

# Reporting Item Data Issues To ECI<sup>2</sup> Technical Support

## What It Does

If your system is incorrectly calculating a cost or price, you can help Support determine the problem by faxing copies of several screens. This document explains how to print the screens we need.

**Note:** You may wish to compile this information in case you have issues not only with costs and prices, but other item data. For example: item prefixes, descriptions, page numbers, units of measure, product classification codes, weights, and so on.

## How to Do It

This procedure has four basic parts:

- Printing item information
- Printing OPUS parameters
- Printing a sample order with the item
- Selecting additional screens to print.

### Printing Item Information

- 1 Go to the (+I) OPUS Tool Box. In Ensite Pro™:
  - Double-click the **KeyOp Menu** icon.

- Double-click the **Specials** icon.
- At + Special Programs, type **I**

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**Note:** The Specials selection list may have **I** hidden. You can still open OPUS Tool Box by typing **I**.

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- 2 Select the [R] Report Items to OPUS function. (The function may be called Report Item Discrepancies.)
- 3 At Enter the Item Number to Report, specify the item number of the item you're having a problem with; if you do not fill the entire field, press TAB.  
  
In the second field, specify the item's company; if you do not fill the entire field, press RETURN.
- 4 At Report This Item:  
  
If the system is displaying the correct item, type **Y** and go to **Step 5**.  
  
If the item is incorrect, type **N** until the correct item appears, or press ESC to specify a different item.
- 5 At Item Location, specify the inventory location that includes this item.
- 6 At Print OPUS db Parameters, type **N**

# Reporting Item Data Issues To ECI<sup>2</sup> Technical Support

- 7 At Enter Problem Number, type **14**
- 8 At Enter Comments to Be Sent, press RETURN.
- 9 At Enter Printer Designation, accept the default by pressing RETURN, or specify a different printer. Save the printouts so you can fax them.

## Printing O/PUS Parameters

Print your OPUS parameters by following these steps:

- 10 Go to the (+) Specials screen (In Ensight Pro, go to **Specials** under the **KeyOp Menu**), and select the OPUS Tool Box by typing **I**
- 11 In the (+I) OPUS Tool Box screen, select the [V] View OPUS Parameters function.
- 12 At Enter [P]rint or [V]iew, type **P**
- 13 At 1=OPUS Parameters..., type **1**
- 14 At Enter Printer for Parameters, press RETURN to accept the default, or specify a different printer.

## Printing a Sample Order with the Item

As you capture sample order screens, paste the images into a word processing program by following these steps:

- 15 Open a new document or message in your graphical word processing or email program of choice,

such as Word Pad, Microsoft Word or a new message in Outlook.

- 16 In Ensight Pro, go to the Order Entry screen. (In Ensight Pro, double-click the **Order Entry** icon.) Begin an order for the customer with the incorrect cost or price, by following these steps:
  - Select the customer who had the incorrect cost or price.
  - Retrieve the item in question.
- 17 Hold down the ALT key, and press the PRINT


The screenshot shows the '101 - Resource Center' window in Ensight Pro. The window title is '101 - Resource Center'. The menu bar includes 'File', 'Order Entry', 'Databases', 'View', 'Help', and 'Action Code: Order'. The 'Order #' is 10064-0. The window is divided into several sections:

- Global (F2):** 101, RESOURCE CENTER, 847-438-6581
- Item Detail (F3):** INTERNAL USE, 1146 ENSELL RD, LAKE ZURICH, IL, 60047
- Order Totals (F4):** A table showing item details.
- Form Fields:** Disc Type: Cost Plus, 5%, Contract: [blank], List \$: 19,340, P\_Cost \$: 8,090, A. Cost \$: 8,090, G.P. %: 4.82, Margin \$: .410, Comm.: 1, Class: 0, Dept.: 1, Net: N, Max Disc %: 0, Min Order #: 1.
- Table:** A table with columns: Qty, Percent, Price, Loc, Bin, OnHand, OnOrder, B/O, Page, Prefix, Buy Unit, Of, Vendor. The data row shows: 1, [blank], 8,090, 1, [blank], 0, 20, 20, 592, SMD, BX, 1, SPARC.
- Footer:** F7 - Customer Item History, F8 - Settings, F10 - Customer, Company or Desc Hist, F11 - Order Notes, F12 - ShortCut Menu, Ctrl+S

# Reporting Item Data Issues To ECI<sup>2</sup> Technical Support

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SCREEN key (also called PrtScr; located by the F12 key). This will send the active window's image to your computer's Clipboard (temporary memory).

- 18 Switch back to your word processing program. If you hold down the ALT key (located by the SPACE BAR), you can press TAB until our program is your active window. Then release the ALT and TAB keys.
- 19 Hold down the CTRL key and press the V key to paste the image into the document.
- 20 Print the document and save the printout so you can fax it.
- 21 Follow these steps to cancel the order:
  - **Accept** the item.
  - Click the  button to void the incomplete order (Ctrl-V).
  - If prompted, enter the password to void the order.
  - If prompted to Delete Current Order, click **OK**.
  - Exit the Order Entry screen.

## Selecting Additional Screens to Print

- 22 Go to the Customer Master screen. In Ensight Pro, double-click the **Customer** icon.

- 23 Retrieve the record for the customer for whom the wrong cost or price was calculated. After retrieving the record, click the **Order Entry** tab.
- 24 As before, hold ALT and press PRINT SCREEN (PrtScr) to send the active window to your computer's Clipboard.
- 25 Hold ALT and press TAB until your word processing program is your active window.
- 26 Hold CTRL and press V to paste the image into the document.
- 27 Print the document and save the printout so you can fax it.
- 28 Hold ALT and press TAB until Ensight Pro is your active window.
- 29 Display the (LG3) Order Entry Pricing Parameters screen (In Ensight Pro, double-click the **KeyOp Menu** icon, double-click the **Parameters** icon, type **G** and then type **3**).

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**Note:** Make sure that the G/L Location at the top of the screen is correct. If not, select the [C] change action code and enter the correct G/L Location.

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- 30 Hold ALT and press PRINT SCREEN (PrtScr) to send the image to your computer's Clipboard.

# Reporting Item Data Issues To ECI<sup>2</sup> Technical Support

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- 31 Hold ALT and press TAB until your word processing program is your active window.
- 32 Hold CTRL and press V to paste the image into the document.
- 33 Print the document and save the printout so you can fax it.
- 34 Hold ALT and press TAB until Ensite Pro is your active window.
- 35 If the correct cost or price is **not** coming from a contract or sales flyer, go to **Step 37**.

If the correct cost or price should come from a contract or sales flyer, follow these steps:

- Go to the (ET) Inventory Contract Price screen. In Graphical, double-click the **Item** icon; from the menu bar, select View > Inventory Contracts.
- Select the [I] Inq action code.
- Press RETURN until the cursor moves to the Contract# field.
- Specify the contract number.
- At Item Number, retrieve the item with the incorrect cost or price, by specifying the item number and company and then pressing RETURN.
- The system will display a list of items with list

and contract price information, beginning with the item number you entered. If that item is not on that contract, the system will display the next item in Item number order.

- Hold ALT and press PRINT SCREEN (PrtScr) to send the image to your computer's Clipboard.
  - Hold ALT and press TAB until your word processing program is your active window.
  - Hold CTRL and press V to paste the image into the document.
  - Print the document and save the printout so you can fax it.
- 36 Fax the screen shots you printed to DDMS Support at **682•831•9909**.

If you previously opened a call for this problem, please include the call number with your fax.

If you have not already opened a call, we will open one for you after receiving your fax.

