TeleTracker Online

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Welcome to the TeleTracker Online Help

Welcome to the *TeleTracker Online* Help Files!   These files are currently under construction and we appreciate your patience as these files are being updated regularly.

In an effort to streamline the implementation of *TeleTracker Online* into your day-to-day operations, these Help Files were created to provide you with: overviews of the software's various windows, tables, toolbars and reports; explanations as to how the various modules within *TeleTracker Online* compliment and affect one another throughout the software; and, step-by-step instructions for performing specific functions and transactions within the software.

To use the Help Files from the menu bar of the main *TeleTracker Online* screen, click <Help>, then <Contents>.

You may choose a topic of interest either by pointing and clicking on your chosen topic, or by clicking the <Index> button in the upper left-hand corner of the <Help> screen, and typing your topic's keyword.

You may also perform a more generalized 'word' search by clicking the <Search> button in the upper left-hand corner of the screen and typing your 'search word'. This type of search will result in all records found containing the search word of choice.

Getting Started

Implementation Procedures

In order to insure a successful implementation of TeleTracker Online, we highly recommend that each of the following steps be performed <u>in the order that they are given</u>. Your initial investment of time and energy during this process will directly and immediately result in the automation of many of your day-to-day tasks, saving you time and money! ****Although we strongly urge that each of the following steps be completed, you may complete this step at a later time. However, please be advised that failing to complete this step will affect the efficiency of its corresponding feature within TeleTracker Online.***

1. **<u>Locations</u>**: Enter your company's Location(s) from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Locations>. To learn more about entering Locations, please click <u>here</u>.

2. **<u>Users</u>**: Enter your company's individual User(s) information from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <User Maintenance>. To learn more about entering User information, please click <u>here</u>.

3. **<u>Security Levels:</u>** Enter your company's Security Level options from the menu bar of the main *TeleTracker Online* screen by clicking <View> then <Security Levels>. To learn more about entering Security Levels, please click <u>here</u>.

4. ***<u>Disclaimers</u>**: Enter the disclaimer(s) to be printed on your company's sales invoices from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Disclaimers>.   To learn more about entering Disclaimers, please click <u>here</u>.

5. **<u>Terms:</u>** Enter your company's Terms from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Terms>. To learn more about entering Terms, please click <u>here</u>.

6. ***<u>Lead Sources:</u>** Enter your company's Lead Sources from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Terms>. To learn more about entering Lead Sources, please click <u>here</u>.

7. **<u>General Ledger:</u>** Enter your company's General Ledger accounts from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <G/L Accounts>. To learn more about entering General Ledger accounts, please click <u>here</u>.

8. **<u>Reasons:</u>** Enter the reasons to be used on returns, inventory adjustments, etc. from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Reasons>. To learn more about entering Reasons, please click <u>here</u>.

9. **<u>Revenue Departments:</u>** Enter your company's Revenue Departments from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Revenue Departments>. To learn more about entering Revenue Departments, please click <u>here</u>.

10. ***<u>Coupons:</u>** Enter your company's Coupons from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files> then <Coupons>. To learn more about entering Coupons, please click <u>here</u>.

11. **<u>Sales Tax Item:</u>** Enter your company's Sales Tax Item parameters, for each of your company's required tax authorities, from the menu bar of the main *TeleTracker Online* screen by clicking <Master Files>, <Sales Tax>, then <Item>. To learn more about entering Sales Tax Items, please click <u>here</u>.

12. **<u>Sales Tax Code:</u>** Create your company's Sales Tax Codes from the menu bar of the main ***TeleTracker Online*** screen by clicking <Master Files>, <Sales Tax>, then <Code>. To learn more about creating Sales Tax Codes, please click <u>here</u>.

13. **<u>Salespersons:</u>** Enter your company's Salespersons from the menu bar of the main ***TeleTracker Online*** screen by clicking <Master Files> then <Salespersons>. To learn more about entering Salespersons, please click <u>here</u>.

14. **<u>Customers:</u>** Enter your company's Customers from the menu bar of the main ***TeleTracker Online*** screen by clicking <Master Files> then <Customers>. To learn more about entering Customers, please click <u>here</u>.

15. **<u>Vendors:</u>** Enter your company's Vendors from the menu bar of the main ***TeleTracker Online*** screen by clicking <Master Files> then <Vendors>. To learn more about entering Vendors, please click <u>here</u>.

16. **<u>Products:</u>** Enter your company's Products from the menu bar of the main ***TeleTracker Online*** screen by clicking <Master Files> then <Products>. To learn more about entering Products, please click <u>here</u>.

17. **<u>Service Providers:</u>** Enter your company's Service Providers and their corresponding activation plans from the menu bar of the main ***TeleTracker Online*** screen by clicking <Master Files> then <Service Providers>. To learn more about entering Service Providers and their corresponding activation plans, please click <u>here</u>.

18. **<u>*Preferences:</u>** Enter your company's default Preferences from the menu bar of the main ***TeleTracker Online*** screen by clicking <View> then <Preferences>. To learn more about entering Preferences, please click <u>here</u>.

Working with Records

Record Viewers

Transaction Viewer

Whenever a *TeleTracker Online* Transactions table is opened, a viewer is displayed. The Transactions viewers were designed to enable the user to easily view all available records within an opened table. From left to right, identified by corresponding picture icons, the following functions can be performed from the viewers: **New, Open, Print, Delete, Help, Stop,** and **Refresh.**

In the center of each Transactions table, there is a built-in record filter; offering three (3) filtering options: 1) Hide none, 2) Hide voided, and 3) Hide non-voided.

> 1) *Hide none: TeleTracker Online* automatically defaults this filtering option to the Transactions tables. However, you may change the filter as desired by using the arrow dropdown box to the right of the field.

> 2) *Hide voided:* When this option is selected, the viewer will automatically filter out any voided records. You may choose this filter by using the arrow dropdown box to the right of the field.

> 3) *Hide non-voided:* When this option is selected, the viewer will automatically filter out all records *except* those that have been voided. You may choose this filter by using the arrow dropdown box to the right of the field.

The record count can be found in the upper right hand corner, and defines the number of records *TeleTracker Online* will retrieve each time a viewer is opened. You have the option of retrieving 'All' records, or any user-defined number of records. Reducing the number of records retrieved will result in enhanced speed and performance of the software.

At the bottom of each viewer, you will find further information, including: **Total Records, Downloaded,** and **Selected.**

The column headings also serve as buttons that can be used to order information in ascending or descending order. Once a column is selected, you may initiate a search by simply beginning to type the first few letters of your search until the *TeleTracker Online* search screen appears. Once the desired query is entered, simply click the <OK> button to perform the search.

Master File Viewer

Whenever a *TeleTracker Online* Master File table is opened, a viewer is displayed. The Master File viewers were designed to enable the user to easily view all available records within an opened table. From left to right, identified by corresponding picture icons, the following functions can be performed from the viewers: **New, Open, Print, Delete, Help, Stop,** and **Refresh.**

The record count can be found in the upper right hand corner. The record count defines the number of records *TeleTracker Online* will retrieve each time a viewer is opened. You have the option of retrieving 'All' records, or any user-defined number of records. Reducing the number of records retrieved will result in enhanced speed and performance of the software.

At the bottom of each viewer, you will find further information, including: **Total Records, Downloaded,** and **Selected.**

The column headings also serve as buttons that can be used to order information in ascending or descending order. Once a column is selected, you may initiate a search by simply beginning to type the first few letters of your search until the *TeleTracker Online* search screen appears. Once the desired query is entered, simply click the <OK> button to perform the search.

Working With Master Files

From left to right, the following functions, identified by corresponding picture icons, can be performed within each Master File record of *TeleTracker Online:* **Save, Undo, Print, Notes, *Help,** and ***Fax.**

Master files can be created, edited, and deleted simply within *TeleTracker Online.* To create new Master Files, simply click on the viewer's paper icon button located in the upper left-hand corner of the screen. To edit existing master files, simply double-click on the record you wish to edit, make the desired changes, and click on the record's save icon located in the upper left-hand corner of the screen. To delete a master file, simply highlight the record you wish to delete and click the delete icon button (pictured as an "X") located in the upper left-hand corner of the viewer. For auditing purposes, *TeleTracker Online* will not allow records with attached transactions to be deleted.

You will find detailed information at the bottom of each master file within *TeleTracker Online.* These details include the name of the user who created the master file and when it was created, whether or not a master file has been modified, the name of the user who modified the master file, and when the master file was modified.

These features provide superior data management.

*_Please note: The Fax features is still in development and not yet available._

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Working With Transactions

From left to right, the following options are available for each transaction within *TeleTracker Online:* **Save, Undo, Print, Notes, Help,** and *Fax.

To Add transactions, simply click the <Add > icon button (identified as a 'paper' picture symbol) in the upper left-hand corner of the viewer.

To Edit transactions, simply double click on the record you wish to edit, make the desired changes, and click the <Save> button (identified as a 'disk' picture symbol) in the upper left-hand corner of the opened record. For audit control purposes, ***TeleTracker Online*** limits the fields that can be edited once a record has been saved.

To Void transactions, simply highlight the record you wish to void by clicking on it, and click the <Delete> button (identified as an 'X') in the upper left-hand corner of the viewer. Once a transaction within ***TeleTracker Online*** has been voided, it will appear in the viewer in red text. An opened, voided record will contain a red "VOID" message across the screen.

You will find detailed information at the bottom of each transaction within ***TeleTracker Online.*** These details include the name of the user who created the transaction and when it was created, whether or not a transaction has been modified, the name of the user who modified the transaction, and when the transaction was modified.

These features provide superior data management.

Please note: The Fax features is still in development and not yet available.

Master Files

Locations

Locations Master Files are used to identify your company's Regions, Markets, Districts, Locations, and Bins. It is also used when determining a computer's home location in the <Workstation Setting> and when limiting a user's login capacity in the <Users> master file.

To access Locations Master Files from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Locations>.

The Locations Master File screen is split into two (2) halves; on the left-hand side is the list of Regions, Markets, Districts, Locations, and Bins, and on the right-hand side is the detail of each. Locations Master Files can be edited as necessary.

The left-hand side is in a hierarchal setup. Regions, Markets, Districts, and Locations can be expanded by clicking on the plus sign next to the locale, or minimized by clicking on the minus sign next to the locale. The following tasks can be completed by when you right-click on the following:

Region: New Region, New Market, Delete Region, Rename
Market: New District, Delete Market, Rename
District: New Location, Delete District, Rename
Location: New Bin, Delete Retail Location, Rename
Bin: Delete Bin, Rename

The name that will appear in the location fields throughout *TeleTracker Online* is pulled from the left-hand side of the Master File.

The right side of the master file contains the detailed information for each Region, Market, District, and Location. The following information can be entered into the detail area: Address (Name, Address, City, State, & Zip), Contact Information (Phone Numbers, Email, & Website), Marquee, and Date Closed. It is recommended that your Company Name be placed in the Name field for each location, and not that location's name.

The Marquee feature allows scrolling messages to appear at the bottom of the *TeleTracker Online* screen. Marquees can be set at the Region, Market, District, and Location levels. When you set a Marquee at the Region, Market, and District level, it will appear on any computer that is logged into a location under that respective Region, Market, and District. This is an effective tool to pass messages to employees, and encourage up selling of products.

Bins

Bins are used to store inventory at a given location. They cannot be created at any level but the location level. Each location must have a bin in order to store inventory. It is recommended that there be a Retail bin where all sellable inventory is placed. If all sellable inventory is not placed in the same Bin, than separate invoices must be wrong up when selling inventory from different bins, because *TeleTracker Online* does not allow for one invoice that use products from different bins. It is also possible to create a Returns or Defective Equipment bin to place all inventory which is returned by a customer. This allows for a better separation of inventory, those items that are sellable and those that are defective. Also by separating sellable and defective inventory, it allows for better reporting of inventory levels when using the Inventory Reorder Report.

Users

User Master Files are used to identify each authorized user of *TeleTracker Online.*

To access Users from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Users>. The <ID> field is the unique name used to identify each individual User and the <Name> field is used to enter the corresponding name of the Users ID. Below is a brief description of the various fields found within the User Master Files screen(s):

The <Password> field contains the Users *case-sensitive*, unique password.

The <Security Level> box is used to identify the Users specific security level. All security levels within *TeleTracker Online* are linked. Exercise caution when assigning specific security levels to your various Users. The levels chosen will directly and immediately affect the Users access to your company's data.

As in the Security Levels module, there are 100 different security levels to choose from. Any level above the number 0 will automatically include the privileges of all Security Levels beneath and including the number chosen. For example, assigning a Security Level of 3 would automatically include the privileges associated with the Security Levels of 0 through 3, assigning a Security Level of 50 would automatically include the privileges associated with the Security Levels of 0 through 50, and so on. The Security Levels chosen in User Master Files directly correspond to the levels identified in each tab of the Security Levels module and visa versa.

If the User is also one of your company's salespeople, populate the <Salesperson Code> field with their appropriate code.

The <Termination Date> field is used in the event of a User termination. The population of this field will disable the User from accessing *TeleTracker Online.*

The 'Location Restriction' section is used to define and limit the specific locations a User is authorized to login to, check inventory for, and run reports from.

The careful creation of User Master files will safeguard your sensitive company data and streamline the management of your company on a per location basis.

Disclaimers

Disclaimers Master Files appear on the bottom of printed sales invoices and are used to selectively provide your customers with a wide variety of information, ranging from seasonal and promotional messages to pertinent company policies.

To access the Disclaimers Master Files from the menu bar of the main **TeleTracker Online** screen, click <Master Files>, then <Disclaimers>.   The <Code> field is the unique name used to identify each individual Disclaimer and the <Description> field is used to further describe your Disclaimer code.

By clicking the <Add By Default> check box, the Disclaimer will automatically become part of each new sales invoice, but may be deselected at the point-of-sale. By clicking the <Mandatory> check box, the Disclaimer will automatically become part of each new sales invoice and cannot be deselected at the point-of-sale.

Creating and utilizing Disclaimers will significantly enhance customer communication at the point-of-sale.

Terms

Terms Master Files are used to define customer and vendor payment terms.

To access Terms Master Files from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Terms>. The <Code> field is the unique name used to identify each individual Term and the <Description> field is used to further describe your Term code.

In order for this feature to calculate correctly, please verify that the <Due Days> field corresponds to the Terms you are adding. For example, a term code of 'net30' requires the <Due Days> field to be set to '30'.

The <Security> field is used to define the level of security clearance required to apply the specific terms.

Creating Terms Master Files will insure the accuracy of your accounts receivable and accounts payable aging reports.

Lead Sources

Lead Sources Master Files are used to identify each of your business generating sources. These sources might include newspaper advertisements, flyers, and referrals.

To access Lead Sources Master Files from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then < Lead Sources>.   The <Code> field is the unique name used to identify each individual Lead Source and the <Description> field is used to further describe your Lead Sources code.

Creating and utilizing Lead Sources throughout *TeleTracker Online* will identify your greatest revenue generating sources as well as provide reporting useful in the planning of your marketing budget.

General Ledger

General Ledger (G/L) accounts are used to track the accounting detail of your company's transactions.

To access G/L Accounts from the menu bar of the main **TeleTracker Online** screen, click <Master Files>, then <G/L Accounts>.   The <Code> field is the unique number used to identify each individual G/L Account and the <Description> field is used to further describe your G/L Account code.

Assigning specific G/L Account codes throughout **TeleTracker Online** will insure accurate and useful accounting detail within the software.

Revenue Departments

Revenue Departments are used to group various product sales together. For example, all of the telephones you sell might be contained within a single department named "PHONES".

To access Revenue Departments from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Departments>.   The <Code> field is the unique name used to identify each individual Revenue Department and the <Description> field is used to further describe your Revenue Department code.

Assigning specific Revenue Department codes to your various products and services will insure accurate and useful revenue reporting throughout the software.

TeleTracker Online

Coupons
In-house, service provider, or vendor coupons can be entered using *TeleTracker Online's*
Coupon feature.

To access Coupons from the menu bar of the main *TeleTracker Online* screen, click
<Master Files>, then < Coupons >.   The <Code> field is the unique name used to
identify each individual Coupon and the <Description> field is used to further describe
your Coupon code.

The <Coupon Type> field identifies the coupon issuer. Within *TeleTracker Online*, your
choices are: **Service Provider, Vendor,** and **House.**

When a Service Provider or a Vendor is selected as the Coupon Type, the issuer must be
identified in the appropriate field provided in this screen.

To choose the coupon's Discount Type, simply click on the dropdown arrow to the right
of the <Discount Type> field and choose either 'Flat Amount' or 'Percentage'.

Once your Discount Type has been selected, enter the coupon's discount amount in the
<Face Value> field. The format of the <Face Value> field is dependent upon the
Discount Type chosen.

A corresponding G/L Account must be entered for each Coupon code. When applicable,
the <Valid From> and <Valid To> fields are used to define the Coupon's expiration
date. If a Coupon expiration date does not apply to your company, in order to insure your
Coupon does not expire, please populate this field with '1/01/9999'.

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Sales Tax

Within **TeleTracker Online**, sales tax is broken up into two (2) different parts: (1) Sales Tax Item; used to set up your company's various types of sales tax, such as state, city, and county, and (2) Sales Tax Code; used to combine sales tax items.

To access Sales Tax Master Files from the menu bar of the main **TeleTracker Online** screen, click <Master Files>, <Sales Tax>, and then choose either <Items> or <Codes>.

Sales Tax Item: The <Code> field is the unique name used to identify each individual Sales Tax Item and the <Description> field is used to further describe your Sales Tax Item code. A corresponding G/L Account must be entered for each Sales Tax Item, the <Minimum> and <Maximum> fields apply *only* to those states with minimum and maximum taxing requirements, and the percentage field defines the Sales Tax Item's tax rate.

Sales Tax Code: The <Code> field is the unique name used to identify each individual Sales Tax Code and the <Description> field is used to further describe your Sales Tax Code. When applicable, the <Valid From> and <Valid To> dates are used to define tax code expiration dates. If tax code expiration dates do not apply to your company, in order to insure your Sales Tax Code does not expire, please populate this field with '1/01/9999'. Once you have successfully entered your Sales Tax Codes, add the code's corresponding Sales Tax Items by clicking the <Add> button. Any number of Sales Tax Items may be attached to a single Sales Tax Code.

Carefully defining your Sales Tax Items and Codes will insure the accurate reporting and payment of your company's sales taxes.

Salesperson

The Salespersons Master Files are used to identify each of your salespeople and specify which of them will be selling products and/or activating accounts.

You may access the Salespersons Master Files screen either from the menu bar of the main *TeleTracker Online* screen, by clicking <Master Files>, then <Salesperson>, or from the toolbar, by simply clicking the <Salespersons> icon.

The <Code> field is the unique name used to identify each individual Salesperson and the <Description> field is used to further describe your Salesperson code.

The <General> tab is designed to house all of the salesperson's basic information.

The <Personal> tab is designed to house additional salesperson information, including salesperson activation, merchandise, and residual commission rates. *TeleTracker Online* can store up to 255 different levels of commission.

Assigning specific Salesperson codes to your various sales personnel will insure accurate and useful sales and commission reporting throughout the software.

Customers

Customers Master Files are used to identify your company's Customers and track their purchases, returns, and accounts receivable history.

You may access the Customers Master Files screen either from the menu bar of the main *TeleTracker Online* screen, by clicking <Master Files>, then <Customer>, or from the toolbar, by simply clicking the <Customers> picture icon button.

The <Code> field is the unique account number used to identify each individual customer. This field can be set to default as an automatically sequenced or manually entered number. Please refer to the Preferences feature within *TeleTracker Online* to define the parameters of this feature.

The <Customer Type> field can either be Individual or Business. When Business is chosen, a company name must be entered, and when Individual is chosen, a company name cannot be entered.

The <Billing> tab is designed to house the customer's detailed contact and billing information.

The <Shipping> tab is designed to house the customer's detailed shipping information. You will notice that this tab is identical in design to the <Billing> tab, and that there is a <Copy from Billing> button located in the upper right hand corner of this screen. If a customer's shipping information is the same as their billing information, simply click on the <Copy from Billing> button and *TeleTracker Online* will automatically import the customer's billing information into this screen.

The <Personal> tab is designed to house the customer's personal information, including Years at current address, Social Security Number, and Driver's Licenses Number. Special attention should be paid to the <Account> portion of this screen. Below is a brief summary of the fields found within this section.

<Terms Code>: This field is used to identify the customer's individual payment terms. The information entered in this field automatically becomes the customer's default payment term whenever an invoice is generated for the customer. Please refer to the Terms Master Files for further information regarding terms.

<Pricing>: This field is used to identify the customer's individual pricing level. The information entered in this field automatically becomes the customer's default pricing whenever an invoice is generated for the customer. Please refer to the Products Master Files for further information regarding product pricing.

<Salesperson>: This field is used to identify the customer's original salesperson. This field can be set to default the original Salesperson to automatically populate the

customer's future invoices. Please refer to the Preferences feature within ***TeleTracker Online*** to define the parameters of this feature.

When applicable, **the <Employer> tab** is designed to house the customer's employer information.

The <Activity> tab is designed to provide the customer's account history at a glance. You will notice the following four (4) tabs along the right-hand side of this screen: (1) the <Products> tab; which houses a complete history of each product the customer has purchased, (2) the <Activations> tab; which houses a complete history of each of the customer's activation(s), (3) the <Payments> tab; which houses a complete history of the customer's payments, and (4) the <Returns> tab; which displays all of the customer's returns. The detail of each of the original transactions in the fields of these tabs can be viewed by simply double clicking on the transaction.

The <Receivables> tab is designed to provide the customer's outstanding, and/or past due transactions at a glance. As in the <Activity> tab (as well as throughout ***TeleTracker Online***), the detail of each of the original transactions in this tab can be viewed by simply double clicking on the transaction. In addition to viewing outstanding balances, you may also create new invoices and/or returns from this tab by simply clicking on the <New Invoice> and <New Return> buttons located in the lower left-hand corner of this screen.

The fields within the Customers Master Files were specifically designed to streamline your billing process. The multitude of tabs within these files will provide you with a wealth of information in a timely and convenient fashion.

Vendors

Vendors Master Files are used to identify each of your Vendors and track vendor history information.

You may access the Vendors Master Files screen either from the menu bar of the main *TeleTracker Online* screen, by clicking <Master Files>, then <Vendor>, or from the toolbar, by simply clicking the <Vendors> picture icon button.

The <Code> field is the unique name used to identify each individual vendor and the <Description> field is used to further describe your vendor file.

The <Billing> tab is designed to house the vendor's detailed contact and billing information.

The <Shipping> tab is designed to house the vendor's detailed shipping information. You will notice that this tab is identical in design to the <Billing> tab, and that there is a <Copy Billing Info> button located at the bottom of this screen. If a vendor's shipping information is the same as their billing information, simply click on the <Copy Billing Info> button and *TeleTracker Online* will automatically import the vendor's billing information into this screen.

The <Account> tab is designed to house the vendor's account information, including Account Number, Billing Contact, Shipping Contact, and Terms Code. Care should be taken when choosing the <Terms Code> within this screen, as the information entered in this field will automatically become the vendor's default payment term whenever a purchase order is generated for the vendor. Please refer to the Terms Master files for further information regarding terms.

The fields within the Vendors Master Files were specifically designed to streamline your purchase ordering process. The tabs within these files will provide you with valuable information in a timely and convenient fashion.

Service Provider

The Service Provider Master Files are used to identify each of your Service Providers and their corresponding plans.

To access Service Provider Master Files from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Service Provider>. The <Code> field is the unique name used to identify each individual Service Provider and the <Description> field is used to further describe your Service Provider code.

Creating a Service Provider

- A new Service Provider can be completed by clicking on <New> in the toolbar. This pops up the Service Provider Field.
- Enter a unique name to identify Service Provider.
- Contact information, i.e. Name, Address, Phone Number, & Internet, can be entered under the <Contact> tab.
- The provider type can be changed by clicking on the drop down arrow next to the <Provider Type> field. Options include 2 way Radio, Alarm Monitoring, Alphanumeric paging, Cellular/GSM/PCS, Internet Access, Numeric Paging, Satellite TV, & Satellite Radio.
- Your relation with the Service Provider can be changed by clicking on the drop-down area located next to the <Relation> field. Options include Agent and Reseller.
- If your Service Provider has an internet-based service module, than it can be selected by clicking on the drop down arrow located at the type of the field. Not all service providers are currently supported by *TeleTracker Online*

Creating a Service Plan

- Service Plans are accessed by clicking on the <Service Plans> tab, located next to the <Contact> tab.
- To create a new Service Plan, click on <Add Plan> at the bottom of the field. This will load the Service Plan Field. It is necessary to enter a <Code> and <Description>.
- The following information can be entered under the <General> tab.
  - **Air Time Rates**
    - Time of Day/Days of Week – Options include Anytime, Days, Nights, Nights & Weekends, Mobile to Mobile, 2-way Radio, Text Messaging, Roaming, Shared, & Data.

- Minutes Included – The corresponds with the <Time of Day/Days of Week> field, either the a number can be entered in the field or if it is unlimited the check-box can be checked.
- Overcalls – If there is an overage fee, for going over the Minutes Included, that can be entered under this heading.
- If the plan features Free Roaming or Free Long Distance, than check the box located next to each field.

o **Times – The respective times for the rate plan can be entered in this area.**

o **Commission Basis**
  - From Provider

∇ Calculation Method – Options can be selected by clicking on the drop down area and include <Retroactive> and <Tiered>

∇ Counts From – Options can be selected by clicking on the drop down area and include <This Plan> and <All Plans>

- To Salespeople

∇ Calculation Method – Options can be selected by clicking on the drop down area and include <Retroactive> and <Tiered>

∇ Counts From – Options can be selected by clicking on the drop down area and include <This Plan> and <All Plans>

   - □□□□□□□ After entering the detailed information of the rate plan, the Options and Commissions can be entered under the <Option/Commissions> Tab. This tab contains the options terms and Company/Salesperson commissions. *TeleTracker Online* automatically defaults the <Option Name> field to 'Base Service'. However, this field can be changed to any user-defined description.

o **The <Valid From> and <Valid To> fields define the length of time the Service Provider will offer a specific plan.**

o **By clicking the <Default> check box for a corresponding option, *TeleTracker Online* will automatically, make the option a default choice when the plan is activated on customer invoices.**

o **By clicking the <Mandatory> check box for a corresponding option, *TeleTracker Online* will automatically, make the option a mandatory default when the plan is activated on customer invoices.**

o **To display more information about the option, click on the plus sign next to the option, this will display the <Number of Months> which shows the allowable length for each option. Numbers can only be entered under the first option 'Base Service" the remainder of the options pull from the terms set in the 'Base Service" option. Additional term lengths can be added by clicking on the initial line and selecting add.**

o **The <Price to Customer per Month> is the provider's charge to the customer for the plan or option.**

o **More detailed information covering Base Commission, Spiffs, Rebates, and Coop/MDF/DDF can be found by clicking on the plus sign next to the respective term length.**

- Base Commission

∇ Clicking on the plus sign shows the Start and End date of the Base Commission. Additional date lines can be added by right-clicking on the existing line and selecting add.

∇ Clicking on the next plus sign shows the Count From and Count To for the Base Commission. Whenever the Count to is changed *TeleTracker Online* automatically creates another level.

∇ Clicking on the Financial Agreement loads the <Base Commission Financial Agreement template>. The <Amount from Service Provider> can be entered for both <New Activation> and <Upgrade>.

∇ The <To Salespeople> area allows for the entering of up to 255 different levels. Simply press tab in that field to create a new level.

- Spiffs

∇ Clicking on the plus sign shows the Start and End date of the Spiff. Dates in the Spiff area can overlap. Additional date lines can be added by right-clicking on the existing line and selecting add.

∇ Clicking on the next plus sign shows the Count From and Count To for the Spiff. Whenever the Count to is changed *TeleTracker Online* automatically creates another level.

∇ Clicking on the Financial Agreement loads the <Spiff Financial Agreement> template.

∇ It is necessary to type in the product or it can be searched by clicking on the search button next to the field.

∇ Clicking on the Financial Agreement loads the <Spiff Financial Detail>

∇ The <Amount from Service Provider> can be entered for both <New Activation> and <Upgrade>.

∇ The <To Salespeople> area allows for the entering of up to 255 different levels. Simply press tab in that field to create a new level.

- Rebates

∇ Clicking on the plus sign shows the Start and End date of the Rebates. Dates in the Rebate area can overlap. Additional date lines can be added by right-clicking on the existing line and selecting add.

∇ Clicking on the next plus sign shows the Count From and Count To for the Rebates. Whenever the Count to is changed *TeleTracker Online* automatically creates another level.

∇ Clicking on the Financial Agreement loads the <Rebate Financial Agreement> template.

∇ It is necessary to type in the product or it can be searched by clicking on the search button next to the field.

∇ After a product is entered the prices can be entered for <Dealer New>, <Dealer Upgrade>, <Customer New>, and <Customer Upgrade>. When a customer is activated under the plan, the price will be changed in the invoice to correspond to the value under the <Rebate Financial Agreement>

- Coop/MDF/DDF

∇   Clicking on the plus sign shows the Start and End date of the Coop/MDF/DDF. Additional date lines can be added by right-clicking on the existing line and selecting add.

∇   Clicking on the next plus sign shows the Count From and Count To for the Coop/MDF/DDF. Whenever the Count to is changed *TeleTracker Online* automatically creates another level.

∇   Clicking on the Financial Agreement loads the <Coop/MDF/DDF Financial Agreement> template.

∇   Values can be entered for both <New Activation> and <Upgrade>.

o   **All information under the <Options/Commissions> tab from a previously created rate plan can be transferred into a new plan by clicking on the <Copy from Another Plan> button located at the bottom of the field. Simply click on the drop-down arrow in the box that appears and select the plan that you wish to copy.**

o   **When all information is entered click on <OK> and than save the Service Provider by clicking <Save> on the toolbar.**

Products

Products Master Files are used to identify the pricing and commission levels of your company's items and services.

To access Products from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Products>. The <SKU> field is the unique name used to identify each individual Product and the <Description> field is used to further describe your Product SKU.

The <Main> tab is designed to house all of the product's basic information. You will notice that in this tab, as well as throughout TeleTracker Online, required fields are identified in red text. Below is a brief description of the various fields found within the Products Master Files <Main> tab:

The <Product Type> field is one (1) of three (3) required fields in this screen. There are twelve (12) different Product Types to choose from. Exercise caution when choosing a Product Type, as your selection will determine whether or not the product will be classified as 'serialized' or 'non-serialized'. The following Product Types are classified as serialized: **Cellular Phone, GSM Handset, Nextel, Pager, Prepaid Card-Serialized, Satellite,** and **SIM Card.** In order for a serialized product to be brought into or sold out of inventory, valid Serial Numbers, ESN's, IMEI's, etc., must be entered. The following Product Types are classified as non-serialized: **Accessory, Prepaid Card, Replacement Parts, Service,** and **Two-Way Radio.**

Populate the <Preferred Vendor> field with the corresponding vendor code of the Vendor you will most often purchase the product from (see instructions on Vendor Master Files).   Choosing a Preferred Vendor in this field will create a system default, but will not prevent you from overriding and purchasing the product from other valid Vendors.

Populate the <Department> field with the product's corresponding department code (see instructions on Revenue Department Master Files)

The remaining fields within this tab are designed to further describe the product, but are not required.

The <Pricing and Costs> tab is designed to house the product's financial information. This tab is split into two (2) halves; on the left-hand side is a listing of your company's Locations, and on the right-hand side is the financial detail of each. This design facilitates ease in price changing on a per location basis. Simply choose your location on the left, and update the product's financial information accordingly on the right.

The <Commissionable Cost> field, located in the upper-left hand corner of this screen, is used to override the product's actual costs for the purpose of calculating sales commissions on a percentage basis.

Choosing default Pricing amounts in this screen creates system defaults which, when necessary, can be overridden at the point of sale. *TeleTracker Online* automatically calculates and populates the Cost fields based upon your company's Purchase Orders and Inventory Adjustments, and they cannot be edited.

The <Commission> tab is designed to house the product's commission parameters. *TeleTracker Online* can store up to 255 customizable Product commission levels. These commission levels directly correspond to the Merchandise commission levels identified in the Salesperson Master Files (see instructions on Salesperson Master Files). To advance to the next available commission level, simply hit the <Tab> key.

The <Minimum> column is used to identify the product's corresponding commission limit that can be deducted from salesperson's commissions in the event that the product is sold below cost (or the Commissionable Cost previously described).

The <Maximum> column is used to identify the product's corresponding commission limit that can be paid to salespersons.

The <Calculation Method> column is used to identify the method by which the product's commission amounts will be calculated. Within *TeleTracker Online*, there are three (3) methods to choose from: **% of Gross, % of Amount,** and **Flat Amount.** Whenever a percentage method is chosen, populate the <Percentage> field with the corresponding percentage, and whenever a flat amount is chosen, populate the <Amount> field with the corresponding dollar amount.

The <Inventory> tab's orientation is very similar to that of the <Pricing and Costs> tab. Once again, this tab is split into two (2) halves. For all serialized Products, an additional <Serial Numbers> tab will be located at the bottom of the screen. To view the corresponding serial numbers of a serialized Product's inventory, simply click on the <Serial Number> tab. This design facilitates the quick viewing of your various inventory levels, as well as the simplified updating of your Max On Hand and Reorder Level amounts on a per Location/Bin basis.

On the left-hand side is a listing of your company's Locations. You will notice that the total amount of inventory is identified in parenthesis to the right of each Location. By simply clicking on the plus (+) sign to the left of any Location, *TeleTracker Online* will display each of the Location's Bin(s) and their corresponding inventory levels.

On the right hand side the Location's inventory levels are broken down and displayed by: **On Hand, On Order, Back Ordered, Max On Hand, Consigned,** and **Reorder Level**. With the exception of Max on Hand and Reorder Level, these fields are automatically populated based upon various transactions, including Purchase Orders, Invoices, and Inventory Adjustments. To update the Max on Hand or Reorder Level fields within the desired Location/Bin, simply click within the desired field and make the appropriate change.

Powerful inventory and commission modules are benchmarks of ***TeleTracker Online***. The maintenance of your Product Master Files is vital to the accuracy of your commission calculations as well as the integrity of all inventory phases within the software.

View

Marquee

When activated, the Marquee bar is located at the bottom of the *TeleTracker Online* main menu screen and is used to display selective and/or company wide messages to your Retail Locations.

To activate the Marquee feature from the menu bar of the main *TeleTracker Online* screen, click <View>, then <Marquee>. Verify that the <Marquee> option is checked.

Marquee messages may be applied at Regional, Market, District, and/or Location levels. Please note that *TeleTracker Online* will *automatically* apply Regional marquee messages to the Region's existing Market(s), District(s), and Location(s). The same rule applies to the application of marquee messages to Markets and Districts. However, in addition to, or rather than Regional, Market, and District messages, unique messages may be applied to *individual* Retail Locations as desired.

When multiple messages are applied at different levels, they will appear on the marquee bar in the following order: **Regional, Market, District,** and **Location.**

To create and apply personalized marquee messages from the menu bar of the main *TeleTracker Online* screen, click <Master Files>, then <Locations>.   Click on the chosen Region, Market, District or Location and type your message in the <Marquee> field located at the bottom, right-hand screen. Repeat these steps for each additional marquee message.

Utilizing the Marquee feature enables you to communicate information to your Retail Locations in a timely and creative manner.

Toolbar

When activated, the Toolbar is located across the top of the *TeleTracker Online* main menu screen and displays icon shortcuts for commonly performed tasks.

To activate the Toolbar feature from the menu bar of the main *TeleTracker Online* screen, click <View>, then < Toolbar >. Verify that the <Toolbar> option is checked.

The activation of the Toolbar feature will streamline many of your Retail Location's day-to-day operations.

Status Bar

When activated, the Status Bar is located at the bottom of the **TeleTracker Online** main menu screen and displays the current user, server, location, station information and country.

To activate the Status Bar feature from the menu bar of the main **TeleTracker Online** screen, click <View>, then < Status Bar >. Verify that the <Status Bar> option is checked.

The activation of the Status Bar feature provides useful information at a glance.

Internet Connections Settings

Teletra Software, Inc provides the Internet Connection Settings for your company.

Please contact your sales representative for this information at 877-277-6810.

Preferences

To access Preferences from the menu bar of the main *TeleTracker Online* screen, click <View>, then <Preferences>. The selections made in this section will result in individual Location default settings. However, the majority of selections made in Preferences may be overridden at the source document. IMPORTANT: TO IMPLEMENT COMPANYWIDE PREFERENCES TO <u>ALL</u> LOCTIONS: 1) FOLLOW THE STEPS OUTLINED BELOW FOR THE FIRST LOCATION, 2) <u>LEFT CLICK AND HOLD YOUR MOUSE OVER THE COMPLETED LOCATION WHILE SIMULTANEOUSLY 'DRAGGING' TO THE NEXT LOCATION, RELEASING YOUR MOUSE WHEN YOUR DESIRED 'COPY TO' LOCATION IS HIGHLIGHTED</u>, 3) REPEAT STEP 2 TO CONTINUE COPYING PREFERENCES TO EACH ADDITIONAL LOCATION.

General Tab

- Miscellaneous
  o **<u><Inventory Churn Method> Field:</u>** You may select from either FIFO (First In, First Out) or LIFO (Last In, First Out) inventory churn methods. This field selection directly affects the method that ***TeleTracker Online*** automatically calculates each product's accounting costs. Please consult your accountant to clarify the appropriate inventory churn method for your business.
  o **<u><Bank Account #> Field:</u>** The individual Location's bank account number may be entered in this field. Once populated, the specified number will appear on the Location's deposit slips generated by ***TeleTracker Online***.
  o **<u><Country> Field:</u>** Currently, you may select from either USA or Canada to identify the Location's country of origin. Please look for additional country choices in future upgrades.
  o **<u><Disclaimer Font Size> Field:</u>** You may select a default disclaimer font size ranging from 4-24. When applicable, this specified font size directly correlates to the disclaimer printed on each of the Location's invoices.
    - Avery Label Numbers
  o **<u><Avery Label Numbers> Fields:</u>** You may select from a variety of default, standard, Avery label formats with which to print Address, Bar Code, and Shipping labels within ***TeleTracker Online***.
    - Logo Files
  o **<u><Logo Files> Fields:</u>** Logos will automatically print on various transactions and reports throughout ***TeleTracker Online***. Each Location's default logo may be selected for both Transactions and Reports by clicking on the <Browse> button, located to the right of each field, and selecting the desired logo. **NOTE: Available logo files must in**

Windows Bitmap format. It is highly recommended that each logo file be downloaded and stored in the same location on each individual computer.

Invoices Tab

- Field Defaults
- o **<Item Tax> Field**: Select the Location's appropriate, default item tax. This field selection directly affects the automatic sales tax calculation for each invoice generated within the Location. This default field, as well as many others throughout *TeleTracker Online*, may be overridden at the point of sale. You may perform a lookup of the Location's available item taxes by clicking on the magnifying button, located to the right of the field, and selecting the desired, default item tax.
- o **<Print Notes> Box**: This box determines whether or not individual invoice notes automatically print on the Location's sales invoices. To print notes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Air Time Tax> Field**: This field corresponds to the Pager Billing module within *TeleTracker Online*, which is not yet functional. However, when available and applicable, this field selection will directly affect the automatic air time tax calculation for each invoice generated within the Location. This default field, as well as many others throughout *TeleTracker Online*, may be overridden at the point of sale. You may perform a lookup of the Location's available air time taxes by clicking on the magnifying button, located to the right of the field, and selecting the desired, default air time tax.
- o **Air Time Tax <Required> Box**: This box corresponds to the Pager Billing module within *TeleTracker Online*, which is not yet functional. However, when available and applicable, this box determines whether or not the air time tax field is a required field when generating invoices within the Location. To make this a required field at the point of sale, click within this box. To suppress the requirement of this field at the point of sale, leave this box empty.
- o **<Lead Source> Field**: This field corresponds to Lead Source reporting within *TeleTracker Online*, which is not yet available. However, when available and applicable, this field selection will directly affect lead source reports. You may perform a lookup of the Location's available lead sources by clicking on the magnifying button, located to the right of the field, and selecting the desired, default lead source.
- o **Lead Source <Required> Box**: This box corresponds to the Lead Source reporting within *TeleTracker Online*, and is not yet available. However, when available and applicable, this box determines whether or not the lead source field is a required field when generating invoices within the Location. To make this a required field at the point of sale, click within

this box. To suppress the requirement of this field at the point of sale, leave this box empty.

- o **<Salesperson From> Field**: This field selection determines the commission recipient of the Location's sales invoices. By clicking on the dropdown box to the right of the field, you may select from one of the three following options: 1) CUSTOMER-This selection will result in the salesperson <u>identified within the respective customer's master file</u> as the commission recipient of sales invoices; 2) USER-This selection will result in the user who is logged in at the point of sale as the commission recipient of sales invoices, or; 3) NONE-This selection will result in the omission of a commission recipient of sales invoices. This default field, as well as many others throughout *TeleTracker Online*, may be overridden at the point of sale.
    - Behavior
- o **<Print after saving> Box**: This box determines whether or not the Location's sales invoices automatically print once they are saved. To print sales invoices as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Close window after saving> Box**: This box determines whether or not the sales invoice window will close automatically within the Location once the sales invoice is saved. To close the sales invoice window as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Log out after printing> Box**: This box determines whether or not the user will be automatically logged out of the Location once the sales invoice has been printed. This feature is especially useful when multiple users are sharing the same computer. To log out users after printing sales invoices as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Taxable amount includes rebates> Box:** This box determines whether or not rebates are automatically included as taxable items in the Location's sales invoices. To include rebates in sales tax calculations as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Allow Upgrade Activation on SIM> Box**: This box determines whether or not upgrade activations on SIM cards can be automatically authorized when creating the Location's sales invoices. To upgrade activations on SIM cards as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Phone# Required on Activation> Box**: This box determines whether or not the user is required to enter a phone number when creating an activation within the Location's sales invoice module. To require phone numbers to be entered when creating activations at the point of sale as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
    - Default Bins

- o **<Sale> Field**: This field determines the bin from which the Location's inventory will automatically be removed from when sales invoices are created. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
- o **<Swaps Rcvd> Field**: This field determines the Location's bin in which swaps received will automatically be returned to at the point of sale. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
- o **<Trade Rcvd> Field**: This field determines the Location's bin in which trade-ins received will automatically be returned to at the point of sale. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
  - • Output
- o **<Printer Device> Field**: This field determines which printer the Location's sales invoices will automatically print to at the point of sale. You may make your desired, default printer selection by clicking on the dropdown box to the right of the field.
- o **<# of copies> Field**: This field determines the number of copies that will automatically print for each print job originating from the Location's invoicing module.
- o **<Form> Field**: You may select one of the following three default printing format options: 1) STANDARD-This selection will result in a standard, 8.5 x 11 page format; 2) RECEIPT PRINTER-This selection will result in a standard receipt printing page format, or 3) CUSTOM-*This selection is not yet functional and will be available in a future upgrade.*
- o **<Display printer dialog> Box**: This box determines whether or not all available printers will be displayed for each of the Location's point of sale print jobs. To display all available printers for each print job as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Fax Device> Field**: This field corresponds to the Autofax feature within *TeleTracker Online*, which is not yet functional. However, when available and applicable, this field will determine which fax the Location's sales invoices will automatically fax from when faxing invoices directly to customers. You may make your desired, default fax selection by clicking on the dropdown box to the right of the field.
- o **<Print Plan Options> Box**: This box determines whether or not airtime plan options automatically print on the Location's sales invoices. To print airtime plan options as an automatic default, click within the box. To suppress this feature as an automatic default, leave this box empty.
- o **<Print Disclaimer Descriptions> Box:** When applicable**, t**his box determines whether or not the Location's disclaimer'(s) titles/headings automatically print on the Location's sales invoices. To print disclaimer titles/headings as an automatic default, click within the box. To suppress this feature as an automatic default, leave this box empty.

Purchase Orders

- Field Defaults
  - o **<Default Bin> Field**: This field determines the Location's bin in which received purchase order's inventory will automatically be placed. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
  - o **<Print Notes> Box**: This box determines whether or not individual purchase order notes automatically print on the Location's purchase orders. To print notes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
  - o **<Item Tax> Field**: This field selection will directly affect the automatic item tax calculation for each purchase order generated within the Location. This default field, as well as many others throughout *TeleTracker Online*, may be overridden when creating purchase orders. You may perform a lookup of the Location's available item taxes by clicking on the magnifying button, located to the right of the field, and selecting the desired, default item tax.
  - o **<Tax Exempt> Box**: This box will determine whether or not purchase orders on a Location wide basis are exempt from sales tax. To identify purchase orders as tax exempt as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- Behavior
  - o **<Print after saving> Box:** This box determines whether or not the Location's purchase orders automatically print once they are saved. To print purchase orders as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
  - o **<Close window after saving> Box:** This box determines whether or not the purchase order window will close automatically within the Location once the purchase order is saved. To close the purchase order window as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- Output
  - o **<Printer Device> Field:** This field determines which printer the Location's purchase orders will automatically print to. You may make your desired, default printer selection by clicking on the dropdown box to the right of the field.
  - o **<# of copies> Field**: This field determines the number of copies that will automatically print for each print job originating from the Location's purchase order module.
  - o **<Form> Field**: You may select one of the following three default printing format options: 1) STANDARD-This selection will result in a standard, 8.5 x 11 page format; 2) RECEIPT PRINTER-This selection will result in a standard receipt printing page format, or 3) CUSTOM-*This selection is not yet functional and will be available in a future upgrade.*

- o **<Display printer dialog> Box**: This box determines whether or not all available printers will be displayed for each of the Location's purchase order print jobs. To display all available printers for each print job as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Fax Device> Field**: This field corresponds to the Autofax feature within **TeleTracker Online**, which is not yet functional. However, when available and applicable, this field will determine which fax the Location's purchase orders will automatically fax from when faxing purchase orders directly to vendors. You may make your desired, default fax selection by clicking on the dropdown box to the right of the field.

Store Transfers

- • Field Defaults
- o **<Default Bin> Field**: This field determines the Location's bin that inbound and outbound store transfers will affect. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
- o **<Print Notes> Box**: This box determines whether or not individual store transfer notes automatically print on the Location's store transfer reports. To print notes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- • Behavior
- o **<Print after saving> Box:** This box determines whether or not the Location's store transfers automatically print once they are saved. To print store transfers as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Close window after saving> Box:** This box determines whether or not the store transfer window will close automatically within the Location once the store transfer is saved. To close the store transfer window as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Receiving Method> Field**: This field determines the Location's default method of receiving inbound store transfers. By using the dropdown box to the right of the field, you can choose between 'Supply product codes only' and 'Supply serial numbers and quantities'. In general, 'Supply product codes only' allows for better inventory control by forcing the inbound transfer to be scanned into inventory, thereby ensuring that only those serial numbers actually received are introduced into inventory.
- • Output
- o **<Printer Device> Field:** This field determines which printer the Location's store transfers will automatically print to. You may make your desired, default printer selection by clicking on the dropdown box to the right of the field.

- o **<# of copies> Field**: This field determines the number of copies that will automatically print for each print job originating from the Location's store transfer module.
- o **<Form> Field**: You may select one of the following three default printing format options: 1) STANDARD-This selection will result in a standard, 8.5 x 11 page format; 2) RECEIPT PRINTER-This selection will result in a standard receipt printing page format, or 3) CUSTOM-*This selection is not yet functional and will be available in a future upgrade.*
- o **<Display printer dialog> Box**: This box determines whether or not all available printers will be displayed for each of the Location's store transfer print jobs. To display all available printers for each print job as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Fax Device> Field**: This field corresponds to the Autofax feature within *TeleTracker Online*, which is not yet functional. However, when available and applicable, this field will determine which fax the Location's store transfers will automatically fax from when faxing store transfers. You may make your desired, default fax selection by clicking on the dropdown box to the right of the field.

Adjustments

- • Field Defaults
- o **<Default Bin> Field**: This field determines the Location's bin that inbound and outbound adjustments will affect. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
- o **<Print Notes> Box**: This box determines whether or not individual adjustment notes automatically print on the Location's adjustment reports. To print notes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- • Behavior
- o **<Print after saving> Box:** This box determines whether or not the Location's adjustments automatically print once they are saved. To print adjustments as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Close window after saving> Box:** This box determines whether or not the adjustments window will close automatically within the Location once the adjustment is saved. To close the adjustment window as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- • Output
- o **<Printer Device> Field:** This field determines which printer the Location's adjustments will automatically print to. You may make your desired, default printer selection by clicking on the dropdown box to the right of the field.

- o **<# of copies> Field**: This field determines the number of copies that will automatically print for each print job originating from the Location's adjustments module.
- o **<Form> Field**: You may select one of the following three default printing format options: 1) STANDARD-This selection will result in a standard, 8.5 x 11 page format; 2) RECEIPT PRINTER-This selection will result in a standard receipt printing page format, or 3) CUSTOM-*This selection is not yet functional and will be available in a future upgrade.*
- o **<Display printer dialog> Box**: This box determines whether or not all available printers will be displayed for each of the Location's adjustment print jobs. To display all available printers for each print job as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Fax Device> Field**: This field corresponds to the Autofax feature within *TeleTracker Online*, which is not yet functional. However, when available and applicable, this field will determine which fax the Location's adjustments will automatically fax from when faxing adjustments. You may make your desired, default fax selection by clicking on the dropdown box to the right of the field.

Customer Returns

- • Field Defaults
- o **<Default Bin> Field**: This field determines the Location's bin in which customer sales returns will automatically be returned to. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
- o **<Print Notes> Box**: This box determines whether or not individual customer return notes automatically print on the Location's customer return reports. To print notes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
  - • Behavior
- o **<Print after saving> Box:** This box determines whether or not the Location's customer returns automatically print once they are saved. To print customer returns as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Close window after saving> Box:** This box determines whether or not the Location's customer returns window will close automatically once the customer return is saved. To close the customer returns window as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Return Period> Field:** This field identifies the Location's number of allowable days to perform sales returns. *TeleTracker Online* automatically compares this field against the item's original invoice and determines its eligibility for return.

- Output
o <u>**\<Printer Device> Field:**</u> This field determines which printer the Location's customer returns will automatically print to. You may make your desired, default printer selection by clicking on the dropdown box to the right of the field.
o <u>**\<# of copies> Field**</u>: This field determines the number of copies that will automatically print for each print job originating from the customer returns module.
o <u>**\<Form> Field**</u>: You may select one of the following three default printing format options: 1) STANDARD-This selection will result in a standard, 8.5 x 11 page format; 2) RECEIPT PRINTER-This selection will result in a standard receipt printing page format, or 3) CUSTOM-*<u>This selection is not yet functional and will be available in a future upgrade.</u>*
o <u>**\<Display printer dialog> Box**</u>: This box determines whether or not all available printers will be displayed for each of the Location's customer return print jobs. To display all available printers for each print job as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
o <u>**\<Fax Device> Field**</u>: <u>This field corresponds to the Autofax feature within *TeleTracker Online*, which is not yet functional.</u> However, when available and applicable, this field will determine which fax the Location's customer returns will automatically fax from when faxing customer returns. You may make your desired, default fax selection by clicking on the dropdown box to the right of the field.

Vendor Returns

- Field Defaults
o <u>**\<Default Bin> Field**</u>: This field determines the Location's bin in which vendor returns will automatically be removed from. You may make your desired, default selection by clicking on the dropdown box to the right of the field.
o <u>**\<Print Notes> Box**</u>: This box determines whether or not individual vendor return notes automatically print on the Location's vendor return reports. To print notes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- Behavior
o <u>**\<Print after saving> Box:**</u> This box determines whether or not the Location's vendor returns automatically print once they are saved. To print vendor returns as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
o <u>**\<Close window after saving> Box:**</u> This box determines whether or not the Location's vendor returns window will close automatically once the vendor return is saved. To close the vendor returns window as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.

- Output
- o **<Printer Device> Field:** This field determines which printer the Location's vendor returns will automatically print to. You may make your desired, default printer selection by clicking on the dropdown box to the right of the field.
- o **<# of copies> Field**: This field determines the number of copies that will automatically print for each print job originating from the vendor returns module.
- o **<Form> Field**: You may select one of the following three default printing format options: 1) STANDARD-This selection will result in a standard, 8.5 x 11 page format; 2) RECEIPT PRINTER-This selection will result in a standard receipt printing page format, or 3) CUSTOM-*This selection is not yet functional and will be available in a future upgrade.*
- o **<Display printer dialog> Box**: This box determines whether or not all available printers will be displayed for each of the Location's vendor return print jobs. To display all available printers for each print job as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
- o **<Fax Device> Field**: This field corresponds to the Autofax feature within *TeleTracker Online*, which is not yet functional. However, when available and applicable, this field will determine which fax the Location's vendor returns will automatically fax from when faxing vendor returns. You may make your desired, default fax selection by clicking on the dropdown box to the right of the field.

Customers

- Field Defaults
- o **<Terms Code> Field:** This field identifies the Location's default terms code used at the point of sale. You may perform a lookup of the Location's available terms codes by clicking on the magnifying button, located to the right of the field, and selecting the desired, default terms code.
- o **<Credit Limit> Field**: This field identifies the Location's default credit limit automatically assigned to each customer.
- o **<Auto number codes> Box**: This box determines whether or not the Location's customer master files codes are automatically generated. When this feature is activated, *TeleTracker Online* automatically assigns customer codes incrementally beginning with the number 1. Otherwise, customer codes may be manually created alphanumerically. In either case, *TeleTracker Online* will ensure the non-duplication of customer codes. To create customer account codes as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.
  - Behavior

o **<u>\<E-Mail mandatory\> Box</u>**: This box determines whether or not the population of the e-mail address field is required in customer master files. To make e-mail addresses mandatory for all customer master files as an automatic default, click within this box. To suppress this feature as an automatic default, leave this box empty.

Vendors

- Field Defaults
o **<u>\<Terms Code\> Field</u>:** This field identifies the Location's default vendor terms code. You may perform a lookup of the Location's available terms codes by clicking on the magnifying button, located to the right of the field, and selecting the desired, default terms code.

Workstation Settings

Workstation Settings are used to define each individual's computer on a per location basis.

To edit Workstation Settings from the menu bar of the main **TeleTracker Online** screen, click <View>, then < Workstation Settings >. Below is a brief description of the various fields found within the Workstation Settings screen(s):

Station#: Because **TeleTracker Online** will pull the information from this field when performing the cash drawer reconciliation feature, the <Station#> field is the most important field within this screen. Each workstation must be assigned its own unique station#. An exception would apply if multiple workstations shared the same cash drawer. In that case, they would share a single station#.

Cash Drawer installed on COM port#: If a cash drawer is installed to the workstation, this field's corresponding box must be checked.   The COM port is designated as the port the cash drawer uses, as defined when the cash drawer was installed on the computer. Once this field's box is checked, the <Open with string> field will become available for population. This field must be populated with the following, case-sensitive phrase: "OPEN ME". Finally, click on the <Test> button to insure that the settings are accurate.

Close records after saving: Use this box to define whether or not you want **TeleTracker Online** to automatically close records once they are saved.

Send email directly to SMTP server: If you are <u>not</u> using a Microsoft product for email, or you are experiencing problems with your email, you may use this feature to insure that any **TeleTracker Online** errors will automatically be sent directly to our Quality Control Department.

The Workstation Settings directly affect various features within the software, including cash drawer reconciliations, and care should be taken when populating these fields.

Security Levels

Security Levels are an integral part of *TeleTracker Online's* design. The software is capable of supporting a wide array of security models ranging from very basic to highly sophisticated. The use of Security Levels directly determines the level of individual access to various records and screens throughout *TeleTracker Online.*

To access Security Levels from the menu bar of the main *TeleTracker Online* screen, click <View>, then < Security Levels >.   You may maneuver between tabs by simply clicking on the desired location.

There is a significant number of Security Level 'Tabs'. In order to insure the security of your data, it is highly recommended that *each tab* be carefully addressed.

As in the User Master Files, there are 100 different Security Levels to choose from. Any level above the number 0 will automatically include the privileges of all Security Levels beneath and including the number chosen. For example, assigning a Security Level of 3 would automatically include the privileges associated with the Security Levels of 0 through 3, assigning a Security Level of 50 would automatically include the privileges associated with the Security Levels of 0 through 50, and so on. The Security Levels identified in each tab of the Security Levels module directly correspond to the levels chosen in the User Master Files and visa versa.

Beneath each Security Level Tab are the following five (5) fields: **Add, Edit, Delete, View List,** and **View Records**. Populate each field within each tab with a Security Level number between 0 and 99. Below is a brief description of each of the five (5) fields:

Populate the <Add> field with the Security Level assigned for authorization to add the tab's records throughout *TeleTracker Online.*

Populate the <Edit> field with the Security Level assigned for authorization to edit the tab's records throughout *TeleTracker Online*.

Populate the <Delete> field with the Security Level assigned for authorization to delete the tab's records throughout *TeleTracker Online.*

Populate the <View List> field with the Security Level assigned for the tab's access to the various Viewers that appear whenever Master Files, Transactions, etc. are selected throughout *TeleTracker Online.*

Populate the <View Records> field with the Security Level assigned for the tab's ability to choose a specific item out of the various Viewers throughout *TeleTracker Online* and see the item's specific detail.

To change Security Levels, either highlight the number in the desired field and assign it a number between 0 and 99, or simply use the scrollbars located on the right hand side of each field.

The utilization of Security Levels will safeguard your sensitive company data and streamline the management of your company on a per location basis.

Web Browser

The Web Browser within **TeleTracker Online** is a basic Internet browser, provided for user convenience.

To activate the Web Browser feature from the menu bar of the main **TeleTracker Online** screen, click <View>, then < Web Browser>.

This feature affords quick and simple access to the World Wide Web.

Installing TeleTracker Online

To install **TeleTracker Online** go to the www.teletracker.com/ttonline web page and click on the "**TeleTracker Online**" link. At that point, you will be prompted with the following message: *"Save, Open, or Cancel".* Selecting Save at this point will save the program file to your hard drive to be installed at a later date, selecting Open will begin the program's installation process, and selecting Cancel will terminate the installation process.

TeleTracker Online is a web-based application. Therefore, the speed of your Internet connection will directly affect the time required for the installation of the program.

When choosing to install the program immediately by selecting "Open":

1) **Welcome Screen:** After reading the Welcome screen and closing all open programs, click the <Next> button.

2) **Get Registration Information:** When installing **TeleTracker Online** for the first time, you must enter your full name and company name in this screen. If you have previously installed the software, the system will remember this information. Once these fields are completed, click the <Next> button.

3) **Choose Destination Location:** This screen is used to identify the file location for **TeleTracker Online**. The field will automatically default to the following path: *C:\\Program Files\TeleTracker Online, and we recommend that you accept this default.* However, you may choose a different path by simply clicking the <Browse> button. Once your file location has been identified, click the <Next> button.

4) **Select Program Manager Group:** This screen is used to identify the name used from your Windows Start Menu for the **TeleTracker Online** program icon. The field will automatically default to: **TeleTracker Online**, *and we recommend that you accept this default.* However, you may choose a different name by simply editing this field. Once your icon name has been chosen, click the <Next> button.

5) **Start Installation:** This is the final screen to appear before the actual installation process begins. To begin the installation process, click the <Next> button.

6) **Installation Complete:** Once the initial installation process is complete, click the <Finish> button.

7) **Install:** Depending on various factors, this screen *may or may not* appear. If this screen *does not* appear, please proceed to Step 8. If this screen *does* appear, in order for the installation to be completed, you must restart your computer. To restart your computer now, click the <OK> button. To restart your computer later, click the <Cancel> button.

8) You may now open **TeleTracker Online** either by double-clicking on the desktop icon, or from the Windows Start menu as follows: **Start, Program, TeleTracker Online (or your chosen name during installation).**

When choosing to install the program after the file has been saved by selecting "Save":

1) Double-click on the file name you originally saved.

2) Complete steps 1-8 above.

Uninstalling TeleTracker Online

For various reasons, from time to time it may become necessary to uninstall *TeleTracker Online* from your computer(s). The process described below will remove the program files. However, due to the fact that *TeleTracker Online's* server hosts your data files, your data will remain intact.

To uninstall *TeleTracker Online*:

1) Click the Windows <Start> button and go to: *Settings, Control Panels,* and select *Add/Remove Programs.*

2) Locate and highlight the *TeleTracker Online* file (or your chosen name during installation) by clicking on it.

3) Click the <Change/Remove> button to initiate the Wise Uninstall utility.

4) *Select Uninstall Method:* Choose from the following three (3) methods of uninstall: 1) Automatic, 2) Custom, or 3) Repair. *To insure that all files are properly removed, we recommend that you choose the Automatic method.* If you choose to perform one of the other methods, please contact your System Administrator for further instruction.

5) Once your uninstall method is chosen, click the <Next> button.

6) *Perform Uninstall:* Verify that you wish to proceed with the uninstall process and click the <Finish> button.

7) Once the uninstall utility is complete, you must restart your computer.

Upgrading TeleTracker Online

As part of our continuing pledge to provide our customers with state-of-the-art software technologies, *TeleTracker Online* is in a state of constant evolution, resulting in frequent product upgrades. All *TeleTracker Online* upgrades are offered and performed seamlessly via the Internet as they become available, insuring that our customers enjoy the most recent version of *TeleTracker Online.*

Keep in mind that *TeleTracker Online* is a web-based application. Therefore, the speed of your Internet connection will directly affect the time required for the upgrade installation process.

Whenever an upgrade becomes available, upon logging in, *TeleTracker Online* will automatically prompt you with the following message: *"Your software needs to be upgraded from version "x" to version "y" (the version numbers will vary depending upon which version you are currently running and which upgrade is being made available). Would you like to upgrade now?"* Although you may choose 'Yes' *or* 'No' to this question, in order to access *TeleTracker Online* you <u>must</u> choose 'Yes' and receive the upgrade.

Upon choosing 'Yes', you will be prompted with the following screens:

1) *Welcome Screen:* After reading the Welcome screen and closing all open programs, click the <Next> button.

2) *Get Registration Information:* Your system will remember and recall the information originally entered in these fields during your initial installation of *TeleTracker Online.* Provided that these fields are populated with the correct information, click the <Next> button.

3) *Choose Destination Location:* This screen is used to identify the file location for *TeleTracker Online*. The field will automatically default to the path chosen during your initial *TeleTracker Online* installation, *and we recommend that you accept this default*. However, you may choose a different path by simply clicking the <Browse> button. Once your file location has been identified, click the <Next> button.

4) *Select Program Manager Group:* This screen is used to identify the name used from your Windows Start Menu for the *TeleTracker Online* program icon. The field will automatically default to the name chosen during your initial *TeleTracker Online,* installation, *and we recommend that you accept this default.* However, you may choose a different name by simply editing this field. Once your icon name has been chosen, click the <Next> button.

5) **Start Installation:** This is the final screen to appear before the actual upgrade installation process begins. To begin the upgrade installation process, click the <Next> button.

6) **Installation Complete:** Once the initial upgrade installation process is complete, click the <Finish> button.

7) **Install:** Depending on various factors, this screen *may or may not* appear. If this screen *does not* appear, please proceed to Step 8. If this screen *does* appear, in order for the upgrade installation to be completed, you must restart your computer. To restart your computer now, click the <OK> button. To restart your computer later, click the <Cancel> button.

8) You may now open your upgraded version of **TeleTracker Online** either by double-clicking on the desktop icon, or from the Windows Start menu as follows: **Start, Program, *TeleTracker Online* (or your chosen name during installation).**

How To

Invoices

To access Invoices from the menu bar of the main *TeleTracker Online* screen, click <Transactions>, then <Invoice>, or simply click on the <Point of Sale> button on the available toolbar.   All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys.

GENERAL TAB: Step I of III

1) Enter the <Sold To> Customer Code. To perform a lookup and choose from existing customers, click on the lookup button to the right of the <Customer Code> field, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Customers Master File directly from this screen by clicking on the New icon in the upper left-hand corner of the screen and following the prompts within *TeleTracker Online.*

2) Enter the <Ship To> Customer Code. *TeleTracker Online* allows you to bill items to one customer while shipping them to another. To perform a lookup and choose from existing customers, click on the lookup button to the right of the <Customer Code> field, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Customers Master File directly from this screen by clicking on the New icon in the upper left-hand corner of the screen and following the prompts within *TeleTracker Online.*

3) Enter the invoice's corresponding Salespeople Code(s). You may enter up to two (2) salesperson's codes per invoice. *TeleTracker Online* will automatically populate the <First> salespeople field with the default chosen in Preferences. However, you may change the salespeople code(s) as desired. To perform lookups and choose from existing salespeople, click on the lookup button to the right of the <First> and <Second> salespeople fields, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Salespersons Master File directly from this screen by clicking on the New icon in the upper left-hand corner of the screen and following the prompts within *TeleTracker Online.*

4) If applicable, enter the Customer's <PO> (Purchase Order) number.

5) Enter the invoice's corresponding <Lead Source> Code. To perform a lookup and choose from existing Lead Sources, click on the lookup button to the right of the <Lead Source> field, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Lead Source Master File directly from this screen by clicking on the New icon in the upper left-hand corner of the screen and following the prompts within *TeleTracker Online.*

6) Enter the invoice's corresponding <Pricing> level. **_TeleTracker Online_** will automatically populate the <Pricing> field with the default Pricing level identified in the Customers Master File. However, you may change the Pricing level as desired. To change the existing Pricing level, click on the dropdown box to the right of the <Pricing> field, and click on your choice.

7) Enter the invoice's corresponding <Terms> Code. To perform a lookup and choose from existing Terms, click on the lookup button to the right of the <Terms> field, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Terms Master File directly from this screen by clicking on the New icon in the upper left-hand corner of the screen and following the prompts within **_TeleTracker Online._**

8) Enter the invoice's corresponding <Items> Tax Code. With the exception of non-taxable products, the code entered in this field will apply to all products sold on the invoice. To perform a lookup and choose from existing Tax Codes, click on the lookup button to the right of the <Items> field, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Tax Code Master File directly from this screen by clicking on the New icon in the upper left-hand corner of the screen and following the prompts within **_TeleTracker Online._**

9) The <Air Time> field corresponds to the Paging module within **_TeleTracker Online_**, and is not yet functional. However, when applicable, airtime tax codes will be capable of being chosen and added as in the <Items> tax code field. This field will be available in a future upgrade.

10) Tab through to the <Products Sold> tab, or simply click on the <Products Sold> tab.

PRODUCTS SOLD TAB: Step II of III

1) Enter the <Product Code> you wish to sell.

Non-Serialized Products

   a) Enter the Product's Code either by scanning the item with a barcode gun, or performing a lookup and choosing from existing products. To perform a lookup and choose from existing non-serialized products, click on the lookup button in the lower right-hand corner of the <Product Code> field, highlight your choice, and either double-click or hit the <Enter> key. **_TeleTracker Online_** will automatically populate the product's corresponding information as defined in the Products Master File.

b) Enter the <Qty> (quantity) of the product being sold. ***TeleTracker Online*** will automatically default the quantity field to one (1). However, you may change the quantity by either using the scrollbar on the right hand side of the <Qty> field or typing your desired quantity in the <Qty> field.

c) To sell additional non-serialized products, proceed to the next line by using the <Tab> key and repeat steps (a) and (b) above.

> ### *Serialized Products*
>
> **a)** Enter the Product's Code either by scanning the item with a barcode gun, or performing a lookup and choosing from existing serialized products. To perform a lookup and choose from existing serialized products, click on the lookup button in the lower right-hand corner of the <Product Code> field, highlight your choice, and either double-click or hit the <Enter> key. ***TeleTracker Online*** will automatically populate the product's corresponding information as defined in the Products Master File.
>
> **b)** Enter the <Qty> (quantity) of the product being sold. ***TeleTracker Online*** will automatically default the quantity field to one (1). However, you may change the quantity by either using the scrollbar on the right hand side of the <Qty> field or typing your desired quantity in the <Qty> field.
>
> **c)** At this point, you will be prompted with the following message: *"You have not entered any serial numbers for this product",* and a <Serial Numbers> sub-screen will appear. You must enter a valid serial number for the sale of each serialized product. Enter the product's serial number either by scanning the item with a barcode gun, or performing a lookup of the product's available serial numbers. To perform a lookup and choose from available serial numbers, click anywhere within the <ESN> field of the <Serial Numbers> sub-screen, then on the dropdown arrow to the right of the <ESN> field, and finally on the serial number of choice. When selling Cellular Phones, Pagers, or Satellites*****, you will then be prompted with the following message: *"This item has not been activated". ***Pager and Satellite sales are not yet functional. These features will be available in a future upgrade.***
>
> **d)** **Letters (e) through (o) in this section pertain specifically to product activations.**
>
> **e)** When applicable, activate the product by clicking on the <Activation> button located on the far right-hand side of the <Serial Numbers> sub-screen.

f) Enter the <Bill Service To> customer number. ***TeleTracker Online*** will automatically populate this field with the <Sold To> customer code identified in the <General> tab of the invoice. However, you may change this code as desired. To perform a lookup and choose from existing customers, click on the lookup button to the right of the <Customer Code> field, highlight your choice, and either double-click or hit the <Enter> key. You may also add a new Customers Master File directly from this screen by clicking on the New icon button in the upper left-hand corner of the screen and following the prompts within ***TeleTracker Online.***

g) The next three (3) fields: <Service Provider>, <Service Plan>, and <Term of Agreement>, must all be populated by performing lookups as a single task. To begin, click on the tall, vertical lookup button to the right of these three (3) fields and locate the desired provider. Once you have located the desired provider, in order to display each of the provider's available plans, either click on the plus (+) sign to the left of it, or double-click on the file. Once you have located the desired plan, in order to display each of the plan's terms, either click on the plus (+) sign to the left of it, or double-click on the file. Once you have located the desired terms, double-click on the file and ***TeleTracker Online*** will automatically populate the fields with your corresponding choices.

h) When applicable, enter the Carrier's approval code in the <Approval Code> field.

i) When applicable, enter the telephone number assigned to the product in the <Cellular Phone #> field.

j) When applicable, enter the second telephone number assigned to the product in the <Second Phone #> field.

k) Enter the desired date in the <Activation Date> field. ***TeleTracker Online*** will automatically populate this field with the current date. However, you may change this date as desired by simply clicking on the drilldown arrow to the right of the <Activation Date> field and utilizing the built-in calendar.

l) When applicable, enter the amount of any deposits from the provider in the <Provider Deposit> field.

m) When applicable, enter the amount of any other deposits in the <Other Deposits> field.

n) Enter the activation's type. You may choose from two (2) activation designations: (1) New, or (2) Upgrade. You may choose either type by clicking on the drilldown arrow to the right of the <Activation Type> field and clicking on your choice.

o) Once the <Base Plan> tab of the activation has been completed, click on the <Options> tab. A list of the plan's available options will be displayed according to the parameters defined in the Service Providers Master Files. With the exception of mandatory options, you may select and/or deselect options as desired by simply clicking on each option's corresponding check box.

p) To sell additional serialized products, proceed to the next line by using the <Tab> key and repeat steps (a) through (o).

GENERAL TAB: *Step III of III*

11) Once you have selected and completed each product line, click on the <General> tab. You will notice that the various fields within the <Totals> section on the right-hand side of the screen have automatically updated, and that there are two (2) available buttons to choose from: (1) <Trade-Ins> and (2) <Payments>.

12) The <Trade-Ins> button corresponds to the Trade-In feature within ***TeleTracker Online***, and is not yet functional. However, when available and applicable, you will be able to accept Trade-Ins at the point-of-sale by using this button. This feature will be available in a future upgrade.

13) To accept a payment at the point-of-sale, click on the <Payments> button, and then the <Add> button. You may also Edit and Void payments from this screen.

14) Select a <Payment Type> by clicking on the drilldown arrow to the right of the <Payment Type> field. Choose from the following six (6) different payment types:

*Cash***:** Enter the Amount of the customer's payment. *TeleTracker Online* will automatically display the invoice's outstanding balance and update it once the payment amount has been entered. Click the <OK> button when finished.

*Check***:** Enter the Amount of the customer's payment, Check Number, and Bank Code. *TeleTracker Online* will automatically display the invoice's outstanding balance and update it once the payment information has been entered. Click the <OK> button when finished.

Credit Card: There are various methods of receiving credit card payments within *TeleTracker Online*.

a) **When utilizing an *external* credit card processing machine,** enter the Amount of the customer's payment, their credit Card Number, Expiration Date, and Approval Code. *TeleTracker Online* will automatically display the invoice's outstanding balance and update it once the payment information has been entered. Click the <OK> button when finished.

b) **When utilizing *TeleTracker Online's* built-in credit card processing feature,** enter the Amount of the customer's payment, and simply click on the <Swipe Card> button. Once the card has been swiped, the remaining fields will automatically populate. Click the <OK> button when finished.

c) **When utilizing *TeleTracker Online's* built-in credit card processing feature <u>and</u> the customer's card is unreadable <u>or</u> your keyboard does not have a built-in credit card swiper,** enter the Amount of the customer's payment, their Credit Card Number, Expiration Date, and click the <Manual Authorization> button. Once *TeleTracker Online* provides you with an approval code, hit the <OK> button when finished.

Debit Card: <u>The Debit Card payment option within *TeleTracker Online* is not yet functional.</u> However, when available, you will be able to accept Debit Card payments at the point-of-sale by selecting this payment option. This feature will be available in a future upgrade.

Gift Certificate: <u>The Gift Certificate payment option within *TeleTracker Online* is not yet functional.</u> However, when available, you will be able to accept Gift Certificate payments at the point-of-sale by selecting this payment option. This feature will be available in a future upgrade.

Store Credit: <u>The Store Credit payment option within *TeleTracker Online* is not yet functional.</u> However, when available, you will be able to accept Store Credit payments at the point-of-sale by selecting this payment option. This feature will be available in a future upgrade.

15) Click on the <Save> icon to save your invoice.

16) Once the invoice is saved, any change due to the customer will be displayed. If there is a cash drawer installed on the workstation, the cash drawer will open and the appropriate change can be given. Once the customer has been given their change, click the <OK> button.

17) If your Preferences are set to automatically print after saving, when applicable, the disclaimer screen will appear and prompt you to choose disclaimers to appear on the invoice. You may choose to print all of the available disclaimers, a single disclaimer, or any combination of disclaimers. Once your disclaimers have been chosen, hit the <OK> button to print your invoice. If you did *not* set your Preferences to automatically print after saving, simply click on the Print icon in the upper left-hand corner of the screen and follow the same steps.

Customer Sales Return

To access Returns from Customers from the menu bar of the main *TeleTracker Online* screen, click <Transactions>, <Returns>, then <From Customers>. To create a sales return, click on the <New> button located on the toolbar. All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys.

GENERAL TAB: *Step I of III*

1) Enter the <Invoice #> of the Original Transaction. To perform a lookup of available transactions, click on the lookup button to the right of the <Invoice #> field. You may search by any of the available fields. To select an Invoice, highlight your choice and either double-click or hit the <Enter> key. *TeleTracker Online* will automatically populate the Returned From section of the screen with the corresponding customer's information. If you attempt to return items that have already been returned, you will be prompted with the following message: "*All Items on this Invoice have already been returned*". You will not be permitted to proceed without entering a valid value in the <Invoice #> field.

2) *TeleTracker Online* will automatically populate the <Bin> field with the default chosen in Preferences. However, you may change this field by simply clicking anywhere within the <Bin> field and choosing the desired location.

PRODUCTS RETURNED TAB: *Step II of III*

1) *TeleTracker Online* automatically populates the <Products Returned Tab> with each of the products sold on the chosen Invoice and these fields cannot be edited.

2) Select which product you wish to return. You may enter the quantity returned either by clicking on the <Qty> field and typing the number, or by using the arrows located on the right side of the <Qty> field.

   a. To determine the number of products available for return, hold your mouse stationary anywhere within the <Qty> field. A yellow box will appear reflecting the respective product's quantity available for return. *TeleTracker Online* automatically calculates the quantity available for return by subtracting any previous returns from the original quantity sold.

   b. *TeleTracker Online* will automatically populate the <Extension> field with the original value of the products being returned and this field cannot be edited

   c. *TeleTracker Online* will automatically populate the <Coupon> field with the original value of any coupon used during the original sale and this field cannot be edited.

3) When returning Serialized Products, a sub-screen will appear prompting you to select the corresponding serial number of the product being return. To select a valid serial number, click on the appropriate field and highlight the serial number of the product being returned.

GENERAL TAB: *Step III of III*

1) Once you have selected and completed each product line being returned, click on the <General> tab. You will notice that the various fields within the Totals section on the right-hand side of the screen have automatically updated, and that <Refunds> is the only available button.

2) You may issue a refund before saving a return by clicking on the <Refunds> button, and then the <Add> button. However, a refund is not required in order to save returns.

3) If you wish to create a refund, select a <Refund Type> by clicking on the drilldown arrow to the right of the <Refund Type> field. You may choose from the following six (6) different payment types:

Cash: Enter the amount of the customer's refund. *TeleTracker Online* will automatically display the refund's balanced owed and update it once the refund amount has been entered. Click the <OK> button when finished.

Check: Enter the amount of the customer's refund, Check Number, and Bank Code. *TeleTracker Online* will automatically display the refund's balanced owed and update it once the refund information has been entered. Click the <OK> button when finished.

*Credit Card***:** There are various methods of refunding credit card payments within *TeleTracker Online*.

       a) **When utilizing an *external* credit card processing machine,** enter the Amount of the customer's refund, their credit Card Number, Expiration Date, and Approval Code. *TeleTracker Online* will automatically display the refund's balance owed and update it once the payment information has been entered. Click the <OK> button when finished.

       b) **When utilizing *TeleTracker Online's* built-in credit card processing feature,** enter the Amount of the customer's refund, and simply click on the <Swipe Card> button. Once the card has been swiped, the remaining fields will automatically populate. Click the <OK> button when finished.

       c) **When utilizing *TeleTracker Online's* built-in credit card processing feature _and_ the customer's card is unreadable _or_ your keyboard does not have a built-in credit card swiper,** enter the Amount of the customer's refund, their Credit Card Number, Expiration Date, and click the <Manual Authorization> button. Once *TeleTracker Online* provides you with an approval code, click the <OK> button when finished.

Debit Card: The Debit Card refund option within *TeleTracker Online* is not yet functional. However, when available, you will be able to refund Debit Card's by selecting this refund option. This feature will be available in a future upgrade.

Gift Certificate: The Gift Certificate refund option within *TeleTracker Online* is not yet functional. However, when available, you will be able to refund Gift

Certificates by selecting this payment option. This feature will be available in a future upgrade.

Store Credit: The Store Credit payment option within ***TeleTracker Online*** is not yet functional. However, when available, you will be able to issue Store Credit at the time of return. This feature will be available in a future upgrade.

4) To enter notes in the return, click the <Note> button located on the toolbar and a dialog box will appear allowing you to enter any pertinent information. You can also timestamp the entry by clicking on the <Log Entry> button. By timestamping an entry, ***TeleTracker Online*** will automatically populate the entry's date, time, and salesperson. Click the <OK> button when finished.

5) To save the Return, Click the <Save> button located on the toolbar.

6) To print the return if did *not* set your Preferences to automatically print after saving, simply click on the Print icon located in the upper left-hand corner of the screen.

Create a Inventory Adjustment In and Out
Inventory Adjustment- Inbound
To access Inventory Adjustments from the menu bar of the main ***TeleTracker Online*** screen, click <Transactions>, then <Inventory Adjustments>. All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys. **IMPORTANT: When creating an Inbound Inventory Adjustment, you <u>must</u> be logged into the location that the product will be adjusted into!!!**

1) You may change the direction of the Inventory Adjustment by clicking on the drilldown button located within the <Direction> field. Click on <In> to adjust products *into* inventory.

2) ***TeleTracker Online*** will automatically populate the <Bin> field with the default chosen in Preferences. However, you may change which bin the product is adjusted into by clicking anywhere within the <Bin> field and selecting the appropriate bin.

3) Enter the <Product Code> you wish to adjust.

   a. Enter the Product's Code either by scanning the item with a barcode gun, keying it in manually, or performing a lookup and choosing from existing products. To perform a lookup and choose from existing products, click on the lookup button in the lower right-hand corner of the <Product Code> field, highlight your choice and either double-click or hit the <Enter> key. ***TeleTracker Online*** will automatically populate the product's corresponding information as defined in the Product's Master File.

4) Enter the <Qty> (quantity) of the product being adjusted. ***TeleTracker Online*** will automatically default the quantity field to one (1). However, you may change the quantity by either using the scrollbar on the right-hand side of the <Qty> field or entering the desired quantity in the <Qty> field.

5) ***TeleTracker Online*** automatically populates the Unit Cost field with the last cost received on an adjustment for the respective product. To edit the cost of the product being adjusted into inventory, simply click on the <Cost field> and enter the desired cost. You may also edit this field at a later time.

6) When adjusting serialized products, a sub-menu will appear prompting you to enter the product's serial numbers. You may enter serial numbers either by scanning them with a barcode gun or by manually entering the values. You cannot save Inventory Adjustments without entering valid serial numbers for each serialized product.

   a. To create a range of serial numbers, right click on the serial numbers sub-menu, click the <Add Range of Serial Numbers> button, and enter the beginning serial in the <Starting Serial Number> field. To alternate between Hex and Decimal formats, simply click on the drill down box located on the right-hand side of the field and click the <OK> button when finished. ***TeleTracker Online*** will automatically populate the serial number range.

7) To adjust additional products, proceed to the next line by using the <Tab> key and repeat steps (3) through (6) above.

8) You may enter notes within the Inventory Adjustment by clicking the <Note> button located on the toolbar. Once the <Note> button has been activated, a dialog box will appear allowing you to enter any pertinent notes. To timestamp a note entry, simply click the <Log Entry> button and *TeleTracker Online* will automatically populate the date and time of the entry, as well as the user entering the notes. Click the <OK> button when finished.

9) To save the Inventory Adjustment, click the <Save> button located on the toolbar.

10) *TeleTracker Online* will recognize any attempt to adjust products into inventory with a $0.00 cost, and you will be prompted to verify whether or not those products should be brought into inventory without a cost. You may edit these values at a later date.

11) If you did *not* set your Preferences to automatically print after saving, simply click on the Print icon in the upper left-hand corner of the screen.

Inventory Adjustment- Outbound
To access Inventory Adjustments from the menu bar of the main *TeleTracker Online* screen, click <Transactions>, then <Inventory Adjustments>. All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys. **IMPORTANT: When creating an Outbound Inventory Adjustment, you <u>must</u> be logged into the location that the product will be adjusted out of!!!**

12) You may change the direction of the Inventory Adjustment by clicking on the drilldown button located within the <Direction> field. Click on <Out> to adjust products *out* of inventory.

13) *TeleTracker Online* will automatically populate the <Bin> field with the default chosen in Preferences. However, you may change which bin the product is adjusted into by clicking anywhere within the <Bin> field and selecting the appropriate bin.

14) Enter the <Product Code> you wish to adjust.

b. Enter the Product's Code either by scanning the item with a barcode gun, keying it in manually, or performing a lookup and choosing from existing products. To perform a lookup and choose from existing products, click on the lookup button in the lower right-hand corner of the <Product Code> field, highlight your choice and either double-click or hit the <Enter> key. *TeleTracker Online* will automatically populate the product's corresponding information as defined in the Product's Master File.

15) Enter the <Qty> (quantity) of the product being adjusted. *TeleTracker Online* will automatically default the quantity field to one (1). However, you may change

the quantity by either using the scrollbar on the right-hand side of the <Qty> field or entering the desired quantity in the <Qty> field.

16) When adjusting serialized products, a sub-menu will appear prompting you to enter the product's serial numbers. You may enter serial numbers either by scanning them with a barcode gun, clicking on the drilldown button located within the field, or by manually entering the values. You cannot save Inventory Adjustments without entering valid serial numbers for each serialized product.

17) To adjust additional products, proceed to the next line by using the <Tab> key and repeat steps (3) through (5) above.

18) You may enter notes within the Inventory Adjustment by clicking the <Note> button located on the toolbar. Once the <Note> button has been activated, a dialog box will appear allowing you to enter any pertinent notes. To timestamp a note entry, simply click the <Log Entry> button and *TeleTracker Online* will automatically populate the date and time of the entry, as well as the user entering the notes. Click the <OK> button when finished.

19) To save the Inventory Adjustment, click the <Save> button located on the toolbar.

20) If you did *not* set your Preferences to automatically print after saving, simply click on the Print icon in the upper left-hand corner of the screen.

Purchase Order- Ordering and Receiving

Purchase Order- Ordering
To access Purchase Orders from the menu bar of the main *TeleTracker Online* screen, click <Transactions>, then <Purchase Orders>, or simply click on the <Purchase Order> button on the toolbar. When creating a Purchase Order through the menu bar, click on the <New> button located on the toolbar. However, if you create a purchase order through the toolbar button, the new Purchase Order screen will automatically load. All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys. **IMPORTANT: When creating a new Purchase Order, you must be logged into the location that the products will eventually be received into!!!**

General Tab: Step I of II

1) Enter the <Vendor Code>. To perform a lookup of available Vendors, click on the lookup button to the right of the <Vendor Code> field. You may search by any of the available fields, highlight your choice and either double-click or hit the <Enter> key. Once your selection has been made, *TeleTracker Online* will automatically populate the <Vendor Code> field and the Vendor's corresponding data into the information box.

2) *TeleTracker Online* will also automatically populate the <Terms Code> field. If you wish to change the terms, simply click within the field to manually edit the terms. To perform a lookup of available Terms, click on the lookup button to the right of the <Terms Code> field. You may search by any of the available fields, highlight your choice and either double-click or hit the <Enter> key.

3) Provided that a default <Sales Tax Code> was entered in Preferences, *TeleTracker Online* will automatically populate the <Sales Tax Code> field. If the <Sales Tax Code> field does not automatically populate, or you wish to change the Sales Tax Code, simply click within the field to manually edit the code. To perform a lookup of available Sales Tax Codes, click on the lookup button to the right of the <Sales Tax Code> field. You may search by any of the available fields, highlight your choice and either double-click or hit the <Enter> key. If Sales Tax does not apply to the Vendor, simply click on the <Exempt> checkbox to the right of the <Sales Tax Code> field.

4) To activate the <Date Required> field, simply click on the check box located within the field. The Date Required can be changed either manually or by clicking on the drill down box located on the right-hand side of the field.

5) *TeleTracker Online* will also automatically populate the <Bin> field with the default chosen in Preferences. However, you may change which bin the product is being brought into by clicking on the drill down box located on the right-hand side of the field.

6) Enter the shipping cost into the <Shipping> field under the Financial section. This field can be edited _until_ the <Vendor Invoice #> field is entered and the received Purchase Order has been saved.

7) Enter the <Vendor Invoice #> _only after_ the Purchase Order has been received and all changes, including product costs and shipping, have been made.

Products Ordered Tab: Step II of II

1) Enter the <Product Code> you wish to order.

   a. You may enter the Product's Code either by scanning the item with a barcode gun, keying it in manually, or performing a lookup and choosing from existing products. To perform a lookup and choose from existing products, click on the lookup button in the lower right-hand corner of the <Product Code> field, highlight your choice and either double-click or hit the <Enter> key. **TeleTracker Online** will automatically populate the Product's corresponding data as defined in the Product's Master File.

   b. If you need to create a new product for the Purchase Order, you may do so from the Product Lookup screen. After the product has been created and the screen has been closed, **TeleTracker Online** will automatically populate the new Product's corresponding data into the Purchase Order

2) Enter the <Qty Ord> (quantity) of the product being ordered. **TeleTracker Online** will automatically default the quantity field to one (1). However, you may change the quantity by either using the scrollbar on the right-hand side of the <Qty Ord> field or entering your desired quantity in the <Qty Ord> field.

3) **TeleTracker Online** automatically populates the Unit Cost field with the last cost received for the respective product and vendor. This field can be edited _until_ the <Vendor Invoice #> field is entered and the received Purchase Order has been saved.

4) To order additional products, proceed to the next line by using the <Tab> key and repeat steps (1) through (3) above.

5) You may enter notes within the Purchase Order by clicking the <Note> button located on the toolbar. Once the <Note> button has been activated, a dialog box will appear allowing you to enter any pertinent notes. To timestamp a note entry, simply click the <Log Entry> button and **TeleTracker Online** will automatically populate the date and time of the entry, as well as the user entering the notes. Click the <OK> button when finished.

6) To save the Purchase Order, click the <Save> button located on the toolbar.

7) If you did _not_ set your Preferences to automatically print after saving, simply click on the Print icon in the upper left-hand corner of the screen.

Purchase Order- Receiving

To access Purchase Orders from the menu bar of the main ***TeleTracker Online*** screen, click <Transactions>, and then <Purchase Orders>. To open the appropriate Purchase Order, you may search by any of the available fields, highlight your choice and either double-click or hit the <Enter> key. You may maneuver between fields by using the <Tab> and shift<Tab> keys.

Products Ordered Tab: Step I of I

8) Select the <Product Code> you wish to receive.

9) Enter the <Qty Rcvd> (quantity) of the product being received. You may change the quantity by either using the scrollbar on the right hand side of the <Qty Rcvd> field or entering the received quantity in the <Qty Rcvd> field.

   a. When receiving serialized products, a sub-menu will appear prompting you to enter the serial numbers for this product.

   b. You may enter serial numbers either by scanning them with a barcode gun or by manually entering the values.

   c. You cannot save Purchase Orders containing serialized products without entering valid serial numbers for each serialized product received.

   d. To create a range of serial numbers, right click on the serial numbers sub-menu, click the <Add Range of Serial Numbers> button, and enter the beginning serial in the <Starting Serial Number> field. To alternate between Hex and Decimal formats, simply click on the drill down box located on the right-hand side of the field and click the <OK> button when finished. ***TeleTracker Online*** will automatically populate the serial number range.

10) ***TeleTracker Online*** automatically populates the <Rcvd Extension> field by multiplying the <Unit Cost> by the <Qty Rcvd> and this field cannot be edited.

11) To receive additional products, proceed to the next line by using the <Tab> key and repeat steps (1) through (3) above.

12) You may enter notes within the Purchase Order by clicking the <Note> button located on the toolbar. Once the <Note> button has been activated, a dialog box will appear allowing you to enter any pertinent notes. To timestamp a note entry, simply click the <Log Entry> button and ***TeleTracker Online*** will automatically populate the date and time of the entry, as well as the user entering the notes. Click the <OK> button when finished.

13) To save the Purchase Order, click the <Save> button located on the toolbar.

14) ***TeleTracker Online*** will recognize any attempt to receive products with a $0.00 cost, and you will be prompted to verify whether or not those products should be brought into inventory without a cost. Provided that the <Vendor Invoice #> has not been entered, you may edit these values at a later date.

15) If all of the Purchase Order's products are not received at once, **TeleTracker Online** will prompt you with the following question: *"You have not received all of the items on this purchase order. Do you want to create a backorder or cancel saving and receive the products?"*

    a. By choosing to create a Backorder, **TeleTracker Online** automatically creates a new Purchase Order with its own distinct number.

    b. Once a Backorder has been created, the Backorder's original Purchase Order number can be found by clicking on the <General> tab of the Backorder. Likewise, the original Purchase Order's Backorder number can be found by clicking on the <General> tab of the original Purchase Order.

16) If you did *not* set your Preferences to automatically print after saving, simply click on the Print icon located in the upper left-hand corner of the screen.

Create a Store Transfer In and Out

Store Transfer- Outbound

To access Store Transfers from the menu bar of the main *TeleTracker Online* screen, click <Transactions>, then <Store Transfers>, or simply click on the <Store Transfer> button on the toolbar. When creating a Store Transfer through the menu bar, click on the <New> button located on the toolbar. However, if you create a Store Transfer through the toolbar button, the new Store Transfer screen will automatically load. All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys. . **IMPORTANT: When creating an Outbound Store Transfer, you must be logged into the location that the product will be transferred out of!!!**

1) You may change the direction of the Store Transfer by clicking on the drilldown button located in the <Direction> field. *TeleTracker Online* automatically defaults the <Direction> field to <Out>. Accept this default to initiate an *outbound* Store Transfer.

2) *TeleTracker Online* will automatically populate the <Bin> field with the default chosen in Preferences. However, you may change which bin the product is transferred from by clicking anywhere within the <Bin> field and selecting the appropriate bin.

3) Choose the Location the product is to be transferred to by clicking on the drill down box located in the <To Location> field and selecting the desired Location.

4) Enter the <Product Code> you wish to transfer.

   a. Enter the Product's Code either by scanning the item with a barcode gun, keying it in manually, or by performing a lookup and choosing from existing Products. To perform a lookup and choose from existing products, click on the lookup button in the lower right-hand corner of the <Product Code> field, highlight your choice and either double-click or hit the <Enter> key. *TeleTracker Online* will automatically populate the product's corresponding information as defined in the Product's Master File.

5) Enter the <Qty> (quantity) of the product being transferred out of inventory. *TeleTracker Online* will automatically default the quantity field to one (1). However, you may change the quantity by either using the scrollbar on the right-hand side of the <Qty> field or entering the desired quantity in the <Qty> field.

   a. You can determine how many products are available to transfer by holding your mouse stationary over the <Qty> field. As a result, a yellow box will appear reflecting what quantity of the respective product can be transferred.

6) When transferring serialized products, a sub-menu will appear prompting you to enter the product's serial numbers. You may enter serial numbers either by scanning them with a barcode gun or by manually entering the values. You may also select serial numbers by clicking on the drill down box located in the <Serial Number> field, scrolling through the serial numbers in inventory and clicking on

the serial number you wish to transfer out. You cannot save Store Transfers without entering valid serial numbers for each serialized product.

7) To transfer additional products, proceed to the next line by using the <Tab> key and repeat steps (4) through (6) above.

8) You may enter notes within the Store Transfer by clicking the <Note> button located on the toolbar. Once the <Note> button has been activated, a dialog box will appear allowing you to enter any pertinent notes. To timestamp a note entry, simply click the <Log Entry> button and *TeleTracker Online* will automatically populate the date and time of the entry, as well as the user entering the notes. Click the <OK> button when finished.

9) To save the Store Transfer, click on the <Save> button located on the toolbar.

10) Depending on the Security Levels chosen for Store Transfers and Salespeople, you may be prompted with an option to automatically receive the transfer into the inventory of the Location selected in Step (3). If you are prompted with this message and answer <Yes>, *TeleTracker Online* will create a new Store Transfer and a new Store Transfer transaction will appear confirming the receipt of the inventory.

11) If you did *not* set your Preferences to automatically print after saving, simply click on the Print icon in the upper left-hand corner of the screen.

Store Transfer- Inbound

To access Store Transfers from the menu bar of the main *TeleTracker Online* screen, click <Transactions>, then <Store Transfers>, or simply click on the <Store Transfer> button on the toolbar. When creating a Store Transfer through the menu bar, click on the <New> button located on the toolbar. However, if you create a Store Transfer through the toolbar button, the new Store Transfer screen will automatically load. All required fields are identified in RED, and you may maneuver between fields by using the <Tab> and shift<Tab> keys. . **IMPORTANT: An Inbound Store Transfer must ALWAYS be preceded by and attached to a specific Outbound Store Transfer. When creating an inbound Store Transfer, you <u>must</u> be logged into the location that the product will be transferred into!!!**

1) You may change the direction of the Store Transfer by clicking on the drilldown button located in the <Direction> field. *TeleTracker Online* automatically defaults the <Direction> field to <Out>. Click on <In> to initiate an *inbound* Store Transfer.

2) *TeleTracker Online* will automatically populate the <Bin> field with the default chosen in Preferences. However, you may change which bin the product is transferred to by clicking anywhere within the <Bin> field and selecting the appropriate bin.

3) Select the Origin Transfer # by clicking on the drill down box located in the <Origin Transfer #> field. This will show any <u>Outbound</u> Store Transfers that

have not yet been received into the current (logged in) store's inventory. **TeleTracker Online** will automatically populate the <Transferred from location> field with the selected <Origin Transaction #>'s corresponding data.

4) Depending on the <Receiving Method> originally selected in Preferences, one of the two following things will occur:

   a. If "Supply Serial Numbers and Quantities" was originally selected in Preferences, **TeleTracker Online** will automatically populate the Store Transfer In with all of the Product Codes, Quantities, and Serial Numbers from the <Origin Transfer #>.

   b. If "Supply Product Codes Only" was originally selected in Preferences, **TeleTracker Online** will only automatically populate the Product Codes of the <Origin Transfer #>.

5) Enter the <Qty> (quantity) of the product being transferred into inventory. **TeleTracker Online** will automatically default the quantity field to one (1). However, you may change the quantity by either using the scrollbar on the right-hand side of the <Qty> field or entering the desired quantity in the <Qty> field.

   a. You can determine how many products were transferred to the location by holding your mouse stationary over the <Qty> field. As a result, a yellow box will appear reflecting what quantity of the respective product was transferred.

6) When transferring serialized products, a sub-menu will appear prompting you to enter the product's serial numbers. You may enter serial numbers either by scanning them with a barcode gun or by manually entering the values. You may also select serial numbers by clicking on the drill down box located in the <Serial Number> field, and scrolling through the serial numbers transferred out on the <Origin Transfer #>. You cannot save Store Transfers without entering valid serial numbers for each serialized product.

7) To receive additional products, proceed to the next line by using the <Tab> key and repeat steps (5) and (6) above.

   a. If a product from the <Origin Transfer #> is not received, you must right click on the product and delete it from the transfer. When a product is deleted from an Inbound Store Transfer, that product will automatically be returned back into the inventory of the <Transferred from location>.

8) You may enter notes within the Store Transfer by clicking the <Note> button located on the toolbar. Once the <Note> button has been activated, a dialog box will appear allowing you to enter any pertinent notes. To timestamp a note entry, simply click the <Log Entry> button and **TeleTracker Online** will automatically populate the date and time of the entry, as well as the user entering the notes. Click the <OK> button when finished.

9) To save the Store Transfer, click on the <Save> button located on the toolbar.

10) If you did *not* set your Preferences to automatically print after saving, simply click on the Print icon in the upper left-hand corner of the screen.

Clock In/Out

TeleTracker Online's Time Clock feature is designed to quickly and efficiently track employee hours. You may access this feature either from the menu bar of the main ***TeleTracker Online*** screen, by clicking <Transactions>, then < Clock In/Out >, or from the toolbar, by simply clicking the <Time Clock> icon button.

The time displayed in the Time Clock feature is obtained from ***TeleTracker Online's*** server; which is synchronized with atomic time. Therefore, you may notice slight variances between your local computer and the Time Clock times.

To clock into TeleTracker Online:

1) Each employee must log into the system using their unique user ID and password.

2) Click the <Time Clock> icon button on the toolbar.

3) Click the <Clock In> button. Once you have successfully clocked in, a message will appear stating that you have been successfully clocked in at the current date and the time.

4) Click the <OK> button.

To clock out of TeleTracker Online:

1) Each employee must log into the system using their unique user ID and password.

2) Click the <Time Clock> icon button on the toolbar.

3) Click the <Clock Out> button. Once you have successfully clocked out, a message will appear stating that you have been successfully clocked out at the current date and time, as well as the total time worked.

4) Click the <OK> button.

Searching

Search for Master Files

Master File searches may be ordered by any of the column headings that appear at the top of the Master File Viewers throughout *TeleTracker Online*. Each Master File column heading also serves as a button that can be used to order information in ascending or descending order. To perform a Master File search from the menu bar of the main *TeleTracker Online* screen:

1) Click on Master Files.
2) Highlight and click on the Master File type you wish to search within.
3) Click on the column heading you wish to perform your search by.
4) Begin typing the first few letters and/or numbers, and a Search Utility screen will appear.
5) Once the desired query is completed, click the <OK> button to begin the search.

Search for Transactions

Transaction searches may be ordered by any of the column headings that appear at the top of the Transaction Viewers throughout *TeleTracker Online*. Each Transaction column heading also serves as a button that can be used to order information in ascending or descending order. To perform a Transaction search from the menu bar of the main *TeleTracker Online* screen:

1) Click on Transactions.
2) Highlight and click on the Transaction type you wish to search within.
3) Click on the column heading you wish to perform your search by.
4) Begin typing the first few letters and/or numbers, and a Search Utility screen will appear.
5) Once the desired query is completed, click the <OK> button to begin the search.

Trace Through

TeleTracker Online's Trace-Through feature is used to search and locate all transactions attached to a specific product.

To access the Trace-Through feature from the menu bar of the main ***TeleTracker Online*** screen, click <Transactions>, then < Trace Through >. Or, you may simply click the Trace picture icon located in the main ***TeleTracker Online*** toolbar.

To perform a Trace-Through search:

1. Select the desired lookup criteria by using the dropdown box to the right of the <Trace By> field, or by typing the first few letters of your desired option.

2. Enter the designated 'Trace By' information.

3. Click the magnifying glass picture icon located to the right of the information field, or hit the <Enter> key.

4. View your search results in the lower half of the Trace-Through screen. You may view further details for each transaction simply by double-clicking on a specific transaction.

5. The column headings also serve as buttons that can be used to switch between ascending and descending sorting orders.

Daily Cash Reconciliation Procedures

To retrieve detailed information regarding incoming Cash, Checks, and Credit Cards:

1. From the menu bar of the main *TeleTracker Online* screen, click <Reports>, <Financial>, <Activities>, and <Daily Cash Sheet>.

2. Choose the Location(s), date range, and sorting criteria for the report.

3. Click the <View Report> button.

To reconcile your Cash Drawer(s):

1. From the menu bar of the main *TeleTracker Online* screen, click <Reports>, <Audits>, and <Cash Drawer Reconciliation>.

2. Choose the Cash Drawer you wish to reconcile and the reconciliation date(s).

3. Populate each field with the cash drawer's corresponding, Coin, Bill, and Credit information.

4. Click the <View Report> button and *TeleTracker Online* will automatically compare the information entered with each individual transaction for the time frame indicated and report any discrepancies.

Interfacing with QuickBooks-Getting Started

Prior to initially interfacing your TeleTracker Online database with your QuickBooks company file, the following step-by-step instructions must be ***carefully*** followed ***in sequential order***. These instructions have been designed to walk you through the initial interface process, as well as provide reference for subsequent interfaces. However, if you require additional assistance, please do not hesitate to contact our Technical Support Department at (877) 277-6810, Ext. 2 with any questions.

Key Highlights of the TeleTracker Online/QuickBooks Interface

The information contained in this section is provided where applicable throughout the QuickBooks interface help files.   This section will highlight and summarize a few of the more critical, key elements of the TeleTracker Online/QuickBooks interface. ***However, it does not contain all of the information required to ensure a successful interface and is not intended to substitute the thorough application of each step of the QuickBooks Interface Help Files prior to synchronizing!***

Prior to Synchronizing

1. Your QuickBooks company file should be backed up ***prior*** to synchronizing with TeleTracker Online as described in Step 1. Once entries have been posted to QuickBooks from TeleTracker Online, they must be reversed manually within QuickBooks.

2. There is currently a QuickBooks limitation that prohibits entries from posting to more than one 'Accounts Receivable' and 'Accounts Payable' account type per journal entry. Therefore, it is imperative that your QuickBooks chart of accounts be updated to reflect ***single, primary*** 'Accounts Receivable' and 'Accounts Payable' account types as described in Step 3.

3. Any unpopulated, required G/L account fields throughout TeleTracker Online are automatically populated with an unfamiliar G/L account code as described in Step 6. This is designed to prevent the posting of one-sided entries and force the replacement of unpopulated, required fields with valid G/L account codes as described in Step 7.

Analyzing and Synchronizing

1. Print and analyze TeleTracker Online's Batch Audit Report prior to synchronizing each data batch with QuickBooks as described throughout each interface item in Step 8. Doing so will allow you to identify and correct any errors **_prior_** to synchronizing with QuickBooks.

2. QuickBooks requires that entries affecting the 'Accounts Receivable' account type be linked to a corresponding Customer Name. Therefore, in order to post accounts receivable entries, TeleTracker Online will automatically create a new QuickBooks customer name called "TTV__ARCUSTOMER" the first time batches affecting the accounts receivable account are synchronized as described in #11 of Step 8. From that point forward, all subsequent entries affecting your 'Accounts Receivable' G/L account will be posted to QuickBooks through the "TTV__ARCUSTOMER" customer name.

Posting Transactions

1. To ensure the integrity of your QuickBooks data, transactions originating from received, **_open_** Purchase Order line items will **_NOT_** synchronize until the Purchase Order has been closed. As described throughout each applicable interface item in Step 8, this includes Inventory Adjustments, Store Transfers, Invoices, Swaps, and Customer Returns. A Purchase Order is considered open until the vendor invoice number and invoice date have been entered.

2. As described in Step 8, valid TeleTracker Online transactions dated **_prior_** to 05/01/04 will **_not_** synchronize with QuickBooks.

Step 1 - Backup QuickBooks!

This step is critical. Posting information within TeleTracker Online can be reversed PRIOR to downloading into QuickBooks. However, once entries have been downloaded, they must be reversed manually within QuickBooks

You should already have a system in place to backup your QuickBooks company data file. Verify that that your backup is recent, and, as an additional safety measure, make a local copy of your QuickBooks backup as instructed below:

1. Launch QuickBooks and open your company file.
2. From the File menu, choose Back Up and verify that you are in the 'Back Up Company File' tab.
3. Choose a hard drive location and click the 'OK' button.

TeleTracker Online

Step 2 - Establishing Classes and Account Numbering within Quickbooks

QuickBooks supports the use of 'Classes'. TeleTracker Online will automatically synchronize with QuickBooks' class feature, enabling your company's financial information to be grouped by location. Therefore, the class feature ***must*** be activated within your QuickBooks company file as instructed below. TeleTracker Online will automatically create classes within QuickBooks for each of your database's existing locations. The code assigned to each class created will be prefixed with "TT_", plus the location code assigned within TeleTracker Online. For example, if there is a "LOCATION1" location code within your TeleTracker Online database, the class created within your QuickBooks company file will be named "TT_LOCATION1".

If you have already been utilizing the class feature within QuickBooks, please rename your existing classes to correspond to the above-referenced example's format. This feature is not case-sensitive, however, it is SPACE-SENSITIVE

QuickBooks also supports the use of general ledger account numbers. In order to interface with QuickBooks, TeleTracker Online requires the use of G/L account numbers. Therefore, the account number feature ***must*** be activated within your QuickBooks company file as instructed below.
Finally, QuickBooks contains an 'Audit Trail' feature that provides detailed reporting on each transaction within QuickBooks. Although it is not required, we strongly urge you to activate this feature in order to streamline the process of verifying the success of TeleTracker Online batching sessions.
To activate and enable QuickBooks' Class, G/L account numbering, and Audit Trail features:

1. Launch QuickBooks and open your company file.
2. From the Edit menu, choose Preferences.
3. In the Preferences window, select 'Accounting' from the list on the left.
4. Click on the 'Company Preferences' tab and select the 'Use class tracking', 'Use account numbers', and 'Use Audit Trail' checkboxes.
5. Click 'OK'.
6. Verify that each G/L account has been assigned a corresponding account number.

Step 3 – 'Accounts Receivable' and 'Accounts Payable' Account Type Compatibility

Each QuickBooks general ledger account is assigned an appropriate 'Type'. As you may or may not be aware, QuickBooks currently prohibits entries from posting to more than 1 'Accounts Receivable' and 'Accounts Payable' account type ***per journal entry***. Therefore, it is ***imperative*** that your QuickBooks chart of accounts be updated to reflect ***single, primary*** 'Accounts Receivable' and 'Accounts Payable' account types. Failure to do so could result in your data failing to synchronize. Regardless of whether or not there is activity in additional accounts with 'Accounts Receivable' or 'Accounts Payable' account types, QuickBooks will not allow them to be deleted once they have been saved. Therefore, if your company's QuickBooks chart of accounts currently contains more than single, primary 'Accounts Receivable' and 'Accounts Payable' account type accounts, the additional account(s) need to be made 'inactive'. From within your QuickBooks company file, follow the instructions provided below to make any applicable account(s) 'inactive', while maintaining your original account number(s) and balance(s):

1. ***FOR 'ACCOUNTS RECEIVABLE' ACCOUNT TYPES***:
   a)   Identify the additional 'Accounts Receivable' account type account(s) to be made 'inactive'
   b)   Display your Chart of Accounts by clicking the 'Accnt' icon at the top of the screen.
   c)   Highlight the desired account.
   d)   Type 'Ctrl+E'.
   e)   Renumber the account (this account will be made 'inactive', choose your replacement number accordingly)
   f)   Prefix the 'Account Name' with 'INACTIVE'.
   g)   Click the 'OK' button to save.
   h)   Type 'Ctrl+N' to create a new account ***using the number and name of the account you just renumbered***.
   i)   Click the 'OK' button to save.
   j)   Make a journal entry to reclassify the renumbered account's balance to the new account created.
   k)   Highlight the renumbered account, click the 'Account' button on the bottom of the 'Chart of Accounts' screen, and click 'Make Inactive'.
   l)   Repeat steps a-k for each applicable account.

2. ***FOR 'ACCOUNTS PAYABLE' ACCOUNT TYPES***:
   a)   Identify the additional 'Accounts Payable' account type account(s) to be made 'inactive'
   b)   Display your Chart of Accounts by clicking the 'Accnt' icon at the top of the screen.
   c)   Highlight the desired account.
   d)   Type 'Ctrl+E'.
   e)   Renumber the account (this account will be made 'inactive', choose your replacement number accordingly)

f)   Prefix the 'Account Name' with 'INACTIVE'.

g)   Click the 'OK' button to save.

h)   Type 'Ctrl+N' to create a new account ***using the number and name of the account you just renumbered***.

i)   Click the 'OK' button to save.

j)   Make a journal entry to reclassify the renumbered account's balance to the new account created.

k)   Highlight the renumbered account, click the 'Account' button on the bottom of the 'Chart of Accounts' screen, and click on 'Make Inactive'.

l)   Repeat a-k for each applicable account.

Step 4 - Identifying and/or Creating TeleTracker Online Required G/L Accounts within Quickbooks

In order to facilitate a successful interface with QuickBooks, there are numerous G/L accounts that you will be required to identify within TeleTracker Online. This step is designed to ensure that your QuickBooks company file contains each of the required G/L accounts *__prior__* to initially importing your QuickBooks chart of accounts into TeleTracker Online. By following this step, you will be eliminating the possibility of having to add new G/L accounts to QuickBooks and re-import your additions at a later time. The information compiled in this step will also be used in the following Step 7 (Configuring G/L Accounts Within TeleTracker Online).

List your company's corresponding G/L Account numbers for the following items:

1. The following items are company-wide and, as such, will apply to each location within your company. ***Please consult your accountant for assistance in choosing the appropriate G/L accounts for your company***:
   a) Accounts Receivable
   b) Shipping Expense
   c) Shipping Income
   d) House Deposits
   e) Unreceived Store Transfers
   f) Restocking Fee Income
   g) Sales (for each existing Revenue Department within TeleTracker Online)
   h) Returns (for each existing Revenue Department within TeleTracker Online)
   i) Inventory (for each existing Revenue Department within TeleTracker Online)
   j) Cost of Goods Sold (for each existing Revenue Department within TeleTracker Online)
   k) Coupon Expense (for each existing House Coupon within TeleTracker Online)
   l) Coupon Receivable (for each existing Service Provider and Vendor Coupon within TeleTracker Online)
   m) Sales Tax Payable (for each existing Sales Tax Item)
   n) Reasons (for each existing adjustment Reason within TeleTracker Online)
   o) Deposits (provider deposits for each existing Service Provider within TeleTracker Online)
   p) Customer Rebates (for each existing Service Provider within TeleTracker Online)
   q) Commission Income (for each existing Service Provider within TeleTracker Online)***The interface feature for this account is currently inactive within TeleTracker Online. However, you will be required to identify it during this process, as it will be activated in a future upgrade***
   r) Commission Receivable (for each existing Service Provider within TeleTracker Online)***The interface feature for this account is currently inactive within TeleTracker Online. However, you will be required to identify it during this process, as it will be activated in a future upgrade***

s)   Provider Rebate Income (for each existing Service Provider within TeleTracker Online)*****The interface feature for this account is currently inactive within TeleTracker Online. However, you will be required to identify it during this process, as it will be activated in a future upgrade*****

t)   Provider Rebate Receivable (for each existing Service Provider within TeleTracker Online)*****The interface feature for this account is currently inactive within TeleTracker Online. However, you will be required to identify it during this process, as it will be activated in a future upgrade*****

u)   Spiff Income (for each existing Service Provider within TeleTracker Online)*****The interface feature for this account is currently inactive within TeleTracker Online. However, you will be required to identify it during this process, as it will be activated in a future upgrade*****

v)   Spiff Receivable (for each existing Service Provider within TeleTracker Online)*****The interface feature for this account is currently inactive within TeleTracker Online. However, you will be required to identify it during this process, as it will be activated in a future upgrade*****

2. The following items are Location specific and, as such, need to be entered on a Location-by-Location basis. *Please consult your accountant for assistance in choosing the appropriate G/L accounts for your company*:

a)   Cash (for each Location)
b)   Pending Credit Cards (for each Location)
c)   Refund Checking (for each Location)

Step 5 - Establishing Communication Between TeleTracker Online and Quickbooks

1. Launch QuickBooks and open your company file.
2. Launch TeleTracker Online and log in.
3. From the View menu, choose Preferences.
4. Click the 'Global Preferences' button at the top of the Preferences screen.
5. Choose QuickBooks as the product.
6. Enter your company's QuickBooks directory path location in the 'Accounting File' field.
7. Click the 'Test Connection' button located in the upper right-hand side of the Global Preferences screen. At this point, you will receive a QuickBooks 'Application with no Certificate' message box. This message is prompting you to permit QuickBooks to communicate with TeleTracker Online. Click the 'Yes, Always' button to permit QuickBooks to communicate with TeleTracker Online.
8. Click the 'Yes' button to confirm. *__***TeleTracker Online is certified as a Premier Intuit Developer within their network. As such, we are authorized by Intuit to interface QuickBooks data with TeleTracker Online. Our Digital Certificate is forthcoming ***__*

An application without a certificate is requesting access to the following QuickBooks company file:

Online Test Company

The Application Calls Itself

TeleTracker Online

Certificate Information

This application does not have a certificate. QuickBooks cannot verify the developer's identity.

QuickBooks Solutions Marketplace

Search for information about this application at the

⚡ QuickBooks Solutions Marketplace

☐ Allow this application to access Social Security Numbers and other personal data.

What does this mean?

Do you want to let this application to access your QuickBooks company file?

| Yes, This Time | Yes, Always | No | Help |

9. At this point, you will receive a TeleTracker Online message indicating that the 'Connection to QuickBooks succeeded'. Click the 'OK' button in this message box
10. Click the 'OK' button of the Global Preferences screen.
11. Close the Preferences screen.

Step 6 - Initially Importing your QuickBooks Chart Of Accounts into TeleTracker Online and Activating the QuickBooks Automatic Login Feature for Future Interfaces.

EXISTING TELETRACKER ONLINE USERS RECEIVING THE INTIAL QUICKBOOKS UPGRADE ONLY: In order to ensure that attempts are not made to post one-sided transaction journal entries to your QuickBooks company file, you will notice that any previously empty G/L account fields and/or newly required G/L account fields have been automatically populated with an unfamiliar G/L account number. These fields have been intentionally populated with account code '9999-TELETRACKER SUSPENSE GL CODE' (or, if your TeleTracker Online chart of accounts already contains this number, TeleTracker Online will automatically decrement this number until it finds the next available, unused number). Provided that your QuickBooks chart of accounts does not contain this number, when attempts are made to synchronize affected batches, this built-in safeguard will force valid G/L account numbers to populate the applicable, required TeleTracker Online G/L account field(s) by comparing your TeleTracker Online G/L accounts with your QuickBooks chart of accounts and alerting the user of any discrepancies. Failure to correct discrepancies by replacing any fields containing this number with valid G/L account numbers (as described in Step 7) will prevent affected batches from synchronizing. ***In the unlikely event that your QuickBooks chart of accounts does contain an account number '9999', affected transaction journal entries will post to that account, and correction adjustments would have to made manually within QuickBooks***.

NEW TELETRACKER ONLINE USERS ONLY: In order to ensure that attempts are not made to post one-sided transaction journal entries to your QuickBooks company file, you will notice that all required G/L account fields have been automatically populated with an unfamiliar G/L account number. These fields have been intentionally populated with account code '9999-TELETRACKER SUSPENSE GL CODE'. Provided that your QuickBooks chart of accounts does not contain this number, when attempts are made to synchronize affected batches, this built-in safeguard will force valid G/L account numbers to populate the applicable, required TeleTracker Online G/L account field(s) by comparing your TeleTracker Online G/L accounts with your QuickBooks chart of accounts and alerting the user of any discrepancies. Failure to correct discrepancies by replacing any fields containing this number with valid G/L account numbers (as described in Step 7) will prevent affected batches from synchronizing. ***In the unlikely event that your QuickBooks chart of accounts does contain an account number '9999', affected transaction journal entries will post to that account, and correction adjustments would have to made manually within QuickBooks***.

TeleTracker Online will import your existing chart of accounts from your QuickBooks company file. This process is a one-way exchange of information ***from*** QuickBooks ***to*** TeleTracker Online. Import your QuickBooks chart of accounts by performing the following steps:

1. Launch QuickBooks and open your company file.
2. Launch TeleTracker Online and log in.
3. From the Utilities menu, choose Synchronize QuickBooks.
4. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
5. Click within the 'Cutoff Date' field and select today's date as the cutoff date. *<u>Note: this field is date sensitive for transactions only</u>*.
6. Click the 'Clear All' button.
7. Click the box to the left of the 'QuickBooks Chart of Accounts' data line.
8. Click the 'Analyze' button. At this point, TeleTracker Online will analyze the corresponding QuickBooks chart of accounts and record the number of new records to import in the '# of New Records' column located on the right-hand side of the screen.
9. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *<u>prior</u>* to synchronizing.
10. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be imported into your TeleTracker Online General Ledger Accounts.
11. When TeleTracker Online finishes synchronizing, click the 'OK' button in the Synchronizing QuickBooks message box.
12. Click the 'OK' button in the Interfacing with QuickBooks screen.
13. Once your chart of accounts has been imported, return to QuickBooks and, from the Edit menu, choose Preferences.
14. In the Preferences window, select 'Integrated Applications'.
15. Click on the 'Company Preferences' tab and then the 'Properties' button. Select the 'Allow this application to login automatically' checkbox and click the 'OK' buttons when finished. Activation of this feature will eliminate the need for your QuickBooks company file to be open during future interfaces.

Step 7 - Configuring G/L Accounts within TeleTracker Online

Referring to the list of G/L accounts compiled during <u>Step 4 (Identifying and/or Creating TeleTracker Online Required G/L Accounts Within QuickBooks)</u>, your next step is to teach TeleTracker Online about your chart of accounts in ***each*** of the following places:

TeleTracker Online Global Preferences

1. From the View menu, choose Preferences.
2. Click the 'Global Preferences' button at the top of the form.
3. Override any existing "9999" G/L accounts and enter your company's corresponding G/L account numbers in their designated fields.

TeleTracker Online Preferences*

The following steps must be performed for <u>each</u> existing Location.

1. From the View menu, choose Preferences.
2. Click the Accounting tab.
3. Override any existing "9999" G/L accounts and enter your company's corresponding G/L account numbers in their designated fields.
4. Repeat these steps for each existing TeleTracker Online Location.

TeleTracker Online Revenue Departments*

The following steps must be performed for <u>each</u> existing Revenue Department.

1. From the Master Files menu, choose Revenue Departments.
2. Choose an existing Revenue Department
3. Override any existing "9999" G/L accounts and enter your company's corresponding G/L account numbers in their designated fields.
4. Repeat these steps for each existing Revenue Department.

TeleTracker Online Sales Tax Items*

The following steps must be performed for <u>each</u> existing Sales Tax Item.

1. From the Master Files menu, choose Sales Tax Items.

2. Choose an existing Sales Tax Item.
3. Override any existing "9999" G/L account and enter your company's corresponding G/L account number in the A/P G/L Account field.
4. Enter the corresponding agency name (QuickBooks Vendor Name) in the G/L Vendor Name field (this information must be entered *exactly* as it appears in your QuickBooks company file).
5. Repeat these steps for each existing Sales Tax Item.

TeleTracker Online Coupons*

The following steps must be performed for <u>each</u> existing Coupon.

1. From the Master Files menu, choose Coupons.
2. Choose an existing Coupon.
3. Override any existing "9999" G/L account and enter your company's corresponding G/L account number in the General Ledger Accounts section of this screen.
4. Repeat these steps for each existing Coupon.

TeleTracker Online Reasons*

The following steps must be performed for <u>each</u> existing Reason.

1. From the Master Files menu, choose Reasons.
2. Choose an existing Reason.
3. Override any existing "9999" G/L account and enter your company's corresponding G/L account number in the G/L Account field.
4. Repeat these steps for each existing Reason.

TeleTracker Online Service Providers*

The following steps must be performed for <u>each</u> existing Service Provider.

1. From the Master Files menu, choose Service Providers.
2. Choose an existing Service Provider
3. Click on the 'Accounting' tab and override any existing "9999" G/L accounts and enter your company's corresponding G/L account numbers in their designated fields. *At this time, only the 'Customer Rebates' and 'Deposits' fields are active within TeleTracker Online. Although the remaining fields are currently inactive, please populate every field, as they will be activated in a future upgrade.*
4. Repeat these steps for each existing Service Provider.

After you have configured each of the above G/L accounts, you should be able to delete the '9999'- TELETRACKER SUSPENSE GL CODE (or applicable, decremented number) account:

1. From the Master Files menu, choose G/L Accounts.
2. Select the G/L Account "9999" and click the delete button.

Step 8 - Understanding the TeleTracker Online and QuickBooks Interface and Synchronizing Data

At this time, TeleTracker Online is equipped to interface 22 individual items. The interface feature is a two-step process beginning with analyzing data and then either importing and/or exporting (synchronizing) the results.

Each interface item currently falls into 1 of the following 7 categories: 1) G/L Accounts, 2) Classes, 3) Vendors, 4) Terms, 5) Bills, 6) Journal Entries, or 7) Refund Checks.

During Step 6 (Initially Importing Your Chart Of Accounts Into TeleTracker Online), you were exposed to these various items. In this step, you will be given individual, detailed information regarding each of these 22 items, including; 1) the purpose of each item, 2) the source of the information to synchronize, 3) the affect of synchronizing on TeleTracker Online and/or QuickBooks, and 4) how to synchronize each item. ***ATTENTION FIRST TIME SYNCHRONIZERS*** This feature is designed to synchronize interface items from 05/01/04 forward. Transactions dated prior to 05/01/04 will not be synchronized with your QuickBooks company file*.

Data	# of New Records
☑ 1: QuickBooks Chart of Accounts -> TeleTracker GL Accounts	??
☑ 2: TeleTracker Locations -> QuickBooks Classes	??
☑ 3: TeleTracker Vendors -> QuickBooks Vendors	??
☑ 4: TeleTracker Terms -> QuickBooks Terms	??
☑ 5: TeleTracker Purchase Orders -> Quickbooks Bills	??
☑ 6: TeleTracker Purchase Order Voids -> Quickbooks Bill Voids	??
☑ 7: TeleTracker Inventory Adjustments -> Quickbooks Journal Entries	??
☑ 8: TeleTracker Inventory Adjustment Voids -> Quickbooks Journal Entries	??
☑ 9: TeleTracker Store Transfers -> Quickbooks Journal Entries	??
☑ 10: TeleTracker Store Transfer Voids -> Quickbooks Journal Entries	??
☑ 11: TeleTracker Invoices -> Quickbooks Journal Entries	??
☑ 12: TeleTracker Invoice Swaps -> Quickbooks Journal Entries	??
☑ 13: TeleTracker Invoice Payments -> Quickbooks Journal Entries	??
☑ 14: TeleTracker Invoice Adjustments -> Quickbooks Journal Entries	??
☑ 15: TeleTracker Invoice Voids -> Quickbooks Journal Entries	??
☑ 16: TeleTracker Invoice Payment Voids -> Quickbooks Journal Entries	??
☑ 17: TeleTracker Invoice Adjustment Voids -> Quickbooks Journal Entries	??
☑ 18: TeleTracker Customer Returns -> Quickbooks Journal Entries	??
☑ 19: TeleTracker Customer Refunds -> Quickbooks Journal Entries & Checks	??
☑ 20: TeleTracker Customer Return Voids -> Quickbooks Journal Entries	??
☑ 21: TeleTracker Customer Return Refund Voids -> Quickbooks Journal Entries	??
☑ 22: TeleTracker Manual Credit Card Credits -> Quickbooks Journal Entries	??

Select All   Clear All   Cutoff Date: 4 /29/2004   designed for QuickBooks

Analyze   Synchronize Now

1. **QuickBooks Chart of Accounts -> TeleTracker G/L Accounts**: The purpose of this item is to synchronize your QuickBooks Chart of Accounts with TeleTracker Online's General Ledger Accounts. When this item is analyzed, TeleTracker Online will automatically search the chart of accounts within your QuickBooks company file for any new G/L accounts. Any newfound G/L accounts will automatically be created as new G/L accounts within your TeleTracker Online database. You will notice that G/L accounts *cannot* be directly added within TeleTracker Online. Rather, any new G/L accounts must be added to TeleTracker Online through synchronizing this item with QuickBooks. Synchronizing this item will ensure that your TeleTracker Online database contains your most recent QuickBooks chart of accounts, thereby maintaining the integrity of your TeleTracker Online database and preventing the misclassification of your company's transactions into your QuickBooks company file. Once this item is synchronized, any newfound records will be *imported* from your QuickBooks company file into your TeleTracker Online database. To Synchronize this item:

   a. Launch TeleTracker Online and log in.
   b. From the Utilities menu, choose Synchronize QuickBooks.

c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
d. Click within the 'Cutoff Date' field and select today's date. *Note: this field is date sensitive for transactions only*.
e. Click the 'Unselect All' button.
f. Click the checkbox to the left of Line 1 (QuickBooks Chart of Account -> TeleTracker GL Accounts).
g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *prior* to synchronizing.
i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be imported into your TeleTracker Online General Ledger Accounts.
j. Click the 'OK' buttons when finished.

2. **TeleTracker Locations -> QuickBooks Classes:** The purpose of this item is to synchronize your TeleTracker Online Locations with your QuickBooks Classes, thereby enabling your company's financial information to be grouped by Location. When this item is analyzed, TeleTracker Online will automatically search the *class names* within your QuickBooks company file for existing TeleTracker Online *location codes*. Any unfound location codes will automatically be created as new class names within your QuickBooks company file. The relationship between TeleTracker Online's Locations and QuickBooks' class feature has been previously discussed in Step 2 (Establishing Classes, Account Numbering, and Audit Trail Within QuickBooks). By now, you should have verified that any class names assigned to your various Locations within your QuickBooks company file *prior* to interfacing with TeleTracker Online have been renamed to follow the format described in Step 2. *Failure to follow the format described in Step 2 will result in the automatic creation of new QuickBooks class names for applicable location codes*. Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online Location information, thereby maintaining the integrity of your QuickBooks data by preventing the misclassification of your company's transactions into your QuickBooks company file. Once this item is synchronized, any newfound records will be *exported* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.
b. From the Utilities menu, choose Synchronize QuickBooks.
c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

d. Click within the 'Cutoff Date' field and select today's date. *__Note: this field is date sensitive for transactions only__*.
e. Click the 'Unselect All' button.
f. Click the checkbox to the left of Line 2 (TeleTracker Locations -> QuickBooks Classes).
g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *__prior__* to synchronizing.
i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
j. Click the 'OK' buttons when finished.

3. **TeleTracker Vendors -> QuickBooks Vendors**: The purpose of this item is to synchronize your TeleTracker Online Vendors with your QuickBooks Vendors. When this item is analyzed, TeleTracker Online will automatically search the *__vendor names__* within your QuickBooks company file for existing TeleTracker Online *__vendor codes__*. Any unfound vendor codes will automatically be created as new vendor names within your QuickBooks company file. The code assigned to each vendor created will be prefixed with "TTV_", plus the Vendor code assigned within TeleTracker Online. For example, if there is a "BRIGHTPOINT" vendor code within your TeleTracker Online database, the vendor name created within your QuickBooks company file will be: "TTV_BRIGHTPOINT". *__In order to avoid the duplication of existing QuickBooks vendor names, PRIOR TO INTERFACING, you must rename any QuickBooks vendors that also exist in your TeleTracker Online Database to correspond to the above-referenced example's format. This feature is not case-sensitive, however, it is SPACE-SENSITIVE. Failure to follow the format described will result in the automatic creation of new vendor names for all applicable vendor codes.__* Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online Vendor information, thereby maintaining the integrity of your QuickBooks data by preventing the misclassification of your company's transactions into your QuickBooks company file. Once this item is synchronized, any newfound records will be *__exported__* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.
b. From the Utilities menu, choose Synchronize QuickBooks.
c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

> d. Click within the 'Cutoff Date' field and select today's date. *__Note: this field is date sensitive for transactions only__*.
> e. Click the 'Unselect All' button.
> f. Click the checkbox to the left of Line 3 (TeleTracker Vendors -> QuickBooks Vendors).
> g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
> h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *__prior__* to synchronizing.
> i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
> j. Click the 'OK' buttons when finished.

4. **TeleTracker Online Terms -> QuickBooks Terms:** The purpose of this item is to synchronize your TeleTracker Online Terms with your QuickBooks Terms. When this item is analyzed, TeleTracker Online will automatically search the *__terms__* within your QuickBooks company file for existing TeleTracker Online *__term codes__*. Any unfound term codes will automatically be created as terms within your QuickBooks company file. The code assigned to each term code created will be identical to the term code within TeleTracker Online. For example, if you have a term code "NET30" within TeleTracker Online, the term created within your QuickBooks company file will also be: "NET30". *__In order to avoid the duplication of existing QuickBooks terms, PRIOR TO INTERFACING, you must rename any QuickBooks terms that also exist in your TeleTracker Online Database to correspond to the above-referenced example's format. This feature is not case-sensitive, however, it is SPACE-SENSITIVE. Failure to follow the format described will result in the automatic creation of new terms for all applicable term codes.__* Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online customer/vendor Term Code information, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be *__exported__* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

> a. Launch TeleTracker Online.
> b. From the Utilities menu, choose Synchronize QuickBooks.
> c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
> d. Click within the 'Cutoff Date' field and select today's date. *__Note: this field is date sensitive for transactions only__*.
> e. Click the 'Unselect All' button.

    f.   Click the checkbox to the left of Line 4 (TeleTracker Terms -> QuickBooks Terms).

    g.   Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

    h.   Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *__prior__* to synchronizing.

    i.   After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

    j.   Click the 'OK' buttons when finished.

5. **TeleTracker Purchase Order -> QuickBooks Bills:** The purpose of this item is to synchronize your TeleTracker Online *__closed__* Purchase Orders with your QuickBooks Vendor bills. ***In order to qualify as __closed__, the purchase order's 'Vendor Invoice#' and date fields must be populated.*** When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any closed purchase orders. Any newfound *__closed purchase orders__* will automatically be created as *__new vendor bills__* in the corresponding vendor file within your QuickBooks company file (see Item 3: TeleTracker Vendors -> QuickBooks Vendors for instructions on synchronizing Vendors). Vendor bills created by TeleTracker Online within your QuickBooks company file will affect your designated QuickBooks accounts payable G/L account and the corresponding account(s) previously identified in your TeleTracker Online database (see Step 7 – Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Revenue Departments). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online closed purchase order information, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be *__exported__* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

    a.   Launch TeleTracker Online.

    b.   From the Utilities menu, choose Synchronize QuickBooks.

    c.   Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

    d.   Click within the 'Cutoff Date' field and select today's date. *__Note: this field is date sensitive for transactions only__*.

    e.   Click the 'Unselect All' button.

    f.   Click the checkbox to the left of Line 5 (TeleTracker Purchase Orders -> QuickBooks Bills).

    g.   Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.

i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

j. Click the 'OK' buttons when finished.

6. **TeleTracker Purchase Order Voids -> QuickBooks Bill Voids:** The purpose of this item is to synchronize your TeleTracker Online ***voided*** Purchase Orders with your QuickBooks Vendor bills. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any voided purchase orders. When closed TeleTracker Online purchase orders have been previously synchronized with your QuickBooks company file, ***and*** have subsequently been voided, the vendor bill previously created within your QuickBooks company file will automatically be voided (see Item 5: TeleTracker Purchase Orders -> QuickBooks bills for information on synchronizing purchase orders and bills). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided purchase order information, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.

b. From the Utilities menu, choose Synchronize QuickBooks.

c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.

e. Click the 'Unselect All' button.

f. Click the checkbox to the left of Line 6 (TeleTracker Purchase Orders Voids -> QuickBooks Bill Voids).

g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.

i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

j. Click the 'OK' buttons when finished.

7. **TeleTracker Inventory Adjustments -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online Inventory Adjustments with your QuickBooks Journal Entries. Transactions originating from received, *__open__* purchase order line items will *__not__* synchronize until the Purchase Order has been closed. This includes Inventory Adjustments, Store Transfers, Invoices, Swaps, and Customer Returns. ***In order to qualify as __closed__, the purchase order's 'Vendor Invoice#' and date fields must be populated.*** When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new inventory adjustments. Any newfound *__inventory adjustments__* will automatically be created as new *__journal entries__* within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect your corresponding account(s) previously identified within your TeleTracker Online database (see Step 7 – Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Revenue Departments). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online inventory adjustments, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be *__exported__* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

   a. Launch TeleTracker Online.
   b. From the Utilities menu, choose Synchronize QuickBooks.
   c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
   d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.
   e. Click the 'Unselect All' button.
   f. Click the checkbox to the left of Line 7 (TeleTracker Inventory Adjustments -> QuickBooks Journal Entries).
   g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
   h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *__prior__* to synchronizing.
   i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

j. Click the 'OK' buttons when finished.

8. **TeleTracker Inventory Adjustment Voids -> QuickBooks Journal Entries:**
The purpose of this item is to synchronize your TeleTracker Online *voided*
Inventory Adjustments with your QuickBooks Journal Entries. When this item is
analyzed, TeleTracker Online will automatically search your TeleTracker Online
database for any voided inventory adjustments. When TeleTracker Online
inventory adjustments have been previously synchronized with your QuickBooks
company file, *and* have subsequently been voided, reversing journal entries will
automatically be created within your QuickBooks company file. These journal
entries will identically *reverse* the accounts affected in the synchronization of the
original inventory adjustment (see Item 7: TeleTracker Inventory Adjustments ->
QuickBooks Journal Entries for information on synchronizing inventory
adjustments and journal entries). Synchronizing this item will ensure that your
QuickBooks company file contains your most recent TeleTracker Online voided
inventory adjustments, thereby maintaining the integrity of your QuickBooks data
and ensuring the accuracy of your audit trail. Once this item is synchronized, any
newfound records will be *exported* from your TeleTracker Online database into
your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.
b. From the Utilities menu, choose Synchronize QuickBooks.
c. Verify that you have a current backup of your QuickBooks company file
and click the 'OK' button in the Synchronize QuickBooks warning box.
d. Click within the 'Cutoff Date' field and select today's date. *Note: this
field is date sensitive for transactions only*.
e. Click the 'Unselect All' button.
f. Click the checkbox to the left of Line 8 (TeleTracker Inventory
Adjustment Voids -> QuickBooks Journal Entries).
g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field
will automatically populate with the number of records found.
h. Answer 'Yes' within the 'Analysis Complete' message box to print a
Batch Audit Report and select your printer. The Batch Audit Report
provides detailed information regarding the data chosen to be
synchronized. Printing this report allows you to maintain an audit trail of
each synchronized batch, and also provides an opportunity to review and,
if necessary, make changes to your data *prior* to synchronizing.
i. After approving the batch, click the 'Synchronize Now' button. Once
synchronized, the new records will automatically be downloaded into your
QuickBooks company file.
j. Click the 'OK' buttons when finished.

9. **TeleTracker Store Transfers -> QuickBooks Journal Entries:** The purpose of
this item is to synchronize your TeleTracker Online Store Transfers with your
QuickBooks Journal Entries. Transactions originating from received, open
purchase order line items will *not* synchronize until the Purchase Order has been

closed. This includes Inventory Adjustments, Store Transfers, Invoices, Swaps, and Customer Returns. ***In order to qualify as closed, the purchase order's 'Vendor Invoice#' and date fields must be populated.*** When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new store transfers. Any newfound ***store transfers*** will automatically be created as new ***journal entries*** within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding account(s) previously identified within your TeleTracker Online database (see Step 7 – Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Revenue Departments). ***These journal entries will be from one Location/Class to another*** (see Step 2 -Establishing Classes, Account Numbering, and Audit Trail Within QuickBooks for information on the relationship between TeleTracker Online Locations and QuickBooks Classes). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online store transfers, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

    a. Launch TeleTracker Online.
    b. From the Utilities menu, choose Synchronize QuickBooks.
    c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
    d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.
    e. Click the 'Unselect All' button.
    f. Click the checkbox to the left of Line 9 (TeleTracker Store Transfers -> QuickBooks Journal Entries).
    g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
    h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.
    i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
    j. Click the 'OK' buttons when finished.

10. **TeleTracker Store Transfer Voids -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online ***voided*** Store Transfers with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database

for any voided store transfers. When TeleTracker Online store transfers have been previously synchronized with your QuickBooks company file, **_and_** have subsequently been voided, reversing journal entries will automatically be created within your QuickBooks company file. These journal entries will identically **_reverse_** the accounts affected in the synchronization of the original inventory adjustment (see Item 9: TeleTracker Store Transfers -> QuickBooks Journal Entries for information on synchronizing store transfers and journal entries). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided store transfers, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any newfound records will be **_exported_** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

    a. Launch TeleTracker Online.
    b. From the Utilities menu, choose Synchronize QuickBooks.
    c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
    d. Click within the 'Cutoff Date' field and select today's date. **_Note: this field is date sensitive for transactions only_**.
    e. Click the 'Unselect All' button.
    f. Click the checkbox to the left of Line 10 (TeleTracker Store Transfer Voids -> QuickBooks Journal Entries).
    g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
    h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data **_prior_** to synchronizing.
    i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
    j. Click the 'OK' buttons when finished.

11. **TeleTracker Invoices -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online Invoices with your QuickBooks Journal Entries. Transactions originating from received, open purchase order line items will **_not_** synchronize until the Purchase Order has been closed. This includes Inventory Adjustments, Store Transfers, Invoices, Swaps, and Customer Returns. **_In order to qualify as _closed_, the purchase order's 'Vendor Invoice#' and date fields must be populated._** QuickBooks requires that any entry affecting the 'Accounts Receivable' account type be linked to a corresponding Customer Name. Therefore, in order to post accounts receivable entries, TeleTracker Online will automatically create a new QuickBooks Customer Name called

"TTV__ARCUSTOMER". This customer name will be created the first time you synchronize transactions affecting your accounts receivable G/L account and, from that point forward, all future entries to your accounts receivable G/L account will be posted through "TTV__ARCUSTOMER". When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new sales invoices. Any newfound *sales invoices* will automatically be created as new *journal entries* within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s) previously identified within your TeleTracker Online Database for each of the various, applicable areas listed in Step 7 (Configuring G/L Accounts within TeleTracker Online). TeleTracker Online will potentially create two (2) distinct journal entries for each new sales invoice; *1) a primary 'revenue' journal entry* that will account for each of the sales invoice's populated fields (with the exception of Payments and/or Invoice Adjustments), and *2) a secondary 'cogs' journal entry* that will account for the reduction of inventory for each of the sales invoice's inventory items. Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online sales invoices, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be *exported* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

   a. Launch TeleTracker Online.
   b. From the Utilities menu, choose Synchronize QuickBooks.
   c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
   d. Click within the 'Cutoff Date' field and select today's date. *Note: this field is date sensitive for transactions only*.
   e. Click the 'Unselect All' button.
   f. Click the checkbox to the left of Line 11 (TeleTracker Invoices -> QuickBooks Journal Entries).
   g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
   h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *prior* to synchronizing.
   i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
   j. Click the 'OK' buttons when finished.

12. **TeleTracker Invoice Swaps -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online Swaps with your QuickBooks

Journal Entries. Transactions originating from received, open purchase order line items will ***not*** synchronize until the Purchase Order has been closed. This includes Inventory Adjustments, Store Transfers, Invoices, Swaps and Customer Returns. ***In order to qualify as <u>closed</u>, the purchase order's 'Vendor Invoice#' and date fields must be populated.*** When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new swaps. Any newfound *<u>swaps</u>* will automatically be created as new *<u>journal entries</u>* within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s) previously identified within your TeleTracker Online database (see Step 7 - Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Revenue Departments). TeleTracker Online will automatically create two (2) distinct journal entries for each new swap; ***1) a 'swap' journal entry*** that will account for the defective item that was swapped, and ***2) a 'replacement' journal entry*** that will account for the new replacement item that was given to the customer. Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online swaps, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

    a. Launch TeleTracker Online.
    b. From the Utilities menu, choose Synchronize QuickBooks.
    c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
    d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.
    e. Click the 'Unselect All' button.
    f. Click the checkbox to the left of Line 12 (TeleTracker Invoice Swaps -> QuickBooks Journal Entries).
    g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
    h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.
    i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
    j. Click the 'OK' buttons when finished.

13. **TeleTracker Invoice Payments -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online Invoices Payments with

your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new invoices payments. This search will encompass point-of-sale payments as well as subsequent invoice payments. Any newfound ***invoice payments*** will automatically be created as new ***journal entries*** within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s) previously identified within your TeleTracker Online database (see Step 7 – Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Global Preferences and TeleTracker Online Preferences). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online invoice payments, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

   a. Launch TeleTracker Online.
   b. From the Utilities menu, choose Synchronize QuickBooks.
   c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
   d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.
   e. Click the 'Unselect All' button.
   f. Click the checkbox to the left of Line 13 (TeleTracker Invoice Payments -> QuickBooks Journal Entries).
   g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
   h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.
   i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
   j. Click the 'OK' buttons when finished.

14. **TeleTracker Invoice Adjustments -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online Invoice Adjustments with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new invoice adjustments. Any newfound ***invoice adjustments*** will automatically be created as new ***journal entries*** within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s)

previously identified within your TeleTracker Online database (see Step 7 - Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Reasons). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online invoice adjustments, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

    a.   Launch TeleTracker Online.
    b.   From the Utilities menu, choose Synchronize QuickBooks.
    c.   Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
    d.   Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.
    e.   Click the 'Unselect All' button.
    f.   Click the checkbox to the left of Line 14 (TeleTracker Invoice Adjustments -> QuickBooks Journal Entries).
    g.   Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
    h.   Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.
    i.   After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
    j.   Click the 'OK' buttons when finished.

15. **TeleTracker Invoice Voids -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online ***voided*** Invoices with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any voided sales invoices. When TeleTracker Online sales invoices have been previously synchronized with your QuickBooks company file, ***and*** have subsequently been voided, reversing journal entries will automatically be created within your QuickBooks company file. These journal entries will identically ***reverse*** the accounts affected in the synchronization of the original sales invoice (see Item 11: TeleTracker Invoices -> QuickBooks Journal Entries for information on synchronizing invoices and journal entries). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided sales invoices, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any

newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

     a. Launch TeleTracker Online.
     b. From the Utilities menu, choose Synchronize QuickBooks.
     c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
     d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.
     e. Click the 'Unselect All' button.
     f. Click the checkbox to the left of Line 15 (TeleTracker Invoice Voids -> QuickBooks Journal Entries).
     g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
     h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.
     i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
     j. Click the 'OK' buttons when finished.

16. **TeleTracker Invoice Payment Voids -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online ***voided*** Invoice Payments with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any voided sales invoice payments. When TeleTracker Online sales invoice payments have been previously synchronized with your QuickBooks company file, ***and*** have subsequently been voided, reversing journal entries will automatically be created within your QuickBooks company file. These journal entries will identically ***reverse*** the accounts affected in the synchronization of the original invoice payment (see Item 13: TeleTracker Invoice Payments -> QuickBooks Journal Entries for information on synchronizing invoice payments and journal entries). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided invoice payments, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

     a. Launch TeleTracker Online.
     b. From the Utilities menu, choose Synchronize QuickBooks.

    c.   Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

    d.   Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.

    e.   Click the 'Unselect All' button.

    f.   Click the checkbox to the left of Line 16 (TeleTracker Invoice Payment Voids -> QuickBooks Journal Entries).

    g.   Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

    h.   Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.

    i.   After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

    j.   Click the 'OK' buttons when finished.

17. **TeleTracker Invoice Adjustment Voids -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online ***voided*** Invoice Adjustments with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any voided invoice adjustments. When TeleTracker Online invoice adjustments have been previously synchronized with your QuickBooks company file, ***and*** have subsequently been voided, reversing journal entries will automatically be created within your QuickBooks company file. These journal entries will identically ***reverse*** the accounts affected in the synchronization of the original invoice adjustment (see Item 14: TeleTracker Invoice Adjustments -> QuickBooks Journal Entries for information on synchronizing invoice adjustments and journal entries). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided invoice adjustments, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

    a.   Launch TeleTracker Online.

    b.   From the Utilities menu, choose Synchronize QuickBooks.

    c.   Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

    d.   Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.

    e.   Click the 'Unselect All' button.

f. Click the checkbox to the left of Line 17 (TeleTracker Invoice Adjustment Voids -> QuickBooks Journal Entries).

g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *prior* to synchronizing.

i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

j. Click the 'OK' buttons when finished.

18. **TeleTracker Customer Returns -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online Customer Returns with your QuickBooks Journal Entries. Transactions originating from received, open purchase order line items will *not* synchronize until the Purchase Order has been closed. This includes Inventory Adjustments, Store Transfers, Invoices, Swaps, and Customer Returns. *In order to qualify as closed, the purchase order's 'Vendor Invoice#' and date fields must be populated.* When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new customer returns. Any newfound *customer returns* will automatically be created as new *journal entries* within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s) previously identified within your TeleTracker Online Database for each of the various, applicable areas listed in Step 7 (Configuring G/L Accounts within TeleTracker Online). TeleTracker Online will potentially create two (2) distinct journal entries for each new customer return; *1) a 'primary' journal entry* that will account for each of the customer return's populated fields (with the exception of Refunds) and *2) a 'secondary' entry* that will account for the increase in inventory for each of the customer return's inventory items. Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online customer returns, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be *exported* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.

b. From the Utilities menu, choose Synchronize QuickBooks.

c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

d. Click within the 'Cutoff Date' field and select today's date. *Note: this field is date sensitive for transactions only*.

e. Click the 'Unselect All' button.

f. Click the checkbox to the left of Line 18 (TeleTracker Customer Returns -> QuickBooks Journal Entries).

g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *prior* to synchronizing.

i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

j. Click the 'OK' buttons when finished.

19. **TeleTracker Customer Return Refunds -> QuickBooks Journal Entries & Checks:** The purpose of this item is to synchronize your TeleTracker Online Customer Return Refunds with your QuickBooks Journal Entries and check registers. In the previously described transaction interfaces, you have learned that information has been exclusively *exported from* TeleTracker Online *into* QuickBooks in a one-way exchange of information. *This interface item varies from previous interface items in that information is both exported from TeleTracker Online into QuickBooks and imported into TeleTracker Online from QuickBooks in a two-way exchange of information*. Each of these exchanges are addressed and clarified as follows: *1) Exporting Customer Return Refund Information From TeleTracker Online into QuickBooks*: A) When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new return refunds. Any newfound *return refunds* will automatically be created as new *journal entries* within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s) previously identified within your TeleTracker Online database (see Step 7 – Configuring G/L Accounts within TeleTracker Online for instructions on configuring TeleTracker Online Global Preferences, and TeleTracker Online Preferences). B) *Additionally, when the 'Check' option was chosen as the 'Refund Type' for new customer return refunds, TeleTracker Online will also automatically export this information into your QuickBooks company file as 'checks to be printed' for each applicable return refund. 2) Importing Customer Return Refund Check Information into TeleTracker Online from QuickBooks*: When this item is analyzed, TeleTracker Online will also simultaneously and automatically search your QuickBooks company file for any new refund checks processed for applicable customer returns as described in 1B above. Any newfound *refund check numbers* will automatically be imported into the corresponding *TeleTracker Online 'Check Number' field* for each applicable customer return refund. Synchronizing this item will ensure that both your

QuickBooks company file *__and__* your TeleTracker Online database contain your most recent customer refund information, thereby maintaining the integrity of your data. Once this item is synchronized, any newfound records will be *__both__* exported from your TeleTracker Online database into your QuickBooks company file *__and__* imported into your TeleTracker Online database from your QuickBooks company file. To synchronize this item:

    a.   Launch TeleTracker Online.
    b.   From the Utilities menu, choose Synchronize QuickBooks.
    c.   Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
    d.   Click within the 'Cutoff Date' field and select today's date. *__Note: this field is date sensitive for transactions only__*.
    e.   Click the 'Unselect All' button.
    f.   Click the checkbox to the left of Line 19 (TeleTracker Customer Returns -> QuickBooks Journal Entries & Checks).
    g.   Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
    h.   Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *__prior__* to synchronizing.
    i.   After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
    j.   Click the 'OK' buttons when finished.

20. **TeleTracker Customer Return Voids -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online *__voided__* Customer Returns with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any voided customer returns. When TeleTracker Online customer returns have been previously synchronized with your QuickBooks company file, *__and__* have subsequently been voided, reversing journal entries will automatically be created within your QuickBooks company file. These journal entries will identically *__reverse__* the accounts affected in the synchronization of the original customer return refund (see Item 18: TeleTracker Customer Returns -> QuickBooks Journal Entries & Checks for information on synchronizing customer returns and journal entries). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided customer returns, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any newfound records will be *__exported__* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

      a. Launch TeleTracker Online.

      b. From the Utilities menu, choose Synchronize QuickBooks.

      c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.

      d. Click within the 'Cutoff Date' field and select today's date. ***Note: this field is date sensitive for transactions only***.

      e. Click the 'Unselect All' button.

      f. Click the checkbox to the left of Line 20 (TeleTracker Customer Return Voids -> QuickBooks Journal Entries).

      g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.

      h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.

      i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.

      j. Click the 'OK' buttons when finished.

21. **TeleTracker Customer Return Refund Voids -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Online ***voided*** Customer Returns Refunds with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any voided customer return refunds. When TeleTracker Online customer return refunds have been previously synchronized with your QuickBooks company file, ***and*** have subsequently been voided, reversing journal entries will automatically be created within your QuickBooks company file. These journal entries will identically ***reverse*** the accounts affected in the synchronization of the original customer return refund (see section '1A' of Item 19: TeleTracker Customer Return Refunds -> QuickBooks Journal Entries for information on synchronizing customer return refunds and journal entries). Additionally, when refund 'checks' are associated with voided customer return refunds, TeleTracker Online will also automatically void any QuickBooks generated refund checks previously synchronized (see section '2' of Item 19: TeleTracker Customer Return Refunds -> QuickBooks Journal Entries for information on synchronizing customer return refund checks). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online voided customer return refunds and refund checks, thereby maintaining the integrity of your QuickBooks data and ensuring the accuracy of your audit trail. Once this item is synchronized, any newfound records will be ***exported*** from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.
b. From the Utilities menu, choose Synchronize QuickBooks.
c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
d. Click within the 'Cutoff Date' field and select today's date. *Note: this field is date sensitive for transactions only*.
e. Click the 'Unselect All' button.
f. Click the checkbox to the left of Line 21 (TeleTracker Customer Return Refund Voids -> QuickBooks Journal Entries).
g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data *prior* to synchronizing.
i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
j. Click the 'OK' buttons when finished.

22. **TeleTracker Manual Credit Card Credits -> QuickBooks Journal Entries:** The purpose of this item is to synchronize your TeleTracker Manual Credit Card Credits with your QuickBooks Journal Entries. When this item is analyzed, TeleTracker Online will automatically search your TeleTracker Online database for any new manual credit card credits. Any newfound *manual credit card credits* will automatically be created as new *journal entries* within your QuickBooks company file. Journal entries created by TeleTracker Online within your QuickBooks company file will affect the corresponding G/L account(s) previously identified within your TeleTracker Online database (see Step 7 - Configuring G/L Accounts within TeleTracker Online for further instructions on configuring TeleTracker Online Preferences and TeleTracker Online Reasons). Synchronizing this item will ensure that your QuickBooks company file contains your most recent TeleTracker Online manual credit card credits, thereby maintaining the integrity of your QuickBooks data. Once this item is synchronized, any newfound records will be *exported* from your TeleTracker Online database into your QuickBooks company file. To synchronize this item:

a. Launch TeleTracker Online.
b. From the Utilities menu, choose Synchronize QuickBooks.
c. Verify that you have a current backup of your QuickBooks company file and click the 'OK' button in the Synchronize QuickBooks warning box.
d. Click within the 'Cutoff Date' field and select today's date. *Note: this field is date sensitive for transactions only*.

e. Click the 'Unselect All' button.
f. Click the checkbox to the left of Line 22 (TeleTracker Manual Credit Card Credits -> QuickBooks Journal Entries).
g. Click the 'Analyze' button. Once analyzed, the '# of New Records' field will automatically populate with the number of records found.
h. Answer 'Yes' within the 'Analysis Complete' message box to print a Batch Audit Report and select your printer. The Batch Audit Report provides detailed information regarding the data chosen to be synchronized. Printing this report allows you to maintain an audit trail of each synchronized batch, and also provides an opportunity to review and, if necessary, make changes to your data ***prior*** to synchronizing.
i. After approving the batch, click the 'Synchronize Now' button. Once synchronized, the new records will automatically be downloaded into your QuickBooks company file.
j. Click the 'OK' buttons when finished.

Step 9 - Finishing Up!

Congratulations! You have successfully completed the initial synchronization of your TeleTracker Online database with your QuickBooks company file. We would like to thank you for taking the time to follow these steps and invite you to refer back to them often during future synchronizing sessions. From this point forward, you can analyze and synchronize each interface items all at once. ***Whenever you synchronize, please consider that there are various 'timeout' values throughout TeleTracker Online. In order to avoid 'timing out' while synchronizing TeleTracker Online and QuickBooks, we recommend synchronizing your data in SMALLER BATCHES, ideally on a daily basis. However, if you cannot synchronize on a daily basis, we strongly urge you to limit the amount of data per batch by simply utilizing the 'Cutoff Date' field in the 'Synchronize with QuickBooks' screen.***

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