



*Customer Relationship
Management User
Guide*

Version 5.40

Fitrix™

Customer Relationship Management

Version 5.40

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INTRODUCTION TO CUSTOMER RELATIONSHIP MANAGEMENT

FITRIX CRM: GENERAL DESCRIPTION

Functions within a business organization are often referred to as ‘front-office’ or ‘back-office’ depending upon whether they are ‘customer-facing’ like an inside sales group or a customer support call center, or are more internally- or supplier-oriented like accounting/finance, purchasing or manufacturing. Fitrix ERP Customer Relationship Management or CRM system addresses the former, and includes capabilities that are intended to help ‘customer facing’ departments in the company like sales, marketing and customer service/support do their day-to-day jobs.

The main focus of a CRM system is to help ensure that customer needs are met in a timely and efficient manner, so that customer satisfaction is maintained at high levels throughout the organization and with every customer interaction, and so that the company’s revenue and profitability goals are able to be met or exceeded. By having CRM integrated with an ERP system, it is possible to gain and maintain a ‘360 degree view’ of your company’s customers and to support analysis which helps identify your most important and profitable customers, as well as your less profitable and more costly ones.

The Fitrix Customer Relationship Management module is designed to meet the most critical needs of the three main ‘front office’ constituents: sales, marketing and service/support personnel. Since companies often vary greatly as to how these operations are organized, all of Fitrix CRM’s functions within each of these areas may or may not be utilized by your company, or might be implemented in a ‘hybrid’ manner to best meet your business objectives. Certain functions like Activity Management might be used by all users in all of these departments, or just those in one or two.

There are sophisticated applications that are designed to be ‘best in class’ individual or suite-based CRM solutions that include more specialized capabilities than Fitrix CRM has at this time. Fitrix CRM is designed to meet the core CRM needs of the typical discrete manufacturer or wholesale distributor, and to provide close integration between these core CRM capabilities and the other ERP functionality provided within the Fitrix software suite. With this CRM/ERP integration, a ‘360 degree view’ of your customers and their individual impact on your operations and profitability can be accurately measured and optimized over time.

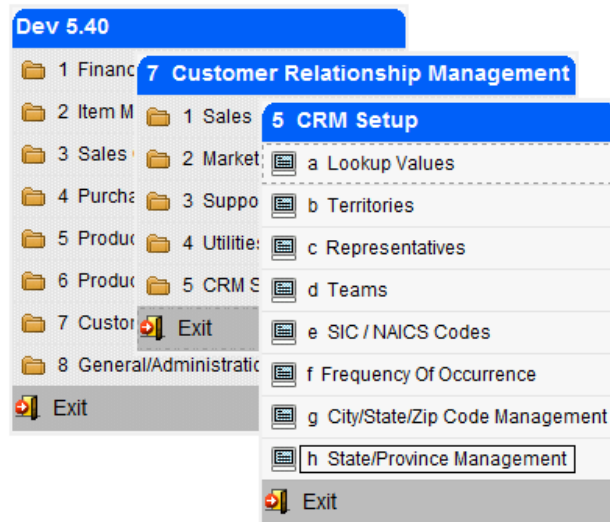
CRM FEATURES/FUNCTIONS HIGHLIGHTS

- **Modular Integration** – Direct integration with other Fitrix ERP modules
- **Account Management** – Fitrix CRM allows users to enter and maintain various demographic and other information about suspects, prospects and customers, and even other organizations like business partners, associations and competitors. Companies can be organized into hierarchies to track the 'parent-child' relationships of parent companies and subsidiaries at multiple levels.
- **Contact Management** – An unlimited number of contacts can be maintained for each company/account, with one being designated as 'primary' for each Account. Multiple phone numbers, email addresses and physical addresses can be managed for each contact.
- **Lead & Opportunity Management** – Fitrix CRM's Lead and Opportunity management capabilities allow sales and marketing personnel to track interactions and interest with Accounts from the very first (e.g. a trade show 'lead') to multiple individual sales opportunities for different products or services the Account may be interested in, with forecasting and tracking.
- **Quotes & Proposal Management** – With Fitrix CRM you can quickly and easily see quotes and proposals that you have sent your prospects and customers and turn these into sales orders when they are sold.
- **Team Selling Support** – Fitrix is designed with team selling capabilities built in that will continue to be enhanced over time to support a robust 'role-based' multi-member Account team model that is typical in more sophisticated sales organizations, but can also be used in more simplified settings with single-member or small sales teams.
- **Activity & Project Management** – Fitrix CRM lets users manages all kinds of Activities within Fitrix like calls, appointments, to-do's as well as build their own specialized types of Activities and track them. Projects are templates of reusable sets of Activities that can be scheduled and assigned to all or just Primary Contacts using Fitrix CRM's Campaigns features.
- **Campaign Management** – Fitrix CRM's Campaigns capabilities allow sales, marketing and service/support teams to build robust 'multi-media/multi-modal' campaigns that can be scheduled, assigned and managed to various lists of Accounts based on user-defined criteria.
- **List & Query Management** – The CRM module of Fitrix ERP allows users with proper access the ability to build, use and reuse powerful SQL queries via a standard Query By Example query capability. These lists can then drive Campaigns or feed other applications targeting prospects and/or customers with your company's communications or other interactions.
- **Case/Incident Management** – Fitrix CRM includes a powerful Case Management capability that allows customer service/support personnel to track and manage cases/calls/incidents/issues/etc. Help desk or call center users can assign cases to the most competent/available personnel using a rules-based facility.
- **Problem Management** – Tracking problems and identifying trends so that major customer service issues can be addressed proactively is an important feature that Fitrix CRM's Problem management feature helps automate.
- **Sales Lead & Support Call Dispatch** – Rules can be set up within Fitrix CRM that determine how new sales leads and new support cases are assigned or dispatched, based on factors such as geography or skill set of agents.

- **Scheduling Service/Support Calls** - This set of programs enables the scheduling of work out in the field. They allow for the dispatcher/service coordinator to enter appointments for customers, print or email the service ticket for the appointment, and then review all active appointments via either an inquiry program or a calendar program in four different views; by employee, by service coordinator, by customer or by type of service being performed. Also included is a suite of reports that can be emailed to the employee, service coordinator, or customer that contain details on active appointments for the date range specified.

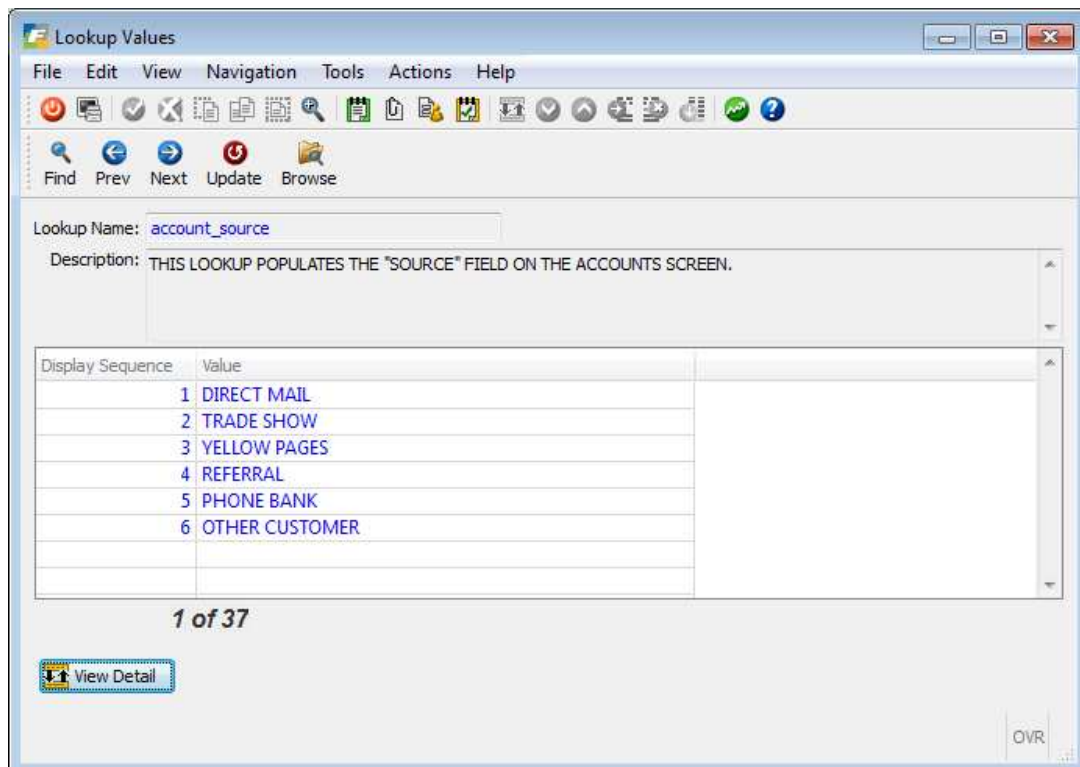
Chapter 1 CRM SET UP

This chapter covers the set up required prior to using the Fitrix ERP CRM module



LOOKUP VALUES

The lookup values come predefined as they are look ups to the various tables behind the scenes. What you must do is define the values for each of these look ups. In the example below the lookup name “Account Source” is the source where your Account came from. When entering Accounts you can select from a list of the source values you have set up.



To update your source values go into Update mode and enter the display sequence number (the order you want the list of sources to display in the programs lookup list) and the source value.

Important Note #1: If the lookup is for an activity status (ie- activity status, campaign status, etc.), make sure the display sequence has COMPLETED as the last value in the list. Throughout the CRM module when you check that an activity has been completed its status will be set to the last lookup value found in the lookup table which is why COMPLETED should be the last value.

The screenshot shows the 'Lookup Values' window for the 'activity_status' lookup. The window has a menu bar (File, Edit, View, Navigation, Tools, Actions, Help) and a toolbar with icons for Find, Prev, Next, Update, and Browse. Below the toolbar, the 'Lookup Name' is 'activity_status' and the 'Description' is 'THIS LOOKUP POPULATES THE "ACTIVITY STATUS" FIELD ON THE ACTIVITIES SCREEN. SINCE THIS IS AN ACTIVITY PLEASE MAKE SURE COMPLETED IS THE LAST VALUE YOU ENTER.' A table with two columns, 'Display Sequence' and 'Value', contains three rows of data. The status 'COMPLETED' is highlighted in blue. The page number '2 of 8' is displayed below the table, and a 'View Detail' button is at the bottom left.

Display Sequence	Value
1	PENDING APPROVAL
2	WAITING ON CUSTOMER
3	COMPLETED

2 of 8

View Detail

Important Note #2: If you also want to block off time for employees personal time off (PTO) on the Services scheduling calendar program so you can see on the calendar the days they are not available to take appointments, set up a service type for this too as shown here.

The screenshot shows the 'Lookup Values' window for the 'service_type' lookup. The window has a menu bar (File, Edit, View, Navigation, Tools, Actions, Help) and a toolbar with icons for Find, Prev, Next, Update, and Browse. Below the toolbar, the 'Lookup Name' is 'service_type' and the 'Description' is 'THIS LOOKUP POPULATES THE SERVICE TYPE ON THE UPDATE APPOINTMENTS SCREEN. YOU CAN ALSO ASSOCIATE THESE SERVICE TYPES WITH REPRESENTATIVES THAT MAKE SERVICE CALLS.' A table with two columns, 'Display Sequence' and 'Value', contains four rows of data. The service types 'DISPATCH', 'INSTALL', 'REPAIR', and 'PTO' are listed. The page number '1 of 1' is displayed below the table, and a 'View Detail' button is at the bottom left.

Display Sequence	Value
1	DISPATCH
2	INSTALL
3	REPAIR
4	PTO

1 of 1

View Detail

Since appointments must be attached to a customer you must then set up a “dummy” customer for any type of PTO time you need to track on the Appointment calendar.

The CRM screen programs have the following lookup fields.

Accounts Screen Lookups:

- account_source – the source that your Account came from (ie- trade show).
- account_status – account status (ie_active).
- account_type – type of business (ie_distributor).
- account_rep – account representative
- address_type – type of address (ie- work, home)
- contact_type – type of contact on the Contacts screen (ie-decision maker).
- department- the department the contact works in (ie – sales)
- email_type- the contact’s email type (ie-work, home)
- industry_standard – valid values are SIC and NAICS.
- Industry_type – type of industry (ie- manufacturing).
- name_courtesy – prefix to contact name (ie- MR.).
- name_suffix – suffix to contact name (ie- SR.).
- phone_type – contact’s phone type (ie- work, home).
- Title- the contact’s title (ie- president).

Activities Screen Lookups:

activity-type – type of activity (ie-sales call).

Alerts/Alarms screen Lookups:

alert_importance – importance of alert on the alerts reminder screen (ie-critical).

Campaigns screen Lookups:

campaign_status – status of marketing campaign (ie-completed).

campaign_type – type of campaign (ie-direct mail).

Cases screen Lookups:

case_status – status of a support case (ie- closed).

case_priority – priority of a support case (ie- high).

severity – severity of the support case (ie- severe).

type_major – a way to group cases and find by type (ie- software).

type_minor - a way to group cases and find by type (ie- hardware).

Service Appointments Lookups:

Service_type – type of service being performed

Coordinator Id- this will be a representative_id that is designated as a service coordinator

Leads screen Lookups:

lead_source – where this lead came from (ie- Google search).

lead_status- status of the lead (ie- pending qualification).

lead_type – type of lead (ie-active).

Opportunities screen Lookups:

prod_serv_category – products or services category (ie- radios).

Projects Screen Lookups:

activity_role - who is responsible for the activity within a project (ie-sales manager).

project_status – project status (ie- active).

project_type – type of project (ie-annual trade show).

Proposal screen Lookup:

proposal_status- status of the proposal (ie- submitted).

Representatives screen Lookups:

quota_type – type of quota (ie- % gross profit).

rep_type – type of representative (ie- service rep for support calls).

role – the representatives role (ie- support manager).

Teams screen Lookup:

team_role – role of the team (ie- service).

Territories screen Lookup:

territory_type – type of territory (ie- sales).

TERRITORIES

Territories are not currently utilized in Phase I release of the CRM module. When they are utilized the user will be able to assign a territory to be in charge of Leads, Opportunities, and Cases. Currently the Cases program uses a geographical hierarchy based on zip code when assigning them to representatives and the Leads and Opportunities programs use a manual selection of representatives and teams.

The screenshot shows the 'Territories' application window. The menu bar includes File, Edit, View, Navigation, Tools, Actions, and Help. Below the menu is a toolbar with various icons. A secondary toolbar contains buttons for Find, Prev, Next, Add, Update, Delete, and Browse. The main form area has a 'Territory' section with fields for 'Territory ID' (containing '2'), 'Name' (containing 'SOUTHEAST'), and 'Type' (a dropdown menu). Below this are four tabs: 'Countries (1)', 'States/Provinces (4)', 'Area Codes (3)', and 'Post Codes (2)'. The 'States/Provinces' tab is active, displaying a list of states: GA (GEORGIA), FL (FLORIDA), AL (ALABAMA), and SC (SOUTH CAROLINA). The 'GA' entry is highlighted. At the bottom left, there is a 'Quit' button with a red power icon. The bottom right corner shows '2 of 6' and an 'OVR' button.

Territory ID – a sequential number assigned by the program.

Name – enter the name of the territory.

Type- do a lookup and select a predefined territory type.

Detail TABS- to enter country, state, area codes, and post codes assigned to this territory click on each folder tab.

REPRESENTATIVES

Use this program to enter representatives that work for your organization. These representatives can be sales reps assigned to Accounts or service reps assigned to support cases.

Name- enter the representatives name.

Title- select a predefined title.

Type- select a predefined type of rep (ie- sales, services, technical support).

Department – select a predefined department the rep works in.

Role – select a predefined role the rep plays.

Contact Info – enter contact information.

User ID – enter user ID. By associating user ID with a rep ID a task that is assigned to a rep with an alert on it will display for this user id when they are logged in.

Supervisor- check whether the rep is a supervisor.

Service Coordinator - only employees that have this box checked can be assigned as the service coordinator for appointments.

Experience Level- enter the experience level, the higher the number the more experienced.

Team- select a predefined team for the rep.

Supervisor –select the rep’s supervisor if there is one.

Detail TABS- to enter country, state, area codes, post codes, items and item classes they have expertise with, and the service types/calls they are qualified to work on click on each folder tab.

TEAMS

This program is used to assign representatives to teams and these teams can then be assigned to Accounts, Opportunities, etc.

The screenshot shows the 'Teams' application window with the following details:

- Team Information:**
 - Team Name: SOUTHEAST TEAM
 - Department: SALES
 - Territory: SOUTHEAST
 - Role: PROMOTION
 - Supervisor: JANICE LEE
 - Experience Level: 1
- Team Members Table:**

Rep	Title
1 - JOHN PUBLIC	SALES MANAGER
7 - JIM BODE	BUSINESS MANAGER
11 - TINA WATERS	SERVICE MANAGER
- Page Information:** 2 of 2
- Buttons:** View Detail, OVR

Team Name-enter the name for the team.

Department- select a predefined department the team works for.

Territory – select a predefined territory the team represents.

Roles- select the role the team covers (ie- service).

Supervisor – select the team’s supervisor.

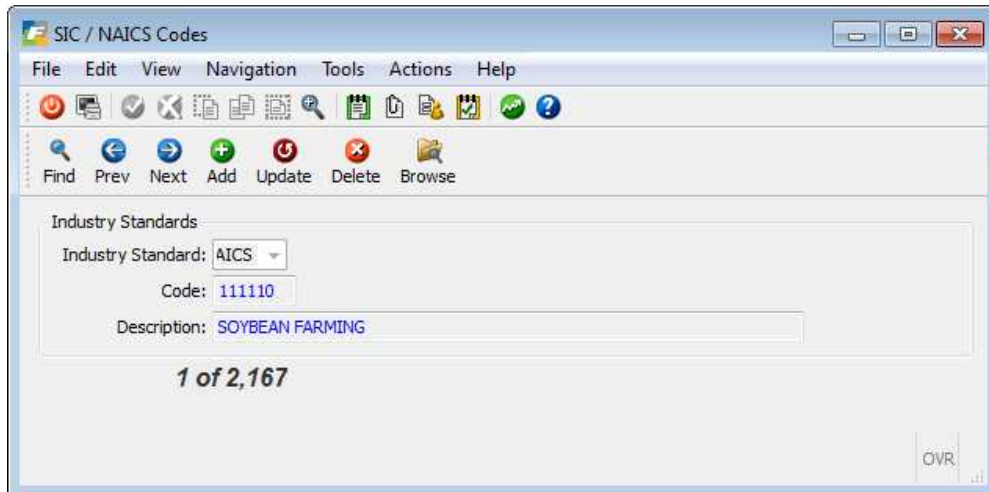
Experience Level- enter the experience, the higher the number the more experienced.

Rep - select the reps that belong to the team

Title – display only.

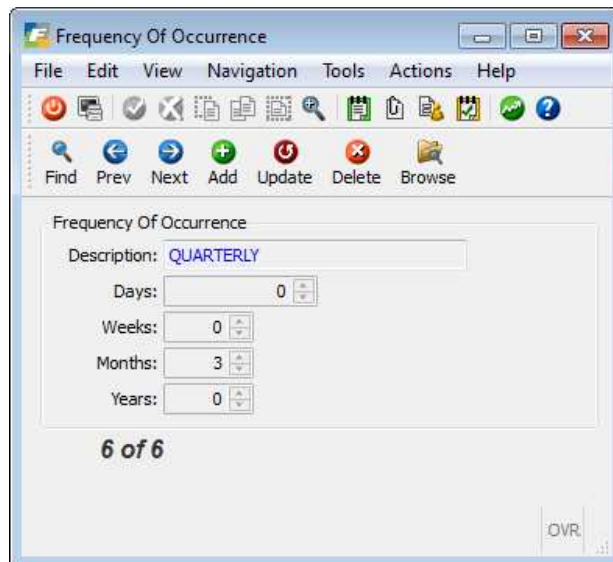
SIC/NAICS CODES

Fitrix ERP CRM comes preloaded with all SIC/NAICS industry codes. You can then assign an SIC/NAICS code to your Accounts to denote the Account's industry type.



FREQUENCY OF OCCURRENCE

This program is used to set up time periods that can then be assigned to marketing campaign activities.



CITY/STATE/ZIP CODE MANAGEMENT

Fitrix ERP CRM comes preloaded with all city/state/zip code combinations and the values here are used to verify address information in the various CRM programs.

The screenshot shows the 'City/State/Zip Code Management' application window. It features a menu bar with 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. Below the menu is a toolbar with icons for Find, Prev, Next, Add, Update, Delete, and Browse. The main form area contains several input fields: 'Post Code' (00601), 'City' (JARD DE ADJUNTAS), 'County/District' (ADJUNTAS), 'State/Province' (PR), 'County Code' (001), 'State Code' (72), and 'Country Code' (1). Below these fields, the text '1 of 70,748' is displayed. In the bottom right corner, there is a small 'OVR' button.

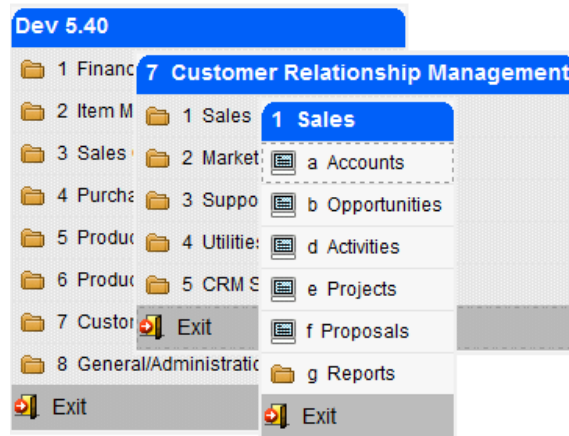
STATE/PROVINCE MANAGEMENT

Fitrix ERP CRM comes preloaded with all states and provinces and the values here are used to validate state/province assignments to reps, teams, etc..

The screenshot shows the 'State/Province Management' application window. It has a menu bar with 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. Below the menu is a toolbar with icons for Find, Prev, Next, Add, Update, Delete, and Browse. The main form area contains three input fields: 'Country' (US) with a dropdown menu showing 'UNITED STATES', 'State/Province' (GA), and 'Name' (GEORGIA). Below these fields, the text '1 of 1' is displayed. In the bottom right corner, there is a small 'OVR' button.

Chapter 2 SALES

This chapter covers the Sales programs



ACCOUNTS

This program is used to enter and manage your Accounts.

If you do a Find a query screen will first display where you enter search criteria to find the account you are looking for. To find an account by telephone number without enter any masking, enter the number in the digits field.

Company Info Section

Account Name (required) – account name

Parent ID – if this account is affiliated with one of your existing customers zoom to find the customer id.

Revenue- if known enter the account's annual revenues.

Industry Type- drop down list of industries you have previously defined.

Employees – if known enter the account's number of employees.

Standard – valid values are NAICS or SICs.

Code – zoom to select the NAICS or SICs code.

Ticker – stock market ticker

Created By – the login ID of the user that created the account.

Date – date the Account was created.

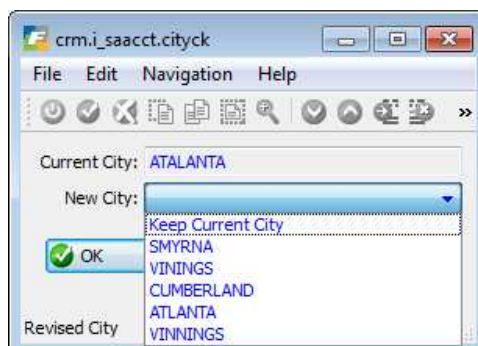
Address Info Section:

Type – drop down list of address types you have previously defined.

Address1 (required) – enter address line one.

Address2 – enter second address line if there is one.

City, State, Zip, County, Country (required) – if you enter a zip code that spans more than one city you will receive this prompt:



You can keep the city you entered or change it. Once selected the county and country will be filled in automatically.

Primary Contact Info Section:

Use this section to enter the address information for the primary contact for this account. This contact information can be edited in Add mode but not in Update mode. To update the primary contact information you must be in Update mode, click on the contacts tab and then click on the contact row you want to change.

Name - drop down list of salutations you have previously defined.

First Name

Last name

Abbreviation - drop down list of abbreviations you have previously defined.

Title- drop down list of titles you have previously defined (ie- president).

Type - drop down list of types you have previously defined (ie- decision maker).

Department - drop down list of departments you have previously defined (ie- executive).

Email- drop down list of email types you have previously defined (ie-work).

Email address

Info Section:

Account type (required) - drop down list of types you have previously defined (ie- distributor).

Status (required)- drop down list of statuses you have previously defined (ie-active).

Source - drop down list of sources you have previously defined (ie- referral).

Account Rep (required)- drop down list of your company's account reps.

Team - drop down list of your company's teams.

Credit Limit – as defined on the customer master program.

Balance – current balance due found in the customer master program.

Yr-to Date – year to date sales.

Lifetime – total sales made to this Account.

Phones Section:

Enter the company's phone numbers. There can be three defined (main, fax, etc.) The phone numbers for the primary contact are entered on the Contacts screen described next.

Contacts folder tab:

To access contacts, go into Update mode and click on this folder tab. To edit an existing contact, double click the row that contains the contact you wish to edit. To enter a new contact, double click on a blank row.

Update Contact Detail

File Edit Help

Contact

MR. First: EDWARD Middle: Last: JACKSON
Full Name: EDWARD JACKSON

Details

Title: PRESIDENT ☒ Primary? Department: Contact Type: Birthday: 05-25
Salutation: DEAR EDWARD Assistant: CINDY JONES
Primary Address: [MAIN(Account Primary)] 100 WILLOW LANE, ATLANTA, GA, 1

Alternate Contact Addresses

Primary	Type	NickName	Address	City	State	Post Code	Country
<input checked="" type="checkbox"/>	MAIN	MAIN OFFICE	205 PEACHTREE TRAIL	ATLANTA	GA	30339	1

Phones

Primary	Type	Phone Number	Extension	Intl?
<input checked="" type="checkbox"/>	OFFICE	(404) 234-1032		<input type="checkbox"/>

Email

Primary	Type	Email Address
<input type="checkbox"/>		EJACKSON@ZYZCORP.COM
<input checked="" type="checkbox"/>		EJACKSON@GMAIL.COM

OK Cancel

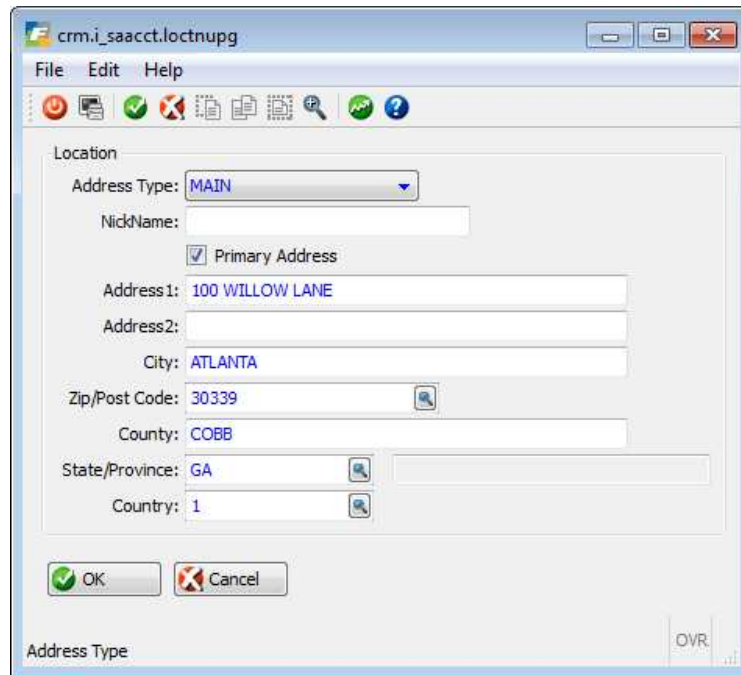
Mr., Mrs, Ms. Dr. etc...

OVN

To enter alternate contact addresses, phones, and emails simply click on the folder tab and double click on a blank row.

Addresses folder tab:

To access addresses, go into Update mode and click on this folder tab. To edit an existing address, double click the row that contains the address you wish to edit. To enter a new address, double click on a blank row.



The screenshot shows a dialog box titled 'crm.i_saacct.loctnupg' with a menu bar (File, Edit, Help) and a toolbar. The 'Location' section contains the following fields:

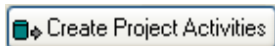
- Address Type: **MAIN** (dropdown menu)
- NickName: (empty text field)
- ☒ Primary Address
- Address1: **100 WILLOW LANE**
- Address2: (empty text field)
- City: **ATLANTA**
- Zip/Post Code: **30339** (with a search icon)
- County: **COBB**
- State/Province: **GA** (with a search icon)
- Country: **1** (with a search icon)

At the bottom, there are 'OK' and 'Cancel' buttons. The 'Address Type' label is at the bottom left, and 'OVR.' is at the bottom right.

The address that is designated as Primary Address will be the address that displays on the Accounts screen.

Activities folder tab:

To access activities, go into Update mode and click on this folder tab. To edit an existing activity, double click the row that contains the activity you wish to edit. To enter a new activity, double click on a blank row. You can also create a list of activities from a project template by clicking on the



button. See Projects for more information on how to set up these templates.

The screenshot shows the 'Campaign Activities' window with the following fields and options:

- Activity Type:** STATUS MEETING (dropdown)
- Status:** SCHEDULED (dropdown)
- Description:** PROGRESS MEETING
- Assigned To:** 7 - JIM BODE (dropdown)
- Team:** 2 - SOUTHEAST TEAM (dropdown)
- Letter:** (empty dropdown)
- Created By:** (empty text field)
- Create Date:** (calendar icon)
- Schedule:**
 - Scheduled Date:** 12/15/2012 (calendar icon)
 - 01:00:00** (time spinner)
 - Duration Days:** 0 (spinner)
 - Hours:** 1 (spinner)
 - Minutes:** 0 (spinner)
- Contact:**
 - Contact:** JOANNE A BANKS (dropdown)
 - Title:** CFO
 - Phone:** (770) 999-0909
 - Email Address:** JOANE@BANKS.COM
- Buttons:** OK, Cancel, Complete, Create
- Footer:** Set Reminder?, OVR

Activities can also be added by using the Activities menu option (d) on the Sales menu.

(See the Alerts/Alarms section of this user guide for how to set reminders).

Activity History folder tab:

Once an activity is marked completed on the Activities screen it is moved to this folder for viewing. Only active activities stay in the Activities folder.

Campaigns folder tab (view only):

To access campaigns, go into Update mode and click on this folder tab. To view an existing campaign, double click the row that contains the campaign you wish to view. To enter a new campaign, you must use the Campaigns program on the Marketing menu.

Campaigns

File Edit View Navigation Tools Actions Options Help

Query Builder

Find Prev Next Add Update Delete Browse

Campaign

Type: DIRECT MAIL Status: ACTIVE

Description: SEND INFORMATION LETTERS

Manager: 6 - JOAN BOILEAU Team: 2 - SOUTHEAST TEAM

Created By: On: Complete

Metrics

Budget: Estimated Cost: Actual Cost: Estimated Revenue:

Parameters

Static List Query Manual Entry

Primary Contacts All Contacts

Project: TRADE SHOW INQUIRY

Start: 11/20/2012

List Name:

Campaign Activities (3) Contacts (12)

Type	Description	Sched Date	Complete	Letter
TRADE SHOW	ABBA.DATTANN ASDFASDFSFSFASDFASF	11/25/2012	<input checked="" type="checkbox"/> Complete	INFO
FOLLOW UP	FOLLOW LEADS	11/25/2012	<input checked="" type="checkbox"/> Complete	INFO
			<input type="checkbox"/> Complete	

1 of 17

OVR

Campaigns History folder tab (view only):

Once a campaign is marked completed on the Campaigns screen accessed from the Marketing menu it is moved to this folder for viewing. Only active campaigns stay in the Campaigns folder.

Quotes folder tab:

Use this folder tab to add quotes or to view any active quotations that have been entered through Sales Order entry for accounts that are customers, and to add or to view proposals entered using the Proposals program on the Sales menu for accounts that are not yet customers.

Orders folder tab:

Use this folder tab to add orders or to view any active sales orders that have been entered through Sales Order entry for accounts that are customers.

Leads folder tab (view only):

Use this folder tab to view any leads that were set up using the Leads program on the Marketing menu.

The screenshot shows a web application window titled 'crm.i_saacct.leadupg'. It has a menu bar with 'File', 'Edit', and 'Help'. Below the menu is a toolbar with various icons. The main area is divided into two columns. The left column is for 'Lead' information, including 'Lead Type' (a dropdown), 'Description' (a text field with 'NEW STORE OPENINGS IN FLORIDA'), 'Status' (a dropdown), 'Assigned Rep:' (a dropdown with '7 - JIM BODE'), 'Team:' (a dropdown with '2 - SOUTHEAST TEAM'), 'Source' (a dropdown), 'Category' (a dropdown), 'Create Date:' (a text field with '02/22/2011'), and 'Create By:' (a text field with 'bettyb'). There is a 'Create Opportunity' button at the bottom of this column. The right column is for 'Contact' information, including 'Contact:' (a dropdown with 'EDWARD JACKSON'), 'Title:' (a text field with 'PRESIDENT'), 'Phone:' (a text field with '(404) 234-1032'), and 'Email:' (a text field with 'EJACKSON@GMAIL.COM'). There is an 'Additional Contacts' button below the email field. At the bottom left are 'OK' and 'Cancel' buttons. At the bottom right is an 'OVR' button.

OPPORTUNITIES

This program is used to enter potential opportunities you have with your accounts.

The screenshot shows a web application window titled 'Opportunities'. It has a menu bar with 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. Below the menu is a toolbar with various icons. The main area is divided into several sections. The 'Account' section includes 'Account ID:' (a text field with '1'), 'Account Name:' (a text field with 'SALLY'S SUPPLY'), 'Parent ID:' (a text field with '9'), 'Parent Name:' (a text field), 'Web Site:' (a text field with 'WWW.SALLYSSUPPLY.BZ'), 'Revenue:' (a text field with '99000000000.00'), 'Industry Type:' (a dropdown with 'WHOLESALE'), 'Employees:' (a text field with '4'), 'Customer Code:' (a text field with '1'), 'Ticker:' (a text field with 'SS'), 'Standard:' (a text field with 'NAICS'), '212325', 'CLAY AND CERAMIC AND REFRACTORY MINERALS MINING', and 'Description:' (a text field with 'NEW STORE OPENINGS ON THE EAST COAST'). The 'Lead' section includes 'Lead Type:' (a dropdown with 'ACTIVE'), 'Status:' (a dropdown with 'AWAITING VERBAL'), 'Assigned To:' (a dropdown with '10 - JOHN BLA'), 'Team:' (a dropdown with '2 - SOUTHEAST'), 'Source:' (a dropdown with 'TRADE SHOW'), 'Category:' (a dropdown with 'CABLE DVR UNITS'), 'Created By:' (a text field with 'bettyb'), and 'On:' (a text field with '11/15/2012'). The 'Opportunity' section includes 'Forecast' (a checked checkbox), 'Quote No:' (a dropdown), 'Order No:' (a dropdown), 'Forecast Amount:' (a text field with '125000'), 'Probability:' (a text field with '85.00'), '% Expected Close:' (a text field with '12/13/2012'), and 'Order Date:' (a text field). The 'Contact' section includes 'Name:' (a dropdown with 'RHONDA R. ROBERTS'), 'Phone:' (a text field with 'OFFICE'), '(800) 324-5968', and '108', 'Title:' (a text field with 'SALES MANAGER'), and 'Email:' (a text field with 'RONDAR@SALLYSSUPPLY.COM'). At the bottom are tabs for 'Contacts', 'Activities', 'Activity History', 'Campaigns', 'Campaign History', 'Quotes (15)', and 'Items (1)'. Below the tabs is a table with columns 'Contact Name', 'Phone', 'Extension', and 'Email Address'. At the bottom left is '7 of 13' and at the bottom right is an 'OVR' button.

Account ID – enter or zoom to find.

Description – description for this opportunity (scrolling field).

Won- check this box when the opportunity is won.

Forecast – check this box to include this opportunity in the total forecasted dollars.

Forecast Amount – forecasted dollar amount.

Probability – probability % to win.

Quote No – select quotation number if this opportunity is tied to a quote.

Order No – select sales order number if this opportunity is tied to a sales order.

Expected Close – date you expect to close.

Lead Type – select lead type.

Status – select status.

Assigned to – select assigned to.

Team – select team.

Source – select source.

Category – select category

Contact Name – select the contact name for this account/opportunity.

The folder tabs in the detail section are same folder tabs you can access using the Accounts screen with the exception of the items folder tab. Use this to select inventory items that are associated with the opportunity.

ACTIVITIES

This program is used to set up activities that need to be followed up on. You can also set up reminders so that you are automatically notified when an activity requires your attention.

The screenshot shows the 'Activities' window with the following fields and values:

- Activity Type:** RENT BOOTH
- Status:** PENDING
- Description:** CONTACT FACILITY TO RENT BOOTH
- Assigned To:** (empty dropdown)
- Created:** 11/15/2012
- Team:** (empty dropdown)
- By:** bettyb
- Campaign:** EMAIL BLAST ABOUT UPCOMING TRADE SHOW
- Complete:** ☐
- Query Name:** ACCOUNTS IN GEORGIA WITH INDUSTRY TYPE = WHOLESALE
- Letter:** (empty dropdown)
- Schedule:**
 - Scheduled Date:** 11/20/2012
 - Duration Days:** 0
 - Hours:** 1
 - Minutes:** 0
 - Complete Date:** 00:00:00
 - Complete By:** (empty dropdown)
- Reminder:** ☐
- Contact:**
 - Company:** 1 SALLY'S SUPPLY
 - Lead/Opportunity:** (empty dropdown)
 - Contact:** ARMHAND J CLOCKFACE
 - Title:** SALES MANAGER
 - Phone:** (202) 320-2020
 - Email Address:** ARMHAND@CLOCKFACE.COM
- Page:** 1 of 466

Activity Type – select an activity type.

Status – select a status for this activity.

Description- enter a description.

Assigned To – select who the activity is assigned to.

Team – select a team.

Campaign – select a campaign if this activity is associated with one.

List Name – if the activity was generated via a campaign using a list the list name displays here.

Letter - select a letter code for a letter that you want to send.

Company – select company.

Lead/Opportunity – select one if this activity is associated with one.

Contact – select Account contact.

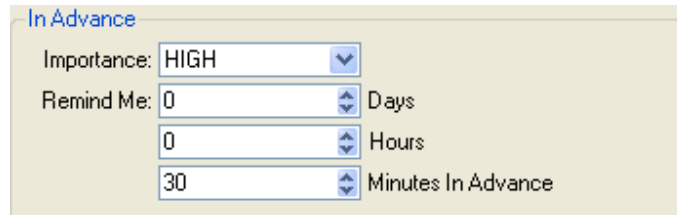
Scheduled Date – enter date.

Duration Days – enter number of days.

Hours- enter number of hours.

Minutes – enter number of minutes.

Reminder check box- if you check this, additional fields will display so that you can enter information about the reminder.



The screenshot shows a form titled "In Advance" with a light beige background. It contains four rows of input fields, each with a label on the left and a unit label on the right. The first row is "Importance:" followed by a dropdown menu showing "HIGH". The second row is "Remind Me:" followed by a spinner box showing "0" and the unit "Days". The third row is a spinner box showing "0" and the unit "Hours". The fourth row is a spinner box showing "30" and the unit "Minutes In Advance".

Field	Value	Unit
Importance:	HIGH	
Remind Me:	0	Days
	0	Hours
	30	Minutes In Advance

PROJECTS

A project is a template of activities that can then be assigned to a campaign. The template below is an example of the types of activities that can be associated with a trade show.

The screenshot shows the 'Projects' application window. At the top is a menu bar with 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. Below the menu is a toolbar with icons for Find, Prev, Next, Add, Update, Delete, and Browse. The main area is divided into two sections. The top section, labeled 'Project', contains fields for 'Project ID' (7), 'Status' (FUTURE), 'Type' (ANNUAL TRADE SHOW), 'Created By' (bettyb), 'Description' (HOLD TRADE SHOW), and 'Date' (12/03/2012). The bottom section, labeled 'Template Activities', contains a table with the following data:

Sequence	Days	Activity Type	Description	Days	Hours	Mins	Role	Letter
1	4	STATUS MEETING	HOLD PLANNING MEETING	0	4	0	SALES ADMINISTRATOR	
2	6	FOLLOW UP	MAKE SURE DUCKS ARE IN A ROW	0	6	0	MARKETING COORDINATOR	
3	8	TRADE SHOW	DO THE TRADE SHOW	4	12	0	SALES MANAGER	

Below the table, it says '5 of 6'. At the bottom left is a 'View Detail' button, and at the bottom right is an 'OVR' button.

Project ID – next sequential number assigned by the program.

Status – select status.

Type- select the type of project.

Description – enter a description.

In the detail section enter the sequence, duration, activity type, the role of the person the activity is assigned to, and the type of letter that should be sent.

PROPOSALS

Use this program to enter proposals for your Accounts that are not yet customers (versus using quotes for Accounts that are customers).

Account/Address
 Account Number: 9
 Location: ROCHESTER LANE, FORT MCPHERSON, GA, US
 City: FORT MCPHERSON
 Address1: 23000 ROCHESTER LANE
 County: FULTON
 Address2:
 State: GA
 Post Code: 30310
 Country: US
 Warehouse: SEATTLE DISTRIBUTION CENTER

Info
 Proposal ID: 24
 Created By: bettyb
 Proposal No: JP03012011
 On: 03/01/2011
 Description:
 Date: 11/25/2012
 Default Discount: %
 Status: SUBMITTED

Contact
 Contact: DR.
 Name: JOE M PLUMBER
 Title: CFO
 Email: JOE@JOESPLUMBING.NET

Totals
 Base Price: 86.35
 Discounts: -413.65
 Net: 500.00

Item Code	Description	Quantity	Base Price	Discounted Price	Net Total
12104	SCM A SERIES MULSTRIKE	10.00	8.6350	50.0000	500.00

1 of 1
 View Detail

Account Number- enter or zoom to find Account number.

Location – select the Account’s location.

Warehouse – select the warehouse location the items will be shipped from.

Contact – select the contact the proposal should be sent to.

Proposal No – enter the proposal number.

Description – enter a description for the proposal.

Discount – enter % discount off list price.

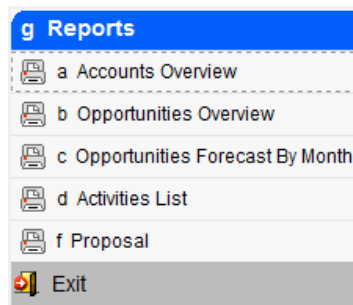
Status – select a status for the proposal.

In the detail section, enter the items for this proposal and their quantities. The discounted price that is calculated is the list price for the item/warehouse less the default discount percent entered in the header portion of the screen.

You can then use the option button on the toolbar to launch the proposal print program . You can also print the proposal from the Reports menu option.

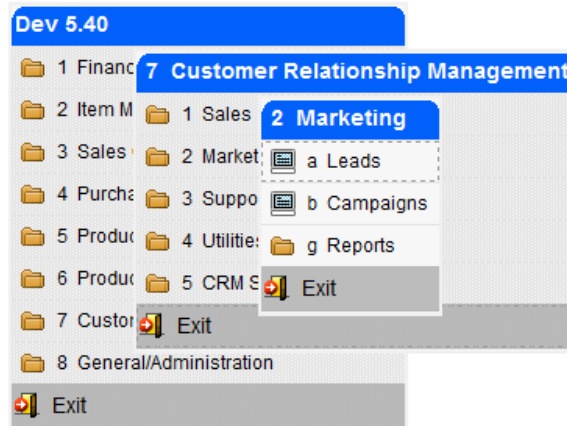
SALES REPORTS

Fitrix CRM has the following sales reports:



Chapter 3 MARKETING

This chapter covers the programs used for marketing campaigns



LEADS

This program is used to create leads that can then be turned into opportunities.

Account

Account ID: 59 Account Name: XYC CORPORATION
 Parent ID: 9 Parent Name:
 Web Site: WWW.XYCCORP.COM Revenue: 25000000.00
 Industry Type: RETAIL SALES Employees: 100
 Customer Code: CRM59 Ticker:
 Standard: NAICS 111120 OILSEED (EXCEPT SOYBEAN) FARMING
 Description: NEW LEAD FROM 2012 SHOW
 Create Opportunity

Lead

Lead Type: PENDING
 Status: PENDING QUALIFICATION
 Assigned To: 9 - JACK SPR
 Team: 1 - MIDWEST
 Source: TRADE SHOW
 Category: RADIOS
 Created By: briang
 On: 11/15/2012

Contact

Name: EDWARD JACKSON Phone: OFFICE (404) 234-1032
 Title: PRESIDENT Email: EJACKSON@GMAIL.COM

Contact Name	Phone	Extension	Email Address
JOANNE A BANKS	(770) 999-0909		JOANE@BANKS.COM
EDWARD JACKSON	(404) 234-1032		EJACKSON@GMAIL.COM

2 of 3

OVR

Account ID – select Account.

Contact Name – select contact.

Lead Type - select lead type.

Status – select status.

Assigned to – select rep ID.

Team – select team.

Source - select source.

Category – select category.

CAMPAIGNS

This program is used to set up marketing campaigns.

Campaign

Type: Status:

Description:

Manager: Team:

Created By: On: ☐ Complete

Metrics

Budget:

Estimated Cost:

Actual Cost:

Estimated Revenue:

Parameters

☒ Static List ☐ Query ☐ Manual Entry

☐ Primary Contacts ☒ All Contacts

Project:

Start:

List Name:

Campaign Activities (3) **Contacts (12)**

Type	Description	Sched Date	Complete	Letter
TRADE SHOW	ABBA.DATTANN ASDFASDFSFSASDFASF	11/25/2012	<input checked="" type="checkbox"/> Complete	INFO
FOLLOW UP	FOLLOW LEADS	11/25/2012	<input checked="" type="checkbox"/> Complete	INFO
			<input type="checkbox"/> Complete	

1 of 17

OVR

Type – select type of campaign.

Status – select a status.

Description – enter a description for the campaign.

Manager - select the campaign manager.

Team – select a team.

Complete- check when the campaign is completed.

Parameters- select contacts from a list, a query, or enter manually. To create a new query click

on the  button.

Contacts – select Accounts primary contacts or all contacts.

Project – select a project template.

Start - enter the start date for this campaign.

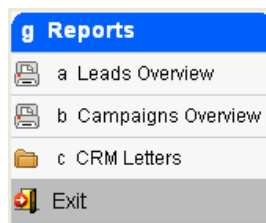
Name - select list or query name.

Metrics – enter budget, costs, revenues.

Execute- click on execute to activate the campaign. This will copy the activities from the folder tab into individual activities for each contact in the Contacts folder tab.

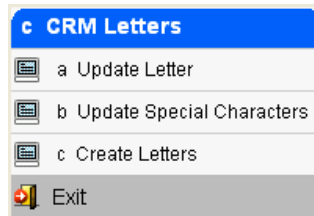
CAMPAIGN REPORTS

Fitrix CRM comes with the following reports:



CRM LETTERS

The CRM letters submenu has the following options and work just like the AR Dunning letters.



Update Letter – use this program to define your letter code and text. You must then use the Update Special Characters program to define the SQL statements that will retrieve the data that will print on the letter from the database. In the example below the special characters \$?1 will pull the Account ID from the database.

The screenshot shows the 'Update Letter' application window. The title bar reads 'Update Letter'. The menu bar includes 'File', 'Edit', 'View', 'Navigation', 'Tools', 'Actions', and 'Help'. The toolbar contains icons for Find, Prev, Next, Add, Update, Delete, and Browse. Below the toolbar, there are two input fields: 'Letter Code: INFO' and 'Description: Send Information To Account'. The main area is a text editor titled 'Body of Letter' containing the following text:

Acct#: {{account-id}} Date: {{letter_date}}

{{account-name}}

Attn: {{contact-name}}

{{address1}}

{{address2}}

{{city}}, {{state-prov}} {{post-code}}

{{country-code}}

{{salutation}}

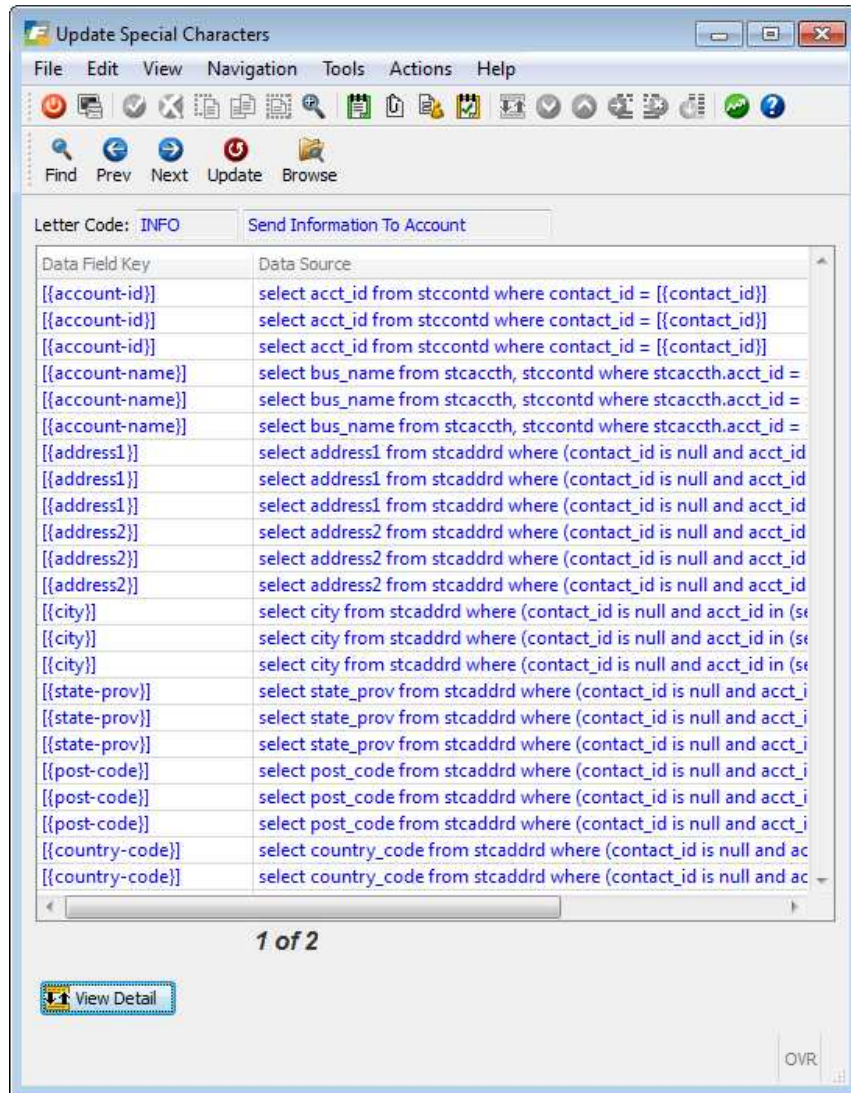
The following item is on special clearance until March 31:

Item: 12104-SCM A SERIES MULTISTRIKE \${{item-price}}

Please call my Cell Phone at {{cell-phone}} if you are interested in purchasing some.

At the bottom of the window, it says '1 of 2' and there is a 'View Detail' button. In the bottom right corner, there is a label 'OVR'.

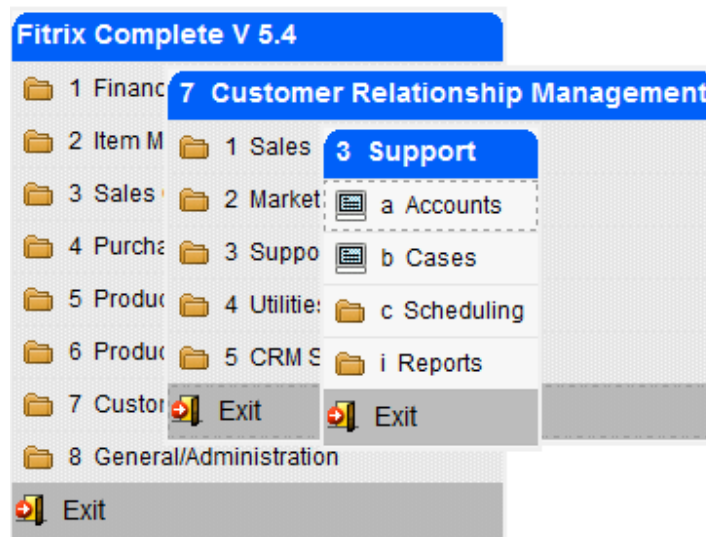
Update Special Characters - use this program to define the SQL statements that will pull the data you want to print on the letter directly from the database.



Create Letters - typically letters will be printed from the Campaign or Activities program but you can alternately print them using menu option (c).

Chapter 4 SUPPORT

This chapter covers how to log support cases for your Accounts and how to schedule service calls.



ACCOUNTS

This menu option calls the same Account program that is accessed from the Sales menu.

CASES

Use this program to log and track support cases.

The screenshot shows the 'Cases' application window with the following details:

- Contact Information:**
 - Account: 59, XYZ CORPORATION
 - Phone: OFFICE : (404) 234-1032
 - Address: [WAREHOUSE] 200 JONES AVE, ATLANTA, GA, 1
 - Contact: EDWARD JACKSON
 - Title: PRESIDENT
 - Email: WORK : EJACKSON@ZYZCORP.COM
 - Team: 1 - MIDWEST DIVISION TEAM
- Case Information:**
 - Case Number: 5
 - Type: TECH SUPPORT
 - Status: ACTIVE
 - Created: 11/05/2012
 - Brief Description: DEFECTIVE STEERING WHEEL SAMPLE SENT
 - Time: 16:35:09
 - Priority: HIGH
 - Severity: 1 - LEAST
 - By: bettyb
- Dispatch Information:**
 - Dispatch Now button
 - Assigned To: (empty dropdown)
 - Dispatched: 11:23:22
- Problem Type:**
 - Major: AUTOMOTIVE HARDWARE
 - Minor: STEERING COMPONENTS
- Problem Description:**

THE STEERING WHEELS HAVE SCRATCHES ON THEM. THEY HAVE SCRUBBED AND WAXED BUT THE SCRATCHES DO NOT COME OUT. WE TRIED RUBBING AND SCRUBBING WITH
- Resolution:**
 - ☒ Resolved
 - Resolved Date: 11/12/2012
 - Resolved Time: 16:35:19
 - REPLACEMENT SAMPLE SENT TODAY.
- Parts Table:**

Item Code	Description	Replaced With	Quantity	Comment
17657	SCM CORONAMATIC NYLON	17657	1	SHIP FEDEX NEXT DAY

1 of 12

View Detail

OVR

Account – select account ID.

Contact – select Account contact.

Phone – select telephone number if different than the Contact's primary number.

Email - select email address if different than the Contact's primary email.

Team – select team.

Address- select address.

Type – select type of case.

Status – select status.

Description- enter a description for the case.

Priority- select a priority code.

Severity code – select a severity code.

Problem Type – select major and minor problem types (useful for queries).

Problem Description – enter problem description.

Assigned To – select a person to assign this case to or leave blank and click on dispatch to have a rep assigned to the case based on zip code.

Dispatched date – enter dispatch date or click on dispatch now and today's date will be selected.

Resolved- check this box when case is resolved.

Resolved Date – enter the date the case was resolved.

Resolved Time – enter the time the case was resolved.

Resolution – enter the action taken to resolve this case.

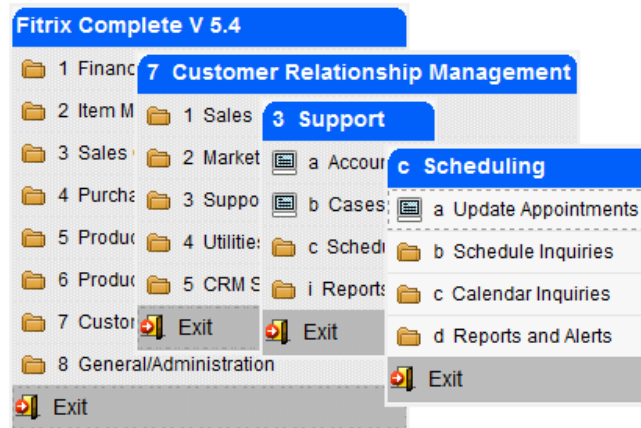
Parts- click on detail to enter information on parts and replacement parts.

SCHEDULING

This set of programs enables the scheduling of work out in the field. They allow for the dispatcher/service coordinator to enter appointments for customers, print or email the service ticket for the appointment, and then review all active appointments via either an inquiry program or a calendar program in four different views; by employee, by service coordinator, by customer or by type of service being performed. Also included is a suite of reports that can be emailed to the employee, service coordinator, or customer that contain details on active appointments for the date range specified.

ENTERING APPOINTMENTS

Now that set up is complete you are ready to start entering your appointments using option (a) on the Scheduling submenu shown here.



Update Appointments

File Edit View Navigation Tools Actions Options Help

Service Ticket Copy Appt Emp Cal

Find Prev Next Add Update Delete Browse

Ticket No: 73

Initiated By: MARY SMITH

Telephone: 404-345-5039

Email: marys@action.com

Bill To: 1

Name: ACTION PARTS

Address: 4880 TREMONT DR

City: ATLANTA

State: GA Zip: 30066

Service Type: REPAIR

PO Number: 50698

Project No: Priority: HIGH

Service ID: 1

Name: ACTION PARTS

Address: 4880 TREMONT DR

City: ATLANTA

State: GA Zip: 30066

Facility: 03

Vehicle ID:

Install Agreement No:

Salesperson: BJ

Telephone:

Coordinator: 5

Status: Active

Status Change Date: 01/08/2014

Entered Date: 01/08/2014

Entered By: bettyb

On Site Contact Name: JOHN SMITH Contact Phone: 404-567-4039

Date Scheduled: 01/08/2013 Appointment Date: 01/09/2013 Time: 08:00:00 Length: 2.00

Description: NEED TO REPAIR THE RADIOS THAT WERE SHIPPED ON SO# 1029300

Equipment:

Equipment Location: CUSTOMER SITE

Employee ID: DAVID S SPARKS

1 of 1

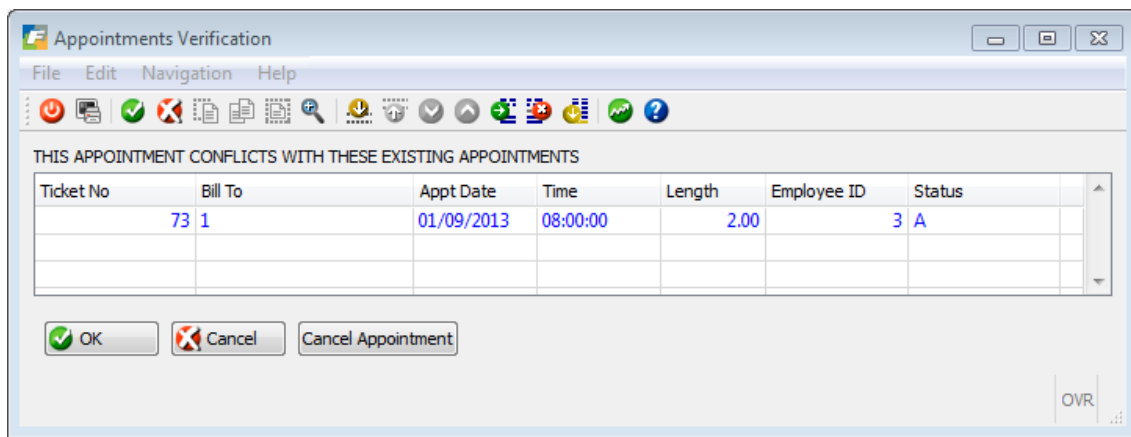
OVR

The following fields are required values so that the appointment will display properly on the calendar:

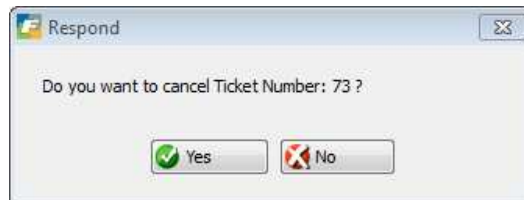
Initiated By
 Bill To
 Service Type
 Priority

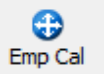
Service ID
Contact Name
Scheduled Date
Appointment Date, time, and estimated length of appointment
Employee ID
Service Coordinator
Status

If you enter an appointment and there is a conflict with an existing appointment, you will receive this error message and will need to change the date, time, or employee so there is no conflict.



If you want to cancel the appointment that presents the conflict, click on the Cancel Appointment button. Using the example above this would cancel ticket #73.



If you need to check the employee's calendar when entering new appointments click on the  on the toolbar to view the calendar


Calendar by Employee

File Edit View Navigation Tools Actions Help

Find Details


Start Date: 11/18/2013

Date	1-MARY BROWN	2-JOHN JONES	3-DAVID SPARKS	4-KAREN WHITE	5-JACK BROWN
11/19/2013			ACTION COMPUTERS & ELECTR		
11/20/2013					
11/21/2013					
11/22/2013					FISHERS SUPPLY

To view details about the appoints that are displayed on the calendar click the  button on the toolbar.

Next click on the cell the appointment is listed in and then click on the “clock” icon to view the appointment screen. You can make changes to the appointment if needed.

Start Date: 11/18/2013

Date	1-MARY BROWN	2-JOHN JONES	3-DAVID SPARKS	4-KAREN WHITE	5-JACK BROWN
11/19/2013			ACTION COMPUTERS & ELECTR 		
11/20/2013					
11/21/2013					
11/22/2013					FISHERS SUPPLY

Ticket No: 31

Initiated By: MARY SMITH

Telephone: 404-345-5039

Email: marys@action.com

Bill To: 1

Name: ACTION COMPUTERS & ELECTRONICS

Address: 14307 1ST STREET

City: ATLANTA

State: GA Zip: 30399

Service Type: REPAIR

PO Number: 50698

Project No:

Service ID: 1

Name: ACTION COMPUTERS & ELECTRONICS

Address: 14307 1ST STREET

City: ATLANTA

State: GA Zip: 30399

Facility:

Vehicle ID:

Install Agreement No:

Salesperson: TM

Telephone: 800-555-1200

Coordinator: 5

Status: Active

Status Change Date: 11/18/2013

Entered Date: 11/18/2013

Entered By: bettyb

On Site Contact Name: JOHN SMITH

Contact Phone: 404-567-4039

Date Scheduled: 11/18/2013

Appointment Date: 11/19/2013

Time: 08:00:00 Length: 2.00

Description: NEED TO REPAIR THE RADIOS THAT WERE SHIPPED ON SO# 1029300

Equipment:

Equipment Location: CUSTOMER SITE

Employee ID: 3 DAVID S SPARKS

COPYING APPOINTMENTS

If you want to create an appointment from an existing appointment, find the existing appointment and



then click on the **Copy Appt** button on the toolbar. You will then need to change the date, time, or employee so that the newly created appointment does not conflict with the appointment it was created from.

PRINTING OR EMAILING THE SERVICE TICKET

After you have entered and saved the appointment you can print the service ticket by clicking on the

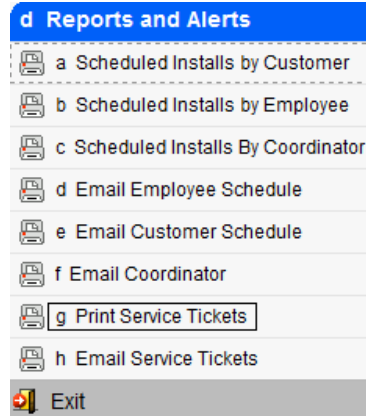


button on the Appointments screen toolbar.

Here is a sample of the service ticket

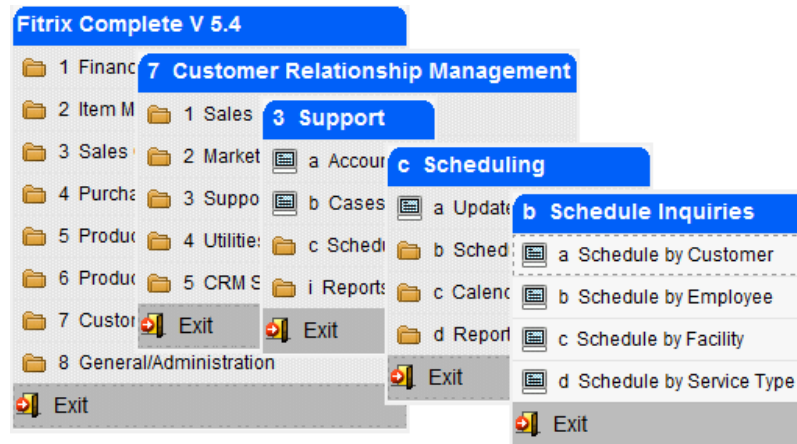
Ticket No	31	Employee ID	3	Service Type	REPAIR
Service ID	1	Bill to ID	1	PO No	50698
Appointment	11/19/2013 08:00:00	Status	Active	Project No	
Customer	ACTION COMPUTERS & ELECTRONICS 14307 1ST STREET ATLANTA GA 30399			Date Received	11/18/2013
				Entered By	bettyb
Initiated By	MARY SMITH		Install Location	14307 1ST STREET	
On Site Contact	JOHN SMITH		Phone	404-567-4039	
Description of Work to be Done	NEED TO REPAIR THE RADIOS THAT WERE SHIPPED ON SO# 1029300				
Equipment Needed					

You can also print or email service tickets from the Reports and Alerts submenu using options (g) and (h)
The email address used for emails will be the employee's email address found in the Representatives table.

A screenshot of a web application window titled "Representatives". It features a menu bar (File, Edit, View, Navigation, Tools, Actions, Help) and a toolbar with icons for Find, Prev, Next, Add, Update, Delete, and Browse. The form is divided into sections: "Rep" with fields for Name (MR., DAVID, S, SPARKS), Title (SERVICE TECH), Type (SERVICES), Department (OPERATIONS), and Role (SUPPORT REP); "Contact" with fields for Phone ((404) 567-0498), Cell ((404) 756-2937), and Email (DSPARKS@ABCDISTRIBUTION.COM); and "Quota" with fields for Type and Quota.

Schedule inquiries

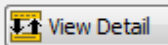
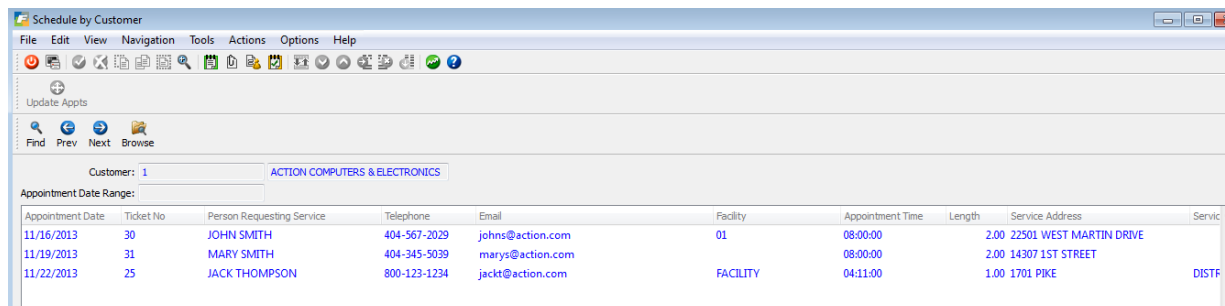
Run option (b) on the Scheduling submenu to run these programs.



Appointments will continue to show up on both the inquiry screens and calendars until their status is changed to either cancelled or completed.

Schedule by Customer

To find appointments by customer do a Find and enter the customer code and date range. There is a lot of information on this screen so to view it all you will need to use the scroll bar located at the bottom of the screen



To drilldown to an appointment, click the button located at the bottom of the

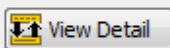


screen, highlight the appointment you want to view and then click on the button on the toolbar to launch the appointment screen. You can make changes to the appointment if needed.

Schedule by Employee

To find appointments by employee do a Find and enter the employee ID or name and date range. There is a lot of information on this screen so to view it all you will need to use the scroll bar located at the bottom of the screen

Appointment Date	Ticket No	Person Requesting Service	Telephone	Email	Facility	Appointment Time	Length	Service Address	Service
10/25/2013	23	KATHY JENKINS	404-567-8093	kathyj@action.com	01	20:00:00	2.00	14307 1ST STREET	
10/25/2013	26	SUSAN BLACK	404-567-8079	susanb@action.com	FACILITY 01	08:00:00	2.00	1701 PIKE	DISTF
11/19/2013	31	MARY SMITH	404-345-5039	marys@action.com		08:00:00	2.00	14307 1ST STREET	



To drilldown to an appointment, click the button located at the bottom of the

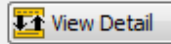


screen, highlight the appointment you want to view and then click on the button on the toolbar to launch the appointment screen. You can make changes to the appointment if needed.

Schedule by Facility

To find appointments by facility do a Find and enter the facility code and date range. There is a lot of information on this screen so to view it all you will need to use the scroll bar located at the bottom of the screen

Appointment Date	Ticket No	Person Requesting Service	Telephone	Email	Facility	Appointment Time	Length	Service Address	Service
10/22/2013	10	GOERGE JACKSON	404 555 6246	georgej@fishers.com	01	09:00:00	1.00	1702 WEST PIKE PLACE	
10/25/2013	23	KATHY JENKINS	404-567-8093	kathyj@action.com	01	20:00:00	2.00	14307 1ST STREET	
10/31/2013	28	MARY SMITH	404-432-7623	msmith@actionparts.com	01	10:00:00	2.00	1701 PIKE	DISTF
11/14/2013	29	JOHN DOE	4047531245	johnd@fishers.com	01	09:00:00	2.00	1701 PIKE	DISTF



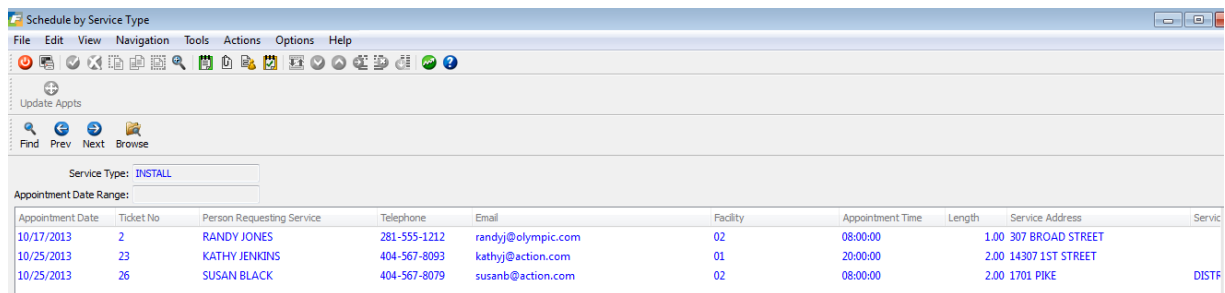
To drilldown to an appointment, click the button located at the bottom of the



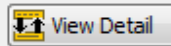
screen, highlight the appointment you want to view and then click on the button on the toolbar to launch the appointment screen. You can make changes to the appointment if needed.

Schedule by Service Type

To find appointments by service type do a Find and enter the service type and date range. There is a lot of information on this screen so to view it all you will need to use the scroll bar located at the bottom of the screen



Appointment Date	Ticket No	Person Requesting Service	Telephone	Email	Facility	Appointment Time	Length	Service Address	Service
10/17/2013	2	RANDY JONES	281-555-1212	randyj@olympic.com	02	08:00:00	1.00	307 BROAD STREET	
10/25/2013	23	KATHY JENKINS	404-567-8093	kathyj@action.com	01	20:00:00	2.00	14307 1ST STREET	
10/25/2013	26	SUSAN BLACK	404-567-8079	susanb@action.com	02	08:00:00	2.00	1701 PIKE	DISTF



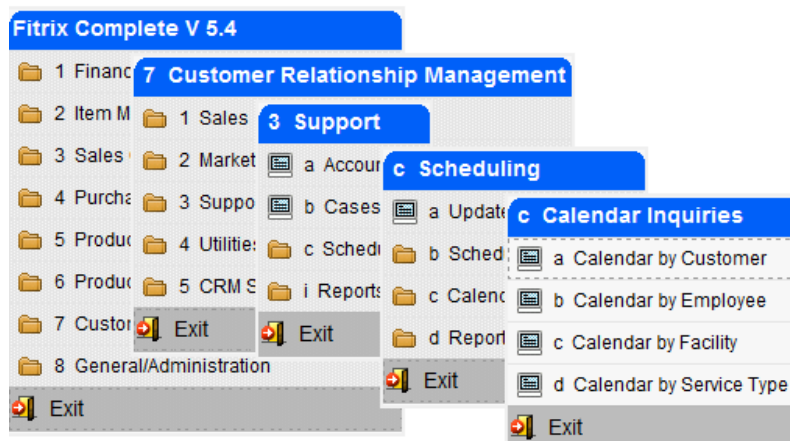
To drilldown to an appointment, click the button and the bottom of the screen,



highlight the appointment you want to view and then click on the button on the toolbar to launch the appointment screen. You can make changes to the appointment if needed.

CALENDAR INQUIRIES

Run option (c) on the Scheduling submenu to run these programs.



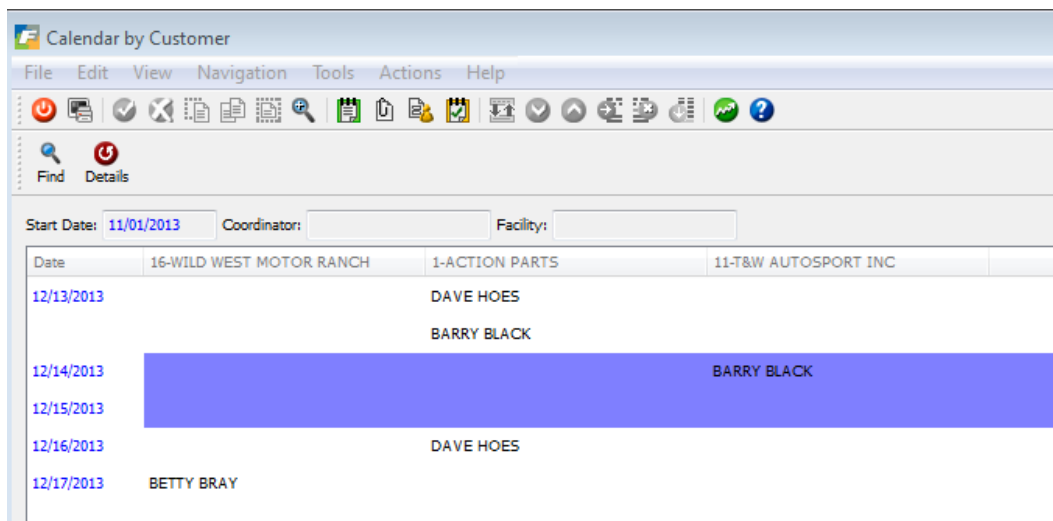
Appointments will continue to show up on both the inquiry screens and calendars until their status is changed to either cancelled or completed.

Calendar by Customer



Calendar by Customer

To find appointments by customer do a Find and enter the start date. If you also need to filter appointments by coordinator and/or facility enter values in those fields too.

The program will find all active appointments where the appointment date is equal to or greater than the start date entered. Depending upon the number of customers that have appointments scheduled you may need to use the scroll bar or the Previous Customer and Next Customer buttons located at the bottom of the screen to view them all.



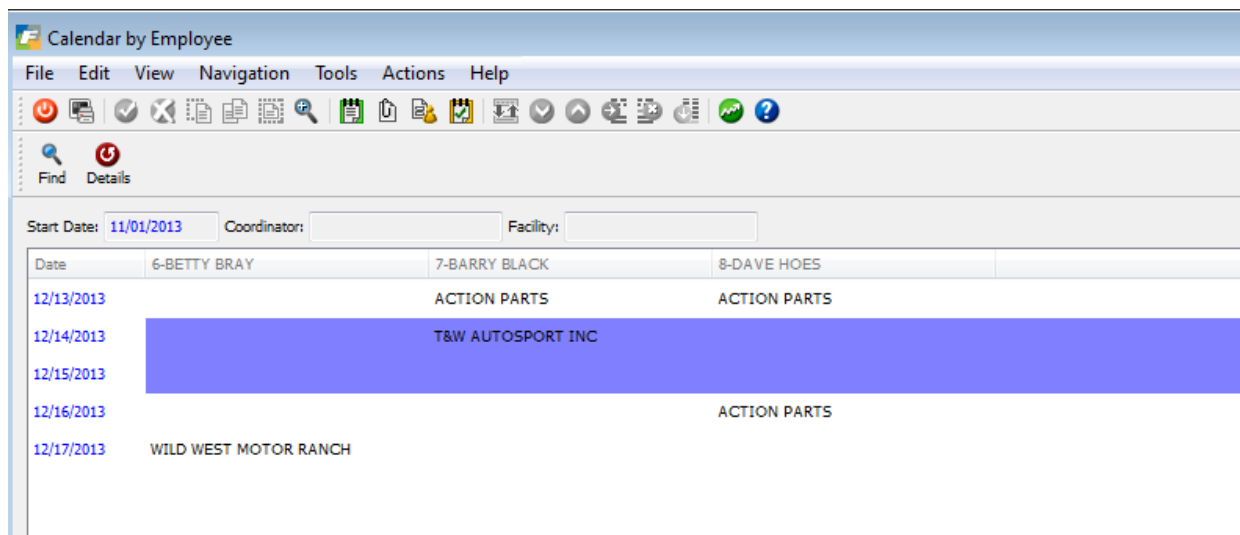




To drilldown to an appointment, click on the  button on the toolbar and then click on the cell the appointment is located in. Next click on the  icon in the cell to launch the appointment screen. You can make changes to the appointment if needed.

Calendar by Employee

To find appointments by employee do a Find and enter the start date. If you also need to filter appointments by coordinator and/or facility enter values in those fields too.

The program will find all active appointments where the appointment date is equal to or greater than the start date entered. Depending upon the number of employees that have appointments scheduled you may need to use the scroll bar or the Previous Employee and Next Employee buttons located at the bottom of the screen to view them all.

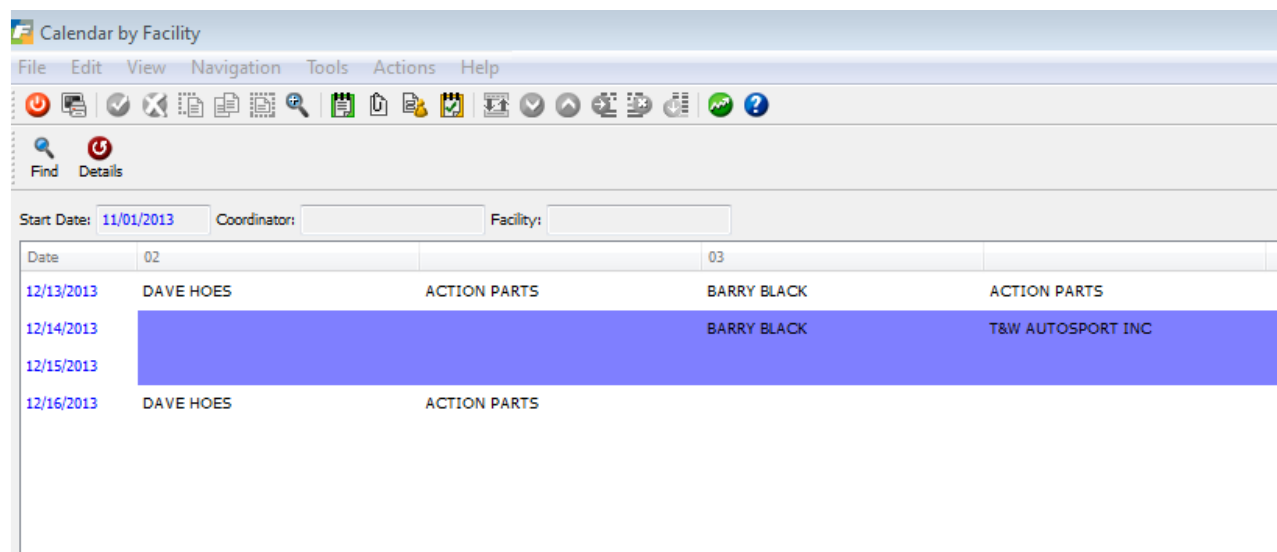




To drilldown to an appointment, click on the  button on the toolbar and then click on the cell the appointment is located in. Next click on the  icon in the cell to launch the appointment screen. You can make changes to the appointment if needed.

Calendar by Facility

To find appointments by facility do a Find and enter the start date. If you also need to filter appointments by coordinator and/or facility enter values in those fields too.

The program will find all active appointments where the appointment date is equal to or greater than the start date entered. Depending upon the number of facilities that have appointments scheduled you may need to use the scroll bar or the Previous Facility and Next Facility buttons located at the bottom of the screen to view them all.

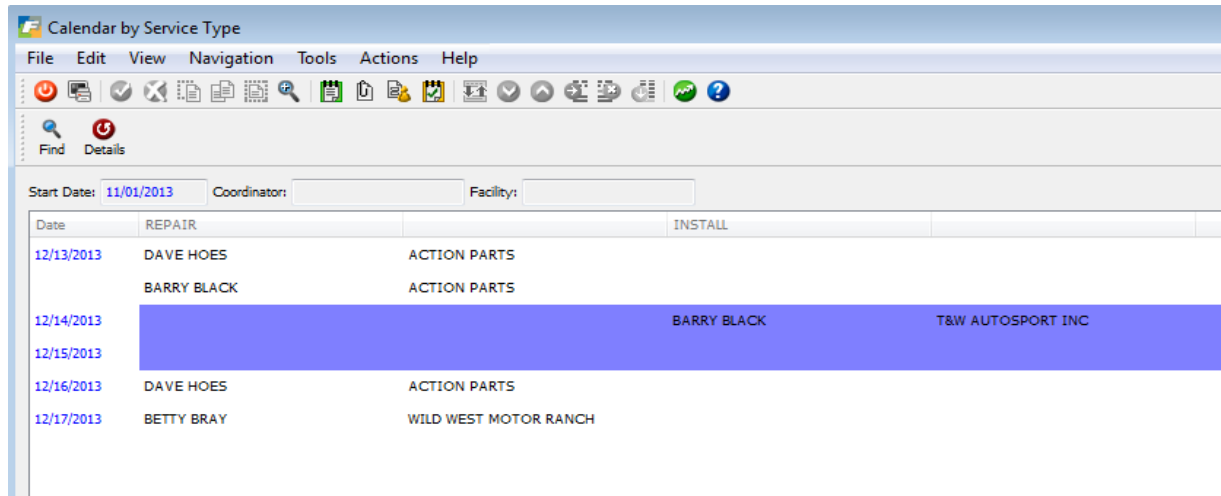




To drilldown to an appointment, click on the  button on the toolbar and then click on the cell the appointment is located in. Next click on the  icon in the cell to launch the appointment screen. You can make changes to the appointment if needed.

Calendar by Service Type

appointments by coordinator and/or facility enter values in those fields too.

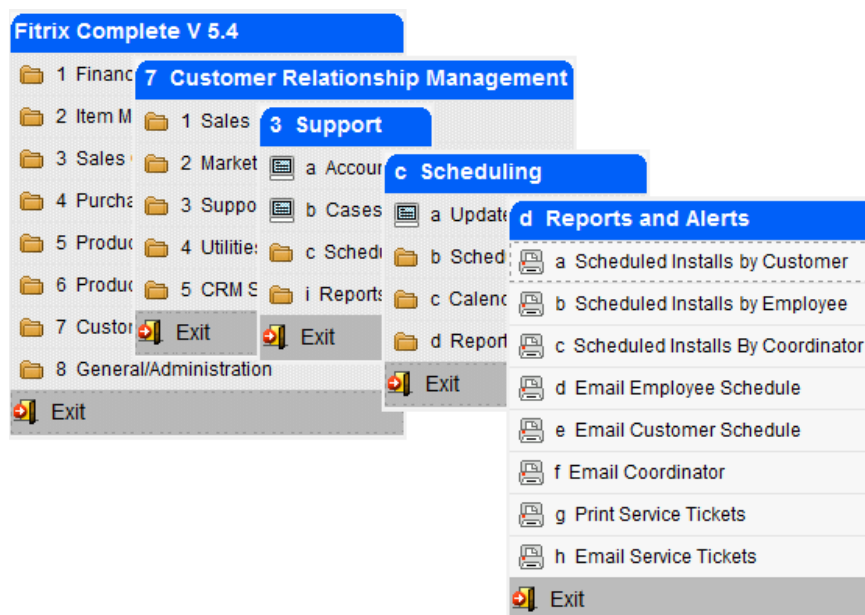
he program will find all active appointments where the appointment date is equal to or greater than the start date entered. Depending upon the number of service types that have appointments scheduled you may need to use the scroll bar or the Previous Type and Next Type buttons located at the bottom of the screen to view them all.



To drilldown to an appointment, click on the  button on the toolbar and then click on the cell the appointment is located in. Next click on the  icon in the cell to launch the appointment screen. You can make changes to the appointment if needed.

REPORTS AND ALERTS

Run option (d) on the Scheduling submenu to run these programs.



Scheduled Installs by Customer

Run this report to see installs by customer. This report can also be exported to Excel

Here is the PDF version

Date: 11/18/2013		Scheduled Installs by Customer			
Time: 18:20:38		ABC MANUFACTURING			
Bill To: 1		Name: ACTION COMPUTERS & ELECTRONICS			
=====					
Ticket No: 30					
Svc Address: 22501 WEST MARTIN DRIVE		KENT		WA	
Svc Type: REPAIR					
Employee ID: 3		DAVID S SPARKS			
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/16/2013	JOHN SMITH	404-567-2029	01	08:00:00	2.00
=====					
Ticket No: 31					
Svc Address: 14307 1ST STREET		ATLANTA		GA	
Svc Type: REPAIR					
Employee ID: 3		DAVID S SPARKS			
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/19/2013	MARY SMITH	404-345-5039	03	08:00:00	2.00
=====					
Ticket No: 25					
Svc Address: 1701 PIKE		DISTRIBUTION CENTER		SPRINGFEILD	
Svc Type: DISPATCH					
Employee ID: 5		JACK BROWN			
Status: Pending					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/22/2013	JACK THOMPSON	800-123-1234	02	04:11:00	1.00
=====					

Scheduled Installs by Employee

Run this report to see installs by employee. This report can also be exported to Excel

Selection Criteria

File

Selection Criteria

Employee: 3

Appointment Date: >103113

OK Cancel

Enter employee ID. OVR

Here is the PDF version

Date: 11/18/2013	Scheduled Installs by Employee				
Time: 18:22:00	ABC MANUFACTURING				
Employee ID: 3	Name: DAVID S SPARKS				
=====					
Ticket No: 29					
Svc Address: 1701 PIKE		DISTRIBUTION CENTER	SPRINGFEILD	IL	
Svc Type: REPAIR					
Bill: 10		FISHERS SUPPLY			
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/14/2013	JOHN DOE	4047531245	01	09:00:00	2.00
=====					
Ticket No: 30					
Svc Address: 22501 WEST MARTIN DRIVE		KENT	WA		
Svc Type: REPAIR					
Bill: 1		ACTION COMPUTERS & ELECTRONICS			
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/16/2013	JOHN SMITH	404-567-2029	01	08:00:00	2.00
=====					
Ticket No: 31					
Svc Address: 14307 1ST STREET		ATLANTA	GA		
Svc Type: REPAIR					
Bill: 1		ACTION COMPUTERS & ELECTRONICS			
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/19/2013	MARY SMITH	404-345-5039	03	08:00:00	2.00
=====					

Scheduled Installs by Coordinator

Run this report to see installs by service coordinator. This report can also be exported to Excel

Selection Criteria

File

Selection Criteria

Install Coordinator: S

Appointment Date: >103113

OK Cancel

Enter install coordinator ID. OVR

Here is the PDF version

Date: 11/18/2013		Scheduled Installs by Install Coordinator			
Time: 18:23:52		ABC MANUFACTURING			
Install Coordinator ID: 5		Name: JACK BROWN			
=====					
Ticket No: 29					
Employee ID: 3		DAVID S SPARKS			
Svc Address: 1701 PIKE		DISTRIBUTION CENTER		SPRINGFEILD	IL 03345
Bill To: 10		FISHERS SUPPLY			
Svc Type: REPAIR					
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/14/2013	JOHN DOE	4047531245	01	09:00:00	2.00
=====					
Ticket No: 30					
Employee ID: 3		DAVID S SPARKS			
Svc Address: 22501 WEST MARTIN DRIVE				KENT	WA 98773
Bill To: 1		ACTION COMPUTERS & ELECTRONICS			
Svc Type: REPAIR					
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/16/2013	JOHN SMITH	404-567-2029	01	08:00:00	2.00
=====					
Ticket No: 31					
Employee ID: 3		DAVID S SPARKS			
Svc Address: 14307 1ST STREET				ATLANTA	GA 30399
Bill To: 1		ACTION COMPUTERS & ELECTRONICS			
Svc Type: REPAIR					
Status: Active					
=====					
Appt Date	Requestor	Phone	Facility	Appt Time	Length

11/19/2013	MARY SMITH	404-345-5039	03	08:00:00	2.00

Email Employee Schedule

This program will email the Scheduled Installs by Employee report to your employee using the email address entered when setting up the employee as a representative.

crm.p_ememp.query

File

Selection Criteria

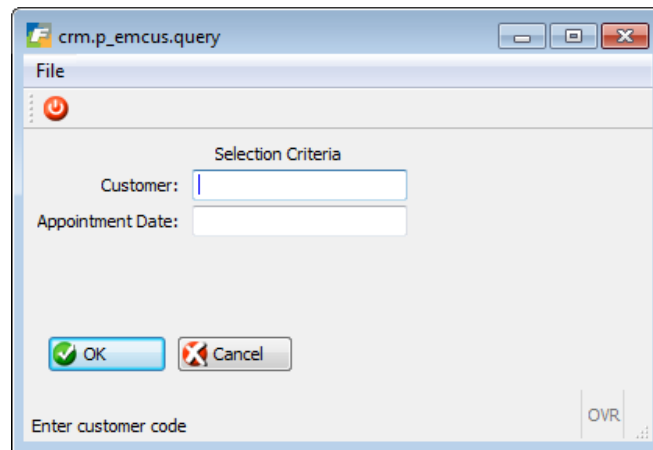
Employee:

Appointment Date:

Enter employee ID. OVR

Email Customer Schedule

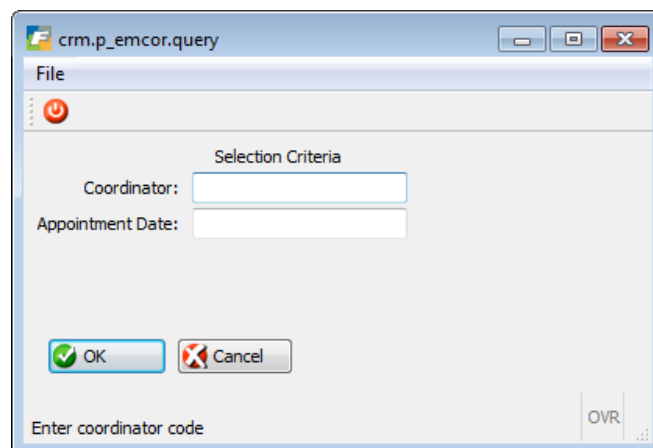
This program will email the Scheduled Installs by Customer report to your customer using the email address entered when setting up the appointment.



The screenshot shows a Windows-style dialog box titled 'crm.p_emcus.query'. It has a 'File' menu bar and a red power button icon. Under the heading 'Selection Criteria', there are two input fields: 'Customer:' and 'Appointment Date:'. Below these fields are 'OK' and 'Cancel' buttons. At the bottom left, it says 'Enter customer code', and at the bottom right, there is a label 'OVR' next to a small grid icon.

Email Coordinator

This program will email the Scheduled Installs by Coordinator report to your service coordinator using the email address entered when setting up the employee as a representative.



The screenshot shows a Windows-style dialog box titled 'crm.p_emcor.query'. It has a 'File' menu bar and a red power button icon. Under the heading 'Selection Criteria', there are two input fields: 'Coordinator:' and 'Appointment Date:'. Below these fields are 'OK' and 'Cancel' buttons. At the bottom left, it says 'Enter coordinator code', and at the bottom right, there is a label 'OVR' next to a small grid icon.

Email Template Programs

The email alerts discussed above are set up using the Email Template program accessed using option (k) on the Company Setup submenu.

If you would like to change the text that prints in the body of the email you can do that here. You can also optionally set up cc and bcc recipients or a reply to email address for any emailed reports as needed.

Here is the template for the service ticket.

The screenshot shows the 'Update E-Mail Templates' window. The menu bar includes File, Edit, View, Navigation, Tools, Actions, Options, and Help. The toolbar contains various icons for file operations and navigation. Below the toolbar, there are tabs for Reply-To, Reports, Recipients, Cc Recipients, and Bcc Recipients. The main form area contains the following fields:

- Event Code:
- Description:
- Active:
- Type:
- Priority:
- Message Subject:

Below the form fields is a table with two columns: Seq and Text.

Seq	Text
1	You are scheduled to perform services for the date(s) above.
2	See attached service tickets for details

At the bottom of the window, there is a 'View Detail' button and a status bar showing '6 of 12'.

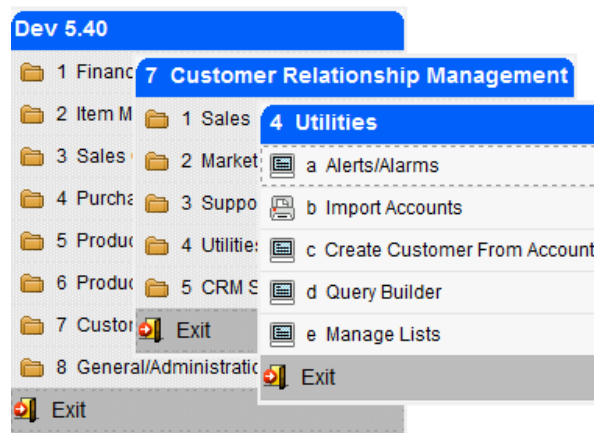
SUPPORT REPORTS

Fitrix CRM comes with the following support reports:



Chapter 5 UTILITIES


This chapter covers the utility programs



ALERTS/ALARMS

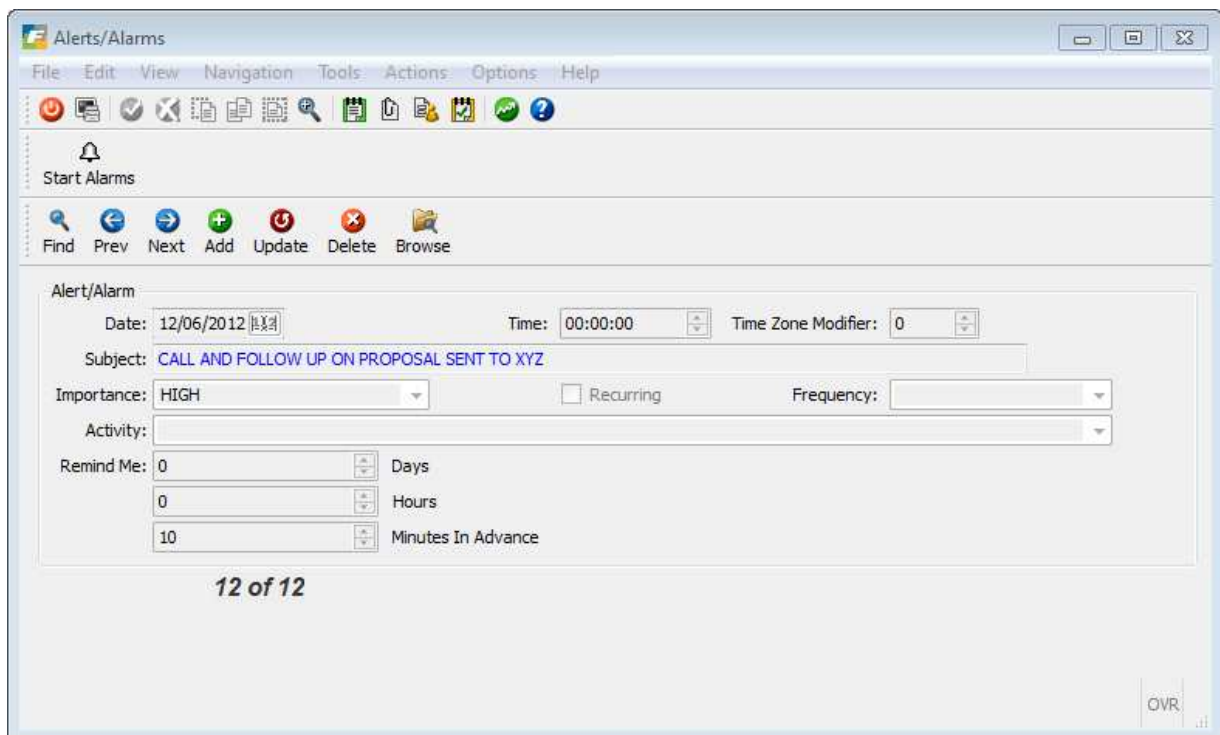
The Alerts/Alarms are used to set up reminders for each user. The reminder can be tied to an activity or not tied to an activity.

Alerts can be turned on one of two ways:

- Click on the  button on the Alerts screen.
- Launch the Activities program from the Sales menu.

In a future release of Fitrix CRM the Alerts will be turned on automatically when the user logs in.

Alerts are set up by checking the reminder box when setting up activities or directly using the Alerts screen program shown here.



Alerts/Alarms

File Edit View Navigation Tools Actions Options Help

Start Alarms

Find Prev Next Add Update Delete Browse

Alert/Alarm

Date: 12/06/2012 Time: 00:00:00 Time Zone Modifier: 0

Subject: CALL AND FOLLOW UP ON PROPOSAL SENT TO XYZ

Importance: HIGH ☐ Recurring Frequency:

Activity:

Remind Me: 0 Days
0 Hours
10 Minutes In Advance

12 of 12

OVR

Date – enter the date you want to receive the alert.

Time- enter the time you want to receive the alert.

Time Zone Modifier – this is used if the user is in a different time zone than the Company's server. For example, if the user is on the West coast, and the server on the East coast, the user would enter "-3" for their modifier .

Subject – subject line for your alert.

Importance – choices include:

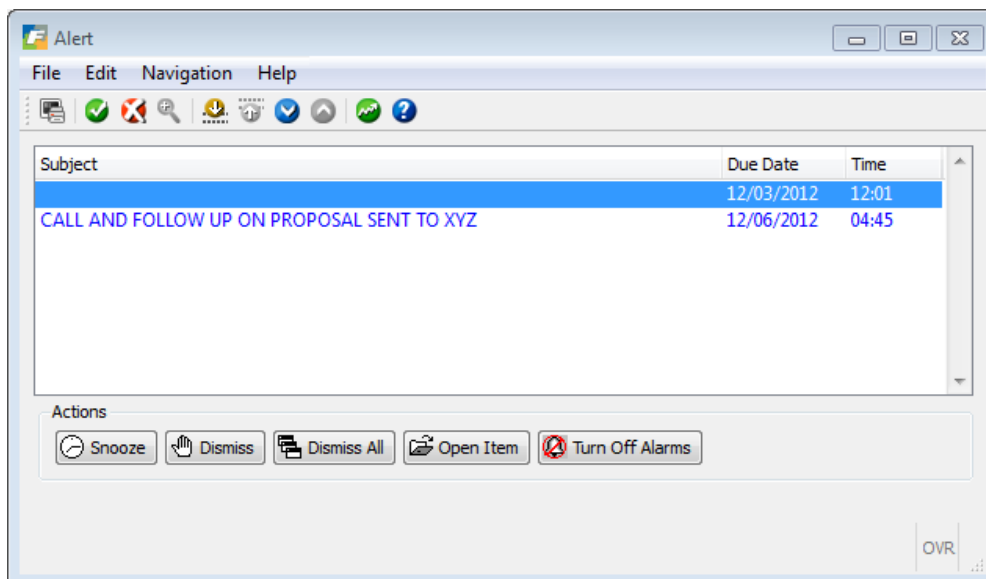
LOW
MEDIUM
HIGH
CRITICAL

Recurring- check this box if this is a recurring alert (ie- every week).

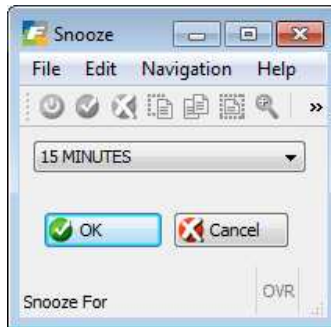
Frequency – displays the frequency codes you have set up using the Frequency of Occurrence program on the Set Up menu.

Activity – select an activity this alert is tied to or leave blank if it is not tied to an activity

Remind Me – select the days, hours, or minutes in advance of the alert time you want to be reminded. When the time is met this alert screen will display:



If snooze is selected you will receive this prompt:



As mentioned earlier you can also set up alerts when entering activities by checking the reminder box.

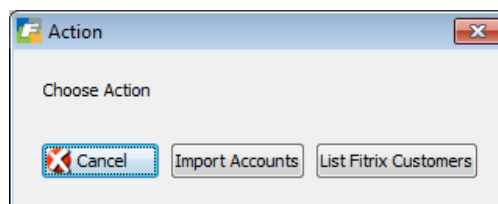
Activity Activity Type: <input type="text"/> Status: <input type="text"/> Description: CONTACT FACILITY TO RENT BOOTH Assigned To: <input type="text"/> Created: 05/25/2011 Team: <input type="text"/> By: bettyb Campaign: EMAIL BLAST ABOUT UPCOMING TRADE SHOW <input type="checkbox"/> Complete Query Name: ACCOUNTS IN GEORGIA WITH INDUSTRY TYPE = WHOLESALE Letter: <input type="text"/>		Schedule Scheduled Date: 11/04/2010 00:00:00 Duration Days: 0 Hours: 1 Minutes: 0 Complete Date: 00:00:00 Complete By: <input type="text"/>
Contact Company: 1 SALLY'S SUPPLY Lead/Opportunity: <input type="text"/> Contact: ARMHAND J CLOCKFACE Title: SALES MANAGER Phone: (202) 320-2020 Email Address: ARMHAND@CLOCKFACE.COM		<input type="checkbox"/> Reminder

When this box is checked you can then enter the importance and the amount of time in advance of the activity's time you want to receive a reminder alert.

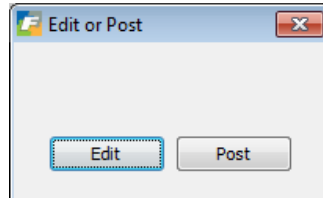
IMPORT ACCOUNTS

Use this program to import your customers into the Fitrix CRM tables from an outside source/software. If your customers are already in the Fitrix database, use this program to create a spreadsheet of customers to be imported into the CRM tables and then import them. **NOTE: make sure there are no spaces in the Excel filename. If there are or you will receive an error when you try to import.**

The first prompt you receive is this:



Import Accounts- this option will import a list of Accounts from a predefined list. The next prompt is this:



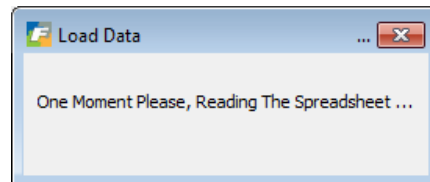
Run the program first in edit mode so that you may map the data in your list to the matching values on the Accounts screen. Once you select edit and select your Excel list from where it is stored on your system (the spreadsheet will open and do not close it) you will see this mapping screen:

A screenshot of the "Import Accounts" application window. The window has a menu bar (File, Edit, Navigation, Help) and a toolbar with various icons. Below the toolbar is a "First Row Of Data:" label with a text input field and a help icon. The main area is divided into four columns: Company, Contact, Address, and Phone/Info. Each column contains a list of fields with corresponding dropdown menus. The Company column includes Business Name (A), Web Site (B), Revenue (C), Employees (D), Stock Ticker (E), Industry Type (F), Industry Standard (G), Industry Code (H), Account Type (I), Account Status (J), and Source (K). The Contact column includes Name Courtesy (L), First Name (M), Middle (N), Last Name (O), Suffix (P), Title (Q), Contact Type (R), Department (S), Email Type (T), and Email Address (U). The Address column includes Address Type (V), Address1 (W), Address2 (X), City (Y), State/Province (Z), Post Code (AA), Country (AB), and County (AC). The Phone/Info column includes International (AD), Phone Type (AE), Phone (AF), Extension (AG), Rep (AH), Team (AI), YTD Sales (AJ), Lifetime Sales (AK), and Customer Code (AL). At the bottom left are "OK" and "Cancel" buttons. At the bottom right is a status bar with the text "Enter First Row Containing Import Data" and a small "OVR" indicator.

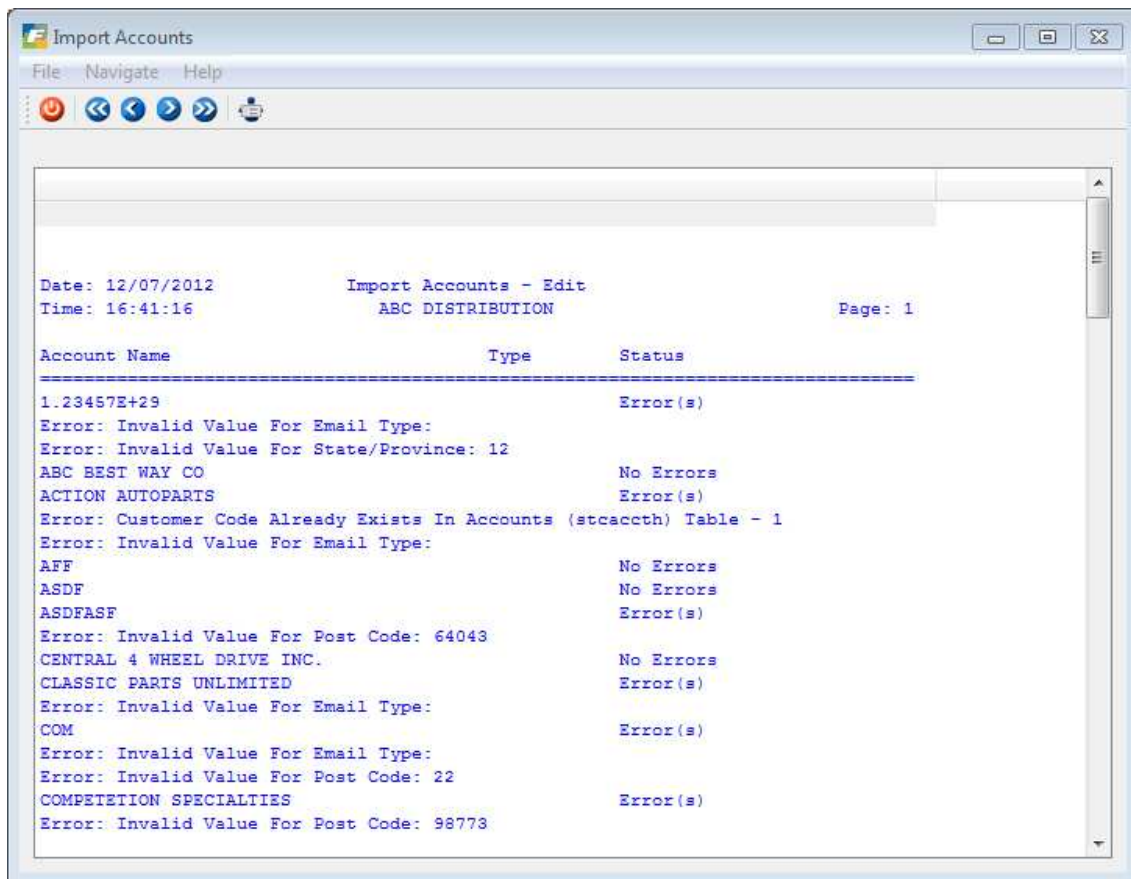
First Row of Data- change this if the first row on your spreadsheet is not data. For example your first row may be column headings so you would change this value to 2.

Column Mapping – in the above example it is assumed that column A of your spreadsheet is the Business Name. If it is not, change it and all other values to their appropriate column. Once done, click OK to begin the data load.

You will receive this message:



If there are any errors in the data, an error listing will display:



You should then fix your list, run the edit again to verify it is fixed, and then run the post.

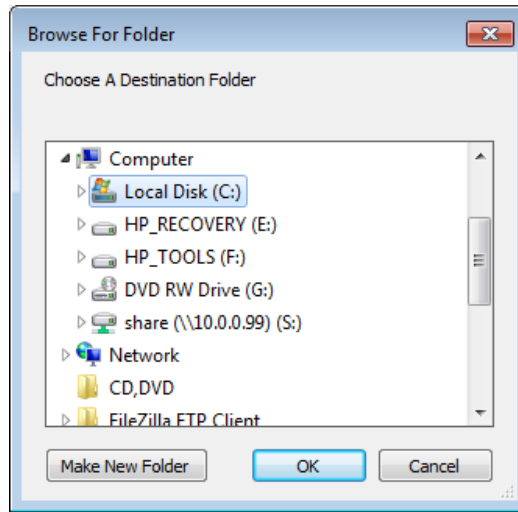
NOTE: The following values are mandatory when setting up accounts and therefore need to be included on your spreadsheet when importing accounts:

Business Name
Address Type (i.e.- office, home, etc..)
Address1
City, State or Province, zip or post code
Account Type
Account Status
Rep ID

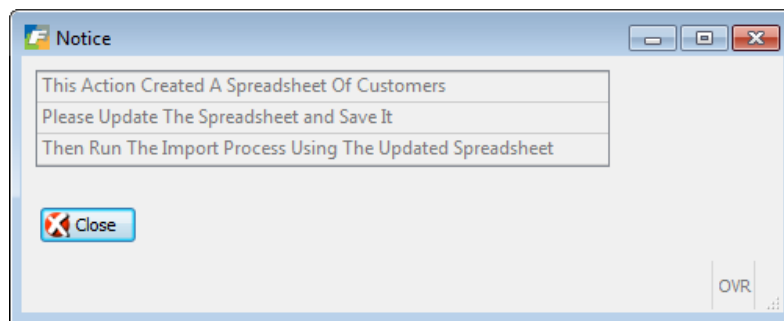
List Fitrix Customers- this option will create an Excel spreadsheet of all customers that are currently in the Fitrix database that you can then update as needed before importing.

When you select this option this screen displays so you can narrow down the number of customers if you need to.

You will then be prompted for where you want to save the spreadsheet:



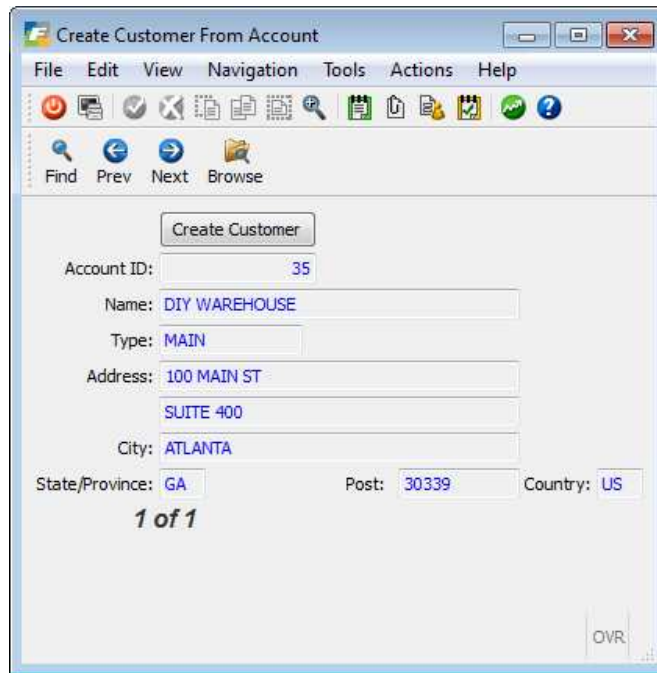
The Excel spreadsheet is created and you will receive this prompt:



There is quite a bit of information included on the Accounts screen (ie- annual revenues, industry type, etc.) that is not in the customer master table. You can either update the spreadsheet with this information prior to running the import program or you can run the import and update this information using the Accounts screen. Once your list is finalized you use the Import List option discussed above to import your customers. The only difference is that the column mapping has already been done by the program so the only value that needs to be changed on this screen the First Row of Data should be changed from 1 to 2.

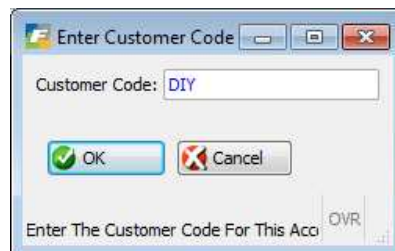
CREATE CUSTOMER FROM ACCOUNT

Use this program to turn an Account into a Customer so that you may begin processing orders.



The screenshot shows a software window titled "Create Customer From Account". It features a menu bar with "File", "Edit", "View", "Navigation", "Tools", "Actions", and "Help". Below the menu is a toolbar with icons for "Find", "Prev", "Next", and "Browse". The main area contains a "Create Customer" button and several input fields: "Account ID:" with the value "35", "Name:" with "DIY WAREHOUSE", "Type:" with "MAIN", "Address:" with "100 MAIN ST" and "SUITE 400" on separate lines, "City:" with "ATLANTA", "State/Province:" with "GA", "Post:" with "30339", and "Country:" with "US". At the bottom, it says "1 of 1" and has an "OVR" button.

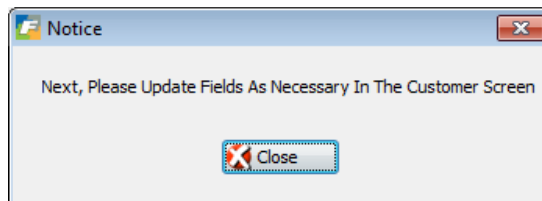
Use the Find option to find your Account and click on Create Customer. You will then be prompted to enter a customer code for this Account.



The screenshot shows a smaller dialog box titled "Enter Customer Code". It has a single input field labeled "Customer Code:" containing the text "DIY". Below the input field are "OK" and "Cancel" buttons. At the bottom, there is a label "Enter The Customer Code For This Account" and an "OVR" button.

After you have entered the customer code you will be prompted to enter additional information that is needed by the Customer Master program or choose values if there is more than one to select from (i.e.- the account has multiple addresses so the program will prompt you to select the address to insert into the customer master table.

Now you are ready to create the customer record:



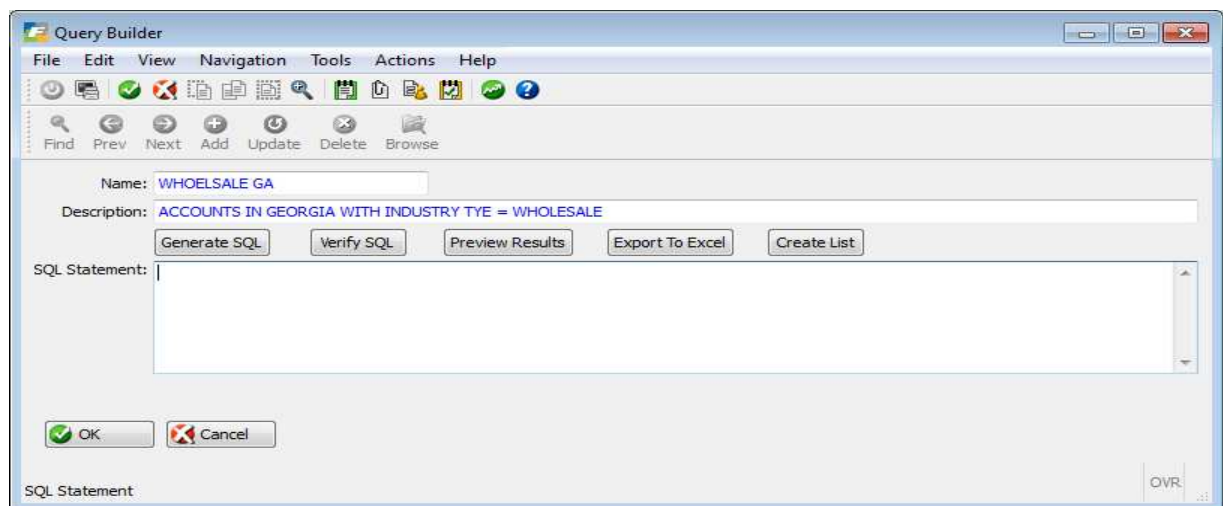
When you click OK the customer information screen will display so that you may enter additional information not included in Account information such as salesperson, payment terms, pay method, credit limit, etc.

QUERY BUILDER

This powerful tool allows you to build SQL queries that create lists of Account/Customer contacts to be used in marketing campaigns.

In this example I want to build a list of contacts for all of my Accounts that are wholesalers.

1. In Add mode, type in a name and description for your query.



2. If you have a working knowledge of SQL you can then type in your query. If not click on the generate SQL button and this screen displays so that you can enter your selection criteria.

The 'Create SQL Query' dialog box is shown with the following fields:

- Company:** Account Name, Account ID, Parent ID, Revenue, Employees, Ticker, Web Site, Industry Type (WHOLESALE), Standard, Code.
- Address:** Type, City, Address 1, State (GA), County, Address 2, Post, Country, Primary Address checkbox.
- Contact:** Name, Title, Department, EMail, Type, Primary Contact checkbox, Primary Email checkbox.
- Info:** Account Type, Status, Source, Customer Code, Account Rep, Team.
- Sales:** Year-to Date, Lifetime.
- Phone:** Phone number, Int'l checkbox, Primary Phone checkbox.

Buttons: OK, Cancel. Bottom status: Industry Type, OVR.

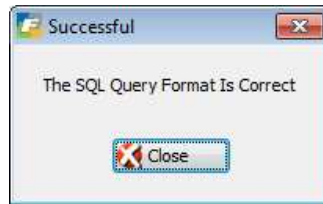
- Click on the OK button to return to the previous screen and the SQL statement has been written for you.

The 'Query Builder' window displays the following information:

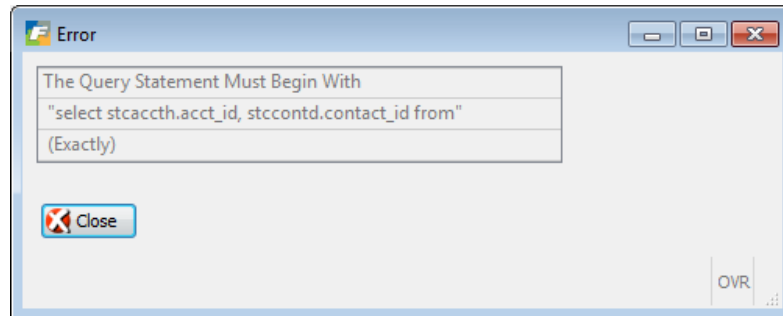
- Name:** WHOELSALE GA
- Description:** ACCOUNTS IN GEORGIA WITH INDUSTRY TYE = WHOLESALE
- Buttons:** Generate SQL, Verify SQL, Preview Results, Export To Excel, Create List.
- SQL Statement:**

```
select stcacct.acct_id, stcontd.contact_id from stcacct, stcontd, stcaddr where (stcacct.acct_id = stcontd.acct_id and stcontd.addr_id = stcaddr.addr_id) and ( stcacct.industry_type='WHOLESALE' and stcaddr.state_prov='GA')
```
- Buttons:** OK, Cancel.
- Bottom status:** SQL Statement, OVR.

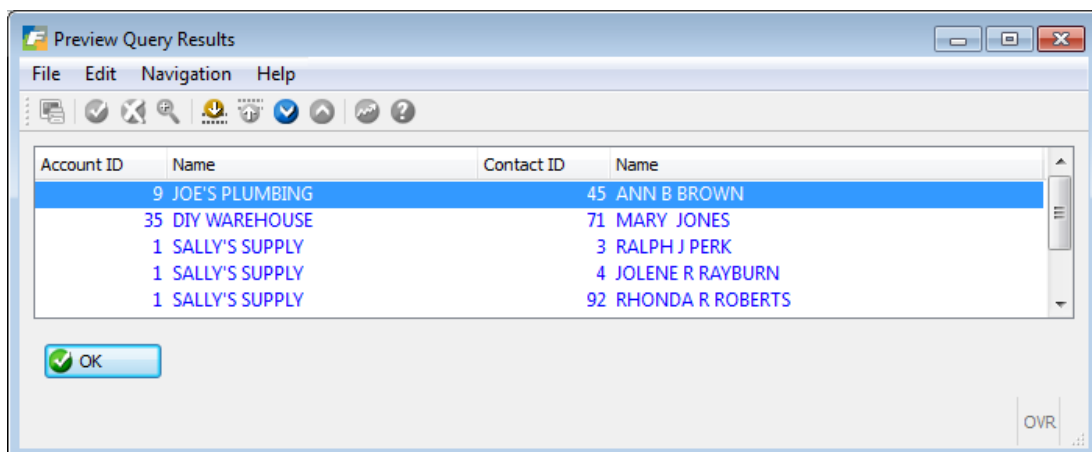
- Click on the Verify SQL button to verify that correct SQL syntax was used. This is particularly helpful if you entered the SQL manually or revised the statement generated by the program. If correct syntax as been used you will received this message:



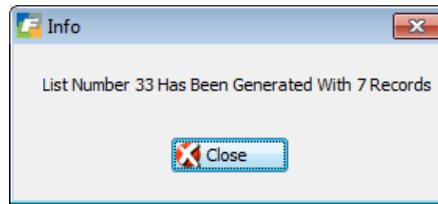
If it is not correct you will receive an error message:



5. To review the results of the query click on the Preview Results button.

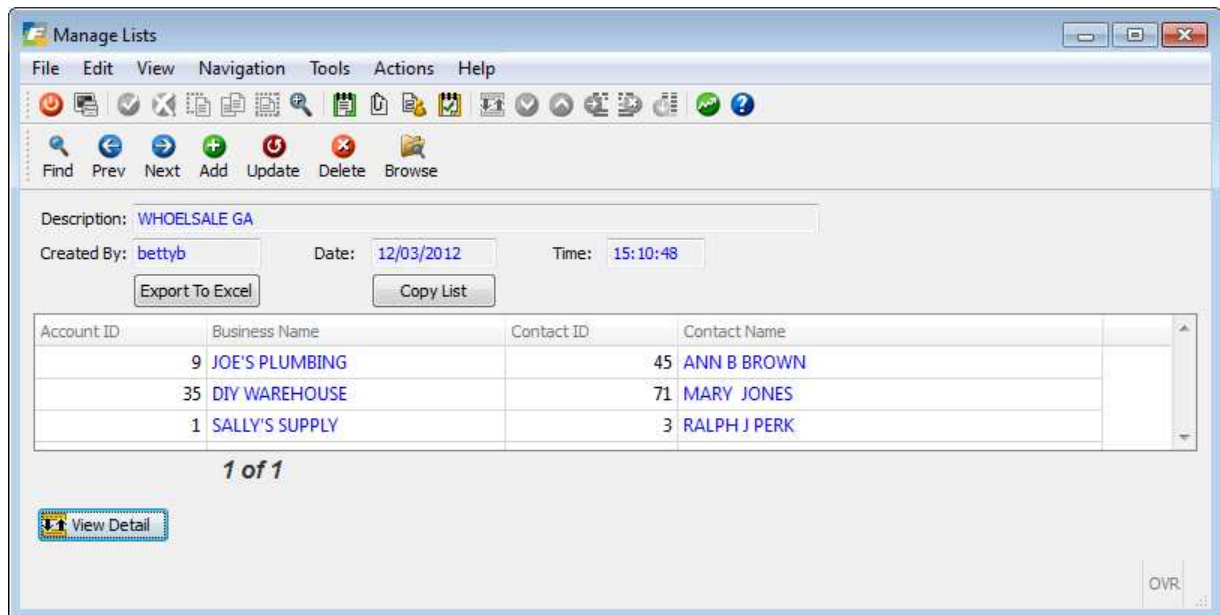


6. To export to Excel click on the Export to Excel button.
7. To create a static list that can be used in campaigns click on Create List button.

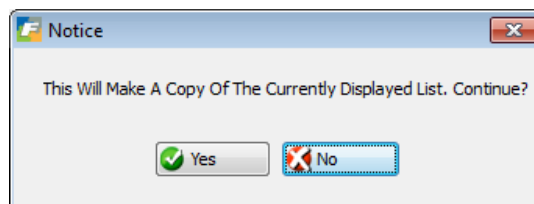


MANAGE LISTS

Use this program to review, update, or copy lists previously created by the Query Builder



If you click on the Copy List button you will receive this prompt:



If you select Yes the newly copied list will display on the screen. Its description will be that of the original list preceded by the words "COPY OF".