


FAQ

Do you have questions on how to use Samooha's GOOMI application or have an issue?

Please check the FAQ (Frequently Asked Questions) here first before you write to or call us and wait for response. You may instantly find answers to your questions here.

General Topics

Samooha have made available many resources online on our Technical Library. User can find manuals, videos, articles, and flowcharts to help them use the GOOMI application. Click on the Help  button on the top left corner of each document / transaction view.

Samooha also provides training courses for our users, from general company users, to in-depth training sessions for administrator and accountants.

For any queries, please contact us at:

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Document created within a structured organization have different status to indicate the state it is in.

In GOOMI, there are 4 common status for documents:

1. Drafted: all newly created documents start with Drafted status. User can edit the content of the document until it is confirmed.
2. Confirmed: the document content have been completed. It is now waiting for approval / posting.
3. Approved: the document has been approved by the approving authority.
4. Posted: the document has been reviewed and posted to the accounts / inventory to update the accounting entries / inventory records.


There is also Closed status for some master record / transaction document. To close a record / document, user requires access right enabled to use it.

- Master record: i.e. Chart of Accounts, Customers, Employees, Warehouse, etc.
This allow user to deactivate / disable the record from being use for any transaction.
User able to reopen the record if need to re-activate the record for transaction usage
- Transaction document: i.e. Sales Order
This allow user to close a pending / cancelled Sales Order and to keep the document as record purpose.


Note: some conditions may need to be fulfilled before user able to close a record / document. For example, to close a Warehouse master record, the warehouse need to be empty (no stock).

Please ensure that you have filled up all mandatory information, marked with a red text field and / or red cross (x) at the bottom left of the text field.

Some transaction document may requires user to enter description. Try enter a simple description.

Some actions may have triggered the save function, for example when user added a product line by pressing ENTER or click  button

Please try any of the following to refresh the document:

1. Click  or **“Refresh”** button on top of the screen
2. Click on the element (document view / textfield / list) and press F5 button to refresh the content
3. Close the document view and reopen it
4. Close GOOMI application, reopen the application and login

Most documents in Samooaha have reference number info

to:

1. Link / reference the document with another (source / subsequent) document(s)
2. Allow user to enter additional information for easier search / overview in list view and reports
3. Allow user to enter info as reference to a document outside of G00MI system, for example user can enter PO number from their customer in the Sales Order as Reference Number.

Note: user can enter any info like “-” or “NA” (Not Available) in the Reference Number field if they do not require any info to be entered in this field.

At the document list view, try change filters and refresh the list. For example, in “Sales Orders List” view, user can select to show documents with the following filter options:

Aug 17, 2016	SO-16-080228	PO123	4110.011/CO001	Bedok Mall
Aug 17, 2016	SO-16-080230	BT123		Page - 1
Aug 17, 2016	SO-16-080227	P08		
Aug 23, 2016	SO-16-080232	BT2308		- HQ
Aug 25, 2016	SO-16-080234	CS2016-Aug		- HQ

Show

< All Sales Orders >

Drafted / Confirmed

Goods Delivery Not Posted

Goods Delivery Posted

Drafted / Confirmed

Sales Orders List

Sales Order

Also, ensure there is no keyword in the search engine field that filter the user interface list.

Sep 10, 2016	SO-16-090233	PO43542-54322	4110.011/CO001	Cold Storage - HQ	Cold Storage - Orchard	
Oct 3, 2016	SO-16-100242	SO-23456	4110.011/CO001	Cold Storage - HQ	Cold Storage - Bedok Mall	EM04 - Noe Saglio
Oct 14, 2016	OUT-16-100261	OUT-16-100247	4110.011/CO001	Cold Storage - HQ	Cold Storage - Orchard	
Oct 14, 2016	OUT-16-100247	PO-534454	4110.011/CO001	Cold Storage - HQ	Cold Storage - Orchard	
Oct 25, 2016	OUT-16-100256	OUT-16-100256	4110.011/CO001	Cold Storage - HQ	Cold Storage - Orchard	

cold Show

Goods Delivery Not Posted

 Total SGD : \$519,381.12

Sales Orders List

Sales Order

Samootha list view export only data shown / filtered in the list user interface view. If use has entered any filter or search keyword(s), user will only be able to export the listed lines.

For example: if user entered a keyword in the search engine filter, the exported file will only contain the results of the filtered list view

Customers

Customer Channel: < Select All > Partner Group: < Select All > Create Customer

Grouping Account: < Select All > Sales Representative: < Select All >

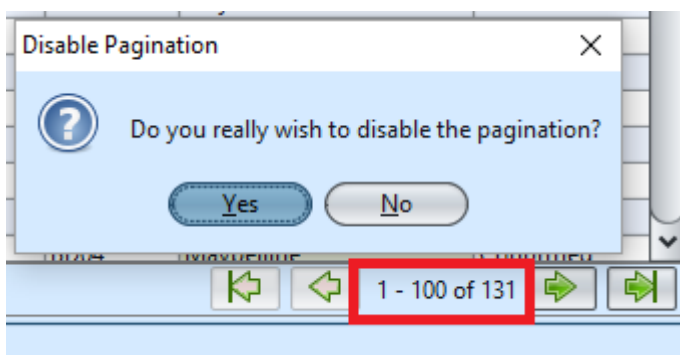
Customer Code A	Customer Name	Tax Number	Reference Code	Currency	Sales Representative	Credit Used	Payment Terms	Status
4110.011/SA001	Sasa - HQ		55754334	SGD	EM05 - Ehy Ee	\$578.77 Dr	600-EOM - 60 Days E...	Confirmed
4110.011/SA002	Sasa - Gateway		55754334	SGD			600-EOM - 60 Days E...	Confirmed
4110.011/SA003	Sasa - Changi		55754334	SGD		\$5911.36 Dr	600-EOM - 60 Days E...	Confirmed
4110.011/SA004	Sasa - Bugis		55754334	SGD	EM03 - Jessica		600-EOM - 60 Days E...	Confirmed

Customers List Customer Details

1 of 4

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	[CODE]	[NAME]	[REFEREN]	[CURREN]	[ACCOU]	[PAYMEN]	[GROUPIN]	[ANALYTK]	[CUSTOM]	[PRICE TY]	[INVOICE]	[PRIORITY]	[TAX NUM]	[DEFAULT]	[PAYEE CL]	[INTER CO]	[LANGUA]	[PRICE IN]	[PAYMEN]
2	4110.011/SA001	Sasa - HQ	55754334	SGD	Sales Thin	600-EOM	4110.011	803/01	TradeDeb	TradingTe	AfterDelin	Medium		301-801437-101		0	FALSE		
3	4110.011/SA002	Sasa - Gateway	55754334	SGD	Sales Thin	600-EOM	4110.011	803/01	TradeDeb	TradingTe	AfterDelin	Medium		4110.011/		0	FALSE		
4	4110.011/SA003	Sasa - Changi	55754334	SGD	Sales Thin	600-EOM	4110.011	803/01	TradeDeb	TradingTe	AfterDelin	Medium		301-801437-101		4110.011/		0	FALSE
5	4110.011/SA004	Sasa - Bugis	55754334	SGD	Sales Thin	600-EOM	4110.011	803/01	TradeDeb	TradingTe	AfterDelin	Medium				4110.011/	0 en	FALSE	
6																			
7																			
8																			

Samootha list view also has filter by page (pagination feature). If user would like to export ALL data, user will need to disable the pagination feature first. Right-click on the numbers at the bottom right to disable the pagination feature.



Note: Please be advised that if user have thousands of records to export, it may take a while to write the data into csv file. During the data export processing, both Samootha application and the csv file may not be accessible.

This date format issue is unfortunately was a default date format setting by Microsoft Windows Operating System, which was used by Microsoft applications like Excel. When user open the csv file using Excel, the application will change the date format to follow this default format.

Generally Microsoft default date format is: dd/MM/yy

(for UK region) OR MM-dd-yyyy (for US region)

For example, 2nd January 2018 will be:

1. dd/MM/yy = 02/01/18
2. MM-dd-yyyy = 01-02-2018

Samootha is using UK date format but with 4-digits for year, to support 19xx & 20xx years in the Samootha dates.

Samootha date format for csv import are:

1. For document dates: dd/MM/yyyy (i.e. 02/01/2018).
2. For manufacturing or expiry dates: dd-MMM-yyyy (i.e. 02-JAN-2018).

To change the data date format in Excel for Samootha csv import, users have 2 options:

1. Select all the dates in the csv files in Excel, and change the date format to dd/MM/yyyy or dd-MMM-yyyy.
This have to be done whenever user open / reopen the csv file, as Excel will change the dates' format back to the default one.
OR
2. To ensure year format is always in 4-digits, change the Windows Operating System default date to dd-MMM-yyyy.
Please follow the following steps in this article: [Change Date Format in Windows 7, 8.1 and Windows 10 to dd-mm-yyyy](#)

Accounts Topics

Please ensure the application account settings were properly setup before transactions were entered.

Below is a list of views to check:

Accounts module:

- Chart of Accounts
- Cost Centers
- Currency
- Tax Rate

Inventory module:

- Account Settings

- Account Category

Accounts will need to open the fiscal period of the document date to allow posting of documents / transactions.

Use “Accounts (Masters) – Fiscal Calendar” to open / update the fiscal period.

Accounts will need to update currencies exchange rates for the specific period (that covers the document’s date) to allow posting of documents / transactions that use other currencies than the base currencies.

Use “Accounts (Masters) – Currencies” to update the currencies exchange rates.

The reference number in purchase documents can not be used twice with a single vendor account. This would mean, for the same vendor invoice, the document is being created/posted twice.

If the reference number is suffixed with an additional character (Like, A, B C....), then posting should work as usual.

After creating new account settings or making any changes to accounts selection in the accounts settings (Inventory module), user will need to add / update the account settings.

Right-click on the new / modified account setting to see the option to do so.

Account Settings Type: Sales

Name	Type	Currency
TST-Testers	Expense	SGD
TM-Trade Marketing	Expense	SGD
Sales Third Party - USD	Expense	SGD
Sales Third Party - SGD	Expense	SGD
SW-Staff Welfare	Expense	SGD
Purchase Third Party (SGD) - non...	Purchase	SGD
Purchase Third Party (SGD)	Purchase	SGD
Product Purchase - Import USD	Purchase	USD
Product Purchase - Import MYR	Purchase	MYR
Product Purchase - Import JPY	Purchase	JPY
Product Purchase - Import EUR	Purchase	EUR
Product Purchase - Import CHF	Purchase	CHF
P-Premium & POSM	Expense	SGD
Main WH - Stock	Inventory	SGD
M-Marketing	Expense	SGD
*Free Products	Expense	SGD
3PL Products	Expense	SGD

Selected row 3 from the Total 17 records.

Account Settings Type: Sales

Name: Sales Third Party - USD
Type: Sales
Currency: SGD
Description: Product Sales - USD
Tax Applicable: Sales Tax Account 7% SR

Do you really wish to add this account setting to all the account categories?

Yes No

Account Settings Type: Purchase

Name	Type	Currency
Sales Third Party - USD	Sales	USD
Sales Third Party - SGD	Sales	SGD
Product Purchase - Import U...	Purchase	USD
Product Purchase - Import E...	Purchase	EUR
Product Purchase - Import JPY	Purchase	JPY
Product Purchase - Import JPY	Purchase	JPY
Product Purchase - Import JPY	Purchase	JPY
Purchase Third Party (SGD)	Purchase	SGD
Purchase Third Party (SGD)	Purchase	SGD
Main WH - Stock	Inventory	SGD
M-Marketing	Expense	SGD
3PL Products	Expense	SGD
SW-Staff Welfare	Expense	SGD
*Free Products	Expense	SGD
P-Premium & POSM	Expense	SGD
TM-Trade Marketing	Expense	SGD
TST-Testers	Expense	SGD
SA - Write Off	Stock Adjust...	SGD
SA - Stock Damage	Stock Adjust...	SGD

Account Settings Type: Purchase

Name: Product Purchase - Import JPY
Type: Purchase
Currency: JPY - Japanese Yen
Description:
Tax Applicable: Purchase Tax Account 7% IM

Do you really wish to add this account setting to all the account categories?

Yes No

See “Inventory (Masters) – Account Settings” for more details.

Check if the following 2 conditions were fulfilled:

1. The document status is drafted
2. User have access to delete Non Trade Invoice document

For Non Trade Invoice document that was generated by Expense Requisition (Purchase module), user will need to undo posting of the source Expense Requisition document to delete the corresponding Non Trade Invoice document.

Non Trade Invoice Drafted

Document Date: 04/02/2016 | Document Number: SB1602/032 | Reference Number: PO16-020010 | Branch: HQ - Head Office

Partner Account: 6004/SI001 - SingTel (SGD) | Currency: SGD | Payment Term: 30D-EOM - 30 Days End Of Month | Representative: EM02 - Amanda

Partner Location: Cecil Street | Partner Contact: | Description:

Invoice Date:

Account Entries | Assets | Postings | Notes / Attachments

#	Account	Entity Type	Description	Amount	Tax Rate	Tax Amount
1	6.01 - Telecommunications - Phones	ET01 - Commercial	Telecommunications - Phones	\$5350.00		
1	3116.01 - Telecommunications - Phones	Commercial	Telecommunications - Phones	\$5350.00		

Expense Requisition: PO16-020010

Total (Amount: \$5350.00 + Tax: \$50.00) = Grand Total: \$5350.00

Generate Documents | Confirm Non Trade Invoice(s) | Create New | Save | Revert | Delete

Non Trade Invoice List | Non Trade Invoice

Distribution Topics

There are 3 types of stock reservation in Samooaha:

A. Reserve Quantity.

For this type of reservation, the system will reserve quantity of the product, no batch / lot is reserved.

Transactions that use this type of reservation i.e. Consignment Order, Warehouse Order, Product Assembly / Disassembly.

B. Reserve Batch / Lot.

For this type of reservation, the system will reserve specific batch / lot of the product.

Quantity reservation generally done in the preceding document.

Most inventory / logistics transactions reservation of batch / lot are done in Picking when it is started.

C. Reserve Quantity AND Batch / Lot.

For this type of reservation, the system will reserve quantity of the product and specific batch / lot of the product.

Currently only Sales Order use this type of stock reservation.

The stage at which products were reserved in

transaction documents:

1. For FEFO Picking Method, after Sales Order document containing the product is confirmed. When the product is picked (Picking document is Posted), the status will change to "Staging"
2. For FIFO Picking Method, after Picking process containing the product is confirmed. When the product is picked (Picking document is Posted), the status will change to "Staging"
3. After Debit Note document (with inventory movement) containing the product is confirmed. When the product is picked (Picking document is Posted), the status will change to "Staging"
4. For Point-of-Sale (Cash Register), after POS is Closed containing the product (POS tickets are Confirmed). When the consolidated Point Of Sale document is Posted, the product will be removed from inventory (sales completed)

Product's stock inventory status is "In-Transit" when:

1. Purchase Invoice, containing the product, has been posted but Goods has not been received yet
2. Credit Note has been posted (Customer is credited for the return product) but the product that Customer Return has not been received yet

First of all, ensure that the customer record is confirmed / not closed.

Customer record has 2 settings that define its Sales Price List / Trading Terms usage:

1. Checkbox: Price Includes tax
When this checkbox is ticked, the customer will only be shown in "**Customers List**" of the Sales Price List & Trading Terms that includes tax. Otherwise it will be shown in

"Customers List" of the Sales Price List & Trading Terms that excludes tax

The screenshot shows the 'Customers' form with various fields for customer information and settings. The 'Price Includes Tax' checkbox is highlighted with a red box.

Field	Value
Customer Name	Robinson
Customer Code	4110.011/RO001
Reference Code	75267478
Tax Number	
Currency	SGD - Singapore Dollar
Grouping Account	4110.011 - Trade Debtors - SGD
Credit Used	SG\$251.94 Dr
Language	English - en
Payment Terms	60D-EOM - 60 Days End Of Month
Account Settings	Sales Third Party - SGD
Analytical Group	802/03 - Robinson
Customer Type	Trade Debtor
Sales Representative	
Payment Collector	
Flat Discount %	10
Default Bank Account	4010.01 - Bank - HSBC
Payee Customer	
Invoice Rule	After Delivery
Priority	Medium
Commercial Note	
Inter Company Organization	00 - Non Inter Company
Entity Type	
Risk Category	
Price List Type	Price List
Minimum Shelf Life (Days)	0
Price Includes Tax	<input checked="" type="checkbox"/>
Is Payment Party	<input type="checkbox"/>
Manage Offtake Sales	<input type="checkbox"/>
Requires Proof of Delivery	<input type="checkbox"/>

2. Price List Type: "Price List" or "Trading Terms"

When "Price List" is chosen, the customer will only be shown in "Customers List" of the Sales Price List.

If "Trading Terms" is chosen, the customer will only be shown in "Customers List" of the Trading Terms.

The screenshot shows the 'Customers' form with various fields for customer information and settings. The 'Price List Type' dropdown menu is highlighted with a red box, showing options: Price List Type, Price List, and Trading Terms.

Field	Value
Customer Name	Robinson
Customer Code	4110.011/RO001
Reference Code	75267478
Tax Number	
Currency	SGD - Singapore Dollar
Grouping Account	4110.011 - Trade Debtors - SGD
Credit Used	SG\$251.94 Dr
Language	English - en
Payment Terms	60D-EOM - 60 Days End Of Month
Account Settings	Sales Third Party - SGD
Analytical Group	802/03 - Robinson
Customer Type	Trade Debtor
Sales Representative	
Payment Collector	
Flat Discount %	10
Default Bank Account	4010.01 - Bank - HSBC
Payee Customer	
Invoice Rule	After Delivery
Priority	Medium
Commercial Note	
Inter Company Organization	00 - Non Inter Company
Entity Type	
Risk Category	
Price List Type	Price List
Minimum Shelf Life (Days)	0
Price Includes Tax	<input checked="" type="checkbox"/>
Is Payment Party	<input type="checkbox"/>
Manage Offtake Sales	<input type="checkbox"/>
Requires Proof of Delivery	<input type="checkbox"/>

For example:

The screenshot shows the 'Sales Price List' form with various fields for list information and a table of business partners. The 'List Code', 'List Name', 'Tax', and 'Customers List' tabs are highlighted with red boxes. The 'List of Business Partners' table shows one record for Robinson.

List Code	List Name	Effective From	Valid Till
RSP-16-TRIAL	Retail Selling Price-Trial 2016	01/07/2016	31/12/2016

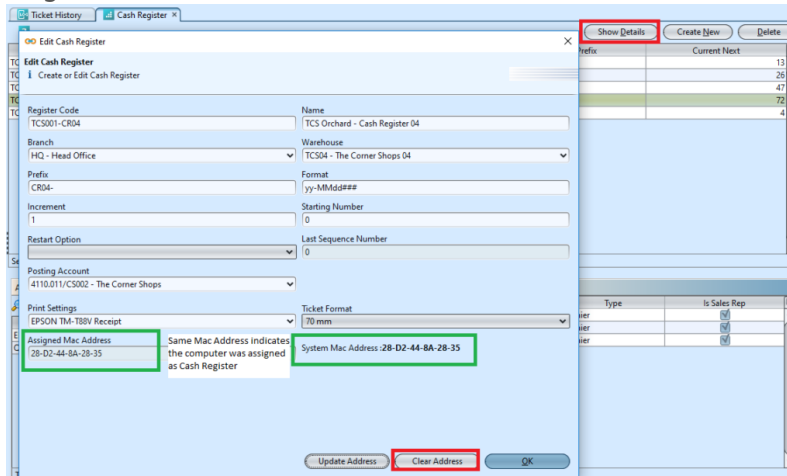
Partner Code	Name
4110.011/RO001	Robinson

Point of Sales Topics

If user's computer was assigned to a Cash Register, user will only be able to view Ticket History from the assigned Cash Register.

To view all Cash Registers Ticket History, user will need to un-assign their computer from being linked with any of the Cash Register. Follow the following steps to do so:

1. Open POS (Masters) Cash Register
2. Select the Cash Register then click **"Show Details"** button
3. Check if the same value in **"Assigned Mac Address"** and **"System Mac Address"**. If so click **"Clear Address"** button to un-assign the Cash Register. This will allow user to view ALL Cash Register tickets in Ticket History. **Note:** If the Point of Sales (Cash Register) is opened, user will need to close POS first from the Point of Sales Entry, before they are able to un-assign the Cash Register.



4. Open Ticket History