



MAIN WINDOW



EXIT – Terminate program

CUSTOMERS – Maintain customers, this is your permanent list of buyers and sellers.

EVENTS – Maintain events, e.g. auctions, out-of-hand sales.

ITEMS – Maintain items, this is the items or "stock" you are selling, e.g. cars, houses, sheep.

REPORTS – Generate reports

- GLOBAL – Standard reports provided with the system
- CUSTOM – Custom reports developed for your firm

TOOLS – Various utility functions

- **CHANGE LOG** – Log changes and additions to customers and items
- **MAKE A BACKUP** – Backup the local datastore to an external drive
- **Delete Generated Files** - Delete all generated reports and documents.
- **VIEW INVOICES** – Reprint invoices, loading certificates and/or cheques.
- **AGENTS** – Maintain agents and field officials.
- **USER/CLERKS** – Maintain clerks and users.
- **DEFINITIONS**
 - List items – where a value is selected from a list, e.g. Category or Towns
 - Expenses – The kind of expenses deducted/added to a customer invoice.
 - Paymethod – The kind of payment made to/from customer, e.g. Cheque
- **SETTINGS** – Maintain settings.
- **WEBSITE** – Maintain your website on the FLEXILOT.CO.ZA framework.
- **UPDATE** – Upgrade your FLEXIAUCTION program to a newer version
- **HELP** –
 - FlexiAuction start-up guide (c:\fxa\help\fxaguide1.pdf)
 - Help - Opens the Help folder (C:\FXA\HELP)
 - Website – opens www.flexiauction.com/media in your browser
- **ACCOUNTS** – Debtor system.
- **CRM GROUPS** – Maintain marketing groups
- **CRM COMMUNICATE** – Send email, sms or letters to customers in marketing groups

LOGIN

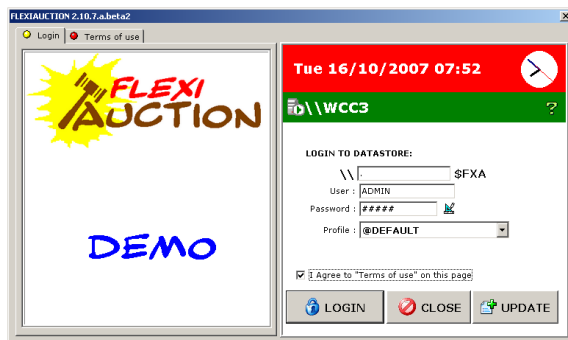


Click the FlexiAuction icon to start the program.

Ensure that your system date and time is correct.



Ensure that MS SQL SERVER is running
If not "Start" the service



Login to a database

All FlexiAuction computers have a datastore installed. You can connect to any of these datastores. To share information however, all computers on the network should connect to the same datastore. To connect to the datastore on a specific computer, just specify the name of that computer. Use a dot "." or leave the "\\\" section blank to use the data store on the local computer.

User – Clerk username (default is "ADMIN")

Password – Clerk password (default is "ADMIN")

Profile - Profile to use. Profile contains all templates, settings and logos for your firm.

Branch – Print different branch content on invoices.

LOGIN – Login to selected datastore.

CLOSE – Terminate the program

UPDATE – Update program from the Flexiauction.com website.



Change clerk password.

Agree to "Terms of use" – Please read and tick if you agree to these terms.



UPDATE FXA – update FXA from the Flexiauction.com website.

Set PcCode – This code will prefix all your customer and invoice numbers – please ensure this code is unique within your firm, usually one or two letters, e.g. A1, A2,A3 or A1,B1,C1

Make shortcut – create desktop and start-menu icons

Set CP Region ZA – The system require Regional date to be "dd/mm/yyyy" (You can change it here)

Export @xxx to UFZ – make a profile file uzf to update other computers

Email Support – Send a support email to FlexiAuction

Create Db – Create a new database (Only FXA Admin)

Shrink Log – Clear the MSDE Logs to gain hard drive space

System – Open various windows dialogs

Ping – Test network connection

Other – Various tools

SETTINGS

Main

Company Name – Name of your firm.

Lots per sheet – number of lots to create for each sheet

Use letter – Does each lot have a number or only the page

Yes:

1000	A	LOT 1
1000	B	LOT 2
1000	C	LOT 3
1000	D	LOT 4
1000	E	LOT 5

No:

1000	LOT 1
1001	LOT 2
1002	LOT 3
1003	LOT 4
1004	LOT 5

Default VAT rate% - currently 14%

Print Language – Default to Afrikaans or English.

Auto Print in MS Word – If MS Word installed, automatically print (using OLE interface)

Buyer VAT on Lots – How the system will handle VAT for buyers:

* **SELECT YES/NO** – The clerk will decide if buyer must be charged VAT (*not recommended*)

* **SELLER STATUS** – The seller VAT status will determine if the buyer will pay VAT

* **ALWAYS YES** – the buyer always pay VAT, regardless of seller status

Action when terminating unfinalized invoice re expenses/paymethods – You are busy with an invoice and you want to exit the last invoice payment screen for some reason, usually there will be expenses and paymethods listed. When you return, this list might not be valid, e.g. lots were added/removed, or a change was made that will influence your expenses.

To avoid this, please select the most appropriate action for your firm:

* **WARN** – Just display a warning

* **IGNORE** – Ignore and exit screen

* **DELETE** – Delete all expenses and paymethods (*recommended option*)

* **PROMPT** – Ask user to delete expenses/paymethods

Set PcCode – This code will prefix all your customer and invoice numbers – please ensure this code is unique within your firm, usually one or two letters, e.g. A1, A2, A3 or B1, B1, C1

Logo

Select your profile logo (bitmap is copied to your profile as logo.bmp) 171x331x256c bitmap

Unlock

Enter the provided unlock code, agree to terms and click **Unlock**

Proxy

Specify the proxy server details as provided by you ISP

CoInfo

Company name – Variable to replace with \CO\ on RTF templates

Company Details – Variable to replace with \COINFO\ on RTF templates

Accounts

Interest – Interest rate % per year

Debtor cycle period – number of days between age-ing

Authorize invoices – Require a Authorization code if account is overdue or over limit

Calc Int From Inv Date – Calculate interest from day 1

Allow Tran posting any period – For transaction posting not in current period

Email

SMTP – The server you use to send email (provided by ISP)

POP3 – The server with mailbox username and password used to retrieve email (provided by ISP)

From Name/Address – The name a recipient would see as the sender of an email

Admin

FLEXILOT password – available from FXA ADMIN, required for accessing FLEXILOT

Can Delete All Customers on FXC import – untick to not allow this

Show Lot warnings – suppress warning. *Only for advanced users!*

WinSMS













FlexiAuction use the WinSMS service by DoISin to send SMS's from the system.
Please register for this service, use Sales Agent Code 1484 to ensure you linked to us as provider.
Enter the **Username** and **Password** as provided by WinSMS

Please contact us to assist you with the setup of your WinSMS account








Click SAVE to store settings.

MAINTENANCE SCREEN LAYOUT

This layout is used for all the maintenance screens, including customers, events, items, clerks & agents

	Close window without selecting an item
	Close the window with the current selection from the list as value for the calling window. Eg. Select the buyer, Select event to activate.
	Fetch and display the newest info from the datastore
	Add a new item (+)  Click "SAVE" to store. Click "CANCEL" to discard.
	Remove item (-). Only items not already used can be deleted.
	Change the selected item (/)  Click "SAVE" to store. Click "CANCEL" to discard.
	LOCATE - Locate an item in the list based on a specific field value. Eg. Customer with surname "Kotze"
	Export list to Excel or any other formats. CSV, XLS, HTM, XML, PIPE, TXT, etc.)
	FILTER - Filter items by only displaying the items matching the criteria. Search the phrase you want to find and click the icon or press "Enter" Some filter fields can be forced, see hint.
	Info displayed in a list with columns and rows. Click on the heading to sort items on that column. Columns can be moved by dragging it to the left/right. Set the width of a column by clicking between to columns and dragging it. Right-click for more functions

Some windows like website, expenses, paytypes and definitions use direct entry into the data grid:

	Add record directly in the grid.
	Remove selected record in grid.
	Make changes directly in the grid.
	Store record change/addition.
	Discard changes
	Display values in rows/columns, sort, move columns and set width normally. Maintain content directly in the grid using this icons:  Press "Ins", "Del", "F2", "Down/Up" or start typing for the grid to go into "maintenance" mode. Pressing up/down will automatically save record. Right-click for more functions

DEVELOPMENT

Requirements



FlexiAuction require Microsoft® Windows® to be installed on your PC. Microsoft® Windows® XP Professional SP2 or higher is recommended. Hardware requirements are the same as the requirements for the version of Windows® installed.



FXA use Microsoft® SQL Server as database platform to store all information. Any PC with above platform installed can be used as a FXA datastore. If your firm already use MS SQL Server in production, you only need to create a new database. Current installation version used (as at April 2009) is MSDE 2000



It is required to install a spreadsheet en word processor on each PC. Microsoft Word/Excel is recommended, but Open Office can also be used and is free.



Your computer will be installed by a consultant.

C:\FXA - Installation program folder
C:\FXA\FXA.EXE- The system is executed from this program
C:\FXA\REPORTS – All the global reports and templates
C:\FXA\DEFAULT - Default profile with all invoice templates, logos and setting
C:\FXA\@MyFirm – Your profile with your own invoice templates, logos and setting
C:\FXA\@MyFirm\INV_BUY.RTF – template for buyer invoice
C:\FXA\@MyFirm\INV_SELL.RTF – template for seller invoice
C:\FXA\@MyFirm\LOADCERT.RTF – template for loading certificate
C:\FXA\@MyFirm\SUMMARY.RTF – template for "pro forma" invoices
C:\FXA\@MyFirm\GRV.RTF – template for goods received vouchers
C:\FXA\@MyFirm\VAR.TXT - store company strings to print on invoice
C:\FXA\@MyFirm\NEXTINV_BUY.INI – The next Buyer invoice number
C:\FXA\@MyFirm\NEXTINV_SELL.INI – The next Seller invoice number
C:\FXA\@MyFirm\NEXTI_GRV.INI – The next GRV number



The system is developed with Borland® Delphi® 5 on the Microsoft Windows platform. MS DAC ADO is used to connect to MS SQL Server or MSDE database. Indy, Fastnet and mySQL-DAC are used for internet communications. Reports are generated and exported using the ekRTF en MxNativeExcel modules. The database diagram is available at <http://www.flexiauction.com/fxa/db.asp>

CUSTOMERS

This screen is used to do customer maintenance.

FXA treat all customer that buy or sell customer as customers, no distinction is made between them from a system point of view, customer do however have different roles in different transactions, so a customer can be a buyer or seller at any given moment.



Send bulk email and sms's to selected customers

[Show active only](#)

Only display the active customers in your list.



Search customers on NR, NAME, QFIND, ALT or CEL.

+NR – by customer number, e.g. "+0001"

\$ZAID – by ID number, e.g. "\$701030"

%CEL – by Cell number, e.g. "%08300"

?VAT – by VAT number, e.g. "?4770"

^ADDRESS – By address, e.g. "^BLOEMFONTEIN"

Fields

Quick Entry

NR – Unique customer number in the system. Use UNIQUE_NR to ensure that a customer number is unique within your firm.

NAME – Customer name or business name as it is printed on invoices/documentation. Always use the same convention for first name, initials and surnames as well as abbreviations.

E.g. "vd" en "van der" and order "Surname, Initial": "Kotze, JW"

QFIND – Info to quickly find a customer. Use the Address, name of farm, first name or alias.

E.g. Use address in a shortened format "P.O.BOX 181 Vryburg" as "BOX1812 VBG".

CEL – Mobile number

VAT – Customer VAT Nr.

Use the  function to determine if there is already a customer with this Vat Nr

If there is any value in this field, a customer is treated as registered for VAT.

Leave this field blank if a customer is NOT registered for VAT.

If a customer insists on being registered for VAT but cannot produce the number, the system will allow you to fill in a temporary value like "RBU" to denote that the customer is registered. The correct VAT details must be retrieved and filled in back at the office. DO THIS AT OWN RISK!!!

POSTAL ADDRESS – As printed on invoice

ZA_ID – Identification, CK, trust of company number.

ALT – Customer number in your financial system.

EMAIL – Email address

TEL – Telephone number

Bank1 - Bank details must be in the format: "Account number @ Branchcode ; Note"

Leave blank or make "0@0;" if no bank info.

WARNING – A warning, special instruction or any other info a clerk should be aware of.

ACC/ST – The account status

General

PASTEL CUSTOMER NO – Customer number in Pastel. (Click lock icon to make default)

PASTEL SUPPLIER NO – Supplier number in Pastel. (Click lock icon to make default)

REGION – Fill in the region, select predefined province

LANGUAGE – Die customer preferred language.

ACTIVE – Customer is active on the system.

AGENT1/2/3 - Linked agents and/or field officials.

DISCOUNT% - normal discount % for this customer

COMM% - Commission% variance. E.g. -1 = customer always pay 1% less

BANK DETAILS – Fill in 3 bank accounts format <Account No>@<branchcode>;<optional>

Personal

Full names, DOB (date of birth), street addresses, fax, customer type, SARS Tax details, AIM and RPO indicator. *The postal address will be printed on invoices – street address is seldom used.*

Leave blank or make "0@0;" if no bank info.

Relations

Clubs, Shareholding No, Note and internal links to other customer. E.g. Farmer's wife or son

Account Customer

Account Customer – Is an account customer (automatically set if transaction issued)

Credit Limit – Credit limit

Interest – Interest% per year, if **0** then use Settings Int%; if **-1** no interest is charged

Terms – Terms in days

Status – Credit status (*lock icon to set as default*)

Grade – Credit grading (*lock icon to set as default*)

Balance

In "Tools > Settings" the "debtor cycle Period" DCP is set for the number of days between age-ing.

Thus for weekly aging the DCP would be 7 days, for monthly age-ing it should be 30 days

Period	Definition	Example weekly DCP=7	Example monthly DCP=30
B0	Balance on "Current"	Current	Current
B1	Balance on 1 x DCP days	7 days	30 days
B2	Balance on 2 x DCP days	14 days	60 days
B3	Balance on 3 x DCP days	21 days	90 days
B4	Balance on 4 x DCP days	28 days	120 days
B5	Balance on 5 x DCP days and more	35 days and more	150 days and more
TOTAL	Total of above	Total of above	Total of above

Right-click on the grid

ASSIGN BUYER NR – IF event selected, assign a buyer no (BSNR), also available when adding a new customer.

TRAN SUMMARY – report on transaction history for the selected customer

CRM GROUPS – maintain marketing groups and add customers to it.

CRM COMMUNICATE - sends bulk email/sms or create mailing list to groups

CHANGE NR – Change a customer number system wide to a new customer. If an existing number is given the customer will be merged with the info on the existing customer. This function should be used with extreme care as documentation is already printed that is referencing an old number.

Export All Customers to FXC – Export all customers to an external file.

This file is compressed en encrypted with your company name and web password.

Import All Customers from FXC – Import customer info from an external file.

This file is compressed en encrypted with your company name and web password.

If there is a customer in the FXC, but the customer does not exist in your customer list it will be added, if the customer however already exists in your customer list:

Overwrite ALL – customer will be updated with info in FXC

Overwrite NONE – customer will not be updated with info in FXC

Overwrite NEWER – only customers in FXC with newer timestamp will be updated.

DELETE CUSTOMERS BEFORE DOING THE IMPORT – First delete all customers (*depending settings*)

Advanced customer Editor – a grid with quicker row/column editing.

Delete All Customers – delete customer list (require FXA ADMIN password).

Duplicates – Find duplicate customers



Paste FLEXILOT email registration into fields.

EVENTS

This screen is used to do event maintenance.

The system will treat an event in witch lots is sold as an event, normally an event is an auction at a specific date and time, but it can also be an out-of-hand transaction between two customers.

E.g. 20060101@UDH: all the out-of-hand transactions for the mentioned date.



Upload event content and multimedia files to FLEXILOT



A calendar function to easily find events.

Fields

General

DATE – Event date

REGION – Event city/town (select from list or type in value)

NR – Unique number this event (use format yyyyymmdd@description),
E.g. Auction of JJ PIETERSE listed as 20070101@PIETERSEJJ but the *Region* is VRYBURG.

TYPE – Type of event

SELL/BUY COMM% - Normal buyers/sellers commission for this event.

LIVESTOCK AUCTION – Hide livestock related field

CHANGE COMM% - Change commission while capturing lots

USE RESERVE – Capture reserve while capturing lots

OUT OF HAND – Use this event for out-of-hand sales

COST CENTRE – if used by your company

EXT REF NR – reference to this event in another system

Additional

FINALIZED – Complete this when event completed, fill your name/date E.g. "WKOTZE 1/1/2000"

EXPORTED – Complete as soon as event is exported to head office.

UPLOADED - Complete as soon as event is uploaded to FXW Web.

CAPTION - Friendly name to print on calendars and other stationary.

OCC EVENT – Name for the annual/repeating event for grouping purposes.

NOTE – Note

AGENT COMM% SPLIT – set the default way to split agent commission per invoice

Staff

AGENT1/2/3 – Agent or Field officials for this event

AUCTIONEER – Auctioneer

CLERKS – Clerks

FLEXILOT

WEB ID - The number for this auction on the FLEXILOT system

VISIBLE – The auction is ready to be displayed on the FLEXILOT system

HEADING – The auction heading

Header info for this auction - The actual content

LOT INFO – Template with in-place variables to **cycle for each lot**

Right-click the grid

Mark Finalized – Fill in this note when auction finalized

Mark Exported – Fill in this note when auction exported

Obtain FLEXILOT ID – Obtain a unique ID from FLEXILOT for this auction

Upload to Flexilot - Upload event content and multimedia files to FLEXILOT

Export Event Data FXE – Export all event info with related customers, items, expenses & pay methods to an external file. This file is compressed en encrypted with your company name and web password.

Import Event Data from FXE – Import event from external file. This file is compressed en encrypted with your company name and web password. If the event already exists, it must first be removed to be able to do the import. This event file also contains the customer info for all customers involved at the particular event. If there is a customer in the FXE, but the customer does not exist in your customer list it will be added, if the customer however already exists in your customer list:

Overwrite ALL – customer will be updated with info in FXE

Overwrite NONE – customer will not be updated with info in FXE

Overwrite NEWER – only customers in FXE with newer timestamp will be updated.

Old EVENT – customer will not be updated with info in FXE

Remove Event Data – remove all references to this auction.

Export to Pastel –Export event data to Pastel.

Export to Financial System – –Export event data to customers own internal financial system.
(This module is customized for each customer).

Open Folder – open the local folder for this auction

ITEMS/STOCK

This screen is used to maintain items.
An item is any item that can be sold. E.g. Car, bull, cow, table, tractor, etc.

Fields

General

NR – Unique number
NAAM – Afrikaans name as printed on invoices
NAME – English name as printed on invoices
NOTE - Note
CAT – Category
VAT% - VAT Rate

Agri

TYPE1/2 – Auto show drop-down from this definition list (used for grouping statistics)
RPO% - RPO Expense type to use. NONE if no RPO to be deducted
KRAAL – The kraal fee per animal. (Renting of auction premises)
RMLA – Read Meat Levy Act per animal
SEX – Description

Advanced

Expense Rules – Add rules to apply when invoicing a customer, this list will be used to add the different expenses to the customer invoice as defined in the rules in this list.
Commission Rule – Use to set the commission for a specific item when lot capturing is done, percentage is set, added, set or deducted for buyers and/or sellers (optionally based on mass)

Right-click the grid

Set for Category – Set fields based on selected items group
Export All Items to FXI – Export items to external file.
This file is compressed en encrypted with your company name and web password.
Import All Items from FXI – Import items from external file.
This file is compressed en encrypted with your company name and web password.
Existing items is overwritten with the info in the FXI file.
Delete All Items – Delete all items (require FXA ADMIN password)
Set as Default – Set as the default item to use (displayed in bold)

USERS/CLERKS

This screen is used to maintain clerks/users.

Fields

USERS ID – Unique login code to the system.
User ADMIN with password ADMIN is die default user.
Change this if more secure environment is required.
CEL/EMAIL – Contact details
IS SUPERVISOR – Only supervisors can do clerk maintenance and few other functions.
CODE TO AUTHORIZE INVOICES – If "Authorize settings" is activated, this code must be entered to finalize an invoice for a customer that is over limit/terms.

Right-click the grid

Change Password – Change password.
Reset Password – Make password blank
Export All Items to FXU – Export clerks to an external file.
This file is compressed en encrypted with your company name and web password.
Import All Items from FXU – Import clerks from an external file
This file is compressed en encrypted with your company name and web password.
Existing clerks is overwritten from the external file.

DEFINITIONS

Fields

List Item

NR – unique code

List values – list of values for this type

Expenses

Nr – unique code

Afr/Eng – Invoice description

Acc/Nr – Account number in your financial system

Pay methods

Nr – unique code

Afr/Eng – Invoice description

Acc/Nr – Account number in your financial system

TACash – Treat this payment method as a cash payment (cashbook account)

E.g. Cash, Cheques and Credit cards is treated as cash, but Account and arrangements not.

Right-click expenses and payment method and click on "SET AS DEFAULT" to automatically set the value as the default expense or payment method during invoicing.

Right-click the grid

Set as Default - Right-click on expense/paymethod. Auto insert on invoicing (*displayed in bold*)



Export All Definitions to FXL – Export all to an external file.

This file is compressed en encrypted with your company name and web password.

Import All Definitions from FXL – Import all from an external file

This file is compressed en encrypted with your company name and web password.

Existing list values is overwritten from the external file.

CHANGE LOG

Any change, addition or deletion of a customer or item is logged to this list. As most auctions computers operate in the field, this is required to sync changes between the various auction computers and your main datastore at head office.

Action field values:

I = New record added

U = Record was changed

= Record was imported from FX\$

D = Record was deleted

PLEASE NOTE: When you export an event (FXE), the event info as well as customers, definitions and items applicable to that specific event, is also included within the FXE file.

Use this function to transfer customer/item changes to another computer

Export changes to FX\$ – Export all item/customer changes to an external file.

This file is compressed en encrypted with your company name and web password.

This list is then cleared.

Import changes from FX\$ – Import all item/customer changes from an external file.

This file is compressed en encrypted with your company name and web password.

If an item/customer already exists, it is overwritten from the FX\$.

Info in an FX\$ is always treated as newer.

Die log list will show "#" to show the records that was imported.

Records are NEVER deleted.

Right-click on the grid

Delete – remove lot entry

Confirm Deletion – do not confirm

Refresh – Refresh list from datastore

Export – Export to Excel

Delete All – Remove all log entries

ACCOUNTS

The FLEXIAUCTION accounts system is not a complete debtor system, but rather a small module to facilitate transactions and print statements. As alternative you should rather export your data to Pastel (or other financial system) and use the debtor module on that system.

The system handles the accounts database as a separate entity and no syncing is done between computers, the debtor should run on ONE datastore only and transaction should be done connected to that data store. (Think of it like pastel, separate to the system, but info can be imported from the system). Exporting a FXC to the computers in the field will however update them with the newest account info. This export done on a regular basis can ensure more up to date account info to field computers.

Go to **Tools > Accounts**

The customer will be displayed in the top grid, with all or selection of Transactions for that customer in the grid below that

Enter the number or find the customer from the list
A blank entry will return ALL account customers

Click the Icon or press ENTER


STATEMENT   

Determine the transactions to display for selected customer

<ALL> - Show for all periods

CURRENT- Show for current period only

AYYMMDD – Specific period only (*select with calendar icon*)

All transaction is stored with a **Batch Nr**; this batch nr is always today's date (YYMMDD),
It is used to group transactions together for exporting and summing Σ  purposes.

Right-click

Add Transaction – Add a transaction

Import invoices from Event – Add invoices/payments from an auction

Edit Customer – Edit customer account info

Export

- Statement (Selected Customer) – statement this customer/period
- Transactions (Selected Customer) – Transactions this customer/period
- Age analysis (3 types)
- Over Limit (All) – balances over the credit limit
- Unpaid invoices (All) – unpaid invoices
- Overdue invoices (All) – overdue or unpaid invoices

View Transactions – List all transaction info

Mark Inv as Paid - Mark an invoice as paid (also remove it from unpaid report and interest run)

Set Invoice Terms – Change terms for an invoice

Set Overdue Status – Set the overdue flag for all customers (used for FXC import in field)

Add interest -

- Only positive amounts
- If rate is -1 no interest will be charged; if 0 use system default; else use customer default.
- Only calculated for invoices, not journal transactions
- Only calculated on unpaid overdue invoices
- As per settings from either invoice date or overdue date
- Calculated daily balances
- A log is kept

Do Ageing

- All current transactions get a statement date of Ayyymmdd, (today's date)
- Must be done on the actual day (cannot do age-ing for a date that already past)

Print statements

- Print statements for all or non-zero balance customers

Always done this in order: Interest, Ageing, Print Statements

Add transactions

Add transactions for a customer

The form will stay open for multiple transactions, until you cancel it.

Customer – the customer

Date – transaction date

Period – transaction period, normally current (change settings to allow other periods)

Trantype – transaction type

- Invoice – buyer invoice
- Payment – payment from debtor (receipt)
- Journal, Interest and B/F (to capture old balances initially)

Reference – your transaction reference

Transaction subtype – grouping within a certain transaction type

Amount – Transaction amount. Please use this list to use the amount sign correctly

Please note that if you capture a payment transaction, the balance is automatically multiplied by -1, The reason for this as follows: When you capture payments normally we not want to slow down capturing by fist entering the minus. You would enter a minus only if you reverse a payment

Invoice	POSITIVE	
Receive Payment on invoice/account		NEGATIVE
Credit Note		NEGATIVE
The buyer owes us money	POSITIVE	
We owe the customer money		NEGATIVE
Journal to make balance smaller		NEGATIVE
Journal to make balance more	POSITIVE	
Add interest	POSITIVE	

"Add this transaction"

The transaction is added, but the window will not close, this will allow you to add another transaction.

Click Close when done



Link

Use this to divide the amount between all the invoices it should balance against.

The total of all invoices specified must balance with the amount.

USE - To specify which amount to use on double-click

Add – Add an invoice to the list.

Delete – Delete invoice from the list.

Balance – change amount to balance with total

Value will be a comma separated list or NONE if no invoices selected

Accept to save it



Click Add to save the transaction.

Import invoices from Event

Automatically add invoices for selected buyers from an event (if event active).

DX column shows if an invoice was imported before

The customer terms is used as default invoice terms

Select the invoices: Either Select All or make a selection Ctrl-click or Shift-up/down

Try to avoid invoices that have been reversed and credit notes.

Most firms do NOT import the payments as they use the bank statement for receipts

Only payments of pay method with TREAT AS CASH will be imported.



The invoices will be imported,

(And if selected the payments that is treated as cash if selected)

AGENTS

Set up your agents in the **Tools > Agent** section;

This screen is used to maintain agents and field officials.

Fields

NR – Unique code for this agent

NAAM – Agent name

CEL/EMAIL – Contact details

ACTIVE – Activate on system

Right-click the grid

Show Customers – Show all customers linked to an agent and move customers between agents.

Export All Items to FXG – Export all agents to an external file.

This file is compressed and encrypted with your company name and web password.

Import All Items from FXG – Import agents from an external file.

This file is compressed and encrypted with your company name and web password.

Existing agents is overwritten from the external file.

**THE SYSTEM USE THE NR AND NAME COMBINED TO DEFINE AN AGENT,
NEVER RE-USE A NR ONCE IT IS DELETED.**

E.g. NR=1 NAME=WIHAN WILL BE USED AS "1 WIHAN".

**IF YOU WOULD CHANGE NR 1 TO PIET, THE AGENT "2 PIET"
WILL BE A DIFFERENT AGENT**

AGENT COMMISSION

For each customer you can specify three agents.

For each event you can also specify three agents

For each event you can set a default commission split%

For each invoice you can set a commission split%

Activate an event.

Right-click vendueroll > Advanced > Special Functions > Show Agent Customers

This will display all the lots for the selected agent or agents.

Right-click vendueroll > Advanced > Agent Comm% split

Now we can set the commission structure for each invoice for this auction.

Different firms use different methods to calculate the commission for their agents, for this reason we only provide a tool to give you the total turnover and buyer/seller commission for each agent. These values can be used to apply your own calculations to calculate the actual agent earning.

Select the buyers and/or sellers invoices to retrieve and click "Fetch invoices"

For each invoice the lots and default assigned agents is displayed.

For each invoice we can now capture the commission structure.

Most firms pay agents based on either seller turnover or seller commission earned, for this reason two columns is displayed:

SELL EXC – The seller/buyer turnover for this invoice

COMM EXC – The seller/buyer commission earned by the firm, for this invoice

Right-click on the Agent section

Add – Add a commission line

- AGENT
 - To select a specific agent, select that agent
 - CUST AGENTx – This will use the customers **own** agent x (x=1,2 or 3)
 - EVENT AGENTx – This will use the event agent x (x=1,2 or 3)
 - E.g. if you select a specific agent, that agent will be used, but If you select
 - "CUST/EVENT AGENT x" a variable agent is used, depending on each invoice's customer or event agent set.

- ALTERNATIVE – Use this agent if no agent is selected for the invoice
- SPLIT% - The percentage to assign to this agent
- Add this split line for ALL invoices displayed here. (current invoice, or all invoices)

Delete - Remove the selected line

Set as template – Set the structure for the current invoice as default structure

Use Template this invoice – Use the default structure for this invoice also

Use Template All invoices - Use the default structure for ALL invoices

Specify agent (for linking) – Set an agent as default agent

Set customer agent – Select this option or press F7 to set the default agent above as either AGENT1, AGENT2 or AGENT3 for customers in grid above. (You need to select the customer in the grid)

Delete all split% lines this event - Remove all lines

Show Seller turnover % - Report per agent on %

Show Buyer turnover % - Report per agent on %

Agent Reports

The following global reports will now be available to analyse commission:

For an auction

Agent Auction invoices
 Agent Auction Total (per agent total only)
 Agent Auction Turnover (details)
 Agent Auction TurnoverX
 QREP Agent Turnover Cat
 QREP Agent Turnover Item

For a period – select date range

Agent Period invoices
 Agent Period Total (per agent total only)
 Agent Period Turnover (details)
 Agent Period TurnoverX

Example

Example 1 - 6 invoices issued, Agents is Jan, Piet and Koos

INVOICE	JAN	PIET	KOOS
1	10%	10%	
2	10%	10%	
3	10%	10%	
4	10%		5%
5	10%		5%
6	10%		5%

Goto Invoice #1	Add JAN 10% Add PIET 10% Set as Default
Goto Invoice #2	Use the Default this invoice
Goto Invoice #3	Use the Default this invoice
Goto Invoice #4	Add JAN 10% Add KOOS 5% Set as Default
Goto Invoice #5	Use the Default this invoice
Goto Invoice #6	Use the Default this invoice

Example 2 - 5 invoices issued, Jan to get 10% on all invoices

INVOICE	JAN
1	10%
2	10%
3	10%
4	10%
5	10%

Goto Invoice #1	Add JAN 10% Set as Default Use the Default this invoice
Goto Invoice #2	Use the Default this invoice
Goto Invoice #3	Use the Default this invoice
Goto Invoice #4	Use the Default this invoice
Goto Invoice #5	Use the Default this invoice
Goto Invoice #6	Use the Default this invoice

OR EVEN BETTER

Goto Invoice #1	Add JAN 10% Set as Default Use the Default ALL invoices
-----------------	---

Example 3 - 5 invoices issued, each customers own agent should get 7% on each invoice

INVOICE	CUSTOMER	AGENT1	COMM%
1	BUTHERY1	JAN	7
2	BUTHERY1	JAN	7
3	CAFE2	PIET	7
4	CAFE3	KOOS	7
5	FARMER4	JAN	7

Goto Invoice #1	Add Comm Line Each Invoice With CUSTOMER AGENT1 7%
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CRM GUIDE

This guide will help you to send correspondence from FLEXIAUCTION.

The system will help you to create marketing groups, and then to link all customers to that group. E.g. All customers interested in farms are linked to the "FARM" group.

Tools > CRM Groups

To set up your marketing groups and link customers to each group

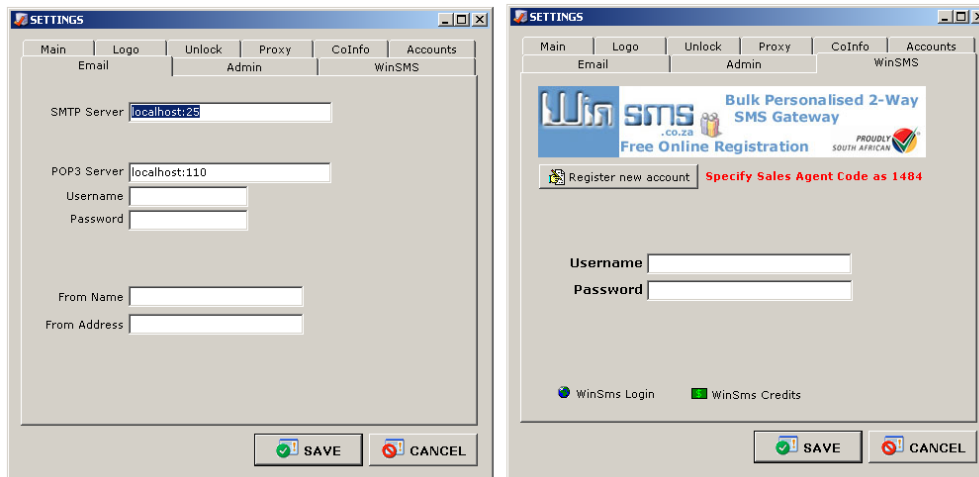
Tools > CRM COMMUNICATE

To send correspondence (emails, SMS and/or letters) to a selection of the groups

The report "ExecCrmAll" will create a group "ALLCUST" and link ALL your customers to that group, this can be run at any time (REPORTS > GLOBAL > EXECCRMALL)

Settings

TOOLS > SETTINGS > EMAIL



SMTP, POP3, Username & Password

This setting can usually be found in outlook and is the servers your ISP use to route your email

From Name & Address

The name and address the recipient will see when you send an email. Click **SAVE** to save settings

Please contact us to assist you with the setup of your WinSMS account

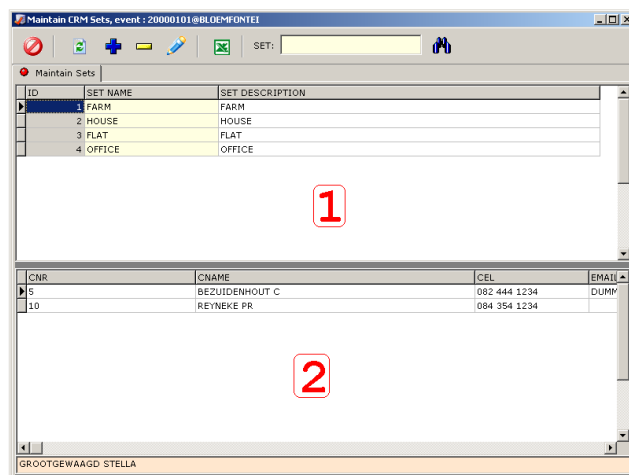
TOOLS > SETTINGS > WINSMS

Username and password created for you on the WinSMS service

Click **SAVE** to save settings

Maintaining your marketing groups

Tools > CRM Groups (Or right-click vendueroll > Advanced CRM > Groups)



On this screen you will be able to maintain your sets.

Sets is used to group several customer with a similar interest together, This will make it easier to send correspondence to just a specific set, e.g. Bonsmara, Fries, Jersey, Nguni, Brahman. OR farms, houses, flats, offices, plots

[1] The group or set

[2] The customers belonging to the highlighted set above



Use above icons to create new groups, change description of a group or delete groups.

Right-click

Add Customers from Event – add customers to marketing group from an event

Add Customers manually – add customers to marketing groups manually

Remove Customer – remove a customer from the group

Confirm removal – ask each time

Find Duplicates - Remove duplicates from each group.

Export – Export list

Edit customer – Change customer

Remove customer all groups – Remove customer from all the groups

Export to FXQ – Export all/selected customers to FXQ file

Import from FXQ – Import groups with customers from FXQ file

Add Customer manually

Normal auction procedures will add new customer to your customer database, either as buyers, sellers or registrations. You can also add customers to the system manually

NR	ID	UPE	BY
1			
2			
0001	3	05/CAD	
0002	4	05/CAD	
5		05/CAD	
0006	6	05/CAD	
4009	7	05/CAD	
8		05/CAD	
0600	9	05/CAD	
1004	10	05/CAD	
11		05/CAD	
3007	12	05/CAD	
13		05/CAD	
0003	14	05/CAD	
0005	15	05/CAD	
16		01/CDEI	
17		01/CDEI	
18		01/CDEI	
19		01/CDEI	
20		01/CDEI	
21		01/CDEI	
22		01/CDEI	
23		01/CDEI	
24		01/CDEI	

Ensure the following fields are entered correctly:

CUST NR – Either assign a unique customer number or click UNIQUE NR

NAME – The customer name

CEL – The mobile number

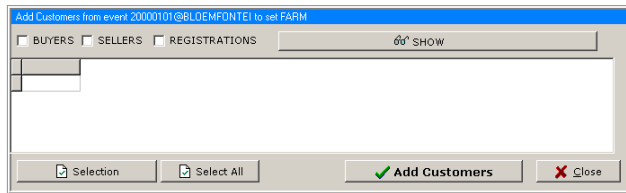
POSTAL ADDRESS – postal address

EMAIL – email address

SAVE to save the customer

Add customers from event

Ensure that an event is selected first

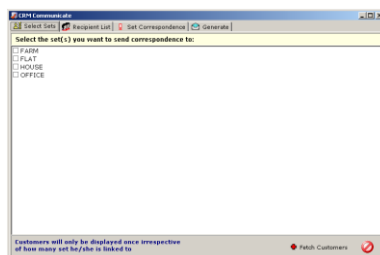


Tick the type of customers you want to add and click SHOW
 From the list make your selection
 Click **Select All**, or Hold in CTRL while selecting the customer, or
 Press SHIFT while pressing up/down.
 When done click "**Add Customers**"

Customers can also be removed from the list: Right-clicking on the grid and select "Remove Customer" or press "Del"

Sending correspondence

Tools > CRM Communicate (Or Customer > right-click CRM Communicate)



Tick the groups you want to include in the correspondence.
 Click **Fetch Customers** to view all the customers from the selected sets.

You will be presented with a Recipient List, this list will already have all duplicated removed, e.g. Peter is on group FARM and on group FLATS: Peter will be listed once.

Apply the **filter** if you only want to send correspondence to customers for a specific agent and/or region only.

Right-click

Edit Customer,

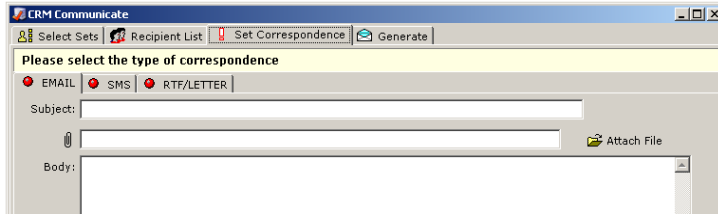
Export list, by region or by Agent.

Import XLS

- Please use Excel file to import
- Ensure sheet is named "Sheet1"
- Remove all single and double quotes
- Use uppercase for column names
- Headings can be in any order, heading "NR" required
- Columns:
 - NR - Any number/code (Required)
 - NAME - Recipient name
 - CEL - cell nr (prefix \\ to not send)
 - EMAIL - email address (prefix \\ to not send)
 - TEL/FAX/VATNR/ZAID - more recipient fields
 - PLACE/REGION - more recipient fields

- AGENT - recipient agent
- A1/A2/A3/A4/A5/A6 - address lines [or]
- ADRES – multi-line address

Click on **Set Correspondence**



EMAIL

Specify the **subject**, **attach** a file and type in your **message** body.
Load/Save used to save emails you want to re-use.

If the message is correctly formatted HTML it will be send as such.
 You can also use codes within the fields to replace values with the real value, e.g. "Hallo {CNAME}" will be sent as "Hello" with the actual name of each customer.

SMS

Specify the **message** body, max 160 characters.

Load/Save used to save sms's you want to re-use.

You can also use codes within the fields to replace values with the real value, e.g. "Hallo {CNAME}" will be sent as "Hello" with the actual name of each customer.

Method –

WINSMS EMAIL2-SMS – SMS's is send one by one using the normal email interface of your specified ISP, this is only recommended if less that 50 SMS's should be sent.

WINSMSUPLOAD BATCH – SMS's is compiled into a file, and this file is uploaded via FTP to WinSMS to be send at the scheduled time

GRAPEVINE COMPOSE – Use Grapevine interface as defined in grapevine.txt to send text

WinSms Login – Login to your account at winsms.co.za

WinSMS Credits – Show you the amount of SMSs Left on your account

RTF/LETTER

Letters in RTF format with special coding will be created by FLEXIAUCTION on request.

Click **GENERATE**

[x]Start from the first row.

In the event of an error you want to continue from the last record

[x]Do the current record only

Do only the selected recipient

[x]Authenticate with POP

Required by some SMTP servers

If WinSMS Batch Upload was selected, ensure that you have enough credits, and then click **Upload to WinSMS** to upload the file
A log will be displayed with the progress.

Notes on Grapevine

Layout of **grapevine.txt** file in your @customer profile folder

- Line1
 - GRAPEVINE SMS gateway email recipient address
- Line2
 - the GRAPEVINE provided company code for your company
- Line3
 - Method to use:

MAPI
OUTLOOK
OUTLOOK /LOGON (logon to MS Outlook MAPI Namespace)

<mailto:{TO}?subject={SUBJECT}&body=Please%20attach%20D%3A%5CDEV%5CFXA%5CCRM%5CMULTIPLE.TXT%20before%20sending>

[mailto:{TO}?subject={SUBJECT}&body=Created with Flexiauction&attach="{FILE}"](mailto:{TO}?subject={SUBJECT}&body=Created with Flexiauction&attach=)

<mailto:{TO}?subject={SUBJECT}&body=Please%20attach%20D%3A%5CDEV%5CFXA%5CCRM%5CMULTIPLE.TXT%20before%20sending>

[mailto:{TO}?subject={SUBJECT}&body=&file="{FILE}"](mailto:{TO}?subject={SUBJECT}&body=&file=)

[mailto:{TO}?subject={SUBJECT}&body=&attach="{FILE}"](mailto:{TO}?subject={SUBJECT}&body=&attach=)

[mailto:{TO}?subject={SUBJECT}&body=&attachment="{FILE}"](mailto:{TO}?subject={SUBJECT}&body=&attachment=)

where the {} values are replaced as follows:
{TO} the email-address in line1,
{SUBJECT} the company code in line1,
{FILE} is the file to attach c:\fxa\crm\multiple.txt