

Universal Client Sales Manager™

Sales & Client Relationship Management System

The Sales Tracking and Client Information
Management Solution for Independent Businesses

Golden Tier Management Software, Inc.

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Introduction

What Can Universal Client Do For Your Business

Universal Client will manage all of your **client's demographic information** for easy reference. Since *Universal Client* has universal application, the demographics information includes numerous fields; names, billing and shipping addresses, contact detail, associations, date of birth, gender, marital status, social security and EIN numbers.

Your business's **parts and services database** details are captured for reference in all the sales and billing transactions. The parts and service database includes fields for part numbering and descriptions, size, revision, unit price, unit of measure, serial numbers (if desired) and if the part or service is taxable. If a part or service is taxable, through the **sales tax table**, the applicable state sales tax rate is selected and used to accurately calculate sales tax. For convenience, a supplier can be associated with the part. The **supplier information** includes name, contact information and supplier's reference part number.

Using the customer demographics and the parts and service databases, **sales entries** are created by entering a part(s) selection, salesperson and charges. These sales entries are uniquely numbered and are easily tracked. Sales **invoices** are created for billing purposes and include client purchase order and job number references for detailed tracking. **Sales estimates** can also be created and readily converted to sale invoices.

Returned goods are credited to the clients account and refunds are automatically calculated. All return and refund information is recorded for viewing and reporting.

Sales payments are recorded as point of sale (POS) or against an invoice. Payments are applied against the respective sales record, with payment details being captured for easy reference and reporting. Sales details are tracked by salespersons, part and service number, clients, job number or date range.

With sales and payments being tracked, client **account receivable reports** are readily available to manage your business. Client **statements** are generated to alert clients of their unpaid balances.

Universal Client will assist in **scheduling** with clients and employees. The scheduler will set up and track appointments with clients by employee, date and time. Schedules are printed to assist in planning and managing your employee's activities. **Work orders** can easily be generated from the scheduler. A **follow-up planner** is available to provide reminders, to increase the level of customer service and reduce the stress of tracking multiple tasks.

Client **complaints** are logged and any corrective actions recorded. If managing a product complaints program, logged complaints are tracked by a unique identifying number and are tagged with an open or closed status to assist in tracking and follow-up.

Client communications are recorded in the client **communication log**. Easy access to an electronic diary allows communications to be recorded by client, employee, date and communication notes.

External digital document, such as Word® and Excel® documents, scanned files and pictures, are linked to the client record for immediate access. These **document links** allow for easy retrieval and display of files that are saved on your computer. Examples of external files are client specifications, digital photographs, and electronic faxes.

Since *Universal Client* is a database system, all the information and data are accessible and available for reports. Preformatted **reports** include client, employee, part/service, and supplier database listings, a variety of sales and payment history reports, accountant's report, accounts receivables, client complaints, communication log, and returns reports. All reports can be exported into Microsoft® Excel® spreadsheet formatted files.

System administration allows for the creation and maintenance of part / service information records, employee information, business location information, supplier information, and company organization information. Customization options allow for default employee, location, linked document storage, setting the beginning invoice number, the default linked files folder, automatic backup, backup location, and compacting of the database.

Chapter 1 System Requirements and Installation

The following system requirements are necessary to install *Universal Client*.

- Microsoft® Windows XP® Service Pack 2 or Windows® Vista® operating systems
- Microsoft Office® Access 2007® full version or run-time version
- Over 58 MB of free disk space minimum

To install *Universal Client*, the installation file is either downloaded to your computer or directly installed from the website. If *Universal Client* is installed directly from the website, the installation file is saved on your computer. In the event the application is to be reinstalled, it must be reinstalled via the website. If the installation file is downloaded onto your computer, it can be reinstalled by running the *Universal Client* installation program directly from your computer.

To install the program via the website, click the “download” button. A popup window will appear. Choose whether to install from the website or to download the file to your computer. It is recommended that the installation file be downloaded onto your computer in the event it needs to be re-installed. When the file is finished being downloaded, double-click on the “exe” installation file to get to the installation process started. Click the “Next” button on the opening installation screen. Read the End-User License Agreement and click the “I accept the terms in the License Agreement” to proceed. This will enable the “Next” button on the screen. Click the “Next” button to continue. The installation program is setup to install the application in a pre-defined location. By default the *Universal Client Sales Manager Free* application is installed in “C:\Documents and Settings\All Users\ Application Data\Golden Tier Management Software\Universal Client Sales Manager Free” in XP and “C:\Users\All Users\Golden Tier Management Software\Universal Client Sales Manager Free” in Vista. The database data file is installed in the login user’s local area. For XP, typically in “C:\Documents and Settings\Login Name\Local Settings\Application Data\Golden Tier Management Software\Universal Client Sales Manager\UniversalClient_DB.accdb” and for Vista, typically in C:\Users\Login Name\AppData\Local\Golden Tier Management Software\Universal Client Sales Manager\UniversalClient_DB.accdb”. It is recommended that the suggested installation location be used. Click the “Next” button to continue. The *Ready to Install* screen will display. Click the “Install” button to begin the installation.

The installation program will install both Microsoft® Access 2007® run-time environment and the *Universal Client* application and associated files. Click on the “Finish” button when the installation is complete (i.e., the “Universal Client Sales Manager Setup has been successfully installed” screen).

A *Universal Client* icon will be created on the desktop and the *Start/All Programs/Universal Client Start* menu.

The “UniversalClient_DB.accdb” file will contain all your entered data. The *Universal Client* application has a built-in backup utility to backup this file to a user specified location. Alternately, the user can manually backup the file by directly copying the file from the installation directory (specified above) to a desired destination location for backup.

It is not recommended that the *Universal Client* file be moved to another location and executed from the new location. To re-install the program or install it in a new location, it is recommended that the downloaded installation program be used. To install the program in a user specified location, use the “Custom” option during installation. When re-installing the application it will be necessary to replace the newly installed *Universal Client* file which contains no user entered data with your old file that includes all your entered data. Copy your old backed up file to the installation directory and delete the new file. The file must have the same name as the new installed file and be associated to open with Microsoft® Access 2007®. Do NOT run the application with Microsoft® Access 2003® or Access 2000®.

To run the program, double click the *Universal Client* icon on the desktop or select *Universal Client* from *Start/All Programs/Universal Client*.

As *Universal Client* is used and data is entered, the program grows in size. The initial size at installation of the application program is over 38,000 KB. If the file size seems to affect system performance, the user can periodically compact the application by clicking the “Compact the Database on Close of Application” checkbox in **System Administration \ System Info**.

Chapter 2 How Do I Navigate Around *Universal Client*

Main Menu

The main menu is the first navigational launching point for *Universal Client*. Five modules are available;

1. Clients and Sales Orders
2. Scheduler
3. Reports
4. Parts/Service Database
5. System Administration

Clicking on one of the main menu buttons opens that respective module.

Hot Links

Hot link buttons are found at the top of each screen. Clicking on these buttons quickly accesses and opens that module or feature.

Entering and Editing Information; Data Fields

Information is entered in four types of data fields. The four types of data fields are **free text**, **drop down list**, **numeric keypad pop-up** and **calendar pop-up** fields. In the *free text* field, unformatted information is entered, such as notes, names, and memos. A *drop down* list within an entry field allows for the selection of available data already entered and associated with that information field. *Numeric* pop-ups allow entry of numeric data via a calculator. *Calendar* pop-ups scroll by month with selection of the desired day. When a date field is selected by clicking on the field, a calendar icon appears next to the field. Clicking the calendar icon opens the calendar popup.

Entering, editing or deleting information within any module requires the activation of that module's screen. When initially opened, the module's screen is in a "View" mode, where data can only be viewed, but not edited or entered. To enter, edit or delete information on that screen, the screen must be activated by clicking on either the *NEW* or *MODIFY* buttons located at the bottom of the screen. When the *NEW* button is clicked, the screen is activated with all of the data fields blank. When the *MODIFY* button is clicked, the screen is activated and all the current data field information is present and can be modified. When a screen is activated, the data fields are highlighted; mandatory data fields are highlighted in blue. Highlighted data fields are accessible for addition or modification.

To save a new or modified record, click the *SAVE* button. The *SAVE* operation also puts the screen back into "View" mode.

While adding a new record or modifying an existing record, additions or changes are restored or "undone" by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Clicking the *DELETE* button deletes the entire record. The record is no longer accessible by the system.

Clicking the *CLOSE* button closes the screen. If changes or additions have not been saved, then the system prompts the user for confirmation whether to save changes before closing the screen.

Drop down fields display a list of available data for selection.

Detail information for data fields containing clients, employees, parts, suppliers, and locations can be displayed by double clicking on the data field or by clicking the hot button next to the data field. The information screen corresponding to the data opens on top of the existing screen. New data records can be entered or existing records can be modified on the fly. Newly added data records corresponding to the data field will be displayed in the drop-down after the pop-up screen is closed.

Record Searches

There are two types of search configurations. The first type of search option, found primarily in client demographics, the communication log, and scheduler, uses a free text with wildcard search entry box which brings up search results in a drop-down list to the right of the search box. For example, typing the first letter, or multiple letters, of the desired search name with a * wildcard character into the search box (e.g., “abc*”) will bring up all records starting with the letters “abc”. Clicking on the desired selection in the search results drop down list opens the record. To bring up all records with “abc” within the name, type “*abc*” into the search box. To bring up all names ending with “abc”, type “*abc”. The standard wildcard characters can be used in all searches.

The client demographics search drop-down box contains additional search criteria. Selecting these search criteria from the drop-down box will bring up a pop-up screen that allows for entry of search by client ID, primary phone, date of birth, and alternate record number. Matching results from these searches will also bring up search results in a drop-down list found to the right of the search box.

The second type of search option, found primarily in reports, uses a pre-filled in drop-down box for the selection of clients and employees, and start and end date fields to filter records displayed in reports.

Chapter 3 Setting-up Your Organization

Your Organization. Click on the Organization button. Enter and save the information pertaining to your organization. Organization information will appear on invoices, statements, and reports. Data fields include:

Organization / Proprietor Last Name: Name of the organization or if a self proprietor, owners last name. *(Required).*

First: First name, if setting up the organization as a proprietor.

MI: Middle initial, if setting up the organization as a proprietor.

Sfx: Any suffix such as M.D., Ph.D., etc., if setting up the organization as a proprietor.

Int'l Format: Defaults to U.S. address format (City, State, Zipcode). If clicked, *City*, *State*, and *Zipcode* fields are hidden and all international information is entered in the address text box.

Address: Main business address of the organization *(Required).*

City: City where the organization is located *(Required).*

State: State where the organization is located *(Required).*

Zip: Zip code of the organization *(Required).*

Country: Country in which the organization is located.

Manager: Manager, president, CEO, etc. of the organization. If the manager's name is not in the selection list, add the person by clicking the hot button, located to the right of the drop-down box. *(When adding the manager's name to the database, identify the manager as an employee.)*

Office Contact Name: Employee that is the main contact for the organization. If the office contact name is not in the selection list, add the person by clicking the hot button, located to the right of the drop-down box. *(When adding the contact name to the database, identify the office contact as an employee.)*

Phone Number: Main phone number for the organization *(Required).*

Fax: Fax number for the organization.

Email: Email address for correspondence for the organization.

Website: Website address of the organization.

EIN: EIN number for the organization or the social security number, if a proprietor.

Cash Accounting: Flag indicating that the organization is using the cash accounting method. Financial reports show cash accounting when this field is checked off.

Accrual Accounting: Flag indicating that the organization is using the accrual accounting method. Financial reports show accrual accounting when this field is checked off.

To create or modify an organization record, click the *Modify* button. Only one organization record can be entered into the system. Enter or modify data fields and click the *Save* button.

While adding a new organization or modifying existing information, additions or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous

value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the Undo button.

To close the screen, click the *Close* button. If changes have been made and not saved, then the system prompts the user with, “Do you want to save changes?”. Click *Yes* to save changes or *No* to not save changes.

Your Employees

Open the **System Administration** Module from the main menu. Click on the *Employees* button. New employees are created by clicking on the *New* button. After entering data, click the *Save* button. Data fields include:

<i>Employee ID:</i>	Auto-generated ID associated with the employee when a new employee record is created (data cannot be entered into this field).
<i>Alternate Record #:</i>	Previous or pre-established record ID for the employee.
<i>Employee Lastname / Co.:</i>	Last name or company name of an employee. (<i>Required</i>).
<i>First Name:</i>	First name of the employee. (<i>Required</i>).
<i>MI:</i>	Middle initial of the employee.
<i>Initials:</i>	The two or three first letters of the employee’s first, middle and last name.
<i>Sfx:</i>	Suffix to the employees name such as M.D., Ph.D., etc.
<i>Title:</i>	Title associated with the employee such as Dr., Prof., etc.
<i>Int’l Format:</i>	Defaults to U.S. format (City, State, Zipcode). If clicked, <i>City</i> , <i>State</i> , and <i>Zipcode</i> fields are hidden and all international information is entered in the address text box.
<i>Address:</i>	Address at which the employee resides.
<i>City:</i>	City in which the employee resides.
<i>State:</i>	State in which the employee resides.
<i>Zip:</i>	Employee’s zip code.
<i>Country:</i>	The country in which the employee resides.
<i>Citizenship:</i>	Employee citizenship.
<i>Social Security:</i>	Employee social security number.
<i>Gender:</i>	Gender of the employee, either <i>M</i> for Male or <i>F</i> for Female.
<i>DOB:</i>	Employee’s date of birth.
<i>Primary Phone:</i>	Employee’s primary phone (e.g.; home phone).
<i>Ext:</i>	Extension on the primary phone.
<i>Secondary Phone:</i>	Employee’s secondary phone number (e.g.; work number).
<i>Ext:</i>	Extension on the secondary phone.
<i>Fax:</i>	Employee fax number.
<i>Cell Phone:</i>	Employee’s cell phone number.

<i>Pager:</i>	Employee pager number.
<i>Email Address:</i>	Employee email address.
<i>Comments:</i>	Comments or notes about the employee (e.g., hire date, any special considerations, etc.).
<i>Active:</i>	Flag indicating that the employee is an active employee with the organization. Employees no longer working for the organization should have the flag unchecked. If this flag is checked as active, the employee name appears on the scheduler, complaints, communications, follow-up screens and the reports filter popup screens.
<i>Sales Rep:</i>	Flag indicating that the employee is a sales representative within the organization. If this flag and the active flag are checked, the employee name appears as a sales rep drop down list in the <i>Sales Order</i> screen.

Existing employees can be modified by clicking on the employee name from the employee list and clicking the *Modify* button. After changes to the data have been made, click the *Save* button to save the changes.

While adding a new employee record or modifying an existing record, additions or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

To delete an employee record, select an employee from the list and click the *Delete* button. The system prompts the user to verify the deletion by asking, “Are you sure you want to delete the record?”. Click the *Yes* button to delete the record or click the *No* button to cancel the deletion.

It is necessary to define all the organization’s employees since there are required fields in the sale, scheduler, communication log, follow-up planner, returns, and complaints forms that require an employee to be entered before the record can be saved.

Those employees who are considered sales reps should be so indicated by checking the *Sales Rep* checkbox. Sales reps names appear in the sales reps drop down list in the *Sales Order* and some of the other employee drop-downs.

Employees can be made inactive and removed from the drop down lists by un-checking the “Active” checkbox. Only active employees appear in the drop down list. To display only “Active” employees click on the *Show Active Employees* button. To see all employees, click the *Show All Employees* button.

Your Locations

Open the **System Administration** Module from the main menu. Click the *Locations* button. New locations for the organization where sales and/or services can be made are created by clicking on the *New* button. Data fields include:

<i>Location ID:</i>	Auto-generated ID associated with the location when a new location record is created.
<i>Location Name:</i>	Name of the location (e.g., Organization West Technology Center, Organization Headquarters, etc.). Multiple entries for the same organization are allowed to indicate all the organizations locations. This information can be used to identify from where location the sales was initiated. (<i>Required</i>)

<i>Int'l Format:</i>	Defaults to U.S. address format (City, State, Zipcode). If clicked, <i>City</i> , <i>State</i> , and <i>Zipcode</i> fields are hidden and all international information is entered in the address text box.
<i>Address:</i>	Address of the organization's location.
<i>City:</i>	City where the organization's site is located.
<i>State:</i>	State where the organization's site is located.
<i>Zip:</i>	Zip code for the organization's site location.
<i>Country:</i>	Country in which the organization's site is located.
<i>Phone:</i>	Primary phone number for the organization's location.
<i>Fax:</i>	Fax number for the organization's location.
<i>Email:</i>	Email address for the location.
<i>Location Contact:</i>	Name of the employee as the general contact for the organization's location.
<i>Contact Phone:</i>	Phone number for the location's contact person.
<i>Active:</i>	Flag indicating that the location is an active location within the organization. Locations which have been closed or no longer active should have this flag unchecked. All active locations appear in the <i>Sales Order</i> screen.

Existing locations can be modified by clicking on the location name from the location list on the screen and clicking the *Modify* button. After making changes, click the *Save* button to save all changes.

While adding a new location record or modifying an existing record, additions are undone or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous values and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

To delete a location record, select a location from the list and click the *Delete* button. The system prompts the user to verify the deletion by asking, "Are you sure you want to delete the record?". Click the *Yes* button to delete the record or click the *No* button to cancel the deletion.

It is desirable to define all the organization's locations since there are fields in the sale and follow-up planner that allow for a location to be entered.

Locations can be made inactive and removed from the drop down lists in the screens by un-checking the "Active" checkbox.

System Setup Information

Open the **System Administration** Module from the main menu. Click on the *System Setup Information* button. The module displays *Universal Client Product Information* such as version and build number and the End-Users License Agreement (EULA).

The System Setup Information allows the user to set the default directory pathway from where external documents are linked through the *Universal Client's* linked documentation feature. Enter default information for where external (non-*Universal Client*) client files are stored (e.g.: *C:\ClientDocs*) in the "Linked Docs Default Directory" entry box.

Backup of the application and its data tables can be turned on by clicking on the *Enable Auto Backup* checkbox (see Chapter 17). The location to which the *Universal Client* application will be copied can be entered in the "Auto Backup Directory" entry box. The backup function will back up the

entire application file containing all your data. This backup method makes it easy to restore the database if corruption, disk failure or other problems are encountered. If the user wishes to export data, each report has an *Export to XLS* button export the report data to a Microsoft Excel® spreadsheet. The exported file will be directed to the directory pathway defined in the **System Administration** module, *Systems Info* setup.

The Company Information sets the default company location, starting invoice number and default employee. Enter the default organization location from the *Location* drop-down list in the *Default Location* field (an organization can have multiple offices in different locations). Locations need to be pre-defined via the *Location* screen found in the **System Administration** module.

Setting the default for an employee automatically points the Scheduler appointment calendar to that employee.

The beginning invoice sequence number (default = 1) can be set by entering the starting invoice number in the *Invoice Number Start* field. This number will be first invoice number auto-assigned and each subsequent invoice number will increase by one.

A system info record is already created in the application. This record is modified by the user to add the previously described information. To modify the record, click the *Modify* button. Enter the desired information and click the *Save* button.

While adding new setup information or modifying existing information, additions or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

To close the *System Information* screen, click the *Close* button. If there are unsaved changes to the record, the system prompts the user, “Do you want to save changes?”. Click the *Yes* button to save changes or click the *No* button not to save changes.

Setting the Monetary Currency

The monetary currency is used in all sales transactions and calculations. The monetary currency default for *Universal Client* is the U.S. dollar; however, alternate local currencies can be selected using the Microsoft® *Regional and Language Options* feature.

Open the *Regional and Language Options* in Windows® Control Panel. On the *Regional Options* tab, under *Standards and formats*, click the desired locale and the appropriate currency will be formatted into *Universal Client*. Click *Customize* to change individual settings for the currency.

Note: To select an East Asian language or a complex script and right-to-left language, you must install the files for those languages. To install East Asian language files, open the *Regional and Language Options* in Control Panel. On the *Languages* tab, under *Supplemental language support*, select the *Install files for East Asian languages* check box. Click *OK* or *Apply*. A prompt appears to insert the Windows CD-ROM or point to a network location where the files are located. After the files are installed, restart the computer.

Setting the International Address Format

Universal Client defaults to a U.S. address format, which includes the city, state, and zip code data fields. When the international address format is desired, the formatting option can be selected within each screen that requests an address entry. This option will remove the city, state, and zip code data fields and all address information will be typed into the address field. The selected U.S. or international address will appear in its entirety where the address display is required; e.g. invoices and reports.

Chapter 4 Setting-up the Client Database

Your Clients

From the main menu, open the **Clients & Sales Orders** Module to display the *Clients Information* screen. Enter, edit and delete a client's information from this screen. This information is referenced when establishing sales records, creating invoices and generating sales reports.

From the *Clients Information* screen, several Hot Link Buttons are present; Payments, Returns, Statements, Invoices, Follow-Ups, Scheduler, Client Report, Documents, Complaints, Communication Log (Comm Log), Sales Orders, and Transactions.

When modules are opened through these hot link buttons (except the Scheduler) from the *Clients Information* screen, the respective data associated with the client record is displayed in each of the modules. The data displayed is always associated with the client name shown at the top left of the screen.

Create a Client Record

To create a new client record, click the *New* button at the bottom of the screen. Enter the client's last name or company name (a required field) and any other additional demographic and contact information. Click the *Save* button when finished entering data. Mandatory information is required in the blue highlighted data fields. The following data fields are available for data entry:

<i>Client ID:</i>	Auto-generated ID for the client
<i>Alternate Record #:</i>	Previous or pre-established record ID for the client.
<i>Active:</i>	Flag designating that this record is for a client that is active. Unchecking this box renders the client inactive, where the client remains in the database, but will not be available nor displayed in the client selection fields.
<i>Last Name or Company:</i>	Last name of the client or the company name of an organization. This is a required field in order to create a new client record.
<i>First:</i>	First name of the client.
<i>MI:</i>	Middle initial of the client.
<i>Title:</i>	Title for the client (e.g., Dr., Mr. Ms. Prof., etc.). The title can be selected from the drop-down list or entered manually if not in the list.
<i>DOB:</i>	Date of birth of the client.
<i>Gender:</i>	Gender of the client.
<i>Marital:</i>	Marital status of the client. Select from the drop-down list or enter manually if not in the list.
<i>Int'l Format:</i>	Defaults to U.S. address format (City, State, Zipcode). If clicked, <i>City</i> , <i>State</i> , and <i>Zipcode</i> fields are hidden and all international information is entered in the address text box.
<i>Bill to Address:</i>	Address to which a bill can be sent to the client.
<i>Ship to Address:</i>	Address to which merchandise can be shipped.
<i>City:</i>	City where the client resides.
<i>State:</i>	State where the client resides. Select a state from the drop-down list.

<i>Zip:</i>	Zip code. This is a 5-digit zip code followed by the extension.
<i>Country:</i>	Country where the client resides. Select the country from the list or enter manually.
<i>Social Security #:</i>	Social security number of the client.
<i>EIN:</i>	Company's EIN number.
<i>Client's Employer:</i>	Employer of the current client.
<i>Primary Phone:</i>	Primary contact phone number.
<i>Ext:</i>	Extension to the primary phone number.
<i>Secondary Phone:</i>	Secondary contact phone number.
<i>Ext:</i>	Extension to the secondary phone number.
<i>Cell Phone:</i>	Cell phone number.
<i>Fax:</i>	Fax number.
<i>Contact Person:</i>	If the client is an organization, then the contact person would be the name of the person in the organization that is the primary contact.
<i>Association:</i>	Association of the contact person to the organization or the client (e.g., manager, or if client is a person, then father, associate, etc.)
<i>Client Email:</i>	Contact email address.
<i>Website:</i>	Client's website.
<i>Notes:</i>	Any free-text notes regarding the client. If there is information for which there is no data entry box, then it can be entered here – up to 65,535 characters.

Client Record Search

To retrieve a client, enter the client's last name or company name in the search entry box at the bottom of the screen ("Enter Last Name or Select From List"). Wildcards (*) can use to retrieve all client records matching the search criteria (e.g., "smi*" retrieves all client records that have the first three letters equal to "smi", such as Smith). The results of the search are displayed in a list next to the search entry box entitled "Search Results". Select the client from this list.

Modify a Client Record

To modify a client record, click the *Modify* button at the bottom of the screen. Make changes to any of the fields. Click the *Save* button at the bottom of the screen to save the changes. If the *Close* button is clicked prior to saving the record, the system confirms the save command before making the changes and closing the form.

While adding a new client record or modifying an existing record, additions are undone or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Deleting a Client Record

To delete the client record, click the *Delete* button at the bottom of the screen. The system confirms the record delete command before proceeding. The user must be aware that a client record cannot be

un-deleted from the system. All deletions are final. The system will not delete any clients that have a sales record. Uncheck the *Active* flag to set a client as inactive. Client's that are inactive do not appear in any client drop-down boxes throughout the system.

Navigating through Client Records

To navigate through client records, the Up and Down arrows located at the bottom left of the screen can be used. Records are ordered alphabetically. The Up arrow moves to the previous record that is alphabetically before the currently displayed record. The Down arrow moves to the next record alphabetically after the currently displayed record. To display only "Active" clients click on the *Show Active Clients Only* checkbox. The Up and Down arrows will scroll alphabetically only through active clients. To see all clients (the default view), click the *Show All Clients* checkbox.

Printing Client Information

Client information can be printed by clicking on the *Client Rpt* button. Click on the *Reports* button at the top of the screen and the *Client Info* button on the Reports screen.

Chapter 5 Setting-up the Parts / Services Database & Suppliers

Your Parts / Services Database

From the *System Administration* Module or the *Sales Order* screen or the main screen, click on the **Parts / Services** button. Activate the *Parts / Services Database* screen by clicking on the *Add* or *Edit* button. Enter or edit the parts and service data. This information is referenced when establishing sales records, creating invoices and generating sales reports.

Parts / Services Database Field Definitions

<i>PartID:</i>	Auto assigned identification number.
<i>Part Number (Required):</i>	User defined part number that appears on sales invoices and reports.
<i>Part Name (Required):</i>	User defined name that appears on sales invoices and reports.
<i>Part Description:</i>	User defined part or service description.
<i>Part Size:</i>	User defined part size to assist in the part description.
<i>Part Revision:</i>	User defined to track the current part revision.
<i>Unit Price:</i>	User defined unit selling price.
<i>UOM:</i>	User defined unit of measure (e.g., foot, each, lb., gallon, hour)
<i>Taxable?:</i>	Mark the check box to automatically add the selected sales tax to the charge.
<i>State:</i>	State and tax rate to which sales tax is applied.
<i>Obsolete:</i>	Mark the check box to remove or obsolete the part or service from the active parts list. Obsoleted parts will not appear in any of the parts selection and drop down lists.

Part Supplier Information

<i>Supplier:</i>	The supplier of the part or service.
<i>Supplier Part No.:</i>	The supplier's cross-reference part number.
<i>Supplier's Part Description:</i>	The supplier's cross-reference part description.

A supplier can be associated with each part. To enter or edit new supplier information, double click on the Supplier Name data field or click on the hot button at the end of the supplier data field. Enter or edit the supplier information, save and close. Enter the supplier from the supplier drop-down. Additionally, the supplier's part number and part description can be entered.

Search for a Part

A part record can be selected from the "Select Part/Service from List". Select a record by clicking on the record in the list. Once selected in the list, the detailed part / service data is displayed on the screen. Use the Up and Down arrows to scroll through the Part/Service list. By default the list displays all parts, both obsolete and non-obsolete. Click the *Show Non-Obsolete Parts* checkbox to display only active, non-obsoleted, parts in the Part / Service list. Click the *Show All Parts* checkbox to show all parts, including obsoleted parts.

Search for a part by entering the part name (wildcard characters can be used) and click the *Search* button next to the search field. Search for a part by entering the part number and click the *Search* button next to the search field. Search for a part by entering the part description (wildcard characters can be used) and click the *Search* button next to the search field. Clear the search fields by clicking the *CLEAR* button.

Sales Tax Table

Click the *Sales Tax Table* button to display, modify or add sales tax rates that are to be automatically entered into the sales / service order. The sales tax rate (percentage) is used to calculate sales tax due and is displayed as separate line entries on invoices, statements and reports.

Create a Part / Service Record

Click the *New* button to create a new Part / Service record. Enter part / service information. The entry can be a description of a part (e.g., Scented Candle, Fan Motor, Lumber) or a service rendered (e.g., Hourly Labor, Consulting, Lawn Cut, Tip). The *Part /Service Name* and *Part / Service Number* are required fields. Click the *Save* button to save the record.

Modifying a Part / Service Record

Click the *Modify* button and make changes to any of the data entry fields. Click the *Save* button to save changes.

Undo Changes

While adding a part / service record or modifying an existing record, additions are undone or changes are restored to their previous values by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Delete a Part / Service Record

A Part / Service record can be deleted by clicking the *Delete* button. The part cannot be deleted if it is referenced in a sale, but it can be flagged as obsolete.

Close the Screen

The Parts / Service screen can be closed out by clicking the *Close* button. If there are any unsaved changes to the record the system confirms whether to save changes before closing the screen.

Your Suppliers

Open the **System Administration** Module from the main menu; click on the *Suppliers* button or from the **Parts / Services** Module click on the Supplier hot button. Supplier data fields include:

Supplier ID: Auto-generated ID created during the creation of a new record.

Supplier Name: Name of the supplier such as the supplier's organization name (*Required*).

Int'l Format: Defaults to U.S. address format (City, State, Zipcode). If clicked, *City*, *State*, and *Zipcode* fields are hidden and all international information is entered in the address text box.

Address: Address of the supplier.

City: City in which the supplier is located.

State: State in which the supplier is located.
Zip: Zip code for the supplier's location.
Country: Country in which the supplier is located.
Contact Name: Name of the main contact at the supplier.
Phone Number: Phone number for the contact name.
Fax Number: Fax number for the supplier.
Website: Website address for the supplier.

To add a new supplier record, click the *New* button. Enter the supplier's information, click the *Save* button.

To change information on an existing supplier, select the supplier from the "Select Supplier from List" area and click the *Modify* button. Make changes to the record and click the *Save* button.

While adding a supplier record or modifying an existing record, additions are undone or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

To delete a supplier record, select the supplier from the "Select Supplier from List" area and click the *Delete* button. The system verifies the deletion by prompting, "Do you want to delete this record?". Click the *Yes* button to delete the supplier record or *No* to cancel the deletion.

To close the *Supplier* screen, click the *Close* button. If there are any unsaved changes the system prompts the user with, "Do you want to save changes?". Click the *Yes* button to save changes or *No* to close the screen without saving any changes.

Chapter 6 Entering Sales and Charges, Creating Invoices and Point of Sales

Sales Order Entry

Sales entries are created through the *Sales Orders* module which is accessed from the hot links button found at the top right of the *Client Information* screen. Before creating a sales / service order entry, the client must be selected and displayed in the *Client Information* screen. Also, all parts / services and sales rep employees must be defined in their respective databases.

Creating a Sale / Service Record

Click the *Sales Orders* button at the top right of the *Client Information* screen and the *Sales Order Records* selection list displays. Click the *Create NEW Sales Order* button at the bottom of the Sales Order Records screen. The Sales Order screen opens in data entry mode. Start by entering the *Sales Info* first. *The sales information must be entered before any sales/service items are saved to the sales item list.* The system prompts the user to enter the following Sale Info:

- Sales Record ID:* This unique sale identifier is automatically filled-in when you save a new record.
- Sales Date:* Sets the date of the sale or service. *(Required)*
- Sales / Service Rep:* Sales or service representative credited for the actual sale or performing the service. This field is used to track employee sales activity. *(Required)*
- Estimate / Invoice / Point of Sale:* Sets the sale type for the sale or service. *(Required)*
- Client Job Number:* User defined to track sales against a client's job number.
- Client PO Number:* User defined to track sales, generate invoices and post payments against a client's purchase order number.
- Location:* The organization's site or location identifier (e.g., Chicago office, New York Headquarters, etc.) from which the sale or service was done.
- Sales Note:* Free text information.

If the sale type is an invoice, then the following additional information can be entered:

- Invoice Due Date:* If the sale type is an invoice, then the due date for payment must be entered. *(Required)*
- Terms:* The terms are automatically filled in and are calculated as the difference between the invoice due date and the sale date. Alternatively, select from the drop-down list or manually enter the terms.
- Ship Date:* The ship date is the estimated date of shipment of the sale items or the date the service is to be performed. Clicking on the *Ship Date* data entry box displays a calendar icon that when clicked opens a calendar popup. Click on the desired date and the date is automatically filled-in to the *Ship Date* entry box.
- Ship Via:* The shipping service that is to be used.
- Shipping Costs:* The price of shipping if any to be invoiced and reported as a separate charge item.

Ship To: The shipping address if it is different than the shipping address associated with the client information (see Create a Client Record).

After the sales information is entered, enter sales items from the *Sale Item Entry* area on the screen. This is a required entry. A sale cannot be created without sale item charges. The data items that can be entered for a sale item are:

Item Number: The part / service number. *(Required)*

Qty: The quantity of the item. *(Required)*

UOM: The unit of measure for the item.

Part / Service Name: The description of the item.

Unit Price: The unit price of the item. *(Required)*

Discount: The discount being applied to the item as a percent.

SubTotal: The subtotal price before sales tax if any is applied. This item is not editable and is automatically calculated.

Sales Tax: The sales tax, if any, applied to the subtotal as a percent.

Serial Number: The serial number of the item.

Charge Note: Any note associated with the charge item.

With the ***Sales Orders*** module activated, enter a sale item by selecting the Part / Service Number from the *Part / Service Number* drop-down list. The quantity is entered in the *Qty* data entry box. The *UOM*, unit price, part description, discount, and sales tax (if applicable) are automatically filled-in with their default values as defined in the *Parts / Service* database or can be changed in the data field on an individual basis to the desired values. Changing these part/service item values during the creation of a sale will not affect the default values set in the *Parts / Service* database.

Click the *Save to Item List* button to save the item or service to the *Sales Item List* associated with the sale. When a charge entry is saved, a charge ID number is auto-assigned and is associated with the respective sales record ID number. As many Part / Service items can be entered as desired before saving the sale order. To enter another Part / Service, select another Part / Service Number from the Part / Service Number drop-down box in the *Sale Item Entry* area and fill-in the quantity. Click the *Clear* button to the right of the list to clear the entry area. Click the *Save to Item List* button to add it to the Sales Item List. Enter as many sales items as needed.

To delete a charge / service item from the *Sale Item List*, select the item from the list and click the *Delete Item* button at the right of the list. This will remove the item from the sale.

Once all data has been entered or modified, save the sale order by clicking the *Save Order* button at the bottom of the Sales Order screen.

Creating an Estimate

If a client requests an estimate for parts or services, then the sale / service record must be saved as type "Estimate". Click on the ***Create Estimate/View Invoice*** hot link button to preview the estimate in a formal estimate formatted form. This displayed estimate form can be printed for distribution to a customer or saved in PDF format as a file. A list of all estimates can be displayed by clicking on the *Estimates* button at the top of the Client Information screen. Double clicking on an estimate in the estimate list displays the estimate form which can then be printed or saved in PDF format.

Creating an Invoice

If a client sale is based on a billing agreement, buy now - pay later, then the sales / service record must be saved as type “Invoice”. When the invoice sales type is clicked, then additional invoice data fields become visible for entry of the invoice due date, terms, ship date, ship via, shipping cost, and any alternate shipping address. A formal invoice formatted form can be created by clicking on the ***Create Invoice*** hot link button.

When an invoice is created, an invoice ID is auto-assigned and is associated with the respective sales record ID. The invoice can be printed or saved as a PDF file. All invoices can be seen in an invoice list by clicking the *Invoice* button at the top of the Client Information Screen. Double clicking the invoice in the invoice list displays the invoice form which can then be printed or saved in PDF format. The initial assigned invoice number is one; however, the initial invoice number can be set through the **System Administration, Setup Info** screen.

Converting an Estimate to an Invoice

If a client sale is defined as type “Estimate” and the estimate needs to be converted to a sale, the estimate can be converted to an invoice. Modify the estimate by clicking the “Invoice” sale type and completing the invoice information. Saving the record converts it to an invoice type sale.

Point of Sales (Paid in Full)

If a client sale is paid in full at the time of the sale and no invoice is required, click the “Point of Sale” sale type.

Modifying a Sales / Service Record

To modify a sales / service record, click the *Modify* button. Modify any of the Sales Info and Invoice data fields. To modify a sales item, select the sales item from the *Sales Item* list, modify any of the sales item data fields and click the *Save to List* button. When all edits are complete, click the *Save* button at the bottom of the screen. Sales orders that have returns or payments are locked and cannot be modified.

Deleting a Sales Order

A sales order record can be deleted from the Sales Orders popup form, which shows the list of all sales orders. Select the sale record to be deleted from the list. Click on the *Delete Sales Order* button to delete the selected sale record from the Sales Orders list. The system asks for confirmation prior to deletion. Sales orders that have returns or payments are locked and cannot be deleted.

Undo Changes

During the modification of a sales / service record, the original data prior to the modification can be restored, before the *Save* button is clicked. To undo changes or additions during modification, click the *Undo* button and all modified data values are restored to their previous value and the screen returns to *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Up and Down Arrows

By clicking the Up arrow the screen displays the previous sales record in the sales list. Records are ordered by sale date in a descending order. By clicking the Down arrow the screen displays the next sales record in the sales list. If there is no current sales record displayed, the screen starts with the latest sales record.

Closing the Screen

Click the *Close* button to close the Sale Order screen. If additions or changes have not been saved, then the system prompts you to confirm saving changes.

Sales Charges Summary

At the top of the *Sales / Service* screen is summary information regarding the charges for the currently displayed sale. The Subtotal, tax, shipping, sale total amount, and amount due are shown separately.

Chapter 7 Entering Payments

Payments can be entered through the **Payments** Module. The payments module can be accessed by clicking the *Payments* button on the top of the *Client Information* screen. Payments can be recorded for any sales order entered into the system. Payments in the form of cash, check, credit card and electronic transactions can be entered, as well as, applying credit accumulated to the clients account. Additionally, adjustments can be made against a sale and write-offs can be applied. When there is a balance pending for a sales order, then the status for the sales order is “open”. When the balance is paid in full, the payment status for the sale is “closed”. All types of payments against a sales order are shown in a list box on the screen. A detailed payment status bar shows the sales total, what has been paid to date, any adjustments or write-off totals, any refund totals, the amount due, and the status of the sales order.

Payment Field Definitions

Payment ID: An auto-generated identification number for the payment transaction.

Transaction Type: The type of transaction such as a payment, applied credit, adjustment or write-off. *(Required)*

Amount Received: The amount received from the client via check, cash, credit card or electronic transactions. The amount received may be different from the amount applied toward the sale. *(Required)*

Amount Applied: The amount applied toward the selected sale. *(Required)*

Posting Date: Date on which the amount is applied toward the sale. *(Required)*

Payment Form: Form of the payment such as check, cash, credit card or electronic. *(Required)*

Check Number: Check number associated with the payment.

Credit Card: The credit card ID selected from the drop-down list. If the payment is via credit card, click on the *Credit Card* hot button next to the field to see credit card detail or define a new card credit card to be added to the list. For security purposes, only the last four digits of the credit card are entered.

Notes: General notes regarding the payment transaction.

Payment Transaction Types

Payment transaction types are adjustment, payment, applied credit, returns and write-off.

Adjustments: Adjustments to the clients balance for the selected sales record by the entered adjustment value.

Payment: Compensation received against a balance due. This is the type to be used when payment is received from the client via check, cash or credit card.

Credit: Amount applied against a balance due from the client’s accumulated credit ledger. (A credit is accumulated into the credit ledger whenever a payment is received is in excess of the applied payment amount or a returned item).

Write-off: A write-off against the balance due when no future payment will be recognized.

Creating a Payment

When a payment is to be applied against a sale, click the *Payment* button at the top of the *Client Information* or the *Sales / Service* screen to start the **Payment** module. On the *Payment Record Selection* screen, click the *Create New Payment* button. Select a sales order to which the payment is

to be applied from the “Sales Record ID” drop-down selection list. After entry of a sales order, the payment entry areas are enabled for data entry. Enter the transaction type (e.g., payment, applied credit, adjustment, write-off). Enter the amount received by clicking on the “Amount Received” entry box and enter an amount using the popup numeric keypad. Enter the amount applied to the sale by clicking the “Amount Applied” entry box and enter an amount using the popup numeric keypad. Click on the “Posting Date” entry box and pick a posting date from the calendar popup or by direct entry of the date. Finally, pick a payment form from the “Payment Form” drop-down selection list; cash check, credit card or electronic transaction. The payment form is disabled for applied credit, adjustment, and write-off type payment transactions.

If a credit card is used, then optionally enter the credit card identification using the credit card drop-down selection list. Credit card detail can be viewed or defined by clicking the hot button next to the drop-down selection list. Enter any optional comments regarding the payment in the “Notes” entry box. All required fields are highlighted in blue. Click the *Save* button.

If the amount received is greater than the amount applied, then the difference is automatically applied as a credit to the client’s account. If the amount applied is greater than the amount due, then the system asks the user if the difference is to be applied as a credit.

Modifying a Payment

Payments can be modified by clicking on the *Modify* button on the *Payments* screen. Change any of the available fields and click the *Save* button.

Undo Changes

While adding a new payment record or modifying an existing record, additions are undone or changes are restored to their previous values by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Delete a Payment Record

To delete a payment record, click the *Delete* button on the *Payments* screen. The record can not be deleted if returns have been made or if credit was generated from the transaction and the credit applied to another payment transaction.

Closing the Screen

To close the *Payment* screen, click the *Close* button. If there have been additions or modifications that were not saved, the system prompts the user if to save the record prior to closing the screen.

Scrolling through Records

To scroll through payment records, click the *Up arrow* to scroll to a next (newer) payment record and the *Down arrow* to scroll to a previous payment record. Records will scroll through the order displayed in the payment selection popup.

Creating a Receipt

To create a receipt for a payment, click on the *Receipt* button at the top of the *Payments* screen. A receipt is displayed and can be printed and given to a client. Click the *Receipt Created* check box to indicate that a receipt was generated for the payment.

Chapter 8 Returns

Returns can be created by the **Returns** Module. The **Returns** Module can be accessed by clicking on the *Returns* button at the top of the *Client Information* screen. Returns can be processed, recorded, and any refunds calculated. The *Returns* screen allows for full or partial returns. The full return option can be selected by the click of a button. Partial returns allow for the return of one or more items, partial returns (fractional), and any shipping. Returned items can be returned fractionally up to 4 decimal places (e.g., if 1 ton of material is purchased, then you can return fractional amounts such as 0.7525 ton).

Return Field Definitions

<i>Return Date:</i>	Date that items are returned. <i>(Required)</i>
<i>Charges List:</i>	All charges for the sale. Charge items are highlighted when selected and indicate the quantity being returned.
<i>Select All Items for Full Return:</i>	Selects all items in the charges list, and fills in any shipping charges to return in full.
<i>Return Sales Rep:</i>	Sales representative against whose sales total will be adjusted. <i>(Required)</i>
<i>Return Shipping:</i>	Shipping amount that is being refunded. This field is shown only for invoice sales type.
<i>Return Reason:</i>	Reason for the return.
<i>Apply as Refund:</i>	Check box to indicate that the return will be applied as a refunded amount.
<i>Apply as Credit:</i>	Check box to indicate that the return refund will be applied as credit to the client account.

Creating a Full Return

To create a full return, click the *Returns* button at the top of the *Client Information* screen. On the “Select Sale Order for Return” popup screen select the sale order from the list to which the return is to be applied and click the *Create New Return* button. The return date is filled in automatically with current date; change the date to the actual return date if entering the return retroactively. Click the *Select All Items for Full Return* button. The Return Summary shows the total being returned and any refund. If there is any shipping for an invoice type sale, then that amount is automatically filled-in to be refunded in full. Optionally, enter the reason for the return. If the return is to be applied as a credit to the client’s account, click the *Apply as Credit* checkbox. Click the *Save* button. The system verifies the return by asking “Are you sure you want to return selected charges? ALL RETURNS ARE FINAL”. Click the *Yes* button. The system displays “RETURN COMPLETED” and a “Full Return” status indication.

Creating a Partial Return

To create a partial return, click the *Returns* button at the top of the *Client Information* screen. On the “Select Sale Order for Return” popup screen select the sale order from the list to which the return is to be applied and click the *Create New Return* button. The return date is filled in automatically with the current date; change the date to the actual return date if entering the return retroactively. Select an item from the Charges List to return by clicking on the item in the list. The system prompts the user for the quantity to return. Either accept the default pre-filled in total quantity for the selected

item or enter a whole number or fractional number up to 4 decimal places. Click the *OK* button. If more items are to be returned, then select the next item in the list and repeat the previous steps. Next, select the return sales rep from the drop-down list. Use the hot button next to the rep drop-down list to display detail about the employee. Enter or change any return shipping amount. Optionally, enter the reason for the return. If the return is to be applied as credit to the client's account click the *Apply as Credit* checkbox. Click the *Save* button. The system verifies the return by asking "Are you sure you want to return selected charges? ALL RETURNS ARE FINAL". Click the *Yes* button. The system displays "RETURN COMPLETED" and a "Partial Return" status indication.

Viewing Returned Items

To view items that have been returned, click the *View Returned Items* button on the *Returns* Screen. A form displays all items returned and a financial return summary. Alternatively, double-click on an item on the "Select Sale Order Record for Return" list. Full returns directly display a form with all returned items. Partial returns bring up the *Returns* screen. Click on the *View Returned Items* to see the partial returned items.

The quantity of returned items will be reflected in the statements and transaction reports displayed quantities. To print out returned items, click the *Reports* button from the main *Universal Client* main menu window, click the *Returns* button; select the client from the filter popup screen and optionally, the date range.

Undo Return

While creating a new return, the creation of the return can be undone or canceled by clicking the *Undo* button. All entered data is discarded and the screen returns to the *View* mode. Once a return is saved, changes cannot be undone using the *Undo* button. **Once a return is saved, it cannot be modified; all returns are final.**

Closing the Screen

Click the *Close* button on the screen. If a new return has not been saved, then the system will prompt the user with to verify saving of the return.

Chapter 9 Statements and Transaction Reports

Client account statements and transactions reports can be generated through the **Statements** and the **Transactions** Modules. Click the *Statements* button at the top of the *Client Information* screen to get to the accounts receivables or *Invoice Balance Due* popup which has a *View Statement* button to generate a client statement or a *Transactions* button to create a transactions report.

The client account statement is a formally formatted report that would normally be sent to the client indicating the balance due for all sales. The statement contains a history of each sale including payments, returns and any adjustments along with the amount due. An aging status bar is located at the bottom of each page in the statement. When there are no outstanding balances due and all transactions are closed, no statement is generated.

After a statement report has been generated, it can be printed. The statement is formatted so that the top can be separated and sent back with a payment. The separated return portion of the statement is sized to fit into a standard No. 10 envelope.

To generate a report of all financial transactions for each sale associated with the selected client, click the *Transactions* button. The transaction report shows line by line detail of each financial transaction including the sale, payments, returns, and adjustments. Each line displays the transaction date, the Sales ID, any PO number, a description of the transaction, an invoice/estimate number if applicable, the sale amount, the amount received, the amount applied or adjusted, amount of credit, amount of refund, total return amount, and the status of the sale (i.e., open or closed).

Chapter 10 Linking External Documents

Association of external documents to a client's record can be made by the ***Linked Documents*** Module. This module allows the user to associate external documents related to the client such as Microsoft® Word®, Microsoft® Excel®, Microsoft® PowerPoint®, PDF, JPEG images, MPEG movies, etc. Once linked, the documents can be opened directly from the *Client Documents* screen. Thereby, all of a client's associated documents are brought together in a list and opened directly from within the *Client Documents* screen. A document opens with the application associated to the document file type.

Linking an External Document to the Client Record

To link an external document to the client record, click the *Documents* button at the top of the *Client Information* screen. On the *Client Documents* screen click the *Link Document* button at the bottom left corner of the screen. The Microsoft® Office file selection window opens. Browse the computer directories, find and select the desired file and select it. Click the *Select* button. The file is added to the top of the Linked Documents List and the file and its entire path on the computer is shown. Link as many additional files as desired from any area on the Linked Documents List.

By setting the *Linked Docs* Default Directory in the **System Information** screen, the file selection window opens by default to the specified directly.

Deleting a Linked Document

To delete a document from the Linked Documents List, select the document in the list that you want to delete and click the *Delete* button. The system verifies the deletion by asking, "Are you sure you want to delete the linked document from the list?". Click the *Yes* button.

Opening a Linked Document

To open and display a linked document in the Linked Documents List, select the document from the list and click the *Open Selected Document* button. Alternatively, double click on the document in the Linked Documents List. If a document has been moved from the directory from which it was linked then it will not be able to be opened. In this case, delete the document from the list and re-link it to new location.

Closing the Screen

To close the screen, click the *Close* button.

Chapter 11 Complaints

Client complaints tracking and resolution can be done through the **Complaints** Module. Click the *Complaints* button at the top of the *Client Information* screen. A history of all complaints is kept in the database and can be viewed through this screen by scrolling through the complaint records. When a complaint is received and recorded via the *Complaints* screen, a communications entry record is automatically written to the communications log indicating a communication with the client regarding a complaint.

Complaint Field Definitions

<i>Complaint ID:</i>	Auto-generated unique complaint ID.
<i>Complaint Description:</i>	(Required) Description of the client's complaint.
<i>Corrective Action History:</i>	Correction action history to resolve the complaint. This field can have multiple entries at different times that together show the history of how the complaint was resolved.
<i>Date Received:</i>	Date the complaint was received. It is automatically filled in with the current date.
<i>Date Closed:</i>	Date the complaint was closed (e.g., resolved).
<i>Employee Taking Complaint:</i>	Employee who logged the complaint (e.g., talked to the client).
<i>Status:</i>	Status of the complaint either "open" or "closed". After resolution, this field can be set to "closed".

Logging a Complaint

To log a complaint from a client, click the *New* button on the bottom left of the *Complaint* screen. Type in the complaint description into the *Complaint Description* field.

If the complaint has been resolved, enter the resolution in the *Corrective Action History* field and click on the *Date Closed* field. A calendar icon appears and when it is clicked the calendar opens. Select the date of the corrective action and the status as "closed" in the *Status* field.

Select the employee logging the complaint from the list. To view employee details click on the hot button to the right of the *Employee Taking Complaint* field.

Click the *Save* button. A complaint record is automatically created in the communication log, indicating a communication with the client in regards to a complaint.

Modifying a Complaint

To modify an existing complaint or enter a corrective action at a later date, then click the *Modify* button on the bottom right of the *Complaint* screen. Make modifications to the record or enter the corrective action. Click the *Save* button.

Undo Changes

While adding a new complaint record or modifying an existing record, additions are undone or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Complaints Report

To print a complaints report, click the *Complaints Rpt* button. The complaints report filter pops up with the client automatically filled in. Optionally, enter a date range by clicking on the date range fields and selecting a date from the calendar popup. Optionally, change the status of the complaints to be reported from “All” to either “open” or “closed” complaints. Click the *Preview Report* button to generate the complaints report. Alternatively, to export the report to Microsoft® Excel®, click the *Export to XLS* button.

Closing the Screen

To close the Complaint screen, click the *Close* button. If changes or additions have not been saved, then the system asks the user, “Do you want to save your changes?”. Click the *Yes* button if you want to save the changes or additions or click *No* to undo the changes or additions.

Chapter 12 Communications Log

All types of communications with the client can be tracked by the *Communications Log* Module. Click the *Comm Log* button at the top of the *Client Information* screen. A history of all communications with the client including the subject matter is displayed in the log. This screen is used to track any communications with the client and follow-up actions that are to be taken after the communication.

Communications Log Field Definitions

<i>ID:</i>	Communications log ID is auto-generated when a new communication log record is created.
<i>Communications Date:</i>	Date of the communication with the client.
<i>Client:</i>	<i>(Required)</i> The client with whom the communication took place.
<i>Priority:</i>	Priority or urgency level of the communication (i.e., high, medium, low).
<i>Communication Type:</i>	Type or category describing the communication (i.e., Billing, Inquiry, Invoice, Payment, Quote, Sale, Complaint, other, etc.).
<i>Communication Description:</i>	Description of the communication with the client.
<i>Employee:</i>	Employee logging the communication with the client.
<i>Completed:</i>	If checked, the flag indicates that the communication is complete and has no additional follow-up tasks. If unchecked, then the flag indicates that there are additional follow-up tasks or action(s) that may be pending regarding the communication.

Creating a New Communication Log Record

To create a new communication log record, click the *New* button on the lower left corner of the *Communication Log* screen. The communication date is automatically filled in with the current date. To change the date, click on the field and enter the communication date via the popup calendar. The client is automatically filled in *(Required)*. To change the client with whom the communication is taking place, select from the list. Optionally, select the priority level (urgency) of the communication. Optionally, select the communication type. Enter the communication description. Optionally, select the employee with whom the communication is taking place. Check the *Completed* flag if the communication is complete and there are no additional follow-up tasks. Enter the follow-up tasks in the *Communication Description* field. Click the *Save* button. Optionally, schedule a follow-up with the client via the follow-up planner module. (See Chapter 13 for more detail on the follow-up planner.)

Modifying a Communication Log Record

To modify an existing communication log record, select an existing communication log record from the Communication Log list and click the *Modify* button in the lower left hand corner of the *Communication Log* screen. Make changes to any of the fields in the field entry area at the top of the screen. Click the *Save* button to save the changes.

Undo Changes

While adding a new communication record or modifying an existing record, additions are undone or changes are restored to their previous values by clicking the *Undo* button. All new and edited data

fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

Deleting a Communication Record

To delete a communication log record, select a record from the list and click the *Delete* button. The system prompts the user with “Do you want to delete this record?” Click the *Yes* button to delete the record or click the *No* button not to delete it. If a communication record associated with a complaint is deleted, then the complaint is also deleted in the ***Complaints*** module.

Communications Log Report

To print a communications log report, click the *Preview Rpt* button at the top of the *Communications Log* screen. Print the report by clicking the *Print* button on the Print Preview ribbon above the application. Close the report by clicking the *Close Print Preview* button on the ribbon.

Closing the Report

To close the *Communication Log* screen, click the *Close* button. If there are additions or changes that have not been saved, then the system prompts the user, “Do you want to save changes?”. Click the *Yes* button to save changes or the *No* button not to save changes.

Chapter 13 Follow-Up List and Follow-Up Planner

Follow-up reminders specific to a client or employee can be created via the **Follow-Up** Module. A planner provides follow-up reminders specific to a client. Click the *Follow-Up* button at the top of the *Client Information* screen to get to the *Follow-Up List* screen. The *Follow-up List* screen lists all the follow-up reminder records for a selected client. These records are reminders to follow-up with a client at a specific date about a specific topic. Since the list can become lengthy, there are filter constraints that can be checked off at the top of the form to limit the list.

Creating a Follow-Up Reminder

To create a new follow-up record, click the *New* button at the bottom left of the *Follow-Up List* screen. The *Follow-Up Planner* screen pops up for data entry.

Follow-Up Reminder Field Definitions

Data can be entered in the following fields:

<i>Client:</i>	<i>(Required)</i> Select the client with which to follow-up. This field is automatically filled in with the currently focused client.
<i>Follow-up In:</i>	<i>(Required)</i> Numerical entry specifying the number of days, weeks, months or years in which to follow-up.
<i>Period:</i>	<i>(Required)</i> Period in days, weeks, months or years associated with the <i>Follow-up In</i> data field.
<i>Employee Responsible:</i>	Employee responsible for the follow-up.
<i>Purpose:</i>	<i>(Required)</i> Brief description of the purpose for the follow-up.
<i>Follow-Up Note:</i>	More detail for the follow-up.
<i>Completed:</i>	Check this flag if the follow-up has been completed.

Click the *Save* button to save the follow-up record. Click the *Close* button to close out the Follow-Up Planner.

Modifying a Follow-Up Record

To modify a follow-up record, select a record from the Follow-Up List on the *Follow-Up List* screen and click the *Modify* button. The *Follow-Up Planner* screen pops up in the *Modify* mode. Make any changes to the data and click the *Save* button. Click the *Close* button to close out the Follow-Up Planner.

Viewing a Follow-Up Record

To view the details of a follow-up record, double-click a record in the Follow-Up List. The Follow-Up Planner opens. At this point you can view the follow-up details, modify the record or add new follow-up records.

Deleting a Follow-Up Record

To delete a follow-up record, select a record from the follow-up list on the *Follow-Up List* screen. Click the *Delete* button. The system prompts the user to verify the deletion by asking, “Are you sure you want to delete this Follow-Up record?”. Click the *Yes* button to delete the record or click the *No* button to cancel the deletion.

Alternatively, double-click on a record in the follow-up list. The Follow-Up Planner pops up. Click the *Delete* button on the Follow-Up Planner to delete the record.

Follow-Up List Filters

To filter the follow-up list for the selected client on the *Follow-Up List* screen, click on the filter options at the top of the screen. The filter options display the following:

<i>Show Next 7 Days:</i>	All follow-up records for the next 7 days.
<i>Show Next 14 Days:</i>	All follow-up records for the next 14 days.
<i>Show All Future:</i>	Show all future follow-up records from today.
<i>Show Last 7 Days:</i>	All follow-up records for the last 7 days.
<i>Show Last 14 Days:</i>	All follow-up records for the last 14 days.
<i>Show Last 30 Days:</i>	All follow-up records for the last 30 days.
<i>Show Last 90 Days:</i>	All follow-up records for the last 90 days.
<i>Show Last 180 Days:</i>	All follow-up records for the last 180 days.
<i>Show All:</i>	All follow-up records.
<i>Today's Tasks:</i>	All follow-up records for today.

The follow-up list can also be ordered by LastName, Follow-Up date or Employee in a ascending or descending order. These fields are highlighted in a light blue color.

Search Utilities

Use the search functions found at the bottom right of the *Follow-Up List* screen to search for follow-up records by client or employee. Both the search functions can be used together to search for all follow-up records for a selected client associated with a selected employee. If only the employee search is used, then all follow-up records for all clients are returned for that selected employee. If only the client search is used, then all follow-up records for the selected client are returned.

Click the *Show All Follow-Ups For All Clients* button to show all follow-ups for all clients.

Follow-Up Report

Click the *Preview Report* button on the *Follow-Up List* screen to display a report of the follow-ups listed on the screen. The report can be printed by clicking the *Print* button on the *Print Preview* ribbon at the top of the application. To close the report, click the *Close Print Preview* button.

Export Follow-Up Report to Excel®

To export the follow-up report to Excel®, click the *Export* button to the right of the *Print Preview* button at the top of the *Follow-Up List* screen. The Microsoft® Office *File, Save* window pops up, pointing to the default location. The default location is that defined in the *System Info* screen under the Administration menu. If you want to change the location, then select the location through the menu where to save the report. Optionally, change the name of the report. Click the *Save* button.

Chapter 14 Scheduling

From the main menu or **Client Information** screen, open the *Scheduler* Module. The scheduler opens to the schedule for the default employee as defined in *System Info* or to the first employee in the list at the top of the scheduler. The employee schedule is shown for Today's date by default. The schedule is shown in 15 minute increments. To focus on the schedule on a particular day, select the day from the calendar at the top right of the scheduler. That Days Appointments will appear. To select a schedule for a different employee, select the employee from the "Appointments for Employee" list at the top of the scheduler and then that Employee's Appointments will appear for the selected date.

Adding Appointments

An appointment is added by clicking on the *New Appt* button at the bottom of the screen or double clicking on a time slot. The *Appointment Detail* popup is displayed. From this screen the client for whom the appointment is scheduled, the employee for whom the appointment is made, the appointment date, start time and appointment duration are entered. Hot buttons are associated with the employee and client entry fields so that client and employee detail information can be viewed or new client or employee information can be entered.

For appointments not associated with a client (e.g.; lunch, internal meeting, vacation, etc.), a block of time can be identified by clicking the *Block Time* button. Enter a subject for the blocked time.

Notes regarding any details of the appointment are added in the Subject section.

After all data is entered, click the *Save / Close* button which closes out the Appointment Detail screen and brings you back to the master *Scheduler* screen.

Generating Work Orders

From an existing appointment, a work order can be generated. This work order is a convenient feature to communicate the appointment information to the employee and to document any work performed against that appointment. The work order is automatically generated with client and scheduling information filled in by clicking on the *WO* button adjacent to the schedule time line for the chosen appointment.

Employee Appointments Report

By clicking on the *Appointments Report* button at the top left of the main Scheduler screen, the Appointment Constraints filter popup is displayed. The filter allows for the selection of a particular employee or all employees, a date range or all dates, and a start and end time or all times. Once the constraints, if any, have been selected, click the *Preview Rpt* button to generate the report. The Appointments report can be printed by clicking the *Print* button on the Print Preview ribbon. It can be exported to Excel by clicking on the *Export to XLS* button on the Appointment Constraints filter popup.

Appointment Search

By clicking on the *Appointment Search* button at the top left of the main Scheduler screen, the *Appointment Search* popup screen opens. Search for the desired client by entering the client's last name or primary phone. The use of wildcards is permitted. The appointments found for a selected client are displayed in the Appointment Search popup. Each time slot on the Appointment Search popup contains a hot button at the far right that is used to open that selected appointment. Click on the *Go To Appt* hot button on the far right to open that appointment record.

Deleting an Appointment

Select the appointment time slot on the main Scheduler and click the *Modify or Delete Appt* button at the bottom of the main Scheduler screen. The Appointment Detail popup screen will be displayed for the selected appointment. Click the *Delete Appt* button to delete it (i.e., cancel appointment) from the schedule. The Scheduler will verify if you really want to cancel the appointment. Click 'Yes' to cancel the appointment and 'No' to exit the deletion process. The Appointment Detail popup screen automatically closes after deletion.

Chapter 15 Generating and Exporting Reports

Since *Universal Client* is a database system, all the information and data can be easily compiled and assembled into reports for preview, printing or exporting.

From the main menu, open the **Reports** Module. The *Reports* screen shows four categories of reports; Database Listings, Misc., Sales Information and Financials. The following reports are available under the respective categories. Click the report buttons for the desired report. When opening the desired report with associated filter criteria, a pop-up filter screen will present the available filter criteria. If no criteria are selected the report will default to the value which initially appears in the field or all appropriate records will be listed in the report.

Database Listing Reports:

- Client Directory
- Employee Listing
- Parts Listing
- Suppliers Listing

Financial Reports

- Accounts Receivable (Client name)
- Revenue Summary (Client name, Date range)
- Sales Tax Collected (Date Range)
- Client Statements (Client name)
- Transactions (Client name)

Sales Information Reports

- All Sales Summary (With/without employee name, Date range)
- Sales By Client (Client name, Date range, detailed or summary)
- Sales By Part (Part number, Client name, Date range)
- Sales By Part Totals (With/without employee name, Date range)
- Estimate Summary (Employee name, Client name, Date range)
- Invoices/Estimates (Client name, Status)

Misc. Reports

- Client Info (Client name)
- Communications Log (Client name, Date range)
- Complaints (Client name, Date range, Status)
- Returns (Client name, Part, Date range)

Select a report from the report screen by clicking on the desired report button. A select (filter) criteria popup screen opens, allowing the report to be generated constrained by the criteria entered in the popup filter. Depending on the report, examples of selection (filter) criteria are client name, date ranges, part numbers, and status (pending, open, closed, active/ inactive). After selecting the filter criteria, the report can be previewed and printed. Click the *Preview Report* button to generate the report.

When launching reports from the *Client Information* screen, the current client, for whom the record is opened, will be displayed in the client selection screen. Other clients can be selected from the client drop down list from the respective report's Client drop down list. When launching reports from the main menu, the client will need to be selected from the respective report's Client drop down list.

By default, only active clients are displayed in the Client drop-down box. To run reports for inactive clients, either enter the reports screen from the client information screen or click on the "Show All Clients in List" checkbox. This will display all clients, both active and inactive, in the client drop-down list.

Closing, and Printing Reports

When a report is generated, it opens with the Print Preview ribbon displayed at the top of the screen. To close the report, click on the *Close Print Preview* button located at the right of the ribbon. The system maximizes the ribbon if it is in a minimized state. If the ribbon does not open with the *Print Preview* tab then select it from the ribbon.

Reports can be printed by clicking on the *Print* button on the left side in the Print Preview ribbon. When a report is closed, the ribbon is automatically minimized.

Export Reports to PDF

Reports can be exported to a PDF formatted file by clicking the PDF button on the right side of the *Print Preview* ribbon. Click the button and a *Publish as PDF* popup window will be displayed. Select the directory and name of the file to which to save the report. Click the *Publish* button to create it. If this PDF add-on is not available with your installation of windows, then you can download the “2007 Microsoft Office Add-in: Microsoft Save as PDF” add-on from the Microsoft Download Center.

Export Reports to Microsoft® Excel®

Reports can be exported into a Microsoft® Excel® format by clicking the *Export to XLS* button, associated with each report. To export reports from the **Reports** screen, click any button on the screen to display a criteria selection filter popup. The *Export to XLS* button is located on the lower left side of each filter popup screen. The Microsoft® Office *File, Save* window pops up pointing to the default location on the computer. The default pathway is user defined in the main menu **System Administration** module under the *System Info* feature. To change the directory pathway, select the location through the Microsoft® Office *File, Save* window. Optionally, change the name of the report. Click the *Save* button.

Chapter 16 Sales Tax and Credit Card Information

Sales Tax Table

The sales tax table can be customized to include sales tax rates for different states. The sales tax table can be invoked from the ***Parts / Services*** module or the ***Sales Order*** module by clicking the ***Sales Tax Table*** button. Sales tax rates can be associated to states via this table. Multiple records can be created for each state with different sales taxes for different counties, cities, etc. The data fields are:

<i>Sales Tax Name:</i>	<i>(Required)</i> The state descriptor with the associated sales tax.
<i>Sales Tax:</i>	<i>(Required)</i> The sales tax percentage.
<i>Description:</i>	The description of the sales tax record. Additional information indicating that this sales tax is for a particular county or city in the state can be entered.

To create a new sales tax record, click the ***New*** button. Enter data and click the ***Save*** button. The Sales Tax Name can be any descriptor such as “IL” for the state of Illinois. For example, multiple sales tax entries for Illinois can be created with descriptors such as, “IL-Cook” and “IL-Will”. The descriptors are chosen by the user and do not need to be state designations. To enable the Sales Tax Name entry, the “Taxable” check box must be checked on the ***Part/Service Information*** screen. This will enable the Sales Tax Name entry area. Unchecking the “Taxable” check box will blank out the Sales Tax Name area and disable it.

If a part / service item has the “Taxable” box checked, the sales tax associated with the part / service will appear in the Part Name drop-down box in the ***Sales Order*** screen and the tax will automatically be entered into the tax field on the sales item line. If the “Taxable” box is not checked, no sales tax will be displayed in the Part Name drop-down box in the ***Sales Order*** screen.

To modify an existing sales tax record, select the sales record from the list and click the ***Modify*** button. Make the desired changes and click the ***Save*** button.

To delete a sales tax record, select the sales record from the list and click the ***Delete*** button. The system verifies the deletion by asking, “Are you sure you want to delete the selected sales tax record?”. Click the ***Yes*** button to delete the record or click the ***No*** button to cancel the deletion.

While adding a new sales tax record or modifying an existing record, additions are undone or changes are restored by clicking the ***Undo*** button. All new and edited data fields are restored to their previous value and the screen returns to the ***View*** mode. Once a record is saved, changes cannot be undone using the ***Undo*** button.

To close the screen, click the ***Close*** button.

Credit Card Info

For reference only, a client’s credit card information can be entered into the client credit card database. After it is entered, a credit card can be selected from a drop-down list in the ***Payments*** module. For security purposes, only the last four digits of the credit card are displayed. The data fields are:

<i>Type:</i>	The credit card type such as Visa, MasterCard, etc.
<i>Holder Name:</i>	The name as it appears on the credit card.
<i>Number:</i>	The last 4 digits of the credit card.
<i>Exp Date:</i>	The expiration date of the credit card.

Code: The security code on the back of the credit card.

Client LastName/Co.: The client identifier.

To create a new credit card record, click on the *New* button. Enter data into the fields and click the *Save* button.

To modify an existing credit card record, select the record from the list and click the *Modify* button.

While adding a new credit card record or modifying an existing record, additions are undone or changes are restored by clicking the *Undo* button. All new and edited data fields are restored to their previous value and the screen returns to the *View* mode. Once a record is saved, changes cannot be undone using the *Undo* button.

To delete a credit card record, select the record from the list and click the *Delete* button. The system verifies the deletion by asking, “Are you sure you want to delete the selected record?”. Click the *Yes* button to delete the record or click the *No* button to cancel the deletion.

To close the credit card info screen click the *Close* button. If there are unsaved changes, the system prompts the user “Do you want to save changes?”. Click the *Yes* button to save changes or additions or click the *No* button to not save changes or additions.

Chapter 17 Back-up and Restore

Backing Up Data

Universal Client saves all the data entered via the application in a separate database file. Every time the system is used and new data is entered, it is recommended that the database be backed up.

Universal Client offers built-in backup and restore functions under *System Administration*.

To enable the auto backup function, go to the *System Administration* Module from the main menu, then click the *System Info* button. In the *System Info* screen click the *Modify* button. Check the *Enable Auto Backup* checkbox. Optionally, enter the directory path to which you want to backup the *Universal Client* database. The directory path format should be similar to C:\BackupDirectoryName or C:\YourOrganizationName\Backups, etc. If no backup directory is entered, then the system defaults to the logged-in user's "My Documents" folder. Click the *Save* button on the *System Info* screen when done. Once this option is selected, the system will prompt you whether to backup the database file every time you close the application. Click the *Close* button to close the application on the main *Universal Client* screen and the system asks "Do you want to create a backup?" Click the *Yes* button to create a backup of the database with all the latest data. Click the *No* button to bypass the backup and close the application.

The backup function copies the *Universal Client* database file which holds all data entered via the application to the specified directory location established above. It is recommended that *Universal Client* be backed up to an external drive in the event the system hard drive crashes or the system becomes corrupted. The data can be easily restored by using the restore function to copy the backed-up database file back into the database installation folder.

Alternatively, data can be backed up by clicking the "Backup Database" button on the *System Administration* screen. The system will ask the user whether to create a backup. Click the *Yes* button. The file selection window will pop up. The system recommended database backup file will be automatically named. Either accept the suggested file name and click the *Save* button or modify the backup name and click the *Save* button. This process will make a backup copy of the *Universal Client* database file to the selected folder.

Restoring Data

The backed up database file can be restored to the *Universal Client* application by the restore function. To do this, click the "Restore Previous Database" button on the *System Administration* screen. The system will prompt the user with "Do you want to restore a previous version of the database?" Click the *Yes* button. The file selection popup will appear. The file selection popup will point to either the backup folder specified in "System Administration/System Info" backup file location or to the logged in user's personal "My Documents" folder. Select the backed-up database file or search for it via the file selection popup. Click the "Restore Selected File" button to start the restore process. The system will prompt the user with "The folder already contains a file named UniversalClient_DB.accdb. Would you like to replace the existing file?" Click the *Yes* button to complete the restoration.

Alternatively, the backed up database file can be restored manually. This is NOT recommended. The backup file name must be renamed to the same *Universal Client* database file name originally saved into the database installation folder. For Universal Client Sales Manager Free and Pro, the file containing your data is named "UniversalClient_DB.accdb". The installation directory for the database file is "<LOCAL_APP_DATA>\Golden Tier Management Software\Universal Client Sales Manager". In Windows XP this will typically be in "C:\Documents and Settings\Login Name\Local Settings\Application Data\Golden Tier Management Software\Universal Client Sales Manager\UniversalClient_DB.accdb". In Windows Vista this will typically be in "C:\Users\Login

Name \AppData\Local\Golden Tier Management Software\Universal Client Sales Manager\UniversalClient_DB.accdb”. If folders are hidden in Windows, set the folder options in windows explorer to “Show hidden files and folders”.

Chapter 18 Importing Data into *Universal Client*

Importing Data

Universal Client will import client and part / service data structured in a .csv comma delimited format. The file format is typically saved from an Excel spreadsheet. Client Information and Parts / Services Information are two types of data that can be imported. Because the import function maps data fields from the imported .csv file to specific designated data table fields within *Universal Client*, it is important that the original import file format be structured according to the following rules:

- 1) Import data must be formatted in a comma separated text file where each column of import data is separated by a column. (Suggestion: Use Microsoft Excel to prepare the import data records and save the file as a “csv” data type.)
- 2) Client import data must not contain more than 25 data columns. The import function will stop import if there are more than 25 client data columns. See Table 1: *Import Data Column* for the required data import structure.
- 3) Part / service import data must not contain more than 6 data columns. The import function will stop import if there are more than 6 part / service columns. See Table 1: *Import Data Column* for the required data import structure.
- 4) Blanks and commas are permissible in the data fields. Text fields with commas embedded in the string must be in quotes.
- 5) The first row of the import data file must contain the field names of the data columns and will be ignored and not imported as data into the *Universal Client* data tables.
- 6) The .csv import filename must only contain a single period in its filename, immediately prior to the file extension.

INCORRECT: Client.File.csv

CORRECT: ClientFile.csv

To import the database tables, open the **System Administration** Module from the main menu. Click on the desired button; *Import Clients from Text File* or *Import Parts from Text File*. A file selection dialog will open. From the dialog box, highlight the file to be imported, and then click on the *Import Selected File* button. A view of the imported data will be displayed. Finally, if the data appears to be all there and correctly placed in the correct columns, click on the *Import* button at the bottom of the form to save the information to the *Universal Client* data table.

Table 1: Import Data Column Format

Client Data
(Exactly 25 columns)

<u>Column</u>	<u>Description</u>
1	Lastname
2	Firstname
3	Middle Initial
4	Date of Birth
5	Alternate Record Number
6	Address
7	City
8	State
9	Zipcode
10	Country
11	Ship To Address
12	Ship to City
13	Ship to State
14	Ship to Zipcode
15	Ship to Country
16	SSN
17	Employee Identification Number
18	Primary Phone
19	Extension
20	Cell Phone
21	Fax
22	Email
23	Website
24	Employer
25	Notes

Import Data Format
Parts Data
(Exactly 6 columns)

<u>Column</u>	<u>Description</u>
1	Part Name
2	Part Number
3	Part Description
4	Part Size
5	Unit Price
6	Notes

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