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Order Management
Before You Begin

Order Management Overview
The Order Management module in Microsoft Dynamics® SL streamlines the order entry process and accommodates many predefined order types. Order types are used to guide the Order Management system in processing an order. They also determine how Order Management orders update accounts receivable and inventory, and what accounts are used to post to general ledger.

Order types control the workflow of the whole system by using a sequence of processing steps, such as create order, print order confirmation, create shipper, print picking list, print packing slip, and so on. The steps for each order type can be changed or removed to provide even more flexibility in order processing. Process Manager (40.400.00), that runs in the background, automates order steps by handling many functions such as inventory valuation, credit checking, and release processes for orders, shippers, and report generation. Process Manager (40.400.00) lets the user continue to work while processes are run automatically by the system.
User’s Guide Overview

This user’s guide gives administrators task-oriented and reference information for the Order Management module. Reviewing the user’s guide helps in making informed decisions about the implementation of the Order Management module in your business.

Who Should Read the User’s Guide?

The user’s guide is designed for users and system administrators who are new to the Order Management module. The guide provides the information that you need to set up and operate the Order Management system.

What is Covered in the User’s Guide?

This user’s guide is organized into the following major sections:

- The “Before You Begin” section provides overviews of the Order Management module and user’s guide, describes the conventions used throughout this Guide, and provides general guidelines for using Microsoft Dynamics SL and the Order Management module.
- The “Concepts: How This Module Works” section describes the primary features and major concepts that you have to know to take full advantage of the Order Management module. This section is intended for use by people who have to understand how Order Management processes orders.
- The “Task Guidelines” section provides step-by-step instructions on the various tasks that you can perform within Order Management. A Quick Reference Task List groups tasks into categories for easy lookup.
- Reference information on the different kinds of Order Management screens and reports follows the task sections.

The user’s guide also provides a “Contents,” “Glossary of Terms,” and “Index” for easy reference.
Concepts: How This Module Works

Interaction with Other Modules

Required Modules
The System Manager, Shared Information, and General Ledger modules are required for running any other module. This includes Order Management.

System Manager
The System Manager module provides control and record maintenance for the system, and must be set up before you can access Order Management. It is used to install other modules, create databases, set up companies and departments, and define templates. You can also use System Manager to define system security, such as which users have the authority to access or change certain distribution screens and functions, or both. For more information, see the System Manager Help or user’s guide.

Shared Information
The Shared Information module maintains information that is shared between modules, such as name and address, sales tax codes, and sales and purchasing terms. The Shared Information module is also used to define code segments for subaccounts and vendor, customer, and inventory IDs through the “Flexkey” feature. For example, the subaccount 03-440-AA-01-03-1 is separated into six segments that identify the division (03), department (440), location (AA), product group (01), distribution channel (03), and sales region (01). For more information, see the Shared Information Help or user’s guide.

General Ledger
The General Ledger module is the center of the Microsoft Dynamics SL accounting information system, and must be set up before you can run Order Management. Financial transactions are posted, summarized, processed, and reported in the General Ledger module, which maintains a complete audit trail of business transactions.

- Accounts and Subaccounts — All Order Management accounts and subaccounts are set up in the General Ledger module. On the Accounts tab of Order Types (40.200.00) are entered the general ledger accounts to which cost of goods, freight, miscellaneous charges, sales, and discounts should be posted for each order type. If the Cash Manager module is installed, the cash account is validated against the Cash Manager’s account file.

- Posting Orders — The posting process starts by running the Sales Journal (40.690.00) report. When the report is run, two batches are created: 1) an Accounts Receivable invoice batch and 2) an Inventory batch. These batches may be manually or automatically released. In typical postings, sales will be credited and cost of goods sold will be debited. Accounts Receivable will be debited and Inventory will be credited.

- Processing Cash Sales Orders — Cash sales orders are orders for goods and services paid for immediately with check, cash, or credit card. A cash sales order creates an entry in the customer history file for both a sale and a receipt on account.

- Trade Discount — A Trade Discount specifies a discount that is applied to each line item. The Trade Discount is set up on the Customer Information tab of Customer Maintenance (08.260.00). The Trade Discount is the default discount and may be overridden if other discounts are applied to the order.

For more information, see the General Ledger Help or user’s guide.
Also Required with Order Management: Accounts Receivable

In addition to System Manager, Shared Information, and General Ledger, the Accounts Receivable module is also required for running Order Management. Account Receivable is used to enter credit-checking parameters and issue and print or send electronically customer invoices.

- **Credit Checking** — The credit-checking parameters for Order Management are entered on the Customer Information tab of Customer Maintenance (08.260.00) in the Accounts Receivable module. Reviewing the Accounts Receivable credit-checking setup makes sure of appropriate credit checking during Order Management operations. Whether to perform credit checking is designated on the Credit Checking tab of Order Management Setup (40.950.00).

- **Invoices** — With Order Management, you can use previously entered sales order information to issue and print or send electronically customer invoices. When an invoice is printed for a customer set up for Quick Send on the Quick Send tab of Customer Maintenance (08.260.00), the invoice is sent electronically according to the customer’s preferences instead of being printed.

  **Note:** Printed invoices and shipping notices can be transmitted electronically by defining the Quick Send preferences for their customers and selecting to print the documents on Print Form (40.110.02), Invoice (40.680.00), or Shipping Notice (40.654.00).

- **Commissions** — During order entry, the software lets you use the default salesperson commission percentage or override the default with a different percentage. You can report all commission details by using the Commission By Salesperson (40.750.00) report.

For more information, see the Accounts Receivable Help or user’s guide.

Optional Modules

Microsoft Dynamics SL offers additional modules that can be used with any core module. These modules are Customization Manager, Currency Manager, and Application Server.

In addition to these modules, you can use several other modules with Order Management. This includes Inventory, Purchasing, Orders to Purchase, Cash Manager, Bill of Material, Shipping Management, eCommerce Connector, Project Controller, Inventory Replenishment, and Work Order.

Customization Manager

The Customization Manager module lets users, MIS staff, and consultants change standard Microsoft Dynamics SL screens quickly and easily. Modification capabilities range from simple changes that the system administrator or user can make to complex customizations that are best performed by a programmer or consultant with experience in Visual Basic® programming and SQL syntax.

The Customization Manager module functions are organized into separate selections on the Customize menu. Capabilities of the Customization Manager module include the following:

- Implementing customizations that apply to a single user or to all users.
- Hiding fields.
- Arranging data entry screens to resemble source document formats.
- Moving fields to make room for new fields or to provide a layout that makes data entry and viewing easier.
- Adding new data items to screens from anywhere in the SQL database. This includes new records and fields added to the database. In addition to new fields, you can add standard object types such as text boxes, drop-down lists, labels, push buttons, frames, and forms.
- Setting or changing default values.
- Creating or changing edit masks for such items as telephone numbers and social security numbers.

Because no two companies have identical business rules and operations, the need for customization of any software package is common. After you identify the need for a customization, determine whether it must apply to all or almost all users or to only a few users. If only a few users need the
customization, create the customization for one user, then use the Customization Export and Import functions to copy it for other users. If many users need the customization, create two customizations: one for the large number of users who have to use the customized version, and another for the few users who have to use the standard version. After you have selected the level, use Customization Manager to create and maintain customizations that change application screens and the objects they contain, such as fields, field labels, and buttons.

You may meet your company’s business needs by adding or rearranging objects on an application screen, or your solution may involve adding event logic to display an informational message associated with an object. If your business solution involves adding tables or fields to the database, use Customization Manager to add those objects to application screens.

Use Customization Import and Export functions to copy your customizations from one system to another and to allow for other users to access the customizations. To protect whole customized screens or customized objects from unauthorized access, use the software’s security functions. To more thoroughly secure data, you may also want to help secure access to certain Customization Manager functions, such as the Customization Import and Export functions, from unauthorized access. For more information, see the Customization Manager Help or user’s guide.

**Currency Manager**

Currency Manager allows you to enter transactions for multiple currencies. You can select the appropriate currency for a screen or process and view or override the default currency rate. Transaction amounts and account balances are stored in both the currency used for entry and the base or domestic currency equivalent.

With Currency Manager installed, the **Currency Selection** and **Currency View** buttons become available on the toolbar. They allow you to select the appropriate currency for a screen or process and to view or override the default currency rate. You can also toggle the representation of monetary amounts between the selected foreign currency and the equivalent amount in base or domestic currency.

For more information, see the Currency Manager Help or user’s guide.

**Application Server**

The Application Server module relieves client workstations of extreme processing loads by enabling users to offload time-consuming processes and reports from their client workstations to separate server PCs running a Application Server.

After submitting a process or report request to the Application Server request queue, users can return immediately to normal operations. The Application Server(s) check the queue for outstanding requests and run each process or report according to its priority in the queue, just as if the process or report had been run at a Microsoft Dynamics SL client workstation.

Providing true three-tier client/server functionality, the Application Server module works in all Microsoft Dynamics SL environments. Because it is easily scalable, the Application Server module can also operate successfully in Microsoft Dynamics SL environments of all sizes. You can set up and simultaneously operate as many Application Servers as necessary for your environment. Application Servers can be started and stopped in any combination to match workload requirements at any given time.

For more information, see the Application Server Help or user’s guide.

**Inventory**

Order Management can be used with Inventory to access inventory item IDs, descriptions, and costing information while you are entering orders. When used with Inventory, Order Management reserves stock and updates availability when sales orders and shippers are entered or modified.

- **Quantity on Hand Updates** — Integration with the Inventory module provides access to inventory item IDs, descriptions, and costing information while you are entering orders in Sales Orders (40.100.00). When used with Inventory, Order Management reserves stock and updates availability when sales orders and shippers are entered or modified. Updating the quantity-on-hand and generating cost of goods sold postings to the general ledger occurs through printing the
Sales Journal (40.690.00) report and releasing the created inventory and accounts receivable batches.

- **Inventory Level Checking** — As orders are entered or maintained, inventory availability quantities are queried and displayed on the screen.

- **Multi-User/Multi-Session** — With this feature, you can run multiple tasks, such as looking up an inventory item’s transaction history using the Inventory module, at the same time you create an invoice using the Order Management module.

- **Processing Debit and Credit Memos** — For billing adjustments, you can create a debit or credit memo. Negative line items are entered to reverse previous sales and positive line items are entered for the revised charges.

- **Substitutions** — Inventory’s Item Cross References (10.380.00) displays substitute item information that you can use when selecting alternate items to replace out-of-stock or discontinued items on customer orders. This is also useful in looking up part numbers when the standard part number is not known.

For more information, see the Inventory Help or user’s guide.

**Inventory Replenishment**

You can use Inventory Replenishment with Order Management to forecast current inventory demand based on past inventory usage. For more information, see the Inventory Replenishment Help or user’s guide.

**Bill of Material**

You can enter Bill of Material (BOM) IDs on sales orders and explode the BOM components. For more information, see the Bill of Materials Help or user’s guide.

**Purchasing**

Integration with Purchasing allows you to create purchase orders for items to be delivered or drop shipped while you are entering orders. Purchase Orders for Sales Orders (40.108.00) “calls” the Purchasing module for information needed to create a purchase order on the fly for a sales order. Purchase Orders (04.250.00) opens with sales order information already entered in the purchase order being created.

**Orders to Purchase**

With Orders to Purchase, purchase orders can be created and bound to existing sales orders automatically. In addition, customers can be invoiced automatically when they receive drop-shipped goods.

**Note:** When a site is set to Create Shipper Regardless of Availability, sales orders that are bound to purchase orders are not supported. The sales orders are correctly processed as floating allocations instead of fixed allocations.

**eCommerce Connector**

eCommerce Connector automatically applies error-checking logic to incoming purchase orders from Microsoft Dynamics SL and non-Microsoft Dynamics SL systems to make sure that they are compatible with Order Management. This includes checks for valid customers, ship-to addresses, part number identification, unit of measure conversion, and more. If the incoming data passes the validity tests, the software imports the data to create sales orders in Order Management. After shippers are confirmed and the Sales Journal (40.690.00) is processed, eCommerce Connector can process outbound invoices. Every supported transaction in eCommerce Connector generates a common interface file. Therefore, you can do business with partners who do not use Microsoft Dynamics SL software. For more information, see the eCommerce Connector Help or user’s guide.
Shipping Management
Shipping Management adds an additional level of detail to the “shipper” in the Order Management module to build detailed container content information for each container in a shipment. The module allows for standard carton items to have their container structure built automatically by the system in addition to a “container builder.” A Bill of Lading is prepared to complete the shipping process.
For more information, see the Shipping Management Help or user’s guide.

Cash Manager
Cash Manager allows Order Management to validate your cash account against the Cash Manager’s account file. For more information, see the Cash Manager Help or user’s guide.

Project Controller
Project Controller tracks your company’s sales by project. When Order Management is used with Project Management and Accounting modules, it creates cost of goods sold information that can be posted to projects. This cost of goods sold information for sales orders is retrieved from the Inventory module. For more information, see the Project Controller Help or user’s guide.

Flexible Billings
When you use Order Management with Flexible Billings, you can create, print, and post invoices for project-related shippers in Flexible Billings. Invoices for these shippers do not print on Invoice (40.680.00). Sales Journal (40.690.00) creates Flexible Billings invoice drafts, invoice detail records, and cost of goods sold information for these shippers. Invoices are printed in Flexible Billings Invoice Print (BI.INV.00) and processed on Invoice and Adjustment Posting (BI.REG.00), which updates Accounts Receivable.

Work Order
When you use Order Management with Work Order, you can bind a sales order to a work order on a line item basis, which allocates the inventory produced to a specific order. For more information, see the Work Order Help or user’s guide.

Note: When a site is set to Create Shipper Regardless of Availability, for sales orders that are bound to work orders, the sales order line is planned as a floating allocation.
Order Management Interaction Diagram

This diagram illustrates the interaction between Order Management and various modules.

Figure 1: Order Management Interaction diagram
Design-Related Concepts

The Order Management module is designed to accommodate data entry, editing, and tracking of sales, shipping, pricing and billing transactions. It also keeps track of tax information.

Screen Design

Order Management functions are organized into groups of screens: data entry screens, setup and maintenance screens, inquiry screens, and processing screens. Information on the screens is grouped using tabs and frames. Tabs look like index tabs and are used within a screen to minimize the screen size and allow for easy navigation and data entry. Each tab has a form with fields for data entry. Frames are lines which outline a group of related fields on a tab or screen.

Data Entry Screens

Data entry screens are used primarily for order entry, shipper entry, manifest entry, and shipment confirmation.

Setup and Maintenance Screens

Setup and maintenance screens are used to define program characteristics by establishing global definitions and system defaults or to enter and maintain non-financial and statistical data. Setup screens, such as Order Management Setup (40.950.00), are used during the implementation process. Setup and maintenance screens are often the source of entry for system master file information. The composition of the maintenance screens may vary from screen to screen.

Inquiry Screens

Inquiry screens allow you to query system information. While inquiry screens look similar to data entry screens, they generally do not allow for direct input of accounting or financial data.

Process Screens

Process screens are used to run specific processes within the program. These processes typically involve some behind-the-scenes program compilation, updating, or calculation. Many process screens allow you to define the parameters of the process being performed.
Sales Order Structure

The Order Management module structures the Sales Order transaction in the following hierarchical manner:

**Sales Order** — One Customer per Sales Order

  **Order Line** — One Inventory ID per Order Line

  **Shipper** — One Ship Date, Ship to, and Site per Shipper

*Note:* You can group multiple shippers on a consolidated invoice or create an individual invoice for each shipper to post revenues to Accounts Receivable.

Shipments Scheduling in Order Management

Order Management provides order scheduling support that allows for multiple shipping schedules per line item. If an order is going out in several installments over a period of time, you can schedule the shipments using *Shipment Schedule* (40.106.00) in *Sales Orders* (40.100.00).

The following diagram illustrates an example sales order with multiple shipping schedules. The customer, Wholesale Office Equipment Inc., has ordered 25 file cabinets and wants the order delivered over several ship dates, from two different distribution sites. The order will be sent to three different destinations using different shipping methods. Rather than enter three separate sales orders, Order Management allows you to create one order with multiple shipping schedules.
Order Types

Order Types (40.200.00) is the heart of the Order Management System. Order types are used to guide the Order Management system in processing an order. They also determine how Order Management orders update Accounts Receivable and Inventory, as well as what accounts are used to post to the general ledger. The steps taken in each order type can be modified or removed to provide even more flexibility in processing an order.

An order type's individual order steps define both the actions and the sequence of those actions that will be performed during the life of the order. There are over 30 predefined order steps that may or may not be enabled during the life of an order. Additional steps can be created to invoke custom reports and programs.

Order Management provides predefined order types, which can be modified to create new custom order types. You can also create new custom order types.

The order type determines:
- Steps to be performed during the life of the order — both required and optional
- Enabling/disabling of individual screen fields
- Number sequence for orders, shippers, and invoices
- Basic behavior with Accounts Receivable and Inventory
- General ledger account and subaccount numbers

Sales Order - SO

The Sales Order (SO) order type has a straightforward life cycle. The cycle begins with entry in Sales Orders (40.100.00). When it is time to ship and inventory is available, a shipper is generated. Once shipment is confirmed, Process Manager updates the shipper. Sales Journal (40.690.00) is run to create Inventory and Accounts Receivable batches that update inventory quantity-on-hand amounts and post to Accounts Receivable.

Note: You can print an individual invoice for each shipper or you can group multiple shippers on a consolidated invoice.

Quote - Q

The Quote (Q) order type is used to provide quotes to customers on potential orders and can be used as a source to create a sales order if the customer approves the quote. A Quote order does not impact quantity allocation, nor does it ever process into Accounts Receivable.

Blanket Order - BL

The Blanket Order (BL) order type is used as a template for creating new orders by being copied to a new sales order. This order type does not impact item quantity allocations, nor does it ever process into Accounts Receivable. The new sales order will have a reference to the blanket order from which it was copied.

Invoice - INVC

The Invoice (INVC) order type is used for processing direct billing and recording sales after the fact. When an invoice is entered, the item has already been shipped to the customer, but still needs to be processed into the system.

Credit Memo - CM

The Credit Memo (CM) order type is used to adjust the price charged to the customer (credit the customer). It is not associated with any returned merchandise. Accounts Receivable is updated accordingly.
Debit Memo - DM
The Debit Memo (DM) order type is used to adjust the price charged to the customer (charge the customer). It is not associated with any returned merchandise. Accounts Receivable is updated accordingly.

Advanced Orders - AO
The Advanced Orders (AO) order type is used for orders that need to process through more steps than a regular Sales Order (SO). For example, this order type has steps that include printing a picking list, confirmation of picking, and inspection of the shipment.

Counter Sales Order - CS
The Counter Sales Order (CS) order type is used for selling items directly to the customer (the customer comes in and picks it up) and receiving payment at that time (cash, charge, check). This order type cannot be entered in Sales Orders (40.100.00), but instead begins in Shippers (40.110.00).

Will Call Order - WC
The Will Call Order (WC) order type is similar to a standard sales order, but it does not create a normal shipper. A shipper indicating the need to contact the client is generated. When the client picks up the order, like a counter sale, the invoice is immediately processed when the confirmation is completed at the counter.

Return for Credit - RFC
The Return for Credit (RFC) order type is used to give the customer a credit when merchandise is returned. Inventory is updated unless the returned item is designated as Scrap. Sales Journal (40.690.00) is run to create the Inventory batch to update quantity-on-hand and to create the credit memo document to post to Accounts Receivable.

Return for Repair - REP
The Return for Repair (REP) order type is used when merchandise is returned to be repaired. When the returned merchandise is repaired, a shipper with RMA Return Shipment (RMSH) order type is created to ship the repaired merchandise back to the customer.

Return for Replacement - RPL
The Return for Replacement (RPL) order type is used in situations where a damaged item is returned for another similar or identical item in good condition. Depending on what is done with the returned merchandise, inventory is updated.
Warehouse Transfers - TR
The Warehouse Transfers (TR) order type is used to complete the first step of a two-step inventory site transfer. Order Management generates the proper paperwork and puts the items in transit. The Inventory module is used to receive the items.

Kit Assembly - KA
The Kit Assembly (KA) order type is used to restock inventory items that are single-level kits. Order Management plans to create the items and increase quantity available on the date available entered for the kit. When a Kit Assembly order type is entered, an additional tab is activated, titled Kit Assembly.

RMA Return Shipment - RMSH
The RMA Return Shipment (RMSH) order type is used only in connection with a Return for Repair - REP or Return for Replacement - RPL order. The shipper generated to ship the repaired or replacement merchandise back to the customer will have an order type of RMSH. This order type cannot be entered by a user.

Non-Order Shipment - SHIP
The Non-Order Shipment (SHIP) order type is intended to be used to ship an item that is not being sold. No customer is required. The Inventory ID can be blank on these orders or you can enter a non-stock inventory item. The life cycle begins with a shipper. Inventory and Accounts Receivable are not impacted.

Orders to Purchase - OU
This order type is used to automatically generate purchase orders based on an item’s Auto PO Policy, which is specified in Inventory’s Inventory Sites (10.255.00). The Orders to Purchase (OU) order type can be used only when the Orders to Purchase module is installed and registered.

Manual Order - MO
The Manual Order (MO) type is used when you want to handle your entire order entry — including invoice processing — in Sales Orders (40.100.00), without shippers in your process flow. With MO orders, shipper creation is postponed until the shipment is packed and on the dock to ship or until it has already been shipped, eliminating the need to edit or confirm a shipper. Manual orders can be sales or return transactions and can be entered in Sales Orders (40.100.00) only when Customer Priority Scheduling (CPS) is off. (For more information on CPS, see “Customer Priority Scheduling” on page 24.) This is not a valid order type behavior for orders started in Shippers (40.110.00).

Advanced Shipment Management - ASM
This order type is optional if you are licensed to use the eCommerce Connector module for electronic data interchange (EDI) functionality. The order steps for this order type define automated processes unique to EDI and Shipping Management modules. For more information about this order type, see the Shipping Management Help or user’s guide.

ALL Template - ALL
The ALL Template (ALL) order type contains all the possible order steps and is intended to be used as a template for creating custom order types.
## Order Steps

The following is a list of available order steps. Different combinations of these steps are included in the different order types. You can also prepare your own combination of order steps for custom order types. For more information, see “Modifications to Order Types” on page 43.

**Note:** If you are using Shipping Management and eCommerce Connector modules, additional order steps are available. For more information, see “Using Order Type Steps” in the Shipping Management Help or user’s guide.

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0100</td>
<td>Enter Order</td>
</tr>
<tr>
<td>0110</td>
<td>Release Order</td>
</tr>
<tr>
<td>0200</td>
<td>Print Order Confirmation</td>
</tr>
<tr>
<td>0210</td>
<td>Print Quote Form</td>
</tr>
<tr>
<td>0215</td>
<td>Generate POs Needed (this step will appear only if you are using the Orders to Purchase module)</td>
</tr>
<tr>
<td>0230</td>
<td>In Process (see Shipper)</td>
</tr>
<tr>
<td>0235</td>
<td>Auto Advance to Invoice (this step will appear only if you are using the Orders to Purchase module)</td>
</tr>
<tr>
<td>0300</td>
<td>Enter Shipper</td>
</tr>
<tr>
<td>0304</td>
<td>Release for Receiving</td>
</tr>
<tr>
<td>0310</td>
<td>Print Picking List</td>
</tr>
<tr>
<td>0314</td>
<td>Print Receiver</td>
</tr>
<tr>
<td>0320</td>
<td>Confirm Picking</td>
</tr>
<tr>
<td>0324</td>
<td>Confirm Receipt</td>
</tr>
<tr>
<td>0330</td>
<td>Print Picking Notification</td>
</tr>
<tr>
<td>0400</td>
<td>Release for Assembly</td>
</tr>
<tr>
<td>0410</td>
<td>Print Work Order</td>
</tr>
<tr>
<td>0420</td>
<td>Confirm Assembly</td>
</tr>
<tr>
<td>0430</td>
<td>Print Assembly Notification</td>
</tr>
<tr>
<td>0500</td>
<td>Release for Inspection</td>
</tr>
<tr>
<td>0510</td>
<td>Print Inspection Order</td>
</tr>
<tr>
<td>0520</td>
<td>Confirm Inspection</td>
</tr>
<tr>
<td>0530</td>
<td>Print Inspection Notice</td>
</tr>
<tr>
<td>0600</td>
<td>Release for Packing</td>
</tr>
<tr>
<td>0610</td>
<td>Print Packing Slip</td>
</tr>
<tr>
<td>0620</td>
<td>Confirm Packing</td>
</tr>
<tr>
<td>0630</td>
<td>Print Packing Notice</td>
</tr>
<tr>
<td>0700</td>
<td>Release for Shipping</td>
</tr>
<tr>
<td>0720</td>
<td>Confirm Shipment</td>
</tr>
<tr>
<td>0730</td>
<td>Print Advance Shipping Notice</td>
</tr>
<tr>
<td>0800</td>
<td>Release for Update</td>
</tr>
<tr>
<td>0810</td>
<td>Update Shipper</td>
</tr>
<tr>
<td>0820</td>
<td>Print Invoice</td>
</tr>
<tr>
<td>9999</td>
<td>Close Order</td>
</tr>
</tbody>
</table>
Returns

The Order Management module provides three types of return order types for handling returned items: Return for Credit (RFC), Return for Repair (REP), and Return for Replacement (RPL). The RMA Return Shipment (RMSH) order type is given to the shippers generated to return merchandise to the customer after it has been repaired or replaced.

You can enter RMA transactions directly into Sales Orders (40.100.00) as negative transaction lines, without the extra steps of linking it to a closed shipper. For more information, see “Entering a Return for Credit - Order Type RFC” on page 81.

Returns for repair can be made for stocked items. These items can be placed into a “repair” bin that is established in Inventory’s Inventory Sites (10.255.00). Because stock inventory items can be entered for returns, inventory quantities are updated. You can physically track the returned items in your warehouse.

Returns for project allocated inventory do not allocate the inventory to a project once it has been returned to stock. The inventory will exist as regular stock. To allocate the inventory, use Project Inventory Allocation (10.080.00). For more information, see the Inventory Help or user’s guide.

Return Dispositions

You can link any of four dispositions (Return for Repair, Return to Stock, Return to Vendor, and Return for Scrap) to each return order type. You can set up a default disposition for each return order type, and then later override that default as necessary.

- A default disposition can be selected on the RMA tab of Order Types (40.200.00) when the order type behavior is RMA.
- If the disposition is Return for Repair, Return to Stock, or Return to Inventory, the Inventory account is debited (increased) and the Cost of Goods Sold (COGS) account is credited (decreased).
- If the disposition is Return for Scrap, the Scrap account on Order Management Setup (40.950.00) is debited and the COGS account is credited.

Warehouse Bin Locations

Pick Priority in Warehouse Bin Locations (10.340.00) determines the order in which warehouse bin locations will be selected to fulfill the order quantity for sales transactions, kit assembly components, and warehouse transfers. The highest pick priority is 1. When multiple warehouse bin locations have the same pick priority, they are selected in ascending quantity-available order.

Example:

<table>
<thead>
<tr>
<th>Warehouse Bin Location</th>
<th>Pick Priority</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>01A01</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>01A02</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>01A03</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

- If the order quantity is 3, the quantity in 01A03 will be used to fulfill the order.
- If the order quantity is 8, the quantity of 5 in 01A03 and a quantity of 3 in 01A02 will be used to fulfill the order.
- If the order quantity is 18, the quantity of 5 in 01A03, the quantity of 10 in 01A02, and a quantity of 3 in 01A01 will be used to fulfill the order.

When there is insufficient quantity available to fulfill the order, the Default Picking Bin for the inventory item and site in Inventory Sites (10.255.00) will be assigned to the oversold quantity. The oversold scenario can occur in the following circumstances:

- When Create Shipper Regardless of Availability is selected for the site in Sites (10.310.00).
• When **Ship Now** is selected on the **Future Shipments** tab of **Customer Service Assistant** (40.140.00).

• When Purchase Orders Always Available on ETA Date, Kit Assemblies Always Available on ETA Date, or Transfers Always Available on ETA Date is selected on the **Other** tab of **Order Management Setup** (40.950.00).

**Note:** If the inventory item is lot or serial controlled, the issue method (FIFO, LIFO, etc.) for the lot/serial number in **Lot/Serial Number Setup** (10.250.01) takes precedence over the warehouse bin location pick priority when selecting the quantity to fulfill the order.

For return transactions (order type behavior RMA), the default warehouse bin location is determined by the selected disposition.

• When the disposition is Return to Stock:
  – If the return is created by copying the line item from an existing closed shipper, the warehouse bin location from the shipper will be copied to the return.
  – If the return is created by manually entering the return line item, the warehouse bin location will default to the **Default Put Away Bin** for the inventory item and site in **Inventory Sites** (10.255.00).

• When the disposition is Repair, the warehouse bin location will default to the **Default Repair Bin** for the inventory item and site in **Inventory Sites** (10.255.00).

• When the disposition is Return to Vendor, the warehouse bin location will default to the **Default Vendor Bin** for the inventory item and site in **Inventory Sites** (10.255.00).

• When the disposition is Scrap, no default warehouse bin location exists. A warehouse bin location is not required when the disposition is Scrap.
Discounts

Discounts are percentages associated with quantities or customers or designated plans that reduce the stock base price of an inventory item. There are four discount types in Order Management: 1) Trade Discounts, 2) Discount Price Plans, 3) Chain Discounts, and 4) Whole Order Discounts. The appropriate setup options must be completed before a discount can be applied to an order.

When discounts are applied, the precedence is as follows: 1) Discount Price Plans override Trade Discounts and 2) Chain Discounts override both Trade Discounts and Discount Price Plans. Whole Order Discounts are applied in addition to any other discounts. All discounts can be manually changed during order entry.

Trade Discount

A Trade Discount is a basic customer discount that will always be applied to items ordered by the customer unless a discount type with a higher precedence can be applied. Trade Discounts are set up in Trade Discount % in Customer Maintenance (08.260.00) in Accounts Receivable.

Discount Price Plans

Discount Price Plans are traditional quantity type discounts and are associated with a particular category, such as Customer, Inventory Item, Inventory Price Class, Customer Price Class, or a combination of these. Discount Price Plans are set up in Sales Price (40.380.00).

Discount Price Plans can have standard sales prices that have no specified effective time period, or special promotion prices that are only in effect for a designated period of time. Also, these pricing plans can be set up on a site-specific basis. Discount Price Plans are common to all companies, so they only need to be set up once per database.

Sales Orders Pricing Logic

Discount Price Plans are applied to the sales order according to the following logic.

**Note:** Other possible discounts are not taken into consideration here.

1. Is **Allow Discount Pricing** selected on the **Discount Pricing** tab of **Order Management Setup** (40.950.00)?
   - If it is selected, Discount Price Plans will be applied to the order.
   - If it is not selected, Discount Price Plans will not be applied and the sales price will be the stock base price for the inventory item.

2. If discount pricing is allowed:
   - The Discount Price Plans are queried according to the category sequence set up in **Discount Sequence** on the **Discount Pricing** tab of **Order Management Setup** (40.950.00).
   - A Discount Price Plan is selected if the sales order information matches the key items for the category.

For example, a Discount Price Plan under the Inventory Item and Customer category has a specified inventory ID and customer ID. The inventory ID and customer ID on the sales order must be the same as those designated for the price plan to apply that plan to the sales order.

**Note:** If the Discount Price Plans are set up on a site-specific basis (if **Allow Discounts by Site** is selected on the **Discount Pricing** tab of **Order Management Setup** (40.950.00)), the site ID on the sales order must match the site ID on the price plan. If the site ID does not match, a price plan with a GLOBAL Site ID is considered.

Once the key items are matched, the unit of measurement and quantity break for the price plan are compared to the sales order’s unit of measurement and quantity ordered. If the sales order meets the minimum quantity amount in the specified unit of measure, the discount price will be applied to the order.
If a price plan is found, the discount pricing will be applied to the order. Depending on the discount method, the sales price is computed and displayed on the order.

If a price plan is not found, the inventory item's stock base price is used for the sales price.

Example: Two Discount Price Plans are set up in Sales Price (40.380.00) as follows:

Discount Price Plan #1 — Category is Customer:

<table>
<thead>
<tr>
<th>Price Plan ID</th>
<th>Price Type</th>
<th>Disc Method</th>
<th>Customer ID</th>
<th>Site ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer CT0100</td>
<td>Standard</td>
<td>Percent Discount</td>
<td>CT0100</td>
<td>GLOBAL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sales Unit</th>
<th>Qty Break</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>EA</td>
<td>20</td>
<td>5.00</td>
</tr>
<tr>
<td>EA</td>
<td>30</td>
<td>10.00</td>
</tr>
</tbody>
</table>

Discount Price Plan #2 — Category is Inventory ID:

<table>
<thead>
<tr>
<th>Price Plan ID</th>
<th>Price Type</th>
<th>Disc Method</th>
<th>Inventory ID</th>
<th>Site ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Part-123</td>
<td>Standard</td>
<td>Percent Discount</td>
<td>Part-123</td>
<td>GLOBAL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sales Unit</th>
<th>Qty Break</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>EA</td>
<td>20</td>
<td>10.00</td>
</tr>
<tr>
<td>EA</td>
<td>30</td>
<td>20.00</td>
</tr>
</tbody>
</table>

Allow Discount Pricing is selected on the Discount Pricing tab of Order Management Setup (40.950.00).

The value of Discount Sequence on the Discount Pricing tab of Order Management Setup (40.950.00) is:

- Customer
- Inventory Item

A sales order is entered for customer CT0100 for a quantity of 25 Part-123 items. The system checks if discount pricing is allowed and then looks at the first category in the discount sequence, which is Customer. The system looks at all the Discount Price Plans with a category of Customer. Since there are no other customer price plans in this case, the system goes through the following checks for Discount Price Plan #1 above:

- Does the Customer ID match? Yes
- Does the Sales Unit match? Yes
- Does the quantity ordered meet a quantity break minimum? Yes
- Does the order creation date fall within the specified date range for a promotional plan? Not Applicable. This is not a promotional price plan.
- Does the Site ID match? Not Applicable. This is a global plan for all sites.

The system has found a match in Discount Price Plan #1 and applies the 5% discount to the ordered item.
Note: The sales order would have also matched Discount Price Plan #2, which had a larger discount. However, because Inventory Item was listed as the second category in the Discount Sequence, it was not looked at since the Customer category Discount Price Plan matched. If the system had not found a match in the Customer category Discount Price Plans, then the Inventory Item category Discount Price Plans would have been evaluated.

### Chain Discounts

Chain Discounts are tiered discounts where multiple discounts are applied. Chain Discounts are activated by checking **Enable Chain Discounts** and entering the **Default Discount ID** on the **Discount Pricing** tab of **Order Management Setup** (40.950.00). Chain discount IDs are set up in **Chain Discounts** (40.330.00). The discount ID entered in **Default Discount ID** is displayed in **Discount Pct** on **Sales Orders** (40.100.00) and **Shippers** (40.110.00).

Chain Discounts are tiered discounts where each discount in the chain is given for a particular reason. If Chain Discounts are enabled, any discounts entered will be applied as Chain Discounts. A Chain Discount is entered in **Discount Pct**. The **Discount ID** is entered followed by the discount percent, for example A10, and each tier in the chain is separated by a forward slash, /. An example of a three-tier Chain Discount would be A10/V5/F2, where A is the discount ID for a reseller with a 10% discount, V is the discount ID for a volume with a 5% discount, and F is the discount ID for a first-time customer with a 2% discount.

Chain Discounts are applied in consecutive order to the previously calculated discounted price. The first discount in the chain is applied to the original item price, the second discount in the chain is applied to the original item price minus the first discount, and so forth.

**Example #1:** Assume the original item price is $100 and a three-tier Chain Discount is being applied in the following order: 10%, 5%, and 2%. The calculation is as follows:

1. 10% is deducted from $100 (original item price) making the price $90.
2. 5% is deducted from $90 (original item price minus the 10% discount) making the price $85.50.
3. 2% is deducted from $85.50 (original item price minus the previous discounts) making the price $83.79. The discounted price for the item is $83.79.

If Chain Discounts are enabled and either a Trade Discount or Discount Price Plan can be applied to the line item, the first discount percent in the chain will default to the applicable Trade Discount or Price Plan Discount.

**Example #2:**

- ABC Company is set up with a 5% Trade Discount in **Customer Maintenance** (08.260.00).
- **Enable Chain Discounts** is selected in **Order Management Setup** (40.950.00) and the **Default Discount ID** is V.
- No other discounts are available.
- When an order is entered for ABC Company in **Sales Orders** (40.100.00) or **Shippers** (40.110.00), **Discount Pct** for the line items defaults to V5: V for the Chain Discount and 5 for the 5% Trade Discount.
- The default discount percent can be changed. The additional tiers for the chain must be entered manually.

**Example #3:**

- ABC Company is set up with a 5% Trade Discount in **Customer Maintenance** (08.260.00). In addition, **Allow Discount Pricing** is selected in **Order Management Setup** (40.950.00) and Discount Price Plans have been set up in **Sales Price** (40.380.00).
- **Enable Chain Discounts** is selected in **Order Management Setup** (40.950.00) and the **Default Discount ID** is V.
- In this case, both the Trade Discount of 5% and a Sales Price Plan Discount of 10% can be applied to the line item.
• Because the price plan discount has precedence over the Trade Discount, when the order is entered for ABC Company in Sales Orders (40.100.00) or Shippers (40.110.00), the Discount Pct for the line items defaults to V10: V for the Chain Discount and 10 for the 10% price plan discount.

• The default discount percent can be changed. The additional tiers for the chain must be entered manually.

**Whole Order Discounts**

Whole Order Discounts are discounts that are applied to the total merchandise amount and are in addition to any other line item discounts that may have been applied. Whole Order Discounts are entered in Whole Order Discount Pct on the Totals tab of Sales Orders (40.100.00) and Shippers (40.110.00). Whole Order Discounts are enabled by selecting Allow Total Order Discounts on the Discount Pricing tab of Order Management Setup (40.950.00).
Price Negotiator
The Order Management Price Negotiator (40.105.00) allows order entry people to generate different pricing scenarios for a particular item on a sales order to effectively negotiate selling prices with customers while they are on the phone. See “Negotiating Prices” on page 98 for more information.

Shipping
Shipping features and functions are accessible throughout the Order Management module. The shipping features give you control over actual quantities picked, assembled, inspected, packed, and shipped. For shipments in Order Management, you can:

- Ship to a customer, vendor, site, or other address.
- Mark the shipment for delivery to a forwarding address.
- Confirm the picking, assembly, inspection, and packing of the items in the shipment.
- Specify the freight carrier or shipping company.
- Specify the freight terms.
- Specify FOB (free-on-board).
- Manifest the shipment.
- Confirm the shipment.
- Reprioritize the shipment.
- Have multiple shipping schedules per line item.

Process Manager
Process Manager (40.400.00) is an application that runs on the server or a dedicated workstation. Its purpose is to offload the most processor-intensive work of processes, such as calculating time-phased inventory plans, from individual workstations. Process Manager (40.400.00) reviews orders and processes the order steps according to the order type setup — such as create a shipper, print packing slips, and print invoices (see “Order Types” on page 11 for more information). Once initiated, it runs completely unattended.

Note: If you prefer to run scheduled tasks such as printing packing slips or invoices, you can use Task Schedule (40.910.00) and Task Server (40.410.00). They were designed specifically for this purpose. See “Scheduling Tasks for Task Server” on page 179 for more information on these functions.

When Process Manager (40.400.00) initiates, it runs through several processing tasks. These are primarily daily tasks. In a normal installation, this processing occurs shortly after midnight. The daily steps include replanning inventory, shipper creation, releasing orders, and performing credit hold evaluations for invoices not previously on hold.

Once Process Manager (40.400.00) has completed the daily steps, it transitions to an idle status. From then on, it wakes up periodically according to the sleep time set on the Other tab of Order Management Setup (40.950.00) to check for entered or modified sales orders or shippers and re-evaluates shipping plans, as required.

You must have one Process Manager (40.400.00) process per database; a single Process Manager (40.400.00) is capable of supporting multiple companies within a single database. If you have multiple databases, a Process Manager (40.400.00) needs to be running for each database.

Hints and Tips: Process Manager (40.400.00) must be running for your orders and shippers to move through all the required steps that are set to run automatically (in the Order Types (40.200.00) Steps tab). If you are having trouble with moving orders and shippers through the process, it may be because Process Manager (40.400.00) is not running.
Process Manager Flow

Requests are put in the queue for Process Manager (40.400.00) from other processes, such as Sales Orders (40.100.00) and Shippers (40.110.00). Process Manager (40.400.00) processes requests in priority sequence until all requests in the queue are completed, then sleeps.

Maintenance Mode

When Process Manager (40.400.00) wakes up on a new day (the first time after midnight) it initiates Maintenance mode. Maintenance mode currently includes the following tasks:

- All item/site combinations are replanned, but with a low priority so other processing can still continue when Customer Priority Scheduling (CPS) is on. (For more information on CPS, see “Customer Priority Scheduling” on page 24.).
- All open orders are evaluated to determine if any shippers can be created.
- Customer credit is re-evaluated for all customers with credit rule B (credit limit and past due invoices) to determine if any of these customers should now be placed on credit hold.

Queued Processes

- Single item/site combinations to plan. This occurs when Inventory batches are released (after receipts, adjustments, transfers, etc.).
- One or more possible shippers from a single sales order.
- All possible shippers.
- Manifesting update.
- Shipper update (sales order, inventory, accounts receivable, general ledger).

Processing Priorities

Process Manager (40.400.00) performs its processing based on the priority assigned to each type of process. The process types are listed below in priority sequence. Within each process type, entries are processed in first-in, first-out sequence.

<table>
<thead>
<tr>
<th>Process Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manifest Update</td>
<td>Update a shipper with information entered in the Shipping Management module.</td>
</tr>
<tr>
<td>Shipper Update</td>
<td>Update and close a shipper. This occurs for shippers confirmed using Shipment Confirmation (40.117.00) or Manifest Entry (40.115.00), shippers cancelled in Shippers, and shippers processed through the Manifest Update listed above.</td>
</tr>
<tr>
<td>Check Customer Credit</td>
<td>Check a customer's credit.</td>
</tr>
<tr>
<td>Plan Sales Order</td>
<td>Plan items on a sales order. This occurs for new and changed sales orders. This can also occur when a shipper created from a sales order is processed through the Shipper Update listed above.</td>
</tr>
<tr>
<td>Plan Shipper</td>
<td>Plan items on a shipper. This occurs for new and changed shippers.</td>
</tr>
<tr>
<td>Plan Item/Site</td>
<td>Plan an individual item/site combination. This occurs when Inventory batches are released (after receipts, adjustments, transfers, etc.).</td>
</tr>
<tr>
<td>Create Shipper</td>
<td>Attempt to create a shipper for a sales order. This occurs for new and changed sales orders. This can also occur when a shipper created from a sales order is processed through the Shipper Update listed above.</td>
</tr>
<tr>
<td>Process Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Create All Shippers</td>
<td>Attempt to create shippers for all open sales orders.</td>
</tr>
<tr>
<td>Maintenance Mode</td>
<td>Every night, Process Manager (40.400.00) enters Maintenance mode, which plans all item/site combinations, checks credit for all applicable customers, and attempts to create shippers for all open sales orders. These tasks are given a lower priority than any other process type and therefore can be interrupted should any higher-priority processing be required.</td>
</tr>
</tbody>
</table>
Customer Priority Scheduling

Customer Priority Scheduling On planning is designed to help you make the best use of available inventory from the stock on hand plus incoming supply. In this case, Process Manager (40.400.00) plans orders for shipment according to available on-hand inventory, planned incoming supply, and the order’s priority. Higher priority orders get preference over lower priority orders. If orders have the same priority, then the oldest order is given precedence (first-come, first-served).

The ability to turn off planning using an option in IN Setup (10.950.00) is available to simplify inventory allocation. The terminology Customer Priority Scheduling has been designated to differentiate between the Process Manager (40.400.00) planning functionality (Customer Priority Scheduling On) and the ability to turn off that planning functionality (Customer Priority Scheduling Off).

Setting Customer Priority Scheduling

Customer Priority Scheduling (CPS) can be set to on or off using the Scheduling tab of IN Setup (10.950.00). Customer Priority Scheduling On is the default option for installations where Order Management is installed without the Work Order module. If the Order Management module is not installed, then CPS is off. Also, if the Work Order module is installed, then CPS must be set to off before setting up and using that module.

Once you turn CPS off in IN Setup (10.950.00) and set up the Work Order module, the option for turning CPS on is disabled. The options for CPS On/Off are disabled if there are any records in the Work Order setup table (WOSetup). The following table shows all module dependencies for CPS On and CPS Off:

<table>
<thead>
<tr>
<th>Order Management Installed</th>
<th>Inventory Installed</th>
<th>Purchasing Installed</th>
<th>Work Order Installed</th>
<th>CPS Must Be Set to On/Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Off</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Off</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Off</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Off</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Off</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>On</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>On</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>User can choose</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Off</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>User can choose</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Off</td>
</tr>
</tbody>
</table>

If you change the Customer Priority Scheduling option in IN Setup (10.950.00), the following message is displayed: “Changing Customer Priority Scheduling will cause the inventory plan to be rebuilt when you save. This may be a lengthy process depending on the number of inventory items and sites. Other transaction processing may be impacted. Do you want to proceed?” When the CPS option is changed, supply and demand must be replanned accordingly. Process Manager (40.400.00) must be started to perform the replanning after the changes are saved in IN Setup (10.950.00) for both CPS On and CPS Off.
Quantity Available Calculation

If the **Customer Priority Scheduling On** option is selected, then the Quantity Available Calculation options on the **Scheduling** tab of **IN Setup (10.950.00)** are disabled. When CPS is on, the quantity available calculation is based on the existing plan of supply and demand and reflects what can be shipped today by a new order that has a lower priority than all the existing orders. However, in **Sales Orders (40.100.00)** and **Shippers (40.110.00)** where the order priority is known, the quantity available calculation takes the order priority into consideration.

**Note:** **Process Manager (40.400.00)** must be running for quantity **Available** in **Inventory Inquiry (10.200.00)** to be updated correctly when Inventory transactions are processed.

If the **Customer Priority Scheduling Off** option is selected, then the Quantity Available Calculation options are enabled. The quantity available calculation is based on the selected supply and demand options.

General Planning Concepts with CPS On

Customer Priority Scheduling On planning is designed to help you make the best use of available inventory from the stock on hand plus incoming supply. **Process Manager (40.400.00)** plans orders for shipment according to available on-hand inventory, planned incoming supply, and the order’s priority. Higher priority orders get preference over lower priority orders. If orders have the same priority, then the oldest order is given precedence (first-come, first-served). Customer Priority Scheduling On planning evaluates anticipated supply and demand for each item at the site level to determine stock availability at any point from the current moment into the future. The sources of supply are quantity on hand, quantity on purchase orders, kit quantity on kit assembly orders, quantity on inbound transfer orders, and assembled goods on work orders. Sources of demand are sales orders, kit assembly orders (components), outbound transfer orders, and released work orders (components).

A customer’s sales order fulfillment priority defaults from **Customer Priority** on the **Order Management** tab of Accounts Receivable’s **Customer Maintenance (08.260.00)**. **Customer Priority** is a number from 1 through 9; 1 is the highest priority. If the customer priority is not entered, it defaults to 5. **Customer Priority** is one piece of information used by Customer Priority Scheduling (CPS) to plan allocation of inventory items reserved for sales orders. **Customer Priority** is ignored in planning when CPS is off.

All planning is done at the item/site level, and the entire plan for an item/site combination is recreated by the system when any change is made to supply (items received in inventory) or demand (items drawn from inventory). For sales order demand, the plan for the item/site is updated as required for the sales order entry; the plan is not completely recreated.

Inventory allocation functionality impacts Customer Priority Scheduling On planning. Inventory item transaction quantities can be allocated (reserved) from the inventory on hand quantity across the Inventory and Order Processing, Field Service Management, Project, and Manufacturing modules.

This functionality requires the following modifications to Customer Scheduling Priority On planning:

1. **Calculation of the starting inventory quantity for an item:**
   - The calculation for the starting inventory amount for Customer Priority Scheduling On planning is the item/site inventory quantity on hand in pickable bins minus the total allocated inventory quantity.

2. **Planning for lot/serial tracked items when lot/serial numbers have been entered:**
   - When lot/serial numbers are entered in **Sales Orders (40.100.00)**, Customer Priority Scheduling On planning will always plan shipment on the date required to meet the customer’s requested delivery date. When lot/serial numbers are entered, the item quantity and the lot/serial numbers are reserved from the inventory on hand and, therefore, always available to ship. These items will always be scheduled to ship based on the customer’s delivery date, regardless of item availability or order priority. These “fixed allocation” order schedules with reserved inventory quantities will always take precedence in planning over any other order schedules. Their placement in the shipment plan cannot be shifted by other order schedules.
• A new plan type, **Sales Order L/S Allocation**, identifies the lot/serial fixed allocation entries in the shipment plan.

It is important to understand the definitions of the terms associated with planning for CPS On.

• **Requested Date** — The customer’s requested dock date (delivery date) entered in **Sales Orders** (40.100.00).

• **Requested Pick Date** — The date the shipper must be created so that the order can be picked and shipped to be delivered by the customer’s requested dock date. The planning calculations are based on the requested pick date. The requested pick date is the customer’s requested dock date less the picking time less the transit time with the weekend delivery options taken into consideration. The picking time is set on the **Other** tab of **Order Management Setup** (40.950.00). The transit time defaults from **Ship Via ID**, but can be overridden in **Shipment Schedule** (40.106.00).

• **Plan Date** — The date when the planning process determines the order can be shipped based on anticipated stock availability. This is the planned shipper creation date.

• **Sales Order Priority** — A number from 1 to 9, with 1 being the highest priority. The sales order priority is on the **Shipping Information** tab of **Sales Orders** (40.100.00) and defaults from **Customer Maintenance** (08.260.00) in Accounts Receivable. Sales orders are planned based on the order priority and then by the “priority date” and “priority time.” The priority date and time are initially set to the date and time the sales order was entered, but are changed to the current date and time if the requested date is “pulled in” (made sooner) or if the quantity requested is increased.

• **PO Lead Time** — The anticipated amount of time (in days) necessary to place a purchase order and receive an item from a vendor. The PO lead time is specified in **Inventory Sites** (10.255.00). Sales orders are planned to ship on the “lead time date” (today’s date plus the PO lead time) when no supply currently exists to fill the order. All demand requested to ship at or after the PO lead time is planned to ship on time because stock can be acquired in time to satisfy the demand.

• **Fixed Allocation Sales Orders** — There are three possible types of fixed allocation sales orders:
  - Sales orders bound to purchase orders for stock items — When sales order schedules are bound to purchase orders, the sales order schedule is inserted into the plan on the later of the sales order **Requested Pick Date** or the purchase order **Promised Date**.
  - Sales orders bound to work orders.
  - Sales order schedules that have lot/serial numbers entered — When lot/serial numbers are entered, the item quantity and the lot/serial numbers are reserved from the inventory on hand and, therefore, always available to ship. This reservation of inventory quantities is a fixed allocation. In this case, the schedule is always planned to ship on the **Requested Pick Date**, regardless of order priority.

**Note:** When a site is set to Create Shipper Regardless of Availability, sales orders that are bound to purchase orders are not supported. The sales orders are correctly processed as floating allocations instead of fixed allocations.

With CPS on, the Order Management module constantly maintains an ordered list of planned inventory transactions. Whenever there is a change to supply or demand, **Process Manager** (40.400.00) automatically recalculates the shipping plan to take the changes into account.
General Planning Concepts with CPS Off

Customer Priority Scheduling Off plans orders for shipment on a first-come, first-served basis by the requested delivery date without considering available inventory or customer priority. Sales order demand is inserted into the plan at the earliest possible date based on the picking time, transit time, and weekend delivery options. Purchase orders are inserted into the plan on the purchase order promise date.

Inventory allocation functionality impacts Customer Priority Scheduling Off planning.

- Inventory item transaction quantities can be allocated (reserved) from the inventory on hand quantity across the Inventory and Order Processing, Field Service Management, Project, and Manufacturing modules.
- Lot/serial numbers can be entered in Sales Orders (40.100.00) for order type behaviors Sales Order, Invoice, and Will Call Order. When lot/serial numbers are entered in Sales Orders (40.100.00), the quantity entered and the lot/serial numbers are allocated (reserved) from the inventory quantity on hand.

This allocation functionality requires the following modifications to Customer Scheduling Priority Off planning:

3. Calculation of the starting inventory amount for an item:
   - The calculation for the starting inventory amount for Customer Priority Scheduling Off planning is the item/site inventory quantity on hand in pickable bins minus the total allocated inventory quantity.

4. Planning for lot/serial tracked items when lot/serial numbers have been entered:
   - When lot/serial numbers are entered in Sales Orders (40.100.00), Customer Priority Scheduling Off planning will always schedule shipment on the date required to meet the customer’s requested delivery date.
   - A new plan type, Sales Order L/S Allocation, identifies the lot/serial fixed allocation entries in the shipment plan.

These are the definitions of terms associated with planning for CPS Off.

- Requested Date — The customer’s requested dock date (delivery date) entered in Sales Orders (40.100.00).
- Requested Pick Date — The date the shipper must be created so that the order can be picked and shipped to be delivered by the customer’s requested dock date. The planning calculations are based on the requested pick date. The requested pick date is the customer’s requested dock date less the picking time less the transit time with the weekend delivery options taken into consideration. The picking time is set on the Other tab of Order Management Setup (40.950.00). The transit time defaults from the Ship Via ID, but can be overridden in Shipment Schedule (40.106.00).
- Plan Date — With CPS Off, the Plan Date is always the requested pick date for demand (sales orders).
- Sales Order Priority — The sales order priority does not affect planning with CPS Off. Orders are planned on a first-come first-served basis within the plan date, regardless of priority.
- PO Lead Time — PO lead-time is not used with CPS Off. Sales orders are always planned on the requested pick date regardless of whether there is inventory available.

Process Manager (40.400.00) fills in the plan (SOPlan table) for both CPS On and CPS Off.
Orders to Purchase Functionality

The Orders to Purchase module is designed to enhance integration between the Order Management and Purchasing modules. With Orders to Purchase, purchase orders can be created and bound to existing sales orders automatically. In addition, customers can be invoiced automatically when they receive drop-shipped goods.

Orders to Purchase does not have its own data entry or maintenance screens. Instead, an Auto Create PO check box and a PO Vendor ID field appear on Sales Orders (40.100.00) and Shipment Schedule (40.106.00) that interact with the Drop Ship check box. These options along with specific order steps in Order Types (40.200.00) comprise Orders to Purchase functionality, which is available only when you install and register the Orders to Purchase module.

When Auto Create PO is selected during order entry, the PO Vendor ID field becomes enabled and required, so you can specify the vendor to whom the purchase order will be sent. Also, the Generate POs Needed order step automatically creates a new purchase order and binds it to the shipment schedule level. This new purchase order is then tied to the sales order as a fixed allocation.

Note: When a site is set to Create Shipper Regardless of Availability, sales orders that are bound to purchase orders are not supported. The sales orders are correctly processed as floating allocations instead of fixed allocations.

If Drop Ship is selected on the sales order and shipper, the Auto Advance to Invoice order step automatically advances the shipper to the Release for Update step. The sales order is then treated as a drop shipment, even though it has a purchase order bound to it as a fixed allocation. If any freight charges are present on the bound purchase orders, they are then automatically placed on the shipper as Premium Freight.

Note: At present, Regular Order purchase orders are used instead of Drop Ship purchase orders, because a receiving function for Drop Ship purchase orders is not available. Goods on purchase orders generated by sales orders must be received using Receipt/Invoice Entry (04.010.00) and the batch must be released using Release Receipt Batches (04.400.00) or Receipt/Invoice Entry (04.010.00) in order to update the Vendor Item History table with the vendor ID, site ID, inventory ID, calculated lead time, purchase prices, and vendor item (if provided). eCommerce Connector also requires a purchase order receipt entry function, as it does not process drop ship purchase orders.

Note: Non-stock inventory items cannot be processed within Orders to Purchase, because the Purchasing module does not support ordering non-stock items on a Goods for Sales Order purchase order line.

Note: Lot/serial numbers can be entered in Sales Orders (40.100.00) for order type behaviors Sales Orders, Invoice, and Will Call Order. Lot/Serial number entry does not apply to sales order schedules for which purchase orders are to be auto-generated. When Auto Create PO is selected for an order schedule, lot/serial number entry is not permitted. Conversely, when lot/serial numbers are entered for an order schedule, Auto Create PO is disabled.
Project Allocated Inventory Functionality

The Project Allocated Inventory functionality is designed to enhance integration between the Order Management, Inventory, Purchasing, and Project Controller modules. With Project Allocated Inventory, purchase orders can be created that both increase inventory and commit the inventory to a specific project. Receipts in Inventory or in Purchasing then allocate the inventory stock to a specific project and task. Issues in Inventory or sales orders then consume the project allocated inventory and create a project actual. Additionally, the purchase order can be bound to existing sales orders automatically.

Note:
- Project allocated inventory cannot be consumed by drop ship sales orders.
- Non-stock inventory items cannot be allocated to a project.

Soft/Hard Usage Allocations

A sales order creates a soft usage allocation, meaning that the project allocated inventory quantity that is allocated to this sales order can be stolen by another sales order that refers to the same project ID and task ID. The exception is sales orders where lot numbers or serial numbers have been entered.

After you create a shipper from the sales order, the usage allocation changes to a hard usage allocation and cannot be stolen by another sales order.

Valuation Method/Costing

The valuation method for the inventory item will apply when selling project allocated inventory in Order Management and transferring the cost of goods sold to Project Controller using Financial Transaction Transfer (PA.TRN.00).

When you have a mixture of project allocated inventory and regular stock inventory, and you create a sales order for a project for an inventory item that has specialized rules for cost usage based on the valuation method (FIFO, LIFO, Specific Cost ID), the sales order will first consume the project allocated inventory, and then the regular stock inventory, unless you use link the sales order to a purchase order by using the Goods for Project Sales Order purchase for in Purchase Orders (04.250.00). When linked to a purchase order, the sales order’s issue batch will wait for more project allocated inventory to become available. The specialized valuation method rules will still be followed.

Example 1:

You have a inventory ID that is valued using the First In, First Out (FIFO) valuation method. You have a mixture of project allocated inventory and regular stock inventory. The project inventory allocation (commitment) looks like the following:

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>C0123000</td>
<td>20</td>
<td>$10.00</td>
<td>$200.00</td>
</tr>
<tr>
<td>n/a</td>
<td>20</td>
<td>$12.00</td>
<td>$240.00</td>
</tr>
</tbody>
</table>

You have multiple receipt dates for your cost layers. The quantity on hand has the following characteristics:

<table>
<thead>
<tr>
<th>Receipt Nbr</th>
<th>Receipt Date</th>
<th>Quantity</th>
<th>Unit Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>000001</td>
<td>03/03/2010</td>
<td>10</td>
<td>$10.00</td>
</tr>
<tr>
<td>000002</td>
<td>03/06/2010</td>
<td>10</td>
<td>$12.00</td>
</tr>
<tr>
<td>000003</td>
<td>03/09/2010</td>
<td>10</td>
<td>$10.00</td>
</tr>
<tr>
<td>000004</td>
<td>03/12/2010</td>
<td>10</td>
<td>$12.00</td>
</tr>
</tbody>
</table>

You create a sales order for a quantity of 25, for project C0123000. The sales order will first consume the 20 project allocated inventory and then 5 of the regular stock inventory. The consumption of the cost layers will be in order by the receipt date (a quantity of 10 from receipt
date 03/03/2010, a quantity of 10 from receipt date 5 from receipt number 000001). The quantity on hand now has the following characteristics:

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td>15</td>
<td>$11.33</td>
<td>$170.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Receipt Nbr</th>
<th>Receipt Date</th>
<th>Quantity</th>
<th>Unit Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>000003</td>
<td>03/09/2010</td>
<td>5</td>
<td>$10.00</td>
</tr>
<tr>
<td>000004</td>
<td>03/12/2010</td>
<td>10</td>
<td>$12.00</td>
</tr>
</tbody>
</table>

**Example 2:**

You have an inventory ID that is valued using the First In, First Out (FIFO) valuation method. You have a mixture of project allocated inventory and sales orders linked to purchase orders using the Goods for Project Sales Orders purchase for. The project inventory allocation (commitment) looks like the following:

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>C0123000</td>
<td>18</td>
<td>$11.17</td>
<td>$201.00</td>
</tr>
</tbody>
</table>

You have multiple receipt dates for your cost layers. The quantity on hand has the following characteristics:

<table>
<thead>
<tr>
<th>Receipt Nbr</th>
<th>Receipt Date</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>PO Linked to Sales Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>000001</td>
<td>03/03/2010</td>
<td>5</td>
<td>$10.00</td>
<td>No</td>
</tr>
<tr>
<td>000002</td>
<td>03/06/2010</td>
<td>8</td>
<td>$12.00</td>
<td>Yes</td>
</tr>
<tr>
<td>000003</td>
<td>03/09/2010</td>
<td>5</td>
<td>$11.00</td>
<td>No</td>
</tr>
</tbody>
</table>

When you release the issue batch in Inventory for the sales order linked to the purchase order on line 2, the batch uses receipt number 000001 in full and a quantity of 3 from receipt number 000002. This is consistent with how a linked sales order and purchase order work with FIFO inventory items when project allocated inventory is not involved. The quantity on hand now has the following characteristics:

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>C0123000</td>
<td>10</td>
<td>$11.50</td>
<td>$115.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Receipt Nbr</th>
<th>Receipt Date</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Linked to Sales Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>000002</td>
<td>03/06/2010</td>
<td>5</td>
<td>$12.00</td>
<td>No</td>
</tr>
<tr>
<td>000003</td>
<td>03/09/2010</td>
<td>5</td>
<td>$11.00</td>
<td>No</td>
</tr>
</tbody>
</table>
Lot/Serial Tracked Inventory Items

When you have a mixture of project allocated inventory and regular stock inventory, and you create a sales order for a project for an inventory item that has specialized rules for usage based on the lot/serial numbering (Issue Method), the sales order will first consume the project allocated inventory and then the regular stock inventory, while using the specialized lot/serial issue method rules.

Example:

You have a inventory ID that is lot numbered using the Sequential issue method and the Average Cost valuation method. You have a mixture of project allocated inventory and regular stock inventory on hand. The project inventory allocation (commitment) looks like the following:

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
<th>Lot Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td>10</td>
<td>$10.00</td>
<td>$100.00</td>
<td>L000001</td>
</tr>
<tr>
<td>n/a</td>
<td>10</td>
<td>$10.00</td>
<td>$100.00</td>
<td>L000002</td>
</tr>
<tr>
<td>CO123000</td>
<td>10</td>
<td>$10.00</td>
<td>$100.00</td>
<td>L000003</td>
</tr>
<tr>
<td>CO123000</td>
<td>10</td>
<td>$10.00</td>
<td>$100.00</td>
<td>L000004</td>
</tr>
</tbody>
</table>

You create a sales order for a quantity of 25, for project CO123000. The sales order will first consume the project allocated inventory, in sequential order of the lot number (lot numbers L000003 and L000004). Then, the sales order will begin consuming any regular stock inventory, in order by the lot number (a quantity of 5 from lot number L000001).

This differs from the functionality when no project allocated inventory exists, which consumes first on Lot Number for the Sequential issue method.

Returns for sales of Project Allocated Inventory

Returns for project allocated inventory do not allocate the inventory to a project once it has been returned to stock. The inventory will exist as regular stock. To allocate the inventory, use Project Inventory Allocation (10.080.00). For more information, see the Inventory Help or user's guide.
Task Guidelines

Quick Reference Task List
This list contains tasks that are commonly performed with the Order Management module. Each task is linked to a specific page in the user’s guide.

How Do I Set Up...?
- Order Management — see “Setting Up the Order Management Module” on page 45.
- Required and optional modules — see “Setting Up Required and Optional Modules” on page 37.
- Order types — see “Setting Up Order Types” on page 42.

How Do I Enter...?
- A quick sales order — see “Entering a Quick Sales Order - Order Type SO” on page 53.
- A typical sales order — see “Entering a Typical Sales Order - Order Type SO” on page 54.
- An advanced sales order — see “Entering an Advanced Sales Order - Order Type AO” on page 71.
- A will-call order — see “Entering a Will Call Order - Order Type WC” on page 73.
- A quote — see “Entering a Quote – Order Type Q” on page 73.
- A blanket order — see “Entering a Blanket Order - Order Type BL” on page 74.
- An invoice — see “Entering an Invoice - Order Type INVC” on page 75.
- A credit memo — see “Entering a Credit Memo - Order Type CM” on page 76.
- A debit memo — see “Entering a Debit Memo - Order Type DM” on page 78.
- A warehouse transfer — see “Entering a Warehouse Transfer - Order Type TR” on page 79.
- A kit assembly — see “Entering a Kit Assembly - Order Type KA” on page 79.
- A return for credit — see “Entering a Return for Credit - Order Type RFC” on page 81.
- A return for replacement — see “Entering a Return for Replacement - Order Type RPL” on page 83.
- A return for repair — see “Entering a Return for Repair - Order Type REP” on page 85.
- An orders to purchase order — see “Entering an Orders to Purchase Order - Order Type OU” on page 86.
- A manual order — see “Entering a Manual Order - Order Type MO” on page 87.
- A shipper — see “Entering a Shipper” on page 124.
- A counter sale — see “Entering a Counter Sale - Order Type CS” on page 136.
- A non-order shipment — see “Entering a Non-Order Shipment - Order Type SHIP” on page 136.
- Manifesting information — see “Entering Manifesting Information” on page 144.

How Do I Create...?
- Sales orders — see “Creating and Processing Sales Orders” on page 51.
- Orders that originate as shippers — see “Creating Orders that Originate as Shippers” on page 123.
- A project from a sales order — see “Creating a New Project during Sales Order Entry” on page 96.
- A project from a shipper — see “Creating a New Project during Shipper Entry” on page 140.

How Do I Look Up...?
- An existing sales order — see “Looking Up Order Information” on page 109.
A customer — see “Looking Up Customers” on page 110.

An inventory ID — see “Looking Up Inventory IDs” on page 111.

A shipper — see “Looking Up Shipper IDs” on page 115.

Project Allocated Inventory — see “Looking Up Project Allocated Inventory” on page 116.

How Do I…?

- Modify order types — see “Modifications to Order Types” on page 43.
- Copy an existing order — see “Copying an Existing Order” on page 89.
- View or update an existing order — see “Viewing or Updating an Existing Order” on page 90.
- View or update an existing shipper — see “Viewing or Updating an Existing Shipper” on page 136.
- Cancel an order — see “Cancelling an Order” on page 91.
- Cancel a shipper — see “Cancelling a Shipper” on page 137.
- Place an order on administrative hold — see “Placing an Order on Administrative Hold” on page 93.
- Place a shipper on administrative hold — see “Placing a Shipper on Administrative Hold” on page 139.
- Release an order from administrative hold — see “Releasing an Order on Administrative Hold” on page 95.
- Release a shipper from administrative hold — see “Releasing a Shipper on Administrative Hold” on page 139.
- Place orders and shippers on credit hold — see “Handling Orders and Shippers on Credit Hold” on page 161
- Release orders and shippers from credit hold — see “Releasing an Order/Shipper from Credit Hold” on page 162.
- Review order status — see “Reviewing Order Status” on page 95.
- Review shipper status — see “Reviewing Shipper Status” on page 140.
- Negotiate pricing — see “Negotiating Prices” on page 98.
- Mark shipments for an end destination — see “Marking Shipments for an End Destination” on page 104.
- Specify lot and serial numbers — see “Specifying Lot and Serial Numbers for Shippers” on page 142.
- Update the status of a shipper — see “Updating the Status of a Shipper” on page 143.
- Confirm a shipment — see “Confirming a Shipment” on page 146.
- Update Inventory and Accounts Receivable — see “Updating Accounts Receivable, Flexible Billings, and Inventory” on page 154.
- Revise sales prices — see “Revising Sales Prices” on page 173.
- Update revised sales discount prices and percentages — see “Updating Revised Sales Discount Prices or Percentages” on page 174.
- Verify Order Management data integrity — see “Verifying OM Data Integrity” on page 176.
- Delete closed sales orders and bookings — see “Deleting Closed Sales Orders and Bookings” on page 178.
- Generate and print reports — see “Generating and Printing Reports” on page 181.
- Send Invoices Electronically — see “Sending Invoices and Shipping Notices Electronically” on page 148.
How Do I Schedule...?
- Multiple shipments for an order — see “Scheduling Multiple Shipments for an Order” on page 102.
- Tasks — see “Scheduling Tasks for Task Server” on page 179.

How Do I View...?
- Order status information — see “Viewing Order Status Information” on page 165.
- The shipper creation log — see “Viewing the Shipper Creation Log” on page 167.
- The shipper update log — see “Viewing the Shipper Update Log” on page 168.
- Bookings by salesperson — see “Viewing Bookings by Salesperson” on page 169.
- Credit card transactions — see “Viewing Credit Card Transactions” on page 171.
- Early warnings of possible inventory shortages — see “Viewing Early Warnings of Possible Inventory Shortages” on page 172.
Setup and Maintenance

Setting Up Required and Optional Modules

The first steps in setting up Order Management are to perform setup tasks for the other modules that integrate with Order Management. Some steps are outlined below, however for complete information on the setup of required and optional modules, see the corresponding Help or user’s guide.

General Ledger

Before setting up the Order Management module, you need to set up all of your order processing accounts and subaccounts in the general ledger. For more information, see the General Ledger Help or user’s guide.

On Chart of Accounts Maintenance (01.260.00):
Set up the accounts required for Order Management.

On Subaccount Maintenance (01.270.00):
Set up the subaccounts required for Order Management.

Shared Information

For more information, see the Shared Information Help or user’s guide.

On Flexkey Definition (21.320.00):
Define code segments.

On Ship Via Maintenance (21.260.00):
Set up a list of valid transport methods for shipments.

On Terms Maintenance (21.270.00):
On the Terms tab, check to see that COD and Include In Credit Check Balance have been completed correctly for the specified payment terms.

Include in Credit Check Balance indicates that the balance on any open shippers with this terms ID should be included in the customer balance for credit-checking purposes.
System Manager

Use access rights to define who can view, update, insert, delete, or enter information into various Order Management screens. You will need to define users, groups, and passwords before setting up access rights. For more information, see the System Manager Help or user’s guide.

On Access Rights Maintenance (95.270.00):
1. Choose Utility | Access Rights to open Access Rights Maintenance (95.270.00).
2. Select User or Group from the Type drop-down list.
3. Type the user or group ID in Group/User ID.
4. Type the company ID in Company ID or select All Companies.
5. Click Preload to access Preload Screens (95.270.01).
6. Select “Order Management” to view the screens for the Order Management module and click OK.
7. All the screen numbers from the Order Management module are displayed in Screen/Report Number in Access Rights Maintenance (95.270.00). Use the rest of the options in this screen to specify the level of rights the user/group has in each screen.
8. Click Save on the toolbar.
9. Repeat this procedure for all users/groups.

Accounts Receivable

When you use Order Management with Accounts Receivable, you can take advantage of existing customer data and salesperson information. For more information, see the Accounts Receivable Help or user’s guide.

On AR Setup (08.950.00):
1. Set up the Accounts Receivable accounts on the Invoice Accounts and Payment Accounts tabs.
2. Set up the credit-checking defaults on the Other Options tab.

On Customer Maintenance (08.260.00):
3. Set up the customer’s Trade Discount percent, if applicable, in the Terms and Pricing area on the Customer Information tab.
4. Set up the customer’s credit-checking parameters in the Credit area on the Customer Information tab.
5. Complete the fields for default IDs, default salespeople, and processing options on the Order Management tab.
6. Set up the customer’s Quick Send preferences for the OM Invoice, OM Order Confirmation, OM Manual Order Confirmation, or OM Shipping Notice document types, if applicable, on the Quick Send tab. Additional recipients can also be defined on Additional Receivers (08.260.08). Invoices, order confirmations, manual order confirmations, or shipping notices processed in Order Management for a customer set up for Quick Send will be transmitted to the customer and additional recipients electronically instead of being printed. See “Entering Customer Quick Send Preferences” in the Accounts Receivable Help or user’s guide for assistance in defining customer Quick Send preferences.

On Salesperson Maintenance (08.310.00):
Set up your salespeople.
Inventory

When you use Order Management with the Inventory module, you enter sales using Order Management, not Inventory. You may want to password-protect Inventory’s Issues (10.020.00) to control its use. In addition, inventory is reduced through the inventory batches created by running Sales Journal (40.690.00) in Order Management. Inventory batches created by Sales Journal (40.690.00) may be manually or automatically released in the Inventory module, depending on if you have selected the Release Batches Automatically option in the Order Management Setup (40.950.00) Invoicing tab.

For more information, see the Inventory Help or user’s guide.

On IN Setup (10.950.00):
Set up your inventory accounts and subaccounts.

On Inventory Items (10.250.00):
Set up your inventory items.

Note: Information needs to be entered on the following inventory screens (as required) prior to setting up inventory items.

- Warehouse Bin Locations (10.340.00)
- ABC Codes (10.381.00)
- Movement Classes (10.382.00)
- Sites (10.310.00)
- Product Lines (10.286.00)
- Product Classes (10.280.00)
- Attribute Definitions (10.282.00)

On Reason Codes (10.350.00):
Set up codes for reasons merchandise is returned.
Order to Purchase

The following procedures serve as guidelines for setting up the Order to Purchase module.

**Note:** You must be authorized to use Initialize Mode, and you may require assistance from your consulting partner. To begin, set the software to Initialize Mode by choosing Option | Initialize Mode from the toolbar.

**On Order Types (40.200.00) in Order Management:**

1. Add the Order to Purchase order steps (Generate POs Needed and Auto Advance to Invoice) to any order types for which you need to create a purchase order from a sales order and/or advance a sales order directly to the Release for Update step. Either or both of the Order to Purchase steps may be added to any existing order type that has its Behavior set to Sales Order.

2. Alternatively, create a new order type that includes the Order to Purchase order steps. These steps are not automatically inserted when upgrading to release 6.x or later, from a release prior to 6.0, because an existing installation may contain order types that have been modified to include additional custom order steps. To facilitate setup, the Order to Purchase (OU) order type is available to use or to serve as a template from which to create new order types with Order to Purchase functionality. The OU order type is a copy of the existing SO order type including the two Order to Purchase order steps.

3. To create a custom order type that is based on the pre-loaded OU order type, enter the custom Order Type ID in Order Types (40.200.00) and use the Copy Order Type button to initially create a new order type that is a duplicate of the OU order type. Then, simply maintain the rest of the fields, including the order steps, within the new order type.

4. (Optional) If you use Project Controller, Inventory, and Purchasing and you want to have the project ID on the sales order copied to the linked purchase order while using the “Goods for Project Sales Order” purchase for in Purchasing, click to select the Sent Project/Task from Sales Order to Purchase Order check box on the Order/Shipper Entry tab in Order Management Setup (40.950.00).
Project Controller

When you use Project Controller with Order Management, you can take advantage of existing project and task data. For more information, see the Project Controller Help or user’s guide.

On Project Controller Setup (PA.SET.00):
1. Define the current period on the General Information tab.
2. Define the value for the Non Post Project on the PC Options and Setup tab.
3. Set up the revenue and billed to date account categories on the Revenue Setup and Billed To Date Setup tabs.

On Project Maintenance (PA.PRJ.00):
4. Define the project’s customer and salesperson in Customer and Salesperson on the Project tab.
5. Define the customer’s ship-to identification number for the project in ShipTo ID on the Additional Info tab.

Flexible Billings

When you use Flexible Billings with Order Management, you can bill shippers in Flexible Billings to take advantage of existing billing rules defined for projects. For more information about billing projects in Flexible Billings, see the Flexible Billings Help or user’s guide.

On Project Controller Setup (PA.SET.00):
1. Select the Allow Multiple Unposted Invoices check box on the General Information tab.

On Project Maintenance (PA.PRJ.00):
2. Define the module that will create, print, and post invoices for the project in Shipper Invoicing Method on the Additional Info tab.
3. Define whether Flexible Billings invoice drafts are created for the project’s shippers when invoiced in Flexible Billings in Create Invoice Drafts on the Additional Info tab.

Note: these settings instruct the Sales Journal (40.690.00) report to create invoice detail records and corresponding invoice drafts in Flexible Billings rather than creating invoices in Accounts Receivable batches.
Setting Up Order Types

Initial Setup for Order Types

Important: The initial order type setup must be completed before continuing with Order Management Setup (40.950.00).

When Order Management is installed for the first time, you need to copy the predefined order types into the database for the company.

1. Open Order Types (40.200.00).

![Figure 2: Order Types (40.200.00)](image)

2. Click the Copy Order Type button to copy the predefined order types into the database for the current company.

Order Types Available in Order Management

- Sales Order (SO)
- Quote (Q)
- Blanket Order (BL)
- Invoice (INVC)
- Credit Memo (CM)
- Debit Memo (DM)
- Advanced Orders (AO)
- Counter Sales Order (CS)
- Will Call Order (WC)
- Return for Credit (RFC)
- Return for Repair (REP)
- Return for Replacement (RPL)
- Warehouse Transfers (TR)
- Kit Assembly (KA)
- RMA Return Shipment (RMSH)
- Non-Order Shipment (SHIP)
- Order to Purchase (OU)
- Manual Order (MO)
- Advanced Shipment Management (ASM)
- ALL Template (ALL)

**Note:** The ALL Template is used to create new custom order types. It is not used for actual sales orders.

**Modifications to Order Types**

New order types can be created using the Copy From button on Order Types (40.200.00). Also, predefined order types can be customized by changing the options on Order Types (40.200.00) tabs. For example, you may want to make optional steps required for a particular order type.

**Note:** To add or delete order steps for predefined or new order types, you must be authorized to use Initialize Mode, and you may require assistance from your consulting partner.

**To modify predefined order types:**
1. Open Order Types (40.200.00).
2. Enter the Order Type that you want to create or modify and set or change the desired options using the Behavior, Numbers, Accounts, Steps, and RMA tabs.
3. Click Save on the toolbar.

**To modify the order type so that the whole order is cancelled after a partial shipment:**
1. Turn on Initialize Mode.
2. Open Order Types (40.200.00).
3. Click OK to answer the following warning message:
   System Message 15016 - Initialize mode can be extremely dangerous in this program. Be certain that you understand the ramifications of every change you make.
4. In Order Type ID, specify a new order type ID.
5. Click Copy Order Type.
6. In Order Type, specify the order type that you want to copy, and then click OK. You receive the following warning message:
   System Message 15012 - This operation will overwrite all fields in the current order type. Are you sure you want to continue?
7. Click Yes.
8. In Description, type the appropriate description.
9. On the Numbers tab, type the order type that you specified in step 6 in all three instances of Share numbers with another Order Type.
10. On the **Steps** tab, create a new line with the following values:
   a) **Sequence**: Type a number that is larger than the sequence on the "Enter Shipper" step.
      
      *Example*: If the sequence on the "Enter Shipper" step is 0300, type 0305.
   b) **Description**: Cancel Backorder Quantities.
   c) **Status**: Required.
   d) **Invoke Automatically**: Verify that the check box is selected.
   e) **Function ID**: 4011000.
   f) **Function Class**: 0200.
   g) **Event Type**: Cancel Order.
   h) **Procedure Name**: ADG_X_CancelBackorder.

11. Click **Save** on the toolbar.
Setting Up the Order Management Module

Order Management Setup (40.950.00)

Order Management Setup (40.950.00) is used to define general information and default information used during data entry and discount pricing. The information entered on this screen is designed, for the most part, to speed data entry and reduce errors. Order Management Setup (40.950.00) should be completed before the Order Management module is used.

On an initial setup, the order types need to be created in Order Types (40.200.00) prior to completing Order Management Setup (40.950.00). See “Setting Up Order Types” on page 42 for more information.

See “Order Management Setup (40.950.00)” on page 447 for detailed descriptions of all the fields in Order Management Setup (40.950.00).

Figure 3: Order Management Setup (40.950.00)

Order Management Setup (40.950.00) information is organized on tabs for easy access.

<table>
<thead>
<tr>
<th>The tab...</th>
<th>Enables you to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order/Shipper Entry</td>
<td>Define the default values for Default Order Type, Default Shipper Type, Method for defaulting Site ID, Default Salesperson Method, Cash Sale Customer ID, and Will Call Ship Via ID, which are used in data entry. The default values are designed to facilitate data entry but most of the default values can be overridden during data entry. Other fields on this tab are used to indicate whether orders should be automatically numbered by the system, whether inventory availability updates are performed on a line-item basis or an order basis, whether only valid serial lot/serial numbers can be entered in the applications, request date parameters, and whether alternate inventory item IDs and customer contacts should be automatically added to their respective cross-references from order entry.</td>
</tr>
<tr>
<td>Company Information</td>
<td>Enter the name, address, phone number, and fax number for the company orders will be entered and processed for.</td>
</tr>
<tr>
<td>Discount Pricing</td>
<td>Indicate what types of discounts can be applied to orders: price plan discounts, total Order Discounts, or Chain Discounts. Price</td>
</tr>
</tbody>
</table>
### The tab... | Enables you to...
---|---
Order Management | plan discounts are entered in Sales Price (40.380.00). Also enter the action to take if the item on the order does not meet the specified minimum gross profit percent.
Invoicing | Designate the error account and subaccount. In Order Management, it is possible to configure wildcard combinations that may yield incorrect account numbers when posting invoices. When a non-existing combination occurs, the system posts the transaction into the designated error account and subaccount. Also designate a scrap account and subaccount for posting transactions when inventory items are discarded because they are damaged or obsolete. Use other fields to indicate whether any notes entered in Order Management should be copied to the documents created in Accounts Receivable and whether the invoice forms are pre-numbered. There is also an option to have batches released automatically and to always post invoices to the current OM period. The option to create consolidated invoices is available with its associated fields (optional aggregation level entry, the accrued revenue account and subaccount, the option to default new customers to have consolidated invoicing, the option to default the Sales Journal to accrue revenue, and whether the Payment Terms can be overridden in Sales Orders (40.100.00) and Shippers (40.110.00)).
Credit Checking | Turn on credit checking in the Order Management module. The grace days and grace percentages for orders that have been manually released from credit hold are also entered.
Bookings | Indicate whether bookings are to be posted and the booking limit number of days.
Other | Enter additional information such as retention times for bookings and transactions, picking time, Process Manager (40.400.00) sleep time, delays for manifest and shipper updates, the last sales journal ID, and when inventory items on purchase orders, kit assemblies, and transfers are to be included in the inventory availability amount.
User Fields | Copy data in added custom fields from orders to shippers and from shippers to invoices.
IN Setup | This tab is displayed only if the Inventory module is not installed. Enter the number of decimal places for quantities and price/cost.
# Maintenance Screens for Order Management Setup

In addition to *Order Management Setup* (40.950.00), you use maintenance screens to set up other characteristics of Order Management. See the “Maintenance Screens” on page 379 for detailed descriptions of all the fields in the screens described in this table.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certification Text (40.270.00)</td>
<td><em>Certification Text</em> (40.270.00) is used to enter and maintain the certification text that is printed at the bottom of packing slips and invoices, when required. Certification texts are common to all companies, so they only need to be set up once per database.</td>
</tr>
<tr>
<td>Chain Discounts (40.330.00)</td>
<td><em>Chain Discounts</em> (40.330.00) is used to enter the discount identifiers for Chain Discounts and to associate them with a GL account and subaccount. Since there may be many different shipping expense accounts in each company, you must set up Chain Discounts separately for every company within a database.</td>
</tr>
<tr>
<td>Credit Managers (40.225.00)</td>
<td><em>Credit Managers</em> (40.225.00) is used to set up a list of valid credit managers to be associated with orders. Credit managers can use <em>Credit Manager’s Assistant</em> (40.170.00) to monitor customer credit and release orders on credit hold. Credit managers are common to all companies, so they only need to be set up once per database.</td>
</tr>
<tr>
<td>Customer Carriers (40.807.00)</td>
<td><em>Customer Carriers</em> (40.807.00) is used to associate the customer’s carrier billing account number with each carrier that the customer uses. Customer carriers are common to all companies, so they only need to be set up once per database.</td>
</tr>
<tr>
<td>Customer Contacts (40.370.00)</td>
<td><em>Customer Contacts</em> (40.370.00) is used to set up specific buyers or accounts payable contacts for each customer. Customer contacts are common to all companies, so they only need to be set up once per database.</td>
</tr>
<tr>
<td>Customer Price Classes (40.391.00)</td>
<td><em>Customer Price Classes</em> (40.391.00) is used to set up categories for customers with similar pricing. Customer price classes are common to all companies, so they only need to be set up once per database.</td>
</tr>
<tr>
<td>Screen</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Freight Terms</td>
<td><em>Freight Terms (40.210.00) is used to define freight term codes that will be used on sales orders. The freight terms control the rules for how much freight is charged to the customer. Freight terms are common to all companies, so they only need to be set up once per database.</em></td>
</tr>
<tr>
<td>Item GL Classes</td>
<td><em>Item GL Classes (40.240.00) is used to define default general ledger account and subaccount information for each item classification. Order Management uses the values entered in this screen to fill in wildcard values where a wildcard of &amp;IC is specified. For example, if the COGS subaccount in the Order Type program is set to 0-000-&amp;IC-00-00-1, then at order entry time the system will determine the value for the third segment by looking in the COGS Subaccount field on this screen. Item GL classes are common to all companies that share the same database and, therefore, they only need to be set up once per database.</em></td>
</tr>
<tr>
<td>Item Price Classes</td>
<td><em>Item Price Classes (40.390.00) allows you to set up categories for inventory items with similar pricing. Item price classes are common to all companies, so they only need to be set up once per database.</em></td>
</tr>
<tr>
<td>Lost Sale Codes</td>
<td><em>Lost Sale Codes (40.280.00) is used to define codes that explain why a quote failed to turn into an actual sale. Lost sale codes are common to all companies and only need to be set up once per database.</em></td>
</tr>
<tr>
<td>Miscellaneous Charges</td>
<td><em>Miscellaneous Charges (40.250.00) is used to maintain codes for miscellaneous charges that are added to orders. Order Management uses the values entered in the Account and Subaccount fields on this screen to fill in wildcard values where a wildcard of &amp;MI is specified. For example, if the Misc Charges Subaccount in the Order Type program is set to 0-000-&amp;MI-00-00-1, then at order entry time the system will determine the value for the third segment by looking in the Misc Charges Subaccount field on this screen. Miscellaneous charges are common to all companies within a database, therefore, they only need to be set up once per database.</em></td>
</tr>
<tr>
<td>Non-Stock Item</td>
<td><em>Non-Stock Item (40.235.00) is available only when the Inventory module is not installed. The fields on this screen are used to establish non-stock items that will be entered on orders. Non-stock items are common to all companies, so they only need to be set up once per database.</em></td>
</tr>
<tr>
<td>Order Types</td>
<td><em>Order Types (40.200.00) is used to define the parameters and workflow steps for an order type. You can define as many order types as you would like, and indicate which steps are normally bypassed for orders with this type. You need to be in Initialize Mode to add and delete order steps.</em></td>
</tr>
<tr>
<td>Screen</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Payment Types   | *Payment Types (40.220.00)* is used to define payment type codes that will be used on orders. Information in this table is used to determine the account and subaccounts that cash is posted into when prepayments are entered on a sales order.  
There are no pre-set payment types. Since each company can have its own cash account, the user must set up payment types separately for every company in a database. |
| Sales Price     | *Sales Price (40.380.00)* is used to enter discount pricing plans. The prices can be standard sales prices that have no specified effective time period or special promotion prices that are only in effect for a designated period of time. To apply discount pricing plans to orders, *Allow Discount Pricing* must be selected on the **Discount Pricing** tab of *Order Management Setup (40.950.00)*. If *Allow Discount Pricing* is not selected, then the pricing plans will not be taken into consideration when orders are entered.  
Sales price plans are common to all companies, so they only need to be set up once per database.  
See “Discount Price Plans” on page 17 for a detailed explanation of sales price plans. |
| User Defaults   | *User Defaults (40.340.00)* is used to enter and maintain the standard default information for the users of the *Order Management* module. This information includes the default site ID, the salesperson to display bookings for, and the default salespeople including the salesperson’s commission percent.  
User defaults are common to all companies, so they only need to be set up once per database. |
Sales Order Entry

Creating and Processing Sales Orders

*Sales Orders* (40.100.00) enables you to perform the functions related to creating and processing sales orders from one central screen. As you enter data in *Sales Orders* (40.100.00), the system updates the screen with default data attached to that particular order, customer, and inventory item. Buttons and fields on *Sales Orders* (40.100.00) will become active or inactive based on the information you enter.

See “Sales Orders (40.100.00)” on page 183 for detailed descriptions of all the fields in *Sales Orders* (40.100.00).

![Figure 4: Sales Orders (40.100.00)](image)

You access *Sales Orders* (40.100.00) from the Order Management menu. *Sales Orders* (40.100.00) information is organized on tabs for easy access. Each tab contains information related to a particular aspect of an order — such as the items ordered or the shipping information.

<table>
<thead>
<tr>
<th>The tab...</th>
<th>Enables you to...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Line Items</strong></td>
<td>Add or update items on an order. From <strong>Line Items</strong>, you can enter the inventory items being ordered, check inventory availability, schedule shipments, negotiate prices, and set sales commissions.</td>
</tr>
<tr>
<td><strong>Shipping Information</strong></td>
<td>View or update the shipping information — such as shipping address and method — for an order. From <strong>Shipping Information</strong>, you can also mark the order for delivery to an alternate delivery location.</td>
</tr>
<tr>
<td><strong>Billing Information</strong></td>
<td>View or update billing addresses, payment terms, and contract,</td>
</tr>
</tbody>
</table>
The tab... Enables you to...
---
order, and authorization numbers. From Billing Information, you can also access information on customer credit and tax details.

Kit Assembly
- Plan and create single-level kits; only displayed when the Order Type is Kit Assembly.

Other Information
- View or update additional information about the order including the order status and next step.

Misc Charges
- View or update non-inventory charges — such as special handling charges or restocking fees — that have been made to an order.

Sales Tax
- View the taxes calculated for an order. Sales Orders (40.100.00) calculates taxes for freight, merchandise, and miscellaneous charges.

Totals
- View a summary of the charges and balances for an order.

**Standard Sales Order Required Fields**
The following data is required for all standard orders:

- Customer ID
- Inventory ID
- Purchase order number (if applicable)
- Quantity ordered
- Ship Via ID

**Note:** Lot/serial number entry may be required for lot/serial tracked inventory items for order type behaviors Sales Order, Invoice, and Will Call Order.
# Entering a Quick Sales Order - Order Type SO

1. Open Sales Orders (40.100.00).

2. Enter SO in Order Type.
   
   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.

3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

   **Note:** If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

   - To search for a customer ID, click Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.

   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.

4. If the customer has a purchase order number, enter the purchase order number in PO.

5. Enter the Inventory ID for the inventory item. If the inventory ID is not known, you can look it up in several ways:
   
   - To display a list of all inventory IDs, press F3 (or double-right-click). Inventory Item List is displayed. To select an inventory ID, you can highlight it and click OK or double-click on your selection. It is recommended that this method only be used if you have a relatively small number of inventory items.

   - To search for the inventory ID, click (form view only). Inventory Item Lookup (10.210.00) is displayed. The two tabs on Inventory Item Lookup (10.210.00) allow you to search for an inventory item by part number, description, product class, or attribute.

6. Enter the number of items being ordered in Ordered. Repeat Steps 5 and 6 for each item being ordered.

7. When you finish entering the ordered items:
   
   - To save the order and release it for processing, click Finish on the toolbar. The system saves and releases the order for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.

   - To save the order without releasing it for processing, click Save on the toolbar. The system saves the order and updates Order Number with the new order number. The order will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.

   - To erase the order without saving it, click Cancel on the toolbar.

**Note:** You can specify lot or serial numbers in Sales Orders (40.100.00) using Bin/Lot/Serial (40.100.06). Bin/Lot/Serial (40.100.06) is opened by clicking the Bin/LotSer button on the Line Items tab of Sales Orders (40.100.00) or by clicking the Bin/Lot/Ser button in Shipment Schedule (40.106.00). If lot/serial numbers are entered, they must be entered for the total ordered quantity. The item quantity and the lot/serial numbers will be allocated (reserved) from the inventory on-hand quantity. See “Sales Order Lot/Serial Number Entry” on page 65 for a more detailed explanation.
**Entering a Typical Sales Order - Order Type SO**

**Entering Header Information**

1. Open **Sales Orders (40.100.00)**.

2. If the order is to be copied from an existing order, click the **Duplicate Order** icon.
   - *Duplicate Order (40.100.01)* is displayed.
   - Enter the existing order number that you want to copy. Click **OK**.
   - To search for an existing order number, click **Open / Closed Sales Orders (40.101.00)** is displayed. You can search for an order by customer ID, inventory ID, site ID, customer PO, invoice number, or order date.
   - Lot/serial numbers can be entered in **Sales Orders (40.100.00)**. Entered lot/serial numbers will not be copied from the existing order to the new order.

3. Enter **SO** in **Order Type**.
   - To display a list of all order types, press F3 (or double-right-click). **Order Type List** is displayed. To select an order type, you can highlight it and click **OK** or double-click on your selection.

4. Enter the customer’s ID in **Customer ID**. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). **Active Customer List** is displayed. To select a customer ID, you can highlight it and click **OK** or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.
   - **Note**: If the customer is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Active Customer List** to add the new customer.
   - To search for a customer ID, click **Customer Lookup (40.102.00)** is displayed. The three tabs on **Customer Lookup (40.102.00)** allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.
   - After you enter a customer ID, you can click the **Customer Maintenance** icon to display **Customer Maintenance (08.260.00)** in Accounts Receivable.

5. If the customer has a purchase order number, enter the purchase order number in **PO**.

6. Enter the **Buyer** for the customer, if applicable.
   - **Buyer** defaults from the **Buyer ID** entered for the customer on the **Order Management** tab of **Customer Maintenance (08.260.00)** in Accounts Receivable.
   - To display a list of all the buyers for the customer, press F3 (or double-right-click). **Contact List** is displayed. To select a buyer, you can highlight it and click **OK** or double-click on your selection.
**Entering Line Items - Line Items Tab**

1. **Enter the** Inventory ID **for the inventory item. If the inventory ID is unknown, you can look it up in several ways:**
   - **To display a list of all inventory IDs, press F3 (or double-right-click).** Inventory Item List is displayed. To select an inventory ID, you can highlight it and click OK or double-click on your selection. It is recommended that this method only be used if you have a relatively small number of inventory items.
   - **To search for an inventory ID, click (form view only).** Inventory Item Lookup (10.210.00) is displayed. The two tabs on Inventory Item Lookup (10.210.00) allow you to search for an inventory item by part number, description, product class, or attribute.
   - **To search for an inventory ID by description, type any part of the item description, and then press F4.** In Inventory Item Lookup (10.210.00), click Refresh to review a list of inventory IDs with the specified string of characters included in the description. To select a specific inventory ID, click on the line, and then click Select, or double-click to select it.
   - **When the inventory ID is entered,** the following fields will default from the item setup in Inventory Items (10.250.00) in Inventory: UOM, Unit Price, List Price, Unit Cost, Description, and Sales Tax Category.
   - **If the inventory ID is not known,** you can enter an alternate inventory ID set up in Item Cross References (10.380.00) for the item in Inventory ID. If the alternate ID matches an inventory ID in Item Cross References (10.380.00), the alternate ID moves to Alternate ID and the inventory ID is displayed in Inventory ID.
   - **The default site ID is based on the option selected for Method for defaulting Site ID in Order Management Setup (40.950.00).**
   - **Demand Inv ID and Demand Site ID default to the initially entered inventory ID and site ID.**

   **Note:** Vendor alternate IDs cannot be entered in Inventory ID. If you know the vendor part number, click the Find Item button to open Inventory Item Lookup (10.210.00), which allows you to search for an item by vendor part number.

2. **If the default site is incorrect,** enter the Site ID. The Site ID default is based on the Method for defaulting Site ID on the Order/Shipper Entry tab of Order Management Setup (40.950.00). The options are: Customer Ship-to Address, Item, User, and No Default.
   - **If Method for defaulting Site ID is Customer Ship-to Address,** Site ID defaults from Site ID for the customer’s address in Order Management (08.262.01), which is accessed from Accounts Receivable’s Shipping Address (08.262.00).
   - **If Method for defaulting Site ID is User,** Site ID defaults from Default Site ID in User Defaults (40.340.00).
   - **If Method for defaulting Site ID is Item,** Site ID defaults from Default Site ID on the Information tab of Inventory Items (10.250.00) in Inventory.
   - **If the site ID selected according to the above rules has never had inventory received for the item,** then that site ID will be bypassed and the Default Site ID from Inventory Items (10.250.00) in Inventory will be selected as the default.

3. **Enter the number of items being ordered in Ordered.**
   - **The available quantity for the item is displayed in the status bar under the Print button at the bottom of the screen.**
   - **For a more detailed view of the availability for an item,** click the Availability button to open Availability (21.410.00).

4. **Discount Pct** will display the discount percentage, if applicable.
• Three types of line item discounts may be set up in Order Management: 1) Trade Discounts, 2) Sales Price Plan Discounts, and 3) Chain Discounts. If a discount is set up and is applicable to this order, the discount percentage is displayed.

• You can change Discount Pct, if the default is not what you want to apply to the order.

• Depending on the type of discount applied, the discount percentage may be blank with the discount reflected in the unit price.

• To run different pricing scenarios, click the Negotiator button to open Price Negotiator (40.105.00).

5. If the default date is not correct, change Requested.

• Requested is the date when the customer wants the merchandise delivered to their site.

• Requested defaults according to the cutoff times entered on the Order/Shipper Entry tab of Order Management Setup (40.950.00).

• Requested is used to calculate the planned ship date for the item(s).

• A single line item can be scheduled for multiple ship dates. Click the Schedule button to open Shipment Schedule (40.106.00).

6. If the commission percentage for the salesperson is incorrect, change Comm Pct.

7. If the default date is not correct, change Promised.

• Promised is the delivery date when the customer has been promised.

• Promised is an informational field and is not used to calculate ship dates.

8. If the item being purchased is to have sales tax applied, select Taxable.

• Taxable is selected and disabled if Registration Nbr (reseller number) is blank on the Defaults tab of Customer Maintenance (08.260.00) in Accounts Receivable.

• Taxable is disabled and not selected on the following order types: Non-Order Shipment, Warehouse Transfer, and Kit Assembly.

• For all other order types, when Registration Nbr is entered on the Defaults tab of Customer Maintenance (08.260.00) in Accounts Receivable, Taxable is enabled and can be changed.

9. If the item is a lot numbered item and it is acceptable to pick the shipping quantity from different lots, select OK to Split Lots.

• OK to Split Lots is enabled if the inventory item is designated as lot numbered in Lot/Serial Tracked on Inventory Items (10.250.00).

10. If the item is to be shipped directly from your supplier to your customer, select Drop Ship.

• If Drop Ship is selected on the Shipping Information tab, then Drop Ship will default to checked for the line items. You can clear Drop Ship for the line item, if it does not apply.

• When Drop Ship is selected, the order will not be deducted from inventory because the product will be shipped to your customer directly from the vendor.

• Drop Ship is disabled when lot/serial numbers are entered.

11. If the item you are sending is a sample, select Sample.

• When Sample is selected, the order reduces inventory quantities and an invoice will be created. If the sample is to be free of charge, enter zero for the price.

12. If Lot/Ser Entry Req is selected, lot/serial numbers must be entered for the lot/serial controlled item.

13. When Require Lot and Serial Numbers at Order Entry Time is selected on the Behavior tab of Order Types (40.200.00) for order type behaviors Sales Order, Invoice, and Will Call Order, Lot/Ser Entry Req is selected on the line item for lot/serial controlled items.

14. You can clear the Lot/Ser Entry Req check box when the order type behavior is Sales Order or Will Call Order.

15. Lot/Ser Entry Req is selected and disabled when the order type behavior is Invoice.
16. **Lot/Ser Entry Req** is not selected and disabled if **Drop Ship** is selected.

17. **Lot/Ser Entry Req** is not selected and disabled when **Auto Create PO** is selected (Order to Purchase module is installed).

   **Note:** You can specify lot or serial numbers in **Sales Orders** (40.100.00) using **Bin/Lot/Serial** (40.100.06), **Bin/Lot/Serial** (40.100.06) is opened by clicking the **Bin/LotSer** button on the **Line Items** tab of **Sales Orders** (40.100.00) or by clicking the **Bin/Lot/Ser** button in **Shipment Schedule** (40.106.00). If lot/serial numbers are entered, they must be entered for the total ordered quantity. The item quantity and the lot/serial numbers are allocated (reserved) from the inventory on-hand quantity. See “Sales Order Lot/Serial Number Entry” on page 65.

18. **Lot/Ser Hold** is selected when lot/serial number entry is required and the lot/serial numbers have not been entered.

   **Lot/Serial Hold** is display only; it is set by the application and cannot be modified.

   **Note:** Lot/serial numbers can be entered on **Sales Orders** (40.100.00).

19. If the default salesperson and/or the associated commission percentage is not correct, change **Salesperson ID** and/or **Comm Pct**.

   - The default **Salesperson ID** on the line item is the **Salesperson ID** entered on the **Other Information** tab.
   - To display a list of all salespeople, press F3 (or double-right-click). **Salesperson List** displays. To select a salesperson, you can highlight the name and click **OK** or double-click on your selection.
   - Multiple salespeople can be entered for each line item, each with that person’s commission percentage when **Invoice in** on the **Other Information** tab is set to Order Management. If multiple salespeople are entered, an asterisk displays in **Salesperson ID**. To view the salespeople associated with the line item, click the **Salespeople** button on the **Other Information** tab. **Salesperson** (40.104.00) opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.
   - **Salesperson ID** is display only and displays the salesperson specified in **Salesperson ID** on the **Other Information** tab for the second and succeeding lines when **Invoice in** on the **Other Information** tab is set to Project Flexible Billings.

   **Note:** If the salesperson is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Salesperson List** to add the new salesperson.

20. If Project Controller is installed, enter the **Project** associated with the order.

    To display a list of all the projects, press F3 (or double-right-click). **Active A/R Projects List** is displayed. To select a project, you can highlight it and click **OK** or double-click on your selection.

    **Note:**
    - If the project is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Active A/R Projects List** to add the new project.
    - **Project** is display only and displays the project specified in **Project** on the **Other Information** tab for the second and succeeding lines when **Invoice in** on the **Other Information** tab is set to Project Flexible Billings.

21. If Project Controller is installed, enter the **Task** associated with the order.

    To display a list of all the tasks, press F3 (or double-right-click). **Project Task List** is displayed. To select a task, you can highlight it and click **OK** or double-click on your selection.

    **Note:** If the task is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Project Task List** to add the new task.
Entering Shipping Information - Shipping Information Tab

1. If the default address type is not correct, change Address Type.
   - Address Type designates the kind of address the merchandise is being shipped to.
   - Address Type defaults to Customer for all new orders.
   - Click the arrow to display the drop-down list of choices for Address Type. The choices are: Customer, Vendor, Site, or Other. Click on your selection.

2. The cursor will move to the corresponding ID field for the address type:
   - Cust Address ID if Address Type is Customer.
   - Vendor ID if Address Type is Vendor.
   - Site ID if Address Type is Site.
   - Other Address ID if Address Type is Other.

3. Enter the Customer ID, if applicable, and the default is not correct.
   - Address Type is Customer.
   - Customer ID defaults to the customer ID entered on the sales order.
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

   Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Customer List to add the new customer.

4. Enter the Cust Address ID, if applicable, and the default is not correct.
   - Address Type is Customer.
   - Cust Address ID defaults to Dflt Ship To ID on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
   - When Cust Address ID is entered, the associated name, address, and phone number are displayed.
   - To display a list of all customer address IDs, press F3 (or double-right-click). Ship To Address List is displayed. To select an address ID, you can highlight it and click OK or double-click on your selection.

   Note: If the address is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Ship To Address List to add the new address.

5. Enter the Vendor ID, if applicable.
   - Address Type is Vendor.
   - To display a list of all vendor IDs, press F3 (or double-right-click). Vendor List is displayed. To select a vendor ID, you can highlight it and click OK or double-click on your selection.

   Note: If the vendor is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Vendor List to add the new vendor.
6. Enter the **Vend Address ID**, if applicable, and the default is not correct.
   - **Address Type** is Vendor.
   - **Vend Address ID** defaults to Purchase Order Address **Default ID** on the **Purchasing Info** tab of **Vendor Maintenance (03.270.00)** in Accounts Payable.
   - When **Vend Address ID** is entered, the associated name, address, and phone number are displayed.
   - To display a list of all vendor address IDs, press F3 (or double-right-click). **PO Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the address is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **PO Address List** to add the new address.

7. Enter the **Site ID**, if applicable.
   - **Address Type** is Site.
   - When **Site ID** is entered, the associated name, address, and phone number are displayed.
   - To display a list of all site IDs, press F3 (or double-right-click). **Site List** is displayed. To select a site ID, you can highlight it and click **OK** or double-click on your selection.

8. Enter the **Other Address ID**, if applicable.
   - **Address Type** is Other.
   - When Other Address ID is entered, the associated name, address, and phone number are displayed.
   - To display a list of all other address IDs, press F3 (or double-right-click). **Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the address is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Address List** to add the new address.

9. If **Drop Ship** is selected, then **Drop Ship** will default to selected for the line items. You can clear **Drop Ship** for a line item if it does not apply.
   - When **Drop Ship** is selected, the order items will not be deducted from inventory because the product will be shipped to your customer directly from the vendor.

10. If the default shipment method is incorrect, change **Ship Via ID**.
   - **Ship Via ID** defaults when **Address Type** is Customer. The default is based on the ship-to address set up in **Order Management (08.262.01)**, which is accessed from **Shipping Address (08.262.00)** in Accounts Receivable.
   - To display a list of all ship via options, press F3 (or double-right-click). **Ship Via List** is displayed. To select a ship via ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the ship via method is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Ship Via List** to add the new ship via method.

11. Upon changing the **Ship Via ID**, the **Ship Via Change (40.100.09)** subscreen will display, giving you the options to:
   - Copy the new ship via ID to all open schedules
   - Recalculate requested and promised dates on all open schedules

12. If you do not select these options and you have open schedules, then **Process Manager (40.400.00)** will create multiple shippers, as the ship via ID that was highlighted will be the only one changed.
13. If the default freight terms method is not correct, change **Freight Terms ID**.
   - **Freight Terms ID** defaults when **Address Type** is Customer. The default is based on the ship-to address set up in **Order Management** (08.262.01), which is accessed from **Accounts Receivable’s Shipping Address** (08.262.00).
   - To display a list of all freight term IDs, press F3 (or double-right-click). **Freight Terms List** is displayed. To select a freight terms ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the freight term is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Freight Terms List** to add the new freight term.

14. If the default FOB (free-on-board) is not correct, change **FOB ID**.
   - **FOB ID** is associated with the freight terms ID and defaults from **Freight Terms** (40.210.00).
   - To display a list of all FOB IDs, press F3 (or double-right-click). **FOB List** is displayed. To select a FOB ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the FOB is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **FOB List** to add the new FOB.

15. If the default ship complete method is not correct, change **Ship Complete**.
   - **Ship Complete** defines how the order is to be shipped if the available inventory is less than the ordered quantity.
   - **Ship Complete** defaults from the **Shipping Action** on the **Order Management** tab of **Customer Maintenance** (08.260.00).
   - Click the arrow to display the drop-down list of choices for **Ship Complete**. The choices are: Ship Complete, Backorders Allowed, or Partially Ship-Cancel Remainder. Click on your selection.

16. If the default shipping priority is not correct, change **Priority**.
   - **Priority** is a number between 1 and 9 that indicates the customer’s priority for inventory allocation and shipment selection.
   - **Priority** defaults to **Customer Priority** on the **Order Management** tab of **Customer Maintenance** (08.260.00) in **Accounts Receivable**.
   - If the customer priority is zero in **Customer Maintenance** (08.260.00) then **Priority** in **Sales Orders** (40.100.00) defaults to 5.
   - **Priority** is used in shipment planning when **Customer Priority Scheduling** is on (CPS On).

**Note:** **Weekend Delivery** is not used in the current application. Selection of the Saturday and Sunday pickup, move, and delivery check boxes for the entered **Ship Via ID** in Shared Information’s **Ship Via Maintenance** (21.260.00) determines whether the shipment will be picked up, moved, or delivered on a weekend day.

**Note:** **Weekend Delivery** is not used in the current application. Selection of the Saturday and Sunday pickup, move, and delivery check boxes for the entered **Ship Via ID** in Shared Information’s **Ship Via Maintenance** (21.260.00) determines whether the shipment will be picked up, moved, or delivered on a weekend day.

**Note:** If the shipment is to be forwarded to another address after receipt at the customer’s designated location, click the Mark For button to open **Mark-for Information** (40.100.03) to enter the forwarding address to be noted on the shipment package. See “Marking Shipments for an End Destination” on page 104 for more information.
Entering Billing Information - Billing Information Tab

1. If the default name and address information is incorrect, you can change it.
   The following fields default from the billing address information on the Address tab of Customer Maintenance (08.260.00): Name, Attention, Address 1, Address 2, City, State/Prov, Postal Code, Country/Region, and Phone.

2. Enter the customer’s company Division where the invoice is to be sent, if applicable.

3. Enter the customer’s company Department where the invoice is to be sent, if applicable.

4. Enter the customer’s Contract Number that this sales order is a part of, if applicable.

5. Blanket Order Number displays the existing blanket order number that was copied to create the sales order.
   - Blanket Order Number is used for reference.
   - To display a list of all order number options, press F3 (or double-right-click). Order List is displayed. To select an order number, you can highlight it and click OK or double-click on your selection.

6. Original Order Number displays the existing order number that was copied to create the sales order.
   - Original Order Number is used for reference.
   - To display a list of all order number options, press F3 (or double-right-click). Order List is displayed. To select an order number, you can highlight it and click OK or double-click on your selection.

7. Enter the customer’s Authorization Number, if the customer provides one.

8. If the default payment terms are incorrect, change Payment Terms.
   - Payment Terms defaults from the Customer Information tab of Customer Maintenance (08.260.00) in Accounts Receivable.
   - To display a list of payment terms options, press F3 (or double-right-click). Terms List displays. To select a payment terms, you can highlight it and click OK or double-click on your selection.
   - Payment Terms is not available when Invoice in on the Other Information tab is set to Project Flexible Billings since the payment terms assigned to an invoice created in Flexible Billings are the customer’s payment terms defined in Accounts Receivable Customer Maintenance (08.260.00).

If the customer is set up for consolidated invoicing, Allow Terms Override on the Invoicing tab of Order Management Setup (40.950.00) determines whether the default Payment Terms can be overridden.

When you specify a terms ID in the Payment Terms field on the Billing Information tab in Sales Orders (40.100.00) screen, and the terms ID has the COD check box selected on the Terms tab in Terms Maintenance (21.270.00), the following functionality applies to the sales order and the shipper:
   - The sales order processes through to a shipper and an invoice even when the customer’s credit limit has been exceeded.
   - You cannot consolidate the sales order or the shipper with other sales orders or other shippers. The Consolidate Invoice check box is not selected on the Other Information tab in the Sales Orders (40.100.00) screen or in the Shippers (40.110.00) screen.

Note:
   - If the payment terms option is not entered into the system, and if you have authorization to do so, you can click the Insert button on Terms List to add the new payment terms option.
   - If you want to view the customer’s setup information, click the View Credit button to open Customer Maintenance (08.260.00) in Accounts Receivable.
Entering Other Information - Other Information Tab

1. **Order Date** is the creation date for the sales order.
   - **Order Date** defaults to the current system date.
   - **Order Date** is printed on invoices produced for the order.

2. **Cancel By** is the default Cancel By date for the first schedule created for the line item.
   - **Cancel By** defaults to the **Order Date** plus the number of days in **Cancel Days** on the **Behavior** tab of **Order Types** (40.200.00) for the entered order type.

   **Note:** Order schedules are automatically cancelled based on the **Cancel By** date for order type behaviors Manual Order, Sales Order, and Will Call Order.

3. If the default salesperson for the order and/or the associated commission percentage is not correct, change **Salesperson ID** and/or **Commission Pct**.
   - The salesperson ID entered is the default for **Salesperson ID** on the line items.
     - To display a list of all salespeople, press F3 (or double-right-click). **Salesperson List** displays. To select a salesperson, you can highlight the name and click **OK** or double-click on your selection.
     - Multiple salespeople can be entered, each with that person’s commission percentage when **Invoice in** is set to Order Management. When multiple salespeople are entered, an asterisk displays in **Salesperson ID**. To view the salespeople, click the **Salespeople** button. **Salesperson** (40.104.00) opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.
     - The default **Salesperson ID** is based on the **Default Salesperson Method** setting in the **Order/Shipper Entry** tab of **Order Management Setup** (40.950.00) when **Invoice in** is set to Order Management. See “Default Salesperson Method” in **Order Management Setup** (40.950.00), **Order/Shipper Entry** tab on page 448 for more information.
     - The default **Salesperson ID** displays the salesperson defined for the project in **Salesperson** on the **Project** tab of Project Controller **Project Maintenance** (PA.PRJ.00) when **Invoice in** is set to Project Flexible Billings.

   **Note:** If the salesperson is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Salesperson List** to add the new salesperson.

4. If certification text is to be printed at the bottom of the packing slip and invoice, enter the **Certification ID**.
   - To display a list of all certification text IDs, press F3 (or double-right-click). **Certification Text List** is displayed. To select a certification ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the certification text is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Certification Text List** to add the new certification text.

5. If Project Controller is installed, enter the **Project** associated with the order.
   - To display a list of all the projects, press F3 (or double-right-click). **Active A/R Projects List** is displayed. To select a project, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the project is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Active A/R Projects List** to add the new project.
6. If the customer is set up for consolidated invoicing and this order should be segregated on an individual invoice, clear the **Consolidate Invoice** check box.

   **Consolidate Invoice** is disabled and not selected when:
   - The customer is not set up for consolidated invoicing (**Consolidate Invoices** is not selected on the **Order Management** tab of **Customer Maintenance** (08.260.00) for the customer).
   - The **Payment Terms** are COD.
   - The Print Invoice step is prior to the Update Shipper step for the Order Type.
   - **Send EDI Invoice** is selected.
   - **Invoice in** is set to Project Flexible Billings.

7. Enter **Invoice Number**, if applicable. **Invoice Number** is used for conversion purposes or when customer billing is done outside of Microsoft Dynamics SL software. **Invoice Number** is optional. When **Invoice Number** is entered, it is assigned to the first invoice processed for a shipper created for the sales order.

   If **Invoice Number** is blank, it is assigned in one of the following processes:
   - **Invoice** (40.680.00)
   - **Consolidated Invoice** (40.682.00)
   - **Sales Journal** (40.690.00)

8. Enter **Invoice Date**, if applicable. **Invoice Date** is a specific date to be used when the invoice is created for the order. **Invoice Date** can be entered only when the order type behavior is Credit Memo, Debit Memo, or Invoice. **Invoice Date** is optional.

9. Enter **Period to Post**, if applicable. **Period to Post** is a specific accounting period to be used when the invoice is created for the order. **Period to Post** can be entered only when the order type behavior is Invoice, Credit Memo, or Debit Memo.

   If **Invoice Date** is entered, **Period to Post** will default to the period that corresponds to the entered invoice date. The default date may be changed.

   If **Period to Post** is blank, it will be assigned on **Sales Journal** (40.690.00) or **Consolidated Invoice** (40.682.00).

10. **Invoice in** displays the module that will create, print, and post the invoice for the sales order’s shipper.

    Order Management displays when:
    - the sales order does not reference a project, or
    - the sales order references a project and the project’s **Shipper Invoicing Method** on the **Additional Info** tab of Project Controller **Project Maintenance** (PA.PRJ.00) is set to Invoice in Order Management

    Project Flexible Billings displays when the sales order references a project and the project’s **Shipper Invoicing Method** on the **Additional Info** tab of Project Controller **Project Maintenance** (PA.PRJ.00) is set to Invoice in Project Flexible Billings or Shipper does not Create an Invoice.

11. If an authorized person must approve the order before it can proceed to the next step in the process, that person must select **Order Details Approved**.

    **Order Details Approved** is enabled if **Order Details Approval Required** is selected on the **Behavior** tab of **Order Types** (40.200.00).

    If **Order Details Approval Required** is selected on **Order Types** (40.200.00), then **Order Details Approved** must be selected before a shipper can be created for the order. A **Release Order** status will be displayed in **Next Step** until **Order Details Approved** is selected.
12. If an authorized person must give technical approval to the order before it can proceed to the next step in the process, that person must select **Technical Approval Granted**.

**Technical Approval Granted** is enabled if **Technical Approval Required** is selected on the **Behavior** tab of **Order Types** (40.200.00).

If **Technical Approval Required** is selected on **Order Types** (40.200.00), then **Technical Approval Granted** must be selected before a shipper can be created for the order. A **Release Order** status will be displayed in **Next Step** until **Technical Approval Granted** is selected.

13. If the order must be manually released after it has been entered, select **Order Released**.

If **Manual Release Required** is selected on **Order Types** (40.200.00), then **Order Released** must be selected before a shipper can be created for the order.

If the order is automatically released by the system, **Order Released** is not selected.

14. If the order needs to be placed on hold for reasons other than credit limitations, select **Administrative Hold**.

An order on **Administrative Hold** cannot proceed to the next step in the order process.

15. If credit checking is enabled and the customer fails the credit check performed at designated steps in the order process, **Credit Hold** will be checked automatically by the system.

- The credit hold date is set to the current date when **Credit Hold** is selected.
- Credit checking is enabled on the **Credit Checking** tab of **Order Management Setup** (40.950.00).

16. If the order is to be cancelled, select **Cancelled**. The cancelled date is set to the current system date when **Cancelled** is selected. When a cancelled order is saved, the order status is set to **Closed**.

To cancel any open shippers created for the sales order, select **Cancel Open Shippers**.

17. The tax IDs are display only.

- The tax IDs default is based on the tax **Default From** on the **Defaults** tab of **Customer Maintenance** (08.260.00). The choices are Customer and Address.
  - If the tax **Default From** is Customer, then the displayed tax IDs are from the **Defaults** tab of **Customer Maintenance** (08.260.00).
  - If the tax **Default From** is Address, then the displayed tax IDs are from **Shipping Address** (08.262.00) for the entered shipping address.
- Only three tax IDs can be indicated when the shipper for the sales order is to be invoiced in Flexible Billings.

**Entering Miscellaneous Charges - Misc Charges Tab**

1. If an additional non-inventory related charge is to be added to the order, such as a restocking fee, enter **Misc Charge ID**.

- To display a list of all miscellaneous charges, press F3 (or double-right-click). **Charges List** is displayed. To select a miscellaneous charge, you can highlight it and click **OK** or double-click on your selection.

  **Note:** If the miscellaneous charge is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Charges List** to add the new miscellaneous charge.

- **Description**, **Taxable**, and **Sales Tax Category** default from **Miscellaneous Charges** (40.250.00).

2. If a miscellaneous charge is added, enter the dollar amount for the charge in **Amount**.
Sales Tax Information - Sales Tax Tab
Sales tax information is display only; no data entry is done on this screen. The tax IDs listed correspond to the taxing authority of either the customer’s geographical location or the location where the item will be shipped.

- The tax IDs default is based on the tax Default From on the Defaults tab of Customer Maintenance (08.260.00). The choices are Customer and Address.
  - If the tax Default From is Customer, then the displayed tax IDs are from the Defaults tab of Customer Maintenance (08.260.00).
  - If the tax Default From is Address, then the displayed tax IDs are from Shipping Address (08.262.00) for the entered shipping address.
- If Registration Nbr is entered on the Defaults tab of Customer Maintenance (08.260.00), it indicates that the customer is a reseller and no tax will be charged.

Entering Totals Information - Totals Tab
1. If an additional discount is to be applied to the order total, enter the discount percentage in Whole Order Discount Pct.
   - A whole Order Discount percent will be applied only if Allow Total Order Discounts is selected on the Discount Pricing tab of Order Management Setup (40.950.00).
   - The discount dollar amount is calculated by the system.
2. If there is a premium freight charge for the order, enter the dollar amount in Premium Freight.

Saving the Order
When you finish entering the order:

- To save the order and release it for processing, click Finish on the toolbar. The system saves and releases the order for further processing, Sales Orders (40.100.00) is cleared for the next order to be entered.
- To save the order without releasing it for processing, click Save on the toolbar. The system saves the order and updates Order Number with the new order number. The order will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
- To erase the order without saving it, click Cancel on the toolbar.

Sales Order Lot/Serial Number Entry
You can enter and reserve lot/serial numbers in Sales Orders (40.100.00) for order type behaviors Sales Order, Invoice, and Will Call Order. The lot/serial numbers entered are transferred to the shipper created for the order. Lot/serial numbers can be entered at the line item level, unless multiple schedules exist for the line. When multiple schedules exist, the lot/serial numbers must be entered at the schedule level.

Note: You cannot enter lot/serial numbers when the order schedule is bound to a purchase order or when the line item is bound to a work order. Lot/serial numbers cannot be entered when Auto Create PO is selected on the line/schedule (the Order to Purchase module is installed).

Lot/Serial Number Entry - Required or Optional
Lot/serial number entry in Sales Orders (40.100.00) may be required or optional on an order schedule basis for order type behaviors Sales Order and Will Call Order. Lot/serial number entry is always required for the Invoice order type behavior, because it is an after-the-fact sales entry (the items have already been shipped to the customer). If lot/serial number entry is required, Lot/Ser Entry Req will be selected on the line item and Lot/Serial Entry Required will be selected on the schedule. If lot/serial entry is required and the lot/serial numbers have not been entered, Lot/Ser Hold will be selected on the line item and Lot/Serial Hold will be selected on the schedule.
Note: Lot/serial number entry cannot be required if the line/schedule is a drop shipment.

Note: The lot/serial number entry option discussed in this section is not applicable to Manual Orders.

Lot/Serial Number Reservation
When lot/serial numbers are entered for an order line/schedule, the quantity for each lot/serial number and the associated item quantity are reserved from the inventory on hand quantity as a fixed allocation. The reserved quantity is subtracted from the inventory on hand quantity prior to calculating the item’s available quantity for other transactions. The reserved quantity is displayed in the Inventory inquiry screens as Sales Order L/S Allocation.

When lot/serial numbers are entered (whether the entry is required or optional), they must be entered for the full ordered quantity. The full ordered quantity is required in order to maintain the correct reserved quantities between Order Management’s shipment plan and the Inventory tables. Order Management’s inventory planning is at the sales order schedule level, not the lot/serial number level. Entry of lot/serial numbers for a partial quantity will not be accepted. In addition, if the lot/serial controlled item’s assignment method is When Received Into Inventory, the lot/serial numbers entered must exist in inventory.

Lot/Serial Number Entry and Shipment Planning
Item availability is not considered when determining the planned shipment date for order schedules with entered lot/serial numbers. When lot/serial numbers are entered, the item quantity and the lot/serial numbers are reserved from the inventory on hand quantity and, therefore, always available to ship. The schedule is planned to ship on the date required to meet the customer’s requested delivery date. When this date is prior to the current date with Customer Priority Scheduling On (CPS On), the planned shipment date will be the current date. If required lot/serial numbers are not entered, the item will be planned to ship based on the existing logic for Customer Priority Scheduling On (CPS On) and Customer Priority Scheduling Off (CPS Off), whichever option is selected on the Scheduling tab of IN Setup (10.950.00). In this case, no quantities are reserved from the inventory on hand quantity for the order schedule. For Customer Priority Scheduling On (CPS On), this means that the schedule will be planned according to the order priority and the item’s available quantity.

Lot/Serial Number Entry and Shipper Creation
At shipper creation (CPS On and CPS Off), shippers created for order schedules with lot/serial numbers entered will always be created for the full ordered quantity on the schedule. No availability audits will be performed for the schedule quantity or the entered lot/serial numbers at the time of shipper creation. The lot/serial numbers will be transferred to the shipper as entered on the order schedule. Should quantity issues arise, you will need to make corrections in Shippers (40.110.00) or Shipment Confirmation (40.117.00).

When a partial quantity is shipped for a lot/serial-controlled item and the order schedule has lot/serial number entry required, you will need to enter new lot/serial numbers on the schedule before a shipper will be created for the backordered quantity. It is assumed that the previously entered lot/serial numbers do not exist, because they were not shipped with the original shipment.

When a partial quantity is shipped for a lot/serial controlled item and lot/serial number entry is optional on the order schedule, the remaining quantity will be shipped when it is available, whether lot/serial numbers are entered for the backordered quantity.

Lot/Serial Number Entry and Create Shipper Regardless of Availability Sites
If Create Shipper Regardless of Availability is selected on the Information tab of Inventory Sites (10.310.00) for the site on the order schedule, no exception processing is performed for lot/serial number entry. If lot/serial numbers are entered (whether entry is required or optional), all the lot/serial numbers must be entered. If the assignment method is When Received into Inventory, the lot/serial numbers must exist in inventory.
Lot/Serial Number Entry and Expiration Issue Method
You can enter lot/serial numbers with the expiration issue method. The lot/serial numbers entered are transferred to the shipper without any audits at shipper creation to determine whether the lot/serial numbers have expired.

Lot/Serial Number Validations for Sales Order Entry
Lot/serial number entry is required when the inventory item is lot- or serial-controlled except when:
• The inventory item's Assignment is When Used From Inventory in Inventory Lot/Serial Number Setup (10.250.01) and it is a non-return receiving transaction.
• The inventory item is non-stock (Stock is not selected for the item in Inventory Items (10.250.00)).
Lot/serial number entry is optional when the order is a Drop Ship.
In Sales Orders (40.100.00), lot/serial numbers can be entered in Bin/Lot/Serial (40.100.06) only when the order type behavior is Manual Order, Sales Order, Invoice, or Will Call Order. Lot/serial numbers cannot be entered for order type behaviors Sales Order, Invoice, or Will Call Order when:
• The order schedule is bound to a purchase order.
• The sales order line is bound to a work order.
• Auto Create PO is selected for the order schedule (Order to Purchase module is installed).
The sum of the lot/serial number quantities entered in Bin/Lot/Serial (40.100.06) must be equal to the quantity specified on the line/schedule converted to stocking units.
• The quantity specified on the line/schedule is dependent on the order type behavior.
  – It is the Qty to Invoice for order type behavior Manual Order.
  – It is the quantity remaining to ship for the schedule for order type behavior Sales Order, Invoice, or Will Call Order, If the order type behavior is Sales Order, Invoice, or Will Call Order and lot/serial numbers are required to be entered but are not entered, the schedule is placed on lot/serial hold (Lot/Serial Hold is selected), which prevents a shipper from being created for the schedule.
  – If lot/serial numbers are not required to be entered and are not entered, it is not an error and no warning message is displayed.

Note: Lot/serial number entry is required when Lot/Serial Entry Required is selected for the schedule.

If the inventory item is serial-controlled, serial numbers entered in the Detail grid in Bin/Lot/Serial (40.100.06) for the line/schedule must be unique. Duplicate serial numbers cannot be entered.
When the inventory item is serial-controlled with Assignment When Used from Inventory in Inventory Lot/Serial Number Setup (10.250.01), the serial number entered cannot already exist in the database for sale transactions.
When the inventory item is lot/serial-controlled with Assignment When Received Into Inventory in Inventory Lot/Serial Number Setup (10.250.01) and the order type behavior is Sales Order, Invoice, or Will Call Order, the lot/serial number must exist in the database and the quantity must be available for the lot/serial number entered.

Lot/Serial Number Validations for Shipper Entry
Lot/serial number entry is required when the inventory item is lot- or serial-controlled, except when:
• The inventory item’s Assignment is When Used From Inventory in Inventory Lot/Serial Number Setup (10.250.01) and the transaction is a non-return receiving transaction.
• The inventory item is non-stock (Stock is not selected for the item in Inventory Items (10.250.00)).
Lot/Serial number entry is optional when:
• The shipment is a Drop Ship.
• The transaction is a return (order type behavior is RMA) and the disposition is Scrap.
• The transaction is a return (order type behavior is RMA) and the lot/serial-controlled item’s Assignment is When Used From Inventory in Inventory Lot/Serial Number Setup (10.250.01).

• The sum of the entered lot/serial number quantities in Bin/Lot/Serial (40.110.06) must be equal to the quantity specified on the shipment line, converted to stocking units.

• If the lot/serial numbers are not entered in Bin/Lot/Serial (40.110.06), a warning message is displayed for a drop shipment; otherwise, the shipper is placed on administrative hold.

When the inventory item is serial-controlled, each serial number entered in the Detail grid in Bin/Lot/Serial (40.110.06) for the shipment line must be unique. Duplicate serial numbers cannot be entered.

When the serial-controlled item’s Assignment is When Used from Inventory on Inventory Lot/Serial Number Setup (10.250.01) and Require Valid Lot/Serial Numbers at Entry is selected on the Order/Shipper Entry tab of Order Management Setup (40.950.00), it is an error when the serial number entered already exists in the database for sale/issuing transactions; otherwise, a warning message is displayed.

When the inventory item’s Assignment is When Received Into Inventory in Inventory Lot/Serial Number Setup (10.250.01) and Require Valid Lot/Serial Numbers at Entry is selected on the Order/Shipper Entry tab of Order Management Setup (40.950.00), it is an error when the lot/serial number does not exist in the database; otherwise, a warning message is displayed.

In a return transaction (order type behavior is RMA) for a serial-controlled item with Assignment When Received Into Inventory in Inventory Lot/Serial Number Setup (10.250.01), the existing quantity available for the serial number being returned cannot be greater than zero.

In a non-return receiving transaction for a serial-controlled item with Assignment When Received Into Inventory in Inventory Lot/Serial Number Setup (10.250.01), the serial number cannot already exist in the database.

Requiring Lot/Serial Number Entry in Order Types

Require Lot and Serial Numbers at Order Entry Time on the Behavior tab of Order Types (40.200.00) allows you to specify whether lot/serial number entry is required in Sales Orders (40.100.00) for lot/serial-controlled items when the order type behavior is Sales Order, Invoice, or Will Call Order. Selecting Require Lot and Serial Numbers at Order Entry Time for the order type defaults the line items in Sales Orders (40.100.00) to require lot/serial number entry for lot/serial controlled items.

To require lot/serial number entry in Sales Orders (40.100.00):

1. Open Order Types (40.200.00).

2. Enter the order type for which you want to have lot/serial number entry required in Sales Orders (40.100.00).

   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.

3. Select Require Lot and Serial Numbers at Order Entry Time. Require Lot and Serial Numbers at Order Entry Time is enabled when Behavior is Sales Order or Will Call Order.

   Require Lot and Serial Numbers at Order Entry Time is selected and disabled when Behavior is Invoice.

4. Click Save or Finish.
Entering Lot/Serial Numbers in Sales Orders

You can enter lot/serial numbers in Sales Orders (40.100.00) when the order type behavior is Sales Order, Invoice, or Will Call Order. Lot/Serial number entry is required when Lot/Ser Entry Req is selected for the line item or Lot/Serial Entry Required is selected for a schedule. You can select or clear the Lot/Ser Entry Req check box for the line item (if only one schedule exists) or you can select or clear Lot/Serial Entry Required for each order schedule when the order type behavior is Sales Order or Will Call Order. If the order type behavior is Invoice, you cannot change Lot/Ser Entry Req for the line item or Lot/Serial Entry Required for the schedule. Lot/Serial number entry is always required when the order type behavior is Invoice.

Lot/serial numbers are entered in Bin/Lot/Serial (40.100.06), which is opened by clicking the Bin/Lot/Ser button on the Line Items tab or by clicking the Bin/Lot/Ser button in Shipment Schedule (40.106.00).

Figure 5: Bin/Lot/Serial (40.100.06)

To enter lot/serial numbers in Sales Orders (40.100.00) for a line item (only one schedule exists for the line item):

1. On Sales Orders (40.100.00), enter a lot/serial controlled inventory item in Inventory ID.
2. Enter the other information for the line item (Quantity Ordered, etc.).
3. Click Bin/Lot/Ser. Bin/Lot/Serial (40.100.06) is displayed.

   Note: The Bin/Lot/Ser button is enabled on the Line Items tab when a lot/serial-controlled item is entered on the line.

   When Lot/Ser Entry Req is selected for the line item, Bin/Lot/Serial (40.100.06) is automatically filled in with the lot/serial numbers according to the item’s Issue Method (FIFO, LIFO, Sequential, etc.) in Lot/Serial Number Setup (10.250.01) unless there is not enough quantity available to fulfill the Ordered quantity.

   Note: You can select User Enterable as the lot/serial number Issue Method in Inventory Lot/Serial Number Setup (10.250.01).

4. Type the lot or serial numbers in Lot/Serial Number.
   - Lot/serial numbers must be entered for the total ordered quantity on the line item. The total Qty to Ship in Bin/Lot/Serial (40.100.06) must match the Ordered quantity on the line item (taking unit of measure conversions into account when applicable).
   - If the lot/serial number assignment method is When Received Into Inventory, the lot/serial numbers entered must exist in inventory and have available quantity.
   - To display a list of all existing lot/serial numbers when the lot/serial number assignment method is When Received Into Inventory, press F3 (or double-right-click). Lot/Serial Number List is displayed. To select a number, you can highlight it and click OK or double-click on it.
5. **Manufacturer Lot/Serial Number** and **Whse Bin Loc** (warehouse bin location) default based on your entry in **Lot/Serial Number** if the assignment method is When Received Into Inventory.
   - If the item’s assignment method is When Used From Inventory, you will need to enter the **Manufacturer Lot/Serial Number** and **Whse Bin Loc**.
   - To display a list of all existing locations, press F3 (or double-right-click). **Warehouse Bin Location List** is displayed. To select a location, you can highlight it and click **OK** or double-click on it.

6. You can enter the **Specific Cost ID** if the item’s **Valuation Method** is set to Specific Identification in **Inventory Items** (10.250.00).
   - Entering the **Specific Cost ID** is optional. If a Specific Cost ID is entered, it will be transferred to the shipper.
   - No quantities will be reserved for entered Specific Cost IDs.
   - If **Link to Specific Cost ID** is selected for the item in **Lot/Serial Number Setup** (10.250.01), the **Specific Cost ID** is disabled and automatically filled in when the lot/serial number is entered.

7. Click **OK** to accept your entries and close **Bin/Lot/Serial** (40.100.06) or click **Cancel** to exit **Bin/Lot/Serial** (40.100.06) without accepting your entries.

Remember to save the sales order after you have entered information in **Bin/Lot/Serial** (40.100.06), or your lot/serial number entries will not be retained.

**Note:** **Bin/Lot/Serial** (40.100.06) entries are disabled when the shipper created for the schedule is closed. You can still view the lot/serial number entries, but they cannot be modified. If additional lot/serial numbers need to be entered because of a partial shipment, create new lot/serial number entries in **Bin/Lot/Serial** (40.100.06).

**To enter lot/serial numbers in Sales Orders (40.100.00) for an order schedule (multiple schedules exist for the line item):**

1. In **Sales Orders** (40.100.00), enter a lot/serial controlled inventory item in **Inventory ID**.
2. Enter the other information for the line item (**Quantity Ordered**, etc.). Do not move off the line item.
3. Click **Schedule** to open **Shipment Schedule** (40.106.00).
4. Enter the scheduled shipments for the line item.
5. Click on the schedule for which you want to enter lot/serial numbers.
6. Click **Bin/Lot/Ser**. **Bin/Lot/Serial** (40.100.06) is displayed.

**Note:** The **Bin/Lot/Ser** button is enabled in **Shipment Schedule** (40.106.00) for each schedule that is associated with a lot/serial-controlled line item.

When **Lot/Ser Entry Req** is selected for the schedule, **Bin/Lot/Serial** (40.100.06) is automatically filled in with the lot/serial numbers according to the item’s **Issue Method** (FIFO, LIFO, Sequential, etc) in **Lot/Serial Number Setup** (10.250.01) unless there is not enough quantity available to fulfill the **Ordered** quantity.

**Note:** You can select User Enterable as the lot/serial number **Issue Method** in Inventory **Lot/Serial Number Setup** (10.250.01).
7. Enter the lot or serial numbers in **Lot/Serial Number**.
   - Lot/serial numbers must be entered for the total ordered quantity on the schedule. The total **Qty to Ship** in **Bin/Lot/Serial (40.100.06)** must match the **Ordered** quantity on the schedule (taking unit of measure conversions into consideration when applicable).
   - If the lot/serial number assignment method is When Received Into Inventory, the lot/serial numbers entered must exist in inventory and have available quantity.
   - To display a list of all existing lot/serial numbers when the lot/serial number assignment method is When Received Into Inventory, press F3 (or double-right-click). **Lot/Serial Number List** is displayed. To select a number, you can highlight it and click **OK** or double-click on your selection.

8. **Manufacturer Lot/Serial Number** and **Whse Bin Loc** (warehouse bin location) default based on your entry in **Lot/Serial Number** if the assignment method is When Received Into Inventory.
   - If the item’s assignment method is When Used From Inventory, enter the **Manufacturer Lot/Serial Number** and **Whse Bin Loc**.
   - To display a list of all existing locations, press F3 (or double-right-click). **Warehouse Bin Location List** is displayed. To select a location, you can highlight it and click **OK** or double-click on your selection.

9. You can enter the **Specific Cost ID** if the item has **Valuation Method** set to Specific Identification in **Inventory Items (10.250.00)**.
   - Entering the **Specific Cost ID** is optional. If a Specific Cost ID is entered, it will be transferred to the shipper.
   - No quantities will be reserved for entered Specific Cost IDs.
   - If **Link to Specific Cost ID** is selected in **Lot/Serial Number Setup (10.250.01)**, **Specific Cost ID** is disabled and automatically filled in when the lot/serial number is entered.

10. Click **OK** to accept your entries and close **Bin/Lot/Serial (40.100.06)** or click **Cancel** to exit **Bin/Lot/Serial (40.100.06)** without accepting your entries.

11. Choose the next schedule for which you want to enter lot/serial numbers and repeat steps 6 through 10.

12. After you have completed entering lot/serial numbers for the schedules, click **OK** to accept your entries and close **Shipment Schedule (40.106.00)** or click **Cancel** to exit **Shipment Schedule (40.106.00)** without accepting your entries.

Remember to save the sales order after you have exited **Shipment Schedule (40.106.00)**, or your lot/serial number entries will not be retained.

**Note:** **Bin/Lot/Serial (40.100.06)** entries are disabled when the shipper created for the schedule is closed. You can still view the lot/serial number entries, but they cannot be modified. If additional lot/serial numbers need to be entered because of a partial shipment, create new lot/serial number entries in **Bin/Lot/Serial (40.100.06)**.

**Entering Other Types of Orders**

After you become familiar with how to enter a typical sales order (see “Entering a Typical Sales Order - Order Type SO” on page 54), entering other types of orders is very similar. The following sections summarize how to enter other types of orders.

**Entering an Advanced Sales Order - Order Type AO**

An Advanced Sales Order (AO) is the same as a Sales Order (SO) except that it includes several more steps.

1. Open **Sales Orders (40.100.00)**.
2. If the order is to be copied from an existing order, click the **Duplicate Order** icon 📐. **Duplicate Order (40.100.01)** is displayed.
3. Enter the existing order number that you want to copy. Click OK.
   - To search for an existing order number, click 🗳️. Open / Closed Sales Orders (40.101.00) is displayed. You can search for an order by customer ID, inventory ID, site ID, customer PO, invoice number, or order date.
   - Lot/serial numbers can be entered in Sales Orders (40.100.00). Lot/serial numbers entered will not be copied from the existing order to the new order.

4. Enter AO in **Order Type**.
   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.

5. From this point forward, follow the same steps as those for a typical sales order. The additional steps are these:

6. On the **Line Items** tab, if the item requires inspection before being shipped, enter the **Inspection ID**.
   - To display a list of all the inspection options for an item, press F3 (or double-right-click). Inspection List is displayed. To select an inspection ID, you can highlight it and click OK or double-click on your selection.
   
   **Note:** If the inspection ID is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the Inspection List to add the new inspection ID.
   
   - When an inspection ID is entered, **Require Inspection** on the **Other Information** tab is automatically selected.
   - If **Require Inspection** is selected in Sales Orders (40.100.00), **Require Inspection** will be selected on the shipper created from the sales order.

7. In the **Shipping Information** tab, if the entire order is to be shipped directly from your supplier to your customer, select **Drop Ship**.
   - If **Drop Ship** is selected on the Shipping Information tab, **Drop Ship** will also be selected for the line items. You can clear the **Drop Ship** check box for the line item if it does not apply.
   - When **Drop Ship** is selected, the order items will not be deducted from inventory because the product will be shipped to your customer directly from the vendor.

8. In the **Other Information** tab, if the merchandise requires inspection prior to shipment to the customer, select **Require Inspection**.
   - **Require Inspection** will automatically be selected if an inspection ID was entered for an ordered item.
   - If **Require Inspection** is selected in Sales Orders (40.100.00), **Require Inspection** will be selected on the shipper created from the sales order.
   - If **Require Inspection** is selected, the shipper process steps will include **Print Inspection Order** and **Confirm Inspection**.

9. If the merchandise requires assembly prior to shipment to the customer, select **Require Assembly**.
   - If **Require Assembly** is selected in Sales Orders (40.100.00), **Require Assembly** will be selected on the shipper created from the sales order.
   - If **Require Assembly** is selected, the shipper process steps will include **Print Workorder**, **Confirm Assembly**, and **Print Assembly Notification**.
Entering a Will Call Order - Order Type WC

The will call order is the same as a sales order (SO order type) except that the shipper generated for the order notes that the customer needs to be contacted to pick up the shipment. The invoice is immediately processed when the shipment confirmation is completed at the counter when the customer picks up the shipment.

Note: You can specify lot or serial numbers in Sales Orders (40.100.00) using Bin/Lot/Serial (40.100.06). Click the Bin/LotSer button on the Sales Orders (40.100.00, Line Items tab, or click the Bin/Lot/Ser button in Shipment Schedule (40.106.00). If lot/serial numbers are entered, they must be entered for the total ordered quantity. The item quantity and the lot/serial numbers are allocated (reserved) from the on-hand inventory quantity. See “Sales Order Lot/Serial Number Entry” on page 65 for a more detailed explanation.

Entering a Quote – Order Type Q

A quote order does not impact inventory or Accounts Receivable since no transaction occurs. A quote requires minimal data entry.

1. Open Sales Orders (40.100.00).
2. Enter Q in Order Type.
   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Customer ID is optional, as you may be preparing a quote for a prospective customer.
4. On the Line Items tab, enter the inventory items, quantities, and pricing on which you are quoting.
5. When you finish entering the items:
   - To save the quote, click Finish on the toolbar. The quote is automatically assigned an order number and a Quote form is printed. Sales Orders (40.100.00) is cleared for the next order to be entered.
   - To save the quote without printing it, click Save on the toolbar. The system saves the quote and updates Order Number with the new order number. The Quote form will be printed when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
   - To erase the quote without saving it, click Cancel on the toolbar.
6. If the quote is accepted, you can copy the quote to create the new sales order.
7. Click the Duplicate Order icon.
8. Duplicate Order (40.100.01) is displayed.
9. Enter the order number for the quote that you want to copy.
   To search for an existing order number, click Open / Closed Sales Orders (40.101.00) is displayed. You can search for an order by customer ID, inventory ID, site ID, customer PO, invoice number, or order date.
10. Click OK. The quote information is copied into the new sales order.
    On the new sales orders, the original quote order number is displayed in Original Order Number on the Billing Information tab.
11. If you want to close a quote, you need to cancel it.
   - Open the quote order in Sales Orders (40.100.00).
   - Click Cancel on the Other Information tab.
Entering a Blanket Order - Order Type BL

A blanket order can be used as a template for creating new orders. It does not impact inventory quantities and does not process into Accounts Receivable.

1. Open Sales Orders (40.100.00).
2. Enter BL in Order Type.

To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.

3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

   **Note:** If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

   - To search for a customer ID, click Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.

   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.

4. If the customer has a purchase order number, enter the purchase order number in PO.
5. Enter the Buyer for the customer, if applicable.

   - **Buyer** defaults from the **Buyer ID** entered for the customer on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.

   - To display a list of all the buyers for the customer, press F3 (or double-right-click). Contact List is displayed. To select a buyer, you can highlight it and click OK or double-click on your selection.

6. On the Line Items tab, enter the inventory items, quantities, and pricing for the blanket order.
7. When you finish entering the order:

   - To save the order and release it for processing, click Finish on the toolbar. The system saves and releases the order for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.

   - To save the order without releasing it for processing, click Save on the toolbar. The system saves the order and updates Order Number with the new order number. The order will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.

   - To erase the order without saving it, click Cancel on the toolbar.
8. When you want to copy the blanket order to create a new sales order.
   - Open Sales Orders (40.100.00).
   - Click the Duplicate Order icon.
   - Duplicate Order (40.100.01) is displayed.
   - Enter the existing blanket order number that you want to copy.
     - To search for an existing order number, click Open / Closed Sales Orders (40.101.00) is displayed. You can search for an order by customer ID, inventory ID, site ID, customer PO, invoice number, or order date.
   - Click OK. The blanket order information is copied to the new sales order.
     - On the new sales order, the blanket order number is displayed in Blanket Order Number on the Billing Information tab.
   - Change Order Type to the desired sales order type. Do not leave the order type as the blanket order type.

9. If you want to close a blanket order, you need to cancel it.
   - Open the blanket order in Sales Orders (40.100.00).
   - Click Cancel on the Other Information tab.
   - To save the blanket order and release it for processing, click Finish on the toolbar. Sales Orders (40.100.00) is cleared for the next order to be entered.

**Entering an Invoice - Order Type INVC**

The invoice order type is used for processing direct billing and recording sales after the fact. In these cases, the item has already been shipped to the customer, but still needs to be processed into the system. The invoice order type updates inventory and Accounts Receivable in the same manner as a sales order (SO order type).

1. Open Sales Orders (40.100.00).
2. Enter INVC in Order Type.
   - To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.
   - Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.
   - To search for a customer ID, click Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.
   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.
4. If the customer has a purchase order number, enter the purchase order number in PO.
5. Enter the Buyer for the customer, if applicable.
   - **Buyer** defaults from the **Buyer ID** entered for the customer on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
   - To display a list of all the buyers for the customer, press F3 (or double-right-click). Contact List is displayed. To select a buyer, you can highlight it and click **OK** or double-click on your selection.

6. On the Line Items tab, enter the inventory items, quantities, and pricing for the invoice.
   - Lot/serial number entry is required for lot/serial-controlled items when the order type behavior is Invoice.
   - **Lot/Ser Entry Req** is selected and disabled when the order type behavior is Invoice.
   - Lot/serial entry is required except when **Drop Ship** is selected or **Auto Create PO** is selected (Order to Purchase module is installed).

   **Note:** Lot/Serial numbers are entered in **Bin/Lot/Serial** (40.100.06). **Bin/Lot/Serial** (40.100.06) is opened by clicking the **Bin/LotSer** button on the Line Items tab. See “Sales Order Lot/Serial Number Entry” on page 65.

7. When you finish entering the order:
   - To save the order and release it for processing, click **Finish** on the toolbar. The system saves and releases the order for further processing. **Sales Orders** (40.100.00) is cleared for the next order to be entered.
   - To save the order **without** releasing it for processing, click **Save** on the toolbar. The system saves the order and updates **Order Number** with the new order number. The order will be released when you click **Finish** on the toolbar or when **Sales Orders** (40.100.00) is closed.
   - To erase the order without saving it, click **Cancel** on the toolbar.

**Entering a Credit Memo - Order Type CM**

Credit memos are only used to process a credit for a prior sale; no items are ordered or shipped with this order type. A credit memo is created in Accounts Receivable. Credit memos adjust the inventory sales figures but do not impact inventory quantity or costs. The balance due on a credit memo must be negative (a credit to the customer).

1. Open **Sales Orders** (40.100.00).
2. Enter CM in **Order Type**.
   - To display a list of all order types, press F3 (or double-right-click). **Order Type List** is displayed. To select an order type, you can highlight it and click **OK** or double-click on your selection.
3. Enter the customer’s ID in **Customer ID**. If the customer ID is unknown, you can look it up in several ways:

   - To display a list of all customer IDs, press F3 (or double-right-click). **Active Customer List** is displayed. To select a customer ID, you can highlight it and click **OK** or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

     **Note:** If the customer is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Active Customer List** to add the new customer.

   - To search for a customer ID, click **Customer Lookup** (40.102.00) is displayed. The three tabs on **Customer Lookup** (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.

   - After you enter a customer ID, you can click the **Customer Maintenance** icon to display **Customer Maintenance** (08.260.00) in Accounts Receivable.

4. On the Line Items tab, enter the inventory items, quantities, and pricing for which the prices will be adjusted.

   - The first line item should be a reversal of the previous sale (the quantity should be negative).

     **Note:** If **Realtime Inventory Update** is selected on the **Order/Shipper Entry** tab of **Order Management Setup** (40.950.00), the first line item must be negative.

   - A single line item with a negative balance can be entered on a credit memo or two line items can be entered for the same inventory item to create a billing adjustment for a prior sale.

     **Example:** A quantity of 25 inventory items were sold to the customer for $100 and the price should have been $90. When the line items are entered on the credit memo, the first line item will have a quantity of -25 (negative 25), a Unit Price of 100, making Extension -2500 (negative 2500). The second line item will be for the same inventory item with a quantity of 25 (positive 25), a Unit Price of 90, making Extension 2250 (positive 2250). The balance due will be -250 (negative 250). A credit memo will be created for the $250.

5. Enter any additional applicable charges for the credit memo.

   Miscellaneous charges can be entered on the **Misc Charges** tab.

6. When you finish entering the credit memo:

   - To save the credit memo and release it for processing, click **Finish** on the toolbar. The system saves and releases the credit memo for further processing. **Sales Orders** (40.100.00) is cleared for the next order to be entered.

   - To save the credit memo without releasing it for processing, click **Save** on the toolbar. The system saves the credit memo and updates **Order Number** with the new order number. The credit memo will be released when you click **Finish** on the toolbar or when **Sales Orders** (40.100.00) is closed.

   - To erase the credit memo without saving it, click **Cancel** on the toolbar.
**Entering a Debit Memo - Order Type DM**

Debit memos are only used to process billing adjustments; no items are ordered or shipped with this order type. A debit memo is created in Accounts Receivable. Debit memos adjust the inventory sales figures but do not impact inventory quantity or costs. The balance due on a credit memo must be positive (a debit to the customer).

1. Open Sales Orders (40.100.00).
2. Enter DM in **Order Type**.
   - To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click **OK** or double-click on your selection.
3. Enter the customer’s ID in **Customer ID**. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click **OK** or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.
   - **Note**: If the customer is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the Active Customer List to add the new customer.
   - To search for a customer ID, click **Customer Lookup** (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.
   - After you enter a customer ID, you can click the **Customer Maintenance** icon to display Customer Maintenance (08.260.00) in Accounts Receivable.
4. On the **Line Items** tab, enter the inventory items, quantities, and pricing for which the prices will be adjusted.
   - The first line item should be a positive entry (quantity should be positive).
   - **Note**: If Realtime Inventory Update is selected on the **Order/Shipper Entry** tab of Order Management Setup (40.950.00), the first line item must be positive.
   - A single line item with a positive balance can be entered on a debit memo or two line items can be entered for the same inventory item to create a price adjustment.
5. Enter any additional applicable charges for the debit memo.
   - Miscellaneous charges can be entered on the **Misc Charges** tab.
6. When you finish entering the debit memo:
   - To save the debit memo and release it for processing, click **Finish** on the toolbar. The system saves and releases the debit memo for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.
   - To save the debit memo without releasing it for processing, click **Save** on the toolbar. The system saves the debit memo and updates **Order Number** with the new order number. The debit memo will be released when you click **Finish** on the toolbar or when Sales Orders (40.100.00) is closed.
   - To erase the debit memo without saving it, click **Cancel** on the toolbar.
Entering a Warehouse Transfer - Order Type TR

Warehouse transfers are used to complete the first step of a two-step transfer. Order Management will generate the proper paperwork and put the items in transit. Receipt of the items is handled through the Inventory module. In Order Management the inventory quantity is decremented for warehouse transfers. Transfers do not process into Accounts Receivable in Order Management.

1. Open Sales Orders (40.100.00).
2. Enter TR in Order Type.
   - To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Customer ID is not entered, as this is an internal warehouse transfer.
4. On the Line Items tab, enter the inventory items and quantities to be shipped for the transfer.
   - The Site ID for the items is the site from which the items will be shipped.
5. When you finish entering the transfer:
   - To save the transfer and release it for processing, click Finish on the toolbar. The system saves and releases the transfer for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.
   - To save the transfer without releasing it for processing, click Save on the toolbar. The system saves the transfer and updates Order Number with the new order number. The transfer will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
   - To erase the transfer without saving it, click Cancel on the toolbar.

Entering a Kit Assembly - Order Type KA

Kit Assembly orders are used to build single-level kits to restock inventory. Using Order Management for kit assemblies creates a paper trail for the built kits and allows the kit assembly to be scheduled in advance of the date needed.

1. Open Sales Orders (40.100.00).
2. Enter KA in Order Type.
   - To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Customer ID is disabled for kit assembly orders.
4. An additional tab, Kit Assembly, is activated.
   - Enter the Item to Build.
     - To display a list of all kits, press F3 (or double-right-click). Kit List is displayed. To select a kit, you can highlight it and click OK or double-click on your selection.
     - Enter the Site ID where the kit will be assembled.
     - For Quantity to Build, enter the number of kits to be assembled.
     - For Date Available, enter the date when the kits are required to be available in inventory.
     - Enter the Time to Build (Days).
   - Note: Before you create the kit assembly order, make sure that you select or clear the Saturday Assembly check box or the Sunday Assembly check box, or both, in Order Types (40.200.00). For more information, see “Order Types, Behavior Tab” on page 381.
   - Click the Create Items button. On the Line Items tab, line items are created for each of the component parts for the kit assembly, and the required quantity for each component is displayed in Ordered. The Requested date is the Date Available minus the Time to Build (Days).
5. When you finish entering the kit assembly:
   - To save the kit assembly order and release it for processing, click **Finish** on the toolbar. The system saves and releases the order for further processing. **Sales Orders (40.100.00)** is cleared for the next order to be entered.
   - To save the kit assembly order **without** releasing it for processing, click **Save** on the toolbar. The system saves the order and updates **Order Number** with the new order number. The order will be released when you click **Finish** on the toolbar or when **Sales Orders (40.100.00)** is closed.
   - To erase the kit assembly order **without** saving it, click **Cancel** on the toolbar.

6. A shipper will be created for the kit components based on the planned date.
   Optional steps include Print Workorder, Release for Inspection, Print Inspection Order, and Confirm Inspection.
Entering a Return for Credit - Order Type RFC

Returns for credit or refunds are normally created for one of two reasons: 1) the wrong item was shipped or 2) the shipped item was defective. If the return is due to the wrong item being shipped, the item is returned to inventory, and inventory quantities are updated and posted to the general ledger. If the return is due to a defective item, the item is designated as scrapped, the inventory quantity is not updated, and the inventory general ledger posting is directed to the scrap account set up on the Invoicing tab of Order Management Setup (40.950.00).

Return for credit orders are created by copying line items from a closed shipper in the system (the inventory batch must have been released for the shipper). When the items are copied to the return for credit order, the system changes the quantities to negative values.

Returns for project allocated inventory do not allocate the inventory to a project once it has been returned to stock. The inventory will exist as regular stock. To allocate the inventory, use Project Inventory Allocation (10.080.00). For more information, see the Inventory Help or user’s guide.

1. Open Sales Orders (40.100.00).
2. Enter RFC in Order Type.
   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.
     
     Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.
   - To search for a customer ID, click. Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.
   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.
4. Tab to or click on Inventory ID. The RMA (Return Material Authorization) button at the bottom of the screen is enabled.
5. Click the RMA button. Open / Closed Shippers (40.111.00) is displayed.
   - Customer ID defaults to the customer ID entered in Sales Orders (40.100.00).
   - Order Status defaults to Closed.
   - The closed shippers for the customer are displayed.
   - The Summary tab displays the shippers, and the Details tab displays each line item on each closed shipper for the customer.
6. If you want to copy all the line items on a shipper, click the Summary tab. Click on the shipper ID and then click the Select button.
   A prompt is displayed: “Do you want to create line items for all line items from Shipper?” If you click Yes, all the line items will be copied to the return for credit order. If you click No, no copy will take place.
7. If you want to copy single line items on a shipper, click the Details tab. Click on the shipper ID for the individual line item and then click the Select button.
   - The line item is copied to the return for credit order.
   - You can repeat the copy operation for multiple line items by clicking the RMA button each time and repeating the copy steps.
8. For each line item, select values for **Disposition** and **Reason ID** on the **Line Items** tab.
   - **Disposition** designates what to do with the returned item that is received from the customer. The choices are Repair, Return to Stock, Return to Vendor (for repair or replacement), and Scrap.
   
   **Note:** If **Disposition** is Return to Stock, then inventory quantities are updated and posted to the general ledger. If **Disposition** is Scrap, then inventory quantities are not updated, and the inventory general ledger posting is directed to the scrap account set up on the **Invoicing** tab of **Order Management Setup** (40.950.00).
   
   - **Reason ID** describes why the item was returned.
   - To display a list of all reasons, press **F3** (or double-right-click). **Reason Code List** is displayed. To select a reason code, you can highlight it and click **OK** or double-click on your selection.

9. If there are restocking fees or other charges that must be deducted from the credit, enter positive miscellaneous charges on the **Misc Charges** tab.

10. When you finish entering the return:
   
   - To save the return and release it for processing, click **Finish** on the toolbar. The system saves and releases the return for further processing. **Sales Orders** (40.100.00) is cleared and ready for the next order to be entered.
   
   - To save the return **without** releasing it for processing, click **Save** on the toolbar. The system saves the return and updates **Order Number** with the new order number. The return will be released when you click **Finish** on the toolbar or when **Sales Orders** (40.100.00) is closed.
   
   - To erase the return without saving it, click **Cancel** on the toolbar.

11. A shipper is created immediately. The order steps on the shipper are Release for Receiving, Print Receiver, and Confirm Receiving.

12. **Before entering the shipper ID,** perform the Release for Receiving step in **Shipment Confirmation** (40.117.00) by selecting Release for Receiving in the **Action** drop-down list.

13. The Print Receiver is an automatic step. The receiver document (for records) is printed as soon as the shipper is released for receiving.

14. Perform the Confirm Receiving step in **Shipment Confirmation** (40.117.00).

15. Click **Finish** on the toolbar to save the shipper and release it for processing. **Shippers** (40.110.00) is cleared for the next shipper to be entered.

16. When the shipper is printed, confirmed, and updated, a credit memo is created in **Accounts Receivable**.
Entering a Return for Replacement - Order Type RPL

Returns for replacement are basically a return for credit followed automatically by a new order for the replacement items to be shipped to the customer. Returns for replacement are normally created for one of two reasons: 1) the wrong item was shipped or 2) the shipped item was defective. If the return is due to the wrong item being shipped, the item is returned to inventory and inventory quantities are updated and posted to the general ledger. If the return is due to a defective item, the item is designated as scrapped, inventory quantity is not updated, and the inventory general ledger posting is directed to the scrap account set up on the Invoicing tab of Order Management Setup (40.950.00).

Return for replacement orders are created by copying line items from a closed shipper in the system (the inventory batch must have been released for the shipper). When the items are copied to the return for replacement order, the system changes the quantities to negative values.

1. Open Sales Orders (40.100.00).
2. Enter RPL in Order Type.

To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.

3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

   Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

   - To search for a customer ID, click . Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.

   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.

4. Tab to or click on the Inventory ID field. The RMA (Return Material Authorization) button at the bottom of the screen is enabled.

5. Click the RMA button. Open / Closed Shippers (40.111.00) is displayed.
   - Customer ID defaults to the customer ID entered in Sales Orders (40.100.00).
   - Order Status defaults to Closed.
   - The closed shippers for the customer are displayed.
   - The Summary tab displays the shippers, and the Details tab displays each line item on each closed shipper for the customer.

6. If you want to copy all the line items on a shipper, click the Summary tab. Click on the shipper ID and then click the Select button.

   A prompt is displayed: “Do you want to create line items for all line items from Shipper?” If you click Yes, all the line items will be copied to the return for repair order. If you click No, no copy will take place.

7. If you want to copy single line items on a shipper, click the Details tab. Click on the shipper ID for the individual line item and then click the Select button.
   - The line item is copied to the return for replacement order.
   - You can repeat the copy operation for multiple line items by clicking the RMA button each time and repeating the copy steps.
8. For each line item, select values for **Disposition** and **Reason ID** on the **Line Items** tab.

   - **Disposition** designates what to do with the returned item that is received from the customer. The choices are Repair, Return to Stock, Return to Vendor (for repair or replacement), and Scrap.

     **Note:** If **Disposition** is Return to Stock, then inventory quantities are updated and posted to the general ledger. If **Disposition** is Scrap, then inventory quantities are not updated, and the inventory general ledger posting is directed to the scrap account set up on the **Invoicing** tab of **Order Management Setup** (40.950.00).

   - **Reason ID** describes why the item was returned.

   - To display a list of all reasons, press F3 (or double-right-click). **Reason Code List** is displayed. To select a reason code, you can highlight it and click **OK** or double-click on your selection.

9. For each returned-for-replacement line item with a negative quantity, create a matching line item with a positive quantity to represent the replacement items that will be returned to the customer.

10. If there are restocking fees or other charges, enter positive miscellaneous charges on the **Misc Charges** tab.

11. When you finish entering the return:

   - To save the return and release it for processing, click **Finish** on the toolbar. The system saves and releases the return for further processing. **Sales Orders** (40.100.00) is cleared for the next order to be entered.

   - To save the return without releasing it for processing, click **Save** on the toolbar. The system saves the return and updates **Order Number** with the new order number. The return will be released when you click **Finish** on the toolbar or when **Sales Orders** (40.100.00) is closed.

   - To erase the return without saving it, click **Cancel** on the toolbar.

12. For the returned-for-replacement line items with a negative quantity, a shipper is created immediately. The order steps on the shipper created for the returned-for-replacement line items are Release for Receiving, Print Receiver, and Confirm Receiving.

13. **Before entering the shipper ID**, perform the Release for Receiving step in **Shipment Confirmation** (40.117.00) by selecting Release for Receiving in the **Action** drop-down list.

    The Print Receiver is an automatic step. The receiver document (for records) is printed as soon as the shipper is released for receiving.

14. Perform the Confirm Receiving step in **Shipment Confirmation** (40.117.00).

    When the shipper is confirmed, it automatically selects Release RMA Return on the **Other Information** tab of **Sales Orders** (40.100.00). This action releases the positive items for shipper creation. A shipper will be created with an order type RMSH (RMA Return Shipment) for the replacement items, which causes the shipper to create a packing slip and go through the normal shipment confirmation process.

15. Click **Finish** on the toolbar to save the shipper and release it for processing. **Shippers** (40.110.00) is cleared for the next shipper to be entered.

When the shipper for the returned items is updated, a credit memo is created in Accounts Receivable. The shipper for the replacement items shipped to the customer creates a debit to the customer's account in Accounts Receivable.
Entering a Return for Repair - Order Type REP

Returns for repair are created when a defective item is returned to be repaired. After the item is repaired, it is shipped back to the customer. Because ownership is not taken for the items, non-stock inventory IDs are used to enter the line items in the order. Also, using non-stock inventory IDs assures that the items will not update inventory or post to the general ledger.

Return for repair orders do not use the RMA button for entry of the line items. The line items are entered using a non-stock inventory ID that you create to represent a returned-for-repair item.

1. Open Sales Orders (40.100.00).
2. Enter REP in Order Type.
   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.
     Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.
   - To search for a customer ID, click . Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.
   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.
4. Enter a non-stock Inventory ID to represent the returned item. Enter the received item quantities as negatives.
5. For each returned-for-repair line item, select values for Disposition and Reason ID on the Line Items tab.
   - Disposition designates what to do with the returned item that is received from the customer, such as Repair or Return to Vendor.
   - Reason ID describes why the item was returned.
   - To display a list of all reasons, press F3 (or double-right-click). Reason Code List is displayed. To select a reason code, you can highlight it and click OK or double-click on your selection.
6. For each returned-for-repair line item (entered with a non-stock inventory ID) with a negative quantity, create a matching line item (using a non-stock inventory ID) with a positive quantity to represent the items that will be returned to the customer after the repairs are completed.
7. If there are additional charges for the repair, enter positive miscellaneous charges on the Misc Charges tab.
8. When you finish entering the return:

- To save the return and release it for processing, click Finish on the toolbar. The system saves and releases the return for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.

- To save the return without releasing it for processing, click Save on the toolbar. The system saves the return and updates Order Number with the new order number. The return will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.

- To erase the return without saving it, click Cancel on the toolbar.

9. For the returned-for-repair line items with a negative quantity, a shipper is created immediately. However, the line items with positive quantities (for returning the repaired item to the customer) are held until you select Release RMA Return on the Other Information tab of Sales Orders (40.100.00). The order steps on the shipper created for the returned-for-repair line items are Release for Receiving, Print Receiver, and Confirm Receipt.

10. Before entering the shipper ID, perform the Release for Receiving step in Shipment Confirmation (40.117.00) by selecting Release for Receiving in the Action drop-down list. The Print Receiver is an automatic step. The receiver document (for records) is printed as soon as the shipper is released for receiving.

11. Perform the Confirm Receipt step in Shipment Confirmation (40.117.00).

12. When the repair is finished and you are ready to return the item to the customer, open the original Return for Repair order in Sales Orders (40.100.00) and select Release RMA Return on the Other Information tab.

   If repairs are charged on a time-and-materials basis, you may need to edit the previously entered additional charges or add new charges to the order in Sales Orders (40.100.00).

13. Click Finish on the toolbar to save the order and release it for processing. Sales Orders (40.100.00) is cleared for the next order to be entered.

   - A shipper is created immediately (regardless of the date requested) for the positive portion of the Return for Repair order. The shipper is created with an order type RMSH (RMA Return Shipment) which causes the shipper to create a packing slip and go through the normal shipment confirmation process.

   - Inventory quantities are not updated and there are no postings to the general ledger.

**Entering an Orders to Purchase Order - Order Type OU**

Entering this order type follows the same process as entering a typical sales order (SO). However, creation of a purchase order from a sales order entails an additional step — Generate POs Needed — in the processing of the OU order type. The Generate POs Needed step is initially set to display automatically (in Order Types (40.200.00)) and checks for sales orders that have Auto Create PO selected at the schedule level. If Auto Create PO is selected, this order step creates the necessary purchase order(s) and binds them to the appropriate sales order schedules. After a successful completion, the Generate POs Needed process generates a record in the event log.

**Note:** When a site is set to Create Shipper Regardless of Availability, sales orders that are bound to purchase orders are not supported. The sales orders are correctly processed as floating allocations instead of fixed allocations.
If the sales order and resulting shipper have Drop Ship selected, then an additional step — Auto Advance to Invoice — automatically advances the shipper to the Release for Update step and processes the selected order type. The Auto Advance to Invoice step:

- Sums up the freight charges on all purchase orders bound to the shipper’s sales order schedules.
- Automatically places lot or serial numbers on the shipper from the purchase order receipts, if any inventory items on the shipper are lot or serial controlled. If these serial or lot numbers have already been issued out of inventory and no longer are available when this step is performed, then the shipper is not advanced to the Print Invoice Order Step and an event log is created. Also, if any of the inventory items on the shipper have their lot numbers or serial numbers set up to be assigned When Used From Inventory (Assignment in IN Setup (10.950.00), Lot/Serial Defaults tab), the shipper is not advanced to the Print Invoice Order Step and an event log is created. The lot or serial numbers must then be manually placed on the shipper and the shipper must be manually advanced through the remaining order steps.
- Applies the freight terms specified on the shipper to the resulting freight sum on the purchase order, but excludes any handling charges specified by the freight terms. This adjusted amount then replaces the existing Premium Freight charge on the shipper because, by automatically advancing past the Confirm Shipment step, there is no opportunity to add freight charges to the shipper manifest.
- Advances the shipper past the Print Packing Slip and Confirm Shipment order steps to the Release for Update step.

After a successful completion, the Auto Advance to Invoice step generates a record in the event log.

**Entering a Manual Order - Order Type MO**

1. Open Sales Orders (40.100.00).
2. Enter MO in Order Type.

   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.

   **Note:** Customer Priority Scheduling (CPS) must be off for the Manual Order type to be available. If you do not see the MO order type in the list when you display the list of order types at Order Type in Sales Orders (40.100.00), it may be because you are set up to operate with CPS on. See “Customer Priority Scheduling” on page 24 for more information.

3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:

   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

     **Note:** If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

   - To search for a customer ID, click Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.
   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.

4. If the customer has a purchase order number, enter the purchase order number in PO.
5. Enter the **Buyer** for the customer, if applicable.
   - **Buyer** defaults from the **Buyer ID** entered for the customer on the **Order Management** tab of **Customer Maintenance (08.260.00)** in Accounts Receivable.
   - To display a list of all the buyers for the customer, press F3 (or double-right-click). **Contact List** is displayed. To select a buyer, you can highlight it and click **OK** or double-click on your selection.

6. On the **Line Items** tab, enter the inventory items, quantity ordered, quantity to invoice, and pricing for the order.
   - To enter a return transaction, enter the quantity to be returned as a negative number in **Ordered**, enter the **Unit Cost**, and select the appropriate **Disposition** (Repair, Return to Stock, Return to Vendor, Scrap). Enter the negative quantity in **Qty to Invoice**.

7. Click the **Bin/LotSer** button to enter warehouse bin locations if applicable. See “Specifying Lot and Serial Numbers for Manual Orders” on page 88 for more information.

8. On the **Shipping Information** tab, enter the ship via ID.

9. On the Line Items tab, click the Release for Invoice button to create a shipper for the total quantity entered in **Qty to Invoice**. For returns, a credit memo will be generated and the inventory quantity will be updated (or not) based on the entered Disposition. The order and shipper will be processed and closed.

**Note:** If an individual manual order has a combination of positive and negative lines, separate shippers will be created for the positive lines and negative lines.

**Specifying Lot and Serial Numbers for Manual Orders**

You can specify lot or serial numbers for a manual order using **Bin/Lot/Serial (40.100.06)**. This screen is opened by clicking the **Bin/LotSer** button on **Sales Orders (40.100.00)**, **Line Items** tab.

![Figure 6: Bin/Lot/Serial (40.100.06)](image)

**To assign lot/serial numbers:**

1. In **Sales Orders (40.100.00)**, enter the customer ID, inventory ID, quantity ordered, and quantity to invoice.

2. When a quantity is entered in **Qty to Invoice** the **Bin/LotSer** button becomes enabled for inventory items that have been set up in Inventory to be lot/serial numbered.

3. Click **Bin/LotSer**. **Bin/Lot/Serial (40.100.06)** is displayed.
   - **Qty to Ship** is the lot/serial number quantity shipped in the stocking unit of measure.
   - **Sell Qty to Ship** displays lot/serial number quantity shipped in the sales unit of measure.
4. Enter the lot or serial number in **Lot/Serial Number**.
   - To display a list of all existing lot/serial numbers, press F3 (or double-right-click). **Lot/Serial Number List** is displayed. To select a number, you can highlight it and click **OK** or double-click on your selection.

5. Manufacturer Lot/Serial Number defaults based on your entry in Lot/Serial Number.

6. Change Whse Bin Loc (warehouse bin location), if required.
   - **Whse Bin Loc** defaults from the inventory item information.
   - To display a list of all existing locations, press F3 (or double-right-click). **Warehouse Bin Location List** is displayed. To select a location, you can highlight it and click **OK** or double-click on your selection.

7. Enter the **Specific Cost ID**, if required.
   - **Specific Cost ID** is enable and required if the inventory item valuation method is Specific Identification.
   - If **Link to Specific Cost ID** is selected for the item in **Lot/Serial Number Setup** (10.250.01), **Specific Cost ID** is disabled and automatically filled in when the lot/serial number is entered.

8. Click **OK** to accept your entry.
   - To exit without accepting the entry, click **Cancel**.

**Copying an Existing Order**

If you want to copy an existing order to create a new order, you can use the **Duplicate Order** button to the right of **Order Number** on **Sales Orders** (40.100.00).

**To copy an existing sales order:**

1. Open **Sales Orders** (40.100.00).

2. Click the **Duplicate Order** icon next to **Order Number**. **Duplicate Order** (40.100.01) is displayed.

3. Enter the existing **Order Number** that you want to copy.
   - To search for an existing order number, click **Open / Closed Sales Orders** (40.101.00) is displayed. You can search for an order by customer ID, inventory ID, site ID, customer PO, invoice number, or order date.

4. Click **OK** to copy the order.
   - To exit **Duplicate Order** (40.100.01) without copying the order, click **Cancel**.

**Note:** Lot/serial numbers can be entered in **Sales Orders** (40.100.00) for order type behaviors Sales Order, Invoice, and Will Call Order. If a sales order containing lot/serial controlled line items is copied to create a new sales order:

- **Lot/Serial Entry Required** will be copied from the existing order schedules to the new sales order schedules.
- **Lot/Serial Hold** will be selected on the new sales order schedules for all the schedules that have **Lot/Serial Entry Required** selected.
- None of the lot/serial numbers entered in **Bin/Lot/Serial** (40.100.06) for the existing order schedules will be copied to the new sales order schedules.
Viewing or Updating an Existing Order

To view or update an existing sales order:

1. Open Sales Orders (40.100.00).

2. Enter the order number that you want to view or update in Order Number and press TAB. If the order number is unknown, you can look it up in several ways:
   - To display a list of all existing sales orders, press F3 (or double-right-click). Order List is displayed. To select a sales order, you can highlight it and click OK or double-click on your selection. Depending on the number of sales orders in the system, the list may be quite large and take some time to display.
   - To search for a sales order, click . Open / Closed Sales Orders (40.101.00) is displayed. You can search for a sales order by customer, inventory item, site, customer purchase order number, invoice number, or a date range.

3. With the order displayed, enter the updated information in the appropriate fields.

4. When you finish viewing or updating the order:
   - To save the order and release it for processing, click Finish on the toolbar. The system saves and releases the order for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.
   - To save the order without releasing it for processing, click Save on the toolbar. The system saves the order. The order will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
   - To erase the order without saving the updates, click Cancel on the toolbar.

Important: Any updates made in Sales Orders (40.100.00) will not affect any shippers that have already been created for the order.
Cancelling an Order

Sales orders can be cancelled in Sales Orders (40.100.00) or in Shipment Confirmation (40.117.00). A sales order can be cancelled in Shipment Confirmation (40.117.00) only if shippers have already been created for the sales order.

Cancelling an Order in Sales Orders (40.100.00)

To cancel a sales order in Sales Orders (40.100.00):

1. Open Sales Orders (40.100.00).

2. Enter the order number that you want to cancel in Order Number and press TAB. If the order number is unknown, you can look it up in several ways:
   - To display a list of all existing sales orders, press F3 (or double-right-click). Order List is displayed. To select a sales order, you can highlight it and click OK or double-click on your selection. Depending on the number of sales orders in the system, the list may be quite large and take some time to display.
   - To search for a sales order, click . Open / Closed Sales Orders (40.101.00) is displayed. You can search for a sales order by customer, inventory item, site, customer purchase order number, invoice number, or a date range.

3. With the order displayed, click the Other Information tab and select Cancelled. The cancel date defaults to the current system date.

4. If you want to cancel the open shippers that have been created for the sales order, select Cancel Open Shippers.

5. Process the cancellation:
   - To save the cancellation, click Finish on the toolbar. The system saves and releases the cancellation. Sales Orders (40.100.00) is cleared for the next order to be entered.
   - To save the cancellation without releasing it for processing, click Save on the toolbar. The system saves the order. The order will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
   - To erase the cancellation without saving it, click Cancel on the toolbar.
Cancelling an Order in Shipment Confirmation (40.117.00)

To cancel a sales order in **Shipment Confirmation (40.117.00)**:

1. Open **Shipment Confirmation (40.117.00)**.

2. Enter the shipper ID associated with the sales order you want to cancel and press **TAB**. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press **F3** (or double-right-click). **Shipper List** is displayed. The associated sales order numbers are shown for each shipper. To select a shipper ID, you can highlight it and click **OK** or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click **Open / Closed Shippers (40.111.00)**. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.

3. With the shipper displayed, select **Cancel Order**.

4. Save the update in **Shipment Confirmation (40.117.00)** and release it for processing by clicking **Finish** on the toolbar.
   - To exit **Shipment Confirmation (40.117.00)** without saving the update, click **Cancel** on the toolbar.

5. When **Shipment Confirmation (40.117.00)** is saved, the cancellation is updated on the Other Information tab of **Sales Orders (40.100.00)**. **Cancelled** is selected and the cancellation date is displayed.

**Important:** When a sales order is cancelled, the cancellation does not affect any shippers that have already been created for the order. If the existing shippers are also to be cancelled, they must be manually cancelled. See “Cancelling a Shipper” on page 137 for more information.
Placing an Order on Administrative Hold

Administrative hold prevents sales orders from advancing in the order process for reasons other than credit limitations. Sales orders can be placed on administrative hold in Sales Orders (40.100.00) or in Shipment Confirmation (40.117.00).

Placing an Order on Administrative Hold in Sales Orders (40.100.00)

To place an order on administrative hold in Sales Orders (40.100.00):
1. Open Sales Orders (40.100.00).
2. Enter the order number that you want to place on hold in Order Number and press TAB. If the order number is unknown, you can look it up in several ways:
   - To display a list of all existing sales orders, press F3 (or double-right-click). Order List is displayed. To select a sales order, you can highlight it and click OK or double-click on your selection. Depending on the number of sales orders in the system, the list may be quite large and take some time to display.
   - To search for a sales order, click . Open / Closed Sales Orders (40.101.00) is displayed. You can search for a sales order by customer, inventory item, site, customer purchase order number, invoice number, or a date range.
3. With the order displayed, click the Other Information tab and select Administrative Hold.
4. When you finish placing the order on administrative hold:
   - To save the order and clear Sales Orders (40.100.00) for the next order to be entered, click Finish on the toolbar.
   - To save the order without clearing the screen, click Save on the toolbar. The system saves the order. The order will be released for holding when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
   - To exit the order without saving the updates, click Cancel on the toolbar.

Important: When a sales order is placed on administrative hold, the hold does not affect any shippers that have already been created for the order. If the existing shippers are also to be placed on hold, they must be manually placed on administrative hold. See “Placing a Shipper on Administrative Hold” on page 139.

Placing an Order on Administrative Hold in Shippers (40.110.00)

To place an order on administrative hold in Shippers (40.110.00):
1. Open Shippers (40.110.00).
2. Enter the shipper ID associated with the sales order you want to place on administrative hold and press TAB. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press F3 (or double-right-click). Shipper List is displayed. The associated sales order numbers are shown for each shipper. To select a shipper ID, you can highlight it and click OK or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click . Open / Closed Shippers (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.
3. With the shipper displayed, click the Other Information tab and select Hold Order.
4. When you finish placing the order on administrative hold:

- To save the shipper and clear Shippers (40.110.00) for the next shipper to be entered, click Finish on the toolbar.
- To save the shipper without clearing the screen, click Save on the toolbar. The system saves the shipper. The shipper will be released when you click Finish on the toolbar or when Shippers (40.110.00) is closed.
- To exit the shipper without saving the updates, click Cancel on the toolbar.

**Important:** When a sales order is placed on administrative hold, the hold does not affect any shippers that have already been created for the order. If the existing shippers are also to be placed on hold, they must be manually placed on administrative hold. See “Placing a Shipper on Administrative Hold” on page 139.

**Placing an Order on Administrative Hold in Shipment Confirmation (40.117.00)**

To place an order on administrative hold in Shipment Confirmation (40.117.00):

1. Open Shipment Confirmation (40.117.00).
2. Enter the shipper ID associated with the sales order you want to place on administrative hold and press TAB. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press F3 (or double-right-click). Shipper List is displayed. The associated sales order numbers are shown for each shipper. To select a shipper ID, you can highlight it and click OK or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click . Open / Closed Shippers (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.
3. With the shipper displayed, select Hold Order.
4. Save the update in Shipment Confirmation (40.117.00) and release it for processing by clicking Finish on the toolbar.
   - To exit Shipment Confirmation (40.117.00) without saving the update, click Cancel on the toolbar.
5. When Shipment Confirmation (40.117.00) is saved, Administrative Hold is selected on the Other Information tab of Sales Orders (40.100.00).

**Important:** When a sales order is placed on administrative hold, the hold does not affect any shippers that have already been created for the order. If the existing shippers are also to be placed on hold, they must be manually placed on administrative hold. See “Placing a Shipper on Administrative Hold” on page 139.
Releasing an Order on Administrative Hold

Sales orders on administrative hold are released in Sales Orders (40.100.00).

To release an order on Administrative Hold:
1. Open Sales Orders (40.100.00).
2. Enter the order number that you want to release in Order Number and press Tab. If the order number is unknown, you can look it up in several ways:
   - To display a list of all existing sales orders, press F3 (or double-right-click). Order List is displayed. To select a sales order, you can highlight it and click OK or double-click on your selection. Depending on the number of sales orders in the system, the list may be quite large and take some time to display.
   - To search for a sales order, click . Open / Closed Sales Orders (40.101.00) is displayed. You can search for a sales order by customer, inventory item, site, customer purchase order number, invoice number, or a date range.
3. With the order displayed, click the Other Information tab and clear Administrative Hold.
4. When you finish releasing the order from administrative hold:
   - To save the order and release it for processing, click Finish on the toolbar. The system saves and releases the order for further processing. Sales Orders (40.100.00) is cleared for the next order to be entered.
   - To save the order without releasing it for processing, click Save on the toolbar. The system saves the order. The order will be released when you click Finish on the toolbar or when Sales Orders (40.100.00) is closed.
   - To exit the order without saving the updates, click Cancel on the toolbar.

Reviewing Order Status

The status of the sales order is displayed on the Other Information tab of Sales Orders (40.100.00). The Next Step area shows the next action to occur in the order lifecycle. The entered order type determines the order lifecycle.

- To view which process steps have been completed for the order, when they were completed, and who completed them, click the Event History button in Sales Orders (40.100.00). Event History (40.103.00) is displayed.
- To view the status of shipments for the order, click the Shipments button in Sales Orders (40.100.00). Open / Closed Shippers (40.111.00) is displayed showing the shipper information for the order.
Creating a New Project during Sales Order Entry

To create a new project at the same time that you create a new sales order, follow these steps:

1. Make sure that Project Controller is installed and active.
2. Make sure that Work Order is not installed. If Work Order is installed, use the **WO Request** button to create and link a work order to the sales order. The work order ID is also a project ID.
3. Make sure that the project flexible key has at least one segment has a numeric mask in Project Controller. To do this, follow these steps:
   a) Open **Flexible Key Maintenance** (PA.FKM.00) and then type or select **PROJECT** in Field Type.
   b) Make sure that at least one of the segments contains **9 – Numeric** in Mask, and then save.

   **Note:** Changing the project flexible key may invalidate the current project IDs. You may need to renumber the existing project IDs. For help renumbering the project IDs, contact your Microsoft® Business Solutions Partner.

4. Create at least one template status project in Project Controller. To do this, follow these steps:
   a) Open **Project Maintenance** (PA.PRJ.00), and then type a new project ID or select an existing project ID in **Project**.
   b) Under Status Flags, select **Template** in Project Controller, and then save.

5. Specify a template project and default project status on each order type. To do this, follow these steps:
   a) Open **Order Types** (40.200.00).
   b) In **Order Type**, type or select an order type ID.
   c) In **Default Template Project**, type or select a template status project.
   d) In **New Project Status**, select **Active** or **Plan**.

   **Note:** When the **New Project Status** is **Plan** and you create a new project in **Sales Orders** (40.100.00), no shipper is automatically created for the sales order, regardless of whether all other conditions are met for shipment. The following message will appear in **Shipper Creation Log Viewer** (40.450.00): “The status for <project ID> is Plan.” You must first change the status of the new project from **Plan** to **Active** on the Project tab in Project Controller’s **Project Maintenance** (PA.PRO.00).

   e) Save your changes. Repeat step 5 for each order type ID that you want to modify.

6. Make sure that the sales accounts specified on the order types are linked to an account category in General Ledger. To do this, follow these steps:
   a) Open **Order Types** (40.200.00), and then select an order type ID in **Order Type**.
   b) On the **Accounts** tab, note the account value in **Sales Account**.

   **Note:** If a wildcard is specified in **Sales Account**, look to the source for the wildcard and note the account value there. For more information about wildcards, see “Order Types, Accounts Tab” on page 387.

   c) Open General Ledger’s **Chart of Accounts Maintenance** (01.260.00), and locate the account that you noted in the previous step.
   d) Specify an account category in **Account Category** if one does not already exist.
   e) Save your changes.

7. Specify a default task ID for each inventory item in Inventory. To do this, follow these steps:
   a) Open **Inventory Items** (10.250.00).
   b) In **Inventory ID**, type or select the inventory ID that you want to modify.
   c) On the **Item Defaults** tab, specify the default task ID in **Default Task ID**.
8. Assign Insert level or higher access rights to the users or groups that you will allow to create projects from sales orders in System Manager. To do this, follow these steps:
   a) Open Access Rights Maintenance (95.270.00).
   b) Specify the user ID or the group ID that you want to modify.
   c) Specify all companies or a single company to which this change will apply.
   d) On the **Screen/Report** tab, in **Screen/Report Number**, type PA.PRJ.00.
   e) Click to select the **Insert** check box, and then save.

9. Create a new sales order in **Sales Orders** (40.100.00), making sure to select the **Create Project** check box and specify a template status project in **Project** on the **Other Information** tab. When you save the sales order, the new project ID will be created and placed onto both the **Other Information** tab and the **Line Items** tab.
Negotiating Prices

*Price Negotiator* (40.105.00) enables you to rapidly calculate discount prices and run what-if scenarios in cases where you want to negotiate prices with the buyer. See “Price Negotiator (40.105.00)” on page 260 for definitions of the fields on *Price Negotiator* (40.105.00).

**To use Price Negotiator (40.105.00):**

1. Open Sales Orders (40.100.00).
2. Enter the customer ID in Customer ID.
3. Enter the values for Inventory ID, Site ID, and Ordered for the item that you want to negotiate prices.
4. Click on the line item, then click the Negotiator button at the bottom of the screen. *Price Negotiator* (40.105.00) is displayed.
5. The sales order information for the item is displayed: Quantity, UOM, Price, Disc %, Extension, Cost, and GP%.

Viewing Quantity Pricing Discount Plans

![Figure 7: Price Negotiator (40.105.00), Quantity Pricing tab](image)

**To view the Discount Price Plans for quantity pricing:**

1. Click the Quantity Pricing tab on *Price Negotiator* (40.105.00).
2. The Discount Price Plan information is displayed based on the Price Option selection, Regular or Best. Regular is the default.

   If Regular is selected, the displayed Discount Price Plan is the first plan found in the discount sequence set up in *Order Management Setup* (40.950.00) that can be applied to the item based on the discount plan parameters (category, sales unit, quantity, etc.).

   You can change Quantity in the header line to see the different prices based on the quantity breaks for the displayed discount plan.
3. To see if there is a better discount that can be applied, select **Best** in Price Option. The Discount Price Plan with the largest applicable discount is displayed.

   If **Best** is selected, then the discount sequence set up in Order Management Setup (40.950.00) is ignored and all the Discount Price Plans are evaluated. The discount plan with the largest discount that can be applied to the item based on the discount plan parameters (category, sales unit, quantity, etc.) is displayed.

   You can change **Quantity** in the header line to see the different prices based on the quantity breaks for the displayed discount plan.

4. If you want to apply the displayed sales price plan to the order, click **OK**. *Price Negotiator* (40.105.00) is closed and *Sales Orders* is updated with the selected pricing information.

   If you changed **Quantity** in the header line on *Price Negotiator* (40.105.00), **Ordered** on *Sales Orders* will be updated with the revised quantity.

5. To exit *Price Negotiator* (40.105.00) without making any changes to the sales order, click **Cancel**.

**Important:** If you exit *Price Negotiator* (40.105.00) by clicking **OK**, the system assumes that you have manually changed the price for the line item and will not make any further modifications to the discount percent. In this case, if you change the quantity in the line item in *Sales Orders* (40.100.00) or *Shippers* (40.110.00), the system will not attempt to re-apply any Sales Price Plan Discounts.

**Generating Pricing Scenarios with the Price Calculator**

![Price Negotiator (40.105.00), Price Calculator tab](image)

**To generate different pricing scenarios:**

1. Click the **Price Calculator** tab on *Price Negotiator* (40.105.00).
2. Select the **Calculation Method**.
3. Select the **Source Price**.
   - Choose **List Price** if you want to use the inventory item list price (stock base price).
   - Choose **Entered Price** if you want to manually enter the price. Enter it in **Price** in the header line.
4. Select the Destination.
   - Choose **Price** if you want to see the discount applied to the price with no discount percentage displayed.
   - Choose **Discount %** if you want to see the original price without the discount applied and discount percentage displayed.

5. In the % column, enter the different percentages to use in the price calculation. The corresponding prices will be calculated and displayed in the **Price** column. You can enter the prices in the **Price** column and the corresponding percentages will be displayed in the % column.

6. To select a percentage or price, click the button to the right of the price in the **Price** column. An X appears on the button.
   - **Price, Disc %, Extension, and GP%** are updated with the selected percentage/price.
   - If you want to clear the pricing information in the header and start with the original pricing information, click **Cancel** to close **Price Negotiator** (40.105.00). Re-open **Price Negotiator** (40.105.00); the pricing information will be refreshed with the original pricing information.

7. If the percentage/price is the one that you want to apply to the order, click **OK**. **Price Negotiator** (40.105.00) is closed and **Sales Orders** is updated with the selected pricing information.

8. To exit **Price Negotiator** (40.105.00) without making any changes to the sales order, click **Cancel**.

**Important:** If you exit **Price Negotiator** (40.105.00) by clicking **OK**, the system assumes that you have manually changed the price for the line item and will not make any further modifications to the discount percentage.

### Viewing Pricing History

*Figure 9: Price Negotiator (40.105.00), Pricing History tab*

**To view the pricing history for the item for this customer:**

1. Click the **Pricing History** tab on **Price Negotiator** (40.105.00).
2. You can scroll through the pricing history.
   - **(Form View)** Use the **PAGE UP** and **PAGE DOWN** keys to page through the orders.
   - **(Grid View)** Use the **UP ARROW** and **DOWN ARROW** keys or the scroll bars to the right and bottom of the grid.
Viewing Other Pricing Information

To view the other information for the item and customer:
Click the Other Information tab on Price Negotiator (40.105.00).
Scheduling Multiple Shipments for an Order

_Shipment Schedule (40.106.00)_ enables you to customize the shipping schedule for an order. For each line item on an order, you can designate one or more ship dates or shipping methods, or you can mark the items for delivery to a final destination.

A single order can be placed for an item for which the full quantity is not available currently but will be soon. Using _Shipment Schedule (40.106.00)_ , you can set up multiple shipments that will fulfill the order as stock becomes available.

**Example:** A customer may order 100 door knobs. You check availability and see that you have only 59 in stock, but 30 more are scheduled to arrive tomorrow and 30 more next Tuesday. If the customer does not require all 100 door knobs in the same shipment, you could enter the order for 100 today — including any applicable quantity price break — and ship 50 tomorrow and 50 next Wednesday by breaking the line item quantity into two shipment schedules.

When you enter line items on a sales order, Order Management automatically schedules shipments based on the default information stored in the system. Using _Shipment Schedule (40.106.00)_ you can modify this default information on an item-by-item basis.

See “Shipment Schedule (40.106.00)” on page 270 for descriptions of all the fields on _Shipment Schedule (40.106.00)_.

**Figure 11: Shipment Schedule (40.106.00)**

To schedule multiple shipments for an order:

1. Open **Sales Orders (40.100.00)**.
2. Enter an existing **Order Number** or enter a new order and highlight the line item that you want to schedule shipments for.
   - The inventory ID and ordered quantity for the item must be entered before shipments can be scheduled.
3. Click the **Schedule** button to open _Shipment Schedule (40.106.00)_.
   - The default shipment information for the item is displayed.
4. Change **Quantity Ordered** to the quantity that is to be included in this scheduled shipment.

When you change the ordered quantity and move down to the next line, the system will update the next line (grid view) or the next record (form view) with the remaining quantity to be shipped (the balance of the original order amount). For example, if the original order was 40 items and you enter 5 for the first scheduled shipment, then the next line (if grid view) or record (if form view) will default to 35 (40 - 5).

5. Enter lot/serial numbers for the schedule if it is associated with a lot/serial controlled line item. Lot/Serial number entry may be required or optional.

- If **Lot/Serial Entry Required** is selected on the schedule, lot/serial numbers must be entered.
- You can clear **Lot/Serial Entry Required** if the order type behavior is Sales Order or Will Call Order.
- If the order type behavior is Invoice, **Lot/Serial Entry Required** is selected and disabled.
- **Lot/Serial Entry Required** is not selected and disabled if either Drop Ship or Auto Create PO is selected (Order to Purchase module is installed).
- If **Lot/Serial Entry Required** is selected and the lot/serial numbers have not been entered, **Lot/Serial Hold** will be selected.
  - **Lot/Serial Hold** is display only; it is set by the application and cannot be modified.

**Note:** Lot/Serial number entry is available in **Shipment Schedule** (40.106.00). Lot/Serial numbers are entered in **Bin/Lot/Serial** (40.100.06) which is opened by clicking the **Bin/LotSer** button. If lot/serial numbers are entered they must be entered for the total ordered quantity. The item quantity and the entered lot/serial numbers will be allocated (reserved) from the inventory on-hand quantity. See “Sales Order Lot/Serial Number Entry” on page 65.

6. Update the other fields as necessary.

- To check the availability for the item, click the **Availability** button to open **Availability** (21.410.00).
- If a forwarding address is to be printed on the shipping label, click **Mark For** to enter the information. **Mark-for Information** (40.100.04) displays.

7. When you finish updating **Shipment Schedule** (40.106.00), click **OK** to close **Shipment Schedule** (40.106.00) and return to **Sales Orders** (40.100.00).

- Remember to save the sales order after you have entered information in **Shipment Schedule** (40.106.00) or your scheduled shipments will not be retained.
- To exit **Shipment Schedule** (40.106.00) without saving your changes, click **Cancel**. **Shipment Schedule** (40.106.00) closes and returns to **Sales Orders** (40.100.00).

**Note:** The line item on the sales order will not reflect the individual shipments entered in **Shipment Schedule** (40.106.00). **Ordered** will be disabled when a shipment schedule has been entered.
Marking Shipments for an End Destination

*Mark-for Information* (40.100.03) enables you to mark a shipment with both a ship-to address and a forwarding address. This feature is useful when the ship-to address differs from the end or final address for the shipment.

For example, if a shipment is being routed through a distribution center before final delivery to a retail store, *Mark-for Information* (40.100.03) allows you to identify both the distribution center (the ship-to address) and the retail store (the mark-for or forwarding address) on the shipment packing slip.

You can mark a forwarding address either for an entire order or, if the order has multiple shipments scheduled, you can mark the individual shipments in the order.

There are three *Mark-for Information* screens in Order Management:

- *Mark-for Information* (40.100.03) is accessed from *Sales Orders* (40.100.00) and is used at the header level to send all items on the order to the same Mark-for address.
- *Mark-for Information* (40.100.04) is accessed from *Shipment Schedule* (40.106.00) and is used at the schedule level so you can send each line item to a different Mark-for address.
- *Mark-for Information* (40.110.03) is accessed from *Shippers* (40.110.00), and is used at the header level to send all items on the order to the same Mark-for address.

See “*Mark-for Information* (40.100.03)” on page 242 for descriptions of all the fields on *Mark-for Information* (40.100.03).

![Mark-for Information (40.100.03)](image-url)

*Figure 12: Mark-for Information (40.100.03)*
Marking Orders for an End Destination in Sales Orders (40.100.00)

To mark an order for an end destination in Sales Orders (40.100.00):

1. Open Sales Orders (40.100.00).

2. Enter the order number that you want to mark with a forwarding address in Order Number and press TAB. If the order number is unknown, you can look it up in several ways:
   - To display a list of all existing sales orders, press F3 (or double-right-click). Order List is displayed. To select a sales order, you can highlight it and click OK or double-click on your selection. Depending on the number of sales orders in the system, the list may be quite large and take some time to display.
   - To search for a sales order, click . Open / Closed Sales Orders (40.101.00) is displayed. You can search for a sales order by customer, inventory item, site, customer purchase order number, invoice number, or a date range.

3. With the order displayed, click the Shipping Information tab.

4. Click Mark For to open Mark-for Information (40.100.03). The default shipment address for the order is displayed.

5. Change Address Type, if required.
   - Address Type designates the kind of address the merchandise is being shipped to.
   - Click the arrow to display the drop-down list of choices for Address Type. The choices are: Customer, Vendor, Site or Other. Click on your selection.

6. The cursor moves to the corresponding ID field for the address type:
   - Cust Address ID if Address Type is Customer.
   - Vendor ID if Address Type is Vendor.
   - Site ID if Address Type is Site.
   - Other Address ID if Address Type is Other.

7. Enter the Customer ID, if applicable, and the default is not correct.
   - Address Type is Customer.
   - Customer ID defaults to the customer ID entered on the Shipping Information tab of Sales Orders (40.100.00).
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

   Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

8. Enter the Cust Address ID, if applicable, and the default is not correct.
   - Address Type is Customer.
   - Cust Address ID defaults to the customer address ID entered on the Shipping Information tab of Sales Orders (40.100.00).
   - When Cust Address ID is entered, the associated name, address, and phone number is displayed.
   - To display a list of all customer address IDs, press F3 (or double-right-click). Ship To Address List is displayed. To select an address ID, you can highlight it and click OK or double-click on your selection.

   Note: If the address is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Ship To Address List to add the new address.
9. Enter the **Vendor ID**, if applicable.
   - **Address Type** is Vendor.
   - **Vendor ID** defaults to the vendor ID entered on the **Shipping Information** tab of Sales Orders (40.100.00).
   - To display a list of all vendor IDs, press F3 (or double-right-click). **Vendor List** is displayed. To select a vendor ID, you can highlight it and click **OK** or double-click on your selection.

   **Note**: If the vendor is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Vendor List** to add the new vendor.

10. Enter the **Vend Address ID**, if applicable, and the default is not correct.
    - **Address Type** is Vendor.
    - **Vend Address ID** defaults to the vendor address ID entered on the **Shipping Information** tab of Sales Orders (40.100.00).
    - To display a list of all vendor address IDs, press F3 (or double-right-click). **PO Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

    **Note**: If the vendor is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **PO Address List** to add the new vendor.

11. Enter the **Site ID**, if applicable.
    - **Address Type** is Site.
    - **Site ID** defaults to the site ID entered on the **Shipping Information** tab of Sales Orders (40.100.00).
    - When **Site ID** is entered, the associated name, address, and phone number is displayed.
    - To display a list of all site IDs, press F3 (or double-right-click). **Site List** is displayed. To select a Site ID, you can highlight it and click **OK** or double-click on your selection.

12. Enter the **Other Address ID**, if applicable.
    - **Address Type** is Other.
    - **Other Address ID** defaults to the other address ID entered on the **Shipping Information** tab of Sales Orders (40.100.00).
    - When **Other Address ID** is entered, the associated name, address, and phone number is displayed.
    - To display a list of all other address IDs, press F3 (or double-right-click). **Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

    **Note**: If the address is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Address List** to add the new address.

13. When you finish updating **Mark-for Information** (40.100.03), click **OK** to close **Mark-for Information** (40.100.03) and return to Sales Orders (40.100.00).
    - Remember to save the sales order after you have entered information in **Mark-for Information** (40.100.03) or your forwarding address information will not be retained.
    - To exit **Mark-for Information** (40.100.03) without saving your changes, click **Cancel**. **Mark-for Information** (40.100.03) closes and returns to Sales Orders (40.100.00).
Marking Orders for an End Destination in Shipment Schedule (40.106.00)

To mark an order for an end destination in Shipment Schedule (40.106.00):

You can mark alternate addresses for orders with multiple shipments per line item from Shipment Schedule (40.106.00) which is accessed from Sales Orders (40.100.00). Note that once you mark individual line items, the Mark For button on Sales Orders (40.100.00), Shipping Information tab, is disabled.

1. Open Shipment Schedule (40.106.00) by clicking the Schedule button on Sales Orders (40.100.00). To enable the Schedule button, you must first enter an order number and then tab to or click in the Detail area of the screen.

2. Select the item that you want to mark with a forwarding address.
   - (Form View) Click in any field on the page.
   - (Grid View) Click in any field in the item row.

3. Click Mark For to open Mark-for Information (40.100.04).
   The default shipment address for the order is displayed.

4. Change Address Type, if required.
   - Address Type designates the kind of address the merchandise is being shipped to.
   - Click the arrow to display the drop-down list of choices for Address Type. The choices are: Customer, Vendor, Site or Other. Click on your selection.

5. The cursor moves to the corresponding ID field for the address type:
   - Cust Address ID if Address Type is Customer.
   - Vendor ID if Address Type is Vendor.
   - Site ID if Address Type is Site.
   - Other Address ID if Address Type is Other.

6. Enter the Customer ID, if applicable, and the default is not correct.
   - Address Type is Customer.
   - Customer ID defaults to the customer ID entered on the Shipping Information tab of Sales Orders (40.100.00).
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

   Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

7. Enter the Cust Address ID, if applicable, and the default is not correct.
   - Address Type is Customer.
   - Cust Address ID defaults to the customer address ID entered on the Shipping Information tab of Sales Orders (40.100.00).
   - When Cust Address ID is entered, the associated name, address, and phone number is displayed.
   - To display a list of all customer address IDs, press F3 (or double-right-click). Ship To Address List is displayed. To select an address ID, you can highlight it and click OK or double-click on your selection.

   Note: If the address is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Ship To Address List to add the new address.
8. Enter the **Vendor ID**, if applicable.
   - **Address Type** is Vendor.
   - **Vendor ID** defaults to the vendor ID entered on the **Shipping Information** tab of **Sales Orders** (40.100.00).
   - To display a list of all vendor IDs, press F3 (or double-right-click). **Vendor List** is displayed. To select a vendor ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the vendor is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Vendor List** to add the new vendor.

9. Enter the **Vend Address ID**, if applicable, and the default is not correct.
   - **Address Type** is Vendor.
   - **Vend Address ID** defaults to the vendor address ID entered on the **Shipping Information** tab of **Sales Orders** (40.100.00).
   - To display a list of all vendor address IDs, press F3 (or double-right-click). **PO Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the vendor is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **PO Address List** to add the new vendor.

10. Enter the **Site ID**, if applicable.
    - **Address Type** is Site.
    - When **Site ID** is entered, the associated name, address, and phone number is displayed.
    - **Site ID** defaults to the site ID entered on the **Shipping Information** tab of **Sales Orders** (40.100.00).
    - To display a list of all site IDs, press F3 (or double-right-click). **Site List** is displayed. To select a site ID, you can highlight it and click **OK** or double-click on your selection.

11. Enter the **Other Address ID**, if applicable.
    - **Address Type** is Other.
    - **Other Address ID** defaults to the other address ID entered on the **Shipping Information** tab of **Sales Orders** (40.100.00).
    - When **Other Address ID** is entered, the associated name, address, and phone number is displayed.
    - To display a list of all other address IDs, press F3 (or double-right-click). **Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

    **Note:** If the address is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Address List** to add the new address.

12. When you finish updating **Mark-for Information** (40.100.04), click **OK** to close **Mark-for Information** (40.100.04) and return to **Shipment Schedule** (40.106.00).
    - Remember to save the sales order after you have entered information in **Mark-for Information** (40.100.04) or your forwarding address information will not be retained.
    - To exit **Mark-for Information** (40.100.04) without saving your changes, click **Cancel**. **Mark-for Information** (40.100.04) closes and returns to **Shipment Schedule** (40.106.00).
Looking Up Order Information

Looking Up Existing Sales Orders

Open / Closed Sales Orders (40.101.00) enables you to search for an order using any combination of the following fields as search criteria: customer ID, inventory ID, site ID, customer PO, invoice number, order date, and order status.

You can display Open / Closed Sales Orders (40.101.00) from Sales Orders (40.100.00), Duplicate Order (40.100.01), and Customer Service Assistant (40.140.00).

See “Open / Closed Sales Orders (40.101.00)” on page 337 for descriptions of all the fields on Open / Closed Sales Orders (40.101.00).

![Figure 13: Open / Closed Sales Orders (40.101.00), Summary tab](image)

To look up an existing sales order:
1. Open Sales Orders (40.100.00).
2. Click ![ ] to the right of Order Number. Open / Closed Sales Orders (40.101.00) displays.
   - You can also click in Order Number and press ALT+F3 to display Open / Closed Sales Orders (40.101.00).
   - Open / Closed Sales Orders (40.101.00) can also be accessed from Duplicate Orders (40.101.00) and Customer Service Assistant (40.140.00).
3. Enter the information you have available to search for the order in question. The more information you enter, the fewer the number of orders returned by the search.
   - You can use wildcard characters in fields that contain an asterisk.
4. Click Refresh. All the orders list that match the entered search criteria are displayed in the Summary and Details tabs.
5. Scroll through the order list until you find the desired order. To scroll:
   - (Form View) Use the **PAGE UP** and **PAGE DOWN** keys to page through the orders.
   - (Grid View) Use the **UP ARROW** and **DOWN ARROW** keys or the scroll bars to the right and bottom of the grid.

6. To choose the order, place the cursor in the order.
   - (Form View) Click any field in the tab.
   - (Grid View) Click any field in the order row.

7. Click **Select**. **Open / Closed Sales Orders** (40.101.00) is closed and the information for the selected order is displayed in the originating screen.

**Looking Up Customers**

If the customer ID is not available, you can search for it using **Customer Lookup** (40.102.00).

**Customer Lookup** (40.102.00) has three tabs, each of which allows you to search for a customer by a particular type of customer data. The three search options are by customer, accounts receivable or order information. The following table presents an overview of the **Customer Lookup** (40.102.00) tabs.

<table>
<thead>
<tr>
<th>Use this tab...</th>
<th>If you know...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer</strong></td>
<td>Customer name or telephone number (including area code)</td>
</tr>
<tr>
<td><strong>Accounts Receivable</strong></td>
<td>Reference number, period to post, project, or customer order number</td>
</tr>
<tr>
<td><strong>Order Management</strong></td>
<td>Order number, invoice number, project, customer order number</td>
</tr>
</tbody>
</table>

You can display **Customer Lookup** (40.102.00) from the Order Management menu, **Sales Orders** (40.100.00), **Shippers** (40.110.00), **Open / Closed Sales Orders** (40.101.00), and **Open / Closed Shippers** (40.111.00).

See “**Customer Lookup** (40.102.00)” on page 344 for descriptions of all the fields on **Customer Lookup** (40.102.00).
To look up a customer:

1. Open Customer Lookup (40.102.00) by choosing Order Management | Customer Lookup. Customer Lookup (40.102.00) is displayed.

   Customer Lookup (40.102.00) can also be accessed from: Sales Orders (40.100.00), Shippers (40.110.00), Open / Closed Sales Orders (40.101.00), or Open / Closed Shippers (40.111.00) by clicking to the right of Customer ID.

2. Click the tab corresponding to the information you have available for the customer: Customer, Accounts Receivable, or Order Management.

3. Enter the information you have available to search for the order in question. The more information you enter, the fewer the number of orders returned by the search.

   You can use wildcard characters in fields that contain an asterisk.

4. Click Refresh. All the customers that match the entered search criteria are displayed.

5. Scroll through the customer list until you find the desired customer. To scroll:
   - (Form View) Use the PAGE UP and PAGE DOWN keys to page through the customer.
   - (Grid View) Use the UP ARROW and DOWN ARROW keys or the scroll bars to the right and bottom of the grid.

6. To choose the customer, place the cursor in the customer record.
   - (Form View) Click any field in the customer record.
   - (Grid View) Click any field in the customer row.

7. Click Select. Customer Lookup (40.102.00) is closed and the customer ID is displayed in the originating screen.

Note: If you opened Customer Lookup (40.102.00) from the Order Management menu, when you select a customer, Customer Maintenance (08.260.00) in Accounts Receivable is displayed with the selected customer information.

Looking Up Inventory IDs

If the inventory ID is unknown, you can search for it using Inventory Item Lookup (10.210.00) in Inventory, which can be opened in Sales Orders (40.100.00), Shippers (40.110.00), and Open / Closed Shippers (40.111.00). Inventory Item Lookup (10.210.00) allows you to search for an item by description or attribute. Inventory Item Lookup (10.210.00) information is organized on tabs for easy access.

<table>
<thead>
<tr>
<th>Use this tab...</th>
<th>If you know...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lookup by Description</td>
<td>Part number, description, product class, site ID</td>
</tr>
<tr>
<td>Lookup by Attribute</td>
<td>Product class and product class attributes, site ID</td>
</tr>
</tbody>
</table>

Both Inventory Item Lookup (10.210.00) tabs allow you to search for an item by product class. A product class is a group of inventory items with similar characteristics. This feature is helpful when you know a general product category but do not know any portion of an item’s part number or description. Searching by product class also allows you to display groups of similar items. For example, if an item is out of stock, searching on the item’s product class may display a list of items that are suitable alternatives.
Looking Up an Inventory ID by Description

To look up an inventory item by description:

1. Open Inventory Item Lookup (10.210.00) using one of these methods:
   - To open Inventory Item Lookup (10.210.00) in Sales Orders (40.100.00), Line Items tab or Shippers (40.110.00), Line Items tab:
     - (Form View) Click to the right of Inventory ID.
     - (All Views) Click in Inventory ID and the click the Find Item button at the bottom of the screen.
   - To open Inventory Item Lookup (10.210.00) in Open / Closed Shippers (40.101.00), click to the right of Inventory ID.
   - In all three screens, you can also click in Inventory ID and press ALT+F3 to display Inventory Item Lookup (10.210.00).

![Inventory Item Lookup (10.210.00), Lookup by Description tab](image)

Figure 15: Inventory Item Lookup (10.210.00), Lookup by Description tab
2. If you have a partial or complete part number for the inventory item, enter as much in Part Number as you know and press TAB.
   - To display a list of all inventory IDs, click in Part Number and press F3 (or double-right-click). Inventory Item List is displayed. To select an inventory ID, you can highlight it and click OK or double-click on your selection.
   - To limit the search on a part number to a particular customer, select Customer Part Nbr and enter the customer ID in Customer ID.
     - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection.

   Note: If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new address.

   - To limit the search on a part number to a particular vendor, select Vendor Part Nbr and enter the vendor ID in Vendor ID.
     - To display a list of all vendor IDs, press F3 (or double-right-click). Vendor List is displayed. To select a vendor ID, you can highlight it and click OK or double-click on your selection.

   Note: If the vendor is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Vendor List to add the new vendor.

   - To limit the search on a part number to a particular site, select Single Site and enter the site ID in Site ID.
     - To display a list of all site IDs, press F3 (or double-right-click). Site List is displayed. To select a site ID, you can highlight it and click OK or double-click on your selection.

   - To include substitute items in the look up, select Substitutes.
   - To include other types of alternate IDs, select Globals.
   - You can use wildcard characters in fields that contain an asterisk.

3. If you have a partial or complete description for the inventory item, enter as much of the description as you know in Description and press TAB.
   You can use wildcard characters in fields that contain an asterisk.

4. If you know the Product Class, enter it and press TAB.
   To display a list of all product classes, press F3 (or double-right-click). Product Classes List is displayed. To select a product class, you can highlight it and click OK or double-click on your selection.

5. Click Refresh. All inventory items that match the entered search criteria are displayed.

6. Scroll through the inventory items until you find the desired item. To scroll:
   - (Form View) Use the PAGE UP and PAGE DOWN keys to page through the items.
   - (Grid View) Use the UP ARROW and DOWN ARROW keys or the scroll bars to the right and bottom of the grid.

7. To choose the inventory item, place the cursor in the item.
   - (Form View) Click any field in the item record.
   - (Grid View) Click any field in the item row.

8. Click Select. Inventory Item Lookup (10.210.00) is closed and the inventory ID is displayed in the originating screen.
Looking Up an Inventory Item by Attribute

To look up an inventory item by attribute:

1. Open *Inventory Item Lookup* (10.210.00) using one of these methods:
   - To open *Inventory Item Lookup* (10.210.00) in *Sales Orders* (40.100.00), *Line Items* tab or *Shippers* (40.110.00), *Line Items* tab:
     - (Form View) Click to the right of *Inventory ID*.
     - (All Views) Click in *Inventory ID* and the click the *Find Item* button at the bottom of the screen.
   - To open *Inventory Item Lookup* (10.210.00) in *Open / Closed Shippers* (40.101.00), click to the right of *Inventory ID*.
   - In all three screens, you can also click in *Inventory ID* and press ALT+F3 to display *Inventory Item Lookup* (10.210.00).

2. Click the *Lookup by Attribute* tab.

3. If you want to limit the search to a specific inventory site, enter the site ID in *Site ID* and press TAB.
   - To display a list of all sites, press F3 (or double-right-click). *Site List* is displayed. To select a site, you can highlight it and click OK or double-click on your selection.

4. Enter the *Product Class* and press TAB.
   - The screen is refreshed to display the attribute fields defined for the entered product class.
   - To display a list of all product classes, press F3 (or double-right-click). *Product Classes List* is displayed. To select a product class, you can highlight it and click OK or double-click on your selection.
5. Enter values in the product class attribute field(s) on which you want to search.
6. Click **Refresh**. All inventory items that match the entered search criteria are displayed.
7. Scroll through the inventory items until you find the desired item. To scroll:
   - (Form View) Use the **PAGE UP** and **PAGE DOWN** keys to page through the items.
   - (Grid View) Use the **UP ARROW** and **DOWN ARROW** keys or the scroll bars to the right and bottom of the grid.
8. To choose the inventory item, place the cursor in the item.
   - (Form View) Click any field in the item record.
   - (Grid View) Click any field in the item row.
9. Click **Select**. **Inventory Item Lookup (10.210.00)** is closed and the inventory ID is displayed in the originating screen.

### Looking Up Shipper IDs

**Open / Closed Shippers (40.111.00)** enables you to search for a shipper using any combination of the following fields as search criteria: **Customer ID**, **Inventory ID**, **Site ID**, **Customer PO**, **Order Number**, **Invoice Number**, **Order Date**, and **Order Status**.

You can display **Open / Closed Shippers (40.111.00)** from **Sales Orders (40.100.00)**, **Shippers (40.110.00)**, and **Shipment Confirmation (40.117.00)**.

See “**Open / Closed Shippers (40.111.00)**” on page 350 for descriptions of all the fields on **Open / Closed Shippers (40.111.00)**.

![Figure 17: Open / Closed Shippers (40.111.00), Summary tab](image)

**To look up a shipper in Sales Orders (40.100.00):**

1. Open **Sales Orders (40.100.00)**.
2. Enter the order number. The **Shipments** button becomes enabled.
3. Click the **Shipments** button. **Open / Closed Shippers (40.111.00)** is displayed.
   - **Order Number** is transferred from the sales order.
4. Click **Refresh**. All the orders that match the entered search criteria are displayed in the **Summary** and **Details** tabs.

If a shipper is not displayed for the order, look in the Order Status frame. You may need to change the order status to display the shipper(s). For example, if the order is closed and **Open** is selected in the Order Status frame, then the shipper will not be displayed. Click **Closed** or **Both**, then click **Refresh** again.

5. Scroll through the shippers until you find the desired shipper. To scroll:
   - (Form View) Use the **PAGE UP** and **PAGE DOWN** keys to page through the shippers.
   - (Grid View) Use the **UP ARROW** and **DOWN ARROW** keys or the scroll bars to the right and bottom of the grid.

6. To choose the shipper, place the cursor in the shipper.
   - (Form View) Click any field in the shipper record.
   - (Grid View) Click any field in the shipper row.

7. If you click **Select**, **Shippers** (40.110.00) is displayed with the selected shipper information.

### Looking Up Project Allocated Inventory

*Inventory Allocated to Projects Inquiry* (10.224.00) enables you to search for an inventory ID using any combination of the following fields as search criteria: **Inventory ID**, **Site ID**, **Project ID**, **Task ID**, and **Allocation Date**.

You can display **Inventory Allocated to Projects Inquiry** (10.224.00) from **Inventory Item Lookup** (10.210.00) in Inventory, which can be opened in **Sales Orders** (40.100.00), **Shippers** (40.110.00), and **Open / Closed Shippers** (40.111.00). Also, you can open **Inventory Allocated to Projects Inquiry** (10.224.00) from the menu in Inventory. For more information, see the Inventory Help or user’s guide.
Sending Order Confirmations and Manual Order Confirmations Electronically

You can send or resend order confirmations and manual order confirmations to customers electronically using Sales Orders (40.100.00) or Order Confirmation (40.610.00). To transmit the forms electronically, Quick Send for the OM Order Confirmation or OM Manual Order Confirmation document types must be set up on Quick Send Setup (21.951.00) in the Shared Information module, the customer of the form’s sales order must be set up for Quick Send for the OM Order Confirmation or OM Manual Order Confirmation document types on the Quick Send tab on Customer Maintenance (08.260.00) in the Accounts Receivable module, and the form’s sales order must be released.

You can also resend forms using Quick Send Inquiry (21.200.00) in the Shared Information module. For more information about resending documents using Quick Send Inquiry (21.200.00), see “Resending Documents Delivered Electronically” in the Shared Information module.

Note: Printed order confirmations and manual order confirmations can be transmitted electronically by defining the Quick Send preferences for their customers and selecting to print the forms on Print Form (40.100.02) or Order Confirmation (40.610.00).

To send or resend order confirmations or manual order confirmations electronically for released sales orders on Sales Orders (40.100.00):

1. Determine which form for a released sales order to send.
2. Open Sales Orders (40.100.00). Sales Orders (40.100.00) displays.

   ![Figure 18: Sales Orders (40.100.00)](image)

3. Select the reference number for the sales order determined in step 1 in Order Number.
4. Click **Print**. *Print Form (40.100.02) displays.*

![Print Form (40.100.02) Image](image1.png)

**Figure 19**: Print Form (40.100.02)

5. Select Order Confirmation or Manual Order Confirmation in **Form to Print**. Additional Quick Send and Doc Share options appear.

![Print Form (40.100.02) Image](image2.png)

**Figure 20**: Print Form (40.100.02) — OM Order Confirmation document type is defined in Quick Send Setup (21.951.00) and in Customer Maintenance (08.260.00) for the customer, and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)

6. Select **Quick Send** to send the form electronically according to the Quick Send preferences defined for the customer on the **Quick Send** tab of Customer Maintenance (08.260.00) and to the customer’s additional recipients defined on Additional Receivers (08.260.08) in the Accounts Receivable module.

7. (Optional when **Document Type** is Order Confirmation) Select **Publish to SharePoint** to send the order confirmation to a SharePoint site using the Doc Share feature.
8. Click **OK**. The form is transmitted electronically by means of Quick Send or Doc Share.
   - **Quick Send** — If the form has not been transmitted electronically, a Quick Send request is created based on the customer’s Quick Send preferences defined for the OM Order Confirmation or OM Manual Order Confirmation document types on the **Quick Send** tab of Customer Maintenance (08.260.00) in the Accounts Receivable module. Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s OM Order Confirmation or OM Manual Order Confirmation document types on Additional Receivers (08.260.08). If the form was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the form’s Quick Send requests are used to resend the form. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information Help or user’s guide.
   - **Doc Share** — If the form has not been posted on a SharePoint site, an Application Server request is created based on the customer’s Doc Share settings defined on SharePoint Site Creation/Linking (21.960.00) in the Shared Information module. The form is published to the SharePoint site that is specified. If the form is reprinted, it is created with the same file name as the previous version and overwrites the form that was previously posted to the SharePoint site.

**To send order confirmations or manual order confirmations to one-time receivers:**
1. Determine which form for a released sales order to send to the one-time recipient.
2. Open Sales Orders (40.100.00).
3. Select the identification number for the sales order determined in step 1 in **Order Number**.
4. Click **Print**. Print Form (40.100.02) displays.

![Print Form (40.100.02)](image_url)
5. Select Order Confirmation or Manual Order Confirmation in **Form to Print**. Additional Quick Send and Doc Share options appear.

![Print Form (40.100.02)](image)

Figure 22: Print Form (40.100.02) — OM Order Confirmation document type is defined in Quick Send Setup (21.951.00) and in Customer Maintenance (08.260.00) for the customer, and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)

6. Select **Quick Send to One-time Receiver**. One-time Receiver (40.100.08) displays.

![One-time Receiver (40.100.08)](image)

Figure 23: One-time Receiver (40.100.08)

7. Select the appropriate manner to send the form to the one-time recipient in **Delivery Method**.

8. Enter the one-time receiver’s email address in **Receiver Email Address** when **Delivery Method** is **Email**.

   - OR –

   Enter the one-time receiver’s fax number in **Receiver Fax Number** when **Delivery Method** is **Fax**.

9. Select the appropriate settings for the one-time recipient based on the delivery method.

10. Click **Send Request** to send the form to the one-time recipient.
To send order confirmations electronically when printing **Order Confirmation (40.610.00)**:

1. Open **Order Confirmation (40.610.00)**. **Order Confirmation (40.610.00)** displays.

![Order Confirmation (40.610.00)](image)

*Figure 24: Order Confirmation (40.610.00)*

2. Click **Print**. The order confirmation is printed, or it is transmitted electronically by means of Quick Send or Doc Share.

- **Quick Send** — If the order confirmation has not been transmitted electronically, a Quick Send request is created based on the customer's Quick Send preferences defined for the OM Order Confirmation document type on the **Quick Send** tab of **Customer Maintenance (08.260.00)** in the Accounts Receivable module. Quick Send requests are also created according to each additional receiver's Quick Send preferences defined for the customer's OM Order Confirmation document type on **Additional Receivers (08.260.08)**. If the order confirmation was transmitted electronically, the customer's and additional receiver's Quick Send preferences indicated in the order confirmation's Quick Send requests are used to resend the order confirmation. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information Help or user's guide.

- **Doc Share** — If the order confirmation has not been posted on a SharePoint site, an Application Server request is created based on the customer's Doc Share settings defined on **SharePoint Site Creation/Linking (21.960.00)** in the Shared Information module. The order confirmation is published to the SharePoint site that is specified. If the order confirmation is reprinted, it is created with the same file name as the previous version and overwrites the document that was previously posted to the SharePoint site.
Shipper Entry

Creating Orders that Originate as Shippers

For most order types, shippers are created automatically by the Process Manager when it is time to ship. Some order types, such as Counter Sales, originate in Shippers (40.110.00). This section explains how to create those shipper types.

See “Shippers (40.110.00)” on page 278 for descriptions of all the fields in Shippers (40.110.00).

Important: Sales Journal (40.690.00) on the Order Management Reports menu must be run for closed orders/shippers, to create update batches for Inventory and Accounts Receivable. These batches may be manually or automatically released in the corresponding modules to perform the updates to Inventory and Accounts Receivable.

You access Shippers (40.110.00) from the Order Management menu. Shippers (40.110.00) information is organized on tabs for easy access. Each tab contains information related to a particular aspect of the shipper — such as the items ordered or the shipping information.

<table>
<thead>
<tr>
<th>The tab...</th>
<th>Enables you to...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Line Items</strong></td>
<td>Add or update items on a shipper. From Line Items, you can enter the inventory items being ordered, check inventory availability, and set sales commissions.</td>
</tr>
<tr>
<td><strong>Shipping Information</strong></td>
<td>View or update the shipping information — such as shipping address and method — for an order. From Shipping Information, you can also mark the order for delivery to an alternate delivery location.</td>
</tr>
<tr>
<td><strong>Billing Information</strong></td>
<td>View or update billing addresses, payment terms, and contract, order, and authorization numbers. From Billing Information, you</td>
</tr>
</tbody>
</table>
The tab... | Enables you to...
---|---
Kit Assembly | Plan and create single-level kits. Only displayed when the Order Type is Kit Assembly.
Other Information | View or update information on customer credit and tax details. can also access information on customer credit and tax details.
Misc Charges | View or update non-inventory charges — such as special handling charges or restocking fees — that have been made to an order.
Sales Tax | View the taxes calculated for an order. Taxes are calculated for freight, merchandise, and miscellaneous charges.
Payments | Enter prepayments from the customer for the order.
Totals | View a summary of the charges and balances for a shipper.

Entering a Shipper

Entering Header Information
1. Open Shippers (40.110.00).
2. Enter the Order Type.
   To display a list of all order types, press F3 (or double-right-click). Order Type List is displayed. To select an order type, you can highlight it and click OK or double-click on your selection.
3. Enter the customer’s ID in Customer ID. If the customer ID is unknown, you can look it up in several ways:
   - To display a list of all customer IDs, press F3 (or double-right-click). Active Customer List is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.
     
     **Note:** If the customer is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active Customer List to add the new customer.

   - To search for a customer ID, click Customer Lookup (40.102.00) is displayed. The three tabs on Customer Lookup (40.102.00) allow you to search for a customer by the customer name (partial or full), accounts receivable information, or order information.

   - After you enter a customer ID, you can click the Customer Maintenance icon to display Customer Maintenance (08.260.00) in Accounts Receivable.

4. If the customer has a purchase order number, enter the purchase order number in PO.
5. Site ID will default when the first inventory ID is entered.
   The Site ID default is based on the Method for defaulting Site ID on the Order/Shipper Entry tab of Order Management Setup (40.950.00). The options are: Customer Ship-to Address, Item, User, and No Default.
   - If Method for defaulting Site ID is Customer Ship-to Address, Site ID defaults from Site ID for the customer’s address in Order Management (08.262.01) in Accounts Receivable’s Shipping Address (08.262.00).
   - If Method for defaulting Site ID is User, Site ID defaults from Default Site ID in User Defaults (40.340.00).
   - If Method for defaulting Site ID is Item, Site ID defaults from Default Site ID on the Information tab of Inventory’s Inventory Items (10.250.00).
   - If the site ID selected according to the above rules has never had inventory received for the item, then that site ID is bypassed and the Default Site ID from Inventory’s Inventory Items (10.250.00) is selected as the default.
Entering Line Items - Line Items Tab

1. Enter the inventory ID for the inventory item. If the inventory ID is not known, you can look it up in several ways:

   - To display a list of all inventory IDs, press F3 (or double-right-click). Inventory Item List is displayed. To select an inventory ID, you can highlight it and click OK or double-click on your selection. It is recommended that this method only be used if you have a relatively small number of inventory items.

   - To search for an inventory ID, click (form view only). Inventory Item Lookup (10.210.00) is displayed. The two tabs on Inventory Item Lookup (10.210.00) allow you to search for an inventory item by part number, description, product class, or attribute.

   - When the inventory ID is entered, the following fields will default from the item setup in Inventory's Inventory Items (10.250.00) in Inventory: Unit Price, UOM, List Price, Unit Cost, Alternate ID, Description, Salesperson, Commissionable Cost, Comm Pct, and Sales Tax Category.

   - If the inventory ID is not known, you can enter an alternate inventory ID set up in Item Cross References (10.380.00) for the item in Inventory ID.

   Note: Vendor alternate IDs cannot be entered in Inventory ID. If you know the vendor part number, click the Find Item button to open Inventory Item Lookup (10.210.00), which allows you to search for an item by vendor part number.

2. Enter the number of items to be shipped in Quantity Shipped.

   - The available quantity for the item is displayed in the status bar under the Rlse/Confirm button at the bottom of the screen.

   - For a more detailed view of the availability for an item, click the Availability button to open Availability (21.410.00).

3. Discount Pct will display the discount percentage, if applicable.

   - Three types of line item discounts may be set up in Order Management: 1) Trade Discounts, 2) Sales Price Plan Discounts, and 3) Chain Discounts.

   - Depending on the type of discount applied, the discount percentage may be blank with the discount reflected in the Unit Price.

4. If the item being purchased is to have sales tax applied, select Taxable.

   - Taxable is selected and disabled if Registration Nbr (reseller number) is blank on the Defaults tab of Customer Maintenance (08.260.00) in Accounts Receivable.

   - Taxable is disabled and not selected on the following order types: Non-Order Shipment, Warehouse Transfer, and Kit Assembly.

   - For all other order types: When Registration Nbr is entered on the Defaults tab of Customer Maintenance (08.260.00) in Accounts Receivable, Taxable is enabled and can be changed.

5. If the item is a lot numbered item and it is acceptable to pick the shipping quantity from different lots, select OK to Split Lots.

   OK to Split Lots is enabled if the inventory item is designated as lot numbered in Lot/Serial Tracked in Inventory Items (10.250.00).

6. If the item you are sending is a sample, select Sample.

   When Sample is selected, the order reduces inventory quantities and an invoice will be created. If the sample is to be free of charge, enter zero for the price.
7. If the default salesperson and/or the associated commission percentage is not correct, change Salesperson ID and/or Comm Pct.
   - The default Salesperson ID on the line item is the Salesperson ID entered on the Other Information tab.
   - To display a list of all salespeople, press F3 (or double-right-click). Salesperson List displays. To select a salesperson, you can highlight the name and click OK or double-click on your selection.
   - Multiple salespeople can be entered for each line item, each with that person’s commission percentage when Invoice in on the Other Information tab is set to Order Management. If multiple salespeople are entered, an asterisk displays in Salesperson ID. To view the salespeople associated with the line item, click the Salespeople button on the Other Information tab. Salesperson (40.104.00) opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.
   - Salesperson ID is display only and displays the salesperson specified in Salesperson ID on the Other Information tab for the second and succeeding lines when Invoice in on the Other Information tab is set to Project Flexible Billings.

Note: If the salesperson is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Salesperson List to add the new salesperson.

8. If the order is for returned merchandise, such as a return for credit or a return for repair, enter the Disposition for the item.
   - Disposition refers to the action to be taken upon receipt of the returned merchandise.
   - Click the arrow to display the drop-down list of choices for Disposition. The choices are: Repair, Return to Stock, Return to Vendor (for repair or replacement), and Scrap. Click on your selection.

9. If the item requires inspection before being shipped, enter the Inspection ID.
   - To display a list of all the inspection options for an item, press F3 (or double-right-click). Inspection List is displayed. To select an inspection ID, you can highlight it and click OK or double-click on your selection.

Note: If the inspection ID is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Inspection List to add the new inspection IDs.
   - When an inspection ID is entered, Require Inspection on the Other Information tab is automatically selected.

10. If Project Controller is installed, enter the Project associated with the order.
    To display a list of all the projects, press F3 (or double-right-click). Active A/R Projects List is displayed. To select a project, you can highlight it and click OK or double-click on your selection.
    Project is display only and displays the project specified in Project on the Other Information tab for the second and succeeding lines when Invoice in on the Other Information tab is set to Project Flexible Billings.

Note: If the project is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active A/R Projects List to add the new project.

11. If Project Controller is installed, enter the Task associated with the order.
    To display a list of all the tasks, press F3 (or double-right-click). Project Task List is displayed. To select a task, you can highlight it and click OK or double-click on your selection.

Note: If the task is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Project Task List to add the new task.
Entering Shipping Information - Shipping Information Tab

1. If the default address type is not correct, change Address Type.
   - **Address Type** designates the kind of shipping address for the merchandise.
   - **Address Type** defaults to Customer for all new orders.
   - Click the arrow to display the drop-down list of choices for **Address Type**. The choices are: Customer, Vendor, Site, or Other. Click on your selection.

2. The cursor will move to the corresponding ID field for the address type:
   - **Cust Address ID** if **Address Type** is Customer.
   - **Vendor ID** if **Address Type** is Vendor.
   - **Site ID** if **Address Type** is Site.
   - **Other Address ID** if **Address Type** is Other.

3. Enter the Customer ID, if applicable, and the default is not correct.
   - **Address Type** is Customer.
   - **Customer ID** defaults to the customer ID entered on the sales order.
   - To display a list of all customer IDs, press F3 (or double-right-click). **Active Customer List** is displayed. To select a customer ID, you can highlight it and click OK or double-click on your selection. Depending on the number of customers in the system, the list may be quite large and take some time to display.

4. Enter the Cust Address ID, if applicable, and the default is not correct.
   - **Address Type** is Customer.
   - **Cust Address ID** defaults to Dflt Ship To ID on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
   - When **Cust Address ID** is entered, the associated name, address, and phone number are displayed.
   - To display a list of all customer address IDs, press F3 (or double-right-click). **Ship To Address List** is displayed. To select an address ID, you can highlight it and click OK or double-click on your selection.

   **Note:** If the address is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Ship To Address List** to add the new address.

5. Enter the Vendor ID, if applicable.
   - **Address Type** is Vendor.
   - To display a list of all vendor IDs, press F3 (or double-right-click). **Vendor List** is displayed. To select a vendor ID, you can highlight it and click OK or double-click on your selection.

   **Note:** If the vendor is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Vendor List** to add the new vendor.
6. Enter the **Vend Address ID**, if applicable.
   - **Address Type** is Vendor.
   - **Vend Address ID** defaults to Purchase Order Address **Default ID** on the **Purchasing Info** tab of **Vendor Maintenance** (03.270.00) in Accounts Payable.
   - When **Vend Address ID** is entered, the associated name, address, and phone number are displayed.
   - To display a list of all vendor address IDs, press F3 (or double-right-click). **PO Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the vendor is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **PO Address List** to add the new vendor.

7. Enter the **Site ID**, if applicable.
   - **Address Type** is Site.
   - When **Site ID** is entered, the associated name, address, and phone number are displayed.
   - To display a list of all site IDs, press F3 (or double-right-click). **Site List** is displayed. To select a site ID, you can highlight it and click **OK** or double-click on your selection.

8. Enter the **Other Address ID**, if applicable.
   - **Address Type** is Other.
   - When **Other Address ID** is entered, the associated name, address, and phone number are displayed.
   - To display a list of all other address IDs, press F3 (or double-right-click). **Address List** is displayed. To select an address ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the address is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Address List** to add the new address.

9. If the entire order is to be shipped directly from your supplier to your customer, select **Drop Ship**.
   When **Drop Ship** is selected, the order items will not be deducted from inventory because the product will be shipped to your customer directly from the vendor.

10. If the default shipment method is not correct, change **Ship Via ID**.
    - **Ship Via ID** defaults when **Address Type** is Customer. The default is based on the ship-to address set up in **Order Management** (08.262.01), accessed from **Shipping Address** (08.262.00) in Accounts Receivable.
    - To display a list of all ship via options, press F3 (or double-right-click). **Ship Via List** is displayed. To select a ship via ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the ship via method is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Ship Via List** to add the new ship via method.
11. If the default freight terms method is not correct, change **Freight Terms ID**.
   - **Freight Terms ID** defaults when **Address Type** is Customer. The default is based on the ship-to address set up in *Order Management* (08.262.01), accessed from *Shipping Address* (08.262.00) in Accounts Receivable.
   - To display a list of all freight terms options, press \(^{F3}\) (or double-right-click). *Freight Terms List* is displayed. To select a freight terms ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the freight terms method is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the *Freight Terms List* to add the new freight terms method.

12. If the default FOB (free-on-board) is not correct, change **FOB ID**.
   - **FOB ID** is associated with the freight terms ID and defaults from *Freight Terms* (40.210.00).
   - To display a list of all FOB options, press \(^{F3}\) (or double-right-click). *FOB List* is displayed. To select an FOB ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the FOB is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the *FOB List* to add the new FOB.

13. If the order cannot have partial shipments or backorders, then select **Ship Complete**.

   **Note:** Weekend Delivery is not used in the current application. The Saturday and Sunday pickup, move, and delivery options selected for the entered **Ship Via ID** in *Ship Via Maintenance* (21.260.00) in the Shared Information module determine whether the shipment will be picked up, moved, or delivered on a weekend day.

14. Enter the planned (estimated) shipment date for the order in **Planned Ship Date**.

15. **Actual Ship Date** is automatically entered by the system when the shipment is confirmed.

   **Note:** A manually entered Actual Ship Date will not be overridden when the shipment is confirmed.

   **Note:** If the shipment is to be forwarded to another address after receipt at the customer’s designated location, click the **Mark For** button to open *Mark-for Information* (40.110.03) to enter the forwarding address to be noted on the shipment package. See “Marking Shipments for an End Destination” on page 104 for more information.

### Entering Billing Information - Billing Information Tab

1. If the default name and address information is incorrect, you can change it.
   - The following fields default from the billing address information on the **Address** tab of *Customer Maintenance* (08.260.00): **Name**, **Attention**, **Address 1**, **Address 2**, **City**, **State/Prov.**, **Postal Code**, **Country/Region**, and **Phone**.

2. Enter the buyer ID for the customer, if applicable.
   - **Buyer ID** defaults from the buyer ID entered for the customer on the **Order Management** tab of *Customer Maintenance* (08.260.00) in Accounts Receivable.
   - To display a list of all the buyers for the customer, press \(^{F3}\) (or double-right-click). *Contact List* is displayed. To select a buyer, you can highlight it and click **OK** or double-click on your selection.

3. Enter the customer’s company **Division** where the invoice is to be sent, if applicable.

4. Enter the customer’s company **Department** where the invoice is to be sent, if applicable.

5. Enter the customer’s **Contract Number** that this sales order is a part of, if applicable.

6. If the sales order was copied from a blanket order, then the order number of the blanket order is displayed in **Blanket Order Number**.

7. Enter the customer’s **Authorization Number**, if the customer provides one.
8. If the default is incorrect, change **Payment Terms**.

- **Payment Terms** defaults from the **Customer Information** tab of **Customer Maintenance (08.260.00)** in Accounts Receivable.

- To display a list of payment terms options, press `F3` (or double-right-click). **Terms List** displays. To select a payment terms, you can highlight it and click **OK** or double-click on your selection.

- **Payment Terms** is not available when **Invoice in** on the **Other Information** tab is set to Project Flexible Billings since the payment terms assigned to an invoice created in Flexible Billings are the customer’s payment terms defined in Accounts Receivable **Customer Maintenance (08.260.00)**.

- If the customer is set up for consolidated invoicing, **Allow Terms Override** on the **Invoicing** tab of **Order Management Setup (40.950.00)** determines whether the default **Payment Terms** can be overridden.

When you specify a terms ID in the **Payment Terms** field on the **Billing Information** tab in **Shippers (40.110.00)**, and the terms ID has the **COD** check box selected on the **Terms** tab in **Terms Maintenance (21.270.00)**, the following functionality applies to the shipper:

- The shipper processes through to an invoice even when the customer’s credit limit has been exceeded.

- You cannot consolidate the shipper with other shippers. The **Consolidate Invoice** check box is not selected on the **Other Information** tab in **Shippers (40.110.00)**.

**Note:** If the payment terms option is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Terms List** to add the new payment terms option.

**Note:** If you want to view the customer’s setup information, click the **View Credit** button to open **Customer Maintenance (08.260.00)** in Accounts Receivable.

### Entering Other Information - Other Information Tab

1. **Order Date** is the creation date for the shipper.

   - **Order Date** defaults to the current system date.

   - **Order Date** is printed on invoices produced for the order.

2. If the default salesperson for the shipper and/or the associated commission percentage is not correct, change **Salesperson ID** and/or **Commission Pct**.

   - The salesperson ID entered is the default for **Salesperson ID** on the line items.

     - To display a list of all salespeople, press `F3` (or double-right-click). **Salesperson List** displays. To select a salesperson, you can highlight the name and click **OK** or double-click on your selection.

     - Multiple salespeople can be entered, each with that person’s commission percentage when **Invoice in** is set to Order Management. When multiple salespeople are entered, an asterisk displays in **Salesperson ID**. To view the salespeople, click the **Salespeople** button. **Salesperson (40.104.00)** opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.

     - The default **Salesperson ID** is based on the **Default Salesperson Method** setting in the **Order/Shipper Entry** tab of **Order Management Setup (40.950.00)** when **Invoice in** is set to Order Management. See “Default Salesperson Method” in **Order Management Setup (40.950.00)**, **Order/Shipper Entry** tab on page 448 for more information.

     - The default **Salesperson ID** displays the salesperson defined for the project in **Salesperson** on the **Project** tab of Project Controller **Project Maintenance (PA.PRJ.00)** when **Invoice in** is set to Project Flexible Billings.

**Note:** If the salesperson is not entered into the system, and if you have authorization to do so, you can click the Insert button on the **Salesperson List** to add the new salesperson.
3. If certification text is to be printed at the bottom of the packing slip and invoice, enter the Certification ID.

To display a list of all certification texts, press F3 (or double-right-click). Certification Text List is displayed. To select a certification ID, you can highlight it and click OK or double-click on your selection.

Note: If the certification text is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Certification Text List to add the new certification text.

4. If Project Controller is installed, enter the Project associated with the order.

To display a list of all the projects, press F3 (or double-right-click). Active A/R Projects List is displayed. To select a project, you can highlight it and click OK or double-click on your selection.

Note: If the project is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Active A/R Projects List to add the new project.

5. If the customer is set up for consolidated invoicing and this shipper should be segregated on an individual invoice, clear Consolidate Invoice.

- Consolidate Invoice is disabled and not selected when:
  - The customer is not set up for consolidated invoicing (Consolidate Invoices is not selected on the Order Management tab of Customer Maintenance (08.260.00) for the customer).
  - A payment is entered for the shipment.
  - The Payment Terms are COD.
  - The Print Invoice step is prior to the Update Shipper step for the Order Type.
  - Send EDI Invoice is selected.
  - Invoice in is set to Project Flexible Billings.

6. Enter Accrual Period to Post, if applicable.

- If this shipper is to be aggregated on a consolidated invoice and you are going to accrue the revenue prior to invoice creation, you can specify the period to which the accrued revenue should be posted.

- If Accrual Period to Post is entered, it is used as the period to post for the Accounts Receivable accrual document and Inventory issue batch created by Sales Journal (40.690.00) when Accrue Revenue for Consolidate Invoice Shippers is selected on the Options tab of Sales Journal (40.690.00) Report Options Interpreter (ROI).

- Accrual Period to Post is disabled when Consolidate Invoice is selected.

7. Accrual Journal ID is the ID of the sales journal that created the Accounts Receivable accrual document for the shipper.

Accrual Journal ID is filled in when the shipper is to be aggregated on a consolidated invoice and the shipment revenue is accrued prior to invoice creation. Accrue Revenue for Consolidate Invoice Shippers is selected on the Options tab of Sales Journal (40.690.00) Report Options Interpreter (ROI) when the shipper is processed. This field is display only.
8. Enter **Invoice Number/Date**, if applicable.
   - **Invoice Number** is used for conversion purposes or when customer billing is done outside of the software. Enter the invoice number to be assigned to the invoice created for the shipper.
   - **Invoice Number** is optional.
   - When **Invoice Number** is entered, it is assigned to the invoice created for the shipper.
   - If **Invoice Number** is blank, it is assigned in one of the following processes:
     - **Invoice** (40.680.00)
     - **Consolidated Invoice** (40.682.00)
     - **Sales Journal** (40.690.00)
   - **Invoice Date** is a specific date to be used when the invoice is created for the order. **Invoice Date** is optional.
   - If **Invoice Date** is blank, it is assigned in one of the following processes:
     - **Invoice** (40.680.00)
     - **Consolidated Invoice** (40.682.00)
     - **Sales Journal** (40.690.00)

9. Enter the **Invoice Period to Post** if you want the invoice revenue posted to a specific accounting period.

   When **Invoice Period to Post** is left blank, the period to post is assigned in **Sales Journal** (40.690.00). The assigned period to post is based on the **Invoice Date** unless **Post Invoices to Current OM Period** is selected on the **Invoicing** tab of **Order Management Setup** (40.950.00).

10. **Sales Journal ID** is the ID of the sales journal that created the Accounts Receivable document for the invoice revenue posting for the shipper and the Inventory issue transactions to update inventory quantities and costs.

    If consolidated invoicing is available (**Consolidated Invoicing Available** is selected on the **Invoicing** tab of **Order Management Setup** (40.950.00)), **Accrual Journal ID** may be filled in. If **Accrual Journal ID** is filled in, then the Inventory issue transactions to update inventory quantities and costs were created when the accrual document was created for the shipper. This field is display only.

11. **Flexible Billings Draft Nbr** displays the unique code assigned to the Flexible Billings invoice draft created for the shipper.

12. **Flexible Billings Invoice Number/Date** displays the reference number and date of the Flexible Billings invoice created for the shipper.

13. **Release Date** is the shipper creation date.

14. **Pick Date** is the picking confirmation date.

15. **Pack Date** is the packing confirmation date.

16. If the shipper needs to be placed on hold for reasons other than credit limitations, select **Administrative Hold**.

    A shipper on **Administrative Hold** cannot proceed to the next step in the order process.

17. If credit checking is enabled and the customer fails the credit check performed at designated steps in the order process, **Credit Hold** will be selected automatically by the system.

    - The credit hold date is set to the current system date when **Credit Hold** is selected.
    - Credit checking is enabled on the **Credit Checking** tab of **Order Management Setup** (40.950.00).

18. If the shipper is to be cancelled, select **Cancelled**.

    - The cancelled date is set when **Cancelled** is selected.
    - When a cancelled shipper is saved, the shipper status is set to **Closed**.
19. The tax IDs are display only.
   The tax IDs default is based on the tax **Default From** on the **Defaults** tab of **Customer Maintenance** (08.260.00). The choices are Customer and Address.
   - If the tax **Default From** is Customer, then the displayed tax IDs are from the **Defaults** tab of **Customer Maintenance** (08.260.00).
   - If the tax **Default From** is Address, then the displayed tax IDs are from **Shipping Address** (08.262.00) for the entered shipping address.
   - Only three tax IDs can be indicated when the shipper is to be invoiced in Flexible Billings.

20. If you are using Shipping Management and eCommerce Connector for electronic data interchange, select **Send EDI Invoice** to have an outbound invoice sent.

21. If the merchandise requires assembly prior to shipment to the customer, select **Require Assembly**.

22. If the merchandise requires inspection prior to shipment to the customer, select **Require Inspection**.
   **Require Inspection** will automatically be selected if an inspection ID was entered for an ordered item.

23. **Cancel Backorder** is applicable only when the shipper is associated with a sales order.

24. **Hold Order** is applicable only when the shipper is associated with a sales order.

25. **Release RMA Return** is applicable only when the shipper is associated with a sales order.

26. **Invoice in** displays the module that will create, print, and post the invoice for the shipper.
   Order Management displays when:
   - the shipper does not reference a project, or
   - the shipper references a project and the project’s **Shipper Invoicing Method** on the **Additional Info** tab of **Project Controller Project Maintenance** (PA.PRJ.00) is set to Invoice in Order Management.

   Project Flexible Billings displays when the shipper references a project and the project’s **Shipper Invoicing Method** on the **Additional Info** tab of **Project Controller Project Maintenance** (PA.PRJ.00) is set to Invoice in Project Flexible Billings or Shipper does not Create an Invoice. Shippers invoiced in Flexible Billings do not print on **Invoice** (40.680.00). The shippers are processed on **Sales Journal** (40.690.00) but are not included in the Accounts Receivable batch. Invoices are created in Flexible Billings according to the billing rules defined for each project.
The following table illustrates the placement of shipper detail when moved to Flexible Billings Invoice and Adjustment Maintenance (BI.BAM.00) for projects with Shipper Invoicing Method on the Additional Info tab of Project Controller Project Maintenance (PA.PRJ.00) set to Invoice in Project Flexible Billings.

<table>
<thead>
<tr>
<th>Shipper detail</th>
<th>Invoice and Adjustment Maintenance (BI.BAM.00)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Items tab of Shippers  (40.110.00)</td>
<td>the Regular and Other tab as an Item – Regular Item Type</td>
</tr>
<tr>
<td>Misc Charges tab of Shippers  (40.110.00)</td>
<td>the Regular and Other tab as an Other Item Item Type</td>
</tr>
<tr>
<td>Sales Tax tab of Shippers  (40.110.00)</td>
<td>the Tax, Retentions, and Deposits tab as a Tax Line Type</td>
</tr>
<tr>
<td>Payments tab of Shippers  (40.110.00)</td>
<td>the Tax, Retentions, and Deposits tab as an Apply Deposit Line Type</td>
</tr>
<tr>
<td>Whole Order Discount Amount on the Totals tab of Shippers  (40.110.00)</td>
<td>the Regular and Other tab as an Other Item Item Type</td>
</tr>
<tr>
<td>Shipping &amp; Handling and Premium Freight amounts on the Totals tab of Shippers  (40.110.00)</td>
<td>the Regular and Other tab as an Other Item Item Type</td>
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<tr>
<td>Total Freight Invoiced on Manifest Entry (40.115.00)</td>
<td>the Regular and Other tab as an Other Item Item Type</td>
</tr>
</tbody>
</table>

**Entering Miscellaneous Charges - Misc Charges Tab**

1. If an additional non-inventory related charge is to be added to the shipper, such as a restocking fee, enter Misc Charge ID.
   - To display a list of all miscellaneous charges, press F3 (or double-right-click). Charges List is displayed. To select a miscellaneous charge, you can highlight it and click OK or double-click on your selection.
     
     **Note:** If the miscellaneous charge is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Charges List to add the new miscellaneous charge.

   - **Description, Taxable, and Sales Tax Category** default from Miscellaneous Charges (40.250.00).

2. If a miscellaneous charge is added, enter the dollar amount for the charge in Amount.
Sales Tax Information - Sales Tax Tab
Sales tax information is display only; no data entry is done on this screen. The tax IDs listed correspond to the taxing authority of either the customer’s geographical location or where the item will be shipped.

- The tax IDs default is based on the tax Default From on the Defaults tab of Customer Maintenance (08.260.00). The choices are Customer and Address.
  - If the tax Default From is Customer, then the displayed tax IDs are from the Defaults tab of Customer Maintenance (08.260.00).
  - If the tax Default From is Address, then the displayed tax IDs are from Shipping Address (08.262.00) for the entered shipping address.
- If Registration Nbr is entered on the Defaults tab of Customer Maintenance (08.260.00), it indicates that the customer is a reseller and no tax will be charged.

Entering Payments - Payments Tab
1. If the customer makes prepayments for the order, enter the Payment Type ID.
   To display a list of all payment types, press F3 (or double-right-click). Payment Type List is displayed. To select a payment type, you can highlight it and click OK or double-click on your selection.
   Note: If the payment type is not entered into the system, and if you have authorization to do so, you can click the Insert button on the Payment Type List to add the new payment type.
2. Enter the amount of the payment in Payment Amount. Payment Amount defaults to the shipper total amount.
3. Enter the date when the payment was made in Payment Date. Payment Date defaults to the current system date.
4. If the payment is made with a check, enter Check Number.
5. If the payment is made with a credit card, enter Card Number.
6. If the payment is made with a credit card, enter Card Holder Name.
7. If the payment is made with a credit card, enter Expiration Date.
8. If the payment is made with a credit card, enter Authorization Number.
   Note: If the customer is set up for consolidated invoicing, a separate invoice will be generated for the shipper when a payment is entered.

Entering Totals Information - Totals Tab
1. If an additional discount is to be applied to the order total, enter the discount percentage in Whole Order Discount Pct.
   - A whole Order Discount percentage will only be applied if Allow Total Order Discounts is selected on the Discount Pricing tab of Order Management Setup (40.950.00).
   - The discount dollar amount will be calculated by the system.
2. If there is a premium freight charge for the order, enter the dollar amount in Premium Freight.
Saving the Shipper
When you finish entering the shipper:

- To save the shipper and release it for processing, click **Finish** on the toolbar. The system saves and releases the shipper for further processing. **Shippers (40.110.00)** is cleared for the next shipper to be entered.

- To save the shipper without releasing it for processing, click **Save** on the toolbar. The system saves the shipper and updates **Shipper ID** with the new shipper number. The shipper will be released when you click **Finish** on the toolbar or when **Shippers (40.110.00)** is closed.

- To erase the shipper without saving it, click **Cancel** on the toolbar.

Entering a Counter Sale - Order Type CS
Counter sales are used for selling items directly to the customer (the customer comes in and picks it up) and payment is made (cash, charge, check) at the time of sale. The invoice is processed immediately without waiting for the group printing process. Counter sales start in **Shippers (40.110.00)** and cannot be entered in **Sales Orders (40.100.00)**. Inventory quantity is updated and the sale is posted to Accounts Receivable.

Entering a Non-Order Shipment - Order Type SHIP
Non-order shipments are entered in the same manner as sales orders except that the order is not for an item that is being sold. It can be for a non-stock inventory item but no inventory ID needs to be entered on the order. You can have a blank inventory ID with notes in the description to explain the purpose of the order. For example, it could be used to send items internally between offices. Non-order shipments start in **Shippers (40.110.00)** and cannot be entered in **Sales Orders (40.100.00)**. Non-order shipments do not affect inventory or Accounts Receivable.

Viewing or Updating an Existing Shipper
To view or update an existing shipper:

1. Open **Shippers (40.110.00)**.

2. Enter the shipper ID that you want to view or update in **Shipper ID** and press **TAB**. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shipper IDs, press **F3** (or double-right-click). **Shipper List** is displayed. To select a shipper, you can highlight it and click **OK** or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click **Open / Closed Shippers (40.111.00)** is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, invoice number, or a date range.

3. With the shipper displayed, enter the updated information in the appropriate fields.
4. When you finish viewing or updating the shipper:

- To save the shipper and release it for processing, click **Finish** on the toolbar. The system saves and releases the shipper for further processing. **Shippers (40.110.00)** is cleared for the next shipper to be entered.

- To save the shipper without releasing it for processing, click **Save** on the toolbar. The system saves the shipper. The shipper will be released when you click **Finish** on the toolbar or when **Shippers (40.110.00)** is closed.

- To erase the shipper without saving the updates, click **Cancel** on the toolbar.

**Note:** When item quantities are changed on a shipper or in **Shipment Confirmation (40.117.00)**, the associated sales order is updated with the revised quantities when the shipper is updated after shipment confirmation.

### Cancelling a Shipper

Shippers can be cancelled in **Shippers (40.110.00)** or in **Shipment Confirmation (40.117.00)**.

#### Cancelling a Shipper in Shippers (40.110.00)

**To cancel a shipper in Shippers (40.110.00):**

1. Open **Shippers (40.110.00)**.
2. Enter the shipper ID that you want to cancel in **Shipper ID** and press **TAB**. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press **F3** (or double-right-click). **Shipper List** is displayed. To select a shipper, you can highlight it and click **OK** or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click **Search**. **Open / Closed Shippers (40.111.00)** is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.
3. With the shipper displayed, click the **Other Information** tab and click **Cancelled**. The cancel date defaults to the current system date.
   To place the sales order associated with the shipper on administrative hold, select **Hold Order** on the **Other Information** tab.
4. Process the cancellation:
   - To save the cancellation, click **Finish** on the toolbar. The system saves and releases the cancellation. **Shippers (40.110.00)** is cleared for the next order to be entered.
   - To save the cancellation without releasing it for processing, click **Save** on the toolbar.
     The system saves the shipper. The shipper will be released when you click **Finish** on the toolbar or when **Shippers (40.110.00)** is closed.
   - To erase the cancellation without saving it, click **Cancel** on the toolbar.

**Important:** When a shipper is cancelled, the cancellation does not affect the order associated with the shipper. If the order is also to be cancelled, it must be manually cancelled. See “Cancelling an Order” on page 91 for more information.
Cancelling a Shipper in Shipment Confirmation (40.117.00)

To cancel a shipper in Shipment Confirmation (40.117.00):

1. Open Shipment Confirmation (40.117.00).
2. Enter the shipper ID that you want to cancel and press TAB. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press F3 (or double-right-click). Shipper List is displayed. To select a shipper ID, you can highlight it and click OK or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click Open / Closed Shippers (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.
3. With the shipper displayed, select Cancel Shipper.
   To place the sales order associated with the shipper on administrative hold, select Hold Order.
4. Save the updates in Shipment Confirmation (40.117.00) and release it for processing by clicking Finish on the toolbar.
   To exit Shipment Confirmation (40.117.00) without saving the updates, click Cancel on the toolbar.
5. When Shipment Confirmation (40.117.00) is saved, the cancellation is updated on the Other Information tab of Shippers (40.110.00). Cancelled is selected and the cancellation date is displayed.

Important: When a shipper is cancelled, the cancellation does not affect the order associated with the shipper. If the order is also to be cancelled, it must be manually cancelled. See “Cancelling an Order” on page 91 for more information.
Placing a Shipper on Administrative Hold

Administrative hold prevents shippers from advancing in the order process for reasons other than credit limitations. Shippers can be placed on administrative hold in Shippers (40.110.00).

To place a Shipper on administrative hold:
1. Open Shippers (40.110.00).
2. Enter the shipper ID that you want to place on hold in Shipper ID and press TAB. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press F3 (or double-right-click). Shipper List is displayed. To select a shipper, you can highlight it and click OK or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click Open / Closed Shippers (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.
3. With the shipper displayed, click the Other Information tab and click Administrative Hold.
4. When you finish placing the shipper on administrative hold:
   - To save the shipper and clear Shippers (40.110.00) for the next shipper to be entered, click Finish on the toolbar.
   - To save the shipper without clearing the screen, click Save on the toolbar. The system saves the shipper. It will be released for holding when you click Finish on the toolbar or when Shippers (40.110.00) is closed.
   - To exit the shipper without saving the updates, click Cancel on the toolbar.

Important: When a shipper is placed on administrative hold, the hold does not affect the associated sales order. If the sales order is also to be placed on hold, it must be manually placed on administrative hold. See “Placing an Order on Administrative Hold” on page 93 for more information. Also, if you do not want a shipper to be created automatically from a sales order, you must place the order on administrative hold. Otherwise, Process Manager (40.400.00) will create the shipper.

Releasing a Shipper on Administrative Hold

Shippers on administrative hold are released in Shippers (40.110.00).

To release a shipper on administrative hold:
1. Open Shippers (40.110.00).
2. Enter the shipper ID that you want to release in Shipper ID and press TAB. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shippers, press F3 (or double-right-click). Shipper List is displayed. To select a shipper, you can highlight it and click OK or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click Open / Closed Shippers (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.
3. With the shipper displayed, click the Other Information tab and clear Administrative Hold.
4. When you finish releasing the shipper from administrative hold:

- To save the shipper and release it for processing, click Finish on the toolbar. The system saves and releases the shipper for further processing. Shippers (40.110.00) is cleared for the next shipper to be entered.

- To save the shipper without releasing it for processing, click Save on the toolbar. The system saves the shipper. The shipper will be released when you click Finish on the toolbar or when Shippers (40.110.00) is closed.

- To exit the shipper without saving the updates, click Cancel on the toolbar.

Reviewing Shipper Status

1. The status of a shipper is displayed on the Other Information tab of Shippers (40.110.00). Next Step shows the next action to occur in the order lifecycle. The entered order type determines the order lifecycle.

2. To view which process steps have been completed for the shipper, when they were completed, and who completed them, click the Event History button in Shippers (40.110.00). Event History (40.103.00) is displayed.

Creating a New Project during Shipper Entry

To create a new project at the same time that you create a new shipper, follow these steps:

1. Make sure that Project Controller is installed and active.

2. Make sure that Work Order is not installed. If Work Order is installed, use the WO Request button to create and link a work order to a sales order. The work order ID is also a project ID.

3. Make sure that the project flexible key has at least one segment has a numeric mask in Project Controller. To do this, follow these steps:
   a) Open Flexible Key Maintenance (PA.FKM.00) and then type or select PROJECT in Field Type.
   b) Make sure that at least one of the segments contains 9 – Numeric in Mask, and then save.

   Note: Changing the project flexible key may invalidate the current project IDs. You may need to renumber the existing project IDs. For help renumbering the project IDs, contact your Microsoft® Business Solutions Partner.

4. Create at least one template status project in Project Controller. To do this, follow these steps:
   a) Open Project Maintenance (PA.PRJ.00), and then type a new project ID or select an existing project ID in Project.
   b) Under Status Flags, select Template in Project Controller, and then save.

5. Specify a template project and default project status on each order type. To do this, follow these steps:
   a) Open Order Types (40.200.00).
   b) In Order Type, type or select an order type ID.
   c) In Default Template Project, type or select a template status project.
   d) In New Project Status, select Active or Plan.

   Note: When the New Project Status is Plan and you create a new project in Sales Orders (40.100.00), no shipper is automatically created for the sales order, regardless of whether all other conditions are met for shipment. You must first change the status of the new project from Plan to Active on the Project tab in Project Controller’s Project Maintenance (PA.PRO.00).
   e) Save your changes. Repeat step 5 for each order type ID that you want to modify.
6. Make sure that the sales accounts specified on the order types are linked to an account category in General Ledger. To do this, follow these steps:
   a) Open Order Types (40.200.00), and then select an order type ID in Order Type.
   b) On the Accounts tab, note the account value in Sales Account.

   Note: If a wildcard is specified in Sales Account, look to the source for the wildcard and note the account value there. For more information about wildcards, see “Order Types, Accounts Tab” on page 387.

   c) Open General Ledger’s Chart of Accounts Maintenance (01.260.00), and locate the account that you noted in the previous step.
   d) Specify an account category in Account Category if one does not already exist.
   e) Save your changes.

7. Specify a default task ID for each inventory item in Inventory. To do this, follow these steps:
   a) Open Inventory Items (10.250.00).
   b) In Inventory ID, type or select the inventory ID that you want to modify.
   c) On the Item Defaults tab, specify the default task ID in Default Task ID.

8. Assign Insert level or higher access rights to the users or groups that you will allow to create projects from sales orders in System Manager. To do this, follow these steps:
   a) Open Access Rights Maintenance (95.270.00).
   b) Specify the user ID or the group ID that you want to modify.
   c) Specify all companies or a single company to which this change will apply.
   e) Click to select the Insert check box, and then save.

9. Create a new shipper in Shippers (40.110.00), making sure to select the Create Project check box and specify a template status project in Project on the Other Information tab. When you save the shipper, the new project ID will be created and placed onto both the Other Information tab and the Line Items tab.
Specifying Lot and Serial Numbers for Shippers

You can specify lot or serial numbers for a shipper using Bin/Lot/Serial (40.110.06). This screen is opened by clicking the Bin/Lot/Serial button on the Shippers (40.110.00) Line Items tab.

To assign lot/serial numbers:

1. In Shippers (40.110.00), enter the inventory ID and click Bin/Lot/Ser. Bin/Lot/Serial (40.110.06) is displayed.
2. Qty Shipped displays the lot/serial number quantity in the stocking unit of measure.
3. Sell Qty Shipped displays the lot/serial number quantity in the sales unit of measure.
4. Enter the lot or serial number.
   - To display a list of all existing lot/serial numbers, press F3 (or double-right-click). Lot/Serial Number List is displayed. To select a number, you can highlight it and click OK or double-click on your selection.
5. Manufacturer Lot/Serial Number defaults based on your entry in Lot/Serial Number.
6. Change Whse Bin Loc (warehouse bin location), if required.
   - Whse Bin Loc defaults from the line item on the shipper.
   - To display a list of all existing locations, press F3 (or double-right-click). Warehouse Bin Location List is displayed. To select a location, you can highlight it and click OK or double-click on your selection.
7. Enter the Specific Cost ID, if required.
   - Specific Cost ID is enabled and required if the inventory item valuation method is Specific Identification.
   - If Link to Specific Cost ID is selected for the item in Lot/Serial Number Setup (10.250.01), Specific Cost ID is disabled and automatically filled in when the lot/serial number is entered.
8. Click OK to accept your entry.
   - To exit without accepting the entry, click Cancel.
Updating the Status of a Shipper

Release or Confirm Shipper (40.110.01) in Shippers (40.110.00) can be used to update the status of the shipper for several steps in the shipper process. Release or Confirm Shipper (40.110.01) is accessed by clicking the Rise/Confirm button in Shippers (40.110.00). You can also perform the confirmation updates in Shipment Confirmation (40.117.00). The following shipper steps can be updated in Release or Confirm Shipper (40.110.01):

- Release for Assembly
- Release for Inspection
- Release for Packing
- Release for Shipping
- Release for Receipt
- Confirm Picking
- Confirm Assembly
- Confirm Inspection
- Confirm Packing
- Confirm Shipping
- Confirm Receipt
Entering Manifesting Information

Manifest Entry (40.115.00) allows users to enter freight information about the shipping cartons and pallets, shipping charges, and tracking numbers for a shipment. Manifest Entry (40.115.00) can be accessed from the Order Management menu, Shippers (40.110.00), and Shipment Confirmation (40.117.00).

To manifest a shipment:

1. Open Manifest Entry (40.115.00) using one of these methods:
   - Select Order Management | Manifest Entry. Manifest Entry (40.115.00) is displayed.
   - In Shippers (40.110.00) or Shipment Confirmation (40.117.00), enter a shipper ID and click the Manifest button.

2. Enter the shipper ID that you want to manifest in Shipper ID and press TAB. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shipper IDs, press F3 (or double-right-click). Shipper List is displayed. To select a shipper, you can highlight it and click OK or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click . Open / Closed Shippers (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range.

3. To confirm that the order has been shipped when Manifest Entry (40.115.00) is saved, select Shipping Confirmed.
4. If the default shipment method is not correct, change **Ship Via**.
   - **Ship Via** defaults from the **Shipping Information** tab on **Shippers** (40.110.00).
   - To display a list of all ship via options, press F3 (or double-right-click). **Ship Via List** is displayed. To select a ship via option, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the ship via method is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Ship Via List** to add the new ship via method.

5. If the default freight terms are not correct, change **Freight Terms**.
   To display a list of all freight terms options, press F3 (or double-right-click). **Freight Terms List** is displayed. To select a freight terms ID, you can highlight it and click **OK** or double-click on your selection.

   **Note:** If the freight terms option is not entered into the system, and if you have authorization to do so, you can click the **Insert** button on the **Freight Terms List** to add the new freight terms option.

6. If the date the shipment is sent is not correct, change **Actual Ship Date**.
   **Actual Ship Date** defaults to the current system date.

7. Enter the sequential number of the current box (within the shipment) in **Box Number**.
   Enter 1 for a single box shipment.

8. Enter the weight of the shipment for the current box in **Weight**.

9. Enter the shipping charge from the ship via carrier for the current box in **Freight Cost**.

10. If this is a COD shipment, enter the charge that the customer will pay when the merchandise is delivered in **COD Charge Cost**.

11. If the package is oversized, enter any additional shipping charge in **Oversize Package Cost**.

12. Enter the cost of insuring the product during shipping in **Insurance Cost**.

13. Enter any additional costs not previously covered in **Other Cost**.

14. Enter the volume of the package in **Package Volume**.

15. Enter the number found on the bar code of the package that is used to track the shipment with the carrier in **Tracking Number**.

16. Enter the serial number that identifies the carton in **Carton Serial Number**.

17. Enter the serial number of the pallet in **Pallet Serial Number**.

18. Enter the serial number that identifies the truck in **Truck Serial Number**.

19. Enter the serial number that identifies the container in **Container Serial Number**.

20. When you finish entering manifest information:

   - To save the manifesting and release it for processing, click **Finish** on the toolbar. The system saves the manifesting and releases the shipper for further processing. **Manifest Entry** (40.115.00) is cleared for the next shipper ID to be entered.

   - To save the manifesting **without** releasing it for processing, click **Save** on the toolbar. The system saves the manifesting. The shipper will be released when you click **Finish** on the toolbar or when **Manifest Entry** (40.115.00) is closed.

   - To exit **Manifest Entry** (40.115.00) without saving the updates, click **Cancel** on the toolbar.
Confirming a Shipment

Shipment Confirmation (40.117.00) is used to confirm shipments, as well as, confirm picking, assembly, inspection, packing, receipt, and release shipments for receiving. You can also cancel an order or a shipper from this screen, and place an order on administrative hold. Shipment Confirmation (40.117.00) is accessed from the Order Management menu.

Shipment confirmation is the last step necessary, in most cases, to release a shipper. Once a shipment is confirmed, Process Manager updates the shipper and closes it.

**Note:** Shipment Confirmation (40.117.00) does not perform the inventory quantity-on-hand update or post to Accounts Receivable. Sales Journal (40.690.00) must be run to create the inventory update batch and the Accounts Receivable batch.

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**To confirm a shipment:**

1. Open Shipment Confirmation (40.117.00).
2. Select the appropriate **Action**.
   - Click the arrow to display the drop-down list of choices for **Action**. The choices are: Confirm Picking, Confirm Assembly, Confirm Inspection, Confirm Packing, Confirm Shipping, Release for Receiving, and Confirm Receipt. Click on your selection.
3. Enter the shipper ID that you want to work with in **Shipper ID** and press **TAB**. If the shipper ID is unknown, you can look it up in several ways:
   - To display a list of all existing shipper IDs, press **F3** (or double-right-click). **Shipper List** is displayed. To select a shipper, you can highlight it and click **OK** or double-click on your selection. Depending on the number of shippers in the system, the list may be quite large and take some time to display.
   - To search for a shipper, click **🔍**. **Open / Closed Shippers** (40.111.00) is displayed. You can search for a shipper by customer, inventory item, site, customer purchase order number, invoice number, or a date range.
4. If **Period to Post** is left blank, it defaults to the current period.

   **Note:** If you want to cancel backordered quantities on the sales order schedules associated with the shipper line items, select **Cancel Backorder**.

   Only the sales order schedules with backordered quantities that are associated with the shipper line items are cancelled when Cancel Backorder is selected.

   **Note:** If you want to cancel the shipper, select **Cancel Shipper**.

   Cancelling the shipper will not cancel the associated sales order. If the sales order is to be cancelled, select **Cancel Order** also.

   **Note:** If you want to place the order on administrative hold, select **Hold Order**.

   Placing the order on administrative hold does not affect the shipper. If the shipper is to be placed on administrative hold, it must be done manually in Shippers (40.110.00) on the **Other Information tab**.

5. The Details area is used to specify the lot/serial numbers or warehouse bin locations per item line.

   - Enter the lot/serial number for the stock being shipped in **Lot/Serial Nbr**.
   - To display a list of all lot/serial numbers, press F3 (or double-right-click). **Lot/Serial Number List** is displayed. To select a lot/serial number, you can highlight it and click **OK** or double-click on your selection.
   - Enter the **Specific Cost ID**, if required. **Specific Cost ID** is required if the inventory item valuation method is **Specific Identification**.
   - If **Link to Specific Cost ID** is selected for the item in **Lot/Serial Number Setup** (10.250.01), **Specific Cost ID** is disabled and automatically filled in when the lot/serial number is entered.

6. When you finish confirming a shipment:

   - To save the confirmation and release it for processing, click **Finish** on the toolbar. The system saves the confirmation and releases the shipper for further processing, **Shipment Confirmation** (40.117.00) is cleared for the next shipper ID to be entered.
   - To save the confirmation **without** releasing it for processing, click **Save** on the toolbar. The system saves the confirmation. The shipper will be released when you click **Finish** on the toolbar or when **Shipment Confirmation** (40.117.00) is closed.
   - To exit **Shipment Confirmation** (40.117.00) without saving the updates, click **Cancel** on the toolbar.

   **Note:** **Kit Assembly Lot/Serial** opens **Kit Assembly Bin/Lot/Serial Numbers** (40.112.00), which allows you to enter the warehouse bin location(s) and assign lot/serial numbers to the assembled kits.

   - The warehouse bin location(s) for the assembled kit need to be entered here regardless of whether the kit is a lot/serial numbered item.
Sending Invoices and Shipping Notices Electronically

You can send or resend invoices and shipping notices to customers electronically using Shippers (40.110.00), Invoice (40.680.00) or Shipping Notice (40.654.00). To transmit the forms electronically, Quick Send for the OM Invoice or OM Shipping Notice document types must be set up on Quick Send Setup (21.951.00) in the Shared Information module, the customer of the form’s shipper must be set up for Quick Send for the OM Invoice or OM Shipping Notice document types on the Quick Send tab on Customer Maintenance (08.260.00) in the Accounts Receivable module, and the form’s shipper must be released and confirmed as shipped.

You can also resend forms using Quick Send Inquiry (21.200.00) in the Shared Information module. For more information about resending documents using Quick Send Inquiry (21.200.00), see “Resending Documents Delivered Electronically” in the Shared Information module.

**Note:** Printed invoices and shipping notices can be transmitted electronically by defining the Quick Send preferences for their customers and selecting to print the forms on Print Form (40.110.02), Invoice (40.680.00), or Shipping Notice (40.654.00).

**To send or resend invoices and shipping notices electronically for released shippers confirmed as shipped on Shippers (40.110.00):**

1. Determine which form for a released shipper to send.
2. Open Shippers (40.110.00). Shippers (40.110.00) displays.

   ![Shippers (40.110.00)](image)

   Figure 29: Shippers (40.110.00)

3. Select the identification number for the shipper determined in step 1 in Shipper ID.
4. Click Print. Print Form (40.110.02) displays.

Figure 30: Print Form (40.110.02)

5. Select Invoice or Shipping Notice in Form to Print. Additional Quick Send and Doc Share options appear.

Figure 31: Print Form (40.110.02) — OM Invoice document type is defined in Quick Send Setup (21.951.00) and in Customer Maintenance (08.260.00) for the customer, and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)

6. Select Quick Send to send the form electronically according to the Quick Send preferences defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) and to the customer’s additional recipients defined on Additional Receivers (08.260.08) in the Accounts Receivable module.

7. (Optional) Select Publish to SharePoint to send the form to a SharePoint site using the Doc Share feature.
8. Click **OK**. The form is transmitted electronically by means of Quick Send or Doc Share.

- **Quick Send** — If the form has not been transmitted electronically, a Quick Send request is created based on the customer's Quick Send preferences defined **for the OM Invoice or OM Shipping Notice document types** on the **Quick Send** tab of **Customer Maintenance** (08.260.00) in the Accounts Receivable module. Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s **OM Invoice or OM Shipping Notice** document types on **Additional Receivers** (08.260.08). If the form was transmitted electronically, the customer's and additional receiver’s Quick Send preferences indicated in the form’s Quick Send requests are used to resend the form. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information Help or user’s guide.

- **Doc Share** — If the form has not been posted on a SharePoint site, an Application Server request is created based on the customer’s Doc Share settings defined on **SharePoint Site Creation/Linking** (21.960.00) in the Shared Information module. The form is published to the SharePoint site that is specified. If the form is reprinted, it is created with the same file name as the previous version and overwrites the form that was previously posted to the SharePoint site.

**To send invoices or shipping notices to one-time receivers:**

1. Determine which form for a released shipper that is confirmed as shipped to send to the one-time recipient.
2. Open **Shippers** (40.110.00).
3. Select the identification number for the shipper determined in step 1 in **Shipper ID**.
4. Click **Print**. **Print Form** (40.110.02) displays.

![Print Form (40.110.02)](Figure 32: Print Form (40.110.02))
5. Select Invoice or Shipping Notice in **Form to Print**. Additional Quick Send and Doc Share options appear.

![Print Form (40.110.02)](image)

Figure 33: Print Form (40.110.02) — OM Invoice document type is defined in Quick Send Setup (21.951.00) and in Customer Maintenance (08.260.00) for the customer, and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)

6. Select **Quick Send to One-time Receiver**. One-time Receiver (40.110.08) displays.

![One-time Receiver (40.110.08)](image)

Figure 34: One-time Receiver (40.110.08)

7. Select the appropriate manner to send the form to the one-time recipient in **Delivery Method**.
8. Enter the one-time receiver’s email address in **Receiver Email Address** when **Delivery Method** is Email.
   - OR –
   Enter the one-time receiver’s fax number in **Receiver Fax Number** when **Delivery Method** is Fax.

9. Select the appropriate settings for the one-time recipient based on the delivery method.

10. Click **Send Request** to send the form to the one-time recipient.

**To send Order Management invoices electronically when printing Invoice (40.680.00):**

1. Open **Invoice (40.680.00)**. **Invoice (40.680.00)** displays.

![Invoice (40.680.00)](image)

*Figure 35: Invoice (40.680.00)*

2. Click **Print**. The invoice is printed, or it is transmitted electronically by means of Quick Send or Doc Share.
   - **Quick Send** – If the invoice has not been transmitted electronically, a Quick Send request is created based on the customer’s Quick Send preferences defined **for the OM Invoice document type** on the **Quick Send** tab of **Customer Maintenance (08.260.00)** in the Accounts Receivable module. Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s OM Invoice document type on **Additional Receivers (08.260.08)**. If the invoice was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the invoice’s Quick Send requests are used to resend the invoice. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information Help or user’s guide.

   - **Doc Share** – If the invoice has not been posted on a SharePoint site, an Application Server request is created based on the customer’s Doc Share settings defined on **SharePoint Site Creation/Linking (21.960.00)** in the Shared Information module. The invoice is published to the SharePoint site that is specified. If the invoice is reprinted, it is created with the same file name as the previous version and overwrites the document that was previously posted to the SharePoint site.
To send shipping notices electronically when printing *Shipping Notice* (40.654.00):

1. Open *Shipping Notice* (40.654.00). *Shipping Notice* (40.654.00) displays.

![Image of Shipping Notice (40.654.00)](image)

*Figure 36: Shipping Notice (40.654.00)*

2. Click **Print**. The shipping notice is printed, or it is transmitted electronically by means of Quick Send or Doc Share.

   - **Quick Send** — If the shipping notice has not been transmitted electronically, a Quick Send request is created based on the customer’s Quick Send preferences defined for the OM *Shipping Notice document type* on the **Quick Send** tab of *Customer Maintenance* (08.260.00) in the Accounts Receivable module. Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s OM *Shipping Notice document type* on **Additional Receivers** (08.260.08). If the shipping notice was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the shipping notice’s Quick Send requests are used to resend the shipping notice. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information Help or user’s guide.

   - **Doc Share** – If the shipping notice has not been posted on a SharePoint site, an Application Server request is created based on the customer’s Doc Share settings defined on *SharePoint Site Creation/Linking* (21.960.00) in the Shared Information module. The invoice is published to the SharePoint site that is specified. If the invoice is reprinted, it is created with the same file name as the previous version and overwrites the document that was previously posted to the SharePoint site.
Updating Accounts Receivable, Flexible Billings, and Inventory

Sales Journal (40.690.00) creates Accounts Receivable or Flexible Billings documents (invoices, credit memos, etc.) to post revenues for completed shippers along with Inventory issue transactions to update inventory quantities and costs.

The Accounts Receivable batches and Inventory batches created by Sales Journal (40.690.00) can be released manually or automatically. To release the Accounts Receivable batches manually, use Release AR Batches (08.400.00). To release the Inventory batches manually, use Release IN Batches (10.400.00). If you want the Accounts Receivable and Inventory batches released automatically after Sales Journal (40.690.00) is run, select Release Batches Automatically on the Invoicing tab of Order Management Setup (40.950.00).

Invoice detail records are created in Flexible Billings for shippers when their project’s Shipper Invoicing Method on the Additional Info tab of Project Controller Project Maintenance (PA.PRJ.00) is set to Invoice in Project Flexible Billings. Invoice drafts are created in Flexible Billings for shippers when their project’s Create Invoice Drafts check box on the Additional Info tab of Project Controller Project Maintenance (PA.PRJ.00) is selected. Invoices are printed and processed in Flexible Billings according to the billing rules defined for each project. For more information about billing projects in Flexible Billings, see the Flexible Billings Help or user’s guide.

Sales Journal Shipper Selection

You can enter shipper selection criteria for shippers with a Closed status on the Select tab of Report Options Interpreter (ROI) when you run the Sales Journal (40.690.00) report.

To run Sales Journal (40.690.00) from the Order Management Report application navigation pane:
1. Click Reports on the Order Management application navigation pane and select Sales Journal. Sales Journal (40.690.00) is displayed.
2. Enter the Period to Post if you want the transactions posted to a specific period.
   - Period to Post is used to post transactions when no period to post is specified on the Other Information tab of Shippers (40.110.00).
   - When Period to Post is blank, the Period to Post is assigned based on the Invoice Date, unless Post Invoices to Current OM Period is selected on the Invoicing tab of Order Management Setup (40.950.00).
3. Enter shipper selection criteria on the Select tab if you do not want all outstanding shippers to be processed in this Sales Journal (40.690.00) run.
4. To preview the report before printing it, click the Print Preview button.
   - Print Preview creates the Inventory and Accounts Receivable batches.
   - To print the Sales Journal (40.690.00) report when it is displayed on the screen, click the Printer icon on the toolbar. When the Print dialog box is displayed, check the numbers in Beg/End Pg Nbr to be certain that the entire report will print.
5. To print the report immediately without previewing it, click the Print button. Print creates the Inventory and Accounts Receivable batches.

Note: The Inventory and Accounts Receivable batch numbers are listed on the report.
To reprint the Sales Journal (40.690.00):

1. If you previewed the report and closed the preview screen without printing, click the Print button to print the report.

2. You can reprint the report by entering the Sales Journal ID on the Options tab (all 10 digits, including leading zeros) and clicking the Print button.

Consolidated Invoicing

A Consolidated Invoice aggregates multiple shippers on one Accounts Receivable document. You can consolidate multiple shippers on one Accounts Receivable document.

- To enable consolidated invoicing, select Consolidated Invoicing Available on the Invoicing tab of Order Management Setup (40.950.00).

- To set consolidated invoicing as the default when a new customer is added, select Consolidated Invoicing Default under Consolidated Invoicing Available on the Invoicing tab of Order Management Setup (40.950.00).

- To enable consolidated invoicing for individual customers, select Consolidate Invoices on the Order Management tab of Customer Maintenance (08.260.00).

  When Consolidate Invoices is selected for the customer in Customer Maintenance (08.260.00), Consolidate Invoice is selected by default on the Other Information tab of Sales Orders (40.100.00) and Shippers (40.110.00).

When the customer is set up for consolidated invoicing, the shipper will be aggregated with other shippers on one Accounts Receivable document, unless Consolidate Invoice is not selected on the Other Information tab of Shippers (40.110.00). When Consolidate Invoice is not selected, a separate individual invoice is created for the shipper.

Consolidate Invoice is automatically disabled and not selected under the following conditions:

- The customer is not set up for consolidated invoicing (Consolidate Invoices is not selected on the Order Management tab of Customer Maintenance (08.260.00) for the customer).

- When a payment is entered on the Payments tab of Shippers (40.110.00).

- When the entered Payment Terms are COD.

- When the Print Invoice step is prior to the Update Shipper step for the Order Type.

- When Send EDI Invoice is selected on the Other Information tab of Shippers (40.110.00).

- When Invoice in is set to Project Flexible Billings on the Other Information tab of Shippers (40.110.00).

Note: Consolidate Invoice can be selected on the Other Information tab of Sales Orders (40.100.00). If Consolidate Invoice is selected in Sales Orders (40.100.00), it will be selected on the shipper(s) created for the sales order.
The Consolidated Invoice (40.682.00) report is run from the Order Management Report application navigation pane. It performs the same functions as the existing Invoice (40.680.00) report except that it groups multiple shippers together on one Accounts Receivable document. You can enter the following information on Consolidated Invoice (40.682.00) ROI.

- Report tab:
  - Invoice Date
    You can enter a date to be used as the invoice date for all the invoices generated in the consolidated invoice run.
    Invoice Date defaults to the business date.
  - Period to Post
    You can enter a specific period to post for the consolidated invoices, or leave it blank. Period to Post fills in Invoice Period to Post on the Other Information tab of Shippers (40.110.00) for the shippers included on the consolidated invoice. If Period to Post is blank, it is assigned in Sales Journal (40.690.00).

- Select tab: You can enter selection criteria for the shippers to be included in the consolidated invoice run.

- Options tab:
  - You can select View Selections and click Print Preview or Print, whichever is appropriate. View Selections (40.605.00) is displayed, which lists all the shippers available for invoicing. You can select or clear the selection of individual shippers, or you can use the Select All and Clear Selections buttons to select or clear the selection of all the listed shippers. After you have made your shipper selections, click OK to complete the processing. If you clicked Print Preview, the selected invoices will be displayed. If you clicked Print, the selected invoices will print.
  - You can select Reprint Consolidated Invoices to reprint previously printed consolidated invoices.

Aggregation Levels

Aggregation levels specify how to group the shippers on consolidated invoices. The default optional aggregation levels are defined in Aggregation Levels (40.950.01), which is displayed by clicking the Aggregation Levels button on the Invoicing tab of Order Management Setup (40.950.00). The customer-specific optional aggregation levels are defined in Aggregation Levels (08.260.07), which is displayed by clicking the Aggregation Levels button on the Order Management tab of Customer Maintenance (08.260.00). Customer-specific aggregation levels are not required.

There are fixed and optional aggregation levels. Fixed aggregation levels are always used to group shippers on consolidated invoices. Optional aggregation levels are additional data fields that you may choose to consider when grouping the shippers on consolidated invoices.

- Fixed Aggregation Levels
  - Customer
  - Payment Terms
  - Project
  - Company ID
  - Currency
  - Invoice Number Order Type (Share Numbers with another Order Type entry in the Invoice frame on the Numbers tab of Order Types (40.200.00))
  - Invoice Number (if specified on the Other Information tab of Shippers (40.110.00))
  - Period to Post (if specified on the Other Information tab of Shippers (40.110.00))
  - Accounts Receivable Account
  - Accounts Receivable Subaccount
- Optional Aggregation Levels
  - Sales Order Number
  - Ship-To Address
  - Customer Purchase Order Number
  - Bill-To Address
  - Site ID
  - Order Type
  - Buyer ID
  - Blanket Order Number
  - Contract Number
  - Department
  - Division
  - Mark For
  - Tracking Number

An example of aggregation would be to choose to have all the shippers associated with the same Sales Order Number and Purchase Order Number on one consolidated invoice for a customer.

**Consolidated Invoicing Accounting Example**

The primary accounting issue raised in consolidated invoicing is that it potentially separates invoicing from revenue recognition. The software allows you to recognize revenue and the related cost of goods sold (COGS) at the time of shipment of the goods.

A typical example is when the company makes multiple shipments associated with a single sales order but wants to invoice only when the sales order has been completed. If the shipments happen to cross accounting periods, the revenue and cost of goods sold should be recognized for the shipped items, even if the invoice is not created until a later accounting period.

A sales order is placed for a total shipment of $2,750 worth of goods. Three shipments are made for the order:

- $1,000 worth of goods is shipped in Period 2.
- $500 worth of goods is shipped in Period 3.
- $1,250 worth of goods is shipped in Period 4.

A consolidated invoice for $2,750 is generated in Period 4. Assuming that COGS is 50% of revenue, the entries made in each period would be as follows:

<table>
<thead>
<tr>
<th>Period 2</th>
<th>Account Type</th>
<th>Debit</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accrued Revenues</td>
<td>Asset</td>
<td>$1,000</td>
<td></td>
</tr>
<tr>
<td>Revenues</td>
<td>Revenue</td>
<td>$1,000</td>
<td></td>
</tr>
<tr>
<td>COGS</td>
<td>Expense</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td>Inventory</td>
<td>Asset</td>
<td>$500</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Period 3</th>
<th>Account Type</th>
<th>Debit</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accrued Revenues</td>
<td>Asset</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td>Revenues</td>
<td>Revenue</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td>COGS</td>
<td>Expense</td>
<td>$250</td>
<td></td>
</tr>
<tr>
<td>Inventory</td>
<td>Asset</td>
<td>$250</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Period 4</th>
<th>Account Type</th>
<th>Debit</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Receivable</td>
<td>Asset</td>
<td>$2,750</td>
<td></td>
</tr>
<tr>
<td>Accrued Revenues</td>
<td>Asset</td>
<td>$1,500 (see Note below)</td>
<td></td>
</tr>
<tr>
<td>Revenues</td>
<td>Revenue</td>
<td>$1,250</td>
<td></td>
</tr>
<tr>
<td>COGS</td>
<td>Expense</td>
<td>$625</td>
<td></td>
</tr>
<tr>
<td>Inventory</td>
<td>Asset</td>
<td>$625</td>
<td></td>
</tr>
</tbody>
</table>

*Note: The $1,500 is the remaining amount to be recognized in Period 4.*
**Note:** The net effect of billing the items shipped in prior periods is to increase accounts receivable and reduce the accrued revenue asset. The net effect on the revenue account is zero from the offsetting transactions booked in the invoice and reverse accrual documents.

**Accrual and Reverse Accrual Documents**

To provide consolidated invoicing capability and still be able to post revenues and update inventory quantities and costs in a timely manner, two Accounts Receivable document types, Accrual Document and Reverse Accrual, are created by Sales Journal (40.690.00).

**Accrual Document**

When consolidated invoicing is available, you can choose to accrue the revenue prior to creating and printing the consolidated invoice by having Sales Journal (40.690.00) create an individual Accrual Document for each shipper. The accrued revenue is posted to the **Accrued Revenue Account** and **Subaccount** entered on the **OM GL Accounts** tab of **Customer Maintenance** (08.260.00). If the account and subaccount are blank in **Customer Maintenance** (08.260.00), the accrued revenue is posted to the **Accrued Revenue Account** and **Sub** entered on the **Invoicing** tab of **Order Management Setup** (40.950.00).

- To accrue the revenue, select **Accrue Revenue for Consolidate Invoice Shippers** on the **Options** tab of Sales Journal (40.690.00) **Report Options Interpreter** (ROI).
- To default **Accrue Revenue for Consolidate Invoice Shippers** as selected on the **Options** tab of the **Sales Journal** (40.690.00) **ROI**, select **Default Sales Journal to Accrue Revenue** on the **Invoicing** tab of **Order Management Setup** (40.950.00).

The Accrual Document will have its own period to post.

- You can enter a specific period to post for the Accrual Document in **Accrual Period to Post** on the **Other Information** tab of **Shippers** (40.110.00).
- If **Accrual Period to Post** is blank on the **Other Information** tab of **Shippers** (40.110.00), the accrual revenue will be posted to **Period to Post** entered on the **Report** tab of **Sales Journal** (40.690.00) **ROI**.
- If **Accrual Period to Post** is blank on the **Other Information** tab of **Shippers** (40.110.00) and **Period to Post** is blank on **Report** tab of **Sales Journal** (40.690.00) **ROI**, the Accrual Document period to post will be the period corresponding to the Accrual Document date unless **Post Invoices to Current OM Period** is selected in **Order Management Setup** (40.950.00).

No sales taxes are posted on the Accrual Document. Sales taxes are posted only with the invoice revenue posting after the consolidated invoice has been created and printed.

**Accrued Sales Report** (40.792.00) will allow you to balance the period ending accrued revenue balances back to General Ledger and Accounts Receivable.

**Accrual Journal ID** on the **Other Information** tab of **Shippers** (40.110.00) displays the sales journal number that created the Accounts Receivable Accrual Document for the shipper.

**Note:** When **Sales Journal** (40.690.00) creates the Accrual Document for a shipper, it also creates the Inventory issue transaction to update the inventory quantities and costs.

**Note:** The invoice number is not generated until the consolidated invoice is created and printed.

**Reverse Accrual Document**

After a consolidated invoice is generated for a shipper for which accrued revenue was posted, **Sales Journal** (40.690.00) creates documents to reverse the previously posted accrued revenue and to post the actual invoice revenue. The Reverse Accrual Document is a mirror image of the Accrual Document, except that it reverses the previous accrued revenue postings.
Quick Tips for Order/Shipper Entry

Things to Keep In Mind During Order/Shipper Entry

- Until you become familiar with entering each Order Management order type, it is a good idea to review the order steps for each order type before you begin order entry. You can do this by printing the Order Types (40.201.00) report or by viewing order steps online using the Order Types (40.200.00), Steps tab.

- To see what step an order or shipper is at in its process, check the Next Step frame on the Other Information tab of Sales Orders (40.100.00) for an order or Shippers (40.110.00) for a shipper.

- To quickly check the steps that an order or shipper has completed in its process, click the Event History button on Sales Orders (40.100.00) or Shippers (40.110.00).

- Do not forget to run Sales Journal (40.690.00) at the end of your order entry cycle for closed orders/shippers. This report must be run to create update batches for Inventory and Accounts Receivable when invoicing shippers in Order Management or to create update batches for Inventory and invoices in Flexible Billings when invoicing shippers in Flexible Billings.

- Make sure Process Manager (40.400.00) is running. If it is not, order steps that are set to occur automatically will not be processed, and the order will not go through as you expect. You may also need to check the “sleep time” setting on the Order Management Setup (40.950.00) Other tab.

- If shippers are not created or updated as you expect, you can check the Shipper Creation Log Viewer (40.450.00) and Shipper Update Log Viewer (40.460.00) to look for reasons. Also, you may need to change your settings for Delay Shipper Creation and Delay Shipper Update on the Order Management Setup (40.950.00) Other tab.
Order and Credit Inquiry

Handling Orders and Shippers on Credit Hold

Sales orders and shippers are placed on credit hold automatically by the system when Enable Credit Checking is designated on the Credit Checking tab of Order Management Setup (40.950.00). The customer’s credit limitations are set in Customer Maintenance (08.260.00) in Accounts Receivable. When Hold on Credit Failure is selected for a particular step on the Steps tab of Order Types (40.200.00), the order will not advance to the next step until it is no longer on credit hold.

The Credit Manager’s Assistant (40.170.00) allows the credit manager to maintain sophisticated credit rules for each customer and interact with the automatic credit checking implemented throughout the system. The credit manager can view credit details and determine the release of orders from credit hold.

When credit checking fails, the system automatically places documents on credit hold. When credit checking passes, the documents are automatically removed from credit hold status.

The Credit Check choices on the Customer Information tab of Accounts Receivable’s Customer Maintenance (08.260.00) are Credit Limit Only, Credit Limit plus Past Due, Always Hold, Never Sell, and No Credit Checking. Credit checking is enabled and Grace Days and Grace Percentage are entered on the Credit Checking tab of Order Management Setup (40.950.00). Grace Days and Grace Percentage pertain to orders/shippers that are manually released from credit hold in Credit Manager’s Assistant (40.170.00). They are used to extend the credit limit and grace period for the order/shipper to prevent manually released credit hold orders/shippers from immediately going back on credit hold when credit checking is done.

- If Credit Check is Credit Limit Only and the customer’s order/shipper is manually released from credit hold, the credit limit (for the released order/shipper only) is increased to the customer’s current accounts receivable balance plus Grace Percentage times that balance.

- If Credit Check is Credit Limit plus Past Due and the customer’s order/shipper is manually released from credit hold, both the Grace Days and Grace Percentage will be applied. The customer’s credit limit (for the released order/shipper only) is increased to the customer’s current accounts receivable balance plus Grace Percentage times that balance. The customer’s grace period (for the released order/shipper only) is extended by Grace Days. If the customer’s open balance becomes greater than the increased limit or if payment on the outstanding amount is not received within the extended grace period, the order/shipper will go back on credit hold.
Releasing an Order/Shipper from Credit Hold

To release an order/shipper from credit hold:

1. Open Credit Manager’s Assistant (40.170.00).

2. You can search for orders/shippers on credit hold by date range, site, credit manager, salesperson, and territory. A combination of these fields can be entered for the search.
   - If you want to search for orders/shippers for a date range, click **Date Range** and enter the starting and ending date for the time period.
   - If you want to search for orders/shippers for a particular site, click **Single Site** and enter the site ID. To display a list of all sites, press F3 (or double-right-click). Site List is displayed. To select a site, you can highlight it and click **OK** or double-click on your selection.
   - If you want to search for orders/shippers for a particular credit manager, enter the **Credit Manager ID**. To display a list of all credit managers, press F3 (or double-right-click). Credit Manager List is displayed. To select a credit manager, you can highlight it and click **OK** or double-click on your selection.
   - If you want to search for orders/shippers for a particular salesperson, enter **Salesperson**. To display a list of all salespeople, press F3 (or double-right-click). Salesperson List is displayed. To select a salesperson, you can highlight it and click **OK** or double-click on your selection.
   - If you want to search for orders/shippers for a particular territory, enter **Territory**. To display a list of all territories, press F3 (or double-right-click). Territory List is displayed. To select a territory, you can highlight it and click **OK** or double-click on your selection.

3. If you want to display both sales orders and shippers, click **Orders and Shipper Details** in the View area. If you want to only display orders, click **Orders Only**.

4. Click **Refresh** to display the orders/shippers on credit hold that meet the search criteria.

5. Select **Release** for the order/shipper that you want to remove from credit hold.

6. Save the update by clicking **Save**. The system saves and releases the order/shipper for further processing. You can continue to the next order.
Entering Collection Notes for a Customer

1. After the orders/shippers on credit hold have been displayed in Credit Manager’s Assistant (40.170.00), click the customer ID that you want to enter notes for.
2. Click the Collection Notes button. Collection Notes (40.170.01) is displayed.
3. Click the Remarks grid. If the default remark date is incorrect, enter Remark Date. Remark Date defaults to the current system date.
4. Enter the notes in Remarks.
5. When you finish entering collection notes:
   - To save the notes and clear Collection Notes (40.170.01), click Finish on the toolbar. You can enter another customer ID and enter notes for that customer.
   - To save the notes without clearing Collection Notes (40.170.01), click Save on the toolbar.
   - To erase a note before it is saved, click Cancel on the toolbar.

Note: When Collection Notes (40.170.01) is opened, the remarks will always be blank. To view existing notes when Collection Notes (40.170.01) is opened, click on the first row to display any existing notes.
Viewing Inquiry Screens for an Order on Credit Hold

1. To view Sales Orders (40.100.00) or Shippers (40.110.00) while in Credit Manager’s Assistant (40.170.00), click on the order line that you want to view. Click the View Ord/Ship button. Sales Orders (40.100.00) is displayed if the selected order originated as a sales order. Shippers (40.110.00) is displayed if the selected order originated as a shipper.

2. To view the event history for an order/shipper, click on the order line that you want to view. Click the Event History button. Event History (40.103.00) is displayed.

3. To view the customer balance and credit information for a customer, click on the customer that you want to view. Click the Cust Inquiry button. Customer Inquiry (08.200.00) in Accounts Receivable is displayed.

4. To view the open orders for a customer, click on the customer that you want to view. Click the Open Orders button. Open /Closed Sales Orders (40.101.00) is displayed, showing the open orders for the customer.

5. To view the historical information for a customer, click on the customer that you want to view. Click the History button. Customer History (08.261.00) in Accounts Receivable is displayed, showing the historical information for a customer’s net sales, COGS, debit memos, credit memos, finance charges, discounts, and receipts.

6. To view the setup information for a customer, click on the customer that you want to view. Click the Maintenance button. Customer Maintenance (08.260.00) in Accounts Receivable is displayed, showing all the setup information for the customer.
Viewing Order Status Information

Customer Service Assistant (40.140.00) is designed to be a one-stop screen for customer service representative related functions. It provides the query capabilities needed to track sales orders and access to order information and any shippers associated with the order. This screen is used for viewing documents to provide status information to customers.

Customer Service Assistant (40.140.00) information is organized on tabs for easy access.

<table>
<thead>
<tr>
<th>Use this tab...</th>
<th>To display...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shippers</td>
<td>Shippers that have been generated for the order</td>
</tr>
<tr>
<td>Shipper Lines by Item</td>
<td>Line items on the shippers generated for the order</td>
</tr>
<tr>
<td>Future Shipments</td>
<td>The current plan for items that have not been shipped yet</td>
</tr>
</tbody>
</table>

See “Customer Service Assistant (40.140.00)” on page 358 for detailed descriptions of all the fields on Customer Service Assistant (40.140.00).

To view an order:

1. Open Customer Service Assistant (40.140.00) from the Order Management menu.
2. Enter the order number that you want to view in Order Number and press TAB. If the order number is unknown, you can look it up in several ways:
   - To display a list of all existing sales orders, press F3 (or double-right-click). Order List is displayed. To select a sales order, you can highlight it and click OK or double-click on your selection. Depending on the number of sales orders in the system, the list may be quite large and take some time to display.
   - To search for a sales order, click . Open / Closed Sales Orders (40.101.00) is displayed. You can search for a sales order by customer, inventory item, site, customer purchase order number, invoice number, or a date range.
1. To open Sales Orders (40.100.00), click the Sales Orders icon. Sales Orders (40.100.00) is displayed.

2. You can see if the order is on administrative hold or credit hold and what the current status is for the order (open or closed).

3. The Shippers tab displays summary information about any shipping documents that have been generated for the order and whether they have actually shipped or not.

4. The Shipper Lines by Item tab displays all shipper lines related to the shipper for the specified order, in inventory ID order. This list allows you to view the shipment history of a particular item on the order.

5. The Future Shipments tab displays information about the current plans for items that have not shipped yet. This screen is intended to assist in expediting order that have not shipped yet, by providing availability and substitute information.

6. For a shipper on the Shippers tab, you can view the shipper, view the event history for the order, or view the shipment manifest.

7. For a line item on the Shipper Lines by Item tab, you can view the shipper, view the event history for the order, or view the shipment manifest.

8. For items that have not shipped yet on the Future Shipments tab, you can view the item availability, reprioritize the order for immediate shipment, and enter a purchase order for the item.

Note: The Proof of Delivery button automatically connects you to the proof-of-delivery information in third-party manifest software. The button is enabled if shipment manifesting software is installed.
Viewing the Shipper Creation Log

Shipper Creation Log Viewer (40.450.00) displays a list of shippers that were not created and the reasons why the shippers were not created, such as the order being on credit hold or administrative hold, the automatically created project has a status of Plan, or insufficient inventory to fill the order. If a shipper is not created because the planned shipment date is in the future, it will not appear on this log.

![Shipper Creation Log Viewer](image)

Figure 39: Shipper Creation Log Viewer (40.450.00)

To view shippers that were not created and resubmit orders for shipper creation:

1. Open Shipper Creation Log Viewer (40.450.00).
   
   Select Order Management | Shipper Creation Log Viewer. Shipper Creation Log Viewer (40.450.00) is displayed.

2. If you want to resubmit an order for shipper creation, select Resubmit and click the Resubmit button.
Viewing the Shipper Update Log

Shipper Update Log Viewer (40.460.00) displays a list of shippers that were not updated and the reasons why the shippers were not updated.

To view shippers that were not updated and resubmit a shipper for update:

1. Open Shipper Update Log Viewer (40.460.00).
   - Select Order Management | Shipper Update Log Viewer. Shipper Update Log Viewer (40.460.00) is displayed.
2. If you want to resubmit a shipper for update, select Resubmit and click the Resubmit button.
Viewing Bookings by Salesperson

Bookings are the actual and anticipated sales for each salesperson. When there are multiple salespeople associated with a sale, each salesperson is credited with a percentage of the sale based on the individual’s commission percent. The salesperson’s credit percentage of the sale is calculated as the individual salesperson’s commission percent divided by the sum of the commission percents for all the salespeople associated with the sale. For example, Salesperson A and Salesperson B are both associated with the sale. Salesperson A has a commission of 5% and Salesperson B has a commission of 15%. In this case, 5/20 or ¼ of the sale amount will be booked to Salesperson A and 15/20 or ¾ of the sale amount will be booked to Salesperson B.

Bookings are calculated on the net sale amount after the line item and whole order discounts have been applied.

When a shipper is created for a sales order, the bookings for the shipper quantity are calculated using the shipper information (sales price, discounts).

Miscellaneous charges are booked to the salespeople entered on the Other Information tab of Sales Orders (40.100.00) and Shippers (40.110.00).

To track bookings:
1. Select Post Bookings on the Bookings tab of Order Management Setup (40.950.00).
2. Enter a Booking Limit (days) to define the number of days within which the sale must occur to be included in the reported bookings for the salespeople. For example, if Booking Limit (days) is 60 days, any sales with a Requested Date beyond 60 days from the current date will not be reflected in the salesperson’s reported bookings. When the Requested Date falls within 60 days from the current date, the sale will be included in the reported bookings.

The first date that the sale will be reported in the salesperson’s bookings is the effective date for the booked sale. The effective date is calculated by subtracting the Booking Limit (days) from the Requested Date. If the resultant date is prior to the current date, the current date is the effective date. Associated with the effective date is the effective period, which is the fiscal period to which the effective date corresponds.

Note: Booking Limit (days) does not determine whether sales are tracked for the salespeople. Sales are always tracked if Post Bookings is selected on the Bookings tab of Order Management Setup (40.950.00). Booking Limit (days) defines only when the tracked sales will be included in the reported bookings for the salespeople.

When a change is made to an existing sales order that affects the bookings, the bookings are updated appropriately. For example, if the ordered quantity is changed, the bookings are updated to reflect the new sales amount. If the sale is booked in one fiscal period and then modified in another fiscal period, the original booking is not changed. The changes for the sale are booked in the current period and are booked as the net effect of the additions/deletions/changes that were made.
Booking Display (40.125.00) allows you to view the bookings by salesperson for a selected period of time. The salespeople displayed on bookings are determined by Display Bookings for in User Defaults (40.340.00).

Figure 41: Booking Display (40.125.00)

To view bookings:

1. Open Booking Display (40.125.00).
   
   Select Order Management | Booking Display. Booking Display (40.125.00) is displayed.

2. Click on the time period for which you want to view bookings: Today, This Week, This Period, Date Range.
   
   If Date Range is selected, enter the beginning and ending dates.

3. Click the Refresh button to display the booking information.
   
   The salespeople displayed are determined by Display Bookings for in User Defaults (40.340.00).

Note: In User Defaults (40.340.00) an individual salesperson can be entered, or you can enter ALL to view the bookings for all the salespeople.
Viewing Credit Card Transactions

Credit Card Transactions (40.780.00) creates a report that shows credit card transactions for a specified period of time. The report lists the credit card type, order number, order date, charge date, card number, card holder name, expiration date, authorization number, and amount of the transaction.

![Credit Card Transactions (40.780.00)](image)

Figure 42: Credit Card Transactions (40.780.00)

To run a credit card transaction report:

1. Open Credit Card Transactions (40.780.00).
   - Select Order Management | Credit Card Transactions. Credit Card Transactions (40.780.00) is displayed.

2. Enter the beginning and ending dates for the charge transaction date period that you want on the report in the Charge Date.

3. Print the report or display the report on the screen for your review.
   - Click the Print button to print a hard copy of the report.
   - Click the Print Preview button to display the report on the screen.
Viewing Early Warnings of Possible Inventory Shortages

*Early Warning Report* (40.790.00) lists items that need to be evaluated for possible inventory issues concerning the amount of inventory-on-hand and the amount of demand. The report compares the planned shipment dates against the sales order request dates to provide an early warning of potential shortages in inventory.

To run *Early Warning Report* (40.790.00):


2. Select the format, sort order, and selection criteria for the report output. For an explanation of the standard report option fields used to generate reports, see the System Manager Help or user’s guide for more information.

3. Print the report or display the report on the screen for your review.
   - Click the Print button to print a hard copy of the report.
   - Click the Print Preview button to display the report on the screen.
Order Management Processes

Revising Sales Prices

*Sales Price Revisions* (40.381.00) allows you to run a process that will automatically change the discount percentages or prices to the revised percentages or prices for price plans set up in *Sales Price* (40.380.00).

![Sales Price Revisions (40.381.00) diagram](image)

**Figure 44: Sales Price Revisions (40.381.00)**

To implement sales price revisions:

1. Open *Sales Price Revisions* (40.381.00).
2. To select the price plans that will be evaluated for revision, enter a date in **Revise Price Plans with Start Dates on or later than**.
   - The entered date will be compared with the **Start Date** for the price plan in *Sales Price* (40.380.00). If the entered date is equal to or greater than **Start Date**, then the entry in **Revised Pct** on *Sales Price* (40.380.00) will be copied to **Percent** or the entry in **Revised Price** on *Sales Price* (40.380.00) will be copied to **Price** for the price plan.
3. Check one or more price plan Categories to include for revisions.
   - To include all the categories, select **All Categories**.
4. Select the appropriate Currency options, **All Currencies** or a **Specific Currency**.
   - **Note:** Currency ID is enabled when **Activate Multi-Currency Entry** is selected in *CM Setup* (24.950.00) in the Currency Manager module.
5. Click the **Begin Processing** button to start the revision process.
   - A dialog box is displayed, *Process Status* (40.381.00). When the process is completed, “Process completed” will be displayed. Click **OK** to close the dialog box.
Updating Revised Sales Discount Prices or Percentages

*Update Revised Sales Prices (40.383.00)* allows you to run a process to automatically update the revised sales discount price or percentage for price plans set up in *Sales Price (40.380.00)*. You can view the price plans that match the selection criteria in *View Pending Sales Prices (40.381.00)*.

**To update the revised sales discount price or percentage for price plans:**
1. Open Update Revised Sales Prices (40.383.00).
2. (Optional) Select the appropriate **Currency ID**.
   
   **Note:** *Currency ID* is enabled when *Activate Multi-Currency Entry* is selected in *CM Setup (24.950.00)* in the Currency Manager module.
3. Select the appropriate **Category** and discount method in **Disc Method**.
4. Select the appropriate Site ID option: **All Sites**, a **Site ID**, or a **Site Group ID**.
5. (Optional) Based on **Category**, enter additional selection criteria in **Inventory ID**, **Customer ID**, **Invt Price Class**, **Cust Price Class**, **Price Type**, **Sales Unit**, **Qty Break**, **Current Price**, or **Current Percent**.
   
   **Note:** Select *Update price plans with revised price or percent not equal to zero* if you want to update the revised sales discount price or percentage for price plans that have a revised sales discount price or percentage not equal to zero.

6. Based on **Disc Method**, enter the new revised price or percentage change in **New Revised Price**, **Revised Price Flat Increase/Decrease**, **Revised Price Percent Increase/Decrease**, **New Revised Percent**, or **Revised Percent Flat Increase/Decrease**.
7. (Optional) Click **View Pending Revised Sales Prices** to view price plans that match the selection criteria specified.
8. (Optional) Close View Pending Sales Prices (40.381.00).
9. Click Begin Processing.
10. Click OK when the process completes.
11. (Optional) Click View Pending Revised Sales Prices to view the change to the price plans that match the selection criteria specified.
12. (Optional) Close View Pending Sales Prices (40.381.00).
13. Click OK to close the screen.
Verifying OM Data Integrity

OM Integrity Check (40.990.00) is used for validation and referential integrity checks of all data within the Order Management module.

Figure 46: OM Integrity Check (40.990.00)

To run the data integrity check:

1. Open OM Integrity Check (40.990.00).
2. If the sales order tables are to be included in the verification of table relationships, shipment quantities, and/or totals, select Check Sales Orders.
   - Verify Table Relationships, Verify Shipment Quantities on Sales Orders, or Verify Totals (Open Orders/Shippers Only) must be selected to run the verification process.
3. If closed sales orders are to be included in the verification of table relationships, shipment quantities, and/or totals, select Include Closed Sales Orders.
   - Include Closed Sales Orders is an option only if Check Sales Orders has been selected.
4. If the shipper tables are to be included in the verification of table relationships, shipment quantities, and/or totals, select Check Shippers.
   - Verify Table Relationships, Verify Shipment Quantities on Sales Orders, or Verify Totals (Open Orders/Shippers Only) must be selected to run the verification process.
5. If closed shippers are to be included in the verification of table relationships, shipment quantities, and/or totals, select Include Closed Shippers.
   - Include Closed Shippers is an option if Check Shippers has been selected.
6. If the table relationships are to be validated, select Verify Table Relationships.
   - Check Sales Orders and/or Check Shippers must also be selected to run the validation process.
7. If you want any found child records without corresponding parent records deleted, select **Delete Orphaned Records**.
   
   **Delete Orphaned Records** is an option only if **Verify Table Relationships** has been selected.

8. If shipment quantities on sales orders are to be validated, select **Verify Shipment Quantities on Sales Orders**.
   
   **Check Sales Orders** and/or **Check Shippers** must also be selected to run the verification process.

9. If you want corrections made to any discrepancies found, select **Correct Shipment Quantities on Sales Orders**.
   
   **Correct Shipment Quantities on Sales Orders** is an option only if **Verify Shipment Quantities on Sales Orders** has been selected.

10. If the total dollar amounts for sales orders and/or shippers are to be recalculated and verified, select **Verify Totals (Open Orders/Shippers Only)**.
    
    **Check Sales Orders** and/or **Check Shippers** must also be selected to run the verification process.

11. If you want any discrepancies that are found when the totals are recalculated to be updated with the recalculated amount, select **Correct Totals (Open Orders/Shippers Only)**.
    
    **Correct Totals (Open Orders/Shippers Only)** is an option only if **Verify Totals (Open Orders/Shippers Only)** has been selected.

12. If you want to rebuild the customer name cross-reference database tables, select **Rebuild Customer Name Cross-Reference**.
    
    This rebuild should be done when searches on the customer name in Order Management screens are not working correctly.

13. If you want to rebuild the inventory description cross-reference database tables, select **Rebuild Inventory Description Name Cross-Reference**.

14. If you want to rebuild the inventory plan, select **Rebuild Inventory Plan**.
    
    This rebuilds the SOPlan table, which contains the inventory supply and demand schedule for all item/site combinations. Functionality of this field depends on which modules you have installed and whether you have Customer Priority Scheduling (CPS) turned on or off.

15. If you want to rebuild the inventory plan for a specific item, enter the Inventory ID.
    
    When **Inventory ID** is blank, the inventory plan will be rebuilt for all inventory items.

16. If you want to rebuild the inventory plan for a specific site, enter the Site ID.
    
    When **Site ID** is blank, the inventory plan will be rebuilt for all sites.

17. Click the **Begin** button to start the process.
    
    A dialog box is displayed, **Process Status (40.990.00)**. When the process has been completed, “Process completed” is displayed. Click **OK** to close the dialog box.
Deleting Closed Sales Orders and Bookings

Sales Order Deletion (40.490.00) is used to delete closed sales orders and bookings from the database according to the retention periods specified on the Other tab of Order Management Setup (40.950.00).

Figure 47: Sales Order Deletion (40.490.00)

To delete sales orders and bookings:
1. Open Sales Order Deletion (40.490.00).
2. The deletion criteria are based on the retention periods specified on the Other tab of Order Management Setup (40.950.00).
   - **Delete Orders Before** displays the fiscal period before which sales orders will be deleted. Delete Orders Before is calculated as the Current Period Number in AR Setup (08.950.00) in the Accounts Receivable module minus the Periods to Retain Transactions entered on the Other tab of Order Management Setup (40.950.00). The fiscal period is converted to the start date for the period and sales orders that were last updated prior to the start date are deleted. Also, any shippers associated with the sales orders are deleted. Delete Orders Before is display only.
   - **Delete Bookings Before** displays the fiscal period before which bookings will be deleted. Bookings with an effective period prior to this period will be deleted. The period for Delete Bookings Before is calculated as the Current Period Number in AR Setup (08.950.00) in the Accounts Receivable module minus the Periods to Retain Bookings entered on the Other tab of Order Management Setup (40.950.00). Delete Bookings Before is display only.

   Note: See “Viewing Bookings by Salesperson” on page 169 for the definition of “effective period.”
3. Click the Begin Processing button to start the deletion process.

   A dialog box is displayed, Process Status (40.490.00). When the process is completed, “Process completed” is displayed. Click OK to close the dialog box.
Scheduling Tasks for Task Server

Task Schedule (40.910.00) is used to set up programs for Task Server (40.410.00) to run at specific time intervals for a set duration of time each day. For example, you might want to print picking lists or packing slips every 60 minutes between 8 a.m. and 5 p.m.

**Note:** When using Task Schedule (40.910.00) to print reports, Invoke Automatically should not be selected for that particular order step in Order Types (40.200.00) on the Steps tab. If Invoke Automatically is selected, the process that completed the prior order step will also perform the print report step. Also, the print report order step does not need a Status of Required in this screen for it to print using Task Schedule (40.910.00).

Following is a list of Program and Function IDs to enter when setting up tasks in Task Schedule (40.910.00):

<table>
<thead>
<tr>
<th>Form</th>
<th>Program</th>
<th>Function ID</th>
<th>Function Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Confirmation</td>
<td>4061200</td>
<td>4061000</td>
<td></td>
</tr>
<tr>
<td>Quote Form</td>
<td>4061200</td>
<td>4062000</td>
<td></td>
</tr>
<tr>
<td>Picking List Form</td>
<td>4060200</td>
<td>4063000</td>
<td></td>
</tr>
<tr>
<td>Assembly Order Form</td>
<td>4060200</td>
<td>4063500</td>
<td></td>
</tr>
<tr>
<td>Inspection Order Form</td>
<td>4060200</td>
<td>4064000</td>
<td></td>
</tr>
<tr>
<td>Receiver Form</td>
<td>4060200</td>
<td>4064500</td>
<td></td>
</tr>
<tr>
<td>Picking Notice</td>
<td>4060200</td>
<td>4065000</td>
<td></td>
</tr>
<tr>
<td>Assembly Notice</td>
<td>4060200</td>
<td>4065100</td>
<td></td>
</tr>
<tr>
<td>Inspection Notice</td>
<td>4060200</td>
<td>4065200</td>
<td></td>
</tr>
<tr>
<td>Packing Notice</td>
<td>4060200</td>
<td>4065300</td>
<td></td>
</tr>
<tr>
<td>Shipping Notice</td>
<td>4060200</td>
<td>4065400</td>
<td></td>
</tr>
<tr>
<td>Packing Slips</td>
<td>4060200</td>
<td>4066000</td>
<td></td>
</tr>
<tr>
<td>Invoice Form</td>
<td>4060200</td>
<td>4068000</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 48: Task Schedule (40.910.00)**

**To set up a task for Task Server (40.410.00):**

1. Open Task Schedule (40.910.00).
2. In **Program**, enter the name of the program to be run by Task Server (40.410.00).
   - **Program** must be a Microsoft Dynamics SL program.
3. In **Interval (Mins)**, enter the cycle period of time (in minutes) when Task Server (40.410.00) will run the program.
   - For example, if 15 is entered, then Task Server (40.410.00) will run the program every 15 minutes.
4. In **Starting Time**, enter the time of day you want *Task Server* (40.410.00) to start running the specified program at the specified intervals.
   **Starting Time** must be entered using a 24-hour clock.

5. In **Ending Time**, enter the time of day you want *Task Server* (40.410.00) to stop running the specified program.
   **Ending Time** must be entered using a 24-hour clock.

6. Select **Active** if the program is to be run at present.
   Programs cannot be deleted from *Task Schedule* (40.910.00) but can be made inactive by clearing **Active**. *Task Server* (40.410.00) will not run the program if **Active** is not selected.

7. Enter the **Company ID** for the company associated with the program to be run.
   To display a list of all companies, press F3 (or double-right-click). *Company List* is displayed. To select a company, you can highlight it and click **OK** or double-click on your selection.

8. In **Function ID**, enter the identifier for the function that is passed to the program to run the desired process.

9. In **Function Class**, enter the identifier for the function class that is passed to the program to run the desired process.

**To start and stop scheduled tasks:**

1. Open *Task Server* (40.410.00).
2. Click **Start** to begin processing of tasks scheduled in *Task Schedule* (40.910.00).
3. Click **Stop** to stop processing of tasks scheduled in *Task Schedule* (40.910.00).

   **Note:** *Task Server* (40.410.00) is not an all-purpose tool. It is designed specifically for running forms in programs 4060200 and 4061200 that are scheduled in *Task Schedule* (40.910.00) by order entry personnel.

   *Process Manager* (40.400.00) is designed to offload and run order steps and should be started and stopped by an administrator using *Process Manager* (40.400.00).
Generating and Printing Reports

For complete descriptions of the Order Management reports that the software offers, see the individual report definitions in the “Reports” section on page 467.

To generate Order Management reports:
1. Open the Order Management menu, select the Reports option, and select the name of the report you want to view or print.
2. Select the format, sort order, and selection criteria for the report output. For an explanation of the standard report option fields used to generate reports, see the System Manager Help or user’s guide. Also see the specific report definition in “Reports” on page 467.
3. Click Printer Options to change the destination of the report output (display, file, or printer).
4. Click Print to generate the report.

To print an Order Management report using the Application Server:
1. Open the Order Management menu, select the Reports option, and select the name of the report you want to print.
2. Complete the fields and options on each tab. (See the System Manager Help or user’s guide for more information.)
3. From the toolbar, choose Edit | Submit to Application Server. (For more information about completing this process, see the Application Server Help or user’s guide.)
Data Entry Screens

Purpose of Data Entry Screens

Data entry screens are the screens in which you enter sales order transactions. While you also may look up information on any accessible data entry screen, these screens are mainly for entering and editing sales order information. (Order Management provides inquiry screens that display information about the status of various line items on all types of sales orders.)

Sales Orders (40.100.00)

Sales Orders (40.100.00) is the workspace where orders are entered for most order types. Sales Orders (40.100.00) is designed to accommodate the special requirements of telephone order entry while at the same time providing a quick and easy means to enter non-real-time orders. The integration of Price Negotiator (40.105.00) and related item lookups helps maximize sales with immediate gross margin calculations.

Common sales order documents such as order confirmations can be printed directly from Sales Orders (40.100.00). In addition, lost sales from quotes can be tracked according to specific codes, allowing better demand analysis.

The following items should be noted:

- You can easily save sales orders with more than 100 line items using Sales Orders (40.100.00).
- Sales Orders (40.100.00) performs credit checking before the order is advanced to the next step in the process if credit checking is enabled in Order Management Setup (40.950.00).
- It is not necessary to enter a Customer ID if you are creating an Order Type of Kit Assembly.
- Unit prices for items sold in a currency other than USD are based upon the value entered in Sales Price Rate Type in Accounts Receivable’s Customer Maintenance (08.260.00).
- Sales Orders (40.100.00) does not allow you to accidentally enter negative numbers in price-related fields.
- You cannot delete order detail lines once a shipper has been created.
- You cannot enter sales orders for inactive customers.
If you enter a serial-controlled item, the **UOM** (Unit of Measure) is disabled for the line item. The Stocking UOM, Purchase UOM, and Sales UOM must be the same when a serial-controlled item is set up in **Inventory Items (10.250.00)**. The UOM cannot be modified in the transaction screens.

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### Order Number

**Order Number** is a unique code assigned by the system to each sales order when it is created. The format of **Order Number** is based on the information entered in **Order Types (40.200.00)**.

- To select an existing order number (if you have a relatively small number of orders), place the cursor in **Order Number** and press **F3** (or double-right-click). **Order List** displays the existing order numbers from which you can select.
- An existing **Order Number** can also be entered manually.

### Order Lookup (Icon)

Clicking the **Order Lookup** icon opens **Open / Closed Sales Orders (40.101.00)**. **Open / Closed Sales Orders (40.101.00)** allows you to search for open or closed sales orders by customer ID, customer PO, invoice number, inventory ID, order date range, and site ID. Searching by customer ID or inventory ID is the recommended method if you have a large number of orders.

An alternative to clicking the icon is to place the cursor in **Order Number** and press **ALT+F3** to display **Open / Closed Sales Orders (40.101.00)**.
Duplicate Order (Icon)
Duplicate Order (40.100.01) opens Duplicate Order (40.100.01). Duplicate Order (40.100.01) allows you to copy an existing sales order to create a new sales order.

- Duplicate Order is only available on new, unsaved orders.
- An alternative to clicking the Duplicate Order icon is to place the cursor in Order Number and press ALT+D to display Duplicate Order (40.100.01).

Order Type
Order Type identifies what kind of order it is. The order type determines the steps that are performed during the life of the order. In addition to defining the order steps, the order type also determines how sales are posted to the general ledger system.

- To select an existing type, place the cursor in Order Type and press F3 (or double-right-click). Order Type List displays the existing order types from which you can select.
- The full name of the Order Type is displayed to the right of the field.

Company
Company is the unique code assigned to the company.

- In a multi-company environment, the Company displayed is the currently active company.
- Company can be updated only in a new and unsaved order. Once an order has been saved, this field is display only.
- To select an existing company, place the cursor in Company and press F3 (or double-right-click). Company List displays the existing company IDs from which you can select.

Notes/Attachments (Icon)
Notes/Attachments allows the entry of or attaching a source document regarding the company. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

Customer ID
Customer ID is the unique identifier for the customer for whom you want to enter an order.

- To select an existing customer ID, place the cursor in Customer ID and press F3 (or double-right-click). Active Customer List is displayed. You can select an existing customer ID from Active Customer List or you can add a new customer ID. This method for selecting a customer is recommended only if you have a relatively small number of customers.
- New customers can be created and existing customers maintained through Customer Maintenance (08.260.00) in Accounts Receivable.

Customer Lookup (Icon)
Clicking the Customer Lookup icon opens Customer Lookup (40.102.00). Customer Lookup (40.102.00) allows you to search for customer information by Customer, Accounts Receivable, and Order Management.

An alternative to clicking the icon is to place the cursor in Customer ID and press ALT+F3 to display Customer Lookup (40.102.00).
Customer Maintenance (Icon)

Customer Maintenance opens Customer Maintenance (08.260.00) in Accounts Receivable. Customer Maintenance (08.260.00) gives you the ability to view and maintain basic customer information such as credit balance, address, and tax details.

Customer Maintenance is only enabled when there is a valid customer number in Customer ID.

PO

PO (Purchase Order) is the customer’s purchase order identification number for the order.

PO is required to be entered in two cases. 1) When PO Required is selected on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable, and 2) When the sales order dollar amount is equal to or greater than the PO Required Amount entered for the Buyer (Customer Contact) on Customer Contacts (40.370.00).

Buyer

Buyer is the individual at the customer who has placed the order. Some customers have an approved list of persons who can and cannot buy goods. Buyers are added and maintained in Customer Contacts (40.370.00).

- To select an existing buyer, place the cursor in Buyer and press F3 (or double-right-click). Contact List displays the existing buyers from which you can select.
- Buyer is required to be entered if Buyer Name Required is selected on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- Buyer defaults to the entry in Buyer ID on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- If Automatically Insert Contacts is selected on the Order/Shipper Entry tab of Order Management Setup (40.950.00), then new entries in Buyer will automatically be entered in Customer Contacts (40.370.00).

Print (button)

Print opens Print Form (40.100.02). The available options are to print Order Confirmation or Quotation. There is also an option to select the output device, Standard Printer or Default Printer.

Print becomes available after the order has been saved.

Event History (button)

Event History opens Event History (40.103.00). Event History (40.103.00) displays the process steps that have been completed for the order, when they were completed, and who completed them.

Event History is enabled on existing orders or after a new order has been saved.

Shipments (button)

Shipments displays Open / Closed Shippers (40.111.00). Open / Closed Shippers (40.111.00) allows you to search for shippers by customer, inventory item, site, customer PO, order number, invoice number, or a date range.

Shipments is enabled once an order has been saved.

PO (button)

PO opens Purchase Orders for Sales Orders (40.108.00), which displays PO records for the current sales order number and allows you to enter a new purchase order for the sales order.

EDI (button)

EDI invokes eCommerce Connector functionality, if you have this module installed, licensed, and configured.
Release for Invoice (button)

Release for Invoice is visible and enabled only when the order type behavior is Manual Order. Clicking Release for Invoice causes Process Manager (40.400.00) to create a shipper for the manual order. The shipper is automatically closed as part of the process, and the invoice is ready to print for the shipment amount entered in Qty to Invoice.

Balance Due

Balance Due is the total dollar amount of the sales order, including any applicable taxes and freight. If the freight terms are a percentage of the actual freight cost, then the shipping and handling charge on the sales order is only an estimate. Actual freight charges are on the shipper.
Sales Orders, Line Items Tab

The **Line Items** tab allows entry of inventory items for the order.

**Note:** An order detail line can be deleted when the order has been saved but no shipper has been created for the line. To do so, use the DEL key or click the **Delete** icon on the toolbar.

![Figure 50: Sales Orders (40.100.00), Line Items tab](image)

Following are the field descriptions for the **Line Items** tab of **Sales Orders (40.100.00).**

**Inventory ID**

**Inventory ID** is the unique identifying code that distinguishes the inventory item from all other items in the database.

- To select an existing inventory ID, place the cursor in **Inventory ID** and press F3 (or double-right-click). **Inventory Item List** displays all valid inventory IDs. It is recommended that the F3 method only be used if you have a relatively small number of inventory items.

- Another search method for **Inventory ID** is to enter a partial or full item description in **Inventory ID**. For example, if AMERICAN is entered in **Inventory ID**, the program will search for all inventory item descriptions that contain the word AMERICAN. If only one match is found, then **Inventory ID** and all the corresponding fields, such as **Description**, **Price**, and **Cost**, will be updated with the information for the item. If there are multiple inventory item descriptions containing AMERICAN, then **Inventory Item Lookup (10.210.00)** will be opened. AMERICAN will be entered in the **Description** field. Click on **Refresh** to display all the inventory item descriptions that contain AMERICAN.

**Note:** When an active bill of material with **Explode BOM in OM** selected in **Bill of Material Maintenance (11.250.00)** is entered into **Inventory ID** on the **Line Items** tab, **BOM Explosion (40.100.07)** displays.
Inventory Lookup (Icon)

Clicking the Inventory Lookup icon opens Inventory Item Lookup (10.210.00). Inventory Item Lookup (10.210.00) allows you to search for an item by description or by attribute.

If you are in form view, an alternative to clicking the icon is to place the cursor in Inventory ID and press ALT+F3 to display Inventory Item Lookup (10.210.00).

Site ID

Site ID is the specific inventory storage facility (warehouse, distribution center, etc.) where the item is located.

- The Site ID default is based on the Method for defaulting Site ID on the Order/Shipper Entry tab of Order Management Setup (40.950.00). The choices are: Customer Ship-to Address, Item, User, and No Default.
  - If Method for defaulting Site ID is Customer Ship-to Address, Site ID defaults from Site ID for the customer’s address in Order Management (08.262.01), accessed from Shipping Address (08.262.00) in Accounts Receivable.
  - If Method for defaulting Site ID is User, Site ID defaults from Default Site ID in User Defaults (40.340.00).
  - If Method for defaulting Site ID is Item, Site ID defaults from Default Site ID on the Information tab of Inventory Items (10.250.00) in Inventory.
- To select an existing site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List is displayed. You can select an existing site or add a new site to Site List.
- Site ID is disabled for the kit components in a kit assembly.

Ordered

Ordered, also referred to as Ordered Quantity, is the total number of units, in the selected unit of measure, for the transaction.

Ordered must be valid in combination with the UOM for any pack or carton size restrictions when the item’s Pack Method on the Shipping tab of Inventory Items (10.250.00) is Standard Carton.

UOM

UOM (Unit of Measure) is the basic quantity (each, case, etc.) by which the item is sold.

- To select an existing UOM, place the cursor in UOM and press F3 (or double-right-click). Inventory Unit List displays the existing units of measure from which you can select.
- UOM is disabled on serial number-controlled inventory items.
  The Stocking UOM, Purchase UOM, and Sales UOM must be the same when a serial-controlled item is set up in Inventory Items (10.250.00). The UOM cannot be modified in the transaction screens.
- UOM is maintained in Unit Conversions (10.270.00) in the Inventory module.

Unit Price

Unit Price is the per-unit selling price of an item. It is adjusted for the UOM.

- Unit Price is disabled on Kit Assembly and Non-Order Shipment order type behaviors.
- Unit Price may reflect an applied discount; for example, if a sales price plan set up in Sales Price (40.380.00) has a Discount Method of Price Discount, Unit Price will reflect the discount.
- Unit Price is assigned automatically when the inventory item is entered.
List Price
List Price is the list price for the inventory item in Inventory Items ($10,250.00).
- List Price is always disabled and is assigned automatically when the inventory item is entered.
- List Price is adjusted for the UOM.

Discount Pct
Discount Pct is the percentage to be deducted from the unit price. Extension is equal to the unit price less the discount percentage multiplied by the ordered quantity.
Discount Pct is disabled on Non-Order Shipment order type behaviors.

Unit Cost
Unit Cost is the per-unit cost of the item (the amount that the company paid for the item).
- Unit Cost reflects the last cost for the item. However, if the item’s valuation method is Standard Cost, Unit Cost reflects the Current Std Cost.
- Unit Cost is adjusted for UOM.
- If you select Drop Ship, you can enter data into Unit Cost. Otherwise, this field is disabled.

Extension
Extension is the total dollar amount for the ordered quantity of the item. Extension is equal to the unit price less the discount percentage multiplied by the ordered quantity. Extension is display only.

Comm Cost
Comm Cost is not available in this version of Order Management.

Pct
Pct is the percentage used to calculate sales commissions. Pct does not apply to Quote orders.

Requested
Requested is the date when the customer wants the merchandise delivered to their site.
- Requested is disabled if there is more than one scheduled shipment for the item.
- Requested is required if the order type has the ability to reserve stock.
- The default Requested date is based on the Cutoff Time parameters on the Order/Shipper Entry tab of Order Management Setup ($40,950.00).
- Requested is used to determine the planned shipment date for the merchandise for both Customer Priority Scheduling On (CPS On) and Customer Priority Scheduling Off (CPS Off).

Promised
Promised is the delivery date that has been promised to the customer.
- Promised is for information only; no calculations are based on Promised.
- Promised is disabled if there is more than one scheduled shipment for the item.
- The default Promised date is the Requested date.

On Open Shippers
On Open Shippers displays the total quantity on all open shippers for the line item. On Open Shippers does not appear when the Order Type behavior is Manual Order (MO); it changes to Qty to Invoice.
Qty to Invoice

Qty to Invoice is used to enter the shipment quantity when the order type behavior is Manual Order. Qty To Invoice is visible only when the order type behavior is Manual Order.

Note: When the order type behavior is Manual Order and the quantities entered in Ordered and Qty to Invoice are positive, the transaction is treated as a sales transaction. If the quantities entered are negative (they must always be the same for a particular line item, both positive or both negative), the transaction is treated as a return (RMA). Also, if the quantities entered are negative, Requested Date, Drop Ship, the Schedule button, and the RMA button are disabled. Reason Code is enabled, Unit Cost is enabled and defaults to the last cost, and Disposition is enabled with the default from Order Types (40.200.00).

Shipped

Shipped displays the actual item quantity that was picked and shipped on closed shippers. Shipped does not appear when the order type behavior is Manual Order (MO); it changes to Prev Shipped.

Prev Shipped

Prev Shipped displays the actual item quantity that was picked and shipped (the total quantity on all closed shippers) when the order type behavior is Manual Order. Prev Shipped is only visible when the order type behavior is Manual Order.

Taxable

Taxable refers to whether taxes will be applied to the items being purchased.

- Taxable is selected and disabled if Registration Nbr (reseller number) is blank on the Defaults tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- Taxable is disabled and not selected on the following order types: Non-Order Shipment, Warehouse Transfer, and Kit Assembly.
- For all other order types, when Registration Nbr is entered on the Defaults tab of Customer Maintenance (08.260.00) in Accounts Receivable, Taxable is enabled and can be changed.
- Pressing the SPACEBAR in the Taxable check box toggles between selecting the field and leaving it blank.

OK to Split Lots

OK to Split Lots indicates that the items being ordered can be taken from different lots. For example, you can ship metal pipes from different lots, but you may not want to ship wood from different lots due to color variation.

- Pressing the SPACEBAR in the OK to Split Lots check box toggles between selecting the field and leaving it blank.
- OK to Split Lots is enabled on lot-controlled inventory items.

Drop Ship

Drop Ship indicates that this line item is to be drop shipped, meaning that your supplier will deliver the product directly to your customer. (When Drop Ship is selected, the order will not be deducted from inventory because the product will be shipped directly from the vendor to the customer.)

- Pressing the SPACEBAR in the Drop Ship check box toggles between selecting the field and leaving it blank.
- Drop Ship is disabled for order types that do not require shipping.
- The setting of Drop Ship in this screen defaults from the Drop Ship setting on the Sales Orders 40.100.00) Shipping Information tab.
- When Drop Ship is selected, the Unit Cost field is enabled for entering the purchase price from the vendor.
The setting for Drop Ship on the line item is used as the default for the first schedule created for the line in Shipment Schedule (40.106.00).

With Order to Purchase installed:
- If Drop Ship on the Sales Orders (40.100.00) Shipping Information tab is blank, and if Order to Purchase is installed, then this check box defaults from the Auto Drop Ship setting in Inventory's Inventory Sites (10.255.00). If Auto Drop Ship is selected in Inventory Sites (10.255.00), then Drop Ship will be selected — unless, however, Auto PO Policy in Inventory Sites (10.255.00) is set to Auto PO If No Inventory, and sufficient inventory is available. Then this check box will not be selected even if Auto Drop Ship is.
- If you are using Order to Purchase and you select this and the Auto Create PO check boxes, then the Auto Advance to Invoice order step is invoked by Process Manager (40.400.00) when the sales order is processed.

When Drop Ship is selected, the order cannot consume project allocated inventory or be linked to a Goods for Project Sales Order purchase for in Purchase Orders (04.250.00).

Sample
Sample indicates that you are sending a sample to the customer.
- Items that are marked as samples are not handled differently in the general ledger posting. Samples generate the same Accounts Receivable invoice documents and revenue postings as regular sales transactions. If you want the sample to be free of charge, enter zero for the price.
- When Sample is selected, the Pack and Carton validations are not enforced.
- Pressing the SPACEBAR in the Sample check box toggles between selecting the field and leaving it blank.

Lot/Ser Entry Req
Lot/Ser Entry Req is selected by default on the line item for lot/serial-controlled items when Require Lot and Serial Numbers at Order Entry Time is selected on the Behavior tab of Order Types (40.200.00) for order type behaviors Sales Order, Invoice, and Will Call Order.
- Lot/Ser Entry Req can be changed when the order type behavior is Sales Order or Will Call Order.
- Lot/Ser Entry Req is selected and disabled when the order type behavior is Invoice.
- Lot/Ser Entry Req is not selected and disabled if Drop Ship is selected.
- Lot/Ser Entry Req is not selected and disabled when Auto Create PO is selected (Order to Purchase module is installed).

Note: You can specify lot or serial numbers in Sales Orders (40.100.00) using Bin/Lot/Serial (40.100.06). Bin/Lot/Serial (40.100.06) is accessed by clicking the Bin/LotSer button on the Line Items tab of Sales Orders (40.100.00) or by clicking the Bin/Lot/Ser button in Shipment Schedule (40.106.00). If lot/serial numbers are entered, they must be entered for the total ordered quantity. The item quantity and the lot/serial numbers are allocated (reserved) from the inventory on-hand quantity. See “Sales Order Lot/Serial Number Entry” on page 65.

Lot/Ser Hold
Lot/Ser Hold indicates that required lot/serial numbers have not been entered for the lot/serial-controlled item.
- Applicable only for order type behaviors Sales Order, Invoice, and Will Call Order.
- Lot/Serial Hold is display only; it is set by the application and cannot be modified.
Include in Demand
If you have the Inventory Replenishment module installed, Include in Demand is selected by default to include the sales transaction in Inventory Replenishment’s usage history of the inventory item. If, for a particular order, you do not want to include an item in the history, then click the check box to clear Include in Demand. For more information, see the Inventory Replenishment Help or user’s guide.

Auto Create PO
The Auto Create PO check box is selected for Order to Purchase orders when you enter the Site ID. Select Auto Create PO if you want a purchase order created automatically for the items sold in this sales order line and linked to the sales order schedule.

- The setting of the Auto Create PO in this screen defaults from the Auto Create PO setting on the Sales Orders (40.100.00) Shipping Information tab.
- If Auto Create PO on the Sales Orders (40.100.00) Shipping Information tab is blank, then this check box defaults from the Auto PO Policy setting in Inventory’s Inventory Sites (10.255.00). If Auto PO Policy is set to None or is blank, then Auto Create PO in this screen will not change. If Auto PO Policy is set to Auto PO Always, then Auto Create PO in this screen will be selected. And if Auto PO Policy is set to Auto PO If No Inventory, then available inventory is checked against the “need by” date (calculated as the Request Date minus any transit time specified by the Ship Via ID). If the available inventory is insufficient to meet the quantity ordered, then Auto Create PO in this screen will be selected. If available inventory is sufficient, it will not be selected.

Note: You can override the above actions, as they are only default values. If Site ID, Ordered, or Requested is changed, this setting is re-evaluated and you will be prompted to re-evaluate the other schedules on the sales order for this item-site combination.

- The setting of Auto Create PO on the Line Items tab is then used as the default on the associated schedule lines in Shipment Schedule (40.106.00).
- This field is disabled if the inventory item is a non-stock item.

Description
Description is the associated description for the Inventory ID. This description appears on reports listing the item.

PO Vendor ID
If Order to Purchase is installed and Auto Create PO is selected, the PO Vendor ID field becomes enabled and required. This field defaults to the value entered in PO Vendor ID on the Sales Orders (40.100.00) Shipping Information tab. If that field is blank, then the Primary Vendor field in Inventory Sites (10.255.00) provides the default. Any time Auto Create PO is unselected, this field is cleared and becomes disabled.

Alternate ID
Alternate ID is the customer’s inventory ID for the item.

- Alternate ID is optional unless Customer Part Number Required is selected on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- A new Alternate ID can be entered here and automatically saved in Item Cross References (10.380.00) if Auto Add Alternate IDs for Inventory Items is selected in Order Management Setup (40.950.00).
Demand Inv ID
Demand Inv ID tracks the true item that was originally ordered, which is not always the same as the item actually shipped. Demand Inventory ID is enabled if you are using the Inventory Replenishment module. For more information, see the Inventory Replenishment Help or user's guide.

To select an existing inventory item, place the cursor in Demand Inv ID and press F3 (or double-right-click). Inventory Item List displays the existing IDs from which you can select.

Salesperson ID
Salesperson ID is the identifier for the salesperson who will receive commission for this line item.
- The default Salesperson ID on the line item is the Salesperson ID entered on the Other Information tab.
- Multiple salespeople can be entered for each line item, each with that person’s commission percentage when Invoice in on the Other Information tab is set to Order Management. When multiple salespeople are entered, an asterisk displays in Salesperson ID. To view the salespeople associated with the line item, click the Salespeople button on the Other Information tab. Salesperson (40.104.00) opens. You can add and delete salespeople, and you can change their commission percentages.
- Salesperson ID is display only and displays the salesperson specified in Salesperson ID on the Other Information tab for the second and succeeding lines when Invoice in on the Other Information tab is set to Project Flexible Billings.

Demand Site ID
Demand Site ID tracks the true site from which an order should have been shipped, which is not always the same as where it was originally ordered. Demand Site ID is enabled if you are using the Inventory Replenishment module. For more information, see the Inventory Replenishment Help or user's guide.

To select an existing site ID, place the cursor in Demand Site ID and press F3 (or double-right-click). Site List displays the existing site IDs from which you can select.

Sales Tax Category
Sales Tax Category has been added at the line item level, enabling you to include multiple item types with different sales tax rates in a single sales order, ensuring that the proper amount of tax is calculated for each line item on the sales order.

Disposition
Disposition specifies the action to be taken upon receipt of returned merchandise.
- Disposition is enabled on RMA order type behaviors.
- Disposition default is the Default Disposition selected on the RMA tab of Order Types (40.200.00).
- The choices for Disposition are Repair, Return to Stock, Return to Vendor (for repair or replacement), and Scrap.

Reason ID
Reason ID identifies the reason that the item was returned.
- Reason ID is enabled for RMA order type behaviors.
- To select an existing reason code, place the cursor in Reason ID and press F3 (or double-right-click). Reason Code List is displayed. You can select an existing reason code or you can add a new reason code to the list.
- Reason codes can be created in Reason Codes (10.350.00) in Inventory.
Inspection ID

**Inspection ID** indicates the type of inspection to be performed on the items.

- To select an existing inspection ID, place the cursor in **Inspection ID** and press F3 (or double-right-click). **Inspection List** is displayed. You can select an existing inspection ID from **Inspection List** or you can add a new inspection ID to the list.
- If an inspection ID is entered, the **Require Inspection** check box on the Other Information tab of Sales Orders (40.100.00) is automatically selected.
- Inspection IDs can be created in **Inspection** (40.350.00) in Order Management.

Project

**Project** associates the line item with a specific project.

**Project** is enabled when Project Controller is installed.

**Note:**

- When you select the **Create Project** check box on the Other Information tab, a new project is created. The new project ID is placed on each line in Sales Orders (40.100.00).
- **Project** is display only and displays the project specified in **Project** on the Other Information tab for the second and succeeding lines when **Invoice in** on the Other Information tab is set to Project Flexible Billings.

Task

**Task** associates the line item with a specific task.

**Task** is enabled when Project Controller is installed.

**Note:** When you select the **Create Project** check box on the Other Information tab, a new project is created. The task on each line in Sales Orders (40.100.00) defaults to the task ID that you specified in Default Task ID for the inventory ID in Inventory’s Inventory Items (10.250.00).

Find Item (button)

**Find Item** opens **Inventory Item Lookup** (10.210.00). **Inventory Item Lookup** (10.210.00) allows you to search for an item by description or by attribute.

**Find Item** is enabled when **Line Item** is selected.

Availability (button)

**Availability** opens **Availability** (21.410.00), where the quantity of the item that is available for sale is displayed.

- **Availability** is enabled when **Line Item** is selected.
- When **Availability** (21.410.00) is opened by clicking **Availability** on Sales Orders (40.100.00), Customer Priority is passed to **Availability** (21.410.00).

Schedule (button)

**Schedule** opens **Shipment Schedule** (40.106.00). **Schedule** allows you to designate multiple scheduled shipments for a line item on the sales order.

- **Schedule** is enabled when **Line Item** is selected.
- **Schedule** is disabled if **Order Type** behavior is Manual Order (MO). Multiple scheduled shipments cannot be entered for a line item when the order type behavior is Manual Order.
Negotiator (button)

Negotiator opens Price Negotiator (40.105.00). Price Negotiator (40.105.00) allows order entry people to generate different pricing scenarios for a particular item on the sales order to effectively negotiate selling prices with customers while they are on the phone.

Negotiator is enabled when customer ID, inventory ID, and site ID are entered.

Salespeople (button)

Salespeople opens Salesperson (40.104.00), allowing you to assign multiple salespeople and commission percentages to a line item. If multiple salespeople are entered, an asterisk displays in Salesperson ID.

The Salespeople button is not available when Invoice In on the Other Information tab is set to Project Flexible Billings.

RMA (button)

RMA is used when returned merchandise is involved in the order. RMA displays Open / Closed Shippers (40.111.00) to allow you to select a closed shipper or a particular line item from a closed shipper to copy to the sales order for a merchandise return.

Enabled when Order Type behavior is RMA.

WO Request (button)

This button is enabled if you are using the Work Order module. By clicking WO Request, you create a tickler record for your production department so they will know that there is a request for this item. You will not see any action in the Order Management module upon clicking this button. However, you can see an indication that the request was sent in Work Order Entry (12.250.00). For more information, see the Work Order Help or user’s guide.

WO Request is disabled if Order Type is Manual Order (MO), so you cannot bind a manual order to a work order.

Cancel WO Request (button)

This button is enabled if you are using the Work Order module and you have clicked WO Request for a line item. By clicking Cancel WO Request, you remove the tickler record that was created when you clicked WO Request. You will not see any action in the Order Management module upon clicking this button. And once you cancel a work order request for a particular line item, WO Request for that line item is disabled. For more information, see the Work Order Help or user’s guide.

Cancel WO Request is disabled if Order Type is Manual Order (MO).

Bin/LotSer (button)

Bin/LotSer opens Bin/Lot/Serial (40.100.06), where you can enter warehouse bin locations and lot/serial numbers during order entry.

- The Bin/Lot/Serial button is enabled after you enter the Qty to Invoice for a lot/serial-controlled item when the order type behavior is Manual Order.
- The Bin/Lot/Serial button is enabled when the order type behavior is Sales Order, Invoice, or Will Call Order and the line item is lot/serial-controlled and only one schedule exists for the line item.
- The Bin/Lot/Serial button is disabled when Auto Create PO is selected for the line item (the Order to Purchase module is installed).
Sales Orders, Shipping Information Tab

The Shipping Information tab includes all data related to shipping the order.

![Sales Orders (40.100.00), Shipping Information tab](image)

Figure 51: Sales Orders (40.100.00), Shipping Information tab

Following are the field descriptions for the Shipping Information tab of Sales Orders (40.100.00).

**Address Type**

Address Type refers to the kind of address where the merchandise is being shipped. The available choices are Customer, Vendor, Site, and Other.

Address Type defaults to the Customer option for all new orders.

**Customer ID**

Customer ID is automatically filled in when the selected Address Type is Customer.

- Customer ID is enabled when the selected Address Type is Customer.
- Customer ID defaults to the customer ID entered on the sales order.
- Customer ID can also be manually entered if a different customer address is desired.

**Cust Address ID**

Cust Address ID is the identifier for the customer’s address where the merchandise will be shipped.

- To select an existing customer address ID, place the cursor in Cust Address ID and press F3 (or double-right-click). Ship To Address List is displayed. You can select an existing address or add a new address to the list.
- Cust Address ID is enabled when the selected Address Type is Customer.
- Cust Address ID defaults to Dflt Ship To ID on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
Vendor ID

Vendor ID is the identifier for the vendor to whom the merchandise will be shipped.

- To select an existing vendor ID, place the cursor in Vendor ID and press F3 (or double-right-click). 
  Vendor List is displayed. You can select an existing vendor or add a new vendor to the list.
- Vendor ID is enabled when the selected Address Type is Vendor.

Vend Address ID

Vend Address ID is the identifier for the vendor address where the merchandise will be shipped.

- To select an existing vendor address ID, place the cursor in Vend Address ID and press F3 (or double-right-click). PO Address List is displayed. You can select an existing address or add a new address to the list.
- Vend Address ID is enabled when the selected Address Type is Vendor.
- Vend Address ID defaults to Purchase Order Address Default ID on the Purchasing Info tab of Vendor Maintenance (03.270.00) in Accounts Payable.

Site ID

Site ID is the identifier for the site where the merchandise will be shipped.

- To select an existing site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List displays the existing sites from which you can select.
- Site ID is enabled when the selected Address Type is Site.

Other Address ID

Other Address ID is the identifier for another address where the merchandise will be shipped.

- To select an existing address ID, place the cursor in Other Address ID and press F3 (or double-right-click). Address List is displayed. You can select an existing address or add a new address to the list.
- Other Address ID is enabled when the selected Address Type is Other.

Name

Name is the customer entity (company name, department, etc.) associated with the shipping address.

The default for Name is based upon the selections in the Ship-to Address area.

Attention

Attention is the customer entity (person, department, etc.) to whose attention correspondence should be addressed.

The default for Attention is based upon the selections in the Ship-to Address area.

Address 1

Address 1 is typically used for the suite number or the name and number of the street location.

The default for Address 1 is based upon the selections in the Ship-to Address area.

Address 2

Address 2 is typically used for the post office box number, if any, or the name and number of the street location.

The default for Address 2 is based upon the selections in the Ship-to Address area.
City
City is the municipality where the shipping address is located. The default for City is based upon the selections in the Ship-to Address area.

State/Prov
State/Prov typically uses a standard two-letter state abbreviation.

- To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List is displayed. You can select an existing state or add a new one to the list.
- The default for State/Prov is based upon the selections in the Ship-to Address area.

Postal Code
Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code. The default for Postal Code is based upon the selections in the Ship-to Address area.

Country/Region
Country/Region uses a standard country or region abbreviation.

- To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country List is displayed. You can select an existing country or region or add a new one to the list.
- The default for Country/Region is based upon the selections in the Ship-to Address area.

Phone
Phone is the contact number for the ship-to address.

Drop Ship
Drop Ship indicates that the order is to be drop shipped, meaning that your supplier will deliver the product directly to your customer. (When Drop Ship is selected, the order will not be deducted from inventory because the product will be shipped directly from the vendor to the customer.)

- Pressing the SPACEBAR in the Drop Ship check box toggles between selecting the field and leaving it blank.
- Drop Ship is disabled for order types that do not require shipping.
- If you are using Order to Purchase and you select this and the Auto Create PO check boxes, then the Auto Advance to Invoice order step is invoked by Process Manager (40.400.00) when the sales order is processed.
- The setting of Drop Ship here on the Shipping Information tab provides the default value for the Line Items tab but can be overridden in that screen.
- When Drop Ship is selected, the order cannot consume project allocated inventory or be linked to a Goods for Project Sales Order purchase for in Purchase Orders (04.250.00).

Auto Create PO
The Auto Create PO check box is enabled if you are using Order to Purchase. Select Auto Create PO if you want purchase orders created automatically to replace the items sold.

The setting of the Auto Create PO check box here on the Shipping Information tab provides the default value for this check box on the Line Items tab but can be overridden in that screen.

PO Vendor ID
When Auto Create PO is selected, the PO Vendor ID field becomes enabled and required. This field initially defaults to the primary vendor for the inventory site, although this default may be overwritten. Possible values for the field can be viewed and selected by pressing F3.
Ship Via ID

Ship Via ID is the unique identifier for the transport method for the order (for example, UPS, FedEx).

- To select an existing ship via ID, place the cursor in Ship Via ID and press F3 (or double-right-click). Ship Via List is displayed. You can select an existing shipping method or add a new shipping method to the list.
- Ship Via ID defaults when Address Type is Customer.
- If you change the Ship Via ID after line items have been entered, Ship Via Change (40.100.09) opens so you can apply the change to all open schedules. If you do not select Copy the new Ship Via to all open Schedules, only line items added after the Ship Via change will have the new Ship Via. Process Manager (40.400.00) will create multiple shippers, one for each Ship Via.

Freight Terms ID

Freight Terms ID is the identifier for how the shipping and handling charges will be applied to the order.

- To select an existing freight terms ID, place the cursor in Freight Terms ID and press F3 (or double-right-click). Freight Terms List is displayed. You can select an existing freight terms option or you can add a new freight terms option.
- The default for Freight Terms ID is based upon the combination of selections in Address Type, Customer ID, and Cust Address ID.

FOB ID

FOB ID is the identifier that determines the location at which the cost of shipping the order becomes the customer’s responsibility. The FOB (free-on-board) point is also the point at which ownership of the goods transfers to the customer.

- To select an existing FOB ID, place the cursor in FOB ID and press F3 (or double-right-click). FOB List is displayed. You can select an existing FOB ID or add a new FOB ID to the list.
- The FOB ID is assigned when Freight Terms ID is entered or displays a default value.

Ship Complete

Ship Complete defines how the order is to be shipped if the available inventory quantity is less than the order quantity. The choices are: Ship Complete, Backorders Allowed, and Partially Ship-Cancel Remainder.

- Ship Complete — If the available inventory quantity is insufficient to fill an entire order that should ship together (same Requested Date, Ship Via, etc.), no shipment will take place until additional inventory is received to fill the entire order.
- Backorders Allowed — If the available inventory quantity is insufficient to fill the entire order, then a partial shipment will be made and a backorder will be created for the remainder of the order.
- Partially Ship-Cancel Remainder — If the available inventory quantity is insufficient to fill an entire order that should ship together (same Requested Date, Ship Via, etc.), a partial shipment will be made and the order schedule for the remaining quantity will be cancelled (no backorder is created).

Ship Complete defaults to the Shipping Action entered on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Note: Ship Complete operates differently for the Manual Order (MO) order type. The option you choose here will act only as memo information to show your request, and the system will handle the order as Partially Ship-Cancel Remainder. Even if you have selected Ship Complete, a shipper will be created for the quantity entered in Qty to Invoice regardless of whether it is the total quantity ordered and whether all the sales order lines have entries in Qty to Invoice. After the shipper is closed, the associated schedules for the shipper lines will be closed. If there are sales order lines that did not have any quantity shipped, they will remain open to be shipped in the future.
Priority

Priority is a number between one and nine that indicates the customer's priority for shipment planning and inventory allocation. When all priorities are set the same between customers, inventory is allocated on a first come, first served basis.

- **Priority** allows numeric entry between and including the numbers 1 to 9, with 1 being the highest priority.
- **Priority** will default to the Customer Priority (if a number other than zero is entered) on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- If **Priority** is left blank, then it will default to 5.
- **Priority** is used for shipment planning when Customer Priority Scheduling is On (CPS On). Orders with a higher **Priority** take precedence over orders with a lower **Priority** for order fulfillment (orders with **Priority** of 1 will be planned to ship before orders with a priority of 5). **Priority** is not considered when Customer Priority Scheduling is Off (CPS Off).

Weekend Delivery

Weekend Delivery is not used in the current application. The Saturday and Sunday pickup, move, and delivery options selected for Ship Via ID in Ship Via Maintenance (21.260.00) in the Shared Information module determine whether the shipment will be picked up, moved, or delivered on a weekend day.

Mark For (button)

**Mark For** opens Mark-for Information (40.100.03). Mark-for Information (40.100.03) allows you to enter a forwarding address for the order that will be noted on the shipment package. The package is delivered to the customer and the customer is responsible for forwarding it to the final destination.
Sales Orders, Billing Information Tab

The Billing Information tab allows entry of billing-related fields.

Following are the field descriptions for the Billing Information tab of Sales Orders (40.100.00).

Name

Name is the customer entity (company name, department, etc.) to whose attention invoices should be addressed.

Name defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Attention

Attention is the entity (person, department, etc.) to whose attention invoices should be addressed. Attention defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Address 1

Address 1 is typically used for the customer’s suite number or the name and number of the customer’s street location. Address 1 defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Address 2

Address 2 is typically used for the customer’s post office box number, if any, or the name and number of the customer’s street location.

Address 2 defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.
City
City is the municipality where the customer's billing address is located. City defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

State/Prov
State/Prov is the state or province where the customer's billing address is located. It uses a standard two-letter state abbreviation.
- To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List is displayed. You can select an existing state/province or add a new one to the list.
- State/Prov defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Postal Code
Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code. Postal Code defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Country/Region
Country/Region uses a standard country or region abbreviation.
- To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country List is displayed. You can select an existing country or region or add a new country or region to Country List.
- Country/Region defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Phone
Phone is the telephone number for the billing contact. Phone defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Division
Division is the division where the invoice is being sent.

Department
Department is the department where the invoice is being sent.

Contract Number
Contract Number is the contract number that this particular sales order is a part of, if applicable.

Blanket Order Number
Blanket Order Number displays the existing blanket order that was copied to create the sales order. Blanket Order Number is used for reference.

Original Order Number
Original Order Number displays the existing order that was copied to create the sales order. Original Order Number is used for reference.
Authorization Number

Authorization Number is a particular number given to you by the customer. In some cases, this number will need to be included on correspondence to the customer.

Payment Terms

Payment Terms is a unique code that defines when the customer’s payments are due. For example, “2 percent if paid within 10 days, net due if paid within 30 days.”

- To select an existing payment terms option, place the cursor in Payment Terms and press F3 (or double-right-click). Terms List displays. You can select an existing payment terms option or you can add a new one to the list.

- Payment Terms is not available when Invoice in on the Other Information tab is set to Project Flexible Billings since the payment terms assigned to an invoice created in Flexible Billings are the customer’s payment terms defined in Accounts Receivable Customer Maintenance (08.260.00).

- If the customer is set up for consolidated invoicing, Allow Terms Override on the Invoicing tab of Order Management Setup (40.950.00) determines whether the default Payment Terms can be overridden. Allow Terms Override can be set to not allow Payment Terms to be modified or to allow Payment Terms to be modified with the option of displaying a warning that changing Payments Terms will result in a separate invoice for the shipper.

When you specify a terms ID in the Payment Terms field and the terms ID has the COD check box selected on the Terms tab in the Terms Maintenance (21.270.00) screen, the following functionality applies to the sales order and the shipper:

- The sales order processes through to a shipper and an invoice even when the customer’s credit limit has been exceeded.

- You cannot consolidate the sales order or the shipper with other sales orders or other shippers. The Consolidate Invoice check box is not selected on the Other Information tab in Sales Orders (40.100.00) screen.

View Credit (button)

View Credit opens Customer Maintenance (08.260.00) in Accounts Receivable. Customer Maintenance (08.260.00) allows you to view and maintain basic customer information such as credit balance, address, tax details, etc.
Sales Orders, Other Information Tab

The **Other Information** tab allows entry of information regarding the order requirements and displays the order status.

![Sales Orders (40.100.00), Other Information tab](image)

**Figure 53: Sales Orders (40.100.00), Other Information tab**

Following are the field descriptions for the **Other Information** tab of Sales Orders (40.100.00).

**Order Date**

The **Order Date** is the date when the sales order was created. This date appears on invoices produced for the order.

The default **Order Date** is the current date.

**Cancel By**

The **Cancel By** determines when the order schedules will be automatically cancelled for order type behaviors Manual Order, Sales Order, and Will Call Order.

- **Cancel By** defaults to the **Order Date** plus the number of days in **Cancel Days** on the **Behavior** tab of **Order Types (40.200.00)** for the order type entered on the sales order.
- **Cancel By** on the **Other Information** tab is the default **Cancel By** date for the first schedule created for the line item.
- Schedules for order type behaviors Manual Order, Sales Order, and Will Call Order with **Cancel By** dates on or prior to the current system date will be cancelled automatically.
- If you change the **Cancel By** date after line items have been entered, you will be prompted whether to change the cancel date on all the open schedules.

**Note:** Order schedules are automatically cancelled based on the **Cancel By** date for order type behaviors Manual Order, Sales Order, or Will Call Order.
Salesperson ID

Salesperson ID displays the unique code assigned to the salesperson who will receive commission for the sales order. If more than one salesperson is to be credited, see the Salespeople button.

- The Salesperson ID entered is the default for the Salesperson ID on the line items.
  - To display a list of all salespeople, press F3 (or double-right-click). Salesperson List displays. To select a salesperson, you can highlight the name and click OK or double-click on your selection.
  - Multiple salespeople can be entered, each with that person’s commission percentage when Invoice in is set to Order Management. When multiple salespeople are entered, an asterisk displays in Salesperson ID. To view all the salespeople, click the Salespeople button. Salesperson (40.104.00) opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.

- Salesperson ID is optional.

- The default Salesperson ID is based on the Default Salesperson Method on the Order/Shipper Entry tab of Order Management Setup (40.950.00) when Invoice in is set to Order Management. See “Default Salesperson Method” in Order Management Setup (40.950.00), Order/Shipper Entry tab on page 448 for more information.

- Default salespeople for the Customer Ship-to Address are set up on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.

- The default Salesperson ID displays the salesperson defined for the project in Salesperson on the Project tab of Project Controller Project Maintenance (PA.PRJ.00) when Invoice In is set to Project Flexible Billings.

Salespeople (button)

Salespeople opens Salesperson (40.104.00), allowing you to assign multiple salespeople and commission percentages to a line item. If multiple salespeople are entered, an asterisk displays in Salesperson ID.

The Salespeople button is not available when Invoice In on the Other Information tab is set to Project Flexible Billings.

Commission Pct

Commission Pct is the default commission percentage the salesperson will receive.

- Commission Pct is assigned when the salesperson ID is entered.
- When salespeople are entered in Salesperson (40.104.00), each salesperson has an associated commission percent.

Certification ID

Certification ID is the identifier for the certification text to be printed at the bottom of the packing slip or invoice, if applicable.

To select an existing certification ID, place the cursor in Certification ID and press F3 (or double-right-click). Certification Text List is displayed. You can select an existing certification or add a new certification to the list.
Create Project

Create Project indicates whether a new project for the sales order will be created when you save the sales order.

- Create Project is enabled when Project Controller is installed.
- Create Project is disabled if any of the following conditions are true:
  - You do not have sufficient access rights to create a project in Project Controller’s Project Maintenance (PA.PRJ.00).
  - Work Order is installed.
  - You have already specified a project ID in Project ID on the Other Information tab.

Project

Project associates the sales order with a specific project.

- Project is enabled when Project Controller is installed.
- Project on the Other Information tab is the default for Project on the line items.
- The project entered will be passed to the Accounts Receivable module in the ARDoc header. This project corresponds to Flexible Billing’s bill project, the one to which the account receivable is recorded and any cash is booked. Line items on a sales order each typically carry a sales account based on the order type that is "behind the scenes." This account is used to determine if a project and task are needed on the line item being entered. If the sales account is linked to a project account category, you are required to enter the project and task for the line item.

Note: If you select Create Project, specify a template project ID in Project ID. When you save the sales order, the project ID will be automatically incremented to the next available project ID on the Other Information tab and on the Line Items tab.

Invoice Number

Invoice Number is used for conversion purposes or when customer billing is done through non-Microsoft Dynamics SL software. If an invoice number is entered, it will be assigned to the first invoice created for a shipper associated with the order during Invoice Pre-Process (40.600.00) or Consolidated Invoice (40.682.00) or the Sales Journal (40.690.00) process, whichever comes first in the order steps. This number will not be transferred to Invoice Number in Shippers (40.110.00) when the shipper is created. That field will be left blank unless you choose to enter a different invoice number there.

Invoice Date

Invoice Date is used to indicate a specific invoice date rather than one that is automatically assigned at the time of invoicing. The date entered here is transferred to the shipper created from this sales order.

- Invoice Date is enabled only for order type behaviors Credit Memo, Debit Memo, and Invoice.

Period to Post

Period to Post is used to enter a specific accounting period to post for the invoice rather than having it assigned by the application.

- Period to Post is enabled only when the order type behavior is Credit Memo, Debit Memo, or Invoice.

- If a date is entered in Invoice Date. Period to Post will default to the period that corresponds to that date. This entry may be overridden.

- When the period to post corresponding to the Invoice Date entered is a closed period, the closed period will be accepted only if Sales Orders (40.100.00) is in Initialize Mode. Period to Post will never be a prior closed period unless it is assigned in Initialize Mode.
Period to Post is an optional field.

Period to Post can be entered regardless of whether Invoice Date is entered.

If Period to Post is left blank, it is assigned in the Sales Journal (40.690.00) processing, based on Invoice Date, unless Post Invoices to Current OM Period is selected in Order Management Setup (40.950.00).

Require Inspection

Require Inspection indicates that the merchandise must be inspected prior to shipment to the customer.

- When an Inspection ID is entered for a line item, Require Inspection on the Other Information tab of Sales Orders (40.100.00) is automatically selected.
- Pressing the SPACEBAR in the Require Inspection check box toggles between selecting the field and leaving it blank.
- Require Inspection determines whether inspection-related order steps will be run when they are listed in Order Types (40.200.00).

Require Assembly

Require Assembly indicates that the merchandise requires assembly prior to being shipped to the customer.

- Pressing the SPACEBAR in the Require Assembly check box toggles between selecting the field and leaving it blank.
- Require Assembly determines whether assembly-related order steps will be run when they are listed in Order Types (40.200.00).

Include in Demand

If you have the Inventory Replenishment module installed, Include in Demand is selected by default to include the sales transaction in Inventory Replenishment's demand past-usage history. If, for a particular order, you do not want to include an item in the history, then click the check box to clear Include in Demand. For more information, see the Inventory Replenishment Help or user's guide.

Consolidate Invoice

Consolidate Invoice indicates that the shipper(s) created for the sales order should be included on a consolidated invoice and should not have separate individual invoices created for each shipper.

- Consolidate Invoice is disabled and not selected when:
  - The customer is not set up for consolidated invoicing (Consolidate Invoices is not selected on the Order Management tab of Customer Maintenance (08.260.00) for the customer).
  - The Payment Terms are COD.
  - The Print Invoice step is prior to the Update Shipper step for the order type.
  - Send EDI Invoice is selected.
  - Invoice in is set to Project Flexible Billings.
- Pressing SPACEBAR in the Consolidate Invoice check box toggles between selecting the field and leaving it blank.

Send EDI Shipping Notice

If you are using Shipping Management and eCommerce Connector, you can select this check box to have an advanced shipment notice sent. For more information about EDI functionality, see the eCommerce Connector Help or user's guide.
Send EDI Invoice

If you are using Shipping Management and eCommerce Connector, you can select this check box to have an outbound invoice sent. For more information about EDI functionality, see the eCommerce Connector Help or user’s guide.

Invoice in

Invoice in displays the module that will create invoices for shippers generated for the sales order. Order Management displays when:

- the sales order does not reference a project, or
- the sales order references a project and the project’s Shipper Invoicing Method on the Additional Info tab of Project Controller Project Maintenance (PA.PRJ.00) is set to Invoice in Order Management

Project Flexible Billings displays when the sales order references a project and the project’s Shipper Invoicing Method on the Additional Info tab of Project Controller Project Maintenance (PA.PRJ.00) is set to Invoice in Project Flexible Billings or Shipper does not Create an Invoice.

Open / Closed

Open / Closed displays the status of the order. Open / Closed is display only. It is set when you cancel an order or when all the line items are closed or by the Process Manager (40.400.00) when the order process has been completed.

Order Details Approved

Order Details Approved indicates that an authorized person has approved the sales order and the order can proceed to the next step in the order process.

- Pressing the SPACEBAR in the Order Details Approved check box toggles between selecting the field and leaving it blank.
- Order Details Approved is enabled when Order Details Approval Required is selected on the Behavior tab of Order Types (40.200.00).

Technical Approval Granted

Technical Approval Granted indicates that the sales order has been given the required technical approval and can proceed to the next step in the order process.

- Pressing the SPACEBAR in Technical Approval Granted check box toggles between selecting the field and leaving it blank.
- Technical Approval Granted is enabled when Order Details Approval Required is selected on the Behavior tab of Order Types (40.200.00).

Order Released

Order Released indicates that the order has been manually released.

- Pressing the SPACEBAR in the Order Released check box toggles between selecting the field and leaving it blank.
- Order Released must be selected if Manual Release Required is selected on the Behavior tab of Order Types (40.200.00).
Release RMA Return

Release RMA Return indicates that the replacement items can be shipped to the customer for RMA order types.

- When Release RMA Return is selected and the returned items have been processed, a shipper is created for the replacement items that are to be shipped to the customer (these items are entered with positive quantities on the RMA transaction).
- Pressing the SPACEBAR in the Release RMA Return check box toggles between selecting the field and leaving it blank.
- If you want Release RMA Return to be automatically selected on the Other Information tab, select Automatically Release Return Shipment on the RMA tab of Order Types (40.200.00) for the RMA order type.
- Release RMA Return is applicable only when replacement items are to be shipped to the customer (line items with positive quantities are entered on the RMA transaction).

Administrative Hold

Administrative Hold places the order on hold for reasons other than credit limitations.

- Pressing the SPACEBAR in the Administrative Hold check box toggles between selecting the field and leaving it blank.
- The order cannot proceed to the next step in the order process until it is released from administrative hold.

Credit Hold

Credit Hold indicates that the order has failed the credit check and is on credit hold. The order will not proceed to the next step in the order process until it is released from credit hold if Hold On Credit Failure is selected for the step in Order Types (40.200.00).

- Credit Hold is display only.
- The credit-checking parameters for the customer are set on the Customer Information tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- Credit checking is enabled on the Credit Checking tab of Order Management Setup (40.950.00).

Cancelled

Cancelled marks the order as cancelled. Cancelled defaults to the current day when Cancelled is selected. After the order is saved, the order status is changed to Closed.

Pressing the SPACEBAR in the Cancelled check box toggles between selecting the field and leaving it blank.

Cancel Open Shippers

Cancel Open Shippers indicates that any open shippers that have been created for the sales order are to be cancelled.

- Cancel Open Shippers is enabled when Cancelled is selected.
- Pressing the SPACEBAR in the Cancel Open Shippers check box toggles between selecting the field and leaving it blank.

Next Step

Next Step displays the next step that the order will take.
Tax IDs
The tax IDs correspond to where the delivery is to be accepted.

- Tax IDs are display only fields.
- The tax IDs default is based on the tax Default From on the Defaults tab of Customer Maintenance (08.260.00). The choices are Customer and Address.
  - If the tax Default From is Customer, then the displayed tax IDs are from the Defaults tab of Customer Maintenance (08.260.00).
  - If the tax Default From is Address, then the displayed tax IDs are from Shipping Address (08.262.00) for the entered shipping address.

Quote Date
Quote Date is the date when the quote was created.
Quote Date is enabled when Order Type is Quote.

Award Probability
Award Probability is an estimation, expressed as a percentage, that the quote will become a real order.
Award Probability is enabled when Order Type is Quote.

Lost Sale ID
Lost Sale ID identifies the reason that the quote was not awarded.
Lost Sale ID is enabled when Order Type is Quote.
Sales Orders, Totals Tab

The **Totals** tab gives a summary of the charges for the sales order.

![Figure 54: Sales Orders (40.100.00), Totals tab](image)

Following are the field descriptions for the **Totals** tab of **Sales Orders (40.100.00)**.

**Total Merchandise**

**Total Merchandise** is the total dollar amount of all merchandise line item extensions. **Total Merchandise** is a calculated field.

**Whole Order Discount Pct**

**Whole Order Discount Pct** is an additional discount applied to the total merchandise dollar amount for the order (after all other discounts have been applied).

**Allow Total Order Discounts** must be selected on the **Discount Pricing** tab of **Order Management Setup (40.950.00)** to apply whole Order Discounts to an order.

**Discount**

**Discount** is the dollar amount calculated from the whole Order Discount percentage. **Discount** is a calculated field.

**Sales Tax**

**Sales Tax** retrieves the information from the **Sales Tax** tab and displays it. **Sales Tax** is a calculated field.

**Total Shipping Weight**

**Total Shipping Weight** is the total weight of the order to be shipped. **Total Shipping Weight** is a calculated field.
Shipping & Handling
Shipping & Handling is the estimated freight charge. Actual freight charges are typically entered at shipment confirmation. Shipping & Handling is a calculated field.

Premium Freight
Premium Freight is the dollar amount of the premium shipment costs to be charged to the customer.

Misc Charges
Misc Charges is the total of the additional amounts to be charged, such as service charges. These charges are entered on the Misc Charges tab. Misc Charges is a calculated field.

Unshipped Balance
Unshipped Balance is the dollar amount for items on the order that have not been shipped. Unshipped Balance is a calculated field.

Order Total
Order Total is the total dollar amount due from the customer for the entire order. Order Total is a calculated field.

Payments
Payments is currently unavailable.
Sales Orders, Misc Charges Tab

The Misc Charges tab allows you to add non-inventory related charges to the order. Example miscellaneous charges are special handling charges and restocking fees.

![Misc Charges Tab](image)

Figure 55: Sales Orders (40.100.00), Misc Charges tab

Following are the field descriptions for the Misc Charges tab of Sales Orders (40.100.00).

**Misc Charge ID**

Misc Charge ID is a unique code identifying the type of charge being added to the order. Miscellaneous charges generally do not correspond to an inventory item (for example, restocking fees).

To select an existing miscellaneous charge ID, place the cursor in Misc Charge ID and press F3 (or double-right-click). Charges List is displayed. You can select an existing miscellaneous charge or add a new miscellaneous charge to Charges List.

**Description**

Description is an explanation of the miscellaneous charge.

**Amount**

Amount is the dollar amount that the customer is being billed for the miscellaneous charge.

**Charges Applied**

Charges Applied is the total miscellaneous charge dollar amount applied to the order, including sales tax, if applicable.

Charges Applied is display only; it is calculated by Process Manager (40.400.00).
**Taxable**

*Taxable* indicates whether sales tax will be applied to the miscellaneous charge. *Taxable* is display only. *Taxable* is set in *Miscellaneous Charges* (40.250.00).

**Sales Tax Category**

*Sales Tax Category* identifies the sales tax type that will be applied to the miscellaneous charge. *Sales Tax Category* is display only. *Sales Tax Category* is set in *Miscellaneous Charges* (40.250.00).
Sales Orders, Sales Tax Tab

The Sales Tax tab displays the sales tax information for the order. Sales tax IDs are set up in the Shared Information module.

![Figure 56: Sales Orders (40.100.00), Sales Tax tab](image)

Following are the field descriptions for the Sales Tax tab of Sales Orders (40.100.00).

The sales tax calculations are the sales tax rates from each tax ID applied to the taxable portion of freight, miscellaneous charges and inventory.

**Tax ID**

Tax ID corresponds to the taxing authority of either the customer’s geographical location or where the item will be shipped. The information is compiled from the tax IDs on the Other Information tab of the sales order and shipper, from the tax categories on the line items, and from schedules. If the ship-to address is changed on schedules, then the tax ID will reflect this change.

- **Tax ID** is display only.
- The tax IDs are maintained in Tax Maintenance (21.280.00) in Shared Information.

**Tax Category**

Tax Category groups the item with other items subject to similar tax treatment.

- **Tax Category** is display only.
- **Tax Category** is maintained in Tax Category Maintenance (21.310.00) in the Shared Information module, where you can indicate to which tax categories each tax ID applies. An item can belong to only one tax category at a time; however, you can reclassify an item’s tax category at any time.

**Tax on Freight**

Tax on Freight is the total tax dollar amount calculated for the freight amounts. Tax on Freight is display only.
Tax on Merchandise
Tax on Merchandise is the total tax dollar amount calculated for the merchandise amounts. Tax on Merchandise is display only.

Tax on Misc Charges
Tax on Misc Charges is the total tax dollar amount calculated for the miscellaneous charges amounts. Tax on Misc Charges is display only.

Total Tax
Total Tax is the total tax dollar amount calculated for the entire order. Total Tax is display only.

Taxable Freight
Taxable Freight is the freight dollar amount that is subject to taxes. Taxable Freight is display only.

Taxable Merchandise
Taxable Merchandise is the merchandise dollar amount that is subject to taxes. Taxable Merchandise is display only.

Taxable Misc Charges
Taxable Misc Charges is the miscellaneous charges dollar amount that subject to taxes. Taxable Misc Charges is display only.

Total Taxable
Total Taxable is the total dollar amount of all charges that is subject to taxes. Total Taxable is display only.

Tax Rate
Tax Rate is the rate at which the freight, merchandise and miscellaneous charges are taxed. Tax Rate is display only.
Sales Orders, Kit Assembly Tab

The Kit Assembly tab is visible only when the specified Order Type supports the Kit Assembly behavior. Kit Assembly orders are used to restock inventory items that are single-level kits.

Figure 57: Sales Orders (40.100.00), Kit Assembly tab

Following are the field descriptions for the Kit Assembly tab of Sales Orders (40.100.00).

Item to Build

Item to Build is the identifier for the kit that is to be assembled.

- To select an existing kit ID, place the cursor in Item to Build and press F3 (or double-click). Kit List displays the existing kit IDs from which you can select.
- New kits can be defined in Kits (10.320.00) in Inventory.

Site ID

Site ID indicates the inventory storage facility (warehouse, distribution center, etc.) from which the component parts for the kit assembly are to be issued.

To select an existing site ID, place the cursor in Site ID and press F3 (or double-click). Site List is displayed. You can select an existing site or add a new site to the list.

Quantity to Build

Quantity to Build specifies the number of kits (items) that are to be built.

Date Available

Date Available specifies when the kits will be completed and stocked in inventory.
**Time to Build (Days)**

*Time to Build (Days)* specifies the number of days that will be required to build the kits.

**Create Items (button)**

*Create Items* fills in the *Line Items* tab with the component parts required to build the kit.
Availability (21.410.00)

Availability (21.410.00) is opened by clicking the Availability button on Sales Orders (40.100.00). It is used to track and forecast inventory needs and usage amounts for in-stock items. Customer Priority is passed to Availability (21.410.00). It displays detailed inventory information, including whether an item is scheduled to appear on a work order or purchase order. It also includes quantities on hand, available, and on order.

Availability, Summary Tab

The Summary tab displays a snapshot of an item’s inventory quantity for a specific site.

![Figure 58: Availability (21.410.00), Summary tab](image)

Following are the field descriptions for the Summary tab of Availability (21.410.00).

**Inventory ID**

Inventory ID contains the item you want to review.

**Summary Frame**

**Site ID**

Site ID displays the specific inventory storage facility (warehouse, distribution center, etc.) where the item is maintained.

**Available**

Available displays the total quantity available (items for sale, issues, transfers, or kit assemblies) for new orders at this Site ID. If CPS is turned on, it contains the quantity that is available for shipment today on a new order created with a lower priority than any other order. If CPS is turned off, the caption for this field changes to Available. In this case, the field is calculated according to various options in IN Setup (10.950.00). For more information about CPS, see the Order Management Help or user’s guide.
Average Cost
Average Cost displays the current weighted average cost per unit.

Inventory Supply Frame
The Inventory Supply frame displays inventory items supplied by various sources.

On Hand
On Hand displays the total quantity of the item currently stored at this Site ID.

From Purchase Orders
From Purchase Orders displays the item’s total quantity on purchase orders at this Site ID. From Purchase Orders represents inventory supply that is yet to be received from a vendor, but may be included as Available Supply based on options specified in IN Setup (10.950.00). When CPS is turned off, this quantity may or may not be added to Available, based upon whether Include Purchase Orders is selected in IN Setup (10.950.00).

From OM Kit Assembly Orders
From OM Kit Assembly Orders displays the item’s total quantity on open kit assembly orders at this Site ID. When CPS is turned off, this quantity may or may not be added to Available depending on whether Include OM Kit Assemblies is selected in IN Setup (10.950.00).

From OM Transfer Orders
From OM Transfer Orders represents inventory supply from an Order Management warehouse transfer order that has yet to be shipped and updated by the Sales Journal. When CPS is turned off, this quantity may be added to Available, depending on whether Include 2-Step Inventory Transfers and OM Transfer Orders is selected in IN Setup (10.950.00).

From 2-Step Inventory Transfers
From 2-Step Inventory Transfers represents inventory supply that is currently in transit to this Site ID. The inventory may have originated from a 2-step inventory transfer in Transfers (10,040.00) or from an Order Management warehouse transfer that has already been shipped and updated by the Sales Journal. When CPS is turned off, this quantity may or may not be added to Available depending on whether Include 2-Step Inventory Transfers and OM Transfer Orders is selected in IN Setup (10.950.00).

From Firmed Work Orders
From Firmed Work Orders displays the item’s total quantity supplied by firmed work orders. When CPS is turned off, this quantity may or may not be added to Available depending on whether Include Firm Work Orders is selected in IN Setup (10.950.00).

From Released Work Orders
From Released Work Orders displays items supplied by released work orders. When CPS is turned off, this quantity may or may not be added to Available depending on whether Include Released Work Orders is selected in IN Setup (10.950.00).

Inventory Demand Frame
Inventory Demand frame displays information about where the item is allocated to fulfill certain types of orders.
**On Sales Orders**

On Sales Orders displays the item’s total quantity currently on open sales orders and shippers generated in the Order Management module. When CPS is turned off, this quantity may or may not be deducted from Available depending on whether Deduct All Open Sales Orders is selected in IN Setup (10.950.00).

**On Back Orders**

On Back Orders displays the item’s total unfilled quantity currently on open sales orders generated in the Order Management module that are past due; that is, the request date is prior to today’s date. When CPS is turned off, this quantity may or may not be deducted from Available depending on whether Deduct Back Orders is selected in IN Setup (10.950.00).

**On Open Shippers**

On Open Shippers displays the item’s total quantity on shippers entered or generated in Order Management, but not yet confirmed and updated. When CPS is turned off, this quantity may or may not be deducted from Available depending on whether Deduct Open Shippers is selected in IN Setup (10.950.00).

**Shipped Not Invoiced**

Shipped Not Invoiced displays the item’s total quantity from shippers that have been confirmed and updated but for which the inventory batch has not yet been created (by running the Sales Journal) or released. When CPS is turned off, this quantity is always deducted from Available.

**On Firmed Work Orders**

On Firmed Work Orders displays the number of items required by firmed work orders. When CPS is turned off, this quantity may or may not be deducted from Available depending on whether Deduct Firmed Work Orders is selected in IN Setup (10.950.00).

**On Released Work Orders**

On Released Work Orders displays the number of items required by released work orders. When CPS is turned off, this quantity may or may not be deducted from Available depending on whether Deduct Released Work Orders is selected in IN Setup (10.950.00).

**Other Frame**

**In Locations Not Available**

In Locations Not Available displays the item’s total quantity not selected for Include in Qty Available in Warehouse Bin Locations (10.340.00).

**On PO Drop Ships**

On PO Drop Ships displays the number of items on purchase order drop shipments. The quantity indicated in On PO Drop Ships is never deducted from Available, even if CPS is turned off.

**Inventory Demand Frame**

Information in the Inventory Demand frame displays the source of various external demands for this item that are reducing the quantity available from the full quantity-on-hand.

**Note:** An asterisk next to a field name indicates that the field has been marked for inclusion in availability quantity calculations in IN Setup (10.950.00).
On Sales Orders
On Sales Orders displays the item’s total quantity currently on open sales orders and shippers generated in the Order Management module. This quantity may or may not adjust the quantity available depending on whether Deduct All Open Sales Orders is selected in IN Setup (10.950.00).

Sales Order L/S Allocation
Sales Order L/S Allocation displays the item’s total quantity currently on open sales orders where lot/serial numbers have been designated and shippers have not been created. This quantity adjusts quantity available.

On Back Orders
On Back Orders displays the item’s total unfilled quantity currently on open sales orders generated in the Order Management module regardless if they did or did not ship on time. This quantity represents a commitment beyond what is already on hand and an immediate demand for any new quantity received. This quantity may or may not adjust the quantity available depending on whether Deduct Back Orders is selected in IN Setup (10.950.00).

On Open Shippers
On Open Shippers displays the item’s total quantity on shippers entered or generated in Order Management, but not yet confirmed. This quantity may or may not adjust the quantity available depending on whether Deduct Open Shippers is selected in IN Setup (10.950.00).

Shipped Not Invoiced
Shipped Not Invoiced displays the item’s total quantity from shippers that have been confirmed and updated but for which the inventory batch has not yet been created (by running the Sales Journal) or released. An asterisk is placed next to Shipped Not Invoiced by default and cannot be deselected for inclusion.

On Firmed Work Orders
On Firmed Work Orders displays the quantity of this item anticipated to be consumed by material issues to work orders that have been firmed, but not yet released to production. This quantity may or may not adjust the quantity available depending on whether Deduct Firmed Work Orders is selected on IN Setup (10.950.00) and on the setting of Processing Stage to Allocate Quantity on Work Order Setup (12.950.00).

On Released Work Orders
On Released Work Orders displays the quantity of this item that will be issued to fulfill material needs for work orders already in production, but not yet completed. This quantity may or may not adjust the quantity available depending on whether Deduct Released Work Orders is selected on IN Setup (10.950.00) and on the setting of Processing Stage to Allocate Quantity on Work Order Setup (12.950.00).

Inventory Allocation
Inventory Allocation displays the quantity of the selected item that is currently on unreleased inventory transactions that decrease inventory. These transactions are issues (not return rows), transfers ("from" site only), adjustments (negative quantity adjustments only), and kit assemblies (component items only).

Bill of Material Allocation
Bill of Material Allocation displays the total quantity of the selected item that is currently on unreleased production entry transactions.
Order Management

Service Series Allocation
Service Series Allocation displays the total quantity of the selected item that is currently on unprocessed service invoices. This includes quantities from time and material invoices and flat rate invoices.

PO Returns Allocation
PO Returns Allocation displays the total quantity of the selected item that is currently on unreleased Purchasing Receipt/Invoice Entry (04.010.00) transactions with a Receipt Type of Return.

Inventory Allocated to Projects
Inventory Allocated to Projects displays the total quantity of the selected item that is currently allocated to a project.

Inventory Allocated to Projects Inquiry (button)
Inventory Allocated to Projects Inquiry launches Inventory Allocated to Projects Inquiry (10.224.00). Use Inventory Allocated to Projects Inquiry (10.224.00) to review the project allocated inventory details about the selected item.

Availability, Plan Detail Tab

![Availability (21.410.00), Plan Detail tab](image)

Following are the field descriptions for the Plan Detail tab of Availability (21.410.00).

Inventory ID
Inventory ID contains the item you want to review.

Site ID
Site ID displays the specific inventory storage facility, (warehouse, distribution center, etc.) where the item is maintained.
Planned Date

Planned Date displays the anticipated receipt date (for supply) or the currently scheduled ship date (for demand).

Plan Type

Plan Type displays whether the detail line is for current inventory on hand, anticipated receipts such as purchase orders or work orders, planned shipments from other open sales orders, or existing shippers. The valid values are:

- Inventory on Hand (10)
- Work Order Firm Supply (15)
- Work Order Released Supply (16)
- WO Firm Supply Bound to SO (17)
- WO Released Supply Bound to SO (18)
- Purchase Order (20)
- PO for Sales Order (21)
- Project Inventory Purchase Orders (23)
- Kit Assembly (25)
- Shipper for Kit Assembly (26)
- Transfer In (28)
- Shipper for Transfer In (29)
- Shipper (30)
- Shipper for Kit Component (32)
- Shipper for Transfer Out (34)
- Project Inventory Allocated (40)
- Sales Order Bound to PO (50)
- Kit Component Bound to PO (52)
- Sales Order Bound to WO (54)
- Sales Order (60)
- Sales Order L/S Allocation (61)
- Kit Component (62)
- Transfer Out (64)
- Expired Lot/Serial Quantity (66)
- Drop Ship PO (68)
- Drop Shipment (70)
- Shipper for Drop Shipment (75)
- Work Order Firm Demand (80)
- Work Order Released Demand (82)

SO Number

SO Number displays the unique identifying code assigned to the sales order when it is created.

SO Line

SO Line displays the sales order line number.

Request Date

Request Date displays the date the customer requests delivery (valid for sales orders only).

Promised Date

Promised Date displays the delivery date that the customer has been promised.

Transit Time

Transit Time displays the estimated shipment time in days.

ETA Date

ETA Date displays the date the shipment is scheduled to arrive at the customer’s dock (valid for sales orders only). ETA Date is based on Promised Date and Transit Time.

Customer ID

Customer ID displays the customer ID entered on the order (valid for sales orders only).

Quantity

Quantity displays a positive number for supply or a negative number for demand.
Shipper ID

Shipper ID displays the unique identifying code for each shipper. Shipper ID is assigned when a new shipper is created.

SH Line

SH Line displays the shipper line number.

PO Number

PO Number displays the unique identifying code assigned to the purchase order when it was created.

PO Line

PO Line displays the purchase order line number.

WO Number

WO Number displays the unique identifying code assigned to the work order when it was created.

WO Line

WO Line displays the work order line number.

UOM

UOM displays the basic quantity (each, case, etc.) in which the item is stocked in inventory.

Special Order

Special Order indicates that this is an order that requires special attention.

Hold

Hold indicates whether a particular order has been placed on administrative hold.


**Availability, Available-to-Promise Tab**

Use the **Available-to-Promise** tab of **Availability (21.410.00)** to view all current and future available supply up to the lead-time date. Since order priority plays a major part of whether an item is available to fulfill an order, it can sometimes be difficult to predict the effects of entering new orders — especially when there is a lot of activity against the item. The **Available-to-Promise** tab of **Availability (21.410.00)** analyzes all the supply and demand for the item and boils it down to a simple list of dates and the quantities that are available to new orders.

The fields on the **Available-to-Promise** tab of **Availability (21.410.00)** change depending on whether the Customer Priority Scheduling (CPS) option is On, Off, or Off because the Work Order module is installed at your site. For more information, see the Order Management Help or user’s guide.

**Notes:**

If the available on ETA date options are set in **Order Management Setup (40.950.00)**, the quantities shown on the Available-to-Promise tab as being available today may include purchase orders, kit assemblies, or transfers that are scheduled to arrive today but have not yet.

When CPS is off, you can control the quantity available calculation performed by Availability (21.410.00) using the configuration parameters on the Scheduling tab of **IN Setup (10.950.00)**.

**Available-to-Promise Tab of Availability, CPS On**

![Availability (21.410.00), Available-to-Promise tab, CPS On](image)

Following are the field descriptions for the **Available-to-Promise** tab of **Availability (21.410.00)**.

**Inventory ID**

**Inventory ID** contains the item you want to review.
Site ID
Site ID displays the specific inventory storage facility, (warehouse, distribution center, etc.) where the item is maintained.

Refresh (button)
Refresh updates the Available-to-Promise detail frame with information based on your selections.

Lowest Priority
Lowest Priority indicates that you wish to see the dates and quantities that would be available to a new sales order of the lowest possible priority.

Customer Priority
Customer Priority indicates that you wish to see the dates and quantities that would be available to a new sales order of a user-specified priority level. Enter the desired priority level in the box immediately to the right.

Highest Priority
Highest Priority indicates that you wish to see the dates and quantities that would be available to a new sales order of the highest possible priority.

Pick Date
Pick Date displays the date a quantity would be available for picking. This is the date a shipper would be created by the system.

Ship Date
Ship Date displays the date a quantity would ship from the warehouse. This is the Pick Date plus the Picking Time (in days) from Order Management Setup (40.950.00).

Quantity
Quantity displays the quantity that should become available for shipper creation on the Pick Date.

Cumulative Quantity
Cumulative Quantity displays a running balance of all quantity amounts. Use this column if you need to determine when an order can ship complete.
Available-to-Promise Tab of Availability, CPS Off (Work Order Module Installed)

Following are the field descriptions for the Available-to-Promise tab of Availability (21.410.00).

**Site ID**

Site ID displays the specific inventory storage facility, (warehouse, distribution center, etc.) where the item is maintained.

**Request Quantity**

Request Quantity displays the current quantity requested. When Availability (21.410.00) is called from Sales Orders (40.100.00), Request Quantity contains the quantity listed on the order line. When Availability (21.410.00) is called from Inventory Status Inquiry (10.220.00), Request Quantity contains zero quantity.

**Request Fulfill Date**

Request Fulfill Date displays the current fulfillment requested. When Availability (21.410.00) is called from Sales Orders (40.100.00), Request Fulfill Date contains the customer’s request date on the order line. When Availability (21.410.00) is called from Inventory Status Inquiry (10.220.00), Request Fulfill Date contains today’s date.

**Lead time (days, date)**

Lead time (days, date) displays the lead time (in days) for the item at the selected site. If an item’s source is manufacturing, Lead time (days, date) contains the manufacturing lead time. If the item is purchased or outsourced, Lead time (days, date) contains the purchasing lead time. The lead time date is calculated as today’s date plus lead time. Both purchasing and manufacturing lead times are shown in parentheses to the right of the field.
Available-to-Promise (Results)

Available-to-Promise displays the calculated available to promise based on Request Quantity and Request Fulfill Date. Available to promise is defined as the minimum of future Projected On Hand quantities for dates between the available to promise date (today) and the Request Fulfill Date plus Lead time (days, date).

Can be fulfilled by

Can be fulfilled by displays the first date when the complete Requested Quantity can be fulfilled. Text below the field may indicate the conditions of the fulfillment; for example, can be partially fulfilled earlier, included late supply/demand, requires procurement, etc. When Request Fulfill Date is beyond Lead time (days, date). Request Quantity may be fulfilled by purchasing.

Refresh (button)

Refresh updates the Available-to-Promise detail frame with information based on your selections.

Set Include Options (button)

Set Include Options opens ATP - Set Include Options (21.410.01), allowing you to modify the default supply and demand include options. An asterisk (*) on the button face indicates that ATP - Set Include Options (21.410.01) has been accessed and the default options have been modified.

Date

Date displays the date when there is either supply or demand for the item.

Available-to-Promise (Available-to-Promise)

Available-to-Promise displays the available to promise quantity for the date. Available to promise is defined as the minimum of the future projected on hand quantities for the dates between the available to promise date and the Request Fulfill Date plus Lead time (days, date).

Projected On Hand

Projected On Hand displays the current quantity on hand plus the sum of all Daily Net Change up to the current row. Projected On Hand is Current Quantity On Hand, plus Supply, minus Demand.

Daily Net Change

Daily Net Change displays the sum of supply and demand for the current row. This sum reflects the settings of ATP - Set Include Options (21.410.01), which indicates what should be included and excluded in calculations.

Purchase Orders

Purchase Orders displays purchase order quantities whose promise date is for the current row’s date. Purchase Orders is included in the quantities regardless of the settings in ATP - Set Include Options (21.410.01).

WO Supply

WO Supply displays work order quantities whose planned end date is for the current row’s date. WO Supply is included in the quantities regardless of the settings in ATP - Set Include Options (21.410.01).

Other Supply

Other Supply displays other supply (other than purchase orders and work orders) for the current row’s date. Other Supply is included in the quantities regardless of the settings in ATP - Set Include Options (21.410.01).
Sales Orders

Sales Orders displays sales order quantities whose schedule line request date is for the current row’s date. Sales Orders is included in the quantities regardless of the settings in ATP - Set Include Options (21.410.01).

WO Demand

WO Demand displays work order material list quantities whose component date required is for the current row’s date. WO Demand is included in the quantities regardless of the settings in ATP - Set Include Options (21.410.01).

Other Demand

Other Demand displays other demand (other than sales orders and work orders) for the current row’s date. Other Demand is included in the quantities regardless of the settings in ATP - Set Include Options (21.410.01).

Daily Details (button)

Daily Details opens Daily Details (21.410.02), showing the detailed supply and demand transactions for the currently highlighted date (the date is displayed in the frame). When there is late supply or demand it appears in Daily Details (21.410.02) when the first available to promise row is highlighted. All supply and demand is shown, regardless of the settings in ATP - Set Include Options (21.410.01). The rows are displayed with all supply first, followed by demand.
ATP - Set Include Options (21.410.01)

Figure 62: ATP - Set Include Options (21.410.01)

ATP - Set Include Options (21.410.01) appears after you click the Set Include Options button on the Available-to-Promise tab of Availability (21.410.00) if CPS is off and the Work Order module installed. Supply and Demand frames display the setting of which supply and demand to include in the Available-to-Promise calculation. These settings default from IN Setup (10.950.00), but may be modified here to provide what-if scenarios. These settings affect Available to Promise, Projected On Hand, and Daily Net Change but do not affect Supply or Demand.

Following are the field descriptions for ATP - Set Include Options (21.410.01).

Include Late Supply

Include Late Supply includes supply that was scheduled but has yet to arrive (as of today).

Include Late Demand

Include Late Demand includes demand that was scheduled but has yet to be consumed (as of today).

OK (button)

OK returns you to the Available-to-Promise tab of Availability (21.410.00).
Daily Details (21.410.02)

Daily Details (21.410.02) appears after you click the Daily Details button on the Available-to-Promise tab of Availability (21.410.00) if CPS is off and the Work Order module installed.

Following are the field descriptions for Daily Details (21.410.02).

**Date**
Date displays the date of the supply or demand.

**Supply/Demand**
Supply/Demand displays the type of transaction — either Supply or Demand.

**Document Type**
Document Type displays the document type for the supply or demand transaction. Document Type indicates the module and document type within that module.

**Reference Number**
Reference Number displays the reference number for the supply/demand transaction. This would be the sales order number, shipper number, work order number, PO number, etc.

**Line Reference**
Line Reference displays the line number for the document (Reference Number is for the document).

**Customer/Vendor**
Customer/Vendor displays the customer (on sales orders or work orders) or vendor ID (on purchase orders) for the current document.

**Quantity**
Quantity displays the quantity of supply or demand (negative) for the current transaction.
Include in ATP

Include in ATP indicates whether the current transaction will be included in the Available-to-Promise calculation as set in ATP - Set Include Options (21.410.01).

Task

Task displays the project task when work order demand comes from a project task (used only with WO Demand).

OK (button)

OK returns you to the Available-to-Promise tab of Availability (21.410.00).
Available-to-Promise Tab of Availability, CPS Off (Work Order Module Not Installed)

Figure 64: Availability (21.410.00), Available-to-Promise tab, CPS Off (Work Order module not installed)

Following are the field descriptions for the **Available-to-Promise** tab of **Availability (21.410.00)**.

**Site ID**

*Site ID* displays the specific inventory storage facility, (warehouse, distribution center, etc.) where the item is maintained.

**Refresh (button)**

*Refresh* updates the Available-to-Promise detail frame with information based on your selections.

**Day**

*Day* indicates that you want to view the availability information separately for each day. When this option is selected, there will be a separate line in the Available-to-Promise detail frame for each week that has activity.

**Week**

*Week* indicates that you want to view the availability information summarized by week. When this option is selected, there will be a single line in the Available-to-Promise detail frame for each week that has activity. **Available** will contain week-ending quantities.

**Month**

*Month* indicates that you want to view the availability information summarized by month. When this option is selected, there will be a single line in the Available-to-Promise detail frame for each month that has activity. **Available** will contain month-ending quantities.
**Date**

*Date* displays the day, week-ending date or month-ending date for the anticipated future inventory activity, depending upon whether the *Day*, *Week*, or *Month* option is selected.

**Beginning Balance**

*Beginning Balance* displays the anticipated beginning inventory on hand balance as of the *Date*.

**Supply**

*Supply* displays the total supply that is expected to come into inventory during the period. (The period is determined by the *Day*, *Week*, and *Month* option buttons.) The supply could be from purchase orders, planned Order Management transfers, etc.

**Demand**

*Demand* displays the total demand that is expected to deduct from inventory during the period. (The period is determined by the *Day*, *Week*, and *Month* option buttons.) The demand could be from Order Management sales orders, kit assemblies, warehouse transfers, etc.

**Available**

*Available* contains the *Beginning Balance* plus the *Supply* minus the *Demand*. It is the total quantity that is expected to be available at the end of the period. If the *Available* quantity is negative, you have an over commitment where there is more demand than you have supply to fulfill the demand. In this case, you must correct the over commitment by increasing supply (perhaps by increasing or pulling in a purchase order) or reducing the demand (perhaps by pushing a sales order back).
Availability – Vendor Detail Tab (Order to Purchase Module Installed)

The **Vendor Detail** tab is only available when the Order to Purchase module is installed and registered. Order to Purchase enables you to review the receipts that are currently available along with information about the vendor.

*Figure 65: Availability (21.410.00), Vendor Detail tab (Order to Purchase module installed)*

The fields in the **Vendor Detail** tab are described below:

**Site ID**

- **Site ID** displays the identification code of the site where the item listed in **Inventory ID** is found.

**Vendor ID**

- **Vendor ID** displays the identifier of the vendor that appears in **Primary Vendor** for this item on the **Replenishment Parameters** tab of the **Inventory Sites** (10.255.00) screen.

**Vendor Item ID**

- **Vendor Item ID** is the identification code for this item as found in **Alternate ID** on the Inventory Item Cross References (10.380.00) screen if **Type** on that screen is set to Vendor Part Number.

**Last Lead Time**

- **Last Lead Time** is the number of business days the last receipt of goods from the date the item was entered on the purchase order until it was received.

**Last Purchase Price**

- **Last Purchase Price** displays the most recent amount paid for this item.
Last 3 Periods Lead Time

Last 3 Periods Lead Time displays the average number of business days, in the last three periods’ receipts of goods, from the date this item was entered on a purchase order until it was received.

Last 12 Periods Lead Time

Last 12 Periods Lead Time displays the average number of business days, in the last 12 periods’ receipts of goods, from the date this item was entered on a purchase order until it was received.

Last 3 Periods Avg Cost

Last 3 Periods Avg Cost displays the average cost of the last three periods’ receipts for purchases of this item.

Last 12 Periods Avg Cost

Last 12 Periods Avg Cost displays the average cost of the last 12 periods’ receipts for purchases of this item.

Substitute Item ID

Substitute Item ID is the identification code for an item that can be shipped if the item listed in Inventory ID is out of stock. The value that displays in Substitute Item ID is set up in Alternate ID on the Inventory Item Cross References (10.380.00) screen. Type on that screen must be set to Substitute.
Duplicate Order (40.100.01)

Duplicate Order (40.100.01) allows you to copy an existing sales order to create a new sales order. This screen is opened by clicking the Duplicate Order icon \( \text{Duplicate Order} \) next to the Order Number field in Sales Orders (40.100.00).

![Duplicate Order (40.100.01) Screen](image)

**Figure 66: Duplicate Order (40.100.01)**

**Note:** Lot/serial numbers can be entered in Sales Orders (40.100.00) for order type behaviors Sales Order, Invoice, and Will Call Order. If a sales order containing lot/serial-controlled line items is copied to create a new sales order:

- **Lot/Serial Entry Required** will be copied from the existing order schedules to the new sales order schedules.
- **Lot/Serial Hold** will be selected on the new sales order schedules for all the schedules that have Lot/Serial Entry Required selected.
- None of the lot/serial numbers entered in Bin/Lot/Serial (40.100.06) for the existing order schedules will be copied to the new sales order schedules.

Following are the field descriptions for Duplicate Order (40.100.01).

**Order Number**

Order Number is the order number of the existing sales order which you want to copy.

To select an existing order number, place the cursor in Order Number and press \( F3 \) (or double-right-click). Order List displays the existing order numbers from which you can select.

**Order Lookup (Icon)**

Clicking the Order Lookup icon \( \text{Order Lookup} \) displays Open / Closed Sales Orders (40.101.00). Open / Closed Sales Orders (40.101.00) allows you to search for open or closed sales orders by customer ID, customer PO, invoice number, inventory ID, order date range, and site ID. Searching by customer ID or inventory ID is the recommended method if you have a large number of orders.

An alternative to clicking the icon is to place the cursor in Order Number and press \( \text{ALT}+\text{F3} \) to display Open / Closed Sales Orders (40.101.00).

**OK (button)**

OK performs the copy and updates the order information with your selection on the previous screen, from which Duplicate Order (40.100.01) was invoked.

**Cancel (button)**

Cancel exits Duplicate Order (40.100.01) without any updates.
Print Form (40.100.02)

Print Form (40.100.02) allows you to hot-print an order confirmation, quote, or manual order confirmation or transmit electronically order confirmations and manual order confirmations according to Quick Send preferences defined for customers on the Quick Send tab of Customer Maintenance (08.260.00) in the Accounts Receivable module. Print Form (40.100.02) is opened by clicking the Print button on Sales Orders (40.100.00). The Print button is enabled after you Save the order.

Note: Printed order confirmations and manual order confirmations can be transmitted electronically by defining the Quick Send preferences for their customers and selecting to print the forms on Print Form (40.100.02) or Order Confirmation (40.610.00).

![Print Form (40.100.02)](image)

Figure 67: Print Form (40.100.02) — OM Order Confirmation document type is defined in Quick Send Setup (21.951.00) and in Customer Maintenance (08.260.00) for the customer, and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)

Following are the field descriptions for Print Form (40.100.02).

Order Confirmation
Order Confirmation is a hardcopy report of the sales order, suitable for transmission to a customer.

Quotation
Quotation is a hardcopy image of an estimate.

Manual Order Confirmation
Manual Order Confirmation is enabled and selected by default if Order Type on Sales Orders (40.100.00) is set up with the Manual Order behavior. It is a hardcopy report of the manual sales order. Unlike Order Confirmation and Quotation, this option can be printed only from Print Form (40.100.02); it is not listed as an option on the Order Management Reports menu.

Standard Printer
Standard Printer is the designated printer assigned in Order Types (40.200.00). Select Standard Printer to send the form to the designated printer ignoring the Quick Send preferences defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or on Additional Receivers (08.260.08) in the Accounts Receivable module or the Doc Share settings defined on SharePoint Site Creation / Linking (21.960.00).
Default Printer

Default Printer is the Windows default printer. Select Default Printer to send the form to the designated printer ignoring the Quick Send preferences defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or on Additional Receivers (08.260.08) in the Accounts Receivable module or the Doc Share settings defined on SharePoint Site Creation / Linking (21.960.00).

Quick Send to One-time Receiver

Quick Send to One-time Receiver appears when the OM Order Confirmation or OM Manual Order Confirmation document types are defined on Quick Send Setup (21.951.00) in the Shared Information module. The OM Order Confirmation or OM Manual Order Confirmation document types do not have to be defined for the customer on Customer Maintenance (08.260.00) in the Accounts Receivable module for the option to appear. Select Quick Send to One-time Receiver to transmit the order confirmation or manual order confirmation to a recipient that is not defined as the primary recipient for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or as an additional recipient for the customer on Additional Receivers (08.260.08). Go to “To send order confirmations or manual order confirmations to one-time receivers” on page 119 to learn more about this feature.

Quick Send

Quick Send appears when the OM Order Confirmation or OM Manual Order Confirmation document types are defined on Quick Send Setup (21.951.00) in the Shared Information module and for the customer on Customer Maintenance (08.260.00) in the Accounts Receivable module. Select Quick Send to send the order confirmation or manual order confirmation electronically to the recipients defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) and on Additional Receivers (08.260.08) in the Accounts Receivable module. Go to “To send or resend order confirmations or manual order confirmations electronically for released sales orders on Sales Orders (40.100.00);” on page 117 to learn more about this feature.

Publish to SharePoint (check box)

Publish to SharePoint appears when the Order Confirmation document type is defined on SharePoint Site Configuration (98.360.00) in the System Manager module and for the customer on SharePoint Site Creation / Linking (21.960.00) in the Shared Information module. Select Publish to SharePoint to send the order confirmation to a SharePoint site using the Doc Share feature. Go to “To send or resend order confirmations or manual order confirmations electronically for released sales orders on Sales Orders (40.100.00);” on page 117 to learn more about this feature.

OK (button)

OK initiates processing the selected form.

Cancel (button)

Cancel exits Print Form (40.100.02) without processing the selected form.
Mark-for Information (40.100.03)

*Mark-for Information* (40.100.03) allows you to enter a forwarding address for the order. This forwarding address will be noted on the shipment package. The package is delivered to the customer and the customer is responsible for forwarding it to the final destination. *Mark-for Information* (40.100.03) is accessed from the *Sales Orders* (40.100.00) *Shipping Information* tab.

![Mark-for Information (40.100.03)](image)

Figure 68: *Mark-for Information* (40.100.03)

Following are the field descriptions for *Mark-for Information* (40.100.03).

**Address Type**

*Address Type* designates the type of address where the order is being shipped (Customer, Vendor, Site, Other).

*Address Type* defaults to the *Address Type* entered on the *Shipping Information* tab of *Sales Orders* (40.100.00).

**Customer ID**

*Customer ID* is the customer ID for the customer to whom the order is being shipped.

- *Customer ID* is entered if the *Address Type* is Customer. *Customer ID* defaults to the *Customer ID* on the *Shipping Information* tab of *Sales Orders* (40.100.00).

- To select an existing customer ID, place the cursor in *Customer ID* and press F3 (or double-right-click). Active Customer List is displayed. You can select an existing customer or add a new customer to Active Customer List.

**Cust Address ID**

*Cust Address ID* is the customer’s address ID for the location where the items are being shipped.

- *Cust Address ID* is entered if the *Address Type* is Customer. *Cust Address ID* defaults to the *Cust Address ID* on the *Shipping Information* tab of *Sales Orders* (40.100.00).

- To select an existing shipping address, place the cursor in *Cust Address ID* and press F3 (or double-right-click). Ship To Address List is displayed. You can select an existing shipping address or add a new address to Ship To Address List.
Vendor ID

Vendor ID is the vendor ID that identifies the vendor to whom the order is being shipped.

- **Vendor ID** is entered if the **Address Type** is Vendor. **Vendor ID** defaults to the **Vendor ID** on the **Shipping Information** tab of **Sales Orders** (40.100.00).
- To select an existing vendor, place the cursor in **Vendor ID** and press F3 (or double-right-click). **Vendor List** is displayed. You can select an existing vendor or add a new vendor to the **Vendor List**.

Vend Address ID

Vend Address ID is the code for the vendor’s address where the order is being shipped.

- **Vend Address ID** is entered if the **Address Type** is Vendor. **Vend Address ID** defaults to the **Vend Address ID** on the **Shipping Information** tab of **Sales Orders** (40.100.00).
- To select an existing vendor address, place the cursor in **Vend Address ID** and press F3 (or double-right-click). **PO Address List** is displayed. You can select an existing vendor address or add a new vendor address to the **PO Address List**.

Site ID

Site ID is the identifier for the inventory location where the order is being shipped.

- **Site ID** is entered if the **Address Type** is Site. **Site ID** defaults to the **Site ID** on the **Shipping Information** tab of **Sales Orders** (40.100.00).
- To select an existing site, place the cursor in **Site ID** and press F3 (or double-right-click). **Site List** displays the existing site from which you can choose.

Other Address ID

Other Address ID is the address code for a location other than the customer or vendor where the order is being shipped.

- **Other Address ID** is entered if the **Address Type** is Other. **Other Address ID** defaults to the **Other Address ID** on the **Shipping Information** tab of **Sales Orders** (40.100.00).
- To select an existing address, place the cursor in **Other Address ID** and press F3 (or double-right-click). **Address List** is displayed. You can select an existing address or add a new address to **Address List**.

Name 1

Name 1 is the customer entity (person, department, etc.) associated with the shipping address.

Name 1 defaults based on the selections in the Mark-for Address area.

Name 2

Name 2 is an additional line for the name entry.

Name 3

Name 3 is an additional line for the name entry.

Attention

Attention is the entity (person, department, etc.) to whose attention the shipment is to be directed.

Attention defaults based on the selections in the Mark-for Address area.

Address 1

Address 1 is typically used for the suite number or the name and number of the street location.

Address 1 defaults based on the selections in the Mark-for Address area.
Address 2
Address 2 is typically used for the post office box number, if any, or the name and number of the street location.
Address 2 defaults based on the selections in the Mark-for Address area.

City
City is the municipality where the shipping address is located.
City defaults based on the selections in the Mark-for Address area.

State/Prov
State/Prov typically uses a standard two-letter state abbreviation.
• To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List displays the existing state abbreviation from which you can select.
• State/Prov defaults based on the selections in the Mark-for Address area.

Postal Code
Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code.
Postal Code defaults based on the selections in the Mark-for Address area.

Country/Region
Country/Region uses a standard country or region abbreviation.
• To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country/Region List is displayed, showing the existing country or region abbreviations from which you can select.
• Country/Region defaults based on the selections in the Mark-for Address area.

OK (button)
OK saves the forwarding information entered on Mark-for Information (40.100.03).

Cancel (button)
Cancel exits Mark-for Information (40.100.03) without any updates.
Mark-for Information (40.100.04)

Mark-for Information (40.100.04), accessed from Shipment Schedule (40.106.00), allows you to enter a forwarding address for each item on an order. This forwarding address will be noted on the shipment package. The package is delivered to the customer and the customer is responsible for forwarding it to the final destination(s).

Following are the field descriptions for Mark-for Information (40.100.04).

Address Type
Address Type designates the type of address where the merchandise is being shipped (Customer, Vendor, Site, Other).
Address Type defaults to the Address Type entered on the Sales Orders (40.100.00), Shipping Information tab.

Customer ID
Customer ID is the customer ID for the customer to whom the merchandise is being shipped.
- Customer ID is entered if the Address Type is Customer. Customer ID defaults to the Customer ID on the Sales Orders (40.100.00), Shipping Information tab.
- To select an existing customer ID, place the cursor in Customer ID and press F3 (or double-right-click). Active Customer List is displayed. You can select an existing customer or add a new customer to Active Customer List.

Cust Address ID
Cust Address ID is the customer’s address ID for the location where the items are being shipped.
- Cust Address ID is entered if the Address Type is Customer. Cust Address ID defaults to the Cust Address ID on the Sales Orders (40.100.00), Shipping Information tab.
- To select an existing shipping address, place the cursor in Cust Address ID and press F3 (or double-right-click). Ship To Address List is displayed. You can select an existing shipping address or add a new address to Ship To Address List.
Vendor ID
Vendor ID is the vendor ID that identifies the vendor to whom the merchandise is being shipped.

- **Vendor ID** is entered if the **Address Type** is Vendor. **Vendor ID** defaults to the **Vendor ID** on the Sales Orders (40.100.00), Shipping Information tab.

- To select an existing vendor, place the cursor in **Vendor ID** and press **F3** (or double-right-click). **Vendor List** is displayed. You can select an existing vendor or add a new vendor to the **Vendor List**.

Vend Address ID
Vend Address ID is the code for the vendor's address where the merchandise is being shipped.

- **Vend Address ID** is entered if the **Address Type** is Vendor. **Vend Address ID** defaults to the **Vend Address ID** on the Sales Orders (40.100.00), Shipping Information tab.

- To select an existing vendor address, place the cursor in **Vend Address ID** and press **F3** (or double-right-click). **PO Address List** is displayed. You can select an existing vendor address or add a new vendor address to the **PO Address List**.

Site ID
Site ID is the identifier for the inventory location where the merchandise is being shipped.

- **Site ID** is entered if the **Address Type** is Site. **Site ID** defaults to the **Site ID** on the Sales Orders (40.100.00), Shipping Information tab.

- To select an existing site, place the cursor in **Site ID** and press **F3** (or double-right-click). **Site List** displays the existing site from which you can choose.

Other Address ID
Other Address ID is the address code for a location other than the customer or vendor where the merchandise is being shipped.

- **Other Address ID** is entered if the **Address Type** is Other. **Other Address ID** defaults to the **Other Address ID** on the Sales Orders (40.100.00), Shipping Information tab.

- To select an existing address, place the cursor in **Other Address ID** and press **F3** (or double-right-click). **Address List** is displayed. You can select an existing address or add a new address to **Address List**.

Name
Name 1 is the customer entity (person, department, etc.) associated with the shipping address. **Name 1** defaults based on the selections in the Mark-for Address area.

Attention
Attention is the entity (person, department, etc.) to whose attention the shipment is to be directed. **Attention** defaults based on the selections in the Mark-for Address area.

Address 1
Address 1 is typically used for the suite number or the name and number of the street location. **Address 1** defaults based on the selections in the Mark-for Address area.

Address 2
Address 2 is typically used for the post office box number, if any, or the name and number of the street location. **Address 2** defaults based on the selections in the Mark-for Address area.
City
City is the municipality where the shipping address is located.
City defaults based on the selections in the Mark-for Address area.

State/Prov
State/Prov typically uses a standard two-letter state abbreviation.
- To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List displays the existing state abbreviation from which you can select.
- State/Prov defaults based on the selections in the Mark-for Address area.

Postal Code
Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code.
Postal Code defaults based on the selections in the Mark-for Address area.

Country/Region
Country/Region uses a standard country or region abbreviation.
- To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country/Region List is displayed, showing the existing country or region abbreviations from which you can select.
- Country/Region defaults based on the selections in the Mark-for Address area.

OK (button)
OK saves the forwarding information entered on Mark-for Information (40.100.04).

Cancel (button)
Cancel exits Mark-for Information (40.100.04) without any updates.
Bin/Lot/Serial (40.100.06)

*Bin/Lot/Serial* (40.100.06) is the entry screen for lot/serial numbers and warehouse bin locations in *Sales Orders* (40.100.00). Lot/serial number entry is enabled in *Sales Orders* (40.100.00) for order type behaviors Sales Order, Invoice, and Will Call Order.

When the order type behavior is Manual Order, *Bin/Lot/Serial* (40.100.06) is available when the *Qty to Invoice* is entered for a lot/serial controlled line item. The entered lot/serial numbers are not reserved in inventory, because it is assumed that when the *Qty to Invoice* is entered, the order will be immediately released for invoice. The lot/serial number entries in *Bin/Lot/Serial* (40.100.06) are no longer displayed after the shipper has been created for the Manual Order.

*Bin/Lot/Serial* (40.100.06) is available for lot/serial-controlled line items when the order type behavior is Sales Order, Invoice, or Will Call Order. *Bin/Lot/Serial* (40.100.06) can be accessed from the line item when only one schedule exists for the line or for each schedule in *Shipment Schedule* (40.106.00). The quantities for the lot/serial numbers entered are reserved from the inventory quantity on hand (fixed allocation). *Bin/Lot/Serial* (40.100.06) entries are disabled when the shipper created for the schedule is closed. You can still view the lot/serial number entries, but they cannot be modified.

The capability to link lot/serial numbers and Specific Cost IDs for items is provided with the Specific Identification valuation method. To establish this linkage, select *Link to Specific Cost ID* for the item in *Inventory Lot/Serial Number Setup* (10.250.01). When *Link to Specific Cost ID* is selected, *Specific Cost ID* in *Bin/Lot/Serial* (40.100.06) is disabled and automatically filled in when the lot/serial number is entered. See “Lot/Serial Number Validations for Sales Order Entry” on page 67 for more information.

![Image of Bin/Lot/Serial (40.100.06) screen](image)

*Figure 70: Bin/Lot/Serial (40.100.06)*
Following are the field descriptions for Bin/Lot/Serial (40.100.06).

**Qty to Ship**
- **Qty to Ship** is the quantity to ship for the entered lot/serial number in the stocking unit or measure. If the order type behavior is Manual Order and the line item is not lot- or serial-controlled, **Qty to Ship** is the quantity to ship for the warehouse bin location entered.
  - When the order type behavior is Manual Order, **Qty to Ship** must match **Qty to Invoice** for the line item on Sales Orders (40.100.00).
  - For order type behaviors Sales Order, Invoice, and Will Call Order, **Qty to Ship** must match **Quantity Ordered** on the schedule.
  - When lot/serial numbers are entered, they must be entered for the total ordered quantity on the schedule. Entry of lot/serial numbers for a partial schedule quantity will not be accepted.
  - If the lot/serial number assignment method is When Received Into Inventory, the lot/serial numbers entered must exist in inventory.
  - If the site on the schedule has **Create Shipper Regardless of Availability** selected in Sites (10.310.00), lot/serial number entry will have the same constraints as those listed above. There is no exception processing for lot/serial number entry for these sites.

**UOM**
**UOM** displays the stocking unit of measure associated with **Qty to Ship**.

**Lot/Serial Number**
**Lot/Serial Number** is the lot or serial number to ship.
- To select an existing lot or serial number, place the cursor in **Lot/Serial Number** and press F3 (or double-right-click). **Lot/Serial Number List** displays the existing lot/serial numbers from which you can select.
- For order type behaviors Sales Order, Invoice, or Will Call Order, if the lot/serial number assignment method is When Received Into Inventory, the entered lot/serial numbers must exist in inventory.

**Manufacturer Lot/Serial Number**
**Manufacturer Lot/Serial Number** displays the manufacturer lot/serial number as entered in the Inventory module.

**Whse Bin Loc**
**Whse Bin Loc** is the bin location within the inventory storage facility from which the shipped items were picked. This location defaults from the inventory item information and can be overridden.

To select an existing warehouse bin location, place the cursor in **Whse Bin Loc** and press F3 (or double-right-click). **Warehouse Bin Location List** displays the existing warehouse bin locations from which you can select.

**Specific Cost ID**
**Specific Cost ID** is the unique identifier for the cost if the valuation method for the item set up on the **Information** tab of **Inventory Items** (10.250.00) in Inventory is Specific Identification.

If **Link to Specific Cost ID** is selected for the item in **Inventory Lot/Serial Number Setup** (10.250.01), **Specific Cost ID** is disabled and automatically filled in when the lot/serial number is entered.

**Sell Qty to Ship**
**Sell Qty to Ship** displays the conversion from a stocking unit to the sales unit.
UOM
UOM displays the selling unit of measure associated with Sell Qty to Ship.

OK (button)
OK saves the entered lot/serial information for the item.

Cancel (button)
Cancel exits Bin/Lot/Serial (40.100.06) without any updates.
One-time Receiver (40.100.08)

One-time Receiver (40.100.08) allows you to identify the Quick Send preferences for a recipient that is not defined as the primary recipient for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or as an additional recipient for the customer on Additional Receivers (08.260.08) and send an order confirmation or manual order confirmation electronically to the one-time recipient. The Quick Send preferences for the one-time recipient are not retained for future use.

One-time Receiver (40.100.08) is opened by selecting Quick Send to One-time Receiver on Print Form (40.100.00).

Figure 71: One-time Receiver (40.100.08)

Following are the field descriptions for One-time Receiver (40.100.08).

Customer ID

Customer ID displays the customer identification number associated with the order confirmation or manual order confirmation.

Document Type

Document Type displays the kind of document associated with the order confirmation or manual order confirmation.

Sales Order Nbr

Sales Order Nbr displays the unique code assigned to the order confirmation or manual order confirmation.
Delivery Method

**Delivery Method** is the manner in which the electronically-transmitted order confirmation or manual order confirmation will be received by the one-time recipient. Delivery methods are Email and Fax. The method defaults from **Delivery Method** on the **Quick Send** tab of **Customer Maintenance** (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from **Delivery Method** on **Quick Send Setup** (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Request Priority

**Request Priority** is the precedence assigned to the processing of the Quick Send request by Application Server. Request priorities are High, Low, and Normal. The priority defaults from **Request Priority** on the **Quick Send** tab of **Customer Maintenance** (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from **Request Priority** on **Quick Send Setup** (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Receiver Email Address

**Receiver Email Address** identifies the email address of the one-time recipient to whom the order confirmation or manual order confirmation will be sent. The email address defaults from **E-mail Address (Main Address)** on the **Address Info** tab of **Customer Maintenance** (08.260.00).

Reply Email Address

**Reply Email Address** identifies the email address used when the one-time recipient replies to the email message containing the order confirmation or manual order confirmation. The email address defaults from **Reply Email Address** on the **Quick Send** tab of **Customer Maintenance** (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from **Reply Email Address** on **Quick Send Setup** (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Email Attachment File Type

**Email Attachment File Type** specifies the format of the file to be created to hold the order confirmation or manual order confirmation you send to the one-time recipient. File types for documents sent electronically via email are Text, Word, Crystal Reports, Excel, Adobe Acrobat, Rich Text, XML, and Comma-separated values. File types for documents sent electronically via fax are Text, Word, Excel, and Rich Text. The file type defaults from **Email Attachment File Type** on the **Quick Send** tab of **Customer Maintenance** (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from **Email Attachment File Type** on **Quick Send Setup** (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Fax Receiver Name

**Fax Receiver Name** designates the name that will appear on the cover sheet accompanying the order confirmation or manual order confirmation faxed to the one-time recipient. The name defaults from **Attention (Bill To)** on the **Address Info** tab of **Customer Maintenance** (08.260.00).

Fax Prefix

Use **Fax Prefix** to specify a sequence of numbers, such as a country code (for example, 061 011), that must be dialed prior to the **Receiver Fax Number**. The fax prefix defaults from **Fax Prefix** on the **Quick Send** tab of **Customer Maintenance** (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from **Fax Prefix** on **Quick Send Setup** (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.
Dial Area Code (check box)

If you select Dial Area Code, the first three digits of Receiver Fax Number will be dialed as the area code when the order confirmation or manual order confirmation is transmitted to the one-time recipient. Clear this check box if the fax phone number is a local number for which dialing the area code is not required.

Receiver Fax Number

Receiver Fax Number designates the phone number that will receive the order confirmation or manual order confirmation faxed to the one-time recipient. The fax number defaults from Fax/Ext (Main Address) on the Address Info tab of Customer Maintenance (08.260.00).

Fax Sender Name

Fax Sender Name specifies the name of the individual who will send the order confirmation or manual order confirmation to the one-time recipient. The name defaults from Fax Sender Name on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Fax Sender Name on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Sender Fax Number

Sender Fax Number indicates the phone number that will be the source of the order confirmation or manual order confirmation faxed to the one-time recipient. The fax number defaults from Sender Fax Number on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Sender Fax Number on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Include Fax Cover Sheet (check box)

Include Fax Cover Sheet indicates whether a cover sheet should precede the order confirmation or manual order confirmation sent to the one-time recipient. The setting defaults from Include Fax Cover Sheet on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Include Fax Cover Sheet on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer. For more information about the fax cover sheet, see “Using Application Server” in the Application Server Help or user’s guide.

Fax Response (check boxes)

Your selections in the Fax Response check boxes will appear in the Notes area of the fax cover sheet. Select one or more check boxes to indicate how you want the one-time recipient to process the fax. The Fax Response check boxes are:

- **Urgent** — Defaults from Fax Response – Urgent on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Fax Response – Urgent on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

- **For Review** — Defaults from Fax Response – For Review on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Fax Response – For Review on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.
Order Management

- **Please Comment** — Defaults from Fax Response – Please Comment on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Fax Response – Please Comment on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

- **Please Reply** — Defaults from Fax Response – Please Reply on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Fax Response – Please Reply on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

- **Please Recycle** — Defaults from Fax Response – Please Recycle on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Fax Response – Please Recycle on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

Subject Text

Subject Text is the wording that appears in the Subject of the email message or in the Regarding area on the fax cover sheet that accompanies the order confirmation or manual order confirmation sent to the one-time recipient. The text defaults from Subject Text on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Subject Text on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

You can specify the following variables within the subject text to personalize the email message or fax to the one-time recipient:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

**Example:** You enter a variable to customize the default subject text: “Current invoice from <Company Name>”. If the company name is Contoso, Ltd, the subject text for the email message or fax cover sheet reads, “Current invoice from Contoso, Ltd”.
Body Text

Body Text is the wording that appears in the body of an email message or in the Notes area on a fax cover sheet that accompanies the order confirmation or manual order confirmation sent to the one-time recipient. The text defaults from Body Text on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Order Confirmation or OM Manual Order Confirmation document types are defined for the customer or from Body Text on Quick Send Setup (21.950.00) in the Shared Information module when the OM Order Confirmation or OM Manual Order Confirmation document types are not defined for the customer.

You can specify the following variables within the body text to personalize the email message or fax to the one-time recipient:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to personalize the body text: “Here is an invoice for <Customer Name>”. When you send the invoice electronically to the one-time recipient, the email message or fax cover sheet body text reads, “Here is an invoice for Kim Abercrombie” since the one-time recipient is associated with the customer, Kim Abercrombie.

Send Request (button)

Click Send Request to transmit the order confirmation or manual order confirmation electronically to the one-time recipient.

Cancel (button)

Click Cancel to close this window without recording any changes to the database, returning to Sales Orders (40.100.00).
BOM Explosion (40.100.07)

*BOM Explosion* (40.100.07) allows you to choose whether to explode a bill of material into its components on an order or shipper. This screen is invoked from both Sales Orders (40.100.00) and Shippers (40.110.00) when an active bill of material with *Explode BOM in OM* selected in *Bill of Material Maintenance* (11.250.00) is entered into Inventory ID on the Line Items tab of these screens. If *Explode BOM in OM* is selected in *Bill of Material Maintenance* (11.250.00), then only the components will be entered on the sales order or shipper. If it is not selected, then only the top-level of the bill of material will be entered.

![BOM Explosion (40.100.07)](image)

Figure 72: BOM Explosion (40.100.07)

Following are the field descriptions for *BOM Explosion* (40.100.07).

**Explode BOM into its Components**

Selecting this box indicates that you want the bill of material exploded into its components on the order or shipper.

**Note:** Bills of material can have components from multiple sites. If a bill of material is exploded in Sales Orders (40.100.00) with components from more than one site, a separate shipper will be created for each site.

**Enter number of BOMs**

Enter number of BOMs is where you type the quantity ordered of this bill of material. This number is transferred to Ordered on Sales Orders (40.100.00) or Quantity Shipped on Shippers (40.110.00) for each item in the bill of material. So if the bill of material is exploded, the quantity of components ordered on the sales order or shipper will be the quantity of the component in the bill of material multiplied by the number typed in this field.

**Requested Date**

Requested is the date when the customer wants the merchandise delivered to their site. The date typed here will be compared to the bill of material Start Date and Stop Date, to determine if the component should be entered in the order.

**Site ID**

Site ID is the specific inventory storage facility (warehouse, distribution center, etc.) where the item is located. You can press F3 or double-right-click on this field to display all valid Site IDs for the bill of material selected.

Site ID is enabled only when BOM Explosion (40.100.07) is called from Sales Orders (40.100.00), not when BOM Explosion (40.100.07) is called from Shippers (40.110.00).

**Line/Site Count (button)**

Click Line/Site Count to calculate the number of components that will be created as line items in Sales Orders (40.100.00) or Shippers (40.110.00), and to calculate the number of sites for all of the component lines in Sales Orders (40.100.00).
**OK (button)**

Click **OK** to explode the BOM on the sales order or shipper and close this screen.
Kit Explosion (40.100.07)

*Kit Explosion* (40.100.07) allows you to choose whether to explode a kit into its components on an order or shipper when the kit is entered on a sales transaction or a warehouse transfer transaction. In this case, the kit is not being assembled. This screen is displayed from both *Sales Orders* (40.100.00) and *Shippers* (40.110.00) when the order type behavior is not Kit Assembly and an active kit with *Explode Kit* selected in *Kits* (10.320.00) is entered into *Inventory ID* on the *Line Items* tab.

![Figure 73: Kit Explosion (40.100.07)](image)

Following are the field descriptions for *Kit Explosion* (40.100.07).

**Explode Kit into its Components**
Selecting this box indicates that you want the kit exploded into its components on the order or shipper.

**Enter number of kits**
*Enter number of kits* is where you enter the quantity ordered of this kit. This number is transferred to *Ordered* on *Sales Orders* (40.100.00) or *Quantity Shipped* on *Shippers* (40.110.00) for each item in the kit.

**OK (button)**
Click *OK* to explode the kit on the sales order or shipper and close this screen.
Ship Via Change (40.100.09)

When the Ship Via ID is changed on the Shipping Information tab of Sales Orders (40.100.00) after line items have been entered, Ship Via Change (40.100.09) opens so you can apply the change to all open schedules. If you do not select the options in this screen and you have open schedules, Process Manager (40.400.00) will create multiple shippers, as the ship via ID that was highlighted will be the only one changed.

Figure 74: Ship Via Change (40.100.09)

Following are the field descriptions for Ship Via Change (40.100.09).

Copy the new Ship Via ID to all open Schedules
Selecting this check box allows the software to apply the new Ship Via ID to all open schedules.

Recalculate Requested and Promised Dates on all open Schedules
Selecting this check box allows the software to recalculate requested and promised dates on all open schedules.

OK (button)
Click OK to accept the selections you have made and overwrite entries made on Shipment Schedule (40.106.00) with the values entered here.
Price Negotiator (40.105.00)

Price Negotiator (40.105.00) allows order entry people to generate different pricing scenarios for a particular item on the sales order to effectively negotiate selling prices with customers while they are on the phone. Price Negotiator (40.105.00) is accessed by clicking the Negotiator button in Sales Orders (40.100.00).

![Image of Price Negotiator (40.105.00)](image)

Figure 75: Price Negotiator (40.105.00)

Following are the field descriptions for the top area of all Price Negotiator (40.105.00) tabs.

**Customer ID**
Customer ID defaults to the customer ID entered on the corresponding sales order. The customer name corresponding to Customer ID is displayed under the field. Customer ID is display only.

**Inventory ID**
Inventory ID defaults to the inventory ID of the selected line item on the sales order. The description corresponding to the Inventory ID is displayed under the field. Inventory ID is display only.

**Site ID**
Site ID defaults to the site ID of the selected line item on the sales order. Site ID is display only.

**Quantity**
Quantity is the amount of the item that has been ordered. Quantity defaults to the quantity entered for the selected line item on the sales order.

When Quantity is changed, the system automatically updates the associated fields on the line accordingly.
UOM

UOM (Unit of Measure) is the basic quantity (each, case, etc.) by which the item involved in the transaction is stocked in inventory. UOM defaults to the unit of measure entered for the selected line item on the sales order.

- When UOM is changed, the system automatically adjusts the associated fields on the line accordingly.
- To select an existing UOM, place the cursor in UOM and press F3 (or double-right-click). Inventory Unit List displays the existing units of measure from which you can select.

Price

Price is the unit price for the selected inventory item.

When Price is changed, the system automatically updates the associated fields on the line accordingly.

Disc %

Disc % is the percentage and/or fraction of a percentage to deduct from the item’s base sales price for quantity purchases.

When Disc % is changed, the system automatically updates the associated fields on the line accordingly.

Extension

Extension is the calculated total dollar amount for the sale of the selected item (including applicable discounts). Extension is the ordered quantity of the item multiplied by the unit price less the discount percentage. Extension is display only.

Cost

Cost is the cost of the item from inventory. Cost is used in the GP % calculation. Cost is display only.

GP %

GP % is the calculated gross profit percentage for the item. When the item is added to inventory, a minimum gross profit can be designated for the item on the Cost/Price tab of Inventory Items (10.250.00) in Inventory. On the Discount Pricing tab of Order Management Setup (40.950.00), you can specify what should happen if the minimum gross profit for an item is not met. The choices are: Warning message only, Do not save order, and Ignore minimum GP condition.

- GP % is display only.
- Out of Range is displayed if the entered discount or price causes the minimum price or minimum gross profit rules to be violated.

Regular (Price Option)

Regular Price Option indicates that quantity pricing should be calculated using the Discount Sequence on the Discount tab of Order Management Setup (40.950.00).

Best (Price Option)

Best Price Option indicates that all discount methods should be examined, regardless of the discount sequence entered on the Discount Pricing tab of Order Management Setup (40.950.00), to find the discount that yields the lowest price for the customer and item.

OK (button)

OK updates the sales order information with your pricing selection on Price Negotiator (40.105.00).

OK may be disabled if you are violating the minimum price or minimum gross profit rules, depending on options chosen in Order Management Setup (40.950.00).
**Cancel (button)**

*Cancel* exits *Price Negotiator (40.105.00)* without any updates to the sales order.

**Out of Range Message**

*Out of Range* is displayed if the entered discount or price causes the minimum price or minimum gross profit rules to be violated.

When the item is added to inventory, a minimum gross profit can be designated for the item on the *Cost/Pricing* tab of *Inventory Items (10.250.00)* in Inventory. In *Order Management Setup (40.950.00)*, *Discount Pricing* tab, you can specify what should happen if the minimum gross profit for an item is not met. The choices are: Warning message only, Do not save order, and Ignore minimum GP condition.
Price Negotiator, Quantity Pricing Tab

The Quantity Pricing tab displays the Discount Price Plans available for the item depending on the selection in Price Option, Regular or Best. The information displayed on this tab reflects the discount plans set up in Sales Price (40.380.00).

Note: Even if Allow Discount Pricing in Order Management Setup (40.950.00) is not selected, any sales price plans that have been entered in Sales Price (40.380.00) and can be applied to the line item will be displayed.

Figure 76: Price Negotiator (40.105.00), Quantity Pricing tab

Following are the field descriptions for the Quantity Pricing tab of Price Negotiator (40.105.00).

Quantity

Quantity is the number of items necessary to earn a discounted price. Quantity is display only.

Sales Unit

Sales Unit is the basic unit of measure (each, case, etc.) associated with quantity. Sales Unit is display only.

Price

Price may be the stock base price or the discounted price amount, depending on the Disc Method used for the price plan. Price is display only.

Discounts are not always reflected in Price. If the Disc Method is Percent Discount, Price will not reflect the discount.

Discount Pct

Discount Pct is the discount percentage associated with this quantity level. Discount Pct is display only.

Discounts are not always displayed in Discount Pct. If the Disc Method is Price Discount, Discount Pct will not display the discount.
Price Type

Price Type indicates whether this is a standard Discount Price Plan or a special promotional Discount Price Plan.

- **Price Type** choices are Promotion or Standard.
- Standard discount plans have no effective date restrictions.
- Promotion discount plans are special plans in effect for a specified date range.
- **Price Type** is display only.

Start Date

Start Date is the effective date for a promotion Discount Price Plan. **Start Date** is display only.

End Date

End Date is the last day that the promotion Discount Price Plan is in effect. **End Date** is display only.

Disc Method

Disc Method is the manner in which the discount will be applied. **Disc Method** is display only.

The available Disc Method choices are Flat Price, Price Discount, Percent Discount, Percent Markup, and Price Markup.

Price Category

Price Category is the class or grouping that defines under what general circumstances the Discount Price Plan will be applied. **Price Category** is display only.

Price Negotiator, Price Calculator Tab

The Price Calculator tab allows you to generate and compare various discount prices for an item using three methods: Discount from Price, Markup from Cost, and Gross Profit %. The beginning price for each calculation method can be the list price (stock base price) for the item or a price that is manually entered. You can designate whether the discount should appear on the order as a discount percentage or be applied to the price with no discount percentage shown.

Figure 77: Price Negotiator (40.105.00), Price Calculator tab

Following are the field descriptions for the Price Calculator tab of Price Negotiator (40.105.00).

Calculation Method

Calculation Method determines whether the percentages are percentage discounts from price, percentages markup from the last cost, or percentages gross profit.

- **Discount from Price** calculates the discount price by deducting the discount percentage from the price of the item. For example, if the item price is $300 and the discount percentage is 5% then the discounted price will be $285 ($300 – $15). The calculation is the item price minus the result of the discount percentage times the item price.

- **Markup from Cost** calculates sales price by adding a markup percentage to the item cost. For example, if the item cost is $300 and the markup percentage is 5% then the sales price is $315 ($300 + $15).

- **Gross Profit %** calculates the sales price based on the gross profit formula: Gross Profit % = (Sales Price – Cost) / Sales Price. For example, if the item cost is $300 and the gross profit percentage is 5% then the item price is $315.79 (.05 = ($315.79 – $300)/$315.79).

A calculated sales price can cause GP% (Gross Profit %) to be less than the minimum gross profit % set for the item in Inventory Items (10.250.00) in Inventory. If this occurs and Minimum GP Handling on the Discount Pricing tab of Order Management Setup (40.950.00) is set to Warning message only or Do not save order, an Out Of Range message will be displayed in Price Negotiator (40.105.00), along with a warning message that the gross profit is less than the minimum allowed.
Source Price

Source Price indicates whether the discount is deducted from the item’s stock base price in the inventory setup or from the user-entered price.

- **Source Price** is enabled only if the Discount from Price method has been selected in Calculation Method.
- **List Price** is the stock base price entered for the item on the Cost/Price tab of Inventory Items (10.250.00) in Inventory.
- **Entered Price** is the price that the user typed in for the item.

Destination

Destination options designate what field to update on the sales order when a discount price has been selected.

- **Price** indicates that the dollar amount associated with the selected discount price is to be copied to the Unit Price field for the line item on the sales order.
- **Discount %** indicates that the discount percentage associated with the selected discount price is to be copied to the Discount % field for the line item on the sales order.

% Fields

The % Fields on the right side of the screen allow you to enter five percentages for discount price comparisons. The discount prices are automatically calculated and displayed in the Price column when the discount percentage is entered.

- **% Fields** default to the last values that were entered.
- The “select” buttons allow you to select one of the discount prices displayed. If you click the button to the right of the price, an X will be displayed on the button.
- If you exit Price Negotiator (40.105.00) by clicking OK, the selected discount price will be copied to the line item on the sales order. Either the price will be copied to Unit Price or the discount percentage will be copied to Discount %, depending on the selected option, Price or Discount %, in Destination.

Price Fields

The Price Fields on the right side of the screen allow you to enter five prices to compare the discount percentages for each price. The discount percentages are automatically calculated when the discount price is entered.

- You may enter up to five percentages and the system will automatically calculate the selling price based on those percentages, or you may enter selling prices and the system will automatically calculate the percentages.
- **Price Fields** default to the last values that were entered.
- The “select” buttons allow you to select one of the discount prices displayed. If you click the button to the right of the price, an X will be displayed on the button.
- If you exit Price Negotiator (40.105.00) by clicking OK, the selected discount price will be copied to the line item on the sales order. Either the price will be copied to Unit Price or the discount percentage will be copied to Discount %, depending on the selected option, Price or Discount %, in Destination.
Price Negotiator, Pricing History Tab

The Pricing History tab displays a record of the customer’s previous orders for this item. This information shows when the customer purchased the item, the quantity purchased, the price, and whether discounts were applied.

![Figure 78: Price Negotiator (40.105.00), Pricing History tab](image)

Following are the field descriptions for the Pricing History tab of Price Negotiator (40.105.00).

**Date**
Date is the date when the order was created. Date is display only.

**Quantity**
Quantity is the amount of the item that was ordered. Quantity is display only.

**UOM**
UOM (Unit of Measure) is the basic unit (each, case, etc.) by which the item was sold for the order. UOM is display only.

**Price**
Price is the price charged for the item for this order. Price is display only.

**Discount %**
Discount % is the percentage that was applied as a discount on this order. Discount % is display only.

**Price Type**
Price Type is the type of price plan applied. Price Type is display only. See “Discounts” on page 17 for definitions of price plans.
Price Negotiator, Other Information Tab

The **Other Information** tab contains information about the customer price class, item price class, and price and cost information. It also displays the quantity that is available to ship today.

![Price Negotiator (40.105.00), Other Information tab](image)

Following are the field descriptions for the **Other Information** tab of Price Negotiator (40.105.00).

**Customer Price Class**

*Customer Price Class* is the category to which the customer is assigned for discount pricing purposes. *Customer Price Class* is display only.

**Product Price Class**

*Product Price Class* is a category that groups items with similar characteristics for discount pricing purposes. For example, Product Class ID, ACC, identifies all accessories. *Product Price Class* is display only.

**Quantity Shipped**

*Quantity Shipped* is the actual quantity that was picked and shipped. *Quantity Shipped* is display only.

**List Price**

*List Price* is the price of the item set up on the **Cost/Price** tab of Inventory Items (10.250.00) in Inventory. *List Price* is display only.

**Minimum Price**

*Minimum Price* is the lowest price that can be charged for this item. *Minimum Price* is set up on the **Cost/Price** tab of Inventory Items (10.250.00) in Inventory. *Minimum Price* is display only.

**Commissionable Cost**

*Commissionable Cost* is not available in this version of Order Management.
Quantity Available Now

*Quantity Available Now* is the amount in inventory that is available for immediate shipment. *Quantity Available Now* is display only.
Shipment Schedule (40.106.00) allows you to enter shipment schedules for sales order line items. You can have more than one shipment schedule per line item. For example, a customer may order a quantity of 10 of a specific item, but would like to receive one a month for 10 months, not all 10 at once. Shipment Schedule (40.106.00) is opened by clicking the Schedule button on the Sales Orders (40.100.00) Line Items tab during order entry.

Following are the field descriptions for Shipment Schedule (40.106.00).

**Inventory ID**

Inventory ID is a unique identifying code that distinguishes the inventory item from all other items in the database.

Inventory ID is display only and defaults from Inventory ID on the Line Item tab of Sales Orders (40.100.00).

**Quantity Ordered**

Quantity Ordered is the total number of units, in the selected unit of measure on the line item involved in the transaction.

Ordered defaults from Ordered on the Line Item tab of Sales Orders (40.100.00).

**Qty on Open Shippers**

Qty on Open Shippers displays the total quantity on all open shippers for the schedule.

**Quantity Shipped**

Quantity Shipped is the actual quantity that was picked and shipped on closed shippers.

**Date Requested**

Date Requested is the date when the customer wants the merchandise delivered to their site.

Date Requested defaults from Requested on the Line Item tab of Sales Orders (40.100.00) for the first schedule for the line. Date Requested defaults from Date Requested on the previous schedule when new schedules are added.
Data Entry Screens

Date Promised

Date Promised is the delivery date that has been promised to the customer.

- Date Promised is disabled if there is more than one schedule item.
- Date Promised defaults from Promised on the Line Item tab of Sales Orders (40.100.00) for the first schedule for the line. Date Promised defaults from Date Promised on the previous schedule when new schedules are added.

Cancel By

Cancel By determines when the order schedules will be automatically cancelled for order type behaviors Manual Order, Sales Order, and Will Call Order.

- Cancel By on the Other Information tab of Sales Orders (40.100.00) is the default Cancel By date for the first schedule created for the line.
- Schedules for order type behaviors Manual Order, Sales Order, and Will Call Order with Cancel By dates on or prior to the current system date will be cancelled automatically.

Note: Order schedules are automatically cancelled based on the Cancel By date for order type behaviors Manual Order, Sales Order, and Will Call Order.

Site ID

Site ID associates the item with a specific inventory storage facility (warehouse, distribution center, etc.) from which the order will be shipped. You can ship stock from multiple locations to fulfill a single line item.

- Site ID defaults from Site ID on the Line Item tab of Sales Orders (40.100.00) for the first schedule for the line. Site ID defaults from Site ID on the previous schedule when new schedules are added.
- To select an existing customer site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List is displayed. You can select an existing site or add a new site to the list.

Ship Via ID

Ship Via ID is the identifier for the transport method being used to deliver the items.

- Ship Via ID defaults from Ship Via ID on the Line Item tab of Sales Orders (40.100.00) for the first schedule for the line. Ship Via ID defaults from Ship Via ID on the previous schedule when new schedules are added.
- To select an existing ship via ID, place the cursor in Ship Via ID and press F3 (or double-right-click). Ship Via List is displayed. You can select an existing ship via option or add a new one to the list.

Transit Time (Days)

Transit Time (Days) is the estimated shipment transport time in days.

- Transit Time (Days) defaults from the Default Transit Time (Days) in Shared Information Ship Via Maintenance (21.260.00) for the Ship Via ID entered.
- You can change the Transit Time (Days) for the schedule.

Weekend Delivery

Weekend Delivery is not used in the current application. The Saturday and Sunday pickup, move, and delivery options selected for the entered Ship Via ID in Ship Via Maintenance (21.260.00) in the Shared Information module determine whether the shipment will be picked up, moved, or delivered on a weekend day.
Premium Freight

Premium Freight is memo information to indicate which items are being expedited and require premium freight (that is, which schedules are included in Premium Freight on the Totals tab of Sales Orders (40.100.00)).

Pressing the SPACEBAR in the Premium Freight check box toggles between selecting the field and leaving it blank.

Customer ID

Customer ID allows you to specify different shipping addresses for portions of a given line item.

- Customer ID defaults from the Cust Ship ID on the Shipping Information tab of Sales Orders (40.100.00) if Address Type is equal to Customer.
- To select an existing customer ID, place the cursor in Customer ID and press F3 (or double-right-click). Active Customer List displays the existing customer IDs from which you can select.

Cust Address ID

Cust Address ID is the unique identifier for the customer address where the items are being shipped.

- Cust Address ID defaults from the Cust Address ID on the Shipping Information tab of Sales Orders (40.100.00) if Address Type is equal to Customer.
- To select an existing ship-to address ID, place the cursor in Cust Address ID and press F3 (or double-right-click). Ship To Address List is displayed. You can select an existing address or add a new address to the list.

Vendor ID

Vendor ID the vendor to whom the order is to be shipped, when appropriate.

- Vendor ID defaults from the Vendor ID on the Shipping Information tab of Sales Orders (40.100.00) if Address Type is equal to Vendor.
- To select an existing vendor ID, place the cursor in Vendor ID and press F3 (or double-right-click). Vendor List is displayed. You can select an existing vendor or add a new vendor to the list.

Vend Address ID

Vend Address ID identifies the ship-to address of the vendor, when appropriate.

- Vend Address ID defaults from the Vend Address ID on the Shipping Information tab of Sales Orders (40.100.00) if Address Type is equal to Vendor.
- To select an existing vendor address ID, place the cursor in Vend Address ID and press F3 (or double-right-click). PO Address List is displayed. You can select an existing address or add a new address to the list.

Site ID (Ship-to Address)

Site ID identifies the site where the order is being shipped, when appropriate.

- Site ID defaults from the Site ID on the Shipping Information tab of Sales Orders (40.100.00) if Address Type is equal to Site.
- To select an existing ship-to site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List displays the existing site IDs from which you can select.
Other Address ID

Other Address ID identifies that the order is being shipped to another location (other than customer, vendor, or site).

- Other Address ID defaults from the Other Address ID on the Shipping Information tab of Sales Orders (40.100.00) if Address Type is equal to Other.
- To select an existing other address ID, place the cursor in Other Address ID and press F3 (or double-right-click). Address List is displayed. You can select an existing address or add a new address to the list.

Drop Ship

Drop Ship indicates that this line item is to be drop shipped, meaning that your supplier will deliver the product directly to your customer. (When Drop Ship is selected, the order will not be deducted from inventory because the product will be shipped directly from the vendor to the customer.)

- Pressing the SPACEBAR in the Drop Ship check box toggles between selecting the field and leaving it blank.
- Drop Ship is disabled for order types that do not require shipping.
- Drop Ship defaults from Drop Ship on the Line Item tab of Sales Orders (40.100.00) for the first schedule for the line.
- Drop Ship defaults from Drop Ship on the previous schedule when new schedules are added.

Note: Drop Ship is disabled when lot/serial numbers are entered for the schedule.

Auto Create PO

The Auto Create PO check box is enabled for Order to Purchase orders. Select Auto Create PO if you want this schedule to specify that a purchase order will be created and linked back to the sales order. The default setting is taken from the Auto Create PO setting on the Sales Orders (40.100.00) Line Items tab. If Site ID is changed, then this setting is re-evaluated and you will be prompted to re-evaluate the other schedules on the sales order for this item-site combination.

PO Vendor ID

When Auto Create PO is selected, the PO Vendor ID field becomes enabled and required. For the first schedule line, this field defaults from the PO Vendor ID entered in the Sales Orders (40.100.00) Line Items tab. If none is given, this field defaults to the Primary Vendor in Inventory Sites (10.255.00) for the inventory site. Subsequent schedules default from the previous schedule line.

Hold

Hold indicates that the order is being held for credit or administrative reasons. Hold prevents the order from being processed any further. The inventory is NOT reallocated while an order is on hold.

Pressing the SPACEBAR in the Hold check box toggles between selecting the field and leaving it blank.

Lot/Serial Entry Required

Lot/Serial Entry Required indicates that lot/serial numbers must be entered for the schedule for a lot/serial-controlled item when the order type behavior is Sales Order, Invoice, or Will Call Order.

- Lot/Serial Entry Required can be changed when the order type behavior is Sales Order or Will Call Order.
- Lot/Serial Entry Required cannot be changed when the order type behavior is Invoice. Lot/Serial numbers must always be entered for lot/serial-controlled items when the order type behavior is Invoice.
- Lot/Serial Entry Required is not selected and disabled when Drop Ship is selected for the schedule or when Auto Create PO is selected for the schedule (the Order to Purchase module is installed).
Lot/Serial Hold

Lot/Serial Hold indicates that required lot/serial numbers have not been entered. Lot/Serial Hold is display only; it is set by the application and cannot be changed.

Availability (button)

Availability opens Availability (21.410.00), which displays the item quantity information and shows how many of the item are available for immediate delivery.

Mark For (button)

Mark For opens Mark-for Information (40.100.04). Mark-for Information (40.100.04) allows you to enter a forwarding address for the order that will be noted on the shipment package. The package is delivered to the customer and the customer is responsible for forwarding it to the final destination.

Example: A customer may receive the merchandise at their distribution center and then ship parts of the order to alternate locations. This final destination is printed on the packing slip.

Bin/Lot/Ser (button)

Clicking Bin/Lot/Ser displays Bin/Lot/Serial (40.106.00) for lot/serial number entry. The button is enabled when:

- Order type behavior is Sales Order, Invoice, or Will Call Order.
- The inventory item is lot- or serial- controlled.
- The schedule is not bound to a purchase order.
- Auto Create PO is not selected for the schedule (the Order to Purchase module is installed).

OK (button)

OK accepts the shipment schedule and updates the order to allow it to progress to the next step.

Cancel (button)

Cancel exits Shipment Schedule (40.106.00) without any updates.
Purchase Orders for Sales Orders (40.108.00)

*Purchase Orders for Sales Orders* (40.108.00) provides a summary listing of every purchase order tied to a particular sales order. It also allows you to create POs on the fly. You can open this screen by clicking the **PO** button on *Sales Orders* (40.100.00).

![Purchase Orders for Sales Orders (40.108.00)](image)

*Figure 81: Purchase Orders for Sales Orders (40.108.00)*

Following are the field descriptions for *Purchase Orders for Sales Orders* (40.108.00).

**PO Number**

*PO Number* displays the number of the purchase order that has been bound to the sales order. There may be multiple POs bound to one sales order, which you can see in grid view.

**Vendor ID**

*Vendor ID* displays the vendor ID associated with the purchase order.

**PO Date**

*PO Date* displays the date of the purchase order.

**PO Type**

*PO Type* displays the purchase order type; either Regular Order or Drop Ship Order.

**Status**

*Status* displays the purchase order status, which can be Open Order, Purchase Order, Quote Order, Completed, or Cancelled.

**View (button)**

You can place your cursor on a particular PO number and then click **View** to open *Purchase Orders* (04.250.00) and view or edit the purchase order. Use grid view to see all purchase orders available.

**Cancel (button)**

Clicking **Cancel** closes the screen.
Vendor ID (Create PO)

Vendor ID is used to enter a vendor ID that will be associated with the purchase order you are about to create.

To select an existing vendor, place the cursor in Vendor ID and press F3 (or double-right-click). Vendor List displays the existing IDs from which you can select.

Note: If Auto Numbering PO and Receipt is not selected in PO Setup (04.950.00), then an additional field, PO Number, will appear. Use it to enter the PO number to be used when creating the new PO.

Auto Create PO (button)

This button is enabled when Vendor ID (Create PO) contains an ID. When this button is clicked, Purchase Orders (04.250.00) appears with a new purchase order created using the information on the current sales order. It will not include any lines on the sales order that are marked for drop ship.

- The PO Type will be set to Regular Order.
- The Vendor ID will be transferred from this screen to the purchase order.
- Purchase For on the purchase order will default to Goods for Sales Order if the inventory item is a stock item.
- Purchase For on the purchase order will default to Non-Inventory Goods if the inventory item is a non-stock item.
- A separate purchase order detail line will be created for each line on the sales order schedules. If multiple schedules exist for a line item, a separate PO line will be created for each schedule line.
- For each purchase order detail line, Inventory ID, Description, Site ID, Quantity, and UOM will be pulled from the sales order. If Project Controller is installed, Project and Task information will also be pulled from the sales order. All other fields on the line items will default.
- When the order type behavior is Sales Order, Invoice, or Will Call Order and Lot/Serial Entry Required is selected for the schedule or lot/serial numbers have been entered for the schedule, the schedule will not be copied to the purchase order.

Auto Create Drop-Ship PO (button)

This button is enabled when Vendor ID (Create PO) contains an ID. When this button is clicked, Purchase Orders (04.250.00) appears with a new purchase order created using the information on the current sales order. It will include only those lines on the sales order marked for drop ship.

- The PO Type will be set to Drop Ship.
- The Vendor ID will be transferred from this screen to the purchase order.
- Ship-to Address information on the Purchase Orders (04.250.00) Shipping Information tab will be pulled from the ship-to information for the customer on the sales order.
- Purchase For on the purchase order will default to Drop Ship if the inventory item is a stock item.
- Purchase For on the purchase order will default to Non-Inventory Goods if the inventory item is a non-stock item.
- The Goods for Project Inventory Purchase For and the Goods for Project Sales Orders Purchase For cannot be used with drop ship sales orders.
- A separate purchase order detail line should be created for each line on the sales order schedules. If multiple schedules exist for a line item, a separate PO line must be created for each schedule line.
- For each purchase order detail line, Inventory ID, Description, Site ID, Quantity, and UOM will be pulled from the sales order. If Project Controller is installed, Project ID and Task ID will also be pulled from the sales order. All other fields on the line items will default.
Manual PO (button)

When this button is clicked, Purchase Orders (04.250.00) appears with no information, so you can create a purchase order from scratch.

Vendor ID (Create PO) is not required for this option. If Vendor ID (Create PO) contains an ID before this button is clicked, then transfer the vendor ID to Purchase Orders (04.250.00).
Shippers (40.110.00)

Shippers (40.110.00) allows you to enter the shipping information for an order and complete the shipment process, including printing invoices. Most shippers are created automatically from Sales Orders (40.100.00), but some order types, such as counter sales, are entered directly in Shippers (40.110.00). A new shipper entered through Shippers (40.110.00) operates identically to an order entered through Sales Orders (40.100.00). This method provides a simple way to enter a quick order into the system and promptly deliver goods to the customer.

The following should be noted:

- It is not necessary to enter a **Customer ID** if you are creating an **Order Type** of Kit Assembly.
- Shippers (40.110.00) does not allow you to accidentally enter negative numbers in price-related fields.
- From a project perspective, the shipper header carries a project and the shipper detail lines carry project task values based on the sales account. This information flows automatically from a sales order that is ready to ship.

![Figure 82: Shippers (40.110.00)](image-url)
Following are descriptions for fields and buttons at the top and bottom of the workspace for all tabs of Shippers (40.110.00).

**Shipper ID**

*Shipper ID* is a unique code assigned by the system to each shipper when it is created. The format of the *Shipper ID* is based on the information entered in *Order Types* (40.200.00).

**Shipper Lookup (Icon)**

Clicking the *Shipper Lookup* icon displays *Open / Closed Shippers* (40.111.00). *Open / Closed Shippers* (40.111.00) allows you to search for open or closed shippers by customer ID, customer PO, order number, inventory ID, invoice number, site ID, and order date. Searching by customer ID or inventory ID is the recommended method if you have a large number of orders. An alternative to clicking the icon is to place the cursor in *Shipper ID* and press **ALT+F3** to display *Open / Closed Shippers* (40.111.00).

**Manual Shipper Creation (Icon)**

Clicking the *Manual Shipper Creation* icon opens *Create Shipper from an Order* (40.110.04), where you can manually create a shipper for a sales order rather than having shipper creation performed by the application automatically.

- If *Never Automatically Create Shippers* is selected on the *Behavior* tab of *Order Types* (40.200.00), use *Create Shipper from an Order* (40.110.04) to create the shippers for sales orders for the order type.
- *Never Automatically Create Shippers* applies to order type behaviors Sales Order, Warehouse Transfer, and Will Call Order.

**Order Type**

*Order Type* identifies what kind of order it is. The order type determines the steps that are performed during the life of the order. In addition to defining the order steps, the order type also determines how sales are posted to the general ledger system.

- To select an existing type, place the cursor in *Order Type* and press **F3** (or double-right-click). *Order Type List* displays the existing order types from which you can select.
- The full name of the order type is displayed to the right of the field.

**Company**

*Company* specifies the name under which the company does business.

- In a multi-company environment, the *Company* displayed is the currently active company.
- *Company* can be updated only in a new and unsaved order. Once an order has been saved, this field is display only.
- To select an existing company, place the cursor in *Company* and press **F3** (or double-right-click). *Company List* displays the existing company IDs from which you can select.

**Customer ID**

*Customer ID* is the unique identifier for the customer associated with the shipper.

- To select an existing customer ID, place the cursor in *Customer ID* and press **F3** (or double-right-click). *Active Customer List* is displayed. You can select an existing customer ID from *Active Customer List* or you can add a new customer ID. This method for selecting a customer is recommended only if you have a relatively small number of customers.
- New customers can be created and existing customers maintained through *Customer Maintenance* (08.260.00) in Accounts Receivable.
Customer Lookup (Icon)

Clicking the Customer Lookup icon opens Customer Lookup (40.102.00). Customer Lookup (40.102.00) allows you to search for customer order information by Customer, Accounts Receivable, and Order Management.

An alternative to clicking the icon is to place the cursor in Customer ID and press ALT+F3 to display Customer Lookup (40.102.00).

Customer Maintenance (Icon)

Clicking the Customer Maintenance icon opens Customer Maintenance (08.260.00) in Accounts Receivable. Customer Maintenance (08.260.00) allows you to view and maintain basic customer information such as credit, balance, address, and tax details.

Customer Maintenance is enabled only when there is a valid customer number in the field.

PO

PO (Purchase Order) is the customer’s purchase order number for the order.

PO is required to be entered when PO Required is selected on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Order Nbr

Order Nbr is the order number of the associated sales order.

Site ID

Site ID is the specific inventory storage facility (warehouse, distribution center, etc.) from which the items are being shipped.

- The Site ID default is based on the Method for defaulting Site ID on the Order/Shipper Entry tab of Order Management Setup (40.950.00). The options are: Customer Ship-to Address, Item, User, and No Default.
  - If Method for defaulting Site ID is Customer Ship-to Address, Site ID defaults from Site ID for the customer’s address in Order Management (08.262.01) in Shipping Address (08.262.00) in Accounts Receivable.
  - If Method for defaulting Site ID is User, Site ID defaults from Default Site ID in User Defaults (40.340.00).
  - If Method for defaulting Site ID is Item, Site ID defaults from Default Site ID on the Information tab of Inventory Items (10.250.00) in Inventory.
- If the site ID selected according to the above rules has never had inventory received for the item, then that site ID will be bypassed and the Default Site ID from Inventory Items (10.250.00) in Inventory will be selected as the default.
- To select an existing site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List is displayed. You can select an existing site or add a new site to the list.

Rlse/Confirm (button)

Rlse/Confirm opens Release or Confirm Shipper (40.110.01), which allows you to release the shipper to move it forward to the next step in the process or to confirm that an event has occurred in the shipper process.

- The Rlse/Confirm events for a specific shipper depend on the steps designated for the order type in Order Types (40.200.00).
- The Rlse/Confirm shortcut key is ALT+N.
Print (button)
Print opens Print Form (40.110.02). Print Form (40.110.02) allows you to print from a list of available forms.
- Print becomes available once the order is saved.
- The Print shortcut key is ALT+P.

Event History (button)
Event History opens Event History (40.103.00). Event History (40.103.00) displays the process steps that have been completed for the shipper, when they were completed, and who completed them.
- Event History is enabled on existing shippers or after a new shipper has been saved.
- The Event History shortcut key is ALT+E.

View Order (button)
View Order opens Sales Orders (40.100.00) which allows you to view an order for an open shipper with an existing order number.
- If the above criteria are not met, then the order cannot be opened.
- The View Order shortcut key is ALT+D.

Manifest (button)
Manifest opens Manifest Entry (40.115.00) to enter the information about the shipping cartons and pallets, shipping charges, and tracking numbers for a shipment.
The Manifest shortcut key is ALT+M.

Balance Due
Balance Due is the total dollar amount of the shipper, including any applicable taxes and freight.
Shippers, Line Items Tab

The **Line Items** tab allows entry of inventory items for the shipper.

![Shippers (40.110.00) - Contoso, Ltd/Demo](image)

**Figure 83: Shippers (40.110.00), Line Items tab**

Following are the field descriptions for the **Line Items** tab of Shippers (40.110.00).

**Inventory ID**

- **Inventory ID** is the unique identifier for the inventory item.
  - To select an existing inventory ID, place the cursor in **Inventory ID** and press **F3** (or double-right-click). **Inventory Item List** displays all valid inventory IDs. It is recommended that the **F3** method only be used if you have a relatively small number of inventory items.
  - Another search method for **Inventory ID** is to enter a partial or full item description in **Inventory ID**. For example, if **AMERICAN** is entered in **Inventory ID**, the program will search for all inventory item descriptions that contain the word **AMERICAN**. If only one match is found, then **Inventory ID** and all the corresponding fields, such as **Description**, **Price**, and **Cost**, will be updated with the information for the item. If there are multiple inventory item descriptions containing **AMERICAN**, then **Inventory Item Lookup (10.210.00)** will be invoked. **AMERICAN** will be entered in the **Description** field. Click **Refresh** to display all the inventory item descriptions that contain **AMERICAN**.

**Inventory Lookup (Icon)**

Clicking the **Inventory Lookup** icon opens **Inventory Item Lookup (10.210.00)**. **Inventory Item Lookup (10.210.00)** allows you to search for an item by description or by attribute.

An alternative to clicking the icon is to place the cursor in **Inventory ID** and press **ALT+F3** to display **Inventory Item Lookup (10.210.00)**.
Quantity Shipped

Quantity Shipped is the total number of units of the item, in the selected unit of measure, that were picked and shipped.

Quantity Shipped must be valid in combination with the UOM for any pack or carton size restrictions when the item’s Pack Method on the Shipping tab of Inventory Items (10.250.00) is Standard Carton.

UOM

UOM (Unit of Measure) is the basic quantity (each, case, etc.) by which the item is sold.

- To select an existing UOM, place the cursor in UOM and press F3 (or double-right-click). Inventory Unit List displays the existing units of measure from which you can select.
- UOM is disabled on serial number-controlled inventory items. The Stocking UOM, Purchase UOM, and Sales UOM must be the same when a serial-controlled item is set up in Inventory Items (10.250.00). UOM cannot be modified in the transaction screens.
- UOM is maintained in Unit Conversions (10.270.00) in Inventory.

Unit Price

Unit Price is the per-unit selling price of an item. It is adjusted for the UOM.

- Unit Price is disabled on Kit Assembly and Non-Order Shipment order type behaviors.
- Unit Price may reflect an applied discount; for example, if a sales price plan set up in Sales Price (40.380.00) has a Discount Method of Price Discount, then Unit Price will reflect the discount.
- Unit Price is assigned automatically when the inventory item is entered.

List Price

List Price is the list price for the item in Inventory Items (10.250.00).

- List Price is always disabled and is assigned automatically when the inventory item is entered.
- List Price is adjusted for the UOM.

Discount Pct

Discount Pct is the percentage to be deducted from the unit price. Extension is equal to the unit price less the discount percentage multiplied by the ordered quantity.

Discount Pct is disabled on Non-Order Shipment order type behaviors.

Unit Cost

Unit Cost is the per-unit cost of the item.

- If you select Drop Ship on the Shipping Information tab, you can enter data into Unit Cost. Otherwise, this field is disabled.
- Unit Cost is adjusted for UOM.
- Unit Cost reflects the last cost for the item. However, if the item’s valuation method is Standard Cost, Unit Cost reflects the Current Std Cost.

Extension

Extension is the calculated total dollar amount for the sale of the selected item (including applicable discounts). Extension is the ordered quantity of the item multiplied by the unit price less the discount percentage.

Extension is display only.
**Pick Quantity**

*Pick Quantity* is the quantity that was available to ship at the time the shipper was created. *Pick Quantity* is display only.

**Whse Bin Loc**

*Whse Bin Loc* is the warehouse bin location of the stock being shipped.

To select an existing warehouse bin location, place the cursor in *Whse Bin Loc* and press F3 (or double-right-click). *Warehouse Bin Location List* displays the existing warehouse bin locations from which you can select.

**Demand Site ID**

*Demand Site ID* tracks the true site from which an order should have been shipped, which is not always the same as where it was originally ordered.

- To select an existing site ID, place the cursor in *Demand Site ID* and press F3 (or double-right-click). *Site List* displays the existing site IDs from which you can select.
- *Demand Site ID* is enabled if you are using the Inventory Replenishment module. For more information, see the Inventory Replenishment Help or user’s guide.

**Demand Inventory ID**

*Demand Inventory ID* tracks the true item that was originally ordered, which is not always the same as the item actually shipped.

- To select an existing inventory item, place the cursor in *Demand Inventory ID* and press F3 (or double-right-click). *Inventory Item List* displays the existing IDs from which you can select.
- *Demand Inventory ID* is enabled if you are using the Inventory Replenishment module. For more information, see the Inventory Replenishment Help or user’s guide.

**Taxable**

*Taxable* refers to whether taxes will be applied to the items being purchased.

- *Taxable* is selected and disabled if *Registration Nbr* (reseller number) is blank on the *Defaults* tab of *Customer Maintenance* (08.260.00) in Accounts Receivable.
- *Taxable* is disabled and not checked on the following order types: Non-Order Shipment, Warehouse Transfer, and Kit Assembly.
- For all other order types, when *Registration Nbr* is entered on the *Defaults* tab of *Customer Maintenance* (08.260.00) in Accounts Receivable, *Taxable* is enabled and can be changed.
- Pressing the SPACEBAR in the *Taxable* check box toggles between selecting the field and leaving it blank.

**OK to Split Lots**

*OK to Split Lots* indicates that the items being ordered can be taken from different lots. For example, you can ship metal pipes from different lots, but you may not want to ship wood from different lots due to color variation.

- Pressing the SPACEBAR in the *OK to Split Lots* check box toggles between selecting the field and leaving it blank.
- *OK to Split Lots* is enabled on lot controlled inventory items.
Sample

Sample indicates that you are sending a sample to the customer.

- Items that are marked as samples are not handled differently in the general ledger posting. Samples generate the same Accounts Receivable invoice documents and revenue postings as regular sales transactions. If you want the sample to be free of charge, enter zero for the price.
- When Sample is selected, the Pack and Carton validations are not enforced.
- Pressing the SPACEBAR in the Sample check box toggles between selecting the field and leaving it blank.

Include in Demand

If you have the Inventory Replenishment module installed, Include in Demand is selected by default to include the shipper transaction in Inventory Replenishment’s demand past-usage history. If, for a particular order, you do not want to include an item in the history, then click the check box to clear Include in Demand. For more information, see the Inventory Replenishment Help or user’s guide.

Alternate ID

Alternate ID is the customer’s inventory ID for the item.

- Alternate ID is optional unless Customer Part Number Required is selected on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- A new Alternate ID can be entered here and then saved. This may be done when a customer wants to see their own part number associated with the part.

Description

Description is the associated description for the Alternate ID. This description appears on reports listing the item.

Order Line

Order Line is the sales order line reference number for the line item.

Salesperson ID

Salesperson ID is the identifier for the salesperson who will receive commission for this line item.

- The default Salesperson ID on the line item is the Salesperson ID entered on the Other Information tab.
- Multiple salespeople can be entered for each line item, each with that person’s commission percentage when Invoice in on the Other Information tab is set to Order Management. When multiple salespeople are entered, an asterisk displays in Salesperson ID. To view the salespeople associated with the line item, click the Salespeople button on the Other Information tab. Salesperson (40.104.00) opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.
- Salesperson ID is display only and displays the salesperson specified in Salesperson ID on the Other Information tab for the second and succeeding lines when Invoice in on the Other Information tab is set to Project Flexible Billings.

Commissionable Cost

Commissionable Cost is not available in this version of Order Management.

Comm Pct

Comm Pct is the percentage used to calculate sales commissions.
Sales Tax Category

Sales Tax Category enables you to include multiple item types with different sales tax rates in a single sales order, ensuring that the proper amount of tax is calculated for each line item on the sales order.

Disposition

Disposition specifies the action to be taken upon receipt of returned merchandise.

- Disposition is enabled on RMA order type behaviors.
- The default for Disposition is the Default Disposition selected on the RMA tab of Order Types (40.200.00).
- The choices for Disposition are: Repair, Return to Stock, Return to Vendor (for repair or replacement), and Scrap.

Inspection ID

Inspection ID indicates the type of inspection to be performed on the items.

- To select an existing inspection ID, place the cursor in Inspection ID and press F3 (or double-right-click). Inspection List is displayed. You can select an existing inspection ID from Inspection List or you can add a new one to the list.
- If an Inspection ID is entered, the Require Inspection check box on the Other Information tab of Shippers (40.110.00) is automatically selected.
- Inspection IDs can be created in Inspection (40.350.00) in Order Management.

Project

Project associates the line item with a specific project.

Project is enabled when Project Controller is installed.

Note:

- When you select the Create Project check box on the Other Information tab, a new project is created. The new project ID is placed on each line in Sales Orders (40.100.00).
- Project is display only and displays the project specified in Project on the Other Information tab for the second and succeeding lines when Invoice in Project on the Other Information tab is set to Project Flexible Billings.

Task

Task associates the line item with a specific task.

Task is enabled when Project Controller is installed.

Note: When you select the Create Project check box on the Other Information tab, a new project is created. The task on each line in Sales Orders (40.100.00) defaults to the task ID that you specified in Default Task ID for the inventory ID in Inventory’s Inventory Items (10.250.00).

Find Item (button)

Find Item opens Inventory Item Lookup (10.210.00). Inventory Item Lookup (10.210.00) allows you to search for an item by description or by attribute.

Find Item is enabled when Line Item is selected.

Availability (button)

Availability opens Availability (21.410.00), where the quantity of the item that is available for immediate sale is displayed.

Availability is enabled when Line Item is selected.
Bin/Lot/Ser (button)

Bin/Lot/Ser opens Bin/Lot/Serial (40.110.06). Bin/Lot/Serial (40.110.06) allows you to enter details about the specific lots or serial numbers shipped.

Salespeople (button)

Salespeople opens the Salesperson (40.104.00), allowing you to assign multiple salespeople and commission percentages to a line item. If multiple salespeople are entered, an asterisk displays in Salesperson ID.

The Salespeople button is not available when Invoice In on the Other Information tab is set to Project Flexible Billings.

RMA (button)

RMA displays Open / Closed Shippers (40.111.00) to allow you to select a closed shipper or a particular line item from a closed shipper to copy to the sales order for a merchandise return.

RMA is enabled when Order Type behavior is RMA.

Ship All Items (button)

Ship All Items is not available in this version of Order Management.

Clear All Items (button)

Clear All Items is not available in this version of Order Management.
Shippers, Shipping Information Tab

The **Shipping Information** tab includes all data related to shipping the order.

![Figure 84: Shippers (40.110.00), Shipping Information tab](image)

Following are the field descriptions for the **Shipping Information** tab of **Shippers (40.110.00)**.

### Address Type

**Address Type** refers to the kind of address where the merchandise is being shipped. The available options are Customer, Vendor, Site, and Other.

**Address Type** defaults to the Customer option for all new orders.

### Cust Ship ID

**Cust Ship ID** is automatically filled in when the selected **Address Type** is Customer.

- **Cust Ship ID** is enabled when the selected **Address Type** is Customer.
- **Cust Ship ID** defaults to the customer ID entered on the shipper.
- **Cust Ship ID** can also be manually entered if a different address is desired.

### Cust Address ID

**Cust Address ID** is the identifier for the customer’s address where the merchandise will be shipped.

- To select an existing customer address ID, place the cursor in **Cust Address ID** and press F3 (or double-right-click). **Ship To Address List** is displayed. You can select an existing address or add a new address to the list.
- **Cust Address ID** is enabled when the selected **Address Type** is Customer.
- **Cust Address ID** defaults to the default **Dflt Ship To ID** on the **Order Management** tab of **Customer Maintenance** (08.260.00) in Accounts Receivable.
Vendor ID

Vendor ID is the identifier for the vendor to whom the merchandise will be shipped.

- To select an existing vendor ID, place the cursor in **Vendor ID** and press F3 (or double-right-click). **Vendor List** is displayed. You can select an existing vendor or add a new vendor to the list.
- **Vendor ID** is enabled when the selected **Address Type** is Vendor.

Vend Address ID

Vend Address ID is the identifier for the vendor address where the merchandise will be shipped.

- To select an existing vendor address ID, place the cursor in **Vend Address ID** and press F3 (or double-right-click). **PO Address List** is displayed. You can select an existing address or add a new address to the list.
- **Vend Address ID** is enabled when the selected **Address Type** is Vendor.

Site ID

Site ID is the identifier for the site where the merchandise will be shipped.

- To select an existing site ID, place the cursor in **Site ID** and press F3 (or double-right-click). **Site List** displays the existing sites from which you can select.
- **Site ID** is enabled when the selected **Address Type** is Site.

Other Address ID

Other Address ID is the identifier for another address where the merchandise will be shipped.

- To select an existing address ID, place the cursor in **Other Address ID** and press F3 (or double-right-click). **Address List** is displayed. You can select an existing address or add a new address to the list.
- **Other Address ID** is enabled when the selected **Address Type** is Other.

Name

Name is the customer entity (company name, department, etc.) associated with the shipping address. The default for **Name** is based upon the selections in the Address ID area.

Attention

Attention is the customer entity (person, department, etc.) to whose attention correspondence should be addressed. The default for **Attention** is based upon the selections in the Address ID area.

Address 1

Address 1 is typically used for the suite number or the name and number of the street location. The default for **Address 1** is based upon the selections in the Address ID area.

Address 2

Address 2 is typically used for the post office box number, if any, or the name and number of the street location. The default for **Address 2** is based upon the selections in the Address ID area.

City

City is the municipality where the shipping address is located. The default for **City** is based upon the selections in the Address ID area.
State/Prov

State/Prov typically uses a standard two-letter state abbreviation.

- To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List is displayed. You can select an existing state or add a new one to the list.
- The default for State/Prov is based upon the selections in the Address ID area.

Postal Code

Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code. The default for Postal Code is based upon the selections in the Address ID area.

Country/Region

Country/Region uses a standard country or region abbreviation.

- To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country/Region List is displayed. You can select an existing country or region or add a new one to the list.
- The default for Country/Region is based upon the selections in the Address ID area.

Phone

Phone is the contact number for the ship-to address.

Drop Ship

Drop Ship indicates that the order is to be drop shipped, meaning that your supplier will deliver the product directly to your customer. (When Drop Ship is selected, the order will not be deducted from inventory because the product will be shipped directly from the vendor to the customer.)

- Pressing the SPACEBAR in the Drop Ship check box toggles between selecting the field and leaving it blank.
- Drop Ship is disabled for order types that do not require shipping.

Ship Via ID

Ship Via ID is the unique code identifying the transport method for the order to the customer (for example, UPS, FedEx).

- To select an existing ship via ID, place the cursor in Ship Via ID and press F3 (or double-right-click). Ship Via List is displayed. You can select an existing shipping method or add a new shipping method to the list.
- Ship Via ID defaults when Address Type is Customer.

Freight Terms ID

Freight Terms ID is the identifier for how the shipping and handling charges will be applied to the order.

- To select an existing freight terms ID, place the cursor in Freight Terms ID and press F3 (or double-right-click). Freight Terms List is displayed. You can select an existing freight terms option or you can add a new freight terms option to the list.
- The default for Freight Terms ID is based upon the combination of selections in Address Type, Cust Ship ID, and Cust Address ID.
FOB ID

FOB ID is the identifier that determines the location at which the cost of shipping the order becomes the customer's responsibility. The FOB (free-on-board) point is also the point at which ownership of the goods transfers to the customer.

- To select an existing FOB ID, place the cursor in FOB ID and press F3 (or double-right-click). FOB List is displayed. You can select an existing FOB ID or add a new one to the list.
- FOB ID is assigned when Freight Terms ID is entered or defaulted.

Ship Complete

Ship Complete shows the customer's shipping preference. When Ship Complete is selected, it indicates that the customer wants all the ordered items to ship together in one shipment.

- When Ship Complete is selected on a shipper associated with a sales order, it indicates that all the items that were scheduled to ship together on the sales order (same Requested Date, Ship Via, etc.) are on the shipper.
- If the order is started in Shippers (40.110.00), Ship Complete is only a reference for the customer's shipping preference. It does not affect the actual shipment of the ordered items. When an order is entered directly in Shippers (40.110.00), it takes precedence over any other orders for fulfillment (the user is overriding the application's order planning and shipper creation logic).
- Ship Complete defaults to the Shipping Action entered on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- Pressing the SPACEBAR in the Ship Complete check box toggles between selecting the field and leaving it blank.

Weekend Delivery

Weekend Delivery is not used in the current application. The Saturday and Sunday pickup, move, and delivery options selected for the entered Ship Via ID in Ship Via Maintenance (21.260.00) in the Shared Information module determine whether the shipment will be picked up, moved, or delivered on a weekend day.

Planned Ship Date

Planned Ship Date is the anticipated ship date.

Transit Time (Days)

Transit Time is the estimated shipment transport time in days.

Actual Ship Date

Actual Ship Date is the date when the merchandise was actually shipped.

Note: A manually entered Actual Ship Date will not be overridden when the shipment is confirmed.

ETA Date

ETA Date is the estimated date when the package should arrive at the customer's dock.

It is automatically calculated whenever the actual ship date, ship via method, transit time, or weekend delivery options change.

Mark For (button)

Mark For opens Mark-for Information (40.110.03). Mark-for Information (40.110.03) allows you to enter a forwarding address for the order that will be noted on the shipment package. The package is delivered to the customer and the customer is responsible for forwarding it to the final destination.
Shippers, Billing Information Tab

The Billing Information tab allows entry of billing-related fields.

![Billing Information tab](image)

Figure 85: Shippers (40.110.00), Billing Information tab

Following are the field descriptions for the Billing Information tab of Shippers (40.110.00).

**Name**

Name is the customer entity (person, department, etc.) to whose attention invoices should be addressed.

Name defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

**Attention**

Attention is the entity (company name, department, etc.) to whose attention invoices should be addressed.

Attention defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

**Address 1**

Address 1 is typically used for the customer’s suite number or the name and number of the customer’s street location.

Address 1 defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

**Address 2**

Address 2 is typically used for the customer’s post office box number, if any, or the name and number of the customer’s street location.
Address 2 defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

City
City is the municipality where the customer’s billing address is located.
City defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

State/Prov
State/Prov is the state or province where the customer’s billing address is located. It uses a standard two-letter state abbreviation.

- To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List is displayed. You can select an existing state or province or add a new one to the list.
- State/Prov defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Postal Code
Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code.
Postal Code defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Country/Region
Country/Region uses a standard country or region abbreviation.

- To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country/Region List is displayed. You can select an existing country or region or add a new one to the list.
- Country/Region defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Phone
Phone is the telephone number for the billing contact.
Phone defaults from the Bill To area on the Address tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Buyer ID
Buyer ID is the identifier for the individual at the customer who has placed the order. Some customers have an approved list of persons who can and cannot buy goods. Buyers are added and maintained in Customer Contacts (40.370.00).

- To select an existing buyer, place the cursor in Buyer ID and press F3 (or double-right-click). Contact List displays the existing buyers from which you can select.
- Buyer ID is required to be entered if Buyer Name Required is selected on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
- Buyer ID defaults to the entry in Buyer ID on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Buyer Name
Buyer Name is the full name associated with the buyer ID.
Division
Division is the division that placed the order.

Department
Department is the department that placed the order.

Contract Number
Contract Number is the contract number that this particular sales order is a part of, if applicable.

Blanket Order Number
Blanket Order Number displays the existing blanket order number that was copied to create the sales order.
Blanket Order Number is used for reference.

Authorization Number
Authorization Number is a particular number given to you by the customer. In some cases, this number will need to be included on correspondence to the customer.

Payment Terms
Payment Terms is a unique code that defines when the customer’s payments are due; for example, “2 percent if paid within 10 days, net due if paid within 30 days.”

- To select an existing payment terms option, place the cursor in Payment Terms and press F3 (or double-right-click). Terms List displays. You can select an existing payment terms option or add a new one to the list.
- Payment Terms is not available when Invoice in on the Other Information tab is set to Project Flexible Billings since the payment terms assigned to an invoice created in Flexible Billings are the customer’s payment terms defined in Accounts Receivable Customer Maintenance (08.260.00).
- If the customer is set up for consolidated invoicing, Allow Terms Override on the Invoicing tab of Order Management Setup (40.950.00) determines whether the default Payment Terms can be overridden. Allow Terms Override can be set to not allow Payment Terms to be modified or to allow Payment Terms to be modified with the option of displaying a warning that changing Payments Terms will result in a separate invoice for the shipper.

When you specify a terms ID in the Payment Terms field and the terms ID has the COD check box selected on the Terms tab in the Terms Maintenance (21.270.00) screen, the following functionality applies to the sales order and the shipper:

- The sales order processes through to a shipper and an invoice even when the customer’s credit limit has been exceeded.
- You cannot consolidate the sales order or the shipper with other sales orders or other shippers. The Consolidate Invoice check box is not selected on the Other Information tab in Shippers (40.110.00) screen.

View Credit (button)
View Credit opens Customer Maintenance (08.260.00) in the Accounts Receivable module. Customer Maintenance (08.260.00) allows you to view and maintain basic customer information such as credit balance, address, tax details, etc.
Shippers, Kit Assembly Tab

The Kit Assembly tab is visible only when Order Type is KA (Kit Assembly).

Following are the field descriptions for the Kit Assembly tab of Shippers (40.110.00).

**Item to Build**

*Item to Build* is the identifier for the kit that is to be assembled.

- To select an existing kit ID, place the cursor in *Item to Build* and press F3 (or double-right-click). *Kit List* displays the existing kit IDs from which you can select.
- New kits can be created in *Kits* (10.320.00) in Inventory.

**Quantity to Build**

*Quantity to Build* specifies the number of kits (items) that are to be built.

**Actual Quantity**

*Actual Quantity* specifies the number of kits (items) that were built.

**Completion Date**

*Completion Date* specifies when the kits will be completed and available for sale.

**Create Items (button)**

*Create Items* fills in the Line Items tab with the component parts required to build the kit.

**Bin/Lot/Ser (button)**

*Bin/Lot/Ser* opens Kit Assembly Bin/Lot/Serial Numbers (40.112.00), which allows you to enter the warehouse bin location(s) and assign lot/serial numbers to the assembled kits. See “Kit Assembly Bin/Lot/Serial Numbers (40.112.00)” on page 310.

The warehouse bin location(s) for the assembled kit need to be entered here regardless of whether the kit is a lot/serial numbered item.
Shippers, Other Information Tab

The Other Information tab allows entry of information regarding the shipper requirements and displays the shipper status.

Figure 87: Shippers (40.110.00), Other Information tab

Following are the field descriptions for the Other Information tab of Shippers (40.110.00).

Order Date

Order Date is the date when the order was created. This date appears on invoices produced for the order.

Salesperson ID

Salesperson ID displays the unique code assigned to the salesperson who will receive commission for the sales order.

- The Salesperson ID entered is the default for the Salesperson ID on the line items.
  - To display a list of all salespeople, press F3 (or double-right-click). Salesperson List displays. To select a salesperson, you can highlight the name and click OK or double-click on your selection.
  - Multiple salespeople can be entered, each with that person’s commission percentage when Invoice in is set to Order Management. When multiple salespeople are entered, an asterisk displays in Salesperson ID. To view the salespeople, click the Salespeople button. Salesperson (40.104.00) opens. You can add and delete salespeople, and you can change the commission percentages for the salespeople.

- Salesperson ID is optional.
- The default **Salesperson ID** is based on the **Default Salesperson Method** on the **Order/Shipper Entry** tab of **Order Management Setup** (40.950.00) when **Invoice in** is set to Order Management. See “Default Salesperson Method” in **Order Management Setup** (40.950.00), **Order/Shipper Entry** tab on page 448 for more information.

- Default salespeople for the **Customer Ship-to Address** are set up on the **Order Management** tab of **Customer Maintenance** (08.260.00) in Accounts Receivable.

- The default **Salesperson ID** displays the salesperson defined for the project in **Salesperson** on the **Project** tab of **Project Controller Project Maintenance** (PA.PRJ.00) when **Invoice in** is set to Project Flexible Billings.

**Salespeople (button)**
Clicking **Salespeople** opens **Salesperson** (40.104.00), allowing you to assign multiple salespeople and commission percentages to a line item. If multiple salespeople are entered, an asterisk displays in **Salesperson ID**.

The **Salespeople** button is not available when **Invoice in** on the **Other Information** tab is set to Project Flexible Billings.

**Commission Pct**
**Commission Pct** is the commission percentage the salesperson will receive, based on the order total. **Commission Pct** is assigned when the salesperson ID is entered.

**Certification ID**
**Certification ID** is the identifier for the certification text to be printed at the bottom of the packing slip or invoice, if applicable.

To select an existing certification ID, place the cursor in **Certification ID** and press F3 (or double-right-click), **Certification Text List** is displayed. You can select an existing certification text or add a new one to the list.

**Create Project**
**Create Project** indicates whether a new project for the sales order will be created when you save the sales order.

- **Create Project** is enabled when **Project Controller** is installed.
- **Create Project** is disabled if any of the following conditions are true:
  - You do not have sufficient access rights to create a project in **Project Controller’s Project Maintenance** (PA.PRJ.00).
  - Work Order is installed.
  - You have already specified a project ID in **Project ID** on the **Other Information** tab.

**Project**
**Project** associates the sales order with a specific project.

**Project ID** is enabled when **Project Controller** is installed.

**Note:** If you select **Create Project**, specify a template project ID in **Project ID**. When you save the sales order, the project ID will be automatically incremented to the next available project ID on the **Other Information** tab and on the **Line Items** tab.
Invoice Number

Invoice Number is used for conversion purposes or when customer billing is done through non-Microsoft Dynamics SL software. Enter the invoice number to be assigned to the invoice created for the shipper.

- Invoice Number is optional.
- When Invoice Number is entered, it is assigned to the invoice created for the shipper.
- If Invoice Number is blank, it is assigned in one of the following processes:
  - Invoice (40.680.00)
  - Consolidated Invoice (40.682.00)
  - Sales Journal (40.690.00)

Invoice Date

- Invoice Date is a specific date to be used when the invoice is created for the order. Invoice Date is optional.
- If Invoice Date is blank, it is assigned in one of the following processes:
  - Invoice (40.680.00)
  - Consolidated Invoice (40.682.00)
  - Sales Journal (40.690.00)

Invoice Period to Post

Invoice Period to Post is the Accounts Receivable period to which the revenue/cost information is to be posted.

- You can enter a specific Invoice Period to Post.
- If Invoice Period to Post is left blank, it defaults to Period to Post on the Report tab of Sales Journal (40.690.00) ROI.
- If Invoice Period to Post is blank and Period to Post is blank on the Report tab of Sales Journal (40.690.00) ROI, the revenue is posted to the period corresponding to the invoice date unless Post Invoices to Current OM Period is selected on Order Management Setup (40.950.00).
- Period to Post is an optional field.

Note: The Period to Post entered on the Report tab of Consolidated Invoice (40.682.00) ROI, fills in Invoice Period to Post.

Sales Journal ID

Sales Journal ID displays the sales journal number that created the Accounts Receivable documents to post the invoice revenue and the Inventory issue transactions to update inventory quantities and costs.

- If consolidated invoicing is available (Consolidated Invoicing Available is selected on the Invoicing tab of Order Management Setup (40.950.00)). Accrual Journal ID may be filled in. If Accrual Journal ID is filled in, the Inventory issue transactions to update inventory quantities and costs were created when the Accrual Document was created for the shipper.
- Sales Journal ID is display only.
Accrual Period to Post

Accrual Period to Post is the period that the accrued revenue is posted to when Accrue Revenue for Consolidate Invoice Shippers is selected on the Options tab of the Sales Journal Report Options Interpreter (ROI) screen. It is the period to post on the Accounts Receivable Accrual Document. It is also the period to post for the associated Inventory issue transactions.

- Accrual Period to Post is disabled when Consolidate Invoice is not selected.
- You can enter a specific Accrual Period to Post.
- If Accrual Period to Post is blank, the accrued revenue is posted to the entered Period to Post on the Report tab of the Sales Journal (40.690.00) ROI screen.
- If Accrual Period to Post is blank and the Period to Post is blank on the Report tab of the Sales Journal (40.690.00) ROI screen, the accrued revenue is posted to the period corresponding to the Accrual Document Date unless Post Invoices to Current OM Period is selected in Order Management Setup (40.950.00).

Accrual Journal ID

- Accrual Journal ID displays the ID of the sales journal that created the Accounts Receivable Accrual Document for the shipper.
- Accrual Journal ID is filled in if the shipper is to be aggregated on a consolidated invoice and Accrue Revenue for Consolidate Invoice Shippers is selected on the Options tab of the Sales Journal (40.690.00) ROI screen.
- The Inventory issue transactions to update inventory quantities and costs are also created when the Accrual Document is created for the shipper.
- Accrual Journal ID is display only.

Flexible Billings Draft Nbr

Flexible Billings Draft Nbr displays the unique code assigned to the invoice draft created for the shipper in Flexible Billings. An invoice draft is created during the Sales Journal (40.690.00) report when Create Invoice Drafts is selected on the Additional Info tab of Project Controller Project Maintenance (PA.PRI.00) for the shipper's project or it is created on Flexible Billings Automatic Invoice Creation (BI.AIC.00) when Create Invoice Drafts is not selected for the shipper's project.

Flexible Billings Invoice Number/Date

Flexible Billings Invoice Number/Date displays the reference number and date assigned to the invoice created on Flexible Billings Invoice and Adjustment Posting (BI.REG.00) for the shipper's invoice draft.

Open / Closed

Open / Closed displays the status of the order.

- Open status indicates that the shipper has not been invoiced and updated yet.
- Open / Closed is display only.

Release Date

Release Date is the date when the shipper was created.

Pick Date

Pick Date is the date when picking was confirmed.

Pack Date

Pack Date is the date when packing was confirmed.
Manifested

Manifested indicates that the information about the shipping cartons and pallets, shipping charges, and tracking numbers for a shipment has been entered in Manifest Entry (40.115.00). Manifest Entry (40.115.00) is opened by clicking the Manifest button on this screen.

Manifested is disabled and cleared if no manifest information has been entered. Upon entering and saving manifest information and closing Manifest Entry (40.115.00), Manifested is selected.

Administrative Hold

Administrative Hold places the order on hold for reasons other than credit limitations.

Pressing the SPACEBAR in the Administrative Hold check box toggles between selecting the field and leaving it blank.

Credit Hold

Credit Hold indicates that the order failed the credit check and cannot advance to the next step in the process. The credit terms are defined in Customer Maintenance (08.260.00) in Accounts Receivable.

The Credit Hold date, which is the date when the order was put on Credit Hold, is automatically entered.

Cancelled

Cancelled marks the shipper as cancelled. The Cancelled date defaults to the current day when Cancelled is selected. After the shipper is saved, the order status is changed to Closed.

Pressing the SPACEBAR in the Cancelled check box toggles between selecting the field and leaving it blank.

Next Step

Next Step displays the next step that the shipper will take.

Tax IDs

The tax IDs correspond to the taxing authority of either the customer’s geographical location or where the item will be shipped.

- Tax IDs are display only fields.
- The tax IDs default is based on the tax Default From on the Defaults tab of Customer Maintenance (08.260.00). The choices are Customer and Address.
  - If the tax Default From is Customer, then the displayed tax IDs are from the Defaults tab of Customer Maintenance (08.260.00).
  - If the tax Default From is Address, then the displayed tax IDs are from Shipping Address (08.262.00) for the entered shipping address.

Require Inspection

Require Inspection indicates that the merchandise requires inspection prior to shipment to the customer.

- Pressing the SPACEBAR in the Require Inspection check box toggles between selecting the field and leaving it blank.
- Require Inspection is maintained in Order Types (40.200.00).
Require Assembly
Require Assembly indicates that the merchandise requires assembly prior to being shipped to the customer.

- Pressing the SPACEBAR in the Require Assembly check box toggles between selecting the field and leaving it blank.
- Require Assembly is maintained in Order Types (40.200.00).

Cancel Back Order
Cancel Back Order cancels any backordered quantities on the sales order schedules associated with the shipper line items.

- Only the sales order schedules associated with the shipper line items are cancelled when Cancel Back Order is selected.
- Pressing the SPACEBAR in the Cancel Back Order check box toggles between selecting the field and leaving it blank.

Release RMA Return
Release RMA Return indicates that the replacement items can be shipped to the customer for RMA order types.

- When Release RMA Return is selected and the returned items have been processed, a shipper is created for the replacement items that are to be shipped to the customer (these items are entered with positive quantities on the RMA transaction).
- Pressing the SPACEBAR in the Release RMA Return check box toggles between selecting the field and leaving it blank.
- If you want Release RMA Return to be automatically selected on the Other Information tab, select Automatically Release Return Shipment on the RMA tab of Order Types (40.200.00) for the RMA order type.
- Release RMA Return is applicable only when replacement items are to be shipped to the customer (line items with positive quantities are entered on the RMA transaction).

Consolidate Invoice
Consolidate Invoice indicates that the shipper is to be included on a consolidated invoice and a separate individual invoice should not be created for the shipper.

- Consolidate Invoice is disabled and not selected when:
  - The customer is not set up for consolidated invoicing (Consolidate Invoices is not selected on the Order Management tab of Customer Maintenance (08.260.00) for the customer).
  - The Payment Terms are COD.
  - A payment is entered on the Payments tab.
  - The Print Invoice step prior to the Update Shipper step for the order type.
  - Send EDI Invoice is selected.
  - Invoice In is set to Project Flexible Billings.
- Pressing the SPACEBAR in the Consolidate Invoice check box toggles between selecting the field and leaving it blank.

Send EDI Invoice
Send EDI Invoice, if selected and if you are using Shipping Management and eCommerce Connector, sends an outbound invoice. For more information about EDI functionality, see the eCommerce Connector Help or user’s guide.
Hold Order

**Hold Order** places the sales order associated with the shipper on administrative hold. Pressing the SPACEBAR in the **Hold Order** check box toggles between selecting the field and leaving it blank.

Invoice in

**Invoice in** displays the module that will create the invoice for the shipper. Order Management displays when:

- the shipper does not reference a project, or
- the shipper references a project and the project’s **Shipper Invoicing Method** on the **Additional Info** tab of Project Controller Project Maintenance (PA.PRIJ.00) is set to Invoice in Order Management

Project Flexible Billings displays when the shipper references a project and the project’s **Shipper Invoicing Method** on the **Additional Info** tab of Project Controller Project Maintenance (PA.PRIJ.00) is set to Invoice in Project Flexible Billings or Shipper does not Create an Invoice. Shippers invoiced in Flexible Billings do not print on **Invoice** (40.680.00). The shippers are processed on **Sales Journal** (40.690.00) but are not included in the Accounts Receivable batch. Invoices are created in Flexible Billings according to the billing rules defined for each project which creates Accounts Receivable batches.

The following table illustrates the placement of shipper detail when moved to Flexible Billings **Invoice and Adjustment Maintenance** (BI.BAM.00) for projects with **Shipper Invoicing Method** on the **Additional Info** tab of Project Controller Project Maintenance (PA.PRIJ.00) set to Invoice in Project Flexible Billings.

<table>
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<tr>
<th>Shipper detail</th>
<th>Invoice and Adjustment Maintenance (BI.BAM.00)</th>
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<td>the <strong>Regular and Other</strong> tab as an Item - Regular Item Type</td>
</tr>
<tr>
<td>Misc Charges tab of Shippers (40.110.00)</td>
<td>the <strong>Regular and Other</strong> tab as an Other Item Item Type</td>
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<tr>
<td>Sales Tax tab of Shippers (40.110.00)</td>
<td>the <strong>Tax, Retentions, and Deposits</strong> tab as a Tax Line Type</td>
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<td>Payments tab of Shippers (40.110.00)</td>
<td>the <strong>Tax, Retentions, and Deposits</strong> tab as an Apply Deposit Line Type</td>
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<tr>
<td>Whole Order Discount Amount on the Totals tab of Shippers (40.110.00)</td>
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<td>Shipping &amp; Handling and Premium Freight amounts on the Totals tab of Shippers (40.110.00)</td>
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<tr>
<td>Total Freight Invoiced on Manifest Entry (40.115.00)</td>
<td>the <strong>Regular and Other</strong> tab as an Other Item Item Type</td>
</tr>
</tbody>
</table>
Shippers, Misc Charges Tab

The Misc Charges tab allows you to add non-inventory related charges to the order. Examples of miscellaneous charges are special handling charges and restocking fees.

Figure 88: Shippers (40.110.00), Misc Charges tab

Following are the field descriptions for the Misc Charges tab of Shippers (40.110.00).

Misc Charge ID

Misc Charge ID is a unique code identifying the type of charge being added to the order. Miscellaneous charges generally do not correspond to an inventory item.

To select an existing miscellaneous charge ID, place the cursor in the Misc Charge ID and press F3 (or double-right-click). Charges List is displayed. You can select an existing miscellaneous charge or add a new miscellaneous charge to the list.

Description

Description is an explanation of the miscellaneous charge.

Amount

Amount is the dollar amount that the customer is being billed for this miscellaneous charge.

Taxable

Taxable indicates whether sales tax will be applied to the miscellaneous charge. Taxable is display only. Taxable is set in Miscellaneous Charges (40.250.00).

Sales Tax Category

Sales Tax Category identifies the sales tax type that will be applied to the miscellaneous charge. Sales Tax Category is display only. Sales Tax Category is set in Miscellaneous Charges (40.250.00).
Shippers, Sales Tax Tab

The Sales Tax tab displays the sales tax information for the order. Sales tax IDs are set up in the Shared Information module.

![Shippers (40.110.00) - Contoso, LtdDemo](image)

Figure 89: Shippers (40.110.00), Sales Tax tab

Following are the field descriptions for the Sales Tax tab of Shippers (40.110.00).

The tax calculations are the tax rates from each tax ID applied to the taxable portion of freight, miscellaneous charges, and inventory items.

**Tax ID**

Tax ID corresponds to the taxing authority of either the customer’s geographical location or where the item will be shipped. The information is compiled from the tax IDs on the Other Information tab, from the tax categories on the line items, and from schedules. If Ship-to is changed on schedules, then Tax ID will reflect this change.

- **Tax ID** is display only.
- Tax IDs are maintained in Tax Maintenance (21.280.00) in the Shared Information module.

**Tax Category**

Tax Category groups the item with other items subject to a similar tax treatment.

- **Tax Category** is display only.
- **Tax Category** is maintained in Tax Category Maintenance (21.310.00) in the Shared Information module, where you can indicate to which tax categories each tax ID applies. An item can belong to only one tax category at a time; however, you can reclassify an item’s tax category at any time.

**Tax on Freight**

Tax on Freight is the total tax dollar amount calculated for the freight amounts. Tax on Freight is display only.
Tax on Merchandise
Tax on Merchandise is the total tax dollar amount calculated for the merchandise amounts. Tax on Merchandise is display only.

Tax on Misc Charges
Tax on Misc Charges is the total tax dollar amount calculated for the miscellaneous charges amounts. Tax on Misc Charges is display only.

Total Tax
Total Tax is the total tax dollar amount calculated for the entire order. Total Tax is display only.

Taxable Freight
Taxable Freight is the freight dollar amount that is subject to taxes. Taxable Freight is display only.

Taxable Merchandise
Taxable Merchandise is the merchandise dollar amount that is subject to taxes. Taxable Merchandise is display only.

Taxable Misc Charges
Taxable Misc Charges is the total miscellaneous charges dollar amount that is subject to taxes. Taxable Misc Charges is display only.

Total Taxable
Total Taxable is the total dollar amount of all charges that is subject to taxes. Total Taxable is display only.

Tax Rate
Tax Rate is the rate at which the freight, merchandise, and miscellaneous charges are taxed. Tax Rate is display only.
Shippers, Payments Tab

The **Payments** tab allows you to enter prepayments or deposits against shippers.

![Shippers (40.110.00), Payments tab](image)

Following are the field descriptions for the **Payments** tab of Shippers (40.110.00).

**Payment Type ID**

Payment Type ID is the unique code that identifies how the customer is going to pay for the order.

To select an existing payment type ID, place the cursor in Payment Type ID and press F3 (or double-right-click). Payment Type List is displayed. You can select an existing payment type or add a new payment type to the list.

**Payment Amount**

Payment Amount is the dollar amount of the payment received.

**Payment Date**

Payment Date is the date when the payment was received.

**Check Number**

Check Number is the number on the check with which the payment was made.

**Card Number**

Card Number refers to the credit card number that corresponds to the card used for payment.

**Card Holder Name**

Card Holder Name refers to the name on the credit card used to make the payment.
Expiration Date
Expiration Date refers to the expiration date of the credit card used to make the payment.

Authorization Number
Authorization Number is the identification from the credit card clearing house that authorizes the credit card payment.
The card information is only being recorded. An automatic approval process is not involved.
Shippers, Totals Tab

The Totals tab gives a summary of the charges for the shipper.

![Image of the Totals tab](image)

**Figure 91: Shippers (40.110.00), Totals tab**

Following are the field descriptions for the Totals tab of Shippers (40.110.00).

**Total Merchandise**

Total Merchandise is the total dollar amount of all line item extensions. Total Merchandise is a calculated field.

**Whole Order Discount Pct**

Whole Order Discount Pct is an additional discount applied to the total merchandise dollar amount for the order (after all other discounts have been applied).

Allow Total Order Discounts must be selected on the Discount Pricing tab of Order Management Setup (40.950.00) to apply whole Order Discounts to an order.

**Discount**

Discount is the dollar amount calculated from the whole Order Discount percentage. Discount is a calculated field.

**Sales Tax**

Sales Tax retrieves the information from the Sales Tax tab and applies it to the order. Sales Tax is a calculated field.

**Total Shipping Weight**

Total Shipping Weight specifies the total weight of the order to be shipped. Total Shipping Weight is a calculated field.
Freight Cost
Freight Cost is the basic shipping charge from the ship via carrier for the shipment. Freight Cost is displayed after manifesting has been completed. Freight Cost is a calculated field.

Shipping & Handling
Shipping & Handling is the actual freight charge. Shipping & Handling is a calculated field.

Boxes
Boxes is the number of boxes that have been shipped. This information comes from Manifest Entry (40.115.00). Boxes is a calculated field.

Pallets
Pallets is the number of pallets that have been shipped. This information comes from Manifest Entry (40.115.00). Pallets is a calculated field.

Premium Freight
Premium Freight is the amount of the premium shipment costs to be charged to the customer.

Misc Charges
Misc Charges is the total of the additional amounts to be charged, such as service charges. These charges are entered on the Misc Charges tab. Misc Charges is a calculated field.

Invoice Total
Invoice Total specifies the total dollar amount calculated for the entire shipper. Invoice Total is a calculated field.

Payments
Payments is the dollar amount received in payment from the customer. The amount displayed is the amount that is entered on the Payments tab. Payments is a calculated field.
Kit Assembly Bin/Lot/Serial Numbers (40.112.00)

The Bin/Lot/Ser button in the Shippers (40.110.00), Kit Assembly tab opens Kit Assembly Bin/Lot/Serial Numbers (40.112.00), which allows you to enter the warehouse bin location(s) and assign lot/serial numbers to the assembled kits.

The warehouse bin location(s) for the assembled kit need to be entered here regardless of whether the kit is a lot/serial numbered item.

Following are the field descriptions for the Kit Assembly Bin/Lot/Serial Numbers (40.112.00):

**Actual Build Quantity**
The quantity of kits being assembled.

**Lot/Serial Number**
The lot/serial number assigned to the kit being assembled. This field is enterable only when the inventory item is marked for tracking lot/serial number.

**Manufacturer Lot/Serial Number**
The manufacturer’s lot/serial number. This field is enterable only when the inventory item is marked for tracking lot/serial number.

**Warehouse Bin Location**
The identification code assigned to the warehouse bin location where the assembled kit inventory item is stored.

**Specific Cost ID**
The specific cost ID assigned to the cost layer for the kit inventory item being assembled. This field is enterable on for kit inventory item ID’s using the specific cost ID valuation method.

**Expiration Date**
The date the lot/serial number expires. This field is enterable only when using the Issue method on lot/serial number tracked inventory items. The field defaults to the current Business Date and the number of days defined in Shelf Life Days in Lot/Serial Number Setup (10.250.01) in Inventory.
Release or Confirm Shipper (40.110.01)

*Release or Confirm Shipper* (40.110.01) allows you to manually release or confirm a step in the order process as designated in the steps for the specific order type.

![Release or Confirm Shipper (40.110.01)](image)

Figure 93: Release or Confirm Shipper (40.110.01)

Following are the field descriptions for *Release or Confirm Shipper* (40.110.01).

**Release for Assembly**

*Release for Assembly* authorizes that the order is ready for assembly, as required.

**Release for Inspection**

*Release for Inspection* authorizes that the order is ready for inspection, as required.

**Release for Packing**

*Release for Packing* authorizes that the order is ready for packing to be shipped, as required.

**Release for Shipping**

*Release for Shipping* authorizes that the order is ready for shipping, as required.

**Release for Receipt**

*Release for Receipt* authorizes that the returned items can be received, as required.

**Confirm Picking**

*Confirm Picking* validates that the items have been picked for shipping.

**Confirm Assembly**

*Confirm Assembly* validates that the items have been assembled.

**Confirm Inspection**

*Confirm Inspection* validates that the items have been inspected.

**Confirm Packing**

*Confirm Packing* validates that the items have been packed for shipping.

**Confirm Shipping**

*Confirm Shipping* validates that the items have been shipped.
Confirm Receipt

Confirm Receipt validates that the returned items have been received.

OK (button)

OK accepts the release or confirmation and updates the order to allow it to progress to the next step.

Cancel (button)

Cancel exits Release or Confirm Shipper (40.110.01) without any updates.
Print Form (40.110.02)

*Print Form* (40.110.02) allows you to print from a list of available forms or transmit electronically invoices and shipping notices according to Quick Send preferences defined for customers on the *Quick Send* tab of *Customer Maintenance* (08.260.00) in the Accounts Receivable module. *Print Form* (40.110.02) is opened by clicking the *Print* button on *Shippers* (40.110.00).

**Note:** Printed invoices and shipping notices can be transmitted electronically by defining the Quick Send preferences for their customers and selecting to print the forms on *Print Form* (40.110.02), *Invoice* (40.680.00), or *Shipping Notice* (40.654.00).

![Print Form (40.110.02)](image)

*Figure 94:* *Print Form* (40.110.02) — OM Invoice document type is defined in Quick Send Setup (21.951.00) and in Customer Maintenance (08.260.00) for the customer, and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)

Following are the field descriptions for *Print Form* (40.110.02).

**Picking List**

*Picking List* is a hardcopy report of the items that are to be picked from inventory to fulfill a shipper.

**Assembly Order**

*Assembly Order* is a hardcopy report of a sales order that has an order type of Kit Assembly.

**Inspection Order**

*Inspection Order* is a hardcopy report that has a signature line for inspection confirmation.

**Packing Slip**

*Packing Slip* is a hardcopy report of the items that are included in the package for shipment to the customer.

**Receiver**

*Receiver* is a hard copy report of received items for return order types.

**Invoice**

*Invoice* is a hardcopy report of the invoice for the sales order.
Picking Notice

Picking Notice is a hardcopy notification that the items have been picked for shipping.

Assembly Notice

Assembly Notice is a hardcopy notification that the kit(s) have been assembled.

Inspection Notice

Inspection Notice is a hardcopy notification that the order inspection has been completed.

Packing Notice

Packing Notice is a hardcopy notification that the order has been packed for shipping.

Shipping Notice

Shipping Notice is a hardcopy notification that the order has been shipped.

Standard Printer

Standard Printer is the designated printer assigned in Order Types (40.200.00). Select Standard Printer to send the form to the designated printer ignoring the Quick Send preferences defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or on Additional Receivers (08.260.08) in the Accounts Receivable module or the Doc Share settings defined on SharePoint Site Creation / Linking (21.960.00).

Default Printer

Default Printer is the default Windows printer. Select Default Printer to send the form to the designated printer ignoring the Quick Send preferences defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or on Additional Receivers (08.260.08) in the Accounts Receivable module or the Doc Share settings defined on SharePoint Site Creation / Linking (21.960.00).

Quick Send to One-time Receiver

Quick Send to One-time Receiver appears when the OM Invoice or OM Shipping Notice document types are defined on Quick Send Setup (21.951.00) in the Shared Information module. The OM Invoice or OM Shipping Notice document types do not have to be defined for the customer on Customer Maintenance (08.260.00) in the Accounts Receivable module for the option to appear. Select Quick Send to One-time Receiver to transmit the invoice or shipping notice to a recipient that is not defined as the primary recipient for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or as an additional recipient for the customer on Additional Receivers (08.260.08). Go to “To send invoices or shipping notices to one-time receivers:” on page 150 to learn more about this feature.

Quick Send

Quick Send appears when the OM Invoice or OM Shipping Notice document types are defined on Quick Send Setup (21.951.00) in the Shared Information module and for the customer on Customer Maintenance (08.260.00) in the Accounts Receivable module. Select Quick Send to send the invoice or shipping notice electronically to the recipients defined for the customer on the Quick Send tab of Customer Maintenance (08.260.00) and on Additional Receivers (08.260.08) in the Accounts Receivable module. Go to “To send order confirmations or manual order confirmations to one-time receivers” on page 148 to learn more about this feature.
Publish to SharePoint (check box)

Publish to SharePoint appears when the Invoice or Shipping Notice document types are defined on SharePoint Site Configuration (98.360.00) in the System Manager module and for the customer on SharePoint Site Creation / Linking (21.960.00) in the Shared Information module. Select Publish to SharePoint to send the invoice or shipping notice to a SharePoint site using the Doc Share feature. Go to “To send or resend invoices and shipping notices electronically for released shippers confirmed as shipped on Shippers (40.110.00):” on page 148 to learn more about this feature.

OK (button)

OK initiates processing the selected form.

Cancel (button)

Cancel exits Print Form (40.110.02) without processing the selected form.
Mark-for Information (40.110.03)

Mark-for Information (40.110.03) allows you to enter a forwarding address for the order. This forwarding address will be noted on the shipment package. The package is delivered to the customer and the customer is responsible for forwarding it to the final destination. Mark-for Information (40.110.03) is accessed from the Shippers (40.110.00) Shipping Information tab.

Following are the field descriptions for Mark-for Information (40.110.03).

Address Type
Address Type is the type of address where the order is being shipped (Customer, Vendor, Site, Other).
Address Type defaults to the address type entered on the Shipping Information tab of Shippers (40.110.00).

Cust Ship ID
Cust Ship ID is the customer ID for the customer to whom the order is being shipped.

- Cust Ship ID is entered if the Address Type is Customer. Cust Ship ID defaults to the Cust Ship ID on the Shipping Information tab of Shippers (40.110.00).
- To select an existing customer ID, place the cursor in Cust Ship ID and press F3 (or double-right-click). Active Customer List is displayed. You can select an existing customer or add a new customer to Active Customer List.

Cust Address ID
Cust Address ID is the customer’s address ID for the location where the items are being shipped.

- Cust Address ID is entered if the Address Type is Customer. Cust Address ID defaults to the Cust Address ID on the Shipping Information tab of Shippers (40.110.00).
- To select an existing shipping address, place the cursor in Cust Address ID and press F3 (or double-right-click). Ship To Address List is displayed. You can select an existing shipping address or add a new address to the list.
Vendor ID

Vendor ID is the identifier for the vendor to whom the order is being shipped.
- Vendor ID is entered if the Address Type is Vendor. Vendor ID defaults to the Vendor ID on the Shipping Information tab of Shippers (40.110.00).
- To select an existing vendor, place the cursor in Vendor ID and press F3 (or double-right-click). Vendor List is displayed. You can select an existing vendor or add a new vendor to the list.

Vend Address ID

Vend Address ID is the code for the vendor’s address where the order is being shipped.
- Vend Address ID is entered if the Address Type is Vendor. Vend Address ID defaults to the Vend Address ID on the Shipping Information tab of Shippers (40.110.00).
- To select an existing vendor address, place the cursor in Vend Address ID and press F3 (or double-right-click). PO Address List is displayed. You can select an existing vendor address or add a new vendor address to the list.

Ship-to Site ID

Site ID is the identifier for the inventory location where the order is being shipped.
- Ship-to Site ID is entered if the Address Type is Site. Ship-to Site ID defaults to the Site ID on the Shipping Information tab of Shippers (40.110.00).
- To select an existing site, place the cursor in Ship-to Site ID and press F3 (or double-right-click). Site List displays the existing site from which you can choose.

Other Address ID

Other Address ID is the address code for a location other than the customer or vendor where the order is being shipped.
- Other Address ID is entered if the Address Type is Other. Other Address ID defaults to the Other Address ID on the Shipping Information tab of Shippers (40.110.00).
- To select an existing address, place the cursor in Other Address ID and press F3 (or double-right-click). Address List is displayed. You can select an existing address or add a new address to the list.

Name 1

Name 1 is the customer entity (person, department, etc.) associated with the shipping address.
Name 1 defaults based on the selections in the Mark-for Address area.

Name 2

Name 2 is an additional line for the name entry.

Name 3

Name 3 is an additional line for the name entry.

Attention

Attention is the entity (person, department, etc.) to whose attention the shipment is to be directed.
Attention defaults based on the selections in the Mark-for Address area.

Address 1

Address 1 is typically used for the suite number or the name and number of the street location.
Address 1 defaults based on the selections in the Mark-for Address area.
Address 2

Address 2 is typically used for the post office box number, if any, or the name and number of the street location.

Address 2 defaults based on the selections in the Mark-for Address area.

City

City is the municipality where the shipping address is located.

City defaults based on the selections in the Mark-for Address area.

State/Prov

State/Prov typically uses a standard two-letter state abbreviation.

- To select an existing state abbreviation, place the cursor in State/Prov and press F3 (or double-right-click). State List displays the existing state abbreviation from which you can select.
- State/Prov defaults based on the selections in the Mark-for Address area.

Postal Code

Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code.

Postal Code defaults based on the selections in the Mark-for Address area.

Country/Region

Country/Region uses a standard country or region abbreviation.

- To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country/Region List is displayed, showing the existing country or region abbreviations from which you can select.
- Country/Region defaults based on the selections in the Mark-for Address area.

OK (button)

OK saves the forwarding information entered on Mark-for Information (40.110.03).

Cancel (button)

Cancel exits Mark-for Information (40.110.03) without any updates.
Create Shipper from an Order (40.110.04)

Create Shipper from an Order (40.110.04) is opened by clicking the Manual Shipper Creation icon on Shippers (40.110.00). Use this screen when Never Automatically Create Shippers is selected for the order type on the Behavior tab of Order Types (40.200.00). You can also use this screen to ship orders sooner than they are currently scheduled or to force a shipper to be created when inventory is not available in the system.

![Create Shipper from an Order (40.110.04)](image)

**Figure 96: Create Shipper from an Order (40.110.04)**

**Note:** Create Shipper from an Order (40.110.04) is best used when Never Automatically Create Shippers is selected for the order type on the Behavior tab of Order Types (40.100.00). When Never Automatically Create Shippers is not selected and you manually create shippers using Create Shipper from an Order (40.110.04), you may be in contention with Process Manager’s shipper creation process unless the order schedule’s Requested date is well into the future.

Never Automatically Create Shippers applies to order type behaviors, Sales Order, Warehouse Transfer, and Will Call Order.

Following are the field descriptions for Create Shipper from an Order (40.110.04).

**Order Number**

This field is for entering the sales order number of the open order for which you want to create a shipper.

To select an existing open sales order, place the cursor in Order Number and press F3 (or double-right-click). Order List displays all valid orders. It is recommended that the F3 method be used only if you have a relatively small number of orders.

**Order Number Lookup (Icon)**

Clicking the Order Number Lookup icon opens Open / Closed Sales Orders (40.101.00), which allows you to search for open orders by customer ID, customer PO, inventory ID, invoice number, site ID, and order date. Searching by customer ID or inventory ID is the recommended method if you have a large number of orders.

An alternative to clicking the icon is to place the cursor in Order Number and press ALT+F3 to display Open / Closed Sales Orders (40.101.00).
Site ID
Enter the site from which you want the item(s) to ship.
To select an existing site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List is displayed. You can select an existing site or add a new site to the list.

Ship Via ID
Ship Via ID is where you enter the transport method for the order (for example, UPS, FedEx).
To select an existing ship via ID, place the cursor in Ship Via ID and press F3 (or double-right-click). Ship Via List is displayed. You can select an existing shipping method or add a new shipping method to the list.

Customer ID
Customer ID is automatically filled in when the selected Address Type is Customer, and it defaults to the customer ID entered on the sales order. Customer ID can also be entered manually if a different customer address is desired.

Cust Address ID
Cust Address ID is the identifier for the customer’s address to which the merchandise will be shipped. Cust Address ID is enabled when the selected Address Type is Customer. It defaults to the value in Dflt Ship To ID on the Order Management tab of Customer Maintenance (08.260.00) in Accounts Receivable.
To select an existing customer address ID, place the cursor in Cust Address ID and press F3 (or double-right-click). Ship To Address List appears. You can select an existing address or add a new address to the list.

Vendor ID
Vendor ID is the identifier for the vendor to whom the merchandise will be shipped. It is enabled when the selected Address Type is Vendor.
To select an existing vendor ID, place the cursor in Vendor ID and press F3 (or double-right-click). Vendor List appears. You can select an existing vendor or add a new vendor to the list.

Vend Address ID
Vend Address ID is the identifier for the vendor address to which the merchandise will be shipped. Vend Address ID is enabled when the selected Address Type is Vendor, and it defaults to Default ID on the Purchasing Info tab of Vendor Maintenance (03.270.00) in Accounts Payable.
To select an existing vendor address ID, place the cursor in Vend Address ID and press F3 (or double-right-click). PO Address List appears. You can select an existing address or add a new address to the list.

Site ID
Site ID is the identifier for the site to which the merchandise will be shipped. It is enabled when the selected Address Type is Site.
To select an existing site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List displays the existing sites from which you can select.

Other Address ID
Other Address ID is the identifier for another address to which the merchandise will be shipped. It is enabled when the selected Address Type is Other.
To select an existing address ID, place the cursor in Other Address ID and press F3 (or double-right-click). Address List appears. You can select an existing address or add a new address to the list.
Ship Schedules with Request Dates on or before

If an order for which you want to enter a manual shipper has a schedule with several ship dates, you can enter a date in Ship Schedules with Request Dates on or before based on which shipments you want to include on this manual shipper. For example, say you have an order for 10 items, two of which were to ship in one week, four of which were to ship in two weeks, and four of which were to ship in three weeks. But now you want to create a manual shipper today for the first six items. In Ship Schedules with Request Dates on or before, you should enter the scheduled date of the second shipment, so both the first and second shipments will be included on this manual shipper.

Zero Quantities

Select Zero Quantities if this is the first shipper created for the order, to indicate that as yet, no quantity has been shipped for the order.

Unshipped Quantities

Select Unshipped Quantities if you are creating a second shipper for an order and want to ship the remaining quantities.

OK (button)

Click OK to create the shipper.

Cancel (button)

Click Cancel to cancel the shipper.
Bin/Lot/Serial (40.110.06)

Bin/Lot/Serial (40.110.06) shows you the quantity of a lot or serial numbered item that was shipped, and allows you to enter the associated lot/serial number and the warehouse bin location from which the item was picked. Bin/Lot/Serial (40.110.06) is invoked from Shippers (40.110.00). See “Lot/Serial Number Validations for Shipper Entry” on page 67 for more information.

Following are the field descriptions for Bin/Lot/Serial (40.110.06).

**Qty Shipped**

*Qty Shipped* is the lot/serial number quantity shipped in the stocking unit of measure. *Qty Shipped* must match the entered quantity shipped for the item in Shippers (40.110.00), taking the unit of measure into consideration.

**UOM**

*UOM* displays the unit of measure associated with *Qty Shipped*.

**Lot/Serial Number**

*Lot/Serial Number* is the lot or serial number shipped for the item.

To select an existing lot/serial number, place the cursor in *Lot/Serial Number* and press F3 (or double-right-click). *Lot/Serial Number List* displays the existing lot/serial numbers from which you can select.

**Manufacturer Lot/Serial Number**

*Manufacturer Lot/Serial Number* displays the manufacturer lot/serial number as entered in the Inventory module.

**Whse Bin Loc**

*Whse Bin Loc* is the bin location within the inventory storage facility from which the shipped items were picked.

To select an existing warehouse bin location, place the cursor in *Whse Bin Loc* and press F3 (or double-right-click). *Warehouse Bin Location List* displays the existing warehouse bin locations from which you can select.
Specific Cost ID

Specific Cost ID is the unique identifier for the cost if the valuation method for the item set up on the Information tab of Inventory Items (10.250.00) in Inventory is Specific Identification.

If Link to Specific Cost ID is selected for the item in Lot/Serial Number Setup (10.250.01), Specific Cost ID is disabled and automatically filled in when the lot/serial number is entered.

Sell Qty Shipped

Sell Qty Shipped displays the lot/serial number quantity shipped in the selling unit of measure.

UOM

UOM displays the selling unit of measure associated with Sell Qty Shipped.

OK (button)

OK saves the entered lot/serial information for the item.

Cancel (button)

Cancel exits Bin/Lot/Serial (40.110.06) without any updates.
One-time Receiver (40.110.08)

*One-time Receiver* (40.110.08) allows you to identify the Quick Send preferences for a recipient that is not defined as the primary recipient for the customer on the *Quick Send* tab of *Customer Maintenance* (08.260.00) or as an additional recipient for the customer on *Additional Receivers* (08.260.08) and send an invoice or shipping notice electronically to the one-time recipient. The Quick Send preferences for the one-time recipient are not retained for future use.

*One-time Receiver* (40.110.08) is opened by selecting *Quick Send to One-time Receiver* on *Print Form* (40.110.00).

![One-time Receiver (40.110.08) screenshot]

**Figure 98: One-time Receiver (40.110.08)**

Following are the field descriptions for *One-time Receiver* (40.110.08).

**Customer ID**

*Customer ID* displays the customer identification number associated with the invoice or shipping notice.

**Document Type**

*Document Type* displays the kind of document associated with the invoice or shipping notice.

**Shipper ID**

*Shipper ID* displays the unique code assigned to the invoice or shipping notice.

**Delivery Method**

*Delivery Method* is the manner in which the electronically-transmitted invoice or shipping notice will be received by the one-time recipient. Delivery methods are Email and Fax. The method defaults from *Delivery Method* on the *Quick Send* tab of *Customer Maintenance* (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from *Delivery Method* on *Quick Send Setup* (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.
Request Priority

Request Priority is the precedence assigned to the processing of the Quick Send request by Application Server. Request priorities are High, Low, and Normal. The priority defaults from Request Priority on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Request Priority on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

Receiver Email Address

Receiver Email Address identifies the email address of the one-time recipient to whom the invoice or shipping notice will be sent. The email address defaults from E-mail Address (Main Address) on the Address Info tab of Customer Maintenance (08.260.00).

Reply Email Address

Reply Email Address identifies the email address used when the one-time recipient replies to the email message containing the invoice or shipping notice. The email address defaults from Reply Email Address on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Reply Email Address on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

Email Attachment File Type

Email Attachment File Type specifies the format of the file to be created to hold the invoice or shipping notice you send to the one-time recipient. File types for documents sent electronically via email are Text, Word, Crystal Reports, Excel, Adobe Acrobat, Rich Text, XML, and Comma-separated values. File types for documents sent electronically via fax are Text, Word, Excel, and Rich Text. The file type defaults from Email Attachment File Type on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Email Attachment File Type on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

Fax Receiver Name

Fax Receiver Name designates the name that will appear on the cover sheet accompanying the invoice or shipping notice faxed to the one-time recipient. The name defaults from Attention (Bill To) on the Address Info tab of Customer Maintenance (08.260.00).

Fax Prefix

Use Fax Prefix to specify a sequence of numbers, such as a country code (for example, 061 011), that must be dialed prior to the Receiver Fax Number. The fax prefix defaults from Fax Prefix on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Prefix on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

Dial Area Code (check box)

If you select Dial Area Code, the first three digits of Receiver Fax Number will be dialed as the area code when the invoice or shipping notice is transmitted to the one-time recipient. Clear this check box if the fax phone number is a local number for which dialing the area code is not required.

Receiver Fax Number

Receiver Fax Number designates the phone number that will receive the invoice or shipping notice faxed to the one-time recipient. The fax number defaults from Fax/Ext (Main Address) on the Address Info tab of Customer Maintenance (08.260.00).
Fax Sender Name

Fax Sender Name specifies the name of the individual who will send the invoice or shipping notice to the one-time recipient. The name defaults from Fax Sender Name on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Sender Name on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

Sender Fax Number

Sender Fax Number indicates the phone number that will be the source of the invoice or shipping notice faxed to the one-time recipient. The fax number defaults from Sender Fax Number on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Sender Fax Number on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

Include Fax Cover Sheet (check box)

Include Fax Cover Sheet indicates whether a cover sheet should precede the invoice or shipping notice sent to the one-time recipient. The setting defaults from Include Fax Cover Sheet on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Include Fax Cover Sheet on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer. For more information about the fax cover sheet, see “Using Application Server” in the Application Server Help or user’s guide.

Fax Response (check boxes)

Your selections in the Fax Response check boxes will appear in the Notes area of the fax cover sheet. Select one or more check boxes to indicate how you want the one-time recipient to process the fax. The Fax Response check boxes are:

- **Urgent** — Defaults from Fax Response – Urgent on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Response – Urgent on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

- **For Review** — Defaults from Fax Response – For Review on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Response – For Review on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

- **Please Comment** — Defaults from Fax Response – Please Comment on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Response – Please Comment on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

- **Please Reply** — Defaults from Fax Response – Please Reply on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Response – Please Reply on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

- **Please Recycle** — Defaults from Fax Response – Please Recycle on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Fax Response – Please Recycle on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.
Subject Text

Subject Text is the wording that appears in the Subject of the email message or in the Regarding area on the fax cover sheet that accompanies the invoice or shipping notice sent to the one-time recipient. The text defaults from Subject Text on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Subject Text on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

You can specify the following variables within the subject text to personalize the email message or fax to the one-time recipient:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to customize the default subject text: “Current invoice from <Company Name>”. If the company name is Contoso, Ltd, the subject text for the email message or fax cover sheet reads, “Current invoice from Contoso, Ltd”.

Body Text

Body Text is the wording that appears in the body of an email message or in the Notes area on a fax cover sheet that accompanies the invoice or shipping notice sent to the one-time recipient. The text defaults from Body Text on the Quick Send tab of Customer Maintenance (08.260.00) when the OM Invoice or OM Shipping Notice document types are defined for the customer or from Body Text on Quick Send Setup (21.950.00) in the Shared Information module when the OM Invoice or OM Shipping Notice document types are not defined for the customer.

You can specify the following variables within the body text to personalize the email message or fax to the one-time recipient:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to personalize the body text: “Here is an invoice for <Customer Name>”. When you send the invoice electronically to the one-time recipient, the email message or fax cover sheet body text reads, “Here is an invoice for Kim Abercrombie” since the one-time recipient is associated with the customer, Kim Abercrombie.

Send Request (button)
Click Send Request to transmit the invoice or shipping notice electronically to the one-time recipient.

Cancel (button)
Click Cancel to close this window without recording any changes to the database, returning to Sales Orders (40.100.00).
Manifest Entry (40.115.00)

Manifest Entry (40.115.00) allows you to enter information about the shipping cartons and pallets, shipping charges, and tracking numbers for a shipment.

![Figure 99: Manifest Entry (40.115.00)](image)

Following are the field descriptions for Manifest Entry (40.115.00).

**Shipper ID**

Shipper ID is the unique identifying code assigned to the shipper when it is created.

To select an existing shipper ID, place the cursor in Shipper ID and press F3 (or double-right-click). Shipper List displays the existing shipper IDs from which you can select.

**Notes/Attachments (Icon)**

Notes/Attachments allows the entry of or attaching a source document to the shipper. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user's guide.

**Shipping Confirmed**

Shipping Confirmed indicates that the order has been shipped to the customer. Selecting this box will confirm the shipper, similar to Shipment Confirmation (40.117.00).

Pressing the SPACEBAR in the Shipping Confirmed box toggles between selecting the box and leaving it blank.

**Ship-to Name**

Ship-to Name is the customer to whom the order is to be shipped. Ship-to Name is display only.
Actual Ship Date
Actual Ship Date is the date when the merchandise is actually shipped. Actual Ship Date becomes display only after shipment has been confirmed.

Ship Via
Ship Via identifies the transport method being used to deliver the merchandise. Ship Via becomes display only after shipment has been confirmed.

Freight Terms
Freight Terms is the unique code that identifies the freight charge that will be applied to the order (for example, Standard, Free, Collect). Freight Terms becomes display only after Shipper ID has been entered.

Box Number
Box Number is the sequential number (within the shipment) of the current box. Enter 1 for a single box shipment. Box Number becomes display only after shipment has been confirmed.

Weight
Weight is the weight of the shipment. Weight becomes display only after shipment has been confirmed.

Freight Cost
Freight Cost is the basic shipping charge from the ship-via carrier for the current box. Freight Cost becomes display only after shipment has been confirmed.

COD Charge Cost
COD Charge Cost is the COD (Cash on Delivery) charge that the customer will pay when the product is delivered. COD Charge Cost becomes display only after shipment has been confirmed.

Oversize Package Cost
Oversize Package Cost is any cost that may be applied due to an oversized package. Oversize Package Cost becomes display only shipment has been confirmed.

Insurance Cost
Insurance Cost is the cost of insuring the product during shipping. Insurance Cost becomes display only after shipment has been confirmed.

Other Cost
Other Cost covers any costs that are in addition to the previous cost categories and must be paid by the customer. Other Cost becomes display only after shipment has been confirmed.

Package Volume
Package Volume is the cubic dimensions of the box. An example would be 360 inches. Package Volume becomes display only after shipment has been confirmed.

Total Freight Cost
Total Freight Cost is the freight amount being charged to ship the package. Total Freight Cost is display only.

Total Freight Invoiced
Total Freight Invoiced is the amount of the freight charges to be charged to the customer. Total Freight Invoiced is display only.
Tracking Number

Tracking Number is the unique number provided by the carrier to identify each box. Tracking Number becomes display only after shipment has been confirmed.

Carton Serial Number

Carton Serial Number is the serial number that identifies the carton. Carton Serial Number becomes display only after shipment has been confirmed.

Pallet Serial Number

Pallet Serial Number is the serial number that identifies the pallet. Pallet Serial Number becomes display only after shipment has been confirmed.

Truck Serial Number

Truck Serial Number is the serial number that identifies the truck. Truck Serial Number becomes display only after shipment has been confirmed.

Container Serial Number

Container Serial Number is the serial number that identifies the container. Container Serial Number becomes display only after a shipment has been confirmed.
Shipment Confirmation (40.117.00)

Shipment Confirmation (40.117.00) allows you to perform several actions, such as confirming shipping, canceling the shipper, placing the sales order on hold, or canceling the sales order.

![Shipment Confirmation (40.117.00) Screen](image)

Figure 100: Shipment Confirmation (40.117.00)

Following are the field descriptions for Shipment Confirmation (40.117.00).

### Shipper ID

**Shipper ID** is the unique identifying code assigned to a shipper when it is created.

To select an existing shipper ID, place the cursor in **Shipper ID** and press F3 (or double-right-click). **Shipper List** displays the existing shipper IDs from which you can select.

### Notes/Attachments (Icon) (shipper)

**Notes/Attachments** allows the entry of or attaching a source document to the shipper. Click the **Notes/Attachments** icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

### Shipper Lookup (Icon)

Clicking the **Shipper Lookup** icon opens Open / Closed Shippers (40.111.00). **Open / Closed Shippers** (40.111.00) allows you to search for open or closed shippers by customer ID, customer PO, order number, inventory ID, invoice number, site ID, and order date. Searching by customer ID or inventory ID is the recommended method if you have a large number of orders.

An alternative to clicking the icon is to place the cursor in **Shipper ID** and press ALT+F3 to display Open / Closed Shippers (40.111.00).
Manifested

Manifested indicates that the information about the shipping cartons and pallets, shipping charges and tracking numbers for a shipment has been entered in Manifest Entry (40.115.00). Manifest Entry (40.115.00) is opened by clicking the Manifest button on this screen.

Manifested is disabled and cleared if no manifest information has been entered. Upon entering and saving manifest information and closing Manifest Entry (40.115.00), Manifested is selected.

Action

Action indicates what step should be performed for the selected shipper.

The Action options are Confirm Shipping, Confirm Picking, Confirm Assembly, Confirm Inspection, Confirm Packing, Release for Receiving, and Confirm Receipt.

Order Nbr

Order Nbr is the sales order number associated with the shipper. Order Nbr is display only.

Period to Post

Period to Post is the Accounts Receivable period to which the revenue/cost information is to be posted.

If Period to Post is left blank, it defaults to the current period.

Cancel Back Order

- Cancel Back Order indicates that any backordered quantities on the sales order schedules associated with the shipper line items are to be cancelled.
- Only the sales order schedules associated with the shipper line items are cancelled when Cancel Back Order is selected.
- Pressing the SPACEBAR in the Cancel Back Order check box toggles between selecting the field and leaving it blank.

Cancel Shipper

Cancel Shipper indicates that no further processing is to be done on the specified shipper.

- Canceling the shipper does not cancel the associated sales order.
- Pressing the SPACEBAR in the Cancel Shipper check box toggles between selecting the field and leaving it blank.

Hold Order

Hold Order places the associated sales order on administrative hold for reasons other than credit limitations.

Pressing the SPACEBAR in the Hold Order check box toggles between selecting the field and leaving it blank.

Cancel Order

Cancel Order indicates that no further processing is to be done on the associated sales order.

- Canceling the order does not cancel the shipper displayed here.
- Pressing the SPACEBAR in the Cancel Order check box toggles between selecting the field and leaving it blank.
Release RMA Return

Release RMA Return indicates that the replacement items can be shipped to the customer for RMA order types.

- When Release RMA Return is selected and the returned items have been processed, a shipper is created for the replacement items that are to be shipped to the customer (these items are entered with positive quantities on the RMA transaction).

- Pressing the SPACEBAR in the Release RMA Return check box toggles between selecting the field and leaving it blank.

- If you want Release RMA Return to be automatically selected on the Other Information tab, select Automatically Release Return Shipment on the RMA tab of Order Types (40.200.00) for the RMA order type.

- Release RMA Return is applicable only when replacement items are to be shipped to the customer (line items with positive quantities are entered on the RMA transaction).

Inventory ID

Inventory ID is the unique inventory item code listed on each shipper line. Inventory ID is display only.

Qty Picked

Qty Picked is the amount taken from inventory to fulfill the order for the item. Qty Picked is display only.

Qty Shipped

Qty Shipped is the amount of the item actually shipped to the customer.

UOM (Qty Shipped)

UOM is the basic unit (each, case, etc.) by which the item was shipped.

Lot/Serial Number

Lot/Serial Number is the lot number or serial number identification for the stock being shipped.

- To select an existing lot/serial number, place the cursor in Lot/Serial Number and press F3 (or double-right-click). Lot/Serial Number List displays the existing lot/serial numbers from which you can select.

- Free form text can be entered here for line items that do not require a lot number or a serial number.

Whse Bin Loc

Whse Bin Loc is the warehouse bin location from which the stock being shipped was picked.

To select an existing warehouse bin location, place the cursor in Whse Bin Loc and press F3 (or double-right-click). Warehouse Bin Location List displays the existing warehouse bin locations from which you can select.

Sell Qty Picked

Sell Qty Picked displays the quantity picked according to the sales unit of measure.

Sell Qty Shipped

Sell Qty Shipped displays the quantity shipped according to the sales unit of measure.

UOM (Sell Qty Shipped)

UOM displays the unit of measure for Sell Qty Shipped.
Notes/Attachments (Icon) (detail)

Notes/Attachments allows the entry of or attaching a source document to the line item. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

Container (button)

Click Container to display Container Builder (50.002.00) in the Shipping Management module. For more information, see the Shipping Management Help or user’s guide.

The Container shortcut key is ALT+T.

Kit Assembly Bin/Lot/Ser (button)

Kit Assembly Bin/Lot/Ser opens Kit Assembly Bin/Lot/Serial Numbers (40.112.00), which allows you to enter the warehouse bin location(s) and assign lot/serial numbers to the assembled kits.

The warehouse bin location(s) for assembled kits need to be entered here regardless of whether the kits are lot/serial numbered items.

Manifest (button)

Manifest opens Manifest Entry (40.115.00) where you can enter the information about the shipping cartons and pallets, shipping charges, and tracking numbers for a shipment.

The Manifest shortcut key is ALT+M.

Qty Shipped (Line Item)

Qty Shipped is the amount of the item that was shipped with the specified lot/serial number or from the specified warehouse bin.

UOM (Line Item)

Displays the quantity-shipped unit of measure for the line item.

Lot/Serial Number (Line Item)

Lot/Serial Number is the lot number or serial number identification for the stock being shipped.

- To select an existing lot/serial number, place the cursor in Lot/Serial Number and press F3 (or double-right-click). Lot/Serial Number List displays the existing lot/serial numbers from which you can select.
- Free form text can be entered here for line items that do not require a lot number or a serial number.

Manufacturer Lot/Serial Number

Manufacturer Lot/Serial Number displays the manufacturer lot/serial number as entered in the Inventory module.

Whse Bin Loc (Line Item)

Whse Bin Loc is the warehouse bin location from which the stock being shipped was picked.

To select an existing warehouse bin location, place the cursor in Whse Bin Loc and press F3 (or double-right-click). Warehouse Bin Location List displays the existing warehouse bin locations from which you can select.

Specific Cost ID

Specific Cost ID is the unique identifier for the cost if the valuation method for the item set up on the Information tab of Inventory Items (10.250.00) in Inventory is Specific Identification.
If **Link to Specific Cost ID** is selected for the item in *Lot/Serial Number Setup (10.250.01)*, **Specific Cost ID** is disabled and automatically filled in when the lot/serial number is entered.

**Note:** Lot/serial number validations in *Shipment Confirmation (40.117.00)* mimic the validations in Shippers *Bin/Lot/Serial (40.110.06)*, see “Lot/Serial Number Validations for Shipper Entry” on page 67.
Inquiry Screens

Purpose of Inquiry Screens

Inquiry screens are look-up screens that display information about the status of various line items on all types of sales orders. As you set up the Order Management module, you may use inquiry screens in Initialize Mode to enter history about your company’s existing purchase orders. However, after you have set up the module and entered all existing sales order information, you use inquiry screens to look up information.

Open / Closed Sales Orders (40.101.00)

Open / Closed Sales Orders (40.101.00) allows you to search for sales orders by customer, inventory item, site, customer purchase order number, invoice number, or a date range. The orders can be displayed in a summary or detail view. Open / Closed Sales Orders (40.101.00) is opened by clicking the Order Lookup icon on Sales Orders (40.100.00), Duplicate Order (40.100.01), Create Shipper from an Order (40.110.04), or Customer Service Assistant (40.140.00).

Figure 101: Open / Closed Sales Orders (40.101.00)
Following are the field descriptions for the top area of *Open / Closed Sales Orders* (40.101.00).

**Customer ID**

**Customer ID** is the unique code that identifies a specific customer.

- To select an existing customer, place the cursor in **Customer ID** and press **F3** (or double-right-click). *Active Customer List* is displayed. You can select an existing customer from the list or add a new customer to the list.

- *Active Customer List* can be sorted by any of the column headings. Click on the column heading to sort the list by that column. You can also move through the list in a column by placing the cursor in the first field of the column, then typing the first character(s) of the entry that you want to find and pressing **TAB**. The cursor moves to the first entry in the list starting with the entered character(s).

- If a customer ID is entered, the sales order search looks up the specified orders for the entered customer. Clicking **Refresh** starts the order search.

- An asterisk (*) indicates that wildcards are valid for this field.

**Customer Lookup (Icon)**

Clicking the **Customer Lookup** icon opens **Customer Lookup** (40.102.00). **Customer Lookup** (40.102.00) allows you to search for customer order information by Customer, Accounts Receivable, and Order Management.

An alternative to clicking the icon is to place the cursor in **Customer ID** and press **ALT+F3** to display **Customer Lookup** (40.102.00).

**Inventory ID**

**Inventory ID** is the unique identifier for each item in inventory.

- To select an existing inventory ID, place the cursor in **Inventory ID** and press **F3** (or double-right-click). **Inventory Item List** is displayed. You can select an existing item or add a new item to the list.

- If an inventory ID is entered, the sales order search looks up the specified orders for the entered inventory item. Clicking **Refresh** starts the order search.

- An asterisk (*) indicates that wildcards are valid for this field.

**Inventory Lookup (Icon)**

Clicking the **Inventory Lookup** icon opens **Inventory Item Lookup** (10.210.00). **Inventory Item Lookup** (10.210.00) allows you to search for an item by description or by attribute.

An alternative to clicking the icon is to place the cursor in **Inventory ID** and press **ALT+F3** to display **Inventory Item Lookup** (10.210.00).

**Site ID**

**Site ID** is the unique code for each inventory storage facility (warehouse, distribution center, etc.).

- To select an existing site ID, place the cursor in **Site ID** and press **F3** (or double-right-click). **Site List** is displayed. You can select an existing site or add a new site to the list.

- **Site ID** may be used in combination with **Inventory ID** to search for existing sales orders.

- An asterisk (*) indicates that wildcards are valid for this field.
Customer PO

Customer PO is the customer's internal purchase order number that has been assigned to an order.

- If a customer PO is entered, the sales order search looks up the specified orders associated with the entered customer PO number. Clicking **Refresh** starts the order search.
- An asterisk (*) indicates that wildcards are valid for this field.

Invoice Number

Invoice Number is the unique number assigned to an invoice when it is created.

- If Invoice Number is entered, the sales order search looks up the specified orders for the entered invoice number. Clicking **Refresh** starts the order search.
- An asterisk (*) indicates that wildcards are valid for this field.

Order Date

Order Date is the date when the sales order was created.

- If Order Date is entered, the sales order search looks up the specified orders that were created within the specified date range. Clicking **Refresh** starts the order search.

Order Status

Order Status indicates the type of orders that will be looked up. Options are:

- **Open** — indicates that only open orders are to be displayed.
- **Closed** — indicates that only closed orders are to be displayed.
- **Both** — indicates that open and closed orders are to be displayed.

Line/Schedule Status

Line/Schedule Status indicates the type of detail lines/schedules that will be looked up. Options are:

- **Open** — indicates that only open detail lines/schedules are to be displayed.
- **Closed** — indicates that only closed detail lines/schedules are to be displayed.
- **Both** — indicates that open and closed detail lines/schedules are to be displayed.

Refresh (button)

Refresh rebuilds the display from the database, according to the search criteria entered.

The **Refresh** shortcut key is **ALT+R**.

Select (button)

Select updates Sales Orders (40.100.00) with the chosen order.
Open / Closed Sales Orders, Summary Tab

![Summary Tab Image]

Following are the field descriptions for the Summary tab of Open / Closed Sales Orders (40.101.00).

**Order Number**

Order Number is the unique identifying code that was assigned to the order when it was created. Order Number is display only.

**Order Type**

Order Type identifies the kind of order. Order Type is display only.

**Order Date**

Order Date is the date when the sales order was created. Order Date is display only.

**Status**

Status is the order status, Open or Closed. Status is display only.

**Order Total**

Order Total is the total dollar amount for the order. Order Total is display only.

**Customer ID**

Customer ID is the unique identifier for the customer associated with the order. Customer ID is display only.
**Customer PO**

*Customer PO* is the customer’s internal purchase order number that has been assigned to this order. *Customer PO* is display only.

**Ship-to Name**

*Ship-to Name* is the customer to whom the order has been or will be shipped. *Ship-to Name* is display only.

**Contract Number**

*Contract Number* is the contract number that this particular sales order is a part of, if applicable. *Contract Number* is display only.

**Buyer Name**

*Buyer Name* is the individual who has placed the order. *Buyer Name* is display only.
Open / Closed Sales Orders, Details Tab

Following are the field descriptions for the Details tab of Open / Closed Sales Orders (40.101.00).

**Order Number**

Order Number is the unique identifying code that was assigned to the order when it was created. Order Number is display only.

**Status**

Status is the order status, Open or Closed. Status is display only.

**Line Number**

Line Number is the line number on the sales order where the item has been entered. Line Number is display only.

**Customer ID**

Customer ID is the unique identifier for the customer associated with the order. Customer ID is display only.

**Hold**

Hold indicates that an order that is being held for credit or administrative reasons. Hold is display only.

**Inventory ID**

Inventory ID is the unique identifier for the item in inventory. Inventory ID is display only.
Description
Description is an explanation of the inventory item specified in Inventory ID. Description is display only.

Ship-to Name
Ship-to Name is the customer to whom the order has been or will be shipped. Ship-to Name is display only.

Quantity
Quantity is the amount of the item that has been ordered. Quantity is display only.

UOM
UOM (Unit of Measure) is the basic quantity (each, case, etc.) by which the item is sold. UOM is display only.

Date Promised
Date Promised is the ship date that was promised to the customer. Date Promised is display only.

Date Requested
Date Requested is the date when the customer wants the merchandise delivered to their site. Date Requested is display only.

Ship Via
Ship Via is the transport method being used to deliver the merchandise. Ship Via is display only.

Site ID
Site ID is the inventory storage facility (warehouse, distribution center, etc.) where the item is located. Site ID is display only.

Weekend Delivery
Weekend Delivery is not used in the current application.

Transit Time (Days)
Transit Time (Days) is the estimated shipment time in days. Transit Time (Days) is display only.
Customer Lookup (40.102.00)

Customer Lookup (40.102.00) allows you to search for customer information by three different methods: Customer, Accounts Receivable, and Order Management. The customer information displayed is the same for all three search methods.

Following are the field descriptions in the lower area of all the Customer Lookup (40.102.00) tabs.

Refresh (button)
The Refresh rebuilds the display from the database according to the specified search criteria.
The Refresh shortcut key is ALT+R.

Select (button)
Select updates the customer ID with your selection on the screen from which Customer Lookup was invoked.
The Select shortcut key is ALT+S.

Customer ID
Customer ID is the unique code that identifies each customer. Customer ID is display only.

Name
Name is the customer name associated with the Customer ID. Name is display only.

Phone
Phone is the customer’s phone number entered for the main address in Customer Maintenance (08.260.00). Phone is display only.
Inquiry Screens

Invoice Number
Invoice Number is the unique number assigned to the invoice when it was created. Invoice Number is display only.

Order Nbr
Order Nbr is the unique identifying code assigned to the sales order when it was created. Order Nbr is display only.

Customer Ord Nbr
Customer Ord Nbr is typically the customer’s purchase order number associated with the order. Customer Ord Nbr is display only.

Project
Project associates the order with a specific project.
• Project is entered if Project Controller has been installed.
• Project is display only.

Doc Type
Doc Type is the type of accounts receivable document. Doc Type is display only.

Amount
Amount is the total dollar amount due (invoice amount) from the customer for the order. Amount is display only.

Date
Date is the date on which the order was created. Date is display only.

Account
Account is the customer’s bank account for posting the transaction. Account is display only.

Subaccount
Subaccount is the customer’s bank account for posting the transaction. Subaccount is display only.
Customer Lookup, Customer Tab

The Customer tab allows you to search for a customer by name and/or phone number.

Following are the field descriptions for the Customer tab of Customer Lookup (40.102.00).

Name

Name is the name of the customer that you want to search for.

- You may enter the full customer name or one or more words of the customer's name (in any order). For example, if Omega is entered, the search will find all customer names containing Omega, such as Alpha Omega, Omega Electronics, and Alpha Omega Products.

- Name supports wildcards, so you can enter a few letters of the customer's name and the wildcard character (*). For example, if OM* is entered, the search will find any customers with words beginning with OM in their name.

- If you have a large customer database, you will want to be more specific in designating your search criteria to reduce the search time.

Phone

Phone is the phone number of the customer that you want to search for.

Note: You must enter a complete phone number. Searches cannot be performed on partial phone numbers.
Customer Lookup, Accounts Receivable Tab

The Accounts Receivable tab allows you to search for a customer by the reference number, period to post, project ID, and customer order number.

![Customer Lookup (40.102.00), Accounts Receivable tab](image)

Figure 106: Customer Lookup (40.102.00), Accounts Receivable tab

Following are the field descriptions for the Accounts Receivable tab of Customer Lookup (40.102.00).

Reference Number

Reference Number is the number that links the transaction to a source document (invoice, credit memo, or debit memo) that contains the details of the transaction.

An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.

Period to Post

Period to Post is the accounts receivable fiscal period and year of the posted batch for which you want to search.

Project

Project associates the order with a specific project.

- Project is entered if Project Controller has been installed.
- An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.

Customer Ord Nbr

Customer Ord Nbr is the customer’s purchase order number associated with the order.

An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.
Customer Lookup, Order Management Tab

The **Order Management** tab allows you to search for a customer by open/closed sales order number, invoice number, project, and customer order number.

![Customer Lookup (40.102.00), Order Management tab](image)

Figure 107: Customer Lookup (40.102.00), Order Management tab

Following are the field descriptions for the **Order Management** tab of Customer Lookup (40.102.00).

**Order Nbr**

*Order Nbr* is the unique identifying code that was assigned when the order was created.

An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.

**Invoice Nbr**

*Invoice Nbr* is the unique number assigned to the invoice when it was created.

An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.

**Project**

*Project* associates the order with a specific project.

- *Project* is entered if Project Controller has been installed.
- An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.

**Customer Ord Nbr**

*Customer Ord Nbr* is typically the customer’s purchase order number associated with the order.

An asterisk (*) displayed in the field indicates that wildcards are valid search criteria for the field.
Event History (40.103.00)

*Event History* (40.103.00) displays the process steps that have been completed for the order, when they were completed, and who completed them. This screen is opened by clicking the *Event History* button on *Sales Orders* (40.100.00) or the *Event* button on *Customer Service Assistant* (40.140.00).

![Image of Event History (40.103.00) screen]

*Figure 108: Event History (40.103.00)*

Following are the field descriptions for *Event History* (40.103.00).

**Order Number**
*Order Number* is the unique identifying code assigned to the order when it is created. This field is filled in automatically, based on the order number you entered in the originating screen.

**Event Type**
*Event Type* is the process step description, such as Enter Order, Modify Order, Release Order, etc. *Event Type* is display only.

**Shipper ID**
*Shipper ID* is the unique identifying code assigned to the shipper when it is created. *Shipper ID* is display only.

**Additional Description**
*Additional Description* contains a longer description for the event type when *Event Type* is not sufficient to describe the event. *Additional Description* is display only.

**User ID**
*User ID* is the user who initiated the transaction. *User ID* is display only.

**Date**
*Date* is the date of the transaction. *Date* is display only.

**Time**
*Time* is the time of the transaction. *Time* is display only.
Open / Closed Shippers (40.111.00)

Open / Closed Shippers (40.111.00) allows you to search for shippers by customer, inventory item, site, customer purchase order number, order number, invoice number, or a date range. The shippers can be displayed in a summary or detail view. Open / Closed Shippers (40.111.00) is opened by clicking the Shipment button in Sales Orders (40.100.00), the RMA button in Sales Orders (40.100.00) Line Items tab, or the Shipper Lookup icon next to Shipper ID in Shippers (40.110.00) or Shipment Confirmation (40.117.00).

![Open / Closed Shippers (40.111.00)](image)

Figure 109: Open / Closed Shippers (40.111.00)

Following are the field descriptions for the top area of Open / Closed Shippers (40.111.00).

Customer ID

Customer ID is the unique code that identifies a specific customer.

- To select an existing customer, place the cursor in Customer ID and press F3 (or double-right-click), Active Customer List is displayed. You can select an existing customer from the list or add a new customer to the list.
- Active Customer List can be sorted by any of the column headings. Click on the column heading to sort the list by that column. You can also move through the list in a column by placing the cursor in the first field in the column, then typing the first character(s) of the entry that you want to find and pressing TAB. The cursor moves to the first entry in the list starting with the entered character(s).
- If a customer ID is entered, the shipper search looks up the specified shippers for the entered customer. Clicking Refresh starts the shipper search.
- An asterisk (*) indicates that wildcards are valid for this field.
Customer Lookup (Icon)

Clicking the Customer Lookup icon opens Customer Lookup (40.102.00). Customer Lookup (40.102.00) allows you to search for customer shipper information by Customer, Accounts Receivable, and Order Management.

An alternative to clicking the icon is to place the cursor in the desired field and press ALT+F3 to display Customer Lookup (40.102.00).

Inventory ID

Inventory ID is the unique identifier for each item in inventory.

- To select an existing inventory ID, place the cursor in Inventory ID and press F3 (or double-right-click). Inventory Item List is displayed. You can select an existing item or add a new item to the list.
- If an inventory ID is entered, the shipper search looks up the specified shippers for the entered inventory item. Clicking Refresh starts the shipper search.
- An asterisk (*) indicates that wildcards are valid for this field.

Inventory Lookup (Icon)

Clicking the Inventory Lookup icon opens Inventory Item Lookup (10.210.00). Inventory Item Lookup (10.210.00) allows you to search for an item by description or by attribute.

An alternative to clicking the icon is to place the cursor in the desired field and press ALT+F3 to display Inventory Item Lookup (10.210.00).

Site ID

Site ID is the unique code for each inventory storage facility (warehouse, distribution center, etc.).

- To select an existing site ID, place the cursor in Site ID and press F3 (or double-right-click). Site List is displayed. You can select an existing site or add a new site to Site List.
- Site ID may be used in conjunction with Inventory ID to search for existing shippers.
- An asterisk (*) indicates that wildcards are valid for this field.

Customer PO

Customer PO is the customer’s internal purchase order number assigned to this order.

- If a customer PO is entered, the shipper search looks up the specified shippers associated with the entered customer PO number. Clicking Refresh starts the shipper search.
- An asterisk (*) indicates that wildcards are valid for this field.

Order Number

Order Number is a unique identifying code assigned to an order when it is created.

An asterisk (*) indicates that wildcards are valid for this field.

Invoice Number

Invoice Number is the unique number assigned to an invoice when it is created.

- If an invoice number is entered, the shipper search looks up the specified shippers for the entered invoice number. Clicking Refresh starts the shipper search.
- An asterisk (*) indicates that wildcards are valid for this field.
Order Date

Order Date is the date when the sales order was created.

- If an order date is entered, the sales order search looks up the specified orders that were created within the specified date range. Clicking Refresh starts the order search.

Order Status

Order Status indicates the orders that will be looked up. Options are:

- **Open** — Indicates that only open orders are to be displayed.
- **Closed** — Indicates that only closed orders are to be displayed.
- **Both** — Indicates that open and closed orders are to be displayed.

Refresh (button)

Refresh rebuilds the display from the database, according to the search criteria entered.

The Refresh shortcut key is ALT+R.

Select (button)

Select updates Shippers (40.110.00) with the chosen shipper.
Open / Closed Shippers, Summary Tab

Figure 110: Open / Closed Shippers (40.111.00), Summary tab

Following are the field descriptions for the **Summary** tab of Open / Closed Shippers (40.111.00).

**Shipper ID**
Shipper ID is the unique identifying code that was assigned to the shipper when it was created. Shipper ID is display only.

**Order Type**
Order Type identifies what kind of order it is. Order Type is display only.

**Order Date**
Order Date is the date when the sales order was created. Order Date is display only.

**Status**
Status is the order status, opened or closed. Status is display only.

**Order Total**
Order Total is the total dollar amount for the order. Order Total is display only.

**Customer ID**
Customer ID is the unique identifier for the customer associated with the order. Customer ID is display only.

**Customer PO**
Customer PO is the customer’s internal purchase order number that has been assigned to this order. Customer PO is display only.
Ship-to Name

Ship-to Name is the individual to whom the order has been or will be shipped. Ship-to Name is display only.

Contract Number

Contract Number identifies the contract number that this particular order is a part of, if applicable. Contract Number is display only.

Buyer Name

Buyer Name represents the individual who has placed the order. Buyer Name is display only.

Order Number

Order Number is a unique identifying code assigned to the order when it was created. Order Number is display only.

Site ID

Site ID is the ship-from inventory site. Site ID is display only.
Open / Closed Shippers, Details Tab

Following are the field descriptions for the Details tab of Open / Closed Shippers (40.111.00).

Shipper ID

Shipper ID is the unique identifying code that was assigned to the shipper when it was created. Shipper ID is display only.

Line Nbr

Line Nbr is the line number on the shipper where the item is entered. Line Nbr is display only.

Customer ID

Customer ID is the unique identifier for the customer associated with the order. Customer ID is display only.

Hold

Hold identifies an order that is being held for credit or administrative reasons. Hold is display only.

Inventory ID

Inventory ID is the unique identifier for each item in inventory. Inventory ID is display only.

Description

Description is an explanation of the inventory item specified in Inventory ID. Description is display only.

Ship-to Name

Ship-to Name is the individual to whom the order has been or will be shipped. Ship-to Name is display only.
Quantity

Quantity is the amount of the item that has been ordered. Quantity is display only.

UOM

UOM (Unit of Measure) is the basic quantity (each, case, etc.) by which the item is sold. UOM is display only.

Ship Date Actual

Ship Date Actual is the date when the shipment was sent out. Ship Date Actual is display only.

Ship Date Plan

Ship Date Plan is the date when the shipment is scheduled to be sent out. For closed orders, this is the date that the shipment was planned to be sent out. Ship Date Plan is display only.

Ship Via

Ship Via is the unique code identifying the transport method for the shipment (for example, UPS, FedEx). Ship Via is display only.

Site ID

Site ID is the ship-from inventory site. Site ID is display only.

Weekend Delivery

Weekend Delivery is not used in the current application. The Saturday and Sunday pickup, move, and delivery options selected for the entered Ship Via ID in Ship Via Maintenance (21.260.00) in the Shared Information module determine whether the shipment will be picked up, moved, or delivered on a weekend day.

Transit Time

Transit Time is the estimated shipment time in days. Transit Time is display only.

Order Number

Order Number is a unique identifying code assigned to the order when it was created. Order Number is display only.
**Booking Display (40.125.00)**

*Booking Display (40.125.00)* allows you to view all the bookings by a salesperson for selected periods of time. The salespeople displayed on bookings are determined by *Display Bookings for in User Defaults (40.340.00).*

![Image of Booking Display (40.125.00)](image)

*Figure 112: Booking Display (40.125.00)*

Following are the field descriptions for *Booking Display (40.125.00).*

**Refresh (button)**

*Refresh* displays the data for the selected time period. The *Refresh* shortcut key is *ALT+R.*

**Period**

*Period* allows you to specify whether you want to see bookings for today, the current week, the current period, or a specified date range.

- *This Week* means the current week starting Sunday through Saturday.

**Salesperson ID**

*Salesperson ID* is the identifier for the salesperson credited for bookings within the selected time. *Salesperson ID* is display only.

**Salesperson Name**

*Salesperson Name* is the full name associated with the *Salesperson ID.* *Salesperson Name* is display only.

**Bookings**

*Bookings* displays the value of the orders received within the selected time period for the corresponding salesperson. *Bookings* is display only.
Customer Service Assistant (40.140.00)

The Customer Service Assistant (40.140.00) provides an overview of an order for customer service representatives. It makes available the query capabilities needed to track sales orders.

![Customer Service Assistant (40.140.00)](image)

Figure 113: Customer Service Assistant (40.140.00)

Following are the field descriptions for the fields and buttons at the top and bottom of the workspace for all tabs of Customer Service Assistant (40.140.00).

Order Number

Order Number is the unique identifying code assigned to a sales order when it is created. To select an existing order number (if you have a relatively small number of orders), place the cursor in Order Number and press F3 (or double-right-click). Order List displays the existing order numbers from which you can select.

Notes/Attachments (Icon)

Notes/Attachments allows the entry of or attaching a source document to the order. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

Order Lookup (Icon)

Clicking the Order Lookup icon opens Open / Closed Sales Orders (40.101.00). Open / Closed Sales Orders (40.101.00) allows you to search for open or closed sales orders by customer ID, customer PO, invoice number, inventory ID, order date range, and site ID. Searching by customer ID or inventory ID is the recommended method if you have a large number of orders.

An alternative to clicking the icon is to place the cursor in Order Number and press ALT+F3 to display Open / Closed Sales Orders (40.101.00).
**Sales Orders (Icon)**

Clicking the Sales Orders icon opens Sales Orders (40.100.00), where you can search for open or closed sales orders.

An alternative to clicking the icon is to place the cursor in Order Number and press ALT+FO to display Sales Orders (40.100.00).

**Administrative Hold**

Administrative Hold is checked if the selected order is on administrative hold. Administrative Hold is display only.

**Credit Hold**

Credit Hold is checked if the order is on credit hold. Credit Hold is display only.

**Status**

Status displays the standing of the order; for example, Open, Closed, Canceled, etc. Status is display only.

**Customer ID**

Customer ID is the unique code that identifies a specific customer. This field is filled in automatically, based on the order number you enter.

After an order number is entered and the customer ID displays, you can click the Maintenance icon to view customer setup information. Customer Maintenance (08.260.00) is displayed from Accounts Receivable.

**PO**

PO is the customer’s purchase order number associated with the order. PO is display only.

**Buyer**

Buyer is the individual at the customer who has placed the order. Some customers have an approved list of individuals who are authorized to purchase goods. Buyer is display only.
Customer Service Assistant, Shippers Tab

The Shippers tab displays summary information about shipping documents that have been generated for the order, whether the items have been shipped.

Figure 114: Customer Service Assistant (40.140.00), Shippers tab

Following are the field descriptions for the Shippers tab of Customer Service Assistant (40.140.00).

Shipper ID

Shipper ID is the unique identifying code that was assigned to the shipper when it was created. Shipper ID is display only.

Cancelled

Cancelled indicates that the shipper has been cancelled elsewhere within the software. Cancelled enables you to determine if a closed shipper had been shipped or cancelled before shipment.

Ship Date

Ship Date is either the planned date when the merchandise will be shipped or the actual date when the merchandise was shipped. If Shipped is selected, then Ship Date is the actual date when the merchandise was shipped. Ship Date is display only.

Shipped

Shipped indicates that shipping has been confirmed. Shipped is display only.

Ship Via

Ship Via is the shipment method, usually the carrier and service type. Ship Via is display only.

Boxes

Boxes is the number of boxes assigned to the selected shipper or shipment. Boxes is display only.
Pallets
Pallets is the number of pallets assigned to the selected shipper or shipment. Pallets is display only.

ETA Date
ETA Date is the estimated date when the shipment is scheduled to arrive at the customer’s dock (valid for sales orders only). ETA Date is based on Planned Date and Transit Time. ETA Date is display only.

Weekend Delivery
Weekend Delivery is not used in the current application.

Ship-to Name
Ship-to Name is the individual to whom the shipment has been shipped. Ship-to Name is display only.

Site ID
Site ID is the specific inventory storage facility (warehouse, distribution center, etc.) from which the item is being shipped. Site ID is display only.

Total Freight
Total Freight is the freight amount being charged to the customer.
- Total Freight is display only.
- Total Freight, Freight Collect, and Total Invoice may be used to notify people when freight collect or COD shipments have gone out.

Freight Collect
Freight Collect indicates that the freight charges are to be paid directly to the carrier by the customer.
- Freight Collect is display only.
- Total Freight, Freight Collect, and Total Invoice may be used to notify people when freight collect or COD shipments have gone out.

Total Invoice
Total Invoice is the total dollar amount of the invoice.
- Total Invoice is display only.
- Total Freight, Freight Collect, and Total Invoice may be used to notify people when freight collect or COD shipments have gone out.

View Shipper (button)
View Shipper opens Shippers (40.110.00) and displays the shipper for a selected shipper ID in the Detail area.
The View Shipper shortcut key is ALT+V.

Event (button)
Event opens Event History (40.103.00). Event History (40.103.00) displays the process steps that have been completed for the order number in the header area, when the steps were completed, and who completed them.
The Event shortcut key is ALT+E.
Manifest (button)

Manifest opens Manifest Entry (40.115.00), which displays the tracking numbers and related information for each box in the currently selected shipment.

The Manifest shortcut key is ALT+M.

Proof of Delivery (button)

Proof of Delivery automatically connects you to the proof-of-delivery information in the third-party manifest software.

- Proof of Delivery is enabled if shipment manifesting software is installed.
- The Proof of Delivery shortcut key is ALT+P.
Customer Service Assistant, Shipper Lines by Item Tab

The Shipper Lines by Item tab displays all the shipper lines related to the specified order, in inventory ID order, which allows you to view the shipment history of a particular item on the order. Like on the Shippers tab, items appear here whenever a shipper has been generated for them, even if they have not been shipped yet.

![Image of Customer Service Assistant (40.140.00), Shipper Lines by Item tab]

Figure 115: Customer Service Assistant (40.140.00), Shipper Lines by Item tab

Following are the field descriptions for the Shipper Lines by Item tab of Customer Service Assistant (40.140.00).

Inventory ID

Inventory ID is the unique inventory item code listed on each shipper line. Inventory ID is display only.

Shipped (Quantity)

Shipped is the actual item quantity that was picked and shipped (or is planned to ship if the shipper has not been confirmed). Shipped is display only.

UOM

UOM (Unit of Measure) is the basic quantity (each, case, etc.) by which the item is sold. UOM is display only.

Ship Date

Ship Date is either the planned date when the merchandise will be shipped or the actual date when the merchandise was shipped. If Shipped is selected, then Ship Date is the actual date when the merchandise was shipped. Ship Date is display only.

Shipped (Confirmation)

Shipped indicates that shipping has been confirmed. Shipped is display only.
Ship Via
Ship Via is the shipment method, usually the carrier and service type. Ship Via is display only.

ETA Date
ETA Date is the estimated date when the shipment is scheduled to arrive at the customer’s dock (valid for sales orders only). ETA Date is based on Planned Date and Transit Time. ETA Date is display only.

Weekend Delivery
Weekend Delivery is not used in the current application.

Alternate Inventory ID
Alternate Inventory ID is the optionally entered customer’s identifier for the item. Alternate Inventory ID is display only.

Description
Description is the item description. Description is display only.

Ship-to Name
Ship-to Name is the name of the customer to whom the order has been shipped. Ship-to Name is display only.

Site ID
Site ID is the specific inventory storage facility (warehouse, distribution center, etc.) from which the item is being shipped. Site ID is display only.

Shipper ID
Shipper ID is the unique identifying code that was assigned to the shipper when it was created. Shipper ID is display only.

Line
Line is the shipper line reference number. Line is display only.

View Shipper (button)
View Shipper opens Shippers (40.110.00) and displays the shipper for a selected Inventory ID in the Detail area. The View Shipper shortcut key is ALT+V.

Event (button)
Event opens Event History (40.103.00). Event History (40.103.00) displays the process steps that have been completed for the order number in the header area, when the steps were completed, and who completed them. The Event shortcut key is ALT+E.

Manifest (button)
Manifest opens Manifest Entry (40.115.00), which displays the tracking numbers and related information for each box in the currently selected shipment. The Manifest shortcut key is ALT+M.
Proof of Delivery (button)

Proof of Delivery automatically connects you to the proof-of-delivery information in the third-party manifest software.

- Proof of Delivery is enabled if shipment manifesting software is installed.
- The Proof of Delivery shortcut key is ALT+P.
Customer Service Assistant, Future Shipments Tab

The Future Shipments tab contains information about the current plan for items that have not been shipped yet. This screen assists customer service representatives by providing them with item availability and substitute information that they can use to expedite orders that have not shipped yet.

![Customer Service Assistant (40.140.00), Future Shipments tab](image)

**Figure 116: Customer Service Assistant (40.140.00), Future Shipments tab**

Following are the field descriptions for the Future Shipments tab of Customer Service Assistant (40.140.00).

**Inventory ID**
Inventory ID is the unique inventory item code listed on each shipper line. Inventory ID is display only.

**Quantity**
Quantity is the amount of the item that has been ordered. Quantity is display only.

**UOM**
UOM (Unit of Measure) is the basic quantity (each, case, etc.) in which the item is sold. UOM is display only.

**Planned Date**
Planned Date is the anticipated receipt date (for supply) or the currently scheduled ship date (for demand). Planned Date is display only.

**ETA Date**
ETA Date is the date when the shipment is scheduled to arrive at the customer's dock (valid for sales orders only). ETA Date is based on Planned Date and Transit Time. ETA Date is display only.

**Ship Via**
Ship Via is the shipment method, usually the carrier and service type. Ship Via is display only.
Ship Now

Ship Now allows you to indicate that the order should be sent out immediately. It is enabled when future shipment information displays and you tab to or click in the Detail area of the screen. Ship Now overrides insufficient quantity constraints that prohibit a shipper from being created. The following should be noted:

Ship Now applies to:
4. Sales orders (both bound and unbound to Purchase Orders).
5. Kit components on a kit assembly order.
6. Warehouse transfers (stock being transferred out).

Notes:
- Ship Now operates at a sales order line schedule level.
- When Ship Now is selected, no visible action takes place on the screen but the order is reprioritized for immediate shipment.
- Ship Now does not override Ship Complete. If an order is Ship Complete and multiple line items are displayed on the Future Shipments tab, the line item with insufficient inventory needs to be checked for the order to ship. To be certain that the order will ship, check all the line items associated with the order to be shipped.
- When a sales order has a line item with a quantity ordered greater than the quantity available (backorders allowed) and a future shipment date, then two line items will be displayed on the Future Shipments tab (one for the available quantity and one for the backorder). Because Ship Now operates at a sales order line schedule level, if one of the line items is checked, a shipper is created for the entire quantity (quantity available plus backorder quantity).
- If a schedule of shipments has been created for a line item with future shipment dates, each scheduled shipment is a separate line item on the Future Shipments tab. If Ship Now is selected for one line item, a shipper is created for that individual line item only.

Weekend Delivery

Weekend Delivery is not used in the current application.

Ship-to Name

Ship-to Name represents the customer to whom the order will be shipped. Ship-to Name is display only.

Site ID

Site ID is the specific inventory storage facility (warehouse, distribution center, etc.) from which the item is being shipped. Site ID is display only.

Alternate ID

Alternate ID is the optionally entered customer’s identifier for the item. Alternate ID is display only.

Description

Description is the item description. Description is display only.

Line Number

Line Number is the shipper line reference number. Line Number is display only.

Promised Date

Promised Date is the date when the customer was promised delivery (valid for sales orders only). Promised Date is display only.
Request Date

*Request Date* is the date when the customer requested delivery (valid for sales orders only). *Request Date* is display only.

Availability (button)

*Availability* is enabled when you click on an inventory ID. Clicking *Availability* displays *Availability* (21.410.00), which displays the item’s inventory quantity that is available for immediate shipment for all sites. If you find an acceptable substitute item that can ship sooner than the original item, you can display *Sales Orders* (40.100.00) to make the change to the order.

The *Availability* shortcut key is *ALT+A*.

Ship Now (button)

Click *Ship Now* to create a shipper for a line item. Once the shipper is created, the item will be removed from the *Future Shipments* tab.

PO Entry (button)

*PO Entry* is enabled when you click on an inventory ID. Clicking *PO Entry* displays *Purchase Order Maintenance* (04.250.00) in Purchasing, which allows you to recall and make changes to related purchase orders.

The *PO Entry* shortcut key is *ALT+P*. 
Credit Manager’s Assistant (40.170.00)

Credit Manager’s Assistant (40.170.00) allows the credit manager to maintain sophisticated credit rules for each customer and interact with the automatic credit checking that is implemented throughout the program. From Credit Manager’s Assistant (40.170.00), the credit manager can review orders on credit hold and release specific orders, if appropriate. Search criteria for the credit hold order lookup can be based on one or more of the following: date range, salesperson, site, territory, and credit manager. For example, the orders can be looked up for a particular date range or a particular salesperson or a combination of both (date range and salesperson).

The credit manager can also access Customer Maintenance (08.260.00) to review or make modifications to the customer setup. Other options available in Credit Manager’s Assistant (40.170.00) allow the credit manager to gain an overall detailed picture of the customer’s financial standing with the company.

![Credit Manager’s Assistant (40.170.00)](image)

**Figure 117: Credit Manager’s Assistant (40.170.00)**

Following are the field descriptions for Credit Manager’s Assistant (40.170.00).

**Date Range**

Date Range is a specific period of time during which you want to view any orders placed on credit hold. You enter the starting date and the ending date. Typically, the credit manager scans all orders once per day, and then uses the date range to monitor new orders periodically through the day. Leave Date Range blank if you want to view all orders on credit hold.

- Pressing the **SPACEBAR** in the Date Range check box toggles between selecting the field and leaving it blank.

**Single Site**

Single Site indicates that only orders for a specified site are to be displayed.

- Pressing the **SPACEBAR** in the Single Site check box toggles between selecting the field and leaving it blank.
- When Single Site is selected, a site ID must be entered.
Credit Manager ID

Credit Manager ID is the unique identifier for a specific credit manager. To select an existing credit manager ID, place the cursor in Credit Manager ID and press F3 (or double-right-click). Credit Manager List is displayed. You can select an existing credit manager or add a new credit manager to the list.

Salesperson

Salesperson is the identifier for the salesperson whose held orders you want to view. Leave Salesperson blank if you want to view orders for all salespeople.

Territory

Territory is the identifier for the geographical region for which you want to see the held orders.

Refresh (button)

Refresh rebuilds the display from the database, according to the specified search criteria (date range, single site, salesperson, territory). The Refresh shortcut key is ALT+R.

View

The View option buttons determine whether the grid displays sales orders only, or sales orders and shippers.

- Orders and Shipper Details displays sales orders and shippers.
- Orders Only displays sales orders that have no associated shippers.
- Shippers Only displays shippers (including those that are associated with sales orders).

Customer ID

Customer ID displays the customer associated with the order. Customer ID is display only.

Order Number

Order Number is the unique identifying code that was assigned to the order when it was created. Order Number is display only.

Shipper ID

Shipper ID is the unique identifying code that was assigned to the shipper when it was created. Shipper ID is display only.

Ord/Ship Total

Ord/Ship Total is the open order or open shipper balance, as appropriate. Ord/Ship Total is display only.

Release

Release releases the order or shipper from credit hold. Note: Release does not release an order or shipper from administrative hold.

- Grace Days and Grace Percentage entered on Order Management Setup (40.950.00), are used to extend the credit limit and grace period for the manually released order/shipper to prevent the order/shipper from immediately going back on credit hold when credit checking is done.
- Pressing the SPACEBAR in the Release check box toggles between selecting the field and leaving it blank.
Payment Terms

Payment Terms is where you enter the Terms ID that defines when the payments will be billed to the customer (for example, weekly, semi-monthly, etc.).

To select an existing terms ID, place the cursor in Payment Terms and press F3 (or double-right-click). Terms List is displayed. You can select an existing terms ID or add a new one to the list.

AR Balance

AR Balance is the customer’s open Accounts Receivable balance. AR Balance is display only.

Total Open Orders

Total Open Orders is the total dollar amount of the customer’s open sales orders and shippers. Total Open Orders is display only.

Bill-to Name

Bill-to Name is the name of the individual who will receive the invoice. Bill-to Name is display only.

AP Contact Name

AP Contact Name is the name of the individual who should be contacted regarding payment. AP Contact Name is display only.

Phone

Phone is the phone number for the accounts payable contact. Phone is display only.

Special Order

Special Order identifies the order as requiring special attention. Special Order is display only.

Salesperson (Details)

Salesperson identifies the salesperson associated with the order. The full name of the salesperson appears to the right of the field. Salesperson is display only.

Order Date

Order Date is the date when the order was created. Order Date is display only.

Order Type

Order Type identifies the kind of order. The full description of the Order Type is displayed to the right of the field. Order Type is display only.

Customer Ord Nbr

Customer Ord Nbr is the customer’s Purchase Order number. Customer Order Nbr is display only.

Contract Number

Contract Number identifies the contract number that this particular order is a part of, if applicable. Contract Number is display only.

Project

Project associates the order with a specific project.
- Used if Project Controller has been installed.
- Project is display only.
Date Held
Date Held displays the date on which the order was placed on credit hold. Date Held is display only.

Ship-to Name
Ship-to Name is the individual to whom the order is to be shipped. Ship-to Name is display only.

Site
Site is the ID for the ship-from site. The full name of the site is displayed to the right of the field. Site is display only.

Currency
Currency is the unique identifier for the type of legal tender used in the transaction. Currency is display only.

View Ord/Ship (button)
View Ord/Ship opens Sales Orders (40.100.00) in view-only mode and displays the currently selected order. If you are displaying shippers and the currently selected line on the grid is a shipper, then this button opens Shippers (40.110.00).

- The View Ord/Ship shortcut key is ALT+V.
- View Ord/Ship is enabled when a line item is selected.

Event History (button)
Event History opens Event History (40.103.00). Event History (40.103.00) displays the user, date, and time for each event that the selected order or shipper has gone through.

- The Event History shortcut key is ALT+E.
- Event History is enabled when a line item is selected.

Cust Inquiry (button)
Cust Inquiry opens Customer Inquiry (08.200.00) in Accounts Receivable. Customer Inquiry (08.200.00) displays customer balance and credit information.

- The Cust Inquiry shortcut key is ALT+I.
- Cust Inquiry is enabled when a line item is selected.

Open Orders (button)
Open Orders displays Open / Closed Sales Orders (40.101.00).

- The Open Orders shortcut key is ALT+O.
- Open Orders is enabled when a line item is selected.

History (button)
History opens Customer History (08.261.00) in Accounts Receivable. Customer History (08.261.00) displays the historical information for a customer’s net sales, COGS, debit memos, credit memos, finance charge, discounts, and receipts.

History is enabled when a line item is selected.
Maintenance (button)

Maintenance opens Customer Maintenance (08.260.00) in Accounts Receivable. Customer Maintenance (08.260.00) allows the user to view all information associated with the customer setup.

Maintenance is enabled when a line item is selected.

Collection Notes (button)

Collection Notes opens Collection Notes (40.170.01). Collection Notes (40.170.01) allows you to enter comments regarding the collection process for a particular customer.

Collection Notes is enabled when a line item is selected.
Collection Notes (40.170.01)

Collection Notes (40.170.01) allows you to enter remarks regarding a customer’s collection process/status. Collection Notes is invoked from Credit Manager’s Assistant (40.170.00).

Figure 118: Collection Notes (40.170.01)

Following are the field descriptions for Collection Notes (40.170.01).

**Customer ID**

Customer ID is the unique identifier for the customer for whom you want to enter a collection note.

To select an existing customer ID, place the cursor in Customer ID and press F3 (or double-right-click). Active Customer List is displayed. You can select an existing customer or you can add a new customer to the list.

**Notes/Attachments (icon)**

Notes/Attachments allows the entry of notes or attaching a source document to the customer. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Date**

Date is the date when the collection note was entered. The default date is the current date.

**Remarks**

Remarks is the statement entered for the collection note.
Shipper Creation Log Viewer (40.450.00)

*Shipper Creation Log Viewer (40.450.00)* displays a list of shippers that were not created and the reasons why the shippers were not created, such as the order being on credit or administrative hold or insufficient inventory to fulfill the order.

![Shipper Creation Log Viewer (40.450.00)](image)

Figure 119: Shipper Creation Log Viewer (40.450.00)

Following are the field descriptions for *Shipper Creation Log Viewer (40.450.00)*.

**Company ID**

*Company ID* is the unique identifier for the company. *Company ID* is display only.

**Order Number**

*Order Number* is the number of the associated sales order. *Order Number* is display only.

**Line**

*Line* is the line number on the sales order where the item is entered. *Line Number* is display only.

**Sched**

*Sched* is the shipping schedule where the item is entered. *Sched* is display only.

**Resubmit**

*Resubmit* is where you can indicate that the order should be queued for the Process Manager to attempt shipper creation.

You need to click the *Resubmit* button at the bottom of the form after selecting *Resubmit*.

**Date Created**

*Date Created* is the date when the entry was created in the *Shipper Creation Log*. *Date Created* is display only.

**Explanation**

*Explanation* is reason that the shipper could not be created. *Explanation* is display only.

**Resubmit (button)**

*Resubmit* submits the orders with *Resubmit* checked to the queue for the Process Manager to attempt shipper creation.
Shipper Update Log Viewer (40.460.00)

*Shipper Update Log Viewer (40.460.00)* displays a list of shippers that were not updated and the reasons why the shippers were not updated.

![Shipper Update Log Viewer](image)

*Figure 120: Shipper Update Log Viewer (40.460.00)*

Following are the field descriptions for *Shipper Update Log Viewer (40.460.00).*

**Company ID**

*Company ID* is the unique identifier for the company. *Company ID* is display only.

**Shipper ID**

*Shipper ID* is the number of the shipper that could not be updated. *Shipper* is display only.

**Shipper Line**

*Shipper Line* is the line number on the shipper where the item is entered. *Shipper Line* is display only.

**Resubmit**

*Resubmit* is where you can indicate that the shipper should be queued for the Process Manager to attempt the shipper update. You need to click the *Resubmit* button at the bottom of the form after checking the *Resubmit* box.

**Date Created**

*Date Created* is the date when the entry was created in the *Shipper Update Log*. *Date Created* is display only.

**Explanation**

*Explanation* is reason that the shipper could not be updated. *Explanation* is display only.

**Resubmit (button)**

*Resubmit* submits the shippers with *Resubmit* checked to the queue for the Process Manager to attempt shipper updates.
Credit Card Transactions (40.780.00)

Credit Card Transactions (40.780.00) allows you to run a credit card transaction report for a specified period of time listing the credit card type, the order number, the order date, the charge date, the card number, the card holder name, the expiration date, the authorization number, and the amount of the transaction.

![Credit Card Transactions (40.780.00)](image)

Following are the field descriptions for Credit Card Transactions (40.780.00).

**Charge Date**

Charge Date defines the date range to be used for the Credit Card Transactions (40.780.00) report.

**Print (button)**

Print prints the Credit Card Transactions (40.780.00) report.

The Print shortcut key is ALT+P.

**Print Preview (button)**

Print Preview displays the Credit Card Transactions (40.780.00) report on the screen. This allows you to view the report prior to printing it.

The Print Preview shortcut key is ALT+W.
Maintenance Screens

Purpose of Maintenance Screens
On maintenance screens, you create and modify records that define order and payment types, freight terms, default GL account/subaccount, customer price, item price classes, user defaults, sales prices, and more.

Salesperson (40.104.00)
Salespeople displays the salespeople involved in the transaction and the percentage commission that they will receive. You can make changes to the salespeople and the corresponding commission percentages. This screen is opened by clicking the Salespeople button next to Salesperson ID in the Sales Orders (40.100.00) Other Information tab.

![Figure 122: Salesperson (40.104.00)](image)

Following are the field descriptions for Salespeople.

Salesperson ID
Salesperson ID is the identifier for the salesperson who will receive commission for the sale.

- Salespeople can be added or deleted at a line item, as well as an order, level. Salespeople at the order level are entered on the Other Information tab of Sales Orders (40.100.00) or Shippers (40.110.00).
- To delete a salesperson ID, click on the Salesperson ID and press the DELETE key.
- To add a salesperson ID, place the cursor in the next blank Salesperson ID field and enter the salesperson ID.
- To select an existing salesperson ID, place the cursor in Salesperson ID and press F3 (or double-right-click). Salesperson List is displayed. You can select an existing salesperson or add a new salesperson to the list.

Commission Pct
Commission Pct is the percentage of the sale dollar amount (at a line item level or an order level) that the salesperson will receive.

The salesperson’s commission percentage can be modified at a line item, as well as an order, level.

OK (button)
OK updates Salesperson ID with your selection on the screen from which you invoked Salespeople.

Cancel (button)
Cancel exits Salespeople without any updates.
Order Types (40.200.00)

Order Types (40.200.00) allows you to define the parameters and workflow steps for an order type. Not all of the steps are appropriate for every order type. For example, there are no picking, packing or inspection steps associated with credit memos. You can define as many order types as you need; for each, indicate which steps are normally bypassed for orders with that type. You need to be in Initialize Mode to add and delete order steps, and you may require assistance from your Microsoft® Business Solutions Partner.

![Order Types (40.200.00)](image)

Figure 123: Order Types (40.200.00)

Following are the field descriptions for the top area of all Order Types (40.200.00) tabs.

Order Type

Order Type is the unique code identifier for each kind of order. In addition to defining the order steps, the order type code also determines how sales are posted to the general ledger system.

To select an existing order type, place the cursor in Order Type and press F3 (or double-right-click). SO Type List displays the existing order types from which you can select.

Notes/Attachments (Icon)

Notes/Attachments allows the entry of notes or attaching a source document regarding the order type. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

Copy Order Type (button)

Copy Order Type allows you to create a new order type by copying the details from another order type, either for the same company or for a different one in the same database. Enabled when an order type has been selected.

Description

Description is an explanation of the order type.
Order Types, Behavior Tab

Following are the field descriptions for the Behavior tab of Order Types (40.200.00).

Active

Active indicates that the order type is available to be used on new sales orders. An order type cannot be deleted but it can be made inactive.

Pressing the SPACEBAR in the Active check box toggles between selecting the field and leaving it blank.

Behavior

Behavior describes the normal characteristics of the order type. Options include but are not limited to: Sales Order, Blanket Order, Credit Memo, Counter Sale, Debit Memo, Invoice, Kit Assembly, and Quote.

Never Automatically Create Shippers

This check box indicates that Process Manager (40.400.00) will not create shippers for the order. You must manually create shippers when this check box is selected, using Create Shipper from an Order (40.110.04).

- Never Automatically Create Shippers is valid for only the following order type behaviors: Sales Order, Warehouse Transfer, and Will Call Order.
- Never Automatically Create Shippers is applicable whether Customer Priority Scheduling (CPS) is on or off.
Cancel Days

*Cancel Days* is number of days from the creation date of an order that the order can remain open before being cancelled.

**Note:** Order schedules with *Cancel By* dates on or prior to the current system date are cancelled automatically when the order type behavior is Manual Order, Sales Order, or Will Call Order.

Ship-to Type

*Ship-to Type* indicates whether the orders are to be shipped to a customer, vendor, site (warehouse), other or none.

- In the case of Other, the ship-to address must be typed in manually.
- Only customer and site IDs may be entered at the schedule line.
- Vendor and Other ship-to addresses must be specified at the order header level. Vendor is typically used for vendor returns. Site is used for warehouse transfers.

Require Lot and Serial Numbers at Order Entry Time

*Require Lot and Serial Numbers at Order Entry Time* allows you to specify whether lot/serial number entry is required in *Sales Orders* (40.100.00) for lot/serial-controlled items when the order type behavior is Sales Order, Invoice, or Will Call Order.

- Selecting *Require Lot and Serial Numbers at Order Entry Time* for the order type defaults the line items in *Sales Orders* (40.100.00) to require lot/serial number entry for lot/serial-controlled items.
- Pressing the SPACEBAR in the *Require Lot and Serial Numbers at Order Entry Time* check box toggles between selecting the field and leaving it blank.

**Note:** You can specify lot or serial numbers in *Sales Orders* (40.100.00) using *Bin/Lot/Serial* (40.100.06) for order type behaviors Sales Order, Invoice, and Will Call Order. When lot/serial numbers are entered, the item quantity and the lot/serial numbers are allocated (reserved) from the inventory on-hand quantity.

Order Details Approval Required

*Order Details Approval Required* indicates that the order must be approved by a designated individual before it can proceed to the next step in the order process.

Pressing the SPACEBAR in the *Order Details Approval Required* check box toggles between selecting the field and leaving it blank.

Technical Approval Required

*Technical Approval Required* indicates that the order must have technical approval by a designated individual before it can proceed to the next step in the order process.

Pressing the SPACEBAR in the *Technical Approval Required* check box toggles between selecting the field and leaving it blank.

Manual Release Required

*Manual Release Required* indicates that the order must be released manually by an individual and cannot be released automatically by the *Process Manager* (40.400.00).

Pressing the SPACEBAR in the *Manual Release Required* check box toggles between selecting the field and leaving it blank.
Saturday Assembly

Saturday Assembly indicates that Saturday can be counted as a business day for assembly of kits in Order Management inventory planning. Saturday Assembly applies only to Kit Assembly (KA) order types.

Pressing the SPACEBAR in the Saturday Assembly check box toggles between selecting the field and leaving it blank.

Sunday Assembly

Sunday Assembly indicates that Sunday can be counted as a business day for assembly of kits in Order Management inventory planning. Sunday Assembly applies only to Kit Assembly (KA) order types.

Pressing the SPACEBAR in the Sunday Assembly check box toggles between selecting the field and leaving it blank.

Default Template Project

Default Template Project indicates the project ID that will be used as a template for the new project when you create a new project in Sales Orders (40.100.00) or Shippers (40.110.00).

Pressing F3 displays a list of projects that have a template status.

Note: One or more segments of the project flexible key must have a numeric mask in Project Controller’s Flexible Key Maintenance (PA.FKM.00). This ensures that the project ID can auto-increment properly when you create the new project in Sales Orders (40.100.00) or Shippers (40.110.00).

New Project Status

New Project Status indicates the status of the new project when you create a new project in Sales Orders (40.100.00) or Shippers (40.110.00). Options include Active and Plan.

Note: When the New Project Status is Plan and you create a new project in Sales Orders (40.100.00), no shipper is automatically created for the sales order, regardless of whether all other conditions are met for shipment. You must first change the status of the new project from Plan to Active on the Project tab in Project Controller’s Project Maintenance (PA.PRO.00).
Order Types, Numbers Tab

The Numbers tab allows you to define the numbering schemes for order numbers, shipper IDs, and invoice numbers for each order type. A separate prefix and numbering sequence can be assigned for each document type. The defined numbering sequences can be unique to this order type or they can be shared with another order type.

![Order Types (40.200.00), Numbers tab](image)

Following are the field descriptions for the Numbers tab of Order Types (40.200.00).

**Order Numbers Prefix**

- **Prefix** is an alphanumeric value that precedes the numeric portion of each sales order number created for the specified order type.
  - **Prefix** can be used to uniquely identify sales orders that belong to a specific order type.
  - If **Prefix** is left blank, then the sales order numbers are strictly numeric.

**Last Order Number**

- **Last Order Number** is a designated number to use as the base to create the next sequential sales order number for this order type.

**Example:** If you want the first sales order number created for this order type to be 100, then you enter 99 in **Last Order Number**.
Share numbers with another Order Type (Order Numbers)

Share numbers with another Order Type allows you to have sequential numbers that are assigned to sales orders across order type boundaries, not including the prefix.

**Example:** The Order Type setup is for order type SO (Sales Orders), and Share numbers with another Order Type is CS (Counter Sales). The last CS order number was 123. When the next CS or SO order is created, the order number will be 124.

- Only the number is shared, not the prefix.
- To select an existing order type, place the cursor in Share numbers with another Order Type and press F3 (or double-right-click). SO Type List displays the existing order types from which you can select.

Shipper IDs Prefix

Prefix is an alphanumeric value that precedes the numeric portion of each Shipper ID created for the specified order type.

- Prefix can be used to uniquely identify shippers that belong to a specific order type.
- If Prefix is left blank, then the shipper numbers are strictly numeric.

Last Shipper Number

Last Shipper Number is a designated number to use as the base to create the next sequential shipper ID number for this order type.

**Example:** If you want the first shipper ID created for this order type to be 100, then you enter 99 in Last Shipper Number.

Share numbers with another Order Type (Shipper IDs)

Share numbers with another Order Type allows you to have sequential numbers that are assigned to shipper IDs across order type boundaries, not including the prefix.

**Example:** The Order Type setup is for order type SO (Sales Orders), and Share numbers with another Order Type is CS (Counter Sales). The last CS shipper ID was 123. When the next CS or SO shipper is created, the shipper ID will be 124.

- Only the number is shared, not the prefix.
- To select an existing order type, place the cursor in Share numbers with another Order Type and press F3 (or double-right-click). SO Type List displays the existing order types from which you can select.

Invoice Numbers Prefix

Prefix is an alphanumeric value that precedes the numeric portion of each invoice number created for the specified order type.

- Prefix can be used to uniquely identify invoices that belong to a specific order type.
- If Prefix is left blank, then the invoice numbers are strictly numeric.

Last Invoice Number

Last Invoice Number is a designated number to use as the base to create the next sequential invoice number for this order type.

**Example:** If you want the first invoice number created for this order type to be 100, then you enter 99 in Last Invoice Number.
Share numbers with another Order Type (Invoice Numbers)

Share numbers with another Order Type allows you to have sequential numbers that are assigned to invoices across order type boundaries, not including the prefix.

Example: The Order Type setup is for order type SO (Sales Orders), and Share numbers with another Order Type is CS (Counter Sales). The last CS invoice number was 123. When the next CS or SO invoice is created, the invoice number will be 124.

- Only the number is shared, not the prefix.
- To select an existing order type, place the cursor in Share numbers with another Order Type and press F3 (or double-right-click). SO Type List displays the existing order types from which you can select.

Share numbers with Accounts Receivable (Invoice Numbers)

Selecting the Share numbers with Accounts Receivable check box allows you to have numbers sequentially assigned to invoices in both Order Management and Accounts Receivable. When an invoice is created in Order Management, the software will assign the invoice number based on Last Reference Number, which is located on the AR Setup (08.950.00). Other Options tab. It will then update Last Reference Number with the invoice number it assigns.

Note: Selecting this check box clears the other fields in the area.
Order Types, Accounts Tab

The Accounts tab allows you to enter various general ledger account numbers. Within each order type, base accounts and subaccounts can be specified for Sales, Line Item Discount, Whole Order Discount, COGS, Freight, and Misc Charges. These account entries may be actual general ledger accounts and subaccounts or they may be wildcards. If wildcards are used, the accounts/subaccounts will be loaded from other screens as follows:

<table>
<thead>
<tr>
<th>Wildcard</th>
<th>Description</th>
<th>Source Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>&amp;CC</td>
<td>Customer Class</td>
<td>AR — Customer Class (08.290.00), OM Defaults tab</td>
</tr>
<tr>
<td>&amp;CU</td>
<td>Customer</td>
<td>AR — Customer Maintenance (08.260.00), OM GL Accounts tab</td>
</tr>
<tr>
<td>&amp;IC</td>
<td>Item GL Class</td>
<td>OM — Item GL Classes (40.240.00)</td>
</tr>
<tr>
<td>&amp;IT</td>
<td>Item</td>
<td>IN — Inventory Items (10.250.00), OM Accounts tab</td>
</tr>
<tr>
<td>&amp;SI</td>
<td>Site</td>
<td>IN — Sites (10.310.00), OM Accounts tab</td>
</tr>
<tr>
<td>&amp;SH</td>
<td>Customer Ship-to Address</td>
<td>AR — Shipping Address (08.262.00), Order Management (08.262.01) subscreen</td>
</tr>
<tr>
<td>&amp;PL</td>
<td>Product Line</td>
<td>IN — Product Lines (10.288.00)</td>
</tr>
<tr>
<td>&amp;SV</td>
<td>Ship Via</td>
<td>SI — Ship Via Maintenance (21.260.00)</td>
</tr>
<tr>
<td>&amp;MI</td>
<td>Misc Charges</td>
<td>OM — Miscellaneous Charges (40.250.00)</td>
</tr>
</tbody>
</table>

When a wildcard is placed in an account or subaccount field in this screen and the order type is used to create an order, the system finds the appropriate account/subaccount number or segment by finding the setup screens referenced by the wildcard. For example, if you enter 0-000-&IC-00-00-1 in COGS Sub, then at order entry time, the system will determine the value for the third segment by looking in the COGS Sub field on Item GL Classes (40.240.00).

![Image of Order Types (40.200.00), Accounts tab]

Following are the field descriptions for the Accounts tab of Order Types (40.200.00).
Sales Account

Sales Account specifies the account to receive the sales revenue for this order type. In most transactions, this will be a credit.

- To select an existing account, place the cursor in Sales Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or add a new account to the list.
- Wildcards can be used in this field.

Sales Sub

Sub specifies an optional subaccount to receive the sales revenue for this order type. In most transactions, this will be a credit.

- To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.
- Wildcards can be used in this field.

Line Discount Account

Line Discount Account specifies the account for posting line item discounts for this order type. In most transactions, this will be a debit.

- To select an existing account, place the cursor in Line Discount Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or add a new account to the list.
- Wildcards can be used in this field.

Line Discount Sub

Sub specifies an optional subaccount for posting line item discounts for this order type. In most transactions, this will be a debit.

- To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.
- Wildcards can be used in this field.

Whole Order Discount Account

Whole Order Discount Account specifies the account for posting whole Order Discounts for this order type. In most transactions, this will be a debit.

- To select an existing account, place the cursor in Whole Order Discount Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or add a new account to the list.
- Wildcards can be used in this field.

Whole Order Discount Sub

Sub specifies an optional subaccount for posting whole Order Discounts for this order type. In most transactions, this will be a debit.

- To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.
- Wildcards can be used in this field.
COGS Account

**COGS Account** specifies the cost-of-goods-sold account for sales to this order type. In most transactions, this will be a credit.

- To select an existing account, place the cursor in **COGS Account** and press F3 (or double-right-click). **Master Account List** is displayed. You can select an existing account or add a new account to the list.
- Wildcards can be used in this field.

COGS Sub

**Sub** specifies the optional cost-of-goods-sold subaccount for sales to this order type. In most transactions, this will be a credit.

- To select an existing subaccount, place the cursor in **Sub** and press F3 (or double-right-click). **Master SubAccount List** is displayed. You can select an existing subaccount or add a new subaccount to the list.
- Wildcards can be used in this field.

Freight Account

**Freight Account** specifies the expense account for freight charges to this order type. In most transactions, this will be a debit.

- To select an existing account, place the cursor in **Freight Account** and press F3 (or double-right-click). **Master Account List** is displayed. You can select an existing account or add a new account to the list.
- Wildcards can be used in this field.

Freight Sub

**Sub** specifies the optional subaccount for freight charges to this order type. In most transactions, this will be a debit.

- To select an existing subaccount, place the cursor in **Sub** and press F3 (or double-right-click). **Master SubAccount List** is displayed. You can select an existing subaccount or add a new subaccount to the list.
- Wildcards can be used in this field.

Misc Charges Account

**Misc Charges Account** specifies the revenue account for miscellaneous charges to this order type. In most transactions, this will be a credit.

- To select an existing account, place the cursor in **Misc Charges Account** and press F3 (or double-right-click). **Master Account List** is displayed. You can select an existing account or add a new account to the list.
- Wildcards can be used in this field.

Misc Charges Sub

**Sub** specifies the optional subaccount for miscellaneous charges to this order type. In most transactions, this will be a credit.

- To select an existing subaccount, place the cursor in **Sub** and press F3 (or double-right-click). **Master SubAccount List** is displayed. You can select an existing subaccount or add a new subaccount to the list.
- Wildcards can be used in this field.
**Order Types, Steps Tab**

The **Steps** tab allows you to customize the way orders proceed through the order cycle.

**Figure 127: Order Types (40.200.00), Steps tab – grid view**

Order Type Steps include:

- **Enter Order** – This step does not appear in *Sales Orders* (40.100.00). This step is a placeholder for the user to create the order in *Sales Orders* (40.100.00). This step will appear in the event history for the sales order.

- **Release Order** – This step indicates that the sales order is ready to be released. This can be done by clicking **Finish** if the order type does not require manual release. If the order type does require a manual release, then the **Release Order** step is accomplished by selecting the **Order Released** check box on the **Other Information** tab in *Sales Orders* (40.100.00), and then clicking **Finish**.

- **Print Order Confirmation** – This step indicates the **Order Confirmation** (40.610.00) needs to be printed. This step can be performed automatically by *Process Manager* (40.400.00) if you have set the step to be **Required** and **Invoked Automatically**. This step can be performed manually by clicking the **Print** button on *Sales Orders* (40.100.00), or by selecting **Order Confirmation** (40.610.00).

- **Print Quotation Form** – This step indicates that the **Quote** (40.620.00) needs to be printed. This step can be performed automatically by *Process Manager* (40.400.00) if you have set the step to be **Required** and **Invoked Automatically**. This step can be performed manually by clicking the **Print** button on *Sales Orders* (40.100.00), or by selecting **Quote** (40.620.00).

- **In Process (see Shipper)** – This step appears on *Sales Orders* (40.100.00) and indicates that either a shipper has been created for the order, or *Process Manager* (40.400.00) is still attempting to create the shipper for the order. Click **Event History** to see if a shipper has been created. If no shipper has been created, see *Shipper Creation Log Viewer* (40.450.00).
• **Enter Shipper** – This step does not appear in a screen. This step is a placeholder for the creation of the shipper. *Process Manager* (40.400.00) may automatically create the shipper. Or, you may manually create a shipper for the sales order in Shippers (40.110.00) or in Customer Service Assistant (40.140.00). This step will appear in the event history for the shipper.

• **Release for Receiving** – This step authorizes that the items that have been returned are available to be received back into inventory. To perform this step click *Release/Confirm* in Shippers (40.110.00). Select *Release for Receipt*. Click OK. Then click Finish. Alternately, you can perform this step in *Shipment Confirmation* (40.117.00).

• **Cancel Backorder Quantities** – This step allows you to use the Partial Ship – Cancel Remainder functionality that normally applies on a line item basis to the whole order. To implement the Partial Ship - Cancel Remainder functionality on a whole order basis, you must modify the order type steps so that the Partial Ship - Cancel Remainder functionality cancels the unshipped quantities in the sales order after you create a single shipment. For more information about how to implement this functionality, see “Modifications to Order Types” on page 43.

• **Print Picking List** – This indicates that the *Picking List* (40.630.00) needs to be printed for an open shipper. This step can be performed automatically by *Process Manager* (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting *Picking List* (40.630.00).

• **Print Receiver** – This indicates that *Receiver Form* (40.645.00) needs printed to show a list of received items from return order types. This step can be performed automatically by *Process Manager* (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Receiver Form (40.645.00).

• **Confirm Picking** – This step validates that items have been picked to fulfill an order. This step can be performed by clicking the *Release/Confirm* button on Shippers (40.110.00) and selecting the Confirm Picking option and then clicking the Finish button on the Dynamics SL toolbar. Alternately, you can perform this step in *Shipment Confirmation* (40.117.00).

• **Confirm Receipt** – This step validates that items that have been returned have been received back into inventory. This step can be performed by clicking the *Release/Confirm* button on Shippers (40.110.00) and selecting the Confirm Receipt option and then clicking the Finish button on the Dynamics SL toolbar. Alternately, you can perform this step in *Shipment Confirmation* (40.117.00).

• **Print Picking Notification** – This indicates that *Picking Notice* (40.650.00) needs to be printed for an open shipper. This step can be performed automatically by *Process Manager* (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Picking Notice (40.650.00).

• **Release for Assembly** – This step authorizes that an order that requires assembly is ready to be assembled. This step can be performed by clicking the *Release/Confirm* button on Shippers (40.110.00) and selecting the Release for Assembly option and then clicking the Finish button on the Dynamics SL toolbar.

• **Print Workorder** – This indicates that *Kit Assembly* (40.635.00) needs to be printed for an open shipper once the inspection of items has been completed. This step can be performed automatically by *Process Manager* (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Kit Assembly (40.635.00).

• **Confirm Assembly** – This step validates that orders needing assembly have been assembled. This step can be performed by clicking the *Release/Confirm* button on Shippers (40.110.00) and selecting the Confirm Assembly option and then clicking Finish. Alternately, you can perform this step in *Shipment Confirmation* (40.117.00).
- **Print Assembly Notification** – This indicates that Assembly Notice (40.651.00) needs to be printed for an open shipper once the inspection of items has been completed. This step can be performed automatically by Process Manager (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Assembly Notice (40.651.00).

- **Release for Inspection** – This step authorizes that the order is ready for inspection if this step is required in your order type. This step can be performed by clicking the Release/Confirm button on Shippers (40.110.00) and selecting the Release for Inspection option and then clicking the Finish button on the Dynamics SL toolbar.

- **Print Inspection Order** – This indicates that Inspection Order (40.640.00) needs to be printed for an open shipper once the inspection of items has been completed. This step can be performed automatically by Process Manager (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Inspection Order (40.640.00).

- **Confirm Inspection** – This step validates that the items that require inspection have been inspected. This step can be performed by clicking the Release/Confirm button on Shippers (40.110.00) and selecting the Confirm Inspection option and then clicking the Finish button on the Dynamics SL toolbar. Alternately, you can perform this step in Shipment Confirmation (40.117.00).

- **Print Inspection Notice** – This indicates that Inspection Notice (40.652.00) needs to be printed for an open shipper once the inspection of items has been completed. This step can be performed automatically by Process Manager (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Inspection Notice (40.652.00).

- **Release for Packing** – This step authorizes that the order is ready for packing to be shipped. This step can be performed by clicking the Release/Confirm button on Shippers (40.110.00) and selecting the Release for Packing option and then clicking the Finish button on the Dynamics SL toolbar.

- **Print Packing Slip** – This step indicates that Packing Slip (40.660.00) needs to be printed for an open shipper. This step can be performed automatically by Process Manager (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Packing Slip (40.660.00).

- **Confirm Packing** – This step validates that items have been packed for shipping. This step can be performed by clicking the Release/Confirm button on Shippers (40.110.00) and selecting the Confirm Packing option and then clicking the Finish button on the Dynamics SL toolbar. Alternately, you can perform this step in Shipment Confirmation (40.117.00).

- **Print Packing Notice** – This step indicates that Packing Notice (40.653.00) needs to be printed for an open shipper. This step can be performed automatically by Process Manager (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed manually by clicking the Print button on Shippers (40.110.00), or by selecting Packing Notice (40.653.00).

- **Release for Shipping** – This step authorizes that the order is packed and ready to be shipped. This step can be performed by clicking the Release/Confirm button on Shippers (40.110.00) and selecting the Release for Shipping option and then clicking the Finish button on the Dynamics SL toolbar.

- **Confirm Shipment** – This step allows the user to validate that items on a shipper have been sent. This step can be performed by clicking the Release/Confirm button on Shippers (40.110.00) and selecting the Confirm Shipping option and then clicking the Finish button on the Dynamics SL toolbar. Alternately, you can perform this step in Shipment Confirmation (40.117.00).

- **Print Advance Shipping Notice** – This step indicates that Shipping Notice (40.654.00) needs to be printed for an open shipper. This step can be performed automatically by Process Manager (40.400.00) if you have set the step to be Required and Invoked Automatically. This step can be performed by clicking the Print button on Shippers (40.110.00), or by selecting Shipping Notice (40.654.00).
• **Release for Update** – This step occurs when *Process Manager (40.400.00)* works to release the shipper for update.

• **Update Shipper** – This step occurs when *Process Manager (40.400.00)* works to update the shipper to a Closed status.

• **Print Invoice** – This step indicates that the Invoice (40.680.00) for a shipper is ready to be printed. This step can be performed automatically by *Process Manager (40.400.00)* if you have set the step to be **Required** and **Invoked Automatically**. This step can be performed manually by clicking the **Print** button on **Shippers (40.110.00)**, or by selecting **Invoice (40.680.00)**.

• **Send Purchase Order Acknowledgement (855)** – This step will check whether the customer has the 855 transaction to send a purchase order acknowledgement set up for outbound documents in *eCommerce Connector's EDI Customer Maintenance (44.201.00)*. If the 855 transaction is set up for the customer and the order was created via the eCommerce Connector module, a transaction will be written to the Common File Interface (API) in the Purchase Order Acknowledgement format. This file is written to the path configured in **Outbound Data** on *eCommerce Connector Setup (44.950.00)*. Set up the order type step to occur after **Release Order** and before **In Process**. To manually send PO acknowledgements, click **Begin Processing** in **Create Outbound EDI PO Acknowledgements (44.407.00)** screen.

• **Send 940 (Send Warehouse Shipping Order)** – This step will check if the site has the 940 transaction to send a warehouse shipping order set up in *eCommerce Connector's EDI Site Maintenance (44.204.00)*. If the 940 transaction is set up and the conversion method is either EPT or PEP (requires an EDI transaction), a transaction will be written to the Common File Interface (API) in the Warehouse Shipping Order format. This file is written to the path configured in **Outbound Data** on *eCommerce Connector Setup (44.950.00)*. Set up the order type step to occur as close to after **Enter Shipper** as possible. To manually send 940s, click **Begin Processing** in **Create Outbound EDI Shipper (44.405.00)**.

• **Print Container Label (Print Shipment Labels)** – This step will check if any containers associated with a given shipper have not been printed. If containers exist, it will submit a **Label Manager (50.404.00)** entry to print the shipment label associated with the shipper's customer. That label is configured using **Shipment Label Name** on *eCommerce Connector's EDI Customer Maintenance (44.201.00)*. This order type step can be placed anywhere after the **Enter Shipper** step. If you would like to print labels for pre-generated containers prior to shipper confirmation, place the step before **Confirm Shipment**. To manually print container labels, click **Print** in **Container Builder (50.002.00)**.

• **Send ASN (Process Outbound Advance Shipment Notices)** – This step will see if the customer has the 856 or 857 transaction set up for outbound documents using *eCommerce Connector's EDI Customer Maintenance (44.201.00)*. If the 856 or 857 transaction is set up for the customer, a transaction will be written to the Common File Interface (API) in the ASN format. This file is written to the path configured in **Outbound Data** on *eCommerce Connector Setup (44.950.00)*. Set up the order type step to occur after **Update Shipper** and before **Print Invoice**. To manually send ASNs, click **Begin Processing** in **Create Outbound EDI ASNs (50.402.00)**.

• **Generate POs Needed** – This step is initially set to display automatically in **Order Types (40.200.00)** and checks for sales orders that have **Auto Create PO** selected at the schedule level. If **Auto Create PO** is selected, this order step creates the necessary purchase order(s) and binds them to the appropriate sales order schedules. After a successful completion, Generate POs Needed step generates a record in the event log.

• **Auto Advance to Invoice** – This step automatically advances the shipper to the **Release for Update** step and processes the selected order type if the sales order and resulting shipper have **Drop Ship** selected. This step is used in conjunction with the **Generate POs Needed** step. After a successful completion, the **Auto Advance to Invoice** step generates a record in the event log.

• **Close Order** – This step closes the order.
Note: The **Steps** tab looks different when you are in initialize Mode. While in Initialize Mode, you can change the steps and all fields that are available in this tab. You must make sure that there are no open orders or shippers for the order type you plan to change. It is recommended that you create a new order type instead of changing an existing order type.

Listed below are the field descriptions for the **Steps** tab of **Order Types** (40.200.00). If a field label is followed by “Initialize Mode,” the field only shows up when the screen is in Initialize Mode.

**Sequence**

Sequence indicates the position of the step in the series of workflow events for the order type. Sequence numbers do not have to be contiguous. You cannot have duplicate numbers within a given order type. Unless the user manually intervenes, order steps are run in Sequence order.

**Description**

Description is the full name corresponding to the sequence event. This field has no effect on processing.

**Status**

Status defines whether the step must be performed before the next step can occur. Status can be one of three options:

- **Required** — The step must be performed before the next step can commence.
- **Optional** — The step is not required but may be performed if desired.
- **Bypass** — This step will not occur unless it is activated by the user.
Invoke Automatically

Invoke Automatically prompts the Process Manager to run the step without user intervention.

Pressing the SPACEBAR in the Invoke Automatically check box toggles between selecting the field and leaving it blank.

Hold on Credit Failure

Hold on Credit Failure indicates that a credit check is to be performed at this step in the process. If an order fails the credit check, it will be put on credit hold and cannot advance to the next step in the process. The credit terms are defined in Customer Maintenance (08.260.00) in Accounts Receivable. An administrative hold can be done at any time during the order process.

Pressing the SPACEBAR in the Hold on Credit Failure check box toggles between selecting the field and leaving it blank.

Print Notes

Print Notes indicates that any notes entered in the Note Pad should be included on any output documents printed for the specified step.

Pressing the SPACEBAR in the Print Notes check box toggles between selecting the field and leaving it blank.

Function ID (Initialize Mode)

This is the name of the executable that accomplishes this order step. It is a seven-character program number (without the ".exe" appended to the end). It must be a Tools for Visual Basic application or a report. In the case of reports, use the five-character report number from the ReportControl table, plus two extra zeros.

Function Class (Initialize Mode)

In some instances, a single executable can actually perform more than one order step. The purpose of Function Class is to tell the executable which step to perform now. When the system launches the executable, it passes the Function Class as one of the arguments. It is up to the executable to test the function class and perform the correct operation. If the executable can perform only one step or if the Function ID refers to an ROI report, leave this field blank.

Event Type (Initialize Mode)

Event type is the code that is written into the event history for the order or shipper. In addition to the standard codes, 10 user-definable codes are included in the combo box. The user codes are named "0" to "9". It is intended that you use Customization Manager to change the text associated with these EventType values. When you do this, you will want to make the same customization to Event History (40.103.00). You may also want to change the various open/closed sales order reports.

Credit Check Program (Initialize Mode)

Select this check box if your executable tests for credit hold conditions and halts the process when appropriate. You may always select this check box on order steps that are implemented as stored procedures. The Hold On Credit Failure check box will be enabled while in regular mode, not in Initialize Mode, only when the Credit Check Program check box has been selected.

Report Program (Initialize Mode)

This check box indicates whether the order step is a printed report. If so, it enables the Print Notes check box while in regular mode, not initialize mode. This is also how the system knows that it must invoke a report instead of running an executable.
Skip To (Initialize Mode)

It is possible to define conditional steps in Order Management. Examples are the assembly and inspection steps in the advanced order (AO) order type. When a step is implemented as a stored procedure, the stored procedure can return a value that tells the system to skip to another sequence number instead of advancing to the next one in the order. When the system receives this return value, it looks at the sequence number in the Skip To field to determine where it should go. In the case of the advanced order, the Release for Assembly step is a stored procedure that determines whether assembly steps are appropriate for the order. If it determines that assembly steps are not appropriate, the stored procedure (ADG_Release_for_Assembly) returns a value of SKIP. This tells the system to skip to sequence number 0500, which is the Release for Inspection step, skipping over all the assembly-related steps.

Auto Program ID (Initialize Mode)

If an order step can be accomplished automatically (by selecting the Invoke Automatically check box), then this is the name of the executable that should be invoked. It is often the same as the Function ID field, but if you want the step to invoke automatically, you must still enter it in this field. If the automatic step is a report, use the five-character report number from the ReportControl table, plus two extra zeros (for example, Print Invoice would be listed as 4068000). The Invoke Automatically check box is disabled in regular mode, not Initialize Mode, unless either this field or the Procedure Name field is filled in.

Auto Program Class (Initialize Mode)

Like Function Class, this field is used to distinguish between steps if a single executable can perform more than one order step. The difference is that this case applies to programs that are invoked automatically. If the executable can perform only one order step or if the step is a report, leave this field blank.

Procedure Name (Initialize Mode)

It is often convenient to create automatic order steps that are accomplished by invoking a stored procedure rather than running an executable. If a step can be implemented this way, much of the management of the order steps is done for you. In that case, this field contains the name of the stored procedure to run.

Output Selection (button)

Output Selection opens Output Selection (40.200.02). Output Selection (40.200.02) allows you to designate a printer for output documents that will be printed automatically by the Process Manager. The designated printer is site-specific, so a different printer can be set up for each site on the network.

The Output Selection shortcut key is ALT+O. The Output Selection button is only enabled when the Report Program check box is selected.
Order Types, RMA Tab

The RMA tab allows you to specify defaults for the handling of returned items.

Figure 129: Order Types (40.200.00), RMA tab

Following are the field descriptions for the RMA tab of Order Types (40.200.00).

**Default Disposition**

Default Disposition designates what should happen to the returned item that is received from the customer. The options are: Repair, Return to Stock, Return to Vendor (for repair or replacement), and Scrap. The option entered here is only the default and may be overridden at the order line item level.

Enabled when Order Type behavior is RMA or Manual Order (MO).

**Order Type for Return Shipment**

Order Type for Return Shipment indicates what order type to use on RMA orders with line items that have positive quantities.

Enabled when Order Type behavior is RMA.

**Automatically Release Return Shipment**

Automatically Release Return Shipment indicates whether the order should be automatically released if there are line items with positive quantities when the RMA receipt is confirmed.

Enabled when Order Type behavior is RMA.

**Note:** Returns for project allocated inventory do not allocate the inventory to a project once it has been returned to stock. The inventory will exist as regular stock. To allocate the inventory, use Project Inventory Allocation (10.080.00). For more information, see the Inventory Help or user’s guide.
Copy From (40.200.01)

You can create new order types by copying existing order types. Copy From (40.200.01) is accessed using the Copy Order Type button on Order Types (40.200.00).

![Copy From (40.200.01)](image)

Figure 130: Copy From (40.200.01)

Following are the field descriptions for Copy From (40.200.01).

**Company ID**

Company ID is the unique code that identifies the company associated with the order type you want to copy to create the new order type.

**Order Type**

Order Type is the unique code for the existing order type that you want to copy to create the new order type.

To select an existing order type, place the cursor in Order Type and press F3 (or double-right-click). SO Type List displays the existing order types from which you can select.

**Copy Printer Selections**

Copy Printer Selections indicates that any printer options set up in the existing Order Type should be copied to the new Order Type.

For each step in the order cycle where hard copy is available (for example, packing slips), Order Management allows you to specify a printer by site location.

**OK (button)**

OK accepts the entered information and performs the copy.

**Cancel (button)**

Cancel exits Copy From (40.200.01) without performing the copy.
Output Selection (40.200.02)

Output Selection (40.200.02) allows you to designate a printer for output documents that will be printed automatically by the Process Manager. The designated printer is site-specific, so you can set up a different printer for each site on the network. Output Selection (40.200.02) is opened by clicking the Output Selection button in the Order Types (40.200.00) Steps tab.

![Output Selection (40.200.02)](image)

*Figure 131: Output Selection (40.200.02)*

Following are the field descriptions for Output Selection (40.200.02).

**Order Type**

*Order Type* is the unique identifier for each kind of order. This field is filled in automatically, based on the order type you selected in the originating screen.

**Sequence**

*Sequence* is the position of the step in the series of order type workflow events. *Sequence* is display only.

**Site ID**

*Site ID* is the identifier for the inventory storage facility where the printer is located.

- To select an existing site ID, place the cursor in *Site ID* and press F3 (or double-right-click). *Site List* displays the existing sites from which you can select.
- A different printer can be set up for each site on the network.

**Report Name**

*Report Name* is the file name for the report.

**Printer Name**

*Printer Name* is the assigned name for the printer at the specified site.
Freight Terms (40.210.00)

Freight Terms (40.210.00) allows you to designate unique codes to identify the freight terms to be entered on orders. The parameters entered in Freight Terms (40.210.00) determine the rules for how much freight is charged to the customer.

Tiered rate structure allows freight and handling charges to vary by total order value. Examples are “Free freight on orders over $100” or “$3.50 for orders under $100, $4.50 for orders between $100.01 and $200 and $5.50 for orders over $200.”

Following are the field descriptions for Freight Terms (40.210.00).

Freight Terms ID

Freight Terms ID is a unique code designated by you to identify the freight charge that will be applied to the order (for example, Standard, Free, Collect).

To select an existing freight terms ID, place the cursor in Freight Terms ID and press F3 (or double-right-click). Freight Terms List displays the existing freight terms from which you can select.

Notes/Attachments (Icon)

Notes/Attachments allows the entry of notes or attaching a source document regarding the freight terms. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

Description

Description is the full name corresponding to Freight Terms ID.

FOB ID

FOB ID is the unique code that identifies the location where the cost of shipping the order becomes the customer’s responsibility and the ownership of the goods transfers to the customer.

- To select an existing FOB ID, place the cursor in FOB ID and press F3 (or double-right-click). FOB List is displayed. You can select an existing FOB ID or add a new one to the list.
- When the Freight Terms ID is entered on the order, the FOB ID field on the order defaults to the FOB ID associated with the Freight Terms ID in Freight Terms.
Freight Collect

Freight Collect indicates that the freight charges are to be paid directly to the carrier by the customer. Pressing the SPACEBAR in the Freight Collect check box toggles between selecting the box and leaving it blank.

Minimum Order Value

Minimum Order Value is the minimum dollar amount an order must have to use the specified freight terms. Minimum Order Value is disabled when Freight Collect is selected.

Percent of Freight Cost

Percent of Freight Cost specifies shipping charges as a percentage of the actual freight charges (markups or markdowns). Examples are 0% (free freight), 50% (split with the customer) and 125% (mark up charges by 25%).
- Percent of Freight Cost is disabled when Freight Collect is selected.
- Allows entry up to 999%.

Percent of Invoice Amount

Percent of Invoice Amount specifies shipping charges as a percentage of the total shipment value.
- Percent of Invoice Amount is disabled when Freight Collect is selected.
- Allows entry up to 999%.

Handling Charge per Shipper

Handling Charge per Shipper specifies a set dollar amount for the handling charges on each shipper. Handling Charge per Shipper is disabled when Freight Collect is selected.

Handling Charge per Line

Handling Charge per Line specifies a set dollar amount for the handling charges on each line of an order. Handling Charge per Line is disabled when Freight Collect is selected.
Payment Types (40.220.00)

Payment Types (40.220.00) allows you to define payment type codes that will be used on orders. Information in this table is used to determine the account and subaccount that cash is posted to when prepayments are entered on a shipper. Since each company can have its own cash account, you must set up payment types separately for every company in a database.

Following are the field descriptions for Payment Types (40.220.00).

Payment Type
Payment Type is a unique code designating a customer payment method.

Description
Description is the full name corresponding to the payment type.

Validation Type
Validation Type is the entity that would confirm the legitimacy of the transaction. This field is included for future growth. At this time, Validation Type is memo information only.

Cash Account
Cash Account allows you to designate which account should be debited when you receive prepayments for sales orders.

To select an existing account, place the cursor in Cash Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or add a new account to the list.

Cash Sub
Cash Sub allows you to designate which subaccount should be debited when you receive prepayments for sales orders.

To select an existing subaccount, place the cursor in Cash Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.
**Credit Managers (40.225.00)**

*Credit Managers (40.225.00)* allows you to create a list of the individuals who have responsibility for managing the credit status of sales orders.

![Credit Managers (40.225.00)](image)

*Figure 134: Credit Managers (40.225.00)*

Following are the field descriptions for *Credit Managers (40.225.00).*

**Credit Manager ID**

*Credit Manager ID* is a unique code designated by you to identify each credit manager.

**Name**

*Name* is the full name of the individual associated with the *Credit Manager ID.*
Non-Stock Item (40.235.00)

Non-Stock Item (40.235.00) will only be displayed if the Inventory module is not installed.

![Image of Non-Stock Item (40.235.00) window]

Figure 135: Non-Stock Item (40.235.00)

Following are the field descriptions for Non-Stock Item (40.235.00).

**Inventory ID**

*Inventory ID* is the unique code that you designate for the item. To display a list of all inventory IDs, press F3 (or double-right-click). *Inventory Item List* is displayed. To select an inventory ID, you can highlight it and click OK or double-click on your selection. It is recommended that this method only be used if you have a relatively small number of inventory items.

**Notes/Attachments (Icon)**

*Notes/Attachments* allows the entry of or attaching a source document to the inventory item. Click the *Notes/Attachments* icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Description**

*Description* is the full name of the item.

**Type**

*Type* describes the kind of item it is. The options are Labor and Finished Good.

**Source**

*Source* describes the origin of the item. The options are: Manufactured, Outsourced, and Purchased.

**Item GL Class**

*Item GL Class* is the unique identifier for the specific general ledger class category with which the item is to be associated. To select an existing class ID, place the cursor in *Item GL Class* and press F3 (or double-right-click). *Item GL Class List* is displayed. You can select an existing ID or add a new one to the list.
Sales Account
Sales Account is the sales account to receive the sales revenue. In most transactions, this will be a credit.

To select an existing account, place the cursor in Sales Account and press F3 (or double-right-click). Active Account List is displayed. You can select an existing account or add a new account to the list.

Sales Sub
Sub specifies an optional sales subaccount to receive sales revenue. In most transactions, this will be a credit.

To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Active Sub-Account List is displayed. You can select an existing subaccount or add a new subaccount to the list.

Discount Account
Discount Account specifies the account for posting Trade Discounts for this Item GL Class. In most transactions, this will be a debit.

To select an existing account, place the cursor in Discount Account and press F3 (or double-right-click). Active Account List is displayed. You can select an existing account or add a new account to the list.

Discount Sub
Sub specifies an optional subaccount for posting Trade Discounts for this Item GL Class. In most transactions, this will be a debit.

To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Active Sub-Account List is displayed. You can select an existing subaccount or add a new subaccount to the list.

COGS Account
COGS Account specifies the cost-of-goods-sold account for sales to this Item GL Class. In most transactions, this will be a credit.

To select an existing account, place the cursor in COGS Account and press F3 (or double-right-click). Active Account List is displayed. You can select an existing account or add a new account to the list.

COGS Sub
Sub specifies the optional cost-of-goods-sold subaccount for sales to this Item GL Class. In most transactions, this will be a credit.

To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Active Sub-Account List is displayed. You can select an existing subaccount or add a new subaccount to the list.

Tax Category
Tax Category identifies the sales tax type that will be applied to the item.

To select an existing category, place the cursor in Tax Category and press F3 (or double-right-click). Category PV List is displayed.

Sales Unit
Sales Unit the basic quantity (each, case, etc.) by which the item is sold.

Price
Price is the unit price for the item.
Item GL Classes (40.240.00)

*Item GL Classes (40.240.00)* is used to define default general ledger account and subaccount information. The program utilizes the values entered in this screen to fill in wildcard values wherever a wildcard of &IC is specified. For example, if the COGS subaccount in the Order Type program is set to 0-000-&IC-00-00-1, then at order entry time the program will determine the value for the third segment by looking in the COGS Sub field on this screen.

Because the subaccount fields on this screen are only intended to provide specific segments of the final subaccount, normal subaccount validation is not required. Item general ledger classes are common to all companies that share the same database.

![Screen of Item GL Classes (40.240.00)](image)

*Figure 136: Item GL Classes (40.240.00)*

Following are the field descriptions for *Item GL Classes (40.240.00).*

**Class ID**

*Class ID* is a unique code designated by you to identify the specific GL class category.

**Description**

*Description* is a longer identifier for the *Class ID*.

**Sales Account**

*Sales Account* is the sales account to receive the sales revenue. In most transactions, this will be a credit.

To select an existing account, place the cursor in *Sales Account* and press F3 (or double-right-click). *Active Account List* is displayed. You can select an existing account or add a new account to the list.

**Sales Sub**

*Sub* specifies an optional sales subaccount to receive sales revenue. In most transactions, this will be a credit.

To select an existing subaccount, place the cursor in *Sub* and press F3 (or double-right-click). *Active Sub-Account List* is displayed. You can select an existing account or add a new account to the list.
**Discount Account**

*Discount Account* specifies the account for posting Trade Discounts for this *Item GL Class*. In most transactions, this will be a debit.

To select an existing account, place the cursor in *Discount Account* and press F3 (or double-right-click). *Active Account List* is displayed. You can select an existing account or add a new account to the list.

**Discount Sub**

*Sub* specifies an optional subaccount for posting Trade Discounts for this *Item GL Class*. In most transactions, this will be a debit.

To select an existing subaccount, place the cursor in *Sub* and press F3 (or double-right-click). *Active Sub-Account List* is displayed. You can select an existing account or add a new account to the list.

**COGS Account**

*COGS Account* specifies the cost-of-goods-sold account for sales to this *Item GL Class*. In most transactions, this will be a credit.

To select an existing account, place the cursor in *COGS Account* and press F3 (or double-right-click). *Active Account List* is displayed. You can select an existing account or add a new account to the list.

**COGS Sub**

*Sub* specifies the optional cost-of-goods-sold subaccount for sales to this *Item GL Class*. In most transactions, this will be a credit.

To select an existing subaccount, place the cursor in *Sub* and press F3 (or double-right-click). *Active Sub-Account List* is displayed. You can select an existing account or add a new account to the list.
Miscellaneous Charges (40.250.00)

Miscellaneous Charges (40.250.00) allows you to maintain miscellaneous charge codes for inclusion on sales orders. Each code contains a description, general ledger account and subaccount, and sales tax category. If the item is never taxable, then the Sales Tax Category field may be left blank.

Following are the field descriptions for Miscellaneous Charges (40.250.00).

**Misc Charge ID**

Misc Charge ID is a unique code designated by you to identify the type of charge being made to the customer. Miscellaneous charges generally do not correspond to an inventory item.

**Description**

Description is the full name corresponding to the Misc Charge ID.

**Misc Charges Account**

Misc Charges Account is the general ledger account where the charge amount is to be posted. This is normally a credit.

To select an existing account, place the cursor in Misc Charges Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or add a new account to the list.

**Misc Charges Sub**

Sub is the general ledger subaccount where the charge amount is to be posted. This is normally a credit.

To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.
Taxable

Taxable indicates whether the miscellaneous charge is taxable. Pressing the SPACEBAR in the Taxable box toggles between selecting the box and leaving it blank.

Sales Tax Category

Sales Tax Category is the sales tax classification for the miscellaneous charge. A miscellaneous charge can only be associated with one sales tax category at a time; however, you can reclassify the sales tax category at any time.

- Sales Tax Category is enabled when Taxable is selected.
- To select an existing sales tax category, place the cursor in Sales Tax Category and press F3 (or double-right-click). Category PV List displays the existing sales tax categories from which you can select.
Certification Text (40.270.00)

Certification Text (40.270.00) allows you to enter and maintain the certification texts that can be printed at the bottom of packing slips and invoices. Certification text is common to all companies within a database, so it only needs to be set up once.

![Certification Text (40.270.00)](image)

Figure 138: Certification Text (40.270.00)

Following are the field descriptions for Certification Text (40.270.00).

**Certification ID**

Certification ID is a unique identifier that you designate to distinguish each certification text.

To display a list of the existing certification IDs, place the cursor in Certification ID and press F3 (or double-right-click). Certification Text List displays the existing certification texts from which you can select.

**Notes/Attachments (Icon)**

Notes/Attachments allows the entry of notes or attaching a source document regarding the certification text. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Description**

Description is a longer identifier associated with the Certification ID.

**Certification Text**

Certification Text is the actual statement describing the certification of a specific inventory item. This text can be printed on packing slips and invoices.
Lost Sale Codes (40.280.00)

Lost Sale Codes (40.280.00) allows you to define unique codes that designate reasons for lost sales. Predefined codes give consistency in the explanations for lost sales and ensure that effective analysis of the lost sale data can be performed. Lost sale codes are common to all companies, so they only need to be set up once per database.

Figure 139: Lost Sale Codes (40.280.00)

Following are the field descriptions for Lost Sale Codes (40.280.00).

Lost Sale ID
Lost Sale ID is a unique identifier that you designate for each of the reasons for lost sales.

Description
Description is the full name corresponding to the Lost Sale ID.
Chain Discounts (40.330.00)

*Chain Discounts* (40.330.00) allows you to establish a list of valid Chain Discount codes and associate them with the respective general ledger accounts and subaccounts. Chain Discounts can be used on a line item in *Sales Orders* (40.100.00). Extension on sales orders shows the total discounted price for the item.

Chain Discounts must be enabled in *Order Management Setup* (40.950.00) and are entered in Disc % at a line item level on a sales order.

![Figure 140: Chain Discounts (40.330.00)](image)

Following are the field descriptions for *Chain Discounts* (40.330.00).

**Discount ID**

Discount ID is a unique identifier that you designate for each Chain Discount type.

**Description**

*Description* is the longer identifier for the Discount ID.

**Discount Account**

- **Discount Account** is the general ledger account to be associated with the Chain Discount.
- To select an existing account, place the cursor in Discount Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or you can add a new account to the list.

**Discount Sub**

- **Sub** is the general ledger subaccount to be associated with the Chain Discount.
- To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or you can add a new subaccount to the list.
User Defaults (40.340.00)

*User Defaults* (40.340.00) allows you to set up default sites and salespeople based on the user.

Figure 141: User Defaults (40.340.00)

Following are the field descriptions for *User Defaults* (40.340.00).

**User ID**

*User ID* is the unique identifier for each individual who has access to the application.

To select an existing user ID, place the cursor in *User ID* and press F3 (or double-right-click). *User List* displays the existing user IDs from which you can select.

**Notes/Attachments (Icon)**

*Notes/Attachments* allows the entry of notes or attaching a source document to the shipper. Click the *Notes/Attachments* icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Default Site ID**

*Default Site ID* specifies the default shipping site for sales orders placed by this user.

- To select an existing site ID, place the cursor in *Default Site ID* and press F3 (or double-right-click). *Site List* is displayed. You can select an existing site or add a new site to the list.

- The default site ID method is selected on the *Order/Shipper Entry* tab of *Order Management Setup* (40.950.00). The choices are: Customer Ship-to Address, Item, and User. If the User method is chosen, then the default site ID will be the default site ID from *User Defaults* (40.340.00).

**Display Bookings for**

*Display Bookings for* specifies the salesperson ID for whom the user can see bookings on *Booking Display* (40.125.00) and *Bookings* (40.730.00) report.

- To select an existing salesperson, place the cursor in *Display Bookings for* and press F3 (or double-right-click). *Salesperson List* is displayed. You can select an existing salesperson or add a new salesperson to the list.

- To see the bookings for all the salespeople, enter ALL instead of an individual salesperson.
Salesperson ID

Salesperson ID is the unique identifier for the salesperson that you want to have as a default for the user. This is useful for inside salespeople or sales teams.

To select an existing salesperson, place the cursor in Salesperson ID and press F3 (or double-right-click). Salesperson List is displayed. You can select an existing salesperson or add a new salesperson to the list.

Commission Pct

Commission Pct is the percentage to be used to calculate sales commissions for the associated salesperson.
**Inspection (40.350.00)**

*Inspection (40.350.00)* allows you to set up and maintain inspection instructions for specific inventory items.

![Image](image-url)

*Figure 142: Inspection (40.350.00)*

Following are the field descriptions for *Inspection (40.350.00)*.

**Inventory ID**

*Inventory ID* is the unique identifier for the inventory item for which you want to set up inspection instructions.

To select an existing inventory ID, place the cursor in *Inventory ID* and press F3 (or double-right-click). *Inventory List* displays the existing inventory IDs from which you can select.

**Inspection ID**

*Inspection ID* is a unique identifier that you designate to identify the inspection instructions that are to be associated with the entered inventory item.

- You can add a new inspection ID or select an existing inspection ID.
- To add a new inspection ID, enter the code that you want to designate for the new inspection ID. If you add a new inspection ID, you will need to enter the associated *Description* and *Inspection Text*.
- To select an existing inspection ID, place the cursor in *Inspection ID* and press F3 (or double-right-click). *Inspection List* displays the existing inspection IDs from which you can select.

**Notes/Attachments (Icon)**

*Notes/Attachments* allows the entry of or attaching a source document regarding the inspection. Click the *Notes/Attachments* icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Description**

*Description* is a longer identifier for the inspection ID.

**Inspection Text**

*Inspection Text* is the actual statement regarding the inspection of the inventory item.
Customer Contacts (40.370.00)

Use Customer Contacts (40.370.00) to add and maintain buyers, accounts payable contacts, and other contacts within your customers’ organizations. These contacts can then be referenced during order and shipper entry, either by default based on Accounts Receivable’s Customer Maintenance (08.260.00) values or by selecting from a possible-values list when in Sales Orders (40.100.00) or Shippers (40.110.00).

Figure 143: Customer Contacts (40.370.00)

Following are the field descriptions for Customer Contacts (40.370.00).

Customer ID

Customer ID is the unique identifier for your customer, as set up in Accounts Receivable’s Customer Maintenance (08.260.00).

To select an existing customer ID, place the cursor in Customer ID and press F3 (or double-right-click). Customer List is displayed. You can select an existing customer or add a new customer to the list.

Notes/Attachments (Icon)

Notes/Attachments allows the entry of or attaching a source document to the customer. Click the Notes/Attachments icon ☐ to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

Contact ID

Use Contact ID to enter a unique identifier for the buyer, AP contact, or other contact that you are defining.

Contact Type

Select from the Contact Type drop-down list the type of contact you are defining. Options are Buyer, AP Contact, or Other.
**Name**
*Name* is the contact’s name.

**Salutation**
*Salutation* is any personal greeting you would like to have appear on correspondence with this contact.

**Address 1**
*Address 1* is the contact’s suite number or name and number of their street location.

This field can be filled in automatically — with address information set up in the Accounts Receivable module — by clicking the [Copy Customer Address/Phone](#) button at the bottom of the screen.

**Address 2**
*Address 2* is the contact’s post office box number or the name and number of their street location, if a suite number is entered on the first address line.

This field can be filled in automatically — with address information set up in the Accounts Receivable module — by clicking the [Copy Customer Address/Phone](#) button at the bottom of the screen.

**City**
*City* is the municipality where the contact is located.

This field can be filled in automatically — with address information set up in the Accounts Receivable module — by clicking the [Copy Customer Address/Phone](#) button at the bottom of the screen.

**State/Province**
*State/Province* is the contact’s two-letter state abbreviation.

- This field can be filled in automatically — with address information set up in the Accounts Receivable module — by clicking the [Copy Customer Address/Phone](#) button at the bottom of the screen.
- You can press *F3* or double-right-click in the field for a list of all states from which to select.

**Country/Region**
*Country/Region* is the contact’s two-letter country or region abbreviation.

- This field can be filled in automatically — with address information set up in the Accounts Receivable module — by clicking the [Copy Customer Address/Phone](#) button at the bottom of the screen.
- You can press *F3* or double-right-click in the field for a list of all countries and regions from which to select.

**Phone Number**
*Phone Number* is the contact’s 10-digit phone number.

This field can be filled in automatically — with phone information set up in the Accounts Receivable module — by clicking the [Copy Customer Address/Phone](#) button at the bottom of the screen.

**Fax Number**
*Fax Number* is the contact’s 10-digit fax number.

**Email Address**
*Email Address* is the contact’s email address, if applicable.
Web Site

Web Site is the contact’s website address, if applicable.

Order Limit

Order Limit is used to set a dollar limit that the sales order cannot exceed for the contact selected.

PO Required Amount

PO Required Amount is used to set a dollar limit for the sales order that, when reached, will require that a purchase order be entered for the order. Saving the sales order will not be allowed if the purchase order is not entered.

Copy Customer Address/Phone (button)

When you click this button, address and telephone information set up in Accounts Receivable’s Customer Maintenance (08.260.00) is automatically entered into the address and phone fields on this screen.
Sales Price (40.380.00)

Sales Price (40.380.00) is used to enter discount pricing plans. You can set up discount plans by customer, customer price class, inventory item, inventory item class, or a combination of these. The discount plan can be site-specific. Sales price plans will be applied to an order only if Allow Discount Pricing is selected on the Discount Pricing tab of Order Management Setup (40.950.00).

![Sales Price (40.380.00)](image)

Following are the field descriptions for Sales Price (40.380.00).

**Currency ID**

Currency ID is the unique identifier for the type of legal tender used in the transaction.  

*Note:* Currency ID is enabled when Activate Multi-Currency Entry is selected in CM Setup (24.950.00) in the Currency Manager module.

**Site ID**

Site ID is the specific facility (warehouse, distribution center, etc.) with which the discount plan is to be associated.

- Site-specific discounts are enabled if Allow Discounts by Site is selected on the Discount Pricing tab of Order Management Setup (40.950.00).
- If the discount plan applies to all sites, then enter an asterisk in Site ID.

**Category**

Category is the class or grouping that defines under what general circumstances the Discount Price Plan will be applied.

Category choices include: Customer, Customer Price Class, Inventory Item, Inv Item and Cust Price Class, Inv Item and Customer, Inv Price Class, Inv Price Class and Cust Price Class, and Inv Price Class and Customer.
The last ID field in the screen header changes depending on what you choose from the **Category** drop-down list.

<table>
<thead>
<tr>
<th>If you choose...</th>
<th>The field label displayed and enabled will be...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Customer ID</td>
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<tr>
<td>Customer Price Class</td>
<td>Cust Price Class ID</td>
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<td>Inventory Item</td>
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<td>Invnt Item and Customer</td>
<td>Inventory ID and Customer ID</td>
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<td>Invnt Price Class</td>
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<tr>
<td>Invnt Price Class and Cust Price Class</td>
<td>Invnt Price Class ID and Cust Price Class ID</td>
</tr>
<tr>
<td>Invnt Price Class and Customer</td>
<td>Invnt Price Class ID and Customer ID</td>
</tr>
</tbody>
</table>

**Customer ID**

**Customer ID** is the identifier for the specific customer with whom the discount plan is to be associated.

**Cust Price Class ID**

**Cust Price Class ID** is the identifier for the specific customer price grouping with which the discount plan is to be associated.

**Inventory ID**

**Inventory ID** is the identifier for the specific inventory item with which the discount plan is to be associated.

**Invnt Price Class ID**

**Invnt Price Class ID** is the identifier for the specific inventory item grouping with which the discount plan is to be associated.

**Refresh (button)**

**Refresh** rebuilds the display from the database, according to the specified criteria (site, category, customer).

The **Refresh** shortcut key is **ALT+R**.

**Price Plan ID**

**Price Plan ID** is an optional identifier that can be entered for the discount plan.

- **Price Plan ID** can have the same value on more than one price plan.
- **Price Plan ID** does not have any effect on the sales price calculation; it is only for informational purposes.

**Price Type**

**Price Type** indicates whether this is a standard Discount Price Plan or a promotional Discount Price Plan. **Price Type** options are:

- **Standard** — Price breaks are defined for a given combination of sales unit and quantity break and do not have a specified end date.
- **Promotion** — Price breaks are defined for a given combination of sales unit and quantity break and have a specified date range with starting and ending effective dates.
Disc Method

Disc Method is the manner in which the discount will be applied. Disc Method options are: Flat Price, Price Discount, Percent Discount, Percent Markup, and Price Markup.

- Flat Price — The sales price is the fixed dollar amount entered in Price.

  Note: Flat Price is available for only the following categories: Inventory Item and Customer Price Class, Inventory Item and Customer, and Inventory Item.

- Price Discount — The sales price is (stock base price of the inventory item) minus (percentage of the base price entered in Percent).

  Note: In the sales order, Unit Price will display the discounted price, Discount Pct will be zero, and Extension will show the total discounted price.

- Percent Discount — The sales price is (stock base price of the inventory item) minus (percentage of the base price entered in Percent).

  Note: In the sales order, Unit Price will display the stock base price (no discount applied), Discount Pct will show the discount percentage, and Extension will show the total discounted price.

  Note: Price Discount and Percent Discount are similar; each one requires that a discount percentage be entered in Percent.

- Price Markup — The sales price is (cost of the inventory item) plus (dollar amount entered in Price).

- Percent Markup — The sale price is (cost of the inventory item) plus (percentage of the cost entered in Percent).

ID

The next ID field in the Price Plan area changes depending on what you choose from the Category drop-down in the screen header.

<table>
<thead>
<tr>
<th>If you choose...</th>
<th>The field label displayed and enabled will be...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Customer ID</td>
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<tr>
<td>Customer Price Class</td>
<td>Cust Price Class ID</td>
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<tr>
<td>Inventory Item</td>
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<td>Invt Item and Cust Price Class</td>
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<td>Inventory ID and Customer ID</td>
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<td>Invt Price Class</td>
<td>Invt Price Class ID</td>
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<tr>
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<td>Invt Price Class ID and Cust Price Class ID</td>
</tr>
<tr>
<td>Invt Price Class and Customer</td>
<td>Invt Price Class ID and Customer ID</td>
</tr>
</tbody>
</table>

- **Customer ID** is the identifier for the specific customer with whom the discount plan is to be associated.

- **Cust Price Class ID** is the identifier for the specific customer price grouping with which the discount plan is to be associated.

- **Inventory ID** is the identifier for the specific inventory item with which the discount plan is to be associated.

- **Invt Price Class ID** is the identifier for the specific inventory item grouping with which the discount plan is to be associated.
Site ID (Price Plan)
Site ID is the specific facility (warehouse, distribution center, etc.) with which the discount plan is to be associated.

- Site specific discounts are enabled if Allow Discounts by Site is selected on the Discount Pricing tab of Order Management Setup (40.950.00).
- If the discount plan applies to all sites, then enter an asterisk in Site ID.

Min Qty
Min Qty is not available in this version of Order Management.

Max Qty
Max Qty is not available in this version of Order Management.

Sales Unit
Sales Unit is the basic unit (each, case, etc.) by which the item is sold for this discount plan. This is a required field.

Qty Break
Qty Break is the minimum number of items that must be ordered to receive the specified discount. This is a required field.

Qty Break is used for tiered discounts. For example, if Qty Break is 10, then the specified discount would be applied to orders of 10 items or more.

Percent
Percent is the percentage to be applied, depending upon the discount method specified.

Percent is enabled and required if Disc Method is Price Discount, Percent Discount or Percent Markup.

Revised Pct
Revised Pct is the modified discount percentage that will be effective when Sales Price Revisions (40.381.00) is run.

Price
Price is the specific price to be associated with the Qty Break.

Price is enabled and required if Disc Method is Flat Price or Price Markup.

Revised Price
Revised Price is the modified discount price that will be effective when Sales Price Revisions (40.381.00) is run.

Start Date
Start Date is the effective date for a promotional or standard discount plan.

- Start Date is enabled and required for Promotion and Standard price types.

End Date
End Date is the termination date for a promotional discount plan.

- End Date is only enabled and required for the Promotion price type.

Quantity Sold
Quantity Sold is not available in this version of Order Management.
Allowed Quantity

Allowed Quantity is not available in this version of Order Management.

Copy (button)

Copy is used to copy existing sales price plans to another currency.

Copy will only copy the price plans currently displayed in Price Type to another specified currency.

Mass Copy (button)

Mass Copy is used to copy existing sales price plans for a particular category (or all categories) to another currency.

Rate Change (button)

Rate Change is used to adjust existing price plans when currency rates change.
Sales Price Revisions (40.381.00)

Sales Price Revisions (40.381.00) allows you to run a process that will automatically change the discount percentages or the discount prices to the revised percentages or prices for price plans set up in Sales Price (40.380.00).

![Sales Price Revisions (40.381.00)](image)

Columns: Sales Price Revisions (40.381.00)

Following are the field descriptions for Sales Price Revisions (40.381.00).

**Revise Price Plans with Start Dates on or later than**

Revise Price Plans with Start Dates on or later than is the date that will be compared to the start date for the price plan to decide if the revised percentages or prices should be made effective.

**All Categories**

All Categories indicates that price plans for all the plan categories are to be updated.

Pressing the SPACEBAR in the All Categories check box toggles between selecting the field and leaving it blank.

**Customer**

Customer indicates that price plans with Customer designated as the category are to be updated.

Pressing the SPACEBAR in the Customer check box toggles between selecting the field and leaving it blank.

**Customer Price Class**

Customer Price Class indicates that price plans with Customer Price Class designated as the category are to be updated.

Pressing the SPACEBAR in the Customer Price Class check box toggles between selecting the field and leaving it blank.

**Inventory Item**

Inventory Item indicates that price plans with Inventory Item designated as the category are to be updated.

Pressing the SPACEBAR in the Inventory Item check box toggles between selecting the field and leaving it blank.
Inventory Item and Customer Price Class

Inventory Item and Customer Price Class indicates that price plans with Inventory Item and Customer Price Class designated as the category are to be updated.

Pressing the SPACEBAR in the Inventory Item and Customer Price Class check box toggles between selecting the field and leaving it blank.

Inventory Item and Customer

Inventory Item and Customer indicates that price plans with Inventory Item and Customer designated as the category are to be updated.

Pressing the SPACEBAR in the Inventory Item and Customer check box toggles between selecting the field and leaving it blank.

Inventory Price Class

Inventory Price Class indicates that price plans with Inventory Price Class designated as the category are to be updated.

Pressing the SPACEBAR in the Inventory Price Class check box toggles between selecting the field and leaving it blank.

Inventory Price Class and Customer Price Class

Inventory Price Class and Customer Price Class indicates that price plans with Inventory Price Class and Customer Price Class designated as the category are to be updated.

Pressing the SPACEBAR in the Inventory Price Class and Customer check box toggles between selecting the field and leaving it blank.

Inventory Price Class and Customer

Inventory Price Class and Customer indicates that price plans with Inventory Price Class and Customer designated as the category are to be updated.

Pressing the SPACEBAR in the Inventory Price Class and Customer check box toggles between selecting the field and leaving it blank.

All Currencies

All Currencies indicates that all designated price plans, regardless of the designated currency, are to be updated.

Specific Currency

Specific Currency indicates that only price plans with the specified currency are to be updated.

Currency ID

Currency ID is the unique identifier for the specific currency to be considered when updating the price plans.

Note: Currency ID is enabled when Activate Multi-Currency Entry is selected in CM Setup (24.950.00) in the Currency Manager module.

Begin Processing (button)

Begin Processing initiates the sales price revision updates.
Update Revised Sales Prices (40.383.00)

Update Revised Sales Prices (40.383.00) allows you to run a process to update the revised sales discount price or percentage for price plans set up in Sales Price (40.380.00) that match selection criteria you specify. You can select to include price plans for all sites, one site, or a group of sites. You can further refine the price plans selected by indicating detailed information such as an inventory item, a customer, a sales unit, a current sales discount price, or a current sales discount percentage. The change to the revised sales discount price or percentage is entered as a specific price or percentage, a flat amount or percentage change to the price or percentage, or as a percent change to the price.

Note: This screen cannot be accessed when Enable Chain Discounts is selected in the Discount Pricing tab of Order Management Setup (40.950.00).

![Figure 146: Update Revised Sales Prices (40.383.00)](image)

Following are the field descriptions for Update Revised Sales Prices (40.383.00).

**Currency ID**

Currency ID indicates the specific currency considered when you change a revised sales discount price or percentage.

Note: Currency ID is enabled when Activate Multi-Currency Entry is selected in CM Setup (24.950.00) of the Currency Manager module.
**Category**

*Category* indicates the specific circumstance when a price plan is applied. You must consider *Category* when you change a revised sales discount price or percentage. *Category* options are: Customer, Customer Price Class, Inventory Item, Invt Item and Cust Price Class, Invt Item and Customer, Invt Price Class, Invt Price Class and Cust Price Class, and Invt Price Class and Customer.

*Inventory ID*, *Customer ID*, *Invt Price Class ID*, and *Cust Price Class ID* are enabled depending on what you choose from the *Category* drop-down list.

<table>
<thead>
<tr>
<th>If you choose...</th>
<th>The fields enabled are...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Customer ID</td>
</tr>
<tr>
<td>Customer Price Class</td>
<td>Cust Price Class ID</td>
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</tr>
<tr>
<td>Invt Price Class and Customer</td>
<td>Invt Price Class ID and Customer ID</td>
</tr>
</tbody>
</table>

**Disc Method**

*Disc Method* indicates the manner in which a price plan is applied. You must consider *Disc Method* when you change a revised sales discount price or percentage. *Disc Method* options are: Flat Price, Price Discount, Percent Discount, Percent Markup, and Price Markup.

When *Disc Method* is set to Flat Price or Price Markup, the revised sales discount price is changed by the value specified in *New Revised Price*, *Revised Price Flat Increase/Decrease*, or *Revised Price Percent Increase/Decrease*. When *Disc Method* is set to Price Discount, Percent Discount, or Percent Markup, the revised sales discount percentage is changed by the value specified in *New Revised Percent* or *Revised Percent Flat Increase/Decrease*.

**All Sites**

*All Sites* indicates all sites are considered when you change a revised sales discount price or percentage.

*Note: All Sites* is enabled when *Allow Discounts by Site* is selected in the *Discount Pricing* tab of *Order Management Setup* (40.950.00).

**Site ID**

*Site ID* indicates a specific site is considered when you change a revised sales discount price or percentage.

**Site Group ID**

*Site Group ID* indicates a specific collection of sites is considered when you change a revised sales discount price or percentage.

*Note: Site Group ID* is enabled when *Allow Discounts by Site* is selected in the *Discount Pricing* tab of *Order Management Setup* (40.950.00).

**Inventory ID**

*Inventory ID* indicates a specific inventory item is considered when you change a revised sales discount price or percentage. *Inventory ID* is enabled when *Category* is set to Inventory Item, Invt Item and Cust Price Class, or Invt Item and Customer.
Customer ID

**Customer ID** indicates a specific customer is considered when you change a revised sales discount price or percentage. **Customer ID** is enabled when **Category** is set to Customer, InvItem and Customer, or InvItem Price Class and Customer.

InvItem Price Class ID

**InvItem Price Class ID** indicates a specific inventory price grouping is considered when you change a revised sales discount price or percentage. **InvItem Price Class ID** is enabled when **Category** is set to InvItem Price Class, InvItem Price Class and Cust Price Class, or InvItem Price Class and Customer.

Cust Price Class ID

**Cust Price Class ID** indicates a specific customer price grouping is considered when you change a revised sales discount price or percentage. **Cust Price Class ID** is enabled when **Category** is set to Customer Price Class, InvItem and Cust Price Class, or InvItem Price Class and Cust Price Class.

Update price plans with revised price or percent not equal to zero

**Update price plans with revised price or percent not equal to zero** indicates whether price plans with a current revised sales discount price or percentage not equal to zero are considered when you change a revised sales discount price or percentage.

Price Type

**Price Type** indicates the kind of pricing for a price plan. You must consider **Price Type** when you change a revised sales discount price or percentage. **Price Type** options are:

- **Standard** — only price plans with a Standard price type are considered
- **Promotion** — only price plans with a Promotion price type are considered
- **All** — All price plans are considered

Sales Unit

**Sales Unit** indicates a specific unit of measure (each, case, etc.) is considered when you change a revised sales discount price or percentage. You should enter a specific sales unit when tiered discount price plans are defined in **Sales Price** (40.380.00) to prevent updating all tiers.

Qty Break

**Qty Break** indicates a specific quantity of items ordered is considered when you change a revised sales discount price or percentage. You should enter a specific quantity when tiered discount price plans are defined in **Sales Price** (40.380.00) to prevent updating all tiers.

Current Price

**Current Price** indicates a specific sales discount price is considered when you change a revised sales discount price. **Current Price** is enabled when **Disc Method** is set to Flat Price or Price Markup.

Current Percent

**Current Percent** indicates a specific sales discount percentage is considered when you change a revised sales discount percentage. **Current Percent** is enabled when **Disc Method** is set to Price Discount, Percent Discount, or Percent Markup.

New Revised Price

**New Revised Price** indicates the specific price used when you change a revised sales discount price.
Revised Price Flat Increase/Decrease
Revised Price Flat Increase/Decrease indicates the specific amount added to or subtracted from the current sales discount price when you change a revised sales discount price. Entering a positive amount adds the amount to the current sales discount price. Entering a negative amount subtracts the amount from the current sales discount price.

Revised Price Percent Increase/Decrease
Revised Price Percent Increase/Decrease indicates the specific percentage is multiplied by the current sales discount price and the result is added to or subtracted from the current sales discount price when you change a revised sales discount price. Entering a positive percentage adds the result to the current sales discount price. Entering a negative percentage subtracts the result from the current sales discount price.

New Revised Percent
New Revised Percent indicates the specific percentage used when you change a revised sales discount percentage.

Revised Percent Flat Increase/Decrease
Revised Percent Flat Increase/Decrease indicates the specific percentage added to or subtracted from the current sales discount percentage when you change a revised sales discount percentage. Entering a positive percentage adds the percentage to the sales discount percentage. Entering a negative percentage subtracts the percentage from the sales discount percentage.

View Pending Revised Sales Prices (button)
View Pending Revised Sales Prices opens Pending Revised Sales Prices (40.383.01) and displays all price plans that match the selected criteria.

Begin Processing (button)
Begin Processing initiates the revised sales discount price or percentage update process.
Pending Revised Sales Prices (40.383.01)

Pending Revised Sales Prices (40.383.01) allows you to display price plans that match the criteria specified in Update Revised Sales Prices (40.383.00).

Figure 147: Pending Revised Sales Prices (40.383.01)

Following are the field descriptions for Pending Revised Sales Prices (40.383.01).

**Currency ID**
Currency ID displays the currency of the price plan.

**Category**
Category displays the specific circumstance that triggers the application of the price plan. Possible categories are: Customer, Customer Price Class, Inventory Item, Invt Item and Cust Price Class, Invt Item and Customer, Invt Price Class, Invt Price Class and Cust Price Class, and Invt Price Class and Customer.

**Disc Method**
Disc Method displays the specific manner the price plan is applied. Possible methods are: Flat Price, Price Discount, Percent Discount, Percent Markup, and Price Markup.

**Site ID**
Site ID displays the site for the price plan.

**Inventory ID**
Inventory ID displays the inventory item for the price plan.

**Customer ID**
Customer ID displays the customer for the price plan.

**Invt Price Class ID**
Invt Price Class ID displays the inventory price grouping for the price plan.
Cust Price Class ID
Cust Price Class ID displays the customer price grouping for the price plan.

Price Type
Price Type displays the kind of pricing used for the price plan. Possible types are: Standard and Promotion.

Sales Unit
Sales Unit displays the sales unit of measure (each, case, etc.) for the price plan.

Qty Break
Qty Break displays the specific quantity of items ordered for the price plan.

Price
Price displays the current sales discount price for the price plan. Price displays when Disc Method is Flat Price or Price Markup.

Revised Price
Revised Price displays the current revised sales discount price for the price plan. Revised Price displays when Disc Method is Flat Price or Price Markup.

Percent
Percent displays the current sales discount percentage for the price plan. Percent displays when Disc Method is Price Discount, Percent Discount, or Percent Markup.

Revised Percent
Revised Percent displays the current revised sales discount percentage for the price plan. Revised Percent displays when Disc Method is Price Discount, Percent Discount, or Percent Markup.
Item Price Classes (40.390.00)

Item Price Classes (40.390.00) allows you to designate a unique code for products grouped according to price.

![Image](image.png)

*Figure 148: Item Price Classes (40.390.00)*

Following are the field descriptions for Item Price Classes (40.390.00).

**Item Class ID**

*Item Class ID* is the unique code that you designate for a group of products that have similar pricing.

**Description**

*Description* is the full name corresponding to the *Item Class ID*. 
Customer Price Classes (40.391.00)

Customer Price Classes (40.391.00) allows you to set up customer categories for discount pricing purposes.

![Customer Price Classes (40.391.00)](image)

Figure 149: Customer Price Classes (40.391.00)

Following are the field descriptions for Customer Price Classes (40.391.00).

**Customer Class ID**

Customer Class ID is a unique code for the customer price class.

**Description**

Description is the full name of the customer price class.
Customer Carriers (40.807.00)

*Customer Carriers* (40.807.00) allows you to associate the customer’s carrier billing account number with each carrier that the customer uses.

**Figure 150: Customer Carriers (40.807.00)**

Following are the field descriptions for *Customer Carriers* (40.807.00).

**Customer ID**

*Customer ID* is a unique code for the customer.

**Carrier ID**

*Carrier ID* is the unique code of the carrier. Carriers are set up in *Carriers Maintenance* (21.240.00) in the Shared Information module.

**Account Number**

*Account Number* is the customer’s billing account number with the carrier.
Customer Salespeople (40.808.00)

Use Customer Salespeople (40.808.00) to associate specific salespeople with customers, which can be referenced during order entry. Customer Salespeople (40.808.00) is opened by clicking the Default Salespeople button on the Order Management tab of Accounts Receivable's Customer Maintenance (08.260.00).

![Customer Salespeople (40.808.00)](image)

**Figure 151: Customer Salespeople (40.808.00)**

Following are the field descriptions for Customer Salespeople (40.808.00).

**Customer ID**

Customer ID is the unique identifier for your customer, as set up in Accounts Receivable's Customer Maintenance (08.260.00).

To select an existing customer ID, place the cursor in Customer ID and press F3 (or double-right-click). Customer List is displayed. You can select an existing customer or add a new customer to the list.

**Notes/Attachments (Icon)**

Notes/Attachments allows the entry of or attaching a source document to the customer. Click the Notes/Attachments icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Salesperson ID**

Salesperson ID is the unique identifier for your salesperson, as set up in Accounts Receivable’s Salesperson Maintenance (08.310.00).

To select an existing salesperson ID, place the cursor in Salesperson ID and press F3 (or double-right-click). Salesperson List is displayed. You can select an existing customer or add a new customer to the list.

**Commission Percent**

In Commission Percent, enter the percentage of sales for this particular customer that the salesperson should receive on commission.
Use as ship-to defaults (button)

By clicking **Use as ship-to defaults**, you are copying the commission percentage entered in this screen to each ship-to address for this customer. The salesperson and commission percentage are also copied to **Salespeople by Shipping Address (40.809.00)**, which is accessed by clicking the **OM Customer Salespeople** button on **Order Management (08.262.01)**, which is accessed from **Accounts Receivable’s Shipping Address (08.262.00)**.

If commission percentages were already set up in **Salespeople by Shipping Address (40.809.00)** for a particular customer and salesperson, then clicking this button will cause those entries to be overwritten.
Salespeople by Shipping Address (40.809.00)

This screen is accessed via Accounts Receivable’s Shipping Address (08.262.00). Use Salespeople by Shipping Address (40.809.00) to define salespeople and their associated commission percentages for orders placed by a particular customer and ship-to ID.

![Image of Salespeople by Shipping Address (40.809.00)]

Figure 152: Salespeople by Shipping Address (40.809.00)

Following are the field descriptions for Salespeople by Shipping Address (40.809.00).

**Customer ID**

*Customer ID* is display only and defaults based on the customer ID you have selected in Accounts Receivable’s *Shipping Address* (08.260.00).

**Notes/Attachments (Icon)**

*Notes/Attachments* allows the entry of or attaching a source document to the customer. Click the *Notes/Attachments* icon to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference Help or user’s guide.

**Ship-to ID**

*Ship-to ID* is display only and defaults based on the customer ID you have selected in Accounts Receivable’s *Shipping Address* (08.260.00).

**Salesperson ID**

In *Salesperson ID*, enter the salesperson whom you want to be associated with orders from this customer and ship-to ID. To display a list of the existing salesperson IDs, place the cursor in *Salesperson ID* and press F3 (or double-right-click). *Salesperson List* displays the existing salesperson IDs from which you can select.

**Commission Percent**

In *Commission Percent*, enter the commission percentage for the salesperson entered in *Salesperson ID* for this customer and Ship-to ID.
Task Schedule (40.910.00)

Task Schedule (40.910.00) allows you to set up programs for Task Server (40.410.00) to run at specific time intervals for a set duration of time each day. Task Server (40.410.00) is usually used to run certain steps in the order process such as printing picking lists and packing slips.

Following are the field descriptions for Task Schedule (40.910.00).

Program
Program is the name of the task that Task Server (40.410.00) will run.
Program must contain a Microsoft Dynamics SL program file name.

Interval (Mins)
Interval (Mins) is the cycle period of time (in minutes) when the Task Server (40.410.00) will run the program. For example, if 15 is entered, then the Task Server (40.410.00) will run the program every 15 minutes.

Starting Time
Starting Time is the time of day when you want the Task Server (40.410.00) to start executing the specified program at the specified intervals.

Ending Time
Ending Time is the time of day when you want the Task Server (40.410.00) to stop executing the specified program at the specified intervals.

Active
Active indicates that this is an active program and should be run by Task Server (40.410.00).
- Programs cannot be deleted from Task Schedule but can be made inactive. Task Server (40.410.00) will not run inactive programs.
- Pressing the SPACEBAR in the Active check box toggles between selecting the field and leaving it blank.
Company ID

Company ID is the unique identifier for the company associated with the program to be run. To select an existing company, place the cursor in Company ID and press F3 (or double-right-click). Company List is displayed. Company List will display the existing companies from which you can select.

Function ID

Function ID is the identifier for the function that is passed to the program to run the desired process.

Function Class

Function Class is the identifier for the function class that is passed to the program to run the desired process.
Process Screens

Purpose of Process Screens

Process screens are the screens in which you initiate sales order processes, such as order steps, scheduled tasks, and sales order deletion.

Process Manager (40.400.00)

Process Manager (40.400.00) is used by a system administrator to start and stop the order steps that are processing. Process Manager (40.400.00) must be started for orders to complete any steps that have been set up to run automatically.

Note: With CPS off, Process Manager (40.400.00) still performs its nightly maintenance (which rebuilds the inventory plan). However SOPlan is not rebuilt as it is with CPS on. Shipper creation, credit checking, and other nightly maintenance processing does take place as usual.
Task Server (40.410.00)

Task Server (40.410.00) is used to process tasks that are set up through Task Schedule (40.910.00).

![Task Server (40.410.00)](image)

Figure 155: Task Server (40.410.00)

**Note:** Previously, Process Manager (40.400.00) was used to process the task schedule and order steps. Task Server (40.410.00) has been added to allow users to process the task schedule from a separate server from the Process Manager (40.400.00) server.
Sales Order Deletion (40.490.00)

Sales Order Deletion (40.490.00) allows you to delete closed sales orders from the database according to the retention period specified in Order Management Setup (40.950.00).

![Figure 156: Sales Order Deletion (40.490.00)](image)

Following are the field descriptions for Sales Order Deletion (40.490.00).

**Current Fiscal Period**

Current Fiscal Period displays the fiscal period at the present time based on the criteria specified in Order Management Setup (40.950.00). Current Fiscal Period is display only.

**Delete Orders Before**

Delete Orders Before is the fiscal period before which sales orders will be deleted. Any sales orders closed prior to this period will be deleted. Delete Orders Before is based on the criteria specified in Order Management Setup (40.950.00). Delete Orders Before is display only.

**Delete Bookings Before**

Delete Bookings Before is the fiscal period before which bookings will be deleted. Bookings with an effective period prior to this period will be deleted. The period for Delete Bookings Before is the Current Period Number in AR Setup (08.950.00) in the Accounts Receivable module minus the entered Periods to Retain Bookings on the Other tab of Order Management Setup (40.950.00). Delete Bookings Before is display only.

*Note:* See “Viewing Bookings by Salesperson” on page 169 for the definition of “effective period.”

**Begin Processing (button)**

Begin Processing initiates the deletion process. The Begin Processing shortcut key is ALT+B.
OM Integrity Check (40.990.00)

OM Integrity Check (40.990.00) allows for the validation and referential integrity checks of all data within the Order Management module. Options are to check integrity only, or to check and correct as required.

![OM Integrity Check (40.990.00)](image)

**Figure 157: OM Integrity Check (40.990.00)**

Following are the field descriptions for OM Integrity Check (40.990.00).

**Check Sales Orders**

Check Sales Orders indicates that the sales order database tables are to be included in the verification of the table relationships and/or the verification of totals, depending on the selected options.

- Either Verify Table Relationships or Verify Totals must be selected along with Check Sales Orders to run the verification process.
- Pressing the SPACEBAR in the Check Sales Orders check box toggles between selecting the box and leaving it blank.

**Include Closed Sales Orders**

Include Closed Sales Orders indicates that closed sales orders are to be included when the sales order database tables are verified.

- Pressing the SPACEBAR in the Include Closed Sales Orders check box toggles between selecting the box and leaving it blank.
- Enabled when Check Sales Order is selected.
Check Shippers

Check Shippers indicates that the shipper database tables are to be included in the verification of the table relationships and/or the verification of totals, depending on the selected options.

- Either **Verify Table Relationships** or **Verify Totals** must be selected along with **Check Shippers** to run the verification process.
- Pressing the SPACEBAR in the **Check Shippers** check box toggles between selecting the box and leaving it blank.

Include Closed Shippers

Include Closed Shippers indicates that closed shippers are to be included when the shipper database tables are verified.

- Pressing the SPACEBAR in the **Include Closed Shippers** check box toggles between selecting the box and leaving it blank.
- Enabled when **Check Shippers** is selected.

Verify Table Relationships

Verify Table Relationships indicates that the table relationships for the sales order database tables and/or the shipper database tables (depending on which options are selected) should be validated.

Pressing the SPACEBAR in the **Verify Table Relationships** check box toggles between selecting the box and leaving it blank.

Delete Orphaned Records

Delete Orphaned Records indicates that child records without corresponding parent records should be deleted.

- Pressing the SPACEBAR in the **Delete Orphaned Records** check box toggles between selecting the box and leaving it blank.
- Enabled when **Verify Table Relationships** is selected.

Verify Shipment Quantities on Sales Orders

Verify Shipment Quantities on Sales Orders indicates that sales order shipment quantity database tables are to be verified. **Check Sales Orders** must be selected along with this option.

- Closed sales orders can be included in the verification process by also selecting **Include Closed Sales Orders**.
- Pressing the SPACEBAR in the **Verify Table Relationships** check box toggles between selecting the box and leaving it blank.

Correct Shipment Quantities on Sales Orders

Correct Shipment Quantities on Sales Orders indicates that if discrepancies are found in sales order shipment quantity database tables, they should be corrected.

- Closed sales orders can be included in the correction process by also selecting **Include Closed Sales Orders**.
- Enabled when **Verify Shipment Quantities on Sales Orders** is selected.
- Pressing the SPACEBAR in the **Correct Shipment Quantities on Sales Orders** check box toggles between selecting the box and leaving it blank.
Verify Totals (Open Orders/Shippers Only)

*Verify Totals (Open Order/Shippers Only)* indicates that the total dollar amounts for the sales orders and/or the shippers (depending on which options are selected) should be recalculated and verified.

Pressing the **SPACEBAR** in the *Verify Totals (Open Order/Shippers Only)* check box toggles between selecting the box and leaving it blank.

Correct Totals (Open Orders/Shippers Only)

*Correct Totals (Open Orders/Shippers Only)* indicates that if discrepancies are found when the totals are recalculated, the record should be updated with the recalculated amount.

- Pressing the **SPACEBAR** in the *Correct Totals (Open Orders/Shippers Only)* check box toggles between selecting the box and leaving it blank.
- Enabled when *Verify Totals (Open Orders/Shippers Only)* is selected.

Rebuild Customer Name Cross-Reference

*Rebuild Customer Name Cross-Reference* rebuilds the customer name cross-reference database tables.

- If searches on customer name are not working correctly, rebuild the customer name cross-reference and try the search again.
- Pressing the **SPACEBAR** in the *Rebuild Customer Name Cross-Reference* check box toggles between selecting the box and leaving it blank.

Rebuild Inventory Description Cross-Reference

*Rebuild Inventory Description Cross-Reference* rebuilds the inventory description cross-reference database tables.

Pressing the **SPACEBAR** in the *Rebuild Inventory Description Cross-Reference* check box toggles between selecting the box and leaving it blank.

Rebuild Inventory Plan

*Rebuild Inventory Plan* rebuilds the SOPlan table, which contains the inventory supply and demand schedule for all item/site combinations. Functionality of this field depends on which modules you have installed and whether you have Customer Priority Scheduling (CPS) turned on or off. See “Customer Priority Scheduling” on page 24 for more information.

Inventory ID

*Inventory ID* is the specific inventory item for which you want to rebuild the inventory plan. When *Inventory ID* is blank, the inventory plan will be rebuilt for all inventory items.

Site ID

*Site ID* is the specific site for which you want to rebuild the inventory plan. When *Site ID* is blank, the inventory plan will be rebuilt for all sites.

Begin (button)

*Begin* initiates the processes selected. *OM Integrity Check (40.990.00)* displays each order according to the processes selected.

Enabled when Check Sales Orders or Check Shippers is selected.
Setup Screens

Purpose of Setup Screens
You use setup screens to define the defaults your company will use in other Order Management screens.

Order Management Setup (40.950.00)
Order Management Setup (40.950.00) allows you to set up and maintain the features within the Order Management module.

Order Management Setup, Order/Shipper Entry Tab

![Image of Order Management Setup (40.950.00), Order/Shipper Entry tab]

You need to define different kinds of orders in Order Types (40.200.00) before you make selections on this screen.

Following are the field descriptions for the Order/Shipper Entry tab of Order Management Setup (40.950.00).

Default Order Type
Default Order Type is the order type that will appear as the default for all new sales orders in Sales Orders (40.100.00).

To select an existing order type, place the cursor in Default Order Type and press F3 (or double-right-click). Order Type List displays the existing order types from which you can select.

Default Shipper Type
Default Shipper Type is the order type that will appear as the default on new shippers in Shippers (40.110.00).

To select an existing order type, place the cursor in Default Shipper Type and press F3 (or double-right-click). Order Type List displays the existing order types from which you can select.
Method for defaulting Site ID

Method for defaulting Site ID is the method to be used to select the default site ID. The choices are:
Customer Ship-to Address, Item, User, and No Default.

Default Salesperson Method

Default Salesperson Method is the method to be used to select the default salesperson. The choices are:

- **Customer Ship-to Address** – **Salesperson ID** defaults from Salespeople by Shipping Address (40.809.00) entered in Order Management (08.262.01), which is accessed from the Order Management button in the Accounts Receivable Shipping Address (08.262.00) screen.
- **User** – **Salesperson ID** defaults from Default Salespeople in User Defaults (40.340.00).
- Both User and Ship-to Address – **Salesperson ID** defaults to a combination of the salespeople in Shipping Address (08.262.00) and User Defaults (40.340.00) as mentioned above.
- **No Default** – The Salesperson Method does not default. The user will be prompted to enter a Salesperson Method.

Cash Sale Customer ID

Cash Sale Customer ID is the default customer ID for counter sale order types. Typically, one specific customer is established for all cash sales.

To select an existing customer ID, place the cursor in Cash Sale Customer ID and press F3 (or double-right-click). Active Customer List displays the existing customer IDs from which you can select.

Will Call Ship Via ID

Will Call Ship Via ID is the default shipment method for will-call orders. Typically, one specific shipment method (for example, Will Call) is established for all Will Call orders.

To select an existing ship via, place the cursor in Will Call Ship Via ID and press F3 (or double-right-click). Ship Via List is displayed. You can select an existing ship via method or add a new one to the list.

Auto Order Numbering

Auto Order Numbering initiates the automatic numbering of sales orders. An order number is assigned to a sales order when it is saved in Sales Orders (40.100.00).

Pressing the SPACEBAR in the Auto Order Numbering check box toggles between selecting the field and leaving it blank.

Realtime Inventory Update

Realtime Inventory Update indicates that inventory reserves are to be updated at the conclusion of line item entry. Selecting this box has the advantage of quickly reserving inventory as line items are entered, but will cause some degradation of system performance as the inventory is updated.

- If Realtime Inventory Update is selected, the order will be saved after each line item is entered.
- If Realtime Inventory Update is not selected, the inventory updates will be made when the order is finished.
- Pressing the SPACEBAR in the Realtime Inventory Update check box toggles between selecting the field and leaving it blank.
Require Valid Lot/Serial Numbers at Entry

Require Valid Lot/Serial Numbers at Entry indicates whether the entry of a non-existing lot or serial number in the following screens will be treated as a warning or an error: Bin/Lot/Serial (40.100.06) of Sales Orders (40.100.00), Bin/Lot/Serial (40.110.06) of Shippers (40.110.00), or Shipment Confirmation (40.117.00). If this check box is not selected, a message warns you that the value you specified does not exist, but the software allows you continue with the value. If you select this check box, a message appears, saying that the value you specified does not exist. You must then enter an existing value.

Send the Project/Task from Sales Order to Purchase Order

Send the Project/Task from Sales Order to Purchase Order is enabled when you have Project Controller, Inventory, Purchasing, and Orders to Purchase installed and set up. Select Send the Project/Task from Sales Order to Purchase Order if you want to use the “Goods for Project Sales Order” purchase for in Purchasing to link the sales order to the purchase order and use project allocated inventory functionality.

Note: To use this functionality, you must specify a project on the sales order in Sales Orders (40.100.00) and link an account category in General Ledger’s Chart of Accounts Maintenance (01.260.00) to the COGS Account specified in Order Types (40.200.00).

AM/PM Cutoff Time

AM/PM Cutoff Time determines the request date for the shipper.

- The time must be entered in 24-hour clock format.
- If an order is entered after the specified AM/PM Cutoff Time, the requested date on the shipper will advance to the next shipping day, taking After Cutoff Time Days into account.

Before Cutoff Time Days

Before Cutoff Time Days designates how many days to add to the request date if the order is received prior to the specified AM/PM Cutoff Time.

For example, the AM/PM Cutoff Time is 13:00, Before Cutoff Time Days is 2, and the Current Date is June 17, 2002. If the order is entered before 1:00 PM on June 17, 2002, the Requested Date on the shipper will be June 19, 2002. If a calculated request date is not a business day, the date will be forwarded to the next shipping day.

After Cutoff Time Days

After Cutoff Time Days designates how many days to add to the request date if the order is received after the specified AM/PM cutoff time.

For example, the AM/PM Cutoff Time is 13:00, After Cutoff Time Days is 3, and the Current Date is June 17, 2002. If an order is entered after 1:00 PM on June 17, 2002, the Requested Date on the shipper will be June 20, 2002. If a calculated request date is not a business day, the date will be forwarded to the next shipping day.

Auto Add Alternate IDs for Inventory Items

Auto Add Alternate IDs for Inventory Items indicates that Item Cross References (10.380.00) is to be updated automatically if an alternate ID is entered on a sales order or shipper.

Pressing the SPACEBAR in the Auto Add Alternate IDs for Inventory Items check box toggles between selecting the field and leaving it blank.
Type

Type specifies the category designation that will be applied when users enter an Alternate ID in Sales Orders (40.100.00) or Shippers (40.110.00).

If Auto Add Alternate IDs for Inventory Items is selected, Order Management will automatically enter the Alternate ID and Alternate ID Type to Item Cross References (10.380.00) as orders/shippers are entered.

Automatically Insert Contacts

Automatically Insert Contacts indicates that the customer contact list is to be updated automatically when a new buyer is entered in Sales Orders (40.100.00) or Shippers (40.110.00).

Pressing the SPACEBAR in the Automatically Insert Contacts check box toggles between selecting the field and leaving it blank.

Order Management Setup, Company Information Tab

Following are the field descriptions for the Company Information tab of Order Management Setup (40.950.00). The information entered on the Company Information tab is printed in the header of output forms, such as quotes, packing slips, etc.

Company Name

Company Name is the name under which your company does business.

Address 1

Address 1 is typically used for your suite number or the name and number of your company’s street location.

Address 2

Address 2 is typically used for the post office box number, if any, or the name and number of the street location. Note that the United States Postal Service delivers mail to the location listed immediately above the city, state, and zip code line, whether that particular address is a street address or a post office box.
City
City is the municipality where your company address is located.

State/Province
State/Province typically uses a standard two-letter state abbreviation.
To select an existing state abbreviation, place the cursor in State/Province and press F3 (or double-right-click). State List is displayed. You can select an existing state abbreviation or add a new one to the list.

Postal Code
Postal Code can be the domestic five-digit code or ZIP+4 code or an international postal code.

Country/Region
Country/Region uses a standard country or region abbreviation.
To select an existing country or region abbreviation, place the cursor in Country/Region and press F3 (or double-right-click). Country/Region List is displayed. You can select an existing country or region or add a new country or region to the list.

Phone Number
Phone Number is the phone number associated with your company.

Fax Number
Fax Number is the fax number associated with your company.

Order Management Setup, Discount Pricing Tab
The information on the Discount Pricing tab is global for all companies.

Figure 160: Order Management Setup (40.950.00), Discount Pricing tab

Following are the field descriptions for the Discount Pricing tab of Order Management Setup (40.950.00).
Allow Discount Pricing

Allow Discount Pricing indicates that pricing plans set up in Sales Price (40.380.00) can be applied to orders when the plan parameters are met.

Pressing the SPACEBAR in the Allow Discount Pricing check box toggles between selecting the field and leaving it blank.

Promotion Discount Date

Promotion Discount Date specifies that the Order Date is the date that the entered promotion date(s) will be compared to when determining whether a promotional discount should be applied. Promotion Discount Date is display only.

Discount Sequence

Discount Sequence is the hierarchical order of discount plans that determines how discounts are applied to a sales order. The first match found in the list is the one that will be used to apply the discount.

Example: Inventory Item is first on the list and Customer is second on the list. Allow Discount Pricing is selected. There is a 10% discount for the inventory item and a 20% discount for the customer. Since Inventory Item is first in the discount sequence, the 10% discount will be applied if the inventory item entered on the order matches the inventory item designated in the discount plan.

- If you want to see the largest discount for the order, you need to use Price Negotiator (40.105.00) in Sales Orders (40.100.00). In Price Negotiator (40.105.00), if you select Best in the Price Option area, the discount sequence will be disregarded and the program will search through the entire list to find the largest discount.
- The discount plans for the different categories listed in the discount sequence are set up in Sales Price (40.380.00).

Allow Total Order Discounts

Allow Total Order Discounts gives the ability to apply discounts to the total dollar amount for an entire order in addition to any line item discounts that may be applied.

Pressing the SPACEBAR in the Allow Total Order Discounts check box toggles between selecting the field and leaving it blank.

Allow Discounts by Site

Allow Discounts by Site allows a Discount Price Plan set up in Sales Price (40.380.00) to be site-specific.

Pressing the SPACEBAR in the Allow Discounts by Site check box toggles between selecting the field and leaving it blank.

Minimum GP Handling

Minimum GP Handling allows you to select what will occur if the pricing for an item on a sales order falls below the minimum gross profit percentage specified for the item on the Cost/Price tab of Inventory Items (10.250.00) in Inventory. The options are: Warning message only, Do not save order, and Ignore minimum GP condition.

Enable Chain Discounts

Enable Chain Discounts allows tiered discounts to be applied to a line item on the sales order; for example, a 10-10-5 Chain Discount.

Pressing the SPACEBAR in the Enable Chain Discounts box toggles between selecting the field and leaving it blank.
Default Discount ID

**Default Discount ID** indicates the discount identifier that is to be used as the default when Chain Discounts are entered on the sales order. This field is enabled only if **Enable Chain Discounts** is selected.

- To select an existing discount ID, place the cursor in **Discount ID** and press F3 (or double-right-click). **Discount List** displays the existing discount IDs from which you can select.
- Discount IDs are created in **Chain Discounts** (40.330.00).

**Order Management Setup, Invoicing Tab**

![Image of Order Management Setup](image)

*Figure 161: Order Management Setup (40.950.00), Invoicing tab*

Following are the field descriptions for the **Invoicing** tab of **Order Management Setup** (40.950.00).

**Current Period Number**

**Current Period Number** is a display only field that shows you the current Order Management period to post.

**Error Account**

Order Management allows you to specify general ledger account numbers using wildcards on the **Accounts** tab of **Order Types** (40.200.00). Because of this flexibility, it is possible to configure wildcard combinations that will yield non-existing account numbers when posting invoices. When a non-existing account number combination occurs, the system will post the transaction into the account listed in **Error Account**.

To select an existing account, place the cursor in **Error Account** and press F3 (or double-right-click). **Master Account List** is displayed. You can select an existing account or add a new account to the list.
Error Sub

Order Management allows you to specify general ledger subaccount numbers using wildcards on the Accounts tab of Order Types (40.200.00). Because of this flexibility, it is possible to configure wildcard combinations that will yield non-existing account numbers when posting invoices. When an non-existing account number combination occurs, the system will post the transaction into the subaccount listed in Sub.

To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.

Scrap Account

Scrap Account specifies the expense account for the cost of returned goods that are designated as scrap.

To select an existing account, place the cursor in Scrap Account and press F3 (or double-right-click). Master Account List is displayed. You can select an existing account or add a new account to the list.

Scrap Sub

Sub specifies the expense subaccount for the cost of returned goods that are designated as scrap.

To select an existing subaccount, place the cursor in Sub and press F3 (or double-right-click). Master SubAccount List is displayed. You can select an existing subaccount or add a new subaccount to the list.

Accrued Revenue Account

Accrued Revenue Account specifies the default account to which the accrued revenue (asset) will post when the account is not specified for the customer on the OM GL Accounts tab of Customer Maintenance (08.260.00).

- Accrued Revenue Account is enabled and required when Consolidated Invoicing Available is selected.
- Accrued Revenue Account is disabled when Consolidated Invoicing Available is not selected.

Accrued Revenue Sub

Accrued Revenue Sub specifies the default subaccount to which the accrued revenue (asset) will post when the subaccount is not specified for the customer on the OM GL Accounts tab of Customer Maintenance (08.260.00).

- Accrued Revenue Sub is enabled and required when Consolidated Invoicing Available is selected.
- Accrued Revenue Sub is disabled when Consolidated Invoicing Available is not selected.

Copy Notes to AR when Invoicing

Copy Notes to AR when Invoicing indicates whether to copy document and line-level notes from Order Management to Accounts Receivable documents. The options are: Yes, No, Prompt.

Pre-numbered Invoice Forms

Pre-numbered Invoice Forms indicates that pre-numbered forms will be used instead of having Order Management generate its own numbers. Selecting this box triggers special logic in Order Management’s form-handling routines.

Release Batches Automatically

Release Batches Automatically enables Accounts Receivable and Inventory batches created in Sales Journal (40.690.00) to be released without manual intervention.
Post Invoices to Current OM Period

Post Invoices to Current OM Period indicates that invoices should always be posted to the current Order Management period to post, regardless of the date of the invoice.

- This option is applied when a specific period to post is not entered on the Other Information tab of Shippers (40.110.00) or on the Sales Journal (40.690.00) report ROI screen or on the Consolidated Invoice (40.682.00) ROI screen.
- Post Invoices to Current OM Period overrides the standard logic, which assigns the period to post based on the date of the invoice.

Consolidated Invoicing Available

Consolidated Invoicing Available indicates whether the capability to consolidate multiple shippers on an individual invoice is available in the system.

Consolidated invoicing can be overridden by not selecting Consolidate Invoice on the Other Information tab of Sales Orders (40.100.00) or Shippers (40.110.00).

Consolidated Invoicing Default

Consolidated Invoicing Default indicates whether to automatically select Consolidate Invoices on the Order Management tab of Customer Maintenance (08.260.00) when a new customer is added.

- When Consolidated Invoicing Default is selected, Consolidate Invoices on the Order Management tab of Customer Maintenance (08.260.00) is selected when a new customer is added.
- Consolidated Invoicing Default is disabled when Consolidated Invoicing Available is not selected.

Default Sales Journal to Accrue Revenue

Default Sales Journal to Accrue Revenue is the default for Accrue Revenue for Consolidate Invoice Shippers on the Options Tab of the Sales Journal (40.690.00) ROI screen.

- Accrue Revenue for Consolidate Invoice Shippers on the Options tab of the Sales Journal (40.690.00) ROI screen indicates whether the Sales Journal (40.690.00) should create accrual entries (Accrual Documents in Accounts Receivable) for shippers that have been closed but not invoiced. This option applies to shippers that will be aggregated on a consolidated invoice.
- Accrual entries are optional. They can be bypassed and the revenue postings may be created only at month-end to reduce the number of documents in the system, if desired.
- Default Sales Journal to Accrue Revenue is disabled when Consolidated Invoicing Available is not selected.

Allow Terms Override

Allow Terms Override indicates whether the default Payment Terms on the Billing Information tab of Sales Orders (40.100.00) and Shippers (40.110.00) can be overridden when the order/shipper will be processed as part of a consolidated invoice.

- The Allow Terms Override options are:
  - Allow - Allow the user to change the Payment Terms without any warning.
  - Warn - Allow the user to change the Payment Terms with a warning that changing the Payment Terms will result in a separate invoice for the Shipper.
  - Deny - Do not allow the user to change the Payment Terms. (Payment Terms will be disabled in Sales Orders (40.100.00) and Shippers (40.110.00).)
- Allow Terms Override is disabled when Consolidated Invoicing Available is not selected.
Aggregation Levels (button)

Clicking Aggregation Levels displays Aggregation Levels (40.950.01). Aggregation Levels (40.950.00) allows you to enter optional data fields to use to group shippers on consolidated invoices.

- Aggregation Levels is enabled when Consolidated Invoicing Available is selected.
- To display a list of all the data fields that can be selected as optional aggregation levels, press F3 (or double-right-click). Aggregation Level List is displayed. To select a data field, you can highlight it and click OK or double-click on your selection.

For more information see “Aggregation Levels (40.950.01)” on page 464.
Order Management Setup, Credit Checking Tab

Following are the field descriptions for the Credit Checking tab of Order Management Setup (40.950.00).

Enable Credit Checking

Enable Credit Checking indicates that the customer’s credit limit is to be checked when new orders are entered and, if designated for the specific order type, at other steps throughout the order process. The credit limits are set up in the Customer Information tab of Customer Maintenance (08.260.00) in Accounts Receivable.

Pressing the SPACEBAR in the Enable Credit Checking box toggles between selecting the field and leaving it blank.

Grace Days

Grace Days is used to extend the credit grace period for an order/shipper that is manually released from credit hold in Credit Manager’s Assistant (40.170.00) to prevent the order/shipper from immediately going back on credit hold when credit checking is done.

- **Grace Days** applies to customers whose Credit Check in Customer Maintenance (08.260.00) is Credit Limit plus Past Due.
- **Grace Period** in Customer Maintenance (08.260.00) is extended by Grace Days for the order/shipper that is manually released when the customer’s credit check is based on the Credit Limit plus Past Due.
- **Grace Days** only applies to the individual manually released order/shipper.
Grace Percentage

Grace Percentage is used to increase the customer’s credit limit for an order/shipper that is manually released from credit hold in Credit Manager’s Assistant (40.170.00) to prevent the order/shipper from immediately going back on hold when credit checking is done.

- **Grace Percentage** applies to customers whose Credit Check in Customer Maintenance (08.260.00) is Credit Limit Only or Credit Limit plus Past Due.
- If Credit Check is Credit Limit Only or Credit Limit plus Past Due and the customer’s order/shipper is manually released from credit hold, then the credit limit (for the released order/shipper only) is increased to the customer’s current accounts receivable balance plus **Grace Percentage** times that balance.
- **Grace Percentage** only applies to the individual manually-released order/shipper.

Stop Order and Shipper Entry on Credit Check Failures

- The Stop Order and Shipper Entry on Credit Check Failures check box allows you to control the creation of orders and shippers if a customer fails credit checking.
- Selected – If this check box is selected, entering a customer ID in Sales Orders (40.100.00) or Shippers (40.110.00) for a customer who has exceeded their credit limit will cause a message to appear, confirming that the customer’s credit limit has been exceeded. The customer ID will then disappear, and you will not be able to enter an order or shipper for this customer.
- Not selected – If the check box is not selected, entering a customer ID in Sales Orders (40.100.00) or Shippers (40.110.00) for a customer who has exceeded their credit limit will cause a message to appear, confirming that the customer’s credit limit has been exceeded. However, a sales order or shipper can be entered and then placed on hold.
Order Management Setup, Bookings Tab

The Bookings tab allows you to track bookings information. Many companies use bookings data to forecast performance or to create incentives for salespeople.

Following are the field descriptions for the Bookings tab of Order Management Setup (40.950.00).

Post Bookings

Post Bookings indicates that Order Management should track bookings information when sales orders are entered, modified or cancelled.

Booking Limit (days)

Booking Limit (days) sets the timeframe within which the sale must occur to be included in the reported bookings for the salespeople. For example, if Booking Limit (days) is 60 days, any sales with a Requested Date beyond 60 days from the current date will not be reflected in the salesperson’s reported bookings. When the Requested Date falls within 60 days of the current date, the sale will be included in the reported bookings.

Booking Limit (days) does not determine whether sales are tracked for the salespeople. Sales are always tracked if Post Bookings is selected on the Bookings tab of Order Management Setup (40.950.00). Booking Limit (days) only defines when the tracked sales will be included in the reported bookings for the salespeople.
Order Management Setup, Other Tab

Following are the field descriptions for the Other tab of Order Management Setup (40.950.00).

**Periods to Retain Bookings**

Periods to Retain Bookings indicates the number of Accounts Receivable periods that the booking information in the system should be retained before deletion.

Periods to Retain Bookings is subtracted from the **Current Period Number** in AR Setup (08.950.00) in the Accounts Receivable module to calculate the period for **Delete Bookings Before** in Sales Order Deletion (40.490.00).

**Periods to Retain Transactions**

Periods to Retain Transactions indicates the number of Accounts Receivable periods as defined in the Shared Information module that the sales order information in the system should be retained before deletion.

**Picking Time (days)**

Picking Time (days) is used by Order Management to calculate when picking lists must be generated. Picking Time (days) determines the planned date for shipper creation. For example, if Picking Time (days) is 1 day and Ship Via transit time is set to 5 days, the Planned Date is automatically set to be 6 business days before Request Date. If you pick and ship on the same day, then the picking time is zero.

**Process Manager Sleep Time (seconds)**

Process Manager Sleep Time (seconds) defines how often the Process Manager runs. The Process Manager is responsible for processing automated steps in sales orders and shippers and also for printing reports. If the Process Manager is set to run every 15 seconds, then the sales orders and shippers will be updated every 15 seconds, and any selected reports will be printed every 15 seconds.

**Delay Manifest Update (minutes)**

Delay Manifest Update is associated with the Shipping Management system. For more information, see the Shipping Management Help or user's guide.
Delay Shipper Creation (minutes)

Delay Shipper Creation is the number of minutes to wait before creating the shipper after the order has been released.

Delay Shipper Update (minutes)

Delay Shipper Update is the number of minutes to wait before updating the shipper after shipment confirmation.

Decimal Precision for Non-standard Quantities

Decimal Precision for Non-standard Quantities is the number of decimal places to be used in the result of the unit of measure conversion calculations for non-standard quantities.

Last Sales Journal ID

Last Sales Journal ID is a designated number to use as the base to create the next sequential identification number for the sales journal.

Early Warning Report Cutoff (days past lead time)

Early Warning Report Cutoff (days past lead time) enables you to view potential discrepancies in supply versus items promised/sold in a report. For example, if a customer has placed an order for 50 items to be sent on January 15 and it is January 11 but you do not have 50 in stock, Early Warning Report Cutoff (days past lead time) assists you by allowing you to manually set a number of days before the shipment is scheduled to be sent when you are informed if the items are not in stock.

Example: Suppose you set Early Warning Report Cutoff (days past lead time) to 10 days. If you have a normal lead time of 5 days, the item appears on the Early Warning (40.790.00) report 15 days before its scheduled ship date.

Purchase Orders Always Available on ETA Date

Purchase Orders Always Available on ETA Date indicates that if purchase orders are designated to be counted in the quantity available calculation for the item, then the purchase order quantities should be counted on the estimated receipt date whether the items have actually been received in inventory.

• Including purchase orders in the quantity available calculations is designated on the Options tab of IN Setup (10.950.00) in Inventory.

• Pressing the SPACEBAR in the Purchase Orders Always Available on ETA Date box toggles between selecting the field and leaving it blank.

• This check box is disabled if Customer Priority Scheduling (CPS) is off.

Kit Assemblies Always Available on ETA Date

Kit Assemblies Always Available on ETA Date indicates that if kit assemblies are designated to be counted in the quantity available calculation for the item, then the kit assembly quantities should be counted on the estimated completion date for the assembly whether the items have actually been received in inventory.

• Including kit assemblies in the quantity available calculations is designated on the Options tab of IN Setup (10.950.00) in Inventory.

• Pressing the SPACEBAR in the Kit Assemblies Always Available on ETA Date box toggles between selecting the field and leaving it blank.

• This check box is disabled if Customer Priority Scheduling (CPS) is off.
Transfers Always Available on ETA Date

Transfers Always Available on ETA Date indicates that if transfers are designated to be counted in the quantity available calculation for the item, then the transfer quantities should be counted on the estimated receipt date whether the items have actually been received in inventory.

- Including transfers in the quantity available calculations is designated on the Options tab of IN Setup (10.950.00) in Inventory.
- Pressing the SPACEBAR in the Transfers Always Available on ETA Date box toggles between selecting the field and leaving it blank.
- This check box is disabled if Customer Priority Scheduling (CPS) is off.

Print Company Name on Forms

Print Company Name on Forms indicates that Order Management should automatically print the company name and address on forms (for example, quotes, packing slips, etc.). If selected, this box instructs Order Management to print the company name and address entered on the Company Information tab on reports.

Pressing the SPACEBAR in the Print Company Name on Forms box toggles between selecting the field and leaving it blank.

Delay Order Total Update

The Delay Order Total Update check box is used to control order total updating. If the check box is not selected, order totals are updated every time Process Manager processes a shipper. Selecting the check box delays the totaling of the orders until after all shippers are processed. Delaying order total updating in this way helps improve the speed of Process Manager.

Order Management Setup, User Fields Tab

This screen is used with Customization Manager to indicate that user fields added to sales orders should also be saved in the Shipper tables and that user fields added to Shippers should also be saved in the Invoice tables.

Figure 165: Order Management Setup (40.950.00), User Fields tab
Order Management Setup, IN Setup Tab

The **IN Setup** tab is displayed only if the Inventory module is not installed. The number of decimal places for quantities and price/cost is entered here.

![Image of Order Management Setup (40.950.00), IN Setup tab]

*Figure 166: Order Management Setup (40.950.00), IN Setup tab*

Following are the field descriptions for the **IN Setup** tab of Order Management Setup (40.950.00).

**Quantities**

**Quantities** is the number of decimal places to be shown in the item quantities.

**Price/Cost**

**Price/Cost** is the number of decimal places to be shown in the item price and cost amounts.

**AP Clearing Account**

**AP Clearing Account** specifies the accounts payable clearing account that will most often be increased by the receipt of an item through Purchasing’s Receipt/Invoice Entry (04.010.00). The account you enter here must be set up in General Ledger Chart of Accounts Maintenance (01.260.00).

**Sub**

**Sub** specifies the accounts payable clearing subaccount usually increased by the receipt of an item through Purchasing’s Receipt/Invoice Entry (04.010.00). Subaccounts are optional. If you choose to enter a subaccount, it must be set up in Shared Information Flexkey Table Maintenance (21.330.00) and General Ledger Subaccount Maintenance (01.270.00).
Aggregation Levels (40.950.01)

Clicking Aggregation Levels in Order Management Setup (40.950.00), Invoicing tab displays Aggregation Levels (40.950.01). Aggregation Levels (40.950.01) allows you to enter optional data fields to use to group shippers on consolidated invoices.

- Aggregation Levels is enabled when Consolidated Invoicing Available is selected.
- To display a list of all the data fields that can be selected as optional aggregation levels, press F3 (or double-right-click). Aggregation Level List is displayed. To select a data field, you can highlight it and click OK or double-click on your selection.

Figure 167: Aggregation Levels (40.950.01)

Aggregation levels specify how to group the shippers on consolidated invoices. There are fixed and optional aggregation levels. Fixed aggregation levels are always used to group shippers on consolidated invoices. Optional aggregation levels are additional data fields that you may choose to consider when grouping the shippers on consolidated invoices.

- Fixed Aggregation Levels include:
  - Customer
  - Payment Terms
  - Project
  - Company ID
  - Currency
  - Invoice Number Order Type (Share Numbers with another Order Type entry in the Invoice frame on the Numbers tab of Order Types (40.200.00))
  - Invoice Number (if specified on the Other Information tab of Shippers (40.110.00))
  - Period to Post (if specified on the Other Information tab of Shippers (40.110.00))
  - Accounts Receivable Account
  - Accounts Receivable Subaccount
- Optional Aggregation Levels include:
  - Sales Order Number
  - Ship-To Address
  - Customer Purchase Order Number
  - Bill-To Address
  - Site ID
  - Order Type
  - Buyer ID
  - Blanket Order Number
  - Contract Number
  - Department
  - Division
  - Mark For
  - Tracking Number

An example of aggregation would be to choose to have all the shippers associated with the same Sales Order Number and Purchase Order Number on one consolidated invoice for a customer.
Purpose of Report Screens

Order Management reports are listings of the information stored in the Order Management module. Throughout this guide are suggestions for when to run reports to verify information and maintain records for auditing. Whenever you select a report from the Reports view of the Order Management menu, a screen of options for generating that report appears. These options allow you to define the information to be included on the report. For more information about the standard report options, see the System Manager Help or user’s guide.

Order Types (40.201.00)

Master list for order types detailing the steps of the order cycle.
Freight Terms (40.211.00)
Master list of freight term types and the associated information for each freight term.

Payment Types (40.221.00)
Master list of payment types and the associated information for each payment type.

Credit Managers (40.226.00)
Master list of credit managers.
Item GL Classes (40.241.00)

Master list of item GL classes.

<table>
<thead>
<tr>
<th>Class ID</th>
<th>Description</th>
<th>Account</th>
<th>Impression</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONO</td>
<td>Consumable Goods</td>
<td>Sales</td>
<td>Sales/Income</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discount</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td></td>
<td>COGS</td>
<td>Cost of Goods Sold</td>
</tr>
<tr>
<td>HAPC</td>
<td>Hard Goods</td>
<td>Sales</td>
<td>Sales/Income</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discount</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td></td>
<td>COGS</td>
<td>Cost of Goods Sold</td>
</tr>
</tbody>
</table>

Figure 172: Item GL Classes (40.241.00) report

Miscellaneous Charges (40.251.00)

Master list of miscellaneous charges and the associated information for each miscellaneous charge.

<table>
<thead>
<tr>
<th>Misc Charge ID</th>
<th>Description</th>
<th>Misc Charges Account</th>
<th>Misc Charges Description</th>
<th>Taxable</th>
<th>Tax Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNP</td>
<td>Finance Charge</td>
<td>1060</td>
<td>Customer Finance Charge</td>
<td>Y n/a</td>
<td>TAXABLE</td>
</tr>
<tr>
<td>RESTOCK</td>
<td>Restocking Fee</td>
<td>3160</td>
<td>Miscellaneous Income</td>
<td>Y n/a</td>
<td>TAXABLE</td>
</tr>
<tr>
<td>RUSH</td>
<td>Rush Order</td>
<td>7270</td>
<td>Freight</td>
<td>Y n/a</td>
<td>TAXABLE</td>
</tr>
</tbody>
</table>

Figure 173: Miscellaneous Charges (40.251.00) report

Certification Text (40.271.00)

Master list of certification texts that can be printed at the bottom of packing slips and invoices.

<table>
<thead>
<tr>
<th>Certification Text</th>
<th>Certification Text</th>
<th>Certification Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA Sample</td>
<td>Sample certification text</td>
<td>Sample certification text</td>
</tr>
</tbody>
</table>

Figure 174: Certification Text (40.271.00) report
Lost Sale Codes (40.281.00)
Master list of codes and associated reasons for lost sales.

![Lost Sale Codes (40.281.00) report]

Chain Discounts (40.331.00)
Master list of Chain Discount types.

![Chain Discounts (40.331.00) report]

User Defaults (40.341.00)
Master list of users and their associated default information.

![User Defaults (40.341.00) report]
Sales Price (40.382.00)

Master list of Discount Price Plans and the associated information for each discount plan.

Figure 178: Sales Price (40.382.00) report
Order Confirmation (40.610.00)

This is a sales order confirmation form. It is normally used to notify the customer about the specifics of a recently created sales order, including projected ship dates. Assuming proper supporting systems, it can be printed, faxed or emailed.

**Note:** When a customer is set up to receive their order confirmations electronically by means of Quick Send, the order confirmation is not printed but sent to the customer and its additional receivers via email or fax. When a customer is set up to receive their order confirmations electronically by means of Doc Share, the order confirmation is printed and also posted to the specified SharePoint site.

![Order Confirmation (40.610.00) report](image-url)
**Report Tab**
Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user's guide.

**Report Format**
Specifies which report layout to print. The options are:
- **Standard** — Prints the report on plain paper.
- **Pre-printed Form** — Prints the report in a format that is suitable for pre-printed forms.

**Options Tab**
The following options are available:

**Clear Print Queue**
Select this check box to delete records from the order confirmation print queue.

*Note:* Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

**View Selections**
Allows you to view order confirmations that are selected for printing. Select this check box, and then click **Print Preview** to see the order confirmations.

**Reprint Open Orders only**
Select this check box to reprint order confirmations for open orders.

**Reprint Open and Closed Orders**
Select this check box to reprint order confirmations for open and closed orders.

**Automatically Process Orders**
If this check box is not selected, *Order Form Post Process* (40.610.01) displays after the order confirmations are printed, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Orders** is selected, *Order Form Post Process* (40.610.01) does not appear, and all order confirmations are automatically kept.

**Order Confirmation Message**
If you would like to print a message on the order confirmation form, enter the message text in the **Order Confirmation Message** box.
Manual Order Confirmation (40.611.00)

This is a manual sales order confirmation form. It is normally used to notify the customer about the specifics of a recently created manual sales order, including projected ship dates. This report can be printed by selecting Manual Order Confirmation on Print Form (40.100.02), a subscreen accessed by clicking the Print button on Sales Orders (40.100.00). This report is not listed as an option on the Order Management Reports menu.

Note: When a customer is set up to receive their manual order confirmations electronically by means of Quick Send, the manual order confirmation is not printed but sent to the customer and its additional receivers via email or fax.

Figure 180: Manual Order Confirmation (40.611.00) report
Quote (40.620.00)

This is a quotation form. Quote forms can be printed in batches, for all released quotes. Alternatively, they may be hot-printed from Order Management. Assuming proper supporting systems, they can be printed, faxed or emailed.

Figure 181: Quote (40.620.00) report
Report Tab
Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format
Specifies which report layout to print. The options are:
- **Standard** — Prints the quote on plain paper.
- **Pre-printed Form** — Prints the quote in a format that is suitable for pre-printed forms.

Options Tab
Options include:

Clear Print Queue
Select this check box to delete records from the quote print queue.

**Note:** Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view quotes that are chosen for printing. Select this check box, and then click Print Preview to see the quotes.

Reprint Open Orders only
Select this check box to reprint quotes for open quote orders.

Reprint Open and Closed Orders
Select this check box to reprint quotes for open and closed quote orders.

Automatically Process Orders
If this check box is not selected, *Order Form Post Process (40.610.01)* appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Orders** is selected, *Order Form Post Process (40.610.01)* does not appear, and all quotes are automatically kept.

Quote Form Message
If you would like to print a message on the quote form, enter the message text in the *Quote Form Message* box.
Picking List (40.630.00)

Picking Lists (40.630.00) are usually sorted in bin order. The picking list can serve the dual purposes of picking and packing.

![Picking List Report](image)

**Figure 182: Picking List (40.630.00) report**

**Report Tab**

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user's guide.
Report Format
Specifies which report layout to print. The options are:

- **Standard** — Prints the report by order number.
- **Warehouse Bin Location Order** — Prints the report in order by warehouse bin location.
- **Wave Picking by Shipper** — Prints the report in order by shipper ID.
- **Wave Picking by Whse Bin Loc** — Prints the report by warehouse bin location.
- **Wave Picking by Inventory ID** — Prints the report by inventory ID.

Options Tab
Options include the following:

**Clear Print Queue**
Select this check box to delete records from the picking list print queue.

**Note:** Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

**View Selections**
This option allows you to view picking lists that are chosen for printing. Select this check box, and then click **Print Preview** to see the picking lists.

**Reprint Open Shippers only**
Select this check box to reprint picking lists for open shippers.

**Reprint Open and Closed Shippers**
Select this check box to reprint picking lists for open and closed shippers.

**Automatically Process Shippers**
If this check box is not selected, **Shipper Form Post Process (40.600.01)** appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, **Shipper Form Post Process (40.600.01)** does not appear, and all shippers are automatically kept.

**Picking List Form Message**
If you would like to print a message on the picking list form, enter the message text in the **Picking List Form Message** box.
Kit Assembly (40.635.00)

A work order for kits to be assembled.

Figure 183: Kit Assembly (40.635.00) report

Options Tab

Options include the following:

Clear Print Queue
Select this check box to delete records from the kit assembly print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view kit assemblies that are chosen for printing. Select this check box, and then click Print Preview to see the kit assemblies.

Reprint Open Shippers only
Select this check box to reprint kit assemblies for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint kit assemblies for open and closed shippers.

Automatically Process Shippers
If this check box is not selected, Shipper Form Post Process (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If Automatically Process Shippers is selected, Shipper Form Post Process (40.600.01) does not appear, and all shippers are automatically kept.
Inspection Order (40.640.00)

Inspection orders do not necessarily need to conform to order boundaries. That is, a single inspection order can contain lines for all items waiting to be inspected, even if they are not all for the same order. Inspection orders contain detailed technical information and inspection instructions for each line item. Also, only items requiring inspection are printed on the inspection orders. Assuming proper supporting systems, it may be printed, faxed or emailed.

Figure 184: Inspection Order (40.640.00) report

Options Tab

Options include the following:

Clear Print Queue
Select this check box to delete records from the inspection order print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view inspection orders that are chosen for printing. Select this check box, and then click Print Preview to see the inspection orders.

Reprint Open Shippers only
Select this check box to reprint inspection orders for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint inspection orders for open and closed shippers.

Automatically Process Shippers
If this check box is not selected, Shipper Form Post Process (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If Automatically Process Shippers is selected, Shipper Form Post Process (40.600.01) does not display, and all inspection orders are automatically kept.
Receiver Form (40.645.00)

This report acts as a notification of received items.

![Receiver Form (40.645.00) report](image)

**Figure 185: Receiver Form (40.645.00) report**
Options Tab
Options include the following:

Clear Print Queue
Select this check box to delete records from the receiver form print queue.

*Note:* Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view the receiver forms that are chosen for printing. Select this check box, and then click **Print Preview** to see the receiver forms.

Reprint Open Shippers only
Select this check box to reprint receiver forms for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint receiver forms for open and closed shippers.

Automatically Process Shippers
If this check box is not selected, *Shipper Form Post Process (40.600.01)* appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, *Shipper Form Post Process (40.600.01)* does not appear, and all receiver forms are automatically kept.
Picking Notice (40.650.00)

This report acts as a notification as orders pass from the picking stage to the next step in the order cycle. Each order is printed on its own form and contains line details. Assuming proper supporting systems, it may be printed, faxed or emailed.

Options Tab
Options include the following:

Clear Print Queue
Select this check box to delete records from the picking notice print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view picking notices that are chosen for printing. Select this check box, and then click Print Preview to see the picking notice report.

Reprint Open Shippers only
Select this check box to reprint picking notices for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint picking notices for open and closed shippers.

Automatically Process Shippers
If this check box is not selected, Shipper Form Post Process (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If Automatically Process Shippers is selected, Shipper Form Post Process (40.600.01) does not appear, and all picking notices are automatically kept.
Assembly Notice (40.651.00)

This report is used to specify items and quantities that are going to be assembled into a product.

Figure 187: Assembly Notice (40.651.00) report

Options Tab

Options include the following:

Clear Print Queue

Select this check box to delete records from the assembly notice print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections

This option allows you to view assembly notices that are chosen for printing. Select this check box, and then click Print Preview to see the assembly notices.

Reprint Open Shippers only

Select this check box to reprint assembly notices for open shippers.

Reprint Open and Closed Shippers

Select this check box to reprint assembly notices for open and closed shippers.

Automatically Process Shippers

If this check box is not selected, Shipper Form Post Process (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If Automatically Process Shippers is selected, Shipper Form Post Process (40.600.01) does not appear, and all assembly notices are automatically kept.
Inspection Notice (40.652.00)

This report acts as a notification that the inspection has been completed.

Options Tab

Options include the following:

**Clear Print Queue**
Select this check box to delete records from the inspection notice print queue.

*Note:* Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

**View Selections**
This option allows you to view inspection notices that are chosen for printing. Select this check box, and then click **Print Preview** to see the inspection notices.

**Reprint Open Shippers only**
Select this check box to reprint inspection notices for open shippers.

**Reprint Open and Closed Shippers**
Select this check box to reprint inspection notices for open and closed shippers.

**Automatically Process Shippers**
If this check box is not selected, **Shipper Form Post Process (40.600.01)** appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, **Shipper Form Post Process (40.600.01)** does not appear, and all inspection notices are automatically kept.
Packing Notice (40.653.00)

This report acts as a notification that packing has been completed.

**Figure 189: Packing Notice (40.653.00) report**

**Options Tab**

Options include the following:

- **Clear Print Queue**
  Select this check box to delete records from the packing notice print queue.
  
  **Note:** Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

- **View Selections**
  This option allows you to view packing notices that are chosen for printing. Select this check box, and then click **Print Preview** to see the packing notices.

- **Reprint Open Shippers only**
  Select this check box to reprint packing notices for open shippers.

- **Reprint Open and Closed Shippers**
  Select this check box to reprint packing notices for open and closed shippers.

- **Automatically Process Shippers**
  If this check box is not selected, *Shipper Form Post Process (40.600.01)* appears and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, *Shipper Form Post Process (40.600.01)* does not appear, and all packing notices are automatically kept.
Shipping Notice (40.654.00)

This report acts as a notification that shipping has been completed.

**Note:** When a customer is set up to receive their shipping notices electronically by means of Quick Send, the shipping notice is not printed but sent to the customer and its additional receivers via email or fax. When a customer is set up to receive their shipping notices electronically by means of Doc Share, the shipping notice is printed and also posted to the specified SharePoint site.

![Shipping Notice Report](image-url)

*Figure 190: Shipping Notice (40.654.00) report*
Options Tab
Options include the following:

Clear Print Queue
Select this check box to delete records from the shipping notice print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view shipping notices that are chosen for printing. Select this check box, and then click Print Preview to see the shipping notices.

Reprint Open Shippers only
Select this check box to reprint shipping notices for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint shipping notices for open and closed shippers.

Automatically Process Shippers
If this check box is not selected, Shipper Form Post Process (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If Automatically Process Shippers is selected, Shipper Form Post Process (40.600.01) does not appear, and all shipping notices are automatically kept.

Shipping Notice Message
If you would like to print a message on the shipping notice, enter the message text in the Shipping Notice Message box.
Packing Slip (40.660.00)

This report prints packing slip forms after orders are released for packing. Assuming proper supporting systems, it may be printed, faxed or emailed.

![Packing Slip (40.660.00) report](image)
Report Tab
Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format
Specifies which report layout to print. The options are:
- **Standard** — Prints the packing slips by order number.
- **Warehouse Bin Location Order** — Prints the packing slips by order of warehouse bin location

Options Tab
Options include the following:

Clear Print Queue
Select this check box to delete records from the packing slip print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view packing slips that are chosen for printing. Select this check box, and then click **Print Preview** to see the packing slips.

Reprint Open Shippers only
Select this check box to reprint packing slips for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint packing slips for open and closed shippers.

Automatically Process Shippers
If this check box is not selected, **Shipper Form Post Process** (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, **Shipper Form Post Process** (40.600.01) does not appear, and all packing slips are automatically kept.

Packing Slip Form Message
If you would like to print a message on the packing slip form, enter the message text in the **Packing Slip Form Message** box.
Invoice (40.680.00)

Run Invoice (40.680.00) to create and print invoices when 1) consolidated invoicing is not enabled, 2) consolidated invoicing is enabled and **Consolidate Invoice** is not selected on the **Other Information** tab of Shippers (40.110.00) for one or more shippers, or 3) **Invoice in** on the **Other Information** tab of Shippers (40.110.00) for one or more shippers is set to Order Management as opposed to Project Flexible Billings. Invoice (40.680.00) creates a separate Accounts Receivable document for each shipper.

![Invoice (40.680.00) report](image)

**Note:** Whether you use **Consolidated Invoice** (40.682.00) or **Invoice** (40.680.00) to invoice shippers in Order Management, you must run the **Sales Journal** (40.690.00) report to create the appropriate Accounts Receivable documents and Inventory issue transactions.
Note: If you are using Project Management and Accounting and shippers are invoiced in Order Management, then when updating Inventory and Accounts Receivable, the accounts receivable batch carries projects from shipper headers, and each accounts receivable transaction carries the account, project, and task from the shipper line that has been billed. The inventory batch carries inventory sales transactions. These batches may be automatically or manually released. When released, any project-related transactions become available to Project Controller’s Financial Transaction Transfer (PA.TRN.00) for transfer. When Automatic Financial Transaction Transfer is selected on the PC Options and Setup tab of Project Controller Setup (PA.SET.00), the Financial Transaction Transfer for the inventory transactions occurs automatically as the last step of the inventory batch release.

Note: When a customer is set up to receive their invoices electronically by means of Quick Send, the invoice is not printed but sent to the customer and its additional receivers via email or fax. When a customer is set up to receive their invoices electronically by means of Doc Share, the invoice is printed and also posted to the specified SharePoint site.

Report Tab
Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format
Specifies which report layout to print. The options are:
- **Standard** — Select this option to print an invoice on plain paper.
- **Pre-printed Form** — Prints the invoice in a format that assumes pre-printed forms will be used.

Options Tab
Options include the following:

Clear Print Queue
Select this check box to delete records from the invoice print queue.

Note: Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

View Selections
This option allows you to view the invoices which will be printed. Select this check box, and then click **Print Preview** to see the invoices.

Reprint Open Shippers only
Select this check box to reprint invoices for open shippers.

Reprint Open and Closed Shippers
Select this check box to reprint invoices for open and closed shippers.

Automatically Process Shippers
If the check box is not selected, Shipper Form Post Process (40.600.01) appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, Shipper Form Post Process (40.600.01) does not appear, and all invoices are automatically kept.
Consolidated Invoice (40.682.00)

Consolidates multiple shippers on one invoice. Users have the option of selecting individual shippers for inclusion using View Selections on the Options tab in the Consolidated Invoice Report Options Interpreter (ROI) screen or by entering selection criteria on the Select tab. The selected shippers will be grouped on the invoice according to the fixed aggregation levels and any optional aggregation levels that have been set up.

Figure 193: Consolidated Invoice (40.682.00) report, page 1 of 3
### Consolidated Invoice report, page 2

**INVOICE**

- **Invoice No.**: 10005897
- **Date**: 12/19/2007
- **Customer ID**: C000

<table>
<thead>
<tr>
<th>Order No.</th>
<th>Ship To ID</th>
<th>Ship To Name</th>
<th>Address 1</th>
<th>City, State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000142</td>
<td>50000597</td>
<td>School of Fine Art</td>
<td>222 Ridge Trail</td>
<td>Chicago, IL</td>
<td>60653</td>
</tr>
</tbody>
</table>

**P.O. Point**

- **Bill To**: School of Fine Art
- **Ship To**: Randy Ressler
- **Address 1**: 222 Ridge Trail
- **City, State**: Chicago, IL
- **Zip Code**: 60653

**ORDER DATE**: 12/19/2007

**TOTAL**: 5,980.00

<table>
<thead>
<tr>
<th>PART NUMBER</th>
<th>QTY ORDERED</th>
<th>QTY SHIPPED</th>
<th>UOM</th>
<th>PRICE UNIT</th>
<th>QTY</th>
<th>PRICE</th>
<th>EXT PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MG4452LP</td>
<td>0</td>
<td>0</td>
<td>EA</td>
<td>762.00</td>
<td>0</td>
<td>762.00</td>
<td>762.00</td>
</tr>
<tr>
<td>59282C/03545</td>
<td>10</td>
<td>10</td>
<td>EA</td>
<td>340.00</td>
<td>0</td>
<td>340.00</td>
<td>340.00</td>
</tr>
</tbody>
</table>

**Sales Total**: 5,980.00

**Tax Total**: 0.00

**Total Paid Amount**: 5,980.00

**TOTAL**: 5,980.00

---

*Figure 194: Consolidated Invoice (40,682.00) report, page 2 of 3*
Consolidated Invoice report, page 3

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Total</td>
<td>10,000.00</td>
</tr>
<tr>
<td>Trade Discount</td>
<td>0.00</td>
</tr>
<tr>
<td>Shipping &amp; Handling</td>
<td>0.00</td>
</tr>
<tr>
<td>Misc. Charges</td>
<td>0.00</td>
</tr>
<tr>
<td>Tax Total</td>
<td>3.00</td>
</tr>
<tr>
<td></td>
<td>10,800.00</td>
</tr>
<tr>
<td>Less Paid Amount</td>
<td>0.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>10,800.00</td>
</tr>
</tbody>
</table>

Figure 195: Consolidated Invoice (40,682.00) report, page 3 of 3

Report Tab

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user's guide.
Report Format
Specifies which report layout to print. The options are:

- **Standard** — Select this option to print an invoice on plain paper.
- **Pre-printed Form** — Prints the invoice in a format that is suitable for pre-printed forms.

Period to Post
In **Period to Post**, enter a specific period to post for the consolidated invoices, or leave it blank. **Period to Post** fills in **Invoice Period to Post** on the **Other Information** tab of **Shippers (40.110.00)** for the shippers included on the consolidated invoice. If **Period to Post** is blank, it is assigned in **Sales Journal (40.690.00)**.

Options Tab
Options include the following:

**Clear Print Queue**
Select this check box to delete records from the consolidated invoice print queue.

*Note:* Use this option with extreme caution because it will delete all report requests in the print queue, even those submitted by other users.

**View Selections**
This option allows you to view consolidated invoices which will be printed. Select this check box, and then click **Print Preview** to see the consolidated invoices.

**Reprint Consolidated Invoices**
Select this check box to reprint consolidated invoices.

**Automatically Process Shippers**
If the check box is not selected, **Shipper Form Post Process (40.600.01)** appears, and the user is given the option to Keep, Delete, or Select Handling. If **Automatically Process Shippers** is selected, **Shipper Form Post Process (40.600.01)** does not appear, and all consolidated invoices are automatically kept.
Sales Journal (40.690.00)

The Sales Journal (40.690.00) is the key and final function in the order processing cycle. It posts invoices and memos from Order Management into Accounts Receivable and records the corresponding item usage in Inventory for shippers invoiced in Order Management. The Sales Journal (40.690.00) report lists all closed shippers that have not previously updated Inventory on-hand quantities or been posted to Accounts Receivable. Inventory batches and Accounts Receivable batches are created at the time Sales Journal (40.690.00) is run. The inventory batches and accounts receivable batches may be manually or automatically released to update Inventory on-hand quantities and post to Accounts Receivable.

The Sales Journal (40.690.00) also processes shippers that are invoiced in Flexible Billings. These shippers are not included on the Sales Journal (40.690.00) report or in Accounts Receivable batches. These shippers are included in Inventory batches. Invoices are printed and processed for these shippers according to the billing rules defined for each project which create Accounts Receivable batches. For more information about billing projects in Flexible Billings, see the Flexible Billings Help or user’s guide.

Figure 196: Sales Journal (40.690.00) report
Options Tab
Options include the following:

**Accrue Rev for Consol Invoice Shippers**

*Accrue Rev for Consol Invoice Shippers* is only available if the *Consolidated Invoicing Available* check box is selected on the Invoicing tab of the Order Management Setup (40.950.00) screen. *Accrue Rev for Consol Invoice Shippers* is automatically selected if the *Default Sales Journal to Accrue* check box on the *Order Management Setup* (40.950.00) screen is selected. For more information, see “Accrual and Reverse Accrual Documents” on page 158.

**Sales Journal ID**

In the *Sales Journal ID* box, type the ten-character sales journal ID for a previously printed sales journal you wish to reprint. The sales journal ID can be found at the top-left of any sales journal or in the *Sales Journal ID* box on the *Other Information* tab of the *Shippers* (40.110.00) screen.
Update Exceptions (40.695.00)

This report displays the information that is found on the *Shipper Update Log Viewer (40.460.00)* screen.

---

**Figure 197: Update Exceptions (40.695.00) report**
Event History (40.720.00)

Lists the process steps that have been completed for a particular order, when they were completed, who completed them, the status of the order, and the shipper ID, if applicable.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User ID</th>
<th>Type</th>
<th>Description</th>
<th>Shipper ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/6/2007</td>
<td>10:05:00AM</td>
<td>SYSAADMIN</td>
<td>Enter Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:05:00AM</td>
<td>SYSAADMIN</td>
<td>Release Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:05:00AM</td>
<td>SYSAADMIN</td>
<td>Create Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Modify Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Print Packing Slip</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Modify Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Confirm Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Release for Update</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Update Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:13:00AM</td>
<td>SYSAADMIN</td>
<td>Print Invoice</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User ID</th>
<th>Type</th>
<th>Description</th>
<th>Shipper ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/6/2007</td>
<td>10:14:00AM</td>
<td>SYSAADMIN</td>
<td>Enter Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:14:00AM</td>
<td>SYSAADMIN</td>
<td>Release Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:15:00AM</td>
<td>SYSAADMIN</td>
<td>Create Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:16:00AM</td>
<td>SYSAADMIN</td>
<td>Modify Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:16:00AM</td>
<td>SYSAADMIN</td>
<td>Print Packing Slip</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:16:00AM</td>
<td>SYSAADMIN</td>
<td>Modify Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:16:00AM</td>
<td>SYSAADMIN</td>
<td>Confirm Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:16:00AM</td>
<td>SYSAADMIN</td>
<td>Release for Update</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:16:00AM</td>
<td>SYSAADMIN</td>
<td>Update Shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>10:17:00AM</td>
<td>SYSAADMIN</td>
<td>Print Invoice</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User ID</th>
<th>Type</th>
<th>Description</th>
<th>Shipper ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/6/2007</td>
<td>1:25:00PM</td>
<td>SYSAADMIN</td>
<td>Enter Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>1:25:00PM</td>
<td>SYSAADMIN</td>
<td>Credit Hold</td>
<td>Credit Limit Exceeded</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User ID</th>
<th>Type</th>
<th>Description</th>
<th>Shipper ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/6/2007</td>
<td>1:25:00PM</td>
<td>SYSAADMIN</td>
<td>Enter Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/6/2007</td>
<td>1:25:00PM</td>
<td>SYSAADMIN</td>
<td>Credit Hold</td>
<td>Invoice 000379 Paid Due</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User ID</th>
<th>Type</th>
<th>Description</th>
<th>Shipper ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/20/2020</td>
<td>1:24:00PM</td>
<td>SYSAADMIN</td>
<td>Enter Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/20/2020</td>
<td>1:24:00PM</td>
<td>SYSAADMIN</td>
<td>Release Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/20/2020</td>
<td>1:27:00PM</td>
<td>SYSAADMIN</td>
<td>Print Quote</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 198: Event History (40.720.00) report

Report Tab

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format

Specifies which report layout to print. The options are:

- **Order Event History** — Prints the steps the order has gone through.
- **Shipper Event History** — Prints the steps the shipper has gone through.
Bookings (40.730.00)

The Bookings (40.730.00) report allows sales and product management to review bookings by customer, customer class, customer comm class, product class, inventory item, item comm class, salesperson, or geographical region. It supports flexible time periods with comparisons to previous periods.

<table>
<thead>
<tr>
<th>Customer class</th>
<th>Period</th>
<th>Cost</th>
<th>Commissionable</th>
<th>Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMM Commercial</td>
<td>12-00</td>
<td>7,500.00</td>
<td>7,500.00</td>
<td>9,500.00</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>7,500.00</td>
<td>7,500.00</td>
<td>9,500.00</td>
</tr>
<tr>
<td>RETAIL Retail</td>
<td>12-00</td>
<td>0.00</td>
<td>0.00</td>
<td>700.000</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>0.00</td>
<td>0.00</td>
<td>700.000</td>
</tr>
<tr>
<td>WHOLE Wholesale</td>
<td>12-00</td>
<td>3,243.00</td>
<td>3,243.00</td>
<td>25,905.50</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>3,243.00</td>
<td>3,243.00</td>
<td>25,905.50</td>
</tr>
<tr>
<td>Grand Total</td>
<td>10,743.00</td>
<td>10,743.00</td>
<td>35,655.500</td>
<td></td>
</tr>
</tbody>
</table>

Figure 199: Bookings (40.730.00) report

Report Tab

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format

Specifies which report layout to print. The options are:

- **By Customer Class ID** — Prints the report in order by customer class ID.
- **By Customer Comm Class ID** — Prints the report in order by customer commission class ID.
- **By Customer ID** — Prints the report in order by customer ID.
- **By Inventory ID** — Prints the report in order by inventory item ID.
- **By Item Comm Class By Inventory ID** — Prints the report in order by inventory item commission class ID
- **Product Class ID** — Prints the report in order by product class ID
- **Sales Person ID** — Prints the report in order by sales person ID
- **Territory ID** — Prints the report in order by territory ID.
Sales Orders By Order Number (40.740.00)

List of open/closed orders by order number.

Figure 200: Sales Orders By Order Number (40.740.00) report

Report Tab

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format

Specifies which report layout to print. The options are:

- **Details by Order Number** — Prints sales orders and details of each order arranged by order number.
- **Details by Order Number - MC** — Prints the sales orders and details of each order arranged by company and order number.
- **Summary by Order Number** — Prints the sales orders arranged by order number and includes summary totals.
- **Summary by Order Number - MC** — Prints by the sales orders arranged by company and order number and includes summary totals.
Options Tab
Options include the following:

Show Order Status History
Select this check box to include order status history on the report.

Include Closed Orders
Select this check box to include closed orders on the report.
Sales Orders By Customer (40.741.00)
List of open/closed orders by customer.

**Figure 201: Sales Orders by Customer (40.741.00) report**

**Report Tab**
Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user's guide.

**Report Format**
Specifies which report layout to print. The options are:

- **Details by Customer** — Prints sales orders and the details of each order arranged by customer.
- **Details by Customer - MC** — Prints sales orders and the details of each order arranged by company and customer.
- **Summary by Customer** — Prints sales orders arranged by customer and includes summary totals.
- **Summary by Customer - MC** — Prints sales orders arranged by company and customer and includes summary totals.

**Options Tab**
Options include the following:

**Show Order Status History**
Select this check box to include order status history on the report.

**Include Closed Orders**
Select this check box to include closed orders on the report.
Sales Orders By Inventory (40.742.00)

List of open/closed orders by inventory item.

**Report Tab**

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

**Report Format**

Specifies which report layout to print. The options are:

- **Details by Inventory** — Prints the sales order detail lines arranged by inventory item.
- **Details by Inventory - MC** — Prints sales order detail lines arranged by company and inventory item.

**Options Tab**

Options include the following:

**Show Order Status History**

Select this check box to include order status history on the report.

**Include Closed Orders**

Select this check box to include closed orders on the report.
Sales Orders By Salesperson (40.743.00)

List of open/closed orders by salesperson.

---

**Report Tab**

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

**Report Format**

Specifies which report layout to print. The options are:

- **Details by Sales Person** — Prints sales orders and the details of each order arranged by sales person ID
- **Details by Sales Person - MC** — Prints sales orders and the details of each order arranged by company and sales person.
- **Summary by Sales Person** — Prints sales orders arranged by sales person and includes summary totals.
- **Summary by Sales Person - MC** — Prints sales orders arranged by company and sales person and includes summary totals.

---

**Figure 203: Sales Orders by Salesperson (40.743.00) report**
Options Tab
Options include the following:

Show Order Status History
Select this check box to include order status history on the report.

Include Closed Orders
Select this check box to include closed orders on the report.
Manual Orders (40.744.00)

List of open line items on Manual Order (MO) sales orders with non-zero quantities that have a requested pick date within the entered date range.

![Table](image)

**Figure 204: Manual Orders (40.744.00) report**

**Report Tab**

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user's guide.

**Report Format**

Specifies which report layout to print. The options are:

- **By Order Number** — Prints manual orders arranged by order number.
- **By Inventory ID** — Prints manual orders arranged by inventory item ID.
- **By Customer** — Prints manual orders arranged by customer.
Back Orders (40.745.00)

Back Orders (40.745.00) shows sales orders that have backordered quantities.

Report Format
Specifications which report layout to print. The options are:

- **Details by Customer** — Prints back order information arranged by customer.
- **Details by Inventory** — Prints back order information arranged by inventory item ID.

![Report Sample](image-url)
Sales Orders Without Shippers (40.747.00)

The Sales Orders Without Shippers (40.747.00) report provides information about sales orders for which no shippers exist although the order promise dates are past. This report is created using SQL Server Reporting Services (SSRS).

<table>
<thead>
<tr>
<th>Order Nbr</th>
<th>Date</th>
<th>Time</th>
<th>User ID</th>
<th>Type</th>
<th>Description of Last Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q0005136</td>
<td>12/6/2007</td>
<td>09:06 AM</td>
<td>SYSADMIN</td>
<td>Print Invoice</td>
<td>Sales order on credit hold.</td>
</tr>
<tr>
<td>Q0000016</td>
<td>11/30/2007</td>
<td>01:27 PM</td>
<td>SYSADMIN</td>
<td>Print Quote</td>
<td>'Create Shipper' not next step on sales order.</td>
</tr>
</tbody>
</table>

Figure 206: Sales Orders Without Shippers (40.747.00)
Open Shippers (40.748.00)

The Open Shippers (40.748.00) report provides information about shippers that have a status of open. This report is created using SQL Server Reporting Services (SSRS).

![Open Shippers Report]

Figure 207: Open Shippers (40.748.00)
Commission By Salesperson (40.750.00)

Salesperson commission report that can be run using the following commission options:

- Issued invoices
- Partial payments
- Paid invoices

**Report Tab**

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user's guide.

**Report Format**

Specifies which report layout to print. The options are:

- **Commission on Issued Invoices** — Prints the report based on invoices issued to customers.
- **Commissions on Partial Payments** — Prints the report based on portions of invoices paid.
- **Commissions on Paid Invoices** — Prints the report based on invoices paid in full.

**Options Tab**

**Commission on Profit instead of Sales**

If this check box is selected, the report will only calculate the commission based on profit. If the check box is not selected, the commission will be based on total sales.
Operator Statistics (40.770.00)

Lists the orders and order lines processed by each order taker.

Credit Card Transactions (40.780.00)

This report lists credit card payments applied to shippers, and it is organized by credit card type (for example, American Express or MasterCard). At the end of each credit card type transaction group, a total is listed. Transactions for each additional credit card type start on a new page, and a report grand total follows the total for the last credit card type transactions group.
Early Warning Report (40.790.00)

With Customer Priority Scheduling (CPS) on, this report lists items that need to be evaluated for possible inventory issues concerning the amount of inventory-on-hand and the amount of demand. The report compares the planned shipment date against the sales order request date to provide an early warning of potential shortages in inventory.

If your configuration has CPS turned off, then you should use the Exceptions Analysis Report (40.791.00) report to get this information.

Figure 211: Early Warning Report (40.790.00)

Report Tab

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format

Specifies which report layout to print. The options are:

- **By Item/Site** — Prints a report arranged first by inventory item ID, and then by inventory site ID.
- **By Buyer/Item/Site** — Prints a report arranged first by buyer, then by inventory item ID, and then by site ID.
- **By Site/Item** — Prints a report arranged first by site ID, and then inventory item ID.

Options Tab

Include all items with activity

If this check box is selected, the report will print all items that had activity in this period.
Exceptions Analysis Report (40.791.00)

With Customer Priority Scheduling (CPS) off, this report lists items that need to be evaluated for possible inventory issues concerning the amount of inventory-on-hand and the amount of demand. The report compares the planned shipment date against the sales order request date to provide an early warning of potential shortages in inventory.

The first section of the report prints the plan for an item if the projected available balance goes negative. The second part of the report prints warning messages for late orders, late purchase orders, and late work orders, and also includes messages for quantity shortages/surpluses, site mismatches, and inventory item mismatches between sales orders and purchase orders or work orders.

If your configuration has CPS turned on, then you should use the Early Warning Report (40.790.00) report to get this information.

<table>
<thead>
<tr>
<th>Late Order/Order</th>
<th>Requested Date</th>
<th>Customer</th>
<th>Order Number</th>
<th>SO Line</th>
<th>SO Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/30/2007</td>
<td>11/15/2007</td>
<td>C300</td>
<td>0050</td>
<td>0305</td>
<td>03001</td>
</tr>
<tr>
<td>11/25/2007</td>
<td>11/10/2007</td>
<td>C300</td>
<td>0050</td>
<td>0305</td>
<td>03001</td>
</tr>
<tr>
<td>11/10/2007</td>
<td>11/10/2007</td>
<td>C300</td>
<td>0050</td>
<td>0305</td>
<td>03001</td>
</tr>
<tr>
<td>10/20/2007</td>
<td>10/5/2007</td>
<td>C300</td>
<td>0050</td>
<td>0305</td>
<td>03001</td>
</tr>
</tbody>
</table>

Figure 212: Exceptions Analysis Report (40.791.00)

Report Tab

Information unique to this report appears. For information about the other fields on the tab, see the System Manager Help or user’s guide.

Report Format

Specifies which report layout to print. The options are:

- **By Item/Site** — Prints the report by first by inventory item ID, and then by site ID.
- **By Buyer/Item/Site** — Prints the report first by buyer ID, then inventory item ID, and then by site ID.
- **By Site/Item** — Prints the report first by site ID, and then by inventory item ID.

Options Tab

Options include the following check boxes:

- **Include all items beyond lead time**
  Select this check box to include items beyond the lead time.

- **Exclude Late Sales Warnings**
  If this check box is selected, the report will not include late sales warnings.

- **Exclude Purchase Order Warnings**
  Select this check box to exclude purchase order warnings.

- **Exclude Work Order Warnings**
  If this check box is selected, the report will not include work warnings.

- **Exclude unused cost layer records**
  If this check box is selected, the report will not include unused cost layer records.
Accrued Sales Report (40.792.00)

Shows the accrued revenue amounts for the Report Period on the Report tab in the Accrued Sales Report Options Interpreter (ROI) screen. Used to reconcile the period ending accrued revenue balances with the General Ledger and Accounts Receivable based on values contained in the SOShipHeader table.

![Figure 213: Accrued Sales Report (40.792.00)]
Glossary of Terms

Allocation
A fixed allocation is one in which a specific sales order line schedule may be bound to a purchase order line. All other allocations are floating, meaning that they are unbound and represent a common pool of stock.

Note: When a site is set to Create Shipper Regardless of Availability, sales orders that are bound to purchase orders are not supported. The sales orders are correctly processed as floating allocations instead of fixed allocations.

Back Order
An incomplete customer order that is the result of an inventory item that has insufficient quantity to fulfill the order.

Chain Discounts
Multiple discounts that are chained together so that the result of the application of the first discount is then used as the starting point for the calculation of the next discount.

Demand
The total need for a particular inventory item that results from sales orders, including kit assembly orders (components) and outbound transfer orders.

Lead time
The total time in days that is estimated to perform a function such as acquire stock.

Location
Location represents the warehouse bin location of the inventory item.

Order Step
The order step identifies a specific process that an order is to run throughout its life cycle in the Order Management system. (Order steps are associated with specific order types.)

Order Type
The order type identifies the specific order steps that a particular order follows throughout its life cycle in the Order Management system.

Packing Slip
The document that itemizes the inventory items that make up the contents of a particular shipment to a customer.

Picking List
The document that itemizes the inventory items to be picked from warehouse bin locations to fulfill sales orders.

Sales Order
The highest level that a sales transaction can be in the Order Management system. A sales order can consist of multiple line items that can create multiple shippers.

Shippers
A shipper represents the inventory items that are being shipped for a specific sales order, to a specific customer, on a specific day, from a specific site by means of a specific ship via method.

Note: A single sales order may have multiple shippers.
Site
Site represents the warehouse site of the inventory item.

Supply
The total available inventory for an item that results from quantity on hand, quantity on purchase orders, kit quantity on kit assembly orders, and quantity on inbound transfer orders.
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