Farmplan
Time to grow

Sales Order Processing

& Invoice Manager

Getting Start Guide

www.farmplan.co.uk 01594 545000 sales@farmplan.co.uk

CONTENTS

Section 1: Getting Started

This "Quick Start Guide" is designed as an initial getting started guide to the Farmplan Sales Order Processing program to help you in the first stages of using the program. Please take time to look through our Demonstration Data and plan your own set up carefully so that you get the most out of the program and your own information.

For more detailed instruction we have a number of other solutions to help you get the most out of the program.

Training

There is no substitute for personalised one-to-one training. We have a number of Farmplan trainers around the country and we can arrange for someone, who is local to you, to visit you for a half or full day at your business. We would recommend that 2 half day sessions are always more effective than one whole day as learning a new computer program takes a lot of concentration. The ideal solution is one half day session to plan the initial setup and to get you going, followed up with another half day a few weeks later to answer your questions.

If you would prefer you can come to our offices in Ross on Wye, Herefordshire or we can 'log' onto your computer remotely and talk you through the training via the phone.

Help Notes

Every screen within the program has a 'Help' button at the bottom.

Clicking on this button will take you to detailed instructions of exactly what you should be entering on this screen. For a more detailed view of the whole Help text go to the menu option **Help - Contents**.

Farmplan Adviceline – 01594 545022

We have a dedicated support line available on **01594 545022**. It is manned from 9am to 5pm, Monday to Friday, by a number of experienced staff who can talk you through any queries that you may have about the program. Please have your customer number to hand before you phone – if you are not sure what it is, go to **Help – About** within the program.

Alternatively, email us with your question and customer number to support@farmplan.co.uk and we will respond as soon as possible. Our email box is checked regularly throughout the working day.

Farmplan Website – www.farmplan.co.uk

Keep an eye on our website for news and answers to frequently asked questions.

We will also email you if we have any important news that we feel that you should know about urgently – for example changes in legislation, such as the VAT rate changes, so make sure that our emails are not blocked as spam.

Section 2: Installation Instructions

*Windows™ 7, Windows™ 8 and Windows™ 10

- The option to install the latest version of the program can be found under **Sales Order Processing** in the Support area of the Farmplan website (www.farmplan.co.uk). You will need your customer number. ☐
- Follow the on-screen instructions to '**Download Program Now'**. The exact procedure will vary according to the version of Windows and browser that you use but just follow the instructions on the screen. You will download a file called **setup.exe**, supplied by Reed Business Information (our parent company), which should then be 'Run'. ☐
- If Windows SmartScreen (a warning message) appears to block the installation, click on **More Information** and then **Run Anyway**. ☐
- A black box will appear on your screen during the installation. Ignore it – it will disappear when the installation is complete. ☐
- When the installation is complete you will see a confirmation message. Click on **'OK'**. You can now use the program. ☐

If you have any problems installing the program, please read the document available from the **Download** screen by following the link called '**Having Problems Installing?'** for more details.

Section 3: Security and Licensing

When you first go into the program, it will say ‘Unregistered’ at the top of the screen and will be displaying the Farmplan Demonstration Data

To Licence your data via the Internet

Go to the **File Menu – Licence** and enter your details. For example: -

Customer No: 1234

Customer Name : Greenway Farms (example only)

Web Access Code : 1354679797978797979715

Product : Sales Order Processing

Activation Key:

Click on the ‘**Get Key’** button which will have been activated, to instruct the program to look for your licence details using an internet link. Once the Activation Key has been filled in, click on ‘**Register**’.

You will get a message saying **Sales Order Processing has been registered successfully** – click OK.

Click **Close** and it will take you back into the program

IMPORTANT – Please keep the Web Access Code details safe and only give them to authorised users. Any computer licensed with this unique combination of Customer Details will be able to access your Farmplan licence details and any Web backups that you make.

For security reasons, if you lose this Web Access code or you wish it to be changed for any reason we will supply a replacement via the post only. We will require written authorisation and will only send it to the person named on our records as your business’s main contact.

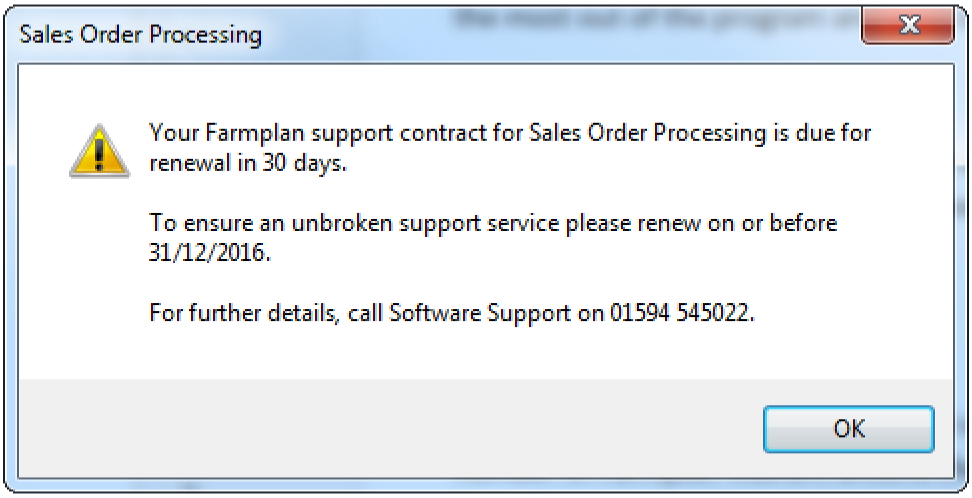
To Licence your data manually

If you do not have an internet connection you will need to enter the Activation Key manually.

Enter your Customer Number and Name as above but enter the Activation Key instead of the Web Access Code. If you have not been given the Activation Key details please contact the Farmplan Adviceline on 01594 545022.

Licence Messages

You will receive messages when you start to approach your support contract renewal date, which will be displayed when you go into the program. For example: -



Your Farmplan support contract for Sales Order Processing is due for renewal in 30 days.

To ensure an unbroken support service please renew on or before 31/12/2016.

For further details, call Software Support on 01594 545022.

To Renew your Licence

Once your support contract has been renewed, we will send you an electronic message to tell you that your new Activation Key is ready. Go back to the option **File – Licence** and just click on '**Get Key**'. If you do not have an internet access on this computer please contact us a few days after payment and we will give you the new Activation Key to be entered manually.

NB If your support contract has expired and you have not yet entered your updated licence details, **you will still be able to continue to use this version of the program** but you will not be able to load any future updates of Sales Order Processing until it has been re-activated. **Please note** that you are NOT eligible for telephone advice or data fixes after this date if your old support contract has expired and has not been renewed.

Section 4: Introduction

The **Sales Order Processing** program has been designed to track and monitor the whole sales process from the initial order of produce or a service from your business up the creation of the final invoices.

- Save time by managing the sales process, from order to invoice and into the accounts system. Once the sales invoice has been produced it can be transferred to the Business Manager program where customer receipts are entered to produce full customer ledger details and statements.
- Track goods & services – the software enables you to hold records of orders, despatch notes and the invoices you have created together with detailed information about each. A number of user definable fields are available for e.g. delivery method, transport and vehicle identification.
- Valuable data is stored about your customers and pricing information as well as available stock levels.
- Create a professional image by importing your logo, photographs, graphics and your company style into a wide variety of forms and documents e.g. invoices. Flexibility is a key feature enabling you to choose what information you want to display on all paperwork.
- Reporting – a library of standard reports is available to interrogate data to produce comprehensive analysis reports of all sales. Alternatively, you can examine, search, sort and filter data in any way you wish and then design your own report using the Report Generator.

The **Invoice Manager** level of the program is aimed at businesses that also have a requirement for producing professional sales invoices and storing valuable information about their customers and services but do not have the full requirement for orders, despatches and stock control that Sales Order Processing will also provide. It operates in a similar way to the Sales Order Processing program but does not include the full chain of orders and despatches.

The exact options available through the program will depend on the level of operation of the program.

Multi-User - Either level of the program can be operated by more than one operator at once - i.e. multi-user. This is an optional module of the program that can be switched on at any time by relicensing the program. Multiple operators can enter transactions (e.g. sales invoices or orders) at the same time.

Before you start

Before you create your own data we recommend that you spend some time investigating the options available using the Farmplan Demonstration data.

It is important that you take some time to plan the type of information that you wish to get out of the program relating to your own business, as this will affect how you set up your coding structure.

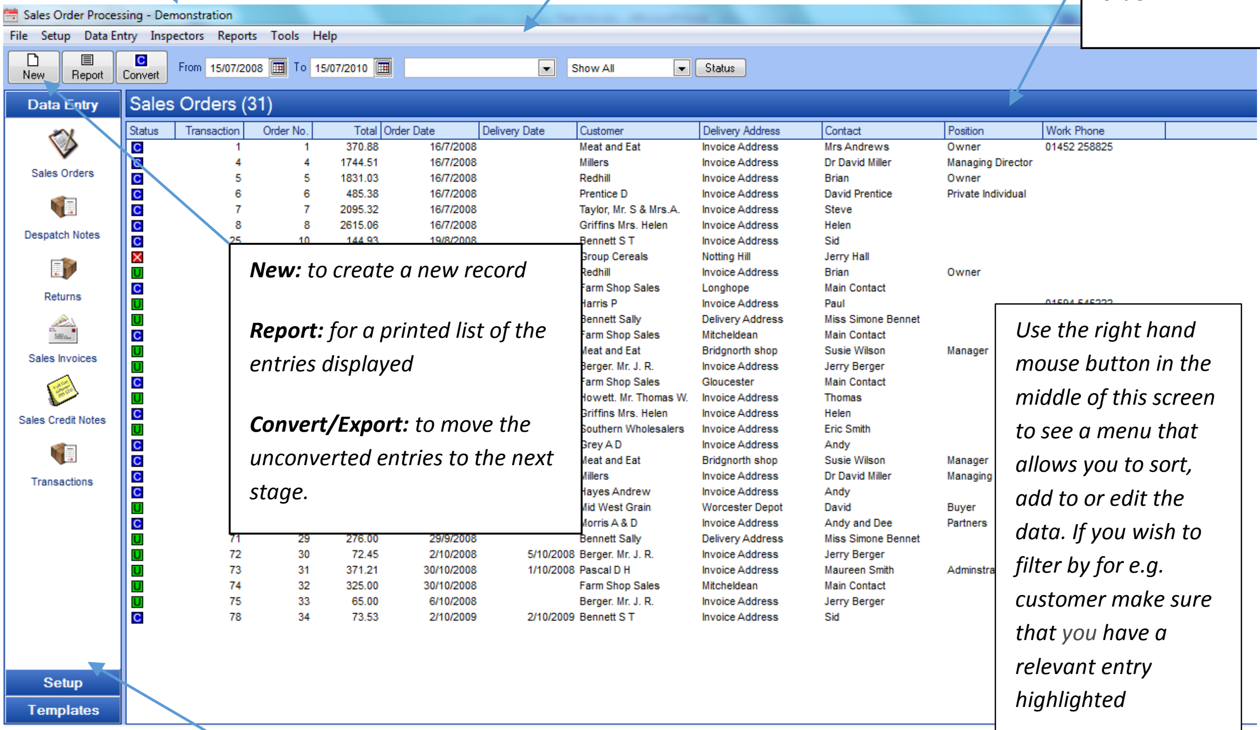
Section 5: The Home Page

The **Home Page** provides you with easy navigation through the program.

*There are a series of **filters** across the top of the screen that change the view of the data presented for e.g. the date range and/or the status of the entries.*

*You can access all the options in the program from the **Menus** at the top of the screen.*

*Click on any column heading to **sort** it. Click again to reverse the order.*



From 15/07/2008 To 15/07/2010

Show All

Sales Orders (31)

Status	Transaction	Order No.	Total	Order Date	Delivery Date	Customer	Delivery Address	Contact	Position	Work Phone
C	1	1	370.88	16/7/2008		Meat and Eat	Invoice Address	Mrs Andrews	Owner	01452 258825
C	4	4	1744.51	16/7/2008		Millers	Invoice Address	Dr David Miller	Managing Director	
C	5	5	1831.03	16/7/2008		Redhill	Invoice Address	Brian	Owner	
C	6	6	485.38	16/7/2008		Prentice D	Invoice Address	David Prentice	Private Individual	
C	7	7	2095.32	16/7/2008		Taylor, Mr. S & Mrs.A.	Invoice Address	Steve		
C	8	8	2615.06	16/7/2008		Griffins Mrs. Helen	Invoice Address	Helen		
C	25	10	144.93	19/8/2008		Bennett S T	Invoice Address	Sid		
☒						roup Cereals	Notting Hill	Jerry Hall		
U						Redhill	Invoice Address	Brian	Owner	
C						arm Shop Sales	Longhope	Main Contact		
U						arris P	Invoice Address	Paul		
U						ennett Sally	Delivery Address	Miss Simone Bennet		
C						arm Shop Sales	Mitcheldean	Main Contact		
U						eat and Eat	Bridgnorth shop	Susie Wilson	Manager	
U						erger. Mr. J. R.	Invoice Address	Jerry Berger		
C						arm Shop Sales	Gloucester	Main Contact		
U						owett. Mr. Thomas W.	Invoice Address	Thomas		
C						riffins Mrs. Helen	Invoice Address	Helen		
U						outhern Wholesalers	Invoice Address	Eric Smith		
C						rey A D	Invoice Address	Andy		
C						eat and Eat	Bridgnorth shop	Susie Wilson	Manager	
C						illers	Invoice Address	Dr David Miller	Managing	
C						ayes Andrew	Invoice Address	Andy		
U						id West Grain	Worcester Depot	David	Buyer	
C						orris A & D	Invoice Address	Andy and Dee	Partners	
U	71	29	276.00	29/9/2008		Bennett Sally	Delivery Address	Miss Simone Bennet		
U	72	30	72.45	2/10/2008	5/10/2008	Berger. Mr. J. R.	Invoice Address	Jerry Berger		
U	73	31	371.21	30/10/2008	1/10/2008	Pascal D H	Invoice Address	Maureen Smith	Adminstra	
U	74	32	325.00	30/10/2008		Farm Shop Sales	Mitcheldean	Main Contact		
U	75	33	65.00	6/10/2008		Berger. Mr. J. R.	Invoice Address	Jerry Berger		
C	78	34	73.53	2/10/2009	2/10/2009	Bennett S T	Invoice Address	Sid		

***New:** to create a new record*

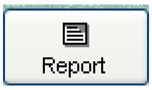
***Report:** for a printed list of the entries displayed*

***Convert/Export:** to move the unconverted entries to the next stage.*

Use the right hand mouse button in the middle of this screen to see a menu that allows you to sort, add to or edit the data. If you wish to filter by for e.g. customer make sure that you have a relevant entry highlighted

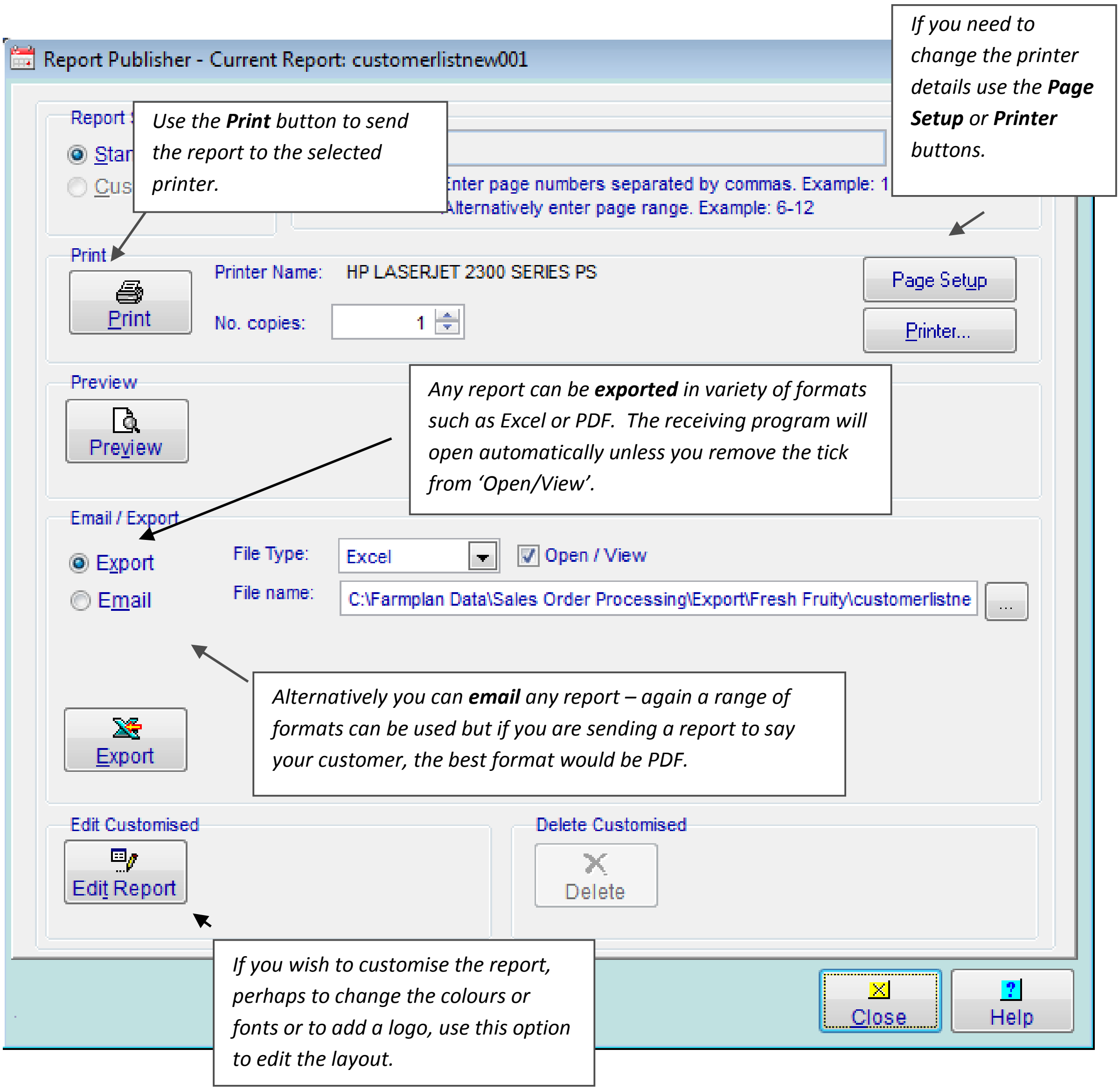
*The **side bar** on the left hand side of the screen will also allow you to access the main options and will display any relevant data in the main view of the window.*

Section 6: Printing/Previewing Reports



Throughout the program you will see a Report button on each screen that allows you to produce a report – either on the screen or on paper.

This will normally take you to the **Report Publisher** Screen:


Report Publisher - Current Report: customerlistnew001

● Star
○ Cus

Enter page numbers separated by commas. Example: 1
Alternatively enter page range. Example: 6-12

Printer Name: HP LASERJET 2300 SERIES PS

No. copies: 1

● Export
○ Email

File Type: Excel ☑ Open / View

File name: C:\Farmplan Data\Sales Order Processing\Export\Fresh Fruity\customerlistne

*If you need to change the printer details use the **Page Setup** or **Printer** buttons.*

*Use the **Print** button to send the report to the selected printer.*

*Any report can be **exported** in variety of formats such as Excel or PDF. The receiving program will open automatically unless you remove the tick from 'Open/View'.*

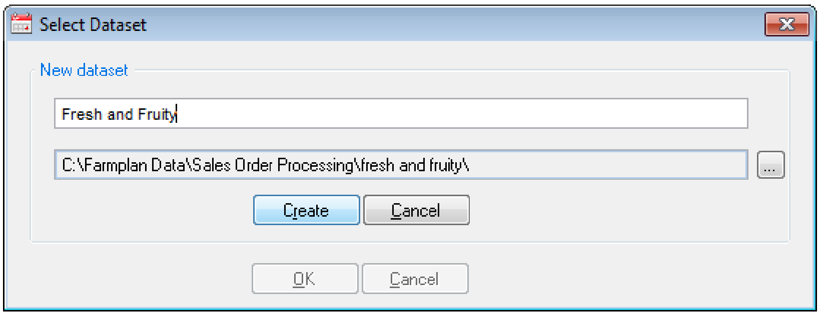
*Alternatively you can **email** any report – again a range of formats can be used but if you are sending a report to say your customer, the best format would be PDF.*

If you wish to customise the report, perhaps to change the colours or fonts or to add a logo, use this option to edit the layout.

Section 7: Create your own business

Take the option **File – Select Dataset.**

- Click **New**
- Enter the name of your own business and click on **Create**

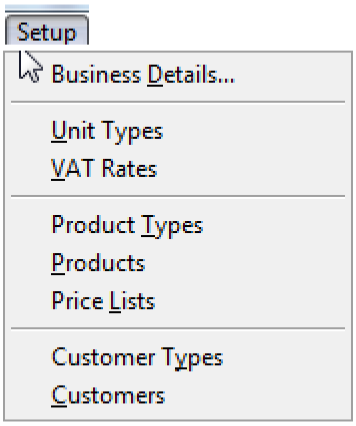


Fresh and Fruity

C:\Farmplan Data\Sales Order Processing\fresh and fruity\

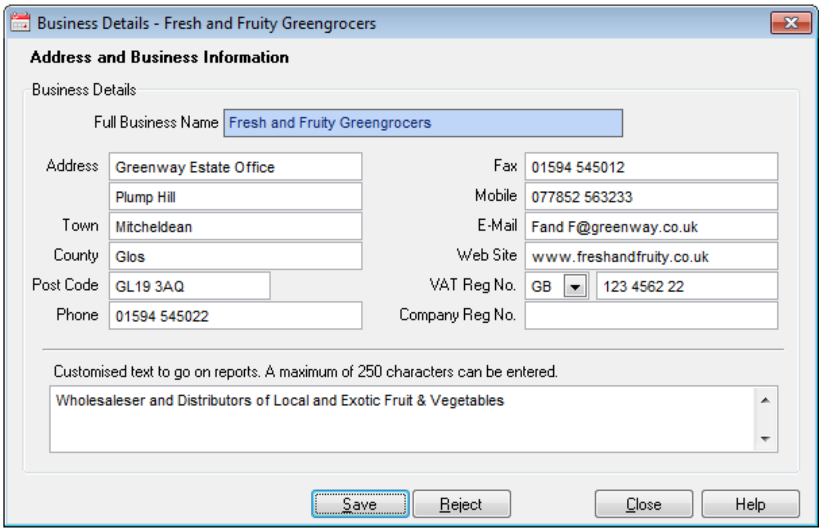
Section 8: Set up Business Structure

Click on **Setup** on the top menu bar. You can create your own business structure by working through each option on the list.



Setup Business Details

Select **Business Details** – Enter your Business information as you wish it to appear on printed stationery such as sales invoices, and **Save**.



Full Business Name: Fresh and Fruity Greengrocers

Address: Greenway Estate Office
Plump Hill
Town: Mitcheldean
County: Glos
Post Code: GL19 3AQ
Phone: 01594 545022

Fax: 01594 545012
Mobile: 077852 563233
E-Mail: Fand F@greenway.co.uk
Web Site: www.freshandfruity.co.uk
VAT Reg No.: GB 123 4562 22
Company Reg No.:

Customised text to go on reports. A maximum of 250 characters can be entered.

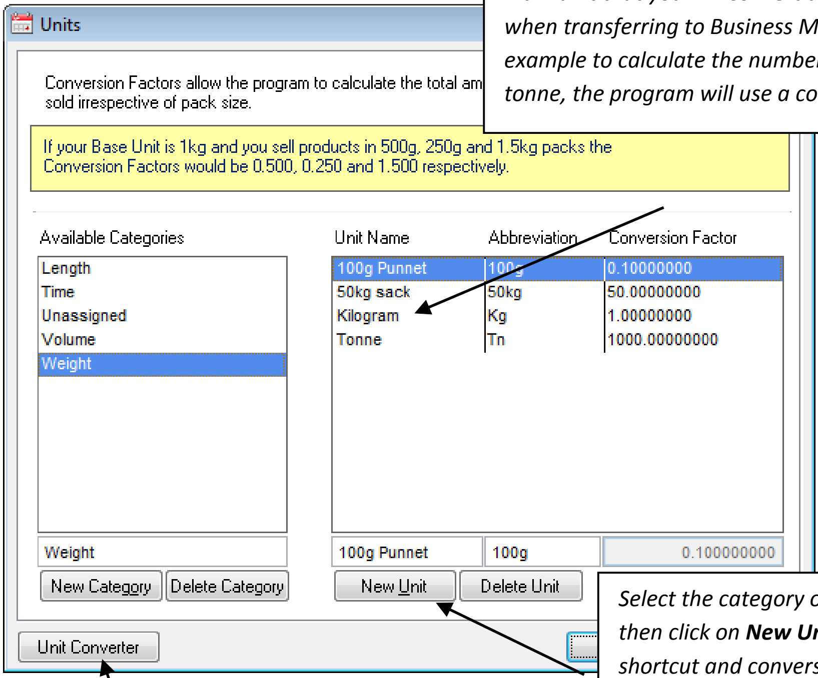
Wholesaleser and Distributors of Local and Exotic Fruit & Vegetables

Setup Unit Types

These are the units that you wish to record your products in. We have already added some categories for you but you can have as many as you require.

New **Units** can also be set up when creating new **Products**.

The base unit (conversion factor =1) is normally the main unit that you will convert all quantities into when transferring to Business Manager. For example to calculate the number of kilograms in a tonne, the program will use a conversion of 1000.



Conversion Factors allow the program to calculate the total am sold irrespective of pack size.

If your Base Unit is 1kg and you sell products in 500g, 250g and 1.5kg packs the Conversion Factors would be 0.500, 0.250 and 1.500 respectively.

Available Categories:

- Length
- Time
- Unassigned
- Volume
- Weight

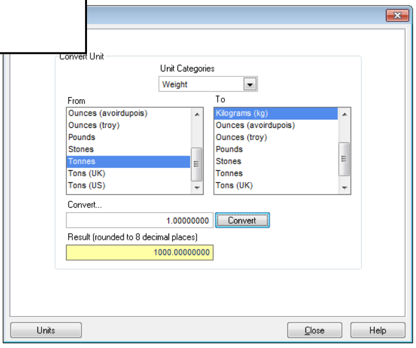
Unit Name	Abbreviation	Conversion Factor
100g Punnet	100g	0.10000000
50kg sack	50kg	50.00000000
Kilogram	Kg	1.00000000
Tonne	Tn	1000.00000000

Weight

100g Punnet | 100g | 0.100000000

*Select the category on the left hand side and then click on **New Unit** to add its name, shortcut and conversion factor.*

*If you are not sure what conversion factor should be used this useful tool, the **Unit Converter**, can help you.*



Unit Categories: Weight

From:

- Ounces (avoirdupois)
- Ounces (troy)
- Pounds
- Stones
- Tonnes
- Tons (UK)
- Tons (US)

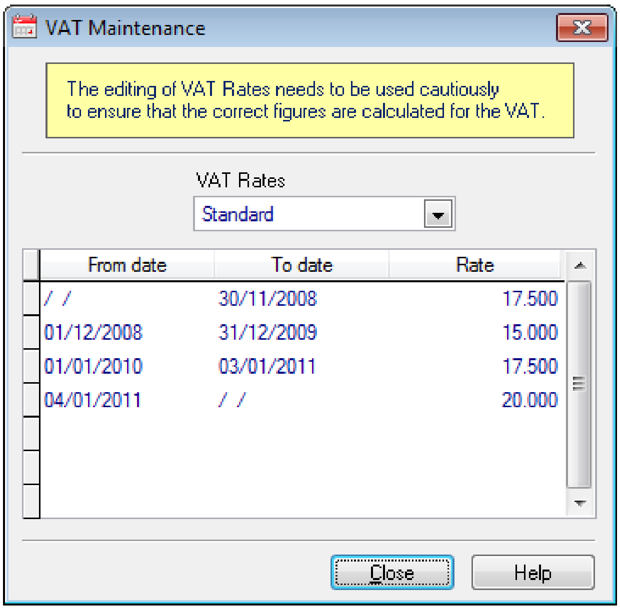
To:

- Kilograms (kg)
- Ounces (avoirdupois)
- Ounces (troy)
- Pounds
- Stones
- Tonnes
- Tons (UK)

Convert... 1.00000000

Result (rounded to 8 decimal places) 1000.00000000

Setup VAT details



The editing of VAT Rates needs to be used cautiously
to ensure that the correct figures are calculated for the VAT.

VAT Rates: Standard

From date	To date	Rate
/ /	30/11/2008	17.500
01/12/2008	31/12/2009	15.000
01/01/2010	03/01/2011	17.500
04/01/2011	/ /	20.000

This section should not normally need changing, as this will be set to the correct defaults rates at time of supplying the software. (However they can be changed if VAT rates need editing in the future).

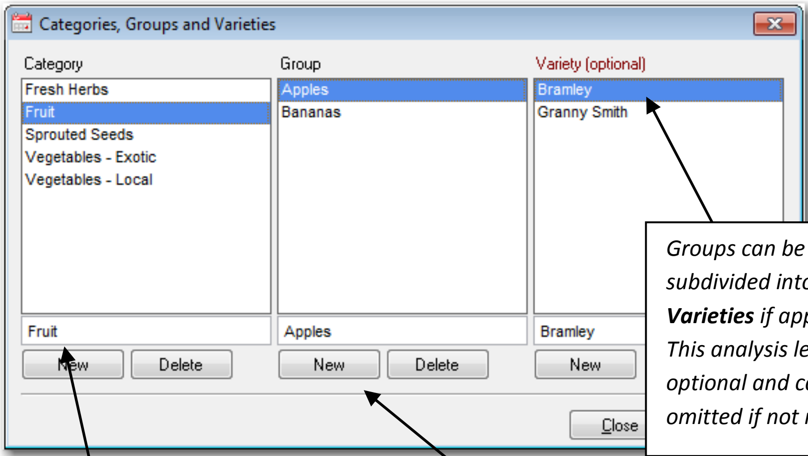
The program will use the VAT rate applicable on the entry date.

Setup Product Types

Before setting up your products it is important to take time to plan the hierarchy of analysis codes that they will belong to.

You will be able to produce **reports** that are sub-totalled at each level of analysis.

You may also elect to group sales by category or group when you **export** invoices to Business Manager if you wish to summarise repetitive detail on multiple invoices.



Category: Fresh Herbs, Fruit, Sprouted Seeds, Vegetables - Exotic, Vegetables - Local

Group: Apples, Bananas

Variety (optional): Bramley, Granny Smith

Category field: Fruit

Group field: Apples

Variety field: Bramley

Groups can be subdivided into ***Varieties*** *if applicable. This analysis level is optional and can be omitted if not relevant.*

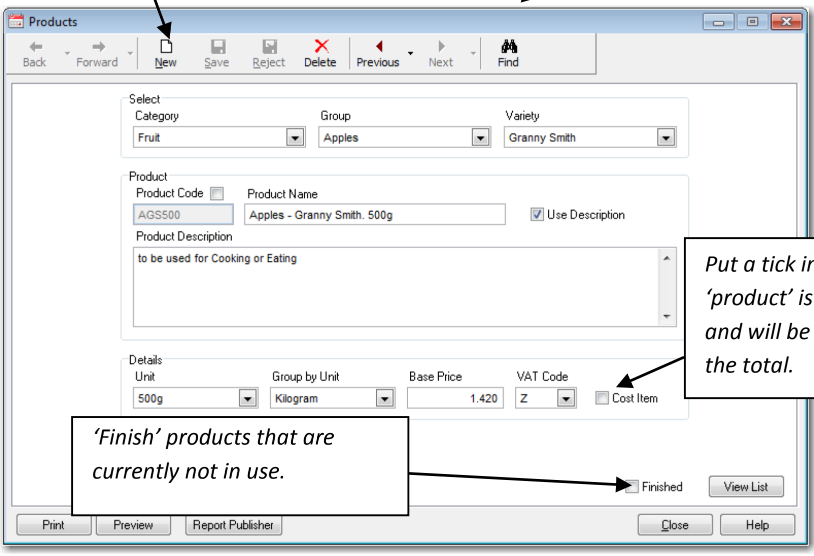
The ***Category*** *is the top level of analysis. Click on 'New' to enter.*

The ***Groups*** *are subdivisions of a Category. Highlight the relevant category on the left and then click on 'New' under the Group column.*

New Categories, Groups and Varieties can also be created while setting up the **Products** themselves.

Setup Products

This is the option that allows you set up each individual product along with its units and base price.   New products can also be setup during the data entry process.



*Remember to click on ‘**New**’ when entering a new product.*

Use the binoculars to view or edit existing products.

Select
Category: Fruit
Group: Apples
Variety: Granny Smith

Product
Product Code ☐ AGS500
Product Name: Apples - Granny Smith. 500g
☑ Use Description
Product Description: to be used for Cooking or Eating

Details
Unit: 500g
Group by Unit: Kilogram
Base Price: 1.420
VAT Code: Z
☐ Cost Item

☐ Finished

Put a tick in this box if the ‘product’ is a contra cost and will be deducted from the total.

‘Finish’ products that are currently not in use.

- **Category/Group and Variety** (if applicable) – Select the relevant product type from the drop down list. If you need to create a new one, RIGHT click on the box and select **New**.

- **Product Code** – Allocate a short cut code – it is worth taking time to plan the format that these will take to make them easier to remember.

- **Product Name** – This is the product name that will appear on all reports and stationery such as sales invoices.

- **Full Product Description –** If you want to display a fuller default description put a tick in ‘Use Description’ and type it in. A full description can also be added or edited at the time of data entry.

- **Units** – Unit i.e. that the product is sold in and the ‘Group by unit’ is the unit that it will be converted to for transfer to Business Manager. RIGHT click to add a new unit.

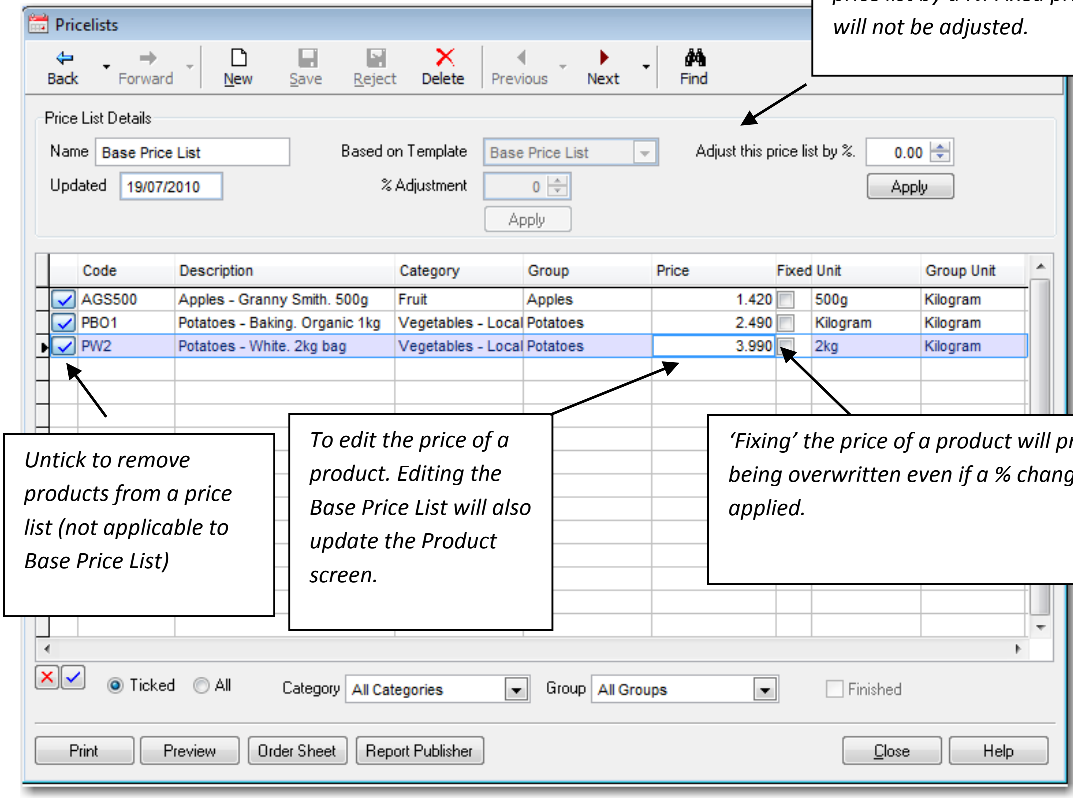
- **Base Price** – price per unit sold. Different prices can be allocated in the **Price List** option.

- **VAT Code** – select the appropriate VAT status to calculate VAT if applicable – e.g. Z for Zero rated or S for Standard rate.

Setup Price Lists

The Base Price list contains all the prices of the products from the product set up screen. However this may be copied and edited either by a global percentage or for each individual product against additional price lists.

Products may be excluded from additional price lists if they are not relevant.



Name: Base Price List
Updated: 19/07/2010
Based on Template: Base Price List
% Adjustment: 0
Adjust this price list by %: 0.00

	Code	Description	Category	Group	Price	Fixed	Unit	Group Unit
☑	AGS500	Apples - Granny Smith. 500g	Fruit	Apples	1.420	☐	500g	Kilogram
☑	PBO1	Potatoes - Baking. Organic 1kg	Vegetables - Local	Potatoes	2.490	☐	Kilogram	Kilogram
☑	PW2	Potatoes - White. 2kg bag	Vegetables - Local	Potatoes	3.990	☐	2kg	Kilogram

Category: All Categories
Group: All Groups

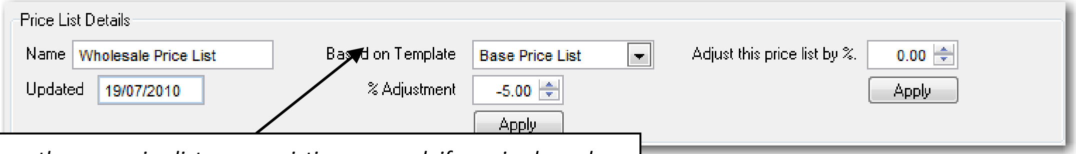
To adjust all the prices on this price list by a %. Fixed prices will not be adjusted.

Untick to remove products from a price list (not applicable to Base Price List)

To edit the price of a product. Editing the Base Price List will also update the Product screen.

'Fixing' the price of a product will prevent it being overwritten even if a % change is applied.

To create a new price list – click on '**New**'.

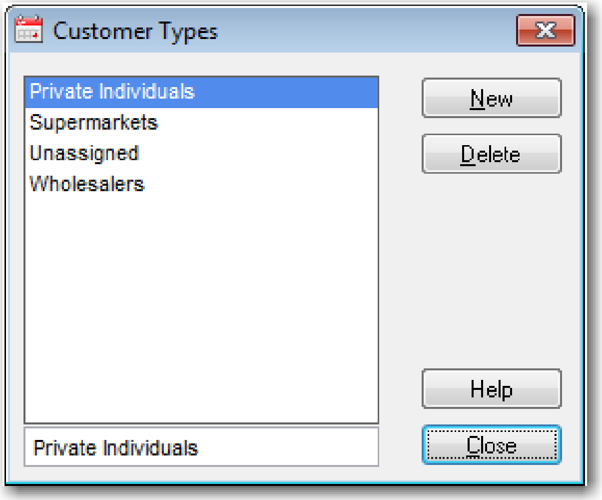


Name: Wholesale Price List
Updated: 19/07/2010
Based on Template: Base Price List
% Adjustment: -5.00
Adjust this price list by %: 0.00

Base the new price list on an existing one and, if required, apply a % adjustment. Fixed prices will not be adjusted. Untick products if not applicable to the new price list.

Setup Customer Types

In order to group your customers for reporting purposes you can set up Customer Types.

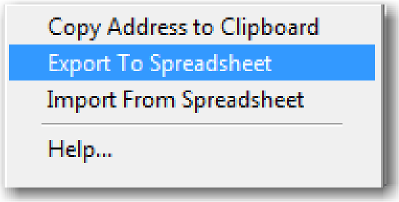


Setup Customers – Importing

Customers can be set up in one of 2 ways:

Importing from Business Manager – if you already have customers set up within the Business Manager program, they can be imported directly into the Sales Order Processing program.

- Within Business Manager go to **Setup – Suppliers/Customers** and click on the **customer** tab.
- RIGHT click anywhere on the screen to bring up a menu:

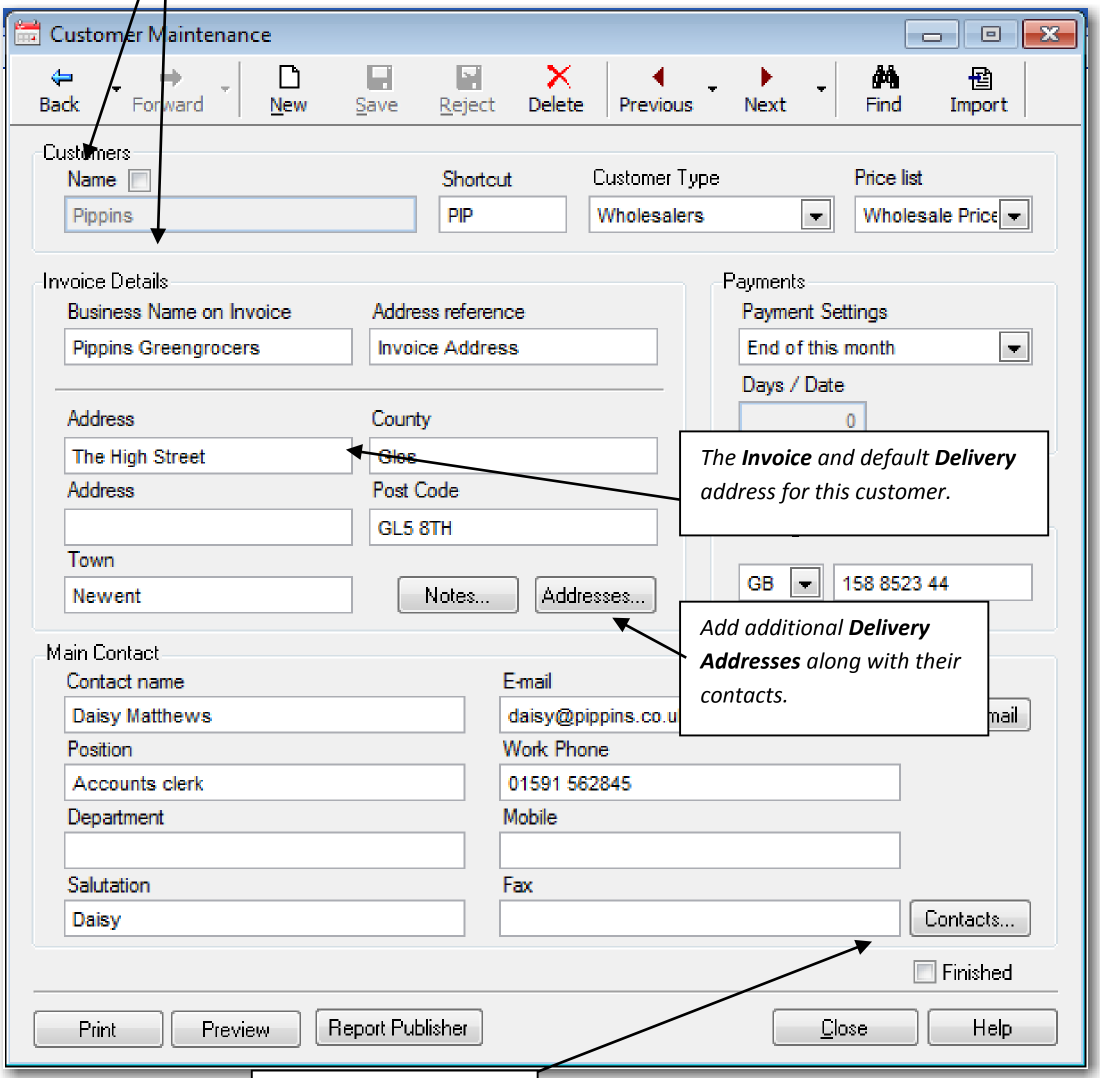


- Select the option to **'Export To Spreadsheet'**
- Give the file a name and take note of the location it is created.
- Within the Sales Order Processing program go to **Setup – Customers** and select the **Import** button at the top of the screen.
- Find the file that you have just made and import it into your data.

Setup Customers – manually

Click on **New** to enter a new customer's details or use the **Find** button to find an existing customer to view or edit.
Each customer has one Invoice address but can have multiple **Delivery** addresses.

The ***Name*** *of the customer will be sorted alphabetically for use in data entry and reporting. The* ***Business Name*** *is the full name to be displayed on printed invoices.*



Name ☐: Pippins
Shortcut: PIP
Customer Type: Wholesalers
Price list: Wholesale Price

Business Name on Invoice: Pippins Greengrocers
Address reference: Invoice Address
Address: The High Street
County: Glos
Address:
Post Code: GL5 8TH
Town: Newent

Payment Settings: End of this month
Days / Date: 0
GB 158 8523 44

Contact name: Daisy Matthews
E-mail: daisy@pippins.co.u
Position: Accounts clerk
Work Phone: 01591 562845
Department:
Mobile:
Salutation: Daisy
Fax:

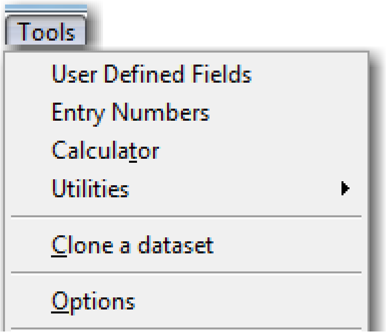
The ***Invoice*** *and default* ***Delivery*** *address for this customer.*

Add additional ***Delivery Addresses*** *along with their contacts.*

Add additional ***Contacts*** *for this address.*

Section 9: Tools

Before you start to enter any financial data, you should review these options to ensure that the program is going to work as you wish.

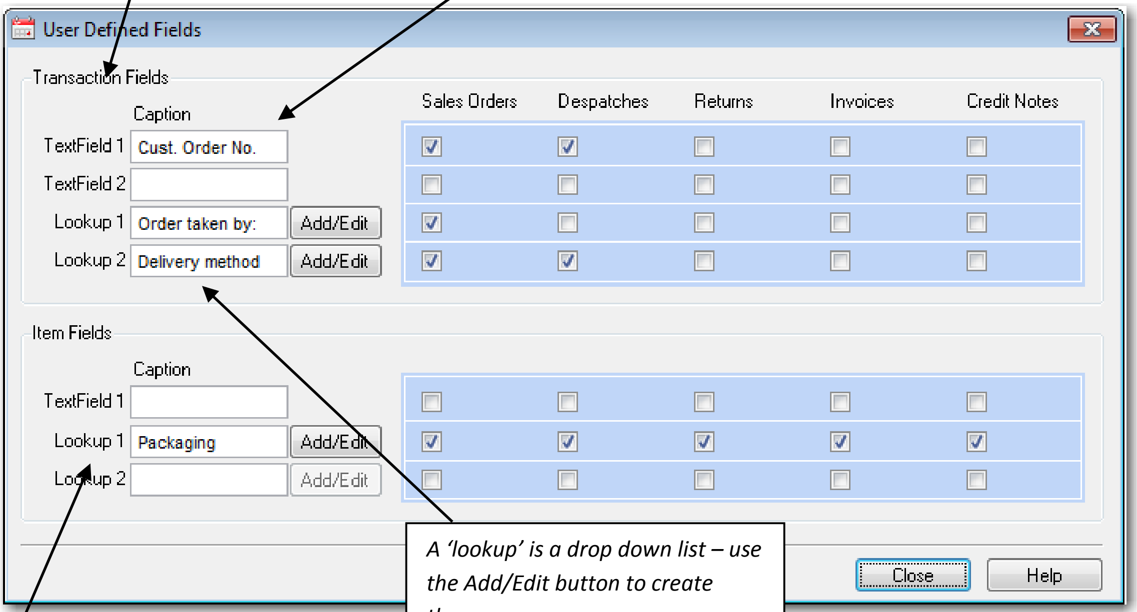


User Defined Fields

These are extra boxes that can be used for analysis during data entry. They can be assigned at each level of data entry.

Transaction fields apply once to the whole entry e.g. per invoice

'Text' fields are free typing short notes



Transaction Fields

	Caption	Sales Orders	Despatches	Returns	Invoices	Credit Notes
TextField 1	Cust. Order No.	☑	☑	☐	☐	☐
TextField 2		☐	☐	☐	☐	☐
Lookup 1	Order taken by:	☑	☐	☐	☐	☐
Lookup 2	Delivery method	☑	☑	☐	☐	☐

Item Fields

	Caption					
TextField 1		☐	☐	☐	☐	☐
Lookup 1	Packaging	☑	☑	☑	☑	☑
Lookup 2		☐	☐	☐	☐	☐

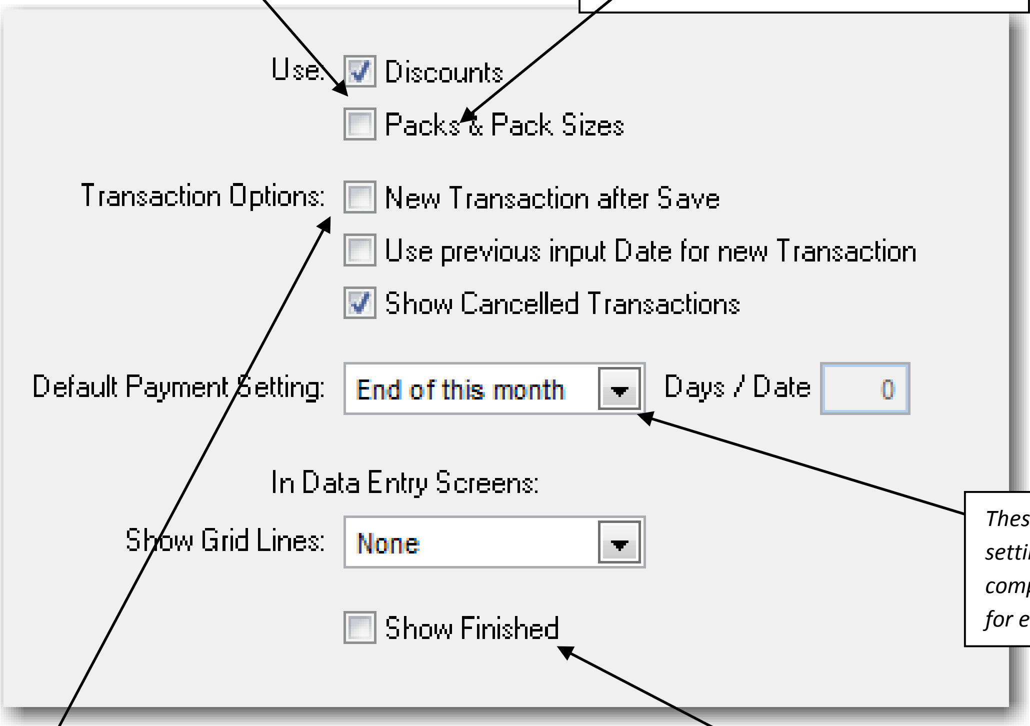
A 'lookup' is a drop down list – use the Add/Edit button to create them.

Item fields apply to every line on an entry i.e. per product sold

Options – Data Entry

To apply % discounts on individual items – turns on discount option in data entry. (Alternatively use a cost product called discount).

For a second quantity when entering product sales. Enables the ability to enter the default number of items per pack in the product set up screen and the number of packs sold in the data entry screens.



Use: ☑ Discounts
☐ Packs & Pack Sizes

Transaction Options: ☐ New Transaction after Save
☐ Use previous input Date for new Transaction
☑ Show Cancelled Transactions

Default Payment Setting: End of this month Days / Date 0

In Data Entry Screens:

Show Grid Lines: None

☐ Show Finished

These are the payments settings used as the company wide default for each customer.

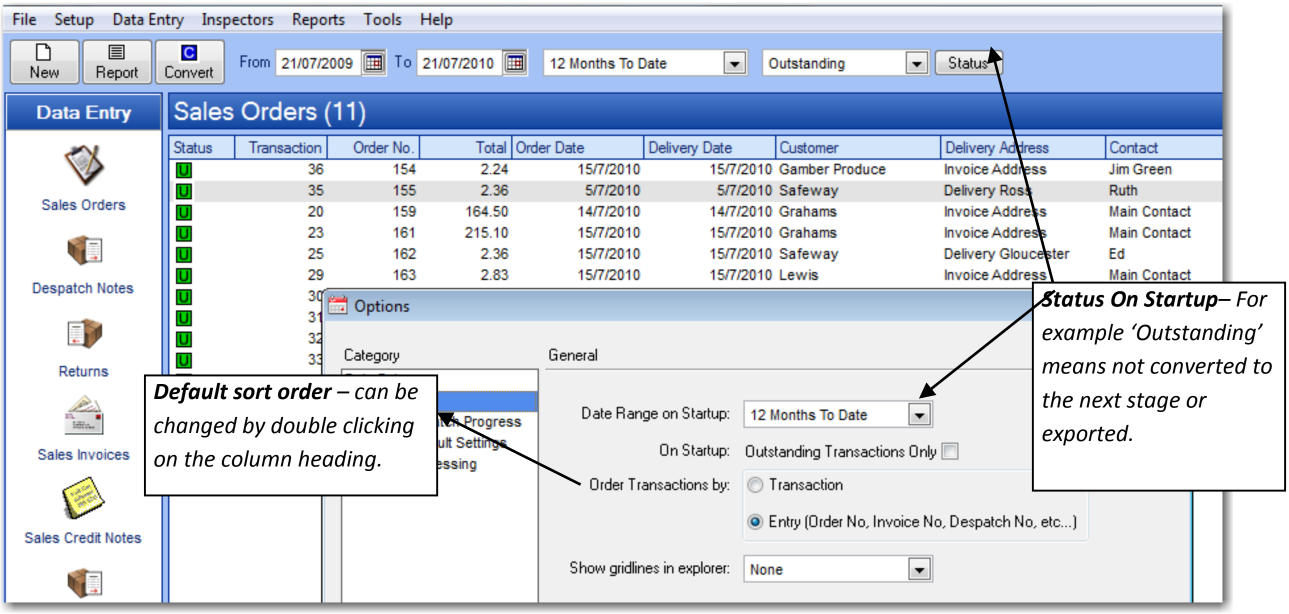
New Transaction after Save *to see a blank screen ready for a new entry each time you save in data entry rather than retaining the last entry.*

Use Previous Input Date for Transactions*- rather than today's date.*

Show Cancelled Transactions *– i.e. to be viewed on reports*

To show 'finished' customers or products on lists.

Options – General



From 21/07/2009 To 21/07/2010 12 Months To Date Outstanding

Sales Orders (11)

Status	Transaction	Order No.	Total	Order Date	Delivery Date	Customer	Delivery Address	Contact
U	36	154	2.24	15/7/2010	15/7/2010	Gamber Produce	Invoice Address	Jim Green
U	35	155	2.36	5/7/2010	5/7/2010	Safeway	Delivery Ross	Ruth
U	20	159	164.50	14/7/2010	14/7/2010	Grahams	Invoice Address	Main Contact
U	23	161	215.10	15/7/2010	15/7/2010	Grahams	Invoice Address	Main Contact
U	25	162	2.36	15/7/2010	15/7/2010	Safeway	Delivery Gloucester	Ed
U	29	163	2.83	15/7/2010	15/7/2010	Lewis	Invoice Address	Main Contact
U	30							
U	31							
U	32							
U	33							

Date Range on Startup: 12 Months To Date

On Startup: Outstanding Transactions Only ☐

Order Transactions by: ○ Transaction

● Entry (Order No, Invoice No, Despatch No, etc...)

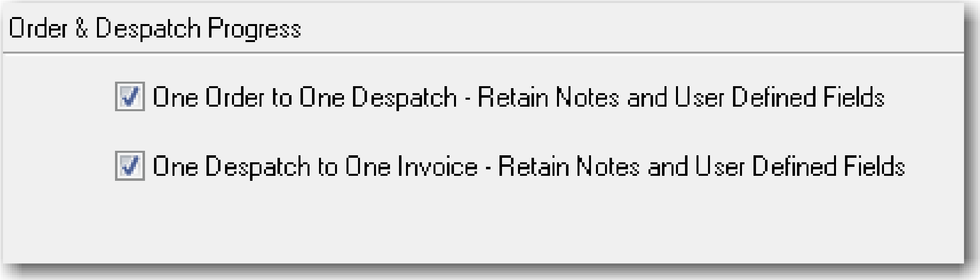
Show gridlines in explorer: None

***Default sort order** – can be changed by double clicking on the column heading.*

***Status On Startup**– For example 'Outstanding' means not converted to the next stage or exported.*

Options – Order & Despatch Progress

(Not applicable to Invoice Manager)



Order & Despatch Progress

☑ One Order to One Despatch - Retain Notes and User Defined Fields

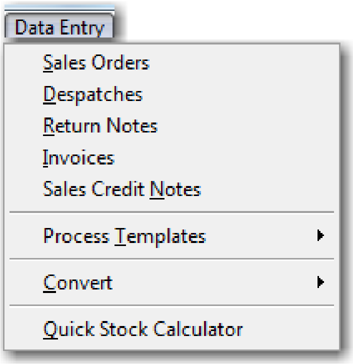
☑ One Despatch to One Invoice - Retain Notes and User Defined Fields

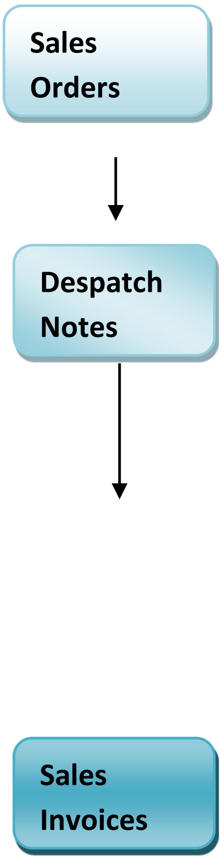
If these options are **ticked** then each entry is converted to one individual entry at the next stage of data entry. For example one order is converted to one distinct despatch note.

If they are **not ticked** then multiple orders to the same delivery address will be converted to one single despatch note if they are converted at the same time. Similarly multiple despatches to the same customer are converted to one sales invoice. Individual notes and user defined fields cannot be carried over from multiple entries to one.

Section 10 – Data Entry

The exact options available for entering transactions will depend on the level of the program in use. Invoice manager users will see a reduced menu and enter transactions directly as Invoices.





Enter the details of each **Sales Order** – the products, prices, delivery addresses, delivery date, contact etc. *(Not available with Invoice Manager)*

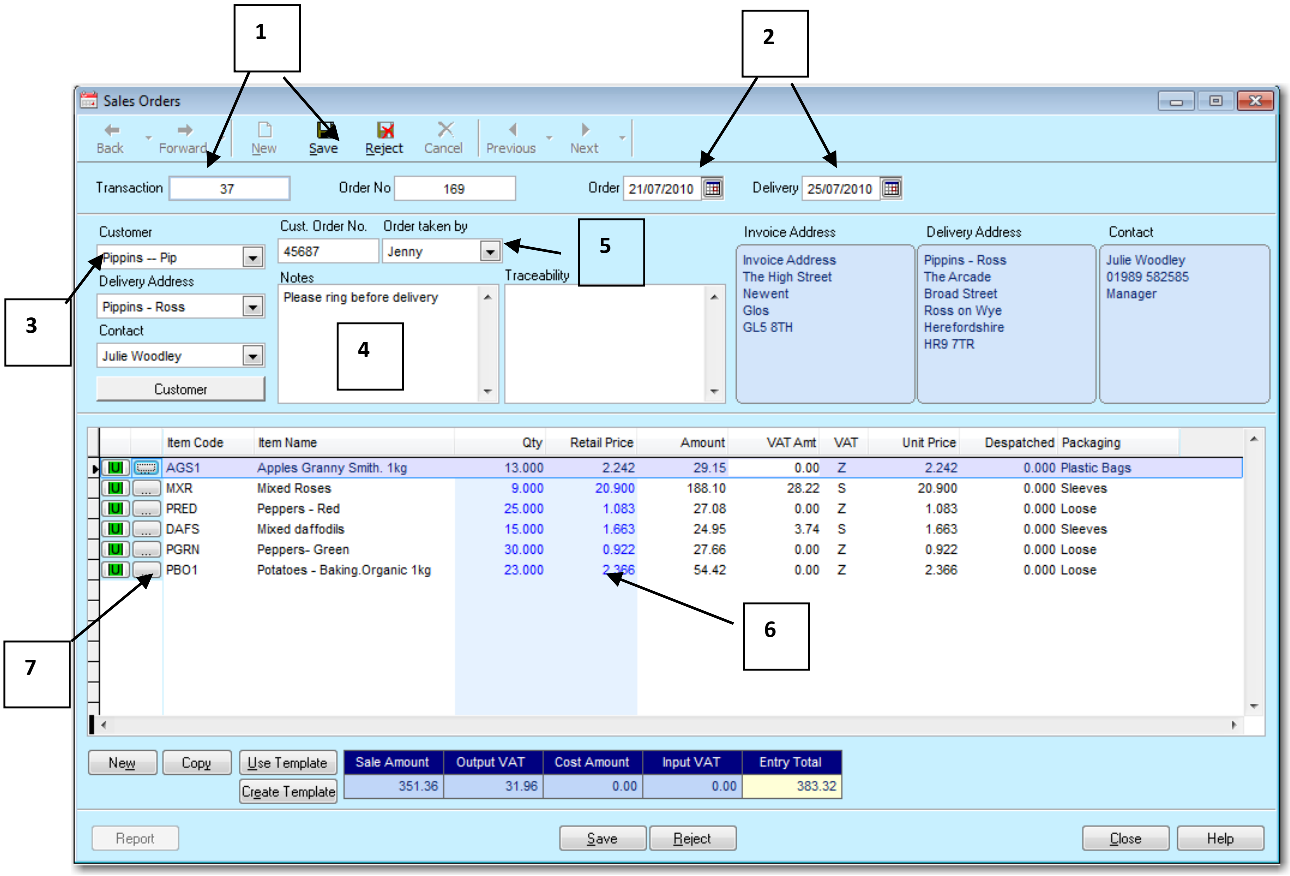
Convert the outstanding sales orders to **Despatch Notes** – no need to enter all the details again. Multiple sales orders to the same delivery address can be amalgamated into one delivery note or one sales order can be partly despatched now with the remainder to be despatched later. **Despatch Notes** can also be entered directly at this stage without the need to enter the sales order first. **Returns** can also be recorded and monitored.*(Not available with Invoice Manager)*

Completed despatches are converted into **Sales Invoices**. Multiple despatches from different delivery addresses can be amalgamated and sent to one customer invoice address. Issue **Sales Credit notes** when you need to reduce the monies owed to you by a customer.

Again **Invoices** can be entered directly at this stage without the need for orders or despatches *and is the option used at the **Invoice Manager** level of the program for all entries.*

Basic Data Entry Screen – Transaction Detail

The format of the data entry screen is similar at each level – whether entering or editing an Order, Despatch or Invoice, along with Returns and Credit Notes.



Transaction 37
Order No 169
Order 21/07/2010
Delivery 25/07/2010

Customer Pippins -- Pip
Delivery Address Pippins - Ross
Contact Julie Woodley
Cust. Order No. 45687
Order taken by Jenny
Notes: Please ring before delivery
Traceability

Invoice Address:
Invoice Address
The High Street
Newent
Glos
GL5 8TH

Delivery Address:
Pippins - Ross
The Arcade
Broad Street
Ross on Wye
Herefordshire
HR9 7TR

Contact:
Julie Woodley
01989 582585
Manager

Item Code	Item Name	Qty	Retail Price	Amount	VAT Amt	VAT	Unit Price	Despatched	Packaging
AGS1	Apples Granny Smith. 1kg	13.000	2.242	29.15	0.00	Z	2.242	0.000	Plastic Bags
MXR	Mixed Roses	9.000	20.900	188.10	28.22	S	20.900	0.000	Sleeves
PRED	Peppers - Red	25.000	1.083	27.08	0.00	Z	1.083	0.000	Loose
DAFS	Mixed daffodils	15.000	1.663	24.95	3.74	S	1.663	0.000	Sleeves
PGRN	Peppers- Green	30.000	0.922	27.66	0.00	Z	0.922	0.000	Loose
PBO1	Potatoes - Baking.Organic 1kg	23.000	2.366	54.42	0.00	Z	2.366	0.000	Loose

Sale Amount	Output VAT	Cost Amount	Input VAT	Entry Total
351.36	31.96	0.00	0.00	383.32

1. The **Transaction** number and **Document** number are normally allocated as the entry is saved. You can override the Document number if required.

2. The first **date** is the entry date– the second date relates to the desired delivery date of an order or the due date of an invoice.

3. **Customers** – either select from the drop down list or can be added/edited by clicking on the Customer button. Each customer can have multiple delivery addresses and contacts.

4. **Notes/Traceability** – both boxes allow free typing of notes. They can be added or excluded from the final document.

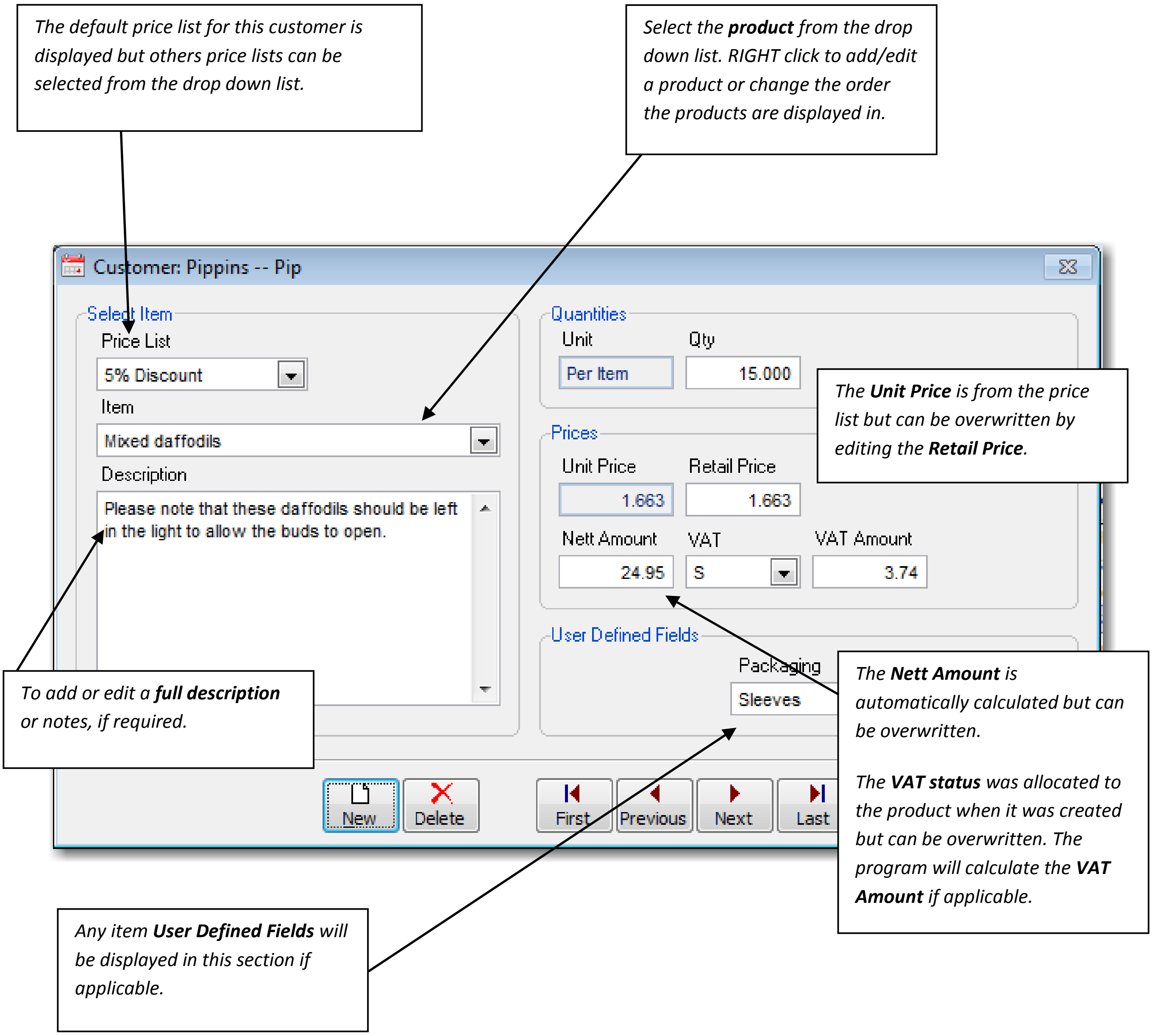
5. **User Defined boxes** – any additional boxes at the top of the screen relate to user defined fields.

6. **Items** – each product sale is listed as a one line summary. They are entered by clicking on the New button.

7. **Editing an existing item** - **Quantity** and **Price** can be edited from this screen but other detail should be edited by drilling down to the item – click on
8. The exact columns displayed vary depending on the type of entry and whether you have opted to use discounts and/or packs.
9. **Templates** can considerably speed up data entry when entering similar entries – see **Help** for more details.

Basic Data Entry Screen – Item Detail

Having entered the transaction detail, click on **New** to add an item.



Customer: Pippins -- Pip

Select Item

Price List: 5% Discount

Item: Mixed daffodils

Description: Please note that these daffodils should be left in the light to allow the buds to open.

Quantities

Unit: Per Item

Qty: 15.000

Prices

Unit Price: 1.663

Retail Price: 1.663

Nett Amount: 24.95

VAT: S

VAT Amount: 3.74

User Defined Fields

Packaging: Sleeves

The default price list for this customer is displayed but others price lists can be selected from the drop down list.

*Select the **product** from the drop down list. RIGHT click to add/edit a product or change the order the products are displayed in.*

*The **Unit Price** is from the price list but can be overwritten by editing the **Retail Price**.*

*To add or edit a **full description** or notes, if required.*

*The **Nett Amount** is automatically calculated but can be overwritten.*

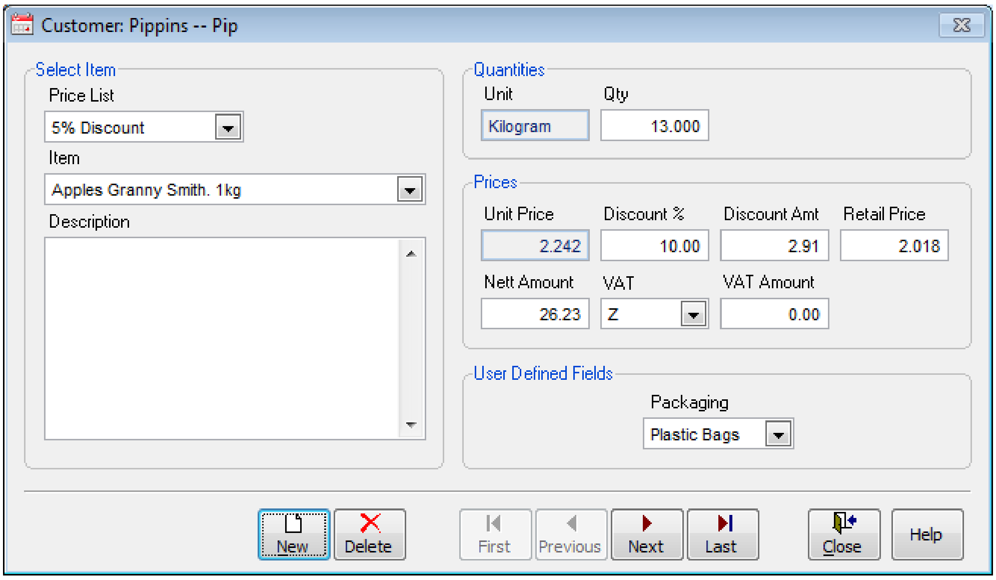
*The **VAT status** was allocated to the product when it was created but can be overwritten. The program will calculate the **VAT Amount** if applicable.*

*Any item **User Defined Fields** will be displayed in this section if applicable.*

If you want to add additional items to this transactions click on the **New** button for a new screen to enter the next one. When you have finished entering items **Close** this screen to return to the **Transaction** screen.

Data Entry Screen – Item Detail – Discounts

If you opted to use **Discounts** in **Tools – Options** then they will also appear on this screen. Enter a **Discount %** to calculate the new **Retail Price**.


Customer: Pippins -- Pip

Select Item
Price List: 5% Discount
Item: Apples Granny Smith. 1kg
Description:

Quantities
Unit: Kilogram
Qty: 13.000

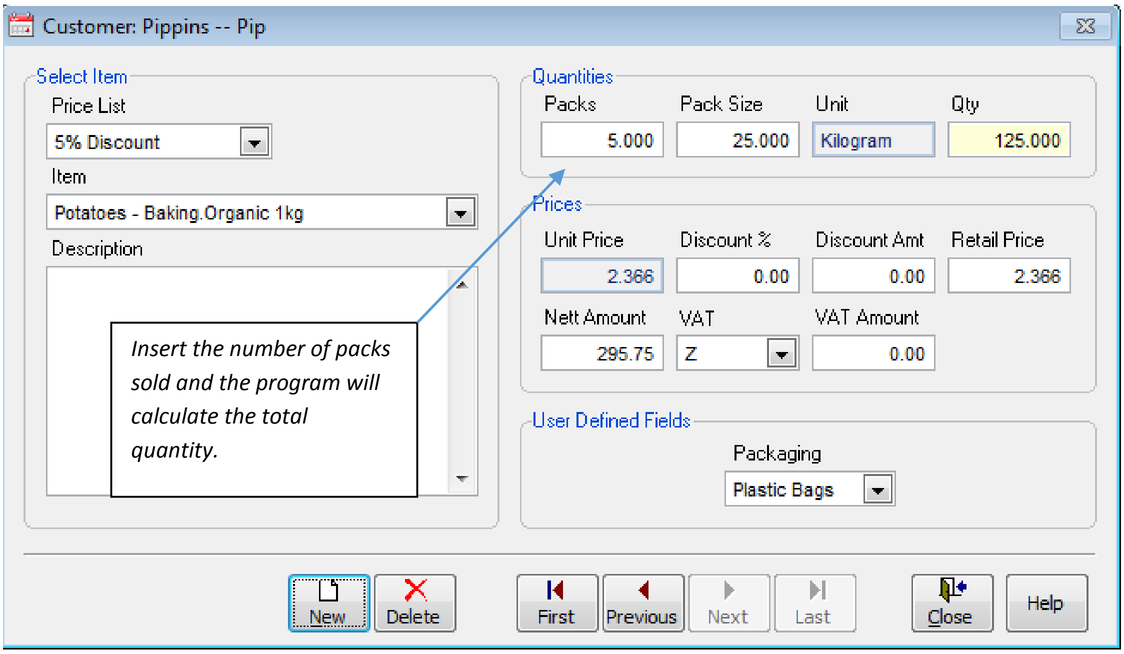
Prices
Unit Price: 2.242
Discount %: 10.00
Discount Amt: 2.91
Retail Price: 2.018
Nett Amount: 26.23
VAT: Z
VAT Amount: 0.00

User Defined Fields
Packaging: Plastic Bags

NB if you would rather enter a fixed specific value for a discount, we would recommend that you set up a product called Discount that has been marked as a Cost Code.

Data Entry Screen – Item Detail – Packs

If you opted to use **Packs** in **Tools – Options** and you have selected a product that uses Packs you will see this screen:


Customer: Pippins -- Pip

Select Item
Price List: 5% Discount
Item: Potatoes - Baking.Organic 1kg
Description:

Quantities
Packs: 5.000
Pack Size: 25.000
Unit: Kilogram
Qty: 125.000

Prices
Unit Price: 2.366
Discount %: 0.00
Discount Amt: 0.00
Retail Price: 2.366
Nett Amount: 295.75
VAT: Z
VAT Amount: 0.00

User Defined Fields
Packaging: Plastic Bags

Insert the number of packs sold and the program will calculate the total quantity.

Section 11 – Converting Entries

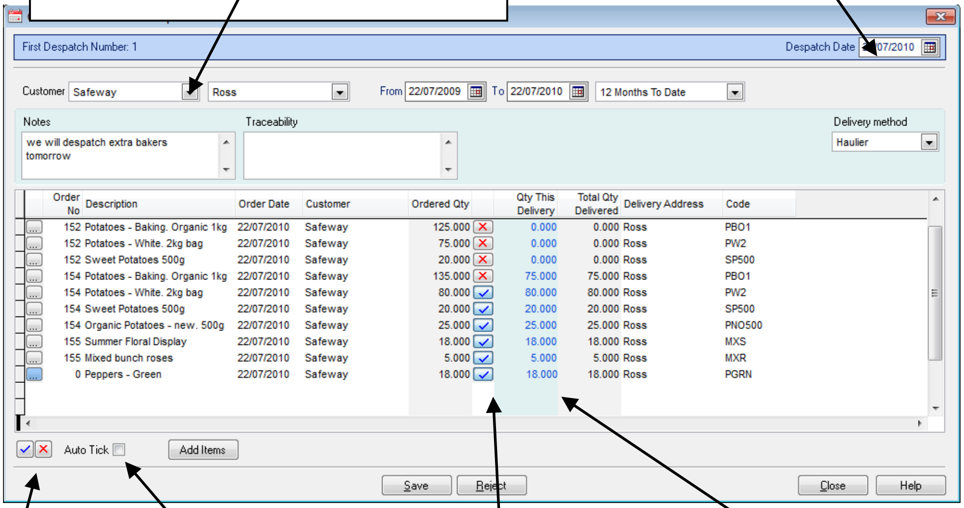
Not applicable to Invoice Manager
When Sales Orders or Despatches have been entered and are ready to progress to the next stage in the sales chain, they need to be ‘**Converted**’. This saves time as the detail does not have to be re-entered and allows you to follow the progression of the entry at each stage.

NB before you convert any entries make sure that you have reviewed **‘Order and Despatch Progress’** in **Tools-Options**.

Converting Sales Orders to Despatch Notes

The date that these orders are to be despatched.

You may find it easier to pick each customer/delivery address separately however this is not necessary.



First Despatch Number: 1

Despatch Date 07/2010

Customer Safeway Ross

From 22/07/2009 To 22/07/2010 12 Months To Date

Notes: we will despatch extra bakers tomorrow

Traceability

Delivery method: Haulier

Order No	Description	Order Date	Customer	Ordered Qty		Qty This Delivery	Total Qty Delivered	Delivery Address	Code
152	Potatoes - Baking. Organic 1kg	22/07/2010	Safeway	125.000	☒	0.000	0.000	Ross	PBO1
152	Potatoes - White. 2kg bag	22/07/2010	Safeway	75.000	☒	0.000	0.000	Ross	PW2
152	Sweet Potatoes 500g	22/07/2010	Safeway	20.000	☒	0.000	0.000	Ross	SP500
154	Potatoes - Baking. Organic 1kg	22/07/2010	Safeway	135.000	☒	75.000	75.000	Ross	PBO1
154	Potatoes - White. 2kg bag	22/07/2010	Safeway	80.000	☑	80.000	80.000	Ross	PW2
154	Sweet Potatoes 500g	22/07/2010	Safeway	20.000	☑	20.000	20.000	Ross	SP500
154	Organic Potatoes - new. 500g	22/07/2010	Safeway	25.000	☑	25.000	25.000	Ross	PNO500
155	Summer Floral Display	22/07/2010	Safeway	18.000	☑	18.000	18.000	Ross	MXS
155	Mixed bunch roses	22/07/2010	Safeway	5.000	☑	5.000	5.000	Ross	MXR
0	Peppers - Green	22/07/2010	Safeway	18.000	☑	18.000	18.000	Ross	PGRN

Tick or untick all displayed entries.

To automatically tick all items on the same order if the first one is selected.

Indicate that this item is now complete.

The amount that has been despatched. Amend if it is not yet complete/not the same as the order.

Instructions

- A list of all outstanding orders between the **2 dates** will be listed. You may wish to widen or narrow the date range to change the display.
- Enter the **Despatch Date** as you wish it to appear on the Despatch Note.
- You may wish to limit the list of outstanding orders to those that belong to a particular **customer/delivery address** combination.
- To view or edit the details of the original order click on the ‘drill down’ box at the left hand end of each line.
- If the amount to be included on the despatch note is the same as the order, enter a **tick** against the item. The program will enter the ordered amount under **Qty This Delivery**.
- Alternatively click on the tick at the bottom left hand corner of the screen. This will mark all outstanding orders in the list as despatched and complete.
- If the amount to be despatched is different from the original order and it is not yet complete, manually enter the amount in the **Qty This Delivery** column and leave it unticked. The remaining balance will remain in this outstanding list until the entire order is complete.
- If the amount to be despatched is different from the original order but the order is now complete, manually enter the amount in the **Qty This Delivery** column and **tick** the box.
- To add any additional items to this despatch that were not on the original order use the **Add Items** button. An individual customer/delivery address must be selected before this option can be used.

Order to Despatch Progress – If you have selected ‘One to One’, each order will be converted to an individual despatch note which will retain the notes/traceability and user defined transaction fields allocated to the order.

If this option has not been selected, multiple orders to the same customer/delivery address will be combined into a single despatch note. New notes/traceability and user defined fields can be entered from this screen.

Converting Despatch Notes to Sales Invoices

The process of converting despatch notes to sales invoices follows a similar procedure.

Minor differences include:

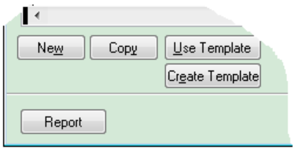
- The list is filtered by **Customer** only, not by **Delivery Address**. All customers will only have one invoice address regardless of the number of delivery addresses.
- Just tick each item to confirm its inclusion on an invoice. It is not necessary to specify the amount that is to be used.

Section 12 – Documents

Documents to send to your customers can either be produced individually from each data entry screen or en-masse to a number of customers using the Batch Printing option. A range of pre-defined layouts are available but you can design your own document layout through the option **Reports – Document Generator**.

Producing Documents – Individually

Each data entry screen has a Report button in the bottom left hand corner:

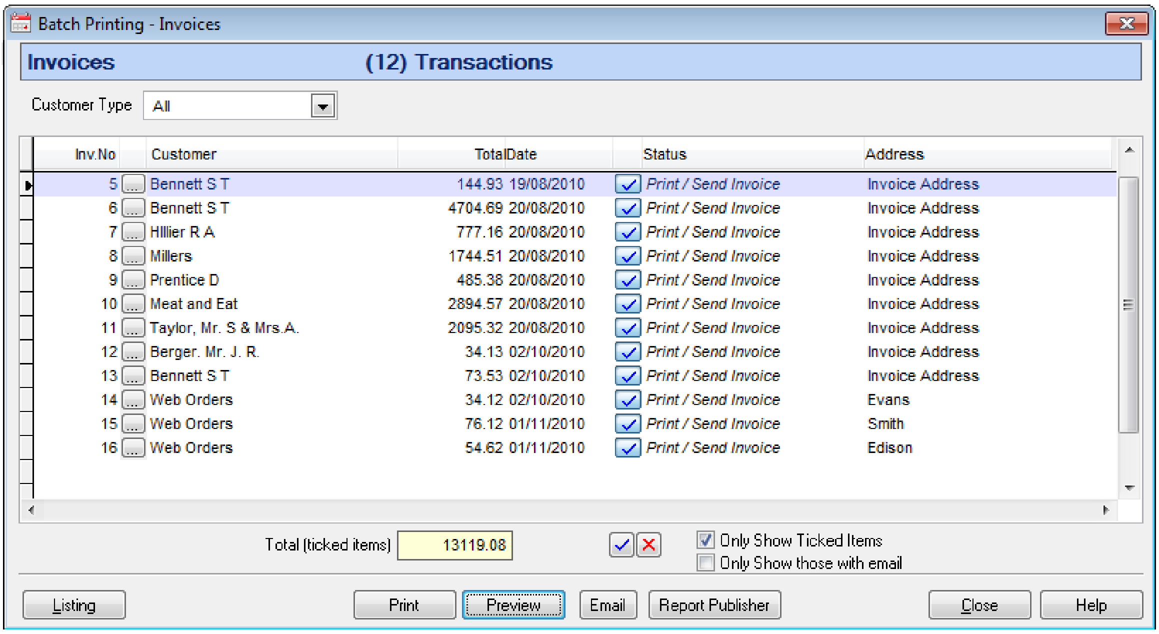


This will allow you to print/preview/email or export the transaction that you currently have on the screen in a number of different pre-defined layouts.

Producing Documents – By Batch

Select the option **Reports – Batch Printing** and pick the required transaction type – e.g. sales invoices.

All unprinted transactions will normally be displayed. Unwanted entries can be deselected by removing the tick. You can filter the list by **Customer Type**.



Invoices (12) Transactions

Customer Type: All

Inv.No	Customer	TotalDate	Status	Address
5	Bennett S T	144.93 19/08/2010	☑ Print / Send Invoice	Invoice Address
6	Bennett S T	4704.69 20/08/2010	☑ Print / Send Invoice	Invoice Address
7	Hllier R A	777.16 20/08/2010	☑ Print / Send Invoice	Invoice Address
8	Millers	1744.51 20/08/2010	☑ Print / Send Invoice	Invoice Address
9	Prentice D	485.38 20/08/2010	☑ Print / Send Invoice	Invoice Address
10	Meat and Eat	2894.57 20/08/2010	☑ Print / Send Invoice	Invoice Address
11	Taylor, Mr. S & Mrs.A.	2095.32 20/08/2010	☑ Print / Send Invoice	Invoice Address
12	Berger. Mr. J. R.	34.13 02/10/2010	☑ Print / Send Invoice	Invoice Address
13	Bennett S T	73.53 02/10/2010	☑ Print / Send Invoice	Invoice Address
14	Web Orders	34.12 02/10/2010	☑ Print / Send Invoice	Evans
15	Web Orders	76.12 01/11/2010	☑ Print / Send Invoice	Smith
16	Web Orders	54.62 01/11/2010	☑ Print / Send Invoice	Edison

Total (ticked items) 13119.08

☑ Only Show Ticked Items
☐ Only Show those with email

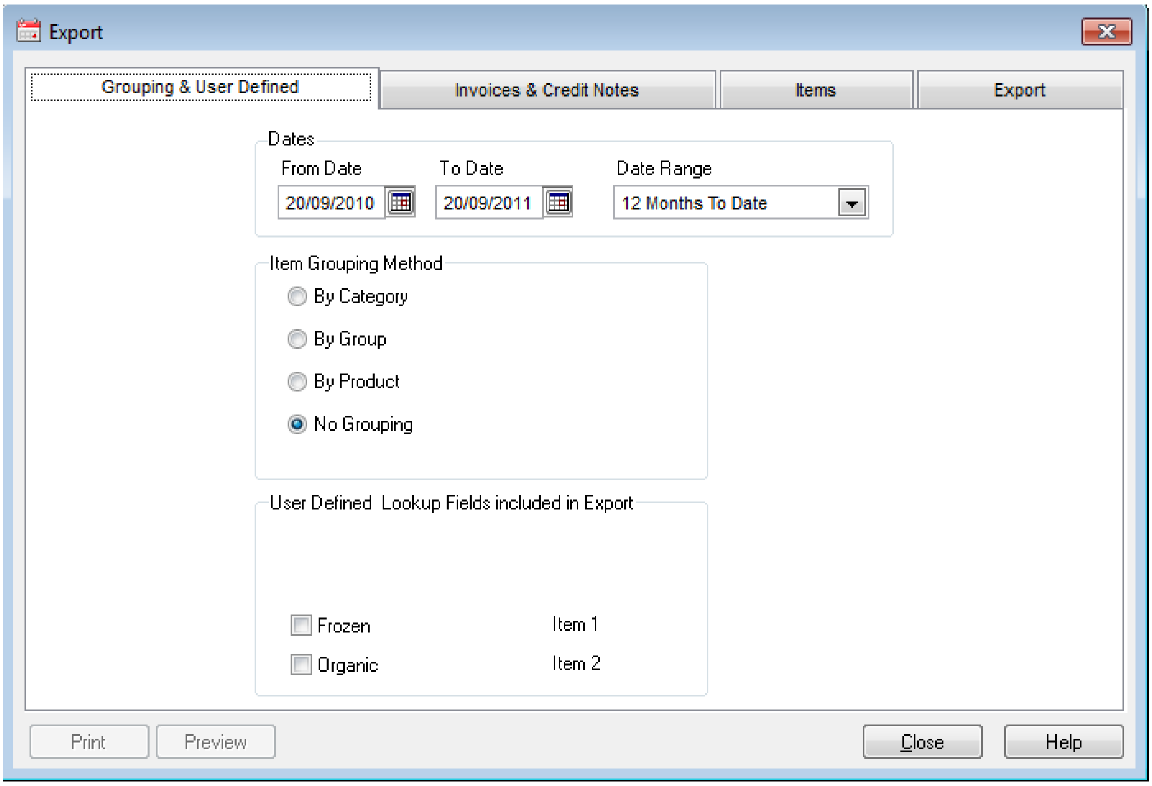
Listed entries can be printed/previewed or emailed in a range of pre-defined layouts. Use the **Report Publisher** button for additional options such as producing multiple copies.

Section 13 – Export Invoices to Business Manager

Once Sales Invoices and Sales Credit notes are complete they are ready to be transferred to Business Manager.

Go to the option **File – Export**.

Grouping & User Defined



Dates

From Date: 20/09/2010

To Date: 20/09/2011

Date Range: 12 Months To Date

Item Grouping Method

○ By Category

○ By Group

○ By Product

● No Grouping

User Defined Lookup Fields included in Export

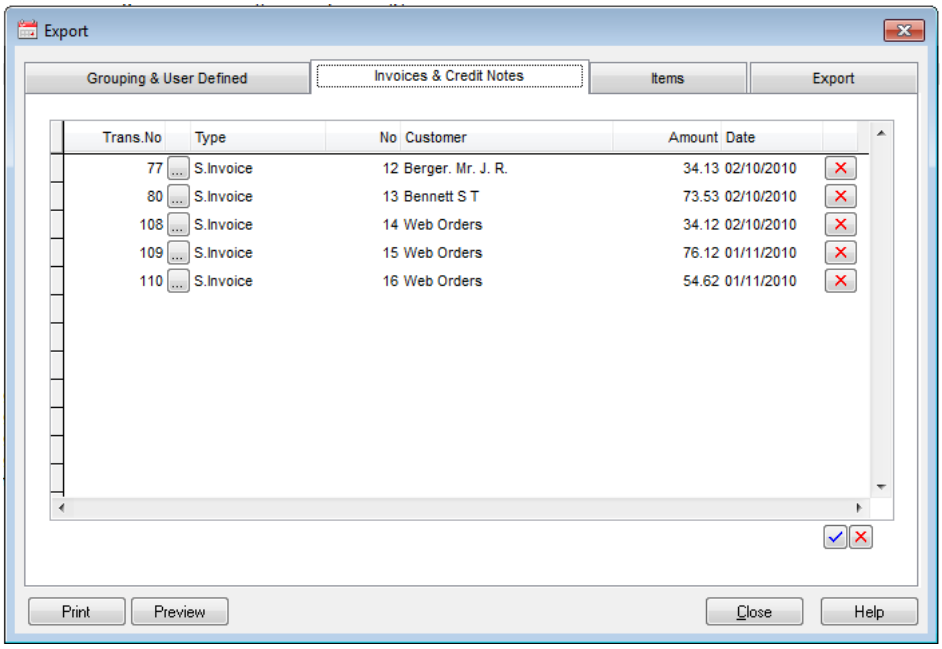
☐ Frozen Item 1

☐ Organic Item 2

Item Group Method – this defines how the data will be presented in Business Manager. For example if you use the option to group by **Category**, all items on the same invoice that fall into the same category will be grouped together as one item within Business Manager. This means that a multi-lined invoice within the Sales Order Processing program is summarised within Business Manager – hence reducing unnecessary detail. **No Grouping** will export the invoice as it has been entered within the Sales Order Processing program.

User Defined Fields – if you select **No Grouping** you can also select if you wish to include the detail of any user defined item lookup fields. These can be used to link to enterprises/search codes or farm codes within Business Manager.

Invoices and Credit Notes

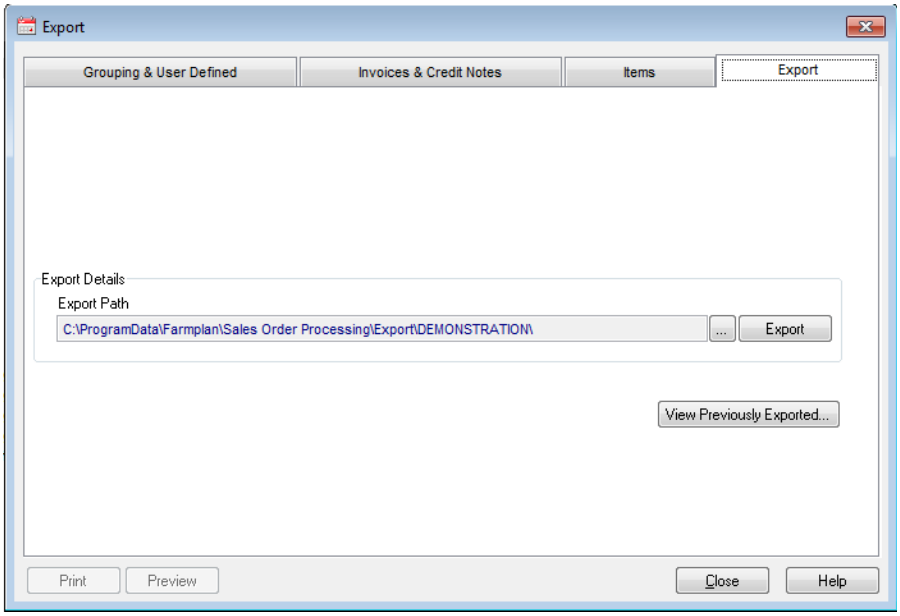


Trans.No	Type	No	Customer	Amount	Date
77	S.Invoice	12	Berger. Mr. J. R.	34.13	02/10/2010
80	S.Invoice	13	Bennett S T	73.53	02/10/2010
108	S.Invoice	14	Web Orders	34.12	02/10/2010
109	S.Invoice	15	Web Orders	76.12	01/11/2010
110	S.Invoice	16	Web Orders	54.62	01/11/2010

Select the invoices that you wish to export to Business Manager. To select all of them use the tick at the bottom of the screen. If you want to check the detail of the select invoices look in the **Items** tab.

Export

When you are ready to create an export file go to the **Export** tab and click on Export.
Take a note of the location of the file as you will need to know that when you import it into Business Manager.



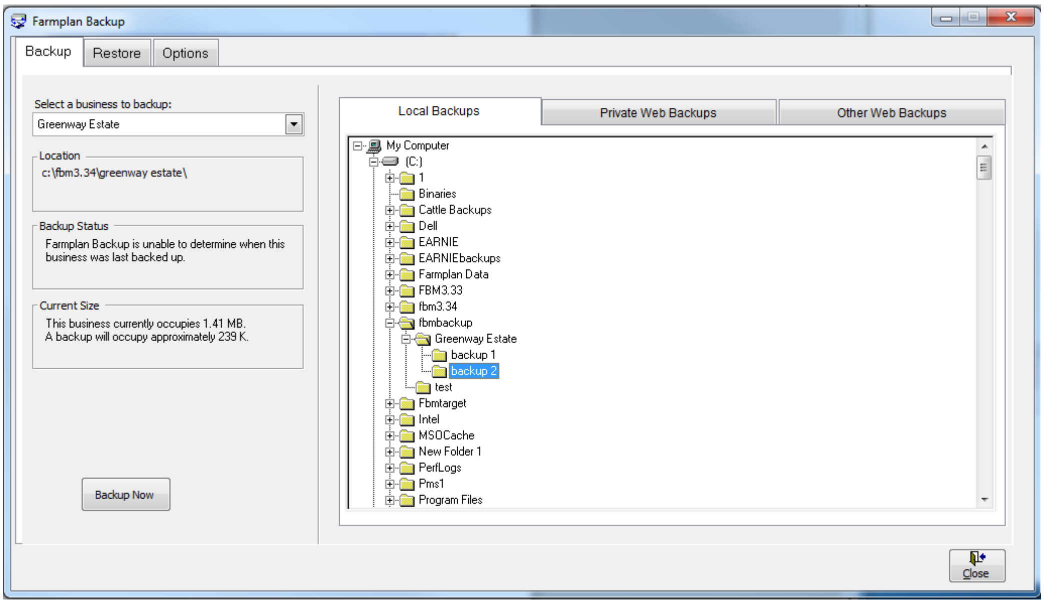
Export Details

Export Path: C:\ProgramData\Farmplan\Sales Order Processing\Export\DEMONSTRATION\

Section 14: Backing Up and Restoring Data

For the security of your data it is very important that you back it up after every data entry session. Each time you enter information it is saved within the computer. However, it is potentially vulnerable because if the computer was to break down, even if only through a temporary power failure, that information may be irretrievably lost or damaged.

To take a copy of your data, take the option **File – Backup.**



Select a business to backup: Greenway Estate

Location
c:\fbm3.34\greenway estate\

Backup Status
Farmplan Backup is unable to determine when this business was last backed up.

Current Size
This business currently occupies 1.41 MB.
A backup will occupy approximately 239 K.

Local Backups

This allows you to make a copy of your data to be kept in your own office – either on your computer or a removable device such as a memory stick.

- On the left hand side of the screen check that the correct business is displayed.
- On the right hand side of the screen browse to the location where you wish to make the backup. To expand the tree view click on the +.
- To create more folders on your C:drive or memory stick, right click on the folder and select the option to create a new sub-folder.
- Highlight the folder that you wish to make the backup in and click on **Backup Now**.
- Enter notes to help identify this backup in the future – for example ‘April invoices complete’. A date and time will be automatically added.
- Confirm that you wish to continue.

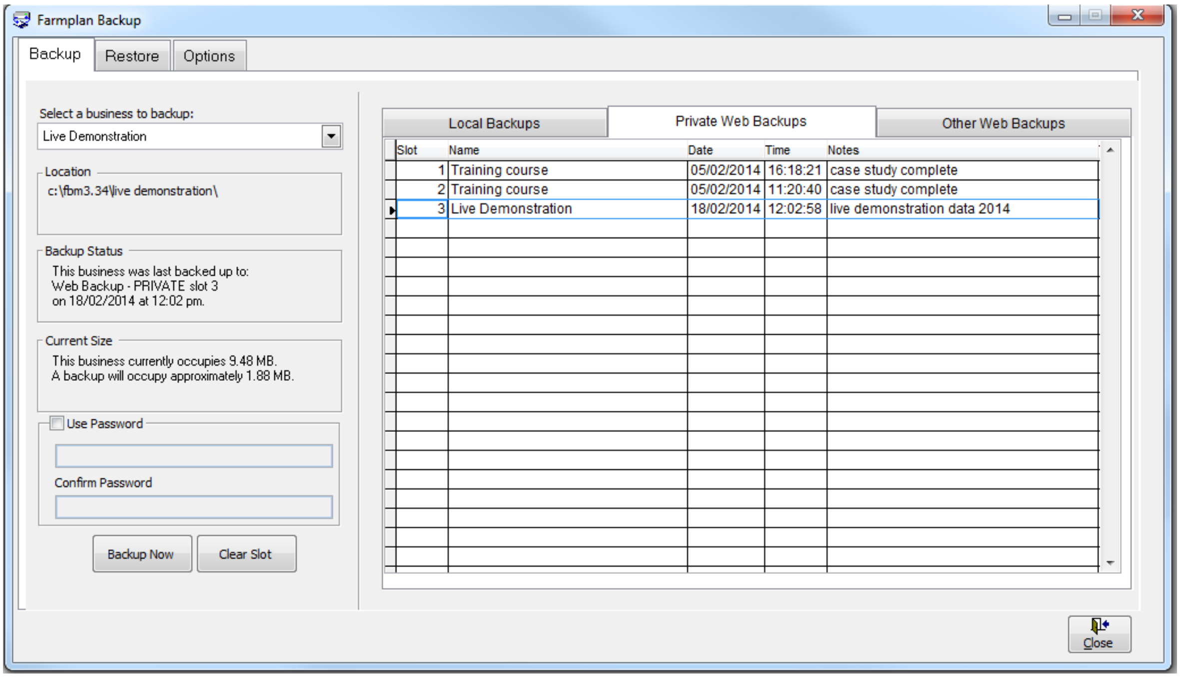
Backups to Removable Devices - While backups on the C: drive (the hard disk on your computer) are useful for every day backups, they could get lost or damaged if something happened to your machine. For that reason, it is very important that you back up regularly onto a removable device such as a memory stick which can be stored away from your computer. Plug one into your computer before you go into the Backup option and it will appear under a different letter on the right hand side – for example, you may see something like **Removable Disk E:**

Rotation of Backups - Keep a minimum of 2 backups at different stages in time on different sources. We suggest making sub-folders and use them to rotate your backups at different stages in time.

NEVER just rely on one backup – for example a single memory stick, which could get lost or broken.

Private Web Backups

This is the ability to back up your data to a remote web server across the Internet. The web server is maintained by our parent company, RBI, and provides a secure location for backups away from your own office environment. The backup can be restored to any computer with internet access regardless of its location, providing it has been registered with your licence details and web access code – subject to your Farmplan licence agreement.



Select a business to backup: Live Demonstration

Location
c:\fbm3.34\live demonstration\

Backup Status
This business was last backed up to:
Web Backup - PRIVATE slot 3
on 18/02/2014 at 12:02 pm.

Current Size
This business currently occupies 9.48 MB.
A backup will occupy approximately 1.88 MB.

☐ Use Password

Confirm Password

Slot	Name	Date	Time	Notes
1	Training course	05/02/2014	16:18:21	case study complete
2	Training course	05/02/2014	11:20:40	case study complete
3	Live Demonstration	18/02/2014	12:02:58	live demonstration data 2014

A **password** provides additional security so that even if someone has your licence details, they cannot restore your data without entering the password.

NB – Farmplan do not have access to the password. Therefore it is very important that you keep a record of the password used.

You are provided with **10 free Private slots** which are available providing your support contract is up to date. More slots are available for a nominal annual fee – for more details please contact Farmplan's Software Support on 01594 545022.

- On the left hand side of the screen check that the correct business is displayed.
- Select the tab called **Private Web Backups.**
- Highlight the slot that you wish to use by clicking on it.
- **Password** (optional) – Other users can only access your private backups if they are using a computer with exactly the same licence details – i.e. other members of your organisation who also have a valid licence. However, if you wish, you can also password your backups so that no-one else can restore them without it. Put a tick in the box 'Use Password' and enter the password in both boxes.
- Click on **Backup Now**.
- Enter notes to identify this backup in the future – for example 'April lambing complete'.
- Confirm that you wish to continue.

Please Note – You are transferring data across the Internet so the time taken to make a backup will depend on the size of your data and the speed of your Internet connection.

Other Web Backups

This tab allows you to make Web backups which are available to Farmplan Support staff or authorised third party consultants.

Support Slot - You are allocated **ONE free Support slot** which can only be accessed by yourself or a member of Farmplan staff.

If you contact us with a query, we may ask you to back up a copy of your data to this slot so that we can restore it immediately for investigation – a much quicker and more straightforward method than attaching it to an email.

- On the left hand side of the screen check that the correct business is displayed.
- Select the tab called **Other Web Backups.**

- Highlight the support slot that you wish to use by clicking on it (if there is more than one available).
- **Password** (optional) – Other users can only access your support backups if they are using a computer with exactly the same licence details – i.e. other members of your organisation OR an employee of Farmplan. However, if you wish, you can also password your backups so that no-one else can use them if they do not know that password. Put a tick in the box 'Use Password' and enter the password in both boxes.
- Click on **Backup Now**.
- Enter notes to help identify this backup in the future – for example 'April lambing complete'. If you have been asked to make this backup by a Farmplan member of staff you may be given a reference number to quote.
- If necessary, please notify Farmplan (support@farmplan.co.uk) to confirm that the backup is now available. Don't forget to tell us the password if you have used one.

Third Party Slots

In addition we can supply you with **Third Party Slots** – these can be used to supply a backup of your data to an outside consultant who wishes to interrogate it using Sales Order Processing.

You would make a backup to a third party slot and provide your consultant with your **Customer Number** and a **third party access code** – supplied by Farmplan. The third party user enters these when restoring your data. He will then be able to see all of your third party slots. Again you can use passwords in order to provide additional security.

Restoring Sales Order Processing Data

Open up Sales Order Processing and, from the Home Page, click on the **File menu** and select **Restore**.

Click on the plus sign in a box to the left of the drive on which your data is saved. Open the Backup folder where you last backed up your data and click on your data file so that it is selected.

On the right side of the dialog box under **Select Destination,** click in **Select a Dataset to be Overwritten** and click on **Restore Now** in the bottom right of the dialog box (please note that this will overwrite the data which is shown below in the drop down box)

Farmplan
Time to grow

Farmplan Computer Systems
Alton House
Alton Road
Ross-on-Wye
Herefordshire
HR9 5BP

Phone: 01594 545011
Fax: 01594 545012
www.farmplan.co.uk

support@farmplan.co.uk

Crops | Livestock | Business & Accounts | Training | IT Solutions | Support