

Common Report Questions

Why do I get an error #2019 can't run report, page header footer is larger than page height when I try to run a report?

Answer: Reports require a printer that prints to 8.5 x 11". Check the Printer ID in Users for the person running the report, then check the Printers/Faxes outside of VN to verify that the same printer is selected. If the Users has Windows Default checked, then make sure the correct default printer is selected in Printers/Faxes.

How come my Product Sales Detail report and my Payment Detail Report are different?

Answer: Reports generated off of Sales will show all invoices that were generated, whether payment was attempted or not. The reports pertaining to payments strictly show payments that were received.

How can I look up all our voided invoices?

Answer: The voided invoice report.

What report will show all of our customers who has an AR balance and how much?

Answer: The Aged A/R report, will give you a list of customers who have an AR balance along with the date, the customers information, the invoice number, how many days this customer has had an AR balance and the amount of their AR balance. These can be printed by going to the Open Balance Statements.

Which reports will show my taxes?

Answer: There are a few different reports that will show you your taxes, depending on what type of tax information you are looking for. The Business Summary will show how much Sales Tax was charged for the day, month or year depending on how you run the report. The Financial Daily Details Summary will show your taxable Sales, Sales Tax and Non-Tax Sales. The Product Sales Accounting Report will show you how much tax was charged on each product. The Product Sales by State Report will show you how much Tax



was made for each State. The Product Sales Profit Report will show the total Tax Sales, Non-Tax Sales and Combined Averages.

Which report will show the profit I made for this year?

Answer: The Product Sales Profit Report will show the profit that was made off of each product, wine and non-wine. By selecting Annually for the Report Interval and the year you would like to view, you will be able to view the profit that was made for the year you selected.

Which report will show me the shipping status for our invoices?

Answer: The Shipping Status report. You can view this report by the day, week, month or year. This report will give you the invoice number, order date, ship date, the shipping status, the shipper, shipping weight, shipping charges and who the order was Shipped to.

Which report will show which State I have made the most profit from?

Answer: The Product Sales by State Report will show the profit made off of each product, how much shipping was charged, what the total discount was given for customers in that State, and what tax was paid for orders in that State.

Which report will list the status result of my credit card orders?

Answer: The Credit Card Processing Transactions report will show a transactional history of what VinNOW sends to your Merchant provider. This report lists the time and date the invoice was created, the invoice number, Customer name and number, the amount, the card type, encrypted Credit Card Number only showing the last 4 digits, expiration date, type of transaction, the result, the Authorization number and time stamp. This is a very helpful report to verify whether a credit card transaction was approved or denied or whether a credit was issued to the customer.

Which report will show how much money was processed from each type of payment, ex. Cash, Check, Credit Card?

Answer: The Payment Detail report breaks down the payment type, invoice number, customer name and number, and also lists the total for each payment type.

Where can I view how much profit we made for the day?

Answer: The Product Sales Profit Report shows the total profit for each product by Daily, Weekly, Monthly, Annually or by a specific Date Range.

Where can I view how much profit each employee has made our company each month?

Answer: The Product Sales by Sales Person shows what products were sold and the profit amount that each Sales Person has made. You can view this report in a Detailed Report or in a Summary Report.

Which report will show the tax collected for each State?

Answer: The State Sales Tax report will list each State, their invoice totals, Taxable Amount, Sales Tax and Shipping. If you view the Detailed report, this will show each invoice broken down. At the bottom of this report, lists the Grand Total which includes Taxable Sales and All Sales. Taxable Sales is the total sales which included tax. All Sales includes Sales that included tax and sales that were not charged tax.

Where can I view how many new and canceled Wine Club members we have each month?

Answer: The Wine Club Membership by Month report will list the past 12 months and list each Wine Club name, showing the beginning number of Members, New Members, Switched from Other Club, Canceled Members, Ending number of Members, Clubs Orders Shipped, Group Order Product Sales, and Other Product Sales.

Is there a report that shows the total amount of sales for our Wine Club?

Answer: The Wine Club Summary report summarizes your Wine Club. This report lists each Wine Club, the Total Members, Total Shipments, Total Sales, Total Tax, Total Payments, First Shipment Date, Last Shipment date, Number of Gift Members, Number of Inactive Members.

Is there a report that shows the reason why an invoice was voided?

Answer: The voided Invoices Report lists all the invoices that have been voided, along with the invoice number, customer number, void date, invoice date, invoice total, payments, balance owed, tax, shipping, void reason and user id. At the bottom of this report lists the Number of Invoices and the Total Amount of the voided invoices.

What report gives an overview of our Business for the day?

Answer: The Business Summary Report includes Gross Wine Sales, Tasting Fees, Gross Non-Wine Sales, Discounts, Sales Tax, Shipping Charges, Net Sales, Sales by Customer Type, Payments by Cash, Checks, Credit memos, Credit Cards, Totals for all payments, How many Orders were placed for the day, average cost of sale, total discounts, and cost of Non-Sales items and other important information.

How do I find a reporting of how many gallons were sold in a specific time period?

Answer: Use the inventory transaction audit report and filter by inventory transaction of "sale"