Serialized Items

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Getting Started

Technical Support

Welcome to the instructional manual for the Serialized Items module within the Eagle Business Management Software (EBMS). In the sections following, explanations and examples of the available features within the Serialized Items module will be explained. If you need to reach our staff for further help, contact us using the information below:

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Serialized Item Overview

The Serialized Items module of EBMS is an excellent tool to track detailed information for each serialized item being sold. The serial number creates a unique record that can be referenced for history purposes. Pricing, additional costs, and options can be recorded for individual products. Large or expensive inventory items are often serialized. This detailed history is necessary to properly process a warranty claim or review details about the unit. The service history of a piece of equipment can be recorded by associating the work order to the specific serialized unit.

The Serialized Item module is a powerful tool to record the VIN number of vehicles or trailers, track the serial number of specific pieces of equipment, or create ID numbers for large manufactured items.

The following businesses would benefit from the serialized items module:

- Sales companies that need to track serialized products that are purchased, inventoried, and sold.
- Service companies that wish to track the service history for whole goods such as vehicles, small engines, air and heating systems, and other serialized goods.
- Sales companies that recondition trade-in units and resell them.
- Manufacturers that serialize the products they build or manufacture.
- Manufacturers that create made-to-order products that contain unique characteristics and details.
- Companies that sell items such as collectables, paintings, quilts, or other unique items that are tracked and priced individually.

Fields can be added to the serialized item to record product information details. Contact you EBMS consultant for details on adding fields and tabs to the serialized item record.

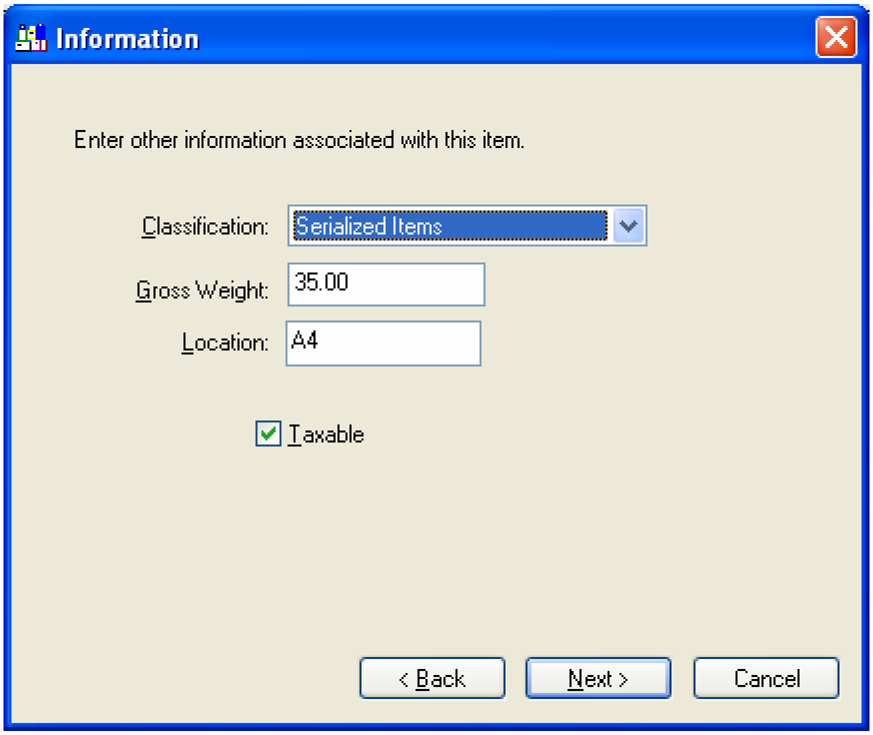
Classifying a Serialized item

An inventory item must be created and classified as a Serialized Item before serial numbers can be entered or processed. The inventory item identifies the line of products that is being serialized. The purchase and sales history will be summarized at the inventory item level. For example, an inventory item must be created for the air conditioner or lawn mower based on the make and model of the unit. The serial number identifies each individual item. If an inventory item is classified as a serialized item, a serial number must be entered for each item purchased or manufactured. The 3 following serialized item classifications can be used based on the needs of the user:

- Use the **Serialized Item** classification for items that are purchased and resold – This is the most common classification used within EBMS. Continue within this section for details on using this classification.
- Use the **Non-Inventory Serialized Item** classification for non-inventory items such as rentals. Review the following Non-Inventory Serialized Item section for more details on non-inventory serialized items.
- Use the **MTO Serialized Item** classification for **M**ade-**T**o-**O**rder items such as custom manufactured equipment. Review the following section for more details on non-inventory serialized items.

Take the following steps to create and classify a new inventory item:

1. Launch the new inventory item wizard. Review the Inventory > Inventory Items > Entering New Inventory Items section of the main EBMS documentation manual for more details on the new inventory item wizard.
2. Enter the product description in the first page of the new item wizard and click the next button.
3. Select the **Serialized item** option from the **Classification** options as shown below:

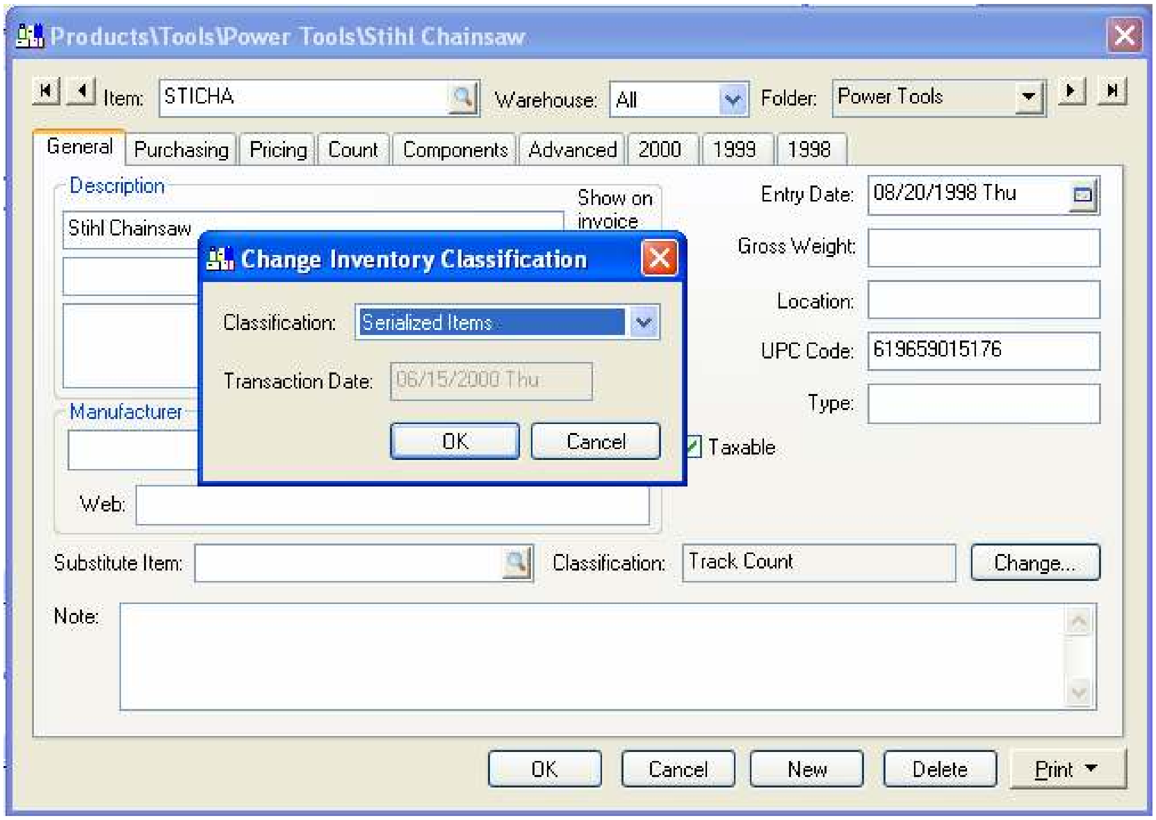


Inventory that is classified as **Serialized Items** will generate the same general transactions as an item classified as **Track Count**. Review the Non-Inventory Serialized Item section for information on serialized items that do not generate perpetual inventory general ledger transactions.

4. Complete the new item wizard as described in the Inventory > Inventory Items > Entering New Inventory Items section of the main EBMS documentation manual.

Complete the following steps to classify an existing inventory item as a serialized item: The **Count** value within the **Count** tab must be zero to change the classification of an inventory item. Review the Inventory > Tracking Inventory Counts > Adjusting Inventory Count and Values section for more details on adjusting counts.

1. Open the inventory item and click on the **General** tab as shown below:



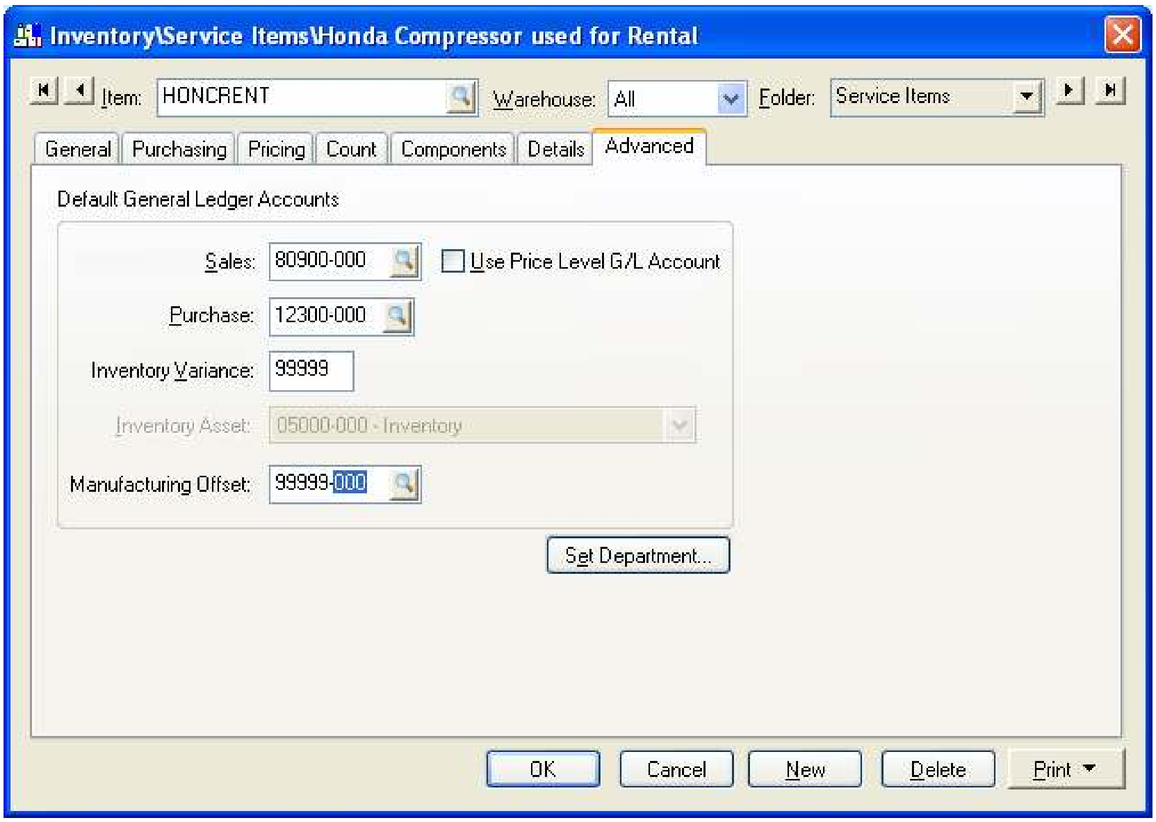
2. Click on the **Change** button to the right of the **Classification** field to open the **Change Inventory Classification** dialog.

3. Select the **Serialized Items** classification and click the **OK** button.

Non-Inventory Serialized Item

A serialized item classified as **Non-inventory Serialized Items** is useful for serialized items that are not recorded as standard inventory. This classification is used for serialized rental items or other depreciable fixed assets. An item classified as **Non-inventory Serialized Item** does not generate inventory asset transactions similar to an item classified as **No Count**.

A serialized fixed asset item that is rented can be depreciated using the depreciation module of EBMS if it is classified as a **Non-inventory Serialized Item**. For example, serialized items that are rented to customers and need to be depreciated must be classified as non-inventory serialized items. The value of a rental asset is listed under the fixed assets section of the general ledger rather than inventory. The following example displays the general ledger settings for a rental item:



The **Sales** general ledger is set to the miscellaneous income general ledger account that is classified as **Sale of Assets**. This will launch the deposal wizard of the depreciation module if the EBMS Fixed Assets module is present. The **Use Price Level G/L Account** option should be disabled so a complete 9 digit G/L account can be entered.

The **Purchase** general ledger account should be set to the equipment asset account that is classified as **Depreciable Asset**. This will cause the new asset wizard of the depreciation module to be launched if the EBMS Fixed Asset module is present.

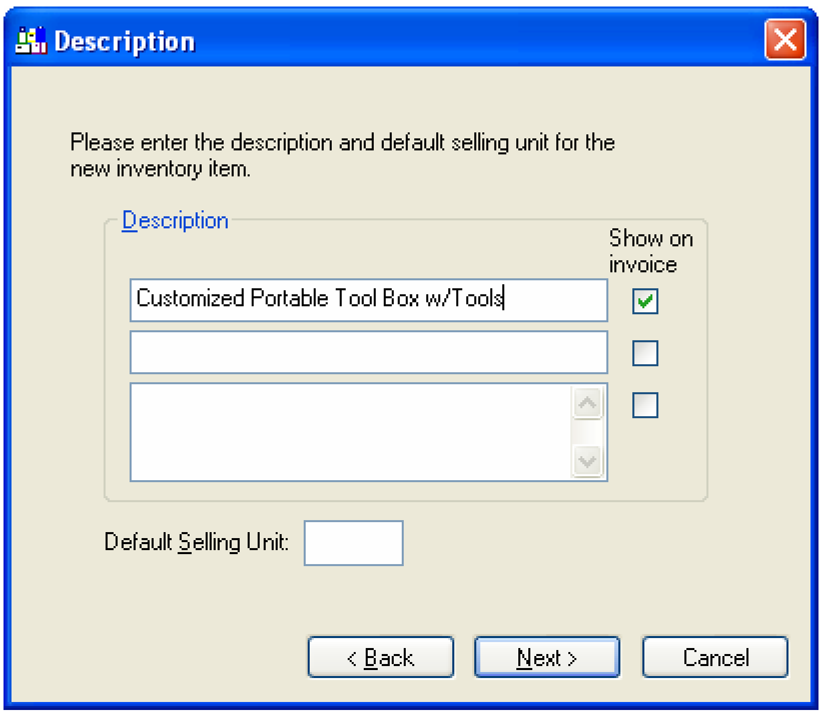
A null account was entered into the **Inventory Variance** and the **Manufacturing Offset** general ledger codes since these accounts will not be used.

An item classified as **Non-inventory Serialized Item** causes the **Inventory Asset** G/L account to be disabled. This item will not generate any inventory change transactions similar to an item classified as **No Count.** Review the Inventory > Tracking Inventory Counts > Inventory Variance section for more details on inventory transactions.

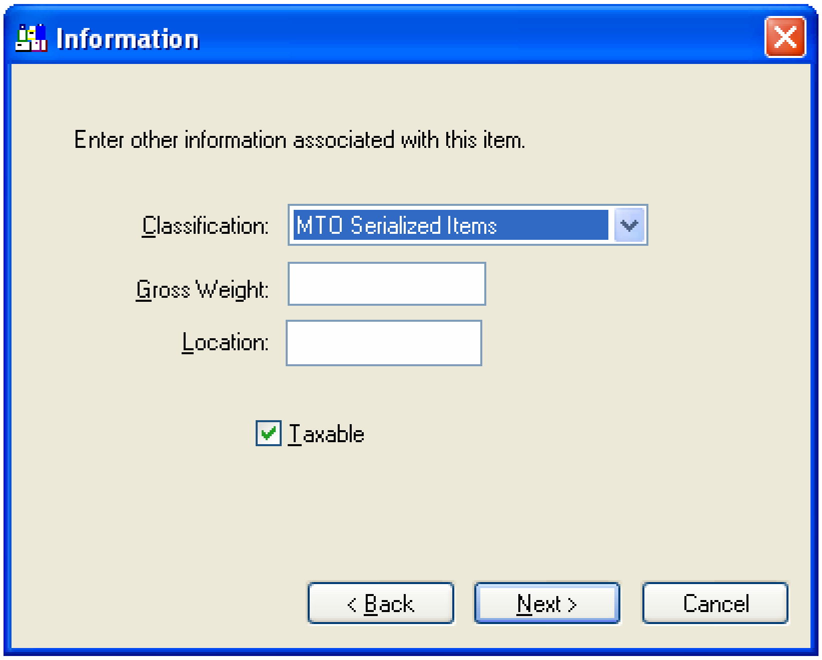
Made-To-Order Serialized Items

An inventory item classified as **MTO Serialized Items** is used in a Made-To-Order manufacturing environment. This item is not purchased or manufactured like the other serialized items classifications. A MTO item is processed in a similar manner as an item classified as **No Count** with no purchases. Unlike the other classifications, the MTO item's serial number is entered within the sales invoice rather than the expense invoice or manufacturing batch. MTO items are normally serialized by the user. In the following example a custom portable tool kit is assembled and serialized by the user at the time of sale. Complete these steps to create a MTO serialized item.

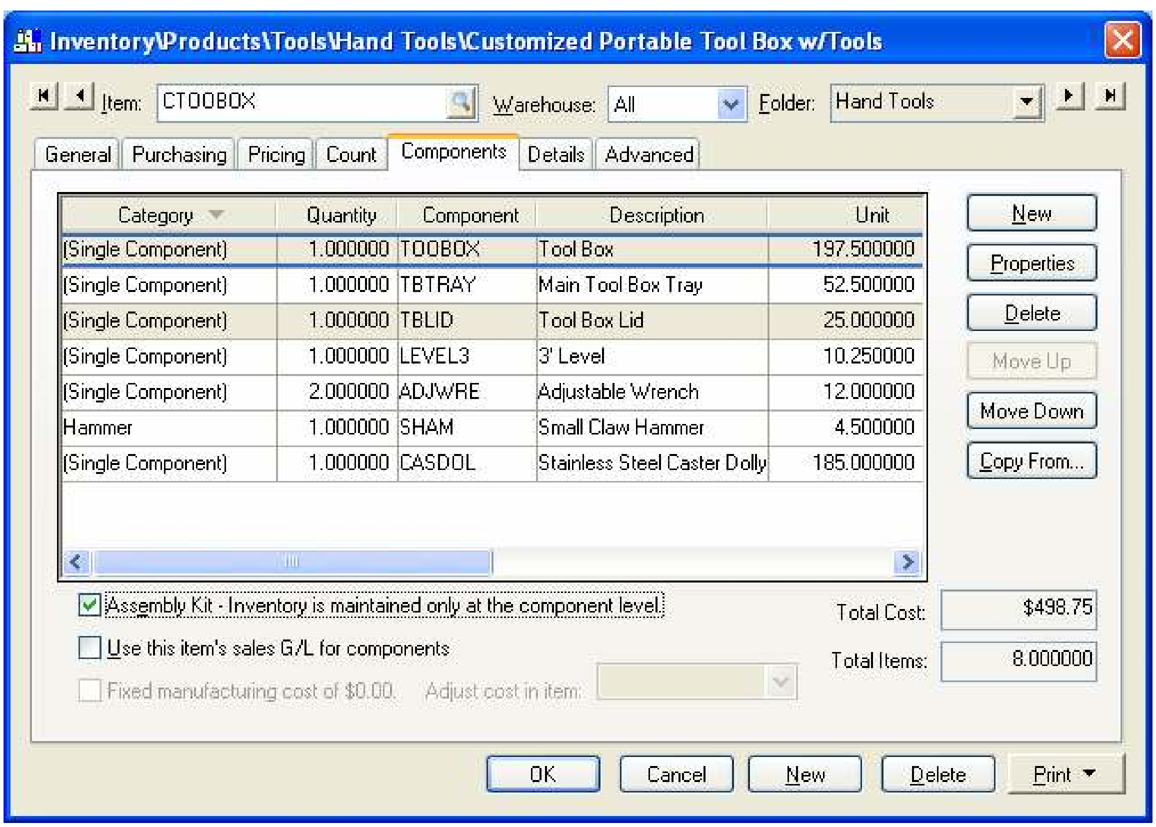
1. Launch the new inventory wizard and select the target folder for the new kit. Click **Next** to enter the **Description** as shown below.



2. Click on the **Next** button to continue.

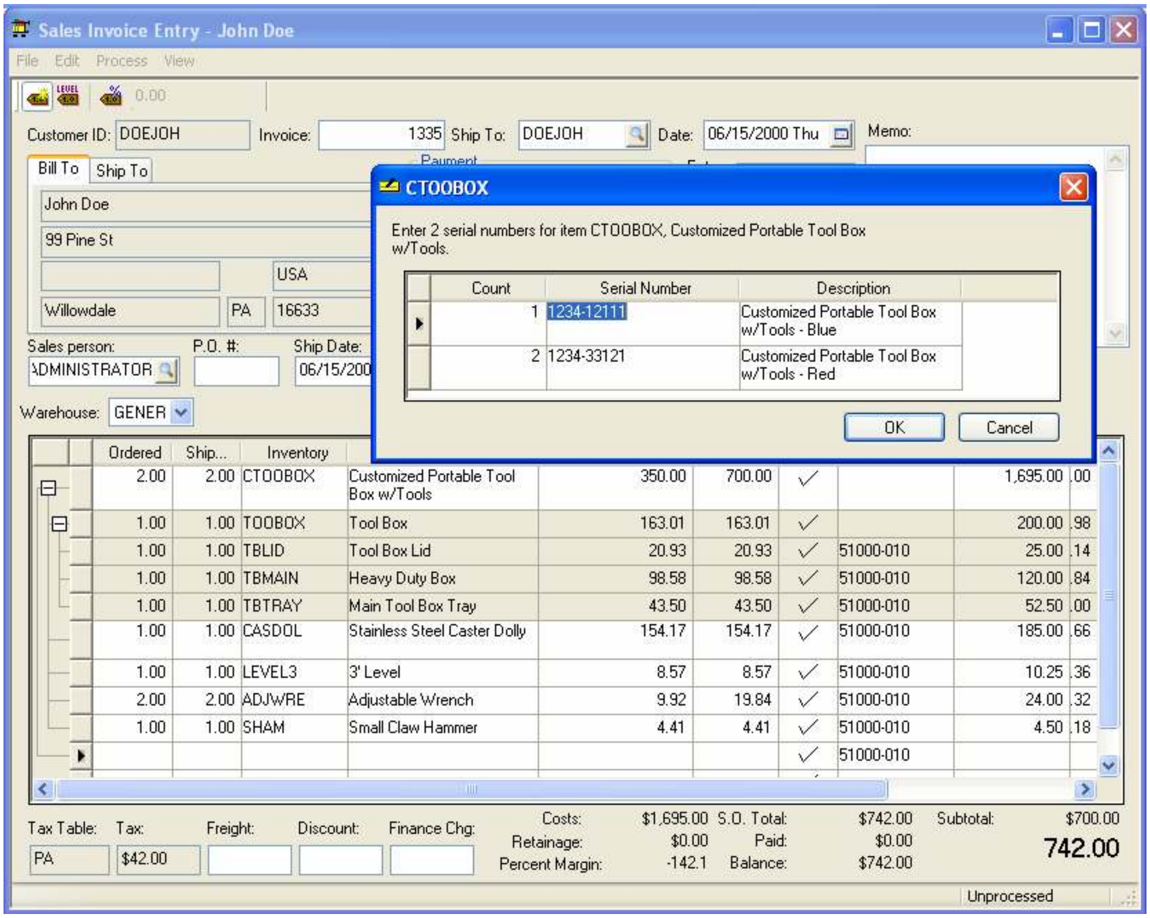


3. Set the **Classification** option to **MTO Serialized Items** and click **Next**.
4. Enter the Pricing Information and **Item Code** to complete the wizard.
5. Open the inventory Item and click on the **Components** tab as shown below:

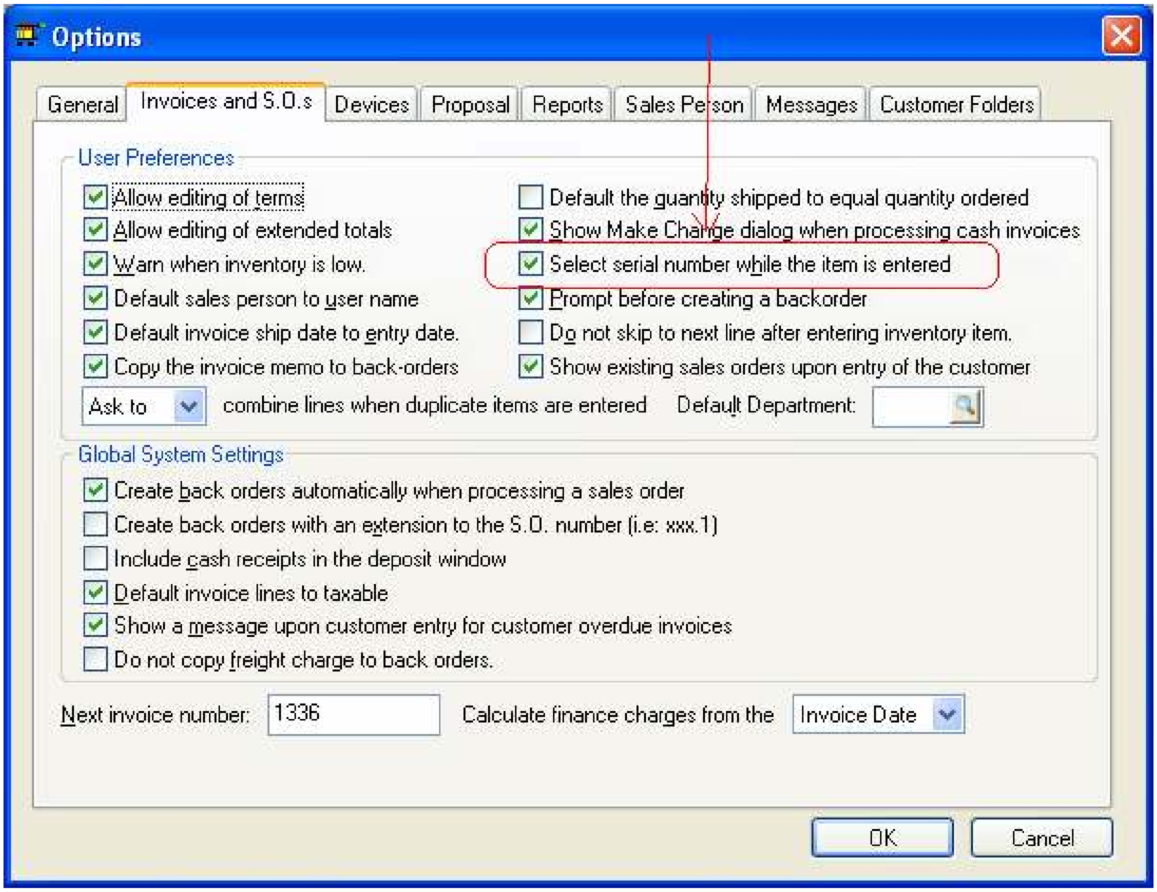


6. List the parts of the made-to-order portable tool kit into the **Components** tab. Enable the **Assembly Kit** option. Review the Inventory > Components > Adding Components to Create an Assembly Kit for more details on adding components to an assembly.

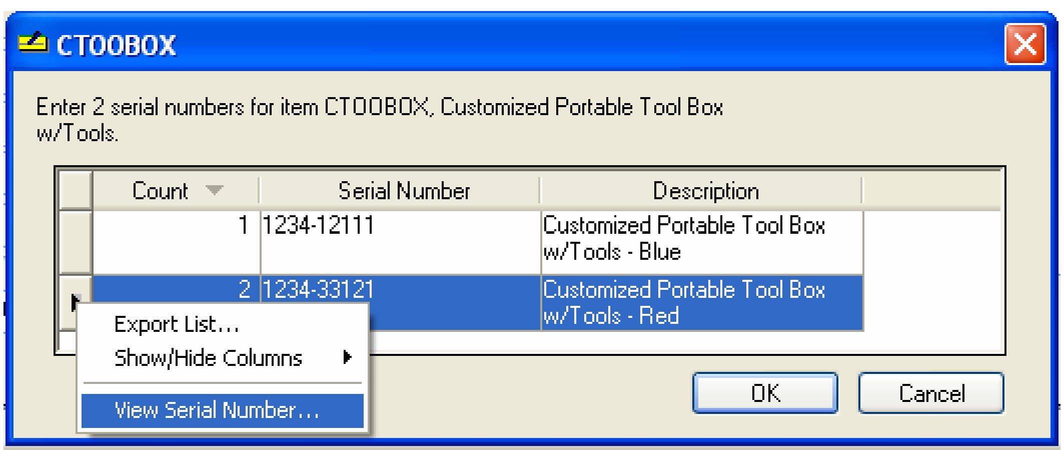
Open a sales order to insert the new Made-To-Order serialized item.



The serial number entry dialog will open when the MTO serialized item is entered into the sales order if the **Select serial number while the item is entered** option is enabled. Go to **Sales > Options > Invoices and S.O.s** tab to view or set this option as shown below:



Return to the sales order. Right click on the assembly list (first line in the sales order example shown above) and select **Serial Numbers** from the context menu to view the serial number dialog.



The **Description** of individual items can be changed within this dialog. Other details can be entered into the individual serial number records by right clicking on the serial number line and selecting **View Serial** Number as shown above. Review the Purchasing Serialized Items section for more details on entering serialized item details.

A MTO serialized item will be added to a customer record when the sales order is processed in the same manner as serialized items that are selected within the sales invoice window.

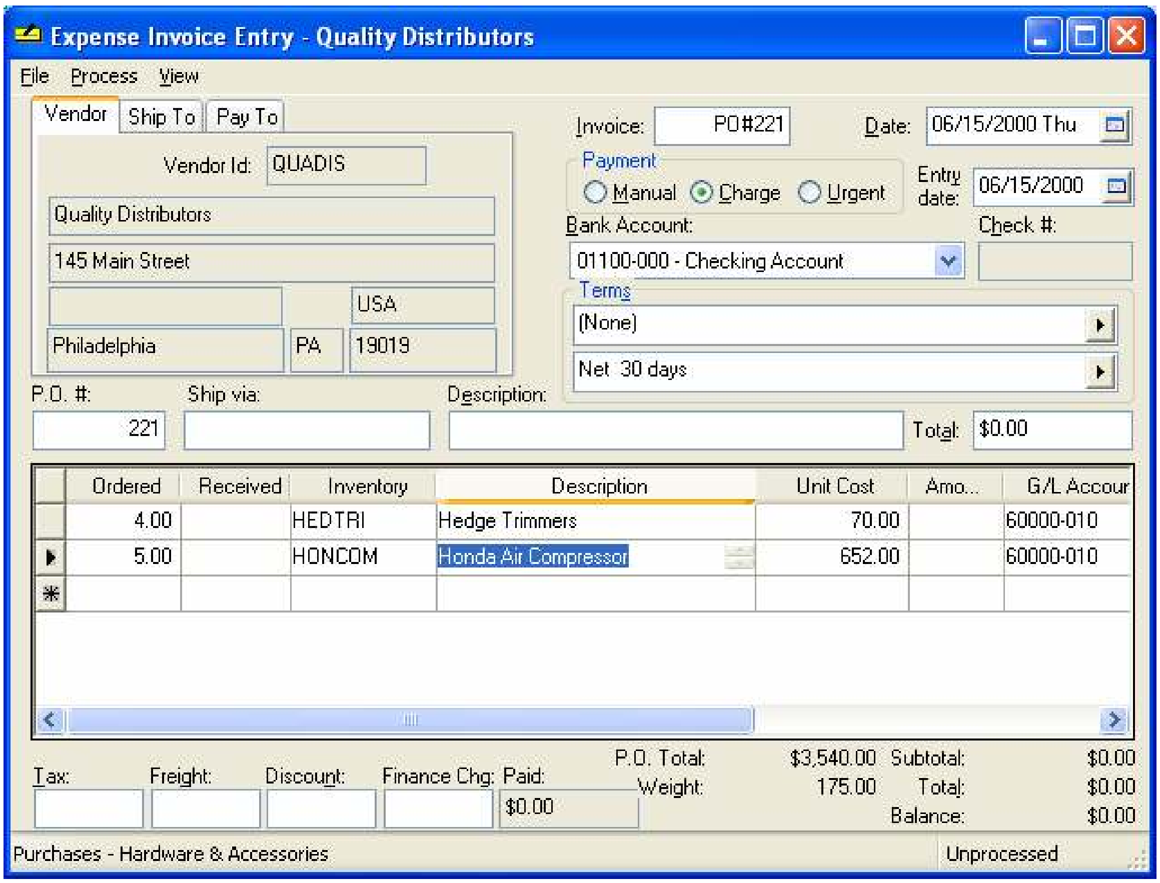
Purchasing or Manufacturing an Item

Purchasing Serialized Items

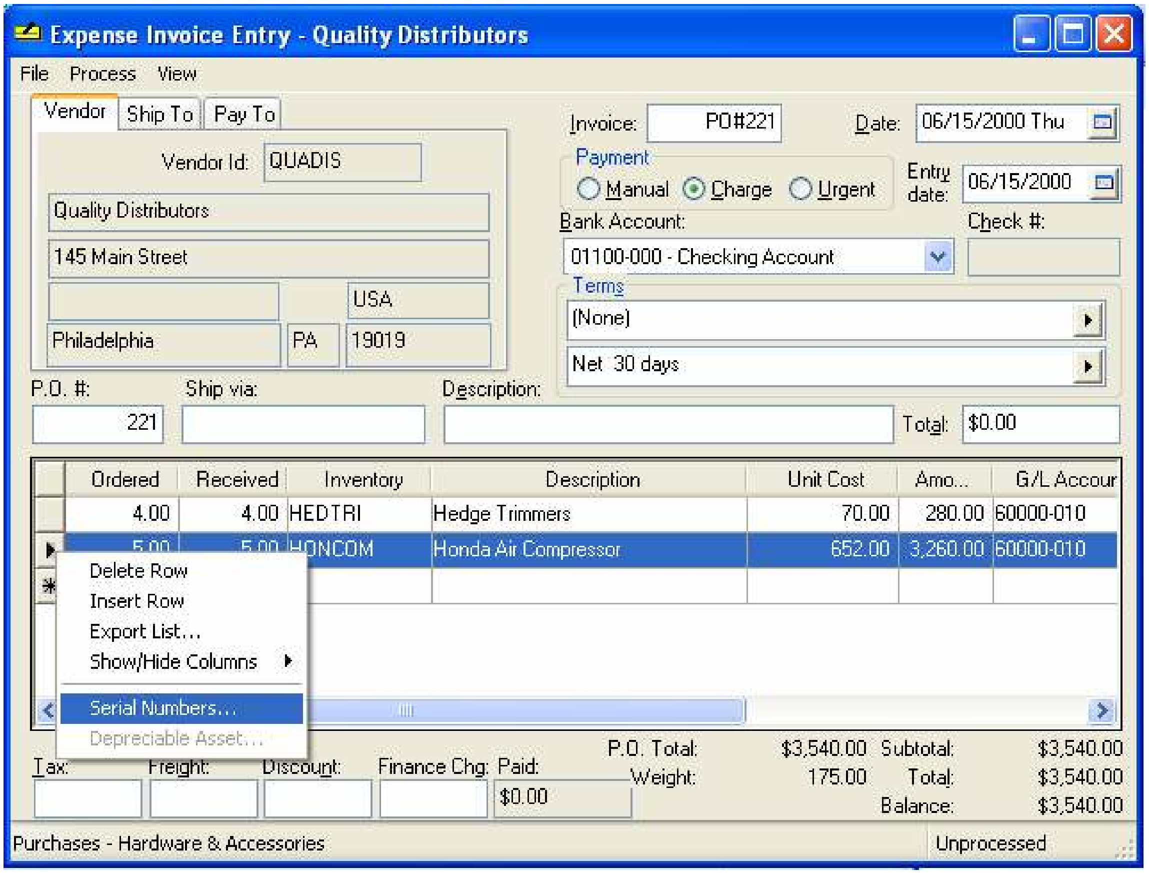
Purchasing a serialized item is the most common method used to add a serialized item to the system.

Processing the purchase of a serialized item is similar to purchasing any other inventory item with the addition of the following serial number entry processes. Review the Inventory > Inventory Purchasing section of the main EBMS manual for more details on purchasing options.

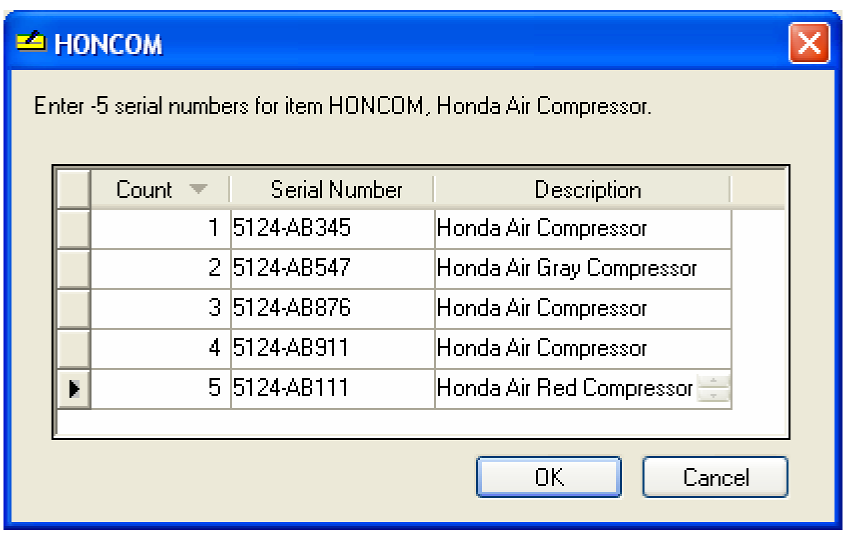
Enter a serialized item into a purchase order or expense invoice manually or from the purchasing window as shown below:



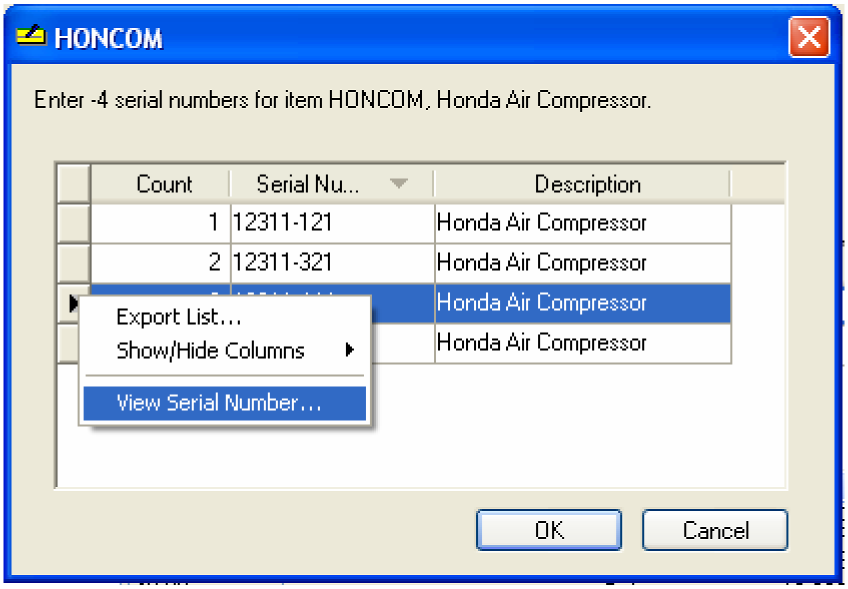
The **Received** column must be populated before the serial numbers for each item can be entered into the purchase order or invoice. Save the purchase order (Click File > Save) before entering serial numbers if you wish to enter product details. Right click on the invoice line and select **Serial Numbers** to enter serial numbers as shown below:



Since the invoice contains five Honda Air Compressors, a serial number must be entered for each item as shown below:

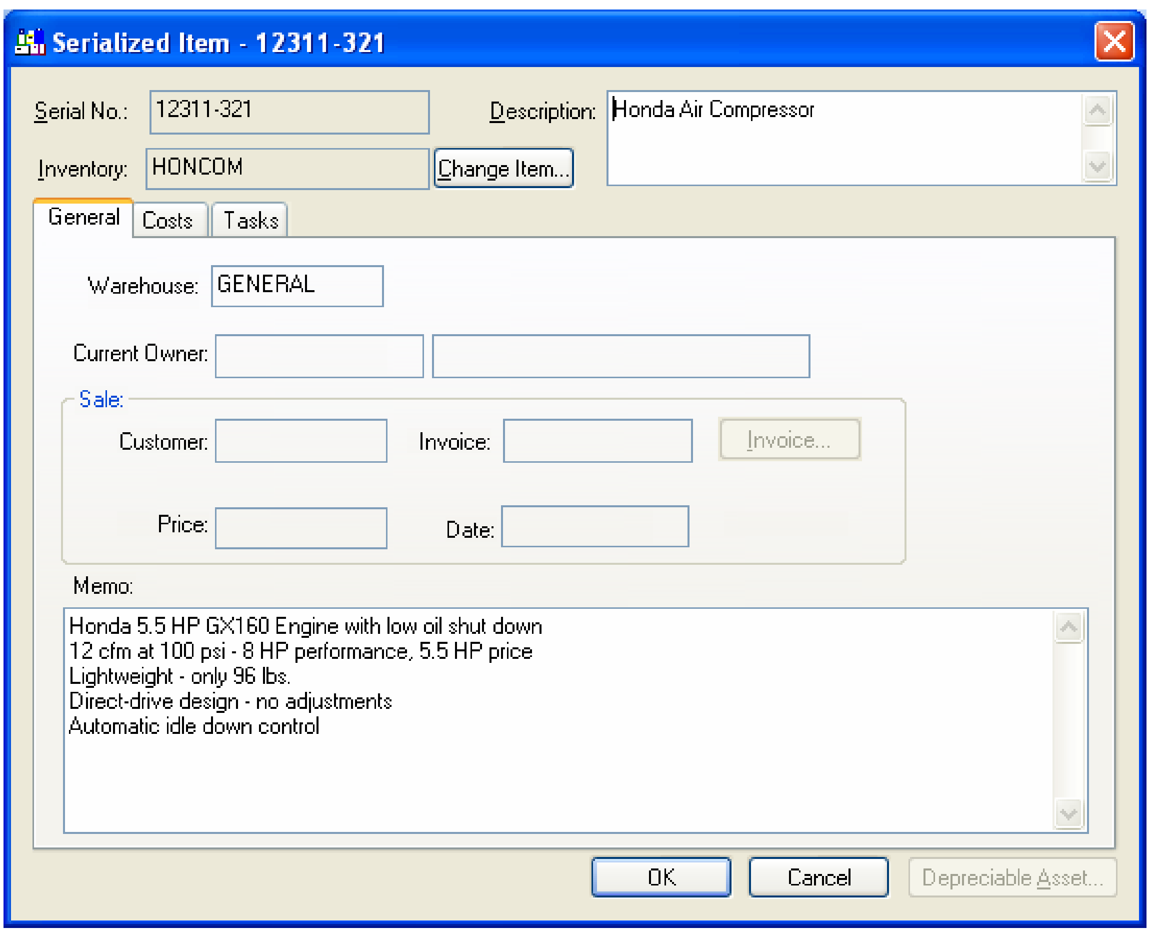


The **Description** of individual items can be changed within this dialog. Other details can be entered into the individual serial number records by right clicking on the serial number line and selecting **View Serial** Number as shown below:



The purchase order document must be saved after the serial numbers have been entered before the serialized item record can be opened.

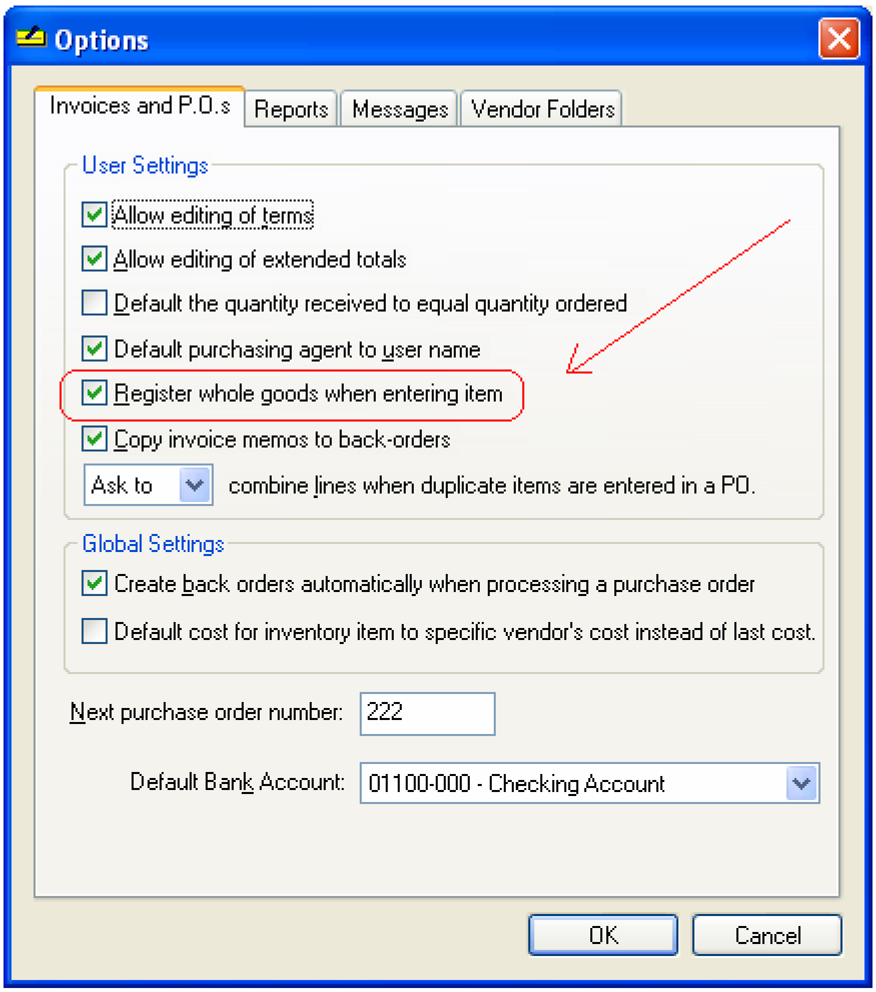
The following serialized item dialog will open to record or view specific information about the selected serialized item:



The **Description** entry will be shown on the serial number selection list within the sales invoice or inventory item. Other details can be entered within the **Memo** entry. Notice that the **Current Owner** and **Sale** entries are blank since the item has not been sold yet. Additional tabs can be added to the serialized item record to record specific information within individual entry fields. Contact an EBMS representative for more details on customer fields within a record. Review the Viewing Item Details and History section for more details on the serialized item record.

Save the serialized item record by clicking **OK** and repeat the steps listed above for subsequent serial numbers. Save serial numbers to return to purchase order window.

The serial number dialog will open when the inventory Id is entered into the purchase order if the **Register whole goods when entering item** option is enabled. Go to **Expenses > Options > Invoices and P.O.s** to view or change the option.

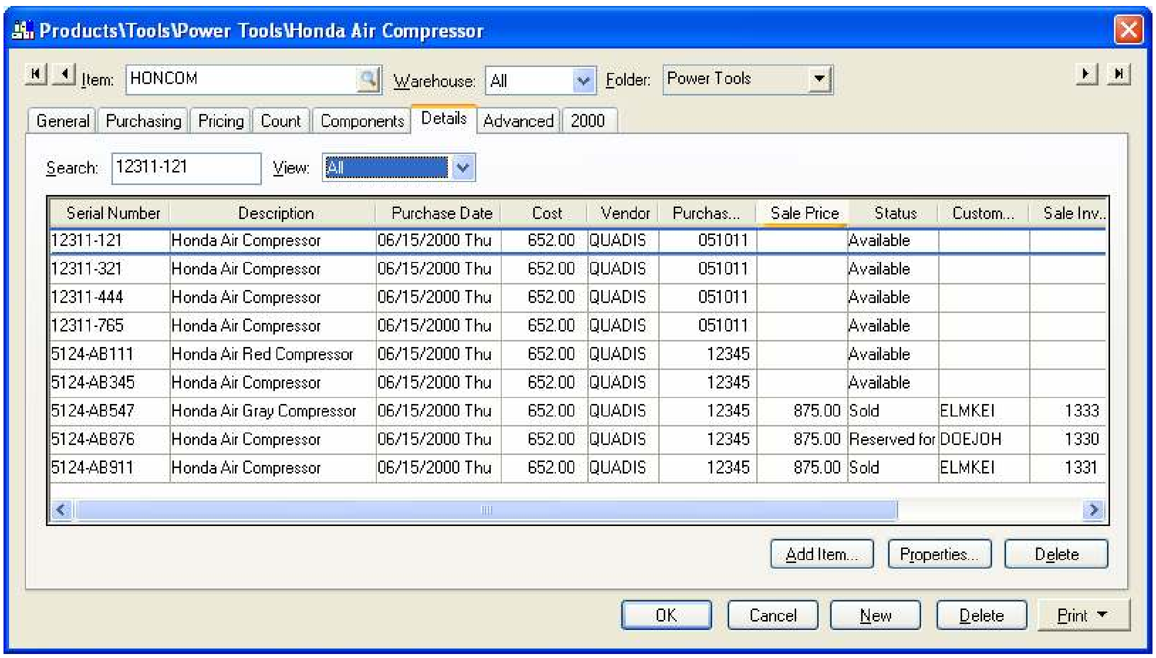


The serial number dialog will open when the invoice is processed if the serial numbers are not populated completely. The serial numbers MUST be entered before an expense invoice is processed.

Serialized items can be added using the manufacturing process. Review the Manufacturing a Serialized Item section for more details on manufacturing serialized items. A serialized item can be manually added to stock although the purchasing step is recommended. Review the Manually Adding an Item to Stock section for more details

Viewing or Changing Serialized Items from the Inventory Item

The details of each serialized item can be reviewed from the inventory item record. Open an inventory item that is classified as a **Serialized item**. Click on the details tab as shown below:



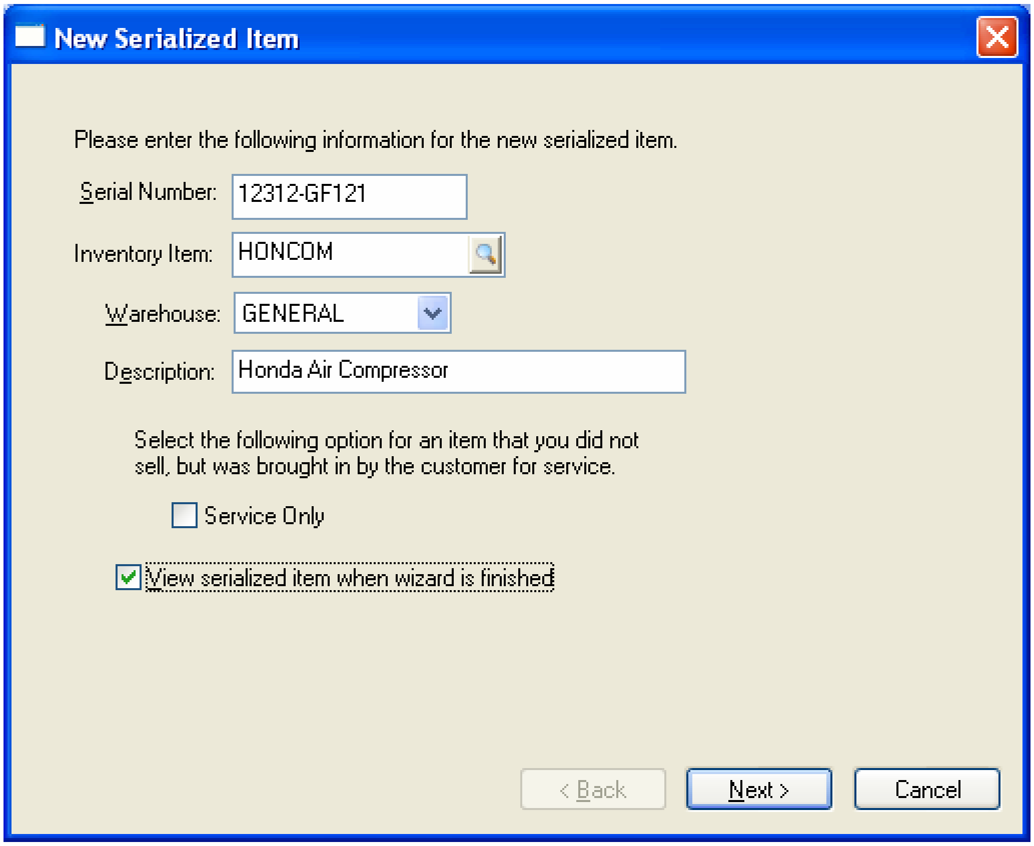
A specific serial number can be located by entering a serial number into the **Search** entry. To list only serialized items with a specific status, select one of the following options from the **View** option:

- **Available for Sale** – A serialized item has been entered into a purchase order or invoice but has not been selected within a sales order.
- **Reserved –** A serialized item has been selected within a sales order but the sales invoice has not been processed.
- **Sold –** A serialized item has been selected within a sales invoice and the invoice has been processed. The serialized item will show within the **Serialized Items** tab of the customer. Review the View or Adding Items within the Customer Window section for more details on the **Serialized Item** tab.
- **Service Only –** The serialized item was not purchased from the user but was manually entered to record service history or other information. Review the View or Adding Items within the Customer Window section for more details on adding serialized items from the customer window.

Adding a serialized item

An inventory item can manually be added within the inventory item window. It is recommended that items are entered into the system using a purchase order if serialized items were purchased or using the manufacturing window if items were manufactured. The **Add Item** button should only be used to make adjustments to the serialized item list.

Click **Add Item** to manually add a serial number to the list and the following window will open:

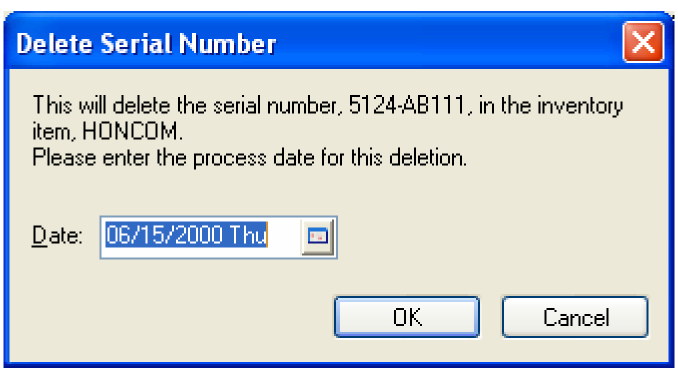


Enter the product's **Serial Number** and make any necessary **Description** changes. Enable the **View serialized item when wizard is finished** option to enter any additional details into the serialized item record. Click **Next** to continue.

The system will create an inventory transaction if the **Inventory Method** is set to **Perpetual**. The transaction date will be copied for the **Date** entry and the inventory value shown in the **Cost** entry will be added to the inventory asset value. Click **Finish** to complete the addition process.

Deleting a Serialized Item

A serial number can be deleted if the item has been destroyed. Use a sales order or the manufacturing screen if the item was sold or used to manufacture another item. Select the inventory item within the details tab of the inventory item. Click on the **Delete** button to delete a serialized item. The following dialog will open if an inventory asset adjustment must be made:



Select a G/L transaction **Date** and click the **OK** button to complete the deletion.

The **Add Item** and **Delete** buttons should not be used to correct or change a serial number. Open the serialized item by selecting the item, clicking the **Properties** button to open the item, and then right click on the serial number and select **Change ID** from the context menu.

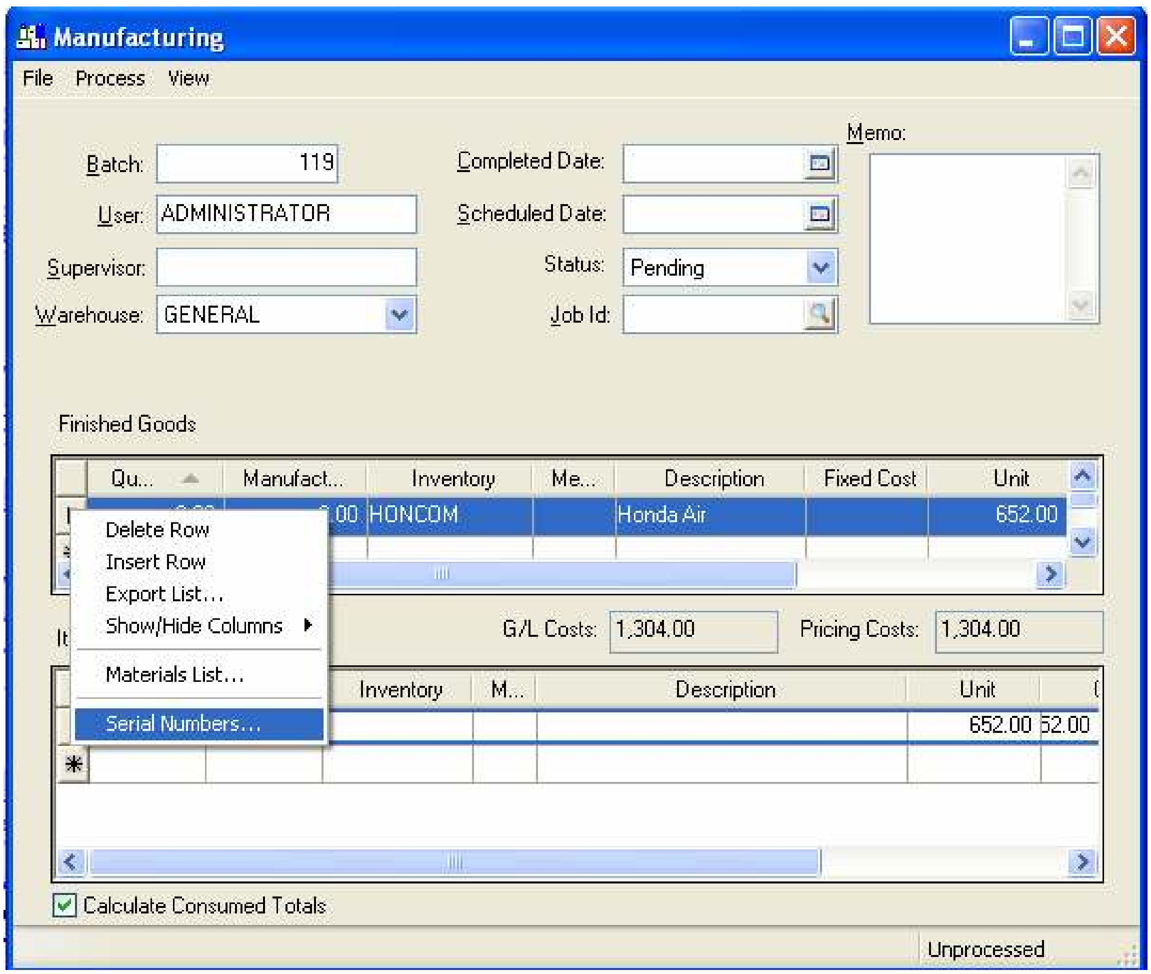
Manufacturing a Serialized Item

A serialized item can be added to stock using the manufacturing process as described in this section. The optional manufacturing module must be present within EBMS to facilitate this process. Go to **Help > About EBMS** to view installed modules. Contact an EBMS sales or support person if the **Inventory Manufacturing** option is not listed in the installed module list.

A serialized item can be added to stock using the following 2 additional methods:

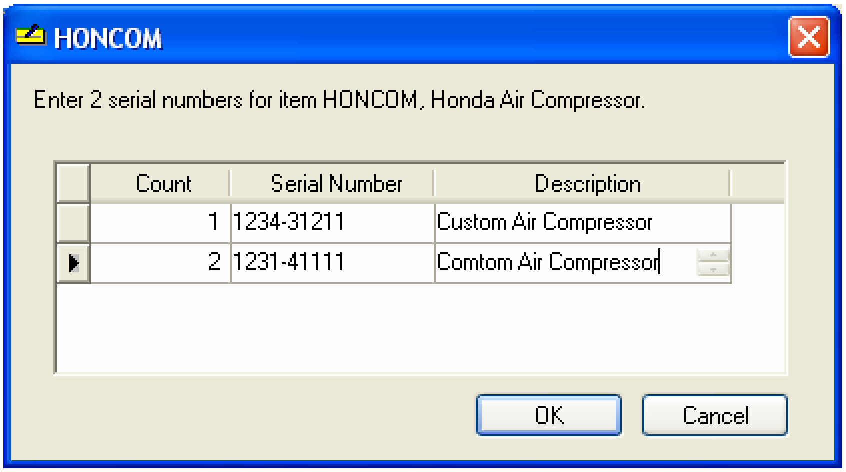
- The most common method of adding inventory items is by adding stock using the expense invoice. Review the Purchasing Serialized Items section for more details.
- An item can be manually added. Review the Manually Adding an Item to Stock section for more details.

Select **Inventory > Manufacturing** from the main menu to open the manufacturing screen as shown below:



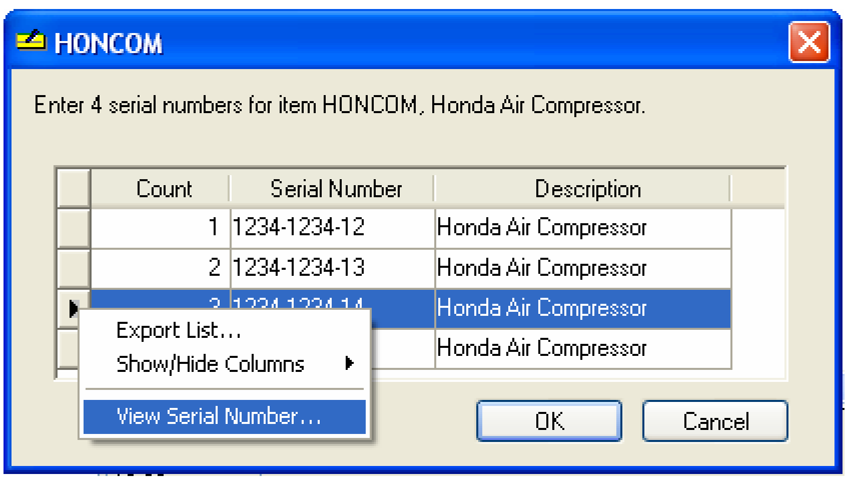
Enter the batch information into the manufacturing batch. Review sections Manufacturing > Creating A Batch documentation within the Manufacturing documentation manual for batch entry details.

Enter a serialized item that is being manufactured into the **Finished Goods** list. Right click on the **Finished Goods** line and select **Serial Numbers** from the context menu. The following dialog will open allowing the user to assign serial numbers to the manufactured finished goods:



Enter the serial number for each **Finished Good** item. These serial numbers must be entered before a batch can be processed. The **Vendor** setting within the **Costs** tab of the item will be populated with **($)MFG** when a serialized item is manufactured. Review the manufacturing documentation for more details on the manufacturing window.

Details for individual serial numbers can be viewed or changed by right clicking on the serial number and selecting **View Serial Number** from the context menu as show below:

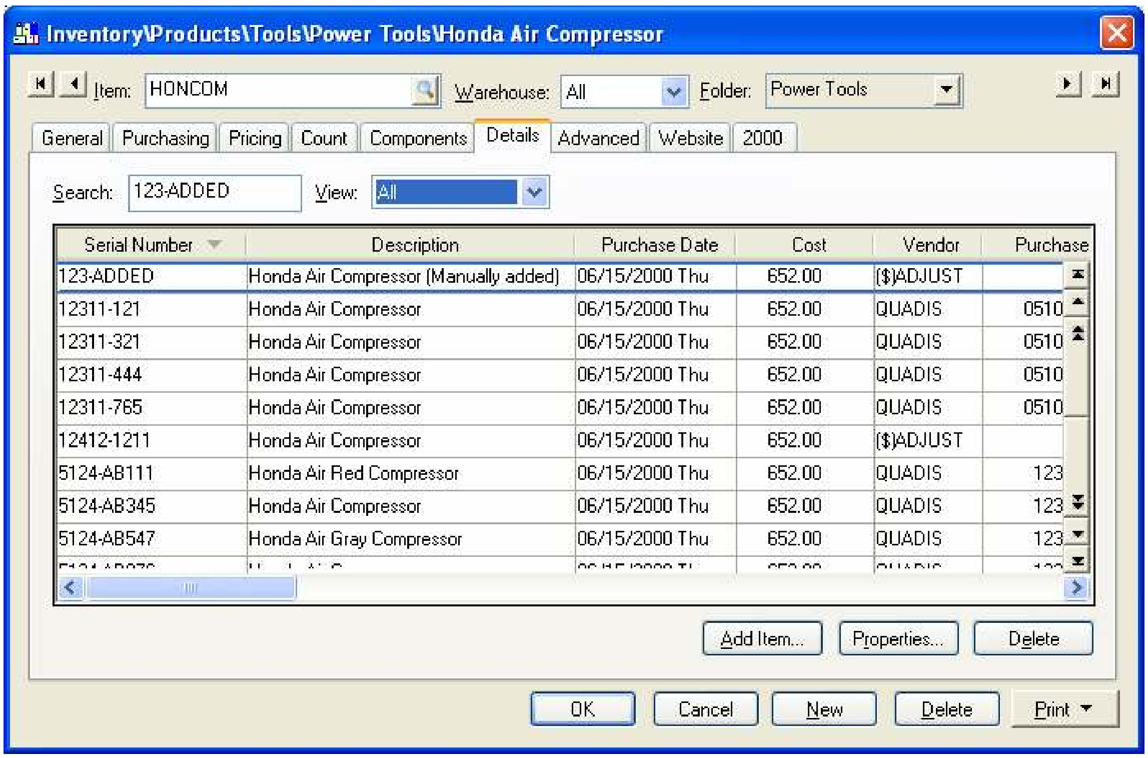


Enter the serial numbers and save the manufacturing batch before trying to open the individual serialized item records.

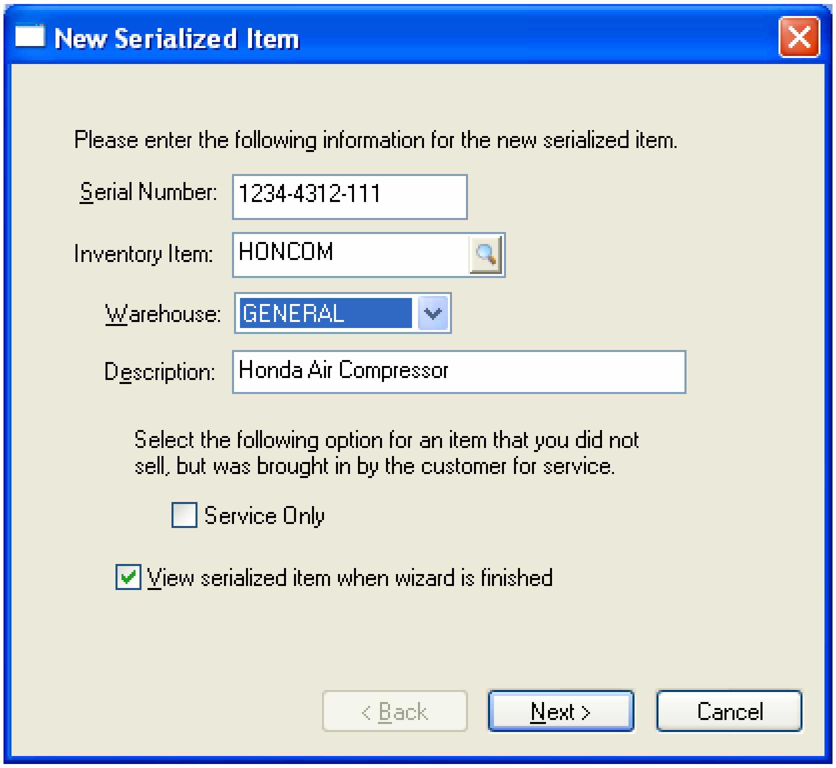
Manually Adding an Item to Stock

Serialized items can be manually added to stock. This procedure creates similar transactions as manually adding other inventory to stock. The system will create inventory adjustment general ledger transactions that are described later in this section. The preferred method of adding stock is using an expense invoice if the serialized item is being purchased or using the manufacturing screen if the product is being manufactured. Review the Purchasing Serialized Items and Manufacturing a Serialized Item sections for more details.

Open an inventory item by going to **Inventory > Inventory Items**. Click on the **Details** tab as shown below:



Click on the **Add Item** button to manually add a new serialized item as shown below:



Enter a unique **Serial number** to identify the additional item.

The **Description** can be used to identify any unique characteristics of the item.

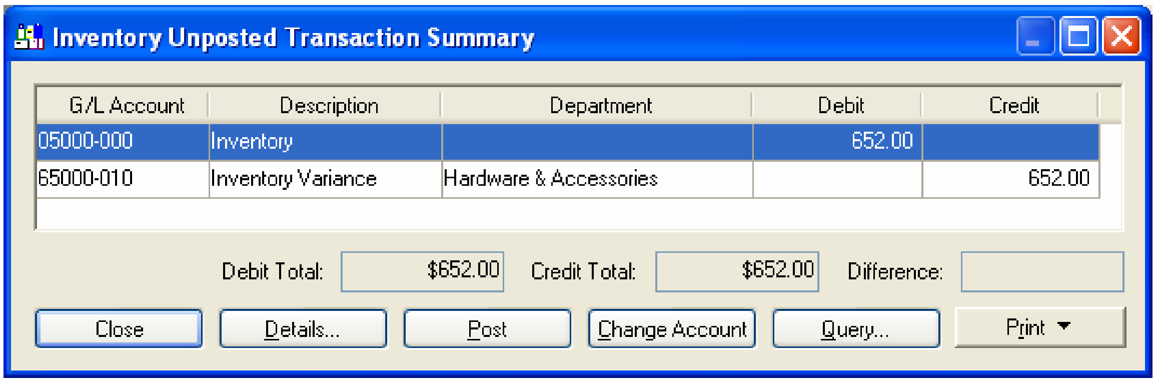
The **Service Only** switch should be disabled. If this option is enabled, the item does now show it stock but is the equivalent of being purchased and sold to a customer. Review the Viewing or Adding Items to the Customer Tab for more details about this option.

Enable the **View serialized item when wizard is finished** option to open serialized item window. Click **Next** to continue.

The **Date** and **Cost** entries are used to create adjustment general ledger transactions similar to the standard inventory adjustment process. The following transaction will be created if the inventory item is classified as **Serialized Item**.

Debit	Credit	Amount
Inventory Asset Account	Inventory Variance	Adjustment Value (The value will be negative if the count has been reduced)

The actual transactions can be viewed by clicking **Inventory > Display Unposted Transactions > By G/L Account** to open the following summary list:



The following transaction will be created if the inventory item is classified as **Non-Inventory Serialized Items**.

Debit	Credit	Amount
Inventory Variance	Inventory Variance	Adjustment Value

Since both the debit and credit transaction are posted to the same inventory variance account, the general ledger will not be affected. These transactions will adjust the inventory history value. Review the Inventory History for more details on inventory history.

The serialized item record will open if the **View serialized item when wizard is finished** option is enabled on the first page of the wizard. Note that the **Vendor** setting within the **Cost** tab of the item will be set to **($)ADJUST** when and item is manually added.

Review the Viewing or Changing Serialized Items from the Inventory Item section for more details on the **Detail** tab of a serialized item.

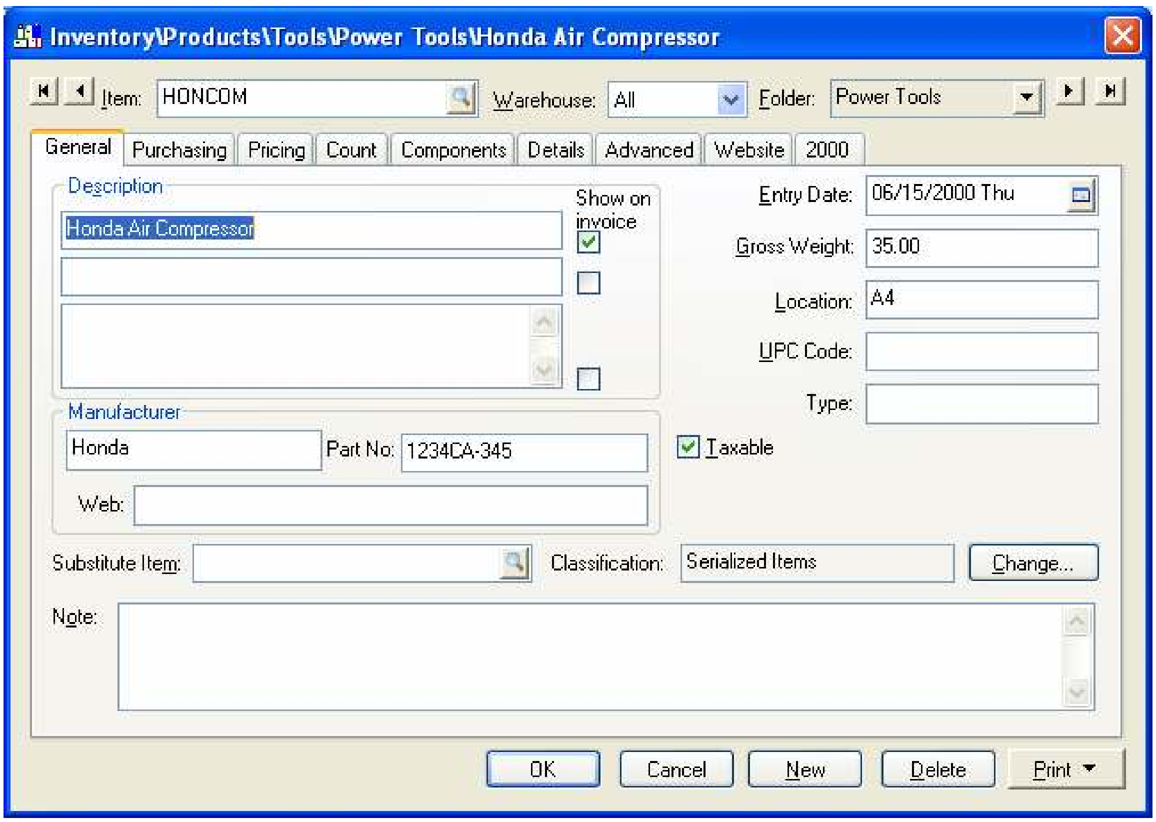
Click on Count tab and notice that the count number increased since a new item has been added.

Adding Parts and Other Costs to a Serialized Item

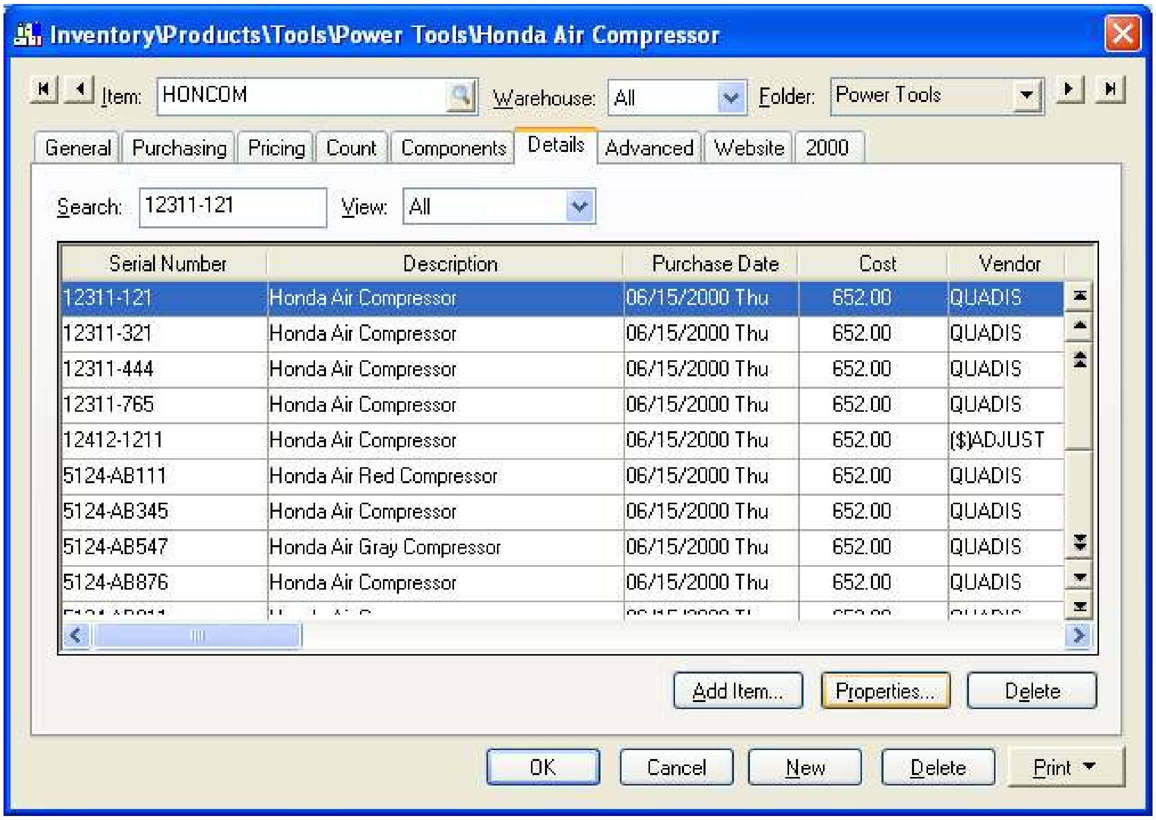
EBMS allows the user to add parts, labor, or other costs to individual serialized items. For example, a serialized item that is purchased from a vendor or is a trade-in may need an additional part before the item is sold. The cost of the part(s) must be reduced from inventory and added to the cost of the serialized item. The total cost of inventory (parts or other perpetual items), labor, and other costs are recorded within the individual items to manage the serialized item.

Complete the following steps to add costs to an item:

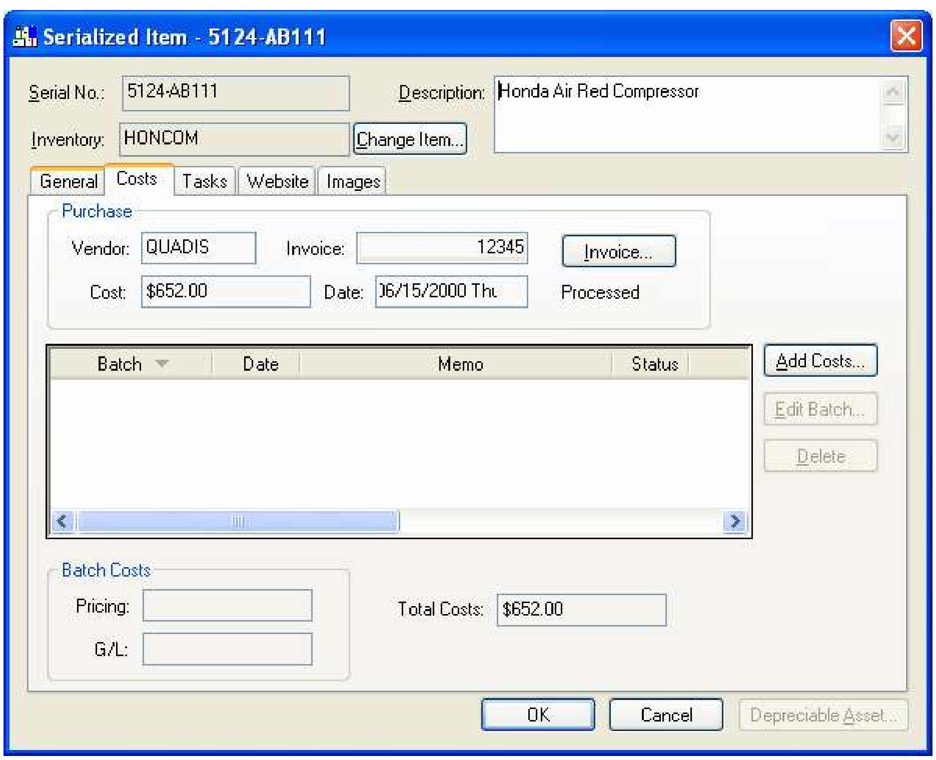
1. Open an inventory item classified as **Serialized Item**.



2. Click on the **Details** tab and select a specific serialized item:



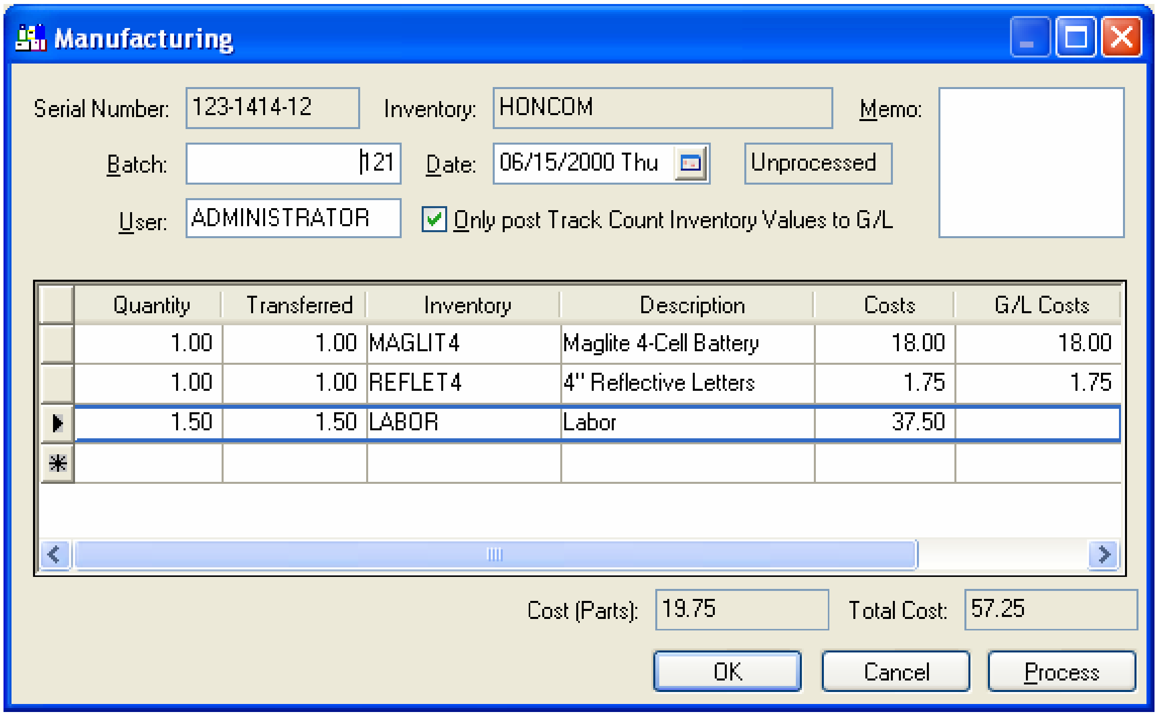
3. Click on the **Properties** button to open the specific serialized item record and click on the **Costs** tab as shown below:



The **Purchase** detail is located on the upper portion of the **Costs** tab. The **Purchase Cost** reflects the original cost of the serialized item. This **Cost** is derived from the expense invoice if the item was purchased or the manufactured value if the item was manufactured. The **Vendor** will display **($)ADJUST** if the item was manually added or **($)MFG** if the item was manufactured.

Additional costs are added to an item in batches. Complete the following steps to add a batch of costs to a serialized item:

4. Click on the **Add Costs** button to create a new batch of costs.



The manufacturing **Batch** number is automatically incremented unless the user manually enters a batch number. The Batch number can be set within **Inventory > Options >Manufacturing** tab.

Enter the **Date** the batch of costs is added to the inventory item.

The **User** defaults to the login user. This value can be set to identify the individual responsible for posting the costs to the item.

The **Only post Track Count Inventory Values to G/L** option is used to determine if NO Count items are excluded from the inventory value in general ledger. In the example used above the following costs are combined into a serialized item.

$652.00 – original serialized item cost (recorded in the inventory asset G/L account

$ 18.00 – Battery classified as Track Count (recorded in the asset G/L account)

$ 1.75 – Reflective Letters classified as Track Count (recorded in the asset G/L account)

$ 37.50 – in labor that is not recorded as inventory (not included in the inventory asset G/L)

$709.25 – total value of inventory serialized item after costs are added to item.

Since the total value of the item is greater than the total of the original item + track count parts, the inventory asset value increases.

The **Only post Track Count Inventory Values to G/L** option should be enabled if the added cost batch should not increase the value of inventory in general ledger. For example, if labor or No Count inventory should not be added to the serialized item causing the value in inventory to remain unchanged when the batch is processed. Note that the total cost of the items including no count inventory is added to the **Total Cost** to be used for management or pricing purposes. Note that the cost of the serialized item within the sales invoice will not include service and No Count items.

The **Costs** column of the added costs list reflects all the

The **Only post Track Count Inventory Values to G/L** option will have no affect on the totals if all the added costs are Track Count or other perpetual inventory items.

5. Enter miscellaneous information within the **Memo** field.

6. Enter cost details

    a. Enter the quantity of items added in both the **Quantity** and **Transferred** columns. The only advantage of entering a **Quantity** amount and not enter a **Transferred** amount is if you wish to allocate some inventory but the inventory has not been added at the time of the entry. The Quantity and Transferred fields are processed in a similar way as the Ordered and Shipped fields within the sales invoice. The quantity affects the Net Ordered amount with in the inventory item's count tab but it is not subtracted from the total inventory On-Hand.

    b. Enter the **Inventory** item and unit of **Measure** setting. The **Description** will populated from the inventory record.

    c. The **Cost (Pricing)** amount will be copied from the perpetual cost of the inventory item and can not be changed if the inventory item is classified as **Track Count**. The cost can be edited if the item is classified as **No Count** or **Service**.

    d. The **Cost (G/L)** value will be zero if the **Only post Track Count Inventory Values to G/L** option is enabled and the inventory item is not classified as **Track Count** or other perpetual item.

    Repeat the steps listed above for each inventory item that you wish to add to the registered whole goods.

Click on the **OK** button to save the batch of costs without processing the batch. The batch must be processed by clicking on the **Process** button to apply costs to serialized item. The process procedure creates the following general ledger transactions:

Debit	Credit	Amount
Inventory Asset Account	Inventory Variance	**Total Cost (G/L)**

(Serialized item)	(Serialized item)	
Inventory Variance Account of each detail item	*If the **Cost (G/L)** value not zero (Track Count items) then* Inventory Asset Account *If the **Cost(G/L)** is zero (No Count Items) then* **Manufacturing Offset** general ledger found within the item's **Advance** tab.	**Cost (Pricing)** of each line

Multiple cost batches can be applied to a serialized item.

Complete the following steps to unprocess or void a cost batch:

1. Select a cost batch from the **Cost** tab of the serialized item.
2. Click on the **Edit Batch** button to open cost batch.
3. Click on the **Unprocess** button to reverse the cost transactions.

Selling and/or Associating an Item with a Customer

Pricing Serialized Items

EBMS enables the user a lot of flexibility in pricing serialized items. Items can be priced using the following methods:

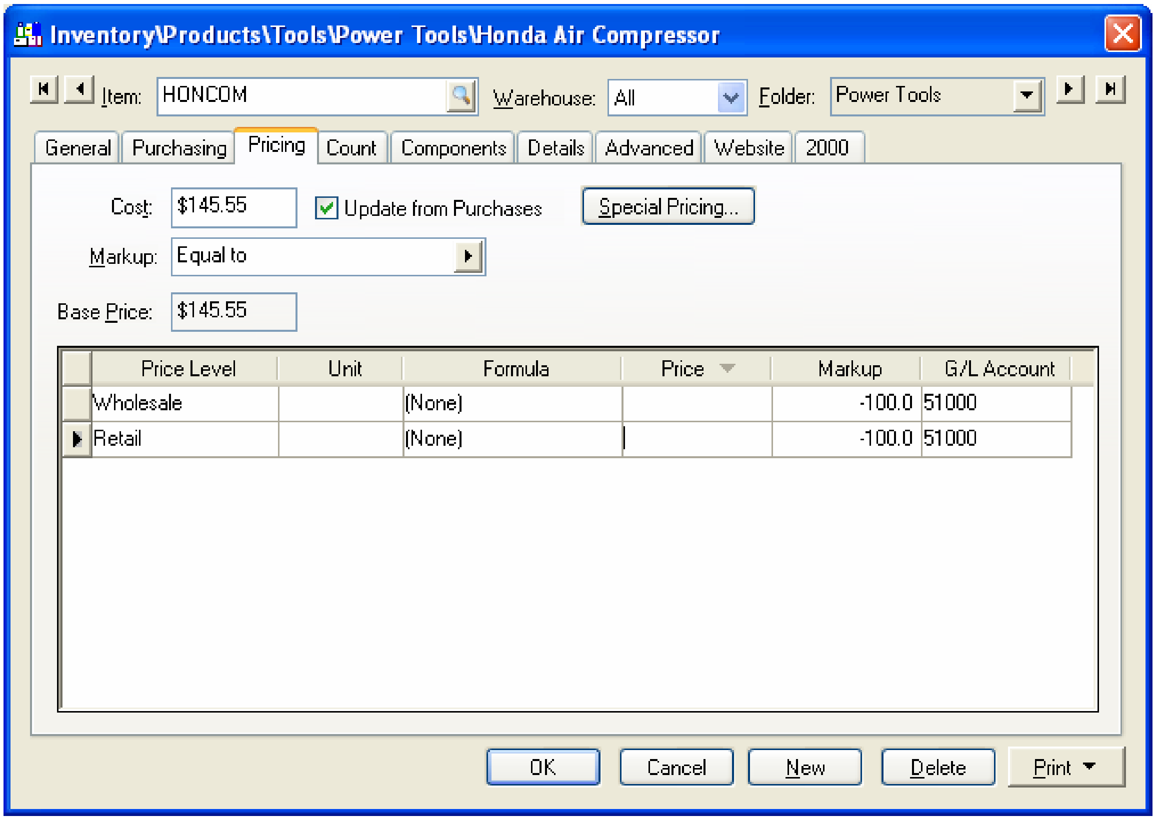
- Pricing based on the inventory item. This method requires all the individual items to be priced the same based on the inventory ID code.
    - Inventory items can be priced based on the last cost. The last cost is based on the most recent cost of the serial number and does not include added costs.
    - Item pricing can be calculated from the list price.
    - Item pricing can be set manually.

  Review the Inventory > Inventory Pricing section of the main manual for details on standard pricing options.

- Pricing based on the individual serial numbers. The individual method allows the user to set different prices between individual serial numbers. The price is set based on the serial number selection.

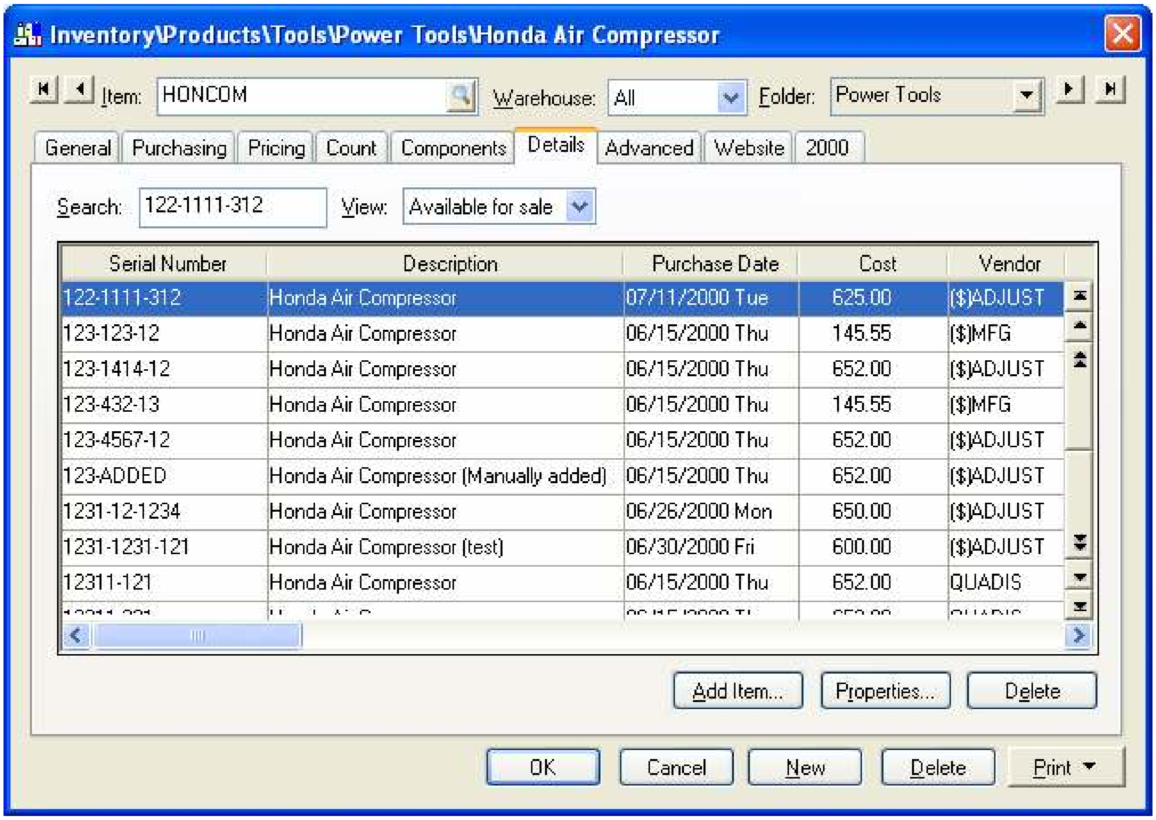
Complete the following steps required to price based on individual serial numbers.

1. Open the serialized item by clicking on **Inventory > Inventory Items**.
2. Click on the **Pricing** tab as shown below:



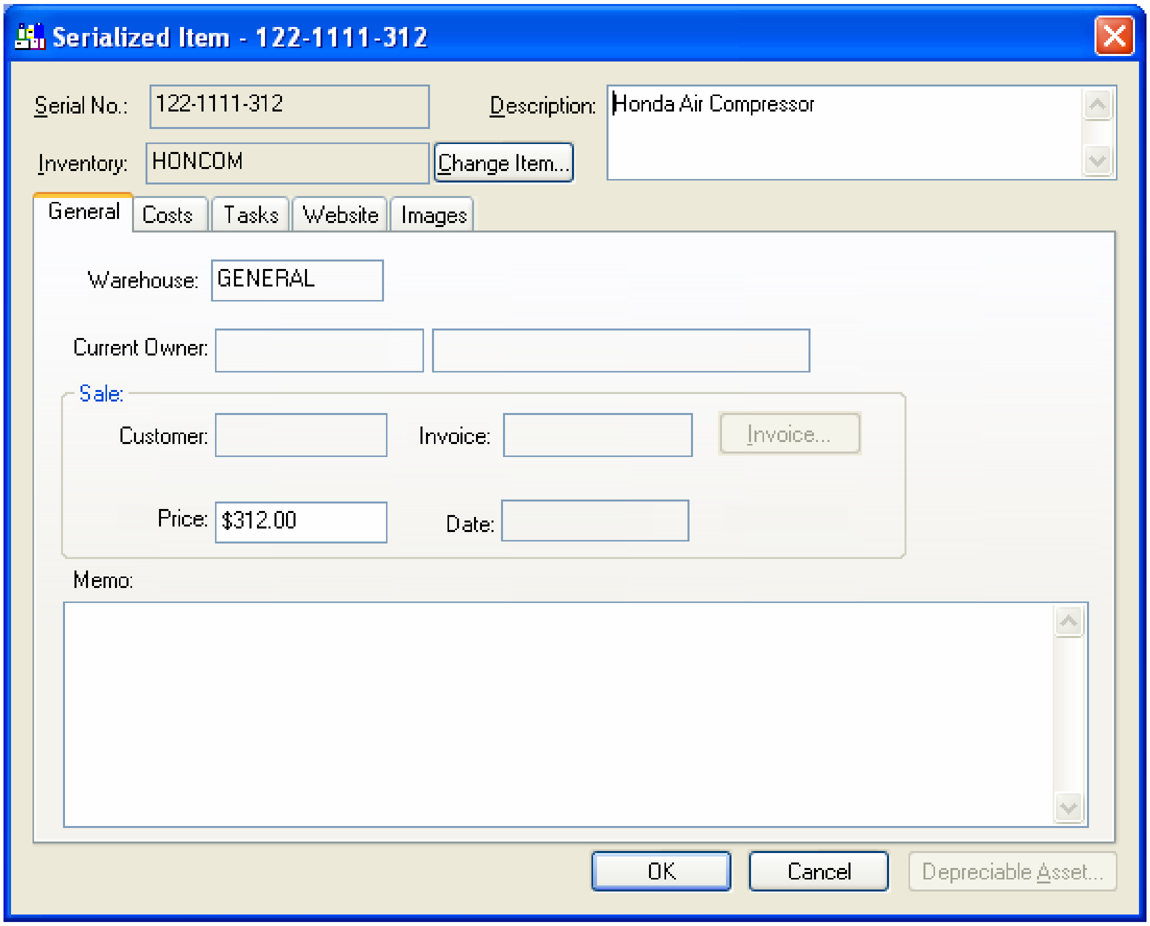
3. Set the **Formula** setting to **(None)**. The **Price** value should be blanked so that an artificial price is not shown on the sales invoice before the serial numbers are assigned. The system does not allow the user to have different pricing based on price levels. Only a single price can be entered within a serialized item.

4. Click on the **Details** tab of the inventory item and set the **View** option as shown below:



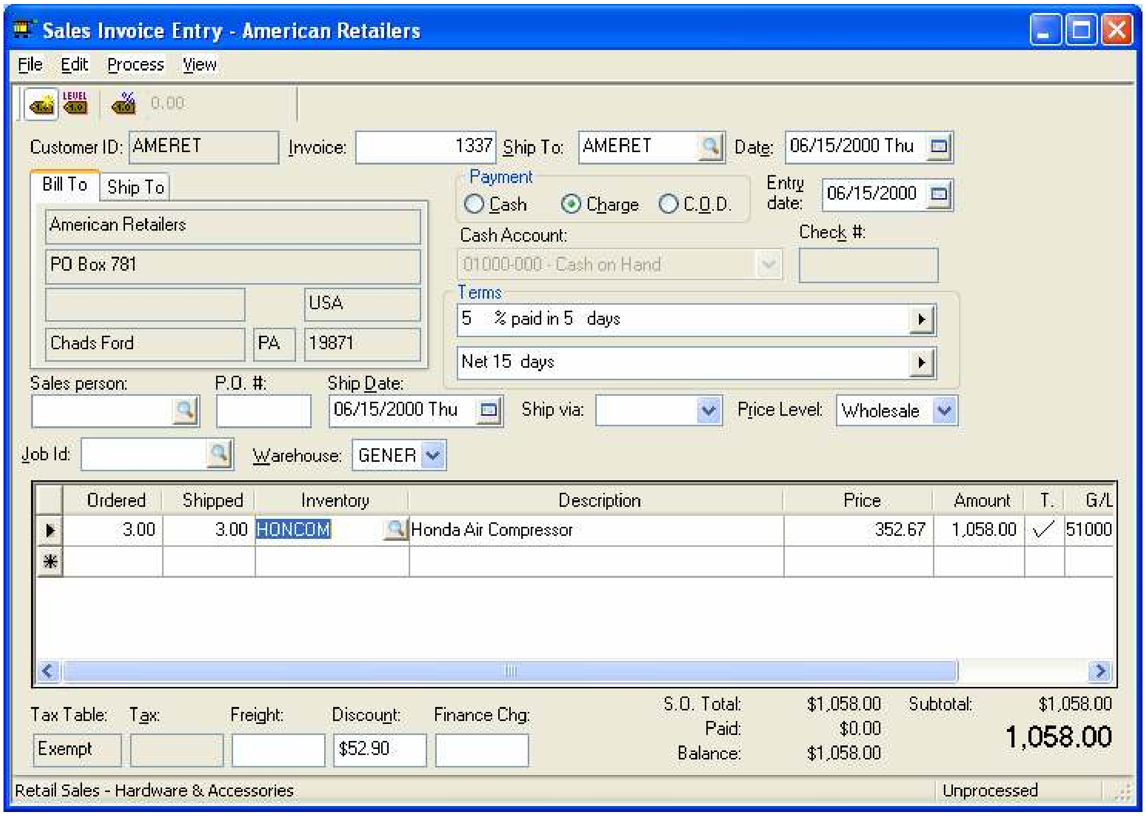
Setting the **View** option to **Available for sale** will only list the items that have not been sold. These are the only items that have not been priced.

5. Click on a **Serial Number** to open a serialized item record as shown below:



6. The **Price** field can be manually set since the inventory item's price formula is set to **(None)**. You must return to the **Pricing** tab of the inventory item and change the formula if the **Price** value can not be changed.

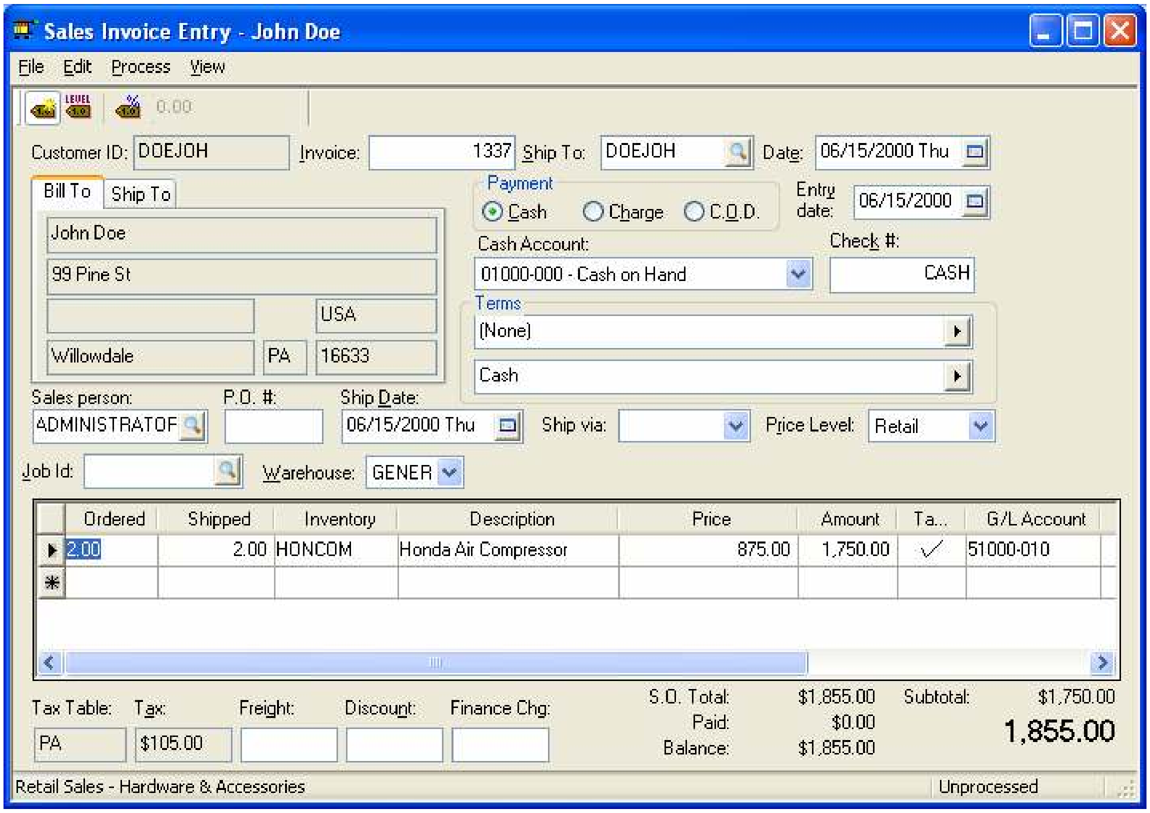
7. Open a sales invoice and add a serialized item on the invoice as shown below:



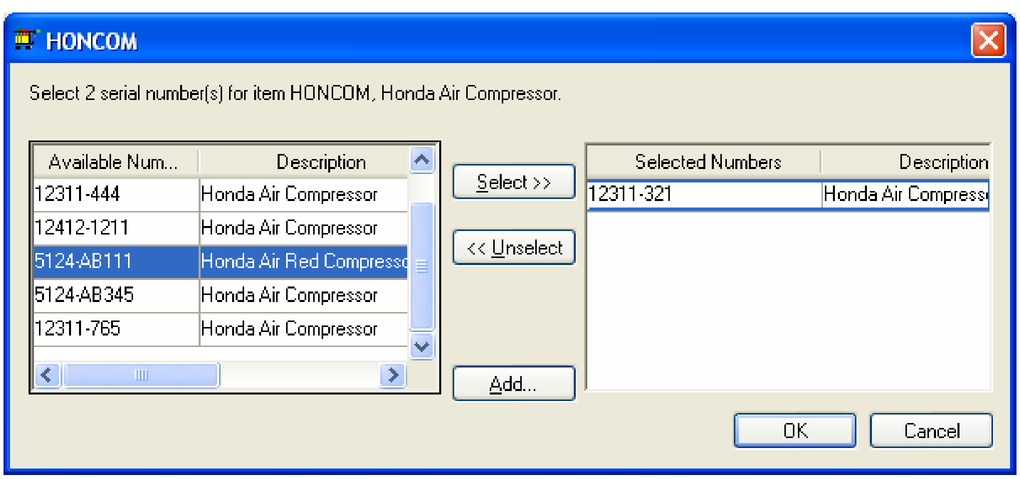
8. The unit **Price** column should be blank until the serialized items are assigned. If a price appears at the time the inventory item is entered and before the serial numbers are assigned, then go to the **Pricing** tab of the inventory item and clear the **Price** value as described in step #3. The total pricing of the serialized item will be derived from the sum of the serialized item prices. The unit **Price** within the sales order will reflect the average of the items. Review the Selling a Serialized Item section for details on assigning serial numbers of the sales invoice and other sales details.

Selling a Serialized Item

Processing the sale of a serialized item within in a sales invoice is similar to any other inventory item. Enter the items within a sales order as show below:



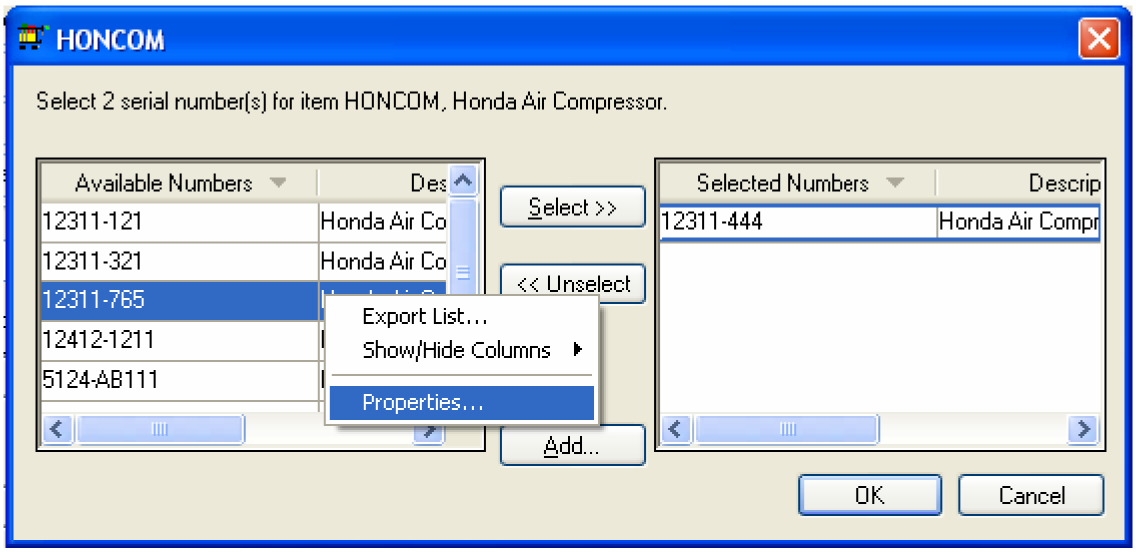
If the **Select serial number while the item is entered** option is enabled, the serial number selection dialog will open when the inventory item is entered into the **Shipped** column of the sales order. Otherwise, the user will not be prompted to enter the serial numbers until the sales invoice is processed. Go to **Sales > Options > Invoices and S.O.s** to view or change the **Select serial number while the item is entered** option. The following serialized item dialog will open for each serialized inventory item listed on the sales order or invoice.



The serialized item selection dialog consists of two lists: the left-hand list displays all the available unsold items and the list on the right side displays all the selected items. Each display consists of two columns: the serial numbers and the item descriptions. To select an item, highlight the desired serial number and click on the **Select** button. The highlighted item will move from the left to the right pane. To unselect or move the item back to the left list, highlight the item and press the **Unselect** button.

The **Select** button will be disabled if the number entered in the quantity column of the sales order has been selected. To select additional items some selected items will have to be unselected.

The details of any serialized items can be viewed and changed by right clicking on an item and selecting **Properties** from context menu as shown below:



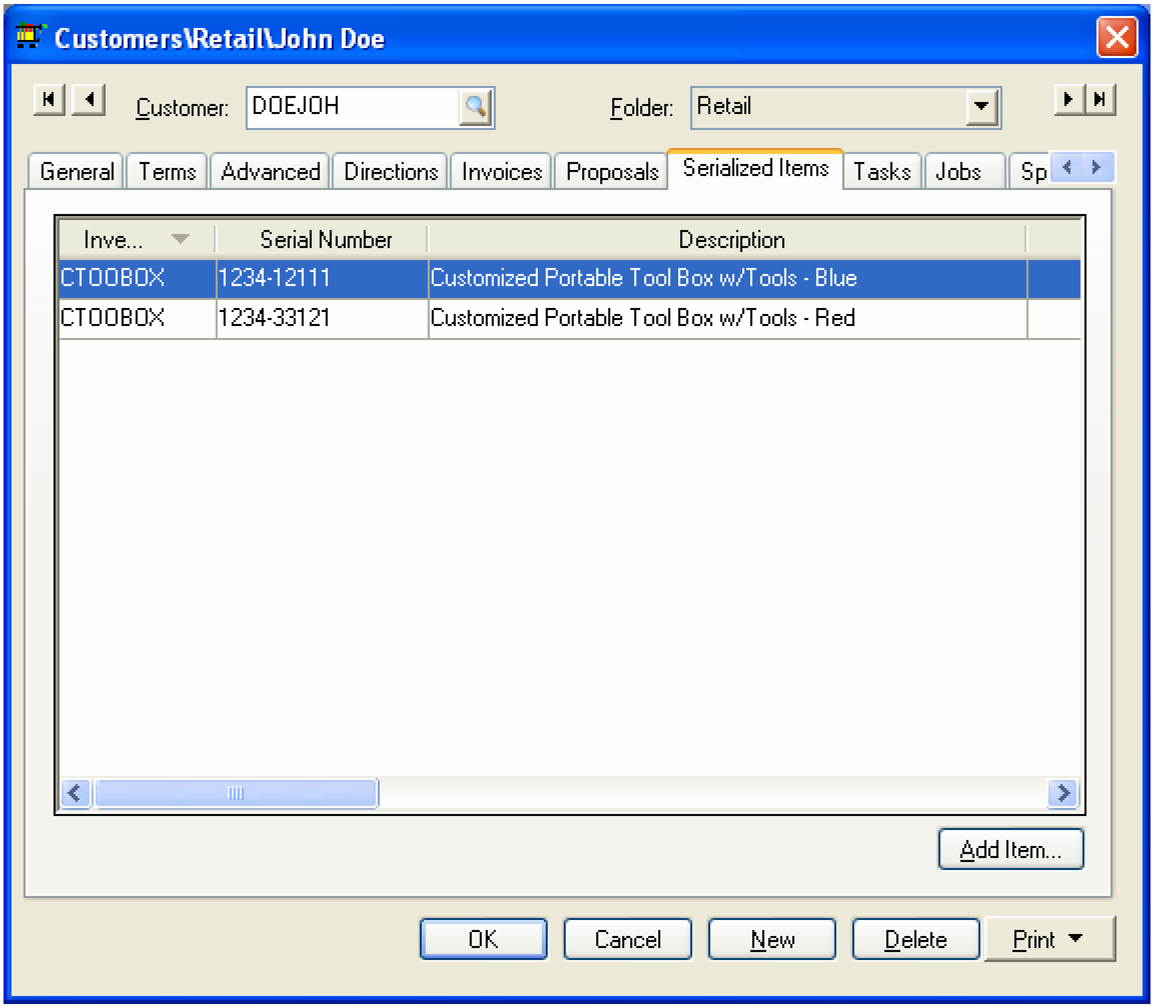
Details such as the product description or notes can be change from the **Properties** dialog.

Click on the **OK** button when the proper number of items has been selected. You can wait to select items until the sales invoice is processed. A sales invoice cannot be processed until all the serialized items have been selected.

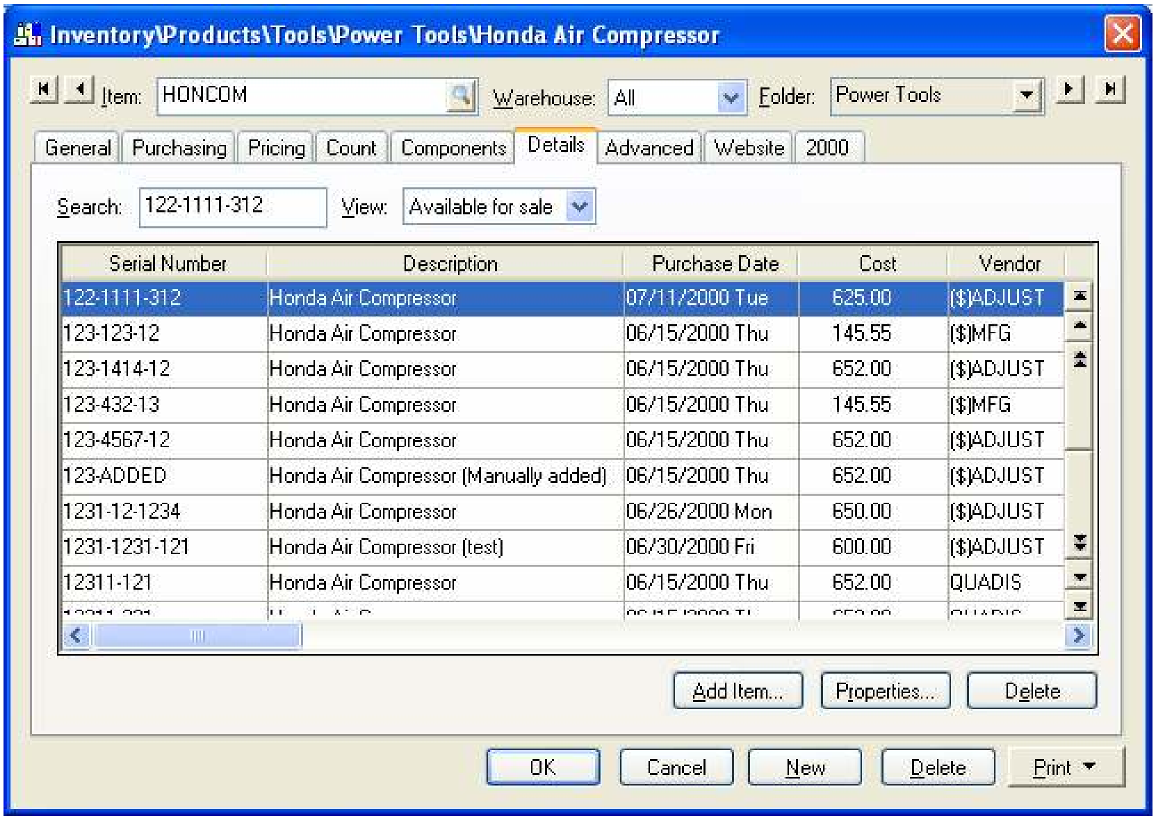
Viewing Item Details and History

A serialized item including it's history can be viewed anytime from the point of purchase or manufacture until years after the item is sold.

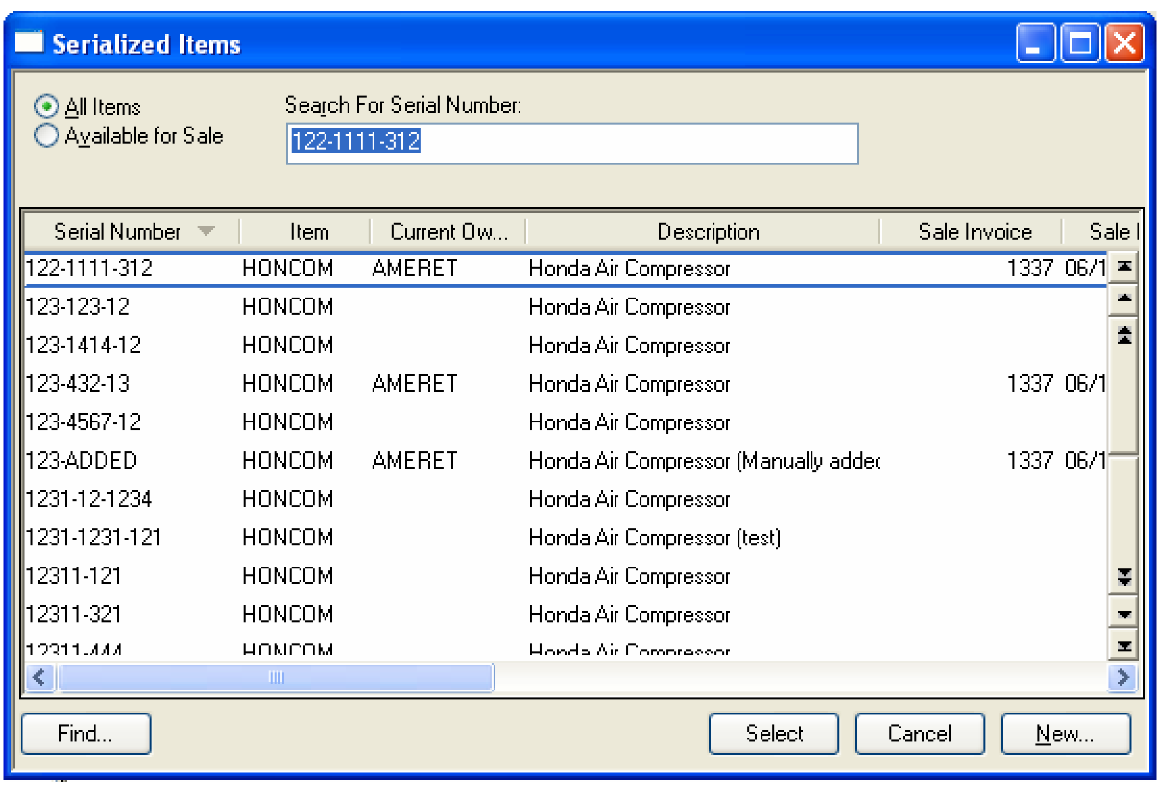
The individual items can be viewed from the customer record by clicking on the **Serialized Items** tab as show below:



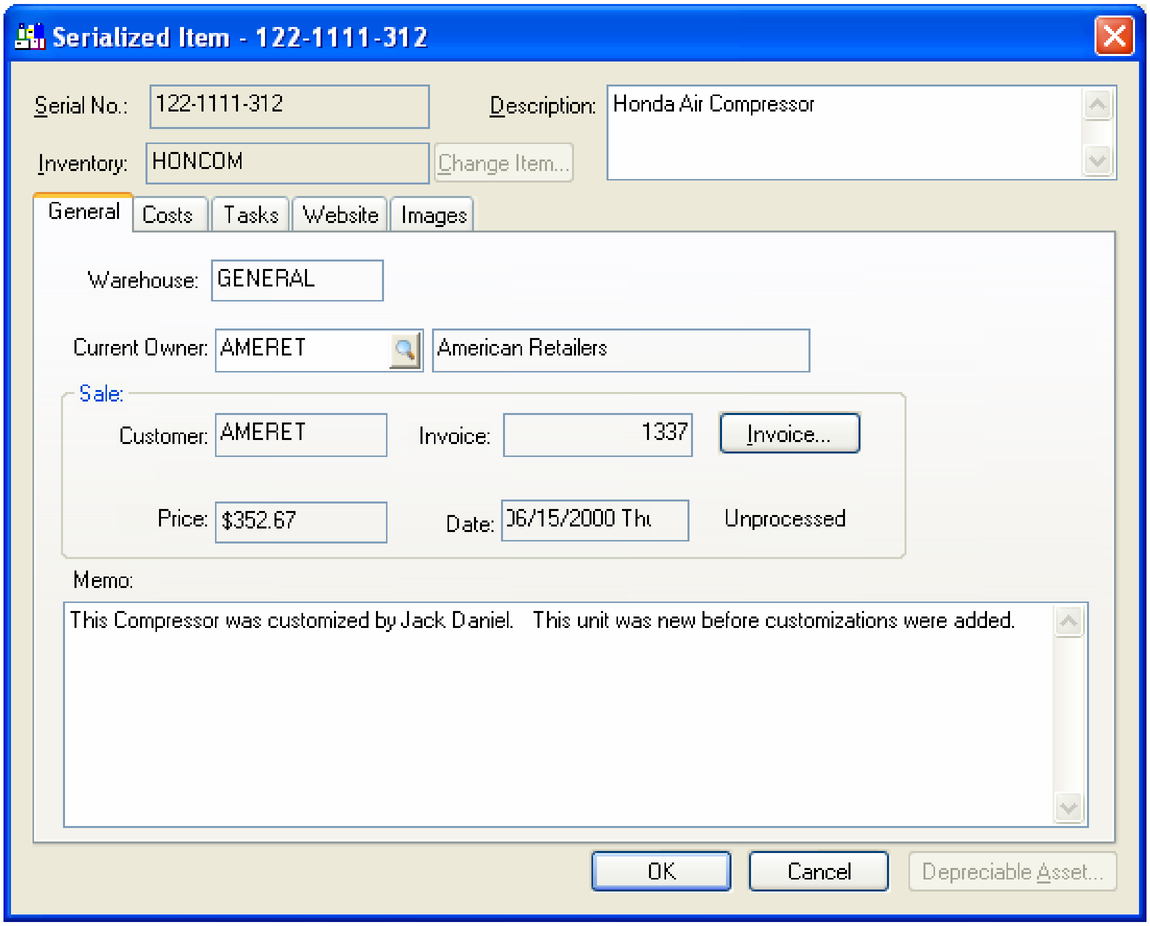
The item can also be viewed from the **Details** tab of the inventory item as shown below:



The item can also be found by clicking on the **Serialized Items** option within the **Inventory** menu of the main EBMS menu as shown below:



Click on the desired serial number. Click on the **Serial Number** column and use the **Search** field to locate a specific serial number within the **Serialized Items** window or the **Serialized item** list within the customer tab.



The **Memo** can be used to record miscellaneous information. Click on the **Costs** tab to review the purchase costs and other added costs. Review the Adding Parts and Other Costs to a Serialized Item section for details on the **Costs** tab. The **Tasks** tab will appear if the optional Tasks & Work order module is present. The **Task** tab would display on the work orders related to the specific serial number. The **Website** and **Images** tab will only appear if the EBMS e-Commerce module is present.

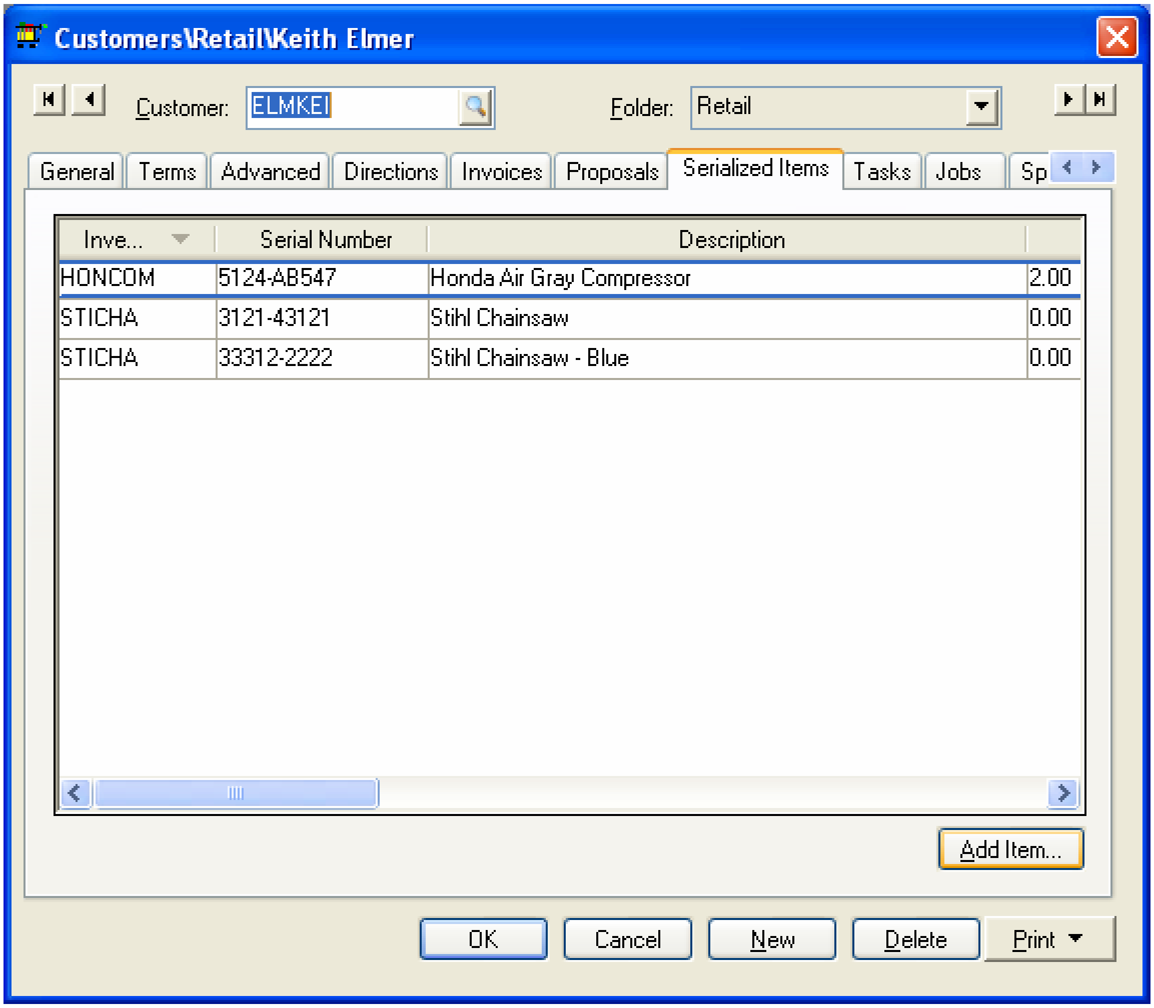
Viewing or Adding Items to the Customer Tab

The **Serialized Items** tab located within the customer record is useful to track the items that are purchased by the customer. This feature in combination with the optional Task & Work Order module is useful to track the service history of serialized items for each customer. For example…

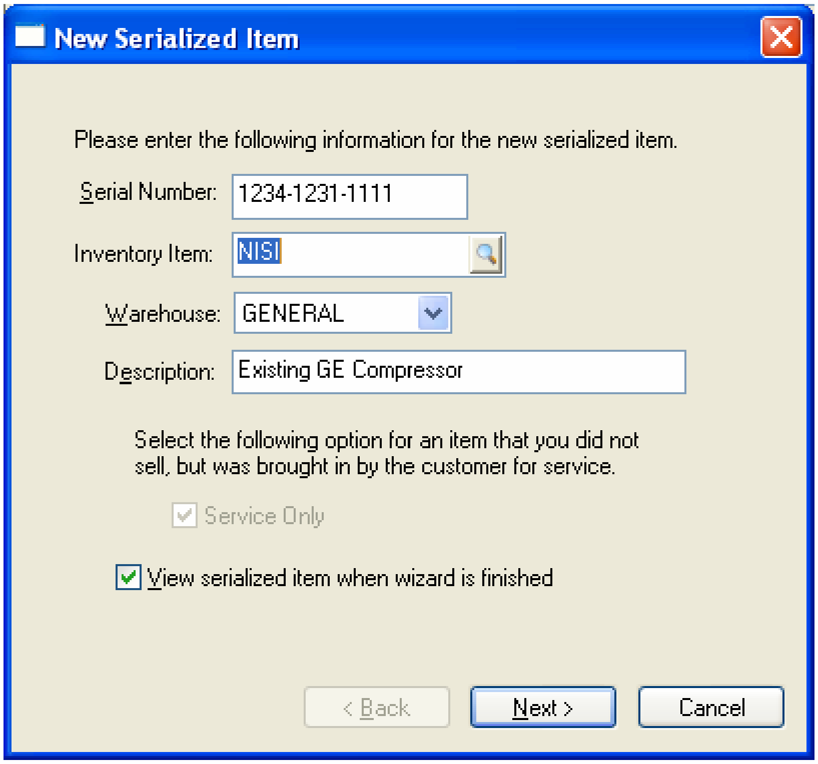
1. An auto service dealer would record each customer's vehicle using the VIN number as the serial number. The entire service history of the vehicle would be listed.
2. An equipment manufacturer may record the serial number of each item sold. Any warranty or service history would be attached to the serialized item.
3. A equipment sales company such as an HVAC, Plumber, Electrician, Electronics dealer, etc could use this feature to record the larger serialized items for each customer. This detail could be used for any future service reference.

In all of the examples listed above, the customer may own serialized equipment that was not purchased by the service company. Complete the following steps to add serialized items to a customer's **Serialized Items** tab without selling the produce to the customer:

1. Open a customer record and click on the **Serialized Items** tab as shown below:



2. Click on the **Add Item...** button to open the New Serialized Item dialog as shown below:



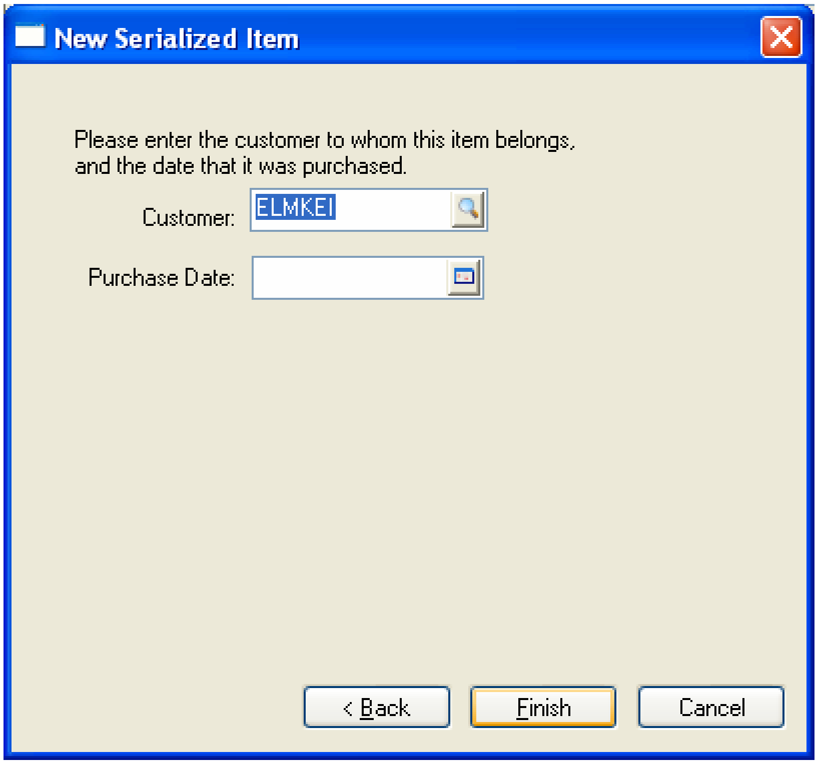
3. Enter a unique **Serial Number** for the piece of equipment. You can enter a generic number if the serial number of the service item is unknown.

4. An **Inventory Item** ID must be entered for the existing serialized item even if the item was not sold to the customer. The user may wish to create a generic **Inventory Item** to attach to the items that were purchased elsewhere.

5. Enter a **Description** of the item being serviced.

The **Service Only** switch is enabled and the option can not be changed since the serialized item was not purchased and can not be sold.

6. Enable the **View serialized item when wizard is finished** option so the use can enter more details within the **Memo** of the item. Click the **Next** button for the following wizard page:

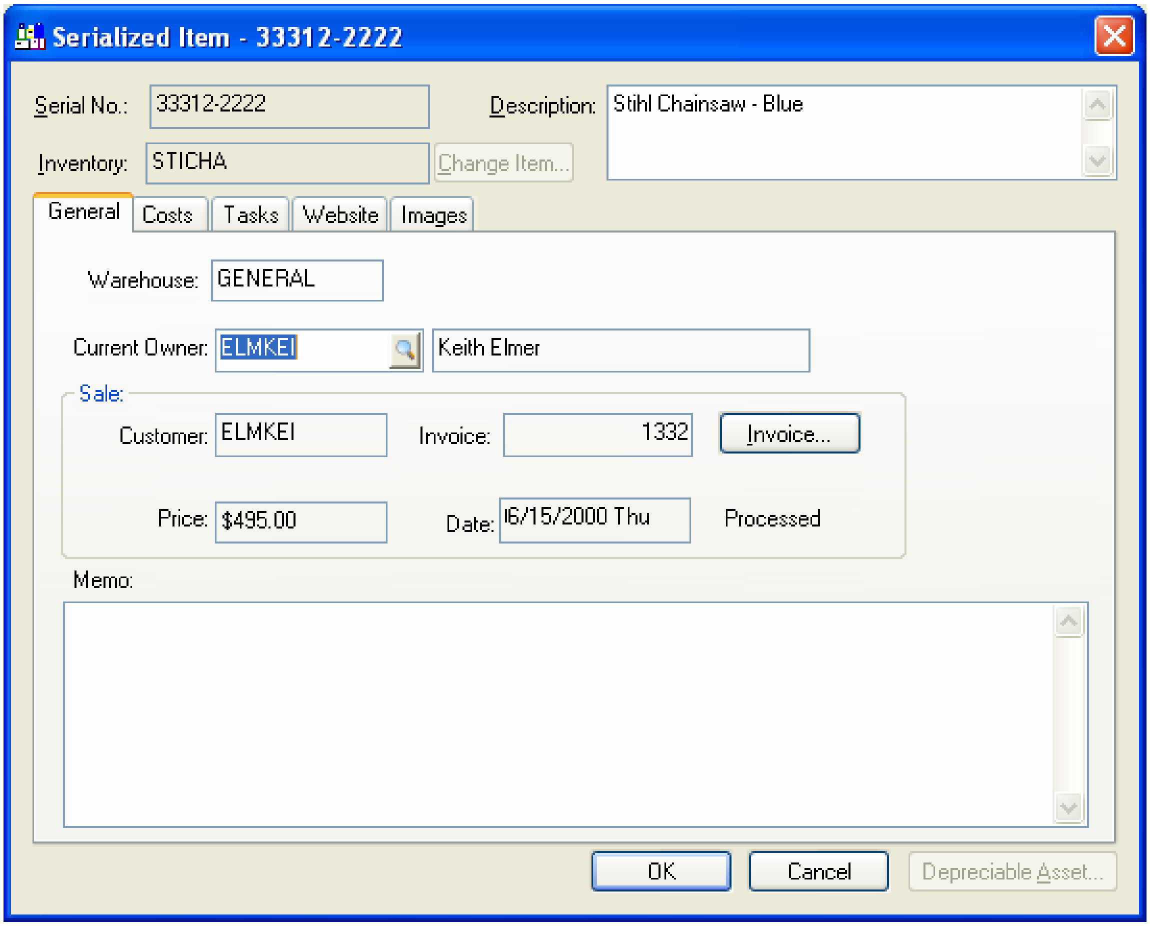


The **Customer** ID will be populated. The **Purchase Date** entry is optional.

7. Click the **Finished** button to complete the addition of the service only serialized item.

Changing the Ownership of an Item

The ownership of an item can be changed after an item is sold or added to a customer's **Serialized Item** tab. This may happen if the user is tracking the service history or warranty details for an item that was resold to another customer. Open a serialized item as shown below:



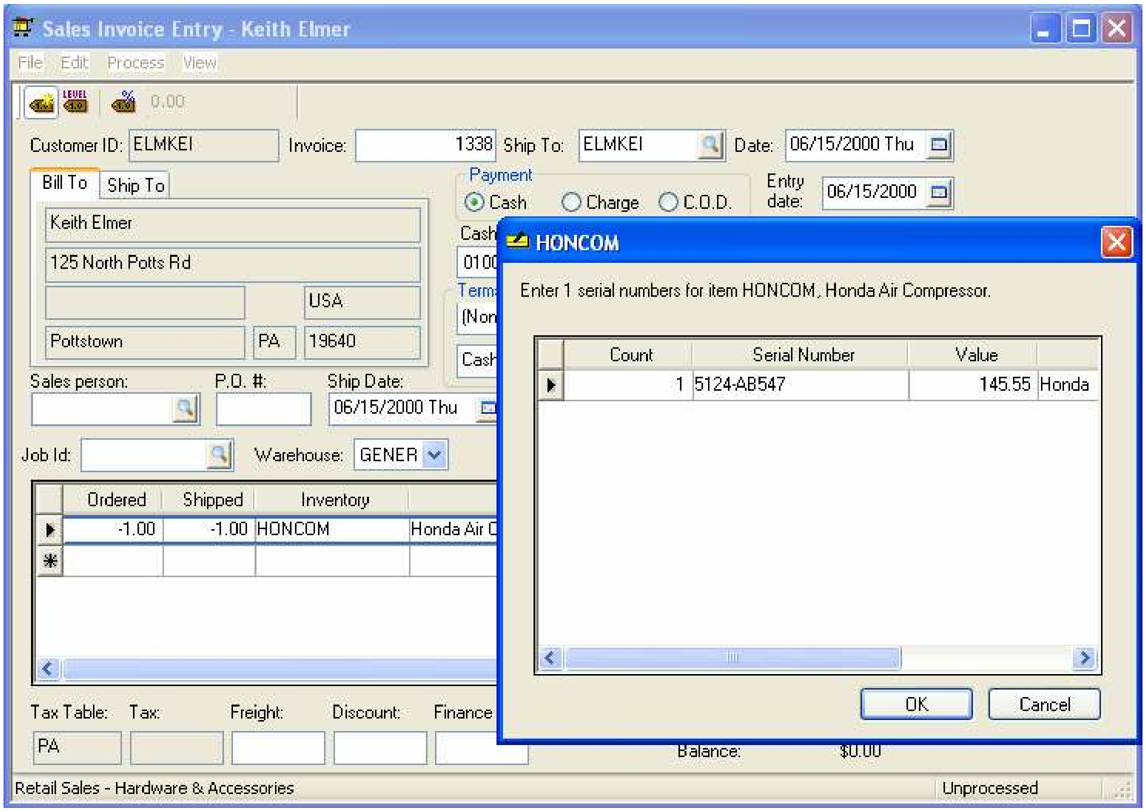
Replace the **Current Owner**'s customer ID with the new owner's ID. This will cause the serialized item to be moved from the original owners serialized item tab to the new owner's customer tab.

A service company may wish to enter the owner's information into the **Current Owner's** field even if the job or original equipment was billed to the contractor or other customer.

Returning a serialized Item

A serialized item that was sold can be traded in or returned by completing the following steps:

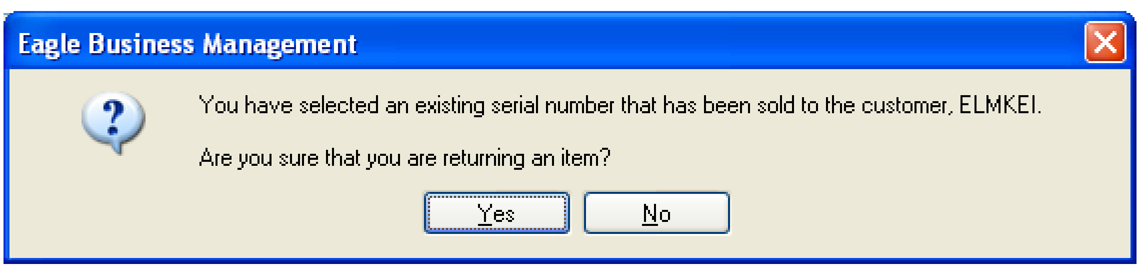
1. Open a new or existing sales order to record the product trade-in or return as show below:



2. Enter an **Ordered** and **Shipped** quantity of negative one if a single item is being returned. Enter the serialized **Inventory** item that is being returned.

3. Right click on the serialized item line and select **Serialized Items..** option from the context menu.

4. Enter the **Serial Number** of the item being returned and the following prompt will appear:



5. Click on the **Yes** button to confirm the return. Click the **OK** button on the serialized item dialog after each serial number is entered.

The serialized item will be removed from the original customer's **Serialized Items** tab and made available to resell when the sales invoice is processed. Review the Selling a Serialized Item section for details on reselling the item or the Adding Parts and Other Costs to a Serialized Item section to add parts to a trade-in unit.

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