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## Installation and Upgrading

Prior to Installation please look at this article for [Terminal Server Installation](#).

Please see here for [Installing Infusion Business Software](#)

## Customers

Quote layout update to not print the \S, \N, \T, \B in the code field. **#5711**

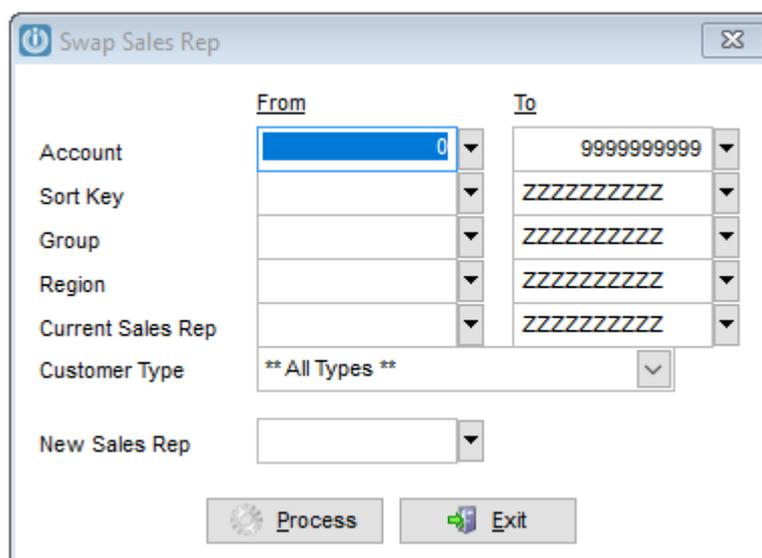
The Customer Aged Trial Balance with Invoices report has been updated to include a column displaying the Deferred amounts. **#8645**

The Customer Call Sheet has been improved to include a note if the Customer is currently on Stop Credit. **#11872**

A new report - Customer Listing - By Location has been added to the Customer / Reports menu. The report lists Account, Sort Key, Name, Address (either delivery or postal), phone, mobile, last sale and contacts (if selected). The report is filterable to Newsletter Customers Only and by Location, plus all of the usual filter and sorting criteria. **#12261**

The Customer Receipt layout has been updated to fix an issue where payment is taken on an invoice on a job where a deposit has been paid. Headers updated to cover scenarios where a receipt is reprinted and subsequent payments have been taken. Update to "Other Payments" and "This Payment". **#12758**

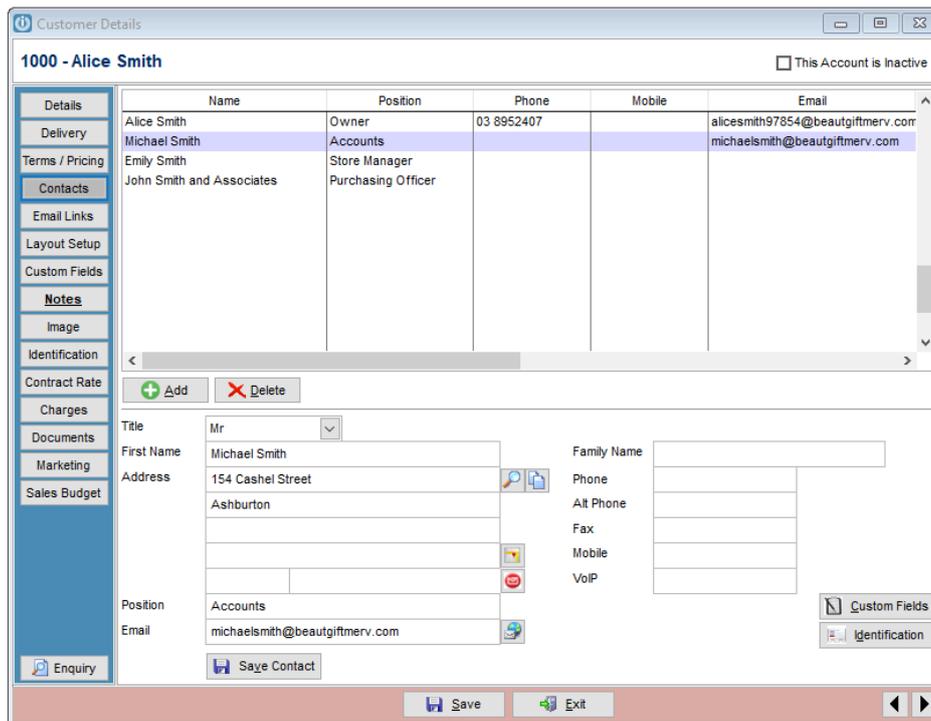
The Swap Sales Rep utility has been updated to include Region and Customer Type as selection criteria. See Knowledge Base Article [Swap Sales Rep](#) for this Utility **#12806**



The screenshot shows a window titled "Swap Sales Rep" with a close button in the top right corner. The window contains a table with two columns: "From" and "To". The rows are labeled "Account", "Sort Key", "Group", "Region", "Current Sales Rep", "Customer Type", and "New Sales Rep". The "Account" field in the "From" column is highlighted with a blue selection box and contains the number "0". The "To" column contains "9999999999" for "Account", "ZZZZZZZZZZ" for "Sort Key", "Group", "Region", and "Current Sales Rep". The "Customer Type" field is a dropdown menu with the text "\*\* All Types \*\*". The "New Sales Rep" field is an empty dropdown menu. At the bottom of the window, there are two buttons: "Process" with a gear icon and "Exit" with a green arrow icon.

## Key Feature: Customer Contacts Tab Improvements

The Customer and Supplier Contacts tabs in both the Modify and Enquiry screens have been improved to allow better visibility and management of Contacts. The Save button has been improved to reduce confusion on saving a Contact within the Modify Customer or Supplier screens. See Knowledge Base Article [Customer Contact Screen #12827](#)



## Key Feature: Prospects Database

A Prospects module has been added to the Customers menu to either archive unused customers or store prospective customers without adding them to the Customers records. The Prospects menu is either available from Customers / Prospects / Manage Prospects, or from a Customer Lookup screen in Invoice, Quotes or Jobs. Prospect Contacts are included with the conversion. Prospects and their Contacts are able to be imported through an Import Routine. Prospects can be exported through the Customers / Utilities menu. If Prospects are imported from archived customers with their original account number, when they are converted back to a customer the original account number will be assigned. See the Knowledge Base Article [Prospects Database #12828](#)

## Invoices

An issue where selling below cost on a product with a quantity break was able to escape the "Below Cost" warning has been resolved by adding a check on the quantity column where quantity breaks are turned on. **#10414**

## Key Feature: Credit Recharge Invoice Utility update

The Credit / Recharge Invoice utility has been improved to allow selection of a date for both the credit note and the new invoice where "Credit and Recharge" is selected. See the updated [Credit Recharge Utility](#) Article on the Knowledge Base **#11457**

Freight added to an Insurance job now is only transferred to the invoice created to the Insurance Company. **#12787**

## Key Feature: Invoice Margin Line Exceptions

A new report: Invoice Line Margin Exceptions has been produced and is accessible from the Customer Sales Analysis reports menu. The user can select a Margin Exception Percentage to identify invoice lines where the margin is below this value - or has zero cost price loaded See the Knowledge Base [Invoice Line Margin Exceptions Report](#). **#12821**

## Quotes

The Pending Quotes reports (Summary and Detailed) have been improved to include a date filter. **#11688**

An error has been fixed where the cost column on a Customer quote was referring to the product default for decimal places on quantity instead of rate. **#12672**

The Pending Quote Detailed and Summary Reports have an option to include Declined Quotes. The Quote Status has been added to both reports. **#12818**

Pending Quotes - Summary																																		
The Demonstration Company Ltd																																		
Printed : 16/05/2019 10:57:34 AM																																		
Printed By : Ted Thompson																																		
Page : 1																																		
			<table border="1"> <tr> <td>Account</td> <td>0</td> <td>999999999</td> </tr> <tr> <td>Sort Key</td> <td>**Unassigned</td> <td>ZZZZZZZZZZ</td> </tr> <tr> <td>Group</td> <td>**Unassigned</td> <td>ZZZZZZZZZZ</td> </tr> <tr> <td>Quoted By</td> <td>**Unassigned</td> <td>ZZZZZZZZZZ</td> </tr> <tr> <td>Customer Type</td> <td colspan="2">** ALL Types **</td> </tr> <tr> <td>Location</td> <td colspan="2">All Locations</td> </tr> <tr> <td>Date</td> <td>/ /</td> <td>16/05/2019</td> </tr> <tr> <td>Include Declined?</td> <td colspan="2"><input checked="" type="checkbox"/></td> </tr> </table>								Account	0	999999999	Sort Key	**Unassigned	ZZZZZZZZZZ	Group	**Unassigned	ZZZZZZZZZZ	Quoted By	**Unassigned	ZZZZZZZZZZ	Customer Type	** ALL Types **		Location	All Locations		Date	/ /	16/05/2019	Include Declined?	<input checked="" type="checkbox"/>	
Account	0	999999999																																
Sort Key	**Unassigned	ZZZZZZZZZZ																																
Group	**Unassigned	ZZZZZZZZZZ																																
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Customer Type	** ALL Types **																																	
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Date	/ /	16/05/2019																																
Include Declined?	<input checked="" type="checkbox"/>																																	
Quote Date	Quote Name	Expiry Date	Order #	Location	Quoted By	Quote #	Quote Status	Total Cost	Total Quoted	GST																								
<b>Account # 1014 Colin Edinghouse</b>																																		
29/05/2015	Colin Edinghouse	28/06/2015		Auckland	TT	15441	*DECLINED*	592.59	899.89	99.99																								
Customer Total								592.59	899.89	99.99																								
<b>Account # 1038 Larry Simpson</b>																																		
02/06/2015	Larry Simpson	02/07/2015		Auckland	AJ	15442	*DECLINED*	715.58	1698.75	188.75																								
Customer Total								715.58	1698.75	188.75																								
<b>Account # 1061 The Computer Shop</b>																																		
18/04/2019	The Computer Shop	18/05/2019		Auckland	AJ	15443	*ACTIVE*	966.06	2003.36	261.31																								
Customer Total								966.06	2003.36	261.31																								

## Supplier

The Pending Supplier Invoices report has been improved to include a Grand Total. **#12816**

An issue where Xtracta was downloading a document multiple times where a Product Code was amended has been fixed. **#12731**

A new report: Supplier Purchase Analysis - Dual Date Range has been produced which allows a purchase analysis to be run by two separate date ranges. **#12804**

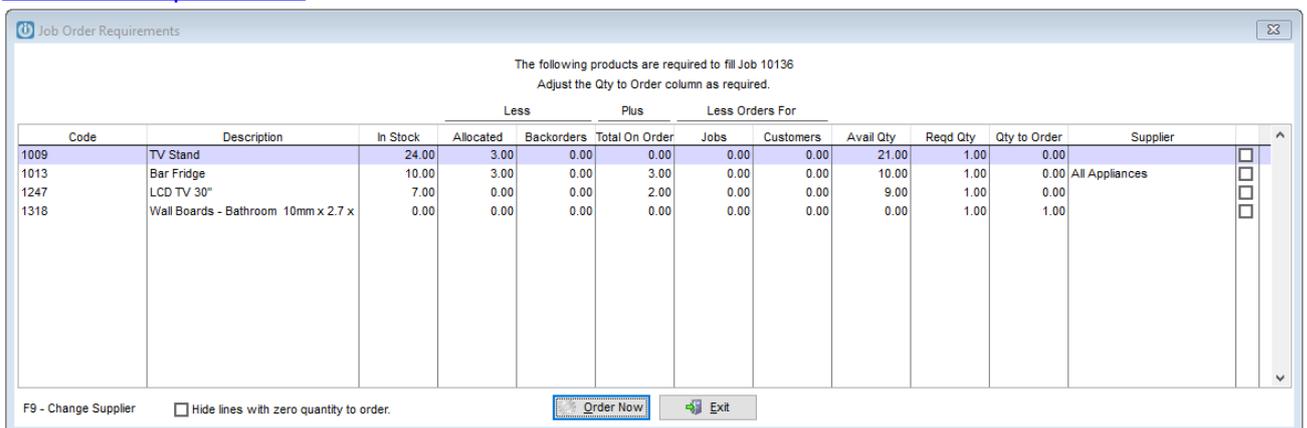
## Purchase Orders

A new report: Product Min/Max by Preferred Supplier is now available from the Products / Reports menu. The report is filterable to only products in stock and/or products with either Min or Max value of 0 and is grouped and filterable by Preferred Supplier as well as all of the usual product filter and sort fields. **#12306**

### Key Feature: Job Order Requirements Update

There have been significant improvements in the Job Order Requirements screen when converting a Quote to a Job.

There are 2 new defaults in the Manage Job Defaults screen: "Show ALL Products on Order Requirements Screen" which is only enabled when the "Check / Order products when converting a Quote to a Job" is ticked. For a full explanation on how to use this see the Knowledge Base article [Job Order Requirements](#). **#12709**



The following products are required to fill Job 10136  
Adjust the Qty to Order column as required.

Code	Description	In Stock	Less		Plus		Less Orders For		Avail Qty	Reqd Qty	Qty to Order	Supplier
			Allocated	Backorders	Total On Order	Jobs	Customers					
1009	TV Stand	24.00	3.00	0.00	0.00	0.00	0.00	0.00	21.00	1.00	0.00	
1013	Bar Fridge	10.00	3.00	0.00	3.00	0.00	0.00	0.00	10.00	1.00	0.00	All Appliances
1247	LCD TV 30"	7.00	0.00	0.00	2.00	0.00	0.00	0.00	9.00	1.00	0.00	
1318	Wall Boards - Bathroom 10mm x 2.7 x	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	

F9 - Change Supplier  Hide lines with zero quantity to order.

The Type field on the parameter screen of the Auto-Order by Sales option on Purchase Orders has been made wider to better display the information there. **#12778**

## Product

A new report - Product Transactions - Pending is now available from the Products / Reports menu. The report reports on any saved / pending product transactions including Product Orders / Receipts / Manual Sale/Adjustments / Transfers and Write Offs. **#8731**

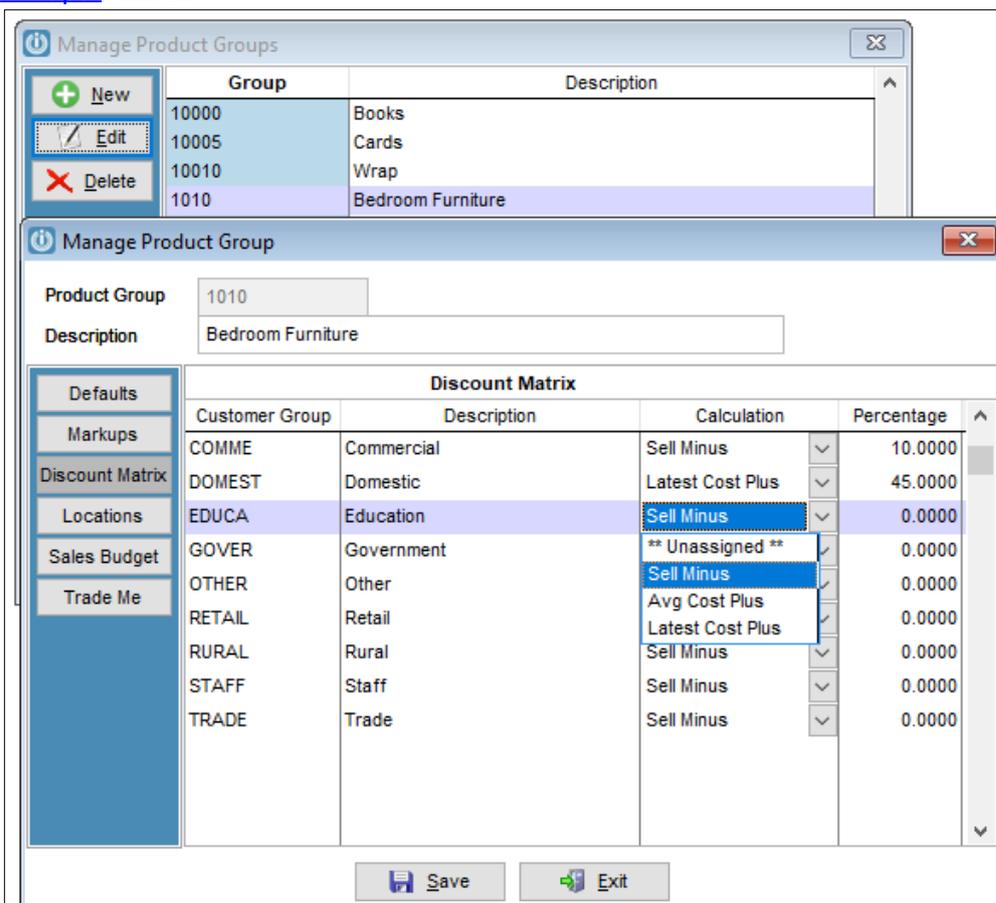
A new report "Product Status - By Location" has been added to the Products / Reports menu. The report lists in stock values for up to 15 locations grouped by Product Group and Product Sub Group. **#11897**

An issue in the Product Daily Unit Sales report has been fixed where if a product description in an invoice was edited the report considered this a second product. **#12271**

Stocktake Variance Report by Group has been corrected to fix a sorting issue. **#12291**

### Key Feature: Discount Matrix - Include Cost Plus

Setup of the Discount Matrix now allows for the selection of a calculation method. - Sell Minus, Avg Cost Plus, Latest Cost Plus or Unassigned. See the Knowledge Base Setting a [Discount on Customer Groups](#) **#12931**



The Products Management screen and the Products Lookup screen now display the Promo Price for price level 1 and the date range it is valid for (from/to).

It is possible now to filter the Products Management screen by the date range of promotional prices. See the Knowledge Base [Promotional Pricing](#)

Products								
Active	<input checked="" type="checkbox"/> Promotional Prices Only	Promo Start Date On/After:		Promo End Date On/Before:				
Product Code	Description	Retail	On Hand Qty	Promo 1	Promo 1 To	Promo 1 From	Group	Pref Supplie ^
1000	Double Bed	525.00	29.00	499.00	31/07/2019	01/06/2019	1010	Sleepy Bed
1001	Queen Size Bed	999.00	42.00	959.00	31/07/2019	01/06/2019	1010	Sleepy Bed
1003	King Size Bed	1199.00	16.00	1159.00	31/07/2019	01/06/2019	1010	Sleepy Bed

## Key Feature: Update Price Utility Improvements

The Update Price Utility has seen significant improvements allowing greater selection criteria, combining the Promotional Dates update utility, and allowing the user to view the resulting updates before committing the changes, and also to select or deselect certain products from the update. A video and instructions on using this utility are available from the Knowledge Base: [Update Prices and Promotional Dates #12786](#)

A new report has been added to the Products module called 'Products with Ratios - by Supplier'. It is designed to show products set up with a ratio grouped by Preferred Supplier and display the product stock levels, the product costs and sell price 1 and unit, as well as the supplier's latest cost, the ratio, the unit cost and supplier code. See the Knowledge Base Article [Product Ratio](#) to learn how to use Product Ratios and see this report. **#12800**

Products with Ratios - by Supplier												
The Demonstration Company Ltd												
Printed : 16/05/2019 10:05:27 AM		Product Code **...		ZZZZZZZZ...		Product Sub Group**...		ZZZZZZZZZZ				
Printed By : Ted Thompson		Product Group**...		ZZZZZZZZZZ		Product Type		** ALL Types **				
Page : 1		Product						Supplier				
Product Code	Description	In Stock	Latest Cost	Avg Cost	Sell1 Price	Sell Unit	Latest Cost	Ratio	Unit Cost	Unit	Preferred	Supplier's Code
<b>Supplier : 3 - All Appliances</b>												
<b>Group 8010 Parts</b>												
1316	Bar & Chain Lube	410	99.78	1.45	5.50		99.78	205.00	0.49	ltr	Yes	205LUBE

A new report: Products Without Sales (see Products / Reports) has been produced - which reports only stock that has not been sold within the nominated date range. The user can select to return only products that are in stock at the end date. Standard product filtering is available. The report includes the Start and Closing Balance **#12805**

Products Without Sales The Demonstration Company Ltd			
Printed :	16/05/2019 10:08:06 AM	Date	01/05/2019 16/05/2019
Printed By :	Ted Thompson	Product Code	** Unassigne ZZZZZZZZZZ
Page :	1	Product Group	** Unassigne ZZZZZZZZZZ
		Product Sub Group	** Unassigne ZZZZZZZZZZ
		Product Type	** ALL Types **
		Location	All Locations

Product Code	Description	Start Balance	Closing Balance
1000	Double Bed	30.0000	30.0000
1003	King Size Bed	15.0000	15.0000
1004	Single Bed	43.0000	43.0000
1005	Dining Table Rimu	8.0000	27.0000
1011	Fridge Freezer	11.0000	11.0000
1012	Chest Freezer	13.0000	13.0000
1013	Bar Fridge	9.0000	9.0000
1015	Desktop Computer w/ 17" screen	21.0000	21.0000

The Manage Kitset Components and the Item Buildup screens have been fixed so that the decimal places on the latest cost column are picked up from the correct product default. The Manage Kitset Components screen has been updated to close after saving. **#12808**

The report: Product Transactions - By Type has been improved to include the Cost Value of the transaction where available. **#12822**

The Product Valuation Detail - by Bin Location report can now be run to return only products with negative quantities in stock. **#12897**

## Financials

A new Profit and Loss report - MTD /YTD - has been written to utilise two of the character custom fields stored against GL Accounts. The char1 field is assumed to hold the REGION and the char2 field the DEPARTMENT. Region (CHAR1) selection is a single selection; Department (CHAR2) selection is a range. The report allows the user to select to include only transaction accounts that match the nominated char1 and char2 settings; the report will include all heading accounts and the totalling accounts will only include the summed value(s) of the selected transaction accounts which add into them. See the Knowledge Base Article [Profit & Loss \(MTD & YTD\) By Region / Department](#) **#12906**

## Jobs/Workshop

Key Feature: Multiple Job Deposits

Multiple Deposits are now able to be taken against a job. The Deposits are visible either at the bottom of the job screen or by selecting List Deposit Use to display the Jobs Deposit Audit Trail. See

the Knowledge Base Article [Multiple Job Deposits](#) #9626

A new report - Job Deposits - By Location has been produced which lists Deposit Paid, Deposit Used and Deposit Balance on Jobs. The report will either return only Jobs with outstanding balances or all jobs can be included. The report runs by Location - each location on a separate page. The standard filtering and sorting options for jobs are available. See the Knowledge Base [Job Deposit Report - By Location](#) #9981

Purchase Orders of the Job Management type have an option to print the job labels when items are being received for a job. The label that is printed is layout Barcodes7. To print the product description from the purchase order rather than the standard product description, the label layout should be updated to podesc instead of desc. #12746

Description	Job ID	Order Qty	Receive	Processed
	10104	1.00	1.00	0.00

Job Title : Check noise on fridge freezer Customer : Kevin Stenway

Hide fully Processed lines
  Send By Email
  Print Item Labels
  Print Order
  Print Job Labels

Mark costs assigned to Completed Jobs as Billed.

Updated the Insurance job feature to ensure the job deposit is only applied to the Customer's invoice not the Insurance companies. This means that an insurance company invoice from an insurance job can never have a deposit applied to it. If for any reason the insurance company pays a deposit for an insurance job, this will have to be applied to their account as an unallocated payment and then applied to the invoice after it is posted. #12765

An issue where if Prompt for Staff Code BEFORE accessing Invoicing / Quotes is true, when an Insurance invoice is created from a job the Entered By field is not populated correctly on the invoice creating an application error has been corrected. #12792

An Extra Value has been included in the Job Detail Report, inside the Total Summary Box, to show the Sell Value of the billed lines, to provide a cleared measure of the sell value to date when dealing with jobs invoiced as progress claims with quotes. #12796

## Job Detail

### The Demonstration Company Ltd

Printed : 24/10/2018 04:27:36 PM  
 Printed By : Default Staff  
 Page : 1

Job ID 10135	<b>Supply of Beds for new hotel in 4 stages</b>		
Amber Thompson 160 High Street Auckland	Customer No. 1002 Phone : 03 7634620 Fax : 03 4592107	Start Date 05/09/2018 Due Date 05/12/2018 Finish Date / /	Type Standard Job Status Active

#### Costs

##### Disbursements

Date	Cost Code	Description	Quantity	Unit Cost	Total Cost	Unit Sell	Disc %	Total Sell	Auth / Billed
05/09/2018	/10-1050	Freight Outwards	1.00	150.00	150.00	150.00		150.00	Y Y
05/10/2018	/10-1050	Freight Outwards	1.00	150.00	150.00	150.00		150.00	Y Y
05/11/2018	/10-1050	Freight Outwards	1.00	150.00	150.00	150.00		150.00	Y Y
05/12/2018	/10-1050	Freight Outwards	1.00	150.00	150.00	150.00		150.00	Y Y
			4.00		600.00			600.00	

##### Product Costs

Date	Cost Code	Description	Quantity	Unit Cost	Total Cost	Unit Sell	Disc %	Total Sell	Auth / Billed
05/09/2018	1001	Queen Size Bed	15.00	538.20	8073.00	999.00		14985.00	Y Y
05/10/2018	1001	Queen Size Bed	15.00	538.20	8073.00	999.00		14985.00	Y Y
05/11/2018	1001	Queen Size Bed	15.00	538.20	8073.00	999.00		14985.00	Y Y
05/12/2018	1001	Queen Size Bed	15.00	538.20	8073.00	999.00		14985.00	Y Y
			60.00		32292.00			59940.00	

##### Staff Costs

Date	Cost Code	Description	Quantity	Unit Cost	Total Cost	Unit Sell	Disc %	Total Sell	Auth / Billed
05/09/2018	TT	Labour - Ted Thompson	15.00	37.50	562.50	85.00		1275.00	Y Y
05/10/2018	TT	Labour - Ted Thompson	15.00	37.50	562.50	85.00		1275.00	Y Y
05/11/2018	TT	Labour - Ted Thompson	15.00	37.50	562.50	85.00		1275.00	Y Y
05/12/2018	TT	Labour - Ted Thompson	15.00	37.50	562.50	85.00		1275.00	Y Y
			60.00		2250.00			5100.00	

##### Invoices

Date	Cost Code	Description	Quantity	Unit Cost	Total Cost	Unit Sell	Disc %	Total Sell	Auth / Billed
05/09/2018		Invoice 10653	1.00					17500.00	
05/10/2018		Invoice 10654	1.00					17500.00	

Total Costs	35142.00	Total Sell	67820.00
Less Unbilled Costs	17571.00	Total Sell Unbilled	32820.00
Billed Costs	17571.00	Involved	35000.00
<b>Total Sell Billed</b>	<b>32820.00</b>	Quoted	70000.00
Billed Profit	17429.00	Billed Markup	99 %
		Billed Margin	50 %
Actual Profit	-142.00	Actual Markup	-0.40 %
		Actual Margin	-0.41 %
Profit on Sell	32678.00	Unbilled Markup	92.99 %
		Unbilled Margin	48.18 %
Profit on Quoted	34855.00	Quoted Markup	99.19 %
		Quoted Margin	49.80 %

Corrected an error occurring when clicking on the NEW button of the job lookup screen when this was opened from the Enter Job Costs screen. **#12816**

Template jobs have been excluded from the two Work in Progress reports in the Jobs Module. **#12819**

The new options to use the quoted cost and/or price from the quote on the job now applies to items received from the Job Purchase Order. Receipting Serial Tracked Items updated and improved. **#12836**

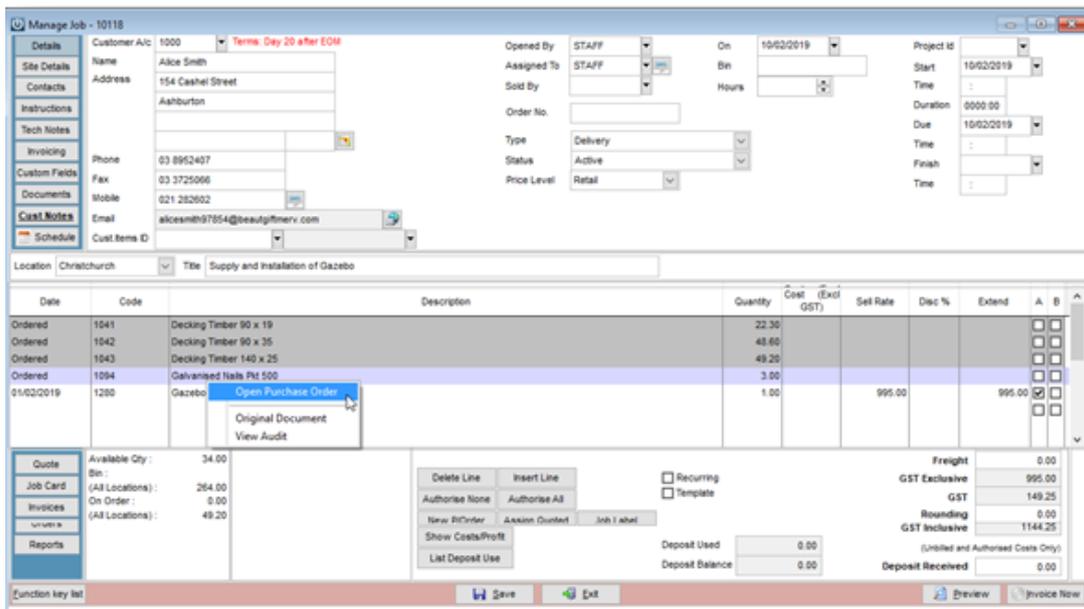
A problem where users are unable to alter the cost on job cost lines when the price level is set to latest cost has been resolved. **#12876**

An issue where if Prompt for Staff Code BEFORE accessing Invoicing / Quotes is true, when a warranty invoice is created from a job the Entered By field is not populated correctly on the invoice creating an application error has been corrected. **#12891**

A new Job Activity by Opened By report has been produced which is to allow the user to select the "Opened By" staff member as a range. The report will sort the data by "Opened By" and will start a new page for each Opened By staff member. The "Assigned To" column will be removed due to lack of space. **#12893**

Key Feature: View On Order lines and Open Purchase Orders from Jobs

A new Job Default has been added to allow ordered products to display on the Modify and Enquiry Job screens. The purchase order is able to be opened by right clicking on a product line and the product can be receipted to a packing slip from this screen. This option can be turned off in Manage Job Defaults. See the Knowledge Base [Products on Order in the Manage Job Screen](#) **#12942**



## Import / Export

Corrected a problem in the Manage Import Routines screen where data type Products was displaying the wrong available fields if the file type selected was Tab Delimited. **#12743**

The Edward Gibbons import routine has been updated to take into account changes made by this supplier. **#12883**

## POS

An error when reprinting an invoice using POS05 or POS06 from Customer Enquiry / Invoice tab has been fixed. **#12814**

## Staff

Key Feature: Staff Productivity Report

A new Staff Productivity report has been produced - refer to the Knowledge Base article for information about the setup that is required and definitions of the calculations shown. [Staff Productivity Report Setup](#) **#12905**

## Admin

Trade Me have updated their specification for importing products and added in three extra columns: Brand, Manufacturer Code, Barcode These columns headers are now included in the Export so that the import will not create an error. At this point the columns are not populated. **#11897**

Improved the back end of the SMS screen to correct the behaviour where on occasion SMS messages were sending prematurely. **#12826**

An issue with the Capricorn Export where invoices noted as "Do not Charge Head Office" were included in the export has been resolved. Key files will need to be provided to affected customers by Infusion Support. **#12842**

The Email Audit Trail report has had the attachment number added. **#12892**

## System

Key Feature: Management Console by Location

The Management Console is now able to be run per Location. A system default "Default Management Console to All Locations" will specify whether the console selector defaults to all locations, otherwise the selector will default to the Default Location of the Staff Member logged in. The Locations are able to be changed and the data refreshed from within the Management Console also. See the Knowledge Base [Management Console](#) **#12791**

An additional Radio button has been added to the Customer, Product, Supplier and GL enquiry screens to select Last Financial Year. **#12824**



Current Month       Current Financial Year  
 Current and Last Month       Last Financial Year  
 Current and Last two months       All Transactions

## Email Customer Pricelist Utility

A new utility is available on request which emails selected Customers a pricelist that includes their calculated price and the standard retail price.

Their calculated price takes into account all normal pricing calculations including Discount Matrixes, Customer Discounts, Contract Rates etc.

This utility can be set to run automatically as a Scheduled Task from your server at a defined interval (eg. The first Monday of each month).

The list of recipients is easily editable and multiple contacts within a company can be emailed.