

Activant Silk *(formerly Silk System)*: System Highlights

The Activant Silk System *(formerly Silk System)* is a business management software solution. We have user sites in North America, Asia, and the Caribbean comprised of independent operations, single-dealer to the multiple location organizations.

Activant is committed to working with our customers to develop solutions that add value to their operations. Our goal is to become a business partner with each of our customers and to build long-term relations for mutual growth and success.

The Activant Silk system is highly functional and aimed at providing an integration of retail and contract sales from point of service to the General Ledger and effective to manage inventory levels, to maintain tight control of receivables, to carefully monitor sales performance and profit margins. Core modules of this management tool that offer benefits to your business include:

- Point-of-Sale
- Rental Management
- Sales Order Processing
- Quotes
- Vendor Catalog
- Inventory Management
- Lumber Calculator
- Vendor Communications
- Credit Management
- Multi-store/multi-location Control
- Hand Held Integration
- Purchasing & Receiving
- Lumber Kits
- Windows Payroll
- Accounts Receivable
- Contract Pricing
- Web Portal
- Accounts Payable
- Promotional Pricing & Flyers
- On-Line Store
- General Ledger & Financial Reporting
- Kits/Bill of Materials
- Bar Coding
- Package Sales

Operating Platform

The Activant Silk system is platform independent and is capable of running under a number of operating systems. Commonly used are UNIX, Linux, Windows, and Novell. We feel our focus in industry-standard hardware and software will provide you with total flexibility.

Software Support

Activant provides a comprehensive support plan for all users of the Activant Silk system. The plan consists of unlimited 1-800 toll free telephone access and e-mail support. This software support is available 24 hours a day/7 days a week.



Training

One of the key reasons our customers are successful is the ease with which they are able to implement their Activant Silk system. This component of the Activant offering is one which sets us apart. Activant will provide a personal customized training program exclusively for our customer's business. Training is provided in a classroom setting and at the customer's site. It is designed to make you productive on the system as soon as possible. In addition to the initial training program, Activant offers information through our web site (www.silksystems.com), through national Users Conferences, and customized training sessions to suit our customers specific needs.

Software Development

Activant Silk software has been operating in businesses since 1988. At a minimum, Activant Silk offers one release of enhancements per year to our customer base. Activant's aim is for our customers to get greater value and return from their investment in their Activant Silk system.

Activant is a Company to do Business With

The final and perhaps the most important reason we feel Activant Silk system is the right solution for you is the philosophy and integrity of our people. This is reflected in the development of a first class support organization and training program, which we believe is the best industry.



Activant Silk *(formerly Silk System)*: System Functionality

Highly functional, the Activant Silk system *(formerly Silk System)* is aimed at providing an integration of retail and contract sales from point of service to the General Ledger. It is effective to manage inventory levels, to maintain tight control of receivables, to carefully monitor sales performance and profit margins.

Core modules of this business management tool include:

- Point-of-Sale
- Inventory Management
- Sales Order Processing
- Sales Analysis and Reporting
- Purchase Orders
- Job Control
- Quotes
- Special Pricing
- Fully integrated Financials

The Activant Silk system is platform independent and is capable of running under a number of operating systems, including UNIX, Linux, and Windows. Our focus on industry-standard hardware and software will provide you with total flexibility.

Custom Menus

You can set up custom menus in order to gain easy access to the functions that your company needs the most. You can add commonly used menu options to any existing menu. For example, a supervisor might choose to have both the A/R Inquiry and A/P Inquiry options on his main menu, since he uses the two programs repeatedly. Rather than going into Accounts Receivable and accessing the A/R Inquiry program, and then exiting out to the main menu and going into Accounts Payable and accessing the A/P Inquiry program, the supervisor can simply put the two programs on one menu for easy access.

Custom menus are also valuable because they can restrict access to programs and menu options that should only be used by authorized staff members (e.g. payroll, printing financial statements, updating customer accounts, purging and deleting data, etc.). Not only are certain menu options password-protected, but you can also completely remove certain options from menus.

Print Archive

By taking advantage of affordable mass storage availability, the Activant Silk system offers you the ability to archive business forms (such as quotes, invoices, A/R statements, and purchase orders) as part of our standard software offering. All of these documents are stored in their original formats and can be retrieved for re-print when required. An optional Expanded Spool File Archive can also be activated for organizations that require archiving of journals and reports. This Print Archive feature is unique among business management software solutions and is a powerful and time-saving management tool.

Functionality

The Activant Silk system is a multi-level product with an inventory module capable of handling products with ease, each which can be set up with two (2) units of measure and twelve (12) different price levels. Multi-company, multi-branch businesses are well managed with access tailored by user, user group, zone or branch.

Standard features are:

- Full Audit Trails throughout the system
- Powerful search engines
- Powerful drill down enquiries
- User defined operational parameters
- Comprehensive and flexible reports
- Document Archive
- Date sensitive system logic
- Full fax and e-mail integration

To effectively manage inventory levels, to maintain tight control of receivables, to carefully monitor sales performance, and profit margins our Silk customers are finding that their Activant Silk system delivers the management tools they need. The following lists some of the system highlights.

Sales Order Processing

You have the choice to either generate an invoice as you write the customer's order to write up an order, print a packing slip and then generate the invoice. Either way, your customer is served quickly and accurately, and a legible sales ticket is easily produced.

Bids, Linking Sales and Purchase Contracts

The system provides full integration of quotes, sales and purchases, providing transaction history detailed cost tracking.

Accounts Receivable

The Accounts Receivable system employs powerful tools to manage your customers' accounts. It is fully integrated with point-of-sale, order entry, bid, flyer, purchasing, and the general ledger system. Accounts Receivable includes extensive credit control options and reporting capabilities providing you with the ability to monitor and react to changing credit conditions.

Invoice History

Maintaining invoice history offers you an opportunity to significantly increase your customer service. On-line information eliminates the need to go to the paper files every time a question arises regarding a previously processed invoice. When your customer wants to return an item, you can easily look up the invoice it was purchased on and see what they paid. The invoice history file keeps every charge sale for a period of time defined by you. Invoice history also tracks open orders, open quotes, open temporary quotes, and all sales transactions for an item.

Purchasing & Receiving

This system provides you with the opportunity to automate and control a time consuming area of your business. The purchasing process can start with a suggested order, which may be edited before being converted into an actual purchase order. If you purchase products through an established buying group your order may be electronically transmitted, which further reduces the handling of your paper work. The purchasing system also supports complete integration with hand held data collection devices such as Symbol or a Palm unit.

Accounts Payable

This system is fully integrated with the purchase order, general ledger, and inventory control systems. This provides an up-to-date and accurate accounting of liabilities. The system keeps track of each invoice, expected payment date, and payment history. At any time, the system can provide you with a cash requirements analysis, as well as an aging and/or "on-hold" status of any vendor or invoice.

Credit Management

The POS module tracks important information about customers as well as products. If the credit system is active, the system will check the credit status of the customer before and after the sale. A credit window will automatically come up, offering information regarding whether the customer is above his/her credit limit or if the account is overdue beyond an acceptable age limit.

Price Quotation with Draw Down Capability

Quotations can be designed specifically for different customers and the system will automatically track buy downs from pre-quoted jobs. Pricing can be applied to inventory items and/or groups for specific customers or customer classes. The Activant Silk system's pricing provides the flexibility and powerful methods for establishing pricing of your customer's transactions.

Automatic Price Tracking

Facilitated by the detailed transaction history, the system is capable of providing the sales transaction an accurate costing of returned goods.

Quantity Break Pricing

Each inventory item can have quantity/price break levels established. Based on the quantity purchased during a transaction, the system automatically calculates the applicable price to apply. These price break levels may be displayed at point-of-sale, enabling your sales staff to do additional “suggestive” selling to your customer.

Promotional & Flyer Pricing

Contract pricing and quotations are a very important part of many businesses. We pride ourselves on the quality and flexibility of this aspect of our POS / Order Entry software.

Special pricing can be set up for promotional pricing such as sales, flyers, and promotions. Both quantities and date available are specified, giving you full control over how much is sold at the discounted price and for how long the discounted price is in effect. Special sales analysis reports are available to measure the performance of your promotional activities.

Kits/Bill of Materials Explosion, including Lumber Kits

Kit management or building materials explosion within the Inventory module allows for easy entry and control over assembled kits, manufactured goods or items that are comprised of a number of individual parts, raw materials and/or labor.

Lumber Calculator for Lumber Purchase

This special routine is designed to facilitate the computation of the weighted average cost of bulk lumber purchases. Interfaced with the purchase ordering and sales order processing modules, it provides an efficient tool to ensure the desired profit margins are maintained on special bulk lumber orders.

Landed Cost Calculation

The Vendor Catalog file is where pertinent order information about the vendor is set up. It specifies your vendors’ part numbers and contains information regarding factors such as freight, duty and exchange for automatic calculation of landed cost. Codes are used in the Activant Silk system for these items making global changes very simple.

Multiple Units of Measure

The Activant Silk system is capable of handling products with ease, each which can be set up with two units of measure and twelve (12) different price levels. (e.g. lineal feet, board feet, each).

Inventory Management

The Inventory Management program allows you to monitor efficiency and profits by tracking every transaction in detail, increasing stock turnover, reporting shortages and overages, and providing an easy physical count procedure. These controls are right down to the piece level.

Multiple Job Sites

Using the “Ship to” logic in the sales order processing module, the Activant Silk system can provide contractors with statement by job site to facilitate account reconciliation.

Inventory Control

Controlling your inventory by individual product helps you to reduce overall inventory levels, maintain margins, reduce stock-out options, improve better customer service, and provide useful information to help you make better merchandising and marketing decisions. One of the best indicators of an item's contribution to your business is its Gross Margin Return On Investment, or GMROI. The Activant Silk system automatically maintains and reports GMROI performance for each department, inventory group, section, and individual item.

Serial Number Tracking

The system provides full inventory and cost management of serialized items with warranty tracking functionality for items such as power tools.

Automatic Surcharges

Inventory can be linked for automatic add-on surcharges such as deposits, environmental levies, and government surcharges.

Multiple Vendor Catalog

The Vendor Catalog allows you to maintain multiple vendors for the same item to ensure that you are always getting the best price for the product. The information in the vendor catalog allows you to work efficiently with your vendors and provides you with the flexibility to order the right amount of stock at the best price with the fastest delivery, including a facility for multi-location deliveries.

Preceded and Substitute Products

The Activant Silk system can also automatically superseded products with preferred items or provide substitute products when certain items are out of stock.

Multiple Product Description Lines

Full descriptive capabilities is featured in the inventory module with four (4) descriptive lines for each product plus unlimited comments fields.

Tracking Lost Sales

The POS module allows you to record items which customers are asking for even though you do not presently have the item. Since both quantities and dates are recorded, it is possible to compile statistics on how often this item could have been sold.

Multiple Locations / Multiple Warehousing

An unlimited number of locations can be maintained independently. This allows you to track inventory levels and activity for each location. This accommodates companies with more than one warehouse, more than one business up to various locations in different cities.

Min/Max Calculator

Based upon the predefined minimum and maximum levels desired, the Order Requirement report will provide suggested order quantities that can be interfaced with the automatic purchase order program for ease of inventory restocking.

Back Order Tracking

Back orders can be created and tracked. When inventory arrives, the back orders are automatically filled, and all item particulars are retained by the Activant Silk system and do not have to be re-entered.

Bad Check Tracking

With “service” being one of the keys to a successful business, personal checks are sometimes accepted. Although proper I.D. such as a driver’s license number is recorded, there is no guarantee the check will not bounce. The Activant Silk system has designed a method which records the identification tendered as having previously passed a bad check.



Activant Silk *(formerly Silk System)*: Enhanced Components

As each lumber and building material retailer has individual requirements, the following are some of the enhanced modules that are available to add value to your Activant Silk system.

Integration with Third-Party Software Programs

The Activant Silk system integrates with many other software programs like estimating and design software programs such as Seljax (The Estimator).

Work Order Module

This module provides full tracking of cost components for installed sales, including labor, material and overhead costs, and it is fully integrated with sales order processing with flexibility of billing at cost plus or fixed pricing.

Rental Module

For quick access to your rental inventory showing the status of each piece of equipment providing necessary information to improve customer service.

EDI - Electronic Data Interface with Major Vendors

Silk, now Activant, provides electronic communications with major Vendors to allow you to send your orders electronically. In addition you may receive your invoices, flyers, price changes and product deletions/additions. Your inventory maintenance couldn't be easier.

Full Bar Code and Scanning

With the Activant Silk software, you are able to use multiple types of bar codes on the same item, generate bar codes for those items that don't already come with them, and use a number of different types of bar code scanning devices. We also interface with manufacturers' electronic catalog programs for speedy identification of parts inventory.

Bar Coding can make significant improvements in the speed at which your staff can make entries and also the accuracy of those entries. This is especially important at Point-of-Sale where the customer's perception of your business is determined in a large part, by the speed and accuracy by which your staff is able to process sale transactions.

On-line Store (SAGRO)

Activant's SAGRO® module is a browser-based tool that offers real-time e-business applications designed to allow you and your customers to access and interact with the Activant Silk system through the Internet from anywhere, anytime. Fully integrated with the Activant Silk system, SAGRO offers on-demand access and management of data through the power and the convenience of the Internet. SAGRO will strategically position your organization into the world of real-time, business-to-business Internet e-commerce.



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Activant Silk *(formerly Silk System)*: Inventory Management

One of the key objectives of Silk, now Activant, in developing the Inventory Management module, and indeed in all our software development, is to quickly and easily provide you with information necessary to improve efficiency and increase profits.

The Inventory Management program allows you to monitor efficiency and profits by tracking every transaction in detail, increasing stock turnover, reporting shortages and overages, and providing an easy physical count procedure.

Inventory Control

Controlling your inventory by individual product helps you to reduce overall inventory levels, maintain margins, reduce stock-out options, improve better customer service, and provide useful information to help you make better merchandising and marketing decisions.

Easy Access to Inventory Information

Inventory items are easily set up in a manner that makes future inquiries extremely fast. The Activant Silk system is able to import inventory data from many suppliers into the system so that the initial inventory setup is more efficient. Based on a category (group of items) and division (group of items within a category) system, the logical setup allows for easy lookup. The user simply employs the means of lookup they feel most comfortable with:

- by partial or full inventory code
- by description
- by category and division
- by cross reference number
- by bar code scan

Important inventory information is readily available to you such as quantity on hand, quantity reserved, and quantities on order and on back order. In addition, a host of other statistics are available including bin location, preferred vendor, serial numbers, weight, average cost, last cost, month to date sales, year to date sales, and more. This on-line information allows the manager to quickly determine whether particular items are providing the kind of yield and turnover necessary to maintain profitability.

Kits - Exploding Items

Kit management or building materials explosion within the inventory module allows for easy entry and control over manufactured goods or items that are comprised of a number of individual parts, raw materials and/or labor. The quantities and types of parts that go into the production are entered under a master item number that represents the finished product.

Various locations (build-from and build-to) may be used and expected yields may be entered to allow for spillage or spoilage during the building process.

Serialized Items

This system provides full inventory management of serialized items from receiving and selling to maintenance and servicing after the sale. Items can be classified as “in stock”, loaned, leased, sold, or even on consignment.

Costs are maintained for serialized items on a “per item” basis rather than an “average cost” for all items. For example, if you have five of a particular item on hand, each can have its own cost. This can be extremely important if additional work/labor is done on the item after receiving but prior to selling.

Receiving Inventory

When inventory is received, the system updates all pertinent information including quantity on hand, reduction of quantity on order, calculation of new average cost and update of last cost. Receipts of goods can be entered in different units of measure (e.g. each, per 100, per box, MBF, etc.) and the system will make the necessary conversions to match the way they are sold.

Efficient Pricing

Up to six different price levels can be set for each of the two units of measure if desired. These levels are used to make pricing as simple as possible for different types of customers. Quantity breaks can be set up here as well. Global price changes are extremely easy and efficient to use.

Labels and Lists

The Inventory Management module allows you to print a variety of labels and lists including:

- bin labels
- price stickers
- bar code labels
- full price lists

The price lists can be printed out utilizing different formats depending on the purpose, such as a list can be printed so the sales staff can read the price but the customer cannot.

Physical Inventory Count

The Activant Silk system really shows its strength when it comes time to do physical inventory counts. The system will generate physical count worksheets based on all items and locations, for particular bin locations only, or just for specific categories and divisions. This makes cyclical or departmental counts much easier. These worksheets are used to compare the on-hand quantities shown by the system and the actual on-hand quantities.

As we always strive to remain at the forefront of new technology, we have now incorporated data input from data collection devices into our software. These portable, hand held devices allow you to take inventory either by scanning or entering item codes and then simply downloading the information directly into the computer.



The Inventory module features “date sensitivity” which means that you can continue to enter orders on your system even though the physical inventory count may not have been entered into the system. Example: If you are processing your physical counts for December 31 year end, any invoices dated January 1, January 2, etc. can be entered and posted. You do not have to remain closed until the count is entered into the computer.

Essential Management Information

Whether your business is a single location or is comprised of multiple locations and multiple warehouses the inventory management program can generate all reports, receipts, physical counts, labels, and price lists, etc. by individual location or multiple locations, allowing for total management control.

The reports generated by the Inventory module offer the kind of management information that is required to make sound business decisions. Extensive reports allow you to easily focus on items that need your attention. You won't have to wait until you are out of stock and losing sales before you re-order. You will be able to find out immediately which products are collecting dust and should be phased out or replaced. You will be able to make seasonal adjustments easily and effectively.

The Status and Value Report allows you to obtain a snapshot of the value of your inventory at any given time. The date sensitivity of the software makes this information accurate and easy to obtain, whether you are interested in the value of your stock for the current week, one month ago or one year ago.

Integration between modules is a prime focus of the Activant Silk software, and the inventory module allows you to track your stock turnover further by interfacing to the Sales Analysis module. This module contains complete sales information. It can tell you the details about who you sold the product to, when it was sold and how much was sold.

Multiple Locations

An unlimited number of locations can be maintained independently. This allows you to track inventory levels and activity for each location. This accommodates companies with more than one warehouse, various locations in different cities, and/or sales or installation crews with stocked vehicles, etc.

A versatile Stock Transfer module allows inventory to be shipped between locations easily and efficiently. Intransit inventory can also be accounted for separately when necessary. An Automatic Transfer can be generated from the Head Office for items in a secondary location that have fallen under the minimum levels. The various inventory level reports monitor each location while pick tickets make it easy to select the stock for transfer. Posting “Journals” provide a full audit trail.

Global Programs

A variety of global programs simplify the process of changing a large number of inventory items at one time. Programs such as the following are available:

Price Changes	Increasing or decreasing your prices
Price Rounding Matrix	Allows selling prices to be rounded up or down, e.g. if a selling price is determined to be \$2.02, it can be automatically changed to \$1.99
Inventory Changes	Categories, vendors, and a host of others
Min/Max Calculator	Sets up minimums and maximums based on sales
Importing Bar Codes	Simplifies the introduction of scanning



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Activant Silk *(formerly Silk System)*: POS/Order Entry

Our success with our Order Entry module rests in its ability to process all types of sales orders easily and rapidly to ensure your customers are serviced as efficiently as possible. After all, the cornerstone of any business is sales, and if they are not handled well, the negative ripple effect will quickly become apparent throughout every aspect of a business.

This program is fully integrated with the Inventory Management, Quotations, Contracts / Special Sale Pricing, Rental Management, Work Order Processing, Sales Analysis, Accounts Receivable, and General Ledger modules. This cross-integration means that entries posted through this module will automatically update inventory levels, customer account balances, sales analysis information and, after interfacing, the general ledger.

Creating Cash/Charge Orders

Customer Information: The system handles cash and/or charge sales extremely fast. For cash sales, you can enter inventory items after just one keystroke. The order number, date, salesperson number and other relevant information are created in the background. For charge sales, customer information can be retrieved almost as fast. The user searches for the customer in the POS/Order Entry module by using the “point and shoot” approach. By entering the customer code, partial name, contact name, or phone number, the customers are located quickly and easily. Again, all other relevant information is retrieved and entered in the background.

Inventory Items: Once the customer is entered (either cash or charge), the products being sold can be brought up by code, description, category and division, or cross reference number, again by using the scanning “point and shoot” approach. Even easier, products can be sold by scanning the bar code thus avoiding typing the information completely causing potential errors. With Activant Silk software you are able to use multiple types of bar codes on the same item, generate bar codes for those items that don't already have one, and use a number of different types of bar code scanning devices. We also interface with manufacturers' electronic catalog programs for speedy identification of parts inventory.

There is also a global search program that allows you to search for an item using any part of a field in a variety of different fields. You can search for any part of an item code (SKU), anywhere in the code and search for any part of a description, anywhere in the description. Also, you can search by vendor, size, or any of the four description lines available.

The Activant Silk system *(formerly Silk System)* provides the ability to either generate an invoice as the customer's order is written or write up an order, print a packing slip and then generate the invoice. Either way, the customer is served quickly and accurately, and a legible sales ticket is easily produced.

Additional Point-of-Sale Features

The POS/Order Entry system can display quantity available for sale, automatically price by multiple units of measure, display suggestive sales to prompt the clerk to sell related goods to the customer, and can show a running total of the sales as the order is being entered. The Activant Silk system can also automatically supercede products with preferred items or provide substitute products when certain items are out of stock. The module keeps track of customers' tax status and allows for easy, on the spot adjustment of this information.

Flexibility

The design of the Activant Silk software is such that the same screen can be used for both Point-of-Sale and Order Entry transactions. Most of the features outlined above in regards to the POS process are available for Order Entry transactions. The POS system can capture cash sales, customer names, and basic information for future reference. Conversely, the system can accept an account customers' cash or check payment.

With one keystroke, the Activant Silk system can put an order on hold and begin processing another. This feature is especially useful in POS situations to avoid lineups at the cash desk when a customer suddenly remembers a forgotten item and returns to the sales floor. Repeat orders can be generated speedily by retrieving previous orders from the history file into the POS system.

Speed at POS

For POS transactions, the Activant Silk system ensures speedy processing by prompting you for the type of payment (e.g. cash, Visa, MasterCard, check, etc.), and calculating and displaying the change to be returned to the customer. The Activant Silk system automatically provides foreign currency conversion and allows a combination of payment types for each sale. It captures tax numbers for cash customers who are exempt.

It is possible to change a walk-in customer's cash sale into a charge sale by adding the customer directly into the Customer Master File from within the POS module. Customers in-line will appreciate how quickly and easily this process can be performed. Record the customer's name and address and within seconds the new customer has their invoice and you are now serving the next customer.

Adding items into the Inventory Master File is just as easy. If you have ever stocked a new item but had a customer bring the item to your till before you have had a chance to add the new product into the computer, you will appreciate this feature. Never again do you have to sell inventory items under miscellaneous codes because an item was overlooked or it sold faster than you expected.

Bar Coding can make significant improvements in the speed at which your staff can make entries and also the accuracy of those entries. This is especially important at Point of Sale where the customer's perception of your business is determined in a large part, by the speed and accuracy by which your staff is able to process sale transactions. A Bar Code label of twelve characters can be scanned in approximately the time it takes a cashier to make only two keystrokes.

Quotes

Quotes can be designed specifically for different customers. Quantities, prices and dates the quote is in effect for are recorded. After providing a quotation for a customer, the quote is saved, awaiting the customer's return. Those quotes, once accepted by the customer, can be automatically retrieved and an order automatically created. This avoids having to re-enter the relevant information. Also, the system will automatically track buy downs from pre-quoted jobs.

Faxing and E-mailing by Workstation

Faxing or e-mailing your quotes can also be performed right from your workstation, using the Activant Silk software. Once the quote is prepared, your customer can have it in his/her hands within minutes without even leaving your seat. Anything that can be printed from the system can be faxed or e-mailed.

Invoice Printing

Invoices can be printed as a full invoice or a smaller cash register receipt or a combination. It is possible to print small cash receipts for “cash sales” and full invoices for your regular customers. It is also easy to switch between the two, so if a cash customer requests a full invoice they can be easily accommodated.

The staff member can type in as much information as necessary on comment lines that appear on the invoice to describe the items sold (special instructions, description of damaged goods, precautions, etc.)

Kits can be printed on the invoice in full detail listing all items within the kit, or just as one item with the kit name. You can also show the price as one price for the whole kit, or individual prices for each item within the kit.

Lumber kits can print on the invoice, showing the quantity for each length and the total board feet, e.g. 2x4s: 10/8 ft, 10/12 ft and 10/16 ft lengths with the total board feet.

Special & Matrix Pricing

Contract pricing and quotations are a very important part of many businesses. Silk Systems, now Activant, prides ourselves on the quality and flexibility of this aspect of our POS / Order Entry software.

Special pricing can be set up for flyers, promotions, etc. Both quantities and date available are specified, giving you full control over how much is sold at the discounted price and for how long the discounted price is in effect. Customer groups can also be specified such as a special price for contractors only. Deals can also be set-up to handle package selling. For example buy 10 get 2 free, or buy 5 items from similar product groups and get a free gift.

Quantity Break Discounts & Kit Pricing

Pricing on the Activant Silk system is almost fully automatic. You can offer discounts based on a “per item” basis, on a group of items, on a “per customer” basis, or for a group of customers.

Discounts can be either a fixed dollar or percentage off for “on the spot” price adjustments. The 12 different price levels (using two units of measure) set up in inventory can be called up to allow for rapid price quotations to customers. In addition, minimum and maximum units for quantity price breaks, effective and expiry dates of offers, total quantity of specially priced goods available and a host of other options can be easily specified on the Activant Silk system.

In a further step to ensure quick order entry, Kits created in the inventory module can be called up and sold here. The system automatically tracks the availability of individual items sold in Kits. Pricing can be set up either as a Kit price or as a sum of the individual items. Displaying the individual items and/or the prices of these items on the invoices is optional.

Our lumber Kits make the selling of lumber or other multi-dimensional products a breeze. For example, if the customer is interested in purchasing Spruce 2 x 4's, the clerk brings up Spruce 2x4s on the screen and the Activant Silk system displays the availability of different lengths of this product. As they are sold, the system automatically updates the availability of these lengths, both by piece and by board feet.

Invoice Archive

The archiving feature of The Activant Silk systems maintains a database of invoices in the original format that was provided. These invoices can be retrieved and reprinted, faxed or e-mailed to your customer where necessary.

Back Orders

Back orders can be created and tracked with the Activant Silk system. When inventory arrives, the back orders are automatically filled, and all item particulars are retained by the system and do not have to be reentered. Different reports can be generated at any time to show which items are on back order or which customers have items on back order. If a customer wishes to purchase an item that is not listed in the inventory system, it may be sold under a miscellaneous item number. You can then enter an item description for it along with the appropriate price.

Custom order items can also be accommodated in the POS module. This feature is extremely beneficial for ordering special items which are not in the Inventory Master File. It is also possible to accept and record a cash deposit from the customer.

Working in conjunction with the Purchase Order program, the special order item is automatically ordered by the Auto PO Create program or the item can simply be added to a new or existing PO. When the item is received in the Purchase Order module, a report is available which will inform you which special order items have arrived and which orders in the POS module they are for. This allows you to contact your customer immediately upon receipt of the special item.

Inquiries

Reports such as the Product Requirement Report and Requirement Aging Report can be printed to tell you what inventory items are necessary to fill future orders. For instance, if you enter an order to be delivered in six months, it will not be forgotten. The aging report will tell you what orders are to be shipped in 30 days, 60 days or 90 days, similar to an Accounts Receivable Aged Trial Balance report.

Conversely, the regular inquiry mode can give you information about current orders. It can bring up in detail a particular order, all orders for a particular customer, all orders with a particular inventory item, all orders with a certain status; (status 3 - shipped and ready for invoicing), or any combination of the above. The inquiry mode makes wading through reams of invoices to dig up information a thing of the past.

Day-end Processing

The day-end process within this module is designed for maximum efficiency. Users do not have to stop processing orders while the "day-end" or shift change is in process. The day-end process can even be done automatically by the system at a preset time (e.g. 2:00 A.M.)

Inventory files, A/R Open Item file, Monthly Sales file and Sales Analysis files are all automatically updated with each posting. The system keeps track of hourly sales figures by point of sale registers and/or clerks to provide management with important information to ensure customers are served quickly during busy hours.

An extensive variety of reports can be printed as part of the day-end. Most of these following reports, and more, are optional:

Reconciling Cash

An optional on-screen entry program allows you to enter the cash from your till by specifying the change, quantity of each denomination of bill, checks, and credit card receipts. The system will then compare your entries to that of the computer to determine if the till is over or under.

Day-end reports allow you to reconcile the cash registers individually. Sales can also be broken down by each user on each register. Cash sales are sorted into Visa, MasterCard, other credit cards, cash, and checks. For maximum efficiency, the system can consolidate different types of transactions (POS, rental, service) in a single cash-out operation.

Shipping Data

Invoices can be billed to one location with the goods delivered to another. This could be used for customers with multiple sites, such as contractors with multiple job sites. It can also be used to bill one customer while the goods are shipped to another. Any address can be entered as the “shipping” address, regardless of the “billing” address.

Shipping labels, pick tickets and invoices can be automatically generated and printed by the Activant Silk system, either for individual orders or for ranges of orders. Shipping label format is completely user definable as to how the customer number, name, address and postal code appear on the label. The pick tickets and invoices can be printed with or without your company name, address, etc., and may be reprinted as often as necessary.

Sales Staff Performance

The Order Entry module, if necessary, can also maintain salesperson production information and keeps track of their commissions. Each salesperson has a file containing their code, warehouse they work out of, and their month-to-date, year-to-date sales, and commissions.

Bad Checks

With “service” being one of the keys to a successful business, personal checks are sometimes accepted. Although proper identification such as a driver’s license number is recorded, there is no guarantee the checks will not bounce.

Activant has designed a method, which records the identification tendered as having previously passed a bad check. Should that identification ever be used again in the future, a message will appear on the POS clerk’s terminal informing them that a bad check has previously been passed. It will also inform the clerk whether or not the debt has been repaid. They will then be asked if they want to accept another personal check as payment, giving them a chance to ask for a different payment method, such as cash or credit card.

Leasing

The POS module also accommodates sales of larger items, which may be paid for by leasing companies. The invoice is billed to the leasing company while the goods are shipped to the customer. Lease information is also recorded at the time of sale, e.g. number of payments, amount of the payments, terms and warranties.

Other Special POS Order Entry Features

Multi-location inquiry

Display on-hand quantities at other locations. This will help your staff locate an item for a customer that your location may be temporarily out of.

Price Look-ups

Accommodate phone and other inquiries quickly and accurately

Multi-currency Invoicing

Produce invoices in your customer's currency.

Accounts Payable Accruals

You can set up an Accounts Payable accrual automatically when adding an item to your customer's invoice which is convenient for items involving third party services such as freight, additional milling, etc.

Internal Awards/Bonus Points

This tracking allows you to award points to your customers based on the inventory item purchased or based on invoice total.

Deposits & Lay-away

Accepting deposits or processing a lay-away is simple for customers requiring special orders or simply returning at a later time to complete the purchase.

Automatic Refund Amount

When accepting refunds on an item, the system will automatically display the last price the customer paid for this item.

Previous Sales Inquiries

Similar to the "Automatic Refund amount" above, this feature allows you to retrieve the history of an item sold to a particular customer. It displays the last five invoices involving this customer and this item. The system shows you when they were purchased and at what price.

Split Commissions

Allows you to allocate an invoice to multiple sales staff for commission purposes.

General Ledger Transactions

Although this is normally automatically performed in the background based on revenue and cost of sales accounts for this particular product and/or department, the system does allow you to distribute the invoice to different accounts if required.



Activant Silk *(formerly Silk System)*: Purchase Order

Our Purchase Order software module will aid you in maintaining tight control over cash flow, inventory tracking and suppliers, by monitoring the quantity and price of stock items you purchase. Options such as the ability to generate purchase orders automatically for inventory items whose quantities fall outside specified guidelines, or to produce reports showing the funds needed to bring inventory quantities up to desired levels, help to affect this level of control.

Comprehensive Vendor Information

The Vendor Catalog file is where pertinent order information about the vendor is set up. It specifies your vendors' part numbers, and contains information regarding freight, duty, etc. for automatic calculation of landed cost. Codes are used in the system for these items, making global changes very simple.

The file also contains the units of measure by which you must order and their relationship (conversion rate) to your inventory. For example, you sell by "each" but must purchase by the case (containing 100 items). Therefore, a ratio is set up to convert from the way you purchase to the way you sell. The system will handle multiple units of measure for purchasing.

This file also contains vendor requirements. For instance, the vendor sells by "each" but the minimum purchase allowed is 200, or, all orders must exceed \$20, etc. The Purchase Order module will take these parameters into consideration.

This vendor information, including prices and item codes, can be downloaded onto your system if your vendor has their catalog of items available on diskette or CD. This eliminates the tedious step of entering or updating your catalog. If your vendor changes their prices, they simply send the new prices on disk and your system is quickly updated.

The Vendor Catalog allows you to maintain multiple vendors for the same item so you can ensure that you are always getting the best price for the product. Also, the system's cross referencing capabilities allow you to order using the vendor's inventory code, even though it may be different than your own. The information in the vendor catalog allows you to work efficiently with your vendors and provides you with the flexibility to order the right amount of stock at the best price with the fastest delivery, including a facility for multi-location deliveries.

Easy Stock-Keeping and Inventory Control

The Order Requirement Reporting process generates a report showing the vendor number, inventory number, description, current quantity reserved, on hand, on order, back ordered, and minimum and maximum levels desired. The report then lists a suggested quantity to re-order and the amount of funds required. This makes stock-keeping and maintenance of proper inventory levels very easy and extremely efficient.

The Order Status Report will keep you informed of purchase orders that have been entered into the system. It can inform you which orders have been sent to vendors but have not yet been received, which orders have been received either in full or in part, and which items are to be received in the upcoming week and the amount of funds required.

Since each purchase order has an expected "delivery date", the POS module can display this date to your clerks, allowing them to inform your customer. For example, "I'm sorry, we are out of that item at the moment but we have some coming in on Thursday. Would you like me to hold one for you?" This gives your operation a professional quality even when you are caught out of stock. This helps avoid situations such as your clerk saying, "I haven't the foggiest when more are coming in" or running off for five to 10 minutes to find the manager to ask him/her, leaving the customer, and the ensuing line-up, unattended.

Purchasing & Receiving

This system provides you with the opportunity to automate and control a time consuming area of your business. The purchasing process can start with a suggested order, which may be edited before being converted into an actual purchase order. If you purchase products through an established supplier, your order may be electronically transmitted, which further reduces the handling of your paper work. The purchasing system also supports complete integration with hand held data collection devices such as Telxon or Symbol Palm units.

Purchase Orders

Our Purchase Order module will aid you in maintaining tight control over cash flow, inventory tracking and suppliers by monitoring the quantity and price of stock items you purchase. Options such as the ability to generate purchase orders automatically for inventory items whose quantities fall outside specified guidelines, or to produce reports showing the funds needed to bring inventory quantities up to desired levels, help to affect this level of control.

Purchase Order Generation

The Activant Silk system can generate purchase orders automatically or orders can be created manually by adding POs to the entry file. The "Auto Creation" program monitors the current inventory levels and automatically generates orders for those items that fall within your re-order guidelines. The "Auto Creation" program can also suggest a stock transfer from one of your other locations that may be over-stocked rather than ordering the item from your supplier for the location that is under-stocked. This ensures that you always have the optimal amount of product on hand.

Standard Special Order: Create a purchase order directly from the POS screen. This ensures that promises to special order an item for your customer do not have it get forgotten. You are able to create the purchase order on the spot without leaving your screen.

Drop Ship Special Order: This feature creates a purchase order where the "ship to" becomes your customer's address. This is very convenient for special order goods which are to be shipped directly from your supplier to your customer.

The Purchase Order file contains all the information pertaining to each order including P.O. number, vendor number, vendor name and address, status of the order, ship-to information, which department is ordering the product and the terms. It also contains the item numbers and descriptions, quantity on order, cost, and the extended dollar value. You have the option to modify a purchase order repeatedly until you are happy with the result. You can also add a new item "on the fly" when creating a PO for new products.

Purchase Orders can also be generated using hand held scanners. You simply scan the item's bar code and enter the quantity to order. This reduces errors and eliminates the need to type inventory item codes.

Receiving Purchase Orders

When deliveries of goods are received, they are entered against a given purchase order. The date, invoice number, quantity and price of items received are entered. This ensures that each purchase order is monitored by the system individually; guaranteeing control and accuracy of quantities received as well as costs. The system tracks incomplete orders as well as over-shipments. Back Order reports are also available informing you which orders in the POS system (order number, customer number) are waiting for items that are on the purchase order being received.

Purchase Order History

Even after the purchase order has been received and posted, the information can be kept on the system for up to five years in summary form, or longer in full detail. This allows you to review your purchasing history whenever required.

Special Order Items

These reports can also inform you of special items that have arrived. These might be “one-time” items which are not part of the inventory system, but were ordered specifically for a certain customer. They may also be ordered for parts on a work order in the Service module.

When these items are received and posted, the POS Order or the Work Order will be automatically updated. The associated report will inform you which orders were updated so that you can contact the necessary staff or customer.

Handling Freight

Freight can be allocated by the system a number of different ways. The system will automatically calculate freight by multiplying the weight of the order by a specific rate or by simply adding a percentage to the cost of the order. The Activant Silk system can also take the total value of the order and allocate freight among the different components or items that comprise the order.

When inventory is received, a Purchase Order Receipts Journal is produced providing an audit trail. It shows quantity received quantity on hand before and after receiving, old and new costs, and old and new pricing for items received. Inventory quantities, costs and selling prices are automatically updated by the system when purchase orders are posted.

Interfacing to Accounts Payable

Once purchase orders are received, the Purchase Order information is transferred to the Accounts Payable module (PO number, amounts, invoice number, invoice date, etc.). When a payable is entered for this vendor for this Purchase Order, the data is automatically retrieved for reconciliation. The Accounts Payable clerk then only needs to review the details prior to posting.

EDI - Electronic Data Interface

In simple terms, EDI allows you to send and receive purchase orders over the modem. Not only is it a “real-time” process, i.e. your vendor receives your purchase order immediately with the touch of a key, but it eliminates paperwork. Once the shipment has been prepared at your vendor’s site, you can dial in and retrieve both the invoice information and the receiving information. You no longer have to enter the quantities and costs for items that are received. This information is downloaded into your system automatically. All you have to do is review the information and then post.



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