

# **X**TROVERT™

Extend the Power of your Accounting Package!

## USER'S GUIDE

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## COLLABORATION – THE KEY TO THE FUTURE

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Collaboration is the key to success in the high-tech marketplace of the future. Companies that are able to share intelligence efficiently and securely with accounts, reps, and colleague vendors will always have a leg up on the competition.

When a vendor introduces a new product, for example, how quickly is he able to share that data with his reps and accounts? If the sharing is instantaneous, sales will begin climbing that very day. If the sharing is dependent upon printing sell sheets, mailing them to the field, and follow-up calls, it will be weeks before sales are affected. For most vendors, the information required to “make things happen” resides in their accounting software. XTROVERT’s mission is to get that essential data to where it needs to go, and to retrieve vital data from the field that can enhance decision-making in the back office.

XTROVERT, through its open “plugin” architecture, allows vendors to utilize one common gateway to connect to an unlimited number of external entities.

## DATA RECONCILIATION

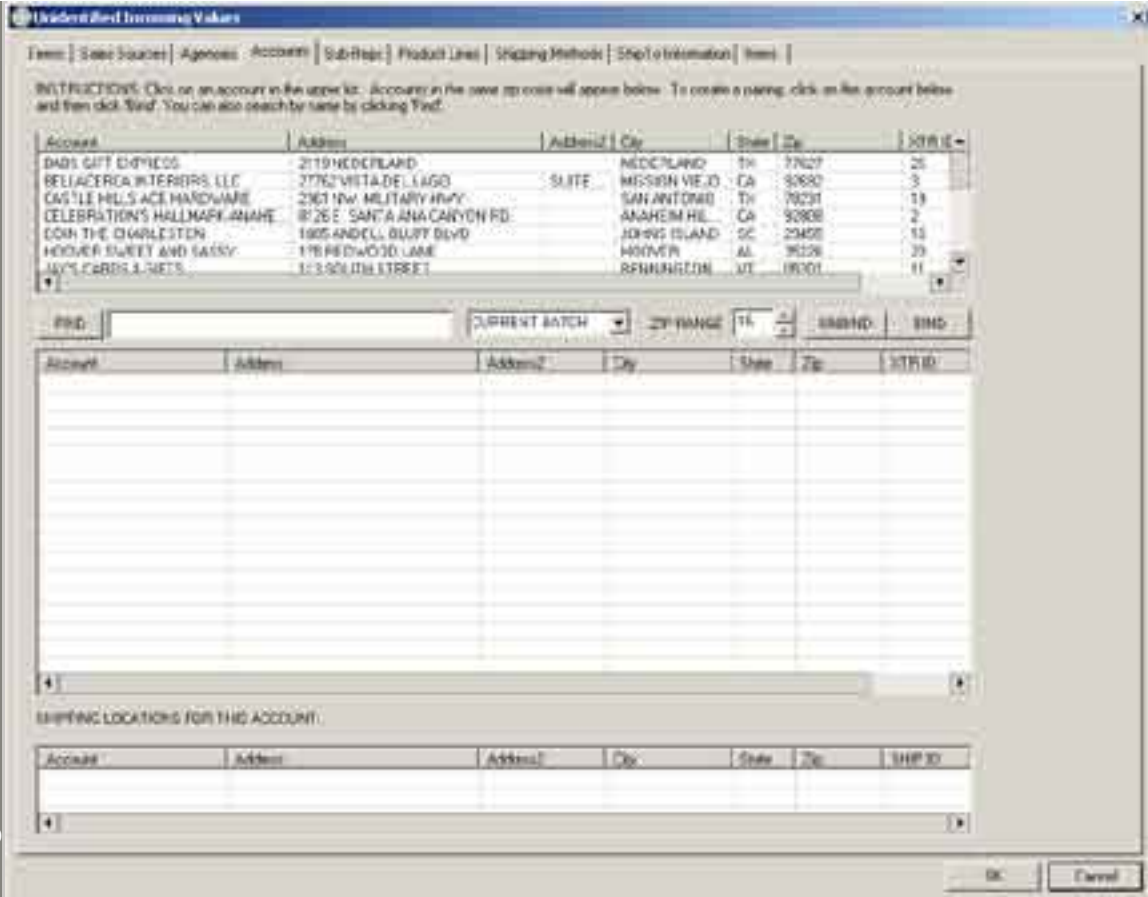
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When a vendor import orders from field reps or from a trade show, for example, there are numerous “checkpoints” that the orders need to pass through before they are ready to be pulled into the vendor’s accounting package. Is the order for an existing account or a new account? If a new account, what terms should be assigned? Should the suggested terms be accepted? Should the suggested discount be accepted? And many more. Executed manually, all of these “reconciliations” can take quite a bit of time. Even if the orders themselves are transmitted electronically, a good deal of manual “massaging” is required before the orders are ready for import into a typical accounting package. XTROVERT, by automating all of these processes, reduces this reconciliation time to a minimum.

# INTRODUCTION

Here's an example of XTROVERT's "learning curve" when applied to the import of new accounts.

Fig. 1: Account Reconciliation Screen



When you import a batch of orders, XTROVERT searches for accounts that do not appear in your accounting package. It uses a sophisticated algorithm to compare names, addresses and zip codes for matches. Often, an account will differ only slightly from an existing account in your system. Is it really a new account or is it a variant of an existing account?

There are many possible reasons for such "variants": a slight difference in spelling, one digit could be off on the zip code, or this could truly be a new account. If this is actually an existing account, XTROVERT allows you to "bind" the incoming version of the account to the version that you have in your accounting package. This insures that any future incoming orders for this account will be assigned to the

proper account in your package automatically.

XTROVERT thus learns as it goes, binding by binding, becoming smarter with each "correction". Likewise with reps, SKUs, terms, and other classes of data – all of these incoming classes of data need to be compared to values in your system. XTROVERT does what it can automatically, and asks you for help where there is doubt. The more time goes by, the less XTROVERT asks you.

# GETTING STARTED

## CONFIGURATION

The first thing you should do after installing XTROVERT is to configure your company settings. Choose File→Configure, or click the "Configure" button. You will be presented with the Preferences page (tab) of the Configure screen.

## PREFERENCES PAGE

XTROVERT uses its own database to store data. If you want to access an archived batch of sent orders, you use this setting to access that batch.

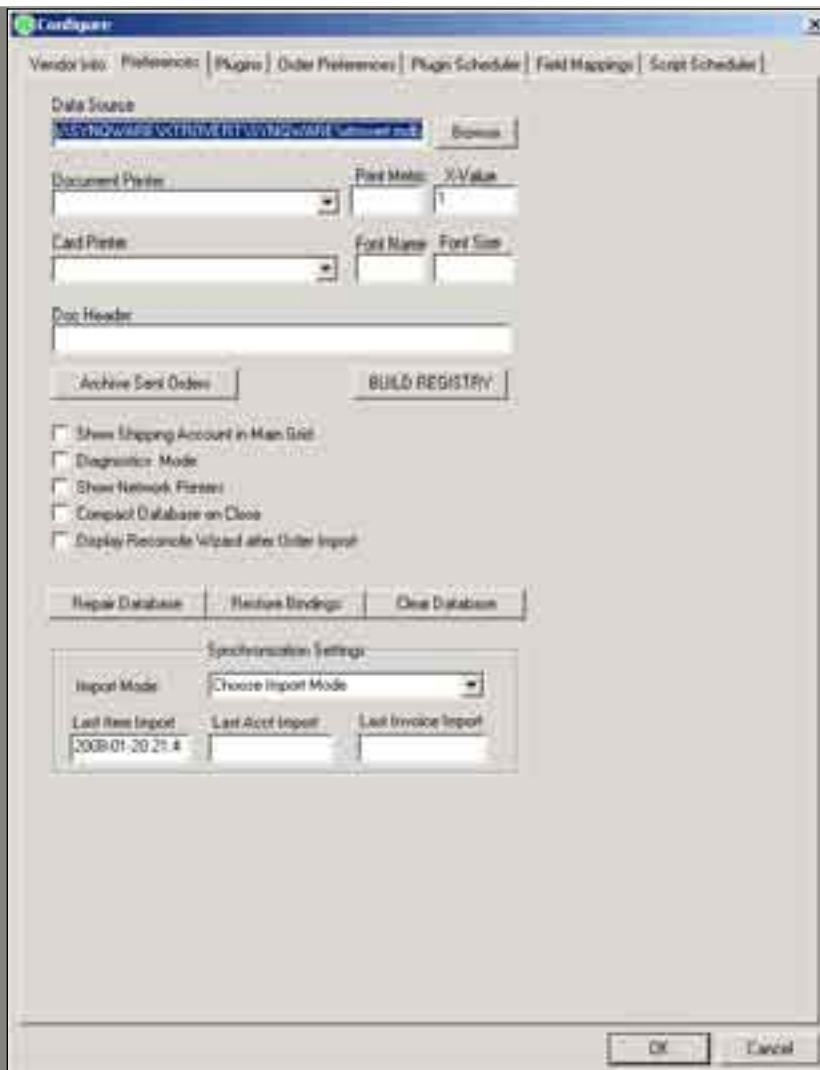


Fig. 2 Preferences Page



**DIAGNOSTICS MODE:** when troubleshooting, switch into Diagnostic mode. This will help SYNQWARE tech support diagnose the problem.

**Compact Database on Close:** If not compacted regularly, Access databases can grow quickly in size and ultimately become corrupted. Compacting the database at the end of every XTROVERT session is good preventive maintainancy.

## VENDOR INFO

**Credmetrix ID:** This allows you to interact with the CREDMETRIX credit-checking web service. CREDMETRIX enables you to perform one-click credit checks on new accounts, as well as to upload your credit data to the cooperative. Every vendor in the cooperative has a CREDMETRIX ID Number.

The screenshot shows a 'Configure' dialog box with the following fields and options:

- Name:** SYNOWARE
- Address 1:** 2001 W. Main St.
- Address 2:** (empty)
- City:** Stamford
- State:** CT
- Zip:** 06902
- Contact:** (empty)
- Database Version:** 3.35
- Phone:** (empty)
- Fax:** (empty)
- DUNS Number:** (empty)
- Email:** (empty)

**CREDMETRIX Section:**

- USER ID:** (empty)
- ID NUMBER:** (empty)
- PASSWORD:** (empty)
- REGISTER:** (button)

**Default Settings:**

- Default Credit Limit:** (empty)
- Default Order Type:** Specialty
- Default Terms:** Net 30
- Default Shipping Method:** UPS GROUND
- Default Agency:** HOUSE
- Default Account Class:** WHOLESALE

Buttons: OK, Cancel

Fig. 3 Vendor Info Page

## VENDOR INFO

### **Default Terms, Shipping Method, Rep, Order Class, Account Class:**

If incoming new accounts are missing data for any of these categories, XTROVERT will use these defaults if you so choose (see "For Incoming New Accounts" on the Order Preferences page).

## PLUGINS PAGE

“Plugins” allow XTROVERT to connect to external entities with no custom integration. To add a new plugin to XTROVERT, enter the plugin name and click “DOWNLOAD”. To request to register a new plugin on your account, please visit <http://www.websynq.com/plugins> Fig.4 Plugins Page



Fig.4 Plugins Page

## **Order Source Plugins**

These plugins allow you to pull orders from a variety of sources: Rep Software Packages, EDI Networks, Web Sites, and the like.

## **Web Plugins**

These plugins allow you to publish your product catalog directly to web libraries, as well as to transmit electronic invoices and orders to rep groups, accounts, and warehouses. Retailers and reps use these libraries to keep up to date with your product catalog.

## **Accounting Package Plugins**

This plugin connects XTROVERT to your accounting software. Plugins exist for most major packages.

## **Custom Plugins**

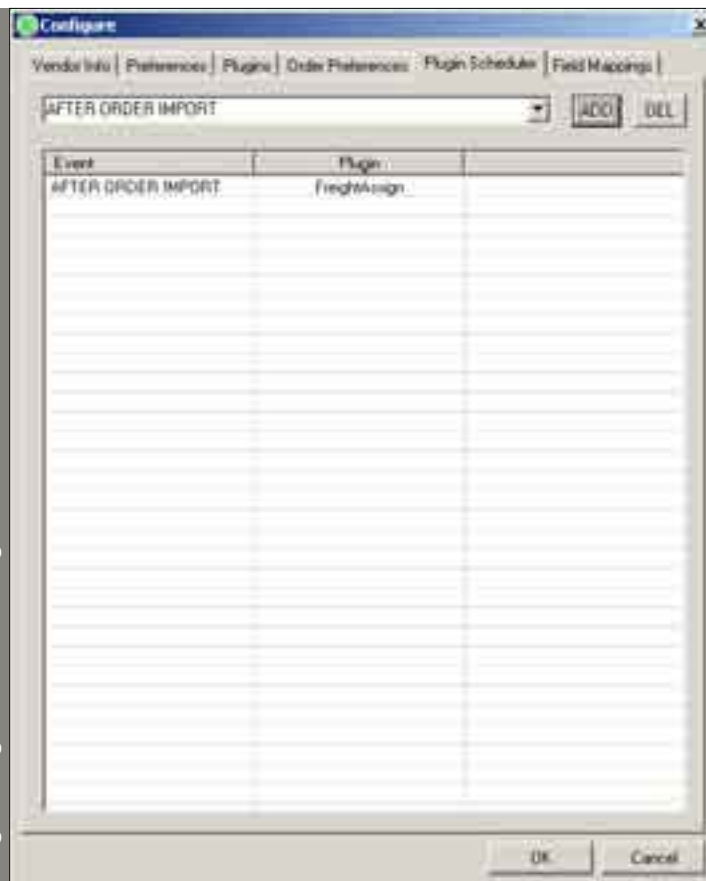
Custom plugins can perform any sort of data transformation on the data stored in XTROVERT. To load a custom plugin, choose File→Configure→Plugins, and set the plugin type to Custom Plugin. Click "Add" and select your plugin. It is now loaded. Now you can "schedule" your plugin on the "Plugin Scheduler" page.

For example, one client created a "FreightAssign" plugin. This plugin assigns the freight value as a line item in an order based upon the total of the order. Orders over a certain value have free freight, orders that value have a certain preset freight.

## GETTING STARTED

The author of this plugin, a Vitamin company that sells to Health Food stores, scheduled this plugin to run after every import. Once the orders come in, the "Shipping" line item is added and they are ready to be exported to the Accounting system.

Fig. 5 Plugin Scheduler Page



To run a custom plugin other than at its scheduled event, Select Utilities→Custom Plugins. Click on the plugin of your choice and click "Run."

## ORDER PREFERENCES PAGE

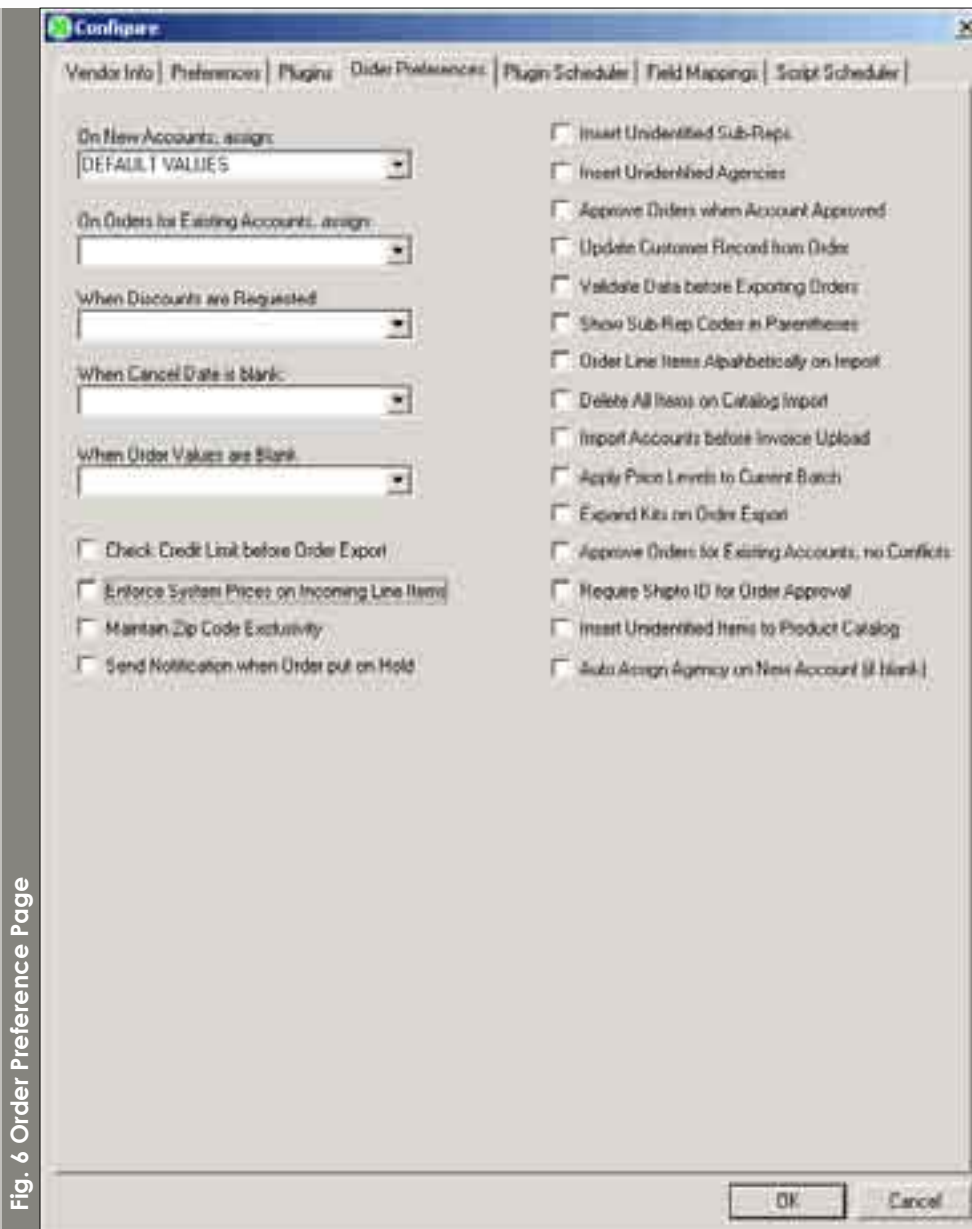


Fig. 6 Order Preference Page

**Enforce System Prices on Incoming Line Items** – If an incoming order has items priced differently than the prices in the system, which prices apply?

**Apply Special Price Levels on Order Import** – Many accounting packages have multiple price levels depending on volume or other factors, such as the “class” or “profile” of the account. The price levels may even apply only to a single account.

**For Incoming New Accounts, Assign (Default Values or Incoming Values)** – When orders come in for accounts not yet in the system, we'll need to decide how to assign the Rep, Terms, Shipping Method and other values for this account.

**For Discrepancies on Existing Accounts** – when you import an order for an existing account, the values on the order may not conform to the values for that account in the system. The Rep may be different, or special terms may be requested. If you choose “ALWAYS APPLY INCOMING VALUES”, the requested values will be imported for this order. If you choose “ALWAYS APPLY SYSTEM VALUES”, the system values will be applied blindly, regardless of the requested values. If you choose “PROMPT FOR RESOLUTION”, XTROVERT will ask you in the case of each conflict which value is to be applied.

**Approve Orders for Existing Account, No Conflicts** – If an order comes in for an existing account, and contains no discrepancies, do you want to automatically export it to your accounting system? Clicking this box precludes the need to manually approve such orders.



**Use Sub-Rep Info** – some vendors use both the Agency and Sub-Rep information on incoming orders. Others collapse these two categories into one.

**Insert Unidentified Items** – If you click this option, XTROVERT will insert unidentified SKUs into its SKU table.

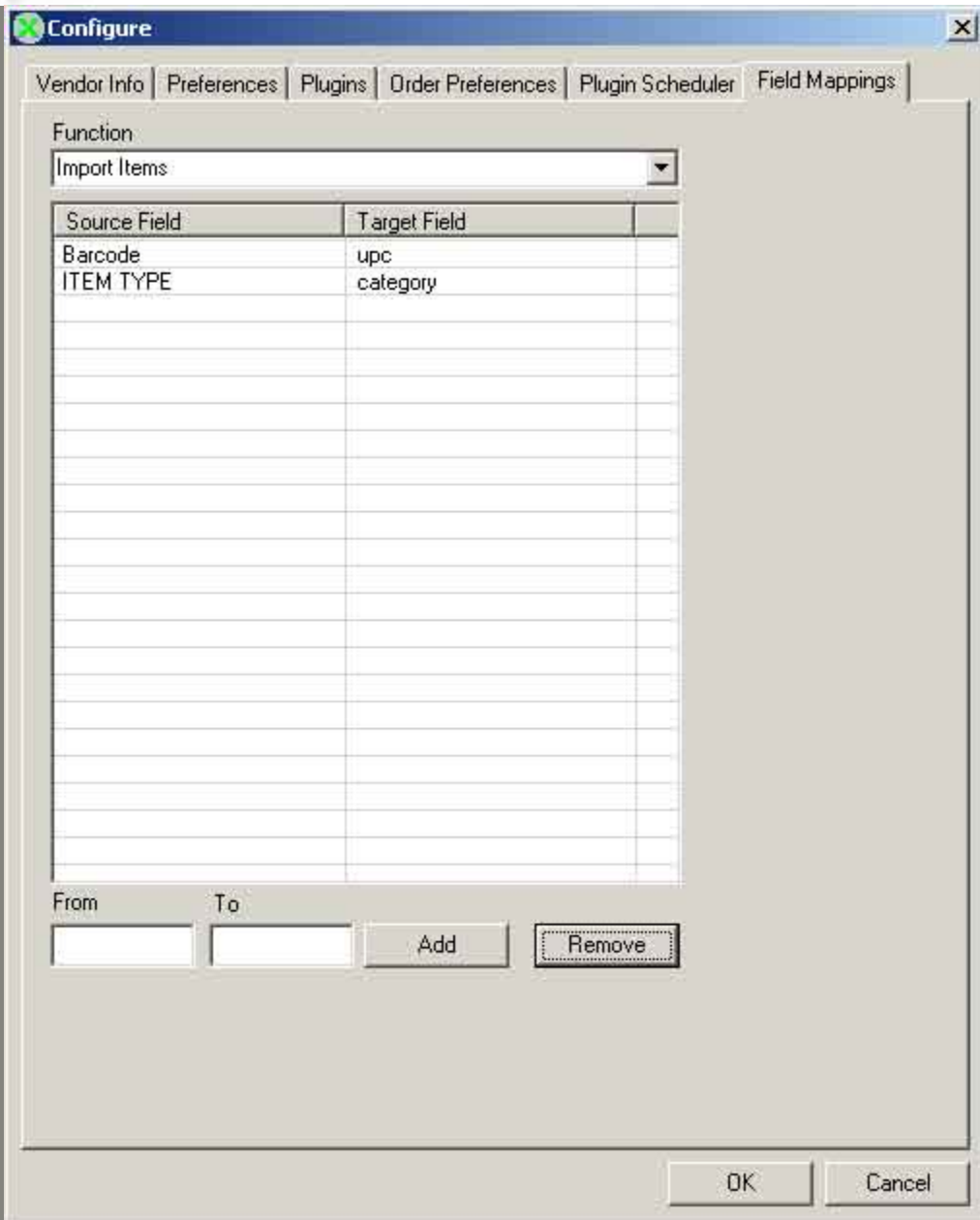


Fig. 7 Field Mappings Page

Many accounting systems allow you to define custom fields. Field Mappings establish a “pairing” between a field in XTROVERT’s internal table—or a string value — and a custom field in one of your accounting system’s tables.

# GETTING STARTED

Let's say you have created a custom field in the Items List of your accounting system which you want to map to XTROVERT's UPC field when you import SKUs into XTROVERT. To do so, select "Import Items" in the "Function" combo box, add the source field (field from your accounting system) and the target field (field in XTROVERT). When the data is imported, it will now populate the proper fields in XTROVERT.

## SCRIPT SCHEDULER PAGE

This page is very powerful. It allows you to run SQL scripts linked to any XTROVERT event.

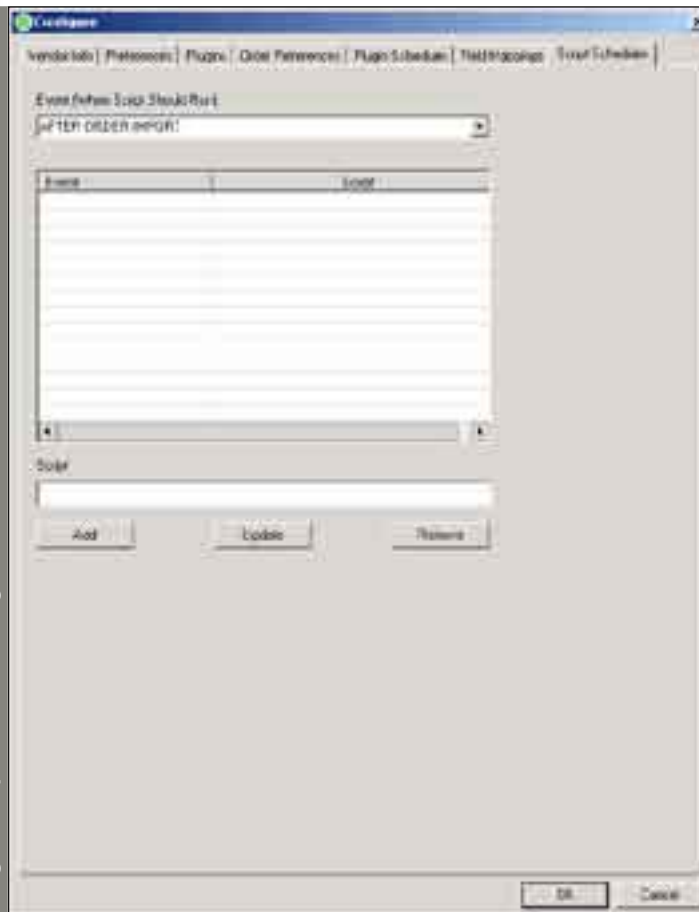


Fig. 8 Script Scheduler Page

## IMPORTING DATA FROM YOUR ACCOUNTING SYSTEM

When you first begin using XTROVERT, it's important to import data from your accounting system. By comparing this data to incoming data, XTROVERT can determine if an account is new or existing, if a value needs to be transformed, and the like.

Make sure that you have configured your Accounting Package plugin for performing these imports.

First, choose Import→Accounts. Next, Import→Items. Next, Import→Lists. This will import everything you need to process orders.

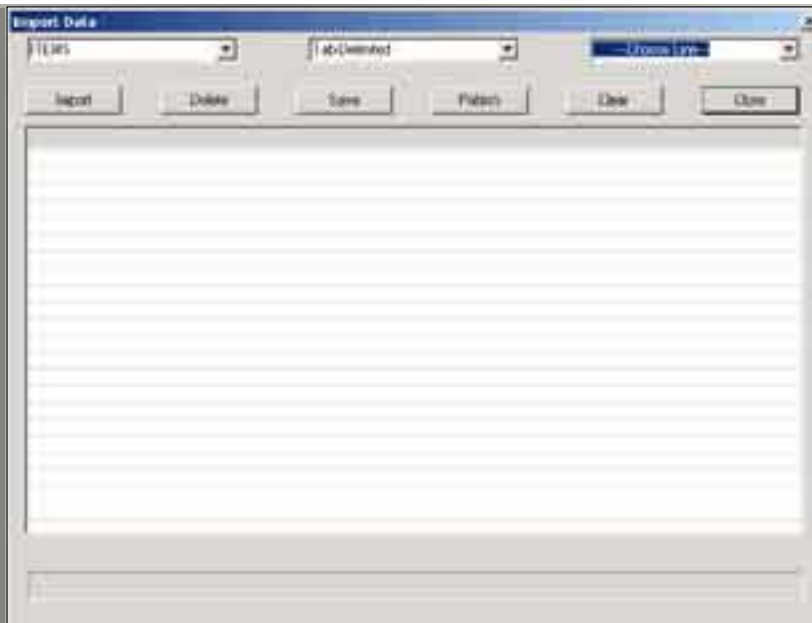
### Importing Accounts Data

If you have defined custom fields in your accounting system, you can map them to the appropriate XTROVERT fields in the Field Mappings section of the Configuration screen.

## Importing Data from Files

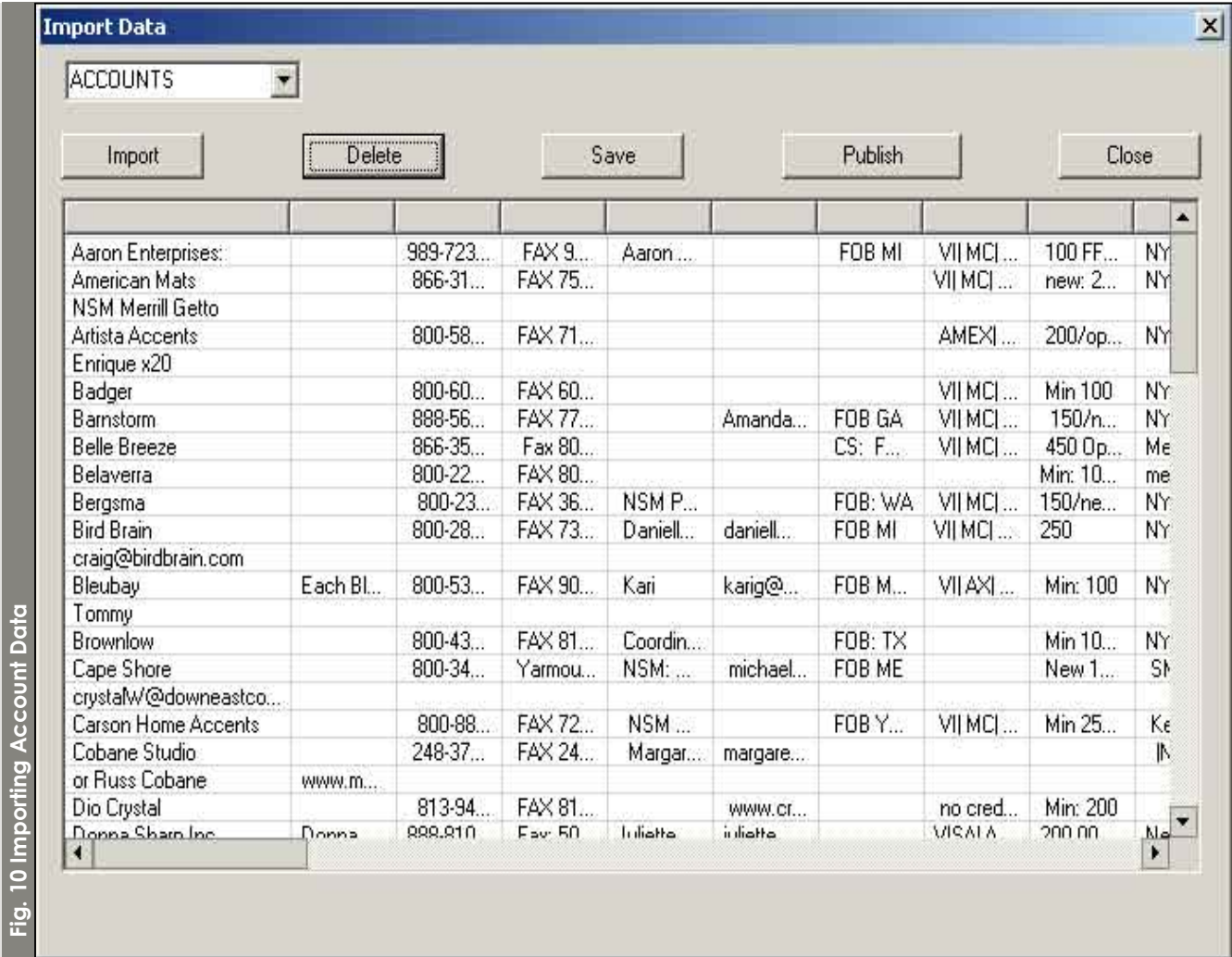
To import data from a file (not from your accounting package) choose Import→ Import Data From File. Cases where this may be necessary: rep zip code ranges, account lists, etc.

Fig. 9 File Import Screen



# IMPORTING SYSTEM DATA

Here is how you would import an account list. After selecting "ACCOUNTS" as the import mode, click "Import" and choose the file to import. When the data is first imported, the column headings will be blank, as follows:



You can now click on each column header to assign that column to the proper field in XTROVERT. As you assign each column, the field names will appear in the column headers, as follows:

# IMPORTING SYSTEM DATA

When you have assigned all of necessary fields to their respective columns, click "Save" and that data will be saved in XTROVERT's Accounts table.

Fig. 11 Assigning Column Headers

The screenshot shows a software window titled "Import Data" with a dropdown menu set to "ACCOUNTS". Below the menu are buttons for "Import", "Delete", "Save", "Publish", and "Close". The main area contains a table with the following data:

DBName		DITel	DIFax						
Aaron Enterprises		969-723	FAX 3	Aaron		FOB MI	VI(MC)	100 FF	Ny
American Mats		866-31	FAX 76				VI(MC)	new 2	Ny
NSM Merrill Getto									
Artista Accents		000-58	FAX 71				AM(D)	200/op	Ny
Enrique x20									
Badger		800-60	FAX 60				VI(MC)	Min 100	Ny
Rainstorm		888-56	FAX 77		Aranda	FOB GA	VI(MC)	150/n	Ny
Belle Breeze		866-35	Fax 80			CS - F	VI(MC)	450 Op	Me
Belavera		800-22	FAX 80					Min 10	me
Bergma		800-23	FAX 36		NSM Pam Hokjbergen	FOB WA	VI(MC)	150/pe	Ny
Bind Brain		800-28	FAX 73	Daniel	daniel	FOB MI	VI(MC)	250	Ny
craig@bedbarn.com									
Bleubay	Each BI	800-53	FAX 90	Kan	karg@	FOB M	VI(MC)	Min 100	Ny
Tommy									
Brownlee		800-43	FAX 81	Coordn		FOB TX		Min 10	Ny
Cape Shore		800-34	Yamou	NSM	michael	FOB ME		New 1	ST
cystalaw@downeastco...									
Carson Home Accents		800-88	FAX 72	NSM		FOB Y...	VI(MC)	Min 25	Ke
Cobare Studio		248-37	FAX 24	Margat	margate				⚡
of Plaza Cobare	www.m								
Dix Crystal		813-94	FAX 81		www.cr		no cred	Min 200	
Donna Sham, Inc	Phone	800-810	Fax 80	Iraketa	iraketa		1/2/1/1	100/00	Ma

## Importing Orders

To import orders, click the "Imp Ords" button in the upper left hand corner of the main screen. You will see the following dialog box:

These are the plugins that have been designated as "Order Sources" in File→Configure→Plugins. If this is your first time pulling from an order source, you'll first need to click "Configure" in order to configure the Order Source. To pull from an Order Source, simply select the plugin for that source and click "Process".

Once the new batch of orders has been imported, they will appear in XTROVERT's main grid. Accounts that do not yet exist in your accounting package are marked "NEW" in the ACC STATUS column. Press the Reconcile button to display the Reconciliation screen. This screen will allow you to create bindings for the incoming data.



Fig. 12 Import Orders Screen



# WORKING WITH INCOMING DATA

Fig. 13 Processing New Orders and Accounts

The screenshot displays a software interface with a list of orders at the top and a summary table below. The list of orders includes columns for Order ID, Date, Status, and various account-related fields. The summary table below has columns for 'Item', 'Quantity', 'Price', and 'Total'.

Item	Quantity	Price	Total
112001	1	1	1
112002	2	1	2
112003	1	1	1
112004	1	1	1
112005	1	1	1
112006	1	1	1
112007	1	1	1
112008	1	1	1
112009	1	1	1
112010	1	1	1
112011	1	1	1
112012	1	1	1
112013	1	1	1
112014	1	1	1
112015	1	1	1
112016	1	1	1
112017	1	1	1
112018	1	1	1
112019	1	1	1
112020	1	1	1
112021	1	1	1
112022	1	1	1
112023	1	1	1
112024	1	1	1
112025	1	1	1
112026	1	1	1
112027	1	1	1
112028	1	1	1
112029	1	1	1
112030	1	1	1
112031	1	1	1
112032	1	1	1
112033	1	1	1
112034	1	1	1
112035	1	1	1
112036	1	1	1
112037	1	1	1
112038	1	1	1
112039	1	1	1
112040	1	1	1
112041	1	1	1
112042	1	1	1
112043	1	1	1
112044	1	1	1
112045	1	1	1
112046	1	1	1
112047	1	1	1
112048	1	1	1
112049	1	1	1
112050	1	1	1
112051	1	1	1
112052	1	1	1
112053	1	1	1
112054	1	1	1
112055	1	1	1
112056	1	1	1
112057	1	1	1
112058	1	1	1
112059	1	1	1
112060	1	1	1
112061	1	1	1
112062	1	1	1
112063	1	1	1
112064	1	1	1
112065	1	1	1
112066	1	1	1
112067	1	1	1
112068	1	1	1
112069	1	1	1
112070	1	1	1
112071	1	1	1
112072	1	1	1
112073	1	1	1
112074	1	1	1
112075	1	1	1
112076	1	1	1
112077	1	1	1
112078	1	1	1
112079	1	1	1
112080	1	1	1
112081	1	1	1
112082	1	1	1
112083	1	1	1
112084	1	1	1
112085	1	1	1
112086	1	1	1
112087	1	1	1
112088	1	1	1
112089	1	1	1
112090	1	1	1
112091	1	1	1
112092	1	1	1
112093	1	1	1
112094	1	1	1
112095	1	1	1
112096	1	1	1
112097	1	1	1
112098	1	1	1
112099	1	1	1
112100	1	1	1

Note that in the ORD STATUS field, there may be "conflicts" that are present on the orders. "Conflicts" mean that the values on the order are not identical to the values for that account in the accounting system.

# WORKING WITH INCOMING DATA

## Checking Credit

For vendors who participate in the CREDMETRIX Credit Cooperative, XTROVERT seamlessly incorporates credit-checking into the order import process. This allows you to import orders and check credit without ever having to “step outside” the program. Click on an order in the main grid, and click on the “Cred Check” button above. You’ll see a grid that looks like this :

**Fig. 14 Credit Check Screen**

Vendor	Submit Date	Current	Past 30	Past 60	Past 90	Past 120+	Cred Lmt	Avg Pay
1. M2282	2005-02-28	496.24	0.00	0.00	0.00	0.00		0.00
(%)		100	0	0	0	0		
2. M4758	2005-10-27	246.81	0.00	0.00	0.00	0.00		0.00
	2005-10-27	1178.36	154.15	0.00	0.00	0.00		0.00
	2005-10-27	1175.56	0.00	0.00	0.00	0.00		0.00
	2005-10-27	934.48	298.80	0.00	0.00	0.00		0.00
	2005-12-28	80.11	1017.18	860.21	0.00	0.00		0.00
	2006-01-17	936.57	936.18	934.18	934.18	0.00		0.00
	2006-02-06	19.80	916.18	916.18	916.18	916.18		0.00
(%)		35	26	20	13	7		
3. M3455	2005-09-01	298.75	215.49	0.00	0.00	0.00		0.00
	2005-10-11	193.92	0.00	0.00	0.00	0.00		0.00
	2005-11-14	186.74	0.00	0.00	0.00	0.00		0.00
	2006-01-06	201.60	85.00	0.00	0.00	0.00		0.00
	2006-02-09	201.80	85.00	0.00	0.00	0.00		0.00
(%)		76	24	0	0	0		
4. M9289	2006-02-06	181.08	0.00	0.00	0.00	0.00		0.00
<b>Totals (%)</b>		<b>12</b>	<b>34</b>	<b>13</b>	<b>13</b>	<b>8</b>		

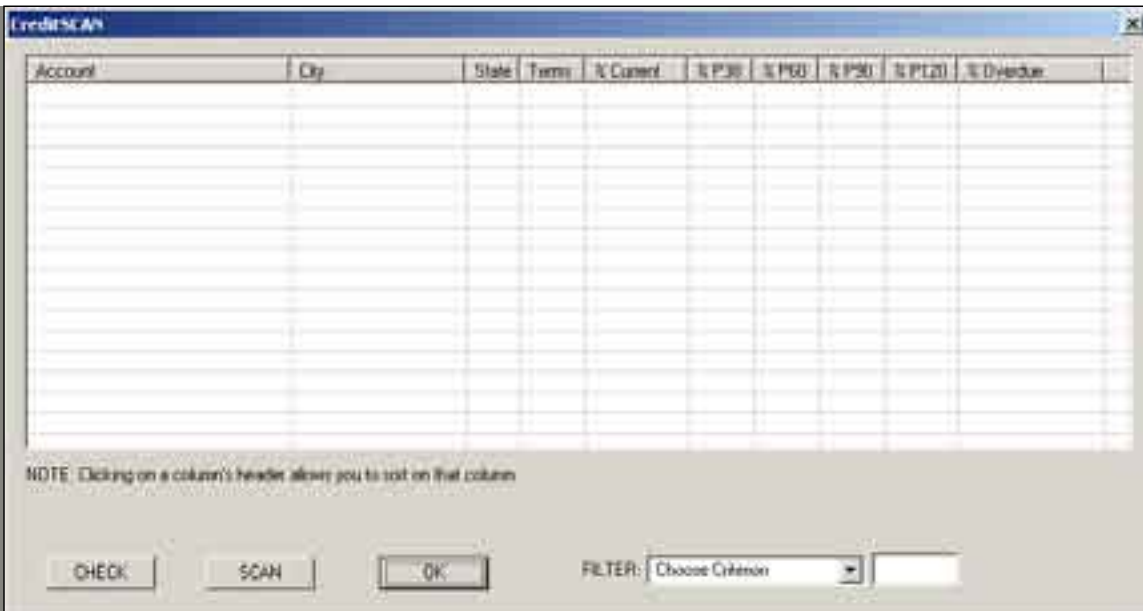
Assign Terms:  Current Terms:  Required Terms:

This grid, pulled directly from the CREDMETRIX database, shows the payment history that other vendors have experienced with this retailer. To assign terms to this account, select an option from the “Assign Terms” combo box. If there is not enough data to support a decision at present, choose “Pending”.

## CreditSCAN

Have you wanted to cycle through your accounts and see if the terms are “out of line” for any of them? What if there's an account to whom you've assigned Net 60 terms but with whom other vendors have experienced collection difficulties. That's a red flag that you need to be aware of. CreditScan shows which of your accounts have negative payment histories with other vendors. Select Credmetrix → CreditSCAN to bring up the following screen:

Fig. 15 CreditSCAN Screen



In the “FILTER” combo box, select the conditions that you want CREDMETRIX to search for. For example, you may only be interested in seeing which of your accounts are shown by other vendors to have an Average Pay Time of over sixty days. You could thus select “Avg Pay Time >” and set the value to 60. The accounts that are displayed in the grid will be accounts of yours that meet those conditions. You can then see what terms you have allocated to those accounts, and decide which cases merit further investigation.

## Uploading to CREDMETRIX

To participate in a data cooperative, you must be a “data provider” as well as a “data consumer”. Uploading your AR data to CREDMETRIX is a one click affair. Select Credmetrix→Upload AR data, and your AR data will be uploaded to the cooperative.

## Editing Accounts

When you click on the “Edit” button from the main screen, or when you double-click on an order in the order grid, you will see the following “Review” screen: The first page in this screen (the left-most tab) allows you to edit Account data before exporting the account to your accounting system.

Fig. 16 Account Editing Screen

In cases where the values on the incoming order are different from value in the accounting system for this account, the text above the edit box for that value will appear in red. If you change the value to the one in the system, the text will revert to text.

## Editing Orders

To set values for an incoming order, click on the "Order Information" tab at the top of the Account Review screen. This will bring up the Order Information screen.

**Please resolve the discrepancies on this order**

Account Information | **Order Information** | Credit Information

Account: MUD HE  
Address: DREAM HOUSE, 15425 CLAYTON RD, BALLWIN, MO, 63011, (314) 227-7640

PO: 2054704 | SYS ID: | SHIP DATE: 7/ 5/2006 | CANCEL DATE: 7/ 5/2007

Credit Card: | Exp: | VNN: | Card Holder: | Type: | Disc: |

**SYS TERMS: 25 TO Net 30** | **SHIPMENT IN SYSTEM**

Net 30 | ROAD | Best way

**SYS REP: Hager House** | **SYS SHIP FROM** | PROMO

RICK SCHULIN | CATHY & CO., INC. |

Special Notes:

ORDER: IT | FIND: | Delete Item | Add Item | TOTAL: 252.00

Item	Desc	Reg Price	Qty	Est	Sys Price
19401		8.50	3	25.50	0.00
19201		8.50	3	25.50	0.00
17186		7.50	3	22.50	0.00
17181		11.00	3	33.00	0.00
171004		10.00	3	30.00	0.00
171006		5.00	6	30.00	0.00
19402		9.00	3	27.00	0.00
19214		9.50	3	28.50	0.00
19225		5.00	6	30.00	0.00
Z_F	Shipping	0.00	1	0.00	0.00

Discrepancies:

OK Cancel

Fig. 17 Order Editing Screen

The values that you set in this screen will determine what values will be set for this order when it is exported to your accounting system. Text that appears in red means that the values are either not recognized by the accounting system or are different from those in the system for this account.

## DATA RECONCILIATION

All vendors agree that the most time-consuming aspect of importing orders is data reconciliation. Do the reps on the orders match the reps in the system? Do the items on the orders match the items in the system? Numerous categories of data need to be reconciled. The beauty of XTROVERT is not only its ability to automate this process, but its ability to learn from import to import through the technique of “data binding”.

In Configure→Preferences, you have the option of calling the data reconciliation screen to be displayed automatically when you import orders:

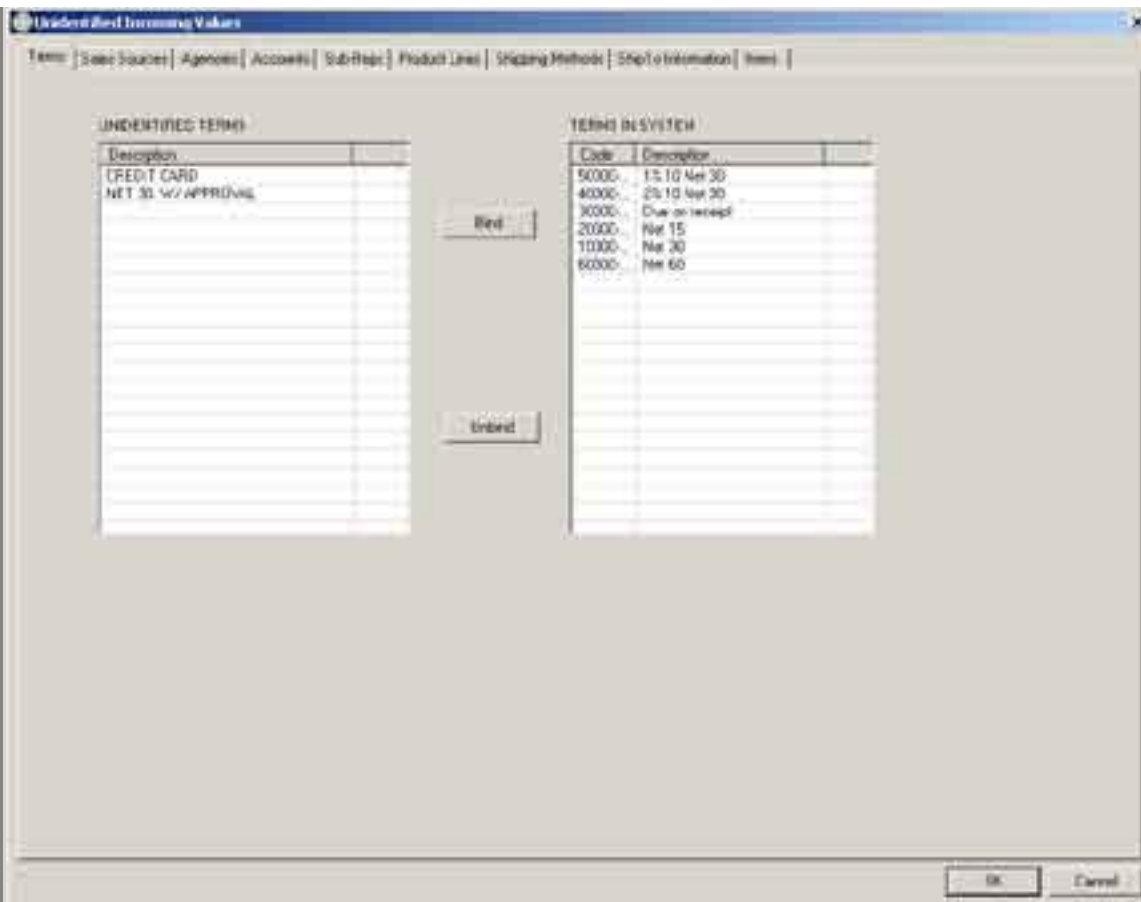


Fig. 18 Data Reconciliation Screen

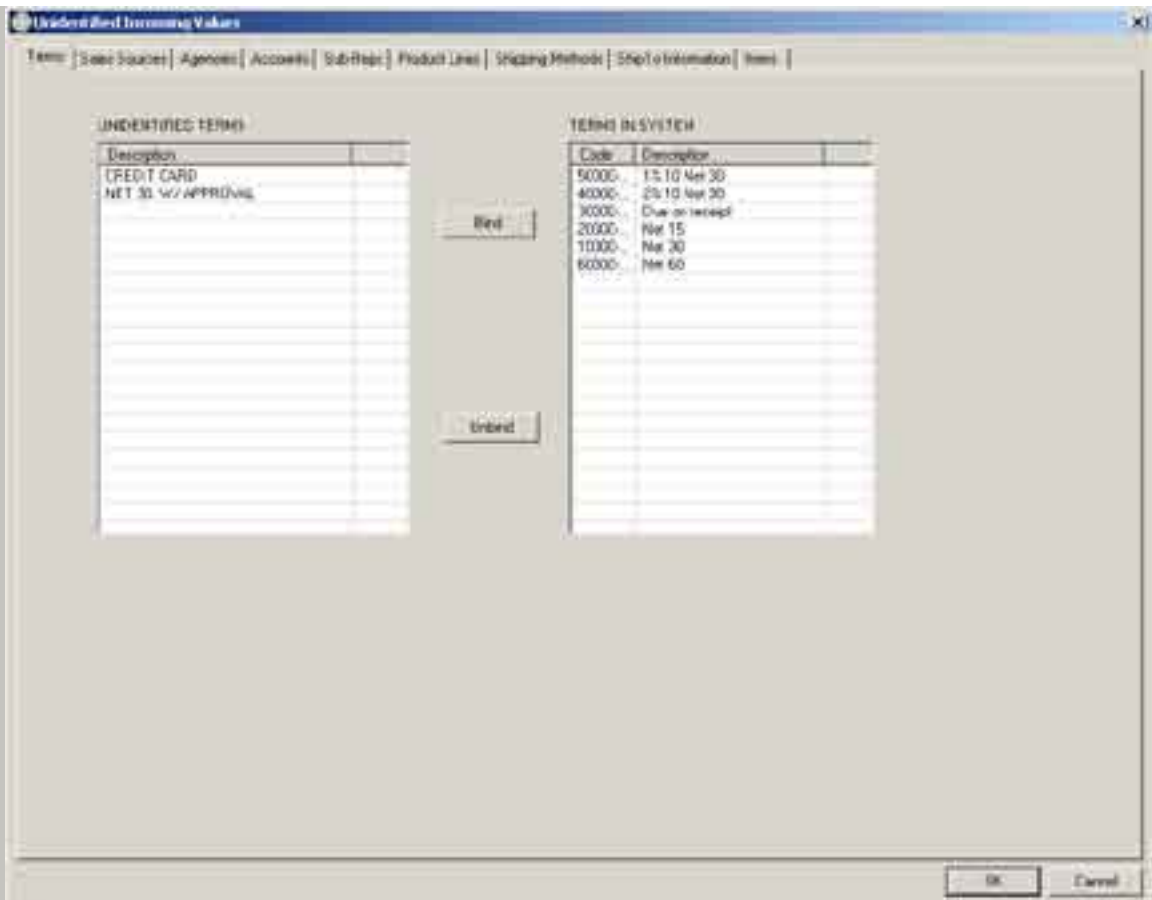
If you wish to reconcile certain values independent of importing an order batch, click the “Reconcile” button on the main screen.

As you can see, there are nine categories of data that need to be reconciled: Terms, Sales Sources, Agencies, Sub-Reps, Accounts, Product Lines, Shipping Methods, Ship To Information, and Items.

## Reconciling Terms

Certain accounting packages are very unforgiving when the terms on an incoming order do not match the terms in the system. For example, the terms on an order may read "N30" but your accounting package may only recognize "Net 30". Once you create a binding, XTROVERT performs the necessary translations to allow your accounting package to parse all incoming orders in its own language.

Fig. 19 Terms Reconciliation Screen

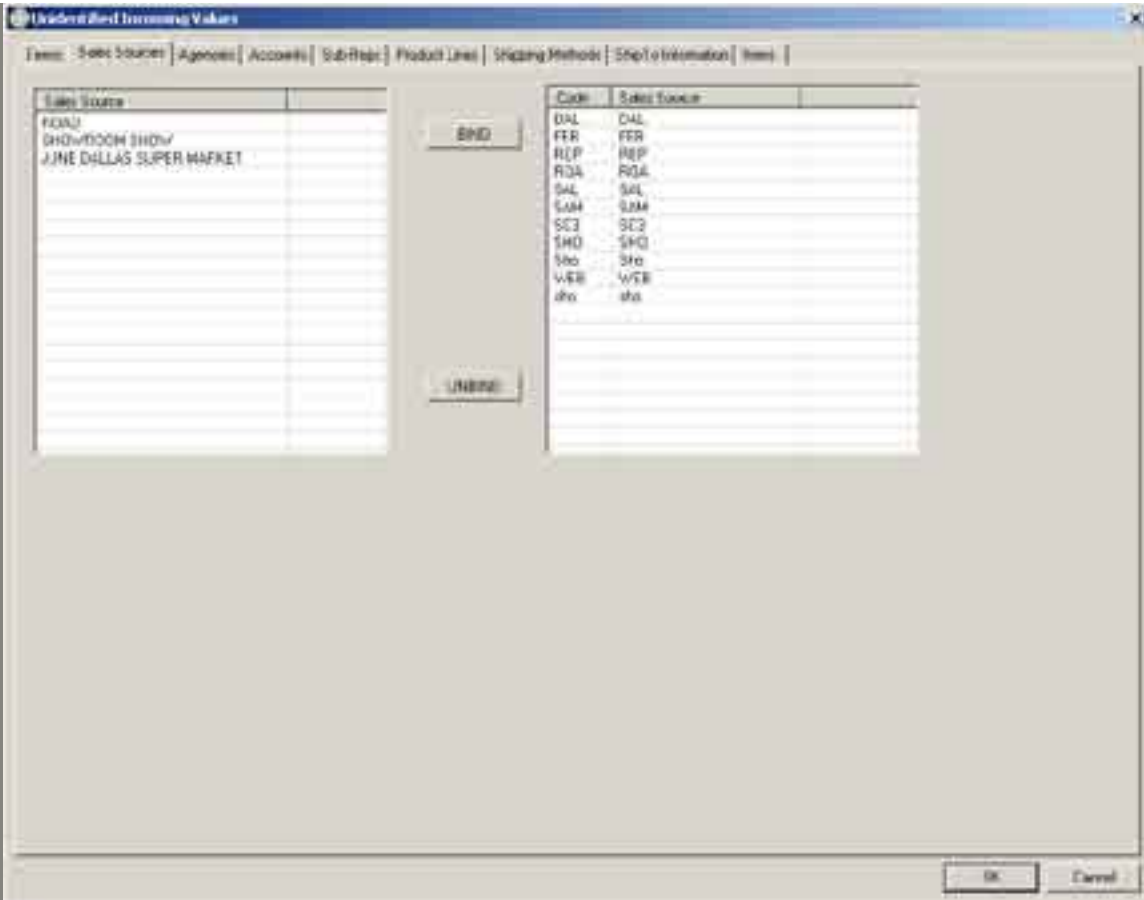


To create such a "binding", click on the incoming term, click on the existing term to which it needs to be bound, and click "Bind". XTROVERT will now retain this pairing going forward.

## Reconciling Sales Sources

Many accounting packages keep track of the origin of orders. XTROVERT allows you to reconcile incoming Sales Source values with existing values through the following screen:

Fig. 20 Sales Source Reconciliation Screen



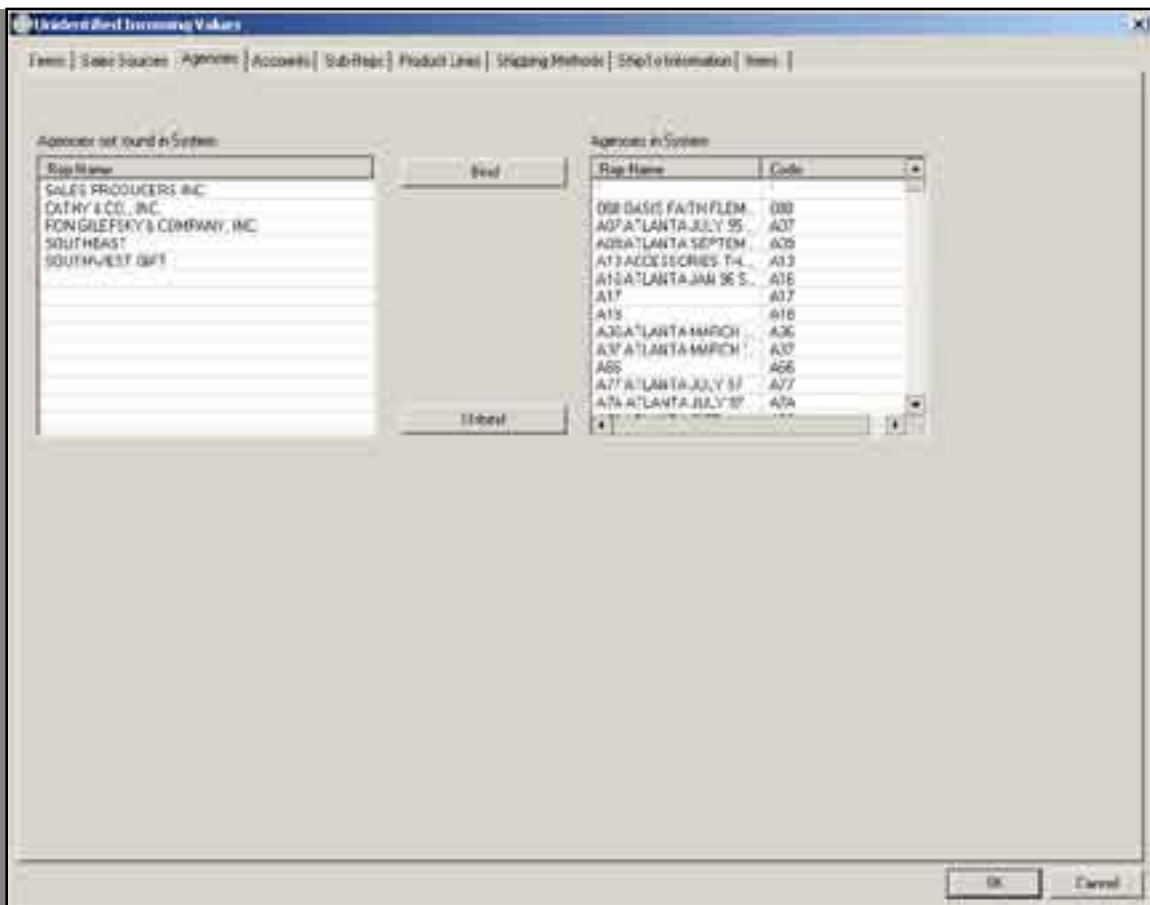
As with the other reconciliations, simply click on the incoming and existing values, and click "Bind". The incoming values are always on the left, the existing values on the right.



## Reconciling Agencies

If orders come over from an agency not currently in your system, you can match the unidentified agency with an existing entry in your system. To create a “binding” with an existing entry, click on the unidentified agency on the left, and then click on the version of this name that is in your system on the right. Click “Bind”, and your system will know going forward that these two entries are identical

Fig. 21 Reconciling Agency Data



## Reconciling Accounts

When orders come over for accounts not currently in the system, these new accounts will show up in upper grid in the Account Reconciliation screen.

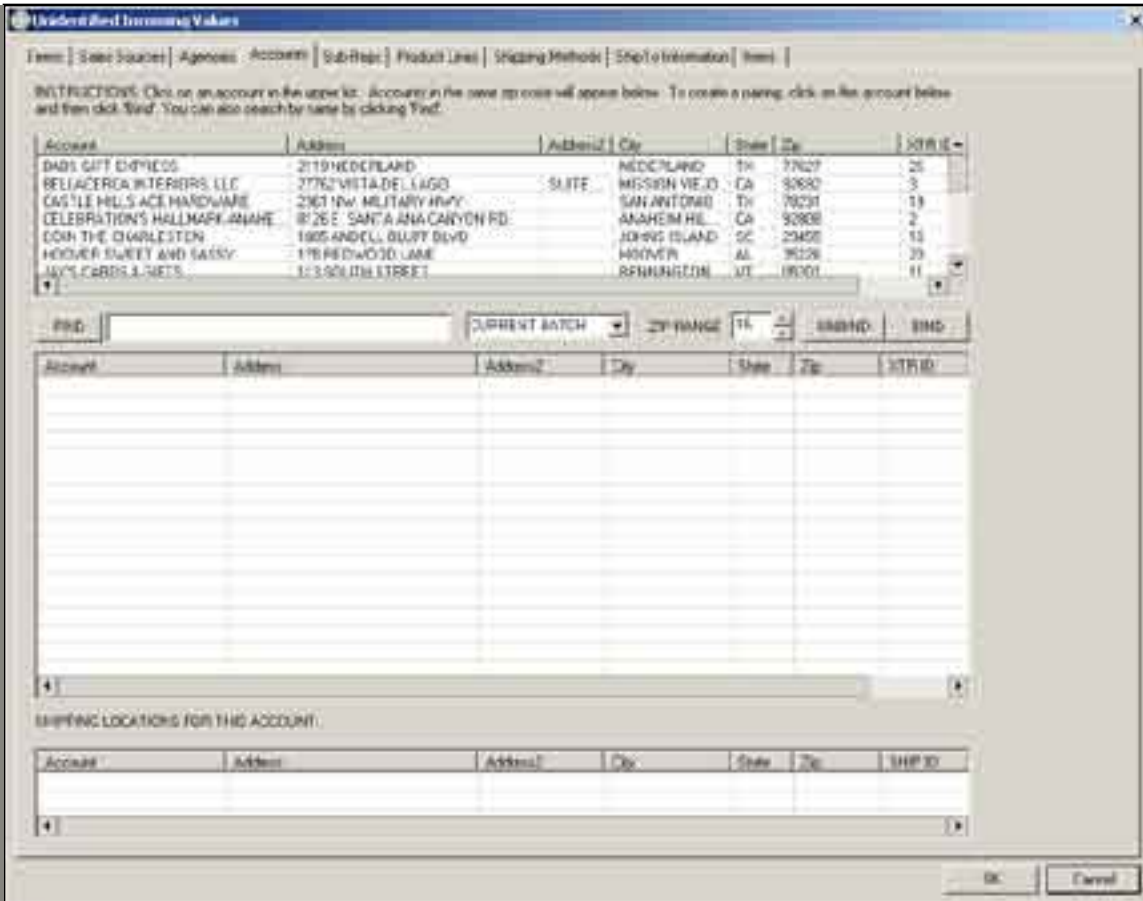


Fig. 22 Account Reconciliation Screen

It often happens that an incoming account is not identified due to a small difference between it and an existing account. It may be one digit in the zip code, or an insignificant word such as "A" or "THE". XTROVERT allows you to prevent the insertion of duplicate accounts into your accounting system in such cases.

## WORKING WITH INCOMING DATA

When you click on an account in the upper screen, all existing accounts in that account's "vicinity" appear in the grid below. The exact "zip range" of the vicinity is determined by the ZIP RANGE setting. This is very important, because it was found that often times zip codes for existing accounts may differ by a few digits from the zip code of the incoming account. In the example above, XTROVERT will search for a zip code "plus or minus" sixteen. Thus, if the zip code in question is 77627, XTROVERT will search all zip codes between 77611 and 77643.

In cases where an incoming account either has no zip code or the zip code is deemed unreliable, one can search by account name. Place a fragment of the account in question into the FIND edit box, and click "FIND". All accounts that contain that name fragment will appear in the lower grid.

When "CURRENT BATCH" is selected in the Batch combo box, only unidentified accounts in the current incoming batch appear above. ALL BATCHES cause all unidentified accounts to appear.

If you have located a match, click on the upper and lower values and click "Bind". Not only does this create a binding between the two accounts, but it transforms all affected orders (changes the unidentified account to the existing account).

## Reconciling Items

If orders come over with items not currently in your product catalog, the “Item Match” screen appears (shown below). This screen allows you to create a binding between an unidentified item and an existing item in your system, or to insert a new item entry into the system.

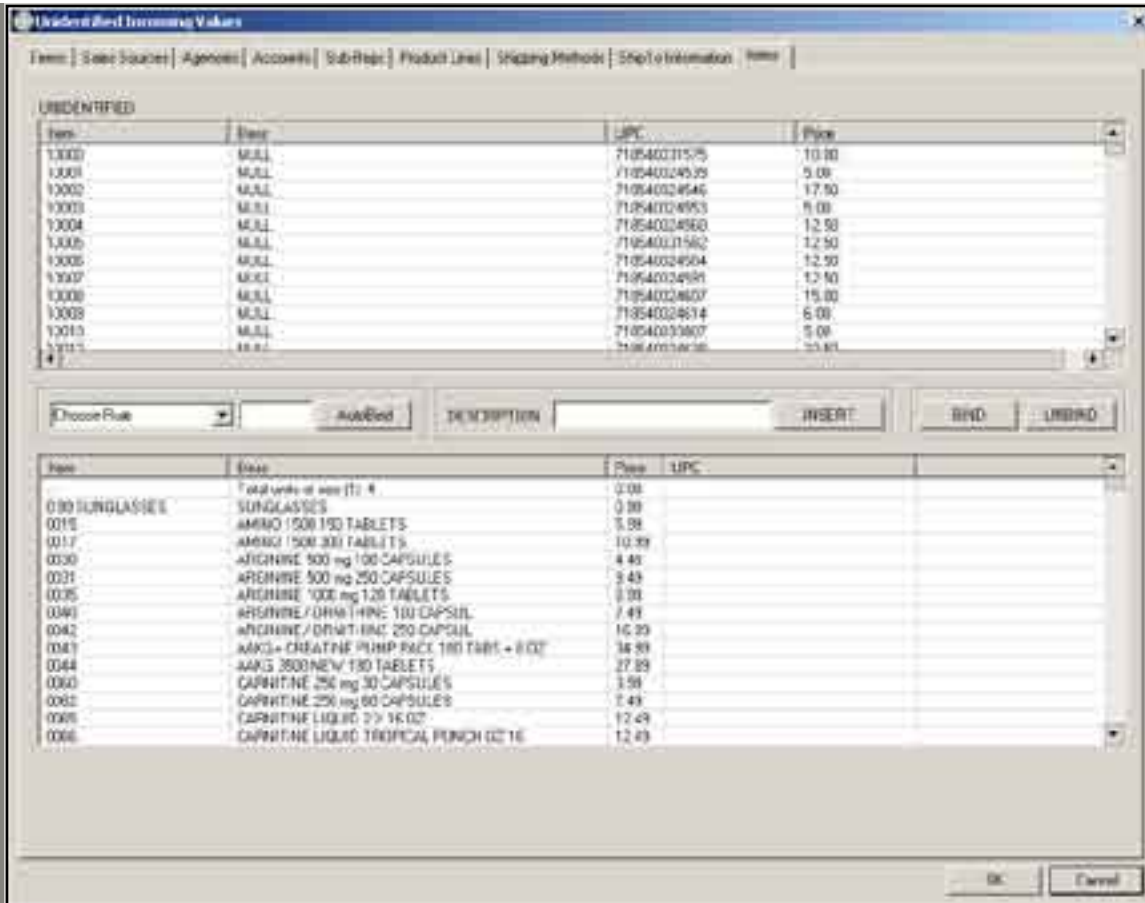


Fig. 23 Reconciling SKU Data

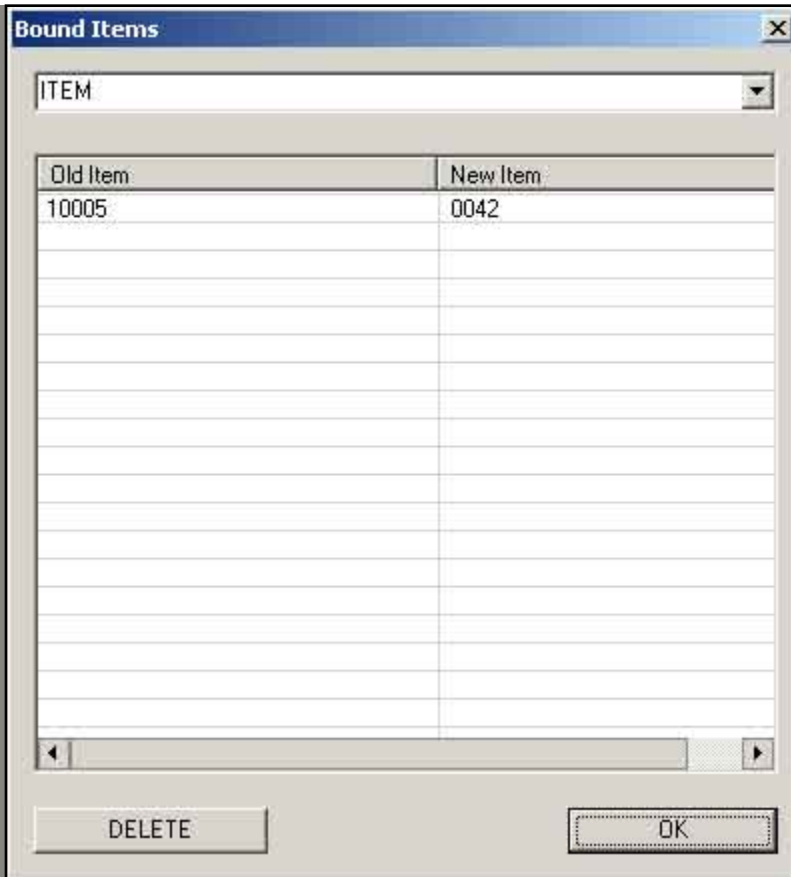
To create a binding, simply click on the unidentified item on the right, click on the existing item on the left, and click “Bind”. All future occurrences of the unidentified item will be properly paired with the existing item.

# WORKING WITH INCOMING DATA

Binding items can be complex, because there may be entire batches of items affected. For example, items may be coming over with a zero prefixed to them when in the accounting system there is no such prefix ("0998" vs. "998"). For such cases where entire batches of data need to be bound, we have the "AutoBind" button.

In the case above, we would select "Remove Prefix" in the "Choose Rule" combo box. We would set the value to the right to "0". Now, all values of the form "0XXX" would be converted to "XXX". If we have any cases of "overkill" – cases where the transformation should not have taken place – we can simply click "UNBIND", which brings up the Bindings Screen.

Fig. 24 Bindings Screen



Now we can click on the errant binding and click "Delete".

## EXPORTING ACCOUNTS TO YOUR ACCOUNTING SYSTEM

To export a new account into your accounting system, click "EXPORT TO ACCTG SYSTEM" at the bottom of the Account Edit Screen:

**Review Screen**

Account Information | Order Information | Credit Information | EDI Information

XTROVERT ID: 9300 | ACCTG BILLTO ID: | ALPHA BILLTO: | ACCTG SHIPTO: |

**BILLING INFO**

Contact: 607-273-7339  
Company: HOUSE OF SHALMAR  
Address 1: 142 E. STATE ST  
Address 2: THE COMMONS  
City: ITHACA | State: NY | Zip: 14850  
Tel: 607-273-7339 | Fax: | Comp: USA

**SHIPPING INFO (FOR THIS ORDER)**

Contact: 607-273-7339  
Ship To: HOUSE OF SHALMAR  
Address 1: 142 E. STATE ST  
Address 2: THE COMMONS  
Ship City: ITHACA | State: NY | Zip: 14850  
Ship Tel: 607-273-7339 | Ship Fax: | Comp: USA

SHIP VIA ON ORD: UPS GROUND | Shipper Account No: | ST Desc: | DC: |

TERMS ON ORDER: NET 30 | Dept: DISCOUNT |

Status: NEW | Branch Name: | Commission: |

Customer Profile: WHOLESALE | Open Balance: | Clerk List: |

Apply to Order |  Allow Back Order |  Permit

Account	Address	Address 2	City	State	Zip	SHIP ID
HOUSE OF SHALMAR	142 E. STATE ST	THE C	ITHACA	NY	14850	

PREV NEW ACCT | UPDATE ACCTG SYSTEM | EXPORT TO ACCTG SYSTEM | NEXT NEW ACCT

OK | Cancel

Fig. 25 Exporting a New Account

XTROVERT will retrieve your system's id number for this new account and display it in the ACCTG BILLTO ID at the top of the screen. For accounting systems that house Ship To addresses in a separate table, the Ship To ID will be returned as well. Once the account has been exported to the system, its status will be "APPROVED" unless you set it to "REJECTED". You can now approve all orders for this account for export to your system.

## Exporting Orders to your Accounting System

Once an account has been approved, you can approve and export orders for that account. To do so from the main screen, click on the order, click Approve, and then click "Export".

If you attempt to approve an order for an account that has not yet been approved, you will receive the following message:



Fig. 26 Trying to Approve an Order Premature

Once an order is exported, the accounting system order numbers will be retrieved and displayed in the SYS ORDER ID column.

Orders for approved accounts can be approved singly or in batches. To approve a batch of orders, select the range on the order grid and click "APPROVE" above.

## Deleting an Order

It may happen that you wish to delete an order from the system. For example, a rep could call up to say that the store cancelled the order. Click on the "Delete" button on the main screen. A warning will appear asking if you really wish to delete the order.



Fig. 27 Deleting an Order

Orders can be deleted singly or in a batch.

# MAINTAINING YOUR DATA

## MAINTAINING ACCOUNT DATA

You can view your accounts in the Accounts Screen by selecting Maintain→Accounts.

ID1	ID2	company	mgnt	address	address2	city
1	NULL	RECURRENT DREAMS	69867	6236 E. PACIFIC COAST HIG.	NULL	LONG BEACH
2	NULL	CELEBRATION'S HALLMARK (ANHEI)	490700	8136 F. SANTA ANA CANYON	NULL	ANAHEIM HI
3	NULL	BELLACERCA INTERIORS, LLC	490701	27262 VISTA DEL LAGO	SUITE A #3	MISSION VIE
4	NULL	ST. IVES ET JARDIN	490702	6705 QUAIL HILL PARKWAY	NULL	IRVINE
5	NULL	WAGGNY TAIL CAFE & BAKERY	490703	722 MARSH STREET	NULL	SAN LUIS O.
6	NULL	MARSHALL RETAIL GROUP, THE	490704	5285 WYNN ROAD	NULL	LAS VEGAS
7	830000-1	DANDORAND DRUG	77615	7732 E. CENTRAL	NULL	WICHITA
8	830000-1	BOTHWELL HOSP GIFT SHOP	490705	601 E 14TH ST	NULL	SEDALIA
9	850000-1	UPSTAIRS BOUTIQUE	229506	502 MAIN ST.	NULL	JOPLIN
10	840000-1	DREAM HOUSE	113299	15425 CLAYTON RD.	NULL	BALLWIN
11	NULL	JAY'S CARDS & GIFTS	126483	113 SOUTH STREET	NULL	BENNINGTON
12	8A0000-1	ARIANA'S GIFT BASKET	490706	1736 MINERAL SPRING AVE	NULL	PROVIDENCE
13	NULL	TAKE TWO (GAL JAY'S HALLMARK	490707	ROUTE 7 & KOCHER DRIVE	105 BENNINGTON	BENNINGTON
14	NULL	STARBUCK	305946	14210 HIGHWAY 50	SUITE B	SUITE B
15	73490	BRENNAN'S GIFTS	490708	655 FRESHFIELD DRIVE	NULL	JOHN'S ISLA
16	NULL	DOIN THE CHARLESTON	119070	1805 ANDELL BLUFF BLVD	NULL	JOHN'S ISLA
17	73490	SOUTHERN TOUCH	53833	303 CENTRE ST	NULL	PERNACINA
18	870000-1	BARK AVENUE BAKERY	490709	723 WEST SAND ROAD	NULL	ORLANDO
19	NULL	CASTLE HILLS ACE HARDWARE	115324	781 NW MILITARY HWY	NULL	SAN ANTONIO
20	NULL	HOOVER SWEET AND SASSY	490710	176 REDWOOD LANE	NULL	HOOVER
21	830000-1	CREEKSIDE COLLECTIONS	103814	120 DEBBIE LANE	SUITE 334	MANSFIELD
22	810000-1	MY SISTER'S CLOSET™	490711	106 S. BICKFORD	NULL	EL FREN
23	NULL	MUSKOGEE REGIONAL MEDICAL	356888	300 ROCKEFELLER DR	NULL	MUSKOGEE
24	NULL	RUSTIC ELEGANCE	132972	210 W BROADWAY	NULL	MUSKOGEE
25	NULL	YOU R INVITED (OF PRAIRIEVILLE)	490712	13375 HWY. 73 SUITE G2	NULL	GEISMAR
26	NULL	BABS GIFT EXPRESS	111866	2119 NEDERLAND	NULL	NEDERLAND
27	NULL	NULL	0	NULL	NULL	NULL

Fig. 28 Accounts Screen

From this screen, you can perform a CREDMETRIX credit check on an account, or report an NSF situation on this account to CREDMETRIX. You can also search for accounts by City, State, Name fragment, or zip.



# MAINTAINING YOUR DATA

## MAINTAINING SKU DATA

To view your SKU data, choose Browse→Items from the main screen. When you choose a line from the combo box, the items for that line will appear in the grid.

Fig. 29 SKU Data Screen

Item	Desc	Price	UPC	Cost	Avail	Cost	Qty	Keyword	Category
1061	O.F. TIME CHRISTMAS BLEND DCS	8.00	840536010605	1	124857		2/4		O.F. TIME CHRISTMAS
1061	CHAMPAGNE & POSES 3/4 RD DCS	8.00	840536010602	1	124857		2/4		CHAMPAGNE & POSES
1062	ORIENTAL OLIVE 3/4 RD DESIGNER	8.00	840536010629	1	124857		2/4		ORIENTAL OLIVE
1063	SHADES OF CASHMERE 3/4 RD DE	8.00	840536010636	1	124857		2/4		SHADES OF CASHMERE
1064	POPMAL AFFAIR 3/4 RD DESIGNER	8.00	840536010643	1	124857		2/4		POPMAL AFFAIR
1065	RHYTHM & BLUES 3/4 RD DESIGNER	8.00	840536010650	1	124857		2/4		RHYTHM & BLUES
1066	PERDIAN SUNSET 3/4 RD DESIGNER	8.00	840536010667	1	124857		2/4		PERDIAN SUNSET
1067	SOUTHERN SUNSHINE 3/4 RD DCS	8.00	840536010674	1	124857		2/4		SOUTHERN SUNSHINE
1068	O.F. TIME CHRISTMAS BLEND DCS	8.00	840536010681	1	124857		2/4		O.F. TIME CHRISTMAS
1069	CHAMPAGNE & POSES 3/4 RD DCS	8.00	840536010688	1	124857		2/4		CHAMPAGNE & POSES
1070	ORIENTAL OLIVE 3/4 RD DESIGNER	8.00	840536010695	1	124857		2/4		ORIENTAL OLIVE
1071	SHADES OF CASHMERE 3/4 RD DE	8.00	840536010702	1	124857		2/4		SHADES OF CASHMERE
1072	POPMAL AFFAIR 3/4 RD DESIGNER	8.00	840536010709	1	124857		2/4		POPMAL AFFAIR
1073	RHYTHM & BLUES 3/4 RD DESIGNER	8.00	840536010716	1	124857		2/4		RHYTHM & BLUES
1074	PERDIAN SUNSET 3/4 RD DESIGNER	8.00	840536010723	1	124857		2/4		PERDIAN SUNSET
1075	SOUTHERN SUNSHINE 3/4 RD DCS	8.00	840536010730	1	124857		2/4		SOUTHERN SUNSHINE
1270	ACCESSORY ITEM SMALL OVAL BUS	7.25	840536010788	1	124857		1/40		ACCESSORY ITEM
1271	ACCESSORY ITEM MEDIUM OVAL B	12.00	840536010795	1	124857		MED		ACCESSORY ITEM
1272	ACCESSORY ITEM LARGE OVAL BUS	16.50	840536010792	1	124857		LARG		ACCESSORY ITEM
1273	ACCESSORY ITEM SMALL OVAL BUS	7.25	840536010799	1	124857		SMAL		ACCESSORY ITEM
1274	ACCESSORY ITEM MEDIUM OVAL B	12.00	840536010746	1	124857		MED		ACCESSORY ITEM
1275	ACCESSORY ITEM LARGE OVAL BUS	16.50	840536010753	1	124857		LARG		ACCESSORY ITEM
1276	ACCESSORY ITEM SMALL OVAL BUS	7.25	840536010760	1	124857		SMAL		ACCESSORY ITEM
1277	ACCESSORY ITEM MEDIUM OVAL B	12.00	840536010767	1	124857		MED		ACCESSORY ITEM
1278	ACCESSORY ITEM LARGE OVAL BUS	16.50	840536010774	1	124857		LARG		ACCESSORY ITEM
130	ACCESSORY ITEM COPPER ELECTIN	14.75	840536010904	1	124857		COPP		ACCESSORY ITEM
180	ACCESSORY ITEM SOFT GOLD ELEC	14.75	840536010901	1	124857		SOFT		ACCESSORY ITEM
181	ACCESSORY ITEM ANTI-THE-BLUES	14.75	840536010908	1	124857		ANTI		ACCESSORY ITEM

The item screen has numerous options and capabilities.

**Bar Codes** – prints sheets of bar code labels.

# MAINTAINING YOUR DATA

**Label Config** – This will configure the appearance of bar code labels and text that will be printed when you click “Bar Codes”, as show in Fig. 17. The “AutoHeight” setting sets the height of the bar code itself.

Fig. 30 Bar Code Config Screen



**Price List** – Prints price list with bar codes. You can configure whether or not you want.

**Price List Config** – This configures the appearance of the bar coded-price list, as per Fig. 18:

Fig. 31 Price List Settings



**Exporting to a text file** – you can export a selected range of items to a text file by clicking on “Export to File”. A file named “itemfile.txt” is created on the C drive. You can then import that file into other software packages or email it to retailers or reps.

## Editing an Item

You can edit the values for an item by clicking on the item and clicking “Edit”, or by double-clicking on an item. The following Edit Screen will appear:

The screenshot shows a software window titled "Items Information" with a close button (X) in the top right corner. The window contains the following fields and controls:

- ID: Text box containing "1063"
- Begin Special: Dropdown menu showing "9/11/2006"
- Description: Empty text box
- End Special: Dropdown menu showing "9/11/2006"
- MSRP: Text box containing "0"
- WHSL: Empty text box
- Avail: Empty text box
- UPC: Empty text box
- Style: Empty text box
- Spec. Buy: Empty text box
- Casepack: Text box containing "0"
- Weight: Empty text box
- Spec. More: Empty text box
- Color: Empty text box
- Size: Empty text box
- Spec. Disc: Empty text box
- Discontinue: Dropdown menu showing "9/11/2006"
- Out of Stock: Radio button (unselected)
- Active: Radio button (unselected)
- Mark as 'Changed' today: Checkbox (unselected)
- Special: Checkbox (unselected)
- Keywords: Empty text box
- Update: Button
- Cancel: Button

Fig. 32 Item Edit Screen.

Using this screen, you can create a new SKU or “special promotion” and upload it to your web library, or you can change the information on an existing item prior to uploading. Once you have uploaded new or modified items to your web library, retailers or reps can immediately download the items for ordering.

## Categories and Keywords

XTROVERT makes it very easy to batch-assign categories or keywords to your items via the Items screen. First, you need to create these values, by choosing Maintain→Categories and Keywords in the main menu. The following screen will appear:



Fig. 33 Category and Keywords screen

The items that you have created here will now be visible in the combo box in the Items screen. You can batch assign a category to an item range that you have selected by selecting the category in the combo box, selecting the item range, and clicking "Assign Category". In the example given on the next page, the category "healthy vegetables" has been assigned to an item range:

# MAINTAINING YOUR DATA

Fig. 34 Category Assignment

Item	Desc	Price	UPC	Case	Avail	Color	Size	Keyword	Category
0000	Totals (all of use 0) 4	00	000000000000	0	0				Plastics
0001	SUNGLASSES	38		0	0				
0016	AMINO 1500 150 TABLETS	5.99	24032032114	0	0				
0017	AMINO 1500 300 TABLETS	10.99		0	0				
0020	ARGININE 500 mg 100 CAPSULES	4.49		0	0				Health Food
0031	ARGININE 500 mg 250 CAPSULES	8.49	000000000000	0	0				
0036	ARGENINE 1500mg 500 TABLETS	8.99	000000000000	0	0				
0040	ASPIRIN 325 mg 100 CAPSULES	7.99	000000000000	0	0				Health Supplement
0041	ASPIRIN 325 mg 250 CAPSULES	14.99	14011001014	0	0				Health Supplement
0042	ASPIRIN 325 mg 500 CAPSULES	24.99		0	0				Health Supplement
0043	ASPIRIN 325 mg 1000 CAPSULES	39.99		0	0				Health Supplement
0044	ASPIRIN 325 mg 2000 CAPSULES	74.99		0	0				Health Supplement
0045	ASPIRIN 325 mg 2500 CAPSULES	91.99		0	0				Health Supplement
0046	CAFFEINE LIQUID TROPICAL FRUIT	12.99		0	0				
0070	CARBITRE 500 mg 30 CAPSULES	4.99		0	0				
0072	CARBITRE 500 mg 60 CAPSULES	10.99	111100000000	0	0				
0074	CARBITRE 500 mg 90 TABLETS	12.99		0	0				
1.50 SUNGL	SUNGLASSES	1.99		0	0				
1000	OLE TIME CHRISTMAS 3/4 RD DESI	4.00	040536010000	1	12000		3/4		OLE TIME CHRISTMAS
1001	CHAMPAGNE & PISSES 3/4 RD DESI	4.00	040536010002	1	12000		3/4		CHAMPAGNE & PISSES
1002	ORIENTAL OLIVE 3/4 RD DESI	4.00	040536010009	1	12000		3/4		ORIENTAL OLIVE
1003	SHADES OF CAGNETIC 3/4 RD DE	4.00	040536010026	1	12000		3/4		SHADES OF CAGNETIC
1004	POPAL AFFAIR 3/4 RD DESIGNER	4.00	040536010043	1	12000		3/4		POPAL AFFAIR
1005	RHYTHM & BLUES 3/4 RD DESIGN	4.00	040536010060	1	12000		3/4		RHYTHM & BLUES
1006	PERISAN SUNSET 3/4 RD DESIGN	4.00	040536010067	1	12000		3/4		PERISAN SUNSET
1007	SOUTHERN SUNSHINE 3/4 RD DESI	4.00	040536010074	1	12000		3/4		SOUTHERN SUNSHINE
1008	OLE TIME CHRISTMAS 3/4 RD DESI	4.00	040536010081	1	12000		3/4		OLE TIME CHRISTMAS

To add a keyword to the keywords already assigned to an item, choose the keyword in the combo box to the left of the “Add Keyword” button. Click on the item or item range, and then click “Add Keyword”. The selected Keyword will be added to the list of existing keywords for that item range.

# PUBLISHING YOUR DATA

You can publish your product catalog to any web library that has provided you with their plugin. Retailers and reps will then be able to pull your product data into their software systems. When you select Upload→Product Catalog, you will see the following screen:



Fig 35 Upload Screen

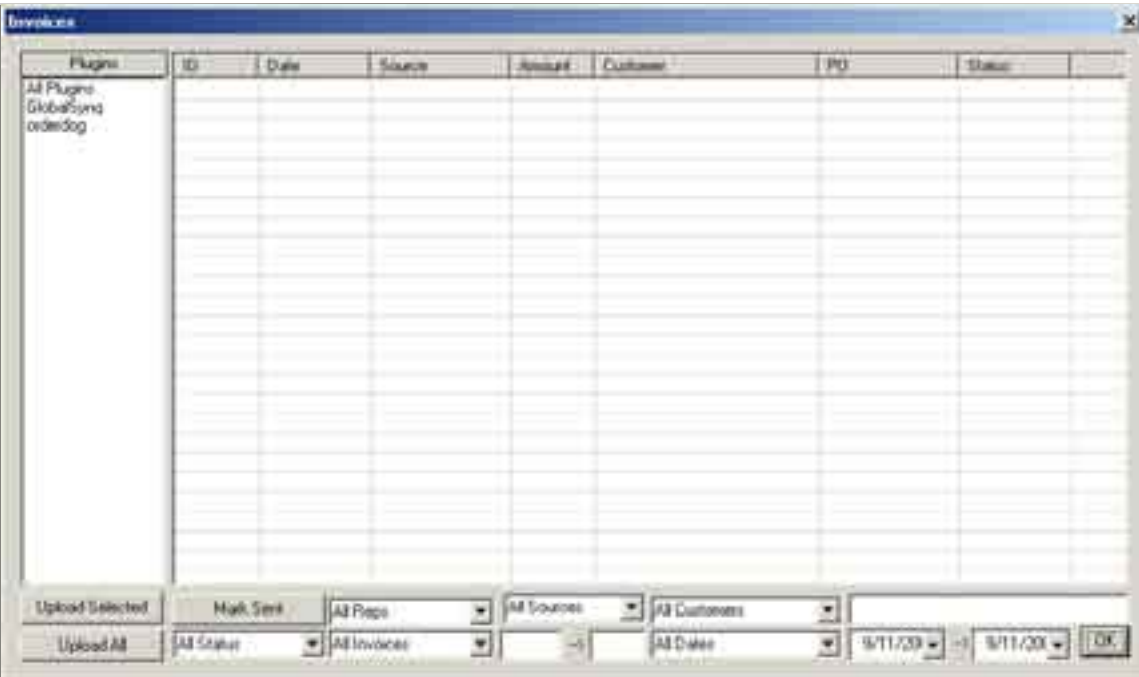
These are the plugins that you have designated as Web Plugins in File→Configure→Plugins. When you click on a plugin and click "Publish", your catalog will be uploaded to that plugin. You may need to configure the plugin if this is the first time that you are uploading to it.

## Transmitting Invoices

Invoices can be sent electronically to reps or retailers. For example, vendors in the Health Food industry use XTROVERT to transmit invoices via the web to various supermarket chains. Other vendors use XTROVERT to transmit invoices to rep groups and independent retailers.

To transmit invoices, select Upload→Invoices from the main menu. The following screen will appear:

Fig. 36 Invoice Transmission Screen



Once you have set the criteria for the invoices that you want to appear in the grid, you can click on the plugin through which you wish to transmit, and click "Upload All" to send all of the invoices in the grid, or "Upload Selected" to only transmit those invoices that you have highlighted.

# APPENDIX A – PLUGINS AVAILABLE FOR XTROVERT

## GIFT INDUSTRY

**BrandWise** – Brandwise is the leading order transmission network in the Gift Industry. Reps transmit orders to vendors through the BrandWise OrderNet network. Vendors are then able to import these orders directly into their accounting system, automating the new account creation process as well. Vendors can also transmit electronic invoices back to rep groups through the BrandWise's InvoiceXChange system.

**OmegaNet** – OmegaNet offers B2B web sites primarily to Gift Industry vendors. With the OmegaNet plugin, vendors can import orders, download registrations (retailers who have registered but not ordered), and upload their product catalog to the web site.

**Youngson, Design Home** – Plugins exist to pull orders from these two leading Canadian distributors.

**Ideation** – the Ideation plugin allows vendors to receive orders electronically from this Retail Buying Group of over 500 retailers.

## NATURAL PRODUCTS INDUSTRY

**OrderDog** – With the OrderDog plugin, vendors can receive orders, transmit invoices, download accounts, and upload their product catalog to OrderDog's web hub.

**DVO (WholeFoods)** – Receive orders from WholeFoods market and transmit electronic invoices directly from your accounting package.

## GENERAL

**EDI** – Utilizing XTROVERT's EDI plugin, vendors can receive and transmit all documents on the Inovis network, fully integrated into their accounting package. Automatically sends FAs.

**NetPick** – This warehouse module transmits all post-fill EDI documents (856, 810) and prints UCC128 labels. Add mappings for new EDI partners as you go.

**Shopping Carts (MIVA, OSCOMMERCE, AMERICART)** – receive orders and upload product catalogs and customers to most popular shopping cart platforms.

**Spreadsheets** – Often, reps submit orders for retail chains in spreadsheets. Plugins can be built for all spreadsheet formats.

**More plugins are being added daily! For new additions, visit [www.synqware.com/download](http://www.synqware.com/download)**



USER'S GUIDE

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