

INFOR™

Infor ERP FACTS

Using **FACTS**

Release 7.7



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Using FACTS

Using FACTS provides general information about the basic features of each major program in the system.

FACTS leads the distribution industry with more than 4,300 installations.

Its suite of 22 highly integrated modules address the needs of distributors in the areas of Electronic Commerce, Asset Management, Financial Management and Customer Service.

FACTS ties together all of your business processes. Quotes convert easily into sales orders, while Purchasing gets automatic notification of any special order needs.

Key advantages

Immediate access to information. You are not required to memorize codes to locate information in FACTS. Using the search feature, you can quickly find and select information from a list, no matter how long it is. A variety of sort orders, filter options and multiple keywords help you pinpoint the information you need.

Maximum value, low cost of ownership. FACTS carries the lowest overall total cost of ownership in the industry. Technologies such as the Client Interface Service (CIS) and component -based architecture help keep hardware costs down and make it cost effective to customize the system to your company's needs.

Local Sales and Service. FACTS is supported by direct offices in selected cities and an unbeatable network of Authorized Affiliates located across the U.S. and Canada. With this team of more than 500 professionals dedicated to the success of FACTS in your business, we provide the best and most cost-effective local sales, service and support in the industry.

FACTS User Basics

Basic system structure

The FACTS system is a suite of 22 highly integrated modules that address asset management, customer service, financial management and electronic commerce. The modules are:

- Accounts Payable
- Accounts Receivable
- Archive
- Manufacturing Control
- Payroll
- Purchase Orders

- EDI
- Executive Information System
- FaxLink with VSI-FAX
- General Ledger
- Internet On-Ramp
- Inventory Control
- Job Cost
- Report Writer
- Sales Analysis
- Sales Orders
- Service & Repair
- Shipping for UPS (Clippership)
- System Management
- Uniform

Each of the FACTS modules contains a complement of programs to help you manage these four major business categories. The six types of FACTS programs are:

- Entries
- Reports, Registers & Updates
- Inquiries
- File Maintenances
- Searches
- Selectors/menus

Entry programs (E) enable you to enter data transactions into the system. For example, to enter an order, purchase order or accounts payable invoice you will use an entry program.

File maintenance (F) programs form the foundation of the FACTS system. Use these programs enable you to set controls and parameters. They also allow you to enter vital information that can later be recalled throughout the system. For example, information about customers, items and vendors is entered and maintained by using file maintenance programs.

Inquiry (I) programs allow you to look up review information stored in the system. Notes may be entered for customers, vendors, items, employees and banks. Notes are entered through the appropriate inquiry program or the Notes Entry (SME710) program. Notes are displayed in inquiry programs, Sales Orders and Purchase Orders entry programs, Item F/M (ICF910) and Customer F/M (ARF910), and print on the appropriate notes report.

Print (P) programs are used to print forms, such as invoices, checks and statements. These types of programs frequent output to preprinted forms, or they can be output via Uniform.

Report or register (R) programs are used to print information in report format. Reports print information, but they do not update the system. The Open Receivables Report is an example of this type of program. On the other hand, registers print a report and then offer you the option to update, or post the register information to the appropriate files. For example, the SO Daily Sales Register lists all the invoices that have been printed since the last time you ran the register. If you choose the optional update the register offers, the invoices then post to the open receivables file, sales tax file, etc.

Update (U) programs only update information throughout the system. They do not produce a report. An example is the AR End-of-Period Update program, which you run to close out the Accounts Receivable

for the period. This update increments the AR period, zeroes out month-to-date sales figures, etc.

Selector or **menu (S)** programs enable you to navigate through the FACTS system so you can access the programs you need.

Assuming your system has not been modified, the FACTS Master Menu is the first menu you see after you sign into the system.

To tell which type of program you're in, look at the program designation in the title bar.



The third letter in the designation indicates the program type. In this case, the program is a report.

The program designation also appears in the upper-right hand corner of the menus when you highlight a program in the left navigation panel.

Program designations provide other useful information. The first two letters represent the module code. The digits at the end of the designations represent program numbers. They also indicate on which menu the program can be found.

For instance, if the Purchase Orders Reports menu designation is POS700, then all the programs on that menu will start with a 7 as well.

Important Keys

The keys marked F1, F2, F3 and F4 or I, II, III and IV (depending on the keyboard) are the function or control keys. If these keys provide an operation in the programs being used, the key number and its operation are displayed in the user prompt. For example, normally the F4 key backs up to the previous input. These keys are functional when the user prompt gives the option to use them. When the user presses the function key, the function displayed in the prompt is executed immediately without the user having to then press CR or enter. A displayed prompt might be F4 - Backup. Whenever F4 is displayed it always means the user may back up to the previous input or end the program depending on what the prompt displays. Other examples of these keys are F3 - to display the next record in a file, F4 - end the program or F2 - perform a search.

Also note that CR in prompts refers to the ENTER or RETURN key on the keyboard. For example, when entering data, the user types the data and then presses CR. Once again, when using a function key, pressing CR is not necessary. If the prompt gives the option of F4-end, and F4 is pressed, the program ends immediately.

On-Line Access and Edit Keys

While signed into FACTS, there are specific on-line functions that can be accessed by pressing a "Hot Key." The "Hot Keys" that invoke the functions are defined by terminal in the Terminal F/M option in the System Management Module. The available functions are:

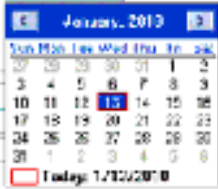
On-Line Calendar

You can invoke the on-line calendar from anywhere in the system by pressing the hot key defined to it. The default hot key for the FACTS

System is CTL+D, but you can change this in the Terminal F/M Screen. You can also copy a date into the system from the calendar by pressing the F3 key if you are in a date field.

Date Calendar

Date fields in FACTS can now display a calendar pop up window. To display the calendar press **Shift F2** in any date field.



On-Line Calculator

You can invoke the on-line calculator from anywhere in the system by pressing the hot key defined to it. The default hot key for the FACTS system is CTL+V, but you can change this on the Terminal F/M Screen. You can also copy a total from this calculator into any amount field in the system by pressing the F10 key. This calculator operates similar to an adding machine in that the operation (+, -, x, / or *) be entered prior to entering the number.

SO Quick Look

You can invoke a quick search from the SO entry programs by pressing the hot key defined to it. The default hot key for the FACTS system is CTL+B, but you can change this on the on the Terminal F/M Screen.

Using the PDF Manuals

Each FACTS module has its own manual, which is distributed in Acrobat PDF format on the PDF Documentation Library CD.

FACTS Manuals are distributed in PDF format to allow you greater flexibility. You can choose to:

- **Print the entire set of manuals at a copier service**, such as Kinkos, AlphaGraphics or Sir Speedy. The license agreement allows you to print a set of manuals for each license purchased. So if you purchased a five-user license, you can print five sets of manuals.
- **Print the section or pages you need as you go.** This is the beauty of electronic documentation distributed on CD-ROM. You decide how much paper you want to use. Find the parts of the documentation you need, or want to keep handy, and output those pages to your office printer.
- **Go paperless.** Copy the PDF library to a network drive or to a user's local hard drive so they can use the documentation like an electronic library.

You may want to start with the [Welcome7](#) page, which provides links to each of the manuals via their Table of Contents. The page also provides basic instructions for printing the manuals and using the Search feature to find topic

How the manuals are organized

All of the FACTS manuals contain the following sections: system overview, program descriptions, references, glossary of terms, and sample reports. The System Management manual includes sections on Job Stream and Office Automation.

Table of Contents

The TOCs in each manual reflect the menu structure used in FACTS. This makes it easy to find a program if you know which menu it's on.

Preface

These sections provide general information about the manual and preprinted forms.

System Overview

These sections often include an overview of the module, a list of program features, definitions of important terms used in the module, a general process flow, and recommended operating procedures. Flow charts help illustrate the information flow through the programs and the modules interaction with other FACTS modules.

Program descriptions

These chapters detail each program in the module and comprise the bulk of the content for each manual. Each program description includes the functions, user inputs, technical notes and a screen print. The programs are listed in the order that they appear on the menu. There is an overview preceding each menu that explains the interaction of the programs within the menu.

Procedures

For many entry, register, and inquiry programs, the topics containing the phrase “How to” in the topic title are step-by-step procedures for using the program.

References (Appendix A)

Throughout the documentation the phrase (ref. #) is used to refer to the Appendix called “References.” References are generic notes that may apply to more than one prompt or feature throughout the manual. References are used to prevent the same information from being repeated one program to the next. The notes are consolidated in the Appendix and referenced throughout each manual.

Glossary of Terms (Appendix B)


The glossary provides a definition of terms used in the manual and related terms from other modules.

Sample Reports (Appendix C)

This section provides a sample printout of most of the reports and prints in the module. A directory is included that lists each report and the page number in the section.

Conventions used in the manuals

The following elements are used through the FACTS documentation.

- | | |
|---|--|
| ☞ | Indicates a statement or paragraph that is critical to the installation process. |
| bold items | When used in a set of instructions, bold type indicates items that need to be selected, such as directories, files, buttons, etc. |
| <i>Start → Programs → WindX</i> | Italicized words connected by arrows indicate a series of selections you need to make to reach a menu item either in FACTS or Windows. |
|  Boxed text in margins | Contain important background information, such as terminology or technical tips. |

Backing up the system

Your company's computer system represents a major investment. This investment needs to be protected as much as possible. You can protect your computer hardware through preventive maintenance periodically provided by your hardware vendor.

Similarly, you can protect your software investment by performing routine backups. A backup is the replication of information in your computer system onto media such as cartridge tapes or diskettes. Think of backups as insurance: in the event of hardware failure, fire, electrical failure, user errors, theft or any other acts of God (tornado, hurricane, flood, lightening, etc.), it is great to have the insurance to bear the financial burden.

The more frequent the backup, the better the insurance. If you lose data, through hardware problems or through user error, it can be restored from your backup. However, any work done between the time of the last backup and the data loss will need to be re-entered. As soon as your system is installed, establish a backup procedure. Discuss the procedure with your local FACTS office to make sure the procedure is satisfactory.

Make sure the procedures are in place before anyone begins entering data so that you can backup additions and changes made to any data files.

We highly recommend daily back ups.

We also recommend backing up to tape. It is faster and more reliable than diskettes.

Backup types

Your computer system stores different types of information. Depending on the type of computer system installed, you will have an operating system, a language, application programs, data, and other miscellaneous software installed (i.e. Third Party Products, word processing software and documents, spreadsheets, etc.)

Make sure you backup the following types of information:

- FACTS Data (your company files such as the customer files, item files, etc.)
- FACTS Programs and Data
- Full System (all of the information above plus the operating system, language, word processing software, spreadsheet program, etc.)

Frequency of Backups

Remember, restoring backed up files returns your system to the state it was in when the backup was made. All information that has been entered or changed since the last backup occurred will have to be re-entered. Therefore, the more frequently you back up your system, the less information you will have to re-key in the case of a backup restoration.

Based on how conservative your company operates determines how frequently you need to perform backups. The following table illustrates our recommendation for backup frequency:

Backup Type	Frequency	*Tape Rotation
Data	Daily	5 sets - one for each week of the month (one set=one tape/day)
Programs & Data	After any software enhancement, upgrade, bug fix, file restructuring <u>or</u> , Minimum of once a month; run prior to end-of-period processing	3 sets (one set=one tape/month)
Full System	Weekly <u>and</u> , Before and after a software upgrade	5 sets - one for each week of the month (one set=one tape/week)

* the calendar schedule shows when to rotate tapes

The above recommendations only apply to FACTS. If you have other third party programs that work with FACTS or other productivity programs, such as word processing or spreadsheet software, you need to backup these programs and data as well.

Scheduling

Once you have planned the *type* and *frequency* of your backups, establish a schedule (day and time) for making backups and adhere to the schedule. Give your users advanced warning about the schedule so they can plan accordingly.

We recommend that all users sign off the system before backup begins. Try to perform backups first thing in the morning or at the end of the day.

Tape Rotation

Tape rotation requires that you keep multiple sets of backup tapes and that you alternate their use at regular intervals. If you encounter a problem with a tape, do not use the previous set of tape(s), use a new tape and label it to avoid confusion at the next backup.

The following schedule illustrates a recommended backup schedule with tape rotation for a business with a five-day work week.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	2 M1 & D1a	3 D2a	4 D3a	5 D4a	6 W1	7
8	9 D1b	10 D2b	11 D3b	12 D4b	13 W2	14
15	16 D1c	17 D2c	18 D3c	19 D4c	20 W3	21
22	23 D1d	24 D2d	25 D3d	26 D4d	27 W4	28
29	30 D1e	31 D2e	M2 & D3e	D4e	W5	

Tapes D1a - D4a are labeled Monday to Thursday and are used for **daily** backup of *FACTS data*. Five sets are required for a maximum of 5 weeks in a month. The next month you simply rotate back to D1a through D4a, D1b through D4b, etc.

Tapes W1 -W5 are used **weekly** for *full system* backups. Full system backups are scheduled for Friday of each week. When all five tapes have been used, rotate back to tape W1.

Tapes M1, M2, & M3 are used for **monthly** backups of *programs and data*. Monthly backups are scheduled at the beginning of the month. When all three tapes are used, rotate back to M1, thus keeping three complete sets of backup tapes (previous month, 2nd previous month, an 3rd previous month) for programs and data. To be very conservative, you may want to keep a separate tape for each month of the year, thus having twelve backup tapes verses three.

Caution: Separate your tapes according to backup type. **Do not mix backup types on the same tape!**

After the backup

First and foremost, **verify** that the backup actually happened.

Many systems ship with backup scripts that verify the tape after the backup has been performed. Some suggested methods of tape verification:

- **Set up a UNIX script that creates an extra file.** Make sure it's the first file on the backup tape. This file should contain the time and date stamp of when the backup was performed. This gives you at-a-glance verification.
- **Set up a script to send UNIX mail to root.** Set it up so that the message contains a list of files that were written to the backup tape. The System Administrator can compare the "backup" mail each day and against the tape to make sure the two reconcile.
- **Look for a file with the current time and date.** When a UNIX system writes to a file, it normally updates the time and date stamp on that file. For example, say a user entered new customers (ARCUST) to the system prior to the backup at the end of business Friday, July 1. If the date on ARCUST is Friday, July 1, the backup was successful.

Another method may work better for you. In any case, make sure the back up actually happened.

Tape Labeling

Make sure you develop a system for labeling tapes to prevent overwrites. Labels should include the following information:

Type: DAILY BACKUP
Tape 1 of 2
Tape # D1A (Monday)
Date: _____ (mark in pencil)
Pathname: (directory &/or files)

Off-Site Protection

Store your backup tapes off-site. This provides an additional level of protection from natural disasters. At the minimum, store your weekly and monthly backups off-site.

Using FACTS

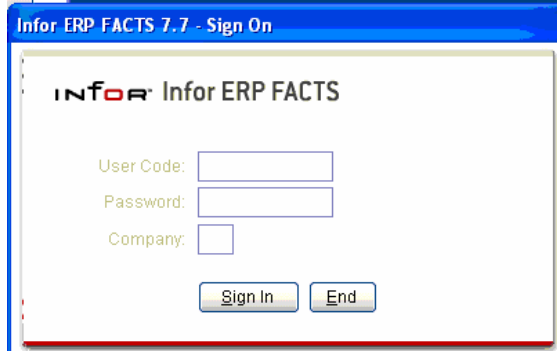
Signing on to FACTS from PCs

Users sign onto the system through a FACTS Sign On Screen.

Logging into FACTS

Simply enter your


- User Code
- Password
- Company Code
- And then press **Enter** on the keyboard or click the **Sign In** button.)



Exiting the Sign on Screen

There are several ways to exit the Sign On Screen.

You can

- Press **F4** at the User Code field
- Press **Esc**
- Click  in the upper left corner of the screen

Click the **End** button.

Additional functionality

In Sign on Screen, System Administrators, local FACTS personnel and other technical users can still get to the INSTALL menu and the BASIC prompt by clicking on the Infor® logo.

Click on the logo. In the entry prompt that appears, type

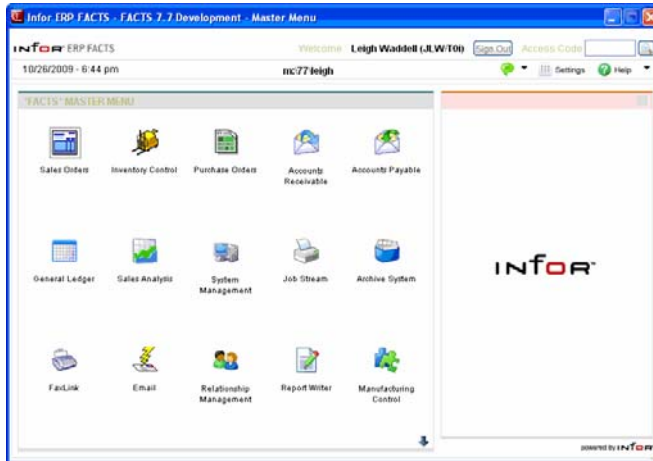
Install to access the INSTALL menu.

or

Basic to access the ProvideX command prompt for troubleshooting and modifications.

Using the menu system

The menu interface consists of a header, a main screen and a navigation panel.



The header contains the system date and time, user and terminal ID, the program name and the FACTS logo.

The navigation panel and main screen enable you to view two menus at once—the one you're currently in and the one directly below it.

Use the navigation panel to navigate to a menu.

Use the main screen to select

Examples:

- | | |
|-----------------|---|
| Sales Orders... | This menu item links to another menu, in this case the Sales Order menu |
| Order Entry | This menu item links to the Order Entry program. |


Double-click a menu item to select it.

- If the selection links to a program, the program opens.
- If the selection links to another menu, the menu appears in the navigation panel. Depending on which type of menu item is highlighted (a program or a menu), the main screen may contain buttons that lead to programs or submenus.

The navigation panel also contains a BACK button, which works like F4. It takes you back to the menu immediately preceding the one that appears in the navigation panel.

You can also select programs and submenu by clicking on the buttons in the main screen.

Viewing Messages in FACTS

The Office Automation message programs are accessible from the Main menu using the  button for messages on the main FACTS screen. You may access messages and see the number of messages waiting in Office Automation. You can click the green conversation balloon to access General Message Entry. You can select

the black drop down arrow to access Phone Message Entry or General Message Entry.

Menu time outs

System Administrators and Implementation Consultants can set the menu system to “time out” and return to the Sign on Screen if it is inactive for the designated amount of time.

This is a security feature that helps prevent unauthorized users from accessing sensitive data at unattended stations.

For instance, your local FACTS Affiliate may set the menu to time out if it is inactive for five minutes. If you take a lunch break and forget to log off, FACTS logs off for you.

Navigating with your keyboard

Keyboard shortcuts are provided where possible as alternatives to the mouse. We refer to these shortcuts as Alt keys since the shortcut becomes available when you press the Alt key on your keyboard.

Example: On most OK buttons, you can press Alt+O to select the button with your keyboard.

Arrow keys: Move you up and down through in the navigation panel and the main screen. If the main screen contains two columns of buttons, the right and left arrows move you between the two.

Tab key: Moves you from the navigational panel to first button on the main screen. SHIFT+TAB performs the reverse of the TAB key.

Page up and down keys: Move you up and down four selections at a time in the navigation panel.

Access codes

Access codes are shortcuts to different menus and programs throughout the system. At initial installation, the system contains a number of preset access codes for each module on the master menu and Administrators can set up additional codes as needed (*System Management*→*Menu Setup*→*Program F/M.*)

To use access codes in the graphical menu system, type in an access code on you keyboard *anywhere in the FACTS menu system* and press **Enter**. As you begin typing the code, the FACTS logo disappears and an entry box appears in its place along with the access code entered.

Preset FACTS Access Codes

AP	Accounts Payable	MM	Master Menu
AR	Accounts Receivable	OA	Office Automation
CS	Counter Sales	PO	Purchase Orders
EDI	Electronic Data Interchange	PR	Payroll
FL	FaxLink	RW	Report Writer
GL	General Ledger	SA	Sales Analysis
IC	Inventory Control	SM	System Management
JC	Job Cost	SO	Sales Orders
JS	Job Stream	SR	Service and Repair
MC	Manufacturing Control		

Access codes for standard menus

To access the Inquires menu in any module, add an I to the access code for the main module. *Example: Type ARI to access the Accounts Receivable Inquiries menu.*

To access the Reports & Prints menu in any module, add an R to the module's access code. *Example: Type ICR to access the Inventory Control Reports menu.*

To access the End of Period menu in any module, add an E to the module's access code. *Example: Type POE to access the Purchase Orders End of Period menu.*

To access the File Maintenance menu in any module, add an F to the module's access code. *Example: Type SOF to access the Sales Orders File Maintenances menu.*

To access the Infrequent File Maintenance menu in any module, add an IF to the module's access code. *Example: Type GLIF to access the General Ledger File Maintenances menu.*

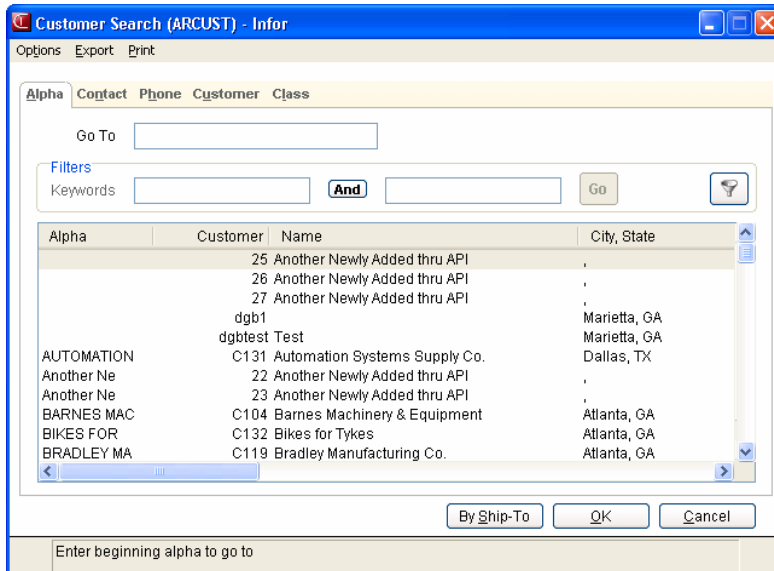
➡ Menus may be restricted to certain users. Access codes do not work if a menu is restricted.

Searches

Searches allow you to find specific information, such as customer number, item number, General Ledger number, etc.

Access searches by choosing the **Search** button (shown above) or by pressing F2 where the search option is available.

Select information from the browser by highlighting the line and selecting **OK**. You can also double click a line to select it.



Scroll up and down in the browser with the vertical scroll bar on the right or use the **Up** and **Down** keys. Scroll horizontally with the VCR buttons at the bottom of the browser.

Sort orders

Use sort orders to put information in a certain sequence.

For example, if you are performing a customer search, you have the option of sorting the information according to alpha, customer, contact, phone number or customer class. The information that you sort by appears in the first column of the browser window.

For instance, you may only know the customer by its FACTS customer number (i.e., C100), so you choose to search in customer order. When you do the system rearranges information in the browser according to customer number and the customer number shifts to the first column position.

To select a sort order:

Click on one of the tabs at the top of the window or press the **Alt** key plus the underlined letter on the tab.

Most searches default to the alpha order if it is available, but each user can select which sort order the search defaults to when they open it.

Go To

Using the Go To field. There are three points to remember about this option.

Tip:

When searching by item, customer, vendor or other record numbers, enter the **full number** in the Go To field.

1. It is not a filter or a keyword. As you enter look-up information in the **Go To** field, the search program advances the highlight bar to the first closest match. All the searchable information remains in the browser so you can scroll up or down through the entire list.


Tip: When searching by item, customer, vendor or other record numbers, enter the full number in the Go To field.

2. This field is *case sensitive*. If you entered data in the system in ALL CAPS, enter the look-up information in ALL CAPS.
3. The **Go To** field relates to the *sort order*. This is important to remember in searches with multiple sort orders. For instance if you're in a Customer search with the Customer Number sort order selected, C220 is valid **Go To** criteria. However, if you switch to the Contact sort order, C220 will take you to the first contact name that starts with C.


➤ *Entry is Beyond the Last on File.* If this message appears, try entering the lookup information in either ALL CAPS or lower case, and make sure the lookup information you entered corresponds to the search order you selected.

Filters

Use filters to focus on specific information. When you enter a filter, the search eliminates from the browser any information that doesn't match the filter criteria.

You can select the  to access the **Filter Selections** dialog box.

Filter Selections Dialog Box

The Filter Selections dialog box contains any additional filter values that are available and has a **Clear** button to clear out any settings that may have been entered previously. After you enter valid values for the available filters and click the **OK** button, the Search generates a result set based on the filter criteria. The visual cue that the filter is selected is , a check mark displayed on top of the filter button,.

If available, switch sort orders

Use sort orders to put information in a certain sequence.

For example, if you are performing a customer search, you have the option of sorting the information according to alpha, customer, contact, phone number or customer class. The information that you sort by appears in the first column of the browser window.

For instance, you may only know the customer by its FACTS customer number (i.e., C100), so you choose to search in customer order. When you do the information in the browser reorders according to customer number and the customer number shifts to the first column position.

To select a sort order:

Click on one of the tabs at the top of the window or press the **Alt** key plus the underlined letter on the tab.

Most searches default to the alpha order if it is available, but you can select which sort order the search defaults to when you open it.

Stopping the Search

You can stop the search process by selecting the Escape key. Selecting the "Escape" key (as defined in FACTS) when the Search is generating the result set will interrupt the search and

almost immediately return any values found matching the search criteria up through the time the "Escape" key was selected.

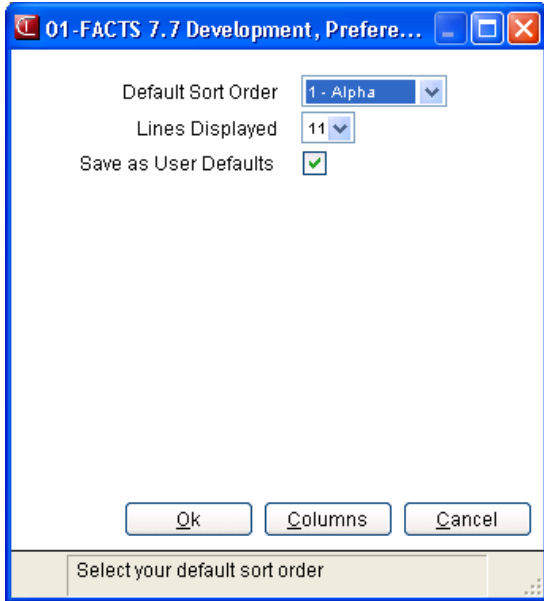


Scrolling the browser left and right no longer restarts the search.

When a search is generating the result set, clicking your mouse anywhere in the dialog box generates an interrupt to the search. All values found matching the search criteria up through the time the mouse click was detected will be displayed.

Customizing searches with Preferences

All FACTS searches have user-definable preference settings.



Setting preferences in FACTS

Choose *Options* → *Preferences* from the menu bar.

Default search orders: Use this setting to control which sort order appears each time you open the search. If a search only offers one search order, it is selected by default.

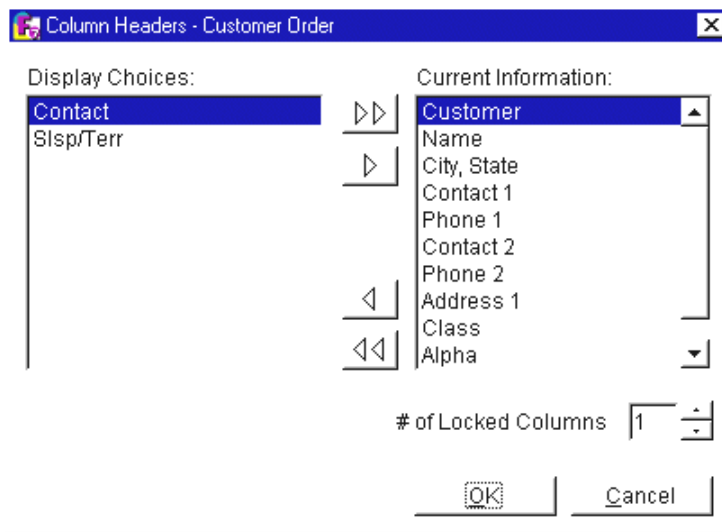
To set a default search order, select *Options* → *Preferences* from the menu bar. Choose the sort order you want the search to default to each time you open it and make sure the **Save As User Defaults** option is selected. Click **OK** to return to the main Search window.

Filter preferences: For each search order, select the filters that you want to appear. For instance, you may never use the Zip Code filter in the Customer Search Phone Order tab. You can deselect this filter option so that it doesn't appear.

Number of lines displayed: Increase or decrease the number of lines that appear in this search browser by using the spinner control next to the input. *Feature not available in character.*

Save Current Preferences as User Defaults: Select this flag if you want any preferences you have set to remain in effect each time you enter this search. This flag also applies to **Column Header** settings.

Editing columns for the search browser



1. Choose the **Column Header** button in the Preferences window.
2. Select a column header in the left list box and use the right arrow button to move it to the right box. The left box contains all the possible column headers that can appear. The right box contains the column headers that appear in the search browser. The order in which column headers appear in the right box is the order in which they appear in the browser.
3. Enter the **Number of Locked Columns**. This control enables you to keep a number of columns "locked" so they are always in view as you scroll horizontally.

Example: Set up your Customer Search Column Headers in the following order: customer number, customer name, street address, city, state, Zip Code, contact and phone number.

Then enter 2 in the locked columns field to lock customer number and customer name.

Removing user preferences

You can remove all user preferences by selecting *Options* → *Reset to System Defaults* in graphical.

↻ Resetting to system defaults clears any saved filters and resets all search preferences back to the default FACTS settings.

Exporting search results

This option enables you to examine your FACTS search results in an Excel spreadsheet, or you can export search results to a flat file so they can be used in other programs, such as word processors, contact managers, etc.

Users must be assigned the Export security code defined in SM Company Control F/M to use this feature.

To export search results to Excel:

Note: You must open the Excel program before exporting a search to Excel.

1. Open a search.
2. Use the **Go To** and **Filter** fields to locate the information you want.
3. Once you have the desired information in the browser, select *Export* → *To Excel*.
FACTS automatically formats the results and sets up column headers.

To export search results to a flat file (ASCII):

1. Open a search.
2. Use the **Go To** and **Filter** fields to locate the information you want.
3. Once you have the desired information in the browser, select *Export* → *To Flat File*.
4. Name the flat file. You do not have to enter the .txt extension to the file name; it will be added automatically.

FACTS saves the flat files to `ssi7\fileprt` by default. To save the file to another drive and directory, specify the path in front of the file name.

Example: C:\My Documents\myflatfile.

Printing search results

You can output your search results to any FACTS printer, Windows printer (graphical only) or to a viewer.

To print search results:

1. Use the **Go To** and **Filter** fields to get the search results you want.
2. Select the **Print** option from the menu bar and select one of the printer options. If you select either the Windows (graphical only) or the FACTS printer options, choose a printer from the dialogue box. The viewer automatically opens when you select it.

Troubleshooting Tip

If the system tells you it can't find Excel, make sure Microsoft Excel is loaded on your hard drive and open it outside of FACTS.

File Maintenances

During installation and setup, use certain file maintenance programs to enter information into the system (such as customer, item and vendor files). Implementation Consultants and System Administrators use other file maintenance programs to control how FACTS processes information and which features are available to the users.

Often called F/Ms for short, these programs can be used at any time to modify or maintain system data.

➡ Keep in mind that any changes you make can deeply impact your data and the way FACTS processes this information.




Some F/Ms, such as Customer, Item and Vendor F/Ms, allow you to keep multiple records on file in your system. When you add a new record, you enter a unique code, called a key. These codes are later used throughout the system to access their respective records.

Other F/Ms, such as the Static and Nonstatic Control F/Ms, are single-record programs. These F/Ms primarily contain controls and settings that affect the way FACTS operates.









For instance, the Sales Order Static Control F/M contains controls and flags that activate – or deactivate – features such as Cash Drawer Handling, Remote Order Entry and Job Costing, to name a few.

Single-record F/Ms rarely require data entry, and FACTS Implementation Consultants are usually responsible for setting the controls and flags in these programs.







To add a record (in multi-record F/Ms only):

1. To create new record, press  **New**.
2. Enter a unique code. These are usually alphanumeric and their lengths vary from program to program.
3. Complete the inputs. Some file maintenances contain several tabs of inputs. As you finish entering information on one tab, the program automatically advances you to the next one.
4. When you complete all the inputs, press  **Save**. To exit the program and return to the main menu, press  **Exit**.






To edit a record:

1. To edit an existing record, enter the record code or press  to display the first record on file,  to display the previous record on file,  to display the next record on file, or  to display the last record on file. You can select the  **Search** button or press **F2** to lookup the code.
2. Press  **Edit** and modify the necessary inputs.
3. When you complete all the inputs, press  **Save**. To exit the program and return to the main menu, press  **Exit**.

To delete a record:

1. To delete an existing record, enter the record code or press  to display the first record on file,  to display the previous record on file,  to display the next record on file, or  to display the last record on file. You can select the  **Search** button or press **F2** to lookup the code.
2. After you display the desired record, you can press  **Delete** to remove it. Choose **Yes** to confirm.

To browse records:

1. In a multiple-record file maintenance, press F3 to bring up the first record on file or enter a code.
2. Press  to display the first record on file,  to display the previous record on file,  to display the next record on file, or  to display the last record on file. You can also select a VCR button and then use Ctrl+Right Arrow or Ctrl+Left Arrow to page through each record. In many programs you can also select the  **Search** button or press **F2** to lookup the record code.

Inquiries

Inquiries are similar to searches in that they enable you to look up information stored in the system. However, inquiries provide much more in-depth information than searches in what are called Views.

Each inquiry program offers different view options. For instance, in the Vendor Inquiry you can view general information for each vendor, including contacts, status, phone numbers, etc. You can also view activity for each vendor, open and paid invoices, notes, payment history and ledgercards.

You may find it helpful to have inquiries open while you are working in entry programs so you can view information as you enter invoices, orders, purchase orders, etc. If you are entering purchase orders, for example, it may be beneficial to have the Vendor Inquiry program open at the same time.

Inquiry windows consist of three sections:

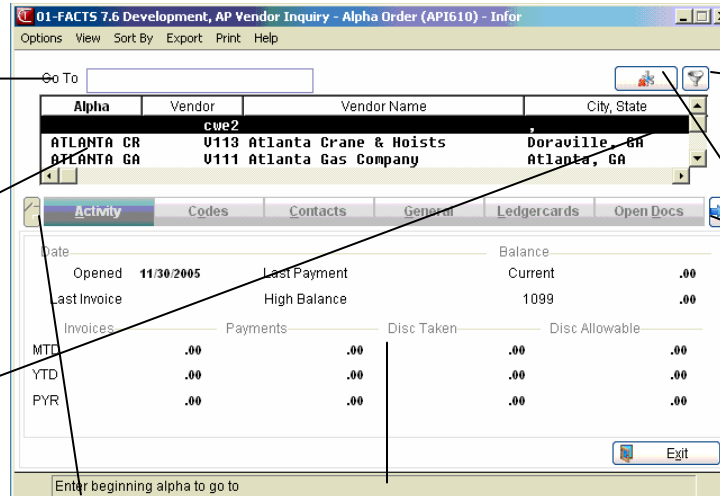
- The inquiry browser, which enables you to select the subject of your inquiry, such as an item, customer or account.
- The view bar, in the center of the window, which lets you quickly access different slices of information available on the subject.
- The view area, where the information appears. The view area may present display-only data or it may present a list box. In most cases, list boxes enable you to get more detail on each line item listed. Views can also be opened as separate windows (in graphical only). Choose *Options* → *Open View as Window*.

Inquiry with display-only view

Find a record with the **Go To** field. Use the **Starts with filter** when you are sorting by unique IDs, such as vendor number or item number.

Available records are listed in the **inquiry browser**.

Use the VCR buttons to view additional information in the browser.



Set filters. A check mark indicates filters are set.

Arrows on the view bar indicate more views are available.

Activate Sync to get real-time inquiry information as you work in entry programs.

Select the type of information you want to look up from the **view bar**.

The **view area** displays information for the record and view highlighted.

Inquiry with list box view

Go To

Alpha	Vendor	Vendor Name	City, State
ATLANTA CR	U113	Atlanta Crane & Hoists	Doraville, GA
ATLANTA GA	U111	Atlanta Gas Company	Atlanta, GA

Activity Codes Contacts General Ledgercards Open Docs

Date	Balance
Opened 11/30/2005	Current .00
Last Invoice	High Balance 1099 .00

Invoice	Payments	Disc Taken	Disc Allowable
MTD .00	.00	.00	.00
YTD .00	.00	.00	.00
PYR .00	.00	.00	.00

Enter beginning alpha to go to

Double click to see details on each line item or use the **Line Detail** button.

Sort list box information by clicking on the column headers.

Use the horizontal scroll bar to see additional information.

Using inquiries

1. Look up the record on which you want to inquire with the **Go To** input.

In the Vendor Inquiry, for example, enter a vendor number, alpha lookup or beginning characters of a vendor's name.

You do not need to press the **Enter** key to select your inquiry focus. Just highlight the desired line item. Some inquiries offer multiple sort orders, which can be accessed from the *Sort By* menu option.

Using the **Go To** field.

1. It is not a filter or a keyword. As you enter look-up information in the **Go To** field, the search program advances the highlight bar to the first closest match. All the searchable information remains in the browser so you can scroll up or down through the entire list.

2. This field is *case sensitive*. If you entered data in the system in ALL CAPS, enter the look-up information in ALL CAPS.

3. The **Go To** field relates to the *sort order*. This is important to remember in searches with multiple sort orders. For instance if you're in a Customer search with the Customer Number sort order selected, C220 is valid **Go To** criteria. However, if you switch to the Contact sort order, C220 will take you to the first contact name that starts with C.

➡ *Entry is Beyond the Last on File*. If this message appears, try entering the lookup information in either ALL CAPS or lower case, and make sure the lookup information you entered corresponds to the search order you selected.

Press **CTRL + ←** or **→** or the horizontal scroll bar to scroll horizontally to view additional inquiry browser record information.

2. Select an inquiry view.

To select a view, press **Shift + →** and **Shift + ←** to change the view to the left or right. You can also choose a view option from the view bar by using the << (left) and >> (right) arrow keys on the screen or select *View* from the menu bar and select a view from the dropdown menu. If

Tip
When searching by item, customer, vendor or other record numbers, enter the full number in the **Go To** field.

line detail is available, select a line and choose the **Line Detail** button or double click the icon at the beginning of the line.


Sorting in list views


Some views, such as open or past document views, can contain large lists of records that may take a long time to load.

The System Administrator or FACTS Affiliate determines how many documents the browser should list at a time.

To help sort through these lists quickly:


Enter a specific record to view in the **Starts From** field.

Select the  button to return to the top of the list.

Select the  button to load the next group of records into the browser.

Interrupting the file load in a list view:

Click on the Interrupt Load box to start viewing records in the browser.

Select the  to load the rest of the records.

Inquiry menu options and other features

View menu

Use the *View* menu to select different inquiry views or select the Notes Entry feature (see "Entering notes in inquiries").

Sort by menu (if available)

Some inquiries allow you to sort records in different order. For instance the Vendor Inquiry enables you to sort vendor records by vendor number, vendor alpha lookup or vendor name.

Use the *Sort by* menu to select a sort order.

Options menu

The *Options* menu allows you to

- Set filter values
- Save filter values
- Set inquiry preferences
- Reset preferences and filters to system defaults
- Set view preferences
- Open views as separate windows

Setting filter values

Use filters to help you refine your search for a record.

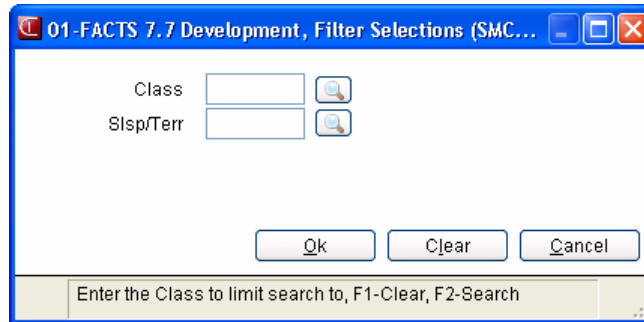
Choose *Options* → *Filter Values* from the menu bar or click the Filter button at the top of the screen.

Inquiries provide two keyword filters.

Press the operator button to toggle between *and* and *or*.

Use *and* to search for records containing both key words.

The other filters available to you change depending on the inquiry.



Press **OK** to accept the filters entered.

Press **Clear** to remove any existing filters.

Press **Cancel** to exit the Filter Values window without saving changes.

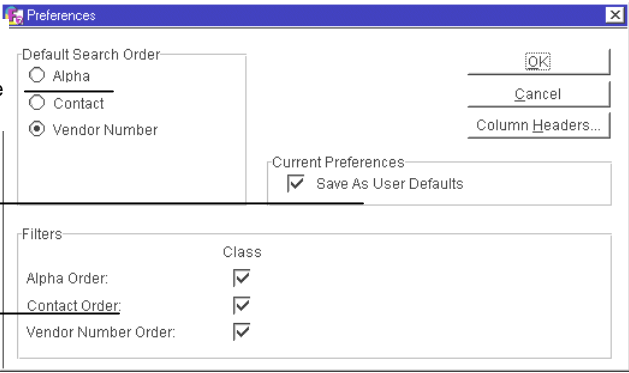
To save filters for future use choose *Options* → *Save Filter Values* from the menu bar.

➡ Filter values are specific to each user. Any filters you save will be available to you, but not other users on the system.

Setting inquiry preferences

Inquiry preferences are similar to search preferences. This function lets you personalize certain inquiry functions to meet your day-to-day needs.

Choose *Options* → *Inquiry Preferences* from the menu bar to access preferences.



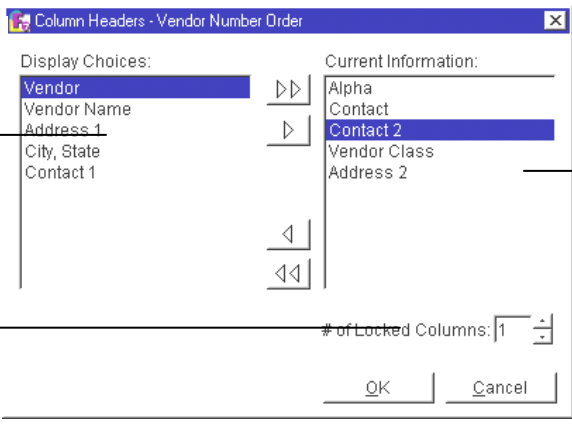
Choose the sort order that you want selected each time you enter the inquiry.

Check the current preferences flag to save settings as your user defaults.

Choose which filters you want to appear in the Filters window.

Select **Column Headers** to customize the inquiry browser.

Column headers



Move header titles from the Display Choices list box to the Current Information with the arrow buttons in the middle of the screen. The double arrows move all titles at once. You can also double click a title to move it from one box to another.

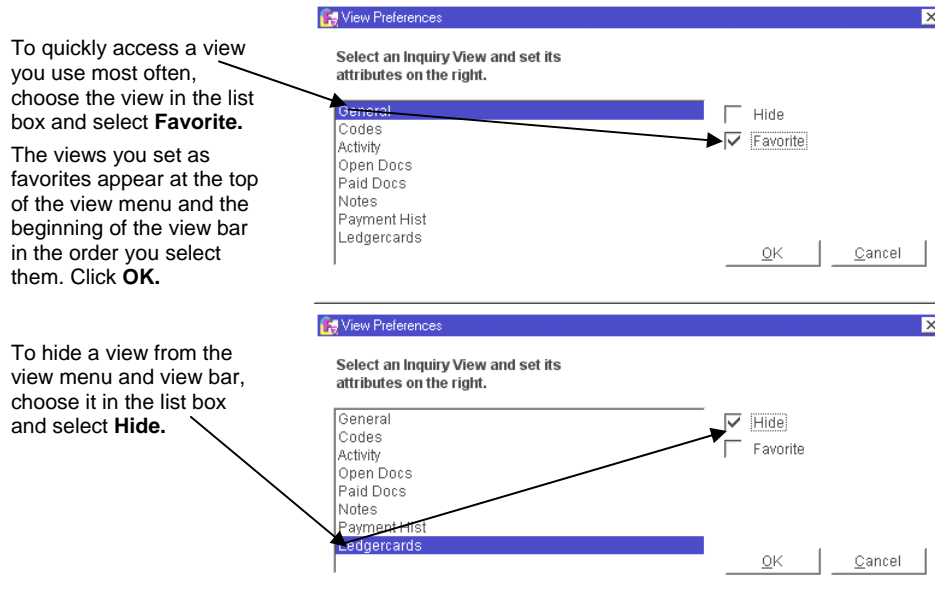
Lock columns so they remain visible when you scroll horizontally. In this case Vendor will remain visible as you scroll through the other columns.

Columns appear in the inquiry browser in the order that they appear in the Current Information list box.

To reset preferences and filters to the system defaults, choose *Options* → *Reset to System Defaults*.

Setting view preferences

Inquiries such as Item Inquiry include close to 25 views. Use view preferences to quickly access the views you use most and hide the views you don't use at all. View preferences are specific to each user.



Smart Views. When this feature is turned on, FACTS tracks which views you use most and places them at the top of the view menu and the beginning of the view bar.

The system determines your favorite views by tracking how many times you hit (or select) a view.

Tip: You must be in a view for at least five seconds for it to count as a hit. That prevents FACTS from mistaking views that you quickly flip through as favorites.

When Smart Views are on, FACTS prioritizes your favorites in the following order:

1. Views you marked as favorites in the View Preferences window.
2. Number of Smart View hits in descending order.
3. The view order set in the SMVIEW Developer's Tool by your Affiliate or System Administrator.

To use Smart Views:

Choose *Options* → *Smart Views* to use this feature. Select it again to turn it off.

Choose *Options* → *Reset Smart Views* to remove any usage information the system has stored.

The Sync feature and Open Views as Windows

Sync is a method of connecting the entry programs with information displayed in customer, item and vendor inquiries. It is a helpful feature because it enables you to get real-time information such as customer

balances, vendor balances and warehouse quantities, while you are working in entry programs.

You can initiate Sync from the following programs:

- SO Customer Inquiry (SOI610)
- AP Vendor Inquiry (API610)
- AR Customer Inquiry (ARI610)
- IC Item Inquiry (ICI610)

☞ Inquiries are synchronized on a per user basis. In other words, if you are signed on to FACTS in one window with one name and signed on in another window with another name, it will appear as if the Sync function is not working.

To use Sync:

1. Open the inquiry and entry programs you want to use.
2. In the inquiry window, press the **Sync** button.
3. At this point you can choose to view information from the main inquiry window, or you can open views as separate windows.
To open a view as a separate window, first select it and then choose Options → Open View as Separate Window. To open additional view, repeat these steps.
4. Minimize the main inquiry window and, if necessary, arrange the separate view windows on your screen. (The next time you open this inquiry, FACTS will open the same views in the same position in which you placed them.)

To turn off the Sync feature press the End Sync button.

Technical note

While Sync mode is activated, the inquiry program will examine a file called SMUSED approximately every three seconds. This file contains the last customer number, item number and vendor number input in Sales Order Entry. If this number is different than the one currently being displayed in the inquiry, the inquiry will change its display to show information on this new customer, item or vendor.

Entering notes in inquiries

Notes are useful for documenting miscellaneous information about each vendor, item, customer document, or account used in FACTS.

For Item Inquiry (ICI610), AP Vendor Inquiry (ARI610), PO Vendor Inquiry (POI610), or Customer Inquiry (ARI610), select Options → Item Note Entry, Vendor Note Entry, or Customer Note Entry respectively to enter or modify notes for the specified item, vendor, or customer in the Note Entry (SME710) program.

1. Access the Notes Entry window in Inquires.

Choose *View* → *Notes* from the menu bar.

Any notes on file for the selected record will appear in the Notes window. If no notes exist, the system asks **Enter notes for this [record]?**

2. Enter Y to begin entering notes.

You can enter up to 70 characters on each line and up to 99 lines for each record (assuming the lines are incremented by 10).

Start a new line by pressing the **Enter** key.

Press F3 when you are finished entering notes.

Once notes have been added, or if notes already exist, the following options are available:

- # Line number to change. Notes may be changed or deleted by entering the line number. Enter whether to Change or Delete. If D is entered, the line is deleted. If C is entered, enter text (up to 70 characters). During this change routine, F1 defaults to the currently displayed value of the input. F3 ends entry of lines. F4 backs up to the line number; enter the new line number. If a new line number is added, the old line number is deleted. F2 allows you to change the number increments (1-10). F4 backs up to the main input.
- L Lists line numbers. A limited number of line-numbers appear on the screen at any time. The list function allows line-numbers to be redisplayed. Enter the beginning line number to list.
- A Adds a line number. New line numbers may be added as needed. F3 ends entry of lines. F4 backs up to the line number, enter the new line number. F2 allows the user to set the line number increment (1-10). **F4 (from line number) will back up and delete the previous line.**
- M Moves a line number. Enter beginning line number to move. Enter ending line number to move. Enter line number where text will be moved (existing lines will be replaced). One line at a time or blocks of lines may be moved.
- D Deletes a line number. One line or several lines of notes can be deleted at any one time. Enter beginning and ending line numbers to delete. Enter N or YES to delete. CR defaults to N.

F4 Exits the Notes Entry window.

Refer to the *How to enter and maintain notes for AR documents, transfer tickets, customers, items, or vendors* and the *Note Entry (SME710)* topics in *Chapter 5, Security System of the System Management Users Guide* for step-by-step instructions on using the Notes system in FACTS.

Using the Notes System in FACTS

Use Note Entry (SME710) to enter and maintain notes for AR documents, customers, items, IC transfer tickets (header and lines), and vendors.

You can also access notes directly from the main screen of programs that use the 3-Level Entry Driver instead of requiring a menu option.

The programs include: Transfer Entry (ICE320), Shipment Confirmation (ICE 330), Receipt Confirmation (ICE340), SO Quote Entry (SOE110), Order Entry (SOE210), Order Confirmation (SOE310), Direct Invoice Entry (SOE510), Credit Memo Entry (SOE330), Counter Sales Entry (SOE510), PO Entry (POE120), PO Receipt Entry (POE210), and Non-PO Receipt Entry (POE220). On the left side of the line item browser, you can select:

C to access Note Entry (SME710) for the customer specified in the program.

I to access Note Entry (SME710) for the item highlighted in line item browser.

V to access Note Entry (SME710) for the vendor specified in the program.

D to access Note Entry (SME710) for the transfer header record specified in the program.

L to access Note Entry (SME710) for the transfer line record highlighted in the line item browser.

Refer to the *How to enter and maintain notes for AR documents, transfer tickets, customers, items, or vendors* and the *Note Entry (SME710)* topics in *Chapter 5, Security System of the System Management Users Guide* for step-by-step instructions on using the Notes system in FACTS.

Reports, Registers and Prints

There are three types of reporting programs in FACTS.

Report programs print information in a specific format, but they do not update the system. An example is the Open Receivables Report, which lists all the open receivables in the system along with other information

Print programs output to forms, such as checks, 1099s, invoices, purchase orders, bills of lading, etc.

FACTS Report Formatter

The Report Formatter brings more flexibility, convenience and functionality to FACTS reports by allowing you to customize changes to FACTS report output without the modification of standard code. FACTS Report Formatter allows you to expand their report output options in a variety of ways to further enhance the way they gather information from FACTS.

The Multiple Output option also allows you to print to more than one output for each instance of a report. For example, a report can print to Excel, the viewer, and to a printer all in one print run. To access the multiple output feature simply choose the Multiple option from the Print Options screen.

The FACTS Report Formatter also supports supply chain management needs by providing report output to XML. You can print directly to a TCP/IP port or to a file with customized XML tags for each supply chain partner.

Those reports that use the Report Formatter can take advantage of new output types. Properly configured, you can print reports to:

Excel

XML (Can print to TCP/IP port)

ASCII Delimited (Can print to TCP/IP port)

Other (Programmer defined)

HTML to a file

You can manage security concerns for the Report Formatter by placing a security code on any field to prevent it from printing on the report for unauthorized users.

Setting Up General Ledger Breaks for Report Formatter

When setting up GL breaks in Trial Balance Total Breaks F/M (GLF960), each set of Total Group GL breaks must include the entire range of GL numbers.

For example, if you have GL numbers that range from 1000 to 4000 and want to enter a break at GL number 2500 for Total Group 1, you must also enter another break for Total Group 1 that would include the highest GL number, in this example, 4000.

The same is true for any Total Group entered. So, if you enter a break for Total Group 2 that ends at GL number 2000, you would need to enter another break for Total Group 2 that ends at or beyond GL number 4000.

Failure to enter the breaks as described will result in formatting problems with the report.

Note that prior to this report being converted to use the Report Formatter, the above requirement did not apply. This requirement is a result of limitations introduced by the Report Formatter.

FACTS Report Registers

Registers print information and then provide an optional update, which posts the register information to the appropriate files. For example, after invoices are printed, they print on the SO Daily Sales Register. If you update the register, the invoices then post to the open receivables file, sales tax file, etc.

Most report, print and register programs allow you to

- Select the *order* in which you want the information to print,
- Set a *range* of information to print and
- Edit *properties*, which vary with each report.

For example, the AR reports give you the option of printing in customer number, alphabetical, salesperson/territory or customer class order. If you choose to print a Customer Listing in customer class order, the report will sort and print all of the customers by class.

Once you select an order you can then choose the **beginning** and **ending record** that you want to print. The system always defaults to FIRST and LAST. These two fields enable you to filter your report by entering ranges.

In the Customer Listing example, you could enter **Retail** for beginning class order and **Retail** for ending class order to generate a report listing just your retail customers.

In addition to order and range, all reports and prints have a variety of properties that enable you to fine tune your reports.

Once you have answered all the questions in the report, click **OK** or press Enter (CR).

Most FACTS reports print in 132-column paper (11 ½ x 14 inch paper). However, some reports, such as the Chart of Accounts, print on 80-column paper (8 ½ x 11 inch paper).

The END OF INPUTS statement indicates where 80-column paper may be used.

The following information appears on each page of all reports, except GL financial reports:

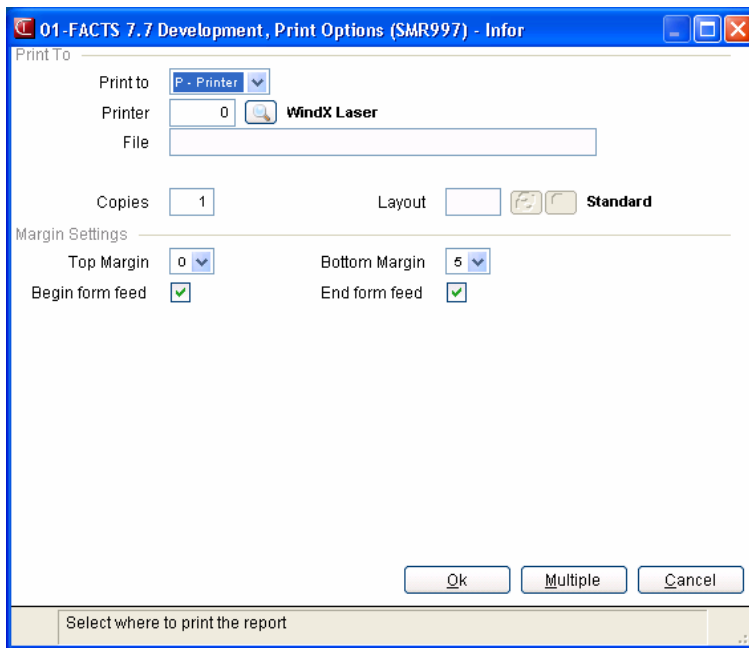
- * the time and date the report was printed
- * the user
- * the terminal from which the report was run
- * company name
- * report name
- * program name
- * page numbers
- * sort order
- * beginning and ending range

Using print options

In each report, you can select the type of output device to which the report should print, select or deselect beginning and ending form feeds and adjust the number of lines in the top and bottom margins.

Print options can be set each time you run the report by selecting *Print Options* → *Properties*.

To save time, you can also save print options in templates. For instance, you can create one template so a report outputs to a printer, create another template so the same report outputs to a Fax and then create a third template so the report outputs to the viewer so you can preview it on screen.



Inputs

1. Print to OPTION

In FACTS, you can output reports to a printer, viewer, flat file or you can output to other software packages, such as VSI-Fax or Archive.

Printer gives you access to any of the FACTS printers set up in Printer F/M. In graphical, select the printer from the dropdown list. In character, continue to the **Printer/File** field and press F2 to search the list of available printers.

Viewer enables you to review a report on screen. Both the graphical and character viewers have search and scrolling capabilities. The graphical viewer is also equipped with print capabilities, as well as a clipboard feature.

File lets you print the report to a flat file format. This enables you to import report information into other software programs such as spreadsheets, databases, word processors. You can also attach the flat files to e-mail messages. FACTS automatically saves flat files to a folder called *fileprt*. To save the file somewhere else, preface the name of the

file with a directory path. For example, C:\My Documents\agedtrial1.txt.

Fax sends the report information to VSI-FAX, giving you desktop faxing capabilities. This option is only available on systems using the Faxlink module. If you have questions about this feature, contact your local FACTS Affiliate.

Archive is only available on systems using Archive™ software by Designed Data Systems, Inc. This is an on-line storage and retrieval system that lets you automatically build a library of important documents.

For reports with multiple output options, the system also displays any custom templates and outputs created using the FACTS Reports formatter.

2. No. Copies

Enter the number of copies to print of the report. You can specify the number of copies for any output except fax, email and Archive.

3. Layout

From the personal custom layouts and system layouts that are available. Custom Layouts can be chosen when the report is run from the Print Options or the Multiple Output Selection and can be saved into Templates.

Margin Settings

4. Top Margin

Enter the number of lines in the top margin. All FACTS forms print 53 lines per page by default, leaving a top and bottom margin of 5 lines each. You can adjust the number of lines in the top and bottom margins from 0 to 20. The default is 5. Keep in mind that if you increase or decrease the number of lines in the margin, the number of lines in your report will inversely decrease or increase.

5. Bottom Margin

Enter the number of lines in the bottom margin. All FACTS forms print 53 lines per page by default, leaving a top and bottom margin of 5 lines each. You can adjust the number of lines in the top and bottom margins from 0 to 20. The default is 5. Keep in mind that if you increase or decrease the number of lines in the margin, the number of lines in your report will inversely decrease or increase.

5. Begin with form feed

Indicates to the system that you want to print a blank form at the beginning of reports.

6. End with form feed


Indicates to the system that you want to print a blank form at the end of reports.

7. Multiple option

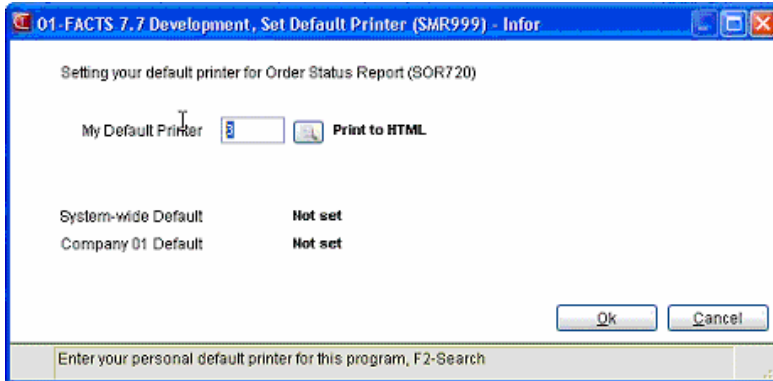
Use the Multiple option to display the Multiple Output Selection screen. For each output, you can choose the type of output and any

applicable information, like Printer Number, File Name, Number of Copies, Standard or Custom Layout (see Custom Layouts below), and margin and form feed preferences..

Setting a default printer in Reports

Use the Set Default Printer (SMR999) program to set the default printer for the specific report. This setting is specific to the user that set it and company in which the user is working. In the My Default Printer field, enter the printer id that you want to use as the default. Press **F2** or  to search. The program displays the system-wide and company-wide printers if they are set.

You can access this screen from the Print Options->Set Default Printer menu option in Report programs.



Multiple Output Selection Screen



Use the Multiple Output Selection Screen to choose the type of output and enter any applicable information, like Printer Number, File Name, Number of Copies, Standard or Custom Layout (see Custom Layouts below), and margin and form feed preferences for each output you select.

When you select the Multiple option on the Print Options screen, the system displays the selected Print To option information as the default in the upper portion of the screen.

Note: If a FACTS report program is configured to use the FACTS Report Formatter and more than one print or output option exists for the report, the system displays the Multiple Output Selection screen instead of the Print Options screen.

Ln#	Print To	Printer/Output Code	File/TCPIP	Copies
001	Printer	WindX Laser		3
002	Excel			1
003	Viewer			1

Inputs for Multiple Output Selection

To modify this information, highlight the Print to option in the browser in the lower portion of the screen and select the  icon. To add a new output selection for the report, select the  icon

Print to OPTION

In FACTS, you can output reports to a printer, viewer, flat file or you can output to other software packages, such as VSI-Fax or Archive.

Printer gives you access to any of the FACTS printers set up in Printer F/M. In graphical, select the printer from the dropdown list. In character, continue to the **Printer/File** field and press F2 to search the list of available printers.

Viewer enables you to review a report on screen. Both the graphical and character viewers have search and scrolling capabilities. The graphical viewer is also equipped with print capabilities, as well as a clipboard feature.

File lets you print the report to a flat file format. This enables you to import report information into other software programs such as spreadsheets, databases, word processors. You can also attach the flat files to e-mail messages. FACTS automatically saves flat files to a folder called *fileprt*. To save the file somewhere else, preface the name of the file with a directory path. For example, C:\My Documents\agedtrial1.txt.

Fax sends the report information to VSI-FAX, giving you desktop faxing capabilities. This option is only available on systems using the Faxlink module. If you have questions about this feature, contact your local FACTS Affiliate.

Archive is only available on systems using Archive™ software by Designed Data Systems, Inc. This is an on-line storage and retrieval system that lets you automatically build a library of important documents.

For reports with multiple output options, the system also displays any custom templates and outputs created using the FACTS Reports formatter.

2. No. Copies

Enter the number of copies to print of the report. You can specify the number of copies for any output except fax, email and Archive.

3. Layout

From the personal custom layouts and system layouts that are available. Custom Layouts can be chosen when the report is run from the Print Options or the Multiple Output Selection and can be saved into Templates.

Margin Settings

4. Top Margin

Enter the number of lines in the top margin. All FACTS forms print 53 lines per page by default, leaving a top and bottom margin of 5 lines each. You can adjust the number of lines in the top and bottom margins from 0 to 20. The default is 5. Keep in mind that if you increase or decrease the number of lines in the margin, the number of lines in your report will inversely decrease or increase.

5. Bottom Margin

Enter the number of lines in the bottom margin. All FACTS forms print 53 lines per page by default, leaving a top and bottom margin of 5 lines each. You can adjust the number of lines in the top and bottom margins from 0 to 20. The default is 5. Keep in mind that if you increase or decrease the number of lines in the margin, the number of lines in your report will inversely decrease or increase.

5. Begin with form feed


Indicates to the system that you want to print a blank form at the beginning of reports.


6. End with form feed

Indicates to the system that you want to print a blank form at the end of reports.

7. Multiple option

Use the Multiple option to display the Multiple Output Selection screen. For each output, you can choose the type of output and any applicable information, like Printer Number, File Name, Number of Copies, Standard or Custom Layout (see Custom Layouts below), and margin and form feed preferences.

In the browser in the lower portion of the field, the system displays any existing or newly added Print To/Output options. You can highlight a Print To/Output line and select the  icon or the Delete key to delete it.

When you have finished adding/editing/deleting outputs for the report, press the  icon to save your changes and the Done button to return to the report. Press the Cancel button or C to exit without saving your changes.

Tip: Outputs Defined

The difference between a printer (defined in Printer F/M) and an output option (as defined in the new Output Options F/M) is that output options have expanded functionality. Advantages are:

Printing to new output types

When creating a report as a file, an administrator can control file output to always be placed on the client PC or always on the server

When creating a report as a file, an administrator can control what the filename will be with run-time replacements (see below for an explanation of what these are).

Output can be customized with open, close, post-open, pre-close, and post close procedures.

Regular printers (printers set up in Printer F/M) can still be used.

Customize Report (SMR999.U)

Use the Customize Report program to associate formats, custom layouts, xml tags and tiers to reports. You can access the Customize Report program from Custom Report Layout menu.

Custom Layouts can be chosen when the report is run from the Print Options or the Multiple Output Selection and can be saved into Templates.

Description	Variable	Tier XML Tag
Warehouse	warehouse\$	warehouse_tier
Item	icmast.item_num\$	item_tier
Serial Lot	islots.serial_lot_num\$	serial_lot_tier




Inputs for customizing reports

The system displays the report program name at the top of the screen as the default.

1. Format

Select a format to associate with the customized report. For each format, users can create a custom layout (a format is a way that the report is run, like a sort order, or summary vs. detail). It's important to note what report elements make up a format for that report. For instance, if you customize the Customer Listing's General Info format, those changes will not apply to the Customer Listing's History format.

2. Layout

Enter a layout to use to customize the report. To create a new layout, select the  icon. To search for an existing layout, select the  icon. To copy an existing layout, select the  icon and then select a layout to copy.

3. Description

Enter a description of the report layout.

4. System Layout

Indicate whether you want this report layout to be available as a system layout.

5. Max Width

Enter the maximum width in columns for the report layout.


6. Report XML Tag

Enter the XML tag for the report. (This is particularly useful for supply chain management needs.)

7. Format XML Tag

Enter the XML tag for the report format. The report format XML tag allows to print directly to a TCP/IP port or to a file with customized XML tags for each supply chain partner.

Tier Section

Each format contains tiers—the different groupings that contain data elements on the report. You can edit the tiers by highlighting a tier in the line item browser in the lower portion of the screen and pressing the  icon. You can edit the following inputs for each tier:

8. Suppress Printing:

Use the dropdown list to indicate how to suppress printing. You can select from:

D-Use Default—None of the tier's fields will be printed, but the records will be processed. Sub-tiers will not be suppressed.

Y-Yes—Suppress Printing.

N-No—Print This Tier

9. Totals Only

Use the dropdown list to indicate how to print totals. You can select from:

D-Use Default— Print only a total line for each tier.

Y-Yes.

N-No

10. Beginning of Tier:

Use the dropdown list to choose spacing preferences for the beginning of the tier. You can select from:

D-Use Default.

N-Nothing

1—1 Line Feed

2—2 Line Feeds

3—3 Line Feeds

P—Page Break

11. End of Line:

Use the dropdown list to choose spacing preferences for after each line. You can select from:

D-Use Default.

N-Suppress LF

L—Line Feed

1—1 Blank Line

2–2 Blank Lines

P–Page Break

12. End of Tier:

Use the dropdown list to choose spacing preferences for the end of the tier. You can select from:

D-Use Default.

N-Nothing

1–1 Line Feed

2–2 Line Feeds

3–3 Line Feeds

P–Page Break

13. Print Count

Use the dropdown list to choose print count settings. You can select from:

D-Use Default

Y-Yes.

N-No

14. Print Column Headers at Top:

Use the dropdown list to choose print settings for column headers at the top of the page. You can select from:

D-Use Default

Y-Yes. – The headers print at the top of the page.


N-No – The headers print at the top of the tier.

15. Tier XML Tag:

Enter the Tier XML tag according to the requirements of your supply chain partner, if applicable.

16. Line XML Tag

Enter the Line XML tag according to the requirements of your supply chain partner, if applicable.

Note that the  icon is disabled. You cannot remove a tier from a customized report. Press the Layout button to access the FACTS Report Designer, where you can change the layout for each tier
Press the Security button to access the Security Entry Screen (SMR999.S), where you can manage security for each field on the report layout. .

FACTS Report Designer

Use the FACTS Report Designer to create Custom Report Layouts. You can customize each report layout in many ways:

- Remove a field from the report
- Add a new field to the report
- Change column header titles
- Change which columns get totaled
- Change the width of fields and their header titles
- Change XML tags on a field-by-field basis for each layout



Once you create your own layout, you can name the layout and save it for easy access in the future. The layout can be a Personal or System layout and if desired, can be set as a user's default layout. Report templates will indicate which layout you prefer.

To access this screen press the Layout button on the Customize Report (SMR999.U) screen. The system displays the report name, report format and tier at the top of the screen as the default.

You can:

Drag and drop fields—you can rearrange the fields in each tier.

Hide fields—you can suppress fields from the report by right clicking on the field and clicking Hide.

Add fields—you can add fields by right clicking on a blank area and choosing the Select Field to Place Here option. The system displays the Place Information Field Search screen where you can choose a field to add to the report:

Note: Most fields from the files that relate to the report will be available. For instance, the Customer Report can be modified to add almost any Customer File or Ship-To field.

Edit fields—you can edit fields by right clicking on the field and choosing Edit to display the Edit Field Attributes screen.

Edit Field Attributes screen

Use the Edit Field Attributes screen to edit the fields in a custom report layout in the FACTS Report Formatter feature.

The system displays the report program name, report format, and reporting information (such as the extension) at the top of the screen as the default.

Report: **Stock Status Report**
Format: **Stock Status**
Information: **Extension - (i#00107*i#00600*tbl(pos(x0\$(1,1)='S'),i#00618,1)/i#00619)**

General

Print Width: Print on Continued Line:

XML Tag:

Totaled: Total Only:

Total Type: Rounding:

Parens for Neg: Comma for Thousands Separator:

Column Header:

Header Width: Justification:

Enter the number of characters wide to print

Inputs for customizing reports

1. Print Width

Enter the number of character wide to print for the field. You can change the width to your preference, keeping in mind that it is possible to truncate the data.

2. Print on Continued Line

Use the dropdown list to indicate whether to print this field when continuing on a new page. You can select from:

D-Use Default

Y-Yes

N-No

3. XML Tag

Enter the XML tag for this field according to the requirements of your supply chain partner, if applicable.

For numeric fields, choose from the following:

4. Totaled

Indicate whether this field should be totaled. You can select from

D-Use Default--Totaled:

N-No--Not totaled

1- Total at this level only (for example, on the Stock Status report, total the serial/lot costs after each item)

2-Total at this and all previous levels (for example, total the serial/lot costs after each item and then also at the warehouse level)

3- Total at the top level only (for example, don't total the serial/lot costs at the item level, but do give a warehouse total for serial/lot costs)

5. Total Only

Use the dropdown list to indicate whether this field is only printed as a total. You can select from:

D-Use Default

Y-Yes--The field on each line will not print, but a total will print after all lines are printed.

N-No

6. Total Type

Use the dropdown list to indicate the type of total for this field. You can select from:

D-Use Default

S-Sum,

A-Average,

M-Min,

X-Max, or

O-Count

7. Rounding:

Use the dropdown list to enter the appropriate rounding rule. You can select from:

D-Use Default,

B-Round the field amount before adding to total, or

A -Round after all fields have been added to the total.

8. Parens for Negative

Use the dropdown list to indicate whether to parans (parenthesis) instead of a minus (-) sign when numbers are negative. You can select from:

D-Use Default

Y-Yes --if you want negative numbers for this field to be expressed in parentheses.

N-No--if you want them to be expressed with a negative sign (-).

9. Comma for Thousands Separator

Use the dropdown list to indicate if you would like commas to separate thousands. You can select from:

D-Use Default

Y-Yes

N-No

10. Column Header

Enter the text of the header column.

11. Header Width

Enter the width of the header text. If the text of the header is wider than the text of the column header, the text will wrap to accommodate the width.

12. Justification

Enter the justification of the report. You can select from:

D-Use Default

L-Left,

R-Right,

C-Center

Select File→Save to save your customized report layout, or select File→Exit to exit the screen without saving your layout.

Viewing reports on screen

The viewer enables you to review report information on your terminal or screen. Viewers help you control paper by allowing you to preview a document before you print it.

Starting the viewer. Make sure you select viewer in *Print Options* → *Properties* or the template selected prints to the viewer. Run the report and click **OK** when the program pops a dialogue box that says End of Report.

Once you click **OK**, the viewer automatically opens.



Opens another document in the viewer.



Saves the document as a report file.



Saves the document as a PDF file.



Printing from the viewer. Click the Printer button in the menu bar or select *File* → *Print* from the menu. Select a printer and number of copies from the Print dialogue box.



Using the Find feature. To locate a specific date, description or other piece of information in a report, click the Find button or select *Edit* → *Find* from the menu bar.



View single page format.



View the report in a 2 pages-per-viewing-area format.



View the report in a 2 pages-per-viewing-area in a book-style format.



View the report in a 4 pages-per-viewing-area format.



Fit the report to the page width of the viewing screen.



Fit the report page to the window.



Magnifying the report. If the type appears too small on the screen, click the plus button or select *View* → *Zoom In*. To reduce magnification, keep clicking the minus button or select *View* → *Zoom Out*. You can also enter any Zoom percentage from 1 to 400%. You can also enter a specific page number in the **Page** input located in the menu bar



View Banner Information--file properties, such as title, file name, user name, and creation date.

To exit the graphical view, select *File* → *Exit* from the menu bar.

FYI

The vertical scroll bar in the graphical viewer enables you to move the selected page up and down within the window. It does not allow you to scroll through the entire document.

Use the VCR buttons or the Page input to navigate through the document.

Using report templates

The template feature allows you to save a combination of entries so that you don't have to reselect them every time you run the report. Each user can create an unlimited number of templates in any FACTS report.

Once you create templates, you can edit them, delete them or change their properties.

In the Template Properties window, you can change the name of a template, set it as your default template for that report, set up a default printer for that template, select or deselect beginning and ending form feeds and modify report margins.

The system remembers the last nine templates used and displays them at the bottom of the Templates menu for faster access.

Both user-specific and system templates are specific to the report in which they are created.

Creating user-specific templates

1. On the main screen, set up the report order, range and properties. Select a printer by choosing *Print Options*, if necessary.
2. Select *Templates* → *Create* from the menu bar.
3. Name the template. Template names can be up to 35 characters long. Make sure the System Template option is not selected. Click **OK**.

Creating system templates

Follow the same steps for creating user-specific templates, but select the System Template option.

System templates are available to any user that has access to the report in which it is created; however not all users can create system templates. Users must have the security rights to perform this function.

Affiliates: To set security rights, refer to the **Template Security** field in SM Company Control F/M and the **Security Codes** field in User Code F/M.

Selecting existing templates

1. Select *Template* → *Select* from the menu bar.
2. In the Report Templates window, select the template you want to use.
3. Click **OK**. The name of the template appears on the bottom of the main report screen so you know which template is in effect.

Setting a default template

You can set template properties so that one template is selected every time you open a particular report.

1. Select *Template* → *Properties* from the menu bar.
2. In the Template Properties window, select the **Set as Default Template** option.
3. Click **Save**.

Setting a default printer using templates

1. Choose *Print Options* → *Properties* from the menu.

2. Select the printer you want to use as your default and click **OK**.
3. Choose *Template* → *Create* if you want to create a new template, or if you have a template selected, choose *Template* → *Save Entries*.

Deleting a template

1. Choose *Template* → *Properties*.
2. Select the template from the list box in the Report Templates window and click **Delete**.

Clearing a template

This feature enables you to reset a template back the report's original default values. When you clear templates, *None* appears under the Template header at the bottom of the window, indicating that a template is not selected.

1. Select *Template* → *Clear*.

Once you clear a template:

- You can select it again (*Templates* → *Select*) and reset the order, range properties and printer, or
- You can delete it.

Changing a template name

1. With the template selected, select *Template* → *Properties* from the menu bar.
2. In the Properties window, type the new template name.
3. Click **OK**.

Editing the order, range and properties stored in templates

1. Select the template if it's not selected already.
2. Change the order, range or properties on the main screen.
3. Select *Templates* → *Save Entries* from the menu bar.
4. A dialog box will appear confirming the changes. Click **OK** to return to the main screen.

Setting printer properties in templates

Each template can have its own printer properties so that you don't have to set them each time you print the report. However, you can override the template print options on a print-by-print basis by selecting *Printer Options* from the main report window.

1. With the template selected, choose *Templates* → *Properties* from the menu bar.
2. Set the print options in the lower portion of the window.
3. Click **OK** to return to the main report window.

Using reports, registers and prints as audit trails

Once you run a register in FACTS, the information updated by that register is no longer available in the system in that format.

An example is the AR Cash Receipts & Adjustment Register. Payments are posted in the AR Cash Receipts & Adjustments Entry program. The register provides an audit trail of the payments, discounts, adjustments and miscellaneous cash posted. The register has a number assigned to it. FACTS updates these numbers by one each time you run the register.

Once this register runs, the information it has collected is written to various programs within the system.

This is why all FACTS registers allow you to print a hardcopy before you run them. The hardcopy gives you the opportunity to review the data, catch any errors and fix the mistakes before they update registers.

They also serve as audit trails that can be used to help reconcile data later on in the fiscal cycle, and they provide an additional source of backup in case you lose register information.

How long you save these printouts depends your company's needs. We recommend that you save them in numerical order and by register type.

General Register Format

Registers are similar to reports, with one significant difference. Where a report only prints information, a register prints the information and then optionally updates it to the appropriate files in the system.

Registers are found on the menu where the information was entered. For example, in AP, documents (invoices) are entered through the Document Entry Program on the document entry menu, and will update a document entry file. Users then print the Document Entry & Adjustments Register (also found on the document entry menu) which will provide an audit trail of what documents were entered. After the register is printed, it should be verified and if all the information is correct it may be updated. The update posts the documents entered to the open payables file.

Register procedures

1. Set the appropriate order, range and parameters and print the register.
2. Review the register print-out and verify that the information is correct before you update. If you find errors, return to the appropriate entry or adjustment program to make the corrections.
3. If the module is set to print GL distributions, print and review the GL distribution to make sure transactions balance. Make any necessary adjustments.
4. Once the register and GL distribution are correct, proceed with the update. FACTS will not allow you to update a register if a hard copy audit trail has not been printed.

Entering information

While entering data there are a number of points to keep in mind.

At an input, the user may enter one character for each dot displayed at the input. After entering a character for the last dot displayed, a less than sign (<) is displayed after the last character and further entry of data is refused. The data entered for the field is saved.

- There is a difference between a digit and a character. When the documentation says the input is up to 5 digits it is indicating that only numeric fields may be entered. When the

documentation says the input is up to 5 characters, it is indicating that any character, alpha or numeric may be entered.

- There is a difference between upper case and lower case letters.
- The system contains many fields that must have valid data entered. This means that the entry must be among valid options entered previously into a file maintenance program elsewhere on the system.
- When entering information into a field that has a preset list of entries, a Pick List menu will be displayed. The pick list menu will have a vertical list of options that can be used. If the field that is being entered requires that one option be chosen, the menu will only let you pick one option. If the field that is being entered will accept multiple options, the menu will display an asterisk (*) beside the options chosen.

Entering Numbers

- Users may enter a number by invoking the On-Line Calculator, doing a calculation and then pressing the F10 key to pull the total back into the data entry section. Refer to the section titled "On-Line Calculator" for more information.

Entering Dates

- The format mask of the date is set in the company control record and is either American (MMDDYY) or European (DDMMYY). When entering dates, valid dates within the mask must be entered (i.e., always enter two digits for the month (or day), day (or month), and year). With an incorrect entry, the input mask is displayed in the input.
- Users may enter one or two digits at the date input and the system assumes the digits entered are the day of the current month and year and the full 6-digit date is displayed.
- Users may enter three or four digits at the date input and the system assumes the digits entered are the day and month (entered in correct order based on the date mask) of the current year and the full 6-digit date is displayed.
- Users may enter a date at the date input by entering a + or - and the number of days either before or after the current date. If the date wanted is either a week, month or year before or after the current date, then enter a + or - , the amount of weeks, months, or years and a w, m or y and the full 6-digit date is displayed.
- Users may enter a date by invoking the On-Line Calendar and pressing the F3 key to pull the date back into the data entry section. Refer to the section titled "On-Line Calendar" for more information pertaining to the On-Line Calendar.
- FACTS applies a "rule of 50" logic to the FACTS programs to expedite date processing. If the two digit year is greater than or equal to 50, the system will assume the date to be in the 1900s; if the two digit year is less than 50, the system will assume the date to be in the 2000s.
- During data entry, if the system is unable to interpret the date entered, the date mask will be displayed in the prompt. If the system is able to interpret the date entered, the date will be

displayed in the prompt. Dates prior to 01/01/1800 or after 12/31/2199 are not allowed during date entry.

- FACTS programs contain 8-character and 10-character date fields. The date editing/entry display varies slightly depending on whether it is an 8-character or 10-character field. When editing a date, using the right arrow or the END key, will advance the cursor to the end of the date field and using the left arrow or the HOME key, will advance the cursor to the beginning of the date field.
-

While editing or viewing dates:

	8-Character Date Field	10-Character Date Field
When entering a date in the 1900's (as defined by the 50-rule), the date will be displayed as follows:	ORDERED <u>01/02/96</u> <	ORDERED <u>01/02/96</u> <
Use the right arrow key or the END key to display the full 4-digit year:	ORDERED /02/199 <u>6</u> <	ORDERED <u>01/02/1996</u> <
A plus sign at the end of the date field indicates that the year is not in the default century.	ORDERED <u>01/02/96</u> +	ORDERED <u>01/02/2096</u> <

Prompts

The user should always read the bottom lines of the screen for the user prompts. These are instructional messages designed to aid the user. In every menu and program throughout the system, this prompt always appears in the same place. It instructs users on their options. These prompts are the key to easy operation of the system.

F4 is an option that is available for almost every input in the system. Therefore, F4 has been omitted as an option in most user inputs in the documentation. F4 always backs up to the previous menu, backs up to the previous input, backs up to a new entry (when paging through F/M programs) or exits the program returning to the menu.

Defaults

In most programs, default answers to questions are available to users to save keystrokes on entry. These defaults may appear in one of the following three forms:

- **OK to update (Y/N)** - In this form where there are two or more possible answers separated by a /. If the user presses CR, the system assumes the first possible answer displayed in the parenthesis (). In this example, the system would assume a Y (yes) response.
- **NOTE:** if the prompt says **OK to update (Y or N)** there is no default since the / is not present. This is used to prevent users from executing an operation in a critical program without typing in an answer. For example, when deleting a record the system's default is always an N. The user must make a deliberate effort to delete the record by typing in a YES.

- **Enter beginning customer (CR-First)** - In this form if a user presses CR, the first available record is used. This allows users to start at the beginning or go to the end of a file without knowing the first or last record. This is mostly used in reports, for example, printing a Customer Listing and printing FIRST to LAST customers (i.e., all customers).
- **Enter warehouse (CR-01)** - In this form a specific default is displayed in the prompt. If CR is pressed, the specific answer is used, in this case warehouse 01. These defaults are used when a specific answer is most commonly used. For example in Order Entry, at the warehouse prompt, when the majority of the orders are for warehouse 01 then 01 is the default value.
- In addition to the defaults above, the system is able to assign defaults for data entry by terminal. For each terminal set up in the Terminal F/M (in System Management), the following defaults are assigned: warehouse, branch, department, salesperson/territory, and printer. Once the defaults are assigned to a terminal, whenever one of the above mentioned fields is requested, the system automatically defaults to the entry assigned to the terminal. For example, if the warehouse default for a terminal is set to a remote warehouse number, whenever data entry requires a warehouse number, as in a purchase or sales order, the program will default to the remote warehouse number assigned to the terminal. Terminal default values can greatly decrease data entry errors.

Function buttons

Following are some of the more common buttons you will find in the FACTS graphical environment, along with explanations of the functions they perform.



Save changes. Always save your entries before exiting a program or file maintenance.



Create a new record in file maintenance programs.



Delete a record. When you press this button, the system prompts you to verify whether or not you really want to delete the record.



Exit a program or window. In file maintenances, the program prompts you to save changes if you did not do so before choosing Exit.



Go to first record in the file.



Go to the previous record in the file.



Go to the next record in the file



Go to the last record in the file.



Search for information related to the selected field. If you are in a customer field, choose this to open the customer search. If you are in an item field, this opens the item search, etc.



Add a line item. Most often found in entry programs where users can enter multiple line items.



In SO Order Management Suite programs, add a new customer. Opens the Quick Customer Add program so users can create new customer records on the fly while they enter orders, invoices or counter sales.



Defaults to all available values in a field. For instance, some of the reports allow users to enter multiple warehouse codes or route codes side-by-side. Users can select **All**, rather than keying all possible entries into the field.



In report document grids, backs up to previous cell and deletes any document number in that cell. See Pick List Print (*Sales Orders* → *Orders* → *Pick List Print*) for an example.



Change UM in entry programs. Usually found in line item entry sections and line item detail windows.



In inquiries, enables you to see more detail on a line item.



Edit a line item, usually found in entry programs or anywhere in FACTS where line items appear in browser windows. See Order Entry (*Sales Orders → Orders → Order Entry*) for an example.



Set filters in an inquiry. Choose this to set or view keyword filters, class filters, warehouse filters, etc. A check mark indicates filters are already set.



Insert a line in a browser. Most commonly found in entry programs where users can enter multiple line items.



Enter no value or don't use this field. Commonly found in reports and file maintenance programs when the field is not applicable.



See more options. Mostly used in reports, prints and registers in fields in which users can enter several letters in one field to indicate options they want to include. Users can press this button to see what the letters stand for. See Item Ledgercards for an example (*Inventory Control → Reports & Prints → Item Ledgercards*).



Set field to full balance of order. Used in the multiple payment sections of SO Order Management Suite programs. Users can select one of the payment fields and choose this option to indicate that the entire document balance is being paid with either check, credit card, cash, etc.



Perform a price search. Allows users to inquire about different price levels and previous prices offered to a customer for the selected item.



Cancel line item entry. Usually found in entry programs.



In Vendor, Item, Customer and GL inquiries, this indicates the Sync! feature is enabled.



Indicates the Sync! feature is disabled. Users can enable the feature by selecting the button.



Default to system date.



Temporary ship-to. Located in most SO Entry programs, users can choose this option to create a temporary ship-to address for a customer.

