

# The Wallace Haines Company

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## Distribution System Smoothly Directs Traffic in Customer Invoices, Backorders, Credits, Reserves & Account Records

Customer service drives business growth. Customers want competent, friendly and informed service. The *Wallace Haines* Distribution System delivers books, music and information to customer accounts and archives sales and accounting records. The Distribution System makes it easy to create invoices and analyze sales patterns. The Distribution System is a reliable working partner.

**The Distribution System** is a folio of programs that manage customer accounts. The Internet has opened the global marketplace to neighborhood bookstores, rare book dealers, and enterprising direct sellers. Internet marketers need solid, efficient management systems that deliver Internet sales to customer hands. The distribution system is a powerful management tool.

Account customers deserve competent, friendly service. Flexibility, nimbleness, speed and accuracy are hallmarks of good service. The Distribution System is ready for customer inquiries with immediate display of inventory quantities for each item, backorders for out-of-stock items, discount terms, running totals during each order, proforma documents for later invoice approval, customer credit postings and more. Sales documents are available for editing when saved as either

packing list or proforma documents. The distribution system is flexible and responsive.

The **Distribution System** includes programs that:

### Enter / Edit Customer Records

Set Credit Limits and Terms;  
 Attach Customer Abstracts;  
 View Account Summaries;  
 Link Additional Contact Addresses.

### Print Customer Labels/ Listings

#### Create Invoices

Review Titles Awaiting Action;  
 Enter / Edit Packing Lists, Proformas, and Invoices;  
 Turn Packing Lists or Proformas into Invoices;  
 Print & Update Invoices to Accounting.  
 Audit Open Packing Lists.

#### Manage Cash Receipts & Adjustments

Post Receipts;  
 Create Manual/Miscellaneous Invoices.

#### Manage Account Inquiry & Update

Issue Customer Statements  
 Print Aged Trial Balances  
 Set up and Post Interest Charges

#### Enter/Edit Customers

Create customer information

records with name, address, phone number and 'default' rules for invoice generation. Link multiple 'shipping accounts' to a single 'bill-to' account.

Link additional addresses for other contacts in ordering, credit, marketing, or elsewhere. Attach freelance notes to each account--describe buying preferences, account history or special talking points. Keep customer e-mail addresses.

Set up defaults for invoicing and customer statements. Establish credit limits and payment terms.

View up-to-the-minute credit balances and invoice aging.

Use a multi-element, pinpoint customer search that zooms in on target accounts. You never have to remember exact customer codes or names. Simply select customer name plus parts of address to distinguish among similar account names. As a result, you save searching time and eliminate duplicate customer entries.

#### Print Customer Labels

Select segments of the customer database for targeted mailings. Sort customer labels by customer code, zipcode, and other user-selected fields. Print a range of labels or selected labels. Or, instead of printed labels, create a customer 'label file'

for download to bulk mailing houses.

## Invoicing/Distribution

- Filled special orders automatically post to an account's 'To-be-Invoiced' file, awaiting approval for immediate invoicing.
- Alternatively, account orders in the 'to-be-invoiced' file can become packing lists for store or warehouse picking, or proforma lists, for customer approval.
- The Distribution system is built for flexibility. Turn Packing Lists and Proforma lists into invoices. Edit Packing Lists. Note backorder shortages on invoices. Add special charges or discounts. Edit customer discounts by invoice, item-by-item or by product type.
- Editing and reduction of quantities on packing lists or proformas automatically generate a backorder note on the invoice, if customers elect to backorder shortages. Back-ordered shortages immediately register as special orders for invoiced accounts. And the cycle renews--filled orders going directly to a customer's 'to-be-invoiced' file.
- Quantities on packing lists display as *reserved* quantities in inventory inquiry. So all store clerks and order takers know what quantities are sold and what quantities are 'about to be sold.' Order entry through the Distribution System pulls up the "net-on-hand" quantity for each item as each order is placed.
- Invoice printing immediately updates inventory, accounts receivable and general ledger.
- A quick view of account credit status is readily at hand in a pop-up menu when setting up an invoice for approval or calling up master customer account records.. As you add titles to an invoice, a side window

calculator displays current invoice subtotal.

## Account Inquiry & Management

- Financial managers work with immediately updated ledgers.
- Customer Inquiries show invoice numbers, invoice dates, reference numbers, amounts pending and paid invoices. Invoice payments by credit card post to customer account records
- Account status information is available in customer edit and invoice generation programs for current balances, past-due status and available credit.

## Case Studies: *Wallace Haines* Customer Invoicing & Accounts Receivable Software at Work

**Case 1:  
Central Warehouse Distribution**  
A national distributor of Children's music prepares customer orders for shipment and prints Packing Lists for a central warehouse. After warehouse confirmation and adjustments, packing lists become customer invoices.

**Case 2:  
Selling to Special Libraries**  
A technical bookstore supplies libraries, research labs, high-tech businesses and universities with quick up-to-date inventory information, Books in Print listings and fast service because Accounts Receivable is fully linked to inventory management programs. Account customers inquire on order status by title, by SDU or by customer purchase order number.

**Case 3:  
Customer Order Status Reports  
on the Internet**  
A computer bookseller downloads

customer order status reports to a file for Internet posting.

**Case 4:  
On-line Order Taking**  
A small, independent book reseller with school and agency accounts takes customer orders and creates sales documents in one step because customer and inventory information displays on-screen during invoice creation.. Customers instantly know inventory status and price by item and for the invoice as a whole.

## For more information...

See the packet on **Special Orders**. Orders for customer accounts link customer accounts with special order reporting programs. On receipt, customer special orders post immediately to billing accounts, ready for approval as packing lists or invoices.

Invoice updating posts accounting data directly to the **General Ledger**, so sales and account information is always up to date.

The 'Sales and Inventory' Report distinguishes retail sales from account sales, so that you get precise measures of retail activity and inventory turns. The 'Recommended Purchases Report' tells buyers whether daily or weekly sales were in-store sales or invoiced sales to accounts. For more details, see the **Sales and Purchasing** packets.

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