ICE Business System

Inventory - Sales Reporting

(Version 1.1)

Learning Unit Guide

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I :   Introduction

This Learning Unit Guide is reference-based, in that most of the information for the tasks can be found in the **Signature Learning Centre**.

This guide is designed as a workbook to be used during facilitator led learning.

It includes instructional materials, descriptions of business processes and details of demonstrations to be undertaken by the facilitator.

There are references to **menu paths** for accessing the functions within **ICE** application and **SLC References** for locating additional information in the **Signature Learning Centre**.

II :   Objectives

Outline the functionality and benefits of the Sales Reports within the Inventory area of the ICE Business System.

III :   Target Audience

Management or sales staff responsible for sales performance.

IV :   Prerequisites

- Inventory Processing Activities
- Inventory Reporting Activities

V : Scenarios

V.1 : Inventory Sales Reporting - Standard

Workflow

Workflow :	Inventory Sales Reporting - Standard
Scenario 1:	Sales recorded within the ICE Business System are required to be reported for analytical purposes.

Inputs	Activities / Stages	Outcomes
	1.1 Generate Sales Report	• The Sales Report is ready to be viewed.

Scenario 1: Inventory Sales Reporting - Standard

Sales recorded within the ICE Business System are required to be reported for analytical purposes.

1.1: Generate Sales Report

Objectives:
• *View the Sales Report.*
SLC Reference:
• *ICE Business Systems > Inventory > Reporting Activities*

Work Instructions

Screen: ICE Main
1. Access the **Sales Report.** Select menu path: **Reports > Inventory Reports > Sales History.**
Screen: Inventory Sales History Report
2. Select the **Report Type.**
3. Select whether to **Include Non-Update Sales** (recommended to have all sales entered included).
4. Select whether to **Exclude Control Items** (recommended for pure sales reports).
5. Select whether to use **Cost Price from Masterfile if Cost of Item is zero.**
6. Select whether to use **Cost Price from Masterfile if Item is a non-stock Item.**
7. Select whether **Non-Stock Items** to be excluded.
8. Select whether **Items Not Active** should be excluded.
9. Select whether to filter on **Serialised Items.**
10. Select how the report is to be **Grouped By**.
11. Select whether to filter the report by **Date** or **GL Period.**
12. Select which **Sales Types** are to be included.
13. Select whether the **Selection Criteria** is to be displayed on the report.
14. Select the **Preview** button.

Outcomes:
• *The Sales Report is ready to be viewed.*
Notes:

- *N/A*

V.2 : Inventory Sales Reporting – Troubleshooting

Workflow

Workflow :	Inventory Sales Reporting – Troubleshooting
Scenario 2:	Common questions relating to the use of the sales report are addressed.

Inputs	Activities / Stages	Outcomes
	2.1 Troubleshooting	• The common questions relating to the use of the sales report have been addressed.

Scenario 2: Inventory Sales Reporting – Troubleshooting

Common questions relating to the use of the sales report are addressed.

2.1: Troubleshooting

Objectives:
• *Outline the common questions and answers relating to the use of the sales report.*
SLC Reference:
• *ICE Business Systems > Inventory > Reporting Activities*

Work Instructions

Screen: ICE Main
1. What can be done if the **cost price is incorrect**?
Non-stock Items do not have a cost price.
To display a cost price for non-stock Items, the report option "**Get Cost for Non Stock Items**" should be selected.
For free stock or discounted stock etc. where the normal cost of the Item is required to be displayed, the report option "**If Cost is zero, Use Master**" should be selected.
Where stock Items are displaying an incorrect cost price on the report, the stock receipt for that Item must have been entered incorrectly as this is where the cost price is determined from. Before the stock receipt can be corrected, the Sale it was sold on, first needs to be reversed by raising a credit (if Sale has not been updated a Credit is not required as it can be deleted), placing the item back into stock. Refer to Learning Unit "Customers – Invoices & Credits" or Learning Unit "POS – Processing Sales" for further details. The stock receipt can then be corrected, (refer to Learning Unit "Inventory – Stock Receipting" for further details. Once the cost price for the Item has been corrected, the Sale can be re-entered. The correct price will now display on the report.
2. Can I use the report to **determine sales commissions** to be paid?
The sales report can be grouped by **Sales Person** to provide productivity details.
If you apply a sales commission formula to the sales results, contact the Signature Software Customer Support Team and request the SQL that can export the sales report and make it available within MS Excel for your own manipulation.

Outcomes:
• *The common questions relating to the use of the sales report have been addressed.*
Notes:
• *N/A*