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Management

Onyx ERP v8

Customer Systems

Customers Management System

User Guide

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Introduction

Customers Management System is one of the systems that operate as part of the Onyx Pro ERP, which was developed to fulfill the needs of a wide variety of organizations regardless of their specializations or activities. It provides smart advanced solutions that help keep up with the rapid developments in the information technology industry. This includes having a customized system that fits customers' needs and which can be specially configured through a set of parameters, general determinants, and basic inputs data as well as activities-related transactions that process the system inputs to yield various outputs covering different customers' work fields and provide real opportunities for the organization to improve customers' management experience.

Customers Management System user guide includes systematic instructions on how to use each field across the system screens. It clarifies the function of every field as well as the data they include and demonstrates the effects of available options as well as general parameters on calculation methods and transactions handled by the system.

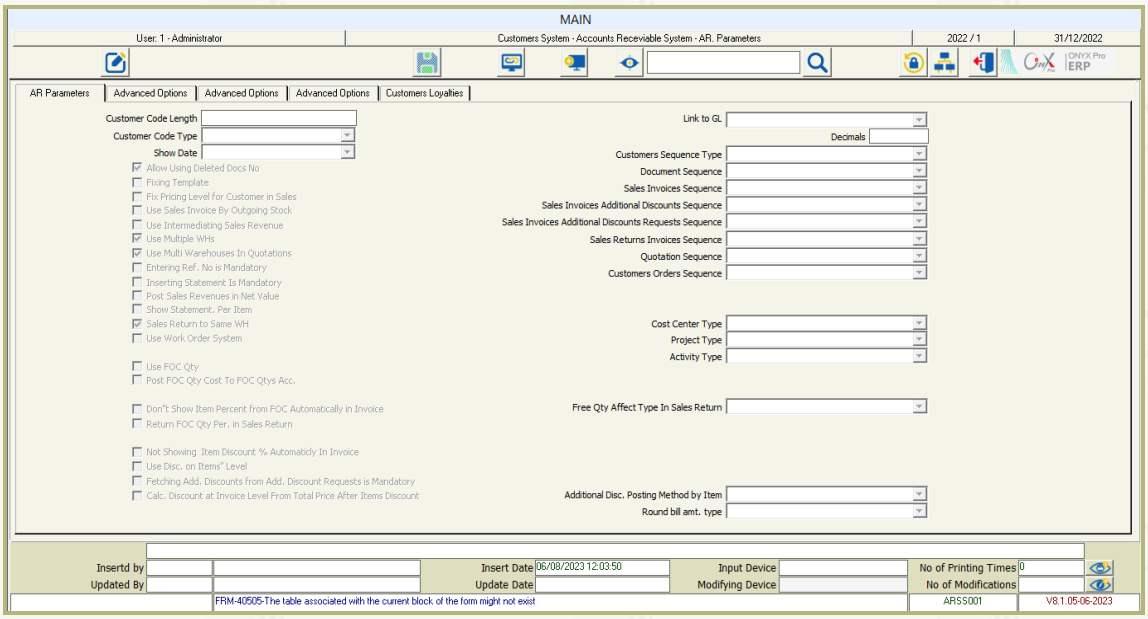
Chapter One System Configuration

Introduction

Customer management system configuration is the set of parameters and determinants through which users could customize both the customer and sales management systems according to the policies an organization follows when handling customers.

Customer Management System Parameters

Use: This screen is one of the key screens in the customer management system. It includes multiple parameters that reflects the policies and requirements of an organization within both the customer and sales management fields. Here, users can use the available options to configure the system parameters in a way that fulfills the organization's needs and future goals. Therefore, users should pay close attention when filling in the necessary data herein.



How to Use the Screen

To start working on this screen, users will need to click the **Modify** button, and then follow the steps illustrated below:

First: Customer Management Parameters

- **Customer Number Length:** In this field, the user specifies the maximum length allowed for the customer number within the customer data. For example, if the user enters **9**, the customer number in the **Customer Data** screen should contain nine digits or letters.

  Remark: The system does not allow users to modify the customer number length after entering data in the **Customers Data** screen.

- **Customer Number Type:** In this field, the user determines the type of customer number, whether **Numerical** or **Alphanumeric**. If the selected option is **Numerical**, the system will automatically generate the customer number sequencing. If the selected option is **Alphanumeric**, the user will need to enter the sequence manually.

- **Show Date:** Through this parameter, the user could control how the date will be shown in the transactions' screens by selecting one of the following options; **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Use Numbers of Deleted Documents:** When this parameter is activated, the system allows users to use the numbers of deleted documents. Otherwise, the serial numbers of the deleted documents will be held within the system and not be allowed in the auditing process.
- **Fix Template:** Activating this parameter allows the user to fix some of the basic data in documents, including the date, payment method, and description provided that they do not log out of the screen.
- **Fix Pricing Level for Customer in Sales:** Activating this parameter allows users to fix certain pricing levels for both cash and on-credit sales at the customer level within the **Customers Data** screen. However, if this applies, users will not be able to modify the pricing level later in the sales invoice.
- **Use Sales Invoices with a Goods Out Note:**
  - **If this parameter is not activated:** Both the inventory and the accounts related to the general ledger; whether customer or revenue accounts will be affected once the sales invoice is issued on the system.
  - **If this parameter is activated:** Another screen called **Sales Invoice Issuance Note** appears and two types of effects are rendered:
    - A financial effect that is rendered once the sales invoice is issued.
    - An inventory effect that is rendered once the sales invoice issuance note is selected, which allows users to provide goods from warehouses in batches.
- **Use Sales Revenue Intermediary Account:** This parameter appears when the **Use Sales Invoices with a Goods Out Note** parameter is activated, and when activated, it allows the system to use an intermediary account for the sales revenue, which is then credited with the invoice amount rather than the sales revenue. This applies if the organization decides not to affect the sales revenues directly. However, when a goods-out note is issued, the entry is reversed automatically.
- **Use Multiple Warehouses:** This parameter helps the user determine how the warehouses' data will be handled across different customer and sales-related

transactions screens. Once this parameter is activated, the system allows the user to include the data of multiple warehouses, within the **Detailed Data** section of the screens at the item level. Otherwise, the system will allow the user to enter the data of a single warehouse only for every transaction within the **Warehouse** field in the **Master Data** section.

- **Use Multiple Warehouses in Quotations:** This parameter helps the user determine how the warehouses' data will be handled in the sales transactions made in the **Quotations** screen. Once this parameter is activated, the system allows the user to include the data of multiple warehouses at the item level. Otherwise, they will be able to enter the data of a single warehouse only for each document.
- **Reference Number is Mandatory:** If this parameter is activated, the user will need to enter a reference number in all sales documents before saving any transaction. Otherwise, the system will not allow saving.
- **Description Is Mandatory:** If this parameter is activated, the user will need to enter a description in all sales documents before saving the transaction. Otherwise, the system will not allow saving.
- **Post Sales Revenues at Net Value:** Activating this parameter allows the user to enter the sale revenues at the net value; in other words, after deducting the allowed discount. Otherwise, the system records the total revenues in addition to the allowed discount and then posts the allowed discount amount to the designated account that is determined within the **Link Stock Accounts to General Ledger** screen.
- **Display Description at Item Level:** Activating this parameter allows the system to display a **Description** column in the sales transactions screens where the user could enter the description at the item level.
- **Sales Return to Same Warehouse:** Activating this parameter allows the system to deliver the sale returns to the same warehouse from which the purchase is made based on the sales invoice.
- **Use Work Order System:** Activating this parameter allows the user to include a work order system within the sales system. Thus, another two parameters; **Use Receipt Vouchers** and **Work Orders Sequence** appear, and two screens, **Work Orders** and

Work Orders Types are included within the **Sales Management System** where work orders are used in maintenance transactions and fetched to both invoices and returns.

- **Use Receipt Vouchers:** When the **Use Work Orders** parameter is activated, this parameter appears and once activated, it allows the system to display the **Receipt Vouchers Sequence** parameter, **Receipt and Inspection Voucher** screen, where the user could monitor the equipment receipt process before implementation. This applies when the user fetches the equipment's data to the **Work Order** screen so that they could monitor the transaction from receipt to delivery.
- **Use Free-of-Charge Quantities:** When this parameter is activated, the system allows the user to sell free-of-charge quantities (Bonus) by generating a separate column where the user could enter the free-of-charge quantities that are determined in the sales invoice. In addition to this, another two parameters, **Post Free of Charge Quantity Cost to Free of Charge Quantities Account** and **Sales FOC Calculation Method** appear within the system parameters screen.
- **Post Free-of-Charge Quantity Cost to Free-of-Charge Quantities Account:** Activating this parameter allows the system to post the cost of the free-of-charge quantities to a separate account for auditing noting that this separate account needs to be determined within the **Link Stock Accounts to General Ledger** screen under the inventory system inputs. Thus, the resulting accounting entry will be as follows:

Date	Description	Debit	Credit
Invoice Date	From/ Sales Cost (Free-of-charge Quantity) Account	xx	
	To/ Inventory Account		xx
	Free-of-charge Quantity Cost in Sales Invoice		

Hint: If the **Post Free-of-Charge Quantity Cost to Free-of-Charge Quantities Account** is not activated, the system will post the cost of the free-of-charge quantity to the inventory cost account of the concerned warehouse group.

- **Hide Item % from FOC in Invoice:** When this parameter is activated, the system hides from the sales invoice the free-of-charge quantity percentage that has been previously determined in the **Items Data** screen when the **Allow Free-of-Charge Quantity** parameter is activated. Otherwise, the free-of-charge quantity percentage appears normally in the invoice.
- **Display Free of Charge Quantity Percentage in Sales Return:** This parameter appears if the selected option in the **Sales FOC Calculation Method** parameter field is

Not Used and when activated, it directs the system to display the free quantity percentage in the sales returns.

- **Reduce Selling Price in Return Invoice Based on FOC Qtys:** Activating this parameter helps users –especially those working in the pharmaceutical field– add sale returns to a sales invoice that includes free quantities. This way, the system divides the total invoice value by total invoice quantity + the free quantity and the resulting value will be the price that is approved for the return.
- **Use Discount at Items' Level:** Activating this parameter, allows the user to determine and apply the discount at the item's level in the **Discount** column that appears in the sales transactions. In addition to this, it allows the system to show the **Item Discount Type**, **Numbers of Discounts,** and **Sales Discount Types** parameters within the parameters screen.
- **Hide Item Discount % Automatically from Invoice:** When this parameter is activated, the system hides from the sales invoice the discount percentage that is determined in the **Items Data** when the **Allow Discount – Sales** parameter is activated. Otherwise, the item discount percentage appears normally in the sales invoice.
- **Fetching Additional Discounts from Additional Discount Requests is Mandatory:** If this parameter is activated, the user will not be able to apply any additional discounts before entering them in the **Additional Discount Request** screen and having them approved. Otherwise, the user can apply the additional discounts from the **Additional Discounts** screen directly.
- **Calculate Discount at Invoice Level from Total Price after Items Discount:** Activating this parameter allows the system to apply the additional discounts offered on a certain invoice total independent of any prior discount that is applied at the item level within the Detailed Data section.
- Check Item Discount Within Items Data: This parameter appears when the user selects any option that is related to a warehouse group from the list of options provided in the Sales Discounts Types parameter and when activated, it directs the system to check whether the Allow Discount – Sales parameter is activated in the Items Data screen for the selected item.

- **Link to General Ledger:** Activating this parameter allows the user to link customers' accounts to the general ledger using one of the following options:
  - **Multiple Accounts:** When the user selects this option, the system creates a separate detail (sub) account for each customer under the main customers' account in the chart of accounts.
  - **Accounts Group:** When the user selects this option, the system creates an account for the customers' group in the chart of accounts. Afterward, the user can link the customers that are defined in the **Customers Data** screen, each to their concerned group.
- **Decimal Places:** In this field, the user determines the number of decimal places to which the amounts of transactions in both the customers and sales systems should be rounded.
- **Customers Sequence Type:** This parameter allows the user to determine the customers' sequencing upon defining them in the **Customers Data** screen using the following options:
  - **General:** When the user selects this option, the system generates one sequence for all customers.
  - **By Group:** When the user selects this option, the system generates for each customer group a unique sequencing.
  - **By Group and Type:** When the user selects this option, the system determines the customers' sequencing based on the customer group and type. If either of them changes, then the customer numbers sequence changes accordingly.
- **Document Sequence:** Through this parameter, the user could determine how the sequence of documents will appear on the system screens using one of the provided options, **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Sales Invoices Sequence/ Sales Returns Invoices Sequence:** These are key parameters that users should handle carefully to determine how the sequencing of both the sales invoices and the sales return invoices will appear on the system, noting that they will not be able to modify the selected sequencing after the invoice is issued. These parameters include the following options:

- **Accumulative:** When this option is selected, the system allows the user to create a single sequence for all types of invoices regardless of the selected payment method, warehouse, or type.
- **By Payment Method:** When this option is selected, the system allows the user to create a unique invoice sequencing for every payment method; noting that the user can repeat a certain number, for example number 1 four times to indicate a different payment method.
- **By Cost Centers:** When this option is selected, the system allows the user to create a unique invoice sequencing based on the selected cost center. In addition, in case multiple cost centers exist, each will have a unique invoice sequencing regardless of the selected payment method or type.
- **By Warehouse:** When this option is selected, the system allows the user to create a unique invoice sequencing based on the selected warehouse. And, in case multiple warehouses exist, each will have a unique invoice sequencing regardless of the selected payment method, cost center, or type.
- **By Warehouse and Payment Method:** When this option is selected, the system allows the user to create the invoices' sequencing based on the selected warehouse and payment method. This way, every related warehouse and payment method will have a unique invoice sequencing. For example, warehouse number 1, which is related to the cash payment method, will have an invoice sequencing that is different from that of warehouse number 1, which is related to the credit payment method, and so on.
- **By Center and Payment Method:** When this option is selected, the system allows the user to generate the invoices sequencing based on the selected center and payment method. This way, every related center and payment method will have a unique invoice sequencing. For example, cost center number 1, which is related to the cash payment method will have an invoice sequencing that is different from that of center number 1, which is related to the credit payment method, and so on.
- **By Type:** When this option is selected, the system allows the user to generate the invoices sequencing based on the type of invoice that is selected from the list of types defined in the **Sales Invoices Types** screen. This way each type of invoice

will have a unique sequence regardless of the selected payment method, cost center, or warehouse.

- **By Type and Warehouse:** When this option is selected, the system allows the user to generate the invoices sequencing based on the selected type of invoice and warehouse. This way, every related type and warehouse will have a unique invoice sequencing.
- **By Type, Warehouse and Payment Method:** When this option is selected, the system allows the user to generate the invoices sequencing based on the selected type, warehouse, and payment method. This way the **Wholesale** invoice type that is related to warehouse number **1** and the **cash** payment method, for example, will have an invoice sequencing that is different from the **Wholesale** invoice type that is related to warehouse number **1** and the **credit** payment method, and so on.
- **By Type and Payment Method:** When this option is selected, the system allows the user to generate the invoices sequencing based on the selected type and payment method. This way, the **Wholesale** invoice type, that is related to the cash payment method, for example, will have an invoice sequencing that is different from that of the **Wholesale** invoice type, which is related to the **credit** payment method, and so on.
- **General:** Users select this option for electronic invoices; whether sales or return invoices. It represents an accumulative sequence that the system generates across all branches, while, the previously mentioned **Accumulative** option represents an accumulative sequence that the system generates at the branch level.

- **Sales Invoices Additional Discounts Sequence/ Additional Discounts Requests/ Quotations Sequence/ Customers Orders Sequence:** These parameters help the user determine how the system will handle the concerned sequences by selecting one of the following options as follows:
  - **Accumulative:** When this option is selected, the system allows the user to generate one sequencing for all documents.
  - **By Type:** When this option is selected, the system allows the user to generate the documents' sequencing based on the types of the documents, which are previously

defined in the concerned **Documents Types** screens. This way, each type in case multiple types exist, will have a unique sequencing.

- **General:** When this option is used, the system uses a general sequencing to refer to the electronic invoices; either in notes or note requests. This is an accumulative sequence that the system generates across all branches, while, the previously mentioned **Accumulative** option represents an accumulative sequence that the system generates at the branch level.

- **Receipt Vouchers Sequence:** This parameter appears once the **Use Receipt Vouchers** parameter is activated. It includes the following options:
  - **Accumulative:** When this option is selected, the system allows the user to generate a single sequencing for all customers' requests' documents.
  - **By Type:** When this option is selected, the system allows the user to generate a unique sequencing for each of the types that have been previously defined in the **Receipt Vouchers Types** screen.
- **Work Orders Sequence:** This parameter appears once the **Use Work Order System** parameter is activated. It includes the following options:
  - **Accumulative:** When this option is selected, the system allows the user to generate a single sequencing for all customers' requests' documents.
  - **By Type:** When this option is selected, the system allows the user to generate a unique sequencing for each of the work orders types that have been previously defined within the **Work Orders Types** screen.
- **Cost Center/ Project/ Activity Type:** These parameters could be used when the cost center, project, and activities parameters are activated within the **General Parameters** screen under **System Configuration**. They include multiple options from which the user could select to determine how the system will handle the cost centers, projects, or activities within the sales screens as follows:
  - **Unused:** Selecting this option directs the system to not include any centers, projects, or activities in transactions.
  - **Single:** When this option is selected, the system displays, in the **Master Data** section of the **Sales** screen, a single field for each cost center, project, or activity.

- **Multiple:** When this option is selected, the system displays in the **Detailed Data** section of the **Sales** screen a column where the user could enter the data of the center, project, or activity at the item level.

- **Sales FOC Calculation Method:** This parameter appears once the **Use Free Quantities** parameter is activated. Here, the user selects one of the provided options to determine how the system should apply the free-of-charge quantity to the sales invoices automatically, noting that the user needs to code the free-of-charge quantity on sales within the **Incentive Coding – Free Quantities** screen under **Sales Configuration**. Thus, the system changes the fields that appear accordingly. These options include:
  - **Unused:** The user selects this option if they don't want to apply the free-of-charge quantities on sales, and in this case, they will need to manually determine the free-of-charge within the **Sales** screen so that it could be posted to the FOC quantities sales account.
  - **Items:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the items that are defined in the **Items Data** screen. Then, once the sales invoice is issued, the determined free-of-charge quantity is automatically fetched to the **Free of Charge Quantity** field in the invoice depending.
  - **Warehouse Group:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the warehouse group that is defined in the **Main Groups Data** screen. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether **Percentage** or **Quantity,** is automatically fetched to the **Free of Charge Quantity** field in the invoice.
  - **Customer Type:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the types of customers that are defined in the **Customers Types** screen. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether **Percentage** or **Quantity,** is automatically fetched to the **Free of Charge Quantity** field in the invoice.

- **Customer Type and Warehouse Group:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on both the type of customer and warehouse group that are defined in the **Customers Types** and **Main Groups Data** screens. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.
- **Customer Type and Item:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on both the type of customer and item that are previously defined within the **Customers Types** and **Items Data** screens. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether in the form of a **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.
- **Customer:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the customer that is defined in the **Customers Data** screen. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether in the form of a **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.
- **Customer and Warehouse Group:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the selected customer and warehouse group. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether in the form of a **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.
- **Customer and Item:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on both the selected customer and item. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether in the form

of a **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.

- **Items and Invoice Type:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the selected item and invoice type that are previously defined in the **Items Data** and **Invoices Types** screens. Then, once the sales invoice is issued, the determined free-of-charge quantity, whether in the form of a **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.
- **Item and Quantity:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on the quantity and selected item that is previously defined in the **Items Data** screen. This applies in the form of previously defined segment. For example, the first segment allows customers who purchase 1 to 20 pieces of a specific item to have 3 free-of-charge pieces of that same item. The second segment allows customers who purchase 21 to 30 pieces of a specific item to have 5 free-of-charge pieces of the same item. Then, once the sales invoice is issued, the specified free-of-charge quantity, whether as a **Percentage** or **Quantity**, is automatically fetched to the **Free of Charge Quantity** field in the invoice.
- **Item, Quantity and Payment Method:** When this option is selected, the free-of-charge quantities are recorded within the **Incentive Coding – Free Quantities** screen under **Sales Configuration** based on item, quantity, and payment method. This applies in the form of previously defined segments. For example, the first segment allows customers who purchase 1 to 20 pieces of a specific item in **Cash** to have 5 free-of-charge pieces of the same item yet allows customers who purchase 1 to 20 pieces of the same item on **Credit** to have only 3 free-of-charge pieces. Then, once the sales invoice is issued, the specified free-of-charge quantity, whether a **Percentage** or **Quantity**, is automatically fetched to the **Free Of Charge Quantity** field in the invoice.

- **FOC Calculation per Warehouse:** This parameter appears when the user selects any of the options included in the **Sales FOC Calculation Method** parameter other than

the **Unused** option. It allows the system to calculate the free-of-charge quantities for a particular warehouse using one of the following options:

- **General:** When this option is selected, the free-of-charge quantity is calculated for all warehouses.
- **Warehouses:** When this option is selected, the free-of-charge quantity is calculated at the warehouse level.
- **By Warehouses Group:** When this option is selected, the free-of-charge quantity is calculated at the warehouse group level.

- **FOC Calculation per Period:** This parameter appears when the user selects any of the options included in the **Sales FOC Calculation Method** parameter other than the **Unused** option. It allows the system to calculate the free-of-charge quantities per period determined between the two dates specified in the **From Date** and **To Date** columns in the **Incentive Coding – Free Quantities** screen and incase the invoice date lies outside the specified period; the system will not apply the free-of-charge grant.
- **Item Discount Type:** This parameter appears when the **Use Discount at Items' Level** parameter is activated. It allows the user to determine the type of discount that will be applied using one of the provided options; whether **Amount**, **Percentage**, or **Amount and Percentage**.
- **Number of Discounts:** This parameter appears when the **Use Discount at Items' Level** parameter is activated. It allows the user to determine the number of discounts that will appear in the sales invoice by selecting one of the provided options; whether **One**, **Two**, or **Three**.

  Hint: All discounts are posted to the **Allowed Discount Account** if the **Post Sales Revenues at Net Value** parameter is not activated.
- **Sales Discounts Types:** This parameter appears when the **Use Discount at Items' Level** parameter is activated. It allows the user to determine how the discount will apply to the sales. This step affects the fields displayed on the **Discount Coding** screen found under sales configuration depending on the option that the user selects as follows:

- **Unused:** When this option is selected, the system applies the discount determined in the items data.
- **Items:** When this option is selected, then the discount amount should be determined for each item in the **Discount Coding** screen, and upon issuing a sales invoice, the system will automatically fetch the discount (whether amount or percentage) at the item level to transactions screens.
- **Warehouse Group:** When this option is selected, the user will need to determine the discount amount by warehouse group in the **Discount Coding** screen. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether amount or percentage) to the **Discount** field at the item level in the transactions' screens based on the selected warehouse group.
- **Customer Type:** When this option is selected, the user will need to determine the discount amount in the **Discount Coding** screen based on the customer type that is defined in the **Customers Types** screen. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or amount) to the **Discount** field at the item level in the transactions screens based on the selected customer type.
- **Customer Type and Warehouse Group:** When this option is selected, the user will need to determine the discount amount in the **Discount Coding** screen based on the selected customer type and warehouse group. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or amount) to the **Discount** field at the item level in the transactions screens based on the selected customer type and warehouse group.
- **Customer Type and Item:** When this option is selected, the user will need to determine the discount amount in the **Discount Coding** screen based on the customer type and item previously defined in the **Customers Types** and **Items Data** screens. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or amount) to the **Discount** field at the item level in the transactions screens based on the selected customer type and item.
- **Customer:** When this option is selected, the user will need to determine the discount amount in the **Discount Coding** screen based on the customer previously

defined in the **Customers Types** screen. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or amount) to the **Discount** field at the item level in the transactions screens based on the selected customer.

- **Customer and Warehouse Group:** When this option is selected, the user will need to determine the discount amount in the **Discount Coding** screen based on the customer and warehouse group previously defined in the **Customers Types** and **Main Groups Data** screens. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or amount) to the **Discount** field at the item level in the transactions screens based on the selected customer and warehouse group.
- **Customer and Item:** When this option is selected, the discount amount is determined in the **Discount** Coding screen based on the customer and item previously defined in the **Customers Types** and **Items Data** screens. And similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or amount) to the **Discount** field at the item level in the transactions screens based on the selected customer and item.
- **Item and Pricing Level:** When this option is selected, the discount amount is determined in the **Discount Coding** screen based on the item and pricing level previously defined in the **Items Data** and **Pricing Levels** screens. Similarly, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected item and invoice.
- **Item and Quantity:** When this option is selected, the discount amount is determined in the **Discount Coding** screen based on the item that is defined in the **Items Data screen**, and the quantities segments. For Example, if the customer buys from 1 to 20 pieces (first quantity segment) of a specific item they will be eligible to a discount of 1,000. If the customer buys from 21 to 30 pieces (second quantity segment) of a specific item they will be eligible to a discount of 1,500, and so on. Thus, upon issuing a sales invoice, the system will automatically fetch the

discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected item and quantity.

- **Item, Quantity and Payment Method:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the item that is defined in the **Items Data screen**, the quantities segments and the selected payment method. For Example, if the customer buys from 1 to 20 pieces (first quantity segment) of a specific item in **Cash** they will be eligible to a discount of 1,000. If the customer buys the same quantity of the same item **On credit,** they will be eligible to a discount of 500. Upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected item, quantity, and payment method.
- **Item, Pricing Level and Batch Number:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the item, pricing level, and batch number that are previously defined in the **Items Data**, **Pricing Levels**, and **Batch Numbers Creation Methods**. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected item, pricing level, and batch number.
- **Item and Branch:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the item and branch that are previously defined in the **Items Data** and **Branches Data** screens. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected item and branch.
- **Item, Pricing Level and Branch:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the item, pricing level, and branch that are previously defined in the **Items Data**, **Pricing Levels**, and **Branches Data** screens. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the

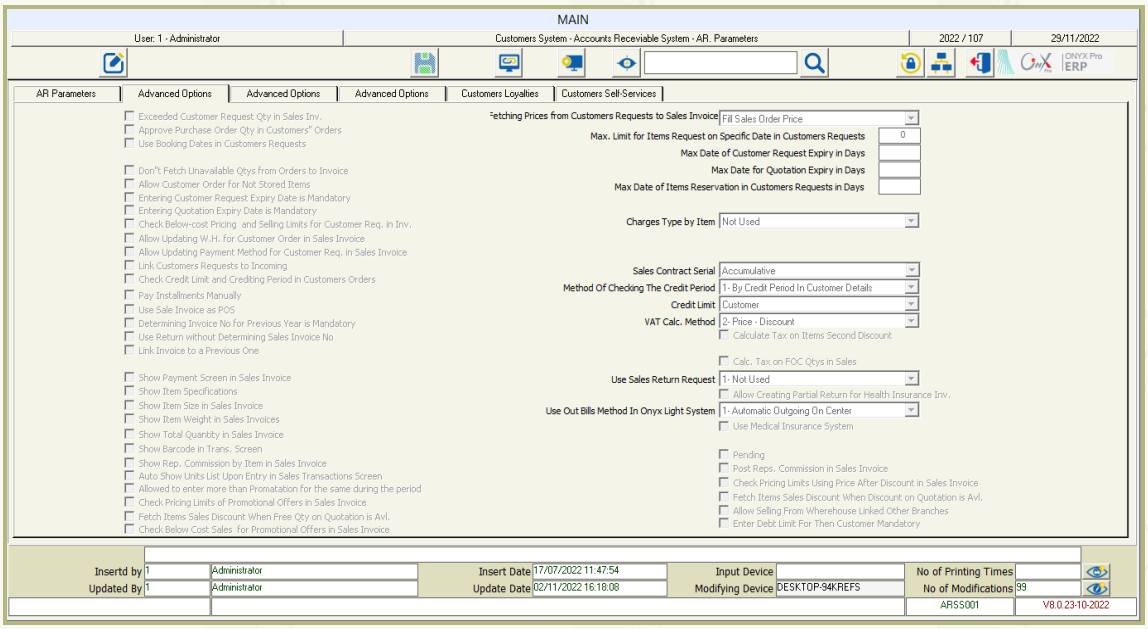
Discount field at the item level in the transactions screens based on the selected item, pricing level, and branch.

- **Customer, Warehouse Group and Pricing Level:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the customer, warehouse group, and pricing level previously defined in the **Customers Data**, **Main Groups Data**, and **Pricing Levels** screens. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected the customer, warehouse group, and pricing level.
- **Item, Customer and Pricing Level:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the customer, item, and pricing level previously defined in the **Customers Data**, **Items Data**, and **Pricing Levels** screens. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected customer, item, and pricing level.
- **Customer Type and Payment Method:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the customer type previously defined in the **Customers Data** screen and the selected payment method. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the **Discount** field at the item level in the transactions screens based on the selected customer type and payment method.
- **Customers Group, Item and Pricing Level:** When this option is selected, the user will need to enter the discount amount in the **Discount Coding** screen based on the customers group, item, and pricing level. Thus, upon issuing a sales invoice, the system will automatically fetch the discount (whether percentage or value) to the Discount field at the item level in the transactions screens based on the selected customers group, item, and pricing level.

- **Warehouses Discount Types:** This parameter appears when the user selects any of the options included in the **Sales Discounts Types** parameter other than the **Unused** option. It allows the system to apply discounts based on selected warehouses according to the following options:
  - **General:** When this option is selected, the system applies a general discount to all warehouses.
  - **Warehouses:** When this option is selected, the system applies the discount to each warehouse separately.
  - **By Warehouses Group:** When this option is selected, the system applies the discount to each warehouse group.
- **Post Additional Discount by Item To:** With the help of this parameter, the user can post the additional discount defined in the **Additional Discounts** screen of sales invoices using one of the following options:
  - **Allowed Discount Account:** When this option is selected, the system posts the discount granted to the customer to the **Allowed Discount Account** that is determined in the **Link Stock Accounts to General Ledger** screen.
  - **Additional Discount Account Selected in Screen:** When this option is selected, the user will be able to determine in the **Customer Notifications** screen the account to which the additional discount will be posted.
- **Rounding Fractions:** With the help of this parameter, the user can determine how the fractions will be handled on the system using one of the following options:
  - **Unused:** If this option is selected, fractions will not be rounded and appear as is after the decimal places.
  - **Auto Add Fractions to Discount**: If this option is selected, the system will add the fractions to the discount automatically.
  - **Add Fractions Less Than 0.5 As Discount and Higher as Charge:** If this option is selected, the system will add fractions less than 0.5 as discount and fractions greater than 0.5 as a charge on the organization noting that if the third decimal number after the integer is less the 0.5, it is rounded to zero. If it is more than 0.5, it will be rounded to 0.5 only.

- **Use Discount by Period:** This parameter appears when the user selects any of the options included in the **Sales Discounts Types** parameter other than the **Unused** option. It allows the system to calculate discounts per period determined between the two dates specified in the **From Date** and **To Date** columns in the **Discounts Coding** screen and incase the invoice date lies outside the specified period; the system will not approve the discount.

Second: Advanced Options (1)



- **Exceed Customer Request Quantity in Sales Invoice:** Activating this parameter allows the user to increase the requested quantity upon fetching the customer request to the sales invoice.
- **Approve Purchase Order Quantity in Customers' Orders:** Activating this parameter allows the user to add the unprocessed purchase order quantity to the quantity available in warehouses when checking the request quantity in the customers' requests.
- **Use Reservation Dates in Customers' Requests:** Activating this parameter allows the system to process the reservation dates determined in the customer request within the **To Date**, **From Time** and **To Time** columns at the item level so that the reservation is made with a specific time and date.
- **Auto Approve Customer Request Number as Batch Number for Item:** This parameter appears when the **Link Customer Requests to Goods Received**

parameter is activated. It allows the system to automatically fill in the batch number field with the same request number for all items.

- **Do not Fetch Unavailable Quantities from Orders to Invoice:** When this parameter is activated, the system prevents the user from fetching the items that are not available in the warehouses to the sales invoice when preparing the customer request.
- **Allow Customer to Order UN Stocked Items:** When this parameter is activated, the system is allowed to display both available and unavailable items in warehouses within the **Customers Requests** screen. Otherwise, the system will only display the items that are available in the warehouse.
- **Customer Request Expiry Date is Mandatory:** If this parameter is activated, the user will have to determine an expiry date for the customer request, and in case the invoice issuance date is determined after the expiry date of the request, the system prevents the user from fetching the request to the sales invoice.
- **Quotation Expiry Date is Mandatory:** If this parameter is activated, the user will have to determine an expiry date for the entered quotation in the **Quotations** screen. This way, when the quotation exceeds the selected expiry date, the system prevents the user from fetching it to the sales invoice.
- **Check Below-cost Pricing and Selling Limits for Customer Request in Invoice:** This parameter appears when the selected option in the **Fetch Prices from Customers Requests to Sales Invoice** parameter is **Fetch Request Price**. It ensures that the price of the request fetched to the invoice matches the predetermined pricing limits and item cost and prevents the user from exceeding them unless they have the privilege to do so.
- **Modify Warehouse Number Of Customer Request in Sales Invoice:** Activating this parameter allows the user to modify -directly in the sales invoice- the warehouse number that is predetermined in the customer request when it is automatically fetched.
- **Modify Payment Method of Customer Request in Sales Invoice:** Activating this parameter allows the user to modify -directly in the sales invoice- the payment method that is predetermined in the customer request when it is automatically fetched from **Customer Requests** screen.

- **Link Customers Requests to Goods Received:** This parameter is particularly helpful for departments that require fetching customer requests to the goods received orders. It allows the system to automatically fetch the customer request to the goods received order so that quantity determined in the goods received order is directly rendered in related sales invoice.
- **Check Credit Limit and Credit Period in Customer Requests:** This parameter allows the system when the user prepare a request for a certain customer to ensure that this customer does not exceed the allowed credit limit that is determined in the **Limits Setup** screen. In other words, the system checks whether the customer has any unpaid debts and if this is the case, it prevents the user from completing the customer request. In addition, this parameter allows the system to check the credit period (grace period) during which the customer can pay their debt unless the user has the privilege to skip this process in the **Transactions Privileges** screen under **System Management**.
- **Pay Installments Manually:** When this parameter is activated, the system displays the **Installment Number** in the **Receipt Voucher** and **Journal Entries** screens, in which the user can manually determine the number of the due installment noting that if the **Use Promissory Notes** parameter is activated in the **General Ledger** Parameters, this parameter cannot be activated.
- **Use Sales Invoice as POS:** This parameter allows the system to handle the selected sales invoice as a sales invoice of a certain point of sale. This means that the invoice data and the quantity will be filled in automatically when the item is selected in the invoice. Yet, it should be noted that the user will be able to modify the quantity determined in the sales invoice if the **Modify Quantity in Sales Invoice (Use Sales Invoice as POS)** parameter is activated within **Customer Management** tab on the **Transactions Privileges** scree
- **Invoice Number of Previous Year is Mandatory:** When this parameter is activated, the user will need to determine the number of the year and the sales invoice when returning sales of previous years.
- **Use Return without Sales Invoice Number:** This parameter enables the user to return sales without determining the number of the sales invoice.

- **Link Invoice to a Previous One:** When this parameter is activated, the system displays the **Linked Invoice Number** field in the **Sales Invoice** screen, in which the user can link the current invoice that the organization uses to issue a free-of-charge quantity to a previous sales invoice. This way, when the customer decides to make a return from the previous sales invoice a warning message appears in the **Return Request** and **Sales Return** screens indicating that the selected return invoice is linked to another one.
- **Auto Show Customer Name (Cash Sales):** This parameter appears when the **Use Sales Invoice as POS** parameter is activated and when selected the word **Cash Sales** appears by default in the **Customer Name** field within the sales invoice upon saving.
- **Show Payment Screen in Sales Invoice:** Activating this parameter allows the system to display the payment screen where the invoice amount, paid amount, remaining amount are calculated and related data are automatically printed upon saving.
- **Show Item Specifications:** Activating this parameter allows the system to display a separate column called **Item specifications** in the detailed data section within the sales invoice. Thus, when the user selects the item in the sales invoice, the system automatically fetches to this column the related specifications that have been previously determined in **Items data** screen.
- **Show Item Size in Sales Invoice:** Activating this parameter allows the system to display a separate column called **Item Size** in the detailed data section within the sales invoice. Thus, when the user selects the item in the sales invoice, the system automatically fetches to this column the size of the item that is determined in the **Items Data** screen. Afterward, the system multiplies the size of one item by the number of item units in the sales invoice to render the total item size for each invoice.
- **Show Item Weight in Sales Invoices:** Activating this parameter allows the system to display a separate column called **Item Weight** in the detailed data section within the sales invoice. Thus, when the user selects the item in the sales invoice, the system automatically fetches to this column the weight of the item that is determined in the Items Data screen. Afterward, the system multiplies the weight of one item by the number of the item units in the sales invoice to render the total items weight for each invoice.

- **Show Total Quantity in Sales Invoice:** Activating this parameter allows the system to display a separate column for the total item quantity in the detailed data section within the sales invoice, in which the system displays related data as explained above.
- **Show Barcode in Transactions Screen:** When this parameter is activated, the system displays a separate column for the item barcode number in the **Detailed Data** section of the transactions screen. Thus, when entering items in the sales invoice, the system will automatically display the barcode in the **Barcode Number** column provided that the barcode number is previously defined in the **Items Data** screen.
- **Show Representative Commission by Item in Sales Invoice:** When this parameter is activated, the system displays a separate column for the representative commission in the **Detailed Data** section of the sales invoice. In this column, the system displays the representative commission that is previously defined in the **Items Data** screen at each item level.
- **Auto Show Unit List upon Data Entry in Sales Transaction Screen:** When this parameter is activated, the system will automatically display the units list once the user moves from the **Item Number** field, which helps them select the unit without having to go to the **Units** field and pressing the **F9** button to select the unit.
- **Allow Multiple Promotional Offers for Same Item per Period:** When this parameter is activated, in the sales invoice, the system will display a list of all quotations specified for the concerned item –in case the item has multiple quotations– from which the user selects the required one. However, it should be noted that the user can specify a certain quotation to be applied to the document using the **Quotation Number** field in the **Customers Loyalty** taking into consideration that the quotations appearing are those related to the concerned promotional group.
- **Check Pricing Limits for Promotional Offers in Sales Invoice:** Activating this parameter allows the system to check the maximum and minimum limits specified for the item prices when the **Promotional Offers** screen is used. If the price is higher than the maximum limit or below the minimum limit, the system will reject this quotation.
- **Fetch Items Sales Discount When Promotion is FOC:** Activating this parameter affects the **Sales Invoices** and **Customer Requests** screens, **Points Of Sale** and

Mobile Distribution Application systems, and allows the system to fetch the sales discount selected in the **Discount Coding** screen, when the promotional offers available are free of charge quantities. Otherwise, the system prevents the user from fetching discounts to the invoice.

- **Check Below Cost Sales for Promotional Offers in Sales Invoice:** When this parameter is activated, the system checks the item cost and prevents selling during promotional offers with prices less than the specified item cost.
- **Fetch Prices from Customers Requests to Sales Invoice:** With the help of this parameter the user can determine how the prices will be fetched from the customer request of the sales invoice using one of the following options; whether **Fetch Request Price**, **Fetch Default Price**, and **Do Not Fetch Request Price**.
- **Maximum Limit for Items Request on Specific Date in Customers Requests:** In this field, the user determines the maximum number of customer requests allowed per day for a specific item.
- **Maximum Days Before Customer Request Expiration:** With the help of this field, the user can determine the maximum number of days after which the customer's request becomes invalid and the exact expiry date is specified. Otherwise, the user will need to specify the maximum number of days after which the request expires in the **Customer Requests** screen.
- **Maximum Days Before Quotation Expiration:** In this field, the user can determine the maximum number of days after which the quotation expires. Otherwise, the user will need to manually do so in the **Quotations** screen.
- Maximum Days of Items Reservation in Customers Requests: **In this field, the user can determine the maximum number of days after which the item quantities cannot be reserved and reservation end date is determined. Otherwise, the user will need to do so in the** Customer Requests **screen.**
- **Charges Type by Item:** This parameter is used when the selected impact type in the **Additional Amounts and Discounts** screen is **At the Item Level** and when activated, it helps the user control the charge type by selecting one the provided options based on which the fields appearing on the **Additional Amounts and Discounts** screen changes:

- **Unused:** When this option is selected, charges are not applied by item.
- **Items:** When this option is selected, the user will be able to define the charges for each individual item or for all items by determining the charge number and its type (whether percentage or value). Once the item is fetched, the linked charge is automatically fetched to the sales invoice noting that if the charge is an amount, this amount is displayed directly and if it is a percentage, the system will calculate it by multiplying the **quantity** by the **price** by the **percentage**.
- **Item and Customer Type:** When this option is selected, the user will be able to define the charge and link it to a certain item and customer type by determining the charge number and type (whether percentage or value). Thus, when both the item and customer type are fetched, the linked charge will be automatically fetched to the sales invoice noting that if the charge is an amount, this amount will be displayed directly and if it is a percentage, the system will calculate it by multiplying the **Quantity** by the **Price** by the **Percentage**.
- **Item and Customer:** When this option is selected, the user will be able to define the charge and link it to a certain item and customer by determining the charge number and type (whether percentage or value). Thus, when both the item and customer are fetched, the linked charge will be automatically fetched to the sales invoice noting that if the charge is an amount, this amount will be displayed directly and if it is a percentage, the system will calculate it by multiplying the **Quantity** by the **Price** by the **Percentage**.
- **Group and Customer:** When this option is selected, the user will be able to define the charge and link it to a certain group and customer by determining the charge number and type (whether percentage or value). Thus, when both the warehouse group and customer are fetched, the linked charge will be automatically fetched to the sales invoice noting that if the charge is an amount, this amount will be displayed directly and if it is a percentage, the system will calculate it by multiplying the **Quantity** by the **Price** by the **Percentage**.
- **Invoice Type:** When this option is selected, the user will be able to define the charge and link it to a certain item and invoice type by determining the charge number and type (whether percentage or value). Thus, when both the invoice type

and item are fetched, the linked charge will be automatically fetched to the sales invoice noting that if the charge is an amount, this amount will be displayed directly and if it is a percentage, the system will calculate it by multiplying the **Quantity** by the **Price** by the **Percentage**.

- **Charges Type by Item for Warehouses:** This parameter appears when the user selects any of the options included in the **Charges Type by Item** parameter other than the **Unused** option. Here, the user can determine whether the determined charge is **General** for all warehouses or **By Warehouse**; in other words, every charge will be linked to a specific warehouse.
- **Use Charges for Items by Periods:** This parameter appears when the selected option in the **Charges Type by Item** parameter is **Items**. It allows the user to use charges on items based on the specific periods determined using the two columns **From Date** and **To Date** that appear in the screen used for coding items charges.
- **Sales Contracts Sequence:** With the help of this parameter, the user can determine the sales contracts sequence using one of the following options:
  - **Accumulative:** When the user selects this option, the system generates one sequence for all contracts.
  - **By Type:** When the user selects this option, the system generates the sequence of contracts based on the types defined in the **Sales Contracts Types** screen, and in case there are multiple contract types, the system will generate a separate sequence for each.
- **Check Credit Period:** With the help of this parameter, the user can determine how the credit period in the sales transactions will be checked using one of the provided options; whether **By Credit Period in Customers Data** or **By Due Date in Transactions**.
- **Credit Limit:** With the help of this parameter, the user determines how the credit limit (maximum amount of credit a customer can receive) applies using one of the following options:
  - **By Customer:** This option allows the user to audit the credit each individual customer receives when issuing sales invoices. If the credit exceeds the selected limit, the system handles it as previously determined; whether **Not Allow**, **Allow**, **Allow with Alert**.

- **By Customer and Center:** This option allows the user to audit the credit each individual customer receives based on the related cost center when issuing sales invoices. If the credit exceeds the selected limit for a certain customer and their related cost center, the system handles it as previously determined; whether **Not Allow, Allow, Allow with Alert**.

- **VAT Calculation Method:** With the help of this parameter, the user can determine how the VAT on the sales invoice will be calculated; whether on the item's total price or the item's total price minus the allowed discount.
- **Calculate Tax on FOC Qtys in Sales:** When this parameter is activated, the system calculates the tax on both free and paid quantities included in the sales invoices.
- **Use Sales Return Request:** With the help of this parameter, the user can determine whether or not the sales return request will be used by selecting one of the following options:
  - **Unused:** When this option is selected, the system prevents using the sales return request.
  - **Optional:** When this option is selected, the user will be able to create a sales return request and then fetch it to the sales return invoice or directly apply the sales return without using the sales return request.
  - **Mandatory:** When this option is selected, the user will not be able to issue a sales return invoice unless there is a related sales return request.
- **Allow Partial Return for Health Insurance Invoice:** When this parameter is activated, the system allows the user to return part of the health insurance member's invoice. Otherwise, the entire invoice will be returned.
- **Issuance in Onyx Lite System:** When the **Use Sales Invoices with a Goods Out Note** is activated, this parameter can be used to determine the issuance method in Onyx Lite System by selecting one of the following options:
  - **Auto Issuance To Department:** When this option is selected, no issuance note will be used in branch and the system will implement automatic issuance in the department when posting the branches-related invoices.
  - **Use Issuance in Department:** When this option is selected, no issuance note will be used in branch and the user will need to manually generate an issuance note in the department when posting the branches-related invoices.

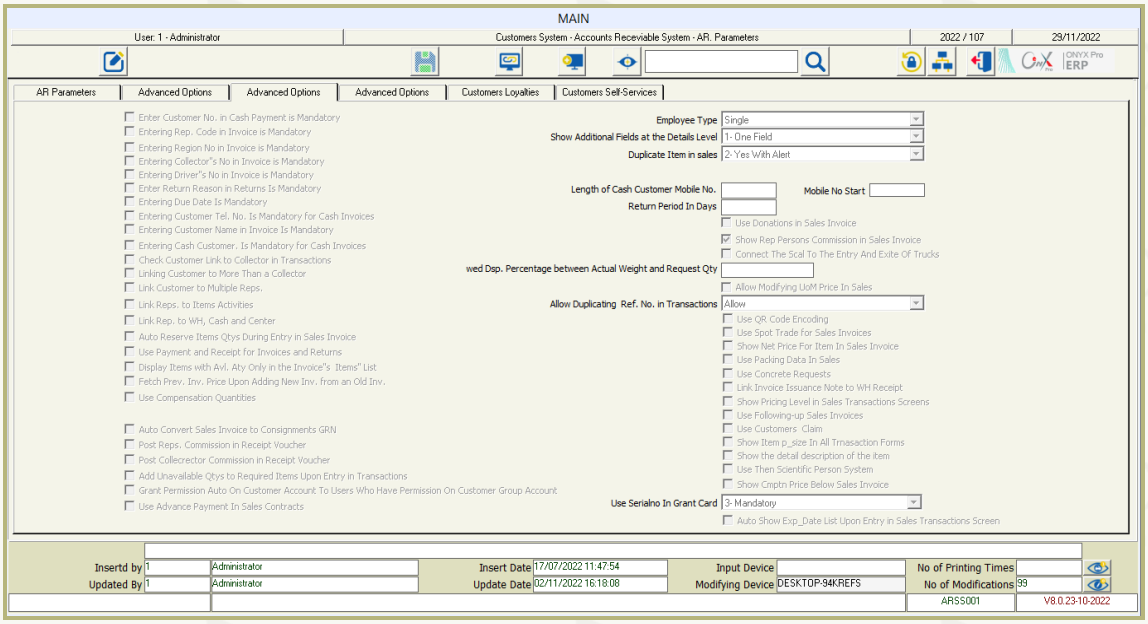
- **Use Issuance in Branch:** When this option is selected, the user will need to use an issuance note in the branch.

- **Use Medical Insurance System:** This parameter is used with medical organizations and when activated, the system shows multiple coding screens that are related to medical insurance data in the customers' management system inputs. This includes **Medical Networks Data**, **Insurance Beneficiaries**, **Insurance Companies Data**, **Member Insurance Data**, **Insurers Claims**, in addition to the necessary fields that are used to handle the insurance members in sales and return invoices. Medical insurance system is commonly used in pharmacies, medical centers, and hospitals that are actually working with a medical insurance system.
- **Use Contracting Terms for Insurers:** This parameter appears when the **Use Medical Insurance System** parameter is activated, and when activated, the system displays the **Contracting Conditions** tab in the **Insurers Data** screen. In this tab, the user can enter the contracting terms for the insurers and determine whether they will be mandatory or optional in the sales invoice.
- **Suspend:** When this parameter is activated, the system displays the **Suspend** flag in system transactions, which when activated the selected document is suspended, the financial effect of the customers' accounts is not rendered and the posting is not implemented. However, if the user doesn't have the privilege to **Modify** and **Delete** on the system, they will not be able to use this parameter.
- **Post Representatives Commission upon issuing Sales Invoice:** This parameter allows the user to post the representative commissions, once the sales invoice is issued for the customer, to the representatives' commission account defined in the **Intermediary Accounts** screen.
- **Check Pricing Limits Using Price After Discount in Sales Invoice:** If this parameter is activated, the system will not allow sale completion if the selling price minus the discount is less than the minimum limit.
- **Apply Items Sales Discount Plus Promotions:** When this parameter is activated, the system applies items sales discount(s) along with the promotional discounts. Otherwise, only promotional discounts will apply.
- **Allow Selling from Warehouses Linked to Other Branches:** This parameter appears when the **Use Auto Intermediary Account for Branches Current Account** parameter

is activated under general configuration and the selected option in the **Post Inventory** parameter within the **Inventory Parameters** screen is **Inspection Voucher**. It allows the user to sell from the warehouses belonging to other branches if they have the necessary privileges.

- **Customer's Credit Limit Is Mandatory:** When this parameter is activated, the system prevents any sale transactions made to customers unless the customer's credit limit is determined in the **Limits Setup** screen.

Third: Advanced Options (2)



- **Customer Number is Mandatory for Cash Payment:** When this parameter is activated, the user will have to enter a customer number in the **Sales Invoice** screen when selling in cash. Otherwise, entering a customer number will be optional.
- **Representative Number/ Region/ Collector/ Driver in Invoice is Mandatory:** When any of these parameters is activated, the user will have to enter their related data in the sales transaction's screens before saving the transaction. Otherwise, the system will not allow saving.
- **Return Reason in Returns Is Mandatory:** When this parameter is activated, the user will not be able to save the sales return invoice unless they enter the return reason in the related field.
- **Due Date Is Mandatory:** When this parameter is activated, the user will have to determine the due date in the credit sales invoice before saving. Otherwise, the system will not allow saving.

- **Customer Phone Number Is Mandatory In Cash Invoices:** When this parameter, the user will need to enter the customer's phone number in the cash sales invoice before saving. Otherwise, the system will not allow saving.
- **Customer Name in Invoice is Mandatory:** When this parameter is activated, the user will need to enter the customer's name in the cash invoice before saving the invoice. Otherwise, the system will automatically save the invoice with cash Sales as the name of the customer.
- **Cash Customer Number in Cash Invoices is Mandatory:** If this parameter is activated, the user will need to enter the cash customer number in the cash invoice before saving the cash sales invoice. Otherwise, the system will not allow saving.
- **Check Customer Link to Collector in Transactions:** When this parameter is activated, the system checks whether the customer is linked to a certain collector in the **Customers Data** screen, and also whether the user has determined a certain collector in the transactions' screens and doesn't allow the user to save the invoice of sales on credit unless the collector is selected and linked to the customer.
- **Link Customer to Multiple Collectors:** Activating this parameter allows the user to link the customer to multiple collectors in the **Link Customers to Collectors** tab on the **Customers Data** screen. This way, the user can select, in the sales invoice, the targeted customer-related collector that may differ from one invoice to another.
- **Link Customer to Multiple Representatives:** Activating this parameter allows the user to link the customer to multiple representatives in the **Customers Data** screen, who will then be handled in sales and returns invoices.
- **Link Representatives to Items Activities:** If this parameter is activated, the user will not be able to link the representative to the sales invoice unless this representative is linked to the items activities in the **Sales Representatives Data** screen noting that these activities are predefined in the **Items Activities** screen under the **Inventory Management** system and are linked to the item in the **Items Data** screen.
- **Link Representative to Warehouse, Cash and Center:** When this parameter is activated, the user will need to link the representative to the warehouse, cash, and cost center when defining his data. This way, upon issuing a sales invoice and selecting the cash, warehouse, and center, the related representative is fetched automatically to the

Representative field or vice versa, i.e., if the representative is selected, the warehouse and cash are fetched automatically.

- **Auto Reserve Items Quantities upon Filling Sales Invoice:** Activating this parameter allows the user to reserve the quantities entered in customers' requests and sales invoices before saving.
- **Use Payment and Receipt for Invoices and Returns:** When this parameter is activated, the system displays two screens; one for payment and the other for delivery, where the user can check that money is brought into cash and goods are delivered the customer.
- **Display Available Items in WH Only in Invoice Items List**: When this parameter is activated, the system displays in the sales invoice only the items that exist in quantities in the warehouse.
- **Fetch Previous Invoice Price upon Adding New Invoice from Old One:** Activating this parameter allows the user to fetch from the system the price of the old invoice that is used to prepare a new one by clicking the "**Add From**" button.
- **Use Compensation Quantities:** Activating this parameter, allows the system to show the **Compensation Quantities Coding** screen where the user can define and code the compensation policies of the organization so that they can link each customer to the related policy in the **Customers Data** screen, in addition to the **Request Compensation Quantity** and **Grant Compensation Quantities** screens that appear under customers management system transactions.
- **Use Onyx Lite System without Inventory:** This parameter appears when the Onyx Lite System is used and once activated; users in branches could use the Onyx Lite System without the inventory and without checking the quantity available in warehouses. Then, when it is time to sync data, all required quantities must be provided first so the stock quantities can be affected.
- **Auto Convert Sales Invoice to Consignment Received Note:** Activating this parameter allows the system to automatically transfer the sales invoice to the **Consignments Received Note** screen where the quantities that are sold but yet to be delivered are monitored as they are posted only financially without affecting the warehouse inventory. This receive and issue process is made for auditing purposes of

the received quantities only because once the invoice is issued, it affects customer and warehouse accounts directly.

- **Post Representatives Commission as per a Receipt Voucher:** Activating this parameter allows the system to post the representative commission to the representatives' commission account that is included among the intermediary accounts once the receipt voucher of the amount collected from the customer is issued. Then, the representative commission percentage is defined in the **Sales Representatives Data** screen.
- **Post Collectors Commission as per a Receipt Voucher:** Activating this parameter allows the system to post the collector commission to the collectors' commission account that is included among the intermediary accounts once the receipt voucher of the amount collected from the customer is issued. Then, the collector commission percentage is defined in the **Collectors Data** screen.
- **Add Unavailable Quantities to Required Items upon Entry in Transactions:** When this parameter is activated, any discrepancy that results when the quantity entered in the system transactions is greater than the available quantity will be automatically added to the **Required Items** screen.

  Hint: All customer-required items can be displayed in both the **Sales Invoices** and **Customers Orders** screens by pressing Shift+F2 in the **Item number** field. This way the user could follow-up on the required items availability and notify the customer of available items in the next selling process.
- **Auto Grant Privileges over Customer Accounts to Users Who Have Privileges over Customer Group Account:** When this parameter is activated, users who have the privilege to use the group account to which the new customers belong are automatically granted the privilege over the newly added customers in the **Customers Data**.
- **Use Advanced Payment in Sales Contracts:** Activating this parameter shows the **Advanced Payment** field in the **Sales Contracts** screen. In this field, the user can enter the advanced payment that is collected using a receipt voucher.

- **Calculate Tax On Advance Payment:** This parameter appears when the **Use Advanced Payment in Sales Contracts** parameter is activated, and when activated, the system calculates the tax on the paid advanced payment that is collected with a receipt voucher. Afterward, the tax percentage is rendered in the sales invoice.
- **Employee Type:** With the help of this parameter, the user can include in the sales invoices an employee who is not a sales employee and for which a sales commission needs to be calculated. This is done using one of the following options:
  - **Unused:** When this option is selected, the user will not be able to include any employee within the sales screens.
  - **Single:** When this option is selected, a single field appears where the user could enter the number of the employee within sales transactions only.
  - **Multiple:** When this option is selected, a column appears in the **Detailed Data** section of the sales transactions where the user could optionally enter the number of each employee next to the related item number.
- **Show Additional Fields at Details Level:** With the help of this parameter, the user could control whether or not the **Additional Data** fields are displayed for each item separately in the **Sales Transactions** screens using one of the following options: **Unused**, **One Field**, **Two**, **Three Fields**, and so on.
- **Duplicate Item in Sales:** With the help of this parameter, the user could control whether or not the items are duplicated in the sales transactions of the same warehouse using one of the following options: **Unused**, **Yes with Alert**, and **Yes without Alert**.
- **Length of Cash Customer Mobile Number:** In this field, the user determines the maximum length of the cash customer mobile number within the **Other Data** tab in the **Cash Customers Data** screen. For example, if the user determines that the maximum length of the customer's mobile number is 9, the system will only allow a 9-digit mobile number.
- **Mobile Number Prefix:** In this field, the user determines the prefix of the cash customer's mobile number, which can be checked in the **Cash Customers Data** screen.

- **Return Period In Days:** In this field, the user determines the number of days during which the system allows the customer to return the sales and after which no sale returns are allowed starting from the sales invoice date.
- **Use Donations in Sales Invoice:** When this parameter is activated, the **Donations Accounts Coding** screen appears under the **Sales Management System Configuration.** In this screen, the user could establish codes for charities and link them to the donation accounts. Then, whenever a donated amount is specified in the invoice, it will be posted to the donation accounts determined therein.
- **Show Representatives Commission in Sales Invoice:** Activating this parameter allows the system to display a field in the sales invoice where the representative commission could be determined. Then, once the invoice is issued and the representative is specified, the system displays the representative commission directly in the related field.
- **Link Scale to Trucks Entry/ Exit:** Activating this parameter allows the system to (1) show the **Trucks Entry/ Exit Movement** screen where the user could handle truck scales under the **Sales Management System Transactions**, and (2) show the **Link To Scale In Customer Requests** button in **Customers Requests** screen, which helps the user link the customer request to the scale so that the system acknowledges the scale measurement automatically.
- **Allowed Discrepancy Percentage between Actual Weight and Request Quantity:** This field appears when the **Link Scale to Trucks Entry/ Exit** parameter is activated. When the user determines the discrepancy percentage here, the system checks the truck's curb weight and its weight when loaded and then compares them to the weight requested quantity. If the resultant weight discrepancy lies within the allowed limit, the weight is saved. Otherwise, the system displays a message indicating that the weight exceeds the allowed percentage.
- **Allow Modifying Unit Price in Sales:** Activating this parameter allows the user to edit the selling price for each sold unit with specified measurements in the **Sales Invoice** screen provided that the user has the privilege to edit the price.
- **Duplicate Reference Number in Transactions:** With the help of this parameter, the user could determine whether or not the reference number will be duplicated using one of the following options:

- **Not Allow:** When this option is selected, the system does not allow reference number duplication in transactions.
- **Allow:** When this option is selected, the system allows reference number duplication in transactions.
- **Allow with Alert:** When this option is selected, the system allows reference number duplication in transactions and alerts the user when the reference number is duplicated.

- **Coding QR Code:** Activating this parameter allows electronic invoices to code the QR Code so that its data appears coded to the reader.
- **Instant Issuance of Sales Invoices:** This parameter appears when the **Use Sales Invoices with Goods out Note** parameter is activated. It (1) allows the user to issue the sales invoice items without having to use a sales invoice issuance note, and (2) allows the system to display the **Goods out Type** field in the **Default Data** tab under the **Sales Invoices** screen where the user could select the **Immediate Issuance** option. This way, when the invoice data is completed all the invoice items are issued and data of the sales invoice appears automatically in the **Sales Invoice Issuance Note** screen. However, it should be noted that the **Goods out Type** field does not appear if the organization uses the serial numbers and accessories in the inventory system.
- **Display Item Net Price in Sales Invoice:** Activating this parameter allows the system to display the **Net Price** column in the detailed data where the net price, which equals the **price** minus the **discount** plus **charges** plus **tax,** appears at the item level.
- **Use Packing Data in Sales:** Activating this parameter allows the system to display a sub-screen where the user could enter the packing data based on which the quantity of the item will be fetched. This screen appears right after the user determines the item and moves to the **Quantity** column in the **Sales Invoice** screen.
- **Use Concrete Requests:** Activating this parameter allows the system to display the **Concrete Specifications** tab within the **Customers Requests** screen under Sales Management System. In this tab, the user could handle concrete codes and link specifications to items.

- **Link Invoice Issuance Note to Warehouse Receipt:** This parameter appears when the **Use Sales Invoices with Goods out Note** parameter is activated. It helps the user prepare sales invoices and whenever they find that there is no sufficient balance available upon issuing an invoice issuance note, they could set up a warehouse transfer from the warehouse where the item exists to the selling warehouse based on the sales invoice. Then, based on the transferred items, all items' quantities are fetched from the warehouse receipt voucher to the sales invoice issuance note automatically.
- **Show Pricing Level in Sales Transactions Screens:** Activating this parameter allows the system to display the **Pricing Level** column within the **Detailed Data** section. In this column, the user could determine the required pricing level at the item level.
- **Follow-up Sales Invoices:** When this parameter is activated, the system displays a screen where the user could follow-up on the sales invoice, provided that all follow-up phases are coded within the **General Codings** screen under the **Customers Management System** and the user has the privilege to check these phases and follow-up on invoices from the **Sales Invoices Follow-up** screen.
- **Use Customers Claim:** Activating this parameter allows the system to display the **Follow-up Customers Claims** screen noting that customers' claims stages should be coded within the **General Codings** screen under **Customers Management System** and the user is given the privilege to review these stages and then carry out customers claims from the **Follow-up Customers Claims** screen.
- **Show Item Size in Transactions Screen:** Activating this parameter allows the system to display the **Size** column the transactions' screens, where the item measurements could be displayed.
- **Show Item Detailed Description**: When this parameter is activated, the following happens:
  - The system displays the **Items Description Details** screen within the list of screens that appears when clicking the **Linked Screens** button on the **Items Data** screen. In this screen, the user could enter the detailed description, with an image if any, at the item level.

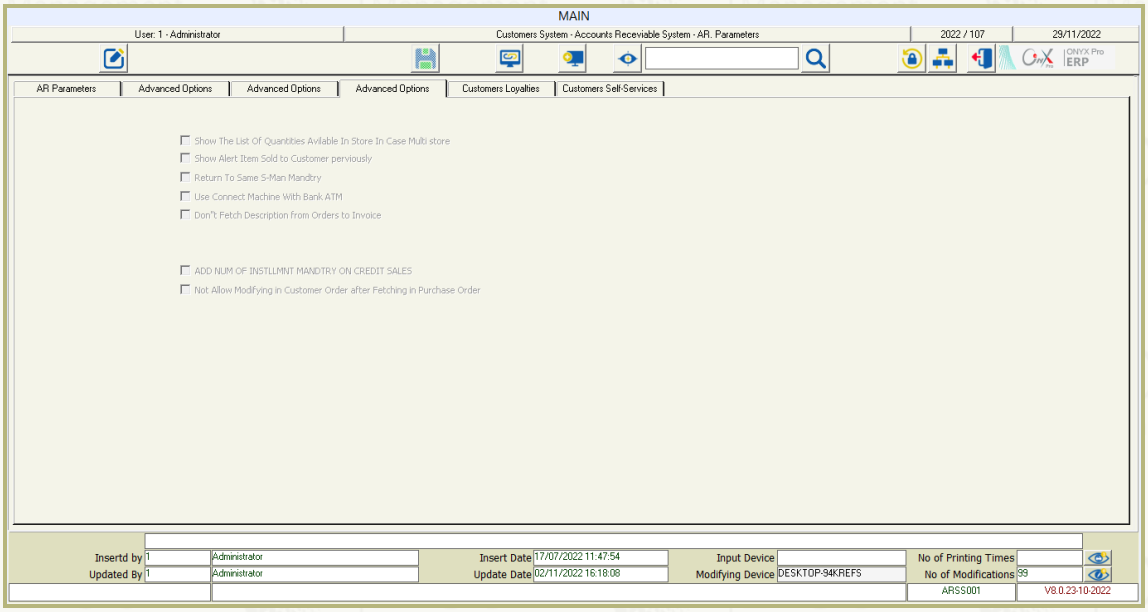
- The **Show Item Detailed Description** button appears within both the **Customers Requests** and **Sales Invoices** screens.

  This description helps determine the specifications of the item that will be sold to the customer if there exist previously coded specifications in the **Items Data** screen. This includes items like glasses, sewing equipment, and so on.

- **Use Scientific Representative System**: This parameter is dedicated to the pharmaceutical sector. Upon activating this parameter, the system allows handling the scientific representatives of pharmaceutical companies. Consequently, the **Linked to Scientific Representative** flag appears in the **Representatives Data** screen. If this flag is ticked for a particular representative, tabs for the scientific representative will appear in the **Representative Data** screen. The same option will appear in the **Driver Data** screen. In the sales invoice, the **Scientific Representative Number** and **Representative Person Name** fields appear. These fields are automatically filled after selecting the item based on the link between the item and the region linked to the representative. This field (**Scientific Representative**) has been given a special name to prevent confusing it with the number of the sales representative. It should be noted that the scientific representative has no impact on the financial entries and the financial impact remains the same in the system at the level of the sales representative.
- **Show Competitor Price at Bottom of Sales Invoice**: When this parameter is activated, the system displays the competitor prices at the bottom of the invoice for the items determined in the **Competitors Pricelists** screen.
- **Use Serial Numbers in Guarantee Card**: With the help of this parameter, the user could determine whether or not the serial numbers will appear in the guarantee cards using one of the following options:
  - **Unused**: When the user selects this option, the system does not use the serial numbers in the **Items Guarantee Card** screen.
  - **Mandatory**: When the user selects this option, the system will allow only items with serial numbers. Thus, entering a serial number in the **Serial Number** column will be mandatory.
- **Auto Display Expiry Dates List in Sales Screen**: When this parameter is activated, the system displays a list of the quantities available according to the expiry dates within

the sales transactions screens. With the help of this list, the user could select the appropriate expiry date without using the **F9** button.

Fourth: Advanced Options (3)

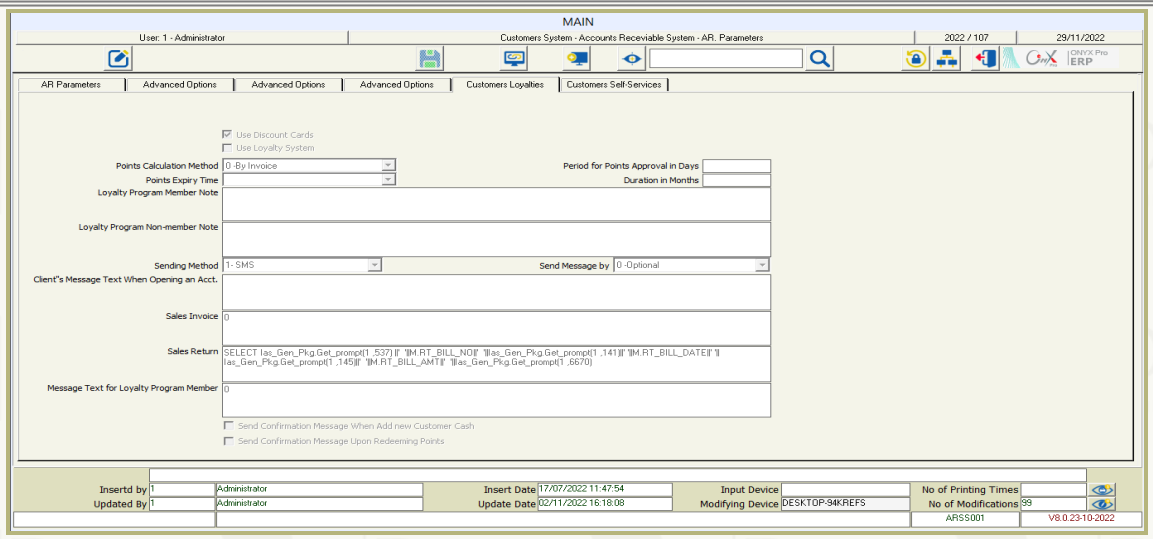


- **Pricing Method for Customers:** With the help of this parameter, the user determines the type of pricing for customers in the **Customer Data** screen using one of the following options:
  - **At Customer Level:** When this option is selected, the system displays the **Price Type** field within the **Customers Data** screen, where the user could determine the price type at the customer level.
  - **Price Without Tax/ Price Includes Tax:** When either of these options is selected, the price type for each customer is approved, and the **Price Type** field disappears from the **Customer Data** screen.
- **Auto Show List of Quantities Available in Warehouses in Case of Multi Warehouses:** When this parameter is activated, a list of the quantities available of an item in each warehouse appears in the sales invoice once the user selects that item.
- **Show Alert of Item Already Sold to Customer:** When this parameter is activated, the system displays an alert for items already sold to the customer appears. This alert is a color that appears in the **Item Name** field when the user starts entering items into the **Sales Invoices** and **Customers Requests** screens.
- **Returning to Same Representative is Mandatory:** When this parameter is activated, the system prevents the user from changing the number of the representative in the

sales return invoice and the number of the representative who made the sale will be automatically kept as is in the sales return.

- **Use ATM connection to Bank's Teller:** This parameter is activated if the ATM is linked to the bank and when the selected payment method in the invoice is **Network**. This way, the user could enter the amount into the ATM connected to the bank, and the transaction is sent from the ATM to the bank where the customer's balance is affected. Then, once the bank approves the transaction, the system automatically renders the amount, transaction number, and credit card data in the sales invoice.
- **Waiting Time in Seconds**: In this field, the user enters the waiting time for the response to the transaction sent to the bank.
- **Ignore Description Upon Fetching Customer Request to Invoice**: Activating this parameter allows the system to ignore the explanatory description added within the **Customers Requests** screen via the distribution application when the request is fetched to the sales invoice. Otherwise, the system will fetch the description within the request as is to the invoice and allows modifying it.
- **Expiry Date Is Mandatory/ Batch Number in Invoice Is Mandatory:** These parameters appear when the **Use Sales Invoices with Goods out Note**, **Use Expiry Date**, and **Use Batch Number** parameters are activated. This way, the sales invoice will not be saved unless the expiry date \batch number are determined.
- **Number of Installments in Credit Invoice Is Mandatory:** When this parameter is activated, the credit sales invoice will not be saved unless the number of installments and the amount of each installment are determined.
- **Modifying Customer Request upon Fetching to Purchase Request Not Allowed**: When this parameter is activated, the system does not allow the user to modify the data of the customer's request after fetching it to the purchase request.

Fifth: Customers Loyalty



- **Use Discount Cards:** When this parameter is activated, the system displays a screen where the user could create the necessary codes for the discount cards that will be used in the Multi-Payment to apply a certain discount to the invoice. These discount cards are distributed to the customers based on the discount policy set by the organization. Once an invoice is issued to the customer, the user can enter the number of the discount card in the related field. This way, the discount value is determined based on the discount card code and the customer only pays the net value of the invoice.
- **Use Loyalty System:** When this parameter is activated, the loyalty system is activated. A system that calculates the points a customer earns on their purchases, and which can be redeemed for a certain amount as determined by the organization.
- **Point Calculation Method:** This field helps the user determine how to calculate the points that will be redeemed using one of the following options:
  - **By Invoice:** When the user selects this option, the system calculates the earned points at the invoice level. In other words, based on the value of the invoice, the user will earn a certain number of points. However, if the resultant value includes fractions that were not calculated because of the type and standards of the loyalty program, these fractions will not be rounded or posted to the next invoice. For example, assume that to earn 10 (or multiples of 10) points, the customer needs to purchase items for 10,000 (or multiples of 10,000) dollars. In this case, when the customer purchases items for 15,000 dollars, they will only earn 10 points for the (10,000), and the remaining 5,000 will be ignored since they are not a multiple of 10,000, and they will not be calculated with the next invoice.

- **By Segments (Cumulative Balances):** When this option is selected, the system calculates the points on all customer invoices upon redemption request. This way, the system redeems the value of all earned points without rounding them up.

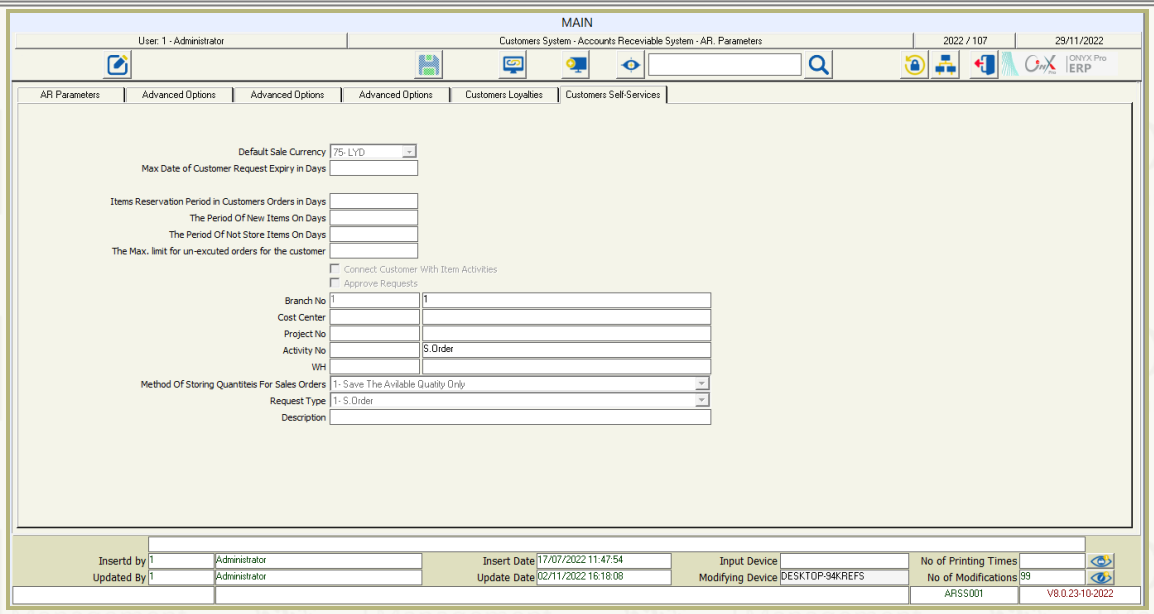
- **Period for Points Approval in Days:** In this field, the user determines the period during which the loyalty points should be approved. It could be 1 day for example.
- **Points Expiry Time:** In this field, the user determines how long the loyalty points stays valid using one of the following options:
  - **Each Year End:** When the user selects this option, the points validity ends by the end of each year.
  - **By Transaction Date:** When the user selects this option, the points validity starts on the date of the first invoice and ends on the end date of the selected loyalty program, which is determined in the **Duration in Months** field.
  - **By Activation Date:** When the user selects this option, the points validity ends on the same day as that when the customer loyalty program activation ends, and which is determined in the **Duration in Months** field.
- **Duration in Months:** In this field, the user determines user determines how long should the loyalty program last in months if the **At Year End** option is not selected used.
- **Loyalty Program-Member Remark:** In this field, the user enters the remark that the organization wants to deliver to the member, highlighting the benefits of subscribing to the loyalty program noting that this remark appears within the sales invoices.
- **Non-Loyalty Program Member Remark:** In this field, the user enters the remark that the organization wants to deliver to the unsubscribed members, motivating them to subscribe to the program noting that this remark appears within the sales invoices.
- **Send Via:** This parameter helps the user determine how the messages that the organization wants to deliver to customers will be sent using one of the following options:
  - **Unused:** When the user selects this option, no messages will be sent to the customer.
  - **SMS:** When the user selects this option, all the messages will be sent to customers via short message service (SMS) on their mobile phones.

- **E-Mail:** When the user selects this option, all the messages will be sent to customers via E-mail.
- **SMS + E-Mail:** When the user selects this option, all the messages will be sent to customers via both the e-mail and short messages service.

- **Send Message by:** This parameter helps the user determine the customers to whom the messages will be sent using one of the following options:
  - **Optional:** When this option is selected, the user could determine the customer that will be contacted.
  - **All Customers:** When this option is selected, all customers will be contacted.
  - **Customer Groups:** When this option is selected, customers will be emailed at the group level and the group to which the messages will be sent could be selected in the **Customers Groups** data.
- **New Account Customer-Message Text:** In this field, the user writes the message that the organization wants to send to customers via one of the above selected methods when their subscription accounts to the program are created.
- **Loyalty Program Member Message Text:** In this field, the user writes the message that the organization wants to send via one of the above selected methods to the customers who have subscribed to the loyalty program.
- **Send Verification Message When Adding New Cash-Customer:** Activating this parameter allows the system -when a new cash customer is added to the **Cash Customers Data** or **Customer Loyalty** tab within the **Sales Invoices** screen- to send a verification code that the customer could enter in the **Customer Verification Code** field to confirm their identity.
- **Send Verification Message Upon Redeeming Points:** When this parameter is activated, the system displays the **Send Verification Code** button upon redeeming points in the **Customers Loyalty** tab within the **Sales Invoices** screen. This button sends a random number, generated upon request, to the customer to enter into the **Customer Verification Code** field to verify their identity.

Sixth: Customer Self-Service

This tab appears when the customers self-service system is activated and it is to configure the customer self-service system.

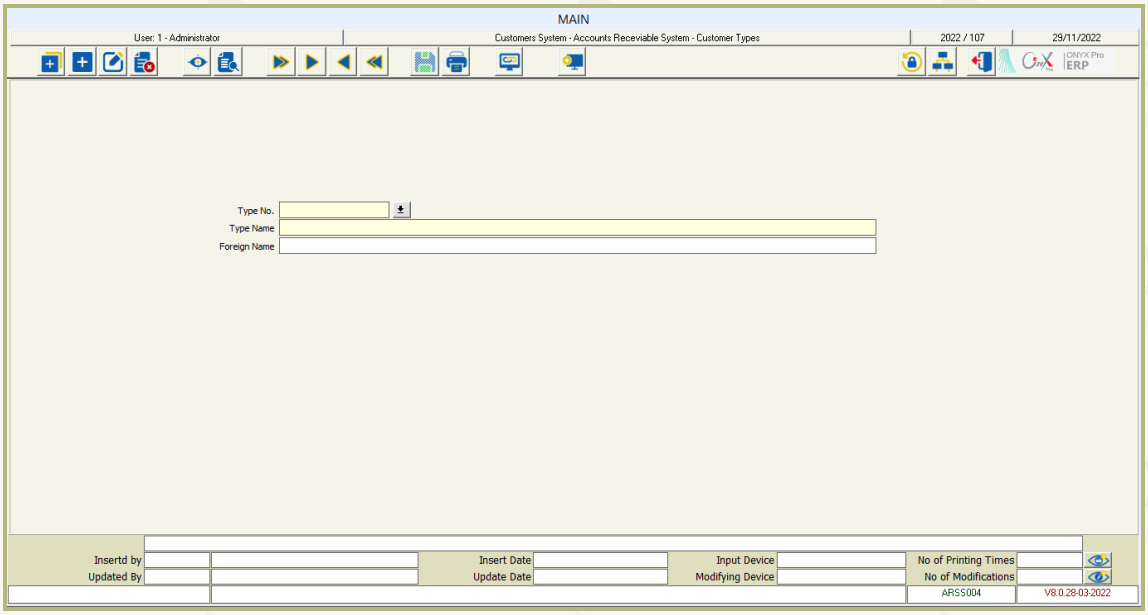


- **Default Sale Currency:** In this field, the user selects the default currency that the self–service customers will use from a list of currencies defined in the **Currencies Setup** screen.
- **Max Days Before Customer Request Expiration:** In this field, the user enters the maximum number of days before the customer's request becomes invalid.
- **Items Reservation Period in Customers Requests (in Days):** In this field, the user determines in days the period during which the items can be reserved in customer requests.
- **New Items Period in Days:** In this field, the user enters (in days) the period during which the new items are recorded. For example, if the user enters **30**, the system will display the new items that are recorded during the past **30** days.
- **Un Stocked Items Period in Days:** In this field, the user enters the number of days during which the items are provided, which their opening balance was zero before this period.
- **Maximum Number of Unprocessed Customer's Requests:** In this field, the user enters the maximum number of unprocessed customer requests in **Self Service Application**.
- **Link Customers to Items' Activities:** If this parameter is activated, the system displays in the **Customers Data** screen a tab where the user can link the customer to item activities, and thus the sales will be allowed only for the activities linked to this customer.

- **Approve Requests:** If this parameter is activated, the system approves the requests automatically upon saving.
- **Branch Number:** In this field, the user determines the branch that will be dealt with in the self-service system.
- **Cost Center/ Project/ Activity Number:** In these fields, the user determines the center, project, and activity linked to self-service transactions if any.
- **Warehouse Number:** In this field, the user determines the warehouse that will be dealt with in the self-service system.
- **Storing Method of Customers Requests Quantities:** In this field, the user determines how the customer request quantities will be stored using one of the following options:
  - **Save Available Quantities Only.**
  - **Save Available Quantities and Unavailable Quantities of Required Items.** When this option is selected, the system saves the quantities included in the request whether available or unavailable as items required for the customer and the customer-related items, which are previously requested, can also be displayed when submitting a new customer request.
  - **Save All Quantity.**
- **Request Type:** In this field, the user determines the type of the customer request that will be used in the self-service system.
- **Description:** In this field, the user enters the default description that will appear automatically for the customer request.

Customers Types

Use: With the help in this screen, the user can classify customers into wholesale customers, retail customers, or customers by branches and then link these customers to the related category in the **Customer Data** screen, which helps generate analytical reports based on the selected classification. The user can also determine a certain sequence for sales and returns invoices based on the configuration defined in the customer system parameters screen; whether **By Type**, **By Type and Warehouse**, or **By Type, Warehouse and Payment Method**.



How to Use the Screen

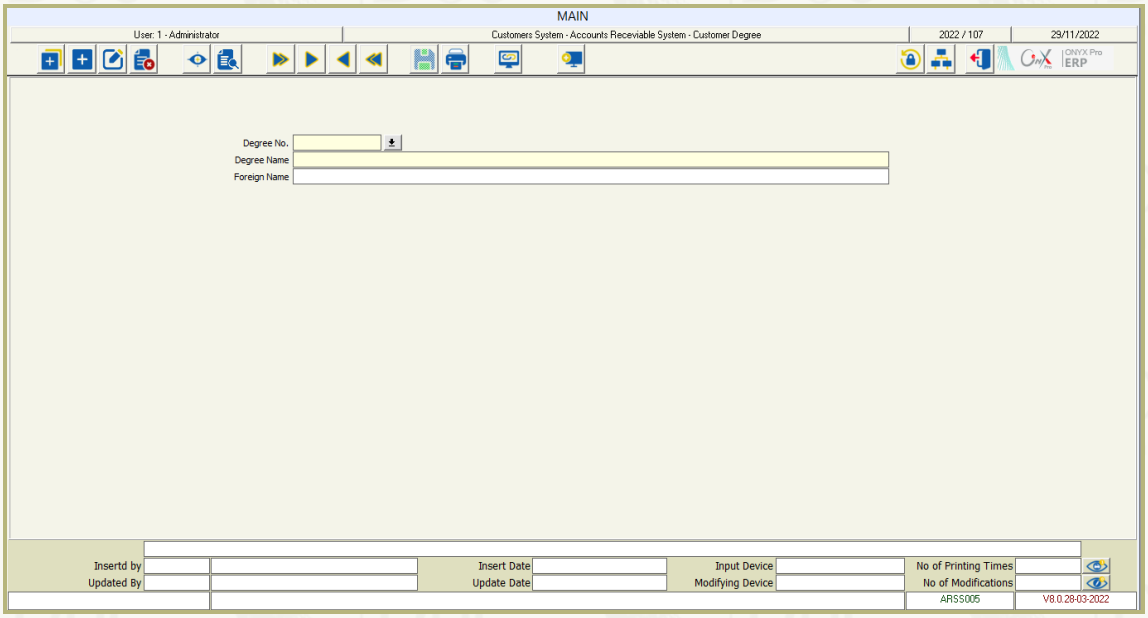
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the customer type.
- **Type Name:** In this field, the user manually enters the name of the customer type in the default system language.
- **Foreign Name:** In this field, the user manually enters the name of the customer type in the foreign language defined on the system.
- **Save:** After completing data entry, the user should press save.

> **Hint:** Users can display the customers linked to a certain type by clicking the corresponding "**Arrow**" button next to the **Type Number**.

Customers Degrees

Use: With the help of this screen, the user can define the levels of customers; whether **Excellent**, **Very Good**, **Good** or **Acceptable** and then set a degree for each level according to evaluation criteria adopted by the organization noting that these degrees are used in **Degree Number** field of the **Customer Data** screen, which helps generate reports on customers based on the selected degree.



How to Use the Screen

To start working on this screen, users should click the Add button, and then follow the steps as instructed below:

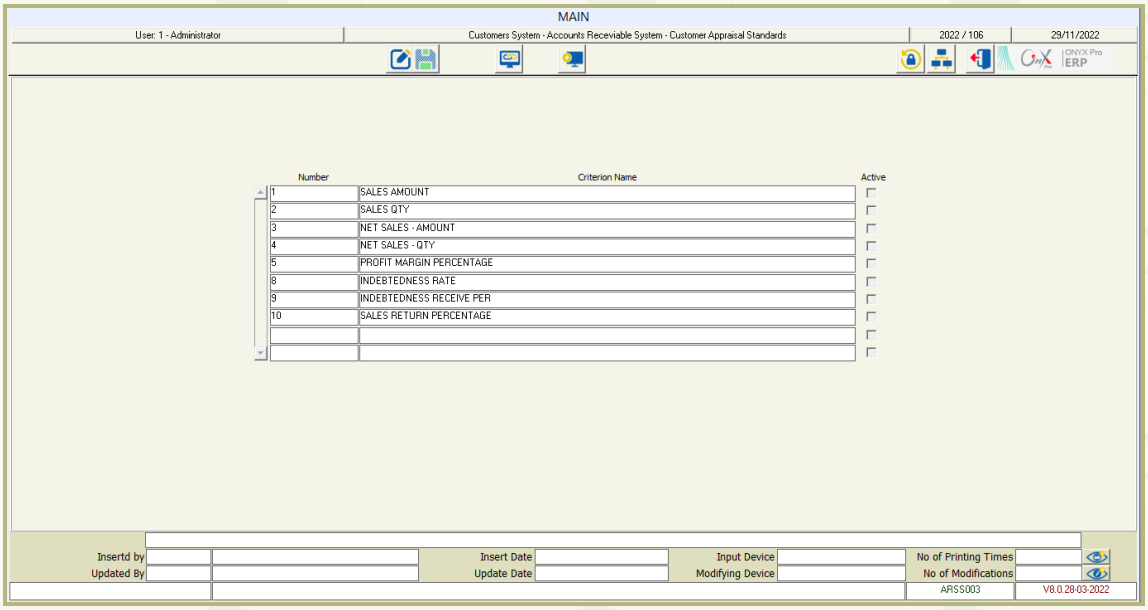
- **Degree Number:** In this field, the system automatically displays a modifiable serial number for the customer's degree.
- **Degree Name:** In this field, the user manually enters the name of the degree which represents the customer level in the default system language; **Excellent**, **Very Good**, **Good**, **Acceptable**, etc.
- **Foreign Name:** In this field, the user manually enters the name of the degree (level) in the foreign system language.
- **Degree Value:** In this field, the user enters the degree that represents the customer level. If the customer achieves this degree, their data will be automatically transferred from the previously selected degree to the newly achieved one based on the evaluation criteria.

- **Evaluation Criteria:** By clicking the **Evaluation Criteria** button, the system displays the criteria that have been pre-activated in the **Customers Evaluation Criteria** screen and whose values are defined as percentages or amounts. If the customer meets these criteria and reaches the amounts\percentages specified for this degree, they will be moved from the current degree to the new one automatically.
- **Save:** After completing data entry, the user should press save.

  Hint: Users can display the customers linked to the degree by clicking on the **Arrow** button next to the **Degree Number** field.

Customers Grades Evaluation Criteria

Use: With the help of this screen, the user can determine the customers' evaluation criteria based on which the customers are evaluated and automatically assigned to a certain degree once the criteria defined in the **Customers Degrees** screen at the degree level are achieved.



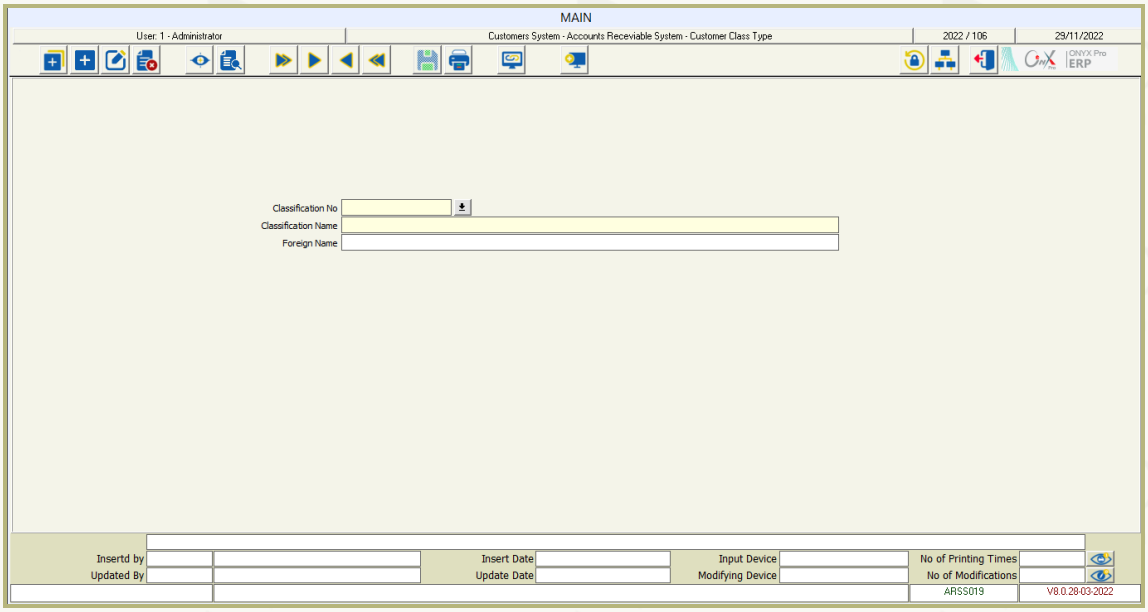
How to Use the Screen

This screen includes fixed criteria for customers evaluation which the user cannot modify only can activate or deactivate them by ticking the corresponding "**Active**" flag. If the flag corresponding to any criterion is not ticked, the system will hide this particular criterion during the evaluation of the customer noting that if the user activates the **Sales – Value** and **Sales – Quantity,** they will not be able to activate the **Net Sales – Quantity** and **Net Sales – Value**.

- **Save:** After completing data entry, the user should press save.

Customers Classifications

Use: This screen helps different organizations classify their customers into specific categories. For Example, they can classify customers based on the industry sector to which they belong, the size of their commercial or industrial activity, the geographical location where they carry out their activities…etc. This classification will provide the organization with additional analytical data on customers which will help them set their sales and marketing policies and generate analytical reports on customers noting that the classifications determined here will be linked to customers in the **Customers Data** screen.



How to Use the Screen

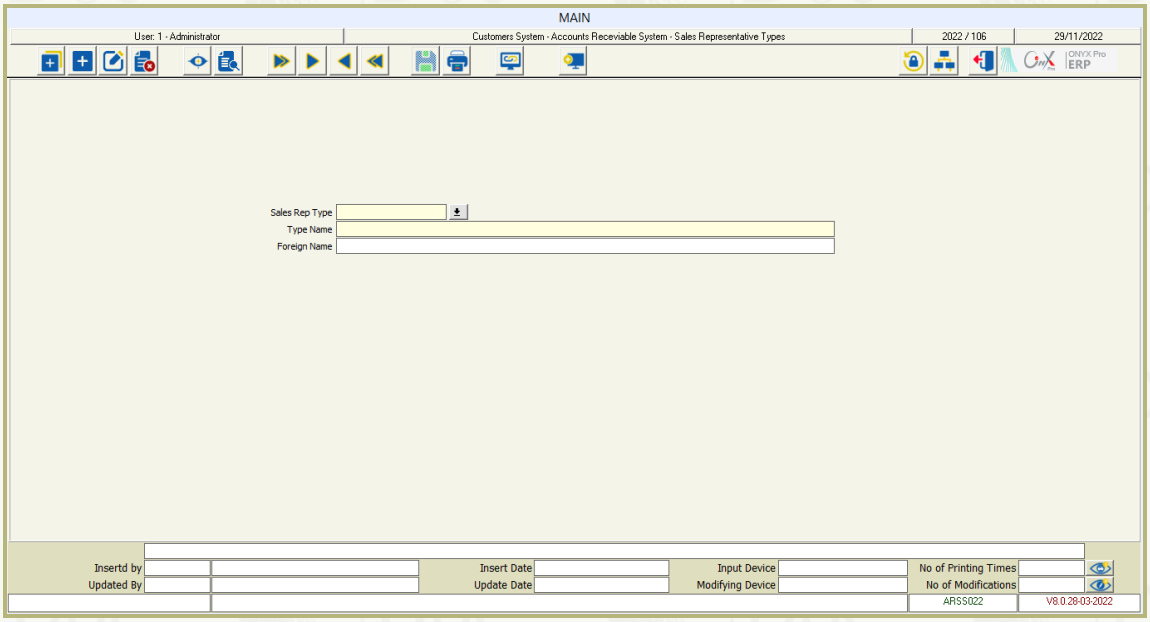
To start working on this screen, users should click the Add button, and then follow the steps as instructed below:

- **Classification Number:** In this field, the system automatically displays a modifiable serial number for the customer's classification.
- **Classification Name:** In this field, the user enters the name of the classification in the default language of the system.
- **Foreign Name:** In this field, the user enters the name of the classification in the foreign language defined on the system.
- **Save:** After completing data entry, the user should press save.

> **Hint:** Users can display the customers linked to the classification by clicking the **Arrow** button corresponding to the **Classification Number** field.

Representatives Types

Use: With the help of this screen, the user can classify the representatives according to the related customer types into wholesale representatives, retail representatives, representatives by branch, or for example based on customer classifications into industrial sales representatives, food sales representatives…etc., which particularly helps generate analytical reports based on the defined categories.



How to Use Screen

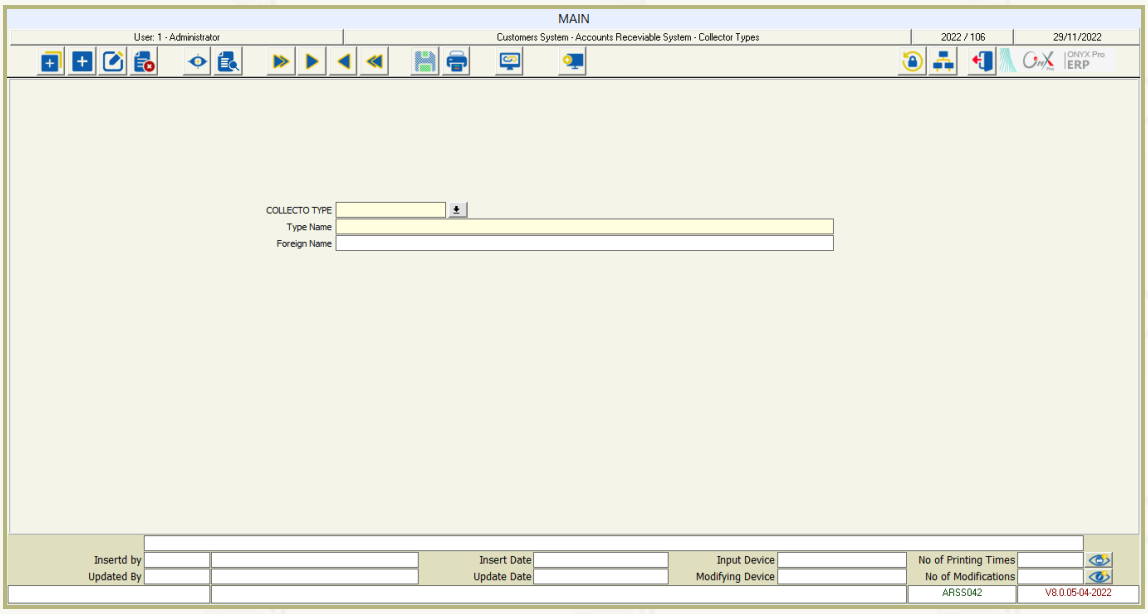
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Representative Type:** In this field, the system automatically displays a modifiable serial number for the representative type.
- **Type Name:** In this field, the user needs to manually enter the representative type name in the default language of the system.
- **Foreign Name:** In this field, the user manually enters the representative type name in the foreign language that is defined on the system.
- **Save:** After completing data entry, the user should press save.

Hint: Customers linked to a certain representative type can be displayed by clicking the **Arrow** button next to the **Representative Type** field.

Collectors Types

Use: With the help of this screen, the user can classify collectors into similar types that can be used in the **Collectors Data** screen as part of the data that are linked to the collector. This helps generate detailed reports based on the collector type.



How to Use Screen

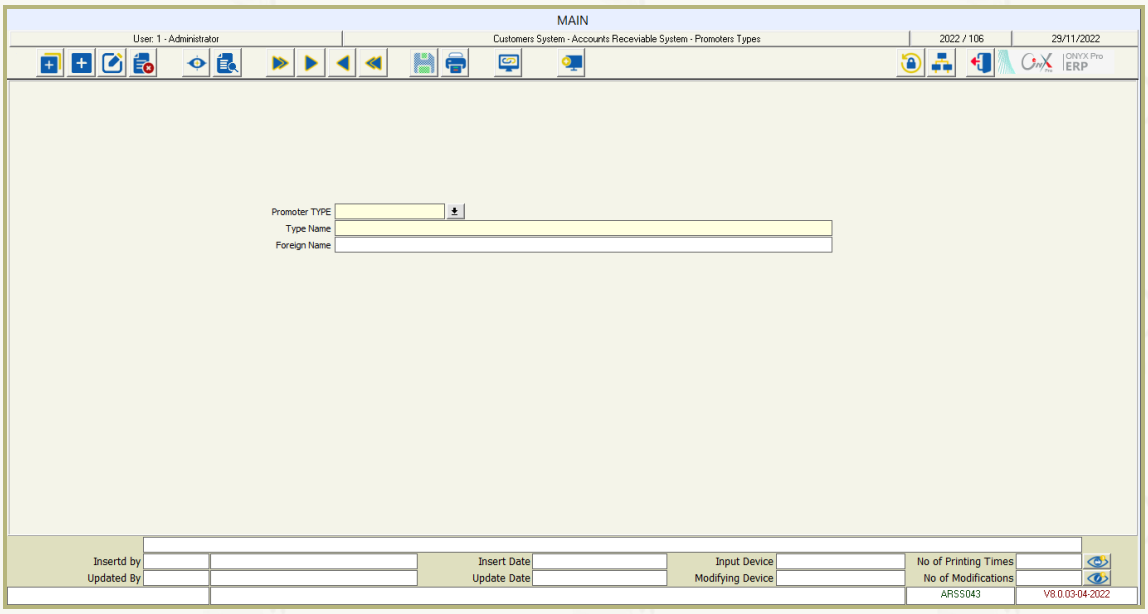
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Collector Type:** In this field, the system automatically displays a modifiable number for the collector type.
- **Type Name:** In this field, the user manually enters the collector type name in the default language of the system.
- **Foreign Name:** In this field, the user manually enters the collector type name in the foreign language defined on the system.
- **Save:** After completing data entry, the user should press save.

  Hint: Customers linked to the selected collector type can be displayed by clicking the **Arrow** button next to the **Collector Type** field.

Marketeer Types

Use: With the help of this screen, the user can classify marketeers into similar types, which can be used in the **Marketeers Data** screen as part of the data that are linked to the marketeer. This helps generate detailed reports based on marketeer type.



How To Use Screen

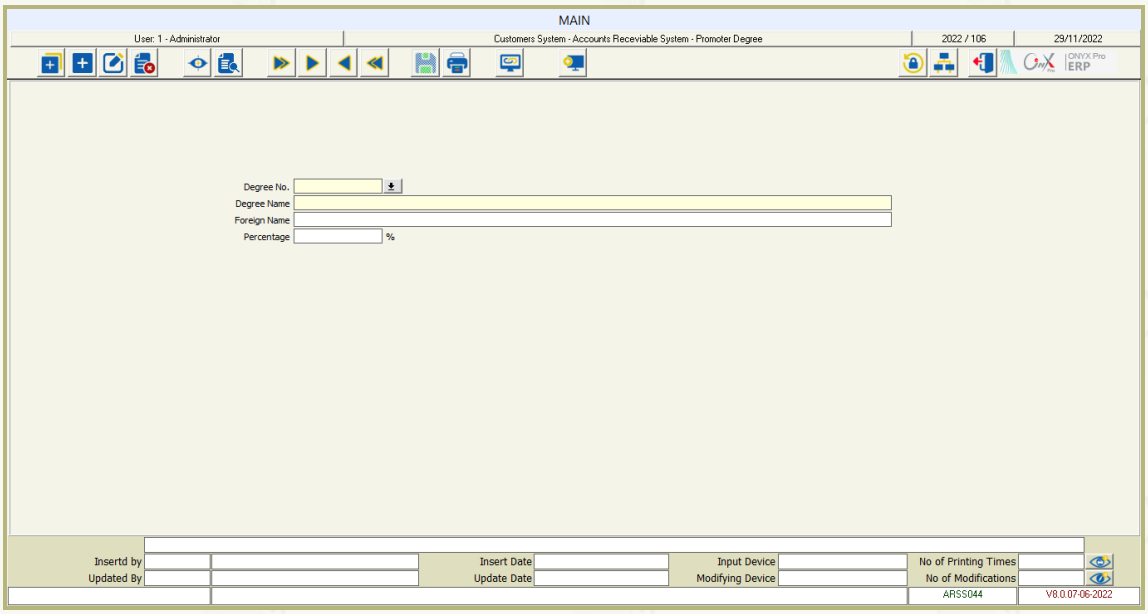
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Marketeer Type:** In this field, the system automatically displays a modifiable serial number for the marketeer type.
- **Type Name:** In this field, the user manually enters the type name in the default language of the system.
- **Foreign Name:** In this field, the user manually enters the type name in the foreign language defined on the system.
- **Save:** After completing data entry, the user should press save.

  Hint: Customers linked to the selected marketeer type can be displayed by clicking the **Arrow** next to the **Promoter Type** field.

Marketeer Levels Codes

Use: With the help of this screen, the user can code different levels of marketeers, which can later be linked each to related marketeer in the **Marketeers Data** screen for easy classification.



How to Use Screen

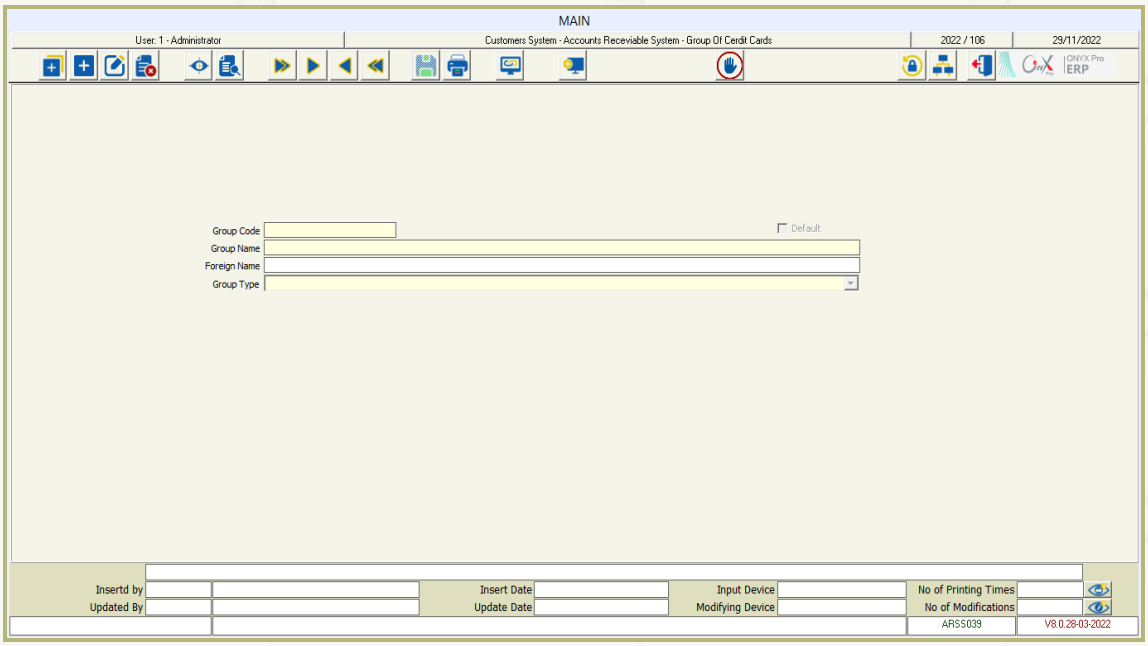
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Degree Type:** In this field, the system automatically displays a modifiable serial number for the degree number.
- **Degree Name:** In this field, the user manually enters the marketeer's degree name in the default language of the system; whether **Excellent**, **Very Good**, **Good**, and **Acceptable**, etc.
- **Foreign Name:** In this field, the user manually enters the marketeer's degree name in the foreign language defined on the system.
- **Percentage:** Here, the user enters the value of degrees previously coded based on the type of the marketeers that will be added and linked –each to the related individual– in the **Marketeers Data** screen.
- **Save:** After completing data entry, the user should press save.

> **Hint:** Marketeers linked to the selected degree can be displayed by clicking the **Arrow** button next to the **Degree Number** field.

Payment Cards Group

Use: In this screen, the user can classify the payment cards into groups. This way, when entering payment card types, the user will be able to link them, each to the related group, which helps generate payment card reports per group.



How to Use Screen

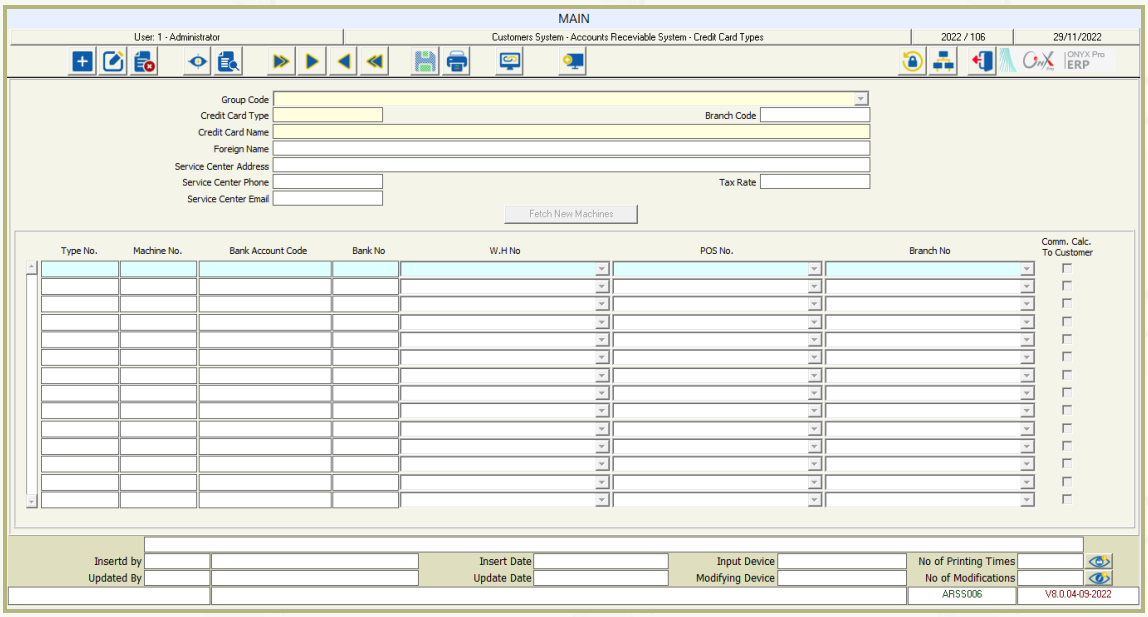
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Group Number:** In this field, the system automatically displays a modifiable serial number for the credit cards group.
- **Default:** Using this flag, the system allows the user to assign only one default group that will appear automatically in the **Payment Card Types** screen.
- **Group Name/ Foreign Name:** In these fields, the user manually enters the credit card group name in both the default and foreign languages defined on the system respectively.
- **Group Type:** In this field, the user selects the type of group by selecting one of the following options:
  - **Bank Cards:** This option is used for the group of cards that will be used in the banking transactions on the system.
  - **Wallet Cards:** This option is used for the group of cards that will be used in the electronic wallet system, and when selected, the system displays other mandatory fields, which are **Path** (wallet cards path), **User Name**, and **Password**.

- **Path/ User Name/ Password:** These fields appear when the selected option in the **Group Type** field is **Wallet Cards**. Here, the user determines the path, username, and password that will be used to link **Electronic Wallet System** to the web service.

Payment Cards Types

Use: In this screen, the user can classify the types of payment cards that banks issue, for example into Bank cards, Visa cards, or Master cards, etc., and which will be linked to the machines that the system will handle at points of sale.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Group Number:** In this field, the system automatically displays the default group, which has been selected in the **Payment Cards Group** screen; however, the user will be able to change it as needed.
- **Card Type:** Here, the system automatically displays a modifiable serial number for the type of cards.
- **Card Name:** In this field, the user needs to manually enter the card name in the system's default language.
- **Foreign Name:** In this field, the user manually enters the card name in the foreign language defined on the system.
- **Service Center Address/ Phone/ Email:** In these fields, the user enters the address, phone number and zip code of the credit card service center respectively.
- **Tax Rate:** Here, the user enters the tax percentage on payment card commission, which will apply to sales and return invoices when the selected payment method is **Network** and the payment card commission is previously defined in the **Banks Data** screen.

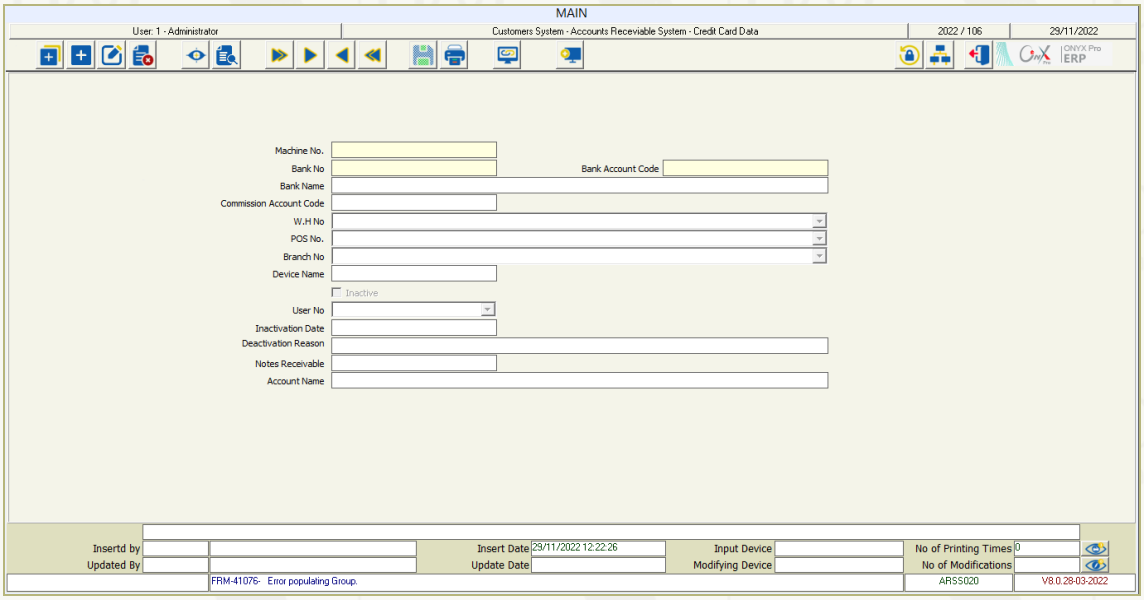
- **Fetch New Machines:** When the user clicks this button, the system automatically displays the numbers of machines, the account number, as well as the bank number from the **Payment Cards Data** screen.
- **POS Number:** This column appears next to the **Bank Number** column in the **Detailed Data** section when the **POS** system is used. It includes the **POS numbers** that the user determines from the list that appears when pressing the (F9) button.
- **Charge Customer for Fees:** When this parameter is activated, the system deducts the bank commission from the balance of the customer who holds the card. Otherwise, the system will deduct the bank commission value from the balance of the organization and, in this case, the commission entry will be as follows:

Date	Description	Debit	Credit
	From/ Commission Account	Xx	
	To/ Bank Account		Xx

- **Save:** After completing data entry, the user should press save.

Payment Cards Data

Use: With the help of this screen, the user can define the bank-affiliated machines (service points) that the organization deals with, the payment cards that customers will use to pay their debts, the bank account number, commission account number, and the intermediary account number that the system will include in the sales invoice of the type (payment cards). When the customer makes a payment using the selected card, the bank directly, affect both the customer account and the organization account noting that this can be done for a commission that is debited to the organization account and mediated through transactions if the due time is defined in days in the **Banks** screen.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Machine Number:** In this field, the system automatically displays a modifiable number for the machine that will be used in the points of sale and linked to the payment card.
- **Bank Number/ Bank Account Number/ Bank Name**: Once the user selects the required bank number from the list that appears when pressing **F9** in the **Bank Number** field, the system automatically fetches the account number and name of the selected bank, which are pre-defined in the **Chart of Accounts** screen, to the **Bank Account Number** and **Bank Name** fields respectively.
- **Commission Account Number:** In this field, the user determines from the list that appears when pressing the **F9** button the number of the account where the bank fees will be recorded, taking into consideration that the percentage of these fees is pre-

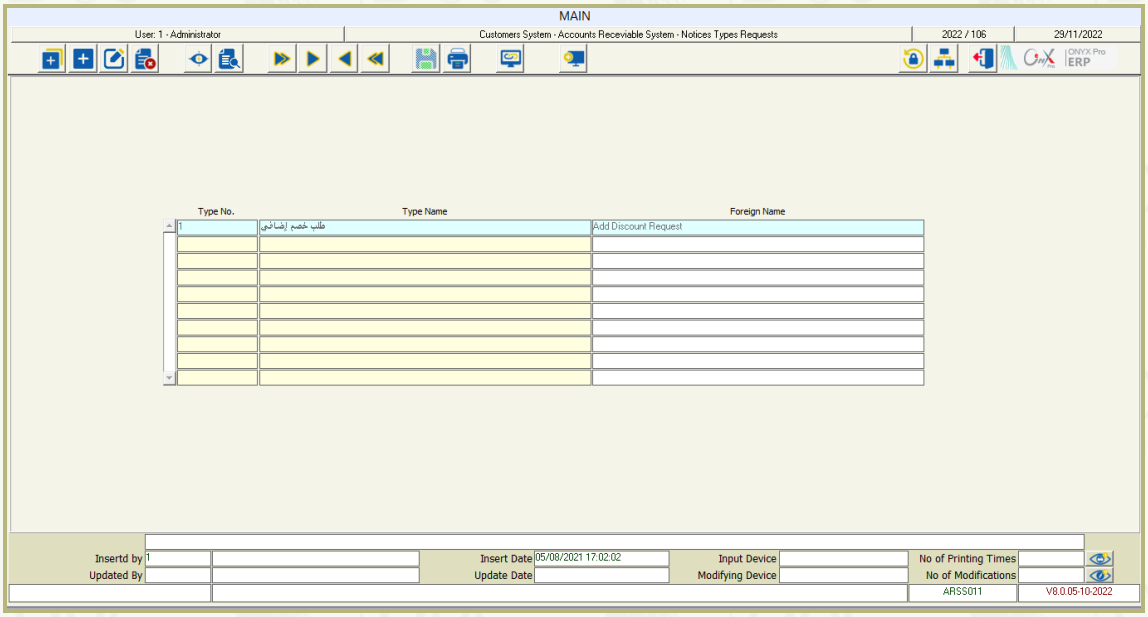
determined in the **Banks** screen under the **General Ledger** system and in which case the entry will be as follows:

Date	Description	Debit	Credit	Detail
	From/	Xx		
	Bank Account			x
	Commission Account			x
	To/		Xx	
	Bank Account (Commission)			x
	Sales Revenues Account			x

- **Warehouse/ Branch Number:** In these fields, the user determines the warehouse and branch that are linked to the bank device\machine that is used when carrying out a sales transaction from this particular branch and warehouse.
- **POS Number:** In this field, the user determines the point of sale that is linked to the bank machine that will be used, taking into consideration that they can check this machine in the **Points of Sale** and **Restaurant Management Systems**.
- **Machine Name:** In this field, the user enters the name of the bank-affiliated machine with which the payment card is used, and the amount withdrew is recorded as debit on the customer's bank account and as credit on the organization account.
- **Inactive:** Upon ticking this flag, the system stops any transactions carried out on the selected machine at the points of sale.
- **User Number:** Upon ticking the "**Inactive**" flag, the system displays the number of user who made the deactivation.
- **Deactivation Date:** In this field, the system automatically displays the date and time of deactivation.
- **Deactivation Reason:** In this field, the user enters the reason for the deactivation.
- **Notes Receivable:** Notes receivable are the intermediary account in which the sales amount is mediated during the due period that is determined in days in the **Payment Cards** tab within the **Banks** screen, and after which the amount is reversed from the bank account to the intermediary account once selected.
- **Account Name:** In this field, the system automatically displays the name of the notes receivable account once the notes receivable intermediary account number is determined.
- **Save:** After completing data entry, the user should press save.

Types of Notes Requests

Use: With the help of this screen, the user can classify the additional discount requests that will be included in sales invoices. This helps the organization generate reports according to the selected types of discount requests and create the serial numbers of additional discount requests documents, which will appear in the invoices; whether **Cumulative** or **By Type**, based on the selected option in the **Customers Management System Parameters** screen.



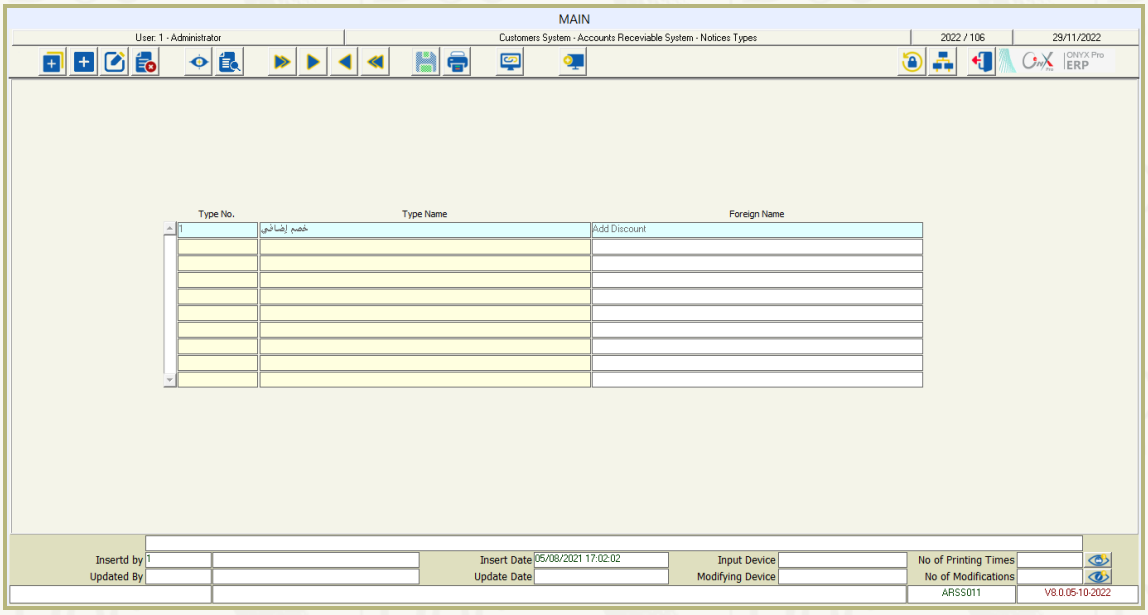
How to Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Type Number:** In this column, the system automatically displays a modifiable number for the request type.
- **Type Name:** In this column, the user enters the name of the additional discount request type that will appear in invoices in the default language of the system.
- **Foreign Name:** In this column, the user enters the name of the additional discount request type that will appear in invoices in the foreign language defined on the system.
- **Save:** After completing data entry, the user needs to press save.

Notes Types

Use: With the help of this screen, the user can classify the additional discount types that will be included in sales invoices. This helps the organization generate reports according to the selected types and create the serial numbers of the additional discount documents, which will appear in the invoices; whether **Cumulative** or **By Type**, based on the selected option in the **Customers Management System Parameters** screen.



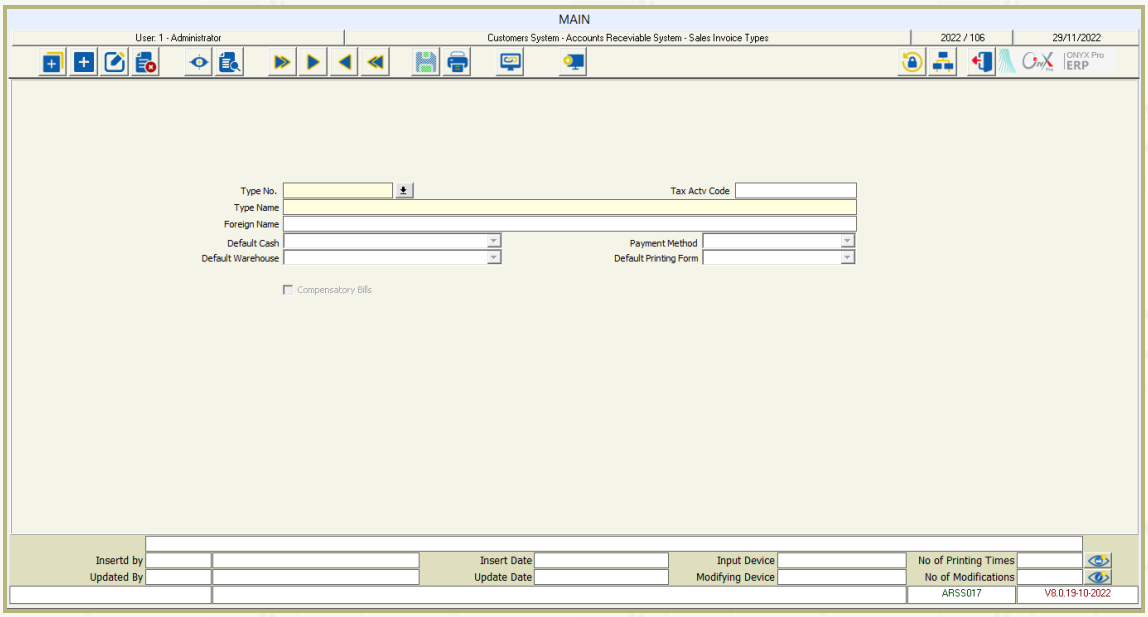
How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable number for the discount type.
- **Type Name:** In this field, the user enters the name of the additional discounts type, which will appear in invoices in the default system language.
- **Foreign Name:** In this field, the user enters name of the additional discounts type that will appear in invoices in the foreign language defined on the system.
- **Save:** After completing data entry, the user should press save.

Sales Invoices Types

Use: With the help of this screen, the user can classify the types of sales invoices based on the areas that the organization's sales activities cover. This helps the organization generate reports according to the selected types and also create the serial numbers of sales invoice documents; whether **By Type**, **By Type and Warehouse**, or **By Type, Warehouse and Payment Method,** based on the selected option in the **Customers Management System Parameters** screen.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the sales invoice type.
- **Type Name:** In this field, the user enters the name of the sales invoices type in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the sales invoices type in the foreign language selected on the system.
- **Cash Number:** With the help of this field, the user can link the sales invoice type to a certain cash. Thus, once the sales invoice type is selected, the system automatically displays the associated cash number noting that that whenever the type selected in the sales invoice changes, the displayed cash changes accordingly. However, if the selected type is not linked to a certain cash; the user will have to determine one manually in the invoice.

- **Warehouse Number:** This field appears if the **Use Multiple Warehouses** parameter is not activated in the **Customers Management System Parameters** screen. Here, the user can determine which warehouse will be linked to the selected invoice type. This way, the system can automatically fetch the sales invoice type once the associated warehouse, which can be changed as needed, is determined.

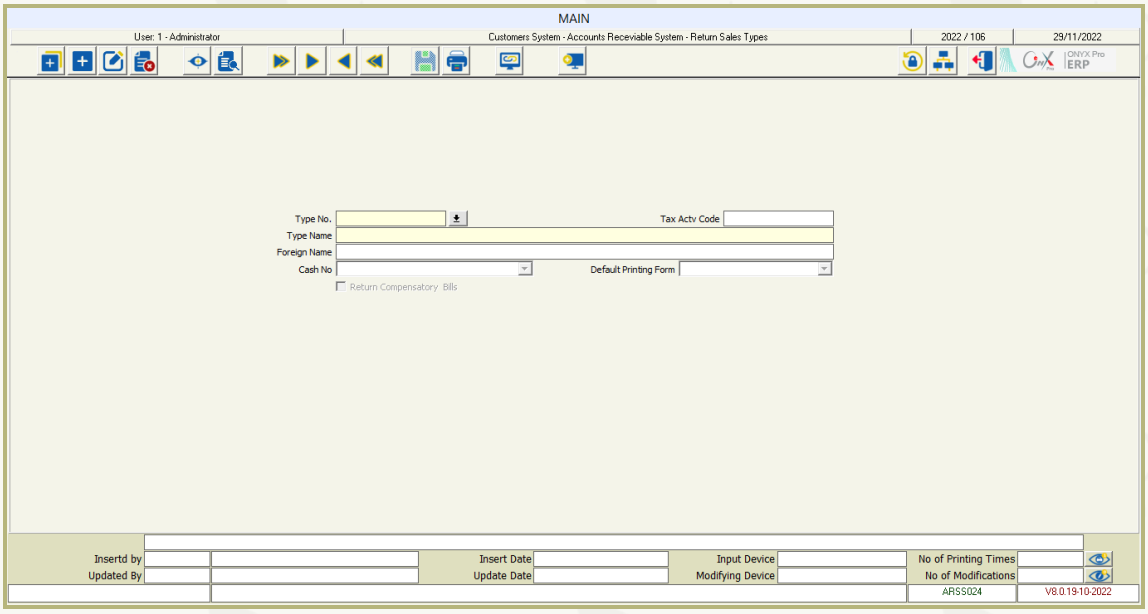
  Hint: If the selected option in the **Sales Invoices Sequence** parameter is **By Type**, the warehouse number field will not be available in the sales invoice.

- **Payment Method:** In this field, the user can determine the payment method that will be linked to the sales invoice type; whether **Cash Sales** or **Sales on Credit**. Thus, once the invoice type is selected, the system will automatically display the associated payment method. However, this field will not appear if the selected option in the **Sales Invoices Sequence** field is **By Payment Method**, **By Warehouse and Payment Method**, or **By Center and Payment Method**.
- **Default Print Template:** In this field, the user can determine which default print form will be linked to the invoice type and which will appear automatically upon printing the invoice.
- **Activity Tax Number:** With the help of this field, the user can determine the tax number of the activity related to each sales invoice type noting that this number depends on the codes determined within the Tax Authority and that the user can enter only the customer-related activities.
- **Compensation Invoice:** This flag appears when the **Use Compensation Quantities** parameter is activated in the **Customers Management System Parameters** screen and when ticked, it helps the user distinguish the invoice type that is related to the compensation granted to the customer.
- **Save:** After completing data entry, the user should press save.

  Hint: In this screen, the user can display the sales invoices that are linked to the selected type by clicking the button next to the **Type Number** field.

Sales Returns Requests Types

Use: This screen appears when the selected option in the **Use Sales Return Request** parameter is either **Mandatory** or **Optional**. Here, the user can classify the sales return requests based on the sales invoice types that are defined in the **Sales Invoices Types** screen, which helps the organization use request types in the sales returns invoice.



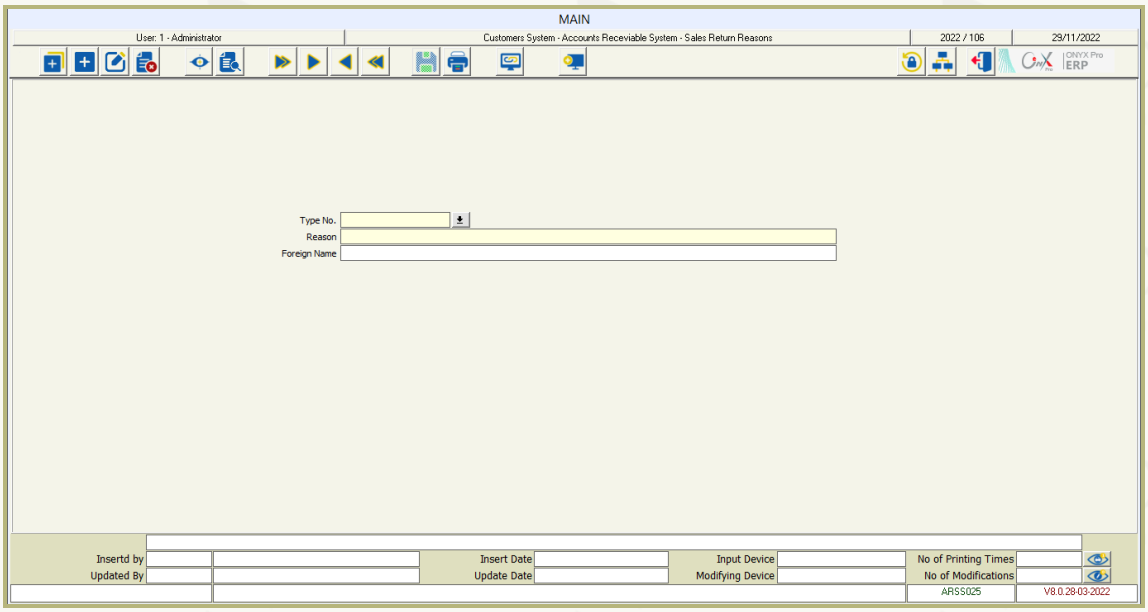
How to Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the type of sales return request.
- **Type Name:** In this field, the user enters the name of the sales return request type in the system's default language.
- **Foreign Name:** In this field, the user enters the name of sales return request type in the foreign language selected on the system.
- **Compensation:** This flag appears if the **Use Compensation Quantities** parameter is activated in the **Customers Management System Parameters** screen and by ticking it, the user adds the compensation request type that will be used in the **Sales Returns Request** screen.
- **Save:** After completing data entry, the user should press save.

Sales Returns Types

Use: With the help of this screen, the user can classify the sale returns into different categories based on the sale invoices types that are defined in the **Sales Invoices Types** screen. This helps generate reports based on the selected types and determine the serial numbers of sale returns invoices documents based on the selected option in the **Sales Returns Invoices Sequence** field in the **Customers Management System Parameters** screen; whether **By Type**, **By Type and Warehouse**, or **By Type, Warehouse and Payment Method**.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the sales return type.
- **Type Name:** In this field, the user enters the name of the sales return type in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the sales return type in the foreign language selected on the system.
- **Cash Number:** With the help of this field, the user can link the sales return type to a certain cash. Thus, once the type is determined in the sales return invoice, the system automatically displays the associated cash number noting that whenever the type selected in the sale returns invoice changes, the displayed cash number changes

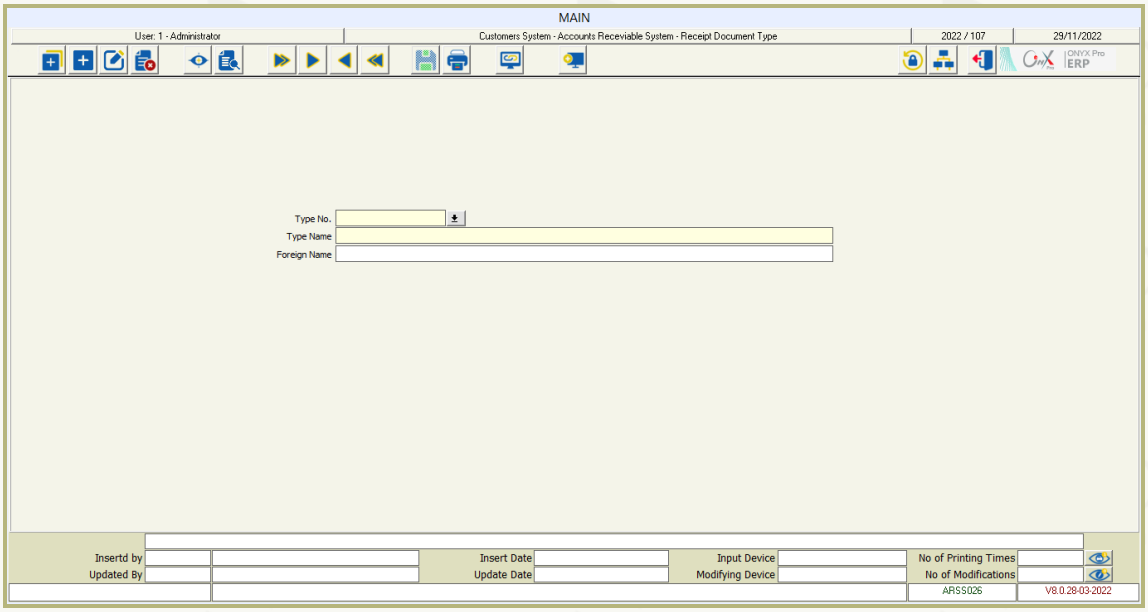
automatically. However, if the selected type is not linked to a particular cash, the user will have to determine one manually in the return invoice.

- **Default Print Template:** In this field, the user can determine which default print form will be linked to the return type and which will appear automatically upon printing the sales return invoice.
- **Activity Tax Number:** With the help of this field, the user can determine the tax number of the activity related to each sales return invoice type noting that this number depends on the codes determined within the tax authority and that the user can enter only the customer-related activities.
- **Compensation Invoice Return:** This flag helps the user distinguish the type of return that is related to the compensation invoice granted to the customer.
- **Save:** After completing data entry, the user should press save.

Hint: In this screen, the user can display the sales return invoices that are linked to selected type by clicking the button next to the **Type Number** field.

Receipt Vouchers Types

Use: This screen appears when the **Use Receipt Vouchers** parameter is activated in the **Customers Management System Parameters** screen. It helps the user classify operation order receipt vouchers (for devices that need maintenance) which allows them generate related reports based on the defined types and determine serial numbers needed for the receipt vouchers documents according to the option selected in the **Receipt Vouchers Sequence** parameter within the **Customers Management System Parameters** screen; whether **Cumulative** or **By Type**.



How to Use Screen

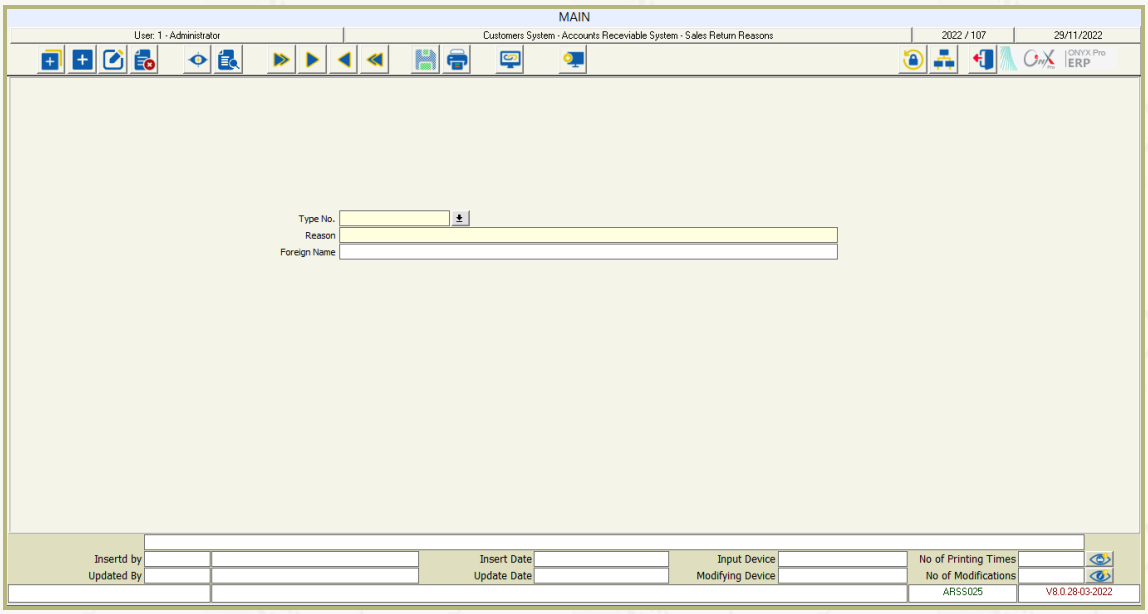
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the receipt voucher type.
- **Type Name:** In this field, the user enters the name of the receipt voucher type for devices that need maintenance in the system's default language. This includes receipt vouchers for both the devices under maintenance or out of maintenance.
- **Foreign Name:** In this field, the user enters the name of the receipt voucher type in the foreign language selected on the system.
- **Save:** After completing data entry, the user should press save.

> **Hint:** In this screen, the user can display the receipt vouchers that are linked to the selected type by clicking the button next to the **Type Number** field.

Sales Returns Reasons

Use: In this screen, the user can determine and classify the reasons behind the sales return, whether it is related to goods, price, or quality. This helps generate reports based on the defined categories and suggest solutions for any possible issue noting that determining the return reason will be mandatory in both the **Sales Return** and the **Return Request** screens if the **Enter Return Reason in Returns Is Mandatory** parameter is activated in the **Customers Management System Parameters** screen.



How to Use Screen

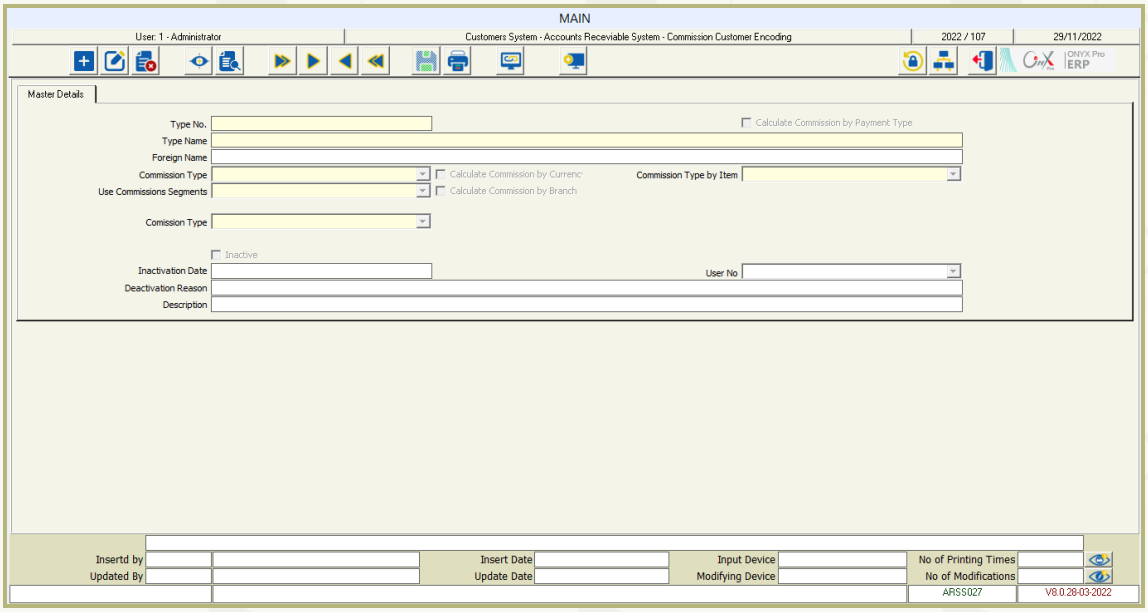
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the sales return reason.
- **Type Name:** In this field, the user enters the sales return reason in the system's default language. For example, off specifications, damaged or defective, overpriced, or expired.
- **Foreign Name:** In this field, the user enters the sales return reason in the foreign language defined on the system.
- **Save:** After completing data entry, the user should press save.

  Note: In this screen, the user can display the sales return invoices that are linked to the reason listed by clicking the button next to the **Type Number** field.

Customers Commissions Coding

Use: With the help of this screen, the user can code the commissions an organization grants to the customer following the set encouraging policies. This allows the user to generate reports based on to the types of commissions entered, compare between existing policies and select most appropriate ones for organization to follow



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the customer commission.
- **Type Name:** In this field, the user enters the name of the customer commission in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the customer commission in the foreign language that is defined on the system.
- **Commission Type:** With the help of this field, the user determines the type of the commission by selecting one of the following options:
  - **By Customer:** When the user selects this option, the system displays the **Customer Number**, **Customer Name**, **Commission**, and **Remarks** columns in detailed data section where the user can determine commission at the customer level.
  - **By Customer Group:** When the user selects this option, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in detailed

data section where the user can determine the commission at the customer group level.

- **By Customer Type:** When the user selects this option, the system displays the **Customer Type**, **Type Name**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission at the customer type level.
- **By Customer Degree:** When the user selects this option, the system displays the **Customer Grade**, **Grade Name**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission at the customer grade level.
- **By Region:** When the user selects this option, the system displays the **Region Number**, **Region Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the region level.
- **Customer Classification:** When the user selects this option, the system displays the **Classification Number**, **Classification Name**, **Commission**, and **Remarks** columns in the detailed data where the user can determine the commission for each classification.

- **Commission Type by Item:** With the help of this field, the user can determine the type of commission applied by item using one of the following options:
  - **Unused:** When the user selects this option, nothing changes on the screen.
    - **By Item:** When this option is selected, the system displays the **Item Number**, **Item Name**, **Unit**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission at the item level.
    - **By Items Group:** When this option is selected, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the items group level.
    - **By Item Type:** When this option is selected, the system displays the **Item Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each item type.

- **By Similar Group:** When this option is selected, the system displays the **Similar Group Number**, **Group Name**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission for each similar group of items.
- **By Main Group and Sub-group:** When this option is selected, the system displays the **Group Number** (main), **Group Name**, **Sub-Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each main and sub-group.

- **Use Commissions Segments:** Here, the user determines how the commission segments will be used by selecting one of the following options:

- **Unused:** When this option is selected, nothing changes on the screen.
- **Net Sales Amount:** When this option is selected, the following happens:
  - In the master data section, another field called **Target Segments Calculation** appears. This field includes two options; **Distribute Commission to all Segments** and **Calculate Commission on Highest Segment**.
  - In the detailed data section, the **From Amount**, **To Amount**, **Commission**, and **Remarks** columns appear, in which the user can determine the commission at the segment level.
- **Sales Plan:** When this option is selected, the following happens:
  - In the master section, another field called **Target Segments Calculation** appears. This field includes two options; **Distribute Commission to all Segments** and **Calculate Commission on Highest Segment**.
  - In the master section, a new parameter called **Separate Target Segments from Additional Segments** appears which when activated a new field called **Additional Segments Calculation** appears. This field includes the same two options previously explained except that they are used to calculate only the additional segments.
  - In the detailed data section, the **From Percentage**, **To Percentage**, **Commission**, and **Remarks** columns appear where the user can determine the commission for each plan.
- **Payment Term:** This option appears when the selected option in the **Commission Type by Item** field is **Unused**, and when selected, the system displays the **From**,

To, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each payment period. Payment term refers to the timeframe within which payment must be made starting from the sales invoice date. For example, the timeframe determined from 1 to 30 days will have a commission that differs from that of the timeframe determined from 1 to 60 days...etc. In other words, each payment term would have a separate commission amount or percentage.

- **Quantities:** This option appears when the selected option in the **Commission Type by Item** field is **Unused** or **By Item** and when selected, the system displays the **From Quantity, To Quantity**, **Commission**, and **Remarks** columns in the detailed data section where the user can enter the commission for each sold quantity.

- **Calculate Commission By Payment Type:** When this parameter is activated, the system displays the **Payment Method, Commission** and **Remarks** columns in the detailed data section where the user can enter the commission for each payment method.
- **Calculate Commission by Currency:** When this parameter is activated, the system displays the **Currency** column in the detailed data section where the user can code the customer's commission at the currency level.
- **Calculate Commission by Branch:** When this parameter is activated, the system displays the **Branch** column in the detailed data section where the user can determine the customer's commission at the branch level.
- **Payment Type:** This field appears when the selected option in the **Commission Calculation Condition** field is **Only Paid Sales**. Here, the user can determine how the payment batches are registered by selecting one of the following options:
  - **Distribute Payment Manually:** When this option is selected, the user will need upon payment to manually determine the debit document for which the payment batch is made in the receipt voucher.
  - **Distribute Payment Automatically:** When this option is selected, the system will automatically distribute the customer's payment from credit documents to the debit documents.

- **Commission Type**: In this field, the user determines whether the commission will apply as **Percentage** or **Value**.
- **Calculation:** This field appears in the following cases:
  - When the selected option in the **Use Commissions Segments** fields is **Quantities**.
  - When the selected option in the **Commission Type by Item** field is either **By Item, By Items Group**, **By Item Type**, or **By Similar Group**.
  - When the selected option in the **Commission Type** field is **Customer Classification**.

It includes two options; one of which is **On Net Sales Amount** which means that the commission will be calculated as a value on the net sales and the other is **On Sales Net Quantity**, which means that the commission will be calculated as a quantity on the net sales.

- **Target Segments Calculation:** This field appears when the selected option in in the **Use Commissions Segments** field is either **On Net Sales Amount** or **Sales Plan**. It includes two options; one of which is **Distribute Commission to all Segments** which means that the commission will be calculated for all segments as follows:
  - Assuming that the customer achieves the target value specified for all segments, the system will distribute this achieved value to all defined segments and the result will be the earned commission.

S/N	Target Segments	Commission	Commission Amount for All Segments $	Due commission when customer achieves all target segments
1	From 1 – 1000	%2	20	140
2	From 1001 – 2000	%3	30	
3	From 2001 – 3000	%4	40	
4	From 3001 – 4000	%5	50	

  - Referring back to the previous table and assuming that the customer achieves only 2,500$, the system calculates the customer's commission as follows:
    20$ on the first segment + 30$ on the second segment + 20$ on part of the third segment (500 x 4%), which equals a total due commission of 70$.

The second option in this field is **Calculate Commission On Highest Segment** and in which case the commission is calculated on the highest achieved segment as follows:

- Assuming that the customer achieves all the target value, the system will calculate the commission as follows:

S/N	Target Segments	Commission	Commission Amount on highest value segment in USD $
1	From 1 – 1,000	2%	The system reads the highest achieved segment value and then multiplies it by the corresponding percentage, for example here 4,000 x 5%
2	From 1,001 – 2,000	3%	
3	From 2,001 – 3,000	4%	
4	From 3,001 – 4,000	%5	
x			200$

- Referring back to the previous table and assuming that the customer achieves only 2,500$, the system will calculate the commission as follows:
  (Achieved Segment Value x corresponding percentage (2,500 x 4%) = $100.

- **Separate Target Segments from Additional Segments:** This parameter appears when the selected option in the **Use Commissions Segments** field is **Sales Plan** and when activated the system displays new field called **Additional Segments Calculation** in the master data section.

- **Additional Segments Calculation:** In this field, the user determines how the commission on additional segments is calculated by selecting one of the following options:

  - The first option is **Distribute Commission to All Segments**, and in which case the commission of any additional amount a customer achieves when exceeding target value will be calculated on all segments defined within the sales plan.
  - The second option is **Calculate Commission On Highest Segment** and in which case the commission of any additional amount a customer achieves when exceeding target value is calculated on the highest value segment determined in the sales plan.

- **Commission Calculation Condition:** This field appears when the selected option in the **Commission Type** field is **Customer Classification** and in the **Commission Type By Item** field is **By Item**. It helps the user determine the commission calculation condition if any by selecting one of the following options:
  - **Without Condition:** This option means that no conditions are needed for commission calculation and when selected no changes are rendered on the screen.
  - **Payment Percent:** When this option is selected, the system displays a column called **Payment Percent** in the detailed data section, where the user enters the payment percent that if fulfilled, the customer can obtain their commission.
  - **Paid Sales Only:** When this option is selected, the commission that the customer receives will be calculated on the total paid sales only.
- **Inactive:** When this flag is ticked, the system stops any transactions related to the commission type defined on this screen. However, this can be undone by unticking the flag.
- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.
- **User Number:** In this field, the system automatically displays the user who has deactivated the transactions related to the commission type.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the commission type.

Second: Detailed Data

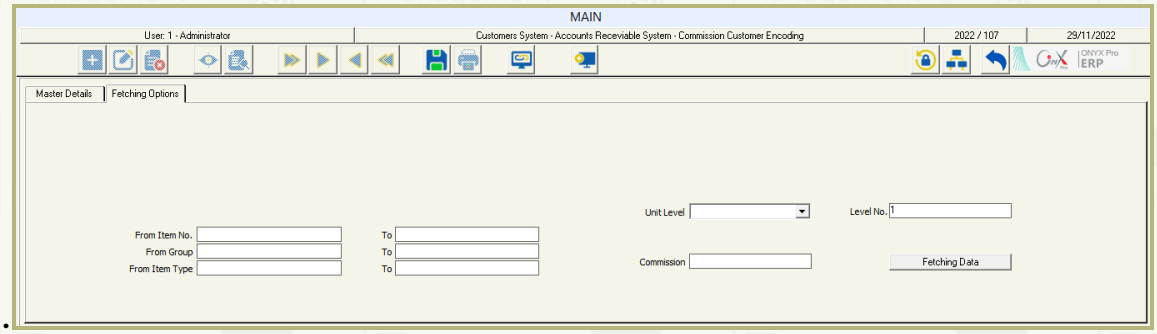
This part of the screen is closely related to the options selected in the master section. If no option is selected in the master data section, no data will be rendered and based on the options selected in the master data, the columns and fields in the detailed section change.

> **For example,** this section may include the data of a specific option or multiple options in the master section. It may render the data related to the **By Customer** option in the **Commission Type** field, and the data related to the **By Item** option in the **Commission By Item** field, as well as the data related to the **Net Sales Amount** option in **Use Commission Segments** field all together. Similarly, this applies to all other options included in the master data fields.

- **Detailed Data Entry:** In general, all the detailed data that appear based on the options determined in the master section are filled in through one of the following methods:
  - Fetching from a list by pressing the F9 button.
  - Manual Entry.
  - Selection

Third: Fetch Options

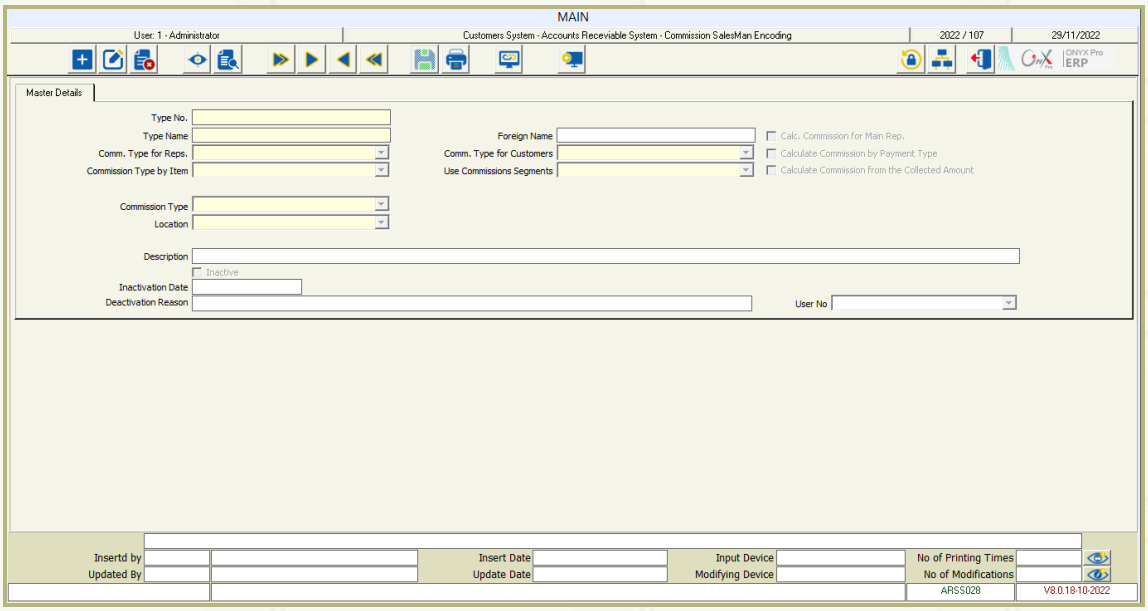
With the help of the fields in this tab, the user can filter the data that will be fetched to the detailed section, noting that these fields change based on the options selected in the master data section. Once the user fills in the required data by pressing the **F9** button and then clicking the **Fetch Data** button, the system displays them in the detailed section.



- **Save:** After completing data entry, the user should press save.

Representatives Commissions Coding

Use: With the help of this screen, the user can code the commissions that an organization will grant the sales representatives as per the incentive scheme set for sales increase, and generate related reports based on the determined commissions.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the representative commission type.
- **Type Name:** In this field, the user enters the name of the representative commission type in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the representative commission type in the foreign language defined on the system.
- **Commission Type for Representatives:** With the help of this field, the user determines the type of the commission by selecting one of the following options:
  - **General:** When this option is selected, no impact is rendered on the screen.
  - **By Representative:** When this option is selected, the system displays the **Representative Number**, **Representative Name**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission for each representative.
  - **By Representative Type:** When this option is selected, the system displays the **Representative Type**, **Type Name**, **Commission**, and **Remarks** columns in the

detailed data section where the user can determine the commission for each representative type.

- **Commission Type for Customers:** This field includes the following options:
  - **General:** When this option is selected, no impact is rendered on the screen.
  - **By Customer Type:** When this option is selected, the system displays the **Customer Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer type level.
  - **By Customer Group:** When the user selects this option, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer group level.
- **Commission Type by Item:** With the help of this field, the user can determine the type of commission applied by item using one of the following options:
  - **Unused:** If this option is selected, the commission will not be calculated by item.
  - **By Item:** When this option is selected, the system displays the **Item Number**, **Item Name**, **Unit**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission at the item level.
  - **By Item Group:** When this option is selected, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the items group level.
  - **By Item Type:** When this option is selected, the system displays the **Item Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each item type.
  - **By Similar Group:** When this option is selected, the system displays the **Similar Group Number**, **Group Name**, **Commission**, and **Remarks** columns in detailed data section where the user can determine the commission for each similar group of items.
  - **By Main Group and Sub-group:** When this option is selected, the system displays the **Group Number** (main), **Group Name**, **Sub-Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each main and sub-group.

- **By Item Classification:** When this option is selected, the system displays the **Item Classification**, **Classification Name**, **Commission**, and **Remarks** columns in the detailed data to determine the commission for each item classification.

- **Use Commissions Segments:** Here, the user determines how the commission segments will be used by selecting one of the following options:

  - **Unused:** When this option is selected, nothing changes on the screen.
    - **Net Sales Amount:** When this option is selected, the following happens:
      - In the master data section, another field called **Target Segments Calculation** appears. This field includes two options; one of which is **Distribute Commission to all Segments** and the other is **Calculate Commission on Highest Segment**.
      - In the detailed data section, the system displays the **From Amount**, **To Amount**, **Commission**, and **Remarks** columns in which the user can determine the commission at the segment level.
    - **Sales Plan:** When this option is selected, the following happens:
      - In the master section, another field called **Target Segments Calculation** appears. This field includes two options; one of which is **Distribute Commission to all Segments** and the other is **Calculate Commission on Highest Segment**.
      - In the master section, a new parameter called **Separate Target Segments from Additional Segments** appears, which when activated a new field called **Additional Segments Calculation** appears. This field includes the same two options previously explained except that they are used to calculate only the additional segments.
    - In the detailed data section, the system displays the **From Percentage**, **To Percentage**, **Commission**, and **Remarks** columns where the user can determine the commission for each plan.
    - **Payment Term:** This option appears when the selected option in the **Commission Type by Item** field is **Unused**, and when selected, the system displays the **From**, **To**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each payment

period. Payment term refers to the timeframe within which payment must be made starting from the sales invoice date. For example, the timeframe determined from 1 to 30 days will have a commission that is different from that of the timeframe determined from 1 to 60 days…etc. In other words, each payment term will have a separate commission amount or percentage.

- **Quantities:** This option appears when the selected option in the **Commission Type** field is **By Item** and when selected, the system displays the **From Quantity, To Quantity**, **Commission**, and **Remarks** columns in the detailed data section where the user can enter the commission for each sold quantity.
- **Profit Margin Amount:** When this option is selected, the system displays the **From, To, Commission, Remarks** columns in the detailed data section where the user can enter the commission for each segment.

- **Location:** In this field, the user selects one of the following options:
  - **Unused:** When this option is selected, it nothing changes on the screen.
  - **By Country/ Governorate/ City/ Region**: When one of these options is selected, the system displays the **Option Number**, **Option Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each location option.
- **Commission Type:** In this field, the user determines whether the commission will be applied **Percentage** or **Value**.
- **Calculation:** This field appears with the **On Net Sales Amount** option set by default when the selected option in the **Use Commissions Segments** field is **Quantities**.
- **By Quantity Multiplications:** This flag appears when the selected option in the **Use Commissions Segments** field is **Quantities** and when activated the system displays a column called **Quantity Multiplications** in the detailed data section where the user needs to determine the multiplications of sold quantities so that the system could apply and calculate the commission.

  For example, if the quantity multiplication entered is five and the commission determined is one, this means that the representative will get one unit on every five units sold. Similarly, if the total sales equals ten, the commission that the representative will receive will be two units, and so on.

- **Target Segments Calculation:** This field appears when the selected option in the **Use Commissions Segments** field is either **On Net Sales Amount** or **Sales Plan**. It includes two options; one of which is **Distribute Commission to all Segments** which means that the commission will be calculated for all segments as follows:
  - Assuming that the representative achieves the target value specified for all segments, the system will distribute this achieved value to all defined segments and the result will be the earned commission.

S/N	Target Segments	Commission	Commission Amount for All Segments $	Due commission when customer achieves all target segments
1	From 1 – 1000	%2	20	140
2	From 1001 – 2000	%3	30	
3	From 2001 – 3000	%4	40	
4	From 3001 – 4000	%5	50	

S/N	Target Segments	Commission	Commission Amount for All Segments $	Due commission when customer achieves all target segments
1	From 1 – 1000	%2	20	140
2	From 1001 – 2000	%3	30	
3	From 2001 – 3000	%4	40	
4	From 3001 – 4000	%5	50	

  - Referring back to the previous table and assuming that the representative achieves only 2,500$, the system calculates the commission as follows:

    20$ on the first segment + 30$ on the second segment + 20$ on part of the third segment (500 x 4%), which equals a total due commission of 70$

    The second option in this field is **Calculate Commission On Highest Segment** and in which case the commission is calculated on the highest achieved segment as follows:
  - Assuming that the representative achieves all the target value, the system will calculate the commission as follows:

S/N	Target Segments	Commission	Commission Amount on highest value segment in USD $
1	From 1 – 1,000	2%	The system reads the highest achieved segment value and then multiplies it by the corresponding percentage, for example here 4,000 x 5%
2	From 1,001 – 2,000	3%	
3	From 2,001 – 3,000	4%	
4	From 3,001 – 4,000	%5	
x			200$

- Referring back to the previous table and assuming that the representative achieves only 2,500$, the system will calculate the commission as follows:

  (Achieved Segment Value x corresponding percentage (2,500 x 4%) = $100.

- **Separate Target Segments from Additional Segments:** This parameter appears when the selected option in the **Use Commissions Segments** field is **Sales Plan** and when activated the system displays new field called **Additional Segments Calculation** in the master data section.
- **Additional Segments Calculation:** In this field, the user determines how the commission on additional segments is calculated by selecting one of the following options:
  - The first option is **Distribute Commission to All Segments**, and in which case the commission of any additional amount a representative achieves when exceeding target value will be calculated on all segments defined within the sales plan.
- The second option is **Calculate Commission On Highest Segment** and in which case the commission of any additional amount a representative achieves when exceeding target value is calculated on the highest value segment determined in the sales plan.
- **Link Commission to Representative Collection:** This parameter appears if the selected option in the **Commission Type by Item** field is **By Items Group** or **By Item** and when activated, the system displays the **Commission Calculation Policy** field and the organization can link the representative commission to the amounts collected from the customer debt.

- **Commission Calculation Policy:** This field appears if the previously mentioned **Link Commission to Representative Collection** parameter is activated. It helps the user determine the appropriate collection calculation policy from the list of types defined in the **Representative Persons Collection Calculation** screen, which appears when pressing the **F9** button.
- **Calculate Commission for Main Representative:** This parameter is used if the representative is linked to a main representative in the **Representatives Data** screen, and when activated, the system calculates the commission for the main representative on the sales that the representative they manage achieve.
- **Calculate Commission On Collected Amount:** This parameter appears when the selected option in the **Commission Type by Item** field is **Unused** and when activated, the system calculated the commission based on the amount collected from the invoice.
- **Calculate Commission by Payment Type:** When this parameter is activated, the system displays the **Payment Method**, **Commission**, and **Remarks** columns in the detailed data section where the user can enter the data corresponding to each payment method.
- **Start Payment Term on Due Date:** This parameter appears when the selected option in the **Use Commissions Segments** field is **Payment Term** and when activated, the start of the payment term is calculated as of the due date determined in the **Commission Calculation** screen.
- **Calculate Commission By Pricing Level:** Representative commission can be calculated based on the pricing level if the **Show Pricing Level In Sales Transactions Screens** parameter is activated in **Customer Management System Parameters** screen. This flag appears if the option selected in the **Commission Type** field is **By Item, and** in the **Use Commission Segments** field is either **Unused, Net Sales Amount, or Quantities**, and the determined commission type is **Value** or **Percentage,** and when activated the commission is coded based on the pricing level. In other words, the sales commission will be calculated for each pricing level independently. For example, the retail pricing level sales commission is different from that of the wholesale pricing level.
- **Inactive:** When this flag is activated, the system stops any transactions related to the commission type defined in this screen. However, this action can be undone when the user unticks this flag.

- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.
- **User Number:** In this field, the system automatically displays the user who has deactivated the transactions related to the commission type.
- **Deactivation Reason:** In this field, the user enters the reason for deactivating the transactions related to the commission.

Second: Detailed Data

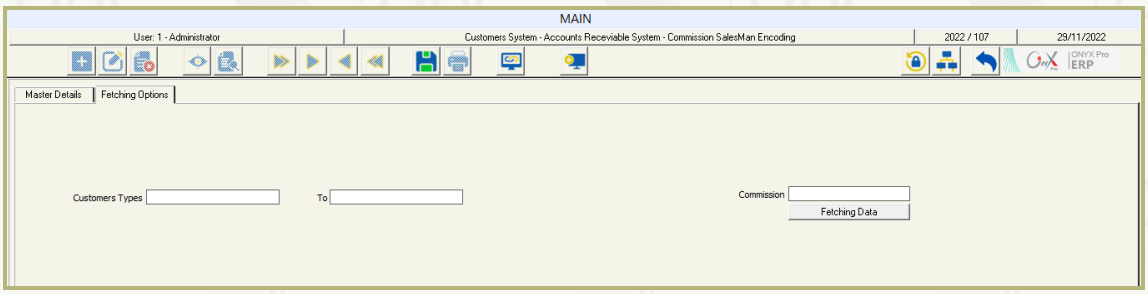
This part of the screen is closely related to the options selected in the master section. If no option is selected in the master data section, no data will be rendered and based on the options selected in the master data, the detailed data columns and fields change.

For example, this section may include the data of a specific option in the master data, or the data for multiple options. And, it may render the data related to the **By Customer** option in the **Commission Type** field, and the data related to the **By Item** option in the **Commission By Item** field, as well as the data related to the **Net Sales Amount** option in **Use Commission Segments** field all together. Similarly, this applies to all other options included in the master data fields.

- **Detailed Data Entry:** In general, all the detailed data that appear based on the options determined in the master data are filled in through one of the following methods:
  - Fetching from a list by pressing the **F9** button.
  - Manual Entry.
  - Selection.

Third: Fetch Options

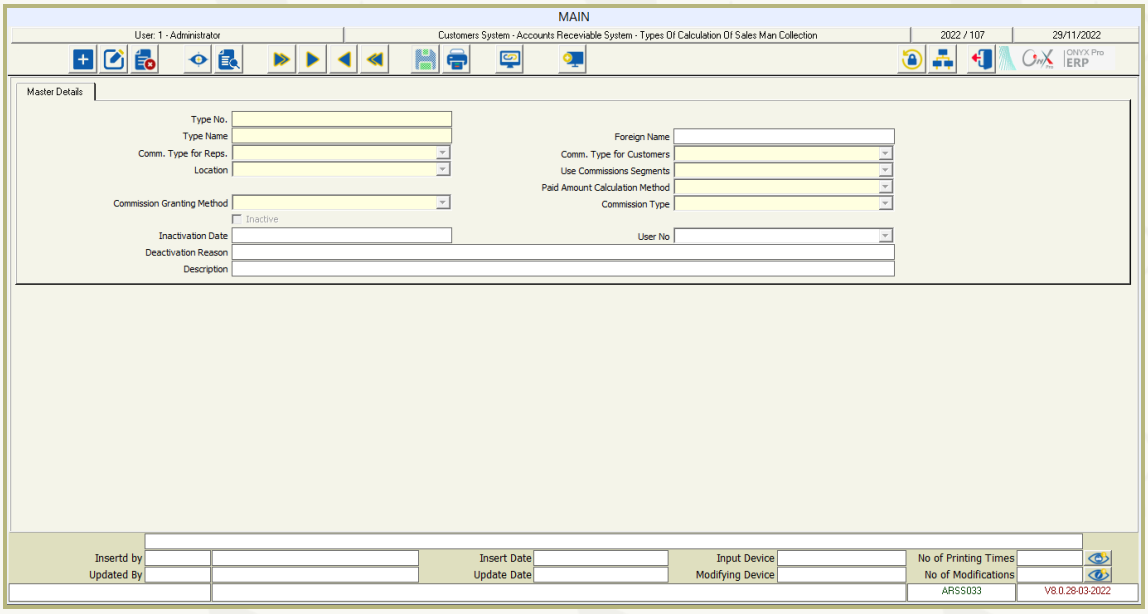
With the help of the fields in this tab, the user can filter the data that will be fetched to the detailed section, noting that these fields change based on the options selected in the master data section. Once the user fills in the required data by pressing the F9 button and then clicking the Fetch Data button, the system displays them in the detailed section.



- **Save:** After completing data entry, the user should press save.

Representative Persons Collection Calculation

Use: In this screen, the user can define how the amounts that the representatives collect are calculated and link them to the **Representatives Commissions Coding** screen where the commissions are calculated based on the actual amounts collected from customers, if the commission is linked to the amounts collected.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

First: Master Data

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the calculation method.
- **Type Name:** In this field, the user enters the name that will refer to the calculation method in the system's default language.
- **Foreign Name:** Here, the user the name that will refer to the calculation method in the foreign language determined on the system.
- **Representative Commission Type:** With the help of this field, the user selects determines the type of representative's commission by selecting one of the following options:
  - **General:** When this option is selected, nothing changes on the screen.
  - **By Representative:** When this option is selected, the system displays the **Representative Number, Representative Name, Commission, Remarks** in the

detailed data section where the user can select and determine commission for each representative.

- **By Representative Type:** When this option is selected, the system displays the **Representative Type, Type Name, Commission, Remarks** in the detailed data section where the user can select and determine the commission for each type.

- **Location:** In this field, the user selects one of the following options:
  - **Unused:** When this option is selected, it nothing changes on the screen.
  - **By Country/ Governorate/ City/ Region**: When one of these options is selected, the system displays the **Option Number**, **Option Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each location option.

- **Commission Type for Customers:** This field includes the following options:
  - **General:** When this option is selected, no impact is rendered on the screen.
  - **By Customer Type:** When this option is selected, the system displays the **Customer Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer type level.
  - **By Customer Group:** When the user selects this option, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer group level.

- **Use Commissions Segments:** Here, the user determines how the commission segments will be used by selecting one of the following options:
  - **Unused:** When this option is selected, nothing changes on the screen.
  - **Payment Term:** When this option is selected, the system displays the **From**, **To**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each payment period. Payment term refers to the timeframe within which payment must be made starting from the sales invoice date noting that each payment term will have a separate commission amount or percentage.

- **Payment To Credit Period Ratio:** In this field, the user determines the ratio between the payment timeframe and the credit period. If the credit period is 30 days and due payment is made during 15 days, the ratio will be 50%.

- **Payment Type:** This field appears when the selected option in the **Commission Calculation Condition** field is **Only Paid Sales**. Here, the user can determine how the payment batches are registered by selecting one of the following options:
  - **Distribute Payment Manually:** When this option is selected, the user will need upon payment to manually determine the debit document for which the payment batch is made in the receipt voucher.
  - **Distribute Payment Automatically:** When this option is selected, the system will automatically distribute the customer's payment from credit documents to the debit documents.

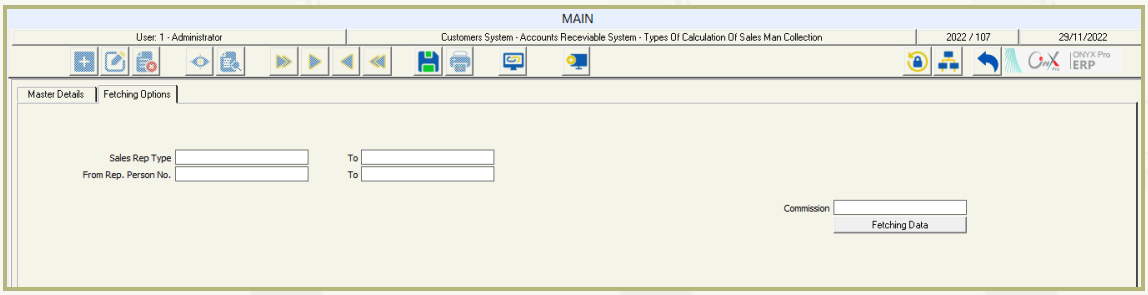
- **Paid Amount Calculation:** Here, the user determines how the paid amount is calculated by selecting one of the following options:
  - **Unused:** When this option is selected, nothing changes on the screen.
  - **By Fully Paid Invoices:** When this option is selected, the system calculates the representative commission per each fully paid invoice.
  - **By Collected Amounts:** When this option is selected, the system calculates the representative commission according to the actually collected amounts.

- **Commission Granting:** In this field, the user can determine how the commission is calculated for the representative, i.e., whether the representative obtains a sale commission on the sales price or a collection commission that is calculated on the collected amount, noting that this allows the user to link the representative commission to the commission earned on collection. This is done by selecting one of the following options:
  - **Calculate Commission (On Collected Amounts):** When this option is selected, the system will calculate the commission on the amounts collected rather than the sales based on the collection policy that is specified on the system.
  - **Add to Selling Commission:** When this option is selected, the system calculates the commission on collected amounts and then adds it to the selling commission that is calculated for the representative as per the settings configured on the **Representatives Commissions Coding** screen.

- **Commission Type**: In this field, the user determines whether the commission will apply as **Percentage** or **Value**.

Third: Fetch Options

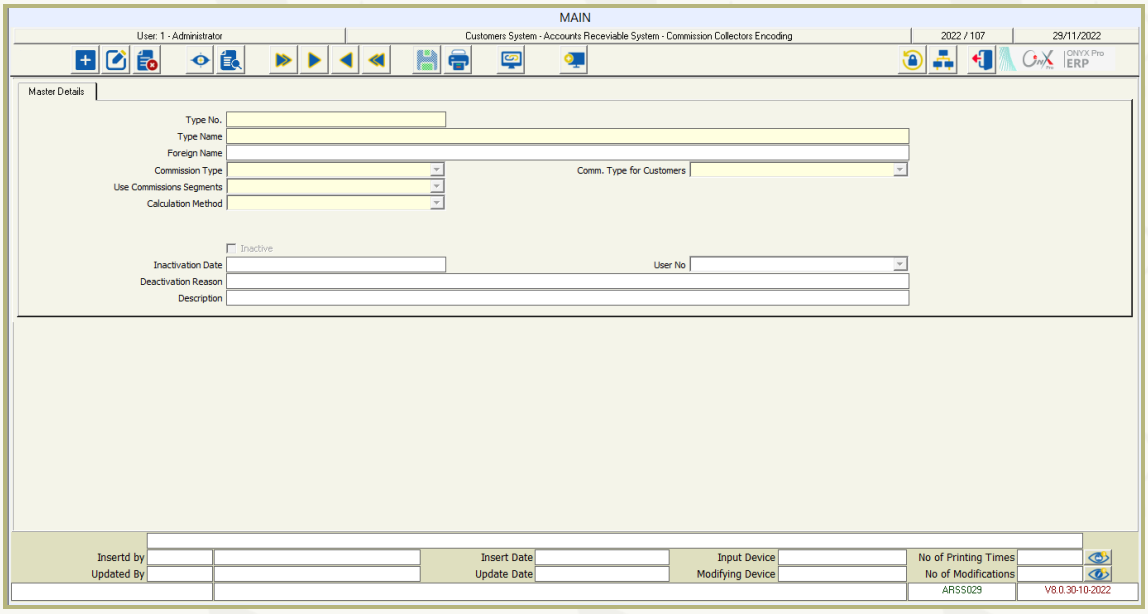
With the help of the fields in this tab, the user can filter the data that will be fetched to the detailed section, noting that these fields change based on the options selected in the master data section. Once the user fills in the required data by pressing the F9 button and then clicking the Fetch Data button, the system displays them in the detailed section.



- **Save**: After completing data entry, the user should press save.

Collectors Commissions Coding

Use: With the help of this screen, the user can code the commissions an organization decides to grant to the collectors as per the incentive policies set to encourage the collectors increase the collection of resources. It also helps the user generate reports based on the types of commissions determined.



How To Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

First: Master Data

- **Type Number:** In this field, the system automatically displays modifiable serial number for the collector commission.
- **Type Name:** In this field, the user enters the name that will refer to the commission type in the system's default language.
- **Foreign Name:** In this field, the user enters the name that will refer to the commission type in the foreign language determined on the system.
- **Commission Type:** With the help of this field, the user determines the type of the commission by selecting one of the following options:
  - **General:** When this option is selected, nothing changes on the screen.
  - **By Collector:** When this option is selected, the system displays the **Collector Number, Collector Name, Commission, Remarks** columns in the detailed section where the user can select and determine commission for each collector.

- **By Collector/Center:** When this option is selected, the system displays the **Collector Number, Collector Name Cost Center, Commission, Remarks** in the detailed section where the user can select and determine commission for each collector.

- **Commission Type for Customers:** This field includes the following options:
  - **General:** When this option is selected, no impact is rendered on the screen.
  - **By Customer Type:** When this option is selected, the system displays the **Customer Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer type level.
  - **By Customer Group:** When the user selects this option, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer group level.
  - **By Region:** When the user selects this option, the system displays the **Region Number, Region Name, Commission, Remarks** where the user can determine the commission for each region.

- **Use Commissions Segments:** Here, the user determines how the commission segments will be used by selecting one of the following options:
  - **Unused:** When this option is selected, nothing changes on the screen.
  - **Collected Amount:** When this option is selected, the following happens:
    - In the master data section, another field called **Target Segments Calculation** that includes two options, one of which is **Distribute Commission to all Segments** and the other is **Calculate Commission on Highest Segment**.
    - In the detailed section, the system displays the **From Amount, To Amount, Commission, Remarks** columns in which the user can determine the commission for each segment.
  - **Collectors Plan:** When this option is selected, the following happens:
    - In the master data section, another field called **Target Segments Calculation** which includes two options, one of which is **Distribute Commission to all Segments** and the other is **Calculate Commission on Highest Segment**.

- In the master section, a new parameter called **Separate Target Segments from Additional Segments** appears, which when activated another field called **Additional Segments Calculation** appears. This field includes the same two options previously explained except that they are used to calculate only the additional segments.
- In the detailed data section, the system displays the **From Percentage, To Percentage, Commission, Remarks** columns where the user can determine the commission for each plan.

- **Payment Term:** When this option is selected, the following happens:
  - In the master data section, the system displays two new fields one of which is called **Distribution** and includes two options; **Distribute Payment Manually** and **Distribute Payment Automatically,** whereas the other field is called **Target Segments Calculation** and includes the option **Calculate Commission on Highest Segment** that appears automatically.
  - In the detailed data section, the system displays the **From, To, Commission, Remarks** columns where the user can determine the commission for each payment term. Payment term refers to the timeframe within which payment must be made starting from the sales invoice date. For example, the timeframe determined from (1) to (30) days will have a commission that is different from that of the timeframe determined from (1) to (60) days…etc.

- **Calculation:** With the help of this field, the user can determine whether the commission will be calculated as **Percentage** or **Amount**.
- **Target Segment Calculation:** This field appears when the selected option in in the **Use Commissions Segments** field is **Collected Amount**, **Collectors Plan** or **Payment Term**. It includes two options, one of which is **Distribute Commission to all Segments** which means that the commission will be calculated for all segments as follows:
  - Assuming that the collector achieves the target value specified for all segments, the system will distribute this achieved value to all defined segments and the result will be the earned commission.

S/N	Target Segments	Commission	Commission Amount for All Segments $	Due commission when customer achieves all target segments

1	From 1 – 1000	%2	20	140
2	From 1001 – 2000	%3	30	
3	From 2001 – 3000	%4	40	
4	From 3001 – 4000	%5	50	

- Referring back to the previous table and assuming that the collector achieves only 2,500$, the system calculates the commission as follows:

  20$ on the first segment + 30$ on the second segment + 20$ on part of the third segment (500 x 4%), which equals a total due commission of 70$.

The second option in this field is **Calculate Commission On Highest Segment** and in which case the commission is calculated on the highest achieved segment as follows:

- Assuming that the collector achieves all the target value, the system will calculate the commission as follows:

S/N	Target Segments	Commission	Commission Amount on highest value segment in USD $
1	From 1 – 1,000	2%	The system reads the highest achieved segment value and then multiplies it by the corresponding percentage, for example here 4,000 x 5%
2	From 1,001 – 2,000	3%	
3	From 2,001 – 3,000	4%	
4	From 3,001 – 4,000	%5	
			200$

- Referring back to the previous table and assuming that the collector achieves only 2,500$, the system will calculate the commission as follows:

  (Achieved Segment Value x corresponding percentage (2,500 x 4%) = $100.

- **Separate Target Segments from Additional Segments:** This parameter appears when the selected option in the **Use Commissions Segments** field is **Collectors Plan** and when activated the system displays new field called **Additional Segments Calculation** in the master data section.
- **Additional Segments Calculation:** In this field, the user determines how the commission on additional segments is calculated by selecting one of the following options:

- The first option is **Distribute Commission to All Segments**, and in which case the commission of any additional amount a collector achieves when exceeding target value will be calculated on all segments defined within the collectors' plan.
- The second option is **Calculate Commission On Highest Segment** and in which case the commission of any additional amount a collector achieves when exceeding target value is calculated on the highest value segment determined in the collectors' plan.

Second: Detailed Data

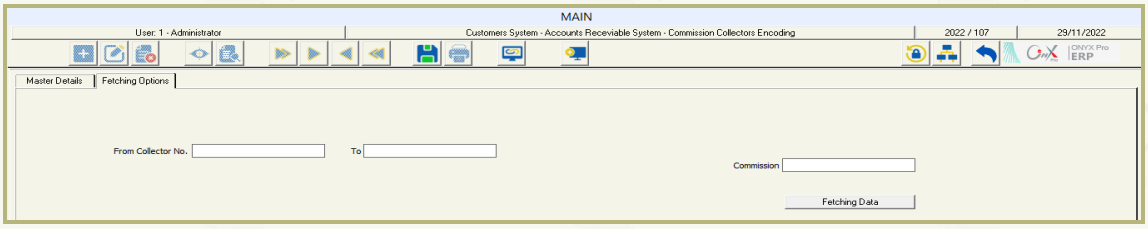
This part of the screen is closely related to the options selected in the master section. If no option is selected in the master data section, no data will be rendered and based on the options selected in the master data, the columns and fields in the detailed section change.

> **For example**, this section may include the data of a specific option or multiple options in the master section. It may render the data related to the **By Customer** option in the **Commission Type** field, and the data related to the **By Item** option in the **Commission By Item** field, as well as the data related to the **Net Sales Amount** option in **Use Commission Segments** field all together. Similarly, this applies to all other options included in the master data fields.

- **Detailed Data Entry:** In general, all the detailed data that appear based on the options determined in the master section are filled in through one of the following methods:
  - Fetching from a list by pressing the F9 button.
  - Manual Entry.
  - Selection.

Third: Fetch Options

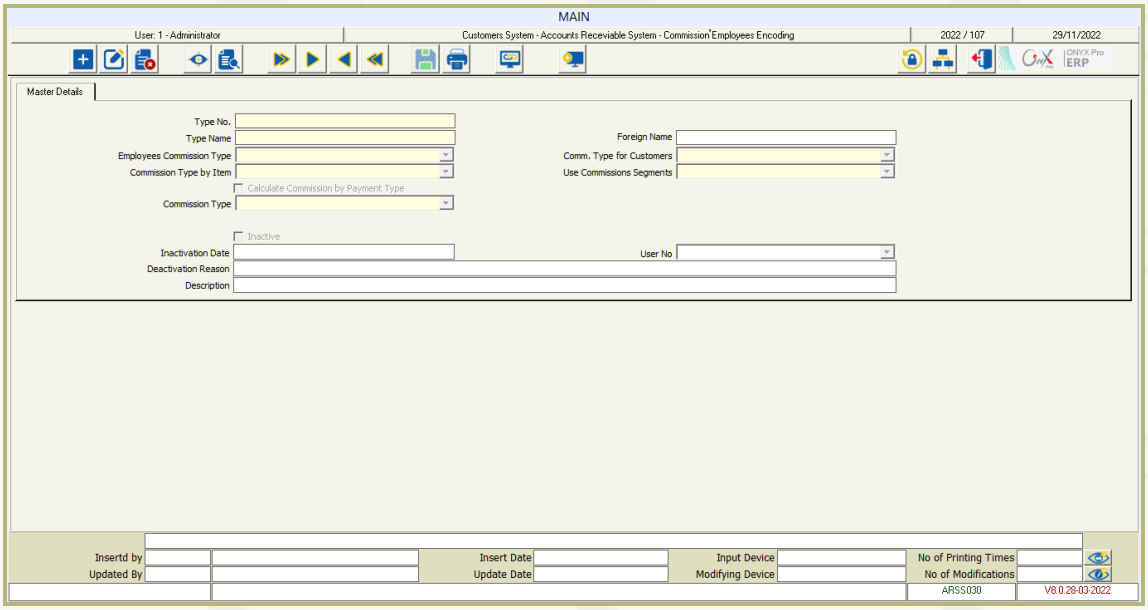
With the help of the fields in this tab, the user can filter the data that will be fetched to the detailed section, noting that these fields change based on the options selected in the master data section. Once the user fills in the required data by pressing the **F9** button and then clicking the **Fetch Data** button, the system displays them in the detailed section.



- **Save:** After completing data entry, the user should press save.

Employees Commissions Coding

Use: This screen helps the user code the commissions an organization decides to grant to the employees involved in the selling process or representatives' supervision as per the incentive policies set to encourage the employees to increase the sales. It also helps the user generate related reports based on the defined types of commissions.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

First: Master Data

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the employee's commission.
- **Type Name:** In this field, the user enters the name that will refer to the employee's commission in the system's default language.
- **Foreign Name:** In this field, the user enters the name that will refer to the employee's commission in the foreign language defined on the system.
- **Employees Commission Type:** In this field, the user determines the type of commission an employee will receive by selecting one of the following options:
  - **General:** When this option is selected, nothing changes on the screen.
  - **By Employee:** When this option is selected, the system displays the **Employee Number, Employee Name, Commission, Remarks** columns in the detailed data section where the user can determine the commission for each employee.

- **Commission Type for Customers:** In this field, the user determines the type of the customer-related commission by selecting one of the following options:
  - **General:** When this option is selected, noting changes on the screen.
  - **By Customer Type:** When this option is selected, the system displays the **Customer Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer type level.
  - **By Customer Group:** When the user selects this option, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer group level.
- **Commission Type by Item:** With the help of this field, the user can determine the type of commission applied by item using one of the following options:
  - **Unused:** When the user selects this option, nothing changes on the screen.
  - **By Item:** When this option is selected, the system displays the **Item Number, Item Name, Unit, Commission, and Remarks** columns in the detailed data section where the user can determine the commission at the item level.
  - **By Item Group:** When this option is selected, the system displays the **Group Number, Group Name, Commission, and Remarks** columns in the detailed data section where the user can determine the commission at the items group level.
  - **By Item Type:** When this option is selected, the system displays the **Item Type, Type Name, Commission, and Remarks columns** in the detailed data section where the user can determine the commission for each item type.
  - **By Item Classification:** When this option is selected, the system displays the **Item Classification**, **Classification Name**, **Commission**, and **Remarks** columns in the detailed data to determine the commission for each item classification.
- **Use Commissions Segments:** Here, the user determines how the commission segments will be used by selecting one of the following options:
  - **Unused:** When this option is selected, nothing changes on the screen.
  - **Net Sales Amount:** When this option is selected, the following happens:
    - In the master data section, another field called **Target Segments Calculation** appears. This field includes two options; one of which is **Distribute**

Commission to all Segments and the other is Calculate Commission on Highest Segment.

- In the detailed data section, the system displays the From Amount, To Amount, Commission, and Remarks columns in which the user can determine the commission at the segment level.

- Sales Plan: When this option is selected, the following happens:
  - In the master section, another field called Target Segments Calculation appears. This field includes two options; one of which is Distribute Commission to all Segments and the other is Calculate Commission on Highest Segment.
  - In the master section, a new parameter called Separate Target Segments from Additional Segments appears which when activated a new field called Additional Segments Calculation appears. This field includes the same two options previously explained except that they are used to calculate only the additional segments.
  - In the detailed data section, the system displays the From Percentage, To Percentage, Commission, and Remarks columns where the user can determine the commission for each plan.

- Calculate Commission By Payment Type: When this parameter is activated, the system displays the Payment Method, Commission and Remarks columns in the detailed data section where the user can enter the commission for each payment method.
- Commission Type: In this field, the user determines whether the commission will apply as Percentage or Value.
- Calculate Target Method: Target Segments Calculation: This field appears when the selected option in in the Use Commissions Segments field is either On Net Sales Amount or Sales Plan. It includes two options; one of which is Distribute Commission to all Segments which means that the commission will be calculated for all segments as follows:
  - Assuming that the employee achieves the target value specified for all segments, the system will distribute this achieved value to all defined segments and the result will be the earned commission.

S/N	Target Segments	Commission	Commission Amount for All Segments $	Due commission when customer achieves all target segments
1	From 1 – 1000	%2	20	140
2	From 1001 – 2000	%3	30	
3	From 2001 – 3000	%4	40	
4	From 3001 – 4000	%5	50	

- Referring back to the previous table and assuming that the employee achieves only 2,500$, the system calculates the commission as follows:
  20$ on the first segment + 30$ on the second segment + 20$ on part of the third segment (500 x 4%), which equals a total due commission of 70$.
  The second option in this field is **Calculate Commission On Highest Segment** and in which case the commission is calculated on the highest achieved segment as follows:
- Assuming that the employee achieves all the target value, the system will calculate the commission as follows:

S/N	Target Segments	Commission	Commission Amount on highest value segment in USD $
1	From 1 – 1,000	2%	The system reads the highest achieved segment value and then multiplies it by the corresponding percentage, for example here 4,000 x 5%
2	From 1,001 – 2,000	3%	
3	From 2,001 – 3,000	4%	
4	From 3,001 – 4,000	%5	
x			200$

- Referring back to the previous table and assuming that the customer achieves only 2,500$, the system will calculate the commission as follows:
  (Achieved Segment Value x corresponding percentage (2,500 x 4%) = $100.

- **Separate Target Segments from Additional Segments:** This parameter appears when the selected option in the **Use Commissions Segments** field is **Sales Plan** and when activated the system displays new field called **Additional Segments Calculation** in the master data section.
- **Additional Segments Calculation:** In this field, the user determines how the commission on additional segments is calculated by selecting one of the following options:
  - The first option is **Distribute Commission to All Segments**, and in which case the commission of any additional amount an employee achieves when exceeding target value will be calculated on all segments defined within the sales plan.
  - The second option is **Calculate Commission On Highest Segment** and in which case the commission of any additional amount an employee achieves when exceeding target value is calculated on the highest value segment determined in the sales plan.
- **Inactive:** When this flag is ticked, the system stops any transactions related to the commission type defined on this screen. However, this can be undone by unticking the flag.
- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.
- **User Number:** In this field, the system automatically displays the user who has deactivated the transactions related to the commission type.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the commission type.

Second: Detailed Data

This part of the screen is closely related to the options selected in the master section. If no option is selected in the master data section, no data will be rendered and based on the options selected in the master data, the columns and fields in the detailed section change.

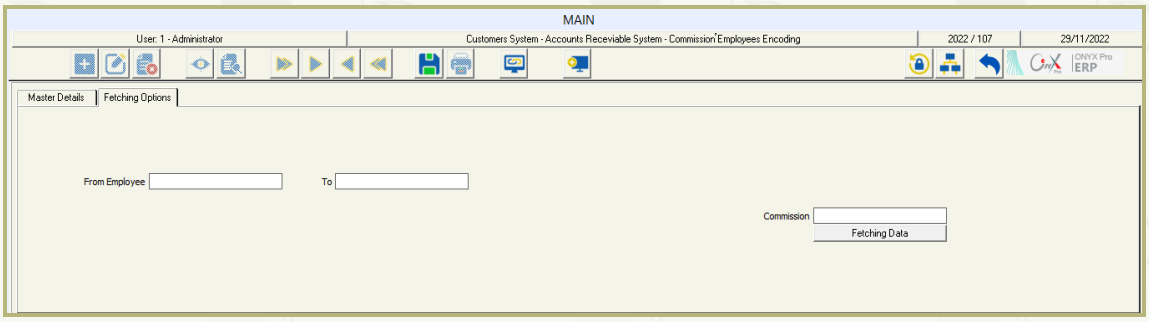
For example, this section may include the data of a specific option or multiple options in the master section. It may render the data related to the **By Customer** option in the **Commission Type** field, and the data related to the **By Item** option in the **Commission By Item** field, as well as the data related to the **Net Sales Amount** option in **Use**

Commission Segments field all together. Similarly, this applies to all other options included in the master data fields.

- **Detailed Data Entry:** In general, all the detailed data that appear based on the options determined in the master section are filled in through one of the following methods:
  - Fetching from a list by pressing the F9 button.
  - Manual Entry.
  - Selection.

Third: Fetch Options

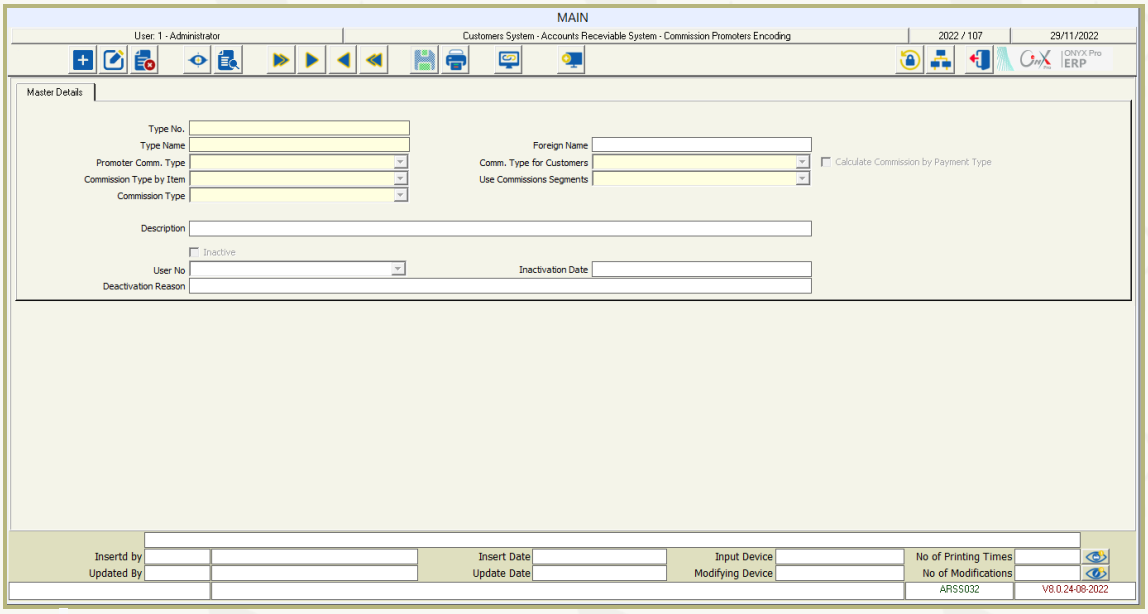
With the help of the fields in this tab, the user can filter the data that will be fetched to the detailed section, noting that these fields change based on the options selected in the master data section. Once the user fills in the required data by pressing the **F9** button and then clicking the **Fetch Data** button, the system displays them in the detailed section.



- **Save:** After completing data entry, the user should press save.

Marketeers Commissions Coding

Use: This screen helps the user code the commissions that an organization decides to grant to marketeers as per the incentive policies set to encourage marketeers to increase sales. It also helps the user generate related reports according to the defined types of commissions.



How to Use Screen

The screen is used after clicking "Add" button as follows:

First: Master Data

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the marketeer commission.
- **Type Name:** In this field, the user enters the name that will refer to the marketeer commission in the system's default language.
- **Foreign Name:** Here, the user the name that will refer to the marketeer commission in the foreign language determined on the system.
- **Commission Type for Marketeer:** In this field, the user determines the type of commission that a marketeer will receive by selecting one of the following options:
  - **General:** When this option is selected, nothing changes on the screen.
  - **By Marketeer:** When this option is selected, the system displays the **Marketeer Number, Marketeer Name, Commission, Remarks** columns in the detailed data section where the user can determine commission for each marketeer.
- **Commission Type for Customers:** In this field, the user determines the type of the customer-related commission by selecting one of the following options:

- **General:** When this option is selected, noting changes on the screen.
- **By Customer Type:** When this option is selected, the system displays the **Customer Type**, **Type Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer type level.
- **By Customer Group:** When the user selects this option, the system displays the **Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission at the customer group level.

- **Commission Type by Item:** With the help of this field, the user can determine the type of commission applied by item using one of the following options:
  - **Unused:** When the user selects this option, nothing changes on the screen.
  - **By Item:** When this option is selected, the system displays the **Item Number, Item Name, Unit, Commission, and Remarks** columns in the detailed data section where the user can determine the commission at the item level.
  - **By Item Group:** When this option is selected, the system displays the **Group Number, Group Name, Commission, and Remarks** columns in the detailed data section where the user can determine the commission at the items group level.
  - **By Item Type:** When this option is selected, the system displays the **Item Type, Type Name, Commission, and Remarks** columns in the detailed data section where the user can determine the commission for each item type.
  - **By Main Group and Sub-group:** When this option is selected, the system displays the **Group Number** (main), **Group Name**, **Sub-Group Number**, **Group Name**, **Commission**, and **Remarks** columns in the detailed data section where the user can determine the commission for each main and sub-group.
- **Use Commissions Segments:** Here, the user determines how the commission segments will be used by selecting one of the following options:
  - **Unused:** When this option is selected, nothing changes on the screen.
  - **Net Sales Amount:** When this option is selected, the following happens:
    - In the detailed data section, the **From Amount**, **To Amount**, **Commission**, and **Remarks** columns appear, in which the user can determine the commission at the segment level.

- In the master data section, another field called **Target Segments Calculation** appears. This field includes two options; **Distribute Commission to all Segments** and **Calculate Commission on Highest Segment**.

- **Sales Plan:** When this option is selected, the following happens:
  - In the master section, another field called **Target Segments Calculation** appears. This field includes two options; **Distribute Commission to all Segments** and **Calculate Commission on Highest Segment**.
  - In the master section, a new parameter called **Separate Target Segments from Additional Segments** appears which when activated a new field called **Additional Segments Calculation** appears. This field includes the same two options previously explained except that they are used to calculate only the additional segments.
  - In the detailed data section, the **From Percentage**, **To Percentage**, **Commission**, and **Remarks** columns appear where the user can determine the commission for each plan.
- **Quantities:** This option appears when the selected option in the **Commission Type by Item** field is **By item**, and when selected the following happens:
  - In the detailed data section, the system displays the From **Quantity, To Quantity, Commission, Remarks** columns where the user can determine the commission for each sold quantity.
  - In the master data section, two fields appear; one of which is **Target Segments calculation** in which the **Calculate Commission on Highest Segment** option is selected automatically, and the other one is the **Calculation** field in which the **On Net Sales Amount** option is selected automatically.
- **Profit Margin Amount:** When this option is selected, the system displays the **From, To, Commission, Remarks** columns in the detailed data section where the user can enter the commission for each segment.

- **Commission Type:** In this field, the user determines whether the commission will be applied **Percentage** or **Value**.
- **Calculation:** This field appears with the **On Net Sales Amount** option set automatically when the selected option in the **Use Commissions Segments** field is **Quantities**.

- **Target Segments Calculation:** This field appears when the selected option in in the **Use Commissions Segments** field is **On Net Sales Amount, Sales Plan** or **Profit Margin Amount**. It includes two options; one of which is **Distribute Commission to all Target Segments** which means that the commission will be calculated for all segments as follows:
  - Assuming that the marketeer achieves the target value specified for all segments, the system will distribute this achieved value to all defined segments and the result will be the earned commission.

S/N	Target Segments	Commission	Commission Amount for All Segments $	Due commission when customer achieves all target segments
1	From 1 – 1000	%2	20	140
2	From 1001 – 2000	%3	30	
3	From 2001 – 3000	%4	40	
4	From 3001 – 4000	%5	50	

  - Referring back to the previous table and assuming that the marketeer achieves only 2,500$, the system calculates the commission as follows:
    20$ on the first segment + 30$ on the second segment + 20$ on part of the third segment (500 x 4%), which equals a total due commission of 70$.
    The second option in this field is **Calculate Commission On Highest Segment** and in which case the commission is calculated on the highest achieved segment as follows:
  - Assuming that the marketeer achieves all the target value, the system will calculate the commission as follows:

S/N	Target Segments	Commission	Commission Amount on highest value segment in USD $
1	From 1 – 1,000	2%	The system reads the highest achieved segment value and then multiplies it by the corresponding percentage, for example here
2	From 1,001 – 2,000	3%	
3	From 2,001 – 3,000	4%	

4	From 3,001 – 4,000	%5	4,000 x 5%
x			200$

- Referring back to the previous table and assuming that the marketeer achieves only 2,500$, the system will calculate the commission as follows:

  (Achieved Segment Value x corresponding percentage (2,500 x 4%) = $100.

- **Additional Segments Calculation:** In this field, the user determines how the commission on additional segments is calculated by selecting one of the following options:
  - The first option is **Distribute Commission to All Segments**, and in which case the commission of any additional amount a marketer achieves when exceeding target value will be calculated on all segments defined within the sales plan.
  - The second option is **Calculate Commission On Highest Segment** and in which case the commission of any additional amount a marketer achieves when exceeding target value is calculated on the highest value segment determined in the sales plan.
- **Calculate Commission by Payment Type:** When this parameter is activated, the system displays the **Payment Method**, **Commission** and **Remarks** columns in the detailed data section where the user can enter the commission for each payment method.
- **By Quantity Multiplications:** This flag appears when the selected option in the **Use Commissions Segments** field is **Quantities** and when activated the system displays a column called **Quantity Multiplications** in the detailed data section where the user needs to determine the multiplications of sold quantities so that the system could apply and calculate the commission. For example, if the quantity multiplication entered is five and the commission determined is one, this means that the representative will get one unit on every five units sold. Similarly, if the total sales equals ten, the commission that the representative will receive will be two units, and so on.
- **Inactive:** When this flag is ticked, the system stops any transactions related to the commission type defined on this screen. However, this can be undone by unticking the flag.
- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.

- **User Number:** In this field, the system automatically displays the user who has deactivated the transactions related to the commission type.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the commission type.

Second: Detailed Data

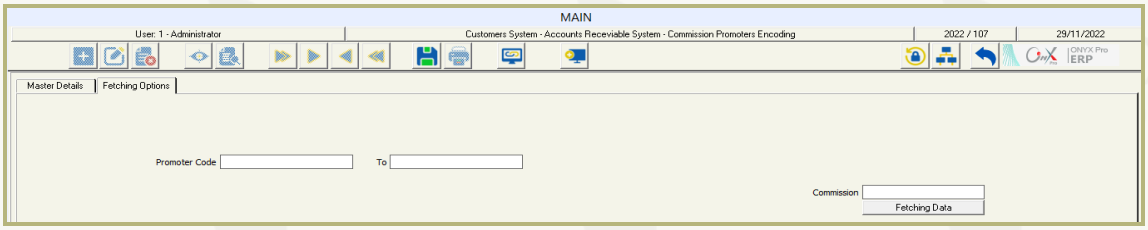
This part of the screen is closely related to the options selected in the master section. If no option is selected in the master data section, no data will be rendered and based on the options selected in the master data, the columns and fields in the detailed section change.

> For example, this section may include the data of a specific option or multiple options in the master section. It may render the data related to the **By Customer** option in the **Commission Type** field, and the data related to the **By Item** option in the **Commission By Item** field, as well as the data related to the **Net Sales Amount** option in **Use Commission Segments** field all together. Similarly, this applies to all other options included in the master data fields.

- **Detailed Data Entry:** In general, all the detailed data that appear based on the options determined in the master section are filled in through one of the following methods:
  - Fetching from a list by pressing the F9 button.
  - Manual Entry.
  - Selection.

Third: Fetch Options

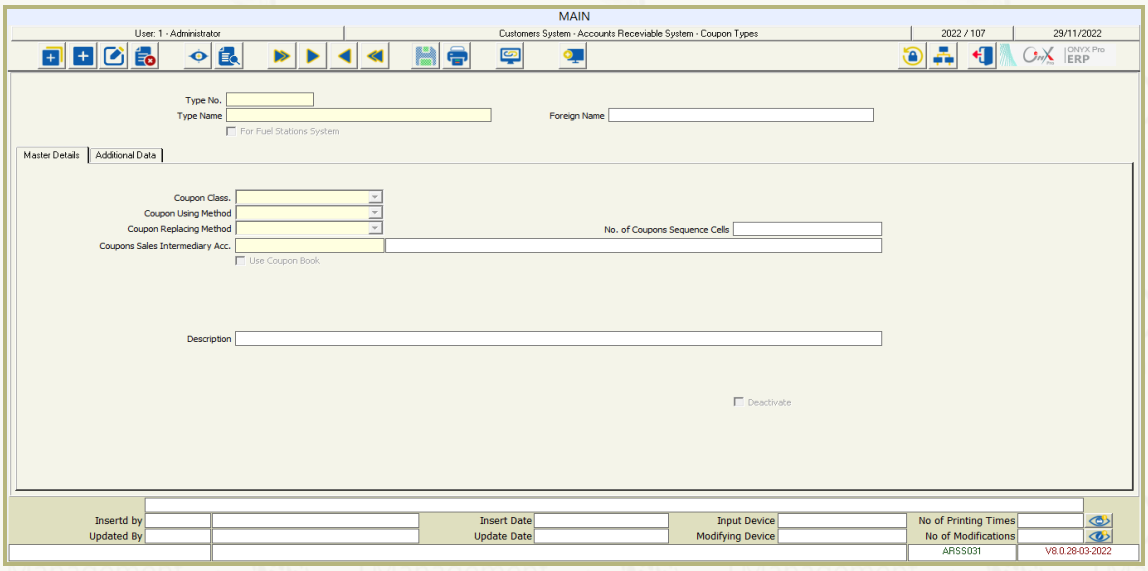
With the help of the fields in this tab, the user can filter the data that will be fetched to the detailed section, noting that these fields change based on the options selected in the master data section. Once the user fills in the required data by pressing the **F9** button and then clicking the **Fetch Data** button, the system displays them in the detailed section.



- **Save:** After completing data entry, the user should press save.

Coupons Types

Use: In this screen, the user can code the different types of coupons that an organization gives to its customers as per the adopted sales and marketing policies noting that these coupons are vouchers issued to a specific beneficiary for marketing purposes upon sale.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

First: Master Data

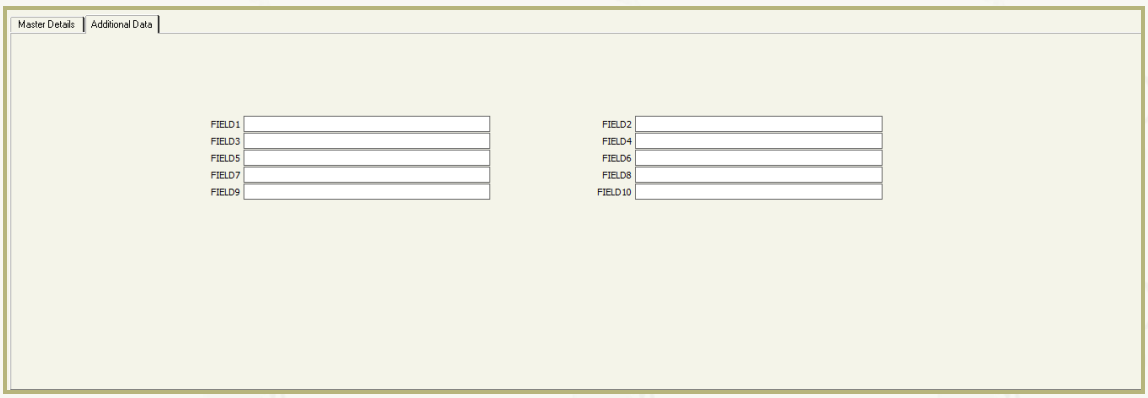
- **Type Number:** In this field, the system automatically displays a modifiable serial number for the coupon type.
- **Type Name/ Foreign Name:** In these fields, the user enters the name of the coupon in the default and foreign languages defined on the system respectively.
- **For Fuel Stations System:** When this flag is activated, the following happens:
  - The user will be able to include the coupon type defined on this screen in the fuel stations system,
  - The system will display the **Coupon Prices Discrepancies Account** field where the user can enter the account number in which the price discrepancies is recorded.
  - The **Exchange for Items** option in the **Coupon Usage** field, and the **By Quantity** option in the **Coupon Exchange** field will be mandatory.
- **Coupon Classification:** In this field, the user determines whether the coupons are **Internal** i.e. issued by the organization or **External** i.e. issued by a third party and will be used inside the organization.

- **Coupon Usage:** In this field, the user can select the **Exchange for Cash** option, which enables the customer to use the value of one or more coupons to purchase any item or pay part of the invoice value. Alternatively, the user can select **Exchange for Items** if the organization's policy allows the user to exchange the coupons directly for the items defined in the **Items tab** on this screen.
- **Coupon Exchange:** This field appears if the option selected in the **Coupon Usage** field is **Exchange for Items.** It includes two options; one which is **By Value** and the other is **By Quantity**.
- **Tax Rate:** This field appears if the selected option in the **Coupon Usage** field is **Exchange for Items**. Here, the user enters the tax rate that applies to the defined coupon if any.
- **Number of Digits in Coupon Serial Number:** In this field, the user determines the length of the coupon serial number for example 4, 5, or 6 digits.
- **Coupons Sales Intermediary Account:** In this field, the user determines the account that represents the credit side to which the value of the sold coupons is transferred and which is defined in the **Intermediary Accounts** screen.
- **Use Coupons Book:** This flag appears when the type of coupon coded on the screen is book and when activated the system displays the following fields:
  - **Book Category Code:** In this field, the user determines a code for each coupon book type.
  - **Link Book to Customer Code:** Ticking this flag allows the system to link the book to a certain customer number. This way the coupon book will only be used with that specific number.
  - **Include Category Code in Book Serial Number:** With the help of this flag, the user can determine whether the coupon category code will be included in the book serial number or not.
  - **Number of Coupons in Book:** In this field, the user determines the number of coupons that will be included in the book.
  - **Book Sequencing:** With the help of this field, the user can determine whether the serial numbers of the coupon books will be **General** for all types of books or **By Type** i.e. each book will have a unique number based on its type.

- **Book Pricing:** In this field, the user determines how the pricing is made for coupons; whether **By Book** or **By Coupon**.
- **Book Default Price:** In this field, the user specifies the book's default selling price, which can be modified based on the maximum and minimum price limits defined.
- • **Minimum Price:** In this field, the user determines the book's minimum price limit.
- **Maximum Price:** In this field, the user determines the book's maximum price limit.
- **Description: Here,** the user needs to enter an explanatory description of the coupon.
- **Discount Account Number:** In this field, the user selects the number of the coupon discount account from the **Chart of Accounts** by pressing the **F9** button.
- **Update Book Default Price Upon Selling Coupon:** Ticking this flag allows the system to permit updates on the book's default price when selling one or more coupons from the book.
- **Book Serial Number Digits:** In this field, the user determines the number of digits that comprise the serial number of the book, for example, the serial number may contain 4, 5, or 6 digits.

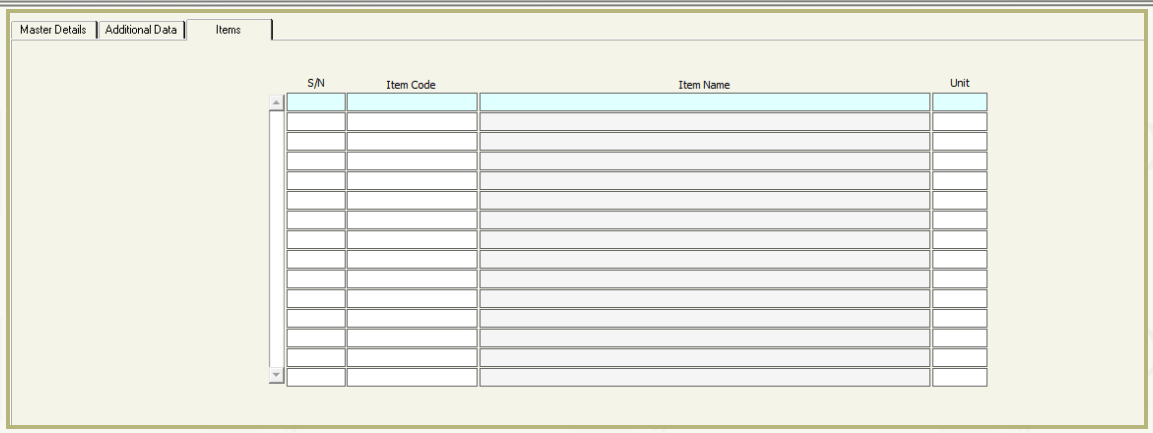
Second: Additional Data

In this tab, the user can record any additional data related to the coupon and which is not included in the rest of the screen tabs noting that these fields can be renamed as needed using the **Text Translation** screen under **General System Configuration**. This helps generate various related reports based on the types of coupons defined.



Third: Items

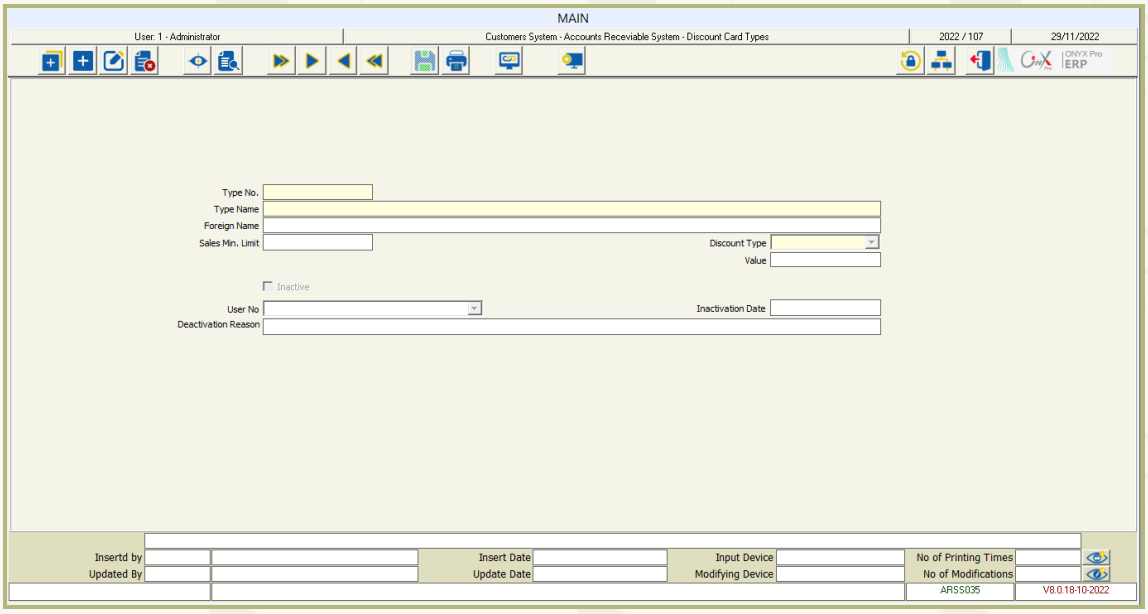
This tab appears when the selected option in the **Coupon Usage** field is **Exchange for Items**. Here, the user can define the items that the coupons can be exchanged for.



- **Save:** After completing data entry, the user should press save.

Discount Card Types

Use: This screen appears if the **Using Discount Cards** parameter is activated in the **Customers Management System Parameters** screen. Here, the user can define the types of discount cards that will be granted to cash customers to use with multiple payments to obtain a special discount on cash sales invoices at points of sale.



How to Use Screen

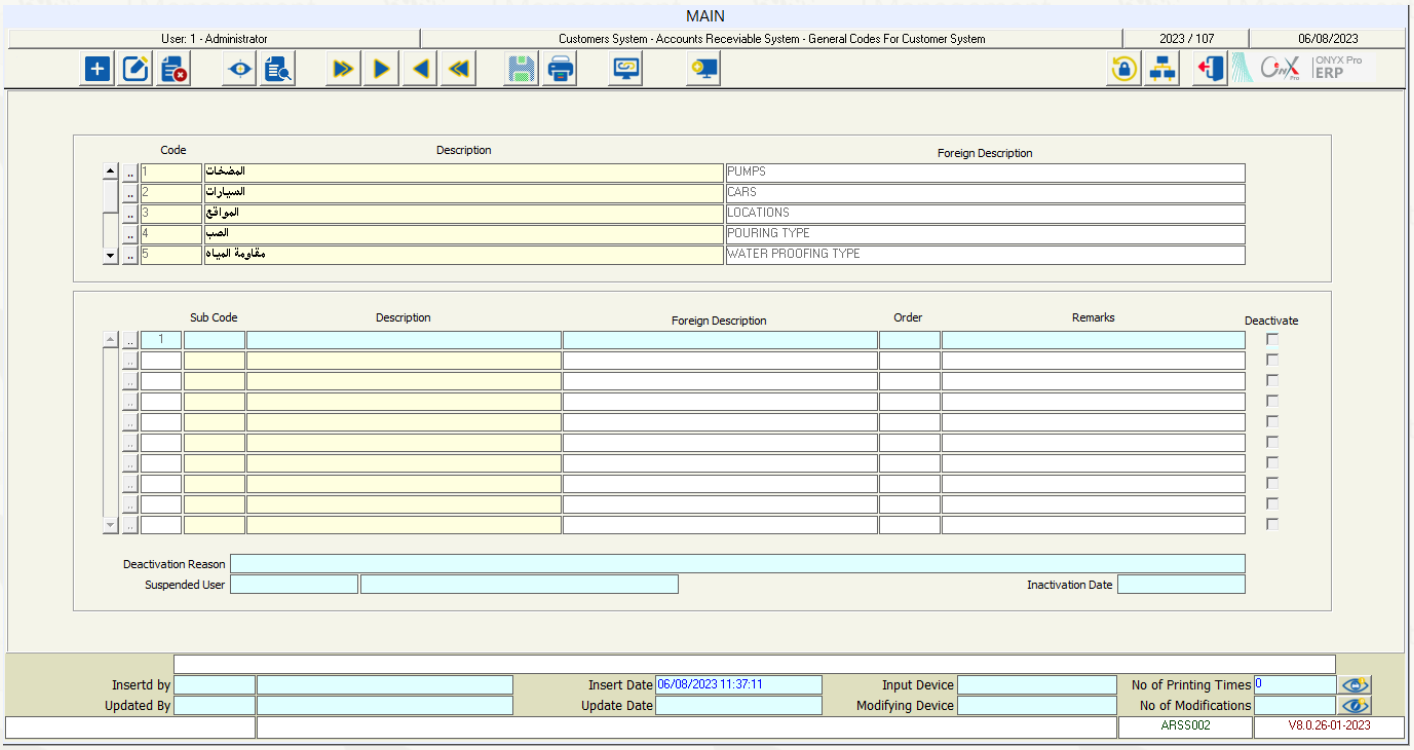
To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the discount type.
- **Type Name:** In this field, the user enters the name that will refer to the discount card type in the default language of the system.
- **Foreign Name:** In this field, the user enters the name that will refer to the discount card type in the foreign language defined on the system.
- **Sales Minimum Limit:** In this field, the user determines the minimum number of sales that the invoice value should be equal or greater than so that the customer can be granted the discount.
- **Discount Type:** In this field, the user determines how the discount type will be calculated for the defined card; whether as **Percentage** or **Amount**.
- **Value:** In this field, the user determines the value or percentage of the discount associated with the defined card.

- **Inactive:** When this flag is ticked, the system stops any transactions related to the discount card type defined on this screen. However, this can be undone by unticking the flag.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the commission type.
- **Save:** After completing data entry, the user should press save.

Customers Management System General Coding

Use: In this screen, the user can determine the detailed data of codes used in concrete and insurance sales invoices follow up.



How to Use Screen

First: Master Data

This section includes the main labels determined for each type of code that is used to represent an activity or equipment related to concrete taking into consideration that these labels are included in the system and the user does not interfere in their coding process. However, when the user needs to enter the details related to a certain type, they can do so by selecting this type, for example, **Pumps** and then entering the detailed data at the bottom of the screen.

Second: Detailed Data

After determining clicking the **Add** button and selecting the code type that needs more details in the master data, the user should follow the steps below.

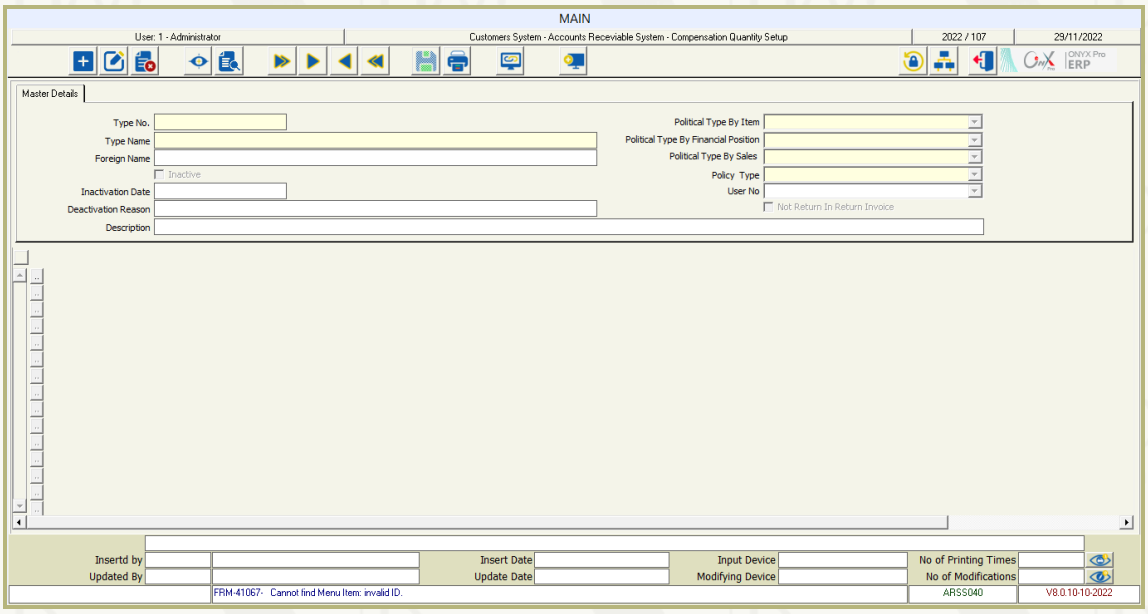
- **Sub Code:** In this column, the user needs to enter the serial number of the type for which the details will be recorded.
- **Description:** In this column, the user needs to enter the names of the types in the default language defined on the system, such as names of pumps, cars, water resistance, etc.

- **Foreign Description:** In this column, the user needs to enter the names of detailed types in the foreign language defined on the system.
- **Order:** In this field, the user determines the order of the sub-code that is defined manually, which helps organize how the sub-code will appear on the system screens.
- **Remarks:** In this column, the user enters any remarks at the sub-code level.
- **Deactivate:** When this flag is ticked, the system stops any transactions related to the selected type that is defined on this screen and automatically displays the date and person responsible of deactivation.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the selected type.
- **Save:** After completing data entry, the user should press save.

Compensation Quantity Coding

Use: In this screen, the user can code the compensation quantities policies (bonus) based on which the compensation quantities granted to customers will be calculated and fetched to the compensation (free of charge) sales invoice in the sales system. This is most helpful for the pharmaceutical sector that usually offers free quantities.

> **Remark: In this screen,** the user can determine the maximum allowed compensation quantity and in the **Transactions Privileges** screen, the authorized user determines the highest additional percentage of compensation quantities that each user cannot exceed.



How to Use Screen

First: Master Data

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the type of the compensation quantity.
- **Type Name/ Foreign Name:** In these fields, the user enters the name that will refer to the compensation quantity in both the default language and the foreign language defined on the system respectively.
- **Policy Type by Item:** In this field, the user determines the compensation quantities policy (bonus) for the items that an organization sells to customers, by selecting one of the following options:
  - **By Item:** When this option is selected, the system displays the **Item Number, Item Name,** and **Unit** columns in the detailed data section where the user can determine the compensation quantities for each item.

- **By Items Group:** When this option is selected, the system displays the **Group Number** and **Group Name** columns in the detailed data section where the user can determine the compensation quantities for each group.
- **By Item Type:** When this option is selected, the system displays the **Item Type** column in the detailed data section where the user can determine the compensation quantities for each item type.
- **By Item Activity:** When this option is selected, the system displays the **Item Activity** and **Activity Name** columns in the detailed data section where the user can determine the compensation quantities for each item-related activity.

- **Apply Policy:** In this field, the user determines whether the compensation quantities policy (bonus) will be standard across the whole organization or customized for each center, activity, project, or warehouse by selecting one of the following options:
  - **Unused:** When this option is selected, it means that the selected policy will not be customized but rather standard.
  - **By Center:** When this option is selected, the system displays the **Center Number** and **Center Name** columns in the detailed data section where the user can determine the compensation quantities for each cost center.
  - **By Activity:** When this option is selected, the system displays the **Activity Number** and **Activity Name** columns in the detailed data section where the user can determine the compensation quantities for each activity.
  - **By Project:** When this option is selected, the system displays the columns of **Project Number** and **Project Name** in the detailed data section where the user can determine the compensation quantities for each project.
  - **By Warehouse:** When this option is selected, the system displays the columns **Warehouse Number** and **Warehouse Name** in the detailed data section where the user can determine the compensation quantities for each Warehouse.
  - **By Branch:** When this option is selected, the system displays the columns of **Branch Number** and **Branch Name** in the detailed data section where the user can determine the compensation quantities for each branch.

- **Policy Type by Sales:** In this field, the user determines the compensation quantities policy (bonus) that will be calculated for the volume of sales that an organization

makes to customers; whether based on sales quantity, amount or the invoice, by selecting one of the following options:

- **By Document:** When this option is selected, the system displays the **From Quantity** and **To Quantity** columns in the detailed data section where the user can determine the compensation quantities that will be calculated for each invoice.
- **On Net Sales Amount:** When this option is selected, the system displays the **From Amount** and **To Amount** columns in the detailed data section where the user can determine the compensation quantities that will be calculated on the net sales amount.
- **On Net Sales Quantity:** When this option is selected, the system displays the **From Quantity** and **To Quantity** columns in the detailed data section where the user can determine the compensation quantities per sold quantity which allows the system to calculate the bonus on net sales quantities.
- **On Net Sales Amount and Collection Percentage:** When this option is selected, the system displays the **From Percentage, To Percentage From Amount** and **To Amount** columns in the detailed data section where the user can determine the net sales amounts and collection percentages, based on which the compensation quantities will be calculated.

- **Policy Type:** In this field, the user determines whether the compensation will be calculated as **Percentage** or **Value**.

- **Description:** Here, the user enters a clear description of the compensation policy type.

- **Do Not Include in Returns:** This flag is activated for each compensation policy independently to indicate that the policy requires not to include the compensation quantities in the sales return.

- **Inactive:** When this flag is ticked, the system stops any transactions related to the selected compensation policy.

- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the selected compensation policy.

- **User:** Here, the system automatically displays the user who has deactivated the transactions related to the selected compensation policy.

Second: Detailed Data

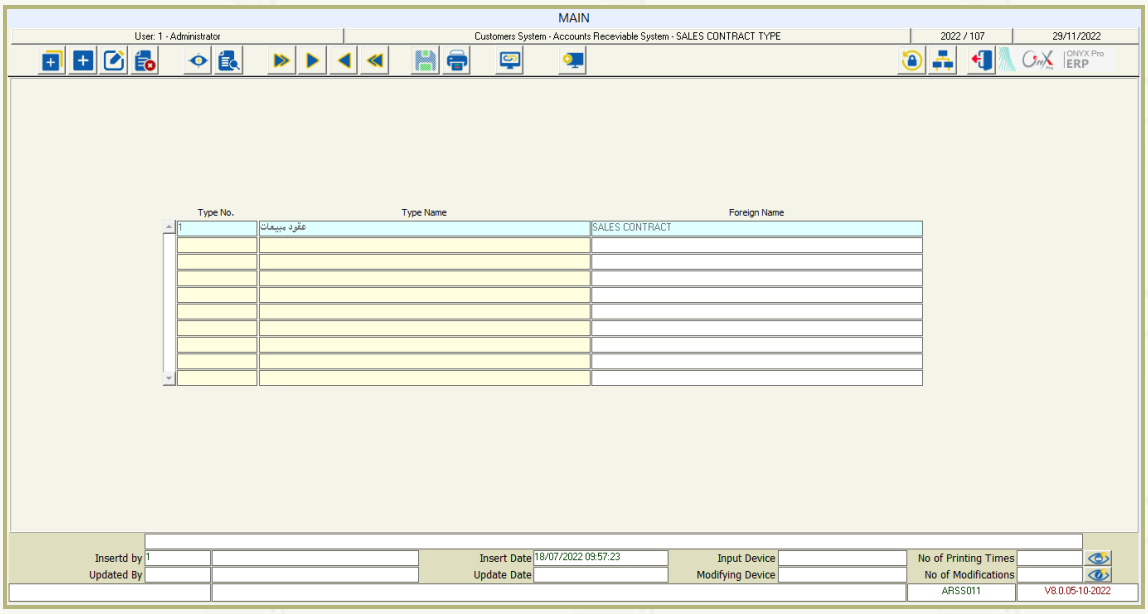
This part of the screen is closely related to the options selected in the master section. If no option is selected in the master data section, no data will be rendered and based on the options selected in the master data, the columns and fields in the detailed section change.

For example, this section may include the data of a specific option or multiple options in the master section. It may render the data related to the **By Customer** option in the **Policy Type By Item** field, the data related to the **By Warehouse** option in the **Policy By Financial Center** field, and the data related to the **On Net Sales Amount** option in **Policy Type by Sales** field all together. Similarly, this applies to all other options included in the master data fields.

- **Detailed Data Entry:** In general, all the detailed data that appear based on the options determined in the master section are filled in through one of the following methods:
  - Fetching from a list by pressing the F9 button.
  - Manual Entry.
  - Selection.
- **Save:** After completing data entry, users should press save.

Sales Contracts Types

Use: In this screen, the user can classify the sales contracts into different types that can be used in the **Sales Contracts** screen to define newly added contracts. This helps the organization generate reports per each contract type.



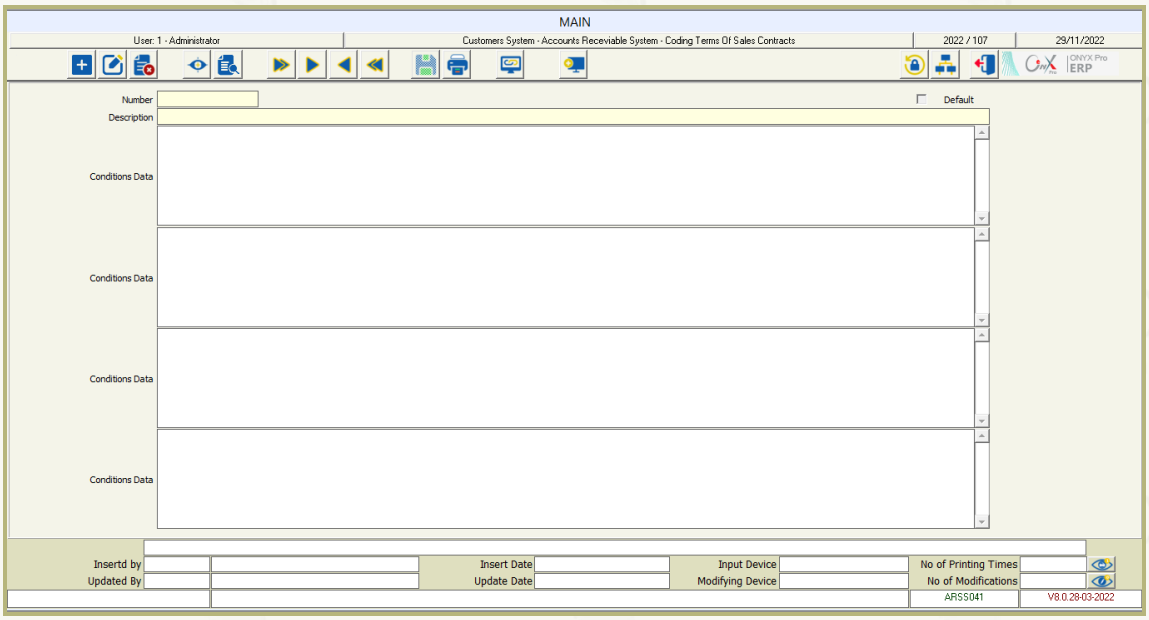
How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Type Number:** In this field, the system automatically displays a modifiable serial number for the contract type.
- **Type Name:** In this field, the user enters the name of the contract type in the system's default language.
- **Foreign name:** In this field, the user enters the name of the contract type in the foreign language that is defined on the system.
- **Save:** After completing data entry, users should press save.

Sales Contracts Terms Coding

Use: In this screen, the user can define the terms agreed on by both the organization and the customer for the sales contracts so they can later fetch them easily to the **Contract Terms** tab within the **Sales Contracts** screen when adding new contracts.



How to Use Screen

To start working on this screen, users should click the **Add** button, and then follow the steps as instructed below:

- **Number:** In this field, the system automatically displays a non-modifiable serial number for the contract term.
- **Default:** This flag can be ticked for only one term code, and when ticked for certain contract terms; they will be fetched automatically to the **Sales Contracts** screen.
- **Description:** In this field, the user can enter a description of the contract term code that the user can then easily select in the **Sales Contracts** screen.
- **Terms Data:** In these fields, the user can enter more information on the contract terms.
- **Save:** After completing data entry, the user should press save.

Chapter Two

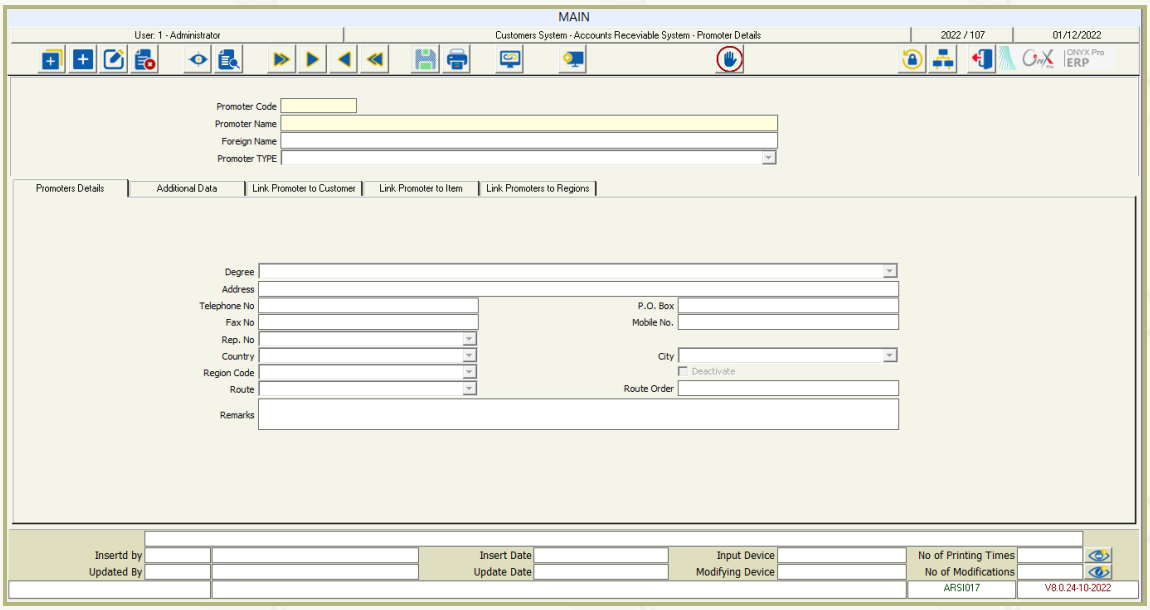
System Inputs

Introduction

Customer Management System Inputs are the basic data based on which both the customer and sales management systems, as well as the rest of the systems related to them, operate. This includes **Marketeers Data**, **Customers Groups**, **Collectors Data**, **Sales Representatives Data**, **Drivers Data**, **Routes Data**, **Open Account Request**, **Customers Data**, **Customers Opening Balances**, **Medical Networks Data**, **Insurance Beneficiaries**, **Insurers Data**, **Member Insurance Data** screens.

Marketeers Data

Use: In this screen, the user enters the data related to marketeers, such as the name, address, as well as available contact data, and then link the marketeer to the relevant customers and specific inventory items they use.



How to Use The Screen

To start working on this screen, users will need to click the **Add** button, and then follow the steps illustrated below:

First: Marketeers Data

- **Marketeer Number:** In this field, the system automatically displays the marketeer's number and allows users to modify it.
- **Marketeer Name:** In this field, the user enters the name of the marketeer in the default language of the system.
- **Foreign Name:** In this field, the user enters the name of the marketeer in the foreign language.
- **Marketeer Type:** In this field, the user determines the type of the marketeer from the list of types that are coded in the **Marketeer Types** screen under **Customer Management System Configuration**.
- **Degree:** In this field, the user determines the level of the marketeer from the list of levels that have been coded in the **Marketeer Levels Codes** screen under the **Customer Management System Configuration**. This helps to easily classify the marketeers.

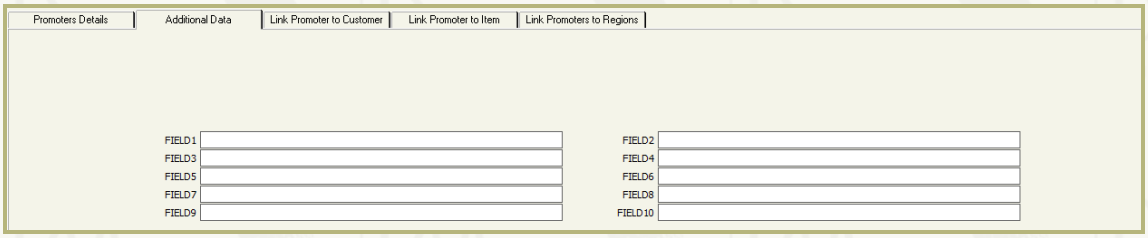
- **Address:** In this field, the user enters the marketeer's address, including the city, street, and district.
- **Phone/ Post Office Box/ Fax/ Mobile Number:** In these fields, the user enters the phone number, post box office, fax number, and mobile number of the marketeer.
- **Representative Number:** In this field, the user enters the representative who supervises the marketeer. If the user selects a representative that is linked to a scientific representative, the **Link Marketeers to Regions** and **Sample Issuance Movement** tabs appear on the screen and the **Country**, **City**, and **Region** fields disappear as the user will enter their data will in the new tabs.
- **Linked to Scientific Representative:** This flag appears active when the user selects a representative that is linked to a scientific representative in the **Representative Number field.**
- **Country, City, Region:** In these fields, the user selects the country, city, and region of the marketeer from the lists previously defined within the system configuration. These data represent the geographical area where the marketeer works. However, it should be noted that these fields do not appear if the marketeer is linked to a representative that is linked to a scientific representative.
- **Route:** In this field, the user selects the route of the marketing representative, which is defined in the **Routes Data** screen under customer management system inputs and includes one region or more.
- **Route Order:** In this field, the user enters a number that indicates the route order for each marketeer. This order determines how far the customer's location is from the marketeer. For example, if the customer location is 1, the user should enter here number 1 as the route order. If the customer's location is 2, the user should enter here number 2 as the route order.
- **Inactive:** When the user ticks this flag, the system stops any transactions related to the marketeer in the system.

- **Remarks:** In this field, the user writes any remarks related to the marketeer.

Second: Additional Data

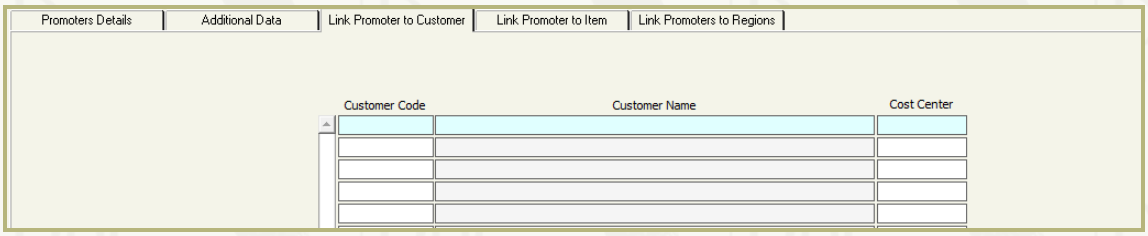
In this tab, the user could enter any additional data that is related to the marketeer and not included in other tabs noting that they can rename the fields as needed from the **Texts**

Translation screen under **General System Configuration.** This way, the user can generate various reports on an item.



Third: Link Marketeer to Customer

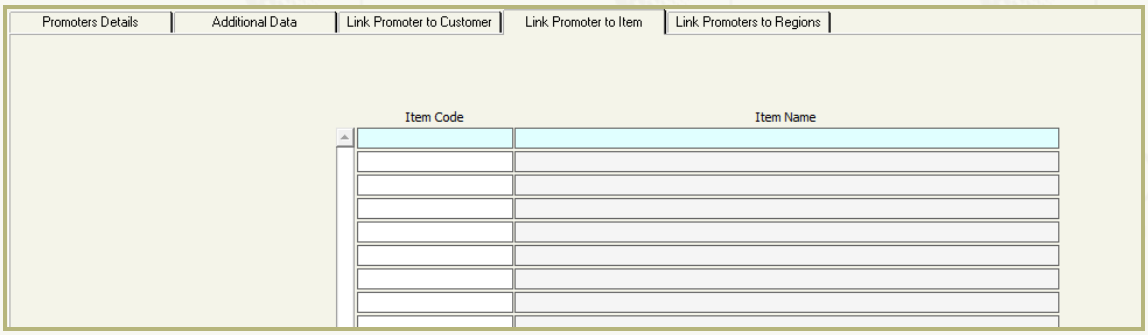
In this tab, the user could link the marketeer to customers, and thus generate reports on the customers related to the marketeer.



- **Customer Number/ Customer Name**: In these columns, the user could determine the name and number of the customer that will be linked to the marketeer. To do this, they need to press the **F9** button in one of the **Customer Number** fields to display a list from which they can select the customer number and once done, the system automatically displays the customer's name in the corresponding **Customer Name** field.
- **Cost Center/ Project/ Activity Number**: These columns appear when the selected option within the **Cost Center Type**, **Project Type**, or **Activity Type** parameters in the **Customer Management System Parameters** screen is **Single** or **Multiple**. Here, the user could determine the sub-accounts related to each of the customers that are linked to the marketeer.

Fourth: Link Marketeer to Item

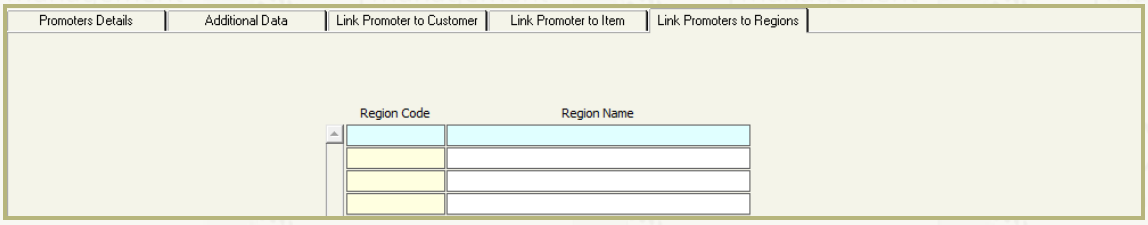
In this tab, the user could link the marketeer to the inventory items that they handle if any, and thus generate reports on each marketeer and item.



- **Item Number/ Item Name:** In these columns, the user could determine the name and number of the item that will be linked to the marketeer. To do this, they need to press the **F9** button in one of the **Item Number** fields to display a list from which they can select the required item number, and once done, the system will automatically display the item name in the corresponding **Item Name** field.

Fifth: Link Marketeers to Regions

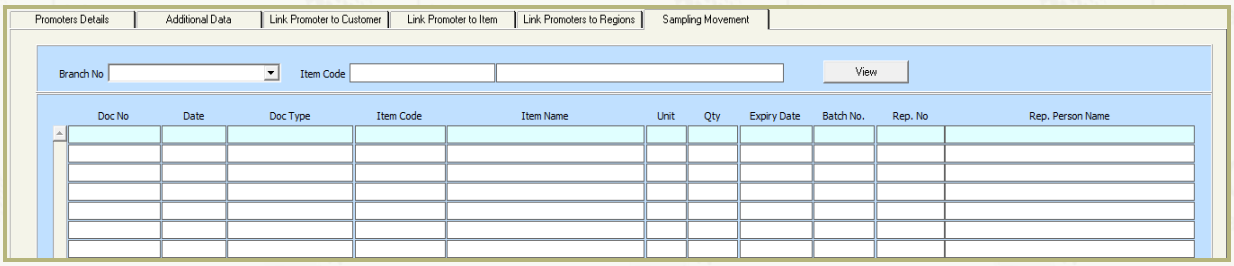
This tab appears if the marketeer is linked to a representative that is linked to a scientific representative. Here, the user could link the marketeer to the geographical areas where the marketeer works noting that these regions are previously defined with the **Regions Data** screen under the **System Configuration**.



- **Region Number/ Region Name:** In these columns, the user could determine the name and number of the region that will be linked to the marketeer. To do this, they need to press the F9 button in one of the **Region Number** fields to display a list from which they can select the required region number and once done, the system will automatically display the name of the region in the corresponding **Region Name** field.
- **Marketing Percentage:** In this column, the user selects the marketing percentage for all the regions that lie within the range of the marketeer service area from the list of percentages that are previously coded in the **General Coding** screen within the **Customers Management System** (marketing percentage in regions).

Sixth: Sample Issuance Movement

This tab appears if the marketeer is linked to a representative who is linked to a scientific representative. It displays the movement that is made to issue samples to the marketeer based on the goods out order linked to the representative.

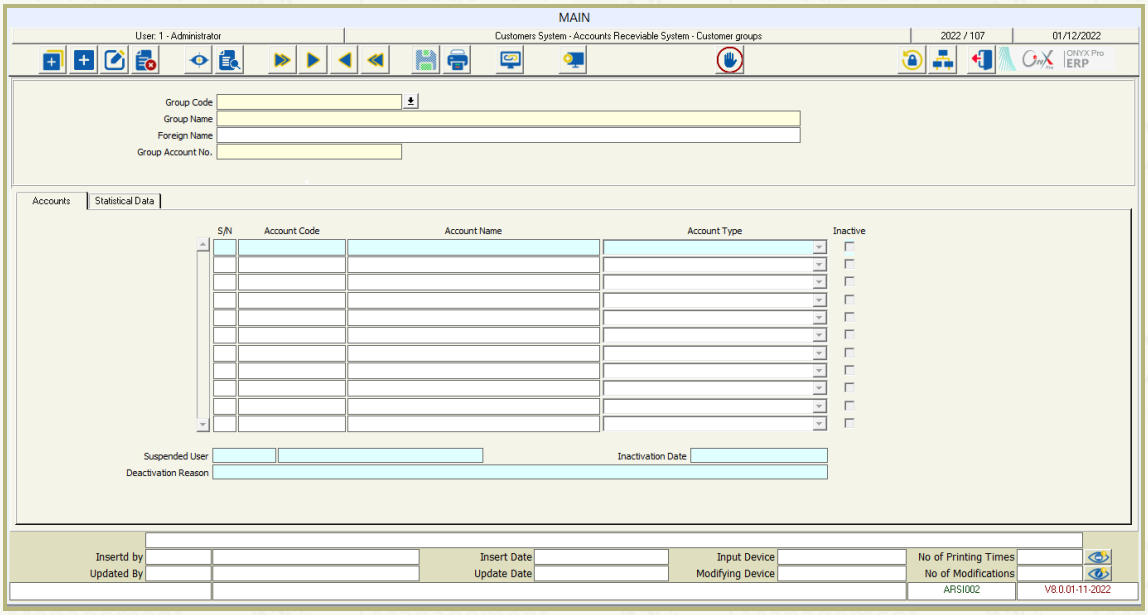


- **Save**: After completing the data entry, users should press save.

Customers Groups

Use: With the help of this screen, the user could divide the customers into groups, such as wholesale customers, retail customers, food and beverage customers, white goods customers, etc. according to the organization's needs. This way the user will be able to link the account at the group level when the selected option in the **Link to General Ledger** parameter is **Accounts Group**. However, if the selected option in the **Link to General Ledger** parameter is **Multiple Accounts**, the user will have to link the account at the customer level within the **Customers Data** screen.

> **Remark:** Users are granted the privilege to handle customer groups individually within the **Inputs Privileges** screen.



How To Use the screen

To start working on this screen, users will need to click the **Add** button, and then follow the steps illustrated below:

First: Master Data

- **Group Number:** In this field, the system automatically displays the group number and allows users to modify it.

  > **Hint:** The user could display a list of the customers who are linked to the group by clicking on the **Arrow** next to the group number.

- **Group Name:** In this field, the user enters the name of the group in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the group in the system's foreign language.

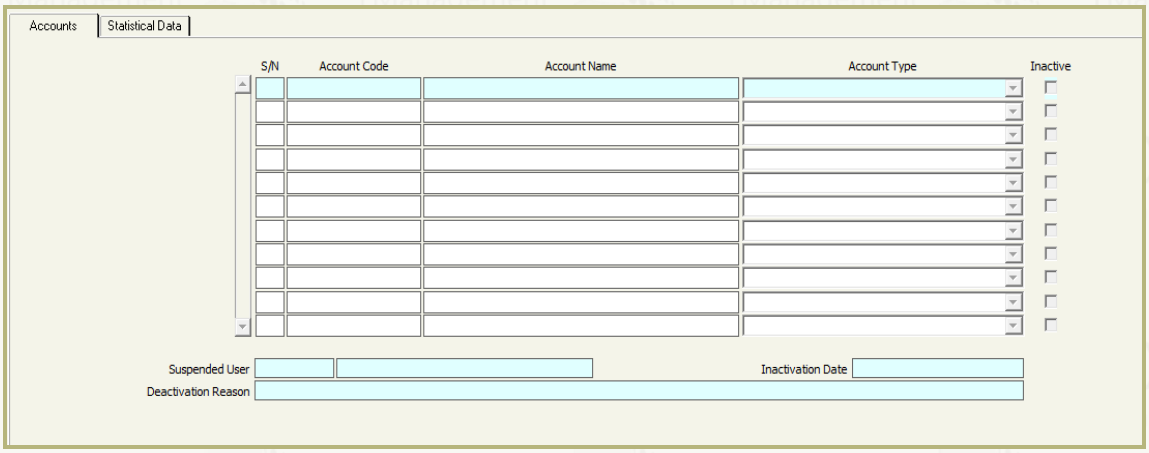
- **Group Account Number**: This field appears when the selected option in the **Link to General Ledger** parameter within the **Customers Management System Parameters** screen is **Accounts Groups**. Here, the user needs to press the **F9** button to select the number of the customers' group account that is defined in the chart of accounts. This is the account that is affected by any transaction related to the customers linked to the group.

  If the selected option in the **Link to General Ledger** parameter within the **Customers Management System Parameters** screen is **Multi Accounts,** the **Group Account Number** field will not appear on this screen and the user will need to link the group account within the **Customers Data** screen.
- **Save**: After completing the data entry, users should press save.

> **Hint:** Users can display the total of the sales invoices and sales returns at the group level by clicking the **Activity Level** button at the top of the screen, which opens a table displaying the total sales (invoice – discount) as well as total returns.

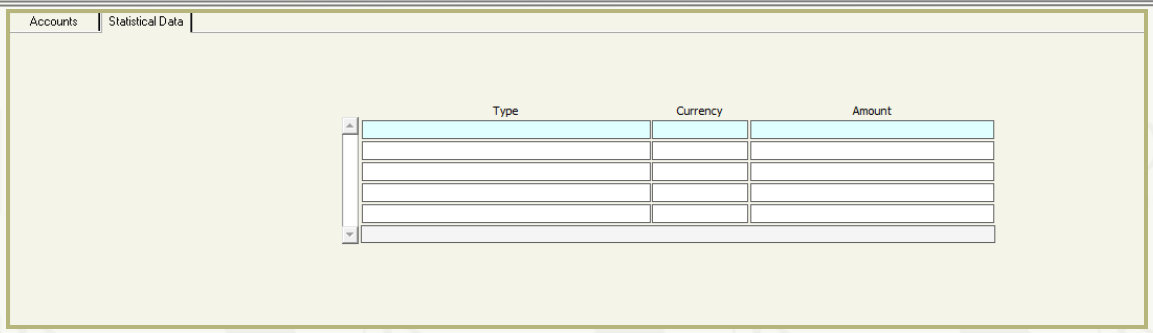
Second: Accounts

In this tab, the user could link the accounts including the Advance Payment, Real Estate Insurance, Sales Receipt Intermediary Account, etc. to the group. Afterward, these accounts appear automatically in the **Accounts** tab of the **Customer Data** screen; noting that the user can modify them as needed.



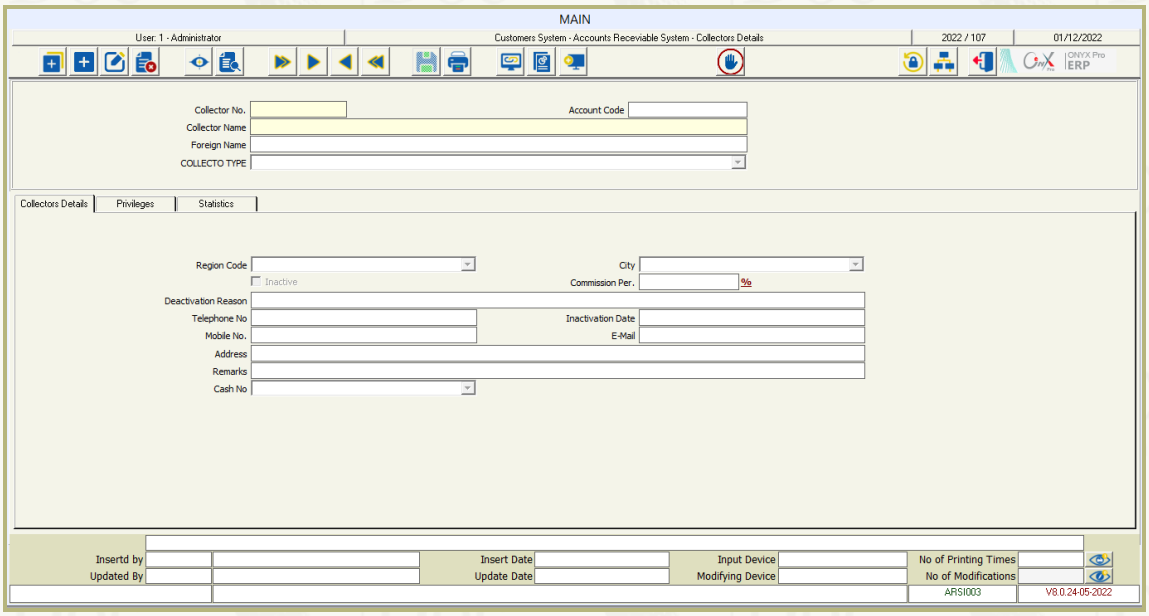
Third: Statistical Data

This tab displays all transactions performed on the customer group that is selected within the **Master Data** section, taking into consideration that the system displays the statistical data when the user views the group data.


Accounts
Statistical Data
Type
Currency
Amount

Collectors Data

Use: In this screen, the user could enter the data of the collectors, including names, addresses, as well as contact details, and then determine the account that will be affected by the commission a collector receives while indicating the percentage of this commission. Here, users could also link the collectors to the number of cash that they use when providing money.



How to Use the Screen

To start working on this screen, users will need to click the **Add** button, and then follow the steps illustrated below:

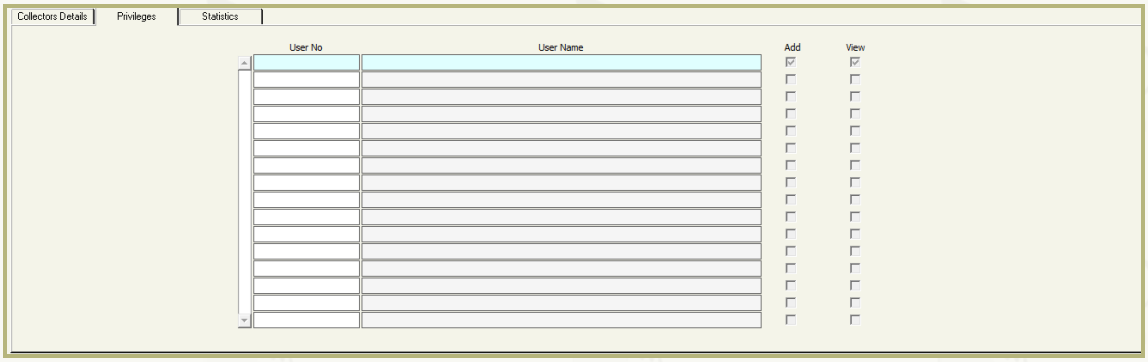
First: Collectors' Data

- **Collector Number:** In this field, the system automatically displays the collector number, yet allows the user to modify it.
- **Collector Name:** In this field, the user needs to enter the name of the collector in the system's default language.
- **Foreign Name:** In this field, the user needs to enter the name of the collector in the system's foreign language.
- **Account Number:** In this field, the user determines the account number that will be affected by the collector's commission and transactions when issuing a sales invoice.
- **Collector Type:** In this field, the user selects the collector type from the list of types that are previously defined within the **Collectors Types** screen under the **Customer Management System Configuration**.

- **Region/ City:** In the **Region** field, the user determines the number of regions that represents the geographical scope within which the collector works. Once done, the system automatically displays the city to which the region belongs in the **City** field.
- **Commission Percentage:** In this field, the user determines the percentage of commission that the collector will receive.
- **Inactive:** If this flag is ticked, the system suspends any transaction that is related to the collector and automatically displays the suspension date, taking into consideration that the user should enter the suspension reason in the concerned field. If the user wants to undo this action, they can do so by unticking this flag.
- **Phone/ Mobile Number/ Address/ E-mail:** In these fields, the user enters the phone number, e-mail, mobile number, and address of the collector.
- **Remarks:** In this field, the user enters any remarks related to the collector.
- **Cash Number:** In this field, the user links the collector to one of the cashes, if needed, to facilitate the selection of collectors in vouchers.

Second: Privileges

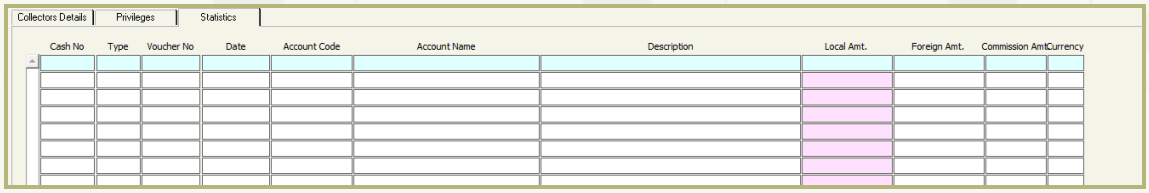
This tab determines which users are granted the privilege to handle collectors, whether to perform transactions or display related reports noting that these privileges could be specified within the Inputs Privileges screen in the System Management



- **Modify:** Once the collector is added, the privileges of the user could be modified to **Add**, **View,** or both using this button.

Third: Statistics

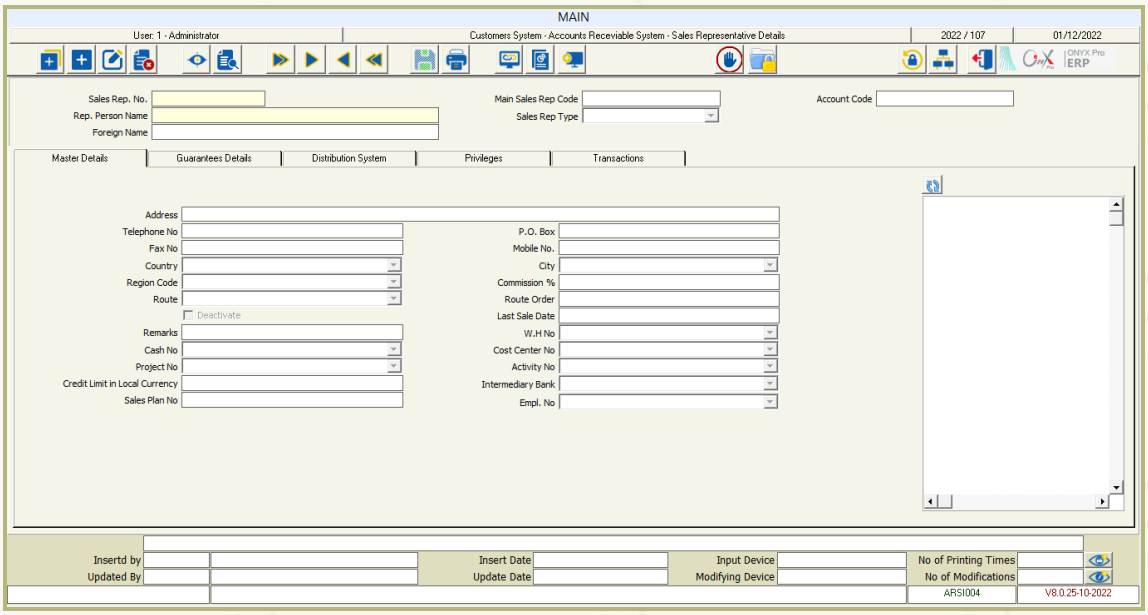
This tab displays automatically any statistical data on the transactions related to the collector, whether cash collection or check collection transactions.



Sales Representatives Data

Use: With the help of this screen, the user can achieve the following:

- Enter the data of the sales representatives, such as name, address, and available contact details.
- Link the representative to the (cash, bank, cost center, activity number, or warehouse) noting that some of these fields are mandatorily linked based on the selected option in both the **Link Representatives to Items Activities**, and **Link Representative to Warehouse, Cash and Center** parameters within the **Customers Management System Parameters** screen.
- Enter the data of the representatives' guarantees, distribution system, and representatives' commissions.



How to Use the Screen

To start working on this screen, users will need to click the Add button, and then follow the steps illustrated below:

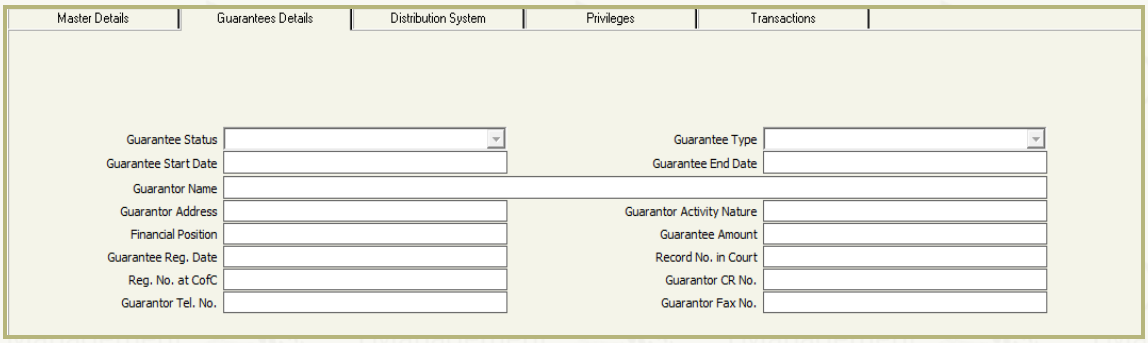
First: Master Data

- **Sales Representative Number:** In this field, the system automatically displays the representative number; yet it allows users to modify it.
- **Main Sales Representative Number**: In this field, the user selects the number of the main sales representative if any, from the list that appears when pressing the **F9** button and which includes **the sales representatives** previously defined within the **Sales Representatives Data** screen.

- **Account Number/ Representative Name:** In the **Account Number** field, the user selects the number of the representative's account from the list that appears when pressing the **F9** button. Once done, the system displays both the account number and the representative's name, noting that the **Account Number** becomes a mandatory field when the **Post Reps. Commission upon issuing Sales Invoice** parameter is activated within the **Customers Management System Parameters** screen.
- **Representative Type:** In this field, the user selects the type of representative from the list of types previously defined within the **Representative Types** screen. This way, users will be able to generate multiple system reports, such as sales reports, based on the representative type.
- **Linked to Scientific Representative:** This flag is generally used by pharmaceutical companies to clarify that the representative is a scientific representative, and when activated, the following applies:
  - The system displays multiple tabs including **Link Representatives to Items**, **Link Representatives to Regions**, and **Samples Issuance Movement**.
  - Fields like **Country**, **City**, and **Region** fields are hidden from the screen.
  - No selling process is allowed, and only the free sample items in the goods out order are handled.
- **Address/ Phone/ Fax/ Mobile/ Post Office Box Number:** In these fields, the user manually enters the representative's address, phone numbers, fax, mobile, and post office box number respectively.
- **Country/ City/ Region**: In these fields, the user determines the geographical area where the sales representative work.
- **Commission Percentage**: In this field, the user determines the percentage of the commission that a representative will receive. This percentage is automatically deducted from both the sales invoice and receipt voucher once the sales representative is determined and linked to them.
- **Route:** In this field, the user determines the representative's route from the list of routes that have been previously coded in the **Routes Data** screen, which appears when pressing the **F9** button.
- **Route Order**: In this field, the user manually determines the order of the representative's route.

- **Last Sale Date:** In this field, the system displays the date of the last sales invoice linked to the representative.
- **Warehouse Number/ Cash Number/ Center Number/ Activity Number/ Project Number:** Linking a representative to the data entered in these fields could be optional or mandatory depending on the selected options in the **Customers Management System Parameters** screen. If it is mandatory, the system will allow the user to only use the cash, warehouse, center, project, or activity that has been linked to the representative. For example, when issuing a cash invoice that has a specified cash number, the system automatically fetches the number of the representative that is linked to this particular cash.
- **Intermediary Bank:** In this field, the user selects the intermediary bank to which the representative will be linked from the list of banks that are defined in the **Banks** screen. Once the representative is linked to the bank determined in this screen, all banking transactions related to the representative are recorded in this bank account.
- **Credit Limit in Local Currency:** With the help of this field, the user could determine a certain credit limit for the representative. This is the maximum sales amount that the sales representative cannot exceed when selling on credit and in this case, the system prevents any selling process that exceeds the amount determined in this field.
- **Sales Plan Number:** In this field, the user determines the number of the sales plan that will be linked to the representative from the list that appears when pressing the **F9** button.
- **Employee Number**: With the help of this field, the user can link the representative to a certain employee number so that they can pay any due commissions to the representative with the salary of this particular employee in the **Payroll System,** noting that the commissions are calculated within the **Calculate Representatives Commissions** screen and then fetched to the **Assign and Modify Variable Pay** screen.
- **Deactivate:** When the user ticks this flag, the system stops any transactions related to the representative. However, the user still can undo this action by unticking the same flag.
- **Remarks:** In this field, the user enters any remarks related to the representative.

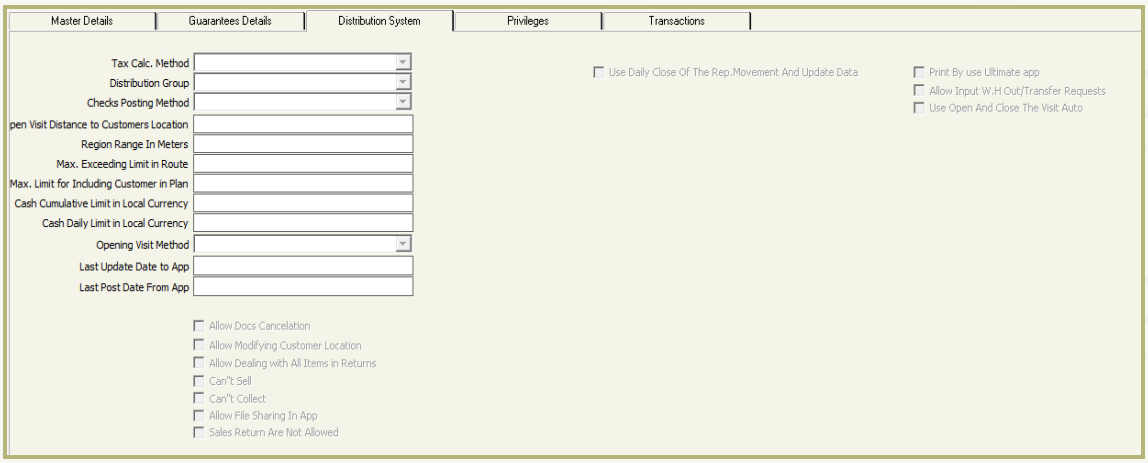
Second: Guarantees Details



In this tab, the user enters the data of guarantees related to the representative as follows:

- **Guarantee Status:** If the selected option in this field is **Active,** this means that the guarantee is still valid. If the selected option is **Inactive**, this means that the guarantee has expired.
- **Guarantee Type:** In this field, the user could select the guarantee type from the provided list. It could be a legal, commercial, banking, or real estate guarantee.
- **Guarantee Start Date/ End Date**: In these fields. the user determines the guarantee's start and end dates.
- **Guarantor Name/ Address:** In these fields, the user respectively enters the name and address of the guarantor.
- **Guarantor Activity Nature\ Financial Position**: In these fields, the user determines the nature of the guarantors' activities whether **Commercial Industrial**, or **Service,** and their financial position respectively.
- **Other Data:** This includes the **Guarantee Value**, **Guarantee Registration Date**, **Registration Number in Court**, **Registration Number at Chamber of Commerce**, **Guarantor Commercial Register Number**, **Guarantor Phone Number**, **Guarantor Fax Number,** etc.

Third: Distribution System



This tab is used with the **Distribution System** as follows:

- **Tax Calculation Method:** In this field, the user determines how the tax will be calculated by selecting one of the methods defined in the **Tax Calculation Methods** screen under the system's general configuration. Afterward, the system displays the selected method as the default calculation method on the sales invoice; yet it allows the user to modify it.
- **Distribution Group:** In this field, the user selects the distribution group that is defined within the distribution system and to which the representative belongs. This way, only the items of the distribution group to which the representative is linked will appear in the mobile distribution application.
- **Checks Posting Method:** With the help of this parameter, the user could determine how the representative will receive the checks from the customer and how the related financial effects will be rendered within the distribution application using one of the provided options; whether **Voucher Date**, **Due Date**, **Mediate Notes Receivable – Auto Post** or **Enter Accruals Manually**.
- **Distance from Customer To Open Visit (In Meters)**: In this field, the user determines in meters the maximum distance between the representative and the client that the application will automatically detect to allow the registration of the representative visit.
- **Region Range (In Meters)**: In this field, the user determines the range of the region where the customer is located in meters.
- **Maximum Route Exceeding Limit:** In this field, the user determines the maximum number of times a representative can exceed his daily route limit. Thus, when the representative exceeds this limit, the system declines any attempts to open new visits and displays an alert message stating that the max limit for the route has been exceeded, and then, entering the route order within the **Representative Daily Route** screen becomes mandatory.
- **Maximum Number of Customers in Plan:** In this field, the user determines the maximum number of customers that can be included in the representative plan.
- **Cash Cumulative Limit in Local Currency:** In this field, the user determines the cumulative cash limit for all currencies in the local currency to ensure that the cash a representative hold does not exceed a certain limit or cause any risks.

- **Cash Daily Limit in Local Currency:** In this field, the user determines the daily cash limit in local currency. This limit is the maximum cash balance a representative can have.
- **Open Visit Using**: In this field, the user determines how the representative's visit to the target customer will be registered on the application using one of the following options:
  - **Manual:** This option means that the representative can open a visit on the application manually when they arrive at the customer's place.
  - **Customer Barcode**: This option means that the representative can open a visit on the application by scanning the customer's barcode when they arrive at their place.
  - **By Map for Region Range:** This option means that the representative can open a visit on the application when they are within the range of the customer's geographical region, which is pre-defined in the **Distance from Customers To Open Visit (in Meters)** field.
  - **By Customer Location GPS:** This option means that the representative can open a visit on the application using the GPS when they arrive at the customer's place.
  - **GPS Location or Barcode or Manually:** This option means that the representative can open the visit on the system when they arrive at the customer's place using the GPS when the internet connection is available, by scanning the customer's barcode if any, or manually.
- **App Last Update:** In this field, the system displays the date of the last Onyx ERP system's mobile distribution application data update.
- **Last Posting from Application Date:** In this field, the system displays the date of the last data transfer from the mobile distribution application to the Onyx ERP system.
- **Work Beyond Plan:** Activating this flag allows the representative to work without following the options included in the distribution plan noting that this depends on whether the representative is given the privilege to **Work Outside the Plan** or **Work Within The Plan**.
- **Allow Documents Cancelation:** By ticking this flag, the representative will be able to cancel any document.

- **Allow Customer Location Modification:** Ticking this flag allows the user to change the location of the customer to the new one when needed.
- **Include All items in Returns:** Ticking this flag allows the representative to include any of the items within the sales return invoice, in case no invoice number is determined, including the items that do not exist in the representative's warehouse. This is particularly useful when the return process is carried out by a different representative than that who performed the selling process.
- **Selling Is Not Allowed:** Ticking this flag allows the representative to register his visit to the customer without allowing the system to carry out any selling transaction, and causes the **Warehouse Number** field on the representative **Main Data** tab to disappear.
- **Collection Is Not Allowed:** Ticking this flag allows the representative to register his visit to the customer without allowing the system to collect any money, and causes the **Intermediary Bank** field on the representative **Main Data** tab to disappear.
- **Allow File Sharing in Application**: Ticking this flag allows the representative to share files such as customer account statements in the mobile distribution application.
- **Sales Return Is Not Allowed**: Ticking this flag bans the representative from carrying out any sales returns using the mobile distribution application.
- **Daily Closure of Representative Movement and Data Update:** When this flag is ticked, the representative will need to update the data daily from the Onyx Pro ERP to the mobile application and vice versa, noting that they will not be able to use the mobile application until the update is completed.
- **Allow Customer Request Creation from Warehouses Linked to Representative Branch:** This flag appears when **Allow Customer Request Creation from Warehouses Linked to Representative Branch** parameter is activated within the **Distribution Parameters** screen, and when ticked, it allows the representative to add customer requests from any warehouse provided that this warehouse is linked to a branch that is linked to the representative.
- **Use Representatives Returns Warehouse:** This flag appears when the **Use Representatives Returns Warehouse** parameter is activated within the **Distribution Parameters** screen, and when ticked, the system displays the **Return Warehouse** field

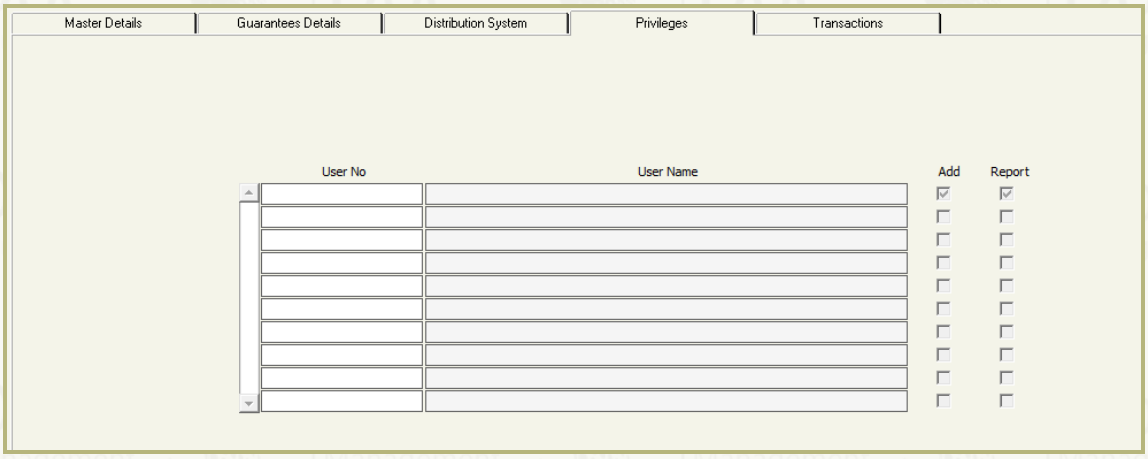
where the user could determine the warehouse that will receive any returns, noting that this step needs to be applied for every representative individually. This can be particularly useful to distinguish between quantities returned and quantities available in the representative's warehouse.

Hint: It is not possible to link one return warehouse to multiple representatives. In other words, the user will need to determine a unique return warehouse for every representative, if needed.

- **Print Using Ultimate Application:** Ticking this flag allows the system to make printing via the distribution mobile application mandatory.
- **Allow Issue/ Transfer Requests Entry:** Ticking this flag allows the representative to issue goods-out requests for free-of-charge quantities without issuing a sales invoice.

Fourth: Privileges

This tab helps determine the users who will have the privileges that are related to representatives, whether to carry out transactions or generate reports noting that these privileges can be determined within the **Input Privileges** screen under the **System Management**.

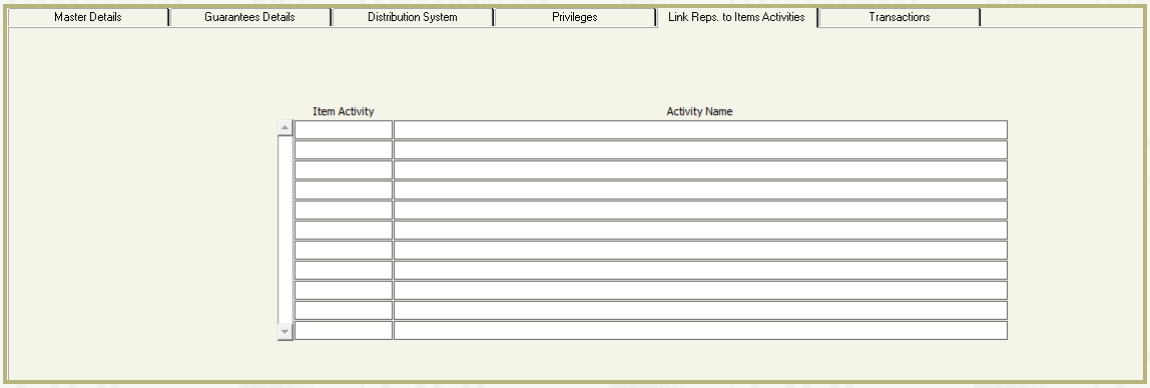


- **Modify:** Using this button, an organization can add the representative, and then determine whether the user will have the privilege to **Add, View,** or both by ticking the checkboxes next to each user.
- **Save:** After completing data entry, users should press save.

Fifth: Link Representatives to Items Activities

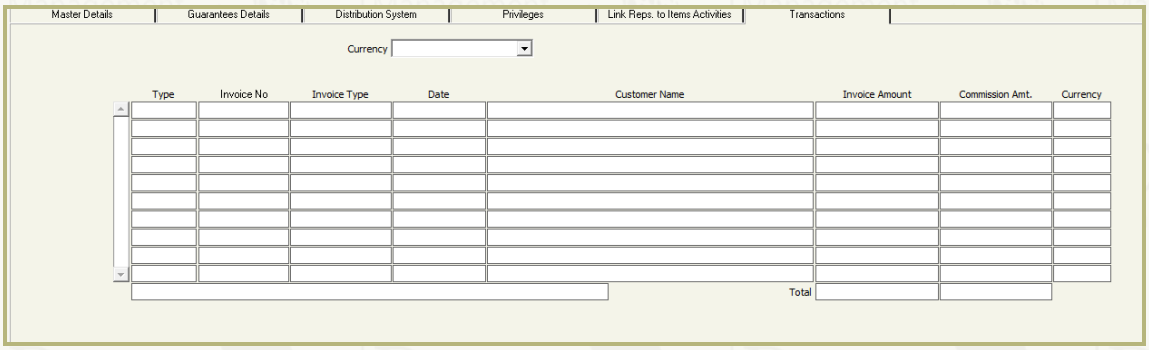
This tab appears if the **Link Representatives to Items Activities** parameter is activated within the **Customer Management System Parameters** screen. Here, the user can link a representative to the items-related activities that are pre-defined in the **Item Activities**

screen and which are also linked to specific items within the **Items Data** screen. And thus, the system will allow users to include only the items associated with the activities to which a representative is linked in the sales invoice.



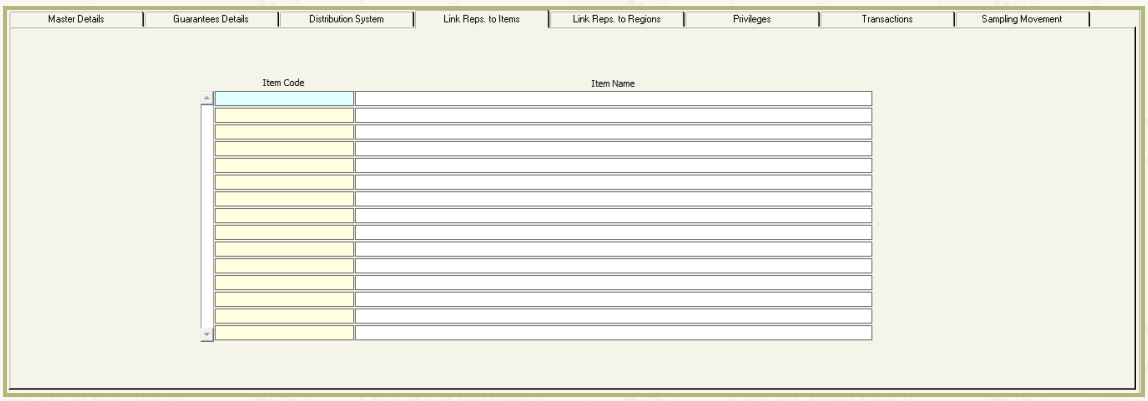
Sixth: Transactions

Using this tab, the user can display the transactions that are related to a sales representative per currency. They can also view cash and credit sales invoices, as well as return invoices that are associated with the representative.



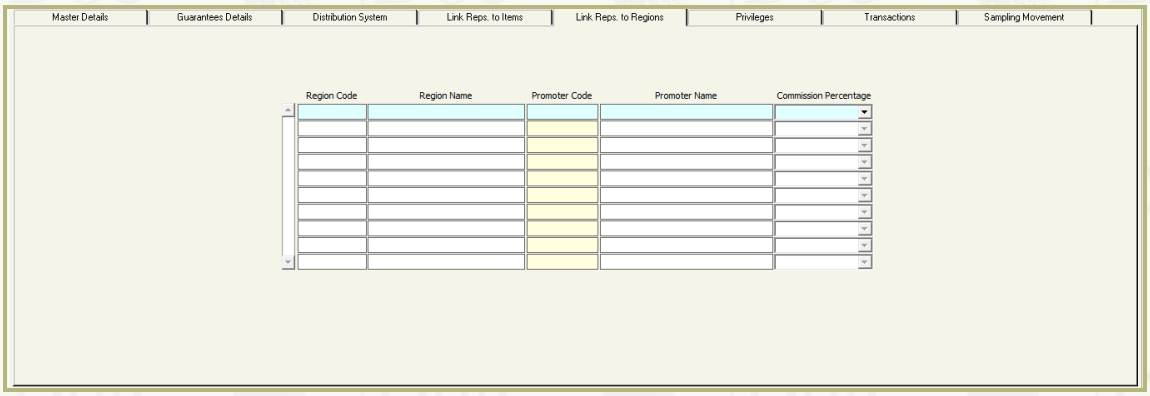
Seventh: Link Representatives to Items

This tab appears when the **Linked To Scientific Representative** flag is ticked. Here, users can link the representative to the items that will be used noting that the items that a scientific representative can handle are only the items defined as **Free Samples** within the **Items Data** screen.



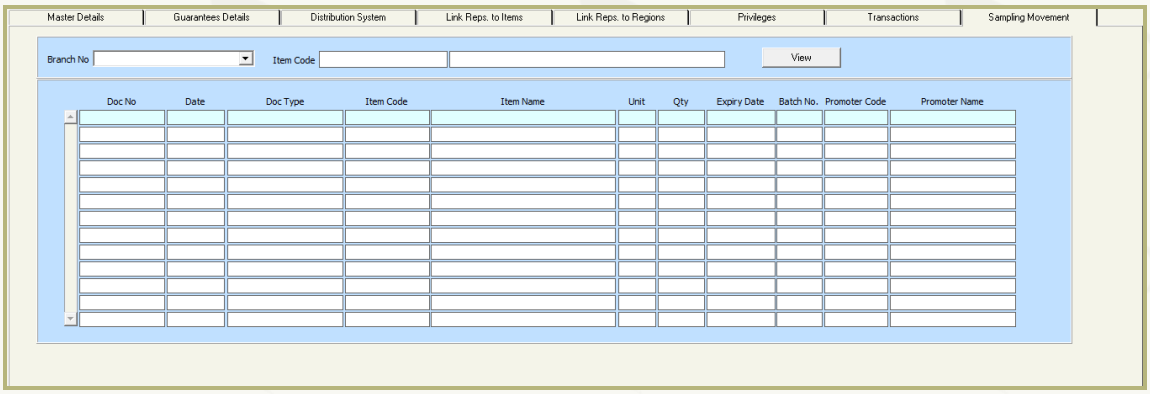
Eighth: Link Representatives to Regions

This tab appears when the **Linked To Scientific Representative** flag is ticked. Here, the user can link the scientific representative to the regions that lie within their work geographical scope. They can also determine the marketeer that will handle each region, and once done, the system will display the marketing percentage determined for each marketeer within the **Marketeers Data** screen.

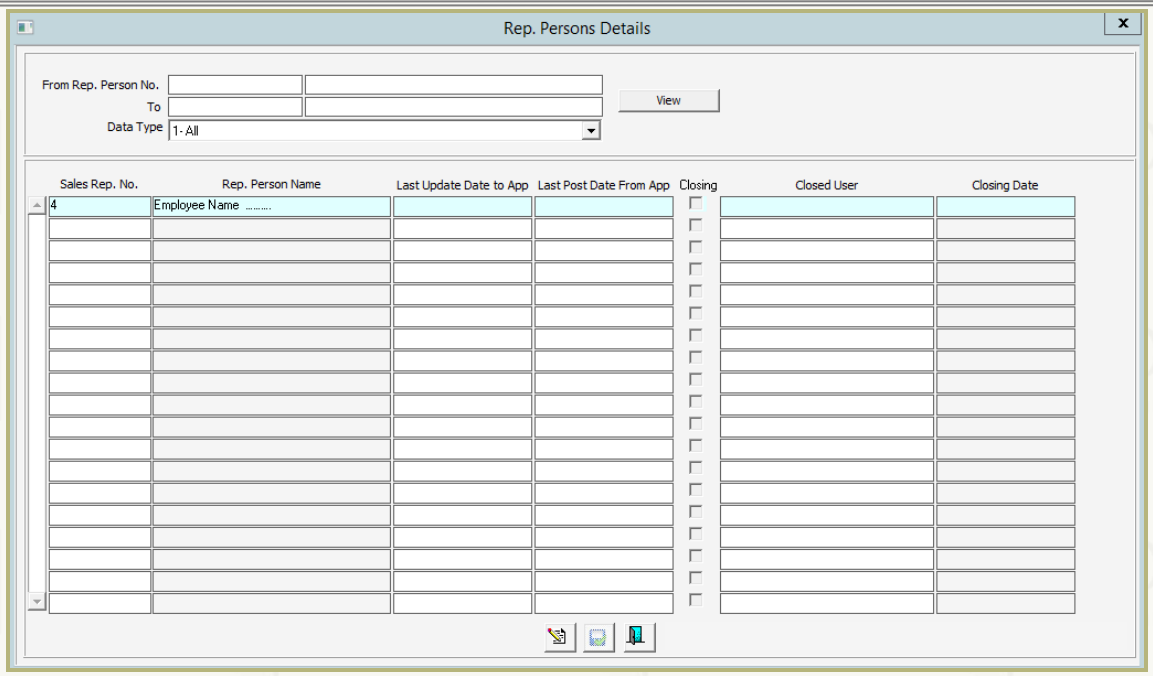


Ninth: Sample Issuance Movement

This tab appears when the **Linked To Scientific Representative** flag is ticked. Here, the user can display the movements made to issue samples to the representative based on their associated goods out orders noting that the **Linked To Scientific Representative** flag appears when the **Use Scientific Representative System** parameter is activated within the **Customers Management System Parameters** screen.

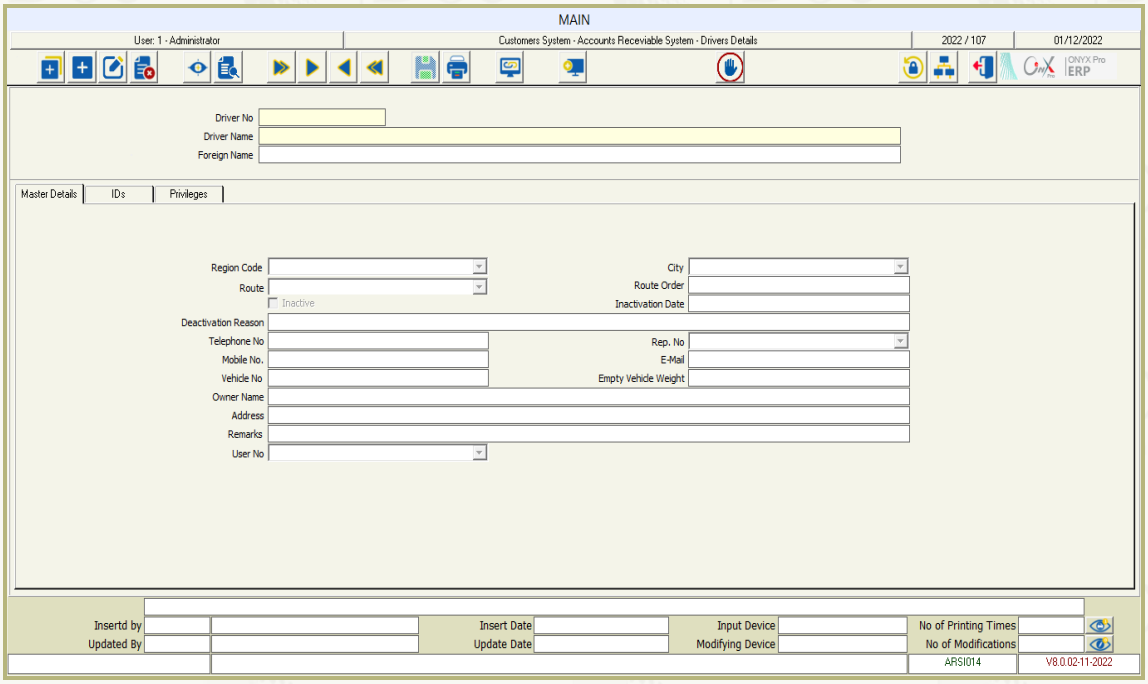


- **Close:** Users tick this flag to implement annual closing and transfer warehouse balances. However, no stock is transferred until this flag is ticked for each representative. This way no stock will be transferred while there still exist transactions that have not been transferred from the mobile distribution application to the Onyx ERP system. Therefore, the user responsible for closing and transferring the stock needs to contact the representative to confirm that all necessary data are posted.


Rep. Persons Details
From Rep. Person No.
To
Data Type
1- All
View
Sales Rep. No.
Rep. Person Name
Last Update Date to App
Last Post Date From App
Closing
Closed User
Closing Date
4
Employee Name .....

Drivers Data

Use: In this screen, the user could enter the data of the drivers, including their phone numbers, mobile numbers, e-mails, addresses, associated representative, etc., link them to the cities and regions they work in and then determine and order their specific routes. Afterward, all this data can be later used in the **Distribution** and **Trailers Management Systems**.



How to Use the Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

Master Data

- **Driver Number:** In this field, the system automatically displays the driver's number; yet allows the user to modify it.
- **Driver Name:** In this field, the user enters the name of the driver in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the driver in the foreign language selected on the system.

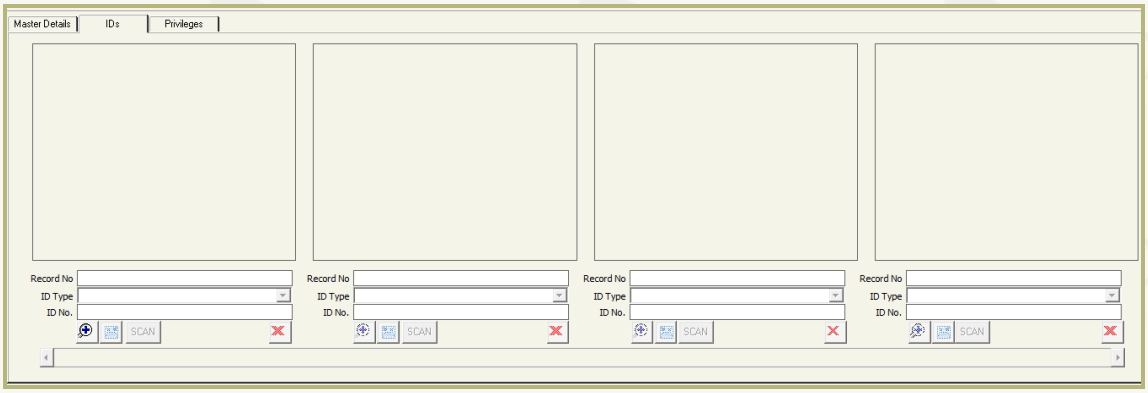
First: Main Data

- **Region Number/ City:** In these fields, the user selects the region in which the driver works from the provided list, and once done, the system automatically displays the city to which this particular region belongs.

- **Route:** In this field, the user selects the route of the driver from the list of routes that are pre-defined in the **Routes** screen within the customers' management system inputs.
- **Route Order:** In this field, the user will need to determine the order of the driver's route sequentially if the route is taken by multiple drivers.
- **Inactive:** When ticked, this flag indicates that the system has temporarily deactivated any transactions related to the driver in the **Transactions** screen, taking into consideration that the user should enter the reason for deactivation, and then, the system will automatically display the date, and time of deactivation. If needed, the user can reactivate the same driver again by unticking this flag.
- **Representative Number:** In this field, the user selects the representative that is associated with the driver.
- **Phone/ Fax/ Mobile Number/ E-mail/ Address:** In these fields, the user needs to enter the driver's data including their phone, mobile number, fax number, e-mail, and address.
- **Vehicle Number/ Owner Name/ Vehicle Curb Weight:** In these fields, the user enters the data of the vehicle in a driver's custody including the vehicle number, the name of the vehicle owner, and the vehicle's curb weight.
- **Remarks:** In this field, the user writes any other remarks related to the driver.
- **User Number:** In this field, the user selects the user that is associated with the driver from the list.

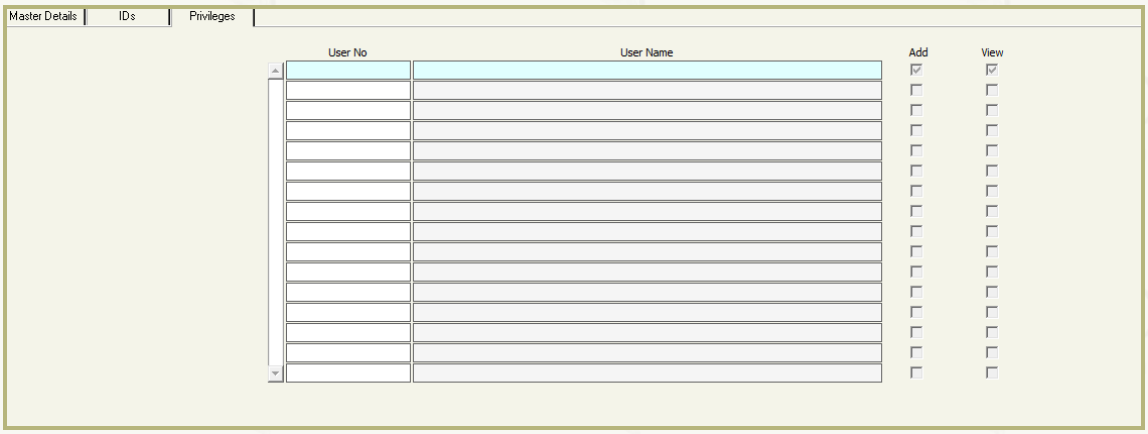
Second: Identities

In this tab, the user needs to provide the proofs of identity for every driver, such as ID card, driver's license…etc. noting that they can scan these documents and display them on the screen.



Third: Privileges

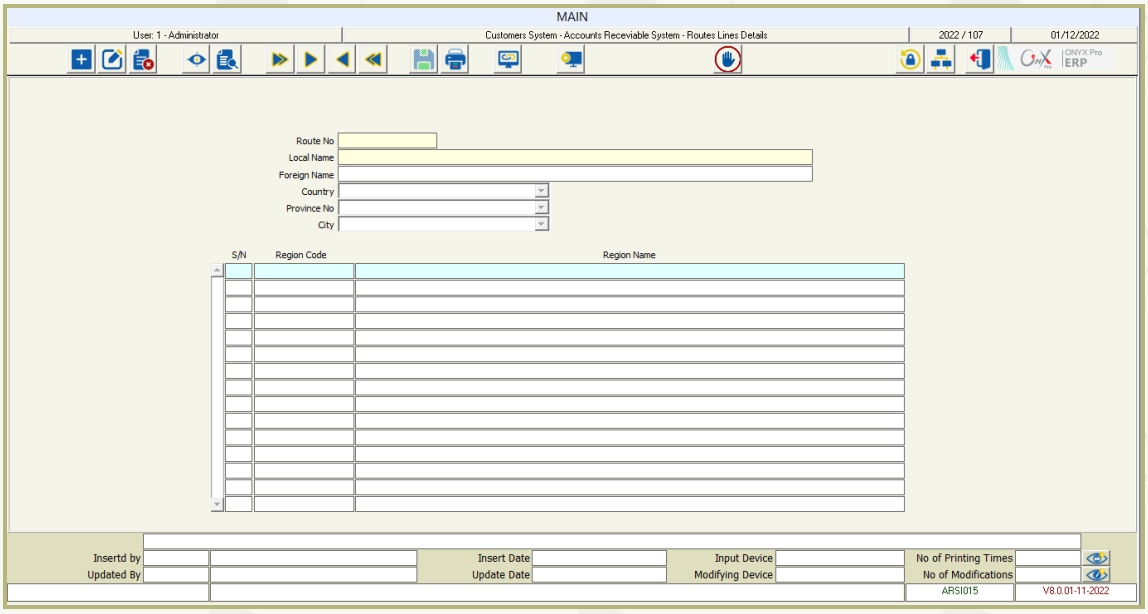
This tab determines which users are granted the privilege to handle drivers, whether to perform transactions or display related reports noting that these privileges could be specified within the **Inputs Privileges** screen in the **System Management**.



- **Save:** After completing the data entry, the user should press save.

Routes Data

Use: In this screen, the user can define the routes that an organization's activity covers and which may include one or multiple regions within one city. These are the routes taken by marketeers, sales representatives, collectors, drivers, and customers, and through which the user can easily follow up on the sales and the collection movements.



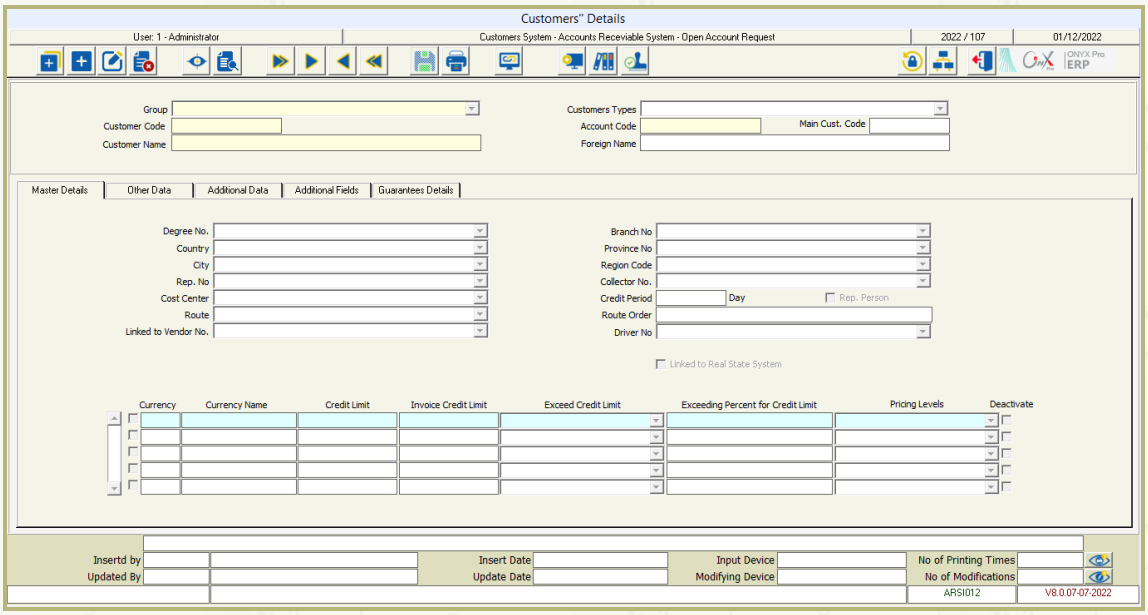
How To Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Route Number:** In this field, the system automatically displays the route number and allows the user to modify it.
- **Arabic Name:** In this field, the user enters the name of the route in the Arabic language selected within the system.
- **Foreign Name:** In this field, the user enters the name of the route in the foreign language that is selected within the system.
- **Country/ Governorate Number/ City:** In these fields, the user selects the country, governorate, and city that lies within the range of the selected route from the drop-down lists that include the data previously defined in the **Countries**, **Governorates**, and **Cities Data** screens under the **System Configuration**.
- **Region Number:** In this column, the user needs to select the region(s) that every route will cover based on the city that is determined within the above-mentioned **City** field.
- **Save:** After completing the data entry, users should press save.

Open Account Request

Use: With the help of this screen, users who don't have the privilege to create new customer accounts, can submit a request to the authorized user to add a new customer account within the **Customers Data** screen. Afterward, the authorized user creates a new customer account and generates its serial number based on the option that is selected in the **Customers Sequence Type** field within the **Customers Management System Parameters** screen; whether **General**, **By Group**, or **By Group and Type**.



How to Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

First: Master Data

- **Group:** In this field, the user determines the customer group to which the customer will be linked.
- **Customers Types:** In this field, the user determines the type of customer from the provided list.
- **Customer Number:** In this field, the system automatically generates a new serial number for the customer based on the last existing sequence. For example, to create the number of the customer group to which the customer will be linked and if the selected option in the **Customers Sequence Type** field is **By Group** or **By Group and Type**, the system generates a new serial number that follows the sequence of the last customers group or the last group and type. Meanwhile, if the selected type of sequence is **Cumulative**, the system will use a cumulative sequence for all customers.

- **Account Number:** This field depends on the selected option in the **Link to General Ledger** parameter. If the selected option is **Customers Group**, the system will automatically display the account number once the customer's group is determined. And, if the selected option is **Multiple**, the user will need to manually determine the account number of the customer.
- **Main Customer Number:** In this field, the user needs to determine the main customer if any.
- **Customer Name:** In this field, the user needs to enter the name of the customer in the default language that is selected within the system.
- **Foreign Name:** In this field, the user needs to enter the name of the customer in the foreign language that is selected within the system.

Second: Main Data

This tab includes the following:

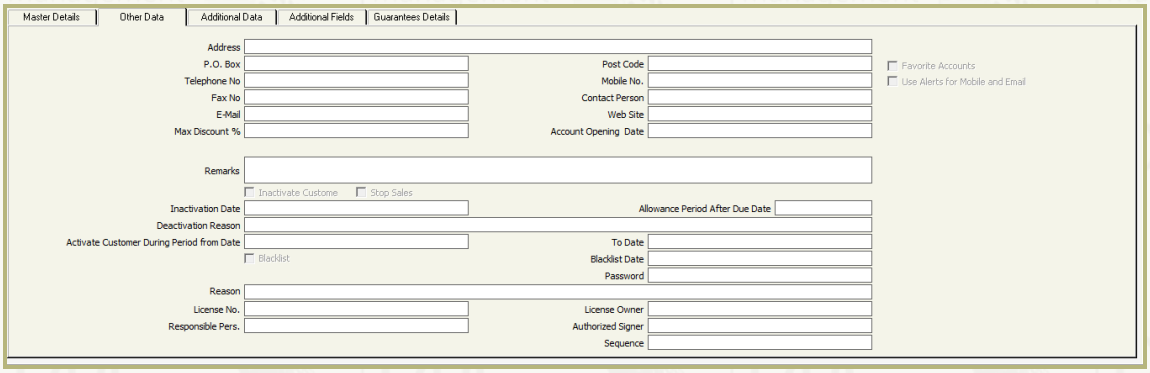
- **Degree Number:** Here, the user needs to select the customer's degree from the provided list.
- **Branch Number:** In this field, the user determines the branch that the customer deals with from the list.
- **Country/ City/ Governorate Number/ Region Number:** In these fields, the user needs to select the country, city, governorate, and region from the provided lists respectively.
- **Representative Number:** In this field, the user determines the sales representative that will be linked to the customer, and thus, this representative will appear automatically in the customer's sales invoice.
- **Collector Number:** In this field, the user determines the collector that will be linked to the customer.
- **Cost Center:** In this field, the user determines the cost center that is associated with the customer, if necessary.
- **Credit Period:** In this field, the user determines –in days– the credit period during which the customer needs to pay their debts, noting that this credit period varies from one customer to another based on the organization's policy.
- **Representative Person:** Ticking this flag indicates that the customer is also a representative person; but this does not affect the rest of the screens yet it is particularly useful for generating related reports.

- **Route:** In this field, the user determines the customer's route from the provided list of pre-defined routes.
- **Route Order:** In this field, the user needs to determine the order of the route where the customer is located.
- **Linked to Vendor Number:** In this field, the user needs to determine a specific number for the vendor account that will be linked to the customer – if the same person has both a vendor and a customer account at the same time– taking into consideration that the user can generate a combined statement for the two accounts.
- **Driver Number:** In this field, the user selects the number of the driver that is linked to the customer if any, from the provided list.
- **Insurer:** This flag appears when the **Use Medical Insurance System** parameter is activated within the **Customer Management System Parameters** screen, and once ticked, it allows the system to create next to it a new field where the user can select the customer's healthcare provider.
- **Linked to Real Estate System:** When this flag is ticked, the system displays the customer in the real estate system.
- **Currency:** The user needs to tick the checkbox next to the currency that a customer has chosen.
- **Credit Limit:** Here, the user determines the credit limit that the organization has estimated for the customer based on the selected currency.
- **Invoice Credit Limit:** In this column, the user determines the credit limit that each customer invoice should not exceed based on the selected currency.
- **Exceed Credit Limit:** With the help of this field, the user can determine whether or not the credit limit can be exceeded using one of the following options:
  - **Not Allowed:** When this option is selected, the system prevents the user from exceeding the credit limit that is determined for the customer.
  - **Allowed:** When this option is selected, the system allows the user to exceed the credit limit that is determined for the customer.
  - **Allowed with Alert:** When this option is selected, the system allows the user to exceed the credit limit and displays an alert message.

- **Credit Limit Exceed Percentage:** If the selected option in the **Exceed Credit Limit** field is **Allowed** or **Allowed with Alert**, the system allows the user to determine in this field the percentage based on which the credit limit can be exceeded.
- **Pricing Levels:** In this field, the user determines the pricing level that will be linked to the customer by selecting one of the provided options; whether wholesale price, retail price, or default.
- **Deactivate:** This flag can be used to stop using the currency for a specific customer.

Third: Other Data

All the data in this tab are optional and can be entered as needed by the organization as follows:

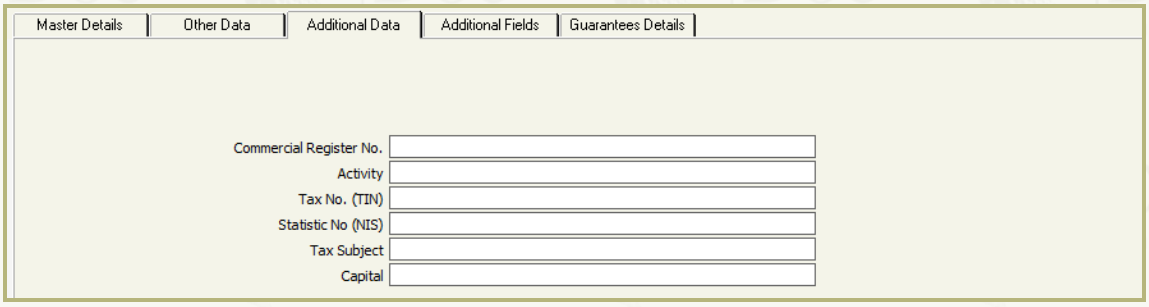


- **Address:** In this field, the user needs to enter the address of the customer.
- **PO Box / Phone/ Mobile Number / Fax Number/ Zip Code/ E-Mail/ Website/ Contact Person:** In these fields, the user needs to enter the data manually.
- **Maximum Discount %:** In this field, the user determines the maximum discount percentage that can be given to the customer.
- **Grace Period After Due Date**: Here, the user determines the grace period (in days) during which the customer is allowed to delay the due payment without penalties.
- **Password:** In this field, the user determines the customer's password that will appear in the **Password** field within the **Customers Data** screen.
- **License Number:** In this field, the user needs to enter the license number of the customer.
- **License Owner:** In this field, the user determines the name of the license owner.
- **Person In Charge:** In this field, the user determines the name of the person in charge.
- **Person Authorized to Sign:** In this field, the user determines the name of the person that is authorized to sign the documents of the transactions carried out between the customer and the facility.

- **Sequence:** This field is a digital counter that indicates the number of customers for which new accounts are opened on this screen.

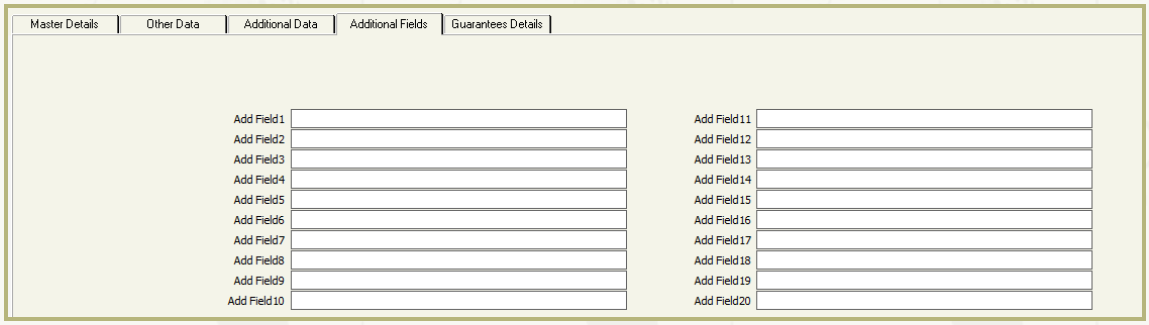
Fourth: Additional Data

This tab includes a group of optional fields that are related to the customer's activity, such as the commercial register number, tax number (TIN), capital owned…etc., and which are displayed for information purposes only.

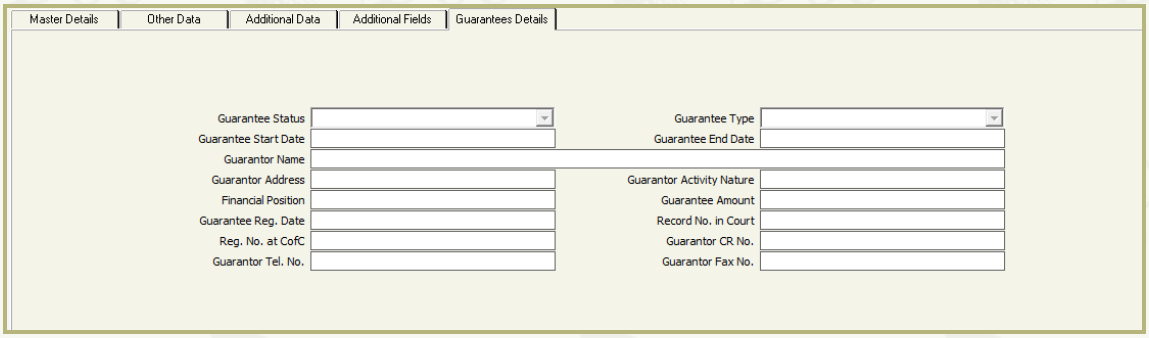


Fifth: Additional Fields

This tab allows the user to create new fields that they may use to display additional data or information about the customer or include it in reports. Whenever the user needs to rename those additional fields, they can do so using the **Texts Translation** screen under the **General System Configuration** where the **Customer Data** screen appears, and the user can rename the fields using the modify button.



Sixth: Guarantees Data

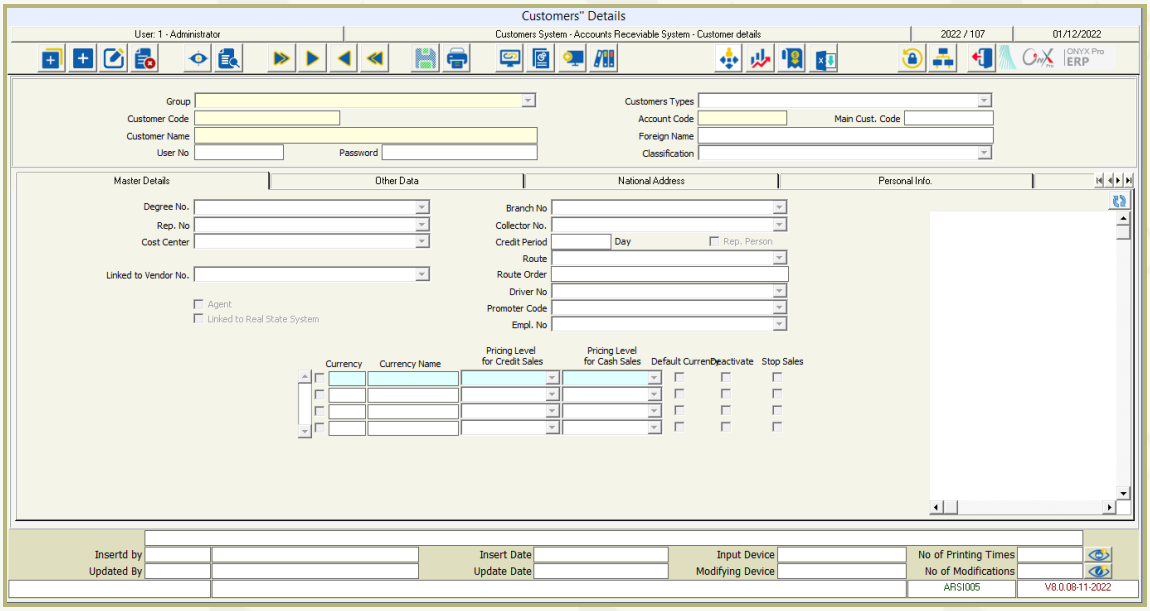


- **Guarantee Status:** If the selected option here is **Active**, this indicates that the guarantee is still valid, and if the selected option is **Inactive**, this indicates that the guarantee is expired.

- **Guarantee Type**: In this field, the user selects the type of guarantee that is related to the customer; whether **Legal, Commercial, Banking,** or **Real Estate**.
- **Guarantee Start Date and End Date:** In these fields, the user needs to enter the start and end dates of the customer's guarantee.
- **Guarantor's Name and Address:** In these fields, the user records the name and address of the guarantor.
- **Guarantor Activity Nature\ Financial Position:** In these fields, the user needs to enter the nature of the guarantor's activity; whether commercial, industrial, or service, and their financial position respectively.
- **Other Data:** These data include **Guarantee Value**, **Guarantee Registration Date**, **Registration Number in Court**, **Registration Number at Chamber of Commerce**, **Guarantor Commercial Register Number**, **Guarantor Phone Number**, **Guarantor Fax Number**…etc. and they are entered manually.
- **Save:** After completing data entry users should press save.
- **Approval:** The authorized user could approve the open account request by clicking the **Approve** button in the toolbar. This allows the system to display a screen where the user can select one of the following procedures: **Approve**, **Reject,** or **Return,** and then save data. If the request is approved, it will be available and ready to be fetched to the **Customer Data** screen by pressing the **F5** button in the **Customer Number** field.

Customers Data

Use: In this screen, the user enters customer-related master and detailed data such as name, address, customer branch, granted limits (credit limit and invoice limit), customer pricing level, contact information, country, governorate, region, representative, assigned collector, personal data, ID, activity data, guarantees, statistics, etc.



Screen Use Method

First: Master Data

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Group:** In this field, the user selects the group to which the customer belongs.
- **Customer Types:** In this field, the user selects the type of customer from the provided list.
- **Customer Number:** In this field, the system automatically generates a new serial number for the customer based on the last existing sequence. For example, to create the number of the customer group to which the customer will be linked and if the selected option in the **Customers Sequence Type** field is **By Group** or **By Group and Type**, the system generates a new serial number that follows the sequence of the last customers group or the last group and type. Meanwhile, if the selected type of sequence is **Cumulative**, the system will use a cumulative sequence for all customers.
- **Fetch Customer Number from Open Account Request Screen:** When the user moves the cursor to the **Customer Number** field and presses the **F5** button, the system displays a screen where the user could determine the customer for whom a

new serial number has been created within the **Open Account Request** screen so that it could be fetched to this screen. However, it should be noted that the user can change the customer account number that is fetched from **Open Account Request** screen.

> **Hint:** If the **Modify Customer Number Upon Addition to Customers Data** privilege is not activated for the user within the **Customers System** tab in the **Transactions Privileges** screen, they will not be able to fetch the open account request.

- **Account Number:** In this field, the system automatically displays the number of the group account that is determined in the **Chart of Accounts** and where the financial effects of any transactions recorded in the customer's account are rendered if the selected option in the **Link to General Ledger** parameter is **Accounts Group**. If the selected option in the **Link to General Ledger** parameter is **Multi Accounts**, the **Account Number** field will not appear and the customer group account will not be used.
- **Main Customer Number:** In this field, the user determines the main customer if any.
- **Customer Name:** In this field, the user enters the name of the customer in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the customer in the system's foreign language.
- **User Number:** This field should include the user number that a customer will use to log in to the system via the customer requests application.
- **Password:** This field should include the password that a customer will use to log in to the restaurant's system or the customer system application.
- **Classification:** In this field, the user selects the appropriate customer classification from the provided list of classifications that have been previously defined within the **Customers Classification** screen.

Second: Main Data

This tab includes the following:

- **Degree Number:** In this field, the user needs to select the customer's degree from the provided list, noting that these customer degrees are the ones that the user has been

granted the privilege to use within the **Inputs Privileges** screen. Thus, when evaluating customers, the system will automatically display the customer's degree after evaluating customers and updating their data within the **Evaluation** screen.

- **Branch Number:** In this field, the user selects the branch to which the customer belongs from the provided list. This way, the system will allow only customer-related transactions that are carried out on this particular branch.
- **Representative Number:** This field appears when the **Link Customer to Multiple Representatives** parameter is not activated. Here, the user can determine the sales representative who is linked to the customer and appears automatically in the customer sales invoice. If the **Link Customer to Multiple Representatives** parameter is activated, the system will hide this field and show the **Link Customers to Representatives** tab within the **Customers Data** screen, where the user will be able to link the customer to multiple representatives.
- **Collector Number:** This field appears when the **Link Customer To Multiple Collectors** parameter is not activated. Here, the user can determine the collector who is linked to the customer and appears automatically in the customer sales invoice. If the **Link Customer To Multiple Collectors** parameter is activated, the system will hide this field and show the **Link Customers To Collectors** tab within the **Customers Data** screen, where the user will be able to link the customer to multiple collectors.

- **Cost Center:** In this field, the user determines the cost center that is linked to the customer if necessary and which appears by default in the customer-related transactions noting that the user can change this particular cost center in the rest of the system screens.

- **Project Number:** This field appears when the selected option in the **Projects Data** parameter within the **General Parameters** screen is Mandatory and when the project type is determined within the **Customers Management System Parameters** screen. Here, the user determines the number of the project that is linked to the customer.
- **Credit Period:** In this field, the user determines -in days- the credit period during which the customer needs to pay their debts, noting that this credit period varies from one customer to another based on the organization's policy and the customer's credibility degree.

- **Representative Person:** Ticking this flag indicates that the customer is also a representative person; but this does not affect the rest of the screens yet it is particularly useful for generating related reports.
- **Route:** In this field, the user determines the customer's location route from the provided list of pre-defined routes.
- **Route Order:** In this field, the user needs to determine the order of the route where the customer is located.
- **Linked to Vendor Number:** In this field, the user selects a specific number for the vendor account that will be linked to the customer from the list that appears when pressing the F9 button – if the same person has both a vendor and a customer account at the same time– taking into consideration that the user can generate a combined statement for the two accounts, customer data reports and monthly balance reports (within the **Customers Monthly Balances Reports** screen under the **Information Management System**), that include only the customers that are linked to certain vendors.
- **Driver Number:** In this field, the user selects the number of the driver that is linked to the customer if any from the provided list.
- **Marketeer Number:** In this field, the customer is linked to the promotor, if necessary, by selecting the promotor from the list.
- **Employee Number:** In this field, the user determines the number of the employee that will be linked to the customer, if needed, and which will appear automatically when the customer is selected in the sales invoice. This is particularly useful to calculate the employees' achieved sales before calculating the percentage of commission on the sales.
- **Insurer:** Ticking this flag indicates that the customer has medical insurance coverage and allows the system to create next to it a new field where the user can select the customer's healthcare provider.
- **Agent:** Ticking this flag indicates that the customer is an exchange agent and will appear within the **Money Transfers and Exchange** system.
- **Linked to Real Estate System:** When this flag is ticked, the system displays the customer in the real estate system.

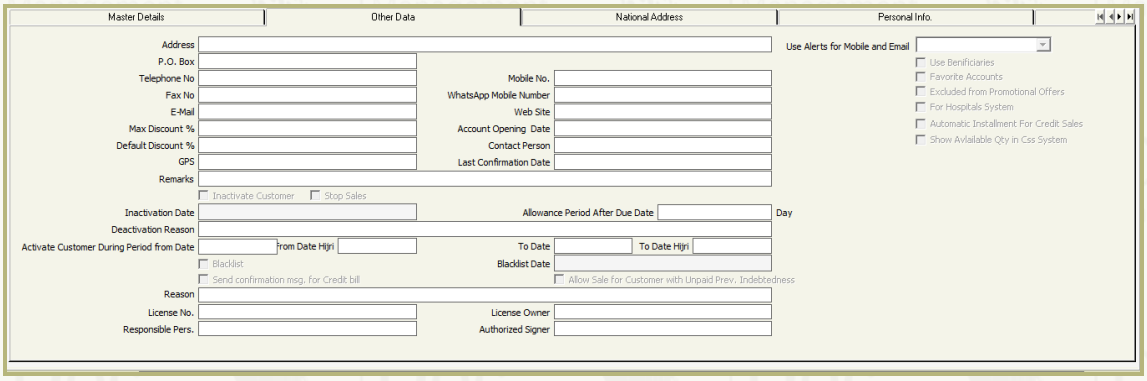
- **Modify Customer Fixed Price:** This flag appears when the **Fix Pricing Level for Customer in Sales** parameter is activated within the **Customers Management System Parameters** screen. It is activated for each customer individually and thus; the system allows the user to change the fixed price that is determined for the customer when entering the sales invoice.
- **Currency:** The user needs to tick the checkbox next to the currency that a customer has chosen.
- **Pricing Level for Credit Sales:** In this field, the user needs to include the pricing level that will be used when selling to the customer on credit.
- **Pricing Level for Cash Sales:** In this field, the user needs to include the pricing level that will be used when selling to the customer in cash.

> **Hint:** If the **Fix Sales Pricing Level for Customer** parameter is activated, then the pricing level that is determined for the customer cannot be changed. However, if in any case the user wants to make an exception for a certain customer, they can do so by activating the **Modify Customer Fixed Price** parameter on this screen.

- **Default Currency:** With the help of this flag, the user can determine the default currency that will be used with the customer and which the system will then automatically include in related transactions. However, it should be noted that this flag is ticked for each currency individually and the user can change the selected currency as needed.
- **Deactivate:** Ticking this flag directs the system to stop any customer-related transactions that use the selected currency. But, whenever the user wishes to resume the customer-related transactions that use the selected currency, they can do so by unticking this flag.
- **Deactivate Sales:** Ticking this flag directs the system to stop any selling process that is carried out using the selected currency. But, whenever the user wishes to continue selling to the customer using the selected currency, they can do so by unticking this flag.

Third: Other Data

This tab includes the data that the user optionally enters according to the organization's requirements:



- **Address:** In this field, the user enters the customer address in detail.
- **(PO Box/ Phone/ ZiP Code/ Mobile/ Fax Number/ E-Mail/ Website/ Contact Person:** The user needs to manually enter the data of all of these fields.
- **WhatsApp Mobile Number**: In this field, the user enters the customer's WhatsApp number which will receive SMS notifications.
- **Maximum Discount Percentage:** In this field, the user determines the maximum discount percentage a customer can have.
- **Default Discount Percentage:** In this field, the user determines the default discount percentage a customer can have.
- **Account Opening Date:** In this field, the user determines the date on which the customer account is opened to help identify the start date of related transactions.
- **GPS:** In this field, the user enters the coordinates of the customer's location.
- **Last Match Date:** In this field, the system automatically displays the reconciliation date that has been determined in the **Statement Reconciliation** screen within the **Auditing and Posting Management System** after customer reconciliation.
- **Remarks:** The user enters any remarks about the customer in this field.
- **Deactivate Customer:** Ticking this flag directs the system to stop any transactions carried out with the selected customer. But, whenever the user wishes to resume the transactions that are carried out with this customer, they can do so by unticking this flag.

- **Deactivate Sales:** Ticking this flag directs the system to stop any selling process that is carried out with the customer. But, whenever the user wishes to continue selling to the customer, they can do so by unticking this flag.
- **Deactivation Date:** In this field, the user enters the deactivation date.
- **Deactivation Reason:** Here, the user enters the deactivation reason.
- **Accruals Type:** This field appears when the **Use Customers Claim** parameter is activated within the **Customers Management System Parameters** screen. It includes the following options:
  - **By Invoice:** Selecting this option indicates that the installment of the customer's invoices payment will be at the invoice level.
  - **By Claim:** Selecting this option indicates that the customer's invoices can be aggregated in the **Customers Claims** screen under **System Transactions** and paid in one installment or several installments, in which case the **Installments** tab does not appear within the **Sales Invoice** and the **Sales Return** screens.
- **Grace Period after Due Date:** In this field, the user determines the grace period (in days) during which the customer is allowed to delay the due payment without penalties.
- **Activate Customer From Date\ To Date:** In these fields, the user determines the start and end dates of the period during which the customer-related transactions are activated if needed.

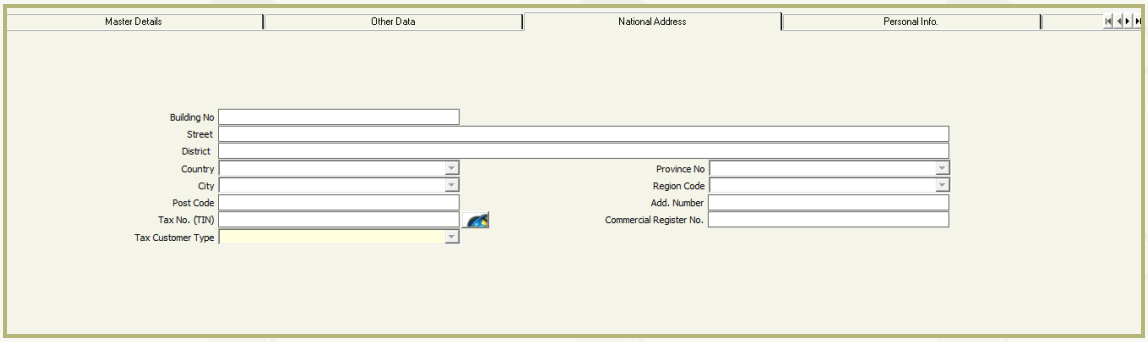
  Hint: Outside the selected period, the customer will be considered inactive and the system will not carry out any related sales transactions if the invoice's date lies outside the determined period and will display the "**This employee is inactive during this period**" message.
- **Blacklist:** When this flag is activated, the system adds the customer to the blacklist, which prevents any transactions or receipt vouchers that are related to this customer. Then, a message appears stating that the customer is blacklisted unless the user has the **Bypass Blacklist** privilege within the **Transactions Privileges** screen.
- **Send Verification Message to Credit Customer:** Ticking this flag allows the system to send a verification message to the customer when a sale on credit is carried out on the POS system.

- **Addition to Blacklist Date:** In this field, the user enters the date on which the customer is added to the blacklist.
- **Sell to Customer with Unpaid Debt:** When this flag is ticked, the system allows the user to carry out sales transactions that are related to the customer, who has previous unpaid debts, provided that the user has the privilege to **Sell to Customer with Unpaid Debt** within the **Transactions Privileges** screen.
- **Reason:** In this field, the user manually enters the reason for deactivating sales transactions related to the selected customer.
- **License Number:** In this field, the user determines the number of the customer's license.
- **License Owner:** In this field, the user enters the name of the license owner.
- **Person in Charge:** In this field, the user determines the person who will take responsibility to address any inquiries or requirements.
- **Person Authorized to Sign:** In this field, the user enters the name of the person who is authorized to sign the documents that are related to the transactions carried out between the customer and the organization.
- **Use Alerts for Mobile and Email:** With the help of this option, the user can determine how the system will handle alert notifications that are sent via the mobile or email based on the previously configured settings of the **Alert System** screens using one of the following options:
  - **DONT SEND:** If this option is selected for a certain customer, then they will not receive any alert messages.
  - **AUTO SEND:** If this option is selected for a certain customer, the system will send them alert messages automatically once the transaction is saved.
  - **OPTIONAL SEND:** If this option is selected for a certain customer, the user will be able to manually send them alert messages as needed from the related screen.
- **Use Beneficiaries:** This flag is generally related to the **Hajj and Umrah** system and when ticked, the system shows the **Beneficiary Number** field that is mandatory in the Hajj and Umrah invoices, the visa system, and the general ledger.

- **Favorite Accounts:** When the user ticks this flag for a certain customer, the system displays this customer's account within the **Favorite Accounts** screen under the **Assisting Systems** and displays their available balance.
- **Excluded from Promotional Offers**: Ticking this flag for a certain customer prevents the customer from benefiting from promotional offers.
- **Used by Hospitals System:** Ticking this flag indicates that the customer is a customer in the hospital system.
- **Auto Installment Of Credit Sales/ Number of Instalments/ Number of Instalment Days**: When the user ticks the **Auto Installment of Credit Sales** flag, the system shows on the screen both the **Number Of Installments** and **Number Of Installments Days** fields where the user can enter the related data for each customer. This way, when the user records the customer's sales invoice, all data related to installments will automatically appear.

Fourth: Home Address

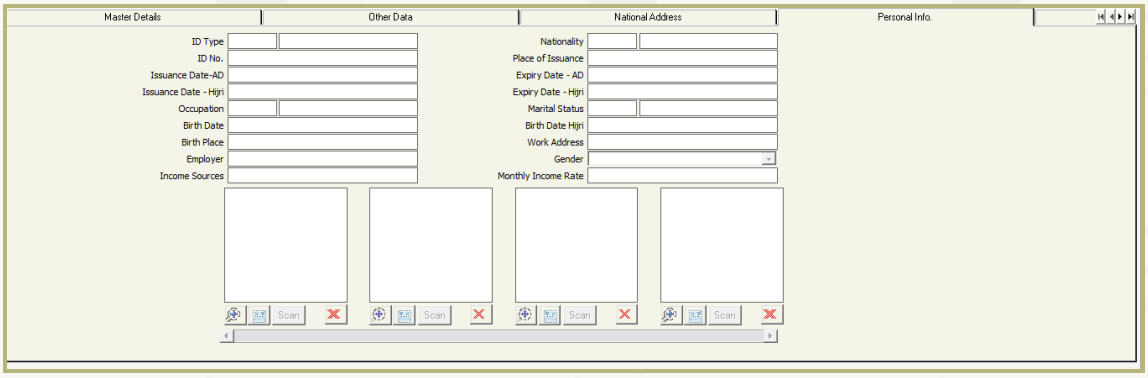
In this tab, the user enters the data of the customer's home address.



- **Building Number/ Street/ Neighborhood/ Country/ Governorate Number/ City/ Region Number/ Zip Code/ Additional Number**: In these fields, the user determines the customer's exact address.
- **Commercial Registration Number**: In this field, the user enters the commercial registration number of the customer.
- **Tax Number (TIN):** This field appears when the **Use VAT** parameter is activated within the **General Parameters** screen and is used to determine the customer's tax number.
- **Tax Type Number:** This field appears if the **Use VAT** parameter is activated within the **General Parameters** screen. Here, the user determines the type of tax that will be imposed on the customer from the list; whether **Personal**, **Business**, or **Foreign Companies**.

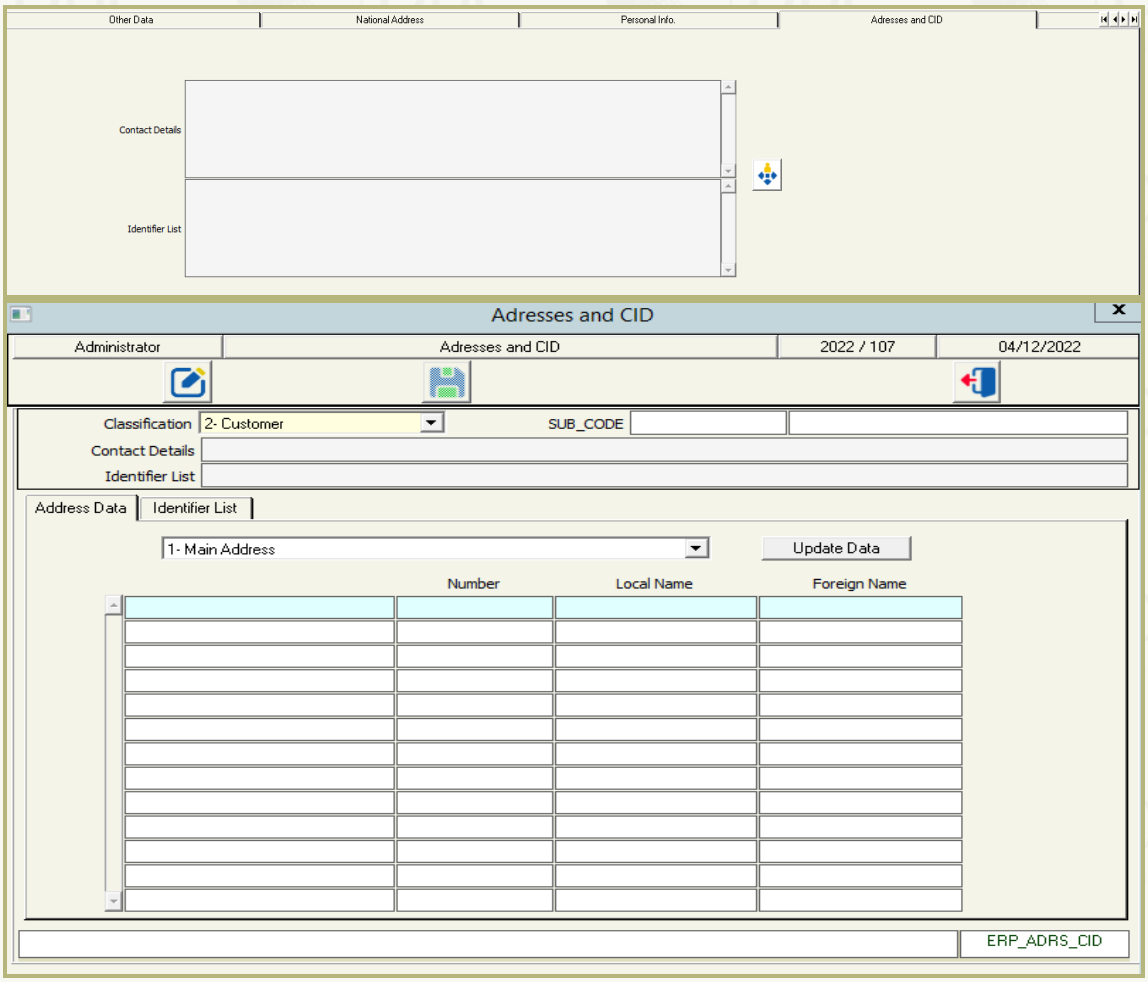
Fifth: Personal Data

This tab includes the optional data that the user can enter manually as per the organization's requirements. In the boxes displayed at the bottom of the screen, the user can upload the customer's signature form or any other important documents using the scanner.



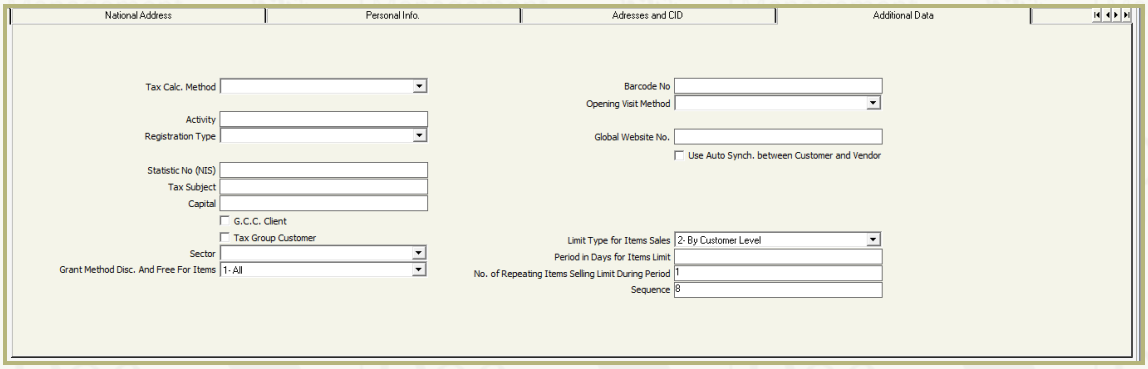
Sixth: Addresses and IDs

In this tab, the user enters the customer's address. This is done by clicking the button on the screen which displays another screen that includes two tabs; one of them includes the customer addresses directory while the other includes a list of IDs. In these tabs, the user can select some data from the screen and enter the other data manually.



Seventh: Additional Data

This tab includes the optional data that the user enters to provide some additional information about the customer for reference.



- **Tax Calculation Method:** Here, the user determines how the system will apply the tax by selecting one of the methods that are predefined within the **Configuration** screen under **System Configuration**. Afterward, the system displays the selected method as the default tax calculation method in the sales invoice yet the user will be able to change it.
- **Activity:** In this field, the user determines the customer's activity and after saving, this activity is added to a list that the user can later choose from, after pressing the F9 button, when adding a new customer and link them to a certain activity.
- **Registration Type:** In this field, the user determines whether the customer is registered or not using one of the provided options; whether **Regular**, **Consumer**, **Unregistered**, or **Unknown**.
- **NIS Number:** In this field, the user determines the number of the customer in the statistical records of the concerned authorities in their country.
- **Tax Article:** In this field, the user determines the tax article that applies to the customer according to the tax law.
- **Capital:** Here, the user determines the capital of the customer.
- **G.C.C. Customer:** Ticking this flag indicates that the customer belongs to the Gulf Cooperation Council, which is particularly useful in generating reports that show the amount of value added tax for the customers who belong to the Gulf Cooperation Council.
- **Tax Group Customer:** Ticking this flag indicates that the customer belongs to a tax group depending on the tax calculation methods coded within the **Configuration** screen.

- **Sector:** In this field, the user determines what sector the customer belongs to; **Private** or **Governmental**. This is particularly important for systems such as the **Trailers Management System** because government customers are treated differently than those related to the private sector.
- **Barcode Number:** In this field, the user enters the number of the customer's barcode, which will be used in the distribution system during the customer's visit.
- **Open Visit Using:** In this field, the user selects a method that opens the visit to the customer from the list of available methods; **Manual**, **Customer Barcode**, or **Manual and Barcode**.
- **Price Type:** This field appears when the **Price Includes Sales Tax** parameter is activated in the **General Parameters** screen. Here, the user can determine the type of price that will appear by default to the customer in the sales invoice using one of the provided options; **Price without Tax** and **Price Includes Tax,** taking into consideration that they can change it as needed.
- **Global Location Number:** Companies use **Global Location Number** (GLN) to determine their locations, which helps them select any type or level for the location required.
- **Use Auto Synchronization between Customer and Vendor:** With the help of this flag, the user can activate automated synchronization between customers and vendors. The system then shows the **Vendor Number** field where the user can determine the vendor that will be linked to the selected customer, as well as the **User Name** and **Password** fields that are used by the person authorized to synchronize, and the **Web Server Name** field, which is also one of the tools used to synchronize data between the customer and the vendor.
- **Items Sales Limit Type:** In this field, the user determines how the limit of item sales will be applied using one of the following options:
  - **Unused:** When this option is selected, the user will need to specify the sales limits on the **Items Data** screen rather than using the customer sales limit on this screen.
  - **At Customer Level:** When this option is selected, the user will need to determine the limit of item sales for each customer individually, and the system will show another two fields; one of which is **Items Sales Limit Period (in Days)** where the

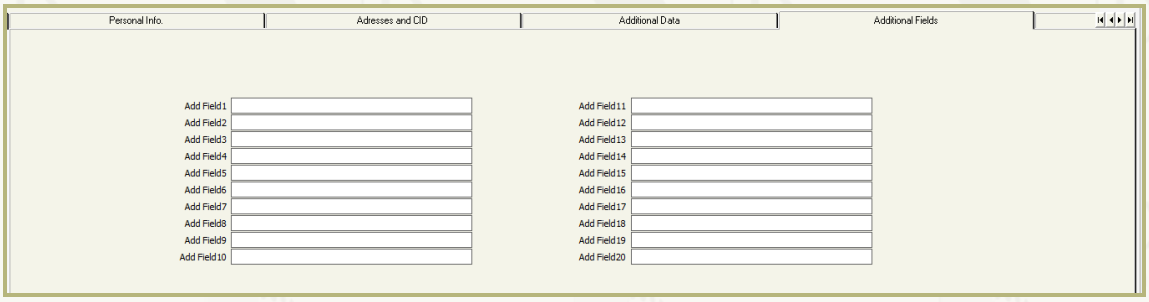
user enters the limit period in days, and the other is **Number of Item Sales Limit Repetitions During Period,** which helps the user control the number of limit repetitions.

- **At Items Level:** When this option is selected the user will need to determine the limit of item sales for each item individually after determining the name and number of the item, the item sale limit period (in days), the number of sale limit repetition, and description.

- **Sequence:** This is a digital meter that tracks the number of customers defined on this screen.

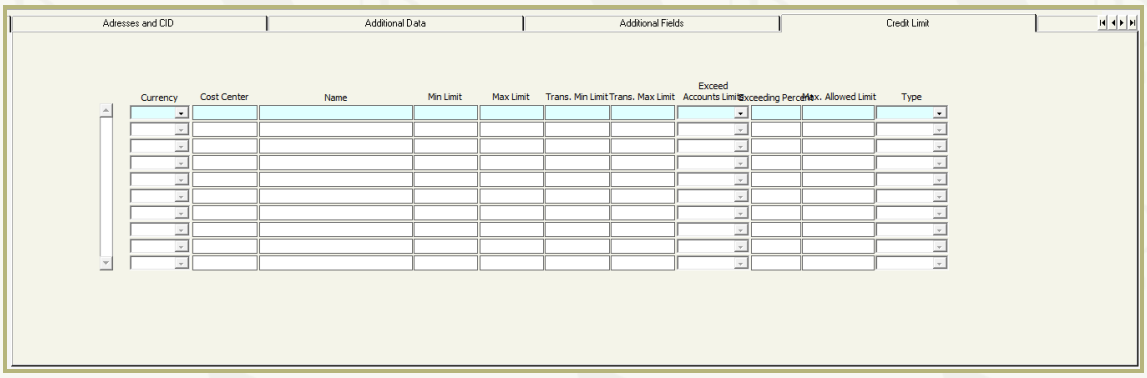
Eighth: Additional Fields

In this tab, the user can create new fields where they can display any additional data or information about the customer as needed and use it to generate related reports, taking into consideration that they can rename these fields using the **Texts Translation** screen under general system configuration, which then displays the **Customers Data** screen so that the user can modify fields names as needed.



Ninth: Credit Limit

In this tab, the user determines the customer's credit limit at the currency level as follows:



- **Currency:** In this column, the user selects the currency from the provided list.
- **Minimum Limit:** Here, the user determines the minimum credit limit that the customer cannot go under.

- **Maximum Limit:** Here, the user determines the maximum limit that the customer cannot exceed.
- **Transaction Minimum Limit:** In this column, the user determines the minimum allowed transactions limit for the selected customer.
- **Transaction Maximum Limit:** In this column, the user determines the maximum allowed transactions limit for the selected customer.
- **Disregard Accounts Limits:** This column refers to disregarding both the credit and invoice limits depending on the privileges defined for the user on the **Transactions Privileges** screen. It includes the following options:
  - **Not Allow:** When this option is selected, the user will not be allowed to disregard the credit limit determined for the customer.
  - **Allowed:** When this option is selected, the user will be able to disregard the credit limit determined for the customer.
  - **Allowed with Alert:** When this option is selected, the system will allow the user to disregard the credit limit; and an alert message will appear.
- **Percentage Of Disregard:** In this column, the user needs to determine the maximum allowed percentage of disregard.
- **Maximum Allowed Limit:** In this column, the user determines the maximum limit that can be exceeded.
- **Type:** Here, the user determines the type of disregard; whether **Debit** or **Credit**.

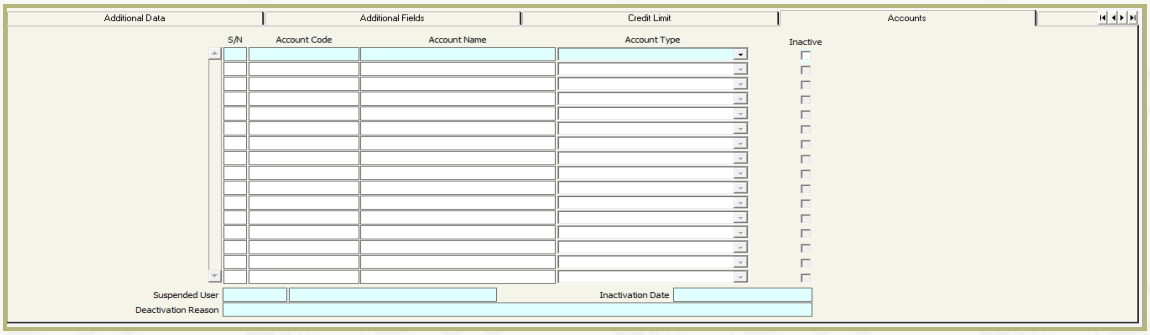
> **Hint:** Customer credit limit modification or deletion is an audited process, and whenever the user wants to generate a certain report on any modification or deletion that is carried out on any of the **Customer Data** screen fields, they can do so using the **Auditing Reports** screen under the **Information Management System**. They can also generate reports on customers for whom the authorized users have disregarded the credit limit and are included in system alerts.

Tenth: Accounts

In this tab, the user can enter the accounts linked to the customer, including the customer's intermediary accounts such as the contract advance payment intermediary account, sales

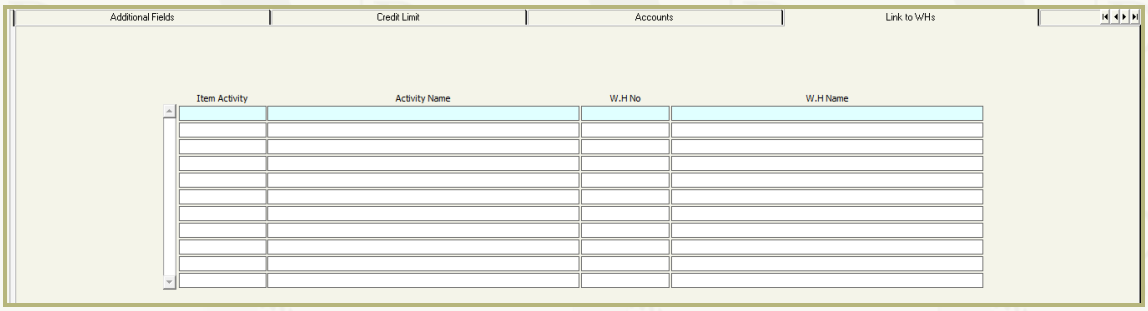
receipt intermediary account, property insurance intermediary account, and the customer's pending cash intermediary account.

- **Inactive:** When this flag is ticked, it indicates that the selected account is inactive and the system will prevent using it in transactions.



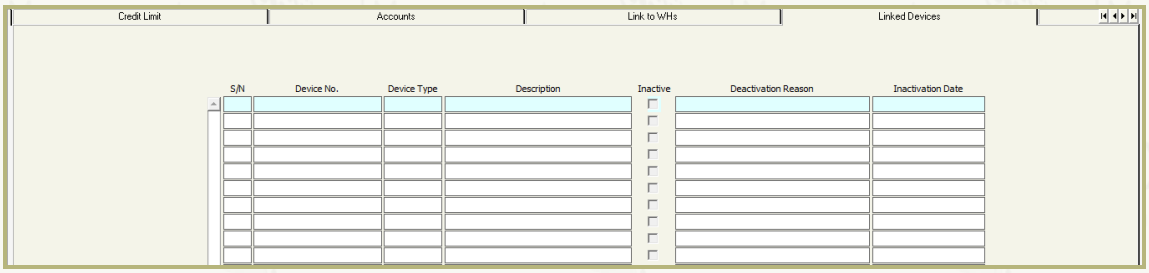
Eleventh: Items Activities

This tab appears when the **Link Customers to Items' Activities** parameter is activated in the **Customers Self-Service** tab under the **Customers Management System Parameters** screen. Here, the user can link the customer to the items' activities, which helps display in the customer self-service system the items related to the activities that are linked to the customer.



Twelve: Linked Devices

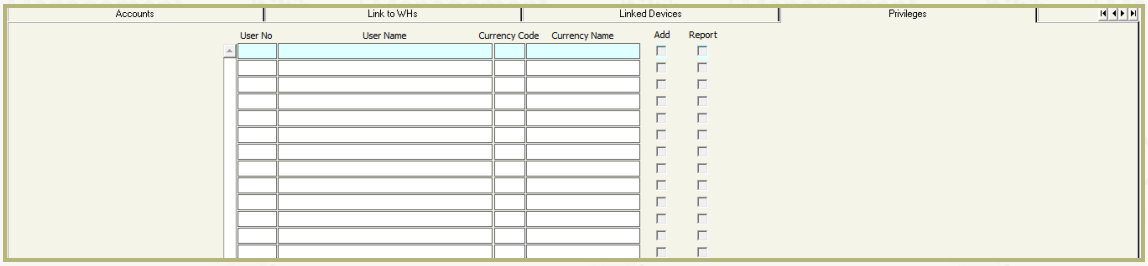
With the help of this tab, the user can grant permissions to the customer devices that use the **Customer Self-Service** system.



Thirteenth: Privileges

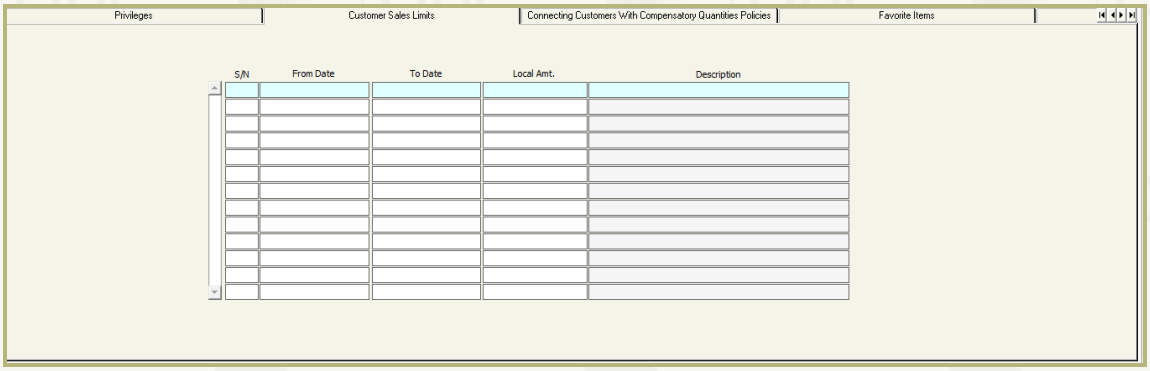
In this tab, users are granted privileges -at the currency level- to handle the defined customer, noting that the authorized user can control whether these privileges are to add or display reports.

Hint: If the user has the privilege to handle an account that is linked to a certain group, this user will be granted the privilege to deal with the new customer automatically.



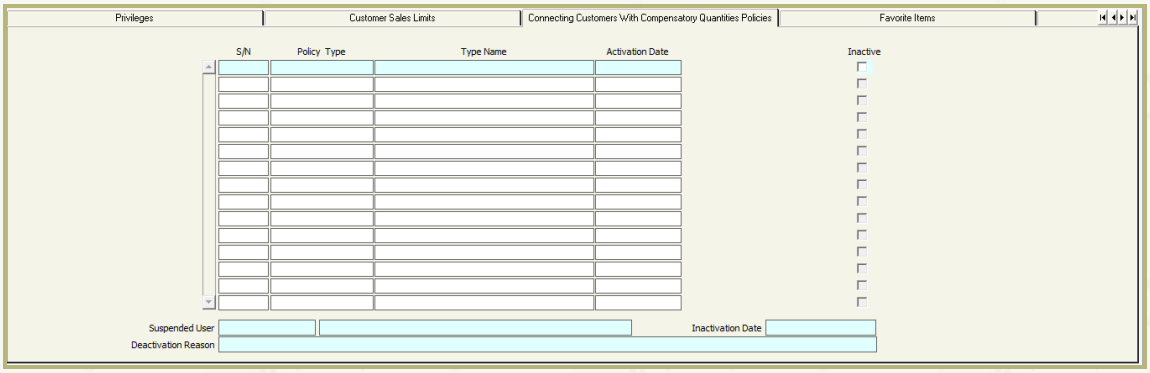
Fourteenth: Customer Sales Limits

In this tab, the user enters the sales limits (amounts) for customers per period.



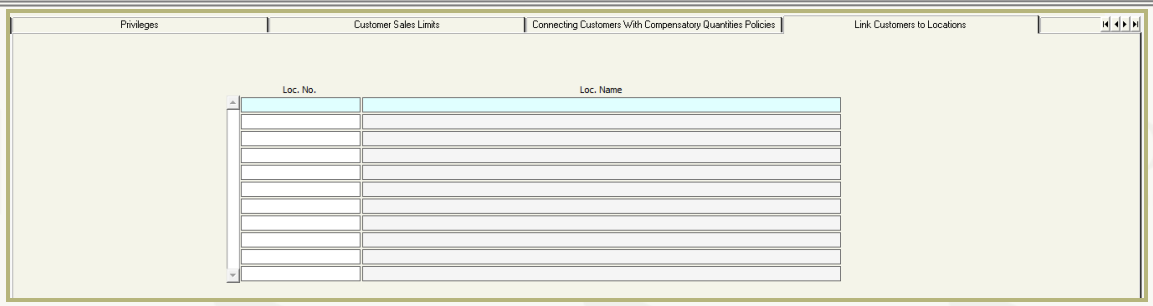
Fifteenth: Link Customers to Compensation Quantities Policies

This tab appears when the **Use Compensation Quantities** parameter is activated in the system's general parameters screen. Here, the user can link customers to the sales compensation policy that is defined in the **Compensation Quantity Coding** screen noting that they can link each customer to one or multiple compensation policies while determining the effective date for each policy.



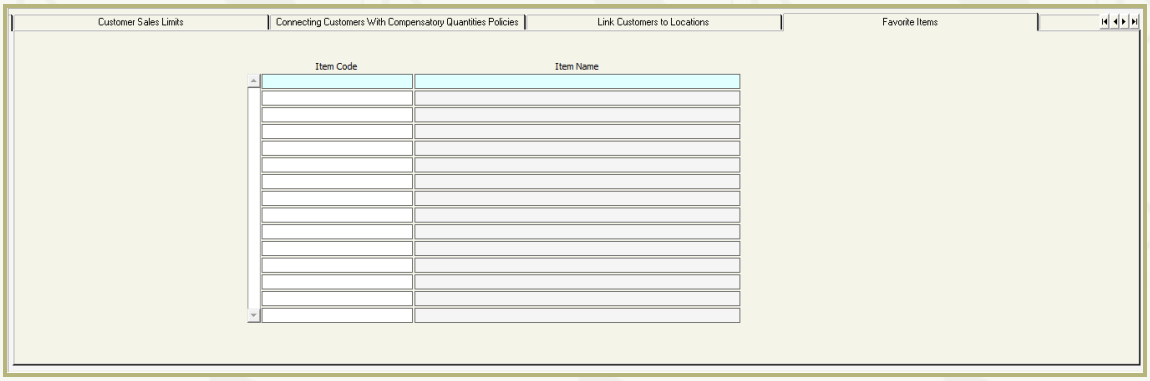
Sixteenth: Link Customers to Locations

This tab appears when the **Use Concrete Requests** parameter is activated. Here, the user can link the customer to one of the locations added in the **General Codlings** screen of the customers management system.



Seventieth: Favorite Items

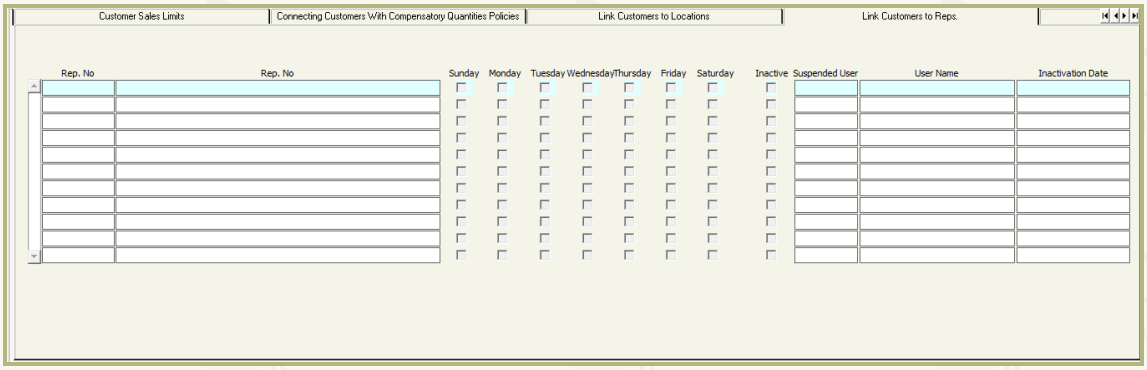
This tab is particularly useful for users who have access to the **Customers Self-Service** system. It displays the favorite items that the customer has added to the customers self-service system. In other words, this tab includes read-only data.



Eighteenth: Link Customers to Representatives

This tab appears when the **Link Customer to Multiple Representatives** parameter is activated within the **Customers Management System Parameters** screen. Here, the user can link the customer to multiple representatives, and determine the days on which the representative is allowed to deal with the customer so that the system allows in the sales invoice only the representatives linked to the customer in this tab. If the representative field is defined as mandatory in the **Mandatory Fields** screen, users will be able to save the customer's data only after selecting the representative defined in this tab.

- **Deactivated:** Ticking this flag indicates that the representative is inactive and thus, the system prevents any transactions that are related to this representative.

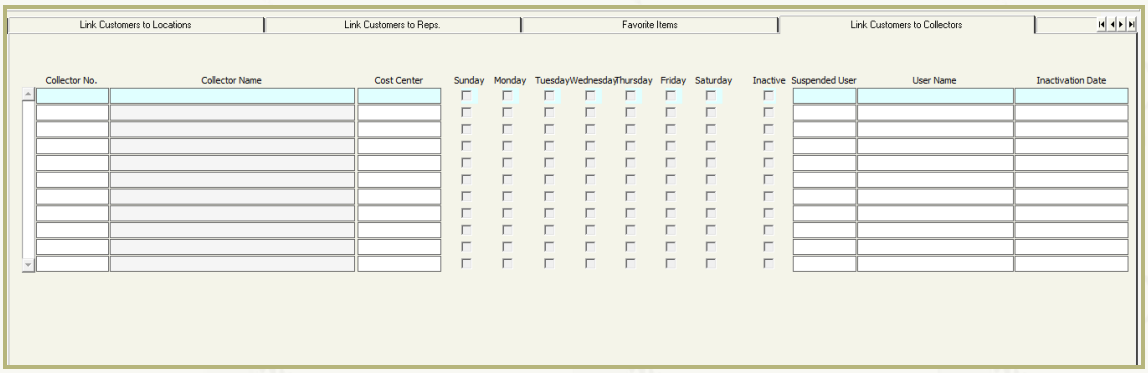


Nineteenth: Link Customers to Collectors

This tab appears when activating the parameter of **Link Customer to Multiple Collectors** in the system parameters screen. In this screen, more than one collector is linked to the customer and the days on which the customer deals with collectors are determined so that the sales invoice can only be dealt with the collectors linked with the customer in this tab.

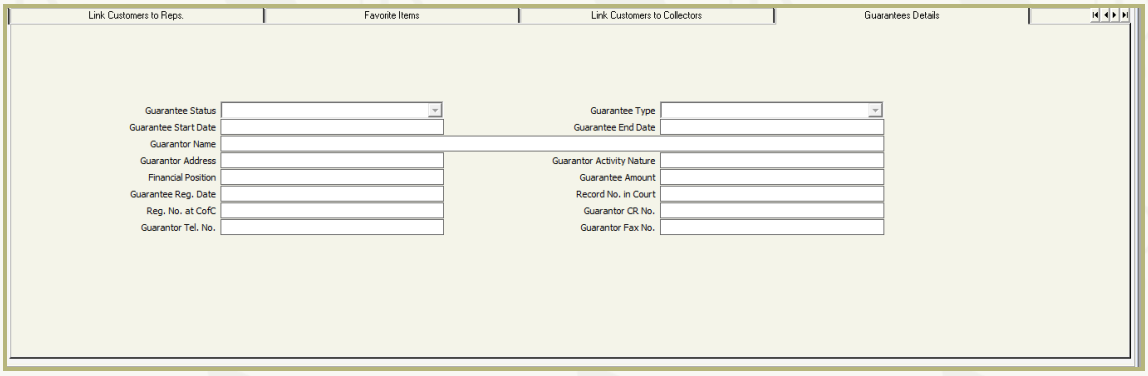
- **Deactivated:** This flag is ticked to deactivate the collector. Consequently, the system does not allow using the deactivated collector in Transactions.

> **Hint:** The system allows duplicating the collector for the customer in different cost centers. It should be noted that the deactivation of the collector is checked in the sales invoice by the center (Check Center at the level of Master in Invoice).



Twentieth: Guarantees Data

In this tab, the user enters the data of available customer-related guarantees as follows:

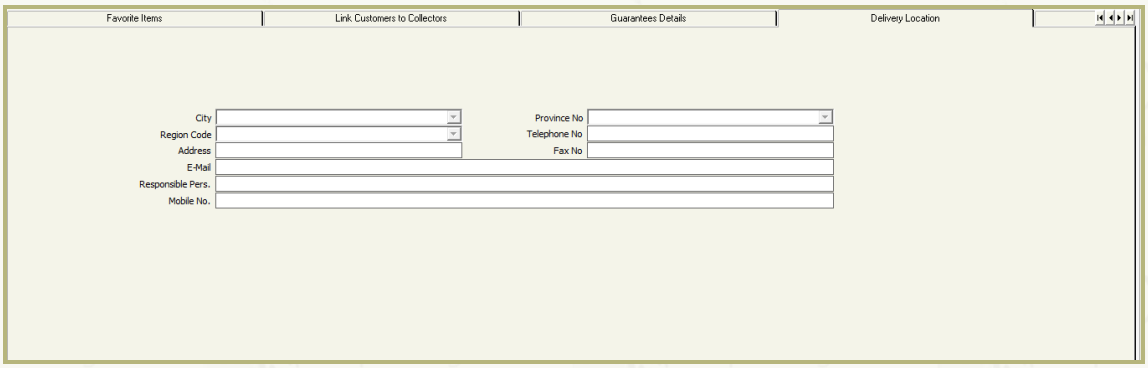


- **Guarantee Status:** When the user selects the **Active** option here, it indicates that the guarantee is still valid, meanwhile when the user selects the **Inactive** option, it indicates that the guarantee has expired.
- **Guarantee Type:** In this field, the user selects the type of guarantee that is related to the customer; whether **Legal**, **Commercial**, **Banking**, or **Real Estate**.
- **Guarantee Start Date/ Guarantee End Date:** In these fields, the user needs to enter the start and end dates of the customer's guarantee respectively.

- **Guarantor Name/ Guarantor Address**: In these fields, the user records the name and address of the guarantor respectively.
- **Guarantor Activity Nature/ Financial Position**: In the first field, the user enters the nature of the guarantor's activity; whether commercial, industrial, or service, and in the second field, the user enters the guarantor's financial position.
- **Other Data**: These data include; **Guarantee Value**, **Guarantee Registration Date**, **Registration Number in Court**, **Registration Number at Chamber of Commerce**, **Guarantor Commercial Register Number**, **Guarantor Phone Number**, and the **Guarantor Fax Number**.

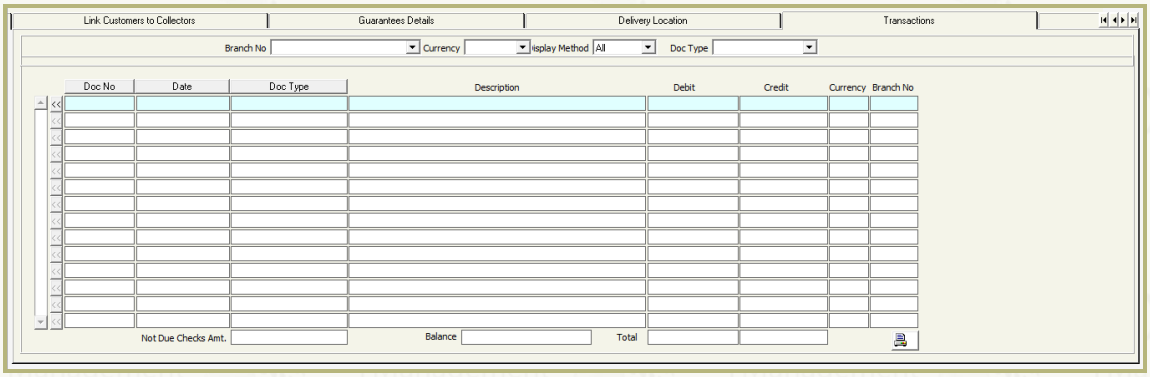
Twenty-First: Delivery Location

Here, the user enters the location to which the customer's goods will be delivered.



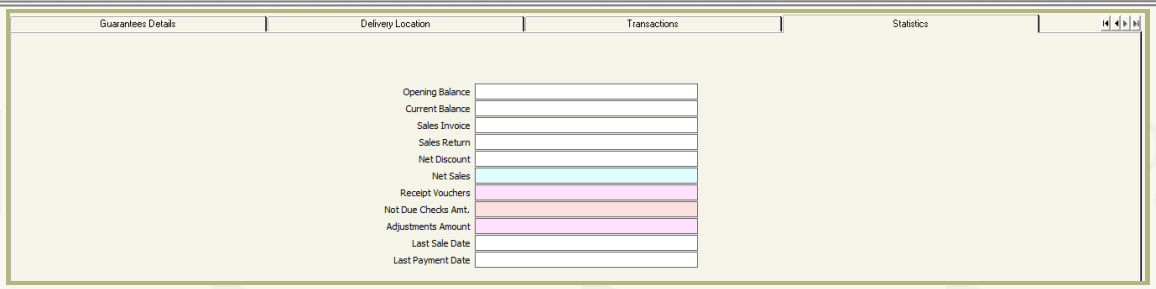
Twenty-Second: Transactions

Once the user logs into this tab, the system displays the financial transaction movements that are related to the customer taking into consideration that the user can display the movements carried out across the customer's account at the currency level.



Twenty-Three: Statistics

In this tab, the system automatically displays the summary of the customer-related movements. This includes the opening balance, current balance, sales, sales return, net discount, receipt vouchers, and unmatured check amounts.



- **Save:** After completing the data entry, users should press save.

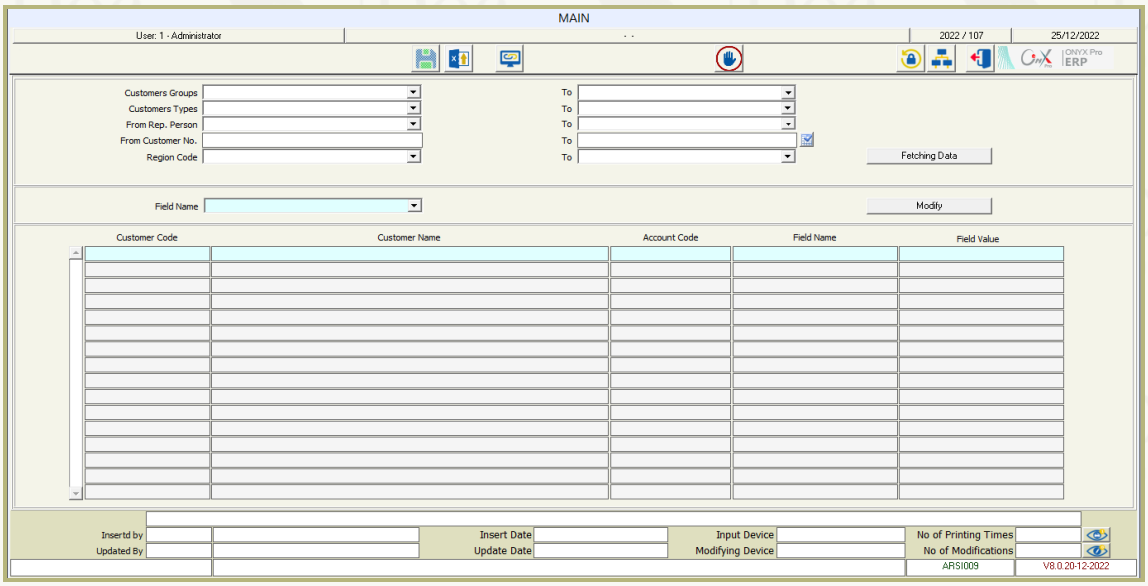
Twenty–Four: Toolbar

Below are some of the buttons that are included in the toolbar:

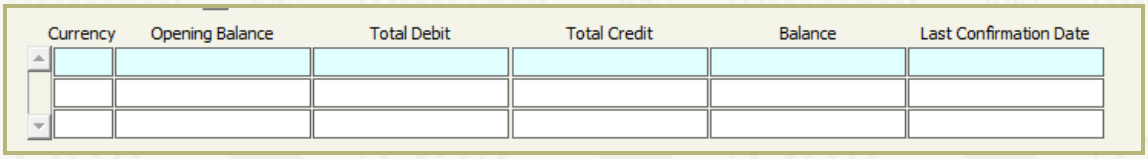
- **Modify Customers Data:** Using this button, the user can modify the data included in all **Customer Data** screen fields at the same time rather than modifying it at the customer level.

  Remark: The **Customer Classification** field can be modified along with the fields that are collectively modified on the screen.

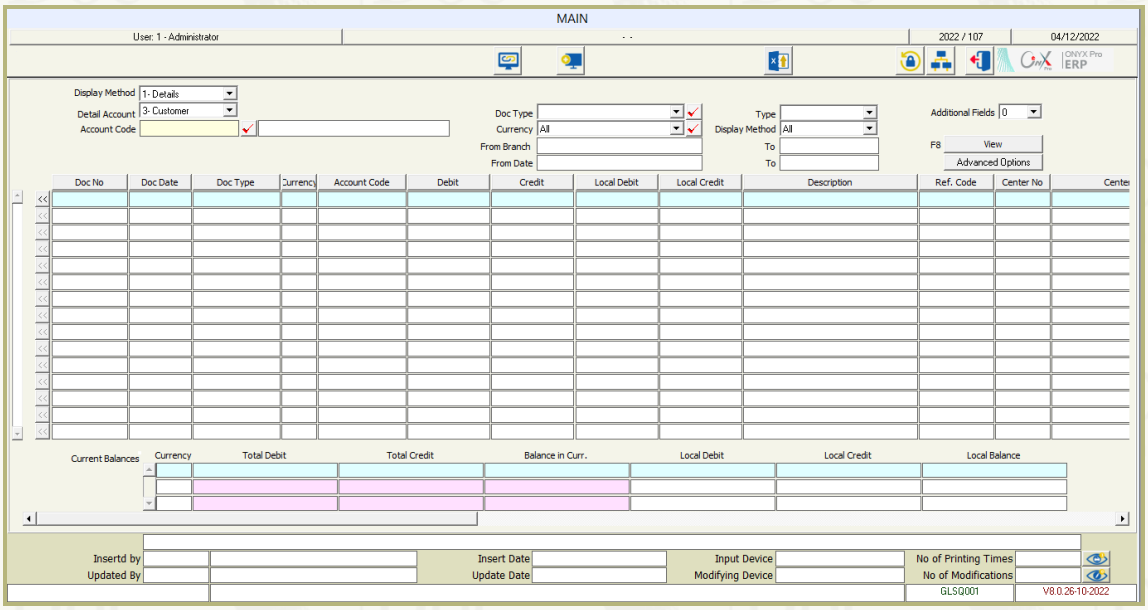
  Note: When the user chooses to edit the **Collector Number** field –in case the **Link Customer to Multiple Collectors** parameter is activated– the system shows in the **Master Data** section another field called **Transaction Type**. This field includes two options one of which is **Link to Customers** which helps the user link the customers defined on the screen to the collector selected in the field that appears in the middle of the screen, and the other option is **Modify Customer Data,** which when selected the system shows another field called **Collector Number** in the **Master Data** section to help the user change the data of the customer linked to the collector selected therein.



- **Closing Balance by Currency:** The user can review the total balance of the customer at the currency level by pressing the **Closing Balance by Currency** button in the toolbar.

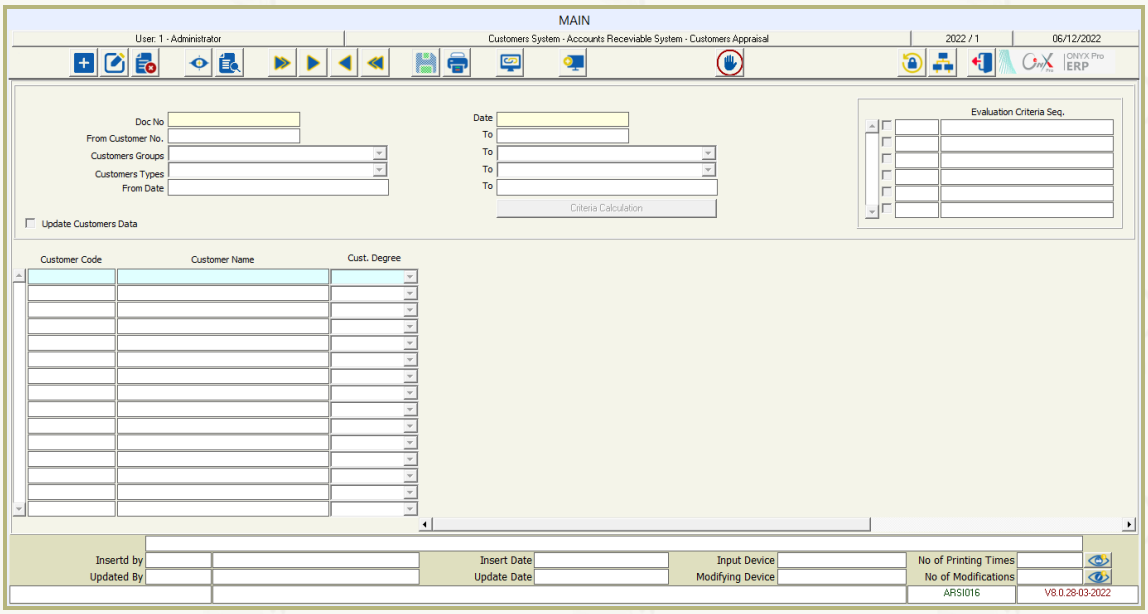


- **Account Movement:** Using this button, the user can review the customer's account movements in the multi-option screen that is shown displaying the account movements and the closing balance at the currency level taking into consideration that they can export these movements to an Excel file without having to open the account statement.



Customers Grades Evaluation

Use: This screen helps the user re-evaluate the customers' grades based on customer evaluation criteria that are activated in the **Evaluation Criteria** screen and thus, the system automatically updates the customers' grades.



How To Use the Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

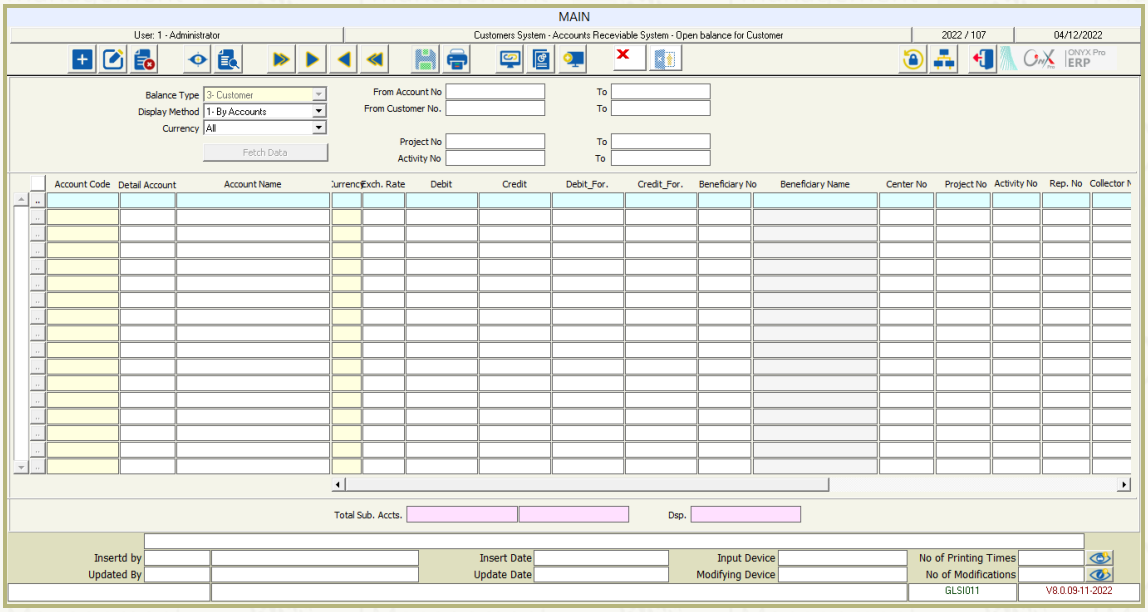
- **Document Number/ Date:** In these fields, the system automatically displays the related data and allows users to modify it.
- **From Customer/ To:** With the help of these fields, the user can determine the range of customers that will be included in the evaluation, which can represent one customer or more.
- **Customers Groups\To:** With the help of these fields, the user determines the range of customers' groups that will be included in the evaluation, which can represent one group or more.
- **Customers Types\To:** With the help of these fields, the user determines the range of customer types that will be included in the evaluation.
- **From Date/ To:** With the help of these fields, the user determines the period during which the evaluation will be carried out.
- **Evaluation Criteria Sequence:** To activate the criteria based on which the customers will be evaluated, the user needs to tick (✓) the flag corresponding to each criterion,

and thus, the system will display a column for this particular criterion in the **Detailed Data** section.

- **Calculate Criteria:** When the user clicks this button, the system calculates the selected customers' evaluation criteria, and then, automatically displays the evaluation result at the customer level in the detailed data section.
- **Update Customer Data:** When the user ticks (✓) this flag, the system updates the grades of the customers included in the evaluation within the **Customers Data** screen.
- **Save:** After completing data entry, users should press save.

Customer Opening Balances

Use: This screen appears when the selected option in the **Link to General Ledger** parameter is **Accounts Group** and in which case the opening balances are determined at the customer level –in a one–phase or multi–phase process preferably at the beginning of the financial period–, the total balances of the customers are posted to the customer group account that is defined in the chart of accounts and the system may automatically display the opening balances of the following year. Customers' opening balances are usually the unpaid debt a customer owes to the organization during a previous period. But, if the selected option in the **Link to General Ledger** parameter is **Multi Accounts**, this screen does not appear.



How To Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

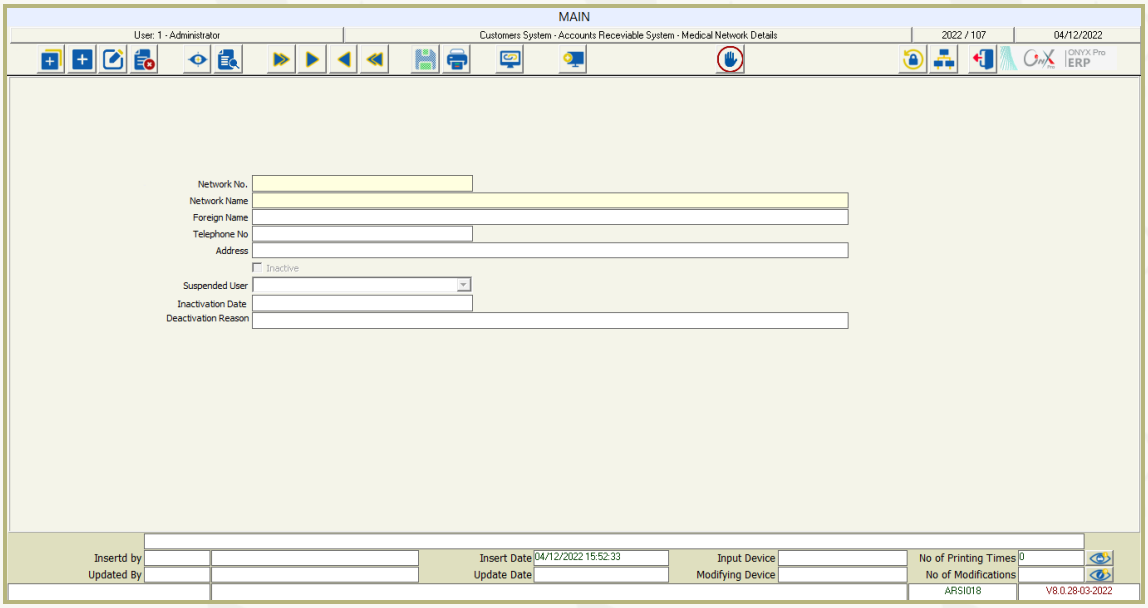
- **Balance Type:** In this field, the **By Customer** option appears by default given that this screen handles the customers opening balances.
- **View:** With the help of this field, the user determines how the system will display data using one of the following options:
  - **By Accounts:** When this option is selected, the system displays the detailed data per account.
  - **By Centers:** When this option is selected, the system displays the detailed data per cost center, even if the account is repeated.

- **From Account/ To:** In these fields, the user selects the accounts determined for the customer group by pressing the **F9** button.
- **From Customer/ To:** In these fields, the user selects the target customers by pressing the **F9** button.
- **Currency:** In this field, the user selects the currency that will be fetched to the detailed data as the opening balances currency.
- **Project Number/ To/ Activity Number/ To/ Center/ To:** In these fields, the user presses **F9** to select the centers, projects, and activities that will be linked to the customer's opening balances.
- **Due Date:** In this field, the user enters the due date of the opening balances, which will appear automatically in the detailed data section upon fetching data, noting that they can also enter the due date manually for each entry added in the detailed data.
- **Fetch Accounts:** After determining the data in the fields shown on the screen, the user clicks on the **Fetch Accounts** button which displays the data of these fields in the detailed section.
- **Recording Opening Balance:**
  - **Debit or Credit Balance in Local Currency:** In the **Credit** and **Debit** columns, the user determines the opening balance of customers per cost center, project, and activity if any.
  - **Debit or Credit Balance in Foreign Currency:** In the **Foreign Debit** and **Foreign Credit** columns, the user determines the customer's opening balance; whether debit or credit in the foreign currency, and then, the system automatically multiplies the amount by the exchange rate previously specified to calculate the balance in the local currency.
- **Save:** After completing data entry, the user should press save.

Remark: Users can manually enter the data of the **Detailed** section, without determining them in the **Master** section, by pressing the **F9** button. Afterward, they can determine the opening balances as explained above.

Medical Network Data

Use: This screen appears when the **Use Medical Insurance System** parameter is activated within the **Customers Management System Parameters** screen. Here, users can define medical entities, such as hospitals and medical centers that the insurance companies collaborate with to provide the organization with the necessary health care services.



How to Use Screen

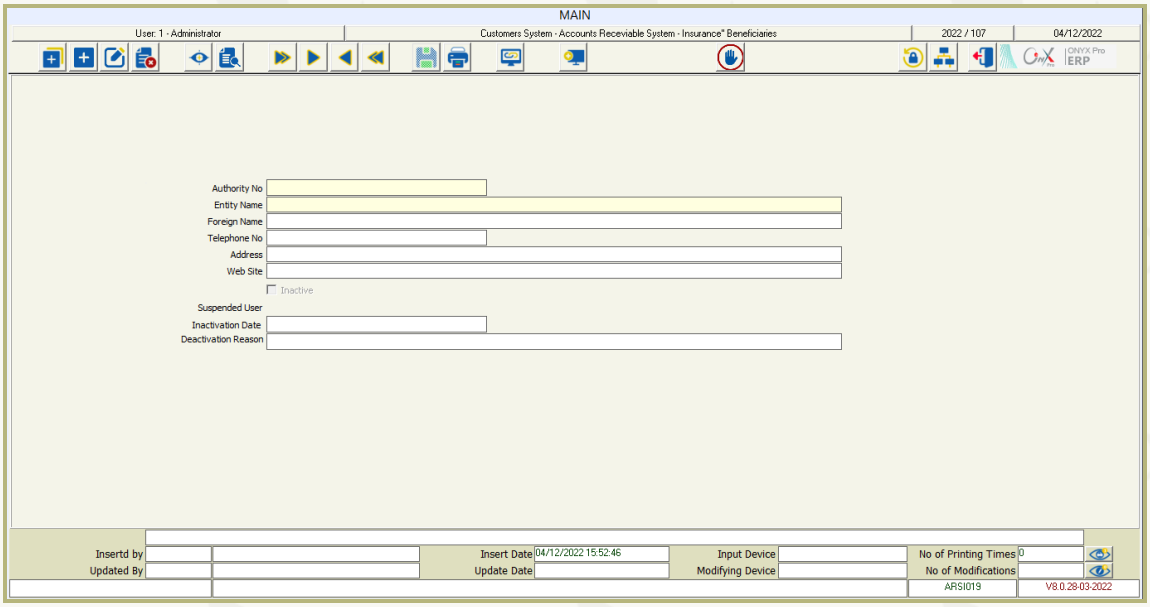
To start working on this screen, users should click the Add button, then follow the steps as instructed below:

- **Network Number:** In this field, the system automatically displays the number of the medical network; and allows the user to modify it.
- **Network Name:** In this field, the user enters the name of the medical network that insurance companies will collaborate with in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the medical network that insurance companies will collaborate with in the system's foreign language.
- **Address/ Phone Number:** In these fields, the user enters the pre-defined address and phone number of the medical network respectively.
- **Inactive:** When the user ticks this flag, the system stops any transactions related to the selected medical network.
- **User Resp. For DEACT:** In this field, the system automatically displays the name of the user who has deactivated the transactions related to the selected network.
- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.

- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the medical network.
- **Save:** After completing data entry, users should press save.

Insurance Beneficiaries

Use: This screen appears when the **Use Medical Insurance System** parameter is activated within the **Customers Management System Parameters** screen. Here, the user defines the beneficiary entities, institutions, and organizations contracting with the insurance company to provide their employees with the necessary insurance services.



How To Use Screen Use

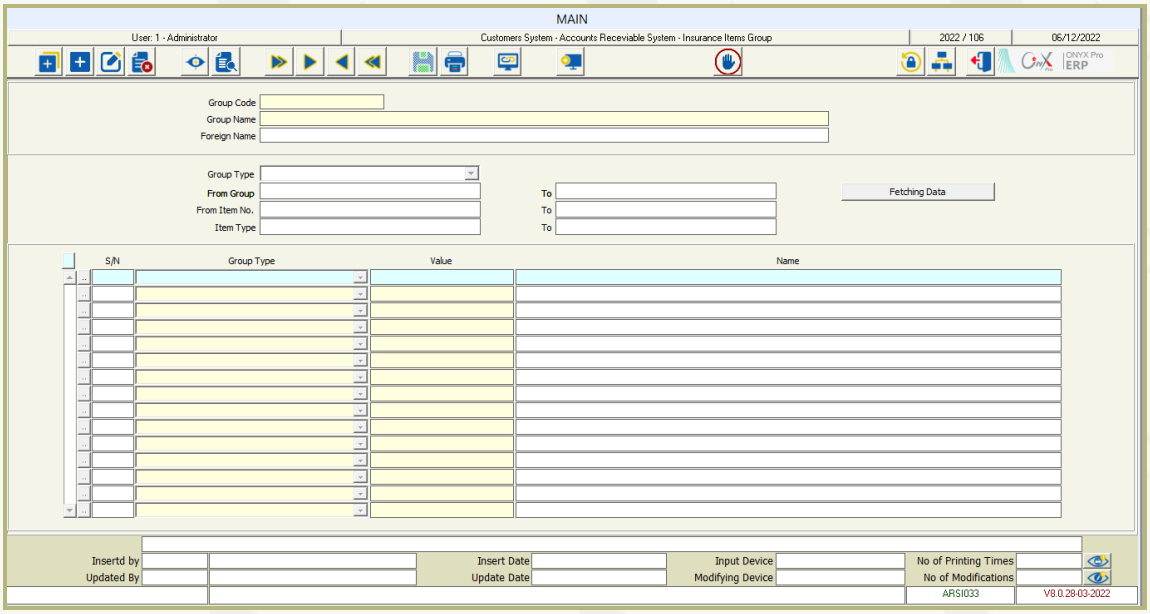
To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Entity Number:** In this field, the system automatically displays a modifiable number for the entity.
- **Entity Name:** In this field, the user enters the entity that benefits from the insurance company in the system's default language.
- **Foreign Name:** In this field, the user enters the entity that benefits from the insurance company in the system's foreign language.
- **Address/ Phone Number:** In these fields, the user enters the address and phone number of the insurance beneficiary respectively.
- **Website:** In this field, the user enters the website of the insurance beneficiary.
- **Inactive:** When the user ticks this flag, the system stops any transactions related to the beneficiary entity.
- **User Resp. for DEACT:** In this field, the system automatically displays the name of the user who has deactivated the transactions related to the beneficiary entity.

- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating any transactions related to the beneficiary entity.
- **Save:** After completing data entry, the user should press save.

Insurance Items Group

Use: This screen appears when the **Use Medical Insurance System** parameter is activated within the **Customers Management System Parameters** screen. Here, the user defines the insurance item groups that the insurer covers for the beneficiaries based on the previously set agreement.



How To Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Group Number:** In this field, the system automatically displays a modifiable number for the group.
- **Group Name:** In this field, the user enters the name of the insurance items group in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the insurance items group in the system's foreign language.
- **Group Type:** In this field, the user determines how the insurance items will be grouped using one of the following options:
  - **By Item Groups:** When this option is selected, items are compiled into Main, Sub, Sub-sub, Assisting, and Detailed groups, and thus, the system displays the selected group number and name in the **Value** and **Name** fields, within the **Detailed** section, to refer to all items that belong to this particular group.
  - **By Item Type:** When this option is selected, items are compiled based on the types that are pre-defined in the **Items Types** screen under **Warehouse System**

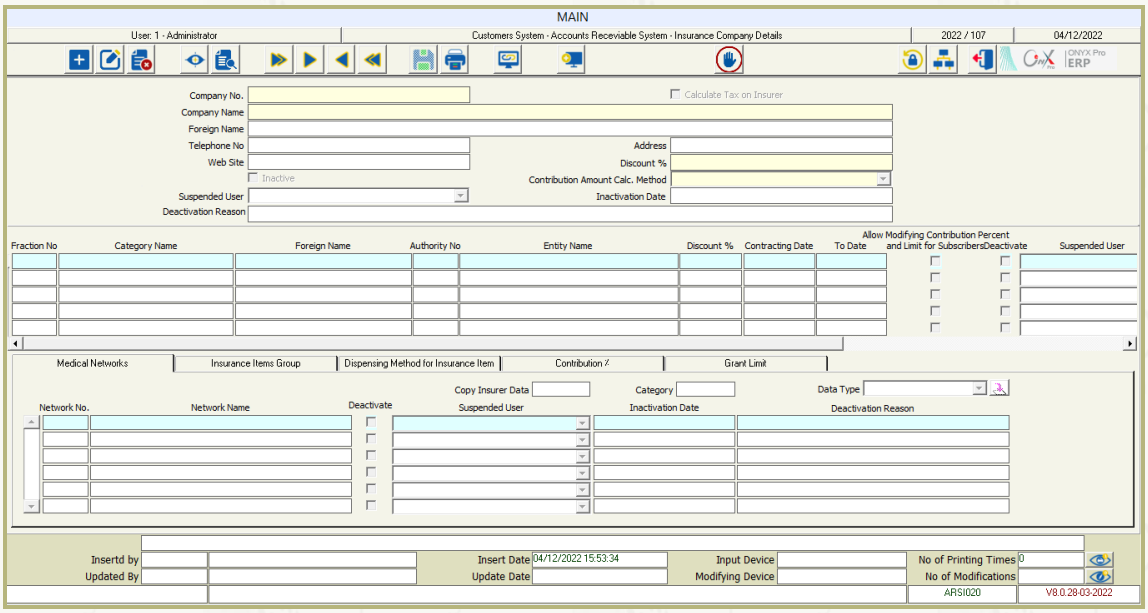
Configuration, and thus, the system displays the selected type number and name in the **Value** and **Name** fields within the **Detailed** section to refer to all items that belong to this particular type.

- **By Item Classification:** When this option is selected, items are compiled based on the item classification that is predefined within the **Item Classification** screen under **Warehouse System Inputs,** and thus, the system displays the selected classification number and name in the **Value** and **Name** fields in the **Detailed** section to refer to all items that belong to this particular classification.
- **By Item:** When this option is selected, items are compiled based on the items data that is predefined within the **Items Data** screen under Warehouse System Inputs, and thus, the system displays the selected item number and name in the **Value** and **Name** fields in the **Detailed** section.

- **Data Filtration:** Users can filter the data that appear in the fields displayed on the system by specifying a certain range of data using the **From** and **To** fields noting that these fields change based on the selected option in the **Group Type** field.
- **Fetch Data:** When the user clicks this button, the system displays the data of the detailed section based on those determined in the previous step.
- **Save:** After completing data entry, the user should press save.

Insurers Data

Use: This screen appears when the **Use Medical Insurance System** parameter is activated within the **Customer Management System Parameters** screen. Here, the user can define the insurance companies that the organization collaborates with to provide the employees with different insurance services noting that this is done for each specified contribution category. In other words, this screen includes all the data that is related to the insurance company's contract with the medical entity.



How to Use Screen

To start working on this screen, users should click the Add button, then follow the steps as instructed below:

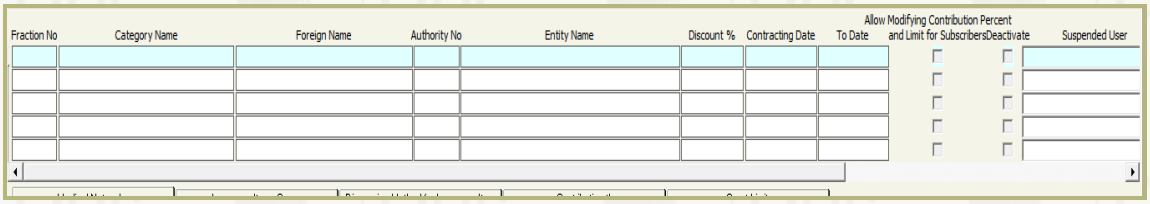
First: Company Data

- **Company Number:** In this field, the system automatically displays the number of the insurance company and allows the user to modify it.
- **Company Name:** In this field, the user enters the name of the insurance company in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the insurance company in the foreign language determined for the system.
- **Calculate Tax on Insurer**: When this flag is ticked, the system calculates the tax on the insurer according to the calculation method that is selected for each patient within the **Patients Data** screen.
- **Phone Number/ Website/ Address**: In these fields, the user enters data manually.

- **Discount Percentage:** This field determines the discount value that the insurance company receives from pharmacies and medical entities, and which is deducted in favor of the company from each invoice.
- **Calculate Contribution Amount Based on:** In this field, the user determines the how the contribution amount of the insurance company will be calculated using one of the following options:
  - **Price:** When this option is selected, the contribution amount is directly calculated based on the invoice price.
  - **Price – Discount:** When this option is selected, the contribution amount is calculated based on the invoice's net value which is equal to the invoice price minus the discount amount.
- **Inactive:** When this flag is ticked, the system stops any transactions related to the selected insurance company.
- **User RESP. For DEACT:** In this field, the system displays the name of the user who has deactivated the transactions related to the insurance company.
- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation once the user ticks the **Inactive** flag.
- **Deactivation Reason:** In this field, the user enters the reason for deactivating the transactions related to the insurance company.

Second: Categories and Entities

Upon contracting with insurance companies, the insuring parties agree to provide insurance services to the beneficiaries based on specific limits and contribution categories. These categories regulate the relationship between the beneficiary entity and the insurer. Therefore, for each entity, the user must define and link a certain category or more based on the policies that the organization follows while providing insurance services to the employees.

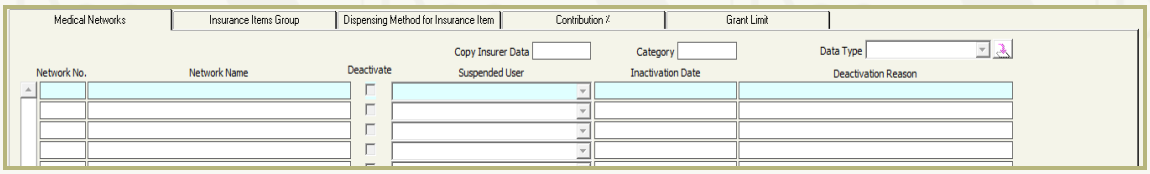


- **Category Number:** In this column, the system displays an automatic serial number once the user determines the category name.

- **Category Name:** In this column, the user determines the category name in the system's default language.
- **Foreign Name:** In this column, the user enters the category name in the foreign language specified on the system.
- **Entity Number:** In this column, the user selects the beneficiary entity from the list defined in the **Insurance Beneficiaries** screen and which appears when pressing the **F9** button, noting that an entity can be duplicated if it is linked to multiple contribution categories.
- **Discount %:** This column displays the discount value that the insurance company receives from pharmacies and medical authorities and which is deducted in favor of the company based on every specified category.
- **Contracting Date:** In this column, the user enters the start date of the company's contract with the beneficiary.
- **To Date:** In this column, the user enters the end date of the company's contract with the beneficiary.
- **Modify Subscribers Contribution % and Limit:** When this flag is ticked, the system allows users to modify the contribution percentage and limit granted to subscribers.
- **Deactivate:** Whenever a user wants to stop the collaboration of the entity with the selected insurer, they can do so by ticking this flag.
- **User Resp. for DEACT/ Deactivation Date:** In these fields, the system automatically displays the user who has deactivated the beneficiary entity, date, and time of deactivation respectively.
- **Deactivation Reason:** In this field, the user writes the reason for deactivating the transactions related to the beneficiary entity.

Third: Medical Networks

Medical networks are the hospitals, clinics, medical centers, and doctors with whom the insurance company contracts to provide medical services to employees of the beneficiary entities based on the conditions and limits agreed upon by both the beneficiary and the insurance company for each contribution category.

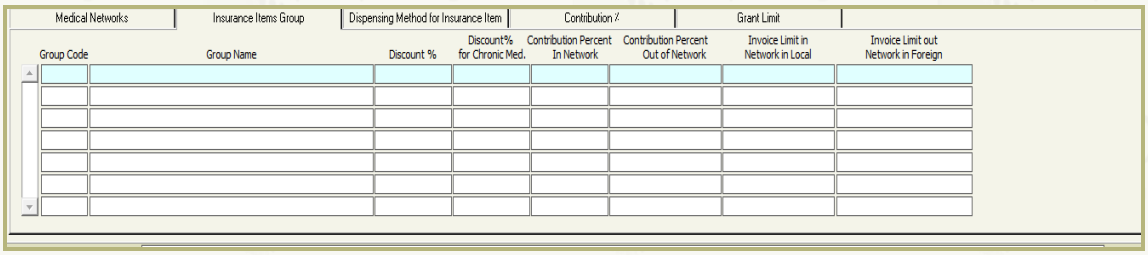


- **Network Number/ Name:** In these columns, the user selects the medical network that will be linked to a certain contribution category of beneficiary entity from the list that the system displays when pressing the **F9** button.
- **Copy Insurer Data/ Category/ Data Type:** To facilitate data entry, the system allows the user to copy the data of a particular insurer and paste it for another insurer. To do this, the user first needs to select the insurer from which data will be copied, and the category linked to this insurer and then paste using one of the following options in the **Data Type** field:
  - **All:** This option allows the user to copy the data of all selected category tabs.
  - **Medical Networks:** This option allows the user to copy the data of the selected category medical network.
  - **Insurance Items Group:** This option allows the user to copy the data of the insurance items group that is related to the selected category.
  - **Contribution Percentage:** This option allows the user to copy the contribution percentage of the selected category.
  - **Granted Limit:** This option allows the user to copy data of the limit granted to the selected category.

Hint: In this tab, users can only define the network of inpatients. This is because the system handles the network defined in this tab as an internal network, and the networks that are not defined in this tab as external networks.

Fourth: Insurance Items Group

Insurance items group are the items coded within the **Insurance Items Group** screen under **System Inputs** noting that each group includes multiple items aggregated together to facilitate data entry and issuance procedures, and similarly, all contribution percentages and limits that apply to each group, applies also on the items belonging to it. Here, the user can find the following:



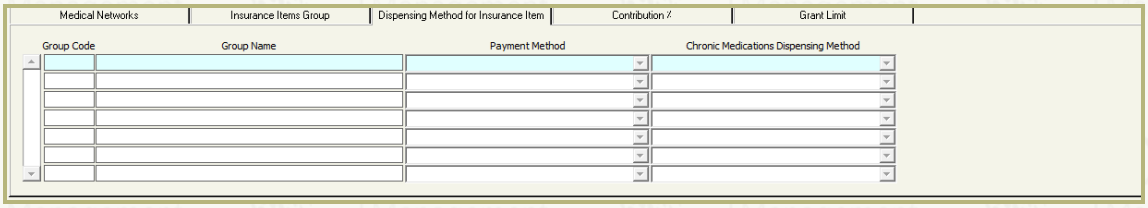
- **Group Number/ Name:** In these columns, the user needs first to select the number of the required group of items, which is predefined in the **Insurance Items Group** screen, from the list that appears when pressing the **F9** button. Once done, the system automatically displays the name of this selected group.
- **Discount Percentage:** This column includes the discount value that the insurance company receives from pharmacies and medical entities, and which is deducted in favor of the company at the item group level.

  Hint: If the discount percentage is not determined at the insurance items group level, the system calculates the discount at the category level. And, if the discount percentage is not determined at the category level, the system calculates the discount at the insurer level.

- **Discount % for Chronic Medicines:** In this column, the user enters the discount percentage that is determined for the chronic medications, and which the insurer receives, at the insurance items group level.
- **Contribution Percent In Network:** In this column, the user determines the insurance value percentage that the beneficiary will contribute with in case they are receiving services from the medical network that is linked to the selected category and percentage at the insurance items group level.
- **Contribution Percent Out of Network:** In this column, the user determines the insurance value percentage that the beneficiary will contribute with in case they are receiving services from outside the medical network that is linked to the selected category, and percentage at the insurance items group level.
- **Invoice Limit in Network (Local Currency):** In this column, the user can determine the maximum amount that a beneficiary can reach per invoice when receiving services from inside the medical network that is linked to the selected category. If no limits are set, the invoice will be paid completely.
- **Invoice Limit Out. Network (Local Currency):** In this column, the user can determine the maximum amount that a beneficiary can reach per invoice when receiving services from outside the medical network that is linked to the selected category. If no limits are set, the invoice will be paid completely.

Fifth: Insurance Items Issuance

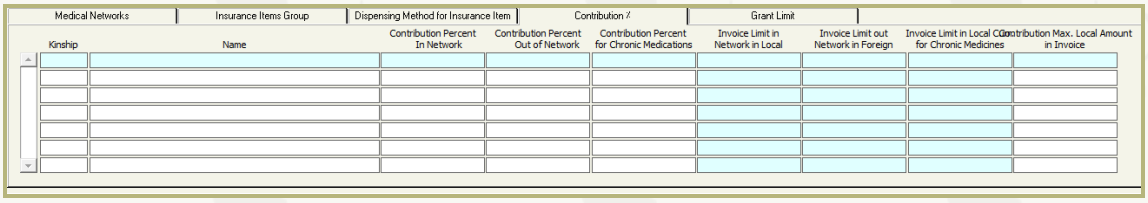
Using this tab, the user can determine how the insurance items groups and the chronic medications are dispensed.



- **Group Number/ Name:** Here, the user selects the number of the required group of items from the list that is predefined within the **Insurance Items Group** screen, and which appears when pressing the **F9** button. And once done, the system displays the group name.
- **Issuance Method/ Issue Chronic Medications By:** In these columns the user determines how the required medication items will be issued using one of the following options:
  - **Issuance by Approval Code:** When this option is selected, the system will allow medication items issuance as per approval of insurance company.
  - **Exceptional Issuance:** When this option is selected, the system will not allow medication items issuance unless the insurance company provides an exception.

Sixth: Contribution Percentage

In this tab, the user enters the coverage percentage that the insurance company has determined for each member of the beneficiary's family as agreed with the contracting organization (that is included in the selected category) as follows:

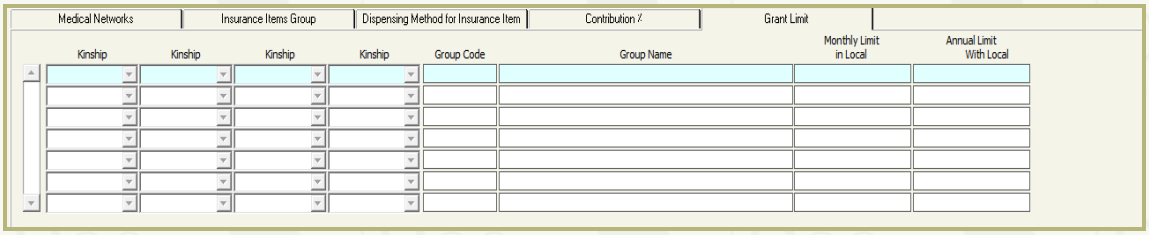


- **Kinship/ Name:** In these columns, the system displays data automatically and thus the user can directly enter the coverage percentage next to each name; whether the parents, children, or wife.
- **Contribution Percent In Network:** In this column, the user determines the insurance value percentage that the beneficiary will contribute with in case they are receiving services from the medical network that is linked to the selected category.

- **Contribution Percent Out of Network:** In this column, the user determines the insurance value percentage that the beneficiary will contribute with in case they are receiving services from outside the medical network that is linked to the selected category.
- **Chronic Medication Contribution Percentage:** In this column, the user determines the chronic medications cost percentage that the beneficiary will bear depending on the specified kinship.
- **Invoice Limit in Network (Local Currency):** In this column, the user can determine the maximum amount that a beneficiary can reach per invoice when receiving services from inside the medical network that is linked to the selected category.
- **Invoice Limit Out Network (Local Currency):** In this column, the user can determine the maximum amount that a beneficiary can reach per invoice when receiving services from outside the medical network that is linked to the selected category.
- **Chronic Medicines Invoice Limit (Local Currency):** In this column, the user can determine the maximum amount that a beneficiary can reach per invoice for chronic medications cost depending on the specified kinship.
- **Maximum Contribution Amount Per Invoice (Local Currency):** In this column, the user can determine the maximum contribution amount that a beneficiary can bear in each invoice depending on the specified kinship.

Seventh: Granted Limit

This tab includes the data of monthly and annual limits allowed for the subscribers receiving health insurance and their relatives.



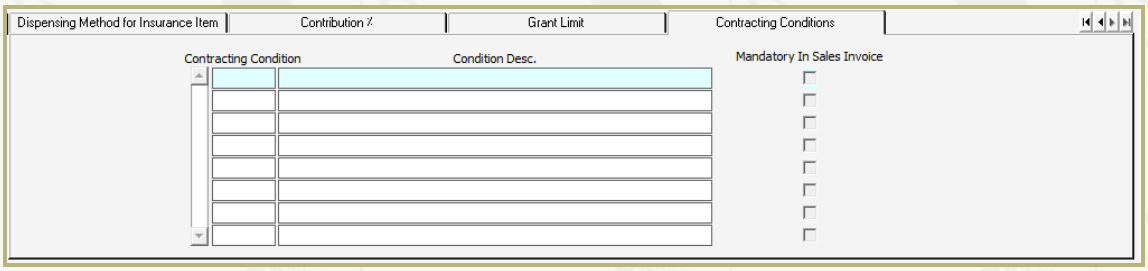
- **Kinship:** In this column, the user selects the subscriber or one of their relatives from the provided list to determine their monthly and annual insurance limits, taking into consideration that both the subscriber and the relative who receives the benefits can have the same monthly and annual limits. And in this case, the user needs to enter the subscriber and their relative in the same row before determining the insurance limits.

- **Group Number/ Name:** In these columns, the user determines the insurance items groups based on which every insured person is assigned a certain limit.
- **Monthly and Annual Limit (Local Currency):** In these columns, the user determines the monthly and annual limits for each subscriber (main insured) and each of their relatives (co-insured) at the group level.

> **Hint:** Data entry in insurer tabs needs to be made for each category and beneficiary entity receiving health insurance services.

Eighth: Contracting Terms

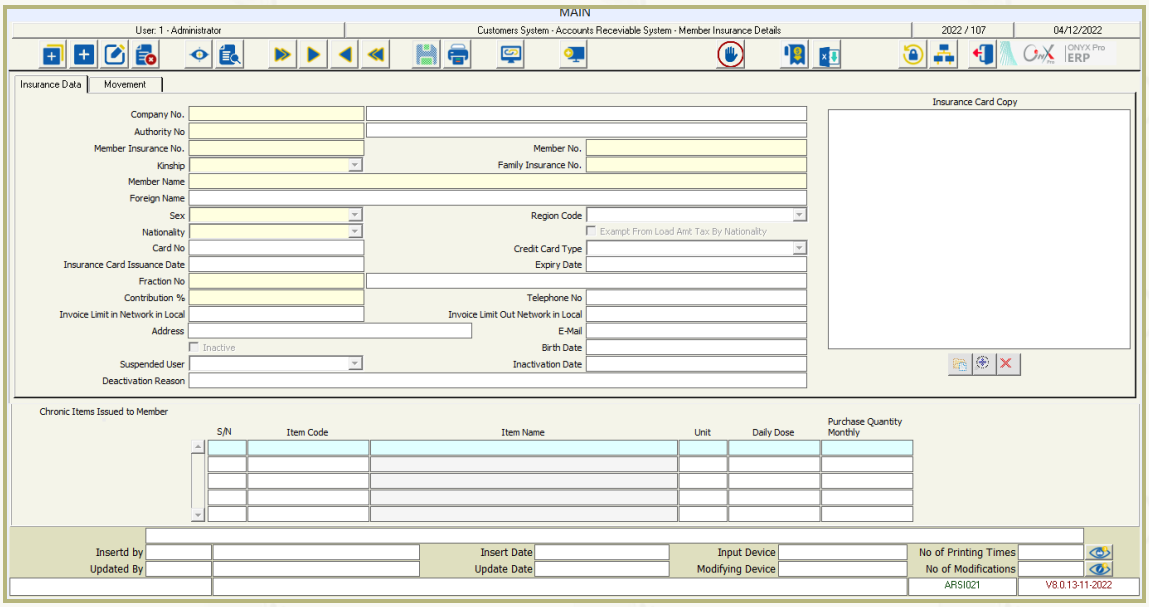
With the help of this tab, the user can determine the terms and requirements that regulate the contract between the beneficiary and the insurer. For example, the beneficiary may need to submit the personal ID or family card of the subscriber's relatives, or any other documents necessary to provide insurance services.



- **Contracting Term/ Term Description:** After determining the serial number of the contracting term, the user needs to enter a description of that term in the related columns respectively.
- **Mandatory In Sales Invoice:** When the user ticks this flag for a certain term, the system will not save the invoice unless it verifies that the user has fulfilled this term.
- **Save:** After completing the data entry, the user should press save.

Member Insurance Data

Use: In this screen, the user defines the data of the subscriber and the relative who receives the insurance benefits, the chronic medication items issued to the subscriber, as well as the issuance limit.



How to Use Screen

To start working on this screen, users should click the Add button, then follow the steps as instructed below:

First: Insurance Data

- **Company Number:** In this field, the user selects the number of the insurance company that will provide the contracting entity with health care services from the list that appears when pressing the **F9** button.
- **Entity Number:** In this field, the user selects from the list that appears when pressing the F9 button the number of the contracting entity that will receive the health care services, and in which the insurance member works.
- **Member Insurance Number:** In this field, the user enters the insurance number that the insurer has created for the subscriber.
- **Member Number:** In this field, the system automatically generates a serial number for the subscriber and allows the user to modify it for each beneficiary.
- **Family Insurance Number:** In this field, the user enters the insurance number of the main subscriber (beneficiary) whose relatives receive the same insurance benefits. This helps follow-up on the health insurance for all the subscriber's family members.

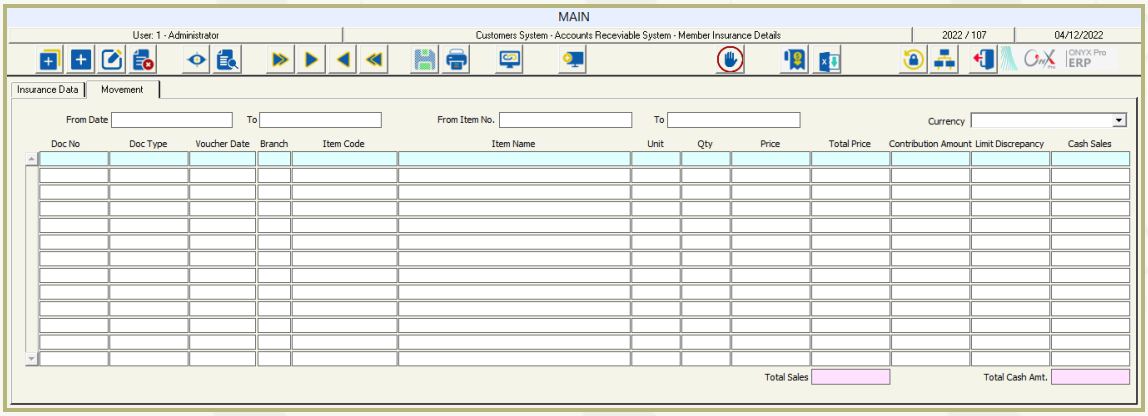
- **Kinship:** In this field, the user selects the relationship between the subscriber and the beneficiary of the insurance.
- **Member Name/ Foreign Name:** In these fields, the user enters the name of the subscriber or the insurance beneficiary in the system's default and foreign languages respectively.
- **Insurance Card Copy:** In this part of the screen, the user can import a copy of the beneficiary insurance card by clicking the **Upload Image** icon.
- **Gender:** Here, the user selects the gender of the beneficiary; **Male** or **Female**.
- **Region Number:** In this field, the user selects the region to which the subscriber belongs from the provided list.
- **Nationality:** In this field, the user selects the nationality of the subscriber from the provided list noting that they can add other nationalities using the **Employees General Codlings** screen under **General Configuration**.
- **Calculate Tax on Insurer:** This flag appears ticked when the **Calculate Tax** flag is activated for nationalities in the **Employees General Coding** screen; and the user will not be able to modify it.
- **Card Number/ Type:** In the **Card Number** field, the user needs to enter the number of the member's card, and then determine its type in the **Card Type** field; whether personal, family, passport, or proof of residence.
- **Insurance Card Issuance Date/ Expiry Date:** In these fields, the user enters the issuance and expiry dates of the insurance card, which then helps suspend the insurance services after the card expiration.
- **Category Number:** In this field, the user determines the category to which the member belongs from the list that appears when pressing the **F9** button.
- **Contribution Percentage:** In this field, the system automatically displays the contribution percentage that the beneficiary or one of their relatives will bear once the insurance category is determined. This the contribution percentage that predetermined in the **Contribution Percentage** tab within the **Insurer Data** screen; yet the user can modify it for each member separately.
- **Phone Number/ Address/ E-mail/ Birth Date:** In these fields, the user enters the phone number, address, e-mail, and date of birth of the insurance member.

- **Invoice Limit in Network (Local Currency):** In this field, the system automatically determines a –modifiable– maximum amount that a beneficiary can reach per invoice when receiving services from inside the medical network that is linked to the selected category. This is the maximum limit that predetermined within the **Contribution Percentage** tab in the **Insurer Data** screen.
- **Invoice Limit Out Network in Local Currency:** In this field, the system automatically determines a –modifiable– maximum amount that a beneficiary can reach per invoice when receiving services from outside the medical network that is linked to the selected category. This is the maximum limit that predetermined within the **Contribution Percentage** tab in the **Insurer Data** screen.
- **Chronic Items Issued to Member:** In this part of the screen, the user determines the chronic illnesses medications that the beneficiary receives regularly, such as diabetes and liver diseases items, as follows:
  - **Item Number/ Item Name:** In these columns, the user selects, from the list that appears when pressing **F9** button, the number of the item that will be issued to the member and its name respectively.
  - **Unit:** Here, once the user determines the item number, the system automatically displays the item's unit. If the item has multiple measurement units, the user can select a certain unit from the list.
  - **Daily Dose:** In this column, the user determines the daily dose prescribed for the insurance beneficiary.
  - **Monthly Purchase Quantity:** In this column, the user determines the purchase quantity for item units per month.
- **Inactive:** When this flag is ticked, the system stops any transactions that are related to the insured member or one of their relatives.
- **User Responsible for DEACT:** In this field, the system displays the user who has the privilege to deactivate the transactions that are related to the insured member as well as the deactivation date.
- **Deactivation Date:** In this field, the system displays the deactivation time and date when the user ticks the **Inactive** flag.

- **Deactivation Reason:** In this field, the user needs to enter the deactivation reason of the insured member.

Second: Movement

In this tab, the system automatically displays the sales invoices issued during a certain period for each beneficiary. This helps follow up on their insurance.

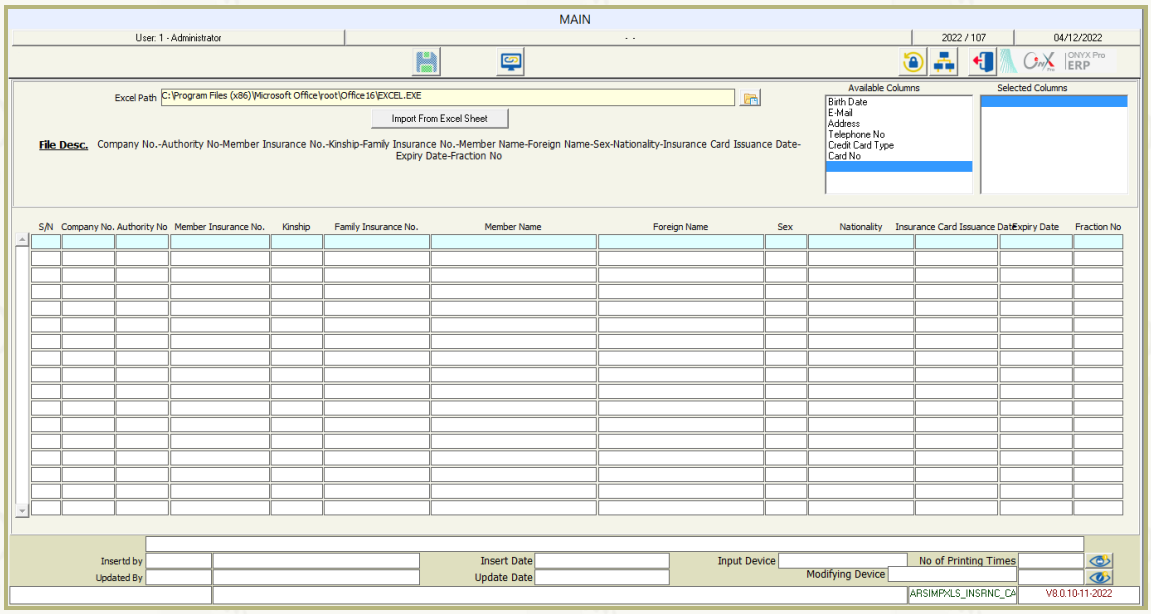


Third: Import from Excel

- **Excel Program Path:** In this field, the user determines the path of the Excel program file in the **Default Data** tab within the **Users Data** screen for each user.

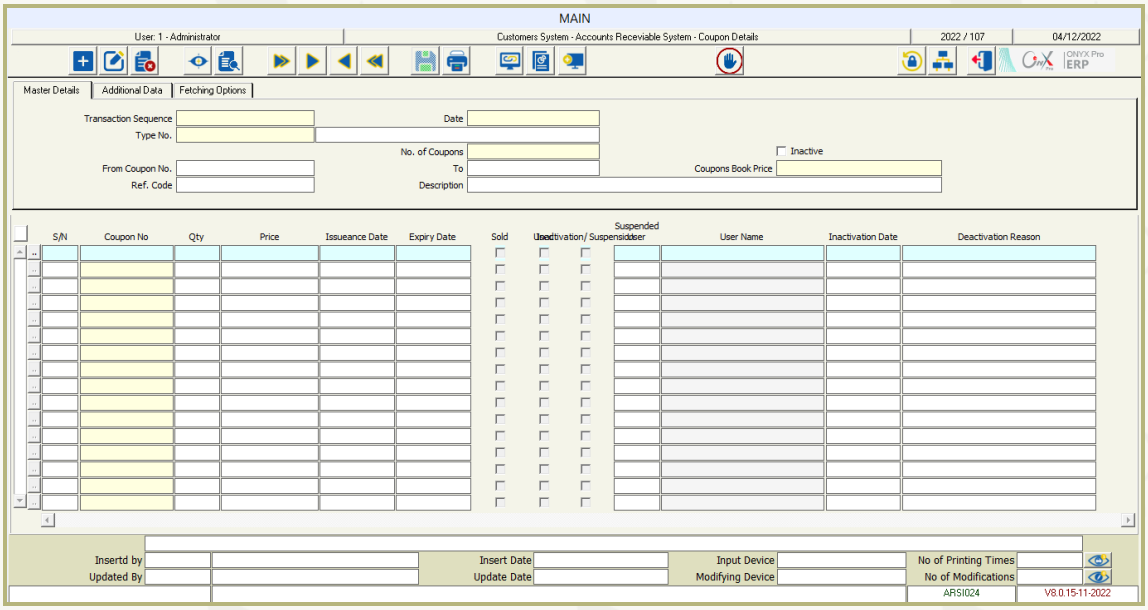
C:\Program Files\Microsoft Office14\EXCEL.EXE

- **Formatting and Importing Excel File:** The user needs to format the Excel worksheet according to the format that is determined on the system in the **Member Insurance Data** screen. This format consists of predefined and formatted columns that help the user prepare the Excel sheet and start importing data into the screen provided that all settings are correctly configured.



Coupon Data

Use: In this screen, the user can code the coupons configured within the **Coupons Types** screen under **System Configuration** to be able to use them in system transactions including coupon distribution on representatives, retrieving coupons from representatives, and coupon selling.



How To Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

First: Master Data

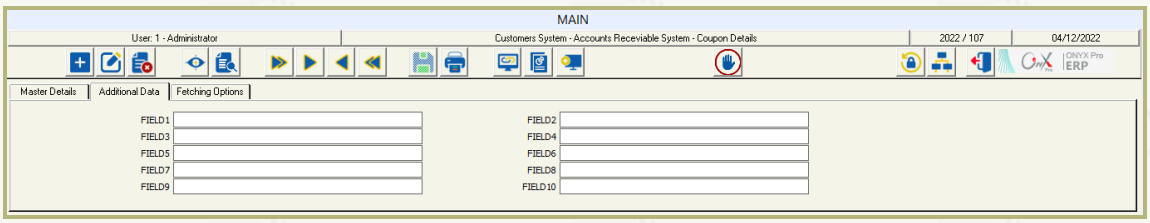
- **Transaction Sequence:** In this field, the user determines the document sequence.
- **Date:** In this field, the user determines the coupon issuance date.
- **Type Number:** In this field, the user selects a certain type number from the list of types previously defined in the **Coupon Types** screen to link the coupon to. And thus, the system displays the data of the following fields:
  - **Book Number:** In this field, the system automatically displays a number that may refer to the book number only or both the book number and category code that appears when the **Include Category Code in Book Sequence** flag is ticked in the **Coupon Types** screen under **System Configuration**.
  - **Number of Coupons:** In this field, the system automatically displays the number of coupons specified in the **Number of Coupons in Book** field within the **Coupons Types** screen.

- **From Coupon Number/ To:** In these fields, the system automatically displays the number of coupons, whether this number includes the category code or only refers to the book number based on the **Coupons Types** screen configuration.
- **Coupons Book Price:** In this field, the system automatically displays the default selling price determined for the book specified in the **Coupons Types** screen.

- **Reference Number:** In this field, the user can optionally enter the reference number of the coupon data, which may include digits or letters. However, if the **Reference Number is Mandatory** parameter is activated in the system parameters screen, then the user must determine one.
- **Description:** In this field, the user enters a clear description of the coupon data.
- **Inactive:** When the user ticks this flag, the system will stop any transactions related to the selected coupon type.

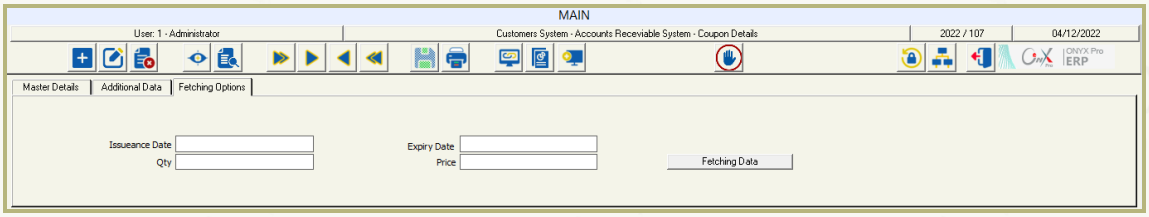
Second: Additional data

In this tab, the user enters any additional data that is related to the selected coupon but not included in the rest of the screen tabs, noting that they can rename these fields using the **Texts Translation** screen under the **System General Configuration**. This helps the user generate reports on the types of coupons.



Third: Fetching Options

In this tab, the user determines the number of coupons, price, issuance, and expiry dates of the coupons and then, clicks the **Fetch Data** button. This way, the system displays the coupon data automatically in the detailed section.



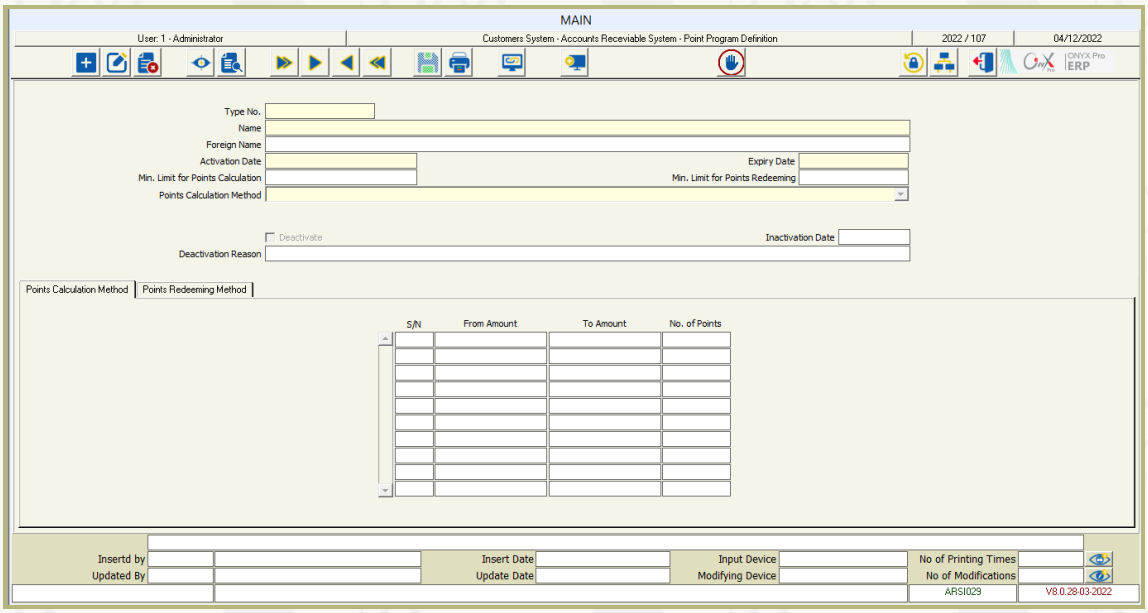
Fourth: Detailed data

Once the user clicks the **Fetch Data** button in the **Fetching Options** tab, the system displays the coupons data in the detailed section as follows:

- **S\N:** In this column, the system displays automatic serial numbers for the book coupons.
- **Coupon Number:** In this column, the system automatically displays the coupon numbers based on the **Coupons Types** screen settings configuration. However, it should be noted that the user can enter the detailed data manually.
- **Price:** The system divides the default selling price of the book specified in the **Coupon Coding** screen by the number of coupons in the book, and then automatically displays the price of each coupon in this column.
- **Issuance/ Expiry Date:** If the issuance and expiry dates are the same for all coupons, the user needs to determine them in the related fields at the top of the fetch options tab, and then, the system will automatically display these specified dates for all coupons in the detailed data section and allows the user to modify them. If each coupon has different issuance and expiry dates, the user will have to enter them manually at the coupon level in the detailed data section.
- **Sold:** This flag appears ticked automatically for the coupons that have been sold within the **Coupon Sales** screen.
- **Used** This flag appears ticked automatically for the coupons that have been used in the sales invoice.
- **Inactive:** After saving data, the user can deactivate coupons whenever they want to do so by ticking this flag after clicking **Modify** button.
- **Save:** After completing data entry, the user can save data.

Loyalty Program Coding

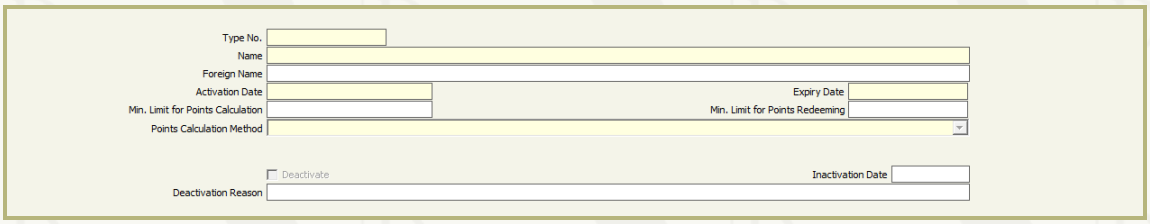
Use: Loyalty programs are incentive programs designed to attract customers and encourage them to buy more of the items that the organization provides, where the points that a customer earns as a discount or when purchasing certain items are monitored and calculated based on certain methods that enable the customer to redeem the value of these points. In this screen, the user can code one or multiple loyalty programs depending on the sales policies followed by the organization, noting that this screen appears if the **Use Loyalty System** parameter is activated in the **Customer Loyalty** tab within the **Customers Management System Parameters** screen.



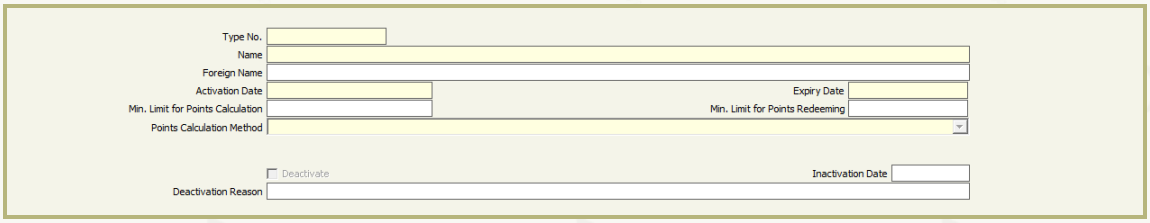
How to Use Screen

- **Type Number:** In this field, the system automatically displays a serial number for the loyalty program when the user clicks on the **Add** button. This is the number of the loyalty program type that needs to be coded.
- **Name:** In this field, the user enters the name of the loyalty program in the default language of the system.
- **Foreign Name:** In this field, the user enters the name of the loyalty program in the foreign language that is determined in the system.
- **Activation Date:** In this field, the user determines the activation date on which the loyalty program becomes effective.
- **Expiry Date**: Here, the user determines the expiry date on which the loyalty program ends and, no points are calculated.

- **Minimum Amount to Calculate Points:** In this field, the user determines the minimum amount that the customer's invoice cannot go below so that the system can calculate the earned points.
- **Minimum Points to Redeem:** In this field, the user determines the minimum number of earned points that the customer can redeem.
- **Points Calculation Method:** Loyalty programs can be coded based on the following available calculation methods:
  - **Amount**: When this method is selected, the user will need to determine the value of a single point. Afterward, the system divides the invoice amount by this value and the result will be the number of points calculated for the customer. For example, if the point value is 1,000 dollars and the total customer invoices amount is 8,000 dollars, the number of points calculated for the customer will be 8 points.



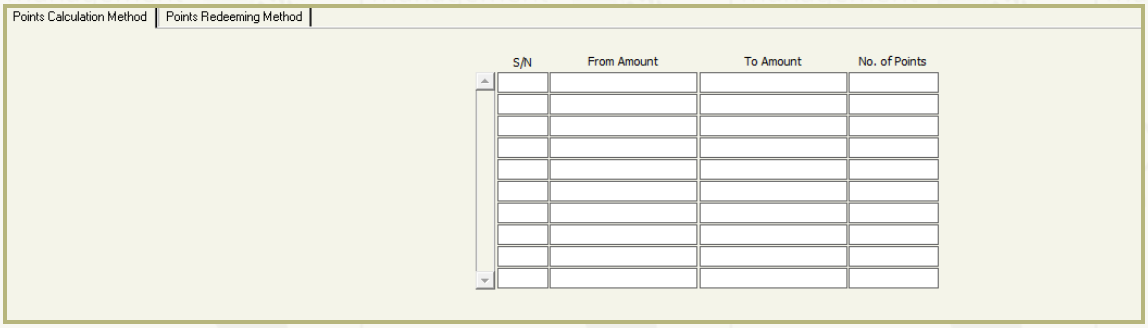
  - Below is how the points are calculated when the selected option in the **Calculation Method** field is **Amount**:
    - **Amount Per Point:** In this field, the user needs to determine the value of a single point.
    - **Redemption Value Per Point:** Here, the user determines the redemption value for a single point.
    - **Amount and Its Multiplications:** When this method is selected, the user will need to determine a standard amount that can be used and its multiplications to calculate the earned points.



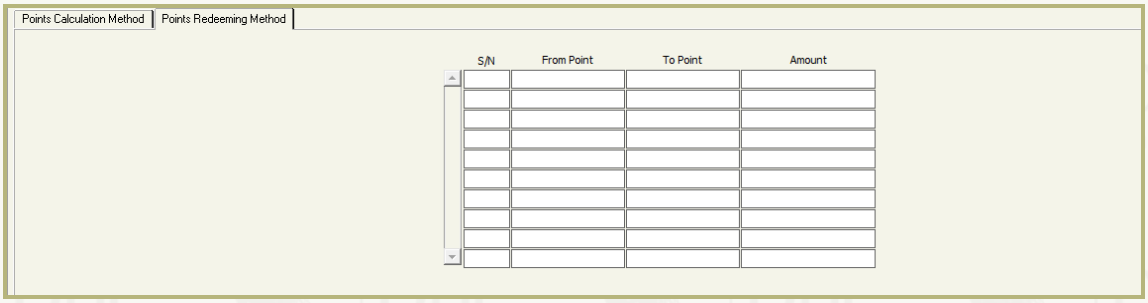
  - Below is how the points are calculated when the selected option in the **Calculation Method** field is **Amount and its Multiplications**:

- **Amount:** In this field, the user needs to determine the standard amount that will be used for calculating points.
- **Number of Points:** Here, the user needs to determine the number of points that is equivalent to the specified standard amount.
- **Redemption Amount:** In this field, the user needs to determine the standard amount according to which the points calculated will be redeemed.
- **Number of Points:** Here, the user needs to determine the number of points equivalent to the standard redemption amount.

- **Segments:** When this method is selected, the system displays the following tabs:
  - **Points Calculation: Here, the user enters the data as follows:**



- **From Amount/ To Amount:** In these two columns, the user determines the range of each segment in the loyalty program.
- **Number of Points:** In this field, the user needs to determine the number of points that the customer will earn when their sales reach the specified segment limits whether at the invoice level or cumulatively at the balance level.
  - **Points Redemption: Here, the user enters the data as follows:**

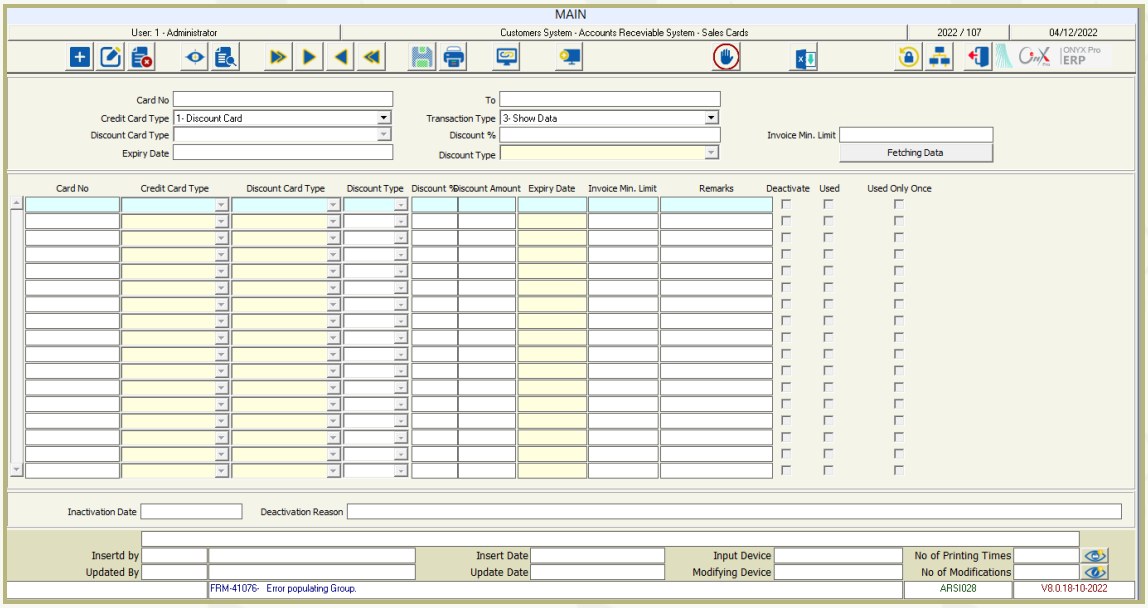


- **From Point/ To Point:** In these columns, the user determines the maximum and minimum number of points for each segment.
- **Amount:** In the field, the user enters the redemption amount that the customer will get when their earned points reach the specified segment limits.

- **Deactivate:** When this flag is ticked, the system will stop any transactions that are related to the selected loyalty program.
- **Deactivation Date:** In this field, the system automatically displays the time and date of deactivation.
- **Deactivation Reason:** In this field, the user needs to enter the reason for deactivating the loyalty program.
- **Save:** After completing the data entry, the user should press save.

Loyalty Cards

Use: Loyalty cards are cards issued by the organization to encourage customers to buy more items using loyalty programs or discount cards. And in this screen, the user can code the discount or sales cards that are related to loyalty programs, which helps control the issuance of these cards and follow up on their statuses.



Hint: Loyalty Cards screen appears when either the **Use Discount Cards** and **Use Loyalty System** parameters or both are activated in the **Customers Management System Parameters** screen.

How to Use Screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

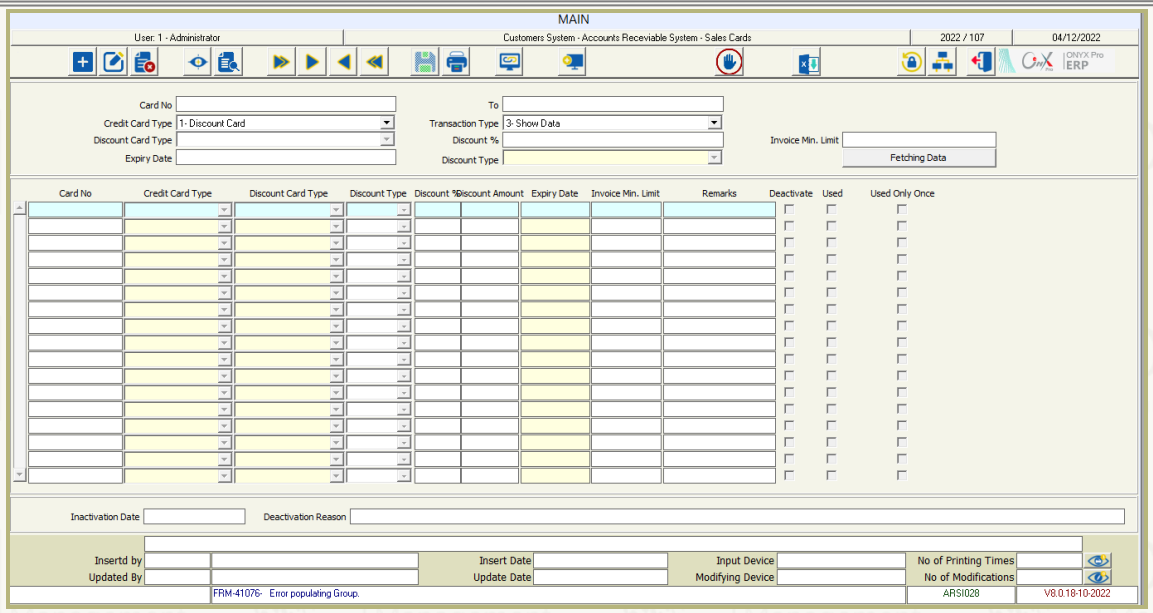
- **Card Number/ To:** In these fields, the user can determine the range of the cards that will be issued. For example, if the user needs to print 100 cards, then in the **Card Number** field they need to enter 1 and in the **To** field, they need to enter number 100.
- **Card Type:** In this field, the user selects the card type using one of the following options:
  - **Discount Card:** This type appears if the **Use Discount Cards** parameter is activated in the **Customers Management System Parameters** screen, and when selected, the system displays other discount-related fields and columns.
  - **First:** In the fields, that appear when selecting the **Discount Card** option, the user needs to fill in the following data:

- **Discount Card Type:** Here, the user selects the card type from the list of types previously defined in the **Discount Cards Types** screen under the **System Configuration**.
- **Expiry Date:** In this field, the user determines the expiry date of the discount cards manually.
- **Discount Percentage/ Discount Amount:** Once the user determines the discount card type, the system automatically determines the discount percentage or amount as previously determined in the **Discount Cards Types** screen, and allows the user to modify it.
- **Invoice Minimum Limit:** In this field, the user enters the minimum allowed amount per sales invoice based on which the customer will be eligible to earn a discount.

Second: **Transaction Type:** In this field, the user selects the requested transaction type as needed. If the user needs to display previous discount cards, they should select **Show Data**, but if they need to issue new discount cards, they should select the **Fetch Data** option.

Third: Fetch Data: When the user clicks the **Fetch Data** button, the system automatically displays in the **Detailed** section columns the discount cards' data based on the filled in fields of the **Master** section, and thus, the user will need to do the following:

- **Deactivate:** If the user wants to deactivate a certain discount card, they can do so by ticking the **Deactivate** flag corresponding to this card, taking into consideration that the system will not allow any transaction related to this card unless the user unticks this flag.
- **Used:** This flag appears ticked for discount cards in use.
- **Use Only Once:** By ticking this flag next to a certain discount card, the user indicates that this card can be used only once.
- **Loyalty Program Card:** This type appears if the **Use Loyalty System** parameter is activated in the **Customers Management System Parameters** screen and when it is selected, the system displays on the screen other related columns and fields.



First: In the fields, that appear when selecting the **Loyalty Program Card** option, the user needs to fill in the following data:

- **Loyalty Program Type:** Here, the user selects the type of the loyalty program from the list of types previously defined in the **Loyalty Program Coding** screen under **System Inputs**.
- **Warehouse Number:** Here, the user selects the warehouse where this type of loyalty program cards will be applied. If no warehouse is selected, any card selected here will apply to all warehouses.
- **POS Number:** Here, the user determines the number of the point of sale from the list of points previously defined in the **Points of Sale System**. If no particular point of sale is selected, the selected cards will be used with all available points.

Second: Transaction Type: In this field, the user determines the required type of transaction according as needed. If the user wants to display previous loyalty cards, then they should select the **Show Data** option. If they want to issue new loyalty cards, they should select the **Fetch Data** option.

Third: Fetch Data: When the user clicks the **Fetch Data** button, the system automatically displays the loyalty cards' data in the **Detailed** section columns based on the fields filled in the **Master** section, and thus, the user will need to do the following:

- **Deactivate:** If the user wants to deactivate a certain loyalty card, they can do so by ticking the **Deactivate** flag corresponding to this card, taking into consideration that the system will not allow any transaction related to this card unless the user unticks this flag.

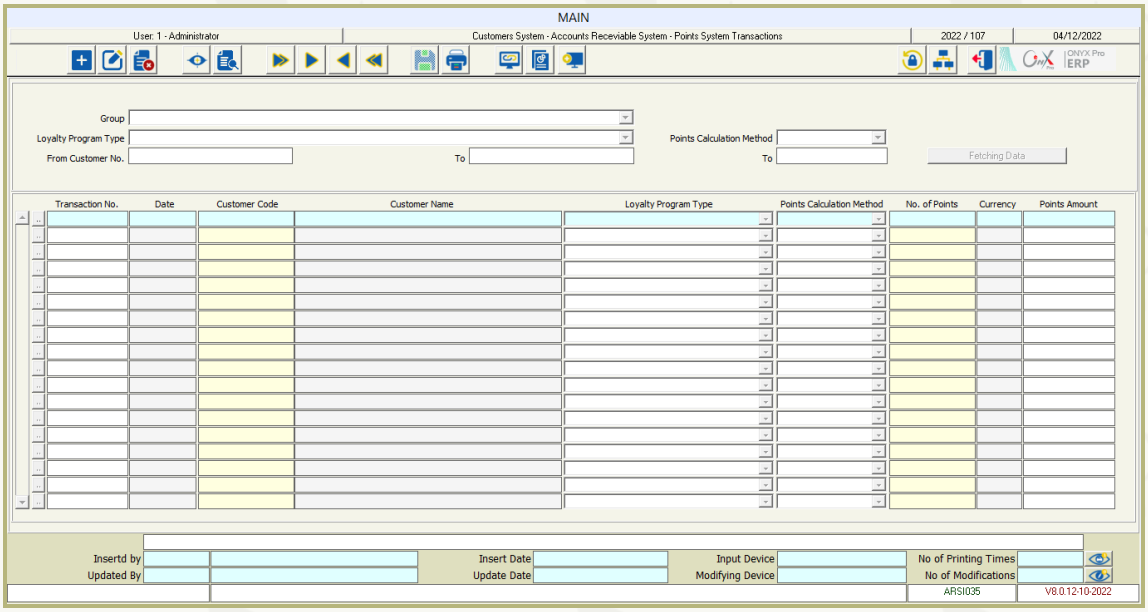
- **Used:** This flag appears ticked for loyalty cards in use.
- **Import from Excel Sheet:** Using this button, the user can import loyalty or discount cards from an Excel sheet provided that the imported file is formatted as indicated on the system, taking into consideration that formatting may differ based on the selected card type.

- **Save:** After completing data entry, the user should press save.

Loyalty Program Transactions

Use: This screen allows the user to do the following:

- Enter the opening balance (points) for cash customers.
- Add new points to an existing balance.
- Deduct points from an existing balance.



How to use the screen

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

First: Master Data

In these fields, the user needs to manually fill in the data, depending on which, the system will automatically fill in the Detailed section columns.

- **Group:** In this field, the user selects a certain group from the list of the groups previously defined in the **Cash Customers Groups** screen.
- **Loyalty Program Type:** In this field, the user selects the type of loyalty program from the list of types previously defined in the **Loyalty Program Coding** screen.
- **From Customer Number/ To:** With the help of these fields, the user can determine the range of the customers for whom one of the following loyalty program transactions will be implemented; whether **Add Points**, **Deduct Points**, or **Opening Balance**.
- **Fetch Data:** Clicking this button allows the system to automatically display the detailed data based on what is determined in the master data fields section.
- **Points Calculation Method:** In this field, the user determines the calculation method that will apply to the customer points by selecting one of the following options:

- **Opening Balance:** When this option is selected, the loyalty program points will be added as opening balance for the customer.
- **Add Points:** When this option is selected, the loyalty program points will be added to an existing points balance.
- **Deduct Points:** When this option is selected, the loyalty program points will be deducted from the customer's existing points balance.

- **Number of Points:** Here, the user determines the number of customer point, which represents both added and deducted points and upon fetching data, this value will appear automatically in the **Number of Points** columns in the **Detailed** section.

Second: Detailed data

In this section, the system displays data automatically based on the entries previously determined in the **Master** data section when the user press the **Fetch Data** button. However, the user will still can enter these data manually.

- **Transaction Number:** In this column, the system automatically displays a serial number after saving data.
- **Date:** In this column, the system displays a non-modifiable date for the transaction once the data are fetched or the customer number is determined in the detailed section, taking into consideration that if the user is entering an opening balance, the date automatically appears at the beginning of the financial year specified in the system.
- **Customer Number/ Customer Name:** In these fields, the user determines the customer number manually or by selection from the list of cash customers previously defined on the system and which appears when pressing the **F9** button.
- **Loyalty Program Type:** In this column, the system shows the type of loyalty program that the customer belongs to, and which is pre-determined in the **Cash Customer Data** screen.
- **Number of Points/ Currency/ Amount:** In these fields, the system automatically displays data, when the user clicks the **Fetch Data** button, depending on the entries previously determined in the **Master Data** section. Otherwise, the user can fill in the related fields manually. For example, in the **Number Of Points** column, the user can enter the number of points added, deducted, or added as an opening balance, and

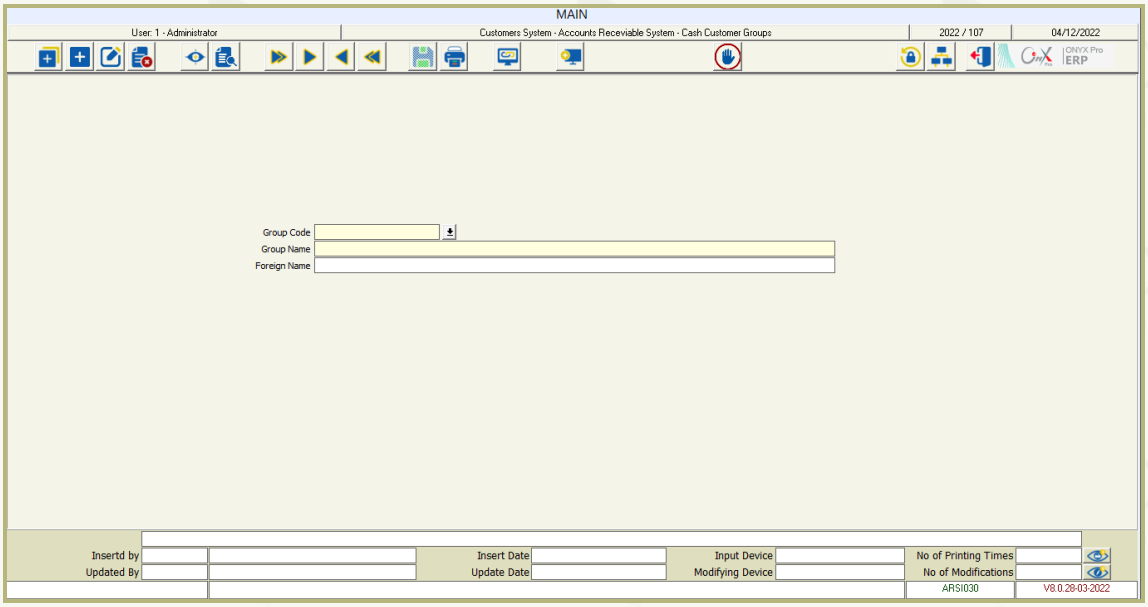
once done, the system will display the currency and the amount (value) of the points balance based on the loyalty program setting configuration.

Remark: The system does not allow multiple opening balance movements for the same customer account number.

- **Save:** After completing data entry, the user should press save.

Cash Customers Group

Use: This screen allows the organization to classify cash customers into similar groups and benefit from the analytical data associated with this classification. This can be done based on the adopted policies where cash customers are classified into wholesale-cash customers group, and retail-cash customers group, based on the customers' geolocations where cash customers are classified into groups according to the province they reside in, or based on the customer specialty where cash customers are classified into groups according to their work field, such as food cash customers group, etc.



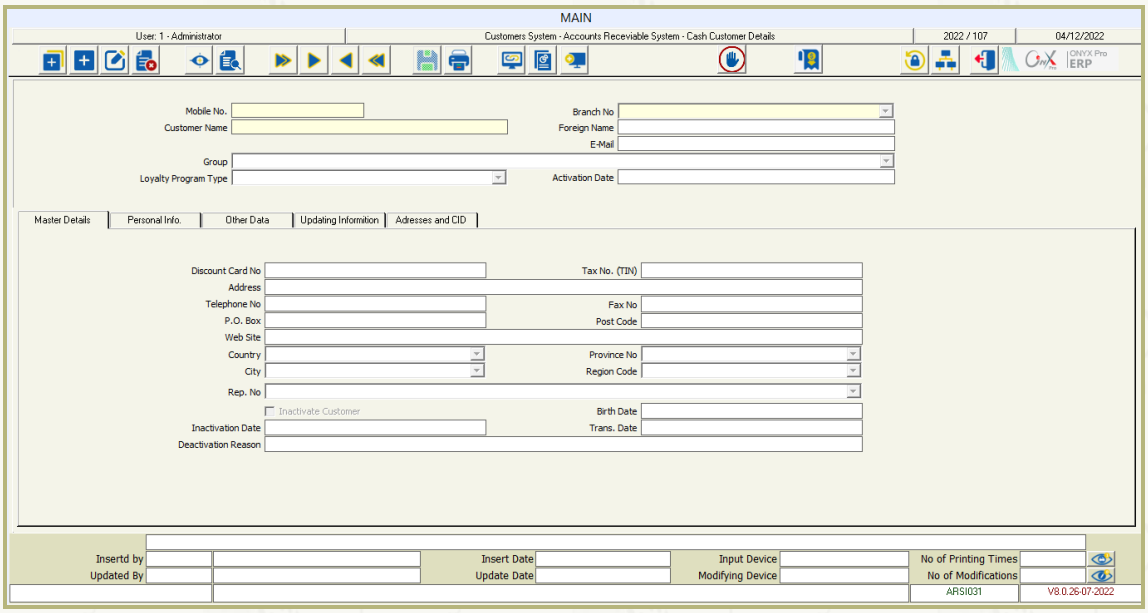
How to Use Screen:

To start working on this screen, users should click the **Add** button, then follow the steps as instructed below:

- **Group Number:** In this field, the system automatically displays a serial number for the group, which the user can modify after clicking the **Add** button.
- **Group Name:** In this field, the user enters the name of the cash customer group in the system's default language.
- **Foreign Name:** In this field, the user enters the name of the cash customer group in the foreign language specified on the system.
- **Save:** After completing data entry, the user should press save.

Cash Customers Data

Use: In this screen, the user enters the cash customer-related data in the **Master** and **Detailed** sections including the name, address, branch, available contact details, country, governorate, region, related representative, and personal data. This helps the user handle these customers if they are subscribed to a loyalty program or have earned discount card(s), and also helps them use the cash customer name for reference in the cash sales invoice under the sales system.



How to Use the Screen

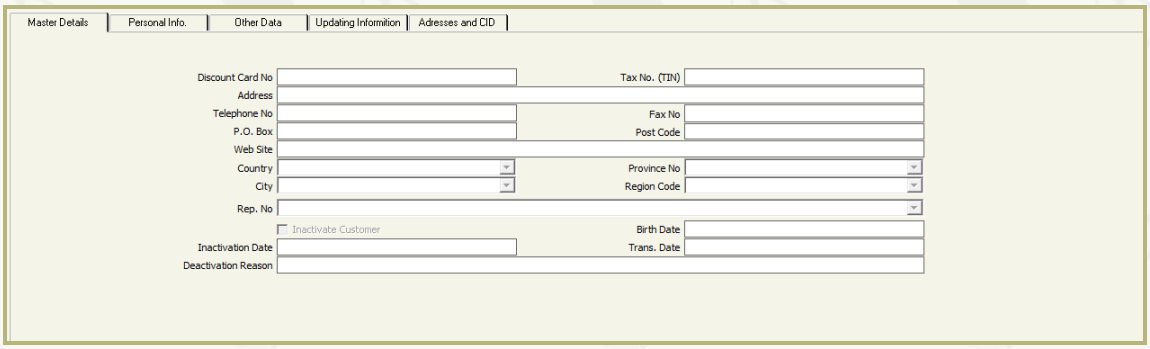
To start working on this screen, users should click the Add button, then follow the steps as instructed below:

First: Master Data

- **Mobile Number:** In this field, the user enters the customer's mobile number which will be used as the customer number.
- **Branch Number:** In this field, the user selects the branch that the customer deals with from the provided list.
- **Customer Name:** In this field, the user enters the name of the cash customer in the default language of the system.
- **Foreign Name:** Here, the user enters the name of the cash customer in the foreign language specified on the system.
- **E-Mail:** In this field, the user enters the e-mail address of the cash customer.
- **Group:** In this field, the user determines the group from the list of groups previously defined in the **Cash Customer Groups** screen.

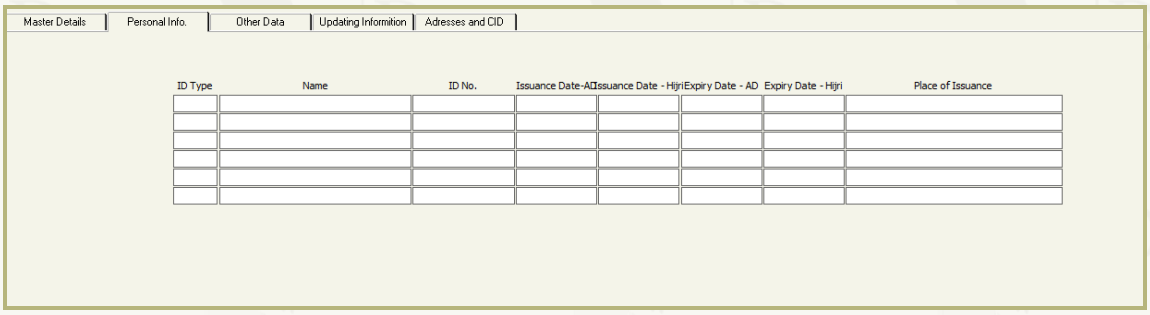
- **Loyalty Program Type:** If the cash customer is a member in one of the existing loyalty programs, then here, the user needs to determine which loyalty program this customer belongs, provided that this specified program is valid so that it can be linked to the customer.
- **Activation Date:** In this field, the system automatically displays the loyalty program activation date once the user selects it in the **Loyalty Program Type** field.
- **Send Verification Code/ Verification Code/ Verification:** These fields appear when the **Send Verification Message upon Adding New Cash Customer** parameter is activated in the **Customer Management System Parameters** screen. They help the user send a verification code to the customer to confirm their identity by entering this sent code in the **Customer Verification Code** field for authentication.

Second: Main Data



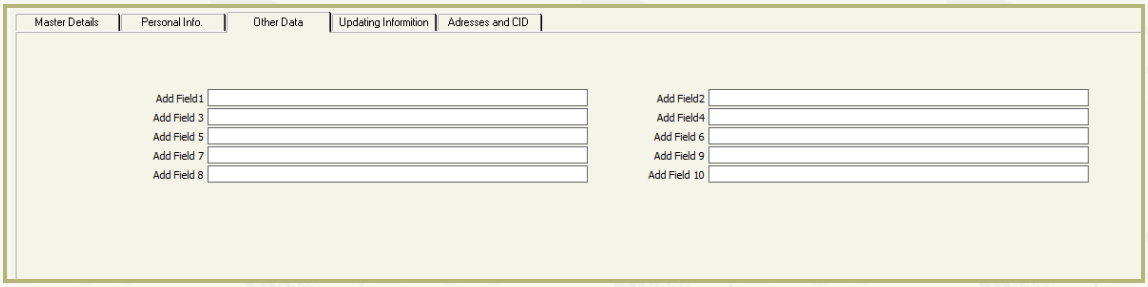
- **Discount Card Number:** If the cash customer has subscription to discount cards, the user needs to determine here the number of the discount card previously defined in the **Loyalty Cards** screen under System Inputs provided that this discount card is valid so that it could be linked to the customer.
- **Address\ Phone Number\ Fax Number\ PO Box Number\ Zip Code\ Website\ Country\ Governorate\ City\ Region\ Representative Number\ Date of Birth\ Transaction Date:** These are all optional fields that the user can fill in manually.

Third: Personal Data



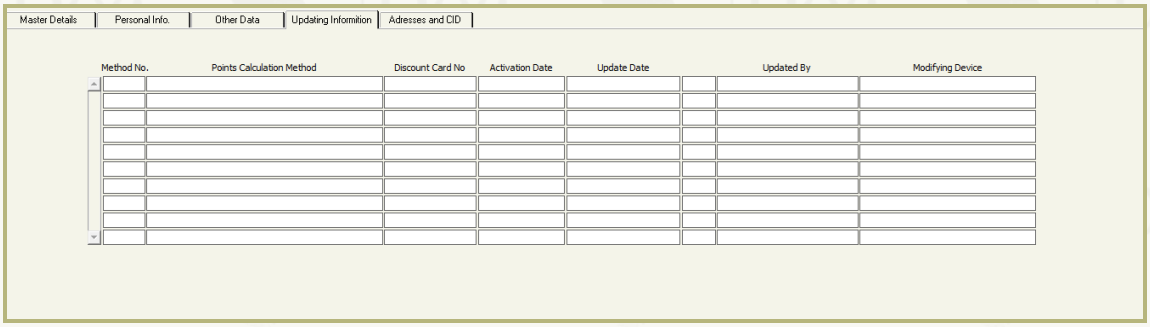
- **ID Type/ Name:** In the first column, the user determines the type of identity, and thus, in the second column, the system displays the name of the selected identity.
- **Issuance Date – AD/ Issuance Date – Hijri:** In the first column, the user needs to manually enter the ID card issuance date according to the Gregorian calendar, and once done the system will display the Hijri date in the second column automatically.
- **Expiry Date – AD/ Expiry Date – Hijri:** In the first column, the user needs to manually enter the ID card expiry date according to the Gregorian calendar, and once done the system will display the Hijri expiry date automatically.
- **Issuance Place:** In this column, the user manually determines the place where the ID card is issued.

Fourth: Other Data: In this tab, the user can create new fields that they may need to display other customer-related data or information to use them later in reports. And, whenever the user wants to rename these additional fields, they can do so using the **Texts Translation** screen under the **System General Configuration** where they can open the **Customers Data** and change the names of these fields by clicking the **Modify** button.



Fifth: Updating Information

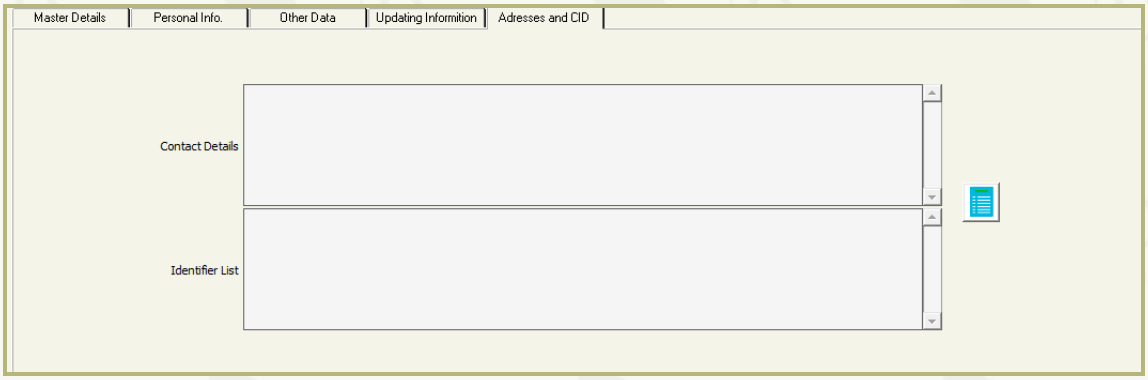
This tab automatically displays the changes made to the loyalty program or the discount cards once the user opens it.



Sixth: Addresses and IDs

In this tab, the user determines the customer address after clicking the button on the screen, which then displays another screen including two tabs; one of which is used to add the customer address directory and the other is used to add the IDs list, taking into

consideration that some of these data are determined by selection and the other some are entered manually.



- **Save:** After completing data entry, the user should press save.

Chapter Three System Transactions

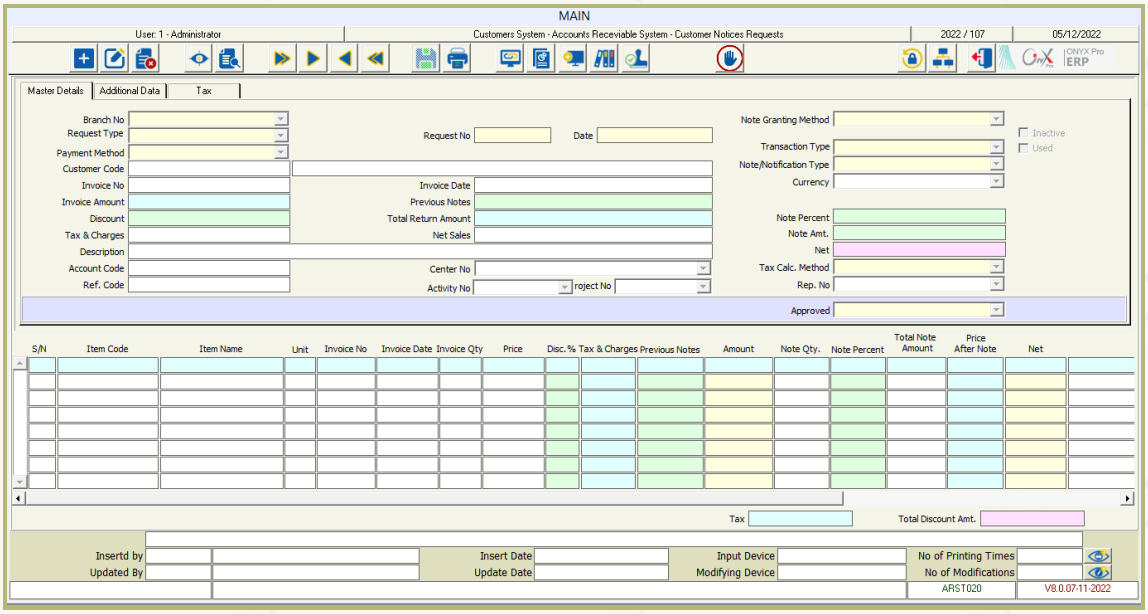
Introduction

The system transactions are the activities and methods used in processing the system inputs to obtain the various outputs. These methods vary according to the objectives that the organization aims to.

Customers Notifications Requests

Use: On this screen, users configure the requests for the additional discounts that the organization will give to the customer on the credit sales invoices. These discounts are given at the level of invoice or item, provided that the discount does not exceed the invoice value. Despite these discounts will result in increasing or decreasing customer debt, notification requests have no impact until they are approved and fetched to the **Customers Notifications** screen.

> **Remark:** Any modification or deletion transaction carried on the **Customers Notifications Requests** can be displayed on **Auditing Reports** screen within the **Information Management System** when activating the **Documents with No Financial Impact** option.



Screen Use Method

The screen is used after clicking on the **Add** button as follows:

- **Branch Number:** In this field, users select the branch in which the transaction will be made.
- **Request Type:** In this field, users select the type of request from the list of notification requests types.
- **Request Number:** In this field, the system automatically generates a modifiable number for the request. The sequence of this number is based on the selected option in the **Customers Orders Sequence** field within **Customers System Parameters** screen, which can be **Accumulative** or **By Type**.

- **Date:** In this field, the date that appears can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual** according to the selected option in the **Show Date** field on the **Customers System Parameters** screen.
- **Discount Granting Method:** In this field, users select one of the two discount methods:
  - **By Invoice:** When users select this option, the additional discount value will be calculated at the invoice total amount level using the fields on the main data tab.
  - **By Item:** When users select this option, the additional discount will be calculated at each of the sales invoice items. Therefore, the fields related to calculating current and previous discounts appear in the main and detailed data on the screen.

First: Request Discount for a Sales Invoice

- **Payment Method:** In this field, users select the payment method from the drop-down list. This method is the one that was used in the sales invoice which will be corrected or to which the additional discount will be added. This field includes the following options:
  - On Credit.
  - Cash.
  - To Account.
- **Transaction Type:** In this field, users determine the type of transaction by selecting one of the following options:
  - **Additional Discount:** Users select this option only when the discount is of the credit type.
  - **Correction:** When users select this option, a column for entering the modified price appears. The difference between the invoice price and the modified one will be the note amount. Consequently, the discount can be either debit or credit, and users can choose either a credit account for the notification request such as a **revenues account**, or a debit account, such as an allowed discount account.
- **Note Type:** In this field, users select **Debit** or **Credit**. By selecting the **Debit** option, the customer account will be on the **Debit** side, and the sales revenue account will be on credit side. Meanwhile, when users select the **Credit** option, the customer account will be on the credit side and the sales revenue account will be debit.

Hint: When users select the **Correction** option in the **Transaction Type** field, the system allows selecting **Debit** or **Credit** options in the **Note Type** field. Meanwhile, when users select the **Additional Discount** option, the system allows selecting the **Credit** option only in the **Note Type** field.

- **Customer Number/ Name:** In the **Customer Number** field, users press **F9** to select the required customer number. Consequently, the system will display the name in the next field.
- **Invoice Number:** In this field, users press **F9** to select the invoice number from the list of sales invoices.
- **Invoice Date/ Currency:** In these fields, the system automatically displays the date and currency of the invoice respectively.
- **Invoice Amount:** In this field, the system automatically displays the invoice amount when users select the invoice.
- **Previous Notes:** In this field, the system automatically displays the previous discounts given on the invoice if any.
- **Note Percentage:** In this field, users enter the percentage of the additional discount to be decreased from the invoice value.
- **Note Amount:** In this field, the system displays the additional discount value, which equals the net sales value multiplied by the additional discount percentage. Moreover, users can manually enter the value of the additional discount and the additional discount percentage will appear automatically.
- **Net:** In this field, the system displays the net amount after applying the additional discount.
- **Discount:** In this field, the system displays the total discount applied to the sales invoice upon issuance.
- **Total Returns Amount:** Here, the system displays the amount of the return if there is a return for the invoice to which the additional discount applies.
- **Tax and Charges:** Here, the system displays any charges or taxes applied to the sales invoice.
- **Net Sales:** Here, the system displays the net sales invoice after excluding the discount given on the invoice.

- **Reference Number:** Here, users enter the reference number of the request that includes digits, letters, or both. This field is optional and it can be mandatory when users activate the **Reference Number is Mandatory** parameter on the **Customers System Parameters** screen.
- **Description:** Here, users enter an explanatory description of the request.
- **Tax Calculation Method:** In this field, the tax calculation method of the sales invoice appears automatically, which is the method used in the invoice.
- **Account Number:** This field appears if the discount type is at the invoice level. Meanwhile, if the discount type is at the item level, the account number will be determined according to the selected option in the **Additional Discount by Item Posting Method** parameter. Therefore, when selecting the **To Additional Discount Account Selected in Screen** option in the mentioned parameter, this field will appear and users will determine the account to which the amount will be posted. If users select the **To Allowed Discount Account** option, this field will not appear and the discount will be posted to an allowed discount account defined on **Link Stock Accounts to General Ledger** screen.
- **Cost Center/ Activity Number/ Project:** When users select the invoice, the system automatically displays the cost center, project, and/or activity number if they are used upon issuing the invoice.
- **Representative Number:** In this field, the system automatically displays the related representative if the invoice is linked to a specific one.
- **Save:** Users save data after completing data entry.

Second: Request Additional Discount for an Item

When users give additional discounts on an item, they will fill in the master data section as in giving a discount on the invoice. Note that when selecting this method, some fields related to the invoice and previous discounts disappear from the master section and appear as columns in the detailed data section at the item level.

Detailed Data Fields: When users select the invoice number in the **Invoice Number** field in the master data, the system displays its data in detailed data section automatically, including the **Item Number**, **Item Name**, **Unit**, **Invoice Quantity**, **Price**, **Discount**, **Charges**, **Value**, **Discount Quantity**, and **Previous Notes**, if any.

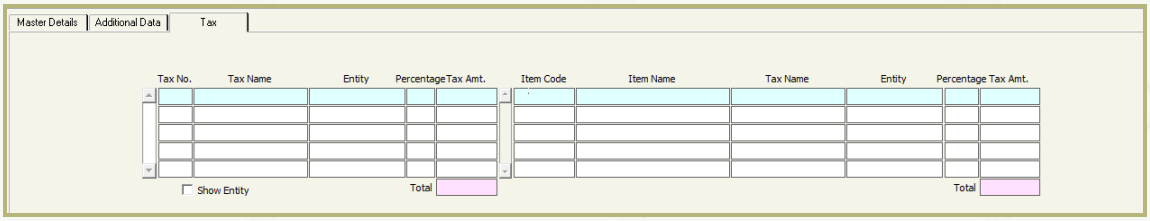
- **Note Percentage:** In this column, users manually enter the percentage of the additional discount applied to the invoice for each item.
- **Total Note Amount:** In this column, the system displays the discount amount automatically (the result of multiplying additional discount percentage x item value).
- **Price After Note:** In this column, the system automatically displays the price of a single item unit after the discount after calculating it as follows:
  1. Subtract previous discounts from the unit price in invoice to get net previous price
  2. Multiply the net previous price by the percentage of required additional discount to get the amount of the additional discount
  3. Subtract the additional discount amount from the net previous price to get the net price of the single item unit after the additional discount
- **Net:** In this column, the system displays the net value of the sales invoice after discounts, which equals the result of multiplying the price after the discount calculated in the previous field by the number of items.

Third: Additional Data

In this tab, users enter any additional data to the notification's requests noting that the name of these fields can be modified using the **Texts Translation** screen.

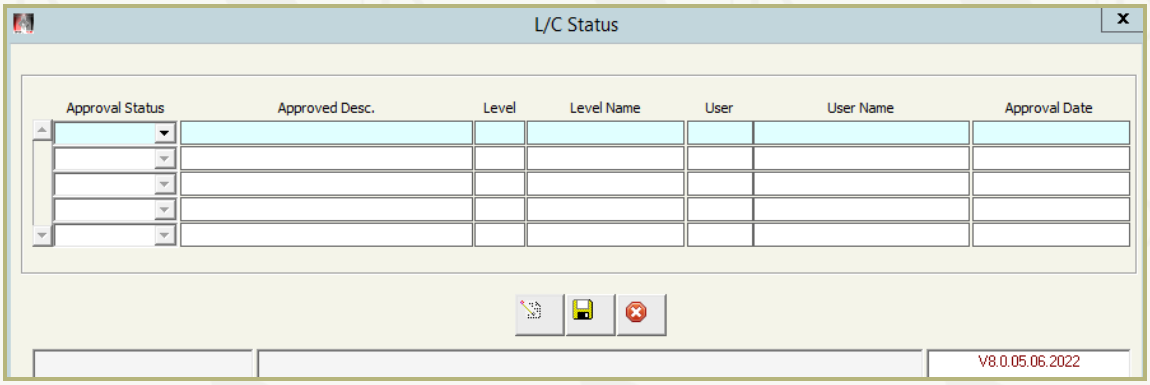
Fourth: Tax

In this tab, the system automatically displays the calculated tax on the item. On the right side, the system displays the tax type, tax percentage, tax authority, and tax amount. On the left side, the system displays the tax data at the item level.



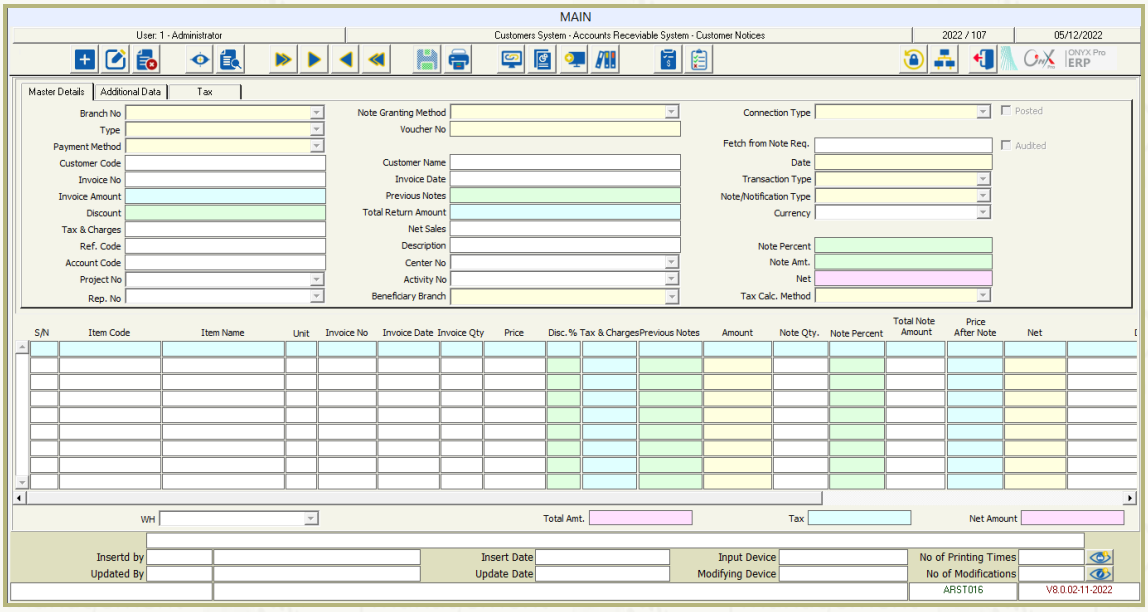
- **Save:** Users save data after completing data entry.
- **Approve Requests:** In order to implement the additional discount request for sales invoices, it requires to be approved by the authorized user by clicking on the **Approve** button on the toolbar at the top of the screen. Consequently, the screen below appears

and the authorized user changes the approval status from **Unapproved** to **Approved** and then, saves the transaction.



Customers Notifications

Use: On this screen, users can apply the additional discounts that the organization will give to customers on future sales invoices for any reason. These discounts can decrease or increase the customer's debt, and they are given at the level of invoice or item, provided that they do not exceed the invoice value. Despite these discounts do not affect the stock, they affect the customer account or cash account based on the payment method in the invoice, they also may affect an intermediary account as needed by the user.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

- **Branch Number:** In this field, users select the branch in which the transaction will be made.
- **Type:** In this field, users select the discount type from the types list.
- **Voucher Number:** In this field, the system automatically generates a modifiable number for the discount voucher and its sequence is determined according to the selected option in the **Customers Requests Sequence** parameter on the parameters screen. Therefore, when selecting **Accumulative**, the system generates an accumulative sequence for the vouchers. Meanwhile, when selecting **By Type**, the system generates a separate sequence for each type.
- **Date:** In this field, the document date automatically appears according to the selected option in the **Show Date** parameter on the parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**. The

discount date cannot be less than the invoice date; otherwise, the following alert message appears to the user; "**Document date is less than invoice date**."

- **Discount Granting Method:** This field includes two discount methods as follows:
  - **By Invoice:** When users select this option, the additional discount value will be calculated at the invoice total amount level using the fields on the main data tab.
  - **By Item:** When users select this option, the additional discount will be calculated at each of the sales invoice items. Therefore, the fields related to calculating current and previous discounts appear in the main and detailed data on the screen.
- **Linking Method:** In this field, users determine whether to apply the discount on an invoice issued during the current year or from the previous one(s). By selecting **From Previous Year** option, **Year** field will appear and users enter the year during which the invoice was issued.
- **Fetch from Discount Request:** In this field, users select the request that will be fetched, provided that it was already approved by the authorized person(s). Consequently, the request details appear on the screen, and users can modify them (for example, modifying discount percentage or amount).

First: Discount for a Sales Invoice

- **Payment Method:** In this field, users select the payment method from the drop-down list. This method is the one that was used in the sales invoice which will be corrected or to which the additional discount will be added. This field includes the following options:
  - On Credit.
  - Cash.
  - To Account.
- **Transaction Type:** In this field, users determine the type of transaction by selecting one of the following options:

- **Additional Discount:** Users select this option only when the discount is of the credit type.
- **Correction:** When users select this option, a column for entering the modified price appears. The difference between the invoice price and the modified one will be the note amount. Consequently, the discount can be either debit or credit, and users can choose either a credit account for the notification request such as a **revenues account**, or a debit account, such as an **allowed discount account**.

- **Note Type:** In this field, users select **Debit** or **Credit**. By selecting the **Debit** option, the customer account will be on the **Credit** side. Meanwhile, when users select the **Credit** option, the customer account will be on the debit side.

  Hint: When users select the **Correction** option in the **Transaction Type** field, the system allows selecting **Debit** or **Credit** options in the **Note Type** field. Meanwhile, when users select the **Additional Discount** option, the system allows selecting the **Credit** option only in the **Note Type** field.

- **Customer Number:** In the **Customer Number** field, users press **F9** to select the required customer number.
- **Customer Name:** In this field, the system displays the customer's name automatically as soon as users select the customer number.
- **Invoice Number:** In this field, users press **F9** to select the invoice number from the list of sales invoices.
- **Invoice Date/ Currency:** In these fields, the system automatically displays the date and currency of the invoice respectively.
- **Invoice Amount:** In this field, the system automatically displays the invoice amount when users select the invoice.
- **Previous Notes:** In this field, the system automatically displays the previous discounts given on the invoice if any.
- **Note Percentage:** In this field, users enter the percentage of the additional discount to be decreased from the invoice value.
- **Note Amount:** In this field, the system displays the additional discount value, which equals the net sales value multiplied by the additional discount percentage. Moreover,

users can manually enter the value of the additional discount and the additional discount percentage will appear automatically.

- **Net:** In this field, the system displays the net amount after applying the additional discount.
- **Discount:** In this field, the system displays the total discount applied to the sales invoice upon issuance.
- **Total Returns Amount:** Here, the system displays the amount of the return if there is a return for the invoice to which the additional discount applies.
- **Tax and Charges:** Here, the system displays any charges or taxes applied to the sales invoice.
- **Net Sales:** Here, the system displays the net sales invoice after excluding the discount given on the invoice.
- **Reference Number:** Here, users enter the reference number of the notification that includes digits, letters, or both. This field is optional and it can be mandatory when users activate the **Reference Number is Mandatory** parameter on the **Customers System Parameters** screen.
- **Description:** Here, users enter an explanatory description of the discount.
- **Account Number:** This field appears if the discount type is at the invoice level. Meanwhile, if the discount type is at the item level, the account number will be determined according to the selected option in the **Additional Discount by Item Posting Method** parameter. Therefore, when selecting the **To Additional Discount Account Selected in Screen** option in the mentioned parameter, this field will appear and users will determine the account to which the amount will be posted. If users select the **To Allowed Discount Account** option, this field will not appear and the discount will be posted to an allowed discount account defined on **Link Stock Accounts to General Ledger** screen.
- **Cost Center/ Activity Number/ Project:** When users select the invoice, the system automatically displays the cost center, project, and/or activity number if they are used upon issuing the invoice.
- **Tax Calculation Method:** In this field, the tax calculation method of the sales invoice appears automatically, which is the method used in the invoice.

- **Representative Number:** In this field, the system automatically displays the related representative if the invoice is linked to a specific one.
- **Beneficiary Branch:** In this field, users select the beneficiary branch from the list. Consequently, the system will automatically mediate the branches current account entered in the **Intermediary Accounts** screen.

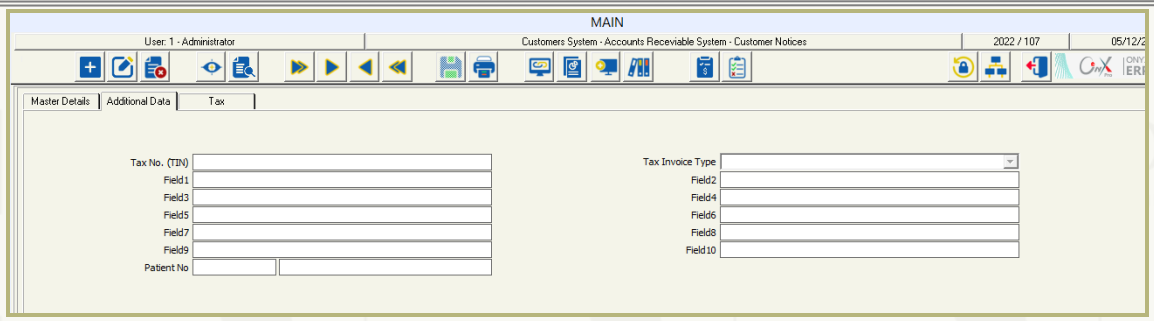
Second: Additional Discount for an Item

When users give additional discounts on an item, they will fill in the master data section as in giving a discount on the invoice. Note that when selecting this method, some fields related to the invoice and previous discounts disappear from the master section and appear as columns in the detailed data section at the item level.

- **Detailed Data Fields:** When users select the invoice number in the **Invoice Number** field in the master data, the system displays its data in detailed data section automatically, including the **Item Number**, **Item Name**, **Unit**, **Invoice Quantity**, **Price**, **Discount**, **Charges**, **Value**, **Discount Quantity**, and **Previous Notes**, if any.
- **Note Percentage:** In this column, users manually enter the percentage of the additional discount applied to the invoice for each item.
- **Total Note Amount:** In this column, the system displays the discount amount automatically (the result of multiplying additional discount percentage x item value).
- **Price After Note:** In this column, the system automatically displays the price of a single item unit after the discount after calculating it as follows:
  1. Subtract previous discounts from the unit price in invoice to get net previous price
  2. Multiply the net previous price by the percentage of required additional discount to get the amount of the additional discount
  3. Subtract the additional discount amount from the net previous price to get the net price of the single item unit after the additional discount
- **Net:** In this column, the system displays the net value of the sales invoice after discounts, which equals the result of multiplying the price after the discount calculated in the previous field by the number of items.

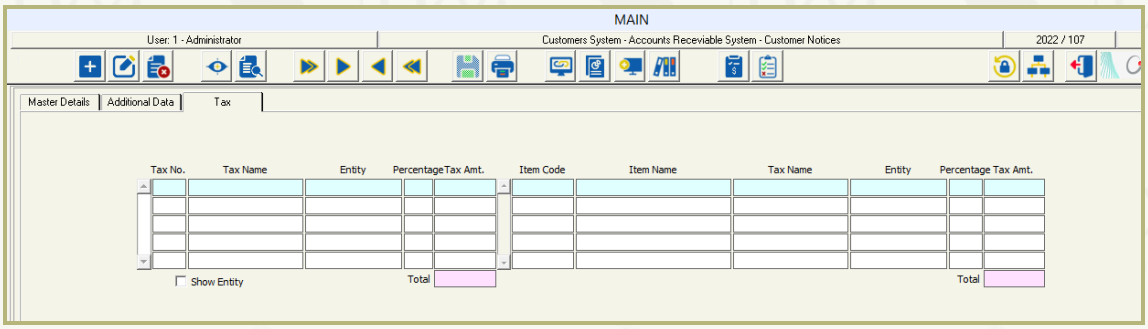
Third: Additional Data

In this tab, users enter any additional data to the notification's requests noting that the name of these fields can be modified using the **Texts Translation** screen.



Fourth: Tax

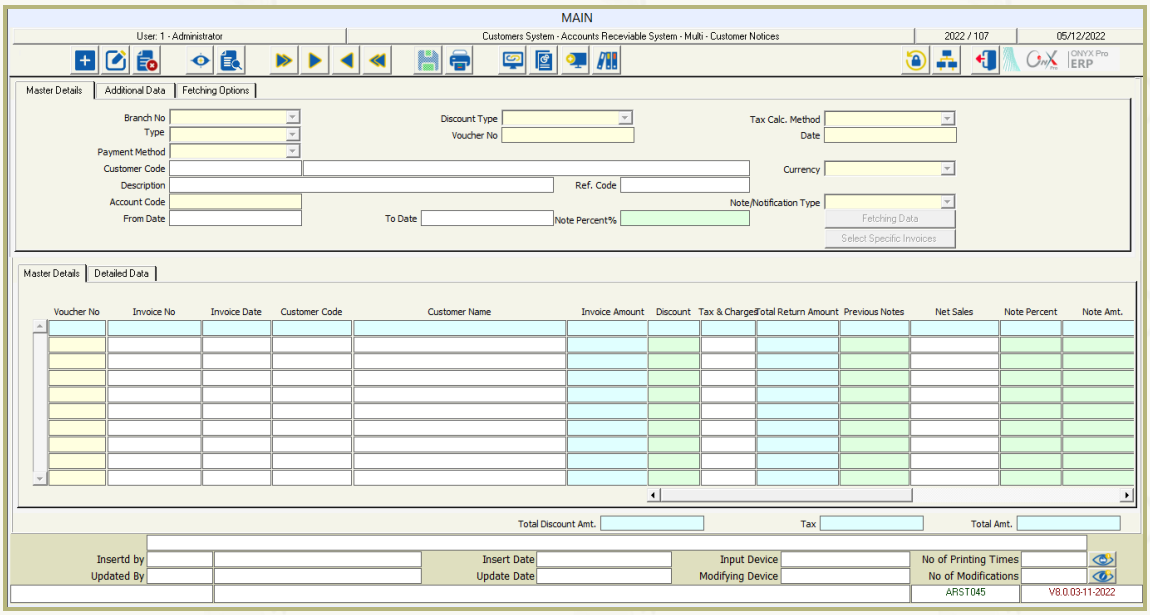
In this tab, the system automatically displays the calculated tax on the item. On the left side, the system displays the tax type, tax percentage, tax authority, and tax amount. On the right side, the system displays the tax data for the item.



- **Save:** Users save data after completing data entry.

Customer Notifications – Multi

Use: This screen allows users to apply multiple additional discounts to more than one customer's sales invoice for any reason. These discounts can either decrease or increase the customer's debt and they are applied only at the invoice level, not to individual items.



How to use the screen

This screen is used after clicking the **Add** button as follows:

First: Master Data

- **Branch Number:** In this field, users select the branch in which the discount will be applied.
- **Discount Type:** In this field, the system displays only the **By Invoice** option, so the discount on this screen is given on the invoice, not on the items.
- **Type:** In this field, the user selects the discount type from the list of types added to the **Notes Types** screen within the **Customer System Setup**.
- **Tax Calculation Method:** In this field, the system automatically displays the default method of calculating the tax, which changes according to the calculation method linked to the customer when selecting the customer.
- **Voucher Number:** In this field, the system automatically generates a modifiable discount voucher number when selecting the **Automatic Can Be Modified** or **Manual** option in the **Document Sequence** parameter on the **Customer System Parameters** screen. Moreover, users can determine the sequence mechanism in the **Customer System Parameters** screen by selecting one of the following options:

- **Accumulative**: When users select this option, the sequence will be accumulative for all discounts.
- **By Type**: When users select this option, each discount type will have a separate sequence.
- **General**: When users select this option, the system generates accumulative sequences. It should be noted that users select this option only when using electronic invoices.

- **Date**: In this field, the date appears automatically, which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual** according to the selected option in the **Show Date** parameter on the parameters screen.
- **Payment Method**: In this field, users select the payment method from the drop-down list. This method is the one that was used in the sales invoice to which the additional discount will be added. This field includes the following options:
  - On Credit.
  - Cash.
  - To Account.
- **Cash Number**: This field appears when selecting the **Cash** option in the **Payment Method** field. In this field, users select the cash that will be used in the multiple notifications.
- **Customer Number/ Name**: In the **Customer Number** field, users press **F9** to select the customer number from the customers' list. Consequently, the system automatically displays the customer's name in the **Customer Name** field.
- **Currency**: In this field, the currency of the customer account appears automatically if it was only, otherwise, users will need to select the required currency from the drop-down list.
- **Description**: In this field, users enter an explanatory description of the transaction.
- **Reference Number**: In this field, users enter the reference number of the note, which can be digits or letters. This field is optional and it can be mandatory when activating the **Reference Number is Mandatory** parameter on the parameters screen.
- **Account Number**: This field appears if the selected option in the **Additional Discount by Item Posting Method** parameter is **To Additional Discount Account Selected in**

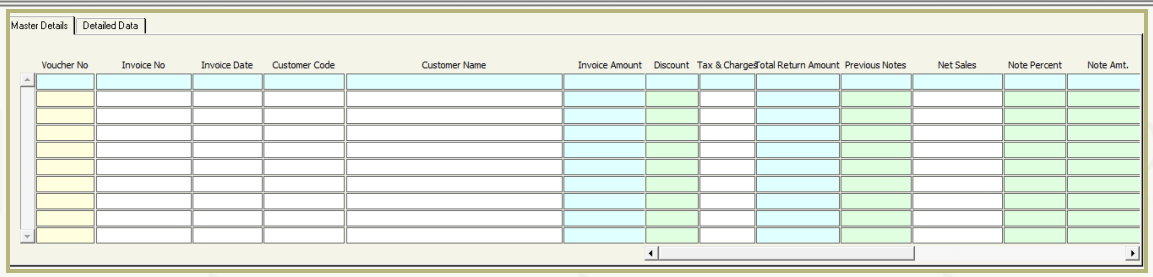
Screen, and it is used to determine the account that will be on the debit side in the discount transaction. Meanwhile, if users select the **To Allowed Discount Account** option in the previously mentioned parameter, this field will not appear and the discount will be posted to an allowed discount account defined on **Link Stock Accounts to General Ledger** screen.

- **From Date/ To Date:** In these fields, users enter the period within which the system will display the sales invoices when clicking on the **Fetch Data** button. If the period is not determined and users clicked on the **Fetch Data** button, the system displays all sales invoices related to the customer specified in the **Customer Number** field.
- **Note Percentage**: In this field, users enter the discount percentage that will be approved for all invoices that will be fetched to the detailed data. If no percentage is specified in this field, the note percentage will be entered for each invoice separately.
- **Note Type:** In this field, the system displays **Credit** type and it cannot be modified, which indicates that the discount will affect the credit side only of the customer's account.
- **Fetch Data:** Users click this button to fetch the invoices to the detailed data after filling in the master data.
- **Select Specific Invoices:** Users click on this button to select specific sales invoices to be fetched to approve the discounts applied to them. When users click on this button, a screen pops up on which users tick the flag next to each invoice that users want to fetch.

Second: Main Data

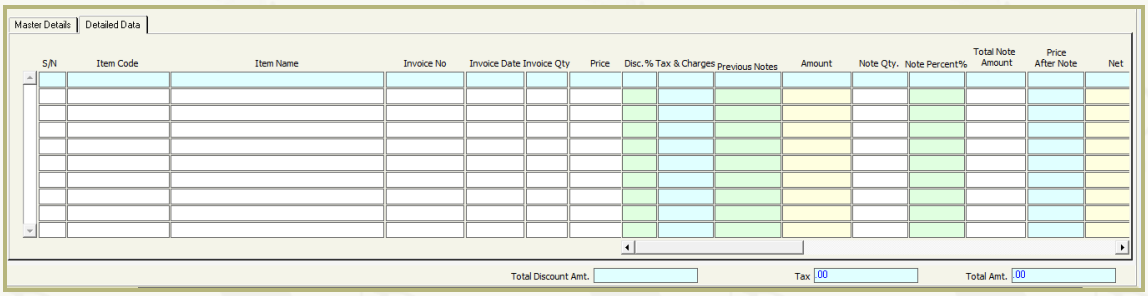
After clicking on the **Fetch Data** button, the system displays here the data of the fetched invoices, for which the additional discounts are approved. In this tab, users also determine the discount percentage or discount amount for each invoice if it is not entered in the **Note Percentage** field in the master data. It should be noted that users can delete any mistakenly selected invoice by clicking the right mouse button and selecting the **Delete Record** option.

> **Hint:** The document number appears in the first column of this tab. This number is the transaction number that will be saved in the **Additional Discounts** screen, as the discount of each invoice is saved in a separate document.



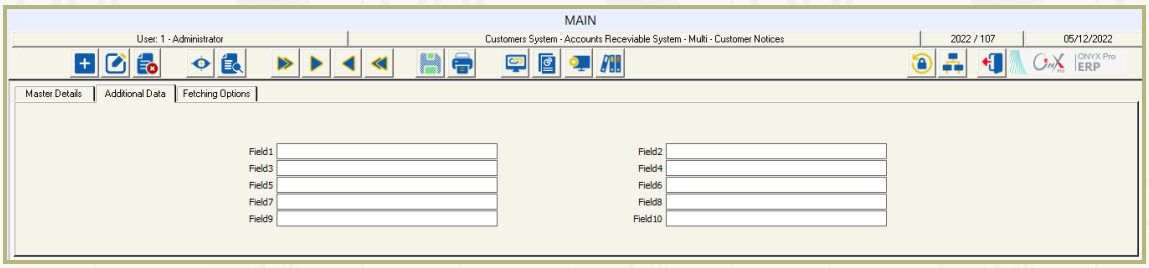
Third: Detailed Data

The data of this tab appear automatically after clicking on the **Fetch Data** button. Here, the system displays the items of the invoice selected in the **Master Data** tab.



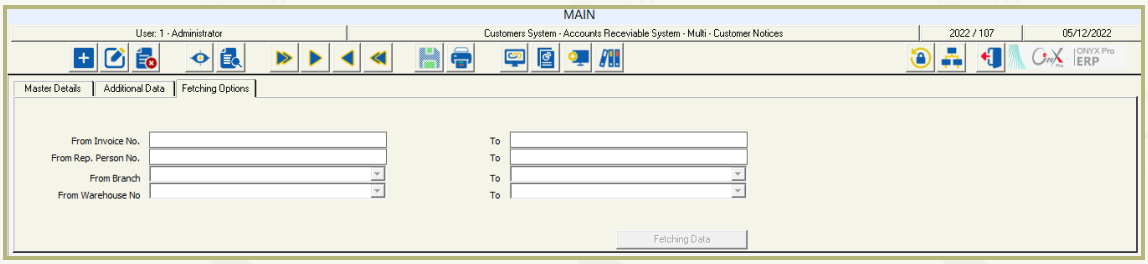
Fourth: Additional Data

In this tab, users enter any additional notification data that is required and not included in the rest of the screen tabs. Users can rename these fields whenever needed using the **Texts Translation** screen in the system's general configuration.



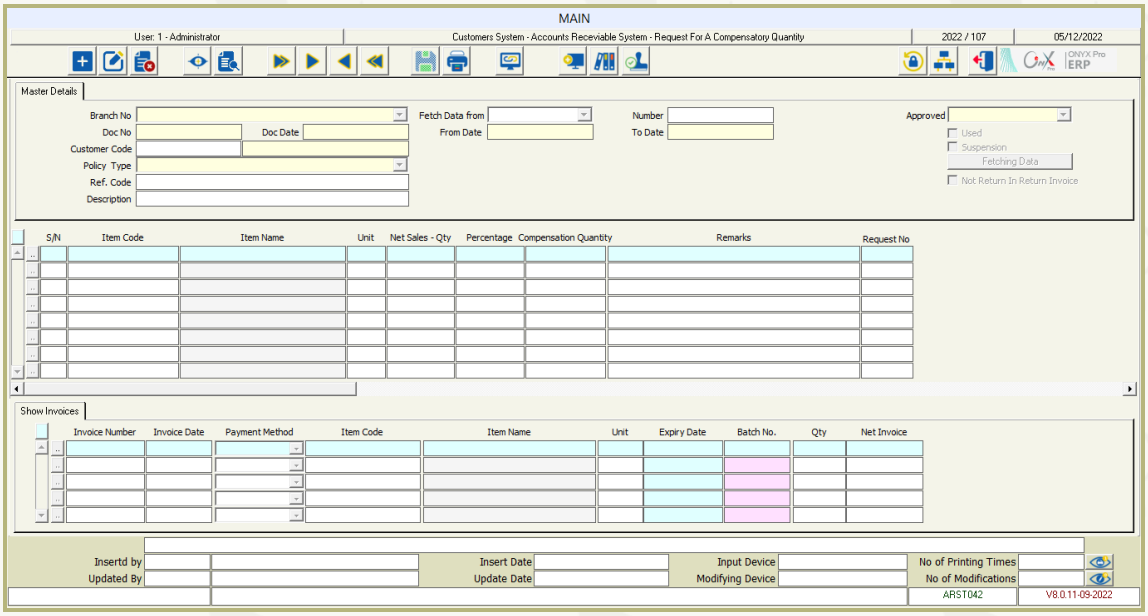
Fifth: Fetching Options

In this tab, users filter the data by pressing **F9** or selecting an option from the list in the included fields. Then, users click on the **Fetch Data** button and the data will be fetched to the detailed data section.



Request Granting Compensation Quantity

Use: On this screen, users fill requests for granting the customer compensation (free of charge) quantities based on the policy determined in the **Customer Data** screen to be fetched in the sales invoice. The compensation quantities are the quantities (bonus) given to the customer as an incentive when they sell a certain volume of the organization's items.



Screen Use Method

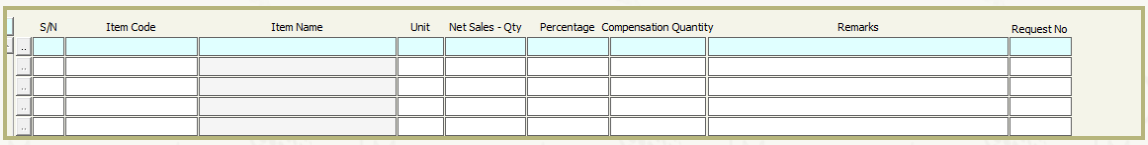
First: Master Data

- **Branch Number:** In this field, users select the branch in which the compensation quantity grant request will be submitted.
  - **Document Number/ Date:** In these fields, the system displays the document number and date automatically with the possibility of modification.
  - **From Date/ To Date:** In these fields, users determine the period within which the sales invoices –for which the compensation quantities (bonus) will be calculated– were issued.
  - **Customer Number:** In this field, users manually enter the number of the customer for whom the compensation quantities will be calculated or select it after pressing **F9**.
  - **Policy Type**: This field is used according to the selected customer number in the previous field. In this field, only the compensation quantities policies –linked to the customer in the **Customers Data** screen– appear.
  - **Reference Number:** In this field, users enter the reference number of the request.
  - **Description:** In this field, users enter a clarifying statement for the request.

- **Approved:** In this field, the status of approval appears automatically according to the option selected for approving the request in the toolbar; which can be **Unapproved**, **Approved**, **Rejected**, or **Return**.
- **Used:** This flag appears automatically ticked to indicate that request is used in the sales invoice.
- **Suspend:** Users tick this flag to suspend granting compensation quantities temporarily for any reason. Consequently, users can save the request without fetching it into the invoice unless the suspension is ended.
- **Do Not Return It in Returns:** This flag appears ticked for the requests of the customer's compensatory quantities that cannot be returned following the active compensatory quantities policy since compensatory quantities are returned in the sales returns by default.
- **Fetch Data:** After entering the master data of the request, users click this button to fetch the result of calculating the compensation quantities to the detailed data based on the selected compensation policy. If the policy conditions for calculating the compensatory quantities are not met, an alert message appears and indicating "There are no data according to the selected conditions."

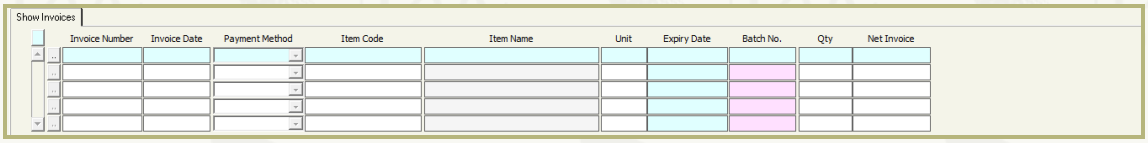
Second: Detailed Data

The columns in the detailed data change according to the selected compensation quantities policy in the master data. These columns display the details of the compensatory quantities that will be granted to the customer following the compensatory policy.



Third: Show Invoices

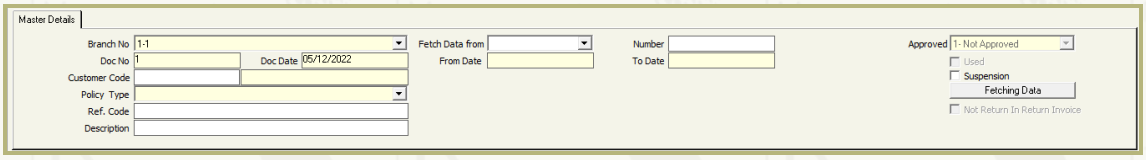
This tab displays the sales invoices issued during the period specified in the master data and used in calculating the customer's compensating quantities.



Fourth: Fetch Data

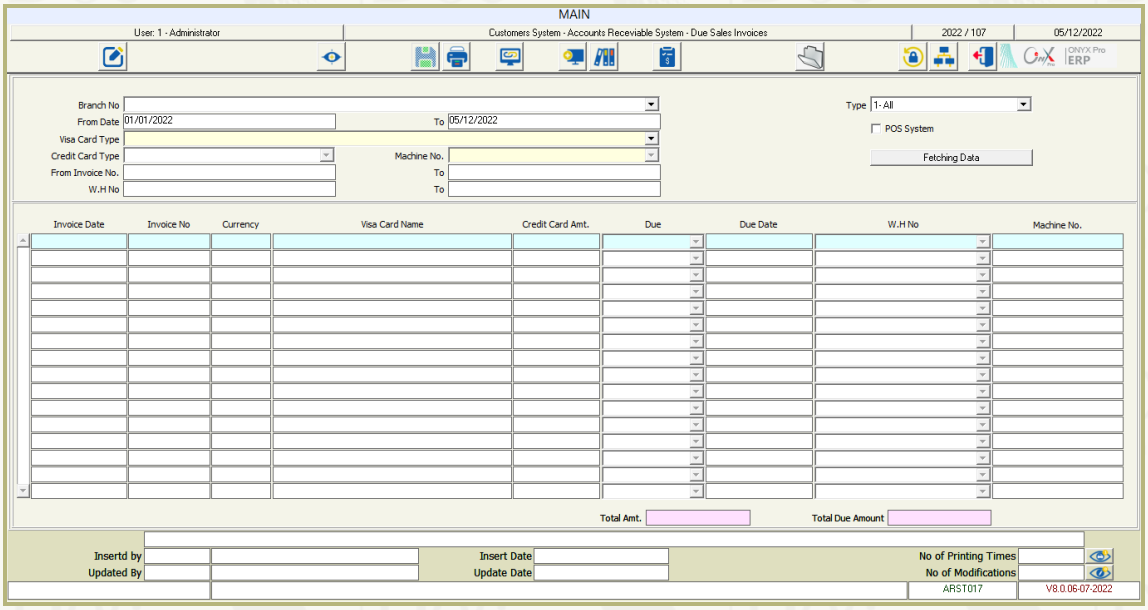
Users click on this button when the compensation quantities are calculated from specific documents such as:

- **Sales Invoice/ Customer Request**: Users can calculate the customer's compensation quantities on a sales invoice or specific customer request by selecting the customer and the compensation policy, then, determining the invoice or request, and fetching the data. Consequently, the compensation quantities on the selected sales invoice or customer request will appear in the detailed data section.
- **Compensation Customer Request**: To display this flag, users need to add a type in the **Customer Requests Types** screen and activate the **Request Compensating Quantities** flag for it. Then, users need to select this type when filling in the customer's request by entering the compensation quantities in the **Free of Charge** column. When using this type in the customer's requests screen, the system does not allow users to enter the quantity in the **Quantity** column. After saving and approving the compensation quantity request for the customer, users fetch the request to the **Request Granting Compensation Quantity** screen.



Due Sales Invoices

Use: This screen is used to render the effect of the due sales invoices of the payment method (network), whether these invoices were issued from the **POS** or the **Onyx Sales** system. Consequently, the system creates an accounting entry in which the organization's bank account appears on **Debit** side instead of the intermediary account that was used in the selling transaction.



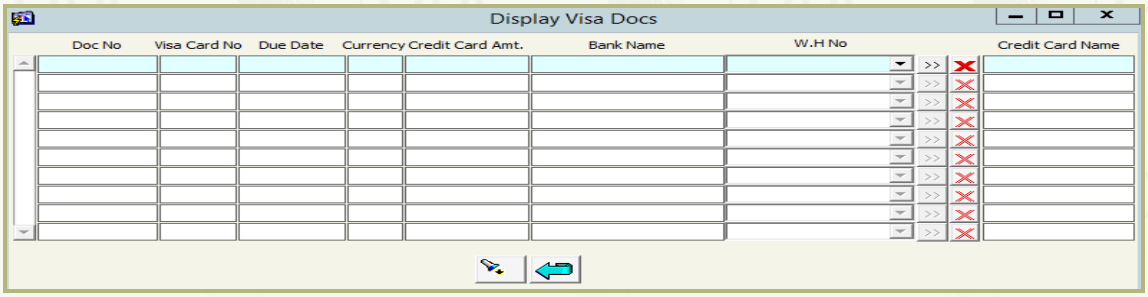
Screen Use Method

- **Branch Number:** In this field, users select the branch in which the invoice effect will be rendered.
- **Type:** In this field, users select the appropriate option for the transaction from the following:
  - **All:** Users select this option to handle all invoices (posted and unposted).
  - **Unposted:** Users select this option to handle unposted invoices only.
  - **Posting:** Users select this option to handle the posted invoices only.
- **POS System:** This flag appears automatically activated for the invoices issued by the POS system.
- **From Date/ To Date:** In these fields, users define the period during which the sales invoices are due so the system displays them.
- **Payment Card Type:** In this field, users select the type of payment card from the ones defined in the **Payment Card Types** screen in the **Customers Management System** configuration.

- **Card Type:** In this field, users select the type of credit card from the ones defined in the **Credit Card Types** screen within the **Customers Management System** configuration.
- **From Invoice Number/ To:** In these fields, users determine the range of invoices numbers that need to be displayed on the screen.
- **Warehouse Number/ To:** In these fields, users determine the range of the warehouses from which the invoices were issued.
- **Fetch Data:** When users click on this button, the system displays the data of the detailed data fields.
- **Due:** Users click on the **Modify** button, and then select one of the following options:
  - **Under Collection:** Users select this option for due invoices that are still under collection and appear every time users display them until they are collected.
  - **Due:** Users select this option for invoices that due. Consequently, the system creates the following accounting entry:

Entry	Debit	Credit
From/ Bank Account	x	
To/ Notes Receivable (the intermediary account defined in the **Credit Cards Data** screen within the **Customers Management System** configuration.)		x

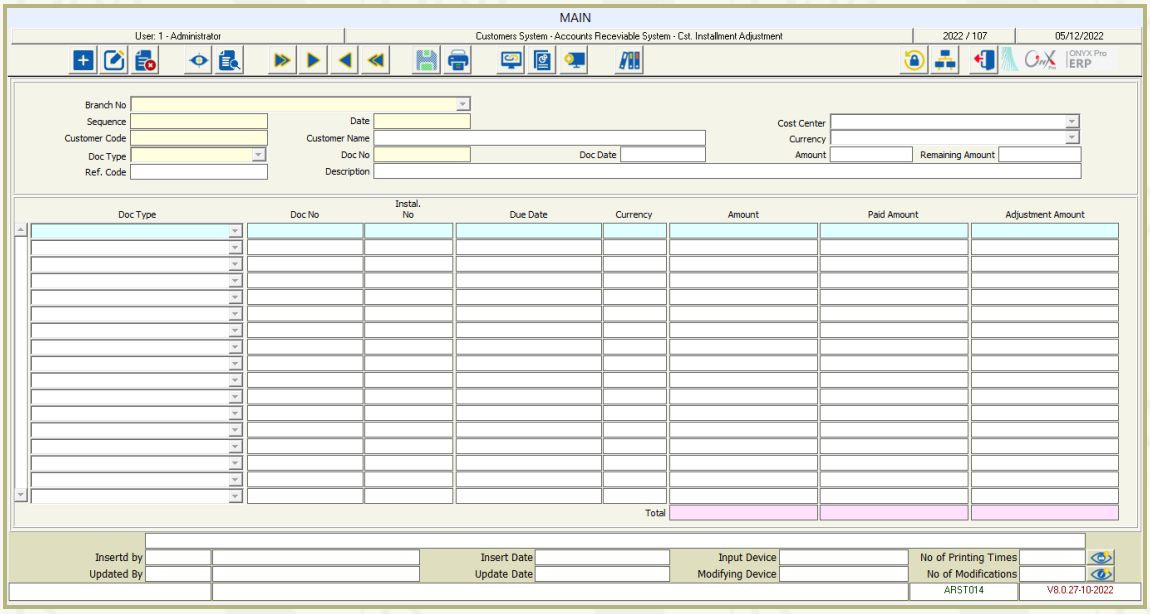
  - **Delayed:** Users select this option to postpone the invoices' due dates to a new date that will be determined in the **Due Date** column.
- **Display Visa Documents:** When users click on this button on the toolbar, the system displays a screen on which users can view the due visa documents and select the required one to be fetched. Note that users can move to the document by clicking on the **Arrow** button next to each document. Moreover, users can delete any visa on the **Display Visa Documents** screen by clicking on the **Delete** button next to the required document.



- **Save:** Users save data after completing data entry.

Settle Customers Installments

Use: On this screen, users settle installments manually by distributing the amounts received from customers among the debit balances charged to them according to the organization's records. This is done by matching each paid amount with its corresponding debit balance. For example, a customer –who owes 1,000,000 dollars to the organization (400,000 dollars as an opening balance and 600,000 dollars for three sales invoices at 200,000 dollars each)– paid 400,000 dollars by check. Then, on this screen, users manually recorded the 400,000 dollars as payments for the first and third sales invoices. Consequently, the opening balance and the second invoice will not be affected.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

First: Master Data

Here, users record the data of the document credited to the customer at the organization, such as receipt voucher, sales returns, customer notification, journal entry (when settling customer debt), or opening balance (when the balance is credit). This section includes the following fields:

- **Branch Number:** In this field, users select the branch in which the customer's installments will be settled.
- **Sequence:** In this field, the system automatically generates a modifiable serial number.
- **Date:** In this field, the document date appears according to the selected option in the **Show Date** parameter within the system parameters screen, which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.

- **Customer Number/ Name:** In the **Customer Number** field, users press **F9** to select the customer number from a list. Consequently, the customer's name appears.
- **Currency:** In this field, users select the currency, which is used in customer's account and in which the installments will be settled, from the list.
- **Document Type:** In this field, users select the type of document –which has been recorded in the customer's credit account– from the following options; **Opening Balance**, **Receipt Voucher**, **Sales Return Invoice**, **Journal Entry**, or **Goods Out Order**.

  Hint: When customers' payments are recorded manually, and then the customer returns items, the system automatically settles the installment once the invoice number is selected. In other words, the settlement is made for the selected invoice once the return is saved without using the **Settle Customers Installments** screen and selecting **Sales Return** in **Document Type** field.
- **Document Number:** In this field, users select the number of documents that will be used to make one settlement or more.
- **Document Date:** In this field, the system displays the document date automatically once selecting the document.
- **Amount:** When users select the required document, the system displays the document amount automatically in this field.
- **Remaining Amount:** In this field, the system displays the amount that has not been distributed from the document in selected the previous **Document Number** field. If the document amount is entirely distributed, the remaining amount will be zero.
- **Reference Number:** In this field, users record the reference number of the transaction. This field becomes mandatory when activating the **Reference Number is Mandatory** parameter in the parameters screen.
- **Description:** In this field, users enter a clarifying statement of the transaction. This field becomes mandatory when activating the **Description is Mandatory** parameter in the parameters screen.

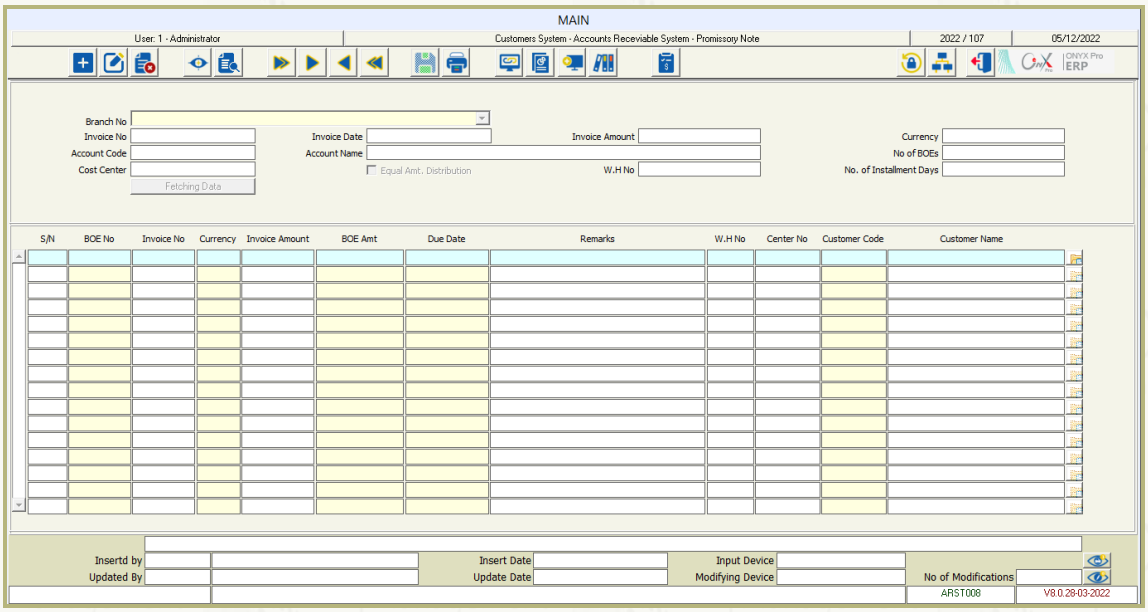
Second: Detailed Data

In the detailed data section, users determine the debited documents that will be settled and among which the credit amounts will be distributed. These documents can be a payment voucher, sales invoice, journal entry (when settling customer debt), opening balance (when balance is debit), goods out order, or debt scheduling. This section includes the following columns:

- **Document Type:** In this column, users determine the type of document charged on the customer and will be settled or its installments will be settled.
- **Document Number:** In this column, users press **F9** to select the number of the document that will be settled.
- **Installment Number:** In this column, the system automatically displays the installment that will be settled –if there is more than one– with the possibility to be modified.
- **Due Date:** In this field, the system automatically displays the installment due date.
- **Amount**: In this column, the system automatically displays the document amount when users select a specific document number.
- **Paid Amount:** This field displays the total amount that has been settled in previous settlement transactions.
- **Settlement Amount:** In this column, users enter the amount of the document that will be settled.
- **Save:** Users save data after completing data entry.

Promissory Note

Use: This screen appears when activating the **Use Promissory Notes** parameter on the **General Ledger Parameters** screen. Promissory note is a written promise to pay a certain amount and it includes the parties (entities and individuals) of the sales transactions. It should be noted that the sales invoice can be divided into multiple promissory notes that are paid at due dates determined by the user. Moreover, promissory notes recorded on this screen do not have a financial effect.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

First: Master Data

- **Branch Number:** In this field, users select the branch in which the transaction will be made.
- **Invoice Number:** In this field, users press **F9** to select the sales invoice for which the promissory note(s) will be issued.
- **Invoice Date:** In this field, the system automatically displays the invoice date and it cannot be modified.
- **Invoice Amount:** In this field, the system automatically displays the invoice amount and it cannot be modified.
- **Currency:** In this field, the system automatically displays the currency of the sales invoice.
- **Account Number/ Name:** In these fields, the system automatically displays the customer's account number and name when users select the invoice.

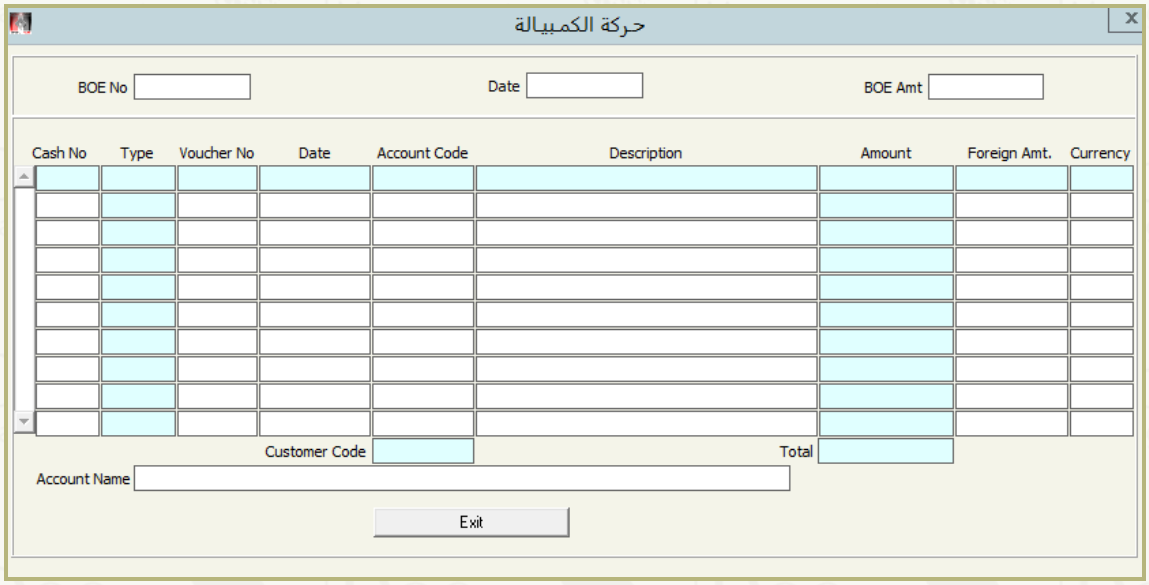
- **Number of Promissory Notes:** In this field, users enter the number of promissory notes. Consequently, the system divides the amount of the promissory note by the entered number, and each promissory note is given its number and date.
- **Number of Installment Days:** In this field, users enter the number of days for the installments. So, the system automatically records the due dates for each installment in the details data section based on the number of issued promissory notes. For example, if the number of the issued promissory notes is 4 and the number of installment days is 5, the system will record 4 due dates and the period between the due dates will be 5 days.
- **Divide Amount Evenly:** When users tick this flag, the amount of the promissory note will be divided evenly among the number of issued promissory notes. Otherwise, users will need to enter the amounts manually.
- **Warehouse Number:** This field appears when the **Use Multiple Warehouses** parameter is not activated on the parameters screen, and it displays the number of warehouses recorded in the sales invoice selected in the **Invoice Number** field.
- **Center Number:** In this field, users link the promissory note to the center if any.
- **Fetch Data:** When users click on this button, the system fetches all the data of the promissory notes and due dates in the detailed data screen.

Second: Detailed Data

Once users click on the **Fetch Data** button, after filling in the required data in the master data, the system automatically displays the detailed data in this section. Moreover, the data of the detailed data fields can be entered manually as follows:

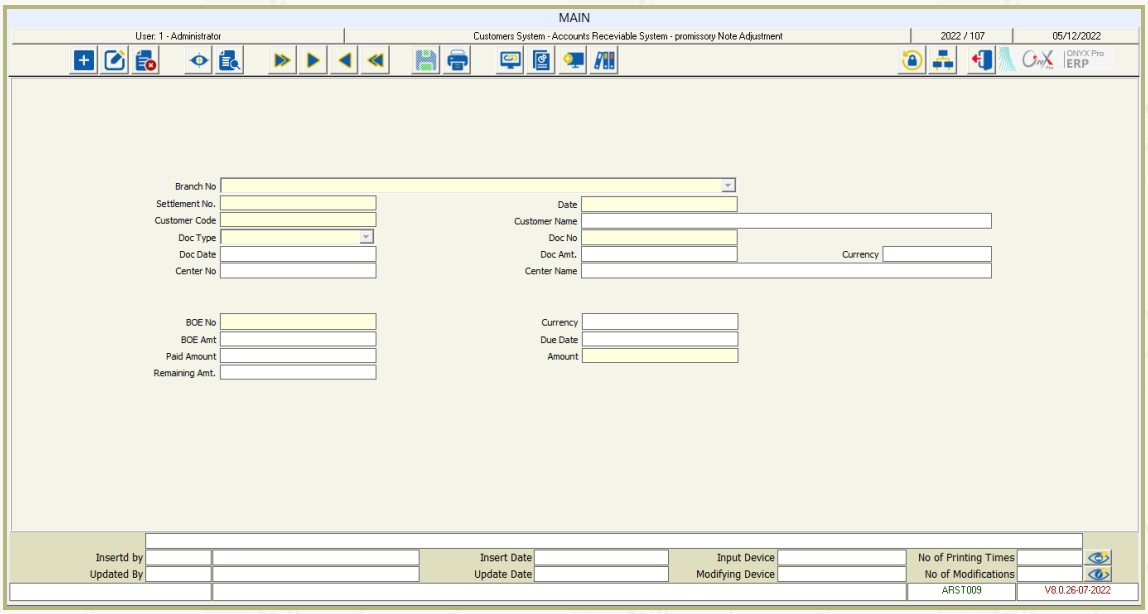
- **S/N:** In this column, the system automatically displays a modifiable automatic sequence.
- **Promissory Note Number:** In this column, users manually enter the number of each promissory note based on the number of promissory notes that will be issued for the invoice.
- **Invoice Number:** In this column, users press **F9** to select the number of the sales invoice for which the promissory note(s) will be issued. Note that the invoice can be replicated for more than a promissory note, if the invoice needs many.
- **Currency:** Once the invoice is selected, the system automatically displays the currency of it in this column, and it cannot be changed.

- **Invoice Amount:** In this column, the system automatically displays the invoice value.
- **Promissory Note Amount:** This column displays the promissory note amount which can be the invoice amount or part of it if the invoice amount is divided into more than one.
- **Due Date:** In this column, users enter the due date manually, which is the payment date of the promissory note.
- **Remarks:** In this column, users enter any remarks at each promissory note level if needed.
- **Warehouse Number/ Center Number/ Customer Number/ Customer Name:** The data of these fields appear automatically.
- **Save:** Users save data after completing data entry.
- **Promissory Note Movement:** When users click this button next to any promissory note, the corresponding payment movement appears.



Settling Promissory Notes

Use: This screen appears when users activate the **Use Promissory Notes** parameter on the **General Ledger Parameters** screen. This screen is used to distribute the amounts received from (or accrued to) customers –based on opening balance (if it is credit), journal entries, customers credit settlements, receipt voucher, sales return invoice, incoming order, or customers notifications– among the issued promissory note(s) by linking each paid amount to its promissory note(s).



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

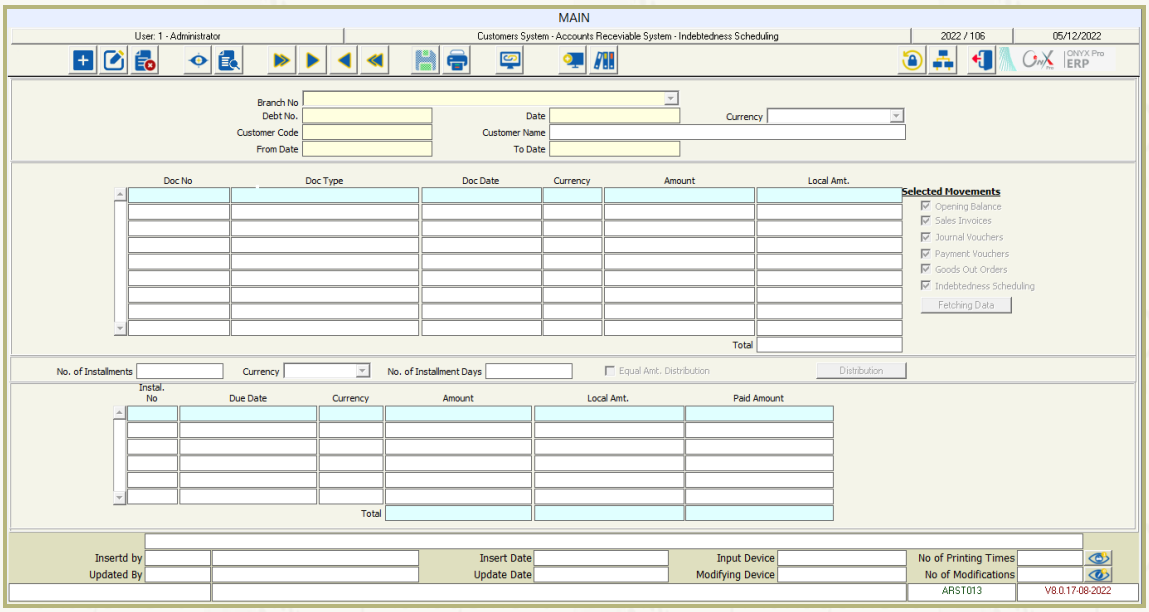
- **Branch Number:** In this field, users select the branch in which the promissory note will be settled.
- **Settlement Number:** In this field, the system automatically generates a modifiable number for the settlement.
- **Date:** This field displays the date of entering the promissory note settlement data. This date can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual** according to the selected option in the **Show Date** field on the parameters screen.
- **Customer Number/ Name:** In the **Customer Number** field, users press **F9** and select the number of the customer. Consequently, the name appears in the **Customer Name** field.
- **Document Type:** In this field, users select the type of credit document that will be used to settle the promissory note. The document can be **Opening Balance**, **Journal**

Entry, **Receipt Voucher**, **Sales Return Invoice**, **Goods Out Order**, or **Customers Notifications**.

- **Document Number**: In this field, users press **F9** and select the document number for the selected document type.
- **Document Date**: In this field, the system automatically displays the date of the selected document and it cannot be changed.
- **Document Amount**: In this field, the system displays the amount of the credit document that will be used to settle the promissory note.
- **Currency**: In this field, the currency used in the document appears automatically.
- **Cost Center**: In this field, the system automatically displays the cost center that is linked to the document.
- **Promissory Note Number**: In this field, users press **F9** to select the number of the promissory note that will be settled.
- **Currency**: When users select the number of the promissory, the system automatically displays its currency in this field.
- **Promissory Note Amount**: In this field, the system displays the amount of the promissory note that will be settled.
- **Due Date**: In this field, the system displays the due date of the promissory note entered on the **Promissory Note** screen.
- **Paid Amount**: This field displays the previously settled amount of the selected promissory note. It should be noted that no data appear here when settling the value of the promissory note for the first time.
- **Amount**: In this field, users enter the document amount that will be used to settle the promissory note fully or partially.
- **Remaining Amount**: In this field, the amount of the promissory note that has not been paid appears.
- **Save**: Users save data after completing data entry.

Indebtedness Scheduling

Use: This screen appears when users activate the **Pay Installments Manually** parameter on the **Customers Management System Parameters** screen. This parameter cannot be activated if the **Use Promissory Notes** parameter is activated on the **General Ledger Parameters** screen. This screen is used to reschedule the customer's debts or some of them, in order to be paid to the organization in installments with new dates. Debt scheduling is considered an acquaintance of the customer debts.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

First: Master Data

- **Branch Number:** In this field, users select the branch in which customers' debts will be rescheduled.
- **Debt Number:** In this field, the system automatically generates a modifiable debt number.
- **Date:** This field displays the date of the indebtedness scheduling. This date can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**, according to the selected option in the **Show Date** parameter on the system parameters screen.
- **Customer Number/ Name:** In the **Customer Number** field, users press **F9** to select the customer number. Consequently, the **Customer Name** appears automatically in the **Customer Name** field.
- **Currency:** In this field, users select the currency of the movements that will be scheduled.

- **From Date/ To Date:** In these fields, users enter the start and end dates of the indebtedness that will be rescheduled.
- **Cost Center:** In this field, users select the related cost center from the list.
- **Selected Movements:** This part includes the flags of **Opening Balance**, **Sales Invoices**, **Journal Entries**, **Payment Vouchers**, **Goods Out Orders**, and **Indebtedness Scheduling**. Ticking any flag includes it in the indebtedness that will be scheduled.
- **Fetch Data:** When users click this button, the system automatically displays all data related to the customer's indebtedness that will be scheduled in the detailed data (1) section based on the selected movements.

Second: Detailed data (1)

In this section, the system automatically displays the data of **Document Number**, **Document Type**, **Document Date**, **Currency**, **Amount**, and **Local Amount,** based on the data of the indebtedness documents. These data cannot be modified; however, users can exclude some invoices or invoice items by deleting them from the detailed data.

Third: Detailed data (2)

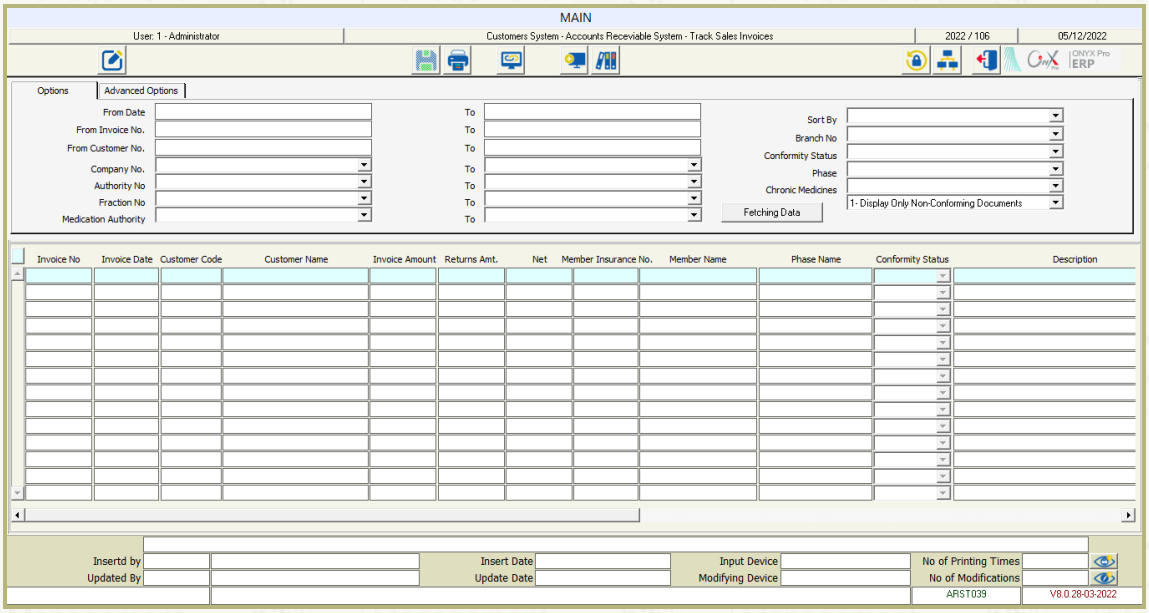
In this section, users enter the number of installments of the indebtedness documents that were displayed in the detailed data (1) and determine the payment dates and the number of days for each installment. This section includes the following:

- **Number of Installments:** In this field, users enter the number of installments that the customer will pay according to the indebtedness scheduling.
- **Currency:** In this field, users select the currency in which the installment will be paid from the list of currencies.
- **Number of Installment Days:** In this field, users enter the number of days (period) between installments. For example, if users entered 15 in this field, the date of the second payment of the installment comes after 15 days from the first one, and so on.
- **Divide Amount Evenly:** When users tick this flag, the system will divide the amount of the customer's scheduled indebtedness into installments of equal amounts with the possibility of modification. When this flag is not ticked, users enter the installment amount manually as agreed with the customer.

- **Distribute:** When users click on this button, the system displays the number of installments, and each installment date, amount in the specified currency, and in local currency. The system also allows users to enter installments directly without filling in the previous fields.
- **Save:** Users save data after completing data entry.

Sales Invoice Follow-up

Use: Some organizations need to closely follow up on invoices they send to contracted health insurers as these invoices can be issued with significant amounts of money that need to be collected on time. This screen allows tracking sales invoices of the insurers, as well as any other sales invoice. The follow-up process starts with coding its phases using the **Customers Management System General Codings** screen within the system configuration, then uses this screen, goes to **Customer Claims** screen, and ends with the **Follow-up Customers Claims** screen. Note that the sales invoices that are matched on this screen can be moved to the **Customers Claims** screen when users activate the **Sales Invoices Follow-up** parameter.



Screen Use Method

This screen is used by filling in the fields in both **Options** and **Advanced Options** tabs to filter the required data.

First: Master Data

The main fields of these section will be explained below as follows:

- **Sort By:** In this field, users select one of two options: **Customer Number** or **Invoice Number**, and accordingly the detailed data appears.
- **Display Unmatched Documents Only/ Display Matched Documents:** Selecting one of these two options allows displaying either the matched or the unmatched documents, but by not selecting any, the system displays both the matched and unmatched documents in the detailed data.

Second: Detailed Data

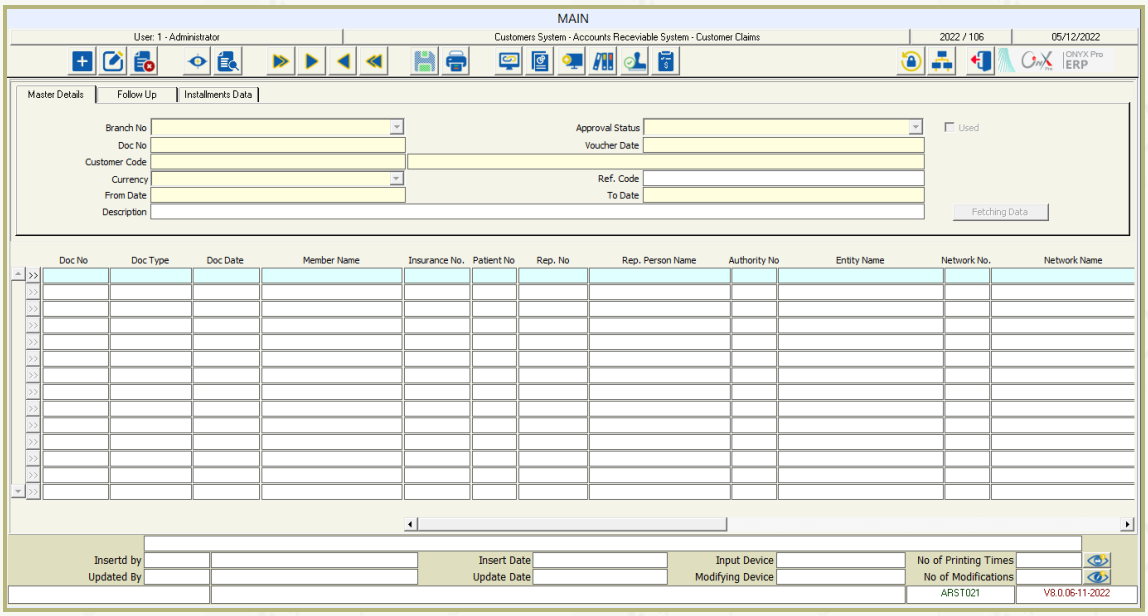
After filling in the master data fields in both **Options** and **Advanced Options** tabs and clicking on **Fetch Data button**, the system displays the detailed data section that needs to be handled as follows:

From Invoice Number to Phase Name columns: The data of these columns automatically appear based on the data determined by the user in the **Options** and **Advanced Options** tabs.

- **Match Status:** In this column, users select an option from the list after clicking on the **Modify** button. Note that the system displays the **Unmatched** option in this column by default for the first phase of the follow-up process and it can be changed. Moreover, the system prevents matching a phase until the previous one is matched, and displays an alert message saying "**Must match previous phases**". This allows users to follow up on the different phases in an effective way.
- **Description:** In this column, users enter a statement on the different statuses (matched, unmatched, or return).
- **Match User/ User Name/ Matching Date:** The system displays these columns' data automatically for information only.
- **Save:** Users save data after completing data entry.

Customers Claims

Use: This screen appears when users activate the **Use Customer Claims** parameter on the system parameters screen. This screen is used to issue claims for customers to repay the sales invoices that have been issued and matched on the **Sales Invoices Follow-up** screen. The claim contains the basic invoice data, and the insurance fields appear when users activate the **Use Medical Insurance System** parameter on the **Customers Management System Parameters** screen.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

First: Master Data

- **Document Number:** In this field, the system automatically generates a modifiable number for the document.
- **Document Date:** In this field, the system displays the date of the claim document. This date can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual** according to the selected option in the **Show Date** parameter on the system parameters screen.
- **Customer Number/ Name:** In the **Customer Number** field, users press **F9** to select the required customer number that will pay from the list. Consequently, the customer's name appears in the **Customer Name** field.
- **Currency:** In this field, users select the currency in which the customer claim will be made according to the currency used in the issued invoices.

- **From Date/ To Date:** In these fields, users determine the period of the invoices for which the claim will be issued.
- **Reference Number:** In this field, users manually enter the reference number, which can be digits or letters and it can be a manual document number or file number. The organization uses this number for archiving purposes to refer back to it whenever needed.
- **Description:** In this field, the user manually enters a clear description of the claim including the content sent to the entity or any other data can be used upon auditing.
- **Used:** This flag appears ticked if the claim has been fetched to a receipt voucher.
- **Fetch Data:** When the users click on this button, the system displays all invoices issued during the specified period and in the selected currency.

Second: Detailed Data

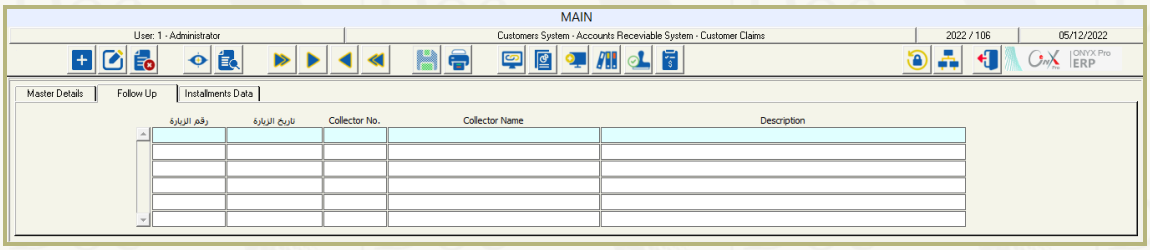
Once users click on the **Fetch Data** button in the master data section, the system automatically displays the data of this section which include the following:

- **Document Number:** In this column, the system displays the document number that was issued (sales invoice number).
- **Document Type:** In this column, the system displays the type of the issued document (sales invoice type).
- **Document Date:** In this column, the system displays the issuance date of the sales invoice document.
- **Member Name:** In this column, the subscriber (beneficiary) name appears from the sales invoice.
- **Insurance Number:** In this column, the insurance number of the member appears according to the entered data in the **Insured Data** screen
- **Representative Number/ Representative Name/ Authority Number/ Authority Name/ Network Number/ Network Name/ Approval Code:** These columns appear when users activate the **Use Medical Insurance System** parameter on the **Customers Management System Parameters** screen. The system displays the data of these columns automatically.
- **Invoice Total:** In this column, the system displays the net sales invoice after returns or discounts, if there were any in the sales invoice document.

- **Contribution Amount:** In this column, the system displays the amount paid by the beneficiary as a contribution to the insurance value.
- **Limit Discrepancy:** In this column, the system displays the amount that exceeds the approved insurance limit for the beneficiary, note that these amounts are paid by the beneficiary.
- **Charges:** In this column, the system displays the charges that have been added to the sales invoice.
- **Tax:** In this column, the system displays the tax that has been added to the sales invoice.
- **Discount:** This column displays the discounts –determined in the **Insurer Data** screen– that have been given to the insurers from the entity that issued the sales invoice.
- **Net Amount:** In this column, the system displays the net amount of the invoice that the insurer needs to pay to the organization.
- **Total:** In this column, the system displays the total claim amount for all the invoices included in the request.

Third: Follow Up

In this tab the user manually documents the visits made by the collector to the insurance company.

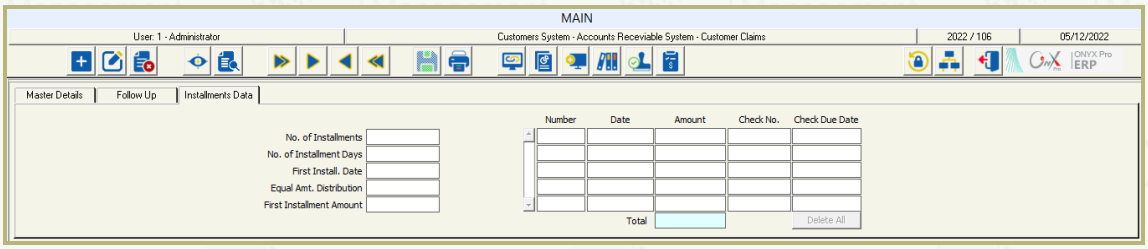


Claim Approval: When users click on the **Approval** button on the taskbar, the system displays the approval screen to be used by users according to the privilege granted to them. It should be noted that when users approve the claim, they can follow it up on the **Follow-up Customers Claims** screen and they can also fetch the claim in a receipt voucher.

Fourth: Installments Data

When users activate the **Use Customers Claim** parameter, **Accruals Type** field appears on the **Customers Data** screen, in which, users select one of two options per customer: **By Invoice** or **By Claim**. By selecting **By Claim** the **Installment Data** tab will be used on this

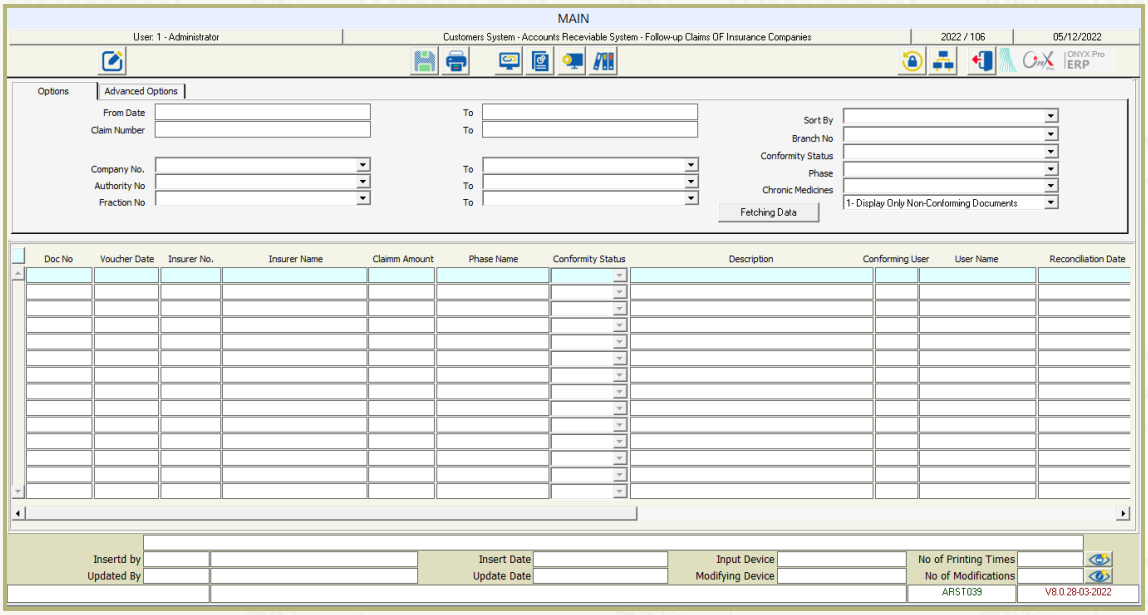
screen but not on the **Sales Invoices** screen. In this tab, users enter the installments' data of the claim, if used, on the left side of the screen, so the system automatically distributes the installments on the right side. This tab includes the following:



- **Number of Installments**: In this field, users enter the number of installments by which the claim amount is divided.
- **Number of Installment Days**: In this field, users enter the number of installment days, consequently, the system determines the installment dates. For example, when users enter number 5 in this field, the system sets the payment date of the next installment after 5 days starting from the previous installment, with the possibility of modification.
- **First Installment Date**: In this field, users enter the date of the first installment to be the basis for setting the dates of the following installments based on the number of installment days.
- **Divide Amount Evenly**: In this field, users enter the invoice amount to be distributed evenly among the number of installments, with the possibility of modification.
- **First Installment Amount**: In this field, users enter the amount of the first installment and the system distributes the rest of the invoice amount among the rest of the installments.
- **Save**: Users save data after completing data entry.

Follow Up Insurers Claims

Use: On this screen, users can follow up on customer claims approved in the **Customers Claims** screen to ensure the implementation of the follow-up phases of customer claims.



Screen Use Method

This screen is used by filling in the fields in both **Options** and **Advanced Options** tabs to filter the required data.

First: Master Data

The main fields of this section will be explained below as follows:

- **Sort By:** In this field, users select one of two options: **Customer Number** or **Invoice Number**, and accordingly the detailed data appears.
- **Display Unmatched Documents Only/ Display Matched Documents:** Selecting one of these two options allows displaying either the matched or the unmatched documents, but by not selecting any, the system displays both the matched and unmatched documents in the detailed data.

Second: Detailed Data

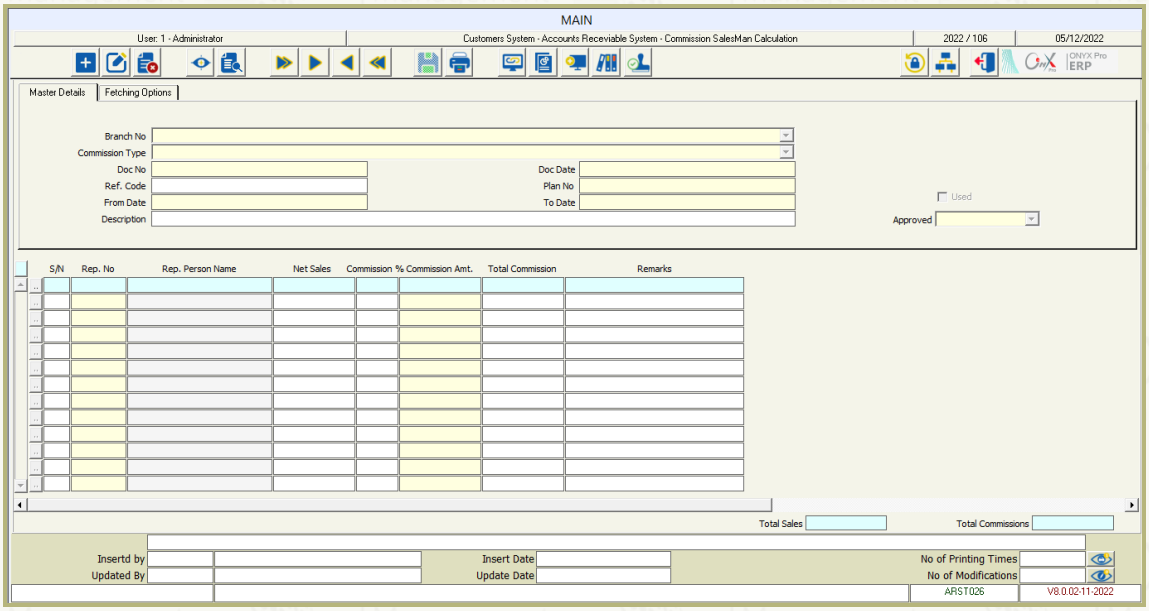
After filling in the master data fields in both **Options** and **Advanced Options** tabs and clicking on **Fetch Data button**, the system displays the detailed data section that needs to be handled as follows:

- **From Invoice Number to Phase Name columns:** The data of these columns automatically appear based on the data determined by the user in the **Options** and **Advanced Options** tabs.

- **Match Status:** In this column, users select an option from the list after clicking on the **Modify** button. Note that the system displays the **Unmatched** option in this column by default for the first phase of the follow-up process and it can be changed. Moreover, the system prevents matching a phase until the previous one is matched, and displays an alert message saying "**Must match previous phases**". This allows users to follow up on the different phases in an effective way.
- **Description:** In this column, users enter a statement on the different statuses (matched, unmatched, or return).
- **Match User/ User Name/ Matching Date:** The system displays these columns' data automatically for information only.
- **Save:** Users save data after completing data entry.

Representatives Commission Calculation

Use: In this screen, users calculate the commissions that the representatives and their supervisors deserve for a specific period as per the configuration of the **Representatives Commissions Coding** screen. Then, authorized users approve the commissions and record them in the general journal. Note that commissions can be calculated from this screen, or from the **Sales Invoices** screen when issuing invoices after activating the **Post Representatives Commission upon issuing a Sales Invoice** parameter on the parameters screen. The system also allows using both screens together, for example giving commission directly to the representative when issuing the sales invoice and a monthly commission using the **Representative Commissions Calculation** screen.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

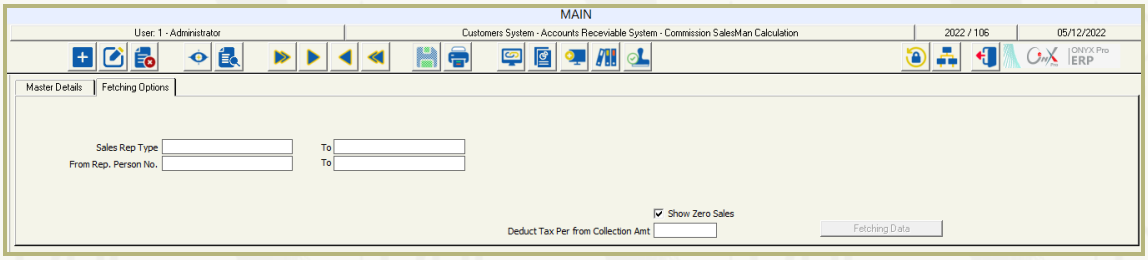
First: Main Data

- **Commission Type:** In this field, users select the type of commission from the list that is coded on the **Representatives Commissions Coding** screen.
- **Document Number:** In this field, the system automatically displays a modifiable number for the document that will be used for calculating the commission.
- **Document Date:** This field displays the date of entering the data of the document that will be used in calculation. This date can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**, according to the selected option in the **Show Date** parameter on the **Customers Management System Parameters** screen.
- **Reference Number:** In this field, users can enter the reference number manually.

- **From Date/ To Date:** In these fields, users enter the start and end dates of the period over which the representatives' commission will be calculated.

Second: Fetching Options

This tab is used to facilitate automatic filling in the detailed data section, as the system fetches these data once users fill in the following:



- **Representative Type/ To:** In these fields, users press **F9** to select the representative types from the list.
- **From Representative Number/ To:** In these fields, users press **F9** to select the range of the representatives from a list.
- **From Item Number/ To:** In these fields, users press **F9** to select the range of item included from the list.
- **From Group/ To:** In these fields, users press **F9** to select the range of groups from a list.
- **From Item Type/To:** In these fields, users press **F9** to select a range of items types from the list.

  Hint: In this tab, fields change according to the commission type selected in the **Main Data** tab. For example, the fields of **From Item**, **To**, **From Group**, **To**, **From Item Type**, and **To**, appear when users select the **By Item** option in the **Commission Type** field on the **Representative Commission Coding** screen within the customers' system configuration.

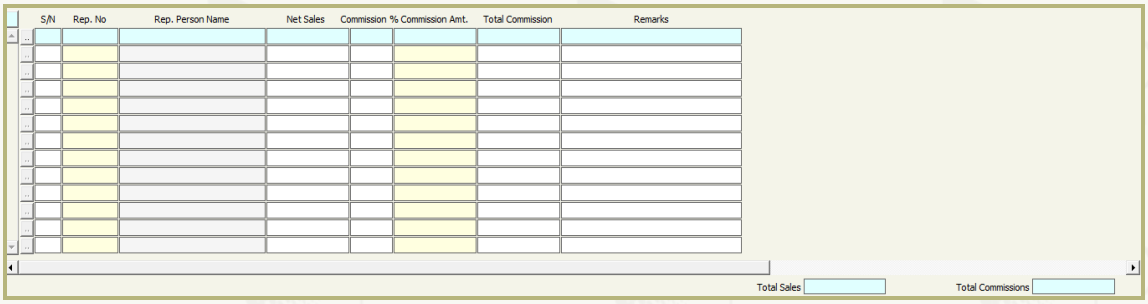
- **Show Zero Sales:** When users tick this flag, the system displays the invoices in which the prices of the sold items equal zero.
- **Check Target Achievement for All Groups:** This option appears on the **Representatives Commission Calculation** screen when selecting the **By Item Group** option in the **Commission Type by Item** field and **Sales Plan** option in the **Use Commissions Segments** field on the **Representatives Commissions Coding** screen.

By activating this option, the commission is calculated for the representatives when achieving the target sales for all groups.

- **Fetch Data:** When users click on this button, the system displays the data in the detailed fields automatically according to the data determined in the previously explained fields.

Third: Detailed Data

Users can enter the detailed data manually without using the **Fetching Options** tab as follows:



- **Representative Number/ Name:** In these columns, users press **F9** to select the number of the representative –for whom the commission will be calculated– from the list.
- **Item Number/ Item Name/ Unit:** In the **Item Number** column, users select the item number, for which the commission will be calculated, from the items list. Consequently, the system displays the item name and unit of measurement. These columns appear when users select the **By Item** option in the **Commission Type by Item** field in the **Representatives Commissions Coding** screen within the customer system configuration. The same applies when selecting the **By Group** or **By Item Type** options.
- **Net Sales:** In this column, the system displays the **Quantity** and **Value** of the **Net Sales** at each item level once users enter the item number. The number in this field is the result of adding the net sales of the representative to the net sales of the supervised sub-representative. However, when users do not calculate the commission for each item separately, the total net sales of the representative appear.
- **Commission Percentage:** In this column, the system automatically displays the representative commission of each item, as defined in the **Representatives Commissions Coding** screen. However, when users do not calculate the commission

for each item separately, the system displays the total commission percentage for the representative.

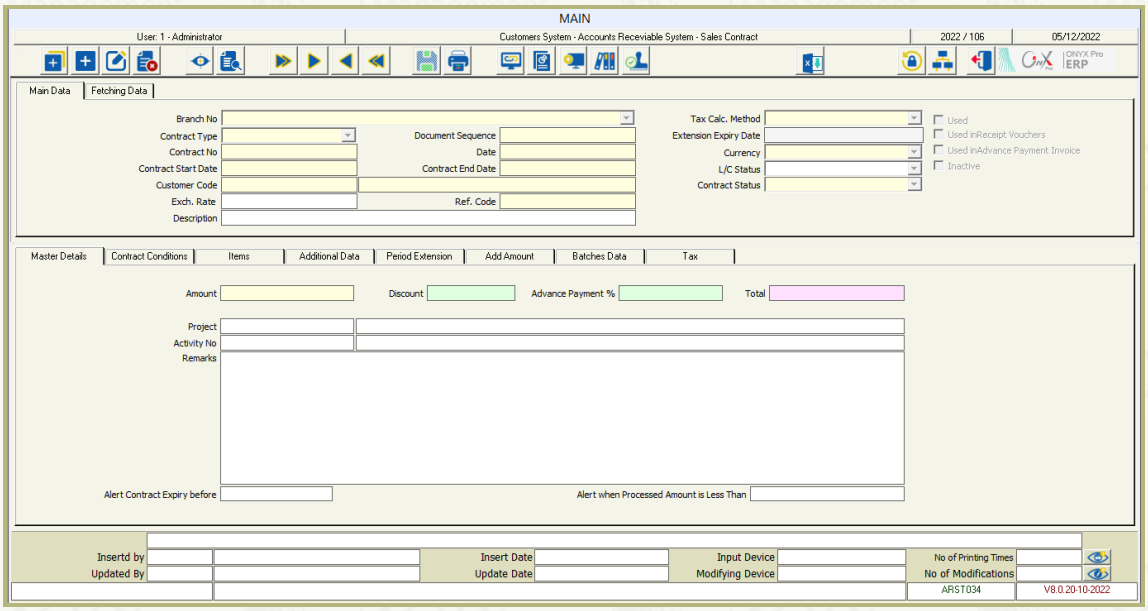
- **Commission Amount:** In this column, the system automatically displays the representative's commission value of each item separately, which equals net sales multiplied by the representative commission percentage of each item. However, when users do not calculate the commission for each item separately, the system displays the total value of representative's commission.
- **Save:** Users save data after completing data entry.

> **Hint:** Since the method of calculating the commission for **Representatives, Marketeers,** and **Employees** are identical, only the method of calculating commission for representatives has been explained to avoid duplication and wordiness.
>
> **Remark:** Messages can be sent to customers –after calculating and approving their commissions in the **Customers Commissions Calculation** screen– provided that **Customers Commissions Calculation** option is ticked in **Document Type** column in the **Saving Transactions Messages** tab within **Alerts Parameters** screen under the **Assisting Systems**.

- **Approve Calculation:** When users click on the **Approve** button on the toolbar, the system displays the approval screen that the user can handle according to their privilege. It should be noted that if the calculation is approved, the calculation result is fetched into the journal entries screen to be charged to the required accounts.
- **Used:** This flag appears ticked when the commission calculation is fetched in the **Journal Entries** screen.

Sales Contracts

Use: The organization management may need to sign a contract with the customer –when providing certain items– including the data of the items such as quantities, prices, customer's discount amount, and the customer's payments, dates, etc. The screen documents these contracts and allows fetching their data to customer orders and rendering them in the sales invoice(s).



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

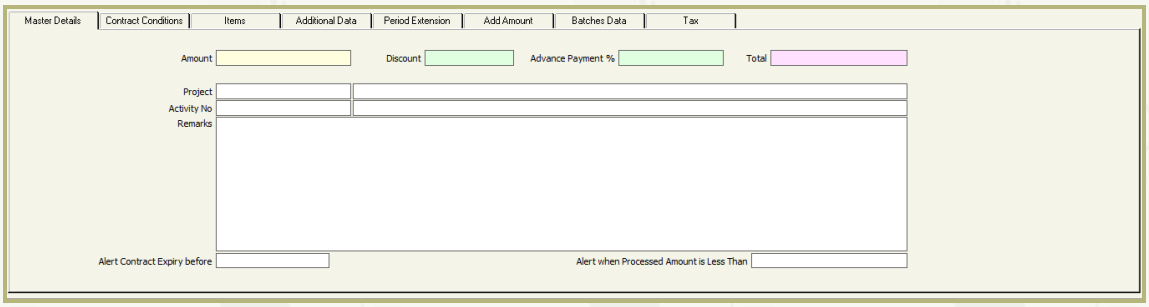
First: Master Data

- **Branch:** In this field, the system automatically displays the branch to which the user logged in, with the possibility to modify it according to the granted privileges.
- **Contract Type:** In this field, users select the contract type from the list of the types defined in the screen of **Sales Contracts Types** within the customers system configuration.
- **Document Sequence:** In this field, the system displays the document sequence according to the selected option in the **Document Sequence** field on the **Customers Management System Parameters** screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Contract Status:** In this field, users select one of two options; **New Contract** or **Renew Contract**.

- **Renewed from Contract:** This field appears when users select the **Renew Contract** option in the **Contract Status** field and is used to specify the sales contract that will be renewed.
- **Contract Number:** In this field, users enter the contract number which can be the number of the manual document, file number, or any other data used in the issuance transaction or the search transaction.
- **Date:** This field displays the contract date according to the selected option in the **Show Date** parameter on the **Customer Management System Parameters** screen; **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Tax Calculation Method:** In this field, the system automatically displays the default method for calculating the tax, this method changes once users select the customer to become the one linked to the customer.
- **Contract Start/ End Date:** In these fields, users enter the beginning and end date of the contract. Consequently, the system prevents using the contract outside the specified period.
- **Extension Expiry Date:** In this field, the system automatically displays the extension end date when users extend the contract period in the **Period Extension** tab.
- **Customer Number/ Customer Name/ Currency:** In the **Customer Number** field, users press **F9** to select the number of the customer, with whom the contract will be made, from the customers list. Consequently, the system displays the data of the other fields automatically.
- **Exchange Rate:** In this field, the exchange rate of the foreign currency into the local currency appears, with the possibility of modification according to the limits specified in the **Currencies Setup** screen.
- **Reference Number:** In this field, users enter the contract reference number, which can be a digit or a letter. This number can be a manual document number, a file number, or any other data that users use in the issuance or searching transactions. This field is optional and it can be mandatory when users activate the **Reference Number is Mandatory** parameter on the system parameters screen.
- **Approval Status:** In this field, the approval status appears automatically according to the procedure that takes place while approving the contract; **Unapproved**, **Approved**, **Reject**, or **Return**.

- **Description:** In this field, users enter an explanatory description of the contract. This field is optional and it can be mandatory when users activate the **Description is Mandatory** parameter on the system parameters screen.
- **Price Type:** This field includes two options; **Price without Tax** and **Price Includes Tax**. The **Price Includes Tax** option appears automatically by default and changes according to the price type specified for the customer on the **Customers Data** screen.

Second: Main Data



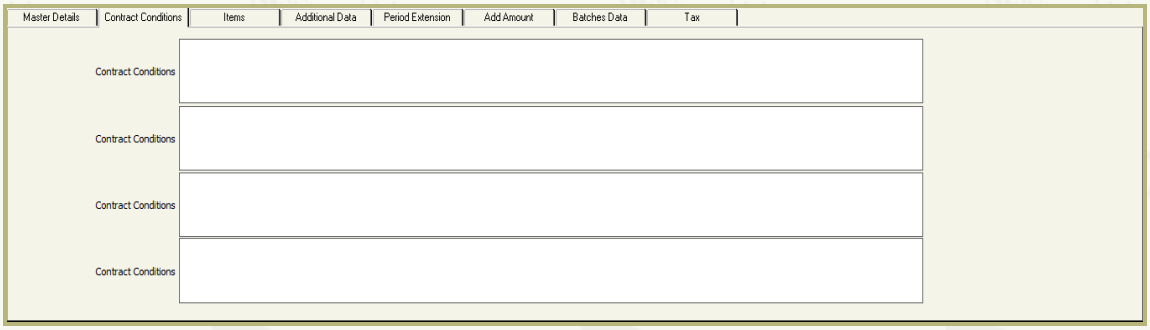
- **Amount:** In this field, the contract amount appears automatically after entering the items and their details in the **Items** tab and saving the contract. If the **Items** tab is not used, users enter the contract amount manually.
- **Discount:** In this field, users enter the discount amount on the contract value manually.
- **Advance Payment %:** This field appears when users activate the **Use Advance Payment In Sales Contracts** parameter on the customers system parameters screen. In this field, users enter the percentage of the advance payment that the customer paid from the contract. Consequently, based on this percentage, and after signing the contract, and entering the payment data in the related tab, the system displays the amount of the advance payment that will be paid.

  Hint: When using the advance payment in the contract, users need to enter the advance payment account number in the **Accounts** tab on the **Customers Data** screen to save the sales contract. Otherwise, an alert message will appear stating that the account needs to be entered.
- **Total:** This field automatically displays the total contract value, which is the contract value after subtracting (the discount granted to the customer from the contract value + the discount given to the customer at the item level, if any), and adding the tax amount calculated according to the type of tax linked to the customer.

- **Cost Center/ Project/ Activity:** In these fields, users press **F9** to determine the cost center, project, and activity linked to the contract.
- **Remarks:** In this field, users clearly and accurately enter any remarks on the contract to show the liabilities and terms that have no fields assigned to them across the screen and its tabs.
- **Alert Contract Expiry before:** In this field, users enter the number of days before the expiry date of the contract when the system needs to alert the user.
- **Alert when Processed Amount is Less Than:** In this field, users enter the contract amount that when executed, the system alerts the user.

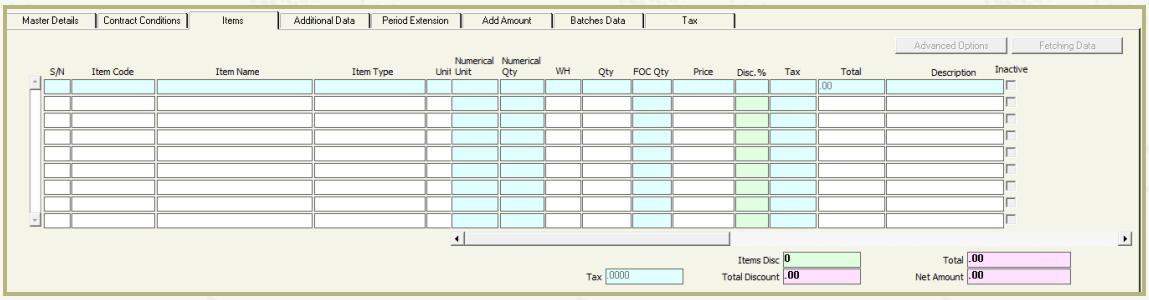
Third: Contract Conditions

In this tab, users press **F9** to enter the contract conditions agreed upon by the organization and customers. These conditions are coded on the **Coding Sales Contracts Terms** screen under the customers system configuration.



Fourth: Items

In this section, users manually enter the data for the items provided by the organization to the customers based on the contract. Users can fill in the fields that appear after clicking on the **Advanced Options** button and click on the **Fetch Data** button to fetch the required items' data.



- **S/N:** In this column, the system automatically generates a serial number as soon as the user moves with the cursor in the **Item Number** column.

- **Item Number/ Name:** In the Item Number column, users press **F9** to select the number of the item that will be provided from the list. Consequently, the item name appears in the **Item Name** column.
- **Unit:** In this column, if the item has one unit of measurement, it appears automatically when users select the item number, otherwise, users will need to select the required unit in this column.
- **Item Type:** In this column, the item type appears automatically upon selecting the item.
- **Quantity:** In this column, users manually enter the item's quantity that will be provided to the customer.
- **FOC Quantity:** In this field, users manually enter the free-of-charge quantities of the contract items, if any, according to the free-of-charge quantities policy.
- **Price Includes Tax:** In this column, the system automatically displays the price of the item if it is priced on the **Items Pricing** screen. Otherwise, users will manually enter the price of a single unit of the contract items.
- **Discount:** In this column, users manually enter the discount percentage for the item, if any.
- **Tax:** In this column, the system automatically displays the specified tax rate for the item.
- **Total:** In this column, the system displays the total, which equals (number of units multiplied by the price of single unit).
- **Description:** In this column, users enter the description for the item provided that the **Display Description at Item Level** parameter is activated within the system parameters screen.

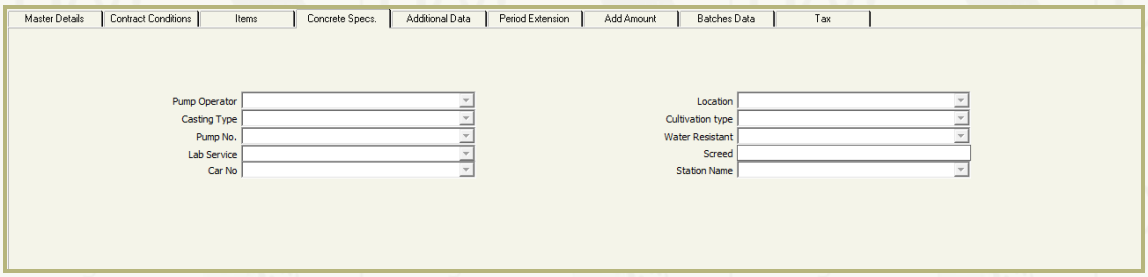
Totals Fields below the Tab:

- **Items Discount:** In this field, the system displays the total discount per item.
- **Total Discount:** In this field, the total discount appears automatically, which is the discount per item in addition to the entered discount on the contract in the **Main Data** tab.
- **Tax:** In this field, the system automatically displays the value of the tax imposed on the items.

- **Total:** In this field, the system automatically displays the total of **multiplying the number of units by single unit price** for all items.
- **Net Amount:** In this field, the system automatically displays the contract net amount, which equals the contract value after subtracting the total discount and adding the taxes amount.

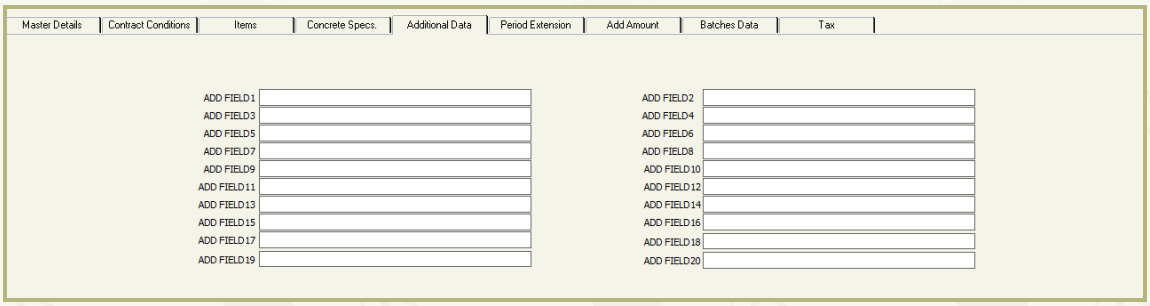
Fifth: Concrete Specifications

This tab appears when users activate the **Use Concrete Requests** within the customers' parameters screen. In this tab, users enter the concrete specifications when signing the sales contract with customers.



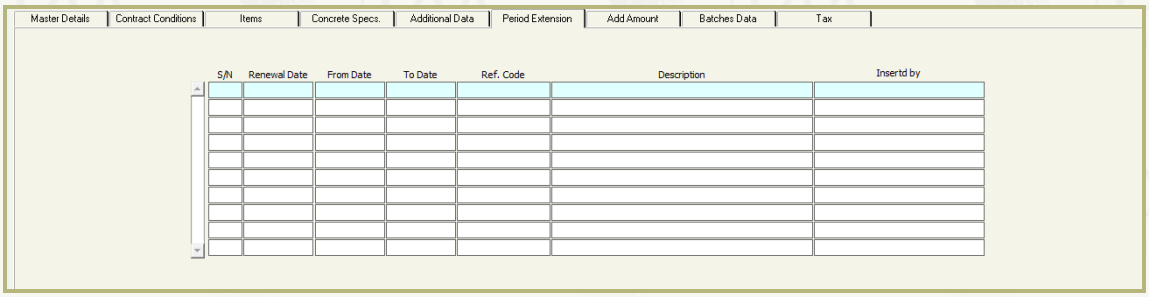
Sixth: Additional Data

In this tab, users can add additional data to the contract that is not included across the other screen tabs. Users can also rename these fields whenever needed using the **Texts Translation** screen in the system's general configuration.



Seventh: Period Extension

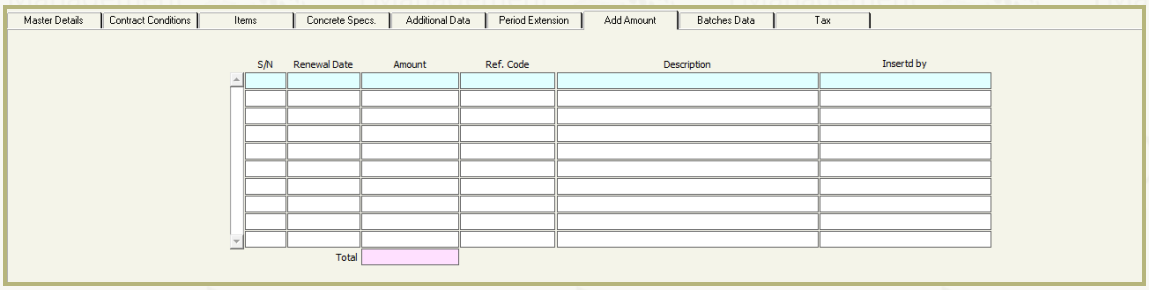
In this tab, the transactions of extending the contract period are documented, if it is required to extend the contract for a certain period with the same terms and obligations stated in the original contract.



- **S/N:** In this column, the system automatically generates a serial number as soon as users click on the **Serial Number** column.
- **Renewal Date:** In this column, users enter the renewal date manually.
- **From Date:** In this column, users enter the start date of the contract's new period, this date needs to be after the expiry date of the original contract.
- **To Date:** In this column, users enter the end date of the contract's new period.
- **Reference Number:** In this field, users enter the contract reference number, which can be a digit or letter. This number can be a manual document number, a file number, or any other data that users use in the issuance and searching transactions. This field is optional and it can be mandatory when users activate the **Reference Number is Mandatory** parameter on the system parameters screen.
- **Description:** In this field, users enter an explanatory description of the contract extension. This field is optional and it can be mandatory when users activate the **Description is Mandatory** parameter on the parameter screen.
- **Entered by:** In this column, the system automatically displays the user who entered the data of contract period extension for information purposes.

Eighth: Add Amount

In this tab, users record the additional amounts that have been added to the contract, if any. It should be noted that these amounts are for information purposes and do not affect the contract value.



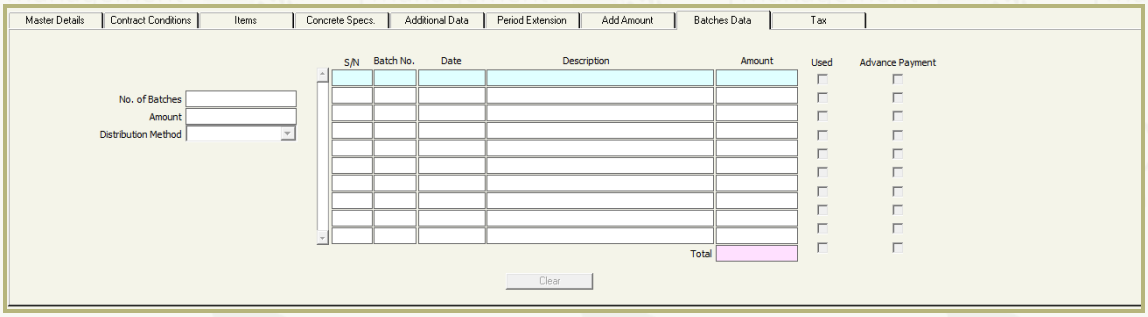
- **S/N:** In this column, the system automatically generates a serial number as soon as users click on the **Serial Number** column.
- **Renewal Date:** In this column, users enter the renewal date manually.
- **Amount:** In this column, users manually enter the amount that has been added.
- **Reference Number:** In this column, users enter the contract reference number, which can be a digit or letter. This number can be a manual document number, a file number, or any other data that users use in the issuance and searching transactions.

This field is optional and it can be mandatory when users activate the **Reference Number is Mandatory** parameter on the system parameters screen.

- **Description:** In this field, users enter a clarifying statement of the contract. This field is optional and it can be mandatory when users activate the **Description is Mandatory** parameter on the system parameters screen.
- **Entered By:** In this column, the system displays the user who recorded the transaction of adding an additional amount for information purposes.

Ninth: Batches Data

In this tab, users can divide the contract amount into monthly payments or periodic payments, and issue a sales invoice for each payment accordingly.



This screen is used after clicking on the **Modify** button as follows:

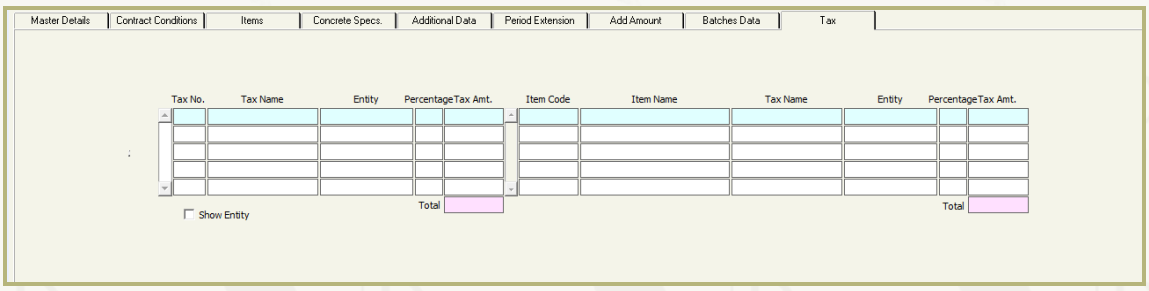
- **Number of Batches:** In this field, users enter the number of payments, according to which, the contract value will be distributed.
- **Amount**: In this field, the system automatically displays the contract value.
- **Distribution Method:** This field includes the following two options:
  - **Monthly:** When users select this option, the number of payments will be the number of months during which the contract amount will be paid. For example, when users enter 10 in the **Number of Batches** field, the contract amount will be distributed over 10 months only.
  - **Period in Days:** When users select this option, they will need to determine the number of days between payments.
- **Number of Days:** This field appears when users select the **Period In Days** option in **Distribution Method** field. In this field, users enter the number of days between payments.
- **Batch Number:** This column automatically displays the number of the batch according to the number entered in the **Number of Batches** field.

- **Date:** This column automatically displays the due date of each payment based on the selected distribution method; **Monthly** or **Number of Days**, with the possibility of modification.
- **Amount:** The system divides the contract amount into payments according to the specified number of batches, whether the period is **Monthly** or **Number of Days**. It should be noted that the amounts can be modified provided that the total of these amounts matches the total of contract's amount. Moreover, when using advance payments, the system displays it in the first cell of the **Amount** column, the corresponding **Advance Payment** flag appears ticked, and then the rest of the amount will be distributed over the remaining number of batches.
- **Description:** In this column, users enter an explanatory description for the corresponding batch.
- **Clear:** Users click on this button to clear the selected payments to be deleted in order to redistribute the contract amount and redetermine the due dates.

> **Remark:** Users can preview a report on the due payments until a certain date by ticking the **Show Due Payment Batches** flag on the **Sales Contracts Reports** screen.

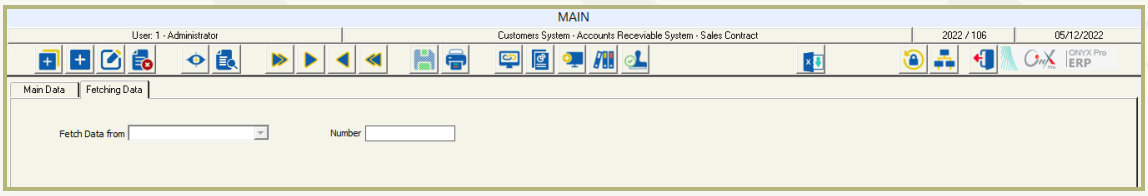
Tenth: Tax

In this tab, the system automatically displays the tax calculated on the item. On the left side, the system displays Tax Type, Tax Rate, Tax Beneficiary, and Tax Amount. On the right side, appears the tax data for each item.



Eleventh: Fetching Data

After clicking on the **Add** button, users can import sales contract data automatically using the **Fetching Data** tab as follows:

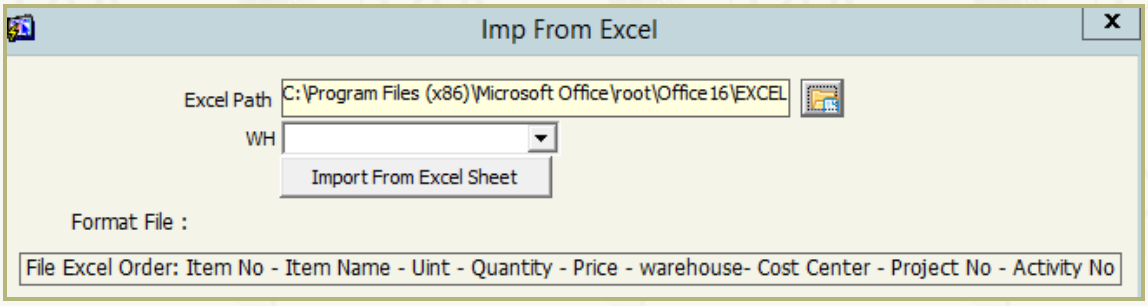


- **Fetch Data from:** In this field, users select one of the following options:
  - **Purchase Order:** When users select this option, they need to determine the purchase order number, in the **Number** field, from the orders approved in the **Purchase Order** screen. Consequently, the system displays the data in the sales contract automatically and allows entering the rest of the contract data manually.
  - **Purchases Contracts Data:** When users select this option, they need to determine the purchase contract number, in the **Number** field, from contracts approved in the **Purchase Contracts** screen. Consequently, the system displays the data in the sales contract automatically and allows entering the rest of the contract data manually.

Twelve: Import From Excel Sheet

- **Excel File Path:** The path is determined for each user in the **Default Values** tab on the **Users Data** screen.

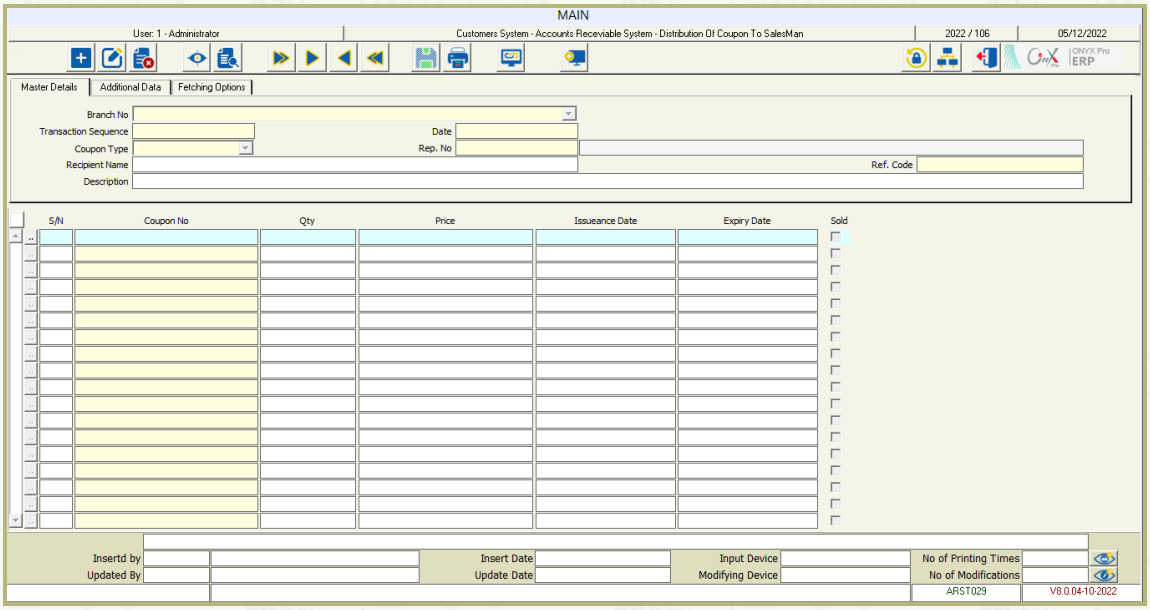
Formatting and Importing Excel File: Users format the Excel worksheet according to the format adopted by the system, and then import data, unless there is an issue that prevents importing data.



- **Docs Archive:** Users can click on this button on the toolbar to archive the sales contracts under a separate folder after defining it.
- **Save:** Users save data after completing data entry.
- **Contract Approval:** Users click on the **Approval** button on the toolbar to display the approval screen and handle it according to the privilege granted to them. It should be noted that once approving the sales contract, it can be fetched to the receipt voucher.

Distribute Coupons to Representatives

Use: On this screen, users document distributing the coupons among the sales representatives to be sold to the customers who will use them.



Screen Use Method

The screen is used after clicking on the **Add** button as follows:

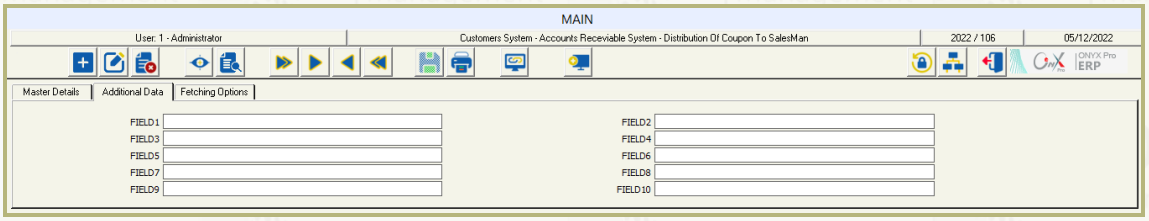
First: Basic Data

- **Branch Number:** In this field, the system automatically displays the branch in which the user entered with the possibility to modify it according to the privileges granted to the user.
- **Transaction Sequence:** This field handles the document serial number according to the selected option in the **Document Sequence** parameter on the parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Date:** This field handles the date according to the selected option in the **Show Date** parameter on the parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Coupon Type:** In this field, users select the coupon type either **Coupons Book** or **Coupons**, and the columns in the detailed data section will change accordingly.
- **Representative Number/ Name:** In the **Representative Number** field, users press **F9** to select the number of the representative to which coupons will be distributed from the list.
- **Recipient Name:** In this field, users manually enter the name of coupon recipient.

- **Reference Number**: In this field, users manually enter the reference number, which can be a manual document number or a file number and can include digits, letters, or both, and the organization uses it for archiving.
- **Description**: In this field, users manually enter a clear description stating the content of the coupon distribution or any other data needed when auditing.

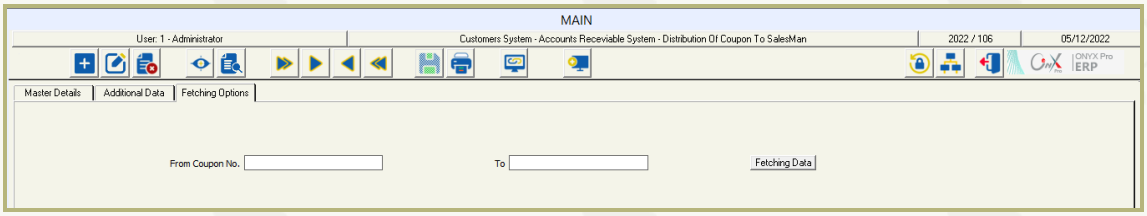
Second: Additional Data

In this tab, users enter additional data about the distribution of coupons that are not included in the rest of the screen tabs. Users can rename these fields whenever needed using the **Texts Translation** screen in the system's general configuration. This data is used in the various reports on coupons.



Third: Fetching Options

In this tab, users specify the numbers of the coupons or coupons' books that will be given to a particular representative and then click on the **Fetch Data** button. Consequently, the system displays the coupons' data automatically according to the coupon type in the detailed data.



Fourth: Detailed Data

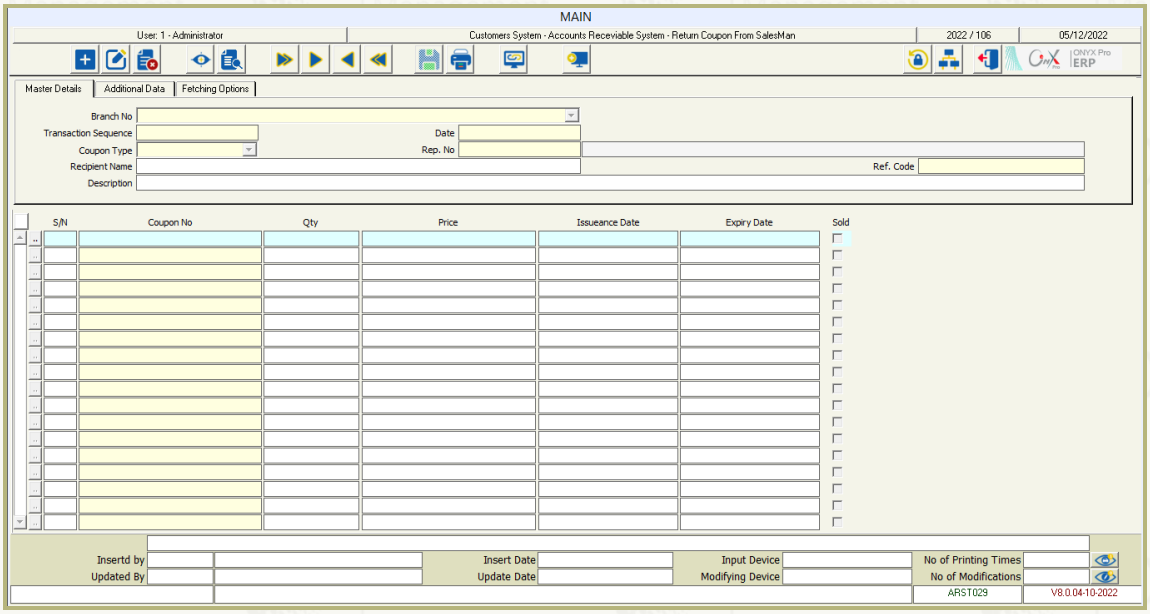
When users click on the **Fetch Data** button in the **Fetching Options** tab, the system displays the data of the coupons or coupon books in the detailed data, as follows:

- **S/N**: In this column, the system displays automatic serial numbers at the level of coupon or coupons book.
- **Book Number**: In this column, the system automatically displays the numbers of coupons book specified in the **Book Number** and **To** fields within the **Fetching Options** tab.
- **Price**: In this column, the system displays the default selling price for the determined coupon/ coupon book based on the **Coupons Coding** screen.

- **Issuance Date/ Expiry Date:** The system displays the data of these fields automatically.
- **Sold:** The system automatically displays this flag ticked for the coupons/ coupons book that have been sold in the **Coupons Sales** screen.
- **Save:** Users save data after completing data entry.

Return Coupons from Representatives

Use: On this screen, users record the coupons returned from the representatives and could not be sold to the target customers.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

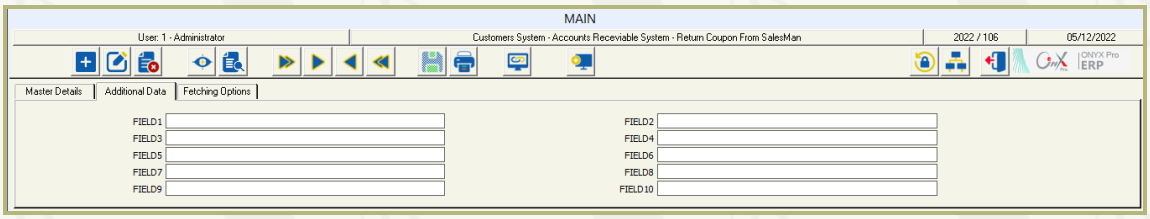
First: Basic Data

- **Branch Number:** In this field, the system automatically displays the branch that the user entered, and can be modified according to the privilege granted to the system user.
- **Transaction Sequence:** This field handles the document serial number according to the selected option in the **Document Sequence** parameter on the parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Date:** This field handles the date of returning the coupon based on the selected option in the **Show Date** parameter on the parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Coupon Type:** In this field, the user selects the coupon type (**Coupon** or **Coupons Book**) from the list, and the columns in the detailed data will change accordingly.
- **Representative Number/ Name:** In the **Representative Number** field, users press **F9** to select the number of the representative who will return the coupons. Consequently, the representative name appears in the **Representative Name** field.

- **Recipient's Name:** In this field, users enter the name of the coupon recipient manually.
- **Reference Number:** In this field, users manually enter the number of the reference, which can be a manual document or file number and can include digits, letters, or both. The organization uses this number for archiving purposes to refer back to.
- **Description:** In this field, users enter a clear description stating the coupon's return data and any other data required for auditing.

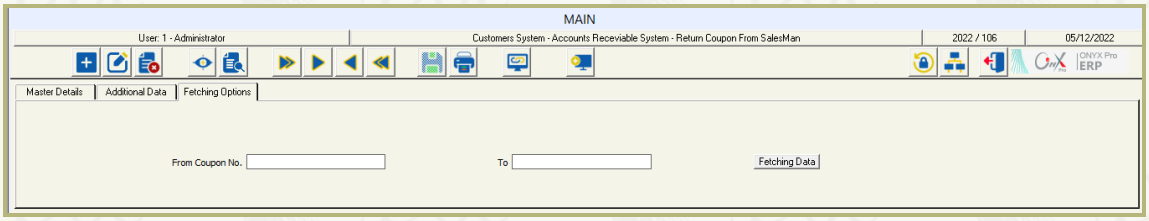
Second: Additional Data

In this tab, users enter any additional data about the coupons return that cannot be included in the other screen tabs. In this tab, users can also rename these fields using the **Texts Translation** screen in the system's general configuration. The data in this tab can be used in the reports generated on coupons.



Third: Fetching Options

In this tab, users specify the numbers of coupons book that will be returned from a particular representative and then click on the **Fetch Data** button. Consequently, the system displays the coupons' data automatically in the detailed data.



Fourth: Detailed Data

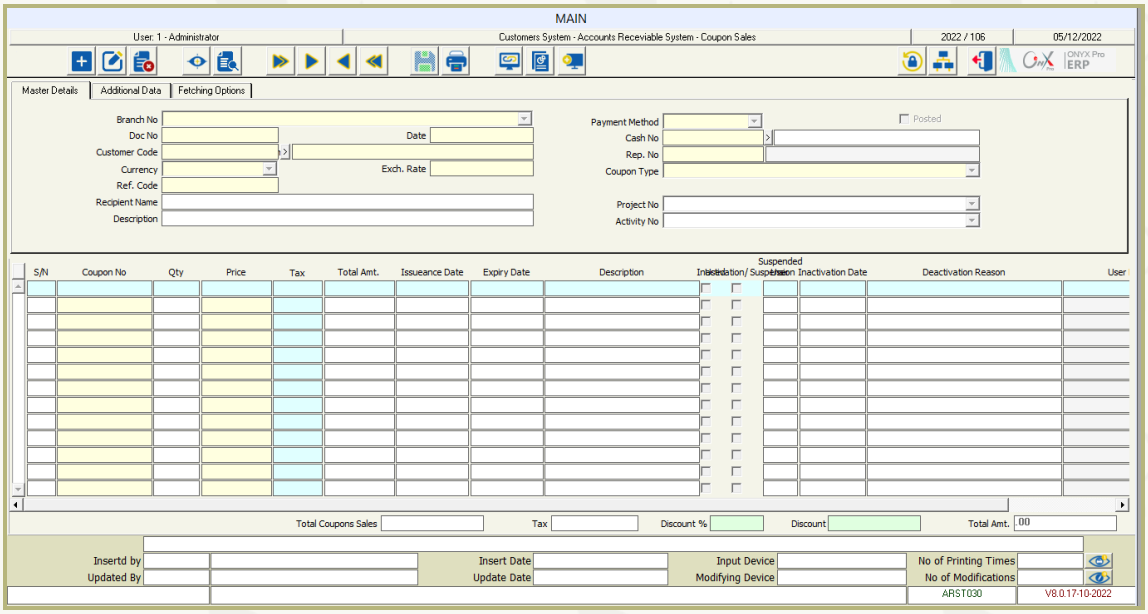
When users click on the **Fetch Data** button in the **Fetching Options** tab, the system displays the data of the coupon books that will be returned in the detailed data, as follows:

- **S/N:** In this column, the system displays automatic serial numbers at the level of coupons book.
- **Book Number:** In this column, the system automatically displays the coupons book specified in the **Book Number** and **To** fields in the **Fetch Options** tab.
- **Price:** In this column, the system automatically displays the default selling price of the specified coupon or coupons book based on the **Coupons Coding** screen.

- **Issuance/ Expiry Date:** The system automatically displays the data of these fields.
- **Sold:** The system automatically displays this flag ticked for the sold coupon book(s) or coupon(s).
- **Save:** Users save data after completing data entry.

Coupons Sales

Use: On this screen, users record the coupons that have been sold to the customers by the sales representatives of the organization. It should be noted that the data of the sold coupons appear in the **Coupons** tab on the **Sales Invoices** screen when users select the **Coupon** option in the **Payment Method** field.



Screen Use Method

This screen is used after clicking on the **Add** button as follows:

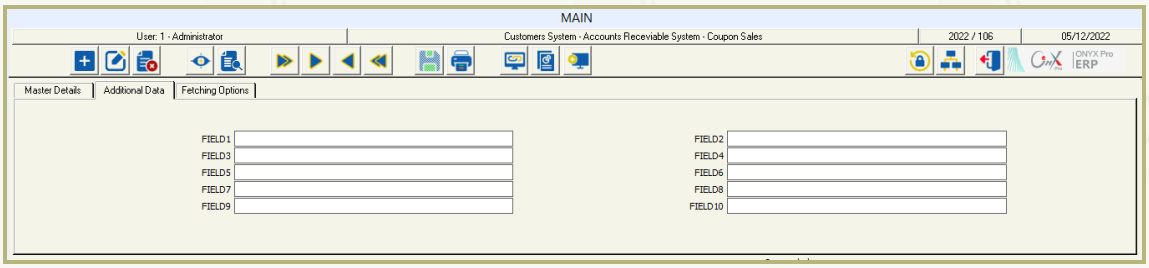
First: Main Data

- **Branch Number**: In this field, the system automatically displays the branch in which the user entered with the possibility to modify it according to the privileges granted to the system user.
- **Document Number**: This field handles document's serial number according to the selected option in the **Document Sequence** parameter on the system parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Date**: This field handles the date based on the selected option in the **Show Date** parameter on the system parameters screen; which can be **Automatic Can Be Modified**, **Automatic Cannot Be Modified**, or **Manual**.
- **Customer Number/ Name**: In the **Customer Number** field, users press **F9** to select the number of the customer to whom the coupons were sold from the customer list. Consequently, the customer's name appears automatically.
- **Currency**: In this field, users select the currency of the coupons from the list.

- **Exchange Rate:** In this field, the rate of exchanging the foreign currency into the local currency appears, with the possibility of modification according to the limits specified on the **Currencies Setup** screen.
- **Reference Number:** In this field, users manually enter the number of the reference, which can be a manual document or file number and can include digits, letters, or both. The organization uses this number for archiving to refer back to.
- **Recipient Name:** In this field, users manually enter the name of the coupon recipient.
- **Description** In this field, the system automatically displays a modifiable description.
- **Payment Method:** In this field, users select the payment method from the options of: **Cash**, **Check**, or **On Credit**.
- **Cash Number:** This field appears when users select the **Cash** option in the **Payment Method** field. The name of this field changes into **Bank Number** when users select the **Check** option in the **Payment Method** field. Meanwhile, when users select the **Credit** option in the **Payment Method** field, the system makes the **Customer** field mandatory.
- **Representative Number:** In this field, users press **F9** to select the number of the representative who sells the coupon from the list that appears.
- **Coupon Type:** In this field, users select the coupon type (**Coupons Book** or **Coupon**) from the list, and the columns in the detailed data will change accordingly.
- **Center/ Project/ Activity Number:** These fields are optional. Here, users specify, if necessary, the center number, project number, and activity number from the list after pressing **F9**.

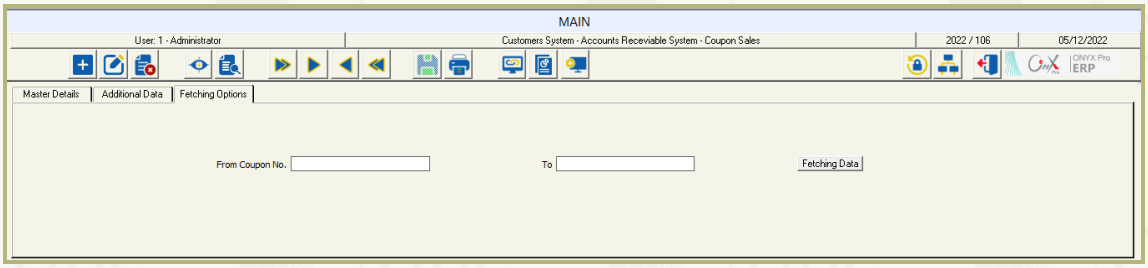
Second: Additional Data

In this tab, users enter any additional data on the coupons sales that cannot be included in the other screen tabs. In this tab, users can also rename these fields using the **Texts Translation** screen in the system's general configuration. The data in this tab can be used in the reports generated on coupons.



Third: Fetching Options

In this tab, users specify the numbers of the coupons or book coupons sold by a particular representative according to the selected coupon type in the main data. Then, users click on the **Fetch data** button. Consequently, the system displays the coupons data automatically in the detailed data section.



Fourth: Detailed Data

When users click on the **Fetch Data** button in the **Fetching Options** tab, the system displays the data of the sold coupons or coupon books in the detailed data, as follows:

- **S/N:** In this column, the system displays automatic serial numbers at the level of each book.
- **Book Number:** In this column, the system automatically displays the number of the coupons book specified in the **Book Number** and **To** fields in the **Fetch Options** tab.
- **Price:** In this column, the system displays the default selling price for the specified coupons book/ coupon based on the **Coupons Coding** screen.
- **Tax:** In this column, the system displays the tax amount according to the percentage specified for the tax in the **Coupons Types** screen when users select the **Items Replacement** option in the **Coupon Using Method** field.
- **Issuance/ Expiry Date:** In these columns, the system automatically displays the issuance and expiry dates of the coupons according to the specified data on the **Coupons Data** screen.
- **Description:** In this column, users enter an appropriate explanatory description for the selling transaction of the coupons book or coupon.
- **Used:** The system displays this flag ticked for the coupon books or the coupons that are used in the sales invoices.
- **Deactivation/ Suspending User/ Deactivation Date:** Users can tick **Deactivation** flag to stop using a specific coupon(s) or coupon book(s) in the sales invoices for any reason. Consequently, the system displays the date of the deactivation and the name of the user who did it.

- **Totals**: The system automatically displays the total coupon sales, tax, discount, and grand total within the fields that appear at the bottom of the screen.
- **Save**: Users save data after completing data entry.

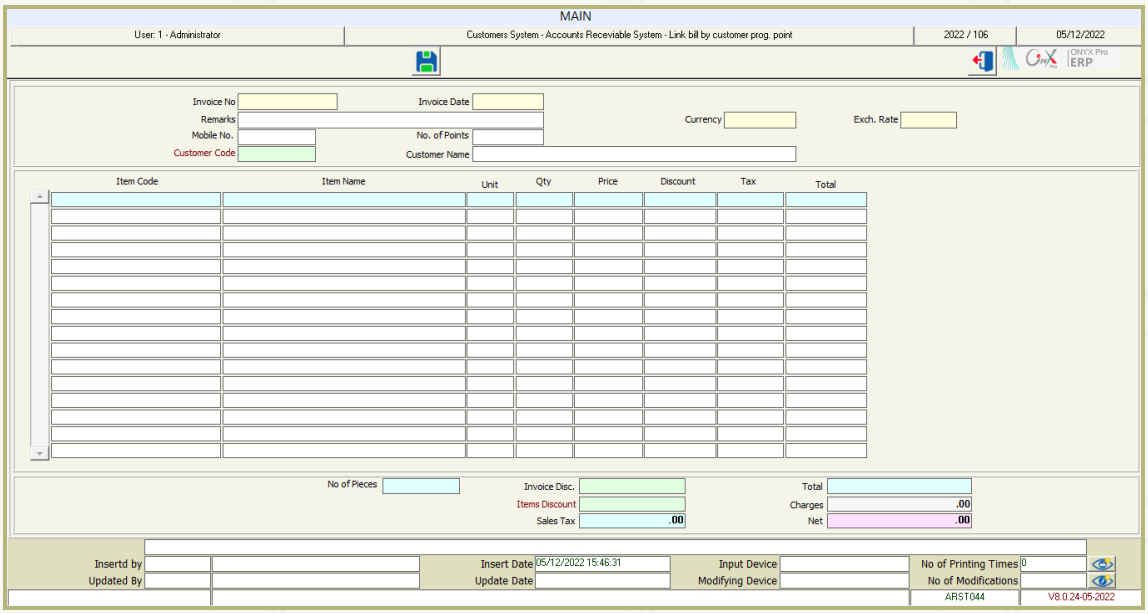
The Entry of the Coupons Sales Transaction: When users save the sale transaction, the system creates a financial entry to record the coupons sales transaction, in which the debit side is the payment method and the credit side is the intermediary account of the coupon sales as follows:

From/ Cash/ Bank/ Customer Account (based on the payment method)

To/ Coupons Sales Intermediary Account

Link Invoice to Loyalty Customer

Use: The screen is used to link the cash sales invoices to a loyalty program customer if the invoice is cash and is not linked to a cash customer linked to a loyalty program system. Then, the points are calculated for this customer.



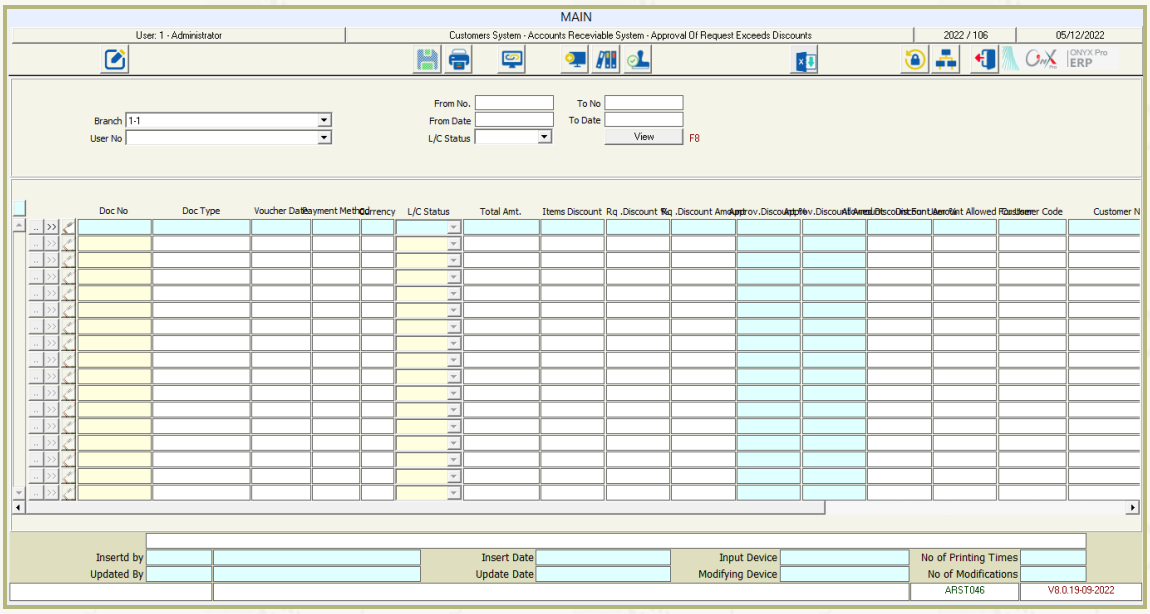
Screen Use Method

In **Invoice Number** field, users press F9 key to display all cash sales invoices and select the invoice that will be linked to a cash customer (added in cash customer data). Once the invoice is selected, its data appear, and the cursor will move to **Mobile Number** field so users enter the customer's mobile number or they move to the **Customer Number** field to fill it in.

- **Save:** After linking the invoice to the cash customer, users can save data.

Approve Override Discounts Requests

Use: On this screen, authorized users can approve requests for overriding discounts entered in the sales invoices if the discount percentage that will be granted to the customer is beyond the user's privileges. In the sales invoice, users use the **Discount Percentage** field to display a screen in which the request to override the discount is entered in order to be approved by the authorized user on this screen according to the privileges granted to them.



Screen Use Method

This screen is used for approving the users' requests for overriding the discount percentage as follows:

First: Master Data

- **Branch:** In this field, users select the branch by which the requests were submitted in order to be approved.
- **User Number:** This field is used to select the user by whom requests were entered and will be approved.
- **From Number/ To Number/ From Date/ To Date:** In these fields, users filter and select the required documents and period.
- **Approval Status:** In this field, users determine the documents that will be displayed in the detailed data. This field includes the options of **Approved**, **Unapproved**, **Reject**, and **Return**.
- **F8/ Display**: After entering data in the previous fields, users click on the **View** button or press the **F8** button to display the requests in the detailed data. It should be noted

that users can click on the **View** button without entering any data to display all documents.

Second: Detailed Data

Once users click on the **View** button or press the **F8** button, the documents are displayed in detailed data section in order to enter the approved discount percentage by the authorized user. It should be noted that any document can be displayed by clicking the button corresponding to it.

- **Modify/ Save:** After completing entering data, users click on the **Modify** button and save the transaction.
- **Approval:** On the toolbar, users use the **Approval** button to approve, reject, or return the overriding request.

Chapter Four

Reports

Introduction

The information system outputs are the outcome on which the organization management relies in the decision-making upon dealing with the different scenarios. Reports and outputs constitute the ultimate goal of using the information system, and in many cases, they constitute the main motive for the organization to purchase and use the information system, which is expected to provide various reports that include indicators and information that fulfill the needs and requirements of the organization's management. Moreover, this information enables making the right decision to enhance and develop the organization's policies at multiple levels and across different departments, which in return ensures achieving the goals of using the system.

It is worth mentioning that the Onyx Pro system provides a unified mechanism for displaying and printing reports explained in the Onyx ERP Basics User Guide. Users can also refer back to the guide to learn more about this mechanism.

Customers Management System Reports

First: Inputs Reports

Regions Data Reports

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
الشارع العام
Tele No: 03200300
رقم التلفون: ٠٣٢٠٠٣٠٠
Fax No: 03200300
رقم الفاكس: ٠٣٢٠٠٣٠٠
Fax No: 03200300

Region Code	Region Name	Foreign Name	City
1	باب اليمن		Sana'a
2	خور مكسر		Aden

Collectors Data Reports

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
الشارع العام
Tele No: 03200300
رقم التلفون: ٠٣٢٠٠٣٠٠
Fax No: 03200300
رقم الفاكس: ٠٣٢٠٠٣٠٠
Fax No: 03200300

Collector No.	Collector Name	Region (	Region Name	Telephone No	Address	Remarks	Status	Deactivation Reason
1	المحصل ١						Unstoppec	
2	المحصل ٢						Unstoppec	

Sales Representatives Data Reports

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
الشارع العام
Tele No: 03200300
رقم التلفون: ٠٣٢٠٠٣٠٠
Fax No: 03200300
رقم الفاكس: ٠٣٢٠٠٣٠٠
Fax No: 03200300

Rep. No	Rep. Person Name	Account Cod	City	Region	Mobile No.	Deactiv
1	Salesman 1				777755555	
2	مندوب ٢					
3	Employee Name	1161010001				
4	Employee Name	1161010001				
Total :	4					

Customers Data Reports

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
الشارع العام
Tele No: 03200300
رقم التلفون: ٠٣٢٠٠٣٠٠
Fax No: 03200300
رقم الفاكس: ٠٣٢٠٠٣٠٠
Fax No: 03200300

Customers' Details - Summary

Customer Co	Customer Name	Account Code	Group	City	Telephone N	Deactiv	Trans. Dat
10001	عميل ١	1121010001	1		03250250		
10002	Customer No 3	1121010001	1				
10003	عميل مستهدف	1121010001	1	صنعاء			
10004	عميل	1121010001	1				
10005	عميل فرع ١	1121010001	1				
10006	عميل فرع ٢	1121010001	1				
10007	عميل ١٠١ مندوب الشركة	1121010001	1				
10008	عميل ١٠٢ مندوب الشركة١	1121010001	1				
10009	عميل ١٠٣ مندوب الشركة١١	1121010001	1				
20001	عميل ٢	1121010002	2				
Total Customers :	10						

Second: Transactions Reports

Customers Opening Balances Reports

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
الشارع العام
Tele No: 03200300
رقم التلفون: ٠٣٢٠٠٣٠٠
Fax No: 03200300
رقم الفاكس: ٠٣٢٠٠٣٠٠
Fax No: 03200300

Opening Balances - Final Balance
From Date : 01/01/2022 To Date : 16/05/2022

Summary by : Customer Code			Currency	Opening Balance	
Number	Name			Debit	Credit
No of Records :	0	Grand Total in Local Curr. : YER			
			Balance		0.00

Customers Account Statement Report

The system generates an account statement for each customer including indebtedness amounts and paid amounts during a specific period.

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
الشارع العام
Tele No: 03200300
رقم التلفون: ٠٣٢٠٠٣٠٠
Fax No: 03200300
رقم الفاكس: ٠٣٢٠٠٣٠٠
Fax No: 03200300

Account Statement Detail - Balance At End Rep
From Date : 01/01/2022 To Date : 16/05/2022

Customer Code 10002 Customer No 3
Currency YER Yemeni riyal

Date	Doc Type	Doc No	Description	Ref. Code	Amount	
					Debit	Credit
			Opening Balanc			
16/05/2022	Sales Invoice Credit	1	To You Sales Invoice		40,000.00	
16/05/2022	Sales Invoice Credit	2	To You Sales Invoice		30,000.00	
16/05/2022	Sales Invoice Credit	3	To You Sales Invoice		60,000.00	
16/05/2022	Sales Return Credit	1	To You Sales Invoice			30,000.00
Number :			YER Total Trans.		130,000.00	30,000.00
Total Balance	One Hundred Thousand Yemeni riyal				100,000.00	

This Statement is True and Has Been Approved In Case We Haven't Received Any Written Objections Within 15 Days

Customers Debts Ages Reports

It is one of the key reports generated by the system and it includes multiple options. This report type displays the customer's indebtedness and how it will be paid during the debt age (thru one month, two, three, four, or more). When users determine the debts' age range, the system displays the details of the invoices of the indebtedness. The debit aging can be printed based on the representative(s); also, collect ages can be printed based on the representative(s) using the same mechanism when generating reports on debt ages for the representatives. It should be noted that the **Include Journal Entries** flag appears when

users select the **Collection Ages** option in the **Report Type** field. Moreover, the debt ages reports can be generated based on the main customer, and it will include all the movements of the sub-customers under the main customer.

The mechanism of debt ages and customers debts: When there are invoices that have sales return, the invoice amount will be reduced by the return amount. Noting that if the return is paid on credit, to an account, or via network, only the percentage of the credit amount is deducted from the total amount of the invoice; and this applies if the system does not use multiple cost centers, projects, or activities.

Remark: The customer's account statement can be recalled from the summary or detailed debt age report.

Customers Debt Age Report (Summary)

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
Tele No: 03200300
Fax No: 03200300
Fax No: 03200300

الشارع العام
رقم التلفون: ٠٣٢٠٠٣٠٠
رقم الفاكس: ٠٣٢٠٠٣٠٠

Debit Aging for Customers
From Date : 01/01/2022 To Date : 16/05/2022

Customer Co	Customer Name	Curre	Amount	0 - 30	31 - 60	61 - 90	91 - 120	> 120	Total Due Amoun
10002	Customer No 3	YER	100,000.00	100,000.00					0.00
	Total :		100,000.00	100,000.00					0.00

Customers Debt Age Report (Detailed)

Default facility - The Main Center
شركة افتراضية - المركز الرئيسي

12th Street
Tele No: 03200300
Fax No: 03200300
Fax No: 03200300

الشارع العام
رقم التلفون: ٠٣٢٠٠٣٠٠
رقم الفاكس: ٠٣٢٠٠٣٠٠

Indebtedness - Detail
From Date : 01/01/2022 To Date : 16/05/2022

Currency : YER

Doc No	Doc Type	Doc Date	Customer		Prev. Balance	Install. No	Install. Dat	Install. Amount	Paid Amount	Remaining Am	Last Payn	Delay Peric
1	Sales Inv.	16/05/2022	10002	Customer No 3	0	1	16/05/2022	40,000.00		40,000.00		
2	Sales Inv.	16/05/2022	10002	Customer No 3	0	1	16/05/2022	30,000.00		30,000.00		
3	Sales Inv.	16/05/2022	10002	Customer No 3	0	1	16/05/2022	60,000.00		60,000.00		
							Total :	130,000.00	0.00	130,000.00		

Collectors Movements Report

yemen - doc
شركة اليمن - التوثيق

Sanaa
صنعاء
12 Floor , Office 1
الدور الثاني عشر ،مكتب
Tele
Tele
Tele
- صندوق بريد

Collectors Movements - Summary
From Date : 01/01/2020 To Date : 27/07/2020

Collect or No.	Collector Name	Curr ency	Prev.Balance	Prev.Balance		Collected Amt - By Loca		Collected Amt - By For		Cheques Not Due	Percent	Current Balance		Current Balance
				Recipet Vou	Journal Vo	Recipet Vouc	Journal Vo	Recipet Vou	Journal Vo			Recipet Vouc	Journal Vouc	
	Total :					0.00								

Commissions Report (Representatives, Collectors, Customers, or Employees)

Default facility - The Main Center

شركة افتراضية - المركز الرئيسي

12th Street

الشارع العام

Tele No: 03200300
Fax No: 03200300
Fax No: 03200300

رقم التلفون: ٠٣٢٠٠٣٠٠
رقم الفاكس: ٠٣٢٠٠٣٠٠

Comm. Type for Reps. : 1 - نوع ١

Doc No	From Date	To Date	Rep. No	Rep. Person Name	Net Sales	Commission Am	Collected Amt.	Collection Comm	Total Commission
1	01/01/2022	31/12/2022	1	Salesman 1	100,000.00	10,000.00	0.00	0.00	10,000.00

Contracts Data Report

Default facility - The Main Center

شركة افتراضية - المركز الرئيسي

12th Street

الشارع العام

Tele No: 03200300
Fax No: 03200300
Fax No: 03200300

بيانات العقود

رقم التلفون: ٠٣٢٠٠٣٠٠
رقم الفاكس: ٠٣٢٠٠٣٠٠

Contract I1 — Date : : 28/10/2021
Contract Start Date : 01/01/2021 — Contract End Date : 31/12/202
Amount : 320000 — Currency : YER — Exch. Rate : 1
Customer Code : 10001 — Customer Name : عميل ١

Project :
Description :
Description :

Item Code	Item Name	Unit	Qty	Price	Amount	Specifications
001-0003	عصير مانجو		100	3,200.00	320,000.00	
				Total :	320,000.00	