



IQ ESALES

ENTERPRISE, BUSINESS, POS, K8 TRADER

ESALES

ESales will provide an easy-to-use mobile application to capture orders in the yard or in store and process later at the sales counter. This will allow the mobile application to be used by Sales Representatives for customers to raise quotations and sales orders. This will replace handwritten orders (“Tally book/Notepad”) and the existing windows-based application.

The eSales Application Installation is available on ANDROID only at this stage.

eSales will allow stock items to be added and deleted on the order. Accurate identification of stock items will be possible, and this will avoid products being sold by mistake.

Products can be identified by:

- Part number
- Barcode
- Word search

The mobile application will be designed to work on-line. A good network, either WiFi or Mobile, connectivity is required.

NOTE: Self-service mode will be available at stage two of development.

ESALES REQUIREMENTS

- Public Server domain name (only if not using Wifi)
- IP Address (only if Public Server domain is not used)
- Good quality Wifi or Mobile connection

COST REQUIREMENTS

- Will require two Registrations, 1 registration for eSales module and a registration for each Devices
- The K8 eSales software for the phone or device is free but, a charge per device will be on a monthly SaaS Module

STEPS TO FOLLOW FOR SETUP:

1. Create a Debtors COD account for eSales
2. Register of eSales
3. Install Server as a Service
4. eSales Service
5. Download eSales from Play Store
6. Setup the eSales app on the mobi device
7. Register all the Mobi devices
8. Enterprise setup

STEPS TO FOLLOW FOR THE WORKFLOW:

1. Creating the transaction on the Device, will give a Quote or Sales Order Number
2. The transaction will be created in the Quotation or Sales Order module
3. Sale Option 1 - Cash Sale, F12 – More options to Load a Quote or a Sales Order - Recommended
4. Sale Option 2 – Invoice the Sales order or Quote – The COD account will then require a Cash drawer to process payment. (the COD part ONLY applies if the Account Type is set to CASH in the APP, when creating the quote/order If it is set to account and the debtors' terms are not COD, it will be invoiced on account)

SETUP OF ESALES

STEP 1

CREATE A COD DEBTORS ACCOUNT

From the main menu → Debtors → Maintenance → Add

PLEASE NOTE: Create a different account for eSales, do not use your normal Cash Account. The eSale account must be easily recognised. For example: Account Number: ESA001 and the Name: eSales COD Account

ACCOUNT DETAILS	
ACCOUNT INFORMATION	
DEBTORS INFORMATION	
ACCOUNT NUMBERS	<p>This unique account identifier consists of up to 15 alpha-numeric characters. Duplicate account numbers will not be permitted. This number cannot be changed after it has been assigned to an account, so please take care when entering these account numbers. Only accounts with NO transactions may be deleted from the system. Once a transaction has been processed to an account, the account may not be deleted. This is due to auditing rules and principles of Generally Accepted Accounting Practice.</p> <p>Existing account numbers cannot be altered in any way. If the account number was entered incorrectly, the account must be deleted and recreated to use the correct account number.</p> <p>In all instances duplicate numbers will be rejected.</p>
NAME	Enter the company name, or the surname if the debtor is an individual.
ALTERNATE NAME	Enter the Alternate Name of company or the individual

ACCOUNT DETAILS	
PAYMENT SETTINGS	
CREDIT INFORMATION	
TERMS	<p>The payment terms for the account are specified here. This would be for example CASH (COD), 30 days, 60 days, 90 days etc. Note that accounts selected as COD, will be treated as a CASH account during invoicing. Alternatively, if the Debtor’s account number starts with “CASH” then the system will automatically treat it as a cash account regardless of the terms that are set.</p> <p>LC (Letter of Credit) – This is used when the Debtor provides a Letter of Credit from a financial institution as a guarantee of payment. The goods can then be sent, and payment is made afterwards. This is often used for overseas Debtors.</p> <p>CAD (Cash After Delivery) - This is used when payment is to be made when the goods are delivered. The invoice is sent with the goods and the payment is made to the delivery person and is only entered in the system once the delivery person returns.</p>

STEP 2**REGISTER FOR THE ESALES MODULE**

This module is an add-on module that requires additional licencing and registration. You will only get access to the eSales when you have received the additional registration.

Contact the Sales Department at IQ Retail for the latest prices on the software.

Select the Support Menu Option → Register → Package Details → eSales

Module Name	Is Registered	Register/UnRegister
IQ CRM	<input type="checkbox"/>	<input type="checkbox"/>
IQ API	<input type="checkbox"/>	<input type="checkbox"/>
IQ Workshop	<input type="checkbox"/>	<input type="checkbox"/>
IQ Offline	<input type="checkbox"/>	<input type="checkbox"/>
Single View	<input type="checkbox"/>	<input type="checkbox"/>
IQ FTP and Data Export	<input type="checkbox"/>	<input type="checkbox"/>
IQ Projects	<input type="checkbox"/>	<input type="checkbox"/>
Sure Swipe	<input type="checkbox"/>	<input type="checkbox"/>
MDR	<input type="checkbox"/>	<input type="checkbox"/>
Cash Back World	<input type="checkbox"/>	<input type="checkbox"/>
Signature Pad	<input type="checkbox"/>	<input type="checkbox"/>
EPOD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deliveries and Collections for PDS	<input type="checkbox"/>	<input type="checkbox"/>
Mpesa	<input type="checkbox"/>	<input type="checkbox"/>
eSales	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Tick the box for 'Register' eSales under Module Details.

If the Save & Export option is used, email the reg.txt file to iqregistration@kerridgecs.com.

If the Save & E-mail is used, select the button at the bottom of the screen.

The End User Licence Agreement will appear on the screen. You must agree to the Terms and Conditions in the End User Licence Agreement by ticking the box and selecting the Accept button to continue to the e-mail setup screen and send the email as per normal.

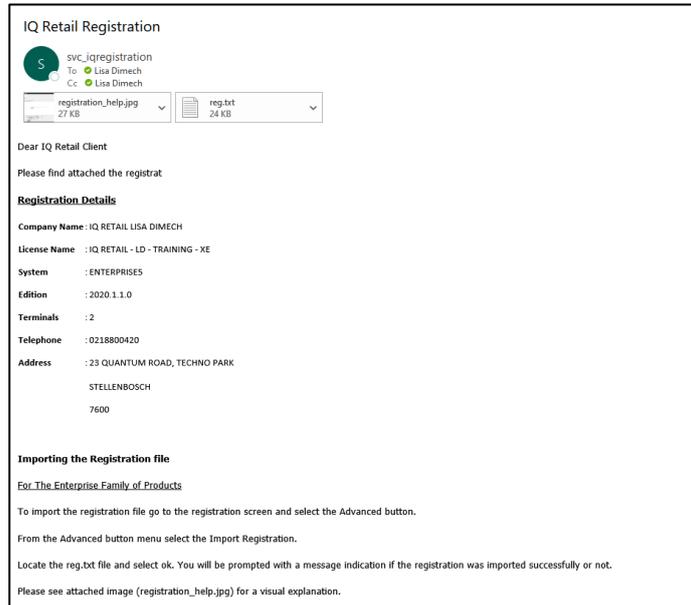
Please send the Proof of Payment for the registration to iqaccounts@kerridgecs.com.

After payment has been received, the registration will be sent back to the listed email in the registration details.

REGISTRATION EMAIL

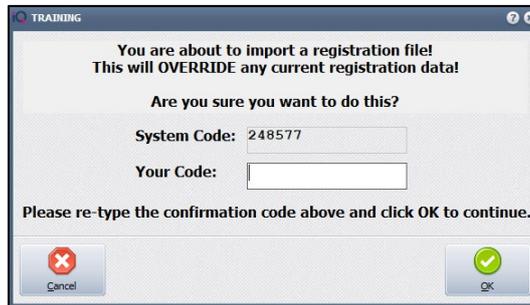
You will receive an email, save the reg.txt attachment to e.g. Desktop.

Example of email below:

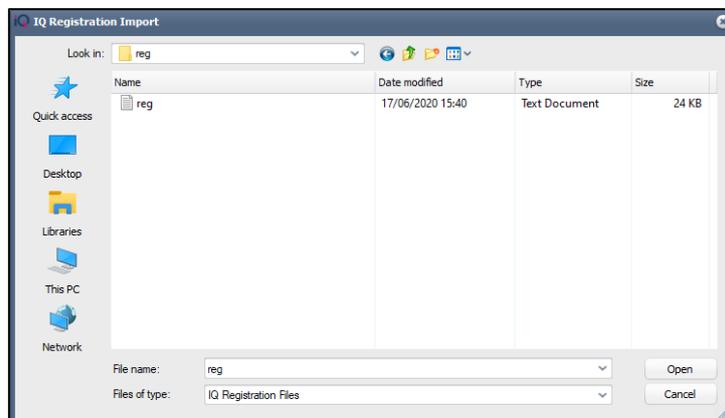


Select Support → Register → Click Advance → Import Registration.

Re-type the confirmation code (remember it is case sensitive) and select OK.



Go back to where the reg.txt file was saved and open it.



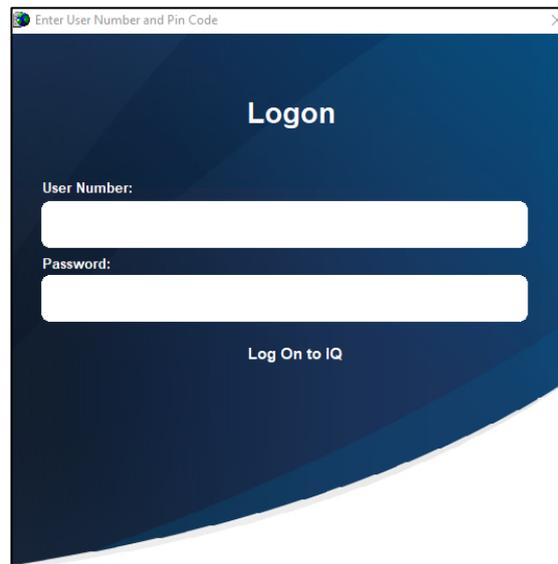
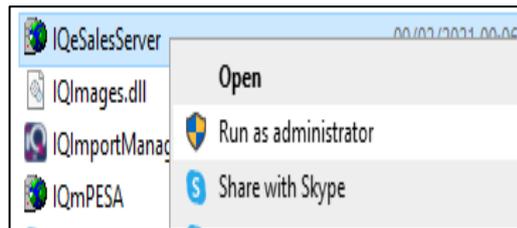
Select ok to complete the registration process.



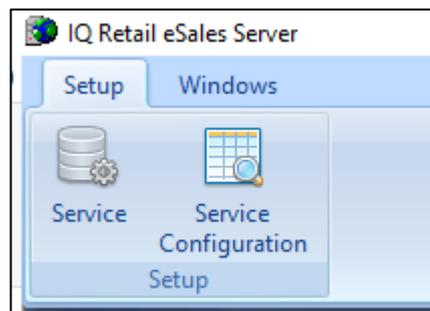
STEP 3

INSTALL SERVER AS A SERVICE

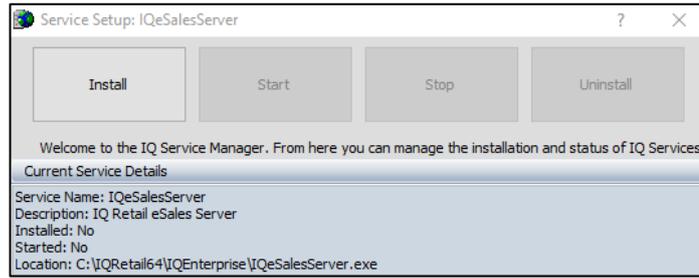
The eSales Server need to be setup within the c:\IQRetail\IQEnterprise folder. Right click on the icon and run as Administrator.



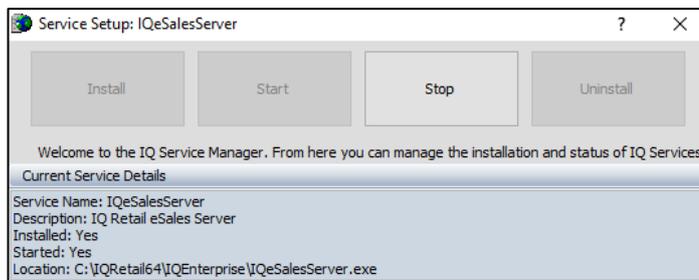
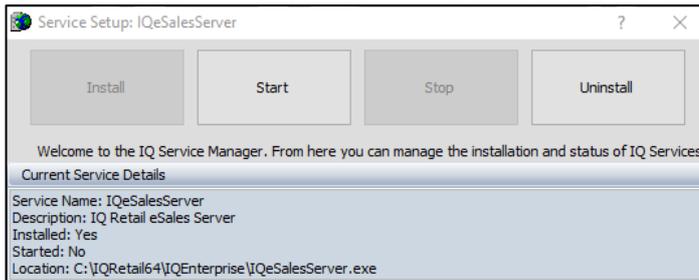
Enter the Administrator user and password and Enter
Select Setup and Service



Install the Service



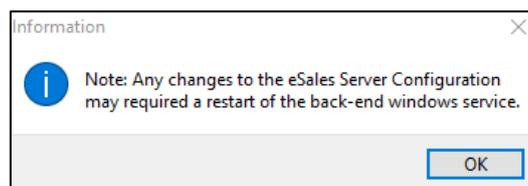
Once installed, you will need to start the service



STEP 4

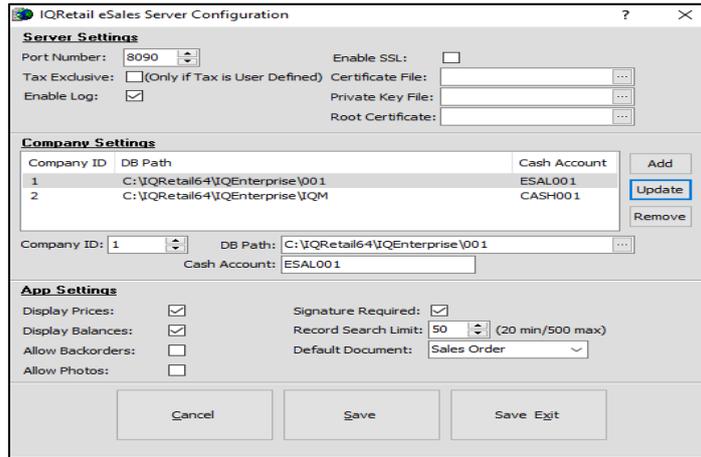
ESALES SERVICE

Under the setup menu click on Service Configuration



Click OK

This will open the configuration setting screen.



The port needs to be selected for this application, as you can see, we have made use of port 8090. If ePod is in use, make sure this port is different.

Select Enable Log.

Type the exact COD Account number you have created in → Debtors → Maintenance. For example ESAL001.

Select the DB Path for the company that will be using eSales. Click Add. For example, C:\IQRetail\IQEnterprise\001

Make sure all the appropriate App Settings are switched on for example: Display Prices, Display Balances, Allow Backorders and Allow Photos.

ESALES SETUP	
APP SETTINGS	
DISPLAY PRICES	If this option is selected the user will see prices for stock and totals for documents.
DISPLAY BALANCES	If this option is selected the user will see customer balance and credit available on customer lookup.
ALLOW BACKORDERS	If this option is selected the user will be able to select more than the current free quantity on sales orders. Quotes do not apply as this can be done anyway.
ALLOW PHOTOS	If this option is selected the user can add photos on the review screen.
SIGNATURE REQUIRED	If this option is selected the customer must sign on the device when the document is actioned.
RECORD SEARCH LIMIT	If this option is changed only return X number of lines in customer and stock searches, can handle 500 quite easily.
DEFAULT DOCUMENT	This option defines the default document type used when creating a new document on the device.

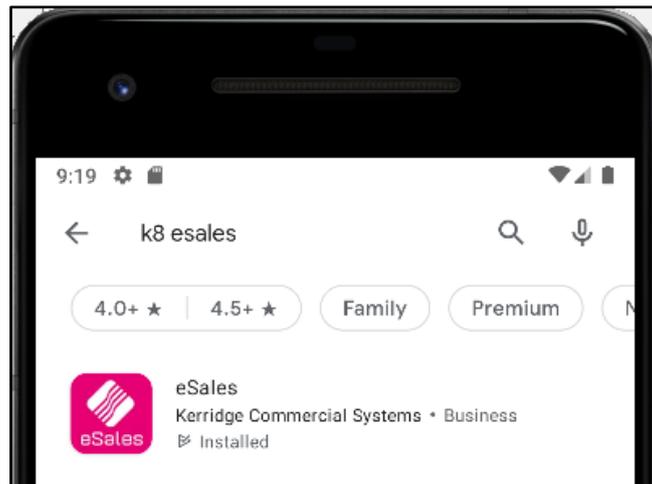
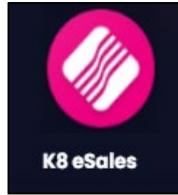
Click Save

Click Save Exit

STEP 5

DOWNLOAD ESALES FROM PLAY STORE

Install the eSales software onto your device from Play Store, only available to Android currently.

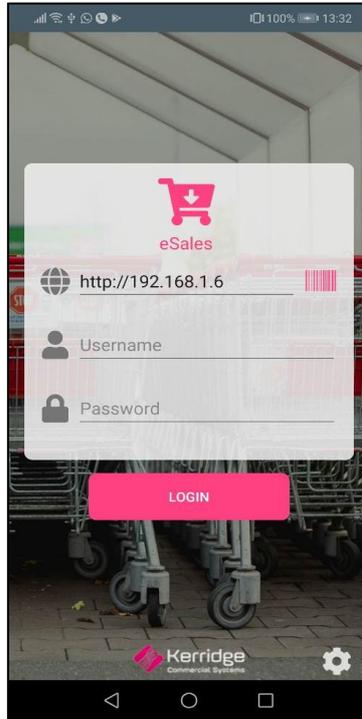


STEP 6

SETUP THE ESALES APP ON THE MOBI DEVICE

Fill in the IP address from the server, in other words where the software is installed.

For example `http://10.8.8.888:443`



STEP 7

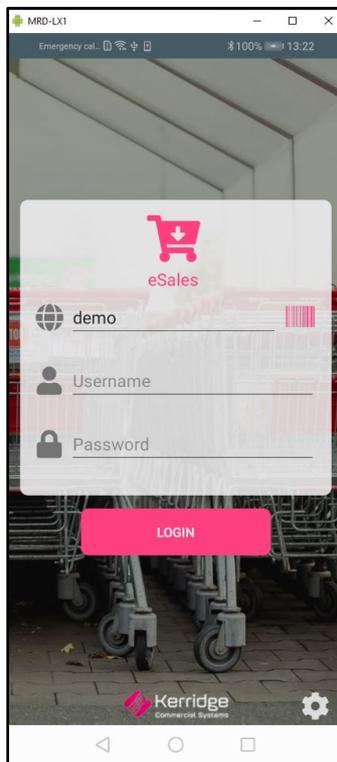
REGISTER FOR THE MOBI DEVICE

Select the Support Menu Option → Register → Devices → Add Device or if you have opened the device once choose Get Device List.

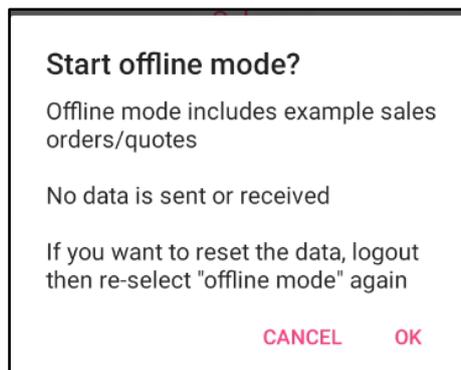
You can use Add Device if Get Device does not work

- Enter the IP Address of the Server
- Enter the Port number
- Enter the username and password for each device
- Email to the Registration department, save and import once the registration was returned.

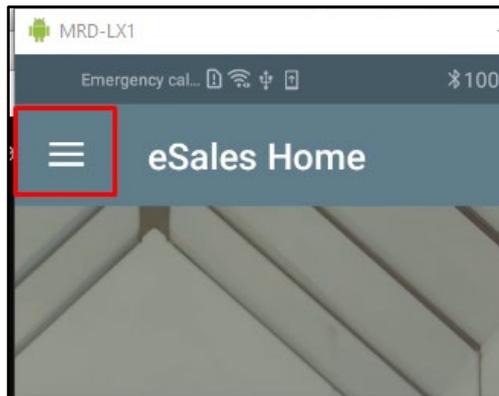
If you need to find the device id you can attempt to log in as user demo.



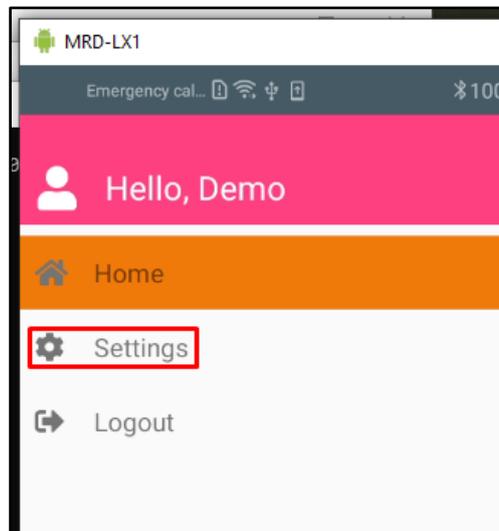
You will be asked if you want to start in offline mode – select OK



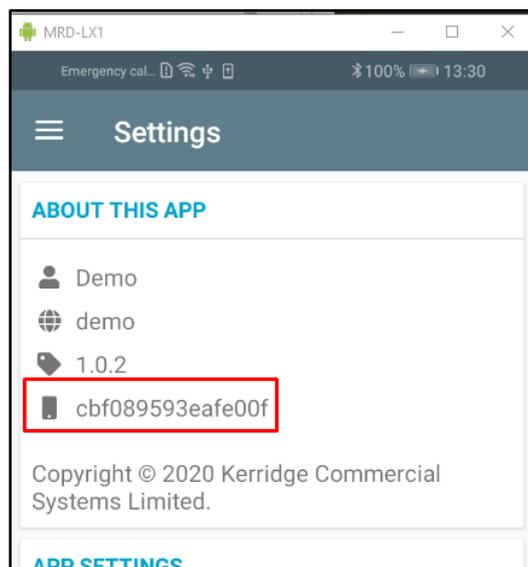
Click on the menu icon



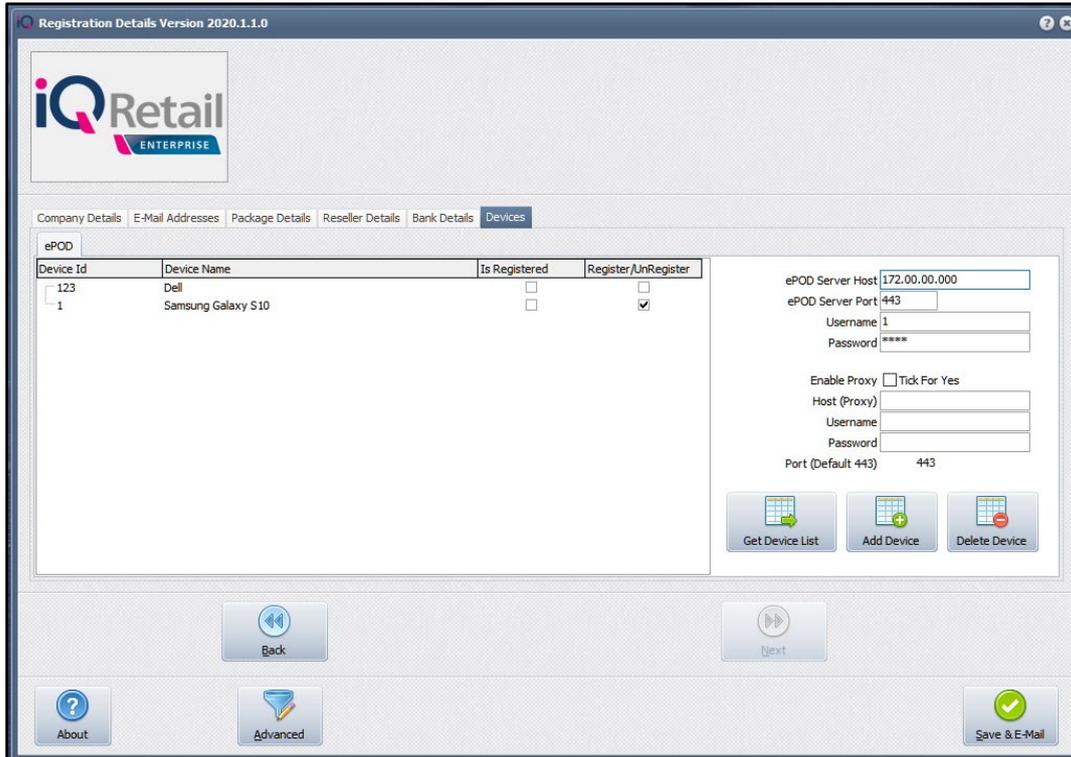
Select Settings



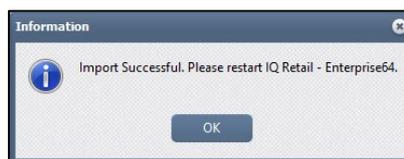
The app id can be seen here



Email the device registration to: iqregistration@kerridgecs.com



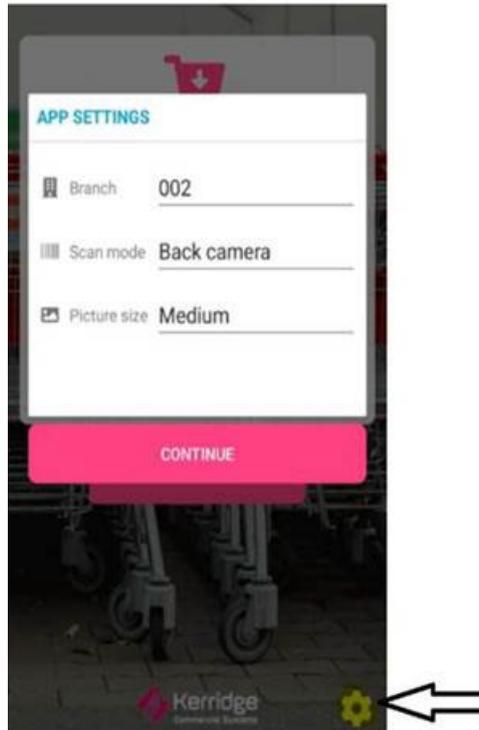
You will receive an email, save the reg.txt attachment to e.g. Desktop.
Select Support → Register → Click Advance → Import Registration.
Re-type the confirmation code (remember it is case sensitive) and select OK.
Go back to where the reg.txt file was saved and open it.
Select ok to complete the registration process.



STEP 8

ENTERPRISE SETTINGS

When adding new companies or branches to the eSales Application, make sure that each company has a cash account set up and then go into the settings option on the app.



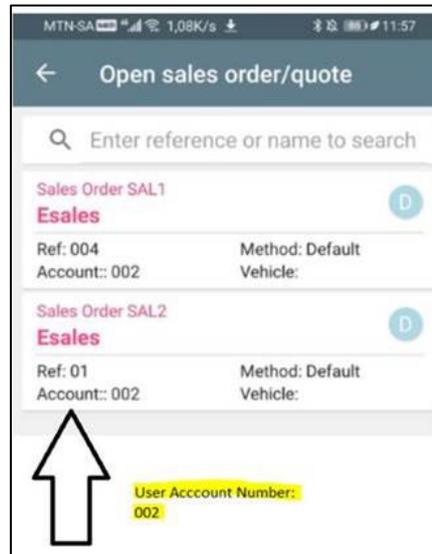
Q&A

QUESTION 1:

A rep must be able to view quotes and sales orders that they have created. Can everybody see my quotes / sales orders?

ANSWER 2:

Sales orders and Quotations can only be viewed by the user who created it.



QUESTION 2:

Can a rep see a quote / sales order that has been invoiced on the app?

ANSWER 2:

A rep will not be able to view the quote / sales that has been invoiced on the app. They will need to log into the software to view this.

QUESTION 3:

Will a rep be able to edit a quote / sales order on the app?

ANSWER 3:

Yes, a rep will be able to edit their quote / sales order on the app if it has not been actioned yet.

QUESTION 4:

How would a user move between branches, due to staff rotation of staff and users being linked to a branch?

ANSWER 4:

The user will have to be set up with the software. User will then need to log into the app with his / her log in details.

QUESTION 5:

How does registration admin work if there are multiple users in a high sales staff turnover environment?

ANSWER 5:

Unfortunately, you will have to register a new device.

QUESTION 6:

Why would the Rest Server, ePod and eSales server cause conflict?

ANSWER 6:

Each server will need to run on different ports.

WORKFLOW OF ESALES:

STEP 1- CREATE SALE OR QUOTE

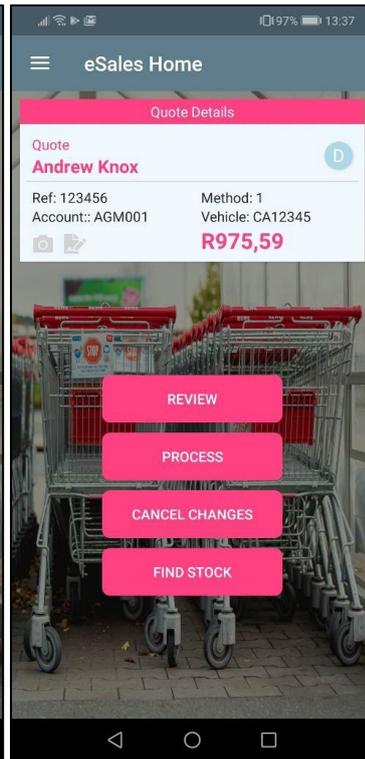
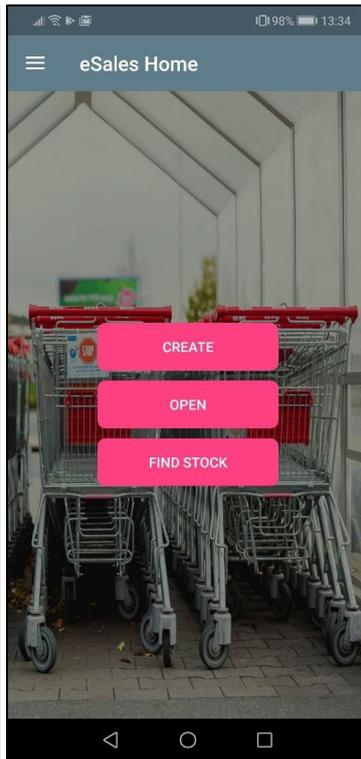
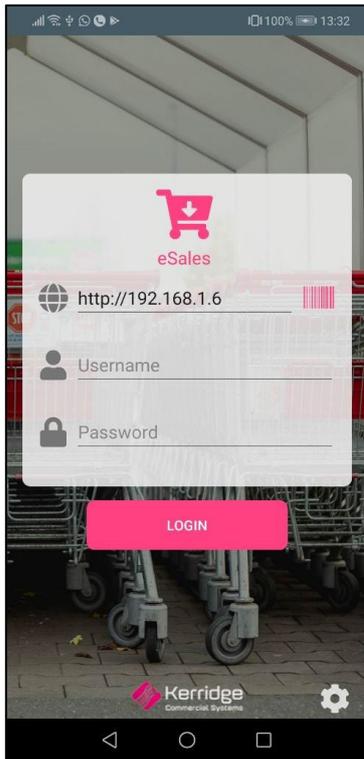
Good network or WiFi connectivity is required. Please note to ensure your signal is available in your store or yard so that the sales representatives have connection to the server.

Log into e-Sales using your username and password.

Login Screen

Home Screen (no active order)

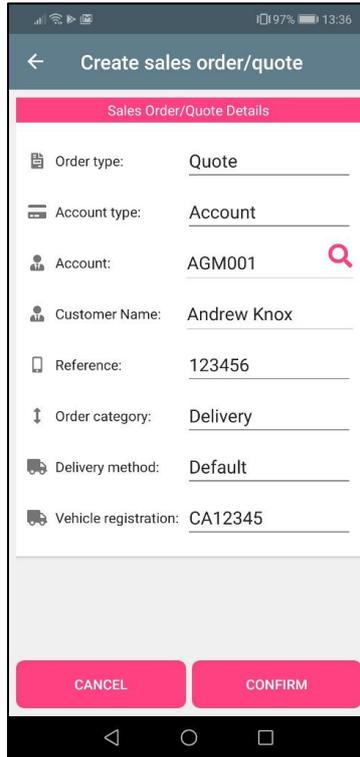
Home Screen (active order)



HOME SCREEN WILL HAVE THE FOLLOWING BUTTONS	
NO ACTIVE ORDER	
CREATE	<p>Create new sales order or quotation.</p> <p>Only one option can be selected Sales Order or Quotations in the setup as the default option.</p> <p>NOTE: the above is just what the create screen will DEFAULT to. Both quotes/orders are available on the create screen</p> <p>To create a new order select CREATE and fill in the appropriate information on the create screen and confirm.</p>
OPEN	<p>Amend previously suspended sales order or Quotes</p> <p>OPEN will display a list of previously created orders or quotes in the above step. You can then select an order and amend it.</p>

<p>FIND STOCK</p>	<p>Find stock directly from the system. FIND STOCK enables the user to lookup stock information. Three character is required to active the find stock magnifying glass NOTE that if an active order is open then the find stock function allows the user to add stock items to the open order</p>
<p>ACTIVE ORDER Once an order has been created or opened (i.e. the ACTIVE order), the home screen buttons change</p>	
<p>REVIEW</p>	<p>Review current order Only available in Sales Orders REVIEW will take the user to the review order screen where all the current order lines are displayed and can be amended or removed. At this point the user can also add NOTES and PHOTOS (if setup allows).</p>
<p>PROCESS</p>	<p>Process the order PROCESS will give the user the option to SUSPEND or ACTION the order. If SUSPEND is selected the order is saved for future retrieval in the APP ONLY. If ACTION is selected the order is deemed complete and will be available. Note that once actioned the order will no longer be visible to the eSales App.</p>
<p>CANCEL CHANGES</p>	<p>Cancel order, no longer required. Only available in Sales Orders CANCEL CHANGES will revert any changes made since opening the order</p>
<p>DELETE</p>	<p>Deletes a previously suspended quote/order – ONLY visible if a suspended quote/document is recalled using the OPEN option</p>
<p>FIND STOCK</p>	<p>Find stock directly or via drill down. Three characters are required to activate the find stock magnifying glass search option. There are 2 modes, standard mode, and advanced mode.</p>
<p>STOCK SUMMARY The Stock Summary is a follow on of find stock. It does NOT exist as a button on the home screen</p>	<p>Stock summary screen (where you add the item to the order), if the item has an image, it will display and by clicking on the image to view the image. If the item has multiple bin locations the bin location will be highlighted and clicking on it shows alternate bin locations with relevant stock quantities</p> <div data-bbox="991 1621 1273 1771" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Alternate bin locations</p> <p>1/BIN 1 (Free stock10)</p> <p>2/BIN 2 (Free stock5)</p> <p style="text-align: right; color: red;">OK</p> </div>

Once an order is created or opened, then the home screen header will show the order type, account type, account code, account name. Select whether you want to create an order for an account customer or a cash customer



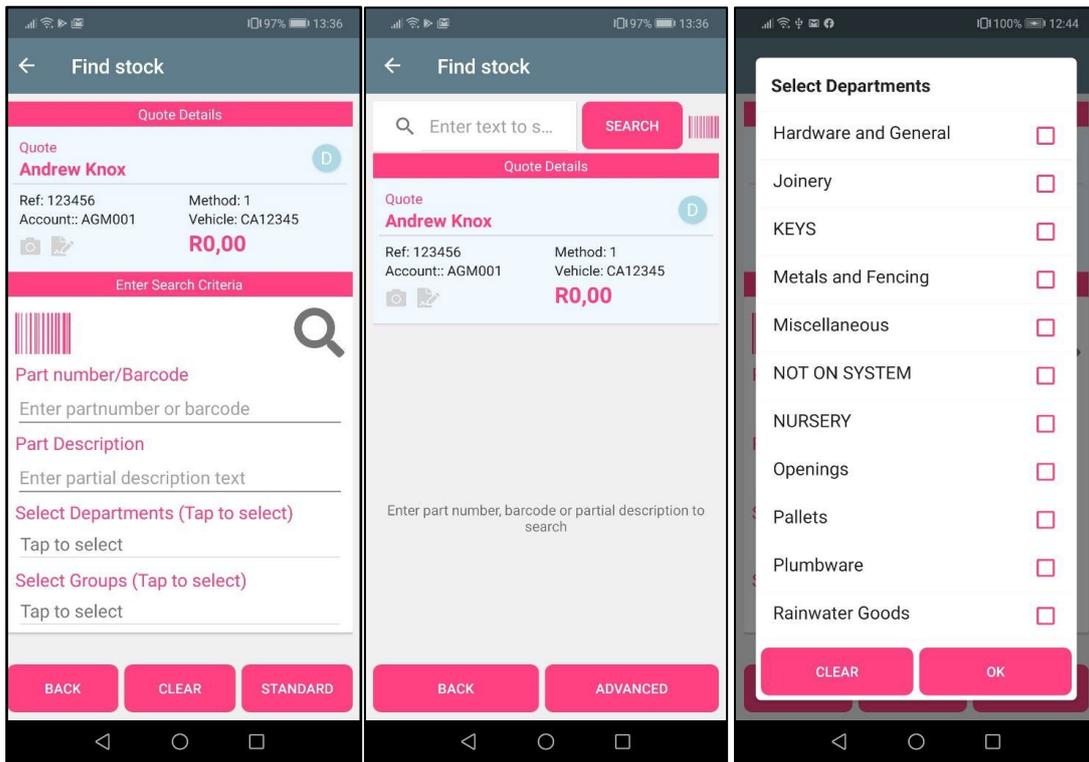
CREATE SALES ORDER OR QUOTE SCREEN	
ORDER TYPE	Two choices for Order type: Sales Order or Quote
ACCOUNT TYPE	Two Choices for Account Type: Cash or Account. If not changed the default is Cash.
ACCOUNT	If the Account option was selected, you can choose a debtors account.
CUSTOMER NAME	Once the account has been selected the name of the debtors will be displayed here.
REFERENCE	Type the customer reference here, this field is a required field.
ORDER CATEGORY	Two choices for Order type: Delivery or Collection
VEHICLE REGISTRATION	Type the Vehicle Registration if required.
CONFIRM	Select confirm to process
CANCEL	Select Cancel

Find Stock Screen (Advanced mode)
(Advanced mode)

Find Stock Screen (Standard mode)
(Standard mode)

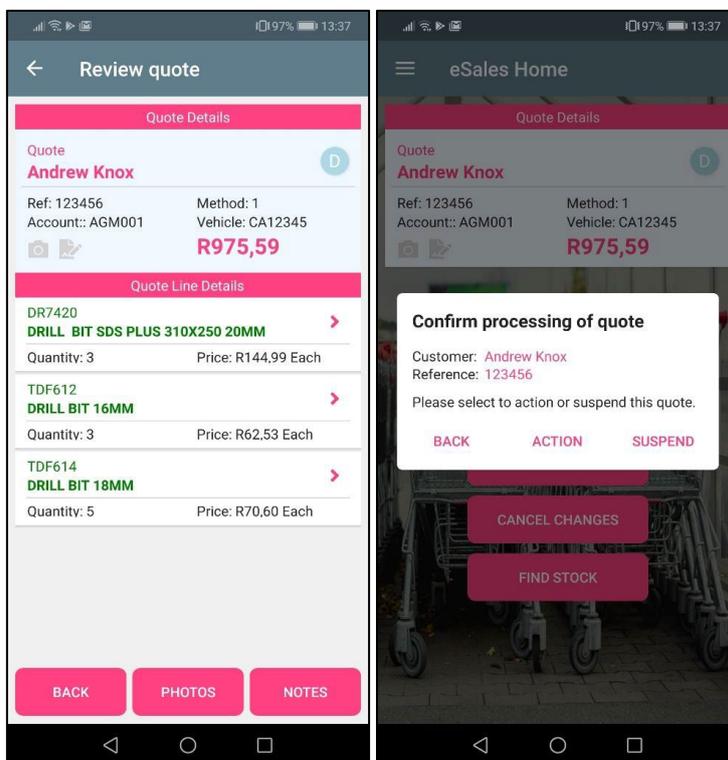
Select Department/Group
(Advanced mode)

The currency displayed is directly connected to the device settings.

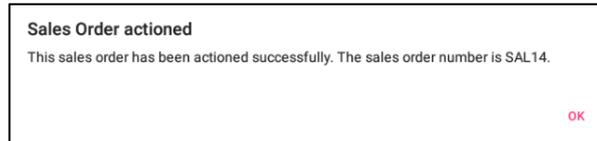


Review Screen

Process Selection Screen



Process Selection Screen



STEP 2

THE TRANSACTION WILL BE VISIBLE IN THE QUOTATION AND SALES ORDER MODULES

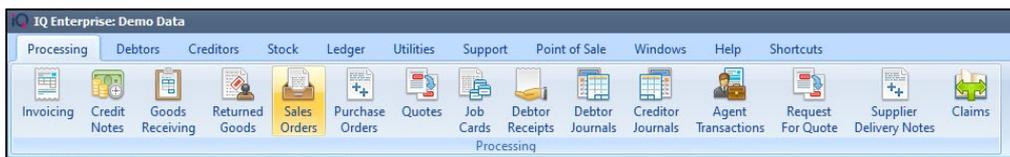
The Sales Orders or Quote will be sent from the eSales software into the software and be visible in the Sale Order or Quotation module.

NOTE: These tables are used: stockmultiplebins, stockmultiplebinbalances, stockwarehousebinlocation, stock deptmnts, groups, debtors, SOrders, SOrdItem, Quotes and Qteltems.

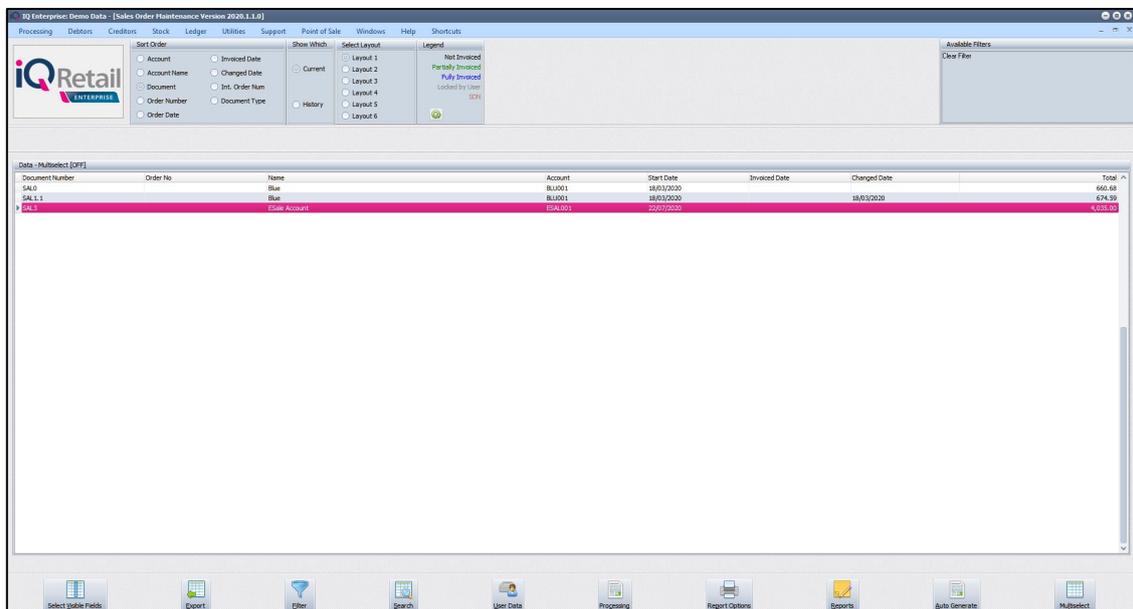
These tables are **NEW:** ESalesHeader, ESalesLines, ESalesBatches and ESalesMedia.

SALES ORDERS

From the main menu → Processing → Sales Orders

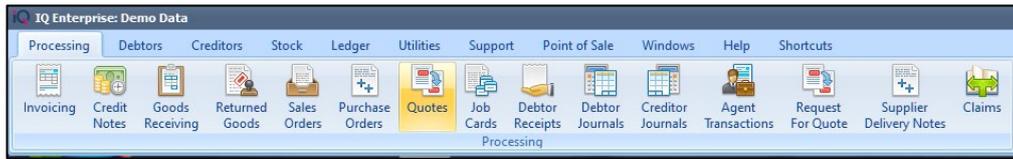


The Sales order will display as the eSales account (only if account type is CASH)

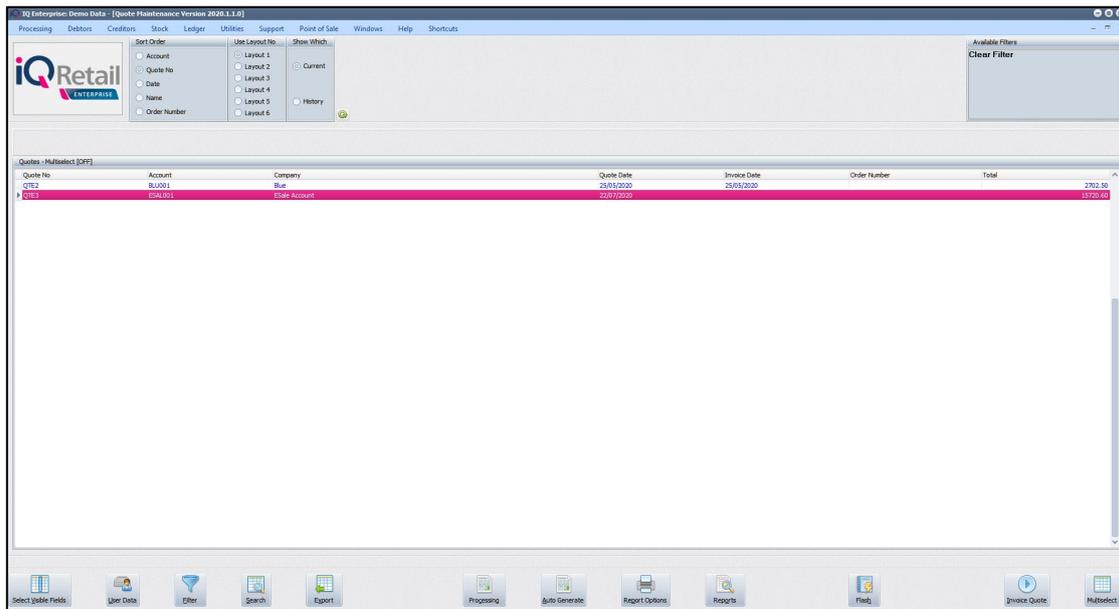


QUOTES

From the main menu → Processing → Quotes



The Quote will display as the eSales account (only if account type is CASH)

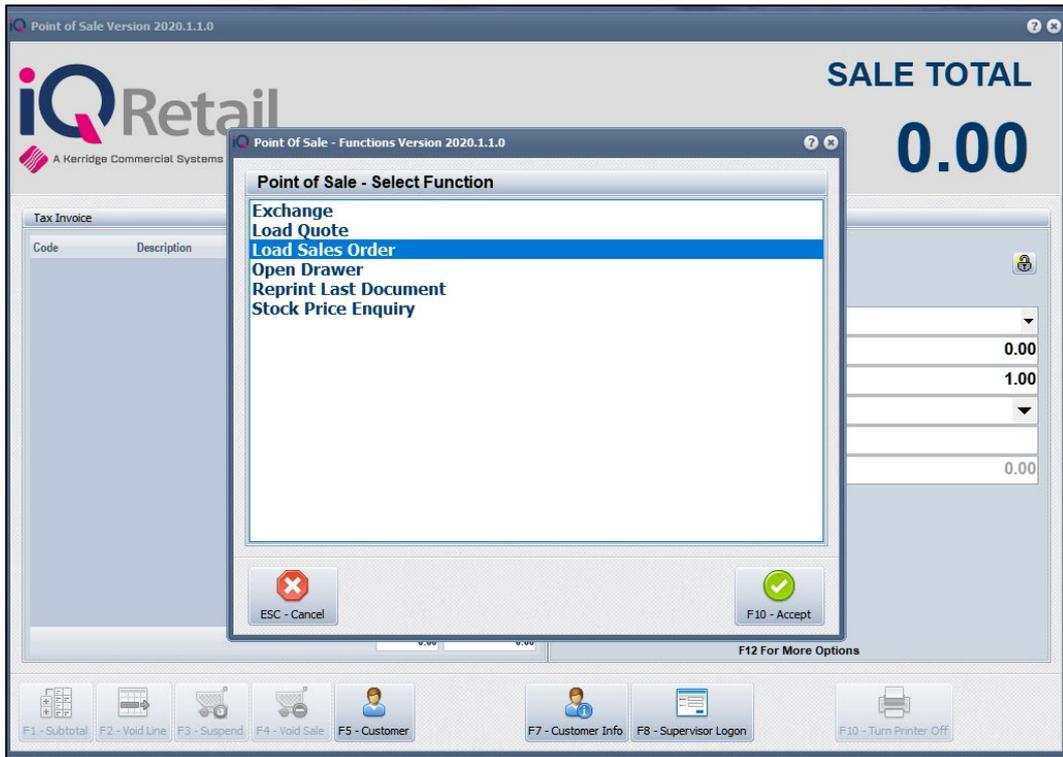


STEP 3

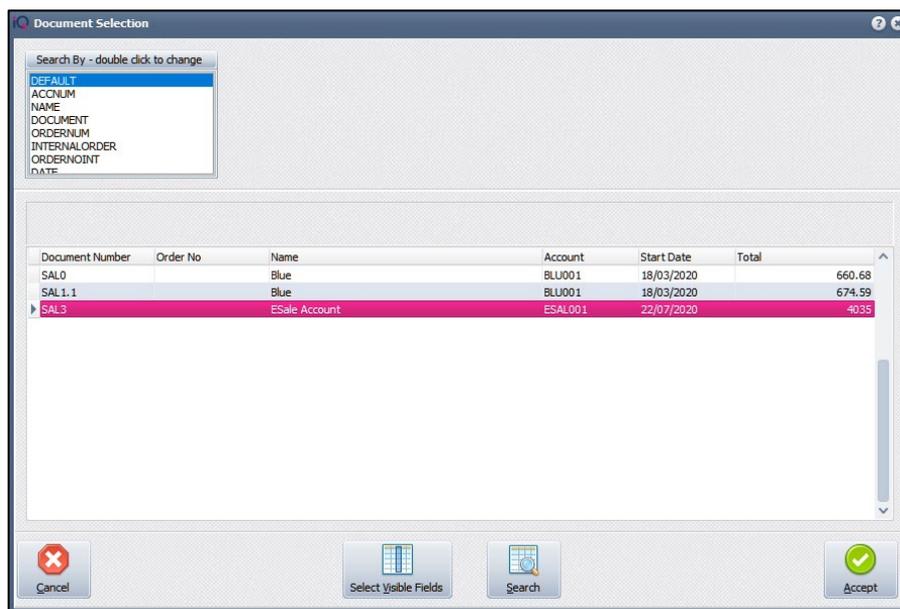
SALE OPTION 1 – CASH SALES LOAD TRANSACTIONS - RECOMMENDED

CASH SALES – SALES ORDER OR QUOTE

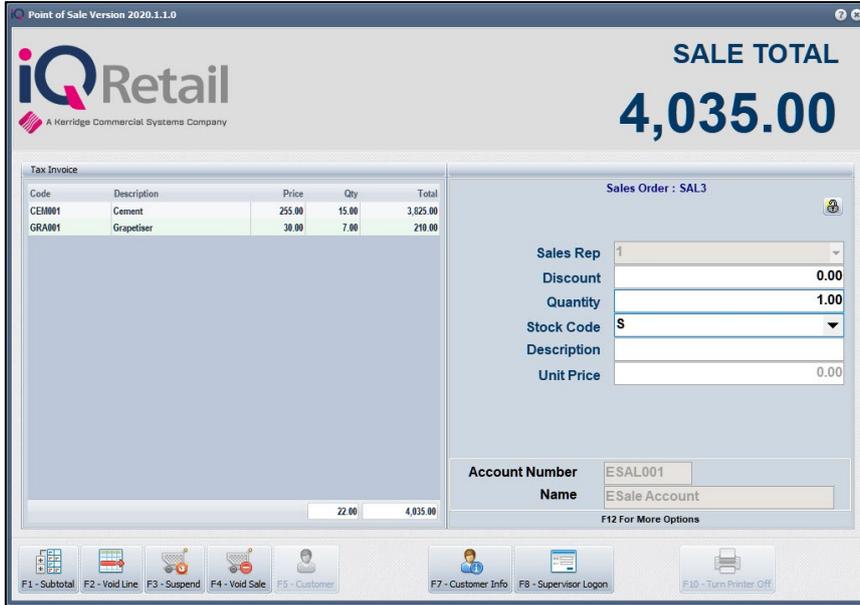
PLEASE NOTE: Only one option can be selected, Sales Order or Quotations in the setup. From the main menu → Point of Sale → Sales → Cash Sale → F12 More Option → Load Sales Order



Select the SO number for example (SAL3) from the device. Only one Sales order can be selected for a Cash Sale.

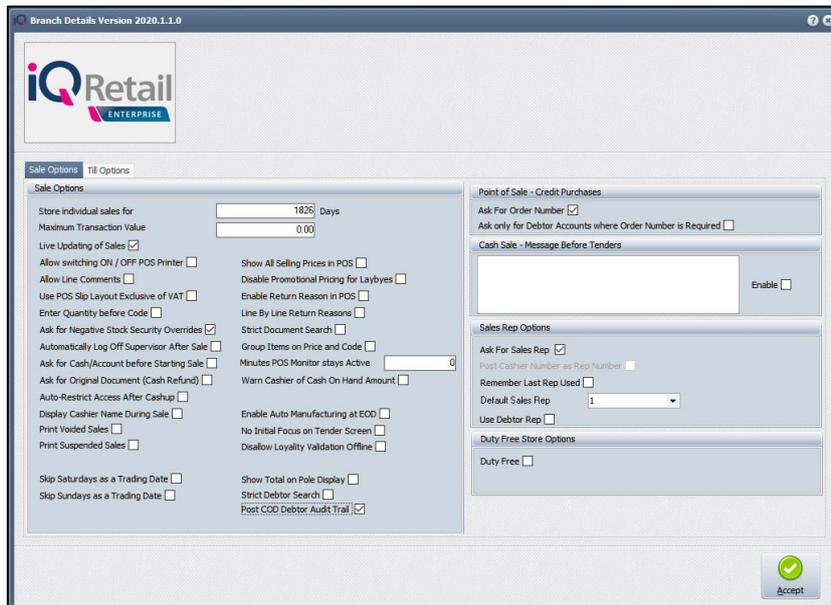


Once the Sale Order has been loaded the number will display below the Sale Total and the Account Number will display above F12 for more Options, now continue with the Cash Sale as normal.



Remember the transaction will only display in Debtors if the setting is enabled under POS Setup → Default Settings → Post COD Debtors Audit Trial.

If this is not switch on the transaction will not display on the eSales COD account.



STEP 4

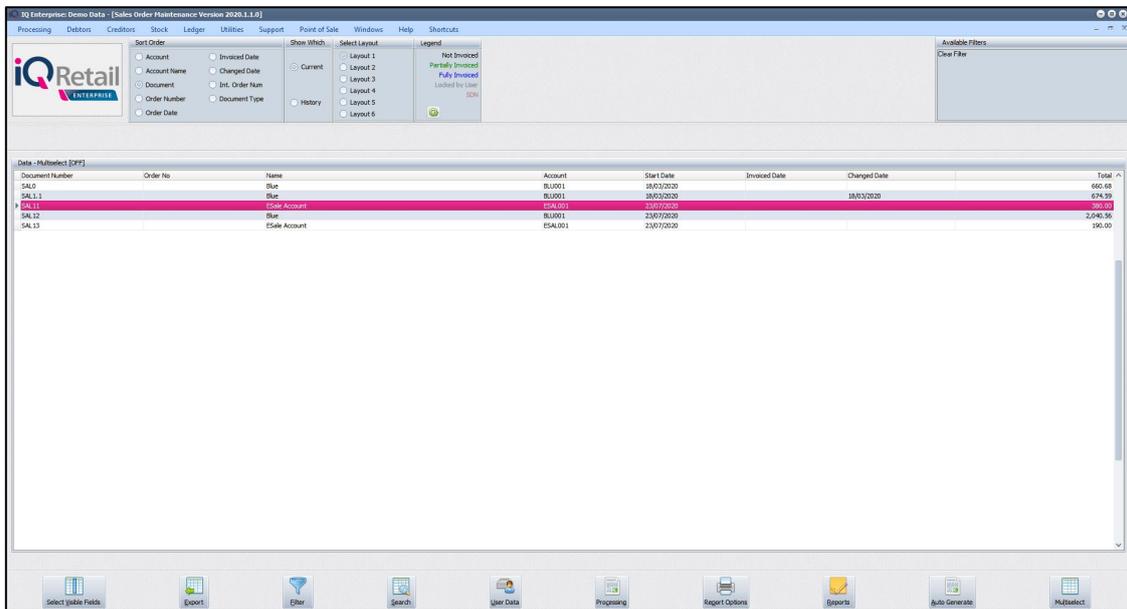
SALE OPTION 2 – INVOICE THE TRANSACTIONS (SALES ORDER OR QUOTE) CASH SALES – SALES ORDER

PLEASE NOTE: A default option is selected but can be selected Sales Order or Quotations when processing.

The COD account will require a Cash Drawer to process the payment.

PLEASE NOTE: We suggest that the Default setting 1 option “Post All Invoices/Credit Note to POS” must also be switched on to make the transaction part of the Cash-up reports.

From the main menu → Processing → Sales order or Quotes → Select the transaction → Processing → Invoice.



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