



USER MANUAL



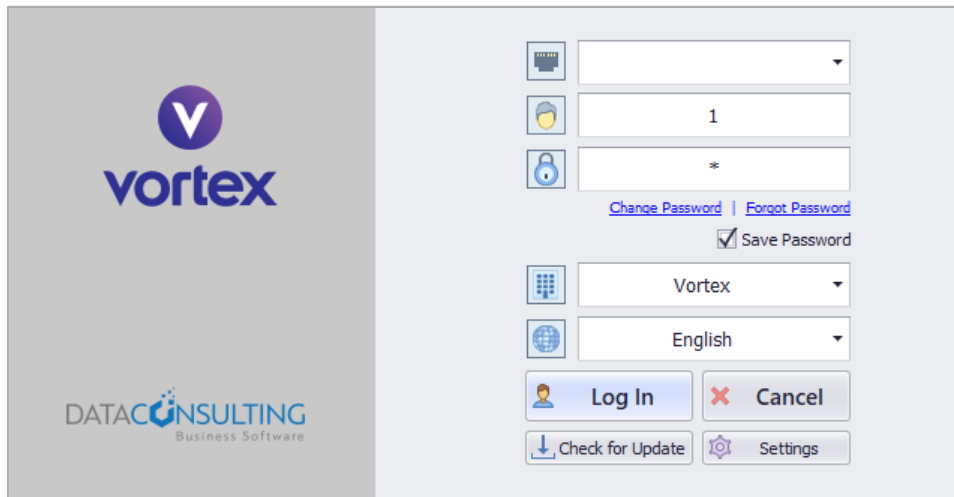
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1. SIGNING IN TO THE APPLICATION

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To sign in to the application, the administrator must enter his username and password, which are personal and have been created by the administrator himself.



The login screen features the Vortex logo and DATACONSULTING Business Software branding on the left. The right side contains a login form with the following elements:

- A dropdown menu for user selection.
- A text input field containing the number '1'.
- A password input field with a masked asterisk.
- Links for [Change Password](#) and [Forgot Password](#).
- A checkbox labeled ☒ Save Password.
- A dropdown menu for organization selection, currently showing 'Vortex'.
- A dropdown menu for language selection, currently showing 'English'.
- Buttons for 'Log In' (with a user icon), 'Cancel' (with a red X icon), 'Check for Update' (with a download icon), and 'Settings' (with a gear icon).

Let us start with the basic navigation menu:

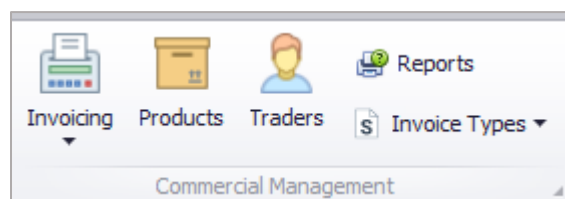
- Traders
- Inventory
- Invoicing
- Settings

The information displayed on the menu can be modified by right-clicking on **Customize Menu**, which opens a special tab that allows certain menu functions to be hidden.

Each main option contains the corresponding action sub-menus.

The functions you will encounter when using the application will be explained in the following sections.

The navigation bar provides quick access to the most frequently used functions.



To ensure the proper operation of the Vortex Commercial Management application, users will need to have:

- A Core i3 processor
- 4GM memory
- Windows 10 operating system

Below is a step-by-step presentation of all the features offered by the application.

2. TRADERS

This section shows all Traders (customers, collaborators, suppliers), their key information, transaction data, and CRM data (if the Vortex CRM Module has been installed).

How do we create a new trader?

To create a new Trader we click on the icon . Many fields are self-explanatory. Explanations are provided below only where they are required.

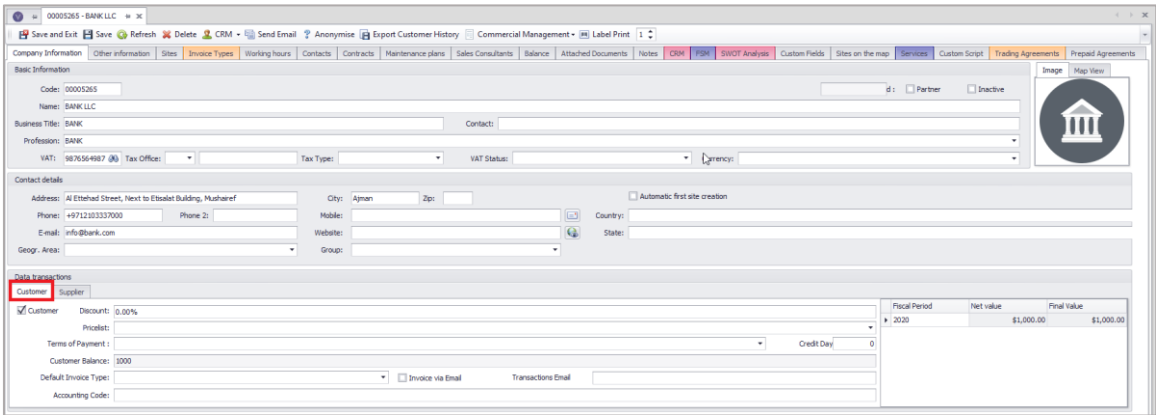
The main tab is divided into three parts:

INFORMATION

Displays all customer information (i.e. name/company name, VAT number, address, city, etc.). Providing an email address is recommended in order to keep customers informed about the progress of the work undertaken but also to send bulk emails, as and when necessary. The contact information contains a field called **One Site**. Selecting the check box will automatically create a site (customer branch) which will contain the customer's company name in the description.

TRANSACTION INFORMATION

If the transaction involves a customer, we need to select the corresponding checkbox. (Image 2.1.1)



The screenshot shows the 'New Trader' form in the VortexCM application. The form is divided into three main sections: Basic Information, Contact details, and Data transactions. The 'Data transactions' section is highlighted with a red box, showing the 'Customer' checkbox selected. The form includes fields for Name, VAT, Address, City, Phone, Email, and various transaction-related fields like Discount, Pricelist, and Terms of Payment.

Image 2.1.1

Discount: Default discount rate for a trader. This means that, in the sales invoice, the discount rate that we have defined in Customer Transactions will be automatically filled in. The discount is a reminder, not a mandatory provision.

Pricelist: Default pricelist for a trader.

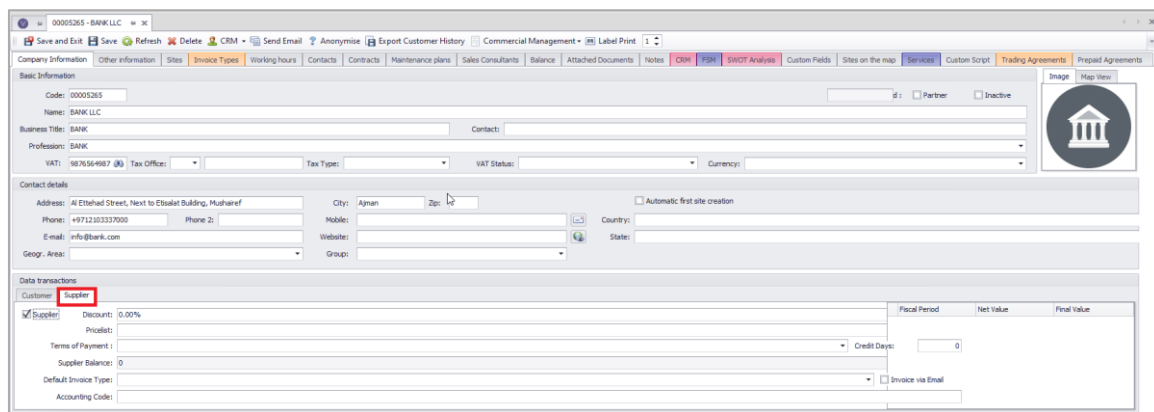
Payment: Default payment method for a trader. In the customer sales documents this will be displayed as the recommended payment method.

Customer balance: The customer's current balance.

Document: The default type of document. In the customer sales documents this will appear as the recommended type of document.

Accounting code: The customer's accounting code.

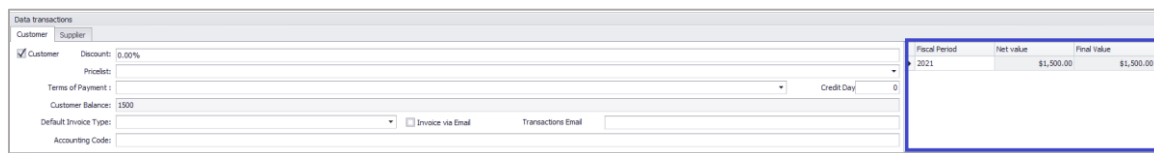
The same process should be followed for suppliers, through the Supplier Transactions tab (**Image 2.1.2**).



The screenshot shows the 'Data Transactions' section of the VortexCM interface. The 'Supplier' sub-tab is selected. The 'Discount' field is highlighted with a red box. The 'Supplier' sub-tab is also highlighted with a red box. The 'Discount' field is set to 0.00%.

Image 2.1.2

On the right side of the screen, we see the Trader's revenue (Net value & final value-Value with VAT). (**Image 2.1.3**)



The screenshot shows the 'Data Transactions' section of the VortexCM interface. The 'Supplier' sub-tab is selected. The 'Discount' field is highlighted with a red box. The 'Supplier' sub-tab is also highlighted with a red box. The 'Discount' field is set to 0.00%.

Fiscal Period	Net value	Final Value
2021	\$1,500.00	\$1,500.00

Image 2.1.3

CRM DATA: Requires the CRM Module.

All Trader information is organised under the following tabs (**Image 2.1.4**):

The screenshot shows the 'Basic Information' tab of a customer record in VortexCM. The customer code is 00018595 and the name is DEIRA ISLANDS. The business title is PROPERTY. The contact details include an address in Dubai, UAE, with a phone number +971210988651. The form also includes sections for 'Data transactions' with a table for fiscal periods and a 'Transactions Email' field.

Fiscal Period	Net value	Final Value
2021	\$1,500.00	\$1,500.00

Image 2.1.4

Other information: The trader's social media presence, etc.

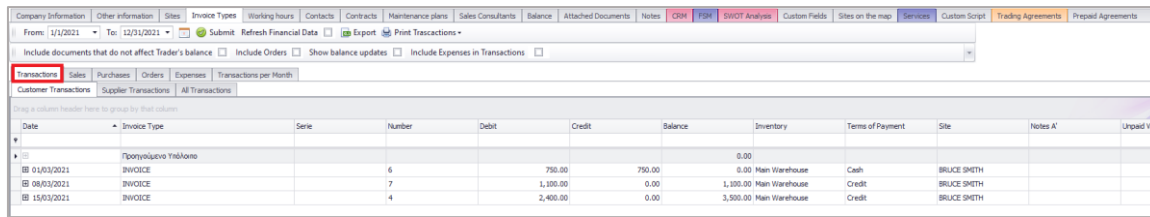
Sites: The customer's branches. Double-clicking on a site's description will show all its information in detail (Image 2.1.5).

The screenshot shows the 'Site Management' form for a site named 'HOTEL SA'. The form includes a map of the site location in London, with coordinates 51.5079552, -0.1396368. The site description is 'LONDON BRANCH'. The form also includes a table for 'Hours' and a list of 'Partners'.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
From 08:00 To 21:00					

Image 2.1.5

Documents: The Documents tab displays all transaction documents that have been added to a trader (Image 2.1.6)



Date	Invoice Type	Serie	Number	Debit	Credit	Balance	Inventory	Terms of Payment	Site	Notes A'	Unpaid Val
01/03/2021	INVOICE		6	750.00	750.00	0.00	Main Warehouse	Cash	BRUCE SMITH		
08/03/2021	INVOICE		7	1,100.00	0.00	1,100.00	Main Warehouse	Credit	BRUCE SMITH		
15/03/2021	INVOICE		4	2,400.00	0.00	3,500.00	Main Warehouse	Credit	BRUCE SMITH		

Image 2.1.6

Sales: Shows all the sales documents of a trader. Pressing the + button in a document will display the products of the selected document. By double-clicking on the document, users can open and view a specific entry. (Image 2.1.7)

00018620 - BRUCE SMITH

Save and Exit

Save

Refresh

Delete

CRM

Send Email

Anonymise

Export Customer History

Commercial Management

Label Print

Company Information

Other information

Sales

Working hours

Contacts

Contracts

Maintenance plans

Sales Consultants

Balance

Attached Documents

Notes

CRM

FSM

SWOT Analysis

Custom Fields

Sites on the map

Services

Custom Script

Trading Agent

From: 1/1/2021

To: 12/31/2021

Submit

Refresh Financial Data

Export

Print Transactions

Include documents that do not affect Trader's balance

Include Orders

Show balance updates

Include Expenses in Transactions

Transactions

Sales

Purchases

Orders

Expenses

Transactions per Month

Invoice Type

Invoice Num...

Date/Time

Trader Code

Trader

Customer A...

Site

Third Party

Site Address

VAT Number

Warehouse

Terms of P...

Trading Pur...

Loading Ad...

Cash Register

Final Value

Cancelling ...

INVOICE

6

01/03/2021

00018620

BRUCE SMITH

BRUCE SMITH

Main Wareh...

Cash

Sales

HQ

EMGRATES ...

750.00

Transaction Document Types

Code

Description

Quantity

ProductPrice

Tax

Value With ...

VAT

Discount

Discount B

Discount C

Price after Di...

VAT value

Value includ...

Text A

Text B

Text C

000013

HP DeskJet 6940

1.00

750.00

0.00

750.00

0

0.00

0.00

0.00

750.00

0.00

750.00

1.00

750.00

INVOICE

7

08/03/2021

00018620

BRUCE SMITH

BRUCE SMITH

Main Wareh...

Credit

Sales

HQ

EMGRATES ...

1,100.00

Transaction Document Types

Code

Description

Quantity

ProductPrice

Tax

Value With ...

VAT

Discount

Discount B

Discount C

Price after Di...

VAT value

Value includ...

Text A

Text B

Text C

000016

HP SMARTCARD KEYB...

1.00

1,100.00

0.00

1,100.00

0

0.00

0.00

0.00

1,100.00

0.00

1,100.00

1.00

1,100.00

INVOICE

4

15/03/2021

00018620

BRUCE SMITH

BRUCE SMITH

Main Wareh...

Credit

Sales

HQ

EMGRATES ...

2,400.00

Transaction Document Types

Code

Description

Quantity

ProductPrice

Tax

Value With ...

VAT

Discount

Discount B

Discount C

Price after Di...

VAT value

Value includ...

Text A

Text B

Text C

000005

FARGO DTC1000

1.00

2,400.00

0.00

2,400.00

0

0.00

0.00

0.00

2,400.00

0.00

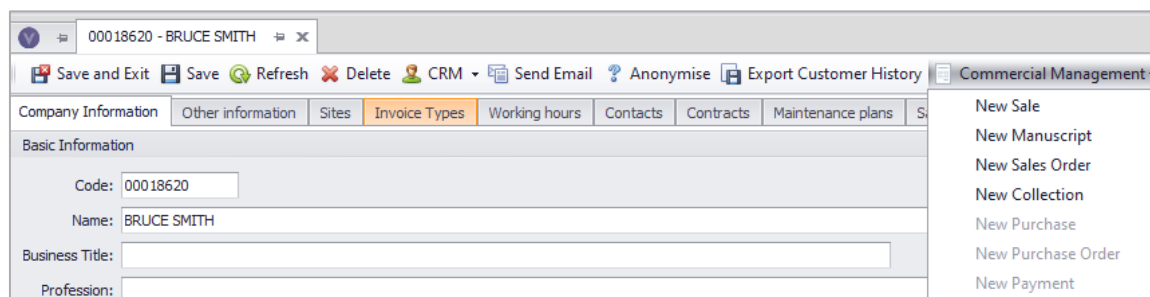
2,400.00

1.00

2,400.00

Image 2.1.7

Selecting **Invoicing -> New Sale** on the screen header allows users to create a new document directly from the Trader Transactions tab (Image 2.1.8).



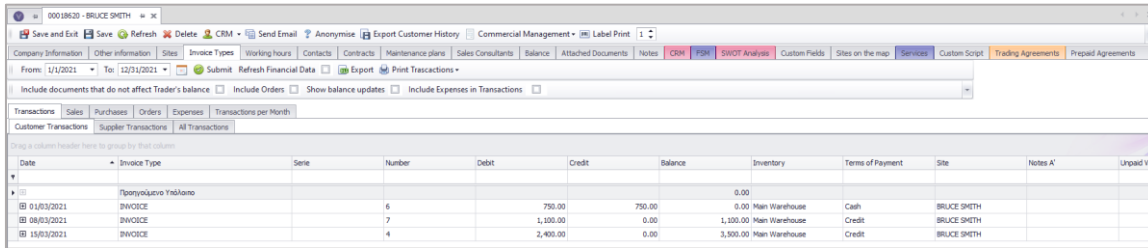
Code	Description	Quantity	ProductPrice	Tax	Value With ...	VAT	Discount	Discount B	Discount C	Price after Di...	VAT value	Value includ...	Text A	Text B	Text C
000005	FARGO DTC1000	1.00	2,400.00	0.00	2,400.00	0	0.00	0.00	0.00	2,400.00	0.00	2,400.00			
1.00										2,400.00					

Image 2.1.8

Purchases: Displays the supplier purchase documents that have already been added. Pressing the + button in a document will display the added products of the selected purchase document. Double-clicking on the document will allow users to open and view a specific entry.

Orders: Displays the trader's orders, whether pending or converted into invoices. The logic behind order management is no different from the logic followed for sales and purchase documents.

Customer transactions: Shows details of every transaction by a trader (in his role as a CUSTOMER), including charges, credits and balances. (Image 2.1.9)

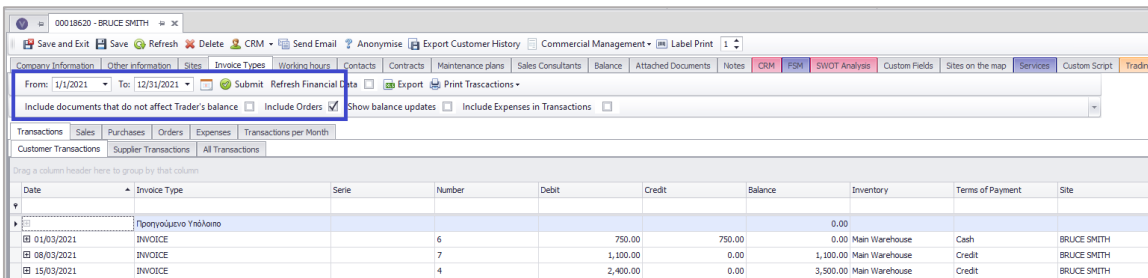


Date	Invoice Type	Serie	Number	Debit	Credit	Balance	Inventory	Terms of Payment	Site	Notes A'	Unpaid Val
	Προηγούμενο Υπόλοιπο					0.00					
01/01/2021	INVOICE		6	750.00	750.00	0.00	Main Warehouse	Cash	BRUCE SMITH		
08/03/2021	INVOICE		7	1,100.00	0.00	1,100.00	Main Warehouse	Credit	BRUCE SMITH		
15/03/2021	INVOICE		4	2,400.00	0.00	3,500.00	Main Warehouse	Credit	BRUCE SMITH		

Image 2.1.9

Supplier transactions: Shows details of every transaction by a trader (in his role as a SUPPLIER) including charges, credits and balances.

All transactions: Includes all transactions of a trader, either as a customer or as a supplier, over a specific period of time (current year entries are displayed by default). By clicking the check box "Include orders" then all orders of a trader, whether executed or not, will also be displayed. (Image 2.1.10)



Date	Invoice Type	Serie	Number	Debit	Credit	Balance	Inventory	Terms of Payment	Site	Notes A'	Unpaid Val
	Προηγούμενο Υπόλοιπο					0.00					
01/01/2021	INVOICE		6	750.00	750.00	0.00	Main Warehouse	Cash	BRUCE SMITH		
08/03/2021	INVOICE		7	1,100.00	0.00	1,100.00	Main Warehouse	Credit	BRUCE SMITH		
15/03/2021	INVOICE		4	2,400.00	0.00	3,500.00	Main Warehouse	Credit	BRUCE SMITH		

Image 2.1.10

Similarly, if the check box "View balance transactions" is selected, then the balance transactions of the trader will also be displayed.

Business hours: FSM Module

Contacts: All customer contacts may be added here. Multiple contacts can be managed per customer, with a phone number and an email address provided for each contact.

Contracts: FSM Module

Maintenance plan: FSM Module

Sales consultants: The salesperson responsible for a particular customer.

Balance: FSM Module

Attached documents: Allows files (documents) to be attached.

Notes: Allows various notes about the customer to be added.

CRM: CRM Module

FSM: CRM Module

SWOT Analysis: CRM Module

Custom fields: Allows users to create new custom fields.

Site on the map: The exact coordinates (latitude and longitude) of a site/branch on the map.

Services: FSM Module

Custom script: FSM Module

Trading policies: Displays all the trading policies that have been created (Module). Trading policies will be discussed in more detail later on.

At the top of the screen, there is a toolbar with the following buttons (**Image 2.1.11**):

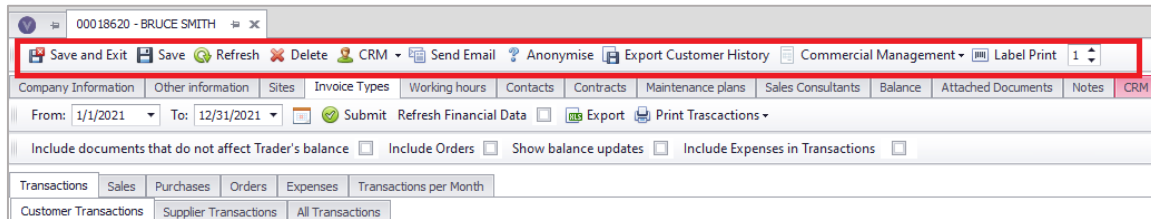


Image 2.1.11

Save and exit: Saves and closes the current tab.

Save: Saves the entry or any changes that have been made. It does not close the Trader Transactions tab.

Refresh: Refreshes the contents of a tab.

Delete: Deletes the current entry. Attention: Users must ensure that there are no transactions for the specific customer.

CRM: CRM Module

Send email: Allows users to send a trader an email directly from the application.

Anonymisation: Allows users to anonymise, delete or hide fields that contain personal data (based on the requirements of the European General Data Protection Regulation-GDPR). Users will be prompted for confirmation as this action is final and cannot be restored (**Image 2.1.12**):

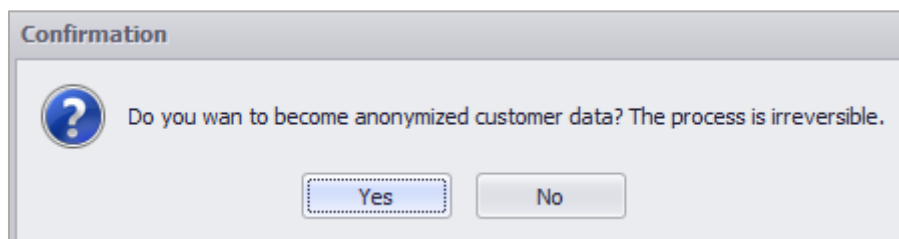


Image 2.1.12

Export customer history: FSM Module

Invoicing: Allows users to issue documents and orders directly from the Trader Transactions tab.

Print label: A function of the Barcodes Management Module.

How do we open a new customer branch (site)?

On the top right corner of the site tab, where the actions are listed, we press  (Image 2.1.13). Then we take the following steps:

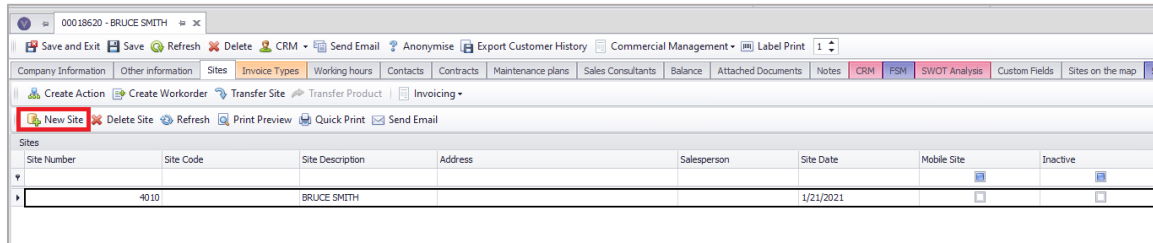
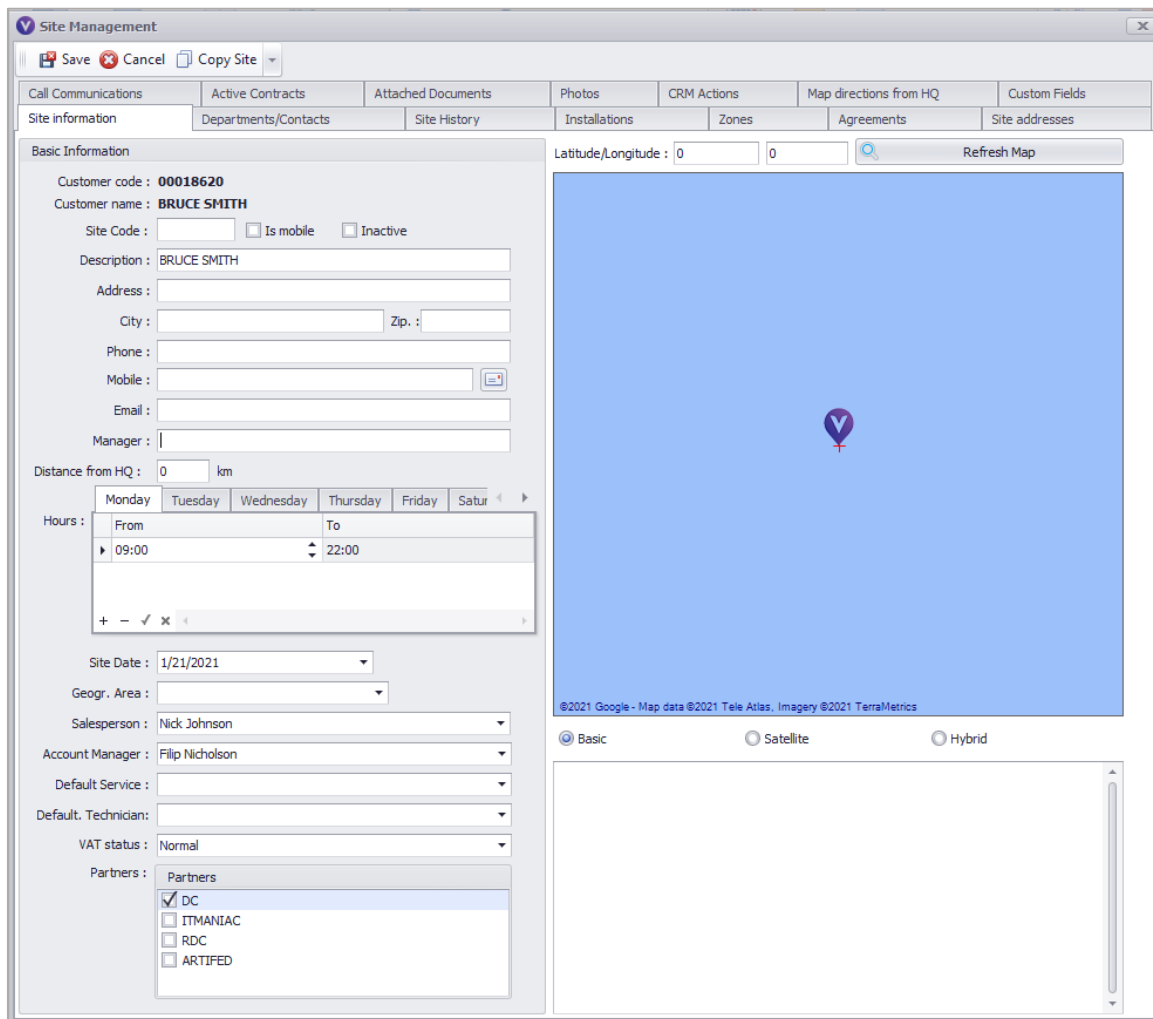


Image 2.1.13

We fill in all the necessary information about the site (Image 2.1.14), such as name, address, city, etc. Providing an email address is recommended in order to keep customers informed about the progress of the work undertaken but also to send bulk emails, as and when necessary.



Site Management

Save Cancel Copy Site

Call Communications Active Contracts Attached Documents Photos CRM Actions Map directions from HQ Custom Fields

Site information Departments/Contacts Site History Installations Zones Agreements Site addresses

Basic Information

Customer code : 00018620
Customer name : BRUCE SMITH

Site Code : ☐ Is mobile ☐ Inactive

Description : BRUCE SMITH

Address :

City : Zip :

Phone :

Mobile :

Email :

Manager :

Distance from HQ : km

Hours :

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
From					
To					
09:00			22:00		

Site Date : 1/21/2021

Geogr. Area :

Salesperson : Nick Johnson

Account Manager : Filip Nicholson

Default Service :

Default Technician :

VAT status : Normal

Partners : ☒ DC ☐ ITMANIAC ☐ RDC ☐ ARTIFED

Latitude/Longitude : 0 0 Refresh Map

☒ Basic ☐ Satellite ☐ Hybrid

©2021 Google - Map data ©2021 Tele Atlas, Imagery ©2021 TerraMetrics

Image 2.1.14

Optional fields

By entering the address and the postcode of the site and pressing **Search** , the exact coordinates (latitude and longitude) will be displayed on the map. This feature requires signing in with **Google Maps API**.

Business hours: Displays the customer's weekly business hours.

Partners: FSM Module

All the information of a site/branch is organised under the following tabs:

Contacts: Allows users to enter the site's contacts (staff) and their position in the company.

Site history: FSM Module

Zones: FSM Module

Agreements: FSM Module

Site addresses: FSM Module

Call log: FSM Module

Active contracts: FSM Module

Documents: Allows users to attach documents using the + icon.

Photos: Allows users to attach photos using the + icon.

CRM actions: CRM Module

Instructions from our head office: FSM Module

Custom fields: Custom fields that have been created at the site.

At every customer site, the following key actions are available on the top right corner of the screen:



Create a new customer site



Delete the entire site



Refresh content



Document preview: helps users see what their document will look like, along with all the site information, when they actually print it.



Print site and miscellaneous information



Send email to users

At each site, we can view all the products we have installed along with their serial numbers (**Image 2.1.15**)

The screenshot shows the 'Site MEDCLINIC MEDICAL EAST' window. It includes a menu bar with options like 'Create Action', 'Create Workorder', 'Transfer Site', 'Transfer Product', and 'Invoicing'. Below the menu is a 'Customer Information' section with fields for Code, Name, Manager, Phone, Profession, e-mail, Address, and VAT. A 'Sites' table lists various sites with columns for Site Number, Site Code, Site Description, Address, Salesperson, Site Date, Mobile Site, Inactive, Phone, Geogr. Area, and VAT. The table contains three rows of data for different hospitals. Below the table is a 'New Product' section with buttons for 'New Product', 'Add Product Template', 'Delete', and 'Refresh Products'. The 'Site Details Dubai Hospital' section shows a list of products with columns for Product Description, Product Type, ID, Installed, Install Date, Notes, Image, Removed, Removal Date, Zone, Code, Warranty (E...), Contact, Departmen..., Installation..., Installation..., and Master Id. The 'Attributes' section shows a list of attributes with columns for Attribute, AttributeValue, and ID.

Image 2.1.15

3. INVENTORY

3.1. PRODUCTS

In the Products tab, the administrator can add products by clicking on . The product information is filled in and the entry is saved by clicking on . (Image 3.1.1). All the necessary information must be filled in: Code, Name, Description, Measurement Unit, VAT, Supplier, etc. (Image 3.1.1)

The screenshot shows the 'New Product' window. It includes a menu bar with options like 'Save', 'Save and Continue', 'Delete', 'Copy Product', and 'Print Label'. Below the menu is a 'Basic Details' section with fields for Code, Name, Description, Aux. Code, Type, Measurement unit, B Measurement Unit, C Measurement Unit, Weight, Category, VAT, Purchase VAT, Extra Tax, Discount, Manufacturer, Barcode, and Supplier. A 'Quantities' table lists various quantities with columns for Warehouse, Stock, Reserved Quantity, Sales Orders, and Purchase Orders. The 'Picture' section shows a placeholder for a product image. The 'Pricelists' section shows a table with columns for Pricelist, Profit percentage, Discount, Price, and Price with VAT. The table contains three rows of data for different pricelists.

Image 3.1.1

All information regarding the order quantities of an item are displayed on the right side of the tab. The fields are automatically updated from the relevant documents (sales orders, purchase orders).

Reserved Quantity

This field is updated automatically from the Sales Orders tab, provided that it has been defined in Settings -> Parameters -> Invoicing Settings -> Documents Status -> "Reserves Quantities" check box (**Image 3.1.2**)

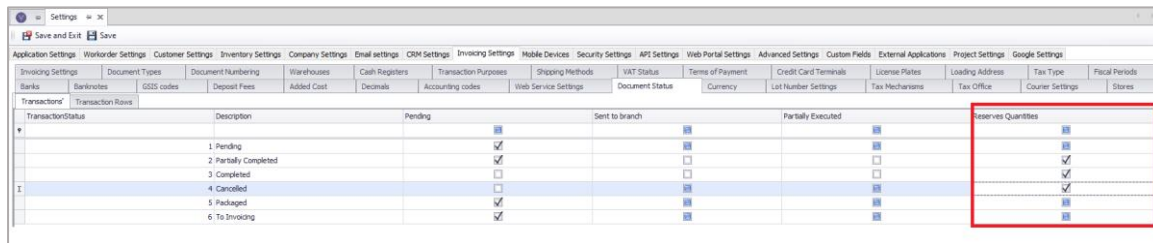


Image 3.1.2

Product Pricelists

Here, users can define pricelists for each product, their profit rate, discount rate, price and price including VAT. Then, in the document, if we choose one of the default pricelists, the discount and the final price of the product will be automatically filled in for the particular item (**Image 3.1.3**).

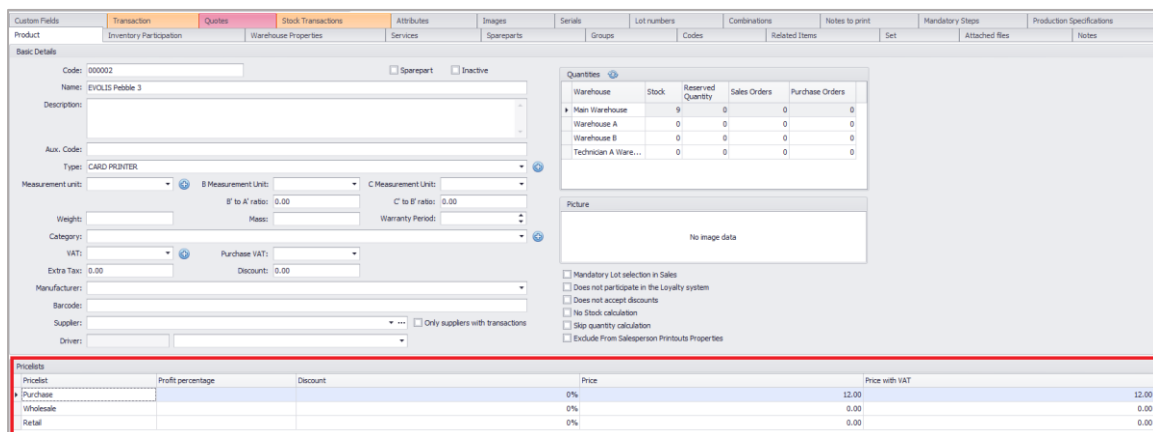
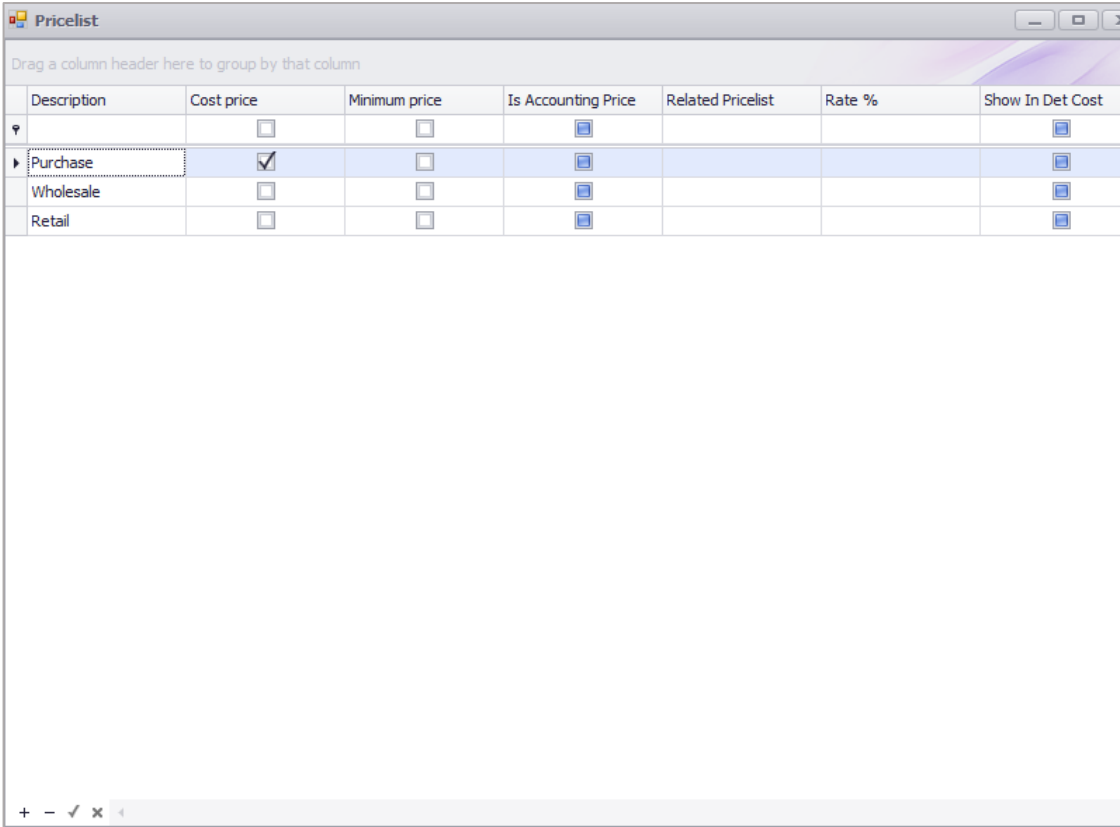


Image 3.1.3

If we want to create a new price list from scratch, we use the + icon to name the new price list and select the columns we want to update (**Image 3.1.4**).



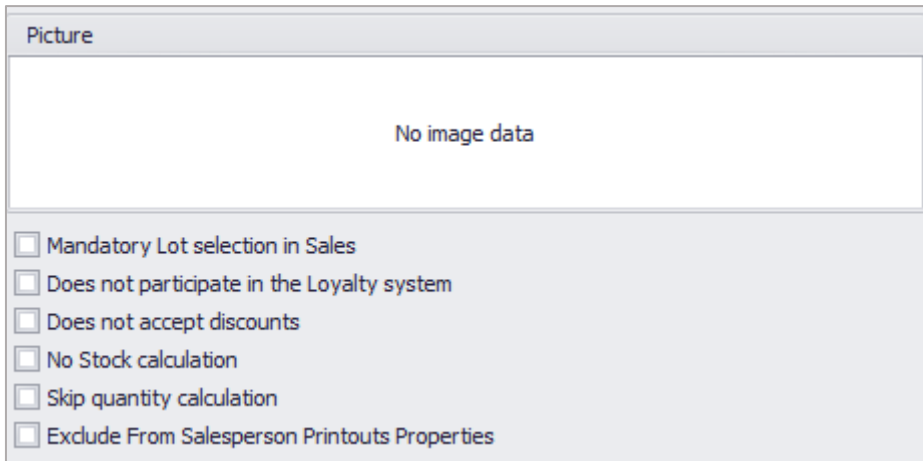
Drag a column header here to group by that column

Description	Cost price	Minimum price	Is Accounting Price	Related Pricelist	Rate %	Show In Det Cost
▼	☐	☐	☐			☐
▶ Purchase	☒	☐	☐			☐
Wholesale	☐	☐	☐			☐
Retail	☐	☐	☐			☐

+ - ✓ ✕ ◀

Image 3.1.4

Additional Information (Image 3.1.5)



Picture

No image data

- ☐ Mandatory Lot selection in Sales
- ☐ Does not participate in the Loyalty system
- ☐ Does not accept discounts
- ☐ No Stock calculation
- ☐ Skip quantity calculation
- ☐ Exclude From Salesperson Printouts Properties

Image 3.1.5

Image: Allows users to attach a photo of the product

Mandatory lot selection in invoicing: Part of the Lots Module

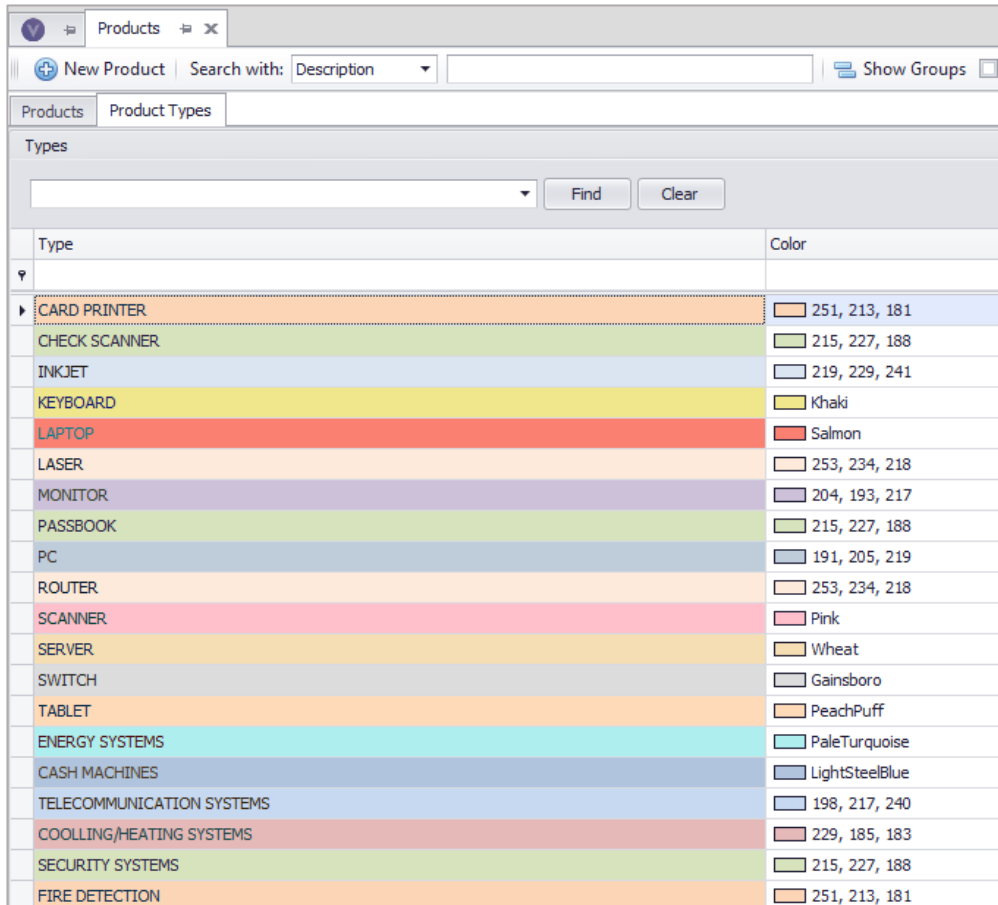
Does not participate in the Loyalty System: Part of the Loyalty Module

Does not accept discounts: If we select this check box when invoicing a product, the program will not accept any discounts (neither percentage discounts on the product nor monetary discounts)

Non-calculation of stock: Does not participate in checking the availability of stocks

Product Types

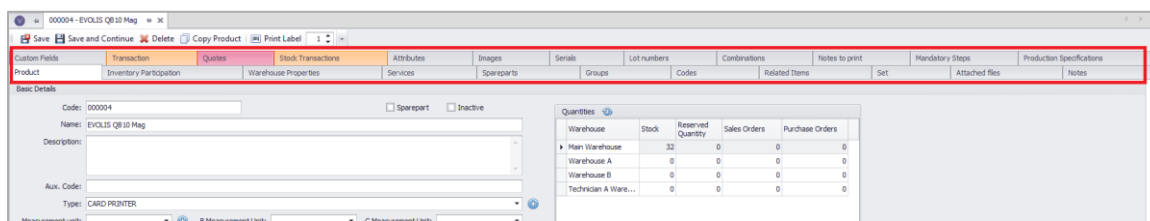
This tab contains a list of all the categories/types of products (**Image 3.1.6**). The administrator adds a product category using the add icon . The entry is saved by clicking on . A different colour coding is used per product type.



Type	Color
CARD PRINTER	251, 213, 181
CHECK SCANNER	215, 227, 188
INKJET	219, 229, 241
KEYBOARD	Khaki
LAPTOP	Salmon
LASER	253, 234, 218
MONITOR	204, 193, 217
PASSBOOK	215, 227, 188
PC	191, 205, 219
ROUTER	253, 234, 218
SCANNER	Pink
SERVER	Wheat
SWITCH	Gainsboro
TABLET	PeachPuff
ENERGY SYSTEMS	PaleTurquoise
CASH MACHINES	LightSteelBlue
TELECOMMUNICATION SYSTEMS	198, 217, 240
COOLING/HEATING SYSTEMS	229, 185, 183
SECURITY SYSTEMS	215, 227, 188
FIRE DETECTION	251, 213, 181

Image 3.1.6

Double-clicking on the product will open the main editor tab. Each product consists of multiple tabs with different functions (**Image 3.1.7**).



Warehouse	Stock	Reserved Quantity	Sales Orders	Purchase Orders
Main Warehouse	32	0	0	0
Warehouse A	0	0	0	0
Warehouse B	0	0	0	0
Technician A Ware...	0	0	0	0

Image 3.1.7

These tabs are:

Participation in warehouses: For each warehouse facility, we define the transactions in which the item may or may not participate.

Properties per warehouse: For each warehouse facility in which a product participates, users can optionally define the recommended sales amount, the safety stock, the customers order threshold, the purchase order threshold, the sales and purchases accounting numbers, the sales and purchases VAT accounting number.

Services: FSM Module

Spare parts: FSM Module

Groups: Product groups

Codes: Alternative product codes (special CM Module)

Relevant items: Management of item sets. Connects a basic product with other products that make up the basic product. For example, a basic product may be a PC with its accessories (monitor and keyboard-mouse). The relevant/secondary items and their quantities are defined by users. During invoicing, both the product prices and the inventory quantities are updated.

Attached files: Allows users to attach files.

Notes: Allows users to enter general information about a product.

Custom fields: Displays the product custom fields created in Settings -> Custom Fields.

Documents: The purchase and sales documents of a specific product.

Quotes: CRM Module

Stock-taking: The stock-taking that is conducted for a specific product. Attention: At this point it is not possible to perform a stock-taking of items. This must be done from the Menu -> Stock-taking.

Attributes: The particular attributes of a product (e.g., Serial Number, Part Number, etc.). The "Mandatory for Invoicing" column defines which of the specific attributes we want displayed in the sales documents.

Images: Image upload.

Serials: Warehouse management using a serial number (Module specific to the application). Serial number tracking for each product, customer, branch and supplier. Detailed information, such as the relevant sales and purchase documents, is displayed under each serial number. **(Image 3.1.8)**

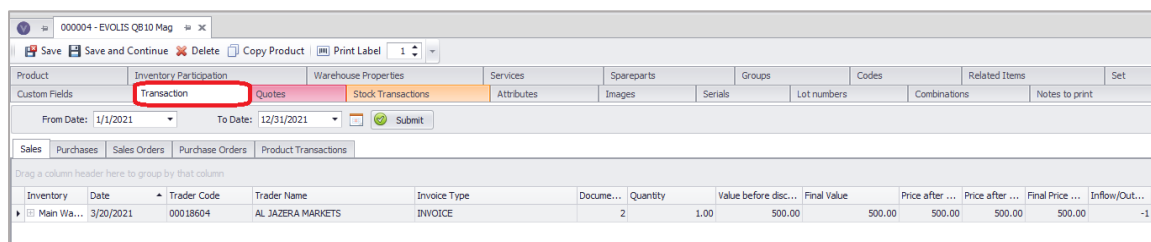


Image 3.1.8

How to Create a Serial Number - 1st method

In Purchase documents, we select a product and right-click on "Create serial number" to enter the product's serial number. This method should be used if the serial number is purchased from a supplier.

How to Create a Serial Number - 2nd method

In Sales documents, we select a product and right-click on "Create serial number" to enter the product's serial number. This method should be used if the serial number has been created by us or is entered manually and does not involve a purchase. In this case, the serial number is added inside the item/product, in the Serials tab, using the + button **(Image 3.1.9)**.

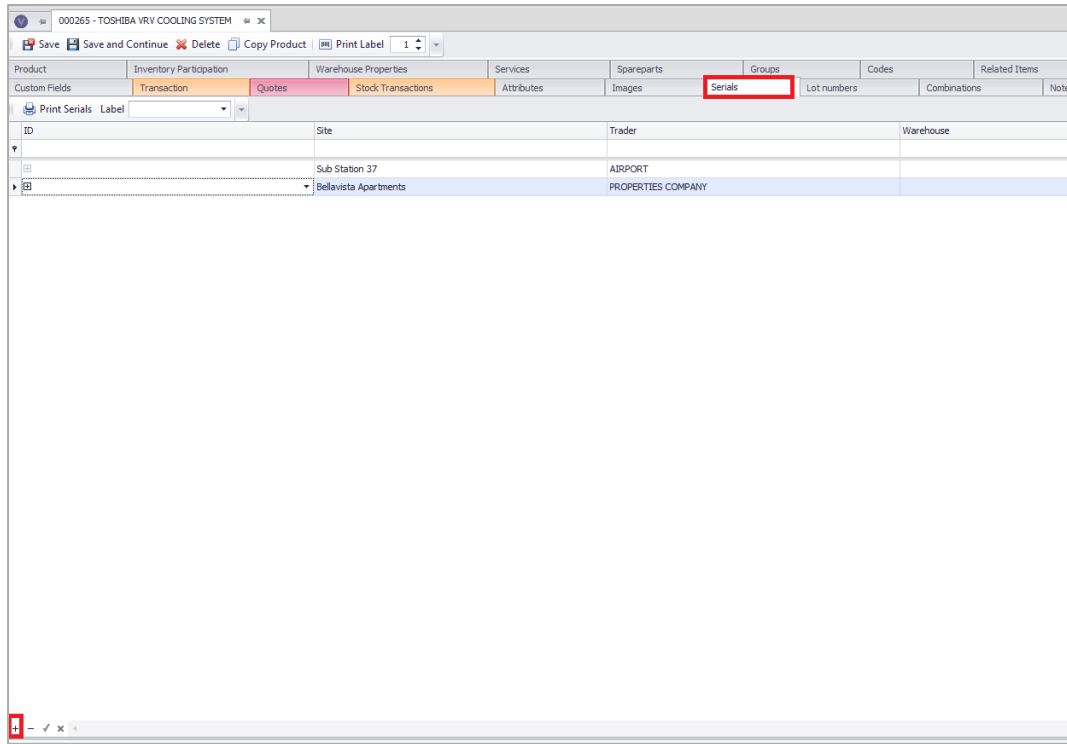


Image 3.1.9

For the mandatory display of a serial number on the invoice and on printed documents go to Menu -> Attributes and select the check boxes “Mandatory for invoicing” and “Print to invoices” respectively. (Image 3.1.10)

Attributes					
Attribute	Sensitive data	Mandatory for Invoicing	Show to Reports	Participates in product combinations	Publish to t...
IP	☐	☒	☒	☒	☒
Serial No	☐	☒	☒	☒	☒
Username	☐	☒	☒	☒	☒
Password	☐	☐	☐	☐	☐
Bar Code	☐	☒	☒	☒	☒
Product No	☐	☒	☒	☒	☒

Image 3.1.10

Trading products with serial numbers

Serial number from inventory - 1st option

In a sales document, we select an item. We right-click on the item and select the option “Serial from inventory” (Image 3.1.11) to open the tab with the available serial numbers for a given product. As mentioned above, serial numbers come from purchase documents or manual entries. This way, the serial number is linked to the customer while the product with the serial number that we just invoiced is automatically created at the site.

The screenshot shows the 'Invoice Type' form in VortexCM. The 'Document Details' section includes 'Date Time: 3/20/2021 2:04 PM', 'Invoice Type: INVOICE', and 'Inventory: Main Warehouse'. The 'General data' section includes 'Trader: 00018582', 'MEDICLINIC MIDDLE EAST', 'Site: Dubai Hospital', 'VAT Status: Normal', 'Payment: Credit', 'Pricelist', 'Currency', 'Salesperson', 'Trading Purpose: Sales', and 'Loading Address: HQ'. Below this is a table with tabs for 'Products', 'Trading Agreements', 'Added Costs', and 'Other Details'. The 'Products' tab is active, showing a table with columns: Code, Description, Quantity, Quantity B, Quantity C, Product Price, Extra Tax, and Product. A context menu is open over the first row (Code: 000006, Description: FUJITSU IMPRINTER FI 614), with options: 'Import product', 'Add Spare Part', 'Create Serial No', 'Select Serial from Inventory' (highlighted with a red box), 'Select Serial from Site', and 'Serials mass import'.

Image 3.1.11

Serial number from site - 2nd option

In a sales document, we select an item. We right-click on the item and select the option “Serial number from site”. To do so, we must have already added a serial number for the specific product to the site.

Lots:

To monitor the lots of a product, first we need to create them in the Product Transactions tab: Inventory -> Products -> Double-click on the item -> Lots. By pressing on + we create a new lot, as shown below (Image 3.1.12):

The screenshot shows the 'Lots' window for product '000003 - EVOLIS Pebble 4'. The window has tabs for 'Product', 'Inventory Participation', 'Warehouse Properties', 'Services', 'Spareparts', 'Groups', 'Codes', 'Related Items', 'Set', 'Attached files', and 'Notes'. The 'Lot numbers' tab is active, showing a table with columns: Lot number, Warehouse, Description, Date of Production/Pur..., Expiration date, Supplier, Notes, Lot Balance, and Cancel Distri... The table contains one lot with Lot number 1, Warehouse Main Wareho..., Description EVOLIS 4, Date of Production/Pur... 4/1/2021, Expiration date 4/2/2021, Supplier VENDOR A, and Lot Balance 0.

Image 3.1.12

We designate the lot number, the warehouse facility, a description (optional), the lot start and end date, the supplier, as well as notes about the lot. The stock is automatically updated from the purchase and sales documents.

Lot transactions display the transactions of the desired lot (sales and purchase documents). (Image 3.1.13)

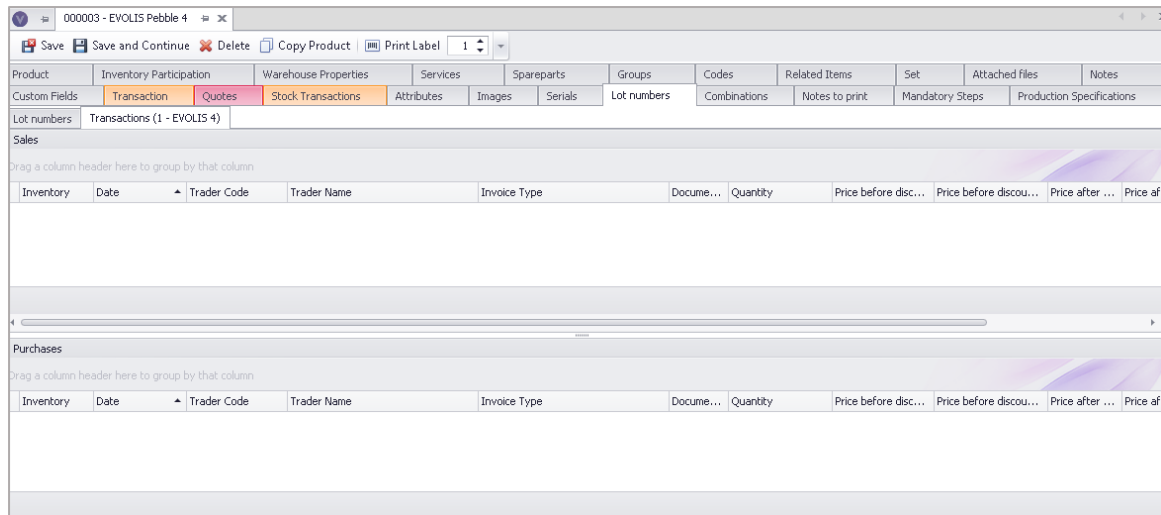


Image 3.1.13

Lots will be discussed in more detail in the Special Modules.

Combinations

Refers to the specialized Color-Size Module and will be discussed in more detail later on.

Notes for printing

Product notes that users may want to include in the documents report.

3.2. PRODUCT GROUPS

Similar products are grouped together for a more efficient product sorting and inventory organization.

How do we create a new product group?

Press <New Entry> to open the new group creation tab. (Image 3.2.1)

Image 3.2.1

Then save the entry.

3.3. INVENTORY ITEMS

Vortex supports the management of an unlimited number of warehouse facilities. These facilities encompass all the warehouses of a company per branch. After creating the necessary warehouse facilities (**Settings -> Invoicing Settings -> Warehouses**), users can connect inventory products with Sales-Purchases, Balance Transactions and E-commerce Updates. This means that for each product users can define, **per warehouse facility**, whether a product will be participating in the various documents and transactions or not.

For each warehouse facility, the participation of a product can be defined from the application in two different ways:

1st way in which a product can participate in a warehouse

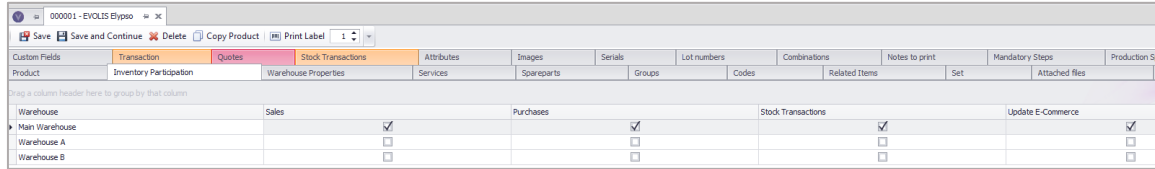
From the main menu, select **Warehouse products-Participation of products in warehouses** and choose for each product in which warehouse it will participate and for what purpose (Sales, Purchases, Balance Transactions and E-commerce Update). By right-clicking, the application enables the **mass participation** of all products in a warehouse facility. (Image 3.3.1)

Code	Description	Warehouse B	Warehouse A	Main Ware...
000001	EVOLIS Elypso	☐	☐	☒
	pebble 3	☐	☐	☒
	pebble 4	☐	☐	☒
000004	EVOLIS QB10 Mag	☐	☐	☒

Image 3.3.1

2nd way in which a product can participate in a warehouse

In Product Transactions, go to **Participation in warehouses** and take the necessary steps. This can be done individually for each product code. The bulk update function is not supported in this case. (Image 3.3.2)



Warehouse	Sales	Purchases	Stock Transactions	Update E-Commerce
Main Warehouse	☒	☒	☒	☒
Warehouse A	☐	☐	☐	☐
Warehouse B	☐	☐	☐	☐

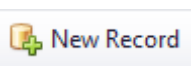
Image 3.3.2

4. INVOICING

4.1. SALES

This is where all the sales documents can be added and displayed.

How do we create a new sales document?

Clicking the icon  will display the form in which the sales document information can be entered. (Image 4.1.1)

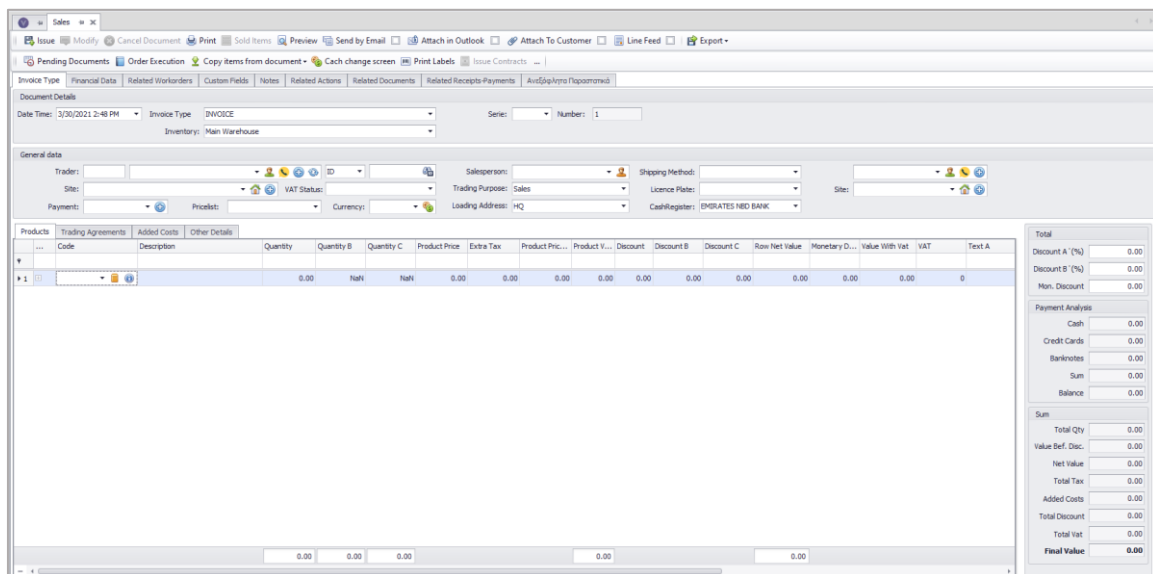


Image 4.1.1

Document Date/Time: Automatically displays the current date and time during which the document will be issued.

Document: Here we select the type of document we want to issue (e.g. sales invoice, credit invoice).

Warehouse: Here we select the warehouse facility that will be updated with the transaction.

Series: Document numbering. If automatic numbering is applied to the selected series, then the field will be automatically filled in when the transaction is entered. If series are not used then it will simply not be filled in.

This means that the system will check if the numbering of your documents is correct, in terms of their dates and figures. This will prevent users from issuing documents to which an ascending serial numbering system is not applied.

Trader: Here we add the traders. Clicking on  will take us directly to Trader transactions. If our transaction

involves a new trader, the  icon will take us to a new Trader transactions tab where we can create the trader.

ID: Helps us search for traders using their Trader Code or Loyalty Code.

Site: The place/destination address of the document (if there are branches in addition to the head office), the address to which the goods are delivered, and which is different from the address of the recipient's head office.

Payment: Here we choose the document's payment method (e.g., cash, 3-day credit, etc.).

Pricelist: By selecting the price list we want, all item prices will be altered based on the selected price list.

Salesperson: Refers to the salesperson responsible for the sale.

Shipment purpose: Here we enter the shipment purpose. For example, For Sale, Demo, Return.

Place of loading: Refers to the place where the goods will be loaded. We usually choose <Our head office>.

VAT status: The VAT rate of the document. If we have defined a VAT status in Trader Transactions, the VAT rate will be automatically displayed on all documents.

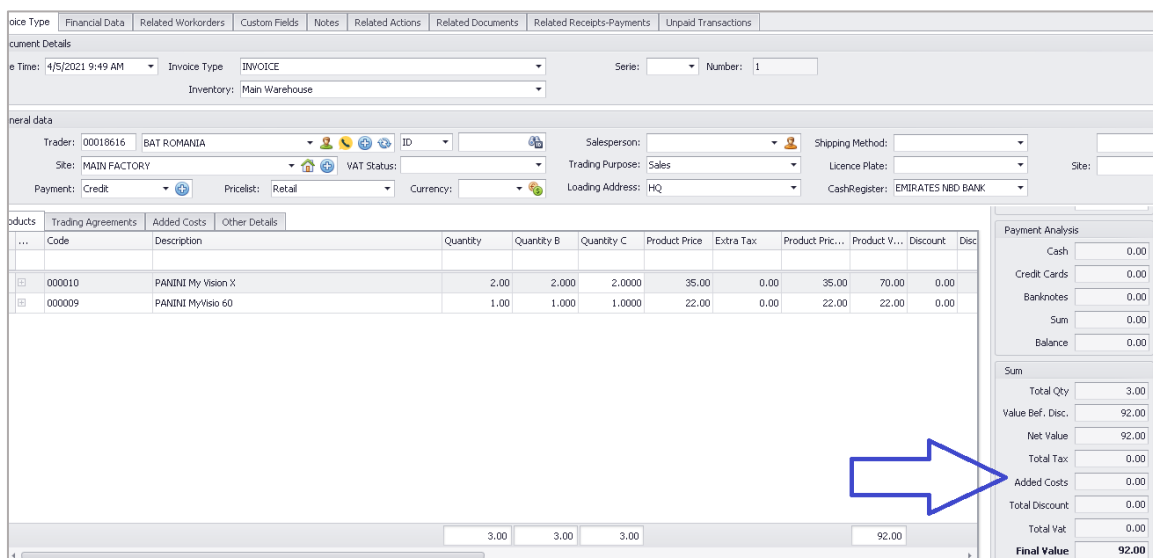
License plate: The license plate of the delivery vehicle.

Shipping method: The method used for shipping the goods.

Cash register: Updates the company's cash flow.

Third party/Site: The address to which the goods will be delivered.

Below, in **Products** we fill in the quantity and type of goods delivered, the discounts, etc. (Image 4.1.2)



Code	Description	Quantity	Quantity B	Quantity C	Product Price	Extra Tax	Product Price	Product V...	Discount	Disc
000010	PANINI My Vision X	2.00	2.000	2.0000	35.00	0.00	35.00	70.00	0.00	
000009	PANINI MyVisio 60	1.00	1.000	1.0000	22.00	0.00	22.00	22.00	0.00	

Payment Analysis	
Cash	0.00
Credit Cards	0.00
Banknotes	0.00
Sum	0.00
Balance	0.00
Sum	
Total Qty	3.00
Value Bef. Disc.	92.00
Net Value	92.00
Total Tax	0.00
Added Costs	0.00
Total Discount	0.00
Total Vat	0.00
Final Value	92.00

Image 4.1.2

By double-clicking on the document type, the following functions become available (Image 4.1.3):

The screenshot displays the VortexCM Sales module interface. At the top, there's a 'Sales' window title and a toolbar with icons for 'Issue', 'Modify', 'Cancel Document', 'Print', 'Sold Items', 'Preview', and 'Send by Email'. Below the toolbar, there are tabs for 'Pending Documents', 'Order Execution', 'Copy items from document', and 'Cash change sc'. The main area is divided into sections: 'Invoice Type' (Financial Data, Related Workorders, Custom Fields, Notes, Related Actions, Related I), 'Document Details' (Date Time: 3/30/2021 2:48 PM, Invoice Type: INVOICE, Inventory: Main Warehouse), and 'General data' (Trader: 00018621, CONSTRUCTION COMPANY A, Site: JEDDAH SITE, Payment: Credit, Pricelist: Retail, Currency:). Below these is a table with columns: Products, Trading Agreements, Added Costs, Other Details, Code, Description, Quantity, Quantity B, and Qua. The table contains one row with Code '000307' and Description 'AC COMPRESSOR'. A context menu is open over this row, listing actions: Import product, Add Spare Part, Create Serial No, Select Serial from Inventory, Select Serial from Site, Serials mass import, Insert Line, Line Notes, Select Lot No, Create Lot No, Mass Product Selection, Refresh Items List, Refresh Trader List, Items Grouping, and Transaction Row Financial Data.

Image 4.1.3

Add item: Creates a new product or service in the warehouse. Adds a blank row to the document, in order to insert a product or service

Add spare part: Adds a spare part from the warehouse

Create serial number: Creates a new serial number. Automatically creates a product with the serial number at the customer site

Select serial number from inventory: Searches among the serial numbers available at the warehouse

Select serial number from site: Searches among the serial numbers of a particular trader

Insert row: Adds a blank row to the document, in order to insert a product or service

Row notes: Adds notes to the document

Select lot: Selects a lot (Lots Module)

Refresh product list: If we are in Sales and move to the inventory tab to open a new product code, we will need to press **Refresh product list** in order for the new product that was just created to appear in the document form

Mass product selection: This option takes us to inventory to perform a mass selection of products and move them to the document (Image 4.1.4)

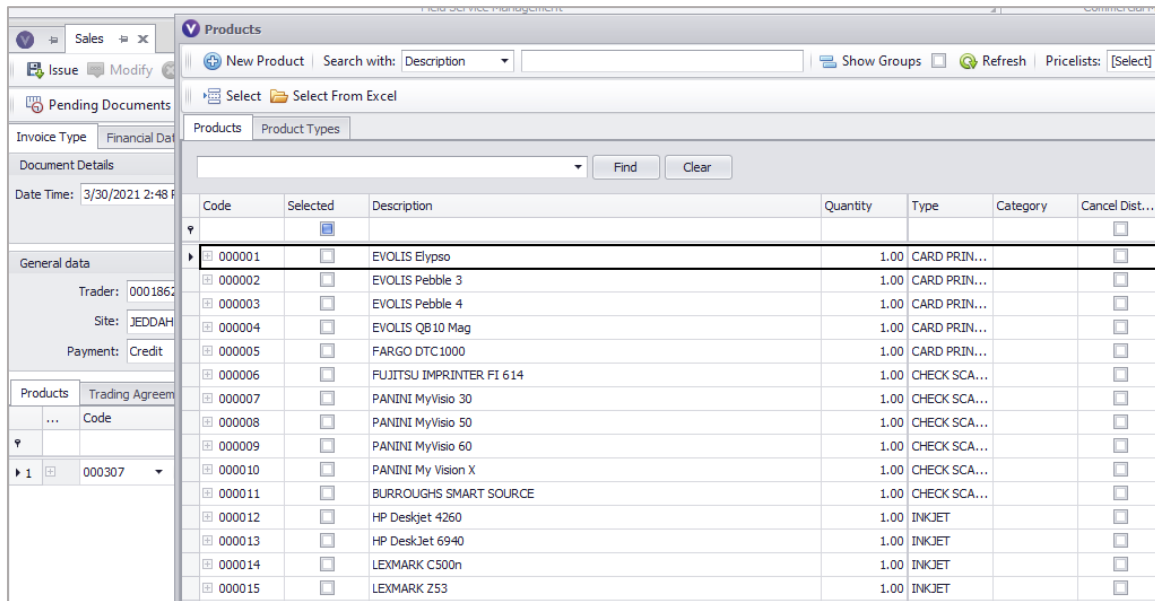


Image 4.1.4

Refresh traders list: If we are in Sales and move to the Traders tab to open a new product code, we will need to press **Refresh traders list** in order for the new trader that was just created to appear in the document form.

The - button which appears at the bottom of the form allows us to delete the selected row. (Image 4.1.5)

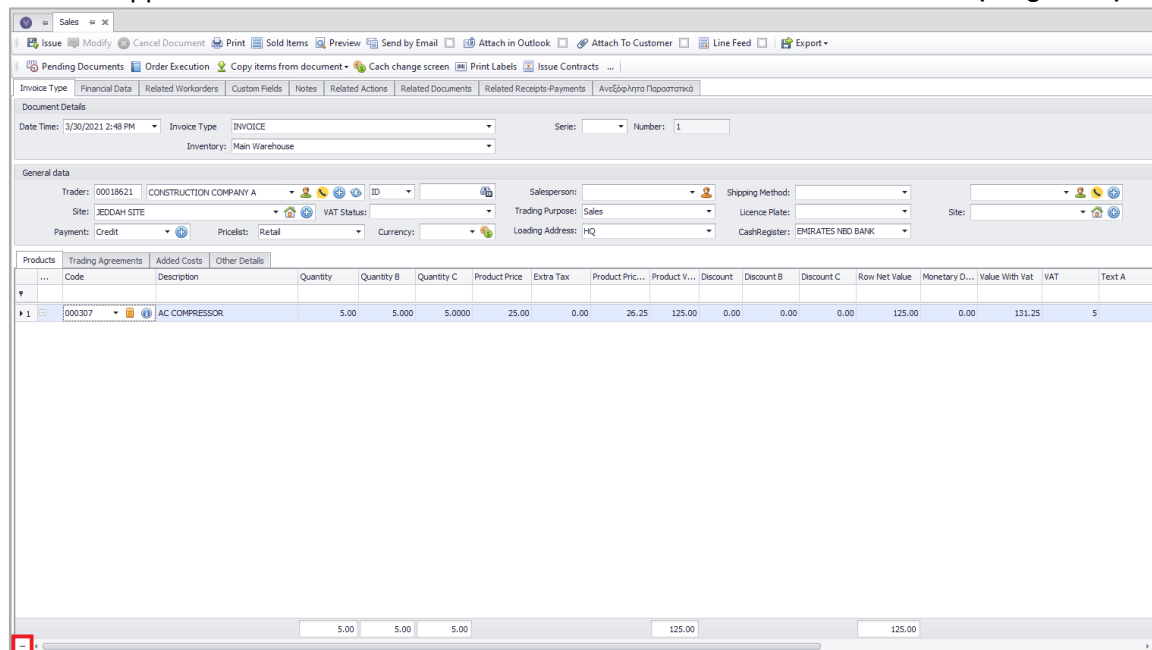


Image 4.1.5

To issue an invoice, press



ADDITIONAL INVOICE INFORMATION:

Financial data: Here the application shows all costing-related information. Users can specify the desired profit rate for the products. When invoicing a customer, the user is shown the value and the rate of profit, broken down by item but also as a whole for the entire invoice. The right side of the screen shows a comparative chart between the current year and the previous year sales of the customer (**Image 4.1.6**).

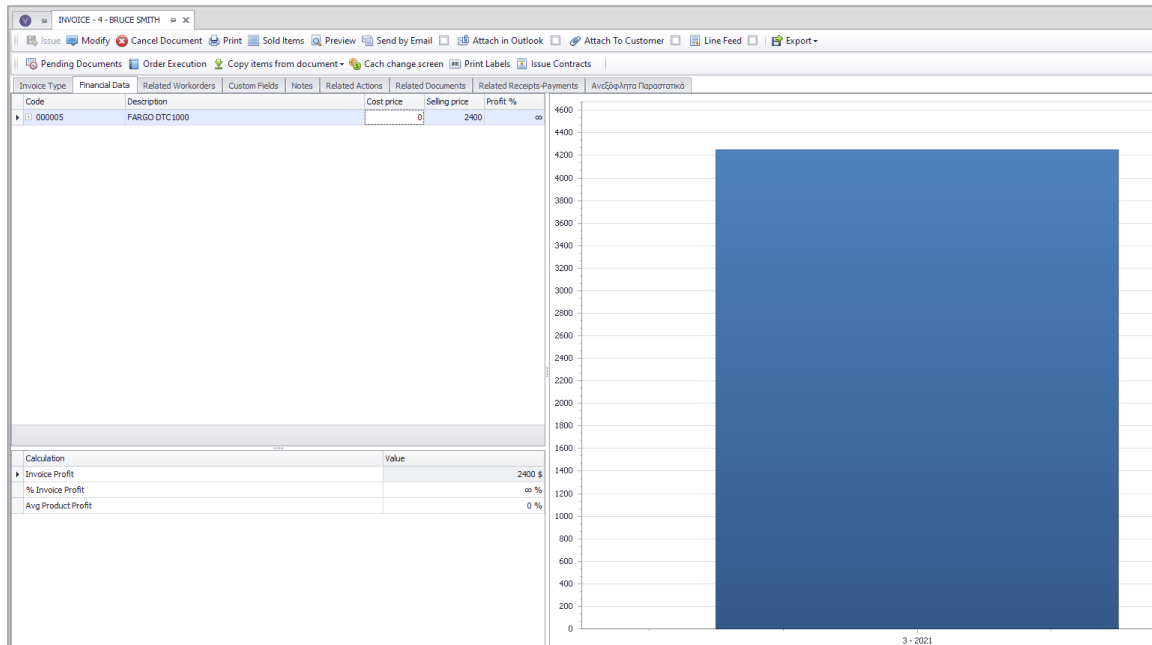


Image 4.1.6

Related workorders: Requires the FSM Module.

Custom fields: Invoicing parameters (defined in Settings).

Notes: Free-text field where users may add more information.

Related actions: Requires the FSM Module.

Related documents: Shows all pending documents (e.g. delivery note) that are related to a specific invoice.

Related Receipts-Payments: Shows whether, in a receipt or a payment, users have chosen for the current invoice to be paid (option under Outstanding Documents).

The ribbon at the top of the form displays the following options:

Modify: Modifies a document.

Cancel: Cancels a document. A cancellation document is automatically created (Credit Voucher). On the sales transaction list, these two documents are displayed with a different background colour.

Print: Prints documents on the selected printer.

Sold items: Shows the sold items of a particular customer over a specific time period, i.e. the quantity, price and discount rate which was previously applied to each product.

Users can also select any product to be copied to the document that is about to be issued using the last sale price. The program allows multiple selections of products to be made.

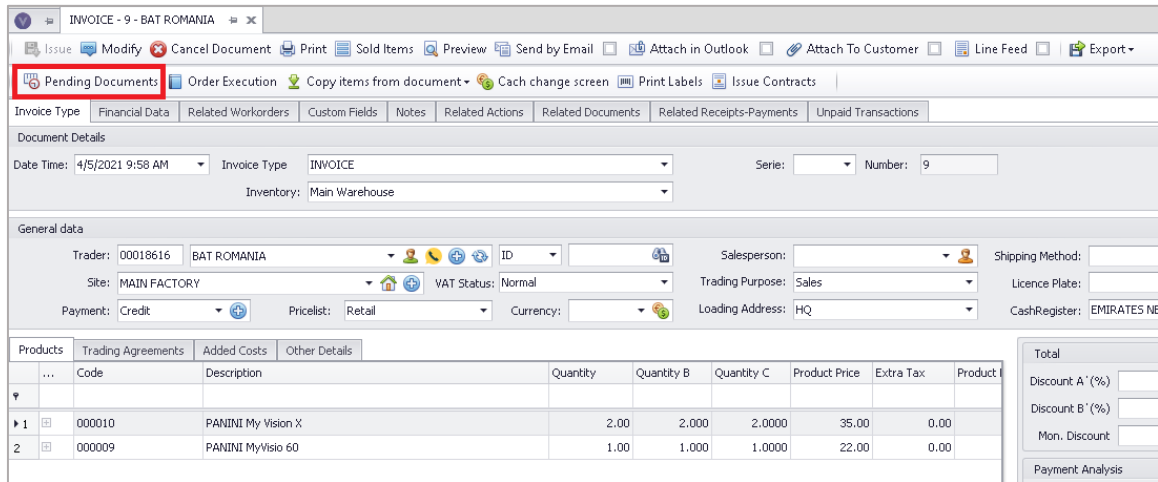
Preview: Allows users to view the document before printing.

Send by email: Sends invoice to customer by email.

Attach in Outlook: Attaches invoice in Outlook.

Line feed: By ticking the line feed checkbox and pressing Enter when adding products, users are taken to the next line.

Pending documents: Displays the respective open documents (e.g. delivery note). After converting them, the outstanding delivery notes are transferred from the list of pending delivery notes to the list of documents into which they have been converted, their status changing from Pending to Completed. **(Image 4.1.7)**



INVOICE - 9 - BAT ROMANIA

Issue | Modify | Cancel Document | Print | Sold Items | Preview | Send by Email | Attach in Outlook | Attach To Customer | Line Feed | Export

Pending Documents | Order Execution | Copy items from document | Cash change screen | Print Labels | Issue Contracts

Invoice Type: Financial Data | Related Workorders | Custom Fields | Notes | Related Actions | Related Documents | Related Receipts-Payments | Unpaid Transactions

Document Details

Date Time: 4/5/2021 9:58 AM | Invoice Type: INVOICE | Serie: | Number: 9
Inventory: Main Warehouse

General data

Trader: 00018616 | BAT ROMANIA | ID: | Salesperson: | Shipping Method: |
Site: MAIN FACTORY | VAT Status: Normal | Trading Purpose: Sales | Licence Plate: |
Payment: Credit | Pricelist: Retail | Currency: | Loading Address: HQ | CashRegister: EMIRATES NB

Products	Trading Agreements	Added Costs	Other Details	Quantity	Quantity B	Quantity C	Product Price	Extra Tax	Product
1	000010	PANINI My Vision X		2.00	2.000	2.0000	35.00	0.00	
2	000009	PANINI MyVisio 60		1.00	1.000	1.0000	22.00	0.00	

Total

Discount A' (%) |
Discount B' (%) |
Mon. Discount |
Payment Analysis

Image 4.1.7

Order execution: Converts multiple orders into an invoice.

Copy product from document: Transfers products from other documents, whether these involve the particular customer or not. At this point, if we transfer products from a customer order, the order will NOT close but rather will remain Pending. Rows can be copied from other documents (e.g. Rows transferred from a delivery note to a sales note).

Export: Exports a document to PDF, EXCEL, TXT formats and allows files to be sent by email.

Change: Automatically calculates the change to be given back to a customer.



The shortcut keys under Invoicing provide a quick access to the tabs that are associated with a job performed over a specific period.

F7: In the Sales tab, under the Trader field, this key will open the list of customers **(Image 4.1.8)**

Document Details
Date Time: 3/30/2021 3:54 PM | Invoice Type: INVOICE | Series: | Number: 1 | Inventory: Main Warehouse

General data
Trader: | Site: | Payment: | Salesperson: | Shipping Method: |

Code	Name	Address	Postcode	City	Phone	E-mail	VAT number	Customer Bal.	Supplier Balance	Business title
00018580	ABU DHABI MUNICIPALITY				2106505386	info@bank.gr		0	0	
00005265	BANK LLC	Al Ettehad Stre...		Ajman	+9712103337000	info@bank.com	9876564987	1000	0	BANK
00005237	ABU DHABI MEDIA							-500	0	
00005571	DRAGON CITY	10 Street 1		Dubai	+9712107628222	support@Vorte...	023579484	-100	0	PROPERTY
00005667	BIGBANK	Porou 200		Paris	+372106881428	support@Vorte...		0	0	
00000564	DISCOVERY GARDENS	Narf Rd		Dubai	+9712106881428	info@VortexIn...		0	0	PROPERTY
00013272	MINISTRY OF DEFENSE	Al Khaleej Road		Dubai	+9712131521600	helpdesk@Vort...		0	0	Ministry
00018582	MEDICLINIC MIDDLE EAST	Narf Rd		Dubai	+9712106187668	help@VortexIn...		-9000	0	
00018584	UNKNOWN CUSTOMER							5000	0	
00018592	COCA COLA	Al Soufouh		Dubai	+9712106447110			0	0	
00018593	SHIP COMPANY	Dubai marina		Dubai	+9712109498698			0	0	
00018595	DEIRA ISLANDS	27th St		Dubai	+9712109988651			1500	0	PROPERTY
00018596	JUMEIRAH PARK				+9712106296616	cto@VortexInf...		0	0	PROPERTY
00018597	JOHN SMITH & CO				+9712102916001			0	0	
00018598	PROPERTIES COMPANY							16650	0	PROPERTY
00018599	HOTEL SA							1500	0	
00018601	RTA TOLL GATES							0	0	
00018602	RTA PARKING LOTS							0	0	
00018603	BURJ KHALIFA							0	0	
00018604	AL JAZERA MARKETS							500	0	
00018607	DRAGON MART							0	0	PROPERTY
00018608	IBN BATTUTA MALL							0	0	PROPERTY

Image 4.1.8

F8: In the item description this key will open the Product Transactions tab.

F12: Opens a new sales tab.

SEARCH DOCUMENTS

In Sales, a list is shown with all the sales documents that have been issued over the time period specified by users. Users may search for documents with the help of filters (Image 4.1.9).

Document	Serie	Document ...	Date/Time	Customer C...	Trader	Document ...	Customer A...	Site	Site Address	VAT No	Warehouse	Terms of P...	Trading Pur...	Loading Ad...	Cash Register	Final Value	Shipping M...	Status	Salesperson...
INVOICE	6	3/1/2021	00018...	BRUCE SMITH	14	BRUCE SMITH	Main Wareh...	Cash	Sales	HQ	EMIRATES ...	\$750.00							
INVOICE	7	3/8/2021	00018...	BRUCE SMITH	14	BRUCE SMITH	Main Wareh...	Credit	Sales	HQ	EMIRATES ...	\$1,100.00							
INVOICE	4	3/15/2021	00018...	BRUCE SMITH	14	BRUCE SMITH	Main Wareh...	Credit	Sales	HQ	EMIRATES ...	\$2,400.00							
INVOICE	5	3/17/2021	00018...	DEIRA ISLANDS	14	DEIRA ISLANDS	Main Wareh...	Credit	Sales	HQ	EMIRATES ...	\$1,500.00							
INVOICE	1	3/20/2021	00018...	JOHN SMITH & CO	14	JOHN SMITH & CO	Main Wareh...	Cash	Sales	HQ	EMIRATES ...	\$1,000.00							
INVOICE	2	3/20/2021	00018...	AL JAZERA MARKETS	14	AL JAZERA MARKETS	Main Wareh...	Credit	Sales	HQ	EMIRATES ...	\$500.00							
INVOICE	3	3/20/2021	00018...	MEDICLINIC MIDDLE EAST	14	MEDICLINIC MIDDLE EAST	Main Wareh...	Credit	Sales	HQ	EMIRATES ...	\$1,000.00							
PROFOR...	1	3/20/2021	00005...	ABU DHABI MEDIA	14	ABU DHABI MEDIA	Main Wareh...	Credit	Sales	HQ	EMIRATES ...	\$0.00							

Image 4.1.9

Users may search for documents over a specific period. (Image 4.1.10)

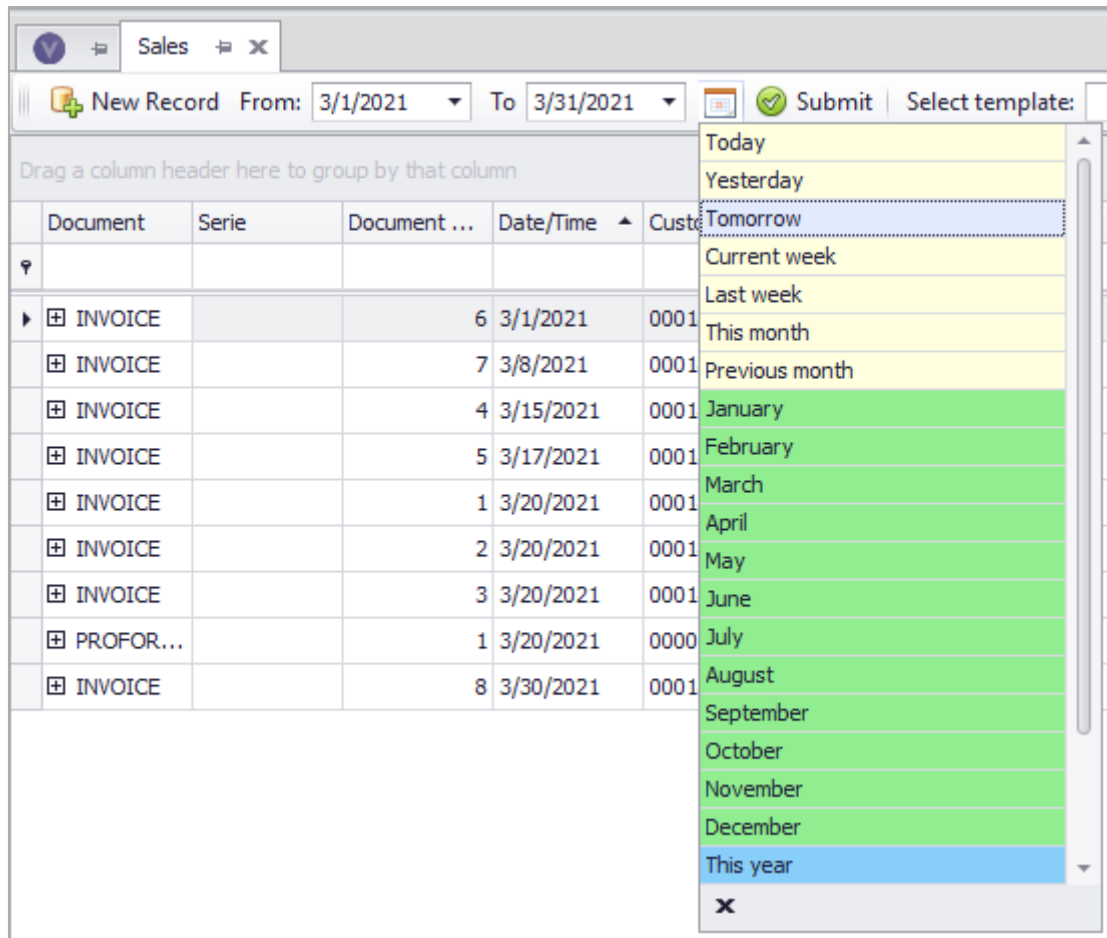


Image 4.1.10

The ?, *, % keys are used for generalized searches. If any of these keys are replaced with letters or numbers, then the search will only return those contents that match the chosen filter.

On the sales transaction list, right-click and select Show Find Panel to perform a search from any point in any field (Image 4.1.11).

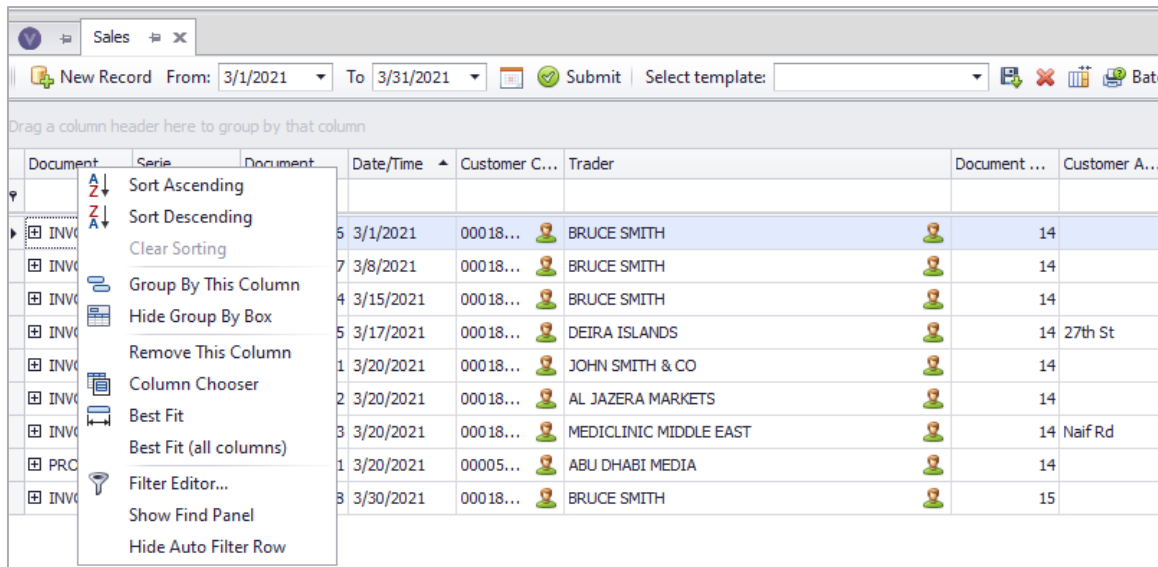


Image 4.1.11

4.2. HANDWRITTEN DOCUMENTS

Handwritten documents are not processed differently from documents issued, except in two ways. The first difference is that the date, time, number and series of the document are not automatically assigned by the program but must be entered by the user and must be the same as those in the actual document.

The second difference is that, in the end, handwritten documents are not printed but only saved, and are used to update Customer Transactions. (**Image 4.2.1**)

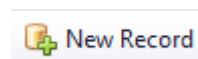
Products	Code	Description	Quantity	Quantity B	Quantity C	Product Price	Extra Tax	Product Pric...	Product V...	Discount	Disc
1	000010	PANINI My Vision X	10.00	10.000	10.0000	4.00	0.00	4.00	40.00	0.00	

Total	
Discount A' (%)	0.00
Discount B' (%)	0.00
Mon. Discount	0.00
Payment Analysis	
Cash	0.00
Credit Cards	0.00
Banknotes	0.00
Sum	0.00
Balance	0.00
Sum	
Total Qty	10.00
Value Bef. Disc.	40.00
Net Value	40.00
Total Tax	0.00

Image 4.2.1

4.3. PURCHASES

To add a purchase document, we press the New Document button



Then we fill in the information of the purchase document, as shown below (Image 4.3.1).

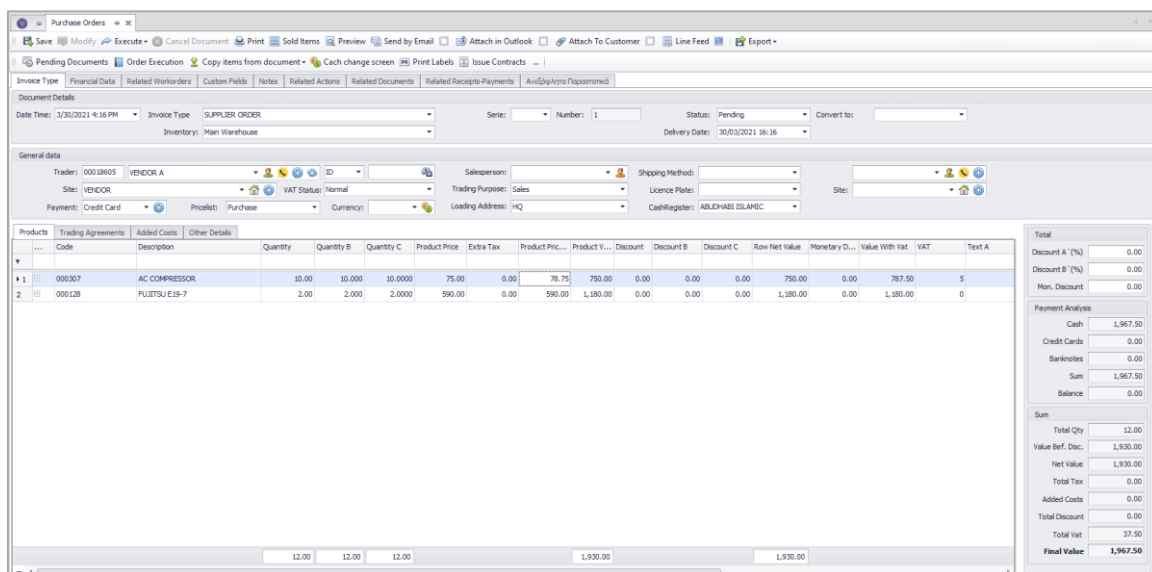


Image 4.3.1

The following information needs to be entered:

- The type of document
- The supplier that issued it
- The date and number of the document
- The payment method

The following information should be added to the document lines:

- The items (scan or enter the initials of the description or code)
- The quantity per item
- The unit price
- The discount (if any)

All totals (Net Value, VAT Value, Final Value) need to be verified in relation to the amounts indicated in the supplier document, and save the document by pressing the **Save** button .

By adding the purchase document, the inventory is also updated (i.e. the quantities received are added to the inventory).

Document management

To find an existing document, users can click on the Search button in the document management form. This will display the document transactions search form. Multiple search criteria can be defined to help users find the selected entries. (Image 4.3.2)

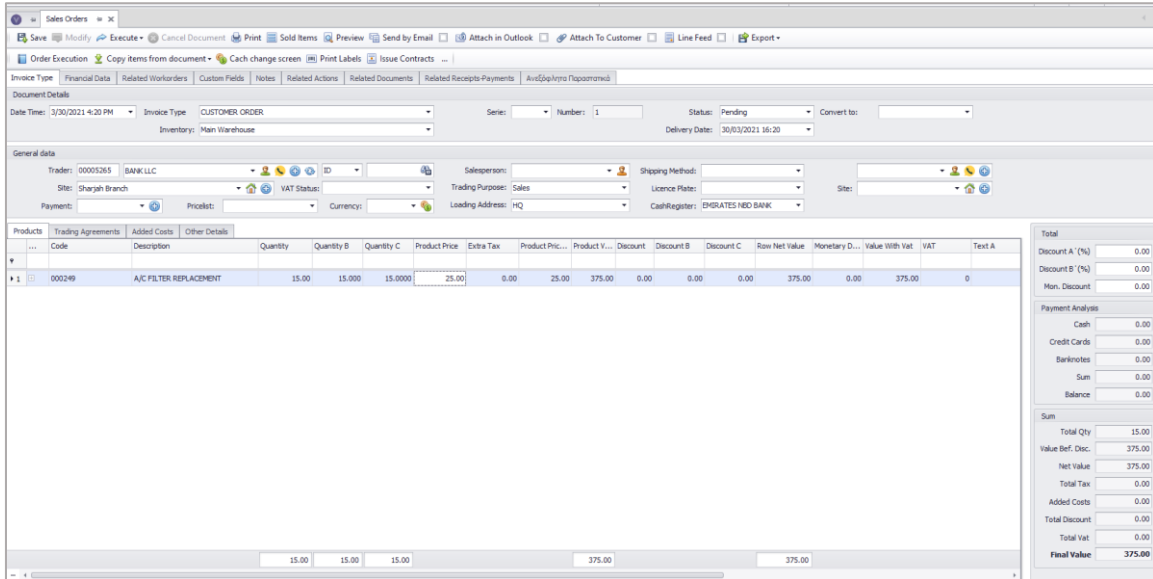
Purchases														
New Record From: 1/1/2020 To: 4/30/2021 Submit Select template: Batch Print														
Customer Code														
Document	Serie	Document ...	Date/Time	Trader	Document ...	Customer A...	Site	Site Address	VAT No	Warehouse	Terms of P...	Trading Pur...	Loading Ad...	Cash Regis
Customer Code: 00018605														
INV...		51651651	1/13/2020	VENDOR A	18		VENDOR			Main Wareh...	Credit	Sales	HQ	EMIRATES
INV...		222	8/7/2020	VENDOR A	12		VENDOR			Main Wareh...	Credit	Sales	HQ	EMIRATES
INV...		222	9/9/2020	VENDOR A	14		VENDOR			Main Wareh...	Credit	Sales	HQ	EMIRATES
INV...		8888	10/1/2020	VENDOR A	15		VENDOR			Main Wareh...	Cash	Sales	HQ	EMIRATES
INV...		222	10/20/2020	VENDOR A	14		VENDOR			Main Wareh...	Credit	Sales	HQ	EMIRATES
INV...		55	12/2/2020	VENDOR A	13		VENDOR			Main Wareh...	Credit	Sales	HQ	EMIRATES
INV...		5555	12/11/2020	VENDOR A	15		VENDOR			Main Wareh...	Cash	Sales	HQ	EMIRATES
INV...		1111	1/21/2021	VENDOR A	17		VENDOR			Main Wareh...	Cash	Sales	HQ	EMIRATES
INV...		5555	3/10/2021	VENDOR A	16		VENDOR			Main Wareh...	Cash	Sales	HQ	EMIRATES

Image 4.3.2

4.4. SALES ORDERS

How do we create a new sales order?

To create a new sales order, press the <New Document> button (Image 4.4.1).



Products	Trading Agreements	Added Costs	Other Details
Code	Description	Quantity	Quantity B
000249	A/C FILTER REPLACEMENT	15.00	15.000
		15.000	25.00
		25.00	0.00
		25.00	375.00
		375.00	0.00
		0.00	0.00
		0.00	0.00
		375.00	0.00
		375.00	0.00
		375.00	0.00
		375.00	0.00

Image 4.4.1

In the **Date** field the current date is automatically populated. Users may choose to insert a different date.

The **Number** field applies automatic numbering to the order form.

Status: The status changes automatically according to the stage that the order is at (e.g. Completed, Cancelled, To Invoicing).

Delivery date: Users select the date and time they want the order to be delivered the customer.

In the **Product Description** column, users type the description of the product they want to include in their order. They fill in the quantity, the product price, and the discount.

The grand totals of the order are shown at the bottom of the form.

To add an order, users must press the **Save** button.

Customer Orders Threshold (Image 4.4.2)

In **Settings -> Parameters -> Invoicing Parameters** users can define whether they want the application to issue a warning when the order (safety) threshold is exceeded (Image 4.4.2). This prevents users from adding an order whose quantity exceeds the safety threshold, and the application itself fills in the safety threshold in the respective field (which corresponds to the maximum order quantity). (Image 4.4.3)

Document Details

Date Time: 4/5/2021 10:18 AM | Invoice Type: CUSTOMER ORDER | Series: | Number: 1 | Status: Pending | Convert to: |
 Inventory: Main Warehouse | Delivery Date: 05/04/2021 10:18

General data

Trader: 00018596 | JUMEIRAH PARK | ID: | Salesperson: | Shipping Method: |
 Site: KENTPIKH EK0EZH | VAT Status: | Trading Purpose: Sales | Licence Plate: | Site: |
 Payment: | Pricelist: | Currency: | Loading Address: HQ | CashRegister: EMIRATES NBD BANK

Products	Trading Agreements	Added Costs	Other Details
Code	Description	Quantity	Quantity B
000002	EVOLIS Pebble 3	5.00	5.000

Alert
You cannot exceed the customer order quantity threshold

Image 4.4.2

Settings

Save and Exit | Save

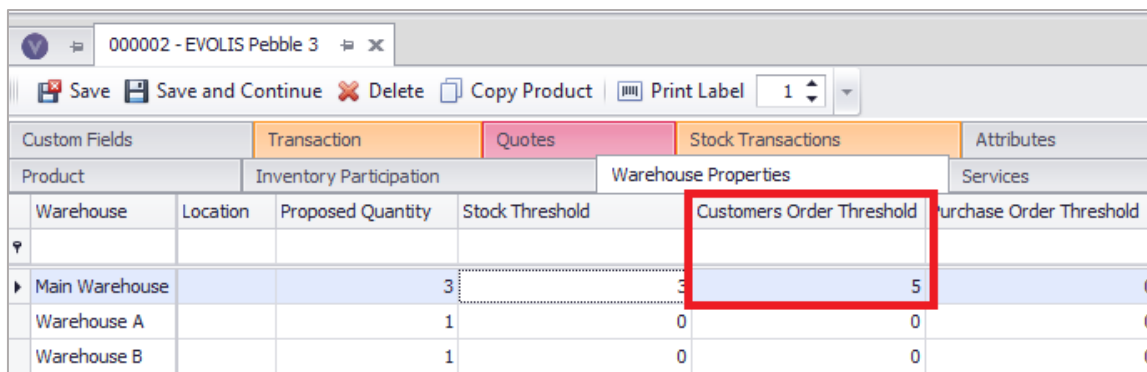
Application Settings | Workorder Settings | Customer Settings | Inventory Settings | Company Settings | Email settings | CRM Settings | Invoicing Settings | Mobile Devices | Security Settings | API Settings

Invoicing Settings | Document Types | Document Numbering | Warehouses | Cash Registers | Transaction Purposes | Shipping Methods | VAT Status

☐ Enable "New Line" in Sales
☐ Enable "New Line" in Purchases
☐ Enable "New Line" in Orders
☐ "Attach to Customer" Option enabled | To Group: [EditValue is null]
☐ Automatically display results on typing
☐ Always show money change display
☐ Show message for exceeding stock safety limit
☐ Show message for insufficient stock | ☐ Do not allow product sale when out of stock
☐ Show message for insufficient stock (Sales Order) | ☐ Do not allow Sales Order data entry for items without stock
☒ Show Customer information on selection
☐ Show Customer information on selection
☒ Update purchase Pricelist on purchase document data entry | ☒ After discount | ☐ In case of lower purchase price | ☐ In case of higher purchase price | ☒ Always
☐ Update the product supplier field on purchase document data entry | ☐ Show query
☐ Check for lowest price
☒ Check customer limit orders
☒ Check supplier limit orders

Image 4.4.3

The order threshold for a specific product can be defined in Warehouse -> Product Tab -> **Properties per Warehouse** (Image 4.4.4)

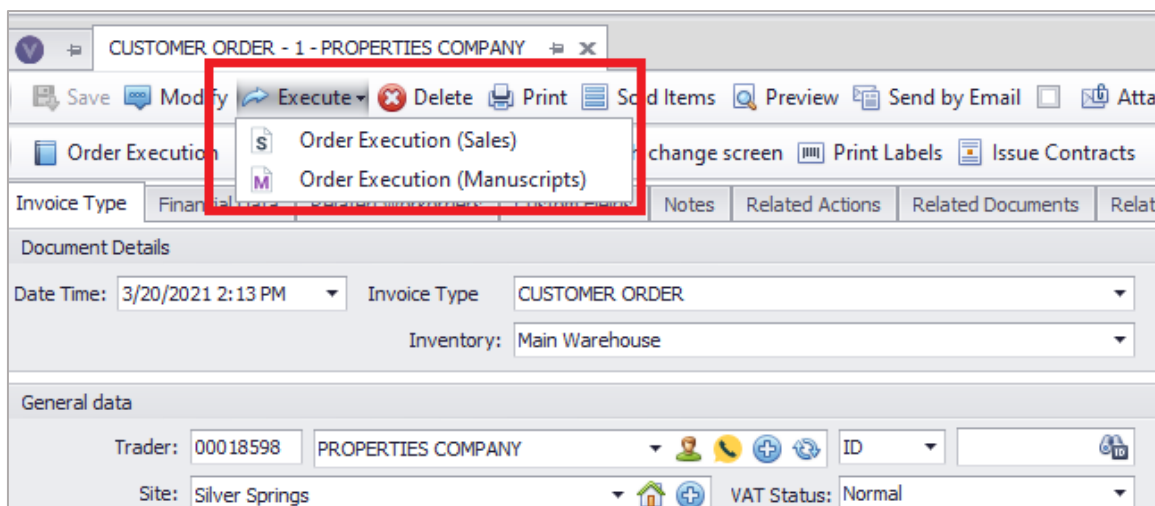


Custom Fields		Transaction		Quotes		Stock Transactions		Attributes	
Product		Inventory Participation		Warehouse Properties		Services			
Warehouse	Location	Proposed Quantity	Stock Threshold	Customers Order Threshold	Purchase Order Threshold				
Main Warehouse		3	3	5	0				
Warehouse A		1	0	0	0				
Warehouse B		1	0	0	0				

Image 4.4.4

How to invoice an order

The **Execute** button in the Order tab converts the order to a sales document (or a handwritten document) (Image 4.4.5).



CUSTOMER ORDER - 1 - PROPERTIES COMPANY

Save Modify Execute Delete Print Sold Items Preview Send by Email Attach

Order Execution

Invoice Type Financial

Document Details

Date Time: 3/20/2021 2:13 PM Invoice Type: CUSTOMER ORDER

Inventory: Main Warehouse

General data

Trader: 00018598 PROPERTIES COMPANY ID

Site: Silver Springs VAT Status: Normal

Image 4.4.5

Select the Invoice type (Image 4.4.6).

Image 4.4.6

A document will automatically open up in sales, updated with the quantities, values and discounts of the order. Verify the customer information, the payment details and, if necessary, add the shipping address (**Image 4.4.7**).

Image 4.4.7

Outcome:

- The sales document will be issued
- The inventory will be updated
- The customer balance and turnover will be updated
- The order will be completed

From the Manage Orders tab (**Image 4.4.8**) we can search for orders. We can see if our orders are pending, if they have been converted into Receipts or Invoices, or if they have been partially processed.

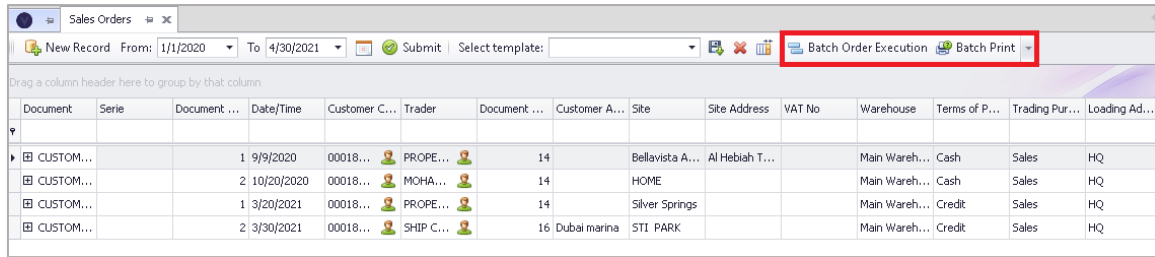


Image 4.4.8

Batch Order Execution (Image 4.4.9): This option allows for an order to be fully executed. By pressing **Batch Order Execution** we can select the orders we want converted to sales documents. We then select the type of document that we want the specific orders to be converted into and press the option “Execute Selected Orders”. The relevant sales documents will be created automatically.

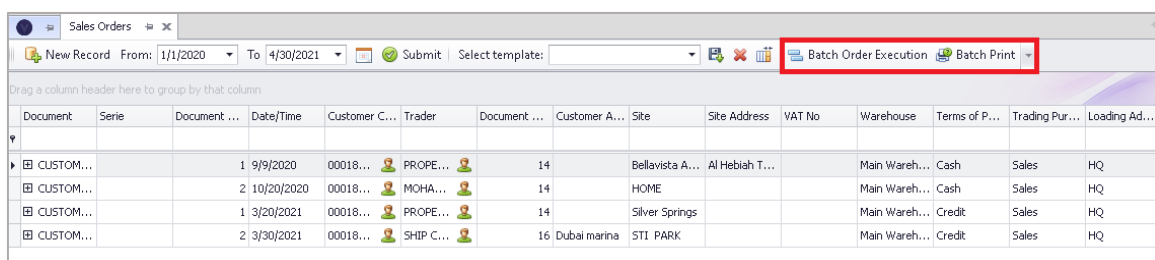


Image 4.4.9

Mass print (Image 4.4.10): We select the orders (pending or partially processed) that we want to print, either in an A4 format or as a PDF file. Orders that have already been execute/completed can not be printed.

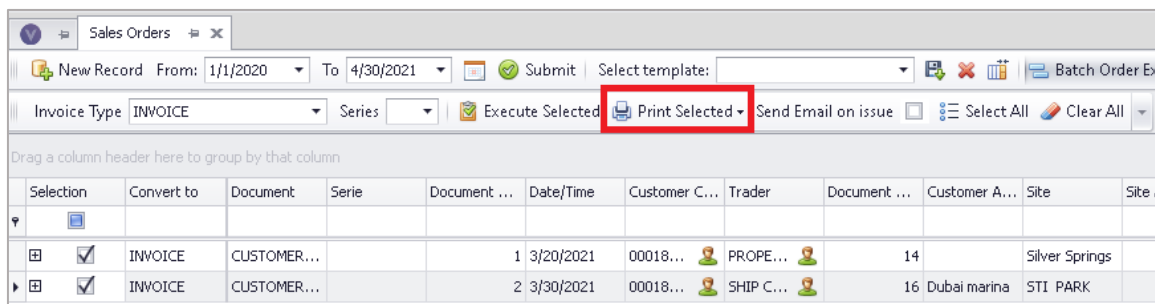


Image 4.4.10

Order execution keys (Image 4.4.11)

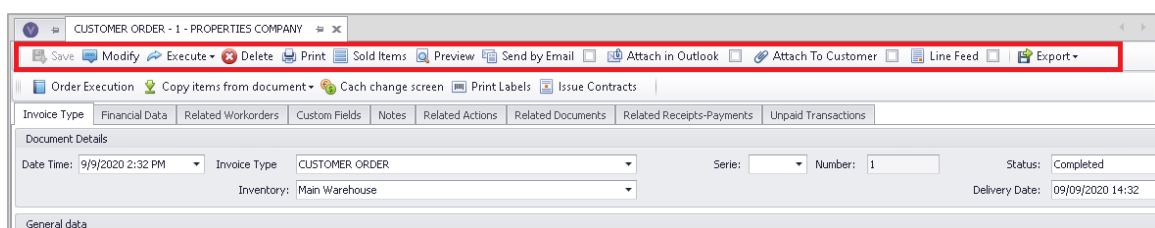


Image 4.4.11

To add an order, press the **Save** button.

Modify: Edits and modifies orders.

Execute: Converts order into a sales document.

Delete: Permanently deletes an order.

To print your order, press **Print**.

Sold items: Shows the sold items of a particular customer over a specific time period, i.e. the quantity, price and discount rate which was previously applied to each product.

Preview: Allows us to view the document before printing.

Send by Email: Sends order by email.

Line feed: By ticking the line feed checkbox and pressing Enter when adding products, we are automatically taken to the next line.

Transfer from document: Transfers products from other documents, whether these involve the particular customer or not. At this point, if we transfer products from a customer order, the order will NOT close but rather will remain Pending.

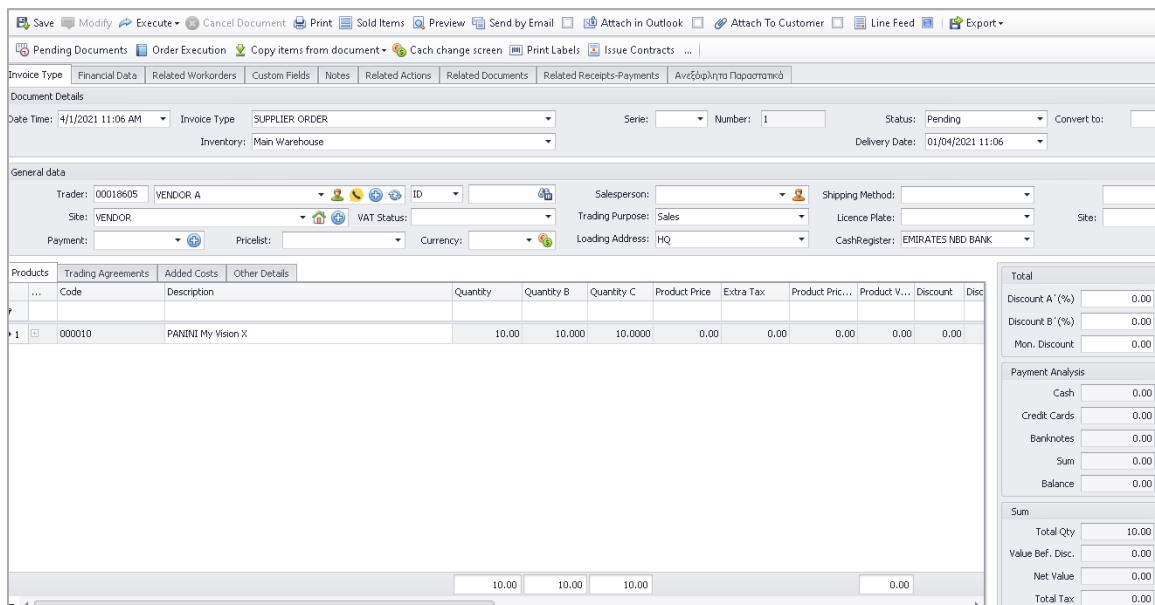
Export: Exports a document to PDF, EXCEL, TXT formats and allows files to be sent by email.

Change: Automatically calculates the change to be given back to a customer.

4.5. PURCHASE ORDERS

How do we create a new purchase order?

To create a new purchase order, press the <New Document> button (Image 4.5.1).



The screenshot displays the VortexCM software interface for creating a new purchase order. The interface is divided into several sections:

- Document Details:** Includes fields for Date Time (4/1/2021 11:06 AM), Invoice Type (SUPPLIER ORDER), Series, Number (1), Status (Pending), Convert to, Inventory (Main Warehouse), and Delivery Date (01/04/2021 11:06).
- General data:** Includes fields for Trader (00018605), Vendor (VENDOR A), Site (VENDOR), VAT Status, Salesperson, Trading Purpose (Sales), Shipping Method, Licence Plate, Site, Payment, Pricelist, Currency, Loading Address (HQ), and Cash Register (EMBRATES NBD BANK).
- Products Table:** A table with columns for Code, Description, Quantity, Quantity B, Quantity C, Product Price, Extra Tax, Product Price..., Product V..., Discount, and Disc. The first row shows a product with Code 000010, Description PANINI My Vision X, and various quantities and prices.
- Total and Payment Analysis:** A summary section on the right showing totals for Discount A (%), Discount B (%), Mon. Discount, Cash, Credit Cards, Banknotes, Sum, Balance, Total Qty, Value Bef. Disc., Net Value, and Total Tax.

Image 4.5.1

In the **Date** field the current date is automatically populated. Users may choose to insert a different date.

The **Number** field applies automatic numbering to the order form.

Status: The status changes automatically according to the stage that the order is at (e.g. Completed, Cancelled, To Invoicing).

Delivery date: Users select the date and time they want the order to be delivered from the supplier.

In the **Product Description** column users type the description of the product they want to include in their order. They fill in the quantity, the product price, and the discount.

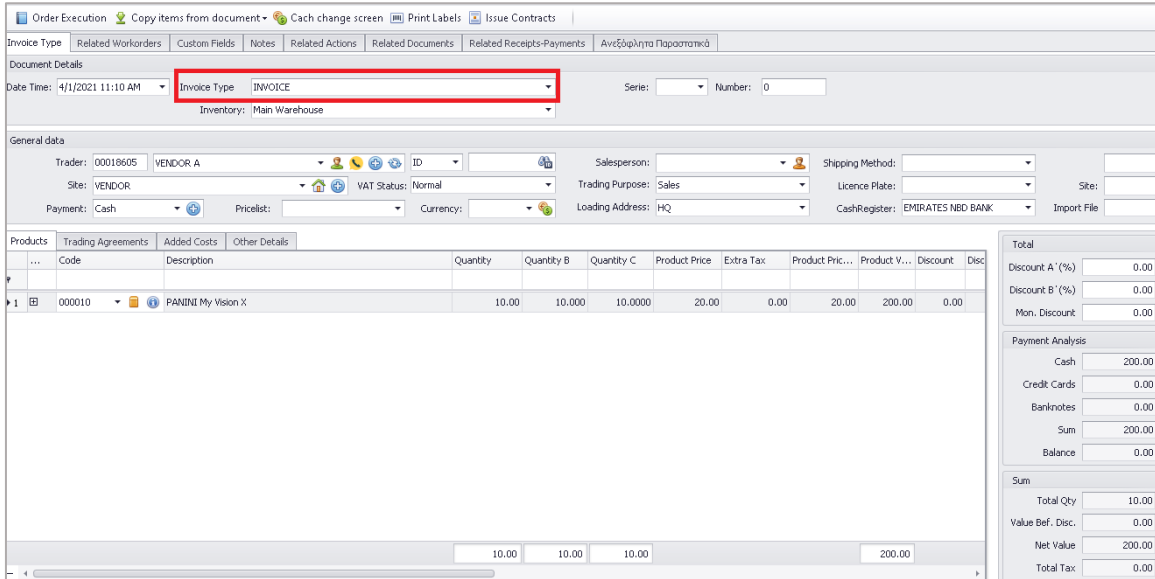
The grand totals of the order are shown at the bottom of the form.

To add an order, users must press the **Save** button.

How to invoice an order

By pressing the **Execute** button in the order tab, the order is transformed into a purchase document.

We then select the desired document type (**Image 4.5.2**)



The screenshot shows the 'Order Execution' window with the 'Invoice Type' dropdown menu open and 'INVOICE' selected. The 'Date Time' is 4/1/2021 11:10 AM. The 'Inventory' is 'Main Warehouse'. The 'General data' section includes fields for Trader (00018605), Vendor (VENDOR A), Site (VENDOR), Payment (Cash), Pricelist, Currency, Salesperson, Trading Purpose (Sales), Loading Address (HQ), Shipping Method, Licence Plate, Cash Register (EMIRATES NBD BANK), and Site. The 'Products' table shows one item: PANINI My Vision X with a quantity of 10.00. The 'Total' section on the right shows a total value of 200.00.

Image 4.5.2

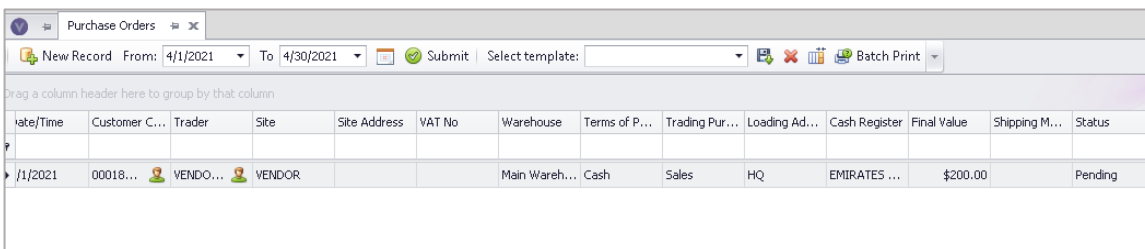
We verify the products and the value details of the purchase document (Quantities, Net Value, VAT).

We correct (if necessary) any of the above elements and then press the Save button.

Outcome:

- The purchase document will be issued
- The inventory will be updated
- The supplier balance and turnover will be updated
- The order will be completed

From the Manage Orders tab (**Image 4.5.3**) users can search for orders. They can check if their orders are pending, if they have been converted to purchase documents, or if they have been partially processed.



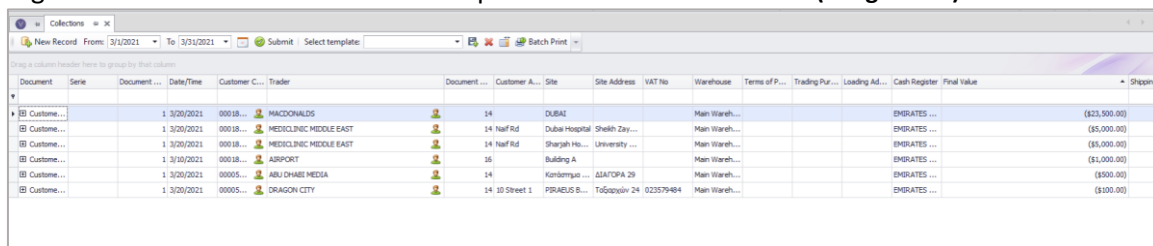
The screenshot shows the 'Purchase Orders' window with a search bar and a table of orders. The table has columns for Date/Time, Customer C..., Trader, Site, Site Address, VAT No, Warehouse, Terms of P..., Trading Pur..., Loading Ad..., Cash Register, Final Value, Shipping M..., and Status. One order is listed with a status of 'Pending'.

Date/Time	Customer C...	Trader	Site	Site Address	VAT No	Warehouse	Terms of P...	Trading Pur...	Loading Ad...	Cash Register	Final Value	Shipping M...	Status
4/1/2021	00018...	VENDO...	VENDOR			Main Wareh...	Cash	Sales	HQ	EMIRATES ...	\$200.00		Pending

Image 4.5.3

4.6. CUSTOMER RECEIPTS

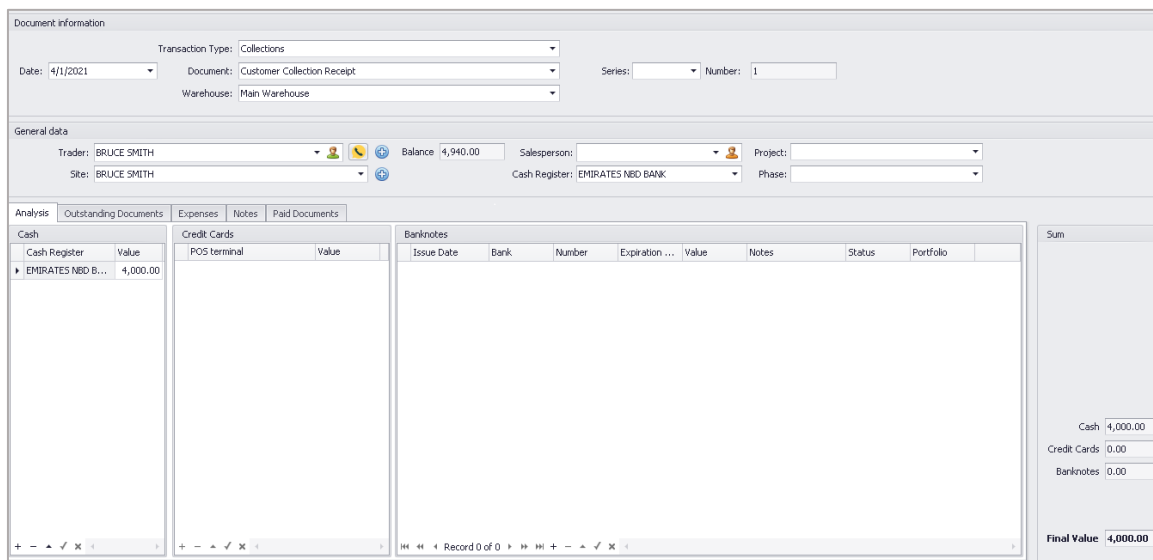
Customer receipts (cash, credit cards, checks) are processed from the <Customer Receipts> menu. The following screen shows all the customer receipts that have been entered. (Image 4.6.1).



Document	Series	Document	Date/Time	Customer C...	Trader	Document	Customer A...	Site	Site Address	VAT No	Warehouse	Terms of P...	Trading Pur...	Loading Ad...	Cash Register	Final Value	Shipping
Customer...			1 3/20/2021	00018...	MACDONALDS		14	DUBAI			Main Wareh...				EMIRATES ...	(\$23,500.00)	
Customer...			1 3/20/2021	00018...	MEDICLINIC MIDDLE EAST		14	Naif Rd	Dubai Hospital Sheikh Zay...		Main Wareh...				EMIRATES ...	(\$5,000.00)	
Customer...			1 3/20/2021	00018...	MEDICLINIC MIDDLE EAST		14	Naif Rd	Sharjah Ho... University ...		Main Wareh...				EMIRATES ...	(\$5,000.00)	
Customer...			1 3/10/2021	00018...	AIRPORT		16	Building A			Main Wareh...				EMIRATES ...	(\$1,000.00)	
Customer...			1 3/20/2021	00005...	ABU DHABI MEDSA		14	Kandempus ...	ALATOPA 29		Main Wareh...				EMIRATES ...	(\$500.00)	
Customer...			1 3/20/2021	00005...	DRAGON CITY		14	10 Street 1	PRABUS B... ToSoyayiv 24	023579484	Main Wareh...				EMIRATES ...	(\$100.00)	

Image 4.6.1

How do we create a new customer receipt? (Image 4.6.2)



Cash Register	Value
EMIRATES NBD B...	4,000.00

POS terminal	Value
--------------	-------

Issue Date	Bank	Number	Expiration ...	Value	Notes	Status	Portfolio
------------	------	--------	----------------	-------	-------	--------	-----------

Cash 4,000.00
 Credit Cards 0.00
 Banknotes 0.00
Final Value 4,000.00

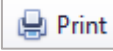
Image 4.6.2

The <New Document> button will open a customer receipt form in which users must fill in the mandatory fields:

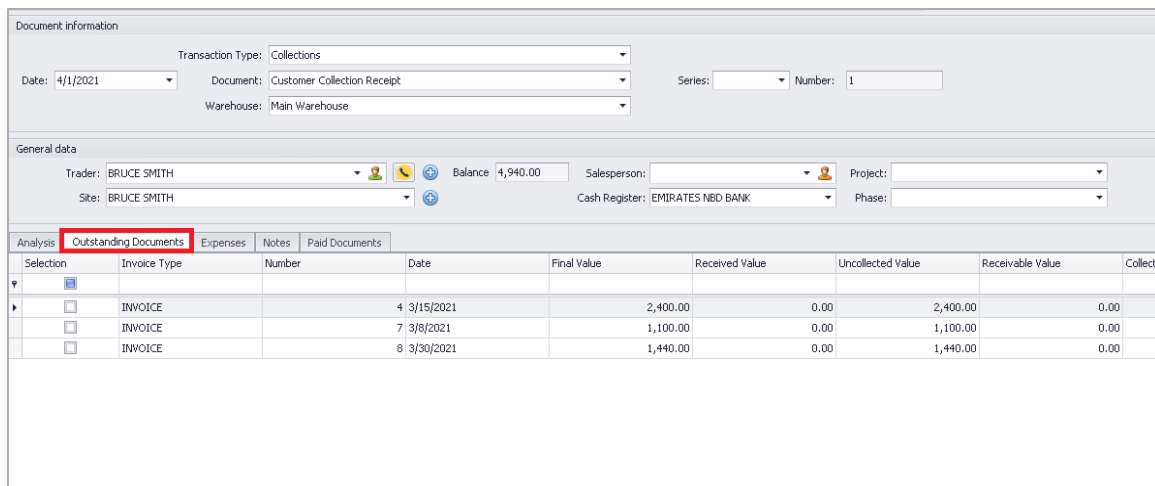
- **Series:** Users select the series of the document they want to enter (e.g. cash-check receipts).
- The **Type**, **Document** and **Number** fields will be automatically filled in if the entry involves a computerized document. If the entry involves a handwritten document then users must fill in the number of the document themselves.
- **Date:** Users fill in the date on which the amount owed was collected from the customer.
- **Trader:** Users select the trader. Once they do this, the Salesperson field will be automatically filled in, provided that a Sales Consultant has been designated in Customer Transactions.
- **Site:** The trader's site (head office or branch).
- **Balance:** Displays the trader's current balance.
- **Cash register:** Users select the cash register from which transactions will be conducted.

In the **Cash** tab, users need to enter the cash register and the amount collected. To save, press  (End edit). To delete the entry press (Delete).

To save the customer receipt, press the <Save> button .

Print: Allows users to print a receipt by pressing the button .

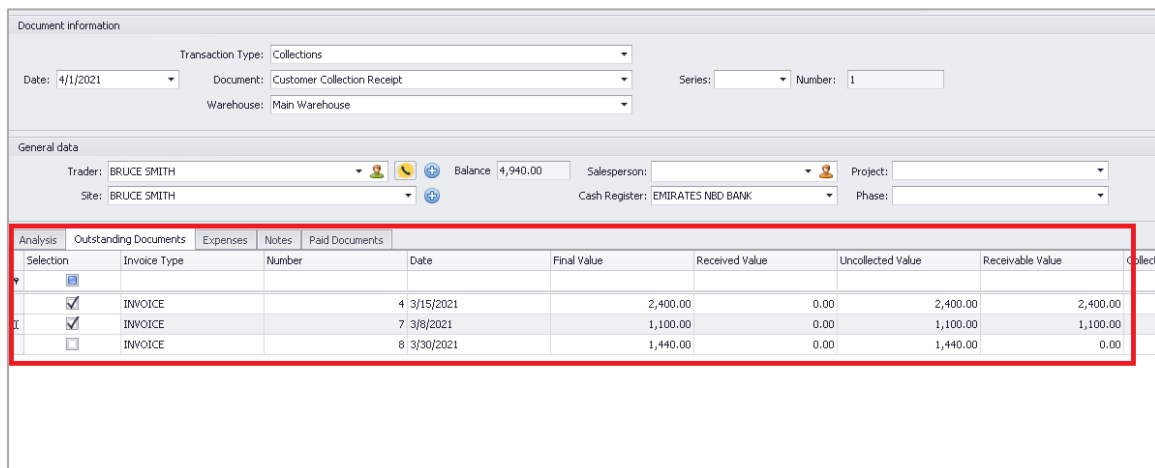
Outstanding documents: Allows users to manually indicate that multiple open documents have been paid off based on the relevant receipts (**Image 4.6.3**). After entering the amount collected from the customer, users must go to the Outstanding Documents tab and choose the documents they want to pay off.



Selection	Invoice Type	Number	Date	Final Value	Received Value	Uncollected Value	Receivable Value	Collect
☐	INVOICE	4	3/15/2021	2,400.00	0.00	2,400.00	0.00	
☐	INVOICE	7	3/8/2021	1,100.00	0.00	1,100.00	0.00	
☐	INVOICE	8	3/30/2021	1,440.00	0.00	1,440.00	0.00	

Image 4.6.3

The “Amount Remaining” field shows the balance of every document (**Image 4.6.4**).



Selection	Invoice Type	Number	Date	Final Value	Received Value	Uncollected Value	Receivable Value	Collect
☒	INVOICE	4	3/15/2021	2,400.00	0.00	2,400.00	2,400.00	
☒	INVOICE	7	3/8/2021	1,100.00	0.00	1,100.00	1,100.00	
☒	INVOICE	8	3/30/2021	1,440.00	0.00	1,440.00	0.00	

Image 4.6.4

After entering the collected amount, the documents that have been selected from the list of outstanding documents are automatically moved to the list of settled invoices. (**Image 4.6.5**).

Customer Collection Receipt - 1 - BRUCE SMITH

Transaction Type: Collections

Date: 4/1/2021 Document: Customer Collection Receipt Series: Number: 1

Warehouse: Main Warehouse

General data

Trader: BRUCE SMITH Balance: 1,440.00 Salesperson: Project:

Site: BRUCE SMITH Cash Register: EMIRATES NBD BANK Phase:

Analysis Outstanding Documents Expenses Notes **Paid Documents**

Invoice Type	Number	Date	Document Value	Related Value
INVOICE	4	3/15/2021	2,400.00	2,400.00
INVOICE	7	3/8/2021	1,100.00	1,100.00

Cash: 3,500.00

Credit Cards: 0.00

Banknotes: 0.00

Final Value: 3,500.00

Image 4.6.5

Expenses: Users enter any deposit/transfer fees that may occur.

Notes: Users may add a note/clarification in relation to the customer receipt.

How do we add a new payment by credit card or POS?

The <New Document> button will open a receipt entry form in which the mandatory fields must be completed.

On the Credit Cards tab, press the  button to enter the amount that will be charged to the customer's credit/debit card and press  to save.

How do we add a new payment by check? (Image 4.6.6)

Document information

Transaction Type: Collections

Date: 4/1/2021 Document: Customer Collection Receipt Series: Number: 1

Warehouse: Main Warehouse

General data

Trader: BRUCE SMITH Balance: 1,440.00 Salesperson: Project:

Site: BRUCE SMITH Cash Register: EMIRATES NBD BANK Phase:

Analysis Outstanding Documents Expenses Notes Paid Documents

Issue Date	Bank	Number	Expiration ...	Value	Notes	Status	Portfolio
4/1/2021	EMIRATES ...	41654888-9	4/30/2021	500.00		Pending	Banknot...

Image 4.6.6

The <New Document> button will open a receipt entry form in which the mandatory fields must be completed.

- **Series:** Users select the series of the document they want to enter (e.g. cash-check receipts).
- The **Type**, **Document** and **Number** fields will be automatically filled in if the entry involves a computerized document. If the entry involves a handwritten document then users must fill in the number of the document themselves.

- **Date:** Users fill in the date on which the amount owed was collected from the customer.
- **Trader:** Users select the trader. Once they do this, the Salesperson field will be automatically filled in, provided that one has been designated in Customer Transactions.
- **Site:** The trader's site (head office or branch).
- **Balance:** Displays the trader's current balance.
- **Cash register:** Users select the cash register from which transactions will be conducted.

Under the Checks tab, users may enter the check details by pressing **+**.

Check's **issue date**

Bank

Value

Number

Expiry date

Status

Portfolio

Each check will be added and matched with the Customer Transactions tab **(Image 4.6.7)**

Transactions	Sales	Purchases	Orders	Expenses	Transactions per Month	
Customer Transactions	Supplier Transactions	All Transactions				
Drag a column header here to group by that column						
Date	Invoice Type	Serie	Number	Debit	Credit	Balance
	Προηγούμενο Υπόλοιπο					0.00
15/03/2021	INVOICE		4	2,400.00	0.00	3,500.00
01/03/2021	INVOICE		6	750.00	750.00	0.00
08/03/2021	INVOICE		7	1,100.00	0.00	1,100.00
30/03/2021	INVOICE		8	1,440.00	0.00	4,940.00
01/04/2021	Customer Collection Receipt		1	0.00	3,500.00	1,440.00
Cash						
Drag a column header here to group by that column						
Cash Register	Value					
EMIRATES NBD BANK	3,500.00					

Image 4.6.7

To delete a customer receipt entry, press delete. **(Image 4.6.8).**

Customer Collection Receipt - 1 - BRUCE SMITH

Save Modify **Delete** Print Preview Copy Transaction Send by Email Attach in Outlook

Document information

Transaction Type: Collections

Date: 4/1/2021 Document: Customer Collection Receipt

Warehouse: Main Warehouse

General data

Trader: BRUCE SMITH Balance 940.00 Salesperson

Site: BRUCE SMITH Cash Register

Image 4.6.8



Users may choose from all available payment methods at the same time, using all possible combinations.

4.7. PAYMENTS

Payments to suppliers (cash, credit cards, checks) are processed from the <Payments> menu. The following screen shows all the payment documents that have been entered. (Image 4.7.1).

Document	Serie	Date/Time	Customer C...	Trader	Document ...	Customer A...	Site	VAT No	Warehouse	Terms of P...	Trading Pur...	Loading Ad...	Cash Register	Final Value
Supplier ...		4/1/2021	00018...	VENDO...	11		VENDOR		Main Wareh...				EMIRATES ...	(\$25,520.00)
Supplier ...		4/1/2021	00018...	SUB C...	11		HOME		Main Wareh...				EMIRATES ...	(\$550.00)

Image 4.7.1

How do we add a new cash payment?

Users need to follow the same procedure as the one used for customer receipts.

The <New Document> button will open a payment entry form in which users must fill in the mandatory fields:

- **Series:** Users select the series of the document they want to enter (e.g. cash-check receipts).
- The **Type**, **Document** and **Number** fields will be automatically filled in if the entry involves a computerized document. If the entry involves a handwritten document then users must fill in the number of the document themselves.
- **Date:** Users fill in the date on which the payment was made to the supplier.

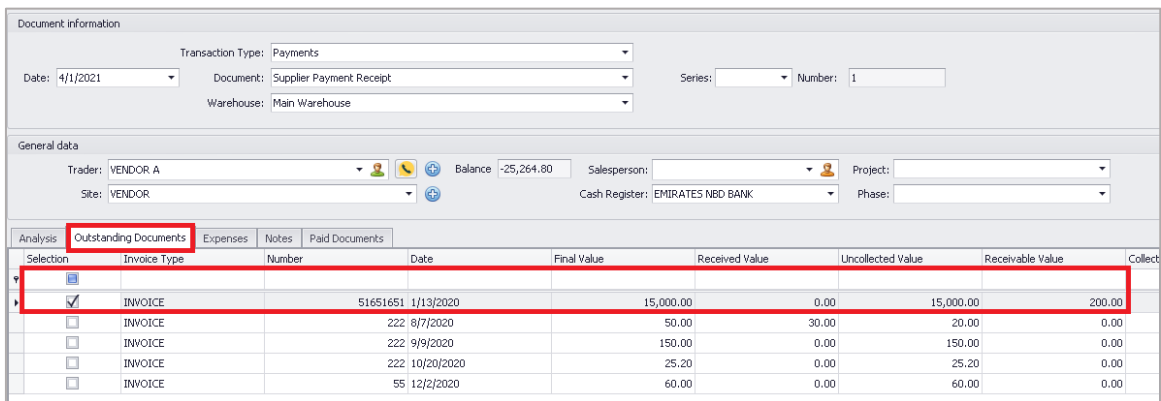
- **Trader:** Users select the trader.
- **Site:** The trader's site (head office or branch).
- **Balance:** Displays the trader's current balance.
- **Cash register:** Users select the cash register from which transactions will be conducted.

In the **Cash** tab, users need to enter the cash register and the amount paid. To save, press  (End edit). To delete the entry press  (Delete).

To save the proof of payment, press the <Save> button .

Print: Allows users to print the proof of payment by pressing the button .

Outstanding documents: Allows users to manually indicate that multiple open documents have been paid off based on the relevant payments (**Image 4.7.2**). After entering the amount paid to the supplier, users must go to the Outstanding Documents tab and choose the documents they want to pay off.



Selection	Invoice Type	Number	Date	Final Value	Received Value	Uncollected Value	Receivable Value	Collect
☒	INVOICE	51651651	1/13/2020	15,000.00	0.00	15,000.00	200.00	
☐	INVOICE	222	8/7/2020	50.00	30.00	20.00	0.00	
☐	INVOICE	222	9/9/2020	150.00	0.00	150.00	0.00	
☐	INVOICE	222	10/20/2020	25.20	0.00	25.20	0.00	
☐	INVOICE	55	12/2/2020	60.00	0.00	60.00	0.00	

Image 4.7.2

Expenses: Users enter any bank deposit/transfer fees that may occur.

Notes: Users may add a note/clarification in relation to a payment.

How do we add a new payment by credit card or POS?

The <New Document> button will open a payment entry form in which users must fill in the mandatory fields.

On the Credit Cards tab, press the  button to enter the amount that will be charged to the company's credit/debit card and press  to save.

How do we add a new payment by check? (Image 4.7.3)

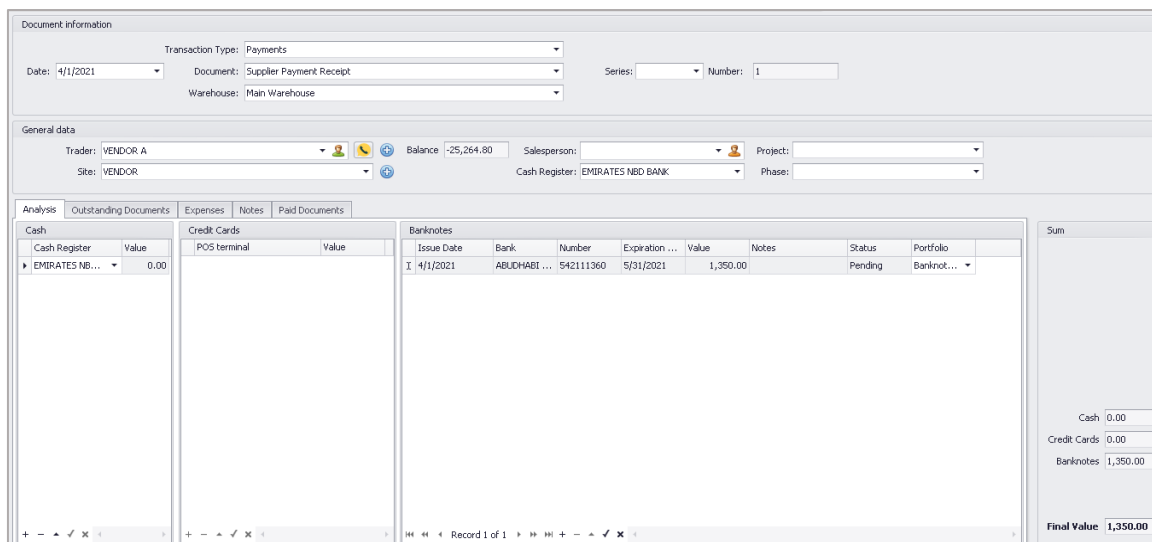


Image 4.7.3

The <New Document> button will open a customer receipt form in which users must fill in the mandatory fields:

- **Series:** Users select the series of the document they want to enter (e.g. cash-check receipts).
- The **Type**, **Document** and **Number** fields will be automatically filled in if the entry involves a computerized document. If the entry involves a handwritten document then users must fill in the number of the document themselves.
- **Date:** Users fill in the date on which the amount owed was collected from the customer.
- **Trader:** Users select the trader. Once they do this, the Salesperson field is automatically filled in, provided that one has been designated in Trader Transactions.
- **Site:** The trader's site (head office or branch).
- **Balance:** Displays the trader's current balance.
- **Cash register:** Users select the cash register from which transactions will be conducted.

Under the Checks tab, users may enter the check details by pressing **+**.

- Check's **issue date**
- **Bank**
- **Value**
- **Number**
- **Validity** period
- **Status**
- **Portfolio**

Each check will be added and matched in Supplier Transactions. It will also appear on the Supplier tab. (Image 4.7.4).

Attached Documents	Notes	CRM	FSM	SWOT Analysis	Custom Fields	Sites on the map	Services	Custom Script
Company Information	Other information	Sites	Invoice Types	Working hours	Contacts	Contracts	Maintenance	
From: 1/1/2021 To: 12/31/2021 Submit Refresh Financial Data Export Print Transactions								
Include documents that do not affect Trader's balance Include Orders Show balance updates Include Expenses in Transactions								
Transactions Sales Purchases Orders Expenses Transactions per Month								
Drag a column header here to group by that column								
Invoice Type	Document ...	DateTime	Trader Code	Trader	Customer A...	Site	3rd Party	Site Address VAT Number Warehouse
INVOICE	1111	21/01/2021	00018605	VENDOR A		VENDOR		Main Wareh...
INVOICE	5555	10/03/2021	00018605	VENDOR A		VENDOR		Main Wareh...
Supplier Payment Receipt	1	01/04/2021	00018605	VENDOR A		VENDOR		Main Wareh...
Cash								
Drag a column header here to group by that column								
Cash Register	Value							
EMIRATES NBD BANK	25,520.00							
Supplier Payment Receipt								
Banknotes								
Drag a column header here to group by that column								
Bank	Banknote No	Issue Date	Expiration Date	Value				
ABUDHABI ISLA...	542111360	4/1/2021	5/31/2021	1,350.00				

Image 4.7.4

To delete a payment entry, press delete.

4.8. CHECKS

The following screen shows an overview of all checks, both receivable and payable, outstanding checks and paid checks (Image 4.8.1).

ID	Trader	Banknote Number	Issue Date	Bank	Expiration Date	Value	Notes	Status	Portfolio
1	PROPERTIES COMPANY	6546544-2	9/1/2020	EMIRATES NBD BANK	9/30/2020	\$100.00		Pending	Banknotes Portfolio
2	PROPERTIES COMPANY	654654	9/9/2020	ABUDHABI ISLAMIC	9/10/2020	\$500.00		Pending	
3	DRAGON CITY	444	3/20/2021	ARAB BANK	3/31/2021	\$100.00		Pending	
4	ABU DHABI MEDIA	45454	3/20/2021	ABUDHABI ISLAMIC	3/24/2021	\$500.00		Pending	
5	MEDICLINIC MIDDLE ...	77878	3/20/2021	EMIRATES NBD BANK	3/10/2021	\$5,000.00		Pending	
6	MEDICLINIC MIDDLE ...	5644	3/20/2021	EMIRATES NBD BANK	3/21/2021	\$5,000.00		Pending	
7	MACDONALDS	5353434	3/20/2021	ARAB BANK	4/15/2021	\$23,500.00		Pending	
8	BRUCE SMITH	41654888-9	4/1/2021	EMIRATES NBD BANK	4/30/2021	\$500.00		Pending	Banknotes Portfolio
9	VENDOR A	542111360	4/1/2021	ABUDHABI ISLAMIC	5/31/2021	\$1,350.00		Pending	Banknotes Portfolio

Image 4.8.1

Attention: It is not possible to add checks directly; they must **ALWAYS** be accompanied by a customer receipt/proof of payment.

By opening a check with a double click, users select the Type of Check Transaction they want (Payment, Bounced Check, To Supplier). (Image 4.8.2).

For example, we have a check to be cashed which is valid until 31.12.2018. When cashing a check, the same must be done in the program; so we go to Checks, find the check and open it with a double click and, in this case, select **PAYMENT**. This will change the status of the check to Paid.

Check transactions are defined in **Settings** -> Parameters -> Invoicing Settings -> Checks.

Settings

Save and Exit Save

Advanced Settings

Custom Fields

External Applications

Project Settings

Google Settings

Application Settings

Workorder Settings

Customer Settings

Inventory Settings

Company Settings

Email settings

CRM Settings

Invoicing Settings

Mobile Devices

Security Settings

API Settings

Web Portal Settings

Invoicing Settings

Document Types

Document Numbering

Warehouses

Cash Registers

Transaction Purposes

Shipping Methods

VAT Status

Terms of Payment

Credit Card Terminals

Accounting codes

Web Service Settings

Document Status

Currency

Lot Number Settings

Tax Mechanisms

Tax Office

Courier Settings

Stores

License Plates

Loading Address

Tax Type

Fiscal Periods

Banks

Banknotes

GSIS codes

Deposit Fees

Added Cost

Decimals

Banknotes Status

Portfolios

Banknotes Transaction Types

Description	Updates	Trader	Status after transaction	Document Type	Series	Form Display
Banknote Payoff	Cash Register	0	Paid			☐

Image 4.8.2

4.9. BALANCE TRANSACTIONS

Vortex helps users keep track of their inventory or trader balances (customers-suppliers) in two different ways, collectively or individually.

1st inventory stocktaking method:

Bulk inventory stocktaking (Products update from Excel)

When keeping an inventory in Excel, we enter the actual quantities of each product. We then select **Bulk inventory stocktaking** (Image 4.9.1).

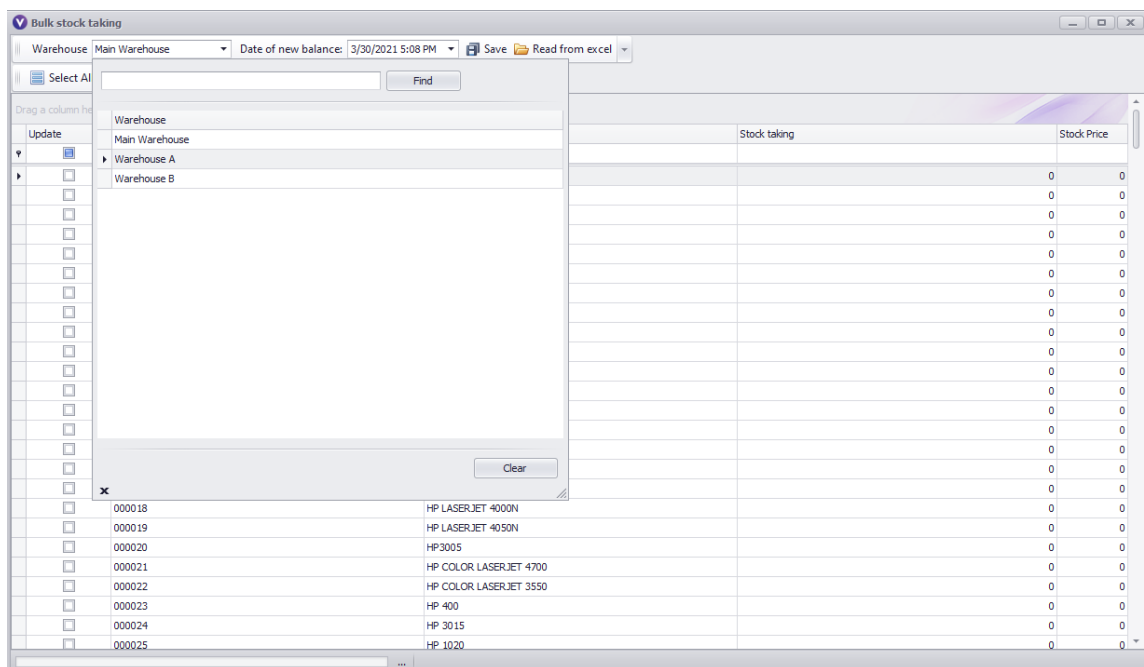
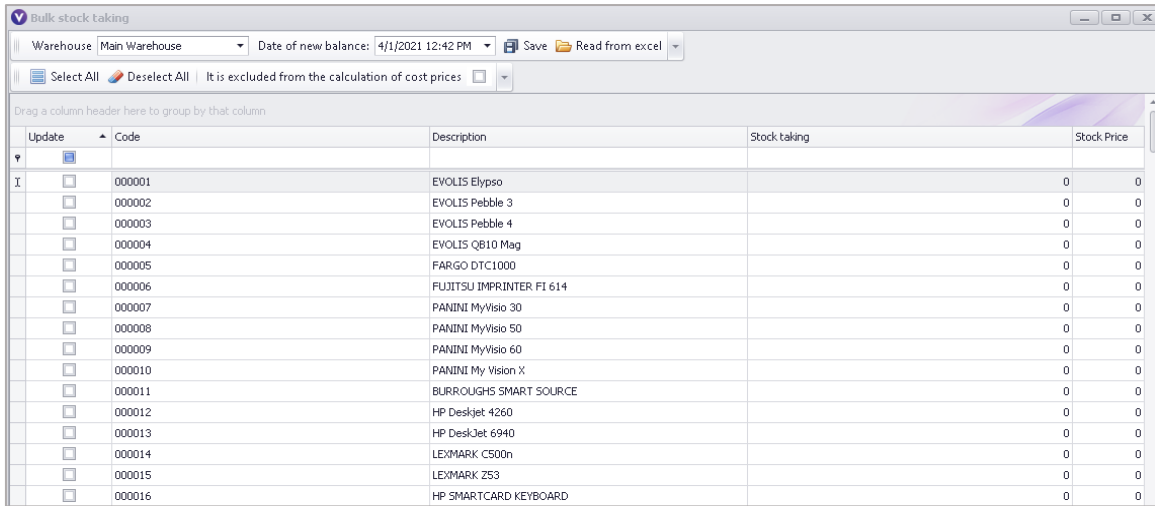


Image 4.9.1

We select the warehouse facility that needs to be inventoried and the date on which the inventory will be updated.

Attention: The application does not compare the quantities (physical inventory) that appear in the application with those of the inventory, but rather enters the quantities that appear in Excel and deletes the previous balances (Image 4.9.2).



Update	Code	Description	Stock taking	Stock Price
I	000001	EVOLIS Elypso		0
	000002	EVOLIS Pebble 3		0
	000003	EVOLIS Pebble 4		0
	000004	EVOLIS Q610 Mag		0
	000005	FARGO DTC1000		0
	000006	FUJITSU IMPRINTER FI 614		0
	000007	PANINI MyVisio 30		0
	000008	PANINI MyVisio 50		0
	000009	PANINI MyVisio 60		0
	000010	PANINI My Vision X		0
	000011	BURROUGHS SMART SOURCE		0
	000012	HP Deskjet 4260		0
	000013	HP DeskJet 6940		0
	000014	LEXMARK C500n		0
	000015	LEXMARK Z53		0
	000016	HP SMARTCARD KEYBOARD		0

Image 4.9.2

Inventory must be updated after completing an inventory count but as a job it can be performed on any date, even if (sales & purchase) documents are issued subsequently.

Click on "Read from Excel", fill in the Code and Inventory fields with the corresponding Excel columns and click Next to update the inventory data.

You have successfully completed the Inventory process.

2nd inventory stocktaking method:

New inventory stocktaking

This method immediately updates the current balance of an item. The following window will open and users can complete the required information (**Image 4.9.3**).

Image 4.9.3

Users find the product they are looking for and in which warehouse it belongs, and they fill in the Inventory column with the correct stock. The field “Updated by (user name)” is filled in automatically once the inventory is saved.

The inventory history is shown (Image 4.9.4)

Code	Inventory	Description	Stock taking date	Stock taking	Updated by	Stock Price	It is excluded from the cos
000003	Main Warehouse	EVOLIS Pebble 4	4/1/2021	1	George	0.00	☐

Image 4.9.4

The same exact procedure is to be followed for the Balance Transactions of traders. It allows users to correct the actual debit or credit balance of a customer.

4.10. EXPENSES

The <New entry> button allows users to add general information about an asset (Image 4.10.1).

Expenses

Save and Exit Save and New Modify Copy Transaction Delete

Transaction data

ID: 0 Date: 4/1/2021 12:53 PM Invoice Type: Series: Number:

Trader

Trader: Reason: Remarks:

Details

Code	Description	Debit	Credit	Reason	Cost Center
I		0	0		

Record 1 of 1

Image 4.10.1

Document: Enter the type of purchase/sales document of the asset and its number.

Trader: Select the trader to which the expense/income refers.

Justification: Brief asset entry justification.

Description: Description of the asset.

Details (Chart of Accounts)

Select the chart of accounts code to which a specific asset corresponds or under which it is grouped.

Description: Brief description of the asset.

Debit/Credit: The debit or credit amount.

Justification: Brief asset entry justification.

Cost Center: Select the cost center to which the fixed asset will be "charged".

4.11. RECONCILIATION

The program allows users to reconcile transactions as there are traders who are both customers and suppliers at the same time.

The image below shows an example of a reconciliation in which the customer also acts as a supplier (**Image 4.11.1**).

Once trader balances are matched, their transactions are reconciled, which involves charging them as suppliers and crediting them as customers.

Συμπληρωματικός Κοντόλες

Καταχώριση Διαγραφή

Ημερομηνία: 24/7/2019 Παραρτηματικό: ΣΥΜΠΡΟΪΟΥΤΗ ΚΡΗΦΗ ΠΕΛΑΤΗ Σελίδα: Αριθμός: Αποδ. Χώρα: Κύπρου

Τοποθεσία

Συνολικά οφειλόμενα: ΠΕΛΑΤΗΣ - 0002679 Πωλητής: Υπόλοιπο: 780,76 Πωλητής: Τράπεζα: Σημείο: ΠΕΛΑΤΗΣ - 0002679

Συνολικά οφειλόμενα: Τύπος: Προσβλεπόμενα: AGO

Image 4.11.1

In the document field, select the type of document for reconciliation. Document types are created in Settings -> Parameters-> Invoice Settings -> Document Types -> Reconciliation.

4.12. REPORTS

The application generates a variety of reports and Pivot tables.

4.12.1. TRANSACTION REPORTS

Cash register report

Sales report per cash register based on the date range that has been set. If we select the check box **Include Previous Balance** the results will be updated with the corresponding inflows/outflows.

Transactions status

This report shows all the sales and purchase transactions by date and type of document according to the period specified.

Transactions pivot report

The program includes a Pivot tool for statistical purposes, which provides a lot of information on the goods and the financial results. All fields may be included in the statistics.

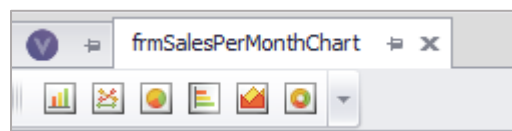
Outstanding documents

Refers to all documents that are not yet matched to any receipts or payments or that are partially paid and have an open balance.

Sales over the last 12 months

Visual representations of sales over the last 12 months, with a quick overview of how sales progress per month. Users can select the type of chart on which to display the sales data (Column, Line, Pie, Bar, etc.).

(Image 4.12.1)

*Image 4.12.1*

By clicking on any month, the sales invoices for that month will be shown in detail (Image 4.12.2)

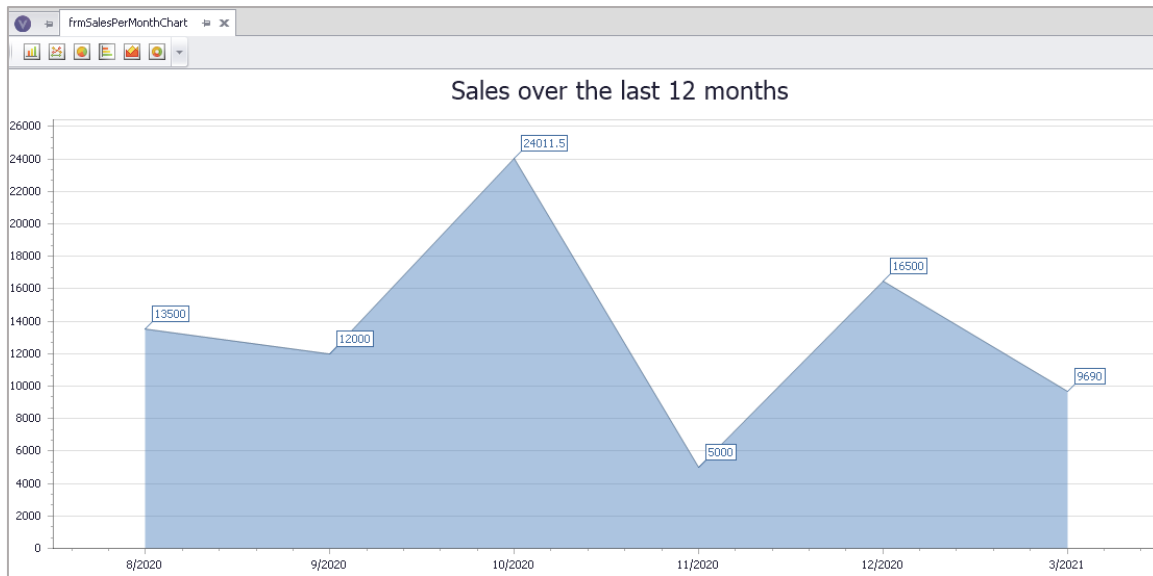


Image 4.12.2

Sales over the last 30 days

The daily sales of a company over the last 30 days.

4.12.2. CUSTOMER REPORTS

Customer balance

Displays the debit balance of Traders who have been defined as customers. The report includes only those customers with debit balances. If we select the check box "With zero balance" customers with no balances will also be added to the report. Likewise, if we select the check box "With Negative Balance", customers with a credit balance will also appear on the list. Selecting the last check box "Show Inactive" will display the customers who have been marked as Inactive but their tab shows a debit balance.

At the end of the list, the debit columns are added up.

Customer transactions

Displays all transactions (debits and credits) such as invoices, credit invoices, customer receipts, checks, over a specified period and based on the type of transaction selected (Customer Transactions, Supplier Transactions- if the customer is also a supplier-, All Transactions).

Customer participation in turnover

Shows the turnover of each customer in detail, as well as their turnover for the previous year and their share in the total turnover of the business.

Customer balance

Shows the customers' previous balances along with the dates, their last debit and credit transactions, and their balances.

Customer sold items

Displays the sold items per main supplier as well as the average sale price and average sale price with tax for the specific customer over the chosen period.

4.12.3. SUPPLIER REPORTS**Supplier balance**

Shows the debit balance of Traders who are suppliers. The report includes only those suppliers with debit balances. By selecting the check box "*With zero balance*" suppliers with no balances will also be shown. Likewise, if the check box "*With Negative Balance*" is selected, suppliers with a credit balance will also appear on the list. Selecting the last check box "*Show Inactive*" will display the suppliers who have been marked as Inactive but their tab displays a debit balance. At the end of the list, the debit columns are added up.

Supplier transactions

Displays all transactions (debits and credits) of a particular supplier, such as invoices, credit invoices, receipts and checks, over a specified period and based on the type of transactions selected (Supplier Transactions, Customer Transactions- if the customer is also a customer-, All Transactions).

Suppliers balance

Shows the suppliers' previous balances along with the dates, the amounts of their last debit and credit transactions, and their balances.

4.12.4. INVENTORY REPORTS**Inventory balance**

Real-time inventory reports per warehouse.

Inventory transactions

All inventory transactions over a user-specified period and per product group. The following columns are displayed for each product:

Exports: The export/sales quantities of a product.

Imports: The import/purchase quantities of a product.

Export value: The total value of exports (sales).

Import value: The total value of imports (purchases).

Cost: The purchase cost price (as derived from the Purchase Price List-Price).

Profit: The amount of profit (export value-cost price).

Balance: Inventory balance.

Products participation in turnover

This report shows in detail and for each product the Turnover, Sales and Purchases amounts and percentages.

Users can choose a warehouse facility and export the results for a specific period.

Products in orders

This report shows the projected and reserved quantities per product as they result from customer orders. To export the results, a warehouse facility needs to be selected.

Inventory balance

This option allows you to print the inventory balance over the desired period. The balance shows the quantity, value, profit and stock (current and previous period stock) associated with each item.

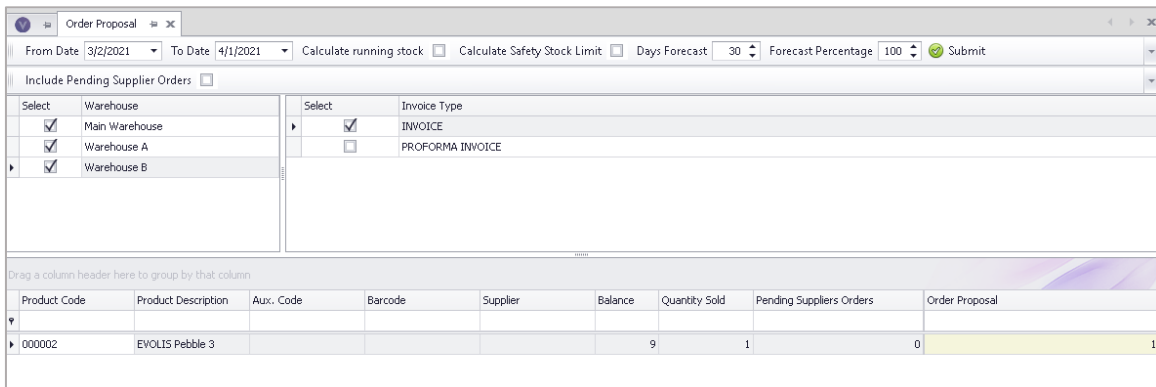
Order proposal

This report helps a company plan its hardware requirements. Based on certain pre-defined criteria, the report makes a forecasts for the orders that need to be placed.

Selection criteria:

Warehouse facility, Search by date (From-To), Calculate current stock, Product safety threshold, Number of days that the order proposal should cover, Prediction rate.

The following window shows an order proposal based on user-defined selection criteria (**Image 4.12.3**).

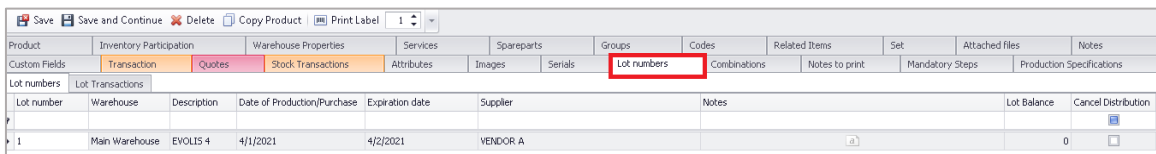


Product Code	Product Description	Aux. Code	Barcode	Supplier	Balance	Quantity Sold	Pending Suppliers Orders	Order Proposal
000002	EVOLIS Pebble 3				9	1	0	1

Image 4.12.3

Lots (A specialized Lots Module report)

To track a product's lots, first we need to create them in the Product tab under: Inventory -> Products -> Double-click on the desired product -> Lots. By pressing on + we create a new lot, as shown below (**Image 4.12.4**):



Lot number	Warehouse	Description	Date of Production/Purchase	Expiration date	Supplier	Notes	Lot Balance	Cancel Distribution
1	Main Warehouse	EVOLIS 4	4/1/2021	4/2/2021	VENDOR A		0	☐

Image 4.12.4

4.12.5. SALESPERSONS REPORTS

Salespersons commissions based on sales

Calculates each salesperson's commission in real time, based on the net sales value per document and per month (Image 4.12.5).

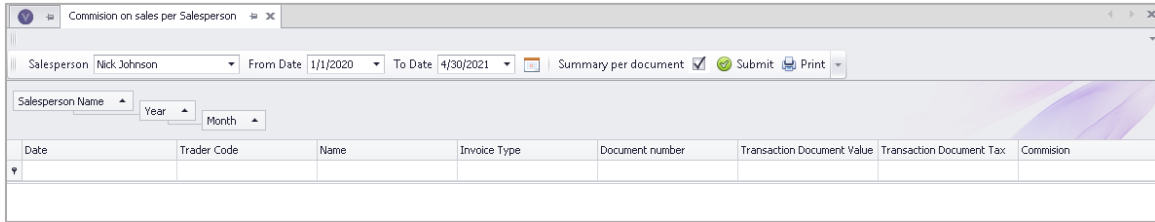


Image 4.12.5

Salespersons commissions based on payments received

Calculates each salesperson's commission in real time, based on the monthly customer receipts (Image 4.12.6).

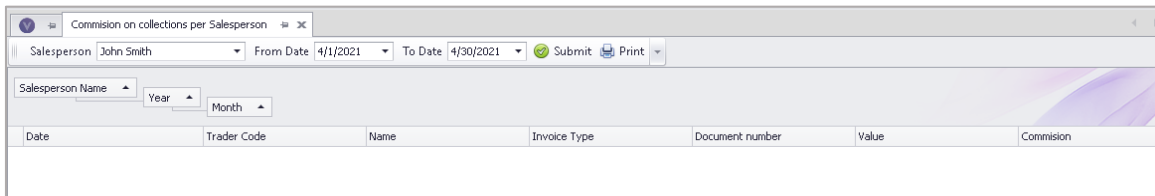


Image 4.12.6

4.13. SPECIAL MODULES

Lots Module

This module is aimed at businesses that are interested in monitoring their products (stock, purchases, sales) in lots.

Create lots from a purchase document

First, we need to specify that the product is part of a Lot by selecting the “Mandatory lot selection in invoicing” check box. Then we go to Purchases -> New Document. Once we add the product, we select Create Lot by right-clicking, which automatically takes us to the Lots tab under Product Transactions where we add the lot and all the necessary information (Production Date, End Date, Supplier, etc.).

Manage lots in sales documents

This option requires that the product to be invoiced is part of a Lots, by selecting the “Mandatory lot selection in invoicing” check box. Once we add the product and right click on Lot Selection, a window will open in which the product’s lots will be displayed (Image 4.13.1).

Invoice Type																																												
Financial Data			Related Workorders		Custom Fields		Notes		Related Actions		Related Documents		Related Receipts-Payments		Unpaid Transactions																													
Document Details																																												
Date Time: 4/5/2021 10:27 AM			Invoice Type: INVOICE			Series:			Number: 10																																			
			Inventory: Main Warehouse																																									
General data																																												
Trader: 00018598			PROPERTIES COMPANY			ID:			Salesperson: John Smith			Shipping Method:																																
Site: Bellavista Apartments			VAT Status: Normal			Trading Purpose: Sales			Licence Plate:			Site:																																
Payment: Cash			Pricelist: Retail			Currency:			Loading Address: HQ			CashRegister: EMIRATES NBD BANK																																
Products																																												
<table border="1"> <thead> <tr> <th></th> <th>Discount C</th> <th>Row Net Value</th> <th>Monetary D...</th> <th>Value With Vat</th> <th>VAT</th> <th>Text A</th> <th>Text B</th> <th>Text C</th> <th>Salesperson</th> <th>Lot Number</th> <th>Product Vat...</th> <th>Location</th> <th>Aux. Code</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>3.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0</td> <td></td> <td></td> <td>John Smith</td> <td></td> <td></td> <td>0.00</td> <td></td> <td></td> </tr> </tbody> </table>																Discount C	Row Net Value	Monetary D...	Value With Vat	VAT	Text A	Text B	Text C	Salesperson	Lot Number	Product Vat...	Location	Aux. Code	Status	1	3.00	0.00	0.00	0.00	0.00	0			John Smith			0.00		
	Discount C	Row Net Value	Monetary D...	Value With Vat	VAT	Text A	Text B	Text C	Salesperson	Lot Number	Product Vat...	Location	Aux. Code	Status																														
1	3.00	0.00	0.00	0.00	0.00	0			John Smith			0.00																																
<table border="1"> <thead> <tr> <th colspan="2">Total</th> </tr> </thead> <tbody> <tr> <td>Discount A' (%)</td> <td>0.00</td> </tr> <tr> <td>Discount B' (%)</td> <td>0.00</td> </tr> <tr> <td>Mon. Discount</td> <td>0.00</td> </tr> <tr> <td colspan="2">Payment Analysis</td> </tr> <tr> <td>Cash</td> <td>0.00</td> </tr> <tr> <td>Credit Cards</td> <td>0.00</td> </tr> <tr> <td>Banknotes</td> <td>0.00</td> </tr> <tr> <td>Sum</td> <td>0.00</td> </tr> <tr> <td>Balance</td> <td>0.00</td> </tr> </tbody> </table>															Total		Discount A' (%)	0.00	Discount B' (%)	0.00	Mon. Discount	0.00	Payment Analysis		Cash	0.00	Credit Cards	0.00	Banknotes	0.00	Sum	0.00	Balance	0.00										
Total																																												
Discount A' (%)	0.00																																											
Discount B' (%)	0.00																																											
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Payment Analysis																																												
Cash	0.00																																											
Credit Cards	0.00																																											
Banknotes	0.00																																											
Sum	0.00																																											
Balance	0.00																																											

Image 4.13.1

Lot consumption based on the FEFO or FIFO date

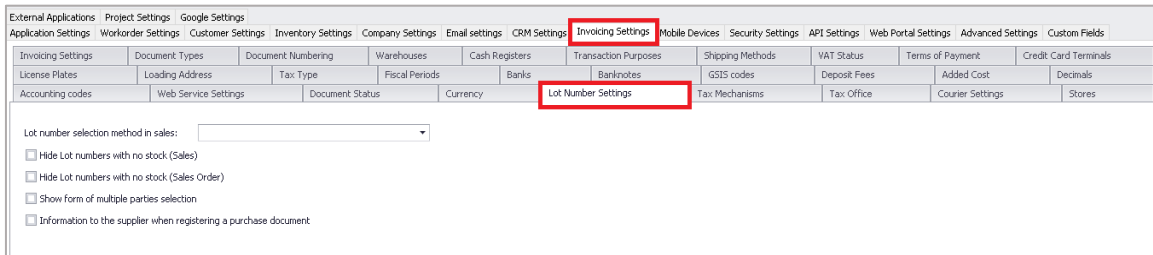
Settings -> Parameters -> Invoicing Settings -> Lot number Settings (**Image 4.13.2**)

FEFO: First Expired-First Out. The lot expiration date is monitored and taken into consideration. This means that the goods closest to the expiration date will be shipped out first. This method ensures that products with a non-acceptable expiration date will not remain in the warehouse.

FIFO: First In-First Out.

Under the FIFO method, the first goods purchased are also the first goods sold. This means that the oldest inventory will be the first to be shipped out, as is obvious from its name (First In-First Out).

So, if we have defined a lot selection method based on the FEFO or FIFO date, the default lot will be displayed on the sales document and the Lots field. If we have not defined a lot selection method (FEFO or FIFO), the lot that will be displayed is the one selected by the user.



External Applications | Project Settings | Google Settings
Application Settings | Workorder Settings | Customer Settings | Inventory Settings | Company Settings | Email settings | CRM Settings | **Invoicing Settings** | Mobile Devices | Security Settings | API Settings | Web Portal Settings | Advanced Settings | Custom Fields

Invoicing Settings	Document Types	Document Numbering	Warehouses	Cash Registers	Transaction Purposes	Shipping Methods	VAT Status	Terms of Payment	Credit Card Terminals
License Plates	Loading Address	Tax Type	Fiscal Periods	Banks	Banknotes	GSIS codes	Deposit Fees	Added Cost	Decimals
Accounting codes	Web Service Settings	Document Status	Currency	Lot Number Settings	Tax Mechanisms	Tax Office	Courier Settings	Stores	

Lot number selection method in sales:

☐ Hide Lot numbers with no stock (Sales)

☐ Hide Lot numbers with no stock (Sales Order)

☐ Show form of multiple parties selection

☐ Information to the supplier when registering a purchase document

Image 4.13.2

How can I delete a lot?

In Product Transactions, under the Lots tab, press - to delete a lot.

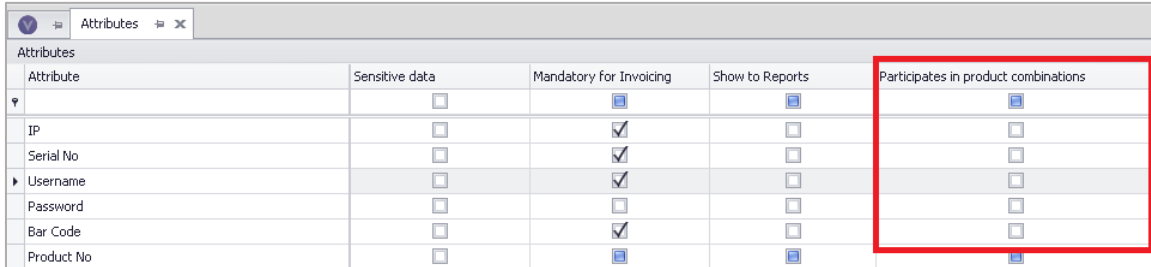
Attention! Only those lots with no balance and no transactions in a sales document can be deleted.

Color-Size Module

This module automatically generates all possible size and color combinations for a particular product.

How can I create multiple product combinations using specific Colors/Sizes?

Go to the <Attributes> menu and open the desired attributes by pressing +. Make sure to ALWAYS check the option **"Participates in product combinations"**. (Image 4.13.3)



Attribute	Sensitive data	Mandatory for Invoicing	Show to Reports	Participates in product combinations
IP	☐	☒	☐	☐
Serial No	☐	☒	☐	☐
Username	☐	☒	☐	☐
Password	☐	☐	☐	☐
Bar Code	☐	☒	☐	☐
Product No	☐	☐	☐	☐

Image 4.13.3

Then, in each attribute we open the values (Color-Size-Texture, etc.) by double-clicking, as shown below.

Then, we go to the main product, under **Combinations**, and select the values of the attributes with which the new products will be automatically created in the warehouse based on the selected combinations.

Purchases/Sales of products with specific Color-Size attributes.

When purchasing or selling a product, the program displays its attributes (for example, available colors) so they can be immediately selected by the user.