

Setting Up & Using Promotions



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About Promotions

In ECi DDMS software version 10.1.0 and higher, you can use the Promotion window to specify promotion code offers for your commercial, retail, and Web order entry orders. Since the system does not validate promotions in Change, Delete, and Verification modes, they cannot be added. However, you can change and delete existing promotions when changing, deleting, and verifying orders. See Figure 1.

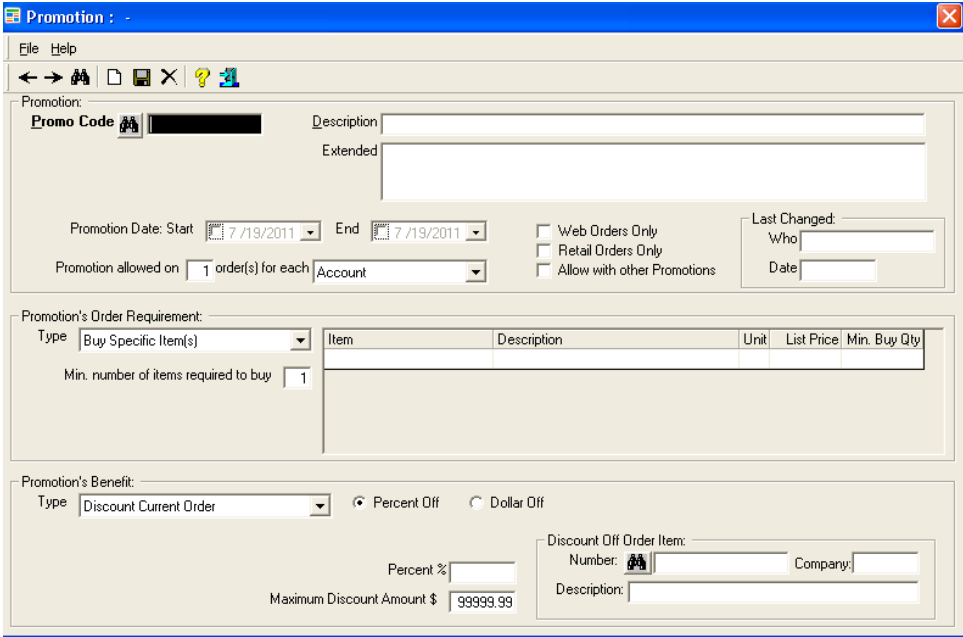
This feature is available in commercial and retail order entry, as well as and ECinteractive and is.D-Force2. It cannot be used with Furniture or Serialized Order Entry.

Note: This feature is for use with graphical software only and cannot be used in text-based systems.

Based on qualifying items or order totals, you can offer incentive discounts, free products, samples, and gifts. You can also set up one-time or reusable coupons as well as order discounts, as shown below:

- \$10 Off the first order with a minimum \$75 purchase.
- Buy three boxes of markers, get one box free.
- Buy this printer, get the ink cartridge at 25% off.
- Buy this back-to-school item and get an additional 10% off the highest priced item on the order.
- Order \$250 now, get \$25 off your current order total.
- Order three reams of this paper now, get 15% off your next order.
- For every order over \$150, pick from three free gifts.
- Free coffee mug to any customer whose order totals \$100 or more.

Figure 1: The Promotion Window



Setting Up & Using Promotions

There are two main reasons a customer would use a coupon: to receive free or discounted products or to receive an order discount.

The Promotion window lets you combine various requirements and benefits, providing great flexibility. Understanding these options can help you plan your promotions and ensure they are properly set up.

There are three order requirement types: Buy Specific Items, Spend Over Specific Order Total, and None. There are eight benefit types: Choice of Additional Items, Discount Matching Items, Discount Current Order, Discount First Web Order, Discount Next Web Order, Discount Highest Priced Item, Discount Next Commercial Order, or Discount Next Retail Order.

This handout includes instructions for setting up promotions. It also details how promotions are displayed and handled in various order entry procedures, as well as where promotional information can be viewed and reported.



Before Using the Promotions Feature

Before you begin using the new Promotion feature:

- Install the latest version of DDMS software, 10.1.0 or later.
- Set the Split Lines field in the (LGØ) Order Entry Parameter screen to Y. For instructions, see the heading **Enabling Split Lines**.
- Set up taxable discount items in the Item window. See the heading **Setting Up Discount Items**.
- Customize promotion error messages using Order Entry parameters. See the heading **Customizing Promotion Code Error Messages**.
- Set up promotion codes in the Promotion window. See the heading **Adding Promotions**.

Enabling Split Lines

To use this feature, you must set up the Split to a Separate Line Partial Backorders field in the (LGØ) Order Entry Parameter screen. Enabling this parameter splits shipped and backordered quantities of an item into separate lines on pick tickets. Each line has its own cost and purchasing information so you can track costs more accurately and prevent pulling errors.

- 1 Double-click  and then double-click .
- 2 In the Parameter Editor window, double-click Text Base Parameters.
- 3 The (L) Parameters screen opens. Select the [G] Order Entry action code by typing G.
- 4 In the (LG) screen, type Ø.
- 5 When the (LGØ) screen opens, select the [C] Change action code.

Make sure your Caps Lock key is on.

- 6 In the G/L Location field, press Enter to accept the default or specify the location to use.
- 7 Tab to Split to a Separate Line Partial Backorders field and type Y. See Figure 2.
- 8 Press Enter until the cursor returns to the action code field. If you press Esc before doing so, your changes are not saved.
- 9 If you have multiple locations, repeat these steps for your remaining locations.

Note: Make sure you set the Split Lines field to Y for all locations. If you don't, the system cannot locate split line information for different locations.

Setting Up Discount Items

When using the Discount benefit types, you must have a unique item set up in your Item database. When the promotion code is applied to the order, the company, item number, and item description appear as a line item on the ticket, usage history, and on reports. For Web orders, they also appear on the customer's Checkout page, email approvals, and order confirmations.

While any unique item can be used, you can set up additional items for in-depth reporting or to ensure the SKU and item description are appropriate to display on the customer's Checkout page.

Set up a unique item:

- To track promotion and coupons or ECinteractive and is.D-Force2 discounts separately from other discount items.

Figure 2: Setting the Split Lines Field in the (LGØ) Order Entry Parameter Screen

```

11:43:29                (LGØ) ORDER ENTRY PARAMETERS                07/18/11
=====
ACTION [I] (C=Change, I=Inquiry)                G/L Loc. [ 1 ]
=====
Invoice # 10000                Cash Receipt #                Quote # 100
Serial # 1000                Serial Prob. # 1000
Pricing Info ?Y Shipto Info ?Y A/R Info ?Y Pay Code Msg ?Y Pastdue Days #30
Set Commission Code Y/N ?N Archive Specials Y/N ?Y Freight Default Dept ?N
Use Billto as Shipto Y/N ?N No Partial Ships Y/N ? Only Print Assemblies ?
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ? All Shipped Y/N ?
Keep all PICK Fields in JOUR-S Y/N ? Build Sales Journal Item Index Y/N ?
Allow Sequence on "Pick Nbr" Orders Y/N ? Build Debit Memo Data File Y/N ?
PASSWORDS:                Drawer?OPEN                Delete?DDMS                Reindex?DDMS
                Pick Nbr?DAVE                Change Loc?LOC                Credits?DDMS
UNCATALOGS : Not allowed on remotes Y/N ? Default Dept ?9 Add-on -UC Y/N ?Y
BACKORDER PRINT : (All Items or Flushed)                Future Shipping Y/N ?N
Print Code ?A (A=Ven,B=Bin,N=Ven,O=Bin) No Print From ? To ? Status 8 ?
Split to a Separate Line Partial Backorders Y/N ?Y Specials B/S/X ?
Always Print Pick Tickets in Bin Order Y/N/Z ? (Z=Invoices and Tickets)
TRANSFERS : A/R Master Y/N ?N A/R Batch Y/N ?Y Sales Journal Y/N ?Y
                A/R Location same as Transfer From Location Y/N ?
SHIPPING LABELS : Print Company Logo Y/N ?Y                Customer Logo Y/N ?N
    
```

Setting Up & Using Promotions

- To track discounts separately by setting up different discount items for each discount type.
- To track discounts separately for different promotions by setting up unique items for each promotion you currently offer.

To set up a discount item, you must complete four boxes in the Item window: Number, Company, Description, and G/L Dept. While not required, you can also enter a code in the Class box to use for reporting purposes. See Figure 3. The item must also be assigned a taxable department. This ensures that if the item is returned the proper amount of tax can be credited.



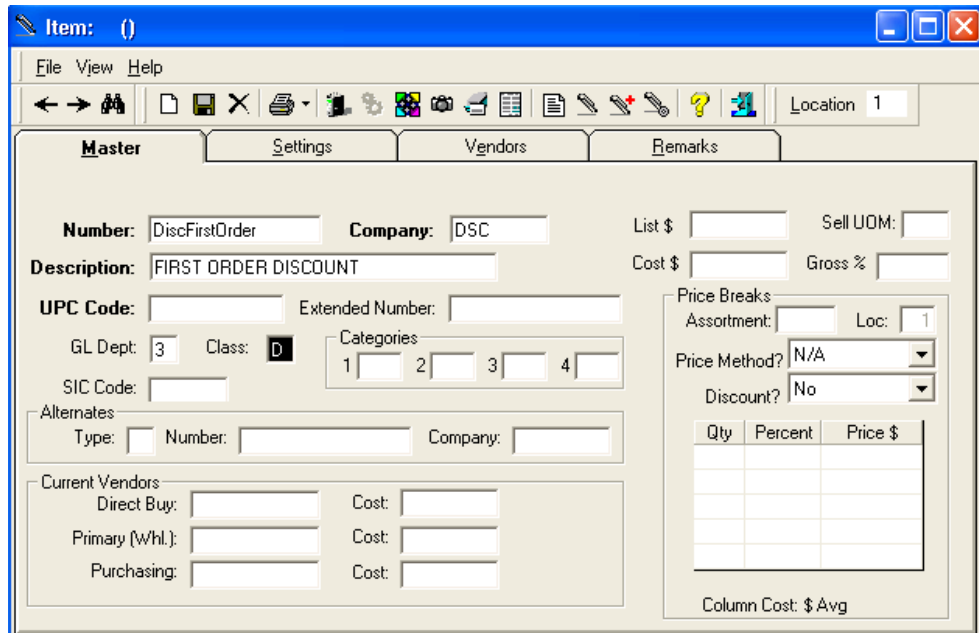
- 1 In DDMS, double-click  .
- 2 If you have multiple locations, click the Location box and enter the appropriate Location.
- 3 Click .
- 4 Click the Number box and enter a unique item number for this item, Discount, DiscFirstOrder, or DiscNextOrder, for example. Enter a number that helps you track your promotion items. You can enter up to 15 alphanumeric characters in this box.
- 5 Click the Company box and enter the code, such as DSC, CPN or WEB. You can enter up to three characters.


Figure 3: Setting Up a Promotion Item in the Item Window



The screenshot shows the 'Item: ()' window with the following details:

- Number:** DiscFirstOrder
- Company:** DSC
- Description:** FIRST ORDER DISCOUNT
- GL Dept:** 3
- Class:** D
- Categories:** 1, 2, 3, 4
- Price Breaks:** Assortment: [], Loc: 1, Price Method?: N/A, Discount?: No
- Table:**





Qty	Percent	Price \$
- Current Vendors:**
 - Direct Buy: [] Cost: []
 - Primary (Whl.): [] Cost: []
 - Purchasing: [] Cost: []

- 6 Click the Description box and enter the item description, Discount or First Order Discount, for example. Enter a description that helps you track the item. You can enter up to 30 characters.
- 7 Click the GL Dept box and enter a general ledger department that is lower than your first non-taxable department. (Your first non-taxable department is shown in the (LG3) Order Entry Pricing Parameters screen.)
- 8 To track this promotion item for reporting purposes, click the Class box and enter the class code to use. See Figure 3.
- 9 When finished, click .
- 10 Repeat Steps 3-9 to set up additional items for use with different promotion types or for reporting purposes.



Note: Consider setting high on-hand quantities for promotion items. This ensures that they are automatically shipped and are not included on backorders and on exception reports.

Customizing Promotion Code Error Messages

This optional step lets you customize messages that display in order entry and on the Web storefront's Checkout page. These error messages notify the individual placing the order why a code is invalid.

- 1 Double-click  and then double-click .
- 2 Double-click Order Entry.
- 3 Double-click Promotion Error Messages. The Promotion Errors dialog box opens.
- 4 You can change the default text that appears to the user when placing orders. Click the Dealer Error Text box and enter the message that displays when the corresponding error occurs. For example, error code 4 is Promotion has Expired. You could enter the text This Promotion Has Expired Please Try Another. This text displays whenever this error has occurred. You can enter a maximum of 50 characters in each Dealer Error Text box.
- 5 When finished, click .
- 6 Promotion Error Messages and Order Entry appear in bold. Click  to save your changes.

Adding Promotions

- 1 In DDMS, click the Databases menu and click Promotions. The Promotion window opens.
- 2 Click .
- 3 Click the Promotion Code box and enter the code to use for this promotion. You can enter up to 10 alphanumeric characters. You can also click  to use an existing code. This is a required box and cannot be left blank.
- 4 In the Description box, enter a unique description for this promotion type. For example, you could enter Coffee Mug. You can specify up to 50 characters. This text appears as a special line on the customer's order.
- 5 Click the Extended box and enter an extended description for this promotion of up to 250 characters. This box can help further identify this promotion.
- 6 Use the Promotion Date boxes to specify beginning and ending dates for this promotion. For example, you could set up a series of promotions in advance using different beginning and expiration dates.

If this promotion is open-ended without beginning and ending dates, leave both boxes blank. Go to **Step 7**.

- To set a beginning date, click the Start check box. Then click the Start box and enter the date the promotion begins, or click the down arrow to select the date using the calendar. If the promotion does not have a starting date, leave the Start box blank.
 - To set an expiration date, click the End check box. Then click the End box and enter the date the promotion expires, or click the down arrow to select the date using the calendar. If the promotion does not have an ending date, leave the End box blank.
- 7 Use the Promotion Allowed On boxes to limit this code to a certain number of times for each customer account, department, or user.
 - 7.1 The first box indicates the number of orders for which this promotion can be used. This box defaults to use this promotion for one order. Enter the number of orders that this promotion can be used, 99, for example.
 - 7.2 In the second box, click the down arrow and select Account, Department, or Who Called to indicate how the promotion can be used, either with the customer's account, the customer's department, or the Who Called individual. See Figure 4.

Note: Coupons can be used multiple times on a single order. For example, you could discount multiple line items and add several free items. When entering the number of orders to allow in the Promotion Allowed On Orders box, the number of times used counts as one.

8 The Web Orders Only, Retail Orders Only, and Allow with other Promotions box let you indicate how this promotion can be used.

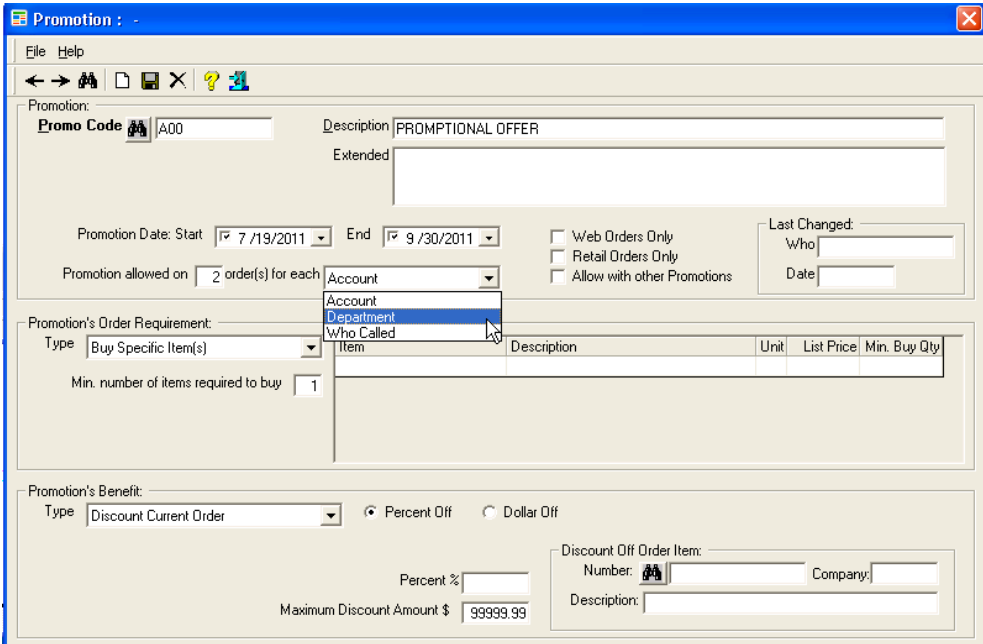
Click the Web Orders Only box to allow this promotion to be used for storefront Web orders only. This promotion cannot be used in commercial or retail O/E.

Click the Retail Orders Only box to allow this promotion to be used for retail orders only. This promotion cannot be used in commercial O/E or for Web orders.

Click the Allow with Other Promotions box to indicate if this promotion can be used in conjunction with other promotions. If you check this box, the following restrictions apply:

- Only one specific item discount promotion can be used for each item.
- Only one dollar off or percentage off coupon can be used with each order, including next order promotions, and highest price item promotions. The highest price item promotion skips those items set up to receive a specific item discount type promotion.
- Not more than 10 coupons can be used with each order.

Figure 4:
Selecting the
Department
Option in the
Promotion
Window



Note: The Last Changed Who and Date boxes cannot be changed. They are automatically updated when the promotion is added, changed or deleted.

To remove a specific item from the list. Click the item and right-click. Select Delete Required Item.

- 9 Click the down arrow in the Promotion's Order Requirement Type box and select the type to use. You can choose from the following:
 - **Buy Specific Items:** Specify the items and minimum item quantity the customer must purchase to receive the promotion. Click the Item box and enter the item number or click to query. You can enter up to 50 items. Click the Min Number of Items Required to Buy box and enter the minimum number of items. Suppose you add twenty items, and specify that three must be ordered. Using this example, the customer must purchase at least three of the 20 items listed to receive the promotion.
 - **Spend Over Specific Order Total:** Specify a minimum order total to receive the promotion. Click the Minimum Order Amount box and enter the minimum order amount. For example, to apply the discount only to orders of \$20 or more, enter 20 in this box. If a minimum order amount is not required, enter Ø. To qualify for the promotion, the amount you specify is compared to the order total less any standard discounts, before tax is added, and before volume discounts, if any, are applied. If the minimum order amount is reached, the promotion is allowed.
 - **None:** A minimum requirement is not set. This promotion can be applied to any order.
- 10 Click the down arrow in the Promotion's Benefit Type box to specify the benefit to use. You can choose from the following:
 - **Choice of Additional Items:** Add free items to the customer's order. Click the Item box and enter the item number or click to query. Click the Max Items to Receive box and enter the maximum number of items the customer can receive.
 - **Discount Matching Items:** Discount items that match the items you specify. When the matching item is purchased, the discount is applied, for example, buy one item, get a matching free item.
 - **Discount Current Order:** Offer an order or item discount using a percentage or dollar amount. When the customer purchases specific items or a specific dollar amount is reached, a promotional item can be added to the order with the discount specified. This is the taxable discount item you set up in the Item window.

To select an item to discount, click the Number box and enter the item number, or click to query.

When using order discount types, this percentage is the maximum discount amount for the order. When using the highest priced item discount type, this percentage is the maximum discount of the unit's selling price.

When using order discounts, this is a maximum discount amount for this order. When using highest priced item discounts, this is the maximum discount of the unit's selling price.

Click the Percent Off or Dollar Off option. If you select Percent Off, enter the percentage by which to discount this item in the Percent % box. For example, to apply a twenty percent discount, enter .2 in this box. If you select Dollar Off, set the discount amount for the item in the Amount \$ box. For example, to take 5 dollars off, enter 5 in this box. Then click the Maximum Discount Amount \$ box to specify the maximum discount amount that can be used for this promotion. For example, if the maximum discount is \$50, enter 50 in the box. If there is no maximum discount amount, enter Ø. See Figure 5.

- **Discount First Web Order:** Offer a first-time order discount on Web storefront orders. The front-end system verifies the first order status for the customer based on the Who Called setting. It is not verified by the back office business system. To select an item, click the Number box and enter the item number, or click ... to query.

Click the Percent Off of Dollar Off option. If you select Percent Off, enter the discount percentage in the Percent % box. If you select Dollar Off, set the item discount amount in the Amount \$ box. Then click the Maximum Discount Amount \$ box to specify the maximum discount amount that can be used for this promotion.

Figure 5: Entering a Maximum Discount Amount

The screenshot shows the 'Promotion' window with the following details:

- Promo Code:** A00
- Description:** PROMOTIONAL OFFER
- Promotion Date:** Start 7/19/2011, End 9/30/2011
- Promotion allowed on:** 2 order(s) for each
- Promotion's Order Requirement:** Type: Buy Specific Item(s), Min. number of items required to buy: 1
- Promotion's Benefit:** Type: Discount Current Order, Percent Off selected, Percent %: .20, Maximum Discount Amount \$: 50.00
- Discount Off Order Item:** Number: Q6503A, Company: HEW, Description: PRINTER, LASERJET 3055 AIO

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- **Discount Next Web Order:** Offer a discount when the next Web storefront order is placed. The system displays the discount when the back office business system determines this is the customer's next order. To select an item, click the Number box and enter the item number, or click to query.

Click the Percent Off of Dollar Off option. If you select Percent Off, enter the discount percentage in the Percent % box. If you select Dollar Off, set the item discount amount in the Amount \$ box. Then click the Maximum Discount Amount \$ box to specify the maximum discount amount that can be used for this promotion.

- **Discount Highest Priced Item:** Offer a discount for the highest priced item on the customer's current order, 5 or 10% off, for example. Click the Max Quantity Allowed box to enter the item's maximum quantity the customer can add to the order and still receive the promotion. This box defaults to one. Click this box to enter the maximum quantity allowed.

The Department Code and Commission Code for the Highest Item Discount Fields default to display the current discounted item's department and commission code, if any. Click these boxes to change the department or commission code, or leave these boxes blank to use the highest item's department and commission code.

- **Discount Next Commercial Order:** Offer a discount when the next order is placed in commercial order entry. The discount is shown when the system determines this is the customer's next order. To select an item, click the Number box and enter the item number, or click to query.

Click the Percent Off of Dollar Off option. If you select Percent Off, enter the discount percentage in the Percent % box. If you select Dollar Off, set the item discount amount in the Amount \$ box. Then click the Maximum Discount Amount \$ box to specify the maximum discount amount that can be used for this promotion.

- **Discount Next Retail Order:** Offer a discount when the next order is placed in retail order entry. The discount is shown when the system determines this is the customer's next order. To select an item, click the Number box and enter the item number, or click to query.

Click the Percent Off of Dollar Off option. If you select Percent Off, enter the discount percentage in the Percent % box. If you select Dollar Off, set the item discount amount in the Amount \$ box. Then click the Maximum Discount Amount \$ box to specify the maximum discount amount that can be used for this promotion.


- 11 When finished, click Save. The Last Changed boxes are updated to indicate the individual and date when the promotion information was last changed.

Using Promotions in Order Entry

If you place an order on hold and later re-open it, your list of promotions previously entered is saved.

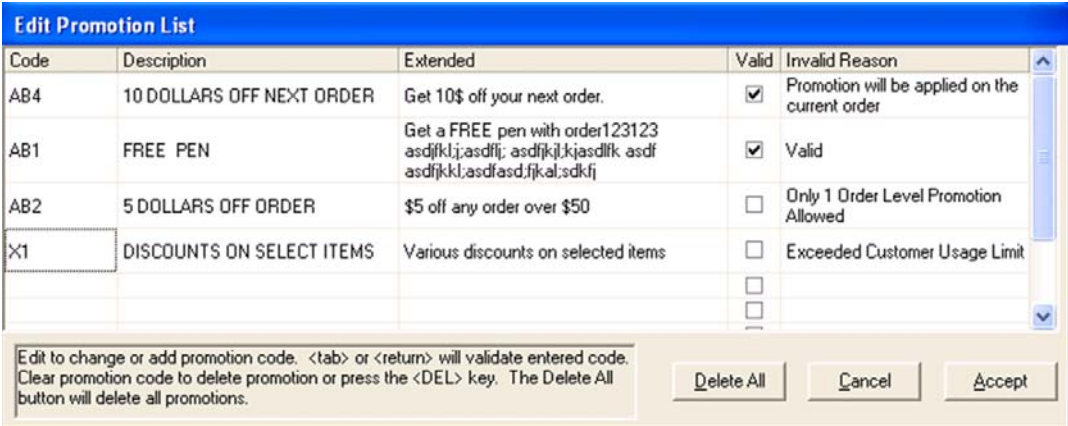
You can use promotions in both graphical commercial and retail order entry. When you do, the system validates the promotion code you specify against the items on the order and verifies that the code exists in the Promotion window. If the promotion item has been added and code exists, the system indicates that the code is valid and the discount can be applied.

Note: This feature is for use with graphical software only and cannot be used in text-based systems. This feature also cannot be used in Furniture or Serialized O/E, as well as Change, Delete, and Verification modes.

- 1 In DDMS, double-click  .
- 2 Begin placing the order until you click the Item Detail tab.
- 3 Click the Item Number box and enter the number of the promotional item.
- 4 Click Accept to place the item on the order.
- 5 If there is another promotional item, add it to the order and click Accept.
- 6 After all the promotional items have been added, type **Ctrl + F2**. The Edit Promotion List dialog box opens, as shown in Figure 6.
- 7 Click the Code box and enter the promotion code for the item. Press Enter.

You can validate up to ten promotion codes.

Figure 6: The Edit Promotion List Dialog Box



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The promotion codes are validated based on the promotion settings you set, beginning and expiration dates, retail or Web promotions only, promotions which cannot be combined, and so forth.

- 8 The system checks the items on the order against the promotion code you specified. If the code is valid, the Valid box is checked.

Note: Only one order level promotion can be used on an order. This includes promotions with the requirement type set to Discount Current Order, Discount Highest Priced Item, and Discount Next Order. If more than one promotion with this requirement type is specified, the first one entered is used.

- 9 Continue specifying promotion codes. When finished, click Accept. The cursor returns to the Item Detail tab.

- 10 Click the Order Totals tab.

- 11 Click the Item Detail tab once again. Notice the item appears with the promotional discount associated with the item shown in red. See Figure 7. Until you click the Order Totals tab, the discount is not applied.

Note: A promotion can be valid but still not applied. When this occurs, you are notified which promotions could not be used.

- 12 Complete the order.

Figure 7: The Item Detail Tab with the Promotion Item

Item Number	Company	Description	UM	Cls	Order	Ship	Extended Sell
00001	FEL	BOX, 8.125x4x23.25, CTN12	CT	W	1	0	204.60
96240	UNV	PAPER, LASER /COPY 24#, WE	RM	*	1	1	.41

Sell Price \$: Disc Type: Net % Contract: List \$:

P. Cost \$: A. Cost \$: G.P. %: Margin \$:

Comm.: Class: Dept.: Net: Max Disc %: Min Order #:

Qty	Percent	Price	Loc	Bin	OnHand	OnOrder	B/O	Page	Prefix	Buy Unit	Of	Vendor

F7 - Customer Item History, F8 - Settings, F10 - Customer, Company or Desc Hist, F11 - Order Notes, Ctrl+S - Customer Usage His

2 | 43.16% | \$ 204.19

Note: Promotions can also affect budgets. Suppose a user places an order which includes a 50% off item. After the discount is applied, the item amount is subtracted from the budget.

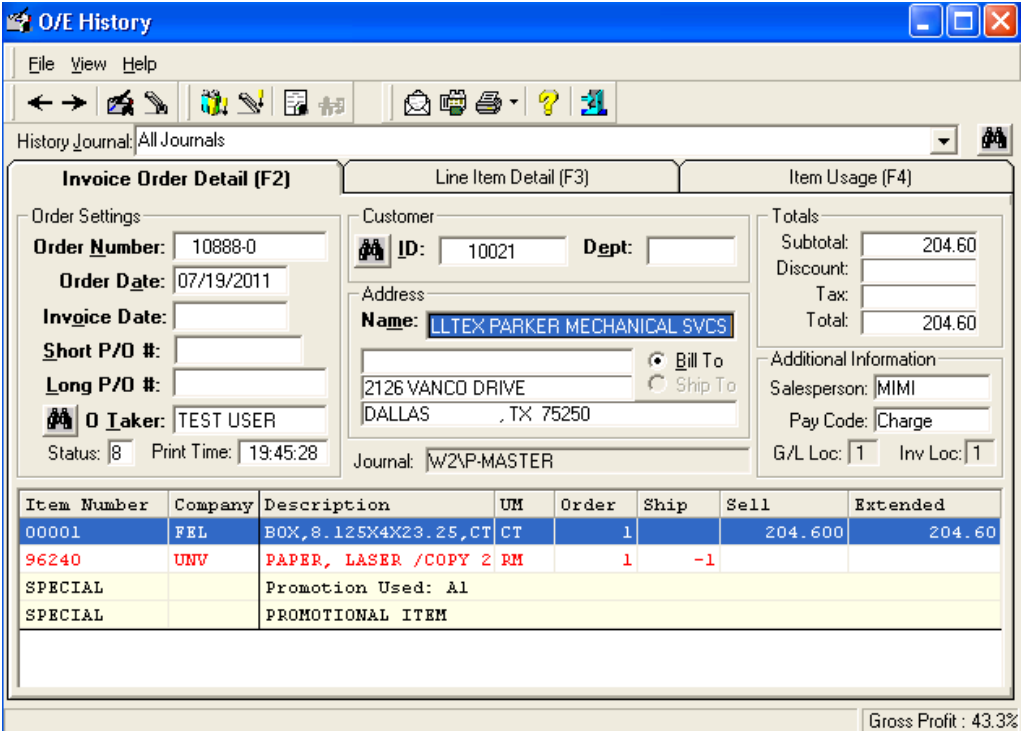
13 Promotion information also displays in the O/E History window, as shown in Figure 8.

Using Promotions in ECinteractive and is.D-Force2

After setting up promotion codes, you must enable it for use during Web checkout and the approval process. Both shoppers and approvers can add promotions to an order. When shopping and approving orders, both individuals can access the Add Coupon or Promo button to use the promotion feature.

If set up to use the Approval feature, it is important to remember that promotions can be assigned beginning and ending dates. If an order containing a promotion set to expire requires approval, the approvers are notified on the Approval Order page. If the code has expired, all promotional items must be removed before the order can be submitted. The system then notifies the individual who placed the order of any changes made during the Approval process.

Figure 8:
Viewing
Promotion
Detail in the
O/E History
Window



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You can also click CustomerSettings from the left menu and click Marketing.

Note: The graphical Promotion feature is not available in Dealer Station and is.D-Force. While containing less options, these sites already have separate marketing tools for promotional items, discounts, and coupons. To have your Dealer Station and is.D-Force customers use the same promotion codes, set them up in your Administrative Control Panel. For more details, see the *Dealer Station Admin Manual* or your administrative online help.

- 1 Log in to your ECinteractive or is.D-Force 2 Administrative Control Panel.
- 2 Click the Consumer Config training toolbar and choose Marketing.
- 3 Click the down arrow in the Select Setting box and choose the setting group to enable access to the promotion feature. (You can also add a new setting for use with this feature.)

Note: If you add a new marketing setting, use the Mass Setting Maintenance page to assign the setting to your customers. For details, see your online help.

- 4 Click the Allow Promotions and Coupons check box.
- 5 Click Save to save your changes.
- 6 Repeat Steps 3-5 to allow access for each setting group.

Figure 9: The Add Coupon or Promo Button

ECinteractive Home About Us Contact Us Help
Currently logged in as doc writer.
(If you are not doc, click here.)
Acct: 10199-TODAY'S OFFICE SUPPLY

QuickSearch Home My Account My Orders Shopping Featured Items Help
Try Advanced Search
QuickOrder Shop
MyAccount Saved Orders: 0 Order History Available Budget: \$2,539.0000 Log Out Edit Profile Help
MyShoppingCart 3 Items in Cart Subtotal: \$44.0800 View Check Out

Review and Complete Your Order

[Add Coupon or Promo](#)

Please review your order, and then click Place My Order to submit it. Required fields have red labels and an asterisk.

Billing Address

TODAY'S OFFICE SUPPLY
111 MAIN ST
SUITE A
HB, CA 92647

Attention

Select Rachel Anderson

Shipping Address Edit

Maxwell's Office Supply
2193 Maple Avenue
Monterey, CA 93423

Specify Purchase Orders

Order Summary

Items:	\$44.0800
Shipping:	\$0.0000
Subtotal:	\$44.0800
CUST TAX:	\$0.0000
GST TAX:	\$4.4100
Total:	\$48.4900
Reward Points:	88

AMPAD Where ideas live.
Energizer

Note: Once you set up promotions and have enabled them in Marketing Settings, there are many ways to communicate promotions to your customers. For example, you can use Site Text, Custom HTML confirmation messages, as well as other marketing tools. For details, see your administrative online help.

- 7 On the Checkout and Approval pages in ECinteractive and is.D-Force 2, shoppers and approvers can click the Add Coupon or Promo button. See Figure 9.
- 8 If set up for multiple department ordering, they can click a drop down box to view all departments for which they are allowed to place orders based on their account and department settings. The promotion is then used for the selected department. If not is selected, the site uses the customer's default department.
- 9 Once the shopper clicks Apply, the system checks the code's validity.
 - If correct, the page displays the promotion details. The shopper can select an item to add to the order, if applicable.
 - If invalid, an error message appears, displaying the default text or the custom message you specified in the Order Entry Promotion Error Messages Parameters window.
- 10 When clicked, the Proceed to Checkout button opens the updated Checkout page. This page lists coupons as separate line items under the Your Items heading. It also displays promotions under each department as a line item.

Note: Promotions can affect budgets. Suppose a user places an order which includes a 50% off item. After the discount is applied, the item amount is subtracted from the budget.

- 11 You can also easily view an order's promotional code detail on the Order Management page. After you retrieve the list of orders, click the plus button corresponding to the order to view.

Tracking Promotions

You can track promotions using SQL Preview Reports, as well as current text-based usage reports.

Using SQL Preview Reports

Promotion information can be viewed using two promotion reports:

- **Promotions:** This report shows detailed promotion information.
- **Promotion Order Usage:** This report details promotion order usage.

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The following SQL Reports also display promotion item usage:

- Customer Usage
- Item Sales Analysis
- Item Sold Restock
- Sales Order Detail.

Using Custom SQL Reports

Because promotion and promotion item information is imported into SQL, it is available for use in the C1 Report Designer window when creating custom SQL Reports.

Creating custom SQL Reports is an advanced procedure. For detailed instructions, see *Advanced SQL Reporting* on our Web site.