

Frequently Asked Questions

› How do I setup automatic importing for my price file / product catalogue?

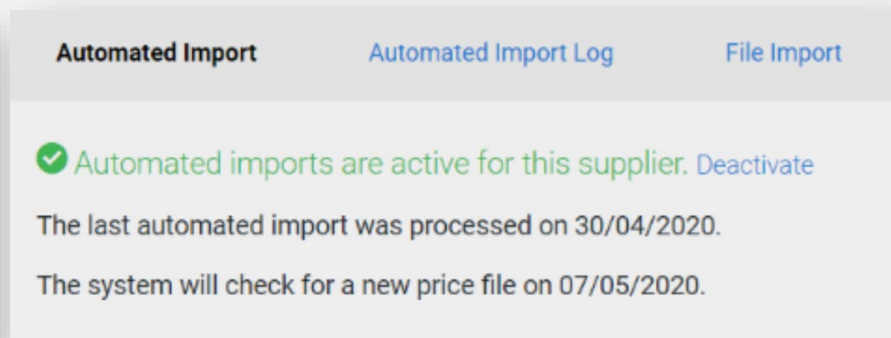
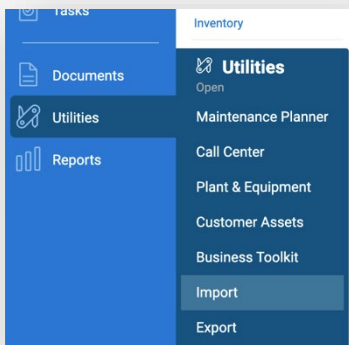
See the help guide here: <https://helpguide.simprogroup.com/Content/Service-and-Enterprise/automatic-catalogue-import.htm>

› If I don't want to automatically update the price file, can I still update it manually?

Manual import is available. From the left-hand navigation menu, click Utilities > Import > Catalogue > Reece, and select the "File Import" tab.

› How can I see the date of the last price file / catalogue import?

From the left-hand navigation menu, click Utilities > Import > Catalogue > Reece, the date of last import is shown as well as the date when the system will next check for an update.



› How do I setup automatic importing for my supplier invoices?

See instructions at <https://helpguide.simprogroup.com/Content/Service-and-Enterprise/automatic-supplier-invoice-import.htm> and additional information at <https://helpguide.simprogroup.com/Content/Service-and-Enterprise/Import-Supplier-Invoices.htm>

› Where will I find my invoices once they are imported?

All invoices must match up to a related Purchase Order (PO). Each imported invoice is applied to its matching PO and can be used to receipt a PO. Once matched, the PO moves to the 'received' or 'complete' stage.

› What if there is no matching Purchase Order for an invoice?

If a matching PO cannot be found for an invoice, that invoice cannot be imported. An error message will be shown in the Import Log for review.

› **I haven't used Automatic sync with other suppliers, what can I expect?**

Automatic sync will help streamline your business processes saving you time and effort. You'll no longer need to go into maX to download your latest price file catalogue each month or your invoices each day. Once Automatic sync is setup, your catalogue and invoices will appear automatically in your simPRO account. Price files will be imported weekly, and invoices daily.

› **If I need support, what do I do?**

simPRO have a dedicated team available to answer all your questions and can provide expert advice on configuring Automatic Sync as well as all other aspects of simPRO. You can contact them at:

Australia:

+61 7 3147 8777

1300 139 467 (toll-free)

6.00am – 6.00pm M-F (AEST)

New Zealand:

+64 9 801 0445

0800 100 854 (toll-free)

8.30am-5.00pm M-F (NZST)

Alternatively create a support case at: <https://helpdesk.simprogroup.com/>

or search the comprehensive help library at:

<https://helpguide.simprogroup.com/Content/Welcome.htm>