

# Getting Started Manual

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## ***Forms Management System***





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FIX Getting Started Manual



## What FIX Does

There are a multitude of capabilities within FIX. The following lists some of these capabilities that make FIX Forms Management and Inventory Control so popular among its users.

- *Inventory Control*
- *Electronic Forms Integration*
- *Chargeback Reporting*
- *Requisitioning*

### Inventory Control

Managing an inventory of hundreds of different items is simple with FIX Forms Management. Manage and track backorder processing, split-shipping, warehouse transfers, chargeback pricing, multi-warehouses and bins. Historical data kept is unlimited.

### Electronic Forms Integration

Integrating production specifications with an electronic design package brings everything on one screen. View the actual form while reviewing the production specifications and inventory levels. FIX can integrate with any of the most popular technologies for document creation, printing and storage.

### Custom Software Modification

Ironwood is aware that each company operates differently. In order to meet the unique needs of our clients, we offer customization for the FIX system.

### Requisitioning Highlights:

- *State/Province-restricted item ordering*
- *Branch-restricted item quantity*
- *Sort and select at the click of a button*
- *Kits by Province/State*
- *Print-On-Demand*



## Audience for this Getting Started Manual

This manual is intended for users of FIXLite, FIXProII and FIXProIII. Its intention, as its name indicates, is to begin to help new users get started by adding customers, items, and codes. It then teaches the reader FIX Requisitioning and Picking and Packing. The **Reports** chapter explains the process of outputting data within FIX – from current orders to Month End data and Historical data. **Troubleshooting** describes what to do should an error occur, what to print and how to send it to Ironwood for support.

## More FIX Documentation

Other sources of FIX help and documentation are available from the FIX database directory and Ironwood's Web Site – [www.fixpro.com](http://www.fixpro.com).

The **FIX Database Directory** contains help files (.HLP) such as:

- GETSTART.HLP (A version of this manual)
- FIX.HLP (Contains a Quick Start reference, links to other .HLP files)

[WWW.FIXPRO.COM](http://WWW.FIXPRO.COM) contains recent FIX information. In particular, our What's New! Page offers FIX documentation downloads such as this manual, Brochures, announcements and other useful information not included in this manual or the help files.

## Additional Manuals

When you purchase FIX software, one manual is included. If you require additional copies, please call Ironwood and ask about purchasing a manual.

1-800-661-2978.

Or, other sources of information are available from other suppliers and consultants.

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# Introduction

## ***FIX at a Glance***

FIX is a very flexible package that contains many switches that you can set to best suit your business needs. These switches trigger FIX to perform different functions and display different windows. Therefore, it is recommended that you use the following instructions with the settings as delivered, otherwise, you may not get the desired results.

For help on a field-by-field basis, refer to the on-line help available through the Help option on the FIX main menu. To view the switches on your FIX system, access

**Databases ► System Configuration ► Customer Switch Settings**

## ***System Requirements***

To install FIX, you will need the following minimum system requirements:

- Pentium processor or higher
- 16 MB RAM; more memory improves performance
- 100 MB Available Hard-Disk Space
- Windows 95/98, Windows NT 4.0

## ***Installation Steps for New User***

1. Place the FIX CD into the CDROM drive. The AUTORUN<sup>1</sup> feature starts the installation procedure. If the CDROM Drive letter is correct, click **Next>**.
2. Read the Welcome note, then click **OK**.
3. The Installation Menu appears. Select **Typical Install** and click **Next**.
4. If you are not upgrading an Existing Database, click **Change**, delete the text and press **Ok**. Click **Next**.
5. Indicate the **Path** where the **NEW** release will be installed by clicking **Change** and selecting a Drive. Click **OK**, then **Next**.
6. Click **Next** if you are not using an External Database.
7. Setup the **workpath** as **AASYS**. Click **Next**.
8. Provide a new Program Group Name or choose an existing name where FIX will place icons [Do not put spaces in the Group Name field.] Click **Next**.
9. Click **Next** to setup ODBC 32-Bit drivers.
10. The Component Confirmation window appears, click **Install**.
11. Click **Yes** to continue.
12. Press **Next**.
13. When you see “**Setup Done**”, read the instructions carefully, then click **Close**.

Once the program has been installed you are ready to go.  
Further documentation is available in the **README** file.

<sup>1</sup>AUTORUN is a feature that begins the installation process when the CD is placed in the Drive.

## ***Installation Steps for Database Upgrade or External Database Use***

1. Place the FIX CD into the CDROM drive. The AUTORUN<sup>1</sup> feature starts the installation procedure. If the CDROM Drive letter is correct, click **Next>**.
2. Read the Welcome note, then click **OK**.
3. The Installation Menu appears. Select **Typical Install** and click **Next**.
4. Click **Next** if you are not upgrading from an earlier version of FIX. If you are upgrading your data from an earlier version of FIX, enable **Upgrade Existing Database**. Click **Change**, type the drive and path where your current data resides, then click **Ok** and click **Next**.
5. Indicate the **Path** where the updated revision will be installed by clicking **Change** and selecting a Drive. Click **OK**, then **Next**.  
Note: The new revision of FIX must reside in a different path than LIVE and must not be in the root directory of the drive.
6. Click **Next** if you are not using an External Database. If you are using an External Database, enable **Use External Directory Database**, click **Change**, type the drive and path, click **Ok** and click **Next**.
7. Setup the **workpath** as **AASYS**. Click **Next**.
8. Provide a new Program Group Name or choose an existing name where FIX will place icons [Do not put spaces in the Group Name field.] Click **Next**.
9. Enable **Install ODBC Driver** if you want to install it. Click **Next** to setup ODBC 32-Bit drivers.
10. The Component Confirmation window appears, click **Upgrade** or **Install**.
11. Click **Yes** to continue.
12. Press **Next**.
13. If you chose to install ODBC drivers, the installation process will begin. Click **Continue** and select the **ZIM tech. Driver**. Click **Close** and **Ok**.
14. When you see "**Setup Done**", read the instructions carefully, then click **Close**.

Once the program has been installed you are ready to go.  
Further documentation is available in the **README** file.

<sup>1</sup>AUTORUN is a feature that begins the installation process when the CD is placed in the Drive.

### **Additional FIX Installation Instructions**

The FIX installation allows for an automatic **Upgrade Database**. If you choose, you may upgrade manually. If you are on a Novell server, no files can be flagged **Transactional**. In addition, ZIM0099 must be flagged Read and Write.

Note: If an Automatic Upgrade is selected, FIX will calculate the required disk space needed. See System Requirements.

### ***FIX Program Group Icons***

After FIX is installed, a Program Group is created with the following icons.

**Utilities** allow individual file repair options in case of corrupt files.

**FIXCHK** is a DOS Batch utility to repair all files in case of corruption.

**Single User Maintenance** has been provided to install patches that Ironwood call Standard Trouble Reports or STR's. Do not use this icon for regular processing, as file locking and other protection settings are not available. For regular processing, use an Icon created using the User Setup icon detailed in the following line.

**User Setup** selection (USETUP) is used to set User Icons and work paths.

**UserID** The default UserID field for [FIXLite](#) systems is **FIXLITE** – the password is **FIX**. For all FIX systems, the default login ID is **AASYS** - the password is **DANDY**. Use this UserID/password pair to setup new user id's within the FIX database.

# Setting Up Databases

Note: For FIXLite users, the software is delivered with a default Customer 1, therefore, Adding Customer Codes is not available.

## **Adding Customer Codes**

- 1 From the Menu choose  
**Database ► System Configuration ► Customer Switch Settings**
- 2 A window called **Database Search - Customers** appears. Press **F5** and type the new customer **Code**. Click **OK** or **ENTER**.
- 3 Type the Customer's **Name**. Now press **TAB** or click the required fields to be set. Ironwood recommends the following fields to be setup as a minimum.  
**Year End Month** (usually 12)  
**Process Month and Year**  
Enable **Billing Code Entry**  
Enable **Handling Method of Transaction**  
**Default Warehouse** (usually 001)
- 4 It is recommended that if you charge back your end users for the goods you deliver to do the following. Select **View** and **Purchasing**, now select the **Method of Charging back**.
- 5 Click **OK** on the main screen to complete the Customer Code addition. You are given and asked a series of Warnings and Questions. Read these over carefully and answer appropriately. If you do not understand the question(s), always answer No. If you have not set up properly, eventually during other processes, FIX will let you know you've missed a setting.
- 6 Answer **Yes** to the question:  
**"Continue? Save Customer Switch Setting"**
- 7 Certain questions may be triggered based on the chosen settings. Find the appropriate answer to the question in the table on the following page.

## Questions

## Answers

Warehouse does not exist, do you wish to add it?	Yes
Change the specific details of this record? Warehouse.	No
Handling code could not be found on the item master. To use automatically calculated handling charges and ensure the system works properly, please add this item prior to processing for this customer.	OK
Freight code could not be found on the item master. To use automatically calculated freight charges and ensure the system works properly, please add this item, prior to processing for this customer.	OK
The default 'Bill To' could not be found on the location master. Add this location. Location #####?	Yes
Change the specific details of this record? Location Bill To #####?	No

Note: Keep in mind that in the future you may want to come back to this database and change specific settings.

### ***Adding Warehouse Codes***

- 1 From the menu choose  
**Database > Locations Shipto and Whses > Location Master**
- 2 A window called **Locations Database Search** is displayed. Locate the field called **Customer**, if this is not the customer for whom you are adding a warehouse, Click the **arrow** at the end of this field and select the appropriate Customer code.
- 3 Press **F5** to add a new warehouse code. The cursor moves to the **Location code** field. Type the new **Warehouse Code** and press **ENTER** or click **OK**.
- 4 A window called **Location Master** appears. To the right of the Location is a box labeled "Warehouse", if there is not an **X** in this box, Click it now. This indicates that the address you are about to enter is a warehouse address. When the box does not have an X it indicates the address is a Ship-to address.
- 5 Now Click the **Name** field and type the **name** of the Warehouse.

- 6 Now press **TAB** or Click the necessary fields to set this warehouse up. The minimum we recommend is as follows:  
**Warehouse box**
- 7 Do this step only do this step if you plan on storing the same stock in more than one BIN location within the warehouse. Click the **Warehouse....** When asked to **save**, click **YES**. Locate the field called **Multiple Bins**. If there is no **X** in the box, click it now. Click **OK**.
- 8 To complete the Warehouse Code addition, click **File > Exit**. Click **YES** when asked to save the information.

### ***Adding Electronic Warehouses***

Electronic Warehouses are created for the POD (Print On Demand) feature which includes sending jobs to a Docutech system either On-line (direct to the Docutech) or Off-line (place a File in a collector directory). Keep in mind these instructions walk you through, "how to..." setup FIX for these situations. There is some customization required to your specific Pick List jobs to tie this together and of course, you must have in place the necessary electronic forms and Docutech job tickets for FIX to use.

[Setting Up an On-line Electronic Warehouse](#)  
[Setting Up an Off-Line Electronic Warehouse](#)

### **Setting Up On-Line Electronic Warehouses**

The following instructions walk you through the set-up procedure for feeding a Docutech on-line P.O.D. items from FIX.

- 1 From the menu choose  
**Database > Locations Shipto and Whses > Location Master**
- 2 A window called **Locations Database Search** is displayed. Locate the field called **Customer**. If this is not the customer for whom you are adding a warehouse, click the **arrow** at the end of this field and select the appropriate Customer code.
- 3 Press **F5** to add a new warehouse code. Move the cursor to the **Location code** field. Type **DOCUTECH** and press **ENTER**.  
Note: The word "Docutech" triggers specific events when processing P.O.D. items.
- 4 A window called **Location Master** appears. To the right of the Location is a box labeled "Warehouse". If there is no **X** in this

- box, Click it now. This indicates that the address you are about to enter is a warehouse address. When the box does not have an X it indicates the address is a Ship-to address.
- 5 Click the **Name** field and type **Docutech System**.
  - 6 Click the **Warehouse...** button located down the right side of the window. When asked to **save**, click **YES**. Notice the **X** in the field labeled *Electronic?* This field is automatically enabled when the Location Code name is "Docutech".
  - 7 Locate the **Warehouse Name**. If desired, this field is used to describe a warehouse name differently than the main Location window. For this exercise type **Docutech System**.
  - 8 Locate the **On-line** box in the **Settings** windows. This field is automatically enabled when the word Docutech is the Location Code. This indicates that P.O.D. items ordered through FIX are queued directly to the Docutech system when the Pick List Generation is run.
  - 9 The **Command line**, **Switches** and **Pathname** are only accessible when "On-line" is enabled.
    - Command line** - indicates the system command used to process jobs for the electronic warehouse (i.e. if sending all items to a Novell printer NPRINT would be used).
    - Switches** - indicates where the job should be processed (i.e. this could indicate the Docutech queue name).
    - Pathname** - indicates the directory where jobs are processed through or where a job should be collected for later retrieval. Before a Pick List can be processed through an Electronic warehouse, there are a few fields in a couple of databases to be set.
- P.O.D. items must be setup in the Item Master and must be flagged accordingly. In the **Item Specification** window the following fields must be completed.
    1. **P.O.D.** box must be enabled.
    2. **Form Fill** must contain the path and electronic filename for the item.  
ie: c:\images\empvac.pcl
    3. **XPPS Printed** must contain the path and Docutech job ticket filename.  
ie: c:\xpps\ms0001f.1

## Setting Up Off-Line Electronic Warehouses

The following instructions walk you through the setup procedures for collecting a Docutech File and Pick List in a directory for alter retrieval. This method is usually used when a third party is running P.O.D. items.

### Setting Up an On-line Electronic Warehouse

- 1 Make a new directory on your hard drive called **IWCS**. (IWCS and the data that follows is solely for example purposes.)
- 2 From the menu choose  
**Database ► Locations Shipto and Whses ► Location Master**
- 3 A window called **Locations Database Search** is displayed. Locate the field called **Customer**. If this is not the customer for whom you are adding a warehouse, click the **arrow** at the end of this field and select the appropriate Customer code.
- 4 Press **F5** to add a new warehouse code. Move the cursor to the **Location code** field. Type **IWCS** and press **ENTER** or click **OK**.
- 5 A window called **Location Master** appears. To the right of the Location is a box labeled "Warehouse". If there is not an **X** in this box, click it now. This indicates that the address you are about to enter is a warehouse address. When the box does not have an X it indicates the address is a Ship-to address.
- 6 Click the **Name** field and type: **Collector Warehouse for Supplier IWCS**.
- 7 Click the **Warehouse...** button located down the right side of the window. When asked to **save**, click **YES**. Enable the field labeled '**Electronic?**' with an **X** by clicking the box.
- 8 Locate the **Warehouse Name**. If desired, use this field to describe a warehouse name different than the one in the main Location window. For this exercise, type **Collector Warehouse**.
- 9 Locate the **On-line** box in the **Settings** windows. Have it **Disabled** to indicate that Pick List and Electronic forms are to be collected in a directory for manual retrieval.
- 10 **Pathname** indicates the directory where the files should be collected for later retrieval.  
Before the Pick List can be processed through an Electronic warehouse there are a few databases and possibly directories which need to be created.

- P.O.D. items must be setup in the Item Master and must be flagged accordingly. In the **Item Specification** window the following fields must be completed.
  1. **P.O.D.** box must be enabled.
  2. **Form Fill** must contain the path and electronic filename for the item.  
ie: c:\images\empvac.pcl
  3. **XPPS Printed** must contain the path and Docutech job ticket filename.  
ie: c:\xpps\ms0001f.1
 In the Item Master "Purchasing" window, the Vendor field must contain the Collector warehouse Code. (i.e. IWCS )

Running the Pick List Generation creates the necessary files in the specified Electronic Off-Line Warehouse.

## ***Item Codes***

### **Adding Item Codes**

- 1 From the menu choose  
**Database > Items > Items > Add**
- 2 A window called **New Item Code** appears. Locate the field called **Customer**. If this is not the desired customer for whom you wish to add an item, click the **arrow** at the end of this field and Click the desired **Customer**.
- 3 Click the box below the heading **Item Code**. Type the **Item Code** you are adding to the database. Click **OK**.  
Note: If the item you are trying to add already exists, a message to that affect appears. See Item Change.
- 4 A window called **Item Add-Main** appears, now input the appropriate information to set up this item. There are additional windows minimized for the item master, to access them, click the menu option **'Windows'**, and click the desired window. See Recommended Minimum input below.
- 5 Close all the windows except for the **Item Add-Main**, by clicking **File > Close**.
- 6 Click **OK** and the item is now added to the system. This button may say Close (it changes based on different actions).

## Item Minimum input

Ironwood recommends, as a minimum, the following fields to be considered during an item addition.

**Description**

**Stocked Inventory**

**Chargeback Unit price** (Chargeback window)

**Price Factor** (Chargeback window)

**Chargeable item box** (Chargeback window)

**Unit Description** (Distribution window)

**Unit Quantity** (Distribution window)

## Changing Item Codes

This feature is used to change the original code assigned to an item. Do not confuse this with Item Master Change, which allows you to change details of an item. This is typically used either because the original code was entered inaccurately or the item code changed due to a form revision.

- 1 From the menu choose  
**Database ► Items ► Code Change**
- 2 A window called **Item Selector** appears. Locate the field called **Customer**. If this is not the desired customer, click the **arrow** at the end of this field, then click the desired **Customer**.
- 3 Click **Search** and **select** a search criteria such as Item. When a list of items appears on the search list double-click an Item.
- 4 The item code selected appears in the Old Item Code field and the cursor is placed on the **New Item Code** field. Type the letter **T** and the **original Item Code**. For example, if the Old Item Code was 0005, the new code will be T0005.
- 5 You are asked to "**Continue? Item Code Change**", click **OK**.
- 6 The message returns "**Complete. Item Code Change**". Click **OK**.

Every transaction in the system referencing the Old Item Code will now reference the New Item Code.

## Combining Item History

This feature combines the history of one item with another. For example, new item codes are created for each revision of a form. As one revision is used up, the history of that form is combined with the new revision. Make sure there are no Requisitions on Order.

- 1 From the menu choose  
**Database > Items > Combination**
- 2 Click **Search** and select **Item**, type the **item code to be dropped**. After the combination, click **OK**.
- 3 Type the **Item to be retained**.
- 4 Locate the **Combine History Records Into** field and enable the appropriate option, click **OK**, options are:  
**Dropped** - Keeps the history with the original item code (Dropped item).  
**Retained Item** - Transfers the history of the item to be dropped with the item to be retained.
- 5 You are asked: **Continue? Item Combination**. Click **YES**.
- 6 The message appears: **Complete. Item Combination OK**.

## Deleting Item Codes

To delete an item entirely from the Fix system, the item must be in a specific status in order to delete. Here are the conditions:

- a) **No outstanding balances.**
- b) **No outstanding transactions** in the following statuses:  
**Requisitions Waiting on Approval**  
**Requisitions on Order**  
**Backordered**  
**Waiting on Price**  
**Just Confirmed Shipped**  
**Month To Date Transactions**

- 1 From the menu choose  
**Database > Items > Items > Delete**
- 2 Locate the field called **Customer**. If this is not the desired customer for whom you wish to delete an item, click the **arrow** at the end of this field. Click the desired **Customer**.
- 3 Click **Search** and **Item**, type the **item code to be deleted**, and click **OK**.
- 4 Click **OK** again. If the item can be deleted, you are asked: **Confirm Delete?** Click **Yes**.
- 5 Click **OK** to Complete Item Delete.

## **Adding Users to FIX**

Adding users to the FIX system can only be done by a user with a security level of 10 or less.

- 1 From the menu choose  
**Database > System Configuration > User**
- 2 Press **F5** to add a new userid.
- 3 Type the **User's Id** (maximum characters 8). Click **OK**.
- 4 Choose a Customer number. This will be the user's default customer number.  
Note: The user can switch between customers or you can set up a UserId for each customer.
- 5 Leave the **Name** as **ALL**.  
Note: For people with the purchasing modules, this indicates that there are NO restrictions on P.O.'s by user. If you enter a User's Name here, that user's Purchase Order can only be accessed by this user or any other user with a security level less than 10.
- 6 Leave the **Valid Locations** as **ALL**.
- 7 Type the users **Last Name** as the **password**. They can change it later if necessary.
- 8 Ensure the following fields are disabled:  
**Debug**  
**Standard Menus**  
**Catalog Only**  
(The remaining steps are for FIXProIII clients only).
- 9 Click the **Routing** button.
- 10 Type in a **Manager's UserID** of the person who can approve your orders. The Manager's ID must be a valid user on the system.
- 11 Type the Dollar Limit for which you need approval.
- 12 Enable **Approval Required**.

Note: If the Manager who approves orders is not available, that manager's UserID should be changed to enable the **Not Available**.

## **Adding Billing Codes**

Billing Codes are created to accommodate additional Billing Charges on Month-End reports. There are two methods used to apply billing charges, one is a flat rate "per Transaction". A typical "per transaction" example would be to apply a \$5.00 charge per requisition and \$.50 per line item. The other method is "per Item", where a percentage markup can be applied to the total items value. A typical "per item" example would be a 10% markup on a \$1,000.00 shipment equaling \$100.00.

### Billing Charge Per Transaction

### Billing Charge Per Item

#### **Billing Charge Per Transaction**

- 1 Create or Identify a **Customer** whose **Switch Settings** have the following two fields enabled:  
**Billing Code Method**  
**Handling Method of "Transaction"**
- 2 From the menu choose  
**Database ► System Configuration ► Billing Code**
- 3 A window called **Database Search** appears. Change the **Customer number** to match the number identified or created in **Step 1**.
- 4 Press **F5** and type a **Billing Code** of **98**. Click **Ok** or **Enter**. If a message appears indicating that 98 already exists, try another number.
- 5 Locate the field labeled **Rate per Requisition**, type **5.00**, press **TAB**. This indicates that \$5.00 dollars should be applied to each Requisition processed with this Billing Code.
- 6 Locate the field labeled **Rate Per Line**, type **.50**, press **TAB**. This indicates that .50 cents should be applied for each line entered on a requisition processed with this Billing Code.
- 7 Locate the **Description** field, type **Rush Shipping Charge** and click **OK**. This defines the reason for the billing charge.

Once Billing Codes are setup in this database, they are available during the Requisitioning process.

#### **Billing Charge Per Item**

- 1 Create or Identify a **Customer** whose **Switch Settings** have the following two fields enabled:  
**Billing Code Method**  
**Handling Method of "Item"**
- 2 From the menu choose  
**Database ► System Configuration ► Billing Code**
- 3 A window called **Database Search** appears. Change the **Customer number** to match the number identified or created in **Step 1**.
- 4 Press **F5** and type a **Billing Code** of **99**. Click **OK** or **ENTER**. If a message appears indicating that 99 already exists, try another number.
- 5 Locate the field labeled **Factor**, type **10.0** and press **TAB**. This indicates that a 10% charge will be applied to each item on a requisition that is flagged with this Billing Code.
- 6 Locate the **Description** field and type **Processing Charge**. Click **OK**. This defines the reason for the billing charge.
- 7 Access **Item Change** and **open an item** that should have the 10% markup applied.
- 8 **Open the Chargeback Window**. Locate the **Handling Rate** field and type **the item chargeback price**.

### ***Adding Status Codes***

Status Codes are created to apply conditions to an item. An example of using a status code would apply in the case of an item that needs to be suspended. The status can be created to warn a User during order entry and/or P.O. entry that the item is suspended. The following steps show how to set up the Status Code and how to apply it to an item.

- 1 From the menu choose  
**Database ► Code Tables ► Status Codes**
- 2 Press **F5** to add a new code, then type the letter **M**.  
Note - If this letter already exists select a different letter.
- 3 Type the Description of: **Modified Item Suspension**
- 4 The **Purchase Order Entry** field should be **enabled**. This will allow an item to be purchased without a warning the user of the Status.
- 5 Leave the next field, **Enable for Requisition Order Entry**, disabled. When disabled, the user is warned of this status when requisitioning the item.
- 6 After creating a Status, the next step would be to **apply it to an item**. Access Item Change for any item.

- 7 While in Item Change, locate the Status Code field, click the arrow down button at the end of the field. Scroll through the list and select the Modified Status.
- 8 The next thing you will want to do is apply a date the status should take effect. Hit the **TAB** key and enter today's Date.
- 9 To test the Status Code application, access Requisition Order entry. While on the Detail Lines type the item code to which you applied the new status. A warning message appears, indicating the Status.

### ***Adding a Type Code***

- 1 From the menu choose  
**Database ► Code Tables ► Type Codes**
- 2 On the **Database Search** window, press **F5** to add a Type code.
- 3 Locate the **Code** field and type: **TEST**. Click **OK**.
- 4 Locate the **Description** field and type: **This is a test Type code**. Click **OK**.
- 5 Apply the Type code "Test" to the Type field in the Item Master Specification window.

Now Inquiries and Low Levels can be run by the Type code.

### ***Adding Supplier Codes***

This database stores your Supplier (vendors) addresses. FIX maintains two Supplier identifiers - the actual name of a supplier (i.e. ABC Software) or a supplier number. This database is used and available only in *FIXPROIII*.

- 1 From the menu choose  
**Database ► Suppliers**
- 2 A window called **New Item Code** appears. Locate the field called **Customer**. If this is not the desired customer for whom you wish to add an item, click the **arrow** at the end of this field and click the desired **Customer**.
- 3 Press **F5** and type **Ironwood**. Click **OK**.
- 4 Type "**2914**" as the **Supplier Number**. (Optional)
- 5 Type "**Ironwood Computer Systems Inc.**" as the **Supplier Name**:
- 6 Type **2914 South Sheridan Way** as **Address 1**.
- 7 Type **Unit #100** as **Address 2**.
- 8 Type **Oakville** as the **City**.
- 9 Type "**ON**" for the **Province**.

Ironwood reserves the right to make changes without notice.

- 10 Type **L6J 7J8** as the **Postal code**.
- 11 Type **"CAN"** for the **Country**.
- 12 Type **905-829-4495** as the **Phone number**.
- 13 Type **"Forms Inventory Software"** as the **Capability**.
- 14 Type **"Great Support"** as the **Comments**.
- 15 Type **"Net 30 Days"** as the **Terms**.

The License button located to the left of a screen is a database that keeps track of State License Numbers for which you are licensed to collect taxes.

### ***Adding Invoice Categories***

These category codes are created to allow a supplier's invoice to be divided into segments, such as; Material Cost, Taxes, Graphic work etc. When an invoice is updated these categories also indicate whether or not to include the dollar value of the category into the Item Master Cost and Chargeback prices.

To illustrate this feature, an invoice category for miscellaneous charges is created.

- 1 From the menu choose  
**Database ► Accounting Tables ► Invoice Categories**.
- 2 A list of Categories appears. Press **F5** to add a new one. Type **Misc** and click **OK**.
- 3 Type a description of **"Miscellaneous"**.
- 4 Locate the **Final Cost** field and **disable** it by clicking the box to the left. This tells FIX that when this category is used during the invoice stage not to include the dollar value when setting the Cost (buying cost) price on the item master.
- 5 Locate the **Chargeback** field and ensure it is **Enabled** (X in the box). This tells FIX to include the Miscellaneous charges when setting the Chargeback price on the item master.
- 6 Locate the **Voucher** field and ensure it is **Enabled**. When enabled, indicates the charges should appear on the Accounts Payable voucher.

## ***Adding General Ledger Numbers***

This table is used to validate General Ledger Numbers applied to FIX transactions. Typically General Ledger Number input is customized to your company's specification. The following steps may not work if your General Ledger numbers have been customized.

- 1 From the menu choose  
**Database ► Accounting Tables ► General Ledger Accounts**
- 2 Press **F5** to add a new General Ledger Number. Type **12345.123**.
- 3 Type: **Forms and Supply** as a Description.
- 4 Leave the **Accounting GL Code blank**. This field is used when the account number on the system, to which you upload the accounting data, has a different account number than FIX.
- 5 Leave the Account **E** for expense. Click **OK**.  
Other Codes available are:  
**L** liability, **C** Capital, **R** Revenue, **None**.

# Adjustments to Inventory

## *Receiving Stock to Warehouse*

There are two ways in which to receive goods into your warehouse(s). If you have entered a P.O. for the goods received, see **Receiving Goods with a Purchase Order**. Otherwise, see **Receiving Goods without a Purchase Order**.

### **Receiving Goods with a Purchase Order (FIXProIII only)**

- 1 From the menu choose **Processing ► Warehouse Receipt ► Receipt Confirmation**
- 2 Locate the scrolling bar to the left of the screen. Click it and slide down the list until the item you are receiving is found.
- 3 Click the **Quantity** field and type the amount received. Press **ENTER**.  
Note: You must use the same unit of measure as was used to buy the goods.
- 4 If multi-bin is available, the Bin Allocation screen appears. Type the **bin number(s)** and press **TAB**.
- 5 The cursor stops on the quantity field, type the quantity and press **ENTER**.
- 6 If you are satisfied with your input, press **ENTER** or click **OK**.
- 7 Click **Close** to exit Receipt Confirmation.

Note: When the receiving list gets large, try using the Select option from the menu. Then choose the appropriate Select method.

### **Receiving Goods without P.O.**

This type of receipt must only be used if a P.O. was NOT cut on the FIX system.

- 1 From the menu choose **Processing ► Inventory Transactions ► Receipt without a P.O.**
- 2 The next window to display is **Receipts Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.

- 3 Type a **Reference** number. Typically this number would be printed on a Pack Slip or receiving ticket delivered by the supplier. If one does not exist, use today's date or assign your own reference. Click **OK**.
- 4 The next window to display is called **Receipt Transaction Header**. Locate the field called **Warehouse**. If this is not the desired warehouse Click ... at the end of the field and select the desired warehouse. Click **OK**.
- 5 Click **Detail Lines**. The cursor is placed on the Item code field.
- 6 Type the **item code** to be received, then press **TAB**. If this is a new item, you are asked if you want to add it.
- 7 If desired, type a **Special Description**, otherwise press **TAB**. An example of a special description could be "Short Shipped". This helps you remember any unusual events during a receipt.
- 8 Type the **Quantity** received. Press **TAB**.  
**Note:** Remember to receive in the same unit of measure as indicated on the item master. For example, if the screen indicates the item is packaged in Units of Boxes of 500, make sure to receive in Boxes.
- 9 Allocate a bin by typing the **Bin number(s)** where the stock was placed. Click **OK**. If the bin does not exist, the system will ask you to add it. If bin assignment is disabled, ignore this step.
- 10 If required, indicate the **General Ledger** number, then press **ENTER**.
- 11 **Repeats steps 6 through 10 until all items have been entered.**  
Note: You may inadvertently go into change mode. To return to add mode, press **F5**.
- 12 Click **Update** to complete the receipt.
- 13 Click **Exit**.
- 14 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you answer **NO**, the report is displayed on the screen.

Note: When reports are displayed on the screen, they will be in a different program than FIX such as notepad, list, edit etc. If you are not familiar with the software, ask your supervisor for assistance.

## Shipping Goods

There are a couple of ways to ship goods from a warehouse to the end user (ship-to location).

[Shipping without a Pick List \(FIXLite\)](#)

[Shipping With a Pick Packing \(FIXPro II or FIXProIII\)](#)

### Shipping without a Pick List

Shipping without a Pick List is typically used by clients who update the FIX system with a shipment after the goods have left the warehouse.

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Shipment without Pick List**
- 2 The next window to display is **Shipments Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.
- 3 Type a **Reference** number. Typically, a pre-printed number is on a Requisition Slip submitted by the user. If one does not exist, use today's date or assign your own reference. Click **OK**.
- 4 The next window to display is called **Shipment Transaction Header**. Locate the field called **Ship to Location**. Type the desired shipto number, or click ... at the end of the field. Search and then select the desired shipto. Click **OK**.
- 5 Locate the field called Warehouse. If this is not the warehouse from where the goods were pulled, click ... at the end of the field and select the desired warehouse. Click **OK**.
- 6 Click **Detail Lines**. The cursor is placed on the Item code field.
- 7 Type the **item code** for the shipped items, press **TAB**.
- 8 If desired, type a Special Description, otherwise, press **TAB**.  
An example of a special description would be something like:  
Rush Shipment. This helps you remember any unusual event for a shipment.
- 9 Type the **Quantity shipped**. Press **TAB**.  
Note: Remember to ship in the same unit of measure as indicated on the item master. For example, if the screen indicates the item is packaged in Units of Boxes of 500, make sure to ship in Boxes.

- 10 Allocate bin number, by typing the **Bin number(s)** from where the stock was taken. Click **OK**. If the bin does not exist, the system will ask you to add it. Press **TAB**. Skip if bins are not required.
- 11 If required, indicate the **General Ledger** number, then press **ENTER**.
- 12 **Repeats steps 7 through 11 until all items have been entered.**  
Note: You may inadvertently go into Change mode, press **F5** to return to Add mode.
- 13 Click **Update** to complete the shipment.
- 14 Click **Exit**.
- 15 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the report is displayed on the screen.

Note: When reports are displayed on the screen they will be in a different program than FIX such as notepad, list, edit etc. If you are not familiar with the software, ask your supervisor for assistance.

### ***Returning Goods to a Warehouse***

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Returns from Locations**
- 2 The next window to display is **Return Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.
- 3 Type a **Reference** number. Typically, a number is printed on a Return Slip submitted by the user. If one does not exist, use today's date or assign your own reference. Click **OK**.
- 4 The next window to display is called **Return Transaction Header**. Locate the field called **Returned From**, type the desired location number, or click ... at the end of the field. Search and select the desired location and click **OK** twice.
- 5 Locate the field called Warehouse, if this is not the one from where goods were pulled, click ... at the end of the field, select the desired warehouse and click **OK**.
- 6 Click **Detail Lines**. The cursor is placed on the Item code field.
- 7 Type the **item code** for the shipment, press **TAB**.
- 8 If desired, type a Special Description, otherwise press **TAB**. An example of a special description would be something like Wrong Item Shipped. This helps you remember any unusual event for a return.

- 9 Type in the **Quantity returned**. Press **TAB**.  
Note: Remember to return in the same unit of measure as indicated on the item master. For example, if the screen indicates the item is packaged in Units of Boxes of 500, make sure to return in Boxes.
  - 10 If necessary, allocate the bin number by typing the **Bin number(s)** to where the stock was returned. Click **OK**. If the bin does not exist the system will ask you to add it.
  - 11 If necessary, apply the Return to the appropriate **FIFO Price Layer**. Click **Select**.
  - 12 If necessary, apply the appropriate General Ledger code. Click **OK**.
  - 13 **Repeats steps 7 through 12 until all returned items have been added.**  
Note: You may inadvertently go into change mode. Press **F5** to return to add mode.
  - 14 Click **Update** to complete the receipt.
  - 15 Click **Exit**.
  - 16 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the report will be displayed on the screen.
- Note: When reports are displayed on the screen they will be in a different program the FIX. Such as; notepad, list, edit etc. If you are not familiar with the software, ask your supervisor for assistance.

### ***Physical Count of Inventory***

Physical Inventory Counts are required for various reasons.

- For Audit Purposes
- Adjustment to Inventory
- To Load Inventory Totals to Startup FIX

#### **Steps:**

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Physical Inventory Count**
- 2 The next window to be displayed is **Physicals Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.

- 3 Type a **Reference** number. Typically, there is no paper work to reference for physical counts. If none exist, use today's date or assign your own reference. Click **OK**.
  - 4 The next window to be displayed is called **Physical Transaction Header**. Locate the field called **Warehouse**. If this is not the desired warehouse click ... at the end of the field, select the desired warehouse and click **OK**.
  - 5 Click **Detail Lines**. The cursor is placed on the Item code field.
  - 6 Type the **item code** to be physically counted, press **TAB**. If this is a new item, you are asked if you want to add it. For further information on adding an item, see below.
  - 7 If desired, type a **Special Description**, otherwise press **TAB**. An example of a special description would be something like: Unknown Variance. This helps you remember any unusual events about the physical.
  - 8 Type the **Quantity** counted. Press **TAB**.  
**Note:** The quantity must always be the number of units found on the shelf. Remember to count in the same unit of measure as indicated on the item master. For example, if the screen indicates the item is packaged in Units of Boxes of 500, make sure to count the Boxes.
  - 9 Allocate bin number by typing the **Bin number(s)** where the stock was counted. Click **OK**. If the bin does not exist the system will ask you to add it.
  - 10 **Repeats steps 6 through 9 until all items have been added.**  
**Note:** You may inadvertently go into change mode. Press **F5** to return to add mode.
  - 11 Click **Update** to complete the receipt.
  - 12 Click **Exit**.
  - 13 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the results are displayed on the screen.
- Note:** When reports are displayed back to the screen they will be in a different program the FIX. Such as; notepad, list, edit, etc. If you are not familiar with the software, ask your supervisor for assistance.

[Also see Add an Item Code](#)

## ***Destroying Goods in the Warehouse***

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Destroyed Inventory**
  - 2 The next window to be displayed is **Destroy Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.
  - 3 Type a **Reference** number. Typically there is no paper work to reference for a destroy order. If none exist, use today's date or assign your own reference. Click **OK**.
  - 4 The next window to be displayed is **Destroy Transaction Header**. Locate the field called **Warehouse**. If this is not the desired warehouse, click ... at the end of the field, select the desired warehouse and click **OK**.
  - 5 Click **Detail Lines**. The cursor is placed on the Item code field.
  - 6 Type the **code** for the destroyed item. Press **TAB**.
  - 7 If desired, type a **Special Description**, otherwise press **TAB**. An example of special description would be something like: Obsolete Item. This helps you remember any unusual events about the physical.
  - 8 Type the **Quantity** destroyed. Press **TAB**.  
**Note:** Remember to count in the same unit of measure as indicated on the item master. For example, if the screen indicates the item is packaged in Units of Boxes of 500, make sure to destroy in Boxes.
  - 9 Allocate the bin number by typing the **Bin number(s)** where the stock was destroyed. Click **OK**. If the bin does not exist, the system will ask you to add it.
  - 10 If required, indicate the General Ledger number. Press **ENTER**.
  - 11 **Repeats steps 6 through 10 until all items have been added.**  
**Note:** You may inadvertently go into change mode. Press **F5** to return to add mode.
  - 12 Click **Update** to complete the receipt.
  - 13 Click **Exit**.
  - 14 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the results are displayed on the screen.
- Note:** When reports are displayed back to the screen they will be in a different program the FIX. Such as; notepad, list, edit, etc. If you are not familiar with the software, ask your supervisor for assistance.

### ***Transferring Stock Between Bins***

This example demonstrates how to transfer stock between bins by creating a new bin, as well as what needs to be considered before transferring can take place.

- 1 Click **Items** on the main menu.
- 2 Choose the correct customer.
- 3 Click **Search > Item**, then click **OK**.
- 4 Click **Windows > Inventory**.
- 5 Click **Whse Bin Location...**
- 6 Click **Storage Bins**.

**NOTE:** When transferring inventory from an old bin to a new bin, if the old bin has any stock committed, it does NOT transfer to the new bin. Therefore, when the committed stock gets updated as shipped, it leaves the old bin with a negative quantity. Only **transfer the units less the committed**.

Before adding a new bin or transferring stock between bins, get some information first.

- 7 While still on the Storage Bins window, click **File > Print**.
- 8 Answer **NO** when asked to print. The report will be displayed on the screen.
- 9 From the existing bin, record the following information...
  - a) **Units on Hand**
  - b) **Committed**
  - c) **Available**
- 10 If there is a quantity committed, **ONLY** transfer the available stock (ie: Units on Hand minus Committed)
- 11 Now a new bin can be created.

### **Creating a New Bin**

Using the previous topic, *Transferring Stock Between Bins*, a new bin will be created and stock from an existing bin will be used.

- 12 Click **File > New**.
- 13 Choose a new bin location.
- 14 Because we are transferring stock from an old bin to a new bin, use the available stock from the old (**Available = Units in Hand - Committed**) and enter this unit amount for the new.
- 15 Click **OK**.

**NOTE:** When the committed from the old bin gets updated, the bin will zero out. At this point, you can delete the old bin.

## **Packaging Change**

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Packaging Change**
- 2 The next window to be displayed is **Packaging Change Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field, otherwise, press **OK**.
- 3 Type a **Reference** number. Typically, paper work does not accompany Packaging Changes. If none exist, use today's date or assign your own reference. Click **OK**.
- 4 The next window to be displayed is called **Packaging Change Transaction Header**. Click **Detail Lines**. The cursor is placed on the Item code field.
- 5 Type the **item code** to be changed. Press **TAB**.
- 6 If desired, type a **Special Description** , otherwise press **TAB**. An example of a special description would be something like: As per Owner. This helps you remember why the packaging unit was changed.
- 7 Type the new **Unit Description**. Press **TAB**.
- 8 Type the new **Unit Quantity**. Press **TAB**.
- 9 **Repeats steps 5 through 8 until all items have been added.**  
Note: You may inadvertently go into change mode while applying records. Press **F5** to return to add mode.
- 10 Click **Update** to complete the packaging change(s).
- 11 Click **Exit**.
- 12 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the report will be displayed on the screen.

Note: When reports are displayed back to the screen they will be in a different program the FIX. Such as; notepad, list, edit, etc. If you are not familiar with the software, ask your supervisor for assistance.

## **Price Changes**

An item can be priced using one of two methods. Either it is priced as invoices are entered against Purchase orders, or they are manually changed.

## Manually Changing a Price

This procedure is used when the current price of an item has changed. If a Purchase Order was cut through the FIX system, you should use the Invoicing program to apply pricing.

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Pricing Change Without P.O.**
- 2 The next window to be displayed is **Price Change Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.
- 3 Type a **Reference** number. Typically, paper work does not accompany Price Changes. If none exist, use today's date or assign your own reference. Click **OK**.
- 4 The next window to be displayed is **Price Change Transaction Header**. Click **Detail Lines**. The cursor is placed on the Item code field.
- 5 Type the **item code** whose price has changed. Press **TAB**.
- 6 If desired, type a **Special Description**, otherwise press **TAB**. An example of a special description would be something like: Price Increase. This helps you remember why the price was changed.
- 7 Type the new **Unit Price**. Press **TAB**.
- 8 Type the new **Price Factor**. Press **TAB**.
- 9 If necessary, apply the price change to a **FIFO Price Layer**. Click **Select**.
- 10 **Repeats steps 5 through 9 until all items have been added.**  
Note: You may inadvertently go into change mode while applying records. Press **F5** to return to add mode.
- 11 Click **Update** to complete the price change(s).
- 12 Click **Exit**.
- 13 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the report will be displayed on the screen.

Note: When reports are displayed back to the screen they will be in a different program the FIX. Such as; notepad, list, edit, etc. If you are not familiar with the software, ask your supervisor for assistance.

## ***Transferring Stock between Warehouses***

- 1 From the menu choose  
**Processing ► Inventory Transactions ► Warehouse Transfer**
- 2 The next window to be displayed is **Warehouse Transfers Database Search**. If necessary, locate and change the customer, otherwise press **OK**.
- 3 Type a **Reference** number. Typically, paper work is not supplied for stock transfers. If none exist, use today's date or assign your own reference. Click **OK**.
- 4 Locate the field called **To Warehouse**. If this is not the warehouse to which the goods are going, click ... at the end of the field, select the desired warehouse and click **OK**.
- 5 The next window to be displayed is **Transfer Transaction Header**. Locate the field called **Warehouse**. Type the desired **warehouse number** from where you are moving stock, or click ... at the end of the field, then search and select the desired warehouse. Click **OK**.
- 6 Click **Detail Lines**. The cursor is placed on the Item code field.
- 7 Type the **item code** to be transferred. Press **TAB**.
- 8 If desired, type a Special Description, otherwise press **TAB**.
- 9 Type the **Quantity to Transfer**. Press **TAB**.  
Note: Remember to transfer stock in the same unit of measure as indicated on the item master.
- 10 Allocate the bin numbers by typing the source **Bin number(s)**. Click **OK**.
- 11 Allocate bin numbers by typing the destination **Bin number(s)**. Click **OK**, then press **ENTER**.
- 12 **Repeats steps 7 through 11 until all items to be transferred have been added.**  
Note: You may inadvertently go into change mode. Press **F5** to return to add mode.
- 13 Click **Update** to complete the transfer.
- 14 Click **Exit**.
- 15 You are asked if you want to print a report. This report lists any errors or warning encountered during the update process. If you choose **NO**, the report will be displayed on the screen.

Note: When reports are displayed back to the screen they will be in a different program the FIX. Such as; notepad, list, edit, etc. If you are not familiar with the software, ask your supervisor for assistance.

# Inquiries

There are several types of inquiries available in the FIX system. The one you choose is dependent upon the type of inquiry being made. Use the following as a guideline for choosing the appropriate inquiry.

## Transaction Inquiries

Use this type of inquiry when you need information on transactions you've entered and updated in the FIX system.

- Requisition currently "**On Order**"
- Requisitions currently "**On Back Order**"
- Transactions currently "**Waiting On Price**"
- Requisitions "**Just Shipped**" (typically within the last 24 hours)
- Transaction entered "**Month-To-Date**" (since last month-end was run)
- "**History**" Transaction entered in past months

## Inventory Balances

Use these types of inquiries when you need information regarding inventory balances...

[Item Balances](#)

[Warehouse Balances](#)

[Bin Balances](#)

[FIFO Layer Balances](#)

## *Transaction Inquiries*

This inquiry is used to answer such questions as...

- Did you ship the order I placed yesterday?
- How many Requisitions are on Backorder for item code 12345?
- I got my billing report, and I have items that have no prices. Why?
- How many orders have you sent me this Month?
- Did you do any warehouse transfers two month ago?

## Steps:

- 1 From the menu choose  
**Processing ► Inquiry**
- 2 Choose the correct **Customer**. Click **OK**.
- 3 Click the **Search Option** required and press **TAB**. Your choices are:  
**Item** (used to query a specific item)  
**Reference** (used to query a specific Requisition number)  
**Location** (used to query transactions for a specific Ship-to Location)
- 4 Enter the appropriate **Search Value** based on the option selected in Step 3 (i.e. if the item was chosen, type an Item Code). Press **ENTER**.
- 5 If this is your first time inquiring since you logged in, FIX automatically tries to display "Requisition on Order". If there are none, the following Message appears. Click **OK**.  
**'No records in selected Status. Please choose another status. Status Inquiry: Requisition on Order.'**  
If this is not the first inquiry FIX remembers the last type of inquiry you made. It gives you the message listed above with the status it was trying to perform. Click the menu option Status or View.

## Transaction Status

Transactions entered into the FIX system can be in different conditions, based on a variety of events. Here are the different statuses in which a record can be.

- **Requisitions Waiting on Approval**  
Catalog orders go waiting on approval when a user orders an item whose total dollar value is larger than they are allowed to order.
- **Requisitions on Order**  
Requisitions that have been placed through the Order Entry or Catalog programs which have not been confirmed as being shipped.
- **Back-ordered**  
Those requisitions or items which are currently on "Backorder".

- **Waiting On Price**  
These are transactions such as receipts, shipments and physical inventory counts which have adjusted inventory, but are waiting to be priced either through a Supplier Invoice or through a manual price change.
- **Non Stocked Requisitions**  
These are requisitions placed through the Catalog which have items that are not stored in the warehouse.
- **Just Confirmed Shipped**  
The requisitions which were Confirmed shipped since the last "Daily Update In Batch Mode" was performed (usually within the last 24 hours).
- **Month-To-Date Transactions**  
The transactions that took place since the last "Month-End Rollover" occurred.
- **Transaction History**  
These are past transactions. The amount of information kept is based on how much is purged when the Month-End process is done. Once the desired status is chosen, a list of transactions for that Status is displayed.

### Transaction View

This menu option allows you to see specific information regarding a transaction. The options available are:

- **Ship to Address**  
If the transaction being investigated is a Shipment, the Address information at the time of shipment is displayed.
- **More Details**  
This window shows details such as pricing available at time of shipments, transactions requested verses shipped, etc.
- **Notes**  
If "Notes" were entered for transactions, these notes can be displayed.

## ***Item Inventory Inquiry***

- 1 From the menu choose  
**Database ► Items ► Items ► Inquiry**
- 2 The next window to be displayed is **Item Database Search**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.
- 3 Type the **item code**. Click **OK**.
- 4 From the menu choose **Window ► Inventory**.
- 5 Locate the heading named **Statistics**. Information here gives you an idea of adjustments made to this item within the last month. The following balances are also available:  
**Physical Balance** - The units currently on the shelf in all warehouses.  
**Value on Hand** - The dollar value of priced stock.  
**Committed** - The Units currently committed to Orders or Backorders.  
**Available** - The number of available units to be ordered.
- 6 Click the **Usage** button to receive information on usage for **this year, last year, 2 years ago and 12 past months**.

Other Balance information can be accessed from this screen:

[Warehouse Balances](#)

[Bin Balances](#)

[FIFO Layers](#)

## Warehouse Balances

- 1 While you are in the Item Inventory Window, click ... at the end of the field labeled "**Whse Bin Location**". After displaying the warehouse balances window, click the **Storage Bins** button.

### Shortcut

The shortcut to the Warehouse Balance can be accessed from the following menu

**Database > Items > Warehouse Balance Maintenance**

## FIFO Layers

- 1 Click the **FIFO Layer** button in the Item Inventory Window. This displays the FIFO Layer balances.
- 2 Click a FIFO Layer, and click the menu **Transaction**. Click either **Month-To-Date Transactions** or **Transaction History**.

# Picking and Packing

(FIXProll and FIXProll only)

## Order Entry

- 1 From the menu choose  
**Processing > Requisitioning > Order Entry**
- 2 The next window to be displayed is **Requisition**. Locate the **Customer** field. If required, change the customer number by pressing the **arrow** key at the end of the field. Press **OK**.
- 3 Type a **Reference** number. This number would typically be printed on a Requisition Slip submitted by the user. If one does not exist, assign your own reference. Click **OK**.
- 4 The next window to be displayed is called **Requisition Header**. Locate the field called **Shipto Location**. Type the desired shipto number or click ... at the end of the field. Search and select the desired shipto. Click **OK**.
- 5 Locate the field called Warehouse. If this is not the one from where the goods are to be pulled, click ... at the end of the field and select the desired warehouse. Click **OK**.
- 6 Click **Detail Lines**. The cursor is placed on the Item code field.
- 7 Type the **item code** for the item to be shipped. Press **TAB**.
- 8 If desired, type a Special Description, otherwise press **TAB**. This helps you remember any unusual event for a shipment.
- 9 Click **F9** and type "**This item will be replaced in December.**" Click **OK**.
- 10 Type the **Quantity Required**. Press **TAB**.  
Note: Remember to ship in the same unit of measure as indicated on the item master. For example, if the screen indicates the item is packaged in Units of Boxes of 500, make sure to ship in Boxes.
- 11 If required, indicate the General Ledger number. Press **ENTER**.
- 12 **Repeats steps 7 through 11 until all items have been added.**  
Note: You may inadvertently go into change mode. Press **F5** to return to add mode.
- 13 Click **Print** to complete the requisition.  
Note: You can ignore this step if you want to print many requisitions at once.
- 14 Click **Pick List**. Click **OK**.

- 15 Your may have to set up the printer. See Printer Setup.
- 16 If you have a printer attached, answer **YES**, otherwise answer **NO** and the Pick Lists display on the screen.

Note: If your Pick List was designed in a forms Design package like Jetform, you must always answer **Yes** to print.

[Also see Pick List Print](#)

### **Catalog Order**

This procedure walks you through a very basic catalog order. You may want to experiment with the other features available.

- 1 From the menu choose  
**Processing > Requisitioning > FIXCatalog**  
Note: this step is not required for "Catalog only" users.
- 2 From the menu choose  
**File > Address**
- 3 Locate the field called **Location Identification**, click **Browse...** button.
- 4 Click **Search > All**.
- 5 Double-click a **Ship-to Location**. Click **OK**.
- 6 Click **Browse** and **Find Item**.
- 7 Type the **first 3 characters** of a known **item code**. Click **OK**.  
All items that start with these characters are displayed.
- 8 Type a **Qty Required** of **1** for the first item. If desired, order some other items by clicking the **Qty Required** field.
- 9 When you are ready to generate a requisition, click **Requisition** and **Generate**.
- 10 The requisition is displayed. If you have a printer attached, you can print a copy of the order by clicking Print.
- 11 Click **OK** to complete the order.
- 12 Click **File > Exit** to exit the catalog.

Other available features from the menu are...

- File**    ➤    **Message Center**  
**Change Password**
  
- Edit**    ➤    **Add** (an item to the list)  
**Delete** (an item from the list)  
**Item Details** (Item master information)  
**Notes** (add a note to the item)
  
- Browse**    ➤    **Review Requisition** (displays only the items you have requisitioned)  
**Past Items Requisitioned** - displays items which you have ordered in the past.  
**Index** - these are Category codes that have been created to group items together.  
**All Items** - Beware! All items are displayed... it may take a while.
  
- Search**    ➤    **Description**  
**Revision Date**  
**Replacing Date**  
**Replaced Date**  
**Special Description**  
**Notes**  
**Marketing Brief**  
**Keyword Search**  
**Sort by Alpha**  
**Sort by Item**
  
- Requisition**    ➤    **Approve** (for users with supervisor levels, this lists requisitions to be approved.)  
**Adjustments** (List requisitions which have been changed during approval.)  
**Re-Orders** (Lists Re-Order notices to be approved.)  
**Confirm Receipt** (Confirmation of receipts shipped directly from a vendor.)
  
- Status**                    [See Transaction Inquiry](#)

## Catalog Setup

The following steps walk you through a Catalog Setup for an Insurance Company that sells Life and Home Insurance.

- 1 [This is usually the hardest step]... deciding what your categories are. Some catalogs are grouped by Product Line whereas others are grouped by Departments. For this demonstration a combination of both is used. The categories to be setup will be:

**Life Insurance Forms**  
**Home Insurance Forms**  
**Human Resource Forms**  
**Office Supplies**

- 2 From the menu choose

**Database ► Code Tables ► Catalog Index**

- 3 A window called **Database Search** appears. Locate the field called **Customer**. If this is not the desired customer for whom you wish to add a Catalog Code, click the **arrow** at the end of this field and choose the desired **Customer**.

- 4 Press **F5** (to add a catalog code) and type **50**. Press **OK**. This will be the first Catalog code to add. If it already exists, try another.

- 5 Type: **Life Insurance Forms OK**.

Note: You may have noticed the Group Specific fields, we'll talk about those later.

- 6 **Repeat steps 4 and 5** using the following numbers and descriptions:

**51 - Home Insurance Forms**  
**52 - Human Resources Forms**  
**53 - Office Supplies**

- 7 **Create 8 new items** and apply the new Catalog codes. Here is an item code table to add, along with their description and which Catalog Code to apply.

<b>Item Code</b>	<b>Item Description</b>	<b>Catalog</b>
1000L	Whole Life Policy	50
10001L	Term Life Policy	50
10000H	Primary Residence Policy	51
10001H	Property Damage Claim	51
10002H	Policy Renewal	51
10001HR	New Hire Form	52
10002HR	Promotion Form	52
10003HR	Vacation Form	52
Bic-1	Bic Fine Blue	53
LTR	Letter Head Paper	53

- 8 Access the Fix Catalog via:  
**Processing > Requisitioning > FIXCatalog**
- 9 If this is the first time into the Catalog, type a **Ship-to Location** code.
- 10 Access the **Browse** option from the **Catalog Menu** and select **Index**. A list of the Catalog Indexes you added in steps 5 and 6 appears. Click the first index - **Life Insurance Forms**. Items 10000L and 10001L should appear.
- 11 Try the other indexes **by repeating step 10**.

[Also see Restricting Catalog access by Group](#)

### **Template Order**

This type of order allows you to enter one order on the systems and automatically produce this same requisition for many ship-to points.

[Also see Generate Template Orders](#)

- 1 Select Menu option:  
**Processing > Requisitioning > Order Entry**
- 2 Press **F5** and type a "**Template Name**". Click **OK**.
- 3 Type any **Ship-To Location** number. Click **Detail Lines**.  
Note: If you are creating State Specific Templates, type an existing Location Code for this State.
- 4 Type in the **items** required.  
If the template has a "standard" shipping quantity, type a quantity now, otherwise leave it blank.  
[Also see Order Entry](#)
- 5 Click **File > Save As**.
- 6 Click **File > New**.  
The next window expects a "Requisition Series" to be created for this template. When requisition numbers are assigned to template orders, this number will be the starting point.
- 7 Type a two-character alpha/number **Prefix** for the requisition number, press **TAB**. The letters entered here will prefix the requisition number (i.e. NY000001).
- 10 Type a **starting number** for this series. Press **TAB**. [The Starting Number Typically starts at 1.]  
This is the starting requisition number for the next template generated.
- 11 Type the **Description** of the series. Click **OK**.  
This describes the use for this template. (i.e. New York orders).

[Also see Order Entry](#)

## Generate Template Orders

This feature allows you to create orders for many locations based on a previously created "Template Order".

[Also See Template Orders](#)

[Also See Use Templates](#)

- 1 From the menu choose  
**Processing > Requisitioning > Order Entry > List > Generate**
- 2 Click the desired **Template Name**, click **OK**.
- 3 Click **OK** when you receive the following message:  
*To generate requisitions from Templates, first use the location selector to create a list of locations. Click **OK** on the location List selector to generate requisitions. The selected requisition Template is "template name".*
- 4 Click **Search** and **select an option** for drawing out specific locations for templates to be created.
- 5 Click any **location**, then click **OK**.
- 6 Answer **YES** when asked...  
Continue to generate requisitions for all location(s) on the list?  
The selected requisition template "*name of Template*" will be used to generate requisitions for *n* locations.
- 7 Click **NO** for the print options. This displays a list of requisitions generated. Now you can either print the pick list for these orders, or access the orders and make changes.

## Use Template

This feature allows you to create one template order.

- 1 From the menu choose  
**Requisitions > Order Entry > File > Use-Template**
- 2 Select a **Template** and make the necessary changes.

## **Add a Docket Specification**

This feature is used to store details electronically regarding the print specifications of a form, typically used by the Print Vendor. To add a specification to a form you must enter the Docket Specification via the Item Maintenance Add or Change programs.

- 1 From the menu choose  
**Database > Items > Items > Add**
- 2 A window called **New Item Code** appears. Locate the field called **Customer**. If this is not the desired customer for whom you wish to add an item, click the **arrow** at the end of this field and choose the desired **Customer**.
- 3 Click the box below the **Item Code** heading and type **A001**.  
Click **OK**.  
Note: If the item you are trying to add already exists, a message to that affect appears. Try another Item Code or See Item Change.
- 4 Type a **Description of Attendance Sheet**.
- 5 Click **Windows > Specifications**.
- 6 Locate the field labeled **Docket** and click the ... button at the end of the field.
- 7 Notice that a Docket Number has been assigned automatically. You may now fill any fields you wish on the main screen. Most of the fields are self -explanatory, but if you need help, place the cursor on the field you need help on and a short description of the field is displayed at the bottom of the window.
- 8 Locate the **Artwork** button on the right hand side of the window and click it. The Artwork window allows details regarding the Artwork of a form. Type: **Provided by Vendor** and click **OK**.
- 9 Locate and click the **Instructions** button on the right hand side of the window. This window allows details regarding the construction of a form. Type: **Always Use Corporate Logo**, Click **OK**.
- 10 Locate and click the **Pages** button on the right hand side of the window. This window allows detailed specifications for each Page of the form. Click **OK**.
- 11 Type: **Page1** indicating that the following specifications are for the first page of the form. Press **TAB**.
- 12 Type: **20lb** indicating the weight of the paper. Press **TAB**.

- 13 Type: **8**. then press the **FRACTION** button located at the bottom of the window. This displays a Fraction table, click **any fraction** and press **OK** and **TAB**. This field identifies the Width of the Page.  
Note: The Fraction table can be found in the Database and Accounting menus. This table can be added to and changed.
- 14 Type: **11**, **TAB** to indicate the length of the Page.
- 15 Type: **Bond** to indicate the Paper Grade. Press **TAB**.
- 16 Type: **White** to indicate the Paper Color. Press **TAB**.
- 17 Type: **Black** to indicate the Ink Color on front. Press **TAB**.
- 18 Type: **Gold** to indicate the Ink Color on back. Press **TAB**.
- 19 Type: **Impact** to indicate the type of machinery to use.
- 20 This Page is not punched. Click the next line and add another page on your own. When finished, click **OK**.
- 21 You should be back at the main screen. Click **Close** and **Yes** to save the docket.

There are a few other options available you might want to try on your own. They can be accessed through the **TOOL** menu while on the main Docket Specification window. These TOOLS:

**Update the Item Master** Specification window with basic information such size, color etc...

**Grab and Duplicate** allows you to copy the specification of another form into the new docket. This is handy when creating New Docket information for a "revised" form.

Changing a Specification can be done through the Item Maintenance Change or Docket Specification program available off the Database Menu. Deleting a Docket Specification can only be done via the Docket Specification option from the Database menu - it can not be done via Item Maintenance Change.

## **Subscription Orders**

A subscription order is one that is delivered routinely, either monthly or bimonthly. The date an order was last created is saved. Next, when subscription orders are run, if the date last created is greater than two weeks or a month, the subscription is run again.

Subscription Orders is a three-step process when they are first created.

[Create Subscription Order Template](#)  
[Add Subscriptions Orders to Locations](#)  
[Generate Subscription Orders](#)

### **Creating Subscription Orders**

This is the first of three steps in the Subscription Order process. This step walks you through the process of creating the Subscription Template which is later is applied to Locations.

This type of order is also known as a Standing Order, which is delivered either monthly or bimonthly. Typically this type of order does not change.

- 1 From the menu choose  
**Database ► Locations, Shipto and Whses ► Subscription Master**
- 2 Click a **Customer** number, click **OK**.
- 3 Click **File ► New**.
- 4 Type a two, alpha/numeric character **Prefix** (i.e. A1) and press **TAB**. [The prefix is generally alphabetic] and is a short form for the type of Subscription series being created (i.e. MK - Marketing).
- 5 Type a **1** and press **TAB**. This will be the first number assigned when Subscriptions are generated. [You can start this at any number you wish.]
- 6 Now describe what this series of numbers represents (i.e. Marketing Reports). Click **OK**.

- 7 Type the **first item** for the subscription. Press **TAB** twice.
- 8 Type the **default quantity** to appear on the order. Press **TAB**.
- 9 Type the **default quantity** that will NOT be charged back to the Location.
- 10 Leave the **Last Run Date empty**.  
[Note: this date controls whether or not to create a subscription. For example, if the date is greater than two weeks old or one month old, a new order would be generated.]
- 11 Ensure the **Bimonthly** field is **enabled**.  
[Note: When this field is disabled, it implies that the subscription is run Monthly rather than BiMonthly.]
- 12 Ensure the **Release** field is **disabled**.  
[Note: This field allows you to manually control a Release even when the date indicates a subscription is NOT scheduled to be run.]
- 13 Press **F5** to **add another item** to this subscription order.
- 14 Click **File ► Exit**, then **Close**.

You are now ready to apply the Subscription Order to Locations.

## **Import Requisitions**

This process is used to import requisitions from a text file. The name of the file must be called ITAPE and must reside in the Database directory. The following is the file layout.

<b>SN</b>	<b>Field Name</b>	<b>Length</b>	<b>Type</b>	<b>Fix Label</b>
1	RCUST	4	NUMERIC	Customer Number (required)
2	RJDATE	8	NUMERIC	Requisition Date
3	RBILLCD	2	NUMERIC	Billing Code
4	RLOCT\$	16	CHAR	Ship To Location
5	RITEM	20	CHAR	Item Code
6	RQTYRQ	8	NUMERIC	Requisitioned Qty
7	RLPHON	20	CHAR	Phone Number
9	RCNAN\$	90	CHAR	Symbolic Location Name
11	RATTN	25	CHAR	Attention to Name
12	RWHSE	16	CHAR	Ship from Warehouse
13	RLADR1	40	CHAR	Shipto Address Line 1
14	RLADR2	40	CHAR	Shipto Address Line 2
15	RLCITY	35	CHAR	Shipto City
16	RLZIP	20	CHAR	Ship-to Zip
17	RLPROV	2	CHAR	Ship-to Province/State Code
19	RLENAME	25	CHAR	Ship-to Employee Name
31	EUSER	8	CHAR	User ID
32	REQNOO\$	9	CHAR	Original Requisitions Number
33	RPRICE	12	NUMERIC	Charge back Price
34	RIEXPC	20	CHAR	Expense Code
35	RSPDSC	30	CHAR	Special Description
36	ZIVNDR	20	CHAR	Supplier Code Non-stock items
37	RFRETXT	600	CHAR	Free Text Notes

The following steps outline how to import the above file into FIX. When requisitions are imported to FIX, it assigns them a requisition number starting with the letter 'G'. A cross-reference report is created which list the requisitions created and any errors found during the import stage.

- 1 Access the following menus:  
**Processing > Requisitioning > Transaction Server**
- 2 Select the **Customer** for whom you are importing requisitions. Click **OK**.
- 3 Locate the box labeled Import Format. Ensure that **ITAPE** is enabled and that the correct **Default Warehouse** is displayed.
- 4 Click **Import**.
- 5 A question is then displayed: **Continue? Creating requisitions by merging the shadow requisitions is complete.** If you are ready, click **YES** .
- 6 Two questions are asked which you should answer accordingly. Here are the questions and their meanings.
  - a) **Purge Shadow Requisition?** This is a temporary file created which merges the imported data with FIX data. In production environments the answer would be YES.
  - b) **Purge Import Text File?** This is the File you create for importing. Again, in production environments, the answer would be YES. In the event that something goes wrong, you should always have a backup copy of the current ITAPE from which to recover.
- 7 Click **Xref**. This is a listing of the requisitions created from the Import file. Click **YES**.
- 8 After printing the report you are asked: **Purge general order cross-reference report?** Typically you would answer YES. If you answer NO, the next import will append to the previous list.
- 9 **Continue? Cross Reference Report Purge.** This is your last chance to save it.

### **Import Requisitions and Items**

These features allow the importing of requisitions from a text file. If the item being imported is not in the FIX system, it will add it to the Item Master. The name of the file must be FSREQBIL.DAT and must reside in the Database directory. The following is the file layout. Note: The 4 required fields must contain data.

<b>Field Name</b>	<b>Length</b>	<b>Description</b>	<b>Variable Type</b>
RCUST	4	Customer number, always 1	Numeric (required)
REQNO\$	10	Order/requisition number	Alpha (required)
RLINE	3	Order/requisition line number	Numeric (required)
RLOCT\$	16	Shipto location code	Alpha (required)
RCNAN\$	90	Shipto Name	Alpha
RLADR1	40	Shipto Address line 1	Alpha
RLADR2	40	Shipto Address line 2	Alpha
RLCITY	35	Shipto City	Alpha
RLPROV	2	Shipto province/state	Alpha
RLZIP	15	Shipto postal code/zip code	Alpha
RCNTRY	5	Shipto Country code	Alpha
CLANG	1	Language ( E or F )	Alpha
CLOCT	16	Billto code	Alpha (required)
CLNAN	90	Billto Name	Alpha
CLADR1	40	Billto Address line 1	Alpha
CLADR2	40	Billto Address line 2	Alpha
CLCITY	35	Billto City	Alpha
CLPROV	2	Billto province/state	Alpha
CLZIP	15	Billto postal code/zip code	Alpha
CCNTRY	5	Billto Country code	Alpha
RPDATE	8	Invoice/Pick List print date	Date YYYYMMDD
RHDSC	30	Ship via instructions/Handling desc.	Alpha
RTERMS	30	A/R Terms description	Alpha
RDAYS	2	Number of days to add to print date for due date (30)	Numeric

RDDTE	8	Due Date = print date + days, then set to week day closest	Date YYYYMMDD
RHDATE	8	Date request received at head office	Date YYYYMMDD
REQNOO\$	10	Original Order/Req number for backorder releases	Alpha
RATTN	25	Shipto Attention	Alpha
ZRESQT	16	Owner location code (Telco)	Alpha
RITEM	20	Item code (Product code)	Alpha
IUPRCE	20	Item price (Product value/unit), 5 decimals	Numeric (required)
ITDSC	100	Item description	Alpha
ITDSCF	100	Item secondary description or French	Alpha
RIUNDS	16	Item packaging description	Alpha
RIUNQT	6	Item packaging unit	Numeric
RSPDSC	30	Transaction special description	Alpha
RQTYRQ	8	Units requisitioned	Numeric
RQTYSH	8	Unit shipped	Numeric
RPRICE	20	Discounted price sold on invoice (5 decimals)	Numeric (Required)
REXTN	20	Extended sell value on invoice	Numeric
RFST	20	GST Value per line (2 decimals)	Numeric
RPST	20	PST Value per line (2 decimals)	Numeric
RHST	20	HST value per line (2 decimals)	Numeric
RPSTNO	15	PST Exemption reference	Alpha
RHSTNO	15	HST Exemption reference	Alpha
RINVFLAG	1	'I' or 'P' to indicate invoice or packing slip	Alpha
RFRETX	1600	Free text (Batch references)	Alpha

The following steps show how to import the above file into FIX.

- 1 Access the following menus:  
**Processing ► Requisitioning ► Transaction Server**
- 2 Select the **Customer** for whom you are importing requisitions.  
Click **OK**.
- 3 Locate the box labeled **Import Format**. Ensure that **FSREQBIL** is **enabled** and that the correct **Default Warehouse** is displayed.
- 4 Click **Import**.
- 5 A question is displayed:  
**Continue? Creating requisitions by merging the shadow requisitions is complete.** If you are ready, click **YES**.
- 6 Click **Purge Import Text File**.
- 7 Click **YES** to create a listing of the requisitions created from the Import file.
- 8 After printing the report you are asked if you would like to **Purge general order cross-reference report?** Typically you would answer **YES**.
- 9 **Continue? Cross Reference Report Purge.**

### Add Subscriptions to Locations

This is the second of three parts to set up a Subscription Order. This step applies which Locations should get the Subscription order.

To perform the following steps, you must have first "Created a Subscription Order".

[Also see Create Subscriptions](#)

#### Steps:

- 1 From the menu choose  
**Database ► Locations Shipto and Whses ► Location Master**
- 2 The **Locations Database Search** window appears. Locate the **Customer** field. If this is not the customer for whom you are adding a Subscription, click the **arrow** at the end of this field and select the appropriate Customer code.
- 3 Click **Search** and **Location**, then type the **Location Code** to receive a subscription order. Click **OK**.
- 4 Click **File ► Change**. Now Click the **Subscriptions...** button.

- 5 The **Subscription Master** list appears. Click a **Subscription**, then click the **Select** button.
- 6 The **Adding Subscription Confirmation** window appears. Click the **Number of Subscriptions** and change it to **2**. This will multiply the original subscription order by 2. For example, if you order 50 units of an item, this would add another 50 for a total of 100.
- 7 Click **Yes**. This indicates you wish to apply the currently selected subscription with the parameters set in Step 6. If you clicked **Select All Subscriptions** in step 5 and **ALL** on this window, you indicated that you wish to multiply all subscriptions by 2.
- 8 Click **Close** and **Close** again.

[Also see Generate Subscription Orders](#)

### Generate Subscription Orders

This process allows you to generate bi-monthly or monthly subscriptions based on how subscriptions were created. You must have Subscription Orders created for a location **before** trying the following steps.

Also see:

[Create Subscription Orders](#)

[Adding Subscriptions to Locations](#)

#### Steps:

- 1 From the menu choose **Processing > Requisitions > Subscription Requisitions**
- 2 Choose the desired **Customer**. Click **OK**.
- 3 The cursor is placed on the **Effective run Date:** type today's date. This date would cross-reference the date on a Location subscription file, and if the dates meet the bi-monthly or monthly parameters, it is selected for generation.
- 4 Click **Preview**, highlight a **Subscription** and click **Select**.
- 5 Click **File > Print**. [If you choose this selection, it will produce a list of what is to be generated.] **See the Printer Note below.**<sup>1</sup>
- 6 Click **Close**.

- 7 Click **Generate** and then choose the desired **Subscription**.  
Click **Close**.
- 8 A message window should appear which asks...  
**Continue to execute this selection? # Requisition lines will be generated.** Click **Yes**.
- 9 You should see the order(s) being created. When you are returned to the **Subscription Requisitions** window, click **Xref Report**. This will produce a report of the orders created. **See the Printer Note below**<sup>1</sup>.
- 10 Click **Close**. Pick Lists can now be printed for these orders.

<sup>1</sup> **Printer Note:** If you have a printer attached to your computer, select **YES** when asked to print, otherwise select **NO**. The print job will be displayed in a program other than FIX. Typically this program is called Edit or List. If you do not know how to use these products, get help from your in-house Technical support group or click Cancel.

### ***Print a Pick List***

Pick Lists are printed to aid warehouse staff by supplying them with a working copy of requisitions created in the FIX system, either through Order Entry or the Catalog. Typically Pick Lists indicate what needs to be picked, how much needs to be picked and where the goods are stored in the warehouse(s).

### **New Pick List**

Use the following instructions to print Pick Lists that have not been previously printed.

- 1 From the menu choose  
**Processing > Requisitioning > Pick List Menu > Generate a Pick List**
- 2 If a pick list was previously printed, you will be asked if you want to purge it. Answer **YES**.
- 3 Choose the correct **Customer** and Click **OK**.
- 4 Select the correct **Printer** and choose **Portrait Orientation**.  
Click **OK**.
- 5 Locate the **Warehouse** field. If necessary, change it to be the **default warehouse**.
- 6 Locate the field labeled **Print New List** and enable it.
- 7 Click **OK** to print the Pick List.
- 8 You will be asked if you wish to print the pick list. If you have a printer attached, choose **YES**, otherwise, choose **NO**.

[Note: Pick Lists must be printed by the same user who generated them.]

## Reprint Pick List

Reprinting pick lists is usually required when the printer has jammed or you need a copy of an old pick list.

## Printer Jammed

If the job that Jammed the printer is the last pick list created, follow these instructions, otherwise, see Print Old Pick List.

Note: This must be done by the user who originally created the Pick List.

- 1 From the menu choose  
**Processing > Requisitioning > Pick List Menu > Re-print Pick List**
- 2 If you have a printer attached, click **YES**, otherwise, click **NO**.

## Print Old Pick List

This feature is used to Print Pick Lists that were previously printed **as long as the Pick List has not been confirmed shipped.**

- 1 From the menu choose  
**Processing > Requisitioning > Pick List Menu > Generate a Pick List**
- 2 If a pick list was previously printed, you will be asked if you want to purge it. Answer **YES**.
- 3 Select the desired **Customer**. Click **OK**.
- 4 Select a **Printer Name** and **Portrait Orientation**. Click **OK**.
- 5 Locate the **Warehouse** field and, if necessary, change it to be the **default warehouse**.
- 6 Locate the field labeled **Print New List** and disable it. **NOTE!** Make sure you fill in the Pick List Range fields, otherwise, ALL pick lists will print.
- 7 Type the **First Pick List** number, press **TAB**, then type the **Last Pick List** number.  
Note: If you are only reprinting one pick list, make sure to type the Pick List number in both the First and Last field.
- 8 To print the pick list, click **OK**.

## **Confirm Shipments**

When requisitions are created via Order Entry or the Catalog, confirmation of these shipments must be performed. The confirmation stage either reduces stock from inventory or creates backorders for items without stock.

### **There are 2 methods of Confirmation**

- Confirmation by Requisition - displays the requisition in the order in which it was originally entered.
- Confirmation by Pick List - displays the requisition(s) in the order in which they are printed on the pick list. This is the typical way to confirm.

### **Confirmation by Requisition**

- 1 From the menu choose  
**Processing > Requisitioning > Confirm Shipping Requisitions**
- 2 Click **Search > All** to display all requisitions currently not confirmed shipped.
- 3 Choose a **Requisition number**. Click **OK**.
- 4 If you have an item which has no Backorder quantity displayed, click the **Shipped** field for that item.
- 5 Change the quantity to zero (0), press **TAB**. Did you notice the Backorder field now contains the amount originally ordered?  
Note: You may be asked to assign a **Bin number**, type any number. If the bin does not exist, FIX asks to create it, answer **YES**.
- 6 To confirm the order as shipped, Click **Update Shipped**.

### **Confirmation by Pick List**

- 1 From the menu choose  
**Processing > Requisitioning > Confirm Shipping Pick List**
- 2 Click **Search** and **All**. This displays all Pick Lists currently not confirmed shipped.
- 3 Click a **Pick List Number**, click **OK**.
- 4 If you have an item that has no Backorder quantity displayed, click the **Shipped** field for that item.

- 5 Change the quantity to zero (0), press **ENTER**. Did you notice the Back order field now contains the amount originally order?  
Note: You may be asked to assign a **Bin number**, type any number. If the bin does not exist, FIX asks if you want to create it, answer **YES**.
- 6 To confirm the order as shipped, click **Update Shipped**.

### Confirmation Tip

When confirming requisitions or pick lists, and NO changes are required, simply select the desired reference and click **File ► Update**. This eliminates the need to go into the detail record of a reference.

### Back Orders

Back Orders are created when Pick List or Requisitions indicate there was no stock available during confirmation of shipments. Releasing back orders can be controlled Manually or Automatically.

### Automatic Release Backorders

The following processes can trigger the Automatic Release of Backorders to start:

- Receipts into the Warehouse
- Physical Counts
- Returns into the warehouse
- Warehouse Transfers

### Steps:

- 1 From the menu choose  
**Processing ► Requisitioning ► Backorder Release Processing**
- 2 Click the desired **Customer**, click **OK**.
- 3 Click **Automatic**.
- 4 Click **ALL**. This releases all Backorders that can be satisfied.
- 5 You are asked to **'Print Backorder Release Processing.'**  
Answer **YES**. This is a listing of Backorders released.

Note: When backorders are released a new Requisition number is assigned starting with the letter 'Q'. Once released, backorders are like any other requisition.

## Manual Release Backorders

This type of release allows you to either release orders out of sequence (natural sequence is First in First out), or to release backorders for items whose stock has been delivered but has not be recorded in FIX yet.

- 1 From the menu choose  
**Processing > Requisitioning > Backorder Release Processing**
- 2 Click the desired **Customer**, click **OK** twice.
- 3 Click the **Manual** button.
- 4 Click one of the options available to **search** for a **range of Backorders** to be released.
- 5 You are asked '**Prompt for release when there is quantity available?**' Answer **YES**. If you answer NO and stock exists, the backorders are automatically released without asking if you want to release them.
- 6 You are now asked '**Prompt to release backorders when the item requisition status indicates no requisitioning should be done?**' Answer **YES**. If you answer NO, and if a status exists, it will be ignored.
- 7 To release a Backorder, click **YES**. If you select NO, the next Backorder on file is displayed.  
Note: You can remove a Backorder by clicking Delete.
- 8 To complete the Back order Release, click **CLOSE**.
- 9 You are asked '**Print Backorder Release Processing.**' Answer **YES**. This is a listing of Backorders released.

Note: When backorders are released a new Requisition number is assigned starting with the letter 'Q'. Once released, backorders are like any other requisition.

## Back Order Inquiry

- 1 From the menu choose  
**Processing > Requisitioning > Backorder Release Processing**
- 2 Click the desired **Customer**, click **OK**.
- 3 Click **Inquiry**.
- 4 Now Click one of the following options to display the associated backorders:  
Reference - This allows a range of requisition number to search on.  
Date - This allows a range of Backorder Date to search on.  
Location - This allows a range of Location to search on.  
Item - This allows you to search for a range of item codes.

# Reports

## *Month End Process*

During the Month End process, only Requisition Entry/Pick List Printing and Purchase Order Entry/Printing (not updating) can be done. **DO NOT** run order Confirmation and DO NOT enter any transactions that affect item balances, specifically those on the Inventory Transaction menu.

- 1     **Run Update in Batch Mode.**  
Although this process is run daily, it is very important to **run just prior to running month-end reports**. This ensures that all transactions processed for the month are in the Month-To-Date file.
- 2     **Run a Transaction Report** (optional), selecting **Requisitions on Order** selection.  
This report gives you an idea of how many Requisitions are on the Order (not picked) status.
- 3     **Run Negative Qty on-hand FX716.**  
This report indicates which items have been "Confirmed" shipped when stock was not available. Usually two things cause items to appear on this report.
  - a) A receiving was not posted to the FIX system.
  - b) An item flagged as Non-Stocked was shipped through a FIX warehouse.
- 4     If corrections are necessary based on the findings from the above report, now is the time to make them. Make sure to run another Update in Batch Mode.
- 5     **Run a Quick Balance Report.**  
This is the report to which to balance back. Locate the **Variance** fields on the report, the Quantity and Dollars should be zero.  
[Note: sometimes there are small Dollar variances which is due to rounding and is expected.]

[Note: If the system encounters a problem with an item(s) an FX325 errors report is generated automatically. This usually indicates that something is wrong with the database. Before continuing, the items on this report must be addressed.]

## You know you're in Balance when...

The balances from the reports below match the Balance from the Quick Report [Step 5 above]. All of the following reports must balance back to this report.

- 1 **Usage MTD by Location** - Grand Totals for Quantity & Ext. balances to Shipments less Returns for Quantity & Dollars on Quick Balance report.
- 2 **Receipts MTD by Item** - Grand Totals for Quantity balances to Receipts Quantity on Quick Balance report.
- 3 **Packaging Changes MTD** - Variance units balance to Packaging Adjustment Quantity on Quick Balance report.
- 4 **Price Changes MTD** - Total changes Variance balance to Pricing Adjustment Dollars on Quick Balance report.
- 5 **Physical Variances MTD** - Total Variance balances Physical Adjustments on Quick Balance.
- 6 **Destroyed Items MTD**

## You know you're NOT in balance when...

Any of the above reports DO NOT balance back to the Quick Balance report. The most common problem is the Update in Batch Mode is not run immediately before the Quick Balance report. To ensure everything is posted, run the **To be Updated Edit Report**. If items appear on this report then it is safe to say Update in Batch Mode was not run. Run it and rerun the report that did not balance. Another cause could be corrupt data. This is not as easily identified. If you can not continue, call your FIX Co-ordinator for assistance.

If the reports are in balance, **Purge Month End**.

[See Purge Month Rollover](#)

## Month End Rollover

There are two methods in which to Rollover, **Manual** or **Automatic**. To run it automatically, simply click **Month End Purge**. Below are instructions to run month end manually.

- 1 Make sure there are NO users on your system. **Backup** your system before you do anything else. **The effect of a purge is irreversible**. The following steps should be run in **Single User mode**.
- 2 From the menu choose **Reports > Purge Processing > Inventory Rollover**.  
*This program...*
  - a) Places MTD information into "Previous Month" history, moves the Ending Balances on the Quick balance report and makes it the "Opening Balance".
  - b) Clears all the 'Quantity and Dollar' fields on the 'Quick Balance' report.
  - c) Sets the date of the processing month to the next month.
  - d) Reports the number of items processed. This number balances to the 'Total Number of items on File' (less two items - freight and handling).
- 3 From the menu choose **Reports > Purge Processing > Transaction MTD Purge**  
This program purges all transaction records created in the month being processed (year-to-date information is still available). This also produces a report of the number of purged transactions.
- 4 Run **Purchase History Purge**  
This is an optional monthly process. Purges Purchase Orders keeping only those number of Purchase Orders as flagged in the Customer Switch Setting.
- 5 Run **Location Profile Rollover**.  
Only applicable when 'Location Branch Profiles' are kept. Purges all MTD transactions of the Branch Profile and reports on the number of transactions purged.
- 6 Run a **Quick Balance** report.  
The only thing showing on this report should be the 'Opening Balance' (this should match the 'Ending Balance' of the Quick Balance printed before rolling over), and the 'Ending Balance' which should equal the Opening Balance. FIX is now ready to accept transactions for a new month.

## ***Divisional Reporting***

Scenarios exist whereby you may want to send reports to various divisions within an organization.

The reports that support divisional reporting by **location** are:

- Month End Reports**      ➤ **Usage MTD by Location**
- **Usage Summary by Location**

The reports that support divisional reporting by item code are:

- Month End Reports**      ➤ **Usage MTD by Item**

To establish **Divisional Reporting**, access from the menu  
**Database** ➤ **System Configuration** ➤ **Customer Switch Settings**

## ***Low Level Reporting***

There are several ways to report low levels. Below is a list of Low Level Reports.

### No Movement Report

Reports items that have not had any movement in the time frame defined by you.

### Negative Items Report

Reports Items where stock was available but not reported to FIX.

### Low Level - All Item Report

Reports all Low Level items.

### Low Level Update

Reports only those items that have gone low since the last time this type of low level was run. This is the typical process used to run low level.

### Low Level items by Type

Reports low level items within a specific grouping, as defined by the Type, Width and Depth fields in the Item Master's Specifications window.

### Low Level Criteria

Reports a list of the Low Level minimum set on the item master as the criteria to run low level reports.

### Less Than 25% Usage

Reports items whose usage is 25% less than the current balance on hand.

### Blanket order Reminder

Reports blanket purchase orders that have reached their renewal point.

### Re-Order Notice Approval

Produces an Approval Notice for owner to review prior to reordering stock.

### **No Movement Report**

Reports items that have not moved within the defined period of time. To run this report you must have history. When items appear on this report, the system flags the item master record with a Status of 'Q'. This Status remains with the item until some sort of physical action has been taken and the Status is manually removed via Item Change.

- 1 From the menu choose  
**Reports > Low Level > No Movement**
- 2 Select the desired **Customer** for whom you wish to run the no movement report.
- 3 The **Print Setup** screen may appear depending on how FIX was set up. Enable **Landscape** and select the appropriate **printer**.
- 4 The Item Code Range window appears, click **OK** to select all items. If your database has many items, the no movement Items can run by a range of items.
- 5 Locate the **From** field and type **your name**. This places your name at the top of the report.
- 6 Locate the **Print Date** field and type the **current date**.
- 7 Locate the **In-Activity Date**, type a **date from two weeks ago**. In a real situation this date would probably be something like six months.
- 8 Locate the **Notice Return Date**, put in a **date two weeks from to day**. This is a field on the report that indicates when the report should be returned to the person who's name appears in the FROM field.

## Negative Item Report

This report is typically run as part of Month End to identify items which had stock available to ship, but that FIX did not know about. This happens usually for two reasons:

- 1) A **receipt** of the goods placed in the warehouse was **not posted to the FIX** system. To correct this, identify the missed receipt and enter it as you normally would. This will put the item back into a positive state.
- 2) The **inventory count is wrong**. Try to identify why the count was wrong and enter the appropriate adjustment. If an explanation is not evident, count the stock on the shelf and post a Physical Count through FIX.

### Steps:

- 1 From the menu choose  
**Reports > Low Level > Negative Items**
- 2 Select the desired **Customer** for whom you wish to run the Negative Items report.
- 3 The **Print Setup** screen may appear depending on how FIX was set up. Enable **Landscape** and select the appropriate **printer**.

## Low Level All Items

This Reports every item which is in Low Level status. To only report items that have gone low since the last time a low level was run, see Low Level Update.

### Low Level Update

- 1 From the menu choose  
**Reports > Low Level > Low Level Items - All**
- 2 Select the desired **Customer** for whom you wish to run this report.
- 3 The **Print Setup** screen may appear depending on how FIX was setup. Enable **Landscape** and select the appropriate **printer**.
- 4 Item Code Range window appears, click **OK**. If your database has many items the low level can run by a range of items.

## Low Level Update

This procedure walks you through the process of creating a low level report. This type of Low Level reporting, reports only those items which have gone low since the last time a Low Level Update report was run.

- 1 From the menu choose  
**Reports > Low Level > Low Level Update**
- 2 Select the desired **Customer** for whom you wish to report low level items.
- 3 Click **OK**. If your database has many items the low level can run by a range of items.
- 4 The **Print Setup** screen may appear depending on how FIX was setup. Enable **Landscape** and select the appropriate **printer**.
- 5 The **Low Level Selector** screen appears, locate the **Summary Level box**, **enable Item**. The other options allows a low level based on Warehouse balances.
- 6 Locate the **Item Options box** and **enable Database**. This indicates that the low level is based on the Minimum Level entered on the Item master Inventory window.

### Other Options:

**Usage History** - based on 6 month usage

**Time** - Based on lead time in weeks.

[Note - Keep in mind that the procedure mentioned above only reports those items that have gone low since the last time this was run. You can, however, run a Low Level All Items which reports -as the title implies - All items regardless of when they went low.]

### [See Low Level Items All](#)

## Low Level Items by Type

This report is typically run to group items by specific types of product ( a product Type is defined by the user in the Type database which is then applied to the Item Master specifications screen) or "like" size of product. It helps determine other items which might not currently be low but might be ordered with others like it which are low, to save money.

**Prerequisites** for this lesson are:

- a) Must have **items** set up in the database that are in a **low level state**.
- b) There must be a least one type code defined in the **Type Code database**.
- c) There must be a least **two or more items with the Type code applied** on the Item master database.

[See Add a Type code](#)

- 1 From the menu choose  
**Reports > Low Level > Low Level Items by Type**
- 2 Select the desired **Customer** for whom you wish to report low level items.
- 3 The **Print Setup** screen may appear depending on how FIX was setup. Enable **Landscape** and select the appropriate **printer**.
- 4 Locate the **Type** field and select a Type code as defined in the Type Code database.  
Note: "Type" code is not the only way in which to look for "like" items. The following two fields singularly, or in combination with each other, can also group "like" items together. The data entered in these fields are cross-referenced with the Item Master database Specification window for a match.  
Width - Describes the width of a form  
Depth - Describes the depth of a form
- 5 Click **OK** for the Item Code Range. If your database has many items the low level can run by a range of items.
- 6 The **Low Level Selector** screen appears. Locate the **Summary Level box** and **enable Item**. The other option allows a low level based on Warehouse balances.
- 7 Locate the **Item Options box** and **enable Database**. This indicates that the low level is based on the Minimum Level entered on the Item Master Inventory window.  
**Other Options:**  
**Usage History** - based on 6 month usage  
**Time** - Based on lead time in weeks.

### Low Level Criteria

This report simply shows the criteria you have setup on the item master to run the Low Level reports.

- 1 From the menu choose  
**Reports > Low Level > Low Level Criteria**
- 2 Select the desired **Customer** for whom you wish to produce a low level criteria report.
- 3 The **Print Setup** screen may appear depending on how FIX was setup. Enable **Landscape** and select the appropriate **printer**.
- 4 Click **OK** on **Item Code Range**. If your database has many items the report can run by a range of items.

### Less Than 25% Usage

This reports items whose past 12 month usage is less than 25% of the current Balance on Hand of an Item.

- 1 From the menu choose  
**Reports > Low Level > Less Than 25% Usage**
- 2 Select the desired **Customer** for whom you wish to report low usage.
- 3 The **Print Setup** screen may appear depending on how FIX was setup. Enable **Landscape** and select the appropriate **printer**.

### Blanket Order Reminder

The Purchase Order Module has a "Blanket Order" procedure which allows one purchase order to be created but allows many releases. Typically these types of Purchase Orders are based on a Time frame, a dollar limit or Quantity limit. Paper products like photocopy paper envelopes etc.. are usually on blanket orders. This report reminds the necessary people the original "Blanket Order" is about to expire and a new one might need to be addressed.

- 1 From the menu choose  
**Reports > Low Level > Blanket Order Reminder**
- 2 Click **OK** to look for all P.O.'s that are about to expire, or enter a Purchase Order number range.

### Reorder Notice Approval

The following instructions walk you through a typical Re-order notice approval. **Re-order notices are usually run after the Low Level Update program.**

For this lesson you must ensure the following:

- a) There are items in the Item Master that have **low level Minimums set**. See the Inventory window in the Item Master.
- b) There must be a couple of **items which have reached their low level point**.
- c) The **Low Level Update** program **must be run prior to running Reorder Notice Approval**.

## See Low Level Update

- 1 From the menu choose  
**Reports > Low Level > Reorder Approval Notice**
- 2 Select the desired **Customer** for whom the Reorder Approval Forms are required.
- 3 The **Print Setup** screen may appear depending on how FIX was setup. Enable **Landscape** and select the appropriate **printer**.
- 4 Locate the **Option** box and **enable Low Level**. This runs Reorder forms for only those items on Low Level.
- 5 Locate the **Date Range** Items. This allows reorder notices for items which went low within a specific date range.
- 6 **Disable** the **Send Message to Owner** field. If the owner of the form was a FIX user, and the User field on the Item Master Main screen had their username filled in, you could enable this field to send the user a FIX mail message indicating that there was Reorder notice sent to them.
- 7 Locate the **Date Comparison - Low Level** field, **enable Item option**. This selects Low levels dates set on the Item rather than set on the Warehouse. Click **OK**.
- 8 Click **OK** on the Item Code Range screen to **select All** items for reorder.

## ***Inventory by Warehouse***

This reports information from the Item Master and enables the user to select specific fields to be reported on.

- 1 From the menu choose  
**Reports > Low Level > Inventory by Warehouse**
- 2 **Select** the desired **Customer** by scrolling down the list and highlighting the customer number.
- 3 Locate the box labeled **Selected Fields, enable the fields to be included on the report** by clicking on the box to the left of the label. An **X** in the box enables the field.
- 4 Locate the box labeled **Sort**. There are **four sort levels**, each with available criteria. Starting with the top level, select one of the available sort options. If desired, select other sort levels. If you also want the report to print on a new page based on the sort selected, enable the **Page Break** field.
- 5 Locate the **Zero Balances** field and enable it to include items that do not have a Balance on Hand.
- 6 Click **OK** to continue after selecting criteria. [Note: To save the selected criteria as a default, click **Save As Default**.]
- 7 To report a **Range of items**, type the **First** and **Last** number in the range. Click **OK** to include all items.
- 8 There is a field on the report called **ReOrder Point**. Select the desired **options** for calculating Reorder Points. The options are:  
**Summary Level**  
**Item** - Looks at all warehouse balances when calculating Low Level  
**Warehouse** - Low level is based on individual warehouses.  
**Item Options**  
**Database** - As entered on the item Master Inventory window "Minimum Level" field.  
**Usage History** - Must have at least 6 month history.  
**Time** - Lead time in weeks entered on the Item. There must be history.
- 9 If you have more than one warehouse, the "Warehouse List" options appear:  
**Specific warehouse** – Choose the desired warehouse and click **OK**.  
**All Warehouses** – Choose any warehouse and click **OK**.
- 10 If selecting a **specific warehouse**, click **Current**. Otherwise, click **All** and then click **OK**.

# System Utilities

## System Shutdown

This procedure is used to Automatically or Manually shut down the FIX system. With it, you will be able to warn the Users of an impending shutdown and gracefully log the user off of FIX if the warning are ignored.

### TIPS

- To initiate shutdown, the user level must be 10 or less.
- Shutdown may be initiated in multi-user mode.
- Shutdown can be initiated by one user and Started up another.
- Shutdown can be initiated from any screen within FIX except for the Zim Command line.
- Users can continue to process until shutdown is initiated but cannot log back in until Startup is initiated.
- Verify that all workstations used by FIX users are time synchronized with the Server where the FIX database resides.

### Setting Shutdown Parameters

The Configure feature allows you to control, how often the system should scan for user activity, how often users should be warned that a shutdown is about to happen, the number of minutes before a shutdown should occur and how often the user event logs should be updated.

- 1 Login to the FIX system with a supervisor level login of 10 or lower.
- 2 Click **File > System Control** to display the **System Shutdown Control Panel**.
- 3 Click the **Configure** options.
- 4 Set the **Scan Time** in Minutes. The system scans for user activity in interval of the minutes indicated. Keep in mind that the lower the number the greater number of scans performed before a shutdown is initiated.

**Note:** If a scan time is set, when FIX is minimized the scan time interval will cause FIX to Maximize automatically. To prevent this from occurring place a "-1" as the scan time.

- 5 Set the **Shutdown Wait Time** in minutes. After the first scan is done the system will shutdown each workstation in the number of minutes indicated. For example if the Scan time is 1 min. and the Shutdown is 5 min. the users will shutdown five minutes after he/she was first Scanned.
- 6 Set the **Shutdown Message Interval**. The system broadcasts a warning to the users in the intervals of minutes indicated here.
- 7 Set the **Event Display Refresh**. The system logs the users events in the interval of minutes indicated.
- 8 If necessary you can change the **Shutdown Override password** at this time. This allows a user to log in after a shutdown has been initiated.

### **Automatic Shutdown and Startup**

This feature allows you to schedule an automatic Shutdown and Startup of the FIX system on a daily basis. This comes in handy for sites that have automatic nightly backup procedures where you need all users off the system prior to backup commencement.

- 1 Login to FIX with a Supervisor level login (level 10 or less).
- 2 Click **File ► System Control**.
- 3 The System Control Panel appears. Click **Configure**, locate the **Daily Event** parameters near the bottom of the window.
- 4 Enable **Shutdown Time** (X appears in the box).
- 5 Click **Time** and type the **Hour** (using a 24hr clock). This is the time the system automatically shuts down daily.  
**Note:** The Shutdown time must be before midnight.
- 6 Enable **Startup Time** (X appears in the box).  
**Note:** If you would prefer to startup manually do not enable this switch.
- 7 Click **Time** and type the **Hour** (using a 24hr clock). This is the time the system automatically starts up again.  
**Note:** The Startup hour must be before the Shutdown hour set.

## Manual Shutdown Procedures

This feature enables a supervisor to manually Shutdown the FIX system.

- 1 Login to FIX with a Supervisor level login (level 10 or less).
- 2 Click **File > System Control**.
- 3 Identify who is on the system by clicking the **Users** option. Click **On-Line** to see only those users on the system and click **Close** when finished.
- 4 Check the configuration to ensure the appropriate shutdown parameter are set, by clicking on **Configure**.
- 5 To initiate the shutdown Click **Shutdown**.
- 6 Enable **Automatically Startup** (there should be an **X** in the box).
- 7 Change the **Date** and **Time** to reflect when you want the system to startup.
- 8 The following message goes out to all users on the system:  
**System Shutdown MM/DD/YY HH:MM**  
**Please Log off**

[Also see Setting Shutdown Procedures](#)

## Manual Startup Procedures

These steps are used to Start the FIX system back up after either a manual or automatically shutdown.

- 1 Login to FIX with a Supervisor level login (level 10 or less).
- 2 Click **File > System Control**.
- 3 Type the override **Password**, click **OK** or press **ENTER**.
- 4 The Shutdown button will be dimmed. To restart FIX, click **Startup**.

## ***User Event Logs***

This feature allows you to view who is on the system and see what activities they have performed. This is useful for troubleshooting user problems. The event log is only kept if the feature is enabled. This feature creates quite a large file, therefore, it is **recommended it be enabled only to troubleshoot a problem**. The event log should then be purged when the problem is resolved.

- 1 Login to FIX with a Supervisor level login (level 10 or less).
- 2 Click **File ► System Control**.
- 3 Click **Users**.
- 4 Locate the field called **Enable Event log**, this feature is enable when an **X** appears in the box.
- 5 **Perform the activities you wish to log**, such as; order entry, inquiries etc...
- 6 **Repeat steps 1 through 3**
- 7 Click **Event Log**. A list of all activities performed by this user is displayed.
- 8 Click an event, then click **Details**. This will give detailed information, important for troubleshooting a problem.  
**Note: To purge the event log for a user, Click Purge.**

## ***Menu Maintenance***

The feature allows you to change Menu Labels, add menus and programs (i.e. RPT's) to menus (with the exception of the main menu) and is **available only to those with the following criteria**:

- Must have purchased a QRT (Query Run Time) license.
- Must have access to Single User mode.
- Must have AASYS sign on capability.

## Change Menu Names

The following steps walk you through the process of changing names of menu options.

- 1 Make sure you have a recent backup.
- 2 Ensure there are no users working on the system.
- 3 Click the Single User Maintenance icon.
- 4 Place the cursor on the **menu item** to be changed.  
Note: If the required change is to a Submenu or Main menu, you must place the cursor on a Non-menu type of option, either before or after the Menu name you wish to change. Hold the **CTRL** key and press **ENTER**.
- 5 Two windows will appear on your screen: 1) **Menu Items**, the other is 2) **Selection Properties\_FXmenu\_m**. Ensure that **Menu Items** is in the foreground by clicking somewhere on the window.
- 6 Move the cursor to the **Menu item** you wish to change. Click **Select**.
- 7 Click **View** and if the view is not FULL, click **FULL**.  
Note: if you are changing a Menu name on a previous menu or main menu, click the Menu option and select up until you are on the desired option.
- 8 The following fields may now be changed.  
**Level** (The security level allowed to use this option, as per User Maint.)  
**Password** (Allows you to assign a password to this menu option.)  
**Label** (This is the name of the menu option which appears to the user.)  
**Docname** (This is the RPT or FIX program number.)  
**WdgTag** (This is the RPT or FIX program number.)
- 9 Click **OK**, log off and on again to implement the change.

## Add Programs to a Menu

The following steps walk you through the process of adding names to a menu option.

- 1 Make sure you have a recent backup.
- 2 Ensure there are no users working on the system.
- 3 Click the Single User Maintenance icon.
- 4 Place the cursor on the **menu item** below where the add will be placed.  
Note: If the required addition is a Submenu, you must place the cursor on a Non-menu type of option, either before or after the Menu name you wish to change. Hold the **CTRL** key and press **ENTER**.
- 5 Two windows will appear on your screen: 1) **Menu Items**, the other is 2) **Selection Properties\_FXmenu\_m**. Ensure that **Menu Items** is in the foreground by clicking somewhere on the window.
- 6 Move the cursor to the **Menu item** after the one you wish to add. Click **Select**.
- 7 Now click the **New (Selection Properties\_fxmenu\_m)** window. Click **File > New**.
- 8 Click **Normal** when the New Selection Properties window appears. Click **OK**.
- 9 The following fields may now be changed. Click **OK**.  
**Level** (The security level allowed to use this option, as per User Maintenance.)  
**Password** (Allows you to assign a password to this menu option.)  
**Label** (This is the name of the menu option which appears to the user.)  
**Docname** (this is the RPT or FIX program number.)  
**WdgTag** (This is the RPT or FIX program number.)
- 10 The following steps are very important when you are adding new or deleting old menus. Now click **File > Options**.
- 11 Click **Erase/Create menu**. You will be asked **Continue? This erase and create of Zim menu!** Click **Yes**.
- 12 You are then asked: **Re-compile RunTime menu selector**. **This is necessary only if a new selector has been added or one deleted**. Click **Yes**.
- 13 If errors are displayed, click **Close**. Log out of FIX and back in. The new menu should appear.

## Delete Programs from a Menu

The following steps walk you through the process of deleting names from a menu.

- 1 Make sure you have a recent backup.
- 2 Ensure there are no users working on the system.
- 3 Click the Single User Maintenance icon.
- 4 Place the cursor on the **menu item** to be deleted.  
Note: If the required deletion is a Submenu or Main menu, you must place the cursor on a Non-menu type of option, either before or after the Menu name you wish to delete. Hold the **CTRL** key and press **ENTER**.
- 5 Two windows will appear on your screen: 1) **Menu Items**, the other is 2) **Selection Properties\_FXmenu\_m**. Ensure that **Menu Items** is in the foreground by clicking somewhere on the window.
- 6 Move the cursor to the **Menu item** to be deleted. Click **Select**.
- 7 Now click the **Selection Properties\_fxmenu\_m** window, then click **File > Delete**.
- 8 The following steps are very important when you are deleting menus. Click **File > Options**.
- 9 Click **Erase/Create menu**. You will be asked **Continue? This erase and create of Zim menu!** Click **Yes**.
- 10 If errors are displayed, click **Close**. Log out of FIX and back in. The changes should now be reflected.
- 11 You are then asked: **Re-compile RunTime menu selector. This is necessary only if a new selector has been added or one deleted.** Click **Yes**.
- 12 If errors are displayed, click **Close**. Log out of FIX and back in. The new menu should appear.

## **Printer Configuration**

Most Standard FIX reports run using the Windows default print drivers, but there are occasions when specific printer escape sequences need to be setup. This feature controls how jobs should be printed and by whom.

This illustration steps through two scenarios:

- a) Window Defaults for All users.
- b) Specific job by a specific user.

### **Scenario A - Window Defaults All users**

- 1 From the menu choose  
**Database ► System Configuration ► Printer Setup/Selection.**
- 2 Click **Yes** when the following message appears: **You can configure system defaults for each/all selections and each/all users or simply change the current windows printer setup. Configure for users and selections?**
- 3 Press **F5** to add.
- 4 Enable **All Users** and **Default Selection**, click **OK**.  
Note: If a Default All is already setup the message appears: If you get this message **Record already exists. Code must be unique. Default.** Disable All Users and click your Userid. Press **OK**.
- 5 Click **Yes** when asked **Use windows print drivers?**
- 6 Click **Yes** when asked **Prompt for printer setup each time the selection is used?**
- 7 **Enable Display Print Dialog** and **User Default**. Click **OK**.
- 8 Change the number of **Copies** to **2**.
- 9 Click **Font Properties** and make the **Size** of print **smaller**.  
The orientation of the Default setting or for a specific job can be set to either Portrait or Landscape, but can be changed when you actually print the job.
- 10 To test this, run any FIX standard report, and the Windows Printer Dialog box will appear.

## Scenario B - Specific by User

The following scenario uses HP laser jet print escape sequences as an example. If you have some other type of printer, you will need your printer manual. Most printer manuals contain an appendix of HEX escape sequences.

- 1       **Repeat steps 1 and 2** from Scenario A above.
- 2       Disable **All Users**, click the arrow ↓ and highlight your userid. Press **F5**.
- 3       Disable the **Default Selection**. A list of FIX programs appear. Scroll down the list until you see FX320 Inventory Stock Status, then double-click it.
- 4       Answer **NO** to **Use Window print drivers?**
- 5       Type your printer **Device** (i.e. LPT1).  
Note: As an individual you can redirect print jobs from the standard printer to a specific printer.
- 6       Type the following printer escape sequences as the Prefix:  
**\1B\26\6C\13\4F\1B\26\6B\32\53**  
These escape sequences set the printer to Landscape at 16 cpi.
- 7       Type **\1B\45** to reset the printer back to the default after printing.
- 8       Type **45** as the **Lines of Print/Pg.**, then press **OK**. This assumes 6 lines per inch with a 1/2" automatic top and bottom margin.

## **Message Center**

The Message Center allows users to Send and Receive messages, as well as reply to received messages.

[Send a Message](#)

[Receive a Message](#)

[Setup Receipt Preferences](#)

## Send a Message

- 1 From the menu choose  
**File ► Message Center ► File ► Send**
- 2 Select one of the follow Send Message Options:  
**User** - Send to a particular User (See Step #3)  
**All Users** - Send to all users with a FIX login ID. (See Step #3)  
**Users On-line** - Only send to users who are currently logged on to FIX.  

(See Step #4)
- 3 Type a **User ID** or click ... and select **Search ► All** and select a **userid**.
- 4 Click the **Message** box and type the **desired message**.
- 5 If you require a Reply, click the **Reply** box at the bottom of the window.
- 6 To send the message, click **OK**.

Note: A list of messages sent displays the next time you access the Message Center.

## Receive a Message

Getting to the Message Center to Receive your messages, depends on what has been setup as a Message Center Preference. If you have been setup to be Notified that you have a new message a Warning appears, displaying a small portion of the message. You are given the option to go to the Message Center automatically. If you are not warned perform the following steps.

- 1 From the menu choose  
**File ► Message Center**
- 2 Double-click the message you wish to view.
- 3 If the request to Reply box is marked or you wish to reply even if you were not requested to do so, click the **end of the last sentence sent**, now **type your reply**.
- 4 To send your reply or to exit, click **OK**.

Note: Messages may be deleted from your list upon exiting. If you choose to delete them manually change your Preferences.

## [Receipt Preferences](#)

## Setup Message Receipt Preferences

- 1 From the menu choose  
**File ► Message Center ► File ► Preferences**
- 2 The following options are available for receiving messages:  
**Delete messages that have been read on exit.**  
**Confirm message delete.** (Warns you it is about to delete messages.)  
**Notify receipt of new messages.**

### *Exit FIX*

- 1 Click **File ► Exit**.

### *Change Password*

- 1 From the menu choose  
**File ► Password**
- 2 Click the **Password** field, type your **old password** and click **OK**.
- 3 Type a **new password** and click **OK**.
- 4 Type the **new password again** and click **OK**. This verifies you've entered the password as anticipated.

### *Data Recovery*

The integrity of databases are typically checked when data corruption is suspect, or they are checked as a preventative maintenance procedure. To follow are various utilities available which cover, data integrity checking to data repair and recovery. It is Ironwood's recommendation that if data integrity is suspected that Restore and Roll Forward be used (see Restore and Roll Forward for guidelines).

## Data Integrity Checking

The reasons you would use this utility is for preventive maintenance measures or you suspect data corruption.

There is a Zim utility program called "ZimFix", which is run against the database(s) to be checked. This program verifies proper construction of records and checks that indexes are corresponding properly to the data stored in the records. ZIMFIX must be run when the databases are NOT in use.

### Also see Shutdown Procedures

- 1 Ensure there are **no users on the Database** to be checked.
- 2 **Backup** the system.
- 3 Open the **FIX Group** on the desktop which has a **FIX Utilities** icon.
- 4 Click the **File Integrity** icon.
- 5 Type the **Entity Set Name** (i.e. **fsitm**). To do a **batch Repair** of all Entity sets, click cancel and see **Batch Data Integrity**.
- 6 Type the **Zim Directory Name**, this is the drive and path where the ZIM executables are stored (i.e. f:\apps\zim ).
- 7 Type the **Output Filename**. To easily reference an Output File we recommend you use the entity set name somewhere in the output filename. For example if you are checking FSITM you might want to call the output filename **\_fsitm.chk**.
- 8 If you are only checking the **Integrity** of a database, enable the **Check** option, however, if you are certain the database is **corrupt** enable the **Repair** option.\*

\* The repair option is only useful if you know exactly which entity sets are corrupted. The drawback to this is you can only repair what has been identified as corrupt by a human. With this in mind, it is not always easy to identify which files may be corrupt.

## Batch Data Integrity

This option of Data integrity allows you to check and repair multiple files. When FIX is delivered to you this Batch job will include all Databases and will do a check of the database, a repair if required and create output files of the results. This is a DOS batch file called FIXCHK.Bat which is typically located in the database directory. You can modify this batch job to exclude databases from the integrity check, also, you may want to change the pre-set parameters.

This type of repair is recommended when you cannot use Restore and Roll Forward and you are not certain which Entity Sets are corrupt. Beware! this process can take several hours if you have large databases.

- 1 Ensure there are **No users** on the Fix System.
- 2 **Backup** the entire corrupt system.
- 3 The following procedures are performed at the **Operating System level**.  
Change directories to the FIX database directory. **Example: cd c:\fix\test.**
- 4 Set ZIM environment variable to where the ZIM executables are.  
Example set zim=f:\apps\fix.
- 5 Type: **ZIMDD**
- 6 Type: **FIXCHK.**

In some instances FIXCHK may not be able to repair corrupted files. This will be noted in the check files created by FIXCHK. You may have to manually repair or add records. You must have Ad-hocing capabilities and knowledge to do the following steps. These steps are usually a last ditched effort to save your data, if this does not work you must restore from the last good backup and manually re-enter the missing data.

- 1 From Windows **open the FIX group** and select the **Single User Maintenance** icon.
- 2 From the menu choose **File > Zim Command Line**.
- 3 You are now going to unload the bad entity set, note this may not complete if the database is really corrupt. Abort the error and log back in. Type the following commands:  
**unload entity set name \_entity set name**  
Example: unload fsitm \_fsitm

- 4 Now type the following command:  
**find all \_entity name**  
 Example: find all \_fsitm  
 Record the number of records found.
- 5 **find # entity name**  
 Replace the # with the number of records processed in Step 4 + 1 to the number.  
 Example: find 1052 fsitm
- 6 **bottom**
- 7 **delete 1**  
 This should delete the bad record.
- 8 **unload entity name \_entity name**  
 Example: unload fsitm \_fsitm
- 9 Only do the next step if the previous step completes without errors and DO NOT log off at any time until you completed the following steps!
- 10 **erase ent entity set**  
 Example: erase ent fsitm
- 11 **create ent entity set**  
 Example: create ent fsitm
- 12 reload **entity name \_entity name**  
 Example: reload fsitm \_fsitm

### Restore and Roll Forward

This method of recovery is recommended by Ironwood. There are a couple of procedures which must be in place before Restore & Roll Forward can work.

- 1 Each FIX config.db file must have the following attributes:  
**audit updates yes**  
**audit path [audit drive and path]**
- 2 Backups must contain both data files (**zim01\***) and audit files (**zimtrans.\***)

If the above procedures are in place you can now Restore and Roll Forward.

- 1 Make sure there are **NO users on the FIX system**. The following steps are performed from the operating system level.
- 2 **Backup** the entire corrupted database including ZIMTRANS files to a different backup then the one being restored.

- 3 **Restore** from the last good backup all files which start with **'zim01\*'**. The 'zimfiles' do not need to be restored if this is the most recent backup. If restoring from the most recent backup go to step 7. If restoring from an older backup go to step 4.
- 4 **Copy** the current **'zimtrans'** files to another drive.
- 5 **Delete** the **newest 'zimtrans'** files.
- 6 Now **restore** the appropriate **'zimtrans'** files. For example; if today is Wednesday and restore is from Monday nights backup then the Zimtrans files from Tuesday nights backup must be restored and rolled forward (see steps 7 through 10). Then restore the 'Zimtrans' files from #4 and roll forward (see steps 7 through 10).
- 7 Change directories to the database path:  
**cd c:\fix\live**
- 8 **Set Zim** to the database path:  
**set zim=c:\fix\live**
- 9 Make sure you have **Config.db** in the database path.
- 10 Now roll the zimtrans files forward by typing the following command:  
**zimrcvr +p zimtrans.0 zimtrans.1**  
The zimtrans files must be in numerical order and all done at the same time. If there are many zimtrans files to roll forward, they can be typed into a file (one line per zimtrans file) and the file can be executed with the zimrcvr command.  
**zimrcvr +p x=audit.lst**  
Example of an audit list would look something like this:  
**I:\fix754\audit\zimtrans.0**  
**I:\fix754\audit\zimtrans.1**  
**I:\fix754\audit\zimtrans.2**  
**I:\fix754\audit\zimtrans.3**

### Manual Recovery

It is very rare that a manual recovery is required. However, if necessary, restore from your last known GOOD backup and reenter all transactions from that backup to today.

# Special Features

## ***Saving and Retrieving List***

This special feature allows you to save lists for which you have searched. For example, if you frequently search for all Locations in the Location Master for a particular Province or State, you could list this once and save it for later retrieval.

Another "list" feature is saving them for all FIX users to use (PUBLIC) or saving them just for yourself (PRIVATE).

This feature is available on all lookup tables which can be searched. The following example illustrates how to save a list of Locations.

### **Save a List**

- 1 From the menu choose  
**Database ► Location Shipto and Whses ► Location Master**
- 2 Click **Search ► State**. Click **OK**.
- 3 Type your **home Province or State** (i.e. ON for Ontario).
- 4 The list of Locations should appear (if not, select some criteria which you know will find Locations).  
Click **List ► Saved Lists ► Add**
- 5 Type a Description of **'Home State/Province'**.
- 6 Click **Public** and then click **OK**.

### **Retrieve a List**

- 1 From the menu choose  
**Database ► Location Shipto and Whses ► Location Master**
- 2 Click  
**List ► Saved Lists**
- 3 Click **Home State/Province**, then click **Retrieve**.

## Notes

The Notes feature can be found throughout the FIX system. If it is available, there will be a **Notes option in the Edit menu**. Notes can also be accessed by pressing **F9** .

- 1 Get to the quantity field for an item on a Physical Inventory transaction.
- 2 While the cursor is on the quantity field, press **F9**. This will activate the Notes window.
- 3 Now start typing a Note. Click **OK**.

## Saving Note Templates

This feature allows you to save a Note for future retrieval. This comes in handy when you have "standard" notes to apply to transactions. The follow instructions assume you are familiar with FIX transaction input.

- 1 Get to the Notes window from any quantity field within the FIX database by pressing **F9**.
- 2 Type a **Note**, click the **View** menu option and select **Templates**.
- 3 Enable the **Private** button. This indicates the message you are about to save will be available to you only. Clicking on Public would make the Note available to everyone.
- 4 Click **Template ► Add**. You should notice the Note being added to the bottom of the list. Click **OK**. If you are asked to **Save** it, answer **Yes**.

To retrieve a Note Template you would do steps 1 and 3, then double-click the desired Note you wish to retrieve.

## **Automatic Assignment**

This feature can be used anywhere the "Automatic Assignment" button is available. This allows you to setup a Series of Reference numbers, such as requisition number, P.O. numbers or receipt reference number etc...

- 1 Click the **Automatic Assignment** button.
- 2 If this is the first series being assigned, a window called **Series Detail** appears. If this window does not appear, press **F5**.
- 3 Type a two alpha/numeric character **Prefix**, then press **TAB**. Typically the prefix is *alpha* and is a short form for the type of series being created (i.e. RC for receipts).
- 4 Type a **1**, press **TAB**. This will be the first number assigned when automatic assignment is used. You can start this at any number you wish.
- 5 Now describe what the series of numbers represents (i.e. Receipt no P.O.). Click **OK**.

Now you can click the type of series you desire, and FIX assigns the number automatically.

## **Requisition Approval**

Only requisitions generated through the FIXCatalog are "Routed" for approval. The approval of an order is determined by the FIX User setup; guidelines for approval are set there.

### Also See User Setup

- 1 Access the *FIXCatalog*, click **Requisition** and **Approve**.
- 2 If there are requisitions to be approved by you, they are displayed in the **In Box**.
- 3 Highlight a requisition by clicking it once.
- 4 Click **Open**. This allows you to look at the requisition prior to approving it. Click **File > Exit**.
- 5 Click **History**. This displays a list of actions taken against the requisition.
- 6 Click **All Users**. This displays all approvals on which you have been working. Click **File > Exit**.
- 7 Click **Reject**. When asked to leave a message for the user, click **Yes**.
- 8 Finally, click another **Requisition** and click **Approve**.

## **Logging Out Inactive Users**

This feature is helpful if your users leave their PC's for a length of time without logging out of FIX.

- 1 Display the **FIX.INI** file which is located in the Database directory. Ensure a **LOGIN** time has been set. This is the number of minutes all users will be logged out if they are inactive.
- 2 **Login to FIX** with a UserId which can access the **User Maintenance database** . Access that database now.
- 3 Locate the field labeled **Inactivity Time** and place the **number of Inactive minutes** for this user.

Note: If the user is inactive in a transaction screen, such as Requisitioning Details, and the inactivity time has lapsed, they are backed out to the Main Menu and from there will reset the inactivity time, if again the number of minutes lapsed, they are completely logged out.

## **Kit Item Setup**

The following instructions step you through a standard Kit Item setup. During the requisitioning stage when a Kit item is ordered, the Additional Items, which are part of the kit, automatically appear on the requisition.

- 1 Identify or add items which are a part of a Kit. See *Add an Item* if you require help.
- 2 Access the following menus:  
**Database > Item > Items > Add**
- 3 **Press F5** to add a new item. Type **KIT1** as the Item Code. Type **New Kit Item** as the Item description.
- 4 From the menu choose **Windows > Distribution**.
- 5 Now click the **Additional Items button** on the bottom of the screen.
- 6 At this point, two or three options are available:  
**Individual Prov/States** - The Prov/State Table must be setup prior to using this option. This creates a line for each Prov/State setup.  
**All Prov/State** allows specific item codes to be entered for distribution to All Provinces and States.  
**Copy from Another Item** (appears only if there are existing Kits) automatically sets up the same Additional Items as outlined in another Kit.  
Click **All Prov/State**.

- 7 Type in the item code identified or added in step #1.
- 8 Locate the **Prov/State field**, which defaults to **ALL**, indicating that All Provinces and State will receive the additional item(s) when ordering this KIT. If necessary, this field could be changed to indicate a particular Province or State, specifically restricting the additional item.
- 9 Tab to the **Ratio** field. This field works in conjunction with the Line or Unit field. If the number in this field is not 1, change it now to 1.
- 10 Enable the **Unit** field by clicking on the circle. Here is how Units verses Lines work.  
**Units** - If enabled, orders in multiples of the Ratio. For example if a Requisition was created for the Kit item and 10 KIT units are ordered, FIX automatically orders 10 units of the Additional item. (Ratio x Kit Units ordered)  
**Lines** - If enabled, orders the actual number as entered in the Ratio field. For example, if a ratio was entered as 2, and a Requisitioner Ordered 10 units of a Kit, FIX would automatically order 2 unit of this Additional item.
- 11 Press **F5**, press the **arrow ↓** key at the end of the **Prov/State** field. If there is a Prov/State available, select it now. Type another **Item Code** and select either **Unit** or **Line**.

To get a good feel for how Kits work, create a few items in this KIT with different attributes. Create a requisition, order the Kit, then examine how the additional items were added based on the attributes selected.

To allow Additional Items to have Additional items, the parameter **EXPANDADDITIONALITEMS=YES** must be set in the FIX.INI file which is located in the Database path.

## **Additional (Kit) Item Sequencing**

If you want your kit items to appear "as entered" on a requisition, type a number in the sequence order field which appears to the left of the Prov/State field. If it does not matter to you how the kit items appear on a requisition, leave the sequence order field blank. (*See Kit Item Setup*).

## **Location Profile**

Location Profiles are also known as Branch Profiles and are used for several purposes:

- 1) To **track usage trends** of items at the ship to location.
- 2) To **set Maximum order quantities by Location**, rather than the standard maximums set at the Item level.
- 3) To **Create Proactive Requisitions**

General access to Location Profiles can be found through the following menus:

**Database ► Location Shipto Whses ► Profile**

[Searching for Profiles](#)

[Profile Tools](#)

## **Searching for Profiles**

[Also see Location Profiles](#)

After accessing the Profile program from the menu, the first window to appear is the Search window. These instructions walk you through the different search methods as listed on the Search window menu option.

### **All**

The question is asked: **Continue? Searching the entire database will take some time. Continue?** Beware of this option, this search method could take some time to process. This displays a record for every item ever ordered for every Location. If you have a small database, click Yes, otherwise, click No.

### **Location**

Type the **Location Code**, click **OK**. Every item ever ordered for this Location appears.

### **Item**

Type the **Item Code**, click **OK**. Whoever has ordered this item from any location appears.

## Extended

Type **Location code** and then **Item code**. This allows the lookup of location and item codes regardless of whether or not there is a Profile available.

## Flagged Profiles

This displays all Profiles which have been flagged to have a Requisition Created via the On-Hand Entry tool.

[See On Hand Entry](#)

## On-Hand Entry

This feature is multi-purpose:

- **Minimum Order Quantities** can be set to determine the maximum number of units a specific Location can order, at any one time or.
- A **Physical Count** can be taken at the end-user site of all items, then the Location can be "Flagged" to create a Requisition Order in the FIX system based on the Physical count On-Hand and Maximum field.

- 1 Type a **Maximum Quantity** of **100** and click **TAB**.
- 2 Type an **On-Hand quantity** of **20**. Click **Flag**.

[Also see Create Requisition](#)

## Create Requisition

This type of requisitioning is commonly known as 'proactive Requisitioning', meaning that if an end-user site took a Physical Count and input the figures into FIX, FIX could determine when an order needs to be placed.

### Also see On Hand Entry

- 1 Make sure **Location Profiles** have been **flagged** and that the appropriate Maximum and On-Hand quantities are available.  
*See On Hand Entry.*
- 2 Type in a **Location range** of those shipto points you have flagged.  
Note: If you only want one location, type that Location as the First and Last in the range.
- 3 **Options:**

### **Include Zero Requisition Quantities**

Enabled includes items which have an on-hand quantity of zero.

### **Override Item Status**

Enabled ignores and restricts Item Status codes.

### **Location Range**

Allows you to display and or change the range. The **Preview** button re-calculates the status information of the fields below.

### **Location**

The number of locations to be run.

### **Items**

The total number of items for all locations in the run.

## **Profile Tools**

After selecting a profile from the Search feature, the following Tools are available via the Tools Menu.

[On Hand Entry](#)

[Create Requisition](#)

[Profile Inquiry](#)

[Duplicate Profile](#)

[Duplicate Maximums](#)

[Export](#)

## **Profile Inquiry**

Profile Inquiry creates a report and/or file based on the following options:

**Options** (Enable one of the following)

**On Hand**

**Maximum** (quantities)

**Usage**

**View**

**Report** - creates a paper-based report based on the above selected options.

**File Extract** - creates a comma-delimited text file format with a file name of Usage.CSV.

## **Location Masking**

If a location range does not work for you, this might...

**Included** - Includes only specific locations.

**Excluded** - Excludes specific locations.

## Duplicate Profile

This feature allows the profile of one location to be duplicated to another.

[Also see Location Profile for menu access](#)

- 1 Select a Profile from a Searched list.
- 2 Type the **Source Location Code** to be duplicated.
- 3 Type the **Target Location Code or Range of Location Codes** for the duplicate.

## Duplicate Maximums

This feature allows the Maximums of one Profile to be duplicated to another Profile.

[Also see Location Profile for menu access.](#)

- 1 Select a Profile from a Searched list.
- 2 Type the **Source Location Code** to be duplicated.
- 3 Type the **Target Location Code or Range of Location Codes** for the duplicate.

## Export Format

[Also See Location Profiles](#)

This feature allows Detailed or Summary profiles to be exported to either a Text or ODBC file layout. The following are the parameters to set.

### Export Format

**Detail** - Extracts all records in the profile including monthly Usage.

**Summary** - Extracts profiles with only Six and Twelve month Usage.

### Summarized By:

**Prov/State** - Summarize by the Prov/State

**Postal/Zip** - Summarize by the Postal or Zip Code

**Area** - Summarize by the Area code set on the Location Master record.

### Export Format

**Text** - Creates a comma delimited file called Usage.csv

**ODBC** - Creates a file called Usage.txt

## **Import Export Items or Locations**

This feature allows you to import and export Item or Location Master data from/to a spreadsheet file such as Excel and Lotus. Here are some things you need to know before importing or exporting...

- 1 Templates are available from Ironwood for the Item Master and Location Master. The templates will be delivered to you as CSV files. These are examples of how the XLS file should **look**, open and save these files as XLS. The format is as follows:  
**Row 1 - field names**  
**Row2 Column 2 - Customer Number**  
**Row 10+ - Item Data**
- 2 All Cells must be formatted as TEXT.
- 3 To import data you must add to FIX the following databases prior to importing:
  - **Customer Switch Setting** This is required for Items and Locations
  - All **related tables**, such as; Catalog Codes, Type Codes Status Codes etc...

[Importing from a Spreadsheet](#)

[Exporting Items to a Spreadsheet](#)

[Exporting Locations to a Spreadsheet](#)

### **Importing from a Spreadsheet**

The following steps walk you through importing item 1000 for customer 229 from an Excel spreadsheet. To Complete this lesson you must have:

- A) Access to Excel and an XLS spreadsheet with data to be imported.
- B) Single User access to FIX with a Security Level less than 10.
- C) An existing Customer 229 in a FIX database.

[Also see Add a Customer Code](#)

[Also See Add a Catalog Code](#)

- 1 Make a **copy** of the FSITM.CSV template (call Ironwood for templates) to a personal folder.
- 2 Add Customer #229 to the FIX system.  
Add the Catalog Code 1 to the FIX system.
- 3 From the menu choose  
**Utilities ► Load and Repair Utilities ► Import/Export to Spreadsheet**

- 4 The **Entity Set Selector** screen appears. If heading Items is not already **enabled**, do so now by clicking the button to the right of the Item indicator. Click **OK**.  
Note: If '**Locations**' is selected the **Record Types** screen appears with options of ALL records or Ship To only.
- 5 Locate the **Executable** field, and type the **Drive, Path and name** where the **Excel executable** resides (i.e. C:\Progra~1\Micros~1\Office\Excel.exe ).  
**Note:** The **FIX software only supports filename format of 8.3**, meaning 8 characters, a dot and a 3-character extension. If you use the **Browse** button located at the bottom of the screen it shows the equivalent 8.3 format of the path names.
- 6 **DDE Application Name** is enabled and currently cannot be changed. In the future ODBC imports will be available.
- 7 Locate the **Data Starts Row**, ensuring this field is set to **10**. This indicates the actual data on the spreadsheet starts at the 10th row.
- 8 **Customer Number in Data**, enable if the Customer number information is part of the data.
- 9 Locate the **Filename** field and type the **Drive, Path and Filename** copied in Step 1. (i.e. C:\Mydrive\fsitm.xls ) This is the file from which to import.
- 10 Ensure the **Import** operation is enabled.
- 11 Locate the **Records** field box. If the **Replace** button is enabled, disable it now. Click **Merge**.  
**Replace** - Clears the existing database and replaces it completely with the data being imported.  
**Merge** - Changes and Adds new records to an existing database.  
**Import New Only** - Does not change existing data, only adds new records.
- 12 Keep an eye on the **Status section**. Click **OK** to start the import process.  
**Note:** If any of the above fields fail validation, this is where the errors are displayed. The import process can be stopped and the necessary corrections can be made. Rerun the import after such time.

- 13 The Excel spreadsheet containing the data to be imported appears. Press **ALT + TAB** to return to FIX, but make sure there aren't any cells selected before you return to FIX.  
**Note:** If required, the data on the spreadsheet can be changed at this point.
- 14 The Customer List appears. Select **Customer 229** from the list. Click **OK**.
- 15 After the process completes, a window appears indicating the number of records imported. Click **OK**. A report is produced. Click **Yes** to print. Take a look at the report. It reports records which have failed a validate point. For example, if a record being imported has a Catalog code which is not in FIX, a message appears. The record will be added, but it will not have a Catalog Code.

### Exporting Items To a Spreadsheet

The following steps walk you through exporting Items from your database to an Excel spreadsheet. To complete this lesson you must have:

- A) Access to Excel.
- B) Single User access to FIX with a Security Level less than 10.
- C) Items in a FIX database.

- 1 Make a **copy** of the FSITM.CSV template (call Ironwood for templates) to a personal folder.
- 2 From the menu choose  
**Utilities ► Load and Repair Utilities ► Import/Export to Spreadsheet**
- 3 Enable the Items entity. Click **OK**.
- 4 Locate the **Executable** field, and type the **Drive, Path and name** where the **Excel executable** resides (i.e. C:\Program~\Micros~\Office\Excel.exe )  
Note: The FIX software only supports filename format of 8.3, meaning 8 characters, a dot and a 3-character extension. If you use the **Browse** button located at the bottom of the screen it shows the equivalent 8.3 format of the path names.
- 5 **DDE Application Name** is enabled and currently cannot be changed. In the future ODBC import will be available.
- 6 Locate the **Data Starts Row**, ensuring this field is set to **10**. This indicates the actual data on the spreadsheet starts at the 10th row.

- 7      **Output Customer Number in Data**, enable if data has customer information.
- 8      Locate the **Filename** field and type the **Drive, Path** and **Filename** copied in Step 1. (i.e. C:\Mydrive\fsitm.xls ) This if the file to export to.
- 9      Ensure the **Export** operation is **enabled**.
- 10     Keep an eye on the Status section. Click **OK** to start the export process.  
Note: If any of the above fields fail validation, this is where the errors occur.
- 11     The Excel spreadsheet specified in step 7 appears, ensure all cells are formatted as Text.  
Note: All cells must be formatted as Text, failure to do so will result in errors.
- 12     Make sure there are no cells highlighted, toggle back to FIX.  
Note: An error will occur in FIX if cells are highlighted.
- 13     Select a **Customer Number** from the list, click **OK**.
- 14     Using the **Search** option, select the items to be exported.
- 15     The **number of records** exported is displayed. Click **OK**.
- 16     After the process completes a **report** is produced. Click **Yes** to print. Take a look at the report.
- 17     Access **Excel** and open the file FSITM.XLS and take a look at the results.

### Exporting Locations To a Spreadsheet

The following steps walk you through exporting Locations (Ship-to or Warehouses) from your database to an Excel spreadsheet. To Complete this lesson you must have:

- A) Access to Excel.
- B) Single User access to FIX with a Security Level less than 10.
- C) Locations in a FIX database.

- 1      Make a **copy of the FSLOC.XLS** template from the TEMPLATE directory located off the FIX Root directory to a personal folder.
- 2      From the menu choose  
**Utilities ► Load and Repair Utilities ► Import/Export to Spreadsheet**
- 3      Enable the **Locations** entity.
- 4      Enable the **Ship To Only** option. This will export only the ship to location codes. Warehouse codes will not be exported.

- 5 Locate the **Executable** field, and type the **Drive, Path and name** where the **Excel executable** resides (i.e.  
C:\Program~\Micros~\Office\Excel.exe )  
Note: The FIX software only supports filename format of 8.3, meaning 8 characters, a dot and a 3-character extension. If you use the **Browse** button located at the bottom of the screen it shows the equivalent 8.3 format of the path names.
- 6 **DDE Application Name** is enabled and currently cannot be changed. In the future ODBC import will be available.
- 7 Locate the Scan Header field and disable it. This will export all fields from the Location Master. When enabled, it will only export those fields which have cells in the spreadsheet.
- 8 Locate the **Data Starts Row**, ensuring this field is set to **5**. This indicates the actual data on the spreadsheet starts at the 5th row.
- 9 Disable **Customer Number in Data**.
- 10 Locate the **Filename** field and type the Drive, Path and Filename copied in Step 1. (i.e. C:\Mydrive\fsloc.xls ) This is the file to which to export.
- 11 Ensure the **Export** operation is enabled.
- 12 Keep an eye on the Status section, click **OK** to start the export process.  
Note: If any of the above fields fail validation, this is where the errors occur.
- 13 The Excel spreadsheet specified in step 7 appears, ensure all cells are formatted as Text.  
Note: All cells must be formatted as Text, failure to do so will result in errors.
- 14 Make sure there are no cells selected, toggle back to FIX.  
Note: An error will occur in FIX if cells are highlighted.
- 15 Select a **Customer Number** from the list. Click **OK**.
- 16 Using the **Search** option, select the **locations** to be **exported**. Click **OK**.
- 17 Enable the **All records** field. Click **OK**.
- 18 The number of records exported is displayed. Click **OK**.
- 19 After the process completes a report is produced. Click **Yes** to print. Take a look at the report.
- 20 Opening the file **Fsloc.XLS** launches Excel. After the export is complete, compare the Locations in FIX with the exported data in the Excel spreadsheet.

## Creating a New Data Source for ODBC

The following steps walk you through the process of creating a new data source for ODBC. If you have a use for exporting FIX data to Excel, then the following description will be useful to you. Please note that these are "additional" instructions, regularly not associated with FIX software.

In order to test these instructions, you will need the following:

- ◆ A ZIM Technologies ODBC driver which can be downloaded from our Web Site [www.fixpro.com](http://www.fixpro.com), and must be installed on every workstation.
- ◆ Microsoft Excel

Steps: (To be completed if ZIM ODBC driver is installed)

**These instructions are Windows95 based.**

- 1 From the Windows 95 Taskbar, choose **Start ► Settings ► Control Panel**
- 2 Double-click **32bit ODBC**.
- 3 Click the **File DSN** tab.
- 4 Click **Add...**
- 5 From the list that appears, choose **ZIM Technologies Inc. ODBC Driver 32**.
- 6 Click **Next**.
- 7 Type the word **FIX**, then click **Next**. (**FIX** is now your new data source).
- 8 Click **Finish**.
- 9 The **CONNECT** window appears.
  - Select  **Omit User ID at Login**.
  - Type **FIX** as the data source.
  - Choose your FIX database directory ( ie: **C:\FIX**)
- 10 Click **OK** to finish.

**At this point you should be able to export data using ODBC.**

## Exporting FIX Data to Excel using ODBC

Please read the previous topic - *Creating a New Data Source for ODBC*.

### Steps:

- 1 Open **Excel**.
- 2 Choose **Data > Get External Data > Create New Query**.
- 3 The **Choose Data Source** window appears. For those who followed the previous topic, choose **FIX** as the data source from the **Database** tab. Click **OK**.
- 4 The **Query Wizard - Choose Columns** window appears.
- 5 If, for example, you want to use data from the Item Master (FSITM), select the fields you want, and use the ">" to place them in the query.
- 6 Select **Next** when you have chosen the fields.
- 7 If necessary, filter the data and click **Next**.
- 8 If necessary, sort the data and click **Next**.
- 9 Click **Return Data to Microsoft Excel** and click **Finish**.

# Troubleshooting

## *Required Fields*

Certain screens have required fields. This means that if a value in a "required" field is not entered or does not pass validation, the system displays the following error:

**\*\*\*ERROR\*\*\* MISSING VALUE FOR REQUIRED FIELD**

To correct this error, enter a value into this field, or <Esc> to cancel the changes, add etc., until the correct information is known to enter.

## *Error Codes*

### **Data Base Locked. Please Wait.**

The database is currently busy processing the same information for another user. This appears only in multi-user system. This message displays, clears, and displays again. When the database is available for the user's selection to continue, the message disappears.

When this occurs, be patient. If this message does not clear right away, check with your FIX co-ordinator to see if another user has intentionally locked up all records on the database. If response time is poor, and this message appears frequently with long delays in between, contact your FIX co-ordinator. System performance tuning may need to be done with record locking.

**ZIM Error code 1002** Seek error doing block FILE I/O.

or

**ZIM Error code 1003** Read bad number of bytes doing block File I/O.

The storage device where the database resides cannot be accessed. Typically this indicates one of three conditions.

- 1) Bad communications between the CPU and Disk
- 2) No Disk space
- 3) Security access denied

When this happens, halt all processing and contact your FIX co-ordinator immediately. 90% of the time this error is caused by the user not having enough security privileges to the directory where the FIX database is stored. To process within a FIX database, a user will need:

Read, Write, Delete and Create security within the FIX database directory.

**ZIM Error code 1006** Wrote bad number of characters to file "zim01xxx".

You may not have enough disk space.

This typically indicates, that disk space has been exhausted. This can occur because of the above conditions with ZIM Error code 1002 & 1004 or this can occur within some operating systems due to various reasons.

Environment: Novell with TTS enabled, Files Zim01\* flagged as Transactional.

Possible TTS transactions quota exceeded on either the server or the workstation. Abort the workstation. Cease all processing on all workstations. Increase the quota and perform the recovery and roll forward procedure. Then attempt this transaction again.

Environment: Windows for Work Groups 3.11.

Possible drive mappings lost. Use the server's connection monitor, and verify that this workstation has indeed no access to the servers shared files. If this is true then, abort the workstation. Cease all processing on all workstations. Contact your technical support group to resolve drives being disconnected when idle.

**ZIM Error code 1024** Page number beyond end of file ("Zim01xxx").

File possibly corrupt.

Possibly an invalid use of a named set (e.g. Named set does not exist or compiled reference to named set does not match set definition).

This indicates a corrupt database. Corrective action is to restore and roll forward. If the roll forward option is not available, use FIXUNLOK followed by FIXCHK. The most common reason is one user accessing the FIX database in single user mode while another user(s) is processing in multi-user mode.

The next most common cause is, a mismatch of database files ( zim01\* ) with the compiled software directory zim0001.ws\\*.\*.

If no new software has been installed or recovered, then probable causes are network or hardware related.

**ZIM Error code 1604** Failed opening file "errors.zim".

Too many open files (no handles left).

This is the most common error code on DOS based systems. This indicates that the workstation's environment does not have enough file handles to process the application.

Corrective action is to increase the DOS workstations' config.sys setting for 'FILES='.

Re-Boot the workstation immediately. No database recovery is necessary unless an update was in process. Make the change on the boot drive of the workstation ( ie: C:\Config.sys ) using a text editor. Then re-boot the workstation and try again. If this still fails, and you are accessing a LAN, check with the networking support regarding the number of file handles available when accessing the LAN. Again check settings in Net.CFG and Shell.CFG within your LAN access directories to ensure enough file handles are available.

**ZIM Error code 1801** Updating of foreign database files is not allowed.

The file has been opened as READ/ONLY.

Processing will attempt to continue.

This warning message displays sometimes when the services subdirectory does not have messages files, or the file DESCERR.COM is not within the FIX database. This can be ignored.

**ZIM Error code 2010** Your transaction conflicts with another user and has been terminated.

This warning message may be ignored. This is caused when users conflict during an update of the same data. This is expected as regular processing, however, this warning message is logged within each session error log.

**ZIM Error code 2501** Duplicate value ("`<text string>`") for field defined as UNIQUE. This indicates a corrupt database. The FIX application has been programmed to access some data quickly by unique keys. Each Key is carefully constructed to be unique (such as Customer and Item Code). If such an error occurs, restore and roll forward or repair the database.

**ZIM Error code 2502** Unable to find value in index. Index may be corrupt or compiled program may be out-of-date.

Same as above. If new software has been recently installed contact your FIX supplier to verify that this is not a bug in the new software patch or revision.

**ZIM Error code 2503** Key value not found in index for this record. Same as 2501.

**ZIM Error code 2504** Key value already in index for this record. Index may be corrupt. Same as 2501.

**ZIM Error code 2505** Uncreated index (number "`<number>`") encountered in file ("`Zim01xxx`"). Same as 2502.

**ZIM Error code 2506** Too many indexes for this entity set or relationship. Maximum is 200. Same as 2502.

**ZIM Error code 2507** Insufficient memory to save key for B-Tree. Same as 2502.

**ZIM Error code 2508** Index key size exceeds space in one page. Field will not be indexed. Same as 2502.

**ZIM Error code 2600** incomplete split record. record number `<number>`, length `<number>`, Tid (`<number>`, `<number>`). Same as 2501. Probably corrupt database.

**ZIM Error code 2601** Variable length field `<number>` has bad length. When repaired, this record will be truncated at `<number>`. Same as above. Probably corrupt database.

**ZIM Error code 5507** The application is attempting to format a numeric value that can not accommodate as many digits as the value has.

**ZIM Error code 9902** Maximum ZIM users exceeded on the Network. This error message denies access to the FIX system. This indicates the number of users accessing the system has exceeded the licensed number of users purchased. Contact sales for more user licenses or wait until another workstation has exited FIX and try again.

## **Support**

An error-sending process enables both the client and Ironwood to determine and resolve a problem more easily and can be sent by Fax or Email. When an error occurs, document what you see on the screen and refer to the following.

### **Error Files**

- 1) ERRORS.TRC
- 2) FIX.TRC

- 1) Errors.trc

This log file resides in the user workpath (ie: C:\FIX\AASYS). It is important to note that this file is a *session* error log and is reset prior to the user logging in.

### **Error Scenarios**

*(for errors.trc)*

- a) If you have received an error AND you have logged out or have been logged out of FIX, open errors.trc from the MSDOS Prompt (*or File Manager, Windows Explorer*), print the file and then Fax or Email it to Ironwood.
- b) If you have received an error AND you are still logged into FIX, from the FIX Main Menu access and print,

**File ► System Log ► Session Log**

- 2) Fix.trc

This file resides in the database directory (ie: C:\FIX774). This file is a listing of all HALT screen type errors to which error information is appended. To send it, choose the following from the menu,

**File ► System Log ► System Log**

After Ironwood has received this file, it may be purged via

**File ► System Log ► Purge System**

## Support Questions

If a client calls Ironwood with a problem, he/she may be asked a few preliminary questions in order to resolve the issue.

- ◆ Was the user in Single-user or Multi-user mode?
- ◆ What menu option was the user using?
- ◆ What keystrokes were being executed?
- ◆ Were other users on the FIX system at the time? If yes, did they get the same errors? What were they doing?
- ◆ Have you been experiencing Network problems?
- ◆ Have you recently installed any STR's? If yes, which one(s)?
- ◆ Has any new hardware/software been added or changed to your PC?

## Sending Screens or Windows

If asked to send a “snapshot” of a screen, for example, the screen containing an error , please follow these instructions:

1. **Click the screen you wish to send.** It must be the “active” screen in order for it to be captured.
2. Press **Alt + Print Screen** simultaneously. This copies the screen to the Windows Clipboard.
3. Open an application to which the screen can be pasted. For example, Word, Excel, and Paint are application software programs that support this function.
4. Within the software chosen in Step 3, click **Edit > Paste** (or **Ctrl + V**). At this point, the screen should appear.
5. If the screen appeared while completing Step 4, you can now print, FAX, or e-mail it to Ironwood’s attention.

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