

## **Portals**

**Training Manual** 

ETMPTL11

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This document has been prepared to conform to the current release version of TRAVERSE Accounting Business Software for Windows. Because of our extensive development efforts and our desire to further improve and enhance the product, inconsistencies may exist between the software and the documentation in some instances. Call your customer support representative if you encounter an inconsistency.

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Web Portal Overview

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## WEB PORTAL OVERVIEW

TRAVERSE Portal is a web-based system that allows you and your customers to access selected information from your TRAVERSE system via the Internet. Using a web browser, you and your customers can utilize the TRAVERSE Portal applications to enter sales orders, generate and approve purchase orders, and work with customer and sales rep information.

Because TRAVERSE Portal is web-based, you must have a web server to host the applications. TRAVERSE Portal applications are different than the TRAVERSE Windows applications because of the web interface. It helps to think of the web software as an extension of TRAVERSE functionality.

## **System Information**

Additional information about using the system is found in the following sources:

- the Portals User's Help
- the user's help for other TRAVERSE applications
- the Developer's Guide and Developer's Object Descriptions manuals

#### **Customer Support**

Open Systems Holdings Corp. has a strong commitment to customer service and product quality. If you need help using any Open Systems product, follow these procedures:

- Consult the user's help and other TRAVERSE reference materials.
- If you are a subscriber to the TRAVERSE customer support program, you can consult your customer support representative (1-800-320-3088) or e-mail them at traverse\_support@osas.com.

INTRODUCTION

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Web Portal Overview

**About Portals** 

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## **ABOUT PORTALS**

## Frequently used functions

The most frequently used functions are on the Portal and Customer Portal web sites in the TRAVERSE Portal Sales Rep, TRAVERSE Portal Approvals, Customer Portal Views, and Customer Portal Order menus. Use these functions for the following tasks:

- Enter orders, view order and customer information, and view transaction history.
- Add new customers and assign user logins to the customers
- Customers may enter new orders, print orders and pay open invoices.
- Enter and approve Purchase Order requests.

#### Views

Sales Reps and Customers can view open order information, aged trial balances, job information, invoice and payment history, pending payments, and account detail information.

#### **Interfaces**

The portals are integrated into Accounts Receivable, Accounts Payable, Sales Order, Purchase Order, Inventory, and Service Repair. Interfaces are automatic to these applications.

## INTRODUCTION

**About Portals** 

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## **PORTALS SETUP**

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Overview

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## **OVERVIEW**

TRAVERSE Portal is a web-based system that allows you and your customers to access selected information from your TRAVERSE system via the Internet. Using a web browser, you and your customers can utilize the TRAVERSE Portal applications to enter sales orders, generate and approve purchase orders, and work with customer and sales rep information.

Because TRAVERSE Portal is web-based, you must have a web server to host the applications. TRAVERSE Portal applications are different than the TRAVERSE desktop applications because of the web interface. It helps to think of the web software as an extension of TRAVERSE functionality.

NOTE: Because setup of the TRAVERSE Portal is specific to each company, a services engagement is required to install and configure it.

Portal includes web interfaces for a number of TRAVERSE applications:

**Business-to-Business:** You can create and maintain access to TRAVERSE Portal for your customers and sales reps. You can also establish and utilize a purchase order approval system.

- The Sales Rep portal gives your sales reps the ability to review a Customer's account information including invoice, order, and payment history; set up web apps users for their Customers; create and monitor orders; edit ship-to and payment information for their Customers; and review their commissions.
- The Approvals portal gives you the ability to let users create Purchase Order requests, then route those requests to personnel with purchasing authority for approval before a purchase order is created.
- The Customer Portal Manager allows you to set up the parameters for Portal
  applications. These include selecting company availability and access, Customer
  access, Customer Item, and Inventory Item availability on the web, as well as
  creating Portal Users and Groups. The Customer Portal Manager function also gives
  you the ability to set up templates for communication emails such as new user
  notifications and new order acknowledgments.
- The **Customer** portal allows your Customers to review account information, create and review orders, manage their payment and ship-to information, and create and manage their own users.

#### Configuration

NOTE: The best practice for setting up information to be used in the Portals, is to set up as much information within the TRAVERSE desktop application as possible. The Portals will use the information set up in the TRAVERSE desktop to pull the information into the Portals.

Set up the Business Rules on the TRAVERSE System Manager menu to configure how the system will work.

In the Sales Rep Portal, map your TRAVERSE users to Sales Reps to use when setting users and permissions.

Use the Payment Service Settings function to configure settings for payment services for TRAVERSE Point of Sale or TRAVERSE Portals. Your selected payment service provider allows you to accept credit card or other online payment options. Contact your software provider for assistance, if necessary.

Use the Configuration menu to set up detail settings for the current company and reload the Business Rules information for the logged in user. The information on the Configuration screen is the same information in the System Manager Business Rules function for the TRAVERSE Portal.

#### Sales Rep Portal Overview

The **Sales Rep Portal** allows your sales reps to view and manage their Customers' information, including interactive views and order management. Sales Rep Portal business rules also allow you to set up a default batch code, default Location ID, and the quantity display mode.

Sales reps can also be restricted from viewing customers via the Customer Filter business rule, or by creating a sales rep hierarchy using the Sales Rep Access function.

You need to configure your user login in TRAVERSE to utilize the Sales Rep portal functions.

#### **PO Approvals**

The **PO Approval** portal allows for an intermediate approval step between a request to order a part and a live Purchase Order. This gives you more control over the ordering process.

If the PO Business Rule for allowing approval processing is set to **Yes**, an Order Request must be approved before the request is turned into an actual Purchase Order. When a request completes an approval route, it becomes a live order.

The PO Approval function will only display requests, not active Purchase Orders, when you use it.

Overview

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### **Customer Portal Manager Overview**

This module is used to manage the Customer Portal. The administrator can determine the Customers who can access the website, the information that can be accessed by those Customers, and the Items that are available to the Customers through the website.

The main components of this module are website settings, email communication templates setup, and synchronization of off-line data with TRAVERSE. You can also use this module to manage Customers, Items, and website users.

Most of the views in the portal have a **Company ID** field at the top. All the information processing in such views will be applicable to the selected company only. By default, the last company used will be selected in this field for the current session.

#### **Customer Portal Overview**

The **Customer Portal** allows your Customers to access information such as open orders, payment history, and check account information via a website. The Customer portal also allows your Customers to place orders, and change payment and ship-to options.

The Customer portal menu items are available depending on the menu security set for the current user's group. If the current user belongs to more than one group, the permissions are cumulative.

## **PORTALS SETUP**

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Configuration

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## **CONFIGURATION**

Use the Configuration menu to set up detail settings for the current company and reload the Business Rules information for the logged-in user. The information on the Configuration screen is the same information in the System Manager Business Rules function for the TRAVERSE Portal.

#### **User Mapping**

In the Sales Rep Portal, map your TRAVERSE users to Sales Reps to use when setting users and permissions.

### **Payment Services**

Use the Payment Service Settings function to configure settings for payment services for TRAVERSE Point of Sale or TRAVERSE Portal. Your selected payment service provider allows you to accept credit card or other online payment options. Contact your software provider for assistance, if necessary.

#### **Portal Settings**

The Portal Settings function allows you to view and/or update configuration setting applicable to internal web applications. This includes all web applications except the Customer web Portal.

#### **Advanced**

The Advanced function allows you to reload the Business Rules from TRAVERSE to the web applications.

## **PORTALS SETUP**

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Sales Rep Portal

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## SALES REP PORTAL

The Sales Rep Portal allows your sales reps to view and manage their Customers' information, including interactive views and order management. Sales Rep Portal Business Rules also allow you to set up a default batch code, default Location ID, and the quantity display mode.

Sales Reps can also be restricted from viewing customers via the Customer Filter Business Rule, or by creating a Sales Rep hierarchy using the Sales Rep Access function.

You need to configure your user login in TRAVERSE to utilize the Sales Rep portal functions.

#### Sales Rep Access

This function is used to grant Sales Reps access to Customers set up for other Sales Reps when the access mode is set up as "Sales Rep" in the Business Rules.

#### **Account Information**

The Sales Rep Account Information page displays year-to-date account information for the selected Customer. The Customer ID and Customer Name are displayed at the top of the page.

The account information you see may include last invoice number, last sale date, credit limit, terms, account balances including aged balances and total payment due. You can also view invoice details, charges, and unapplied credit.

#### **Aged Trial Balance**

The Sales Rep Aged Trial Balance page displays details of your Customer's current aged trial balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

The account information you see includes the invoice number, invoice amount, current amount due, terms, and unapplied credit.

## **Invoice History**

Use the Invoice History page to view the Customer's invoice history. You can filter the list of invoices by invoice number, invoice date, PO number, subtotal, amount prepaid, or invoice amount. You may also use the Filter icon on the toolbar to open the Invoice History Filter window where you can enter your search criteria into the appropriate fields, then use the Apply Filter button to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

#### **Payment History**

Use the Payment History page to view Customer payments that have been applied to invoices. You can filter the list of payments by invoice number, payment type, payment date, payment number, discount amount, or payment amount.

#### **Commissions**

The Commissions page shows the commissions details for the Sales Rep. The system will display all the commission invoices that are open. Use the Filter icon on the toolbar to include the completed commissions invoices, if required. Use the Apply Filter button in the Commissions Filter window to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

### **Open Orders**

Use the Open Orders function to view all the open orders in TRAVERSE for the selected Customer. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

You can filter the list of open orders by order number, status, requested ship date, PO number, PO date, amount due, and tracking number (if available). To view details for an order, use the link in the Order No. column to open a detail view of the selected order.

#### **New Order**

Use the New Order entry function to enter a new order for a Customer.

#### **Inventory Catalog**

Use the Inventory Catalog to search for and view the details of Inventory Items, filtering by Location ID, Product Line, and Sales Category.

#### **Item History**

Use the Item History page to view the Customer's Item history. You can filter the list of Items by Invoice Number, Date, Item ID, Description, Quantity, Unit, or Price.

#### **Pending Payments**

This function is used to view the pending online Customer payments for orders placed through the Customer web portal.

#### **PORTALS SETUP**

Sales Rep Portal

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In addition to pending online payments, unposted payments for the Customer from the TRAVERSE AR Cash Receipts function will also appear for the selected Customer.

#### **Customer Detail**

Use the Customer Detail function to set up and maintain Customer records. A new Customer account can be set up as an open invoice or a balance forward account. For open invoice accounts, detail is kept on invoices and payments are applied to specific invoices. For balance forward accounts, detail is kept on invoices for the current month and payments are applied to the total balance.

The information on the General and the Default tabs is the same information as on the comparable tabs in the Customers screen of the desktop version of TRAVERSE.

## **PORTALS SETUP**

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Sales Rep Portal

**Approvals** 

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## **APPROVALS**

The PO Approval portal allows for an intermediate approval step between a request to order a part and a live Purchase Order. This gives you more control over the ordering process.

If the PO Business Rule for allowing approval processing is set to **Yes**, an Order Request must be approved before the request is turned into an actual Purchase Order. When a request completes an approval route, it becomes a live order.

The PO Approval function will only display requests, not active Purchase Orders, when you use it.

#### **PO Request Users**

Use the PO Request Users function to set up users allowed to generate and approve Order Requests via the PO Approval portal.

#### **PO Request Routes**

Use the PO Request Routes function to set up approval routes for PO Requests that originate in the PO Approvals portal.

#### **PO Approval Alternates**

Use the Approval Alternates function to assign alternate users to approve PO Requests when the primary approver is not available, such as during a leave of absence or a vacation.

#### **PO Approval**

Use the web portal PO Approval function to create, track, and approve PO requests.

Open the PO Approval function from the Approvals drop-down menu. Depending on your role, the Pending Requests page or the Open Requests page will display, and show PO requests generated by you (Requestor) or others (Request Admin), or requests needing approval (Approver, Approval Admin). You can see the status of the requests, along with the request originator, the date the PO Request was generated, the current level of approval, when the approver was notified, and additional details about the PO and the request.

## **PO Generate Requests**

The PO Generate Requests function is a web view of the PO Requisitions function in the TRAVERSE desktop application. The PO Generate Requests function will display the same Items that appear in the PO Requisitions desktop function.

Customer Portal Manager

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## **CUSTOMER PORTAL MANAGER**

The Customer Portal Manager consists of the functions summarized below. Details for each function will be shown in a later chapter on the Customer Portal Manager.

#### **Site Settings**

The Site Settings function allows you to select TRAVERSE companies to make available for the Customer web portal. When you open the Site Settings function, you will see a list of companies that have been added to the Customer web Portal.

You can only make changes to the site settings only for companies you have permission to access.

#### Users

Your company's Customers have users who will need access to the Customer Portal. Use the Users function to add, edit, or delete users for each company's Customers. Your Customers can also manage their own users if you give them access to do so.

#### Groups

Use the Groups function to add, edit, or delete groups associated with all Customers. Groups allow you to control the Customer Portal menu options available to the members of each group.

#### Country

Use the Country function to enable or disable countries in TRAVERSE Portal.

#### **Credit Card Types**

If you are not using an online payment provider to handle credit card payments, such as PayPal or XCharge, use the Credit Card Types function to add, edit, or delete credit card types for the Customer Portal. Each of the card types can be assigned with a payment method from TRAVERSE.

#### Communication

Use the Communication function to set up email templates you will use to notify Customers for actions like password reset, order creation, etc.

Open the communication function by selecting Communication from the Customer Portal Manager drop-down menu, and then select a company to work with in the **Company ID** field. A list of email templates available for that company appears.

#### Customers

Use the Customers function to allow a company's Customers to access the Customer portal.

When you add a Customer to the Customer portal, a default administrator user is created for that Customer, and a notification email is sent to the Customer. The default administrator's login ID will be "[CompanyID][CustomerID]Admin".

#### **Inventory Items**

The Inventory Items function lists the items available on the web for the selected company. You can make items active or inactive for the Customer Portal.

#### **Customer Items**

If you set the Portal's Assign items by Customer Group Business Rule to **Yes**, you can use the Customer Items function to select the web portal Items available to a specific Customer Group for a Customer. If you set the Business Rule to **No**, selected online Items will be available to all Customer Groups for the selected Customer.

Customer Portal

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## **CUSTOMER PORTAL**

The Customer Portal allows your Customers to access information such as open orders, payment history, and check account information via a website. The Customer portal also allows your Customers to place orders, and change payment and ship-to options.

The Customer portal menu items are available depending on the menu security set for the current user's group. If the current user belongs to more than one group, the permissions are cumulative.

Use the navigation bar on the left side of the page to access the various functions within the portal.

#### **Admin Manage**

The Admin Manage menus allow the admin user set up users, groups, and menu security for users in their company.

#### Users

You may have multiple users who will need access to your web portal. Use the Users function to add, edit, or delete web portal users.

#### Groups

Use the Groups function to add, edit, or delete groups associated with your portal users. Groups allow you to control the portal menu options available to the members of each group.

#### Menu Security

Permissions for menus are applied to groups using the Menu Security function.

#### Manage

The Manage menus are used to set up Payment information and Ship-To information for the Customer.

#### Payment Info

Use the Payment Info List page to view or add valid methods of payment for your Customer account.

#### Ship-To Info

Use the Ship-To Info List page to view or add ship-to information for your Customer account.

#### **Orders**

Use the Orders menus to view Open Orders, enter New Orders, view Pending Orders, and enter Invoice Payments.

#### Open Orders

The Open Orders function will show all your open orders in TRAVERSE. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

The Open Order Summary grid displays the order number, status, requested ship date, PO number, PO date, amount due, and tracking number of each order listed. To view details for an order, use the link in the Order Number column to open a detail view of the selected order. Use the navigation buttons at the bottom of the grid to page forward or back through the order list.

#### **New Orders**

Use the New Orders link to create a new order.

#### **Pending Orders**

Use the Pending Orders summary page to view orders you or other users have started but have not yet completed. For instance, if you begin an order, then navigate away from the page, your order will be listed on the Pending Orders page.

#### **Invoice Payment**

Use the Invoice Payment link to make payment for one or more invoices using a credit card or bank account.

#### **Views**

Use the Views menus to see your Customer's Account Information, Aged Trial Balance information, Invoice History, Payment History, and Pending Payments. These views are read-only.

#### **Account Information**

The Customer Account Information page displays Customer account information such as the last invoice number, last sale date, credit limit, and current balances.

You can view the invoices behind the balances using the drill-down links.

Customer Portal

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### **Aged Trial Balance**

The Aged Trial Balance page will display details of your current aged trial balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

## **Invoice History**

Use the Invoice History page to search for invoices. You can search by invoice number, PO number, or invoice date range.

#### **Payment History**

Use the Payment History page to search for invoice payment history. You can search for payments by payment number, invoice number, payment date range, or payment amount range.

#### **Pending Payments**

This function is used to view the pending online payments for orders placed through the Customer web portal.

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## **CONFIGURATION**

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Overview

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## **OVERVIEW**

To implement the TRAVERSE Portals some configuration will need to be done in both the TRAVERSE desktop software and within the TRAVERSE Portal.

Follow this checklist to configure the TRAVERSE Portal:

	Set up the System Manager, Business Rules for the TRAVERSE Portal in the TRAVERSE op application.
2.	Set up the User Mapping in the TRAVERSE desktop application.
3.	Set up the Payment Service Settings in the TRAVERSE desktop application.
4.	Set up the Portal Settings in the TRAVERSE Portal.
5.	Use the Advanced function to refresh the Business Rules settings.

#### **Business Rules**

Use the **System Manager, Business Rules** function to set up the business rules to configure how the internal portal will function.

## **User Mapping**

Use the **User Mapping** function to map your TRAVERSE users to Sales Rep IDs set up in Accounts Receivable, Setup and Maintenance. This will determine to which Customers the Sales Rep will have access within the Sales Rep Portal.

## **Payment Service Settings**

Use the **Payment Service Settings** function to configure settings for payment services for TRAVERSE Portal. Your selected payment service provider allows you to accept credit card or other online payment options. Contact your software provider for assistance, if necessary.

NOTE: The provider definitions must be loaded into the system database to enable use of this function. TRAVERSE includes a few default providers. Contact your software provider for assistance if you wish to add provider definitions into the system database.

Overview

## Configuration

Use the **Configuration** menu to set up detail settings for the current company and reload the Business Rules information for the logged in user. The information on the Configuration screen is the same information in the System Manager Business Rules function for the TRAVERSE Portal.

**Business Rules** 

# **BUSINESS RULES**

The Business Rules function defines how you want the system to work. Set up the Business Rules for the TRAVERSE Portal.

NOTE: Business Rules should be set up using the TRAVERSE desktop application prior to using the Portals functions. These Business Rules will be brought into the configuration functions of the Portals.

To set up **Business Rules**, follow these steps:

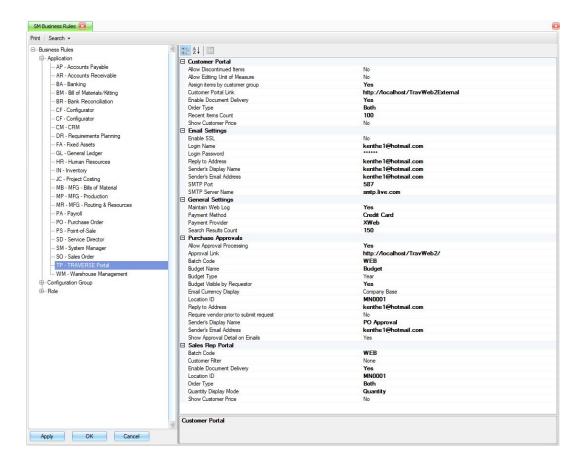
1. Select Business Rules from the System Manager, Company Setup menu.

### **Business Rules Menu**



2. The Business Rules screen appears. Select TRAVERSE Portal.

### **Business Rules Screen**



#### **Customer Portal**

- Allow Discontinued Items: Select Yes to allow Customers to select Items with a status of
  Discontinued when placing orders. Select No to all Customers to select only Items that are
  active.
- 4. **Allow Editing Unit of Measure**: Select **Yes** to allow Customers to change the Unit of Measure to an alternate unit when selecting Items on an order. Select **No** to limit the Customer to accepting the default Unit of Measure when adding Items to an order.
- 5. **Assign items by customer group**: Select **Yes** to assign Items to be available to a Customer based on the Group Code from the customer table. Select **No** to make all online Items available through the Customer Portal.

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6. Customer Portal Link: Enter the web link.

Once the Customer Portal has been set up, copy and paste the URL link from your web browser into the Customer Portal Link field. A typical Customer Portal Link would be: http://localhost/TravWeb2External/

- 7. **Enable Document Delivery**: Select **Yes** to use the Document Delivery options set in the Customer setup to send Quotes and Order Acknowledgments. Select **No** to disable Document Delivery and only use the email address entered into the User setup for the Customer.
- 8. **Order Type**: Select the Order Type allowed to be entered by the Customer or Sales Rep when adding a new order: **New**, **Price Quote**, or **Both**.
- 9. **Recent Items Count**: Enter the number of Items to be displayed when the Recent Items button is clicked in the New Order function.
- 10. **Show Customer Price**: Select **Yes** to include the Customer Price column to display the Sales Order Customer Pricing calculated price for the Customer. Select **No** to display only the Inventory Base Price when entering or viewing an order.

#### **Email Settings**

Enter Email Settings to enable TRAVERSE to use email for individual document delivery to Customers and Vendors from the web applications.

11. **Enable SSL**: Select **Yes** if you want to enable Secure Sockets Layer (SSL); otherwise, select **No**.

Secure Sockets Layer, is a protocol for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data - a public key known to everyone and a private or secret key known only to the recipient of the message. Many Web sites use the protocol to obtain confidential user information, such as credit card numbers. By convention, URLs that require an SSL connection start with https: instead of http:.

- 12. **Login Name**: Enter your login name to your SMTP server; this is your username to log into your ISP email service.
- 13. **Login Password**: Enter your login password to your SMTP server; this is your password to log into your ISP email service.
- 14. **Reply to Address**: Enter the email address you want your Vendors and Customers to reply to if they have questions on the form they receive via email.
- 15. **Sender's Display Name**: Enter the name you want displayed when you send your forms to your Vendors and Customers using email as the delivery method.

- 16. **Sender's Email Address**: Enter the email address you want displayed on the emails sent to your Vendors and Customers with the forms attached.
- 17. **SMTP Port**: Enter the SMTP port of the email server.
- 18. **SMTP Server Name**: Enter the internal address of your SMTP email server, or the IP address of your SMTP email server.

#### **General Settings**

- 19. Maintain Web Log: Select Yes to enable logging of web activity; otherwise select No.
- 20. **Payment Method**: Select the default payment method to use for sales orders placed via web applications. The selection choices are:
  - **Terms**: Will allow the order to be checked out and submitted without a payment entered into the order.
  - Credit Card: Will require you to select a saved credit card payment method.
  - Bank Account: Will require you to select a saved direct debit payment method.
- 21. **Payment Provider**: Select the default payment provider to use for sales orders placed via web applications. The selection choices are: Paypal, Vantiv, XWeb, and XWeb Host Pay.

If credit cards are accepted you must set up the Payment Services function on the Setup and Maintenance menu in System Manager.

22. Search Results Count: Enter the number of records to display when doing searches.

### **Purchase Approvals**

23. **Allow Approval Processing**: Select **Yes** to utilize Purchase Order approval routes for purchase requisitions; otherwise, select **No**.

The approval route allows a requisition to be reviewed by personnel with purchasing authority.

NOTE: For the Approval Processing to be fully activated the Allow Approval Processing option in the Purchase Order Business Rules must also be set to Yes.

24. **Approval Link**: This rule handles an issue that may arise if the approver is within the company network or outside the company network.

This value determines the link displayed in the email the approver receives.

•If the approver is within the company network, leave this rule blank to display the link the Requestor used.

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- •If the Approver is outside the company network, enter the external web address for the portal. This address is then added to the link displayed in the email sent to the approver.
- 25. **Batch Code**: Enter the company's default batch code for Purchase Order approvals.
- 26. **Budget Name**: Enter a budget name, if applicable, against which approved purchases are posted.
- 27. **Budget Type**: Select the type of budget against which the purchase requisitions will be posted. The selection choices are:
  - Year: Will use an annual budget to accumulate the total purchases for the fiscal year.
  - **Period**: Will use an annual budget to accumulate the total purchases for the fiscal period.
- 28. **Budget Visible by Requestor**: Select **Yes** if you would like the requester to see the budget amount remaining; otherwise, select **No**.
- 29. **Email Currency Display**: The email currency prints on email.
  - Select **Company Base** if you want the company's functional, or base, currency to always appear in emails.
  - Select **Transaction** if you want the vendor's currency to appear in emails.
- 30. Location ID: Select a default location for the PO Approvals.

You can edit this information on each purchase order request.

- 31. **Reply to Address**: Enter the reply-to email address that will appear in the notification emails from the approval route.
- 32. **Require vendor prior to submit request**: Select **Yes** if you want the requester to select the Vendor for the order before submitting the requisition; otherwise, select **No**.

If the Vendor is not required, an approver on the route will be required to select a vendor before approval.

- 33. **Sender's Display Name**: Enter the name you would like to appear as the sender of the approval notification emails.
- 34. **Sender's Email Address**: Enter the email address you would like to appear as the sender's email address on the approval notification emails.
- 35. **Show Approval Details on Emails**: Select **Yes** to display the approval history in the notification emails; otherwise, select **No**.

#### Sales Rep Portal

- 36. **Batch Code**: Enter the company's default portal Batch Code.
- 37. **Customer Filter**: Choose how the Customer lookup is populated in the Sales Rep portal.
  - Select **None** to show all Customers.
  - Select **CRM** to populate the lookup depending on the contact access value in CRM.
  - Select **Sales Rep ID** to include all active Customers whose Sales Rep 1 or 2 match the logged-in user's mapped Sales Rep.
- 38. **Enable Document Delivery**: Select **Yes** to use the Document Delivery options set in the Customer setup to send Quotes and Order Acknowledgments. Select **No** to disable Document Delivery and only use the email address entered into the User setup for the Customer.
- 39. Location ID: Select a location from where the Inventory Items will be pulled.

This will also be the location on all orders that flow back into Sales Order.

- 40. **Quantity Display Mode**: Choose how to display information about quantities available:
  - **None** Will not show the sales rep a Quantity when they drill into an Item from the web portal.
  - **Text** Will show the available Quantity as either "**Available**" or "**Unavailable**" to the Sales Rep.
  - **Quantity** Will numerically show the available Quantity (both positive and negative quantities) to the Sales Rep.
- 41. **Show Customer Price**: Select **Yes** to include the Customer Price column to display the Sales Order Customer Pricing calculated price for the Customer. Select **No** to display only the Inventory Base Price when entering or viewing an order.

#### **Command Buttons**

Name	Description
Apply	Save the changes you have made to the Business Rules functions. The screen will remain open.
ОК	Save the changes and exit the Business Rules function.

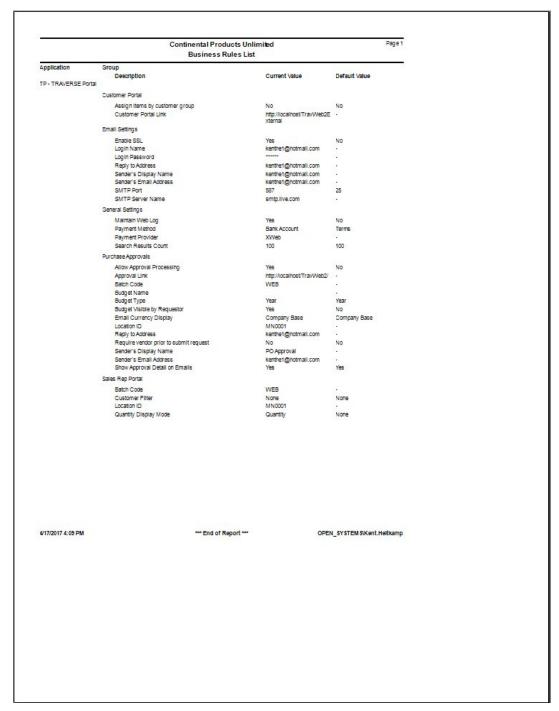
### CONFIGURATION

Business Rules

•

Name	Description
Cancel	Close the Business Rules screen without saving any changes.
Print	Preview and print a Business Rules report.

# **Business Rules Report**



**User Mapping** 

•

# **USER MAPPING**

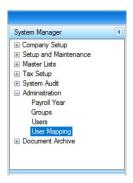
Use the **User Mapping** function to assign your user ID's to a Sales Rep, Customer, Vendor or Employee record.

Mapping users to Sales Reps will allow access to Customers in the Sales Rep portal.

Follow these steps to work with user mapping:

1. Select **User Mapping** from the **System Manager, Administration** menu.

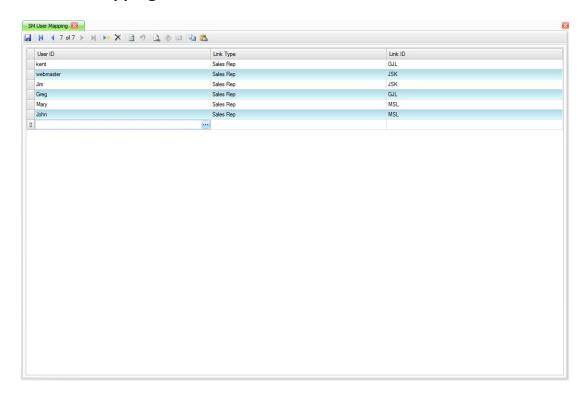
# **User Mapping Menu**



**User Mapping** 

2. The User Mapping screen appears.

## **User Mapping Screen**



- 3. Select the **User ID** you want to map to the link type selected.
- 4. Select the **Link Type** to map the user to. The selections are **Customer**, **Vendor**, **Employee**, or **Sales Rep**.

For the Portals setup, the users need to be mapped to a Sales Rep. This will tie the user and sales rep to the Customers that have the Sales Rep as the default rep in either the Rep ID 1 or Rep ID 2 in the Customer setup.

- 5. Select the record for the **Link ID** to link this user ID to. This value will change depending on the Link Type you selected.
- 6. Click the **Save** button to save the user mapping.

#### **Producing a User Mapping List**

Print the User Mapping List to view and verify the contact status descriptions you entered in the System Manager, Administration, **User Mapping** function.

#### CONFIGURATION

**User Mapping** 

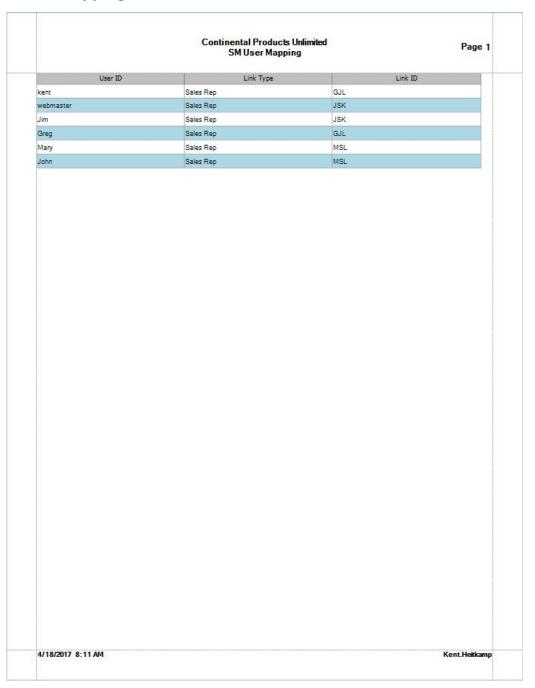
•

Follow these steps to print the User Mapping List:

- 1. Select the print **Preview** button to preview the list of contact statuses. You may also right-click in the gray box in the upper left corner of the grid and select Preview.
- 2. The **preview report** screen appears.
- 3. Select the **Print** button <a> in the toolbar to print your list.</a>

NOTE: Refer to the Reporting section in the General Information guide for more details on print options and selections when previewing the report.

# **User Mapping List**



**Payment Services** 

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## **PAYMENT SERVICES**

Use the **Payment Service** settings function to configure settings for payment services for TRAVERSE Point of Sale or TRAVERSE Portal. Your selected payment service provider allows you to accept credit card or other online payment options. Contact your software provider for assistance, if necessary.

Credit card interface software must be installed to TRAVERSE for the Payment Service functions to process credit card payments with your provider.

NOTE: The provider definitions must be loaded into the system database to enable use of this function. TRAVERSE includes a few default providers. Contact your software provider for assistance if you wish to add provider definitions into the system database.

NOTE: All information displayed on the screens below are examples of what may be entered into the fields. Do not use this information when setting up your payment services.

If you are using Point of Sale, and you want to prompt for a signature for non-credit card, or "on-account", orders, see the signature capture information (page 3-22).

To set up a **Payment Services**, follow these steps:

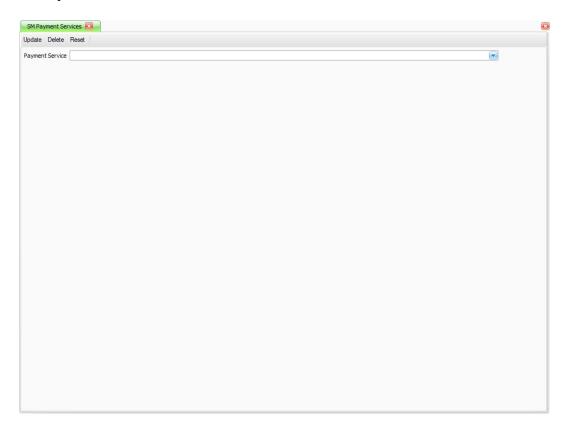
1. Select Payment Services from the System Manager, Setup and Maintenance menu.

### **Payment Services Menu**



2. The **Payment Services** dialog box appears.

# **Payment Services Screen Blank**

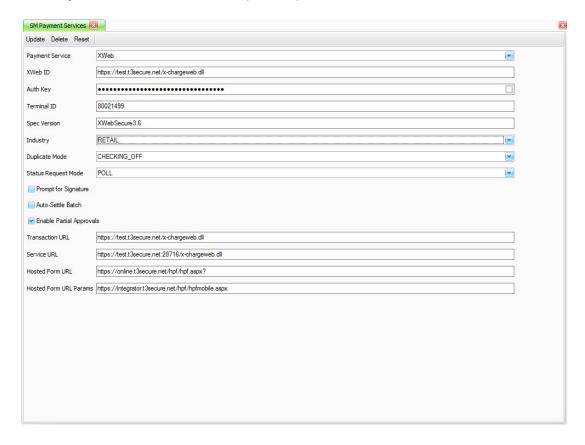


3. Select a payment provider from the **Payment Service** field drop-down list. The fields available are dependent on the payment service you select.

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#### **XWeb**

### Payment Services Screen (XWeb)



- 4. Enter your company's ID as provided by the payment processor into the XWeb ID field.
- 5. Enter the authorization key your payment processor supplied into the **Auth Key** field.
- 6. If applicable, enter the terminal ID for the current terminal into the Terminal ID field.
- 7. Edit the specification version, if necessary, in the **Spec Version** field.
- 8. Select your industry from the **Industry** field drop-down list. The valid selections are **Retail**, **Restaurant**, **Ecommerce**, and **Moto**.
- 9. In the **Duplicate Mode** field drop-down list, select **CHECKING\_ON** if you would like the provider to detect duplicate transactions, otherwise select **CHECKING\_OFF**.
- 10. The **Status Request Mode** field setting is determined by the payment provider.

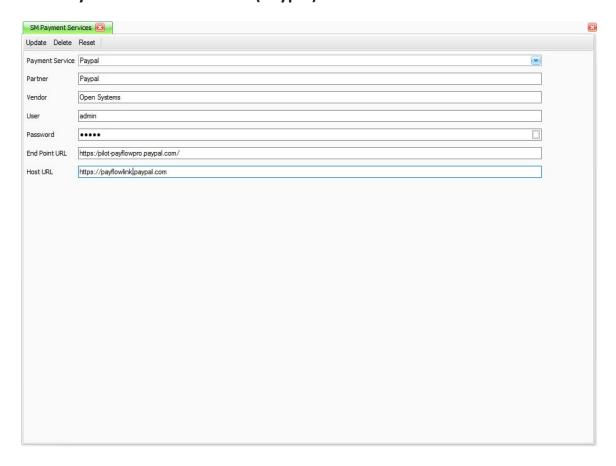
- Select **POLL** for a real-time check on the payment approval status.
- The PERSIST\_UNTIL\_COMPLETE option is the default mode, which will send a
  response to the payment provider when an approval, timeout, termination, or
  transaction complete event occurs.
- 11. If you use TRAVERSE Point of Sale and you want to use signature capture functionality for your payment services, mark the **Prompt for Signature** check box.
- 12. If you are set up for auto-settlement with your payment processor, mark the **Auto-Settle Batch** check box.
- 13. If you are set up for partial payment approvals, mark the **Enable Partial Approvals** check box.
- 14. Enter the transaction URL for your settlement provider into the Transaction URL field.
- 15. Enter the URL for the payment processing service in the Service URL field.
- 16. The **Hosted Form URL** and **Hosted Form Params** should be set as needed for your gateway. Edit these values only if necessary.
- 17. Click **Update** to save the changes you have made.
- 18. If your payment provider has given you an additional authorization key, repeat the above process for the additional key.

Contact your software provider for assistance, if necessary.

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### **Paypal**

# **Payment Services Screen (Paypal)**



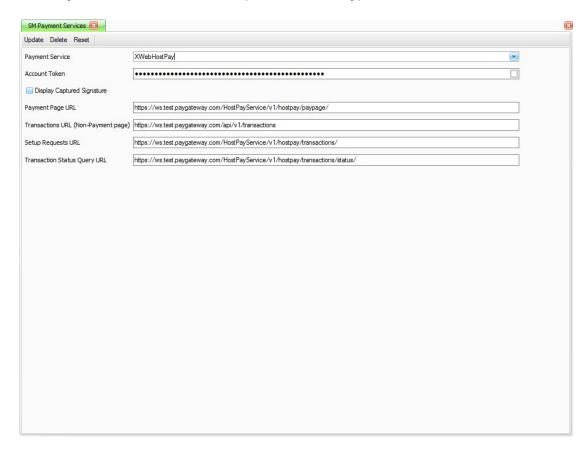
- 1. Enter your partner information as provided by the payment processor into the **Partner** field.
- 2. Enter the vendor information as provided by your payment processor into the **Vendor** field.
- 3. Enter your user name and password as required by your payment processor into the **User** and **Password** fields.
- 4. Enter the end point web address as provided by your payment processor into the **End Point URL** field.
- 5. Enter the host web address payment processor into the **Host URL** field.
- 6. Click **Update** to save the changes you have made.

Payment Services

Contact your software provider for assistance, if necessary.

### **XWebHostPay**

## Payment Services Screen (XWebHostPay)



- 1. Enter your company's account token in the Account Token field.
- 2. If you use TRAVERSE Point of Sale and use signature capture functionality for your payment services, mark the **Display Captured Signature** check box to display the signature captured by the signature pad.
- 3. Enter the payment page web address for your payment provider into the **Payment Page URL** field.
- 4. Enter the web address for the non-payment page in the Transactions URL field.
- 5. Enter the web address for setup requests in the **Setup Requests URL** field.

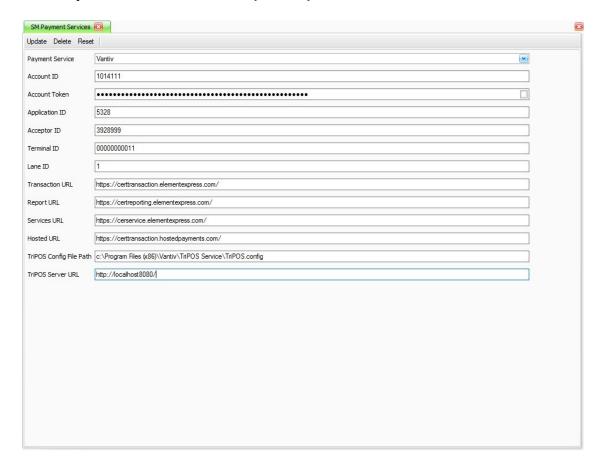
L

- 6. Enter the web address for transaction status inquiries in the **Transaction Status Query URL** field.
- 7. Click **Update** to save the changes you have made.

Contact your software provider for assistance, if necessary.

#### Vantiv

# **Payment Services Screen (Vantiv)**



- 1. Enter your company's ID as provided by the payment processor into the Account ID field.
- 2. Enter the account token your payment processor supplied into the Account Token field.
- 3. If applicable, enter the application ID for the current terminal into the Application ID field.
- 4. If applicable, enter the acceptor ID for the current terminal into the Acceptor ID field.

- 5. If applicable, enter the terminal ID for the current terminal into the **Terminal ID** field.
- 6. If applicable, enter the lane ID for the current terminal into the Lane ID field.
- 7. Enter the transaction URL for your settlement provider into the **Transaction URL** field.
- 8. Enter the URL for the reports from the payment service in the **Reports URL** field.
- 9. Enter the URL for the payment processing service in the Service URL field.
- 10. The **Hosted URL** should be set as needed for your gateway. Edit these values only if necessary.
- 11. Enter the path that contains the triPOS.config file into the **TriPOS Config File Path** field.
- 12. Enter the URL path for the TriPOS server into the TriPOS Server URL field.
- 13. Click **Update** to save the changes you have made.
- 14. If your payment provider has given you an additional authorization key, repeat the above process for the additional key.
- 15. Click **Update** to save the changes you have made.

Contact your software provider for assistance, if necessary.

Click a command button to:

#### **Command Buttons**

Name	Description
Update	Update the payment service settings with the values you just edited.
Delete	Delete the payment service selected.
Reset	Set all fields to the most recent values entered.

Login & toolbar

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# **LOGIN & TOOLBAR**

Once you have users set up in TRAVERSE and mapped to Sales Reps you may log into the Portal with the TRAVERSE User login and password.

Users set up using the Trusted Connection option may log into the portal using their Windows login name with their domain in front of their user name followed by a back slash. An example of a trusted connection login could be: my\_company\john.smith

The user would then enter their Windows password.

To log into the Portal follow these steps:

1. Start a web browser and type your Portal URL into the address bar.

An example of the Portal URL is:

http://localhost/TravWeb2/

2. The **Login** screen appears.

### **Portal Login Screen**



3. Enter your User ID and Password.

Login & toolbar

- 4. Select the **Remember Me** check box if you would like the web browser to remember your Login ID the next time you open the Portal.
- 5. Select the **Login** button to log into the Portal.

Use the blue toolbar to change companies

### **Portal Toolbar**



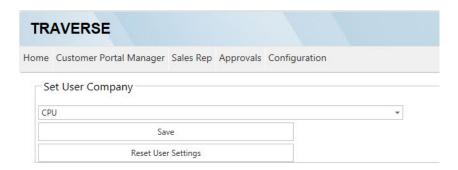
1. Select the company ID button to change companies. (CPU)

### **Portal Toolbar - Select Company**



- 2. Select the company you want to work with from the list.
- 3. Select **Settings** to view the **Set User Company** screen.

### **Set User Company Screen**



- 4. Select the **Company ID** from the list to set as the default company for the user.
- 5. Select **Save** to save the company selected as the default.
- 6. Select **Reset User Setting** to reset the default company to the previous default company for the user.

**Portal Settings** 

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# **PORTAL SETTINGS**

The **Portal Settings** function allows you to view and/or update configuration setting applicable to internal web applications. This includes all web applications except the customer web portal.

NOTE: The information displayed on the Portal Settings page is brought in from the System Manager Business Rules function in the TRAVERSE desktop application. The Business Rules should be set up first in the TRAVERSE desktop application prior to editing the settings in the Portal.

Open your TRAVERSE Portal using a web browser.

To work with **Portal Settings**, follow these steps:

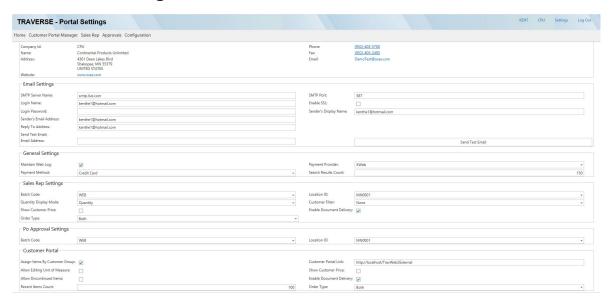
1. Select **Portal Settings** from the **Configuration** menu.

## **Portal Settings Menu**



2. The Portal Settings screen appears.

### **Portal Settings Screen**



- 3. **Company Information**, from the TRAVERSE System Manager, Company Setup, Company Information will display. This information is read-only.
- 4. The **Email Settings** values default from the System Manager Business Rules for the current company. If you change these values, use the **Save** icon to save your changes.
- 5. If you want to test the email settings, enter a destination **Email Address**, then click the **Send Test Email** button.
- 6. The **General Settings** values default from the System Manager Business Rules for the current company. If you change these values, use the **Save** icon to save your changes.
- 7. The Sales Rep Settings values and the PO Approval Settings values default from the System Manager Business Rules for the current company. If you change these values, use the Save icon to save your changes.
- 8. The **Customer Portal** values default from the System Manager Business Rules for the current company. If you change these values, use the **Save** icon to save your changes.

NOTE: For details on any of the fields see the Business Rules section (page 3-5).

### CONFIGURATION

Portal Settings

•

Use the command buttons to:

### **Command Buttons**

Name	Description
Save	Save any changes.
Refresh	Reload the web page.
Reset	Reset fields to their starting values.

### CONFIGURATION

Portal Settings

3

Advanced

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# **ADVANCED**

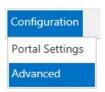
The **Advanced** function allows you to reload the Business Rules from TRAVERSE to the web applications.

Open your TRAVERSE Portal using a web browser.

To work with the **Advanced** function, follow these steps:

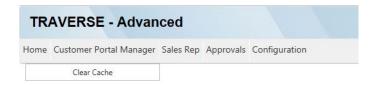
1. Select Advanced from the Configuration menu.

### **Advanced Menu**



2. The **Advanced** screen appears.

#### **Advanced Screen**



- 3. Click the Clear Cache button to reload the Business Rules.
- 4. Once you see the notification message, "Business Rules loaded successfully", click OK.

### CONFIGURATION

Advanced

3

4

Overview	
Filtering and Sorting	
Buttons4-1	1
Printing	3

Overview

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# **OVERVIEW**

The TRAVERSE Portals utilize standard filtering and buttons on all the screens. These filters and buttons are similar to the filtering and buttons on the interactive views screens and setup screens that use grids.

This section will go into detail on how to use the column filters, screen filters and buttons displayed in each of the portals.

Printing forms and reports can be performed within the TRAVERSE Portal. Forms such as Order Acknowledgments, Invoices from history, and history and ATB reports can be printed from the portal.

Overview

4

Filtering and Sorting

•

### FILTERING AND SORTING

Grids appear in many functions within the TRAVERSE Portal, such as views, open order inquiries, history inquiries, and transaction functions. Grids are a powerful tool used in the TRAVERSE Portal to view and edit data in an easy to read and organize manner.

The power of grids is that you can easily filter and sort the columns in many ways. Each column has a filter field at the top, and can be sorted ascending or descending by a simple mouse click.

Many TRAVERSE Portal screens also have a Filter button at the top of the form to allow you to filter the data in many ways.

#### **Filtering Columns**

When data is displayed in a grid format, each column has a filter field into which filtering criteria can be entered. Many columns also have a filtering menu that will determine how the filtering will search the data to display.

#### Filter Field

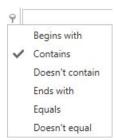


Enter criteria to be used to filter the data into the filter field at the top of the column for which you want to filter. For example: if you are entering information into the Invoice Number filter field, you would then be filtering to view a specific invoice.

Click on the Funnel button to view the menu for the different formats to use to filter the column. The menu that appears depends on the type of column you are filtering on.

Filtering and Sorting

#### **TEXT FIELD FILTER MENU**



The above menu appears when you click the funnel button next to the filter field for a column that contains text type data. Select the method to utilize the information entered into the filter field.

Name	Description
Begins with	The criteria entered into the filter field is at the beginning of the data field.
Contains	The criteria entered into the filter field is contained somewhere in the data field.
Doesn't contain	The criteria entered into the filter field is not contained somewhere in the data field.
Ends with	The criteria entered into the filter field is at the end of the data field.
Equals	The criteria entered into the filter field is an exact match to the data field record.
Doesn't equal	The criteria entered into the filter field is to be excluded from the data displayed for the data field.

Filtering and Sorting

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#### DATE OR NUMBER FIELD FILTER MENU

Equals

Doesn't equal

Is less than

Is less than or equal to

Is greater than

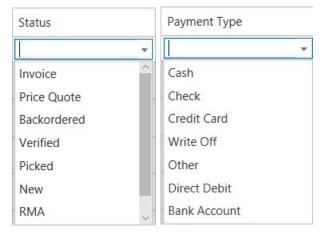
Is greater than or equal to

The above menu appears when you click the funnel button next to the filter field for a column that contains date or number type data. Select the method to utilize the information entered into the filter field.

Name	Description
Equals	The criteria entered into the filter field is an exact match to the data field record.
Doesn't equal	The criteria entered into the filter field is to be excluded from the data displayed for the data field.
Is less than	The filter results should be less than the value entered into the filter field.
Is less than or equal to	The filter results should be less than or equal to the value entered into the filter field.
Is greater than	The filter results should be greater than the value entered into the filter field.
Is greater than or equal to	The filter results should be greater than or equal to the value entered into the filter field.

Filtering and Sorting

#### FILTER LIST



Columns with a defined list available filter options, will give you a list of filtering criteria on which to select to filter. When a selection is made, the filtering type will be "Equals" and will show records with only that data in the selected field.

#### **DATE FILTER FIELD**



When a column contains date information, the column can be filtered by selecting a date from a calendar that appears when the down arrow button is selected. Select the date on which you want to filter, or select the Today button to fill in your current date. Use the arrow buttons at the top of the screen to scroll from month to month or to different years.

#### USING FILTERS, BUTTONS, AND PRINTING

Filtering and Sorting

•

#### Filter Button



Select the **Filter** button to display the filter screen.



The filter selection fields will vary depending on the portal page from which the filtering originated. Enter information into the fields on which you want to filter. These filters will be the filtering type of "Equals", or when multiple fields have been filled in, the filter will be seen as multiple filtering selections with or between the filtering fields.

When filtering by the Date From and Thru, you may enter the dates, or select the date from the calendar that appears when you click on the down arrow list button.



Once you have completed the filtering criteria, click the **Apply Filter** button to apply the filtering to display the matching records.

Click **Reset** to clear the filtering fields and reset the filters to the defaults.

#### Sorting

Columns may be sorted ascending or descending to view the data in the order you prefer.

To sort a column, click the column heading. The column will be sorted first Ascending and an up arrow will appear in the heading. Click the heading again to sort the column Descending, and a down arrow will appear in the column heading.

### USING FILTERS, BUTTONS, AND PRINTING

Filtering and Sorting

4

A secondary sort can be used to sort the records within the main sorting ascending or descending. To use a secondary sort, click the column heading you want to use as the main sort, ascending or descending. Then hold your Shift key down and click the secondary column heading, once for ascending, or twice for descending. Each column that has been sorted will contain the ascending or descending arrow.

Buttons

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# **BUTTONS**

TRAVERSE Portal uses many buttons to perform functions. Most buttons will be in the gray bar at the top of the screen. Some buttons are record-specific, and will appear next to the record on the list. Clicking on the buttons will execute the function tied to the button.

The buttons that appear on the screen will vary depending on the screen you are currently using. Many buttons are common on most screens.

The common buttons for screens are:

#### **Common Buttons**

Button	Description					
<b>□</b> Save	Save the new or edited record displayed.					
+ Add	Add a new record to the function currently being used.					
<b>⊘</b> Refresh	Refresh the data currently displayed.					
Action	An action can be performed on records displayed. A menu will display when the Action button is selected. The menu will vary depending on the type of record displayed.					
Print Report	Click the button to preview the invoice for the selected record.					
<b>▼</b> Filter	Display the Filter screen, to filter for specific records or for a range of dates.					

### **Common Buttons**

Button	Description					
Add Record	Add a new detail record. This is most commonly used for line items in a new order.					
To Delete	Delete the current record displayed or selected.					
First/Previous	Go to the first page of the list. Go to the next page of the list.					
Next/Last	Go to the next page of the list. Go to the last page of the list.					
<b>2</b>	Edit the record selected.					
Delete <u>m</u>	Delete the selected item detail record.					
View Detail	View the details of the selected record.					
Search Q	Execute the search/filter to generate a list of customers or items.					

Printing

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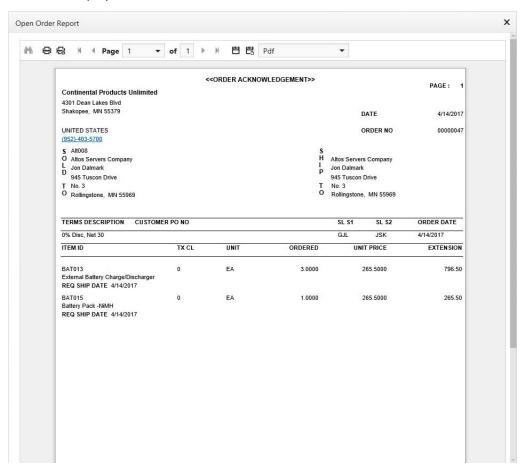
### **PRINTING**

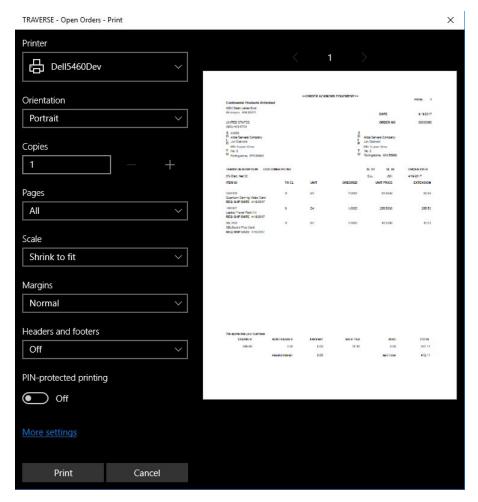
Printing order acknowledgments, invoices from history, and reports can be printed from the portal, using multiple methods.

When forms such as the Order Acknowledgment and Invoice are printed, a common preview screen will be displayed, and from that preview screen you can print the form or save it to a file.

### **Printing Forms**

New Orders will print Order Acknowledgments. When in the order detail screen you can click the **Print Orders** button . When the Print Orders button is executed, a preview of the order is displayed.

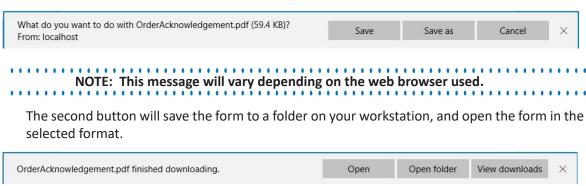




Select the printer and other options, and then click the **Print** button to print the form.

#### USING FILTERS, BUTTONS, AND PRINTING

Printing



# Printing History Invoices

When you are viewing the Invoice History or Aged Trial Balance screens, you can print the invoices displayed from history.

NOTE: This message will vary depending on the web browser used.

The Invoice History preview screen will be displayed by either clicking on the blue invoice number or the **Print Report** button .

The Invoice History preview screen will display in the same manner as the Open Order preview screen above, and have all the same functions.

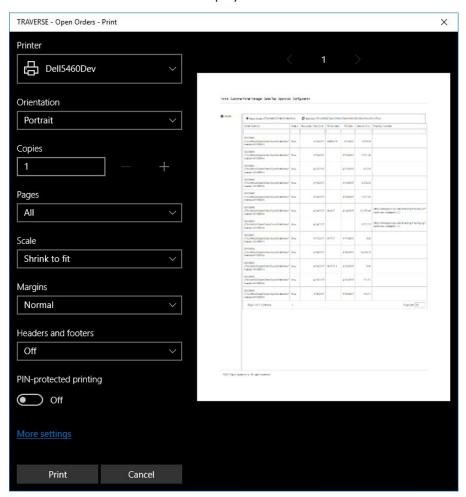
### **Printing Reports**

Reports can be printed from any of the screens within the Portal.

To print a report of the currently displayed screen:

• Right click anywhere on the screen and select **Print** from the menu.

Select all Print • The Print selection screen is displayed.



• Select the **Printer** and other details for printing the report and click the **Print** button.

NOTE: The right-click menu and print selection screen will vary depending on the web browser being used.

### USING FILTERS, BUTTONS, AND PRINTING

Printing

•

# **Open Order Report (Sample)**

◆ Altoo8	♣ New Order (/TravWeb2/Order/Order	rView)						
	Order Number	Status	Requested Ship Date	PO Number	PO Date	Amount Due	Tracking Number	
	0000043 (/Tras/Web2/OpenOrder/OpenOrderView? transid=00000043)	New	4/13/2017	65846519	4/1/2017	1,979.30		
	00000044 (/TravWeb2/OpenOrder/OpenOrderView? transid=00000044)	New	4/13/2017		4/13/2017	1,471.30		
	00000045 (/TravWeb2/OpenOrder/OpenOrderView? transid=00000045)	New	4/13/2017		4/13/2017	623.03		
	00000046 (/TravWeb2/OpenOrder/OpenOrderView? transid=00000046)	New	4/14/2017		4/14/2017	2,358.24		
	00000047 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000047)	New	4/14/2017		4/14/2017	1,131.03		
	00000048 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000048)	New	4/14/2017	041417	4/14/2017	21,997.48	(http://wwwapps.ups.com/etracking/tracking.cgi tracknums_displayed=5?)	
	00000050 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000050)	New	4/14/2017			6,733.37	(http://wwwapps.ups.com/etracking/tracking.cgi tracknums_displayed=5?)	
	00000051 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000051)	New	4/17/2017	041717	4/17/2017	0.00		
	00000054 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000054)	New	4/18/2017		4/18/2017	16,208.10		
	00000055 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000055)	New	4/19/2017	041717-1	4/19/2017	0.00		
	00000058 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000058)	New	4/19/2017		4/19/2017	513.71		
	00000060 (/TravWeb2/OpenOrder/OpenOrderView? transId=00000060)	New	4/19/2017		4/19/2017	412.11		
	Page 1 of 1 (12 items)	1					Page size: 20	

**USING FILTERS, BUTTONS, AND PRINTING** *Printing* 

5

# SALES REP PORTAL

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Overview

•

### **OVERVIEW**

The **Sales Rep** portal gives your Sales Reps the ability to review a Customer's account information including invoice, order, and payment history; set up web apps users for their Customers; create and monitor orders; edit ship-to and payment information for their Customers; and review their commissions.

Sales Reps can also be restricted from viewing Customers via the Customer Filter Business Rule, or by creating a Sales Rep hierarchy using the Sales Rep Access function.

You need to configure your user login in TRAVERSE System Manager, User Mapping (page 3-13) to utilize the Sales Rep portal functions.

You may need to log out of the portal and log back into it for any changes to take effect.

Enter a Customer ID to review in the Customer ID field to start using a selected function.

You will find the following functions on the Sales Rep portal menu:

#### Sales Rep Access

This function is used to grant Sales Reps access to Customers set up for other Sales Reps when the access mode is set up as "Sales Rep" in the Business Rules.

#### Account Information

The Sales Rep Account Information page displays year-to-date account information for the selected Customer. The Customer ID and Customer Name are displayed at the top of the page.

The account information you see may include last invoice number, last sale date, credit limit, terms, account balances including aged balances, and total payment due. You can also view invoice details, charges, and unapplied credit.

### **Aged Trial Balance**

The Sales Rep Aged Trial Balance page displays details of your Customer's current aged trial balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

The account information you see includes the invoice number, invoice amount, current amount due, terms, and unapplied credit.

#### **Invoice History**

Use the Invoice History page to view the Customer's invoice history. You can filter the list of invoices by invoice number, invoice date, PO number, subtotal, amount prepaid, or invoice amount. You may also use the Filter icon on the toolbar to open the Invoice History Filter window where you can enter your search criteria into the appropriate fields, then use the Apply Filter button to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

#### **Payment History**

Use the Payment History page to view Customer payments that have been applied to invoices. You can filter the list of payments by invoice number, payment type, payment date, payment number, discount amount, or payment amount.

#### **Commissions**

The Commissions page shows the commissions details for the Sales Rep. The system will display all the commission invoices that are open. Use the Filter icon on the toolbar to include the completed commissions invoices, if required. Use the Apply Filter button in the Commissions Filter window to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

#### **Open Orders**

Use the Open Orders function to view all the open orders in TRAVERSE for the selected Customer. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

You can filter the list of open orders by order number, status, requested ship date, PO number, PO date, amount due, and tracking number (if available). To view details for an order, use the link in the Order No. column to open a detail view of the selected order.

#### **New Order**

Use the New Order entry function to enter a new order for a Customer.

### **Inventory Catalog**

Use the Inventory Catalog to search for and view the details of Inventory Items, filtering by Location ID, Product Line, and Sales Category.

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### **Item History**

Use the Item History page to view the Customer's Item history. You can filter the list of Items by Invoice Number, Date, Item ID, Description, Quantity, Unit, or Price.

### **Pending Payments**

This function is used to view the pending online Customer payments for orders placed through the Customer web portal.

In addition to pending online payments, unposted payments for the Customer from the TRAVERSE AR Cash Receipts function will also appear for the selected Customer.

#### **Customer Detail**

Use the Customer Detail function to set up and maintain Customer records. A new Customer account can be set up as an open invoice or a balance forward account. For open invoice accounts, detail is kept on invoices and payments are applied to specific invoices. For balance forward accounts, detail is kept on invoices for the current month and payments are applied to the total balance.

The information on the General and the Default tabs is the same information as on the comparable tabs in the Customers screen of the desktop version of TRAVERSE.

### **SALES REP PORTAL**

Overview

5

Sales Rep Access

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# SALES REP ACCESS

The **Sales Rep Access** function is used to grant Sales Reps access to Customers set up for other Sales Reps when the access mode is set up as "Sales Rep" in the Business Rules.

By default, only Customers with the Sales Rep ID assigned to Rep ID 1 and Rep ID 2 will have access to their Customers. This function will grant access to those Customers Sales Reps are not assigned to.

NOTE: You need to configure your user login in TRAVERSE System Manager, User Mapping (page 3-13) to utilize the Sales Rep portal functions.

You may need to log out of the portal and log back into it for any changes to take effect.

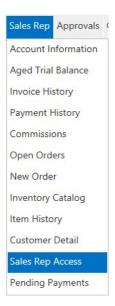
Enter a Customer ID to review in the Customer ID field to start using a selected function.

Open your TRAVERSE Portal using a web browser.

To work with the **Sales Rep Access** function, follow these steps:

1. Select Sales Rep Access from the Sales Rep menu.

# Sales Rep Access Menu



Sales Rep Access

2. The Sales Rep Access screen appears.

### Sales Rep Access Screen



- 3. Select the Sales Rep you wish to work with in the Sales Rep Name field.
- 4. A list of Sales Reps appears. The selected rep has access to the Customers of the listed Sales Reps.
- 5. To add Sales Reps to the list, use the **Add** icon, then select a Sales Rep from the drop-down list.
- 6. Add any **Notes**, click the **Action** button , then select the **Add** link to save your changes.



7. To add notes to a Sales Rep record, use the **Action** button 💿 , then the **Edit** icon. Once you



have updated the record, click the **Action** button , then the **Update** link to save your



changes, or click the **Cancel** link to discard your changes.

8. To remove a Sales Rep from the list, click the **Action** button **②** , then use the **Delete** icon.



# **ACCOUNT INFORMATION**

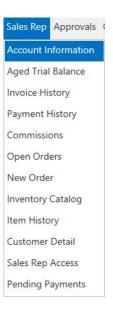
The Sales Rep Account Information page displays year-to-date account information for the selected Customer. The Customer ID and Customer Name are displayed in the left column of the page.

The account information you see includes last invoice number, last sale date, credit limit, terms, account balances including aged balances and total payment due. You can also view invoice details, charges, and unapplied credit.

To work with the **Account Information** function, follow these steps:

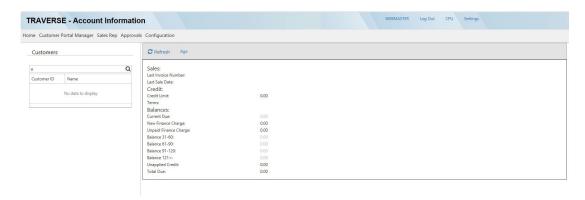
1. Select Account Information from the Sales Rep menu.

#### **Account Information Menu**



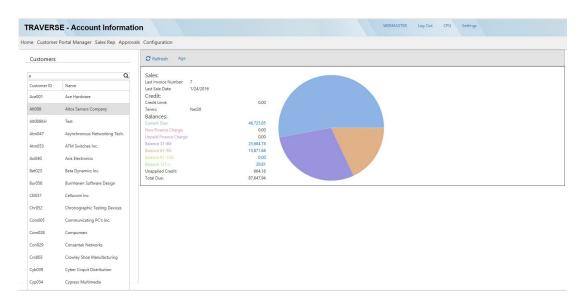
2. The **Account Information** screen appears.

# **Account Information Screen (Blank)**



- 3. Enter a search term to initiate a search for Customers, and click the **Search** button  $\overline{\mathbf{Q}}$ .
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the select **Customer** field in the left-hand navigation bar.

# **Account Information Screen (Filled)**

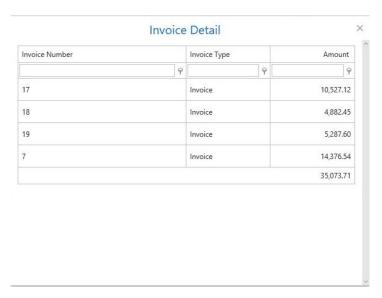


**Account Information** 

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6. To view invoice details for the Customer, use the blue invoice detail link for the balance amount you wish to review. The **Invoice Detail** popup window will appear and allow you to filter the listed invoices by **Invoice Number**, **Invoice Type**, or **Amount**.

### **Account Information Invoice Detail Screen**



7. To age Customer balances, use the **Age** link.



NOTE: The balance amounts that appear come from the Customer setup screen on the Balance tab. If those amount are edited and the Age button is selected, the aging will look at the current open invoices and age the balances from those amounts.

8. A pie chart displaying the proportions of each of the Customer's outstanding balances will appear on the page as well.

When your cursor is hovered over the colored portions of the pie chart the balance information for that color of the chart is displayed.

# SALES REP PORTAL

5

Account Information

Aged Trial Balance

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# AGED TRIAL BALANCE

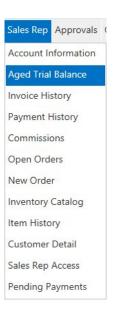
The **Sales Rep Aged Trial Balance** page displays details of your Customer's current aged trial balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

The account information you see includes the Invoice Number, Invoice Amount, Current Amount Due, Terms, and Unapplied Credit.

To work with the **Aged Trial Balance** function, follow these steps:

1. Select Aged Trial Balance from the Sales Rep menu.

### **Aged Trial Balance Menu**



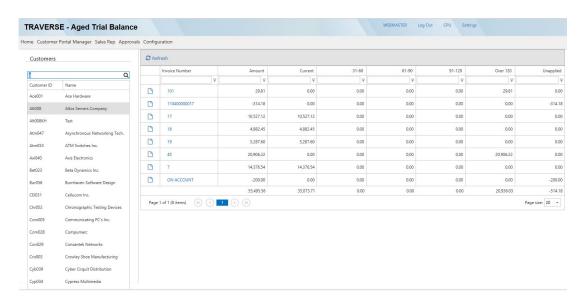
2. The Aged Trial Balance screen appears.

# **Aged Trial Balance Screen (Blank)**



- 3. Enter a search term to initiate a search for Customers, and click the **Search** button **Q**.
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the select **Customer** field in the left-hand navigation bar.

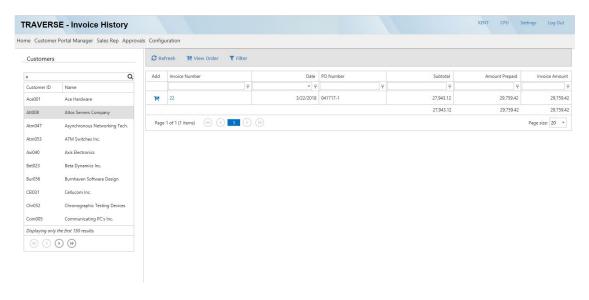
# **Aged Trial Balance Screen (Filled)**



6. To view invoice details for the Customer, click the blue invoice detail link for the invoice number you wish to review.

7. The **Invoice Detail** page will appear and display additional details for the selected invoice, including **Invoice Date**, **PO Number**, **Subtotal**, **Amount Prepaid**, and **Invoice Amount**.

# **Aged Trial Balance Invoice History Screen**

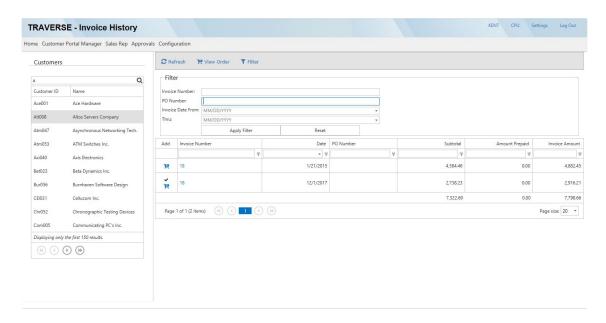


- 8. Click on the blue **Invoice Number** link to see the invoice. (See (page 4-15) for details on how to print the history invoice.)
- 9. Click the **Shopping Cart** button 🧗 to select the order to view and copy to a new order.
- 10. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the View Order button is selected, the New Order (page 5-33) screen will be displayed with a list of the last Items the Customer has ordered.

11. To filter your search for a different invoice, or group of invoices, click the **Filter** button (See the Filter Button section (page 4-9) for details on using the Filter button.) 12. The Filter screen will appear.

### **Aged Trial Balance Filter Screen**



- 13. Enter filter criteria into the **Invoice Number**, **PO Number**, **Invoice Date From**, and/or **Thru** fields and click **Apply Filter**.
- 14. To view the entire list of invoices, click **Reset** and clear the **Invoice Date From** and **Thru** fields. Click **Apply Filter** to see the ATB list.
- 15. Click on the blue **Invoice Number** link to see the invoice. (See (page 4-15) for details on how to print the history invoice.)
- 16. Click the **Shopping Cart** button 🧗 to select the order to view and copy to a new order.
- 17. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.
- 18. If the shopping cart has not been selected when the View Order button is selected, the New Order (page 5-33) screen will be displayed with a list of all Items the Customer has ordered.
- 19. Print the Aged Trial Balance report by right-clicking on the screen and select **Print** from the menu. (See the Printing Reports section (page 4-15) for details on how to print the report.)

Invoice History

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# **INVOICE HISTORY**

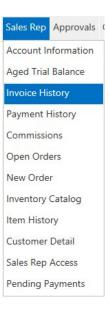
Use the **Invoice History** page to view the Customer's invoice history. You can filter the list of invoices by Invoice Number, Invoice Date, PO Number, Subtotal, Amount Prepaid, or Invoice Amount.

You may also use the **Filter** icon on the toolbar to open the Invoice History Filter window where you can enter your search criteria into the appropriate fields, then use the Apply Filter button to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

To work with the **Invoice History** function, follow these steps:

1. Select Invoice History from the Sales Rep menu.

### **Invoice History Menu**



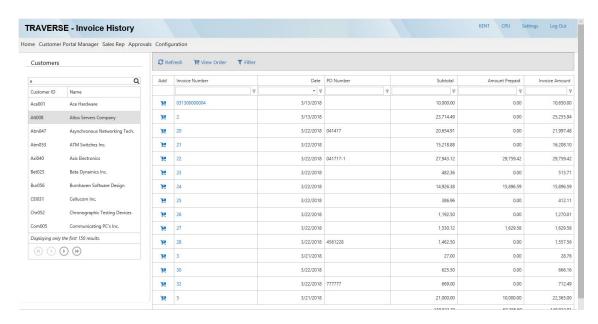
2. The **Invoice History** screen appears.

# **Invoice History Screen (Blank)**



- 3. Enter a search term to initiate a search for Customers, and click the **Search** button **Q**.
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the **Customers** field in the navigation bar. When changing customers, make sure you use the **Refresh** icon green to refresh the data on the page.

# **Invoice History Screen (Filled)**

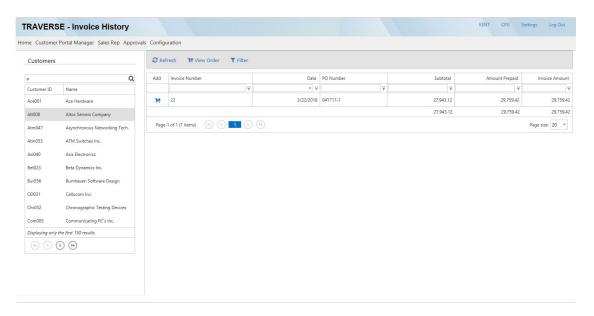


6. To view invoice details for the Customer, click the blue invoice detail link for the invoice number you wish to review.

Invoice History

7. The **Invoice Drill Down** page will appear and display information for the selected invoice, including **Invoice Date**, **PO Number**, **Subtotal**, **Amount Prepaid**, and **Invoice Amount**.

## **Invoice History Drill Down Screen**

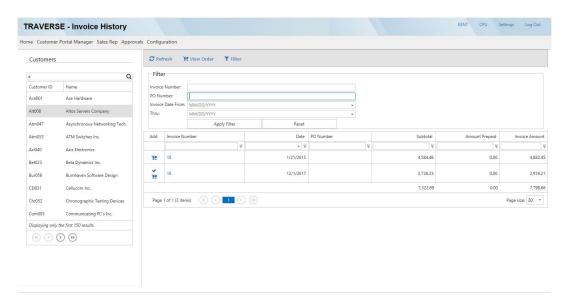


- 8. Click on the blue **Invoice Number** link to see the invoice. (See (page 4-15) for details on how to print the history invoice.)
- 9. Click the **Shopping Cart** button 🧗 to select the order to view and copy to a new order.
- 10. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the View Order button is selected, the New Order (page 5-33) screen will be displayed with a list of the last Items the Customer has ordered.

11. To filter your search for a different invoice or group of invoices, click the **Filter** button Tilter invoices, click the **Filter** button.) 12. The Filter screen will appear.

### **Invoice History Filter Screen**



- 13. Enter filter criteria into the **Invoice Number**, **PO Number**, **Invoice Date From**, and/or **Thru** fields and click **Apply Filter**.
- 14. To view the entire list of invoices, click **Reset** and clear the **Invoice Date From** and **Thru** fields. Click **Apply Filter** to see the Invoice History list.
- 15. Click on the blue **Invoice Number** link to see the invoice. (See (page 4-15) for details on how to print the history invoice.)
- 16. Click the **Shopping Cart** button to select the order to view and copy to a new order.
- 17. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the View Order button is selected, the New Order (page 5-33) screen will be displayed with a list of the last Items the Customer has ordered.

18. Print the Invoice History report by right-clicking on the screen and select **Print** from the menu. (See the Printing Reports section (page 4-15) for details on how to print the report.)

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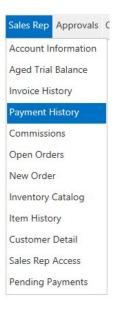
### **PAYMENT HISTORY**

Use the **Payment History** page to view Customer payments that have been applied to invoices. You can filter the list of payments by Invoice Number, Payment Type, Payment Date, Payment Number, Discount Amount, or Payment Amount.

To work with the **Payment History** function, follow these steps:

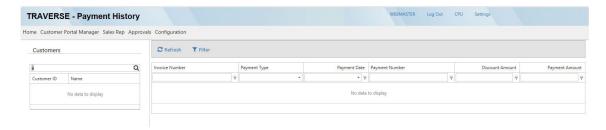
1. Select Payment History from the Sales Rep menu.

### **Payment History Menu**



2. The Payment History screen appears.

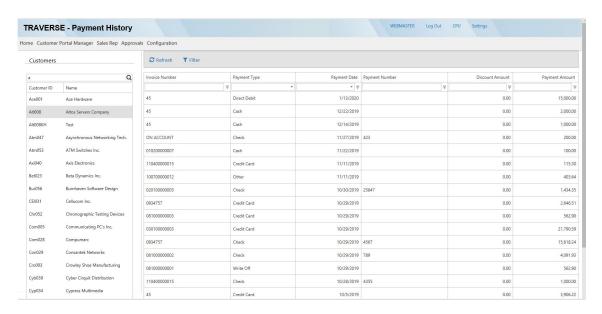
# **Payment History Screen (Blank)**



3. Enter a search term to initiate a search for Customers, and click the **Search** button **Q**.

- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the **Customers** field in the navigation bar. When changing Customers, make sure you use the **Refresh** icon to refresh the data on the page.

# **Payment History Screen (Filled)**

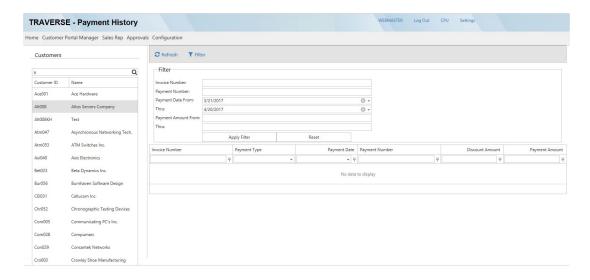


6. To filter your search for a different invoice, or group of invoices, click the **Filter** button (See Filter Button section (page 4-9) for details on using the Filter button.)

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7. The **Filter** screen will appear.

# **Payment History Filter Screen**



- 8. Enter filter criteria into the **Invoice Number**, **Payment Type**, **Payment Date From**, and/or **Thru** fields and click **Apply Filter**.
- 9. You may also filter the Payment History by using the column filters. (See the Column Filters section (page 4-5) for details on filtering by columns.)

### **SALES REP PORTAL**

Payment History

5

Commissions

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# **COMMISSIONS**

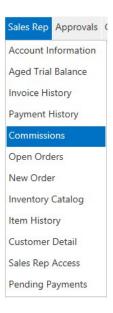
The **Commissions** page shows the commissions details for the Sales Rep. The system will display all the commission invoices that are open. Use the Filter icon on the toolbar to include the completed commissions invoices, if required. Use the Apply Filter button in the Commissions Filter window to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

You can filter the commission invoices list by Customer ID, Invoice Number, Invoice Date, Hold Status, Commission Percentage, Net Sales Amount, Prepared Commission Amount, Paid Commission Amount, Total Commission Due Amount, or Date Completed.

To work with the **Commissions** function, follow these steps:

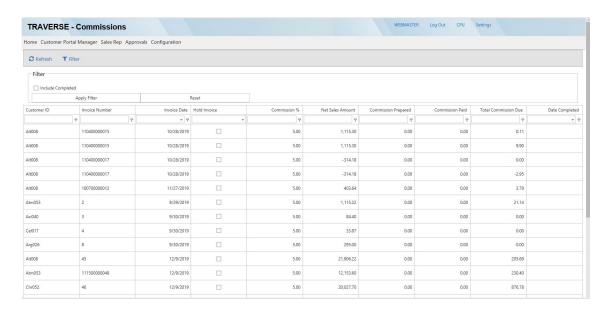
1. Select Commissions from the Sales Rep menu.

### **Commissions Menu**



2. The **Commissions** screen appears.

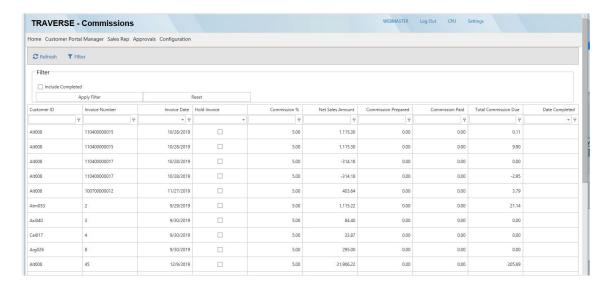
### **Commissions Screen**



3. To filter your search for a different invoice, or group of invoices, click the **Filter** button (page 4-9) for details on using the Filter button.)

4. The Filter screen will appear.

### **Commissions Filter Screen**



- 5. Check the **Include Completed** box to include completed commission invoices. Clear the box to exclude completed invoices, and click **Apply Filter**.
- 6. You may also filter the Commissions by using the column filters. (See the Column Filters section (page 4-5) for details on filtering by columns.)

### **SALES REP PORTAL**

Commissions

5

Open Orders

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## **OPEN ORDERS**

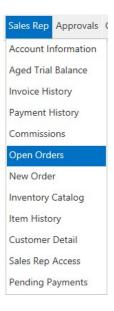
Use the **Open Orders** function to view all the open orders in TRAVERSE for the selected Customer. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

You can filter the list of open orders by Order Number, Status, Requested Ship Date, PO Number, PO Date, Amount Due, and Tracking Number (if available). To view details for an order, use the link in the Order No. column to open a detail view of the selected order.

To work with the **Open Orders** function, follow these steps:

1. Select Open Orders from the Sales Rep menu.

## **Open Orders Menu**



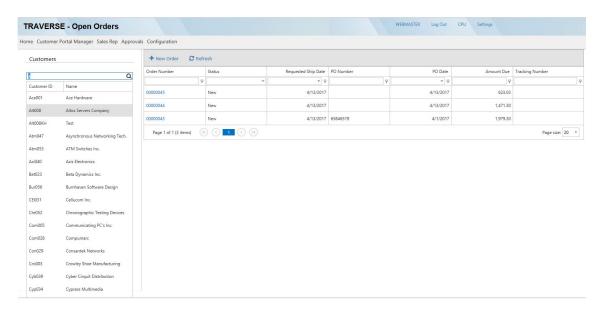
2. The **Open Orders** screen appears.

## **Open Orders Screen (Blank)**



- 3. Enter a search term to initiate a search for Customers, and click the **Search** button **Q**.
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the **Customers** field in the navigation bar. When changing Customers, make sure you use the **Refresh** icon to refresh the data on the page.

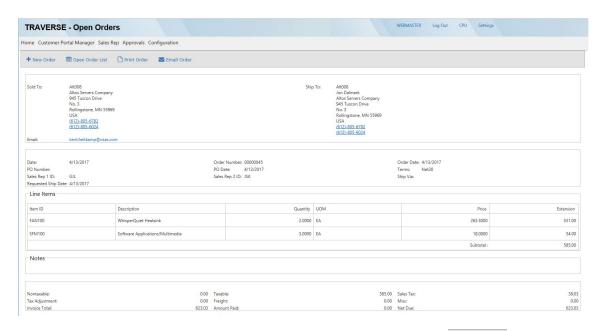
# **Open Orders Screen (Filled)**



6. To view order details for the Customer, click the blue order number detail link for the **Order Number** you wish to review.

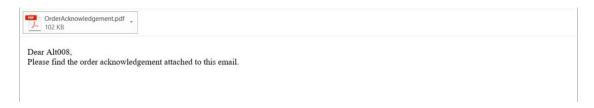
7. The **Order Detail** page will appear and display additional details for the selected order.

### **Open Orders Order Detail Screen**



- 8. To view the order for the Customer, click the **Print Orders** button with the selected order detail displayed. (See the Printing Forms section (page 4-13) for details on how to print the order.)
- 9. Click the **Email Order** button to send a copy of the order to the email address stored in the Customer record.

#### **Order Email**



10. To change the Customer shown, enter or select a different Customer ID in the **Customers** field in the navigation bar. Use the **Refresh** icon the page.

### SALES REP PORTAL

Open Orders

5

- 11. To add a new order for the Customer, use the **New Order** icon to open the **New Order** function. See the New Orders (page 5-33) section for details on entering a new order.
- 12. Use the **Open Order List** icon Gover order List to return to the open orders list page.

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# **NEW ORDER**

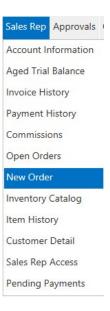
Use the **New Order** entry function to enter a new order for a Customer.

To change the Customer, enter or select a Customer to view in the **Customers** field in the navigation bar.

To enter a **New Order**, follow these steps:

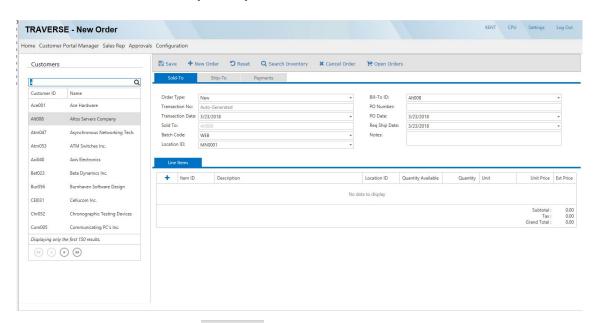
1. Select New Order from the Sales Rep menu.

#### **New Order Menu**



2. The New Order screen appears.

### **New Order Screen (Blank)**



- 3. Use the **New Order** icon to initiate a new order. To view or edit open orders, use the **Open Orders** icon
- 4. Select the **Order Type** for the new order: **New** or **Price Quote**.

The options for selection will depend on the selection made in the Portal Settings in the Customer Portal (page 3-27) area, the Order Type selection.

#### On the Sold-To tab:

- 1. Select a **Sold-To ID** from the list of **Customers** in the left margin of the screen.
- 2. Change the **Transaction Date**, if necessary. By default, the transaction date is the current date.
- 3. Enter the PO Number and the PO Date.
- 4. Select a **Batch Code**, if necessary.

The **Batch Code** will default the Batch Code set in the **Portal Settings** (page 3-27) and **Business Rules** (page 3-5).

- 5. Enter a Requested Ship Date.
- 6. Enter **Notes** for the order, as applicable.

7. Click the **Save** icon save your changes.

The Line Items portion of the screen will display the Items from the most recent Order processed for the Customer. You can accept these defaulted Items or delete them and enter the Items for the current order.

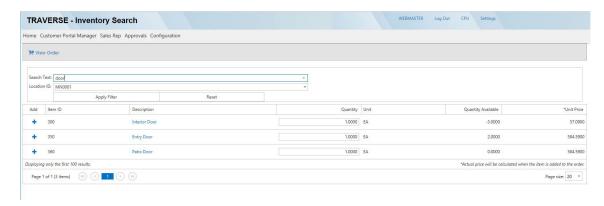
You can add line Items to the order in a couple different ways:

• To search for a particular Item, use the **Search Inventory** icon Q Search Inventory open the Inventory Search page.



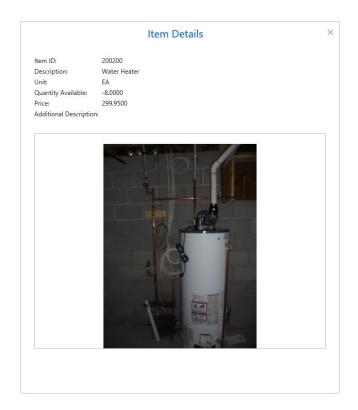
to

## **Inventory Search Page**



- 1. Enter **Search Text**.
- 2. Select a Location ID to search for the Item.
- 3. Click the **Apply Filter** button.
- 4. Click the blue **Description** to view details on the line Item.

#### **Item Details Screen**



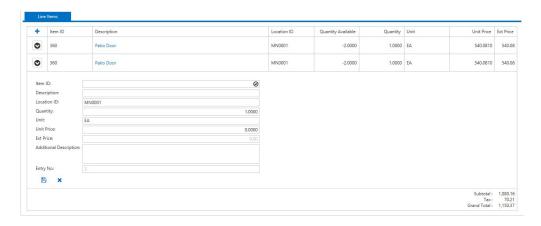
5. Enter the **Quantity** for each Item you want to add to the order. If there are quantity breaks available, click the blue **Unit Price** link to view the breaks.

#### NOTE: The item Unit is the selling unit of measure.

- 6. To add the Item to the order, click the plus sign + in the **Add-To-Order** column. A small check mark will appear above to the plus sign once the Item is added to the order.
- 7. When you are finished adding Items to the order, click the **View Order** icon return to the order page.

• If you know the Item ID for the item you want to add to the order, enter it into the Line Items list.

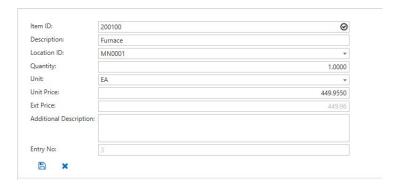
### Line Items manual entry



- 1. Use the Add Item icon + to add a line Item.
- 2. Enter the Item ID.

To verify the Item is a valid Inventory Item, click the **Verify** button on the right side of the **Item ID** field. If the Item is a valid Inventory Item, the **Description**, **Location ID**, and **Unit** fields will populate. If the Item is not a valid Inventory Item, a dialog box will appear notifying you the Item is not in Inventory.

# **New Orders Manual Item Entry Details**



- 3. Accept or select the **Location ID** for the Item.
- 4. Enter the **Quantity** of the Item you want to order.

5. Accept or select the **Unit** of measure you want to purchase.

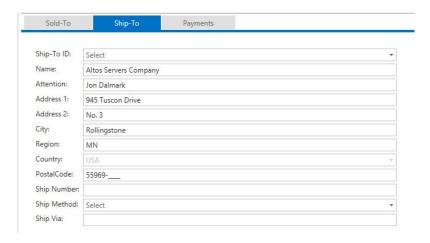
NOTE: The Item Unit is the selling unit of measure.

- 6. Accept or enter the Unit Price for the Item.
- 7. When you are finished entering Item information, click the **Update** icon adding the line Item, click the **Cancel** icon.
  - Use the **Action** icon **o** to choose these options:



- •Use the **Edit Item** icon to make any changes to the line Item.
- •Use the **Delete Item** icon to remove the line Item from the order.

### Ship-To Tab



- 1. Select a Ship-To ID, if applicable.
- 2. Make any changes as necessary to the Customer's shipping information.
  - The default address will be from the General tab of the Customer setup screen.
  - Any changes you make on this page apply to the current order only.
- 3. Enter the tracking number for the shipment, if available, in the Ship Number field.
- 4. Select a **Ship Method**. The description of the Ship Method appears in the **Ship Via** field.

•

### Payments tab



If the Customer is prepaying any amount against the order, use the **Payments** tab.

1. Select a **Payment Method ID**.

The available Payment Methods are the Payment Methods set up on the Payments tab of the Customer setup screen.

- 2. Additional fields will appear depending on the Payment Method you choose. Fill in the additional fields as required.
- 3. Select a **Deposit ID**.

The available Deposit IDs will come from the Receipts Batch Codes setup in TRAVERSE.

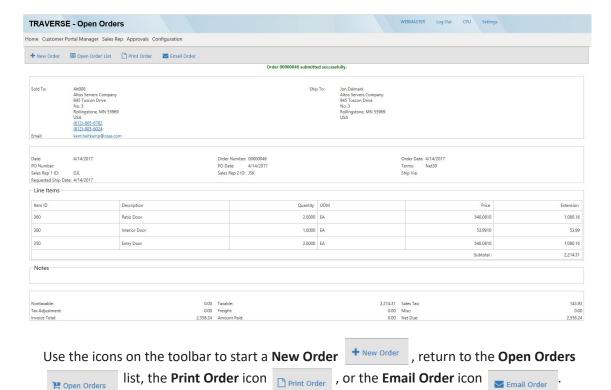
- 4. Enter a Payment Date. The default date is the current date.
- 5. Enter the **Amount** of the payment.

Click the **Save** icon **OK** to continue. to submit the order. A confirmation dialog box will appear. Click

The order will be validated before submission. If there are any errors, the details will appear in red below the toolbar.

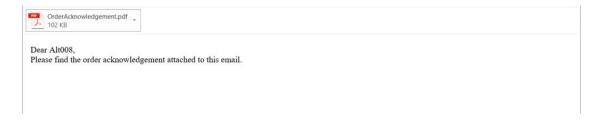
Once the order is validated, the **Open Order** detail page will appear for that order.

## **Open Order - Order Detail Screen**



See the Printing Forms section (page 4-13) for details on printing the Order Acknowledgment form.

# **Order Acknowledgment Email**



Inventory Catalog

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# **INVENTORY CATALOG**

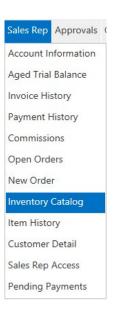
Use the **Inventory Catalog** to search for and view the details of Inventory Items, filtering by Location ID, Product Line, and Sales Category.

The Inventory Catalog will allow you to easily see groups of Items and view the details of the Items including pictures.

To work with the **Inventory Catalog** function, follow these steps:

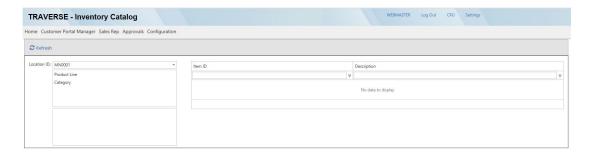
1. Select **Inventory Catalog** from the **Sales Rep** menu.

## **Inventory Catalog Menu**



2. The **Inventory Catalog** screen appears.

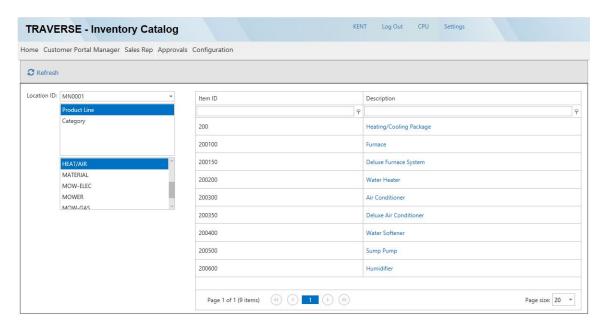
# **Inventory Catalog Screen (Blank)**



- 3. Select the **Location ID** for which you wish to see the Items.
- 4. Select to filter by **Product Line** or Sales **Category**.
- 5. Select the **Product Line** or **Category** for which you wish to view the Items.

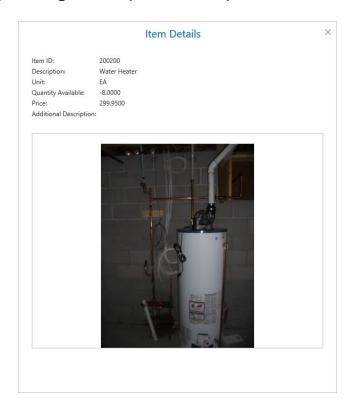
- 6. The screen will automatically populate with the filtered selections.
- 7. The **Item ID** and **Description** are displayed.

# **Inventory Catalog Screen (Filtered)**



8. Click on the blue Description to view details for the Item ID.

# **Inventory Catalog Screen (Item Details)**



- 9. Close the **Item Details** screen to return to the Inventory Catalog screen.
- 10. You may further filter the Inventory Catalog by using the column filters. (See the Column Filters section (page 4-5) for details on filtering by columns.)
- 11. Use the Refresh button green to refresh the view of the Inventory Catalog.

Item History

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### **ITEM HISTORY**

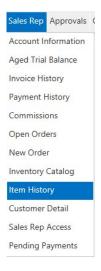
Use the **Item History** page to view the Customer's Item history. You can filter the list of Items by Invoice Number, Date, Item ID, Description, Quantity, Unit, or Price.

You may also use the **Filter** icon on the toolbar to open the Item History Filter window where you can enter your search criteria into the Search field, then use the Apply Filter button to find all Items that meet your search parameter. Use the Clear Filter button to remove the filter parameter.

To work with the **Item History** function, follow these steps:

1. Select Item History from the Sales Rep menu.

### **Item History Menu**



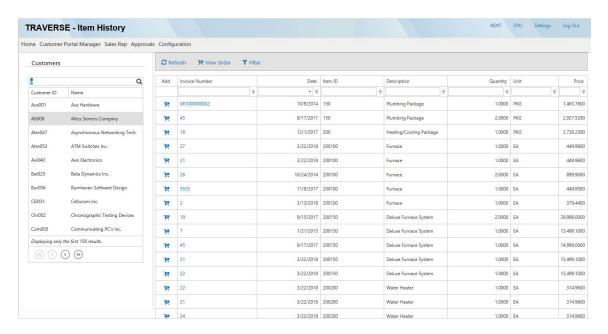
2. The **Item History** screen appears.

### **Item History Screen (Blank)**



- 3. Enter a search term to initiate a search for Customers, and click the **Search** button  $\square$ .
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the Customers field in the navigation bar. When changing Customers, make sure you use the **Refresh** icon to refresh the data on the page. **€** Refresh

## **Item History Screen (Filled)**



- 6. Click on the blue Invoice Number link to see the invoice. (See (page 4-15) for details on how to print the history invoice.)
- 7. Click the **Shopping Cart** button 📜 to select the Item to order to view and copy to a new order. You can select multiple Items to copy to a New Order.
- Shopping Card has been selected, and copy to a new order.

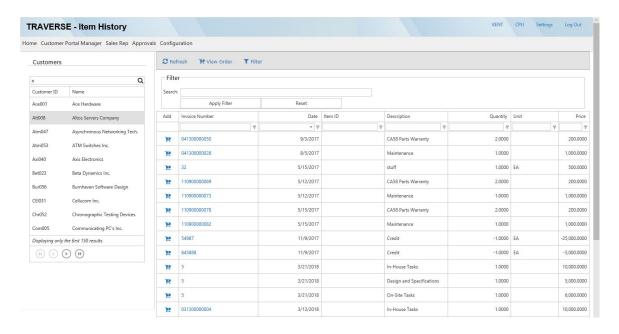
If the shopping cart has not been selected when the View Order button is selected, the New Order (page 5-33) screen will be displayed with a list of the last Items the Customer has ordered.

9. To filter your search for a different Item or group of Items, click the **Filter** button (See Filter Button section (page 4-9) for details on using the Filter button.)



10. The Filter screen will appear.

## **Item History Filter Screen**



- 11. Enter filter criteria into the **Search** field and click **Apply Filter**. The Search will look at any field displayed and show all Items that contain the Search criteria.
- 12. To view the entire list of invoices, click **Reset** and clear the **Search** field. Click **Apply Filter** to see the Item History list.
- 13. Click the **Shopping Cart** button to select the order to view and copy to a new order.
- 14. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the View Order button is selected, the New Order (page 5-33) screen will be displayed with a list of the last Items the Customer has ordered.

15. Print the Item History report by right-clicking on the screen and select **Print** from the menu. (See the Printing Reports section (page 4-15) for details on how to print the report.)

### **SALES REP PORTAL**

Item History

5

Customer Detail

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## **CUSTOMER DETAIL**

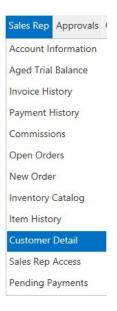
Use the **Customer Detail** function to set up and maintain Customer records. A new Customer account can be set up as an Open Invoice or a Balance Forward account. For Open Invoice accounts, detail is kept on invoices and payments are applied to specific invoices. For Balance Forward accounts, detail is kept on invoices for the current month and payments are applied to the total balance.

The information on the General and the Default tabs is the same information as on the comparable tabs in the Customers screen of the desktop version of TRAVERSE.

To work with the **Customer Detail** function, follow these steps:

1. Select **Customer Detail** from the **Sales Rep** menu.

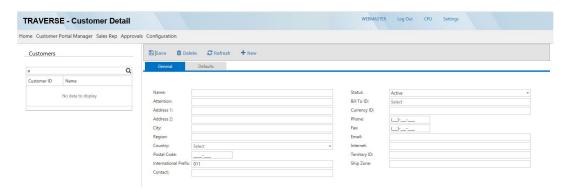
#### **Customer Detail Menu**



Customer Detail

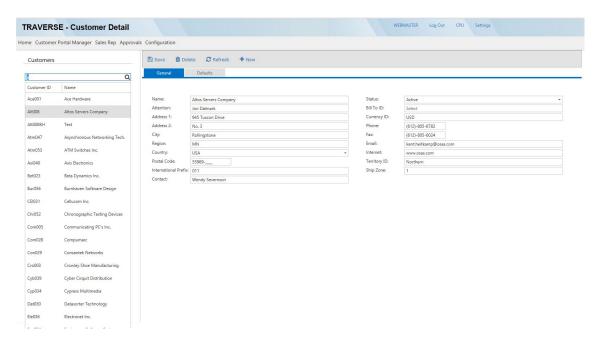
2. The **Customer Detail** screen appears.

### **Customer Detail Screen (Blank)**

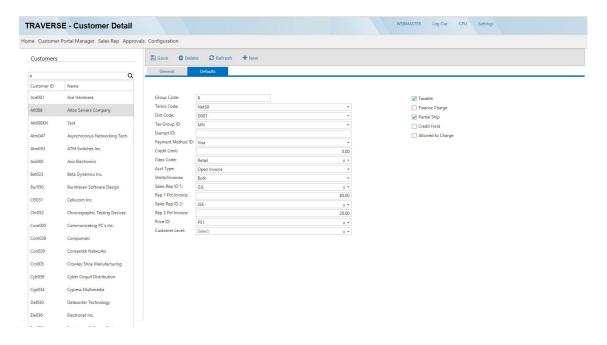


- 3. Enter a search term to initiate a search for Customers, and click the **Search** button **Q**.
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the **Customers** field in the navigation bar. When changing Customers, make sure you use the **Refresh** icon to refresh the data on the page.

# **Customer Detail Screen General Tab (Filled)**



# **Customer Detail Screen Defaults Tab (Filled)**



- 6. Edit information as applicable on the **General** and **Defaults** tabs.
- 7. Select the **Save** icon to save any changes made to the Customer.

#### To add a Customer:

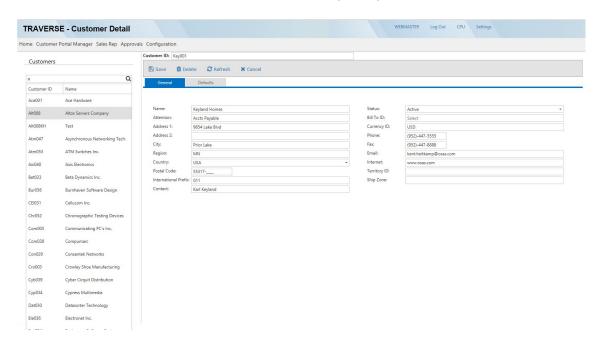
#### On the General tab:

Use the **General** tab to enter the Customer's Name, Address, Contact, Phone number, Email address, and Internet site.

1. Use the **New** icon + New in the header to open a blank record.

#### 5

## **Customer Detail Screen General Tab (New)**

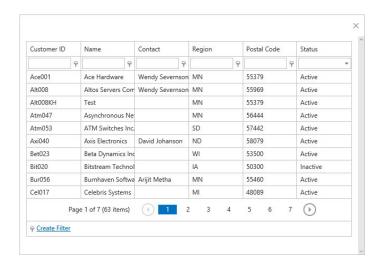


- 2. Enter an ID for the Customer you are creating in the Customer ID field.
- 3. Enter the Customer's Name.
- 4. In the **Attention** field, enter the name of the person or department to which you want to address invoices and statements. The name is printed on invoices, statements, and mailing labels.
- 5. Enter the Customer's address into the Address 1 and Address 2 fields.
- 6. Enter the Customer's City and state or Region.
- 7. Select the Customer's Country Code.
- 8. Enter the Customer's **Postal Code**. Use the System Manager **Country Codes** function to set up postal code masks, international prefixes, international prefix masks, and phone and fax masks.
- 9. In the **Contact** text box, enter the name of the person to contact regarding billing questions or invoice payments.
- 10. Choose the Customer's **Active/Inactive Status**. Making the Customer's Status "Inactive" will prevent them from accidentally being engaged in future transactions.

11. Choose the **Bill-To ID** if Sales Order transactions for this Customer are to be billed to a different Customer ID. If not, leave this field blank.

If a different Customer ID is entered here, this Customer information will be brought into the Bill-To tab in Sales Order transactions, and will print in the Sold-To field on invoices. The Customer information on the header tab, in the Sold-To field will print in the Ship-To field on the invoice.

#### **Customer Detail Customer Bill - To Search**



- 12. If you use multi-currency, select the Customer's **Currency ID**. This box does not appear if you do not use multi-currency.
- 13. Enter the Customer's **Phone** number. See step 8 for mask setup information.
- 14. Enter the Customer's **Fax** number, **Email** address, and **Internet** address. See step 8 for mask setup information.

The **Email** address and **Internet** address fields are hyperlink fields.

When you click on the Email address your Email software will automatically be opened with a new message and the Email address entered into the **To** field.

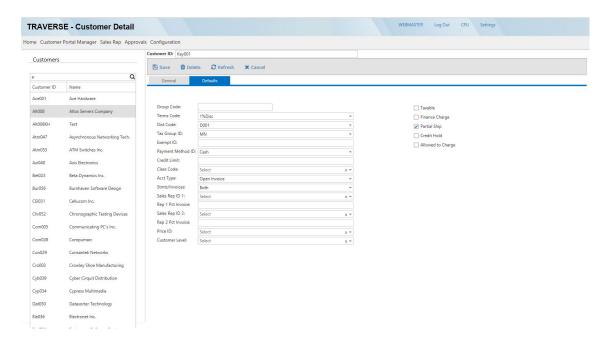
The Email address entered will default into the Customer Portal Manager, Users setup for Customer's users. This email address will be used to send Order Acknowledgments and History Invoices.

When you click on the Internet address, your default web browser will automatically open at the web site.

- 15. Enter the Customer's **Territory**, if applicable. The Customer's **International Prefix** appears. See step 8 for setup information.
- 16. Enter the Customer's **Ship Zone**. This will usually be associated with a shipping zone such as those used by UPS or FedEx.

#### On the Defaults tab:

### **Customer Detail Screen Defaults Tab (New)**



Use the **Defaults** tab to enter information about the Customer to default during transaction entry.

- 1. In the **Group Code** field, enter the Customer's periodic billing group code.
- 2. Select the Customer's payment Terms Code and Distribution Code.
  - If you use multi-currency, the currency assigned to the Receivables account in the Distribution Code you select must match either the Customer's currency or the base currency. In addition, you cannot change the Distribution Code to one that uses a different currency if open transactions or invoices exist for the Customer.
- 3. Select the **Tax Group ID** of the Tax Location Group to which you want sales tax for the Customer to be assigned. Tax Group IDs are set up in the **Tax Location Groups** function in System Manager.

X

- 4. If the Customer is tax-exempt and should not be charged sales tax, enter the Customer's tax **Exemption ID**.
- 5. Select the Customer's usual **Method Of Payment**.
- 6. Enter the Customer's Credit Limit. The credit limit is used in the New Orders function.
- 7. Select the Customer's Class Code.
- 8. Select the **Acct Type** assigned to the Customer:
  - **Open Invoice** customers have all invoices listed separately on their statement, and cash receipts are applied to individual invoices.
  - Balance Forward Customers will have all open invoices combined into one open balance invoice when periodic maintenance is run. Cash receipts are applied to a period balance and not individual invoices. Statement balances will be listed as one open invoice balance.
- 9. Select the **Stmnts/Invoices** field information to send to the Customer:
  - None No information sent to the Customer.
  - Statement Only Only send the statement to the Customer.
  - Invoice Only Only send the invoice to the Customer.
  - Both Send both the statement and invoice to the Customer.

For a Customer that pays cash, select **Invoice Only**.

10. Select the Customer's Sales Rep(s) from the appropriate **Sales Rep ID 1/2** field from the drop-down list.

11. Enter the default **Percentages** of invoices for the Sales Reps.

NOTE: Each representative can receive as much as 100% of a sale.

- 12. Select the **Price ID** assigned to the Customer. This is only used if you have Sales Order installed and have Price Structures set up.
- 13. Select the **Customer Level**. This option is available only if you are currently using the Sales Order application and have defined Customers or groups of Customers in the **Customer Levels** function of Sales Order.

NOTE: The Allowed to Charge check box is only available if you interface Accounts Receivable with Point of Sale. See the Point of Sale Training Manual for more information.

#### **SALES REP PORTAL**

5

Customer Detail

- 14. Select the **Taxable** check box if the Customer should be charged sales tax; otherwise, clear it.
- 15. Select the **Finance Charge** check box to apply a finance charge to the Customer; otherwise, clear it
- 16. Select the **Partial Ship** check box if the Customer accepts partial shipments; otherwise, clear it. If a Customer does not accept partial shipments and the quantity shipped is less than the quantity ordered, a warning message appears.
- 17. Select the **Credit Hold** check box if the Customer is on credit hold; otherwise, clear it. If you place a Customer on Credit Hold and then enter a sale paid for on credit, a message states that the Customer is on Credit Hold and will not let you continue. You can only enter a transaction for that Customer after you uncheck the Credit Hold box.
- 18. Mark the **Allowed to Charge** check box to select whether to require a payment to be entered for the Customer in Point of Sale.

NOTE: The Allowed to Charge check box is only available if you interface Accounts Receivable with Point of Sale. See the Point of Sale Training Manual for more information.

Use the command buttons to:

#### **Command Buttons**

Name	Description
☐ Save	Save the customer.
Delete	Delete the current customer.
<b>≈</b> Refresh	Reload the web page.
<b>X</b> Cancel	Discard changes.

### To edit a Customer:

- 1. Select the Customer you want to edit from the **Customers** list in the navigation bar.
- 2. Make any changes.

Use the command buttons to:

#### **Command Buttons**

Name	Description
■ Save	Save the customer.
Delete	Delete the current customer.
<b>⊘</b> Refresh	Reload the web page.
+ New	Create a new customer.

#### To delete a Customer:

- 1. Select the Customer you want to delete from the **Customers** list in the navigation bar.
- 2. Use the **Delete** icon **Delete** to delete the selected Customer.
- 3. Click **OK** to the prompt message "**Are you sure you want to delete this customer?**" to delete the Customer. Click **Cancel** to the prompt to return to the Customer Detail page without deleting the Customer.

# PENDING PAYMENTS

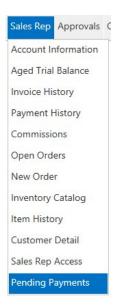
The **Pending Payments** function is used to view the pending online Customer payments for orders placed through the Customer web portal.

In addition to pending online payments, unposted payments for the Customer from the TRAVERSE AR Cash Receipts function will also appear for the selected Customer.

To work with the **Pending Payments** function, follow these steps:

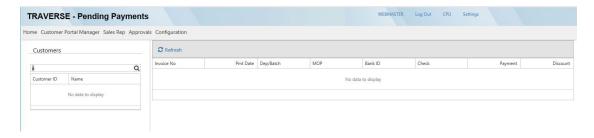
1. Select **Pending Payments** from the **Sales Rep** menu.

## **Pending Payments Menu**



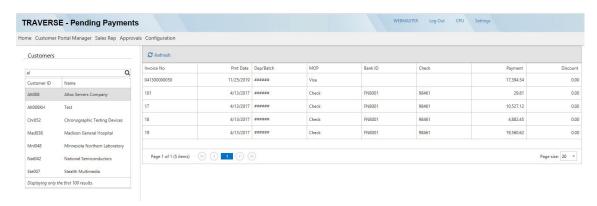
2. The **Pending Payments** screen appears.

### **Pending Payments Screen (Blank)**



- 3. Enter a search term to initiate a search for Customers, and click the **Search** button **Q**.
- 4. A list of **Customers** that meet the search criteria entered will be displayed.
- 5. Select a Customer to view in the **Customers** field in the navigation bar. When changing Customers, make sure you use the **Refresh** icon to refresh the data on the page.

# **Pending Payments Screen (Filled)**



- 6. The screen displays the Invoice No, Payment Date, Dep/Batch, Method of Payment, Bank ID, Check, Payment, and Discount.
- 7. Each column can be sorted by clicking on the header: once to sort ascending, and twice to sort descending.

**PO APPROVALS PORTAL** 

6

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Overview

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## **OVERVIEW**

The **PO Approval** portal allows for an intermediate approval step between a request to order a part and a live Purchase Order. This gives you more control over the ordering process.

If the Portal business rule for allowing approval processing is set to Yes, an Order Request must be approved before the request is turned into an actual Purchase Order. When a Request completes an approval route, it becomes a live order.

The PO Approval function will only display requests, not active Purchase Orders, when you use it.

Use the PO Approval portal to perform these tasks:

- Manually enter a Purchase Order Request and, upon approval, turn the request into a live Purchase Order.
- Use the PO Request Routes to send orders to personnel authorized to approve them before turning the request into a live Purchase Order.

NOTE: When you enter an Order Request, you are not required to enter a Vendor ID until the order request is approved unless the business rule requiring the Vendor is set to Yes.

NOTE: Inventory on-order quantities are not updated for Order Requests. Order Requests are treated like requisitions for Inventory quantity considerations.

#### **PO Request Users**

Use the PO Request Users function to set up users allowed to generate and approve Order Requests via the PO Approval portal.

#### **PO Request Routes**

Use the PO Request Routes function to set up approval Routes for PO Requests that originate in the PO Approvals portal.

### **PO Approval Alternates**

Use the Approval Alternates function to assign alternate users to approve PO Requests when the primary Approver is not available, such as during a leave of absence or a vacation.

Overview

#### **PO Approval**

Use the portal PO Approval function to create, track, and approve PO requests.

Open the PO Approval function from the Approvals drop-down menu. Depending on your role, the Pending Requests page or the Open Requests page will display, and show PO requests generated by you (Requestor) or others (Request Admin), or requests needing approval (Approver, Approval Admin). You can see the status of the requests, along with the request originator, the date the PO request was generated, the current level of approval, when the approver was notified, and additional details about the PO and the request.

## **PO Generate Requests**

The PO Generate Requests function is a web view of the PO Requisitions function in the TRAVERSE desktop application. The PO Generate Requests function will display the same Items that appear in the PO Requisitions desktop function.

PO Request Users

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# PO REQUEST USERS

Use the PO Request Users function to set up users allowed to generate and approve Order Requests via the PO Approval portal.

To work with the **PO Request Users** function, follow these steps:

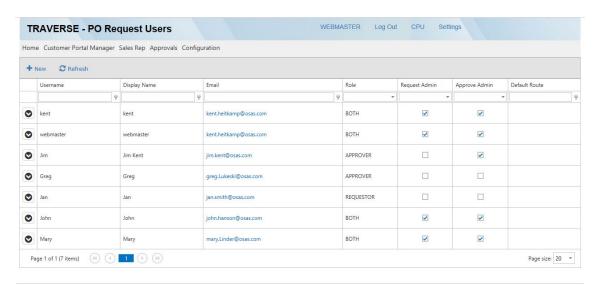
1. Select **PO Request Users** from the **Approvals** menu.

## **PO Request Users Menu**



2. The PO Request Users screen appears.

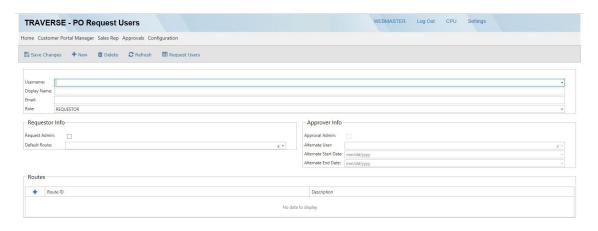
# **PO Request Users Screen**



#### To add PO Request users:

1. Use the **New** icon • on the toolbar to open the **Request User** screen.

## PO Request Users Screen (New User)



2. Select a user from the **Username** drop-down list.

This list displays all TRAVERSE users.

NOTE: Users need to be set up in TRAVERSE Server Manager before they can be added as a PO Request user.

- 3. Enter a display name for your user in the **Display Name** field.
- 4. Enter an Email address for the user in the Email field.

This Email address will be used for approve/decline notification.

- 5. Select a role for the user from the **Role** drop-down list:
  - Select Requestor if the user will be generating the PO Requests, but not approving them.
  - Select Approver if the user will be approving the PO Requests, but not generating them.

NOTE: Approvers cannot edit PO Requests. Requests will need to be modified by the Requestor, or the final PO will need to be modified.

• Select **Both** if the user is allowed to both generate and approve PO Requests.

#### PO APPROVALS PORTAL

PO Request Users

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• Select **None** if the user is not allowed to generate or approve PO Requests.

If the user's role is **Requestor** or **Both**, the **Requestor Info** section is active.

- 6. Select a default route for the user's Requests from the **Default Route** drop-down list, or leave the field blank to allow a choice of route when generating a Request.
- 7. Mark the **Request Admin** check box if you want the user to be able to change or submit any Request.

The Request Administrator can also see the Requests from all Requestors.

If the user's role is **Approver** or **Both**, the **Approver Info** section is active.

8. Select an **Alternate User** who will approve the Requests in the user's place in the case the user is not available, such as when the user is on vacation.

NOTE: Alternates may also be set up using the PO Approval Alternates function (page 6-17).

9. Enter the dates the Alternate Approver will be handling the requests in the **Alternate Start** and **End Date** fields.

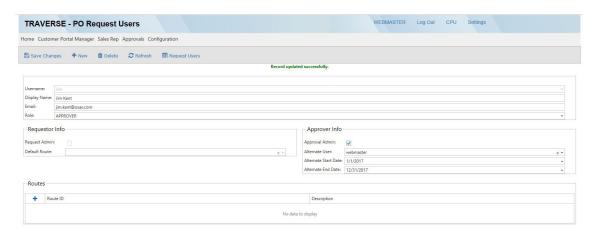
During this time frame, the requests will automatically be routed to the alternate. Each Approver can only set up his or her own alternate.

10. Mark the **Approval Admin** check box if you want the user to be able to approve or decline any Request.

The Approval Administrator can also set up alternates for all Approvers.

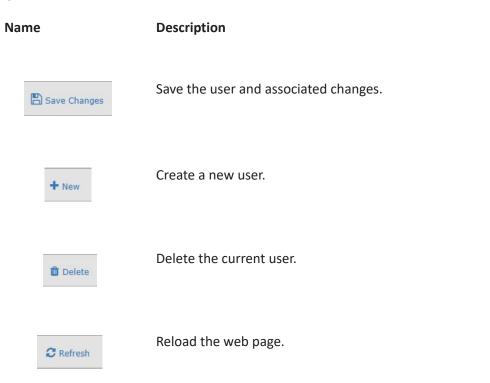
- 11. Select the Route(s) the user has access to.
  - Click the Add icon + .
  - Select a Route ID the user can utilize.
  - Click the **Update** icon to save the Route for the user, or use the **Cancel** icon to clear the Routes.

# PO Request Users Screen (New User - Filled)



Use the command buttons to:

#### **Command Buttons**



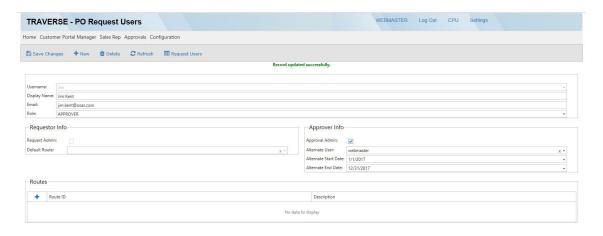
Name Description

Return to the request user page.

#### To edit a User:

- 1. Use the **Action** button , then select **Edit** from the menu you want to edit.
- 2. The **PO Request User** screen opens.

# PO Request User Screen - Edit



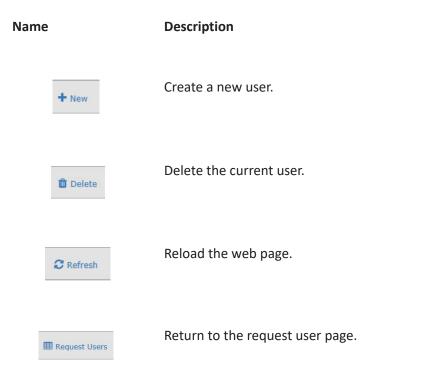
3. Make any changes to the user information.

Use the command buttons to:

#### **Command Buttons**

Name	Description		
Save Changes	Save the user and associated changes.		

PO Request Users



#### To delete a user:

1. Use the **Action** button , then select **Delete** from the menu user you want to delete.

You may also use the **Delete** icon **to** delete a user, when in the edit page.

2. When the confirmation dialog "Are you sure you want to delete this record?" appears, press the OK button.

PO Request Routes

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# PO REQUEST ROUTES

**PO Request Routes** are used to identify the route of users the approval process needs to go through before it can be approved and made into a Purchase Order transaction. The users allowed to add Purchase Requests to this Request Route are also set up here. When the Request is made into a Purchase Order, an email is sent to the Requestor notifying them the request has completed the approval process.

To work with the **PO Request Routes** function, follow these steps:

1. Select **PO Request Routes** from the **Approvals** menu.

### **PO Request Routes Menu**



2. The **PO Request Routes** screen appears.

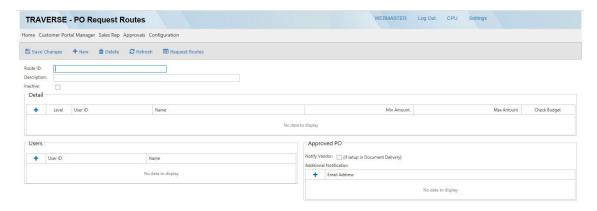
#### **PO Request Routes Screen**



#### To add a PO Request Route:

3. Use the **Add** icon + Add in the toolbar to open the **Request Route** screen.

## PO Request Routes Screen (New)



- 4. Enter a Route ID for the Route.
- 5. Enter a description for the Route in the **Description** field.
- 6. If the Route is not active, mark the **Inactive** check box; otherwise clear the check box.

The **Detail** section is used to set the users that will be required to approve the Purchase Request prior to the final approval to make a Purchase Order transaction. The order set here will determine who is next in line to approve the Purchase Request.

- 1. The **Level** must be a number and will auto-number by counting numbers (Level 1 is the first Approver, Level 2 is the second Approver, etc.) unless filled in by the user.
- 2. The **User Id** is the approver to approve for this level. The user's name will appear in the **Name** field once the level is saved.

Only users set up as either **Approver** or **Both** in the Request Users setup (page 6-11) will be available for selection.

- 3. The **Min Amount** is the minimum dollar amount that must be reached before this Approver is required to approve the Request.
- 4. The **Max Amount** is the maximum dollar amount for which this Approver may approve a Request, to make it into a live Purchase Order.

NOTE: Enter a Min and Max amount of 0 to have all requests at that level on the Route sent to the user.

#### PO APPROVALS PORTAL

Add

PO Request Routes

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- 5. If the order will exceed the budget, and the Approver needs to approve the Request, mark the **Check Budget** check box. This is only valid if there is a budget entered in Business Rules to check against.
- 6. Use the **Action** button and select **Add** from the menu cancel to save the level, and add a new level. Use the **Cancel** link to cancel the entry.

Use the **Users** section to select the users that are allowed to submit Requests for this Request Route.

1. Use the **Add** icon • to add users who are able to use this Route when submitting a Request.

The **Request Users** that have been set up as **Requestor** or **Both** will be listed.

2. The User ID and Name are displayed and may not be edited.

Use the **Approved PO** section to select an **Email Address** for notification of final approval. Final approval is the last step before a Purchase Order transaction is generated.

1. Mark the **Notify Vendor** box if you want the Vendor to receive an email notifying them their Purchase Request has been approved and made into a Purchase Order transaction.

In the Vendor setup the PO REQUEST selection must be set up in the Document Delivery function with an email address.

- Add email addresses to be notified by email that the PO has been approved by using the Add icon and entering a valid email address.
- 3. Use the **Action** button and select **Add** from the menu cancel to save the level and add a new level. Use the **Cancel** link to cancel the entry.

Use the command buttons to:

#### **Command Buttons**

Name	Description
Save Changes	Save the route and associated changes.
+ New	Create a new route.
<b>Delete</b>	Delete the current route.
<b>⊘</b> Refresh	Reload the web page.
■ Request Routes	Return to the request routes page.

### To edit a Route:

- 1. Use the **Action** icon and select **Edit** from the menu want to edit.
- 2. Make any changes to the Route information.
- 3. Select the **Save Changes** icon Save Changes to save the changes you made.

#### PO APPROVALS PORTAL

PO Request Routes

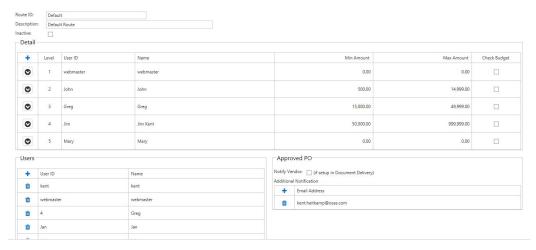
for the Route

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#### To delete a Route:

- 1. Use the **Action** icon and select **Delete** from the menu you want to delete.
- 2. Click Yes at the "Are you sure you want to delete selected record(s)" prompt.

#### Example: Route Logic



Here is an example of the Route logic for the above sample (Min and Max Amounts are inclusive):

- webmaster will always be included with every Request due to his role with handling the Request.
- john will only be involved if the total of the PO--including any taxes, freight or miscellaneous amounts--falls between \$500 and \$14,999.99.
- Greg will be involved if the PO amount is equal to or greater than \$15,000, and equal to or less than \$49,999.99.
- Jim will be responsible for POs from \$50,000.00 to \$999,999.99.
- Mary will always be the last person to approve the Request.

### PO APPROVALS PORTAL

PO Request Routes

6

PO Approval Alternates

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# PO APPROVAL ALTERNATES

Use the **PO Approval Alternates** function to assign alternate users to approve PO Requests when the primary Approver is not available, such as during a leave of absence or a vacation.

This screen displays users when the logged-in user is marked as an Approver. If the user is not an Approver, the fields on the screen are blank.

If the user is an Approver, but not an Approval Admin, they can only edit the alternate for themselves.

If the user is an Approval Admin, they can use this screen to update the alternate information for other Approvers in addition to themselves.

By default, the user is the Approver that opens the screen.

To work with the **PO Approval Alternates** function, follow these steps:

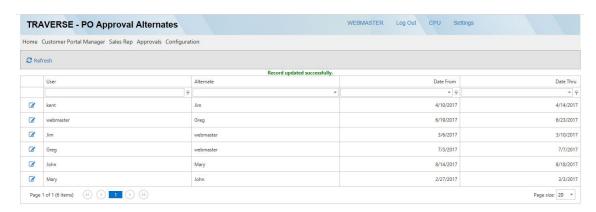
1. Select **PO Approval Alternates** from the **Approvals** menu.

### **PO Approval Alternates Menu**



2. The **PO Approval Alternates** screen appears.

# **PO Approval Alternates Screen**



### To add an Alternate Approver:

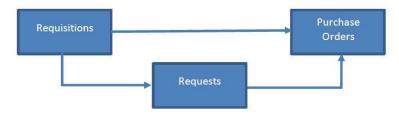
- 1. Use the **Edit** icon for the Approver you want to edit.
- 2. Add or change the Alternate Approver listed in the **Alternate** column.
- 3. Enter a **Date From** and **Thru** to set the time frame during which PO Requests will be routed to the Alternate Approver.
- 4. Use the **Action** icon and select **Save** from the menu changes, or select **Cancel** to cancel the changes.

PO Approval Overview

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## PO APPROVAL OVERVIEW

The **PO Approval** and **PO Generate Requests** are an enhancement to Purchase Order Transactions. The PO Approval function will add a PO Order Request into TRAVERSE. The PO Approval is part of an optional alternative workflow to the standard process of converting Requests and Requisitions into Purchase Orders. Prior to this function, you had two options for creating Purchase Orders:



- Manually enter an order using the PO Transactions function.
- Use the Requisitions function to push orders into the PO transactions tables.

The PO Approval and PO Generate Requests functions provide two more workflow options:

- Manually enter a PO Approvals/Requests and, upon going through all the approval steps, turn the request into a live Purchase Order.
- Use the Requisitions and PO Generate Requests functions to push orders into the PO Approval system and, upon going through the approval steps, turn the request into a live Purchase Order. (See the Purchase Order Training Manual for more details on entering Purchase Requisitions.)

NOTE: When PO Approvals are added through the Portal, an Order Request transaction is added to the Order Requests function on the TRAVERSE Purchase Order, Transactions menu. When referring to the PO Approval/Request function below, you can view the generated request using either the PO Approval portal function or the TRAVERSE Order Requests function.

The information for the PO Approval/Request is stored in the same tables as the actual Purchase Orders, similar to the way that Sales Quotes are in the same tables as actual Sales Orders.

However, unlike Sales Order, the PO Approval/Request and live orders will be completely filtered, in TRAVERSE, so that you will not see live orders when using the Approval/Requests function, and you will not see Requests when you are working with live orders.

#### PO APPROVALS PORTAL

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PO Approval Overview

The PO Approval/Requests function looks very similar to the PO Transactions function, but there are some key differences:

- If you have the Business Rule set to not Allow Approval Without a Vendor, you must include a Vendor ID on an Approval/Request. If the rule is set to Allow Approval Without a Vendor, you do not need to select a Vendor ID until the request becomes a live order.
- Also, Inventory on-order quantities are not updated for PO Approvals/Requests, as requests are treated like Requisitions for Inventory quantity considerations.
- For Requirements Planning and Reorder Processing, PO Approvals/Requests are grouped with PO Requisitions.
- The PO Approval/Requests function has options for the order, to Submit, Approve, or Decline.

A Requestor may enter a new Order Request and Submit the request for approval.

The next Approver in line in the Route selected will Approve or Decline the request, then the next user in line in the Route and so on, until the final Approver approves the Request to become a live Purchase Order.

Approving a Request will create a live order and update the Inventory On-Order quantities.

You may also use the Approval Request View, in TRAVERSE on the Purchase Order, Interactive Views menu, to review and approve or decline the Order Request. (See the Purchase Order Training Manual for details on the Approval Request View.)

PO Approval

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## **PO APPROVAL**

Use the web apps PO Approval function to create, track, and approve PO Requests.

To work with the **PO Approval** function, follow these steps:

1. Select PO Approval from the Approvals menu.

## **PO Approval Menu**



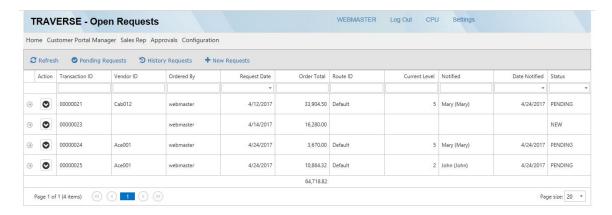
2. The PO Approval screen appears.

## **PO Approval Screen**



Depending on your role, the **Pending Requests** page or the **Open Requests** page will display, and show PO Requests generated by you (Requestor) or others (Request Admin), or Requests needing approval (Approver, Approval Admin). You can see the **Status** of the Requests, along with the **Requested By** user, the **Request Date** the PO Request was generated, the **Current Level** of approval, what the **Notified Date** was for the Approver, and additional details about the PO and the Request.

## **PO Approval Screen (Open Requests)**

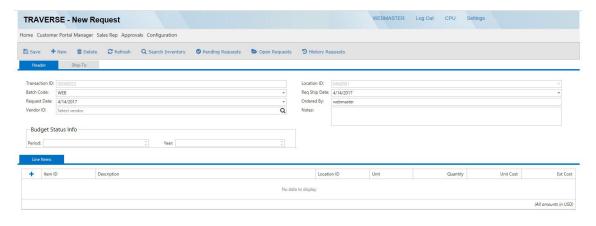


The action icons are at the top of the screen.

### New Request

1. Click the **New Requests** icon + New Requests to open the **New Request** page.

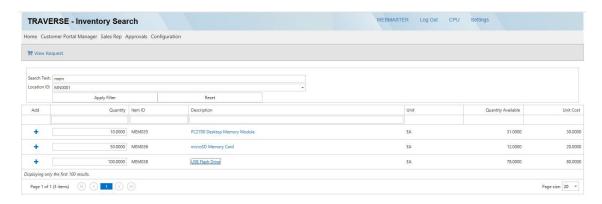
# **PO Approval Screen (New Request)**



2. To view Inventory Items, click the **Search Inventory** icon Q Search Inventory on the toolbar.

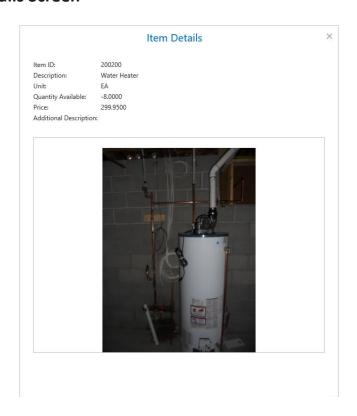
3. The Inventory Search screen appears.

# **Inventory Search Screen**



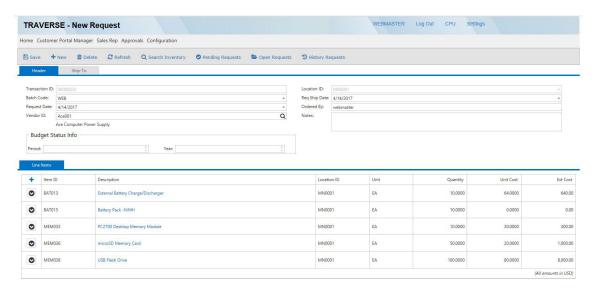
- 4. Enter filter criteria and select **Apply Filter** to view the results of the filtering.
- 5. Click the blue **Description** to view details on the line Item.

### **Item Details Screen**



- 6. For each Item you want to include on the Request, enter the desired **Quantity**.
- 7. Click the plus sign  $\bullet$  in the **Add-To-Order** column. A check mark  $\bullet$  will appear when the Item has been added to the Request.
- 8. Use the **View Request** icon Items are added to the new Request. to return to the PO Request page. The selected

## PO Approval Screen (Header Tab Filled)



- 9. Select a **Batch Code** if applicable.
- 10. Accept or edit the Request Date.
- 11. Select a Vendor ID if applicable.

You may see a dialog box asking if you want to recalculate the line Items for the selected Vendor. Click **OK** if you want the costs recalculated for the chosen Vendor, or **Cancel** to retain the current costs.

12. Accept or edit the Location ID for the Request.

If you selected a Location on the Inventory Search page, or if you have a default Location ID in the Portal Settings, the **Location ID** will be filled in.

- 13. Accept or edit the Req Ship Date.
- 14. The **Ordered By** field displays the name of the user who initiated the order.
- 15. Add **Notes** as required.

- 16. If applicable, **Budget Status** Info will display the Budget Period and Year the Request will be applied to. If available, you can review the budget information for the account by clicking the **Budget Info** icon so the toolbar.
- 17. The **Budget Info** screen appears.

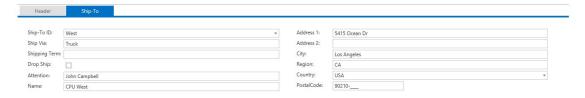
## **Budget Info Screen**



For the selected GL Account the following fields are displayed:

- **Unused Balance** The original budget amount, that is, the GL Journal amount (sum of debit credit amounts).
- Unposted Purchases All unposted POs, excluding Requests.
- Pending Requests All PO Requests, except the current one.
- Current Request Total Order total for the current Request.
- Est Remaining Balance Unused Balance Unposted Purchases Pending Requests Current Request Total

# PO Approval Screen (Ship-To Tab Filled)



- 18. On the **Ship-To** tab, select a **Ship-To ID**. If no valid Ship-To ID is available, use the Ship-To Addresses function in TRAVERSE, on the PO Setup and Maintenance menu. (See the Purchase Order Training Manual for details on the Ship-To Address setup.)
- 19. Use the **Save** icon Save to save the Request.
- 20. If you are using the approval process, a dialog box will appear asking if you want to submit the Request for approval. Select **OK** to submit the Request, or **Cancel** to keep the Request without submitting. If you are not using the approval process, a confirmation dialog box will appear.

PO Approval

21. If you do not submit the Request during the save operation, use the **Action** icon select **Submit Request** from the menu approval. 

■ Submit Request to submit the PO Request for the Request to submit the PO Request to submit the PO

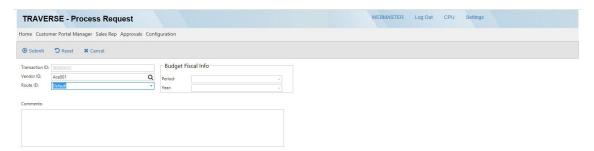
If you are not using the approval process, a notification window will appear to verify you want to convert the Order Request to a Purchase Order. If you want to continue, click **OK**, otherwise click **Cancel**.

NOTE: If you entered the wrong Vendor, or left the Vendor field blank, you will be able to choose a Vendor in the Route information window that appears once you submit the Request.

You will see a notification that the Request was converted to a Purchase Order when the process is complete.

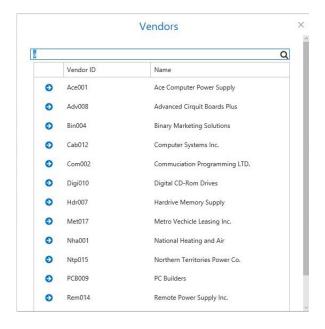
22. When the Request is submitted, a **Process Request** screen will display the **Transaction ID**, **Vendor ID**, **Route ID**, **Budget Fiscal Info**, and **Comments**.

## **Process Request Screen**



23. Select a **Vendor ID** if necessary, click the **Select** icon , and enter any **Comments**, then use the **Submit** icon the comments. to send the request, or use the **Reset** icon to clear to clear the comments.

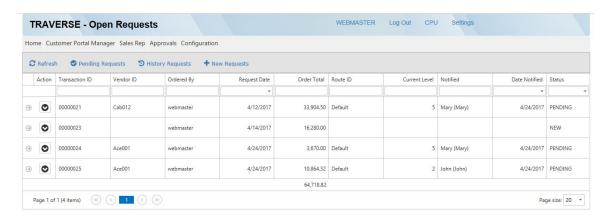
#### **Vendor Search Screen**



#### Open Requests

Depending on your role, the **Open Requests** screen displays your Requests (Requestor) or all open Requests (Request Admin) currently on the system for the selected company, along with their status and details of the Request. (The currently-selected company is displayed in the upper right corner of the portal screen, along with the logged-in user and the Log Out link.) You can view or submit the PO Request from this screen.

# **PO Approval Screen (Open Requests)**



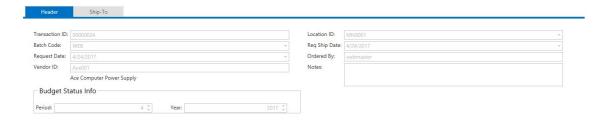
Use the filter boxes at the top of each column to reduce the number of Requests displayed. (See the Filtering Columns section (page 4-5) for details on filtering columns.)

1. Use the **Action** icon and select **View Request** from the menu 

■ View Request to expand the details of the Request and view the **Header**, **Ship To**, **Line Items**, **Response Details**, and **Budget Info** if available.

If the Open Request has a **Pending** status this information is read only.

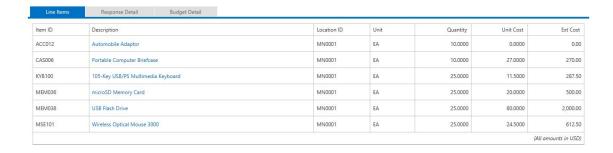
#### **Header Tab**



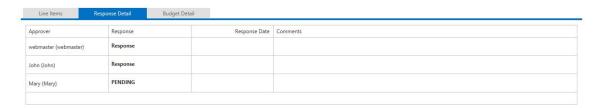
# **Ship To Tab**



#### **Line Items Tab**



# **Response Detail Tab**



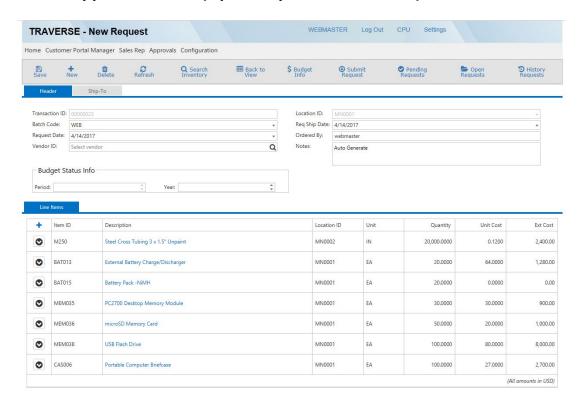
The **Response Detail** tab will display the full Route of **Approvers** the approval will need to go through to be converted into a live Purchase Order. The **Status**, **Response Date**, and **Comments** of each step in the Route are also displayed.

# **Budget Detail Tab (if available)**



If the Open Request has a New status, the View Details screen is opened in Edit mode.

# PO Approval Screen (Open Requests New Status)



# PO Approval Screen (Open Requests New Status Ship-To)



- 1. Edit the **Batch Code** if applicable.
- 2. Accept or edit the Request Date.
- 3. Select a Vendor ID if applicable.

You may see a dialog box asking if you want to recalculate the line Items for the selected Vendor. Click **OK** if you want the costs recalculated for the chosen Vendor, or **Cancel** to retain the current costs.

4. Accept the Location ID for the request.

If you selected a Location on the Inventory Search page, or if you have a default Location ID in the Portal Settings, the **Location ID** will be filled in.

- 5. Accept or edit the **Req Ship Date**.
- 6. The **Ordered By** field displays the name of the user who initiated the order.
- 7. Add **Notes** as required.
- 8. If applicable, **Budget Status** Info will display the Budget Period and Year the Request will be applied to.
- 9. On the **Ship-To** tab, select a **Ship-To ID**. If no valid Ship-To ID is available, use the Ship-To Addresses function in TRAVERSE desktop, on the PO Setup and Maintenance menu. (See the Purchase Order Training Manual for details on the Ship-To Address setup.)
- 10. Use the **Action** icon and select **Edit** from the menu to edit the line ltem. The line Item details are displayed.

### **Item Details Screen**



- The Item ID is displayed.
- The Description, Location ID, and Quantity are displayed and available to edit if applicable.
- The **Unit** is displayed.
- Edit the **Unit Cost** if applicable.
- The **Ext Cost** is displayed.
- Edit the **Additional Description** if applicable.
- The Entry **No** is displayed.
- Select the **Save** icon not to save any changes made.

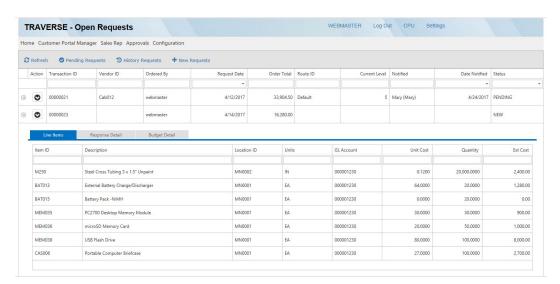
- Select the **Cancel** icon \* to cancel the edit and return to the Item summary.
- 11. Use the **Submit Request** icon **O Submit Request** to submit the PO Request for approval.
- 12. The Request will be sent to the appropriate Approver on the chosen Route.
- 13. A window will appear to verify you want to convert the Order Request to a Purchase Order. If you want to continue, click **OK**, otherwise click **Cancel**.

If you are using the approval process, an email will be sent to the next Approver level. If you are not using the approval process, the request will be converted to a Purchase Order and a confirmation dialog box will appear.

14. You will see a notification that the Request was converted to a Purchase Order when the process is complete.

On the **Open Requests** screen click the **Expand** button oto view the line Items for the request. This information is view only. Click the **Collapse** button return to the summary view.

## **PO Approvals Open Requests Screen**



Select the **Pending Requests** icon Pending Requests to view requests with the status of **Pending**.

 Use the View Request icon to view the PO request details, including Transaction ID, Batch Code, Vendor ID, Location ID, Requested Ship Date, Ship-To information, and Budget Status information.

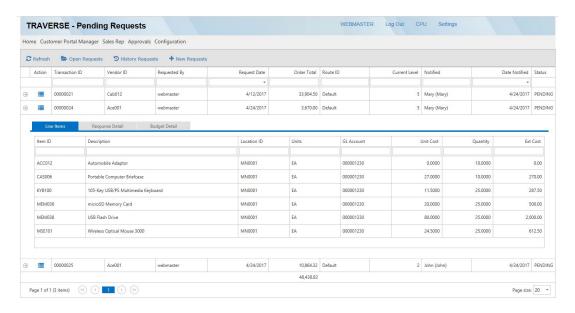
# **PO Approval Pending Requests Screen**



NOTE: The above view will be displayed when the user is an Approver, but not the next Approver in line from the Request Route.

2. On the **Pending Requests** screen click the **Expand** button ③ to view the line Items for the Request. This information is view only. Click the **Collapse** button ⑤ return to the summary view.

# **PO Approval Pending Requests Screen Expanded**



#### **History Requests**

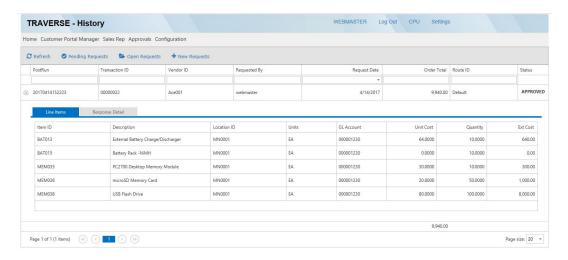
Click the **History Requests** icon to display PO Requests that have been completed. This is a read-only page.

## **PO Approvals History**



Use the **Expand** icon (a) to expand the record and view details of the Request. Use the **Collapse** icon (b) to hide the details of the Request.

## **PO Approvals History (Expanded)**



### **Approval Requests (Pending Request)**

1. Click the **Pending Requests** button Pending Requests page.

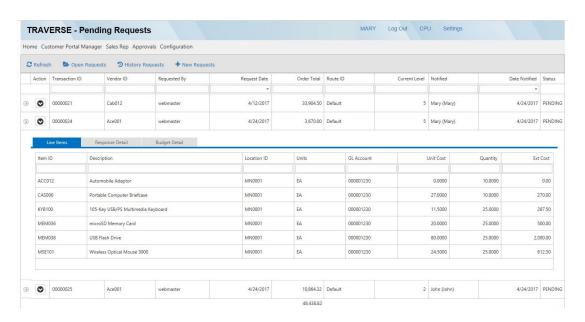
The **Pending Requests** page displays all PO Requests that need to be approved or declined by the logged-in user. **Approve Admin** users will see all pending Requests.

# **PO Approval Pending Requests**

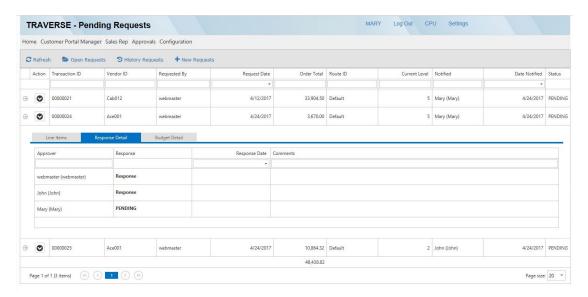


- The expanded view includes Item Detail, Response Detail, and Budget Detail tabs.

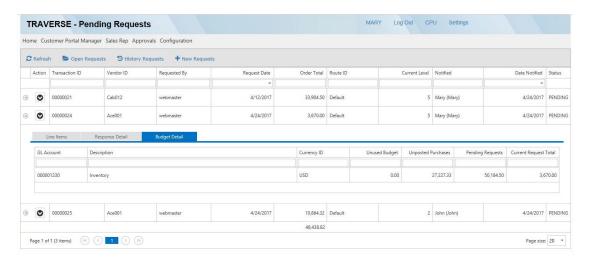
#### **Item Detail Tab**



# **Response Detail Tab**



# **Budget Detail Tab**



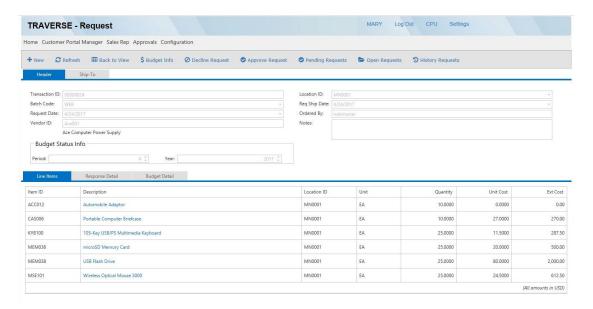
#### PO APPROVALS PORTAL

PO Approval

2. Use the **Action** icon and select **View Request** from the menu the PO Request details.

2 Approve	
<b>Decline</b>	to view
■ View Request	

# **PO Approval Request Details**



3. To approve the Request, use the **Approve Request** icon request, use the **Decline Request** icon Decline Request icon

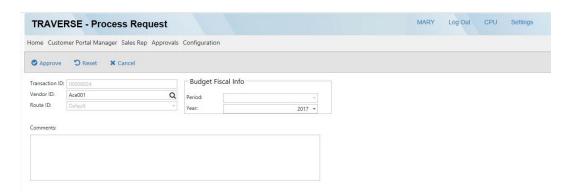
Approval can also be done from the summary Pending Requests screen. Use the **Action** icon on and select **Approve** from the menu to approve the Request. Select **Decline** from the menu to decline the Request.



PO Approval

4. Once the Request has been approved, the **Process Request** page appears.

# **PO Approval Process Request Screen (Approval)**



- 5. Select the **Vendor ID**, if applicable, for the approved Request.
- 6. Select the Budget **Year**, if applicable.
- 7. Enter **Comments** about the Request approval.
- 8. Select the **Approve** icon on approve the Request. A prompt will be displayed, stating the Request has been approved. Click **OK** to continue.
- 9. After the Request has been approved, an email is sent to the original Requestor, stating the Request has been approved. An email is also sent stating a Purchase Order has been generated, if the approval is the final step in the Approval Route.

# **PO Approval Approved Email**

webmaster

Request 00000021 for Cab012 - Computer Systems Inc. has been approved and converted to a live order.

Date		Comment			
4/24/2017 12:05:41 PM					
4/25/2017 11:39:07 AM					
GL Account GL Account Description	Unit Cost	Quantity	Unit	Extended Cost	
000001230 Inventory	210.0300	150.0000	EA	31,504.50	
000001230 Inventory	0.1200	20,000.0000	IN	2,400.00	
	4/24/2017 12:05:41 PM 4/25/2017 11:39:07 AM GL Account GL Account Description 000001230 Inventory 000001230	4/24/2017 12:05:41 PM  4/25/2017 11:39:07 AM  GL Account GL Account Description  00001230  Inventory  000001230  0.1200	4/24/2017 12:05:41       PM       4/25/2017 11:39:07       AM       GL Account GL Account Description       00001230     210.0300       Inventory     0.1200       20,000.0000	4/24/2017 12:05:41       PM       4/25/2017 11:39:07       AM       GL Account GL Account Description       000001230     210.0300       Inventory       000001230     0.1200       20,000.0000     IN	

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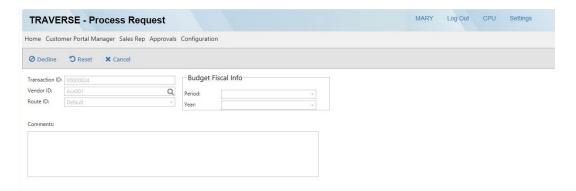
# **PO Approval PO Generated Email**

Order 00000021 has been placed with the following line items:

Item ID Description	Unit Cost	Quantity	Unit	Extended Cost
350 Entry Door	210.0300	150.0000	EA	31,504.50
M250 Steel Cross Tubing 3 x 1.5" Unpaint	0.1200	20,000.0000	IN	2,400.00

10. If the Request has been declined, the Process Request screen is displayed.

# PO Approval Process Request Screen (Decline)



- 11. Enter **Comments** about the Request decline.
- 12. Select the **Decline** icon opening to decline the Request. A prompt will be displayed, stating the Request has been declined. Click **OK** to continue.
- 13. After the Request has been declined, an email is sent to the original Requestor, stating the Request has been declined.

# **PO Approval Request Declined Email**

	5.				
Approver	Date	C	omment		
Jim Kent	4/24/2017 2:33:44 PM				
Mary	4/25/2017 11:48:01 AM				
Item ID Description	GL Account GL Account Description	Unit Cost	Quantity	Unit	Extended Cost
ACC012 Automobile Adaptor	000001230 Inventory	0.0000	10.0000	EA	0.00
CAS006 Portable Computer Briefcase	000001230 Inventory	27.0000	10.0000	EA	270.00
KYB100 105-Key USB/PS Multimedia Keyboard	000001230 Inventory	11.5000	25.0000	EA	287.50
MEM036 microSD Memory Card	000001230 Inventory	20.0000	25.0000	EA	500.00
MEM038 USB Flash Drive	000001230 Inventory	80.0000	25.0000	EA	2,000.00
MSE101 Wireless Optical Mouse 3000	000001230 Inventory	24.5000	25.0000	EA	612.50

14. Once the Request has been approved or declined it will no longer be visible on the Pending Requests page.

### **Approval Complete**

Once the PO Request has completed the full approval Route, it becomes a Purchase Order, which can now be displayed and accessed via the TRAVERSE client.

PO Generate Requests

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# PO GENERATE REQUESTS

The **PO** Generate Requests function is a web view of the PO Requisitions function in the TRAVERSE desktop application. The PO Generate Requests function will display the same Items that appear in the PO Requisitions desktop function.

To work with the **Generate Requests** function, follow these steps:

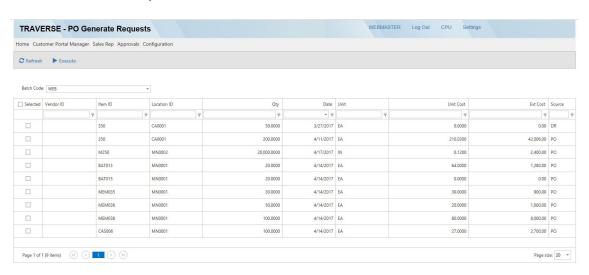
1. Select **PO Generate Requests** from the **Approvals** menu.

### **Generate Requests Menu**



2. The Generate Requests screen appears.

### **Generate Requests Screen**



3. Use the **Refresh** icon Seriesh to refresh the page.

#### PO APPROVALS PORTAL

6

PO Generate Requests

4. Mark the check box for each line Item for which you want to generate a Request.

Mark the check box in the **Selected** column heading to mark all Items to generate into a request.

5. Use the **Execute** icon **Execute** to generate a Request.

This button performs the same function as the **Generate Request** button on the toolbar in the desktop PO Requisitions function.

6. A message displays at the top of the page to indicate the Request has been generated.

Generate request process completed.

7. Use the **PO Approval** process (page 6-21) to generate a Purchase Order from the generated Request.

The Generated Requests will have **Auto Generate** populated in the **Notes** field of the Request.

7

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Communication
Customers
Inventory Items
Customer Items

Overview

•

### **OVERVIEW**

The Customer Portal Manager module is used to manage the Customer Portal. The administrator can determine the Customers who can access the website, the information that can be accessed by those Customers, and the Items that are available to the Customers through the website.

The main components of this module are website settings, email communication templates setup, and synchronization of off-line data with TRAVERSE. You can also use this module to manage Customers, Items, and website users.

Most of the views in the portal have a Company ID field at the top. All the information processing in such views will be applicable to the selected company only. By default, the last company used will be selected in this field for the current session.

#### **Site Settings**

The Site Settings function allows you to select TRAVERSE companies to make available for the Customer web portal. When you open the Site Settings function, you will see a list of companies that have been added to the Customer web Portal.

You can only make changes to the site settings only for companies you have permission to access.

#### Users

Your company's Customers have users who will need access to the Customer Portal. Use the Users function to add, edit, or delete users for each company's Customers. Your Customers can also manage their own users if you give them access to do so.

### Groups

Use the Groups function to add, edit, or delete groups associated with all Customers. Groups allow you to control the Customer Portal menu options available to the members of each Group.

#### Country

Use the Country function to enable or disable countries in TRAVERSE Portal.

#### **Credit Card Types**

If you are not using an online payment provider to handle credit card payments, such as PayPal or XCharge, use the Credit Card Types function to add, edit, or delete credit card types for the Customer Portal. Each of the card types can be assigned to a Payment Method from TRAVERSE.

#### Communication

Use the Communication function to set up email templates you will use to notify Customers for actions like password reset, order creation, etc.

Open the communication function by selecting Communication from the Customer Portal Manager drop-down menu, and then selecting a company to work with in the **Company ID** field. A list of email templates available for that company appears.

#### **Customers**

Use the Customers function to allow a company's Customers to access the Customer Portal.

When you add a Customer to the Customer Portal, a default administrator user is created for that Customer, and a notification email is sent to the Customer. The default administrator's login ID will be: "[CompanyID][CustomerID]Admin".

#### **Inventory Items**

The Inventory Items function lists the Items available on the web for the selected company. You can make Items Active or Inactive for the Customer Portal.

#### **Customer Items**

If you set the Portal's Assign Items by Customer Group Business Rule to **Yes**, you can use the Customer Items function to select the web portal Items available to a specific Customer Group for a Customer. If you set the Business Rule to **No**, selected online Items will be available to all Customer Groups for the selected Customer.

Site Settings

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# SITE SETTINGS

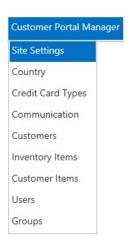
The **Site Settings** function allows you to select TRAVERSE companies to make available for the Customer web Portal. When you open the Site Settings function, you will see a list of companies that have been added to the Customer web Portal.

You can make changes to the Site Settings only for companies you have permission to access.

To work with the **Site Settings** function, follow these steps:

1. Select Site Settings from the Customer Portal Manager menu.

### **Site Settings Menu**



2. The **Site Settings** screen appears.

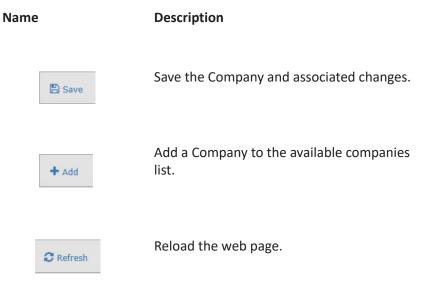
## **Site Settings Screen**



A list of companies accessible through the portal appears.

Click a command button to:

#### **Command Buttons**

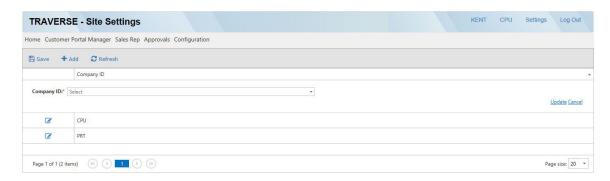


### **Add Company**

To add a Company to the Customer web Portal:

1. To add a Company, use the **Add** icon + Add .

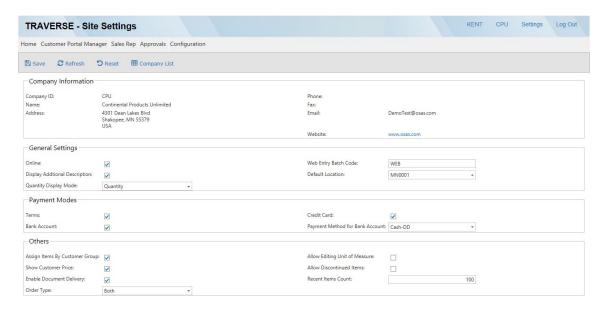
# **Site Settings Screen Add**



2. In the Add Company dialog box, select a Company to add to the list from the **Company ID** drop-down list, then press **Update**.

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## **Site Settings Add Comp Update**



- 3. To allow the Company access to the Customer web Portal, make sure you mark the **Online** check box. If you do not want the Company accessible from the web portal, clear the **Online** check box.
- 4. Complete the Company configuration by using the **Edit Company** instructions below.
- 5. Click the **Save** icon Save to save the newly-added Company.

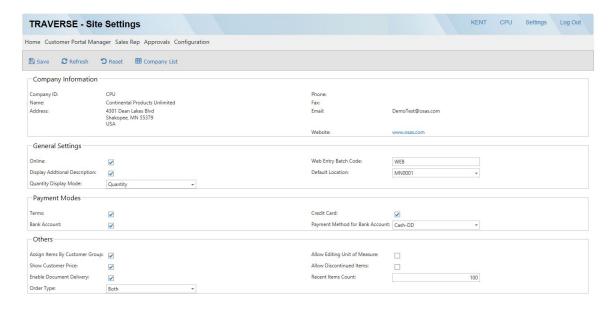
### **Online Availability**

If you wish to remove a Company from the web Portal, clear the **Online** check box for that Company. To make the Company available to the web Portal, mark the **Online** check box for that Company.

#### **Edit Company**

You use the Edit Company function to configure the basic Customer Portal settings for each Company. Use the **Edit** icon to open the configuration screen.

# **Site Settings Company Information Screen**



The Company information that appears in the configure Company screen is from the SM Company table.

#### **General Settings**

### **Site Settings Company Information Screen General Settings**



Use the General Settings area of the screen to set defaults for the Customer Portal.

- 1. Mark the **Online** check box to make the Company available in the web portal.
- 2. If you wish to see Additional Descriptions for Items in the Customer web Portal, mark the **Display Additional Description** check box.
- 3. Select a **Quantity Display Mode**, which determines how the system will display information about the quantities available:
  - None Will not show a Quantity when they drill into an item from the web app.
  - Text Will show the available Quantity as either "Available" or "Unavailable".

Site Settings

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- **Quantity** Will numerically show the available Quantity (both positive and negative quantities)
- 4. Enter a Batch Code for transactions entered through the Portal into the **Web Entry Batch Code** field. Maximum length is 6 characters.

NOTE: The Batch Code must exist in TRAVERSE Sales Order.

5. Select an Inventory Location to use for transactions from the Portal in the **Web Location** field from the drop-down list. Only the Items assigned to this Location will be available in the Customer Portal.

#### **Payment Modes**

### **Site Settings Company Information Screen Payment Modes**



- 1. Mark the **Terms**, **Credit Card**, and/or **Bank Account** check boxes to enable those payment modes in the web Portal; otherwise clear the check box.
- 2. If you mark the **Bank Account** check box, select a Payment Method for the account in the **Payment Method for Bank Account** drop-down list.

#### Others

# **Site Settings Company Information Screen Others**



- 1. Mark the **Assign Items By Customer Group** check box to assign Items to be available to a Customer based on the Group Code from the customer table; otherwise clear the check box.
- 2. Mark the **Show Customer Price** check box to include the Customer Price column to display the Sales Order Customer Pricing calculated price for the Customer; otherwise clear the check box.

- 3. Mark the **Enable Document Delivery** check box to use the Document Delivery options set in the Customer setup to send Quotes and Order Acknowledgments; otherwise clear the check box.
- 4. Select the **Order Type** allowed to be entered by the Customer or Sales Rep when adding a new order: **New**, **Price Quote**, or **Both**.
- 5. Mark the **Allow Editing Unit of Measure** check box to allow Customers to change the Unit of Measure to an alternate unit when selecting Items on an order; otherwise clear the check box.
- 6. Mark the **Allow Discontinued Items** check box to allow Customers to select Items with a status of Discontinued when placing orders; otherwise clear the check box.
- 7. Enter the **Recent Items Count** number of Items to be displayed when the Recent Items button is clicked in the New Order function.

Click a command button to:

#### **Command Buttons**

Name	Description		
Save	Save the Company and associated changes.		
<b>⊘</b> Refresh	Reload the web page.		
"> Reset	Set all fields to their default values.		
<b>Ⅲ</b> Company List	Return to the Company List on the site settings screen.		

Site Settings

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# **Site Settings Screen**

		o Cettings	ENT	CPU	Settings	Log Out
+ Add	0	refresh				
Company ID		Name				Online
CPU		Continental Products Unlimited				<b>✓</b>
PRT		Peterson Rogers Tech				V
C	+ Add i Company ID	+ Add CR Company ID A CPU	stomer Portal Manager Sales Rep Approvals Configuration  + Add	stomer Portal Manager Sales Rep Approvals Configuration  + Add	stomer Portal Manager Sales Rep Approvals Configuration  + Add	stomer Portal Manager Sales Rep Approvals Configuration  + Add

Site Settings

7

Users

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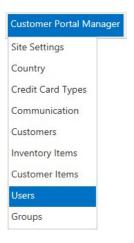
### **USERS**

Your company's Customers have users who will need access to the Customer Portal. Use the **Users** function to add, edit, or delete users for each company's Customers. Your Customers can also manage their own users if you give them access to do so.

To work with the **Users** function, follow these steps:

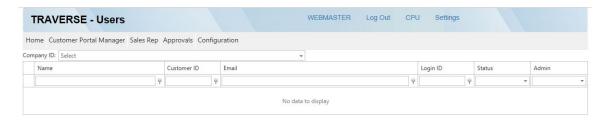
1. Select **Users** from the **Customer Portal Manager** menu.

### **Users Menu**



2. The **Users** screen appears.

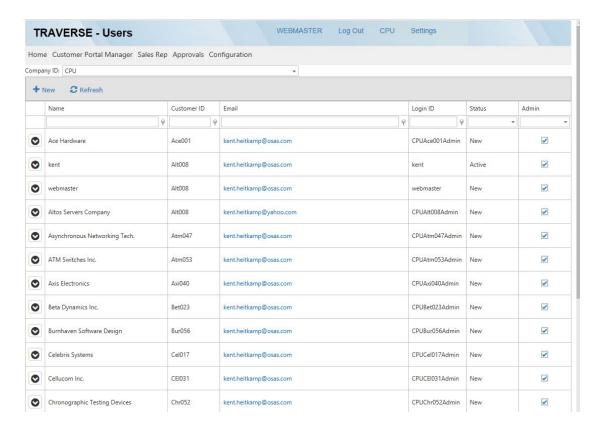
# **Users Screen (Blank)**



Users

3. Select the company you wish to work with in the **Company ID** field.

#### **Users Screen**



4. A list of all Customer Portal users from all Customers associated with that company displays.

To filter the list, use the filter fields in the Name, Customer ID, Email, Login ID, Status, or Admin columns. Enter your criteria, then use the Filter icon to set how to filter the list. The list will automatically filter. (See the Filtering Columns section (page 4-5) for details on filtering by columns.)



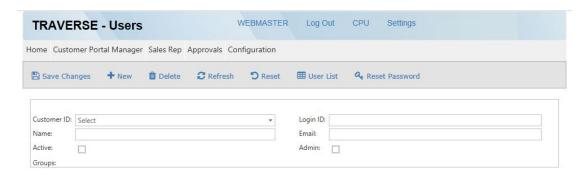
By default each Customer will have an admin user added. The default administrator's login ID will be: "[CompanyID][CustomerID]Admin". For example, if your Company ID is "CPU" and your Customer's ID is "Alt008", the default administrator login ID for that Customer would be: CPUAlt008Admin

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#### To add users for a customer:

1. Use the **New** icon + New to open the **Users** screen.

### **Users Screen (New)**



- 2. Select a Customer from the Customer ID drop-down list.
- 3. Enter a Login ID for the user you are creating in the Login ID field.
- 4. Enter a Name for your user in the **Name** field.
- 5. Enter an Email address for the user in the Email field.
- 6. The **Active** check box is only available for users who are not new. If you are adding a new user, the **Active** check box is unavailable to mark.
- 7. Mark the **Admin** check box if the user will have administrator permissions on the portal for that Customer.
- 8. Mark the **Groups** in which the user should be a member.

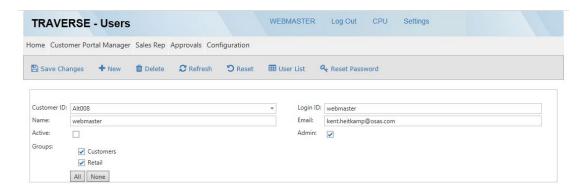
Select **All** to mark the user in all Groups for which the Customer is a member. Select **None** to unmark all the Groups for which the Customer is a member.

Groups will be available when the Customer has been added to a Group.

9. Select the **Save Changes** icon to save the new user.

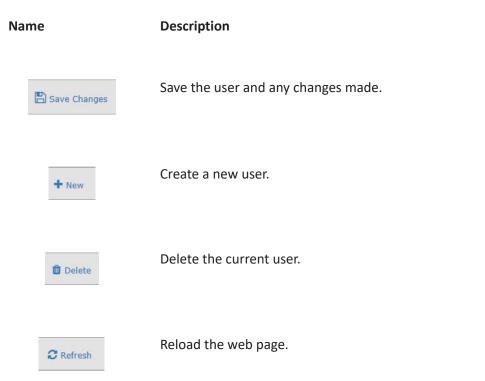
Users

### **Users Screen**



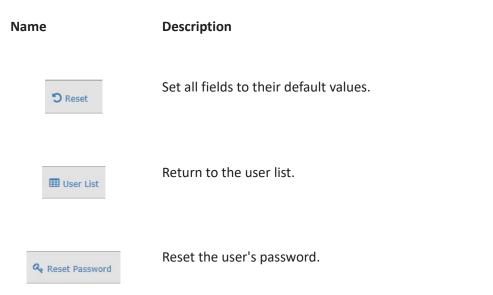
#### 10. Use the command buttons to:

#### **Command Buttons**



Users

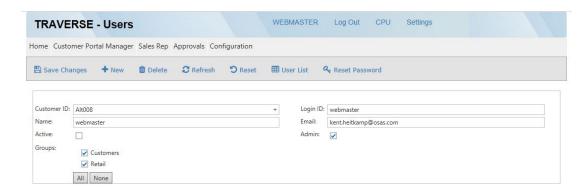
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#### To edit a User:

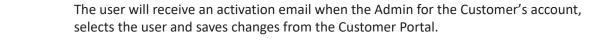
1. Use the **Action** icon and select **Edit** from the menu want to edit. The **Users** screen opens.

### **Users Screen**



- 2. Make any changes to the user information.
- 3. Mark the **Active** check box if the user is an active user. Clear the check box if the user is not an active user.

Users



NOTE: Once a password activation email is sent, the user will have 48 hours to use the activate link before it expires.

NOTE: The Active check box is not available if the user has a status of New.

- 4. Mark the **Admin** check box if the user is an administrative user. Otherwise, clear the check box.
- 5. Mark the Groups in which the user should be a member.

Select **All** to mark the user in all Groups for which the Customer is a member. Select **None** to unmark all the Groups for which the Customer is a member.

6. Use the command buttons to: (See the command buttons in the **To add a user for a Customer** section above.)

#### To delete a User:

1. Use the **Action** icon and select **Delete** from the menu and select **Delete** for the user you want to delete.

A user may be deleted from the **Edit User** screen by selecting the **Delete** icon

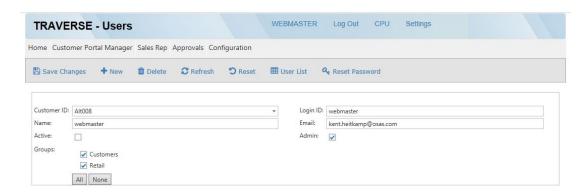


- 2. When the confirmation dialog "Are you sure you want to delete this record?" appears, press the OK button. Press the Cancel button to close the dialog box without deleting the record.
- 3. Users that have been deleted are indicated with an **Edit** icon , in place of the **Action** icon , and have a **Status** of "**Deleted**".
  - To restore the user, click on the **Edit** icon
  - A message will appear asking "Do you really want to restore this record?". Click OK
    to restore.

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4. The **Edit Users** screen appears, with the user information displayed.

### **Edit Users Screen**

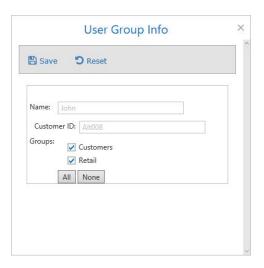


- 5. Mark the **Active** check box to activate the user again.
- 6. Mark the **Groups** to which you want to add the user.
- 7. Select the **Save Changes** icon active user.

### To add or remove a User Group for the selected user:

1. Use the **Action** icon and select **Group** from the menu **Group Info** screen.

### **User Group Info Screen**



Users

- 2. The user's **Name** and **Customer ID** are displayed.
- 3. Mark or clear the **User Group** check boxes as required.

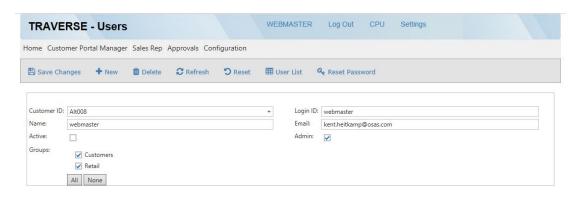
Select **All** to mark the user in all Groups for which the Customer is a member. Select **None** to unmark all the Groups for which the Customer is a member.

- 4. Use the **Save** icon Save to save your changes.
- 5. Use the **Reset** icon to reset the group values to their original settings.

#### Resetting a user's password

- 1. To reset a user's password:
- 2. Use the **Action** icon and select **Edit** from the menu password you want to reset.
- 3. The **Edit User** screen appears.

#### **Edit Users Screen**



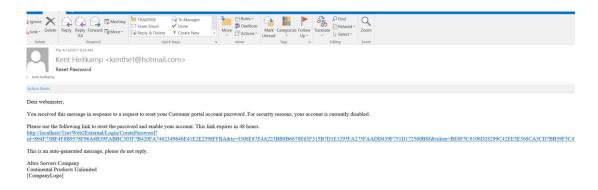
4. Select the **Reset Password** icon A Reset Password to send an email to the user indicating they have requested to change their password.

NOTE: Once a password reset email is sent, the user will have 48 hours to use the reset link before it expires.

5. Select **OK** to the "Are you sure you want to reset the password for this user?" message.

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### **Reset Password Email**



1. Click the link in the email to open the Customer Portal's Create Password screen displayed.

### **Customer Portal Create Password Screen**



2. Enter a new Password and Confirm Password values.

The password must meet the following criteria:

• Length must be between 8 and 20 characters

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- Must contain at least one character from any 3 of the following sets:
  - Upper case letters
  - Lower case letters
  - Numbers
  - Special Characters
- 3. Click **Update** to update the password.

Groups

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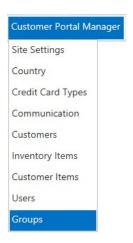
### **GROUPS**

Use the **Groups** function to add, edit, or delete Groups associated with all Customers. Groups allow you to control the Customer Portal menu options available to the members of each Group.

To work with the **Groups** function, follow these steps:

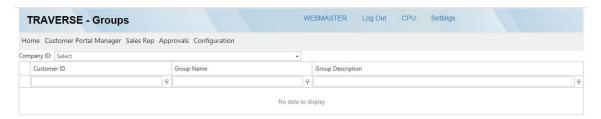
1. Select **Groups** from the **Customer Portal Manager** menu.

# **Groups Menu**



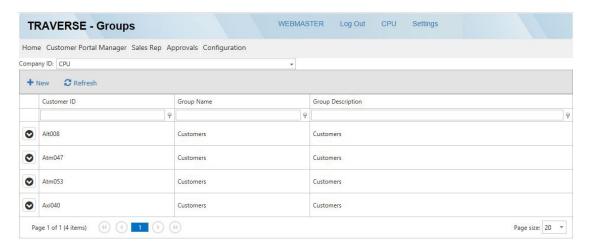
2. The **Groups** screen appears.

# **Groups Screen (Blank)**



3. Select the company you wish to work with in the **Company ID** field.

### **Groups Screen**



4. A list of all user groups associated with that company appears.

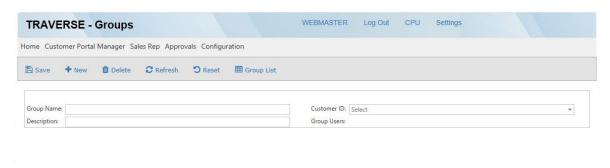
To filter the list, use the filter fields in the **Group Name**, **Group Description**, or **Customer ID** columns. Enter your criteria, then use the **Filter** icon to set how to filter the list. The list will automatically filter. (See the Filtering Columns section (page 4-5) for details on filtering by columns.)



### To add user Groups for a Customer:

1. Use the **New** icon \_\_\_\_ in the header to open the **Groups** screen.

# **Groups Screen (New)**



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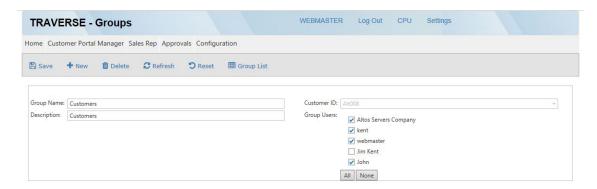
- 2. Enter a Group Name for the Group you are creating in the **Group Name** field.
- 3. Enter a description for the Group in the **Description** field.
- 4. Select a Customer from the Customer ID drop-down list.

Once you select a Customer, the Customer's user(s) will appear in the **Group Users** section.

5. Mark the user check box in the **Group Users** section to add a user to the new Group.

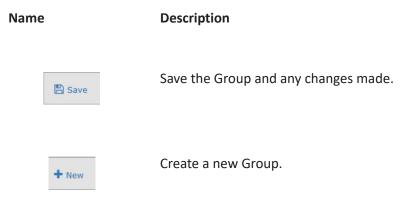
Use the **All** or **None** button to mark or unmark all the users at once.

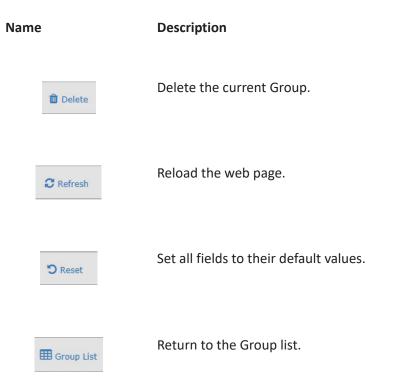
# **Groups Screen (New Filled)**



6. Use the command buttons to:

#### **Command Buttons**





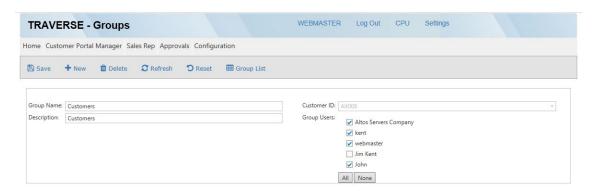
# To edit a Group:

1. Use the **Action** icon and select **Edit** from the menu want to edit. The Groups screen opens.



for the Group you

# **Groups Screen Edit**



2. Make any changes you wish to the Group information.

Groups

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- 3. Select the **Save** icon save any changes made to the Group.
- 4. Use the command buttons to: (See the command buttons in the **To add user groups for a customer** section above.)

### To delete a Group:

- 1. Use the **Action** icon and select **Delete** from the menu ou want to delete. 

  □ Delete
  □ User
  □ Menu
  □ Toelete
  □ User
  □ Menu
  - A Group may be deleted from the **Edit Group** screen, by selecting the **Delete** icon
- 2. When the confirmation dialog "Are you sure want to delete this record?" appears, press the **OK** button. Press the **Cancel** button to close the dialog box without deleting the record.

### To add or remove users to the selected Group:

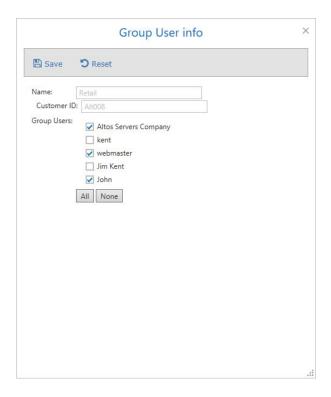
Use the Action icon and select User from the menu User Info screen.



☑ Edit

to open the Group

### **Group Users Info Screen**



Groups

2. Check or clear the **Group Users** check boxes as required.

Use the All or None button to mark or unmark all the users at once.

3. Select the **Save** icon to save any changes made to the Group Users.

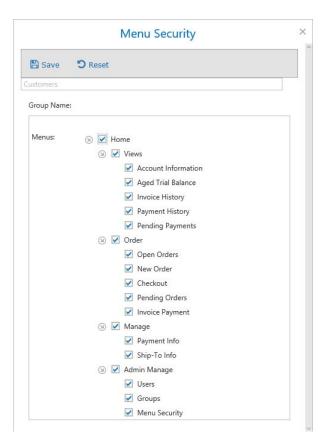
### To edit a Group's menu permissions:

1. Use the **Action** icon and select **Menu** from the menu menu to open the **Menu Security** dialog box, which allows you to select the menu options that are visible to each Group's members.

**☑** Edit

Delete

### **Groups Menu Security Screen**



2. Mark the check box next to the Customer Portal menus for which you want to give this Group access.

Groups

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The menu permissions granted will cascade down from **Home** to menu group to menu. For example: if you mark the **Home** check box access will be granted to all menus below **Home**. If you mark **Order**, with Home cleared, access will be granted to all menus in the **Order** group. You may also mark each menu individually.

- 3. Use the **Collapse** icon (9) to collapse the menu groups.
- 4. Use the **Expand** icon (9) to expand the collapsed menu groups.
- 5. Select the **Save** icon to save any changes made to the menu security.
- 6. Select the **Reset** icon to set the menu permissions back to the original settings.

Groups

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Country

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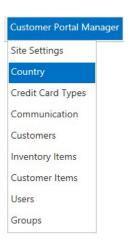
# **COUNTRY**

Use the **Country** function to enable or disable countries in the TRAVERSE Portal.

To work with the **Country** function, follow these steps:

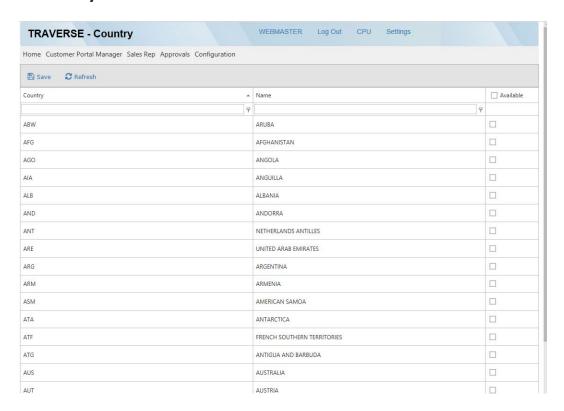
1. Select **Country** from the **Customer Portal Manager** menu.

# **Country Menu**



2. The **Country** screen appears.

### **Country Screen**



3. Select a Country to enable in the Customer Portal.

Use the **Country** or **Name** filters to narrow your options. Enter your criteria, then use the **Filter** icon to set how to filter the list. The list will automatically filter. (See the Filtering Columns section (page 4-5) for details on filtering by columns.)



- 4. Mark the **Available** check box if you would like the Country to be available in the Customer Portal.
- 5. If you would like to select all Countries, mark the Available check box in the table header.
- 6. Clear the **Available** check box if you do not want the Country to be available in the Customer Portal.
- 7. Save your settings with the **Save** icon

Credit Card Types

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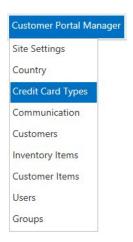
### **CREDIT CARD TYPES**

If you are not using an online payment provider to handle credit card payments, such as PayPal or XWeb, use the **Credit Card Types** function to add, edit, or delete Credit Card Types for the Customer Portal. Each of the Credit Card Types can be assigned to a Payment Method from TRAVERSE desktop.

To work with the **Credit Card Types** function, follow these steps:

1. Select Credit Card Types from the Customer Portal Manager menu.

### **Credit Card Types Menu**



2. The Credit Card Types screen appears.

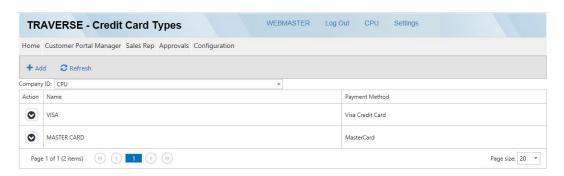
### **Credit Card Types Screen (Blank)**



To add a Credit Card Type:

1. Select the company you wish to work with in the Company ID field.

### **Credit Card Types Screen**



- 2. Use the **Add** icon to add a Credit Card Type to the company.
- 3. Enter a Name for the Type in the Name field.
- 4. Select a Payment Method in the **Payment Method** field.

The **Payment Methods** available to select will be the TRAVERSE desktop Payment Methods assigned the **Credit Card** type.

5. Use the **Action** icon and select **Add** from the menu condition and to add that Type.

### To edit a Credit Card Type:

- 1. Select the company you want to work with in the **Company ID** field.
- 2. Select the Credit Card Type you want to edit.
- 3. Use the **Action** icon and select **Edit** from the menu believe to allow editing of the Type.
- 4. Make changes to the Name or Payment Method in the appropriate fields.
- 5. Use the **Action** icon and select **Update** from the menu changes or use the **Cancel** link to discard your changes.

Credit Card Types

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### To delete a Credit Card Type:

- 1. Select the company you would like to work with in the Company ID field.
- 2. Select the Credit Card Type you want to delete.
- 3. Use the **Action** icon and select **Delete** from the menu to remove the Type from the list.
- 4. When the confirmation dialog "Are you sure want to delete this record?" appears, press the **OK** button. Press the **Cancel** button to close the dialog box without deleting the record.

Credit Card Types

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Communication

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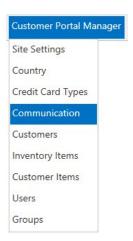
### COMMUNICATION

Use the **Communication** function to set up email templates you will use to notify Customers for actions like password reset, order creation, etc.

To work with the **Communication** function, follow these steps:

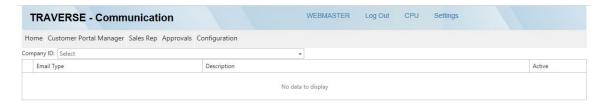
1. Select **Communication** from the **Customer Portal Manager** menu.

### **Communication Menu**



2. The **Communication** screen appears.

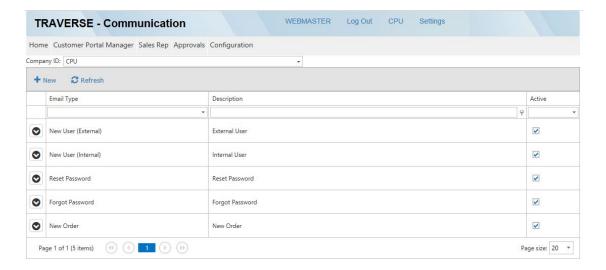
### **Communication Screen (Blank)**



Communication

3. Select a company to work with in the Company ID field.

### **Communication Screen**



4. A list of email templates available for that company appears.

### To filter the Email Template list:

- 1. To filter the list by a particular Email Type, select an Email Type from the **Email Type** drop-down list in the column heading.
- 2. To filter the list by the description of the Email, enter the value you wish to filter for in the **Description** field in the column heading.
- 3. Mark the **Active** field check box to activate the Email Type.

You can only have one template active per Email Type.

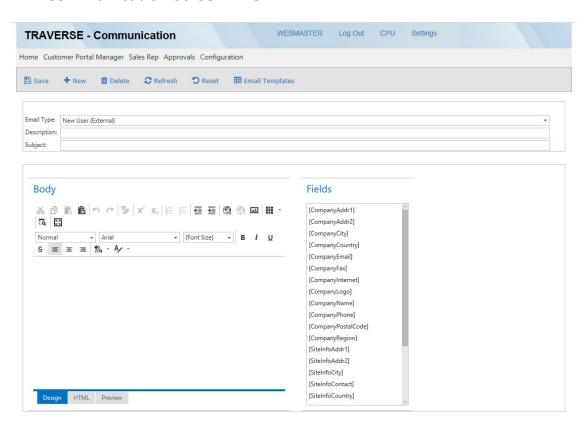
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### To add or edit Email Templates:

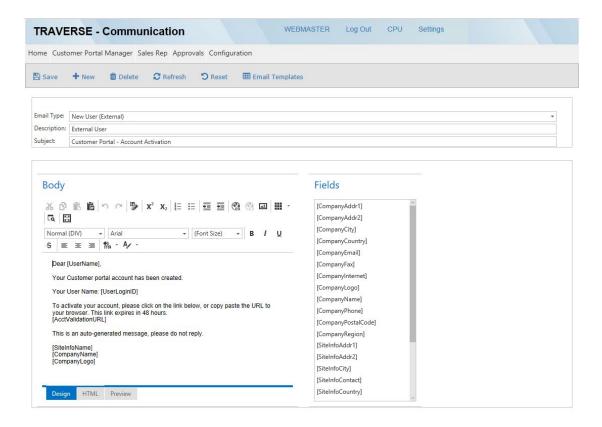
Configuring an Email Template in the Email Configuration screen is similar to setting up a typical Email message, in which you enter a subject and fill in the body of the Email.

- 1. Use the **New** icon to add the Type to the list and open the Template Configuration screen, or use the **Action** icon and select **Edit** from the menu the Template for editing.
- 2. The Edit/New Communication page appears.

### **Communication Screen - New**



### **Communication - Edit Screen**



3. Select a different Email Type in the **Email Type** field if you wish.

NOTE: The New User (Internal) template applies to email generated when adding users from the Portal Manager. These are typically users within your organization, including Sales Reps. The New User (External) template applies to email generated when your Customers add users via the Customer Portal.

- 4. Add or edit the Description of the template in the **Description** field, if necessary.
- 5. Enter or edit the Subject line of the Email Template in the **Subject** field.

This Subject will appear on all emails that use this Template.

- 6. Use the **Design** tab to create your email.
- 7. In the Body of the Email Template, enter the text you want to appear.

Communication

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- 8. Use the fields from the **Fields** list to add company-related information to the text.
  - Double-click or drag the field you want from the **Fields** list to the Email Body to add that field.

NOTE: Be sure to include the [AcctValidationURL] field in the New User (internal and external), Reset Password, and Forgot Password Email Templates. The recipients of these types of emails will have to use the [AcctValidationURL] link in the email to log into the Portal to create or change their password.

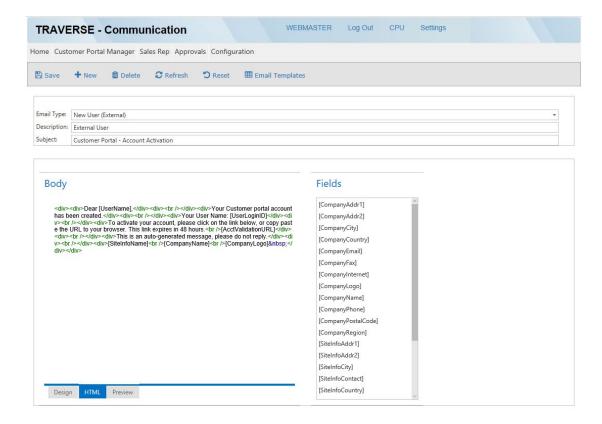
- The field will display the current information, such as Company Name, when the email is sent.
- 9. Use the toolbar in the **Body** section of the screen to add or change **Font Style**, **Numeric** or **Bulleted Lists**, **Tables**, **Images**, or **Hyperlinks**.

### **Communication Edit Toolbar**



10. Use the **HTML** tab to edit or view the HTML markup text in the email body.

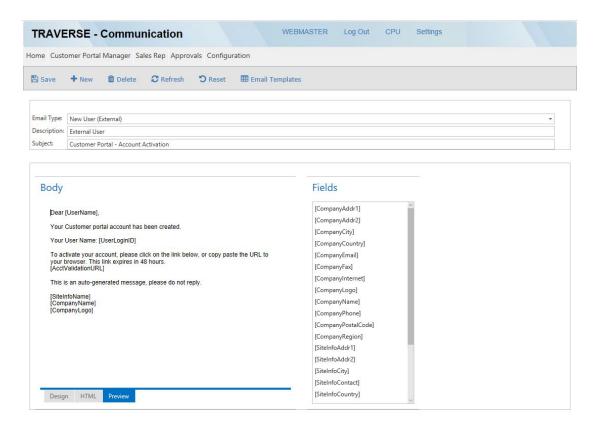
### **Communication Screen HTML Tab**



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11. Use the **Preview** tab to view the Email Body as it should appear when it is sent.

### **Communication Screen Preview Tab**



12. Select the **Save** icon Template or changes made to an existing Template.

Use the command buttons to:

#### **Command Buttons**

Name	Description
Save	Save the Template and any changes made.

Communication

Name	Description
+ New	Create a new Communication Template.
<b>□</b> Delete	Delete the current Communication Template.
<b>€</b> Refresh	Reload the web page.
<b>")</b> Reset	Set all fields to their default values.
Email Templates	Return to the Email Template List.

### To disable or delete an Email Template:

- 1. In the list that appears, you can keep the Template and clear the mark in the **Active** check box to disable it from use.
- 2. If you wish to delete the Template, use the **Action** icon and select **Delete** from the menu and select **Delete** from the menu select **Delete** from the

3. When the confirmation dialog "Are you sure want to delete this record?" appears, press the **OK** button. Press the **Cancel** button to close the dialog box without deleting the record.

Customers

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### **CUSTOMERS**

Use the **Customers** function to allow a company's Customers to access the Customer Portal.

NOTE: Customers must first be set up in the TRAVERSE desktop application using the Accounts Receivable, Setup and Maintenance, Customers function. See the Accounts Receivable training manual for details on setting up Customers.

When you add a Customer to the Customer Portal, a default administrator user is created for that Customer, and a notification email is sent to the Customer. The default administrator's login ID will be "[CompanyID][CustomerID]Admin". For example, if your Company ID is "CPU" and your Customer's ID is "Alt008", the default administrator login ID for that Customer would be:

#### CPUAlt008Admin

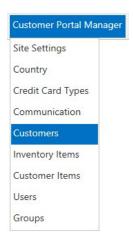
Upon account activation, the default administrator will be asked to create a new login. This default admin user can be deleted by the site administrator or by another administrator of the same Customer. You should always have at least one administrator user in the system for each Customer.

NOTE: By default, the account notification emails are sent in batch mode. To send the notification emails, use the Send Batch Notification icon on the toolbar.

To work with the **Customers** function, follow these steps:

1. Select **Customers** from the **Customer Portal Manager** menu.

### **Customers Menu**



2. The **Customers** screen appears.

## **Customers Screen (Blank)**

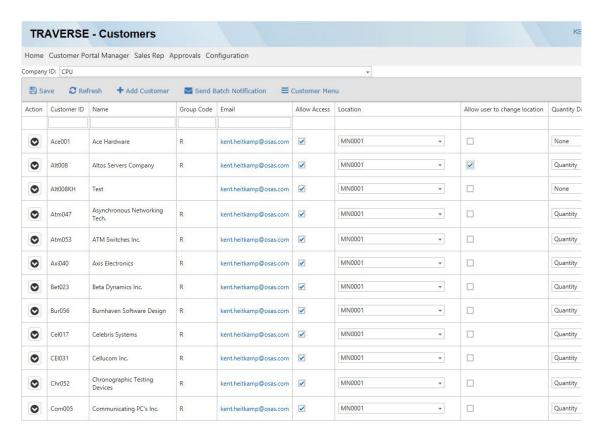


Customers

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3. Select the Company ID you wish to work with from the Company ID drop-down list.

### **Customers Screen**



4. The list of current web Customers for the selected company will appear.

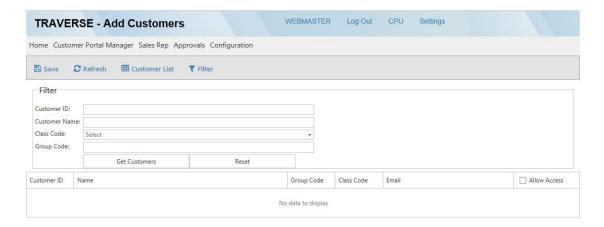
The **Email** address displayed is a hyperlink that will open your default Email software and populate the Email address. You may be prompted to open your Email software. Select **Yes** to switch apps if prompted. Some web browsers will open an Email dialog box without prompts.

#### To add a Customer:

NOTE: Customers must first be set up in the TRAVERSE desktop application using the Accounts Receivable, Setup and Maintenance, Customers function. See the Accounts Receivable training manual for details on setting up Customers.

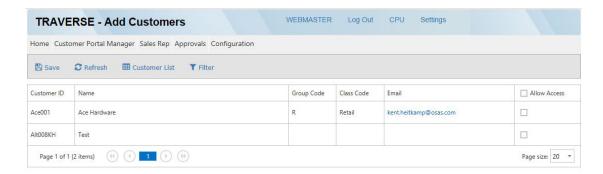
1. Use the **Add Customer** icon + Add Customer to show the **Customer Filter** screen.

### **Customers Add Customer Filter Screen**



Enter Customer ID, Customer Name, Class Code, or Group Code to filter the Customer list by those values or press the Get Customers button to display all the Customers that have not been added to the Portal list, for the selected company.

### **Customers Add Customer Screen**



3. Select the Customer you want to add to the Customer Portal by marking the **Allow Access** check box to grant that Customer access to the Portal.

Customers

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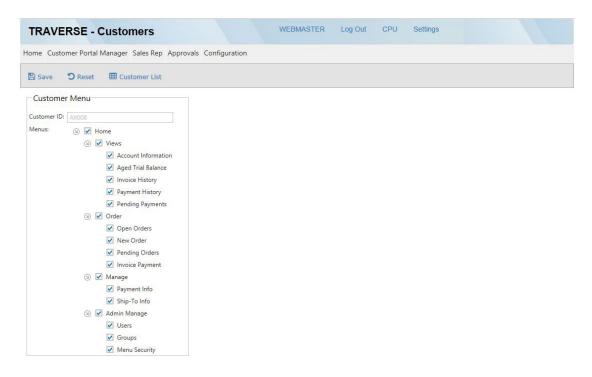
- 4. Use the **Save** icon to save your changes. The screen will return to the Customer List.
- 5. In the **Quantity Display Mode** field, select a mode option from the drop-down list to choose how to display information about quantities available.
  - **None** Will not show the Customer a Quantity when they drill into an Item from the web app.
  - **Text** Will show the available Quantity as either "**Available**" or "**Unavailable**" to the Customer.
  - **Quantity** Will show the actual available Quantity (both positive and negative quantities) to the Customer.
- 6. Mark the **Show Qty** check box if you want the Customer to view Inventory quantities during order entry.

### To edit a Customer's menu permissions:

The **Customer Menu** dialog box allows you to select the menus that are visible to each Customer and its users.

The Customer Menus are arranged in a tree format. Mark the check boxes of the menu options you want your Customer to see.

### **Customers Menu Permission Screen**



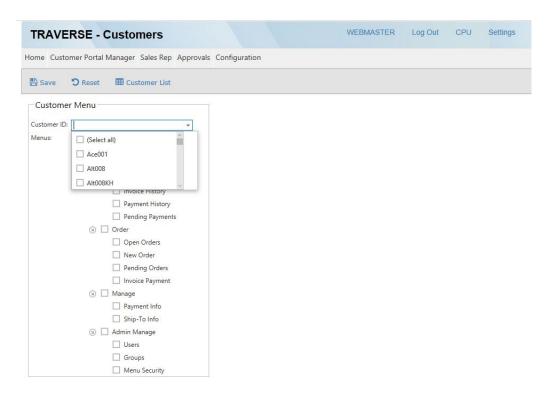
- 1. There are two options for accessing the Customer Menu dialog box:
  - In the Action field for the customer you want to edit, click on the "hamburger" icon
     to open the Customer Menu dialog box. The dialog box will show the current menu permissions for the selected Customer.

Customers

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On the toolbar, click on the Customer Menu icon
 Customer Menu dialog box. The Customer ID field will be blank, and all of the menu items will be unchecked.

### **Customers Menu Permission Screen - Select Customer**



2. Select one or more Customers from the **Customer ID** drop-down field by marking the check box beside each Customer for which you wish to set menu permissions, or mark the **Select All** check box to apply menu permissions to all Customers.

NOTE: If you choose to apply menu permissions to multiple Customers, the permissions you set in this dialog box will override any permissions previously set for those Customers.

3. Mark the check box next to the Customer Portal menus for which you want to give the Customer(s) access.

The menu permissions granted will cascade down from **Home** to menu group to menu. For example: if you mark the **Home** check box access will be granted to all menus below **Home**. If you mark **Order**, with Home cleared, access will be granted to all menus in the **Order** group. You may also mark each menu individually.

- 4. Use the **Collapse** icon (9) to collapse the menu groups.
- 5. Use the **Expand** icon (9) to expand the collapsed menu groups.
- 6. Select the **Save** icon to save any changes made to the menu security.
- 7. Select the **Reset** icon to set the menu permissions back to the original settings.

Use the command buttons on the toolbar to:

### **Command Buttons**

Name	Description
<b>□</b> Save	Save the Customer and any changes made.
<b>⊘</b> Refresh	Reload the web page.
+ Add Customer	Add a Customer to the list (see above).
Send Batch Notification	Process batch email notifications.
■ Customer Menu	Open the Menu Permissions dialog, where you can select one or more Customers and then adjust their menu permissions.

### **Activation Email:**

When the **Send Batch Notification** icon Send Batch Notification is selected, an email is sent to all Customer accounts that have not previously received a notification email.

NOTE: Once a password reset email is sent, the user will have 48 hours to use the reset link before it expires.

Follow these steps to activate the Customer account:

1. An email will be sent to the email address displayed on the Customer record.

### **Customers Activation Email**

Dear Ace Hardware,

Your Customer portal account has been created.

Your User Name: CPUAce001Admin

To activate your account, please click on the link below, or copy paste the URL to your browser. This link expires in 48 hours.

<a href="http://localhost/TravWeb2External/Login/CreatePassword?">http://localhost/TravWeb2External/Login/CreatePassword?</a>

id=804F73BF4F8B9578F96A6B39FABBC303F7B420FA7462349846E41E2E2398FFBA&ts=A44D27B53452AA79C00DDB4851E21645E69697F9

This is an auto-generated message, please do not reply.

Ace Hardware
Continental Products Unlimited

- 2. The email will list the default Admin user set up when the Customer was added to the Portal.
- 3. Click the link in the email to open the Customer Portal's Create Password screen displayed.

### **Customer Portal Create Password Screen**



4. Enter new Password and Confirm Password values.

The password must meet the following criteria:

• Length must be between 8 and 20 characters

7 Customers

- Must contain at least one character from any 3 of the following set:
  - Upper case letters
  - Lower case letters
  - Numbers
  - Special Characters
- 5. Click **Update** to update the password.

Inventory Items

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### **INVENTORY ITEMS**

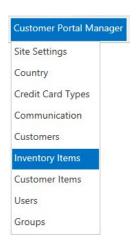
The **Inventory Items** function lists the Items available on the web for the selected company. You can make Items active or inactive for the Customer Portal.

NOTE: The unit of measure utilized for the web apps is the selling unit of measure.

To work with the **Inventory Items** function, follow these steps:

1. Select Inventory Items from the Customer Portal Manager menu.

### **Inventory Items Menu**



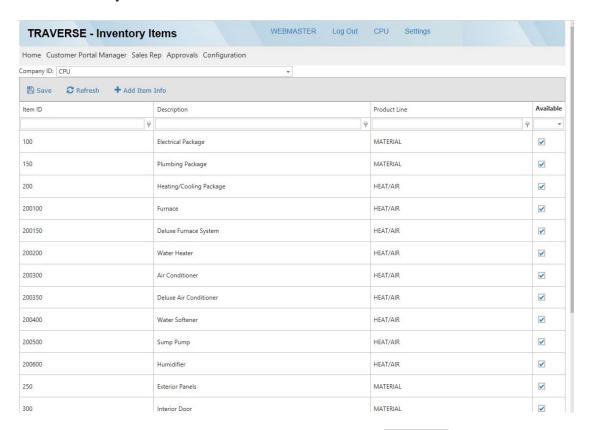
2. The **Inventory Items** screen appears.

### **Inventory Items Screen (Blank)**



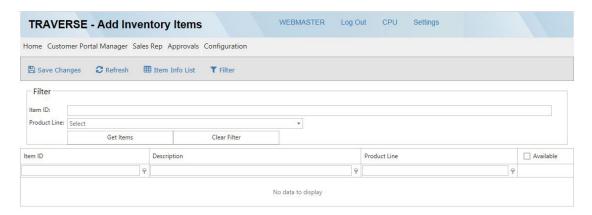
- 3. Select the Company with which you wish to work in the **Company ID** field.
- 4. A list of current Inventory Items available on the web displays.

### **Inventory Items Screen**



5. To add an Item to the list, use the **Add Item Info** button + Add Item Info to open an **Inventory** Item filter page.

### **Inventory Items Filter Screen**



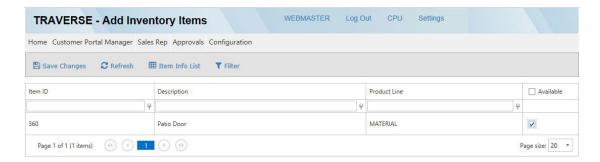
Inventory Items

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- 6. Enter an Item ID or select a Product Line to filter Inventory Items.
- 7. Use the **Get Items** button to see a list of Inventory Items available for the web Portal.

NOTE: Only Items assigned to the default Location, and have not been added to the Portal, are displayed.

### **Inventory Items Add Inventory Items Screen**



8. To make an Inventory Item available on the web, mark the **Available** check box for that Item.

To make an Item unavailable to the Customer Portal, clear the check box in the **Available** column for that Item.

To make all Items available, or unavailable: mark the **Available** check box in the column heading, or clear the **Available** check box in the column heading to make all Items unavailable.

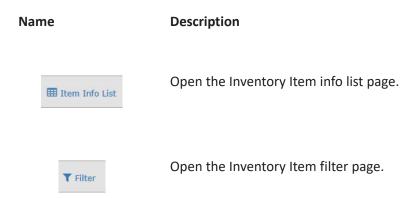
Use the command buttons on the add Inventory Items list to:

#### **Command Buttons**

Name	Description
Save Changes	Save the Item and any changes made.
<b>⊘</b> Refresh	Reload the web page.

7

Inventory Items



Use the command buttons on the Inventory Items list to:

### **Command Buttons**

Name	Description
□ Save	Save the changes you made.
<b>⊘</b> Refresh	Reload the web page.
+ Add Item Info	Open the Inventory Item filter page.

Customer Items

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### **CUSTOMER ITEMS**

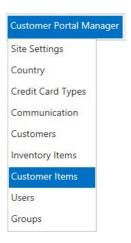
If you set the Portal's Assign Items by Customer Group Business Rule to Yes, you can use the **Customer Items** function to select the web portal Items available to a specific Customer Group for a Customer. If you set the Business Rule to No, selected online Items will be available to all Customer Groups for the selected Customer.

NOTE: The Customer Group code is located on the AR Customers Defaults tab. You must use TRAVERSE if you want to edit a Customer Group Code for a Customer.

To work with the **Customer Items** function, follow these steps:

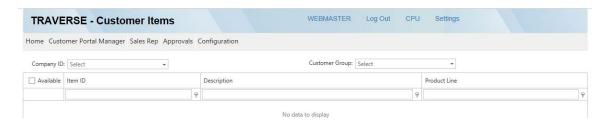
1. Select Customer Items from the Customer Portal Manager menu.

### **Customer Items Menu**



2. The **Customer Items** screen appears.

### **Customer Items Screen (Blank)**

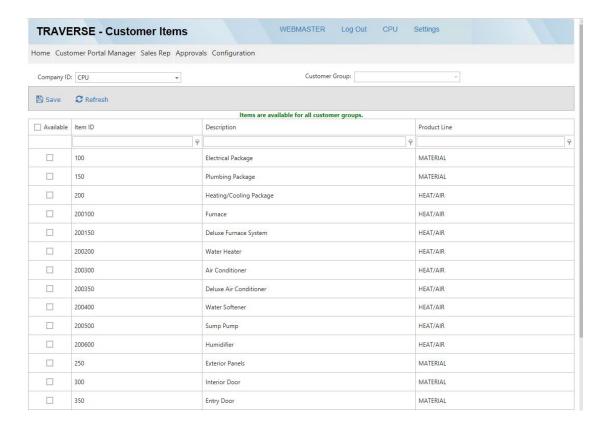


### To select Items for a specific Customer Group:

- 3. Select the Company with which you wish to work in the Company ID field.
- 4. Select the Customer Group with which you want to work in the Customer Group field.

This field is only available if you selected Yes in the Business Rules (page 3-5) to Assign Items By Customer Group. This option is also set in the portal Configuration Portal Settings page (page 3-27).

#### **Customer Items Screen**



5. A list of all Inventory Items available on the web Portal for that company appears.

A message appears at the top of the page, stating "Items are available for all customer groups", if you selected No in the Business Rules (page 3-5) to Assign Items By Customer Group. This option is also set in the portal Configuration Portal Settings page (page 3-27).

Customer Items

6. To add an Item to the list for the specified Customer Group, mark the **Available** check box for that Item.

If you want to make all Inventory Items available, mark the check box in the **Available** header of the list.

7. If you want to remove an Item from the list, clear the **Available** check box for that Item.

This field is only available if you selected Yes in the Business Rules (page 3-5) to Assign Items By Customer Group. This option is also set in the portal Configuration Portal Settings page (page 3-27).

- 8. Use the **Save** button on the command bar to save your changes.
- 9. Press the **Refresh** button coreload the screen after changes have been made.

Customer Items

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# **CUSTOMER PORTAL**

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Overview

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### **OVERVIEW**

The Customer Portal allows your Customers to access information such as open orders, payment history, and check account information via a website. The Customer portal also allows your Customers to place orders, and change payment and ship-to options.

The Customer portal menu items are available depending on the menu security set for the current user's group. If the current user belongs to more than one group, the permissions are cumulative.

NOTE: A TRAVERSE Portal administrator must first set up the Customer record in the Customer Portal Manager Customers and Users functions.

Use the navigation bar on the left side of the page to access the various functions within the portal.

### **Admin Manage**

The Admin Manage menus allow the admin user set up users, groups, and menu security for users in their company.

#### Users

You may have multiple users who will need access to your web portal. Use the Users function to add, edit, or delete web portal users.

#### Groups

Use the Groups function to add, edit, or delete Groups associated with your portal users. Groups allow you to control the portal menu options available to the members of each Group.

### Menu Security

Permissions for menus are applied to groups using the Menu Security function.

### Manage

The Manage menus are used to set up Payment information and Ship-To information for the Customer.

#### Payment Info

Use the Payment Info List page to view or add valid Payment Methods for your Customer account.

#### Ship-To Info

Use the Ship-To Info List page to view or add Ship-To information for your Customer account.

### **Orders**

Use the Orders menus to view Open Orders, enter New Orders, view Pending Orders, and enter Invoice Payments.

#### Open Orders

The Open Orders function will show all your open orders in TRAVERSE. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

The Open Order Summary grid displays the order number, status, requested ship date, PO number, PO date, amount due, and tracking number of each order listed. To view details for an order, use the link in the Order Number column to open a detail view of the selected order. Use the navigation buttons at the bottom of the grid to page forward or back through the order list.

#### **New Orders**

Use the New Orders link to create a new order.

#### **Pending Orders**

Use the Pending Orders summary page to view orders you or other users have started but have not yet completed. For instance, if you begin an order, then navigate away from the page, your order will be listed on the Pending Orders page.

### **Invoice Payment**

Use the Invoice Payment link to make payment for one or more invoices using a credit card or bank account.

#### **Views**

Use the Views menus to see your Customer's Account Information, Aged Trial Balance information, Invoice History, Payment History, and Pending Payments. These views are read-only.

Overview

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#### Account Information

The Customer Account Information page displays Customer account information such as the last invoice number, last sale date, credit limit, and current balances.

You can view the invoices behind the balances using the drill-down links.

### **Aged Trial Balance**

The Aged Trial Balance page will display details of your current Aged Trial Balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

### **Invoice History**

Use the Invoice History page to search for invoices. You can search by invoice number, PO number, or invoice date range.

### **Payment History**

Use the Payment History page to search for invoice payment history. You can search for payments by payment number, invoice number, payment date range, or payment amount range.

### **Pending Payments**

This function is used to view the pending online payments for orders placed through the Customer web Portal.

**CUSTOMER PORTAL** 

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Overview

Login & toolbar

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# **LOGIN & TOOLBAR**

Once you have users for your Customers set up in TRAVERSE, your Customers they may log into the Customer Portal with their TRAVERSE Portal User login and password.

To log into the Customer Portal follow these steps:

1. Start a web browser and type your Customer Portal URL into the address bar.

An example of the Customer Portal URL is:

http://localhost/TravWeb2External/

2. The **Login** screen appears.

## **Customer Portal Login Screen**



- 3. Enter your **User ID** and **Password**.
- 4. Select the **Remember Me** check box if you would like the web browser to remember your Login ID the next time you open the Portal.
- 5. Select the **Login** button to log into the Customer Portal.
- 6. Select the **Forgot Password** link to reset your password, if you have forgotten your password.

Login & toolbar

7. The Forgot Password screen appears.

## **Customer Portal Forgot Password Screen**



- 8. Enter your **User Id** and **Email** address.
- 9. An email will be sent to the Email address entered to reset the password.

### **Customers Reset Password Email**

Dear Jim Kent,

You received this message in response to your request to reset your Customer portal account password. For security reasons, your account is currently disabled.

Please use the following link to reset the password and enable your account. This link expires in 48 hours. http://localhost/TravWeb2External/Login/CreatePassword? id=804F73BF4F8B9578F96A6B39FABBC303F7B420FA7462349846E41E2E2398FFBA&ts=AE1AC568B9535EFE2C2BAE5EE5DA56A50AEF73

If you did not make this request, please contact your Administrator.

This is an auto-generated message, please do not reply.

Altos Servers Company Continental Products Unlimited

- 10. The Email will list the user entered into the Forgot Password screen.
- 11. Click the link in the Email to open the Customer Portal's **Create Password** screen.

### **Customer Portal Create Password Screen**



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12. Enter a new Password and Confirm Password values.

The password must meet the following criteria:

- Length must be between 8 and 20 characters
- Must contain at least one character from any 3 of the following set:
  - Upper case letters
  - Lower case letters
  - Numbers
  - Special Characters
- 13. Click **Update** to update the password.

Use the blue toolbar to edit the user's (My) Account and Log Out of the Customer Portal.

### My Account

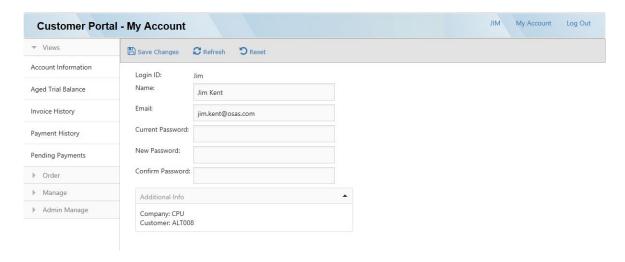
At the top right corner of the Customer Portal title bar, the currently logged-in user is displayed.

### **Customer Portal Toolbar**



The My Account link allows you to access and change the user name, email, and password.

## **Customer Portal My Account Screen**



- 1. The **Login ID** is displayed and is read only.
- 2. Edit the user's **Name** if applicable.
- 3. Edit the user's **Email** address if applicable.

Users may edit their password if desired:

- 4. Enter the user's **Current Password** if applicable.
- 5. Enter a **New Password** for the user, if applicable.

The password must meet the following criteria:

- Length must be between 8 and 20 characters
- Must contain at least one character from any 3 of the following set:
  - Upper case letters
  - Lower case letters
  - Numbers
  - Special Characters
- 6. Enter the new password into the **Confirm Password** field to confirm the password change.
- 7. Click the **Additional Info** field to view the **Company** and **Customer** the user is associated with.

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8. Use the command buttons to:

### **Command Buttons**

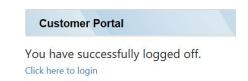
Name	Description
Save Changes	Save the user account and any changes made.
<b>⊘</b> Refresh	Reload the web page.
<b>5</b> Reset	Set all fields to their default values.

## Log Out

Use the **Log Out** link to log out of the **Customer Portal**.

1. A page appears stating "You have successfully logged off." the Customer Portal.

# **Customer Portal Logged Off Screen**



- 2. Close your web browser, or click the "Click here to login" link to log back into the Customer Portal.
- 3. The **Customer Portal Login** screen appears. See the login steps above to log back into the Customer Portal.

Login & toolbar

8

Using the Admin Manage Menu

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## USING THE ADMIN MANAGE MENU

The **Admin Manage** menus allow the admin user to set up users, groups, and menu security for users in their company.

When Customers are set up using the **TRAVERSE Portal**, **Customer Portal Manager**, **Customers** (page 7-45), and **Users** (page 7-13) functions, one user must be set up as an Administrator by marking the **Admin** check box. This admin user will use this menu to set up users, groups, and menu security.

#### Users

You may have multiple users who will need access to your web Portal. Use the Users function to add, edit, or delete web Portal users.

### Groups

Use the Groups function to add, edit, or delete Groups associated with your Portal users. Groups allow you to control the Portal menu options available to the members of each Group.

### **Menu Security**

Permissions for menus are applied to groups using the Menu Security function.

8

Using the Admin Manage Menu

Users

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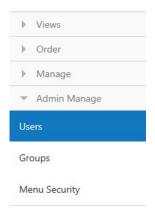
## **USERS**

You may have multiple Users who will need access to your web Portal. Use the **Users** function to add, edit, or delete web Portal Users.

To work with the **Users** function, follow these steps:

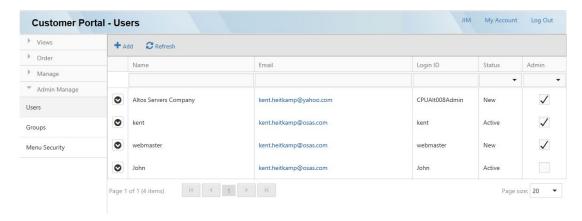
1. Select **Users** from the **Admin Manager** menu.

### **Users Menu**



2. The **Users** screen appears.

# **Users Screen (Summary List)**



3. A list of all your web Portal Users appears.

Users

4. To filter the list, use the filter fields in the **Name**, **Email**, **Login ID**, **Status**, or **Admin** columns. See the Column Filtering section (page 4-5) for details on filtering columns.

#### To add Users:

1. Use the **Add** button in the header to open the **Users** screen.

## **Customer Portal - Users (New) Screen**



- 2. Enter a Login ID for the User you are creating in the Login ID field.
- 3. Enter a Name for your User in the **Name** field.
- 4. Enter an Email address for the User in the **Email** field.
- 5. The **Active** check box is only available for Users who are not new.

If you are adding a new User, the **Active** check box is unavailable to mark.

- 6. Mark the **Admin** check box if the User will have administrator permissions on the your web Portal.
- 7. Mark the **Groups** in which the User should be a member.

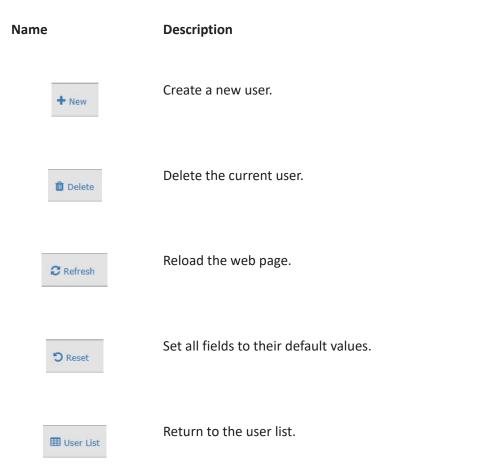
Use the **All** button to select all Groups. Use the **None** button to remove the User from all Groups.

8. Use the command buttons to:

### **Command Buttons**

Name	Description
Save Changes	Save the user and any changes made.

•



### **Users Activation Email**

Dear Jim Kent,

Your Customer portal account has been created.

Your User Name: Jim

This is an auto-generated message, please do not reply.

Altos Servers Company Continental Products Unlimited [CompanyLogo] Users

10. The Email will list the User set up and saved in the Users function.

NOTE: Once a password activation Email is sent, the User will have 48 hours to use the activate link before it expires.

11. Click the link in the Email to open the Customer Portal's Create Password screen.

### **Customer Portal Create Password Screen**



12. Enter a new Password and Confirm Password values.

The password must meet the following criteria:

- Length must be between 8 and 20 characters
- Must contain at least one character from any 3 of the following set:
  - Upper case letters
  - Lower case letters
  - Numbers
  - Special Characters
- 13. Click **Update** to update the password.
- 14. The **Customer Portal Login** screen will appear. See the Customer Portal Login function (page 8-7) for details on logging into the Customer Portal.

### To edit a User:

1. Use the **Action** icon and select **Edit** from the menu want to edit. The **Users** screen opens.



for the User you

•

### **Customer Portal - Users Screen**



- 2. Make any changes to the User information.
- 3. Mark the **Active** check box if the User is an active User. Clear the check box if the User is not an active User.

The User will receive an activation Email when the Admin for the Customer's account, selects the User and saves changes, if the User is not active.

NOTE: The Active check box is not available if the User has a status of New.

- 4. Mark the **Admin** check box if the User is an administrative user. Otherwise, clear the check box.
- 5. Mark the Groups in which the User should be a member.

Select **All** to mark the User in all Groups for which the Customer is a member. Select **None** to unmark all the Groups for which the Customer is a member.

@ Edit

6. Use the command buttons to: (See the command buttons in the **To add users** section above.)

### To delete a User:

1. Use the **Action** icon and select **Delete** from the menu and select **Delete** from the menu are for the User you want to delete.

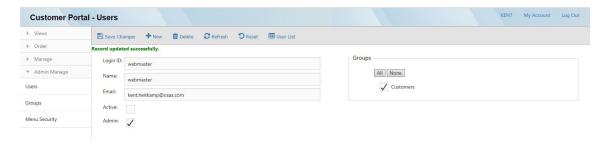
A User may be deleted from the **User** detail screen by selecting the **Delete** icon

- 2. When the confirmation dialog "Are you sure you want to delete this record?" appears, press the OK button. Press the Cancel button to close the dialog box without deleting the record.
- 3. Users that have been deleted are indicated with an **Edit** icon , in place of the **Action** icon , and have a **Status** of "**Deleted**".

Users

- To restore the User, click on the **Edit** icon
- A message will appear asking "Do you really want to restore this record?". Click OK
  to restore.
- 4. The **Edit Users** screen appears, with the User information displayed.

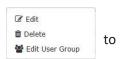
### **Edit Users Screen**



- 5. Mark the **Active** check box to activate the User again.
- 6. Mark the **Groups** for which you want to add the User.
- 7. Select the **Save Changes** icon active User.
- 8. An email will be sent to the User to activate their account. See the activation email in the **To** add **Users** section (page 8-16) for details on activating the User account.

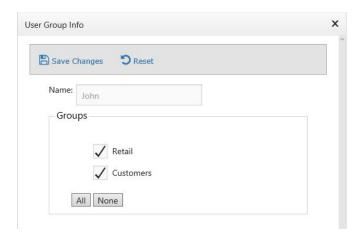
### To add or remove a User Group for the selected User:

1. Use the **Action** icon and select **Edit User Group** from the menu open the **User Group Info** screen.



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# **User Group Info Screen**



- 2. The User's Name is displayed.
- 3. Mark or clear the **User Group** check boxes as required.

Select **All** to mark the User in all Groups for which the Customer is a member. Select **None** to unmark all the Groups for which the Customer is a member.

- 4. Use the **Save Changes** icon Save Changes to save your changes.
- 5. Use the **Reset** icon to reset the Group values to their original settings.

Users

8

Groups

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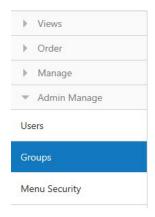
# **GROUPS**

Use the **Groups** function to add, edit, or delete Groups associated with your portal users. Groups allow you to control the portal menu options available to the members of each Group.

To work with the **Groups** function, follow these steps:

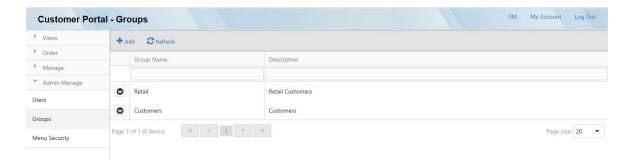
1. Select **Groups** from the **Admin Manage** menu.

## **Groups Menu**



2. The **Groups** screen appears.

## **Groups Screen**



3. A list of all user Groups associated with your Customer appears.

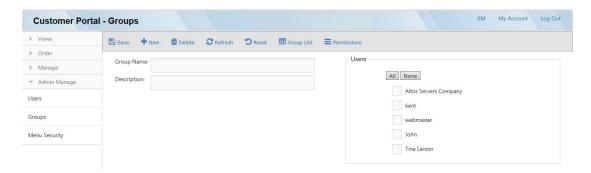
To filter the list, use the filter fields in the **Group Name** or **Group Description** columns. Enter your criteria, then use the Filter icon to set how to filter the list. The list will automatically filter. (See the Filtering Columns section (page 4-5) for details on filtering by columns.)



### To add user Groups:

1. Use the **Add** icon in the header to open the **Groups** screen.

## **Groups Screen (New)**



- 2. Enter a Group Name for the Group you are creating in the **Group Name** field.
- 3. Enter a Description for the Group in the **Description** field.
- 4. Mark the User check box in the **Group Users** section to add a user to the new Group.

Use the All or None button to mark or unmark all the users at once.

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# **Groups Screen (New Filled)**

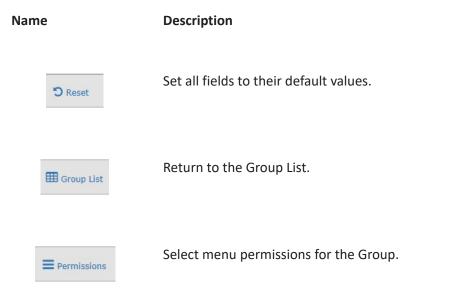


### 5. Use the command buttons to:

### **Command Buttons**

Name	Description
Save	Save the Group and any changes made.
+ New	Create a new Group.
Delete Delete	Delete the current Group.
<b>⊘</b> Refresh	Reload the web page.

Groups



### To edit a Group:

1. Use the **Action** icon on and select **Edit** from the menu want to edit. The Groups screen opens.



for the Group you

# **Groups Screen Edit**



- 2. Make any changes you wish to the Group information.
- 3. Select the **Save** icon save any changes made to the Group.
- 4. Use the command buttons to: (See the command buttons in the **To add user groups** section above.)

**♂** Edit

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### To delete a Group:

1. Use the **Action** icon on and select **Delete** from the menu you want to delete. □ Delete from the menu of the Group Users of

A Group may be deleted from the **Edit Group** screen by selecting the **Delete** icon

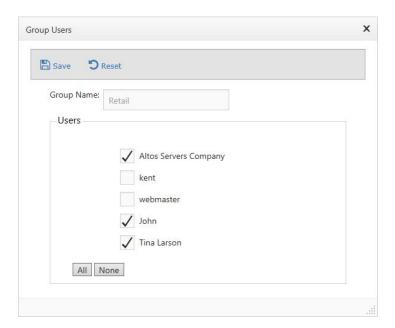
2. When the confirmation dialog "Are you sure want to delete this record?" appears, press the **OK** button. Press the **Cancel** button to close the dialog box without deleting the record.

### To add or remove Users to the selected Group:

1. Use the **Action** icon and select **Edit Group Users** from the menu open the **Group User Info** screen.



### **Group Users Info Screen**



- 2. The **Group Name** is displayed.
- 3. Check or clear the **Users** check boxes as required.

Use the All or None button to mark or unmark all the users at once.

4. Select the **Save** icon to save any changes made to the Group users.

5. Use the **Reset** icon To reset the Group user values to their original settings.

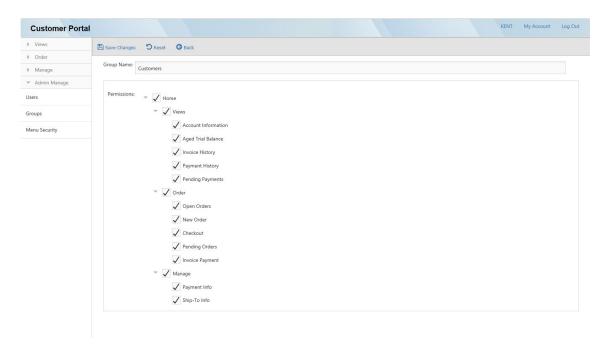
### To edit a Group's menu permissions:

1. Use the **Action** icon and select **Permissions** from the menu permissions to open the **Menu Security** dialog box, which allows you to select the menu options that are visible to each Group's members.

@ Edit

■ Delete■ Edit Group Users

### **Groups Menu Security Screen**



2. Mark the check box next to the Customer Portal menus for which you want to give this Group access.

The menu permissions granted will cascade down from **Home** to menu group to menu. For example: if you mark the **Home** check box access will be granted to all menus below **Home**. If you mark **Order**, with Home cleared, access will be granted to all menus in the **Order** group. You may also mark each menu individually.

- 3. Use the **Collapse** icon (9) to collapse the menu groups.
- 4. Use the **Expand** icon (9) to expand the collapsed menu groups.
- 5. Select the **Save** icon to save any changes made to the menu security.

Groups

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6. Select the **Reset** icon

**D** Reset

to set the menu permissions back to the original settings.

8

Groups

Menu Security

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# **MENU SECURITY**

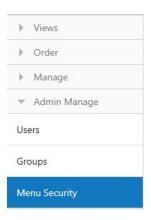
Permissions for menus are applied to Groups using the Menu Security function.

Menu security may also be set using the Groups function. See (page 8-28) for details on setting the menu security from the Groups.

To work with the **Menu Security** function, follow these steps:

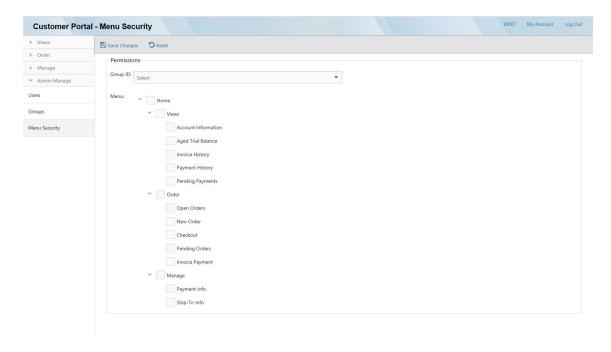
1. Select Menu Security from the Admin Manage menu.

# **Menu Security Menu**



2. The Menu Security screen appears.

# **Customer Portal - Menu Security Screen Blank**

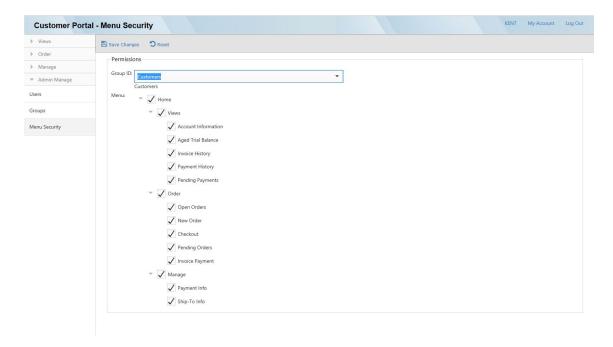


Menu Security

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3. To select or change the Group to work with, select a Group ID in the **Group ID** drop-down list.

## **Customer Portal - Menu Security Screen**



4. Mark the check box next to the Customer Portal menus for which you want to give this Group access.

The menu permissions granted will cascade down from **Home** to menu group to menu. For example: if you mark the **Home** check box access will be granted to all menus below **Home**. If you mark **Order**, with Home cleared, access will be granted to all menus in the **Order** group. You may also mark each menu individually.

- 5. Use the **Collapse** icon (9) to collapse the menu groups.
- 6. Use the **Expand** icon (9) to expand the collapsed menu groups.
- 7. Select the **Save** icon to save any changes made to the menu security.
- 8. Select the **Reset** icon to set the menu permissions back to the original settings.

Menu Security

8

Using the Manage Menu

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# **USING THE MANAGE MENU**

The Manage menus are used to set up Payment information and Ship-To information for the Customer.

The Customer administrator will usually be the user with access to use the Manage menu.

### Payment Info

Use the Payment Info List page to view or add valid Payment Methods for your Customer account.

### Ship-To Info

Use the Ship-To Info List page to view or add Ship-To information for your Customer account.

8

Using the Manage Menu

Payment Info

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## **PAYMENT INFO**

Use the **Payment Info** List page to view or add valid Payment Methods for your Customer account.

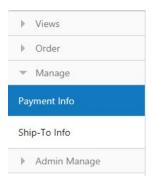
Payment information entered into the TRAVERSE desktop application, Customers setup, on the Payments tab, will be displayed on the Payment Info screen.

When a new Payment Info record is added to the Customer Portal Payment Info function, it will be added to the Customer setup function in the TRAVERSE desktop application.

To work with the **Payment Info** function, follow these steps:

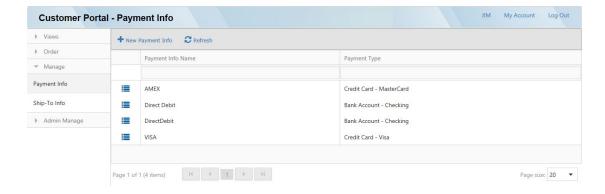
1. Select Payment Info from the Manage menu.

## **Payment Info Menu**



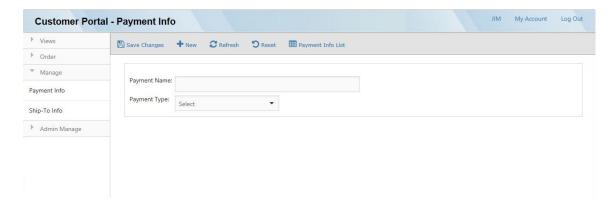
2. The **Payment Info** screen appears.

## **Customer Portal - Payment Info Screen**



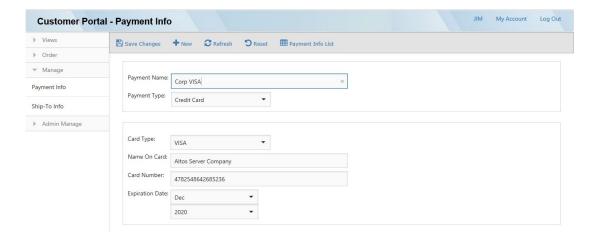
- 3. To add new Payment Method, use the **New Payment Info** icon
- 4. The New Payment Info page displays.

## **Customer Portal - New Payment Info Screen**



- 5. Enter a Name for the payment information in the **Payment Name** field.
- 6. Select the Payment Type from the **Payment Type** drop-down list:
  - Credit Card will display information to set up a credit card Payment Type.

# **Customer Portal - New Payment Info Screen (Credit Card)**



• Select the Card Type from the available list.

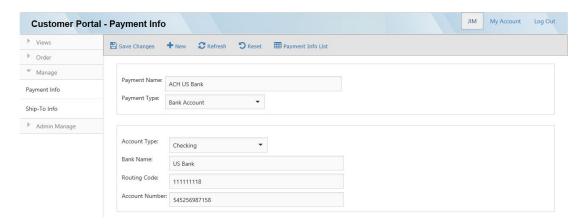
The Card Type list will come from the Credit Card Types setup in the TRAVERSE Portal's Customer Portal Management function (page 7-33).

- Enter the Name On Card information.
- Enter the Card Number from the credit card.

The credit Card Number will be masked with the last 4 digits displayed when viewed in the View Detail function.

- Enter the **Expiration Date** month and year.
- Bank Account will display information to set up a direct debit Payment Type.

## **Customer Portal - New Payment Info Screen (Bank Account)**



- Enter the **Payment Name**.
- Select the Account Type from the list: Checking or Savings.
- Enter the Bank Name.
- Enter the **Routing Code** for the bank.
- Enter your bank **Account Number** for your account.

The Bank Account Number will be masked with the last 4 digits displayed when viewed in the View Detail function.

7. To save the new Payment Information, use the **Save Changes** icon



8. To create another new Payment Information record, use the **New** icon



9. To reset the fields, use the **Reset** icon

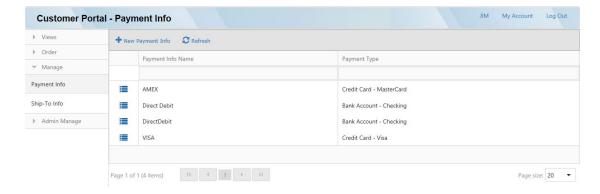


Payment Info

10. To return to the Payment Info List page, use the Payment Info List icon ## Payment Info List

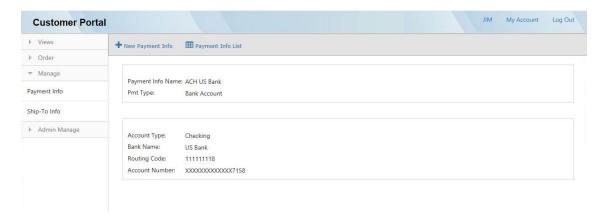


## **Customer Portal - Payment Info Screen - List**



11. To view the details of a Payment Info record, use the View Details icon 📋 . The Payment Info detail page displays.

# **Customer Portal - Payment Info Screen - Payment Details**



- 12. To add a new Payment Method, use the **New Payment Info** icon \*\* New Payment Info
- 13. To return to the Payment Info List page, use the **Payment Info List** icon Payment Info List

Ship-To Info

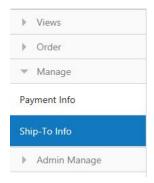
## SHIP-TO INFO

Use the Ship-To Info function to enter, view, change, and delete shipping addresses. When you begin entering orders, you can easily pull up the Ship-To ID for your Customer, if you predefine it.

To work with the **Ship-To Info** function, follow these steps:

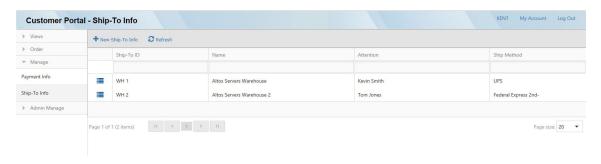
1. Select **Ship-To Info** from the **Manage** menu.

## **Customer Portal - Ship-To Info Menu**



2. The **Ship-To Info** screen appears.

# **Customer Portal - Ship-To Info Screen (Summary)**

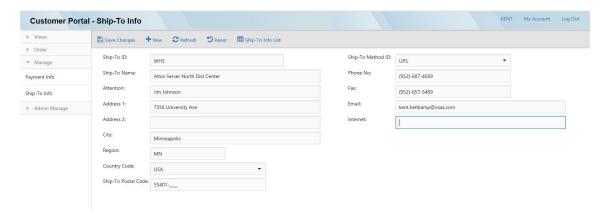


3. To add new Ship-To location, use the **New Ship-To Info** icon + New Ship-To Info .



4. The New Ship-To Info page displays.

## **Customer Portal - Ship-To Info Screen (New)**



- 5. Enter a Ship-To ID in the Ship-To ID field.
- 6. Enter the Ship-To Name in the Ship-To Name field.
- 7. Enter Attention information in the **Attention** field: the name of the person or department to which the order should be shipped.
- 8. Enter the Customer's Address. Use Ctrl + Enter to start a second line in the Address 2 field.
- 9. Enter the Ship-To City and Region.
- 10. Select the Ship-To Country Code.
- 11. Enter the Ship-To **Postal Code**. Use the System Manager **Country Codes** function to set up postal code masks, international prefixes, international prefix masks, and phone and fax masks.
- 12. The International Prefix appears. See the **Postal Code** field for setup information.
- 13. Select the **Ship-To Method ID** you usually use to ship Items—for example, the name of a shipping service.
  - A description of the Ship Method appears. The system saves the **Ship Method/Via** information with the transaction and prints it on the invoice.
  - Shipping Method codes are set up using the TRAVERSE desktop, Shipping Method Codes setup function in Accounts Receivable Setup and Maintenance.
- 14. Enter the ship-to **Phone No** and **Fax** number. See the **Postal Code** field for mask setup information.

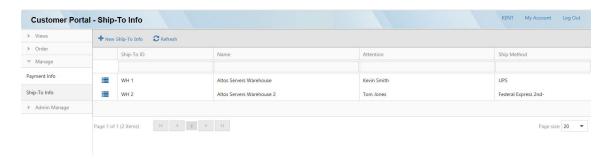
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15. Enter the **Email** and **Internet** address.

NOTE: You can launch your default Email program and send an Email to the Ship-To Location, or launch the web page by clicking the link in either field.

- 16. To save the new Ship-To Information, use the **Save Changes** icon Save Changes .
- 18. To reset the fields, use the **Reset** icon name of the second second
- 19. To return to the Ship-To Info List page, use the Ship-To Info List icon Ship-To Info List

# **Customer Portal - Ship-To Info List Screen**



- 1. To view the details of a Ship-To Info record, use the **View Details** icon  $\equiv$  .
- 2. The **Ship-To Info** detail page displays, and is information only.

# **Customer Portal - Ship-To Info Detail Screen**



- 3. To add new Ship-To Location, use the **New Ship-To Info** icon + New Ship-To Info
- 4. To return to the **Ship-To Info List** page, use the **Ship-To Info List** icon

# To add a Shipping Address:

- 1. To add new Ship-To Location, use the **New Ship-To Info** icon Info screen appears.
- 2. Enter the Ship-To ID and Address information.
- 3. To save the new Ship-To Information, use the **Save Changes** icon Save Changes icon .

Using the Orders Menu

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## USING THE ORDERS MENU

Use the Orders menus to view Open Orders, enter New Orders, view Pending Orders, and enter Invoice Payments.

#### **Open Orders**

The Open Orders function will show all your open orders in TRAVERSE. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

The Open Order Summary grid displays the order number, status, requested ship date, PO number, PO date, amount due, and tracking number of each order listed. To view details for an order, use the link in the Order Number column to open a detail view of the selected order. Use the navigation buttons at the bottom of the grid to page forward or back through the order list.

#### **New Orders**

Use the New Orders link to create a new order.

#### **Pending Orders**

Use the Pending Orders summary page to view orders you or other users have started but have not yet completed. For instance, if you begin an order, then navigate away from the page, your order will be listed on the Pending Orders page.

#### **Invoice Payment**

Use the Invoice Payment link to make payment for one or more invoices using a credit card or bank account.

### **CUSTOMER PORTAL**

8

Using the Orders Menu

Open Orders

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# **OPEN ORDERS**

The **Open Orders** function will show all your open orders in TRAVERSE. The order summaries will display in a grid view, and allow you to drill down into a detail view for individual orders.

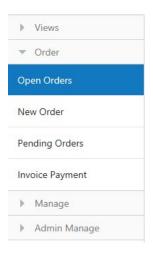
The Open Order Summary grid displays the Order Number, Status, Requested Ship Date, PO Number, PO Date, Amount Due, and Tracking Number of each order listed. To view details for an order, use the link in the Order Number column to open a detail view of the selected order. Use the navigation buttons at the bottom of the grid to page forward or back through the order list.

You can filter the list of Open Orders by Order Number, Status, Requested Ship Date, PO Number, PO Date, Amount Due, and Tracking Number (if available).

To work with the **Open Orders** function, follow these steps:

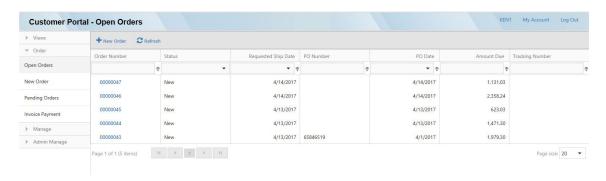
1. Select **Open Orders** from the **Order** menu.

## **Customer Portal - Open Orders Menu**



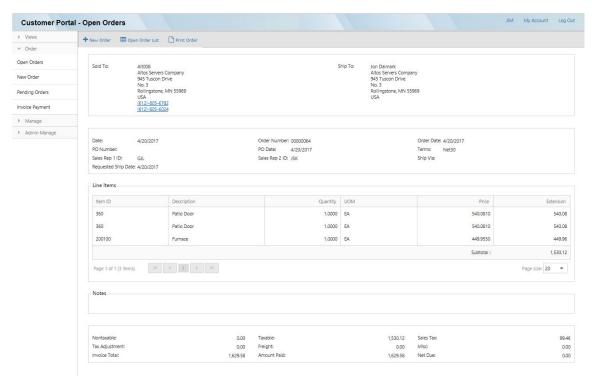
2. The **Open Orders** screen appears.

### **Customer Portal - Open Orders Screen**



- 3. A list of Open Orders is displayed.
- 4. To view order details, click the blue Order Number detail link for the **Order Number** you wish to review.
- 5. The **Order Detail** page will appear and display additional details for the selected order.

# **Customer Portal - Open Orders Order Detail Screen**

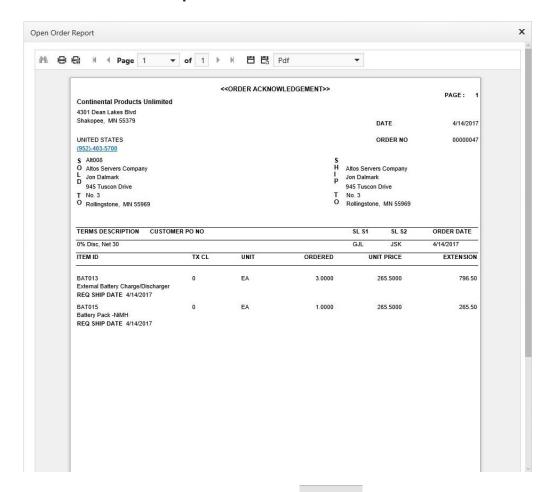


Open Orders

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6. To view the order, click the **Print Orders** button displayed. (See the Printing Forms section (page 4-13) for details on how to print the order.)

# **Customer Portal - Open Order - Print Preview**



- 7. To add a new order, use the **New Order** icon \_\_\_\_\_\_ to open the **New Order** function. See the **New Orders** section for details on entering a new order.

### **CUSTOMER PORTAL**

Open Orders

8

New Order

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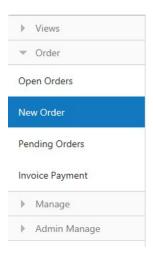
# **NEW ORDER**

Use the **New Order** entry function to enter a new order.

To enter a **New Order**, follow these steps:

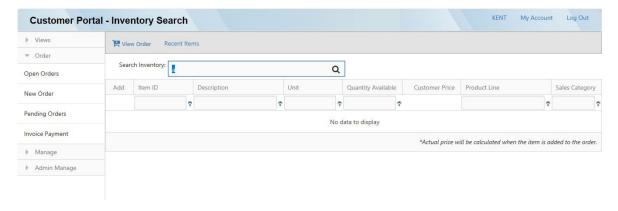
1. Select New Order from the Orders menu.

### **Customer Portal - New Order Menu**



2. The New Order screen appears.

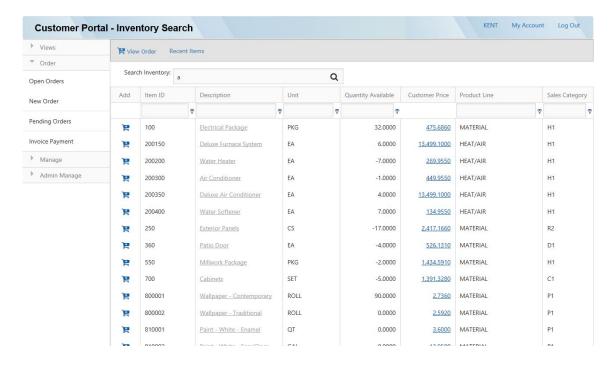
# **Customer Portal - New Order Screen (Blank)**



3. To search for a particular Item, enter **Search Text** into the **Search Inventory** field.

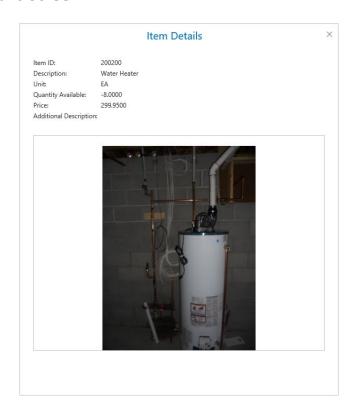
4. Select the **Search** icon **Q** to populate the list of available Items.

# **Inventory Search Page**



5. Click the gray **Description** to view details on the line Item.

### **Item Details Screen**



6. Click the <u>blue</u> Customer Price to view the Customer Price window.

#### **Customer Price Screen**



This drill down is only available it you selected the check box to Show Customer Price in the Customer Portal Manager Site Settings (page 7-5) function.

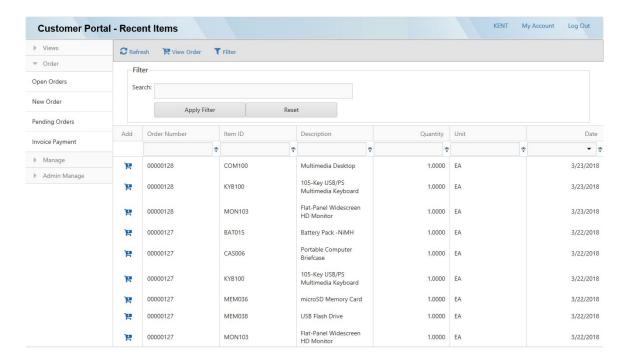
- 7. Select the **Shopping Cart** icon 📜 to add the Item to the order.
- 8. When the Item has been selected, a check mark will appear above the shopping cart  $\stackrel{\bullet}{=}$ .



9. To view Items that have previously been ordered, click the Recent Items button to view a list of recently ordered Items.

Recent Items

### **Recent Items Screen**



- 10. A list of recently ordered Items will appear with the Order Number, Item ID, Description, Quantity, Unit, and Date displayed.
- 11. You may filter the results using the filter field for each column heading. See the Filtering and Sorting (page 4-5) section for details on applying filters.
- 12. Select the **Shopping Cart** icon property to add the Item to the order.
- 13. When the Item has been selected, a check mark will appear above the shopping cart
- 14. When you are finished adding Items to the order, click the View Order icon to return to the Order page.

NOTE: The Item Unit is the selling unit of measure.

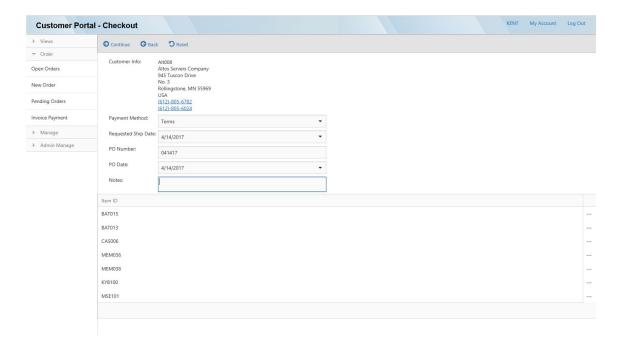
- 15. You can change the quantity of each Item by changing the value in the Quantity field.
- 16. To recalculate the extended price, use the **Recalculate** icon **Recalculate** icon.



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- 17. If you would like to add additional Items to the order, use the **Continue Ordering** icon to open the **Order Entry Inventory Search** page.
- 18. If you wish to remove an Item from your order, use the **Remove Item** icon for that Item.
- 19. If you would like to cancel the order, use the **Cancel Order** icon on the confirmation dialog box.
- 20. To finish the order and check out, use the **Checkout** icon order completion screens.

#### **Customer Portal - New Order Checkout**



#### Checkout

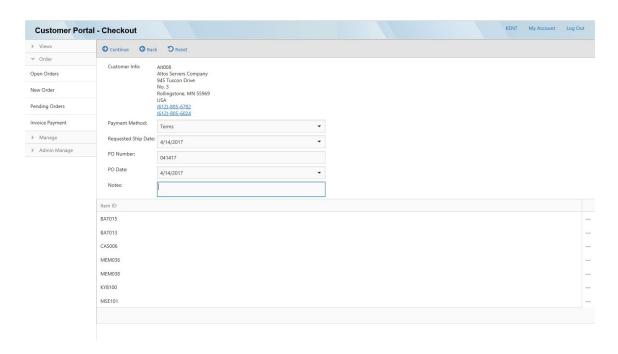
To help secure sensitive payment information, you have the option of setting permissions so that not all users have Checkout permission.

The users without Checkout permission can add Items to a pending order, then users with Checkout permissions can compile those Items into an order and submit it.

#### To complete your Order:

1. Click the **Checkout** icon Checkout to view the first checkout screen.

# **Customer Portal - New Order Checkout**



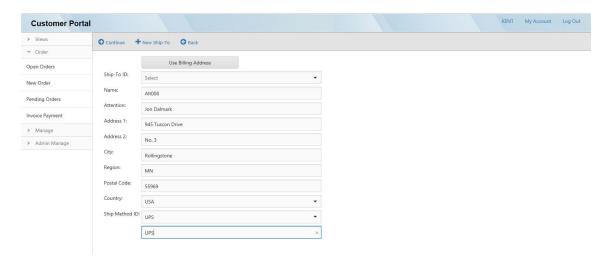
- 2. Select your Payment Method from the Payment Method drop-down list.
- 3. Enter a Requested Ship Date.
- 4. Enter your **PO Number** and **PO Date**, if applicable, in the appropriate fields.
- 5. Add any additional Notes.
- 6. If you would like to clear the **PO Number**, **Dates**, **Payment Method**, and **Notes** from your order, use the **Reset** icon
- 7. To return to the **Pending Order** page, use the **Back** icon Seak .
- 8. To continue checking out, use the **Continue** icon

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9. The **Ship-To** information screen appears.

### Checkout - Ship-To Info

# **Customer Portal - New Order Checkout Ship-To Screen**

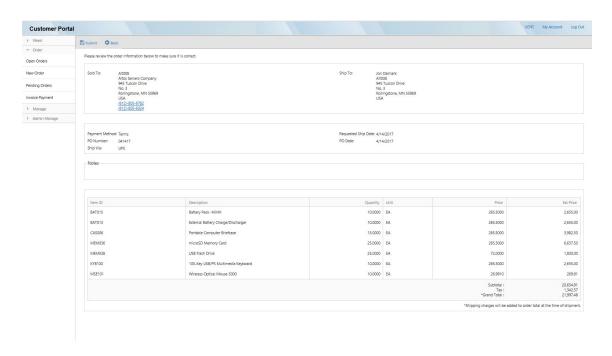


- 1. Select the Ship-To location for your order from the Ship-To ID drop-down list.
- 2. To use the Billing Address as the Ship-To address, click the Use Billing Address button.
- 3. If you want to enter a new Ship-To location, use the **New Ship-To** icon the **Ship-To Info** function (page 8-41).
- 4. Enter the new Ship-To location information into the appropriate fields.
- 5. Use the **Save Changes** icon save the Ship-To location information and return to the order checkout.
- 6. Use the **Back To Checkout** icon Back To Checkout to return to the previous page.
- Select the Shipping Method for the order from the Ship Method ID drop-down list.
   Any changes you make to the Ship-To information are applicable to the current order
- 8. To continue checking out, use the **Continue** icon

only.

9. The **Review Order** screen appears.

### **Customer Portal - New Order Checkout Review Order Screen**



### **Open Checkout - Review Order**

- 1. Review the information on your order to make sure it is correct. If you need to make changes to your order, use the **Back** icon .
- 2. If your order is correct, use the **Continue & Submit** icon order.

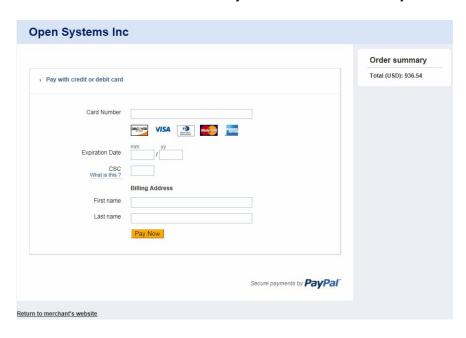
### If you use a payment provider to process credit card payments:

1. If you use a payment provider, upon proceeding to the payment screen, the customer may be routed to your payment provider's checkout page after the **Review Order** screen.

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2. For example, if your payment provider is PayPal, your customer will be sent to a page similar to this:

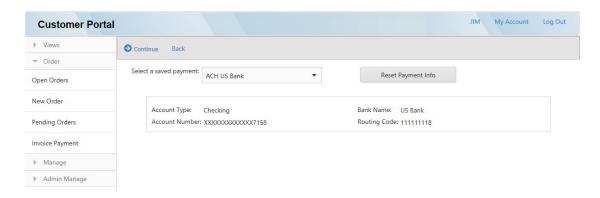
# **Customer Portal - New Order Payment Provider Example**



- 3. The Customer can then enter payment information, then click the **Pay Now** button to send the information to the payment processor, after which the Customer will be returned to the **Order Complete** page.
- 4. To return to the **Customer Portal Order** page, click the **Return to merchant's website** link at the bottom of the page.

#### **Checkout - Payment Info**

# **Customer Portal - New Order Payment Info**



1. If you selected a credit card or bank account as your Payment Method, **Select a saved** payment method to use for the order from the drop-down list of saved Payment Methods.

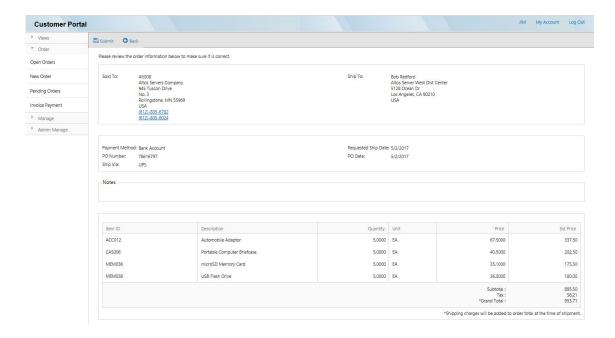
The available Payment Methods to select from will come from the Payment Info function on the Manage menu. The Payment Methods available will also be based on the Payment Method selected on the first Checkout screen (page 8-55).

- 2. Use the **Reset Payment Info** button to clear the fields. Use the **Back** icon to return to the previous page.
- 3. If you selected a Terms payment as your Method of Payment, you will be invoiced for the order and the **Payment Info** screen will not appear.
- 4. To continue checking out, use the **Continue** icon continue cont

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5. The **Review Order** screen appears.

### **Customer Portal - New Order Review Order Screen**



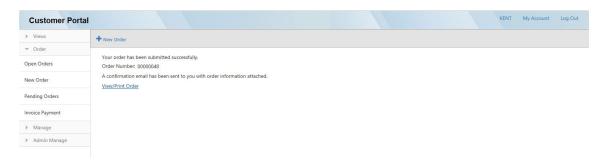
### **Order Complete**

6. After selecting payment information, you will have another opportunity to review the order. If the order is correct, use the **Submit** icon to complete the order.

### When your order is complete:

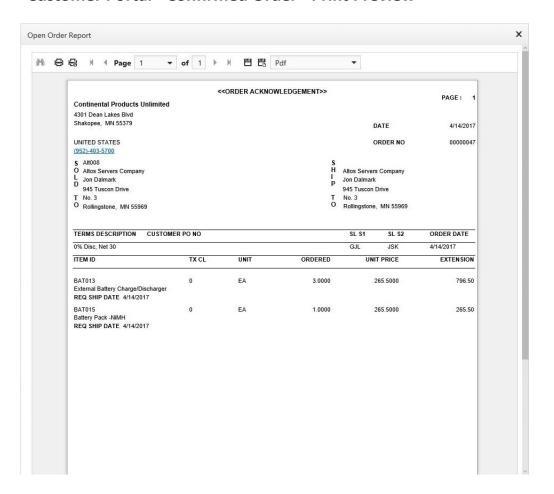
1. If you are using a credit card payment with PayPal or another payment processing provider, the payment authorization detail will display. Otherwise, a confirmation page will appear.

### **Customer Portal - New Order Confirmation Screen**



2. Use the **View/Print Order** link to view or print your order. (See the Printing Forms section (page 4-13) for details on how to print the order.)

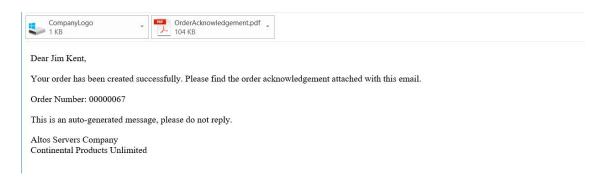
## **Customer Portal - Confirmed Order - Print Preview**



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3. An Order Acknowledgment will also be sent to the Customer's Email address.

# **Customer Portal - Confirmed Order - Email**



### **CUSTOMER PORTAL**

New Order

8

Pending Orders

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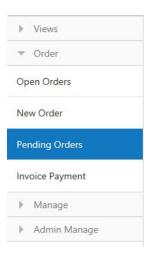
# **PENDING ORDERS**

Use the **Pending Orders** summary page to view orders you or other users have started but have not yet completed. For instance, if you begin an order, then navigate away from the page, your order will be listed on the **Pending Orders** page.

To work with the **Pending Orders** function, follow these steps:

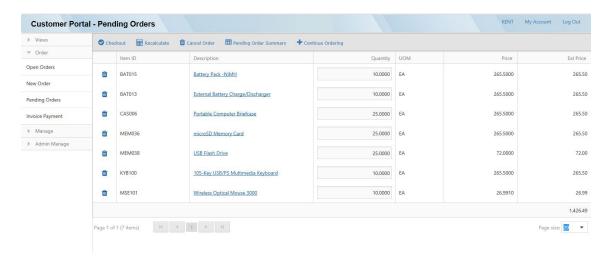
1. Select **Pending Orders** from the **Order** menu.

# **Customer Portal - Pending Orders Menu**



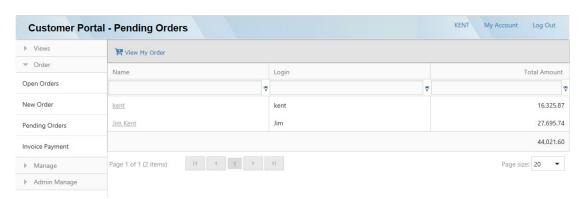
2. The **Pending Orders** screen appears.

# **Customer Portal - Pending Orders Screen**



3. If you want to view a summary of all the open orders, select the **Pending Order Summary** icon to view the **Pending Order Summary** screen.

# **Customer Portal - Pending Orders Screen Summary**



4. View pending order details by using the link in the **Name** column or the **View My Order** icon

Yiew My Order

NOTE: Admin users for the Customer will see all orders pending and may view any order. Users that are not Admins will only see their orders.

#### **CUSTOMER PORTAL**

**Pending Orders** 

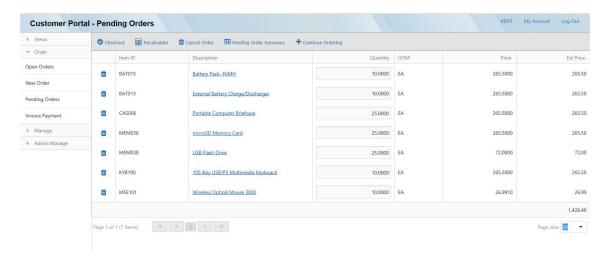
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When using the **View My Order** icon, the order for the user currently logged in will appear.

NOTE: If you are in the New Order screen, you may view pending order details by using the View My Order icon.

5. Use the Pending Orders detail page to add Items to your order, recalculate the extended price after changing quantities, proceed to the checkout, or cancel the order.

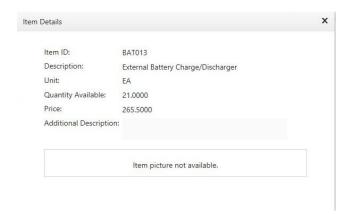
# **Customer Portal - Pending Orders Screen Detail**



6. You can change the quantity of each Item by changing the value in the **Quantity** field. To recalculate the extended price, use the **Recalculate** icon Recalculate.

7. Use the link in the **Description** column to see details or an image of that Item.

# **Customer Portal - Pending Orders Item Details**



- 8. If you would like to add additional Items to the order, use the **Continue Ordering** icon to open the **Order Entry Inventory Search** page.
- 9. See the **New Orders** section (page 8-51) for instructions on entering an order.
- 10. Click the **Checkout** icon complete your **Order:** (page 8-56) section for steps to checkout and complete the order.

Invoice Payment

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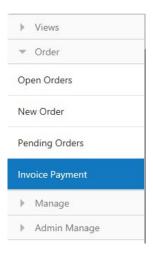
# **INVOICE PAYMENT**

Use the **Invoice Payment** link to make payments for one or more invoices using a credit card or bank account.

To work with the **Invoice Payment** function, follow these steps:

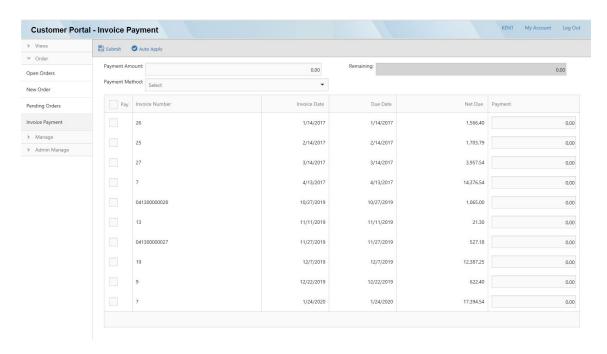
1. Select Invoice Payment from the Order menu.

# **Customer Portal - Invoice Payment Menu**



2. The Invoice Payment screen appears.

### **Customer Portal - Invoice Payment Screen**



3. A list of invoices eligible for payment will appear.

#### To apply a Payment:

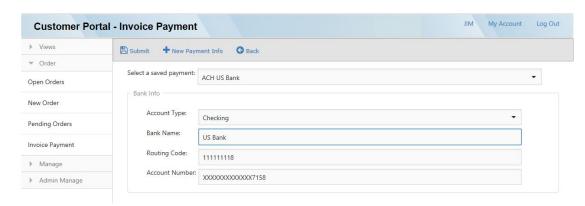
- 1. Enter a Payment Amount.
- 2. Select a **Payment Method** from the drop-down list:
  - **Credit Card** will pay the invoice(s) using the saved credit card type payment info records. You must have a Payment Service set up and functioning to select the Credit Card type.
  - Bank Account will pay the invoice(s) using the saved bank account type payment info records.
- 3. Mark the Pay check box for each invoice against which you want to apply the payment.
- 4. Alternately, you can use the **Auto Apply** icon amount automatically to invoices.

When you **Auto Apply** a payment, the invoices paid will start at the top of the list of invoices displayed and continue down until the payment amount is used up.

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5. Click the **Submit** icon to proceed Submit.

# **Customer Portal - Invoice Payment Method Screen**



6. Select a saved payment method from the drop-down list.

The available Payment Methods to select from will come from the Payment Info function on the Manage menu.

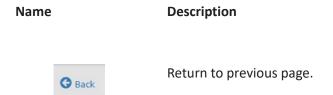
The fields displayed will change depending on the Payment Type, **Credit Card** or **Bank Account** selected on the Invoice Payment screen.

7. Select a command button:

#### **Command Buttons**

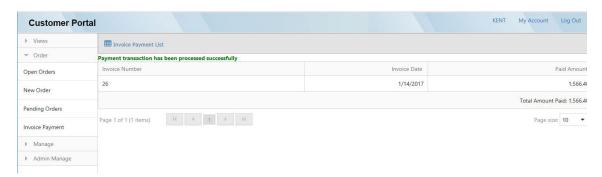
Name	Description
Submit	Save and submit the payment information.
♣ New Payment Info	Open the Payment Info function to add a new payment method.

Invoice Payment



- 8. Select the **Submit** icon to complete the payment.
- 9. A notification will display when the payment transaction is complete, along with details of the payment.

# **Customer Portal - Invoice Payment Confirmation Screen**



10. Use the **Invoice Payment List** button Invoice Payment List eligible for payment.



to see an updated list of invoices

Using the Views Menu

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## USING THE VIEWS MENU

Use the Views menus to see your Account Information, Aged Trial Balance information, Invoice History, Payment History, and Pending Payments. These views are read-only.

These views can be filtered and sorted using the tools of the views screens. See the Filtering and Sorting section (page 4-5) for details on filtering and sorting these views.

#### **Account Information**

The Customer Account Information page displays Customer account information such as the Last Invoice Number, Last Sale Date, Credit Limit, and Current Balances.

You can view the invoices behind the balances using the drill-down links.

### **Aged Trial Balance**

The Aged Trial Balance page will display details of your current Aged Trial Balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

### **Invoice History**

Use the Invoice History page to search for invoices. You can search by Invoice Number, PO Number, or Invoice Date range.

### **Payment History**

Use the Payment History page to search for invoice payment history. You can search for payments by Payment Number, Invoice Number, Payment Date range, or Payment Amount range.

#### **Pending Payments**

This function is used to view the pending online payments for orders placed through the Customer web Portal.

### **CUSTOMER PORTAL**

Hair

8

Using the Views Menu

**Account Information** 

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# **ACCOUNT INFORMATION**

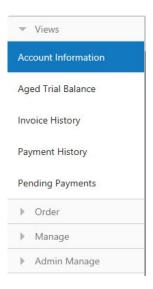
The **Account Information** page displays year-to-date account information for your Customer account.

The account information you see includes Last Invoice Number, Last Sale Date, Credit Limit, Terms, Account Balances including Aged Balances, and Total Payment Due. You can also view Invoice details, Charges, and Unapplied Credit.

To work with the **Account Information** function, follow these steps:

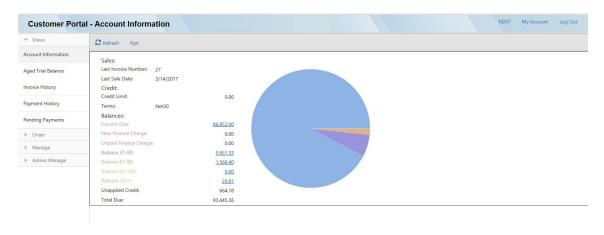
1. Select Account Information from the Views menu.

### **Customer Portal - Account Information Menu**



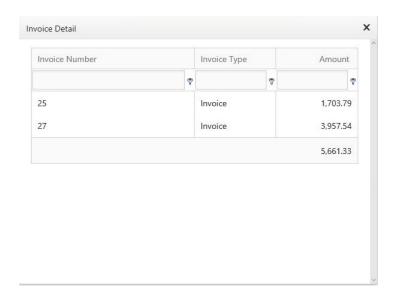
2. The **Account Information** screen appears.

### **Customer Portal - Account Information Screen**



3. To view invoice details, use the blue invoice detail link for the balance amount you wish to review. The **Invoice Detail** popup window will appear and allow you to filter the listed invoices by **Invoice Number**, **Invoice Type**, or **Amount**.

### **Customer Portal - Account Information Invoice Detail Screen**



#### **CUSTOMER PORTAL**

**Account Information** 

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4. To age balances, use the **Age** link

Age link Age

NOTE: The balance amounts that appear come from the Customer setup screen on the Balance tab. If those amount are edited and the Age button is selected, the aging will look at the current open invoices and age the balances from those amounts.

5. A pie chart displaying the proportions of each of your outstanding balances will appear on the page as well.

When your cursor is hovered over the colored portions of the pie chart, the balance information for that color of the chart is displayed.

### **CUSTOMER PORTAL**

Account Information

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Aged Trial Balance

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# AGED TRIAL BALANCE

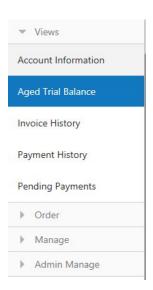
The **Aged Trial Balance** page displays details of your current Aged Trial Balance. Released invoices are shown along with totals and payments, as well as amounts due including finance charges.

The Aged Trial Balance you see includes the Invoice Number, Invoice Amount, Current Amount Due, Terms, and Unapplied Credit.

To work with the **Aged Trial Balance** function, follow these steps:

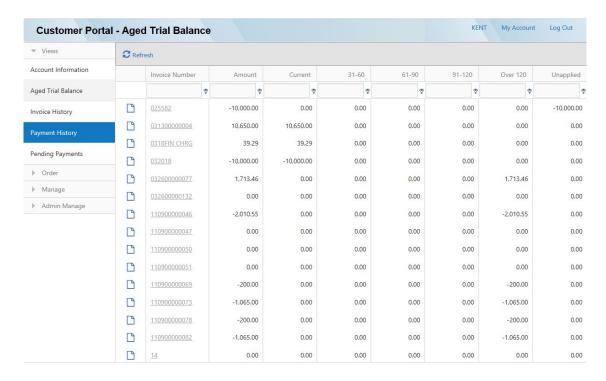
1. Select Aged Trial Balance from the Views menu.

#### **Customer Portal Aged Trial Balance Menu**



2. The **Aged Trial Balance** screen appears.

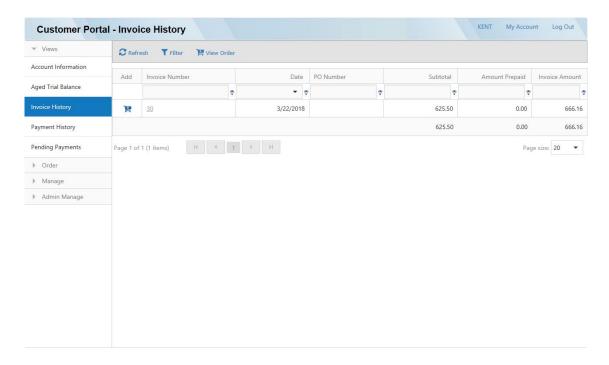
# **Customer Portal - Aged Trial Balance Screen**



3. To view Invoice details, click the gray Invoice Detail link for the Invoice Number you wish to review.

4. The **Invoice Detail** page will appear and display additional details for the selected invoice, including **Invoice Date**, **PO Number**, **Subtotal**, **Amount Prepaid**, and **Invoice Amount**.

#### **Customer Portal - Aged Trial Balance Invoice History Screen**



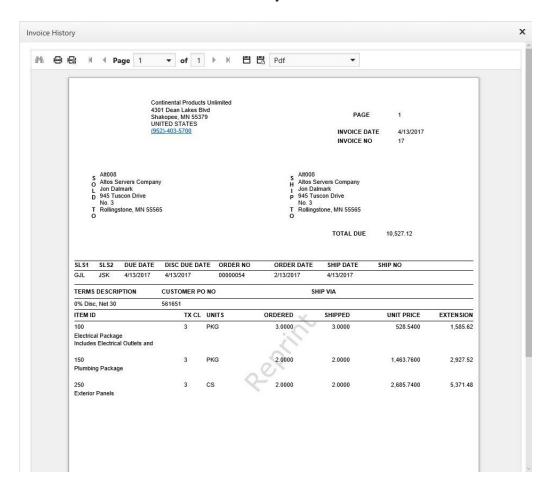
- 5. Click on the **Invoice** Number link to see the invoice. (See (page 4-15) for details on how to print the history invoice.)
- 6. Click the **Shopping Cart** button 🧗 to select the order to view and copy to a new order.
- 7. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the **View Order** button is selected, the New Order (page 8-47) screen will be displayed with a list of the last Items the Customer has ordered.

8. If there are multiple pages of Aged Trial Balance invoices, use the navigation buttons at the bottom of the screen to scroll to other pages. See the Buttons section (page 4-11) for details on the navigation buttons.

9. Click on the **Report** icon to see the invoice. (See the Printing Forms section (page 4-13) for details on how to print the invoice.)

#### **Customer Portal - Invoice History Preview**

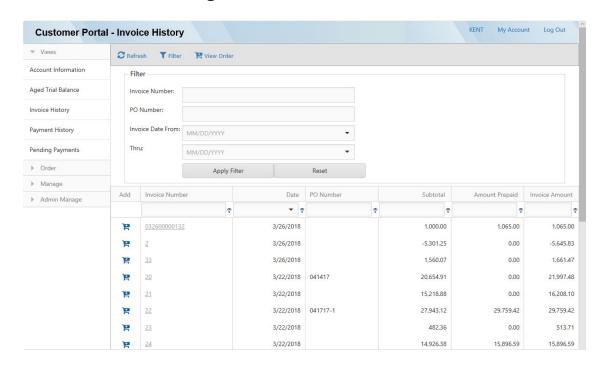


10. To filter your search for a different invoice or group of invoices, click the **Filter** button (page 4-9) for details on using the Filter button.)

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11. The Filter screen will appear.

## **Customer Portal - Aged Trial Balance Filter Screen**



- 12. Enter filter criteria into the **Invoice Number**, **PO Number**, **Invoice Date From**, and/or **Thru** fields and click **Apply Filter**.
- 13. To view the entire list of invoices, click **Reset** and clear the **Invoice Date From** and **Thru** fields. Click **Apply Filter** to see the ATB list.
- 14. To view the original invoice, click the Invoice <u>Number</u> for the invoice you wish to review. (See the Printing History Invoices section (page 4-15) for details on how to print the history invoice.)
- 15. Click the **Shopping Cart** button <sup>15</sup> to select the order to view and copy to a new order.
- 16. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the **View Order** button is selected, the New Order (page 8-47) screen will be displayed with a list of the last Items the Customer has ordered.

17. Print the Aged Trial Balance report by right-clicking on the screen and select **Print** from the menu. (See the Printing Reports section (page 4-15) for details on how to print the report.)

#### **CUSTOMER PORTAL**

Aged Trial Balance

8

Invoice History

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# **INVOICE HISTORY**

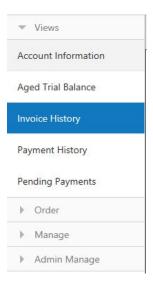
Use the **Invoice History** page to view your Invoice History. You can filter the list of invoices by Invoice Number, Invoice Date, PO Number, Subtotal, Amount Prepaid, or Invoice Amount.

You may also use the **Filter** icon on the toolbar to open the Invoice History Filter window where you can enter your search criteria into the appropriate fields, then use the Apply Filter button to find all invoices that meet your search parameters. Use the Clear Filter button to remove the filter parameters.

To work with the **Invoice History** function, follow these steps:

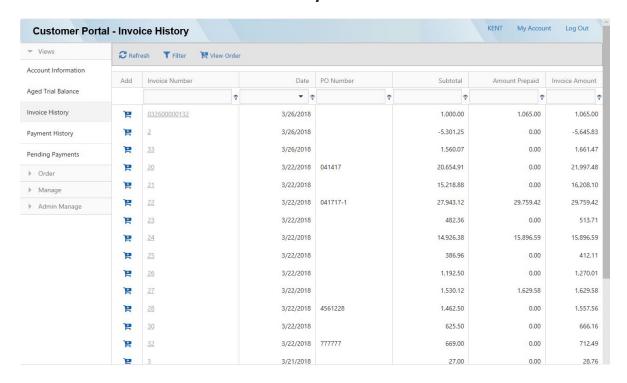
1. Select Invoice History from the Views menu.

### **Customer Portal - Invoice History Menu**



The Invoice History screen appears.

#### **Customer Portal - Invoice History Screen**



- 3. To view the original invoice, click the Invoice <u>Number</u> for the invoice you wish to review. (See the Printing History Invoices section (page 4-15) for details on how to print the history invoice.)
- 4. Click the **Shopping Cart** button 🔭 to select the order to view and copy to a new order.
- 5. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

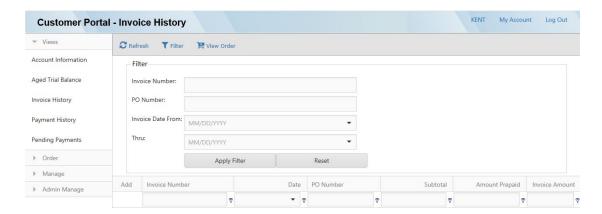
If the shopping cart has not been selected when the **View Order** button is selected, the New Order (page 8-47) screen will be displayed with a list of the last Items the Customer has ordered.

6. To filter your search for a different invoice or group of invoices, click the **Filter** button  $_{\text{Tilter}}$  . (See Filter Button section (page 4-9) for details on using the Filter button.)

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7. The **Filter** screen will appear.

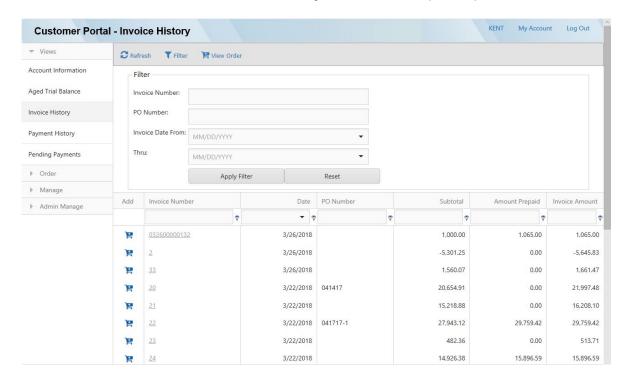
## **Customer Portal - Invoice History Filter Screen**



8. Enter filter criteria into the **Invoice Number**, **PO Number**, **Invoice Date From**, and/or **Thru** fields and click **Apply Filter**.

9. To view the entire list of invoices, click **Reset** and clear the **Invoice Date From** and **Thru** fields. Click **Apply Filter** to see the Invoice History list.

### **Customer Portal - Invoice History Filter Screen (Filled)**



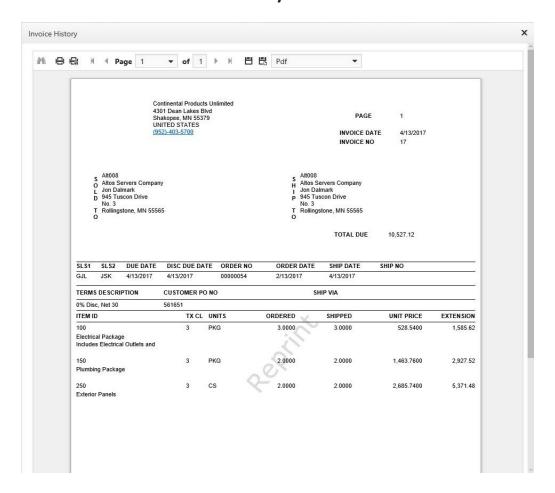
- 10. If there are multiple pages of Invoice History, use the navigation buttons at the bottom of the screen to scroll to other pages. See the Buttons section (page 4-11) for details on the navigation buttons.
- 11. Click the **Shopping Cart** button to select the order to view and copy to a new order.
- 12. Click the **View Order** button to view the selected order, if the Shopping Card has been selected, and copy to a new order.

If the shopping cart has not been selected when the **View Order** button is selected, the New Order (page 8-47) screen will be displayed with a list of the last Items the Customer has ordered.

• • • •

13. To view the original invoice, click the Invoice <u>Number</u> for the invoice you wish to review. (See the Printing Forms section (page 4-13) for details on how to print the invoice.)

### **Customer Portal - Invoice History Preview**



14. Print the Invoice History report by right-clicking on the screen and select **Print** from the menu. (See the Printing Reports section (page 4-15) for details on how to print the report.)

#### **CUSTOMER PORTAL**

Invoice History

8

Payment History

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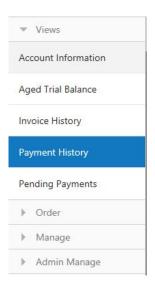
# **PAYMENT HISTORY**

Use the **Payment History** page to view payments that have been applied to invoices. You can filter the list of payments by Invoice Number, Payment Type, Payment Date, Payment Number, Discount Amount, or Payment Amount.

To work with the **Payment History** function, follow these steps:

1. Select **Payment History** from the **Views** menu.

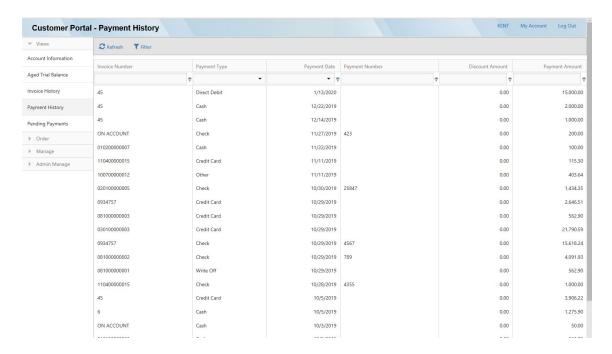
#### **Customer Portal - Payment History Menu**



Payment History

2. The **Payment History** screen appears.

### **Customer Portal - Payment History Screen**

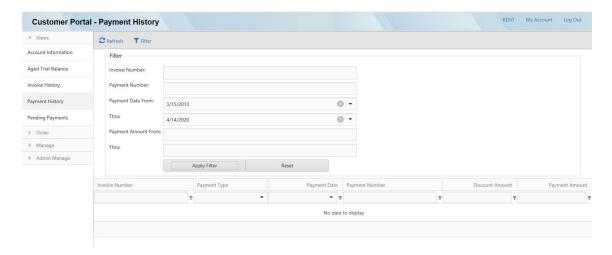


3. To filter your search for a different invoice, or group of invoices, click the **Filter** button (page 4-9) for details on using the Filter button.)

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4. The Filter screen will appear.

## **Customer Portal - Payment History Filter Screen**



- 5. Enter filter criteria into the **Invoice Number**, **Payment Number**, **Payment Date From**, and/or **Thru** fields and click **Apply Filter**.
- 6. To view the entire list of invoices, click **Reset** and clear the **Payment Date From** and **Thru** fields. Click **Apply Filter** to see the Payment History list.
- 7. You may also filter the Payment History by using the column filters. (See the Column Filters section (page 4-5) for details on filtering by columns.)
- 8. If there are multiple pages of Payment History, use the navigation buttons at the bottom of the screen to scroll to other pages. See the Buttons section (page 4-11) for details on the navigation buttons.

#### **CUSTOMER PORTAL**

Payment History

8

**Pending Payments** 

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# PENDING PAYMENTS

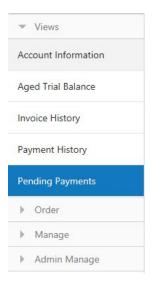
The **Pending Payments** function is used to view the Pending online Payments for orders placed through the Customer web Portal.

In addition to Pending online Payments, unposted payments for the Customer from the TRAVERSE desktop Cash Receipts function will also appear.

To work with the **Pending Payments** function, follow these steps:

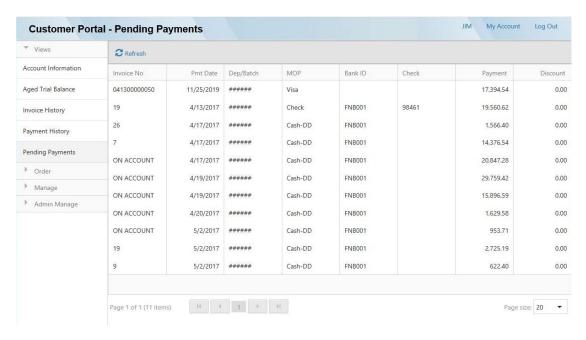
1. Select **Pending Payments** from the **Views** menu.

## **Customer Portal - Pending Payments Menu**



2. The **Pending Payments** screen appears.

### **Customer Portal - Pending Payments Screen**



- 3. The screen displays the Invoice No, Pmnt Date, Dep/Batch, MOP, Bank ID, Check, Payment, and Discount.
- 4. Each column can be sorted by clicking on the header: once to sort ascending, and twice to sort descending.
- 5. If there are multiple pages of Pending Payments, use the navigation buttons at the bottom of the screen to scroll to other pages. See the Buttons section (page 4-11) for details on the navigation buttons.