



Enhanced Fax allows you to generate faxes in high-quality laser format consistent with the output produced by other Eagle System applications.

Today's course provides an overview of what the Enhanced Fax software application can do.

We will also demonstrate the step-by-step processes needed to transmit various types of documents from your Eagle work station along with the set up involved for the automated functions.

With Enhanced Fax, you are able to fax laser 'Point of Sale' documents such as 'Invoices', 'Credits', 'Orders', and 'Estimates'.

You can send Accounts Receivable Statements and any associated collated Invoices, all in a laser format.

Purchase Orders, including the buyer's electronic signature, can be transmitted via fax.

You can also set the system to auto-fax 'Point of Sale' Invoices for specified Customers.

This function allows you to set batch parameters and send the faxes whenever it is convenient for your business

Finally, re-transmitting a completed fax is simple with the FAXQUE utility.

You will need to review the Enhanced Fax Options and Setup document located here, in the Course Materials section for this Training on Demand class.

You can easily fax a document from Point of Sale.

Here you see items that have been posted to the Point of Sale transaction.

Press 'Total' to complete the transaction.

The 'Fax' dialog box may automatically display but if it doesn't, you can press the 'Menu' button and select 'Fax This Document' under the Miscellaneous heading.



Now, Press 'OK' to accept the Fax information or make any needed changes.

Point of Sale displays a message letting you know that the 'Fax will be transmitted after the transaction is complete'.

Press, 'OK' and complete the transaction by accepting payment.

The transaction may also print on your invoice printer, depending on your system setup.

Identify which customers will receive faxed Point of Sale documents within the Miscellaneous Tab of Customer Maintenance.

You can elect to only have Invoices automatically transmitted, or forward Invoices, Credits, Orders, Special Orders and Estimates.

Using Option O will just auto fax Orders, Special Orders and Estimates.

Faxing A/R Statements with invoice copies is also a simple process.

Set the 'Fax Statement' field on the Miscellaneous tab of Customer Maintenance to 'Yes' for each customer that will be receiving their statement this way.

Display the 'AR Statements Report' window or RSM.

Use the Network Printer that has been identified on your system as the Fax Printer in the 'Printer Number' and 'Channel Number' fields.

Set 'Laser Statements' to Yes.

You can also print or spool or email your Statements at the same time they are being faxed.

Fill in the 'Options' you would normally use.

On the 'From/To' page of the report, set the option 'Fax Statements' to 'Yes'.

You can enter information on the fly if needed by clicking the Fax Setup tab.



You can include a cover page or indicate that a Dial Prefix is needed for the phone line connection.

Now press 'Run'.

The Fax request is submitted to the Eagle network printer and then on to the Fax Queue.

The output is formatted using your Options Configuration settings.

The Purchase Order Format Report, or RPO, can transmit purchase orders when you set the option for 'Laser PO?' to 'Yes'.

Choose 'F' for the 'Print To' value.

Set the 'Channel Number' in the 'Spooler Options' section to the Fax Network Printer.

Continue setting up the options on the report as you normally would.

Verify the From/To information.

The fax number used is stored in 'Fax' field in the Vendor Record. This is updated through Vendor Maintenance or MVR.

You can also enter information on the fly if needed by clicking the Fax Setup tab.

Only update the 'Memo File' field if you are using Option 5043. Refer the Options and Setup document for more information.

You can elect to add a Cover Page or add a Dial Prefix if your phone line requires it.

Press Run to transmit your fax.

Eagle allows you to set up Customer accounts to automatically fax their Point of Sale documents at the time the document is created.

Again, this is done by setting the option on the Customer's record.



The Fax Number will also need to be included on the Main tab.

You can also schedule the delivery time to determine when faxes are sent to customers.

This is very useful if you want faxes to be sent out as a 'batch' or group during off hours.

Option ID 5040 can be set to the exact time that you want the documents to be faxed to the customer.

Sometimes faxes do not go through or the customer may need you to resend them.

You can use the 'Fax Que' Viewer to check the status of a fax, quickly find and resend documents, or to cancel their transmission.

Open the 'Fax Que Viewer' from the System Management menu or type FAXQUE in the launch bar.

Any faxes that have not yet been sent are displayed in the grid.

You can cancel a pending fax by highlighting it, and pressing 'Delete'.

To review or resend completed faxes, click the hyperlink here, labeled 'Faxes Completed'.

A list of faxed documents appears, with the most recent at the top. The 'Status' column tells you at a glance whether a fax was sent or cancelled. You can also see if the connection attempt failed.

To resend one, simply highlight the document, and hit the 'Fax' button.

On Release 25 and higher you can also fax POS Documents from the Document Archive Viewer.

Invoices, credit memos, and PDF receipts can easily be transmitted by selecting the related check box and then opening the 'Miscellaneous Menu'.

Select 'Fax Documents'. Verify the Fax information and click 'Ok'.



Monitor your transmission in the Fax Queue.

Faxes can also be sent from Spooler Maintenance.

Mark the desired report and click the 'Fax' button on the ribbon menu.

Enter the Eagle printer number that identifies the Virtual Fax printer along with the Fax Number.

Identify the Fax Priority. See the Options and Setup document for more details on this field.

Click 'Ok'.

Being able to quickly fax laser documents to customers and vendors from your workstation gives you the opportunity to provide superior customer service, while keeping your desk clear of extra paper.

Automating the process for customers who prefer faxed documents means you'll never worry about forgetting to send them.

Finally, the Fax Queue provides you with an easy way to monitor and resend transmissions.