

**DEALER MANAGEMENT SYSTEM**  
**Version 1.0 Manual**  
**4/25/2005**

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## **CREATING AN INVOICE**

Creating an invoice is simple and easy. First, open DMS and login. Next on the main menu click create invoice. Now, choose a customer at the top of the screen and click next. At this point you can click change address on the right side of the screen of the ship to address needs to be changed from the bill to. You are now ready to begin invoicing. Input the quantity and item code. If you don't know what description or price to put in click the 1 under lookup item to search your inventory for the item. Now that you have entered an item, do this for the remaining items on the invoice. Go to the bottom of the page and enter any shipping charges and click create invoice. Notice that the print window automatically comes up with your default printer selected. Choose how many copies you wish to print and click ok or print to print.

## **EDIT AN INVOICE**

Editing an invoice with a mistake or just to change it is simple. From the main menu choose edit invoices. Next, invoice that have not been paid show up here. Choose an invoice number by clicking on the button of the invoice in the number column. From here follow the steps in the creating an invoice help.

## **VIEW / REPRINT INVOICES**

To reprint an invoice simply choose view / reprint invoices from the main menu. Next choose an invoice number by clicking on the button of the invoice in the number column. Notice that the print window automatically comes up with your default printer selected.

## **INVOICE ITEM CONTROL**

To Create an Item click invoice item control. Next Choose Add Item. Next, type the item name and choose if the item is taxable or not. Click enter to create this Item.

To delete an item or modify an item Choose delete / modify item. Note Never remove the blank item at the top. Next click the change / delete button next to the item you wish to change. Make changes to this item and click save button or to delete click the delete button.

## **AUTOMATIC BILLING TRANSACTIONS**

To set up an automatic billing cycle for things like service contracts, from the main menu choose automatic billing transactions. Next choose enter regular transaction. Now, choose a customer at the top of the screen and click next. Now, in the billing frequency box, choose how often the customer is to be billed. In billing date choose the day of the month to be billed. Due to the fact that some months do not have a day past the 28<sup>th</sup>, 29-31 is not an option for a billing day. In number remaining, choose how many times the invoice will be generated. For example: If I want to bill my customer every month for the same number of copies for one year I would choose: Frequency = Monthly Date = 1 Remaining = 12. One note is that if today was November 14 2004 and I set it to bill monthly on the 12<sup>th</sup>, then it would bill on December 12, 2004. Fill out the invoice as you would any other time and click create invoice.

## **EDIT AUTOMATIC BILLING TRANSACTIONS**

From the main menu choose automatic billing transactions. Next Choose Edit / Delete All Transactions. Next choose the customer and click the change button under the ID column. From here you can adjust any and all settings, once done click update or if it needs to be deleted click delete.

## **ACCOUNTS RECIEVEABLE**

First, click accounts receivable and deposits and then accounts receivable. Next, choose the customer from the drop down menu. Next, check the box in the bottom right hand corner to see if the customer has any credits to be applied. If so, then leave the amount at 0.00 and leave ref / check # blank and choose Store Credit under Payment Method. Select the invoice(s) to apply this credit to and click next. Then reenter the same customer to finish paying off the current invoice(s). To do this simply put in the amount of the payment with the ref / check # and choose the payment method. Choose the invoice(s) to apply this payment to and click next. The payments have been received.

## **CREATE DEPOSIT TICKET**

First, click accounts receivable and deposits and then Generate deposit ticket. All paid invoice will now show up. Choose create deposit to deposit the paid invoices and press print if needed.

### **ADD TO ACCOUNTS PAYABLE**

First click accounts payable on the main menu. Next click add bill. Choose a vendor from the drop down menu. Next enter the invoice number and amount due with the due date. Please note that the due date must be in the following format. Example: if the date due was January 1, 2005 the I would put 01/01/2005. When finished click add bill to add it to your payables.

### **VIEW ACCOUNTS PAYABLE AND DUE DATES AND PAY BILLS**

First click accounts payable on the main menu. Next, Choose View due dates & pay bills. Notice that all current bills show up and tell you how many days until they are due. To pay bills simply choose a box in the select item column and put a check mark in it. Then click pay bills.

### **EDIT / DELETE ITEMS IN ACCOUNTS PAYABLE**

First click accounts payable on the main menu. Next, Choose modify / delete items. Choose the item to edit by clicking the change / delete button in the Select item column of the item you wish to edit. Next, you may edit any and all information. Follow the add to accounts payable help.

### **GENERATE A REFUND**

From the main menu choose Refunds and credits. Click issue refund. Next choose the invoice number and click next. Please be aware if this invoice has been paid or not as all invoices will show up regardless of status. Now basic information is displayed, if this is the invoice you wish to refund click the refund button. The refund is now complete.

## **GENERATE A CREDIT**

From the main menu choose Refunds and credits. Next choose issue credit. Now, choose a customer from the drop down menu and click next. Follow the instruction for creating an invoice to create the credit.

## **GENERATE REPORTS**

The reports menu is self explanatory. Please follow the drop down menu to see the different reports that can be created.

## **ADD TO INVENTORY**

From the main menu click inventory management. Next click add item. Fill out the form till web key. Web key is where you designate if the item can be sold on the customer web site. For example If I have a Canon imageRUNNER 3300 and I want the imageRUNNER 2200 and 2800 to be able to see it as well, I can use a number like 2200 and that way it is easy to remember. Going with the smallest model of a machine series makes it easy to remember. Yield is also a space for the customer web site. This is the frequency your customers will be able to order supplies. For example, If the yield of the toner is 15000 copies according to the manufacturer, and you put in 15000, your customers meter on the copier will need to be 15000 copies higher than the last meter read to be able to order toner. When finished choose submit to add the item.

## **VIEW AND SEARCH FOR INVENTORY ITEM**

From the main menu click inventory management. Next click view & search inventory. From here you can search by Machine, Part description and the part number. Just put in the information and click search or, click search for a complete list of everything.

## **DELETE & MODIFY INVENTORY ITEMS**

From the main menu click inventory management. Next click Delete / Modify items. From here you can search by Machine, Part description and the part number. Just put in the information and click search or, click search for a complete list of everything. Next, find the item you need and click the modify / remove button in the modify column of the item you need to change. Next, change the information that needs to be changed and click save. To delete click the delete button.

# **THE SERVICE MENU SECTION**

## **ENTER A SERVICE CALL**

Click the service menu from the main menu and then choose call board. Next click enter service calls. Choose a customer name or next to the customer name it also has the machine ID number. NOTE if no customers appear then you need to go to the add machines to service part of this guide. Now that you have selected a customer click next. Now, make sure that the information is correct here and enter a description of the problem. Now choose a tech to assign this call to. If no tech appears, go to the add techs section of this manual. Next, Click enter call and the call is entered.

## **CHECK OPEN SERVICE CALLS**

Click the service menu from the main menu and then choose call board. Now click Current open service calls / close calls. From here all currently open service calls are displayed. To change or cancel a call click the change/modify button for the call you wish to change. Next, change any information and click enter call or to delete call click cancel call.

## **SEARCH PAST SERVICE CALLS**

Enter a problem or solution and click search.

## **ADD TECHS**

Click the service menu from the main menu and then choose techs. Next click the add button. Give your tech an ID and enter all information. Next click the add button to add this tech.

## **CHANGE / MODIFY TECHS**

Click the service menu from the main menu and then choose techs. Next click the change button. Choose the tech and click next. Modify the information and click update, Or to delete the tech click delete.

## **VIEW SERVICE CONTRACT INFORMATION**

Click the service menu from the main menu and then choose Service Contract. Next, from the drop down menu choose the customer and click next. All available information is displayed.

## **ADD OR MODIFY SERVICE CONTRACTS**

Click the service menu from the main menu and then choose add/modify service contracts. Next choose the customer and click next. All information is now displayed. Change the drop down menu Current Status from No Contract To Contract. Next choose the contract end date for example: 01/01/2005.. Next enter the end meter for this contract NO COMMAS. Enter the cost per copy for B&W And Or Color. If a current meter is applicable enter that also. If this customer is set up correctly then at the bottom of the page 6 drop down menus appear as Define Covered Items. Please choose all items covered on the service contract. Items only appear based on the web key of the customer and items in inventory with the same web key. When finished click submit and the contract has been entered.

## **ENTER METERS**

Click the service menu from the main menu and then choose enter meters. Next choose the customer ID and click next. Enter a new meter and DO NOT INCLUDE COMMAS and click update.

## **VIEW ALL SERVICE DATA**

Click the service menu from the main menu and then choose view all service data. This show all major service data.

## **ADD MACHINE TO SERVICE**

Click the service menu from the main menu and then choose Add Machines to service. If the customer is new click add new customer and follow the add new customer part of this guide. If adding existing customer click add existing customer. Choose the customer to add and click next. Put in the complete model for instance: imageRUNNER 330S. If the customer already has a machine in service you need to change the ID number. The address of the customer should show if it has been entered before. Verify all information is correct then click next.

## **MODIFY SERVICE CUSTOMER INFORMATION**

Click the service menu from the main menu and then choose Modify Customer Information. Next Choose the customer and click next. Change any information and click save or to delete the customer click delete.

## **CHECK CUSTOMER WEB SITE ORDERS**

Click the Website Orders button on the main menu. Click Current Orders And Next. Enter A Date And Click Next. From Here all current orders are displayed. To view the order click the order id button. Here is shows you what the customer ordered. To modify the data click the edit data button. Change the data from here and click the update button.

## **ORDER SUPPLIES FOR A CUSTOMER**

All information for a customer to order supplies is store in 3 separate places. The first is the username and password. This information is stored in the customers area. Second is the machine has to be added to service and that machine must have a web key. The web key can be found in the service menu under modify customer data. After this information is entered you must have an item for the customer to order in inventory with the web key specified. After all this data has been entered then you can click website order on the main menu. Next choose order customer supplies. Choose the customer and follow the prompts.

## **VENDOR CONTROL CENTER – ADD VENDOR**

Here is where you keep track of all vendors. Choose Vendor Control Center from the main menu. Next click add vendor and enter the requested information. Click submit to enter the data.

## **VENDOR CONTROL CENTER – MODIFY / DELETE VENDOR**

Choose Vendor Control Center from the main menu. Next click View Modify Delete vendors. Next choose the vendor and click change – delete. Change the information that needs to be changed and click save or to remove click delete.

## **CUSTOMER CONTROL – ADD NEW CUSTOMERS**

Adding new customers is extremely easy. To do this click the Customer Add/ New on the main menu. Next Click add new customer. From here fill out all information. NOTE: if no fax number or email address are added and this customer is added to the service pool, then the tech that does a service call will have to add it. Click add when the form is complete. NOTE: The credit card type is a good line for expiration date and V-Code.

## **CUSTOMER CONTROL – MODIFY CUSTOMERS**

To do this click the Customer Add/ New on the main menu. Next click on the menu with all the customers names in it and select the one you wish to edit. Click the Change / Delete button to see the information about the customer. Next, change any or all data and click save changes or delete to delete the customer. One word of note. If you change the customers name the system will update all invoices in the system to the new name.

## **DMS USERS AND CONTROL – ADD USER**

From the main menu click security access. Next click add new user. Choose the access options you wish to grant along with the name and username and password.

## **CHANGE PASSWORD**

From the main menu click change password. Input old password and enter your new password 2 times.

## **LOGOUT**

When finished using DMS please remember to logout for the safety of your data.