Qty: 10

Shipping \$ 0.00 Adjustment \$ 0.00 Sub Total \$ 50.00

Tax \$ 0.00 N/A TOTAL \$ 50.00

☐ Print Queue ☐ With CLU

Save CREDIT MEMO Close

Click here to create a credit memo

No	SKU #	Product	Review	Qty	Price \$	Total \$	R CPO	VRMA	Vendor
1	BLUSHARD1	Blue Shard	ToInventory- 10 , Discard- 0	10	5.00	50.00	<input type="checkbox"/>	<input type="checkbox"/>	Big Case

Click here to view the product details

The amount of items to be put back in the inventory and to be discarded

The total quantity of the product and the price of each

Check this box to create a vendor return

Check this box to create a new customer order to

Click here to select which vendor to return to

12.3.1 Vendor Credit Memo

After processing the shipment for the Vendor return, you will need to access the Returns module again and select "View All Vendor Returns" to create a Credit Memo or Replacement for the Returned Product/s.

View All Vendor Returns Total Records: 1 # Per Page 39 Total Pages: 1 Current Page: 1

☐ All
 ☐ Open
 ☐ At Warehouse
 ☒ Shipped
 ☐ Closed
 ☐ Cancelled

Between 2/ 4/2020 and 2/ 4/2020

Ref# RMA# Vendor Warehouse

ALL

No	Ref #	RMA #	Vendor	Issue Date	Credit \$	Warehouse	Status
1	37	VRMA-19-020420	Burger Deluxe	2/4/2020	0	Warehouse	Shipped

Click here to open the VRMA

After Shipping the products back to the Vendor, you will find the VRMA here

The transaction status will be indicated here

Close

1. Locate 2. Place Return

Vendor Return (Shipped)

Vendor RMA #

Date

Ref #

Burger Deluxe

Credit To

Demo Company 2 (QBD)
26 Dufflaw Road
Toronto, CA, M6W2W1
Canada
000 0000

Return Address

Burger Deluxe
HiWay Alley
halifax, CO, 5010
Canada
666-6666

Acc # Ship date Carrier Carrier Acc #

Products Details

No	V. SKU #	SKU #	Product	Price \$	Stock	R. Stock	Return	Resolu...	Reason	Total \$
1	IT0019	IT0019	Fresh Water	200.00	1198	0	1	Replace	Damag..	0.00

Total Qty: 1

Adjustment \$ Sub Total \$

Shipping \$ Tax N/A

TOTAL \$

Click here to create a credit memo or replace the item/s

Create Memo / Replace Save PROCESS Cancel Return Close