SOS Inventory 6.4

User Guide

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1 Overview

This document serves as a user guide for SOS Inventory. In addition to this guide, help is also available within the app itself or via the SOS Inventory website at http://www.sosinventory.com. Please send any questions, comments, or suggestions to support@sosinventory.com.

This guide is written in a very informal, conversational style. We hope you find it more readable and useful than your traditional, formal user manual. We update the guide frequently, so be sure that you always grab the most recent version.

We have recently added a section for release notes towards the end of the guide for you reference as to what is new in the product.

1.1 History of SOS Inventory

SOS Inventory is the #1 inventory and manufacturing add-on for QuickBooks Online (QBO). If you are using QuickBooks Online and do any manufacturing or anything more than basic inventory management, you need SOS Inventory.

In April 2009, Saddle Oak Software released a new add-on product called OE Companion for what was then called QuickBooks Online Edition. OE Companion added purchase orders, inventory management, assemblies, document management, PayPal integration, and a few other features to QBO. Over time, the inventory and manufacturing features became the most-heavily used parts of the software. In 2011, Intuit launched the Intuit App Center and Intuit Partner Platform – a new method of connecting to QuickBooks. In July 2011, Saddle Oak Software launched OE Companion v2, which was renamed SOS Inventory to highlight the increased focus on inventory management and manufacturing. SOS Inventory v3 was launched in February 2012 with the move to the Intuit Anywhere platform. In March 2013, SOS Inventory v4 was released furthering the capabilities of the platform to provide more extensive manufacturing and inventory control. By February of 2015, SOS Inventory's user interface was redesigned for version 5 to more closely follow the changes that Intuit was taking with QuickBooks online to make daily tasks more seamless between the environments.

Now, version 6 adds a much more robust and consistent processing flow for user who are looking for the power to do more than ever in their workflow. This guide will showcase the features and functions that users have come to rely on, and even some new ones to get acquainted with.

1.2 Workflow

The workflow that you will use in SOS Inventory depends ultimately on your company's business processes. The software is flexible enough to handle a wide variety of different scenarios. With that said, here is a general sequence that most companies will follow.

- Order raw materials or products from vendors by creating purchase orders. (Purchasing menu)

- Receive the goods into inventory by creating item receipts. (Purchasing menu)

- Turn raw materials into finished goods using builds or process transactions. (Production menu)

- Take sales orders from customers. (Sales menu)

- Ship goods to customers by creating shipments. (Fulfillment menu)

- Invoice the customer for goods shipped. (Sales Menu)

One question that we get a lot is about whether the user should use SOS Inventory or QuickBooks Online to enter orders or other data. The answer is that either will work and the optimal workflow really depends on the specific needs of your company.

1.2.1 QBO to SOS

For companies that are already QBO customers, and who perhaps have users who are very comfortable with QBO, SOS reads transactions directly from QBO so that QBO can be used as the primary place for users to work. SOS will read new invoices, sales receipts, etc. from QBO and generate shipments, sales orders, reorder alerts, or other transactions automatically, as specified in the SOS settings.

1.2.2 SOS to QBO

The majority of companies using SOS Inventory use SOS for all of their day-to-day operations (purchasing, shipping, manufacturing, etc.). In this model, information is entered into SOS and then synchronizes to QBO as appropriate, so that all financial data are kept up-to-date. Users retrieve their inventory data and run inventory reports from SOS Inventory. The workflow most commonly begins with a sales order as the driver of other transactions, although this is not required.

1.3 Comparison of Pricing Plans

SOS Inventory offers 3 different pricing plans: Companion, Plus, and Pro. A brief description of the plans is below. For a complete description and feature-by-feature comparison, please visit the Pricing page of our website at http://www.sosinventory.com/Home/Pricing.

- **Companion** – The Companion plan is useful for companies who want to use QuickBooks Online as their primary system but need just a little more functionality than QuickBooks Online can provide. The Companion plan adds to QBO the capabilities of sales orders, assemblies, partial shipping/receiving, kits, and backorder tracking, among other things. This plan includes 24/7 email support only.

- **Plus** – The Plus plan is our most popular plan. It is useful both for companies who want to use QBO as a primary or SOS as a primary. The Plus plan includes all the features of the Companion plan plus price tiers, multiple warehouses, RMAs, bins, pick tickets, barcoding, serial numbers, lot numbers, units of measure, and rental inventory, among other things. This plan includes 24/7 email support and phone support from 9am to 5pm Central Time, Monday thru Friday.

- **Pro** – The Pro plan is our most sophisticated plan, and it is most often useful for companies needing advanced inventory and manufacturing metrics, as well as, companies using SOS Inventory for all their day-to-day operations. In addition to all the features of the Plus plan, the Pro plan supports landed costs, work orders, job costing, multiple work centers, work-in-progress (WIP), labor, overhead, and basic MRP functionality, among other things. This plan includes 24/7 email support and priority phone support from 9am to 5pm Central Time, Monday thru Friday.

1.4 QuickBooks Online Integration

SOS Inventory was designed to work with QuickBooks Online (QBO) from the ground up. SOS Inventory integrates tightly with QBO to produce a world-class experience for the user. The integration works via a two-way synchronization process in which data are exchanged server-to-server.

2 Starting SOS Inventory

Now that you know what plan you would like to use, you can start SOS Inventory. This should be carefully thought out before beginning. You need to decide how you want to connect and understand what happens when the connection is made.

2.1 Connection to QB Online

SOS Inventory communicates with QuickBooks Online via a "connection," which is simply an authorization that you provide, giving permission for SOS to communicate with QBO on your behalf. If a connection is not active, the sync functions will not be available to you.

2.1.1 Considerations Before Connecting

Before you connect SOS Inventory to QuickBooks Online, you should understand possible situations that may need to be corrected first. If you are connecting a brand-new account, you should be good to go for creating the connection. If you are connecting SOS to an existing QBO company account ensure that all data is ready to sync (charts of accounts, tax center, vendors, customers, products and service. If this is the case, please contact SOS Support to discuss at Support@sosinventory.com.

2.1.2 Creating the Connection

You can create the connection in one of two methods.

1) Via SOS – At www.sosinventory.com you just click on the "Start Your Free Trial" logo in the upper right corner. Alternatively, you can go to the SOS Inventory login page, https://live.sosinventory.com and click on "I need and account". Either way, you just need to provide you email address (which should also be an administrator in the QBO account), you display name, and select the plan level you want to start. This will create your new SOS account.

      a. For security, you should set your user profiles password before continuing.

b. Now you would need to connect to QBO by clicking on the Settings Menu (gear icon) and then QuickBooks Settings. Clicking on the "Connect to QuickBooks" button will open a pop-up window that will walk you through authorizing your QBO Company to connect to SOS. You must be an administrator on QBO to accomplish the connection. SOS finds your QBO Company by using your email address, so make sure it matches in QBO.

2) Via QBO – In QBO, go to the Apps option in the left-hand menu. You should find SOS Inventory listed in the All Apps list. Click on "Get App Now" to connect and answer the questions to complete the process as in the other method. Using this method, it connects the products for you so you do not have to authorize the connection separately.

2.1.3 First Sync

When you first make a connection from SOS to QBO, SOS will begin synchronizing your data by retrieving the relevant data in your QBO account. This initial synchronization typically takes much longer than subsequent synchronizations. The first sync can take up to 24 hours to complete, depending on the volume of data in your account. You can still use SOS Inventory while it is synchronizing. You just might not have access to all the QBO data until your sync is complete. When the sync completes, you will get an email at the address used for your login letting you know.

2.1.4 Sync Menu ✔

Click the sync menu in SOS to synchronize with QBO at any time. Just click on Sync Now to start the sync process. The sync menu can always be found on the top Task Bar (See image in Graphic User Interface).

2.2 Inventory Tracking in QB Online

QuickBooks Online Plus includes an inventory tracking feature. It allows you to keep track of your quantity on hand and cost of goods sold. If you decide to use SOS Inventory because the inventory functionality in QBO is insufficient for your business needs, SOS becomes your inventory management tool. You do not want to manage inventory in both SOS and QBO. You should use SOS Inventory only for best results. For that reason, we recommend that all SOS customers turn off inventory tracking in QBO.

From time to time, our support team will get a question from a customer about duplicate cost of goods sold entries showing up in QBO. In every single case, the cause of the issue was that the user had inventory tracking turned on for some items in QBO. In those cases, QBO was posting to cost of goods sold, and SOS was posting to cost of goods sold – thus duplicate entries were created.

The solution in that situation is fortunately very simple, but it can be avoided altogether if you take precautions when you convert to SOS for inventory management. If you have questions, please contact SOS Support to discuss at Support@sosinventory.com.

2.3 Signing In / Out

There are two methods of signing in to SOS Inventory. You can sign-in using your SOS Inventory username and password, or you can sign in using your QuickBooks Online username and password. In both cases, your SOS administrator must have set up an SOS Inventory account for you.

Here is a look at the SOS Inventory login page.

The two methods in more detail are**:**

1) **Signing in with SOS Inventory** – To sign-in directly via SOS Inventory, go to http://www.sosinventory.com and click on the "Login to SOS" link in the top right corner of the screen. Alternatively, you can go directly to https://live.sosinventory.com/Home/Login. On that page, enter your SOS Inventory user name (email) and password. This might be different than your QuickBooks username and password. If you don't know your password, click the "I forgot my password" link on the bottom left of the login page and follow the instructions.

2) **Signing in with Intuit (QuickBooks Online)** – To sign-in using your QuickBooks Online credentials, go to http://www.sosinventory.com and click on the "Login to SOS" link in the top right corner of the screen. Alternatively, you can go directly to https://live.sosinventory.com/Home/Login. On that page, click the button labeled "Sign In with Intuit." If you are already logged in to QuickBooks, SOS Inventory will log you in automatically at that point. Otherwise, enter your Intuit username/password to login.

In addition to the above sign-in methods, in QuickBooks Online, simply select Apps from the left menu and go to the My Apps tab and select the SOS Inventory app. Note that QuickBooks only makes this option available to one user per account.

To sign out of SOS Inventory, go to the User Menu (see next section) and click the "Logout" option.

2.4 Graphic User Interface (GUI)

SOS Inventory's GUI (see image below) has been designed to be easy to use and visually coincide with the look and feel of QuickBooks Online.
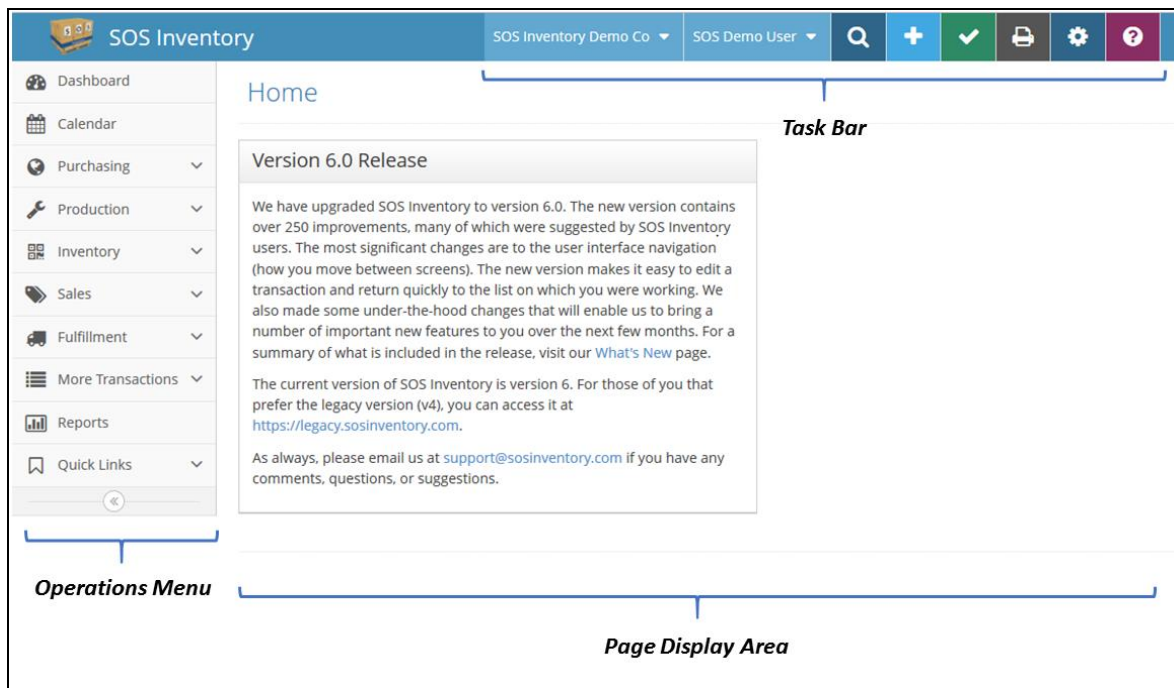
When you first login to SOS Inventory you will see the Home Screen. This is your staring point to navigate through the system. It provides a message area where you'll find messages from the SOS team for you the user. Information provided will include important dates such as the latest release, links to upcoming beta versions for you to test and get a preview of the functionality, and reminders such as a link to the support team.

The interface has three main areas of interest. Each area combines functionality to make SOS Inventory easy to learn and use.

1. Task Bar

   - Company Menu – which allows for company and plan settings, data tools, and many functional lists for enhancing your SOS operations and experience.

   - User Menu – which provides user specific functions such as settings and profile, task list, and an option for the user to logout.

   - Search – allows for extended search of objects throughout SOS.

   - Add Menu – one-stop menu to add any new transaction, customer, vendor, or items.

   - Sync Menu – allows a user full control over synchronization between SOS and QBO.

   - Print – provides a facility to print the current display area.

   - Settings Menu – one-stop menu for all settings used within SOS Inventory to include transactional, sync, and integration with PayPal, as well as, UPS.

   - Help Menu – provides a wealth of resources for use SOS.

2. Operations Menu

   This is the main list area for all existing transaction and reports for daily operations.

   - Dashboard – fast link to main information page.

   - Calendar – configurable calendar to see important information on transactions such as overdue invoices and tasks.

   - Purchasing – contains vendors, purchase orders, item receipts, and returns to vendors.

   - Production – contains builds, processes, jobs, and work orders.

   - Inventory – contains items, adjustments, transfers, serialized inventory, and lots.

   - Sales – contains customers, estimates, sales orders, invoices, and sales receipts.

- Fulfillment – contains pick tickets and shipments.

- More Transactions – contains RMAs, returns, rentals, and rental returns.

- Reports – one-stop page for all reports available in SOS Inventory.

- Quick Links – configurable short-cut list for common actions.

3. Page Display Area

This is the main section of the screen for displaying pages.

Depending on the user's permissions, not all the menus or operations would be available. These areas will be discussed in more detail as you get further into the User's Guide.

2.5 Navigation

To access sub-menus, simply click on one of the main menus in the operations menu or buttons on the task bar.

This guide refers to actions using a tiered structure in a drill down usage. For example, Company Menu -> Admin -> Company Settings tells you to go to the Company Menu and choose the "Company Settings" option under the Admin section.

2.5.1 Lists

The heart of SOS Inventory is its lists, e.g., Item List, Purchase Order List, Sales Order List, etc. The lists provide a summary view of the data in SOS Inventory and allow the user to drill down for further information if desired.

2.5.1.1 Actions Menus

To see the actions available for a row, click on the down arrow next to Edit.

2.5.1.2 Batch Actions

Used to take common actions on multiple selected rows.

2.5.1.3 Change Filters

To be able to select the specific type of information you want from the list.

2.5.1.4 Quick Search

An intelligent search of the list to help you find 1 or more items which meet the search string.

2.5.1.5 Column Chooser

Gear icon at top of list which allows you to choose columns of information to display appropriate to the type of list.

2.5.1.6 Excel and PDF Exports

Icons at the top of the list that let you save your currently viewed data as a spreadsheet or PDF document.

2.5.1.7 Stars

A new feature which is set in the Company Settings described later. You can either use it as a reminder or in a stop light fashion to show importance of that row in the list.

2.5.2 Edit Pages

For every type of object in SOS (item, transaction, etc) there is an Edit Page which happens to be the default action on every list. In the top left corner of every edit page is the navigation buttons for that page. A grey back arrow takes you to the list which you entered the edit mode from. If you use the browsers back button, it will take you to the previous operations page before your current list. There is a print button which essentially gives you a screen print of the page you are on. You will also see a Save and Close button to compete the edit and return to the list. Some pages have a More button which allows you multiple exit points after the save is completed.

2.6 User Information

Each user has settings and a unique user profile which they should establish for themselves after they login for the first time. These can be found under the User Menu on the Task Bar.

2.6.1 User Profile

The users profile contains an email address (used as username), display name, password, and security question. To edit any of this information, go to User Menu -> User Profile from the task bar.

Note: If you are an administrator, be sure to use the "User Profile" function as described above to change your email address, not the "User Administration" function under the Company Menu.

2.6.2 User Settings

Users in SOS Inventory are not always in the same time zone or use the same date format for transactions. The user settings allow you to change these to match your particular area. All users must set their time zone setting for transactions to be recorded correctly.

2.6.3 Tasks

Users Can set tasks for themselves in SOS with due dates so they can be tracked on the calendar. Tasks are not shared among users.

2.7 Switching Between SOS and QBO

SOS and QBO are separate online products, and thus separate websites. SOS does not add extra menus to QBO. You use both products and they simply exchange data behind-the-scenes. One of the most common questions we get is how the user should switch back and forth between the two products. There are 3 common approaches:

- No switching – Many users simply have no need to switch between SOS and QBO on a regular basis. For example, when running financial reports, you can open QBO and do what is needed. When working with inventory, you can open SOS and do what is needed. The data will still synchronize per your settings. You do not need to have both programs open for them to exchange data.

- Multiple tabs – Virtually all web browsers today offer the ability to create multiple tabs, where each tab can view a different website. Our favorite method of switching from SOS to QBO and vice versa (and the method we use here at SOS), is to open one tab to SOS and one tab to QBO. Then switching between the two programs requires only one simple, fast click.

- "Blue Dot" menu – When logged in to SOS or QBO, in the top right corner of your screen you will see a menu labeled "Intuit" that has a Blue Dot with an arrow. If you click on the arrow, you will see a menu with all your available apps, and you can switch among them. However, only the user who made the original connection to QBO will have this option. Any additional users will need to use another option.

2.8 Search Box

The search box in SOS Inventory allows you to find a specific list item or transaction quickly. You can enter any keyword to return all matches, or you can specify a type of transaction to return.

The types of transactions you can specify are listed below. As example, you could enter "po 1041" without the quotes to find purchase order 1041.

- customer
- account
- vendor
- employee
- bill
- check

- invoice
- item
- payment
- rma
- inv (invoice)
- po (purchase order)

- so (sales order)
- adj (adjustment)
- build
- receipt

2.9 Getting Help

SOS Inventory provides many options if you need assistance using the software.

- **Embedded help** – The software contains help text embedded and can be recognized by the ⑦ icon. Also, you can read the instructions included with some pages.

- **Help Menu** – Click on the icon in the task bar to bring up the following menu:

📖 User Guide

❓ Frequently Asked Questions
▶ Video Tutorials
☰ How-To Guides

ℹ What's New
👍 Feature Requests
✉ Contact Us
▦ About SOS Inventory
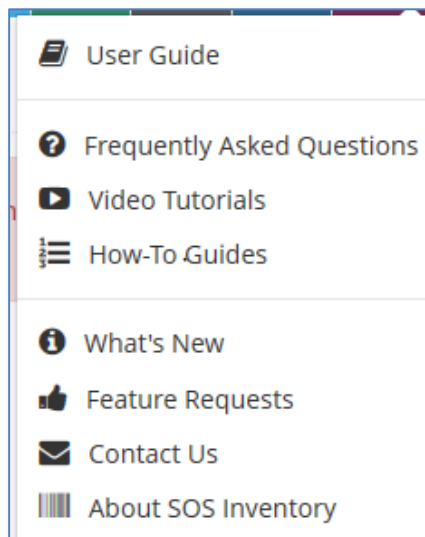
- **User Guide** – Can be found here as a PDF or in PDF on our website under the Support menu at http://www.sosinventory.com/Home/Support. The guide provides a handy reference for using SOS Inventory.

- **Frequently Asked Questions (FAQ)** – Covers the most common issues encountered with SOS and even some with QBO.

- **Video Tutorials** – Informative videos that show you how to use the more common features of SOS.

- **How To Guides** – Step by step procedures that you can follow to complete tasks within SOS.

- **What's New** – Lists the features that are new to this version.

- **Feature Requests** – Uses an external resource to allow all SOS users from any company to view a list of user requested features that you can review and vote on. Features with the highest votes are taken into consideration for the next release. You can even provide a new requested feature of your own.

- **Contact Us** – Allows you to submit a support ticket to SOS Inventory technicians for a fast response to your questions. Email support is available 24 hours per day, 7 days per week. Our average response time is less than one hour, although it can take up to 24 hours in some cases.

- **About SOS Inventory** – This is where you can find the Terms of Service for SOS Inventory account use.

- **Phone support** – Phone support is available Monday-Friday (excluding holidays), from 9:00-5:00 Central. Phone support is available for companies on the *Plus* or *Pro* plans. For phone support, dial 1-888-545-4146 and choose option 2. If all support representatives are busy, please email support@sosinventory.com for urgent issues, or leave a voicemail and someone will return your call within one business day.

2.10 Printing 🖶

To print any screen in SOS Inventory, click the "Print" button on the task bar. That will print a specially-formatted version of the page that removes unneeded menus and other formatting to make it print more cleanly. In addition, many pages have the option to print documents as PDF, as described elsewhere in this manual.

3 Set Up / Configuration

When you first begin using SOS Inventory, there are some settings and defaults that you might want to configure to optimize SOS Inventory for your company. Settings come in 2 general forms; Company and System. Let's look at what it takes to set up these areas.

3.1 Company Settings

These are the base settings for company wide information within the system. You find them under the Company Menu -> Admin -> Company Settings. Make changes and click on "Save and Close"..

- <u>Company Name:</u> Enter the name of your company. If you are connected to a QuickBooks company, this name will be retrieved automatically.

- <u>Company Header:</u> This header will appear on purchase orders, sales orders, and packing slips.

- <u>Never Connect:</u> Check this box if you don't ever plan to connect to QuickBooks Online. This hides several menu options to make the user experience a little better. You can change this setting at any time. Best used for stand-alone companies.

- <u>Multi-Currency:</u> Check this box to enable the multi-currency capabilities of SOS Inventory. Currently all transactions except estimates and sale receipts have multi-currency capability. Multi-currency support for other these transactions will be available soon.

- <u>Home Currency:</u> All transactions are stored in the system in your home currency by default. You can override this on individual transactions if the multi-currency feature is enabled.

- <u>Automated Time Zone:</u> This time zone will be used for transactions that are generated by SOS Inventory automatically. If a user is logged in, the user time zone setting will override this setting. The default is UTC time (London). Change to your company's time zone.

- Stars: This setting controls the stars that users in your company can select on list pages. Yellow allows you to flag items for later attention. The Red, Yellow, Green option provides a stop light type of flagging (for example; Red – immediate issue, Yellow – take note of, Green – ready for next step).

- Default Lines: This is the number of line items that will show on a new form, or the number of lines added when you click the 'More Lines' option on a form. The smallest possible value is 3, and the largest possible value is 20.

- Child Forms Inherit Transaction Number: By default, child forms (i.e., an invoice created from a sales order) will continue the child form numbering. Enable this setting to have the child form inherit its number from the parent, instead of the next child number.

- Logo: This logo will appear on your forms in quick view or PDF. The file should be less than 2MB in size. The image will be scaled to 128x64. JPEG (*.jpg), PNG (*.png), and GIF (*.gif) files are accepted.

- Logo Width: Enter the width for your logo. Enter the width as a pixel value. A common width would be 144, which is about 2 inches. Every computer and every printer is different, so you might have to try different values here to size it exactly as you want. Leave this blank to use the original size.

- Logo Height: Enter the height for your logo. Enter the height as a pixel value. A common height would be 144, which is about 2 inches. Every computer and every printer is different, so you might have to try different values here to size it exactly as you want. Leave this blank to use the original size.

3.2 System Settings (Purchasing / Inventory / Sales)

These are the base settings for functionality within the system. They are presented in the order that you'll find them listed under the Settings Menu in the Task Bar. Make changes and click on "Save and Close" in each settings area.

3.2.1 Purchasing Settings

- Next PO Number: Change this value if you want to reset your purchase order numbering.

- PO Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated PO numbers. For example, if the prefix is '2013-', PO numbers would be '2013-1', '2013-2', etc.

- Next Item Receipt Number: Change this value if you want to reset your item receipt numbering. This is only for item receipts being created directly and not as a child form from a PO. Child forms inherit the transactions number from the parent.

- Item Receipt Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated item receipt numbers. For example, if the prefix is '2013-', item receipt numbers would be '2013-1', '2013-2', etc.

- Next RTV Number: Change this value if you want to reset your RTV numbering.

- RTV Number Prefix: This field is optional. If a value is entered, it will be placed automatically
  in front of system-generated RTV numbers. For example, if the prefix is '2017-',
  RTV numbers would be '2017-1', '2017-2', etc.

- Default CC for POs: Set this value to automatically CC all your purchase orders to a certain address.

- Hide Item Name: Check this box to hide the item name on purchase orders, sales orders, and packing slips. This is often useful in drop shipping. You can also change this setting for each individual form.

- Default Ship-To Location for POs: This is the default ship-to location for purchase orders. Location is pulled from locations list and the address in the definition is used as ship to.

- Default QB Sync for Item Receipts: This is the default option for syncing item receipts to QB. You can override this on any given item receipt. Values are None, Bill, Cash, Check, Credit Card.

- Require Approval for POs: If you check this box, a company administrator must approve each purchase order before it can be emailed or downloaded as PDF. (Plus and Pro only) You will also need to enable the Approved column in the PO list to take full advantage of this feature.

- Purchase Order From: This is the email from which your purchase orders will be sent.

- Purchase Order Message: This is the body of the email message to be sent with your purchase orders. Do not use HTML.

- Purchase Order Footer: This text will show at the bottom of every purchase order.

- Auto Serial/Lot Numbers: Check this box to generate serial/lot numbers automatically when receiving serial/lot items.

- Auto Serial Prefix: If you are auto-generating serial numbers, this prefix will come before the actual number.

- Auto Lot Prefix: If you are auto-generating lot numbers, this prefix will come before the actual number.

- Auto Serial/Lot Random: If this box is checked, auto-generated serial and lot numbers will be generated randomly, according to the format you specified. Otherwise, they will be generated sequentially.

- Auto Serial/Lot Number Length: Length of automatic serial/lot numbers. The minimum length is 8 characters and the maximum length is 32.

- Auto Serial Next Sequential: If you are auto-generating serial numbers sequentially, this number will be next.

- Auto Lot Next Sequential: If you are auto-generating lot numbers sequentially, this number will be next.

- Search Any Part of Vendor Name: Check this option to search for vendors by any part of the name, instead of only what the name starts with.

- Default Expense Account: This is the expense account used by the system if an item does not have an expense account specified.

- Deposit Account: This is the account to which deposits entered on purchase forms will post.

- Update Default Cost: Check this box to update the default cost of an item automatically when you issue a PO or item receipt for that item. You can override this setting in the PO or Item Receipt if needed.

- Suggest PO Quantities: Check this box to have SOS automatically suggest a reorder quantity when you enter an item on a purchase order.

- Include WOs on Reorder Report: Check this box to include work order calculations on the reorder report. This takes into account all inputs for assemblies and items listed for a process transaction.

- Enter Customer on Line Items: Check this box to be able to specify the customer on each line item on purchase forms.

- Show Weight on Purchase Forms: Check this box to display the weight of each item (and the total weight) on purchase forms.

- Show Volume on Purchase Forms: Check this box to display the volume of each item (and the total volume) on purchase forms.

- Synchronize POs: Check this box to synchronize POs with QuickBooks Online. For existing accounts, enabling this option will retrieve any POs from QuickBooks Online on your next sync. Please be sure that this is your intention. Also, any future purchase orders created, edited, or deleted in SOS will synchronize with QuickBooks Online.

- Automate Drop Ship POs: If this box is checked, SOS does two extra steps on a drop ship PO. It closes the PO automatically, and it creates a journal entry in QBO to record the payable and cost of goods sold. Uncheck this box to disable this behavior.

3.2.2 Inventory Settings

- Don't Ask About Negative Inventory: If this option is checked, SOS Inventory will not warn you when shipping, using, or adjusting items that would cause your inventory to go negative. Don't check this box if you want to avoid negative inventory.

- Default Income Account: Income (sales) account used for new items if another one is not specified.

- Default Asset Account: Asset account used for new items if another one is not specified.

- Default COGS Account: Cost of goods sold account used for new items if another one is not specified.

- New Items Taxable: Check this option to set new items as taxable by default.

- Sync New Items: Check this option to sync new items with QBO by default.

- Default Adjustment Account: Default account to use for tracking inventory adjustments. Normally this would be something like "Breakage" or "Spoilage" or "Adjustments."

- Default Checking Account: Default account to use when creating new checks (while receiving items).

- Default Credit Card Account: Default account to use when creating new credit card charges (while receiving items).

- Default Cash Account: Default account to use when creating new cash purchases (while receiving items).

- Next Adjustment Number: Change this value if you want to reset your inventory adjustment numbering.

- Adjustment Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated inventory adjustment numbers. For example, if the prefix is '2013-', inventory adjustment numbers would be '2013-1', '2013-2', etc.

- Next Transfer Number: Change this value if you want to reset your inventory transfer numbering.

- Transfer Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated inventory transfer numbers. For example, if the prefix is '2013-', inventory transfer numbers would be '2013-1', '2013-2', etc.

- Work Order Title: Change this value if you want to change the title when printing or emailing work orders. For example, some people use Job Order instead. The title should be no more than 50 characters.

- Work Order From: This is the email from which your work orders will be sent.

- Work Order Message: This is the body of the email message to be sent with your work orders. Do not use HTML.

- Work Order Footer: This text will show at the bottom of every work order.

- Default CC for Work Orders: Set this value to automatically CC all your work orders to a certain email address.

- Next Job Number: Change this value if you want to reset your job numbering.

- Job Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated job numbers. For example, if the prefix is '2013-', job numbers would be '2013-1', '2013-2', etc.

- Next WO Number: Change this value if you want to reset your work order numbering.

- WO Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated work order numbers. For example, if the prefix is '2013-', work order numbers would be '2013-1', '2013-2', etc.

- Next Build Number: Change this value if you want to reset your build numbering.

- Build Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated build numbers. For example, if the prefix is '2013-', build numbers would be '2013-1', '2013-2', etc.

- Next Proc Txn Number: Change this value if you want to reset your process transaction numbering.

- Proc Txn Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated process transaction numbers. For example, if the prefix is '2013-', process transaction numbers would be '2013-1', '2013-2', etc.

- Calculate Reorder Points: Check this option to have SOS Inventory calculate reorder points automatically, on a weekly basis. The calculation makes an estimate based on historical data. (Pro Plan only)

- Find Items by Short Name: Check this option to search for items on sales orders, purchase orders, etc. using the short name of the item instead of the full name of the item. This can be useful if you use many levels of sub-items. Be careful using this option, as you can accidentally cause yourself to be unable to look up items if you have multiple items that have the same short name.

- Search Any Part of Item Name: Check this option to search for items by any part of the name, instead of only what the name starts with.

- Search Item Description: Check this option to search for items by the description, in addition to the name. Please keep in mind that this can slow your results, especially if you have a large number of items.

- Auto-Build Assemblies: Check this option to build assemblies automatically when creating a shipment. This feature only builds top-level assemblies, not all levels of a multi-level assembly.

- Valuation Method: SOS Inventory supports 3 valuation methods: Weighted Average (default method), FIFO, and LIFO. This method will be used to calculate the value of your inventory on reports. If you don't know (or don't care), you can just leave the default option. Any changes to inventory calculations will not affect historical transactions. The new option will only apply to transactions completed after the change is made. If you are unsure about this change, contact a qualified accountant.

- Value Serials by Specific Id: Check this box to value serialized items by specific unit cost, regardless of the valuation method for other items.

- Always Use Average Costs for Cost by Location: Check this box to calculate the cost basis at a specific location using average costs instead of FIFO or LIFO, even if you use FIFO or LIFO otherwise. This can be helpful to produce reports that are more meaningful, even though not strictly FIFO or LIFO.

- Picture Width: Enter the width for printed item pictures. These would typically be used when making sell sheets, for example. Enter the width as a pixel value. A common width would be 144, which is about 2 inches. Every computer and every printer is different, so you might have to try different values here to size it exactly as you want.

- Picture Height: Enter the height for printed item pictures. These would typically be used when making sell sheets, for example. Enter the height as a pixel value. A common height would be 144, which is about 2 inches. Every computer and every printer is different, so you might have to try different values here to size it exactly as you want.

- Use Units of Measure: Check this box to track multiple units of measure for your items. The units of measure feature is available on all transaction except estimates and sales receipts. We'll be enabling it on those forms soon.

- Barcode Width: Enter the width for printed barcode images. These would typically be used when making barcode labels. Enter the width as a pixel value. A common width would be 144, which is about 2 inches. Every computer and every printer is different, so you might have to try different values here to size it exactly as you want.

- Barcode Height: Enter the height for printed barcode images. These would typically be used when making barcode labels. Enter the width as a pixel value. A common width would be 72, which is about 1 inch. Every computer and every printer is different, so you might have to try different values here to size it exactly as you want.

- Job Tracking: Check this box to track transactions by job.

- Rental Inventory: Check this box to enable rental inventory.

- Track Workers: Check this box if you want to track the individual workers when you enter labor items on builds or process transactions.

3.2.3 Sales Settings

Sales settings are the most extensive configuration of SOS Inventory because there are so many different transactions involved in sales. This menu is broken out by tabs and we will look at each tab individually.

General

- Default Tax Code: This is the default tax code if you use the Sales Tax Center in QuickBooks Online. If you do not use the Sales Tax Center, then this setting has no effect.

- Show Available for Sale on Forms: Check this box to retrieve the available for sale quantity automatically when entering a new item on a sales order. You can hover your mouse over the quantity box to see the available quantity. Using this option can slow down the retrieval of item information.

- Round Sales Prices: Check this box to round prices to the two decimal places on sales orders and estimates.

- Default Tax Rate: Default sales tax rate, specified as a percentage. You can also set a default rate for each individual location.

- Discount Taxable: Check this box if discounts are taxable. You can override this setting on any sales form.

- Go to Invoice from SO: Check this box to view the invoice automatically after generating an invoice from a sales order.

- Default Payment Method: This is the default payment method for customer payments.

- Default Terms: Default terms specified in QuickBooks, or in SOS if not connected to QB.

- Hide Item Name: Check this box to hide the item name on purchase orders, sales orders, and packing slips. This is often useful in drop shipping. You can also change this setting for each individual form.

- Find Customers By Long Name: Check this option to search for customers by their long name, which includes any parent customers, instead of the regular customer name. This is helpful if you use sub-customers.

- Search Any Part of Customer Name: Check this option to search for customers by any part of the name, instead of only what the name starts with.

- Auto-Ship Invoices: Check this box to create a shipment automatically for new invoices created in QuickBooks Online.

- Auto-Ship Sales Receipts: Check this box to create a shipment automatically for new sales receipts created in QuickBooks Online.

- Auto Backorder Sales Receipts: Check this box to create a backorder automatically for new sales receipts created in QuickBooks Online.

- Auto Sales Order Invoices: Check this box to create a sales order automatically for new invoices created in QuickBooks Online. This setting will be ignored if a shipment is automatically created for the invoice.

- Show Weight on Sales Forms: Check this box to display the weight of each item (and the total weight) on sales forms.

- Show Volume on Sales Forms: Check this box to display the volume of each item (and the total volume) on sales forms.

- Include Incoming in Available: Check this box if you want to include inbounds goods (e.g., POs, rentals due, etc.) in your available-for-sale calculations. Normally you would enable this only if your incoming goods have very reliable delivery dates.

Sales Orders

- <u>Expand Kits on Sales Orders</u>: Check this box to expand kits automatically when saving a sales order.

- <u>Sales Order Title</u>: Change this value if you want to change the title when printing or emailing sales orders. For example, some people use Work Order instead. The title should be no more than 50 characters.

- <u>Next SO Number</u>: Change this value if you want to reset your sales order numbering.

- <u>SO Number Prefix</u>: This field is optional. If a value is entered, it will be placed automatically in front of system-generated sales order numbers. For example, if the prefix is '2013-', sales order numbers would be '2013-1', '2013-2', etc.

- <u>Sales Order From</u>: This is the email from which your sales orders will be sent.

- <u>Sales Order Message</u>: This is the body of the email message to be sent with your sales orders. Do not use HTML.

- <u>Sales Order Footer</u>: This text will show at the bottom of every sales order.

- <u>Default CC for Sales Orders</u>: Set this value to automatically CC all your sales orders to a certain email address.

Estimates

- <u>Estimate Title</u>: Change this value if you want to change the title when printing or emailing estimates. For example, some people use Quote instead. The title should be no more than 50 characters.

- <u>Next Estimate Number</u>: Change this value if you want to reset your estimate numbering.

- <u>Estimate Number Prefix</u>: This field is optional. If a value is entered, it will be placed automatically in front of system-generated estimate numbers. For example, if the prefix is '2013-', estimate numbers would be '2013-1', '2013-2', etc.

- <u>Estimate From</u>: This is the email from which your estimates will be sent.

- <u>Estimate Message</u>: This is the body of the email message to be sent with your estimates. Do not use HTML.

- <u>Estimate Footer</u>: This text will show at the bottom of every estimate.

- Default CC for Estimates: Set this value to automatically CC all your estimates to a certain email address.

Invoices

- Use QB Invoice Numbers: If this setting is on, SOS Inventory will leave the invoice number blank when sending an invoice to QuickBooks, and QuickBooks will generate an invoice number.

- Next Invoice Number: Change this value if you want to reset your invoice numbering.

- Invoice Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated invoice numbers. For example, if the prefix is '2013-', invoice numbers would be '2013-1', '2013-2', etc.

- Invoice From: This is the email from which your invoices will be sent.

- Invoice Message: This is the body of the email message to be sent with your invoices. Do not use HTML.

- Invoice Footer: This text will show at the bottom of every invoice.

- Default CC for Invoices: Set this value to automatically CC all your invoices to a certain email address.

Sales Receipts

- Next Sales Receipt Number: Change this value if you want to reset your sales receipt numbering.

- Sales Receipt Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated sales receipt numbers. For example, if the prefix is '2013-', sales receipt numbers would be '2013-1', '2013-2', etc.

- Sales Receipt From: This is the email from which your sales receipts will be sent.

- Sales Receipt Message: This is the body of the email message to be sent with your sales receipts. Do not use HTML.

- Sales Receipt Footer: This text will show at the bottom of every sales receipt.

- **Default CC for Sales Receipts:** Set this value to automatically CC all your sales Receipts to a certain email address.

Shipments

- **Next Shipment Number:** Change this value if you want to reset your shipment numbering.

- **Shipment Number Prefix:** This field is optional. If a value is entered, it will be placed automatically in front of system-generated shipment numbers. For example, if the prefix is '2013-', shipment numbers would be '2013-1', '2013-2', etc.

- **Packing Slip Title:** Change this value if you want to change the title when printing or emailing packing slips. For example, some people use Packing List instead. The title should be no more than 50 characters.

- **Packing Slip From:** This is the email from which your packing slips will be sent.

- **Packing Slip Message:** This is the body of the email message to be sent with your packing slips. Do not use HTML.

- **Packing Slip Footer:** This text will show at the bottom of every packing slip.

- **Show On Packing Slips:** (Email Address/ Phone Number) Select whether or not you want the customer's email and/or phone number to show on packing slips.

- **Ship From Address of Location:** By default, SOS will display the company header information on a packing slip when shipping. Enable this setting to use instead the address of the location from which you are shipping.

- **Bill of Lading Footer:** This text will show at the bottom of every bill of lading.

- **Default CC for Shipments:** Set this value to automatically CC all your shipments to a certain email address.

RMAs

- **Next RMA Number:** Change this value if you want to reset your RMA numbering.

- **RMA Number Prefix:** This field is optional. If a value is entered, it will be placed automatically in front of system-generated RMA numbers. For example, if the prefix is '2013-', RMA numbers would be '2013-1', '2013-2', etc.

- RMA Footer: This text will show at the bottom of every RMA.

- RMA From: This is the email from which your RMAs will be sent.

- RMA Message: This is the body of the email message to be sent with your RMAs. Do not use HTML.

Returns

- Next Return Number: Change this value if you want to reset your return numbering.

- Return Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated return numbers. For example, if the prefix is '2013-', return numbers would be '2013-1', '2013-2', etc.

Pick Tickets

- Pick Ticket Title: Change this value if you want to change the title when printing or emailing pick tickets. For example, some people use Pick Slip instead. The title should be no more than 50 characters.

- Next Pick Ticket Number: Change this value if you want to reset your pick ticket numbering.

- Pick Ticket Number Prefix: This field is optional. If a value is entered, it will be placed automatically in front of system-generated pick ticket numbers. For example, if the prefix is '2013-', pick ticket numbers would be '2013-1', '2013-2', etc.

- Pick Ticket Footer: This text will show at the bottom of every pick ticket.

- Pick Ticket From: This is the email from which your pick tickets will be sent.

- Pick Ticket Message: This is the body of the email message to be sent with your pick tickets. Do not use HTML.

- Serials/Lots on Pick Tickets: Check this box if you want to specify serial numbers and lot numbers on pick tickets.

- Show Only In Stock: Check this box if you want to show ONLY items in-stock when generating a pick ticket. You can override this option by entering any other items manually.

- **Default CC for Pick Tickets**: Set this value to automatically CC all your pick tickets to a certain email address.

Rentals

- **Rental Title**: Change this value if you want to change the title when printing or emailing rentals. For example, some people use Rental Ticket instead. The title should be no more than 50 characters.

- **Next Rental Number**: Change this value if you want to reset your rental numbering.

- **Rental Number Prefix**: This field is optional. If a value is entered, it will be placed automatically in front of system-generated rental numbers. For example, if the prefix is '2013-', rental numbers would be '2013-1', '2013-2', etc.

- **Rental Footer**: This text will show at the bottom of every rental.

- **Rental From**: This is the email from which your rentals will be sent.

- **Rental Message**: This is the body of the email message to be sent with your rentals. Do not use HTML.

Rental Returns

- **Next Rental Return Number**: Change this value if you want to reset your rental return numbering.

- **Rental Return Number Prefix**: This field is optional. If a value is entered, it will be placed automatically in front of system-generated rental return numbers. For example, if the prefix is '2013-', rental return numbers would be '2013-1', '2013-2', etc.

Barcode Settings

These settings will allow you to set what format of barcode you want SOS to use when defining and printing labels.

- Barcode Format: Supported barcode formats are Code 39, UPC, ISBN, or QR Code

- Printed Width (inches): Specifies the print width

- Printed Height (inches): Specifies the print height

- Sample Text: Allows you to put in what you desire for the barcde and click on Show Sample to see what the barcode looks like for the settings above.

See the section on Barcoding later in this guide for where and how they can be used

3.3 QuickBooks Settings

These settings affect the way SOS Inventory and QBO interact with each other and more. If you are not currently connected to QBO you will only see 2 buttons. One button to Connect to QuickBooks and one that selects the stand alone function to Never Connect.

If you are connected to QuickBooks Online account, you will see these settings:

- Disconnect: (Remove Connection to QB Online) Click this link to disconnect from QB Online. If you disconnect, you will not be able to synchronize until you reconnect.

- Automatic Sync: You can choose hourly, daily, weekly, or never. When enabled, SOS Inventory will automatically sync with QuickBooks Online according to the schedule you specify. Choose "Never" if you want to do all synchronizations manually.

- Directional Sync: Change this setting to control the information flow when synchronizing.

- Post COGS to QuickBooks: Uncheck this box if you do not want SOS to post cost of goods sold to QuickBooks. This option is enabled by default, and we recommend that you leave it enabled. However, there might be certain situations when you wish to have manual control over COGS postings -- for example, if you are getting duplicate postings due to QB inventory tracking. Check with your accountant and/or SOS support if you are not sure.

- Class Tracking: Check this box to turn on class tracking. Classes enable you to group transactions for reporting purposes. If you select classes on transactions, the classes will sync with QuickBooks.

- Department Tracking: Check this box to turn on department tracking. Departments enable you to group transactions for reporting purposes. If you select departments on transactions, the departments will sync with QuickBooks. Departments can also make it easier for Auto-Ship Invoices and Auto-Ship Sales Receipts if the departments match the locations defined in SOS.

3.4 Default Accounts

When SOS Inventory needs to post data to QuickBooks, it posts to the accounts associated with each item, as described later in this manual. If the accounts are not specified, SOS Inventory uses the default accounts specified on the settings pages. You should make sure that these accounts are set to the ones that you want, or your data might post to incorrect accounts in QuickBooks.

Default Income Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default for all sales unless it is otherwise specified with the Item.

Default Asset Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default to record inventory assets. It can be overridden at the Item level.

Default COGS Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default to record cost-of-goods-sold. It can be overridden at the Item level.

Default Expense Account – Found on the Purchasing Settings page (Settings Menu -> Purchasing Settings). This account will be used as the default for expense items on purchase orders and item receipts. It can be overridden at the Item level.

Default Credit Card Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default for all credit card charges generated from item receipts. This account must be of type "Credit Card" in QuickBooks or you will get an error message when you sync.

Default Checking Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default for all checks generated from item receipts. This must be a bank account in QuickBooks.

Default Cash Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default for all cash purchases generated from item receipts.

Default Adjustment Account – Found on the Inventory Settings page (Settings Menu -> Inventory Settings). This account will be used as the default account to record inventory adjustments, unless otherwise changed on the adjustment page. In an adjustment, a debit/credit will be issued to the inventory asset account and an offsetting credit/debit will be issued to the adjustment account.

4 Inventory

The inventory management functions of SOS Inventory collectively form the core of SOS Inventory –
the underlying engine on which the software runs. The inventory features are used by companies
ranging in size from one-person to as many as several thousand employees. Most importantly, the
functionality matches that found in expensive inventory / manufacturing / ERP systems that cost over
10 times as much as SOS Inventory.

4.1 Items

Items are the most important pieces of data in SOS Inventory. They drive everything else in the
system. You can set up an item to represent almost anything – it does not have to be something
stored in inventory. An item is simply something that you want to track in SOS Inventory, which could
be a product you sell, a service you provide, raw materials for manufacturing, overhead expenses,
and so on.

4.1.1 Setting Up an Item

There are three ways to add an item in SOS Inventory. You can go on the Task Bar under Add
Menu -> Inventory -> Item. You may also add new items from the Items page under Operations
Menu -> Inventory -> Items and click on "Add New" in the upper right corner of the content area.
Then enter the proper information and save. Or when filling out a form (purchase order, sales
order, etc.), if you enter an item name that does not match an existing item, the system will
prompt you to create a new item automatically. If using the inline method, be sure that you have
configured your default settings for new items, as those are the settings that SOS Inventory will
use for the new items entered on forms.

When adding/editing an item, the following options are available:

- **Name** – Name of the item. The name should be whatever you want to use to reference this
  item. The name is the primary method you will use to retrieve the item on forms. This could
  be a part number, SKU number, item code, descriptive name, or anything you want, as long
  as you understand what it represents. Double quote (") characters are not allowed in the item
  name. Those will be converted to single quotes.

- **Description** – This is the default description for your item. You can change it on any individual form.
- **Type** – SOS Inventory supports the following item types:
  - Inventory: Inventory items are the most common type of item you will have. These simply represent any item for which you want to track stock on hand.
  - Non-inventory: Non-inventory items are items that you want to track but for which you do not maintain inventory. For example, this could be used for items that you sell but do not stock (e.g., drop-shipping).
  - Category: Category items are ways to group like items. This is very similar to the structure of QBO. For example, if you sell 10 different types of widgets, you could have a category item called Widget with 10 items underneath. For a category item, its inventory is always the sum of the inventory of its items.
  - Expense: An expense item is not tracked for inventory purposes. When it is purchased, it is booked to QBO directly as an expense.
  - Assembly: An assembly item is a special type of inventory item. An assembly is made up of other items. Its cost is determined by its bill of materials (BOM). For more information on assemblies, go to the section on Assemblies.
  - Kit (Item Group): For more information on kits, go to the section on Kits (Item Groups).
  - Service: Service items are non-inventory items used to represent services that you provide (or that are provided to you). An example would be installation or delivery.
  - Labor: For more information on labor items, go to the section on Labor. Labor items are only available on the Pro plan.
  - Overhead: For more information on overhead items, go to the section on Overhead. Overhead items are only available on the Pro plan.
  - Other: Use this designation for non-inventory items that do not fall in one of the other categories.
- **Category** – This allows you to select a category to assign the item to so that you may group common items together and report on all items within the category. For more on categories, see the section on Creating and Using Categories.
- **Sales Price** – Price that you charge your customers for this item. You can enter a fixed price or a markup based on a percentage of either the standard cost or the actual cost basis.

- **Track Serial Numbers** – Selecting this option allows you to track serial numbers for specific items. Note: You cannot track both serial numbers and lot numbers on the same item. For more information on serial number tracking, go to the section on Serial Inventory.

- **Track Lot Numbers** – Selecting this option allows you to track lots for this item when it is purchased, shipped, or manufactured. Note: You cannot track both serial numbers and lot numbers on the same item. For more information on lot tracking, go to the section on Lots.

- **Income Account** – Account to record income from sales of this item.

- **Asset Account** – Account to record inventory on hand for this item. If the list is empty, that means you have not set up any asset accounts for your inventory.

- **Cost of Goods Sold Account** – Account to record costs-of-goods-sold for this item. If the list is empty, that means you have not set up any COGS accounts.

- **Expense Account** – Account that will be affected when you purchase, sell, or use this item. This applies only to non-inventory items, kits (item groups), services, expenses, labor, and overhead.

- **Barcode** – SOS Inventory will recognize the item by this barcode in addition to the name of the item. You can type the code in or scan it in from an existing barcode. For more information on barcoding, go to the section on Barcoding.

- **SKU** – Scan or type the SKU that the system will use to recognize this item. This syncs to the SKU field in QBO.

- **Picture** – You can attach a picture of the item for reference within SOS. You can set the size of the picture as mentioned previously in the Inventory Settings.

- **Web Address** – URL where this item can be located online.

- **Purchase Description** – This description will be shown on purchase orders and other purchasing forms.

- **Purchase Cost** – This cost is the default value when you purchase this item. This value is mandatory for any items that will be used as the output on a process transaction.

- **Preferred Vendor** – Vendor from which you normally purchase this item. This will assist you in generating purchase orders from the Reorder Report mentioned later in this guide. If you need to specify multiple vendors for an item use the Vendor-Item Catalog.

- **Vendor Part Number** – Use this field if your vendor has a different part number for this item than you do. This value will show on the line item of a purchase order. This field is optional.

- **Default Bin** – Bin in which this item is stored by default and will appear on forms when adding the item to the items list. You can change this on any individual form. Changing this value will not change any existing transactions.

- **Starting Inventory** – The starting inventory level of this item, as of a certain date, at a total value of, and stored at what location.

- **Reorder Point** – The level at which you need to order more of this item. All items are assumed to be on the Reorder Report unless you fill this block with a negative number such as "-99" to hide the item from the report.

- **Max Stock Level** – The maximum desired quantity of this item. Another way to think of this is the number of units you want to have after you complete restocking.

- **Weight** – The weight of the item, in pounds, ounces, kilograms, or grams. This is useful for shipping purposes.

- **Volume** – The size of the item, typically in cubic meters (cbm). This is useful in shipping and purchasing.

- **Sync** – Check this box if you want changes to this item to show up in QuickBooks Online. For example, if you have a large number of items, you might not want all of them to show up in QBO. However, if you plan to use the item on any transactions sent to QBO (invoices, etc.), you must check this box.

- **Taxable** – Default taxable status for this item. You can override this on each line item of a sales form. For non-US based users, you will see boxes to define a default purchase tax and sales tax for each item. On transactions, a tax is required for every line item.

- **Used On** – To keep things simple for your staff, you can choose to show this item only on certain forms, if you wish. For example, suppose that you sell 10 different types of widgets, and each widget contains 5000 component parts that you purchase and build into the widget. You might not want all 5000 parts to appear on sales forms, as that would be a lot of extra work for your sales reps.

- **Tags** – These allow you to search for unlike items that are still related in some sense. An example would be a coffee table, couch, and television. If you gave them all a tag of living room, you can search for that tag to only show those items.

- **Notes** – Any other information you wish to store about this item.

- **Custom Fields** – If you have defined any custom fields for items, they will appear at the bottom of this list and would be of the input format and value as you defined.

4.1.2 Item List

The Item List (Operations Menu -> Inventory -> Items) is one of the most commonly used pages in SOS Inventory. It provides an overview of your items and their key properties. It is often useful to have the Item List open in one tab in your browser while working in another tab. So, let's look at what capabilities you have in the item list. This is what it looks like.

Items   Old SOS Item List

			#	Name	Type	In Stock	Available	On SO	Reorder Pt	Cost Basis
☐	Edit ∨	★	564	11380-00/Smart Battery, Phoenix 2 8000mAh 3-CELL/3S4P 11.1V 11380-00 - Sentera LIPO	Inventory Item	6	4	0	0	$82.71
☐	Edit ∨	★	816	2012 chevy cruze	Inventory Item	-288	-288	0		($1,440,000.00)
☐	Edit ∨	★	828	9788851700027	Inventory Item	0	-1	1	0	$0.00
☐	Edit ∨	★	514	ACCMTR Users Manual	Inventory Item	94	83	11	95	$141.91
☐	Edit ∨	★	511	Accuity Meter1	Assembly	5	-6	11	15	$25.94

Showing 10 unarchived items   ▼ Change   « 1 2 3 4 5 »   Batch Actions ▼   Quick Search ...   Add New

4.1.2.1 Add New   Add New

This button allows you to add new items to the inventory list.

4.1.2.2 Quick Search …

This allows you to search for items according to the inventory settings If all options are set in the inventory settings, this field is very powerful. By default, the search will search from the start of a name. For example, "Wid" would find Widget but not Gasket. You can search by any part of the item name, so that "et" would find both Widget and Gasket. In addition, you can configure SOS to search by the item description. Be careful using the item description to find items, as it can significantly slow down the search, depending on the number of items that you have.

For items that are assigned to a category, the item is listed with a colon separating the category and item names. For example, the full name of an item might be Widget:XYZ123 and Widget:ABC123. Those represent two different items of the category Widget.

4.1.2.3 Filters ▼ Change
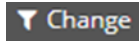
This button allows you to change the defaults for the inventory items displayed. This includes how many items to display, type of items to display, category, tags, archive status, and location. Set them to what you need and then click on Apply. To return to the default filter settings, simply click on Clear.

4.1.2.4 Actions Edit ⌄

This button allows you choose an action for that particular item. Default action is Edit, but if you click on the down arrow to the right of Edit you will see the additional actions for items. These include:

- **PDF** – Use form templates to produce PDFs
- **Copy** – Allows you to copy and item and then just update the name to what you need it to be
- **Delete** – Deletes this item by adding it to the deleted items list in case you need to recover it later. The item gets "(deleted)" added to the end of its name.
- **Archive/Unarchive** – Allows you to pull items off of lists until you need them again.
- **Transaction History** – Probably the best tool in your bag for troubleshooting items. This shows the entire history of your item from when it first entered SOS and all transactions that have had an effect on the item throughout its life.
- **Rental History** – This provides a list of all rentals this item has ever appeared on.
- **Edit Bill of Materials** – A Bill of Materials (BOM) lists the components and quantities that are used to build this assembly or kit (item group). Costs of components are shown from the cost field of their item definitions. The total BOM cost is used as the expected cost of the assembly and should be copied to the cost in the assembly or kit's definition.
- **Edit Units of Measure** – Units of measure are used to translate between different sizes (such as base unit of pound and a purchased unit of a 50 pound bag). For more on this, see the section on Units of Measure.
- **Add to Sync** – Provides the functionality of adding an item to the sync queue to send it up to QBO again.

4.1.2.5 Batch Actions `Batch Actions ▼`
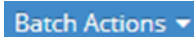
This button allows choose actions that would affect multiple selected items all at once. To select items, click on the select box at the start of each item line for the items you want to take action on. Batch actions include View/Print/Save using [form templates](#) to produce a PDF of all selected rows, Delete, Archive/Unarchive, and Add to Sync.

4.1.2.6 Column Chooser ⚙

This button allows you to select which attributes you want to see displayed for items. Columns available are # (Item ID), Name, Category, Description, Type, Vendor, In Stock, Available, On SO, On PO, On RMA, On WO, Reorder Point, Sales Price, Purchase Price, Cost Basis, Weight, Volume, Image, Barcode, SKU, Url, Tags, Notes, Bin, Purchase Description, Vendor Part #, Sync, and Documents that are attached. Between Sync and Documents, you will see any [custom fields](#) defined for the item. Select the ones you want to see and click Apply. The list will automatically reformat to provide the best viewing of the columns selected.

4.1.2.7 Export

This button allows you to export what is currently being displayed to either an Excel spreadsheet or a PDF file.

4.1.2.8 Old SOS item List

This option is provided to customers that were using SOS Inventory with version 4.0 or earlier and are continuing to use that list format due to familiarity.

4.1.3 Creating and Using Categories

Categories work like parent items to group like inventory items together. Such as, you have many items that are different types of chairs and, alphabetically, are scattered throughout the items list. You could have a category item called "Chair" assigned to all the different chair items so they appear together in the list and can be reported on by the category as well. These items sync with QBO in the manage categories list.

To create a new category item, click on the Add Menu (blue plus sign) and select "Item". Then, give your category a name, change the type "Category", and then click on the Save button in lower right corner.

To assign a category, go to your items list and edit each item to select your newly created category in the Category drop-down list.

4.1.4 Transaction History

One of the most under-utilized resources in SOS Inventory is the item's Transaction History page. To view the history of an item, go to the Item List and go under the Actions options for that item and select Transaction History. The transaction history will show you every transaction in the system that affects the inventory or cost basis for a given item. This allows you to see exactly how you got to the stock level and cost basis that you have today.

One of the most common support questions that we get is "My quantity on hand says we have X units, but we actually have Y units. Where is the difference?" In 99% of the cases we see with this question, we point the customer to the Transaction History and they find the answer in less than a minute. It is usually a transaction entered incorrectly (the wrong item, the wrong date, the wrong quantity) or not entered at all. Whatever the actual problem, the Transaction History lets you see exactly where the quantity or cost became different than what you expected them to be.

4.1.5 Import / Bulk Edit

If you need to add/edit a handful of items, the most efficient approach is to use the direct Add/Edit methods described elsewhere in this guide. However, if you need to add/edit a large number of items, the import and bulk edit tools of SOS Inventory are the way to go. These tools are very powerful, so you must take care and understand how they work, so that you don't accidentally overwrite your item data.

The first step in importing or editing items in bulk is to download the SOS item import/bulk edit template (Excel spreadsheet or .CSV format) by going to Company Menu -> Data Tools -> Import Data or Company Menu -> Data Tools -> Bulk Edit. That page shows the three-step process to importing / editing data. First, click the Download button to download the file in your desired format.

Then, edit the data in the file. When editing the file, it is important to understand how the import works. When the system reads the file after you edit it, it first attempts to match the item based on the ItemId. For this reason, it is extremely important that you do not mix up the ItemId column in relation to the other columns. By default, the file is protected to prevent that from happening. If you override this protection, be extremely careful. We have seen situations in which users removed the safeguards and then sorted the columns and mixed up the ItemIds (ItemID column must be sorted ascendingly). When they uploaded into the system, the system matched existing items to incorrect items (due to the jumbled ItemIds), and it made a mess both in SOS and in QBO.

Follow the examples of the data that are already in the file. Here are a few notes on each column and what the system expects. For more details on the contents of each field, see setting up an item previously in this section.

- ItemId – **DO NOT** edit this value for existing items. It is a system assigned number. The system first attempts to use the ItemId to match the row with an existing item. (Must be sorted on this column.) Leaving this blank signals SOS that it is a new item upon loading.
- Name – Item name up to 100 characters (cannot use " or < in name). If there is no match on the ItemId, the system attempts to match the item based on the name.
- SalesDescription – Description of the item for sales forms up to 1000 characters (cannot use < in description). Also used on purchasing forms if no purchase description provided.
- SalesPrice – Default sales price for the item (max value is 99,999,999.99999).
- SalesPricePercent – Percent markup, if markup is used.
- PurchaseDescription – Purchase description up to 1000 characters.
- Cost – Default purchase cost of the item (max value is 99,999,999.99999). Also called standard cost.
- IsTaxable – TRUE if taxable, FALSE otherwise.
- ReorderLevel – Reorder point for the item. Placed on reorder report if at or below. Use negative number to keep item off reorder report.
- TypeOfItem – Item type, as described in setting up an item previously in this section.. Use the existing items as a guide for what goes in this field. Valid types are: **Inventory Item, Non-Inventory Item, Assembly, Item Group, Category, Expense, Service, Other, Labor, or Overhead**. (CASE SENSITIVE. Types not matching store as Inventory Item.)
- VendorPartNumber – Vendor-specific part number up to 50 characters.

- SyncWithQBOE – This option will state whether you want the item to sync to QBO or not. TRUE for yes, FALSE for no.

- Deleted – Simply removing rows from the file and importing it will not delete items. To delete an item, change this value from FALSE to TRUE. Then save the changes and import the file. Note that this will delete the item only from SOS, not from QBO. If you need to do a bulk deletion in QBO, contact support@sosinventory.com.

- SerialTracking – TRUE for yes, FALSE for no.

- SalesItem – TRUE for yes, FALSE for no.

- PurchasingItem – TRUE for yes, FALSE for no.

- ManufacturingItem – TRUE for yes, FALSE for no.

- LotTracking – TRUE for yes, FALSE for no.

- Barcode – Barcode used to represent the item up to 100 characters depending on barcode type used.

- MaxStockLevel – Max restock level of item.

- Notes – Other info about the item.

- UsePricePercent – TRUE to use markup pricing, FALSE otherwise.

- Weight – Weight of the item, in units specified by WeightUnit.

- QBItemType – Specifies the type of item that QBO shows it to be. Used as reference to correct the SOS item type mentioned earlier in this list. Do not edit.

- CustomFields – This field will be a set of name value pairs and show the definition of the custom fields, There will be a series of columns that denote the custom fields you have added to the item edit page as well.

- Tags – Tags used to easily find this item in searches and custom reports. Also, used to groups items together that are usually unrelated.

- SyncMessage – Displays a message for existing items if there is an error when syncing this item. Do not change.

- WebUrl – URL where the item can be found online up to 255 characters. Ex: www.sosinventory.com; SOS adds http:// to the start of the URL upon entry.

- PictureFile – Shows the name of the file added when editing an item. Do not edit.

- WeightUnit – Units used to represent weight of this item. Must be either lb (pounds), oz (ounces), kg (kilograms), or g (grams).

- Archived – TRUE to archive the item, FALSE otherwise.

- Volume – Volume of the item, as specified by VolumeUnit.

- VolumeUnit – Units used to represent volume of the item. At this time, only cbm (cubic meters) is supported.
- SKU – SKU field that can be used as further search reference. Syncs with QBO.
- Starred – If the item is to show a star. If using default star method then 0 is none, 1 is yellow. If using stop light stars then 0 is none, 1 is red, 2 is yellow, 3 is green.
- QuantityOnHand – In stock quantity (max value is 9,999,999,999,999.99999). Any changes made to the quantity will be entered as an inventory adjustment. Must also change ValueOnHand as well, not auto calculated. *Note*: Do not change for serial tracked or lot tracked items. This would need to be done within the specialized lists for each. Lots can be modified via an inventory adjustment.
- ValueOnHand – Total cost basis for the item (max value is 9,999,999,999,999.99999). This field is NOT calculated automatically when you change the quantity. You can enter it manually, or you can set up a formula in Excel. Many people use this to update the cost basis to account for depreciation, etc. Thus, the system will use whatever value you put there. If you change the quantity, be sure to change this value also, unless you have a very good reason not to do so. Accidentally leaving this value the same while changing the quantity is one of the most common reasons we see for people having an expected cost basis.
    - *Note*: Do not change for serial tracked or lot tracked items. This would need to be done within the specialized lists for each. Lots can be modified via an inventory adjustment.
- QuantityOnSalesOrder – Not editable.
- QuantityOnPurchaseOrder – Not editable.
- AvailableForSale – Not editable.
- IncomeAccountName – Income account name up to 36 characters (see Accounts list under the green checkmark - Sync Menu).
- AssetAccountName – Asset account name up to 36 characters (see Accounts list under the green checkmark - Sync Menu).
- COGSAccountName – COGS account name up to 36 characters (see Accounts list under the green checkmark - Sync Menu).
- ExpenseAccountName – Expense account name up to 36 characters (see Accounts list under the green checkmark - Sync Menu). Usually same as COGS
- PreferredVendor – Default vendor for this item up to 36 characters.

- Bin – Default bin for this item. Note that changing the default bin does not change the location of any existing stock.
- SalesTaxCode – For non-US based accounts. Enter the sales tax code name exactly.
- PurchaseTaxCode – For non-US based accounts. Enter the sales tax code name exactly.

Once you have completed your edits, save your changes. Then upload the file back into the system using the box provided on the Import / Bulk Edit page. Once the data appear for your review, click Save Changes if everything looks correct, and the system will begin to process the data. If changes were made to QuantityOnHand and ValueOnHand, then it creates an inventory adjustment which needs to be resaved to send the adjusting journal entries to QBO.

If you get an error message while attempting to import or edit items, the cause is almost always a missing or incorrectly titled column. You MUST keep the columns in the template and leave the headings the same, or the upload will not complete properly. If you are unable to determine the problem, please email support@sosinventory.com, and we will be happy to help.

4.2 Cost Basis

The cost basis of an item is the value of an item that you have on hand. This is the aggregate cost that you paid for the units you have on hand, as calculated using your chosen valuation method. You can adjust the cost basis on an item using the Operations Menu -> Inventory -> Adjustments page, if necessary.

4.3 Adjustments to Inventory

Inventory adjustments allow you to modify the quantity and/or cost basis of inventory on hand via direct entry. You should use inventory adjustments sparingly, as most often inventory will be added or removed through item receipts and shipments. In some cases though, you might run into a situation in which your physical (actual) inventory count does not match what the system shows.

In this case, your first step should be to determine WHY there is a discrepancy. Look at the history of the item by going to the Item List and look at the Transaction History for that item. Review the history and determine if any transactions were entered incorrectly or if any transactions were simply missed.

If you are confident that the transaction history is correct and your count is still off, you might need to enter an adjustment. Typical reasons for entering adjustments are breakage, spoilage, theft, and so on. To enter an adjustment, go to Operations Menu -> Inventory -> Adjustments and click on the green (+). You may also go to Add Menu -> Inventory -> Item.

If you need to update the quantities of a large number of items at once, you might wish to use the Bulk Edit feature described previously.

Adjustments to items can also denote departments and classes to assign the adjusted values to, as well as, allow you to assign the adjusted items to a job.

Note: You cannot adjust serial inventory in an adjustment. You need to go to the Serial inventory list to make those types of changes.

4.3.1 Quantity

When entering an adjustment via the Inventory -> Adjustments page, first fill out the top of the form as appropriate. Then on each line item, enter or select the item that you wish to adjust. Once selected, the current quantity on hand for that item (at the selected location, on the selected date) will show in the "Old Quantity" field. You can then enter either the New Quantity or the Adjust Qty By field, and the system will calculate the other one as appropriate. In this version, you can also

4.3.2 Cost

When entering an adjustment, you will see a field on each line item labeled "Adjust Cost Basis By." This allows you to adjust the cost on hand of each item. When you enter the quantity, SOS Inventory will enter a suggested cost adjustment in the Adjust Cost Basis field. The suggested value is based on the quantity. If the quantity adjustment is positive (increase), the suggested cost is the quantity multiplied by the standard cost of the item. If the quantity adjustment is negative (decrease), the suggested cost is the cost basis of the missing items using the chosen valuation method (FIFO, average, LIFO). In both cases, the user can override the value. This is often used when adjusting for damages, depreciation, etc.

4.3.3 Cycle Counting

To simplify the cycle counting process, SOS Inventory provides the ability to do partial physical inventories using the adjustment feature as described above. Thus, each cycle count is really nothing more than a physical inventory which might or might not include counts of all items. The selection of items to count is left up to the user. It is not mandated by the system.

4.3.4 Physical Inventory Worksheet

SOS Inventory provides a worksheet for you to print when working on physical inventories. To access the worksheet, go to Operations Menu -> Reports -> Inventory -> Physical Inventory Worksheet. Select the location and date to customize the report as needed, and then click the Run Report button.

4.3.5 Adjustment Account

When entering an inventory adjustment, the system needs to know the account to which you want the inventory adjustment to post. The exact transaction depends on the type of adjustment. If the quantity increases, SOS Inventory will post a debit to the inventory asset account of each item and a credit to the adjustment account. If the quantity decreases, SOS posts a credit to the inventory asset account of each item and a debit to the adjustment account.

You can specify a default adjustment account on the Settings Menu -> Inventory Settings page. The default adjustment account is used for Bulk Edit adjustments and other situations in which no adjustment account is specified. When entering an adjustment directly, you can specify the adjustment account to override the default. The most common accounts used for inventory adjustments are Breakage, Spoilage, and similar accounts to track the unexpected loss of goods. When adding items to an account or opening a new account, you can use Opening Balance Equity.

4.3.6 Adjusting By Units of Measure

You can also adjust your inventory by stating the unit of measure you wish to adjust by and it will calculate the change in quantity by that unit of measure ratio defined for the item and also change the cost basis accordingly.

4.4 Multi-Location Inventory

The Plus and Pro plans of SOS Inventory support an unlimited number of inventory locations. A location is typically defined as a place with its own physical mailing or shipping address. For example, if you have multiple stores or multiple warehouses, those would each be a unique location. For tracking items at different places within a specific location (e.g., bins within a warehouse), see the Bin Tracking capabilities of SOS Inventory.

4.4.1 Locations

To add a location, go to Company Menu -> Miscellaneous -> Locations and click on the green (+). You can also use the Location List page to edit the address or other attributes of a specific location. Once your locations are set up, they will be available to select on each form that requires a location. In addition, you will be able to use the Inventory Stock Status and Inventory Valuation reports to view your quantity and cost basis at each location.

When setting up a location, you can specify the location as non-nettable. Items in a non-nettable location are not counted as "available for sale." You would typically use non-nettable locations to represent QA items, items awaiting repair, and so on. Items in non-nettable locations DO count toward your quantity on hand, because you do indeed have the items. They are simply not available for sale.

4.5 Transfers

To transfer inventory from one location to another, go to Operations Menu -> Inventory -> Transfers. Select the "From" location, the "To" location, and enter your items and quantities. You can transfer any type of items here to include serial inventory, lot tracked inventory, and item groups. When transferred the value of the item is calculated by the valuation method selected in your settings.

In this version of SOS Inventory, you have new features that make transfers even more powerful. You can specify transfers in defined units of measure for items as well as assign classes and departments for reporting in QBO and assign the transfers to a job for costing.

The most important change is the ability to assign shipping information that could be applied to the transfer of goods from one location to another. Shipping information is the ship method, tracking number, the shipping cost, and even to create a bill based on the shipping vendor listed in the ship method.

4.6 Serial Inventory

Serialized inventory allows you to track individual units of an item, rather than quantities only. A serial number is assigned to each unit, and the number stays with the unit as it goes through the system. You can track when each individual unit was received, shipped, built, and so on. The Plus and Pro plans of SOS Inventory support serialized inventory.

To turn on serial tracking for an item, create/edit the item, turn on the "Track Serial Numbers" setting, and save the changes. Once that is complete, whenever you use that item the system will prompt you for the serial number(s).

You MUST create the item first and set as serial tracked before you load quantities via an item receipt or loaded one at a time in the Serial Inventory page under the Operations Menu -> Inventory -> Serial Inventory. Serial items cannot be adjusted through the bulk edit or an adjustment transaction. If you want to convert a current item to being serial tracked, you will need to zero out the quantity and value of the item, ensure a purchase cost representing the correct value of each unit of the serial item is set, and then turn serial tracking on. Now you must reload the stock levels back in via an item receipt or using the serial inventory page.

As an example of serialized inventory, suppose you have an item called Widget with serial tracking turned on. Now suppose that you create an item receipt to receive 4 units of that item into inventory. When you add that item to the item list on the item receipt, the system will provide you the entry spaces for you to enter the serial numbers. In addition to this, on the item receipt only you can upload the serial numbers via a button that lets you select a spreadsheet listing the serial numbers. Shipments, builds, process transactions, etc. all work similarly, except they ask for the serial numbers upon save without the spreadsheet option.

If you want to add historical records of serial items that are at a customer site, select the Customer when entering a new serial item on the Serial Inventory Page. Either way, once you add a serial item to either a location or a customer, it cannot be changed by editing the serial item, but only via transactions like shipments or returns.

If you look at the options in the Inventory and Purchasing Settings, you will see many things that make serial tracking more powerful. Under the inventory settings, you can Value Serials by Specific Id, which means that each serial item brought into the system will keep the exact value it was entered in at regardless of the valuation method. Under the purchasing settings, you can use settings to automate the generation of serial numbers, add a prefix to the number, set the number length, and either generate the numbers randomly, or keep them in sequence providing a starting sequence number.

To view the history of a serial item, either look on the Serial Inventory page and use the Actions Menu to select Transaction History or go to Operations Menu -> Reports -> Miscellaneous -> Serial Item History page.

4.7 Lots

Lot tracking is used to track batches, or groups, of a specific item. Lots work very similarly to serialized inventory, except a lot represents a group of items instead of an individual unit. A lot number is assigned to each batch of items, and the number stays with the batch as it goes through the system. You can track when each batch was received, shipped, built, and so on, as well as, set an expiration date for the lot and if a customer reports something wrong with the lot, mark it for recall. The Plus and Pro plans of SOS Inventory support lot tracking.

To turn on lot tracking for an item, create/edit the item, turn on the "Track Lot Numbers" setting, and save the changes. Once that is complete, whenever you use that item the system will prompt you for the lot number.

You MUST create the item first and set as lot tracked before you load quantities via an item receipt or loaded using an inventory adjustment. In some cases, you may need to create the empty lot first so you can load the quantities. This is done under the Lots page under the Operations Menu -> Inventory -> Lots. Lot items cannot be adjusted through the bulk edit. If you want to convert a current item to being lot tracked, you will need to zero out the quantity and value of the item, ensure a purchase cost representing the correct value of each unit of the lot item is set, and then turn lot tracking on. Now you must reload the stock levels back in via an item receipt or an inventory adjustment.

For example, suppose you have an item called Widget with lot tracking turned on. Now suppose that you create an item receipt to receive 4 units of that item into inventory. The system will provide you the blanks next to that that item on the item receipt so you can enter the lot numbers for each lot item. Shipments, builds, process transactions, etc. all work similarly, except it will provide you the blanks upon save. If you need to enter more than one lot of an item on the same form, create a second line on the form to represent the second lot, and so on.

If you need to adjust your inventory of items tracked by lot, use the Operations Menu -> Inventory -> Adjustments page. The system will prompt you for the lot number(s) as appropriate.

If you look at the options in the Purchasing Settings, you will see many things that make lot tracking more powerful. Under the purchasing settings, you can use settings to automate the generation of lot numbers, add a prefix to the number, set the number length, and either generate the numbers randomly, or keep them in sequence providing a starting sequence number.

To view the history of a lot, go to Operations Menu -> Inventory ->Lots and use the actions menu to select Transaction History or under Operations Menu -> Reports -> Miscellaneous _> Serial Item History.

Note: Lots are location sensitive so ensure you keep track of how much of a lot is at each location. You can have a lot spread across multiple locations as well.

4.8 Barcoding

SOS Inventory supports barcoding of items (SKUs), serial numbers, lot numbers, or really anything else that you want. The type of scanning is transactional. SOS does support warehouse scanning at this type via network scanners. You would need a hand held scanner and a laptop or tablet to have a mobile scanning capability. To scan data, simply put your cursor in the proper field, scan the barcode, and it will show up in that field. <u>Note</u>: Barcodes are supported only in the Plus and Pro plans of SOS Inventory.

4.8.1 Entering Barcode Data

In addition to an item name, each item in SOS can be configured with a specific barcode. This allows the system to recognize the name of the item OR the barcode. To specify a barcode for an item, edit the item and scan the barcode into the "Barcode" field, or you can key it manually as well. For other scannable data, such as serial numbers and lot numbers, you simply enter the data as normal, and scan it when ready. The system will recognize it and match the appropriate data.

Barcodes can be used on any transaction simply by adding a field to the appropriate form template.

For more information on how to change barcode settings, see the topic of [Barcode Settings](#) mentioned previously in this user's guide.

4.8.2 Barcode Labels

SOS Inventory provides the capability to print barcode labels for items. To print labels, you need to create a new form template and save it as an item type template. Then from the inventory list, use the actions menu to print the item and choose the label template you created. See the section on [Form Templates](#) to find out how to build one. If you need additional assistance, email support@sosinventory.com.

4.8.3 Scanning

You do not need a specific type of scanner to scan barcodes into SOS Inventory. You simply need a scanner that works with your computer and web browser. These scanners can be either USB connected or blue tooth and works with the barcode formats mentioned previously.

When scanning barcodes, be sure that your scanner is configured properly. Many scanners are configured to send a certain character after the scan. This could be "Enter," "Tab," or something else. It works just the same as if you pressed that key manually. If the page is resetting each time you scan something, be sure that the scanner is not configured to enter a Return or Enter character each time it scans. The Tab character is sometimes useful to help you move to the next field automatically.

4.9 Bins

Bins provide a way of managing the place for each item within a given location. For example, you might have a warehouse organized into aisles, rows, bins, floor stacks, or various other things. In SOS Inventory, all those things would be a bin. Bins are simply sub-locations within a main location. Each location can have a different bin structure, and you can have some locations organized into bins while others are not. A location that is to be bin tracked, must be set when the location is created. Once bin tracking is turned on, it cannot be turned off for a location. If a location starts out as non-bin tracked, then it cannot be turned on later.

To enable bin tracking for a location, add the location (Company Menu -> Miscellaneous -> Locations) and turn on the Bin Tracking option. Once bin tracking is enabled for at least one location, you will notice a "Bins" option on the Company Menu in the miscellaneous section.
If you want to convert a location to bin tracked or turn off bin tracking for a location, you must create a new location with the appropriate options, then complete an inventory transfer to move the goods from one location to the next. Then you just delete the old location or change the name to denote that it Is old and should not be use.

To add bins, go to Company Menu -> Miscellaneous -> Bins and click on Add New providing a bin number, description, and the location it will reside at. Note that bins are unique to a location. You can have bin X1 at location A and bin X1 at location B. Although they have the same name, those would be considered different bins because they are different locations. To avoid possible confusion, it is best to come up with a naming convention such as a prefix on the bin to denote it's location.

When a location has bin tracking enabled, you should receive, ship, and otherwise use items from that location as normal. For example, when receiving items into a bin tracked location, add the item to the item receipt as you normally would and it will show a bin for every item you add. If you have defined a default bin for each item, that bin will display automatically when the block is shown. For other types of transactions, the system will prompt you to select the proper bin(s) upon saving the transaction.

To see all the items in a given bin, go to the Bins page, then use the actions menu to select Contents.

You can use an Inventory Transfer to move contents to or from a bin tracked location. To transfer items from one bin to another within the same location, record an inventory transfer from the location to the same location. The system will prompt you for the bins. Enter them as normal, and the transfer will be complete.

4.10 Units of Measure

SOS Inventory supports multiple units of measure for each item. For example, you might purchase an item in a pack or case and then sell it as an individual unit. To turn on the Units of Measure feature, go to the Inventory Settings page (Settings Menu -> Inventory Settings) and turn on the Units of Measure option.

Once the Units of Measure option is enabled, you can go to Company Menu -> Miscellaneous -> Units of Measure to define all the units of measure available in the system. You must define the available units of measure before assigning them to each individual item.

When the Units of Measure option is enabled, each item on the Items List will have Edit Units of Measure in the Actions Menu. Use this action to define the units of measure for a specific item. You will need to specify the base unit of measure (the default unit that it will be stored in), also any other acceptable units of measure and the conversion ratio (relative to the base unit) along with the alternate monetary values for the sales price and purchase cost. For example, suppose you buy light bulbs in cases of 24 and then sell them as individual units. You could set the base unit to "each" and then enter "case" as another unit with a conversion ratio of 24, since there are 24 of the base unit in each case, and also the purchase cost of the case.

Once your units of measure are configured, you can use them on forms. There will be a dropdown list on each line item so that you can choose the unit of measure for that line item. The units of measure feature is available on all purchasing and sales transactions. It is not available within the manufacturing functions.

You can also accomplish the same effect as units of measure by creating a separate item to represent a case, for example. This would allow you to know exactly how many cases are in stock relative to individual units. You could set up each case as an assembly or kit, as appropriate and then build cases or break them down as needed.

4.11 Kits

A kit is a collection of inventory items that are bundled together at the time of purchase or sale. The individual items that make up a kit are still separate items and could be sold individually if needed. In contrast, an assembly is an item that is manufactured (built) from component items. When you record a build transaction into the system, the inventory of the assembly item increases and the inventory of the component items decreases, as they are used to build the assembly. A common example of a kit is a "sampler" pack, where you bundle individual products together when you ship them, although they still remain individual items.

To create a kit, add or edit the item that will represent your kit. For the item type, select Kit (Item Group). That will create a kit item.

To add components to the kit, be sure that you've created the kit item. Then, go to the Item List and find that item. In the Actions Menu for the kit item, select Edit Bill of Materials. This will take you to a page where you can enter the components. Be sure to include a quantity for each component.

Once that's complete, you can use the kit as a regular item and the system will recognize the components. Kits act differently on different transactions. On purchase orders, the kit has a button to allow the user to Expand the kit to list the components instead. On the item receipt, you have the same option, but when you save the item receipt, all unexpanded kits will be expanded to affect the inventory appropriately. On sales forms such as the sales order, invoice, estimate, and sales receipt you have the Expand button and the choice of expanding or saving as a kit item just like the

purchase order. On pick tickets or shipments, they will expand upon saving since the warehouse needs to know what they are pulling from the shelfs that make up the kits.

4.12 Cost of Goods Sold (COGS)

SOS posts to the cost of goods sold account of an item when that item is shipped (included on a shipment). Invoices and sales receipts do not generate COGS entries in SOS. Customers can also turn off this posting from the QuickBooks Settings page under the Settings Menu if needed in certain circumstances, but this is not recommended.

4.13 Inventory Value

SOS values inventory at the price at which it was purchased. So if you buy $3,000 worth of raw materials, you have $3,000 worth of material in inventory. When you buy inventory at different prices over time and then sell that inventory, it is not always obvious how to value that inventory. For example, if you buy 10 units today at $10 each and 5 units at $5 each, you have $75 worth of inventory. Now let's say that you sell one unit. Did you sell a $5 unit or a $10 unit? SOS Inventory allows you to value your inventory using either FIFO (first-in-first-out) or weighted average. If you are unsure which method to use, please contact a qualified accountant.

4.14 Negative Inventory

By default, SOS allows negative inventory. If you do not want the system to allow negative inventory, go to the Inventory Settings page (Settings Menu -> Inventory Settings) and make sure that the option "Don't Ask About Negative Inventory" is turned off.

4.15 Reports

In addition to other reports described elsewhere in this guide, SOS Inventory provides the following inventory reports under Operations Menu -> Reports -> Inventory which can be used to gather a large amount of information on your items.

- Inventory Stock Status*
- Inventory Valuation*
- Item Analysis
- Item Movement.

* These reports contain a large amount of data and can take a while to calculate.

5 Purchasing

SOS Inventory provides robust purchasing and receiving functionality. Normally you would do all of your purchasing and receiving in SOS Inventory and allow any relevant data to synchronize to QuickBooks Online as appropriate. We'll be looking at this section in order of the Operations Menu.

5.1 Vendors

Vendors in SOS Inventory will synchronize with vendors from QuickBooks Online. Changes made to your Vendor List in one will synchronize to the other. To add/edit/delete vendors in SOS Inventory, go to Purchasing -> Vendors on the Operations Menu or at Add a New Transaction menu (+) on the Task Bar under Purchasing -> Vendor. You can also create vendors on the fly as you are entering purchase orders and item receipts. A vendor definition will include their display name, contact information and address, default terms, default tax rate, currency (if multi-currency turned on), account number, and notes. There is even an option, Show On Forms, to allow you to not show them in the vendor drop-down. From the vendors action menu you can View Vendor History.

5.1.1 Vendor-Item Catalog

The Plus and Pro plans of SOS Inventory allow you to track multiple vendors per item. For each vendor-item combination, you can track a cost and a specific vendor part number. To view/edit/manage your vendor-item catalog, go to Company Menu -> Miscellaneous -> Vendor-Item Catalog. Once defined, when you create a purchase order and list a particular vendor that has entries in the catalog and you add one of those items to the item list on the purchase order it will fill in the vendor part number and that vendor's cost for that item.

5.1.2 Vendor Messages

You can send vendor messages on purchase orders to describe exact details of a purchase, make shipping arrangements, or really to include any additional information that you wish. Previous vendor messages are stored for later use. To manage your list of saved vendor messages, go to the Company Menu -> Miscellaneous -> Vendor Messages.

5.2 Purchase Orders

A purchase order (PO) is a form/document used to request a vendor to provide a good or service to you in exchange for payment. The purchase order will typically define terms of payment, delivery, and so on. Purchase orders in SOS Inventory will synchronize with purchase orders in QuickBooks Online if the "Synchronize POs" setting is enabled on the Purchasing Settings page. This option is enabled by default. A purchase order is a non-posting transaction, meaning that it does not affect your financial reports directly. A purchase order closes automatically when all items have been received, or you can close it manually at any time.

5.2.1 Creating a PO

To create a PO in SOS Inventory, go to the Operations Menu -> Purchasing -> Purchase Orders and click the Add New button at the top of the PO List. Also, you can use the Add a New Transaction menu (+) on the Task Bar under Purchasing -> Purchase Order. You can generate a purchase order directly from a sales order, invoice, etc. as well from their actions menu.

When adding or editing a PO, the following form fields are available:

- Date/Time: Transaction date and timestamp (PO date).
- Vendor: Vendor from whom you are purchasing the items on the PO. Once you select a vendor it fills in the address blocks, notes, and default terms.
- Vendor Notes: This is the internal notes from the vendor definition.
- PO Number: Reference number used to identify the PO. This field is searchable. The system will attempt to number the PO automatically depending on your settings on the Purchasing Settings page.
- Drop-Ship: Check this box if these items will be shipped directly from the vendor to the customer.
- Vendor Address: The vendors billing address for placing an order for goods.
- Shipping Address: Address to which the goods will be shipped. To set a default for this location, go to the Purchasing Settings page. If drop ship is checked, this becomes the customer to whom the items will be drop-shipped.
- Currency: Currency for this transaction. This field is only visible if the multi-currency feature is enabled.

- Exchange Rate: The exchange rate for this transaction. The system will automatically provide the most recent exchange rate for the chosen currency, or you can override it manually. This field is only visible if the multi-currency feature is enabled.
- Line Items:
    - The first column is multi-functional. The Right Arrow top left corner allows you to insert a blank line. The 3 bars allow you to Click, Hold, and Drag the lines to reorder them. The Down Arrow bottom right corner allows you to copy that line and insert it below the line you are currently on.
    - Remove (🗑) – Click the trash can to remove a line from the PO.
    - Item – Enter/select the item to be purchased. You can enter new items here.
    - Description – Purchase description for the item.
    - Part # - Vendor part number for the item. This is often useful if your vendor requires you to enter their unique part number and it is different than your own internal part number.
    - Quantity – How many of this item you are purchasing.
    - UOM – If Units of Measure are turned on in Plus plan and above.
    - WGT – This is the weight as defined in the item.
    - VOL – This is the volume as defined in the item.
    - Unit Price – Price of each item.
    - Amount – Extended (line) total.
    - Received – Number of units of this item received. In normal use, you would not edit this field manually. The system should keep it up-to-date. However, you can override it if necessary. You should NOT edit this field when receiving items. Use an item receipt for that.
    - Class – QBO class for this line item. This field is enabled only if class tracking is enabled in QBO.
    - Customer – This field allows you to select a customer that this item is being purchased for. You can have multiple customers listed on the PO. Ignored by drop ship.
    - Job – Job to which this line item belongs. This box is only available if Job Tracking is enabled in SOS Inventory on the Inventory Settings page.
- Add Lines – Click this link to add additional lines to the PO. On the Company Settings page, you can specify the number of lines added by default.
- Clear Lines – Click this button to clear the items form completely.

- **Terms:** Payment terms.

- **Expected Date:** Date you expect the items to arrive.

- **Expected Ship:** Date you expect the items to ship.

- **Ship Method:** Shipping carrier.

- **Tracking #:** Carrier tracking number.

- **Deposit:** Deposit paid to vendor as a fixed expense or percentage of the PO. Does not sync to QBO.

- **Department:** Department for this transaction.

- **Blanket PO:** Check this box to make this a blanket PO (open-ended). The quantity column is ignored on a blanket PO.

- **Contract Manufacturing:** Check this box if this PO is requesting that a 3rd-party manufacturer build some assemblies for you. This allows the system to treat the PO optimally for that situation.

- **Update Default Costs:** If checked then the costs listed will be used to update the items costs.

- **Vendor Message:** This message will be displayed on the purchase order. This field can be expanded to become as large as you need it.

- **Comment:** Internal comment about this PO. The comment is not displayed on the purchase order when printed or emailed.

There could also be other custom fields on the forms depending on what was defined.

Once a PO has been created, you can use the Actions Menu to select an action. Edit is the default action. Other actions for the Purchase Order are:

- **Edit:** Opens the PO in edit mode so that you can make changes.

- **Quick View:** A view of the PO to see quickly if it has been received against.

- **PDF:** Creates a PDF version of the PO based on a selected form template.

- **Email:** Sends an email to the names specified in the box based on the selected form template. Separate multiple addresses with a comma. Do not include any extraneous characters such as brackets. You may also be selective of attachments to be included.

- **Receive:** Generate an item receipt for all open items on this PO.

- **Create Invoice:** Allows you to create an invoice for drop ship orders.

- **Use as Template:** Generates a PO identical to the current one with a new date and reference number.

- **Archive/Unarchive:** You can archive POs that don't need to be shown in the PO list.

- Open/Close: Manually opens or closes the PO. You can use this action to override the current status of the PO.

- Mark as Confirmed/Mark as Unconfirmed: Allows you to set a status for confirmation of order with vendor.

- Delete: Deletes the current PO.

- Show History: List of all the times this PO has been acted upon.

- Add to Sync: Use this action to add the PO to the sync queue.

5.2.2 Approvals

SOS Inventory has the ability to require approval for all purchase orders before they can be sent to vendors on the Plus or Pro plans. To turn on this capability, go to Settings Menu -> Purchasing Settings. You will see the option on that page to "Require Approval for POs".

When approvals are enabled, any purchase orders that are entered will be shown highlighted in pink on the PO List until they are approved. Only administrators or users with the appropriate permissions can approve POs. To approve a PO, View the PO and scroll to the bottom of the page and click the "Approve" button.

5.2.3 Shipping Methods

To add/edit/delete shipping methods that are available on purchase orders, go to Company Menu -> Miscellaneous -> Shipping Methods. The shipping methods are the same as those available for your sales transactions.

5.2.4 Blanket POs

Blanket POs are open-ended POs, meaning that they specify an agreement to purchase a certain item at a certain price, without a specific quantity. To create a blanket PO, enter the PO as normal and check the "Blanket PO" option on the PO entry form.

5.2.5 Payment Terms

To add/edit/delete payment terms that are available on purchase orders, go to Company Menu -> Miscellaneous -> Terms. The payment terms are the same as your sales terms, and they will also synchronize with QuickBooks Online.

5.2.6 Drop Shipping

SOS Inventory supports drop-shipping items directly from a vendor to a customer. To issue a drop-ship PO, simply check the Drop-Shipping checkbox on the PO and then select the intended customer. Drop-ship POs are not included in the "On PO" calculation, as they are not incoming inventory. When you receive confirmation from the vendor that the items have shipped, update the PO with tracking information (if so desired) and then close the PO. As long as you have set up your items correctly (where the expense account in QBO is the COGS account), then you could do a copy to bill in QBO as that bill will affect A/P and COGS directly

In Purchasing Settings, there is an option called "Automate Drop Ship Purchase Orders". This option closes a Drop Ship PO automatically and sends a journal entries (JE) to QBO to post against Accounts Payable (A/P) and COGS.

Typically, when someone uses this option, they go through the following steps:

1. Create an invoice for the customer. This affects the Income and Accounts Receivable (A/R) in QBO.
2. Ensure the "Automate Drop Ship Purchase Orders" option in Purchasing Settings is turned on.
3. Create the Drop Ship PO from the invoice. This generates A/P to vendor and COGS JE in QBO. PO also closes automatically.
4. Send invoice to customer as needed (either immediately or when product ships).

Some do not like this method as the JE that affects A/P and COGS does not have a due date on it like a bill would.

Another method of completing a drop ship PO is as follows:

1. Disable "Automate Drop Ship Purchase Orders".
2. Create a Sales Order. Mark it as Drop Ship.
3. Create the PO from the sales order. As the Sales Order is marked as Drop Ship, the PO will automatically be marked as Drop Ship. The PO will sync to QBO. This PO will be open.
4. Once you have received confirmation that the item has shipped, you must:

a. Receive the PO,

b. create the shipment from the sales order, and,

c. create the invoice from the sales order.

The receiving will create the bill in QBO (affects A/P and Asset accounts). The shipment will create a JE in QBO (affects Asset and COGS accounts). The invoice will sync to QBO (affects A/R and Income accounts).

5.3 Item Receipts

Items are received into inventory by creating an Item Receipt. To create an item receipt, you can access the Operations Menu -> Purchasing -> Item Receipts page. Also, you can use the Add a New Transaction menu (+) on the Task Bar under Purchasing -> Item Receipt. Or, if you have a PO that you wish to receive, go to the Purchase Order list and click on the actions menu then select Receive.

When adding/editing an item receipt, the form fields available are very similar to those on a. The key difference is that an item receipt actually puts items into inventory.

Some new fields are:

- Receipt #: Reference number for this item receipt. You can set autonumbering in the purchasing settings for this.

- Location: Location at which the items will be received.

- Auto Serial/Lot Numbers: Check this box to generate serial/lot numbers automatically when receiving serial/lot items set according to your settings.

- Payment: Method you used to pay for the items. You can set the default payment in the purchasing settings. *Note*: If you choose 'None,' no transaction will be sent to QuickBooks.

- Add PO: Item receipts can be used to receive goods from the same vendor from multiple POs. If there are other open POs with this vendor it will show them in this list. Selecting a PO will add the unreceived items from that PO. This can only be done when creating the PO the first time. After that you will need to start another item receipt to receive the goods in.

- Overhead: You can enter a percentage here to apply a fixed percentage of overhead to each item. This is sometimes useful in GAAP compliance.

There are 2 possible list areas on the item receipt. The first one is common to all plans and that is the item list area. The second one is for other costs and is available only on the Pro Plan.

- Line Items:
    - The first column is multi-functional. The Right Arrow top left corner allows you to insert a blank line. The 3 bars allow you to Click, Hold, and Drag the lines to reorder them. The Down Arrow bottom right corner allows you to copy that line and insert it below the line you are currently on.
    - Remove (🗑) – Click the trash can to remove a line from the item receipt.
    - Item – Enter/select the item to be received. You can enter new items here. If the location you are receiving in from is bin tracked, then a bin list will be added below the name. It will display the default bin in the items definition if one was entered. Upon saving the receipt, the bin is added to the description block.
    - Description – This block also becomes multifunctional. It contains:
        - Purchase description for the item. If no purchase description exists in the items definition it will use the sales description.
        - Lot entry blank. To allow you to enter a lot ID for a lot tracked item. This number can be auto-generated based on your purchasing settings.
        - Expiration. This is a date field to allow you to set an expiration date for the lot entered in a lot tracked item.
        - S/N blank. This is a blank to allow entry of serial numbers for serial tracked items. You will get the number of blanks to correspond to the quantity entered on that line. These can be auto-generated based on your purchasing settings. If you have a lot of serial numbers to enter, you can use the "Upload" button to select a .CSV file that just lists all the serial numbers needed for that one item on the list.
    - Part # - Vendor part number for the item.
    - Quantity – How many of this item you are receiving. You can lower the number if you were only sent partial quantities (partial receiving). At the bottom of this column is the total number of items received.
    - UOM – If Units of Measure are turned on in Plus plan and above you will see the list of possible measures. If coming from a PO, that UOM will be selected by default.
    - WGT – This is the weight as defined in the item. At the bottom of this column is the total weight for the received goods.
    - VOL – This is the volume as defined in the item. At the bottom of this column is the total volume of the received goods.

- o Unit Price – Price of each item.
- o Amount – Extended (line) total. The total amount is displayed at the bottom of that column.
- o Applied To – This field will list the PO reference number and the line on the PO that will be updated for the quantity received. If there is only 1 item on the PO then it defaults to a 0. If more than one item is on the listed PO, then it will be the line number of that item on that PO.
- o Class – QBO class for this line item. This field is enabled only if class tracking is enabled in QBO.
- o Customer – This field allows you to select a customer that this item is being received for. You can have multiple customers listed on the item receipt.
- o Job – Job to which this line item belongs. This box is only available if Job Tracking is enabled in SOS Inventory on the Inventory Settings page.
- o Add Lines – Click this link to add additional lines to the item receipt.
- o Clear Lines – Click this button to clear the items form completely.

- • Other Costs: Enter here any additional costs that apply to the items received. These costs will be totaled and distributed across all received items for the calculation of cost-of-goods-sold. This is helpful in determining your "landed" cost for the items received.
  - o Amount – Cost of item such as freight.
  - o Vendor – Vendor to be paid if different from the vendor your receiving goods from.
  - o Class – Class the item is assigned to for reporting in QBO.
  - o Bill – Check this box if you desire a separate bill to go to the vendor listed in this line.

5.3.1 Partial Receiving

All the items on a purchase order do not have to be received at the same time. If you receive only some of the items on a PO, create an item receipt for only those items. SOS Inventory is smart enough to keep track of the number of items received relative to the number ordered by updating the received column on the PO automatically. Once a PO is fully received it will automatically close out. When generating a second item receipt for a PO you will need to modify the reference number to show that it is a follow-on receipt by adding a suffix for example of a "-2".

5.3.2 Landed Costs

The landed cost of an item is the complete amount that it costs you to get the item into inventory. The landed cost feature of SOS Inventory allows you to include costs other than the raw cost of the item. For example, you might wish to include shipping charges, customs charges, duties, and so on. The landed cost feature of SOS Inventory is only available on the Pro Plan.

To enter landed costs, there are two options. The simplest is to specify an overhead percentage to apply to the items on the receipt. This allows you to reconcile the estimated overhead costs with your actual overhead costs at a later time. This approach is often useful in GAAP compliance.

The other, more common, option is to specify the exact costs in the "Other Costs" section on the Item Receipt. These are expense type items pointing to the Inventory Asset account as their expense account. Any costs entered into the Other Costs section will be distributed across the line items on the item receipt. The Other Costs are allocated proportionally according to the cost of each line item on the receipt. For true landed costs to work correctly, the inventory asset account must match the inventory asset account of the items listed in the items section of the receipt. It could get complicated if more than one asset account is used to define your items.

5.3.3 Generating Bills

SOS Inventory helps you to avoid duplicate data entry. When you enter an item receipt, you have an option for how you want that item to appear in QBO. In the "Payment" option on the item receipt, you have options to create a bill, credit card charge, check, or cash purchase in QBO. You also have the option to create no transaction in QBO, if you prefer to do everything manually. Bill is the default option.

You can generate bills in QBO if you selected None for payment, but be careful doing this. QBO uses the expense account when generating bills and for inventory items that is the COGS account. If you desire to generate bills in QBO, ensure that the items listed on the bill have an expense account pointing to the inventory asset account for that item.

5.3.4 Variances

A variance in SOS Inventory is the difference between the actual cost of an item and the expected (standard) cost of an item. For example, let's say that your standard purchase cost for a Widget is $100. Now, let's say that this week you found them on sale and bought 5 widgets at $95 each. Your variance is $95 - $100, which equals -$5 per unit, or -$25 total. That means that you paid $25 less for those 5 widgets than would normally be expected. A positive variance would indicate that you paid more than expected. You can find variances in SOS Inventory on the Purchase Variances report and on the items [Transaction History](#).

5.4 Returns to Vendors

When returning items to a vendor, enter a Return To Vendor (RTV) transaction. You would use this transaction for goods that were sent erroneously or damaged in delivery and entered into SOS on an item receipt. These transactions are found on the Operations Menu -> Purchasing -> Returns to Vendors. *Note*: RTVs are only available with the Plus and Pro plans.

5.5 Reordering

SOS Inventory provides multiple options for reordering products. The most common approach is to use the Reorder Report to determine exactly what you need at any given point. Then you can enter POs directly or have the system generate them. You can also set up email alerts to notify you when you are getting low on items. You can find more on [alerts](#) later in this guide.

5.5.1 Reorder Points

A reorder point is the level at which the system thinks you are "low" on an item. You can set the reorder point when you add or edit an item. The reorder point is used for reorder reports as well as email alerts. An item will appear on the reorder report if it is at or lower than the reorder point based on many factors used to calculate current stock level.

5.5.2 Automatic Reorder Points

The Pro plan of SOS Inventory supports the ability to calculate reorder points automatically based on up to the last 6 months of historical data. It considers historical lead times for purchases as well as historical sales volumes. To turn on the "Calculate Reorder Points" option, go to the Inventory Settings page.

5.5.3 Max Stock Level

SOS Inventory allows you to set a maximum stock level for each item. A helpful way to understand this setting is to think of it as your restock level. This is the number of items that you want to have when you get done restocking. You can find this setting on the item's edit page.

5.5.4 Reorder Report & PO generation

To view your reorder report, go to Operations Menu -> Reports -> Purchasing -> Reorder Report. This report shows all items for which the Available for Sale quantity is below the reorder point. It also calculates the quantity needed to bring the item to its max stock level. The reorder report also contains a button that will generate all POs necessary for the items on the reorder report. Note that it will only generate POs for items that have a default vendor.

With this version of the software, it also takes into account work orders for the calculation of available stock. This setting can be found in the purchasing settings.

If there are items that you don't want to be placed on the reorder report, just set the reorder point to a negative number and use the inventory setting to not let items go into negative stock levels.

6 Sales

SOS Inventory can support almost any sales process. SOS is extremely flexible in that regard. If you want to enter sales transactions primarily in SOS and sync them to QuickBooks Online, that will work. If you want to enter them first in QBO and sync them to SOS, that will work too. If you want to use SOS only and not use QBO at all, that will also work. Also, you can use any combination of estimates, sales orders, invoices, sales receipts, and so on. There are a few guidelines that you must follow, as outlined in the following sections, but for the most part you are limited only by your imagination.

6.1 Customer Management

Customers in SOS Inventory will synchronize with customers from QuickBooks Online. Changes made to your Customer List in one will synchronize to the other. To add/edit/delete customers in SOS Inventory, go to Operations Menu -> Sales -> Customers. You can also create customers on the fly as you are entering sales orders, invoices, or other sales transactions.

When defining a customer, you can provide the company name, address, and contact information, as well as quite a few details such as price group they could be assigned to, default terms, tax rate, currency (if multicurrency enabled), and payment method to appear on sales forms they are listed on. A sales rep can also be assigned to their account. There are other business specific fields that do not sync with QBO such as the resale number, contractor number, and business license. Finally, there is a Notes field that can be filled in for internal information on the customer. You will see it on the edit page for a sales order or invoice, but it will not show on forms sent to the customer.

When completing your customer profiles, if you find that the Name and Contact are the same for that customer, leave the Contact field blank. This will avoid the name from printing twice on your forms such as your Sales Order and Invoices. If the Name and Contact are different then complete each field accordingly.

With this version of SOS, you can now create sub-customers under a parent customer to allow for multiple shipping addresses. You can also enable the "Bill with Parent" option to allow the billing to be shown for the parent company and the ship to address of the sub-customer.

From the customer list in SOS, you can use the actions menu to View Customer History to see all products ever sold to this customer and on what orders. You can also do the following items: Delete a customer profile, create a PDF of the customer record, etc.

6.2 Relieving Inventory

In SOS Inventory, sales do not automatically relieve inventory. Or to put it another way, sales and shipping are separate processes. This is one of the most popular features of SOS Inventory, yet it is also probably the #1 most misunderstood feature as well. This is different than the way QuickBooks does it, so why does SOS do it differently?

While having a sales transaction relieve inventory automatically is easy and convenient, it is overly simplistic and not realistic for many businesses. For example, many companies ship products to customers every few days and then invoice them at the end of the month. In that model, removing inventory only when invoicing would mean that their inventory would be correct only once per month (when the invoice went out). Every other time that a shipment went out, it would be wrong. Also, a furniture store might sell a couch and generate a sales receipt to a customer. However, they might not deliver the couch for 2 weeks or more. It is problematic to remove it from inventory at the time it is sold, as it is in fact still in inventory (even though not available for sale).

The answer to the problem above is to separate sales and shipping, which is what SOS Inventory does. You have a sales transaction (sales receipt, invoice, etc.) to process the sale and a shipment to relieve inventory. SOS automates the process of creating shipments from sales transactions, so it usually only takes 1-2 extra clicks, which is well worth the additional flexibility that it provides.

6.3 Using Sales Forms

All sales forms (sales orders, invoices, estimates, etc.) have both an Add/Edit mode and many additional actions that can be taken on the transaction. The Add/Edit mode is used to enter data on the form and to save changes. For example, to add a new sales order, you can go on the Task Bar under Add Menu -> Sales -> Sales Order. You may also add new sales orders from the sales orders list page under Operations Menu -> Sales -> Sales Orders and click on "Add New" in the upper right corner of the list. Or to edit an existing sales order, open the Sales Order (SO) list and find the sales order you need. Then click Edit in the action menu to open the sales order in Edit mode. All sales forms work similarly.

6.4 Available for Sale

The "Available for Sale" quantity on the Item List and other places in the system represents the number of units that can be sold and shipped immediately to customers. To be specific, SOS Inventory uses the following formula to calculate the quantity available for sale:

Available for Sale = Quantity On Hand – Quantity On Sales Order – Quantity Non-Nettable

So, the system takes whatever stock is on hand, subtracts the quantity on open orders, and subtracts the quantity in non-nettable locations. That is the quantity available for sale. Note that the "On PO" number and the "On RMA" number are not included in the available for sale calculation. Note also that if the item is a component of an assembly, its available for sale number might be affected by the available for sale status of the assembly item, as changes in the available for sale quantity of an assembly item can generate demand for its components.

In Sales Orders or Invoices, you can see the Available for Sale quantity if you float the mouse over the Quantity cell for an item listed on the form.

6.5 Estimates

An estimate is a quotation to a customer, or an offer to provide products or services at a specified price. The terms of an estimate (binding, non-binding, etc.) are set by your company policies. Estimates in SOS Inventory are very similar to estimates in QuickBooks Online. You can enter an estimate in SOS and it will synchronize to QBO, and vice-versa. You can also send the estimate to a customer (print, email, etc.) from either place. If you convert an estimate into a sales order in SOS, the estimate will be marked as "Accepted."

6.6 Sales Orders

A sales order is an order from a customer to buy products or services at a specified price. Sales orders are non-posting transactions, meaning that they do not impact your financials until they are converted into shipments and/or invoices. Also, note that sales orders do not synchronize with QuickBooks Online, because QBO does not have a sales order transaction. QBO has estimates, invoices, and sales receipts, but not sales orders. Thus, there is no process for synchronizing sales orders with QBO, because they don't exist in QBO.

When adding or editing a SO, the following form fields are available:
- Date/Time: Transaction date and timestamp (PO date).
- Customer: Customer from whom you are selling the items on the SO. Once you select a customer it fills in the address blocks, notes, and default terms.

- Cust Notes: This is the internal notes from the vendor definition.
- Order Number: Reference number used to identify the SO. This field is searchable. The system will attempt to number the SO automatically depending on your settings on the Sales Settings page.
- Billing Address: The customers billing address for placing an order for goods.
- Shipping Address: Address to which the goods will be shipped.
- Currency: Currency for this transaction. This field is only visible if the multi-currency feature is enabled.
- Exchange Rate: The exchange rate for this transaction. The system will automatically provide the most recent exchange rate for the chosen currency, or you can override it manually. This field is only visible if the multi-currency feature is enabled.
- Price Tier: This drop-down list allows you to select a price tier that you will apply to the items that have been added to the item list. Go to the section on price tiers for more information.
- Line Items:
  - The first column is multi-functional. The Right Arrow top left corner allows you to insert a blank line. The 3 bars allow you to Click, Hold, and Drag the lines to reorder them. The Down Arrow bottom right corner allows you to copy that line and insert it below the line you are currently on.
  - Remove (🗑) – Click the trash can to remove a line from the PO.
  - Item – Enter/select the item to be purchased. You can enter new items here.
  - Description – Purchase description for the item.
  - Quantity – How many of this item you are purchasing.
  - UOM – If Units of Measure are turned on in Plus plan and above.
  - WGT – This is the weight as defined in the item.
  - VOL – This is the volume as defined in the item.
  - Unit Price – Price of each item.
  - Amount – Extended (line) total.
  - Picked – Number of units of this item picked. In normal use, you would not edit this field manually. The system should keep it up-to-date. However, you can override it if necessary. You should NOT edit this field when picking items. Use a pick ticket for that.

- o Shipped – Number of units of this item shipped. In normal use, you would not edit this field manually. The system should keep it up-to-date. However, you can override it if necessary. You should NOT edit this field when shipping items. Use a shipment for that.

- o Invoiced – Number of units of this item invoiced. In normal use, you would not edit this field manually. The system should keep it up-to-date. However, you can override it if necessary. You should NOT edit this field when invoicing items. Use an invice for that.

- o Due Date – Set the date that the item is due to be shipped out to the customer or desired by. This will be used for back ordering.

- o Class – QBO class for this line item. This field is enabled only if class tracking is enabled in QBO.

- o Tax – Check this box if you want tax applied to the item .

- o Job – Job to which this line item belongs. This box is only available if Job Tracking is enabled in SOS Inventory on the Inventory Settings page.

- Add Lines – Click this link to add additional lines to the PO. On the Company Settings page, you can specify the number of lines added by default.

- Clear Lines – Click this button to clear the items form completely.

- Discount: Allows you to apply a discount to the order as a flat rate or percentage of the sub-total. You can also mark it to be taxable or not.

- Tax: Tax rate to be applied to the sale.

- Terms: Payment terms.

- Sales Rep: Sales rep assigned to this sales transaction.

- Channel: Sales channel this sale was initiated from (such as Web Order).

- Drop Ship: Mark this block if the sales order is to be dropped shipped. Available for sale is not affected.

- Customer PO: The customer PO number. Syncs to QBO if CustomerPO is field name.

- Deposit: Deposit paid by customer as a fixed expense or percentage of the SO. Does not sync to QBO.

- Department: Department for this transaction.

- Customer Message: This message will be displayed on the sales order. This field can be expanded to become as large as you need it.

- Comment: Internal comment about this SO. The comment is not displayed on the sales order when printed or emailed.

There could also be other custom fields on the forms depending on what was defined.

The Action menu for a sales form lets you view, print, email, and otherwise manipulate the sales form. All sales forms share the following actions, which can be accessed by clicking the appropriate menu option:

- <u>Edit</u> – Opens the form in Edit mode.
- <u>Quick View / PDF</u> – Allows you to create a PDF version of the form that you can view, print, or save.
- <u>Email</u> – Emails the form as a PDF attachment to the recipient(s) specified in the To box. Separate multiple recipients with a comma.
- <u>Create Purchase Order</u> – Creates a purchase order to your vendors to replenish your inventory items such as a good or service
- <u>Create Job</u> –Creates a job to organize groups of transactions
- <u>Create a Work Order</u> – Creates a work order to provide detailed instructions about how to make each item.
- <u>Create Pick Ticket</u> – Creates a pick ticket that will provide instructions to pull certain items, serial numbers, quantities, lot numbers, etc.
- <u>Create Shipment</u> – Creates a shipment and removes those items from the inventory
- <u>View Profit/Loss</u> – Allow you to view the profit/ loss for each item purchased and sold
- <u>Create Invoice</u> – Creates a bill to your customer to be paid by a certain date
- <u>Use as Template</u> – Generates a cloned version of the form that can then be edited and saved.
- <u>Create RMA</u> – Creates a Return Merchandise Authorization that authorizes a customer to return a product.
- <u>Create Return</u> - Creates a record that you received an item back from a customer on a certain date.
- <u>Archive / Unarchive</u> – Allows you to set if an item is to appear on forms or not.
- <u>Open or Close</u> – Manually closes or opens the form.
- <u>Delete</u> – Deletes the transaction.
- <u>Show History</u> – Shows a history of each time the form was modified.

In addition, each form will have a unique set of actions that accomplish specific tasks related to that form. For example, most forms will have one or more actions that allow you to turn that form into another form. An estimate can be converted to a sales order. A sales order can be used to generate a PO or an invoice. All forms can be used to create shipments. And so on. The idea is that there should never be any duplicate data entry. If you feel like you are entering data twice, check to see if you can generate that form from the previous one in your workflow.

6.6.1 Due Dates

The due date for each line item on a sales order is the date that the item has been promised to the customer. The due date is important because reports such as the Ready to Ship report can be sorted by due date, to let the warehouse know which orders should be fulfilled first.

6.6.2 Items on Sales Order

On the Item List, click on the number in the "On SO" column for a given item to see a list of all open sales orders that contain the item. If an item is a component of an item that is on sales order, it will show in the list as well, as demand has been generated for that component.

6.6.3 Backorders

Backorder tracking in SOS Inventory is accomplished by using Sales Orders. Each line item on a sales order tracks the quantity ordered as well as the quantity shipped. By definition, any items ordered but not shipped constitute a backorder. To track backorders, use the Operations Menu -> Reports -> Sales -> Sales Order Detail report. Also, if you receive goods from a supplier and need to see which orders can now be filled, go to Operations Menu -> Reports -> Fulfillment -> Ready to Ship, and you can see all the orders that you now have enough stock on hand to ship.

6.7 Invoices

An invoice is a bill to a customer requesting that they pay you a certain amount of money by a certain date. Invoices in SOS Inventory are very similar to invoices in QuickBooks Online. You can enter an invoice in SOS and it will synchronize to QBO, and vice-versa. You can also send the invoice to a customer (print, email, etc.) from either place. Many customers prefer to generate the invoice in SOS and then actually send it from QBO. That works perfectly fine, if that is your preference.

6.7.1 Creating Invoices

To create an invoice from a sales order, open the sales order list and find the sales order you want to process. Under the action menu for that invoice, click the Create Invoice action. Note that this will create an invoice only for items on the sales order that have been shipped but not invoiced. This means that you have to ship the items on the sales order before you can invoice for them. Thus, you would normally use the Create Shipment action on the sales order before using the Create Invoice action.

6.7.2 Ready to Invoice Report

The Ready to Invoice report (Operations Menu -> Reports -> Sales -> Ready to Invoice) shows all orders that have been shipped and are waiting to be invoiced. This report helps your accounting department be sure that no orders have been missed and all customers have been invoiced.

6.8 Sales Receipts

A sales receipt is a record of a completed sales transaction. Think of this as the receipt you get when you go to a grocery store. You pay for the merchandise, and they give you a receipt. Sales receipts in SOS Inventory work almost identically to sales receipts in QBO. The one exception is that SOS does not process payments (checks, credit cards, etc.) so you would still need to record those in QBO or via some other payment processing system.

Note that a sales receipt by itself does not relieve inventory. The reason is that shipping and sales are different processes. Consider a furniture store where you walk in and buy a couch for them to deliver to you. You pay them, and they give you a sales receipt. However, the couch is still in their warehouse. It is still in their inventory. Thus, their "on-hand" quantity has not changed, as they would still have the same number of units if they walked out to their warehouse. Only when it is entered on a shipment will it come out of inventory.

For your convenience, a pre-populated shipment will automatically pop-up when you enter a new sales receipt in SOS Inventory. This allows you to easily remove the merchandise from inventory with only one click in the situation where the sale and delivery takes place at exactly the same time. If the shipment takes place later, simply return to the sales receipt and click the Create Shipment action.

6.9 Payments

SOS Inventory does not process payments of any kind. Any payment that you take from your customer must be recorded in QBO. The only exception to this rule is that sales orders and invoices can accept a record of a deposit, or pre-payment. See the section on deposits for more information.

6.10 Price Tiers

SOS Inventory supports price tiers, or price levels, where you can have different pricing structures for different customers, as well as quantity-based pricing. For example, you might wish to have wholesale pricing and retail pricing. Price tiers in SOS are based on what we call Price Groups.

To set up a price group in SOS, go to Company Menu -> Miscellaneous -> Price Tiers and then click on the green (+). You can specify an across-the-board percentage discount for the price group, or you can specify the prices on an item-by-item basis. When entering a price group, you can retrieve the prices for existing items in the group by selecting the item and clicking the Retrieve Prices button. Then add/edit the prices as needed. Note that you can enter different prices at different quantity levels.

If you do not wish to have quantity breaks, simply enter one price per item, with a quantity of 1. To enter the pricing for another item in the group, save the first item. Then change to another item and enter pricing for it. Then save and repeat until you have entered all of them. Note that any items not in the group will use the default pricing as specified with the item.

In this version, you can now use the bulk edit tool to edit your price tiers, but this method does not work for quantity buys at this time.

Once you have set up your price groups, you can assign customers to a default price group. Edit a customer and select the price group that applies to the customer. You can override this price tier on a sales transaction. To view your price groups, and in fact to view all pricing by item and/or customer, go to Operations Menu -> Reports -> Sales -> Price Book. Select the item(s), customer(s), and print/export as needed.

6.11 Sales Reps and Commissions

SOS Inventory can track sales reps and commissions. To add a sales rep, go to Company Menu -> -> Miscellaneous -> Sales Reps and click on the green (+) on the Manage Sale Reps page. On any sales transaction, select the proper sales rep. To see commissions for a given time period, go to Operations Menu -> Reports -> Sales -> Commission Report.

Sales reps can only have 1 commission rate applied to them per definition. You would need to define that rep more than once to provide varying rates.

Commission reports considers any sales transaction that the sales rep is listed on, as well as any returns to ensure the proper commission is paid.

6.12 Discounts

SOS Inventory supports discounts on sales transactions. To record a discount, simply enter it in the discount box on the sales form. If syncing with QBO, you must have discounts enabled in QBO, or the discount will not sync properly.

6.13 Deposits

Sales orders and invoices in SOS Inventory can track customer deposits, or advance payments. When included on an invoice, the deposit will flow to QBO as a payment on the invoice. Note that you still need to record the actual payment (check, credit card, etc.) in QBO, as SOS does not process the actual payment. SOS merely records the deposit for tracking purposes.

6.14 Comments

When you enter an internal comment (memo) on a sales transaction, SOS stores the comment along with a record of who made the comment and when. The comment history is displayed on the transaction when viewed internally. This allows your customer service staff and/or sales reps to have a record of all notes on the order – for example, keeping a record of when the customer called. The comment feature is very open-ended, and we have customers using it in a variety of ways. The best use will depend on the specific needs of your company.

6.15 Terms

To add/edit/delete sales terms that are available for sales transactions, go to Company Menu -> Miscellaneous -> Terms. The sales terms will synchronize with QuickBooks Online.

6.16 Sales Tax

All sales forms in SOS Inventory support sales tax. The way tax is handled depends on whether or not your company is linked to QBO.

If your company is linked to QBO, SOS retrieves all your sales tax rates from the Sales Tax Center in QBO. Those rates cannot be edited directly in SOS. If you need to change them, you must change them in QBO and then synchronize them to SOS.

If your company is not linked to QBO, you can set a default tax rate on the Sales Settings page. In addition, you can set a different default tax rate for each location by using the Location List to edit each location. Finally, you can override the tax rate on any given sales form if you wish.

6.17 Customer Messages

You can send customer messages on sales transactions to describe exact details of a sale, make shipping arrangements, or really to include any additional information that you wish. Previous customer messages are stored for later use. To manage your list of saved customer messages, go to Sales -> Customers -> Customer Messages.

7 Fulfillment

SOS Inventory has a fulfillment system made up of Pick Tickets and Shipments that make warehouse processing easier.

7.1 Pick Tickets

Pick tickets in SOS Inventory are optional. You should use pick tickets ONLY if you need them in addition to the packing slips that are generated with shipments. A pick ticket in SOS is used to give instructions to your warehouse to pull certain items, quantities, serial numbers, lot numbers, etc. Pick tickets do NOT remove items from inventory. They are simply a set of instructions that might or might not be completed. Once the items are pulled and sent to the customer, they should be recorded on a shipment so that they come out of inventory.

7.2 Shipments

Shipping in SOS Inventory is defined as inventory going from your company to the customer. It does not necessarily mean that you actually shipped it. For example, if a customer comes to your location and picks up the items, you still need to create a shipment to indicate that the items were removed from inventory.

7.2.1 Creating Shipments

To create a shipment, normally the easiest approach is to go to a sales transaction list (sales orders, invoices, etc.) and select Create Shipment from the Action menu for the desired transaction. That will pre-populate a shipment with all the relevant information that you can then edit and save as appropriate. If you have a need to create a shipment without an accompanying sales transaction, go to you can go to Add Menu -> Fulfillment -> Shipment. You may also add new shipments from the shipments page under Operations Menu -> Fulfillment -> Shipments and click on "Add New" in the upper right corner of the content area. Note that all shipments are treated as "end of day" transactions, so that they happen after any receiving done during the same day.

7.2.2 Ready to Ship

The Ready to Ship report (Operations Menu -> Reports -> Fulfillment -> Ready to Ship) shows all orders that can be shipped based on the inventory on hand. As you receive new inventory, use this report to fill your backorders. For many of our customers, the Ready to Ship report becomes a "To-Do" list for their warehouse workers each day.

7.2.3 Packing Slip

When you create a shipment, the system automatically generates a packing slip. You can use the Print button to print it from your browser, or to generate a PDF version of the packing slip, simply click PDF action on a shipment. You can customize headers, footers, and other details of the packing slip via the Sales Settings page.

7.2.4 Automatic Shipments from QBO transactions

SOS Inventory can create shipments (and thus relieve inventory) automatically from new invoices and sales receipts entered in to QuickBooks Online. This feature is not enabled by default. To enable this capability, go to Settings Menu -> Sales Settings. Then look in the General section and you will see options called Auto-Ship Invoices and Auto-Ship Sales Receipts. Turn on the one that you need and save then changes. Now, inventory will be relieved when you enter new invoices or sales receipts in QBO.

8 Manufacturing (Production)

SOS Inventory supports both discrete manufacturing and process manufacturing. In both cases, raw materials (inputs) are turned into finished goods (outputs). Where possible, SOS Inventory tries to match the terminology used in the desktop editions of QuickBooks, to lessen the learning curve for existing QuickBooks users and ProAdvisors.

8.1 Assemblies vs. Processes

In SOS Inventory, an assembly is the output of discrete manufacturing, where raw materials are turned into one or more units of a finished good, based on a bill of materials (BOM). SOS also supports process manufacturing, whereby outputs are produced based on a recipe or formula. In SOS, processes are used to describe a more general type of manufacturing that can produce an unlimited number of outputs based on an unlimited number of inputs. As a general rule, first see if your manufacturing workflow can fit the assembly/build model described below, as it is the simplest approach. If it does not, then you should use the process approach in SOS, as it will support virtually any manufacturing configuration.

8.2 Assemblies

An assembly in SOS Inventory is very similar to an assembly in QuickBooks Pro, Premier, or Enterprise. You can enter a bill of materials (BOM) that specifies the components of the assembly, and then you can create transactions to record that you built a given number of the assemblies on a certain date.

8.2.1 Assemblies vs. Kits

A kit is a collection of inventory items that are bundled together at the time of purchase or sale. The individual items that make up a kit are still separate items and could be sold individually if needed. In contrast, an assembly is an item that is manufactured (built) from component items. When you record a build transaction into the system, the inventory of the assembly item increases and the inventory of the component items decreases, as they are used to build the assembly. For more information on configuring and using kits, see the section on kits under the inventory section of this guide.

8.2.2 BOMs

A bill of materials (BOM) is the specification of the number and type of components that are used in making an assembly. The BOM is specified using the quantity required to make one unit of the finished good. To create a BOM, first create your finished good item and set its type to "Assembly." Once that is complete, return to the Item List and find the assembly item. Click the down arrow to the right of Edit button for that assembly and from the menu displayed choose Edit Bill of Materials. On the page that comes up, you will be able to enter the components of your BOM. You must enter the component items and the quantities to complete the BOM for use in building assemblies.

Assemblies can have component items that are also assemblies (sub-assemblies). SOS Inventory supports multi-level BOMs, and there is no limit to the number of levels. To view the entire BOM for an assembly to include any sub-assemblies, go to the Operations Menu under Reports -> Miscellaneous -> Expanded BOM Report.

8.3 Builds

To remove inventory of raw materials and increase inventory of finished assemblies, you must record a "build" transaction. This transaction tells the system that on a certain date you used raw materials to make a finished good. You can add a new build by going to the Task Bar and click on Add Menu -> Production -> Build. You may also add new builds from the Build List under Operations Menu -> Production -> Builds and click on the green (+). The Build List is also where you can view/edit existing builds.

When creating a build in SOS Inventory, first select the type of assembly that you want to build and then enter the desired quantity to build. Those steps define your output. For the input components, you can enter them manually in the "Components" section of the build transaction, or you can click the "Retrieve Components" button to retrieve the proper components based on the BOM. Once retrieved, you can adjust the quantities and/or items as needed – for example if you are using a substitute product.

SOS Inventory does have the ability to create a build automatically when you ship an item. To turn on this capability, turn on the "Auto-Build Assemblies" option on the Inventory Settings page.

8.4 Processes

Processes in SOS Inventory can have an unlimited number of inputs and outputs. This gives you the flexibility to handle not only simple manufacturing (multiple inputs into one output) but also disassembly (where one input turns into many outputs) and processes with by-products (multiple inputs into multiple outputs).

8.4.1 Templates

A process template in SOS Inventory is like a BOM for a process. It describes the inputs and outputs to be recalled for use later. A template does not remove items from inventory. The inventory is removed/created when you enter a process (discussed next). To create a process template for later use, go on the Task Bar under Company Menu -> Miscellaneous -> Process Templates, then click on the green (+). Enter each input and output, as well as the quantity for each. You may also specify whether any output is considered a "Waste" item, as defined in section 5.4.3.

8.4.2 Transactions

A process transaction in SOS Inventory is a record showing that a specific process took place on a specific date. This transaction is what tells the system that something actually happened. To enter a process transaction, go on the Task Bar under Add Menu -> Production -> Process. You may also add new process transactions from the Process Transaction list under Operations Menu -> Production -> Processes and click on the green (+).

To recall a saved process template (optional), choose the process from the list in the "Process" box and click the Update button.

When you save a process transaction, inventory of the input items goes down and inventory of the output items goes up. The cost of the input items is distributed proportionally across the output items, according to the standard cost of the output items. For this reason, you will sometimes get an error message on a process transaction saying that the system is unable to allocate costs. To avoid this message, make sure that each of your output items has a purchase cost entered. Note that if the output item has its type set to "Assembly," then you will need to enter a BOM for the assembly, as the standard cost is calculated from the BOM.

8.4.3 Waste

For any output of a process, you can specify the output item as waste. Based on the percentage of waste items and non-waste items, the system will calculate a yield for your process. This helps you to evaluate materials from different suppliers, for example, to determine which gives you the best outputs in your manufacturing. Waste items go into inventory like any other inventory item, so that they can be tracked and used later as needed.

8.5 Jobs

Jobs, available in the Pro plan of SOS Inventory, allow a convenient way of organizing groups of transactions. Each job, and even each stage of a job, can have its own profit-and-loss statement to show you precisely how much money you made or lost on a given set of transactions. To enable job tracking in SOS Inventory, go to Settings Menu -> Inventory Settings and turn on the Job Tracking setting.

To add a job, go on the Task Bar under Add Menu -> Production -> Job. You may also add new jobs from the Manage Jobs page under Operations Menu -> Production -> Jobs and click on the green (+). When adding/editing a job, you can specify one or more work centers for the job and the order in which they occur. You must have at least one work center (Finished Goods). For more information on work centers, see section 5.7.

Once job tracking is enabled, transactions in SOS Inventory will include the option to specify the job to which the transaction, or the line item on the transaction, will be attached. The list will include all open jobs in the system and their associated work centers.

8.5.1 Job Dashboard

To view the dashboard for a job, go to Operations Menu -> Production -> Jobs and click the "View" option next to the job you want. The dashboard will allow you to quickly access each transaction associated with the job. In addition, you can close the job or view the profit and loss for each job.

8.5.2 Job Costing

To view the profit / loss for a given job, go to the job dashboard (see section 5.5.1) and click the "View Profit / Loss" button. On the Profit / Loss page for the job, you can view the profit / loss for the job as a whole or for each work center. The line items included on the P&L include all transactions for which that job was selected.

8.6 Work Orders

A work order in SOS Inventory is an order to produce a given number of items. On a work order, you can provide detailed instructions about how to make each item. A work order is similar to a purchase order in that it is a non-posting transaction. Work orders do not affect your inventory until the manufacturing is actually recorded using a Build Transaction or Process Transaction. A work order is simply a set of instructions that you send to your foreman, plant, factory, etc. It might or might not be fulfilled. When and if it is fulfilled, you can return to the work order and select the "Record" button on a line item to record the transaction associated with the work. To add a work order, go on the Task Bar under Add Menu -> Production -> Work Order. You may also add new work orders from the Work Orders page under Operations Menu -> Production -> Work Orders and click on the green (+).

8.7 Work In Progress / Work Centers

For many companies, the process of turning raw materials into finished goods can take days, weeks, months, and in some cases years. As the length of time involved in manufacturing increases, so

does the importance of tracking work-in-progress (WIP). Tracking WIP allows you to remove raw materials from inventory that are no longer available because they have been used in manufacturing. However, the finished good might not yet be available. There are two methods of tracking WIP in SOS Inventory. These two methods are not mutually exclusive. You can use one or both, depending on your tracking needs.

- **Method 1: Work centers** – Work centers allow you to organize your manufacturing into stages. For example, suppose you start with sheets of metal and end with a water tank. To get to that end result, you must cut the metal, weld it, paint it, and assemble any remaining add-on parts. That process might take several weeks. On any manufacturing transaction (Build or Process Transaction), you can select a Work Center. The system comes predefined with a work center called Finished Goods. The manufacturing outputs are not recorded until the work center is changed to Finished Goods. You can specify additional work centers by going to under Company Menu -> Miscellaneous -> Work Centers. Work center tracking is most useful when used in conjunction with Jobs, as you can specify work centers for a given job and even run a profit/loss statement on each work center within a job.

- **Method 2: Items** – It is often useful to set up special items to represent WIP items in SOS Inventory. This allows you to track exactly how many units of each "sub-product" that you have at any given time. For example, suppose that you start with a Widget which must first be welded and then painted to make the finished good. You might want to know how many items have been welded and are waiting to be painted. A simple approach is to create an item called "Widget - Raw" to represent the original raw material. Then create an item called "Widget – Welded" to represent the welded version and then an item called "Widget – Painted" or "Widget – Finished" to represent the finished good that will eventually be sold to customers.

8.8 Labor

SOS Inventory allows for the tracking of labor that goes into assemblies and/or processes. To track labor, create an item and set its type to "Labor." You can then specify the cost per hour and the number of hours that went into a manufacturing run. If you have different types of labor with different rates, simply create a separate labor item for each.

If you want to track specific worker hours (i.e., John Smith, Jane Doe, etc.), turn on the "Track Workers" option on the Settings Menu -> Inventory Settings page. After doing so, you will have the option to manage/add workers. Then, when you include a labor item on a build or process, the system will prompt you to select the appropriate worker. Note: Worker tracking is available only in the Pro plan of SOS Inventory.

8.9 Contract Manufacturing

Many companies outsource some or all of their manufacturing to 3rd-parties, often called contract manufacturers. SOS Inventory supports this configuration. There are many complex situations in complex manufacturing. We'll provide a general overview here. For specific questions on your situation, please email support@sosinventory.com.

The first step in configuring contract manufacturing is to set up an additional location in the system to represent the 3rd-party. Under the Inventory section of this document is more information about managing locations in SOS Inventory.

Once the additional location is set up, you need to get your raw materials to that location. The way that happens in the system should match what happens in your actual process. If you receive the goods at your facility and then send them to the 3rd-party, then enter an item receipt to receive the goods at your location, and then record an inventory transfer to move them to the 3rd-party location. On the other hand, if your supplier ships them directly to the manufacturer, when you receive the goods, select the location as the manufacturer.

Now that your raw materials are in the right place, you would record your manufacturing as you normally would. Record a build or process transaction as appropriate for each manufacturing run. Then, the finished goods (or WIP) will be at the manufacturer's location. From there, you can transfer it to your location, ship it to a customer, or use it in the next stage of the manufacturing process.

8.10 Overhead

Many companies track overhead as part of their manufacturing and/or inventory management. In doing so, the costs of utilities and other overhead costs become part of costs-of-goods-sold as opposed to expense items on your profit-and-loss statement. SOS Inventory supports two approaches to tracking overhead. Both methods are available only on the Pro plan.

- **Overhead items** – When creating a new item, one of the options for type of item is "Overhead." These items are special types of expense items. You would typically set up the overhead item with the expense account set to a current liability account in QBO. As you enter builds and process transactions, you enter the overhead items as inputs to the transactions. The cost allocated to overhead is posted to the liability account. When the actual bills come in and are paid via QBO, the bill is posted to the liability account, which will ultimately relieve the balance in that account. The net result overall is that your overhead costs become part of the cost of the output items in the manufacturing runs in SOS, when then turns into cost-of-goods-sold upon sale.

- **Item receipts** – When receiving goods (assuming you are on the Pro plan), you can enter a percentage cost for overhead. This tells SOS Inventory to add that percentage to each item in the item receipt.

9 More Transactions

SOS Inventory provides a robust process to handle customer returns. You can issue RMAs to customers, process the goods on a Return when they come in, and issue credit memos to customers. SOS Inventory also provides a capability to handle inventory items as rental items.

9.1 RMAs

An RMA (Return Merchandise Authorization) is a form you provide to a customer authorizing them to return an item or items. An RMA is very similar to a PO. It is a non-posting transaction, so it does not affect your inventory directly. However, it does provide a record of inbound inventory, and you can track that number via the "On RMA" number on the Item List. RMAs are optional. You do not need an RMA to process returned merchandise from a customer.

9.2 Returns

A Return transaction is to an RMA what an item receipt is to a PO. It is a record that you actually received the goods back from a customer. You can enter a Return without an RMA, or you can generate one from the RMA if needed. You must enter the quantities for the items being restocked.

9.2.1 Customer credit

When adding a return, if you want to issue a credit memo to the customer in QBO, simply check the Credit Memo box on the return and SOS will generate one for you. The amount used is the Credit Amount on each line item of the return.

9.2.2 Restocking

When adding a return, the items go back into inventory. Accordingly, they should have a value, or cost basis. The system uses the Restock Value on each line item as the cost basis for all future calculations and MUST be entered before saving the transactions. You can adjust the restock value to account for damages, etc. This value is filled in for you if the return is generated from the shipment the item was sent to the customer on.

9.3 Rentals and Rental Returns

To use the rental / consignment features of SOS Inventory, go to Settings Menu -> Inventory Settings and turn on the Rental Inventory option. Once done, you will see a Rentals menu on the More Transactions menu of the Operations Menu, and you will also have an additional location called "Out for Rental," which will contain all items that are currently rented. This location is non-nettable.

When a customer rents an item from you, enter a Rental transaction via the Sales -> Rentals menu. This tells the system that the item is rented with a specific due date. When the customer returns the item, enter a Rental Return transaction. Note that you still need to bill the customer using Invoices, Sales Receipts, or the appropriate sales transaction.

To view all items that are out for rental or available for rental, use the Operations Menu -> Reports -> Miscellaneous -> Rental Calendar feature. Note that your rental items must be serialized to view item-level detail on the Rental Calendar.

10 Custom Fields

New in this version of SOS Inventory is the ability to use custom fields. Custom fields allow you to add new fields for your use to almost any object in SOS such as an item or a sale transaction. Values in custom fields are passable between forms and objects and if they same field is defined in QBO the data even syncs between the systems.

To add a new custom field, go to Company Menu -> Custom Fields and select Add New. You will see an edit page that looks like this:

Name:

Description:

Data Type: Text

Show On:
Adjustments
Builds
Customers
Estimates

Provide a name (cannot be a data type or existing field on a form) and a description. Select the appropriate data type:

- Text – Short text such as a VIN number for cars
- Multi-Line Text – Used for additional address blocks or other text with line returns
- Number – number up to 13 digits with up to 5 decimal places
- Money – Additional currency field
- Date – Additional data formatted field
- Check Box (yes/no) – Clickable box to check or uncheck
- List – You supply values that you can choose from during edit of the object or transaction

Rules on using custom fields are:

1. Name cannot be the same as any other existing form field
2. Number of custom fields used based on plan level
    a. Companion – 1
    b. Plus – 3
    c. Pro – Unlimited
3. Limit of 3 custom fields added to any PDF form template

11   Reports

With this version of SOS Inventory, all available reports in the application can be found under a single Reports page under Operations Menu -> Reports. Most reports are quite extensive in information and can be customized to view by date ranges, filters, and other factors such as location. This is what the Reports page looks like.

Reports

Purchasing	Inventory	Sales
Open Purchase Order Detail	Inventory Aging	Commission Report
Purchase Variances	Inventory Stock Status	Inventory Available for Sale
Reorder Report	Inventory Valuation	Open Sales Order Detail
	Item Analysis	Price Book
	Item Movement	Ready to Invoice
	Physical Inventory Worksheet	

Fulfillment	Production	Miscellaneous
Backorder Report	Expanded BOM Report	Deleted Items
Ready to Ship	Where Used	Items in Bins
		Lot History
		Reconcile Shipments
		Rental Calendar
		Serial Item History

11.1 Report Descriptions

The available reports by the areas that relate to are described below to give you an idea what you can use each on for.

Purchasing

- *Open Purchase Orders* – Shows all open purchase orders.

- *Purchase Variances* – Shows the purchase variances for all items on item receipts that have a different standard cost and actual cost.
- *Reorder Report* – This report shows all items for which the Available for Sale quantity is below the reorder point and calculates the quantity needed to bring the item to its max stock level.

Inventory

- *Inventory Aging* – Shows the asset value of items within a time period.
- *Inventory Stock Status* – Shows the stock quantities for either all items or select items. Can be limited by location and can also show bins and lots for each item.
- Inventory Valuation – Shows the stock values for either all items or select items. Can also be limited by location.
- *Item Analysis* – Provides an analysis of each item to include the cost per unit, sales price, margin, and return rate.
- *Item Movement* – Shows the how the item has flowed through the system through receipts, builds, shipments, adjustments, and returns to provide the net available in system.
- *Physical Inventory Worksheet* – Provides a form that can be used in a warehouse or stock room to take physical counts of all items in inventory.

Sales

- *Commission Report* – Shows all transactions assigned to a sales rep and the commission made on each transaction with total commissions also shown.
- *Inventory Available for Sale* – Shows the available numbers for future forecasting considering existing future dated orders.
- *Open Sales Order Detail* – Shows all open sales orders grouped by customer and what items are included in those orders.
- *Price Book* – Formatted list of all pricing by item and/or customer for items in inventory.
- *Ready to Invoice* – Shows all sales orders that have been shipped and are ready to invoice.

Fulfillment

- *Backorder Report* – Shows all sales orders and the items from them that cannot be fulfilled yet.
- *Ready to Ship* – Shows all sales orders that can be fulfilled due to all items currently available in inventory.

Production

- *Expanded BOM Report* – Allows you to view the entire BOM for an assembly to include any sub-assemblies.
- *Where Used* – Allows you to find all assemblies and kits that a component falls under.

Miscellaneous

- *Deleted Items* – Allows you to recover items that have been deleted.
- *Items in Bins* – Allows you to see what items have been allocated to bins in a bin tracked location.
- *Lot History* – Tracks history of a lot from creation to sale allowing easy processing of recalls.
- Reconcile Shipments - Helps users with reconciling shipments and making sure that their cost of goods sold accounts are correct in QBO and SOS.
- *Rental Calendar* – Allows you to track the rental of serialized inventory.
- *Serial Item History* – Show the history of a serial item to include receipt or build, shipped, and return.

12   Data Import / Export

SOS Inventory provides tools for importing data, exporting data, and editing data in bulk. All functionality is found on the Task Bar under the Company Menu in the Data Tools section of the menu. These functions are all performed via files, specifically Excel or CSV files. Exporting in particular is a critical tool, as it allows you to customize additional reports via Excel or other reporting tool.

12.1 Importing / Bulk Editing

Importing data from an Excel/CSV file and editing data in bulk are both accomplished via the same process in SOS Inventory. You navigate to the Import or Bulk Edit page and select the type of data that you want to import. Items, customers, vendors, BOMs, and price tiers are the only types of data that can be imported/bulk edited in the system via files. We are working to add the ability to import serial inventory. If you have a need for this import before the features are publicly released, please email support@sosinventory.com.

Once on the import / bulk edit page, follow the 3-step process to import / edit the data. You will download a template from SOS Inventory that contains the proper format for your import. If you have existing data, it will contain the existing data. Then you can edit the file and add additional rows as needed. See the section on import/bulk edit for information on the columns. Once complete, save the file and upload it back into the system. SOS Inventory will process the changes. Here are a few guidelines to follow when doing imports / bulk edits:

- **DO** leave the Id column (ItemId, CustomerId, or VendorId) blank when inserting a new row.
- **DO** make sure that the Id column (ItemId, CustomerId, or VendorId) stays matched to the proper row. As an example, let's say that you upload an item file containing some new items and some old items. The system will first attempt to match the ItemId to an existing ItemId. If it cannot find a match, it attempts to match the Name. If it can't find a match, then it creates a new item. If you accidentally jumble the Id columns across rows, SOS will find a match, but it might match to the wrong row, which can cause a big jumble in your data, both in SOS and in QBO.
- **DON'T** change any of the column headings. The format of the template is fixed, and it is very important. If you change or delete column headings, your import will likely fail.

12.2 Exporting

To export data from SOS Inventory, go to the Export page and select the data to export. Then choose the file type and click the Download File button. The following types of data are available for export:

- BOMS
- Builds
- Customers
- Estimates
- Inventory Adjustments
- Inventory Transfers
- Invoices
- Item Receipts
- Items
- Lots
- Price Tiers
- Process Transactions
- Purchase Orders
- Rentals
- Returns
- Sales Orders
- Sales Receipts
- Serial Inventory
- Shipments
- Vendors
- Work Orders

For all data exports, you can specify start and end dates to see a window of data, such as Sales Orders for the month of July.

13   More on QuickBooks

This section covers data transfer between applications and other functionality to ensure there are no issues encountered that can't be resolved.

13.1 Syncing

SOS Inventory and QBO synchronize via a two-way server-to-server data sync. You do not need to be logged into both programs (or even to either program) for them to sync properly. Synchronizations normally take less than 30 seconds to complete. Synchronization does not happen immediately when you enter a transaction. Synchronization happens when you initiate a sync manually by clicking the sync button or when SOS triggers an automatic sync based on your specified schedule. Be sure that you only enter data into one program. Use the sync function to send it to the other program. Entering it in both places will create duplicates.

13.1.1   Automatic Sync

In addition to syncing manually using the sync button at any time, you can configure SOS to sync with QBO every hour, every day, or every week. To set up automatic synchronizations, in SOS, go to Settings Menu -> QuickBooks Settings and set the desired sync frequency. Setting this option to "Never" means that you always want to sync manually (if at all).

13.1.2   Data Exchange

In general, all data relevant to inventory synchronizes from QBO to SOS as a one-to-one match with the appropriate transaction. However, since QBO does not support some transactions that SOS supports, SOS cannot always send a one-to-one match. The key to understanding the sync is to understand what transactions trigger data to be sent from SOS to QBO. The following two tables show the core data that are exchanged. Other ancillary data are exchanged as well, and a description of those follows later.

13.1.2.1 QBO to SOS

The following QBO data are sent to SOS when added or edited in QBO. They can then be accessed fully and added/edited/deleted in SOS.

QBO Data	Sent to SOS as
Purchase Order	Purchase Order
Vendor	Vendor
Payment Method	Payment Method
Terms	Sales / Payment Terms
Product / Service	Item
Customer	Customer
Estimate	Estimate
Invoice	Invoice
Sales Receipt	Sales Receipt

13.1.2.2 SOS to QBO

SOS Data	Sent to QBO as	Notes
Purchase Order	Purchase Order AND Journal Entry (drop ship)	Drop ship POs generate a credit to Accounts Payable and a debit to cost-of-goods-sold. You can turn this setting off.
Vendor	Vendor	
Payment Method	Payment Method	
Sales / Payment Terms	Terms	
Item	Product / Service	Inventory quantities do not update from SOS to QBO.
Customer	Customer	
Estimate	Estimate	
Invoice	Invoice	
Sales Receipt	Sales Receipt	
Item Receipt	Bill OR Check OR Credit Card Charge OR Cash Purchase OR None	User has the option on the item receipt page to specify how the transaction will show in QBO.
Return to Vendor	n/a	QBO does not support adding Vendor Credits in an automated manner.
Shipping Methods	n/a	QBO does not support shipping methods.
Builds	Journal Entry	The journal entry credits the asset account of the component items and debits the asset account of the finished goods.

Process Transactions	Journal Entry	The journal entry credits the asset account of the inputs and debits the asset account of the outputs.
Work Orders	n/a	QBO does not support work orders. Work orders are non-posting transactions, so they do not affect financials.
Adjustments	Journal Entry	The journal entry credits the asset account of the adjusted items and debits the selected adjustment account.
Transfers	n/a	
Sales Orders	n/a	QBO does not support sales orders. Sales orders are non-posting transactions, so they do not affect financials.
Pick Tickets	n/a	
Shipments	Journal Entry	The journal entry credits the asset account of the items and debits the cost-of-goods-sold account of the items.
RMAs	n/a	
Returns	Journal Entry & optional Credit Memo	The journal entry debits the asset account of the items and credits the cost-of-goods-sold account of the items. A Credit Memo is posted to the customer's account if the user selects that option when entering the Return.
Price Groups	n/a	QBO does not support price groups.
Sales Reps	n/a	QBO does not support sales reps.
Users	n/a	The SOS user list and QBO user list are independent.

13.2 Troubleshooting Sync Errors

This section will provide insight as to the basics of trouble shooting sync errors.

13.2.1   Preview Sync

To see what will be sent to QBO the next time you sync, go to the Sync Menu -> Preview Sync.

The transactions are listed in the order that they will be sent.

13.2.2   Sync Errors

Sometimes the synchronization with QBO will fail. This can be due to a data error, or it could be as simple as a temporary server outage. Whenever the sync fails, the sync button will display an X instead of the checkmark. Go to Sync Menu -> Sync Errors to see the error message associated with the sync failure. Usually it will tell you how to resolve the error. You can also use the Preview Sync option as described above to see exactly which transaction is causing the problem. The message pertains to the top row of the Preview Sync. Float your mouse over the link in the 4th column to see exactly what is in error.

The SOS sync algorithm is very sophisticated. On a sync error, it waits a few minutes to give the user a chance to resolve the error. If the error persists, the system will attempt to correct the error automatically. Sometimes it takes longer than others, depending on system load and the nature of the error. If you are unable to resolve a sync error and the problem persists, please contact support@sosinventory.com.

13.3 Class Tracking

If you use class tracking in QBO, SOS Inventory will automatically retrieve your classes and enable class tracking in SOS. If you select the class on a line item of a transaction, SOS will send the transaction to QBO with the class info, so that it shows properly in QBO.

13.4 Department Tracking

Department tracking in QBO can be used to track different divisions, properties, or other sub-units of your business. SOS supports department tracking and will read your departments from QBO and enable department tracking as appropriate. Only certain forms support departments at this time, although we are working to enable them all.

13.5 Reconciling COGS

When a shipment is created in SOS Inventory, SOS Inventory creates a journal entry in QuickBooks Online that credits the inventory asset account of the shipped items and debits the cost of goods sold account of the shipped items. To help users with reconciling these transactions and making sure that their cost of goods sold accounts are correct in QBO, go to Operations Menu -> Reports -> Miscellaneous -> Reconcile Shipments report page. On that page, you can look at a glance to see if the COGS in SOS matches the COGS in QBO. That allows you to easily identify any transactions that don't match in addition to any transactions that had values you did not expect.

Reconcile Shipments Color Meanings (Line items, not whole shipment)

- Blue - No journal entry associated with that shipment (rejected by QB)

- Green - Journal entry made, no matching line item (changed item name)

- Pink - Journal entry made, COGS different in SOS and QB

- Yellow - Journal entry made with $0.00 posted

13.6 Other QBO Data

In addition to the QBO data described in previous sections, SOS Inventory also retrieves the following data for viewing in SOS. These lists can be found under the Sync Menu on the top bar. The following data are retrieved and available for use as needed, but they are not directly editable in SOS.

- Accounts
- Bills
- Bill Payments
- Cash Purchases
- Checks
- Classes
- Credit Card Charges

- Credit Memos
- Departments
- Employees
- Journal Entries
- Payments Received
- Tax Codes

14 3rd Party Integration

14.1 PayPal Integration

SOS Inventory helps you integrate PayPal with QuickBooks Online. Now when you receive payments via PayPal (via an eBay auction for example), you can automatically have a corresponding accounting transaction sent to QuickBooks Online. So, there is no need to go back and enter all the transactions manually!

You must first configure SOS Inventory and your PayPal account. To do this, go on the top Task Bar to Settings Menu -> PayPal Settings. Once configured, each time you receive a payment via PayPal, PayPal will send a notification to SOS Inventory. Upon receiving notification, SOS Inventory will create a sales receipt (or invoice payment) and send it to QuickBooks Online. Customers are matched by first name / last name or by email address. If there is no match, SOS Inventory will automatically add a new customer.

If you use SOS Inventory for inventory management, you can also configure your PayPal transactions to send the item numbers so that we can automatically update your inventory counts. For more information on enabling that feature, please contact support@sosinventory.com.

14.2 United Parcel Service (UPS) Integration

SOS Inventory supports direct shipping via UPS. At this time, UPS shipping functionality is available only within the United States. To enable UPS shipping functionality, go to the Settings menu and choose the UPS Settings option. Then follow the instructions on the page to agree to the UPS terms. You will then have the opportunity to add a UPS account if you wish, so that you can pay for shipping via UPS account as well as via credit card.

All users that will need to create UPS shipments must be temporarily given local administrator permissions so they can complete the UPS settings process to add the account for their use as well.

15   Administration

Administrative functions of SOS Inventory can be found under Company Menu -> Admin for managing your SOS Inventory account. This menu is accessible only to users who have been designated as SOS administrators.

15.1 User Management

Users in SOS Inventory are different than users in QuickBooks Online. You can have 2 users in QBO and 10 users in SOS, or vice-versa. The user lists are independent. Thus, you need to manage your users in SOS Inventory to control who has access to your SOS Inventory account, and to which information they have access. To add/edit/delete users, you can access the Manage Users page by going to Company Menu -> Admin -> User Administration.

15.1.1   Adding Users

To add a user, go to User Administration and click on the green +. Complete the form and select the permissions for the user. See the following section for more information on user permissions. Please note that an additional fee applies if you go beyond the number of users included with your pricing plan.

15.1.2   User Permissions

User permissions in SOS Inventory are much more granular than those in QuickBooks Online. You can select from 48 different security settings to turn on/off for your users. To grant/deny permissions to a user, specify the permissions you want them to have. You would enter this information when adding or editing the user. Note that anyone designated as an administrator will have access to all areas of the system.

As with QuickBooks Online, one of the administrators on your account must be designated the Master Administrator. The master administrator has ultimate control over the account. The master administrator can only be changed by contacting the SOS Inventory support team at support@sosinventory.com.

15.1.3 Restoring Inactive Users

On the User Administration page, you can view a list of all active and inactive users. To restore an inactive user, find the user in the inactive list and user the actions menu to reactivate the user.

15.2 Account Management

Account management functions are found under Company Menu -> Admin -> Account Info. On the Your Account page, you will find the key administrative information related to your account. On that page, you may add/edit payment information, and you may also cancel your account. You will also see a list of all subscription billing receipts for your records.

15.3 Activity Log

SOS Inventory provides an activity log that is very similar to the one provided by QuickBooks Online. The activity log allows you to track the history of actions taken by users in SOS Inventory. To view the activity log, go to Company Menu -> Admin -> Activity Log.

15.4 Changing Plans

To change from one subscription plan to another, go to Company Menu -> Admin -> Account Info and click on View Plans. There you can select the plan that you want. You can change plans at any time.

16 Form Templates

With SOS Inventory, the feature of customizable forms is included. In case you don't like the look of the default system templates or you just want to modify them to have a certain look, this feature allows you to make additional versions of the forms. SOS uses Microsoft Word .docx file formats that take advantage of using Word's form building techniques and fields.

You can see the list of available form templates under Company Menu -> Miscellaneous -> Form Templates. If the list is blank when it comes up you can get the list back by going to the Batch Actions menu and choosing Restore System Templates. You can add a new form template by clicking on the Add New button in the upper right corner of the content area. You can give the form a name and description, but must choose the appropriate form type so it knows which transactions the system may use it with. Then you simply browse for the .docx file you want to add and click on the Save button in the bottom right corner.

16.1 Editing a Form Template

To edit a form template, go to the desired templates Action menu and choose the Download option. You'll see a dialog box asking if you want to open or save the file. Once you have the file edited you simply add it as a new form. Using an existing template name and matching type will overwrite the previous version.

When editing a form template there are some rules that you need to follow.
1. The form definition must stay between the **«TableStart:Main»** and **«TableEnd:Main»** delimiters.
2. You may rearrange the tables that make up the form.
3. You may add background graphics. Company logo is pulled from SOS.
4. You may modify the fonts used within the form on fields (type and size).
5. Form Fields available are dependent on the type of form you are editing, such as an invoice.
6. Instead of inserting brackets manually around field names, use the MS Word built-in capabilities to edit fields, and it will insert all the brackets for you.

16.2 Form Fields

To see the form fields available on each template, download the sample template (system template). If there are fields not on the template that you need, email support@sosinventory.com.

16.3 Using a Form Template

In any object or transaction list, go to the Action menu and choose the PDF or Email option for the object. You will be presented with a drop-down menu allowing you to choose the form template you want to complete the process.

17 Miscellaneous

SOS Inventory provides a number of ancillary features that make using other aspects of the system easier. While these are not necessarily core features, they make the user experience better and add significant value to the product.

17.1 Quick Links

A Quick Link is an easy way to navigate to a specific page in SOS Inventory. Quick Links show up in the Quick Links bar at the bottom of the Operations Menu in SOS Inventory. To add a Quick Link to any page, first navigate to that page and then click the "Add This Page" option in the Quick Links menu in the Operations Menu.

17.2 Manage Quick Links

You can manage your Quick Links by going to Operations Menu -> Quick Links ->Manage Quick Links. All links will have a trash can icon in the Quick Links Menu that you can click on to delete the link.

17.3 Files (Documents)

SOS Inventory provides a document management and storage capability that allows you to upload documents and attach them to objects and transactions in SOS Inventory. For example, you could upload a picture of an item and attach it to that item. You could upload a customer contract and attach it to the customer. You could upload a customer purchase order and attach it to a sales order. You are limited only by your imagination.

Files uploaded by a user default to only be accessible by that user. You can use the sharing option to allow all users to see that document.

To add a document, go to the Quick Links menu on the Operations Menu and choose the Documents quick link. You can also go to Company Menu -> Miscellaneous -> Files. You will see the list of all documents that you have already uploaded. Click Add New to begin the process of adding a document. Select the file to upload, and give it a description if you wish. Then choose the object or transaction to which you want to link the document by selecting the type of object and then the name from the list to the right. Note that when adding a link, you must click the disk icon to the left of the row after entering the link info, but before clicking the Upload button at the bottom of the page. Once a file/document is attached to a transaction, you can go to the List page (Item list, Customer List, etc.) to retrieve the document. Note: Once a document is added, you cannot go back and attach a link later.

17.4 Alerts

To set automated email alerts, go to the Quick Links menu and choose the Alerts quick link. You can also go to Company Menu -> Miscellaneous -> Alerts. Click the green (+) to add an alert. SOS Inventory supports the follow types of alerts:

- Low Inventory – indicates that one or more items are below the reorder point and need to be restocked.
- Bill Due – indicates that a bill to a vendor is coming due soon.
- Invoice Past Due – indicates that a customer invoice is past due.

These alerts are not enabled by default. They must be configured before they will begin to work. When adding/editing an alert, you will use the following fields. Complete the form and save the alert for it to begin working.

- Name: Name that you will use to remember this alert.
- Type of Alert: Only the types of alerts listed above are currently supported. If you would like to suggest additional alerts, please email support@sosinventory.com.
- Monitor: The specific object (e.g., item) that you want to monitor. Or select All to monitor all of them.
- Value: Does not apply to inventory alerts. For other alerts, specifies the number of days due or past due to trigger an alert.
- Enabled: Check this box to begin receiving alerts.
- Email: Enter the email address to notify when the alert is triggered.

- Repeat Notification: Specifies whether or not (and how often) you want to be notified if the alert condition still persists. For example, if you select Never, you will get only one alert and then it will stop running. Daily will send you one alert each day until the condition goes away.
- Interval: Specifies how often you want the system to check to see if the alert has been triggered.

17.5 Task List (To-Do List)

Users in SOS Inventory can set reminders or To-Dos by going to the Quick Links menu and choosing the To-Do List quick link. You can also go to User Menu -> Tasks. To add to the list, click the Add New button on that page. To remove items, use the actions menu to select Delete. The Task List is unique to each user, not to the company. Sometimes, but very rarely, there will be a system message from SOS Inventory in the Task List.

17.6 Multi-Currency

To access the multi-currency features of SOS Inventory, go to Company Menu -> Admin -> Company Settings. There you can turn on (or off) the multi-currency feature. When this feature is enabled, purchase orders and item receipts, as well as sales forms, will include an option to select the currency and the exchange rate for the transaction. Currently all transactions except estimates and sale receipts have multi-currency capability. Multi-currency support for other these transactions will be available soon.

To change your home currency, go to Company Menu -> Admin -> Company Settings and choose the proper home currency. The following home currencies are supported (many more are supported on transactions as incoming or outgoing transaction conversions):
- AUD (Australian Dollar)
- CAD (Canadian Dollar)
- EUR (Euro)
- GBP (British Pound)
- HKD (Hong Kong Dollar)
- IDR (Indonesian Rupiah)
- INR (Indian Rupee)

- KRW (Korean Won)
- MYR (Malaysian Ringgit)
- PHP (Philippine Peso)
- SGD (Singapore Dollar)
- THB (Thai Baht)
- USD (US Dollar)
- ZAR (South African Rand)

17.7 Templating

SOS Inventory provides the ability to use an existing form as a template to create a new form. To use a form as a template, go to the desired form list and under the Action menu select Use as Template. For example, to use an existing PO as a template for a new PO, perform the following steps. Go to the PO List (Operations Menu -> Purchasing -> Purchase Orders). Then find the PO you want to use for the template and on its action list choose "Use as Template." A pre-filled PO will be generated, and you can add/modify/save as needed.

17.8 Channels

Channels allow you to track sales which come in via different methods. For example, some sales might come in via walk-in sales, and some might be online sales. You could set up a channel for each type of sale so that you can track them differently. You can set up channels to represent anything you want. It is simply a way to segment your sales.

17.9 Archive/Unarchive

Archiving allows you to remove items, orders, etc. from active reports, but the archived entities still remain in the system. This is useful, for example, when you want to discontinue a product line so that they are no longer available for active use, but you still want them in the system so that you can run reports on them.

17.10   Beta Features

At certain places in SOS Inventory, you will see a feature with the "Beta" label. When we release new features into SOS Inventory, we always release the feature as a Beta feature first. That signifies that the feature is new and has not been in operation as long as the other features. It means that the feature has been tested internally and meets all of our test criteria. However, as a new feature, it has not run through millions of transactions like the rest of the software.

Beta features are safe and fully usable. However, you might run into some odd bugs and/or strange results that you would not see with our more established features. We typically keep a feature in a Beta state for at least 30 days and no more than 6 months. The amount of time depends entirely on what issues arise during normal use of the feature.

17.11   Mobile Use

SOS Inventory is optimized for use on mobile devices. You do not need a specialized app to run SOS Inventory on your mobile device. Simply open the web browser (e.g., Safari, Chrome, etc.) on your mobile device and use the site as you normally would. The menus and screens adapt automatically to simplify navigation and data entry on your mobile device.

18 Glossary

The following are definitions of many common terms used in this document and in the SOS Inventory software. If there are other definitions that you'd like to see added, please email support@sosinventory.com.

- **Assembly** – A special type of inventory item that consists of other items (components).
- **Available for Sale** – Quantity on hand minus quantity on sales order minus quantity at non-nettable locations.
- **Bill of Lading** – A document used in shipping/transporting goods. It is often required for certain types of shipments, particularly freight.
- **Bill of Materials** – The list of components and quantities that makes up an assembly.
- **Blanket PO** – An open-ended PO, without specific quantities.
- **BOM** – Bill of materials.
- **COGS** – Cost-Of-Goods-Sold.
- **Cost-Of-Goods-Sold** – The inventory costs (what you paid) for the goods sold during a given period. The calculation may vary depending on your chosen inventory valuation method.
- **Credit Memo** – A document issued to a customer to show proof of a deposit or refund.
- **Customer** – Someone who buys things from you.
- **Drop-Shipping** – An arrangement in which your vendor (supplier) ships the items directly to the end customer instead of to you.
- **Estimate** – A quotation for goods or services.
- **Invoice** – A bill to your customer to be paid by a certain date.
- **Item** – Something that you want to track in SOS Inventory, which could be a product you sell, a service you provide, raw materials for manufacturing, overhead expenses, and so on.
- **Item Receipt** – A record that you received goods from a vendor on a specified date.
- **Job** – A way to group transactions for reporting purposes.
- **Kit** – A collection of individual inventory items that are sold as a group.
- **Landed Cost** – The total amount that you paid to bring an item in house from a vendor. This could include shipping charges, fuel charges, labor, customs, duty, etc., in addition to the price of the item itself.

- **Lot** – A batch of an item that are tracked together as they are received, shipped, built, or otherwise used in the system.
- **Max Stock Level** – The maximum amount an item that you want to have on hand. Also it is used as the restock level for an item.
- **Non-posting transaction** – A transaction that does not post to your general ledger, meaning that it does not affect your financial reports.
- **OE Companion** – An older version of SOS Inventory. Version 1 of the current software was called OE Companion, as it was a companion tool for QuickBooks Online Edition.
- **On PO** – The quantity of an item on open purchase orders.
- **On SO** – The quantity of an item on open sales orders.
- **Overhead** – Additional costs of producing goods and services that a company wishes to include in the costs of goods sold of the items.
- **Packing Slip** – A document typically enclosed in a shipment to a customer that shows the items shipped and other shipping information. It usually does not include prices.
- **Pick Ticket** – A document providing instructions on which items to pull and from where (bins, etc.) to pull them.
- **Purchase Order (PO)** - A purchase order is a form/document used to request a vendor to provide a good or service to you in exchange for payment. The purchase order will typically define terms of payment, delivery, and so on. Purchase orders are non-posting transactions.
- **QuickBooks Online** – A hosted, SaaS, cloud-based version of QuickBooks. QuickBooks Online is a distinct product. It is not merely a hosted version of QuickBooks Pro, Premier, Enterprise, etc.
- **QBO** – QuickBooks Online.
- **QBOE** – QuickBooks Online Edition. This was the name used to refer to QuickBooks Online many years ago.
- **Reorder Point** – The point at which inventory of an item is considered "low."
- **Return** – A record that you received merchandise back from your customer on a given date.
- **RMA** – Return Merchandise Authorization. A document authorizing a customer to return a product.
- **SaaS** – Software as a Service. This refers to a software that is hosted by the developer, and the user pays a monthly fee to access the software / service. This is often referred to as cloud computing.
- **Sales Order** – A document showing quantities and prices of an order from your customer. This is a non-posting transaction.

- **Sales Receipt** – A document describing a completed sale, similar to the receipt you would get from a retail store.
- **Serial Inventory** – Items that are tracked individually by a unique number.
- **Variance** – In SOS Inventory, a variance is the difference between the actual cost of an item and the expected (standard) cost of an item.
- **Vendor** – Someone from whom you buy products or services. Also called a supplier.
- **WIP** – Work-in-progress.
- **Work Center** – A stage or step in a manufacturing process.
- **Work-In-Progress** – Materials on which production has started but that have not yet been turned into finished goods.

19 What's New – Release Notes

Version 6.4 - April 17, 2017

- Updated RMA and customer return forms to v6 format.
- Updated rental and rental return forms to v6 format.
- Updated adjustment and transfer forms to v6 format.
- Updated job and work order forms to v6 format.
- Updated RTV form to v6 format.
- Miscellaneous bug fixes and enhancements.

Version 6.3 - March 25, 2017

- Updated shipment and pick ticket forms to v6 format.
- Added support for credit holds on customers.
- Improved behavior of price tiers on sales forms.
- Miscellaneous bug fixes and enhancements.

Version 6.2 - February 25, 2017

- Custom fields are available (v6 forms only).
- Improved support for pictures of serial items.
- Updated customer and vendor edit forms to v6 format.
- Updated serial inventory and lot edit forms to v6 format.
- Updated estimate and sales receipt forms to v6 format.
- Improved UOM support on sales forms.
- Miscellaneous bug fixes and enhancements.

Version 6.1 - February 4, 2017

- Updated purchase order and item receipt forms to the v6 format.
- Much easier to enter serial numbers, lots, and bins on item receipts.
- Option to show weight and volume on v6 forms.
- Users can upload serial numbers from a spreadsheet when receiving inventory.
- Ability to insert new lines at any place in a form (v6 forms only).
- Ability to copy lines on a form (v6 forms only).
- Added more customization options for auto-generated serial and lot numbers.
- Line items on v6 forms can be sorted alphabetically.
- Improved unit-of-measure (UOM) functionality.
- Improved behavior of dropdown lists for items, customers, and vendors.
- EDI integration is now available.

- Added support for more barcode formats.
- Added tutorial videos and how-to guides to the help menu.
- Miscellaneous bug fixes and enhancements.

Version 6.0 - January 14, 2017

- Significant ease of use enhancements - streamlined navigation, etc.
- All list pages updated to the new format (v5+).
- Ability to flag/star transactions.
- Calendar overview for orders due, lot expirations, etc.
- Ability to open/close rentals.
- Improved rental calendar.
- Ability to sort sales order list by 'Ready To Ship' orders.
- Added 'Quick View' of many more transactions.
- Users can now import BOMs via Excel with no assistance from SOS support.
- Much easier to find, sort, and manage serial numbers and lots.
- Ability to restrict sales reps to transactions with only their customers.
- Improved document and task permissions.
- Tasks now have due dates and will show on the new calendar feature.
- Upgrades to common reports based on user feedback.
- Many new templates.
- Easier viewing on mobile devices and smaller screens.
- Miscellaneous bug fixes.
- Improved performance (speed).

20 Frequently Asked Questions

I'm entering sales in QuickBooks and my inventory in SOS is not changing after synchronization. Why not?

By default, SOS Inventory does not remove inventory for new transactions in QuickBooks. To change this behavior, go to the Settings menu and choose Sales Settings. In the "General" section, you'll see options called "Auto-Ship Invoices" and "Auto-Ship Sales Receipts." Turn those options on, as appropriate, and then try your transactions again.

My quantity (or cost basis) for item X is wrong in the system. What happened?

Pull up the Item History page for the item, and review the transactions. That will allow you to determine exactly where the quantity or cost became different than what you expected.

I sent an email for support and have not received a response. How long does it usually take?

We respond to the majority of support emails within 1 hour; however, depending on the volume of emails at the time and the complexity of the issue, it can take up to 24 hours. If you have not received a response within 24 hours, please send your email again. It is possible that it was not delivered for some reason.

How do I set the default shipping address for purchase orders?

Go to the Purchasing Settings page (Settings menu and choose Purchasing Settings) and select the default location for POs. Then, go to the Company Menu -> Miscellaneous -> Locations and edit the location to specify the proper address.

I was testing SOS with fake data, and now I want to enter my real data. How do I clear all the test data and start fresh?

The easiest way is to set up a new SOS account.

I enter shipping charges on an invoice, but they disappear when I sync with QBO. How do I fix this?

Be sure that the shipping feature is enabled in your QBO preferences.

When I send an invoice to QuickBooks Online, why are the addresses sometimes formatted in a strange way?

There are certain rules that we must follow when exchanging data with QBO. Sometimes those rules don't support all of the features that SOS can support. So we sometimes have to squeeze things down or otherwise make them fit into the format available to us, which might or might not be the optimal way to view the data.

How do I issue a packing slip for a partial shipment?

When you generate a packing slip for a sales order, it will automatically be generated for the difference between the quantity shipped and the quantity invoiced. Thus you can issue a packing slip for a partial shipment by making sure that the shipped and invoiced amounts are correct on the sales order.

All my items downloaded from QuickBooks Online are showing as inventory items. Why?

The default item type for items downloaded from QBO is "Inventory Item." You can edit this value individually for each item.

How do I change my password?

Go to the top bar on the screen, click on your user name, ad choose "User Profile."

Do you support _____ feature? If not, can you implement it?

Email us at support@sosinventory.com if you have a question about a specific feature that is not listed anywhere else. We log every feature request that we get. The ones that are requested the most often are the ones that we prioritize. We are not a custom development shop. We do not build specific features for specific customers. We try our best to implement the features that will provide the most benefit to the most people.

I'm getting an error message when trying to synchronize with QuickBooks. What do I do?

Sometimes the synchronization with QBO will fail. This can be due to a data error, or it could be as simple as a temporary server outage. Whenever the sync fails, a red X will appear next to the sync button. Click on the X to see the error message associated with the sync failure. Usually it will tell you how to resolve the error. You can also use the Preview Sync option as described previously in this document to see exactly which transaction is causing the problem.

The SOS sync algorithm is very sophisticated. On a sync error, it waits a few minutes to give the user a chance to resolve the error. If the error persists, the system will attempt to correct the error automatically. Sometimes it takes longer than others, depending on system load and the nature of the error. If you are unable to resolve a sync error and the problem persists, please contact support@sosinventory.com.

I'm getting a message that says SOS Inventory automatically detected a problem. What happened?

This means that an unexpected situation occurred. There are a variety of causes, ranging from a temporary QBO outage to a bug in SOS Inventory. If the problem is on our side, we usually have it fixed within 24 hours. You can always contact us and we will let you know the status of the problem.

Why do some of my vendors (or items, or customers) have "(deleted)" in their names?

When you see a vendor, customer, employee, etc. with (deleted) in the name, which means that you deleted the object but that it was linked to something else. For example, let's say you delete a customer that has made purchases from you in the past. QuickBooks Online (and SOS Inventory) need to keep your invoices and sales receipts for that customer. So the customer isn't really deleted. It's just hidden most of the time. If you go to view an invoice with that deleted customer, it will show the customer's name with (deleted) after it, to remind you that you deleted that customer.

Why do some of my vendors (or items, or customers) have "(2)" or another number in their names?

When you add a new vendor, customer, or item in SOS Inventory, it attempts to send the item to QuickBooks. If an item with that same name already exists in QuickBooks, it will add a (2) to differentiate the second version of the item from the original.

The inventory quantities in SOS aren't syncing with the inventory quantities in QBO. Why not?

QBO does not yet allow 3rd party tools to update inventory counts. With that said, think of SOS Inventory as a replacement for the inventory functionality in QBO. If you are using SOS, you don't need the inventory tracking in QBO, because you are using SOS to track inventory. Most of our customers do not have inventory tracking even turned on in QBO. In fact, if the inventory tracking in QBO is sufficient for your needs, then you probably don't need SOS Inventory at all.

What does it mean when a menu option is listed as "beta?"

Beta features are new features that we have introduced recently. We introduce major new features first in the beta stage, so that people who really want the feature can try it out. Beta features have been tested internally and are believed to work correctly, but given that they are new it is possible that you will experience more issues with those than with the core SOS Inventory software. After a period of live field testing, we remove the beta label to signify that we believe the stability is on par with other features.