



**2009 REGIONAL
USERS MEETINGS**

*Selling Machines
and Contracts*



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We recommend that you set up a specific terminal for use with the Serialized module and end your tickets at a status 8 or a status B (invoice). If you end your tickets at a status 6, the system does not prompt you for the item's system and serial number when you end the ticket and will not update the Machine Detail Machine Master tab with sales information. Also, to assign the system and serial numbers, you must manually final verify the ticket in the Order Entry window.

About Machine Service Sales

DDMS™ offers powerful tools for managing equipment sales and service that supplement its core accounting applications. These tools make it easy to track sales and leases of serialized equipment. They also provide management for your service department, including parts inventory, machine and technician tracking, call logging and dispatching, and contract management. All serialized tools are fully integrated with other system functions to provide a complete business solution.

While this session covers basic information, to get the most up-to-date documentation, read your DDMS online help. Online help is not only available as part of your software but is updated periodically on our web site. And remember when using the online help program, context-sensitive help is always at your fingertips. Simply place your cursor in the box and press F1.

Selling Serialized Items


You can place orders for serialized items in the Serialized Order Entry window. This window is specifically designed to help you easily sell serialized merchandise and contracts. While you can sell a serialized item in regular Order Entry, you cannot sell a machine with a contract or sell a machine to a leasing company without using the Serialized Order Entry window. For this reason, we strongly recommend that you use the Serialized Order Entry window to sell your serialized merchandise and contracts.

- 1 From the DDMS Master Menu, double-click



- 2 If the Order Style box does not default to serialized, click the down arrow and click Serialized.

Note: The O/E Type field in the (L1) Terminal and Ticket Parameters screen determines whether you go to commercial order entry or serialized when you double-click the Order Entry icon from the Master Menu. To set up a terminal for serialized, set the O/E Type field to Z. For example, to designate terminal T3 as serialized order entry, T3 appears in the LOG TER field on row 4 in the (L1) screen. You would type **Z** in the O/E TYPE field on row 4.

- 3 When the cursor moves to the Name box, select the customer who is purchasing this serialized item. You can select the customer using the Acct #, Name, Acct # and Name, Dept and Dept Name, or Phone boxes, or you can click  to open the Customer Query dialog box.

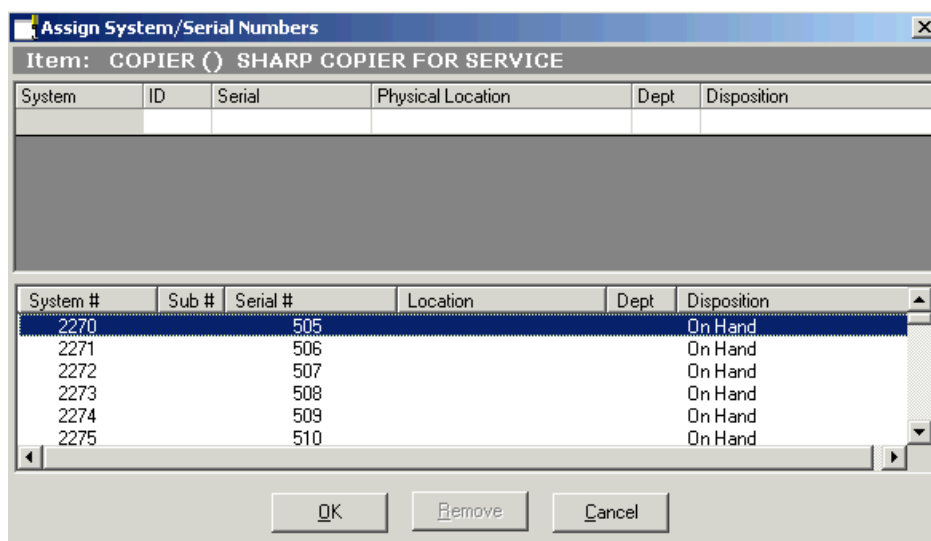
Selling Machines and Contracts

- 4 In the Purchase Order # box, enter a short purchase order number in the first box or a long purchase order number in the second box.
- 5 Click the Item Detail tab or press F3.
- 6 In the Item Number box, you can place items (models) on the ticket. You can select an item using the Item Number, Company, Description boxes, or you can click to query.
- 7 After you select an item, the cursor moves to the Order box. Enter the quantity, or press Tab to accept the default quantity of one item.
- 8 When the cursor moves to the Sell Price box, you can change the pricing, cost, discount, or gross profit for this item. Press Tab to move from box to box, or click the box to highlight it and enter the new information over the existing information.
- 9 To add this item to the order, click Accept.
- 10 The Install/Remove Accessories message appears. At this message, you can add accessory items for this machine. In this example, click No. Installing accessories is explained later in this handout.
- 11 The Assign System/Serial Numbers dialog box opens, shown in Figure 1. This dialog box lets you retrieve the item to assign the customer. You can retrieve the item by serial or system number.

To retrieve by system number, click the system box and enter the item's system number. In the Physical Location box, enter the location of the item at the customer's site.

To retrieve by serial number, click the Serial box and enter the item's serial number. In the Physical Location box, enter the location of the item at the customer's site. For example, you could enter Secretary's Office.

Figure 1: The Assign System/Serial Numbers Dialog Box



Note: If a list of the item's system and serial numbers appears at the bottom of the Assign System/Serial Numbers dialog box, you can also double-click the system and serial number of the item to assign this customer.

- 12 After you select the system and serial number, click OK.
- 13 The Contract Profile Warranty dialog box opens. This dialog box lets you specify warranty information for this item. This allows you to track machines that are under a dealer or manufacturer's warranty. In this example, clear the Create Warranty Only Contract box. Creating a warranty record is explained later in this handout.

- 14 The Contract Profile Type dialog box automatically opens, and the cursor moves to the Contract Type box. See Figure 2.

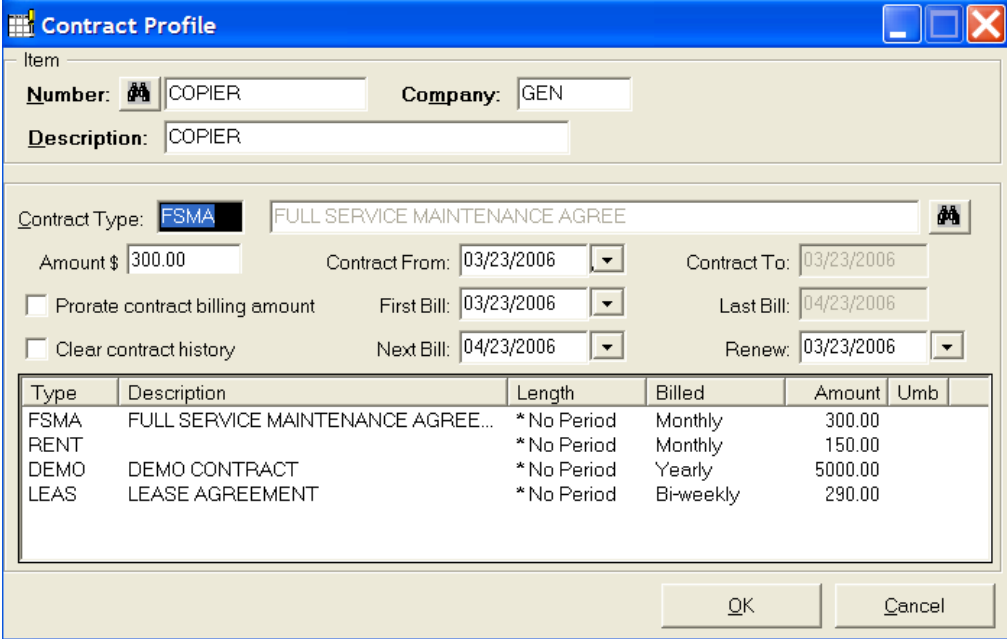
If you're only selling this customer a serialized item and not a service contract, click Cancel. The cursor returns to the Item Detail tab.

To sell a service contract with the item you're selling, in the Contract Type box, enter the contract type to assign this serial item. Press Tab. For example, to assign the Full Service Maintenance Agreement contract type, you might enter FSMA. (The contract type you enter does not have to be shown.)

- 15 You use the Prorate Contract Billing Amount box to specify whether to prorate the billing amount. When you prorate the billing amount, you charge the customer only for the remaining portion of the current billing

If you link serialized items to your contract types, they automatically display in the bottom section of this dialog box. In this case, you can also double-click a displayed contract type.

**Figure 2:
Specifying
Contract
Information**



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period. If you choose not to prorate the billing amount, you charge the customer the full amount for the current billing period. Check this box to charge the customer for the remaining portion of the current billing period. To charge the customer the full amount for the current billing period, leave this box blank.

- 16 In the Contract From and Contract To boxes, enter the beginning and ending contract dates.

Note: Leave the Clear Contract History blank. This box does not apply when selling a new machine.

- 17 In the First Bill box, enter the beginning billing date.
- 18 In the Amount box, specify how much you to charge this customer for the contract.
- 19 In the Next Bill box, enter the next billing date for this contract.
- 20 In the Renewal box, enter the date when this contract is due to be renewed.
- 21 When finished, click OK.
- 22 Click the Order Totals tab or press F4.
- 23 When the Order Totals tab opens, click Accept Order.
- 24 If the meter to machine conversion program has been performed and this machine has meters set up in the Item Machine Defaults dialog box, the Meters dialog box opens. See Figure 3. Enter the starting meter reading for the machine and click OK.

Figure 3: The Meters Dialog Box


System	Sub	Serial	Item Number	Company	Loc
79		32	ARC260	SHR	1

#	Begin Clicks	Date	Description	P/M Clicks	Freq	Job Item#	Company
1	34	12/26/06	ACTUAL COPY COUNT	0			
2	0	3/27/2008	COLOR				

OK Cancel

- 25 The Serialized Contract dialog box opens. This dialog box lets you specify the terms for this contract. Certain boxes in this dialog box default to the terms for the contract type you selected and come from the Contract Types tab. Additional information comes from the Contract Detail Contract tab. When you complete the line entry for this contract, the system creates contract records in these tabs for the contract you sold. You can accept or change the default terms. To change the terms, click each box and enter the new information over the existing information.
- 26 If the contract type you selected is linked to meters, the system displays the meters in the bottom section of the dialog box. To change the meter terms, click the meter and double-click the # column.
- 27 The Meter dialog box opens so you can specify meter terms. Press Tab to move the cursor to the boxes to change and enter the new information over the existing information. When finished, click OK.
- 28 The Contract dialog box reopens. To change department information for this contract, click Departments. When the Machine Contract Detail Departments tab opens, enter the information. When finished, close the window.
- 29 When you finish changing contract information, click OK. The order is ended, and the cursor returns to the Global tab.

Selling Service Contracts

- 1 From the DDMS Master Menu, double-click  .
- 2 If the Order Style box does not default to serialized, click the down arrow and click Serialized.
- 3 In the Name box, select the customer who is purchasing the service contract.
- 4 In the Purchase Order # box, enter a short purchase order number in the first box, or a long purchase order number in the second box.
- 5 Click the Item Detail tab.
- 6 Click the Item Number box to highlight it and right-click. A context menu opens, shown in Figure 4, displaying a list of options. Click Contract.
- 7 The Contract Profile dialog box opens, and the cursor moves to the Number box. You can use this box to enter the number of the serialized item for which you are creating a service contract.

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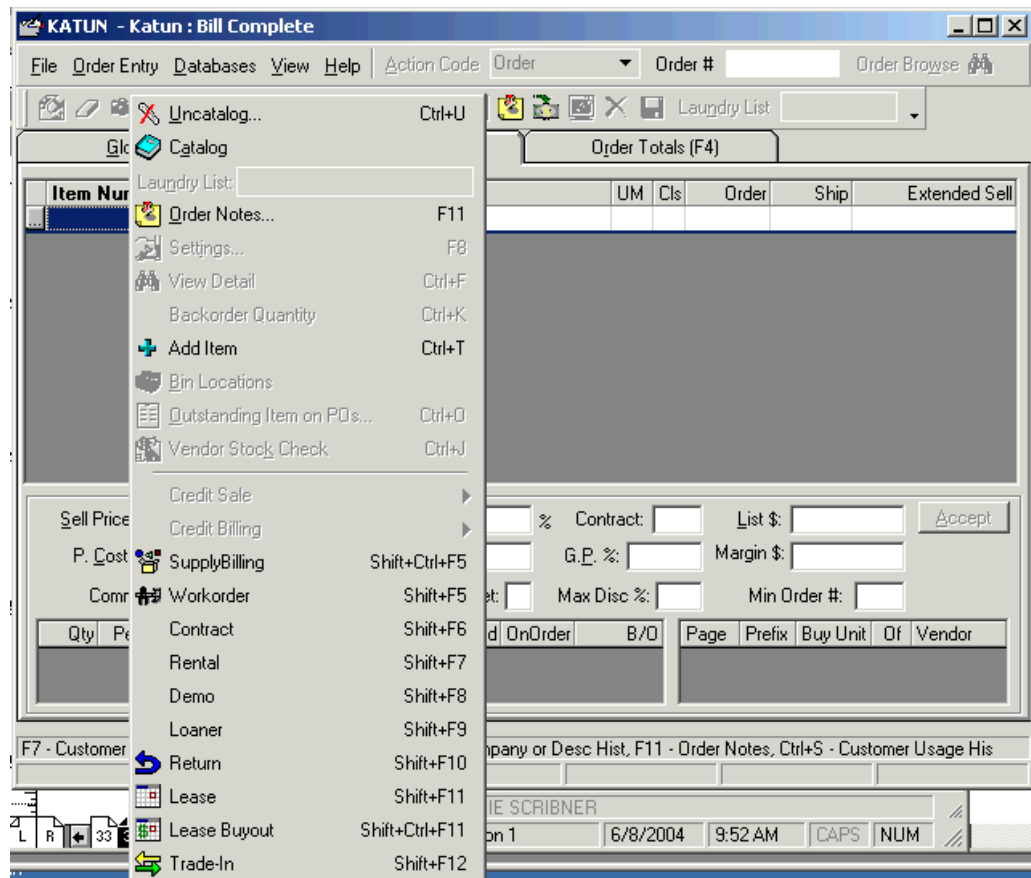
- 8 Click the Contract Type box and enter the contract type to assign this contract. Press Tab.
- 9 The remaining boxes in this window let you specify contract information. Press Tab to move through the boxes. When finished, click OK.
- 10 The system adds the text CONTRACT-UC as the first line item on this order. In the Order box, type 1 to sell one contract to this customer.
- 11 Click Accept to add the contract to the order.
- 12 The Assign System/Serial Numbers dialog box opens. Select the serial item that this contract covers. Double-click the system number and click OK. You can also click  to query.
- 13 Click the Order Totals tab or press F4.
- 14 When the Order Totals tab opens, click Accept Order.

Figure 4: The Serialized Context Menu



Selling Machines and Contracts

- 2 If the Order Style box does not default to serialized, click the down arrow and click Serialized.
- 3 In the Name box, select the customer.
- 4 In the Purchase Order # box, enter a short purchase order number in the first box, or a long purchase order number in the second box.
- 5 Click the Item Detail tab.
- 6 Click the Item Number box and place the item (model) on the ticket.
- 7 In the Order box, enter the quantity, or press Tab to accept the default quantity of one item.
- 8 When the cursor moves to the Sell Price box, you can change the pricing, cost, discount, or gross profit for this item. Press Tab to move through the boxes or click the box to highlight it. Enter the new information over the existing information.
- 9 To add this item to the order, click Accept.
- 10 The Install/Remove Accessories message appears. At this message, you can add accessory items for this machine. In this example, click No. Installing accessories is explained later in this handout.
- 11 The Assign System/Serial Numbers dialog box opens. Retrieve the item to assign this customer. You can retrieve the serial item by serial or system number.
- 12 Click OK.

Figure 6:
Specifying
Warranty
Information in
the Contract
Profile Dialog
Box

The screenshot shows a dialog box titled "Contract Profile" with a blue title bar and standard window controls. The dialog contains several input fields and checkboxes. At the top, there are fields for "System:", "Sub:", "Serial:", "Item:", and "Co:". Below these are two checked checkboxes: "Warranty-only contract" and "Create warranty specials". The "Manufacturer Warranty" section has a "From" field, a "to" field, a "(P/L/B)" checkbox, and a "Clicks #" field with the value "0". The "Dealer Warranty" section has a "From" field, a "to" field, and a "(P/L/B)" checkbox. The "Meter Warranty" section has a "Current #" field with the value "0", a "Date" field with the value "3/23/2006", and a "Warranty Clicks To #" field with the value "0". At the bottom right, there are "OK" and "Cancel" buttons.

13 The Contract Profile Warranty dialog box opens, as shown in Figure 6. Notice that both the Create Warranty Only Contract and Create Warranty Specials boxes are checked. Use this dialog box to specify warranty information. This lets you track machines that are under a dealer or manufacturer's warranty.

- **Warranty Only Contract:** Check this box to create a warranty only contract.
- **Create Warranty Specials:** If you check this box, the system creates a warranty record for this item and also creates special lines that print on the invoice. Using this option, the system prints the beginning and ending dates of the manufacturer's and/or dealer's warranty period, along with the ending warranty clicks.
- **Manufacturer Warranty/From/To/(P/L/B/):** In the From and To boxes, specify the beginning and ending dates of the manufacturer's warranty. In the corresponding (P/L/B) box, indicate whether the warranty covers parts, labor, or both. Type **P** if the warranty covers only parts, **L** if the warranty covers only labor, and **B** if the warranty covers both parts and labor.
- **Manufacturer Warranty Clicks #:** Enter the number of clicks that the warranty period includes. This box only applies when using the manufacturer's warranty for the machine.
- **Dealer Warranty/From/To/(P/L/B/):** In the From and To boxes, specify the beginning and ending dates of the dealer's warranty. In the corresponding (P/L/B) field, indicate whether the warranty covers parts, labor, or both.
- **Meter Warranty/Current #/Date:** Enter the current meter reading for the machine in the Current # box, if any. The system adds the current meter reading to the number of clicks that the warranty covers, set in the Manufacturer Warranty Clicks # box, described above, to calculate the total number of clicks before the warranty expires. The resulting number appears in the Warranty Clicks To # box, described below. In the Date box, enter the current meter reading date for this machine.
- **Warranty Clicks To #:** This box is calculated by the system and shows the total number of clicks before the manufacturer's warranty expires. The system calculates this number by adding the current meter reading to the number of clicks that the warranty covers, set in the Mfg Wty Clicks # box.


14 To save the warranty information, click OK.

Selling Machines and Contracts


- 15 The cursor returns to the Item Detail tab. When finished adding items and contracts, click the Order Totals tab or press F4.
- 16 If the meter to machine conversion program has been performed and this machine has meters set up in the Item Machine Defaults dialog box, the Meters dialog box opens. Enter the starting meter reading for the machine. Click OK.
- 17 When the Order Totals tab opens, click Accept Order. The cursor returns to the Global tab.


Creating Supply Billings in Serialized O/E

If you sell a service contract that includes supplies such as a toner, developer, staples, and in rare cases, paper, you can bill these supplies against the machine and/or contract so the system updates the contract's status including the income and cost information. When you create supply billings, the system displays a list of machines for the customer the supply billing is for. When you select a machine from the list, the supply item, such as a toner, for example is checked against the service contract to determine if it is covered by the contract. This determines the sell price to the customer as well as updates the Machine Contract History tab with the sale information.

- 1 From the DDMS Master Menu, double-click  .
- 2 If the Order Style box does not default to Serialized, click the down arrow and select Serialized.
- 3 When the cursor moves to the Name box, you can retrieve the customer who is purchasing the supply item(s). Or you can retrieve the serialized machine for which you are ordering a supply item.

After you select the customer, you can change information for the order, including the general ledger or inventory locations, the pay code, the salesperson number, the attention, and the shipping address.

To select the customer, click the Acct #, Name, Dept and Dept Name, or Phone boxes. You can click  to open the Customer Query dialog box. Go to **Step 4**.

To select the serialized machine, click  or type **Ctrl + F10** to open the Serialized Query dialog box. Retrieve the serialized machine for which you are ordering a supply item. Go to **Step 8**.

- 4 In the Purchase Order # box, enter a short purchase order number in the first box or a long purchase order number in the second box.
- 5 Click the Item Detail tab or press F3.
- 6 In the Item Number box, right-click. When the context menu opens, click Supply Billing.

- 7 The Assign System/Serial Numbers dialog box opens. Double-click the machine for this supply billing and click OK. The machine you selected appears on the second line of the Item Detail tab.
- 8 In the Item Number box, retrieve the supply item.
- 9 In the Order box, enter the quantity to place on this order, or press Tab to accept the default quantity of one.
- 10 When the cursor moves to the Sell Price box, you can change the pricing, cost, discount, or gross profit for this item. Press Tab to move from box to box or click the box to highlight it and enter the new information over the existing information.
- 11 When finished adding supply items, click the Order Totals tab or press F4. End the serialized order.

Placing Covered Supply Orders in Commercial O/E

This feature lets you place an order for covered supply items as well as non-covered supply items from within the Commercial Order Entry window. For example, if a customer calls to order toner and paper, you can place both items on a commercial order. This eliminates the need to create two separate orders, one in Serialized Order Entry and one in Commercial Order Entry.

To use this feature:

- Set up item stock classes in the Classes to Prompt Machine Covered Supplies boxes in the Order Entry Commercial OE Parameters. You can specify a range of stock classes as well as an additional ten different stock classes. See Figure 7. Save your changes.
- Create a contract type in the Machine Contract Types tab, CS for covered supplies, for example. In the Supplies Included Class Range boxes, enter the range of stock classes you specified in the Commercial OE Parameters boxes. Save the new contract type.
- Assign the stock classes to the items so the system prompts you in Commercial Order Entry. You do this using the Class box in the Item Master tab. Retrieve the item and click the Class box. Enter the stock class for the covered supply item. Save your changes.

- 1 From the DDMS Master Menu, double-click



- 2 If the Order Style box does not default to Commercial, click the down arrow and select Commercial.

Selling Machines and Contracts

The Assign System/Serial Numbers dialog box only opens if the item's stock class set in the Class box in the Item Master tab matches one of the stock classes you have specified in the Classes to Prompt for Machine Covered Supplies parameters.


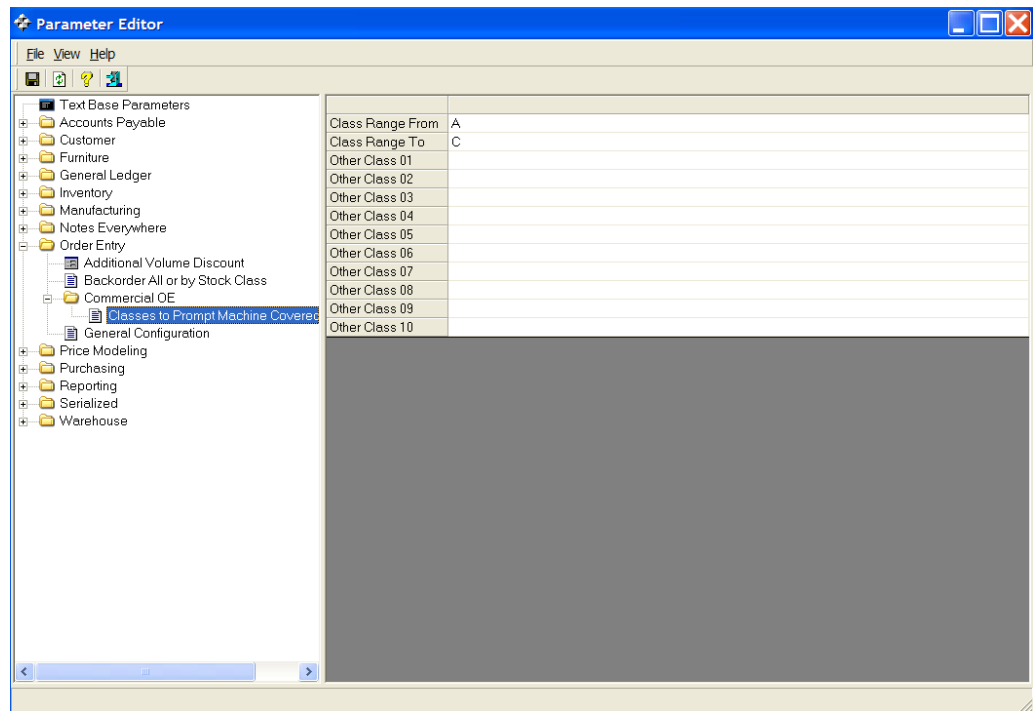
- 3 When the cursor moves to the Name box, retrieve the customer who is purchasing the supply item(s).
- 4 When the cursor returns to the Item Number box, retrieve the covered supply item. You can select the item using the Item Number, Company, or Description boxes. You can also click  to query.
- 5 After you select an item, the cursor moves to the Order box. Press Tab to accept the default quantity of one, or enter the item quantity.
- 6 When the cursor moves to the Sell Price box, you can change the pricing, cost, discount, or gross profit for this item. Press Tab to move from box to box or click the box to highlight it and enter the new information over the existing information.
- 7 When finished, click Accept to add the supply item to the order.
- 8 The system recognizes the item's stock class as a covered supply item. The Assign System/Serial Numbers dialog box opens so you can select the machine.
 - To select a machine, double-click it and click OK. The supply item is checked against the service contract to determine if it is covered by the contract. This determines the sell price to the customer as well as updates the Machine Contract History tab with the sale information when you perform the (MA) procedure.

Figure 7: Setting Commercial OE Parameters




- To not select a machine, click None. The system sells the item with its proper selling price. It also writes the information to the EXCEPTIONS file. This file shows the ticket number, order writer number, customer, item, and date.
- 9 The cursor returns to the Item Detail tab. Continue to add as many non-covered supply and covered supply items as necessary. Each time you add a covered supply item to the order, the Assign System/Serial Numbers dialog box opens so you can select the machine.
 - 10 When finished, click the Order Totals tab or press F4.
 - 11 When you're ready to end the order, click Accept Order.

Crediting Serialized Items

You can credit serialized items (machines) in the Serialized Order Entry window. When you do, you must know the original invoice number that contains the item to credit.



- 1 From the DDMS Master Menu, double-click .
- 2 If the Order Style box does not default to serialized, click the down arrow and click Serialized.
- 3 Click the down arrow in the Action Code box and select Credit.
- 4 When the Order Entry Credit Order Creation Method dialog box opens, enter the original invoice number in the Original Order # box, without the extension and click OK. For example, if the order number is 13852-Ø or 13852-1, enter 13852.
- 4 The search begins for the order that contains the information you specify. When the order is found, the Credit Order dialog box opens. Click the Return Qty box for the item the customer is returning and enter the returned item quantity. For example, if the customer is returning two items, click the Return Qty box and type 2. When finished marking items, click OK.

When the Credit Order dialog box opens, you can view credit history by clicking the Credit History button. When finished viewing credit history, click Close.

Note: If you select an item by mistake, click the Return Qty box and type Ø to clear the quantity.

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- 5 The Global Credit Data dialog box opens. This dialog box lets you specify the invoice number, pay code, salesperson, purchase order number, and person who called to return the item. In the Original Invoice #, Assign Invoice #, and Next Invoice # boxes, you must assign an invoice number to the credit return.
 - To accept the original invoice number, check the Original Invoice # box. The original invoice number appears in the Credit Order # box.
 - To assign a new invoice number, check the Assign Invoice # box. In the Credit Order # box, specify a unique invoice number for this credit return.
 - To automatically assign an invoice number, check the Next Invoice # box.
- 6 In the PayCode list box, click the down arrow and select the pay code that corresponds to this transaction. You can choose from Charge Credit, Cash Credit or Credit Voucher.

Note: The PayCode list box defaults to the pay code that corresponds to the original transaction. For example, if this was a cash transaction, the PayCode list box defaults to Cash Credit.

- 7 In the Salesperson box, you can accept the default number of the salesperson who created the original order, or you can enter a different salesperson number. If you don't know the salesperson's number, you can also use the Query feature to find the salesperson to assign this credit return.

Note: The G/L Loc and Inv Loc boxes display the general ledger and inventory location for this credit return, respectively. These boxes default to the information that corresponds to the original transaction and are for display only.

- 8 In the Purchase Order # boxes, accept the default purchase order number attached to this order, or enter a different purchase order number.
- 9 If an individual was specified in the Who Called box in the Order Settings dialog box when the order was placed, the name appears in the Who Called box. You can accept the default name, or enter the name of the person returning the merchandise.
- 10 When you finish entering information about the credit return, click OK.
- 11 Click Accept.

- 12 The Assign System/Serial Numbers dialog box opens. Specify the system and serial numbers of the item. You can also double-click the system number in the lower section of the dialog box and click OK.
- 13 At the Finished Assigning System/Serial Numbers message, click OK.
- 14 The Install/Remove Accessories message appears. To remove the accessories for this item, click Yes. The Machine Accessories window opens so you can remove the accessories for this item. When you finish, click Save & Close.
- 15 The cursor returns to the Item Detail tab and the Accepting Accessories message appears. The information for the item(s) being returned appear. This includes the returned quantity, the disposition of the item (how the returned merchandise is handled), and the reason the item was returned.
- 16 To change the disposition of the item, click the Disposition box.
- 17 When the Disposition list box opens, click the down arrow and choose how to handle the returned merchandise.
 - To return the item to on-hand, click On-Hand. The item is returned to your on-hand inventory for resale.
 - To return the item to the RECEIPTS file, click Receipts. The information in this file is used when you flush merchandise to customer backorders. After backorders are flushed, the remaining merchandise can be released to update on-hand quantities.
 - To return the item to trash, click Trash. The item cannot be resold. A cash or credit return is recorded in your sales journal and is reflected in your sales figures, but on-hand quantities and the RECEIPTS file are not affected.
 - To return the item to the vendor, click Vendor. The item is not resold and is returned to the vendor for credit. Like the Trash option, a cash or credit return is recorded in your sales journal and is reflected in your sales figures, but on-hand quantities and the RECEIPTS file are not affected.
 - To return the item to an unknown source, click Unknown. This response lets you specify how to handle the item.
 - To change the reason the item was returned, click the Reason box. Type the text explaining why the item was returned, DAMAGED, for example. Press Enter.
 - To specify a restocking fee, click the Fee box. Type the restocking fee to charge and press Enter.

Note: The default restocking fee is based on a percentage of the item's sale price and the number of days the customer waits to return the merchandise. This amount is calculated based on your response in the Restocking Fee Percentage fields in the (LGB) Credit Order Entry Parameters screen. To delete an item from a credit return, right click the item and click Delete.

- 18 The Confirm System Selection and Contract Deletion dialog box opens. See Figure 8. Click the appropriate box to indicate whether to credit the contract or the billing. You can also specify whether to delete the contract or delete the deferred income.
- 19 When you finish changing credit return information, you can end the credit return. Click the Order Totals tab.
- 20 Click Accept Order. The order is ended at the status you selected. Unless you indicated not to print any pick tickets, the number of pick tickets you entered print. The cursor returns to the Credit Order Creation Method dialog box.

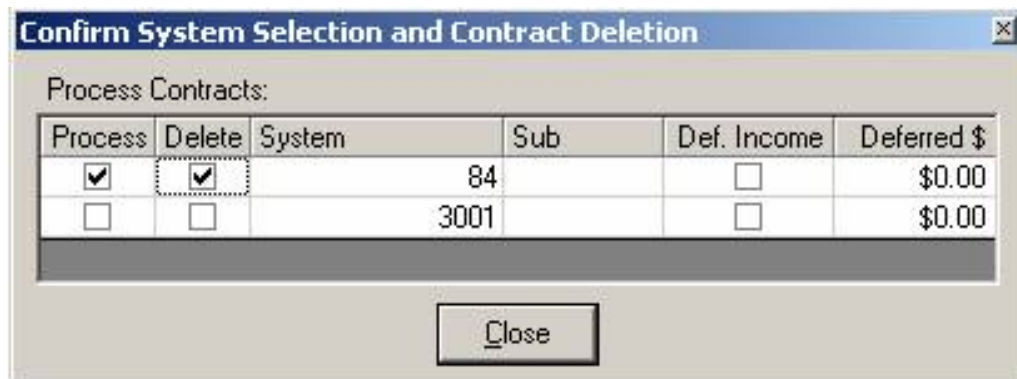
Crediting Serialized Contracts and Billings

You can credit contracts and billings in the Serialized Order Entry window. When you do, the system updates the Contract Detail History tab with the credit information. This lets you maintain accurate history and contract information. When crediting a contract, be sure to have a copy of the invoice to credit.

- 1 From the DDMS Master Menu, double-click



Figure 8: The Confirm System Selection and Contract Deletion Dialog Box



- 2 If the Order Style box does not default to serialized, click the down arrow and click Serialized.
- 3 Click the down arrow in the Action Code box and click Credit.
- 4 The Order Entry Credit Order Creation Method dialog box opens. Enter the original invoice number in the Original Order # box, without the extension and click OK. For example, if the order number is 13852-Ø or 13852-1, enter 13852.
- 5 The search begins for the order that contains the information you specified. When the order is found, the Credit Order dialog box opens. Click the Return Qty box for the item the customer is returning, and enter the returned item quantity. When finished marking items, click OK.

Note: If you select an item by mistake, click the Return Qty box and type Ø to clear the quantity. In addition, to view credit history, click the Credit History button. The Order Entry Credit History dialog box opens. When finished viewing credit history, click Close.

- 6 The Global Credit Data dialog box opens. This dialog box lets you specify the invoice number, pay code, salesperson, purchase order number, and person who called to return the item. When finished, click OK.
- 7 Click Accept.
- 8 The Confirm System Selection and Contract Deletion dialog box opens. Click the appropriate box to indicate whether to credit the contract or the billing. You can also specify whether to delete the contract or delete the deferred income.
- 9 When finished, click Close.
- 10 Click the Order Totals tab and end the order as you normally would.