

Analyst Main Office

Version 3.34

© Positive Solutions Ltd.
June 2006

A reduced version of the complete Analyst manual containing:

Analyst Main Office
Batchcom
Icons

Software by **Chris Wilcock**

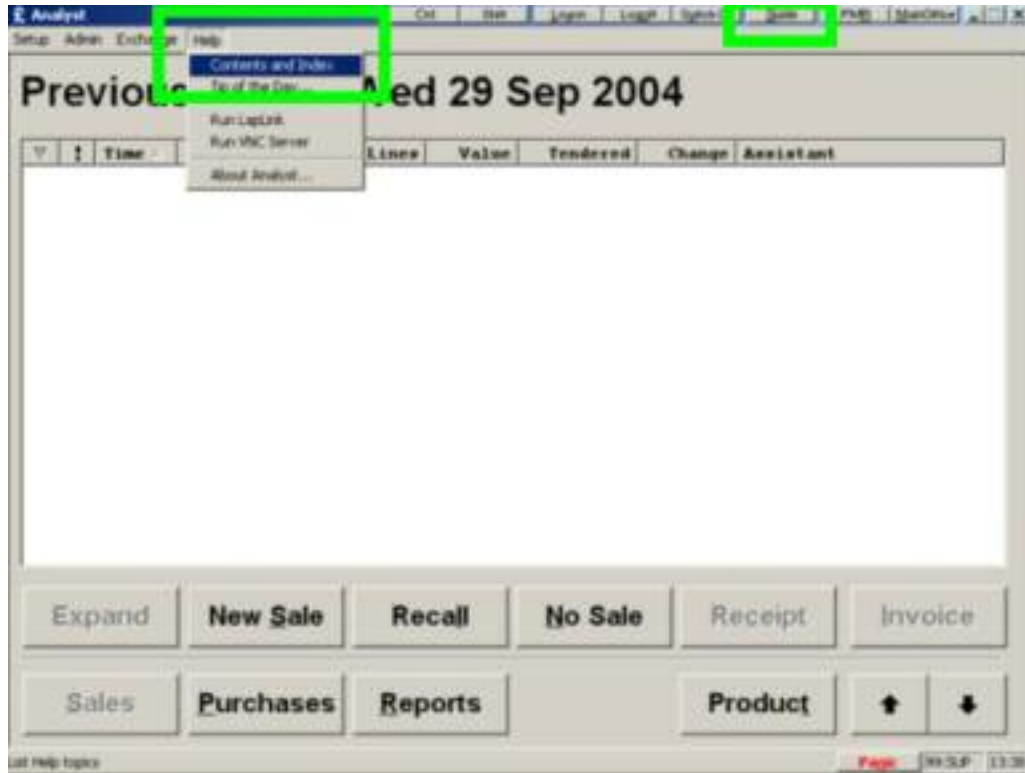
Documentation by **Ian Lynch**

Table Of Contents

Introduction.....	1
Analyst Main Office.....	2
Introduction to Main Office	2
Launching Main Office.....	3
Remote System Setup	4
Main Office Detail	5
Inbound Orders Screen	5
Branches Screen.....	5
Comms Screen.....	7
Receiving Orders	7
Viewing Orders.....	8
Printing a Picking List	10
Reserving Stock	12
Substituting Items	13
Printing a Transfer Advice Note	14
Sending Replies & EDI Delivery Notes	16
Batchcom	17
What is Batchcom?	17
Configuring Batchcom.....	17
Modem Options	18
Allowing Batchcom to Work	19
Analyst Main Office Icons	21
Index	22

Introduction

This is an abridged version of the Analyst on-line help which is accessible by clicking the **Guide** button at the top of the Analyst screen or selecting **Help** from the menu bar then **Contents and Index**.



This modules of this printed help file reflects the on-line help for Analyst Version 3.34 released in June 2006. Sections covered are:

- Analyst Main Office
- Batchcom
- Icons

Use the on-line help in conjunction with this manual for an up-to-date answer to your questions or call the CareDesk on 01254 833310 if you require more information.

Some of the images used may reflect an older version of Analyst but the procedure will be essentially the same. The on-line help is continually being updated and changes can be found on the What's New and Previous Releases pages of the on-line version.

If you find any errors, omissions or would like to otherwise comment on either this printed manual or the online help email Ian Lynch at ianl@positive-solutions.co.uk

Analyst Main Office

Introduction to Main Office

Analyst Main Office is an additional module to Analyst PoS and Analyst PMR and is used to receive orders from other shops in your group or customers who you supply goods to. Picking lists and transfer advice notes can be printed for these orders as they are processed by staff and dispatched.

The core aspects of the Analyst suite of products are available for use with Main Office. Namely the Purchases and Reports sections. This allows the orders received into Main Office to be consolidated before orders for your suppliers are placed.

Analyst Main Office is designed with the small to medium group in mind who have, or would like to have a single point of supply for the stock of that group. Stock control can be maintained at the Main Office site and separately at the other shops.

Analyst Main Office can accept orders from other Analyst systems, Order Pad systems and any other system capable of sending an order with the AAH, Unichem, Mawdsleys, Cypher or other major transmission protocol.

Call the Sales Team on 01254 833300 for pricing details of Main Office and discuss its suitability to your business needs. We strongly recommend the installation and/or dedication of a phone line for the sole use of receiving orders to receive the full benefit and flexibility of Analyst Main Office.

Launching Main Office

When Main Office has been activated it is launched by clicking the Main Office button in the title bar of the Analyst Main Screen.



The Main Office main screen will then appear.



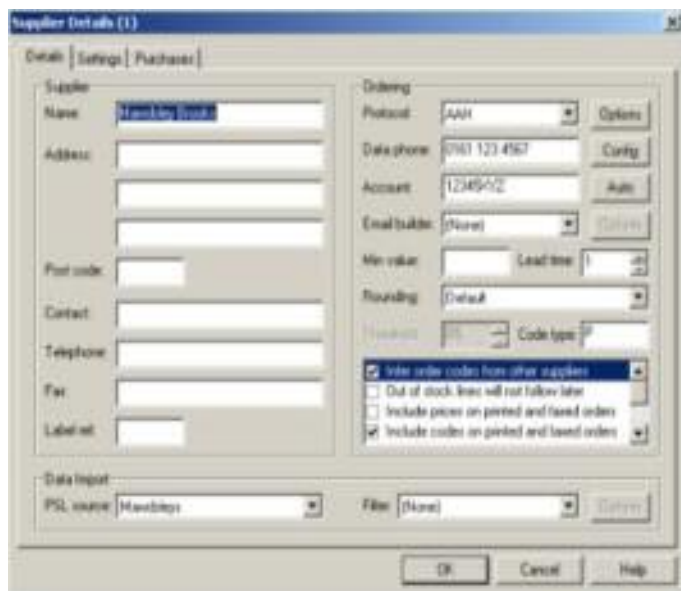
Remote System Setup

Only branches you have setup on your Main Office system will be able to place orders with you. If anyone tries to connect to your system without a recognised account code then they will be rejected. Once you have setup your accounts as branches in Analyst you will need to tell the branch to set you up as a supplier.

On *their* system they will need to follow the instructions for setting up a supplier.



They will need to click the **Add** button and type in your contact details on the blank supplier page calling you 'Head Office' or however they refer to you.



(This is just an example of the supplier setup. Don't use any of these details)

In the Ordering section at the top right they will need the following information from you:

Protocol: They will all work but AAH, Mawdsleys or Unichem all tried tested and reliable.

Data Phone: The phone number of the modem you use to receive orders.

Account: The branch account number you have setup for them , including any leading zeros e.g. "0001".




Main Office Detail

Inbound Orders Screen

This screen is the main screen in Main Office. It displays all of the orders which have been received and are in the process of being picked, dispatched or have recently been dispatched.

Order	Branch	Lines	Value	Recv	Disp	Origin
00001	0001: Shop 1	14	20.54	07/01/05 10:51	08/01/05 12:22	Manual
00002	0002: Shop 2	75	1732.74	06/01/05 08:53	10/01/05 10:22	Modem
00003	0003: Shop 3	13	41.04	07/01/05 10:55	12/01/05 13:22	Modem
00004	0004: Shop 4	18	28.98	09/01/05 19:37		Modem
00005	0001: Shop 1	10	20.95	11/01/05 22:13		Modem
00006	0002: Shop 2	18	11.89	05/01/05 13:14	06/01/05 16:22	Modem
00007	0003: Shop 3	7	11.85	06/01/05 13:14	10/01/05 09:22	Modem
00008	0004: Shop 4	22	52.54	29/12/04 07:14		Modem
00009	0001: Shop 1	12	22.08	04/01/05 20:14	05/01/05 11:22	Modem
00010	0002: Shop 2	25	62.09	11/01/05 17:14		Modem
00011	0003: Shop 3	19	297.94	12/01/05 16:15		Modem
00012	0004: Shop 4	41	914.42	12/01/05 08:15		Modem

The column on the left displays an icon to display the status of the order.

-  Received order not yet picked
-  Order picked but not dispatched
-  Order dispatched

The rest of the columns are:

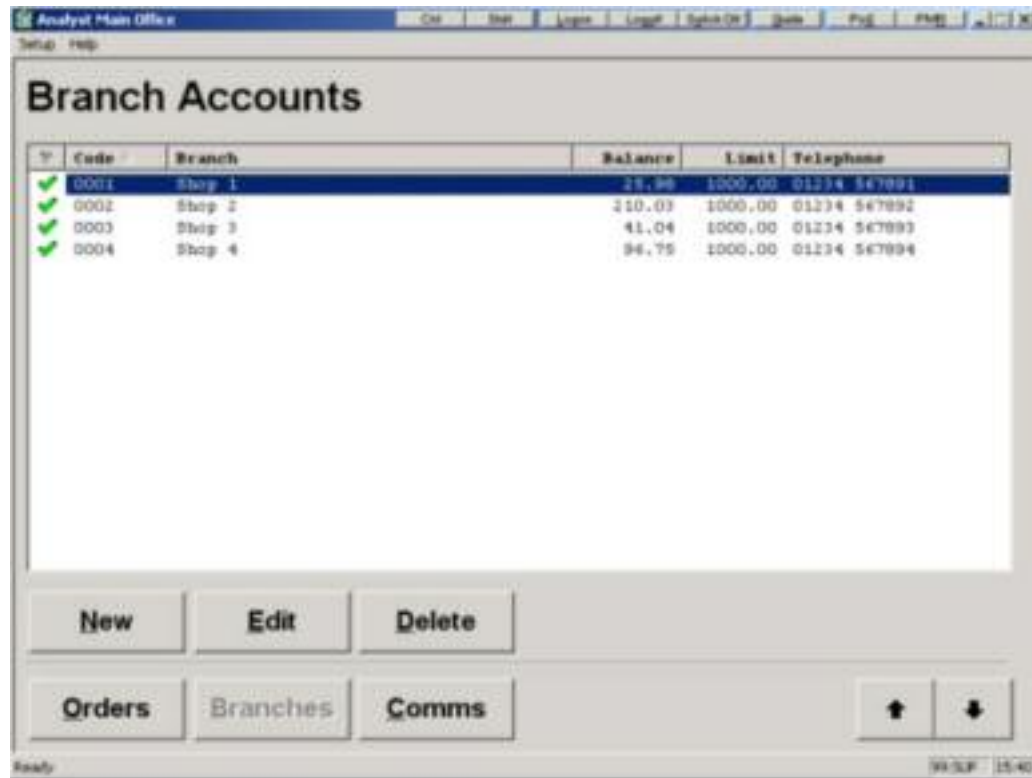
- Order number, assigned by Main Office not the system sending the order.
- The branch, shop or customer the order is for.
- The number of lines on the order
- The value of the lines in the order at retail price not including VAT.
- The date and time the order was received.
- The date and time the order was dispatched (when the Transfer Advice was printed).
- The origin of the order. This can be Manual or Modem.

From this screen use the buttons at the bottom to **Expand** into an order, manually generate an order, print a picking list or transfer advice note or delete a received order.



The mode of Main Office can be changed by using the **Orders**, **Branches** and **Comms** buttons at anytime without losing any work in the mode you are currently in. The **Product** button is used to search for a product display the details in the product editor.

Branches Screen

This screen displays all of the branches held within Analyst. These are common throughout the Analyst Suite so if a branch is added or modified through Analyst PoS the changes will be displayed here and vice-versa.



The icon column indicates whether the branch is within its credit limit.

-  Account under credit limit
-  Account reached or exceeded credit limit

By using the **New**, **Edit** or **Delete** buttons branch accounts can be modified as required. Review the Branch Setup topic here.

Comms Screen

This screen displays the status of the modem or modems attached to your order reception PC.



This mirrors the behaviour of Batchcom which is the program which monitors the modem(s) and controls the communication through them. For more detail see the section on Batchcom.

Receiving Orders

Receiving orders is the easiest thing to do with Analyst Main Office! If one of your branches or customers wants to you an order they can do so at anytime. As long as the computer running Main Office is on and the phone line is working it will automatically validate the request to place an order from those people you have set up and receive it ready for your attention whenever you are ready.

That means that you don't need someone standing over the machine all the time or you can only receive orders at set times during the day.

Viewing Orders

Once an order has been received it is displayed on the Inbound Orders screen with a blue arrow next to it. The branch the order has been received from, the lines in the order, value and the date and time received are also displayed.

Received orders should be viewed before printing a picking list to correct any obvious problems.

Order	Branch	Lines	Value	Date	Time	Status
00001	0001: Shop 1	14	20.14	07/01/05	10:01	08/01/05 11:22 e-com...
00002	0002: Shop 2	78	1732.74	08/01/05	08:53	10/01/05 10:22 Received
00003	0003: Shop 3	13	41.04	07/01/05	10:55	12/01/05 11:22 Received
00004	0004: Shop 4	16	28.96	09/01/05	19:57	e-com...
00005	0001: Shop 1	20	20.95	11/01/05	22:13	Received
00006	0002: Shop 2	15	11.09	05/01/05	12:14	04/01/05 19:22 e-com...
00008	0004: Shop 4	22	52.96	20/12/04	07:14	Received
00010	0002: Shop 2	25	42.09	11/01/05	17:14	Received
00011	0003: Shop 3	39	397.84	12/01/05	18:15	Received
00012	0004: Shop 4	41	914.42	12/01/05	09:15	Received

Highlight the order and click **Expand** to view the detail of the received order.

Line	Code	Description	Bin	Qty	Stock	Value
A	1 P0799411	Meridiana Sprague Baby		1	0	0.04
A	2 P0988453	Nivea N Easy 100 Fair Skin...		2	5	8.18
A	3 P0442175	Daily Natural Anti-Bacter...		1	0	0.04
A	4 P0389627	Frispen Dual Twin Pack		4	2	7.00
A	5 P0231405	Quickline Face Cleansing ...		4	1	2.68
A	6 P0374868	Geogel B		12	5	8.44

The icon column will display an "A" icon if it has been received automatically or a face icon to indicate that the line has been added manually. Each line is numbered for reference and the code and description are displayed. The 'Bin' the item is stored in is shown if the information has been entered into the Location field of the item. The quantity required by the customer and the stock level of the item that you hold are in the next columns. Finally the value of the items on that line are shown on the right.

Below is an explanation of the button below the order detail.

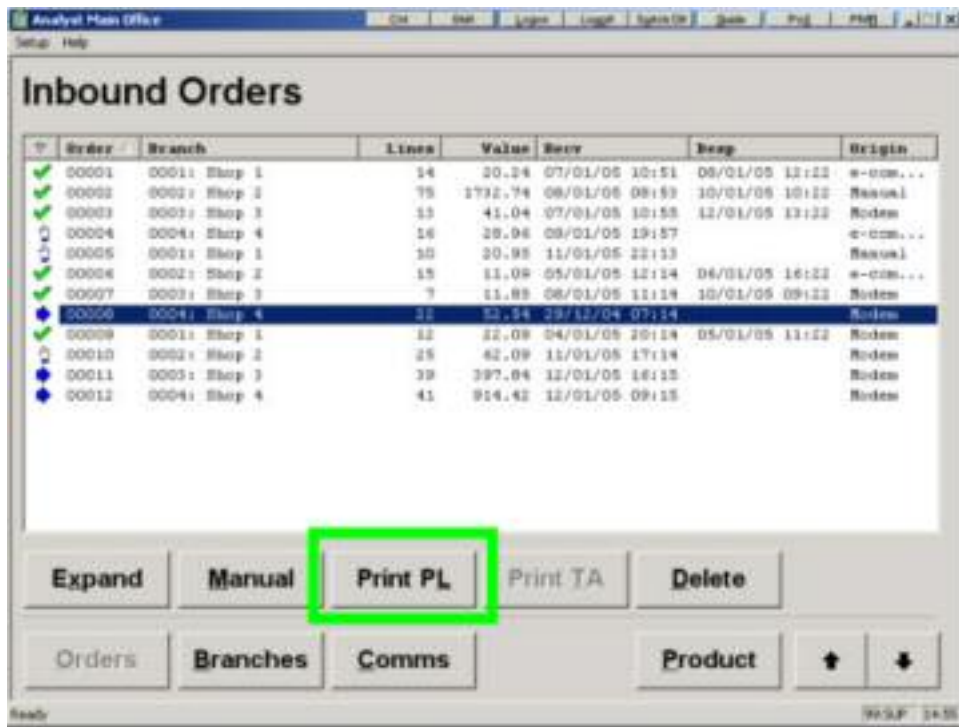
Expand	Expands into the Product Editor of the highlighted line.
Add	Displays a search dialogue to manually add a line to the order.
Quantity	Changes the quantity of the highlighted order.
Remove	Removes the highlighted line from the order.*
Branches	Switches to the Branches screen.
Comms	Switches to the Comms screen.
Save	Saves the order.
Quit	Quits the order.

*Removed lines will not be displayed on picking lists or transfer notes and may result in a re-order from the customer. It is recommended that instead you modify the quantity to zero and provide a substitute where possible.

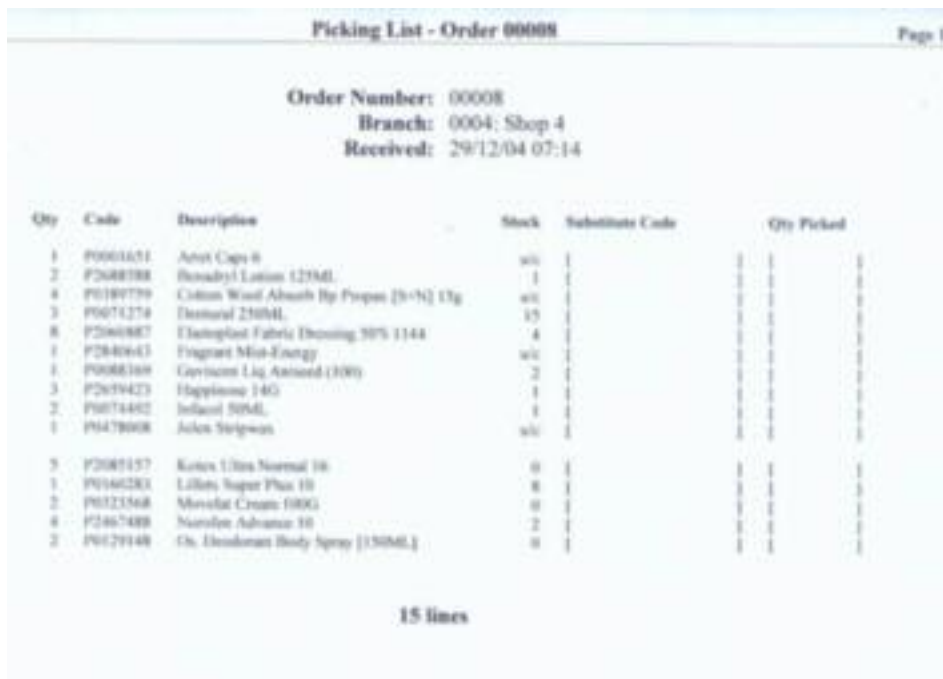
Printing a Picking List

Once an order has been received and initially checked a picking list must be printed to progress the order through the system. This can be taken through to the warehouse or wherever the items are kept for ease of picking.

Highlight the order on the Inbound Order and click the **Print PL** button at the bottom. A picking list will be produced through your A4 printer.



This is what a picking list will look like...



The icon next to the order on the Inbound Orders screen now changes to a 'picking' icon.

The order needs to be physically picked now. If any lines cannot be satisfied but an alternative replacement can be supplied, write in the code of the substitute item and the number picked of that item. If any other problems arise with the pick make a note on the sheet.

When the picking is complete, or as complete as it can be, return to the computer and enter any discrepancies that have been marked on the picking list sheet.

There are a few printing options available on the Main Office tab of the system configuration which can be found by clicking **Setup** and **System Configuration**.

Reserving Stock

In the system configuration of Main Office there is the option to reserve stock for orders that have not yet been picked. This is especially useful if there are several shops ordering from you as items which have had all their stock reserved (or used) will return an 'out-of-stock' reply to the branch encouraging them to order something else immediately rather than being disappointed when the delivery arrives.

Turn on the stock reservation option on the Options tab of the Main Office system configuration.

Stock will now become reserved as orders for the items arrive into the system. This is on a first come, first served basis. The reserved amount of an item can be viewed by opening the product editor. This can be done by expanding an item or using the Product button on the main screen.



The system will function as normal until the amount reserved equals or exceeds the stock level of the item. Further orders for the item will then be rejected with an 'out-of-stock' message.

When the picking list is printed the amount reserved for that order is deducted from the stock level and that reserved amount cleared.

Substituting Items






There will invariably be occasions where the exact item ordered cannot be supplied, but a suitable alternative is used to replace it. In order for your stock control to be correct and for the customer to adjust their systems correctly the Transfer Advice note you produce must be accurate.

Expand the order that has been picked and make the necessary changes. By default the Despatched amount column is set to satisfy the order completely so you only need to change it when it does not.

Line	Code	Description	Qty	Reg	Req	Stock	Value
1	P0001651	Acron Caps 6	1	1	0	2.54	
2	P2488588	Benedryl Lotion 125ML	2	2	1	6.04	
3	P0389778	Cotton Wool Absorb Sp. P...	4	4	4	3.24	
4	P0071274	Neural 100ML	1	1	10	1.20	
5	P2040887	Elastoplast Fabric Dress...	8	8	4	6.72	
6	P2840543	Frangrant Mist-Energy	1	1	1	1.69	
7	P0088368	Garrison Lug Ankleed (100)	1	1	98	1.83	
8	P2459423	Happiness 140	2	1	2	2.04	
9	P0074882	Infacol 50ML	2	2	1	9.20	
10	P0478038	Joies Stripmax	1	1	1	4.21	
11	P2080187	Kotex Titex Normal 18	8	8	8	4.81	
12	P0160183	Lillies Super Plus 10	2	1	7	1.60	
13	P0321568	Novelat Cream 100G	2	0	2	0.00	
14	P2487488	Nazofen Advance 10	4	4	2	8.80	
15	P0129148	Op- Deodorant Body Spray...	2	2	2	4.24	
16		Novelat Gel 100G	2	2	1	12.42	

Use the **Quantity** button to amend the amounts of the ordered items. If the despatched quantity is less than the required quantity you will need to set whether the remainder of the items will be despatched at a later date or not. This is done by using the **To Follow** button which toggles the line between the status of 'balance to follow' or 'balance not to follow'. Any additional or substitute items can be appended to the end of the order by clicking the **Add** button and searching for the additional items.

The icons that appear on the left are:

-  Items despatched in full.
-  No items despatched. The balance will not follow.
-  Not all items or no items despatched. Balance will follow.
-  Not completely despatched. Balance will not follow.
-  Item not on original order. Added manually

The **Remove** button is used to delete any of the manually added lines. It cannot be used to remove lines from the original order. These should have their quantity reduced to zero.

When complete the **Save** button will return you to the Inbound Orders screen where you can print a Transfer Advice Note.

Printing a Transfer Advice Note

The Transfer Advice Note or TA will act as a delivery note at the customer's end so is confirmation of what you have picked and despatched to them as described in the Substituting Items topic.

When you have amended the details of the order if any changes have been made from picking the TA can be printed. Highlight the order and click the **Print TA** button.

The screenshot shows the 'Analyst Main Office' window with a menu bar (File, Edit, View, Logon, Logout, Select On, Date, Print, F10, F11, F12) and a toolbar (Setup, Help). The main area is titled 'Inbound Orders' and contains a table with the following columns: Order, Branch, Lines, Value, Recv, Deep, and Origin. The table lists 12 orders, with order 00008 selected and highlighted in blue. Below the table is a control panel with buttons for 'Expand', 'Manual', 'Print PL', 'Print TA', and 'Delete'. The 'Print TA' button is highlighted with a green box. At the bottom, there are buttons for 'Orders', 'Branches', 'Comms', 'Product', and navigation arrows. The status bar at the bottom left says 'Ready' and the bottom right shows '9/15/05 19:04'.

Order	Branch	Lines	Value	Recv	Deep	Origin
00001	0001: Shop 1	14	20.24	07/01/05 10:51	08/01/05 12:22	e-com...
00002	0002: Shop 2	75	1732.74	08/01/05 08:53	10/01/05 10:22	Manual
00003	0003: Shop 3	13	41.04	07/01/05 10:55	12/01/05 13:22	Nodes
00004	0004: Shop 4	16	28.96	09/01/05 19:57		e-com...
00005	0001: Shop 1	10	20.95	11/01/05 22:13		Manual
00006	0002: Shop 2	15	11.09	05/01/05 12:14	06/01/05 16:22	e-com...
00007	0003: Shop 3	7	11.85	08/01/05 11:14	10/01/05 09:22	Nodes
00008	0004: Shop 4	14	46.40	29/12/04 07:14		Nodes
00009	0001: Shop 1	12	22.09	04/01/05 20:14	05/01/05 11:22	Nodes
00010	0002: Shop 2	25	62.09	11/01/05 17:14		Nodes
00011	0003: Shop 3	39	397.04	12/01/05 16:15		Nodes
00012	0004: Shop 4	41	914.42	12/01/05 09:15		Nodes

This is what it will look like...

Transfer Advice Note - Order 00008							
Order Number: 00008				Despatch to: Market Street			
Branch: 0004: Shop 4							
Received: 29/12/04 07:14							
Despatched: 19/01/05 19:05							
Code	Description	Req	Disp	Unit	Total	VAT	Notes
P000631	Anti-Cap-A	1	1	2.54	2.54	1	
P200030	Beauty/Lotion 125ML	2	2	3.02	6.04	1	
P000779	Cotton Wool Absorb Dip Prepap (5x5) 15g	4	4	0.81	3.24	1	
P0071274	Deodorant 250ML	1	1	1.10	1.10	1	
P2000007	Disinfectant Fabric (Dressing 50% 1140)	8	8	0.84	6.72	1	
P2000043	Fragsant Mini-Energy	1	1	1.09	1.09	1	
P000309	Garnison Log Aftershad (100)	1	1	1.81	1.81	1	
P2079423	Happinesse 140	3	1	2.94	2.94	1	(3)
P0074492	Inflant 30ML	2	2	2.60	5.20	1	
P0470008	Ision Stripsaw	1	1	4.21	4.21	1	
P2001157	Kates Ultra Normal 30	3	3	1.44	4.32	4	(2)
P000261	Lafin Super Plus 10	1	1	1.80	1.80	4	
P0522568	Marsal Cream 100G	2	0	6.21	0.00	1	(3)
P2007400	Nasofin Advance 10	4	4	1.00	3.60	1	
P0129140	Or. Disinfectant Body Spray (150ML)	2	2	2.12	4.24	1	
	Marsal Gel 100G	2	2	6.21	12.42	1	(4)
Notes							
1 - Balance to follow when available							
2 - Quantity despatched differs from quantity ordered							
3 - Line cancelled from order							
4 - Line not on original order							
VAT Analysis							
Description	Rate	Net	VAT	Gross			
1 Standard	17.50%	59.97	10.54	70.51			
2 Low Rate	7.00%	6.67	0.33	7.00			
TOTAL		66.60	10.87	77.47			

Underneath the main body of the TA are the notes which are referred to in the last column on the TA and a VAT analysis of the order.

There are a few printing options available on the Main Office tab of the system configuration which can be found by clicking **Setup** and **System Configuration**.

Sending Replies & EDI Delivery Notes

Replies and EDI Delivery Notes can be sent to systems ordering from Main Office. A reply is an immediate indication of what you are unable to provide the branch with based upon your stock level. A delivery note is produced after picking and reflects exactly what has been shipped.

Order	Ref	Supplier	Lines	Received	Accepted
00711		Phoenix	10	28/05/03	
00705		Phoenix	34	28/05/03	
00700		Phoenix	35	27/05/03	
00699		Phoenix	35	27/05/03	
00698		Phoenix	35	27/05/03	
00696	ABC123	Sawdleys - Dispensary	7	08/05/03	
00696	ABC123	Sawdleys - Dispensary	7	08/05/03	
00696	ABC123	Sawdleys - Dispensary	7	08/05/03	
07893	243454	Sawdleys - Dispensary	8	07/04/03	
07894	243526	Sawdleys - Dispensary	1	07/04/03	
07894	243527	Sawdleys - Dispensary	1	07/04/03	
07893	243452	Sawdleys - Dispensary	1	07/04/03	
07893	243453	Sawdleys - Dispensary	11	07/04/03	
07893	243454	Sawdleys - Dispensary	8	07/04/03	
07894	243526	Sawdleys - Dispensary	1	07/04/03	
07894	243527	Sawdleys - Dispensary	1	07/04/03	
07893	243452	Sawdleys - Dispensary	1	07/04/03	
07893	243453	Sawdleys - Dispensary	11	07/04/03	

The replies can have automatic responses set to them. Details can be found in the Automated Replies Processing topic.

The delivery notes can be viewed separately or can be synchronised with the order so it all the changes are made automatically and it can be accepted once checked as correct.

Both options to send these are contained within the system configuration of Main Office on the Options tab.

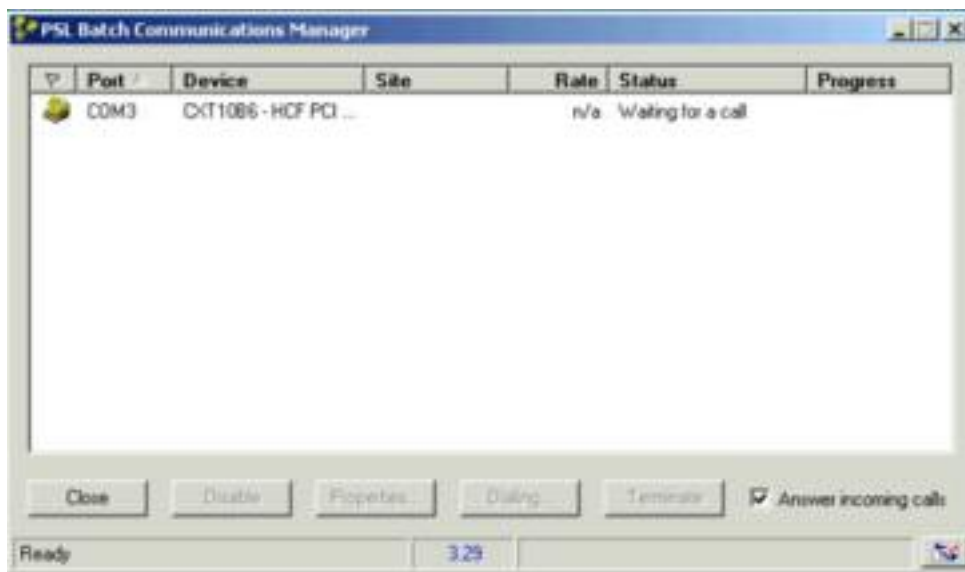
The replies will automatically be received by the branches as they order but the delivery notes will need some configuration at the branches in the supplier setup on the Settings tab.

Batchcom

What is Batchcom?

Batchcom is a utility used in conjunction with Analyst Main Office. It ensures that the modems answer the ringing telephone line, it validates the caller's identity and then receives any information they are sending, usually orders, and returns any other information which might be replies for the order or database updates.

Once installed on your system Batchcom will launch each time your computer is started and will monitor the modem(s) thereafter.



We strongly recommend that the phone line or lines used for order reception are used solely for that and no other devices are connected to it. By using another device on the same phone line removes the 24 hour facility provided by Batchcom.

Configuring Batchcom

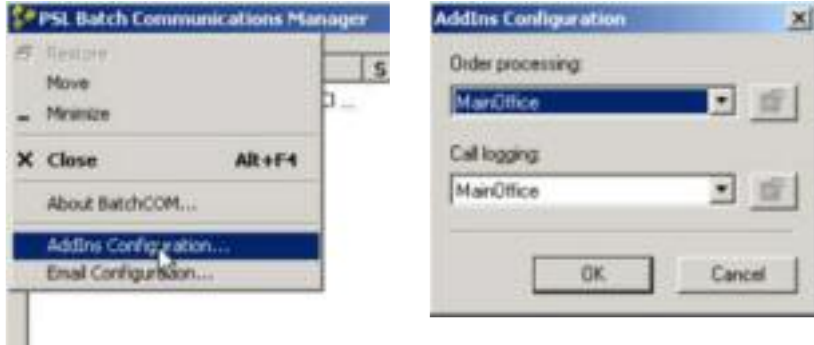
There is a small element of configuration with Batchcom to let the system know what type of system it will need to interface with for orders, updates, replies etc.

Click on the top left of the Batchcom window to access configuration options.



Configuring the AddIns

The AddIns are the actual programs that Batchcom is handing the communications for. Select that option from the list to view the addin options.



Select in the order processing section the program which you are using to handle the orders Batchcom is receiving for you. In the Call Logging section select which program will validate the accounts which dial in. If you are unsure of which option to choose call the CareDesk.

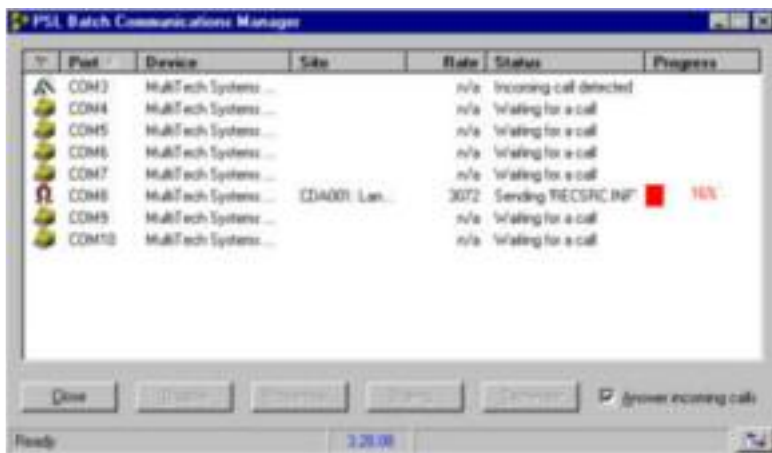
Email Configuration

The email facility is used to receive various files and can, depending on what they are, deposit them in specific locations. This was mainly developed for use at PSL Head Office and is probably too technical and too rarely used in the wider world to document here. If the need arises though the details can be discussed and setup if required.

Modem Options

More than one modem can be controlled by Batchcom. In fact the only limit is the number of modems you can connect to the computer and/or phone lines you can have them plugged into.

At Positive Solutions Head Office in Brinscall it is Batchcom that runs on the Data Exchange server monitoring 8 modems.



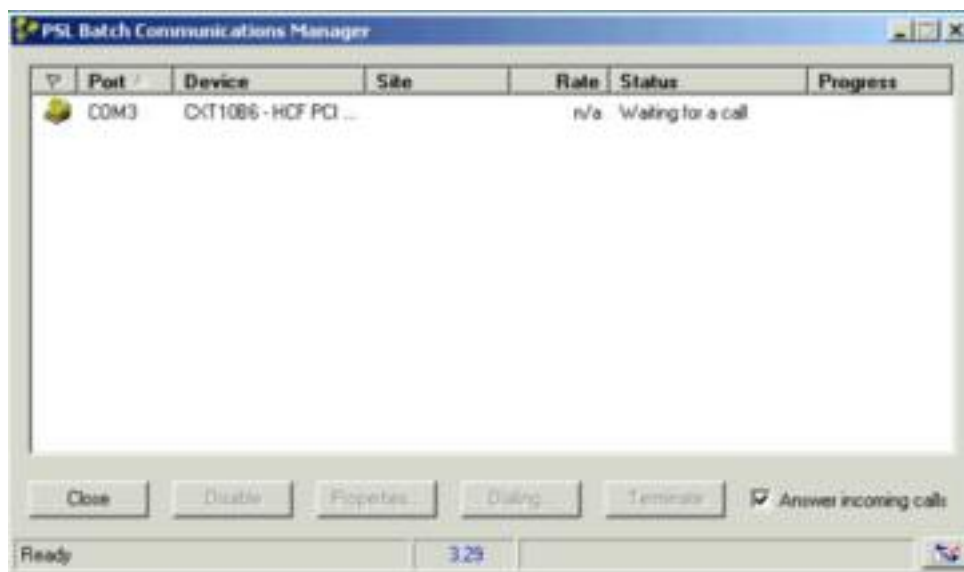
The option buttons that lie at the bottom of the screen are most useful on setups with more than one modem. Highlight a modem in the list to activate the options. They are:

Close	Closes Batchcom entirely
Disable/Enable	Disables or re-enables the highlighted modem in case it needs to be removed for maintenance or any other reason.
Properties	Opens the Windows Properties dialogue for that modem. Can be used for restricting speeds or changing other communication parameters.
Dialling	Opens the Windows Dialling Properties dialogue.
Terminate	Terminates the current call in the highlighted modem. This is preferable to resetting a modem to reject a call and doesn't affect any of the other calls in progress.
Answer Incoming Calls	Usually enabled, but if you want to stop accepting any more calls but allow current calls to finish normally then un-check this box.

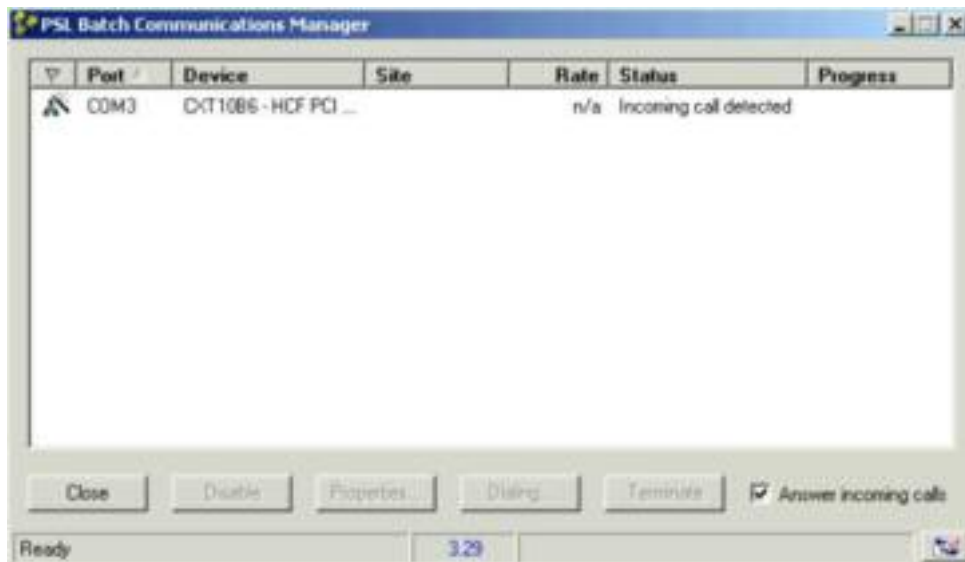
Allowing Batchcom to Work

Batchcom is a passive program and will happily work away in the background without causing any interruptions should an order come in. If it is on screen though this is what you'll see:

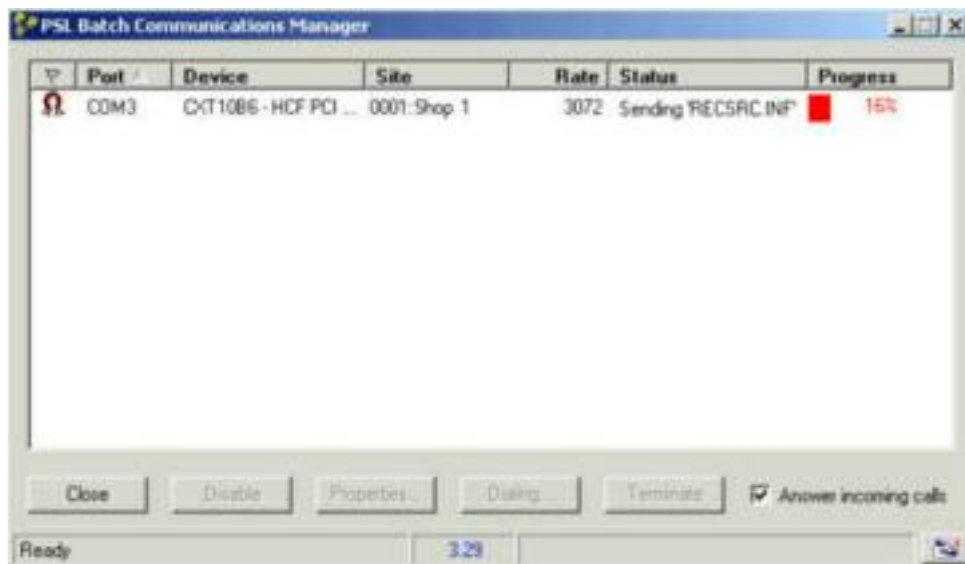
This is how Batchcom looks most of the time. The modem is sat waiting for a call...



When the phone rings the modem detects it and Batchcom answers the call. You may hear the warbling of the modems handshaking at this point.







Data is now transferred. The site name is displayed along with the rate of data exchange, the current file and whether it is sending or receiving and the red progress bar indicating how much of the current file has been transferred.













When complete the line will be dropped and the system will wait until another call arrives.

Analyst Main Office Icons

Orders

	New order received. Not yet picked
	Picking list printed
	Follow on order
	Transfer advice note printed. Order complete




Order detail

	Item ordered by modem or IP. There are no special circumstances with this line
	Item ordered by modem or IP. The order quantity has been adjusted as the branch has ordered more than you can supply
	Order satisfied
	Balance to follow
	Will not be supplied
	Partially supplied. Balance will not follow
	Over supplied. More of this item has been sent than was ordered
	Added by user
	Reply - Supplier out of stock
	Reply - Unknown order code

Branch list

	Branch under credit limit
	Branch over credit limit

Comms

	Modem idle
	Incoming call detected
	Order being received

Index

A		
Addins	19	
Analyst Main Office.....	3	
B		
BatchCOM.....	19	
Bin	9	
Branches	6	
C		
Comms Screen	8	
D		
Delivery Note.....	17	
Despatched	14	
I		
Inbound Orders Screen	6	
M		
Main Office	3	
P		
Picking List	11	
Print PL button.....	11	
R		
Replies	17	
Reserving Stock	13	
S		
Stock Reservation.....	13	
Substituting	14	
T		
TAs	15	
To Follow button	14	
Transfer Advice Note	6, 15	