User Manual (English)

The following are the various modules and domains offered by ERP+ from Technocom, covering a wide range of businesses. You can be a small distributor, a manufacturer, running an educational institute, or a healthcare organization. There is something for everyone.

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Basics: Setting Up

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Setting up an ERP system is like starting your business all over again but in the virtual world. Thankfully it is not as hard as the real business and you get to do a trial too!

To get an ERP implementation right, the implementor needs to set aside time and perform the implementation with dedication. Usually, this is not your post work side project you spare a couple of hours on.

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3. Company Setup
4. Setting Up Taxes
5. Setting Company Sales Goal
6. Data Import
7. Workflows

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1.1 Topic: Basic Setup

1. Users and Permissions
2. Company Setup
3. Setting Up Taxes
4. Setting Company Sales Goal
5. Data Import
6. Workflows

1. Users and Permissions

In ERP+, you can create multiple users and assign them different roles. There are some users which can only access the public facing part of ERP+ (i.e. the website). Such users are called "Website Users".

ERP+ implements permission control at the User and Role level. Each user in the system can be assigned multiple roles and permissions.

The most important role is the "System Manager". Any user having this role can add other users and set roles to all users.

Topics

1. Adding Users
2. Role Based Permissions
3. User Permissions
4. Role Permission for Page and Report
5. Sharing
6. Admin User

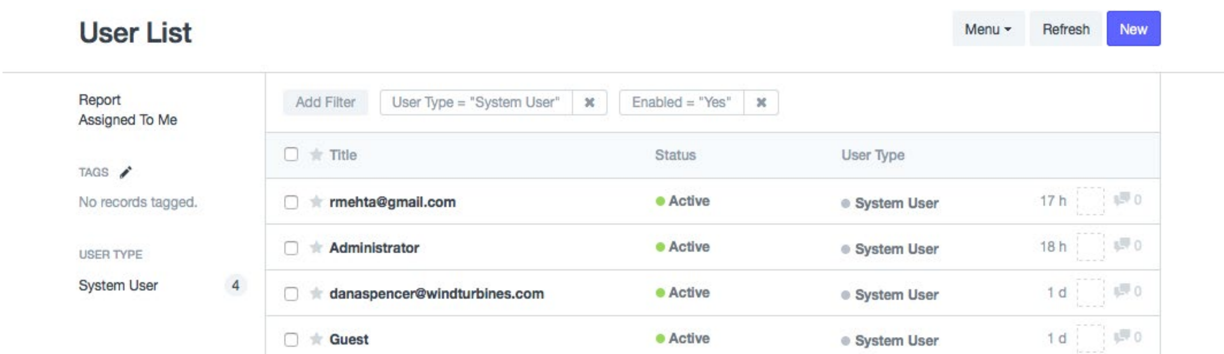
Adding Users

Users can be added by the System Manager. If you are a System Manager, you can add Users via: Setup > User

There are two main classes of users: Web Users and System Users. System Users are people using ERP+ in the company. Web users are customers or suppliers (or portal users).

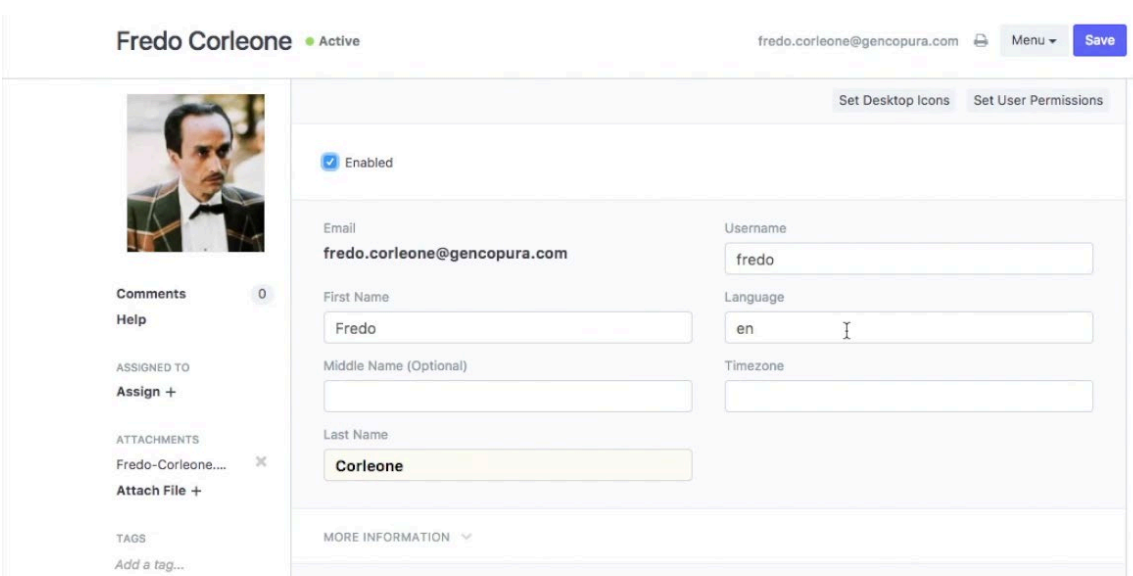
Under User a lot of info can be entered. For the sake of usability, the information entered for webs users is minimal: First Name and email. Important is to realize that the email address is the unique key (ID) identifying the Users.

1. List of Users

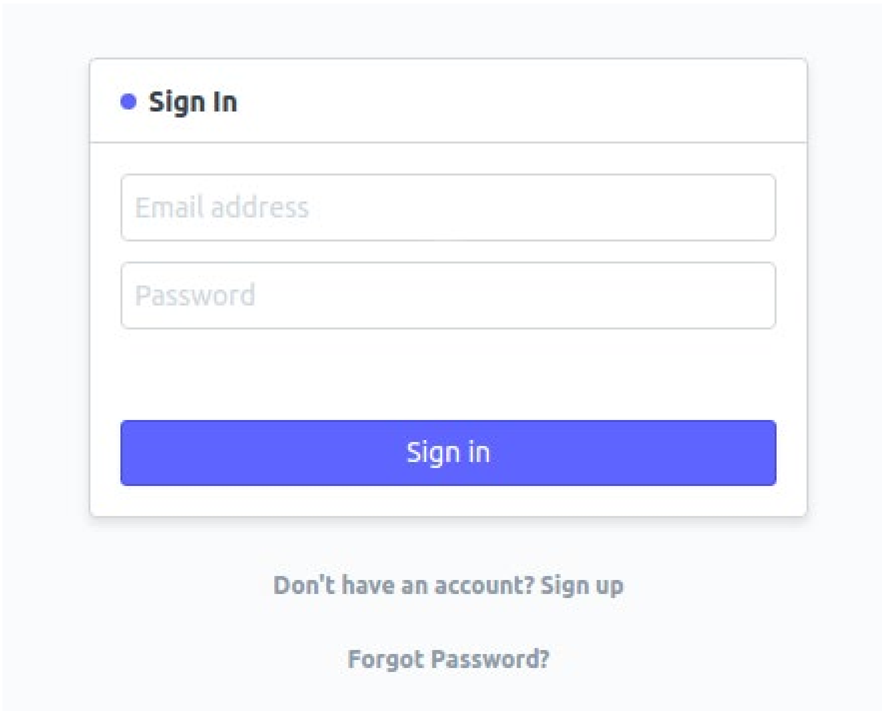


To add a new user, click on "New"

2. Add the user details
Add user details such as First Name, Last Name, Email etc.



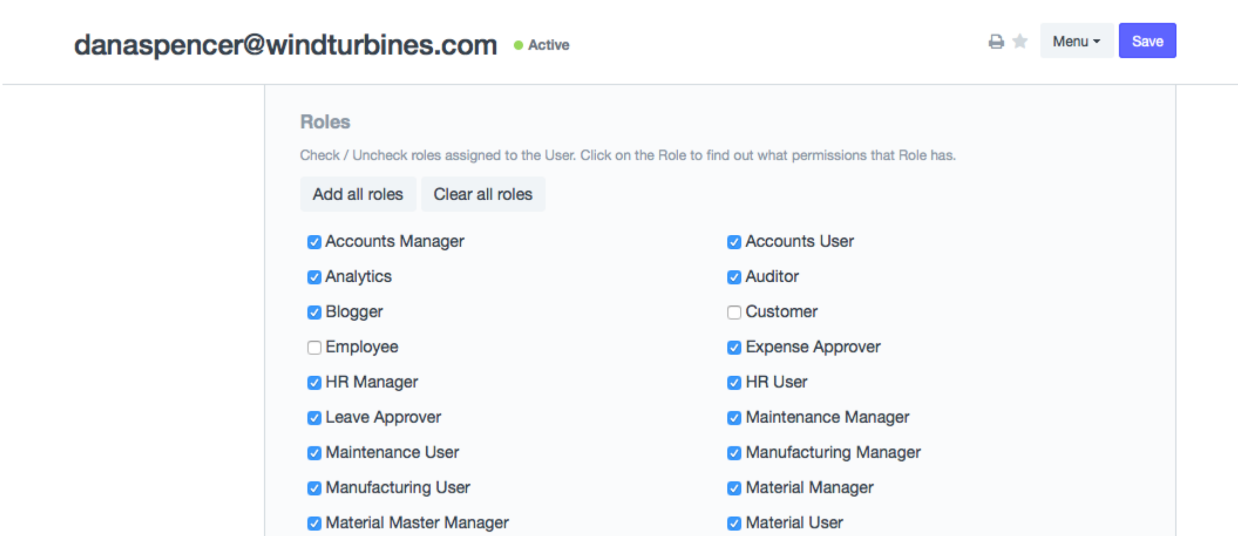
The user's Email will become the user id. Mobile No can also be used to log in if you check the Allow Login using Mobile No checkbox under the Security section in System Settings. While Mobile No will be unique, it will not be treated as a user id.



After adding these details, save the user.

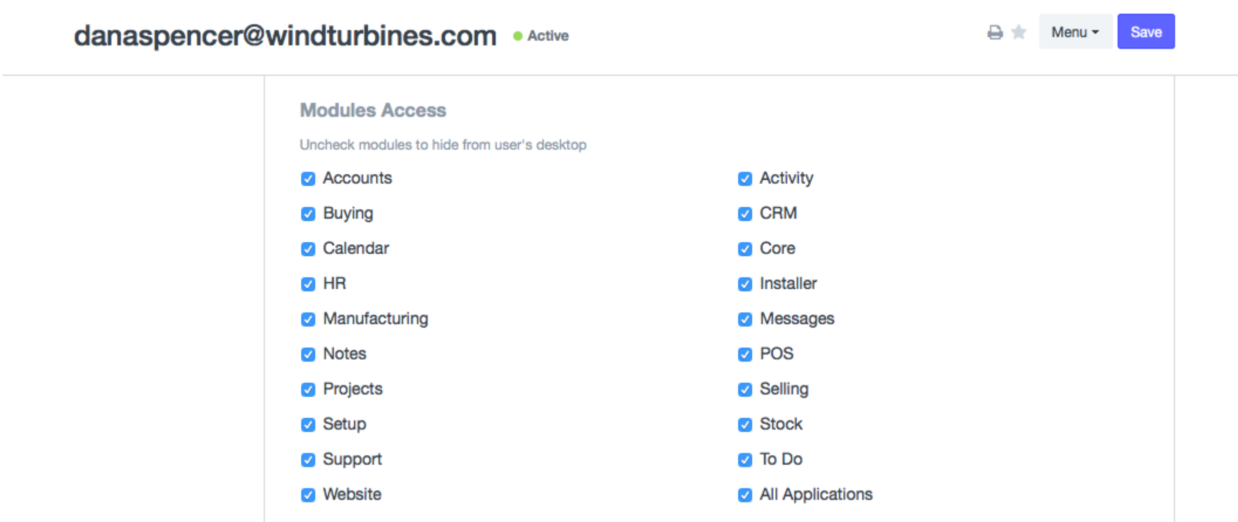
3. Setting Roles

After saving, you will see a list of roles and a checkbox next to it. Just check the roles you want the user to have and save the document. To click on what permissions, translate into roles, click on the role name.



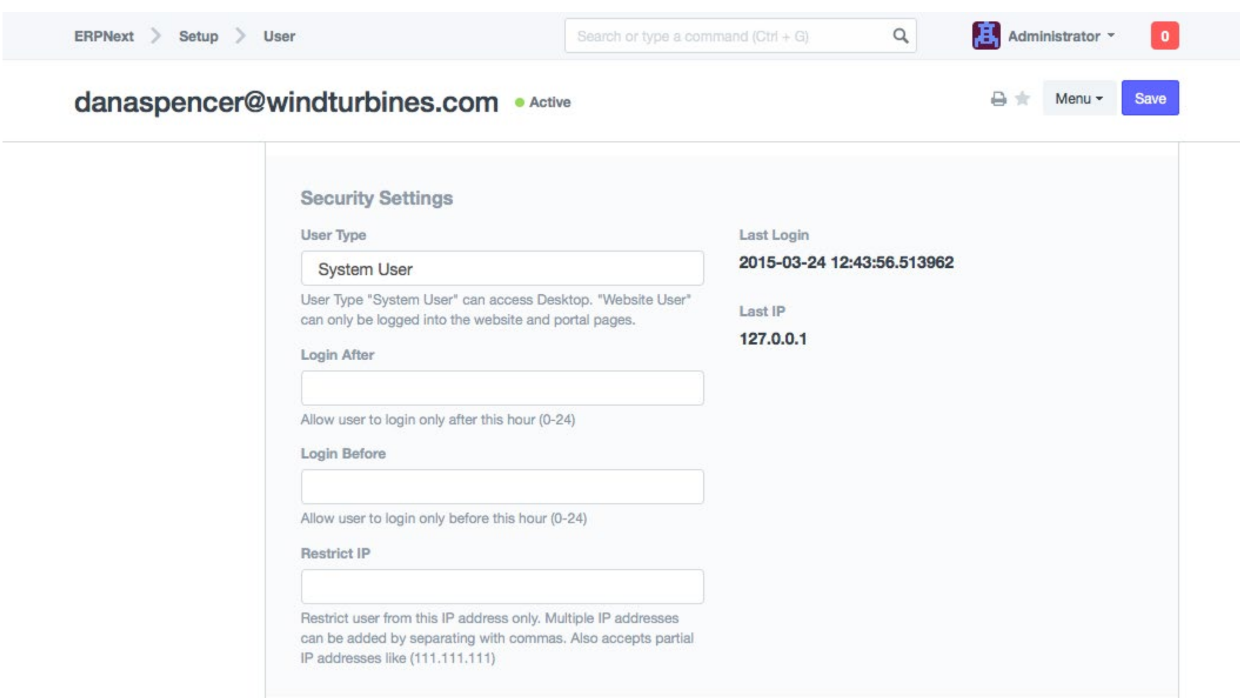
4. Setting Module Access

Users will have access to all modules for which they have role-based access. If you want to block certain modules for certain users, un-check the module from the list.



5. Security Settings

If you wish to give the user access to the system only between office hours, or during weekends, mention it under security settings.



Role Based Permissions

ERP+ has a role-based permission system. It means that you can assign Roles to Users, and set Permissions on Roles. The permission structure also allows you to define different permission rules for different fields, using a concept called **Permission "Level"** of a field. Once roles are assigned to a user, it gives you the ability to limit access for a user to only specific documents.

To start with, go to: Setup > Permissions > Role Permissions Manager

Role Permissions Manager

Leave Application	Employee ☐ Only If Creator	0	☑ Read ☐ Delete ☐ Amend ☑ Report ☐ Set User Permissions	☑ Write ☐ Submit ☑ Print ☐ Import ☑ Share	☑ Create ☐ Cancel ☑ Email ☐ Export	×
Leave Application	HR User ☐ Only If Creator	0	☑ Read ☑ Delete ☑ Amend ☑ Report ☑ Set User Permissions	☑ Write ☑ Submit ☑ Print ☐ Import ☑ Share	☑ Create ☑ Cancel ☑ Email ☐ Export	×
Leave Application	HR Manager ☐ Only If Creator	0	☑ Read ☑ Delete ☑ Amend ☑ Report ☑ Set User Permissions	☑ Write ☑ Submit ☑ Print ☐ Import ☑ Share	☑ Create ☑ Cancel ☑ Email ☑ Export	×

Permissions are applied on a combination of:

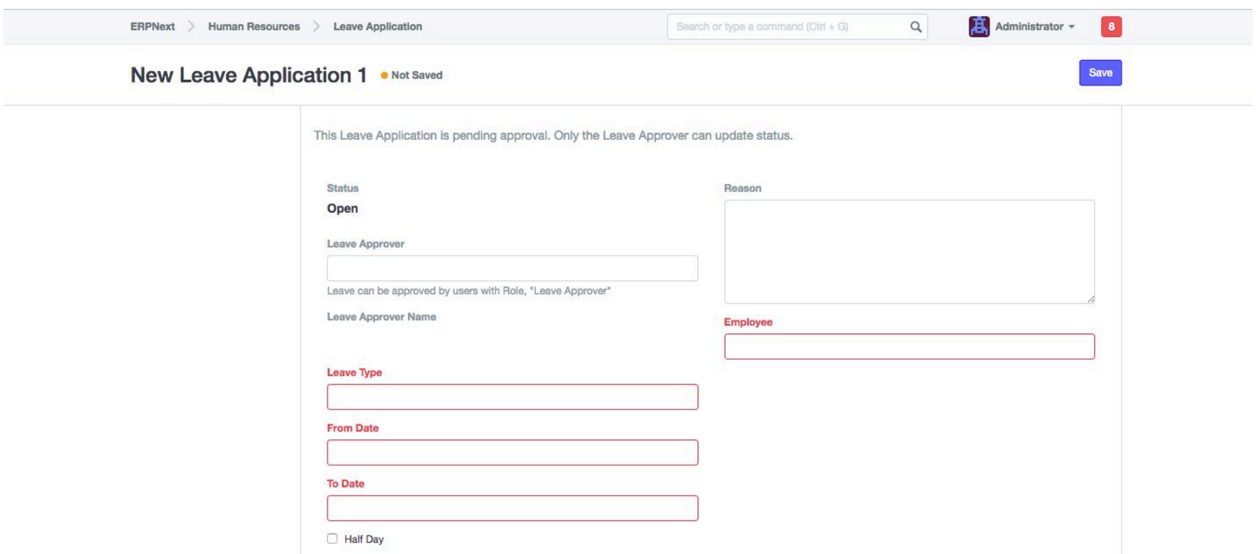
- **Roles:** As we saw earlier, Users are assigned to Roles and it is on these Roles that permission rules are applied.
- **Document Types:** Each type of document, master or transaction, has a separate list of Role based permissions.
- **Permission "Levels":** In each document, you can group fields by "levels". Each group of fields is denoted by a unique number (0, 1, 2, 3, etc.). A separate set of permission rules can be applied to each field group. By default, all fields are of level 0.

- **Document Stages:** Permissions are applied on each stage of the document like on Creation, Saving, Submission, Cancellation and Amendment. A role can be permitted to Print, Email, Import or Export data, access Reports, or define User Permissions.
- **User Permissions:** There is a concept of user permission using which a user can be restricted to access only specific Documents for that Document Type. Such specific Document access is defined in the list of User Permissions. Additionally, User Permissions defined for other Document Types also get applied if they are related to the current Document Type through Link Fields.

To set, User Permissions go to: Setup > Permissions > User Permissions

To add a new rule, click on "Add a New Rule" button and a pop-up box will ask you to select a Role and a Permission Level. Once you select this and click on "Add", this will add a new row to your rules table.

Leave Application is a good example that encompasses all areas of Permission System.

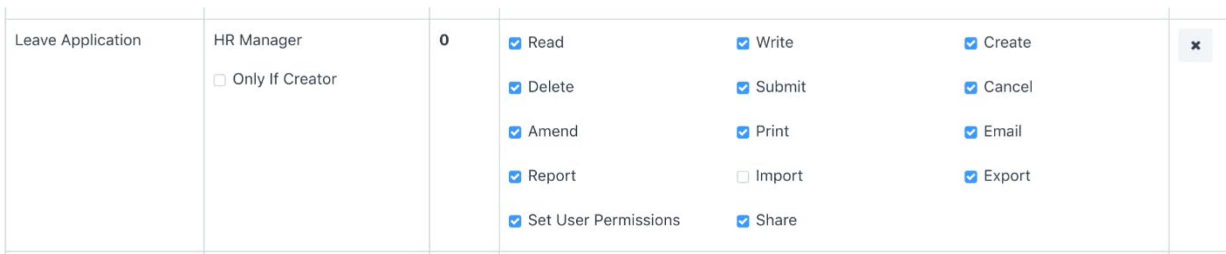


It should be created by an Employee. For this, Employee Role should be given Read, Write, Create permissions.

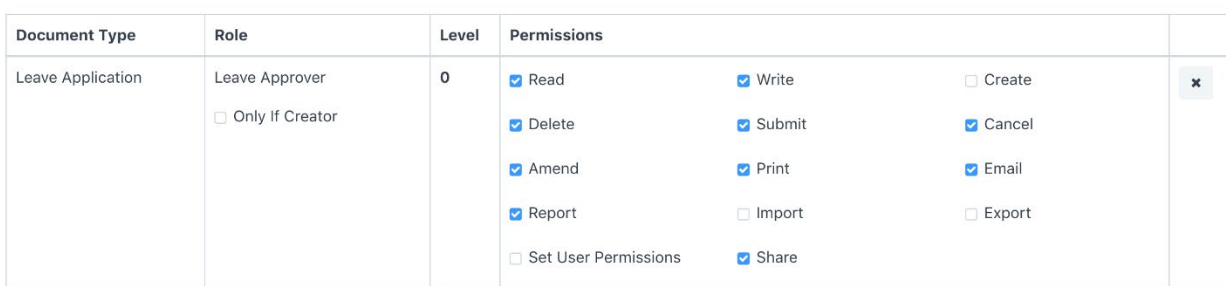
Leave Application	Employee ☐ Only If Creator	0	☑ Read ☐ Delete ☐ Amend ☑ Report ☐ Set User Permissions	☑ Write ☐ Submit ☑ Print ☐ Import ☑ Share	☑ Create ☐ Cancel ☑ Email ☐ Export	×

An Employee should only be able to access his/her Leave Application. Hence, User Permissions record should be created for each User Employee combination.

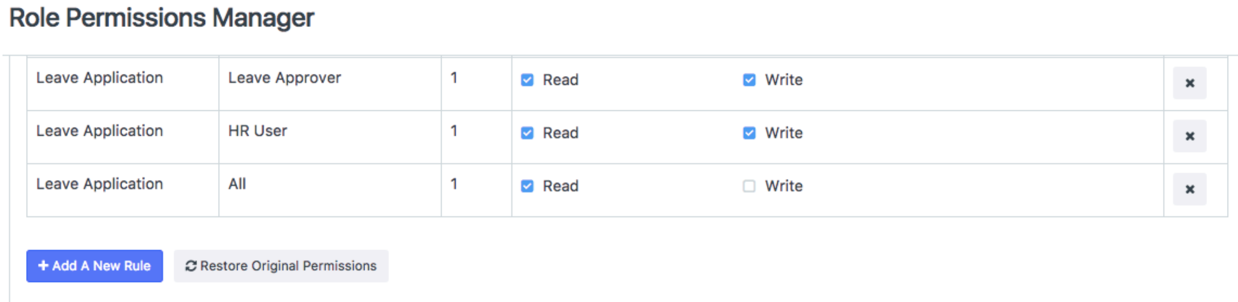
HR Manager should be able to see all Leave Applications. Create a Permission Rule for HR Manager at Level 0, with Read permissions. Apply User Permissions should be disabled.



Leave Approver should be able to see and update Leave Applications applicable to him/her. Leave Approver is given Read and Write access at Level 0. Relevant Employee Documents should be enlisted in the User Permissions of Leave Approvers. (This effort is reduced for Leave Approvers mentioned in Employee Documents, by programmatically creating User Permission records.)



It should be Approved / Rejected only by HR User or Leave Approver. The Status field of Leave Application is set at Level 1. HR User and Leave Approver are given Read and Write permissions for Level 1, while everyone else (All) are given Read permission for Level 1.

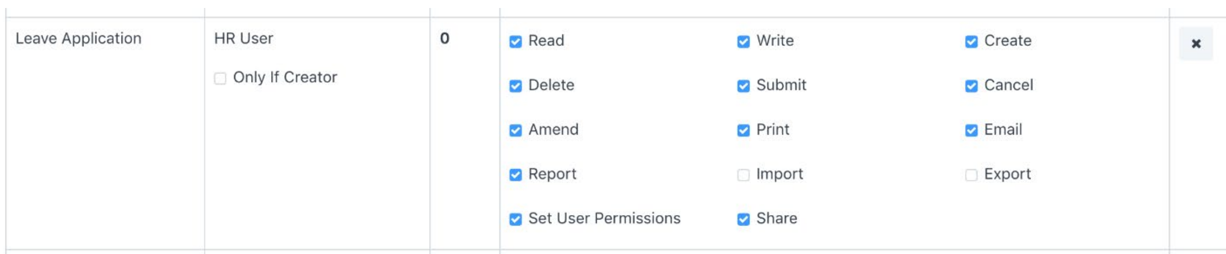


Role Permissions Manager

Leave Application	Leave Approver	1	☑ Read	☑ Write	×
Leave Application	HR User	1	☑ Read	☑ Write	×
Leave Application	All	1	☑ Read	☐ Write	×

+ Add A New Rule | Restore Original Permissions

HR User should be able to delegate Leave Applications to his/her subordinates HR User is given the right to Set User Permissions. A User with HR User role would be able to defined User Permissions on Leave Application for other users.



Leave Application	HR User ☐ Only If Creator	0	☑ Read ☑ Delete ☑ Amend ☑ Report ☑ Set User Permissions	☑ Write ☑ Submit ☑ Print ☐ Import ☑ Share	☑ Create ☑ Cancel ☑ Email ☐ Export	×

User Permissions

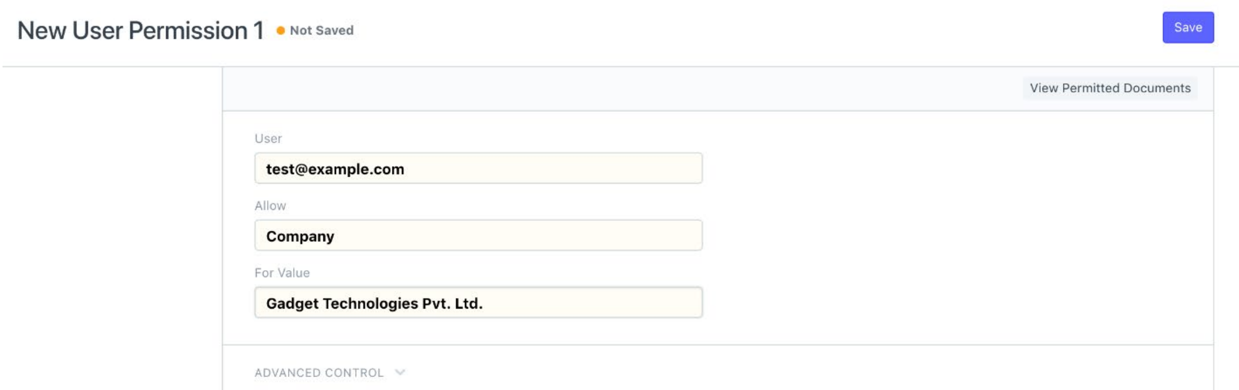
Along with Role based permissions, you can also set user level permissions that are based on rules that are evaluated against the data contained in the document being accessed. This is particularly useful when you want to restrict based on:

1. Allow user to access data belonging to one Company
2. Allow user to access data related to a specific Customer or Territory

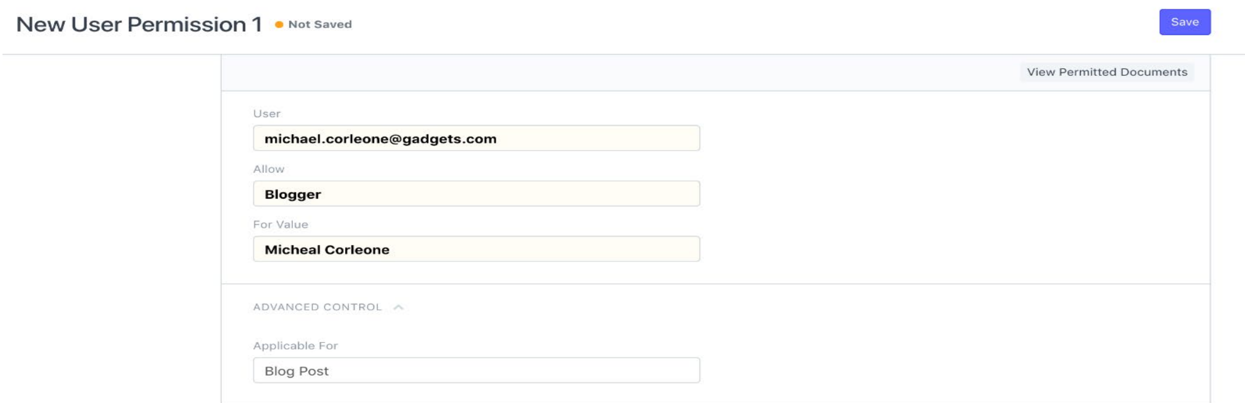
Creating User Permissions
To create a User Permission, go to Setup > Permission > User Permissions

When you create a new record, you will have to specify

1. The user for which the rule has to be applied
2. The type of document which will be allowed (for example "Company")
3. The specific item that you want to allow (the name of the "Company)



Advanced control: You can optionally apply user permission only for specific Document Type by setting the Document Type in the Applicable For field under Advanced Control. Setting **Applicable For** option will make the current user permission applicable only under the selected Document Type master.

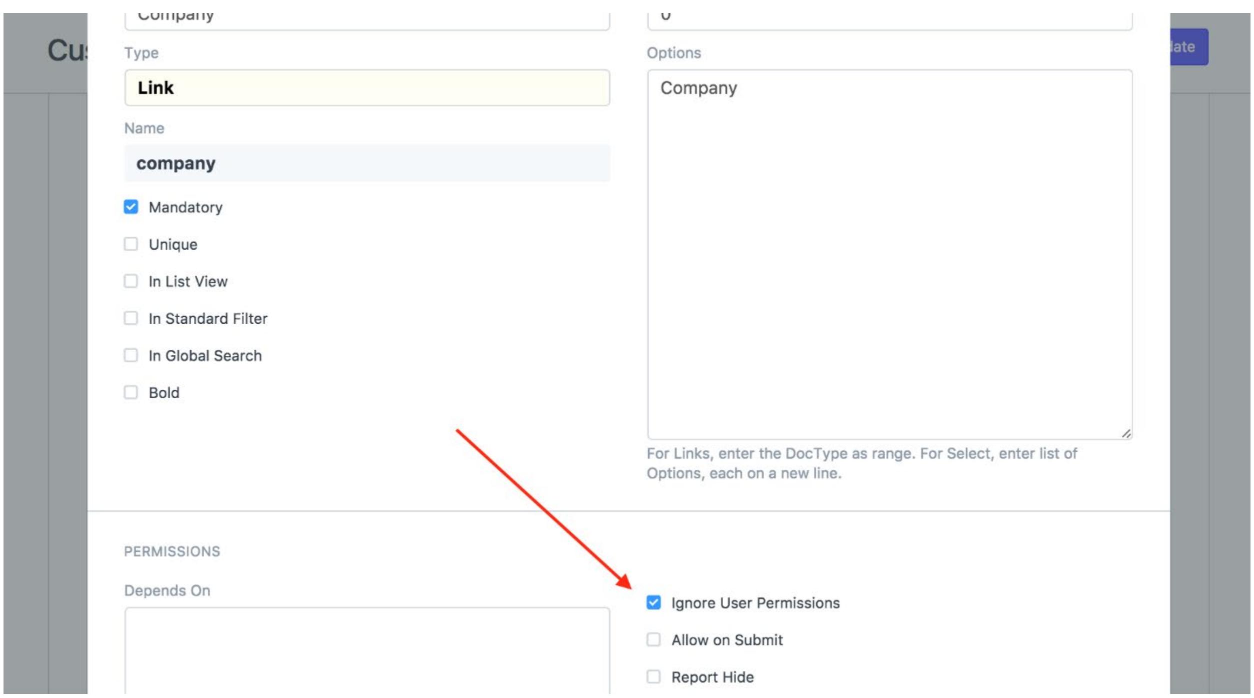


In the above User Permission, user michael.corleone@gadgets.com will be able to access blog posts created by blogger Michael Corleone.

Note: If **Applicable For** is not set, User Permission will applicable across all related Document Types.

Ignoring User Permissions on Certain Fields
Another way of allowing documents to be seen that have been restricted by User Permissions is to check "Ignore User Permissions" on a particular field by going to **Customize Form**

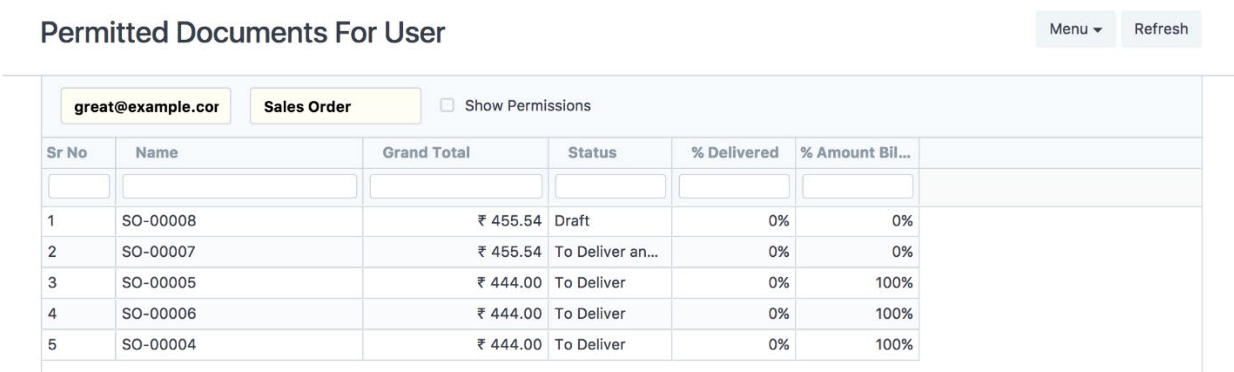
For example, you don't want Assets to be restricted for any user, then select **Asset** in **Customize Form** and in the Company field, check on "Ignore User Permissions"



Strict Permissions: Since User Permissions are applied via Roles, there may be many users belonging to a particular Role. Suppose you have three users belonging to Role "Accounts User" and you have applied **User Permissions** to only one user, then the permissions will only be restricted to that user.

You can change this setting in case you want the user permissions to be assigned to all users, even if they are not assigned any user permissions by going to **System Settings** and checking "Apply Strict User Permissions"

Checking How User Permissions are Applied: Finally, once you have created your air-tight permission model, and you want to check how it applies to various users, you can see it via the **Permitted Documents for User** report. Using this report, you can select the **User** and document type and check how user permissions get applied.



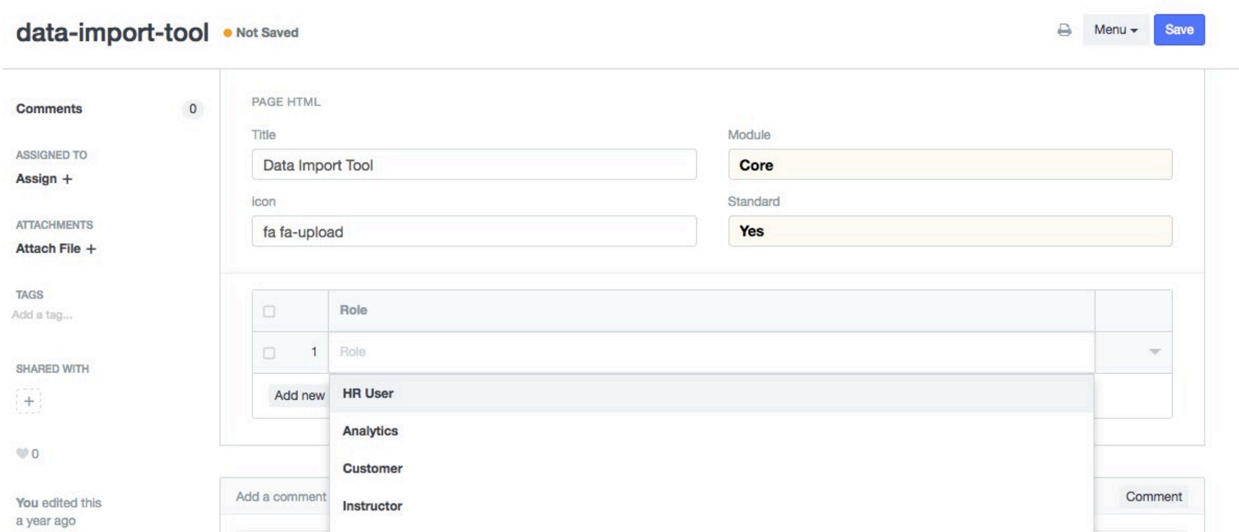
Sr No	Name	Grand Total	Status	% Delivered	% Amount Bil...
1	SO-00008	₹ 455.54	Draft	0%	0%
2	SO-00007	₹ 455.54	To Deliver an...	0%	0%
3	SO-00005	₹ 444.00	To Deliver	0%	100%
4	SO-00006	₹ 444.00	To Deliver	0%	100%
5	SO-00004	₹ 444.00	To Deliver	0%	100%

Role Permission for Page and Report

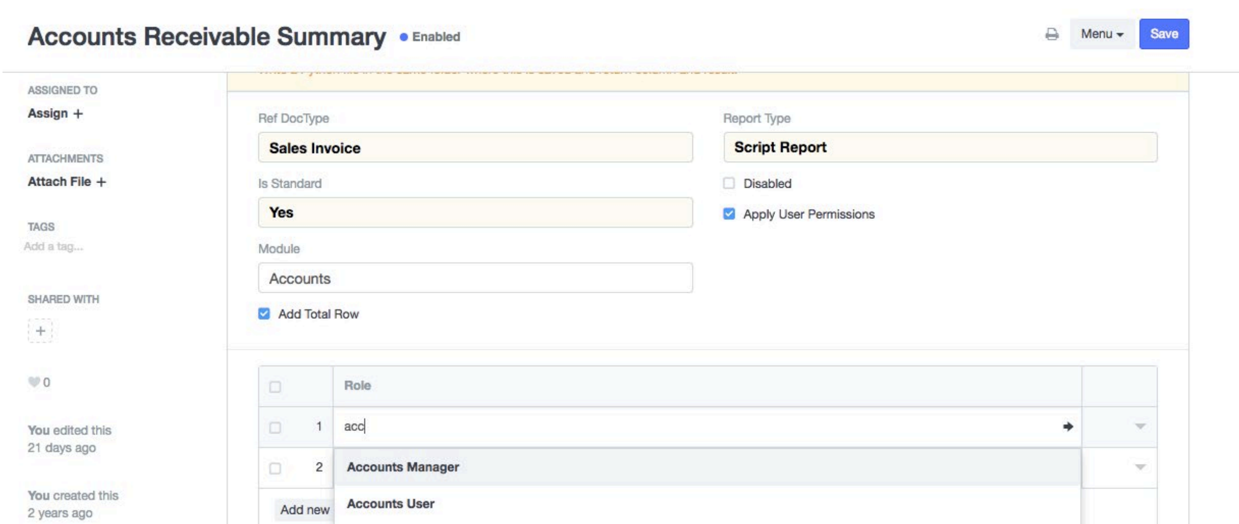
In ERP+, user can make his custom user interface using Page and the custom report using Report Builder or Query Report. ERP+ has role-based-permission system where user can assign roles to the user. And the same role can be assigned to the page and report, to access them.

If user has enabled the developer mode, then they can add the roles directly in the page and report record. But in that case, the permissions will also be reflected in the json file for the page / report.

For Page



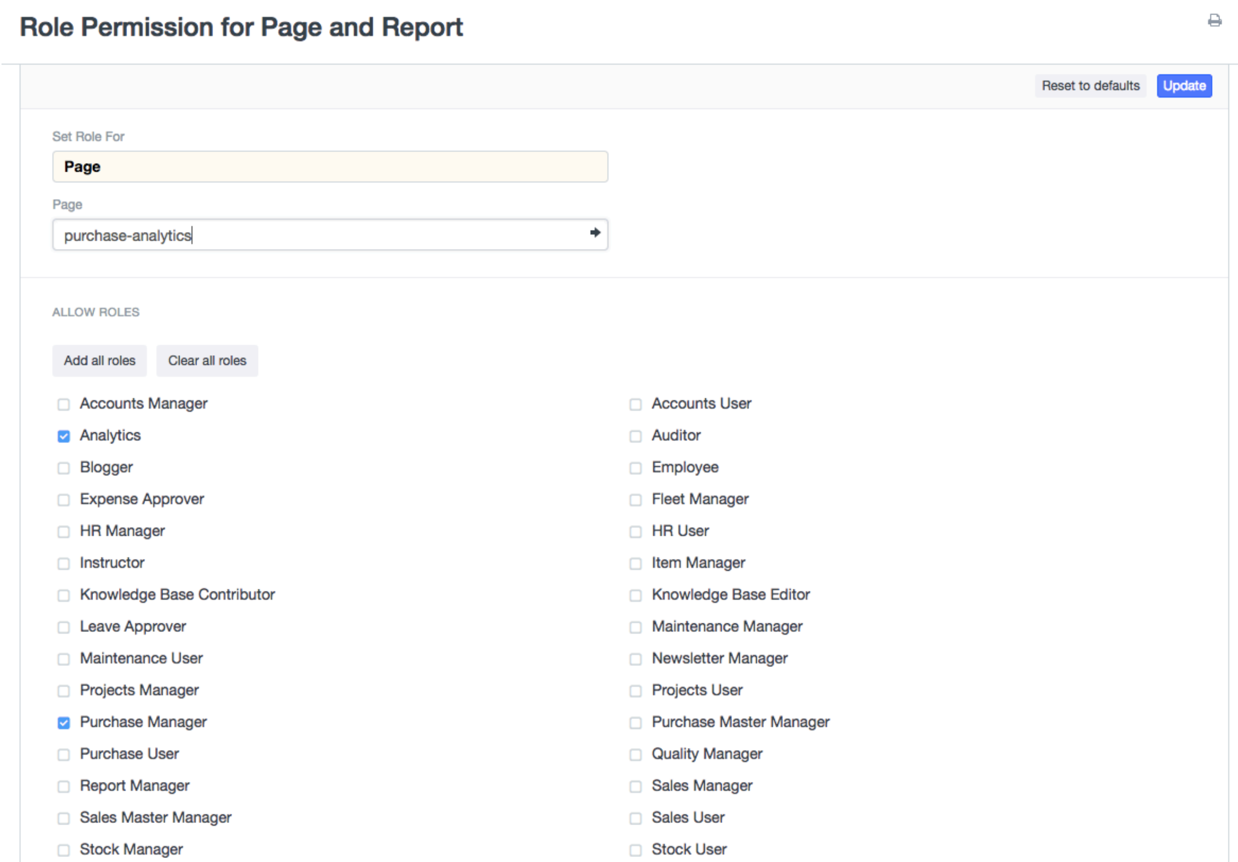
For Report



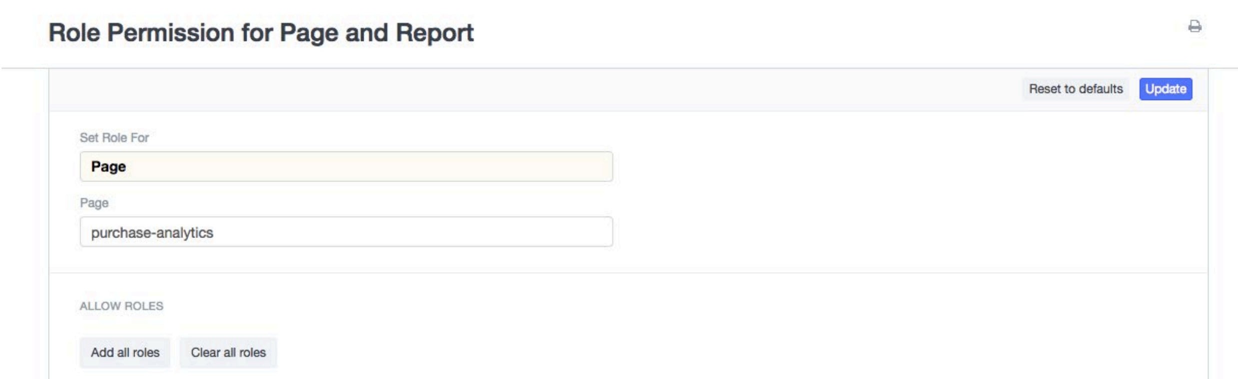
Tool for custom roles assignment

If developer mode is disabled, then user can assign the roles to the page and report, using "Role Permission for Page and Report" page.

To access, go to Setup > Permissions > Role Permission for Page and Report



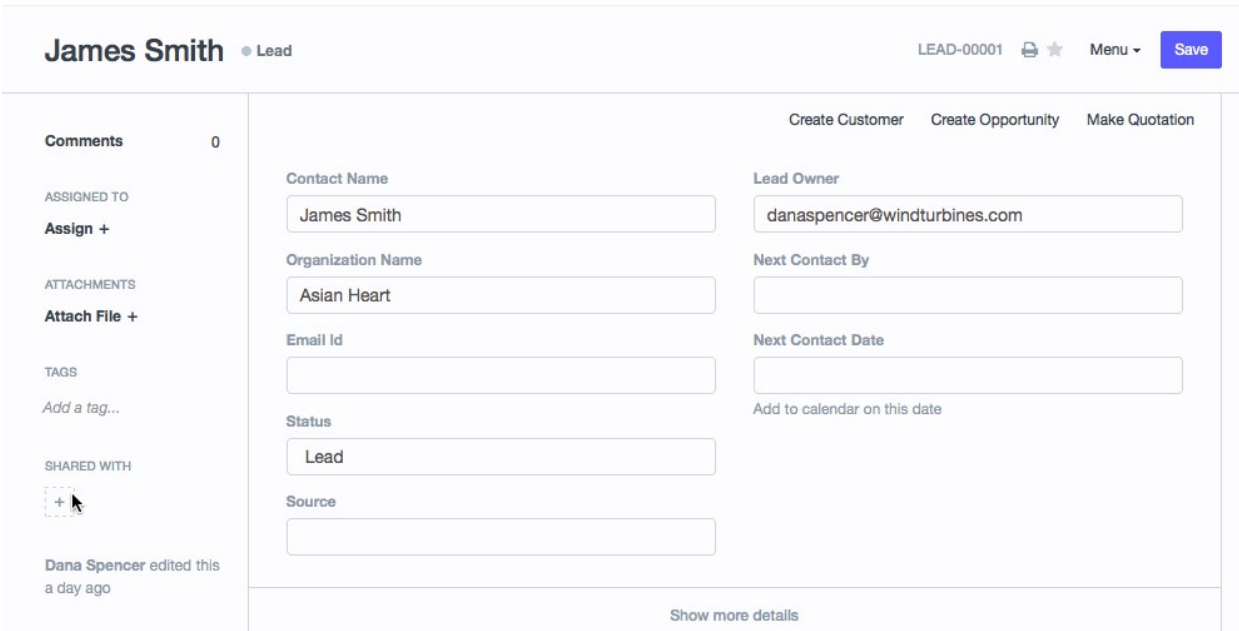
Reset to defaults: Using "Reset to Default" button, user can remove the custom permissions applied on a page or report. Then default permissions will be applicable on that page or report.



Sharing

In addition to user and role permissions, you can also Share a document with another user if you have sharing rights.

To share a document, open the document, click on the "+" icon under sharing and select the user



Administrator User

If your ERP+ account is hosted with us (Technocom Co. W.L.L.), then you won't be able to access your ERP+ account as an Administrator. For the hosted account, access via Administrator User is reserved with us.

1. For the hosted account, upgrades are managed from the backend. We reserve admin login credential with us so that we can upgrade all the hosted customer's ERP+ accounts from the backend.
2. Since on a single server, we host have many customer's ERP+ accounts, as a security measure, we cannot share the credentials for administrator account with any hosted user.

2. Company Setup

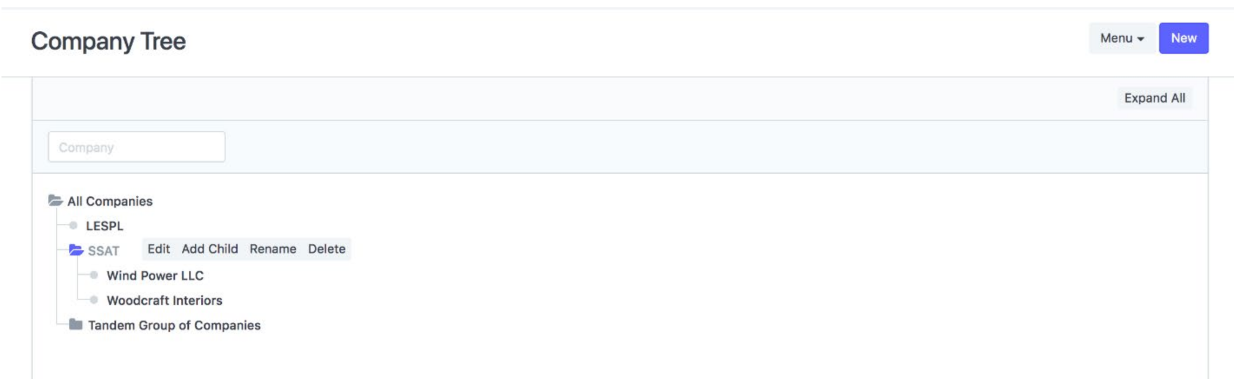
A company is a legal entity made up of an association of people for carrying on a commercial or industrial enterprise.

In ERP+, first Company is created on completion of account creation. For each Company, you can set a domain as manufacturing, retail, or services depending on the nature of your business activity.

If you have more than one company, you can add them from: Accounts > Company > New Company

Company Tree Structure

The company is a tree-structured master. It allows you to define a federated and group company structure.

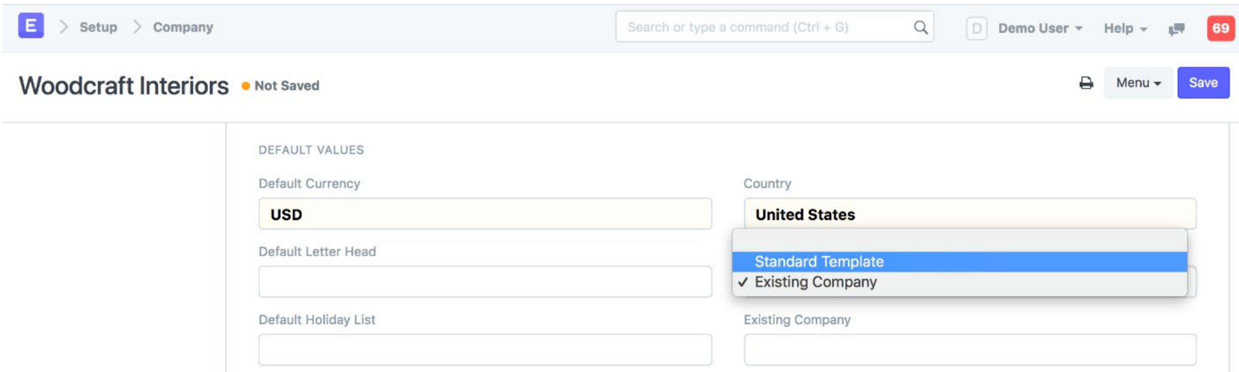


Once you build a company tree, ERP+ will validate that the accounts of the child companies will match the accounts in the parent company, so that you can consolidate all the accounts in a consolidated chart of accounts statement.

Chart of Accounts: On each Company, the master for Chart of Account is maintained separately. This allows you to maintain separate accounting for each company as per the legal requirements.

ERP+ has localized Chart of Accounts readily available for some countries. When creating new Company, you can choose to setup Chart of Account for it from one of the following options.

- Standard Chart of Accounts
- Based on Existing Company's Chart of Account



Default Values: Within the Company master, you can set lots of default values for master and accounts. These default account will help you in the quick posting of accounting transactions, where the value for the Account will be fetched from the Company master if provided. Following are the types of values for which default can be set in the Company master.

- Letter Head
- Bank Account
- Holiday List
- Sales Income Account
- Cost of Goods Sold Account
- Control Accounts related to perpetual inventory
- Accounts related to Fixed Asset accounting

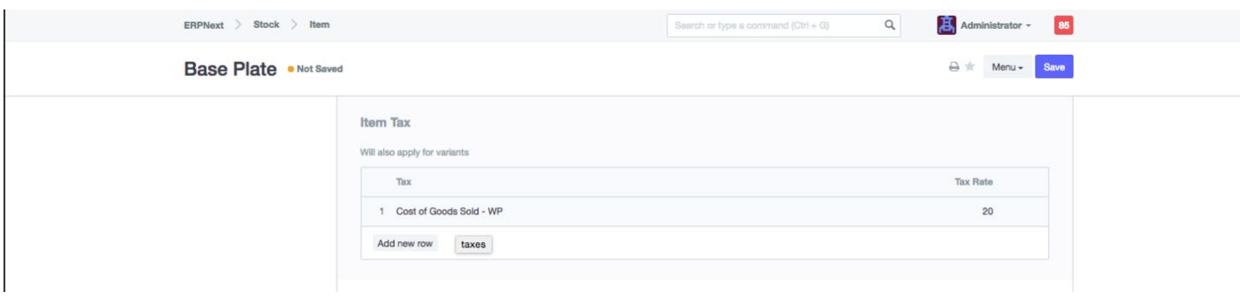
3. Setting Up Taxes

One of the primary motivators for compulsory use of accounting tools is calculation of Taxes. You may or may not make money but your government will (to help your country be safe and prosperous). And if you don't calculate your taxes correctly, they get very unhappy. Ok, philosophy aside, ERP+ allows you to make configurable tax templates that you can apply to your sales or purchase.

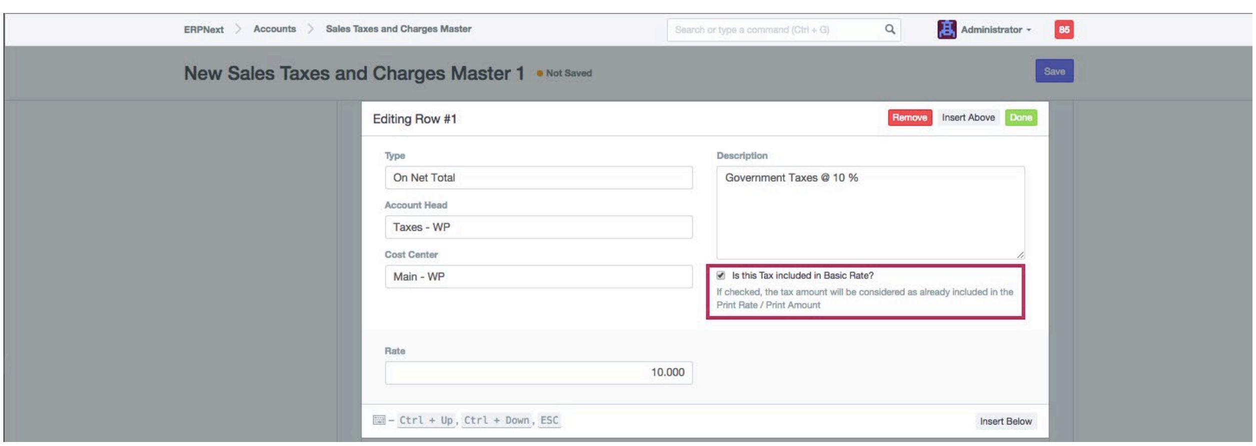
Tax Accounts: For Tax Accounts that you want to use in the tax templates, you must go to Chart of Accounts and mention them as type "Tax" in your Chart of Item.

Item Tax: If some of your Items require different tax rates as compared to others, mention them in the Item tax table. Even if you have selected your sales and purchase taxes as default tax rates, the system will pull the Item tax rate for calculations. Item tax will get preference over other sales or purchase taxes. However, if you wish to apply default sales and purchase taxes, do not mention item tax rates in the Item master. The system will then select the sales or purchase tax rate specified by you as default rates.

Item Tax table can be found as a section within the Item Master document.



Inclusive and Exclusive Tax: ERP+ allows you to enter Item rates which are tax inclusive.



Exception to the rule: Item tax settings are required only if a particular Item has a different tax rate than the rate defined in the standard tax Account

Item tax is overwrite-able: You can overwrite or change the item tax rate by going to the Item master in the Item tax table.

Tax Accounts: For Item Tax to work, you need to ensure that the Tax accounts set in Item Tax table (with changed tax rates) in Item master are part of the *default* Sales/Purchase Tax Template.

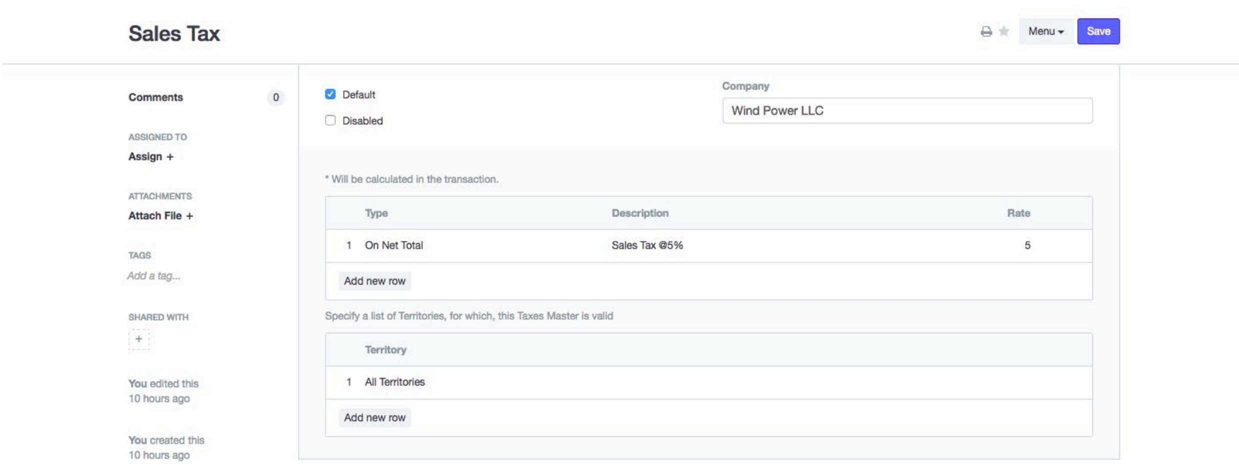
Sales Taxes and Charges Template

You must usually collect taxes from your Customer and pay them to the government. At times, you may have to pay multiple taxes to multiple government bodies like local government, state or provincial and federal or central government.

The way ERP+ sets up taxes is via templates. Other types of charges that may apply to your invoices (like shipping, insurance etc.) can also be configured as taxes.

Select template and modify as per your need.

To create a new sales tax template called Sales Taxes and Charges Template, you have to go to: Setup > Accounts > Sales Taxes and Charge Master



When you create a new master, you will have to add a row for each tax type.

The tax rate you define here will be the standard tax rate for all Items. If there are Items that have different rates, they must be added in the Item Tax table in the Item master.

In each row, you have to mention:

- Calculation Type:
    - On Net Total: This can be on net total (total amount without taxes).

  - On Previous Row Total/Amount: You can apply taxes on previous row total / amount. If you select this option, the tax will be applied as a percentage of the previous row (in the tax table) amount or total. Previous row amount means a particular tax amount. And previous row total means net total plus taxes applied up to that row. In the Enter Row Field, mention row number on which you want to apply the current tax. If you want to apply the tax on the 3rd row, mention "3" in the Enter Row field.
  - Actual: Enter as per actual amount in rate column.
- Account Head: The Account ledger under which this tax will be booked
- Cost Center: If the tax / charge is an income (like shipping) it needs to be booked against - a Cost Center.
- Description: Description of the tax (that will be printed in invoices / quotes).
- Rate: Tax rate.
- Amount: Tax amount.
- Total: Cumulative total to this point.
- Enter Row: If based on "Previous Row Total" you can select the row number which will be taken as a base for this calculation (default is the previous row).
- Is this Tax included in Basic Rate: If you check this, it means that this tax will not be shown below the item table, but will be included in the rate in your main item table. This is useful when you want to give a flat price (inclusive of all taxes) to your customers.

Once you setup your template, you can select this in your sales transactions.

Purchase Taxes and Charges Template

Similar to your Sales Taxes and Charges Template is the Purchase Taxes and Charges Master.

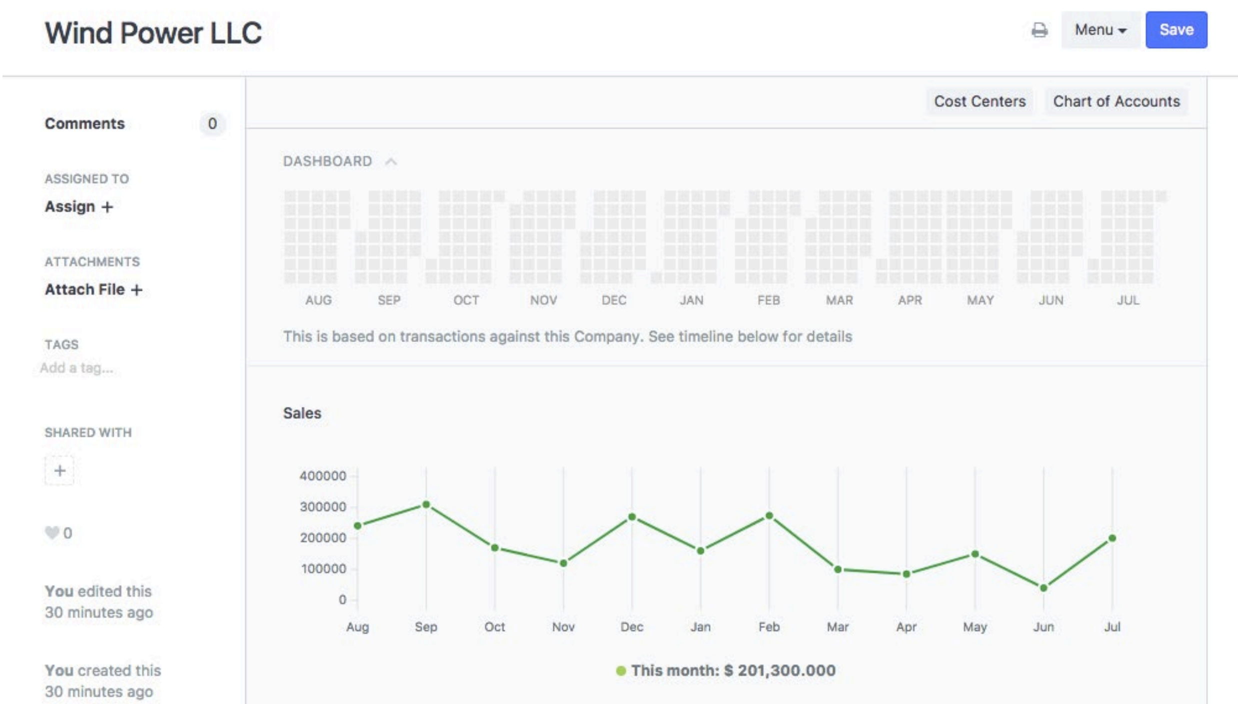
This is the tax template that you can use in your Purchase Orders and Purchase Invoices. If you have value added taxes (VAT), where you pay to the government the difference between your incoming and outgoing taxes, you can select the same Account that you use for sales taxes.

The columns in this table are similar to the Sales Taxes and Charges Template with the difference as follows:

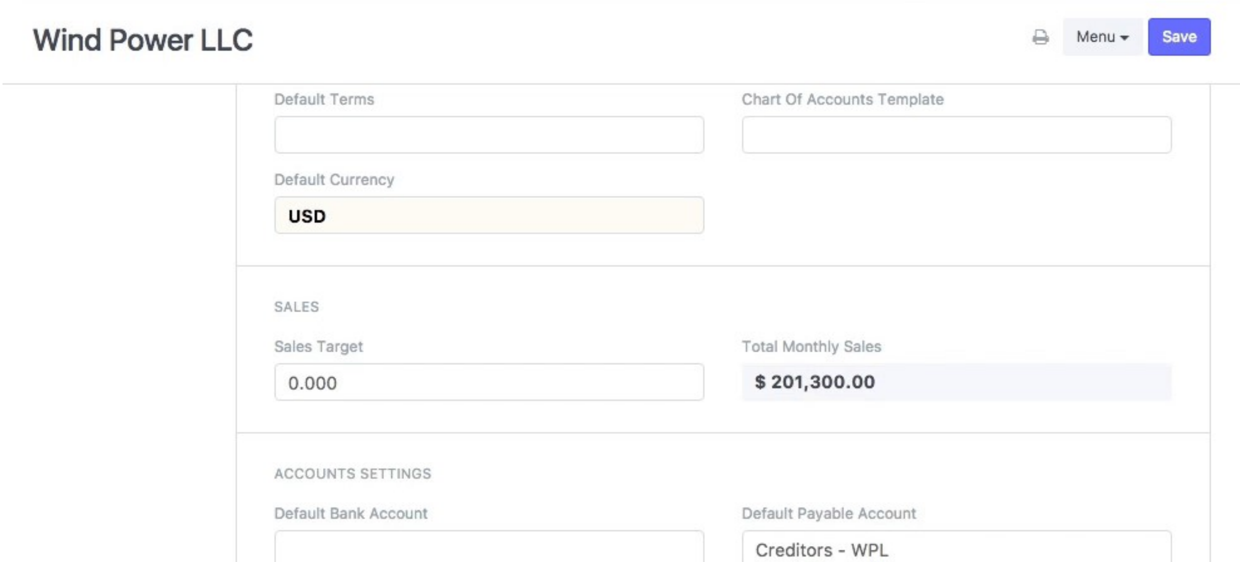
Consider Tax or Charge for: In this section you can specify if the tax / charge is only for valuation (not a part of total) or only for total (does not add value to the item) or for both.

4. Setting Company Sales Goal

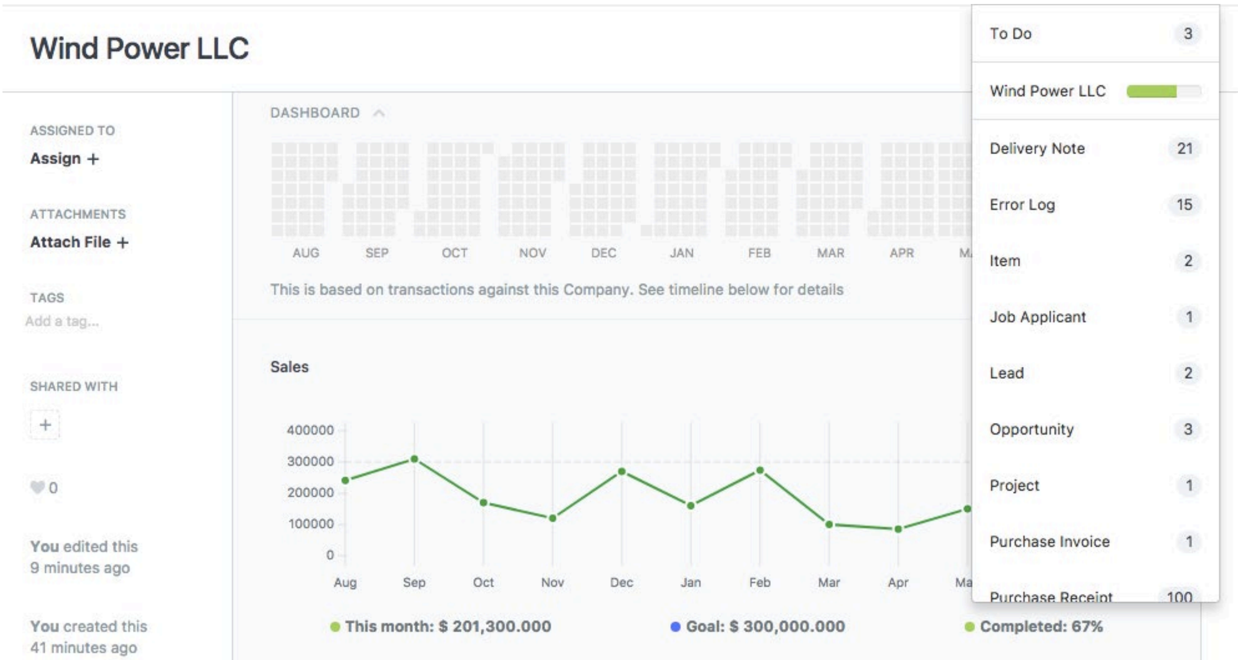
Monthly sales targets can be set for a company via the Company master. By default, the Company master dashboard features past sales stats.



You can set the **Sales Target** field to track progress to track progress with respect to it.



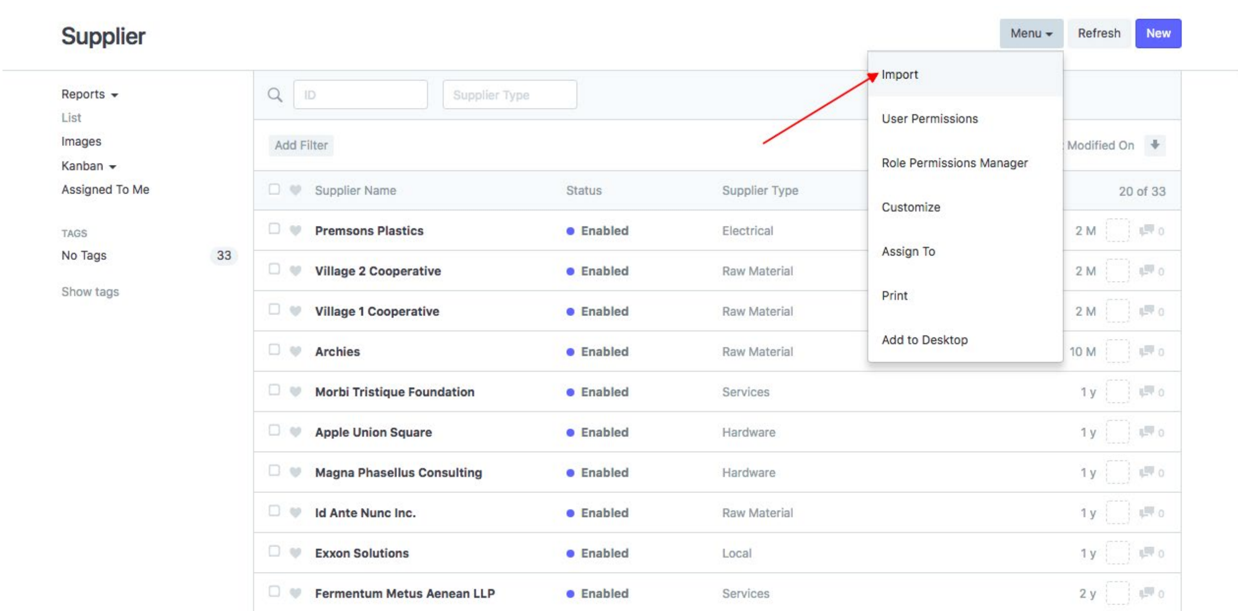
The target progress is also shown in notifications:


Wind Power LLC
ASSIGNED TO
Assign +
ATTACHMENTS
Attach File +
TAGS
Add a tag...
SHARED WITH
0
You edited this
9 minutes ago
You created this
41 minutes ago
DASHBOARD
AUG SEP OCT NOV DEC JAN FEB MAR APR
This is based on transactions against this Company. See timeline below for details
Sales
400000
300000
200000
100000
0
Aug Sep Oct Nov Dec Jan Feb Mar Apr
This month: $ 201,300.000
Goal: $ 300,000.000
Completed: 67%
To Do 3
Wind Power LLC
Delivery Note 21
Error Log 15
Item 2
Job Applicant 1
Lead 2
Opportunity 3
Project 1
Purchase Invoice 1
Purchase Receipt 100

5. Data Import

Data Import (formerly known as the Data Import Tool) is a great way to upload (or edit) bulk data, especially master data, into the system.

To begin importing the Data, go to either setup, or to the Transaction you want to import, or simply type so in Global Search!



1. Downloading the Template

Data in ERP+ is stored in tables, much like a spreadsheet with columns and rows of data. Each entity in ERP+ can have multiple child tables associated with it too. The child tables are linked to the parent tables and are implemented where there are multiple values for any property. For example, an Item can have multiple prices, An Invoice has multiple Items and so on.

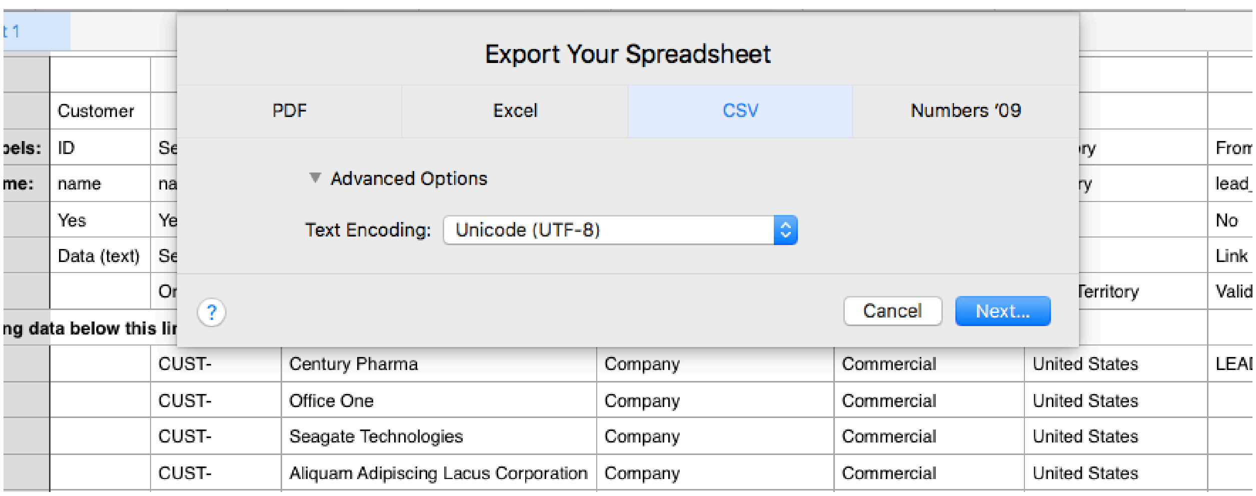
- Select Doctype for which template should be downloaded.
- Check fields to be included in the template.
- Select the file format of the template file.
- For a blank template, make sure that the "Download with Data" field is unchecked.
- For bulk editing, you can check "Download with Data".

2. Fill in the Template

After downloading the template, open it in a spreadsheet application (like Excel, Numbers or Libre Office) and fill in the data below the column headings.

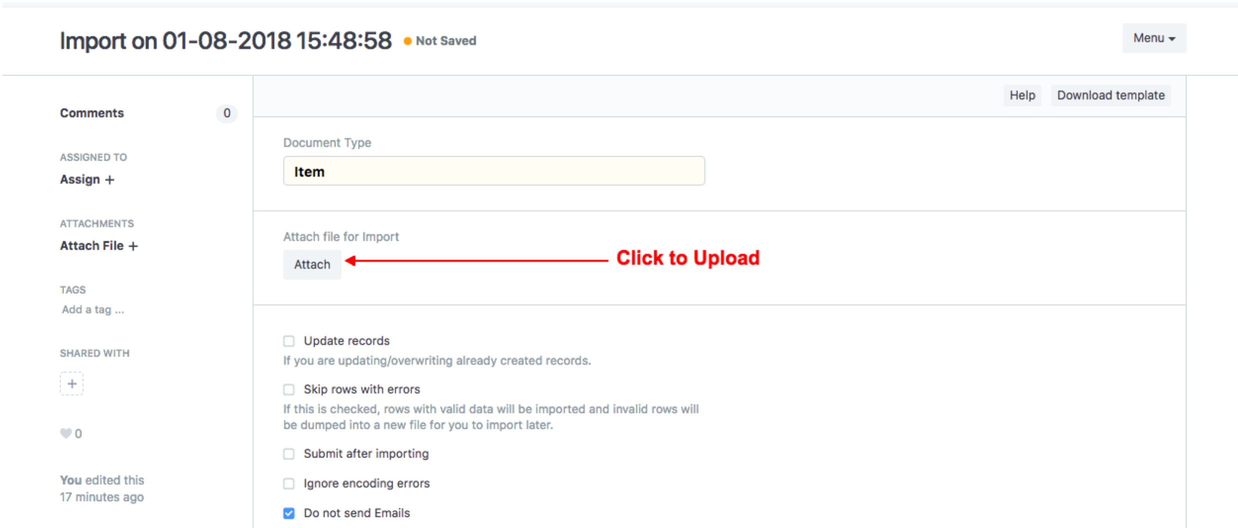
	A	B	C	D	E	F	G
14	**DocType:**	Customer					
15	**Column Labels:**	ID	Series	Full Name	Type	Customer Group	Territory
16	**Column Name:**	name	naming_series	customer_name	customer_type	customer_group	territory
17	**Mandatory:**	Yes	Yes	Yes	Yes	Yes	Yes
18	**Type:**	Data (text)	Select	Data	Select	Link	Link
19	**Info:**		One of: CUST-		One of: Company, Individual	Valid Customer Group	Valid Territory
20	**Start entering data below this line**						
21			CUST-	Century Pharma	Company	Commercial	United States
22			CUST-	Office One	Company	Commercial	United States
23			CUST-	Seagate Technologies	Company	Commercial	United States
24			CUST-	Aliquam Adipiscing Lacus Corporation	Company	Commercial	United States
25			CUST-	Omega Natural Power	Company	Commercial	United States
26			CUST-	AppSec	Company	Commercial	United States
27			CUST-	Robert	Company	Commercial	United States
28			CUST-	Indo Aerospace	Individual	Commercial	United States
29			CUST-	Vivamus Non Corp.	Company	Commercial	United States

Then export your template or save it as an Excel or Comma Separated Values (CSV) file. To export the document in Excel, tick the checkbox for Download in Excel File Format



3. Upload the File (either in .xlsx or .csv)

Finally attach the file in the section. Click on the "Upload". Once the upload is successful click Import" button.



Notes:

1. Make sure that if your application allows, use encoding as UTF-8.
2. Keep the ID column blank for new records.

4. Uploading All Tables (Main + Child)

If you select all tables, you will get columns belonging to all the tables in one row separated by columns.

If you have multiple child rows then you must start a new main item on a new row. See the below example:

```
Main Table                       ~  Child Table
Column 1    Column 2    Column 3  ~  Column 1    Column 2    Column 3
v11         v12         v13          c11         c12         c13
                                     c14         c15         c17
v21         v22         v23          c21         c22         c23
```

To see how it's done, enter a few records manually using forms and export "All Tables" with "Download with Data"

5. Overwriting

ERP+ also allows you to overwrite all / certain columns. If you want to update certain columns, you can download the template with data. Remember to check on the “Update Records” box before uploading.

Note: For child records, if you select Overwrite, it will delete all the child records of that parent.

6. Upload Limitations

You can only upload up to 5000 records in one go (may be less in some cases).

Why is this? Uploading a lot of data can cause your system to crash, especially if there are other users doing things in parallel. Hence ERP+ restricts the number of “writes” you can process in one request.

Import Options

1. Update records

This option lets you edit/overwrite the current data on import.

2. Skip rows with errors

If this is checked, rows with valid data will be imported and invalid rows will be dumped into a new file for you to import later.

3. Submit after importing

If this is checked, in case there are submittable transactions which are imported ()

4. Ignore encoding errors

In case there are any Unicode errors, a new file with the invalid rows will be created to be imported later.

How to Attach files?

When you open a form, on the right sidebar, you will see a section to attach files. Click on “Add” and select the file you want to attach. Click on “Upload” and you are set.

What is a CSV file?

A CSV (Comma Separated Value) file is a data file that you can upload into ERP+ to update various data. Any spreadsheet file from popular spreadsheet applications like MS Excel or Open Office Spreadsheet can be saved as a CSV file.

If you are using Microsoft Excel and using non-English characters, make sure to save your file encoded as UTF-8. For older versions of Excel, there is no clear way of saving as UTF-8. So, save your file as a CSV, then open it in Notepad, and save as “UTF-8”. (Sorry blame Microsoft for this!)

6. Workflows

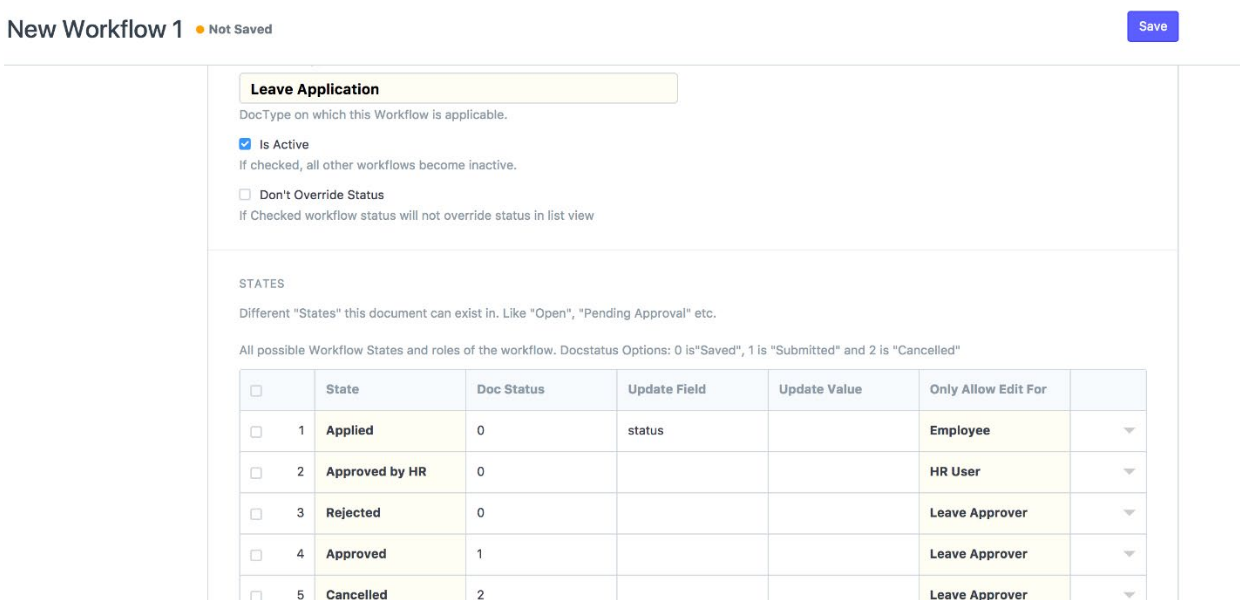
In order to allow multiple people to submit multiple requests, for approvals, by multiple users, ERP+ requires you to fill the workflow conditions. ERP+ tracks the multiple permissions before submission.

Example of a leave application workflow is given below:

If a user applies for a leave, then his request will be sent to the HR department. The HR department (HR User) will either reject or approve this request. Once this process is completed, the user's Manager (leave approver) will get an indication that the HR department has Accepted or Rejected. The Manager, who is the approving authority, will either Approve or Reject this request. Accordingly, the user will get his Approved or Rejected status.

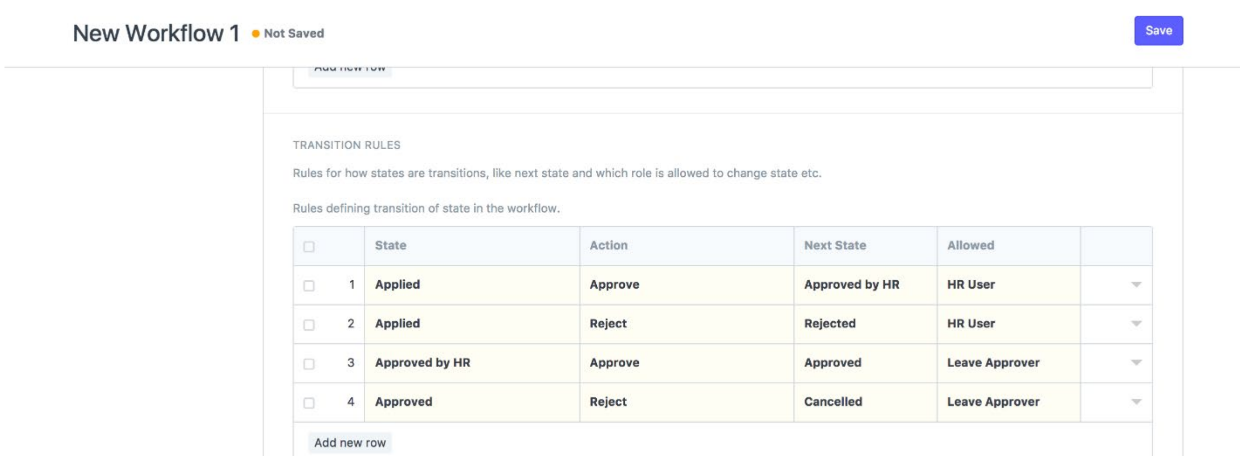
To make this Workflow and transition rules go to: Setup > Workflow > New Workflow

Step 1: Enter the different states of Leave Approval Process.



	State	Doc Status	Update Field	Update Value	Only Allow Edit For
1	Applied	0	status		Employee
2	Approved by HR	0			HR User
3	Rejected	0			Leave Approver
4	Approved	1			Leave Approver
5	Cancelled	2			Leave Approver

Step 2: Enter Transition Rules.

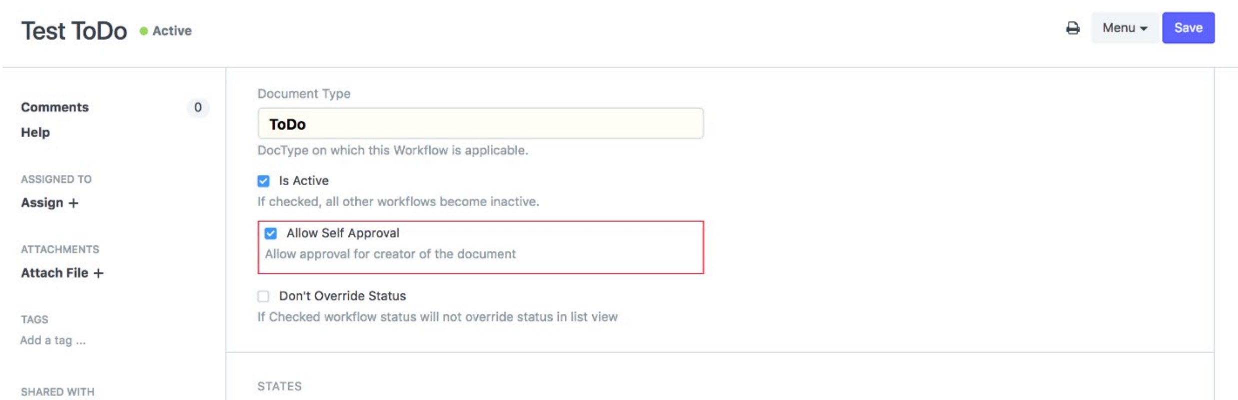


	State	Action	Next State	Allowed
1	Applied	Approve	Approved by HR	HR User
2	Applied	Reject	Rejected	HR User
3	Approved by HR	Approve	Approved	Leave Approver
4	Approved	Reject	Cancelled	Leave Approver

Notes:

Note 1: When you make a workflow you essentially overwrite the code that is written for that document. Thus, the document will function based on your workflow and not based on the pre-set code settings. Hence there might be no submit button / option if you have not specified it in the workflow.
Note 2: Document status of saved is 0, of submitted is 1, and of cancelled is 2.
Note 3: A document cannot be cancelled unless it is submitted.
Note 4: If you wish to give the option to cancel, you will have to write a workflow transition step that says from submitted you can cancel.

Enable/Disable Self approval



Conditions

In Version 11, you can also add a condition for the transition to be applicable. For example, in this case if someone applies to leave for more than 5 days, a particular role must approve. For this in the particular transition you can set a property for `Condition` as:

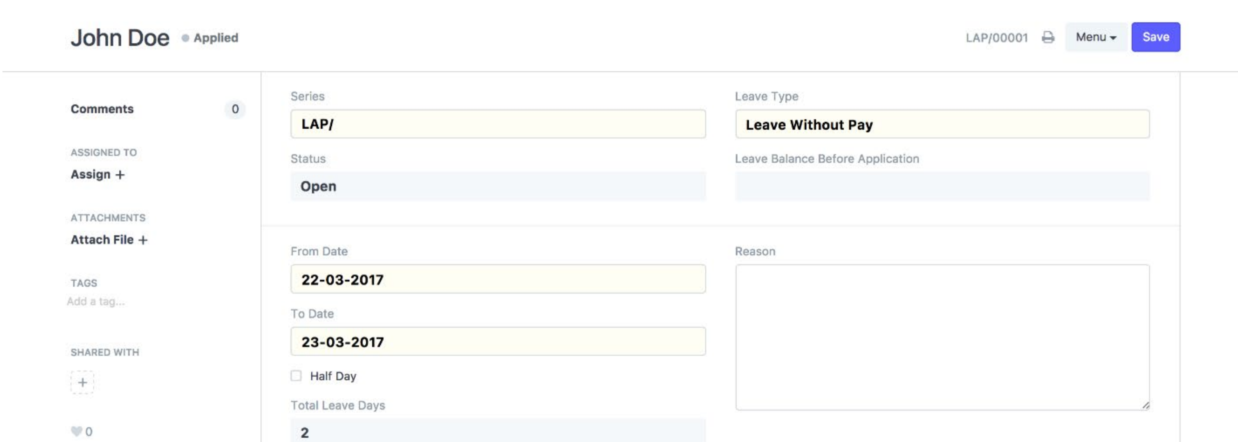
```
doc.total_leave_days <= 5
```

Then if someone applied for leave for less than 5 days, only that particular transition will apply.

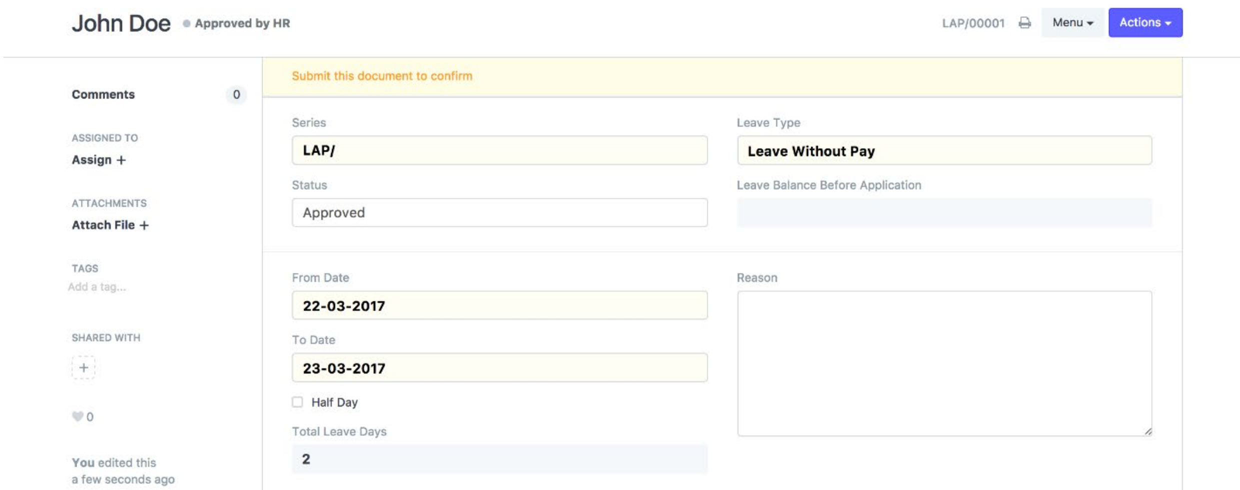
This can be extended to any property of the document.

Example of a Leave Application Process:

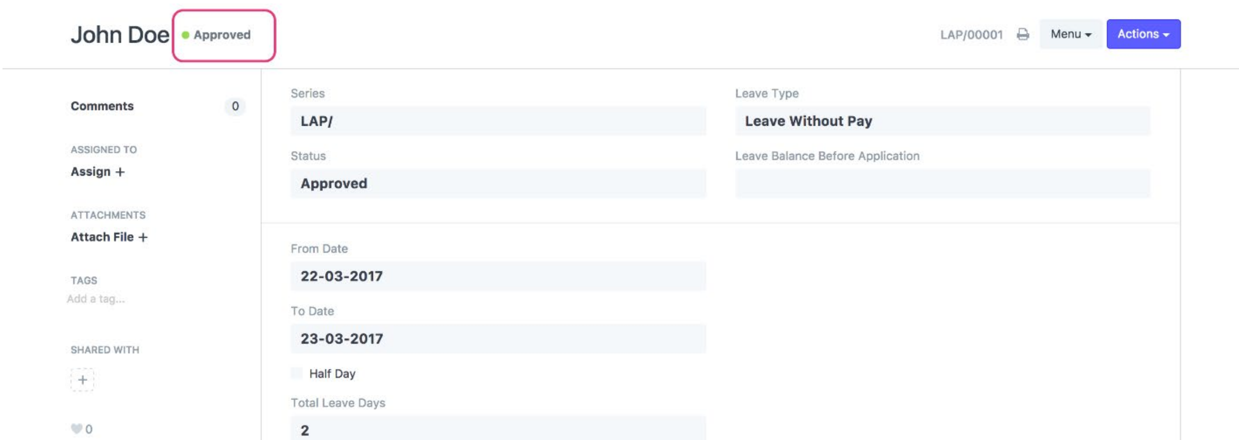
When a Leave Application is saved by Employee, the status of the document changes to "Applied"



When the HR User logs in, he can either Approve or Reject. If approved the status of the document changes to "Approved by HR". However, it is yet to be approved by Leave Approver.



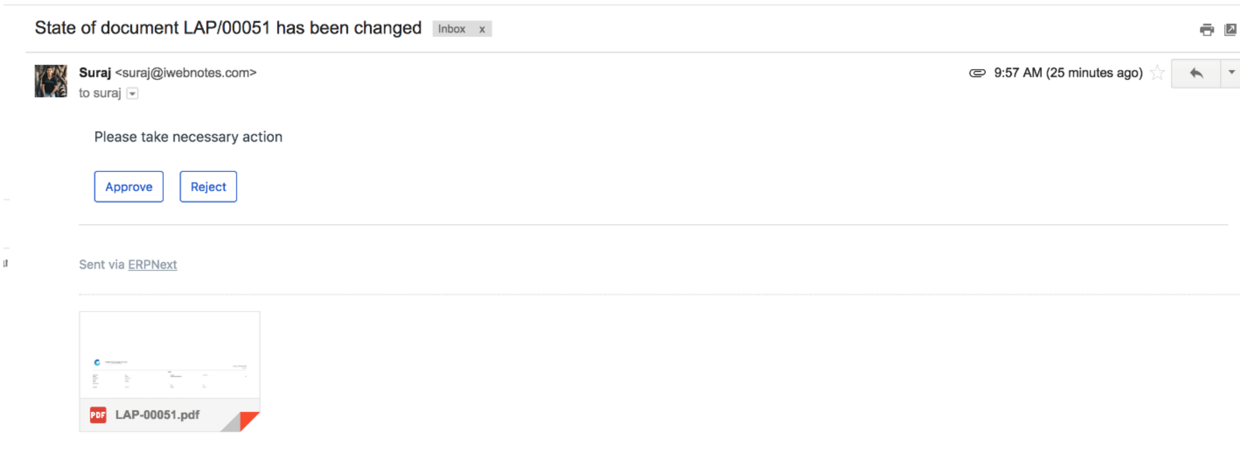
When the Leave Approver opens the Leave Application page, he can finally "Approve" or "Reject" the Leave Application.



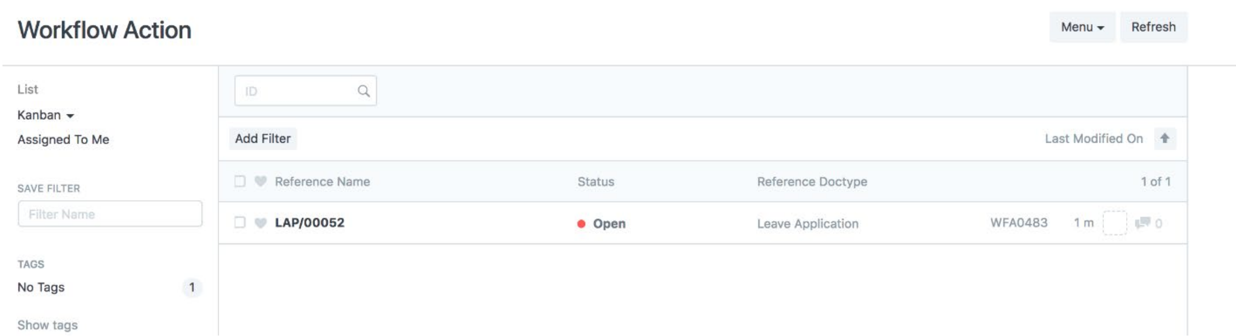
Workflow Actions

Workflow Actions is a single place to manage all the pending actions you can take on Workflows.

If a User is eligible to take action on some workflows, emails will be sent to the user, with the relevant document as attachment, from where the user can Approve or Reject the Workflow.



Also, the users will see entries in their Workflow Action list.



Note: You can set email template for Workflow Actions on each state. The template might consist message for users to proceed with the next Workflow Actions.

1.2 Topic: Printing

1. Letter Head
2. Print Settings
3. Print Format Builder
4. Print Style
5. Print Headings
6. Address Template
7. Terms and Conditions
8. Cheque Print Template

1. Letterhead

Each company has default Letter Head for their company. This Letter Head values are generally set as Header and Footer in the documents. In ERP+, you can capture these details in the Letter Head master.

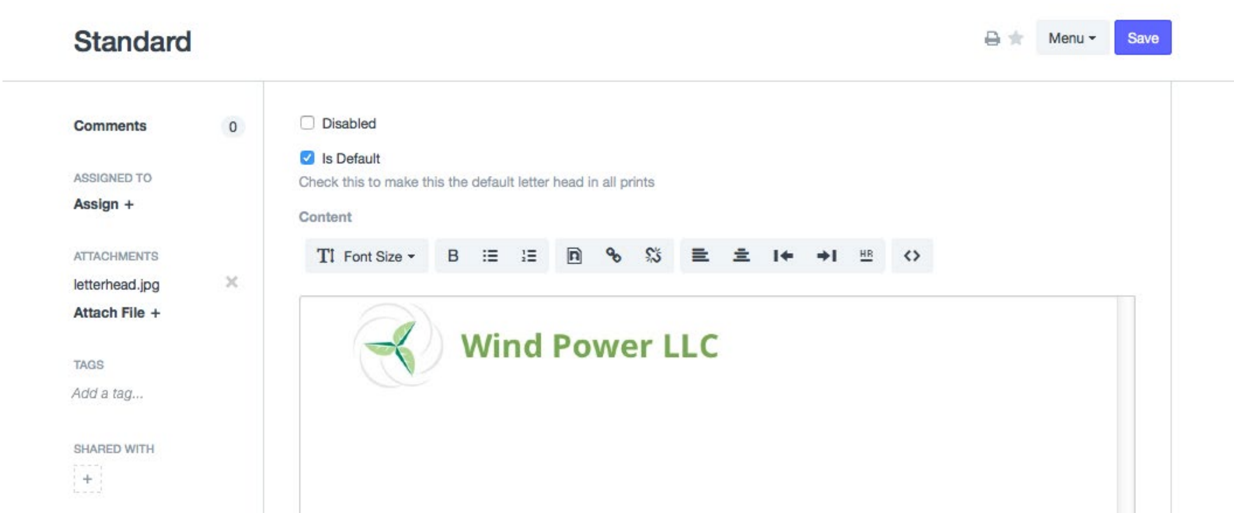
In the Letter Head master, you can track Header and Footer details of the company. These details will appear in the Print Format of the transactions like Sales Order, Sales Invoice, Salary Slip, Purchase Order etc.

Step 1: Go to: Setup > Printing > Letter Head > New Letter Head
Step 2: Letter Head Name

In one ERP+ account, you can enter multiple Letterheads, hence, name Letter Head so that you can identify it easily. For example, if your Letter Head also contains office address, then you should create separate Letter Head for each office location.

Step 3: Enter Details
Following is how you can enter details in the Letter Head.

- Logo Image: You can insert the image in your Letter Head record by clicking on image icon. Once image is inserted, HTML for it will be generated automatically.
- Other information (like Address, tax ID etc.) that you want to put on your letter head.

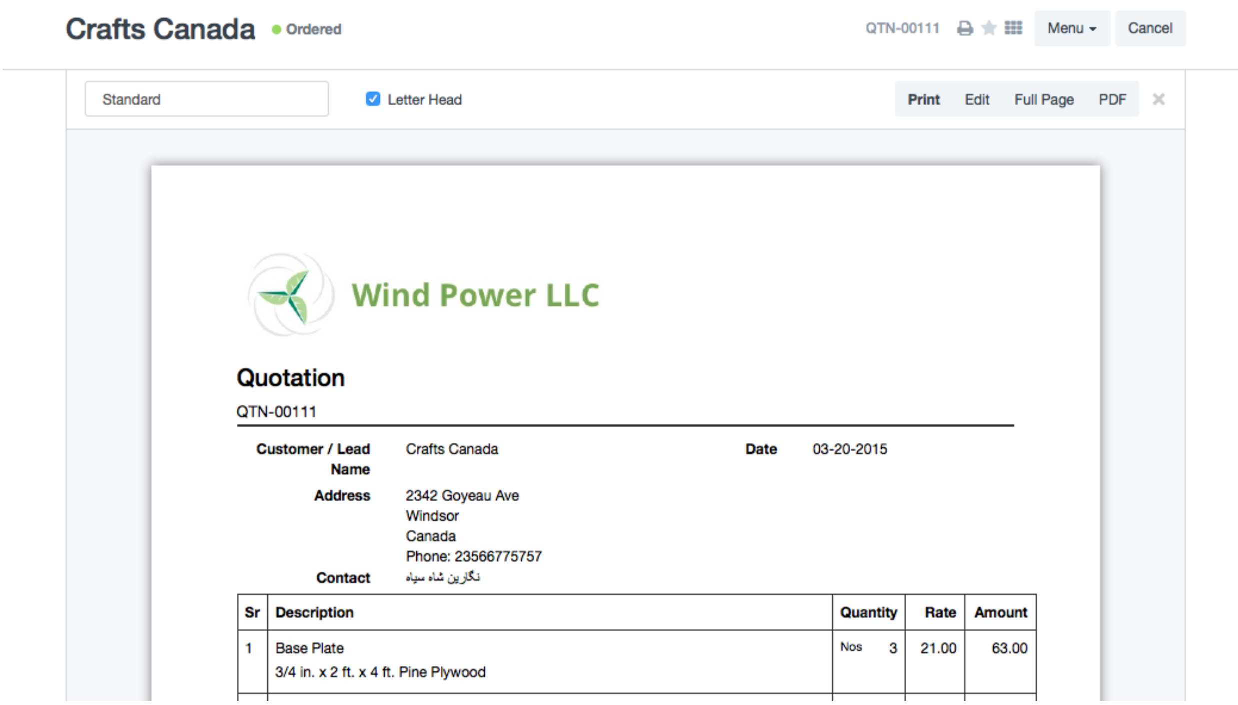


If you want to make this the default letter head, click on “Is Default”.

Step 4: Save. After enter values in the Header and Footer section, Save Letter Head.

Letter Head in the Print Format

This is how the letter head looks in a document's print.

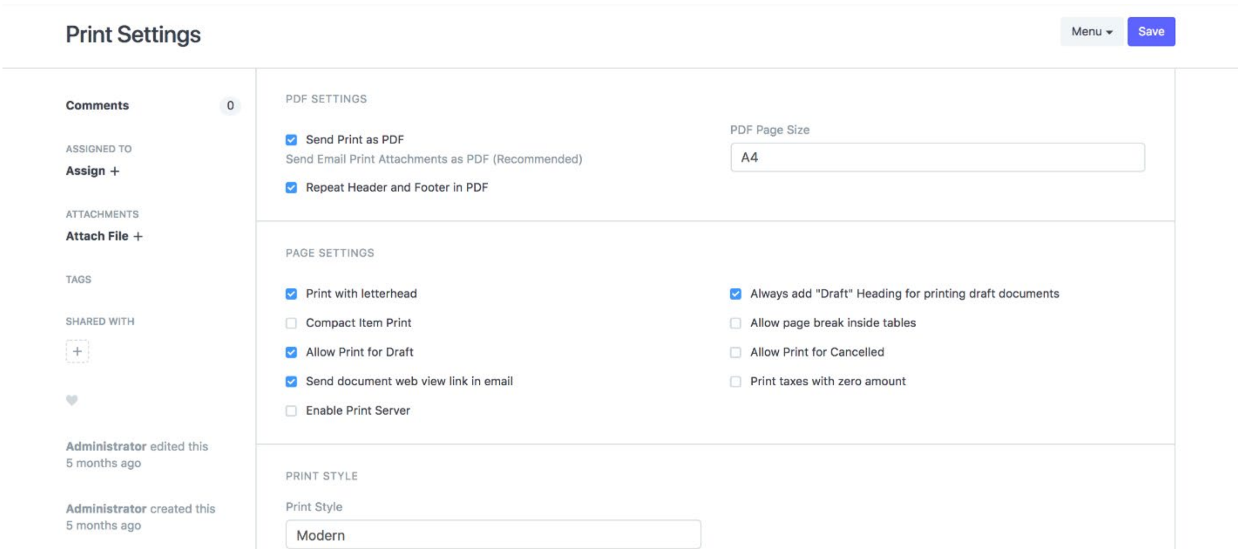


Please note that Footer will be visible only when document's print is seen in the PDF. Footer will not be visible in the HTML based print preview.

2. Print Settings

In Print Settings you can set your default printing preferences like Paper Size, default text size, whether you want to output as PDF or HTML etc.

To edit print settings, go to: Setup > Printing and Branding > Print Settings



There is various other configuration available in the Print Settings. Let's learn about each below.

PDF or HTML

When you email any document (like order or invoice) from ERP+, it is sent in the PDF or HTML format. The file is sent in the PDF by default. If you wish to send a document in the HTML format, just uncheck field "Send Print as PDF".

Repeat Header and Footer in PDF

The letterhead is a master where you can define the standard Header and Footer which is appended to the document's Print Format. If this Property is enabled, then Header and Footer are added to each page. If you don't want header and footer repeat on each page, just disable this setting.

Print with Letterhead

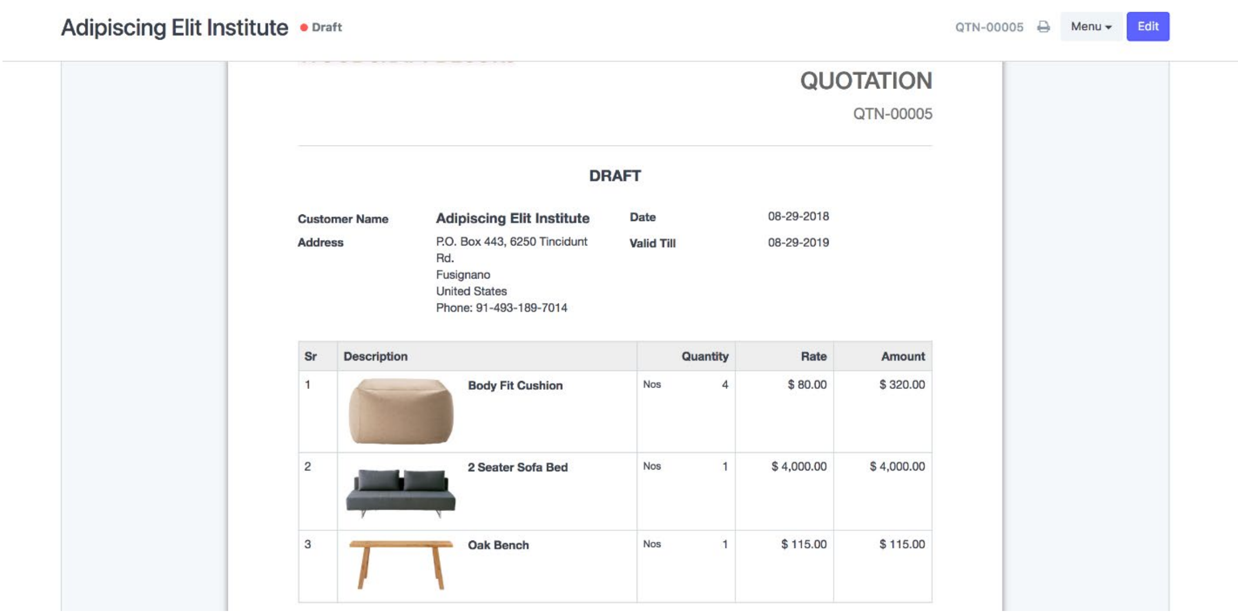
Enabling this property will automatically update Letterhead in each of your print formats.

Compact Item Print

The transactions like orders and invoices have table detailing item's bought or sold. It has multiple columns like Item Name, Description, UoM, Rate Amount etc. If there are many columns in the Item table, then print format looks bit cluttered. You can improve the view of the table by enabling Compact Item Print.

As per this setting, there will be only four columns in the Print Format, namely: Description, Qty, Rate and Amount

The value of other columns (like name, description, image, serial nos. etc.) is concatenated in the Description column. Here is the sneak preview of Compact Print Format.



Allow Print for Draft
The documents (mostly transactions) has two stage of authentication, Save and Submit. The saved documents are a first draft and mostly un-authenticate. Hence printing is restricted for the documents at this stage. However, if you wish to permit users to print documents at the Draft stage as well, enabling this setting will help.

Send document web view link in the email
ERP+ has a portal view available from where parties like Customer and Suppliers can sign up and view their order history.

When you email a transaction to your party, you can also send a web link to view the same document on the portal of your ERP+ account.

Always add "Draft" Heading for printing draft documents
Enabling this setting also print Draft in the Print Format as well, thus indicating that document shared is not completely authenticated as yet.

Allow Page Break Inside Table
If you have item's details which capture more than usual space of a page, then enabling this setting will split item's details to the next page. Hence, a page break will be inserted between the Item Description, and the rest of the details will be pushed to the next page.

Allow Print for Cancelled

Canceled transactions are the ones which don't have any impact on the reports. If you wish to allow printing for the canceled transactions, then enable this setting.

Print Taxes with Zero Amount

In the sales and purchase transactions, you can add apply multiple taxes on the item. By default, in the print format, only taxes which has some amount calculated are visible in the Print Format. If you wish to also print the tax which was not applied to any item and has zero tax amount, just enable this setting.

Network Printer

You can enable print server by fill the print server IP and port then chose default printer

Before enabling this feature, you have to install pycups library.

You may need first to install cups library if is not already on your system.

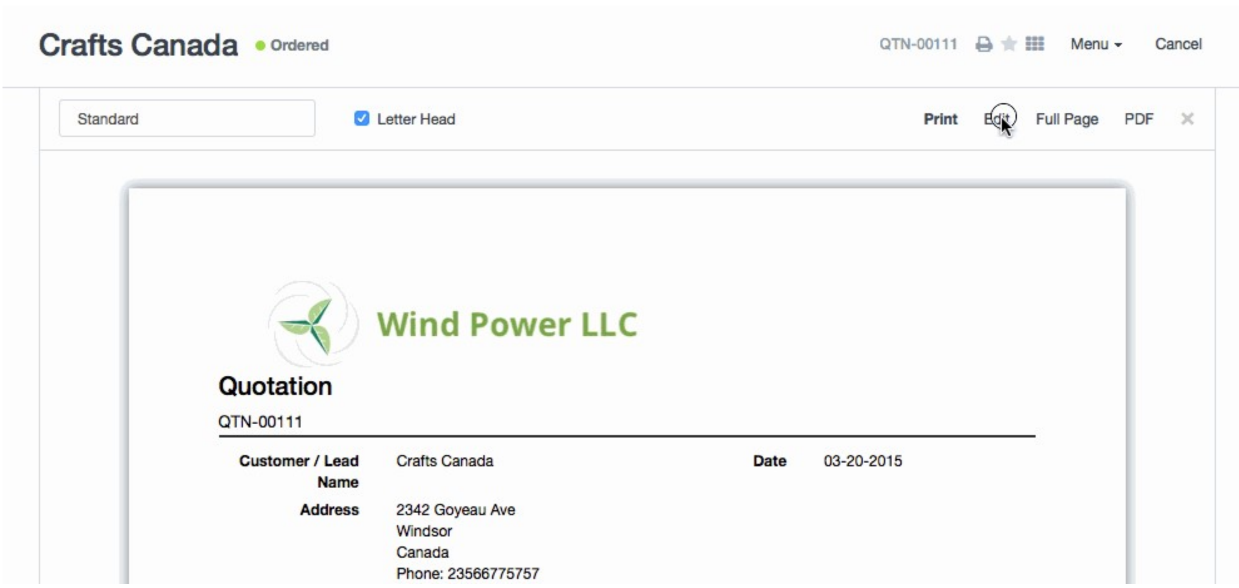
3. Print Format Builder

The Print Format Builder helps you quickly make a simple customized Print Format by dragging and dropping data fields and adding custom text or HTML.

You can create a new Print Format either by going to: Setup > Printing and Branding > Print Format Builder

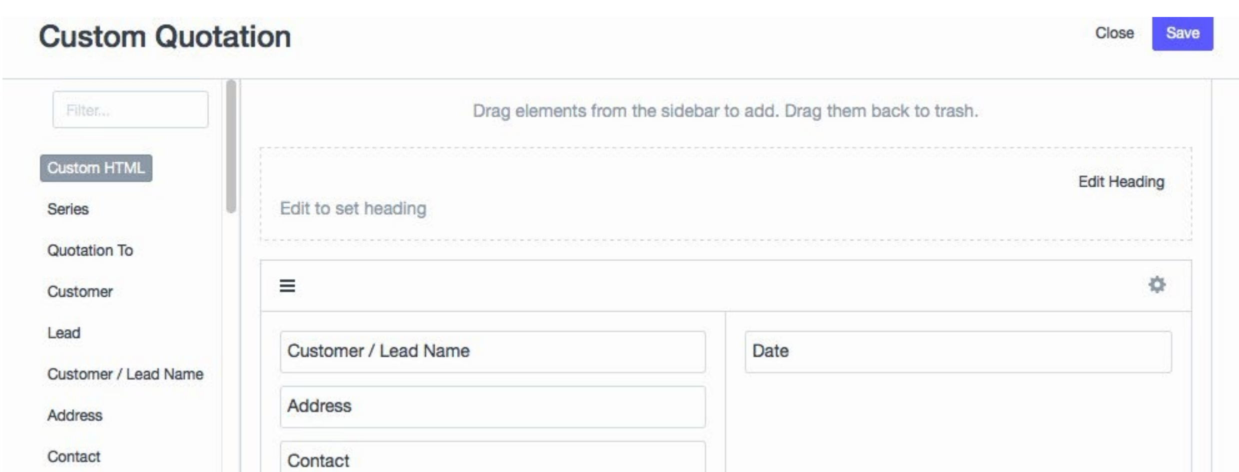
or Open the document for which you want to make a print format. Click the Printer icon, or go to Menu > Print and click on the **Edit** button. Note: You must have System Manager permission to do this.

Step 1: Make a new Format

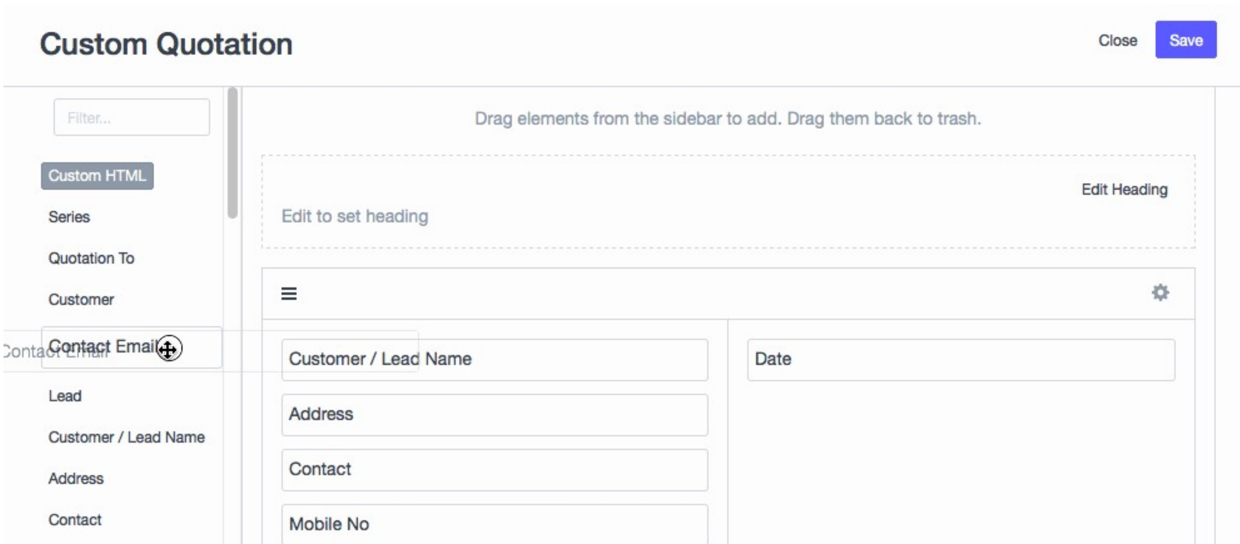


Step 2: Add a new Field

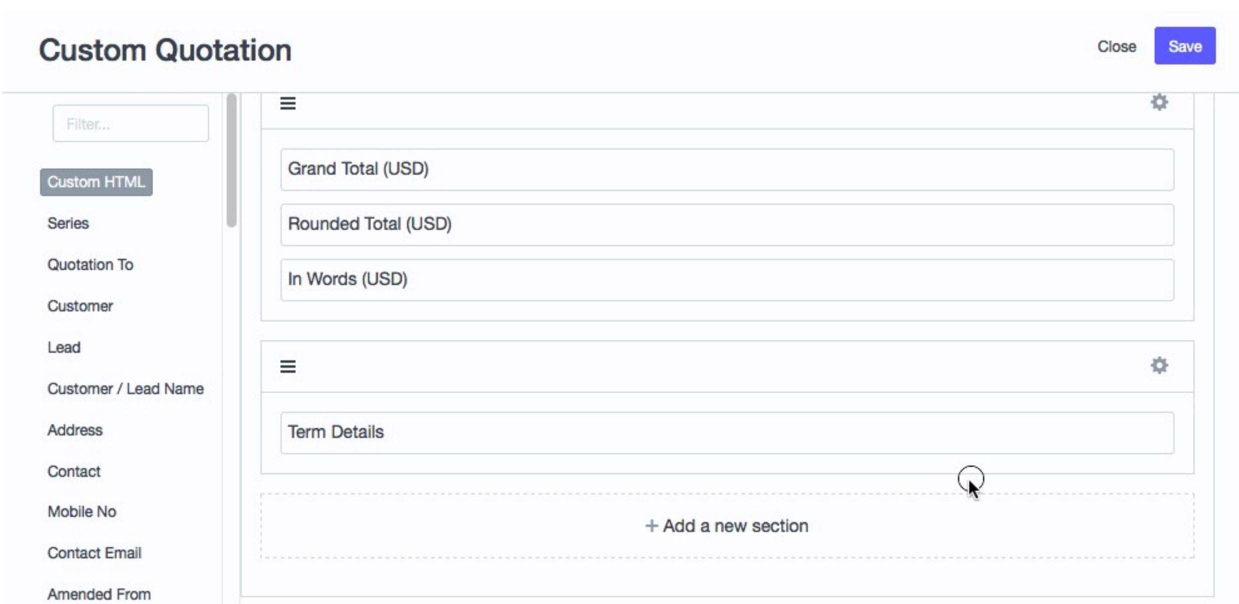
To add a field, just drag it from the left sidebar and add it in your layout. You can edit the layout by clicking on the settings icon.



Step 3: To remove a field, just drag it back into the field's sidebar.



Step 4: You can add customized text, HTML in your print format, just add the **Custom HTML** field (in dark color) and add it to the place where you want to add the text.
Then click on **Edit HTML** to edit your content.



To save your format, just click on the **Save** button on the top.

4. Print Style

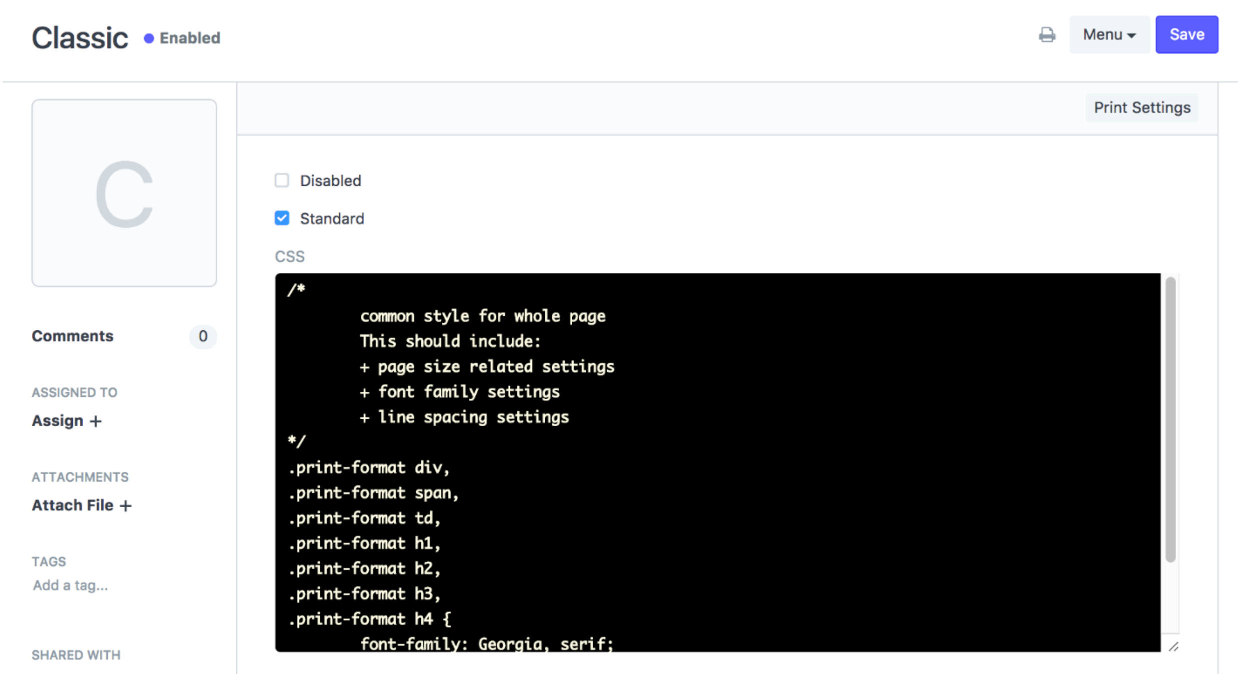
Frappe/ERP+ comes with pre-set styles for your printed documents. You can also create new styles using CSS that can be applied to all your print formats.

To create a new **Print Style,** go to **Setup > Printing and Branding > Print Style**, or just type "print style" in the search bar.

Here you can define the CSS rules for your print formats. These apply to both standard and custom print formats. To find out the various classes available, you can make a standard print format, open in a new page and see the source.

To set a default style, you can go to Print Settings.

All Print Format styles are based on Bootstrap (Version 3) CSS Framework.

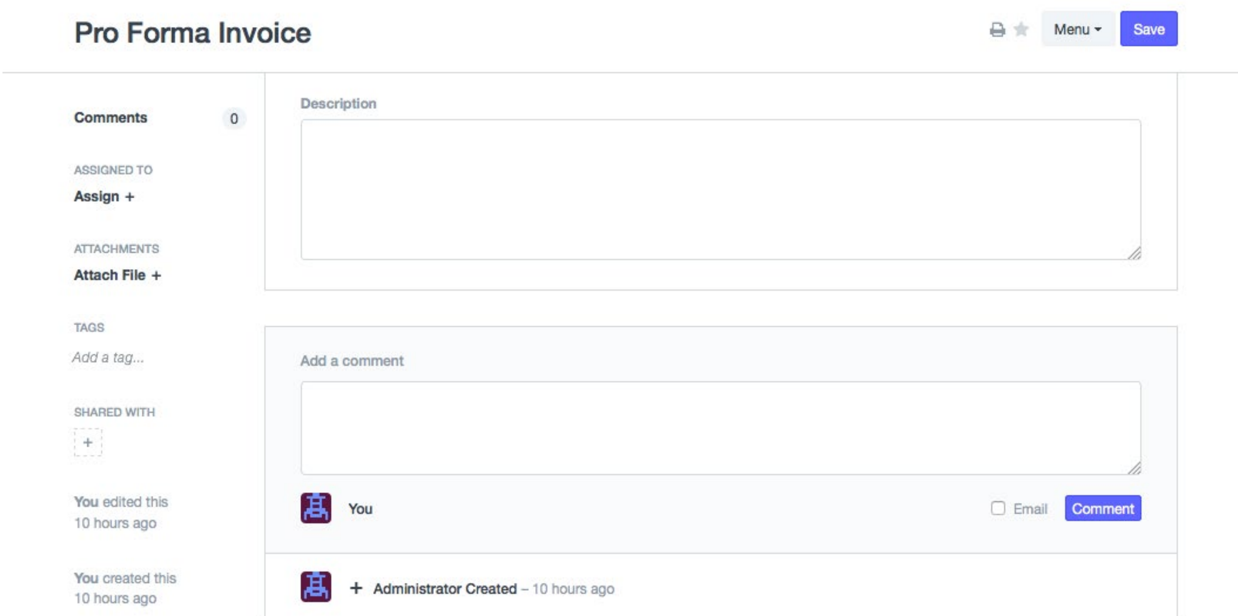


5. Print Headings

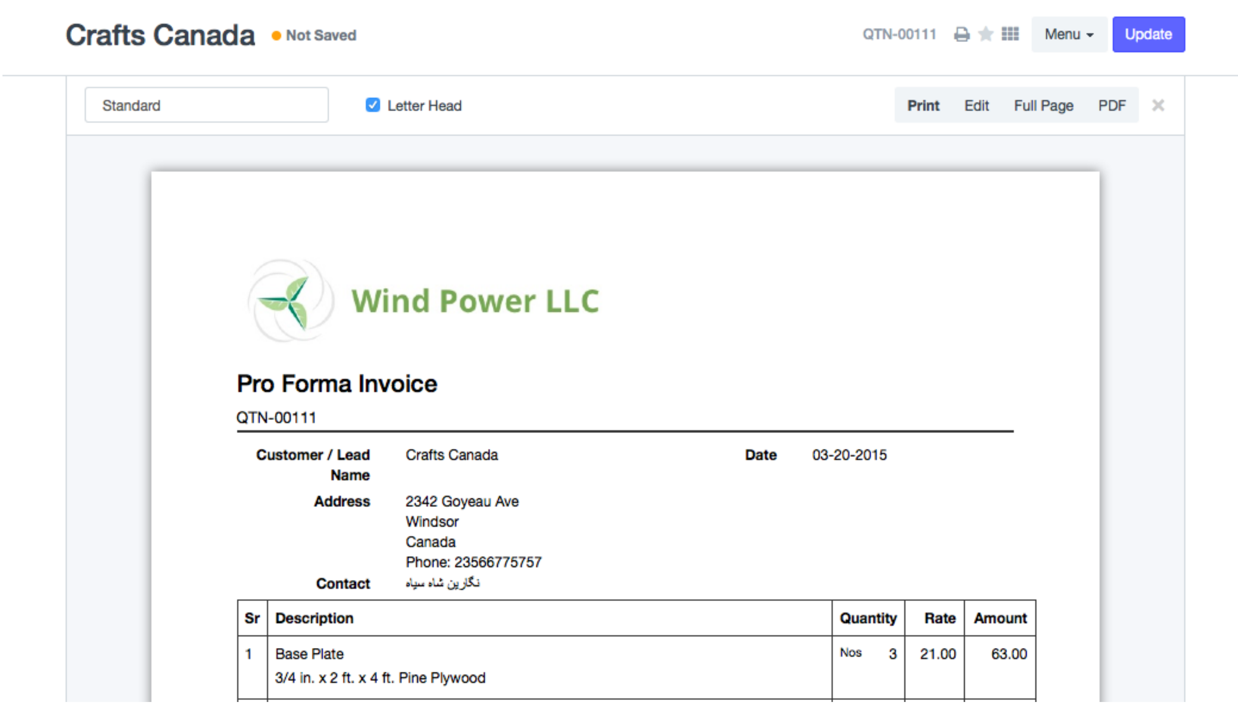
Print Headings are the names which you can give to your sales invoices, supplier quotations etc. You can create a list of names for different business communications.

You can create print headings from: Setup > Printing > Print Heading > New Print Heading

Figure 1: Save Print Heading



Example of a change in print heading is shown below:



6. Address Template

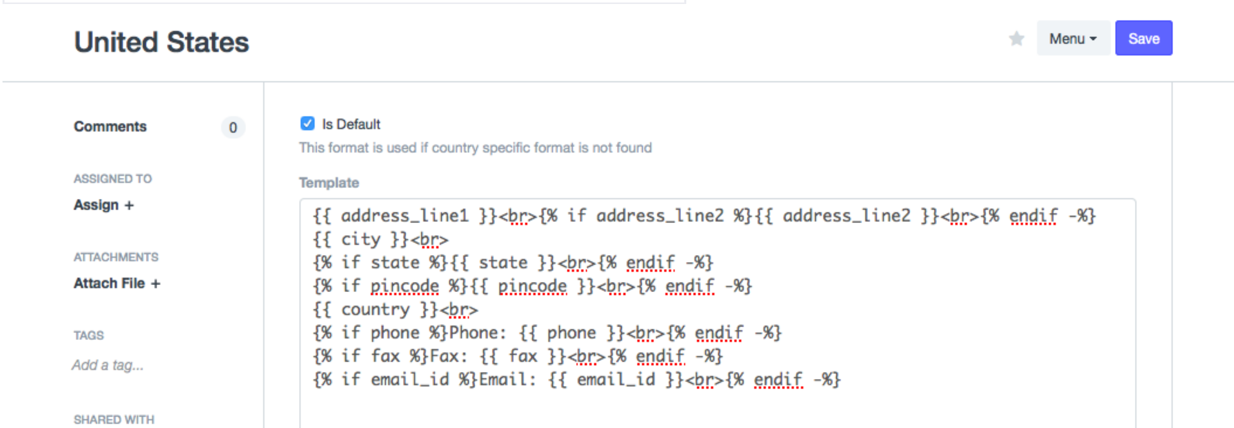
Each region has its own way of defining Addresses. To manage multiple address formats for your Documents (like Quotation, Purchase Invoice etc.), you can create country-wise **Address Templates** from: Setup > Printing and Branding > Address Template

A default Address Template is created when you setup the system. You can either edit or update it or create a new template. One template is default and will apply to all countries that do not have a specific template.

Template

The templating engine is based on HTML and the Jinja Templating system and all the fields (including Custom Fields) will be available for creating the template. Here is the default template:

```
{{ address_line1 }}<br>
{% if address_line2 %}{{ address_line2 }}<br>{% endif -%}
{{ city }}<br>
{% if state %}{{ state }}<br>{% endif -%}
{% if pincode %}PIN:  {{ pincode }}<br>{% endif -%}
{{ country }}<br>
{% if phone %}Phone: {{ phone }}<br>{% endif -%}
{% if fax %}Fax: {{ fax }}<br>{% endif -%}
{% if email_id %}Email: {{ email_id }}<br>{% endif -%}
```



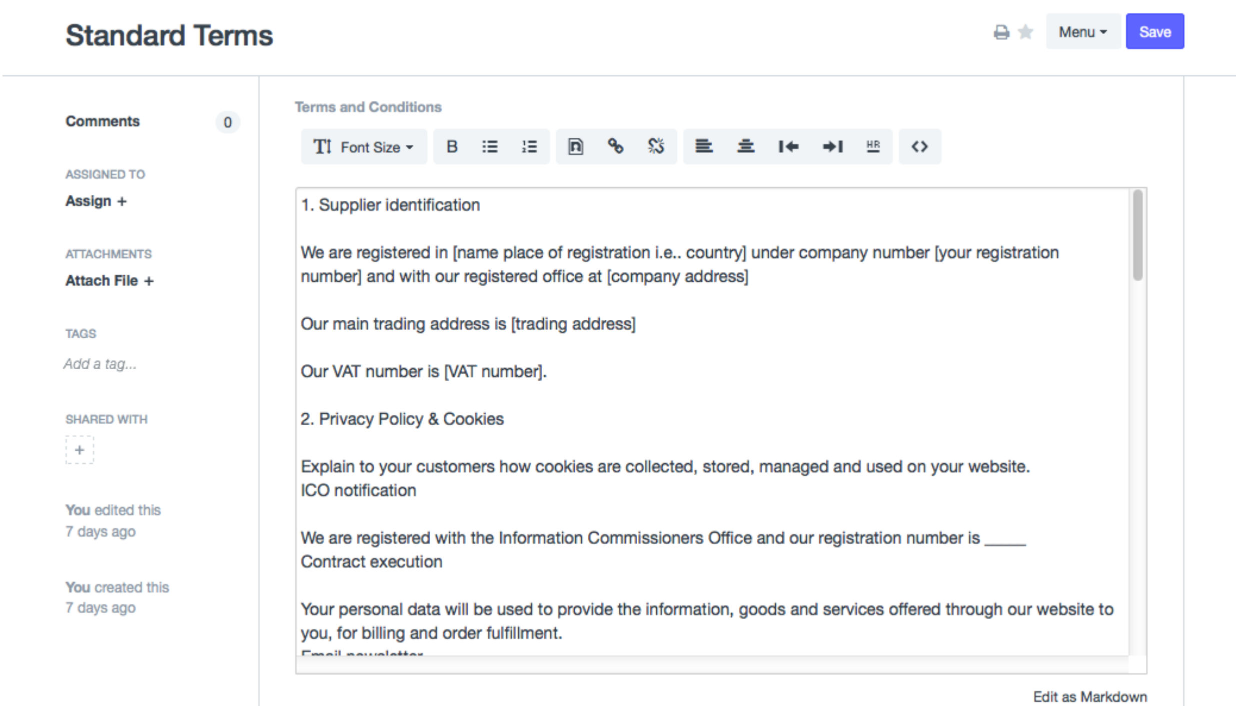
7. Terms and Conditions

Terms and conditions are the general and special arrangements, provisions, requirements, rules, specifications, and standards that a company follows. These specifications are an integral part of an agreement or contract that the company gets into with its customers, suppliers or partners.

Make a new Terms and Conditions:

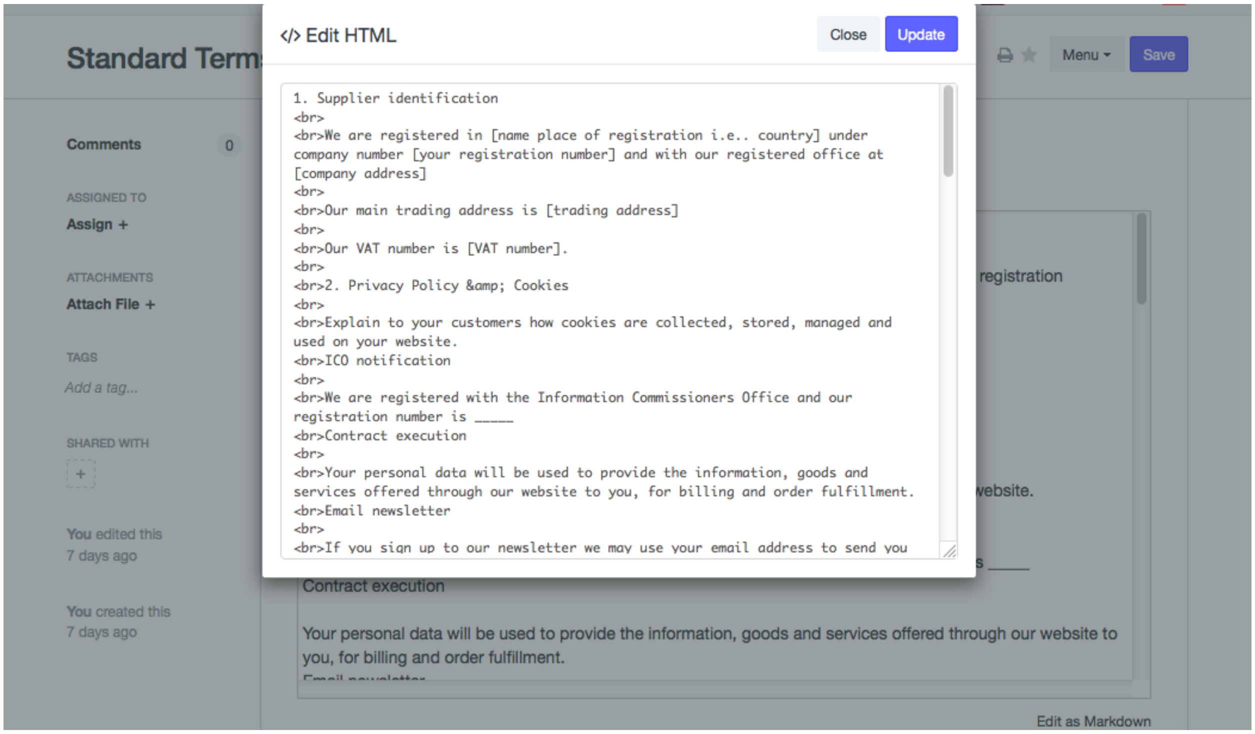
To setup Terms and Condition master, go to:

Selling > Terms and Condition > New



Editing in HTML

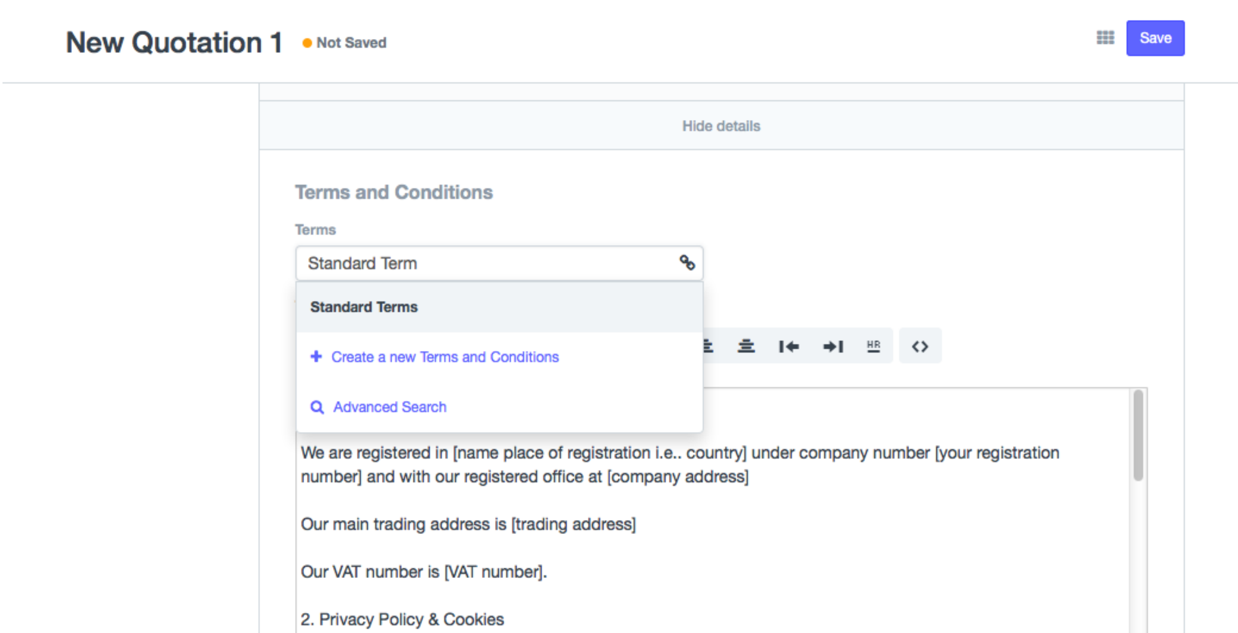
Content of Terms and Condition can be formatted as per your preference, and also insert images where needed. If you have expertise in HTML, you will also find option to edit the content of Terms and Condition in HTML.



This also allows you to use Terms and Condition master for footer, which otherwise is not available in ERP+ as dedicated functionality. Since contents of Terms and Condition is always the last to appear in the print format, details of footer should be inserted at the end of the content, so that it actually appears as footer in the print format.

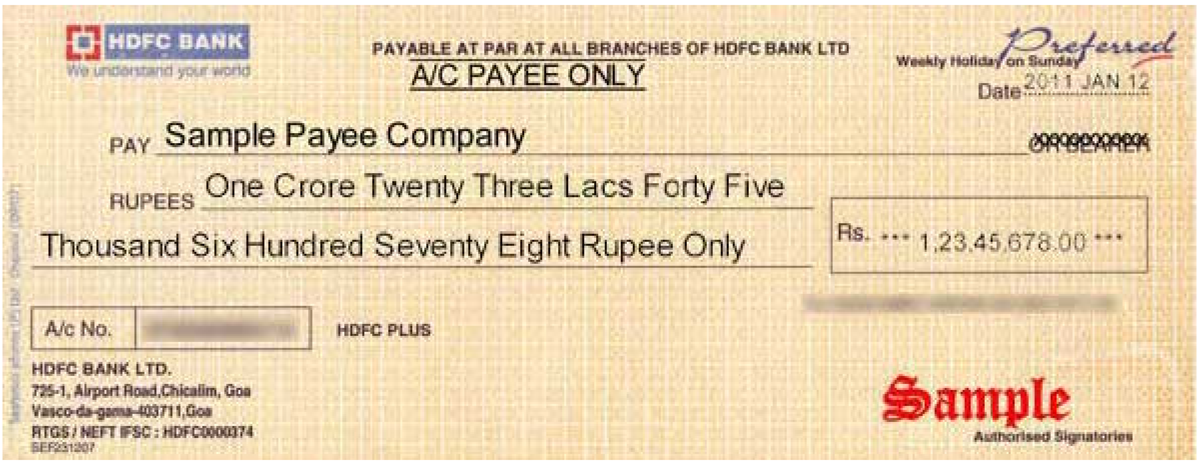
Select in Transaction

In transactions, you will find section of Terms and Condition where you will be able to search and fetched required Terms and Condition master.



8. Cheque Print Template

Business involves making payment to various parties like suppliers and employees. Payment can be made in various modes like cash, NEFT or cheque. If you are making a payment via cheque, you can also create a Print Format for printing Cheque from ERP+ based on the Payment Entry.



Using the Cheque Print Template, you can generate a new Print Format based. It will be created based the cheque format provided by your bank.

Create New

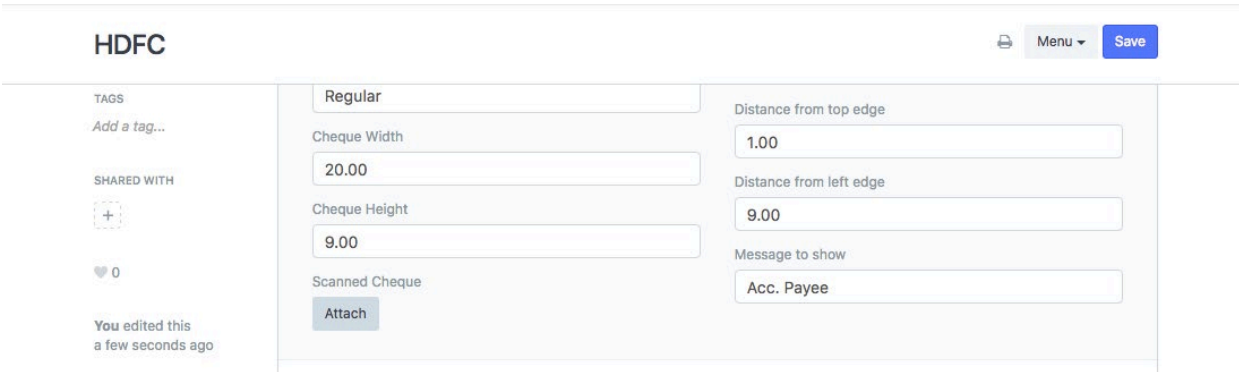
To create a new Print Format based on the specific cheque's format, go to:

Account > Tools > Cheque Printing Template > New

In the Cheque Print Template, for each value (say Payee, Date), exact co-ordinates are provided based on where that value should be printed on a cheque. Co-ordinates are provided in centimeter.

New Format via Scanning

To speed up creation of a new cheque printing format, you can upload scanned image of the cheque. Considering the scanned image for the cheque, system automatically updates co-ordinates for each value like party name, amount, date, amount in words etc.

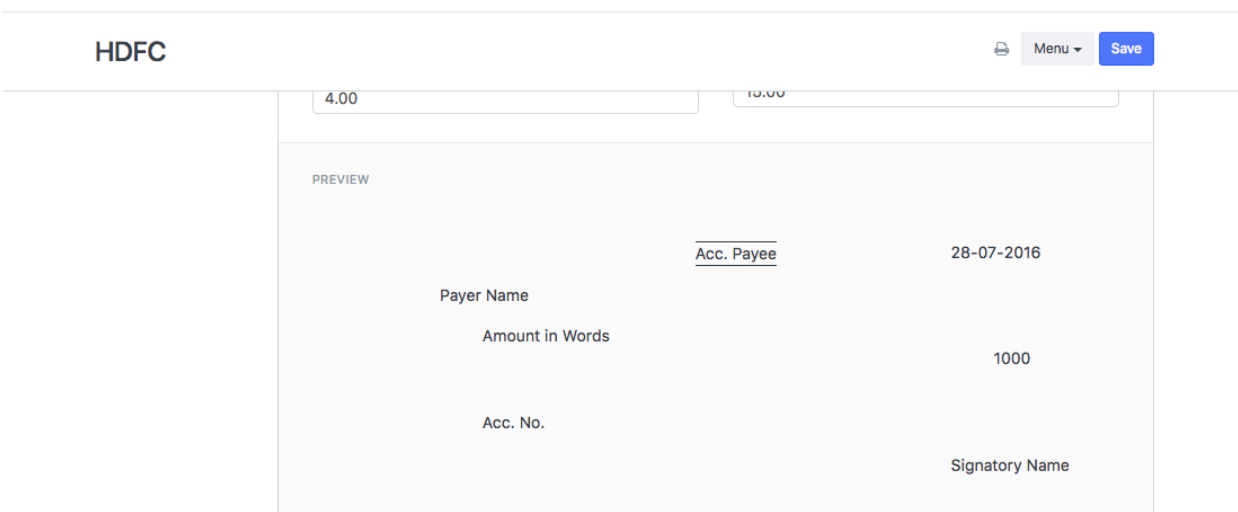


New format by manual entry

You can manually provide the co-ordinate for each value based on where you want to to be printed on the cheque.

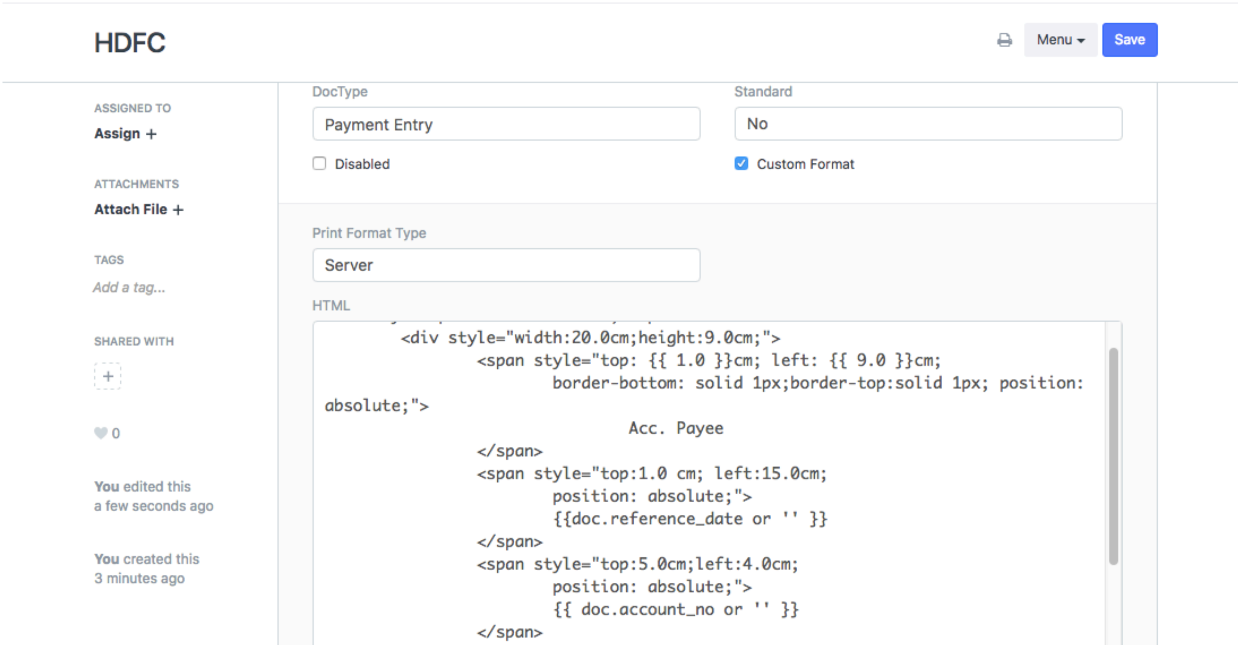
Preview

Based on co-ordinates provided for all the values, a preview be shown as to how the values will be printed on the cheque.



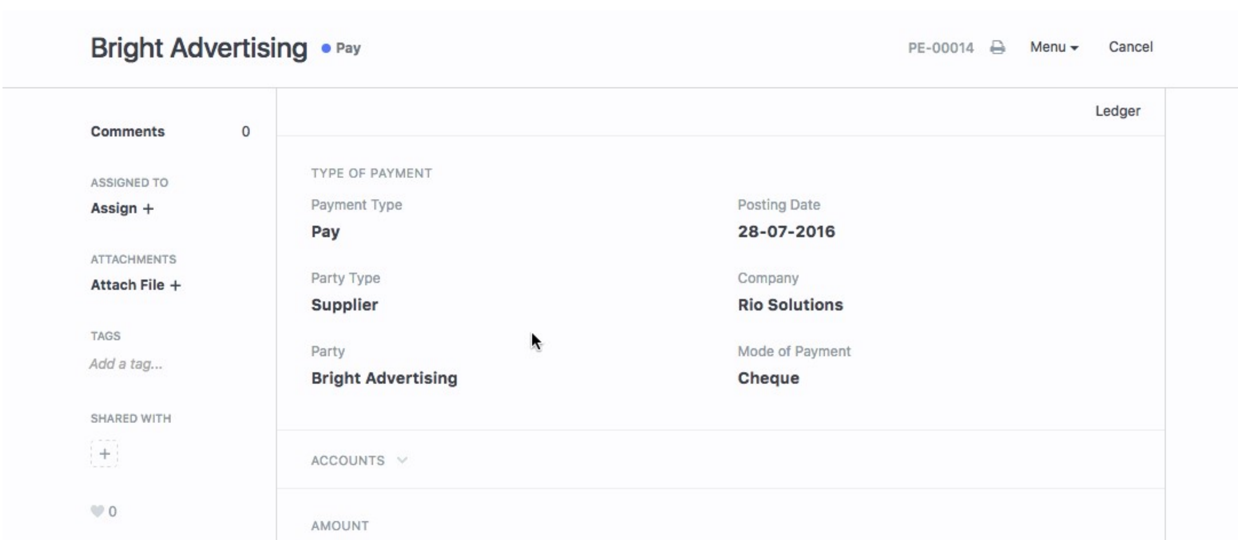
New Print Format

If the preview looks promising, click on the button to create a new Print Format for printing cheque. Based on the values provided in the Cheque Print Template, the system will auto-generate an HTML script for the cheque's Print Format.



Printing Cheque

New print format generated for the cheque will be visible in the Payment Entry form. After creating the payment entry, you will be able to print transaction details on the cheque.



1.3 Topic: Email and SMS

1. Email Account
2. Email Inbox
3. Email Digest
4. Email Reports
5. Sending Email
6. Email Domain
7. SMS Settings
8. Notifications

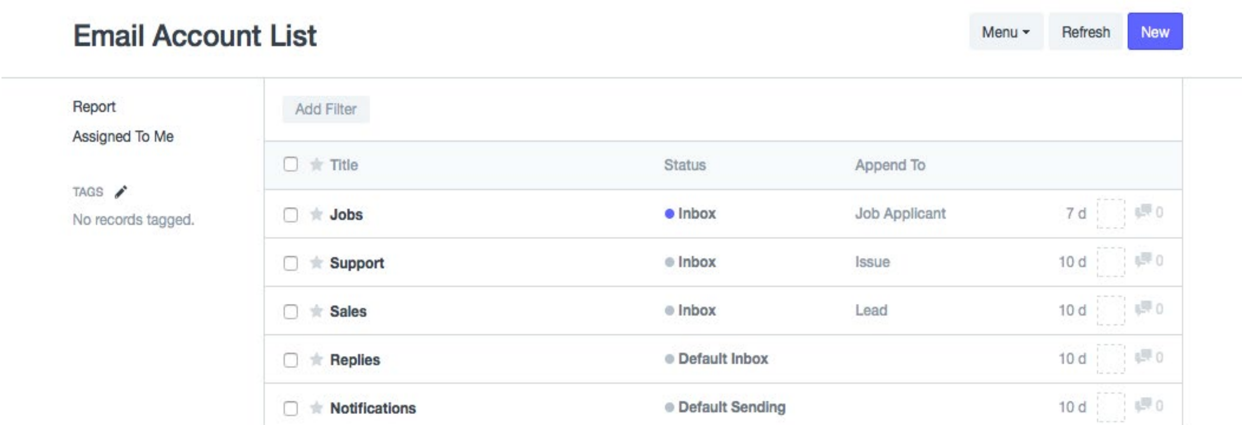
1. Email Accounts

You can manage multiple incoming and outgoing Email Accounts in ERP+. There has to be at-least one default outgoing account and one default incoming account.

Default Email Accounts

ERP+ will create templates for a bunch of email accounts by default. Not all of them are enabled. To enable them, you must set your account details.

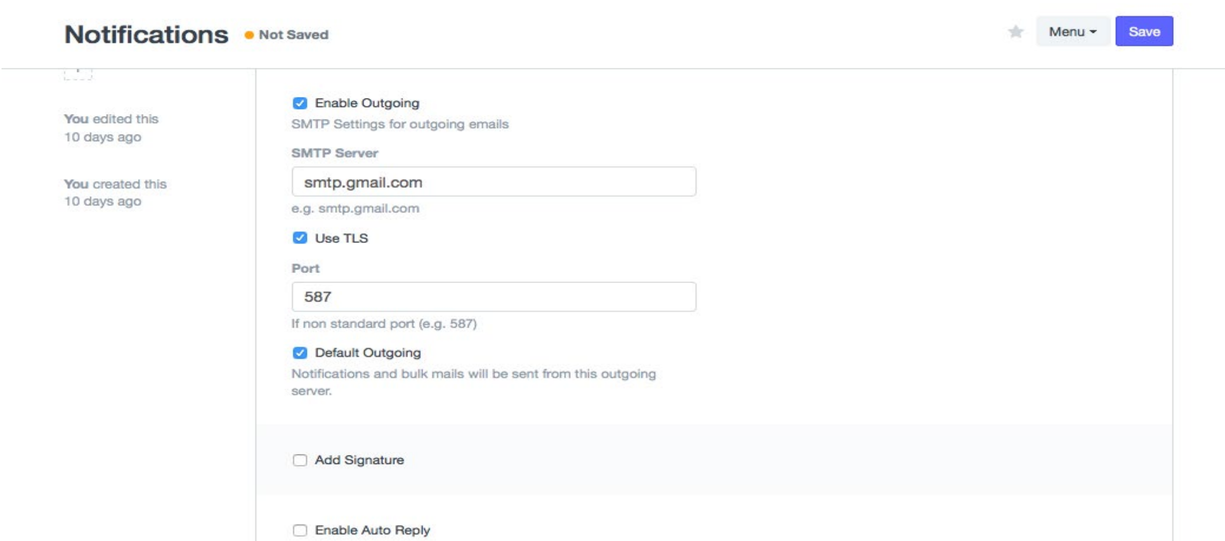
There are 2 types of email accounts, outgoing and incoming. Outgoing email accounts use an SMTP service to send emails and emails are retrieved from your inbox using IMAP or POP service. Most email providers such as Gmail, Outlook or Yahoo provide these services.



Outgoing Email Accounts

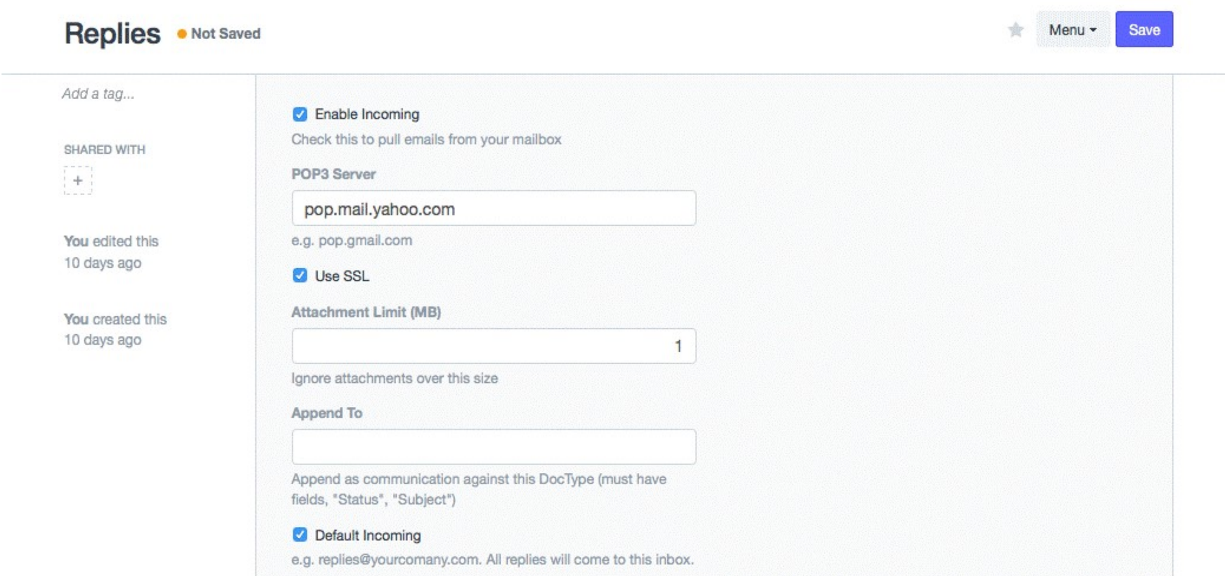
All emails sent from the system, either by the user to a contact or notifications or transaction emails, will be sent from an Outgoing Email Account.

To setup an outgoing Email Account, check on **Enable Outgoing** and set your SMTP server settings, if you are using a popular email service, these will be preset for you.



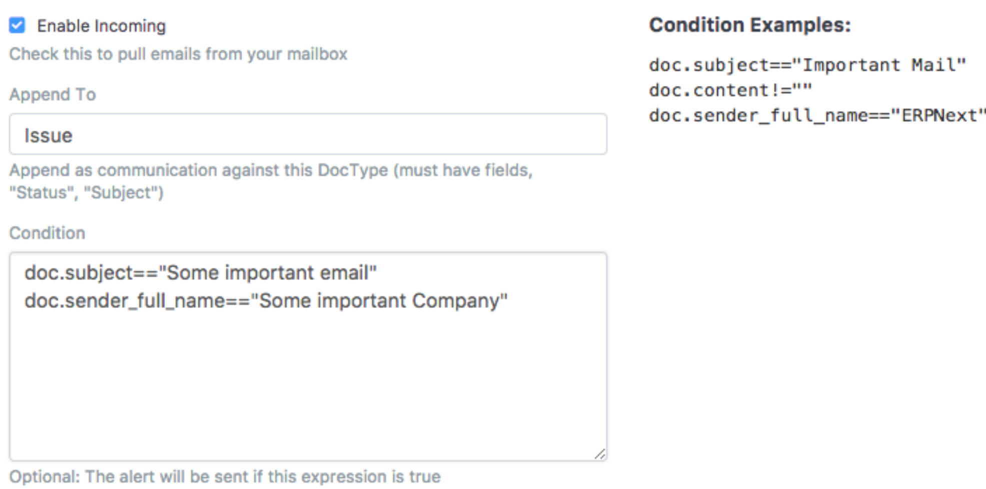
Incoming Email Accounts

To setup an incoming Email Account, check on **Enable Incoming** and set your POP3 settings, if you are using a popular email service, these will be preset for you.



Setting Import Conditions for Email Import

Email Accounts allows you to set conditions according to the data of the incoming emails. The email will be imported to ERP+ only if the all conditions are true. For example if you want to import an email if the subject is "Some important email", you put doc.subject == "Some important email" in the conditions textbox. You can also set more complex conditions by combining them, as shown on the following screenshot.

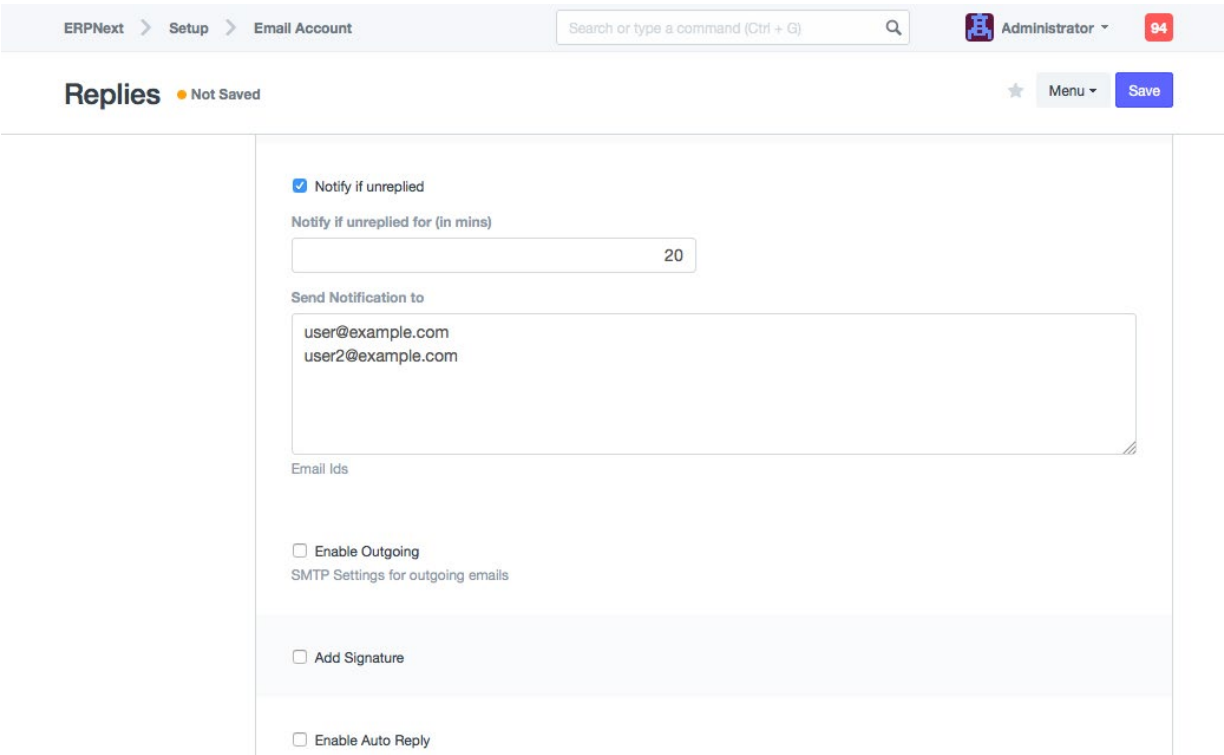


How ERP+ handles replies

In ERP+ when you send an email to a contact like a customer, the sender will be the user who sent the email. In the **Reply-To** property, the Email Address will be of the default incoming account (like replies@yourcompany.com). ERP+ will automatically extract these emails from the incoming account and tag it to the relevant communication

Notification for unreplied messages

If you would like ERP+ to notify you if an email is unreplied for a certain amount of time, then you can set **Notify if Unreplied**. Here you can set the number of minutes to wait before notifications are sent and whom the notifications must go to.



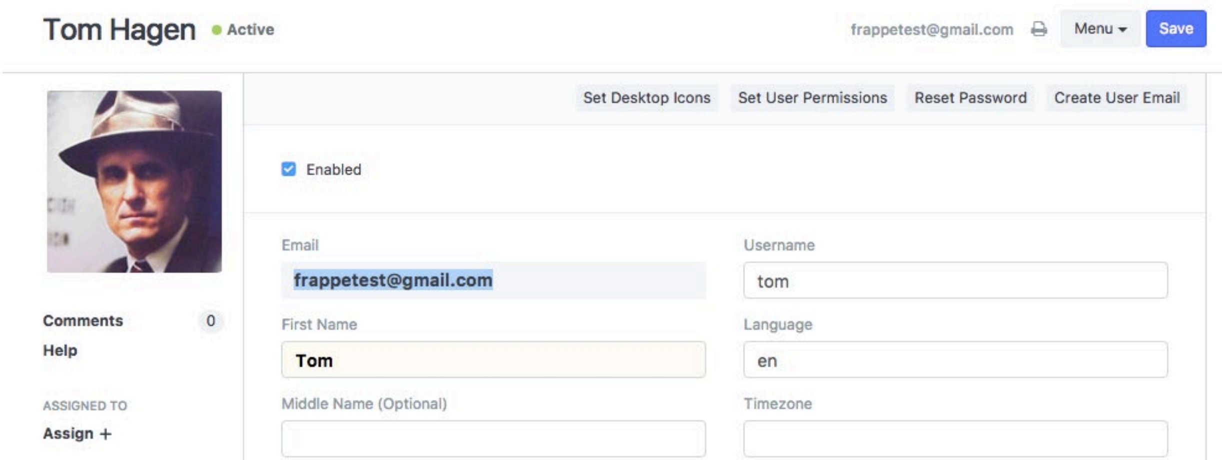
2. Email Inbox

Business involves many transactional emails exchanges with parties like Customers and Suppliers, and within a company. Email Inbox feature allows you pull all your business emails into your ERP+ account. Accessing all the business emails with other transactions details makes ERP+ a single platform for accessing complete business information in one place.

In ERP+, you can configure Email Inbox for each System User. Following are the detailed steps to configure Email Inbox for a User.

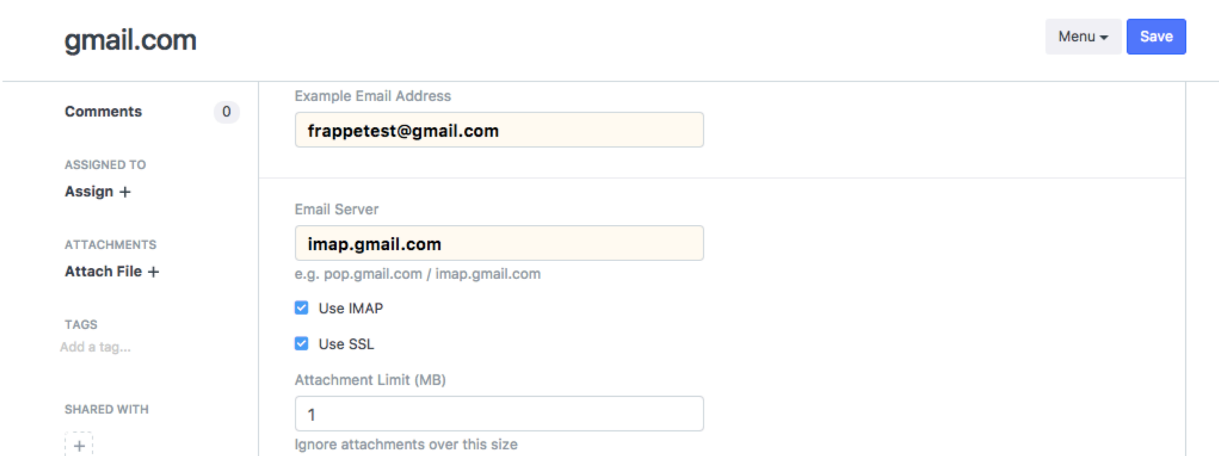
Step 1: Create User

As mentioned above, you can configure Email Inbox for a System User only. Hence ensure that you have added yourself and your colleagues as a User and assigned them required permissions. To add new User, go to: Setup > User > New User



Step 2: Create Email Domain

To be able to send and receive emails into your ERP+ from other email service (like Webmail or Gmail), you should setup an Email Domain master. In this master, email gateway details like SMTP Address, Port No., IMAP/POP3 address details are captured. If you have ever configured a local email client (like Outlook), Email Domain master requires details to be fed in the similar way. To add new Email Domain, go to: Setup > Emails > Email Domain > New



Once you have configured an Email Domain for your Email Service, it will be used for creating Email Accounts for all the Users in your ERP+ account.

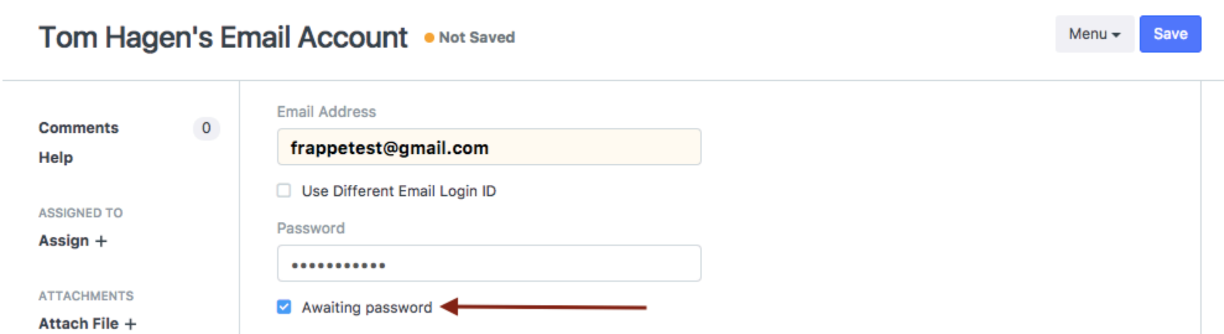
If you use one of the following Email Service, then you need not create Email Domain in your ERP+ account. In ERP+, Email Domain for the following Services is available out-of-the-box and you can directly proceed to creating Email Account.

- Gmail
- Yahoo
- Sparkpost
- SendGrid
- Outlook.com
- Yandex.mail

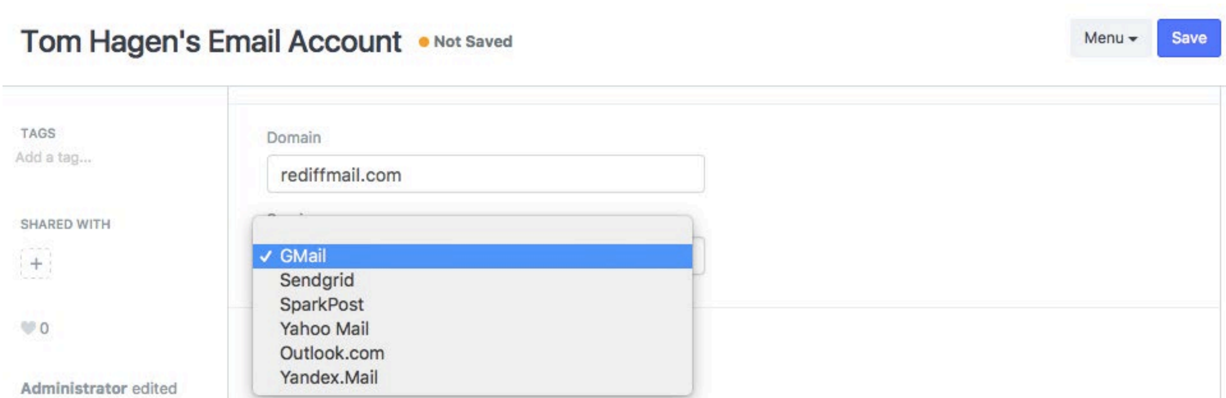
Step 3: Email Account

Create an Email Account based on the Email ID of the User. For each User who's email account is to be integrated with ERP+, an Email Account master should be created for it.

If you are creating an Email Account for your colleague who's Email Password is unknown to you, then check field "Awaiting Password". As per this setting, a User (for whom Email Account is created) will get a prompt to enter email password when accessing his/her ERP+ Account.



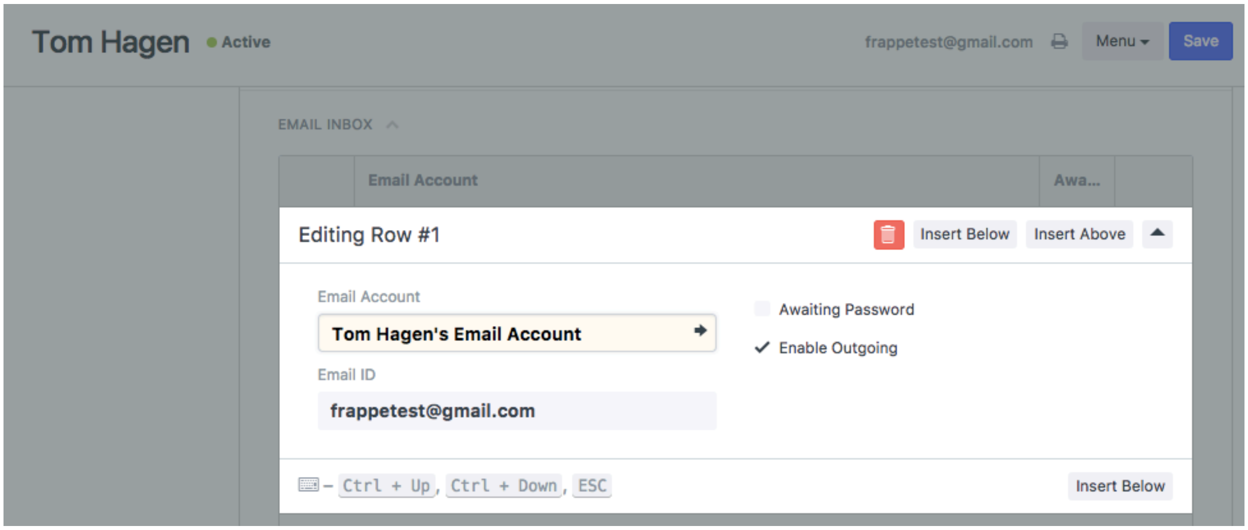
In the Email Account, select Email Domain only if you are using Email Service other than Email Services listed above. Else, you can just select Email Service, leave Email Domain blank and proceed forward.



If you are creating an Email Account for Email Inbox of a User, then leave Append To field as blank.

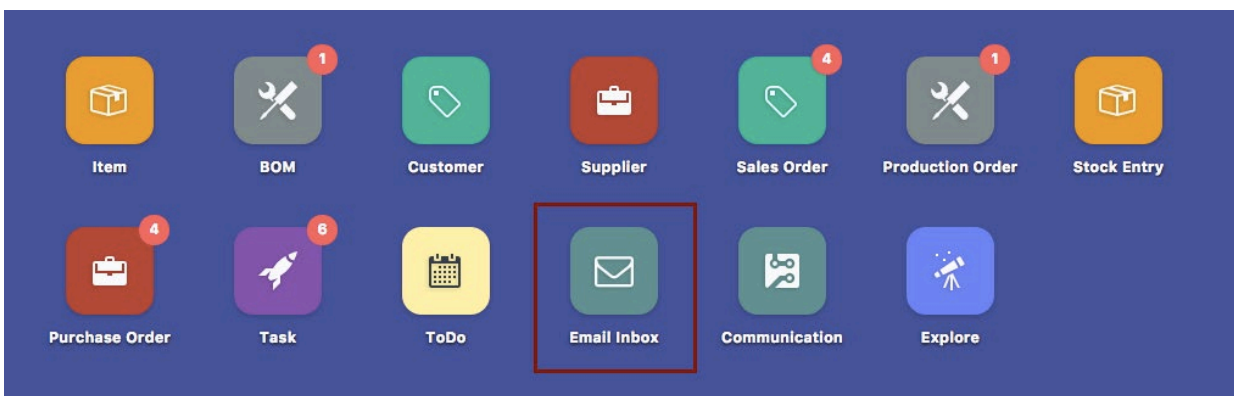
Step 4: Linking Email Account in User master

Once an Email Account is created for a User, select that Email Account in the User. This will ensure that emails pulled from the said Email ID will accessible only to this User in your ERP+ account.



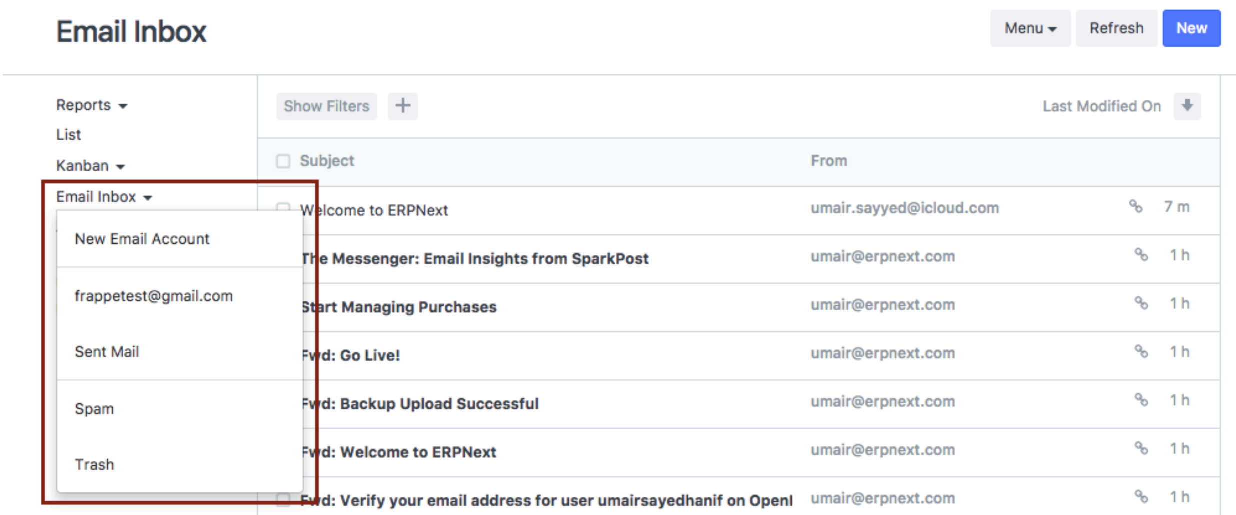
Email Inbox

If you have correctly configured Email Inbox as instructed above, then on the login of a User, Email Inbox icon will be visible. This will navigate user to Email Inbox view within the ERP+ account. All the Emails received on that email will be fetch and listed in the Email Inbox view. User will be able to open emails and take various actions against it.



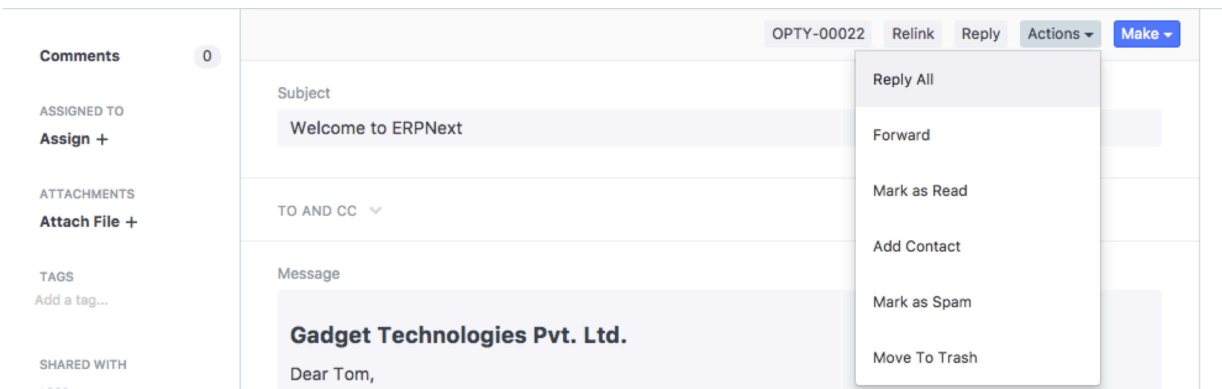
Folders

In ERP+, you can link multiple Email Accounts with the single User. To switch to Inbox of different email account and access other folders like Sent Emails, Spam, Trash, check Email Inbox option in the left bar.



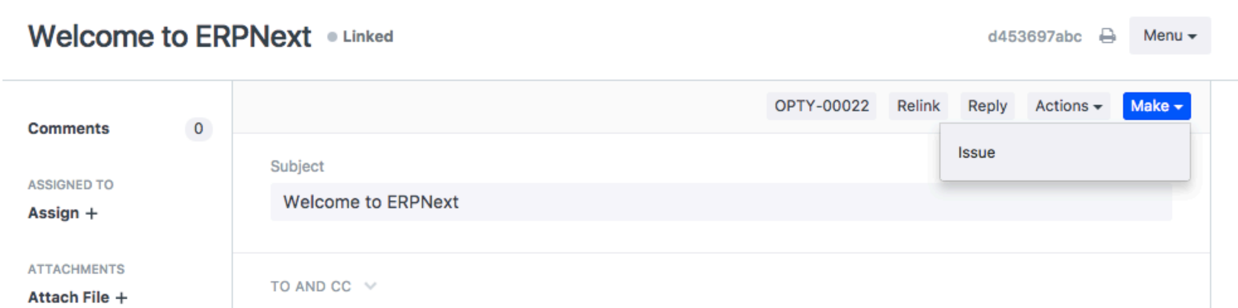
Actions

On the emails in your inbox, you can take various actions like Reply, Forward, Mark as Spam or Trash.



Make Options

The Email Inbox within ERP+ also allow you to quickly create ERP+ transaction based on email received. From an Email itself, you can Issue, Lead or Opportunity based on the context of the email.



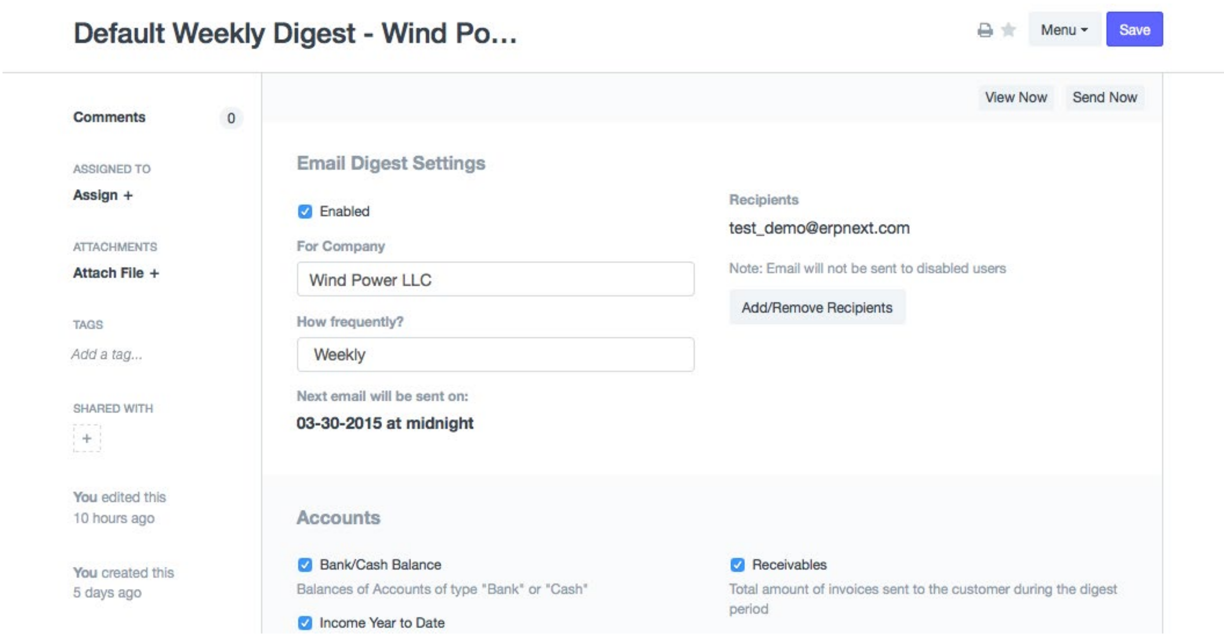
3. Email Digest

Email Digests allow you to get regular updates about your sales, expenses and other critical numbers directly in your Inbox.

Email Digests are a great way for top managers to keep track of the big numbers like "Sales Booked" or "Amount Collected" or "Invoices Raised" etc.

To set up Email Digest, go to: Setup > Email > Email Digest

Example: Set your frequency, check all the items you want to receive in your weekly update and select the user ids whom you want to send the Digest to.



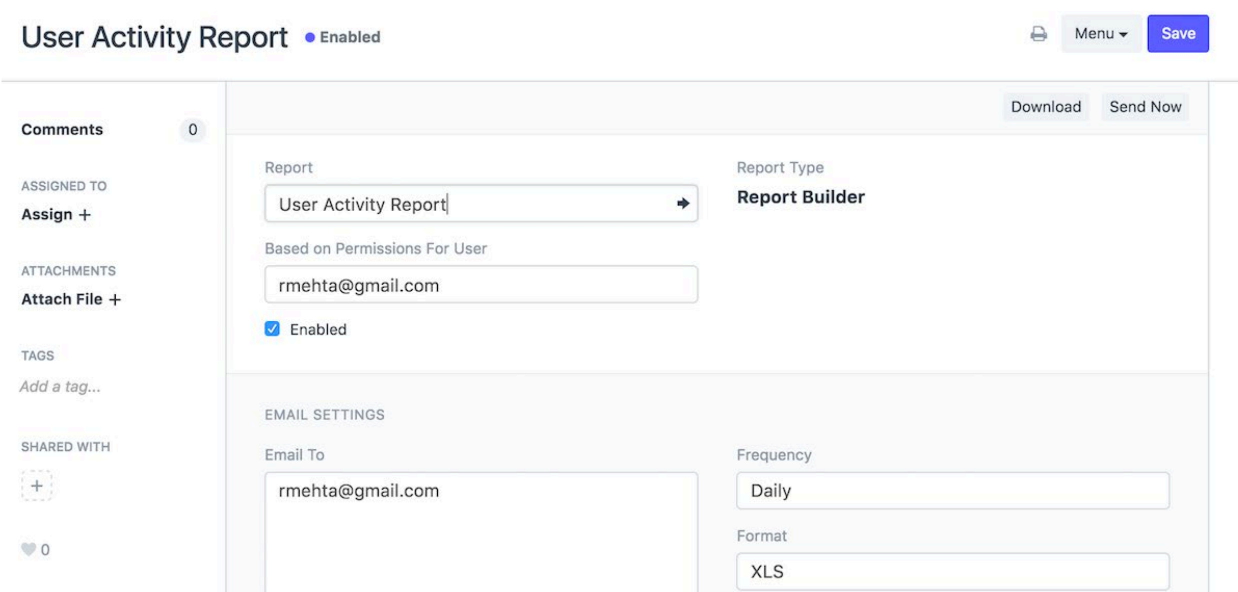
4. Email Reports

You can setup **Auto Email Report** to send reports at regular intervals. These must be saved reports of any type (Report Builder, Script or Query Report).

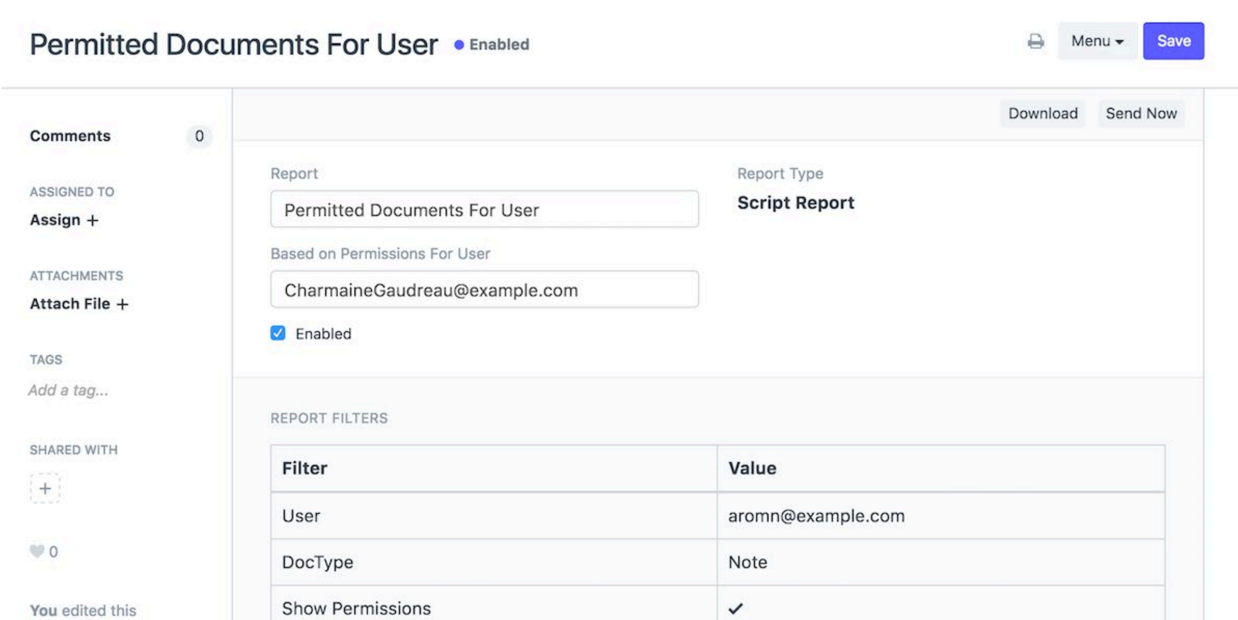
You can find Auto Email Report at: Setup > Email > Auto Email Report

Or just type "Auto Email Report" on the Search bar.

Step 1: Select the Report, the user for which you want to create this report (permissions will apply for this user), the Email Addresses where you want this report emailed and the frequency of the report.



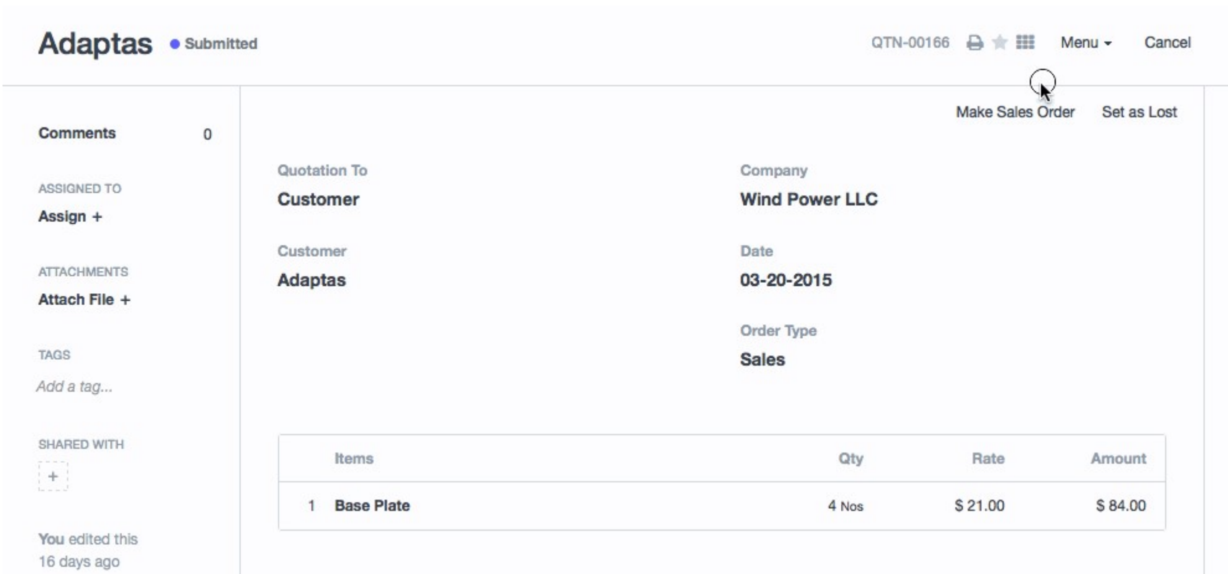
Step 2: If your report has filters, you will see a table with the filters. Select the Report, the user for which you want to create this report. Permissions will apply for this user



Click on the table to edit the table

5. Sending Email from any Document

In ERP+ you can send any document as email (with a PDF attachment) by clicking on Menu > Email from any open document.



Note: You must have outgoing email accounts setup for this.

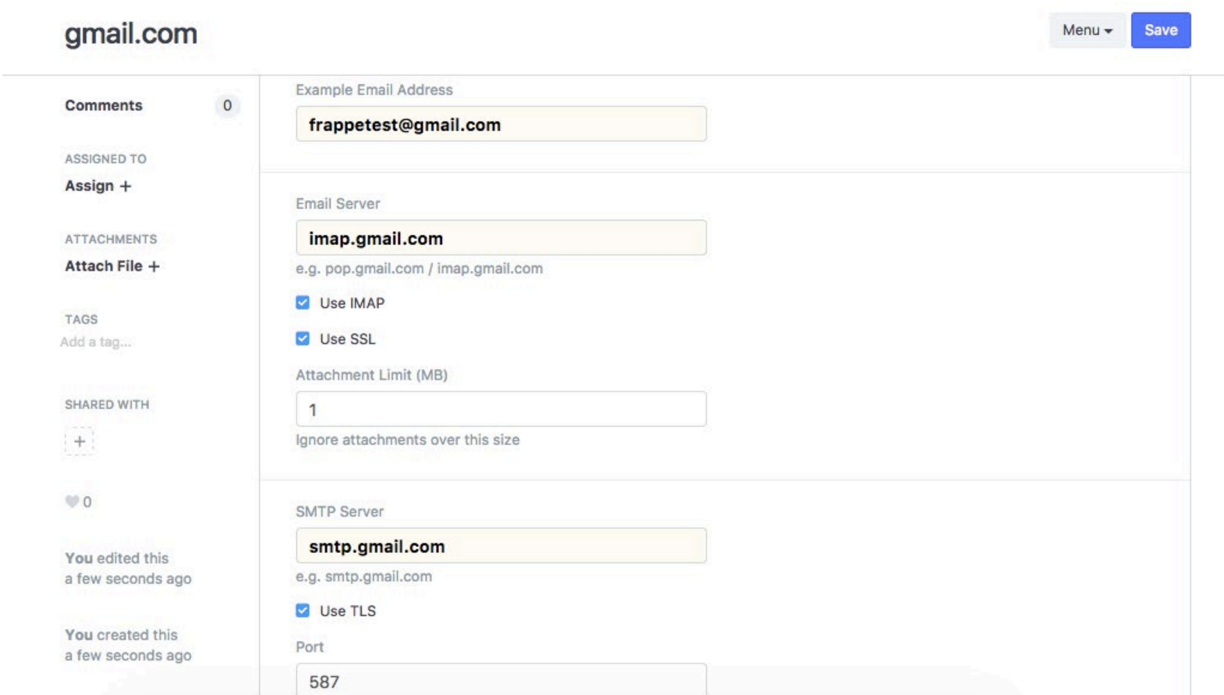
6. Email Domains

You can configure your Email Domain in ERP+ for easy setup of all Email Accounts. You can find Email Domain settings under Setup > Email Domain.

What is my Email Domain? You might have purchased Email service from your internet service provider or your IT services provider. For example, if you access your business mailbox with URL like http://mail.yourcompany.com, then yourcompany.com is your email domain. Without setting up email domain correctly, your ERP+ instance may not be able to receive mails. You may be using free mail services like Gmail or yahoo. In this case google.com or yahoo.com is your email domain. However, you might have to allow access to ERP+ for your Gmail account.

Default Email Domain

ERP+ creates a template email domain using example.com for your reference. You should add your new domain as well.



Example Email Address

Example Email Address is where you enter your business email address. For example, if your email ID is yourname@yourcompanyname.com you should enter this.

Email Server

This is the internet address or URL of your mail server or the email service that you have purchased. For example, it may be mail.yourcompany.com or imap.yourcompany.com.

USE IMAP

IMAP and POP are two services used by most mail servers for incoming mails. If your Email server uses IMAP service for the incoming mails keep this checked. Otherwise leave this unchecked.

USE SSL

If your mail server uses SSL (Secure Socket Layer) communication leave this checked.

Do I have SSL? You may have purchased SSL certificate from your IT service provider for the SSL and they may have setup SSL for your mail server. If you're using https while accessing mail server over browser then you might have SSL setup.

Attachment Limit (MB)

If you want to limit the size of file attachments for emails sent from within ERP+, you can set that up here. You can enter the max size of attachments in MB.

SMTP Server

This is the outgoing email service address of your email server.

Use TLS

Set this up if your SMTP service is setup with TLS for security.

Default port

SMTP service is usually set on port 25. If your email server is setup on a separate port number you can set that up here.

Save entered domain

Once you click on save, these settings are validated by ERP+ and the Email Domain gets saved. Sometimes this could take a few seconds and you might have to wait. This email domain is then available in a dropdown called Domain under Email Accounts screen.

Entered everything but still unable to setup Email Domain?

If you've entered and verified the above settings and are still unable to setup Email Domain, you can contact ERP+ support for help.

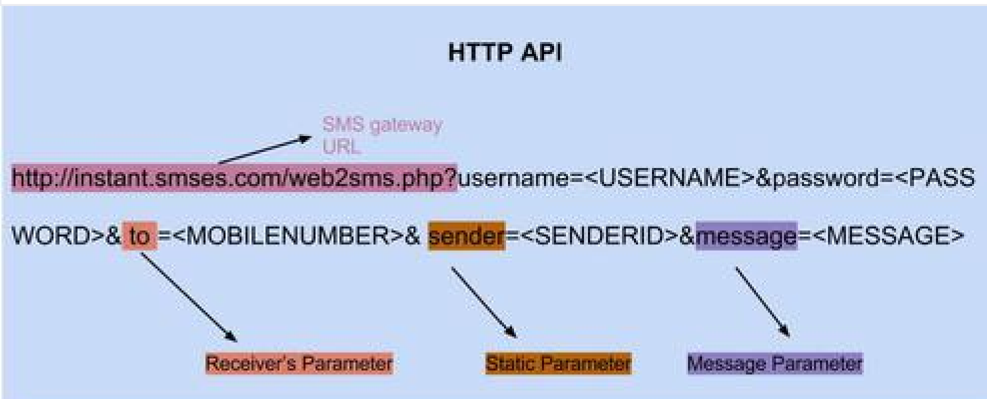
7. SMS Settings

To integrate SMS in ERP+, approach a SMS Gateway Provider who provides HTTP API. They will create an account for you and will provide a unique username and password.

To configure SMS Settings in ERP+, find out their HTTP API (a document which describes the method of accessing their SMS interface from 3rd party applications). In this document, you will get an URL which is used to send the SMS using HTTP request. Using this URL, you can configure SMS Settings in ERP+.

Example URL:

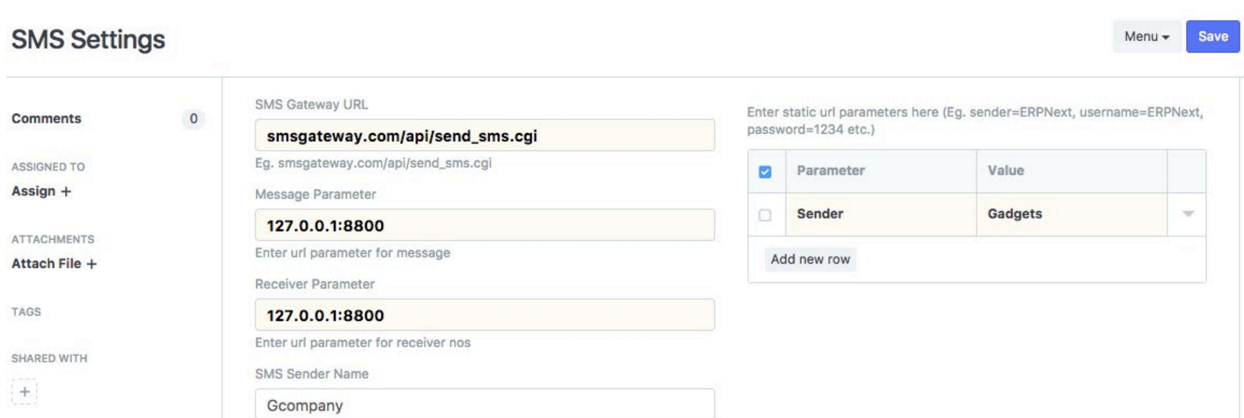
http://instant.smses.com/web2sms.php?username=<USERNAME>&password;=<PASSWORD>&to;=<MOBILENUMBER>&sender;=<SENDERID>&message;=<MESSAGE>



Note: the string up to the "?" is the SMS Gateway URL

The above URL will send SMS from account abcd to mobile number 9900XXXXXX with sender ID as DEMO with text message as "THIS IS A TEST SMS"

Note that some parameters in the URL are static. You will get static values from your SMS Provider like username, password etc. These static values should be entered in the Static Parameters table.



8. Notifications

You can configure various Notifications in your system to remind you of important activities such as:

1. Completion date of a Task.
2. Expected Delivery Date of a Sales Order.
3. Expected Payment Date.
4. Reminder of followup.
5. If an Order greater than a particular value is received or sent.
6. Expiry notification for a Contract.
7. Completion / Status change of a Task.

For this, you need to setup a Notification at: Setup > Email > Notification

To setup a Notification:

1. Select which Document Type you want watch changes on

2. Define what events you want to watch. Events are:
    1. New: When a new document of the selected type is made.
    2. Save / Submit / Cancel: When a document of the selected type is saved, submitted, cancelled.
    3. Value Change: When a particular value in the selected type changes.
    4. Days Before / Days After: Trigger this alert a few days before or after the **Reference Date.** To set the days, set **Days Before or After**. This can be useful in reminding you of upcoming due dates or reminding you to follow up on certain leads of quotations.

Set additional conditions if you want.

1. Set the recipients of this alert. The recipient could either be a field of the document or a list of fixed Email Addresses.

2. Compose the message

Setting a Subject

You can retrieve the data for a particular field by using doc.[field_name]. To use it in your subject / message, you have to surround it with {{ }}. These are called Jinja tags. So, for example: to get the name of a document, you use {{ doc.name }}. The below example sends an email on saving a Task with the Subject, "TASK##### has been created"

Setting Conditions

Notifications allow you to set conditions according to the field data in your documents. For example, if you want to receive an Email if a Lead has been saved as "Interested" as it's status, you put doc.status == "Interested" in the conditions textbox. You can also set more complex conditions by combining them.

Subject

Task still open

To add dynamic subject, use jinja tags like

```
{{ doc.name }} Delivered
```

Document Type

Task

Send Alert On

Save

Condition

```
doc.status == "Open" and doc.exp_end_date == nowdate()
```

Optional: The alert will be sent if this expression is true

The above example will send a Notification when a Task is saved with the status "Open" and the Expected End Date for the Task is the date on or before the date on which it was saved on.

Setting a Message

You can use both Jinja Tags ({{ doc.[field_name] }}) and HTML tags in the message textbox.

<h3>Order Overdue</h3>

<p>Transaction {{ doc.name }} has exceeded Due Date. Please take necessary action.</p>

<!-- show last comment -->

{% if comments %}

Last comment: {{ comments[-1].comment }} by {{ comments[-1].by }}

{% endif %}

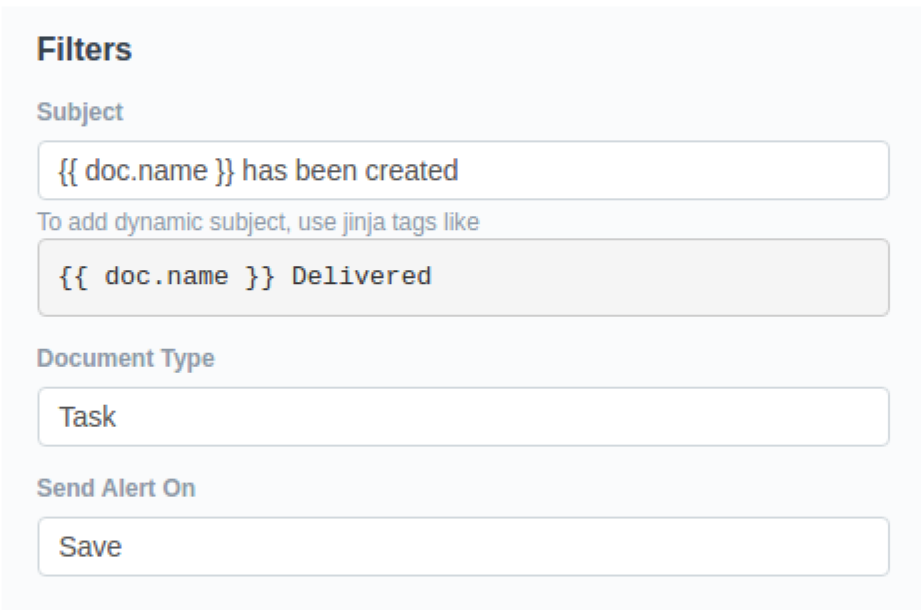
```
<h4>Details</h4>
```

```
<ul>
<li>Customer: {{ doc.customer }}
<li>Amount: {{ doc.total_amount }}
</ul>
```

Setting a Value after the Alert is Set

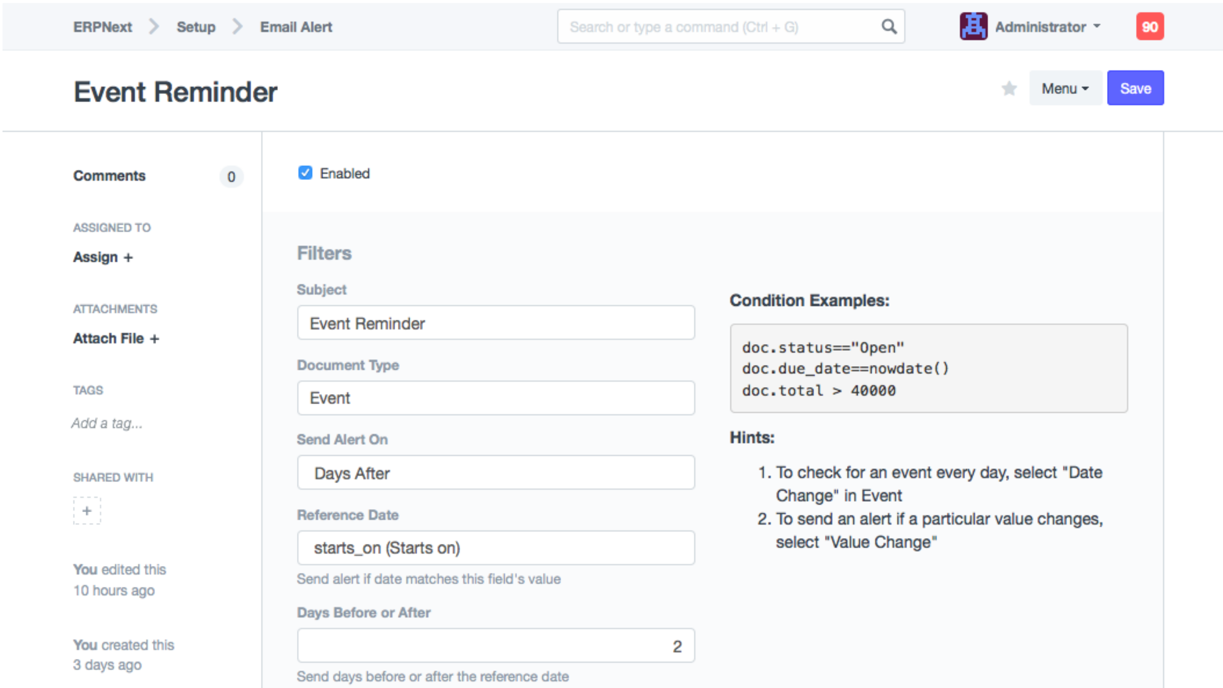
Sometimes to make sure that the Notification is not sent multiple times, you can define a custom property (via Customize Form) like "Notification Sent" and then set this property after the alert is sent by setting the **Set Property After Alert** field.

Then you can use that as a condition in the **Condition** rules to ensure emails are not sent multiple times

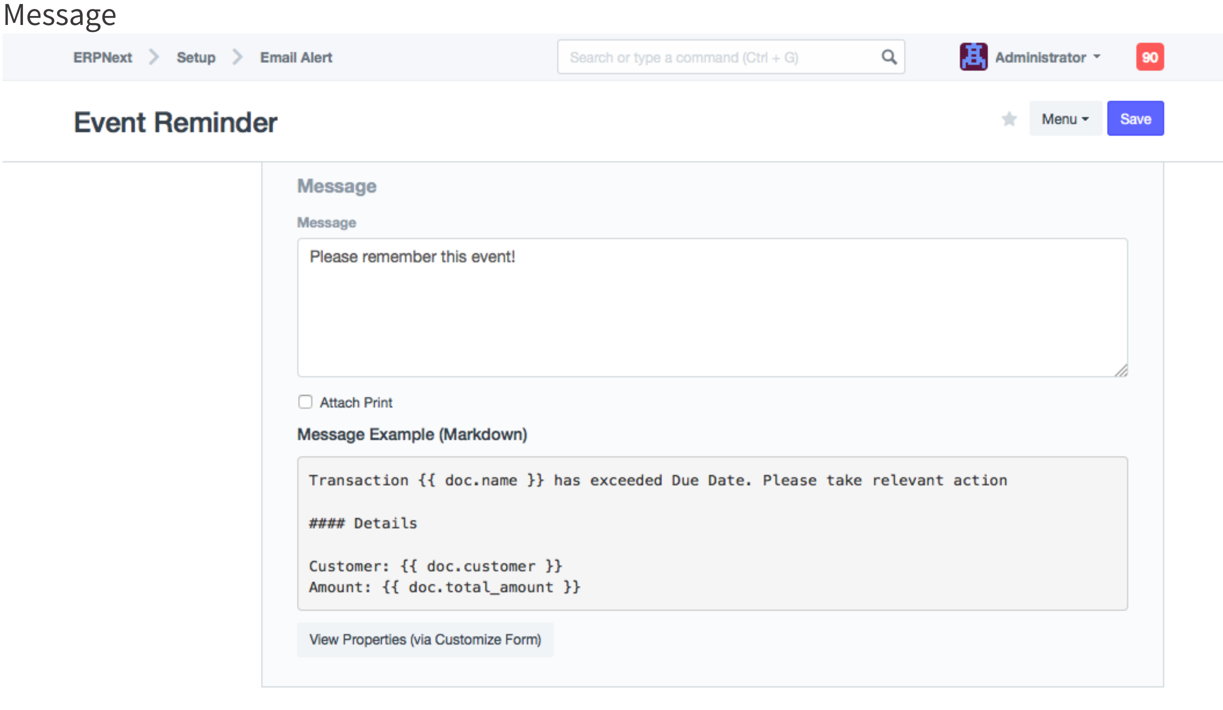


Example

1. Defining the Criteria



2. Setting the Recipients and Message



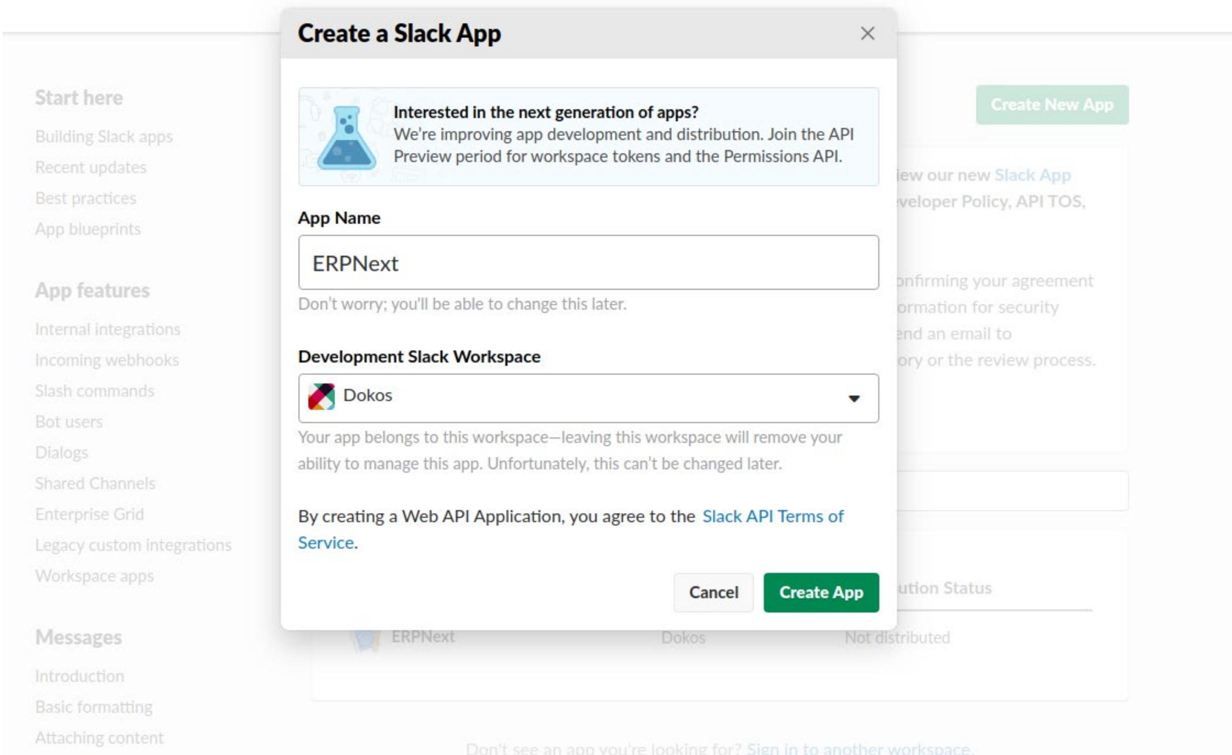
Slack Notifications

If you prefer to have your notifications sent to a dedicated Slack channel, you can also choose the option "Slack" in the channel options and select the appropriate Slack Webhook URL.

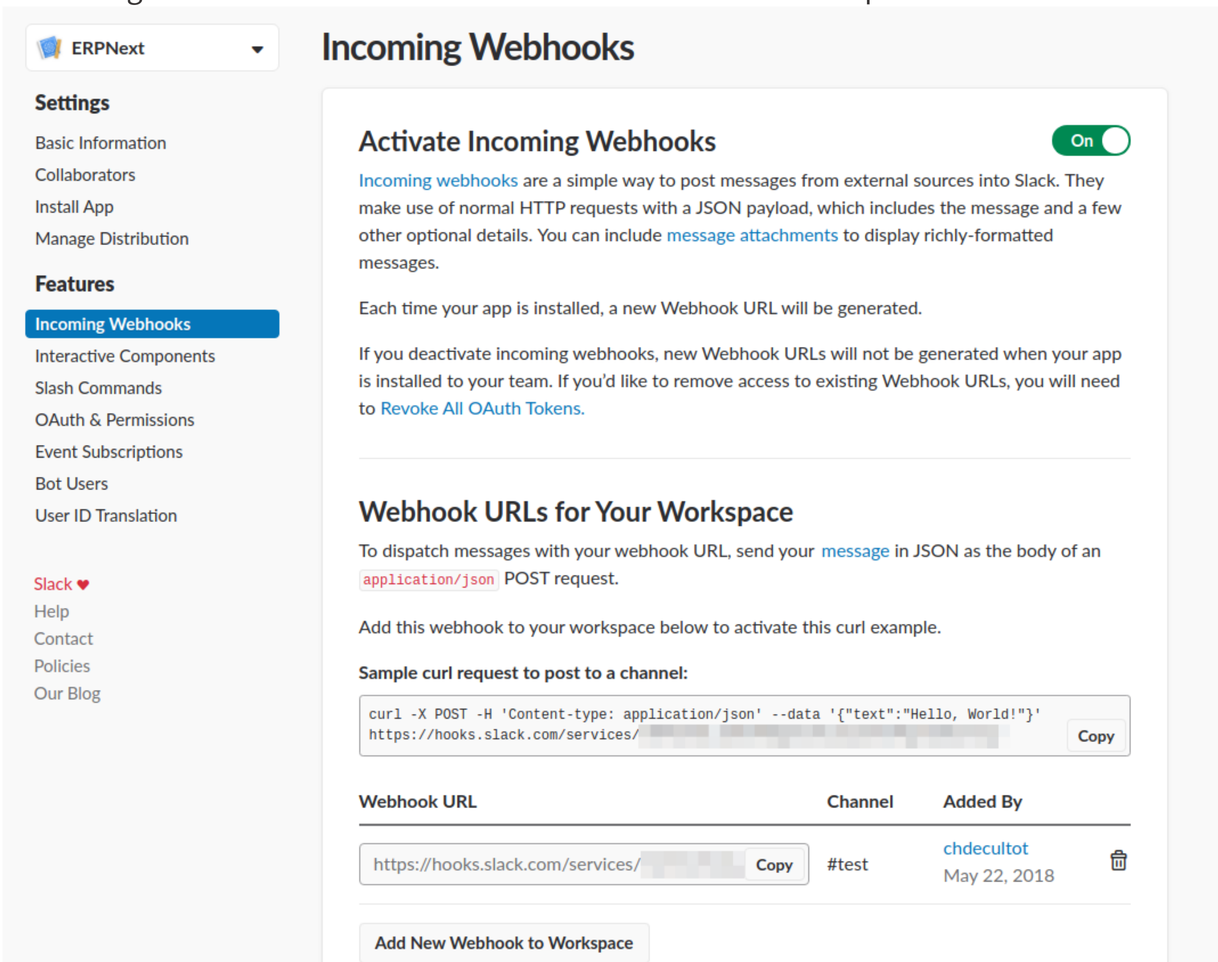
Slack Webhook url
A Slack webhook URL is an URL pointing directly to a Slack channel.

In order to generate webhook URLs, you need to create a new Slack App:

1. Go to https://api.slack.com/slack-apps
2. Click on "Create a Slack App"



3. Give your App a name and choose the right workspace Once your app is created, go to the "Incoming Webhooks" section and add a new Webhook to Workspace.



4. Copy the created link, go back to ERP+ and use it to create a new Slack Webhook URL in Integrations > Slack Webhook URL.

5. Select Slack and your Slack channel in the channel and Slack channel fields within your notification

Message Format

Unlike Email messages, Slack doesn't allow HTML formatting.

Instead you can use markdown formatting: Slack Documentation

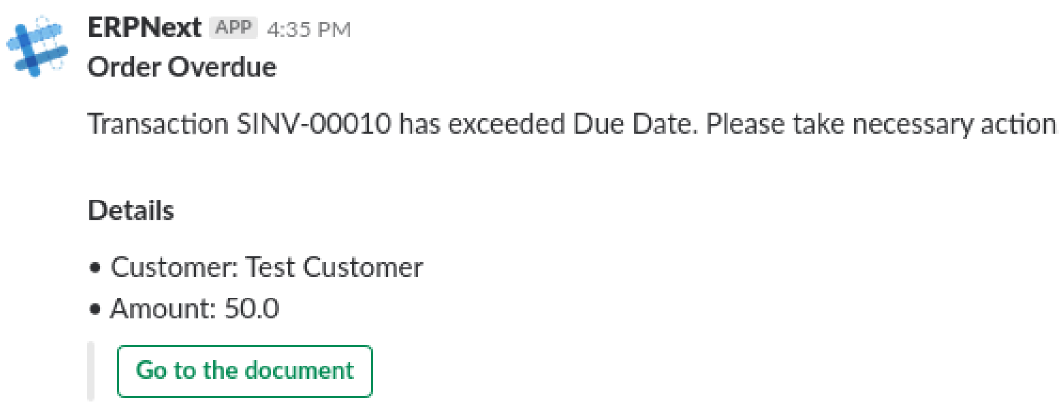
Example: *Order Overdue*

```
Transaction {{ doc.name }} has exceeded Due Date. Please take necessary action.
```

```
{% if comments %}
Last comment: {{ comments[-1].comment }} by {{ comments[-1].by }}
{% endif %}

*Details*

• Customer: {{ doc.customer }}
• Amount: {{ doc.grand_total }}
```



1.4 Topic: Sales and Stock

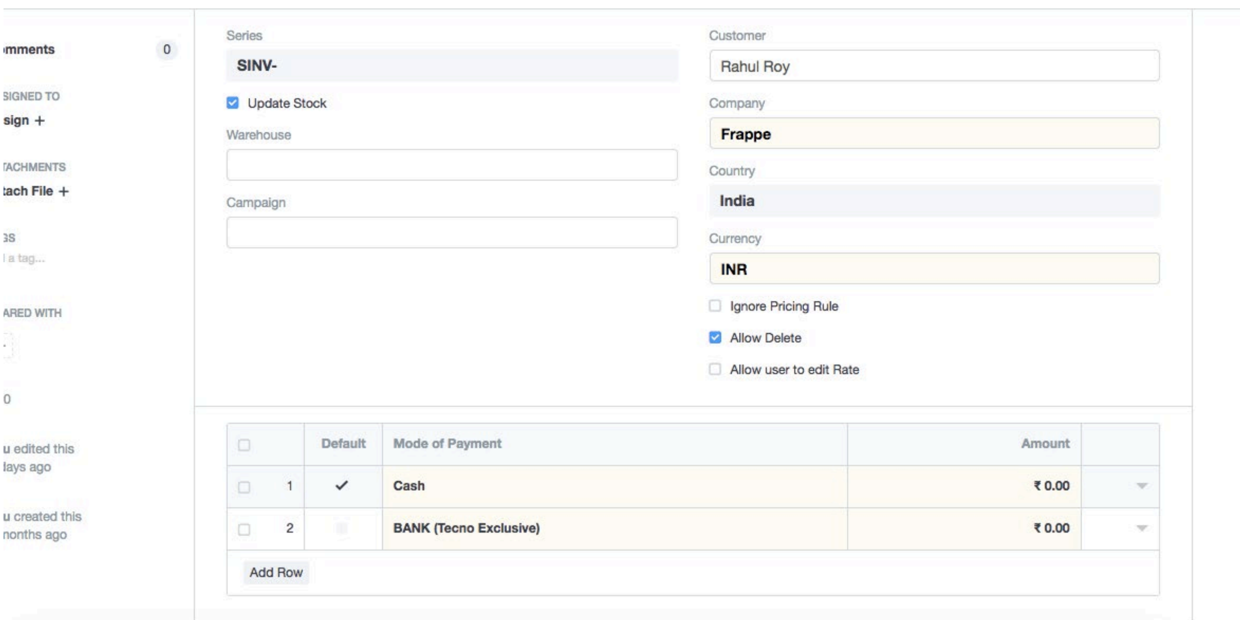
1. POS Setting
2. Price Lists
3. Stock Reconciliation for non-Serialized Items

1. POS Settings

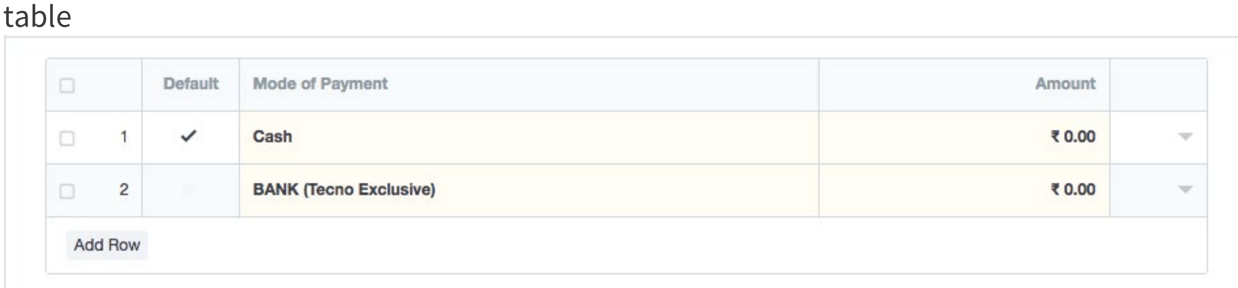
POS includes advanced features to cater to different functionality, such as inventory management, CRM, financials, warehousing, etc., all built into the POS software. Prior to the modern POS, all of these functions were done independently and required the manual re-keying of information, which could lead to entry errors.

If you are in retail operations, you want your Point of Sale to be as quick and efficient as possible. To do this, you can create a POS Setting for a user from: Accounts > Setup > Point-of-Sale Profile

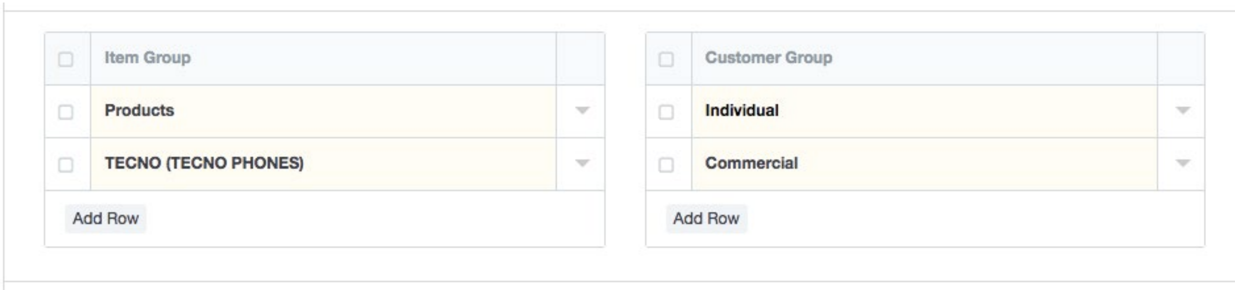
Set default values as defined.



To set the default mode of payment, enabled the option default in the mode of payments table



User can sale the particular products to the particular customers from the POS by adding item groups, customer groups in the POS Profile.



Important: If you specify a particular User, the POS setting will be applied only to that User. If the User option is left blank, the setting will be set for all users.

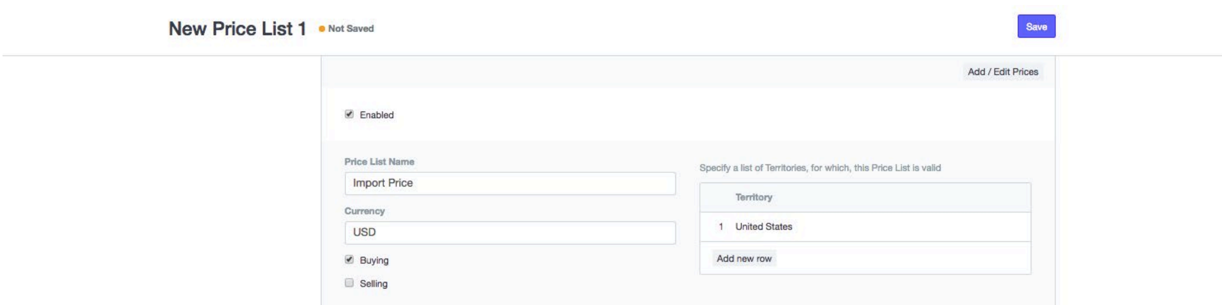
2. Price Lists

ERP+ lets you maintain multiple selling and buying prices for an Item using Price Lists. A Price List is a name you can give to a set of Item prices.

Why would you want Price Lists? You have different prices for different zones (based on the shipping costs), for different currencies etc.

An Item can have multiple prices based on customer, currency, region, shipping cost etc., which can be stored as different rate plans. In ERP+, you are required to store all the lists separately. Buying Price List is different from Selling Price List and thus is stored separately.

You can create new Price List from: Selling/Buying/Stock > Setup > Price List >> New



- These Price List will be used when creating Item Price record to track selling or buying price of an item. Click here to learn more about Item Price.
- To disable specific Price List, uncheck Enabled field in it. Disabled Price List will not be available for selection in the Sales and Purchase transactions.
- Standard Buying and Selling Price List are created by default.

3. Stock Reconciliation for Non-Serialized Item

Stock Reconciliation is the process of counting and evaluating stock-in-trade, usually at an organizations year end in order to value the total stock for preparation of the accounts. In this process actual physical stocks are checked and recorded in the system. The actual stocks and the stock in the system should be in agreement and accurate. If they are not, you can use the stock reconciliation tool to reconcile stock balance and value with actuals.

Difference between Serialized and Non-serialized Items.

A serial number is a unique, identifying number or group of numbers and letters assigned to an individual Item. Serialized items are generally high value items for which you need to warranty's and service agreements. Mostly items as machinery, equipment and high-value electronics (computers, printers etc.) are serialized.

Non-Serialized items are generally fast moving and low value item, hence doesn't need tracking for each unit. Items like screw, cotton waste, other consumables, stationary products can be categorized as non-serialized.

Stock Reconciliation option is available for the non-serialized Items only. For serialized and batch items, you should create Material Receipt (to increase stock) or Material Issue (to decrease stock) via Stock Entry.

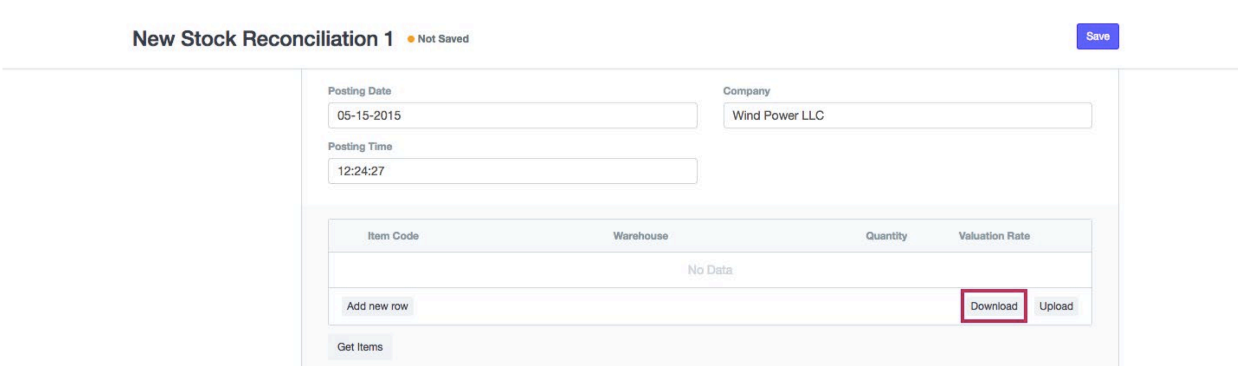
Opening Stocks

You can upload your opening stock balance in the system using Stock Reconciliation. Stock Reconciliation will update your stock for a given Item on a given date for a given Warehouse to the given quantity.

To perform Stock Reconciliation, go to: Stock > Tools > Stock Reconciliation > New

Step 1: Download Template

A predefined template of a spreadsheet file should be followed for importing item's stock levels and valuations. Open new Stock Reconciliation form to see download option.

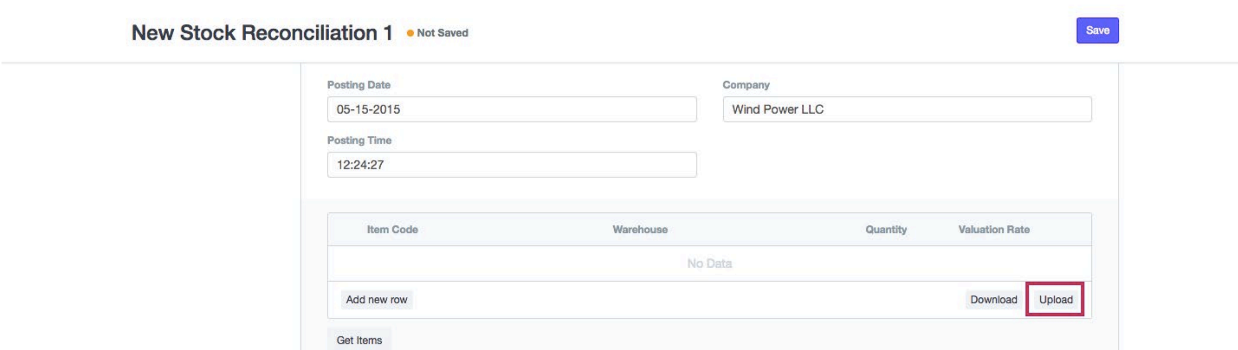


Step 2: Enter Data in csv file.

Bulk Edit Items											
Barcode	Item Code	Item Name	Warehouse	Quantity	Valuation Rate	Amount	Current Qty	Current Valuatior	Current Amount	Quantity Differen	Amount Difference
barcode	item_code	item_name	warehouse	qty	valuation_rate	amount	current_qty	current_valuatior	current_amount	quantity_differen	amount_difference
------											
	Nokia Lumia 102	Nokia Lumia 102	Stores - GTPL	11	37272.72727		11	37272.72727			
	Coolpad Mega 2	Coolpad Mega 2	Stores - GTPL								
	iPhone 6	iPhone 6	Stores - GTPL	20	60000		20	60000			
	Mobile Display 5'	Mobile Display 5'	Stores - GTPL	7	2000		7	2000			
	Mobile Outer Bo	Mobile Outer Bo	Stores - GTPL	8	200		8	200			
	One Plus 3	One Plus 3	Stores - GTPL	15	25000		15	25000			
	Motherboard	Motherboard	Stores - GTPL	408	1675		408	1675			
	5 MP Camera	5 MP Camera	Stores - GTPL	3	500		3	500			
	Battery 2300 mA	Battery 2300 mA	Stores - GTPL	8	500		8	500			
	Redmi 3S	Redmi 3S	Stores - GTPL	66	6770.757576		66	6770.757576			
	Panasonic P77	Panasonic P77	Stores - GTPL	100	6999		100	6999			
	Apple iMac ME0	Apple iMac ME0	Stores - GTPL								
	Sony Headphone	Sony Headphone	Stores - GTPL								
	Lenovo K6	Lenovo K6	Stores - GTPL	6	9990.351667		6	9990.351667			
	Nubia N1	Nubia N1 (Black-	Stores - GTPL								

The csv format is case-sensitive. Do not edit the headers which are preset in the template. In the Item Code and Warehouse column, enter exact Item Code and Warehouse as created in your ERP+ account. For quantity, enter stock level you wish to set for that item, in a specific warehouse.

Step 3: Upload file and Enter Values in Stock Reconciliation Form



Posting Date

Posting Date will be date when you want uploaded stock to reflect in the report. Posting Date selection option allows you making back dated stock reconciliation as well.

Difference Account:

When making Stock Reconciliation for updating **opening balance**, then you should select Balance Sheet account. By default, **Temporary Opening** is created in the chart of account which can be used here.

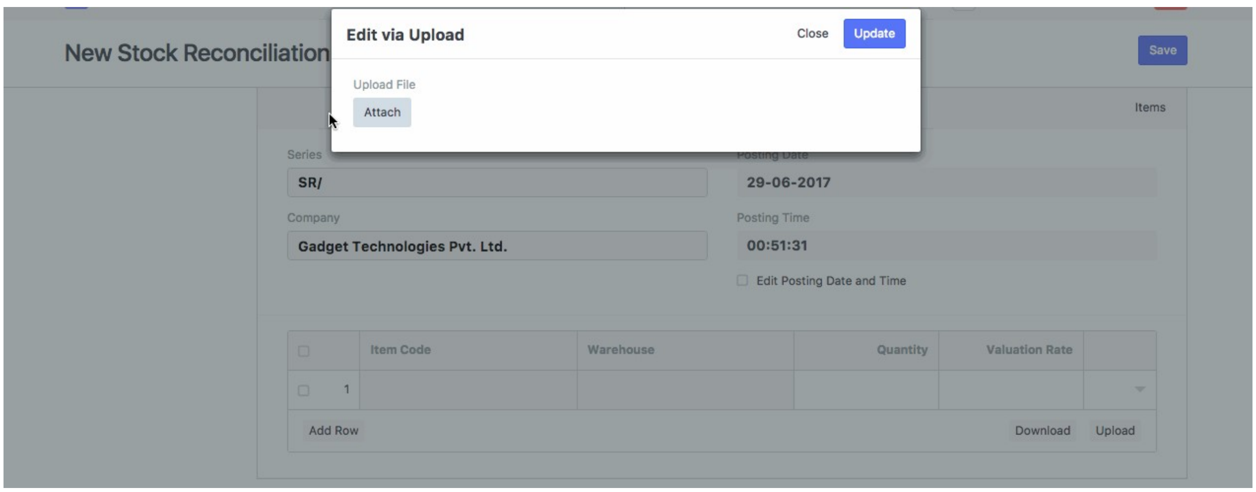
If you are making Stock Reconciliation for **correcting stock level or valuation of an item**, then you can select any expense account in which you would want difference amount (derived from difference of valuation of item) should be booked. If Expense Account is selected as Difference

Account, you will also need to select Cost Center as it is mandatory with any income and expense account selection.

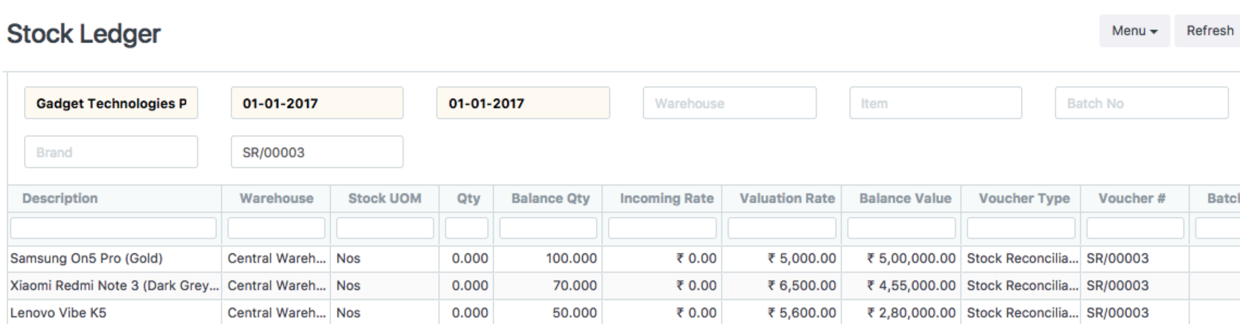
After reviewing saved Reconciliation Data, submit the Stock Reconciliation. On successful submission, the data will be updated in the system. To check the submitted data, go to stock and view stock level report.

Note: While filling the valuation rates of Items, if you wish to find out the valuation rates of all items, you can go to stock and click on Item Prices report. The report will show you all types of rates.

Step 4: Review the reconciliation data



Stock Ledger Report



Description	Warehouse	Stock UOM	Qty	Balance Qty	Incoming Rate	Valuation Rate	Balance Value	Voucher Type	Voucher #	Batch
Samsung On5 Pro (Gold)	Central Wareh...	Nos	0.000	100.000	₹ 0.00	₹ 5,000.00	₹ 5,00,000.00	Stock Reconcilia...	SR/00003	
Xiaomi Redmi Note 3 (Dark Grey...	Central Wareh...	Nos	0.000	70.000	₹ 0.00	₹ 6,500.00	₹ 4,55,000.00	Stock Reconcilia...	SR/00003	
Lenovo Vibe K5	Central Wareh...	Nos	0.000	50.000	₹ 0.00	₹ 5,600.00	₹ 2,80,000.00	Stock Reconcilia...	SR/00003	

How Stock Reconciliation Works

Stock Reconciliation on a specific date means balance quantity frozen for that item on reconciliation date, and shall not get affected due to stock entries made before its date.

Example:

Item Code: ABC001 Warehouse: Mumbai Let's assume stock as on 10th January is 100 nos. Stock Reconciliation is made on 12th January to bring stock balance to 150 nos. Existing Stock Ledger:

Posting Date	Qty	Balance Qty	Voucher Type
10/01/2014	100	100	Purchase Receipt
12/01/2014	50	150	Stock Reconciliation

Let's assume Purchase Receipt entry is made on 5th January, 2014, that is on date before Stock Reconciliation entry.

Posting Date	Qty	Balance Qty	Voucher Type
05/01/2014	20	20	Purchase Receipt
10/01/2014	100	120	Purchase Receipt
12/01/2014		**150**	Stock Reconciliation

As per the updated logic, irrespective of receipt/issue entry made for an item, balance quantity as set via Stock Reconciliation will not be affected.

1.5 Topic: Other Settings

1. Authorization Rule
2. Assignment Rule
3. Settings
4. Territory
5. System Settings
6. Module Settings
7. Naming Series
8. Global Defaults
9. Bulk Rename
10. Download Backup

1. Authorization Rule

Authorization Rule is a tool to define rule for conditional authorization.

If your sales and purchase transactions of higher value or discount requires an authorization from senior manager, you can set authorization rule for it.

To create new Authorization Rule, go to: Setup > Customize > Authorization Rule

Let's consider an example of Authorization Rule to learn better.

Assume that Sales Manager needs to authorize Sales Orders, only if its Grand Total value exceeds 10000. If Sales Order values is less than 10000, then even Sales User will be able to submit it. It means Submit permission of Sales User will be restricted only up to Sales Order of Grand Total less than 10000.

Step 1:

Open new Authorization Rule

Step 2:

Select Company and Transaction on which Authorization Rule will be applicable. This functionality is available for limited transactions only.

Step 3:

Select Based On. Authorization Rule will be applied based on value selected in this field.

Step 4:

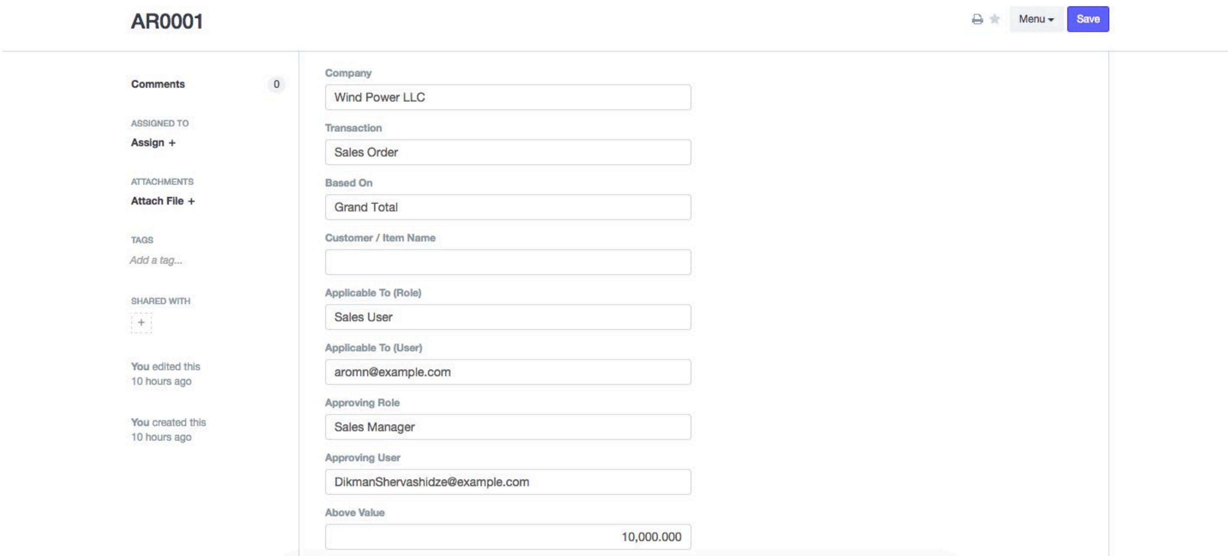
Select Role on whom this Authorization Rule will be applicable. As per the example considered, Sales User will be selected as Application To (Role). To be more specific you can also select Applicable To User, if you wish to apply the rule for specific Sales User, and not all Sales User. It’s okay to not select Sales User, as its not mandatory.

Step 5:

Select approvers Role. It will be Sales Manager role which if assigned to user, will be able to submit Sales Order above 10000. Also, you can select specific Sales Manager, and then rule should be applicable for that User only. Selecting Approving User field is not mandatory.

Step 6: S

et Above Value. Given the example, Above Value will be set as 10000.



If Sales User tries submitting Sales Order of value higher than 10000, then he will get error message.

If you wish to restrict Sales User from submitting Sales Orders, then instead of creating Authorization Rule, you should remove submit privilege from Role Permission Manager for Sales User.

2. Assignment Rule

You can setup automatic assignment of documents to users by creating **Assignment Rule**.

To setup an automatic assignment:

1. Select the Document Type you want to assign automatically (for example **Issue**).
2. Write the "Description" that will be added to the To Do
3. Select the condition for assignment (see section below).
4. Select the assignment rule (**Round Robin** or **Load Balancing**).
5. Select the list of users who need to be assigned issues.

Description

You can use properties of the document in description that will be part of the assignment.

Assign / Unassign Conditions

You can write simple Python expressions for automatic assignment in the Assign Rule and Unassign Rule. You will have access to all the properties of the document and can use operators like >, <, == etc. and also multiple conditions like and or… Examples:

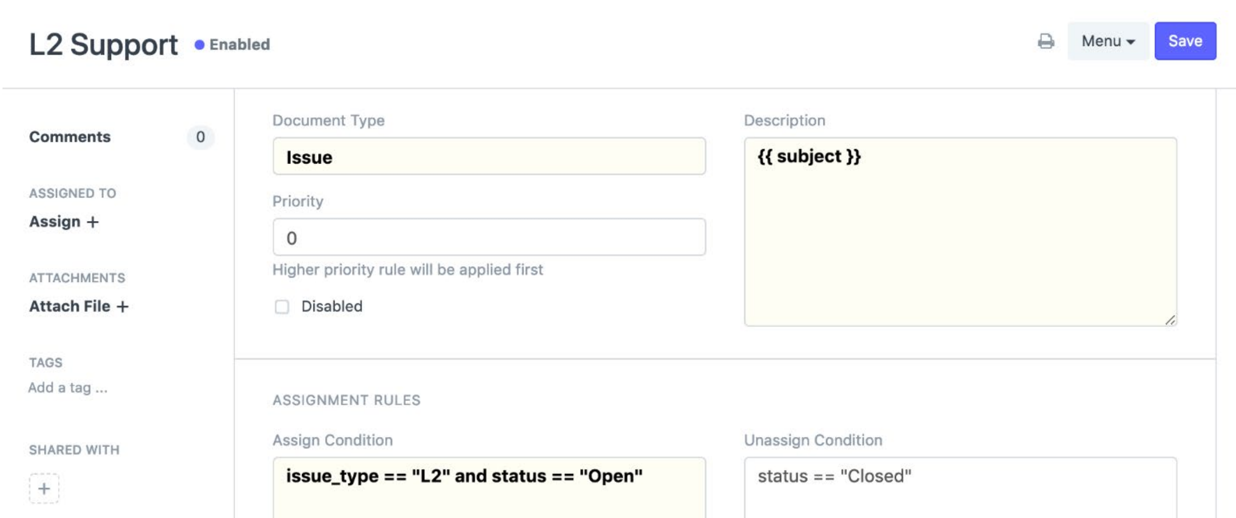
- status == "Open"
- issue_type == "Technical" and priority=="High" and status == "Open"

Assignment Rules: There are 2 rules

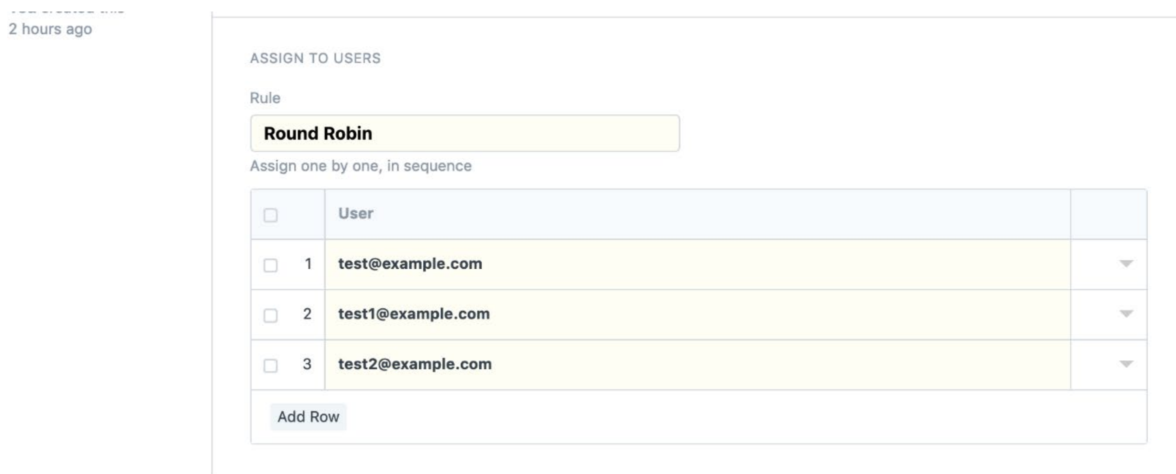
1. Round Robin: Assign each document to a user in sequence.
2. Load Balancing: Assign to the user who has the least number of assignments.

Multiple Assignment Rules

You can also setup multiple auto assignments for each Document Type, the one with the highest Priority will be applied first



Set Document Type, Descriptions and Conditions



3. Settings

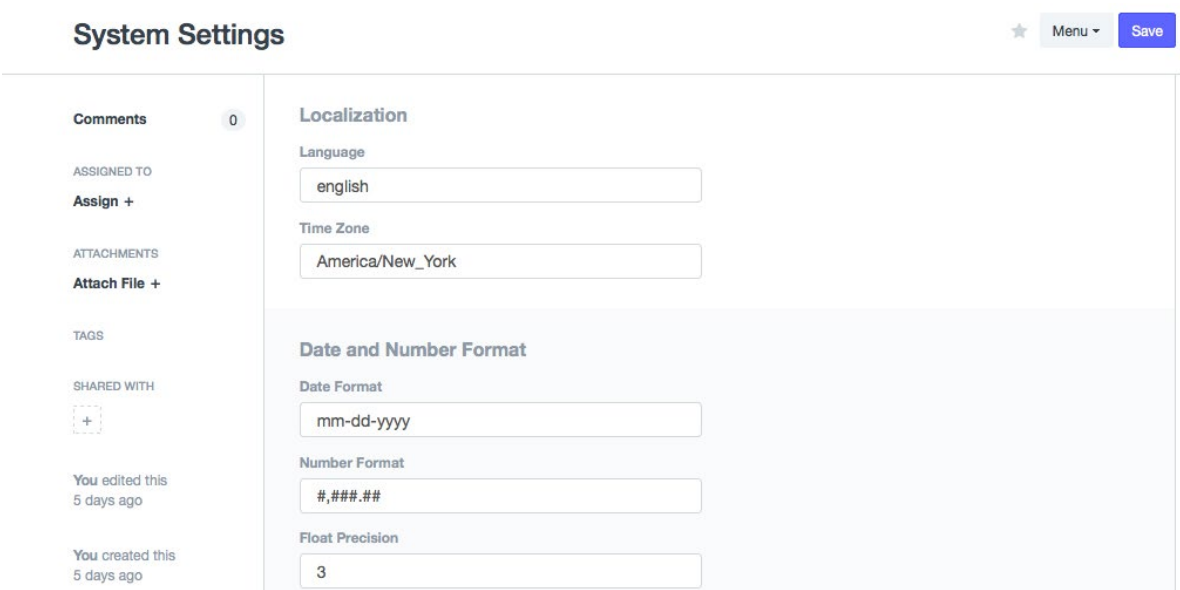
In Setup > Settings you will find ways to manage your system settings like defaults, number and currency formats, global session timeout settings etc.

1. System Settings
2. Module Settings
3. Naming Series
4. Global Defaults

3.1 System Settings

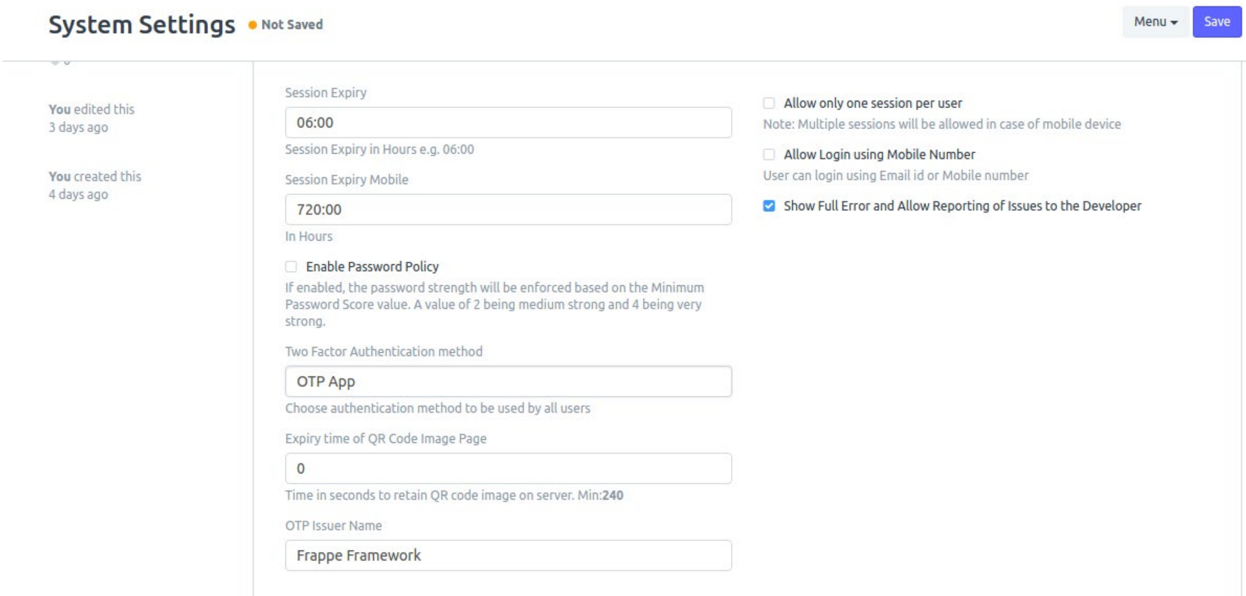
You can localize ERP+ to use particular time zone, date, number or currency format and also set global session expiry via System Settings.

By checking the 'Allow Login using Mobile Number' checkbox, you can login to ERP+ using a valid mobile number set in your User account. To open System Settings, go to: Setup > Settings > System Settings



Two Factor Authentication: Settings for Two Factor Authentication can be configured here.

- Select the authentication method to be used
- Expiry time for QRCode image if "OTP App" is selected in method
- Issuer name of the One Time Password

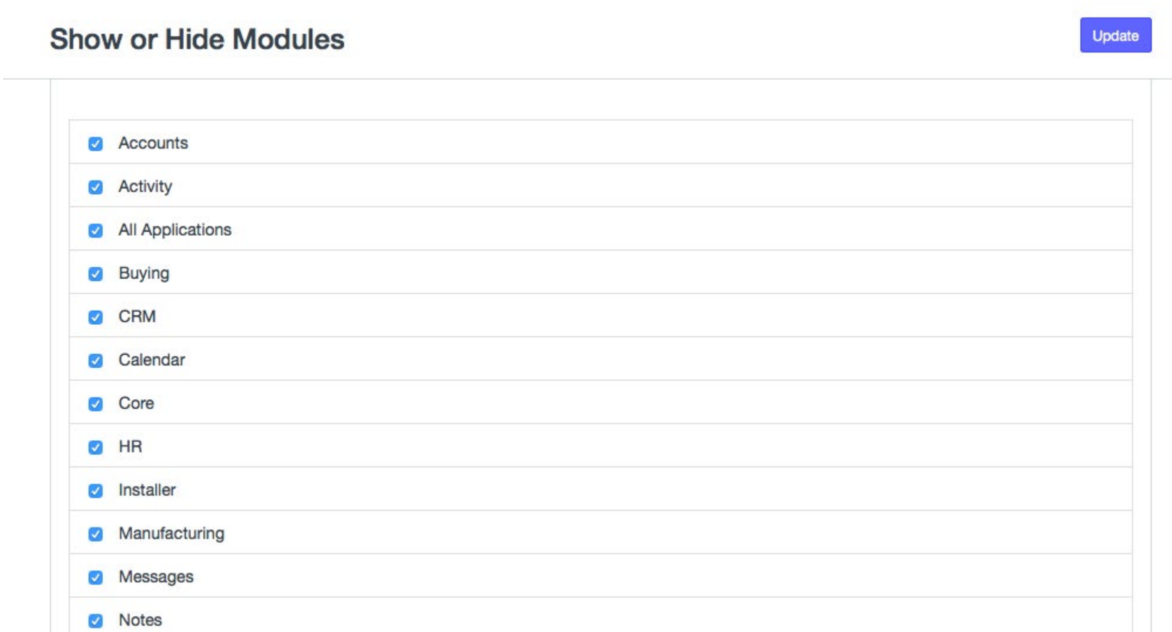


3.2 Modules Settings

You can globally switch off certain desktop module via: Setup > Permissions > Show / Hide Modules

For example, if you are in the services business, you want to hide the Manufacturing Module, you can do this via **Show or Hide Modules**

Example
Check / uncheck the items to show / hide.



3.3 Naming Series

Introduction

Data records are broadly classified as “Master” or “Transaction”. A master record is a record that has a “name”, for example a Customer, Item, Supplier, Employee etc. A Transaction is a record that has a “number”. Examples of transactions include Sales Invoices, Quotations etc. You make transactions against a number of master records.

ERP+ allows you to make prefixes to your transactions, with each prefix forming its own series. For example, a series with prefix INV12 will have numbers INV120001, INV120002 and so on.

You can have multiple series for all your transactions. It is common to have a separate series for each financial year. For example, in Sales Invoice you could have:

- INV120001
- INV120002
- INV-A-120002

etc. You could also have a separate series for each type of Customer or for each of your retail outlets.

Managing Naming Series for Documents

To setup a series, go to: Setup > Tools > Update Numbering Series

In this form,

1. Select the transaction for which you want to make the series. The system will update the current series in the text box.
2. Edit the series as required with unique prefixes for each series. Each prefix must be on a new line.
3. The first prefix will be the default prefix. If you want the user to explicitly select a series instead of the default one, check the “User must always select” check box.

You can also update the starting point of a series by entering the series name and the starting point in the “Update Series” section.

Custom Field in Naming Series

Some companies prefer to make use of "short-codes" for suppliers, i.e. WN for company "Web Notes" that later can be used in naming series for quick identification.

Example:

```
A custom field "Vendor ID" is created under Document: Supplier.
```

Then under Naming Series, we should allow something like

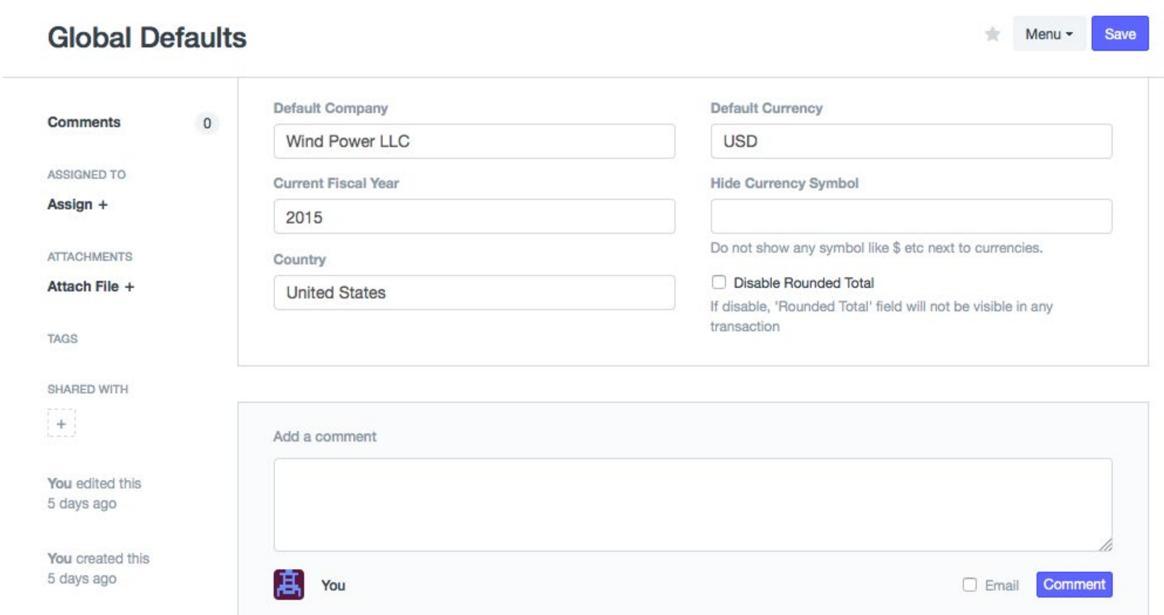
PO-.YY.MM.-.vendor_id.-.#####

Resulting **in** "PO-1503-WN-00001"

3.4 Global Defaults

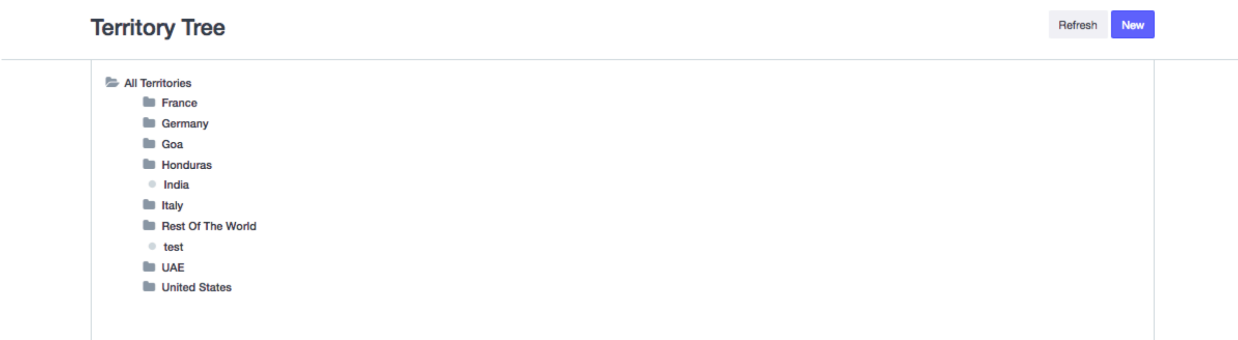
You can set default values for your documents from Global Defaults: Setup > Settings > Global Defaults

Whenever a new document is created, these values will be set as default.



4. Territory

If your business operates in multiple Territories (could be countries, states or cities) it is usually a great idea to build your structure in the system. Once you group your Customers by Territories, you can set annual targets for each Item Group and get reports that will show your actual performance in the territory v/s what you had planned. You can also set different pricing for the same product sold across different territories.

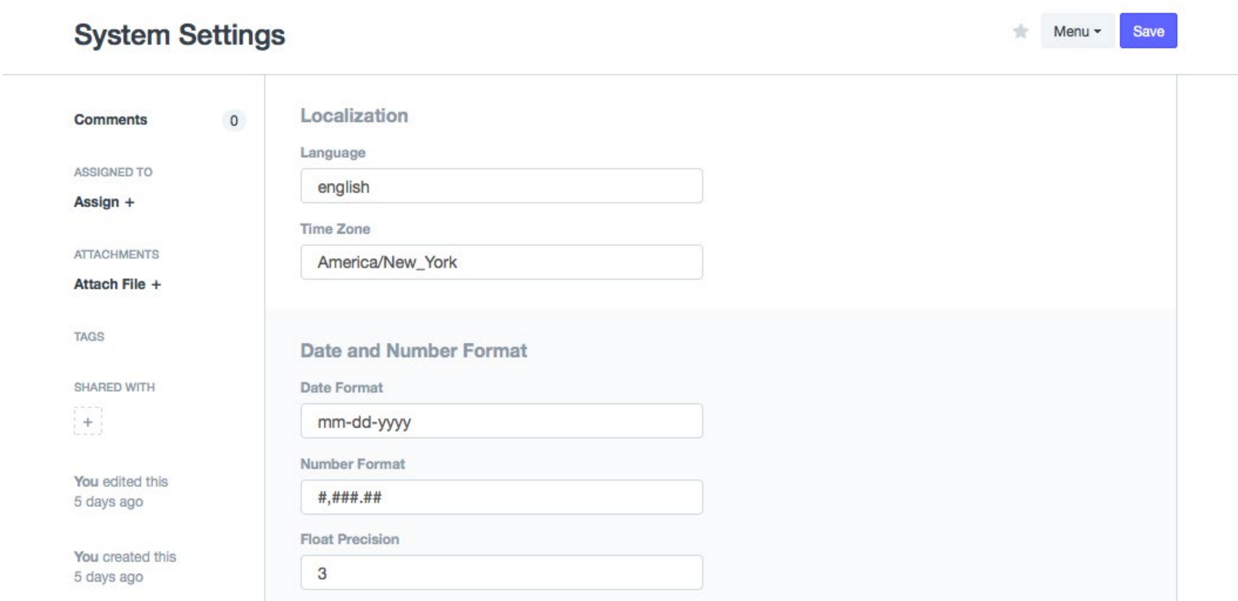


5. System Settings

You can localize ERP+ to use particular time zone, date, number or currency format and also set global session expiry via System Settings.

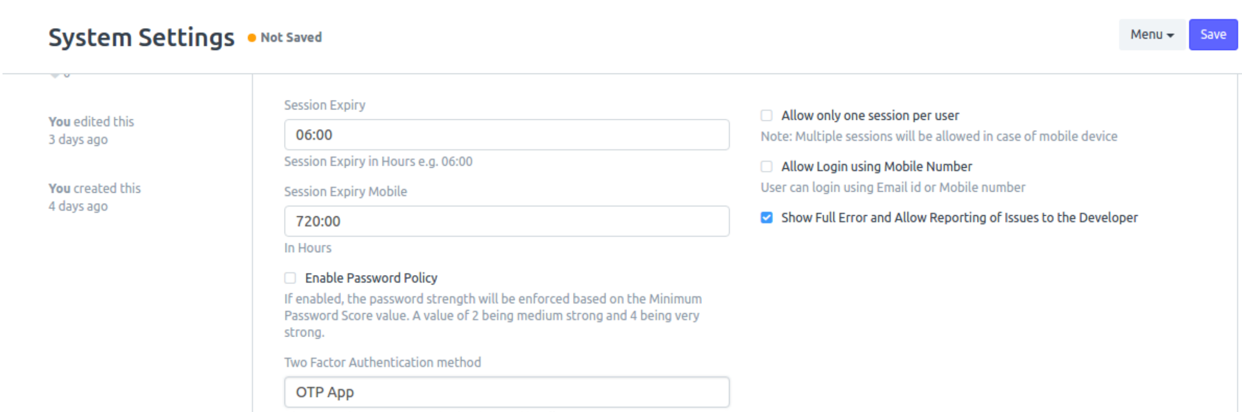
By checking the 'Allow Login using Mobile Number' checkbox, you can login to ERP+ using a valid mobile number set in your User account.

To open System Settings, go to: Setup > Settings > System Settings



Two Factor Authentication.
Settings for Two Factor Authentication can be configured here.

- Select the authentication method to be used
- Expiry time for QRCode image if "OTP App" is selected in method
- Issuer name of the One Time Password



6. Bulk Rename

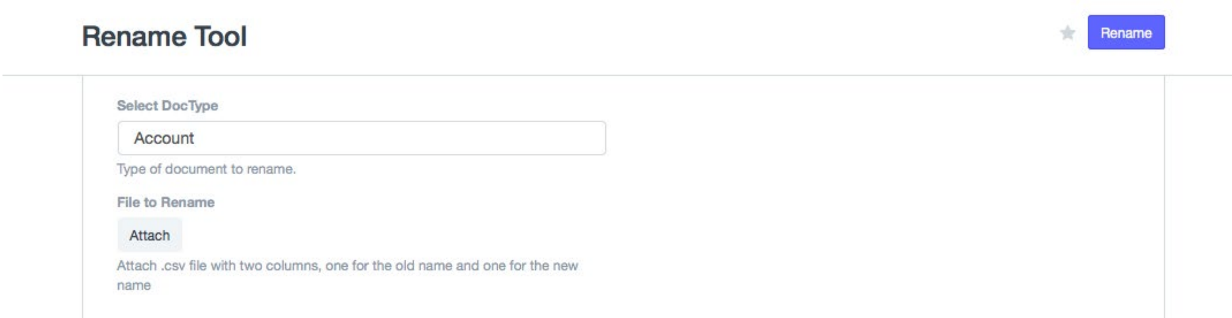
You can rename a document in ERP+ (if it is allowed) by going to **Menu > Rename** in the document.

Alternatively, if you want to rename a whole bunch of records, just go to: Setup > Data > Rename Tool

This tool will allow you to rename multiple records at the same time.

Example

To rename multiple records, upload a **.csv** file with the old name in the first column and the new name in the second column and click on **Upload**.



7. Download Backup

In the ERP+, you can manually download database backup. To get the latest database backup, go to: Setup > Data > Download Backup

Backup available for the download is updated in every eight hours. Click on the link to download the backups at a given time.

Download Backups

Set Number of Backups

Date	File	Size
2016-12-28 10:39	/backups/20161228_103949_13146ce4_database.sql.gz	477.7K
2016-12-28 04:40	/backups/20161228_044044_b3837bbc_database.sql.gz	477.5K
2016-12-27 22:40	/backups/20161227_224017_acfcc064_database.sql.gz	477.5K

By default, three latest backups will be available for the download. If you want to customize no. of backups, then click on "Set Number of Backups". In the System Settings, you can set Number of Backups available for the download at a time.

Download Backups

Set Number of Backups

Date	File	Size
2016-12-28 10:39	/backups/20161228_103949_13146ce4_database.sql.gz	477.7K
2016-12-28 04:40	/backups/20161228_044044_b3837bbc_database.sql.gz	477.5K
2016-12-27 22:40	/backups/20161227_224017_acfcc064_database.sql.gz	477.5K

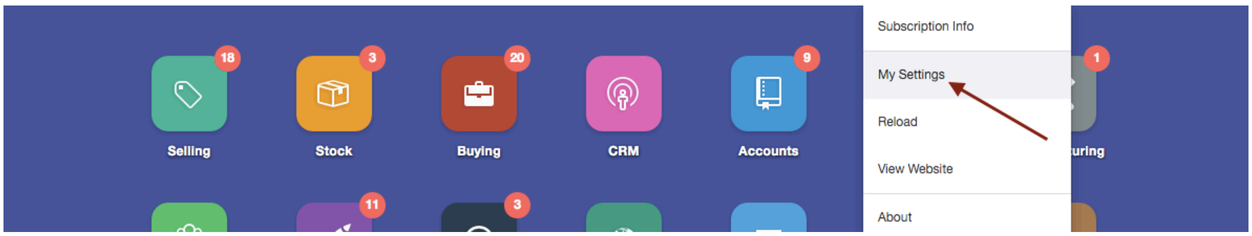
2.1 Article: Basic Setup

1. Change Password
2. Edit Submitted Document
3. Rename User
4. Difference Between System User and Website User

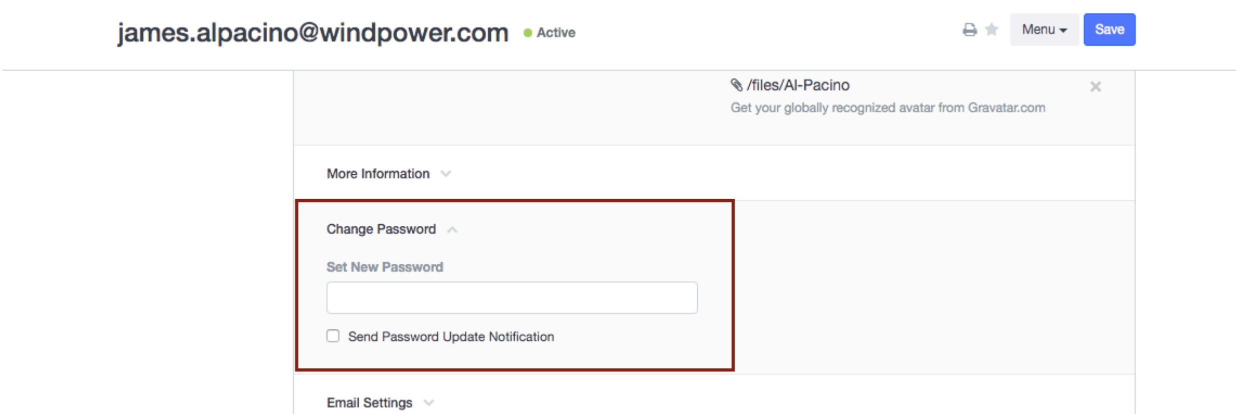
1. Change User Password

Each ERP+ user can customize password for his/her ERP+ account. Also, user with System Manager role will be able to reset password for himself as well as for other users. Following are the steps to go about changing your password.

Step 1: Go to My Setting



Step 2: Set New Password



Enter the new password and save the form to save changes

2. Edit Submitted Document

To edit submitted document, you need to cancel it first. Followings are steps to edit submitted document.

Step 1: Cancel Submitted Document
You will find Cancel button on upper right corner of submitted document.

Step 2: Amend the document
On cancellation of submitted document, AMEND button will be became visible.

Step 3: Save and Submit the document
On clicking Amend button, same document will become editable again. After Making required changes, save and submit the document.

Note: If your document linked with other documents, then you will need to cancel last document you made on top of this document. Example: If you have created Delivery Note and Sales Invoice against Sales Order, which you need to amend, then you should first Cancel Delivery Note and Sales Invoice made for that Sales Order. Then amend Sales Order, re-save and re-submit it.

3. Rename User

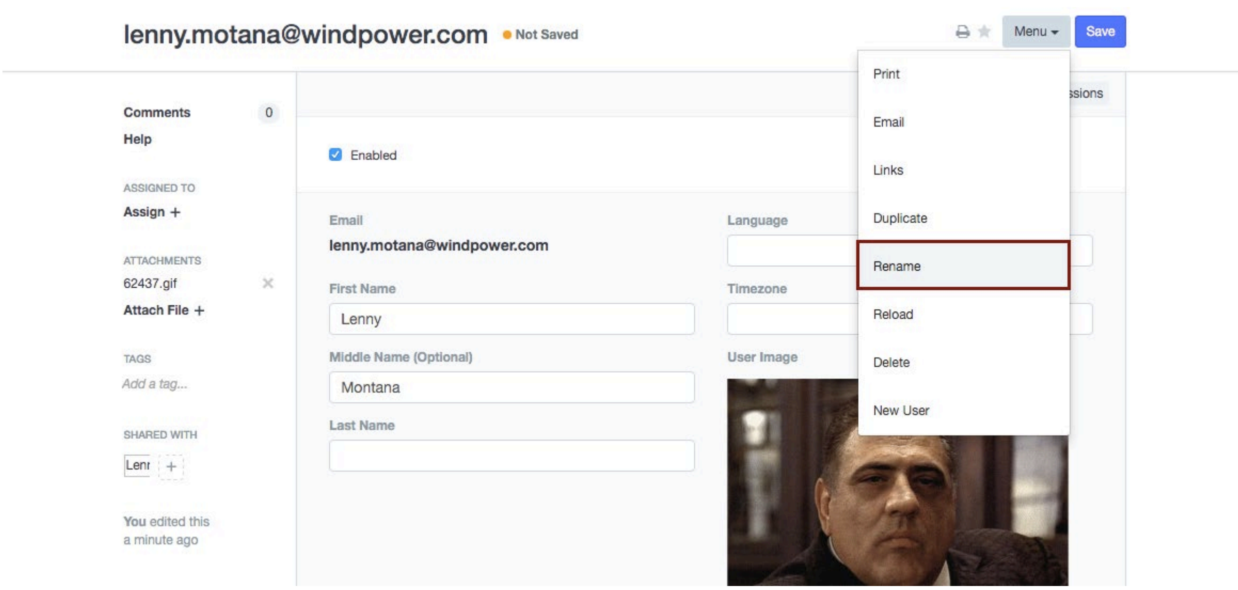
Renaming functionality allows you to edit id of specific record. User is saved with person's Email Address. Only User with System Manager's role will be able to rename User IDs.

Following are the steps to rename user id.

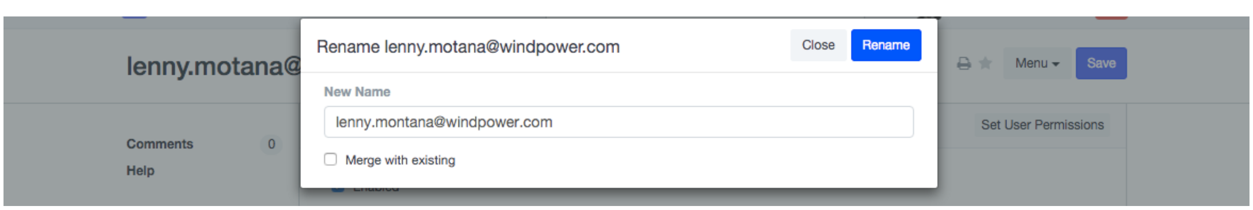
Step 1: Users
Setup > Users > User

Open User to be renamed.

Step 2: Rename
From Menu, select Rename.



Step 3: Update
Enter valid Email Address and click on Rename.



After successful renaming, User will be able login using updated user id.

4. Difference Between System User and Website User

Question: I have added my Employee as a User and have assigned them Roles as well. Still, they are not able to view Dashboard on the login.

Answer:

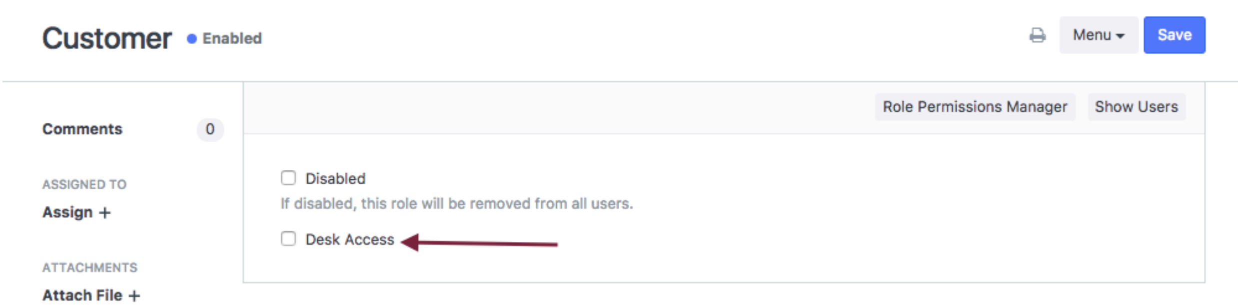
There are two type of Users in ERP+.

- **System User**: They are Employees of your company. Example of Roles assigned to System Users are Account User, Sales Manager, Purchase User, Support Team etc.
- **Website User**: They are to parties (like Customer and Suppliers) of your Company.

Example Website User Roles are Customer and Suppliers.

How to check if Role is for System User or Website User?

In the Role master, if field "Desk Access" is checked, that Role is for System User. If Desk Access field is unchecked, then that Role is for Website User.



2.2 Article: Data and Managing

1. Delete A Company and All Related Transactions
2. Managing Header and Footer
3. Managing Multiple Companies
4. Managing Permission Level
5. Managing Tree Structure Masters
6. Overwriting Data from Data Import Tool

1. Delete All Related Transactions for a Company

Often, users' setup all the master data and then create a few dummy records. Then they want to delete the dummy records and the company and start over again, keeping the other master data like Customers, Items, BOMs intact.

Version 5 onwards, you can now delete all dummy transactions related to a company.

To do that, open the company record: Setup > Accounts > Company or Accounts > Setup > Company

In Company master, click on the **Delete Company Transactions** button right at the bottom of the form. Then you must re-type the company name to confirm if you are sure you want to continue with this.

This action will wipe out all the data related to that company like Quotation, Invoices, Purchase Orders etc. So be careful.

Note: If you want to delete the company record itself, use the normal "Delete" button from Menu options. It will also delete Chart of Accounts, Chart of Cost Centers and Warehouse records for that company.

2. Managing Header and Footer

Check following to learn how to setup Letter Head in ERP+.

Managing Letter head

ERP+ doesn't have option to define standard Footer. As a work around, you can use Terms and Condition master for footer. Content of Terms and Condition is already the last to appear in the standard print formats on transactions. Check following link to learn how to manage Terms and Conditions in ERP+.

3. Managing Multiple Companies

ERP+ allows you to create multiple companies in a single ERP+ instance.

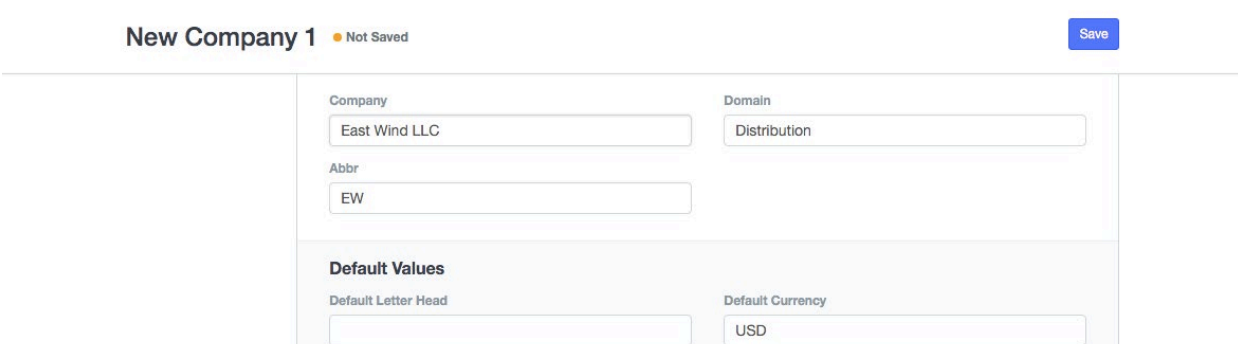
In one account has multiple companies, you will find option to select Company in each transaction. While most of the records (mostly transactions) will be separated based on Company, there are few masters like Item, Item Group, Customer Group, Territory etc. which are common among all the companies.

If you have separate teams working on each company, you can restrict access of the User to the data of specific Company.

Following are the steps to add new Company.

Go to Setup Module
Accounts > Setup > Company > New

Enter Company Details
Company will be saved with Company Name provided.



Also, you can define other properties for new company like:

- Country
- Currency
- Default Cash and Bank Account
- Income/Expense Account
- Company Registration Details

Value will be auto-filled in most of these field to define company-wise defaults. You can edit/customize it as per your requirement.

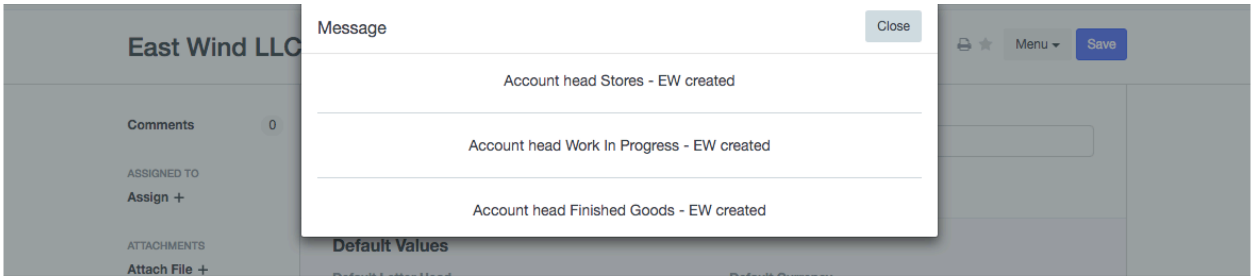
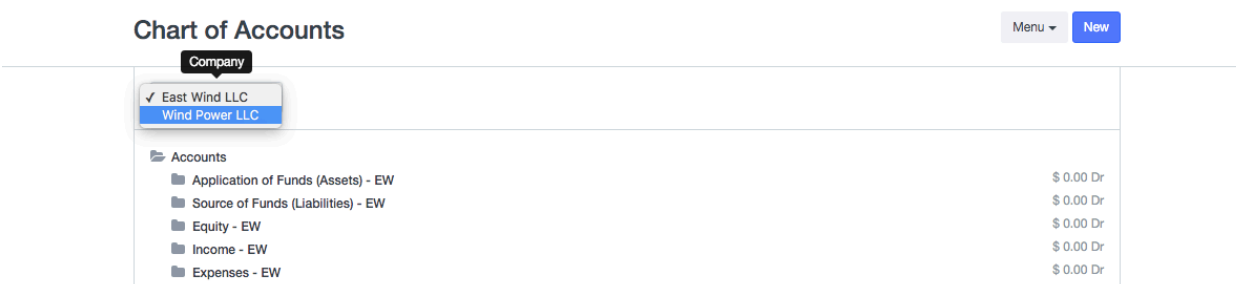


Chart of Account for New Company

A separate Chart of Account master will be set for each company in the ERP+. This allows you managing Accounts/Ledger master separately for each company. Also, it allows you avail financial statement and reports like Balance Sheet and Profit and Loss Statement separately for each company.



4. Managing Permission Level

In each document, you can group fields by "levels". Each group of fields is denoted by a unique number (0, 1, 2, 3 etc.). A separate set of permission rules can be applied to each field group. By default, all fields are of level 0.

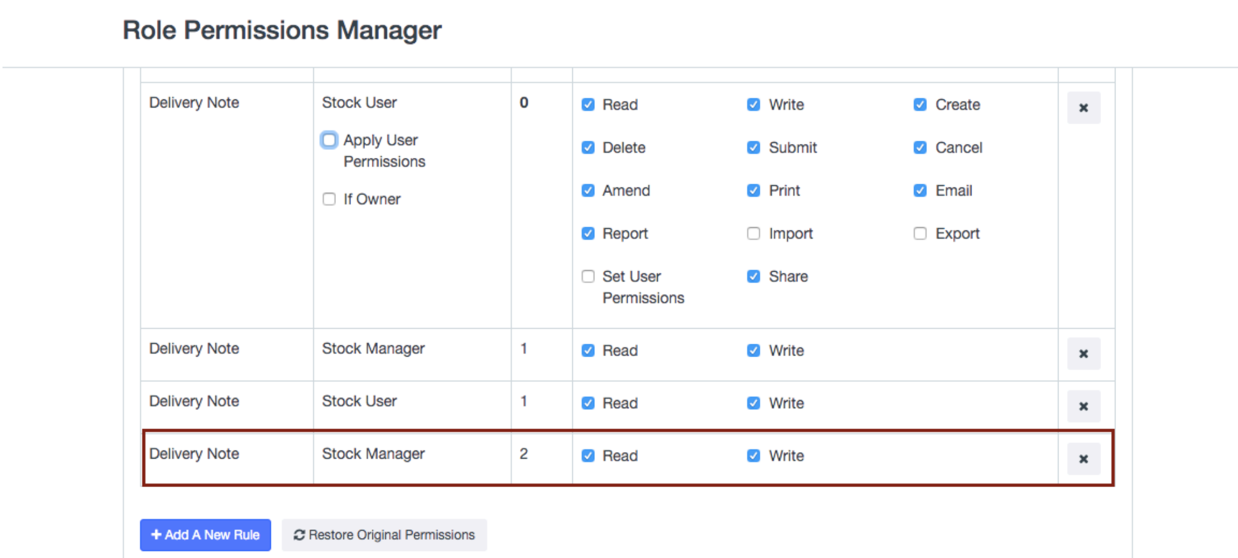
Permission Level for a field can be defined in the Customize Form.

If you need to assign different permission of particular field to different users, you can achieve it via Perm Level. Let's consider an example for better understanding.

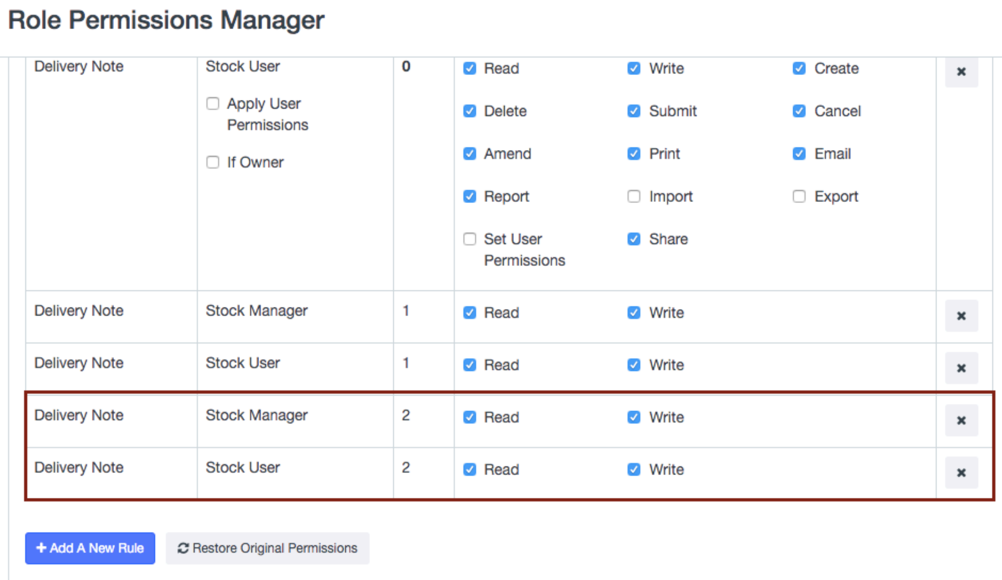
Delivery Note is accessible to Stock Manager as well as Stock User. You don't wish Stock User to access Amount related field in Delivery Note, but other field should be visible just like it is visible Stock Manager.

For the amount related fields, you should set Perm Level as (say) 2.

For Stock Manager, they will have permission on fields on Delivery Note as Perm Level 2 whereas a Stock User will not have any permission on Perm Level 2 for Delivery Note.



Considering the same scenario, if you want a Stock User to access a field at Perm Level 2, but not edit it, the Stock User will be assigned permission on Perm Level 2, but only for read, and not for write/edit.



Perm Level (1, 2, 3) not need be in order. Perm Level is primarily for grouping number of fields together, and then assigning permission to Roles for that group. Hence, you can set any perm level for an item, and then do permission setting for it.

5. Managing Tree Structure Masters

Some of the masters in ERP+ are maintained in tree structure. Tree structured masters allow you to set Parent master, and Child masters under those Parents. Setting up this structure allows you creating intelligent report, and track growth at each level in the hierarchy.

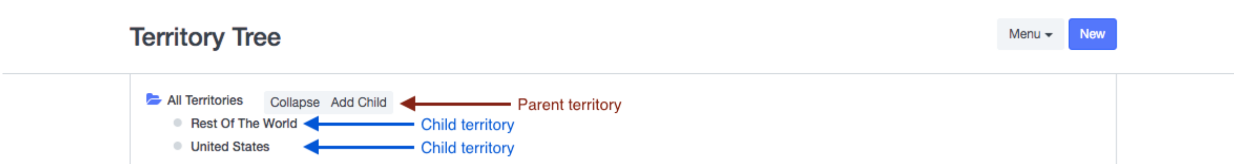
Following is the partial list of masters which are maintained in the tree structure.

- Chart of Accounts
- Chart of Cost Centers
- Customer Group
- Territory
- Sales Person
- Item Group

Following are the steps to manage and create record in the tree structured master. Let's consider Territory master to understand managing tree masters.

Step 1: Go to Master
Selling > Setup > Territory

Step 2: Parent Territory



When click on Parent territory, you will see option to add child territory under it. All default Territory groups will be listed under Parent group called "All Territories". You can add further Parent or child Territory Groups under it.

Step 3: Add new Territory
When click on Add Child, a dialog box will provide two fields.

Territory Group Name

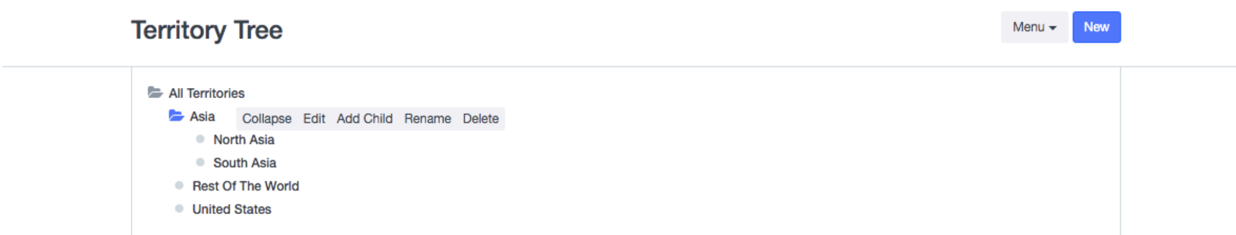
Territory will be saved with Territory Name provided here.

Group Node

If Group Node selected as Yes, then this Territory will be created as Parent, which means you can further create sub-territories under it. If select No, then it will become child Territory which you will be able to select in another masters.

Only child Territory Groups are selectable in another masters and transactions.

Following is how Child Territories will be listed under a Parent Territory.



Following these steps, you can manage other tree masters as well in ERP+.

6. Overwriting Data from Data Import Tool

Data Import Tool allows importing documents (like customers, Suppliers, Orders, Invoices etc.) from spreadsheet file into ERP+. The very same tool can also be used for overwrite values in the existing documents.

Overwriting data from Data Import Tool works only for the saved transactions, and not for Submitted ones.

Let's assume there are no. of items for which we need to overwrite Item Group. Following are the steps to go about overwriting Item Groups for existing Items.

Step 1: Download Template
Template Used for overwriting data will be same as one used for importing new items. Hence, you should first download template from: Setup > Data > Import/Export Data'

Since items to be over-written will be already available in the system, while downloading template, click on "Download with data" to get all the existing items in the template.

Step 2: Prepare Data
In the template, we can only keep rows of the items to be overwritten and delete the rest.

Enter new value in the Item Group column for an item. Since Item Group is a master in itself, ensure Item Group entered in the spreadsheet file is already added in the Item Group master.

Table 1

Data Import Template		
Table:	Item	
Notes:		
Please do not change the template headings.		
First data column must be blank.		
If you are uploading new records, leave the "name" (ID) column blank.		
If you are uploading new records, "Naming Series" becomes mandatory, if present		
Only mandatory fields are necessary for new records. You can delete non-mandato		
For updating, you can update only selective columns.		
You can only upload upto 5000 records in one go. (may be less in some cases)		
DocType:	Item	
Column Labels:	ID	Item Group
Column Name:	name	item_group
Mandatory:	Yes	Yes
Type:	Data (text)	Link
Info:		Valid Item Group
Start entering data below this line		
	"YW-DRV"	Parts
	"WMS"	Services
	"Wires"	Raw Material
	"Wind Mill Base Tower"	Parts
	"Washer"	Raw Material
	"VRWT"	Wind Turbines

Since we are overwriting only Item Group, only following columns will be mandatory.

1. Column A (since it has main values of template)
2. Name (Column B)
3. Item Group

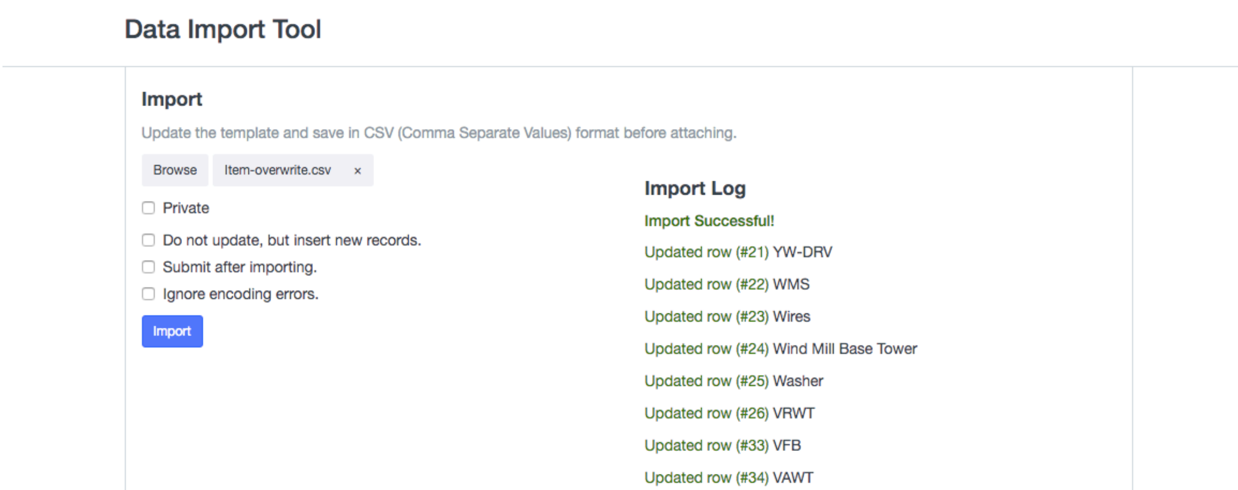
Columns of other field which won't have any impact can be removed, even if they are mandatory. This is applicable only for overwriting, and not when importing new records.

Step 3: Browse Template

After updating Item Groups in spreadsheet, come back to Data Import Tool in ERP+. Browse and select the File/template which has data to be overwritten.

Step 4: Upload

On clicking Import, Item Group will be over-written.



If validation of values fails, then it will indicate row no. of spreadsheet for which validation failed and needs correction. In that case, you should correct the value in that row of the spreadsheet, and then import same file again. If validation fails even for one row, none of the records are imported/overwritten.

2.3 Article: Errors

1. Email Error
2. Report Permission Error

1. Email Error in Sending or Receiving

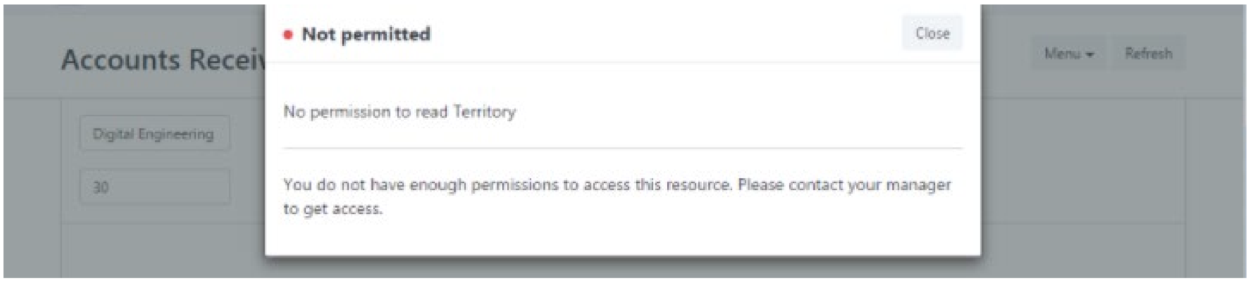
In ERP+, you can customize the Incoming and Outgoing Email Gateway. On saving an Email Account, ERP+ tries establishing a connection with your email gateway. If your ERP+ account is able to connect fine, then Email Account is saved successfully. If not, then you might receive an error as below.

This indicates that using login credentials and other email gateway details provided in the Email Account, ERP+ is not able to connect to your email server. Please ensure that you have entered valid email credentials for your Email Gateway. Once you have configured Email Account successfully, you should be able to send and receive emails from your ERP+ account fine.

Note: Your ERP+ account is connected with an ERP+ email server by default. If you don't want to use your own email server, you can continue sending emails using ERP+ email server, without any configuration required in the Email Account.

2. Report Permission Error

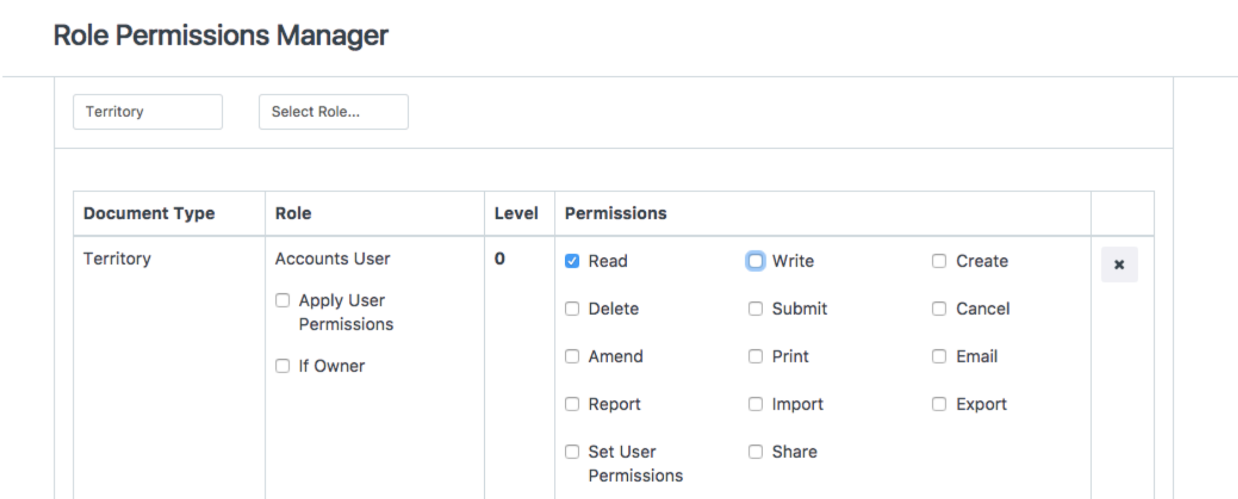
Question: User has roles like Account User and Account Manager assigned. Still, when accessing Account Receivable report, User is getting an error message of no permission the territory master.



Answer:

As per the permission system in ERP+, for the User to be able to access a form or a report, s(he) should have at-least read permission on all the link field in that form/report. Since Territory is a link field in Account Receivable report, please add a permission rule to let Account User/Manager have at-least Read permission on the Territory master. Please follow below-given steps to resolve this issue.

1. Roles assigned to User are Account User and Account Manager.
2. As indicates in the Error message, the user didn't have permission on the territory master. As per the default permission, none of the above role assigned to that User has any permission on the Territory master.
3. To resolve this issue, I have assigned Account User permission to Read Territory master.



As per this permission update, User should be able to access Account Receivable report fine.

2.4 Article: Sales

1. Calculate Incentive for Sales Team

1. Calculate Incentive for Sales Team

Can be used in any Sales Transaction with Sales Team Table:

```
cur_frm.cscript.custom_validate = function(doc) {
  // calculate incentives for each person on the deal
  total_incentive = 0
  $.each(wn.model.get("Sales Team", {parent:doc.name}), function(i, d) {

    // calculate incentive
    var incentive_percent = 2;
    if(doc.grand_total > 400) incentive_percent = 4;

    // actual incentive
    d.incentives = flt(doc.grand_total) * incentive_percent / 100;
    total_incentive += flt(d.incentives)
  });

  doc.total_incentive = total_incentive;
}
```

2.5 Article: Other Actions

1. Integrating ERP+ With Other Application
2. Naming Series Current Value
3. Using Custom Domain On ERP+
4. Setup Two Factor Authentication
5. Outgoing Email Gateway
6. Print Format Sections

1. Integrating ERP+ with other Applications

For now, ERP+ has out-of-the-box integration available for some applications like Shopify, your SMS gateway and payment gateway. To integrate ERP+ with other application, you can use REST API of Frappe. Check following links to learn more about REST API of Frappe.

2. Setting the Current Value for Naming Series

Naming Series feature allows you to define prefix for naming of a documents. For example, if a Sales Order has prefix "SO", then the series will be generated as SO-00001, SO-00002... and so on.

1. Setting the Current Value

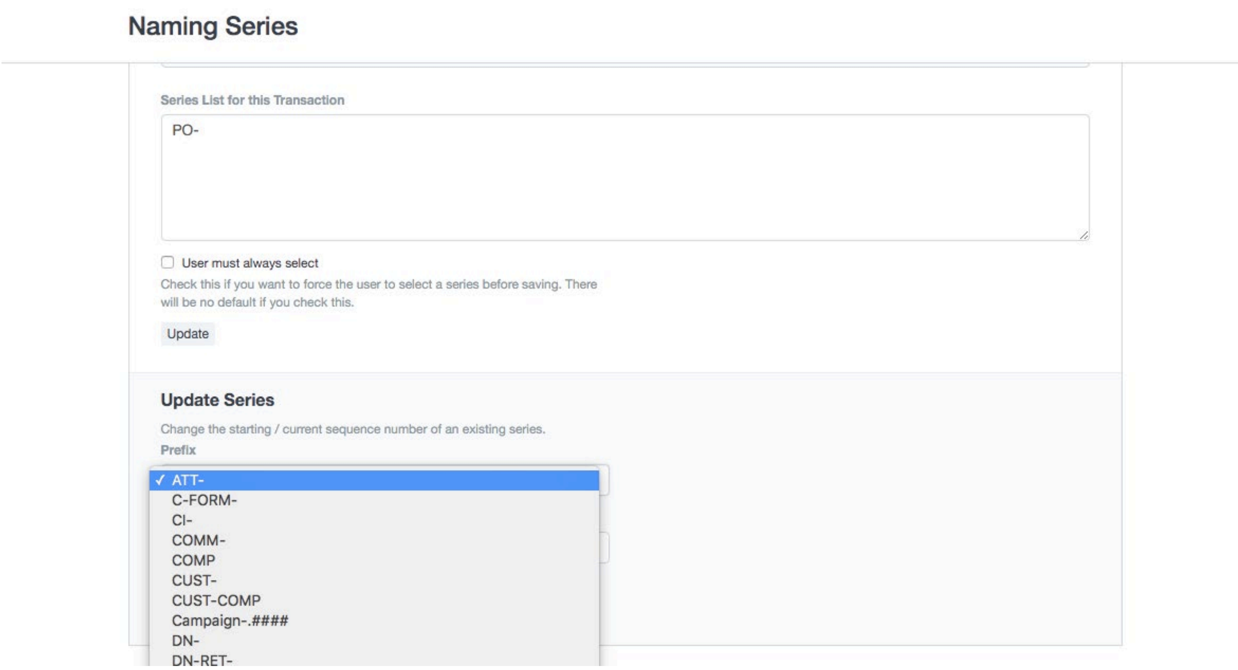
Naming Series feature also offers a tool where you can set Current Value for specific prefix. This is generally required if you have recently started using ERP+, and have old transactions in the previous system, and you want the numbering series to start in from where it ended in the old system. Let's consider a scenario to learn this better.

For example, you have 322 Sales Orders created in your old system with SO00322 as highest Sales Order Id. In ERP+, you need the first Sales Order to pick up #323 when it is saved. To enable this, you should set Current Value for SO series in following steps.

Go to Naming Series Tool

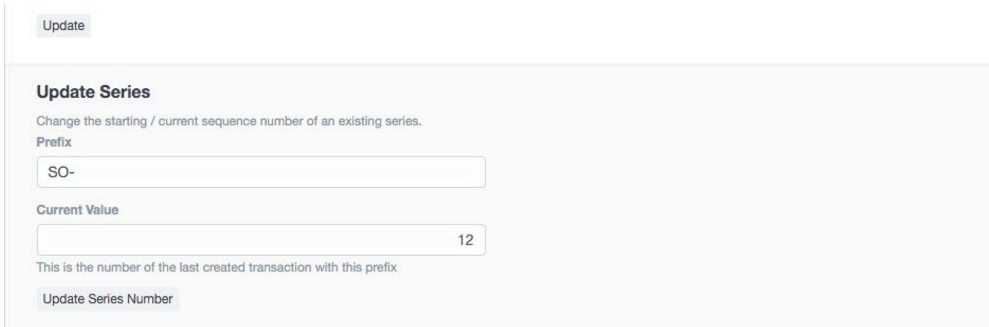
Setup > System > Naming Series

Update Series Section



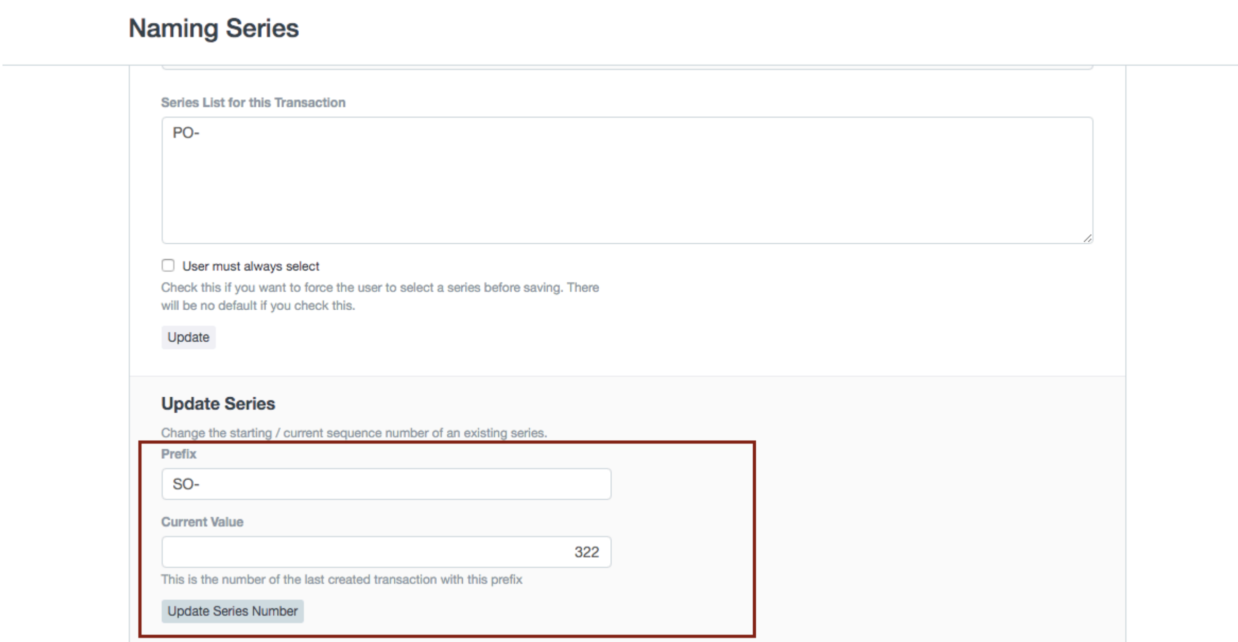
Select Prefix

Considering our scenario, prefix for Sales Order will be "SO".



Current Value

If you have currently 12 Sales Orders created in your account, then current value updated will be 12. You can edit Current Value to 322, and then click on Update Series Number.



With this setting, you will have numbering for the New Sales Orders starting with #323.

Error Due Series Number

If you receive a Duplicate Name error while saving a transaction, for example, while saving Item Price, you receive an error saying:

Duplicate name Item Price RFD/00016

This error message indicates that when you are saving Item Price, system is trying to allocate "RFD/00016" to that Item Price record. But it is finding that Item Price with this ID is already existing in your system.

This error could arise because Current Value for Series/Prefix of Item Price is disturbed and not in sync with actual Current Value. While actual Current Value for Item Price could be 20 (or any number more than 16), someone has set Current Value for this series as 15.

To confirm actual Current Value for particular Series, you should check report for document in question (Item Price in this case), and check for the Item Price ID with highest value.

Let's assume we find that actual Current Value for Item price is 22, then you go Naming Series, and set Current Value for the Prefix/Series of Item Price to 22, and Update Series Number.

These instructions are applicable for all the documents in ERP+ for which user can customize Series and its Current Value.

Let's consider another scenario to learn this better. On assigning a document to another user, error message says:

Duplicate name ToDo TDI00014286

This indicate the Current Value for Series/Prefix of ToDo (TDI) has been disturbed. You should follow these steps to correct value for Current Value for TDI prefix.

1. Check ToDo report for the highest ToDo id value.
2. Setup >> Settings >> Naming Series
3. Check section B of Update Series
4. Select Prefix for ToDo "TDI"
5. Ensure that highest number for ToDo is updated as Current Value in Naming Series. If not, correct Current Value, and click on "Update Series Numbering".

3. Using Custom Domain On ERP+

If you have subscribed to any of the plans at ERP+, you can have us serve your site on your custom domain (for example at http://example.com). This enables your website to be served on a custom domain.

To enable this feature, you will first have to edit DNS settings of your domain as follows.

- Make a CNAME record for a subdomain (www in most cases) to {youraccountname}.ERP+.com
- If you want serve the website on a naked domain (ie. http://example.com), set a URL redirect to http://www.example.com and not a CNAME record. Making a CNAME record in this case can have unexpected consequences including you not being able to receive emails anymore.

After you've setup the DNS records, you will have to raise a support ticket by sending an email to support@ERP+.com and we'll take it from there.

Note: We do not support HTTPS on custom domains. HTTPS enables end to end encryption (from your browser to our server). Although not critical for the website but we strongly recommend against using the ERP+ app over an unencrypted protocol. To be safe always use the ERP at your ERP+.com address.

4. Setup Two Factor Authentication

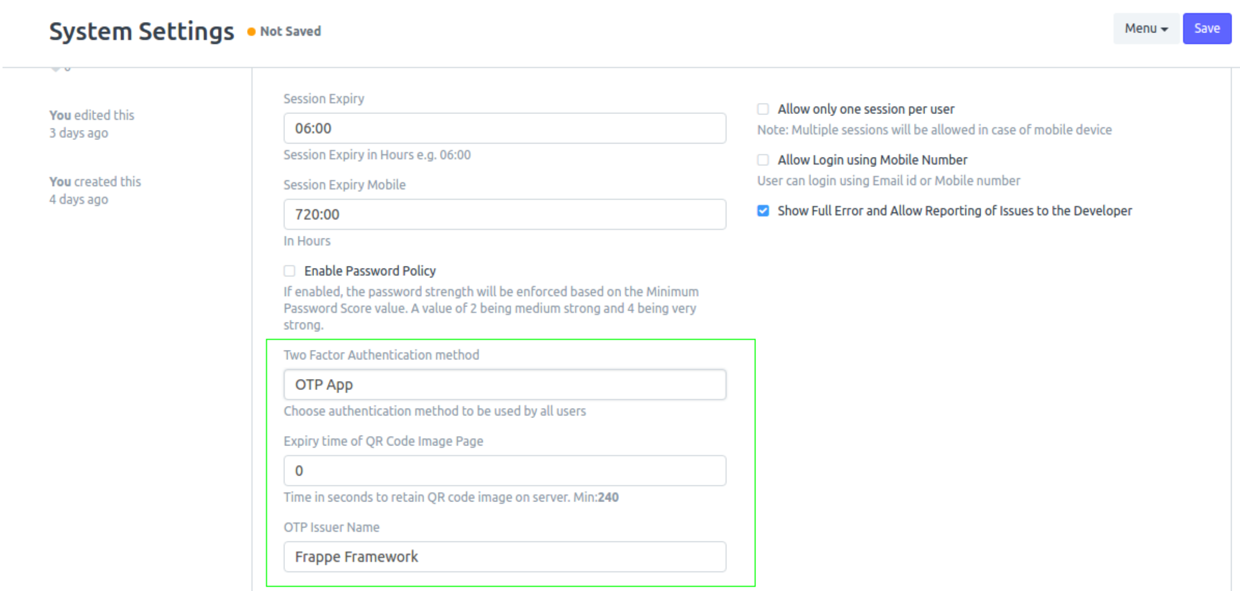
Enable Two Factor Authentication (2FA)

Activate two factor authentication by running the command.

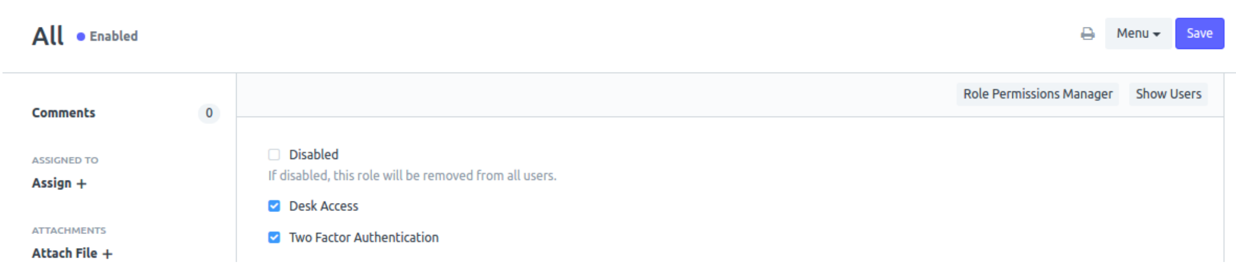
bench --site [sitename] enable_two_factor_auth true

Specify the following in System Settings:

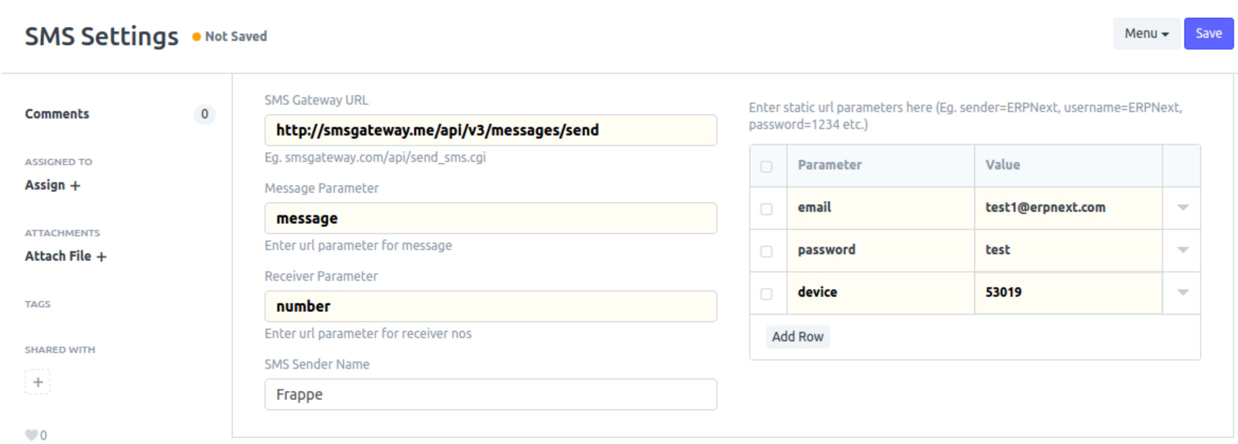
- The method of OTP validation (OTP App = TOTP using Soft or Hard Token while Email/SMS = HOTP using Email or SMS
- The expiry time for the QR Code on the server if OTP App is specified
- The OTP Issuer Name.



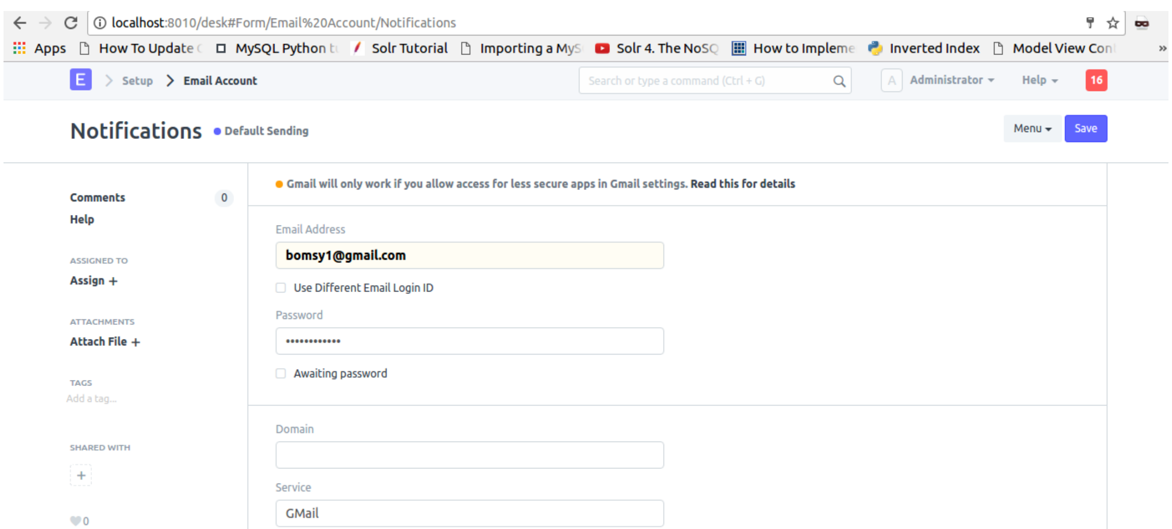
On activation of 2FA from setup, it is also activated for the Role "All". In this way, all users including the Administrator have to perform a 2nd level authentication with a token. By unchecking the "Two Factor Authentication" checkbox in the "All" role and enabling it in other roles, the need to login with a token can be limited to specific roles. 2FA does not apply to login by Web Users and API login



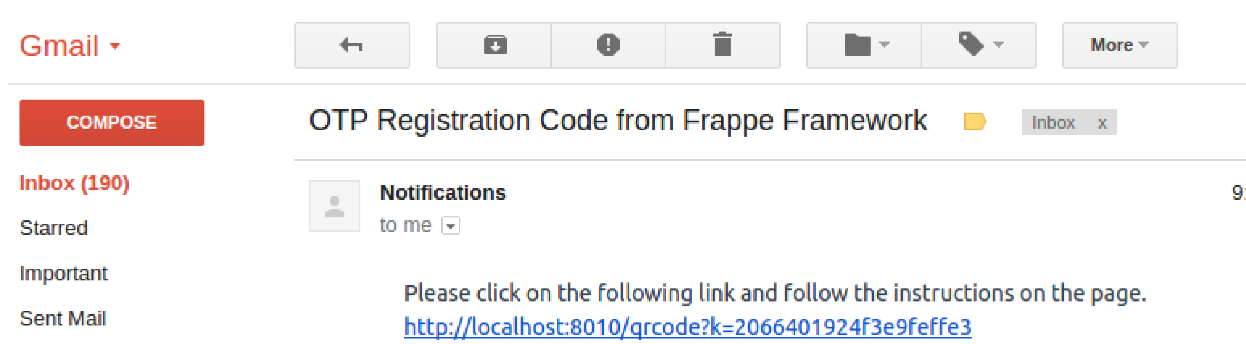
If using SMS authentication, please make sure that your SMS settings are updated

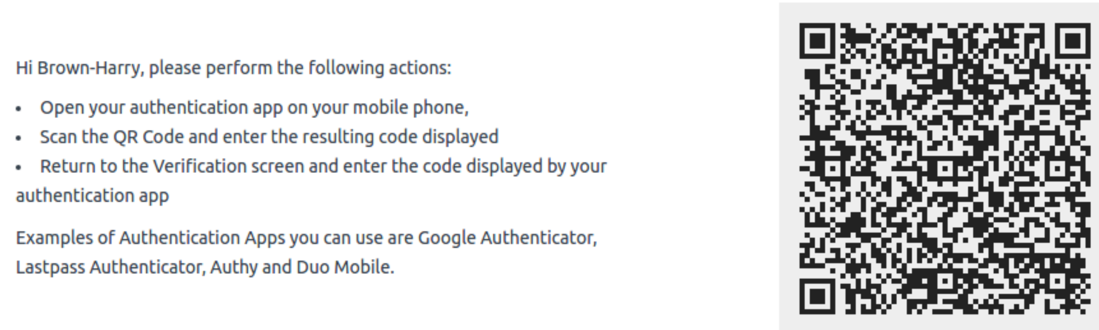


If using Email, make sure that your outgoing Email account settings are updated

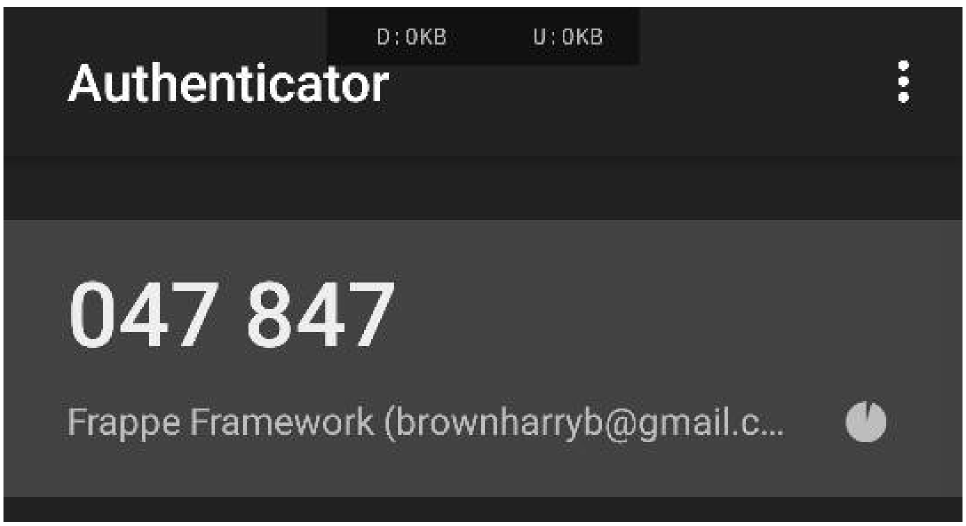


When the new user tries to log in for the first time in a system that has two-factor authentication enabled and which has the authentication option as OTP App, an email is sent containing a link to the QR Code.

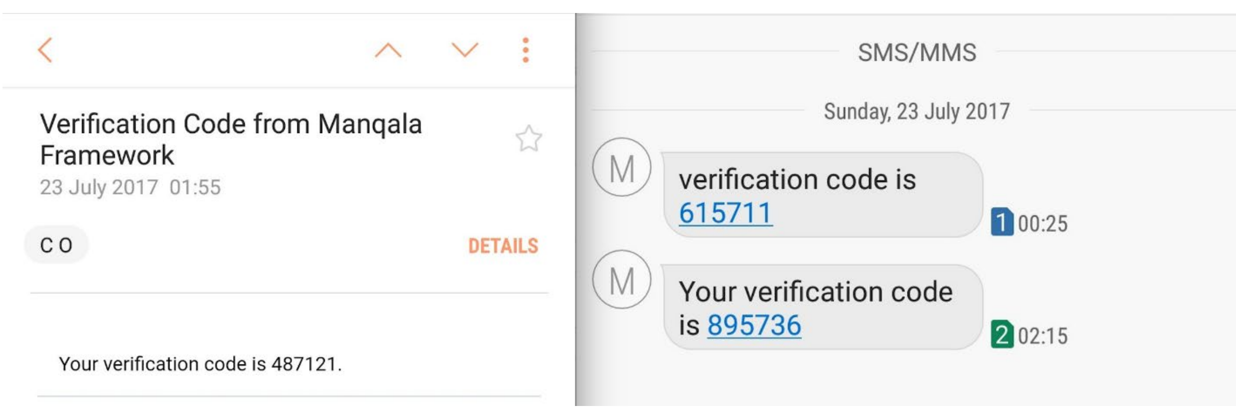




Scanning the QR Code with an authentication app like Google Authenticator registers the access for the user and automatically starts to generate tokens that can be used to login

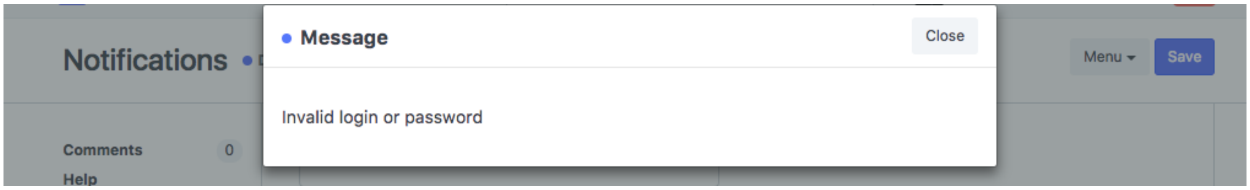


If either of Email/SMS is used as the authentication method, you get notifications also



5. Outgoing Email Gateway

In the ERP+, you can customize incoming and Outgoing Email Gateway. On saving an Email Account, ERP+ tries establishing a connection with your email gateway. If your ERP+ account is able to connect fine, then Email Account master is saved. If not, then you might receive an error as indicated below.

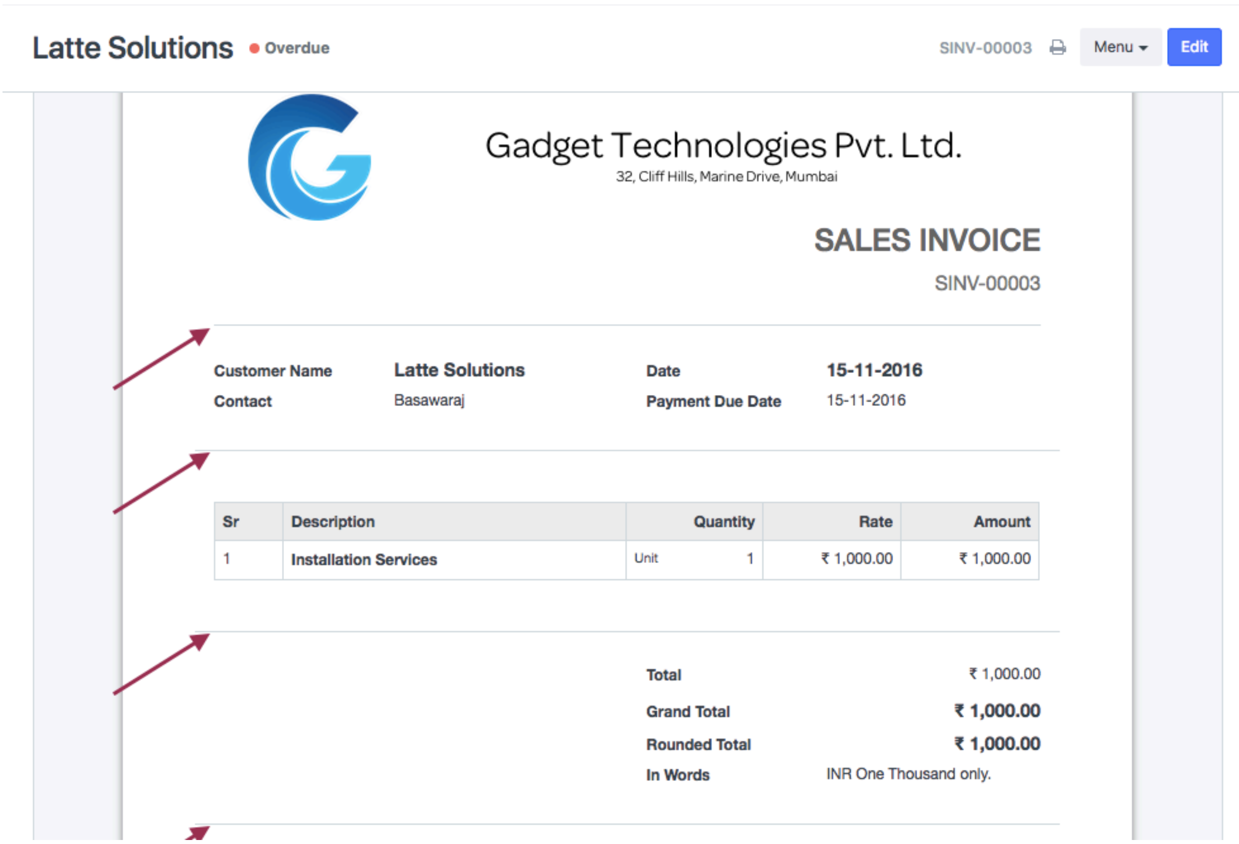


This indicates that using login credentials and other email gateway details provided, ERP+ is not able to connect to your email server. Please ensure that you have entered valid email credentials for your Email Gateway. Once you have configured Email Account successfully, you should be able to send and receive emails from your ERP+ account fine.

Note: Your ERP+ account is connected with ERP+ email server by default. If you don't want to use your own email server, you can continue sending emails using an ERP+ email server.

6. Print Format Sections

Question: In the Print Format, I am getting link breaks for each section. How can I disable it?



Answer: To disable line breaks for the section breaks, you should uncheck field "Show Line Breaks after Sections" in its Print Format.

Print Format Builder > Select Print Format > Edit Settings > Uncheck field "Show Line Breaks after Sections".