A large, light blue chevron graphic pointing upwards, centered on the page. It consists of two overlapping triangles, one pointing up and one pointing down, creating a central white space.

Sales Operations  
***Customer Order to Invoice***  
***(COTI)***

**USER GUIDE**

Updated June 12, 2019

**UPTAKE**

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## DISCLAIMER

We update COTI frequently. This user guide will be updated on an ongoing basis and may have slightly outdated content due to the frequency of software updates. Please review the most current version of this guide regularly and with care.

## TRADEMARKS

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## CUSTOMIZATION

This user guide will show you how to use the COTI application with the assumption that your dealership has made the migration to CloudLink and your COTI application has been set up in a standard configuration. However, it should be noted that depending on your dealership's level of customization, or if your dealership hasn't migrated to CloudLink yet, your screens may look slightly different than those shown here.

## Introduction

Welcome to Customer Order to Invoice (COTI). This application allows you to enter and track all machine and attachment sales and rentals from the time that the customer order is received, through invoicing and completion.

**NOTE:** COTI currently only supports the Google Chrome browser.

## Customization

This user guide will show you how to use Customer Order to Invoice with the assumption that your dealership has made the migration to CloudLink and your COTI application has been set up in a standard configuration. However, it should be noted that depending on your dealership's level of customization, or if your dealership hasn't migrated to CloudLink yet, your screens may look slightly different than those shown here.

# Customer Order to Invoice

Log in to CloudLink with your Username and Password, then click the **[ENTER]** button under **Customer Order to Invoice**. You will be taken to the Customer Order to Invoice Workflow page.

## Navigation Bar

At the top of the screen is a navigation bar that can be accessed from anywhere in the application. Access the five major workflows, search for a work order, or select your user role using the Navigation Bar.

## Add New Deal

To add a new Deal:

1. Click **Add New Deal** on the top navigation bar.
2. Enter all required information into the Add New Deal form.
3. Click the **[Add Deal]** button at the bottom left of the page.

Once saved, the deal will be assigned to the user based on their role.

## Workflow

Coordinator	Salesman	In Progress and Under Review	Total	Approved Deals																Ready to Invoice				
				Pending				Phase I				Phase II				Phase III				Phase IV				Credit Released
				FC	SC	IC	FC	UC	ADM	SM	EX	SC	FC	C	SC	FC	SC	FC	UC					
alice.hullgard De.	Rafael Acosta		1	1	1	1	1																	
	Total		1	1	1	1	1																	
Caren Rossiter	Arlene Gregory		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4					
	Cari Rossiter		86	86	86	86	27	86	86	86	86	1	86	1	86	1	86							
	Cheryl Shuffler		6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6					
	Chuck Long		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3					
	Hugh Mc Mahon		9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9					
	Janet Davis		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2					
	Jasper Kennedy		15	15	14	14	6	15	15	9	10	15	15	14	15	14	15							
	Joyce Watson		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3					
	Nanette Nicholson		26	1	26	24	1	6	26	26	27	26	1	26	1	26	1	26						
	Ruth English		21		21	18	2	21	21	19	21	1	21	1	19		21							
	Shad Stevenson		6	1	6	6	1	6	6	6	6	1	6	1	6	1	6							
	Sonya Paul		1		1		1	1			1		1		1		1							
	Terrence Gilmore		4		4	4		4	4	4	4		4		4		4							
	Therion Miles		14		14	12	3	14	14	11	14		14		13		14							
	Total		200	2	200	171	2	45	200	209	187	200	4	200	4	194		200						

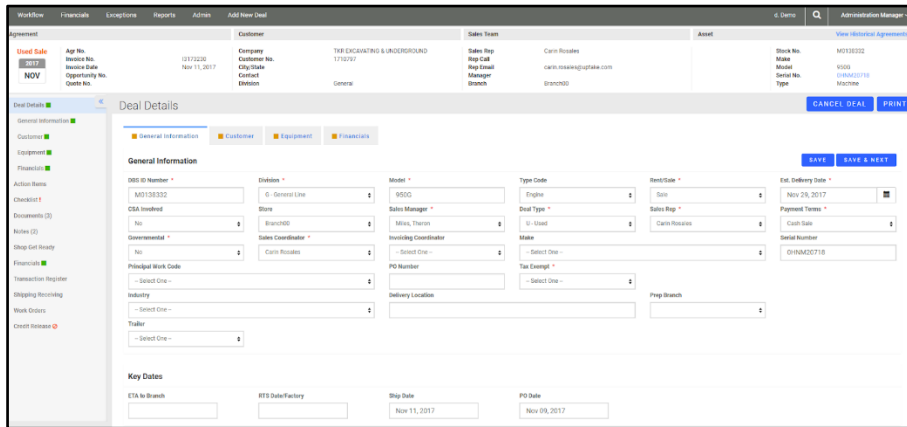
The Workflow page indicates tasks that are outstanding and need to be completed by each of the roles assigned to a particular transaction. These are set up in Phases according to how the dealer designs their specific process. This page indicates how many deals and tasks each role must complete through each Phase.

The Workflow page presents you with the deals that still need to be worked on, along with the deal details needed to complete the deal. Drilling into any of the numbers gives you a list of the deals that need work.

## Transaction Details

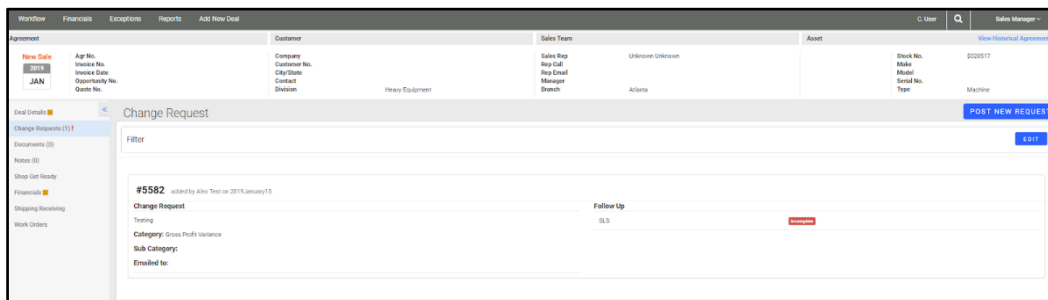
Each transaction is listed by stock or ID number. Drill into a transaction by clicking on the stock or ID number. Drilling into one of these transactions will give a complete outline of the deal, allowing the user to access deal details, documents, any notes other users have entered, a checklist of tasks that need to be performed, visibility into other users' checklists, a change request area, credit release function, and more.

## Deal Details



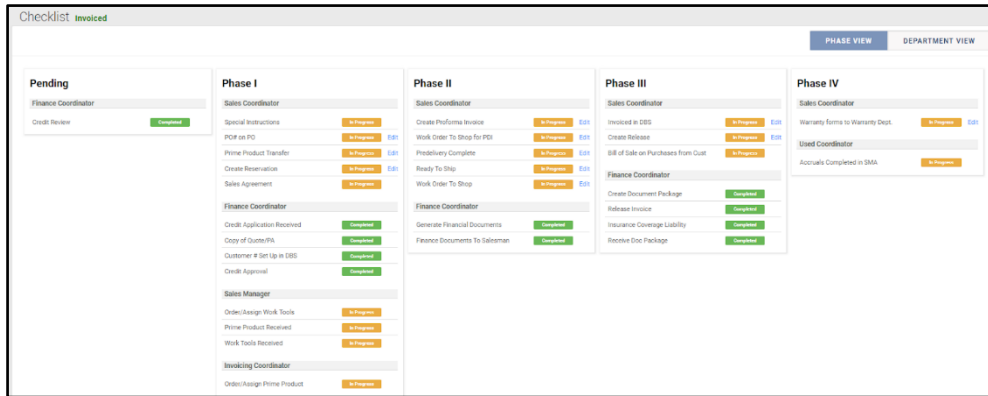
This page provides a detailed view of the deal components and pricing. This page is customized to the dealer's specific needs regarding information they want to collect on each transaction.

## Change Requests



The Change Requests page is used to articulate any changes to the deal once it is in process. Some changes will affect the price; others will act as a notification of any type of change to the original order. This tracking keeps all the transactional changes visible and sends alerts to other affected users.

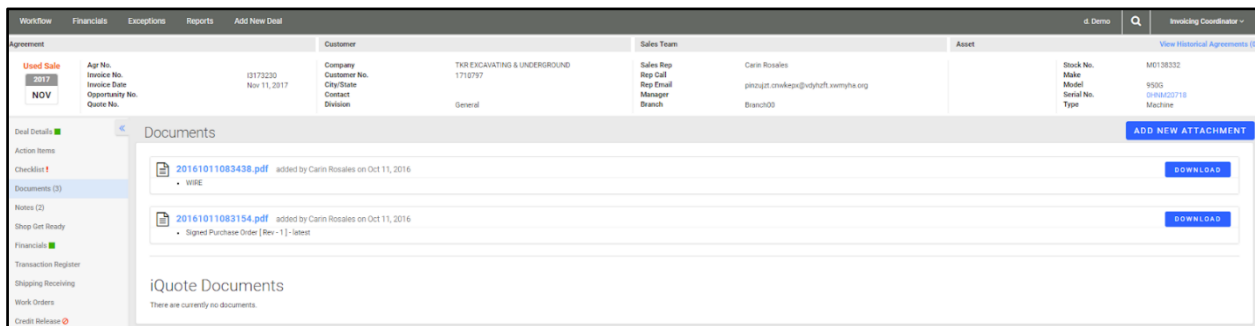
## Checklist



Each task is set up to be either manually checked off as complete, completed via a system related date in DBS, or to be completed only if documents are uploaded into the system. Dealers will define these checklists for themselves along with the method of completion that is appropriate for them. You can see all of the checklists for other departments and roles, but can only affect tasks within your own department and role.

As each user completes the tasks they are assigned to, the tasks are checked off as Completed (either manually or automated via a date or document upload) and indicated as such with a green check box. Incomplete tasks are indicated with a red exclamation mark. Each user is responsible for their assigned tasks.

## Documents



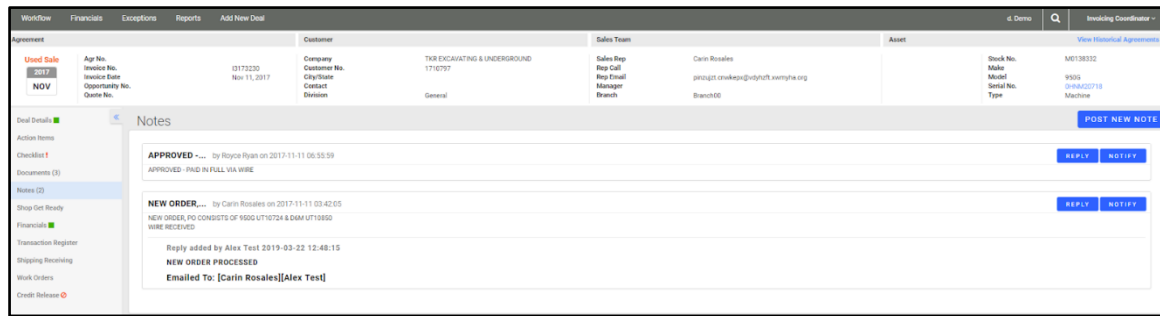
Each stock or ID number represents a deal and has a document repository available for all documents pertaining to that sale.

Adding new documents can be done two ways:

- transfer from a dealer scanning system
- upload directly from the user's desktop

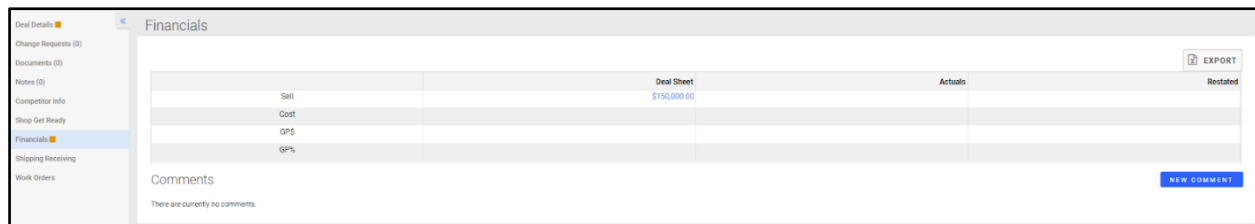
In the implementation phase of Customer Order to Invoice, each dealer will define any document types that are required for the sales process to be completed. These required documents are predefined in the system as mandatory for the checklist items to be completed.

## Notes



The Notes sections is a free text field for all users to make notes on the transaction. Each note has a reply function to display a trail of other comments on this same note.

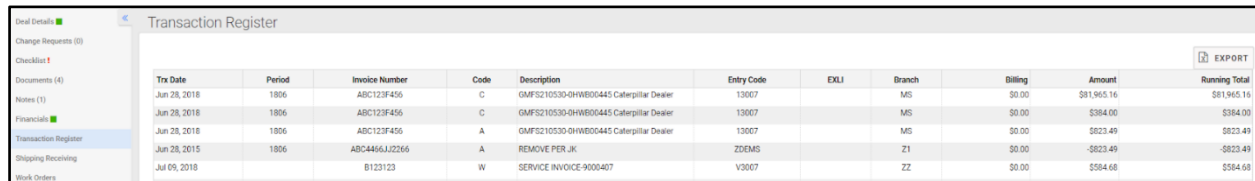
## Financials



The Financials section represents three levels of Gross Profit (GP):

- Deal Sheet Profit – the original profit percentage expected at the time of sale
- Actual Profit – the dealership’s actual profit in the accounting month of invoicing
- Restated Profit – any changes or additional changes that will affect GP after the month of invoicing

## Transaction Register



The Transaction Register page provides a view into a deal’s DBS transaction register. This page is refreshed with updated data each morning with any new items that were revised on the overnight batch jobs.



# Financials

Mth	Count	Deal Sheet			Actual			Restated		
		Sell	GP%	GP	Sell	GP%	GP	Sell	GP%	GP
Jan	66	\$3,419,867.00	10%	\$341,986.70	\$986,701.39	20.44%	\$201,663.86	\$986,701.39	31.49%	\$310,695.99
Feb	82	\$7,344,322.00	10%	\$734,432.20	\$3,518,872.65	14.68%	\$516,433.45	\$3,518,872.65	25.38%	\$892,932.29
Mar	87	\$11,570,425.00	10%	\$1,157,042.50	\$6,308,179.54	4.54%	\$286,546.62	\$6,314,975.54	21.83%	\$1,378,786.89
Apr	89	\$6,644,619.00	10%	\$664,461.90	\$1,871,697.07	33.01%	\$617,859.52	\$1,940,493.62	69.01%	\$1,339,066.57
May	118	\$12,687,223.00	10.01%	\$1,270,314.30	\$5,311,316.00	10.98%	\$583,176.65	\$3,322,420.16	32.51%	\$1,790,237.15
Jun	121	\$19,368,866.00	9.68%	\$1,874,258.90	\$10,428,738.01	19.04%	\$1,985,567.05	\$10,420,859.96	18.34%	\$1,910,881.79
Jul	97	\$8,406,351.50	7.45%	\$626,619.55	\$4,052,064.76	43.45%	\$1,760,650.63	\$3,925,442.36	42.19%	\$1,656,108.48
Aug	109	\$9,188,504.00	4.38%	\$402,541.95	\$1,202,792.57	6.81%	\$81,904.44	\$1,202,792.57	6.81%	\$81,904.44
Sep	89	\$8,116,826.00	5.32%	\$431,468.32						
Oct	118	\$9,999,452.46	7.71%	\$770,354.97						
Nov	77	\$5,987,243.28	7.71%	\$461,385.44						
Dec	151	\$14,781,399.80	9.33%	\$1,378,454.82						
<b>Total</b>	<b>1204</b>	<b>\$118,615,039.04</b>	<b>8.46%</b>	<b>\$10,244,315.55</b>	<b>\$33,680,361.99</b>	<b>19.12%</b>	<b>\$6,033,802.22</b>	<b>\$33,632,558.25</b>	<b>30.94%</b>	<b>\$8,300,612.60</b>

Similar to the Financials page in a transaction workflow, the Financials page represents three levels of Gross Profit (GP):

- Deal Sheet Profit – the original profit percentage expected
- Actual Profit – the dealership’s actual profit in the accounting month of invoicing
- Restated Profit – any changes or additional charges that affected GP after the month of invoicing

# Exceptions

Department	Phase	Exception
Engineer	APPROVED DE...	Drawing Approved
<b>Total</b>		

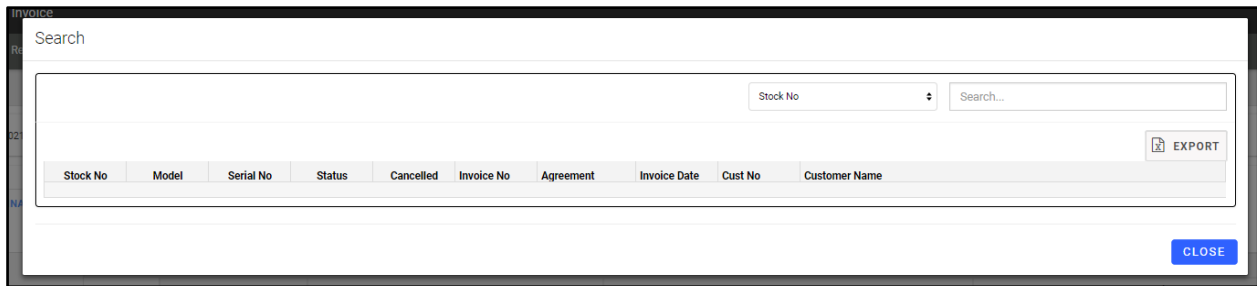
View configurable reports of Exceptions made during various stages of a transaction. These can be configured based on dealer needs and filtered for. These Exception reports can also be exported as a CSV.

# Reports

Stock No	Age	Category	Model	Sr	Cust Name	Sales Rep	Requested From			Followed Up		
							Dept	Name	Date	Dept	Name	Date
112233	5		1000	17	Smith Construction	Alex Test	SalesRep	Alex Test	Aug 15, 2018	Sales Coordinator		
392544	6		1000	17	Smith Construction	Alex Test	SalesRep	Alex Test	Aug 17, 2018	Sales Manager		

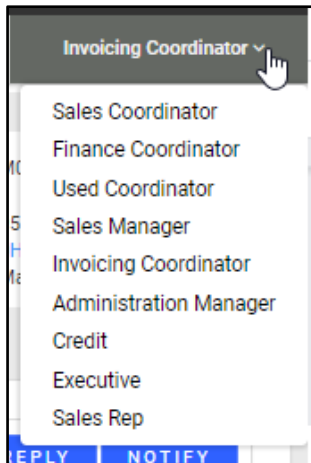
Generate Reports of various common workflows to gain quick insights into the status of deals as well as change requests made on deals. Each of these reports can be filtered and exported.

## Search



Click on the Search icon and use the filters to find specific information within COTI.

## User Roles



Each dealership can define the key User Roles in their organization that are involved in the sales process and what they are called. Each of these roles have certain tasks that need to be performed in order to complete the sales delivery process.