



# IQ ESALES

**(ENTERPRISE, BUSINESS, POS)**

## IQ ESALES

ESales will provide an easy to use mobile application to capture orders in the yard or in store and process later at the sales counter. This will allow the mobile application to be used by Sales Representatives for customers to raise quotations and sales orders. This will replace handwritten orders (“Tally book/Notepad”) and the existing windows-based application.

The eSales Application Installation is available on ANDROID only at this stage.

eSales will allow stock items to be added and deleted on the order. Accurate identification of stock items will be possible, and this will avoid products being sold by mistake.

Products can be identified by:

- Part number
- Barcode
- Word search

The mobile application will be designed to work on-line. A good network, either WiFi or Mobile, connectivity is required.

**NOTE:** Self-service mode will be available at stage two of development.

### IQ ESALES REQUIREMENTS

- Public Server domain name (only if not using Wifi)
- IP Address (only if Public Server domain is not used)
- Good quality Wifi or Mobile connection

### COST REQUIREMENTS

- Will require two Registrations, 1 registration for eSales module and 1 registration for each Devices
- The K8 eSales software for the phone or device is free but, a charge per device will be on a monthly SaaS Module

**STEPS TO FOLLOW FOR SETUP:**

1. Create a Debtors COD account for eSales
2. Register of IQ eSales
3. Install Server Files
4. Launch the IQeSales Utility
5. Download eSales from Play Store
6. Setup the eSales app on the mobi device
7. Register all the Mobi devices

**STEPS TO FOLLOW FOR THE WORKFLOW:**

1. Creating the transaction on the Device, will give a Quote or Sales Order Number
2. The transaction will be created in the Quotation or Sales Order module
3. Sale Option 1 - Cash Sale, F12 – More options to Load a Quote or a Sales Order - Recommended
4. Sale Option 2 – Invoice the Sales order or Quote – The COD account will then require a Cash drawer to process payment. (the COD part ONLY applies if the Account Type is set to CASH in the APP, when creating the quote/order If it is set to account and the debtors' terms are not COD, it will be invoiced on account)

# SETUP OF ESALES

## STEP 1

### CREATE A COD DEBTORS ACCOUNT

From the IQ main menu → Debtors → Maintenance → Add

**PLEASE NOTE:** Create a different account for eSales, do not use your normal Cash Account. The eSale account must be easily recognised. For example: Account Number: ESA001 and the Name: eSales COD Account

<b>ACCOUNT DETAILS</b>	
<b>ACCOUNT INFORMATION</b>	
<b>DEBTORS INFORMATION</b>	
<b>ACCOUNT NUMBERS</b>	<p>This unique account identifier consists of up to 15 alpha-numeric characters. Duplicate account numbers will not be permitted. This number cannot be changed after it has been assigned to an account, so please take care when entering these account numbers. Only accounts with NO transactions may be deleted from the system. Once a transaction has been processed to an account, the account may not be deleted. This is due to auditing rules and principles of Generally Accepted Accounting Practice.</p> <p>Existing account numbers cannot be altered in any way. If the account number was entered incorrectly, the account must be deleted and recreated to use the correct account number.</p> <p>In all instances duplicate numbers will be rejected.</p>

<b>NAME</b>	Enter the company name, or the surname if the debtor is an individual.
<b>ALTERNATE NAME</b>	Enter the Alternate Name of company or the individual

<b>ACCOUNT DETAILS</b>	
<b>PAYMENT SETTINGS</b>	
<b>PAYMENT SETTINGS</b>	
<b>CREDIT INFORMATION</b>	
<b>TERMS</b>	<p>The payment terms for the account are specified here. This would be for example CASH (COD), 30 days, 60 days, 90 days etc. Note that accounts selected as COD, will be treated as a CASH account during invoicing. Alternatively, if the Debtor’s account number starts with “CASH” then the system will automatically treat it as a cash account regardless of the terms that are set.</p> <p>LC (Letter of Credit) – This is used when the Debtor provides a Letter of Credit from a financial institution as a guarantee of payment. The goods can then be sent, and payment is made afterwards. This is often used for overseas Debtors.</p> <p>CAD (Cash After Delivery) - This is used when payment is to be made when the goods are delivered. The invoice is sent with the goods and the payment is made to the delivery person and is only entered in the system once the delivery person returns.</p>

**STEP 2****REGISTER FOR THE ESALES MODULE**

This module is an add-on module that requires additional licencing and registration. You will only get access to the IQ eSales, when you have received the additional registration.

Contact the Sales Department at IQ Retail for the latest prices on the software.

Select the Support Menu Option → Register IQ Enterprise → Package Details → eSales

Module Name	Is Registered	Register/UnRegister
IQ CRM	<input type="checkbox"/>	<input type="checkbox"/>
IQ API	<input type="checkbox"/>	<input type="checkbox"/>
IQ Workshop	<input type="checkbox"/>	<input type="checkbox"/>
IQ Offline	<input type="checkbox"/>	<input type="checkbox"/>
Single View	<input type="checkbox"/>	<input type="checkbox"/>
IQ FTP and Data Export	<input type="checkbox"/>	<input type="checkbox"/>
IQ Projects	<input type="checkbox"/>	<input type="checkbox"/>
Sure Swipe	<input type="checkbox"/>	<input type="checkbox"/>
MDR	<input type="checkbox"/>	<input type="checkbox"/>
Cash Back World	<input type="checkbox"/>	<input type="checkbox"/>
Signature Pad	<input type="checkbox"/>	<input type="checkbox"/>
EPOD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deliveries and Collections for PDS	<input type="checkbox"/>	<input type="checkbox"/>
Mpesa	<input type="checkbox"/>	<input type="checkbox"/>
<b>eSales</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Tick the box for 'Register' IQ eSales under Module Details.

If the Save & Export option is used, email the reg.txt file to [iqregistration@kerridgecs.com](mailto:iqregistration@kerridgecs.com).

If the Save & E-mail is used, select the button at the bottom of the screen.

The End User Licence Agreement will appear on the screen. You must agree to the Terms and Conditions in the End User Licence Agreement by ticking the box and selecting the Accept button to continue to the e-mail setup screen and send the email as per normal.

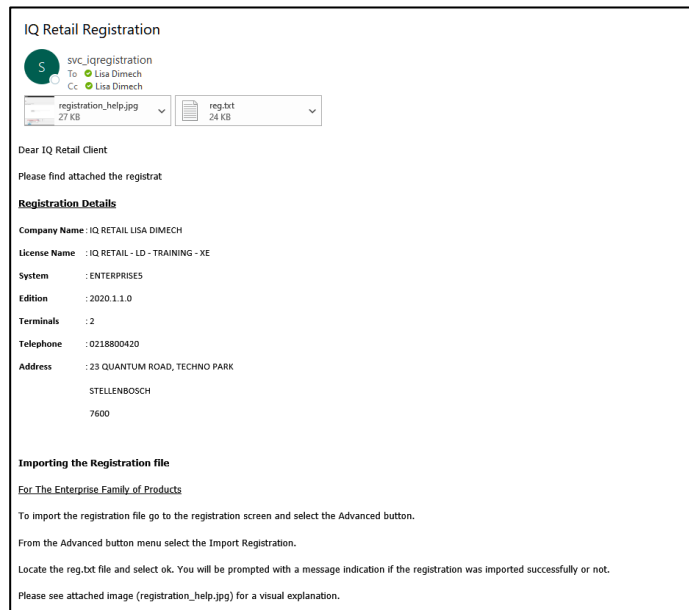
Please send the Proof of Payment for the registration to [iqaccounts@kerridgecs.com](mailto:iqaccounts@kerridgecs.com).

After payment has been received, the registration will be sent back to the listed email in the registration details.

## REGISTRATION EMAIL

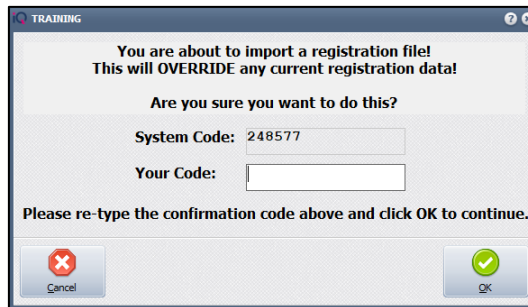
You will receive an email, save the reg.txt attachment to e.g. Desktop.

Example of email below:

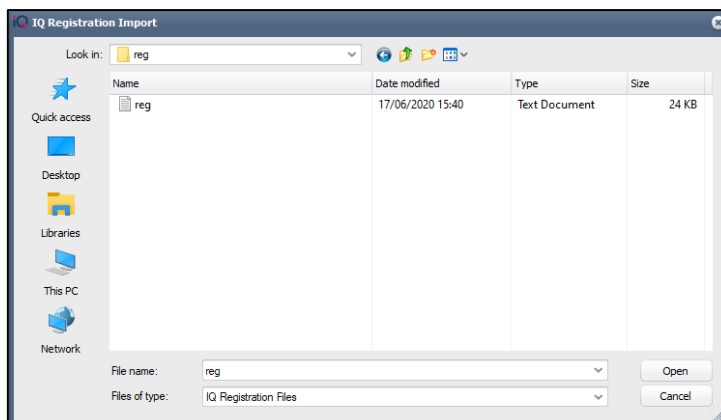


Select Support → Register IQ Enterprise → Click Advance → Import Registration.

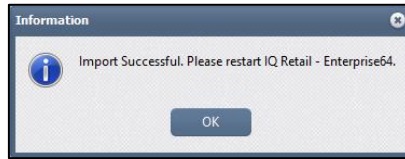
Re-type the confirmation code (remember it is case sensitive) and select OK.



Go back to where the reg.txt file was saved and open it.



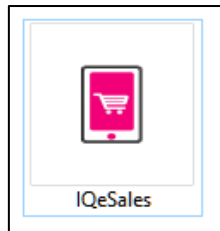
Select ok to complete the registration process.



### STEP 3

#### INSTALL SERVER FILES

The IQeSales Utility will be available in the C:\IQRetail64\IQEnterprise folder. Double click on Utility to Open.



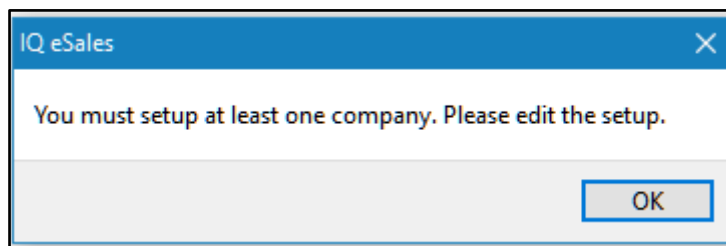
### STEP 4

#### LAUNCH THE IQESALES UTILITY

This application (server) always needs to be open.

**NOTE:** the popup menu provides the option to HIDE IQeSales, which then minimises it in the system tray

To set up the server for the first time, double click and it will give you a message that the company needs to be setup



Click ok and it will launch the eSales server setup.



The screenshot shows the 'IQ eSales Setup' window with the following sections:

- Server Settings:** Port Number: 443, Enable Log: , Enable SSL: , Start Hidden: , Certificate File: ..., Private Key File: ..., Root Certificate: ..., SSL Password: ..., Cash Account: ESAL001.
- API Server Settings:** Use API: , Port Number: 8090, API Hostname: 127.0.0.1, API User ID: 0, API Password: ..., Enable SSL: , SSL Certificate: ...
- Company Settings:** A table with columns 'Company ID' and 'DB Path'. One entry is shown: Company ID: 1, DB Path: C:\IQRetail64\IQEnterprise\IQM. Buttons for Add, Update, and Remove are present.
- App Settings:** Display Prices: , Display Balances: , Allow Backorders: , Allow Photos: , Signature Required: , Record Search Limit: 50 (20 min/500 max), Default Document: Sales Order.

Buttons at the bottom: Check Settings, Apply & Continue, Exit IQ eSales.

The port needs to be selected for this application, as you can see, we have made use of the generic 443 port. This is not advised as it is an unsecure port. If ePod is in use, make sure this port is different.

Select Enable Log.

Type the exact COD Account number you have created in IQ → Debtors → Maintenance. For example ESAL001.

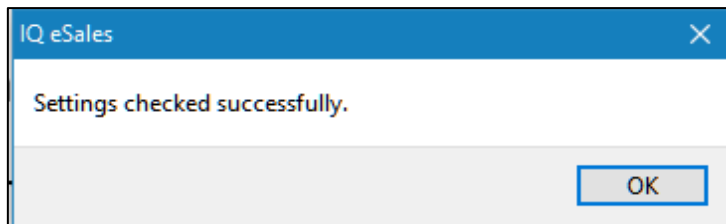
Select the DB Path for the company that will be using eSales. Click Add. For example C:\IQRetail64\IQEnterprise\001

Make sure all the App Settings are switched on for example: Display Prices, Display Balances, Allow Backorders and Allow Photos.

IQ ESALES SETUP	
<b>APP SETTINGS</b>	
<b>DISPLAY PRICES</b>	If this option is selected the user will see prices for stock and totals for documents.
<b>DISPLAY BALANCES</b>	If this option is selected the user will see customer balance and credit available on customer lookup.
<b>ALLOW BACKORDERS</b>	If this option is selected the user will be able to select more than the current free quantity on sales orders. Quotes do not apply as this can be done anyway.
<b>ALLOW PHOTOS</b>	If this option is selected the user can add photos on the review screen.

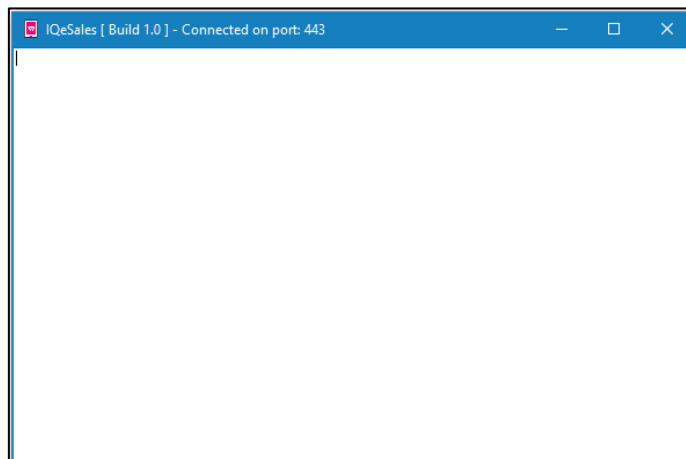
<b>SIGNATURE REQUIRED</b>	If this option is selected the customer must sign on the device when the document is actioned.
<b>RECORD SEARCH LIMIT</b>	If this option is changed only return X number of lines in customer and stock searches. IQ can handle 500 quite easily.
<b>DEFAULT DOCUMENT</b>	This option defines the default document type used when creating a new document on the device.

Click Check Settings

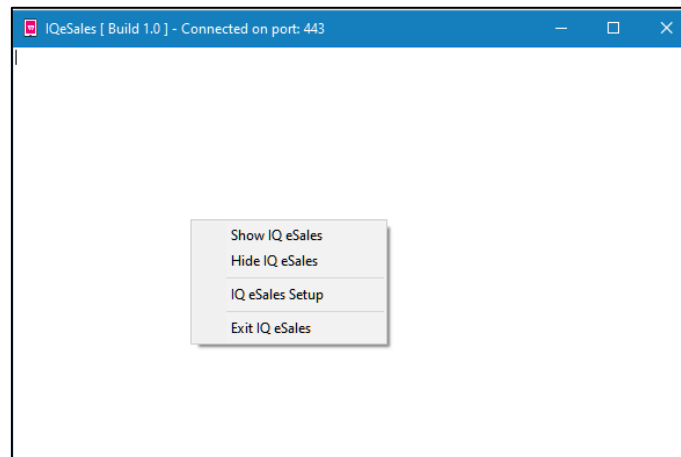


Click Apply and Continue

**REMEMBER:** The App must be open for the mobi device to communicate the your IQ software



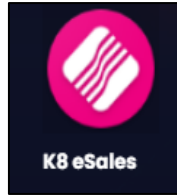
If you want to display the setup setting again Right Click in the screen and select IQ eSales Setup. The screen can also be hidden by selecting Hide IQ eSales.



## STEP 5

### DOWNLOAD ESALES FROM PLAY STORE

Install the eSales software onto your device from Play Store, only available to Android currently.

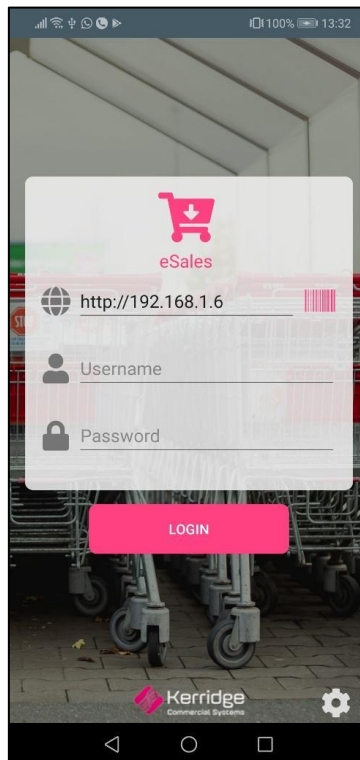


## STEP 6

### SETUP THE ESALES APP ON THE MOBI DEVICE

Fill in the IP address from the server, in other words where IQ is installed.

For example <http://10.8.8.888:443>



## STEP 7

### REGISTER FOR THE MOBI DEVICE

Select the Support Menu Option → Register IQ → Devices → Add Device or if you have opened the device once choose Get Device List.

You can use Add Device if Get Device does not work

Enter the IP Address of the Server

Enter the Port number

Enter the username and password for each device

Email to the IQ Registration department, save and import once the registration was returned.

Registration Details Version 2020.1.1.0

**iQRetail ENTERPRISE**

Company Details | E-Mail Addresses | Package Details | Reseller Details | Bank Details | **Devices**

ePOD

Device Id	Device Name	Is Registered	Register/UnRegister
123	Dell	<input type="checkbox"/>	<input type="checkbox"/>
1	Samsung Galaxy S10	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ePOD Server Host: 172.00.00.000  
 ePOD Server Port: 443  
 Username: 1  
 Password: \*\*\*\*

Enable Proxy  Tick For Yes  
 Host (Proxy):  
 Username:  
 Password:  
 Port (Default 443): 443

Get Device List | Add Device | Delete Device

Back | Next

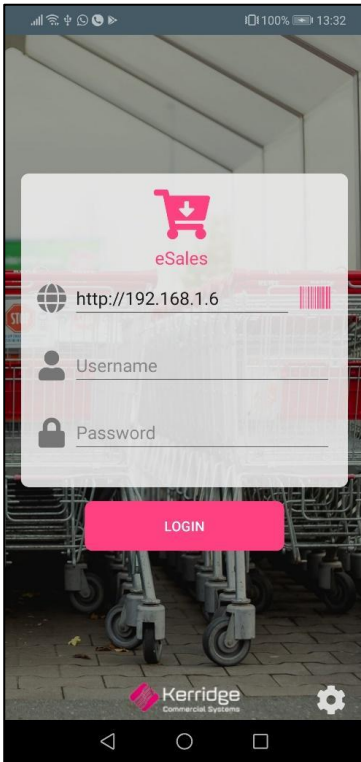
About | Advanced | Save & E-Mail

# WORKFLOW OF ESALES:

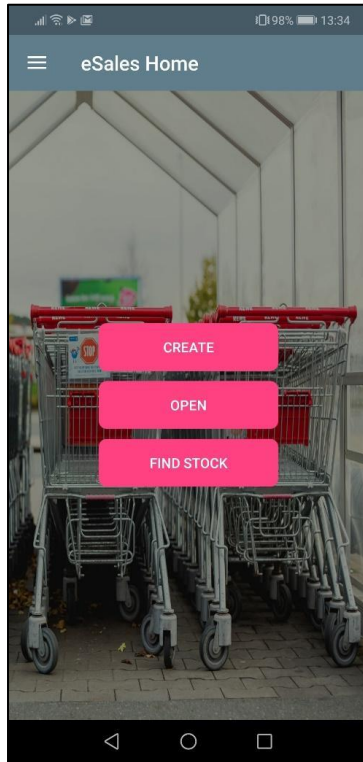
## STEP 1

Good network or WiFi connectivity is required. Please note to ensure your signal is available in your store or yard so that the sales representatives have connection to the server.

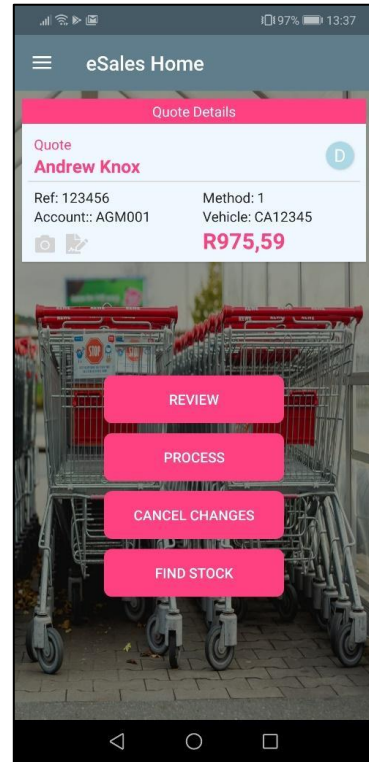
Login Screen



Home Screen (no active order)



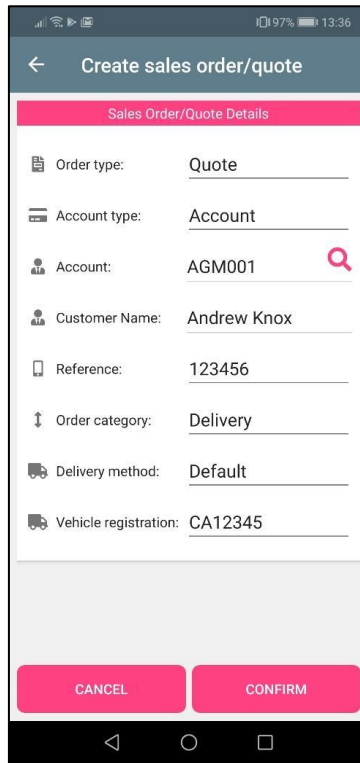
Home Screen (active order)



HOME SCREEN WILL HAVE THE FOLLOWING BUTTONS	
<b>NO ACTIVE ORDER</b>	
<b>CREATE</b>	<p>Create new sales order or quotation.</p> <p>Only one option can be selected Sales Order or Quotations in the setup as the default option.</p> <p><b>NOTE:</b> the above is just what the create screen will DEFAULT to. Both quotes/orders are available on the create screen</p> <p>To create a new order select CREATE and fill in the appropriate information on the create screen and confirm.</p>
<b>OPEN</b>	<p>Amend previously suspended sales order or Quotes</p> <p>OPEN will display a list of previously created orders or quotes in the above step. You can then select an order and amend it.</p>

<p><b>FIND STOCK</b></p>	<p>Find stock directly from the IQ system.                  FIND STOCK enables the user to lookup stock information.                  Three character is required to active the find stock magnifying glass                  NOTE that if an active order is open then the find stock function allows the user to add stock items to the open order</p>
<p><b>ACTIVE ORDER</b>                  Once an order has been created or opened (i.e. the ACTIVE order), the home screen buttons change</p>	
<p><b>REVIEW</b></p>	<p>Review current order                  Only available in Sales Orders                  REVIEW will take the user to the review order screen where all the current order lines are displayed and can be amended or removed. At this point the user can also add NOTES and PHOTOS (if setup allows).</p>
<p><b>PROCESS</b></p>	<p>Process the order                  PROCESS will give the user the option to SUSPEND or ACTION the order. If SUSPEND is selected the order is saved for future retrieval in the APP ONLY. If ACTION is selected the order is deemed complete and will be available in IQ. Note that once actioned the order will no longer be visible to the eSales App.</p>
<p><b>CANCEL CHANGES</b></p>	<p>Cancel order, no longer required.                  Only available in Sales Orders                  CANCEL CHANGES will revert any changes made since opening the order</p>
<p><b>DELETE</b></p>	<p>Deletes a previously suspended quote/order – ONLY visible if a suspended quote/document is recalled using the OPEN option</p>
<p><b>FIND STOCK</b></p>	<p>Find stock directly or via drill down. Three characters are required to activate the find stock magnifying glass search option.                  There are 2 modes, standard mode and advanced mode.</p>
<p><b>STOCK SUMMARY</b>                  The Stock Summary is a follow on of find stock. It does NOT exist as a button on the home screen</p>	<p>Stock summary screen (where you add the item to the order), if the item has an image it will display and by clicking on the image to view the image.                  If the item has multiple bin locations the bin location will be highlighted and clicking on it shows alternate bin locations with relevant stock quantities</p> <div data-bbox="991 1621 1273 1771" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Alternate bin locations</p> <p>1/BIN 1 (Free stock10)</p> <p>2/BIN 2 (Free stock5)</p> <p style="text-align: right; color: red;">OK</p> </div>

Once an order is created or opened, then the home screen header will show the order type, account type, account code, account name.



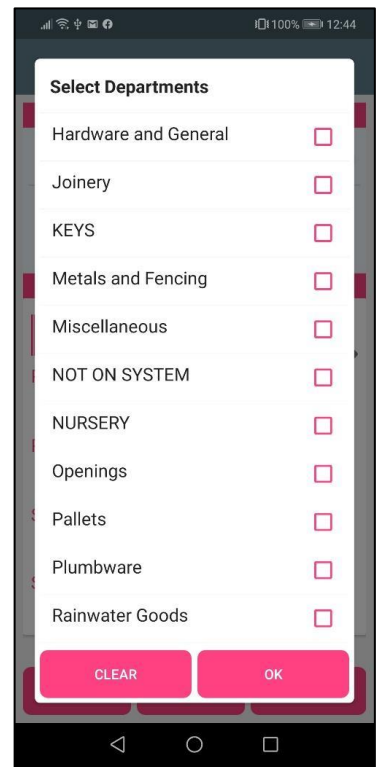
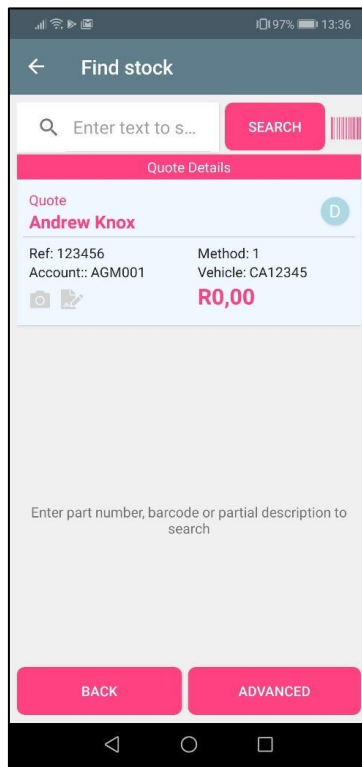
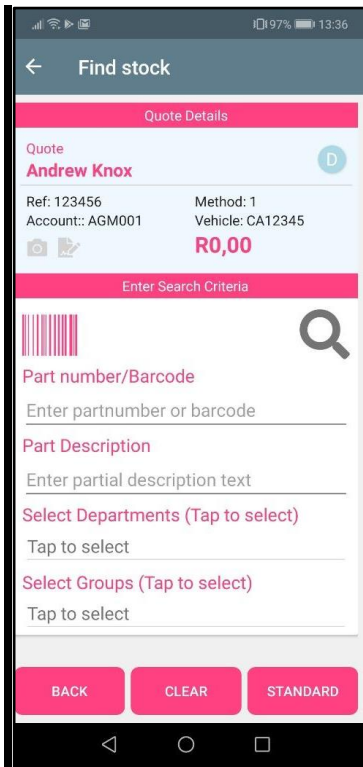
CREATE SALES ORDER OR QUOTE SCREEN	
<b>ORDER TYPE</b>	Two choices for Order type: Sales Order or Quote
<b>ACCOUNT TYPE</b>	Two Choices for Account Type: Cash or Account. If not changed the default is Cash.
<b>ACCOUNT</b>	If the Account option was selected, you can choose a debtors account.
<b>CUSTOMER NAME</b>	Once the account has been selected the name of the debtors will be displayed here.
<b>REFERENCE</b>	Type the customer reference here, this field is a required field.
<b>ORDER CATEGORY</b>	Two choices for Order type: Delivery or Collection
<b>VEHICLE REGISTRATION</b>	Type the Vehicle Registration if required.
<b>CONFIRM</b>	Select confirm to process
<b>CANCEL</b>	Select Cancel

Find Stock Screen (Advanced mode)  
(Advanced mode)

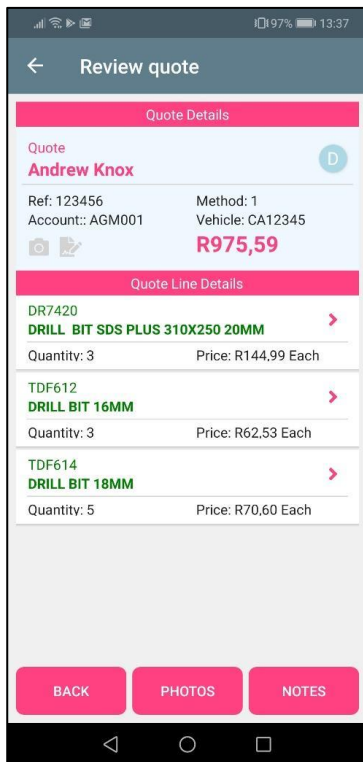
Find Stock Screen (Standard mode)  
(Standard mode)

Select Department/Group  
(Advanced mode)

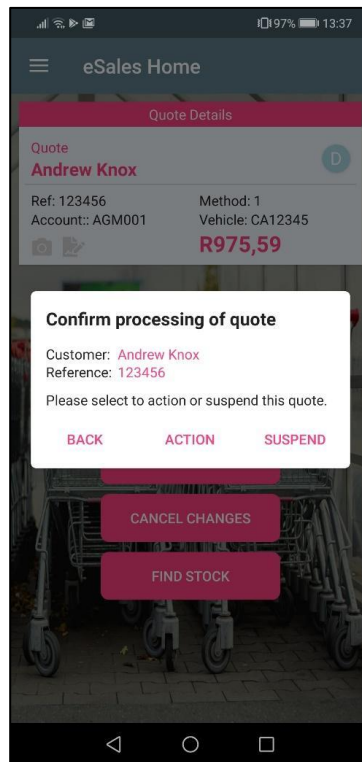
The currency displayed it directly connected to the device settings.



Review Screen

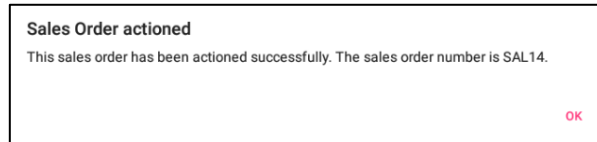


Process Selection Screen





### Process Selection Screen



## STEP 2

### THE TRANSACTION WILL BE VISIBLE IN THE QUOTATION AND SALES ORDER MODULES

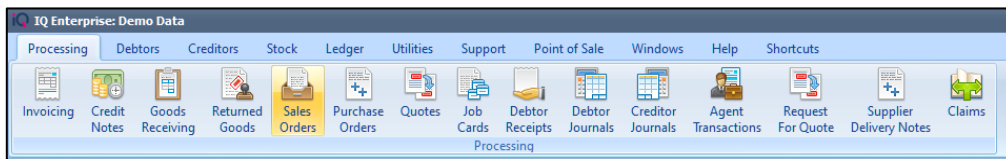
The Sales Orders or Quote will be sent from the eSales software into IQ and be visible in the Sale Order or Quotation module.

**NOTE:** These tables are used: stockmultiplebins, stockmultiplebinbalances, stockwarehousebinlocation, stock deptmnts, groups, debtors, SOrders, SOrdItem, Quotes and Qteltems.

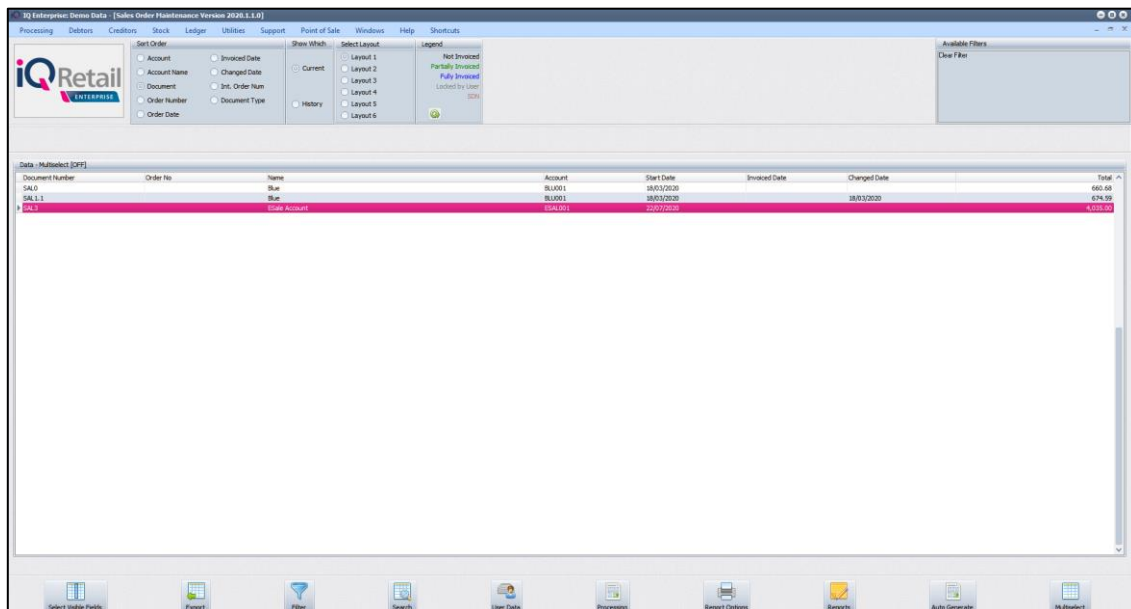
These tables are **NEW:** ESalesHeader, ESalesLines, ESalesBatches and ESalesMedia.

## SALES ORDERS

From the IQ main menu → Processing → Sales Orders

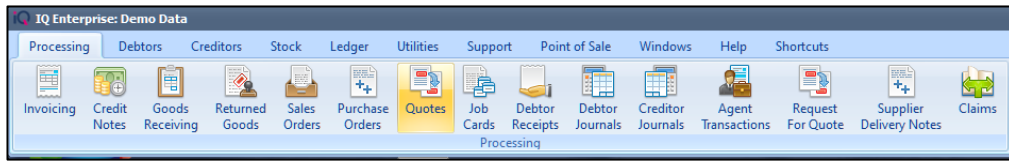


The Sales order will display as the eSales account (only if account type is CASH)

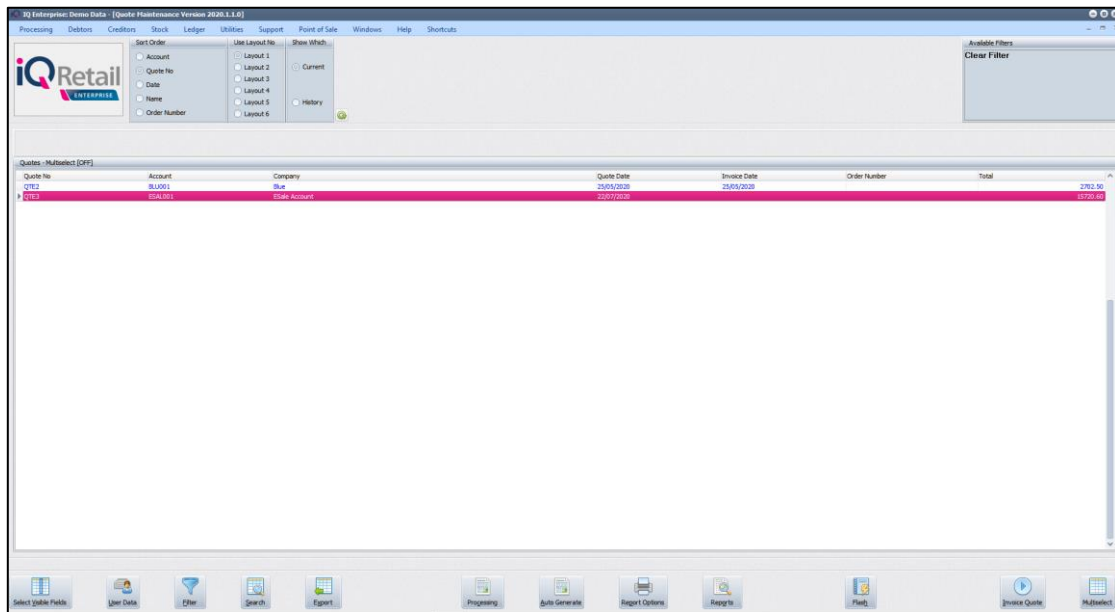


# QUOTES

From the IQ main menu → Processing → Quotes



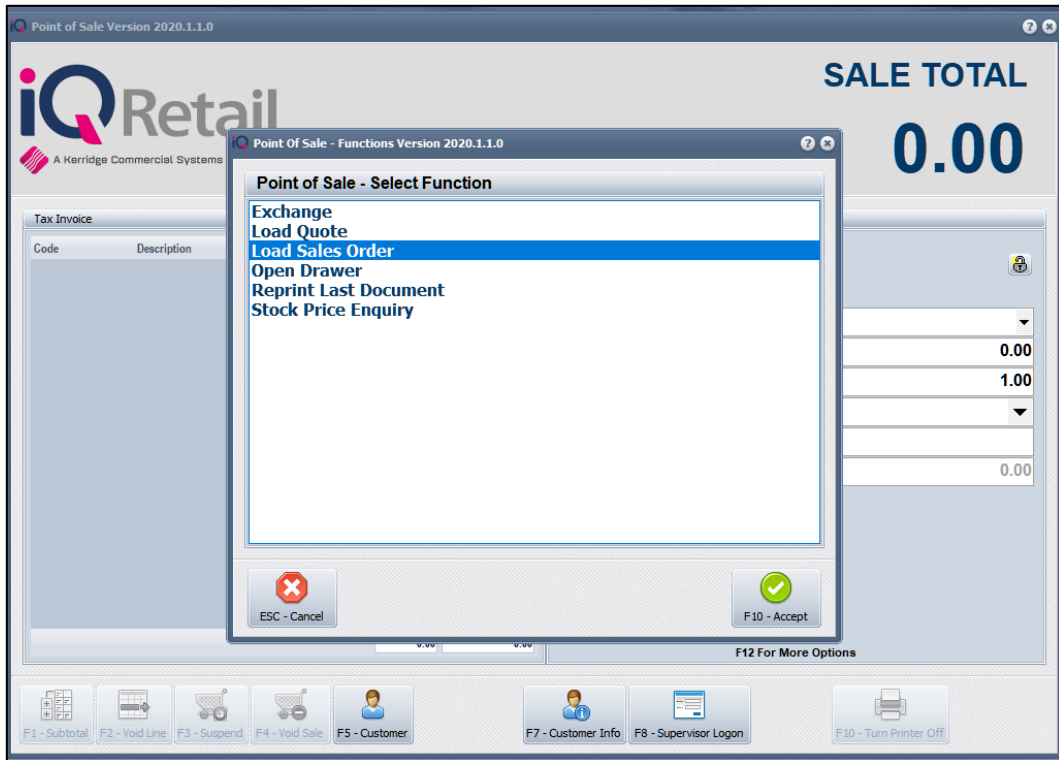
The Quote will display as the eSales account (only if account type is CASH)



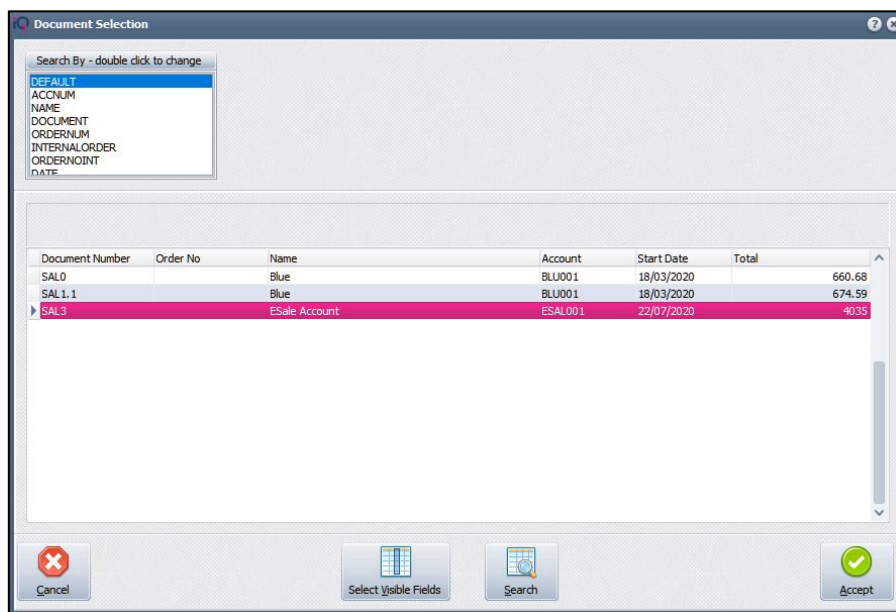
### STEP 3

## SALE OPTION 1 – CASH SALES LOAD TRANSACTIONS - RECOMMENDED CASH SALES – SALES ORDER OR QUOTE

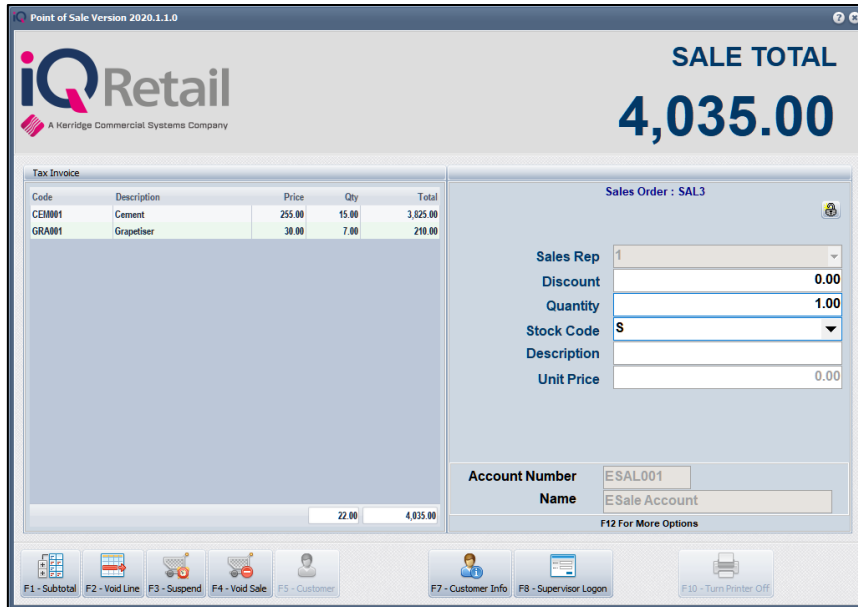
**PLEASE NOTE:** Only one option can be selected, Sales Order or Quotations in the setup. From the IQ main menu → Point of Sale → Sales → Cash Sale → F12 More Option → Load Sales Order



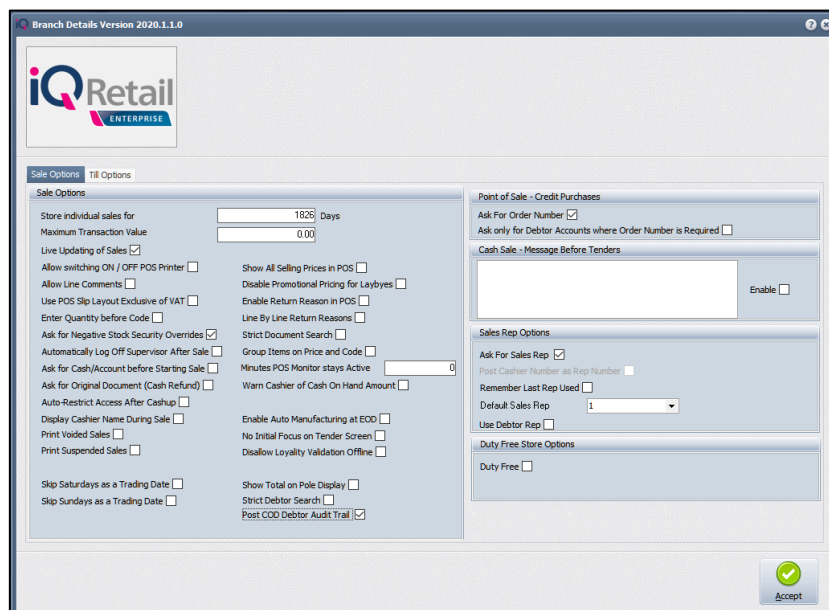
Select the SO number for example (SAL3) from the device. Only one Sales order can be selected for a Cash Sale.



Once the Sale Order has been loaded the number will display below the Sale Total and the Account Number will display above F12 for more Options, now continue with the Cash Sale as normal.



Remember the transaction will only display in Debtors if the setting is enabled under POS Setup → Default Settings → Post COD Debtors Audit Trial. If this is not switch on the transaction will not display on the eSales COD account.



**STEP 4**

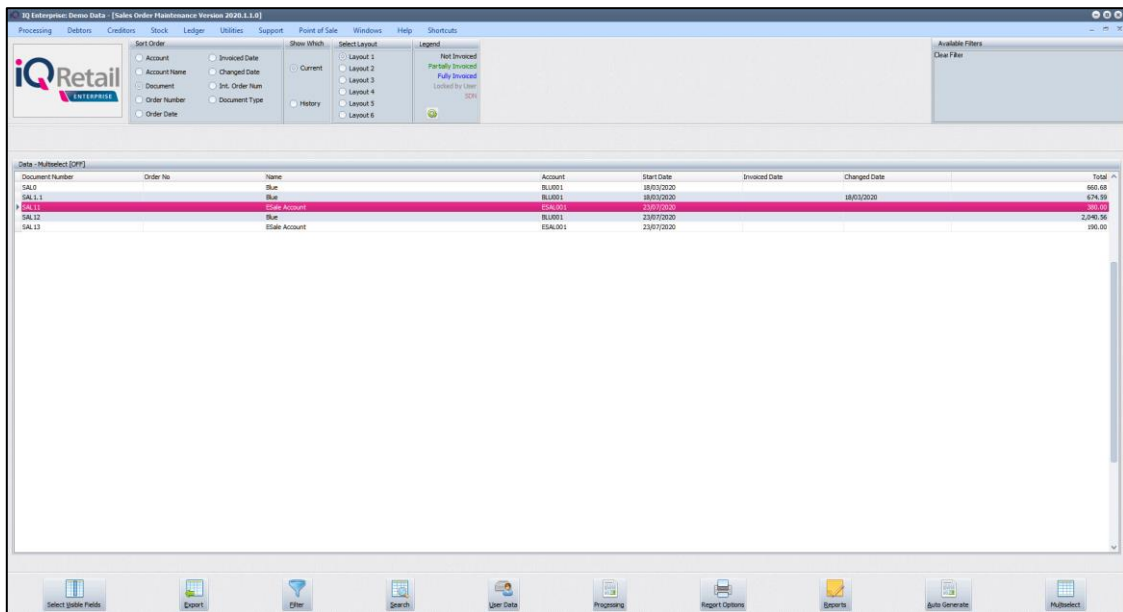
**SALE OPTION 2 – INVOICE THE TRANSACTIONS (SALES ORDER OR QUOTE)  
CASH SALES – SALES ORDER**

**PLEASE NOTE:** A default option is selected but can be selected Sales Order or Quotations when processing.

The COD account will require a Cash Drawer to process the payment.

**PLEASE NOTE:** We suggest that the Default setting 1 option “Post All Invoices/Credit Note to POS” must also be switched on to make the transaction part of the Cash-up reports.

From the IQ main menu → Processing → Sales order or Quotes → Select the transaction → Processing → Invoice.



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