Kursprogram Introduktion till tjänstebaserade affärssystem (SAFFK-INTRO)

Labb 1

Hösten 2018

7,5 hp

Goal

- To familiarize yourself with a modern, service based ERP-System for small companies without manufacturing

Learning outcomes

- Ability to navigate and recognize common areas and functions in an ERP system
- Ability to establish a valid company in an ERP system
- Ability to execute common processes related to customer management, order fulfilment and procurement
- Ability to import and export data from and to other business applications

Dictionary of technical words/concepts

1. VAT
2. Quote /Offer/ - offert
3. Vendor
4. Purchase order
5. Bill/Invoice
6. Sales Order
7. Receiving notes
8. Balance
9. Inventory
10. Stock
11. Delivery note

Part one - Basics

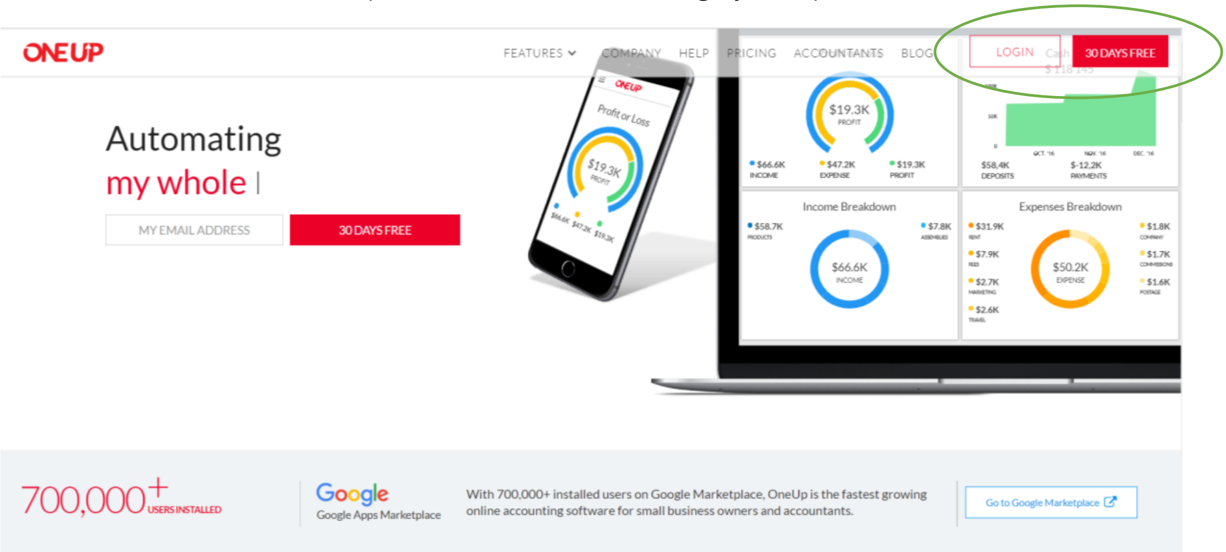
In this section you should do the following:

- Read instructions carefully, read the instructions before you carry out each task
- Signup to ONEUP /myERP/ - establish a company
- Create new customer / new Customer/ - **KUND**
- Create new Vendor /- **LEVERANTÖR**
- Create new product/- **PRODUKT**
- Read scenarios described in different parts and understand what you are doing

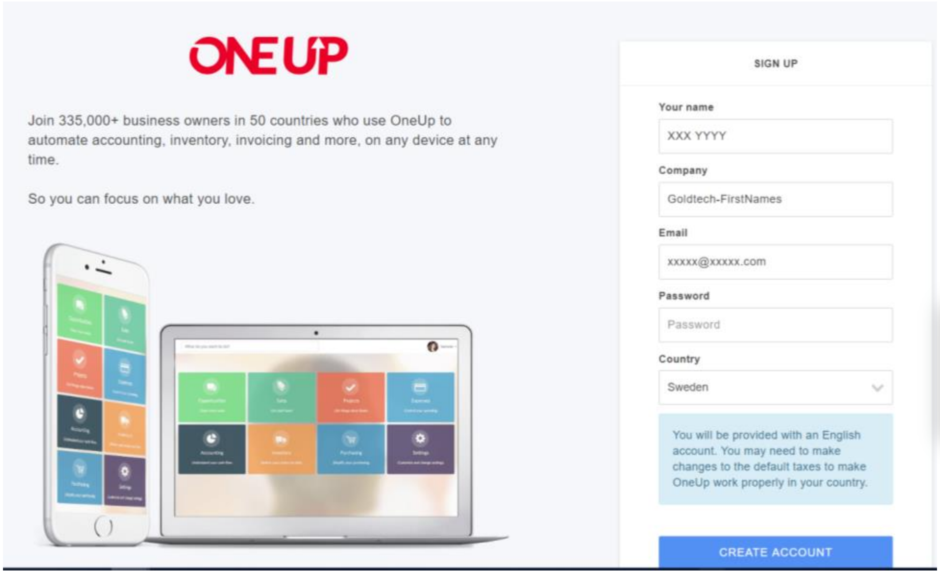
1. Signup to ONEUP

Steps: **<u>- Creating an account /signup/</u>**

- Start a browser and open www.oneup.com or www.myERP.com
- Click **30 DAYS FREE** or (Click **LOGIN** then Select **Sing up Now**)

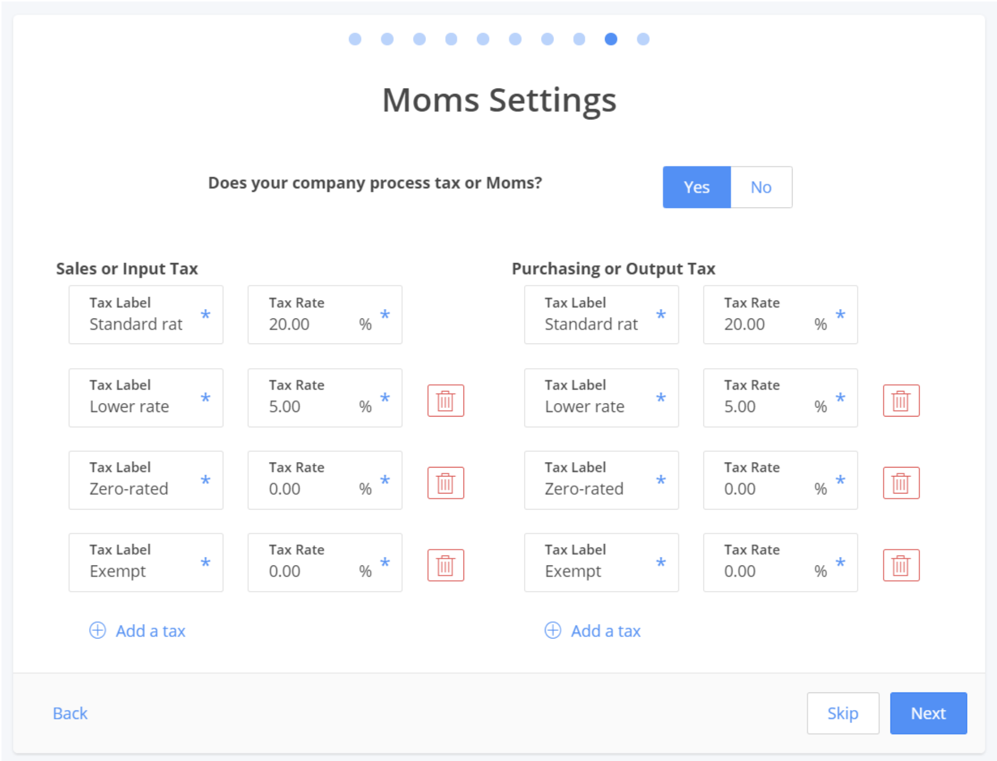


- Enter your information and create a password

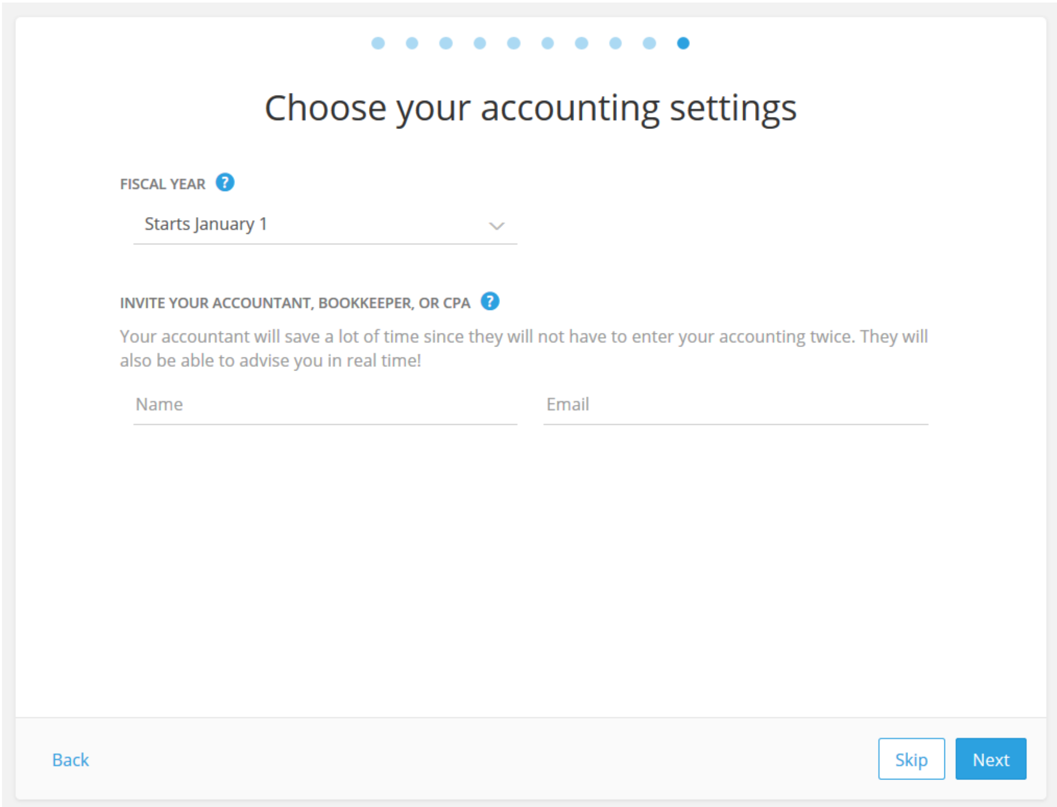


Enter your FirstNames
Example JamesElin

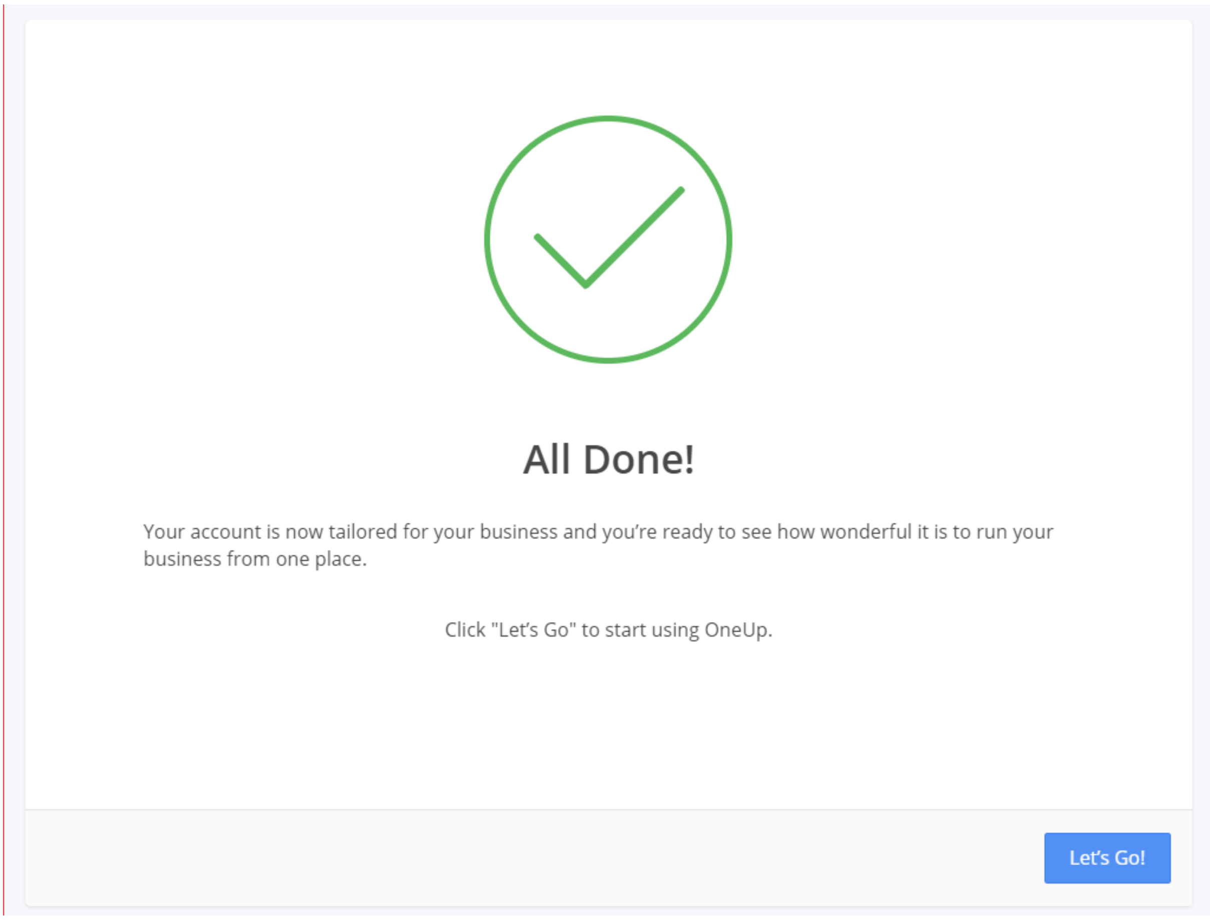
- When you are done with entering all necessary information, enter Goldentech-**FirstNames** as your company then click on **CREATE ACCOUNT**
- Follow the step through questions by Clicking **Lets Go**
    - *"Do you track leads and prospective sales? …" > Click* ***Yes***
    - *"Do you want to use ONEUP for sales and invoicing? …" > Click* ***Yes***
    - *"Do you want to track tasks and projects with ONEUP? …" > Click* ***Yes***
    - *"Do you track company expenses? …" > Click* ***Yes***
    - *"Do you track product inventory? …"> Click* ***Yes***
    - *"Do you want ONEUP to handle your accounting? …" > Click* ***Yes***
    - *"What is your company Name and Address? …" you can enter your company address here > Click* ***Next***
    - *"Do you want to add your logo? …" > If you want you can add a valid picture from your computer as your company's logo, then Click* ***Next***
    - *"Moms Settings" > Select* ***Yes*** *if your company processes tax or moms, here you can accept the default values or change tax rates. Leave it as it is, click* ***Next***

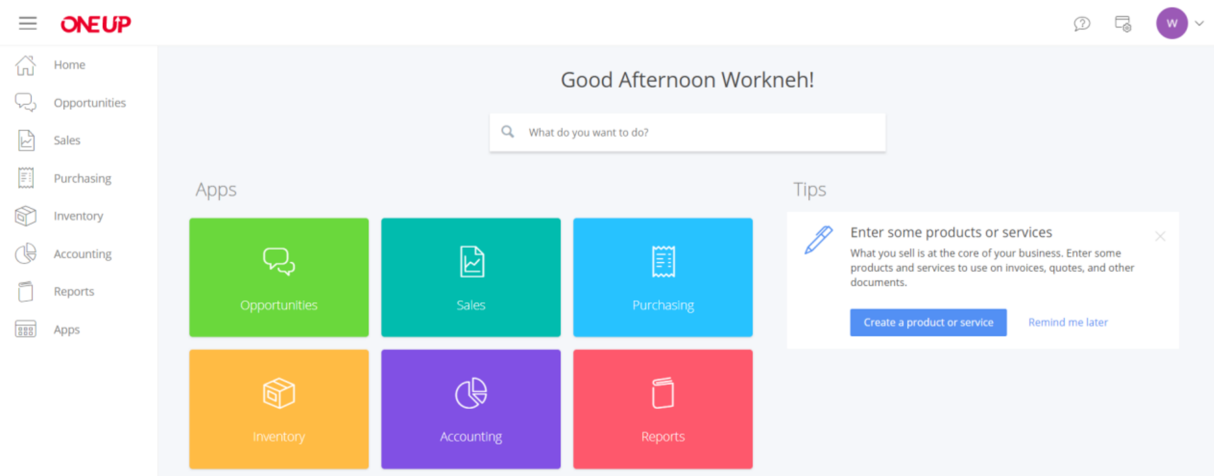


- *"Choose your accounting settings" > in most cases accouting fiscal year starts on January 1, so leave it as it is, specify name and email for accounting, then Click **Next***



- Click **Let's go** – now you are ready to use **ONEUP see the next diagrams**

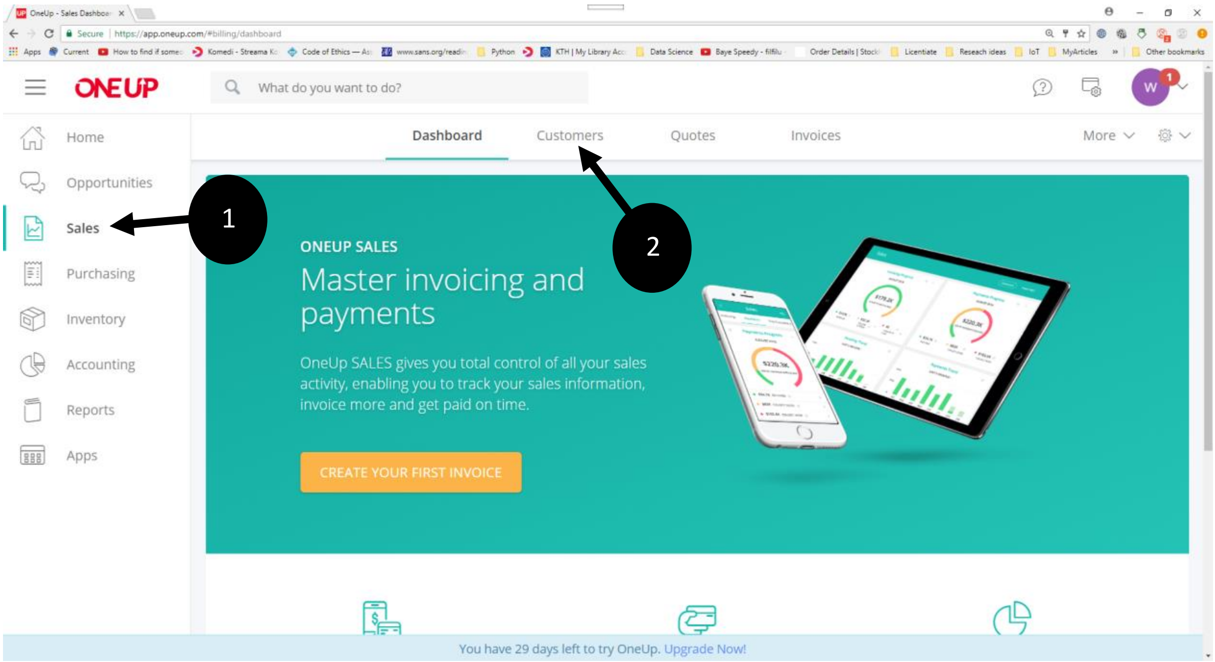

All Done!
Your account is now tailored for your business and you're ready to see how wonderful it is to run your business from one place.
Click "Let's Go" to start using OneUp.
Let's Go!


ONE UP
W
Home
Opportunities
Sales
Purchasing
Inventory
Accounting
Reports
Apps
Good Afternoon Workneh!
What do you want to do?
Apps
Opportunities
Sales
Purchasing
Inventory
Accounting
Reports
Tips
Enter some products or services
What you sell is at the core of your business. Enter some products and services to use on invoices, quotes, and other documents.
Create a product or service
Remind me later

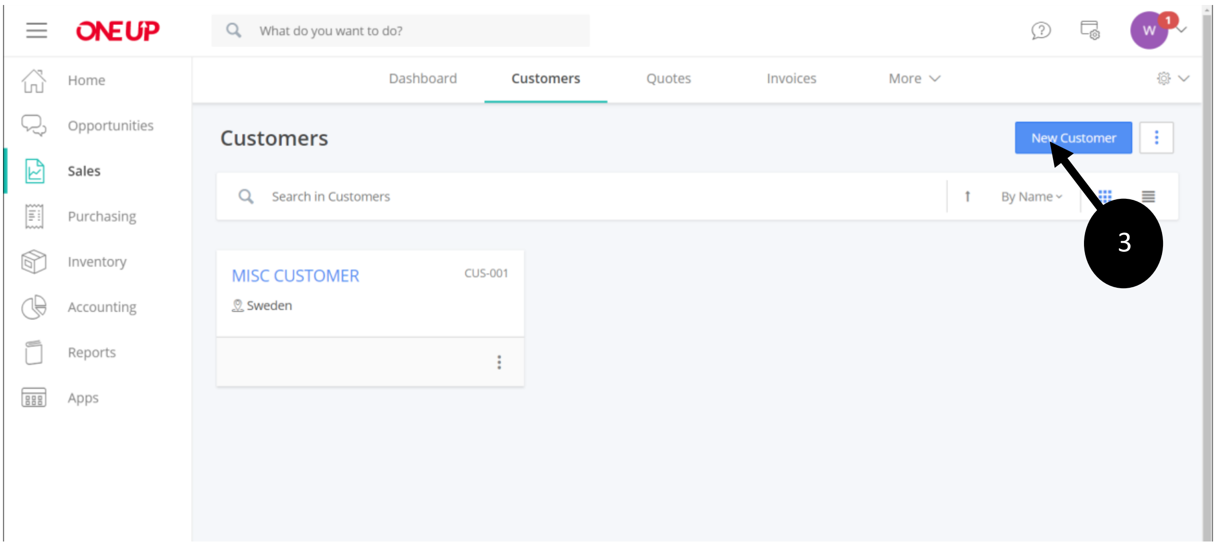
2. Creating a new customer / new Customer/ - KUND

Steps:

- Select **Sales (1)**
- Select **Customer (2)**



- Select **New Customer (3)**

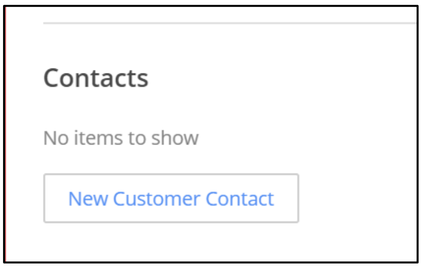


- Enter company name Address, city, phone number, email, web site … etc
- Note: there are two types of Customers namely Company or Individual – you can chose either of this.
  - Create company – Clas Ohlson-firstNames
  - Address - Hanstavägen 55
  - Zip Code- 164 91
  - City Kista
  - Country -Sweden
  - Tel 46 8 594 610 70

- And other information like email
    - Enter your email address (use group members email)

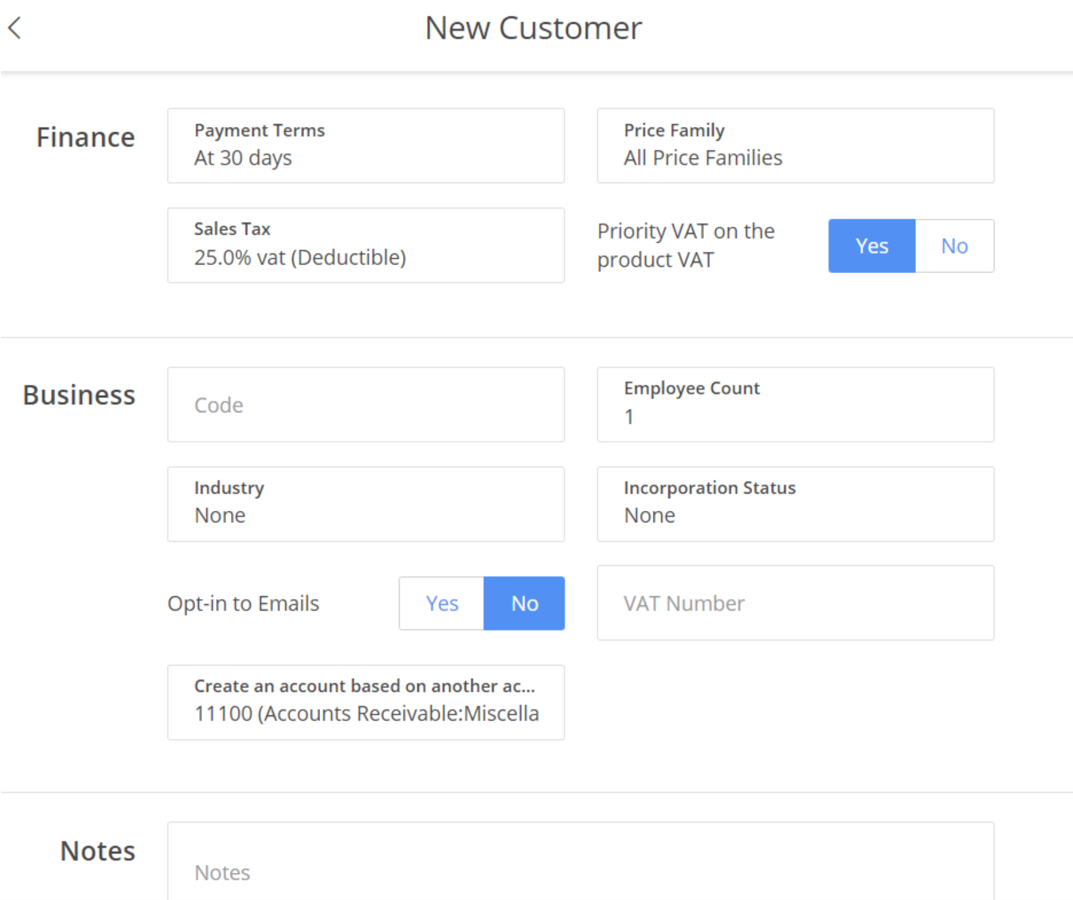
Create two contact persons for this company

- Also click on **New Customer Contact** to create contacts for the customer or the company



- Your name – member of your group , youremail@yourmailcompany.com, Telephone
- Your name – member of your group, youremail2@yourmailcompany.com, Telephone

- **Exercise 1: enter customer number – 1234 –group number, employee count – 50, Payments of terms - (At 30 days, VAT – 25%), Industry-(Retail), Incorporation status – (LLC), VAT Number –(900)**



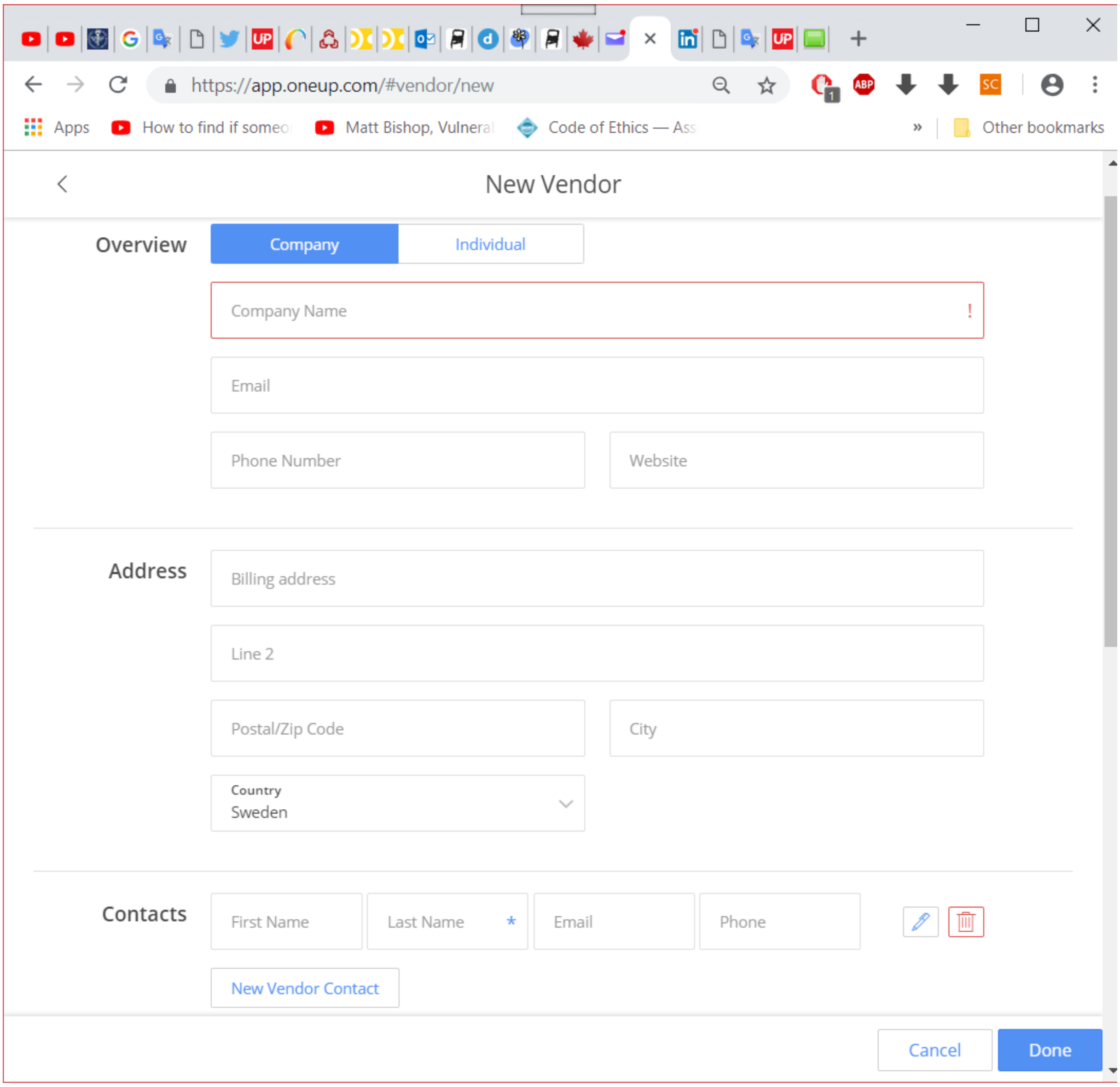
- Click **Done** when you are done

Exercise 2: Create two other customers, one company and one individual

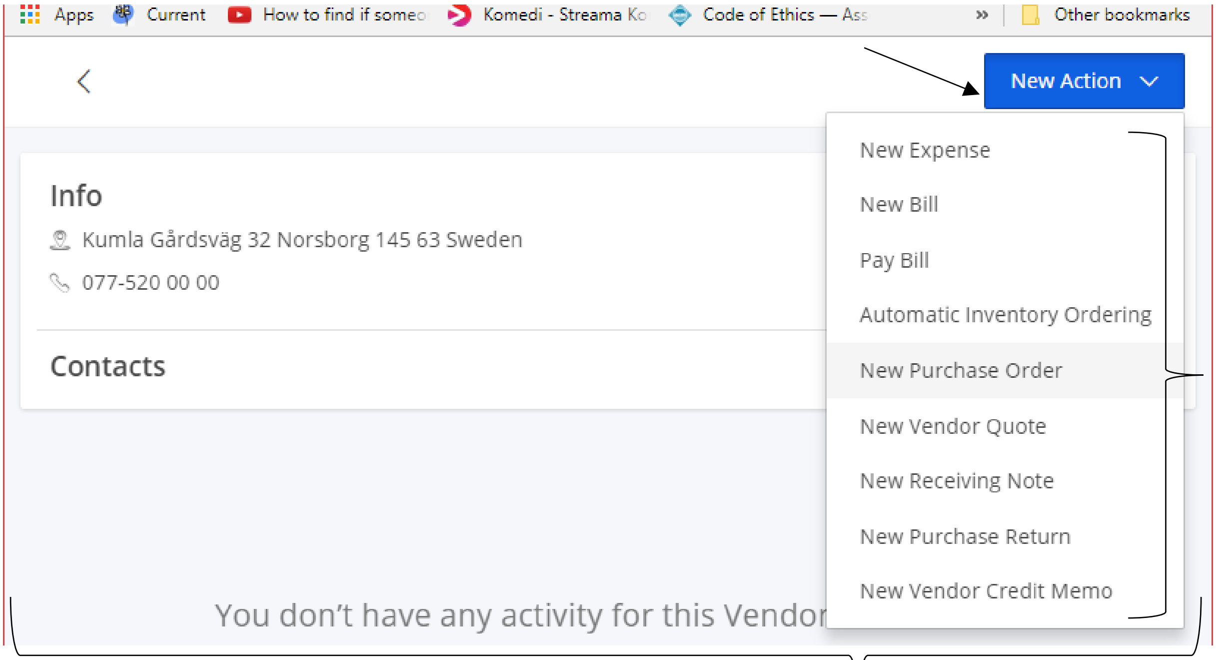
3. Creating a new Vendor /- LEVERANTÖR

Under **Purchasing** select **New Vendors**, enter all required entries and one or more contact person(s)

Exercise 1: in this case create Biltema from Sweden, enter all other required fields, and add two contact persons for Biltima as illustrated below.



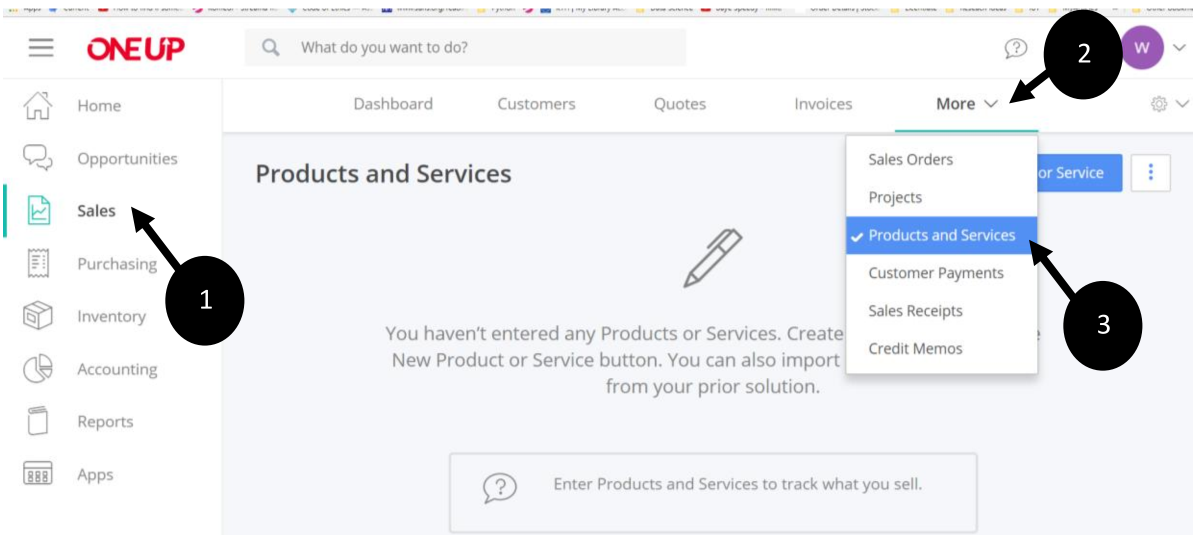
Note: Under **New Action** while Biltema is actively selected notice that you can create **Bills**, **Purchase Order**, enter **Vendor Quote**, and so on. Now move to the next page **don't do anything here.**



4. Creating new Products and Services

Create product and services by importing from other systems with supported format

- Select **Sales**
- Click on **More** then click on **Products and Services**



- Select **New Product or Service , (**create one product, Name: Candle, Unit: Piece, SalesPrice: 150, ItemNumber: IT-1236, etc**) >** Click **Done**

Note:

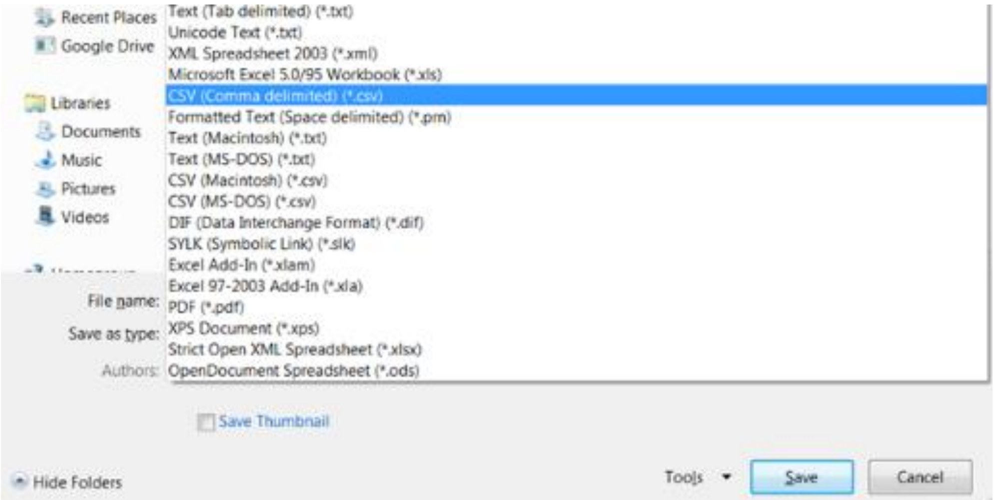
Products and services can be imported from csv (comma delimited file) or space or semicolon (;) delimited files. In most cases, ERP systems have the facility to import and export products, vendors, services, and others from and to files that are readable by any system.

5. Creating new Products and Services by importing from a csv file

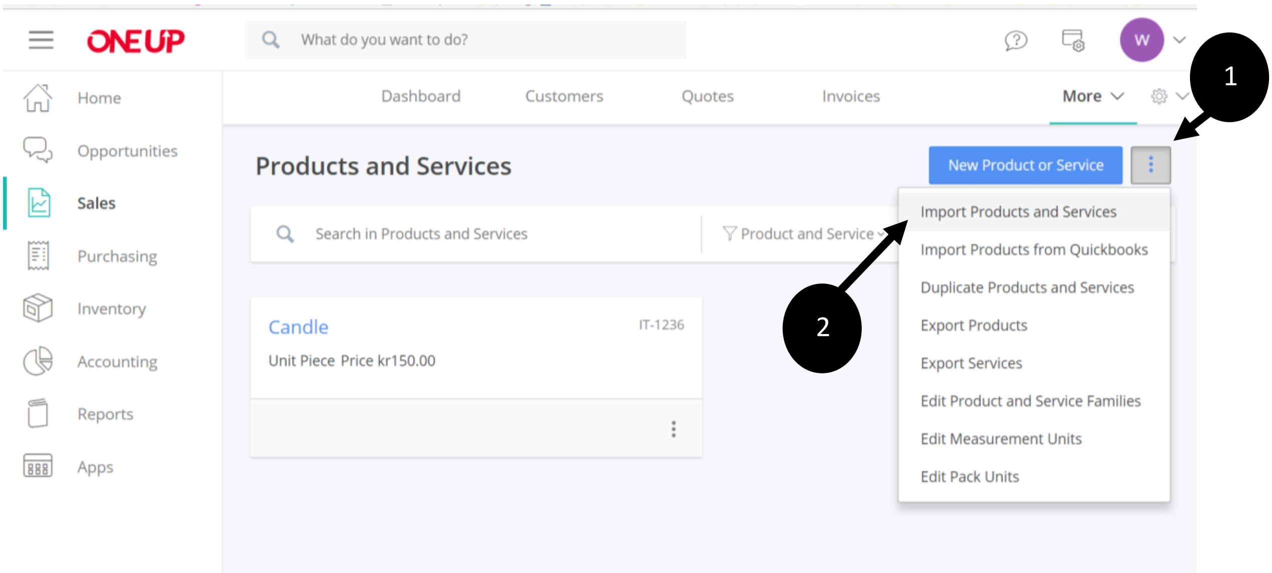
- **Create the following table on spreadsheet application, then save it as csv file.**
- (What should you do in order to save it as csv file?)
  - Start **Microsoft Excel**,
  - Enter the following information exactly as shown below

Item Name	Type	Manage Inventories	Description	Unit	Sales Price	Purchase Price	Quantity on Hand
Consultation	Service		Consult with a client	Hour	80.00		
Wool Sweater	Product		Wool Sweater (Red, Any Size)	Piece	64.99	49.98	
MP3 Player	Product	Manage Inventories	Black 8GB MP3 Player	Piece	29.99	18.98	74

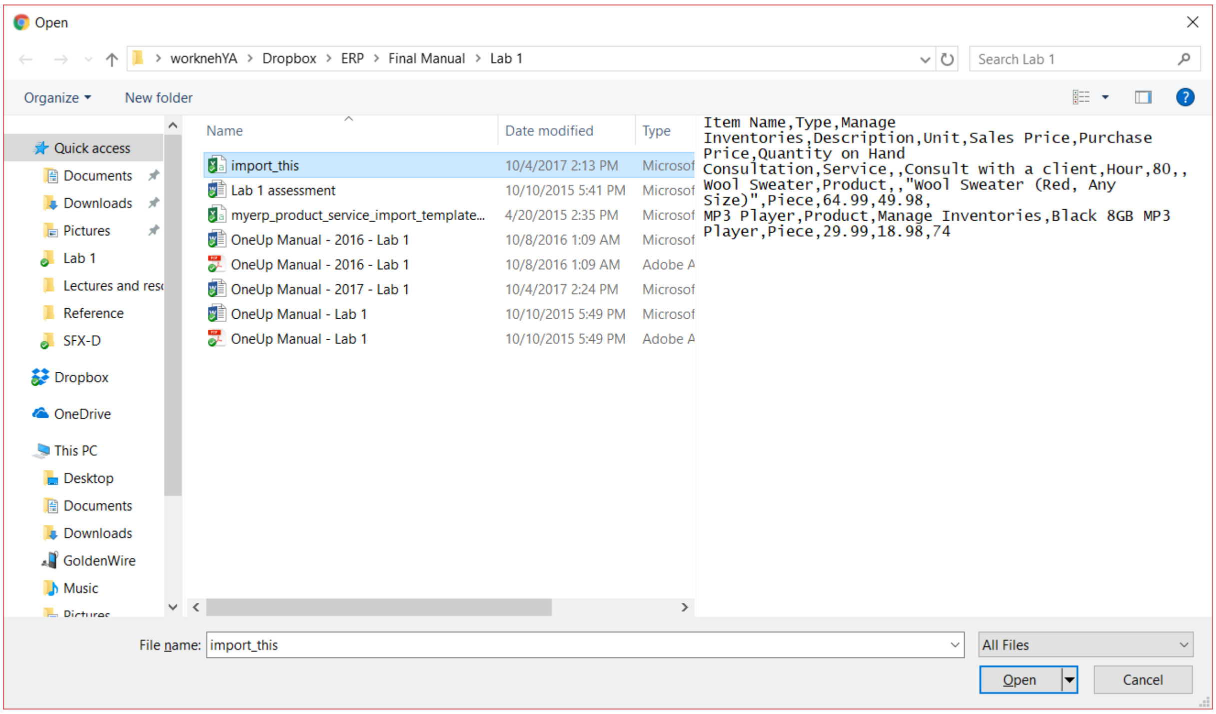
  - Select **Save**
  - Enter file name (type - product)
  - Under Save as type select **CSV** (Comma delimited) as shown in the diagram below



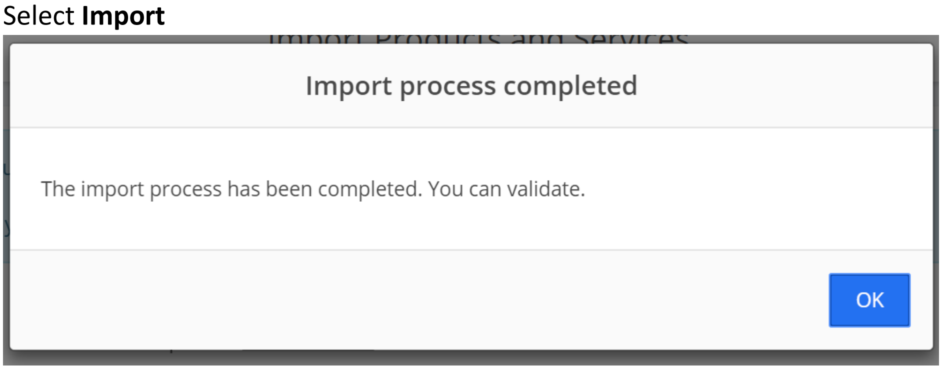
  - Click **Save** button
- Open the file and read the content, close the file without changing any information
- After you created the excel file and saved it as csv, If you don't see the **New Product or Service** then go to **Sales** under **More** select **Products or Services** as illustrated in Section 4, under **Creating new Products and Service**.
- Select the vertical ellipsis. ⋮ then choose **import products and services**.



- Select **Choose File** then specify the location of the csv file created before then click **Open**.

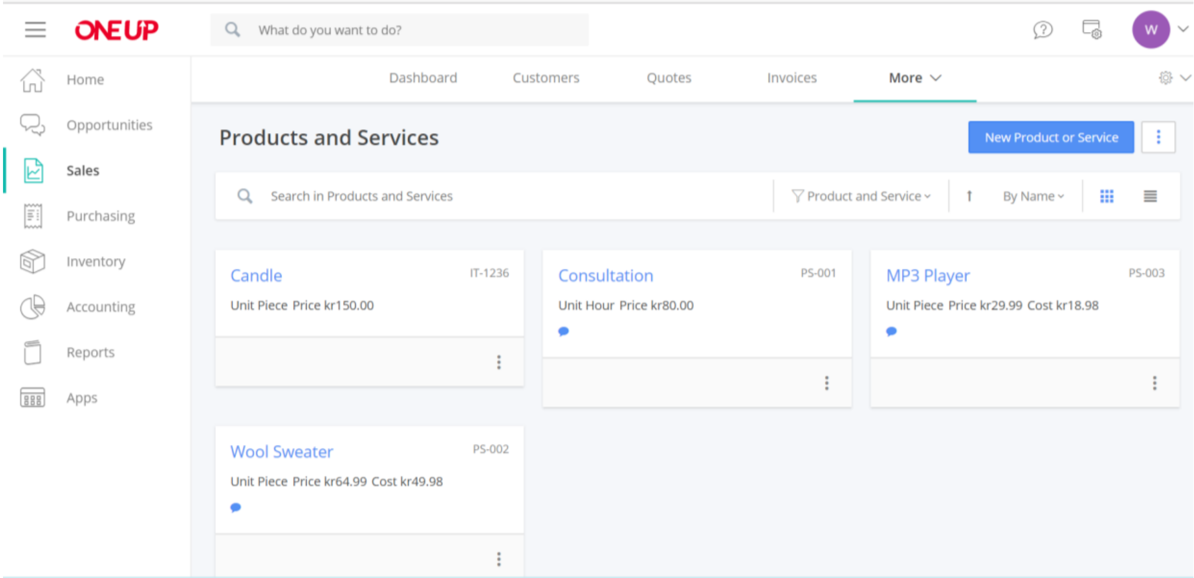


- Select **Advanced** then enter comma "," under **Separator**
- Select **Import**



- If you see Import process completed message as illustrated above then you are good to go so Click **OK** and or **Done**

- Result: Now go to **Services** under **Sales** to see the consultation serves created as illustrated below



Exercise 1: How many products are created?

Exercise 2: How many services are created, what kind of service has been created?

Exercise 3: Download myerp_product_service_import_template_SIMPLE_rev6.csv file and open it, compare this file with the file your created as product.csv. Discuss your reflections within your group, one – five minutes is enough.

Exercise 4: Create a product (Printer, price 4500, brand – HP) ...

Part two – Inventory Order Handling

In this section you should do the following:

- Read the scenario described for each questions
- Create a new vendor
- Create vendor quote with a new product
- Converting vendor quote to purchase order
- Converting purchase order to Bill
- Converting Purchase Order Receiving Notes
- Convert Purchase Order to Bill
- Pay the Bill

Create a new vendor and a new product "Pencil"

1. Vendor / Vendor Quotes with new Product

Vendor: (**Vendor-fristNames**) is situated in central Stockholm at the Sveavägen 144, the vendor. After you have read on a newspaper that the **"Vendor-firstNames"** has an offer to sale pencils with 20% discount, you decided to create the vendor and the product in your system. From the newspaper you have understood that the contact person is **Vendor-contact-firstNames. Vendor-contact-firstNames** is responsible for contacting customers for the company**.**

Steps: - **Create a vendor with Vendor-firstNames**

- Click **Purchasing** on the left bar of the screen then select **Vendors**
- Select **New Vendor**
- Enter vendor name **Vendor-firstNames**
- Specify address, city, email (of one of yours), and contact address

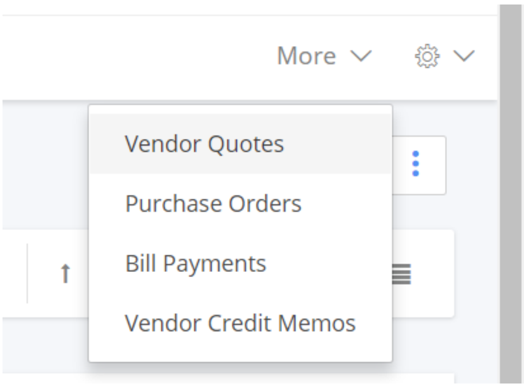
Exercise 1: without leaving this page create Recipient "contact", use first name and last name of one of your group member, specifying supplier as VendorContact – firstName without typing supplier, enter other information.

- Click **Done**

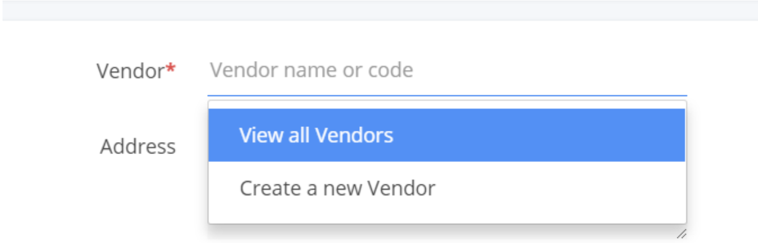
Vendor Quotes - Use vendor quote to record offers that your vendors give you to sell products at a specific price. Once you approve a vendor quotes, you can convert them to purchase orders or bills.

Steps: - Create a vendor quotes and the new product

- Click **Purchasing**
- choose on **Vendor Quote** from **More**

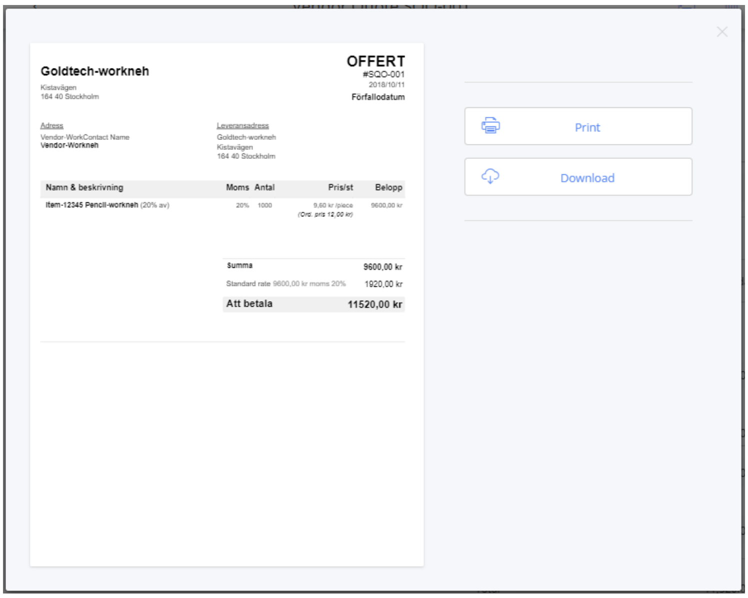


- Select **New Vendor Quote**
- Find and attach vendor (**Vendor**- firstNames) created in the previous step as shown below



- Select **View all Vendors**
- Select your new vendor (Vendor-FirstNames)
- Register vendor quote with current date as in **Expiration date**
- **Select Vendor Recipient contact you created earlier in the previous step**
- click **Add Product** you can select existing products but now click on **New**
- (Create a product with Product name: Product-firstName (ex. Pencil-Mark), unit- piece, sales price-20.00, Purchase Price-12.00, item Number - Item-12345, description -Pencil – (Reference number- Pencil-2017))
- Leave the other entries as it is then click **Done**
- Select the Product with Item-12345 **Product Code**, then click **Select**
- Enter the discount under **Disc.%** =20, **Qty** =1000.

Your screen should look like the following diagram but the names, dates and prices are different from your data:



- Click **Done**
- Select **Download PDF** then save it on the desktop as **QuoteFromVendor-firstName**

Exercise 2: change the quantity of the ordered product to 100

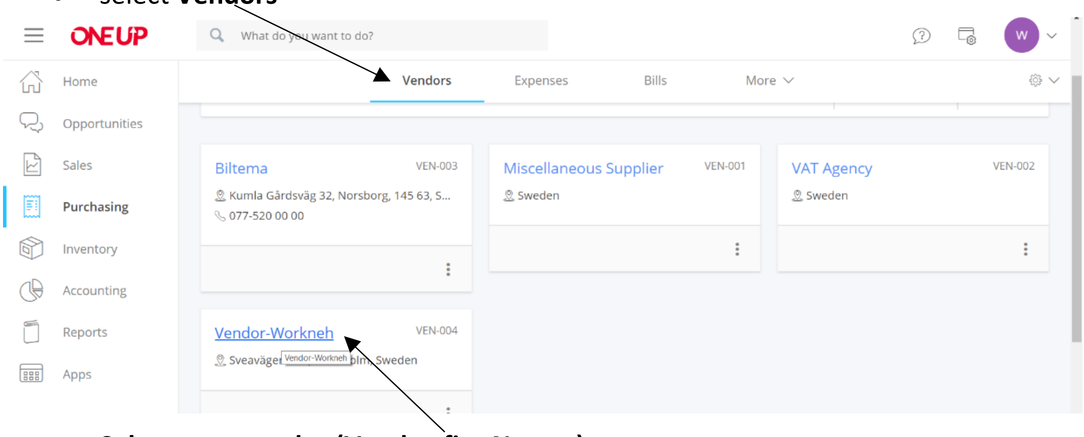
2. Convert Vendor Quotes to Purchase Order

Purchase Orders - Use Purchase Orders to record orders you've placed with your vendors. Purchase orders can be converted into receiving notes or bills.

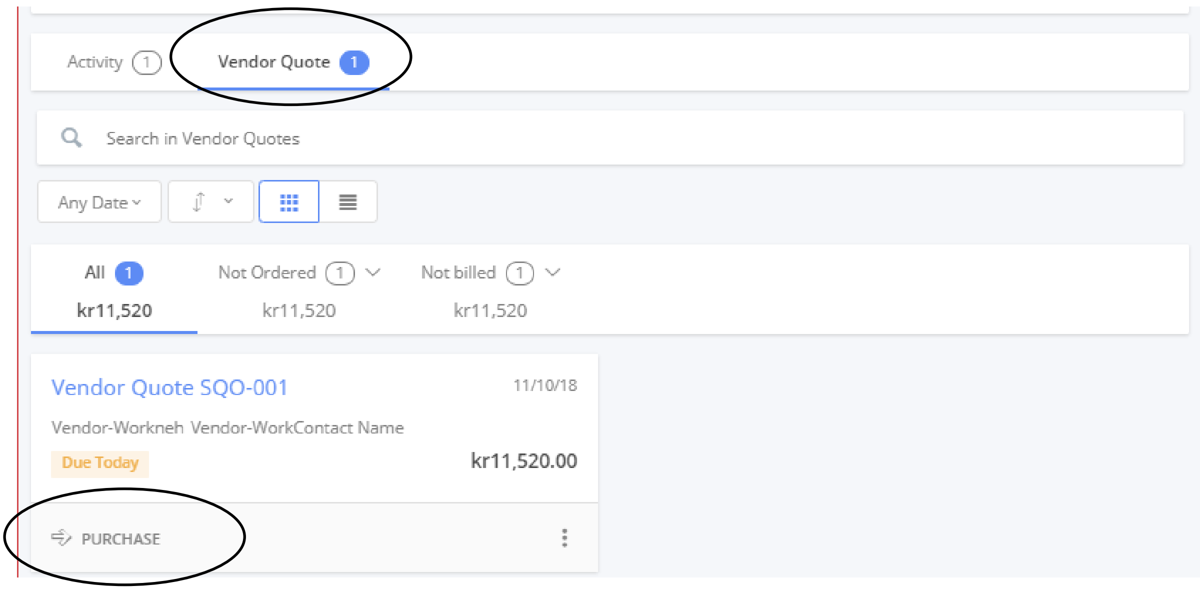
? Create purchase order

Steps:

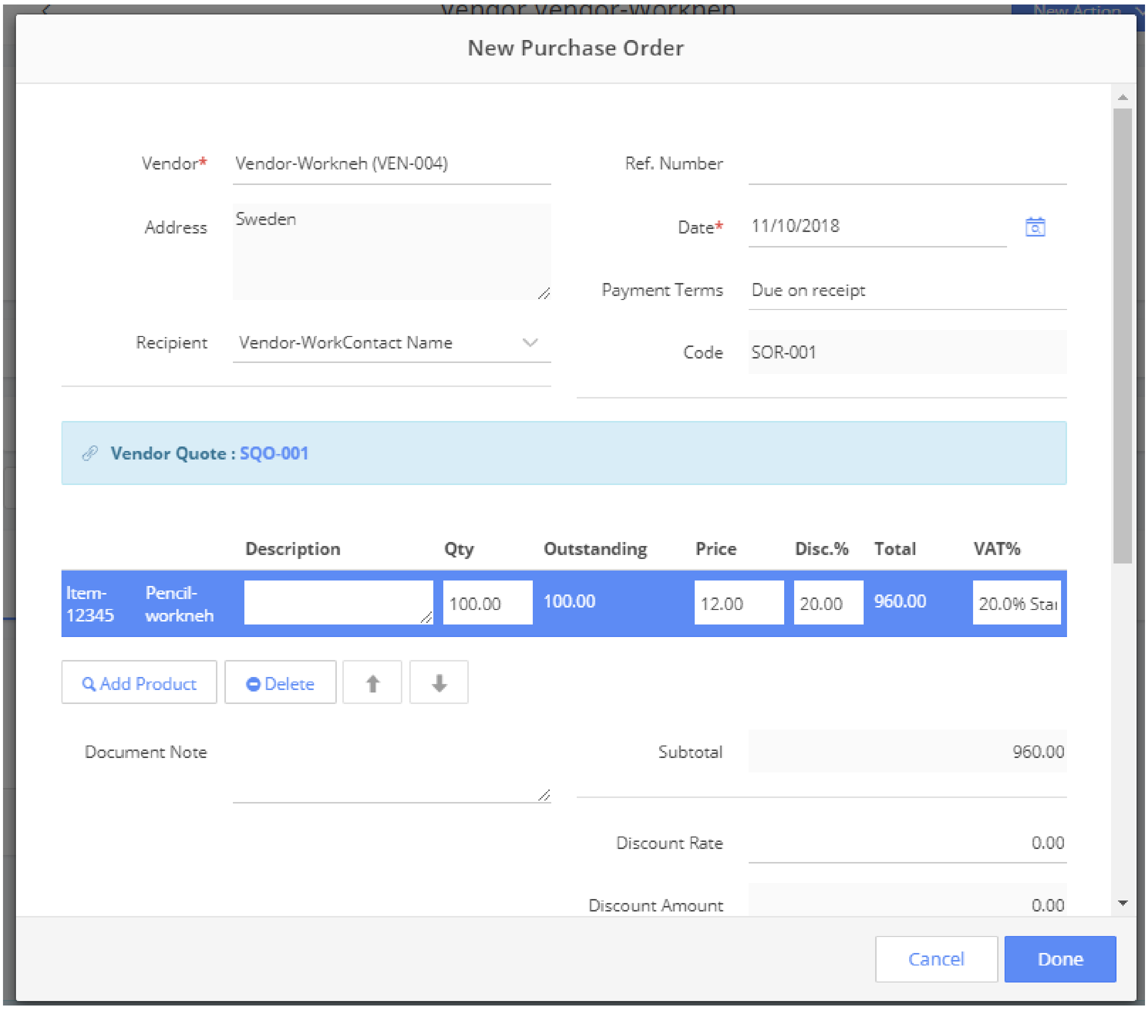
- Under **Purchasing**
- select **Vendors**



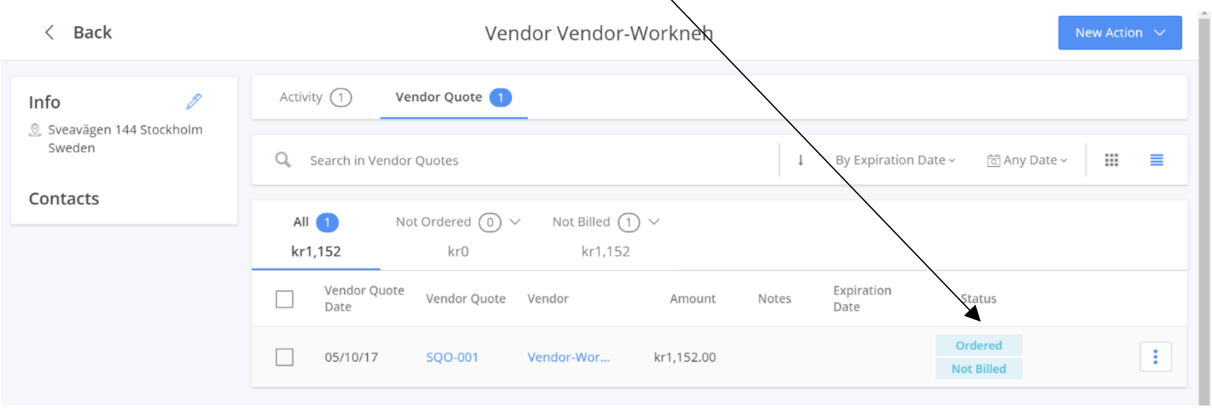
- **Select your vendor (Vendor-firstNames)**
- Under **Vendor Quotes**
- Select **Purchase**



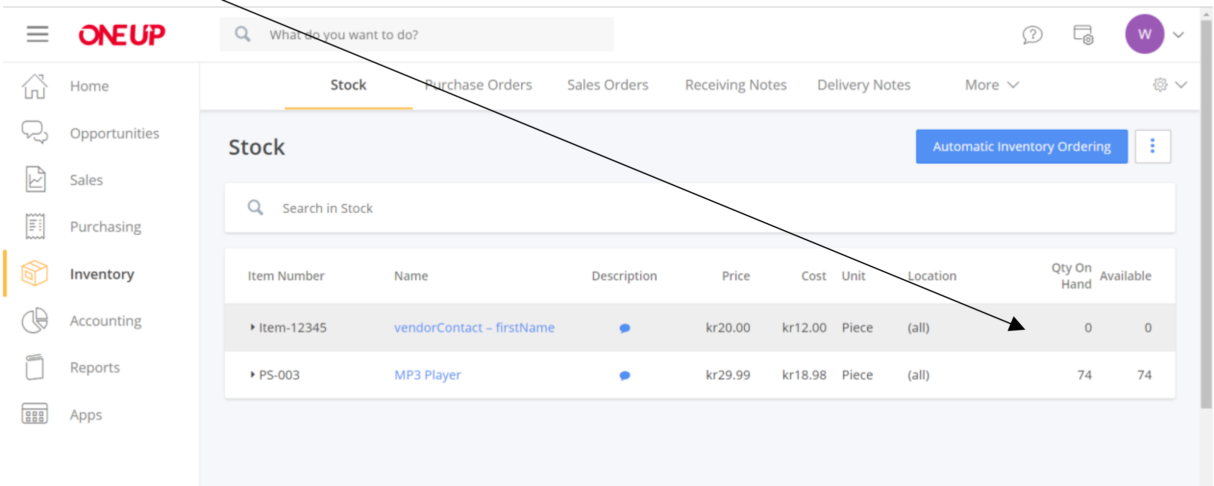
- **New Purchase Order** will be displayed as illustrated below



- Select **Done**
- Now you will see that the Vendor Quote has been converted to Purchase Order but not yet Billed

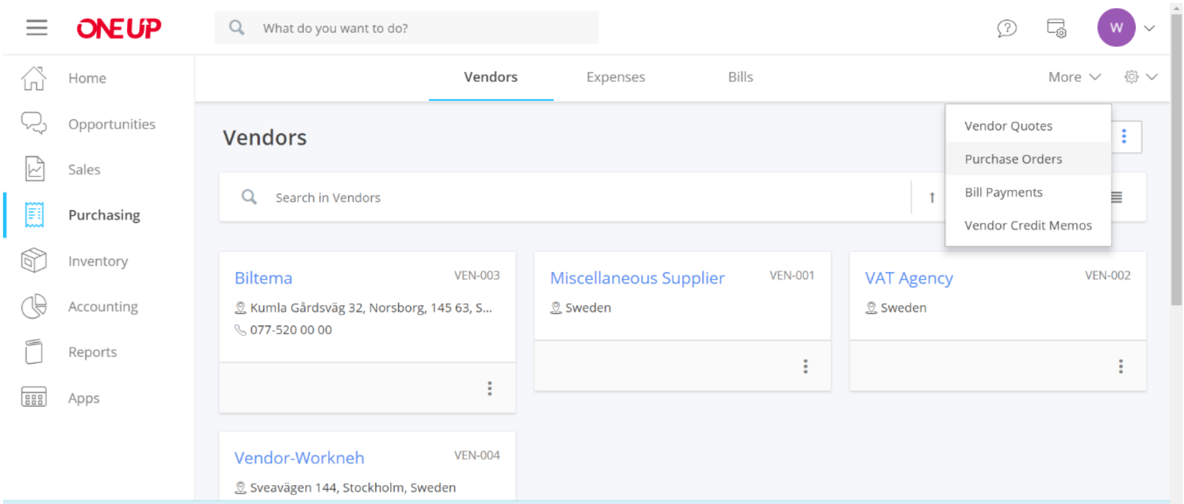


Now go to **Inventory** (by clicking on Inventory from the left side) > select **Stock** > you will read 0 under **Qty On Hand** as illustrated below but the price shown below can be different from your price

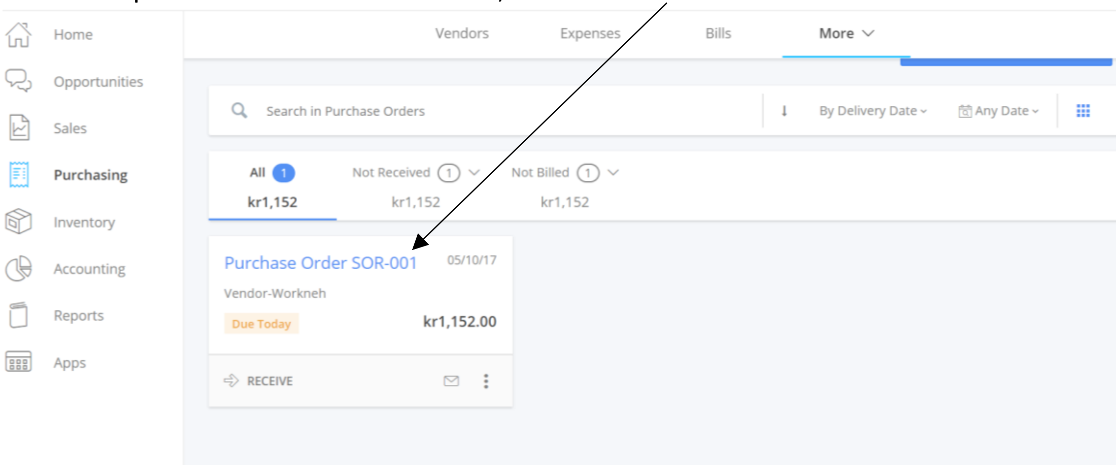


To view the status of your purchase order

- Select **Purchasing** on the left bar of the screen then select **Purchase Orders** from **More**



- To see the purchase order created before, **Purchase Order BBB-VVV**

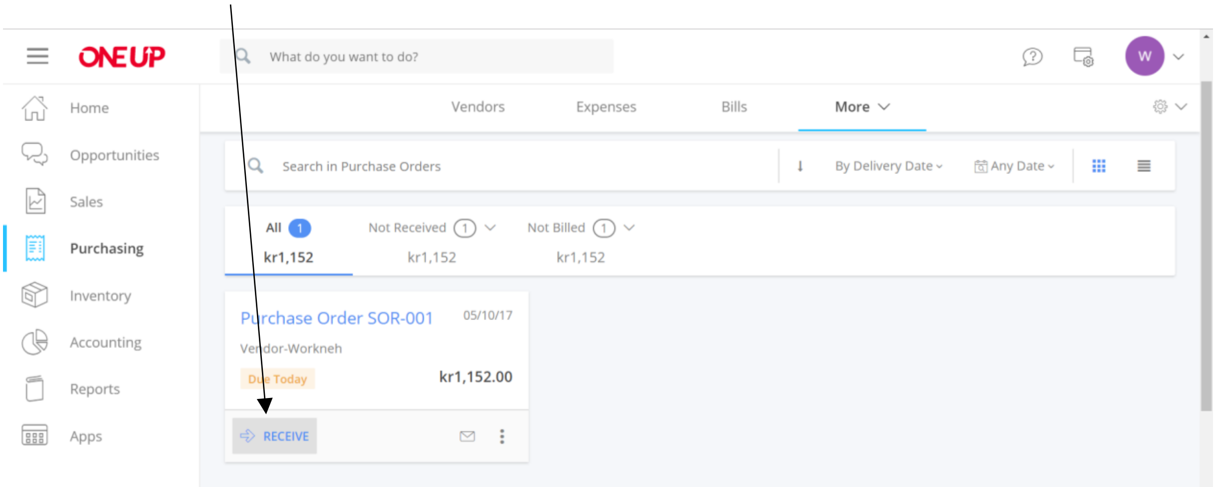


3. Purchase Order to Receiving Notes

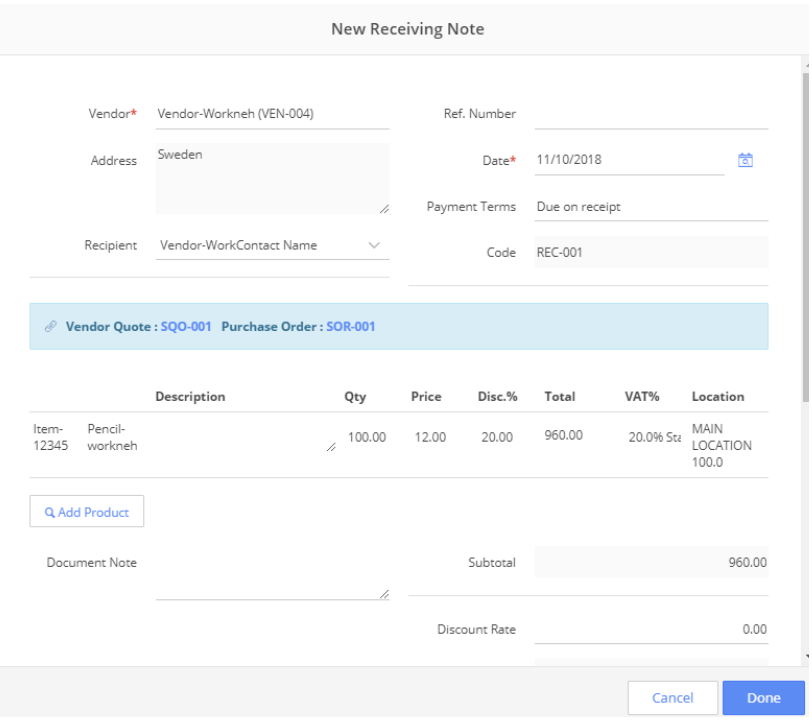
Receiving Notes describe the products that are included in a delivery you receive. When receiving notes are entered, inventory transactions are generated.

Go to Purchasing

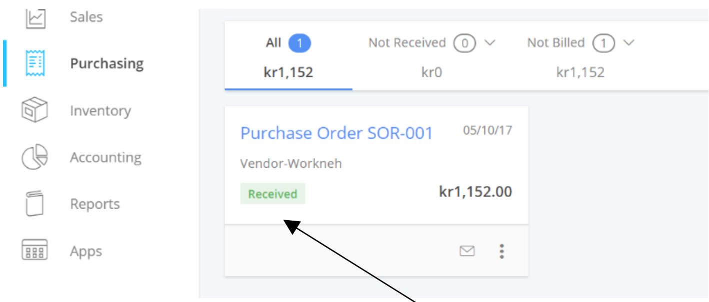
- Select **RECEIVE**



- Now you will see **New Receiving Note** as illustrated below



- Select **Done**



- Now the status will be changed to **Received**
- The next step is to pay the bill after the item is received

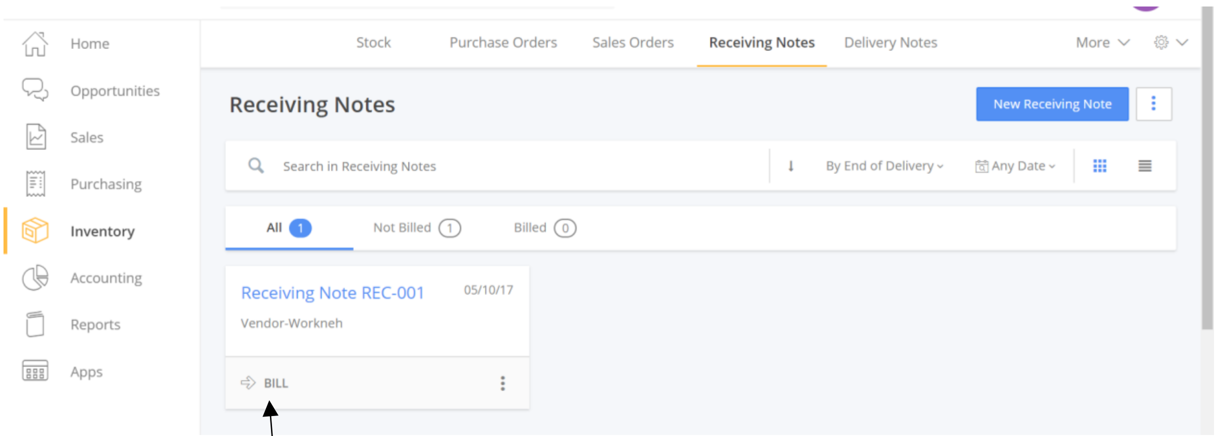
4. Convert Purchase Order Received Note to Bill

Bills -The Bill is the main financial document used to pay your vendors for products. To pay vendors without involving products, use Expenses.

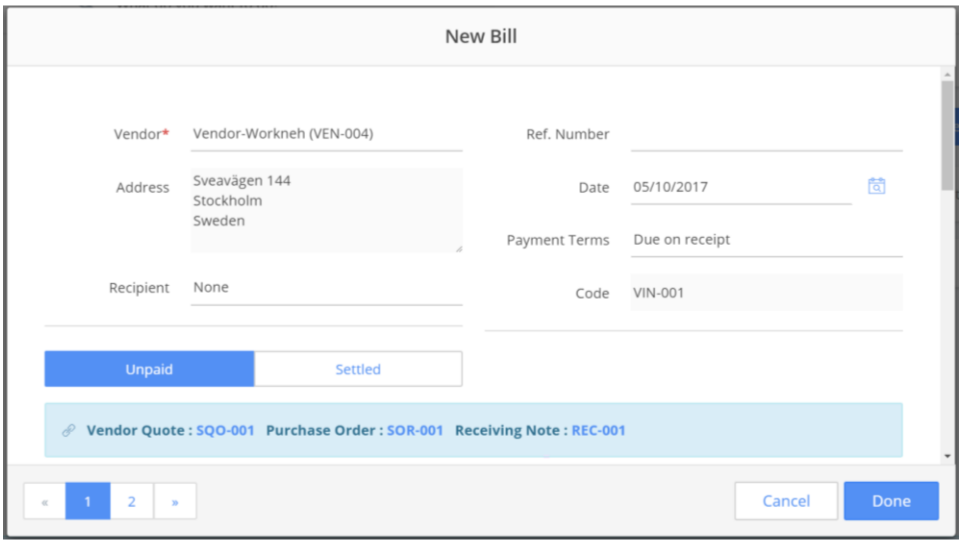
? Create bill

Steps:

- Select **Inventory** on the left bar of the screen then select **Receiving Note**

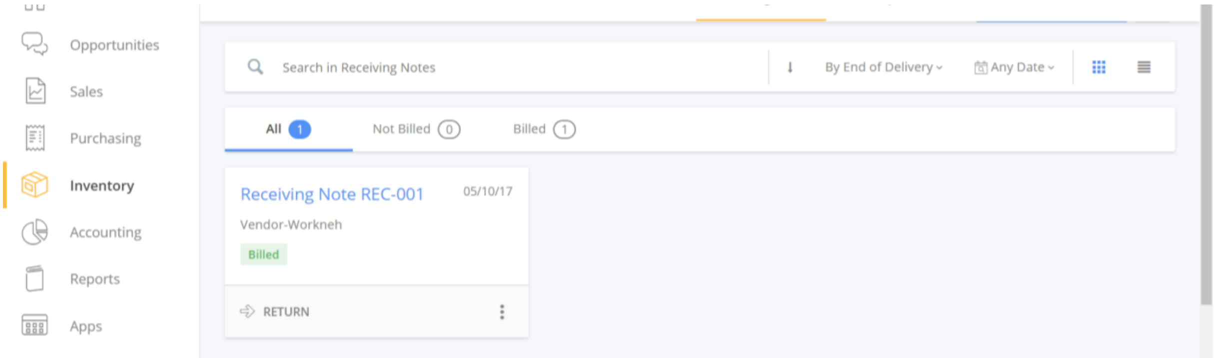


- Select the **=> BILL**



- If this bill is already paid you can select Settled, however now leave it as it is

- Click **Done**
- Now you see the status is changed to Billed as illustrated below

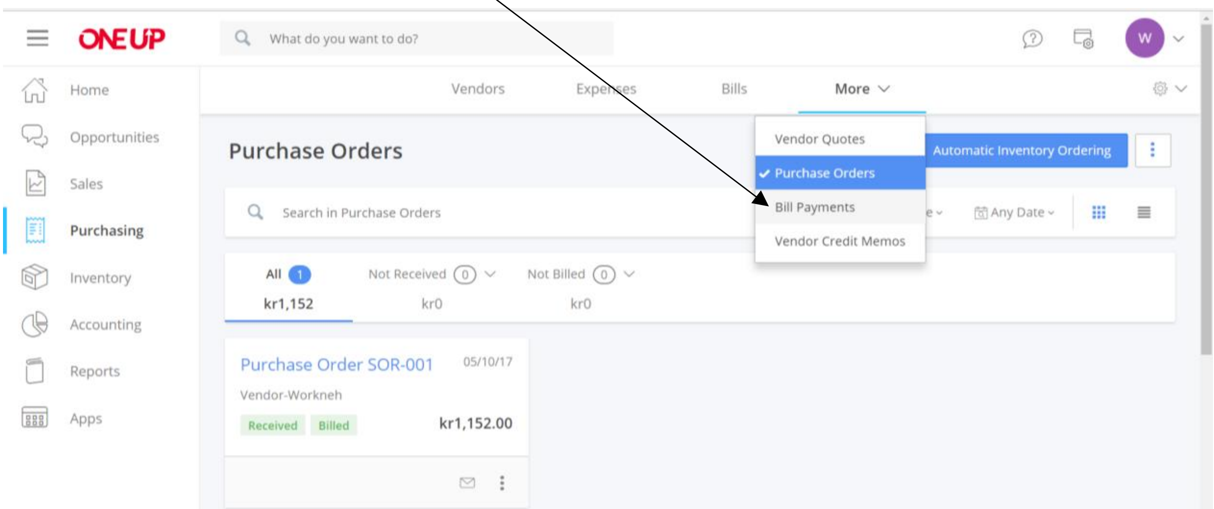


- The next step is to pay the bill

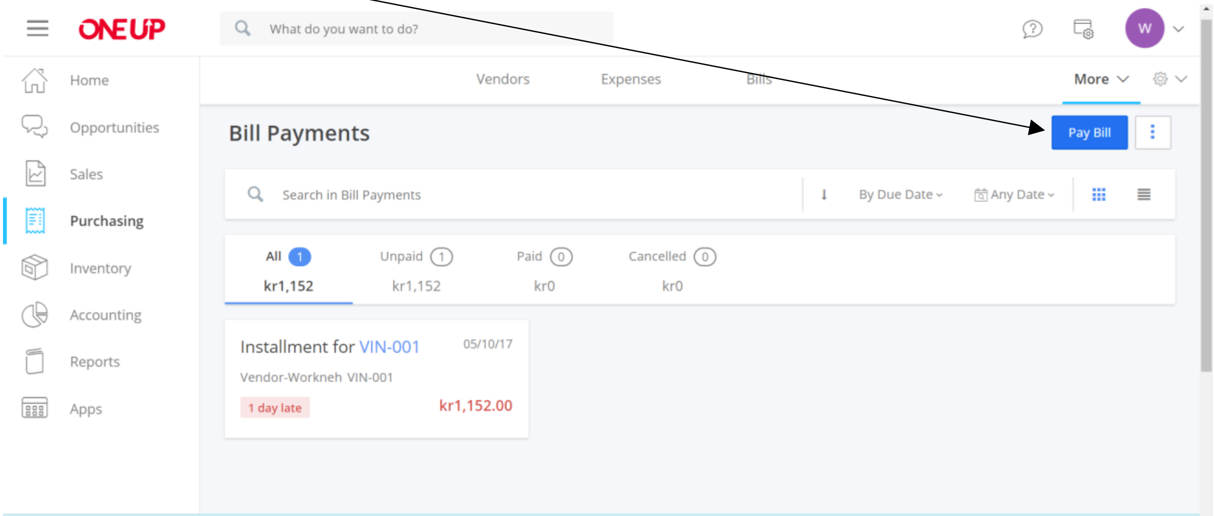
5. Pay the Bill

?Pay the bill

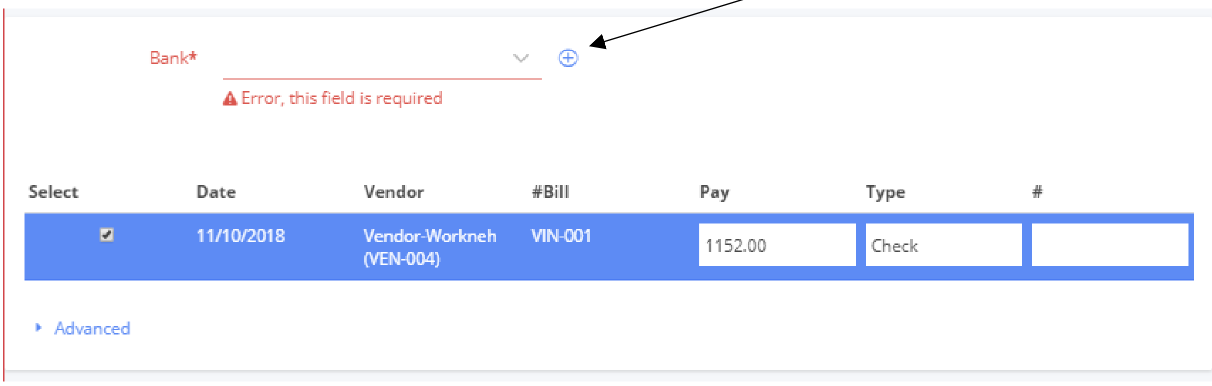
- Select **Purchasing**
- Select **Bill Payments** under **More**



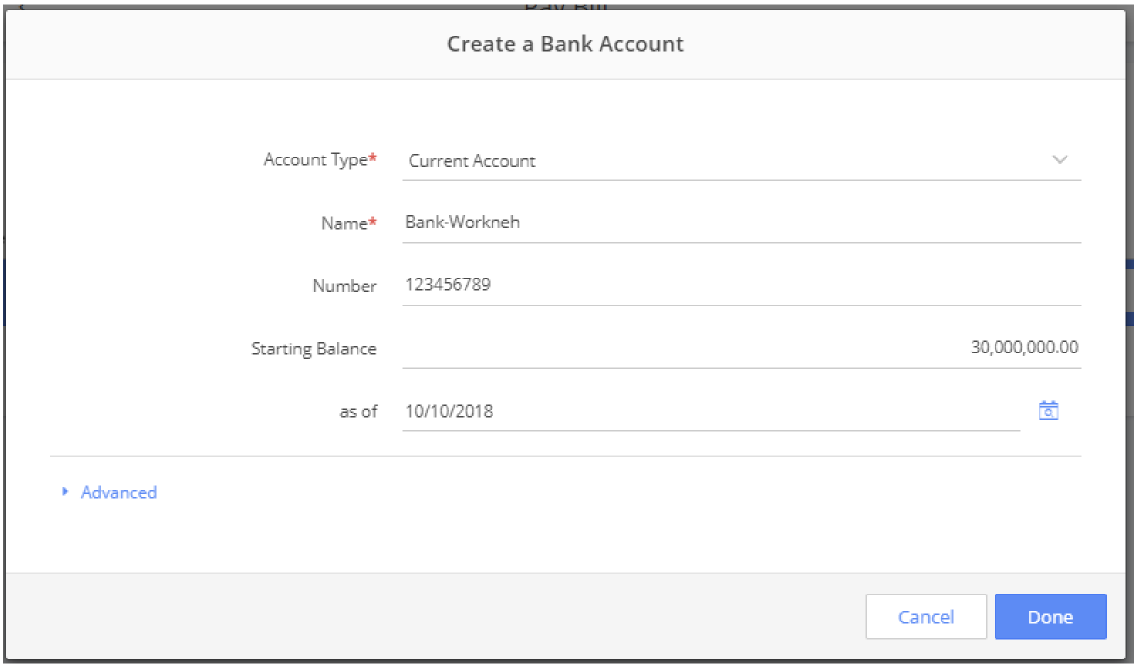
- Select **Pay Bill** from as illustrated in the diagram



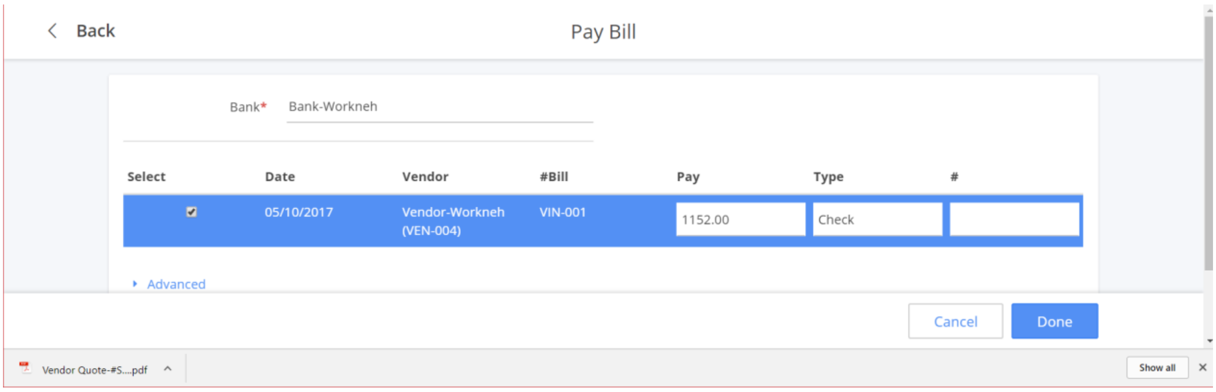
- Select Bank > But we don't have any bank here so click on the **Create a new …** under to **Bank***



- Select Account Type* as **Current Account**
- Enter Name* as Bank-firstNames
- Enter bank number-123456789, Starting Balance-30 000 000 and select date of opening from **as of –** select earlier date



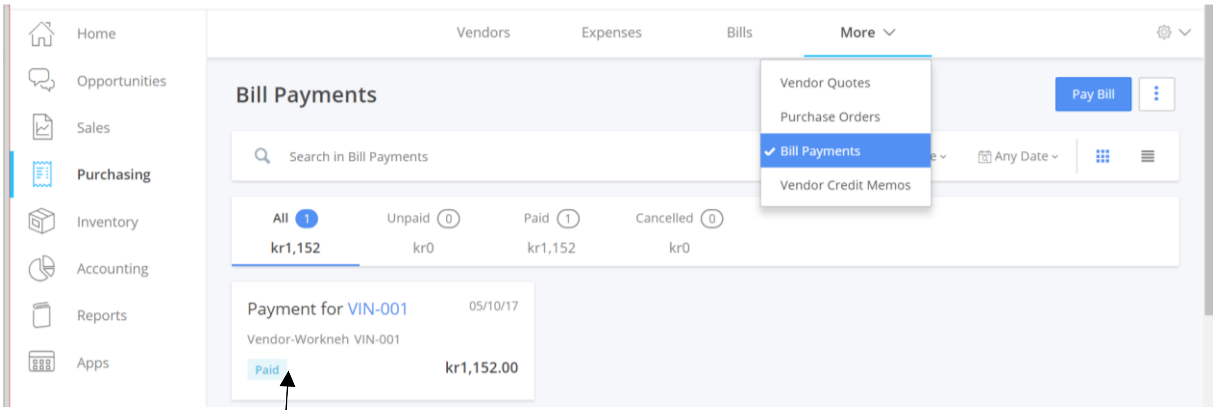
- Click **Done**
- You will see the list of billed orders to be paid as illustrated below then check the bill you want to pay now,
- (you can change payment and payment type (Cash, Check,...)) the default value is ok for now



- Click **Done**

To make sure that the payment is made and settled

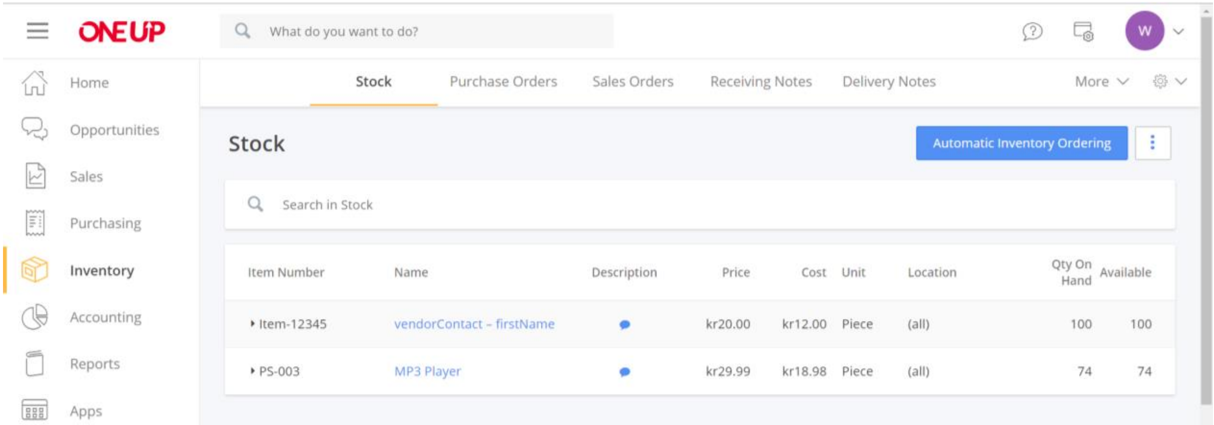
- click on **Bill Payments** from **Purchasing**



- You see your bill now **VIN-001 /your vendor code/**

Check Inventory level

- Select **Stock** from **Inventory** on the left bar of the browser
- You will see that the **Qty On Hand** is – 100



Part three – Customer order handling

In this section you should do the following:

Provided that there are vendors and customers in the system, it is possible to give them an offer and if they accept our offer then that offer can be converted into Sales Orders and to Invoices.

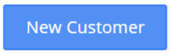
Example: *A new customer, Magnus Nicki wants to buy your pencils, this customer wants to buy 25 pencils for his training center. Your manager has decided to offer this customer 5% discount. Handle the business process as follows*

Customer created ➔ Customer Quote ➔ convert Quotes to Sales Order ➔ Picking list ➔ Create Delivery Note from Sales Order ➔ convert Delivery Notes to Invoices ➔ Receive Customer Payment/ convert from installment to payment deposits/

1. Create a new Customer and Quotes

Create a new customer with **Customer-firstNames** and a contact person **Yourname firstNames.**

Steps: - **Create a Cusomer with Customer-firstNames**

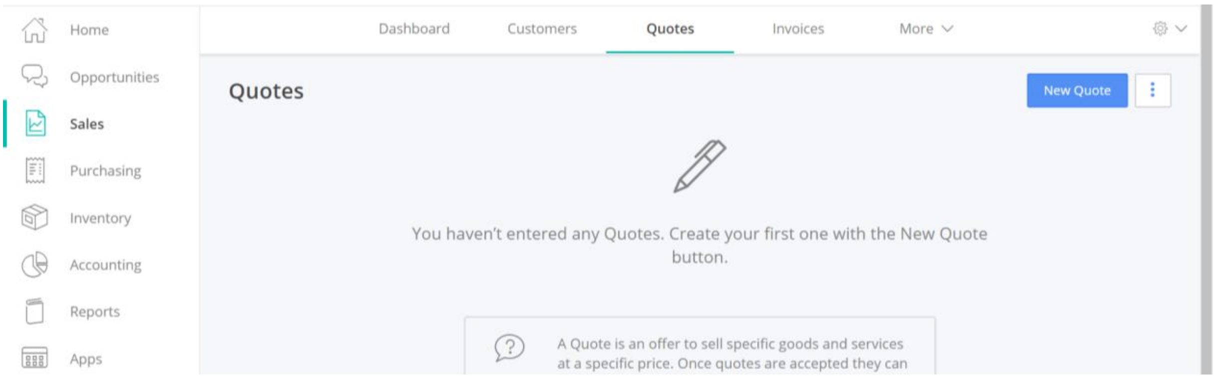
- Click **Sales** on the left bar of the screen then Click on **Customer**
- Select New Customer on the right top corner 

- Select **Individual**
- Enter Name, Address, City, State/Country, Zip Code, and Country
- Click on **New Customer Contact** to create contact person(s) for the new customer
- Enter First Name, Last Name, Email, and work Phone.
- Click **Done**

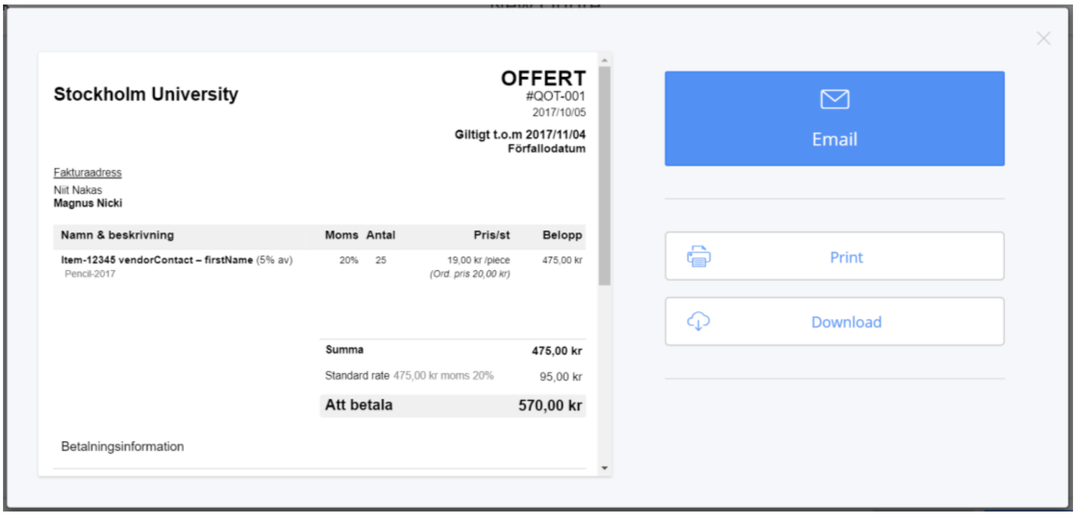
Offer/Quote - A quote is an offer to sell specific goods and services at a specific price. Once quotes are accepted they can be converted into Invoices or Sales Orders.

Steps: - Create a quotes (offer a discount to your customers for example)

- Click **Quotes** under **Sales**



- choose on **New Quote** on the right side
- Under Lead or Customer, select the customer you just created before – **Customer-firstNames**
- Select **Recipient** that is contact name (created above under the customer)
- register quote with current date as in **Expiration date**
- click **Add Product or Service**
- Select the Product with Item-12345 **Product Code**, then click **Select**
- Enter the discount under **Disc.%** =5, **Qty** =25, also
- Click **Done**
- Click **Download** then save it on the desktop, sample screen shot is shown below, **Note that you can email to the email created just before.**



- Send the offer to your customer by clicking on **Email – send it to your friend and show it to your tutor when you are done with all exercises**

2. Convert Quotes to Sales Order

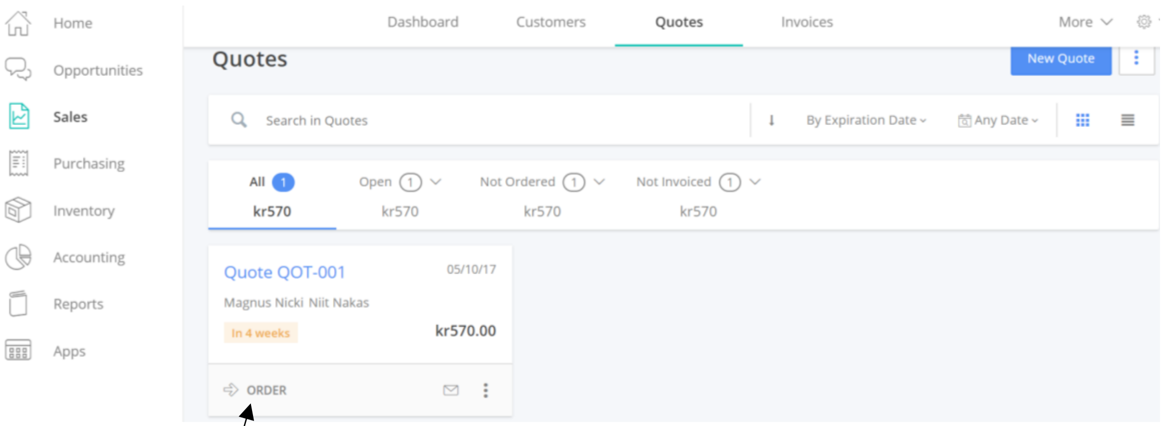
Sales Orders - Sales Orders confirm which products your Leads or Customers have ordered. Sales Orders can be converted into Invoices for billing, Delivery Notes for delivery or Picking Lists for preparation.

Your customer has accepted your offer/quote, now you can create Sales Order

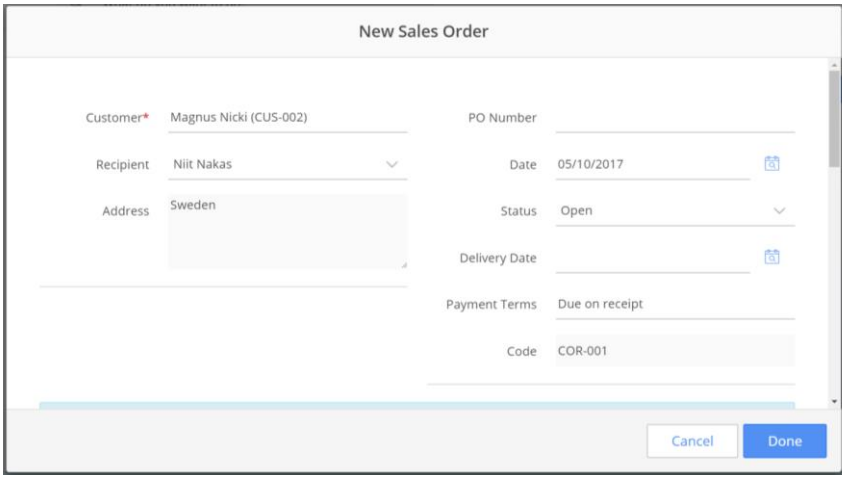
? Create Sales Order

Steps:

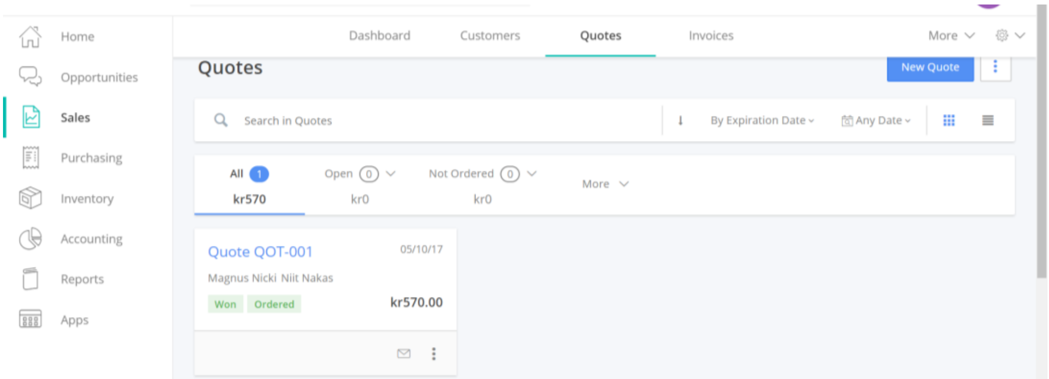
- Select **Sales** on the left bar of the screen then select **Quotes**



- Select => **Order**



- Select **Done**
- Now you will be able to read your offer has been accepted or won and the order has been made

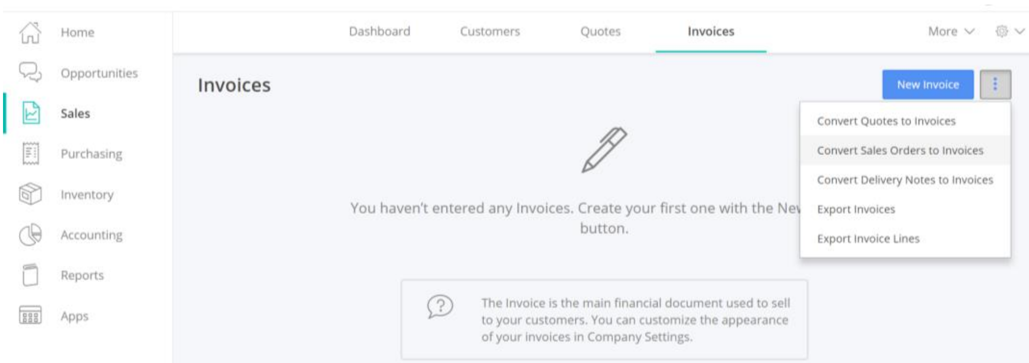


Invoices - The Invoice is the main financial document used to sell to your customers. You can customize the appearance of your invoices in Company Settings.

3. Convert Sales Order to Invoices

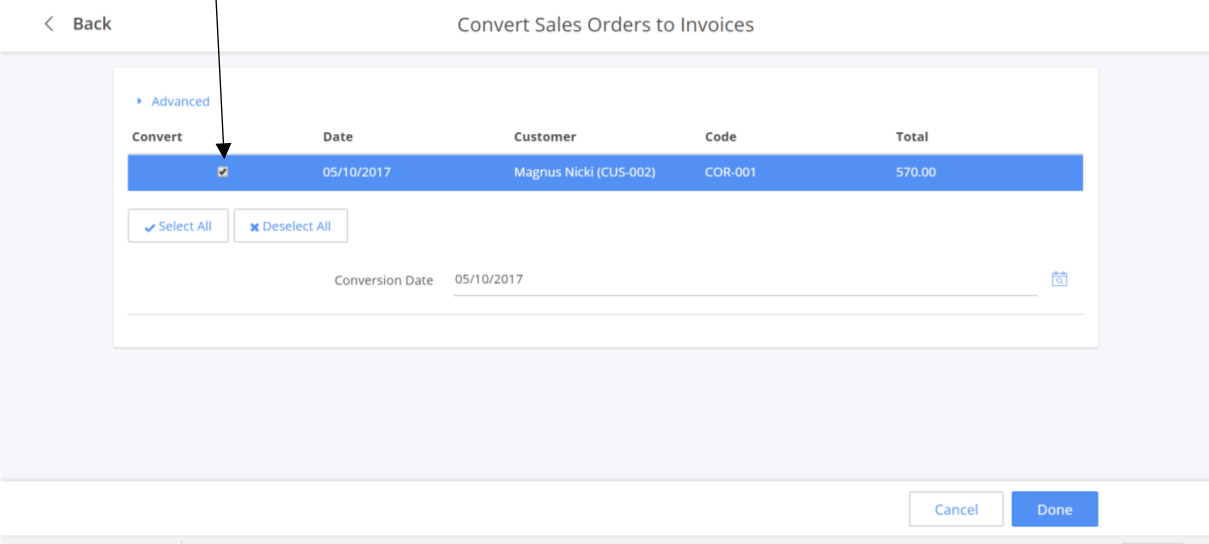
Steps:

- Select **Sales** on the left bar of the screen
- Select **Invoices**

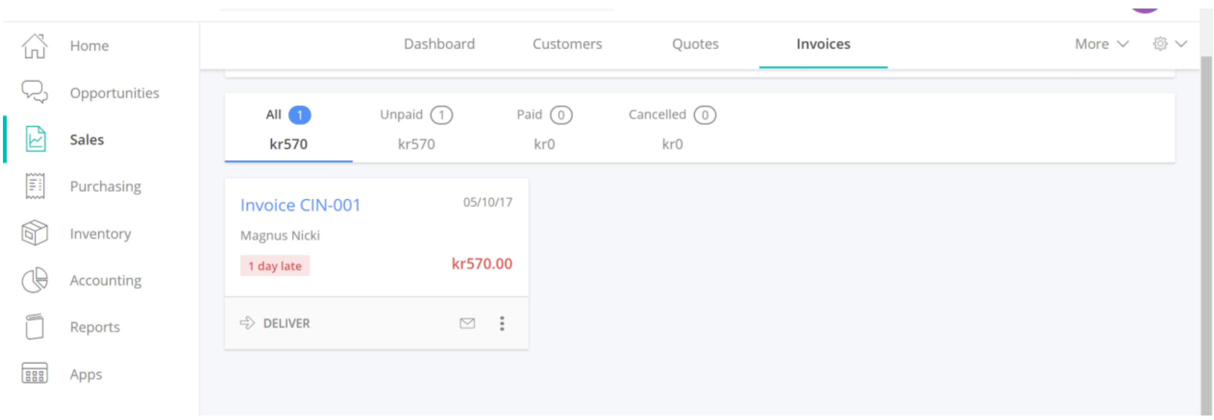


- Select **Convert Sales Order to Invoices**

- Select (check) the sales order you have just created from the quote



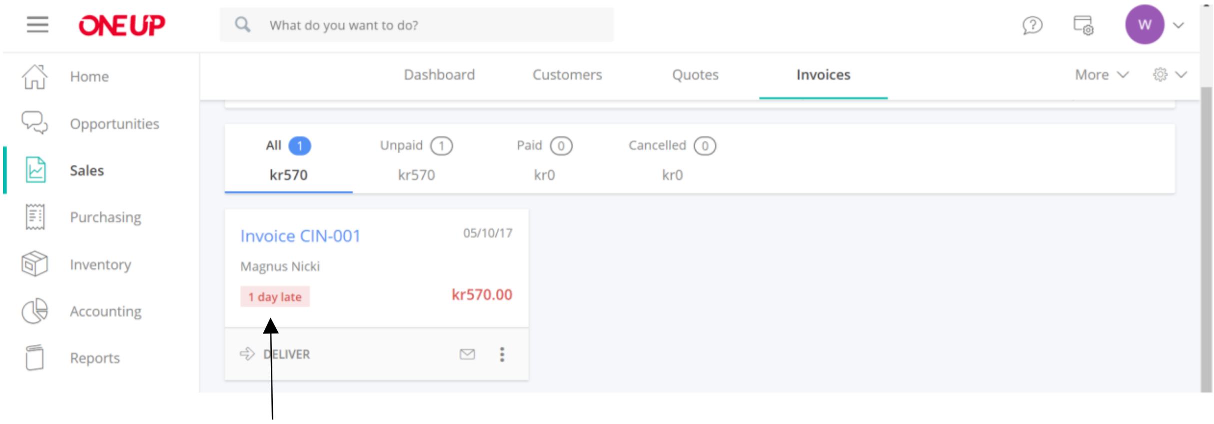
- Click **Done**, you can see below that the invoice has been created



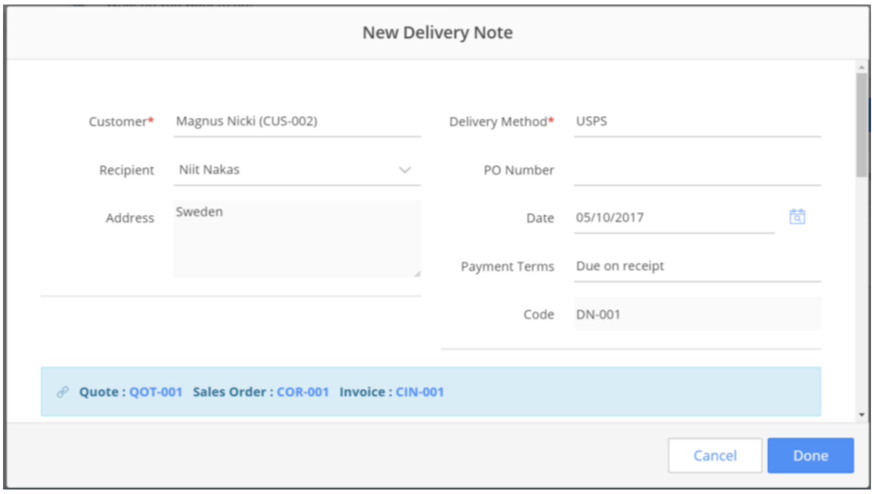
4. Convert Sales Order to Delivery Notes

Steps:

- Select **Sales** on the left bar of the screen then select **Invoices**



- Select **=> DELIVER**

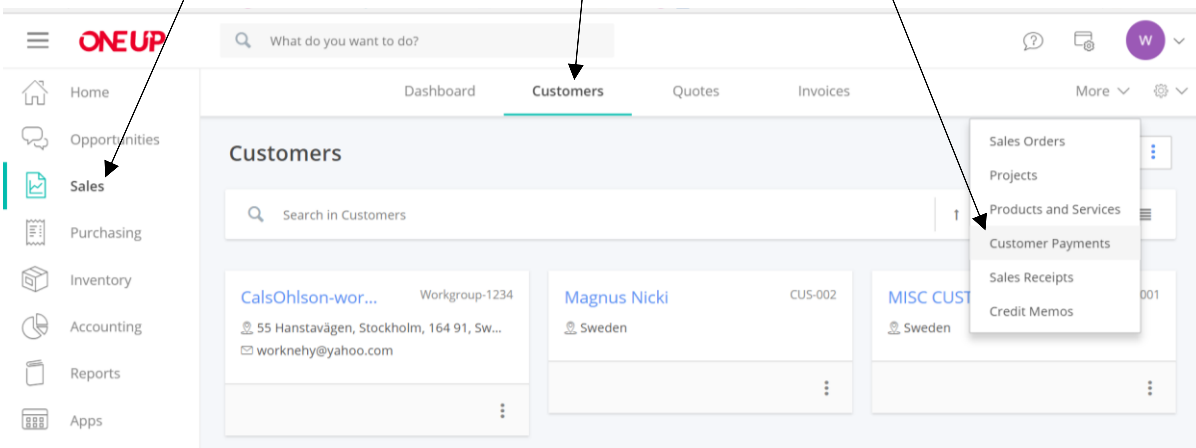


- Click **Done**

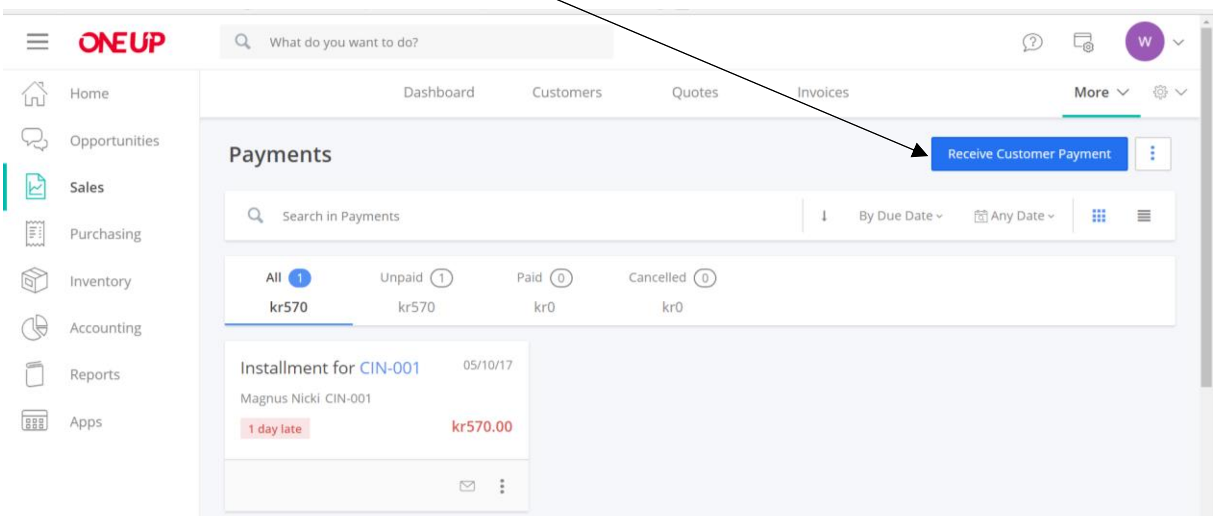
5. Receive Customer Payment - convert from installment to payment deposits

Steps:

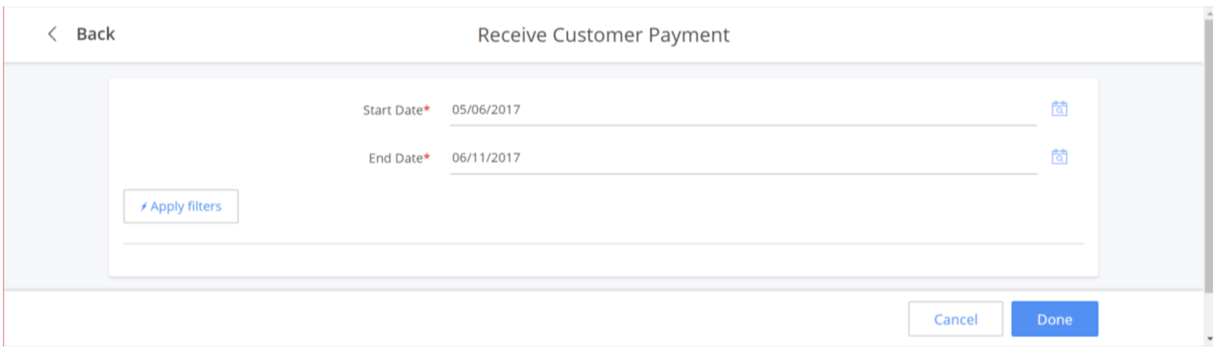
- Select **Sales** on the left bar > select **Customers** > Select **Customer Payments**



- Click Receive Customer payment

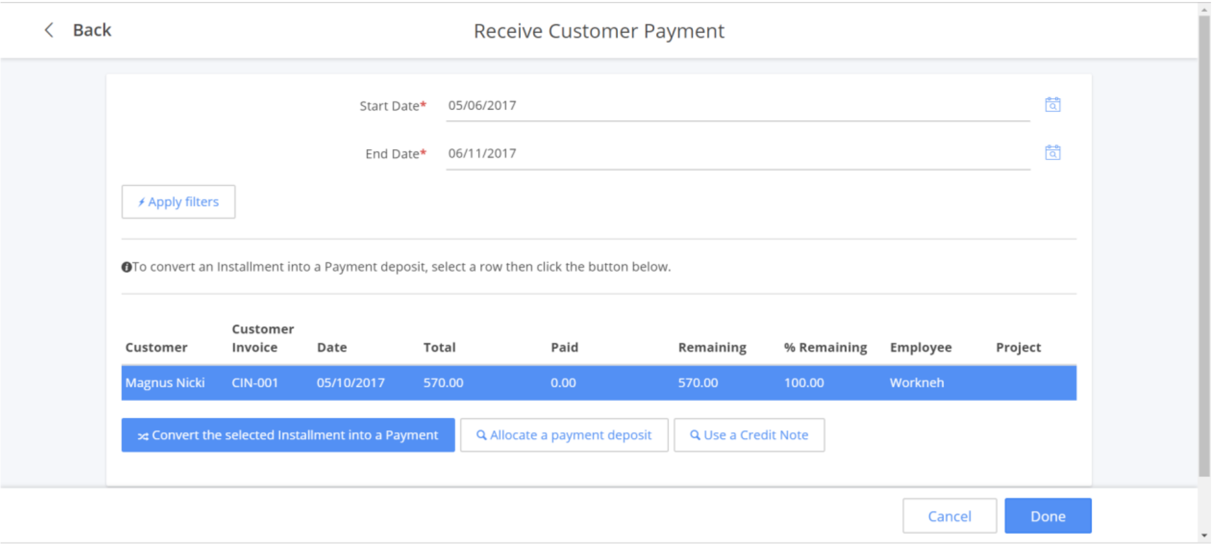


- Click on **Apply Filters** after specifying the end and start dates if you don't get any list

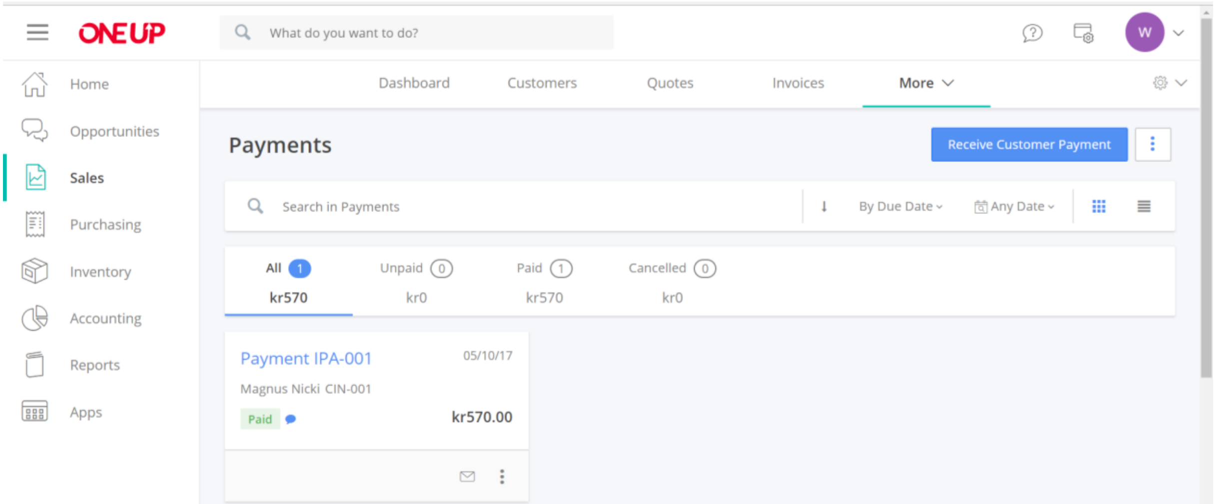


- Now you will see the pending installment

- Select the row which contains the installment information



- Click **Convert the selected Installment into Payment**
- Click **Done**
- **(now status will be changed to “Paid”, try to refresh you don’t find “Paid”)**



Check inventory level now

How many pencils are there in stock level?

Assessment

Use your online tutoring system to book your tutor for evaluation:

Part 1

1) Show to your tutor that you have created a customer with VAT number 900, and other two customers are created

2) Show the CSV file you created before
3) Show how many products and services are created?
4) Show the csv file downloaded and explain the differnce between the csv file you created to the downloaded one.

Part 2

1) Show the downloaded vendor pdf QuoteFromVendor-firstNames
2) Show the email you created related to the quote
3) Show the downloaded pdf file related with the quote

Part 3

1) Show stock level for pencil is changed
2) Show that you have created a new customer that purchased your 25 pencils
3) Show other related tasks you have done to carry out the customer quote-sales-delivery… process