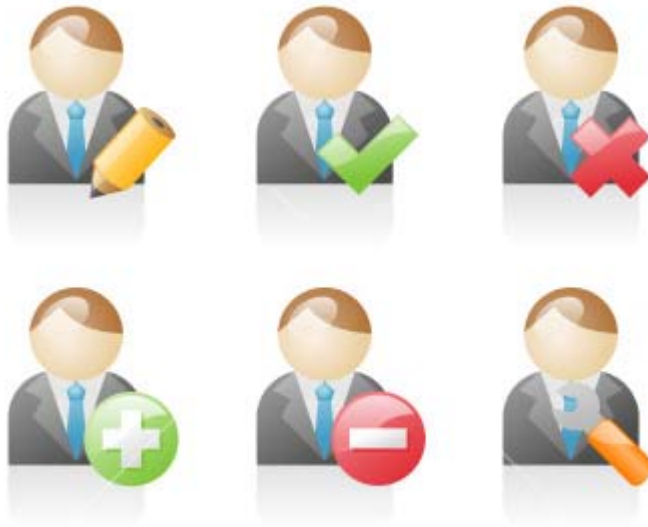


Back Office User Setup



Introduction

The purpose of this document is to describe the procedures for defining Back Officer Users (BOUs) for OrderStream Pro (OSP).

You are welcome to add or edit as many BOUs as you need, whenever you need them. The ability to define BOUs may be restricted to specific individuals.

To access the Back Office Users module, log in to the OSP Back Office and click “Settings” > “Back Office Users” in the main menu. If this option is not visible to you, it means that you have not been granted access to this module. If you think you need access to this module, please contact your system administrator.

There are four types of BOUs in OSP:

- Managers/Administrative Staff (referred to as “Business Group Managers”, or BGMs)
- Production Coordinators (PCs)
- Account Executives (AEs)
- Online Store Administrators (OSAs)

Business Group Managers (BGMs)

This top category of administrators includes managers as well as administrative staff (e.g. accounting).

Back Office User status

When a BGM is set as “inactive”, they may no longer log into the Back Office. The user may be reactivated again later if desired.

Which rights should this BGM be granted?

For each BGM there are a certain rights that may or may not be granted as you see fit, as follows:

- may access the **Accounting** module
- may access the **Back Office Users** module
- may access the **Catalog** module
- may access the **Online Store** module
- may change the **status** of invoiced and cancelled orders

- may create **post-invoice adjustments**
- may define **commission** formulae
- may define **credit limits**

1. may access the Accounting module

The accounting module provides access to:

Accounts Receivable – for recording payments received from customers. If your system is integrated with QuickBooks, this happens automatically when you enter payments in QuickBooks.

Accounts Payable – for recording invoices received from vendors and comparing them to purchase orders.

Commissions – for recording commissions payments made to account executives.

2. may access the Back Office Users module

The Back Office Users module, described in this manual, enables the user to create and edit any other Back Office User. This is the most powerful right in the system as an authorized user may maximize their own rights (and those of others) or deactivate others.

3. may access the Catalog module

The Catalog module is used to define products for the master catalog. Products defined in the master catalog can be offered for sale in multiple online stores. Only individuals working directly with online stores need access to the Catalog module.

4. may access the Online Store module

The Online Store module is used to set up and manage online stores for your company or for client corporations and organizations.

5. may change the status of invoiced and cancelled orders

Reversing an order out of “invoiced” or “cancelled” status should be a very rare event, because doing so may cause discrepancies with your closed accounting periods. As a general rule, post-invoice adjustments should always be handled with credit memos and debit memos. Therefore, only individuals who fully understand the impact of changes to invoiced or cancelled orders should be granted this right.

6. may create post-invoice adjustments

Post-invoice adjustments are changes to an amount to be invoiced to the client, made after the order has already been invoiced. This is done in a form of credit or debit memos. Access to this capability should be restricted to users with a good understanding of the accounting issues involved.

7. may define commission formulae

Defining commission formulae for account executives is a sensitive matter. Access to this should be limited to those who have a good understanding of this function.

8. may define credit limits

The ability to define a credit limit that may not be exceeded by customers is typically limited to a person in accounting who is knowledgeable about these matters.

Production Coordinators (PCs)

Production Coordinators drive the fulfillment of orders. Often they are responsible for orders that flow from multiple Account Executives (AEs).

Back Office User status

When a PC is set as “inactive”, they may no longer log into the Back Office. The user may be reactivated again later if desired. Inactive PCs may not be assigned to new orders, but remained assigned to any existing orders.

To which Account Executive(s) should this PC be assigned?

A PC must be assigned to at least one AE. A PC has access only to the data relevant to the AEs for whom they are responsible.

Which rights should this PC be granted?

- may save orders as **invoiced**
- may save orders as **cancelled**
- may edit costs on **invoiced orders**
- may add and edit **suppliers**

There are four rights that may be granted to PCs:

1. may save orders as invoiced

In some companies PCs may invoice orders; in others this is reserved for administrators.

2. may save orders as cancelled

Cancelling orders is a sensitive matter. It is conceivable that an AE could collect payment for an order and mark the order as cancelled. In OSP the AE cannot cancel an order. This option allows you to further restrict this right so that only an administrator can cancel an order.

3. may edit costs on invoiced orders

Editing the cost of an order that has already been invoiced will always affect the commission to be earned by an AE. Limiting access to editing costs after invoicing improves security.

4. may add and edit suppliers

Adding new suppliers is strictly controlled in some companies and less so in others. This gives you an option to control or not to control this function.

Contact Information

A PC's contact information shows up on purchase order documentation, so it is important to get this correct and complete.

Account Executives (AE)

AEs see only data pertaining to the accounts and orders they are assigned to. They also see dashboards on their Back Office home page that display live totals for sales, commissions and receivables.

Back Office User status

When an AE is set as "inactive", they may no longer log into the Back Office. The user may be reactivated again later if desired. Inactive AEs may not be assigned to new accounts or orders, but remain assigned to any existing accounts and orders.

Which PC(s) should be assigned to this AE?

All AEs must be assigned to one or more Production Coordinators (PCs). Please select the appropriate PC(s).

Salesperson ID

The salesperson ID is important if you are integrating with QuickBooks. The salesperson ID needs to be the same in both systems.

Contact Information

The contact information is especially important for AEs because it shows up on order documents such as proposals, order acknowledgements and invoices.

May see commissions?

In some instances, companies may not want an AE to see his own commissions. This may be controlled via this checkbox.

Online Store Administrators (OSAs)

OSAs may be granted direct access to all of the accounts, orders and POs assigned to a specific Online Store, or maybe only to a select list of reports. It may be useful to grant this category of access to a corporate client if you are operating an online store for them.

To which Online Store should this OSA be assigned?

Use this list to select which Online Store the OSA should be granted access to.

Which reports should this OSA have access to?

Use this list to select which reports the OSA should be granted access to. All data made available in reports will be drawn exclusively from the OSA's assigned Online Store.

Which rights should this OSA be granted?

You have the option to allow an OSA to access all of the accounts, orders and POs assigned to their assigned Online Store, or to restrict their access to selected reports only. If you chose to limit an OSA to reports only, "Reports" will be the only option available to that user.

List Back Office Users

In addition to creating and editing individual BOUs, you may also generate a summary of all BOUs defined for your company using the "List Back Office Users" option on the top right-hand menu. This list will help you to determine your OSP related costs because the developers of OSP rely on the same list.

The following is excerpted from the "Policies" page of the OSP website (<http://www.orderstreampro.com/solution/policy.htm>):

- User accounts are billed for each full calendar month they are active and for any month on which they are deactivated. For example, if user is created on the 10th of July, billing would normally not start until the 1st of August. If the same user is deactivated on the 12th of August, August would be billed in full. If the same user is deactivated on the 24th of July, July would be billed in full. Billing is never based on partial months.



- A single employee may have several different roles within a client company and so may need more than one type of user account in the system. Each individual employee will be counted as one user for billing purposes so long as the same employee name appears on each user account.
- Billing is based solely on the number of “active” users regardless of how frequently those accounts may actually be used. Similarly, if one user enters orders on behalf of another user, both user accounts are deemed active and are therefore billable.
- **It is the sole responsibility of our clients to deactivate users as soon as they cease to be employees or users on the system.**
- Once deactivated, any user may be reactivated again later as needed. Billing for reactivated users follows the same policy as for new users.