

# Track-It Help

## Introduction

Track-It is broken down into several sections, each of which corresponds to a main menu selection. The selections available from the main menu are:

- Sales
- Inventory
- PQ
- Cust
- Vendor
- AR
- User
- Service
- Reports
- Options

## Using Track-It

## Sales Menu

The Sales Menu provides access to the sales related functions of Track-It.

The available selections from this menu are:

- Invoice: Allows you to create a customer invoice and adjust stock values accordingly.
- Returns: Allows you to return individual items back into stock which were previously invoiced.
- Edit Invoice: Allows you to edit a completed invoice and adjust the stock values accordingly.
- Void Invoice: Voids a completed invoice and returns the invoice items back to stock.
- Order: Allows you to take an order for items to be shipped or invoiced at a later time.
- Edit Order: Allows you to edit the contents of a previously entered customer order.
- Ship Order: Allows you to ship and invoice items from an outstanding customer order.
- Void Order: Voids an outstanding customer order.
- Exit: Terminates the program and returns you to the operating environment.

## Inventory Menu

The Inventory menu provides access to the stock manipulation functions provided by Track-It.

The available selections from this menu are:

- Clone: Creates a new stock code using the contents of an existing stock code.
- Delete: Deletes an unused stock code.
- Edit: Allows the modification of information specific to one stock code.
- Edit Serial: Allows the modification of information specific to one serialized item.
- Labels: Prints stock labels with or without barcode information.
- Merge: Combines two stock codes into one.
- New: Adds a new unique stock code into Track-It.
- Query: Retrieves information about a specific stock code.
- Rename: Renames a stock code.
- Undelete: Recovers a previously deleted stock code.

## **P.O. Menu**

The P.O. Menu provides access to the purchase order related functions of Track-It.

The available selections from this menu are:

- Direct Receiving: Allows the receiving of stock without the need to create a purchase order.
- Edit: Edits an existing purchase order.
- New: Creates a new purchase order.
- Online Creation: Allows the creation of multiple purchase orders from multiple vendors using an online reorder report.
- Receiving: Receives stock ordered on a purchase order.
- Void: Voids an existing purchase order.

## Customer Menu

The Customer Menu provides access to the customer information related functions of Track-It.

The available selections from this menu are:

- Edit: Edits the information for a specific customer.
- Delete: Deletes a customer that has no transaction history.
- Merge: Combines two customers into one.
- New: Adds a new customer to Track-It.
- Undelete: Recovers a previously deleted customer.

## **Vendor Menu**

The Vendor Menu provides access to the vendor information related functions of Track-It.

The available selections from this menu are:

- Edit: Edits the information for a specific vendor.
- Delete: Deletes a vendor with no purchase order history.
- New: Adds a new vendor into Track-It.

## **Accounts Receivable Menu**

The Accounts Receivable (AR) Menu provides access to the functions related to tracking customer balances.

The available selections from this menu are:

- Statement Processing: Prints a statement for all customers with a positive balance.
- Payment: Allows you to apply payments to a customer account.
- Adjust Account: Allows you to make adjustments to a customers account.
- Customer Balance: Displays the the current balance for a specific customer.

## User Menu

The User Menu provides access to the functions related to the user security functions of Track-It.

The available selections from this menu are:

- New User: Adds a new user to the Track-It security system.
- Reset Password: Resets an existing users password to a default value of TEMP4U.
- Edit User: Allows the modification of a users name and security access.
- Change Your Password: Allows you to change the password of the user ID currently logged on.
- Delete User: Removes a user ID from the Track-It security system.
- Logoff: Logs the current user out of Track-It and allows another to log in.



## Service Menu

The Service Menu provides access to the service order related functions of Track-It.

The available selections from this menu are:

- New SO: Allows the creation of a new service order.
- Edit SO: Allows the editing of an existing service order.
- Complete SO: Allows you to complete a service order and invoice the customer.

## Reports Menu

The reports segment of Track-It provides an array of different reports for a variety of purposes. This section of the Track-It help will briefly describe the output, options and operation of each of the reports available. The reports will be discussed in the order in which they appear in their respective selection menu on a separate help screen.

Each menu selection in the main Reports Menu has an arrow to the right of the text. This indicates that there is a sub-menu below the selection. Pressing enter when a selection is highlighted, pressing a hot key, or clicking on a selection with the mouse will bring up the sub menu for that reporting section.

The available selections from this menu are:

- AR: Customer account related reports.
- Customer: Customer information related reports.
- Inventory: Stock code information reports.
- PO's: PO related reports.
- Order: Customer Order related reports.
- Vendor: Vendor information related reports.
- Sales: Sales related reports.
- Service: Service order related reports.

## Options Menu

The Options Menu provides access to functions that are either unrelated to any specific area of Track-It, or span multiple areas and are grouped together for ease of use. These functions include batch processing, backup and restore functions, program customization, and other functions.

The available selections from this menu are:

- Batch Processing: Provides access to the batch processing functions of Track-It.
- Backup/Restore: Makes backups of your current data or restores data that was backed up previously. This function uses PKZip to provide the backup functionality.
- Customization: Provides access to the customization sub-menu.
- Data Location: Allows you to specify where your data is located.
- Number Sequence: Changes the next selected number for various numbered items such as invoices, orders, etc.
- Purge History: Removes history based upon a user defined purge date.
- Verify Indexes: Verifies that the data indexes correctly reflect what is in the data files.
- File Viewer: Opens the file viewer to view text files or the reports created by Track-It.

## Introduction

Track-It is a comprehensive, easy to use inventory control/point of sale package intended for the business that desires complete control over stock levels and tracking. Track-It 4.0 is available for two operating environments, Microsoft Windows and DOS.

Track-It provides:

- Tracking of serialized and non-serialized stock codes
- Point of Sale Invoicing, Multi-job Service Orders, Order Entry, and Purchase Orders
- Automatic stock adjustments
- Customer account tracking
- Over 40 reporting functions
- Reorder and overstock reports
- Partial searches for stock codes, customers, ...
- Support for Canadian GST and postal codes
- Full mouse support
- Network and multi-user compatibility
- B-Tree style indexing for fast data retrieval
- Context sensitive, cross referenced, online help
- Service orders
- Tracking of RMA's
- Bar-code support

This package of Track-It is a completely functional copy of version 4.x. Use of this copy of Track-It is authorized for the sole purpose of evaluation for a period of no more than 60 days, after which continued use without registration constitutes a violation of the software license. This package IS PROTECTED against unauthorized LONG TERM use beyond the evaluation period.

## **Partial Searches**

A partial search is a method of locating a specific item when you don't know the exact spelling or number of the item that you are searching for. To help you locate items, Track-It provides the capability of entering a portion of the item that you want to retrieve and listing all the items that match the criteria entered.

To initiate a partial search, enter in as much of the name or number that you know exactly followed immediately by a question mark (?).

For example, entering "MA?" in the customer name entry will retrieve all names that start with MA, such as MASON, MACO, and MARX, and display the matches to allow you to select the exact item that you wish to retrieve.

## Customer Name Entry

This window allows you to enter the criteria for retrieving or selecting a customer.

If you wish to locate a customer by name, enter the name of the customer in the field and press enter. The entered name can be up to 30 characters in length, and can contain any letters or numbers. Partial searches are supported in this field. Track-It will then retrieve all the customers that match the criteria and allow you to select the customer from a list.

If you wish to locate a customer by their phone number, enter the customer's phone number, without the area code, and press enter. Track-It will then retrieve all the customers that match the criteria and allow you to select the customer from a list.

If you know the number assigned by Track-It for the customer that you wish to retrieve, you can enter in a pound sign, (#), followed by their number to quickly retrieve that customer's information without the need to select the customer from a selection list.

See also:

[Partial Searches](#)

## Customer Selection

The customer selection window provides a list of customers that match the criteria entered from which you can select a specific customer.

Use the arrow or page keys to move the highlight bar to highlight the customer that you wish to select. You can also highlight a specific customer by clicking on a customer with the mouse.

When the customer that you wish to select is highlighted, press the enter key to select that customer. You can also select a customer by double clicking on the customer with the mouse.

If you are selecting a customer for an invoice or order, and the customer cannot be found, you can add a new customer into Track-It by clicking on the New button, pressing Alt-N, or pressing the insert key.

Press the escape key or click on the cancel button to return to the customer name entry window.

## Invoice Information Entry

The Invoice Information Entry window allows you to specify information specific to the current invoice.

The first field asks for the name or ID of the salesperson who made the sale.

The second field allows for the entry of the customer's purchase order number, if any. This field is printed on the invoice for the customer to reference.

The reference field is provided to allow the referencing of any other related information that you choose. The only time that Track-It uses the reference field is to indicate the original invoice number for a return.

If the items are to be shipped to an area that has a different sales tax percentage, enter the correct sales tax percentage for the destination in the field corresponding to the tax rate. All taxable items will be taxed at the rate entered in this field.

The ship via field is provided to designate the shipping method desired when filling the order. This field is automatically populated by Track-It with the text entered in the Default Values section under Options-Customization. If it is incorrect, simply type in the desired method of shipping.

If the invoice is to a customer who is purchasing items for resale or is for some other reason sales tax exempt from, toggle the Resale/Tax Exempt check box. If this field is checked, no sales tax will be calculated on the invoice.

The ship to button in the lower left corner of the window allows you to specify a shipping address other than the normal shipping address for the customer. This is a one time change and is specific to the current invoice.

If you have set the GST Applies option while customizing Track-It for your company, you will see two additional fields. The first, GST Rate, will allow you to change the GST rate, and the second, GST Exempt, is a check box to indicate whether or not the current invoice is exempt from GST.

Press Enter when all the information is correct.



## Invoice Creation/Editing

The invoice window displays a list of all the line items entered on the current invoice. Each line item has a description, quantity, price, and the extended price for that line. The line items are sorted by stock code.

Along the bottom of the list box is the sub-total, tax, and the total amount of the invoice. In addition, the total weight of the items on the invoice is calculated and displayed at the bottom of the invoice.

If you wish to add a shipping charge to the invoice, tab to the shipping field and enter in the charge. The amount entered in the shipping field will automatically be added to the invoice total displayed in the line above.

If you wish to enter a note or memo on the invoice, press Alt-N or click on the Notes button. This field is simply space to enter a message to the customer and is specific to the current invoice.

Pressing the Insert key or the insert button allow you to add additional line items to the invoice.

Pressing the Delete key or the delete button will, after confirmation, delete the highlighted line item from the invoice.

Pressing Alt-E, clicking the Edit button, or double clicking on a line item will allow you to edit the quantity and pricing information for the highlighted line item.

Use the cursor/page keys or the mouse to move the highlighted line.

Pressing Esc will return you to the menu. Pressing Alt-O or the OK button will complete the invoice and move to the payment window.

## Invoice Payment

The final step of the invoice process is the entry of payment information. The Payment Information window contains 5 fields, four fields to enter an amount for a specific transaction type, and one to enter the terms of the account transaction.

The terms field is to be used if you wish to process an invoice and offer a percentage discount if the invoice is paid within a specific number of days. Enter the terms as x% nn Days, where x is the percent discount, and nn is the number of days. Track-It will handle up to 99% discounts. If properly entered, Track-It will print the appropriate discount amount on the invoice.

When the amounts of each transaction type are correct and the terms have been entered, press Enter to save the invoice and move to the Print window. This is the last point for which the invoice can be terminated without saving it to Track-It and adjusting stock levels.

If the invoice has a negative balance, (you owe the customer), it will ask you if you wish to treat the balance as change returned to the customer. If you answer Yes, Track-It will subtract the balance from the Cash received field and save the invoice with a zero balance. If you answer No, Track-It will save the invoice with the negative balance.

## **Invoice Number Entry**

This window allows you to enter the number of the invoice that you wish to retrieve.

Enter the number of the invoice that you wish to retrieve and press enter. Track-It will verify that the number entered corresponds to a valid invoice number and retrieve the invoice information. If the number that you enter does not exist, you will be returned to the entry window.

If you wish to select an invoice from a list, enter only a question mark in the field.

## **Date Range Entry**

The date range entry dialog is a global dialog called by several different Track-It functions and allows the entry of a date range to be included in a report or information selection function.

Enter in the range of dates that you wish to include and press enter.

The dates must be entered in as mm/dd/yyyy where mm is the month, dd is the day, and yyyy is the year. To enter in January 7th, 1992 as the beginning date, you would enter it as '01/07/1992'. Failure to enter the date in the correct format will result in invalid reports.

Please note that Track-It does not check for invalid dates or invalid ranges.

## **Invoice/Order Selection**

The Invoice/Order Selection window provides a list of invoices or orders that fall within the date range entered. Each line in the selection list box will include the invoice or order number, the customer associated with the transaction, and the date of the transaction.

Use the arrow or page keys to move the highlight bar to highlight the transaction that you wish to select. You can also highlight a specific transaction by clicking on a line with the mouse.

When the transaction that you wish to select is highlighted, press the enter key to select that transaction. You can also select a transaction by double clicking on the line with the mouse.

Press the escape key or click on the cancel button to close the selection window.

## Order Information Entry

The Order Information Entry window allows you to specify information specific to the current Order.

The first field asks for the name or ID of the salesperson who made the sale.

The second field allows for the entry of the customers purchase order number, if any. This field is printed on the Order for the customer to reference.

The reference field is provided to allow the referencing of any other related information that you choose. The only time that Track-It uses the reference field is to indicate the original Order number for a return.

If the items are to be shipped to an area that has a different sales tax percentage, enter the correct sales tax percentage for the destination in the field corresponding to the tax rate. All taxable items will be taxed at the rate entered in this field.

The ship via field is provided to designate the shipping method desired when filling the order. This field is automatically populated by Track-It with the text entered in the Default Values section under Options-Customization. If it is incorrect, simply type in the desired method of shipping.

If the Order is to a customer who is purchasing items for resale or is for some other reason sales tax exempt from , toggle the Resale/Tax Exempt check box. If this field is checked, no sales tax will be calculated on the Order.

The ship to button in the lower left corner of the window allows you to specify a shipping address other than the normal shipping address for the customer. This is a one time change and is specific to the current Order.

If you have set the GST Applies option while customizing Track-It for your company, you will see two additional fields. The first, GST Rate, will allow you to change the GST rate, and the second, GST Exempt, is a check box to indicate whether or not the current Order is exempt from GST.

Press Enter when all the information is correct.

## Order Creation/Editing

The Order window displays a list of all the line items entered on the current Order. Each line item has a description, quantity, price, and the extended price for that line. The line items are sorted by stock code.

Along the bottom of the list box is the sub-total, tax, and the total amount of the Order. In addition, the total weight of the items on the Order is calculated and displayed at the bottom of the Order.

If you wish to add a shipping charge to the Order, tab to the shipping field and enter in the charge. The amount entered in the shipping field will automatically be added to the Order total displayed in the line above.

If you wish to enter a note or memo on the Order, press Alt-N or click on the Notes button. This field is simply space to enter a message to the customer and is specific to the current Order.

Pressing the Insert key or the insert button allow you to add additional line items to the Order.

Pressing the Delete key or the delete button will, after confirmation, delete the highlighted line item from the Order.

Pressing Alt-E, clicking the Edit button, or double clicking on a line item will allow you to edit the quantity and pricing information for the highlighted line item.

Use the cursor/page keys or the mouse to move the highlighted line.

Pressing Esc will return you to the menu. Pressing Alt-O or the OK button will complete the Order and move to the payment window.

## **Order Number Entry**

This window allows you to enter the number of the order that you wish to retrieve.

Enter the number of the order that you wish to retrieve and press enter. Track-It will verify that the number entered corresponds to a valid order number and retrieve the order information. If the number that you enter does not exist, you will be returned to the entry window.

If you wish to select an item from a list, enter only a question mark in the field.



## Open Order Selection

The Open Order Selection window provides a list of all outstanding customer orders. Each line of the order selection shows the order number, the customer's last name, and the date of the order. Just to the right of the order date is the indicator field which indicates the status of the order. If the field is blank, no items are available on the order if the order filling logic is followed. An asterisk in the field indicates that the order can be shipped either in part or in whole.

Use the arrow or page keys to move the highlight bar to highlight the order that you wish to ship. You can also highlight a specific transaction by clicking on a line with the mouse.

When the order that you wish to ship is highlighted, press the enter key to select that transaction. You can also select an order by double clicking on the line with the mouse.

Press the escape key or click on the cancel button to close the selection window.

## Order Shipping

The Order Shipping window allows you to process the shipping of each line item on a customer order. The order window displays a list of all the line items entered on the current order. Each line item has a description, quantity, price, and the extended price for that line. The line items are sorted by stock code.

Pressing Alt-S or clicking the Ship button will allow you to enter the quantity shipped and pricing information for the highlighted line item. If you are shipping ALL of the items on the order, select the Ship All button. This will set all the quantities shipped to the quantity ordered for all non-serialized items.

If you wish to print a pick list of the items on this order, press the Pick button or enter Alt-P.

Use the cursor/page keys or the mouse to move the highlighted line.

Pressing Esc will cancel the shipping session and return you to the menu. Pressing Alt-O or the OK button will complete the order and create an invoice.

## Order Payment Information

The final step of the order shipping process is the entry of payment information. The Payment Information window contains 5 fields, four fields to enter an amount for a specific transaction type, and one to enter the terms of the account transaction. As you type in monetary amounts, the invoice balance will be adjusted. Please note that the balance will take into consideration any prepayments that have been applied to the order that is currently being shipped.

The terms field is to be used if you wish to process an Order and offer a percentage discount if the Order is paid within a specific number of days. Enter the terms as x% nn Days, where x is the percent discount, and nn is the number of days. Track-It will handle up to 99% discounts. If properly entered, Track-It will print the appropriate discount amount on the Order.

When the amounts of each transaction type are correct and the terms have been entered, press Enter to save the invoice and move to the Print window. This is the last point for which the Order can be terminated without saving it to Track-It and adjusting stock levels.

If the resulting invoice has a negative balance, (you owe the customer), it will ask you if you wish to treat the balance as change returned to the customer. If you answer Yes, Track-It will subtract the balance from the Cash received field and save the Order with a zero balance. If you answer No, Track-It will save the invoice with the negative balance.

## Stock Code Entry

This window allows you to enter the criteria for retrieving or selecting a stock code.

The entered stock code can be up to 15 characters in length, and can contain any letters or numbers. Track-It will look for an exact match and retrieve the information. If no match is found, a message indicating such will be displayed.

If you wish to perform a partial search, enter as much of the stock code that you know and press enter. Track-It will then retrieve a list of codes that match the criteria from which you can select a stock code.

If you wish to search by Manufacturer, Category, Model, or Description, enter a partial search criteria followed by two question marks, or simply enter two question marks.

See also:

[Partial Searches](#)

## Stock Code Information

Under the Inventory menu of Track-It there is a selection titled Edit, and a selection entitled New. The Edit function provides the means to edit existing stock codes and the New function provides the means to create new stock codes. Because these two selections are so similar in function, they will be discussed concurrently.

Upon selecting either the Edit function or the New function, the Stock Code Entry window will appear.

If you are in the Edit function, you will be prompted to enter the stock code you wish to edit. The code entered must be that of an existing stock code. Entering in an unused stock code will display a message indicating that the code you entered is not in use, and ask you to reenter the code. Partial searches are supported in the Edit function.

If you are in the New function, you will be prompted to enter in the new stock code. The code entered must be a unique, unused stock code. Entering a currently used stock code will result in an error message indicating that the code is already in use, and prompt you to enter in another stock code.

After either retrieving or initializing the stock code, the Stock Code Information window will be displayed. The first line of the window displays the stock code. This line is not available for editing. To change the actual stock code, you must use the Rename function.

The second line is the stock code category field. This field can be up to seven characters in length, and is used in the selection criteria for sales reports.

The subcategory field is a three character extension of the category to further differentiate between categories of stock. Both numbers and letters can be used for the category and subcategory fields. By using both letters and digits, there are over 42,000 different category and subcategory combinations possible.

Next enter in the item's manufacturer, the model number, a description of the item, and the stock location.

The minimum and maximum stock levels are very important if you intend to use the reorder and overstock reports. It is through the values you set here that Reorder and Overstock reports get their data. When the quantity on hand for an item falls below the minimum stock level, it will automatically be included in the Reorder report. The suggested reorder number is the quantity that will bring the on hand quantity after receiving the items to the midpoint of the maximum and minimum stock levels. Choose these values carefully.

The unit field should be populated with the unit of measure that the current stock code will be distributed at.

The serialized check box indicates whether or not the stock code is a serialized item. If you wish to track the sale of this item by serial number, check this indicator.

If the item is taxable, check the taxable check box. If the item is not taxable, then leave the check box unchecked. This indicator has no effect on invoices or orders that are designated for resale, as no sales tax is applicable on items sold for resale.

If you have set the GST Applies option while customizing Track-It for your company, you will see an additional field. This field, GST Applies, is a check box to indicate whether or not

the current item is subject to GST.

If the item is a non-depleting item, check the non-depleting check box. By setting this indicator, Track-It will not update the quantity on hand via invoices, orders, or purchase orders. This is handy for stock codes such as labor. Also, by setting the on hand quantity of a non depleting item to zero, it will not appear in your inventory value totals.

Then enter the manufacturers suggested list price.

The sale price field is provided so that sale prices are easily available. When invoicing an item, the sale price of the item is automatically entered into the price field of the Invoicing function when the customer you are invoicing is assigned a pricing level of 0.

Track-It also provides three discount level fields for each stock code. Use these fields to set default price levels for your volume or discount customers. The discount levels are directly associated with the pricing levels on the customer records. While the appropriate discount pricing will automatically be entered into the price field when invoicing a stock code, it can be easily changed if desired.

If you are entering in a new code, the item cost field should be set to the cost of the last item purchased under this stock code, otherwise edit as necessary.

The quantity on hand field should only be edited when the item is not tagged for serialized tracking. If the item is set to have the serial numbers tracked, leave this field at zero or the stock count will be incorrect after the serialized items have been added to Track-It via the PO functions.

The vendor field allows you to enter the vendor code which corresponds to the vendor from which the item was last purchased.

The weight field is provided for you to enter the weight of the individual item. The weight field will be used to calculate the shipping weight of invoices or orders to aid in the collection of shipping charges.

At this point if all the fields are correct, press Enter to save the displayed data.

## Serial Number Entry

This window allows you to enter the criteria for retrieving or selecting a serialized item.

The entered serial number can be up to 10 characters in length, and can contain both letters or numbers. If you wish to perform a partial search, enter as much of the serial number that you know followed by a question mark and press enter. Track-It will then retrieve a list of items that match the criteria from which you can select an item.

Please note that partial searches of serial numbers is not supported in the purchase order receiving section.

See also:

[Partial Searches](#)

## **Serial Number Selection**

The serial number selection window provides a list of serialized items that match the criteria entered from which you can select a specific item.

Use the arrow or page keys to move the highlight bar to highlight the serial number that you wish to select. You can also highlight a specific customer by clicking on a serial number with the mouse.

When the serialized item that you wish to select is highlighted, press the enter key to select that item. You can also select an item by double clicking on the customer with the mouse.

Press the escape key or click on the cancel to close the selection window.



## Serial Item Information

The serial item information dialog allows you to change information about a specific serialized item.

The first field available is the item's stock code. If the stock code is incorrect, enter in the new code. Prior to saving the modified information, Track-It verifies that the stock code entered exists and is serialized.

The next field available for editing is the serial number field. If the serial number is incorrect, enter in the correct serial number.

The stock number field is very important to Track-It, even if you are not using stock numbers. If the stock number must be changed, be sure that the stock number that you reassign to the item is not duplicated in Track-It.

If the cost is incorrect, reenter the correct cost. This field is specific to the individual serialized item and does not modify the stock code cost information.

The invoice number field is another important field. If the item is currently in stock, the number in the invoice number field should be zero. If the number is anything other than zero, the item is not in stock.

Track-It automatically reserves invoice number 1 to provide a invoice number to assign serialized items that are stolen, lost, or used internally to be able to remove them from Track-It. To remove an item from the inventory, without removing the information, simply enter in 1 as the invoice number.

The SO # field displays the service order number that the selected serial number is associated with.

If you wish to permanently remove a serialized item from Track-It, check the Deleted check box in the lower left corner of the dialog. If this box is checked, Track-It will remove the item from the system once it is saved.

When all the fields are correct, press Enter to save the changes.

## Label Printing

The Labels function provides the means to print labels for your inventory, either with or without bar codes. Upon selecting the Labels function, you will be presented with the Stock Code Label Printing window.

Select the Insert function to enter your first item. When prompted, enter in a stock code for which you wish to print labels and press Enter. Partial searches are supported in this field.

If a line item quantity needs to be revised, highlight the item and then select the Edit function. Correct the quantity and press Enter.

To delete a line item, highlight the item to be deleted and then select the Delete function. You will be prompted to confirm the deletion before it is performed.

To enter additional line items, click on the Insert button, press Alt-I or the insert key.

If you wish to have Track-It print labels with bar codes, you must select the bar code type to print. Three selections are available in the bar code type selection: "None" indicates that you do not wish to print bar codes on the printed labels. "3 of 9 Bar code" indicates that you wish to print bar codes using the 3 of 9 (a.k.a. Code 39) symbology. "Codabar" indicates that you wish to print bar codes using the Codabar symbology. Please remember that the Codabar bar code only supports numeric stock codes.

To select a bar code symbology, click the down arrow to the right of the bar code field and then single click the bar code option that you want.

When all the stock codes and quantities have been entered, press Alt-O or click the Ok button.

## **Label Quantity**

The Label Quantity window allows you to enter the quantity of labels to print for the currently selected stock code.

The quantity of labels to print can be any number capable of fitting in the field provided.

After entering the quantity of labels, press Enter. Press the Esc key if you wish to cancel your entry.

## **Label Layout**

The label layout dialog allows you to select the label layout that you wish to print on.

Track-It supports the 2 1/2" x 15/16" label size in either a one or three column layout.

Use the cursor keys or the mouse to select the layout that you wish to use and press enter.

## **Stock Code Information (Query)**

The stock code information screen, or query dialog, displays current information about the selected stock code.

After the stock code information is retrieve, the stock code Information window will appear displaying, the stock code, manufacturer, model number, description, list price, sale price, discounts, quantity on hand, quantity allocated for customer orders, quantity on order, and the quantity available for immediate sale.

The quantity on hand is simply the quantity that is currently in stock at the time of the query. The available quantity is the quantity calculated by subtracting the quantity already allocated to customers from the quantity on hand.

When finished viewing the Query information, press Enter.

## **Stock Code Undelete Selection**

Upon selecting the Undelete function, Track-It scans the inventory data files for any deleted items that still exist. Deleted items are available for recovery only until the Storage Reclamation function, under Batch Processing, in the Options menu, is run. Once the Storage Reclamation function has completed, deleted items no longer exist and cannot be recovered.

The items displayed in the listbox are available for recovery. Use the arrow keys or the mouse to select the code that you wish to recover. After highlighting your choice, press the enter key to return the code to active use.

## Vendor Code Entry

This window allows you to enter the criteria for retrieving or selecting a vendor.

The entered vendor code can be up to 15 characters in length, and can contain any letters or numbers. Track-It will look for an exact match and retrieve the information. If no match is found, a message indicating such will be displayed.

If you wish to perform a partial search, enter as much of the code that you know and press enter. Track-It will then retrieve a list of vendors that match the criteria from which you can select a vendor.

See also:

[Partial Searches](#)

## Direct Receiving

The Direct Receiving dialog allows you to receive items into stock without the effort of manually adjusting each stock code quantity, as well as allows the receiving of serialized inventory.

After the screen is displayed, click on the Insert button, press Alt-I, or press the insert key to add the first item to the receiving list.

Each line item of the window will show the stock code, description, quantity ordered, and the quantity received.

If an item's quantity or cost needs to be modified, highlight the item and select the Edit function. You will again be presented with the PO Item Receiving window where you can correct the incorrect amounts. If a stock code is incorrect, you must first delete the item and then insert the correct item.

Continue selecting and receiving individual stock codes from the purchase order until all stock codes from the purchase order have been received. When all the items have been entered, press Alt-O or click the Ok button to accept all the items that you have entered in this session.



## **Purchase Order Creation/Editing**

The Purchase Order Creation/Editing dialog allows you to specify the items that you wish to order. Note that the vendor for the current purchase order is displayed in the upper left hand corner of the window.

Press Alt-I, the Insert key, or click on the insert button the first line item on the purchase order.

If an item needs to be changed, highlight the desired code and press Alt-E or click the edit button. The item will be retrieved and displayed in the PO Item Information window.

To delete an item, highlight the item that you wish to delete and press the delete key or click on the delete button.

When all items are entered and the information is correct, press Alt-O or click the Ok button to accept the codes and update the purchase order history files.

## **PO Item Information**

The purchase order item information window allows you to enter the quantity and cost of the item that you are ordering.

When a code is accepted, the PO Item Information window will appear and display the stock code, manufacturer, model, and the current stock on hand. Also displayed and available for editing will be the quantity and cost fields.

The quantity ordered can be any number capable of fitting within the field.

The calculated cost for the stock code is automatically entered in the cost field to provide a reference to the last purchase cost of the item. If the value is incorrect, simply type the correct value over the incorrect cost.

When the values are correct, press Enter to add the code to the list of items on the current purchase order.

## Online Creation

The Online Creation function provides a quick method for creating purchase orders for numerous products from multiple vendors all in a single session.

Upon selecting the Online Creation function, Track-It will scan the inventory database and retrieve a list of all items that need to be reordered, and display the list for you. This list will show the stock code, the item description, the quantity ordered, the last cost of the item, and the vendor from which it was last ordered. If the vendor has not been ordered through the purchase order system, the vendor column will be blank. Please note that stock codes tagged as non-depleting items will not be retrieved.

Once the list is displayed, you can select each item and enter the quantity to order. To be included on a purchase order, a line item must have a positive quantity ordered, and be assigned a valid vendor code.

To enter the quantity ordered and select a vendor from which to order, highlight a stock code and select the Edit function. This will open the Online PO Item Information window.

When all the items have been updated, press Alt-O or click on the Ok button to create and print the purchase orders.

Track-It will then remove any item from the list that has a zero quantity ordered or does not have a valid vendor associated with it. It will then create a purchase order for each vendor that was selected to have items ordered from. All the stock codes that were selected to be ordered will appear on the purchase order for the vendor they will be ordered from.

Press the insert key or click on the insert button to add additional items to the order. Press the delete key or click on the delete button to delete items from the order. Press Alt-E or click on the edit button to modify the currently highlighted item.

After completing and saving the Online Creation session, you will be prompted to enter the output destination. Select the output destination and press Enter.

## Online PO Item Information

The online PO Item Information dialog allows you to specify the quantity and price for the currently selected item, as well as designate which vendor the item should be ordered from.

The box in the upper left corner of the Online PO Item Information window will display information about the currently selected item. This information includes the stock code, manufacturer, model, and description. In addition, it will show the quantity currently on hand, the quantity that has been allocated to customers, the quantity already on order, the suggested order quantity, as well as the vendor from which it will be ordered from.

The box in the upper right will list the last five vendors from which this item has been ordered. If the item has not been previously received via the PO section, this box will be empty.

The box on the lower left contains fields for you to enter the quantity to order, as well as enter the cost of the item.

To change the vendor from which to order this item, press Alt-V or click on the vendor button. When prompted, enter in the vendor code. Partial searches are supported in this field. It is through this function that you select the vendor from which the item is to be ordered.

After the quantity, cost, and vendor have been updated, press Enter to save your changes and return to the Online PO Creation window.

## **PO Serialized Receiving**

The Serialized Receiving dialog allows you to specify the cost of an item that is being received.

As the item is tagged as being serialized, Track-It will not allow you to enter a quantity to be received. Instead, after confirming the price in the PO Serialized Receiving window and pressing Enter, the Serial Number Processing window will appear. Track-It will count the number of unique serial numbers entered and use that as the quantity received.

When the item price is correct, press Enter or click on the OK button to enter the serial numbers received. Press Esc or click on the Cancel button to cancel the entry.

## **PO Item Receiving**

The Item Receiving dialog allows you to specify the cost of an item that is being received as well as the quantity being received.

Enter the correct cost and quantity received in their respective fields. When the information entered is correct, press Enter or click on the OK button to save your entry, or Press Esc or click on the Cancel button to cancel your entry.

## Serial Number Processing

The Serial Number Processing dialog allows you to manipulate a list of serialized items.

Each line listbox will display information about a single unique serialized item. Each line will display the serial number, the stock code, and the stock number.

To add additional serialized items to the list, click the Insert button, press Alt-I, or press the insert key.

If a serial number entered is incorrect, highlight the incorrect serial number and select the Edit function. The individual serial number will be retrieved and displayed for editing.

To delete a serial number, highlight the serial number that you wish to delete and click the Delete button, press Alt-D, or press the delete key.

After all the serial numbers have been entered, press Alt-O or click the Ok button to save the modifications.

## Multiple Serial Number Entry

The Multiple Serial Number Entry dialog allows you to specify a range of serial numbers to include in the list of currently selected items.

The entered serial numbers can be up to 10 characters in length, and can contain both letters or numbers.

The only restrictions on alphanumeric serial numbers are that when you enter a range of serial numbers that contain letters, the beginning and ending serial numbers must be the same length, and the differing portions of the serial numbers must contain only numeric characters. The entry of single serial numbers, or serial numbers with numbers only, do not have these restrictions. Below are a few examples of valid and invalid serial number ranges.

Valid: Acceptable

Beginning: A101W82  
Ending: A101W88

Invalid: Differing portion contains letters

Beginning: A101W8A  
Ending: A101W8B

Valid: Acceptable

Beginning: A101W01  
Ending: A101W12

Invalid: Different lengths

Beginning: A101W1  
Ending: A101W12

If you wish to select serial numbers from a list, enter a question mark in the beginning field. Track-It will then retrieve a list of available serial numbers for the currently selected stock code from which you can select an item. Please note that this capability is not supported in the purchase order receiving section.

See also:  
Partial Searches



## Purchase Order Receiving

After retrieving the purchase order information, the Purchase Order Receiving window will be displayed. Each line item will show the stock code, the description of the item, the quantity ordered, and the quantity already received. Highlight the item that you are receiving and the Receive function.

If you are receiving ALL of the items on the purchase order, select the Receive All function. This will set all the quantities received to the quantity ordered for all non-serialized items.

Please note that you cannot select an item for which the number of items previously received is equal to the number ordered. Track-It assumes that when all the items ordered have been received that any additional items that have been received with the same stock code are either part of another purchase order, or were mistakenly shipped from the vendor.

Continue selecting and receiving individual stock codes from the purchase order until all stock codes from the purchase order have been received. When all the items have been entered, press Alt-O or click the Ok button to accept all the items that you have entered in this session.

After completing the receiving of a purchase order, you will be asked if you wish to print a list of the items that you have just received. This is the only opportunity you will have to print a list of the actual quantities you have received in this session, so it is generally a good idea to answer Yes to this prompt. If you do not want to print the list, select No.

## Customer Information Entry

The Customer Information Entry dialog allows you to enter information about a specific customer.

The first field available for information is the customer's last name. If the customer is a business, enter in the complete name of the business in the last name field. All searches and invoicing are tracked by customer last name.

Two sets of fields are provided for addresses. The first is for a shipping address, and the second is for a billing address if it is different from the shipping address. If the shipping and billing addresses are the same, you only need to enter the information in the billing field. Two lines are given for the street address in each address field to accommodate both a street number and a suite number.

New customers are temporarily assigned a number of zero. When the customer is saved, they will be assigned a unique number which will be displayed in the cust # field, of the Customer Information Entry window, when editing.

The mailing = shipping check box informs Track-It whether or not you want to copy the contents of the shipping address fields into the mailing address fields. If checked, Track-It will automatically copy the information when the customer is saved, saving you the effort of entering the address twice. This is automatically checked for new customers, and unchecked when editing a customer.

A field is provided to enter in the name of the primary contact at the company as well and the phone number, extension, and fax number.

If the customer is able to purchase on special terms, enter the them in the terms field. This ensures that the terms authorized for this customer are readily available when invoicing.

The resale # field provides a readily assessable location to store customers' resale number.

The salesperson field allows the association of a customer with a particular salesperson. The name entered in this field will automatically be entered on invoices or orders. This field is provided so that if a salesperson other than the designated sales representative is processing an invoice, the correct salesperson gets credit for the sale.

The pricing level field allows you to set the default pricing for the customer. Use the mouse or cursor keys to select the correct pricing level for the customer. The values that are allowed are List, Sale, Discount 1, Discount 2, and Discount 3. This allows you to ensure that your volume and discount customers get the proper discounts.

The discount % field allows you to provide capabilities of giving a customer a discount in addition to the pricing level discounts. This discount percentage is take off the price for each line item at the time of invoicing. Thus if a customer is set to the discount 1 pricing level, the additional discount will be applied to the discount 1 price.

The bad check/balance check box is to be used as an indicator if the customer has an outstanding check or is past due on their account. When this field is checked, Track-It will display a warning to the salesperson taking an order or creating an invoice, indicating that the manager should be contacted prior to taking a check or any type of credit from this customer. When used properly, this field will significantly reduce the amount of bad debts that your company incurs.

The no delete check box prevents a customer from being deleted when the Dead Data Removal function provided in the Options-Batch Processing is run. Thus you can store information about a customer or potential customer that has no sales history and prevent them from being automatically deleted as dead data.

If the customer that you are entering will predominantly be purchasing items for resale, or is otherwise exempt from sales tax, check the tax exempt check box. This will automatically toggle the resale/tax exempt indicator when creating an invoice or order for this customer.

When all the information is entered, press Enter to save the information it in the customer database file on disk.

## Notes Entry

The Notes Entry dialog is a shared dialog for several different functions and is designed to allow the entry of free form text to be associated with the current invoice, order, customer, etc...

The dialog will indicate what the notes will be associated with.

When you are done entering in your notes, press Alt-O or click on the OK button to save your changes, or press Esc or click on the cancel button to abandon your changes.

## **Customer Undelete Selection**

Upon selecting the Undelete function, Track-It scans the inventory data files for any deleted items that still exist. Deleted items are available for recovery only until the Storage Reclamation function, under Batch Processing, in the Options menu, is run. Once the Storage Reclamation function has completed, deleted items no longer exist and cannot be recovered.

The items displayed in the listbox are available for recovery. Use the arrow keys or the mouse to select the customer that you wish to recover. After highlighting your choice, press the enter key to return the customer to active use.

## **Vendor Selection**

The customer selection window provides a list of vendors that match the criteria entered from which you can select a specific vendor.

Use the arrow or page keys to move the highlight bar to highlight the vendor that you wish to select. You can also highlight a specific vendor by clicking on a vendor with the mouse.

When the vendor that you wish to select is highlighted, press the enter key to select that vendor. You can also select a vendor by double clicking on the vendor with the mouse.

Press the escape key or click on the cancel button to return to the vendor code entry window.

## Vendor Information Entry

The Vendor Information Entry dialog allows you to enter or edit information about a specific vendor.

A description of each field will not be given here as the descriptions provided before each field in the Vendor Information Entry window provides a good idea of what information the field should contain.

Two fields are provided for addresses. The first is for a mailing address for regular correspondence and the second is for a shipping address to which product returns should be shipped. Two lines are given for the street address in each address field to accommodate both a street number and a suite number.

Several fields are provided to enter in the name of the primary contact at the company, the phone number, an extension, fax number, customer service number, and technical support number.

The Additional Information section contains two fields. The first is a place to store your customer number for this vendor. The second field contains the terms under which you purchase from this vendor.

When all the information is entered, press Alt-O or click the Ok button to accept the information and store it in the vendor information file on disk.

## **Output Destination**

The Output Destination dialog allows you to specify where the program output will be sent. The default is to send the program output to the printer.

The options that you have to select from are sending the output to the printer, to the screen, or to a file in ASCII format.

Use the cursor or the mouse to select the output destination. When the destination is correct, press enter or click on the OK button.



## Select Account By

The Select Account By dialog allows you to choose how you wish to select a customer account to work with.

The two options are to select the account by the customer name, or to select the account by an invoice number. Selection by customer name allows you to select by the account name, number, or phone number. Selection by invoice retrieves the account associated with a specific invoice number.

Use the cursor or the mouse to select the your preferred method. When the method is correct, press enter or click on the OK button.

## **AR Payment Information**

The AR Payment Information dialog allows you to enter the amount and type of payment received, along with the date that it was received.

The date received field is important as it is by the received date that all terms discounts are applied. If you received the payment on an earlier date and are just now applying the payment, enter the date the payment was actually received in the field.

When the amounts are correct, press Alt-O or Enter to proceed with the payment process. Press Esc or click the Cancel button to return to the main menu.

## **Payment Transaction Selection**

The Transaction Selection dialog displays a list of all transactions that have a positive balance for the current account. Each line will display the transaction, date, total, total paid, total credits, and the balance of each transaction. The bottom of the window will show the total amount received for this payment, the amount applied to invoices, and the amount that is still available for application.

To apply payment to a transaction, highlight the transaction that you wish to update, and select the Edit function. The Payment Application window will then be displayed.

As the payment is applied to individual invoices, the status line towards the bottom of the dialog will show you how much of the payment has been dispursed and how much remains.

When all the payment has been accounted for, click on the OK button or press Alt-O. Click on the Cancel button or press the Esc key to exit the payment function.

## **Adjustment Transaction Selection**

The Transaction Selection dialog displays a list of all the transactions for the current account. Each line will display the transaction, date, total, total paid, total credits, and the balance of each transaction.

To apply an adjustment or credit to a transaction, highlight the transaction that you wish to update, and select the Edit function. The Adjustment Application window will then be displayed.

When all the adjustments or credits have been applied, click on the OK button or press Alt-O. Click on the Cancel button or press the Esc key to exit the payment function.

## **Customer Balance**

The Customer Balance dialog is a simple window which displays the selected customer's name and thier current balance. The balance displayed is current as of the time that the data was received and is not updated after it is displayed on the screen.

Press enter when you are done viewing the information.

## User Information

This window will allow you to edit an existing user ID or enter a new user ID and associate it with a specific employee, as well as set the sections and functions of Track-It the user can access.

The first field is for the user ID which must be unique for each user. Track-It will verify that the ID entered is not in use when you save the information. If the ID entered is already in use, Track-It will inform you of this and return you to the User Information window.

The second field is for the new user's name. It is recommended that you enter the user name in the following format to allow easy retrieval: Last Name, First Name, Middle Initial.

Please note that all new users are assigned a password of TEMP4U, which should be changed as soon as possible by the user. This should be done using the Change Your Password function.

The Manager checkbox in the upper right corner is an indicator that the user should or should not have total access to the program. If this is checked, the user will have access to all sections and functions of the program regardless of any other security flags set in the individual areas of the security functions. If the checkbox is unchecked, access to the program will be limited to the functions checked in the individual program security sections.

The next step in entering a new user is to set the security flags. Each of the ten Individual Program Security Sections are represented as a function button and each opens up into a second dialog. Open each section as needed at check the functions the user should be able to access.

## Sales Access

The Sales Access dialog allows you to specify which sales related sections of Track-It that the current user should have access to. By checking a selection, you allow access to the specified function as well as any functions required to complete the function.

The selections available for this section of the user security section are:

- Create Invoices - Allows the user to create new invoices.
- Process Returns - Allows the user to process returns.
- Edit Invoices - Allows the user to edit existing invoices.
- Void Invoices - Allows the user to void existing invoices.
- Create Orders - Allows the user to create new customer orders.
- Edit Orders - Allows the user to edit existing customer orders.
- Ship Orders - Allows the user to ship customer orders.
- Void Orders - Allows the user to void existing orders.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Inventory Access

The Inventory Access dialog allows you to specify which inventory related sections of Track-It that the current user should have access to. By checking a selection, you allow access to the specified function as well as any functions required to complete the function.

The selections available for this section of the user security section are:

- Add New Codes - Allows the user to add new stock codes.
- Modify Existing Codes - Allows the user to perform modifications to existing stock codes. These modifications include cloning, deleting, editing, merging, renaming, and undeleting.
- Query Stock Codes - Allows the user to retrieve stock code information via the query function.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.



## Vendor Access

The Vendor Access dialog allows you to specify which vendor related sections of Track-It that the current user should have access to. By checking a selection, you allow access to the specified function as well as any functions required to complete the function.

The selections available for this section of the user security section are:

- Create Vendors - Allows the user to create new vendors.
- Edit Vendors - Allows the user to edit, merge, and delete existing vendors.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## AR Access

The AR Access dialog allows you to specify which accounts receivable related sections of Track-It that the current user should have access to. By checking a selection, you allow access to the specified function as well as any functions required to complete the function.

The selections available for this section of the user security section are:

- Process Statements - Allows the user to process customer statements.
- Payments/Adjustments - Allows the user to receive and process customer payments, and make adjustments to customer accounts.
- View Customer Balance - Allows the user to retrieve and view customer balances.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Service Order Access

The Service Order Access dialog allows you to specify which service order related sections of Track-It that the current user should have access to. By checking a selection, you allow access to the specified function as well as any functions required to complete the function.

The selections available for this section of the user security section are:

- Create Service Orders - Allows the user to create new service orders.
- Edit Service Orders - Allows the user to edit and update existing service orders.
- Complete Service Orders - Allows the user to complete and invoice existing service orders.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Reports Access

The Reports Access dialog allows you to specify which reporting sections of Track-It that the current user should have access to.

The selections available for this section of the user security section are:

- AR: Allows the user to run reports based upon customer account information.
- Customer: Allows the user to run reports based upon customer information.
- Inventory: Allows the user to run reports based upon stock code information.
- PO: Allows the user to run reports based upon purchase order history.
- Order: Allows the user to run reports based upon sales order information.
- Vendor: Allows the user to run reports based upon vendor information.
- Sales: Allows the user to run reports based upon sales history.
- Service: Allows the user to run reports based upon service order information.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Options Access

The Options Access dialog allows you to specify which option menu selections of Track-It that the current user should have access to.

The selections available for this section of the user security section are:

- Batch Processing - Allows the user access to the Batch Processing functions of Track-It.
- Customization - Allows the user to change the company information, invoice and service order defaults, and enable or disable program security.
- Purge History - Allows the user to purge outdated history from the system.
- Number Sequences - Allows the user to change the next available number for invoices, orders, PO's, service orders, and stock codes.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## User Access

The User Access dialog allows you to specify if a user has the ability to manipulate user information.

Use space bar or the mouse to select or deselet the access to the user functions of Track-It.

Click on the OK button or press enter to accept your selection. Click on the Cancel button or press Esc to cancel your selection.

## User ID Entry

This ID Entry dialog allows you to enter the criteria for retrieving or selecting a user.

The entered ID can be up to 15 characters in length, and can contain any letters or numbers. Partial searches are supported in this field. Track-It will then retrieve all the users that match the criteria and allow you to select the user from a list.

Press Enter or click on the OK button to begin your search or retrieval, or press Esc or click on the Cancel button to cancel the search.

See also:

[Partial Searches](#)

## **User Selection**

The User Selection window provides a list of users that match the criteria entered from which you can select a specific user.

Use the arrow or page keys to move the highlight bar to highlight the user that you wish to select. You can also highlight a specific user by clicking on a user with the mouse.

When the user that you wish to select is highlighted, press the enter key to select that user. You can also select a user by double clicking on the user with the mouse.

Press the escape key or click on the cancel button to return to the user ID entry window.



## Login

The Login screen allows you to log into Track-It and set your security access.

The first field is for your assigned user ID and must be entered exactly as it was assigned to you.

The second field is for your password. The password field will display an asterisk for each character or space that you enter to prevent anyone from seeing the characters that you type. The password field is not case sensitive.

When you press enter, Track-It will retrieve the information for the user ID entered and compare the password entered with the password on the user record. If the user ID cannot be found, or the password was entered incorrectly, a warning will be displayed and you will be returned to the login dialog.

Press Esc or click on the Cancel button to cancel the login and exit Track-It.

## **Password Entry**

The Password Entry screen allows you to enter a password into Track-It. This dialog is used for entering an existing password or confirming a new password

The password field will display an asterisk for each character or space that you enter to prevent anyone from seeing the characters that you type. The password field is not case sensitive.

After entering in your password, press enter to continue. Press Esc to cancel the password entry.

## Service Order Information

The Service Order Information window. This window is used to enter in information specific to this service order.

The service representative field should contain the name or ID of the employee who is in charge of this service order. Manufacturer and model information should be placed in the appropriate fields along with the item's serial number. The alternate ID field is provided to allow the entry of a secondary method of identification such as a frame number, or vehicle ID number. If the repair is potentially a warranty repair, enter the purchase date in the field provided.

The Date Due field should contain the date on which the service is to be completed.

The labor rate field will set the rate for all labor for all jobs associated with this service order. The pickup and delivery fields are available to add flat fee charges for pickup and delivery of the item to be repaired.

The general notes field is simply space available to enter information about the service order in general, such as existing damage or special instructions for the service order. Space is available on each job for describing the repair indications and resolution.

When all the information is correct, press Alt-O or click the Ok button.

The next window display is the Service Order-Main Window. This window allows you to access each individual job associated with this service order, or to access the general information.

The top of the window will display the service order number, the due date, and the customer name.

## **Service Order - Main**

This window allows you to access each individual job associated with this service order, or to access the general information.

The top of the window will display the service order number, the due date, and the customer name.

The second area within the main window is the list of jobs. You can select jobs to edit by highlighting your selection and clicking on the edit button, pressing Alt-E, or double clicking on your selection.

You can insert additional jobs by pressing the insert key or clicking on the insert button.

## Job Information

The Job Information dialog allows you to enter information about a specific job in the current service order.

The first field allows you to enter a specific job code. If the job is a warranty job, it is suggested that you enter in the job code for this repair that was assigned by the product manufacturer. The second field allows you to assign the repair job to a specific technician.

The indications field is simply space to enter in the symptoms of the problem that is to be repaired, such as "Idles extremely rough", or "Will not record". The work performed field is intended for a brief description of the work performed on the item, such as "Replaced cracked distributor cap", or "Replaced recording logic circuit". Remember that the information entered into these fields will be printed directly on the customer invoice. Please note that the indications field is required. If left empty you will not be able to save the job.

The two check boxes in the upper right corner are to indicate if this specific job is a warranty job, and if this particular portion of the service order is completed.

Three additional fields are available for user entry. The first is the total cumulative labor hours for the job. The second is for any fees that your company charges for disposal of old parts or waste products such as motor oil. The third field is for entering the total amount of labor or charges incurred by a third company.

To edit or add parts to this service order job, press Alt-P or click on the Parts button to bring up the Job Parts List window.

Press or click the OK button to save your changes, or press Esc to cancel the changes and return to the service order main dialog.

## **Job Parts List**

The Job Parts List window allows you to enter the parts used in this job along with the price of each item. Select the Insert function to enter your parts. When prompted enter the stock code and press Enter. Partial searches are supported in this field.

If a line item needs to be revised, highlight the item and then select the Edit function. Correct the information and press Enter.

To delete a line item, highlight the item to be deleted and then select the Delete function. You will be prompted to confirm the deletion before it is performed.

To enter additional line items, select the Insert function.

When all the items are entered, press Alt-O or click the Ok button.

## **Service Order Deposit**

The Service Order Deposit dialog allows you to enter the amount paid in advance for services performed on the current service order. The amount entered here will be taken off the final balance due for the completed service order.

Enter in the amount received in the correct fields and press enter.

## AR Reports

The AR Reports menu provides access to all the customer account reports.

The available selections from this menu are:

- Account History: Prints a account history report for a customer for a given period of time.
- Revenue Report: Prints a report of all monetary receipts for a given period of time.
- Balance Report: Prints a report of all customers that have a non-zero balance.
- Account History: Prints a transaction history report for a customer for a given period of time.



## Customer Reports

The Customer Reports menu provides access to all the customer information related reports and functions.

The available selections from this menu are:

- Customer List: Prints a selective list of customers.
- Zip Code Count: Print a list of zip codes in which your customers reside.
- Purchases: Display a detailed list of a customers purchase history.
- Summary Purchases: Print a summarized report of a customers purchase history.
- Export:
  - Customer Export: Export customers based upon customer information.
  - Sales Based Export: Export customers based upon sales information.
- Mailing Labels:
  - Mailing Labels: Print mailing labels based upon customer information.
  - Sales Based Labels: Print mailing labels based upon sales information.

## Inventory Reports

The Inventory Reports menu provides access to all the stock code related reports.

The available selections from this menu are:

- Stock by Code: Prints a report of all stock codes in the system, sorted by stock code.
- Discount List: Prints a sorted discount list of selected stock codes.
- Margin List: Prints a selective list of stock code profit margins.
- Overstock: Prints a list of overstocked items.
- Reorder: Prints a list of items that require reordering.
- Price List: Prints a selective price list.
- Serialized: Prints a selective list of serialized items currently in stock.

## **PO Reports**

The Purchase Order Reports menu provides access to all the purchase order related reports.

The available selections from this menu are:

- Reprint: Reprints a purchase order.
- Backorder: Prints a list of items currently on order.
- Summary History: Prints a summary list of items ordered for a given period of time.
- Detailed History: Prints a detailed list of items ordered for a given period of time.

## Order Reports

The Sales Order Reports menu provides access to all the sales order related reports.

The available selections from this menu are:

- Reprint: Reprints a sales order.
- Outstanding: Prints a list of items currently on order.
- Summary History: Prints a summary list of items ordered for a given period of time.
- Detailed History: Prints a detailed list of items ordered for a given period of time.

## **Vendor Reports**

The Vendor Reports menu provides access to all the vendor related reports.

The available selections from this menu are:

- Vendor by Code: Prints a list of all vendors sorted by vendor code.
- Vendor by Name: Prints a list of all vendors sorted by name.

## Sales Reports

The Sales Reports menu provides access to all the sales related reports.

The available selections from this menu are:

- Reprint Invoice: Reprints an invoice.
- Summary Daily: Display summary sales information for a single day.
- Summary Month to Date: Display summary sales information for a single month.
- Daily Sales: Print a detailed sales listing for a single day.
- MTD Sales: Print a detailed sales listing for a single month.
- Custom Summary: Print a custom summary sales report.
- Custom Sales: Print a custom detailed sales report.
- Sales Analysis: Print a sales profit analysis report.

## Service Reports

The Service Reports menu provides access to all the service order related reports.

The available selections from this menu are:

- Reprint Service Order: Reprints a service order.
- Open Service Orders: Prints a list of all the open service orders.
- Parts Allocated: Prints a list of parts allocated to open service orders.
- Warranty Jobs: Prints a list of warranty jobs and the part used for a given period of time.
- Summary Daily: Display summary sales information for a single day.
- Summary Month to Date: Display summary sales information for a single month.
- Daily Sales: Print a detailed listing of completed service orders for a single day.
- MTD: Print a detailed listing of completed service orders for a single month.

## Batch Processing

The batch processing function allows you to perform multiple operations on the Track-It data as a batch of functions rather than running them one at a time.

There are five Batch Processing function, Index Verification, Validation, Dead Data Removal, Storage Reclamation, and Reports. And each of these functions have several subfunctions within them.

- The Index Verification functions will verify the contents of the indexes of each subfunction checked. This ensures that the indexes match the data.
- The Validation function recalculates the stock code quantities for customer orders and purchase orders.
- The Dead Data Removal function scans the selected data files and determines if each entry is currently in use. If an item is not in use, it is deleted from Track-It.
- The Storage Reclamation option recovers the space used by deleted data.
- The Reports functions allow multiple reports to be printed as part of the batch processing instead of having to select the reports manually.

Click or press each of the buttons to bring up their respective selection dialogs. Inside the selection dialogs, you can specify which of the functions that you wish to include in the batch processing.

After you have selected all the functions that you wish to include in the batch, press enter or click on the OK button to begin the batch processing. If you wish to cancel the batch process, click on the Cancel button or press the Esc key.

Please note that each function in the batch process is independent of the other. Pressing the cancel button will cancel only the current function, and then move to the next selected function.



## Batch Index Verification

The Index Verification functions will verify the contents of the indexes of each subfunction checked. This ensures that the indexes match the data. All of the Index verification functions are selected by default.

Each verification function checks the indexes in two directions. The first pass of each index verifies that each index entry points to the data that it should. The second pass verifies that for each piece of data, there is an index entry for the data.

The selections available for this section of the batch processing section are:

- Invoice Indexes: Verifies that the invoice indexes match the invoice data files.
- Order Indexes: Verifies that the order indexes match the order data files.
- PO Indexes: Verifies that the purchase order indexes match the purchase order data files.
- Code Indexes: Verifies that the stock code indexes match the stock code data files.
- Customer Indexes: Verifies that the customer indexes match the customer data files.
- Serialized Indexes: Verifies that the serialized indexes match the serialized data files.
- Vendor Indexes: Verifies that the vendor indexes match the vendor data files.
- A.R. Indexes: Verifies that the customer account indexes match the customer account data files.
- Service Orders Indexes: Verifies that the service order indexes match the service order data files.
- User ID's: Verifies that the user ID indexes match the user ID data files

Use arrow keys and the space bar or use the mouse to select which functions will be included in the batch process.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## **Batch Quantity Validation**

The Batch Quantity Validation functions verify that the quantities of items ordered or allocated are correct.

The selections available for this section of the batch processing section are:

Allocated Quantities: Verifies the quantities of stock codes allocated to customers on sales orders or service orders.

On Order Quantities: Verifies the quantities of stock codes on purchase orders.

Serialized Items: Verifies that the quantity on hand for serialized stock codes is the actual count of serialized items in stock for each stock code.

Use arrow keys and the space bar or use the mouse to select which functions will be included in the batch process.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Dead Data Removal

The Dead Data Removal functions scan the Track-It data and look for unused data. As time goes by, unused data can build up and effect the performance of Track-It.

The selections available for this section of the batch processing section are:

- Purge Codes: Scans for unused stock codes and tags them for deletion.
- Purge Customers: Scans for customers that do not have any history.
- Purge Vendors: Scans for vendors that are not associated with any PO history.
- Purge Serialized: Scans for serialized items that are tied to deleted invoices, or service orders.

Use arrow keys and the space bar or use the mouse to select which functions will be included in the batch process.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Storage Reclamation

The Storage Reclamation functions recover the space used by deleted data. To maintain performance of the program, Track-It does not physically delete items at the time they are deleted. Rather, they are logically deleted by setting a flag on the deleted items indicating that they have been deleted. Because they are not physically deleted, they still take up space in the data files.

To recover the space used, Track-It must move items forward in the data files to replace the deleted items, along with updating the indexes to point to the new locations. As most every item in a data file will be moved and all the indexes must be updated, the storage reclamation functions can take an extended amount of time.

The selections available for this section of the batch processing section are:

- Pack Invoices: Recovers space occupied by deleted invoices and invoice lineitems.
- Pack Orders: Recovers space occupied by deleted orders and order lineitems.
- Pack PO's: Recovers space occupied by deleted purchase orders and purchase order lineitems.
- Pack Codes: Recovers space occupied by deleted stock codes.
- Pack Customers: Recovers space occupied by deleted customers.
- Pack Serialized: Recovers space occupied by deleted serialized items.
- Pack Vendors: Recovers space occupied by deleted vendors.
- Pack AR: Recovers space occupied by deleted customer account history.
- Pack SO's: Recovers space occupied by deleted service orders and service order lineitems.
- 

Use arrow keys and the space bar or use the mouse to select which functions will be included in the batch process.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## Batch Reports

The batch reports dialog allows you to choose which reports are to be included as part of the current batch.

The selections available for this section of the batch processing section are:

- Stock By Code: Prints a list of all the stock codes currently entered into Track-It.
- Month To Date: Prints a detailed listing of the month to date sales.

Use arrow keys and the space bar or use the mouse to select which functions will be included in the batch process.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## **Backup/Restore**

The backup/restore function of Track-It allows you to easily make a copy of your data for storage in another location in case of fire, theft, or the occasional system failure.

Because there are several different versions of DOS backup functions available, all of which require different command lines and some require quite a bit of PC knowledge, Track-It uses PKZip to perform its backups.

Upon selecting this function, you will be provided with 4 radio buttons.

The first two buttons indicate if you want to make a backup copy of your data, or restore a previous backup.

The second buttons indicate which floppy drive to use in the backup or restore.

When your selections are correct, press the enter key to begin the process.

If PKZip is not present in the Track-It subdirectory or in the DOS Path, you will simply be returned to the main program window. If PKZip is present, it will appear as a full screen DOS window and display its status.

## **Company Information**

The Company Information dialog allows you to enter in your company information, such as name, address, and phone number.

Enter in the information requested for each field. Most of the information that you enter in these fields will be printed at the top of invoices and customer orders. No special considerations are needed for centering as this is done automatically.

When finished press Enter.

The company information is stored in the same location as the program's data. Thus, by modifying the company information, all systems that access shared data pick up the changes the next time each system starts Track-It.

## **Disclaimer Lines**

The Disclaimer Lines dialog provides the means to modify the text that is printed in small print at the bottom of every invoice.

You can use the disclaimer lines to display your return policy, monthly specials, seasonal messages or anything that you wish your customers to see at the end of their invoice. The disclaimer line text is stored in the same location as the data files to ensure that all terminals access the same information.

Each line can contain up to 132 characters of text and will be printed exactly as typed in the field. The field will scroll to allow the entry of more text than what will appear on the screen.

When both fields are correct, press Enter to save the changes.



## Default Values

The default values window allows you to enter in information regarding your tax rates and how you want Track-It to operate.

The first section is Tax Rates and has two edit fields. The first field is Local Tax Rate and should be set to the tax rate for transactions that occur at your place of business.

The second Tax Rates field is GST Rate. If you are subject to this tax, enter your GST rate. After entering the amount, invoices and orders will display your GST rate. If you are not subject to the Canadian GST, you can ignore the contents of the GST Rate field.

The second section is Ship Via and contains a single edit field. The contents of the default ship via field is inserted automatically on each invoice and customer order. Enter in your most common method of product shipment.

The third section is Options which consists of four check boxes. The first check box, GST Applies, indicates if Track-It is supposed to calculate and display information for the Canadian GST. If you are subject to this tax, you must check this box to have GST information displayed on invoices and orders. All sales reports will display a column for GST information regardless of the status of this check box.

The next Options check box, Print Company Info on Invoices, is an indicator as to whether or not the company information is printed at the top of invoices and customer orders. If you are printing invoices on letterhead, leave this box unchecked. If you want Track-It to print the invoice and order headers, check this box.

The third Options check box, Print All Payment Types, indicates whether you want to print the total amount paid on an invoice, or print the specific amounts of each payment type on the invoice. Leave this field unchecked to print the total paid, or check it to print each payment type on the invoices.

The fourth and final Options check box, Price Adjustments While Receiving, indicates whether or not you wish to be able to adjust stock code pricing at the time of receiving. If this option is set, and the cost of an item changes while receiving it via the purchase order functions, you can adjust the pricing information at the time of receiving instead of having to do it manually at a later time.

The fourth section is Late Charge Percentage and consists of a single edit field. This field should contain the monthly percentage rate that you wish to apply towards balances older than 30 days.

The fifth section is Cost Calculation which consists of two radio boxes which tell Track-It how to calculate the cost of a stock code. If you select the Last Cost method, Track-It will assume the cost of a stock code is the cost of the item the last time it was received. If you select the Average Cost method, Track-It will calculate the weighted average cost of the stock code.

The sixth and final section is Precision which consists of three radio boxes which allow you to set Track-It to round to two, three, or four decimal places for stock code prices and costs. Set this option to 3 or 4 Places only if you will be dealing with stock codes that are either priced at or cost less than a penny.

When all the fields are correct, press Enter to save the changes.



## Service Order Defaults

The Service Order Defaults dialog provides the means to set default values specifically for the Service section of Track-It. This dialog consists of three sections.

The first section has a single edit field, Labor Rate. This field allows you to set the default labor rate charged on new service orders. This is only a default value and can be easily adjusted on individual service orders.

The second section consists of two check boxes which indicate whether or not labor should be taxed by the local tax and/or the GST. In most cases, labor is not taxable.

The third and final section, Service Order Disclaimer, is a 180 byte field in which you should put your disclaimer for services performed in your shop. In general, this field will be used to inform your customers of limitations of liability.

When all the fields are correct, press Enter or click on the OK button..

## Security Control

The Security function provides the method to enable or disable the security features of Track-It.

When initially installed, the security functions of Track-It are disabled. By enabling the security functions, Track-It will require the entry of a valid user ID and password when entering the program, and once a user is logged into the program, the menu selections will be limited depending on the security flags set for the user.

**WARNING:** You must create at least one user ID with either the manager flag set, or authority to customize the program prior to exiting the program after enabling the security. Failure to create such a user will result in the inability to disable the security functions. See the User Functions chapter for more information on setting user security flags.

Use the arrow keys or mouse to set the state of the security and press enter when your selection is correct. Press Esc or click on the cancel button to return to the main menu.

## **Data Location**

The Data Location function allows you to change where Track-It stores your data. Track-It assumes that you intend to store the data in the same directory that you placed the program unless you specifically tell Track-It to look some other place for the data.

Upon selecting the Data Location function, the Data Location Entry window will appear. Enter in the new data location, and press Enter. If the data location does not exist, you will be asked if you want to create it. If you answer Yes, Track-It will create the directory, set the program to access the new location, and return you to the main menu. If you answer No, you will be returned to the Data Location Entry window.

The new data location that you just entered will now be retrieved and used each time Track-It is started.

## Number Sequence Entry

The Number Sequence function allows you to change the number sequence of invoices, orders, purchase orders, stock numbers, or service orders.

When prompted enter in the next number you wish to use for the selected number sequence and press Enter. Track-It will not allow you to enter in a number that is equal to or less than the next available number. This prevents you, for example, from entering in number 900 when the next number would already have been 950.

When the number is correct, press the enter key or click on the OK button. To cancel the entry, press Esc or click on the Cancel button.

## **Date Entry**

The Date Entry dialog allows you to enter in a specific date for retrieving information.

The date entered must be entered as mm/dd/yyyy where mm is the month, dd is the day, and yyyy is the year.

The 4 digit year section of the date field is to accommodate the upcoming century change.

Press enter or click on the OK button to save your entry, or press Esc or click on the Cancel button to cancel the date entry.

## **File Viewer**

The File Viewer function is a simple ASCII text viewer which can read and display any ASCII text file. For files that are wider than the screen, the viewer is capable of scrolling left and right as well as up and down. The Track-It file viewer is capable of viewing files containing up to 16 thousand lines.

After retrieving the file, Track-It will display the file in a large window. Use the arrow, page up, or page down keys to scroll the text in the window.

When you are finished viewing the file, press Alt-F4 or double click on the system box in the upper left hand corner of the window with the mouse.



## **Invoice Item Information**

After selecting an item to ship, you will be presented with the Invoice Item Information dialog. It is in this screen that you set the quantity the currently selected item, and either confirm or adjust the price of the item.

When the quantity and price are correct, press enter or click on the OK button to accept the entries. Press Esc or click on the cancel button to cancel your entry.

## **Invoice Item Information (Serialized)**

The serialized Invoice Item Information dialog allows you to confirm or adjust the price of an item that is being invoiced.

As the current stock code is tagged as serialized, you will not be able to set the quantity invoiced from this screen. Track-It will count the serial numbers entered on the following screen and use that number for the quantity invoiced.

When the price is correct, press enter or click on the OK button to accept the entries and move to the serial number processing dialog. Press Esc or click on the cancel button to cancel your entry and return to the invoice creation/editing dialog.

## **Order Item Shipping**

After selecting an item to ship, you will be presented with the Order Item Shipping Information dialog. It is in this screen that you set the quantity shipped for the currently selected item, and either confirm or adjust the price of the item.

When the quantity and price are correct, press enter or click on the OK button to accept the entries. Press Esc or click on the cancel button to cancel your entry.

## **Order Item Shipping (Serialized)**

The serialized Order Item Shipping screen allows you to confirm or adjust the price of an item that is being shipped.

As the current stock code is tagged as serialized, you will not be able to set the quantity shipped from this screen. Track-It will count the serial numbers entered on the following screen and use that number for the quantity shipped.

When the price is correct, press enter or click on the OK button to accept the entries and move to the serial number processing dialog. Press Esc or click on the cancel button to cancel your entry and return to the order shipping dialog.

## **PO Number Entry**

This window allows you to enter the number of the purchase order that you wish to retrieve.

Enter the number of the PO that you wish to retrieve and press enter. Track-It will verify that the number entered corresponds to a valid PO number and retrieve the PO information. If the number that you enter does not exist, you will be returned to the entry window.

If you wish to select a purchase order from a list, enter only a question mark in the field.

## **Stock Code Selection**

The stock code selection window provides a list of stock codes that match the criteria entered from which you can select a specific stock code to retrieve.

Use the arrow or page keys to move the highlight bar to highlight the stock code that you wish to select. You can also highlight a specific stock code by clicking on a stock code with the mouse.

When the stock code that you wish to select is highlighted, press the enter key to select that stock code. You can also select a stock code by double clicking on the stock code with the mouse.

Press the escape key or click on the cancel button to return to the stock code entry window.

## About

The about screen simply tells you a little bit about the program.

Included on this screen is the program version number, the serial number and the copyright information for this program.

Press enter to remove the about dialog from the screen.

## **Outstanding Purchase Order Selection**

The Purchase Order Selection window provides a list of all outstanding purchase orders. Each line of the PO selection shows the order number, the vendor code, the vendor name, and the date the PO was created.

Use the arrow or page keys to move the highlight bar to highlight the order that you wish to select. You can also highlight a specific PO by clicking on a line with the mouse.

When the PO that you wish to retrieve is highlighted, press the enter key to select that transaction. You can also select a PO by double clicking on the line with the mouse.

Press the escape key or click on the cancel button to close the selection window.



## Customization Menu

The Customization Menu provides access to the functions used to tailor Track-It to your specific company needs.

The available selections from this menu are:

- Company Information: Allows you to enter your company name, address, etc.
- Disclaimer Lines: Modifies the disclaimer information printed at the bottom of invoices.
- Default Values: Allows you to set the default values for the Track-It program. Some of the values you can set include are your tax rates, cost calculation method, etc.
- Service Order Defaults: Allows you to set the default values specific to the service order section of Track-It.
- Security: Enables or disables the Track-It user security functions.

## Using Track-It

The help topics below provide general information that will assist you in understanding how Track-It works, and help you get the most out of the Track-It package.

[General Notes](#)

[Selecting Items and Moving Around Windows](#)

[Saving and Canceling](#)

[Editing](#)

[Printing](#)

[Online Help](#)

[Check Boxes](#)

[Radio Buttons](#)

## Secondary Criteria

The secondary selection criteria window allows you to enter in additional criteria to limit the number of selections that are retrieved from a stock code search. Stock codes retrieved from a partial search can be limited by manufacturer, category, model, or description.

As the search routine scans the data files for stock codes that match the primary criteria, it also checks to see if the stock code information for each stock code retrieved matches the secondary criteria. For example, if you enter "VGA?" in the description field, all stock codes that have a stock code that match the primary criteria, AND have VGA for the first three characters in the description, will be displayed.

If you wish to have exact matches, do not enter question marks at the end of your criteria.

When all the criteria fields are correct, press enter to begin the search, or press Esc to exit without performing the search.

## Stock Code Report Criteria

This dialog allows you to set the criteria for the inventory stock codes that will be included in the generated report.

Two fields are available for each type of criteria to allow you to enter a range of items to include in the report. Any item that falls within the entered criteria range will be included in the report. Please note that Track-It does not check for invalid ranges.

The limiting criterias available for the currently selected report are:

- Stock Code:
- Category:
- Sub-Category:

The resulting report can be sorted by either the stock code, category, or by manufacturer. Select the appropriate radio button with the mouse for the sorting method that you choose.

When the selection criteria and the sorting method are correct, press enter or click on the OK button to bring the report. Press Esc or click on the Cancel button to return to abort the report.

## **Month Entry**

The Month Entry dialog allows you to enter in a specific month for retrieving information.

The date entered must be entered as mm/yyyy where mm is the month, and yyyy is the year.

The 4 digit year section of the date field is to accommodate the upcoming century change.

Press enter or click on the OK button to save your entry, or press Esc or click on the Cancel button to cancel the date entry.

## PO Criteria Entry

This dialog allows you to set the criteria for the purchase order history that will be included in the generated report.

Two fields are available for each type of criteria to allow you to enter a range of items to include in the report. Any item that falls within the entered criteria range will be included in the report. Please note that Track-It does not check for invalid ranges.

The limiting criterias available for the currently selected report are:

- Vendor Code:
- Creation Date:
- Stock Code:
- Category:
- Sub-Category:

The resulting report can be sorted by either the stock code or purchase order. Select the appropriate radio button with the mouse for the sorting method that you choose.

When the selection criteria and the sorting method are correct, press enter or click on the OK button to bring the report. Press Esc or click on the Cancel button to return to abort the report.

## Customer Report Criteria

This dialog allows you to set the sales based criteria for the customers that will be included in the generated report.

Two fields are available for each type of criteria to allow you to enter a range of items to include in the report. Any item that falls within the entered criteria range will be included in the report. Please note that Track-It does not check for invalid ranges.

The limiting criterias available for the currently selected report are:

- Customer Name:
- Zip Code:

The resulting extract or labels can be sorted by either the customer name or by thier zip code. Select the appropriate radio button with the mouse for the sorting method that you choose.

When the selection criteria and the sorting method are correct, press enter or click on the OK button to being the report. Press Esc or click on the Cancel button to return to abort the report.

## Serialized Report Criteria

This dialog allows you to set the criteria for the serialized items that will be included in the generated report.

Two fields are available for each type of criteria to allow you to enter a range of items to include in the report. Any item that falls within the entered criteria range will be included in the report. Please note that Track-It does not check for invalid ranges.

The limiting criterias available for the currently selected report are:

Stock Code:

Category:

Sub Category:

When the selection criteria is correct, press enter or click on the OK button to bring the report. Press Esc or click on the Cancel button to return to abort the report.



## Sales Report Criteria

This dialog allows you to set the criteria for the sales information that will be included in the extract or label processing.

Two fields are available for each type of criteria to allow you to enter a range of items to include in the report. Any item that falls within the entered criteria range will be included in the report. Please note that Track-It does not check for invalid ranges.

The limiting criterias available for the currently selected report are:

- Customer Name:
- Transaction Date:
- Stock Code:
- Category:
- Sub-Category:
- Salesperson:

The resulting report can be sorted by stock code, category, or manufacturer. Select the appropriate radio button with the mouse for the sorting method that you choose.

When the selection criteria and the sorting method are correct, press enter or click on the OK button to bring the report. Press Esc or click on the Cancel button to return to abort the report.

## Customer Extract Criteria

This dialog allows you to set the sales based criteria for the customers that will be included in the extract or label processing.

Two fields are available for each type of criteria to allow you to enter a range of items to include in the report. Any item that falls within the entered criteria range will be included in the report. Please note that Track-It does not check for invalid ranges.

The limiting criterias available for the currently selected report are:

- Customer Name:
- Transaction Date:
- Stock Code:
- Category:
- Sub-Category:
- Salesperson:

The resulting extract or labels can be sorted by either the customer name or by thier zip code. Select the appropriate radio button with the mouse for the sorting method that you choose.

When the selection criteria and the sorting method are correct, press enter or click on the OK button to being the report. Press Esc or click on the Cancel button to return to abort the report.

## **Customer Purchase History**

The Customer Purchase History dialog displays a listing of all the customers purchases within the date range entered. Each line in the display will include the invoice number, the date of purchase, the stock code, quantity, and the unit price.

Press enter or click on the Cancel button when you have finished reviewing the information.

## **PO Access**

The Purchase Order Access dialog allows you to specify which purchase order related sections of Track-It that the current user should have access to. By checking a selection, you allow access to the specified function as well as any functions required to complete the function.

The selections available for this section of the user security section are:

Create/Edit Purchase Orders - Allows the user to create new purchase orders or edit existing orders.

Receive Purchase Orders - Allows the user to receive inventory via existing purchase orders or the direct receiving functions.

Use arrow keys and the space bar or use the mouse to select which sections the user will have access to.

Click on the OK button or press enter to accept your selections. Click on the Cancel button or press Esc to cancel your selections.

## **Summary Sales Report**

The summary sales report dialog shows summary totals for the sales for either a month of sales, or a specific day of sales.

The dialog displayed on the screen displays the gross sales, quantity of items sold, the calculated cost, and the net amount for all the sales included in the report.

## **Alternate Address**

The Alternate Address dialog allows you to change the ship to information for the current invoice or order. This provides a means of invoicing one customer and shipping to a different address. This is a one time change and is specific to the current transaction.

Enter in the alternate shipping address information and press enter when the information is complete. Press Esc or click on the Cancel button to abandon your changes.

Please note that the address must contain a zip to be printed on the transaction.

## Price Adjustment

The Price Adjustment dialog allows you to adjust the pricing levels of the current stock code to correctly compensate for a change in the item cost.

The top box provides information about the item such as the stock code, the current cost of the item, and the new cost after this receiving session.

The second box shows the current pricing for each pricing level along with the profit margin for each price based upon the old cost. The next column shows the suggested price that would keep the profit margin at the same level. The fields in the last column on the right are for you to enter the new prices.

If you wish to accept all of the suggested prices, press Alt-A or click on the change all button to change all the prices to the suggested values.

When the prices are correct press Enter or click the OK button. Press Esc or click the cancel button to cancel your changes.

## **Price Modification**

The Price Modification function allows you to adjust the pricing levels of the stock codes that were just received if the cost of the item has changed.

Each line in the dialog contains a stock code that was received and caused the price of the item to change. Each line displays the stock code, quantity received, old cost, and the new cost.

To adjust the pricing, highlight an item and click the edit button or double click on an item. This will bring up the pricing adjustment screen for the highlighted code.

When all the prices have been adjusted, press Alt-O or click the Ok button. Press Esc to cancel the changes.



## **Multiple Serial Number Selection**

The Multiple Serial Number Selection dialog allows you to select one or more serial numbered items from the displayed list to be included in an invoice, or service order.

You can select items from the list by using the arrow keys move the selection box and pressing enter when an item that you want is encircled, or by clicking on your choices with the mouse.

When you have selected all your choices, press the enter key or click on the OK button. If you wish to cancel your selections, press Esc or click on the Cancel button.

## **Service Order Number Entry**

This window allows you to enter the number of the service order that you wish to retrieve.

Enter the number of the service order that you wish to retrieve and press enter. Track-It will verify that the number entered corresponds to a valid service order number and retrieve the order information. If the number that you enter does not exist, you will be returned to the entry window.

If you wish to select a service order from a list, enter only a question mark in the field.

## **Service Order Selection**

The Service Order Selection window provides a list of all open service orders. Each line of the PO selection shows the order number, the vendor code, the vendor name, and the date the PO was created.

Use the arrow or page keys to move the highlight bar to highlight the order that you wish to select. You can also highlight a specific PO by clicking on a line with the mouse.

When the PO that you wish to retrieve is highlighted, press the enter key to select that transaction. You can also select a PO by double clicking on the line with the mouse.

Press the escape key or click on the cancel button to close the selection window.

## General Notes

The file viewer requires you to press Alt-F4 or double click on the control box in the upper left hand corner of the window to remove it from the screen when finished.

The gray bar at the bottom of the screen will give a brief description of each menu selection when highlighted.

In many of the function windows in Track-It there is a Notes function button. When selected the Notes Entry window will appear. Here you can type in general information or notes on the current item.

When using Track-It, it is imperative that the computer date and time be correct. If the date and time are not correct, it is possible to invalidate many of the sales reports.

Track-It relies heavily on the data indexes. If for any reason you suspect that the indexes are no longer synchronized with the data, you must verify the indexes. Refer to the Batch Processing or Verify Indexes sections under the Options chapter for more information.

## Selecting Items and Moving Around Windows

Selecting menus, menu items, and functions in Track-It can be done three different ways. The first is through "Hot Keys". Each menu, menu selection, and function contains a hot letter (a letter in the word that is underlined). To access menus and functions press and hold the Alt key and then press the Hot Key (while still pressing the Alt key). To access menu items simply press the Hot Key.

Most fields inside the various windows of Track-It have a Hot Key to allow quick selection of that field for editing. The hot letter in the field's name is its Hot Key. Press and hold the Alt key, and then press the Hot Key of the field that you want to select (move the cursor).

Using the mouse is the second way to select items in Track-It. Single clicking on any menu, menu selection, or function will give you access to that item.

Also, single clicking in any window field will select that field for editing.

The third way to select items is by using the keyboard. To select a menu press F10 and use the left and right arrow keys to highlight menus and press Enter or the down arrow key to open menus. Use the up and down arrow keys to highlight menu selections and press Enter to select.

Once inside a function window the Tab key can be used to move forward between fields and Shift-Tab to move backwards through the fields (press and hold the Shift key and then press the Tab key while still holding the Shift key down). Please note that pressing Enter inside a function window will save the function and exit.

## **Saving and Canceling**

Once inside any function window you can save the work you have done by pressing Enter at anytime, by clicking on the Ok button or by pressing Alt-O. In some instances pressing Enter will not work and you will have to implement one of the other two options.

If you want to exit any function without saving the information press the Esc key or click the Cancel button. In some instances a confirmation window will appear to confirm that you want to cancel the function, press Enter to cancel and return to the main menu.

## Editing

To edit fields inside of a function window simply select the field you want to change. This can be done by tabbing to the desired field, clicking on it with the mouse, highlighting the input field by dragging the mouse, or using the arrow keys.

If the data inside the field is highlighted simply type over the information and the old data will automatically be deleted and replaced. If the cursor is in the field, but the data is not highlighted, first delete the old information (use the delete key) and then input the new.

## Printing

Upon completing any function that will produce printed output, you will be presented with the Print window. Select the print range, print quality, and number of copies. Verify that the correct printer is selected (the selected printer is displayed in the upper left hand corner). Also, you can select print to file and collate copies (check boxes in the bottom left and right hand corners). When all the information is correct press Enter to begin printing or press Esc to cancel the print job.

Please note that not all printers are capable of printing multiple copies. If your printer does not support multiple copies, the copies field will be unavailable.

For several functions and reports an Output Destination window will appear. Select the output destination you want and press Enter. There are three output destination options, Print, Screen and File. The Print option makes a hard copy on paper. When selected the Print window will appear. The Screen option displays the output on the monitor. When finished viewing press Alt-F4 or double click on the control box in the upper left hand corner of the output window. Finally the File option allows you to save the printout as an ASCII file. When selected the Save Report As window will appear and prompt you to enter in the file name. Enter the file name in the input field, or select the file from the list in the list box. Press Enter when the file name is either highlighted or entered in the input field.



## **Online Help**

Context sensitive help is available by pressing the F1 key. Help is available anytime Track-It is waiting for user input. When you are finished viewing the help, press Alt-F4 or double click on the control box in the upper left hand corner of the window with the mouse.

## Check Boxes

Track-It uses check boxes to indicate true or false. A check box is a single square which is used to indicate a true or false condition. A check box contains a black check when it is true and is blank when false. To toggle between true and false, use the Tab key to highlight the check box, and then press the space bar. You can also click a check box with the mouse to either check or deselect it.

## Radio Buttons

Track-It uses radio buttons to indicate either/or instances. A radio button is a group of diamond shaped boxes in which only one of the group can be selected. When a radio box is selected it has a black diamond in it and when it is not selected it is empty. To change the status of a radio box use the Tab key to highlight the radio box field, and then press the arrow keys as needed. You can also click on a radio box with the mouse to select it.

## **Payment Application**

The Payment Application window allows you to apply some or all of a payment to the selected transaction.

The Payment Application window has three sections. The first section displays the transaction date, the number of days from the date of the transaction to the date that the payment was received, the terms of the transaction, and any applicable discount that was determined from the terms of the transaction.

The second section displays the current payment status of the transaction.

The third has two edit fields which allow you to enter the amount of the payment to apply to this transaction and any discounts. As you enter in the amounts, the transaction balance will be adjusted.

When the fields are correct press Enter to save the changes or press Esc to cancel your changes.

## **Adjustment Application**

The Adjustment Application window allows you to apply some or all of an adjustment to the selected transaction.

This Adjustment Application window has three sections. The first section displays the transaction date and the number of days from the date of the transaction to the current date.

The second section displays the current payment status of the transaction.

The third has two edit fields which allow you to enter the amount of credit to apply to this transaction and any amount that you wish to write-off for this transaction. As you enter in the amounts, the transaction balance will be adjusted.

When the fields are correct press Enter to save the changes or press Esc to cancel your changes.

## **Purchase Order Selection**

The Purchase Order Selection window provides a list of all the purchase orders that match the criteria entered. Each line of the PO selection shows the order number, the vendor code, the vendor name, and the date the PO was created.

Use the arrow or page keys to move the highlight bar to highlight the order that you wish to select. You can also highlight a specific PO by clicking on a line with the mouse.

When the PO that you wish to retrieve is highlighted, press the enter key to select that transaction. You can also select a PO by double clicking on the line with the mouse.

Press the escape key or click on the cancel button to close the selection window.

## SO Payment

The final step of the service order completion process is the entry of payment information. The Payment Information window contains 5 fields, four fields to enter an amount for a specific transaction type, and one to enter the terms of the account transaction. As you type in monetary amounts, the invoice balance will be adjusted. Please note that the balance will take into consideration any prepayments that have been applied to the order that is currently being completed.

The terms field is to be used if you wish to offer a percentage discount if the balance is paid within a specific number of days. Enter the terms as x% nn Days, where x is the percent discount, and nn is the number of days. Track-It will handle up to 99% discounts. If properly entered, Track-It will print the appropriate discount amount on the service order.

When the amounts of each transaction type are correct and the terms have been entered, press Enter to save the completed service order and move to the Print window. This is the last point for which the service order can be terminated without saving it to Track-It and adjusting stock levels.

