

Best Practices Reporting Sales



Sales Reporting

Although reporting sales is an automated process, the Creamery recommends checking on a routine basis to make sure all packages are being transmitted daily.

To ensure sales are transmitted daily:

Be PC Ready

1. High Speed Internet is recommended
2. Make sure the Date and Time are correct on PC
3. Have Norton antivirus installed and up to date
4. Do not install illegal software on PC
 - a. Keep extra programs to a minimum (i.e. iTunes)
 - b. Do not let crew cruise the Internet
 - c. Stay off MySpace.com
5. Set yourself up as a contact

Adding a Contact to eManager

It is normally a good idea to add yourself as a primary contact in eManager so that you can be copied on all communications sent from your store to the Creamery. If eManager is running correctly, an email with a zipped file will be sent to the creamery (and to you) with a summary of your sales for the day. Adding yourself as a contact is an easy way to ensure that all communications are happening each night without errors. A missing message from the previous day is your cue to open eManager, send the package manually, and troubleshoot the problem so that it does not continue to occur.

To set up a contact:

1. Click **File**
2. Select **New**
3. Select **Contact**
4. Enter your **Name**
5. Enter your **Email Address**
6. Select **Default Recipient**
7. Click **OK**

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Daily Check

If you have yourself set up as a contact in eManager you should receive a file each morning with your sales.

1. A missing message from the previous day is your cue to open eManager and check the outbox for waiting package(s)
2. Send the package(s) manually
3. Troubleshoot the problem so that it does not continue to occur
4. If you miss an email more than 2 days in a row call Panasonic; 877-811-3811 and leave a message
5. Continue to send packages manually until Panasonic has resolved the issue
6. If you are unable to send sales manually they can be keyed into the Sales Reporting Tool (SRT) on the franchisee website
7. Make your Account representative aware that sales are not sending automatically to the Creamery. Continue to enter sales in manually.

Contact Info for Accounting:
RESlavik@kahalacorp.com

Check eManager Outbox for unsent packages

To Check the eManager Outbox for unsent packages:

1. Open **eManager**
2. Click Start > Programs > Reporter Suite Applications > eManager
 - a. If eManager is already open, there will be an E-icon in the icon tray (lower right corner of you screen)
3. Click on **Packages Tab** in left pane
4. Click on Package **Outbox**

If there are packages in the package outbox, they need to be sent to The Creamery:

1. Connect to the Internet as you normally would
2. Return to eManager by clicking on the **E-icon** in the icon tray (lower right corner of your screen by the clock)
3. Click on Mail > Get/Send Mail > **Get All Mail**
4. At the bottom of your eManager screen you should see the progress (i.e.: sending 1 of 5)
5. If you click on the screen while it is sending, you will receive an error box that gives you an option to switch to or retry, click retry and let it finish the process.