



CMS New User

Overview

Introduction

The following training tutorial will allow you to move step by step through the process for (1) locating and setting up contacts, (2) placing a basic laser check order, (3) reading the customer ledger, and (4) telecomming. There are places throughout the outline that will refer you to additional reading and information found in your CMS manual.

We will also cover the keystroke combinations reference tool.

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Quick Keys

Overview

Introduction

While this is a Windows-hybrid environment, you are still able to use the function keys to maneuver throughout the application. The only exception is that the Enter key is no longer available for maneuvering.

There are also buttons available at the bottom of some screens. This section will only teach the keystroke options.

In This Section

The following quick keys will help you navigate CMS.

Keystroke	Function/Screen
<u>Standard Quick Keys</u>	
TAB	Used to navigate through fields in CMS
SHIFT plus TAB	Moves you backwards through the fields
Page Down	Navigates a list moving in a downward motion
Page Up	Navigates a list moving in a upward motion
Arrow Keys [→ ← ↑ ↓]	Moves left, right, up, and down through the screen
ESC	Takes you back one screen NOTE: If information was entered on a screen, this function will cause you to lose that information.
SHIFT plus F5	Opens the Calculator
SHIFT plus F6	Opens the Calendar

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Quick Keys, cont.

Keystroke	Function/Screen
<u>Order Quick Keys</u>	
F2	Opens Ledger screen
F3	Repeat Order
F4	Edit Remarks field
F5	Opens the Customer record for editing
F6	Opens Product file
F7	Accesses the One Time Changes screen
F8	Accesses the Order Bottom screen
F9	Accesses the Design Form screen
F10	Saves the order
ALT plus 8	PL81/89 Product Type
ALT plus F5	Allows for Pasting a Value
ALT plus B	Opens the Customer Bank screen
ALT plus C	Open the Compatibility Guide
ALT plus D	Accesses the Line Items Detail Screen
ALT plus F	Opens the Shipping screen
ALT plus M	Accesses the Monogramming screen
ALT plus P	Accesses the Shipping and tracking information

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Quick Keys, cont.

Keystroke	Function/Screen
<u>Order Quick Keys, cont.</u>	
ALT plus S	Accesses the Scratch Pad messages
ALT plus T	Accesses the Shipping and Taxes information
ALT plus Z	Allows for Allows for Item Cross Reference Search
Shift plus F7	Turns Marketing Scripts on and off
Shift plus F9	Allows for editing the Recall Date
CTRL plus I	Insert Product
<u>Order Bottom Quick Keys</u>	
HOME	Takes you back to the Guarantee field
END	Takes you to the Review Order field
F4	Accesses the Supplemental Message screen
F8	Accesses the Order Message field
F10	Saves the information
Page Up	Opens the Ship Code screen
ALT plus D	Adds a Distributor PO Number to the Dist PO field

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Quick Keys, cont.

Keystroke	Function/Screen
<u>Compatibility Guide Quick Keys</u>	
ALT plus B	Opens the Base Negative Product screen
ALT plus X	Exits the compatibility screen
<u>User Defined Fields [UDF] Quick Keys</u>	
ALT plus A	Add a Title
ALT plus C	Cancel the action
ALT plus D	Delete a Title
ALT plus E	Edit a Title
ALT plus I	Add an Item
ALT plus L	Delete an Item
ALT plus S	Saves the information
ALT plus T	Edit an Item
ALT plus X	Exits the UDF screen



Contacts

Overview

Introduction CMS 6.5 is a large database of contact information. CMS is used to enter, maintain, and view a broad range of contact information.

Contacts are entered into CMS 6.5 as Prospects, Customers, Referrals or Distributors. It is important to know how to search for contacts because most of the functions performed in CMS require a contact name to be selected first.

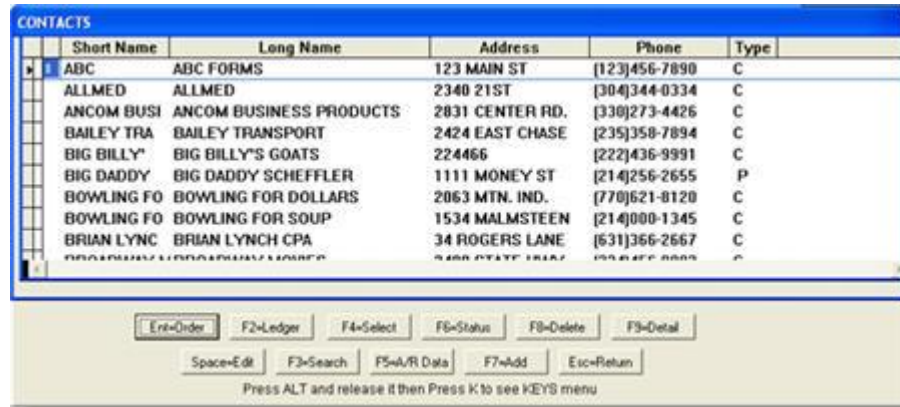
In This Section These topics are covered in this section.

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Viewing a Contact

Contact Menu This is an example of the Contact Menu:



Viewing a Contact

Once contact information is entered into CMS, it can be viewed using different options. Contacts can be searched, browsed or filtered for viewing

Step	Action
1	To Search for a contact: Navigate to Contacts from the File menu in CMS by clicking on the Sub-menu title Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact. NOTE: You can search by <u>Phone Number</u> , <u>Short Name</u> , <u>Long Name</u> , or <u>Customer Number</u> .
3	Type the information you're looking for (example: Phone number –area code not required). Press Enter

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Viewing a Contact, cont.

Step	Action
1	To Filter for a contact: Navigate to Contacts from the File menu in CMS by clicking on the Sub-menu title Contacts .
2	Press ESC , then click on the F4=Select button.
3	Using the mouse, click in the field next to the option you wish to search by. NOTE: You can search by <u>Customer</u> , <u>Prospect</u> or <u>Distributor</u> .
4	Press the Spacebar to place a (√) by the selected type which will select the filter type and press F10 .

Step	Action
1	To Browse for a contact: Navigate to Contacts from the File menu in CMS by clicking on the Sub-menu title Contacts .
2	Press ESC .
3	Use the ↓↑ keys to scroll through the contacts.



Adding a Contact

Introduction

After soliciting an order for a new customer, enter their information in CMS. Storing customer information in the CMS database decreases paperwork and provides quick access to various types of customer information.

You will use a combination of TAB, / plus ENTER, and the mouse to navigate through the contact screens.

Customer Screen

This is an example of the Customer Screen:

The screenshot shows a software window titled "Customer maintenance - Customer" with a timestamp of 4:13:27. The window is divided into three tabs: "Address and Contact Info.", "Options, Tax, and Sales YTD", and "Sales Activity". The "Address and Contact Info." tab is active and contains two main sections: "B I L L I N G" and "S H I P P I N G". Each section has fields for Name, Attn, Addr, City, State, Cnty, and Zip. Below these are fields for Phone (with area code and extension), Contact, X Ref., E-Mail Addr, Remarks, and a Critical checkbox. The "S H I P P I N G" section includes fields for Name, Attn, Addr, City, State, Cnty, Zip, Cust # (LY00JL00), Dist # (565-00), Short, CSR (00), Fax (with area code and extension), Alt (with area code and extension), and Ext. A "Referred By" field is also present. At the bottom of the window, there is a row of buttons: "Change Type", "A/R Data", "Enter Order", "Bank Info.", "UDF Fields", "Change Dates", "Scratch Pad", "Referral Programs", "Notification Maintenance", "Save", "Cancel", and "Close".



Adding a Contact

Adding a Contact

To add a new Contact follow the steps below.

Step	Action
1	Navigate to Contacts from the File menu in CMS by clicking on the Sub-menu title Contacts .
2	Press ESC , then click on the F7=Add button.
3	Select a contact type using the mouse by clicking in the field next to the desired option. NOTE: There are four contact types (1) customer, (2) prospect, (3) referral, and (4) Distributor
4	Click the Save button to continue.
5	Enter the customer information in the fields on this screen, using the TAB key to navigate through Bill and Ship: <ul style="list-style-type: none">➤ Name – enter the business name➤ Attention – enter the bill to attention name➤ Address – enter the bill to shipping street, city, state and zip code NOTE: If the Bill To and Ship To are identical, you can press TAB through the Ship To fields and proceed to the Phone Number field. <ul style="list-style-type: none">➤ Phone – enter the business phone #➤ Ext. – enter an phone extension if applicable➤ Contact – enter then main contact for the business➤ X-Ref (Use this field when two contacts are related) – press the? key and then ENTER to access a list of available options.➤ Email Addr – enter a valid email address➤ Distributor # - will automatically appear if it is set in Maintenance Defaults. <If not, enter this information manually>➤ Short Name – will automatically pre-populate with the first 10 digits of the business name. Highlight and enter a new short name if desired.➤ CSR – enter a two-digit code to specify the customer service rep keying in the customer➤ Fax – main fax #

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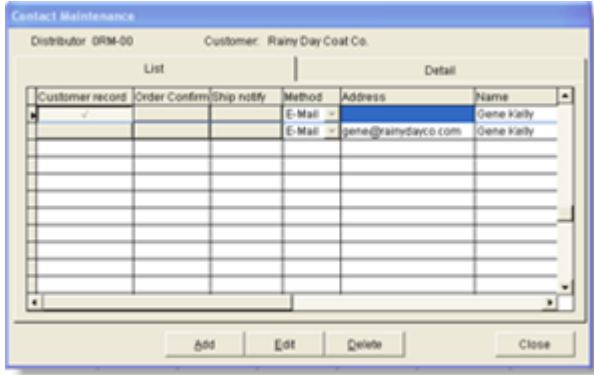
Adding a Contact, cont.

Step	Action
5, cont.	<ul style="list-style-type: none">➤ Alt – enter alternate phone # with extension if applicable, to include the extension.➤ Referral ID and Referred By<ul style="list-style-type: none">• Enter part of the name in the Referred By field then press Enter. <p>NOTE: These fields are only available if you have created a contact type of Referral.</p> <ul style="list-style-type: none">• Select from the list <To select, highlight the referral and press Enter>.➤ Critical – Use the mouse to place a ✓ in this field if the remark is important.➤ Remarks – enter information about the customer that will apply when on the order screen. <p>NOTE: Using the critical flag will turn the Tab text red so it stands out. On the order screen, the box will change from blue to red when the critical flag is used.</p>
6	<p>Click the Options, Tax and Sales YTD tab and work through the following fields to enter data as appropriate:</p> <ul style="list-style-type: none">➤ SRC <Source of Business><ul style="list-style-type: none">• Use the mouse to click the drop-down arrow for a list.• Using the mouse, Click on the Source of Business type to select and place the correct code in the field➤ SIC Codes<ul style="list-style-type: none">• To find a list press TAB.• To search Scroll through the list using the scroll bar. Click on the correct SIC Code Group, then, click on the corresponding SIC Code Category and click the Select button.➤ ARR – use the mouse to add a ✓ to this field if the customer is to be included in mailings➤ Bank Auth - denotes if the Bank has a Direct Debit for the customer in hand. When checked, the customer OK'd ACH and the bank has a signed authorization form.

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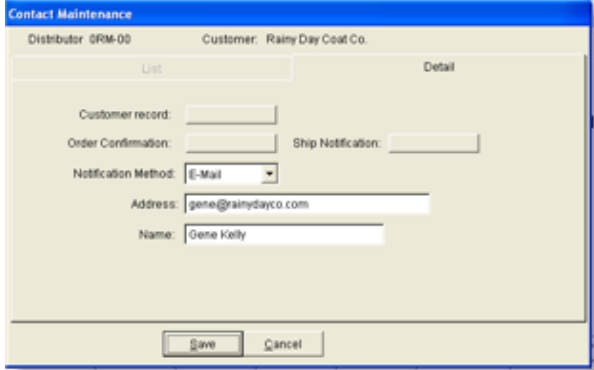
Adding a Contact, cont.

Step	Action
6, cont.	<ul style="list-style-type: none"> ➤ Language - type (E) for English or (F) for French. ➤ Employees – enter the # of employees ➤ Auth Code – check this box if the customer wants to provide an authorization code when placing orders for security purposes and then enter the code in the field to the right of the box. There is a 15 character limit to this field. ➤ Order Conf./Ship Notify – Check this box if the customer wants to receive an e-mail or fax confirmation of either an order confirmation and/or product shipment. ➤ Tax City and County (Leave blank) ➤ Tax Exempt (The appropriate paperwork must be completed with Safeguard Dallas). ➤ Discount – Leave blank, unless you want to offer the customer an across the board discount on every order. ➤ Recall <ul style="list-style-type: none"> • Use the mouse to place a ✓ in the months field (JFMAMJJASOND) to select them for the CMS Monthly recall report.
7	Press F10 to save the contact.
8	<p><u>NOTE: Complete the remaining steps ONLY if the Order Conf./Ship Notify box on the Options, Tax and Sales YTD screen has been checked.</u></p> <p>Click the Notification Maintenance button in the lower right-hand corner to access the Contact Maintenance screen.</p> 

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Adding a Contact, cont.

Step	Action
9	<p>Click on the Edit button to add detailed information.</p>  <p>To update the Customer Maintenance screen with the information being entered here, use the mouse to place a check mark in the Customer Record box.</p>
10	<p>Use the mouse to place check marks in the Order Confirmation and/or the Ship Notification boxes.</p> <p>NOTE: You can select different contacts to receive the notification. (Example: Mary in Marketing may be selected to receive the order confirmation, while Sam in Shipping may be the contact for the shipping notification.) Only one contact per type of notification is available.</p>
11	<p>Select a Notification Method from the drop-down box and then add the following as appropriate:</p> <ul style="list-style-type: none">• Address – enter the contact's e-mail address or fax number based on the notification method selected.• Name – enter the contact name.
12	<p>Click the Save button to retain that contact information.</p> <p>NOTE: Click the Add button and repeat Steps 9 - 11 to add multiple contacts for a customer. Only one contact can be selected as the primary contact for the actual Order Confirmation and/or Ship Notification.</p>

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Adding a Contact, cont.

Step	Action
13	Click the List tab to review the contacts for that customer.
14	Click the Close button to leave the Contact Maintenance screen.
15	Click the Close button to exit the Customer Maintenance screen.



Deleting a Contact

Deleting a Contact

There will be times when a contact will need to be deleted from the CMS Database. Follow the steps below in order to delete them.

Note: Once a customer is deleted from the local CMS, it still remains on the AS400.

Step	Action
1	Navigate to Contacts from the File menu in CMS by clicking on the Sub-menu title Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact. NOTE: You can search by <u>Phone Number</u> , <u>Short Name</u> , <u>Long Name</u> , or <u>Customer Number</u> .
3	Type the information you're looking for (example: Phone number –area code not required). Press Enter
4	Once the customer record is highlighted, Press F8 to delete and enter a Y to all the questions.



Recovering a Deleted Contact

Introduction A contact can only be Recovered *prior* to running over-night maintenance.

Recovering a Deleted Contact To recover a deleted contact, follow the steps below.

Step	Action
1	Navigate to the Utilities menu from the main screen in CMS.
2	Select the submenu Undelete a Customer or Order by clicking on the title.
3	A System Message will appear. Click OK .
4	Choose the customer to be restored by clicking on Customer . Then type the customer number in the field next to Customer #. <If you do not know the customer number, press Enter when the curser is in the Customer # field to locate the number; then highlight the appropriate customer number and press Enter to continue>.
5	Click the Undelete button.
6	A message box pops up telling you Recalling Customer #. Click the OK button when the Customer Recall Complete button appears.
7	Return to the main menu by clicking the EXIT button.



Orders

Overview

Introduction

Once there are customers in the CMS database, orders can be entered for those specific customers

NOTE: Before entering an order in CMS, make sure the contact for which the order is being placed already exists in CMS.

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Entering an Order

Entering and Order

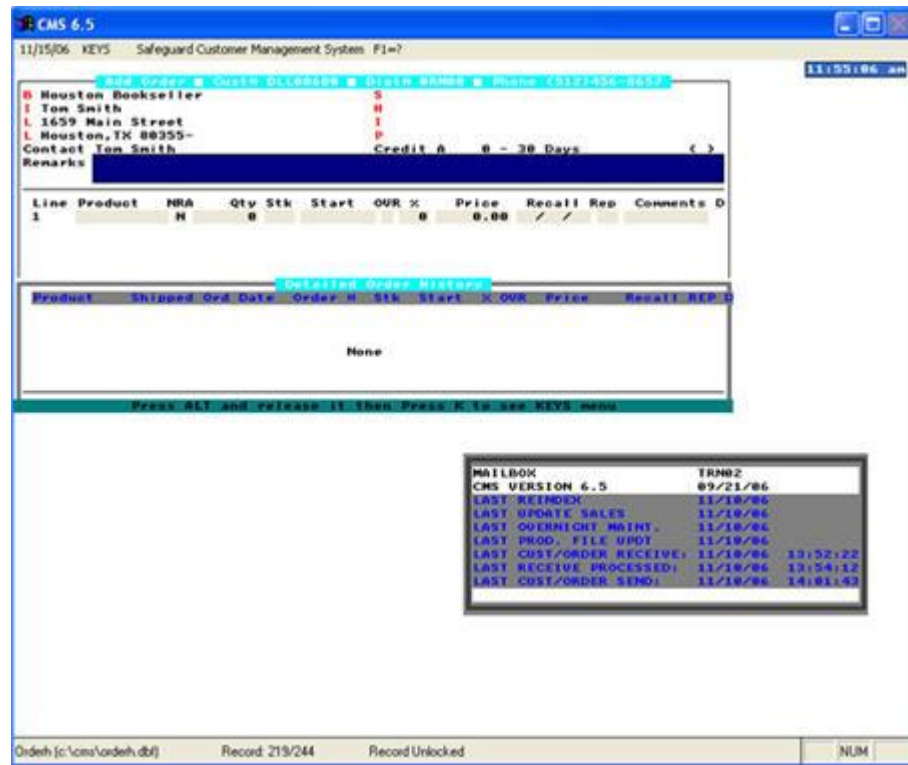
You can access the Order Entry screen from the following screens:

- The Ledger screen
- The Detail Order History screen
- The Customer Information screen
- The Contact screen

The fields on the Order Entry screen are the same regardless of where access is gained.

Order Entry Screen

This is an example of the Order Entry screen.





Entering an Order, cont.

Entering an Order


To enter a new order, follow the steps below.

Step	Action
1	Navigate to Contacts from the File menu in CMS by clicking on the Sub-menu title Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact to place an order. NOTE: You can search by <u>Phone Number</u> , <u>Short Name</u> , <u>Long Name</u> , or <u>Customer Number</u> .
3	Type the information you're looking for [Example: Phone number –area code not required]. Press Enter
4	Once the customer is highlighted in the customer list, press Enter .
5	Enter the product number in the first field of the first line. <i>Note:</i> If you do not know the product number, enter the first few letters of the product code and press Enter to bring up the product list. Using ↓↑ keys scroll through the list until the desired code is highlighted, and then press Enter . NOTE: If this is a repeat order, press F3 to select from the Detailed Order History screen. Scroll through the orders using the ↓↑ keys. Highlight the item and press Enter .
6	In the next field enter an N for new [only available on the customer's first order], R for repeat, or an A for an add-on sale.
7	In the Quantity field type in the amount if different from the default [which is the smallest quantity] or use the pop-up menu and click on the desired quantity in the list to select it.

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Entering an Order, cont.

Step	Action
8	<p>Enter the STK/Start # [these fields are required on check orders].</p> <ul style="list-style-type: none"> ➤ STK – the color of the paper stock. Use the pop-up menu to select from the available options. ➤ Start# - if the order requires numbering, this field is used to indicate the starting number.
9	<p>OVR, use this field to over ride the set price or to use special or value pricing.</p> <div style="text-align: center;">  </div> <p>Select from the option available by product line in the pop-up by entering the corresponding letter. When selecting a value price option, you will also be required to enter a percentage amount for the discount. [e.g. 5 – 25% would be a sample range to select from]</p>
10	<p>The % <Percentage> field is used to give an additional discount for the item.</p> <p>NOTE: If using this field for additional discounting, it will reflect a full discount in your commissions as well.</p>
11	<p>The Price field will fill automatically (unless M is in the OVR field in that case the price must be manually entered).</p>
12	<p>Add a recall date, CSR code, and any comments in the last three fields.</p> <p>NOTE: It's recommended that when using the value pricing option in the OVR field, you also reflect the percentage in the comments field for access on future orders.</p>
13	<p>For orders that require a design form the D at the end of the product line field will change to a T when the design form is created.</p>
14	<p>Press F7 to make one-time ship changes to the order when applicable.</p> <ul style="list-style-type: none"> ➤ Order Date – update to today's date ➤ Dist/Assoc – update with the proper number ➤ CSR – update with the proper number/initials ➤ Ship Address – enter an address to be used for just this order <p>Then press F10 to save those changes.</p>

Continued on next page



Line Item Detail

Introduction There will be occasions where specific line items in an order will require specific information separate from the entire order.

Example of this would be a quote for just that line item. For this, the Line Item Detail screen will need to be accessed. Pressing <ALT> <D> accesses this screen.

Line Item Detail Screen This is an example of the Line Item Detail screen.

The screenshot shows the 'Line Item Detail' screen with the following fields and callouts:

- Plate Number:** the field used to specify the plate # for the line item.
- First and Second Referral:** used to indicate the referral codes and if those referrals are to be paid for this line item. Place a Y [YES] or N [No] in the Pay Referral Fields that apply.
- Shipping Code:** indicates means of transportation [e.g. UPS Ground]
- Shipping Instructions:** the "Special Handling" instructions
- Quote and Quote #:** used to indicate special quote pricing for just this line item.
- Description:** used to change the product description.

The screen displays the following data:

Line Item Detail	
Product Line:	07 Item #: 1
Product:	SFSL1B1
New Product:	CK7S0811L001P
NRIA:	N
Quantity:	1000
Color:	DDI
Start:	5001
OVR:	L
Discount:	0
Price:	132.73
Base:	90.25
Reprn:	05/15/2007
Rep:	
Design:	
Plant:	LD
Shipping:	\$5.73
Handling:	\$2.00
Tax:	0.00
Comment:	

Additional fields on the right side of the screen:

- Description: LASER L1 CHECK 1PT PBLUE LINEN
- Plate Number:
- First Referral:
- Pay 1st Referral: N
- Second Referral:
- Pay 2nd Referral: N
- Shipping Code: G (ALT+F4)
- Shipping Instructions:
- Quote Number:
- Quote Item #:
- Requested Date: / /
- Auto SBS P.O.: N
- Rush If Late?: N

Buttons at the bottom: Previous, Next, Cancel, Return, Pick Description, Save Description



Adding a Design Form

Introduction

Certain orders require design information before being processed by the plant. Examples of such products are checks, continuous labels, forms and endorsement stamps. CMS provides an “electronic” design form in which to enter design information for new, exact repeat and repeat with change orders.

You can enter a design form from the Add Order screen, the Edit Order screen or the Design Forms menu option.

Adding a Design Form

This is an example of the Laser Check Design Form screen.

The screenshot shows the 'Laser Check Design Form' screen in CMS 6.5. The window title is 'CMS 6.5' and the status bar shows '11/15/06 KEYS Safeguard Customer Management System - F1=?' and '12:17:11 AM'. The main area contains several sections:

- Order Information:** Order #08800000, Date 11/15/06, Qty 1000, Start # 5001. Line 1: TELE. COLORS: Inki, Stock: PBL.
- Customer/Location:** Cust # DLL00600, Houston, Dist # 08N-00. Product SFSL101, LASER L1 CHECK 1PT.
- Design Form Options:** BASE NEG: [blank], STUB AREA: [blank], ARABIC NO.: [blank], COLLATION: STANDARD, ARABIC PREFIX: [blank], ARABIC SUFFIX: [blank].
- Design Form Content:** LOGO FROM SC CUT BOOK: [blank], LOGO: PREVIOUS PLATE # [blank], ORDER TYPE: [blank].
- Design Form Completion:** Design form contains complete order information? (Y)Yes (N)No. Art/sample to follow via: (E)E-mail (H)Hardcopy.
- Navigation:** F2=Window Area, F4=Stub Area, F5=Sig. Lines, F6=Bank/MICR, F8=Special Instructions, F10=Save, ESC=Exit.

A 'MAILBOX' window is open in the bottom right corner, displaying the following data:

MAILBOX	TRN02
CMS VERSION 6.5	09/21/06
LAST REINDEX	11/10/06
LAST UPDATE SALES	11/10/06
LAST OVERNIGHT PRINT	11/10/06
LAST PROD. FILE UPDT	11/10/06
LAST CUST/ORDER RECEIVE	11/10/06 13:52:22
LAST RECEIVE PROCESSED	11/10/06 13:54:12
LAST CUST/ORDER SEND	11/10/06 14:01:42

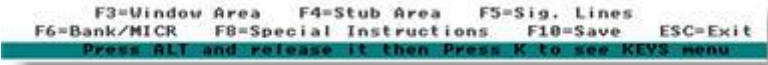
The status bar at the bottom shows 'Tdesign Record 1/1 Exclusive NUM'.



Adding a Design Form

Adding a Design Form

To enter a new design form from the Add Order screen, follow the steps below.

Step	Action
1	Once steps 1 – 14 in the “Entering an Order” section have been completed, press F9 to access the Design Form screens.
2	Select New in the Order Type field.
3	In the Product Type field, using the mouse, Click to select the product type. Once your product type is highlighted click the Select button.
4	<p>Tab through the fields within the design form and Enter the data required for that particular product type. [Make sure to enter all the information required to complete the design form. <u>Reference your CMS Manual for field name and descriptions based on the type of design form you are entering.</u>]</p> <p>NOTE: Check the bottom of the design form screen for additional screen prompts or buttons that need to be completed.</p> <p>Example of additional screen prompts:</p> 
5	Press F10 to save the design form



Order Bottom

Introduction The second half of the order screen is referred to as the Order Bottom screen or F8. This screen is used to enter such information as:

- PO numbers
- Messages to the plant
- Shipping Instructions for the entire order
- Credit card information
- Deposit information

Order Bottom Screen This is an example of the Order Bottom screen.

Order Bottom										
Guarantee N	Cust PO		Forms	139.71	+Tax	8.85	+Tax	8.61		
OTS Sale N	Dist PO 88RM		-Disc	0.00	+Shipping	5.73	+Shipping	2.87		
Ordered by:	Quote #		Subtotal	139.71	+Handling	2.00	+Handling	1.00		
Source Code:	Dep Ref		-Deposit	0.00	Total	156.29	Total	152.19		
If PrePaid										
Payment Type: 0	Shipping		-Credit Card Information-				Safeguardbanks.com			
Bank Ref.#	Instr:		Type	Card#	Exp /	Web Order ID#				
Shipping Code: G	ALT+F4									
Ship. Msg :			BODP: N	SBS Fee:	0.00	Review Order:	N			
Order Msg :										
Order Method :										
PgDn=Ship F4=Suppl Msg F8=Order Msg F10=Save Esc=Cancel Alt-D=P.O.Numb.										



Order Bottom, cont.

Order Bottom To complete the information required in the Order Bottom, follow the steps below.

Step	Action
1	To access the Order Bottom prior to saving an order, press F8 .
2	<p>Enter the information in the fields on this screen, using the TAB key to navigate through.</p> <ul style="list-style-type: none">➤ Guarantee - To guarantee the order, enter Y for YES. If field contains Y, the customer contact screen has a "Y" in the "Guars" field. (The default is N.) <p>NOTE: Telecomm Users cannot access the Guarantee field on the Customer screen. To make a change to the field, contact Safeguard's Accounting Department and it will be transmitted to you in a Receive.</p> <ul style="list-style-type: none">➤ OTS Sale - Enter 'Y' if this order is an Out-of Territory sale. Default is No.➤ Ordered by - Enter the name of the customer's employee who placed the order.➤ Cust PO - Enter the customer's purchase order number, if any.➤ Dist PO - Enter the Distributor's purchase order number, if any.<ul style="list-style-type: none">• This field is pre-filled with a zero and the first three characters of the Distributor number on the order. If you leave the remainder of the field blank, a blank P.O. will be saved.• If entering a Sourced Product (Product line 81) order, CMS requires you to enter a Dist. P.O. number. Press <ALT><D> to auto-populate with the next available number.➤ Quote # - If a quote number is required for the <i>type</i> product on the order, enter the quote number obtained from Distributor Services. <p>NOTE: If you do not enter a quote number, you must guarantee the order to be able to save it in CMS.</p> <ul style="list-style-type: none">➤ Dep Ref - Enter a deposit reference (such as check number) for the deposit, if any.➤ Source Code - This field is used to track orders generated by Marketing Promotions.➤ Deposit - Enter the deposit amount, if any. If entering an order exceeding \$500.00 for a new or purged customer, it's recommended that you enter a deposit of 50% of the total order.

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Order Bottom, cont.

Step	Action
2 cont.	<ul style="list-style-type: none"> ➤ Payment Type - Enter the code that represents the payment method you are using for this order. Press the <?> key to display a list of Payment Type codes options. The default is "O" for Open (Invoice). <p>NOTE: If you select the code of "D" for "Credit Card Deposit" you are required to enter an amount in the Deposit field.</p> <ul style="list-style-type: none"> ➤ Credit Card Information – Enter the type of card [M=MasterCard, V=VISA, D=Discover, A=American Express (US) or Diner’s Club (Canada)], card number, expiration date and name as it appears on the card. If you had credit card information entered on a previous order it appears when you select enter the type of card. VERIFY THE INFORMATION with the customer. ➤ Bank Ref. # - This will only be seen if the default variable “Enter Bank Ref” is set to Yes. This field is currently only for use with Union Bank customers, and only if they use the payment type of “B”. This field should only be turned on for those Distributors using Union Bank. ➤ Shipping Code – Press <Alt><F4> to select a service code. (G – ground -- is the default). Highlight the desired code and press <Enter> or press <F5> to view specific carrier options. ➤ Shipping Inst – Press the <?> key to display a list of valid Shipping Instructions codes. Highlight the desired code and press <Enter>. <p>NOTE: The code of "6" for "Billing Only No Freight" is not allowed in the Shipping Intr. field on orders that contain sourced product items. Use "B" for "Dist. Pd. Sourced Ord. Bill Only" for custom Product Line 81 and Product Line 21 items that you have already paid for and want Safeguard to bill the customer.</p> <ul style="list-style-type: none"> ➤ Safeguardbanks.Com Web Order Id # - Enter the number generated by the web ordering system for each SafeguardBanks.com order placed on-line. ➤ Order Method – Press Enter to view a list of options for how a customer placed their order. Highlight the appropriate option and click the OK button.

Continued on next page



Order Bottom, cont.


Step	Action
2 cont.	<ul style="list-style-type: none"> ➤ Shipping Message - Enter a message for shipping instructions, if any. ➤ Order Message – This does not currently print on the customer's packing slip. ➤ Review Order - A "Y" in this field indicates to the plant to review the order for special instructions or changes. Without the Y, some orders, such as stock orders, go in process without being reviewed. A stock product that is imprinted or an imprinted product as stock must have a Y in the review order field. Indicate in the Supplemental Message area why you want the plant to review the order. <p>NOTE: If you enter Y in the Plant Review field, you are required to enter a message explaining the reason for the review in the <F4> Supplemental Message field.</p> <ul style="list-style-type: none"> ➤ SBS Fee - Shows the SBS Fee that will be deducted from the Distributors commission for a Sourced or BODP order. ➤ BODP - Y or N. Y means that it is a BODP order. N means that it is not a BODP order. ➤ Supplemental Message - Press <F4> to access supplemental message. There are three lines of 55 characters each. The supplemental message lines print on a blank order form only, not on a preprinted order form. They are transmitted but do not appear on any invoices or shipping documents to the customer. <p>Press <F10> to save and return to the Order Bottom from the Supplemental Message area.</p>
3	Press <F10> to save the Order Bottom and return to the order screen.



Saving an Order

Saving an Order

Follow these steps to Save your order:

Step	Action
1	Once back to the order screen, press F10 to save the entire order.
2	Click either Yes or Quick Send NOTE: Quick Send only places this order in a separate FTP folder so it can be telecommed to Safeguard separate from the remainder of the orders. We do NOT receive it faster; it simply allows you to telecomm just urgent orders.
3	If the customer is set up for Order Confirmation and/or Ship Notification, additional option will appear when you press F10 to save the order. 
4	Update any information regarding Order Confirmation and Shipping Notification.
5	If the distributor wants to receive a copy of the customer's Order Confirmation and/or Shipping Notification, place a check mark in the box under Distributor Notification.
6	Click either Yes or Quick Send once all updates are completed.
7	Click either YES or NO if asked to print the order and the design form NOTE: This prompt only appears if you have set the Order and Design Form Print option to Prompt in the Defaults submenu, located in the Maintenance menu.



Editing an Order

Introduction CMS displays all saved orders on the Contact's Ledger screen. Changes to orders that have already been transmitted must be phoned to the plants.

Telecomm does not allow you to transmit changes for previously transmitted orders.

Editing an Order

To edit and order, follow the steps below.

Step	Action
1	Navigate to the Contact's Ledger screen by first navigating to Contacts from the File menu in CMS clicking on the Sub-menu titled Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact to edit an order. <i>NOTE:</i> You can search by <u>Phone Number</u> , <u>Short Name</u> , <u>Long Name</u> , or <u>Customer Number</u> .
3	Type the information you're looking for (example: Phone number –area code not required). Press Enter
4	Press F2 to access their ledger.
5	Select the order you would like to edit by highlighting the order.
6	Press F5 to enter.
7	TAB through the fields and make the necessary changes. Don't forget to visit all the applicable screens such as the design form.
8	Press F10 to save the order after you have completed your edits then Yes or NO to print your edits and return to the ledger.



Deleting an Order

Introduction An order can only be deleted *prior* to telecomming.

Deleting an Order To delete and order, follow the steps below.

Step	Action
1	Navigate to the Contact's Ledger screen by first navigating to Contacts from the File menu in CMS clicking on the Sub-menu title Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact to delete an order. <i>NOTE:</i> You can search by <u>Phone Number</u> , <u>Short Name</u> , <u>Long Name</u> , or <u>Customer Number</u> .
3	Type the information you're looking for (example: Phone number –area code not required). Press Enter
4	Press F2 to access the ledger.
5	Select the order you would like to delete by highlighting the order.
6	Press F8 to delete the order.
7	Click the YES button to continue.
8	Click the YES button to continue from the "Are you sure" pop-up.



Recovering a Deleted Order

Introduction An order can only be Recovered *prior* to running over-night maintenance.

Recovering a Deleted Order To recover a deleted order, follow the steps below.

Step	Action
1	Navigate to the Utilities menu from the main screen in CMS.
2	Select the submenu Undelete a Customer or Order by clicking on the title.
3	A System Message will appear. Click OK .
4	Choose the order to be restored by clicking on Order . Then type the order number in the field next to Order #. <If you do not know the order number, press Enter when the curser is in the Order # field to locate the number then highlight the appropriate order # and press Enter to continue >.
5	Click the Undelete button.
6	A message box pops up telling you Recalling Order #. Click the OK button when the Order Recall Complete button appears.
7	Return to the main menu by clicking the EXIT button.



Utilizing the Ledger

Introduction The Ledger screen lists basic information about all the orders and ledger messages of a selected contact.

In This Section These topics are covered in this section.

Topic	See Page
Viewing the Ledger	33
Adding Comments and Recall Notes to a Ledger	34
Screen Views from a Ledger	35



Viewing the Ledger

Introduction The header of the ledger screen shows the Customer name, Customer #, the primary phone number, and contact name.

The body of the screen shows the following information:

- The date the order was entered.
- The Order #
- The print status of each order
- The Telecomm status
- Product # of an order, or a summary of the comments regarding the recall message.

Note: If the line is an order, the product # displays. If the line is a ledger message, the message displays.

Viewing the Ledger To view the Ledger from the Contacts screen, press F2. The following is an example of the Ledger screen.

Ledger Header - includes customer name, number and phone number.

Ledger Comments - date and comment

Ledger Body - Date order was placed, order number, print status, telecomm status, and product code[s].

Additional Functions - within the ledger...

Date	Order	P	T	Summary	Contact
11/27/06				Mary is only available before 2:00 M - Thurs.	
01/18/06	TST4NP000			SUPPLEMENT	
02/23/05	TST3BP000			SG470-1	
02/08/05	TST0DN000			SN440	
06/24/04	BB0076000			EMBROIDERY, DIGITIZING, 615009BLKD	
06/24/04	BB0076000			EMBROIDERY, DIGITIZING, 615009BLKE, 615009BLKD, EHBR	
10/10/03	TST1SL000			X17	

Ent=Order F2=Telecomm F4=Print Ledge F6=Status F7=Add Comm.
Esc=Return F3=Print F5=Edit F8=Delete F9=Detail
A/R Data



Adding Comments and Recall Notes to a Ledger

Introduction

Use the add comments function to enter messages that will be displayed on the Contact's Ledger screen and printed ledger. Those comments can be accessed and referenced for telemarketing purposes.

There are three items in the Comments function of the ledger:

- General Messages
 - Recall Date and message
 - Stay on Top Ledger message
-

Adding Comments to a Ledger

To add comments to the Ledger, follow the steps below.

Step	Action
1	Navigate to the Contact's Ledger screen by first navigating to Contacts from the File menu in CMS clicking on the Sub-menu titled Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact. <i>NOTE:</i> You can search by <u>Phone Number</u> , <u>Short Name</u> , <u>Long Name</u> , or <u>Customer Number</u> .
3	Type the information you're looking for (example: Phone number –area code not required). Press Enter .
4	Press F2 to access the ledger.
5	Press F7 to access the comments screen. <ul style="list-style-type: none">➤ Recall Date - is used for telemarketing purposes. It reminds you when to call a customer for a specific reason➤ Stay on Top - places the comment entered at the top of the ledger until you change the Y to an N. <Click in the field and type a "Y" to stay on top.>➤ Comment - is the field used to type in a message to be placed on the Contact's ledger.
6	Press < F10 > to save your comments.



Screen Views from a Ledger

Introduction

From the ledger you can view additional information about the customer's orders:

- Order History
 - Status of an order
 - Estimated ship date
 - Actual ship date once the order ships
 - Customer's A/R information
 - Telecomm status, etc.
-

Screen Views from Ledger

To access additional screens in the Ledger, follow the steps below.

Step	Action
1	Navigate to the Contact's Ledger screen by first navigating to Contacts from the File menu in CMS clicking on the Sub-menu title Contacts .
2	Using the mouse, Click on the method by which you will be searching for a contact. <i>NOTE: You can search by <u>Phone Number</u>, <u>Short Name</u>, <u>Long Name</u>, or <u>Customer Number</u>.</i>
3	Type the information you're looking for (example: Phone number –area code not required). Press Enter .
4	Press F2 to access the ledger.
5	Different areas accessible from the ledger screen are: <ul style="list-style-type: none">➤ A/R Data –provides A/R information on the customer.➤ ENT=Order – allows you to place an order for this customer from the ledger screen.➤ ESC=Return – returns you to the Contact screen.➤ F2=Telecomm - can be turned off and on by pressing this button prior to transmitting orders to Safeguard.➤ F3=Print - to toggle the order to print.➤ F4=Prnt Ledg - prints the entire contacts ledger information.➤ F5=Edit – allows you to edit an order.

Continued on next page



Screen Views from a Ledger, cont.

Step	Action
5 cont.	<ul style="list-style-type: none">➤ F6=Status - gives the status of an order from the Ledger screen.➤ F7=Add Comm – used to add comments and/or recalls to the ledger.➤ F8=Delete – used to delete comments and/or orders from the ledger.➤ F9=Detail - provides Detail Order History information on an order.<ul style="list-style-type: none">• To get to <u>more</u> detail about an order from the Detail Order History screen in the Ledger press <F9> again.• For shipping information click on the <i>Shipping Info</i> button.



Telecomm

Introduction In order to send and receive information from Safeguard you will need to use the Telecomm functions inside of CMS. This allows you to FTP (File Transfer Process) items like customer and order information. This tutorial provides you with a general overview of how Telecomm works.

In This Section These topics are covered in this section.

Topic	See Page
Receive from Safeguard	38
Transmit to Safeguard	40
Quick Send	42
Received Reports	43



Receive from Safeguard

Introduction

When you receive data from Safeguard, you receive a combination of information:

- Order
- Design form
- Customer
- Accounts receivable
- Product file
- Compatibility guide
- CMS software code
- News release
- SBS information files
- Invoice
- Commissions
- Customer file purge information

Telecomm Updates

The main screen in CMS has a Telecomm Updates box. The box will quickly show you the latest CMS Code date, the latest Receive date, the latest Telecomm date and the latest date Overnight Maintenance was performed.

This is an example of the Updates box:

MAILBOX	TRN02
CMS VERSION 6.5	09/19/05
LAST REINDEX	09/26/05
LAST UPDATE SALES	09/26/05
LAST OVERNIGHT MAINT.	09/26/05
LAST PROD. FILE UPDT	09/26/05
LAST CUST/ORDER RECEIVE:	09/26/05 11:52:34
LAST RECEIVE PROCESSED:	09/26/05 12:05:48
LAST CUST/ORDER SEND:	09/26/05 11:28:45



Receive from Safeguard, cont.

Receive from Safeguard

To run a receive from Safeguard, follow the steps below.

Step	Action
1	Navigate to the Telecomm menu from the main menu in CMS. Select the submenu Receive from SBS by clicking on the title.
2	The FTP verification pop-up box will appear. Click the YES button.
3	The FTP Status - Receive Only box will open.
4	An FTP pop-up box will appear telling you the transmission was successful and ask if it's okay to disconnect. Click the OK button.
5	Click the Done button to transfer the files into the CMS directory.
6	A progress bar will appear briefly as the files are imported into the CMS directory.
7	A System Message will appear. NOTE: If there are updates you will need to perform using the DOS Command Prompt, the dialog box will give you the instructions to do so. Click the Print button to print the instructions. Click the OK button to finish the Receive.



Transmit to Safeguard

Introduction

Information leaves your office over the phone lines/broadband using a telecommunication program. It goes to a Network where it is picked up along with other Distributor's data by the AS/400. The AS/400 then processes the data and sends the information off to the appropriate plant.

It is recommended that you perform the Receive from Safeguard prior to the Transmit.

This topic will only cover the *ALL* transmission process.

Transmit to Safeguard

To perform the Transmit process, follow the steps below.

Step	Action
1	Navigate to the Telecomm menu from the main menu in CMS. Select the submenu Transmit to SBS by clicking on the title.
2	The Transmit Dialog box will appear. The following options are available: <ul style="list-style-type: none">➤ Report - Enables you to run Telecomm reports.<ul style="list-style-type: none">○ It's recommended that you run the Telecomm report prior to a transmit.○ Use this report to verify that the information you are about to transmit is correct.➤ All - Enables you to transmit all the information flagged for transmission.➤ Quick Send - Enables you to transmit only those items flagged for Quick Send.➤ Cancel - Enables you to terminate the Telecomm process.➤ Pre-Transmit Report - Enables you to view Vendor Invoice items prior to transmission.<ul style="list-style-type: none">○ Use this report to verify Vendor Invoice information prior to transmission.
3	To Upload to SBS, select the ALL button.

Continued on next page



Transmit to Safeguard, cont.

Step	Action
4	The Send All BODP Vendors pop-up box will appear. Click either the YES button or the No Button.
5	<p>The Format or Resend pop-up box will appear. Choose an option based on what you are trying to accomplish.</p> <p>Select Format to:</p> <ul style="list-style-type: none">➤ Create a file of all data marked for transmission and transmit it to Safeguard.<ul style="list-style-type: none">○ Press Enter. A status window will appear briefly. <p>Select Resend to:</p> <ul style="list-style-type: none">➤ Resend the current TRANSMIT (file created for transmission)<ul style="list-style-type: none">○ Use Resend when the Transmit.txt file has already been created but has not been transmitted successfully.○ Press Enter. The process will begin immediately.
6	<p>The Transmit FTP Status - Send Only pop-up box will appear.</p> <p>Click the Ok button in the Disconnect box. Then click the Done button in the FTP Status box.</p>



Quick Send

Introduction

The purpose for Quick Send is to mark only those orders and design forms and stock orders which need transmitted to SBS immediately.

You can save orders and design forms which are not urgent or which need to be proofread through Transmit to SBS. This keeps the size of the midday processing file small for quick transmissions and enables you to prioritize orders.

Quick Send

To perform the Transmit process using ONLY the Quick Send option, follow the steps below.

Step	Action
1	Navigate to the Telecomm menu from the main menu in CMS. Select the submenu Transmit to SBS by clicking on the title.
2	The Transmit Dialog box will appear. Click the Quick Send button.
3	The Send All BODP Vendors pop-up box will appear. Click either the YES button or the No Button.
4	A progress bar will appear briefly as the files are exported from the CMS directory.
5	The Transmit FTP Status - Send Only pop-up box will appear. Click the Ok button in the Disconnect box. Then click the Done button in the FTP Status box.



Received Reports

Introduction

Received Reports provide status of Orders, Design Forms and Customer data. Use this report to identify any problems with transmission or plant processing.

The Received Report is appended to include all information received during the same calendar day. (NOTE: You can display information that was received within the last five days.)

You will need to print the Received Report at least once after the last Receive from SBS on each calendar day.

Received Reports

To print the Received Report, follow the steps below.

Step	Action
1	Navigate to the Telecomm menu from the main menu in CMS. Select the submenu Received Reports by clicking on the title.
2	The Received Reports Screen will appear. Select the report option based on the report you would like to generate. <ul style="list-style-type: none">➤ All - lists all data received, accepted, rejected or errors.➤ Customer - lists all customer data received, accepted, rejected or errors.➤ Order - lists order and design form data received, accepted, rejected or errors.➤ Error - lists all order rejections and errors.➤ A/R Customer Not Found - lists all A/R data received which did not match a customer record in CMS.➤ A/R Found - lists all A/R activity in the order that is was received for the number of day's reports requests.➤ Customer Scratch Pad - lists all customer scratch pad messages from the Plant or the Accounting Department.➤ Order Scratch Pad - lists all order-related scratch pad messages from the Plant.➤ Shipment Tracking - lists the shipping tracking information for shipped items.

Continued on next page



Received Reports, cont.

Step	Action
3	Once you have selected the appropriate report, Tab through and Select the additional fields based on the options presented.
4	Destination: <ul style="list-style-type: none">➤ Printer - Sends the report straight to the Printer.➤ Screen - Allows you to view the report on Screen.➤ Disk - Allows you to create a .txt version of the report.<ul style="list-style-type: none">○ You can then use an application like Microsoft® Excel to manipulate the data.○ A Select File Name pop-up box will appear.○ Type the name and press Enter.
5	Transactions since: <ul style="list-style-type: none">➤ Date - Default date is today's date. Key in the desired date if different than today.
6	Run Report: Click the Run Report button.
7	Press ESC to return to the main CMS screen.