

Beauty in a NutShell

by Blue Flute Software Creations, Inc.

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4/20/04

NutShell User's Guide

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I. Introduction

Thank you for using NutShell, the software that helps you run your BeautiControl business. NutShell was written by a BeautiControl consultant who is also a computer software consultant. Linda Gerloff, who designed and wrote NutShell, has worked for many years in the business world as a computer analyst and programmer. She did extensive work with the very same elements that are in NutShell. Invoicing, purchasing and inventory management are important parts of almost all businesses, from large corporations to each independent BeautiControl business.

While elements such as invoicing and inventory management are crucial for running a business (and doing your taxes), the most important part of your BeautiControl business is your clients. NutShell's purpose is to help you meet your clients' needs. This help is in the form of Reminders, Notes, History and Reports. These things are the heart of NutShell. They do the remembering for you, as well as keep all the information about your clients and their needs together... in a NutShell!

Have fun using NutShell! Work with it and get to know what it does. Find the ways that it will help you in the unique ways that *you* run *your* business. Let NutShell bring out the best in you!!

II. General Rules of NutShell

The general rules of NutShell are outlined below. They apply to the User's Guide, the screens used throughout NutShell, and NutShell vocabulary.

The Manual

italics = italicized words represent buttons or menu items

in a Nutshell = summary of a section

a Nutshell report = a report that displays on your screen rather than printing on your printer. It is saved in NutShell so that you can view it again later.

The Screens

The TAB key – Use [TAB] to move from field to field

Keyboard Shortcuts - An underlined letter on a menu or button indicates a keyboard shortcut. Press and hold the Alt key, then press the key corresponding to the underlined letter. This is the same as clicking the indicated button.

Date Shortcuts – Date shortcuts allow you to key date information into the system more quickly.

- a. Omit the year – You may omit the year if you are entering a date in the current year. In the year 2004, the following dates are equal:

- 12/25 = 12/25/2004

- 7/4 = 07/04/2004
- 11/5 = 11/05/2004

b. Omit Slashes – if you enter the full month, day and year, you may omit the slashes. Enter two digits for the month and day. Enter zero, two or four digits for the year. The following are valid dates:

- 053102 = 05/31/2002
- 112501 = 11/25/2001
- 06142004 = 06/14/2004
- 0614 = 06/14/2004 (in the year 2004)

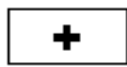
c. 'Today' or 'Now' – If you want to enter the current date into a date field, you can type either of these two words. They will be substituted with the current date.

Dates and the Default Century - Fields in which you are able to enter dates display a 4 digit year. When you enter dates, you may choose whether to enter 2 or 4 digit years. The date will display the full 4 digits either way. If you enter a 2 digit year, the default century will be filled in. To enter January 10, 2003, key either 1/10/2003 or 1/10/03. To enter June 1, 1979, key either 6/1/1979 or 6/1/79.

Default century - When you enter a 2 digit year, the default century is filled in for you. The default century is determined according to the following criteria. If the year is 40 - 99, the default century is 1900. For years 0 - 39, the default century is 2000. If you need to enter a date in which the default century does not apply, do so by entering the full 4 digit year.

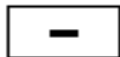
CAUTION: If you accidentally change data in *any field*, press [ESCAPE] to undo the change before you exit the field.

basic tools (click on a button to use)



Add

click to *Add* a new record -- to start a new invoice, enter a new client



Delete

click to *Delete* a record -- to delete the current client, invoice or inventory item



Find

click the flashlight button to search for items, clients, PO's, etc.



Print

click to *Print* a report



Calendar

click to bring up *Calendar* to select a date



Alarm

click to toggle between Green/ON or Red/OFF to show on the calendar as a Reminder

NutShell vocabulary



Invoice

Make an invoice whenever product leaves your business. This will be when you sell, loan, trade or gift product to others. When you take product out of your inventory, enter an invoice. This will adjust your inventory

counts, create History and update the Income & Expense log

Shipped When a product is 'Shipped' on an invoice, that means that product has been taken out of inventory for that particular client. If it is not shipped (Ship Qty is less than Order Qty), there was not enough product in inventory to fill the order.



Purchase Order Make a Purchase Order when product comes into your business. When you place an inventory order or buy product from a consultant, enter a Purchase Order.

Open An invoice or purchase order is open when you are doing work with it, such as adding items, adjusting prices or even waiting for payment. Access open invoices with the *Sell* button; open purchase orders with the *Buy* button.



Close Close an invoice or purchase order when there is no more work to be done with it. Closing an invoice or purchase order sends it to History where it may be viewed or reprinted by clicking the *History* button.



Datebook The Datebook is the heart of the Reminder system. Reminders can be set to appear on the Datebook automatically



History All closed invoices and purchase orders are in History where they can be viewed and printed as reports



Load Items Build a suggested product order (PO). NutShell will automatically load a PO with any items that are backordered for clients and/or have fallen below their reorder points.

Reorder point The quantity of an item you want to always have on hand: When your inventory falls below this point, NutShell will help you remember to reorder the right amount.



Notes Any type of note or comment you want to remember about a client. Notes can be set as Reminders so that they will show up on your Datebook.



Nutshells On-screen reports which are saved and can be viewed in NutShell.



Reminders Dates (Birthday, Next Contact, etc) which have been flagged with an alarm so they will appear as a reminder on the Datebook



Ignore Inventory An option on the Invoice screen that allows you to enter invoices without affecting your inventory counts. All items on the invoice are marked as shipped, regardless of quantity on hand. No inventory QOH counts are adjusted. (The Ignore Inventory option must be selected before any items are place on the invoice.)



AMO Orders

AMO Orders allow you to receive regular, pre-selected monthly orders from BeautiControl. NutShell will automatically enter AMO orders for you once you set them up.

Inventory Columns

QOH - Quantity on hand
QOO - Quantity on Order (PO)
QOB - Quantity on Backorder (PO)
QOBC - Qty on Backorder for Client
(Invoice)

Notes:

III. Installation Procedure

To put NutShell to work, first you must install the software either by download or from CD.

Follow these steps to install NutShell from a CD:

- 1) Insert NutShell installation CD in your CD drive.

- 2) Most likely, the installation program will start automatically. If not:
 - Click the *Start Button*
 - Click *Run*
 - Type **d:\install** (If your CD drive is not drive **d**, replace the **d** with the letter of your CD drive.)
 - Click *OK*

- 3) Read the On-Screen License Agreement (this is a standard license agreement providing you with a license to run NutShell on your computer)

If you agree, Click *Agree* and installation will continue

If you don't agree, Click *Don't Agree* and installation will terminate

- 4) You will be prompted for the drive and directory in which to install NutShell.

'c:\nutshell' will appear as the default drive and directory. If it is to be different, type the drive and directory you wish to use. Limit the folder name to 8 characters.

Note: Installing NutShell in the default folder will be the most convenient option if you will be using the Monthly Inventory Updates service.

In the space below, make a note of the drive and directory that you selected. This information will be necessary when installing Inventory Updates and Software Upgrades:

Installation drive and directory

Click *Continue*

5) You will be prompted for the drive and directory in which to install the BDE.

'c:\idapi' will appear as the default drive and directory. The drive letter must be the same as the drive where NutShell is installed (see #4 above). If different, type the correct drive. It is best to use the default folder name.

6) Wait for files to be copied to disk

7) You will be prompted for your consultant number

Enter *Consultant ID#* once. Press TAB.

Enter *Consultant ID #* again

Click *OK*

8) A completion message will appear

Click *OK*

- 9) The first time you run NutShell, you will be prompted to enter *Setup* information. Then the current Inventory List will load automatically.
- 10) If you are trying out NutShell, you will have 30 days to use the software for free. After the 30 days, the program won't open unless you enter a registration code. You will get a registration code when you purchase NutShell.
- 11) If you have already purchased NutShell, be sure to enter your registration code by clicking Registration on the System menu. The System menu is located at the very top of the main NutShell screen.

Now you are ready to get started with NutShell!!

Refer to the following chapters to get started:

[Frequently Asked Questions](#) (page 23)

[How to Make the Most of NutShell](#) (page 47)

[Common Tasks in your Business](#) (page 51)

[Start Up](#) (page 70)

IV. Frequently Asked Questions (FAQ)

To use this FAQ chapter, scan the list below for your question. When you see a question you are interested in, look in the next section to find the answer.

General

- 1) How do I delete a line from an invoice or PO?
- 2) How can I quickly find an item if I'm not sure what category it is in?
- 3) How can I quickly add several items from the same category to my invoice or PO?
- 4) I have entered an invoice or PO, but it isn't showing up on the Income and Expense Log. Why not?

Invoicing

- 5) How do I swap product with another consultant?
- 6) What do I do if my client returns product unused?
- 7) What do I do if my client returns product that I can't sell?
- 8) I am giving away a product as an incentive. How should I record that?
- 9) How do I handle product donations?
- 10) I have already closed my invoice, but I put the wrong date on it. What can I do?
- 11) I have already closed my invoice, but I billed the client for the wrong product. How do I fix this?
- 12) I invoiced my client twice for the same product. Both invoices are closed. What should I do?
- 13) How can I record the product a client used at a spa/party for future reference?

- 14) I would like to have a record of the products my client purchased before I started on NutShell. How can I do that?
- 15) How do I keep track of Client Connection or Internet orders when I get a commission check from BC? If I do an order it is removed from inventory which isn't right. If I show it as commission income it doesn't track the client's products.
- 16) While I am entering an invoice, I would like to be able to see the products my client has used in the past.
- 17) Why won't an item show as shipped on my client's invoice? I know I have enough product - I've already delivered it to her!
- 18) When I invoice a client, when is the product deducted from my inventory?
- 19) How can I change the dates for orders that I'm adding for last month?
- 20) I am planning to have a sale next month. Is there a way to easily bill my clients at the sale price? I would like to prepare for this part ahead of time.
- 21) How do I expense for my hostess? How do I input and track the 10% discount or take x dollars off her order?
- 22) I accidentally entered an amount paid on an invoice that is an Expense. Now I can't zero out the paid amount.
- 23) How do I account for my demo products?
- 24) How do I account for my products for personal use?
- 25) I prepared an invoice for a product gift and entered it as an expense - it showed correctly in the Income and Expense Log, but did not show in the expense column. Also, it shows with the "N" which I think means non-cash?

Purchasing

- 26) When I do a PO, when is product added to my inventory?
- 27) How will NutShell help me figure out what I need to order?
- 28) Sometimes when I add an item to a PO, it comes up with a quantity greater than one. What is going on?
- 29) I am trying to match my NutShell PO up with my BeautiControl invoice. The discount is off and I can't figure out why.
- 30) I purchased a product package in which the price of the package is less than the retail price of all the items in the package. How do I enter this?
- 31) I mistakenly converted a set item to the individual items when I closed my PO. How do I switch back to show the products as a set rather than individual items?
- 32) How do I change a received PO after I check the product I received and realize that I marked an item in when it is backordered?
- 33) What do I do if I took product out of my inventory and was going to use for gift baskets on a holiday and did not sell them. Do I reenter them? If so how, with a dummy PO?
- 34) I put the same PO in twice, what do I do?
- 35) What do the following mean on the purchase order screen? 12 Mth, CUSBO
- 36) How do we add products to our inventory that we got from BC as gifts?
- 37) Once a PO is "closed" can I see it again?

Set Up

- 38) I need to change my address that prints on my invoices. Where do I do that?
- 39) I want to customize the message that appears in the lower left corner of the invoice. Can I do that?
- 40) I would like a different screen to display when I start NutShell.
- 41) How can I change the goal and work day information on the Goals screen?

Expenses

- 42) What is the best way to track expenses like office supplies or postage? I keep receipts but I don't know where to put them!
- 43) What do I do to prepare for taxes?

History

- 44) I would like to know my current month sales total, so far. Can I do that?
- 45) Is there a way to tell who I sold to on a certain day?
- 46) Can I search on clients that are a certain age or use certain products (ie over 35 or use the products for more mature skin)?
- 47) How can I easily review past sales to my clients?
- 48) I can't find a closed invoice from several months ago.

Inventory

- 49) What do QOH and the other abbreviated fields stand for?
- 50) Where do I enter my inventory start date?
- 51) What do I do if my inventory quantity on hand counts are off?

- 52) I have not kept up with entering my inventory, therefore, all counts are off. Where and how do I start over?
- 53) When I enter my beginning inventory, should I dig out the old item number, for example, Herbal Serenity Talc? Where do I put these items?
- 54) What happens to my History when an item number changes?

Backup

- 55) How long should I keep the floppy disk/CD that I use to backup with?
- 56) Should I backup on the hard drive as well as on floppy disk?

Miscellaneous

- 57) I want to run NutShell on both my home and my office computer. Is this possible?
- 58) I have a new computer that I want to run NutShell on. How do I get my program on the new computer?
- 59) Is there a way to export my client database from NutShell?
- 60) When I click on an email button in NutShell, an email program opens up, but it isn't the one I normally use. How do I fix this?

FAQ Answers

Note: When related to taxes, these answers are suggestions. Please consult your tax professional for tax advice.

General

1) How do I delete a line from an invoice or PO?

To delete a line, double-click the description. To delete the entire invoice or PO, click the minus button in the upper left corner of the screen.

2) How can I quickly find an item if I'm not sure what category it is in?

You can quickly locate the item by typing a few letters of the description in either the item number field or the description field on the invoice or PO screen. For example, type 'cleans' (no quote marks) to get a list of all items that have 'cleanser' in the description.

3) How can I quickly add several items from the same category to my invoice or PO?

When you are adding items to your invoice or PO and you are using the category search list, double-click each item to add it to your order. After the item is added, the search list will display again allowing you to select the next item.

4) I have entered an invoice or PO, but it isn't showing up on the Income and Expense Log. Why not?

Income and Expense Log entries are made for each invoice or PO when the invoice or PO is closed. Invoices are entered only if they have been paid.

Invoicing

5) **How do I swap product with another consultant?**

Every time product leaves your shelf, write an invoice. So, when you give a consultant product, invoice her for it. If you are swapping with her, put the product she is giving you on the same invoice. For the product you are receiving in the swap, use a negative order quantity, like this: -1. This method gives you a paper trail for the transaction, updates your inventory counts and updates the Income and Expense Log, if necessary. For more information, see [About Trading Product with Other Consultants](#) (page 144).

6) **What do I do if my client returns product unused?**

Give your client credit. Do this by creating another invoice for the client. Put the product she is returning on the invoice and make the quantity negative. This will add the item back to your inventory, show the return in the client's History and update your Income and Expense Log. For more information, see [About Product Returns](#) (page 160).

7) **What do I do if my client returns product that I can't sell?**

Give the client credit. Do this by creating another invoice for the client. Click the Ignore Inventory button and then add the product she is returning to the invoice. Make the quantity negative. The Ignore Inventory will keep the product from being added back into your inventory. Then, create a purchase order for the product and change the retail price and the shipping to zero. When you receive the product replacement from BeautiControl, receive the PO and close it. This will take care of all parts of the system. For more information, see [About Product Returns](#) (page 142).

8) I am giving away a product as an incentive. How should I record that?

When you give away product, go ahead and create an invoice for the client, just as if she was actually buying the product. Click the Expense button. Select the Expense option and choose an appropriate class, such as Gifts. When you close the invoice, the full invoice total will be written to the Income and Expense Log as an expense in the class that you select. For more information, see [About Invoices and the Income/Expense Log](#) (page 138).

9) How do I handle product donations?

Whenever you take product from your shelf, it should go on an invoice, even if it is not a sale, as in this case. To keep your records straight, you will want to mark the invoice as an expense. To do so, click the Expense button on the invoice screen. On the next screen, select Expense and then click on the appropriate class in the list. When you close the invoice, an entry will be made in the Income and Expense Log for the invoice total, as an expense, in the class that you select.

10) I have already closed my invoice, but I put the wrong date on it. What can I do?

Go to the History screen and find the incorrectly dated invoice. You can change the invoice date right on the History screen in the Closed Invoices (top) box. If you want the changed date to be reflected in the Income and Expense Log, change the Payment Date. Click on the invoice you want to change and then click the *Pay Invoice* button.

- 11) I have already closed my invoice, but I billed the client for the wrong product. How do I fix this?**
Create another invoice. Put the 'wrong' product on the invoice with the same quantity that you billed originally. Then make the quantity negative by putting a dash in front of it. Add the 'right' product to the invoice with the correct quantity. (This one is positive.) Close the invoice as usual. This will correct your inventory counts and show a paper trail in the client's History. For more information, see [About Offsetting Invoices](#) (page 145).
- 12) I invoiced my client twice for the same product. Both invoices are closed. What should I do?**
Create an offsetting invoice. For more information, see [About Offsetting Invoices](#) (page 145).
- 13) How can I record the product a client used at a spa/party for future reference?**
Create an invoice for the client. Add all the products that she used at the clinic to the invoice. Change all the quantities to zero and close the invoice. You will be able to see these items in her History.
- 14) I would like to have a record of the products my client purchased before I started on NutShell. How can I do that?**
Enter a historical invoice. This is an invoice that doesn't affect your inventory counts. Start the invoice for the client as usual. Before you add items to the invoice, click the Ignore Inventory button. This will keep your inventory counts from being affected by this invoice. Then add the items she has purchased in the past. Before you close the invoice, be sure to set the date to sometime before you started using NutShell. For more information, refer to [About Non-Inventory Invoices](#) (page 147).

15) How do I keep track of Client Connection/Internet orders when I get a commission check from BC? If I do an order it is removed from inventory which isn't right. If I show it as commission income it doesn't track the client's products.

Yes, this is an important question. You don't want to update your inventory, and you do want to record the products that the client is using. Create an invoice for the client. Click the Ignore Inventory button before you start adding items to the invoice so that all items will be added to the invoice without affecting your inventory counts. You will need to adjust out the cost of the products so that only your commission shows as the invoice total. You can either do it by changing the retail price on each line, enter a discount % or adjustment dollar amount. Use the dash key for negative numbers. Click on the Expense button and change the Income Class from 'Sale' to 'Commission'. You may want to make a notation in the Note box that this is a Client Connection commission invoice.

16) While I am entering an invoice, I would like to be able to see the products my client has used in the past.

To see your client's product history, click the History button on the Open Invoice screen. It is grouped with the Skin Care, MakeUp/Spa, Other and Sales Aids buttons. When you click the History button, you will see a list of all the items she has purchased. You can view the list by date or in the order form sequence. This will help you find out what color of blush she wore 'last summer'!

17) Why won't an item show as shipped on my client's invoice? I know I have enough product - I've already delivered it to her!

If you add an item to an invoice and the ship quantity is not the same as the order quantity, then NutShell thinks you don't have enough inventory to fill the sale. This could be because you haven't entered your latest inventory order or you haven't done the Receive step on it. Or possibly your inventory counts are off.

18) When I invoice a client, when is the product deducted from my inventory?

The product is deducted from your inventory as soon as you add the item to the invoice. When you delete an item from an invoice, it is added back to your inventory immediately.

19) How can I change the dates for orders that I'm adding for last month?

That is a good point. You want to be sure to set the date correctly for several reasons. Mostly because of your Income and Expense Log and Sale pricing. When you start an invoice for a client or a purchase order (by clicking the plus key), NutShell defaults to the current date. You can change the date at any time. The date field is in the upper part of the screen toward the right.

20) I am planning to have a sale next month. Is there a way to easily bill my clients at the sale price? I would like to prepare for this part ahead of time.

Yes, on the Inventory screen, you can enter your sale prices along with a start and end date. When you place a sale item on an invoice, NutShell will automatically use the sale price if the invoice date is in the sale period. The column headings on the Inventory screen are: 'InvSalePrice', 'InvSaleFrom' and 'InvSaleTo'.

21) How do I expense for my hostess? How do I input and track the 10% discount or take x dollars off her order?

It isn't necessary to expense your hostess discounts or dollars off. But, if you would like to keep track of the number of dollars you give away in discounts, you can record that in the Income and Expense Log as a Non-Cash Expense. It is a Non-Cash expense because although it is part of the cost of doing business, it isn't something you actually paid money for.

Currently, NutShell doesn't support expensing a single invoice to more than one class. For now, the best way is to give the 10% off in the discount field on the invoice, or the dollars off in the adjustment field. Let the invoice post to your Income and Expense log as a sale (default). Then, if you want to track your discounts, make a manual entry in the Income and Expense Log for the discount/dollars off.

22) I accidentally entered an amount paid on an invoice that is an Expense. Now I can't zero out the paid amount.

Because there is no money involved in invoices that are expensed, you can't change the amount paid. Change the invoice back to Income, remove the amount paid and change it back to Expense.

23) How do I account for my demo products?

Since you should write an invoice every time product leaves your shelf, write an invoice when you take product out of inventory for your case. Set up your business as a 'client' and invoice your business for the products. Before you close the invoice, click the Expense button. Next, click on 'Expense' and select the class 'Product for Business Use'. When you close the invoice, NutShell will make an entry in the Income and Expense Log for the expense. If you invoice a

single item, NutShell will list the item in the Income and Expense Log, otherwise it will list the client name.

24) How do I account for my products for personal use?

Set up yourself as a 'client' and invoice yourself for the products. Before you close the invoice, click the Expense button. Click on 'Expense' and select the class 'Product for Personal Use'. When you close the invoice, NutShell will make an entry in the Income and Expense Log for the expense. If you invoice a single item, NutShell will list the item in the Income and Expense Log, otherwise it will list the client name.

25) I prepared an invoice for a product gift and entered it as an expense - it showed correctly in the Income and Expense Log, but did not show in the expense column. Also, it shows with the "N" which I think means non-cash?

The purpose of the Income and Expense Log is two-fold. The main purpose is to help you keep track of numbers in your business. It's just a log or a listing of the things that happen in your business. We log dollars that come in, dollars that go out and other things that you need to know when figuring your deductions for taxes. Some of these deduction items don't actually involve you spending money. Examples of this are mileage, gifts and product that you use for yourself. The deduction items that don't involve spending money are the Non-Cash expenses. When you take product out of inventory for a gift, yourself or your case, you don't pay for it, so it is a non-cash event. (You paid for it when you bought it from BC.) Even though you don't pay for it when you take it out of inventory, we still want to log it because it is important for tax purposes.

This brings us to the second purpose of the Income and Expense Log - to see how much money you are

making. To determine that, we look at how many dollars have come into your business (Income) and how many dollars you spend in your business (expense). The non-cash expenses don't affect that, so they are not included. The two rightmost columns on the Income and Expense Log screen are your cash income and expense columns.

Purchasing

26) When I do a PO, when is product added to my inventory?

Your inventory counts are updated when you receive the order. Put the PO in receive mode by clicking the 'Rcv' button (after you check to be sure your NutShell PO totals are correct) and enter the quantity received of each product. When you key the quantity received, your inventory counts are updated.

27) How will NutShell help me figure out what I need to order?

There are two things you will need to do so that NutShell can make a recommended order. First, set reorder points for your best selling items. Reorder point is the column on the Inventory screen with the title 'Reord'. The reorder point tells NutShell how much of a product you want to have in stock at all times. Secondly, enter client invoices as soon as you make the sale, even if you are out of stock on some items. When you are ready to place your inventory order, start a new PO by clicking the plus button. Then click the Load Items button. NutShell will add all the items that it thinks you need to the order. You can add and delete items to customize the order. Please see [the Inventory chapter](#) for more info (page 116).

- 28) Sometimes when I add an item to a PO, it comes up with a quantity greater than one. What is going on?**

When you add an item to a PO, NutShell checks your system to see how much it thinks you need. It will
1)compare your QOH to the Reorder point and
2)check your open invoices for client backorders. The quantity that you need, based on these two criteria, will be placed in the order quantity on the PO.

- 29) I am trying to match my NutShell PO up with my BeautiControl invoice. The discount is off and I can't figure out why.**

Check the discount column in the items section of your PO. If the PO is already in Receive Mode, you may not be able to see the Discount column. If so, click the Rcv button again so that it will display. Check the Discount column and make sure it is correct all the way down. It should be blank on all items except those that have a special discount.

- 30) I purchased a product package in which the price of the package is less than the retail price of all the items in the package. How do I enter this?**

Create a new PO as usual. Go ahead and add all the individual items to the PO. NutShell will calculate the total of all the items and it will be too high. In the adjustment field on the right side of the PO screen, enter the difference between the package price and the product total. For example, you got \$500 worth of product for \$425. Enter -75.00 in the adjustment field.

- 31) I mistakenly converted a set item to the individual items when I closed my PO. How do I switch back to show the products as a set rather than individual items?**

In this case, there is no problem with changing your inventory counts manually. Go to the Inventory screen.

In the QOH column, subtract the correct quantity from the individual items and add to the set item. If you accidentally converted *one* set to the individual items, subtract *one* from the individual items and add *one* to the set item.

32) How do I change a received PO after I check the product I received and realize that I marked an item in when it is backordered?

If the PO is still open, you can just change the quantity received to the correct amount. Leave the PO open until you receive the backordered product. If the PO is closed, enter an offsetting PO to adjust out the quantity you mistakenly received. When (if) you receive the product, enter a PO for it at that time.

33) What do I do if I took product out of my inventory and was going to use for gift baskets on a holiday and did not sell them. Do I reenter them? If so how?

If you took the product out of inventory by creating an invoice for it, then put it back in inventory by giving a refund. To make it a refund, use negative numbers for the *Ord Qty*. This will get the product back into inventory, update your Income and Expense Log and provide a paper trail of the transaction.

34) I put the same PO in twice, what do I do?

Enter an offsetting PO. This PO will be identical to the original PO, but the order qty's will be negative. It's kind of like issuing credit. This will correct all the parts of your system - Inventory counts, Income and Expense Log and History.

35) What do the following mean on the purchase order screen? 12 Mth, CUSBO

12 Mth - Quantity you have sold in the last 12 months. It lets you know how active the item is
CUSBO - quantity currently on customer backorder

36) How do we add products to our inventory that we got from BC as gifts?

Go ahead and create a PO for the products you receive. Put in 100% discount to make the PO total zero. (Take out the shipping, too)

37) Once a PO is "closed" can I see it again?

Yes, you can see it on the History screen, Purchasing Tab. You can print it from there if you want. And you can print a report of your closed purchase orders for any time period.

Setup

38) I need to change my address that prints on my invoices. Where do I do that?

Go to the Setup screen. The name, address, phone number and email address from the Setup screen is printed on the upper right corner of each invoice.

39) I want to customize the message that appears in the lower left corner of the invoice. Can I do that?

Yes, on the Setup screen, there is a button called Invoice Text Msg. This will bring up the screen to type your changes. The first two lines are bold print and the last line is centered.

40) I would like a different screen to display when I start NutShell.

You can change that on the Setup screen. There is a field called Startup Window.

41) How can I change the goal and work day information on the Goals screen?

You can change your monthly goals and the number of work days per week on the Setup screen.

Expenses

42) What is the best way to track expenses like office supplies or postage? I keep receipts but I don't know where to put them!

Enter them in the Income and Expense Log. This is the button on the main screen with the dollar sign on it. NutShell makes automatic entries for your invoices and PO's. Then you do the rest - the more often the better, of course. To enter an expense, click the Add button. Then put in the date, description and dollar amount. Select an expense class, click OK and you're done! At the end of the year, you can print a report that will total all your expenses by class. It's perfect for the tax man!

43) What do I do to prepare for taxes?

At the end of the year, you will need to print two reports in preparation for taxes. The first report is an inventory listing. Try not to wait too long after the end of the year before you print your inventory listing. Use the last day of the year for the 'As of' date. For the 'Value By' prompt, select 'Price Paid'. Be sure to print your report for 'All' sections. After the report is printed, count your inventory. Compare your actual counts to the printed report. If the counts are off, make corrections and print the inventory listing again. See [Maintaining your Counts](#) (page 120) for information about correcting your counts.

For the second report, print an Income and Expense Log by Class report. See [To print a report for tax purposes](#) (page 201) for more information. Also, it would be a good idea to do an End-Of-Year backup. Use some new disks, mark them End-Of-Year and file them away with your important business paperwork. If you are using CD's for your backup, file the CD's you've been using and start a new set of CD's with the

new year.

History

44) I would like to know my current month sales total, so far. Can I do that?

The Goals screen will tell you the total of all your invoices for the current month or any month you select. The Income and Expense Log will tell you the total of all invoices (that have been paid and closed) for any particular time period. To see ALL invoices (open and closed) for the month, go to the History screen. Click the Print Report button. Several of the reports will tell you what you want to know, in various ways. The Sales by Selected Client report will give you invoice info for your sales. Use the date range you are interested in, for example, 2/1/04 - 2/28/04. The Items by Client report will give you item information, too. You can select 'On-Screen' to get a view of the report without printing it.

45) Is there a way to tell who I sold to on a certain day?

You can get this info from the same History reports as mentioned above. Your date range for the report will be just one day, 3/5/04 - 3/5/04. Again, you can select On-Screen to just view the info or you can select Printer to print it.

46) Can I search on clients that are a certain age or use certain products (ie over 35 or use the products for more mature skin)?

You can use the History screen to tell you who bought a specific item, for example, Regeneration Gold. On the History screen, click on the Inventory Tab. Find the item you are looking for, and enter a Beginning date. The bottom box will list all the clients who have bought the item. You can also print a report based on this info. Click the Print button on the History screen. The report

is called 'Sales by Selected Item'.

47) How can I easily review past sales to my clients?

On the client screen, click the History button. It is on the top of the screen and looks like a yellow filing cabinet. On the invoice screen, click the History button. It has a flashlight on it. It will show you a list of items the client has bought. You can add these items to the invoice from this screen.

48) I can't find a closed invoice from several months ago.

Check the 'Beginning...' date on the History screen. NutShell only displays invoices that are dated on or after the selected 'Beginning...' date.

Inventory

49) What do QOH and the other abbreviated fields stand for?

QOH - Quantity on Hand is updated when you buy and sell product. QOH indicates how much product you have to sell

QOO - Quantity on Order is updated when you order product on a PO.

QOB - Quantity on Backorder shows what product is on backorder from BeautiControl

QOBC - Quantity on Backorder for Client indicates how much product is unshipped on Open Invoices. NutShell uses this number along with Reorder Point to determine how much product you need to order.

50) Where do I enter my inventory start date?

There is not a need to enter your start date for inventory purposes. However, after you enter your beginning inventory, print an inventory listing and mark it with your start date. Save this report for tax purposes.

51) What do I do if my inventory quantity on hand counts are off?

The easy answer is to simply change the QOH column on the Inventory screen. However, it is important that you first get your NutShell system in synch with your inventory shelves. Be certain that you have completed the Receive step for all PO's which you have put away on your inventory shelf. For invoices, be sure that you have pulled all product for any invoices that you have entered into the system. If your counts are still off, adjust your counts. If you would like to have a paper trail for the adjustment, enter an invoice to adjust your counts. Make a note on the invoice to explain the situation. For more details, see [Maintaining your Counts](#) (Page 120).

52) I have not kept up with entering my inventory, therefore, all counts are off. Where and how do I start over?

1. Pick a start date, like next Monday or the first of this month.
2. Enter all the sales and purchases that you have made, up to the start date.
3. Close as many of the invoices and PO as you can. If you have items on invoices that are showing unshipped, even though you have filled the order, Force them to ship by double-clicking the 'F' column on the inventory screen.
4. Once you get all your invoices and PO's up-to-date, print an inventory list. Count your inventory and compare it to the list.
5. Update your counts. You have a choice for this part. Either update your QOH counts on the inventory screen so that they match your actual counts, or use invoices to adjust your counts. Do the second option if

you want a paper trail of your adjustments (this is preferred). Enter a client called Invoice Adjustments. Enter an invoice for all the items on which you need to adjust the count. If you need to decrease the count, the *Ord Qty* on the invoice should be positive. To increase the count, make the *Ord Qty* negative. The invoice should total zero since there is not cash changing hands. The easiest way to do this is to put a discount of 100%. After you have entered the invoice, double-check your counts. If they are correct, close the invoice.

53) When I enter my beginning inventory, should I dig out the old item number, for example, Herbal Serenity Talc? Where do I put these items?

It will be helpful if you can find the old item numbers, but it is not vital. Every item has to have it's own, unique item number. You can make up a number for old items, but the danger is that it might be a number that BeautiControl will use in the future for a new item. When you make up item numbers, use a 5 or 6 digit number that starts with '9', like '90001'. A good place to put the old items is in the Discontinued section. Go to the last item, click on it and then click the plus button in the upper left corner of the screen. That will make an empty line for you, so you can key the item #, description and retail price.

54) What happens to my History when an item number changes?

When an item number changes, NutShell keeps the items in-synch. This will allow you to have a single item (for example, Gold Cleanser) with two or more item numbers. You will work with the item under the new number, but sales/purchases of the old number will display together with sales/purchases of the new number.

Backup

55) How long should I keep the floppy disk/CD that I use to backup with?

Floppy disks can mysteriously go bad just out of the blue and CD's can get scratched or lost. So, it is a good idea to have two sets of backups available at all times. Label them whatever way is meaningful.

Backup on one set the first day and backup on the second set the next day. This way, if your first backup goes bad, you'll have the second one to fall back on. Note: You will use 2 floppies or one CD each time you backup.

56) Should I backup on the hard drive as well as on floppy disk?

Backing up on the hard drive is handy and convenient. However, if your hard drive crashes, you will be without a way to recover your data. If your computer has two hard drives, you can backup on the drive where NutShell is not installed. Otherwise, you can backup to your hard drive for temporary backups. For example, you could backup to the hard drive before you apply an inventory update.

Miscellaneous

57) I want to run NutShell on both my home and my office computer. Is this possible?

Yes. Go ahead and install NutShell on both computers. Do a NutShell backup on the first computer and restore it on the second computer. Every time you do work on one computer, back it up and restore it on the other computer, in order to keep the two computers in-sync. Work on only one computer at a time.

58) I have a new computer that I want to run NutShell on. How do I get my program on the new computer?

First, install NutShell on the new computer. You can do this by downloading again from the internet, or by using your installation CD. If you don't have a current backup from your old computer, go ahead and do a backup. Restore your most recent backup from the old computer onto the new computer. Do this by clicking 'Restore' on the System tab on the main NutShell screen.

59) Is there a way to export my client database from NutShell?

Yes, you can export your clients and use them in other programs. Please contact Blue Flute technical support for the information you need to accomplish this task.

60) When I click on an email button in NutShell, an email program opens up, but it isn't the one I normally use. How do I fix this?

NutShell will use the system email program when you click the Email button. If you need to change it, do it like this:

1. On your desktop, right-click the Internet Explorer icon and select Properties
2. Then select the Programs tab
3. Look in the drop-down for the 'Email' and select from the choices there.

V. How to Make the Most of NutShell

One of the best things you can do for your business is keep your information current in NutShell. Your up-to-date system will give you a sense of control over your business. This will give you the confidence to make sound business decisions quickly and easily, and you will be able to pamper your clients. After all, without happy clients, you don't have a business!

Bookkeeping Day

You are busy and don't have a lot of time, but you are your business's best friend, so treat it right! Make a standing appointment with yourself to catch up on your books. For example, make Monday your 'Bookkeeping Day'. Every Monday morning from 9AM – 10AM sit down and enter the prior week's activity into NutShell. Make this an appointment that CAN'T be broken! Once you get into this routine, you will wonder how you ever ran your business any other way!

Inventory

Don't worry too much about the inventory screen once you finish your initial set up. Subscribe to the automated inventory updates, and that will take care of everything for you.

The thing that IS important is that you record everything that happens to your inventory. This means enter an invoice for every product you take off your shelf. Enter a PO every time you put product on your shelf!

You probably won't have time to enter an invoice when you grab a product on your way out the door to a

meeting. But, you can take 30 seconds to write it down! (Remember, you are your business's best friend!) Then, on your next Bookkeeping Day, [enter an invoice](#) in NutShell for all the items on your list. Start a new list for the next week, and you will always be up-to-date.

Purchase Orders

Be sure to let NutShell help you create your Purchase Orders. This is one of the most time-saving features in the whole program! It saves time because your order will be created quickly, and it will be accurate. You won't have to spend time tracking down a product that you forgot to order for a client, because you won't forget!

To quickly create your orders, do the following:

- 1) Enter [Reorder Points](#) on the Inventory Screen (this only needs to be done once)
- 2) Enter every invoice when you make the sale, even if you don't have the product in stock
- 3) Create your PO by clicking the [Load Items](#) button

Datebook/Calendar

Use Reminders so the Datebook can help you pamper your clients. Increase the chance of your Spas holding on the original date by scheduling all of your hostess coaching tasks on the Datebook.

Each week or every day, check the Datebook to see what you need to do. You can stay prompt and effective using Reminders.

Notes

Notes will keep track of anything you want to

remember. Each NutShell Note is like a post-it note but all the notes are organized and easy to find! Record things like directions to your client's house and other important information about each client.

The best way to use Notes is to jot down information that your client tells you in conversation. The next time you speak to her on the phone, glance at your notes and you will be able to remember the minute details from your prior conversation. Your client will feel especially connected with you and she will very much want to do business with you, her personal consultant!

History

Just like Notes, the value of the History of your business is immeasurable because it helps you cater to your clients. Not only will you be able to quickly and easily find out what products each client uses, but you will also know who uses a certain product. You can market sale products, as well as new products directly to the clients who are most likely to want them!

Backup

Please be sure to backup regularly. If you have any computer problems, you will be so glad you did!

Have Fun!

Have fun with NutShell! And don't be afraid of it!

Stay consistent with your Bookkeeping Day and NutShell will help you and your business grow in many ways.

VI. Common Tasks in Your Business

This chapter will guide you as you operate your business. It will tell you what things you will need to do to get your business running in NutShell. Please refer to the subsequent chapters for more detail about the various tasks.

Before you hold a Spa

One of the most important things you can do to insure a good spa is to hostess coach very well. Stay in contact with your hostess and guests. Use the Datebook to schedule contacts with the hostess and guests. The reasons to make contact include:

- Get the guest list
- Send the invitations (or make sure the hostess sends them)
- Remind the hostess to get outside sales
- Confirm the party a day or two before the scheduled date

After you hold a Spa

When you hold a spa, you will come home with new clients and sales. To process this info into NutShell, do the following:

- Enter new clients – Click the ‘+’ on the Client/Colleague screen
- Enter your sales – Find each client on the Client/Colleague screen and click the Sell button (next to the Last Name)
- If you bought supplies for the spa (foot tubs, dollar store gifts), enter the costs in the Income and Expense Log

Place a Product Order

NutShell can make your ordering process take minutes instead of hours:

- Enter invoices for all your sales
- For products that you want to keep on hand, enter reorder points on the inventory screen. (This is optional and only needs to be done once.)
- Click '+' on the Buy button to enter your order
- Click the Load Items button so that NutShell will create a suggested order for you. Modify this order as needed.
- Once you know exactly what you will order, place the order with BeautiControl

Receive a Product Order

When your product is delivered to your door:

- As you unpack your boxes, check off the received products on the packing slip
- Find the PO in NutShell and double-check all the products, quantity ordered and prices.
- Once your NutShell PO matches your BeautiControl invoice, click the Rcv button to put the PO in Receive Mode.
- Key the quantity you received of each product and close the PO.

Ship a product to a client

Print the invoice and a mailing label:

- If you have received payment, mark the client's invoice as paid
- Print or Email the invoice
- Close the invoice, if it has been paid

- Print a mailing label by clicking the 'Print Label' box by the client's name (Client/Colleague screen)
- Print the report 'Clients Selected for Labels' to get your mailing label
- Unclick the 'Print Label' box

Process a returned product

- Create a negative invoice to give the client credit
- If she is getting a replacement product, put it on the same invoice
- If the invoice total is negative, you owe her money. If it's positive, she owes you money
- Once the money is taken care of, mark the invoice as 'Paid in Full'
- If the returned product is not sellable, call in your product replacement to BeautiControl.

Collect Payments

Selling product doesn't help your business unless you receive payment. You will have to remind some of your clients to pay.

- Run the Amounts Due report to find out who owes you money
- The Amounts Due report can be found on the Client/Colleague screen when you click the Print button. Look in the Reports drop-down list.
- Call or email the client to remind them to pay
- Every client contact is an opportunity to market your business, so think of these 'collection' phone calls as a chance to bond with your client. Ask them how they are doing and make Notes by clicking the Notes button on the Client/Colleague screen.

- The next time you speak to the client, refer to your notes so that you can make a warm connection.

Receive a Payment

Your Amounts Due report will be most accurate if you keep your payments up-to-date in NutShell. When you receive payment:

- If the invoice is still open, record the payment on the Open Invoice screen (Sell button).
- The Payment Date will default to the current date, so change it if necessary.
- If the invoice is closed, enter the payment on the History screen in the Amt Paid column.
- Again, the Payment Date will default to the current date. If you want the Payment Date to show something other than the current date, click the Pay Invoice button in the upper left corner of the screen.

Process credit card payments

Your clients will buy more product from you when you offer them the convenience of paying by credit card. The small fee you pay to get the charge processed is well worth the price.

- When a client pays by credit card, enter her invoice as you normally would. For the payment, record the amount that she actually paid, even though you will not receive the full amount.
- Enter your credit card processing fee in the Income and Expense Log. You can classify this expense as Bank Charges or Credit Card Fees.

Make a deposit

It is easy to make a 'deposit log' for all the checks you deposit on a certain day:

- Receive payment (see above) for each check you intend to deposit. Use the same Payment Date for each payment received.
- Close each invoice after the payment is entered.
- After all payments are entered, print an Income/Expense by Class report.
- For the 'From' and 'To' Dates, enter the date that you used as the Payment Date for all payments entered.
- Select the 'Sales' class so that the only information that will be printed is your sales.
- Click OK to print the report. This makes great documentation for all your deposits!

Grab a product on the way out the door

Let's face it. You lead a busy life and you aren't going to enter an invoice in the computer every time you grab product from your shelf on the way to a meeting or appointment. But, you can still control your inventory:

- Place a piece of paper and pencil in a convenient place in the area where you store your inventory. Put the date at the top of the sheet. This is your 'Grab Log'.
- When you grab product from your shelf, jot the name of the product on the paper. Make sure you keep the pencil with the paper. Don't carry it off accidentally!

- If you are grabbing the product for a certain consultant, or as a gift, jot down this info, but keep it short. If you make a big deal out of this step, you will quit doing it.
- On your Bookkeeping Day, replace the existing Grab Log with a clean sheet of paper, with the current date at the top. This will be your new Grab Log.
- Use the existing Grab Log as your work sheet and enter one or more invoices into NutShell to account for each product on the list.

Swap Product

Swapping product without entering the swap into your books is one of the most common causes of inaccurate inventory counts.

- Don't forget to use your 'Grab Log' if you are in a hurry when you take the swap product out of your inventory
- To record the swap in NutShell, make sure the consultant you swap with is loaded in the Client/Colleague screen, and that her Type is set to Consultant, Personal Recruit or Downline Recruit
- Enter an invoice for this consultant. Add the product that you gave her. Then add the product that you received from her and make the order quantity negative.
- The invoice total will show who owes money. If you agreed that it would be an even swap, adjust the invoice total so that it equals zero.

Recruit a new consultant

- When you recruit a new consultant, enter her in the Client/Colleague screen. Set the Type to Personal Recruit.
- If you receive a recruiting bonus, enter this income in the Income and Expense Log.
- If you would like to help her with her first order or two, you can create a sample PO in your NutShell. Email the PO to her and then delete it from your system.

Do your taxes

At the end of the year, or when you are ready to prepare your taxes, run two reports.

- But first, make sure that you are caught up on your bookkeeping. If you have been faithful to your Bookkeeping Day, this is no problem!
- Enter all payments received for the year. Receive and close all PO's. Close all Open Invoices.
- Print an inventory list and compare it to the actual product you have on hand. If you have discrepancies, correct them with an adjusting invoice.
- Enter your expenses into the Income/Expense Log
- Once you have caught up on your bookkeeping and adjusted your inventory, print the two reports and give them to your tax preparer.
 - 1) Inventory Listing – for All sections, As of the last day of the year, Value by Price Paid.
 - 2) Income/Expense by Class report – From January 1 through December 31.

Pay sales taxes

Most consultants pay sales tax on product when it is purchased. If you are registered with your state as a business, you don't have to pay sales tax when you purchase your product. Instead, you will pay sales tax quarterly on product that you sell during the quarter.

- When you enter your PO's, NutShell will calculate sales tax for the PO. Simply remove sales tax from the PO since you don't pay sales tax to BeautiControl.
- When you enter invoices, NutShell will calculate sales tax for you. You can override this amount if needed.
- Each quarter, when sales tax is due, print the Sales by Selected Client report. This report can be found by clicking the Print Report button on the History screen. For 'Selected Client', use the default 'All' clients.
- This report will give you your Total Sales, Taxable Sales and Sales Tax Collected amounts.

Chat with a client/Take an order over the phone

When talking on the phone with a client, NutShell will help you hold the client in the palm of your hand!

- Check the Notes on the Client/Colleague screen to remind yourself of the topics you covered the last time you talked with her.
- Add a new note including information about this conversation to help you the *next* time you speak with her.
- If she is placing an order, enter the invoice right into NutShell as you talk to her.

- To fully service your client, click the History button on the Open Invoice screen. You will see the products she has used in the past. You won't have to try to figure out which products she needs. And you will be able to suggest add-on sales based on product she has used before.

Set up a Call-Back system

As a consultant, one of the most important aspects of your business is the relationship you have with each client. As with any relationship, it takes consistent nurturing. This means that it is important for you to contact each client on a regular basis.

- Use the NutShell reminder system to set up reminders for calling your clients. The reminders will appear on your Datebook. After you speak with the client, change the date of the reminder to about 6 or 8 weeks later. It will move forward on your calendar and remind you when it is time for the next call. You can also make notes about the call, so that when you call back, you'll remember what you previously discussed.
- When you first enter a client into NutShell on the Client/Colleague screen, enter a 'Next Contact' date. Set the date to about 10 days from when she first became your client. Click the Reminder Alarm button (green) to put the reminder on your calendar.
- When you enter an invoice, turn on the Reminder Alarm. This will put a reminder on the Calendar for 7 days after the invoice date. The reminder will include information about the product the client purchased. Use this reminder to follow up with the client to see how her new products are working.

Promote a new Product

When a new product is introduced, you will make the best use of your time by promoting it to clients who have bought similar products in the past.

- Decide on the 'similar' product. For example, if a new bath salt is introduced, you could promote it to clients who bought a bath gel in the past.
- Run the Sales by Selected Item report (on the History screen) for the bath gel.
- You can print the report, or select the Email option so that you can email a promotional message to all those who have purchased the bath gel.

Have a sale

If you are planning a sale and expect to have a good response, you can make entering the invoices easier by entering sale prices ahead of time.

- Enter the sale prices and dates on the Inventory screen, under these columns: InvSalePrice, InvFromDate and InvToDate.
- As you enter your invoices, if the invoice date is during the period of the sale, the sale price will appear on the invoice automatically. You won't have to remember to change the price.
- Once the sale is over, NutShell will go back to using the regular price on all invoices.

Maintenance Menu

Orders Menu

Information Menu

System Menu

Beauty in a NutShell

File Maintenance Orders Reports Information System About

Button Bar



Show Descriptive Buttons

Inventory

Invoices

Goals

Setup

Quit

Client/Colleague

Purchases

Datebook

Income/
Expense
Log

Backup

Restore

Notes

History

My Unit

Restore

Welcome Maintenance Orders Reports Information System



Thank you for using
Beauty in a
NutShell[®]
Data Management for Professional
Image Consultants

Start Up Info

by Blue Plate Software
Creations, Inc.

- Click a tab to continue -

Hide Descriptive Buttons

Descriptive Button
Tab Box

VII. Main Screen

There are several ways to use the NutShell main screen. Review each method to decide which you prefer.

- 1) **Drop-down menus** - The drop-down menus appear as headings across the top of the screen. When you click on one of these headings, its menu will appear.
- 2) **Descriptive buttons** - By default, the main screen will display Descriptive buttons along with the Button Bar buttons. The Descriptive buttons appear on the pages of the tabbed box in the center of the main screen. These buttons are the same as the buttons on the Button Bar. They guide you through NutShell by providing information about the function of each button.

To show only the Button Bar, click the *Hide Descriptive Buttons* check box on any page of the tabbed box in the center of the main screen.

- 3) **Button Bar buttons** - The Button Bar displays all the NutShell buttons across the top of the main screen. This allows quick access to any of the NutShell screens, without the descriptive information. For a quick reminder about the meaning of a Button Bar button, rest the mouse pointer on the button for one second and a small hint will display.

To display the Descriptive buttons, click the *Show Descriptive Buttons* check box in the upper left

corner of the main screen.

To work with NutShell screens, click a button or menu item.

The menu items you will work with DAILY are:

File
Exit

Maintenance
Inventory
Client/Colleague
Notes

Orders
Client
Purchase
History

Reports
Nutshells
Client/Colleague
Inventory
History
Schedule

Information
Datebook
My Unit
Income/Expense Log

The menu items you will work with OCCASIONALLY are:

System
Setup
Backup
Restore
Data Entry
Registration

Help
User's Guide
About NutShell

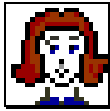
Click on the menu items or their corresponding picture buttons to do the following:

File Click *Exit* to exit NutShell

Maintenance Use the Maintenance screens to update information about your clients and inventory.



Click *Inventory* to open the inventory screen. Your inventory can display in two modes: Item Detail Mode and Item List Mode



Click *Client-Colleague* to open the Client/Colleague screen. This shows you contact and other info about your clients and colleagues.



Click *Notes* to open the Notes screen

Orders Orders are created when you buy and sell product.



Click *Invoices* to create an invoice (sell product)



Click *Purchase Orders* to create a purchase order (buy product)



Click *History* to review history records of sales and purchases

Reports Reports can be run from the Report menu, the Reports tab, or by clicking the Print button on individual screens.

Click *Client/Colleague* to create lists of clients/colleagues

Click *Inventory* to create inventory lists

Click *History* to create reports about your sales and purchases

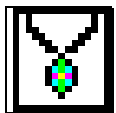
Click *Schedule* to create a printed daily schedule or calendar

Click *Income/Expense* to print your income/expense by month or class

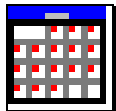


Click *Nutshell* to view a list of all on-screen reports you have created and saved

Information Customized information is accessed here.



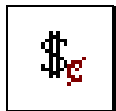
Click *Goals* to view your Goals status for any month



Click *Datebook* to schedule or review items in the Datebook

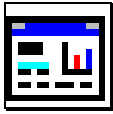


Click *My Unit* to enter and review recruits, goals, and commissions

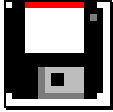


Click *Income/Expense Log* to work with financial transactions and reports.

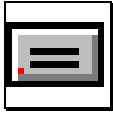
System System procedures are used occasionally



Click *Setup* to enter information about yourself, the consultant. Also enter NutShell system defaults on this screen.



Click *Backup* to backup NutShell



Click *Restore* to restore NutShell

Click *Data Entry* for trouble-shooting **under Blue Flute Software guidance only**

Click *Registration* to enter your registration code if you have a free trial.

Help

Click *User's Guide* to view the User's Guide in Adobe format.

Click *About* for your NutShell version

VIII. Start Up

Start Up...in a NutShell

To get started, enter the following:



1) Consultant (*Setup*) Information



2) Inventory Counts - Quantity on Hand as of the last inventory taken



3) Client Information - only first and last name is required for each client



4) Current Invoices - Sales dated after the last inventory

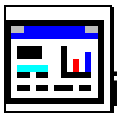


5) Current Purchases - Purchases dated after the last inventory

To begin working with NutShell, start with initial set up:

1) **Consultant (Setup) information**

The first time you enter NutShell, the Setup screen will automatically display. To make changes:



Click *Setup* button

or Click *Setup* on System menu or tab

Use [TAB] to move from field to field

Items below marked with '*' are required.

Key in **Personal** information:

- *Name
- *Address
- *Telephone
- *Email address
- Privacy password - optional; to prevent unauthorized access to NutShell

Key in **Invoice** information:

- *Sales tax % - using this format for 8.25% sales tax rate: 8.25
- Shipping charge - this setting applies to all invoices and may be changed on any individual invoice.
- # of invoices copies to print
- Invoice message - prints at bottom of invoices
- Invoice heading - prints at the top of invoices if "BeautiControl" is the first word in the invoice heading, a trademark symbol will print in the invoice heading automatically.
- Invoice Text Message - prints in the box on the lower left corner of each invoice
- Charge Tax... - determines whether to automatically charge tax on invoices for Adjustments and Shipping. This setting applies to all invoices and may be changed on any individual invoice.

Key in **Purchasing** information:

- Discounts for Retail A - this is used for valuing your inventory and doesn't have to be exact
- # of PO copies to print
- Credit card information - will print on the PO in case you fax your orders
- AMO Setup- assign AMO packages for each month of the year. If AMO packages are assigned, AMO PO's will be generated automatically the first of each month.
Note: The AMO program is rarely used.
- Charge Tax... - Determine whether to automatically charge tax on purchase orders for Adjustments and Shipping. This setting applies to all PO's and may be changed on any individual PO.

Key in **Miscellaneous** information:

- *Career level - determines PO discounts
- Startup Window - determines the first thing you see when you start NutShell
- *AMO participant - determines the discount on PO's if you are a Consultant or Sr. Consultant. This field is set automatically when you setup AMO packages for each month.
- Monthly goals - determines what appears in the Goals Status box when you start NutShell
- Work Days Per Week - this information is used to calculate your 'Per Day' sales goal on the Goals screen
- Reminder Days - determine the date of Reminders when they are placed on the calendar

2) Inventory Counts (QOH - Quantity on Hand)

Inventory items are loaded during the initial start-up and are sequenced and categorized according to the BeautiControl order form.

To get started in your system, you must enter a Quantity on Hand (QOH) figure for each item you have in stock. Enter your inventory counts using this three-step procedure:

- a) Print an Inventory List (optional)
- b) Count your Inventory

Note: You may use your current counts, counts from the last time you took inventory or counts from the start of your business if you started your business recently.

- c) Key in your Counts.

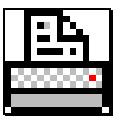
To Enter Counts (QOH = Qty on Hand):

a. Print Inventory List (optional)



Click *Inventory* button

or Click *Inventory* on Maintenance menu or tab



Click *Print*

Select *Section ALL*

Accept the defaults on everything else

Click *OK*

b. Count your Inventory

On your inventory list, write down:

- how many you have in stock (Qty on Hand) by each item
- Discontinued Items you may have in stock

c. Key Counts (Qty on Hand)



Click *Inventory* button

or

Click *Inventory* on Maintenance menu or tab

Key Counts in *QOH* (Qty on Hand) column

Use the [DOWN ARROW] key to move from item to item



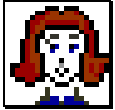
To *Add* discontinued items:

- Select the item that the added item will follow by clicking *Find* (flashlight button) or by typing a few letters of the description on the *Go to Item* box
- Click *Add* (the Plus button)
- Key the item number, description and retail price
- if necessary click *To Item Detail Mode* to go to Item Detail mode
- Set the Discount Section to “Discontinued Retail A” or “Discontinued Retail B”

Once you enter all of your inventory, you may want to print an inventory listing for your records. To do so, follow the instructions in ‘step a’, above

3) **Client Information***

When getting started with NutShell, you can enter your client base into the system at your convenience. At first, you will only need to focus on entering clients who have bought from you since the last time you counted your inventory.



Click *Client* button

or Click *Client* on Maintenance menu or tab

Use [TAB] to move from field to field

* **QUICK START TIP:** Client **First** and **Last Name** is the only information required for creating an invoice

Key in **Personal** information:

- Name – First and Last
- Address
- Telephone
- Type - client, consultant or recruit
- Birthday
- Fashion, Season and Skin information
- E-Mail Address

Key in **Invoice** information:

- Credit card information - remains on file for repeated future use
 - Usual Pay Method will automatically display on an invoice
 - Secondary Pay Method can be selected on an invoice

Note: Click the *Expense* button on the Invoice screen to view the client's Usual Pay Method or to select the Secondary Pay Method.

Key in **Contact** information:

- Last sensor date
- Last contact date
- Next contact date
- Notes

Set **Reminder** alarms:

- Click Reminder alarm buttons to be reminded about Birthday, Anniversary, Next Contact and Next Sensor dates. When a Reminder alarm is green, the Reminder appears automatically on the Datebook.

Key in **Miscellaneous** information:

- Invoice discount and expiration date
- Miles from your house
- Husband's name and birthday
- Anniversary
- Client Connection number and print flag
 - 1) to enter the client's Client Connection #, click the CC button
 - 2) to print a client on the Client Connection Changes list, click the *Change on Client Conn* box

4) **Current Invoices**

Invoices that you have written since the date that you counted your inventory must be entered so that your counts will be correct. You may want to also enter Historical invoices (optional). These are invoices that you wrote before your last count.

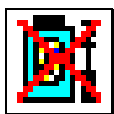
Enter Historical invoices so that you will have information about your clients in History.



Click *Invoice* button

or

Click *Invoice* on Orders menu or tab

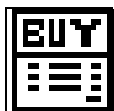


For Historical invoices (invoices written before your last inventory), be sure to click the Ignore Inventory button before you add items to the invoice. Also, change the invoice date to an appropriate date.

Please refer to the [Invoice Chapter](#) (page 131) for information about entering Invoices.

5) Current Purchase Orders

Purchases (Inventory Orders) that you have made since the date that you counted your inventory must be entered so that your counts will be correct.



Click *Purchase* button

or

Click *Purchase* on Orders menu or tab

Please refer to the [Purchase Order chapter](#) (page 156) for information about entering Purchase Orders.

When you have entered a quantity for each item you have in inventory, and the essential consultant, client, invoice and PO information, your business is ready to go...in a NutShell!!

The Big Picture - How To Put NutShell To Work

Now that you have done the initial start up work, you are ready to put NutShell to work in your business. The day-to-day use of NutShell is really very simple. Just enter invoices!

Entering invoices is the heart of the work you will do. This is because entering an invoice causes so many things to happen. (Please refer to [How a NutShell invoice impacts your business](#). (page 149))

As a result, when it is time for you to place an order with BeautiControl, all you have to do is go to the PO screen and click the *Load Items* button. Everything that you need to order for your clients will be automatically placed on the PO.

NutShell knows what you need to order for your clients *because of the invoices you have entered*. It also knows what you need to order to replenish your inventory based on the reorder points you entered at startup. And it knows what is below reorder point *because of the invoices you entered!*

If a client wants to reorder and can't remember the color of her blush, you can look it up in *History*. Her last blush purchase will be in *History because of the invoice you entered* the last time she ordered blush!

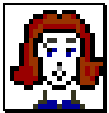
When your accountant wants a report of your income and expenses for tax preparation, you will print an Income and Expense report. It will show all your sales and product purchases for the year *because of all the invoices you entered!* (It actually gets the product

purchases from the PO's you entered, but as mentioned above, they came from *all the invoices you entered!*)

Of course, there are side issues, such as maintaining inventory items and client information, but overall, the purpose of this lighthearted look at using NutShell is to let you know that invoicing really does generate much of the information you will use... in a NutShell!

Your Work Flow - Daily Tasks

In order to keep your system running smoothly, do the following tasks every day that you work your business:



Enter new clients (First and Last name at a minimum. You can add other info later when you have time.)



Enter your sales. Create an invoice for every item that leaves your shelf. This includes selling and swapping with other consultants, as well as gifts and prizes. Enter the invoice even if you don't have product in stock to fill it.

Keep each invoice open as long as there is work to be done on it. Work is tasks such as: ordering product, delivering or mailing product and collecting payment. When you are through with all the work on an invoice, close it to send it to History.

Note: If you close an invoice and then something changes, do an offsetting (credit) invoice. For example, you enter an invoice for a client who

bought an eyeshadow and close it. Later, she returns the shadow, unused. Make another invoice for the client and add the eyeshadow to the invoice. Since you are entering an offsetting (credit) invoice, put a negative amount for the Order Quantity. A negative quantity is entered with the dash key: -1

When you return a product to the store, they will give you 'credit'. With NutShell, you will do the same thing for your client by entering a credit invoice as described above.

Entering the offsetting invoice this way will adjust your inventory, give the client credit, show in her History and update your Income and Expense Log.

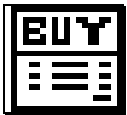


When it is time to place your inventory order, start a new Purchase Order. Click the *Load Items* button so that NutShell will add items to your order based on your reorder points and client backorders. After the items are added, you can adjust the PO by adding or deleting items and changing order quantities and prices. Keep an eye on the PO totals on the right side of the screen if you have a dollar goal for your order.

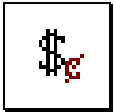
When you are satisfied with the order, send it to BeautiControl. You can print the order and fax it in, you can call it in, or you can enter it online.

After you receive your product from BeautiControl, it will be time to 'receive' the PO. This is the step that will update your inventory counts. The first

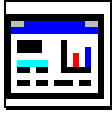
thing to do is check the NutShell PO to be sure the totals match your BeautiControl invoice. If the PO total doesn't match the BeautiControl invoice total, check the item numbers, retail prices and discounts of all items on the order. When the totals match, click the Rcv button to change to Receive mode. Key the quantity that you have received on each item. After the PO is received, you can close it to send it to History.



Create a PO every time product comes into your business. This includes receiving promotional products from your director or BeautiControl. If there is no cash changing hands, change the retail price on the PO to zero or change the discount percent to 100%.



Enter your expenses on a daily basis into the Income and Expense Log. If you can stay up-to-date with this task, you will be very glad you did when it is time to do your taxes!



Setup (Consultant) Screen Details

Personal information:

- Name
- Address
- Telephone
- Email Address
- Privacy password - optional; to prevent accidental access to NutShell

Invoice information:

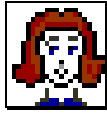
- Sales tax
- Shipping charge
- # of invoices copies to print
- Invoice message - prints at bottom of invoice
- invoice heading - prints at top of page
- Invoice Text Message - prints in the box on the lower left corner of each invoice
- Charge Tax... determines whether to automatically charge tax on invoice for Adjustments and Shipping. This setting applies to all invoices and may be changed on any individual invoice.

Purchasing information:

- Discounts for Retail A & B - for valuing your inventory
- Shipping charge
- # of PO copies to print
- Credit card information - which will print on the PO in case you FAX orders
- AMO Setup - assign AMO packages for each month
- Charge Tax... - Determine whether to automatically charge tax on purchase orders for Adjustments and Shipping. This setting applies to all PO's and may be changed on any individual PO.

Miscellaneous information:

- Career level - determines P. O. discounts
- Startup Window - determines the 1st thing you see
- Monthly goals - this determines what appears on your screen each time you open NutShell
- Work Days per Week
- Reminder Days - to determine dates for Reminder



Client Screen Details

Personal information:

- Name
- Address
- Telephone
- Type (client, recruit or consultant)
- Birthday
- Fashion and Season information
- E-Mail Address

Invoice information:

- Credit card information (remains on file for repeated future use)
 - >Usual Pay Method will automatically display at invoice time
 - >Secondary Pay Method requires selection at invoice time

Contact information:

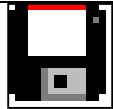
- Last sale date - updated by NutShell
- Last sensor date
- Last contact date
- Next contact date
- Notes

Miscellaneous information:

- Invoice discount and expiration date
- Miles from your house
- Husband's name and birthday
- Wedding Anniversary
- Client Connection number and print flag
 - 1) to enter C.C. #, click on the CC Button
 - 2) to print client on C.C. Changes list, click the *Change on Client Conn* box

Notes:

IX. Backup/Restore



Backup/Restore...in a NutShell

- Click *Backup* button to backup your system. Do this OFTEN!
- Click *Restore* to Restore info from a backup

- Use CD-RW if you have a CD burner
- CD's must be formatted first

Backup - Once you have information entered in NutShell, it is very important to backup regularly.

You can backup your data on any drive, such as floppy, CD, network drive or ZIP disk. CD's are a very reliable backup method. Floppies aren't very reliable, so only use floppies if you don't have a CD burner or networked computers.

Backing up is simple and takes little time and can save a tremendous amount of agony should something go wrong with your software or computer. If you use floppies, your backup will require two diskettes. If you backup to CD, you can use the same CD many, many times. You will need to use a rewritable CD (CD-RW). Rewritable CD's need to be formatted before they can be used in a software program like NutShell. CD's are usually formatted with a program like Nero or Roxio Easy CD Creator/Direct CD.

A suggested routine for backing up your work is outlined below.

-Every time you exit NutShell, a *Backup* Reminder message will appear unless you have already backed up for that day:

“You haven’t backed up yet today, would you like to Backup now?”

YES will take you straight to *Backup*
NO will *Exit* NutShell

-It is helpful to have at least two backups available at all times. This way, if one backup goes bad, you will have a second backup to fall back on! To have two backups available, either backup twice each time you backup, or rotate your backup media.

For example, if you are backing up to floppy, use two sets of two floppies. So, you will need 4 floppies. If you are backing up to CD, you will need two CD-RW’s. Label each set differently, using letters, colors, numbers, days of the week, etc. For example,

Set 1 and Set 2
or Red Set and Blue Set

Each time you backup, backup up on the set that you did *not* use the prior time you backed up.

To Backup:

1. NutShell will help you keep track of the rotation of your backups so that you will always have at least one extra backup.

NutShell will tell you which backup you used last, and ask you to key the name of the backup set you will use today. If you used Set 1 last time, you will use Set 2 this time

2. Select the drive that you wish to backup to. If you are using floppies, you will be using Drive A. If you are backing up to CD, you will probably use Drive D or Drive E, but it varies from one computer to another.
3. Select the folder to backup to. This step is not required when backing up to floppies or CD's.
4. Click *Start Backup* to begin the backup.
5. If you are backing up to floppies, you will be asked to insert a blank diskette during the backup process. Be sure to insert a *different* floppy, then click OK to continue.
6. When the backup completes successfully, you will get the message 'Backup Complete'.
7. Occasionally, you may get a 'File Open' error when backing up. If this happens, don't worry. Let the backup complete. Then go back into NutShell and re-do the backup using the same backup set.

Restore – Use the *Restore* button when you want to get your NutShell information off of a backup. The reasons for restoring information from a backup include:

1. You got a new computer
2. Your hard drive crashed
3. Something went wrong in your program

To Restore:

There are two ways to restore your data. You can restore from within the NutShell program, or from My Computer. If you are unable to access NutShell, use My Computer to restore your information.

Note: If you want to restore your backup on a new computer, you will need to install NutShell first. You can install using your CD, or by downloading from the web: www.blueflute.com/reinstall.htm.



To Restore from within NutShell

1. Click the *Restore* button on the System tab
2. Place your backup disk in the correct drive
3. In the 'Restore from Drive' dropdown box, select the drive that contains your backup disk
4. In the 'Restore from File' box (at the bottom left), click on the backup file you want to restore.

The file name looks like this:

NByymmdd.zip

The part of the name that includes '*yymmdd*' shows the date you made the backup.

5. Notice the Status field on the top of the right side of the Restore screen. It will tell you when it is ready to restore.

6. Click the Start Restore button to begin the restore.
7. You will get a message when the Restore completes. Exit and restart NutShell and you will be ready to go!

To Restore from *My Computer*

1. Click the Start button in the lower left corner of your computer screen. Then click *My Computer*.
2. Place your backup disk in the correct drive.
3. On *My Computer* double click on the drive that contains your backup disk.
4. Look for your backup file.

The file name looks like this:

NByymmdd.zip

The part of the name that includes '*yymmdd*' shows the date you made the backup.

5. Right click on the backup file and select 'Extract All'.
6. Follow the screen prompts. When you are asked where to extract the files to, put the name of the folder where NutShell is installed. If you installed NutShell to the default location, extract to:
c:\nutshell
7. Once the extraction is complete, you will be able use your NutShell again!

X. Reminders



Reminders...in a NutShell

- Appear as color-coded activities in your Datebook.
- Are generated automatically by NutShell
- Help you pamper your clients

Reminders are like a string around your finger: by showing up on your calendar, they remind you to do the things you need to do to keep your clients feeling special – and to increase your sales!

Reminders and the Calendar:

- Reminders will appear as a little red square on the Calendar if they have been turned on with a Reminder Alarm.



Reminder Alarms are Green when they are ON, and Red when they are OFF. To change from Green to Red, or Red to Green, click the *Alarm* button.

- Reminder Alarms can be found on the Client/Colleague screen, the *Open Invoice* screen and the *Notes* screen.
- Most Reminders on the Calendar will display a client's name, address, and telephone number.

Types of Reminders:

-Note: Notes about a client can be put on the calendar as a Reminder by clicking the *Alarm* Green/ON.

You can make a note about *anything* and have it show up on your Calendar on a specified day. This gives you infinite abilities for servicing your client. You can make each client feel like you think of her constantly!

-After Sale Follow Up: Turn on the Reminder Alarm, on the Invoice Screen to have the client name, address, phone and invoice products appear as a Reminder on the Calendar.

This will remind you to check in with the client after a few days and see how she is doing with her new products.

-Birthday/Anniversary: Set the *Alarm* Green/ON on the Client Screen for a birthday or anniversary to appear as a Reminder on the Calendar.

-Next Contact and Next Sensor Date: Set the *Alarm* Green/ON on the Client Screen for these dates to appear as Reminders on the Calendar.

This will help you stay constantly in contact with your clients. This is the best way to keep her buying from you – and often!

How Automatic Reminder Dates are determined:

- Note Reminders: The Reminder will appear on the Calendar on the date of the *Reminder Date* keyed on the Notes Screen.
- After Sale Follow Up Reminders: You will be reminded to contact your client a certain number of days after the date of the invoice. You can set that 'certain number of days' on the *Setup* screen in the After Sale field, under *Reminder Days*.
- Birthday/Anniversary Reminders: The date the Reminder will appear on the Calendar is the birthdate/anniversary minus the specified number of "Birthday" Reminder Days keyed in *Setup*. This gives you time to get a card/coupon in the mail.
- Next Contact and Next Sensor Reminders: The date the Reminder will appear on the Calendar is the Next Contact or Sensor Date on the Client Screen minus the specified number of "Next" Reminder Days keyed in *Setup*

Using Reminders for follow-up:

You can put Datebook Reminders to work for you in a way that is similar to an index card system. For example, when you click the follow-up alarm button on the invoice screen, NutShell will put a reminder on your Datebook so you will remember to follow-up with the client. The reminder will include information about the products the client bought. When you contact the client, open the reminder by clicking the

Reminder and then click the *Edit* button. Make notes about your conversation. Decide when you want to contact the client again and enter that date in the Date field. The Reminder and all its information will move to the new date, just like you would do with an index card and file box. When the new date arrives, you will be reminded to make the next contact. All the information from the last contact will be at your fingertips!

Add Delete

Exit

Clients & Colleagues

or Last Name

Name Mary Ann Last Skelton

Address 1721 Magnolia

Address - Additional Suite 304 Change on Client Conn

City Fort Worth **State** TX **ZIP** 76101

Comment met Mary Ann at Summer Daze booth

Type Client-Priority 1 **Recruit Date**

Consultant ID **Recruited by**

Phone (817)232-5639 **Work Phone** (817)335-6992 **Additional Phone** () -

Best Call Time evening **Next Contact Date** 1/26/2002

Last Contact Date 10/26/2001

E-Mail Address mas@yahoo.com **Last Sale Date** 11/9/2001

Birthdate 10/21/1991

Fashion Personality Natural **Season** Cool

Skin Type - Now 16 Combo **Sensor Date** 10/26/2001

Skin Type - Prior **Sensor Date - Prior**

Next Sensor Date 4/26/2002

Husband's Name Marly **Discount / Expiration** 10 % 10/31/2002 **Miles** 5

Husband's Birthday **Anniversary**

Sales - Total \$228.59 **Credit Card** Cash **Secondary Pay**

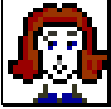
Sales-12 Mth \$56.03 **Acct #** 1234-1234-1234-1234

Total Due \$56.03 **Expiration** 10/31/2004

Calendar Button

Reminder Alarm


XI. People Information



People Information...in a NutShell

- All information is optional except first and last name

- Use the *Client/Colleague* screen for information about the people you deal with in your business - both clients and consultants

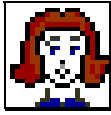
-  - Use the *Notes* to make notes about anything you want to remember. Any Note can be put on your Datebook as a Reminder!

All information about the people you work with, clients and consultants, is maintained on the Client/Colleague screen.

Client/Colleague information will help you build a strong sales foundation: the better you know your customers, the better you can serve them. Entering the details of all your people can happen over time: NutShell requires only a first and last name to create an invoice.

The Notes feature allows you to make notes of any kind about a person; another way to tailor your service to your individual clients. Notes can be placed on the calendar as Reminders by using the *Alarm* (Green/ON, Red/OFF).

To work with Clients and Colleagues:



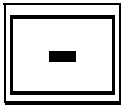
or

Click *Client* button

Click *Client* on Maintenance menu or tab



Click *Add* to add a new client



Click *Delete* to delete a client



Click *Find* to search for a client



Click *Print* to print a client report



Click *History* to view the clients' product history



Click *Email* to send an email to your client



Click *Invoices* to work with this client's open invoices, or to enter a new invoice for this client (if there are no open invoices already started)



Click *Calendar* to use the calendar to set dates



Click *Alarm* to put Reminders on your calendar: Green=ON, Red=OFF



Click *How To* - To display on-screen hints about working with information about the people in your business.

To work with Notes:



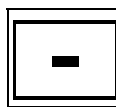
Click *Notes* on Client, Invoice, or Main Screen

or

Click *Notes* on Maintenance menu or tab



Click *Add* to add a new note *



Click *Delete* to delete a note



Click *Find* to search for Clients or Notes
Click on the Client or Note list to select the Client or Note desired
Click *OK*



Click *Calendar* to set a date for Notes or Reminders



Click *Alarm* to put a Note as a Reminder on your calendar: Green=ON, Red=OFF

* If no title is assigned, the first line of the note becomes the "title" of the note.

About Client Types

Clients may be assigned priorities to assist you in promoting sales or special events for your best clients. There are four choices for priority assignments:

- 1) Client
- 2) Client - Priority 1
- 3) Client - Priority 2
- 4) Client - Priority 3

Assign priorities to clients in whatever way is meaningful to you. For example, you could assign Client - Priority 1 to clients that order every month, Client - Priority 2 to those who have been hostesses and simply Client to everyone else. Then you could print mailing labels for Priority 1 clients (those who order every month), offering them a special sale!

You may print reports or mailing labels or send emails to clients of one or more selected priorities. Please refer to the Reports section of this manual for more information about selecting Client Priorities on reports.

About Client Connection

With NutShell, keeping your Client Connection list up-to-date is almost effortless.

- 1) Enter Client Connection information:
 - If a client is already on Client Connection:
 - Click the Client Connection button.
 - Click the Client Connection member check box
 - Key the Client Connection number.

-If you add a client to Client Connection:
Click the 'Change on Client Conn' check box
which is near the Address field.

-If a client's address information changes:
Click the 'Change on Client Conn' check box
when you change her address.

2) When you are ready to enter your Client
Connection Changes online, print the Client
Connection Changes report:



Click *Print* button on the *Client/Colleagues*
screen

Select Report:
Client Connection-Changes

Enter your changes online or mail or fax this
report, along with BeautiControl's summary sheet.

3) Clear the 'Change on Client Conn.' check boxes.
Once you have printed your Client Connection
Changes report, you will need to clear the check
boxes:



Click the *Clear Check Boxes* button
Select "Client Connection Changes" as the type
of box to clear.
Click *OK*

About Mailing Labels

Using printed mailing labels speeds up your work and helps you to look very professional. NutShell will print mailing labels for one or more clients/colleagues and does not require a full sheet of labels.

There are two ways to get labels:

- 1) Print any list of clients or colleagues as labels instead of a list.
- 2) Select clients or colleagues individually by clicking the "Print Label" check box on the Client screen. Then print the report "Clients Selected for Labels" as labels (instead of a list).

To print mailing labels:



Click *Print* button on the *Client/Colleagues* screen

or Click *Client/Colleague* on the Reports menu or tab

Select the type of report to print. (See the two ways to get labels as listed above.)

Click *Create: Labels*

Select the starting label. When you select *Create: Labels*, a picture of a page of labels will display. Simply click on the label that you want the printing to start on.

Click *OK*.

After printing labels for selected clients, clear the “Print Label” check boxes.



Click the *Clear Check Boxes* button

Select “Print Label” as the type of box to clear.

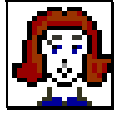
Click *OK*

About Emailing Your Client



Use the *Email* button to email your client or colleague. When you click the *Email* button, NutShell will start an email using your default email program. If the client you are emailing has an email address entered on the Client/Colleague screen, this is the email address that will be used. If there is no email address entered, your system address book will be searched to find an email address for your client.

You can also find *Email* buttons on the Invoice, History and Daily Schedule screens.



Client Screen Details

Personal information:

- Name
- Address
- Telephone
- Type (client, recruit or consultant)
- Birthday
- Anniversary
- Fashion and Season information

Invoice information:

- Credit card information (remains on file for repeated future use)
 - >Usual Pay Method will automatically display at invoice time
 - >Secondary Pay Method requires selection at invoice time

Sales information:

- Last sale date (updated by NutShell)
- Last sensor date
- Last contact date
- Next contact date
- Notes

Miscellaneous information:

- Invoice discount and expiration date
- Miles from your house
 - Husband's name and birthday
- Client connection
- Client Connection number and print flag
 - 1) to enter C.C. #, click on the CC Button
 - 2) to print client on C.C. Changes list, click the *Change on Client Conn* box

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

1



OK



January 23, 2002



Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17 345.92	18 119.81	19 35.15	20
21	22	23	24 39.94	25	26	27
28 71.06	29	30	31			

Appointment
 To-Do
 Reminder
 Goal
 Other

Show Daily Sales
 Hide Daily Sales

XII. Datebook



Datebook...in a NutShell

- There are Five color coded activity types
- Use automatic REMINDERS to save time and organize your work
- Helps you meet your goals

The Datebook can be used to track sales calls and follow-ups, and to schedule activities day to day or hour to hour.

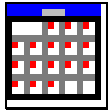
Reminders which are generated in different areas of NutShell, show up on the Datebook when the alarm is Green/ON.

Five types of Activities are color coded* for easy tracking in the Datebook.

- 1) Appointments: spas, meetings.
- 2) To-do's: place an order, call a friend
- 3) Reminders: birthdays, next contact date
- 4) Goals: sensor 5 people, make 4 calls
- 5) Other: anything else

* To change the color codes, click the color grid box at the top of the Datebook screen

To schedule activities for a specific day:





Click *Datebook* button

or

Click *Datebook* on Information menu or tab

Click the day of the month on the calendar grid

(Click *Month* or  or  to change month)

On the *Daily Schedule* screen:



Click *New Activity* button to enter a new activity



Click *Edit Activity* button to edit an existing activity



Click *Delete Activity* button to delete an activity

Enter *Start Time* - use the format *hh:mm pm*

ex. *11:00 am* or *3:15 pm*

Enter *End Time* (optional)

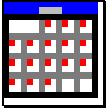
Enter *Description* of activity

Select *Activity Type* (as detailed above)

Select *Frequency Field* (for recurring events)



Click *Print* to print a Calendar or Schedule



Datebook Screen Details

Day To see activities for a day, click that day on the calendar grid

Month To change month, click the desired month button or use the arrows to change month

New Activity Use this button to enter a new activity

Edit Activity Use this button to edit an existing activity

Delete Activity Use this button to delete an activity

Start Time - use the format *hh:mm pm*
ex. *11:00 am* or *3:15 pm*

End Time(optional)

Description Enter a description of your activity

Activity Type

Frequency Field (for recurring events)

Notes:

Delete

Add

Exit

Inventory - Item List Mode

Navigation buttons: back, forward, home, search, print, list, grid

Find, Print, To Item Detail Mode

Go to Item # or Descr

Move Item, Items in Set, Chg Catg

OK button

Item#	Seq	Description	Cost	Retail	QOH	ReOrd	Q00	Q0B	Q0BC	Dsc	InvSalePrice
4		===SkinLogics* - Set									
6347	020	SkinLogics* Set - Dry	29.50	59.00						50	
6348	040	SkinLogics* Set - Combo	29.50	59.00	0				0	50	
6349	060	SkinLogics* Set - Oily	29.50	59.00						50	
5		===SkinLogics* - Dry									
8638	020	Mild Rosemary Cleansing Fluid	7.00								
5912	040	Renewing Scrub/Masque for Dry Skin	7.25								
8435	060	Moisturizing Toner	7.25								
5914	080	Essential Moisture Lotion	8.00								
6		===SkinLogics* - Combo									
8639	020	Chamomile Balancing Cleansing Lotio	7.00								
5916	040	Balancing Scrub for Combination Skin	7.25								
8436	060	Balancing Toner	7.25								
5918	080	Balancing Moisturizer	8.00								
7		===SkinLogics* - Oily									
8640	020	Purifying Cleansing Gel	7.00								
5920	040	Almond Clarifying Scrub/Masque	7.25								
8437	060	Clarifying Toner	7.25								

Item List Mode

Inventory - Item Detail Mode

Navigation buttons: back, forward, home, search, print, list, grid

Find, Print, To Item List Mode

Go to Item # or Descr

Move Item, Items in Set, Chg Catg, OK

Item# 8639 Description Chamomile Balancing Cleansing Lotion

Sequence 020 Comment

Qty On Hand 2 Reorder Point 5 Qty on Backorder 3

Qty on Client Backorder

Retail 14.00 Discount % 50 Cost 7.00

Custom AMD Items My Custom Pkg(s) 1 Qty in Custom AMD Pkg

AM0 Code Available for Custom AMD

Discount Section Retail A

Search Category SkinLogics* - Combo

Season Skin Type 18 Combo

PD Sale Price From Date To Date Invoice Sale Price From Date To Date

Sales by Month: Jan 0, Feb 0, Mar 0, Apr 0, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

Item Detail Mode

XIII. Inventory



Inventory...in a NutShell

- Use List mode to view many items at once
- Use Detail mode to view complete information about an individual item
- NutShell updates all quantity fields
- Reorder Points tell NutShell how much of each item you want to always have in inventory

Your inventory consists of every item you have available to sell. Clients will buy more when they know you have enough inventory to fill their orders. On the other hand, you do not want to be overstocked on items. The secret is finding a balance so you are constantly moving your inventory – with enough product to fill your orders, but not so much that it sits for long periods of time on your shelf. By maintaining an accurate inventory and using Reorder Points to help you fine tune your purchasing, NutShell can pave the way to good inventory control.

All product sales and purchases must be processed through NutShell to insure accurate inventory counts. In other words, every time product leaves your shelf, create an invoice. Every time product comes into your business, create a Purchase Order.

Tip: If you accidentally change data in *any field*, press [ESCAPE] or [CTRL-Z] to undo the change before you exit the field.

To work with Inventory items:

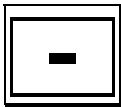


Click *Inventory* button

or Click *Inventory* on Maintenance menu or tab



Click *Add* to add a new item to inventory
(See the following section for more information)



Click *Delete* to delete an item from inventory

To find an item:

1) Key a few letters of the description in *Go To Item:*

or

2) Key the Item # in *Go To Item:*

or

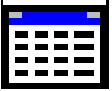


3) Click *Find* to find an item by Category

Click a category group (under the Sequence field) to select a different category group

Double-click a category to display a list of items in that category

Double-click an item to select it



List or *Detail* mode: Click this button to move back and forth between:

List Mode: a table showing all inventory items and quantities and

Detail Mode: a screen showing complete detail about one item. In Detail Mode, you can see PO Sale prices and other information.

About Reorder Points

Reorder Points (Reord) insure no item is overlooked when it is time to order product. Enter Reorder Points for products that you want to keep in stock at all times. The Reorder Point tells NutShell how much of a product you want to always have on hand. Items are flagged when their quantity on hand dips below this number.

Example:

You want to reorder Gold Cleanser whenever you have less than 3 on hand.

-Key “3” as the item’s Reorder Point

-When Qty on Hand is less than 3, NutShell will know that the item needs to be ordered.



-On the PO screen, click *Load Items* to automatically place items on the PO if they are below the reorder point. Gold Cleanser will be added to the PO with a quantity that will return it to a Quantity on Hand of 3

Note: Items on backorder for a client are also placed on the PO when you click the *Load Items* button.

About Price Changes:

You have several choices for handling price changes. There are two types of price changes: permanent and temporary. Handle each type in the following manner:

Permanent Price Changes:

When BeautiControl changes a retail price:

- 1) Change the Retail Price on the item Inventory screen.

or

- 2) Let Automated Inventory Updates change prices for you.

The changed price will appear on new invoices and new PO's.

Temporary Price Changes – Sale Prices:

Buying products “On Sale”

- 1) Change the Retail Price on the item inventory screen to buy the item at the sale price (on new PO's). *The sale price will also appear on new invoices, so this is not the best option.*

or 2) Change the Retail price on the PO when you create an order. *The new price will appear only on that PO.*

or 3) Let NutShell use the PO Sale Prices which are displayed on the Inventory screen - Detail Mode. The Sale Price will automatically be used when you place a sale item on a PO - if the PO date is within the range of the PO Sale From and To dates. *Automated Inventory Updates will update the PO Sale Prices for you.*

Selling products “On Sale” (sales to clients)

- 1) Change the Retail price on the item inventory screen to pass the sale price on to your customers (on new invoices). *The sale price will also appear on new PO's.*

or

- 2) Change the Retail price on the client invoice when you sell the item. *The new price will appear only on that invoice.*

or

- 3) Use the Invoice Sale Price fields on the Inventory screen. Enter the sale price and the optional From and To dates of the sale. The Invoice Sale Price will automatically be used when you place a sale item on an invoice - if the invoice date is within the range of the Sale From and To dates. The Invoice Sale Price field is especially helpful if you are planning a big sale. You can enter your sale prices and dates ahead of time, and never think about it again. NutShell will insure that the correct price is added to your clients' invoices! When the sale is over, NutShell will automatically go back to using the regular retail price.

Note: If you temporarily change the Retail Prices on the item Inventory screen, you must remember to change them back after the sale!!!

About Inventory Quantities:

All inventory quantities are updated by NutShell, through invoices and purchase orders.

You can update the following quantities:

- 1) QOH - Quantity on Hand count
 - Update QOH when you initially enter your inventory counts
 - Update QOH when you need to make an adjustment to your counts. As a practice, however, it is better for your system if you use an invoice to adjust your counts. This will provide you with a paper trail for future reference
- 2) Reorder Point
 - Reorder point quantities can be changed according to sales trends. Reorder points tell NutShell how much of each item you would like to have in stock at all times. The reorder points are used when you click the *Load Items* button on the Purchase Order screen.

NutShell will update the following quantities:

- 1) QOH - Quantity on Hand is updated when you buy and sell product. QOH indicates how much product you have to sell
- 2) QOO - Quantity on Order is updated when you order product on a PO.
- 3) QOB - Quantity on Backorder shows what product is on backorder from BeautiControl

- 4) QOBC - Quantity on Backorder for Client indicates how much product is backordered for clients on Open Invoices. NutShell uses this number along with Reorder Points to determine how much product you need to order.

Maintaining your counts (QOH)

It is a good idea to count your inventory 2 – 3 times during the year. This will give you a chance to catch up on adjustments that you may have missed, for example, when you grabbed an item on the way to a meeting, etc.

Before you count your inventory, be sure your inventory shelves and your NutShell program are in synch. Be certain that you have completed the Receive step for all PO's which you have put away on your inventory shelf. For invoices, be sure that you have pulled all product for any invoices that you have entered into the system.

To do your count, print an Inventory Stock report by clicking the Print button on the Inventory screen. Double-check your printed list against the actual inventory on your shelf. If item counts are off and you don't know why, do an adjusting invoice. Set up a client called 'Inventory Adjustment'. Create an invoice for the client:

- 1) To lower the count on an item, place it on the adjusting invoice with a positive quantity. If your counts say you should have 3 cleansers and you only have 2, you need to lower the count by a quantity of one. So place the cleanser on the adjusting invoice with an order quantity of 1.

- 2) To increase the count on an item, place it on the adjusting invoice with a negative quantity. If your counts say you should have 2 toners, but you actually have 3, you need to increase your count by one. So place the toner on the adjusting invoice with an order quantity of -1.
- 3) The total of your adjusting invoice should be zero. Make the invoice discount equal to 100%.
- 4) After you have entered your adjusting invoice, check your inventory counts again. Everything should match perfectly. If so, put the correct date on the invoice and close it.

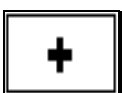
About Adding New Items

When a new item is added to inventory, NutShell enters the category information automatically. Therefore, adding items to inventory can be very easy:

- 1) Go to the item in the inventory list that the new item will follow. This will tell NutShell what category the new item belongs in.

For example, to add a Cool Lip Color after Mauve Silk, go to Mauve Silk in the inventory list.

Note: If the item to add is in a brand new category, add the category first, then add the item.



- 2) When the selected item is displayed, click *Add*.

A “blank” line will be appear. Key the new item#, description and retail price.

Note: If you want to add an item for which you don't know the item number, you can make one up. Make the item number have at least 5 digits and start with the number 9. For example, a good item number would be: 90001, 90002, etc.

About Categories:

Categories divide products into groups of similar items. It is the categories that make it possible to work with your inventory in the same sequence as the BeautiControl order form. When searching for a specific item, categories help you to track down the item you are looking for.

All inventory items are divided into major groups. The products in each group are divided into categories. The major groups are:

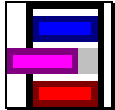
- Skin Care**
- Makeup/Spa**
- Other**
- Sales Aids**

You will find buttons for these major groups on various screens in NutShell.

Within each of these groups are categories. These categories can be found on the BeautiControl order form. For example, **Eye Defining Pencils** and **Spa Collection** are categories in the **Makeup/Spa** group.

A category is assigned to every inventory item. When you add items to your inventory, each new item is automatically assigned category information. NutShell will make the category of a new item match the category of the item directly above it in the inventory list.

To Add, Change or Delete a Category:



Click *Chg Catg* (Change Category)

To Add a category:

Click on the category the new category will follow. For example, to add a new category after **Eye Defining Pencils**, click on **Eye Defining Pencils**.

Click the *Change* button.

Type the name of the new category.

Click *Add After*

Click *OK*

To Change a category name:

Click on the category you want to change.

Click the *Change* button.

Type the new name of the category.

Click *Change* (default)

Click *OK*

To Delete a category:

Click on the category you want to delete.

Click the *Change* button.

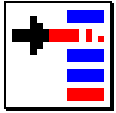
Click *Delete*

Click *OK*

Note: A category must not have any items in it, in order to be deleted.

To Move an Item from one Category to Another:

Click on the item that you want to move.



Click *Move Item*

Select the category to move the item to.

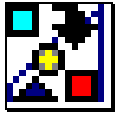
Click *OK*

Select the item (in the target category) that this item should follow.

Click *OK*

Note: NutShell will tell you if you move an item from one group to another (for example, from Retail A to Sales Aids).

About Set Items



The *Set Items* button on the inventory screen lets you define what items are in a BeautiControl set. This allows you to order product from BeautiControl as a set (for example, a set of 3 candles, or a Skin Care set), but lets you carry the items in your inventory individually, since product is not always sold in sets.

Define the items in the set by clicking the *Set Items* button on the Inventory screen. Use the *Add* and *Delete* buttons to add or remove items from the set. If an item occurs in a set more than once, enter it as many times as it occurs in the set.

Many sets have been defined for you. To see this, bring up this item: Gold Skin Care Set. Click the Set Items button to display items in the set.

If you use the Monthly Inventory updates, you will never need to update Set Items. The updates will take care of that for you.

See the Purchase Order section for information about converting inventory from sets to individual items after ordering.

About AMO Items:



AMO items allow NutShell to automatically generate your AMO orders for you each month. AMO Package items are pre-loaded in NutShell. They have been *pre-defined* by BeautiControl and show the BeautiControl item number as well as the BeautiControl AMO package code. The items that are included in each package are loaded as set items. When NutShell generates an AMO order, each individual item in the set is added to the PO.

You can also create your own, *custom* AMO packages. Do this by flagging the individual items in your custom AMO package with an AMO package code and quantity. Usually, you will use the letter “K” to define your custom AMO package, although you may define as many AMO custom packages as you wish.

Please refer to [About AMO Orders](#) (page 160) for more information about setting up AMO orders.

Note: The AMO program is available only to consultants who signed up for it when it was first introduced.

About Automated Inventory Updates:

Automated Inventory Updates are an added service which will keep your inventory list in sync with the BeautiControl order form.

Maintaining inventory item numbers and prices can be a big job. Item numbers and prices change frequently. Also, items are added and removed each month. When you apply Automated Inventory Updates, your system will be brought up to date. New items will be added; price, item number and description changes will be entered and sale prices and dates will be entered. Items no longer on the BeautiControl order form will be marked as discontinued except Sales Aid items which will be deleted if they have never been bought or sold. (Retail A items will be changed to Discontinued Retail A.)

If you want to receive Automated Inventory Updates, sign up by going to www.blueflute.com/orderpage.htm.



Inventory Screen Details

Descriptive information

- Item #
- Description
- Discount section (Retail A, Retail B)
- Category
- Season and Skin type (optional)
- Comment (for additional info - optional)
- AMO package code and quantity

Ordering information

updated by NutShell

- QOH = Qty On Hand
- QOO = Qty On Order - on PO's
- QOB = Qty On Backorder - on PO's
- QOBC = Qty On Backorder for Client - on invoices

updated by User

- Qty On Hand (QOH)
- Reorder Point (optional)

Pricing information

updated by NutShell

- Discount %
- Cost

updated by User or Automated Inventory Updates

- Retail price
- Sale Prices and dates

Sales information

updated by NutShell

- Qty sold by month

Add Delete

Exit

Open Invoices

Client: Mary Ann Skelton

Name: Mary Ann Skelton

Address: 1721 Magnolia Suite 304 Fort Worth TX 76101

Phone: 817-232-5639

Season: Cool

Skin Type: 16 Combo

Invoice Date: 10/26/2001

Payment Date: 10/31/2001

Invoice No.: 182

Am't. Paid: 56.05

Expenses: \$

Note:

Buttons: Ske, Find Client, Print, Close, "How To...", OK

Line	Item#	Description	Ord Qty	Ship Qty	F	Disc%	Retail	ExtRetail
1	8639	Chamomile Balancing Clean	1	0			14.00	14.00
4	7923	Regeneration* Gold Eye Re	1	1			25.00	25.00
5	1155	Cool Smoke Eye Defining P	1	0			7.50	7.50
6	7060	Lip Balm	1	0			8.00	8.00
7								

Buttons: Skin Care, Make Up, Retail B, Sales Aid, History, Calculator, Inventory Option, Alarm

Summary:

SubTotal: 54.50

Disc % 10: 5.45

Adjustment:

Shipping ChangeTax: 2.31

Tax 8.250%: 4.69

Invoice Total: 56.05

Total Cost: 27.25

Items: 4

Item Search Buttons

Follow Up Reminder Alarm

Ignore Inventory Option

Calculator

XIV. Invoices



Invoices...in a NutShell

Enter an invoice **every** time product leaves your shelf.

Steps:

- Add an invoice
- Select a client/colleague
- Enter items and verify quantities
- Double click the description to remove an item from the invoice
- Review Totals
- Print or Email*
- Receive Payment
- Close

NutShell will notice items that aren't available in inventory and will remember that you need to order them.

Use the invoice screen to record sales to your clients and colleagues.

Steps to create an Invoice:



Click *Invoice* button

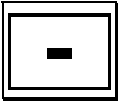
or Click *Invoice* on the Orders menu or tab



Click *How To* to get hints about creating invoices



Click **Add** to add a new invoice



Click **Delete** to delete an invoice

Select a Client or Colleague



Set “Ignore Inventory” option if desired. (optional)

This allows you to disable updating of inventory counts on this invoice only. As items are placed on the invoice, inventory will not be adjusted. All items will be designated as “shipped”, even if the item is not in stock. This is useful for Client Connection and internet sales. This also allows you to enter historical invoice information about clients, as well as the products they use at spas or consultations.



Click the “Update Inventory” button to disable updating of Inventory counts (QOH).



When the button displays a red “X”, inventory will not be updated.

Note: To use this option, it must be set before items are added to the invoice.

Select Items to put on the invoice any of three ways:

1) Key a few letters of the description

or

2) Key the item # then press [TAB] or [Down Arrow]

or



3) Click *Find* to find an item by Category

- Click a category group (under the Sequence field) to select a different category group
- Double-click a category to display a list of items in that category
- Double-click an item to select it

Remove Items by double clicking the description of the item you want to remove

Enter Order Quantities The order quantity defaults to one: change it by typing the desired quantity over the default. Use a negative quantity for credits and offsetting invoices. Type a negative number using the dash key: -1

Verify Shipped Quantities

- *Ship Qty* (Quantity Shipped), is the amount of product taken out of inventory to fill this order. Calculated by NutShell, the Ship Qty is determined by the inventory you have on hand (QOH)
- All items not shipped are flagged as Client Backorder items (QOBC) and will appear on your next PO when you press the *Load Items* button.
- Inventory counts (QOH) are adjusted immediately when you add or delete an item on your invoice.

Force Shipment (optional)- Occasionally you may want to override the NutShell calculations for *Ship Qty* if NutShell says you can't ship an item when you know you can. You can do so by forcing shipment. When you force shipment, NutShell will add enough to your inventory quantity on hand (QOH) to allow the item to be shipped. Use this option very carefully because it is equivalent to making a manual change to your QOH.

Force Shipment by double-clicking the 'F' column on the item to force.

Note: If you force shipment on an item, and then delete the item from the invoice, your QOH will retain the adjustment made by forcing the shipment.

Adjust Pricing and Discounts if necessary

- change the retail price on any item by keying over the price and pressing [TAB]
- Invoice Sale Prices from the Inventory screen are entered automatically if the invoice date is between the "Invoice Sale From" and "Invoice Sale To" dates.
- enter a discount if required
 - the discount on each line of the invoice affects only the line on which it is specified
 - the discount in the invoice totals section affects all other lines of the invoice

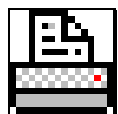
- when selling to a consultant, NutShell will automatically give 50% discount for Retail A items and 0% discount for Sales Aid items if the consultant is loaded on the Client/Colleague screen with
 - Client Type set to Consultant, Personal Recruit or Downline Recruit
 - Discount equal to 50%

Review Invoice Totals. NutShell calculates all line extensions, discounts, adjustments, tax, and shipping charges.

Enter Payment and Payment Date, if payment has been received. Click *Paid in Full* or enter the Amount Paid. When you enter the payment, the payment date will fill in automatically with the **current** date. You can change the payment date, if necessary.

Note: Pay attention to the Payment Date. The invoice will be posted in the Income and Expense Log according to the Payment Date.

Expense the invoice (optional) - By default, all invoices are logged in the Income and Expense Log as Income, classed as Sales. However, sometimes when product leaves your shelf, it isn't due to a normal sale. For more information about expensing the invoice, see [About Invoices & the Income/Expense Log](#) (page 138).



Print the invoice at any time and as many times as you wish. You can print the invoice on your printer or display it on-screen.



Email the invoice to your client or consultant, if desired. When you click the Email button, your email program will open with a hint in the message portion. Delete the hint from the email, then click Edit/Paste to paste the invoice into the email. If you have the client's email address in NutShell, it will be filled in automatically.



Close the invoice when you are through working on it. When the invoice is closed, if it is paid, an entry for the invoice is made in the Income and Expense Log according to the Payment Date.

'Work' on the invoice includes:

- Ordering product to fill the order
- Delivering the order
- Collecting payment

Once an invoice is closed, it goes to History where you may refer to it as often as you wish, and print it in report or invoice format.

The following information can be changed after an invoice is closed by clicking the Pay Invoice button on the History screen:

- Payment Amount,
- Payment Date
- Invoice Date
- Income/Expense Class

About Tax, Discount & Adjustment:

Tax

- Tax is calculated on the Invoice sub-total. To calculate tax on the *After Discount* amount (Sub-total minus Discount), click the Tax button and click the 'After Discount' check box.
- Adjustment is taxed if the *Charge Tax* box is checked.
- Shipping is taxed if the *Charge Tax* box is checked.
- Taxes can be changed either by percent or dollar amount. If you change the tax dollar amount, the tax percent will change to zero and NutShell will not do any further tax calculations on the invoice. This gives you the ability to override the tax calculations.

Discount

- Line Discount Percent (in the product section of the invoice) is applied only to the line it is on
- Invoice Discount Percent (in the Totals section of the invoice) is applied to all lines that have a blank line discount
- Use the line discount when you want to give a special discount on selected items rather than the invoice as a whole.

Adjustments

- Adjustments allow you to add fees or discount the invoice total. To give dollars off, enter a negative adjustment. For example, to give \$4.00 off the invoice, enter -4.00 in the Adjustment field.

About Invoices & the Income/Expense Log:

When an invoice is closed, an entry is made in the Income and Expense Log if the invoice has been paid. Invoices usually represent Income in your business. Therefore, when invoices are closed, they are automatically entered into the Income and Expense log as a "Sale". ("Sale" is an Income class).

However, there may be times when an invoice will represent an Expense. For example, if you give away product as a prize in a drawing, you will want to enter an invoice for the product. The invoice will take the product out of inventory, as well as create information in History. (You will want to remember that the client received the product.) But, since the product was given away, the transaction was an Expense rather than Income. Since no cash was involved in this expense, it is a Non-Cash Expense. Non-Cash expenses help you keep track of events in your business that don't actually cost you money, but you want to track anyway.

To log an invoice as a transaction other than a "Sale", select the transaction class to use:

- 1) Click *Expense* on the invoice screen
- 2) Click the *Income* or *Expense* dot
- 3) Select the transaction class for this invoice
- 4) Click OK

Note: If you select Expense, the amount due will be set to zero.

You can change the Expense class of an invoice

after the invoice is closed. This topic is covered in the 'About Payments' section.

About Invoicing and Your Inventory:

The instant an item is placed on a Client Invoice, the quantity ordered is subtracted from your inventory quantity on hand (QOH).

If more of an item is ordered than you have on hand (in stock), then the item is flagged as a:

- 1) Client Backorder item
- 2) Load Item for your next purchase order.
- 3) The exact amount that you need is noted

NutShell remembers each item that is sold but not shipped so you don't have to.

When you delete an item from an invoice, the quantity ordered is immediately put back into inventory.

About Payments:

NutShell will help you stay current in payment collections. The "Amounts Due" report, which is found by clicking the Print button on the *Client/Colleague* screen, lists clients who owe payment on invoices. In order for this report to be helpful, consistently enter payment information on all invoices.

Payments can be recorded before or after you close the invoice.

- 1) Before you close the invoice, click *Paid in Full* if appropriate. If you have received partial payment, enter the total of all payments made on the invoice in the *Amt Paid* box. When you enter the payment information, NutShell will automatically fill in the Payment Date for you, using the **current date**. You can change this Payment Date as needed.

If your client wants to pay by credit card, you can quickly retrieve her credit card info when you click the *Expense* button.

- if a *Usual Pay Method* has been entered for the client on the Client/Colleague screen, it will display automatically
- if a credit card has been entered as a *Secondary Pay Method* for the client, the number and expiration date will display when the credit card is selected as the pay method on the open invoice.

Note: Go to the *Client/Colleague* screen to enter the Usual and/or Secondary Pay Method.

- 2) After the invoice has been closed and sent to History, enter payment or expense information with the following steps:



Click *History* button

or

Click *History* on Orders menu or tab

Select the *Client History* tab

Select the Client

Change *Beginning...* month and year if necessary to find the Invoice

Locate the invoice in the top box (Closed Invoices)

To change just the Payment Amount, key in the amount paid in the '\$Paid' column and press [TAB]



To change Amount Paid, Payment Date or Income/Expense class, click on the desired invoice in the Closed Invoice box. Then click the Pay Invoice button.

The invoice is recorded in the Income and Expense Log according to the Payment Date, so if you change the Payment Date, the change will be reflected in the Income and Expense Log. Changes to Amount Paid and Income/Expense Class will be reflected in the Income and Expense Log, as well.

About Product Returns:

If you invoice a client for product and then she returns it, you can give her credit. The steps to do the credit are determined by whether or not the returned product can be re-sold.

Product that **can** be sold again:

- 1) Create a new invoice for the client. Put the returned product on the invoice. Change the Ord Qty to a negative number. Type a negative one by using the dash key on your keyboard, like this: -1
- 2) If the client wants a different product, add it to the same invoice.
- 3) Your invoice total will tell you how to settle up. If the total is negative, you owe her that amount. If it is positive, she owes you. Once you have settled up, mark the invoice paid.

This process will add the returned product back into your inventory, show the change in the client's History and update your Income and Expense Log.

Product that **can't** be sold again:

- 1) Create a new invoice for the client. Mark this invoice as Ignore Inventory. Put the returned product on the invoice. Change the Ord Qty to a negative number. Type a negative one by using the dash key on your keyboard, like this: -1
- 2) Once you have given her a refund, you can mark the invoice as paid.

- 3) Look in Purchases History to find out when you purchased the item and what the BeautiControl order number was. The order number will display in the *Confirm* column. Place your product replacement order with the BeautiControl office.
- 4) Create a purchase order and add the product to the PO. Change the retail price for the item to zero. Change the shipping to zero. The PO total should be zero. When you receive the product replacement, receive the PO as usual.

This process will allow you to give the client credit for the product without adding the product back into your inventory. It will show the credit in the client's History and update your Income and Expense Log to reflect the refund. When you receive the product replacement, your inventory will be updated and the product will be available to sell.

About Trading Product with Other Consultants:

Every time product leaves your shelf, create an invoice. Every time product comes into your business, create (and receive) a purchase order. When product re-enters your business after you sold it, enter a credit invoice (see Product Returns).

This statement will help you understand what to do when you trade product with other consultants.

First, the consultant your are trading with will need to be loaded in the Client/Colleague screen. Enter at least her first and last name. Set the Type to either Consultant, Downline Recruit or Personal Recruit.

When you give her product, put it on an invoice. If it is an even swap, change the retail price for that item on the invoice to zero. Otherwise, adjust the invoice to the correct price by changing retail price, discount or adjustment. Close the invoice as you normally would.

When you receive product from a consultant, create a purchase order. First, click the '+' button to start a new order, then click the *Find Cons* button and select her from the list. Add the product you are receiving onto the PO. If it is an even swap, change the retail price for that item on the PO to zero. Otherwise, adjust the PO to the correct price by changing retail price, discount or adjustment. When you are satisfied with the pricing, change to Receive Mode and receive the PO. Close it as you normally would.

Handling swaps and sales between consultants this way works with all parts of your system. It keeps your inventory counts correct, provides a paper trail by putting the transaction in History and updates your Income and Expense Log.

Shortcut: When you swap product with a consultant, and you feel you will be able to sell the product you receive before the end of the year, you can take a shortcut. Instead of entering a PO for the product you receive, you can record the whole transaction on one invoice. Add both the product going out (given to the other consultant) and the product coming in (received from the other consultant) on the same invoice. Place the received product on the invoice with a negative Ord Quantity.

About Offsetting Invoices:

An offsetting invoice is an invoice with negative order quantities. Use offsetting invoices to adjust (undo) closed invoices. The most common reasons for offsetting invoices are

- 1) Duplicate Invoices - You enter and close an invoice two times, and want to offset (cancel) one of them.
- 2) Incorrect item on invoice - You invoice an incorrect item, for example, the wrong color or type of foundation.

To enter an offsetting invoice for a duplicate invoice:

- 1) Create a new invoice for the client. Add to the invoice all items that are on the original invoice. Adjust pricing and quantities so the new invoice is just like the original one. Then make all numbers in the *Ord Qty* column negative. To change an *Ord Qty* of one to negative one, use the dash key: -1.
- 2) If desired, enter a note about the invoice to remind you later what happened.
- 3) Mark the invoice as paid and close it as usual.

To enter an offsetting invoice to correct an incorrect billing:

- 1) Create a new invoice for the client. Add the item billed in error. Be sure the quantity is the same as on the original invoice. Then make the quantity negative.
- 2) Add the item that should have been billed. Make sure the quantity is correct (it should be positive).
- 3) Check the invoice total. It should be zero if the items are priced the same. Otherwise, the invoice total should show the difference in price between the two items.
- 4) If the invoice total is not zero, mark it paid after you take care of the difference in price with the client.
- 5) Close the invoice as usual.

Example: You billed for 2 Beige Wet/Dry, but it should have been 2 Ivory Wet/Dry. Enter an invoice for -2 Beige Wet/Dry and 2 Ivory Wet/Dry. The invoice total will be zero.

This process will correct your inventory counts. It will show the correction in the client's History and update your Income and Expense Log to reflect the correction.

About Non-Inventory Invoices:

At times, you will want to record invoice information even though you don't want your inventory counts to be affected. Examples of uses of non-inventory invoices are:

- 1) Internet or Client Connection sales
- 2) Client use of product during a party
- 3) Client use of product before your NutShell start date



To enter an invoice without affecting your inventory, use the Ignore Inventory button. Click the Ignore Inventory button before adding items to the invoice. As items are placed on the invoice, inventory will not be adjusted. All items will be designated as “shipped”, even if the item is not in stock.

For Client Connection or Internet orders:

- 1) Start an invoice for the client and click the Ignore Inventory button.
- 2) Add the items to the invoice.
- 3) Adjust the invoice total so that it reflects the commission that you received. Be sure to remove the tax.

- 4) Click the Expense button and select 'Commissions' for the income class, rather than 'Sales'.
- 5) Mark the invoice as paid
- 6) Enter the correct dates for Invoice and Payment dates
- 7) Close the invoice as usual

To record client usage of product during a party or before your NutShell start date:

- 1) Start an invoice for the client and click the Ignore Inventory button.
- 2) Add the items to the invoice
- 3) Adjust the invoice so that the total is zero.
- 4) Enter the correct Invoice Date
- 5) Close the invoice

Note: Alternatively, you may choose to enter a client's use of product during a party in a different manner. Instead of using the Ignore Inventory button, you can simply enter an order quantity of zero for all items that she used. If you enter all party invoices with zero quantities, then when you look at a client's invoices in History, you will be able to recognize the party invoices at a glance.

How a NutShell invoice impacts your business

Selling product has a multitude of effects on your business. When you sell product and create an invoice, NutShell automatically reacts to the impact of the sale in the following ways:

1. **Inventory** - The quantity sold is subtracted from your on-hand count.
2. **Purchasing** - If you don't have the item in stock, or the sale causes you to run out, the item is flagged so that you can automatically reorder it via the *Load Items* button on the Purchase Order screen.
3. **Dollars due** - If the client doesn't pay, you will know when you run the "Amounts Due" report.
4. **Follow-up** - You will want to follow up with the client to be sure all is well. Click the Follow-up reminder alarm on the invoice screen to put a reminder on your Datebook.
5. **History** - The sale of this item is information that you will want to remember and will be available on the History screen.
6. **Impress the client** - Your computer-printed or emailed invoice will impress your client with your professionalism.
7. **Goals** - You are closer to your sales goal for the month and the Goal Status window will reflect your progress.

8. **IRS** - Most likely, you are in business to make money and the income must be remembered for tax purposes. The Income/Expense log will show the income (or expense if this invoice is a Gift or Product for Business Use).

That is a lot of information to keep up with! All you have to do is create the invoice and the rest is done automatically!

Note: Items 5 and 8 take place when you close the invoice. All others take place when an item is placed on (or removed from) the invoice.

Where Invoices show up in NutShell

If you look around in NutShell you will see your invoices in various places according to the work that has been done on them.

Screen:	Shows:	Dated by:
Goals	Open & Closed Invoices	Invoice Date
Datebook	Open & Closed Invoices	Invoice Date
History	Only Closed invoices	Invoice Date
Income/Expense Log	Only Closed invoices that are paid	Payment date

This means that as soon as you enter an invoice, you will see it in your Goals and on the Datebook. When you close the invoice, it will be added to History. When the invoice is closed and paid, it will be logged in the Income and Expense Log.



Client Invoice Screen Details

Invoice information

Entered by NutShell

- Invoice date
- Invoice #
- Client name and address
- Client season and skin type

Item information

Entered by NutShell

- Description
- Ship quantity
- Retail
- Extended retail

Entered by User

- Item #
- Order quantity (negative for credits)
- Retail (optional)
- Line discount(optional)

Invoice Totals information

Calculated by NutShell

- Sub-total
- Discount (from *Client/Colleague*)
- Tax (from *Setup*)
- Shipping (from *Setup*)
- Invoice total
- Total cost
- # items on invoice

Entered by User

- Discount
- Adjustment
- Tax percent or amount

Payment information

- Click Paid in Full
- or Key in payment amount

Notes

Enter client Notes from the invoicing screen

Notes:

Add Delete

Exit

Open Purchase Orders (Inventory Orders)

Navigation buttons: Home, Left Arrow, Right Arrow, +, -, Find Cons., Print, Recv, Close, Help, "How To", OK, X

Vendor: BeautiControl Find PO

Name: BeautiControl

Address: PO Box 815189

City: Dallas TX 75381 -- 5189

Date: 11/14/2001 Find PO

P.O. #: 1097

BC Order #:

Note:

Retail A: 834.00

Disct: 50% 417.00

Retail B: 44.85

Disct: 35% 15.70

Sales Aids: 10.50

Total Retail: 878.85

Category buttons: Skin Care, Makeup, Retail B, Sales Aids, Order Mode

Line	Item	Description	QtyOrd	Retail	Disc%	QOH	12 Mth	CusB0
1	6347	SkinLogics® Set - Dry	1	59.00		0	0	1
2	6348	SkinLogics® Set - Combo	1	59.00		0	0	1
3	5914	Essential Moisture Lotion	1	16.00		0	0	1
4	8639	Chamomile Balancing Clean	3	14.00		0	0	3
5	5916	Balancing Scrub for Combi	2	14.50		0	0	2
6	8490	Balancing Tonic	1	14.50		0	0	1
7	5918	Balancing Moisturizer	2	16.00		0	0	2
8	5922	Oil-Free Moisture Supplem	1	16.00		0	0	1
9	4436	All Clear® Skin Wash	1	12.50		0	0	1

SubTotal: 889.35

Adjustment: 0.00

ChangeTax:

Shipping: 12.00

ChangeTax:

Tax: 7.750% 69.85

Discount: 432.70

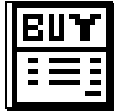
P.O. Total: 538.50

Items: 40

Item Search Buttons

Load Items Load AMO Order

XV. Purchase Orders



Purchase Orders...in a NutShell

Purchasing - A two step process:

- 1) Decide what you want to buy and place the order – Order Mode
- 2) Receive your order to update your inventory – Receive Mode

Order Mode – create your order

- Click *Add* to start a new PO
- If necessary, select a Consultant to buy from
- Add items to the order
- Adjust Order Quantities, prices and discounts
- Review your totals
- Print* the order
- Enter online, fax, mail, or call it in
- Key in Order #

Receive Mode – receive your order

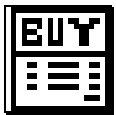
- Click the *Rcv* button
- Key Received Quantities
- Close* the PO
- Review "Client Backorders Shipped" (Nutshell report for assistance in filling backorders)

Use the *Buy* screen to buy products from BeautiControl or other consultants when you need to replenish your inventory. To purchase products, create a Purchase Order in **Order Mode**. Use the PO to place your order by internet, fax, mail, or phone.

When you receive your ordered product, let NutShell know so that your inventory counts can be updated. This is “receiving” and is done in **Receive Mode**. Items backordered for clients may be “shipped” during the receiving process. All Client Backorder items shipped will be printed on a Nutshell report, and the client invoices will reflect the new Shipped Qty.

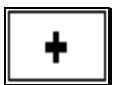
To CREATE a Purchase Order:

When you create a Purchase Order you are in *Order Mode*.

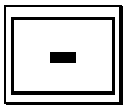


Click *Purchase Order* button

or Click *Purchase Order* on the Order menu or tab



Click **Add** to add a new purchase order



Click **Delete** to delete a purchase order



Click *How To* to get hints about creating Purchase Orders

Select a vendor



- BeautiControl is the default vendor
- Click *Find* to select (buy from) another consultant

Select items Place items on a purchase order in any of several ways:

1) Key a few letters of the description

or

2) Key the item # then [TAB] or [Down Arrow]

or



3) Use the *Find* buttons to find items by Category

- Click a category group (under the Sequence field) to select a different category group
- Double-click a category to display a list of items in that category
- Double-click an item to select it

or



4) Click *Load items* to load items automatically
Items loaded on the PO are:

- Items with Qty on Hand (QOH) less than Reorder Point (Reord) on the Inventory screen
- items not shipped on a client invoice (Client Backorder items)

Loaded items may be edited:

- to change order quantity, type over default quantity (The default order quantity will be the amount required to bring the QOH up to the reorder point and ship all client backorders)
- to remove an item from the order, double click the description

Remove Items by double clicking the description on the line you want to remove

Enter Order Quantities Change order quantities by typing the desired quantity over the default quantity. The default quantity is determined by your reorder points and client backorders.

Adjust Pricing and Discounts if necessary

- change the retail price on any line by keying over the price and pressing [TAB]
- PO sale prices from the Inventory screen (Detail Mode) are entered automatically if the PO date is between the Sale From and To dates.
- enter discount if required
 - the discount on each line of the PO affects only the line on which it is specified
 - the discounts in the PO totals section affects all other lines of the PO
- NutShell calculates all line extensions

Add any Notes Notes will print on the PO

Review PO Totals - NutShell calculates all totals, discounts, tax, shipping, and # of items. (see below)



Print the Purchase Order at any time.



Email a copy of the Purchase Order to another consultant. This is especially helpful if you want to create a sample startup order for a new consultant.

When you click the Email button, your email program will open with a hint in the message portion. Delete the hint from the email, then click Edit/Paste to paste the PO into the email. If you

have the consultant's email address in NutShell, it will be filled in automatically.

Fax, mail, call in order or enter it online.

If Fax or Mail:

- 1) include your signature and credit card information
- 2) write the total number of pages on the top right of each page (ex. Page 1 of 4)
- 3) use Notes to state a minimum PO \$ amount

BC order # Key in the BeautiControl order number

NutShell Tip: Final pricing and discount are determined by BeautiControl, so **make sure** your prices are correct!!

About Tax, Discount and Adjustment:

- Tax is calculated on the PO sub-total (total Retail price)
- Adjustment is taxed if the *Charge Tax* box is checked.
- Shipping is taxed if the *Charge Tax* box is checked.
- Line Discount Percent is applied only to the line it is on
- PO Discount Percents are applied to all lines that don't have a line discount. PO discounts are determined by the *Career Level* field on the *Setup* screen.
- Taxes can be changed either by percent or dollar amount. If you change the tax dollar amount, the tax percent will change to zero and NutShell will not do any further tax calculations on the PO. This gives you the ability to override the tax

calculations.

- In some states, certain products are not taxable, so you may need to override the tax dollar amount to make it match your BeautiControl invoice.
- Adjustments allow you to modify the PO total. It can be used when you purchase a product package.

About AMO Orders :

AMO orders are orders that are automatically shipped to you by BeautiControl each month. Very few consultants participate in the AMO program.

NutShell will do the AMO paperwork for you, automatically entering the AMO PO's each month. To set up AMO orders, do the following:

- 1) Set up Inventory Items (Inventory Screen) - NutShell will place only pre-approved items on an AMO PO. Items must be coded as pre-approved AMO package items using the *AMO Pkg Code* field. (Switch to *Item Detail Mode* to see AMO fields.) There are two types of AMO items:
 - a. Predefined items let you receive a specific group of BeautiControl-selected items. These items are in the Discount Section called AMO Packages. They already have an AMO Package code assigned. These codes (A-J) are assigned by BeautiControl. The individual items in the package are listed as Set Items. Click the *Set Items* button to view or change items in the package.

b. Custom items allow you to build your own group of items to be received each month. BeautiControl provides a list of items approved for AMO orders. NutShell considers these items to be *AMO Capable*. If you want to receive a custom AMO order, choose the AMO Capable items you want to receive. For each item you have selected, enter a custom AMO code (usually K) in the *AMO Pkg Code*. Enter the quantity you will receive in the *Qty in Custom AMO Package* field.

Don't forget to change to *Item Detail Mode* to make these changes. Please note that you can set up more than one custom package by using additional letter codes (for example L or M).

2) Set up yourself as an AMO consultant (Setup Screen)- Go to *Setup* to enter the AMO packages you will be receiving each month. Click the *AMO Setup* button to view the AMO packages screen. For each month, enter the code for each AMO package(s) you will be receiving.

3) *Purchase Orders* - You can create AMO PO's, although you may never need to because NutShell will automatically create AMO PO's at the first of each month. If you want to create an AMO PO for the current month, click the AMO button in the middle of the PO screen. If you want to create an AMO PO for a month other than the current month, press the *Plus* button to create a new PO. Change the date to any day in the month that you want the AMO PO to be for. Then click the AMO button. Notice the hint when you put your arrow over the AMO button. It will tell you what it is going to do.

To RECEIVE a Purchase Order:

When your products have been delivered, enter the receipts to update your inventory counts. When you receive a Purchase Order, you are in *Receive Mode*. (When you are in Receive Mode no more items may be added to the Purchase Order.)

Important! Before you go to Receive Mode, be sure that your NutShell PO totals match the BeautiControl invoice. After you are in Receive Mode, you will not be able to add or delete items.



Go to *Receive Mode* Click the *Rcv* button to change from *Order Mode* to *Receive Mode*

Key Quantities Key the quantity received for each item in the Quantity Recv column. This is the step that updates your QOH.

Client Backorders When you receive items that have been Backordered for Clients, the Ship Backorders screen will appear

Enter the Ship Qty for each invoice listed. This gives you the opportunity to determine which clients will get the product, in case you didn't receive enough to fill all your client backorders.

After you have received all items on the PO:

- Review the Client Backorders Shipped Nutshell list to know which client backorders to fill.
(Click *Nutshell* button on Main Screen)



Close the Purchase Order to send it to History where you may refer to it or reprint it whenever you like.

The PO Date may be changed after the PO has been closed. Make this change on the History screen.

About Set Items:

When you order a set from BeautiControl using the set item number (for example a Skin Care set), you have the option of carrying the item in your inventory as the individual items. For example, instead of having 1 Skin Care set in inventory, you may prefer to have a cleanser, toner, scrub and moisturizer.

The option to convert set items to individual items is available at the time you close a PO that contains a set item. A screen will display telling you how many of the set items you have in stock. It will ask you how many you would like to carry as individual items. Enter the number that you would like to convert and click OK. To not convert any, enter 0 or leave it blank, and click OK.

How Purchase Orders Affect Your Inventory:

When an item is ordered on a Purchase Order, the Quantity on Order (QOO) for the item will increase by the quantity ordered.

When an item is received on a Purchase Order, the Quantity on Hand (QOH) for the item will increase by the quantity received. The Quantity on Order will decrease by the same amount.

If a Client Backorder is shipped, the Client Backorder amount (QOBC) will decrease by the amount shipped and the item will appear as shipped on the invoice.

PO's and Inventory...in a NutShell

When items are placed on a PO
– QTY on ORDER increases (QOO)

When PO items are Received
–QTY on HAND increases (QOH)
–QTY on ORDER decreases (QOO)

When Client Backorder items are shipped
-Client B/O decreases (QOBC)



Purchase Order Screen Details

Purchase Order information

Entered by NutShell

- P. O. date
- P. O. #
- Vendor/colleague name and address

Item information

Entered by NutShell

- Description
- Retail price
- Order qty (determined by ClientBO & Reorder Point)
- Qty on Hand (as of the time the item is put on the PO)
- 12 Mth Qty (qty sold in the last 12 months)
- Client Backorder quantity

Entered by User

- Item # or a few letters of the description
- Order quantity (optional)
- Retail (optional)
- Discount (optional)

Purchase Order Totals information

Entered by NutShell

- Section totals and %
- Sub-total
- Shipping (from *Setup*)
- Discounts (from career level and AMO on *Setup*)
- Tax (from *Setup*)
- PO total
- # items on PO

Entered by User

- Section %
- Adjustments
- Shipping
- Discounts
- Tax % or dollar amount

Miscellaneous information

Entered by User

- Notes (to print a note on the P. O.)
- BC order # (BeautiControl's order number)



Pay Invoice



Print Report



Print Invoice



"How To"



OK

Inventory History

Client History

Purchasing History

Find Client



ske

Last Name

Mary Ann

Skelton

Beginning...

January



2001



Closed Invoices

** - info can be changed

Inv#	**Date	Inv Total	**\$Paid	Balance	Items	Disc	Tax	Note
264	7/9/2001	51.40	51.40	0.00	3	50%	6.90	
182	10/26/2001	56.05	56.05	0.00	4	10%	4.69	

Invoice Detail

Item#	Description	Date	Inv #	Cost	Retail	Qty	F	Disc
4520	Regeneration Gold Skin Tr	7/9/01	264	33.00	47.00	1		40%
4521	Regeneration Gold Eye Rep	7/9/01	264	12.50	21.00	1		50%
6029	Cell Block-C	7/9/01	264	12.50	21.00	1		50%

Show...

Invoice Items

All Items

Selected Item



Summary; by Date

Summary; by Catg

XVI. History



History...in a NutShell

- Inventory History – View the clients who bought a certain product
- Client History – View everything a client has bought
- Purchases History – View your past product orders

- Change Payment and Expense info on closed invoices

The History screen displays all purchasing and sales history of your business. It can be used to track item usage and to inform you about your clients' preferences.

Since every invoice and purchase order that goes through NutShell is captured, History provides a complete overview of your business.

History is valuable in many ways.

- Make each client feel special by knowing everything about the items she uses - without having to dig for it!
- You can use History records to quickly determine which clients will be interested in new products-based on what they have purchased in the past.
- History reports can be provided for accounting and tax purposes at the end of the year.
- Use a client's History to upsell when you take orders over the phone.

To work with History:



Click *History* button

or

Click *History* on the Order menu or tab



-Click *Find* to search for clients or items

To *Find* items:

Use the *Find* button to find items by Category

- Click a category group (under the Sequence field) to select a different category group
- Double-click a category to display a list of items in that category
- Double-click an item to select it

-**Important:** Set the *Beginning Month and Year* - History information will be displayed from this date forward



- *Print Report* to print Sales Reports or create a list of email addresses



- *Print Invoice/PO* to reprint the currently selected invoice or PO. It can be printed or displayed on-screen.



- *Email* a closed invoice to your client or consultant. When you click the Email button, your email program will open with a hint in the message portion. Delete the hint from the email, then click

Edit/Paste to paste the invoice into the email. If you have the client's email address in NutShell, it will be filled in automatically.

History can be viewed in three ways

Select a view by clicking one of the History tabs:

1) *Inventory History* will display:

Sales of each Item

- shows the sales (on closed invoices) of any selected item as of the *Beginning...* date. To view sales of products on older invoices, you may need to adjust the *Beginning...* date.

2) *Client History* will display:

Closed Client Invoices (top box)

- shows all closed invoices for a client as of the *Beginning...* date
- allows changes to the Invoice Date, Payment Date, Amount Paid and Income/Expense Class

Closed Invoice Detail (bottom box)

The information displayed in the Invoice Detail box is determined by the option selected in the *Show* box.

Show options include:

- 1) *Invoice Items* -shows all items on the invoice selected in the *Closed Invoices* (top) box
- 2) *All Items* -shows items on all invoices, starting with the invoice selected in the *Closed Invoices* box
- 3) *Selected Item* -shows all sales of the

selected item to the selected client as of the *Beginning...* date.

- 4) *Summary; by Date* - shows a summary of every item the client has purchased since the *Beginning...* date. Items are listed with most recent sales first. Columns include:
 - a. *# Sales* - how many invoices the item is on.
 - b. *Total Qty* - how many of the product the client has bought.
- 5) *Summary, by Category* - shows the total of every item the client has purchased since the *Beginning...* date. Items are listed in the same sequence as the BeautiControl order form.

3) *Purchase History* will display:

Closed Purchase Orders (top box)

- shows all PO's to selected vendors (BeautiControl and other) as of the selected *Beginning...* date
- allows changes to the PO Date

Closed Purchase Order Detail (bottom box)

The information displayed in the PO Detail box is determined by the option selected in the *Show* box.

Show options include:

- 1) *PO Items* - shows all items on the PO selected in the *Closed Purchase Orders* box
- 2) *Selected Item* - shows all purchases of the selected item as of the *Beginning...* date.

- 6) 4) *Summary; by Date* - shows the total of every item you have purchased since the *Beginning...* date. Items are listed with most recent purchases first. Columns include:
 - a. # *PO's* - how many *PO's* the item is on.
 - b. *Total Qty* - how many of the product you have bought.
- 5) *Summary, by Category* - shows the total of every item you have purchased since the *Beginning...* date. Items are listed in the same sequence as the *BeautiControl* order form.

Tip: When you are looking at items in the *Invoice Detail* or *Purchase Order Detail* box, click on an item and press enter to quickly switch to *Selected Item* view. This is a quick way to get a look at the sales or purchases of a particular item.

About Changing a Closed Invoice

The following changes can be made to a closed invoice:

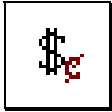
- 1) Invoice Date
- 2) Payment Date
- 3) Amount Paid
- 4) Income/Expense Class

Invoice Date and Amount Paid may be changed directly on the invoice in the *Closed Invoice* box.



You may make additional changes by clicking the *Pay Invoice* button.

- 1) In the Closed Invoices box, click the invoice you want to change.
- 2) Click the *Pay Invoice* button
- 3) Change the Payment Date by keying the new date, or by selecting one of the date options.



- 4) Change the Income/Expense class by clicking the Income/Expense button.

Note: Invoices are posted in the Income and Expense Log according to the Payment Date. Changing the Payment Date will move the invoice in the Income and Expense Log.

Show Type...

- Income
- Expense
- Both



Print



Hint



From...

October

2001

Through...

November

2001

Show only Transactions in Class...

[Empty input field]

October 2001 - November 2001

Income 881.05 Expenses 720.52 Net 160.53



Add



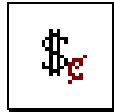
Edit



Delete

I/E	Date	Line	Class	Description	Amount	Income	Expense
I	10/31/2001	0	Sales	Inv 182: Mary Ann Skelton	56.05		\$56.05
I	10/31/2001	1	Commissic	Commission	825.00		\$825.00
E	10/28/2001	0	Shipping	Ship product for client	3.50		\$3.50
N	10/31/2001	0	Mileage	Miles for October	143.00		
E	11/2/2001	0	Supplies - Ink	Cartridge for printer	28.52		\$28.52
E	11/14/2001	0	Purchases	PO 1097: BeautiControl-Produ	446.15		\$446.15
E	11/14/2001	1	Supplies -	PO 1097: BeautiControl-Sales	10.50		\$10.50
E	11/14/2001	2	Shipping	PO 1097: BeautiControl-Shippi	12.00		\$12.00
E	11/14/2001	3	Tax	PO 1097: BeautiControl-Tax	69.85		\$69.85
E	11/28/2001	0	Meetings	Leadership Fee	150.00		\$150.00

XVII. Income and Expense Log



Income & Expense Log...in a NutShell

- View transactions for any date range
- View transactions in a selected class

- Enter any type of transaction
- NutShell creates some transactions automatically

- Print Reports at End-of-Month or End-of-Year
- Simplify your taxes

The purpose of the Income and Expense Log is two-fold.

- 1) The main purpose is to help you keep track of the numbers in your business. It is a log or a listing of the transactions that take place in your business. You or your accountant will determine how the transaction totals will be used.
- 2) The second purpose of the Income and Expense Log is to show you how much money you are making (or losing).

We log the dollars that come in, the dollars that go out and other things that you need to know when figuring your deductions for taxes. Some of these deduction items don't actually involve spending money.

Examples of this are mileage, gifts and product that you use to promote your business. The deduction items that don't involve spending money are Non-Cash

Expenses. When you take product out of inventory for a gift, or for your case, you don't pay for it, so it is a non-cash event. (You paid for it when you bought it.) Even though you don't pay for product when you take it out of inventory, we still want to log it because it is helpful information.

This brings us to the second purpose of the Income and Expense Log - to see how much money you are making. To determine that, we look at how many dollars have come into your business (Income) and how many dollars you spend in your business (expense). The non-cash expenses don't affect that, so they are not included. The two rightmost columns on the Income and Expense Log screen are your cash income and expense columns.

Use the Log to enter all income and expense transactions. Every income (such as recruiting bonuses) and every expense (such as meeting or booth expenses) should be entered. At the end of each month or at tax time, print reports showing all the transactions of your business. Also, you will be able to tell at a glance if you are making more money than you are spending, or if the reverse is true!

NutShell will make several types of entries for you, automatically, to save you the effort. The automatic entries are as follows:

1. Sales When an invoice is closed, the payment amount is posted to the Log. Unpaid invoices will be posted to the Log when payment is entered on the History screen. The entry will show the Payment Date, Amount Paid, Invoice

Number and client name. By default the invoice is loaded as Income, class 'Sales'.

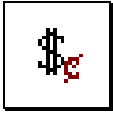
An invoice may be logged into any income or expense class. Review the section [About Invoices and the Income/Expense Log](#) (page 138) to learn how to indicate an alternate transaction class for any invoice.

A single item invoice that is marked as 'Product – For Business Use' or 'Product – For Personal Use' will be posted in the Log with Item Description rather than Client Name.

2. Com-missions
When you enter your commission for the month in the My Unit section of NutShell, the commission amount is entered in the Income and Expense Log, automatically.
3. Product Purchases
When a purchase order is closed, 4 entries are made in the Income and Expense Log. These entries show all of the dollars you spend when you buy product. The first of the 4 is Product Purchases. Product Purchases includes the after-discount Retail A total.
4. Tax Paid
This is the second of the 4 entries created when you close a purchase order. Tax Paid is the tax amount on the PO

5. Sales Aid Purchases This entry is also created when you close a PO. Sales Aid Purchases is the total Sales Aids on the order.
6. Shipping The Shipping Charge on your PO is the final entry made into the Income and Expense Log.

To work with the Income and Expense Log:



Click *Income and Expense Log* button

or Click *Income and Expense Log* on the Information menu or tab

Select the Date Range to View:

From fields: Select the beginning month/year

Through fields: Select the ending month/year

Select the Transaction Types to View:

You may view Income transactions only, Expense transactions only or both together.

Select the Transaction Class to View:

You may limit your view of the Income/Expense Log to a selected class. For example, you may want to see all your advertising expenses for the year. To do so,

- 1) Select the Date Range to view
- 2) Click the *Show only Transactions in Class...*
- 3) Double-click the class that you wish to view
- 4) To close the selection box without making a selection, click the



Enter new Transactions:

To enter new transactions:



- Click *Add*
- Enter the transaction date
- Type a description that is meaningful to you
- Enter the amount
- Click *Income, Expense or Non-Cash Expense*
- Click on the appropriate transaction class
- Click *OK*
- To reject your changes, click *Cancel*

Change a Transaction:

To make a change to a transaction:



- Click on the transaction to change
- Click *Edit*
- Make any changes necessary
- Click *OK*
- To reject your changes, click *Cancel*

Remove Transactions

To delete a transaction:



- Click on the transaction to change
- Click *Delete*
- If you are sure you want to delete the transaction, Click *Yes*, otherwise, Click *No*

About Transaction Types:

There are only two things that can happen with money in your business. Either dollars come in or dollars go out. Selling product results in money coming in. This is *Income*. Buying product to stock your inventory results in money going out. This is an *Expense*. When you view the Income and Expense Log you may choose to view one or both types of transactions.

An additional Transaction Type is the *Non-Cash Expense*. There are some things that happen in your business that you want to track, but don't actually cost money. Any non-cash amount that you want to summarize throughout the year can be recorded as a Non-Cash transaction.

Examples of Non-Cash transactions are:

- 1) Using product for anything other than making a sale: Product for Business Use, Product for Personal Use, Gifts
- 2) Product discount you give to your client
- 3) Mileage

About Transaction Classes:

By assigning classes to each transaction, you divide your Income and Expenses into groups such as Advertising or Business Supplies. This is useful for doing taxes as well as for understanding where your money goes.

Changing/Adding Transaction Classes:

Transaction Classes can be added or changed if desired. It is easiest to add a new class as you are entering a transaction for an income or expense in that class:



- 1) Click *Add* to add a new transaction
- 2) Enter the date, description and amount
- 3) Select the class type: Income or Expense
- 4) If adding a class, select the class you want the new class to follow, so that you can keep your classes in alphabetical order



- 5) Click *Change Class*
- 6) Type the description of the new class
- 7) Click *Add After*
- 8) Click *OK*
- 9) Click *OK* again

Note: There are certain classes that should not be deleted or changed. These are the classes that NutShell uses to make automatic entries in the Income and Expense Log as you are doing your work in other areas of the system. If you decide to change the description on these classes, be sure that the meaning stays the same so that you don't get confused later. These classes are:

Sales - the default class for Invoices
Purchases (Retail A) - used for PO's
Supplies - Sales Aids - used for PO's
Shipping - used for PO's
Tax - used for PO's
Commissions - used in My Unit

About Mileage

To track your mileage with the Income and Expense Log, make an entry into the Log as you would for any other Non-Cash expense. For the amount, enter the number of miles that you traveled. Select 'Mileage' or 'Automobile' as your Expense Class.

Important: The Mileage entry is different from other entries in the Income and Expense Log since the Amount is *miles* rather than *dollars*. When you print your Income and Expense by Class report at the end of the year, remember that the total in the Non-Cash Expense column for Mileage will be *miles* rather than *dollars*.

XVIII. My Unit

The My Unit screen allows you to record information about the activity of your unit. And it gives you a tree view of your unit, just for kicks.

The 'My Unit' section of NutShell is somewhat obsolete with the introduction of Beautinet. The purpose of it is to keep track of the performance of your consultants, but you can get that info online now.

If you want to enter your consultants' info, here's how:

1. Enter each consultant on the Client/Colleague screen. Be sure to set her type to 'Personal Recruit' or 'Downline Consultant' and enter her consultant number.
2. On the 'My Unit' screen, click the 'Recruits' tab and click the flashlight button to select a consultant. After you have used this screen for a few months, you will be able to see each consultant's monthly activity, plus any notes you make about her.
3. For each month's activity, enter
 - a. Date – The last day of the month for which you are entering information.
 - b. Stat – Enter 'I' if she goes inactive
 - c. Purch's – How much product she purchased
 - d. Recr't – How many she recruited
 - e. InAct – How many of her consultants went inactive
 - f. Comment – Anything you want to remember about her for this month.
 - g. Enter as much or as little of this info as desired.

4. On the Monthly Commission screen, you will see one line for yourself for every month that you have used NutShell. It will show your purchases total for the month. If you enter PO's after the month has ended, you will need to have NutShell recalculate your total. Enter the commission you received for the month in the Commission column. This will automatically be carried through to the Income and Expense Log. This list is displayed by month, so you will see the activity of your unit as a whole from one month to the next. (This will be based on the info you enter on the 'Recruits' tab along with info about your own activity calculated from your PO's)
5. On the View Unit tab, you can see a diagram (tree view) of your unit.

XIX. Reports

Many reports can be generated through NutShell. Reports can be printed or viewed on-screen and then saved in your NutShell program. These saved reports are called "Nutshells".

"Nutshells" are online reports, which are stored away on your computer. Instead of printing a report and filing it in a drawer, you can create a report and save (file) it on your computer. You can view Nutshells (online reports) at any time, and print them out. You can also create a Nutshell to make notes for yourself by using simple word processing tools such as cut, copy, and paste options.

About Output Options on reports:

Most reports in NutShell have the same output options, although there is some variation from one type of report to another. These options give you flexibility in how you can view the information from your report:

Create:

List - prints a report (listing)

Label - prints mailing labels. You select which label to start printing on.

For address labels, use Avery labels ending in 60: 5160, 8160 or 8660

For Shipping labels, use Avery labels ending in 63: 5163, 8163 or 8663

Email - creates a list of email addresses that you can paste into the To: or BCC: line of an email. (see next section for more info)

of copies:

This will usually be 1

Output:

Nutshell - an on-screen report that is saved in your NutShell program

Printer - a printed report

On-Screen - an on-screen report can be viewed, printed or exported

About the Email Option on reports

The 'Create: Email' option on the History and Client reports makes it easy for you contact a group of important clients through email. Normally, when you run a report, you will see information about one or more clients printed in the form of a report or list. A list can be helpful to you if you want to use it as a call list for contacting your clients. But a call list won't help you much if you want to email these clients.

To make emailing a group of clients easy, select the 'Create: Email' option for a Client or History report. Instead of creating a report, NutShell will create a list of the selected clients and their email address in your computer's memory. And it will start a blank email. All you need to do is click in the 'To:' or 'BCC:' part of the email, then click Paste on the Edit menu.

NutShell will use the clients' email addresses that you

have loaded on the Client/Colleague screen. If there is no email address listed in NutShell, your email program will look up the addresses in your address book. Note that the clients who don't have an email address in NutShell will be listed first. Check to see if you have an email address for these clients. If not, you will want to remove them from the email.

One more consideration is the number of clients you are emailing to. Because of the problem with spam, many internet hosts (ISP's) will only allow you to send a limited number of emails per hour. The common limit is 100. If NutShell creates a list of many, many emails addresses, you may want to break your mailing up into smaller groups. An easy way to do this is to click in the BODY of the email instead of in the 'To:' or 'BCC:' fields. Then click Paste on the Edit menu. You will get a list of all the email addresses to be sent to. Copy and paste portions of this list into the 'To:' or 'BCC:' of separate emails. This will give you complete control over the number of people you send to at one time.

To make use of the Email option:

- 1) Hostesses – Send an email to all your hostesses, offering them a special sale on a certain weekend. Do this by assigning all your Hostesses a special Client Priority, like Client Priority 1. Then run a 'Client' report for Client Prty 1 clients, using the 'Create: Email' option.
- 2) Clients with upcoming Birthdays
- 3) New Product Introduction – Send an email to all clients who would be interested in a new product. Run a 'Sales by Selected Item' History report for an item that is similar to the

new product. Use the 'Create: Email' option so that you can paste the email addresses of interested clients into your email.

- 4) Remind guests of an upcoming Spa Escape— If you have the guest list for the Escape, enter the name and email address of each guest into NutShell. Be sure to click the 'Print Label' check box for each guest. Then run the Client report 'Clients Selected for Labels'. Paste their email address into the email, enter an invitation and click Send. You will be sure to increase the attendance of every Spa with this technique!

Reports available in NutShell:



Client reports



Click *Print* button on the *Client/Colleague* screen

or Click *Client/Colleague* on the Reports Menu

Report Type:

Client List - Print a list of all info about each client

Client List - Condensed - Print a list containing only Name, address, phone number, email address

Client Connection-All - Print a list of all Client Connection members

Client Connection-Changes - Print Client

Connection members which have a check in the Change on Client Conn. check box
Check this check box when you change a Client Connection member's address. Use this a report to enter your changes online.

Not on Client Connection - Print clients who are not Client Connection members

Clients with No Sales - You will be prompted for a date. This report will print clients who have not purchased since the date you enter.

Clients Selected for Labels - Print clients which have a check in the Print Label box. Use this to pick and choose the clients on your list or labels.

Birthday - Print a list (or labels) of clients with Birthdays in a selected month.

Client Order Record (2 formats) - Print a Client Order Record for Spas and Parties. Item prices will be the same as prices on your Inventory list. You can customize items on this report. Try each format to see which prints best on your printer.

Amounts Due Report - Print a list of clients who owe you money. You can print labels for mailing payment requests to your clients.

Return Address Label - Print 2 pages of return address labels. The address entered on the *Setup* screen is printed.

Shipping Labels - Print 2 pages of Shipping Labels. Your address is in the *From* section. The *To* section is blank. You can put a check in the *Print Label* box for a client, print her label and stick it on the Shipping Label.

Personal Recruit List - Full listing of Personal Recruits.

Downline Recruit List - Full listing of Downline Recruits.

Recruit Prospect List - Full listing of Recruit Prospects.

Consultant List - Full listing of Consultants.

Report Options:

Select Client Priority

For Client reports or labels, select *one or more* Client Priority(s) to print. (Client Priority is assigned to each client on the *Client/Colleague* screen.)

or

Select No Sales Date

The *Clients with No Sales* report lists clients who have not ordered recently. The No Sales Date is the cut-off date. Clients who have not ordered since the date you enter, will be listed on the report (or labels)

or

Customize Client Order Record

The Client Order Record by default looks very similar to the BeautiControl Client Order Record. You may customize this to include the items you like to sell. However, no matter which items you include, this report allows you to always show the most current prices on your Client Order Record!

For more information, please refer to “About the Client Order Record” later in this chapter.

Sort Options:

Most of the Client/Colleague reports let you chose the order in which to print the clients.

Selected Zip Codes:

You can fine-tune the selection of clients or colleagues printed by entering one or more zip codes to include or exclude. You can enter partial zip codes which gives you a great deal of flexibility.

This option is helpful when you want to contact clients in a specific geographic area. For example, it would make sense to invite only local clients to an open house.

Output Options:

See [Output Options](#) (page 189)

'Create' Options:

See [Email Options](#) (page 190)



Inventory reports



Click *Print* button on the *Inventory* screen

or Click *Inventory* on the Reports menu or tab

Select Section:

Retail A

Retail B

Sales Aids

All

Discontinued Retail A

Discontinued Retail B

AMO Packages

Show:

All items - Print every item on the Inventory list

In-stock Only - Print only items that have QOH greater than zero

As of:

Today - Print your current counts

Date - Enter the date of inventory to print. This will be your counts as of that date. NutShell will take your current counts and back out recent invoices and purchase orders to calculate your inventory as of the prior date.

Please note that current Retail prices will be used for both options.

Value by:

Current Cost/Retail - Current Retail price is used for the inventory calculations. Use your

standard 50% or 30% discount to calculate your cost.

Price Paid - The after-discount price on the most recent PO's is used to calculate your inventory value.

Output Options:

See [Output Options](#) (page 189)

To print an Inventory report for tax purposes:

Once you have entered and closed all Purchase Orders and Invoices for the year, you will be ready to print your year-end inventory report.

Select the following options for your report:

Select Section: *All*

Show: *In-stock Only*

As of: *12/31/yyyy* (the tax year)

Value by: *Price Paid*

Be sure to print an [Income/Expense by Class](#) report (page 201), as well.



History reports



Click *Print* button on the *History* screen

or Click *History* on the Reports menu or tab

Report:

Sales by Selected Client

Items by Client

Sales by Client \$

Top 5 Clients

Top 10 Clients

Sales by Selected Item

Sales by Item \$

Top 10 Items

Top 25 Items

Purchases

Show:

Read the on-screen report descriptions for information about the difference between the Detail and Summary options

Dates:

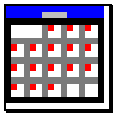
Use From and To dates to select the time period for your report.

Print Options:

See [Output Options](#) (page 189)

'Create' Option:

See [Email Options](#) (page 190)



Schedule reports



Click *Print* button on the *Daily Schedule* screen

or Click *Schedule* on the Reports menu or tab

Note: Get to the *Daily Schedule* screen by clicking on *Datebook* on the *Information* menu or tab and then click on any day of the month.

Report:

Schedule - Print a list of all event types

Calendar - Print appointments only, in Calendar format

Size:

Half-Page - The report prints on half a page so you can put it in your planner.

Full-Page - The report is full size.

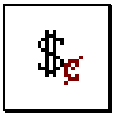
Dates:

Schedule - The report will start with the “From” date and end with the “To” date.

Calendar - Will print a one month calendar according to the month in the “From” date. However, only appointments between the “From” and “To” dates will be printed.

Output Options:

See [Output Options](#) (page 189)



Income/Expense Log reports



Click *Print* button on the *Income/Expense* screen

or Click *Income/Expense* on the Reports menu or tab

Report:

Income/Expense by Month


Income/Expense by Class

Selected Class:

You can select a class to print (optional). For example, print just Advertising or just Sales.

Click the *Selected Class*: 

Double-click the class that you wish to print

To close the selection box without making a selection, click the 

Date:

Enter From Date and To Date

Output Options:

See [Output Options](#) (page 189)

To print an Income/Expense report for tax purposes:

Use the Income/Expense by Class report with blank or All as the selected class. For the From and To dates, enter January 1 through December 31 of the tax year.

Note: Invoices are entered into the Income and Expense Log when they have been marked as paid, and closed. They are recorded in the Log according to the Payment Date.

Purchase Orders are entered in the Log when they are closed. They are recorded in the Log according to the PO Date.

Close all the Invoices and PO's for the year before you print your Income/Expense by Class report for taxes. *You can print this report at any time.* If you aren't satisfied with the information on the report, you can make changes to invoices, PO's or the Income and Expense Log and then reprint the report.

Be sure to print an [Inventory report](#) (page 197), as well.

About the Client Order Record

The Client Order Record is a form that is useful during Spas and parties. It provides space for guests to enter their contact information and also lists the inventory items that you will likely present. Using this report allows you to display current prices at all spas and parties. When prices are changed on the Inventory screen, simply print a new Client Order Record. The correct prices will automatically print!

The Client Order Record may be customized to show items you want the client to see.



- 1) Select the Client Order Record on the *Client Reports* screen

Alternate Format - Because printers vary, 2 formats are available. Try each and use the format that works the best.



- 2) Click *Customize Client Order Record*.
- 3) Select the column to work with.
- 4) For each line you want to change:
 - To edit, click the line to change
 - To delete, click the line to delete
 - To add, click the line before the new line
 - Click *Edit, Add or Delete*
 - Select the item for the line
 - Indicate what will show in the Description portion:
 - a. Item Description
 - b. Category Description (show the category of the selected item)
 - c. Blank Line
 - Indicate what will show in the Price portion:
 - a. The price of the selected item
 - b. No price (Blank)

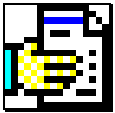
- Click *OK* to accept your changes or
Click *Cancel* to reject your changes



The *Revert to Original* option will reset the layout of the Client Order Record back to the original. All your changes will be overwritten. Use this option to quickly undo *all* changes you have made.

For help in understanding how to customize the Client Order Record, print a copy, then look at each line to see how it is coded.

About Reprinting Invoices and PO's



Invoices and PO's may be reprinted even after they have been sent to History.

To reprint an invoice for a client, find the invoice in the *Client* section of the *History* screen. Click on the invoice in the *Closed Invoices* box. Click the *Reprint Invoice* button. The invoice will print or display on your screen, according to the option you choose.

To reprint a PO, find the PO in the *Purchasing* section of the *History* screen. Click on the PO in the *Closed Purchase Orders* box. Click the *Reprint PO* button. The PO will print or display on your screen, according to the option you choose.

About Nutshells

Remember, a Nutshell is a report that is stored in your NutShell program instead of being printed and stored in a filing cabinet. It provides information for you – in a Nutshell!

There are two types of Nutshells

- 1) A report that was previously created by clicking *Print* from any report option screen and saved as a Nutshell. This type of report will always show data as it was at the time the report was created. When you view this type of report, the creation date and time will display in the lower right corner of the view screen. You can think of it as printing a report and then scanning it into your NutShell program. But, you don't have to do all that work! Nutshell reports may be printed by clicking the Print button at the bottom of the view window.
- 2) A simple word processing document that you create using the word processing feature. The Client Backorders Shipped report is created for you this way. You can edit this type of Nutshell using cut, paste, and editing techniques to create any type of simple document you need. This document may be printed or stored on your computer for future reference.

To create or edit a word processing Nutshell:



Click the Report tab on the main NutShell screen
Click the *Nutshell* button.

Click **New** to create a new document

or

Click **View** to edit a previously created document

Click **OK**

To view previously created Nutshell reports:



Click the **Report** tab on the main NutShell screen

Click the *Nutshell* button

-Select a Report by highlighting it

-Options: **View** - view a report

Delete - delete a report

-Click *Print* button to print (from View screen)

About Exporting

As an added convenience, NutShell is able to export any report. Reports can be exported, for example, to a word processor for printing letters or to a spreadsheet for creating charts. There are many widely used export formats available. Select the desired format when prompted.

Exporting is available in two places:

- 1) When you print a report and select *On-Screen* for the output. When you view the report on-screen, click the **Export** button to export the report. The **Export** button looks like a well-worn suitcase.
- 2) When you view a Nutshell report on screen, the **Export** button displays along the bottom of the report window. The **Export** button looks like a well-worn suitcase.

XX. Troubleshooting

“An error has occurred in your program. Select Ignore or Close. If you select Close, you will lose all unsaved data.”

This error can be very intimidating. It sounds pretty serious, doesn't it? But, don't worry. All your information is saved the second you enter it, so you won't lose anything. Just reboot your computer and it will be fine.

“General Protection Fault”

This error means that your computer's memory needs to be reset. Often, just exiting and restarting NutShell will fix the problem, though it may be necessary to reboot your computer. There will be no damage to your program or your data.

“Error creating window”

This error may occur if you have been looking at a lot of different screens in NutShell. It means that the program has run out of memory. Simply *Exit* NutShell and restart. No damage is done!

“Not enough file handles”

This error means that your computer's memory needs to be reset. This is accomplished very easily by rebooting your computer. There will be no damage to your program or your data.

“Record locked by user”

To get rid of this error, reboot your computer. You won't experience any loss of data.

“Index out of date”

This error means either that your computer’s memory needs to be reset, or that one of your data files has gotten corrupted. First, try rebooting your computer. If the problem goes away, don’t worry about it anymore. If the error comes up again, one of your files is corrupt. If you have a recent backup, do a Restore. If you don’t have a recent backup, contact technical support. The corrupted file can most likely be repaired.

Email errors

If you have trouble getting the NutShell email buttons to work, you may need to adjust a setting on your computer. To do so:

- 1) Start Internet Explorer
- 2) Click the *Tools* menu
- 3) Click *Internet Options*
- 4) Click the *Programs* tab
- 5) Look on the line that says *Email*. The program you use for email should be listed here. If it isn’t select it in the dropdown list.
- 6) Click *OK*

XXI. Did you Know... (see the following page for clues)

- 1) You can print mailing labels?
- 2) You can print shipping labels?
- 3) You can tell how often a client buys a certain item?
- 4) You can change retail prices on invoices and PO's?
- 5) You can tell at a glance the seasonal demands for an item?
- 6) NutShell includes address and telephone number when it reminds you to contact a client?
- 7) You can put recurring events in your Datebook? (for example: unit meeting 1st Monday of each month)
- 8) You can print a list of everyone who owes payment on an invoice?
- 9) You can see who has backordered an item on a PO by clicking on *Client B/O* and pressing the space bar?
- 10) If you use the *Find* button to find an item to place on an invoice or PO, double clicking on the item will take you back to the previously selected item list?
- 11) NutShell will print your Client Connection update list, which will make it easy to enter online!
- 12) You must *Backup* often!

Did you Know Clues

- 1) *Client* reports: Select any client report that prints a list of names and addresses
Select *Labels* for the Create option
Use Avery Label No. 8160, 8660, 5160

- 2) *Client* reports: Select the Shipping label report
Select *Labels* for the Create option
Use Avery Label No. 8163, 8663, 5163

- 3) *Client History*: Select the Client and the Item

- 4) Key over Retail Price on the Invoice or PO screen

- 5) *Inventory Screen, Item Detail Mode*: Select Item

- 7) *Datebook*: Edit Activity Frequency Field

- 8) *Client* reports: Amount Due

- 11) *Client* reports: Client Connection Changes

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