

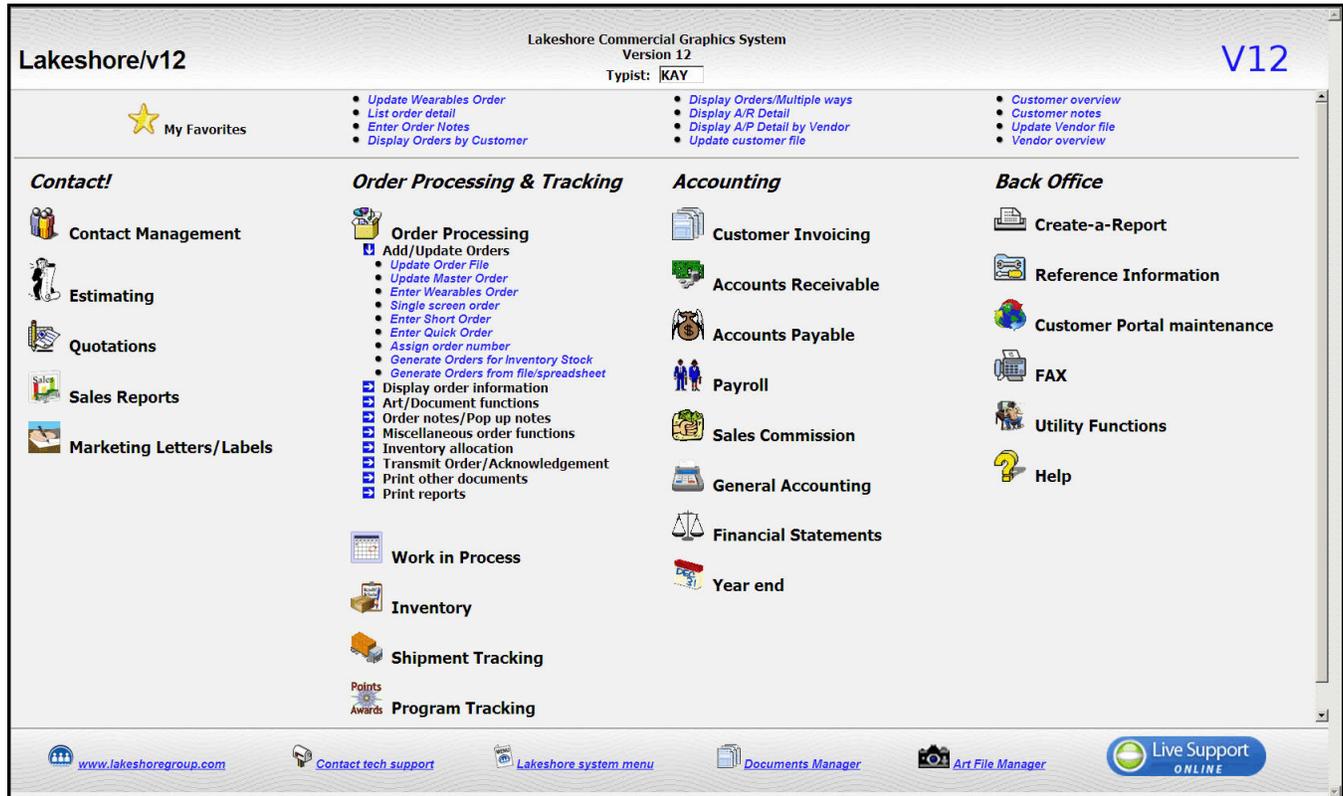
# ENHANCEMENTS Version 12

## System-Wide Changes

### Facelift

We have changed the look and layout of the screens to give them a fresher look. The background will now be light gray instead of cream.

The main menu list has been replaced by icons that fill the page.



New links have been set up for Document and Art managers. These are alternative methods of uploading files to the server. These are described in more detail below.

Also look for the **Live Support** icon in the lower right corner.. Clicking this icon will let you open a "chat" session with someone in Lakeshore support. This service has been available to our Lakeshore Online customers for awhile but we are expanding it to everyone in the new version.

We have also changed the **layout of screens** so that the buttons are always in a static location at the bottom of the screen. Only the middle part of the screen will scroll up and down.

General information screen on the order:

**Order Number: 711388** V12

### Update order file

#### General information

Master Order Number: 
Quote #000539
Vendor's Quote #654321
Typist: KAY

Type Order:
  Drop Ship
  Ship from Inventory
  Order for Stock
  Order for Consigned Goods  
 Manufacture & Sell
  Manufacture for Inventory
  Decorate for Stock
  Decorate & Ship

Customer: 
ATTENTION!
[Update other Customer-Related data](#)

Vendor: 
Mugsy Malone
[Update other Vendor-Related data](#)

[Update Decorator/Initial Ship ro' data](#)

**Shipping Address:**

Attention: 
[Ship to Company Address](#)
[Update credit card information](#)

Company Name: 
[Ship to Multiple Addresses](#)

Street Line 1: 
[Ship to Division Address](#)

Street Line 2:

City:

State / Province:  Postal Code:

Country:

**Other Information:** [Update other Dates & Information](#)

Customer's Order Number: 
Distributor's Order Number:  
Division: \*

Job ID: 
Coop/Price Group:  
Program Number:

"In Hand" Date: 
Follow up Date:  
Proof Due on:

For screens where you have a long list of data like displays of order history or Accounts Receivable detail, the heading will stay fixed and the data will scroll so you can always see the headings and the buttons at the bottom.

**Customer # 151413 RICHIE RICH** V12

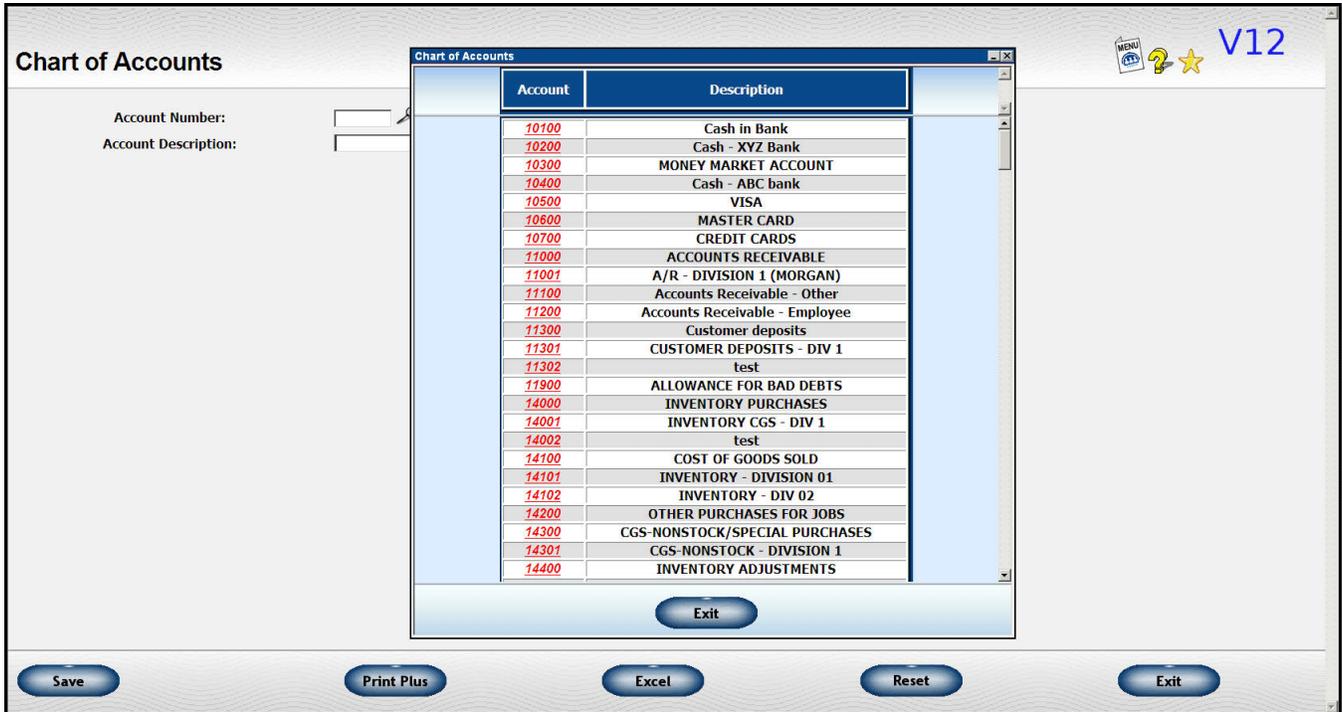
Contact: John Smith  
 Telephone: (504)753-0631  
 FAX: (504)756-9613

### Display A/R detail

Transaction Number	Type	Description	Order #	Date	Due on	Amount	Applied	Amount Due	Payment Date
200077	INV	DEAL YOURSELF A WINN	100095	7/ 6/93	8/ 5/93	460.00	100.00	360.00	6/25/05
200085	INV	CASUAL JACKET NAVY M	100101	7/ 8/93	8/ 7/93	69.50		69.50	
200088	INV	78-6900-0534-9 SELEC	100109	7/29/93	8/28/93	28.39		28.39	
200090	INV	78-6900-0512-5 MONEY	100114	8/ 6/93	9/ 5/93	16.54		16.54	
200091	INV	CASUAL JACKET NAVY M	100112	8/ 6/93	9/ 5/93	75.00		75.00	
200092	INV	78-6900-0501-8 QUILL	100113	8/ 6/93	9/ 5/93	12.96		12.96	
200094	INV	PEN W/EMBLEM	100115	8/11/93	9/10/93	20.00		20.00	
000516	INV	WIDGET	001002	8/12/93	9/11/93	10.85		10.85	
000528	INV	WIDGET		8/18/93	9/17/93	108.50	102.17	6.33	4/ 8/08
200097	INV	PROGRESS BILLING	100111	8/31/93	9/30/93	100.00		100.00	
000536	INV	TROPHY	190003	9/ 1/93	10/ 1/93	1,269.45	110.00	1,159.45	4/ 8/08
DM0040	ADJ	TEST		9/ 1/93	9/15/93	5,000.00		5,000.00	
000542	INV	WIDGET	190022	9/ 2/93	10/ 2/93	2.17		2.17	
000544	INV	WIDGET	190022	9/ 2/93	10/ 2/93	2.17		2.17	
000545	INV	FREIGHT		9/ 3/93	10/ 3/93	661.85		661.85	

## Look ups

Another big change is in the way we do look ups. For small list of reference data like salesman or G/L accounts, the **FULL** list will be displayed so you don't have to page through several screens to see the data. Just use your scroll bar to move the list up and down. You can also type <CTRL-F> to look for a specific word or phrase.



For displays of customer, vendors, orders, invoices, etc. it is not feasible to include the whole list. However, we have increased the number of lines displayed. Each site can pick how many rows you want to have displayed at once. If you pick too large a number, the time to display the data is increased but you may want more than the 15 we've been using in the current version. We have set the number of lines initially to 25 but you can change this number by going to Reference Information, System options, Miscellaneous options

## Document Manager

The first time you run this software you may get the following screen. Click on "Run" to continue. If you don't want to get this message every time, you can click on the checkbox shown at the end of the red arrow below.

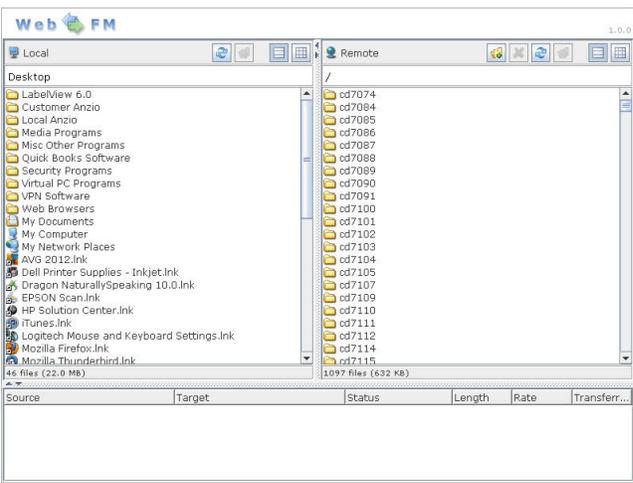


You will then see a display similar to the following:

The left hand side is your computer, the right hand side is the server.

Highlight files on the left, open the correct folder on the right, then right click the highlighted files on the left, and pick upload.

You can also right click on the right hand side to download, rename, etc.



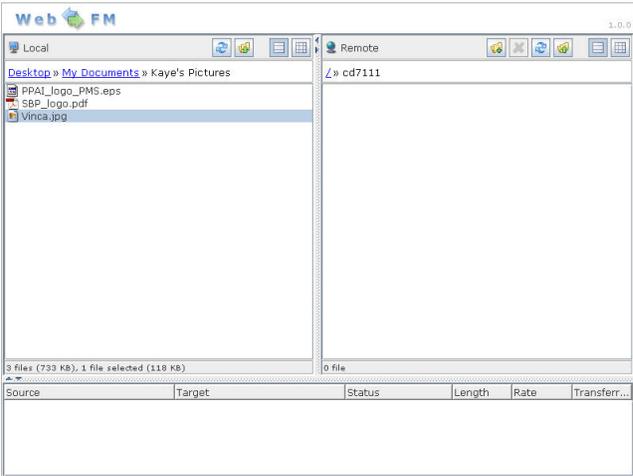
The screenshot shows the Web FM interface with two panes. The left pane, labeled 'Local', shows a file tree starting with 'Desktop' and containing various folders like 'LabelView 6.0', 'Customer Anzio', and 'My Documents'. The right pane, labeled 'Remote', shows a list of folders named 'cd7074' through 'cd7115'. At the bottom, a table with columns 'Source', 'Target', 'Status', 'Length', 'Rate', and 'Transferr...' is visible.

Click on the folders in the list on the left to open a folder on your personal computer. Find the file you want to upload. Then go to the right side and find the folder on the server where you want to place the uploaded file. The folders listed are under the "documents" folder. Then go back to the left side and right click on your file. Pick the upload option.

The left hand side is your computer, the right hand side is the server.

Highlight files on the left, open the correct folder on the right, then right click the highlighted files on the left, and pick upload.

You can also right click on the right hand side to download, rename, etc.



The screenshot shows the Web FM interface after a file upload. The left pane shows the path 'Desktop > My Documents > Kaye's Pictures' and lists three files: 'PPAI\_logo\_PMS.eps', 'SBP\_logo.pdf', and 'Winca.jpg'. The right pane shows the path 'Z:\ cd7111'. The status bar at the bottom indicates '3 files (733 Kb), 1 file selected (118 Kb)' on the left and '0 file' on the right. The table at the bottom is empty.

Once the file is uploaded, you will see it in the list on the right side. Right click on it if you need to rename it. You will need to click on the "X" in the upper right of the box to close the window.

## Art Manager

The Art Manager works just like the Document Manager except it puts the data into the artwork folder or one of the folders under it.

Note that this method up uploading the file does NOT set up the art number information nor do any conversions from EPS to JPG.

### New calendar (for selecting date)

We have changed the format of the calendar you see when you click on the calendar icon (📅) to pick a date. Now you will see the whole year at once. The current date is highlighted in green. Holidays and other non-shipping days are highlighted in orange.

2011							2012							2013						
<b>January</b>							<b>February</b>							<b>March</b>						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7				1	2	3	4					1	2	3
8	9	10	11	12	13	14	5	6	7	8	9	10	11	4	5	6	7	8	9	10
15	16	17	18	19	20	21	12	13	14	15	16	17	18	11	12	13	14	15	16	17
22	23	24	25	26	27	28	19	20	21	22	23	24	25	18	19	20	21	22	23	24
29	30	31	26	27	28	29	25	26	27	28	29	30	31							
<b>April</b>							<b>May</b>							<b>June</b>						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7			1	2	3	4	5						1	2
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30	27	28	29	30	31	24	25	26	27	28	29	30							
<b>July</b>							<b>August</b>							<b>September</b>						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7				1	2	3	4							1
8	9	10	11	12	13	14	5	6	7	8	9	10	11	2	3	4	5	6	7	8
15	16	17	18	19	20	21	12	13	14	15	16	17	18	9	10	11	12	13	14	15
22	23	24	25	26	27	28	19	20	21	22	23	24	25	16	17	18	19	20	21	22
29	30	31	26	27	28	29	30	31	23	24	25	26	27	28	29					
<b>October</b>							<b>November</b>							<b>December</b>						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6					1	2	3							1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22

**Exit**

## **Encryption of Credit Card Numbers**

All your credit card numbers will now be stored in an encrypted format. This should help you with passing your PCI compliance. Many credit card vendors require that you be in conformity with the security standards for storing credit card information.

# CONTACT MANAGEMENT

This module has been completely reworked. A new calendar function that integrates with other Lakeshore data has been added. There are also routines to print calendar activity.

## Contact Overview

The initial request screen has been simplified. You can request the following overviews from this screen.

Click on	Enter	Type Overview
Customer	Customer Number	Customer Overview
Customer	Customer Number, Contact Sequence	Customer Contact Overview Detail for this contact only
Prospect	Prospect ID	Generic Contact Overview
Prospect	Prospect ID, Contact Sequence	Generic Contact Overview Detail for this contact only
Vendor	Vendor number	Vendor Overview
Salesman	Salesman number	Salesman overview

## Contact Notes

Contact notes are individual notes associated with one of your contacts such as customer or vendors. Unlike other types of notes like customer notes where you have one big blob of notes, contact notes are assigned a date and note number. Then, you can access each note separately and see just the notes about that particular subject.

**Update Contact Notes**




V12

Customer:

Date of note:  

Description:

Type of contact:  

Type of follow up:  

Follow up Date:   

Name:

Contact:

Notes:

Meeting with Sam to discuss specialties for their annual spring fun run.

They will want samples for shirts, hats, water bottles.

Since the event will happen near St. Patrick's day this year, they are looking for slogan and/or art that incorporates some sort of "lucky" or "Irish" theme.

Meet back with them on Monday with samples and ideas for the art.

Save
Print Plus
Reset
Exit

If you are working on multiple projects for a customer, for example, you can keep the notes for each project separated. Or, you can record each contact with a customer.

There is an option in the Marketing Letters/Labels section to automatically update the contact notes when you do a letter or mailing.

You can also assign contact and/or follow up codes to each contact note. This lets you access the notes from the Create-A-Report so you can get a list of all the people to whom you sent Christmas cards, for example.

You can have both preset lists of common contact and follow up codes or you can enter a specific type of contact.

You can add a follow up task to your Lakeshore calendar by clicking by clicking on the Lakeshore Calendar icon



## Lakeshore Calendar

One of the major new additions from this enhancement is the addition of a calendar integrated with other Lakeshore data.

A sample calendar for one day is shown below. The day you are reviewing will be highlighted in yellow in the actual calendar section. Each date on the calendar that has unfinished tasks will be shown in red letters.

The date will initially be assigned as the current date so you can see your tasks for the day. You may easily move to other days to see what else is pending. You can also go to a previous day if you had some tasks left unfinished.

To go to a new date, simply click on the date you want.

**Lakeshore calendar** MENU V12

S	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

S	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

S	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

← Previous      Exit      Next →

Show completed entries			Add new entry							
Delete?	Comp?	Time	Company/Contact	Overview	Contact Notes	Description	Order/Quote	Add'l Info	Schedule Follow up	Reschedule entry
<input type="checkbox"/>	<input type="checkbox"/>		<b>Contact:</b> Kaye Keady <b>Telephone:</b> 225-292-7422 <b>E-mail:</b> kkeady@lakeshoregroup.com		New	Commission reports due				
<input type="checkbox"/>	<input type="checkbox"/>		<b>WHITMAN LIGHTING CENTER</b> <b>Contact:</b> Sam Whitman <b>Telephone:</b> (504)292-1111 <b>E-mail:</b> lkk@lakeshoregroup.com		New Recent All	Deliver sample for 2011 Spring Fun Run				
<input type="checkbox"/>	<input type="checkbox"/>		<b>WHITMAN LIGHTING CENTER</b> <b>Contact:</b> WHITMAN LIGHTING CENTER <b>Telephone:</b> (504)292-1111 <b>E-mail:</b> lkk@lakeshoregroup.com		New Recent All	Proof due for order # 711426	Order # <a href="#">711426</a>			

You can sort the calendar data based on the information in some of the columns. To do that click on the sort icon ( ) shown in that column at the top of the page.

There are links to the customer or vendor overview, to date-stamped contact notes, to orders or quotes as well as their notes.

If you need to reschedule a task or to schedule a second follow up, it's easy to do right from this screen.

The following columns are included in the detail at the bottom of the page.

### **Delete?**

Once a task is complete, you may flag it for deletion. When you exit that day or the calendar, the task will be deleted.

Once the task is deleted, you cannot recapture it. It will also not appear on any of the reports described below.

### **Cmpl?**

Once a task is complete, you may mark it as “complete”. When you exit that day or the calendar, the task will normally drop off your calendar. If you mark it as “complete” but change your mind, you can click on the “Show completed entries” link to reconfigure the calendar for that day to include completed entries.

If you don’t use the “delete” option when you finish a task but mark the task “complete” instead, then at the end of the day you can print out a list of the tasks set up for the day and which ones were completed. This could be a great way to monitor the progress of a new employee.

Tasks you don’t complete will stay on the calendar with the original date. Any day with unfinished tasks will show in red in the monthly calendar. You can move the task to a later date by clicking on the “reschedule” link.

### **Time**

If you want to assign a specific time to a task, such as for an appointment or a conference call, you can enter that time when the calendar entry is set up. You can click on the “sort” icon at the top of this column

### **Company/Contact**

In this column you will see the name of the company associated with the task as well as contact information.

### **Overview**

If the contact associated with a task is a customer, vendor, or prospect, you can see the related overview by clicking on the overview icon shown in this column



Customer Overview



Prospect Overview



Vendor Overview

### **Contact Notes**

You can set up a new date-stamped contact note by clicking on the “New” icon.

You can see recent notes by clicking on the “Recent” link. A list of notes from the last year will be displayed.

You can see a list of ALL contact notes for the contact related to this task by clicking on the “All” link.

### **Description**

A description of the task is shown. It will be shown in color if a priority code was assigned when it was entered. The priority code is discussed further in the discussion below on the screen where new tasks are scheduled.

### **Order/Quote**

If the task is related to an order, you will see the order number listed. You can click on the order number to go and update the order. You may also click on the order notes icon and the “link note” to get to those functions. The “link note” function is a new function that lets you send an e-mail and have the contents of the e-mail captured in the order notes. It is described in more detail in the Order Processing section.

If the task is related to a quote, you will have the same options as for the order.

### **Add'l Info**

If there is additional information available about the task that was entered when the task was set up, you can click on the “more detail” icon displayed () to see that information. If no additional information is available, the icon will not appear.

### **Schedule Follow up**

If this task requires a follow up task, you can click on the pen/paper “update” icon () in this column to call up a screen where you can enter your follow up task. Basic information such as the contact and order number will be copied to the new task screen.

### **Reschedule entry**

If you cannot complete this task for some reason and you want to schedule it for another day, you can click on the pen/paper “update” icon () in this column to call up the task and modify it. You can also use this feature to enter additional information or other changes you need to make.

The follow up and rescheduling entry screens have the same format as the “Schedule item on calendar” function described below.

### **Schedule item on calendar**

Each login will have his or her own calendar. You can decide, however, when you are scheduling a task to whose calendar it will be posted. The default will be to post the entry to your own calendar. However, you can easily post to someone else’s calendar. For example, a salesman may enter an order, then post an entry for follow up to his or her assistant.

You can post the entry to multiple calendars. For example, you can put a sales meeting on everyone’s calendar by checking the boxes to post the entry to everyone’s calendar.

You may also set up priority codes. Each priority can be assigned a specific color. You can then assign the priority code to the task based on its importance or other considerations. For example, you might assign a color based on the importance of the task. Or, you may assign a color to each person so you can see who added an entry to your calendar. Or you can assign a color to each department. Or you can assign a color based on the type of task—one color for follow up, one for ship dates, etc. This feature is optional and you can ignore it if you don’t want to use it.

The priority code will also allow you to sort your calendar entries for the day with the most important being first. If you want to use it this way but don’t need the color coding, then you can just set the colors up as black and white.

Note that everyone in the company uses the same set of priority codes. However, you can assign a specific code to each user in their system options if you wish.

In addition to entering tasks on your calendar manually, you can also easily set up entries from other areas of Lakeshore. As you enter orders and other information into the system, beside many fields you will see a new icon () . Clicking on this icon will bring up a pop up window where you can quickly add events to your calendar.

For example, see the screen shot on the next page of part of the general information screen of the order. Notice all the red arrows pointing to the new icon. You can set up an entry on your calendar for a task or event related to any of these fields.

If you click on the icon beside the Follow up Date, you can set up a calendar entry related to that follow up. If you click on the icon beside the Ship date, you can set up a calendar entry related to the ship date.

Most of the information on the calendar entry screen will be picked up from the order or quote.

Order Number: 711426

**Add entry to Lakeshore Calendar**

Date: 2/9/12 Time: : AM PM End Time : AM PM

Who will you be contacting?

- Staff Kaye Keady
- Customer 900000
- Vendor 770401
- Decorator 000050
- Salesman 001
- Other

Contact Name: Joe

Telephone: (504)555-0111

E-mail: kayek@lakeshoregroup.com

Description: Follow up Date for order #711426

Priority: Very Important

Put on Lakeshore calendar	Name
<input checked="" type="checkbox"/>	Kaye Keady sales
<input type="checkbox"/>	WHITMAN LIGHTING CENTER
<input type="checkbox"/>	SANMAR
<input type="checkbox"/>	A STITCH IN TIME
<input type="checkbox"/>	ROBERT M. KLENKE

Submit Exit

Previous Exit Done Next

Depending on where you are when you ask for the calendar entry screen, you will have a list of possible contacts—staff (someone else in your organization), customer, vendor, decorator, salesman, prospect, or “other”(someone not on any of your files).

The description for the calendar entry will be pre-formatted but you may change it if you wish.

# QUOTATIONS

## Quote Overview

You will see one new link plus two new icons on the quote overview screen:

### *Resequence Lines*

In the upper left to the left of the quote number information, you will see a link labeled "Resequence Lines". If you have deleted lines and want to resequence the remaining lines, click on this link.

If you have additional charge lines that reference a specific matching line item, you will need to change those references manually.

### *Send e-mail about quote w/link to quote notes*

To the right of the icon for the quote notes, you will see a new icon (). Click on this link to access the new function to send e-mails to customers or other contacts about a quote and have the content of the e-mail captured in the notes. This is discussed in more detail below. This icon will appear at the top of all the quote entry screens.

### *Insert a line between existing lines*

Sometimes you realize that you need to insert a charge or line item between existing line items on the order or as the first line on the order. You are now able to do that by clicking on the insertion icon ().

The new line will be inserted **BEFORE** the line you are on when you click the icon. Once the line is inserted, click on the update icon () to enter your information.

All the lines on the quote will automatically be resequenced as part of the insertion process.

## New fields

On the General Information screen, there are several new fields:

- 1) You may now enter up to **five** e-mail addresses instead of just one.
- 2) You may indicate whether or not you want the **overrun** message included on the printed quote and you may indicate the percentage overrun to be used. This information will transfer to the order.
- 3) If you are entering a quote for wearables, you may indicate the number of lines for the decoration and the number of lines for the blank goods.

The number of decoration lines will default to 3. You may change it to any number from 1-10.

The number of lines for the blank goods will default to the setting on your Order Processing system options for the wearable order. You may change that to any number from 1-90. If you have a lot of items, increasing the number here will keep you from having to keep saying "Add new line" when you get to the screen where the blank goods are specified.

On the line item, a field has been added for the **Vendor Quote number**. This is informational only.

## Color coding of quote notes

You may color code notes. This is the same way the order notes can be color coded. Please read discussion on the order notes for more details.

## Send E-mail w/link to quote notes

This new function lets you send an e-mail to your contact or to the salesman or other staff member. The content of the e-mail is captured in the quote notes. The e-mail itself contains a link so the person receiving the e-mail can respond to it and that response is also captured in the quote notes.

This feature is discussed in more detail in the similar function under Order Processing. See that section for additional details.

The screenshot shows a web form titled "E-Mail Note w/Link to Quote Notes" with a version number "V12" in the top right corner. The form includes the following fields and options:

- Quote Number:** 000524
- Send to E-mail address:** saf@lakeshoregroup.com
- CC:** Three empty text boxes, each with a dropdown menu labeled "-- Select staff e-mail --" and a red link "Contact Salesman Sales Assistant".
- 'From' E-mail address:** kkeady@lakeshoregroup.com
- Subject:** Please check the prices on this quote
- Your message:** Please verify that these prices are current
- Note Color:** Kaye's color
- Attachments:** A red label at the bottom left.

Below the message field, there are instructions: "Highlight text to be emphasized, then click on link below. If nothing is highlighted, full text of message will be emphasized." Below these instructions are four red links: [Bold](#), [Underline](#), [Italics](#), and [Bigger](#). At the bottom of the form are three buttons: "Submit", "Reset", and "Exit".

## Generating Orders from Quotes

A new link has been added to the generation process to let you quickly mark all lines to be included on the order.

# SALES HISTORY

Three major new features have been added to the Sales History module.

## Sales Targets

You can now set up sales targets for the following levels:

- Company
- Customer
- Salesman
- Salesman/Customer
- Program

When you print these sales reports, you will have the option of including the target numbers.

Several new functions have been added to load the sales target data.

### Update sales targets

You can load it directly by entering data for the company, customer, etc.

Month	Sales	Profit	Count
January	40000.00	15000.00	100
February	40000.00	15000.00	100
March	40000.00	15000.00	100
April	40000.00	15000.00	100
May	40000.00	15000.00	100
June	40000.00	15000.00	100
July	40000.00	15000.00	100
August	40000.00	15000.00	100
September	40000.00	15000.00	100
October	40000.00	15000.00	100
November	40000.00	15000.00	100

Pick the file, the year and the type of data. If you are entering data for customers, you will be prompted for the customer number you want to load. You will also be prompted for the salesman or program number when loading those types of data.

You can enter as much or as little data as you like. For example, you can load sales but not profit or count numbers. You can load an annual target in January or spread it out over the year. If your sales are seasonal, you may just prefer to enter a single number for the year. If your sales are spread out rather evenly over the year, you may prefer to split your sales accordingly.

If you want to load a single number and then have it spread equally through out the year, then enter your January numbers then click on the “Split January values evenly among 12 months” link to have the values spread through the year.

You can use the “Delete” button to delete sales loaded for an entity.

### **Generate Target S/S from Existing data**

If you already have existing data in Lakeshore and want to base your new targets on the previous year's activity, you can create your target data by copying last year's data to a spreadsheet to use as a starting point in your target calculations.

You can program in an increase or decrease in your targets by entering an appropriate percentage. For example, if you want to set a goal of sales at 5% more than the previous year, you would enter 5% increase.

The data will be exported to an Excel file that will be displayed on your screen. You may make whatever adjustments you wish and then import that data back into Lakeshore. The import function is a separate function described below.

**Generate Target S/S from existing data** MENU V12

Type of data:  Orders  Invoices  
Year used as basis (CCYY):   
Type data:  Company  
 Salesman  
 Customer  
 Salesman/Customer  
 Program

% increase/decrease:  Blank if no increase; negative for decrease  
Type selection:  Annual  Individual months

### **Load Sales Targets from spreadsheet file**

You can work out your sales targets using a spreadsheet program like Excel. You can either start from scratch, export the data from Lakeshore using the function described above, or create the file from some other source.

When you are ready to load the data into Lakeshore, you can use this Load function.

The file can be in Excel format or you can use a tab-delimited file.

You can load targets for individual months, just a total for the year, or enter a total that will be spread among the 12 months.

You can load salesman, customer and company data all at once. The data for each salesman/customer number combination will be rolled up to the customer level and to the company data. If you are not loading targets for all customers, you may want to do the company data separately.

Check the Help file for the screen for additional instructions on how to specify the columns, etc.

## Load Sales Targets from File

MENU ☆ ? V12

File Name (full path):

Type File:  Excel  Tab-delimited

Number of heading lines:

Type of data:  Orders  Invoices

Year being loaded (CCYY):

Type data to load:

- Company
- Salesman
- Customer
- Salesman/Customer
- Program

Are you only loading annual targets?

If you are loading annual targets, put it into the January row.

Month	Column for Sales	Column for Profit	Column for Count
January	<input type="text" value="A"/>	<input type="text"/>	<input type="text"/>
February	<input type="text" value="B"/>	<input type="text"/>	<input type="text"/>
March	<input type="text" value="C"/>	<input type="text"/>	<input type="text"/>
April	<input type="text" value="D"/>	<input type="text"/>	<input type="text"/>
May	<input type="text" value="E"/>	<input type="text"/>	<input type="text"/>

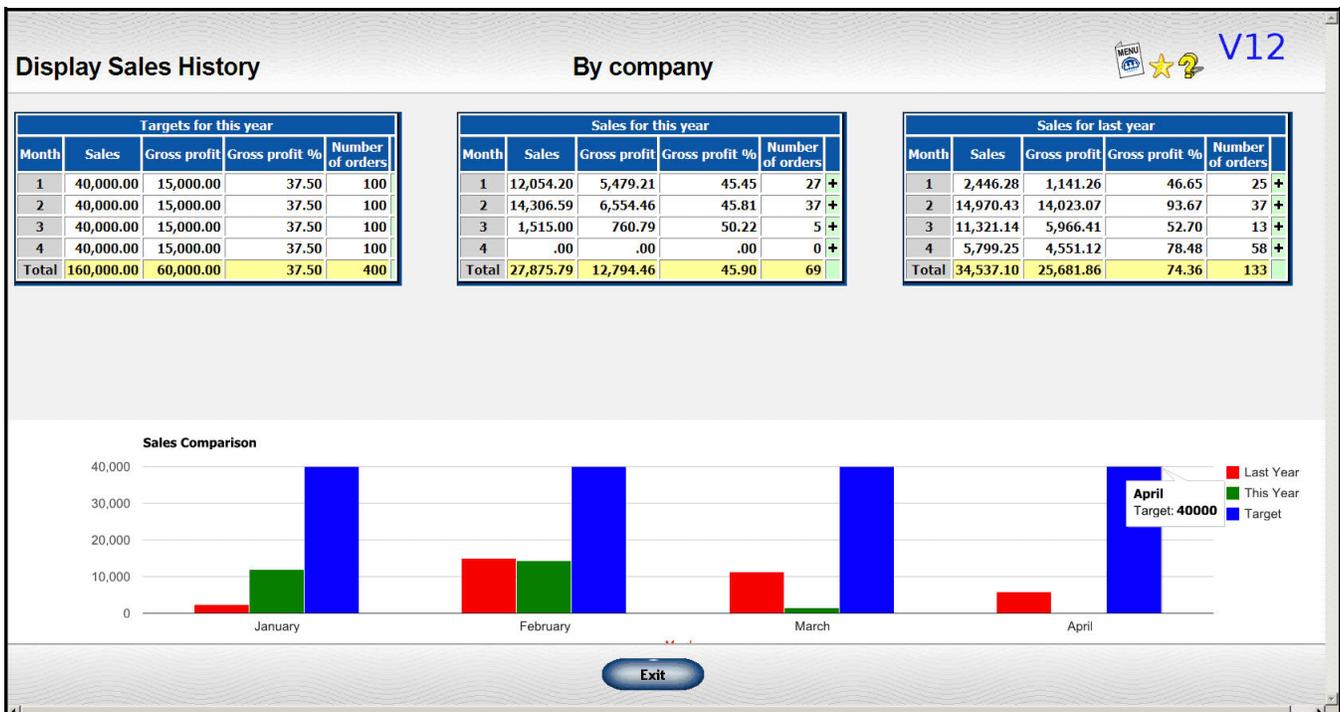
Enter column as A, B, C,...AA, AB, etc.

## Sales Charts

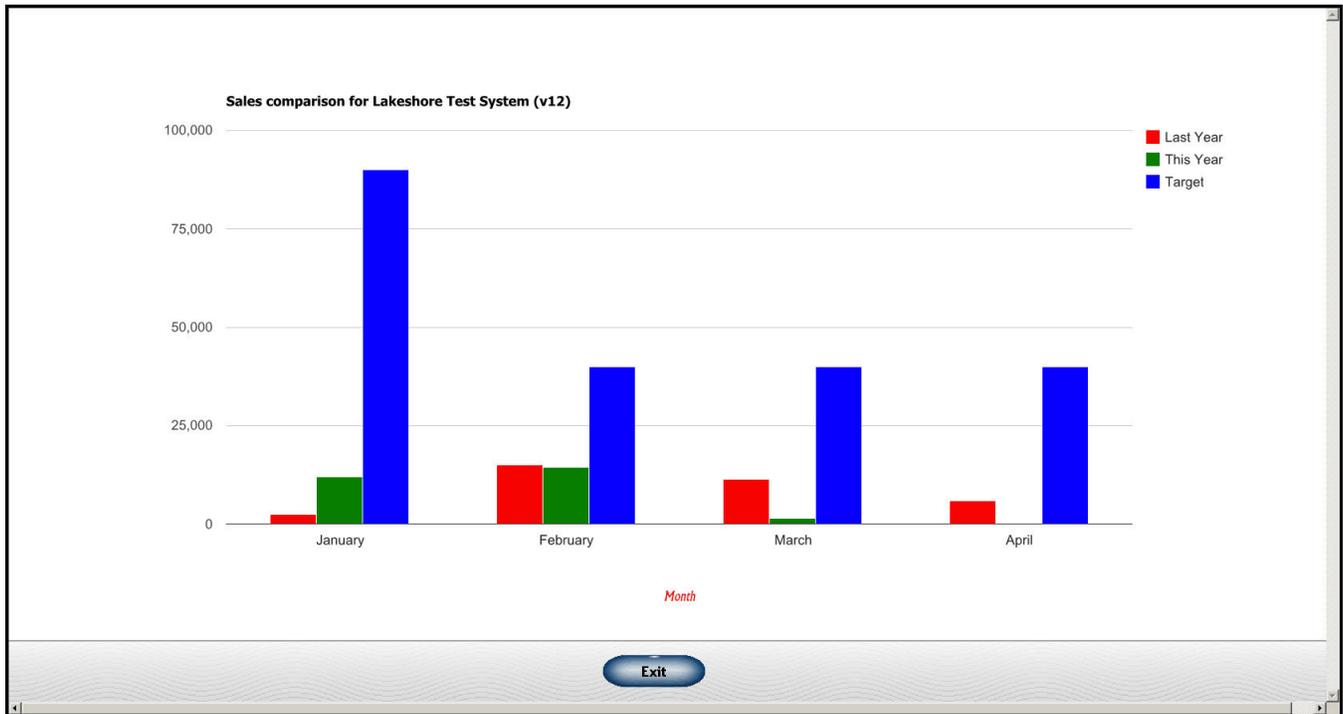
The second new feature is the addition of bar charts. We are utilizing Google's free charting routines.

On the display of sales data, you will have an additional checkbox you can check to display the sales chart. It does take a bit longer to display the chart, so you may not want to show the charts every time you look at sales.

Here is an example showing the chart and the sales targets.



You can also display just the chart in a larger format without the sales information tables.



### **Export options**

For several of the more commonly used reports, you can also export the sales data to Excel or another spreadsheet program.

You can do the export for the following:

- Master Salesman
- Master Salesman/Customer
- Master Salesman/Contact
- Salesman
- Salesman/Customer
- Salesman/Contact
- Customer
- Customer Analysis
- Customer - 5-year sales figures
- Contact
- Contact Analysis
- Program
- Program/Customer
- Program/Contact

## MARKETING LETTERS & LABELS

We've added a couple of new functions to the Letters module.

### **Create mailing list based on customer analysis**

You can now create a mailing list based on your customer analysis data. The format is the same as list created through the extract steps. The dialog is the same as the usual customer analysis dialog screens but with the addition of the name of the extract file.

### **Add single codes to existing mailing address files**

Previously, you could delete single customers, vendors, etc. from an extract file but there was no way to add one without going through the whole extract dialog for each one. A streamlined step has been added to let you easily add customer numbers, etc. one at a time. Great for those Christmas card lists!

### **Purge duplicate addresses**

A few people had this option but it has been added to everyone's menu. You can use this function to clean up an address file of duplicate addresses. This is a pretty simplistic purge routine that only deletes obviously duplicate addresses.

### **HTML e-mails**

We can now send out nicely formatted e-mails from Lakeshore. They are formatted in HTML, which is the language used by web pages.

You will **not** see this on your menu initially. There is some set up involved so if you are interested in utilizing this feature, call Lakeshore technical support so we can get the set up done for you.

Please note that we do not recommend sending large e-mail blasts from Lakeshore. Most providers have caps on the number of e-mails you can send each day. If you want to do a large e-mail blast, you should probably do that through companies that provide that specific service.

However, if you wanted to do some targeted promotions to a small number of e-mail addresses, the HTML option may be a useful tool.

# ORDER PROCESSING

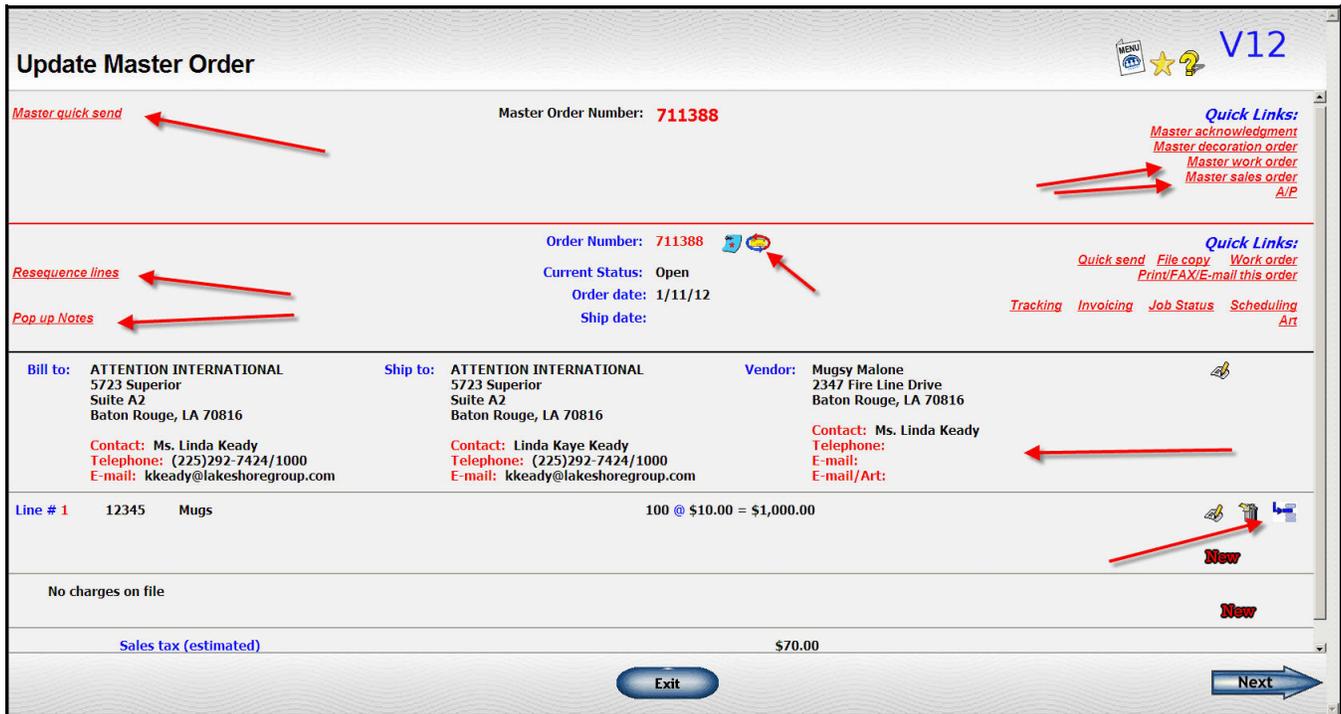
Since Order Processing is usually the most important module in the system, it also has a large number of enhancements.

## Order look up from icon

If you are looking up an order number by customer, vendor, or item, the orders will be sorted by latest order first, not necessarily the largest order number.

## Order Overview

Notice the red arrows in the screen shot below. They point to several new features:



- On the Master Order Overview, in the upper left, you may see a link to the Master Quick Send if you have any quick send options set up. This link will let you send master-order related documents as well as all the documents for all the orders in the master order such as purchase orders for each vendor.

If you click on the "Quick Send" link for an individual order, you will get just the documents for that particular order. If you have master level documents set up on your quick send options, they will also be included. Basically these "quick send" links work the way they did before.

- On the right of the master order number area, you will see links to 2 new master-order oriented documents, the master work order and the master sales order. They are described in more detail below.
- In the upper left to the left of the heading information for each individual order, you can see an arrow pointing to a link to **Resequence lines**. This link lets you renumber the lines on the order. So, if you have three lines and delete the second one, your lines will be numbered 1 and 3. If you resequence, they will be numbered 1 and 2.
- Below the resequence link, you will see a link to **Pop up notes**. This link will let you set up pop up notes for the order directly from this screen.
- At the top beside the order number and the order notes icon, you will see another new icon -  It takes you to a new function that will let you e-mail vendors, customer, or staff members about the order. Then 2 things will take place:

- The text of the email will be captured in your order notes.
- The person receiving the e-mail will have a link in the body of the e-mail that they can click to send back their response. That response will also be captured in your order notes.

This icon will be available most places where you have access to order notes.

- Below each of the addresses, you will see the full contact information—name, phone, e-mail—related to that address.
- To the right of the first item (Mugs), you will see a new icon (  ) after the trash can icon. Click this icon to **insert a new line before** that line. The lines on the order will also be resequenced as part of the insertion process.

## General Information Screen of Order entry

We had been adding new fields to the bottom of this screen as we needed new fields. We've rearranged it a bit to make it a little more organized. We also moved the fields you update the most to the top of the screen. The green arrows point to the new fields.

Here's a description of the new fields and icons:

1. There's a new icon (  ) beside the order notes icon at the top of the screen. Click on this icon to go to the "**e-mail w/link to notes**" function described below.
2. The other new icon (  ) appears beside most of the date fields. Click on this icon to add a reminder to your **calendar** for the related date and event.
3. If this order was generated from a quote, the quote number has been appearing to the right of the master order number field. If there's a "**Vendor Quote number**" associated with that quote, it will also appear.
4. The **distributor order number** is not a new field for suppliers but we have made it available to everyone. You may use this if you need a field in addition to the customer order number and the Job ID for tracking or identification purposes. You may change the "Dstr PO#" literal shown in the front of the field to describe your usage of the field.

You indicate whether or not you want to use this field and how you want to label it through the Order Processing System Options function.

5. The **event date** is especially useful for those who run award programs but others may find it useful as well.
6. The **pick up time** is useful for those who have a store front and have customers picking up finished products.
7. The **Special Handling** field lets you flag certain items as requiring some sort of special handling. The default is "no".

One option is "yes". When you pick that option, a description field will be displayed where you may enter the type of special handling required. That description can be printed on your documents.

The other option available is **Future Ship Date**. If you pick this option, then a field will appear where you may enter a date. Inventory shipments can be put into "Tag & Hold" and they will remain there until the date specified. They will not be allocated and no pick ticket will be printed until that date. You can use the date "999999" to put the shipment on indefinite hold.

8. You may now enter an "**In Hands**" date for printing on documents for the "blanks" vendor.

**Order Number: 711388**   V12

**Update order file** General information

---

Master Order Number:   Quote #000539  Vendor's Quote #654321  Typist: KAY

Type Order:  Drop Ship  Ship from Inventory  Order for Stock  Order for Consigned Goods  
 Manufacture & Sell  Manufacture for Inventory  Decorate for Stock  Decorate & Ship

Customer:       [Update other Customer-Related data](#)

Vendor:       [Update other Vendor-Related data](#)

Decoration Vendor:       [Update Decorator/Initial 'Ship to' data](#)

**Shipping Address:**

Attention:   [Ship to Company Address](#) [Update credit card information](#)

Company Name:  [Ship to Multiple Addresses](#)

Street Line 1:

Street Line 2:

City:  [Ship to Store Address](#)

State / Province:   Postal Code:

Country:   [Update Art Numbers](#)

**Other Information:**

Customer's Order Number:

Job ID:

Salesman: \*    /   

Order Status:   

Process Group:   

Dstr PO#:   

Coop/Price Group:   

Tax routine: \*   

Program Number:   

Store:   

**Sales Report Categories:**

1:    2:    3:    4:   

**Dates / Shipping information:** [Update other Dates & Information](#)

Event Date:      Pick up Time:     

"In Hand" Date:     Ship Via:      Prepaid/Collect:

Ship Date:     Account #:   

Follow up Date:       Proof Due on:     

Special Handling:      Repeat Date:     

Hold until:     [Indefinite \(999999\)](#)

**Shipping information for Blank Goods Vendor:**

"In Hand" to Decorator:      Ship Via:      Prepaid/Collect:

Ship Date:    

**Shipping information for Decorator:**

"In Hand" Date:      Ship Via:      Prepaid/Collect:

Ship Date:     

9. You may now enter the following information for the Decorator for printing on documents.

- In Hands Date
- Ship Date
- Ship via information including account # if 3<sup>rd</sup> party
- Prepaid/Collect notation

10. An additional B/O handling code is now available. It is to "ship what is available, cancel the rest".

On the **Update Customer-related data** link, we have added the FAX or e-mail address to be used on the invoice. This will default to the billing information on the customer file but you may change it here if you wish.

**Customer data**  
Order Number: 711388

MENU V12

**Update order file**

**Transmitting customer acknowledgment**

FAX acknowledgment? ( 225 ) 291 - 0882 Ext. LD I

E-mail acknowledgment? kkeady@lakeshoregroup.com

**Transmitting shipment confirmations**

FAX confirmation? ( 225 ) 291 - 0882 Ext. LD I

E-mail confirmation? kkeady@lakeshoregroup.com

**Transmitting customer invoices**

FAX invoice? ( 225 ) 291 - 0882 Ext. LD I

E-mail invoice? kkeady@lakeshoregroup.com

\* Required Field

Save      Reset      Exit

## Line item screen on order entry

There are two new icons added to the line item screen.

1. Click on the "more detail" icon ( ) to see a list of all the items on the order.
2. Click on the "camera" icon ( ) to see a picture of an item if one is available. The item must be on the item file and have a graphics file associated with it on the Lakeshore server.

**Order Number: 711388**

MENU V12

**Update order file**      Line Item # 1

Item Number: 12345

Description: \* Mugs  
[Individual Imprint](#)

Item Report Category:

Design Number:

Quantity Ordered: \* 100      Billed:      Left to bill: 100  
Vouched/Used:      Left to Vouch: 100

Pricing Unit:      Discount Code:      %

	Unit Amount	Extended	Unit Amount	Extended
List Price:	10.00	1000.00		
Cost:	6.00	600.00		
Selling Price:	10.00	1000.00		

Vouched:     

Taxable?

[Review Release Detail](#)

Previous      Exit      Done      Next

## Totals screen on order entry

There is one new field on the “totals” screen labeled **Gift Card**. You may enter the amount of gift cards used to pay for the item. It will be transferred to the customer invoice.

This field can just be a notation or it can post to a G/L account when you close customer invoicing. If you want to post it to an account, you will need to set up the Gift Card account in the Accounts Receivable system options.

## Decorate/Ship orders can now pull blanks from inventory

You can now pull the blank goods from inventory on this type of order.

## Master Quick Send

If you are displaying a master order, you will see a new link in the upper left labeled **Master Quick Send**. If you have “quick send” options set up, then in your document printing dialog window, you will see the following options listed.

- All the quick send options for master documents such as master order acknowledgment
- All the quick send options for the 1<sup>st</sup> order in the master order
- All the quick send options for the 2<sup>nd</sup> order in the master order
- etc.

This will let you print/send all your documents from all parts of the master order at one time. Of course, you can still pick and choose which documents to send.

The screenshot shows the 'Quick Send' dialog box. At the top, there are links for 'Uncheck all documents' and 'Check all documents', and a 'Master Order Number: 711388'. The main area is a table with columns 'Send?', 'Format', and 'Document'. The 'Send?' column has checkboxes. The 'Format' column lists 'E-mail', 'Print', and 'FAX'. The 'Document' column lists various document types. There are also buttons for 'Submit' and 'Exit' at the bottom. Red arrows point to the 'Send?' checkboxes for 'Master level documents', 'Documents for 1st order', and 'Documents for 2nd order'.

Send?	Format	Document
<input checked="" type="checkbox"/>	E-mail	Master Order Acknowledgment to Linda Kaye Keady To: kkeady@lakeshoregroup.com Subject: Our Order #711393 Text in body of e-mail: See my order attached. Please confirm receipt of this document.
<input checked="" type="checkbox"/>	Print	Document(s) for order #711388 Order to Vendor/Acknowledgment File copy
<input type="checkbox"/>	FAX	Order to Vendor/Acknowledgment Purchase order to Mugsy Malone To: 2910882 at : AM PM <input type="checkbox"/> Cover sheet?
<input checked="" type="checkbox"/>	Print	Packing slip
<input type="checkbox"/>	Print	Document(s) for order #711393 Order to Vendor/Acknowledgment

## Salesman order → Single screen order

We originally designed the one-screen order up with salesmen in mind so we named it the “Salesman order”. A lot of other people liked this format so we have changed the name to reflect a more generic name. It will now be called the “Single screen order”.

## Wearables order

Three changes have been made to the wearable order.

1. On the first screen, you may separately specify the ship date, in hands date, and ship via information for the customer, the blank goods vendors and the decorator.
2. Also, on the first screen, you may specify the number of lines you want to have in the decoration area and how many you want in the blank goods area. You can still add lines from the order entry screen but if you know you are going to have to specify a larger than normal number of blank good lines, you can increase the number initially displayed.
3. We originally set up the second screen with the decorator information first, followed by the blank goods vendor. We did this so you could factor the costs of the decoration into your prices to the customer. Because of that layout we also generated the decorator order first, then the blank goods order(s).

Many of you said that was awkward and preferred to have the blank goods orders first, THEN the decorator's order. There is a system option under Order Processing that will let you make this switch for new orders. If you pick the new option with the blank goods first, they will also appear first on the order entry screen.

**Wearables Order**

Coop:  Program:   
Order Status:  Open Deposit:  [Update credit card data](#)

**Sales Report Categories:**  
1:  2:  3:  4:

**Shipping/Follow up information for Customer**  
"In Hand" Date:  Follow up Date: 4/20/12  
Ship Date:  Ship Via: 01 UPS GROUND

**Shipping/Follow up information for Blanks**  
"In Hand" Date:  Follow up Date:   
Ship Date:  Ship Via: 02 UPS GROUNDTRAC

**Shipping/Follow up information for Decorator**  
"In Hand" Date:  Follow up Date:   
Ship Date:  Ship Via: 13 FED EXPRESS SAVER

**Next Screen:**  
Number lines Decorator: 3 Blank goods: 10

Exit Done Next

## Generate Orders from File/Spreadsheet

You may receive orders from a website or customers that are in an Excel or other type of file. In that past we have written a program to import these and generate the orders in Lakeshore.

We now have a generic import/generate function

There are a few other prompts such as the file name, what customer to use (if it's not on the spreadsheet), and what field to check to know when to start a new order.

Then you specify what data is in each column of the spreadsheet.

You can save your specs so you don't have to type them every time.

When you click Submit, we read the file you've indicated and generate orders.

If you need some help setting this up the first time, let us know.

**Generate Orders from File/Spreadsheet** MENU V12

File name:  [Upload file](#)

Specification Number:   \* To use previously Saved Specifications

Save these Specifications?  Don't Save  Save as new Specification  Resave Existing Specification

Type of file:  Tab/Comma delimited text file  Excel

Number of header records:

Split city line to city/state/zip fields?

Default customer (if needed):

Program number (if needed):   If not specified, program number on customer file will be used if available

Data field for primary ID (New order each time this value changes)

Column on S/S	Data field	Column on S/S	Data field	Column on S/S	Data field
A	<input type="text" value="3012"/> Job ID	AA	<input type="text"/>	BA	<input type="text"/>
B	<input type="text" value="5632"/> Quantity Ordered	AB	<input type="text"/>	BB	<input type="text"/>
C	<input type="text" value="2668"/> Item Number	AC	<input type="text"/>	BC	<input type="text"/>
D	<input type="text" value="1228"/> Description - Line 1	AD	<input type="text"/>	BD	<input type="text"/>
E	<input type="text" value="6538"/> Shipping Address - Line 1	AE	<input type="text"/>	BE	<input type="text"/>
F	<input type="text" value="6539"/> Shipping Address - Line 2	AF	<input type="text"/>	BF	<input type="text"/>

## Display Orders by Customer Display Orders by Vendor

Previously when you display orders by customer or vendor, the program started with the highest numbered order and went backwards. For most users, that worked fine.

However, if you assign your own order numbers or have some order numbers assigned higher than the sequence you're working on now, that doesn't work very well.

There is now a "Sort by oldest order?" checkbox on the request screen. If you have the situation where you're not seeing the latest orders displayed first, check this box to have the orders sorted by date. This takes a little longer to bring up so we don't suggest you check this option unless it's one you need.

## Default review method when clicking on order links

As one of your user options, you may indicate on a login-by-login basis what your preference for order format. The choices are:

- Update order file
- Update master order
- Single screen order

User defaults are set under Utility functions, Set up user options.

## Move/Delete document file

If you upload the wrong document or associate it with the wrong order, you can use this function to delete it, rename it, or move it to another order, etc.

## Order Notes

You can now color code your notes. You can assign colors by departments, urgency, or any other criteria.

The available color combinations are set up by going to Reference File, Miscellaneous codes, Group 2, Note colors.

The screenshot shows a web application window titled "Order Notes". In the top right corner, there are icons for a menu, a star, and a question mark, along with the text "V12". The main content area is divided into several sections:

- Order Number:** A text input field containing "711388" with a magnifying glass icon to its right.
- Customer:** A text input field containing "ATTENTION!".
- Vendor:** A text input field containing "Mugsy Malone".
- Previous Notes (read only):** A scrollable text area containing an email message:

```
4/17/12 - 5:02 PM KAY - E-mail to kkeady@lakeshoregroup.com Subject: Art approval for your order for mugs I wanted to see if you had had a chance to review the art proof we sent you for your order for jackets. Please let me know if the art is OK or not as we cannot place the order until you approve the art. I've attached another copy of the art in case my original e-mail isn't handy.
```
- New Notes:** A large empty text area for entering new notes.
- Note Color:** A dropdown menu currently set to "Kaye's color".
- Formatting Tools:** A set of icons for text formatting (bold, italic, underline) and alignment (left, center, right).

At the bottom of the window, there are three buttons: "Save", "Reset", and "Exit".

## E-mail note w/link to order notes

This is a new function that lets you send an e-mail to someone concerning an order. The text of the e-mail as well as who it was sent to are captured in the order notes.

You can access this function from the menu but it is also accessible most places where you can access the order notes icon. In addition to the icon for the notes, you will also see and icon for this function (  ).

You can send the e-mail to up to 5 addresses. There is a drop down list of all staff e-mails to the right if you want to direct the e-mail to one of those. There will be links for the following as are appropriate for the type of order (vendor if there's a vendor on the order, etc.)

- Vendor
- Decorator
- Customer
- Salesman
- Sales Assistant

In addition to the left/right/center justification, standard comments, and spell check options that you are used to for text areas, you can also make the note bigger, in bold, in italics, and underlined if you wish. If you want a specific phrase formatted, highlight the phrase, then click on the feature to the right of the text area. If you don't

highlight any text before clicking on the formatting phrase, the full text will be formatted.

If you want to color code the note, you can pick a color from the drop down list to the right of the note text. This is optional.

You can add art or other attachments that are stored on the Lakeshore server to the e-mail or you can pick one from your personal computer.

The message sent in the sample below is shown in the order note example above so you can see how it will be captured in the notes.

### E-Mail Note w/Link to Order Notes

MENU ★ ? V12

Order Number:	<input type="text" value="711388"/>		
Send to E-mail address:	<input type="text" value="kkeady@lakeshoregroup.com"/>	<input type="text" value="Kaye Keady"/>	<a href="#">Customer</a> <a href="#">Salesman</a> <a href="#">Sales Assistant</a>
CC:	<input type="text" value="mycst@mycstco.com"/>	-- Select staff e-mail --	<a href="#">Customer</a> <a href="#">Salesman</a> <a href="#">Sales Assistant</a>
	<input type="text"/>	-- Select staff e-mail --	<a href="#">Customer</a> <a href="#">Salesman</a> <a href="#">Sales Assistant</a>
	<input type="text"/>	-- Select staff e-mail --	<a href="#">Customer</a> <a href="#">Salesman</a> <a href="#">Sales Assistant</a>
	<input type="text"/>	-- Select staff e-mail --	<a href="#">Customer</a> <a href="#">Salesman</a> <a href="#">Sales Assistant</a>
'From' E-mail address:	<input type="text" value="kkeady@lakeshoregroup.com"/>		
Subject:	<input type="text" value="Art approval for your order"/>		
Your message:	<div><p>I wanted to see if you had had a chance to review the art proof we sent you for your order for jackets. Please let me know if the art is OK or not as we cannot place the order until you approve the art.</p><p>I've attached another copy of the art in case my original e-mail isn't handy.</p></div>	Note Color: <input type="text" value="Kaye's color"/>	
			Highlight text to be emphasized, then click on link below. If nothing is highlighted, full text of message will be emphasized.
			<a href="#">Bold</a> <a href="#">Underline</a> <a href="#">Italics</a> <a href="#">Bigger</a>
<b>Attachments:</b>			
Files physically stored on the server:	1: <input type="text" value="Aussie.jpg"/>	<input type="text"/>	<input type="text"/>
	2: <input type="text"/>	<input type="text"/>	<input type="text"/>
	3: <input type="text"/>	<input type="text"/>	<input type="text"/>
File stored on your computer:	<input type="text"/>	<input type="button" value="Browse..."/>	

There is a sample of what the recipient of the e-mail will receive on the next page..

The recipient can click on the red link to reply to the e-mail. The text of the reply will also be captured in the order notes. The reply will be formatted just as the original one with the link for the reply so you can do a "round robin" e-mail conversation with someone and have all the text captured in the order notes.

The blue link shown in the link about lets you review existing order notes. Only recipients with the same domain name as yours will have the link to the notes included in the body of the e-mail.. The domain name is the part after the "@" symbol so for "[kkeady@lakeshoregroup.com](mailto:kkeady@lakeshoregroup.com)", the domain name is "lakeshoregroup.com".

If you are using "gmail" or some commonly used e-mail server, you may want to consider getting your own domain name if you are planning on using this function.

I wanted to see if you had had a chance to review the art proof we sent you for your order for jackets. Please let me know if the art is OK or not as we cannot place the order until you approve the art.

I've attached another copy of the art in case my original e-mail isn't handy.

Please do not reply to this e-mail through your e-mail program

[Click here to reply to the message above regarding order # 711388.](#)

[Click here to review existing order notes for order # 711388.](#)

Kaye Keady  
Lakeshore Group, Ltd.  
(225)292-7422 FAX (225)291-0882  
kkeady@lakeshoregroup.com



The default "reply to" address will be to the person sending the e-mail. You may change it and add others.

If the person replying to the e-mail is outside your domain, only staff and salesman links are shown for the e-mail address selection.

### Reply to E-mail

Order Number:

Reply to:

CC:

Subject line for your e-mail:

Your message:

Note Color:

Highlight text to be emphasized, then click on link below.  
If no text is highlighted, the full text will be emphasized.

[Bold](#)  
[Underline](#)  
[Italics](#)  
[Bigger](#)

File name of document you want to upload (optional):

We accept the following file types: ai, eps, doc, jpg, pdf, png, txt, and xls

## Update Follow up Date/Ship Date

This is a new function under Order Processing, Miscellaneous functions. This is a streamlined way to do follow up for orders.

**Update Follow up/Ship dates** MENU V12

Order Number:

Customer:

Salesman:

Contact:

Telephone:

E-mail:

Vendor:

Telephone:

E-mail:

Account number:

Follow up date:

Ship Date:

In Hands Date:

Order Status:

Quick Link: [Update tracking data](#)

## Cancel Range of Inventory Orders

If you generate orders for inventory shipments, you may occasionally have a glitch and need to cancel all the orders generated that way for the day. This function gives you a way to do that without having to cancel each order individually.

## New document formats

A new **Proof** form has been added to the standard formats available. A generic version is already set up for you to use.

Two new master order-oriented document formats have been added

**Master sales document**

A sales-oriented document showing all parts of the master order on one document for someone like a salesman

**Master work order**

A work order for a master order containing multiple individual orders

## New reports

We've added some new reports.

### **Order History Item Detail/Multiple ways**

The new variation has a format similar to the Order History Item Detail that was already on the menu but has many more ways to select and sort the report.

The original function to request the report is now labeled "Order History Item Detail/Original". It has a little simpler dialog screen

The new version of the report, the "multiple ways" version, can be restricted to inventory shipments so it is useful for all types of item-oriented reports.

An Excel option is available.

***Review Fill and B/O data/Item detail***  
***Review Fill and B/O data/Order detail***

These reports give you statistics on fill rates and how frequently you have to back order items. This will be useful reporting information for your programs.

Both reports have an Excel option.

# WORK IN PROCESS

## Priority color coding

We previously had a priority code in Work in Process but it didn't do a lot. We have added color coding to the priorities. The priority codes are set up in Reference Information, Miscellaneous Codes, group 2.

Here you can see how a priority code has been set on the Art process.

Schedule order Order number: 711455 MENU V12

Ship date: 3/28/12

[Check all include boxes](#)  
 [Uncheck all include boxes](#)  
 [Clear all dates from schedule](#)  
 [Clear all employee codes from schedule](#)  
 [Reschedule](#)

Include?	Process	Begin Date	End Date	Estimated Time Required Hours : Minutes	Employee	Priority
<input checked="" type="checkbox"/>	00010 Office	3/22/12	3/22/12	:		
<input checked="" type="checkbox"/>	00020 ART	3/23/12	3/23/12	:		02
<input checked="" type="checkbox"/>	00030 ART APPROVAL		3/21/12	:		
<input checked="" type="checkbox"/>	00040 SCREEN PREPARATION	3/23/12	3/23/12	:		
<input checked="" type="checkbox"/>	00045 PULL INVENTORY	3/23/12	3/23/12	:		
<input checked="" type="checkbox"/>	00055 SCREEN PRINTING	3/26/12	3/26/12	:	25	
<input checked="" type="checkbox"/>	00190 INSPECT & PACK/SHIP	3/26/12	3/26/12	:	03	

[Add a new process](#)

New priority code

Save      Reset      Exit

When you review your production schedule for Art, the priority for this order is shown in orange. The words "TODAY!" were set up as part of the priority code set up.

Process: ART MENU V12

Date: 3/23/12 Refresh

### Review production schedule

Order #	Reference/Job ID	Priority	Estimated Time	Time Logged	Time Scheduled	Ship date	Begin Date	End Date	Reschedule	Job Status	Time Clock
711412	jobid0201					3/28/12	3/23/12	3/23/12		✓	🕒
711455		TODAY!!				3/28/12	3/23/12	3/23/12		✓	🕒
711456	Fun Run					3/28/12	3/23/12	3/23/12		✓	🕒
Total											

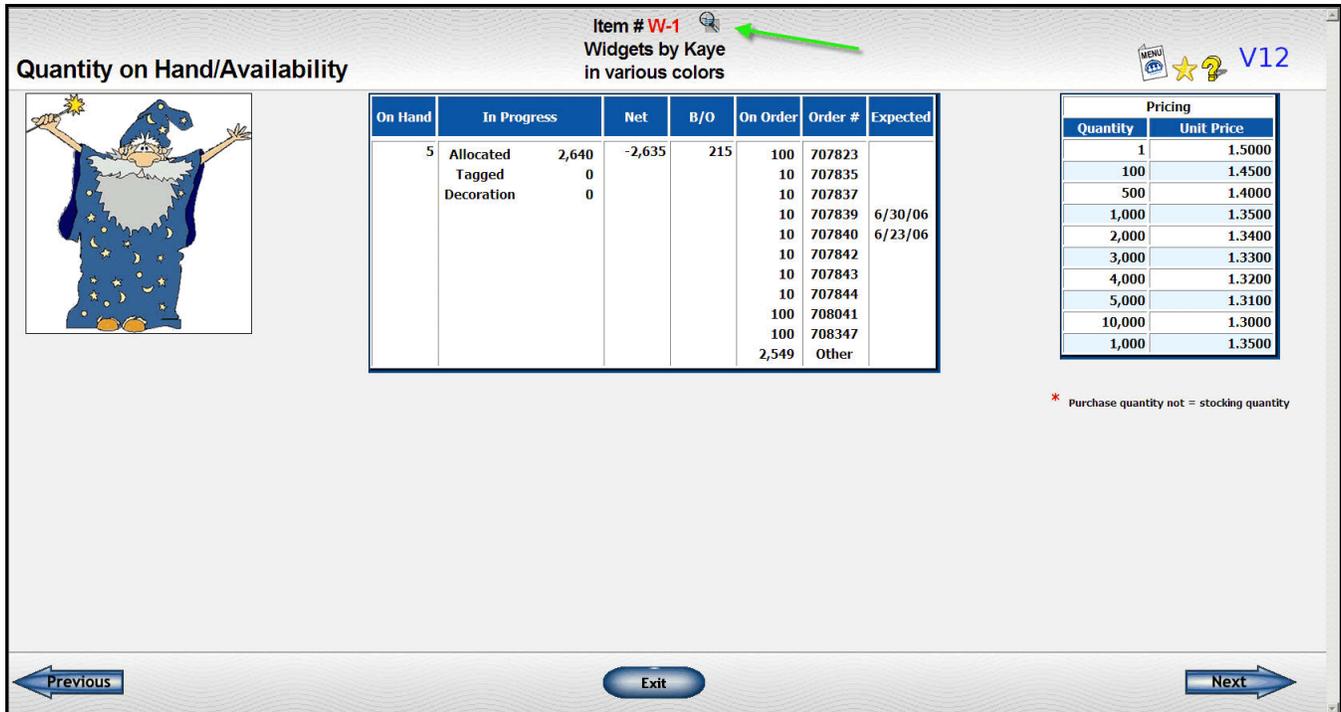
Priority color setting

# INVENTORY

## Display quantity on hand/Availability

If you have an image of the item, it is displayed along with on hand information and pricing.

There is also a “more detail” icon (  ) beside the item number. Clicking on this icon will pop up a display showing details about the item.



**Item # W-1**  
Widgets by Kaye  
in various colors

**Quantity on Hand/Availability**

On Hand	In Progress	Net	B/O	On Order	Order #	Expected
5	Allocated	2,640	-2,635	215	100	707823
	Tagged	0			10	707835
	Decoration	0			10	707837
					10	707839
					10	707840
					10	707842
					10	707843
					10	707844
					100	708041
					100	708347
				2,549	Other	

**Pricing**

Quantity	Unit Price
1	1.5000
100	1.4500
500	1.4000
1,000	1.3500
2,000	1.3400
3,000	1.3300
4,000	1.3200
5,000	1.3100
10,000	1.3000
1,000	1.3500

\* Purchase quantity not = stocking quantity

Previous Exit Next

## Item Status report

This report has been converted to a more flexible format so that if you want to add or subtract columns we will easily be able to do that for you. It is now basically a “document” that we can adjust like we do purchase order formats.

## Excel versions of reports

Several reports can now be exported to Excel as well as printed.

- Inventory open orders by item
- Buying report
- Item Ranking
- Inventory value/Activity

## Physical inventory enhancements

A couple of additional functions are available to help you with entering your physical inventory counts.

Ever start to enter a physical and then realize it's not what you wanted? You can now use the **Clear Physical Count work file** to clear it and start over.

Some people have asked to be able to call up all their active items and enter the count for all of them in one session. You can use the **Enter physical inventory from table** function to do that. You can restrict the items called up to a specific inventory type so this also works well for cycle counts. The data entered is posted to the same file as the regular physical count function where you enter the items one at a time. So you can still use the original function to enter corrections to individual items. You close the Physical Inventory Journal the same way for both methods.

## **Clearing negative on hand with receipt that has different cost**

If your quantity-on-hand goes negative because you bill out an item before you have recorded the receipt, an entry is made to the inventory detail with the negative quantity and the current cost is used as the cost of that receipt.

When you receive your next shipment, the negative on-hand is cleared first. If the new receipt has a different cost, then your inventory reconciliation gets off by that amount.

The receiving routines have been adjusted to generate an adjustment entry to the reconciliation detail for the differences in cost.

# CUSTOMER INVOICING

## Invoice number look up from icon

If you are looking up an invoice number by customer or item, the invoices will be sorted by latest invoice date first.

## Generate invoice from master order without reviewing list of orders

The normal "complete master order" routine will handle a master order with up to 150 orders. If you have a very large master order that has more than 150 orders, then you can use this function to generate the orders without pulling up the table of orders for review. You can also use it if you just don't need to review that table.

## Billing FAX/E-mail

There is a new section on the general information screen for invoices labeled "How do you want to send the customer invoice" .

First, you are asked if you want to send the customer this invoice. That may sound obvious but for some programs, individual invoices are not printed but a summary bill is sent at the end of the month (see new feature described below). The default is to check this box unless the customer is set up as "Don't send" If the box is **not** checked, the invoice will be bypassed when you print, FAX, or e-mail a range of invoice numbers. You can still print individual invoices.

This area also contains the FAX and/or e-mail addresses to be used. We previously used the FAX and e-mail addresses on the billing set up of the customers. However, sometimes that is not appropriate. You can now specify the FAX/E-mail to be used on the order which will then be transferred to the invoice. Or, if you are entering a miscellaneous invoice, the information will default to the billing information set up for the customer. In either case, you can also change it at the time of invoicing.

**General Information**  
for  
**Update invoice file** Invoice # 011085

Invoice Date: \* 4/19/12  
Master order number: 711388  
Order Number: 711388  
Order Date: 1/11/12  
Ship Date:  
Customer: \* 100000

**Billing Address:**  
A/R Customer Number: 100000  
Attention:  
Company Name: ATTENTION INTERNATIONAL  
Street Line 1: 5723 Superior  
Street Line 2: Suite A1  
City: Baton Rouge  
State / Province: LA Postal Code: 70816  
Country:

**How do you want to send the customer this invoice?**  
Print/Send invoice?  (Uncheck if you do not want to send or print this invoice)  
FAX invoice?  ( 225 ) 291 - 0882 Ext. LD 1  
E-mail invoice?  kkeady@lakeshoregroup.com

Typist: KAY

\* Required Field

Previous Exit Done Next

## Posting sample costs to invoice

We have added a new routine to track samples and other miscellaneous costs. To turn on this feature, check the related option on the Accounts Payable system options.

The tracking feature itself is under the Accounts Payable module and is described there.

One thing you can do with the sample costs you are tracking is to transfer them to a customer invoice, either an invoice related to the order for which you purchased the sample or an unrelated one. If you have the option selected, then at the bottom of each line item, you will see a place where you can pull the cost of the sample into the invoice. Click on the look up icon beside the vendor/invoice field to get a list of available costs. Any sample costs on file for your **primary** salesman on the order will be displayed. Pick the one that you want to include on this invoice. There is also a "trash can" icon that lets you remove the cost if you change your mind.

The first example shown below is where you are adding the cost to a line item that is already on the invoice.

Initial line item screen

**Update invoice file** Invoice # 011085 V12  
Line item # 1

Item Number: 12345  
Description: \* Mugs  
Item report category:   
Design number:   
Order Number: 711388 Line 1

Quantity ordered: \* 100 Shipped: 100 Remaining:   
Pricing unit: Taxable?   
Selling Price: Unit amount 10.00 Extended 1000.00 **Override price** Discount Code: C %  
Cost: 6.00 600.00 Gross profit: \$ 400.00 40.00 %

G/L account: Sales: 30000  
Commission: Quantity: 100 Sales: 1000.00 Cost: 600.00

Include this sample in cost: Vendor/Invoice: Amount: Description:

Navigation: Previous Exit Done Next

\* Required Field

Display of sample/miscellaneous costs available displayed after clicking the look up icon.

Update invoice Invoice # 011085 V12

Samples on file for Salesman 008

Order #	Vendor	Vendor Invoice	Description	Amount
	VISA	900000/092010	Gizmo	5.00
	WIDGETS, GIZMOS, & GADGETS	092010	Gadget	7.50
710586	VISA	900000/092310	CAJUN SPICE PACK	12.50
710586	WIDGETS, GIZMOS, & GADGETS	092310	Widget	25.00
711388	MANUAL		Mug	3.00

Item Number:

Description:

Quantity ordered:

Pricing unit:

Selling Price:

Cost:

G/L account:

Commission:

Include this sample in cost:

Exit

\* Required Field

Previous Exit Done Next

Here is what the screen will look like after the cost is selected. Note that the cost of the line has been increased by the \$3.00 from the sample cost.

The sample costs can be posted while you are entering an A/P invoice or they can be added manually. The vendor invoice will be displayed if you entered along with the A/P invoice and the word "MANUAL" if you entered it manually.

Update invoice file Invoice # 011085 V12

Line item # 1

Item Number:

Description:  \*

Item report category:

Design number:

Order Number:  Line 1

Quantity ordered:  \* Shipped:  Remaining:

Pricing unit:  Taxable?

Selling Price:  Unit amount  Extended  Override price

Cost:   Discount Code:  %

Gross profit: \$   %

G/L account: Sales:

Commission: Quantity:  Sales:  Cost:

Include this sample in cost: Vendor/Invoice:  Amount:  Description:

Exit

\* Required Field

Previous Exit Done Next

If you want to put the cost on its own line item, you can do that also. On each new line item (one not previously added), you will see a link to the sample/miscellaneous cost data to the left of the description.

**Update invoice file** Invoice # 011085 Line item # 2 MENU ☆ ? V12

Item Number:

Description: \*  [Salesman sample/misc.cost](#)

Item report category:

Design number:

Order Number: 711388 Added on

Quantity ordered: \*  Shipped:  Remaining:

Pricing unit:  Taxable?

Selling Price:  Unit amount  Extended

Cost:  Discount Code:  %

Zero sell print format  Print as '.00'  Print as 'N/C'  Leave blank  Don't print the line  User-defined

G/L account: Sales: 30000 Gross profit: \$  .00  %

Commission: Quantity:  Sales:  Cost:

Include this sample in cost: Vendor/Invoice:  Amount:  Description:

\* Required Field

Previous Exit Done Next

When you click on this link, you will get the same list of available costs. When one is selected, the cost will be pulled into the invoice. The quantity ordered and shipped are set to 1. The selling price is zero and the zero print option is set to "do not print the line". If you want to bill the customer, you can enter a selling price. You can also change the description at this point if you wish.

**Update invoice file** Invoice # 011085 Line item # 2 MENU ☆ ? V12

Item Number:

Description: \* Mug [Salesman sample/misc.cost](#)

Item report category:

Design number:

Order Number: 711388 Added on

Quantity ordered: \* 1 Shipped: 1 Remaining:

Pricing unit:  Taxable?

Selling Price:  Unit amount  Extended

Cost: 3.0000 3.00 Discount Code:  %

Zero sell print format  Print as '.00'  Print as 'N/C'  Leave blank  Don't print the line  User-defined

G/L account: Sales: 30000 Gross profit: \$  -3.00  %

Commission: Quantity: 1 Sales:  Cost: 3.00

Include this sample in cost: Vendor/Invoice: MANUAL Amount: 3.00 Description: Mug

\* Required Field

Previous Exit Done Next

## Additions to “Totals” screen

Two new fields have been added to the “totals” screen.

The **gift card** amount will have been transferred from the order or you can enter it here. This field can work two ways. It can just be a notation on the invoice document to reduce the total due. Or, if you specify a gift card amount on the Accounts Receivable system options, the gift card amount will be posted to the account you specify instead of to A/R account and the amount due on your A/R file will be reduced by that amount.

The **special message** is similar to the optional message that can be printed on invoices. However, you may want to customize the message for this particular invoice. This new field gives you the option to do that. You can do both. The “optional” message prints on ALL invoices; the “special” message only prints on the one you put it on.

Below you can see the new layout of the totals screen.

There is also a sample of an invoice so you can see how the special message and the optional message can be used on an invoice. The gift card amount is lumped in with deposits and credit card payments on this particular layout but you may pull them out to an individual line if you like.

Update invoice file

**Totals**  
 Invoice # 011085




V12

Type charge	Cost	Price	Other information
Merchandise	\$ 603.00	\$ 1000.00	Profit: \$ 397.00 39.70 %
Other charges	\$	\$ .00	Profit: \$ %
Sales Discount	Percentage %	\$	Discount based on merchandise only
Shipping	\$	\$	Description SHIPPING
3rd party billing	\$	\$	Description
Sales tax	Tax routine 1001	\$ 70.00	7.0000 % X \$ 1000.00
<b>Total invoice</b>	<b>\$ 603.00</b>	<b>\$ 1070.00</b>	Profit: \$ 397.00 39.70 % (includes shipping but not sales tax)
Deposit from Customer		\$	Deposit available in A/R: \$
Credit card amount	No C/C number recorded	\$	<span style="color: red;">Update credit card information</span>
Gift card		\$ 50.00	←
Net Due		\$ 1020.00	
Special message on invoice:	We hope you enjoy using these mugs!		

← Previous
Exit
Done
Next →

**Sold to:** ATTENTION INTERNATIONAL  
 5723 Superior  
 Suite A1  
 Baton Rouge, LA 70816

**Ship to:** ATTENTION INTERNATIONAL  
 5723 Superior  
 Suite A2  
 Baton Rouge, LA 70816

Ordered	Shipped	Item number	Description	Unit Price	Extended Price
100	100	12345	Mugs	10.00	1000.00
Thank you for your order! ←				<b>Subtotal</b>	1000.00
We hope you enjoy using these mugs! ←				<b>Shipping</b>	.00
				<b>Sales tax</b>	70.00
				<b>Total</b>	1070.00
				<b>Payments</b> →	-50.00
<b>Terms:</b> NET 30 DAYS				<b>Amount due</b>	<b>1020.00</b>

## Making changes to invoices that have been closed and posted

Previously you were not permitted to make any kind of change to invoices that had been closed. You can now make some limited changes to these types of invoices. You can change things like addresses, customer's order number, or item descriptions that do not affect the total of the invoice. The fields you can't change will be "yellowed" out.

## Invoice change notes

We have added a log of changes to invoices similar to the one we have for orders. Some events, like the printing and closing of an invoice, are added to both logs.

```

4/19/2012 11:25 AM kaye -
Generated from PO #711388
4/19/2012 11:26 AM kaye -
Change General Information data
4/19/2012 11:26 AM kaye -
PRINTED ORIGINAL INVC #011086
  
```

Note that if an invoice is cancelled, the change notes are also deleted along with the rest of the invoice data.

## Selective invoice close

We have had several requests to be able to close some customer invoices but not others. This is especially a

problem at year end when you are trying to finish up the old year while getting on with business in the new year. We resisted for fear that invoices would be skipped and never posted to A/R, accounting ,etc.

We believe we have a system in place that will now allow you to do a selective close. We still do not recommend that you do this on a regular basis but it can be a useful tool in certain situations like year end.

Invoices to be closed:  through

Update list of invoices to be closed

When you request the invoice close function, you will see two new changes including a new link under the range of invoices to be closed.

The first change we have made is to allow you to change the ending invoice number. So if you have invoices entered yesterday and some entered today, you can easily close just yesterday's invoices by changing the ending invoice number. The next invoice close will start with the ending invoice number you enter plus 1.

If you need more control and want to pick and choose invoices, you can click on the **“Update list of invoices to be closed”**.

A new screen will be displayed listing all the invoices between the beginning and ending invoice numbers shown on the main screen.

**Pick list of invoices to close** MENU V12

Check ALL boxes    Uncheck ALL boxes

Close Now?	Invoice #	Date	Order #	Customer	First item	Amount
<input checked="" type="checkbox"/>	011078	3/12/12	711457	French's Bait Shop	Decorated tshirt	-542.50
<input checked="" type="checkbox"/>	011079	3/12/12	711413	French's Bait Shop	Gary's Test - Reference Only	868.00
<input type="checkbox"/>	CANCELED	0/ 0/00		French's Bait Shop		.00
<input type="checkbox"/>	ALREADY CLOSED	011081	3/14/12	711455	ATTENTION!	Widgets 18.03
<input type="checkbox"/>	PREBILL	011082	3/28/12	711473	French Nights	Funky Duck 1101.28
<input type="checkbox"/>	CANCELED	011083	0/ 0/00		French Nights	.00
<input type="checkbox"/>	CANCELED	011084	0/ 0/00		French Nights	.00
<input type="checkbox"/>	011085	4/19/12	711388	ATTENTION!	Mugs	1070.00
<input checked="" type="checkbox"/>	011086	4/19/12	711388	ATTENTION!	Mugs	1605.00

Already closed  
Will be bypassed  
in this close

Unchecked  
Will be bypassed in  
this close  
Invoice is still open

Submit
Reset
Exit

Invoices that have already been closed as well as ones that have been canceled or are prebills are noted. The remaining invoices have a check box beside them which will be checked by default. Uncheck the box beside any invoice you do **NOT** want to close. Here's how previously closed invoices (green arrow) and invoices that will not be closed on the current run (red arrow) will be shown on the sales journal.

RUN DATE 4/19/12 - 1:06 PM			Lakeshore Test System (v12)				PAGE 1				
AUDIT ONLY			SALES JOURNAL								
INVOICE NUMBER	ORDER NUMBER	CUSTOMER NUMBER	CUSTOMER NAME	TYPE	TOTAL INVOICE	SALES TAX	TAX RTN	SHIPPING	SALES	GROSS PROFIT	GP %
011078	711457	293103	French's Bait Shop	MISC	542.50-	42.50-	0001	.00	500.00-	75.00-	15.0
011079	711413	293103	French's Bait Shop	CMPL	868.00	68.00	0001	.00	800.00	445.00	55.6
011080			CANCELED								
011081	711455	100000	ATTENTION!	ALREADY CLOSED							
011082	711473	293102	French Nights	PREBILL							
011083			CANCELED								
011084			CANCELED								
011085	711388	100000	ATTENTION!	INVOICE ON HOLD							
011086	711388	100000	ATTENTION!	CMPL	1,605.00	105.00	1001	.00	1,500.00	600.00	40.0
TOTAL					1,930.50	130.50		.00	1,800.00	970.00	
G/L ENTRIES: ACCOUNT											
11000 ACCOUNTS RECEIVABLE					325.50	AUDIT ONLY			BOOK PERIOD 1203		
22000 SALES TAX PAYABLE					25.50-						
30000 Sales - General					300.00-						
11000 ACCOUNTS RECEIVABLE					1,605.00	AUDIT ONLY			BOOK PERIOD 1204		
22000 SALES TAX PAYABLE					105.00-						
30000 Sales - General					1,500.00-						

When the invoices are closed, the "last invoice closed" will be set to the last invoice number that is not on hold. In the example above, that would be invoice 011084. The next run would start with the invoice number you did not close, invoice number 011085. Invoice 011086 will be shown as "ALREADY CLOSED" on that run and will be skipped in the next invoice close routine.

## Separate Cancel invoice function

Some users prefer to control who is allowed to cancel invoices. We have a new function on the menu called "Cancel invoice". If you would like to remove the "Cancel invoice" option from the standard invoice overview, contact us to make that change for you.

## Summary Billing

If you have customers who do a lot of business with you, they may prefer that you send them a summary invoice at the end of each month instead of individual invoices. We now have a summary billing format that makes that easy to do. It is listed on the "Transmit invoices" submenu.

There are two formats:

- Group by invoice—line items are grouped by invoice
- Group by item—line items are grouped by item

The top portion of the selection screen is the same as the "Display Invoice History". In this area enter your requirements for selecting and sorting the data. The "group by item" version has some additional item-oriented selection options available such as inventory type.

Then below those options, there are few additional fields.

Layout	1
Summary Invoice Number	
Summary Invoice Date	4/19/12
Show detail of invoice numbers?	<input type="checkbox"/>
Combine colors and sizes?	<input type="checkbox"/>

**Layout number**

You may have different customers who want summary billing but have different layout specifications. Lakeshore will set up the different layouts and give each a number. You enter the number you want. The default is "1". There is no look up at this time.

**Summary invoice number**

You may enter a description of what you want to be used as the "invoice number" of the summary bill. For example, you might enter something like "MARCH, 2012" or "1ST QTR, 2012".

If you do not enter anything, the words "SUMMARY INVOICE" will be used.

**Summary Invoice Date**

Enter the date you want to printed as the date of the invoice. This date will default to the current date but you might want to change it to the last day of the period covered by the summary invoice.

**Show detail of invoice numbers?**

(Group by item only)

Check if you want to have information listed for each item. Uncheck if you want just one line per item with the total sold.

**Combine sizes and colors?**

(Group by item only)

Check if you want to combine all sizes and colors of an item. Uncheck if you want to show each item/size/color combination separately

For the subheading for the invoice on the "by invoice" example, you can include Job ID, invoice date, or other information.

Example of "by invoice". You can include shipping and sales tax in detail or just a summary in the totals.

Ordered	Shipped	Item number	Description	Unit Price	Extended Price
<b>Invoice #: 011070 Your PO# W2519</b>					
<b>Shipped to: ATTENTION INTERNATIONAL, 5723 Superior, Suite A2, Baton Rouge, LA 70816</b>					
105	105	EMB	EMBROIDERY Embroidery	.00	.00
100	100	054X	Polo shirt  Adult 10 Small 20 Medium 30 Large 40 X-Large	10.00	1000.00
5	5	054X	Polo shirt  Plus 5 2X-Large	12.00	60.00
			Shipping		.00
			Sales tax		74.20
<b>Invoice #: 011071 Your PO# X9152</b>					
<b>Shipped to: ATTENTION INTERNATIONAL, 5723 Superior, Suite A1, Baton Rouge, LA 70816</b>					
10	10	K102	FANCY CASHEWS	120.01	1200.10
			Shipping		.00

Example of "by item" with no invoice detail

Quantity	Item number	Description	Average Unit Price	Extended Price
105	EMB	EMBROIDERY	.00	.00
10	K102	Party Tower	120.01	1200.10
1	105101	CAJUN SPICE PACK	4.95	4.95
100	M1234		5.00	500.00
<b>Terms:</b> NET 30 DAYS			<b>Total</b>	1705.05

### Print Invoice Item Detail/Multiple ways

A new version of the "Invoice Item Detail" is available that lets you select and sort the data in more ways. You may also export the data to Excel.

The original version is still available under "Invoice Item Detail/Original" for those who prefer a simpler request dialog.

This is the same type change as described in the Order Item Detail/Multiple ways option.

### Item Ranking report

This report can now be exported to Excel as well as printed.

### Decorate/Ship orders can now pull blanks from inventory

You can now pull the blank goods from inventory on this type of order.

# ACCOUNTS RECEIVABLE

## Display A/R Detail

Several enhancements have been added to this function.

- You can enter either an invoice number or an **order number** to look up the customer whose A/R detail you want to display.
- On the display screen itself, you will see a “notes” icon beside each transaction. You may post notes that pertain to this specific transaction, not the general A/R notes. You will also be able to update notes from the cash application detail screen.
- There will be a “journal” icon (  ) beside most transactions. Clicking this will take you to the journal where the transaction was originally added to the A/R file. For example, for an invoice, this would be the Sales Journal.
- There will be an “application” icon (  ) beside transactions where some of the amount due has been cleared. If multiple applications have been made, only the last one will be available from this link. You can go to Utility Functions and review old Cash Receipts Journals to see other application information.

Customer # 100000 ATTENTION!  
Contact: Ms. Linda Keady  
Telephone: (225)292-7424/1000  
FAX: (225)291-0882

V12

Display A/R detail

Transaction Number	Type	Description	Order #	Date	Due on	Amount	Applied	Amount Due	Payment Date
010126	INV	WIDGET Cst PO #adfadf	707155	9/20/05	10/20/05	1.61		1.61	
010129	C/M	WIDGET Cst PO #adfadf		9/22/05	10/22/05	-1.61		-1.61	
CM0011	ADJ	INV 010125 SLS TAX		10/ 6/05	10/ 6/05	-43.80		-43.80	
CM0012	ADJ	INV 010125 SLS TAX		10/ 6/05	10/ 6/05	-21.90		-21.90	
CM0013	ADJ	INV 010125 SLS TAX		10/ 6/05	10/ 6/05	-10.95		-10.95	
CM0014	ADJ	INV 010122 SLS TAX		10/ 6/05	10/ 6/05	-5.84		-5.84	
CM0015	ADJ	INV 010122 SLS TAX		10/ 6/05	10/ 6/05	-2.92		-2.92	
CM0016	ADJ	INV 010122 SLS TAX		10/ 6/05	10/ 6/05	-1.46		-1.46	
010173	INV	WIDGET Cst PO #102505	707242	10/25/05	11/24/05	80.68		80.68	
010174	INV	WIDGET Cst PO #102505	707242	10/25/05	11/24/05	80.68		80.68	
010178	INV	WIDGET Cst PO #102605A	707244	10/26/05	11/25/05	168.63		168.63	
010179	INV	WIDGET	707245	10/26/05	11/25/05	162.43		162.43	
010182	INV	WIDGET Cst PO #adfaLKK	707253	10/28/05	11/27/05	162.43	.10	162.33	11/15/05
010187	...	Adult Shirt	...	...	...	...	...	...	...

Exit

## Posting deposits to order from A/R entry

You now have the option to post a deposit to the order directly from your cash receipts entry screen. Note that the deposit will be posted when you close the cash receipts journal since no data is posted to the A/R file until then. See below for more details of this change.

Note that on the cash receipts screen you can also enter an order number to look up your customer.

**Enter A/R Payments & Adjustments** MENU V12

Type Entry:  Cash Receipt  Deposit from Customer  Miscellaneous Receipt (no Customer)  
 A/R Credit  A/R Debit  Application/Correction with no Cash Receipt

Invoice Number:  Enter an Invoice number to find Customer (optional)

Order Number:  Enter an Order number to find Customer (optional)

Customer:  ATTENTION!

Check Number:  Name on Check: 

Amount:

Order Number:  Description:

Apply Now?

Receipt/Transaction Date:  Book period will be:

Cash Account:

Post to deposit field on order?  Deposit will only be posted to order if this box is checked.  
If there is already a deposit amount entered, this deposit amount will be added to the deposit already on the order.

## New cash application routine

The **cash application routine** in Accounts Receivable has been reworked. The changes are now captured in a temporary area and **NOT** posted to the file right away. This lets you make corrections or deletions to the applications **BEFORE** you close. You can even start over if you want to. Then, when you ask to close, your final applications are posted to the file.

The "Update A/R file" will now have its own submenu that include the following functions.

- Start Cash Receipts session
- Enter A/R payments and adjustments
- Adjust Cash Receipts posting detail
- Close Cash Receipts Journal

Here are the new procedures:

### **Start Cash Receipts session**

When you are starting a new cash receipts session, you first come to this function to set up your dates.

This is an extra step that is similar to starting a check run. However, it does not take long and it will give you a great deal more control over your session. You can do the following things that you could not do before:

- Once you start a session, you can return here and change the cash receipts date.
- If you have entered receipts or applications and realize they are wrong, you can return here to clear the session and start completely over.

The "Start new session?" box will be checked by default if you are starting a brand new run. If you have entered any transactions, then it will not be checked. If you check it at that point, **all the transactions you have entered will be cleared.**

You can change the cash receipt date or cash account without clearing the file.

**Start Cash Receipts session** MENU V12

**If you want to change the receipt date/book period after you have started entering data, leave the "Start a new session" checkbox unchecked**

**If you are starting a NEW cash receipts session OR you have started entering receipts but want to start over, check the "Start a new session" checkbox.**

**IF YOU CHECK THE "START A NEW SESSION?" BOX, any payments & applications already entered will be cleared from the current cash receipts session. You will have to start the entry process over.**

Start a new session?

Receipt/Transaction Date:

Cash Account:

Book period will be:

Cash - ABC bank

### Enter A/R payments and adjustments

The actual entry and application process is essentially the same. However, nothing will actually post to the A/R file until you close the Cash Receipts journal.

### Adjust Cash Receipts posting detail

If you realize you have posted something incorrectly, you can come to this function to enter corrections and deletions.

On the first screen, enter the number of the customer whose data you want to fix. For miscellaneous cash entries, use customer 999998.

**Adjust Cash Receipts posting detail** MENU V12

Invoice Number:  Enter an Invoice number to find Customer (optional)

Order Number:  Enter an Order number to find Customer (optional)

Customer:  **ATTENTION!** Use customer **999998** for miscellaneous cash entries

On the next screen, all the entries made during the current cash receipts session for this customer are listed. The net application should be zero. You can remove any or all of all the applications by unchecking the "Include" checkbox. There is a link at the top you can click to uncheck all the boxes at once.

However, the net application must still net out to zero.

Assume you have made the following applications in a previous session through the Enter Cash Receipts/Adjustments.

Adjust Cash Receipts posting detail Customer: 100000 [A/R notes](#) **V12**

**ATTENTION!**

Include?	Invoice #	Order #	Date	Original Amount	Previously Applied	Amount Remaining	New application	Discount Taken	Check #	Description	G/L Account
<b>Uncheck all!</b>											
New payments and adjustments											
<input checked="" type="checkbox"/>	PY0348		3/14/12	-1000.00		-1000.00	-1000.00	.00	165234		
Applications											
<input checked="" type="checkbox"/>	002318	701239	12/29/97	705.50	456.84	248.66	248.66	.00			
<input checked="" type="checkbox"/>	002341		1/31/98	102.78		102.78	102.78	.00			
<input checked="" type="checkbox"/>	002424	123456	5/ 6/98	2.10		2.10	2.10	.00			
<input checked="" type="checkbox"/>	002464	701551	6/11/98	42.88		42.88	42.88	.00			
<input checked="" type="checkbox"/>	002496	701583	6/ 6/98	135.63		135.63	135.63	.00			
<input checked="" type="checkbox"/>	002675	701950	10/27/98	19.81		19.81	19.81	.00			
<input checked="" type="checkbox"/>	002864	702325	7/ 2/99	85.50		85.50	85.50	.00			
<input checked="" type="checkbox"/>	002865	702326	7/ 2/99	85.50		85.50	85.50	.00			
<input checked="" type="checkbox"/>	002869	702325	7/ 2/99	85.50		85.50	85.50	.00			
<input checked="" type="checkbox"/>	002870	702368	7/12/99	9.01		9.01	9.01	.00			
<input checked="" type="checkbox"/>	002873	702369	7/12/99	90.00		90.00	90.00	.00			
<input checked="" type="checkbox"/>	002885	702382	7/15/99	225.00		225.00	72.63	.00			
<input checked="" type="checkbox"/>	DM0417		4/ 1/99	10.00		10.00	10.00	.00			
<input checked="" type="checkbox"/>	DM0418		4/ 1/99	10.00		10.00	10.00	.00			
Net application							.00	.00			

If you want to remove CM0147 from the application, uncheck the box in front of it. This changes the net application to \$10.00

<input checked="" type="checkbox"/>	002870	702368	7/12/99	9.01		9.01	9.01	.00			
<input checked="" type="checkbox"/>	002873	702369	7/12/99	90.00		90.00	90.00	.00			
<input checked="" type="checkbox"/>	002885	702382	7/15/99	225.00		225.00	82.63	.00			
<input type="checkbox"/>	CM0147		10/ 9/96	-10.00		-10.00					
<input checked="" type="checkbox"/>	DM0417		4/ 1/99	10.00		10.00	10.00	.00			
<input checked="" type="checkbox"/>	DM0418		4/ 1/99	10.00		10.00	10.00	.00			
Net application							10.00	.00			

Uncheck here Net application changes.

You will need to change the application on one of the other entries to compensate. In this example, we changed the new application amount on invoice 002885 from \$82.63 to \$72.63. This changed the net application amount back to zero.

You can also adjust check numbers and G/L account numbers on entries. See these details in this miscellaneous cash entry.

Adjust Cash Receipts posting detail Customer: 999998 [A/R notes](#) **V12**

Include?	Invoice #	Order #	Date	Original Amount	Previously Applied	Amount Remaining	New application	Discount Taken	Check #	Description	G/L Account
<b>Uncheck all!</b>											
New payments and adjustments											
<input checked="" type="checkbox"/>	MS0005		3/14/12				.00	.00	040512	LanTec	52000
Applications											
Net application							.00	.00			

### Close Cash Receipts Journal

Once you have enter your receipts and adjustments, go to the close function for the Cash Receipts Journal as you did before. Once you click on the "Close" button, the adjustments you entered will be posted to the A/R file as well as any related entries like deposits and updates to the sales tax detail file

**PLEASE NOTE - A/R reports will NOT reflect your cash receipts or adjustments until you close the journal.**

This can be a good thing if you want to close out a month or a year without posting data to the new period. However, just keep in mind that the data won't appear on an aging or other report until you close.

Also, keep in mind that any deposits you have entered and marked to be posted to the order will not be recorded until you do the actual close.

## **Store front**

We have developed a generic "**store**" routine suitable for receiving cash at a store front location that is separate from your regular cash applications. If you are interested, contact us for additional information.

# ACCOUNTS PAYABLE

## Longer Vendor Invoice Number

We were having trouble with duplicate vendor invoice numbers when you had a long original vendor invoice number and then transferred it to be paid by a credit card. Therefore the vendor invoice number field has been increased to 30 characters which should decrease the possibility of that happening.

## Vendor/Payee number → Vendor number

When we began writing the system over 30 years ago, we used the term “payee”. Later we transitioned to the designation “Vendor/Payee”. That was a bit awkward so from now on we will use the term “Vendor”.

## A/P Vendor Number

In the past few years that have been a lot of acquisitions and mergers among suppliers. Sometimes you have to continue to continue to send orders to vendor A but pay the new parent company B. This can get rather confusing. So, we have added an “A/P vendor number” similar to the one used in A/R to direct invoices to a single A/R account.

When you are entering a vendor for an A/P invoice, the A/P vendor number will be used. When you are selecting a vendor in order processing, the actual vendor number will be used.

## Display A/P data by Vendor

When you are displaying A/P data by vendor, you have the option of displaying by the master vendor or the actual vendor number. The default is to use the A/P vendor but you can choose the actual vendor if you need to review old data.

You also have a new option to look up the vendor by entering the vendor’s invoice number.

**Display A/P Detail by Vendor** MENU ★ ? V12

Vendor's Invoice Number:  Enter an invoice number to find Vendor (optional)

Type of Vendor Look up:  Look up data using the vendor's A/P vendor number  Use the exact Vendor number I enter

Vendor Number:

Start with Invoice Number:

Invoices to Include:  Open  Paid

Start with invoice date of:  Leave blank for all dates

Start with check date of:  Leave blank for all dates

## Vendor Invoice Notes

You can now enter notes on a specific vendor invoice.

On displays, you will see a “notes” icon beside each vendor’s invoice number. It will be yellow if there are no notes and blue if there are notes. These are notes related to this specific vendor invoice number.

These are called “Transaction” notes and you can also print them on the Unpaid Invoices report.

## Additional Item Description on Vouching screen

There will be an extra column in the vouching table to the right of the description with a “plus” icon in it. To save space, the description column itself will only contain the first line of the description from the order. If you click on

the “plus” icon, you can see the full description of the item.

## Sample Tracking

We have a new method of tracking **samples** and other miscellaneous costs such as art and then reallocating those costs to customer invoices or commission. If you want to use this feature, you will need to update your system options for A/P.

If you have the option turned on, then when you enter A/P invoices or do single checks, you will be able to enter additional information at the bottom of the screen for sample tracking.

**Update A/P Invoice File** V12

Invoice Amount: 654.00

**Account Distribution:**

Amount	G/L Account	
1: \$ 600.00	40100	CGS - PGM DEVL no division
2: \$ 50.00	40500	FREIGHT COST
3: \$ 4.00	51800	SAMPLES
4: \$		
5: \$		

**Other Information:**

Cash Discount: 2.00 % of \$ 604.00 = \$ 12.08    Discount Date: 4/30/12

Comments:

Ship Date: 04/20/12     Set up a Deposit to Vendor Entry

**Tracking for Samples/Misc. for Salesman:**

Add to Sample/Misc. Cost List?

Charge to Salesman: 008    HOUSE

Description of sample/cost: Mugs

Amount: 4.00    (Optional: Get Amount & Account from Distribution # 1 2 3 4 5)

G/L Account: 51800    SAMPLES

Submit    Delete    Reset    Exit

If you want to add some or all of the vendor invoice to the sample list, check the “Add to sample” checkbox. This will open up the additional fields. Otherwise you will not see them.

If you have entered an order number on the invoice, the salesman number and first line of the description of the first item on the order will be filled in. If they don't appear or you want to use different data, you can type it in.

Enter the cost you want to put into the sample tracking and the associated G/L account. There is a series of number shown in red to the right of the Amount field. You can click on one of those to copy the dollar amount and the G/L account for the corresponding line in the Account Distribution. In the example above, I clicked on the red “3” to copy the \$4.00 in cost and the “51800” value in the G/L account. This is just a shortcut and you can enter any amount and G/L account that is appropriate.

There is a function on the A/P menu to help you manage these entries. Go to

Accounts Payable  
Miscellaneous functions  
Samples/Misc.costs tracking

When you ask for this function, you will see the screen shown on the next page.

All of your salesmen will be listed along with the total you are currently tracking for each salesman.

You can click on the printer icon beside the salesman's name to get a report for that salesman. There is also a total line (not shown) that shows the total value of samples you are tracking and there is a printer icon beside it.

Clicking this icon will let you get a printout of the samples for ALL salesmen.

You can click on the “New” icon to add a cost directly to the sample file.

**Salesman Sample/Misc. Cost Tracking List** MENU ? ★ V12

The following table lists samples and other miscellaneous costs being tracked by salesman

Salesman Number	Salesman Name	Samples	Report	Update List	Add New Entry
001	ROBERT M. KLENKE	.00			<b>New</b>
002	Kaye Keady	35.15			<b>New</b>
003	Scott French	.00			<b>New</b>
004	George Brown	.00			<b>New</b>
005	TERESA SAVARIO	.00			<b>New</b>
006	TEST	.00			<b>New</b>
007	Dick Smart	.00			<b>New</b>
008	HOUSE	57.00			<b>New</b>

To see the details of what is making up the number, you can click on the “more detail” icon ( ). You will see the following display that shows the detail of what makes up the total shown on the summary screen.

**Review/Update Salesman Samples/Misc. Costs** MENU ? ★ V12

No change	Delete this entry	To Commission full cost	To Commission split cost	Order #	Order Status	Vendor	Vendor's Invoice #	Description	Amount	Adjust entry		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Salesman 008 HOUSE								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			077770 VISA	900000/092010	Gizmo	5.00			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			900000 WIDGETS, GIZMOS, & GADGETS	092010	Gadget	7.50			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	710586	Open	077770 VISA	900000/092310	CAJUN SPICE PACK	12.50			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	710586	Open	900000 WIDGETS, GIZMOS, & GADGETS	092310	Widget	25.00			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	711388	Open	588500 Mugsy Malone	042012	Mugs	4.00			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	711388	Open	MANUAL		Mug	3.00			
<b>Salesman Total</b>									<b>57.00</b>			

There are several changes you can make from this screen in the gray area.

- No change - This is the default
- Delete this entry - The entry will be deleted from the list. There will be **NO** accounting entry.
- To commission, full amount - The entry will be transferred to the salesman’s commission file as a negative value for the full value of the amount of the sample, i.e., the salesman will be charged for the full value of the sample.
- To commission, split cost - The entry will be transferred to the salesman’s commission file as a negative value for **half** the value of the sample. The remaining portion will be deleted.

You may also make adjustments to the data shown by clicking on the “update” icon on the far right of each line. This is the same format used to enter new entries manually (not from A/P invoice).

**Update Sample Data** MENU ? ★ V12

Vendor Number: 588500 Mugsy Malone

Invoice Number: 042012

Charge to Salesman: 008 HOUSE

Description of sample/cost: Mugs

Amount: 4.00

G/L Account: 51800 SAMPLES

This is basically the same information entered at the bottom of the A/P invoice screen. Note that changing the G/L account here does NOT change anything related to the A/P invoice. This is just a notational entry.

You may also transfer one of these costs to Cost of Goods Sold (CGS) during customer invoicing. This process is detailed in the section on Customer Invoicing. A journal entry will be made to reduce the account you have coded on the sample entry and transfer the cost to the CGS by the same amount.

## Single check

A couple of changes have been made the single check entry screen.

**Enter/Print Single Check** V12

Vendor Number: 117700 **BURT INC.**

Invoice Number: 043012

Order Number:

Invoice Date: 04/30/12 Due Date: 5/30/12 Book Period: 1204

Invoice Amount: 600

**Print this Check?**  (Additional check information may be entered below)

**Account Distribution:**

Amount	G/L Account	
1: \$ 600	10100	Cash in Bank
2: \$		
3: \$		
4: \$		
5: \$		

Cash Discount: % of \$ 600 = \$ Discount Date: 5/30/12

Comments:

Ship Date: 04/30/12  Set up a Deposit to Vendor entry

**Check Information:**

Amount to Pay: \$ 600 Cash Discount Taken: \$ Net Amount of Check: \$ 600.00

Check Number: 447 *Debit EFT Wire*

Check Date: 4/27/12 Cash Account: 10400

**Tracking for Samples/Misc. for Salesman:**

Add to Sample/Misc. Cost List?

The “**print this check?**” checkbox has been moved up below the invoice amount. It was buried in the check information and easy to overlook. The check information will now also roll below the bottom “submit/delete/exit” toolbar so it would be even easier to miss.

If you are using the Single Check function to enter an electronic transfer, you may click on one of the links to the right of the check number to have an appropriate **electronic “check number”** assigned.

- Debits will be assigned check numbers sequentially starting with “D00001”
- EFTs will be assigned check numbers sequentially starting with “E000001”
- Wires will be assigned check numbers sequentially starting with “W000001”

## Associating scanned copies of vendor invoices with Lakeshore vendor invoice

You may also **upload scanned copies of A/P invoices** and associate them with the invoice in Lakeshore. There is a special upload function that makes this easy to do. It can also link the document to one or more orders as well so the vendor invoice document will show up as a document on those orders.

**Upload Document File**

V12

File name of original document including full path:

Vendor number:

Vendor invoice number:   Open invoice  Paid invoice

**NOTE:** Document file name will be formatted as "vi123456\_invoice" where "123456" is the Vendor Number entered above and "invoice" is the vendor's invoice number.

You cannot use invalid characters in the vendor's invoice number. Invalid characters are: "#", "&", "+", "\$" or apostrophe (') or quotes (")  
 For example, the new document file for vendor # 123456 for invoice 121212 where the original document is a PDF will be  
 vi123456\_121212.pdf

If this vendor invoice is related to one or more orders, enter the order number(s) below to have the document associated with the order as well as the vendor's invoice. This feature is optional.

Order Number(s):	<input type="text" value="711388"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>				
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>

Access this function by going to

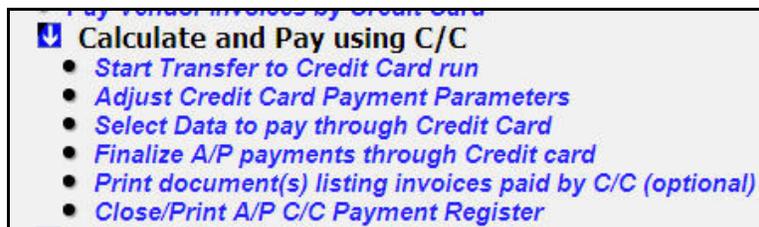
- Accounts Payable
- Miscellaneous functions
- Upload vendor invoice document

You will see a "document" icon ( ) on displays of A/P data. Click the icon to see the scanned document.

## Calculate & Pay using C/C

An updated version of the **transfer** function used to pay a vendor's invoice by transferring the invoice to a credit card vendor was discussed in the January, 2011 newsletter. Several of you are already using it but it is now available to everyone.

Here is what you will see on the menu.



The steps are similar to a check run except the vendor invoices will be paid by transferring them to a credit card instead of writing a physical check.

## Start Transfer to Credit Card Run

This step starts the run. It is similar to the one for checks except you have to enter the credit card vendor's number and the due date you want to use for the transferred invoices.

**Start/Restart A/P Credit Card Run** MENU   V12

**Clicking Submit on this option will start a new C/C run.  
Click Exit if you do not want to do this.**

**If you submit this request, any invoices already selected will be cleared from any run already in progress.  
You will have to start the selection process over. The invoices will remain on the open A/P invoice file.**

**If you want to change the transfer date or book period after you have started selecting invoices,  
use the "Adjust C/C parameters" option on the menu.**

Transfer Date:	<input type="text" value="4/23/12"/>		Book Period:	<input type="text" value="1204"/>	 (Only used if you take cash discounts)
Pay through Date:	<input type="text" value="4/23/12"/>		Invoices with this due date or earlier will be included		
Discount Date:	Begin:	<input type="text" value="4/23/12"/>		Invoices that have a non-zero cash discount and a discount date within this date range will be selected for payment when you ask for "all invoices due"	
	End:	<input type="text" value="4/23/12"/>		Leave blank if you do not wish to set a maximum	
Maximum Amount of Transfer Run:	<input type="text"/>				
Transferring to C/C vendor #:	<input type="text" value="077770"/>			<input type="text" value="VISA"/>	
Due Date of new Invoice(s):	<input type="text" value="5/30/12"/>				

Note that you can only transfer data to **one** credit card vendor at a time.

## Adjust Credit Card Payment Parameters

This function has the same fields as the one listed above. You can use it if you've already selected invoices for payment and want to change the dates or the credit card vendor you want to use.

## Select data to pay through Credit Card

This function is similar to the one where you select vendor invoices for checks.

**The "select all due" function will only select invoices for vendors that are marked as accept credit cards.** This yes/no flag is set near the bottom of the "update vendor" screen. You can select individual vendors to pay even if they are not flagged as accept credit cards.

## Finalize A/P payments through Credit Cards

This is similar to the "finalize" step on the regular check run. Your data goes through a final validation and then each invoice is transferred from the original invoice to the credit card vendor. Once you do this step, you must complete the rest of the steps before you can start a new transfer session with a different credit card vendor. If you transferred invoices in error, you will need to void them through the "Void payment made on credit card" function.

## Print document(s) listing invoices paid by Credit Card

This step is optional. You can print a document to send to vendor detailing the payment in place of a check. Or, you can print a copy of the invoices paid for your own records.

## Close/Print C/C Payment Register

When you have printed any documents you want to keep, you can close out the run. A register will be generated for your records. If you took any cash discounts, a journal entry will be made to record those. Otherwise, since you are just transferring the cost from one vendor to another, no additional accounting is required.

## Reconcile Credit Card Account

A new **credit card reconciliation** function has been added to help you reconcile your credit card statements.

First you will be asked to enter balances from your credit card statement.

**Reconcile Credit Card** MENU V12

C/C Vendor being Reconciled:

Closing date on C/C Statement:

Opening Balance on statement:

Payments:  
(Do not include credits)

Ending Balance on statement:

Date funds will be transferred:

If you will be paying the balance of the C/C in full electronically, enter the date the funds will be transferred.

If you will be paying the C/C by check or only paying a partial amount, leave blank.

If you are going to transfer the funds to pay the credit card **in full** electronically, enter the date you will be transferring the funds and an “electronic” check entry will be made for you. Otherwise, leave the transfer date blank and pay the credit card bill in the normal way.

On the second screen, you will first see a list of all the payments made to the credit card vendor within the last month. Then you will see all the unpaid invoices on file for the credit card vendor that have not been included in a previous reconciliation. If an invoice was on a previous reconciliation but has not yet been paid, it will still be on the unpaid invoice list; it just won’t appear on the reconciliation except as part of the balance due.

Check off all payments that you’ve made on the Credit Card account and then all invoices that are included in the current month’s statement.

The net should be the reconciled amount. If there are missing invoices, there is a link on the screen to the “Update A/P invoice screen” where you can record them. If there are payments missing and you need to record them, you can do that through the Single check screen.

The first time you do the reconciliation the opening balance for the A/P detail will not be available. You will need to enter this number manually. After that the number should be filled in but you can always correct it if necessary.

Once you reconcile the statement, do the close for a printed report. All the cleared items will be flagged that way and won’t appear on future reconciliations.

# Reconcile credit card statement

[Check all 'include' flags](#)

[Uncheck all 'include' flags](#)



V12

Detail of payments				
Included on statement?	Check Number	Check Date	Check Amount	Statement Amount
<input checked="" type="checkbox"/>	000437	3/19/12	1025.00	1025.00
<input checked="" type="checkbox"/>	000438	3/19/12	140.00	140.00
<input checked="" type="checkbox"/>	E00001	3/19/12	23.75	23.75
<input checked="" type="checkbox"/>	W00002	3/19/12	27.15	27.15
<input checked="" type="checkbox"/>	D00002	3/20/12	1000.00	1000.00
<input checked="" type="checkbox"/>	E00002	3/20/12	510.00	510.00
Total			2725.90	2725.90

Detail of charges				
Included / Not Included	Vendor 094320 VISA		Transferred date: 3/21/11	
Included on this C/C statement?	Invoice number	Order Number	Invoice Amount	Cleared Amount
<input checked="" type="checkbox"/>	077770/900000/7	710930	141.07	141.07
<input checked="" type="checkbox"/>	077770/SC113010		15.00	15.00
<input checked="" type="checkbox"/>	770401/12345678		34.30	34.30
<input checked="" type="checkbox"/>	770401/58745		23.75	23.75
<input checked="" type="checkbox"/>	900000/030111	711020	18.00	18.00
Total for VISA			232.12	232.12
Included / Not Included	Vendor 453700		Transferred date: 3/21/11	
Included on this C/C statement?	Invoice number	Order Number	Invoice Amount	Cleared Amount
<input checked="" type="checkbox"/>	453700/012111		-50.00	-50.00
Total for			-50.00	-50.00
Total for statement			182.12	182.12

[Enter a new A/P invoice](#)

[Refresh screen](#)

Reconciliation		
	Credit Card Statement	A/P detail
Opening balance	2725.90	2725.90
- Payments	2725.90	2725.90
+ New Activity	182.12	182.12
= Ending Balance	182.12	182.12
Difference		.00
Status		Reconciled

You will need to enter this number on your first reconciliation.

## Post Repetitive Entries

If you have routine bills you pay every month like rent or utilities, you can set these up once under "Set up repetitive entries", then come to the post routine to post them each month.

What is new in this version is that you can pick from the list the ones you want to post. So, if you have some you do at the beginning of the month and some you do at the end of the month, you can post the ones at the beginning of the month and uncheck the others.

You can also change the amount so you can use the repetitive entries even for payments that vary from month to month like utility bills. Set them up with an amount of \$1. Then when you are ready to post, you can enter the correct amount for that month.

# Post Repetitive Entries

Last Book Period Posted was 1204 on 4/23/12

Post new Entries to Book Period:

[Uncheck all include boxes](#) [Check all include boxes](#)

Include?	Vendor	New invoice number	Invoice amount	Cash Discount	Invoice date
<input checked="" type="checkbox"/>	013870 BROWN REALTY	Rent/120501	580.00	.00	5/1/12
<input checked="" type="checkbox"/>	240500 ENTERGY	54321/120531	1.00	.00	5/31/12
Total			581.00	.00	

Change to actual amount of bill before posting

Submit

Reset

Exit

## Check Summary

The check summary in the "one line/check" format can now be exported to Excel.

# GENERAL ACCOUNTING

## Display journals as well as journal entries

Where appropriate, on the display of G/L and of journal entries, the “more detail” icon (  ) will be displayed. Click to see the original journal.

## Post repetitive entries

You may now exclude some of your repetitive entries from the current posting run. And, you can change the amounts at the time of posting from the posting screen.

Last Book Period posted was: 1204

Post new Entries to Book Period: 1204 April, 2012

*Uncheck all include boxes*      *Check all include boxes*

MENU ? ★ V12

Entry #	Include?	Line #	G/L Account	Entry Amount	Comment
1	<input checked="" type="checkbox"/>	1	24500 ACCRUED COMMISSIONS	1000.00	PREPAID COMMISSIONS
		2	50001 COMMISSIONS - DIV 1	-500.00	PREPAID COMMISSIONS
		3	50002 COMMISSIONS - DIV 2	-500.00	PREPAID COMMISSIONS
		Net entry (should be zero)			.00
2	<input checked="" type="checkbox"/>	1	10100 Cash in Bank	2.00	Test of system
		2	90200 INTEREST INCOME	-2.00	Test of system
		Net entry (should be zero)			.00
3	<input checked="" type="checkbox"/>	1	24500 ACCRUED COMMISSIONS	-200.00	TEST
		2	50001 COMMISSIONS - DIV 1	200.00	TEST
		3	10100 Cash in Bank	10.00	test
		4	10200 Cash - XYZ Bank	-10.00	test
		5	10300 MONEY MARKET ACCOUNT	10.00	test
		6	10500 VISA	-10.00	test2
		7	40000 COST OF MERCHANDISE	100.00	test
		8	40100 CGS - PGM DEVL no division	-100.00	test
		9	50100 BONUSES TO SALES PERSONNEL	100.00	test
		10	50200 SALES SALARIES	-100.00	

Submit      Exit

# CREATE-A-REPORT

## Global updates

Occasionally you need to change the value of a field for a large group of data. A common example is changing the salesman number of a group of customers to a new salesman number.

New functions have been added to the Create-A-Report to let you do this type of global updates. The customer update described above will be used as the example but it is also available for other files.

First, extract a list of customers whose salesman numbers you want to change.

Second, go to the "Global update of data on customer file from CAR list" function

The screenshot shows a software interface titled "Global update of data on Customer File from CAR List". In the top right corner, there are icons for a menu, a star, and a question mark, along with the version number "V12". The main area contains several input fields and checkboxes:

- File Name of Extracted Customer Data:** A text box containing "lklist" with a search icon.
- Description of Data:** A text box containing "Customer list" with a search icon.
- Change Salesman?** A checked checkbox followed by a text box containing "007" and a search icon, and another text box containing "Dick Smart".
- Change Customer Type?** An unchecked checkbox.
- Change Selection Code?** An unchecked checkbox.
- Change Credit Terms code?** An unchecked checkbox.
- Change Tax routine?** An unchecked checkbox.
- Change Message Code?** An unchecked checkbox.
- Change Active flag?** An unchecked checkbox.

Enter the file name of your list and the type of data you want to change. Put the new value you want to use for all the customers listed in the file.

You can change more than one field.

Currently global updates are available for the following files:

Customer  
Order

Others may be added as needed. Contact Lakeshore if you need to do updates for other fields or files. Note that a special item update based on data on a spreadsheet is available under Reference Information, Update item file.

## Delete outdated specifications Delete old extract files

You may accumulate many extract or report specs, many of which are duplicates or outdated. You may delete them through this function. On the first screen, you are asked what type of spec and a number range. All the specs in that range are listed and you can delete the ones you no longer need.

The screenshot shows a software interface titled "Delete CAR specs for Extracts". In the top right corner, there are icons for a menu, a star, and a question mark, along with the version number "V12". Below the title, there are two links: "Check all boxes" and "Uncheck all boxes". The main area contains a table with the following data:

Delete?	Spec #	For File	Description
<input type="checkbox"/>	1	Customer	Customer list by salesman
<input type="checkbox"/>	2	Customer	test

A similar function is available for deleting old extract files.

# REFERENCE INFORMATION

## Vendors

### *Vendor/Payee number → Vendor number*

When we began writing the system over 30 years ago, we used the term “payee” . Later we transitioned to the designation “Vendor/Payee”. That was a bit awkward so from now on we will use the term “Vendor”.

### *A/P Vendor Number*

In the past few years there have been a lot of acquisitions and mergers among suppliers. Sometimes you have to continue to continue to send orders to vendor A but pay the now parent company B. This can get rather confusing. So, we have added an “A/P vendor number” similar to the one used in A/R to direct invoices to a single A/R account.

When you are entering a vendor for an A/P invoice, the A/P vendor number will be used. When you are selecting a vendor in order processing, the actual vendor number will be used.

## Items

The “Update item file” screen has several new fields:

- You may include **eight additional lines of description** for pulling into the order.
- You can set up **item aliases** directly on the item set up screen.
- The number of **piggyback items** you can associate with an item has been increased to **five**.
- There are six Yes/No flags available. You may now define the verbiage to be displayed in front of them on the update screen if you are using them for a specific purpose. The default will be something like “Flag #1” if you don’t define anything special.
- We’ve added a place where you can record the file name of an image of the item and have this displayed during order entry (by clicking on the camera icon beside the item) or in places like the item availability.

**Item Availability/Price** MENU V12

Customer number: 100000      ATTENTION!  
Item number: T1234      T-SHIRT

Color: RED      Bright Red  
Size: 02      MEDIUM

**Item availability**

	Quantity
On hand	1
Allocated	1
Decoration	0
Tagged	0
Available	0
<hr/>	
Backordered	30
On order	0



**Pricing**

STANDARD QUANTITY BREAKS

Quantity	Unit Price
1	6.6450
6	6.4650
12	6.3000
24	6.0600



- There is also a place to record image sizes in case this information is needed.

## Updating item data from a file Loading new items from a file

You frequently will need to update selling prices or other data on your item files. A lot of time these are worked up using Excel or another spreadsheet program. The new “update” routine lets you then take that data and import it in Lakeshore without having to rekey the data.

You can save the specifications so that if this is an update you use frequently you won't have to look up the data dictionary element each time.

Basically you indicate what data from the spreadsheet you want to load by indicating in which column each piece of data is located. You can skip columns that you want to ignore for the purposes of the load.

This function is for **updating** existing data. Right below it on the menu is another function to “Load new items from a file”. The screens are similar but the “Load” version should be used if you are actually adding **new** items.

## Sales tax routines

The percentages on the sales tax routines have been adjusted to handle percentages of 10% or more. This normally only affects Canadian users.

## Salesman data

A telephone number has been added to the salesman data so that salesman data can be pulled into the calendar.

## Passwords

Passwords have been expanded from 5 digits to 10 digits.

## New codes

There are two new lists of codes under the Miscellaneous codes, group 2 submenu.

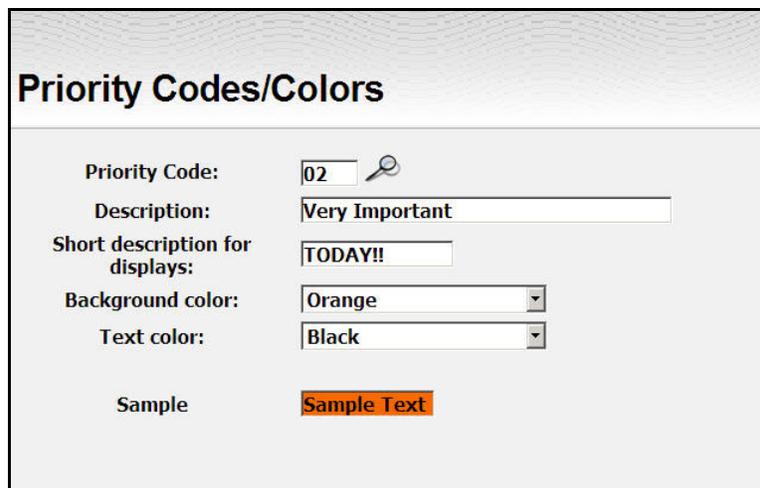
### Priority codes

The priority code is used by the calendar and by Work in Process.

The codes are numbered from 1 through 99. Tasks on the calendar can be sorted in priority order so you would want to assign low numbers high priorities and high numbers to lower priorities.

The **description** is used for look up purposes. You can also set up a short description to print on the WIP process display (see the section on Work in Process for an example). This is optional.

Then, pick a background color and a text color from the list. If you want to use a color you don't see on the list, let us know. It can be added. A sample of your color combination will be displayed so you won't pick something like "black on black" or other illegible colors.



**Priority Codes/Colors**

Priority Code:  🔍

Description:

Short description for displays:

Background color:  ▼

Text color:  ▼

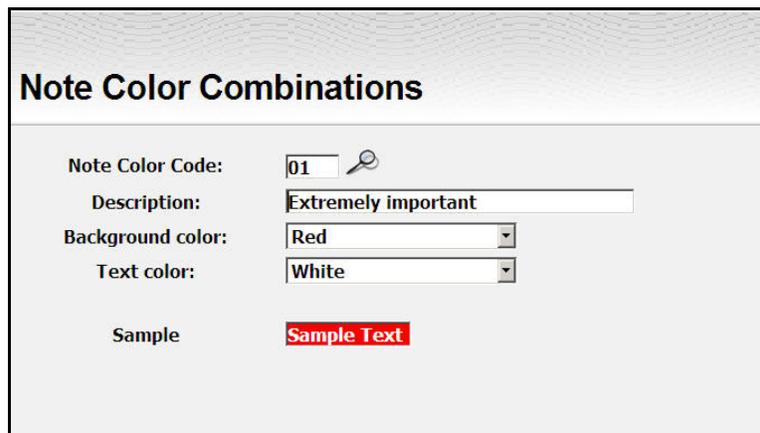
Sample **Sample Text**

When you set up user options, you can assign a color combination to each user or each department if you wish. This is optional.

### Note color codes

These are similar to the priority codes but are used for the notes.

You can assign a specific note color code to each user or department so you can quickly tell the source of the note.



**Note Color Combinations**

Note Color Code:  🔍

Description:

Background color:  ▼

Text color:  ▼

Sample **Sample Text**

## System options

There are several new system options. This would also be a good time to review **ALL** your system options.

### Order Processing

New options for Order Processing

- Default ship via codes for regular orders, orders with blank goods and orders with decoration
- Default ship date calculation for all 3 situations
- Default in hand date calculation for all 3 situations

**Shipping information defaults**

**For standard orders**

Default ship via code for new customers & orders with no customer:

Generate ship date this many days before "in hand" date:  Leave blank if you do not want system to calculate ship date

Generate follow up date this many days after order date:  Leave blank if you do not want system to calculate follow up date

**For orders where blanks are ordered**

Default ship via code for blank goods orders:

Generate ship date for blanks this many days before "in hand" date for blanks:  Leave blank if you do not want system to calculate ship date

Generate follow up date with blank goods vendor this many days after order date:  Leave blank if you do not want system to calculate follow up date

**For orders where there is a separate decorator**

Default ship via code for decoration vendor:

Generate ship date for decorator this many days before "in hand" date for customer:  Leave blank if you do not want system to calculate ship date

Generate follow up date with decorator vendor this many days after ship date for blanks:  Leave blank if you do not want system to calculate follow up date

- The **Distributor Order #/Other ID** field was previously only available on supplier-related versions. We have now opened this field up for everyone to use as needed. The label for the field will default to "Dstrb PO#" but you can give it a different description if you are going to use it for a different purpose.

**Miscellaneous options**

Do you need to have a separate distributor PO # or other ID?  (In addition to customer order number and Job ID)

Description to use for this field:

- You may pick which type of order you want generated first when you are entering a wearable order----the order(s) for the blank good vendors or the one for the decorator.

**Quick/Short order options**

Default type order for inventory items on master, quick and/or short order?  Type 2 (Ship from inventory)  Type 5 (Manufacture)

Allow multiple orders to same vendor / multiple work orders when generating master order?

Number of items on short order screen:

Number of items on salesman order screen:

Number of blank goods items on wearable order screen:

Which type of order do you want generated first?  Decoration orders  Orders for blank goods

## Accounts Receivable

You can record the account to be used for Gift cards

Standard G/L Accounts (first 3 digits)		
Accounts Receivable:	110	ACCOUNTS RECEIVABLE
Customer Deposits:	113	Customer deposits
Cash Discounts Given:	315	Cash discount
Service Charges:	900	SERVICE CHARGE INCOME
Customer Refunds:	300	Sales - General
Gift Cards Used:	242	Gift Cards Used

## Reference Information

There are some new options here as well

- You may enter the description of the Yes/No Item flags to be shown on the item update screen

Item flag descriptions:	1:	Flag #1
	2:	Flag #2
	3:	Flag #3
	4:	Flag #4
	5:	Flag #5
	6:	On Website?

- If you have a retail **store** front, we have some additional functions available to handle a separate cash receipts file for each store. Contact Lakeshore for additional information if you are interested in adding this functionality.

Do you have store fronts?	<input checked="" type="checkbox"/>
Number of stores	<input type="text" value="2"/>
Include item image on lookups (if available)	<input type="checkbox"/>

- You may upload images of your inventory items. These are displayed in several places. You can also include them on the look up function if you prefer. It **does** slow down the display of the look up screen but you may find that have the convenience of a picture of each item outweighs this consideration.

## Miscellaneous options

There are a few new options on this screen.

**Miscellaneous System Options** MENU V12

Operating system of server:

Logo for web pages:

Maximum lock time for notes:  minutes

Timing factor for pauses after look ups:  seconds

Number rows/page on multi-page look ups like customers:  rows / page (Maximum=500)

Default printer for background jobs:

E-mail address for errors in background processes:

Requirements for Typist code:

HTTP link:

Directory for artwork on HTML e-mails:

Note color for replies to e-mails sent w/link to notes:

**Company information for forms**

Telephone Number: (  )  -  Ext.

FAX: (  )  -  Ext.

E-Mail Address:

**Customer portal**

"Powered By" name:  (if not included in logo)

- **HTTP link** - This is used with the new “e-mail w/link to notes” function. Contact Lakeshore Technical support for assistance in setting this field.
- **Directory for artwork on HTML e-mails** - If you want to send HTML-formatted e-mails out of Marketing Letters & Labels, you will need to put any artwork in a place that is accessible by your recipient. This is the location of that art. Again, we suggest you contact Lakeshore before using this function and for assistance in determining the location of the artwork.
- **Note color for replies to e-mail w/link to notes** - You may want to color code replies that are made to the e-mails you send to others. That reply is captured in your order or quote notes.
- **“Powered by” name on Customer Portal** - There is a small logo and a “powered by” message on the customer portal menu. Your logo file may have all the information needed but if you need some verbiage you can enter it here.

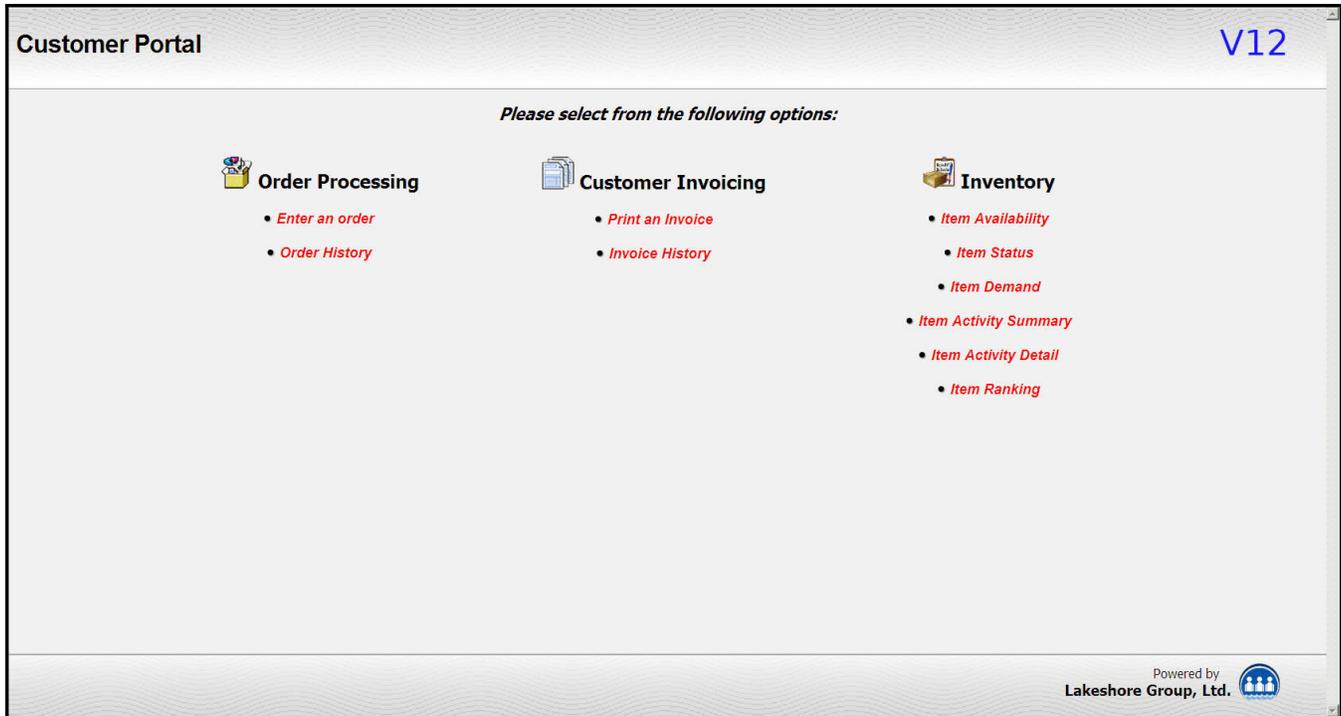
# CUSTOMER PORTAL

The customer portal is a new option that lets you offer your customers a place where they can check on program merchandise, print a copy of an invoice, or even enter an order.

You control what functions each customer can see on their menu so it is easy to customize to your needs.

Because of security reasons, it is not currently available to our Lakeshore Online customers. You must have your own dedicated server to use it.

Below is a screen shot of a menu with all the functions currently available. If you would like to have additional functions added, please contact Lakeshore technical support.



There are two steps to setting up the customer portal for your customer.

- 1) There is a detailed set up for each major program you want to set up. That program may use several customer numbers in Lakeshore and have several logins accessing the site. For that reason, we ask that you assign a **program number** to each variation in sites you want to set up. If you are not already using program numbers, they are set up under Reference Information, Miscellaneous codes, group 1, Program numbers.
- 2) Each person accessing the site must have his or her own login and password. You may use an e-mail address as the login or just a name. That is your choice. We also suggest you use a secure password.

Because the set up can be complex, we suggest you contact Lakeshore support to help you set up the first site.

However, screen shots of the program and the login are included on the next 2 pages so that you can get a feel for how the set up is done.

# Detailed Program Set up

Program Number:  Widgets Galore  
Logo:   
Company/Side:

## Order entry screen

Ask Customer #:  Label as:

Ask Billing address?   
Ask Shipping address?

Ask for Customer's PO #?  Label as:   
Ask for Job ID?  Label as:   
Ask for "In Hand" Date?  Label as:   
Ask for Ship Date?  Label as:   
Ask for Ship Via?  (if unchecked, ship via code on customer file will be used)

Valid Shipping Methods

1: <input type="text" value="01"/>	2: <input type="text" value="31"/>	3: <input type="text"/>	4: <input type="text"/>	5: <input type="text"/>
6: <input type="text"/>	7: <input type="text"/>	8: <input type="text"/>	9: <input type="text"/>	10: <input type="text"/>
11: <input type="text"/>	12: <input type="text"/>	13: <input type="text"/>	14: <input type="text"/>	15: <input type="text"/>
16: <input type="text"/>	17: <input type="text"/>	18: <input type="text"/>	19: <input type="text"/>	20: <input type="text"/>

Ask for Billing Method?  (if unchecked, credit terms on customer file will be used)

Valid Billing Methods

1: <input type="text" value="01"/> C/C? <input type="checkbox"/>	2: <input type="text" value="11"/> C/C? <input checked="" type="checkbox"/>	3: <input type="text"/> C/C? <input type="checkbox"/>	4: <input type="text"/> C/C? <input type="checkbox"/>	5: <input type="text"/> C/C? <input type="checkbox"/>
6: <input type="text"/> C/C? <input type="checkbox"/>	7: <input type="text"/> C/C? <input type="checkbox"/>	8: <input type="text"/> C/C? <input type="checkbox"/>	9: <input type="text"/> C/C? <input type="checkbox"/>	10: <input type="text"/> C/C? <input type="checkbox"/>

## Line Items

Presentation of items:  List ALL items in program & let user enter quantity ordered of each (not recommended if there are many items)  
 Request item numbers      Number items allowed:       Any item have color as separate code?  Separate size code?

Show pricing information?       Show availability?       Show photo of item?

Ask for Comments?       Label as:   
Ask for Imprint?       Label as:   
Ask for Special Instructions?       Label as:

## Defaults on order

Sales Report Categories: 1:       2:       3:       4:

## Reports

Item availability      Name:   
 Show selling price?

Item status      Name:   
 Put color in separate column?  
 Put size in separate column?  
 Put tagged in separate column? (if unchecked, tagged will be included with allocated)  
 Display minimum/reorder quantity?  
 Show value of inventory?

Item demand      Name:   
Format:  1 row w/rolling number of months       Multiple rows---1 row/year (no drop ship)  
Number of months (rolling time period) or years (multi-year):   
 Include drop ship?  
 Show current quantity on hand?  
 Show value shipped?

Item Activity Summary      Name:   
Item Activity Detail      Name:   
**For the Activity Summary & Detail:**  
Formula to determine start date:  Cover specific number of months       Always start with a specific month       Leave beginning date blank  
Number of months (specific time period) or specific starting month:   
 Put color in separate column? (used for summary & Excel versions only)  
 Put size in separate column? (used for summary & Excel versions only)  
 Show sell price of quantity shipped?  
 Show cost of quantity shipped?

Item Ranking      Name:   
 Show gross profit?

Basis of inventory value



# UTILITY FUNCTIONS

## New User Options

There are a couple of new user options. Note the green arrows in the screen shot below.

**Set up User Options** MENU V12

TEL (225) 292-1922 FAX (225) 291-0882  
kkeady@lakeshoregroup.com

**General User Access**

Can update reference data from other functions?   
Can update notes from other functions?   
Can generate Excel files where available?

**Options for Order Processing**

Default order update method from displays  Update order file  Update master order  Single page order  
Show cost on orders & invoices?   
Show profit on displays of order/invoice history?   
Allow user to change orders?   
Set review status on new orders? (requires review from customer service)   
E-mail of customer service rep for order review (if required) linda@lakeshoregroup.com

**Default printers**

Default Printer Number for FAXes: 99

**Default Color coding**

Entries on Calendar 50  (Leave blank if none)  
Notes 50  (Leave blank if none)

Save Delete Reset Exit

### **Default Order Update Method from Displays**

Previously, if you clicked on the order number link on displays like “Display orders by customers”, you always went to “Update Order File” Some users preferred to use the “Update Master order” or the “Single Page Order” format so now you can set the format you prefer.

### **Default color for Entries on Calendar Default color for Notes**

If you would like to color code entries by this user, you can set up the default color for them on the related function. You will still be able to change the color on a specific entry but this will be the default color. If you don’t want to use colors or don’t want to set a default, leave the color code blank.

## Load..... from Spreadsheets

We have added several new load routines to be able to load various types of data from spreadsheets. Most of these are used when you are just starting to use Lakeshore but you may occasionally want to use them later. In particular you may want to load new inventory items this way. This is the same load routine that is under Reference Information, Item, Load items from spreadsheet.

If you think you would like to use one of the other load routines, give Technical support a call if you need assistance or have questions.