

# **Sales Order Management**

## **TRAINING GUIDE**



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# About This Course

## Course Description

QAD designed this course to cover the basics of preparing to implement the Sales Order Management module of MFG/PRO. The course includes:

- An introduction to the Sales Order Management module
- An overview of key business issues
- Setting up the Sales Order Management module
- Operating the Sales Order Management module
- Setup and process Sales Quotes
- Setup and process Sales Analysis
- References to other QAD materials, such as user guides and on-line help
- Activities and exercises throughout the course
  - Students practice key concepts and processes in the Sales Order Management module

### Students learn how to:

- Analyze some key business decisions before setting up the Sales Order Management module
- Setup and operate the Sales Order Management module
- Use sales quotes with sales orders
- Use sales analysis

### Who Should Attend This Course

- Implementation consultants
- Members of implementation teams
- Operators

### Prerequisites

- *Initial MFG/PRO Setup* training course
- Basic knowledge of MFG/PRO, as it is used in your business
- Working knowledge of the manufacturing industry in general

## Approximate Length of Course

- This course is designed to be taught in five days

## Certification Preparation

This course is one of several courses designed to assist students in preparing for QAD certification examinations. However, QAD does not guarantee anyone a passing grade as a result of having taken this course.

Students preparing for certification examinations should study all available materials (user guides, training guides, on-line help, for example) and acquire industry and field experience.

## Using this Training Guide

Implementation consultants, members of implementation teams, and operators can use this guide in instructor-led classes, while knowledgeable consultants can use this guide for self-study.

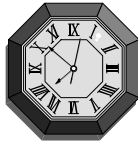
This training guide provides a road map for instruction and learning. It contains:

- Annotated PowerPoint slides for instructors
- MFG/PRO screens annotated for instructors to demonstrate the module's functionality
- References to other sections of this training guide and related training courses
- Exercises and study questions

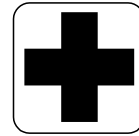
## Facilities



Telephone/Fax



Class Hours



Emergency



Messages



Breaks



Restrooms



Parking



Smoking

SO-IN-010

### General Training Facilities Information

- Telephone or fax
- Messages
- Restrooms
- Class hours: start and finish time, and punctuality
- Breaks: frequency, approximate times
- Parking considerations; carpooling
- Emergency procedures, location of first aid, contact person for assistance
- Exit locations, building hours
- Location of approved smoking areas

CHAPTER 1

# **Introduction to Sales Orders**

## Course Overview

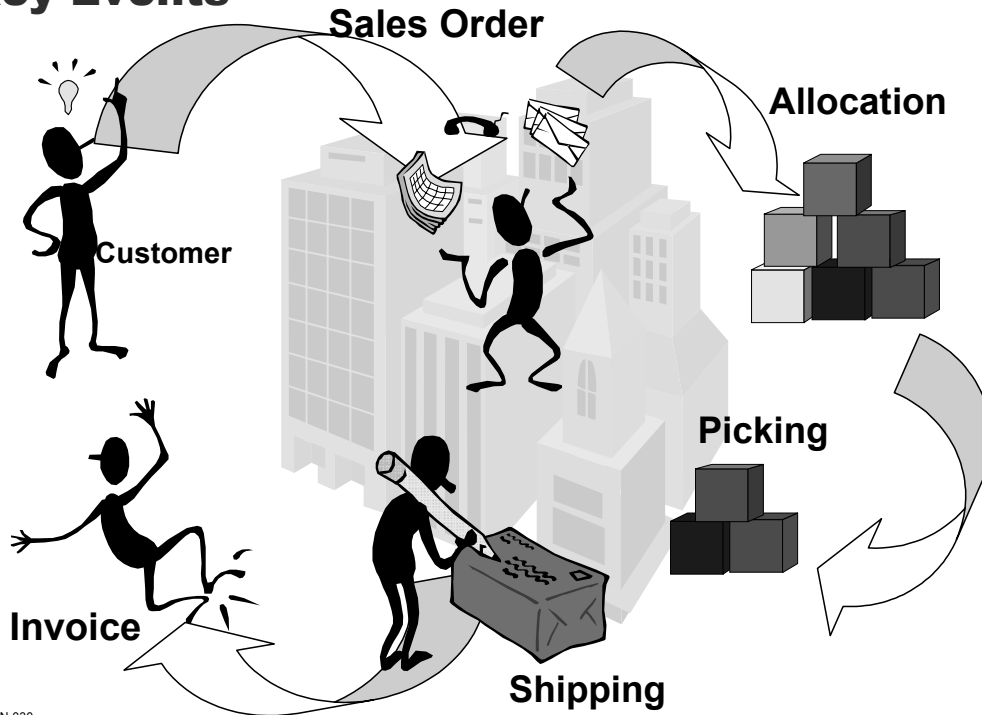
- Introduction to Sales Orders
- Business Considerations
- Setup Sales Orders
- Process Sales Orders
- Sales Quotations
- Sales Analysis

SO-IN-020

## Overview

The Introduction is an overview of what will be covered in the Sales Order Management Training Guide.

## Key Events



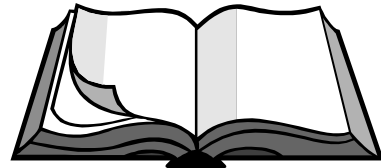
SO-IN-030

## Sales Order Key Events

- Customer places quote or sales order
- Inventory is allocated
- Inventory is picked
- Shipment is processed
- Customer is invoiced

## Sales Order Terminology

- Pre-Shipper (Picklist)
- Consume Forecast
- Abnormal Sale
- Channel
- Allocations
- Trailer Codes
- Projects
- Unit of Measure Conversion
- Customer Item



SO-IN-040

## Terminology

**Pre-Shipper.** A preliminary and temporary shipper created either automatically from detailed allocation, or manually using the Pre-Shipper/Shipper Workbench. Pre-shippers are also referred to as picklists.

**Consume Forecast.** Determines whether the quantity ordered consumes available forecast.

**Abnormal Sale.** Unexpected sale.

**Channel.** Identifies the distribution channel through which this sales quote, order, or invoice originated.

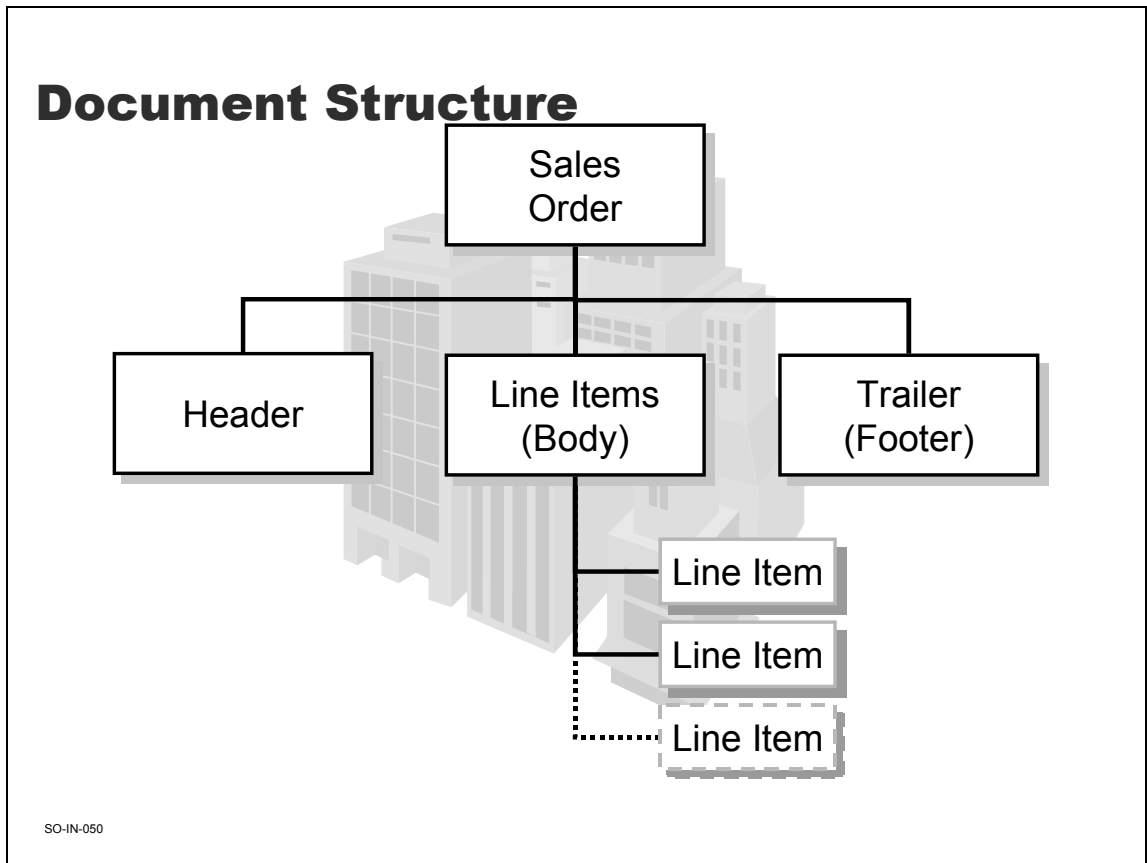
**Allocations.** The act of reserving inventory for a specific purpose. Does not name specific inventory, and no physical movement of inventory takes place.

**Trailer Codes.** Special add-on charges that apply to customer orders.

**Project Code.** Optional component of an account number defined in GL setup functions. Other components are account, sub-account, and cost center. Project codes are not available for all GL transactions. Inventory value, but not physical inventory, can be tracked by project codes.

**Unit of Measure Conversion.** The ratio of the alternate unit of measure to the item's unit of measure.

**Customer Item.** Item which customer orders but using his own item number.



### Sales Order Document Structure

Parts of the sales order consist of a header, line items, and a trailer. Each part is displayed in a separate frame.

#### Header

The header frame includes the sales order generic information:

- Defines customer information
- Applies to the entire order

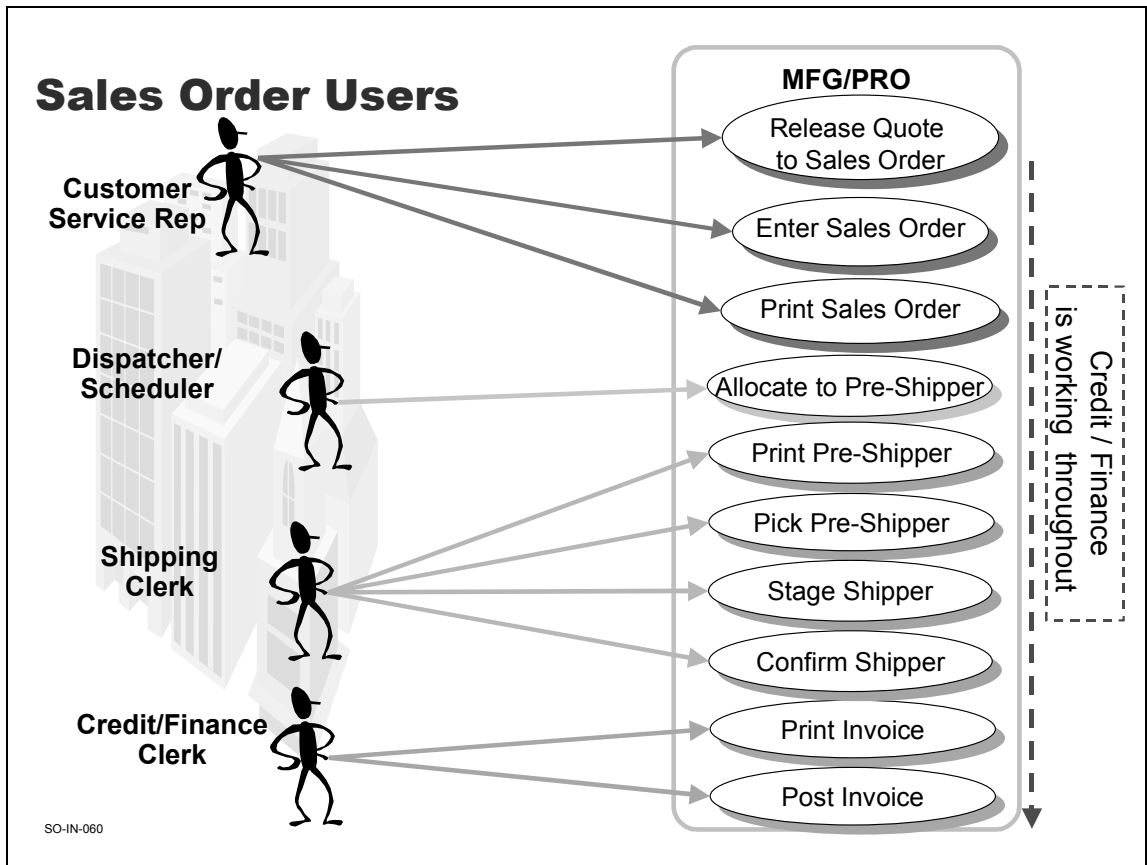
**Line Items**

The line items frame includes all items on the order. Each line item lists:

- Item number
- Quantity ordered
- Unit of measure, and
- Pricing information.

**Trailer**

The trailer frame presents the total value of the entire order, including any taxes, discounts, and special charges that may apply.

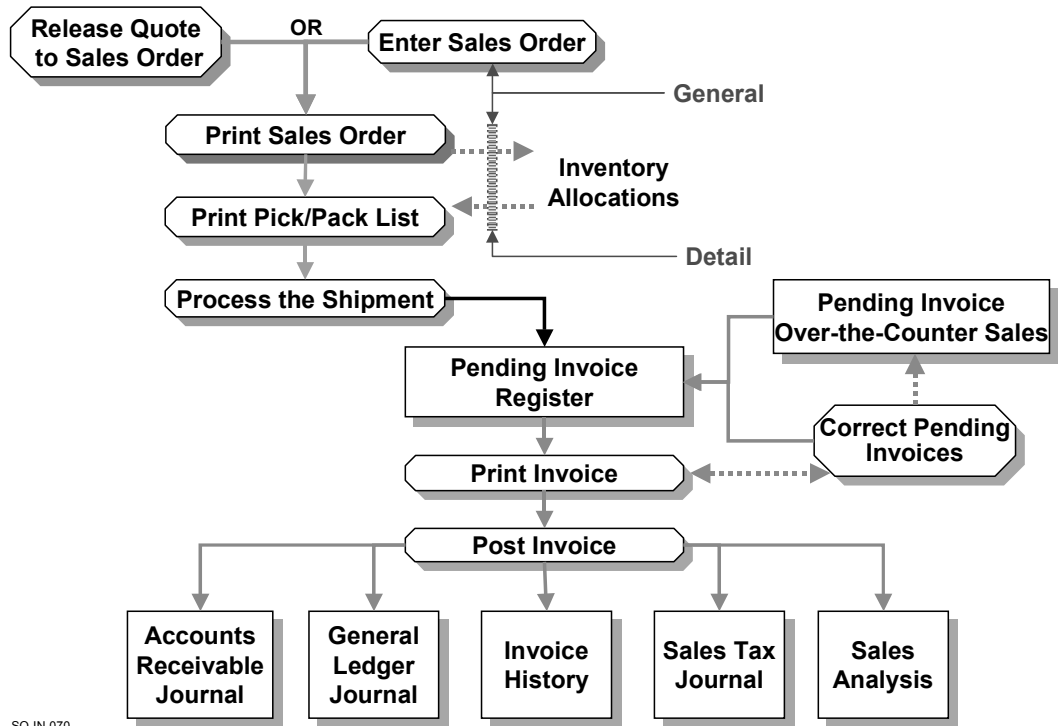


## Typical Users

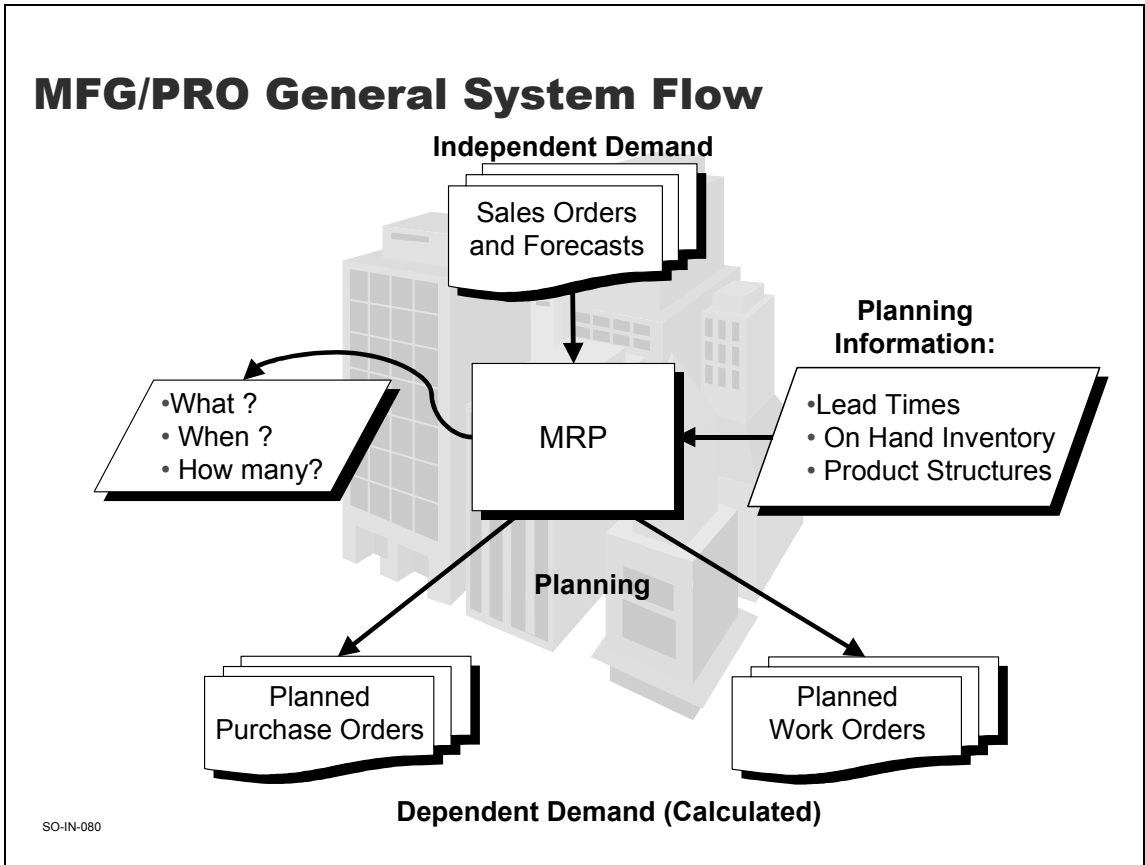
Various people typically control key tasks.

- Sales representatives enter sales orders into the system
- Schedulers create pre-shippers and the allocations
- Shipping clerks may do any or all of the shipper documents
- Credit/Finance clerks manage invoicing processes

## Sales Order Life Cycle



## Sales Order Life Cycle



## MFG/PRO General System Flow

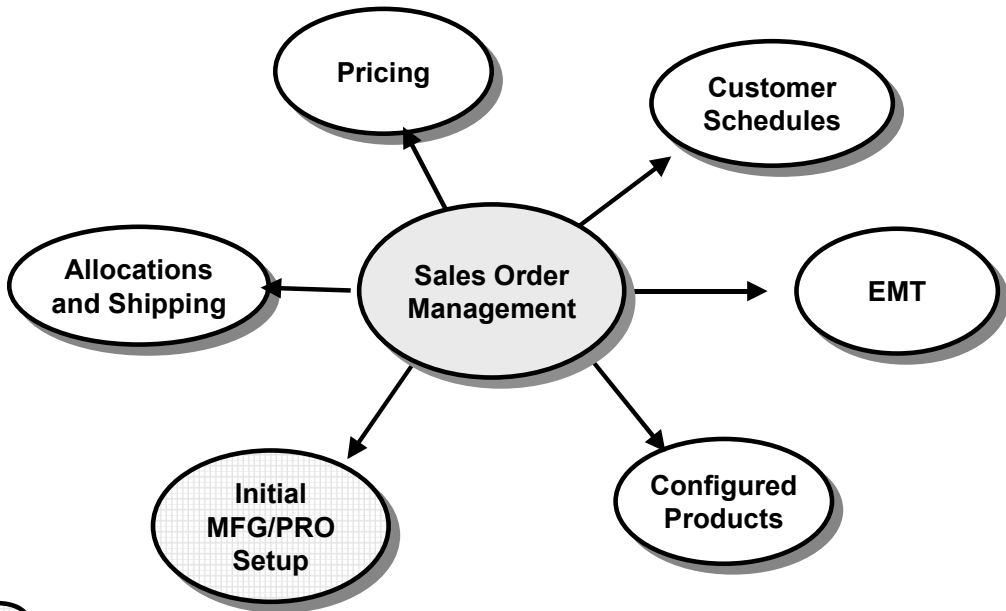
## Course Objectives

- Identify some key business considerations before setting up Sales Orders in MFG/PRO
- Set up Sales Orders in MFG/PRO
- Process Sales Orders in MFG/PRO
- Set up and process Sales Quotes
- Set up and use of Sales Analysis

SO-IN-090

## Course Objectives

## Related Courses



 = Prerequisite Courses

SO-IN-100

## Related Courses

## Summary

- ✓ Introduction to Sales Orders
  - Business Considerations
  - Set up Sales Orders
  - Process Sales Orders
  - Set up and process Quotes
  - Set up and use Sales Analysis

SO-IN-110



CHAPTER 2

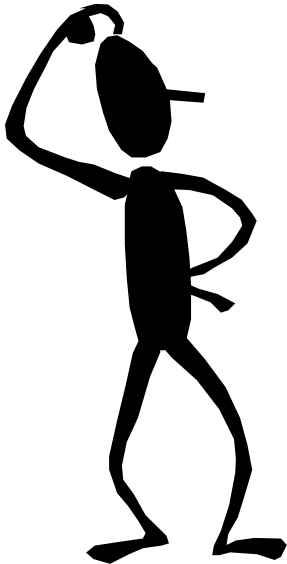
# **Business Considerations**

## Business Considerations

- ✓ Introduction to Sales Orders
- Identify some key business considerations before setting up Sales Orders in MFG/PRO
- Set up Sales Orders in MFG/PRO
- Process Sales Orders in MFG/PRO
- Sales Quotes
- Sales Analysis

SO-BD-010

## Business Considerations

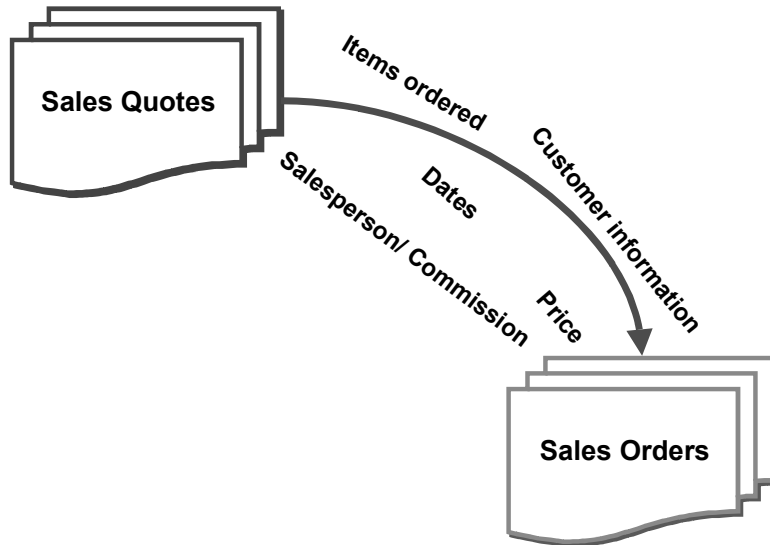


SO-BD-020

- Sales Quotes
- Configured Products
- Sales Analysis
- Credit Management
  - Credit Limits
- Approvals
- Freight Calculations
- Commissions
- Import / Export
- EDI
- Customer Schedules
- Containerization

## Business Considerations

## Sales Quotes



SO-BD-030

## Sales Quotes

### Sales Quotes Allow You To

- Respond to a customer request for a quote
- Monitor the status of a quote
- Provide visibility on potential gross margin contribution
- Provide history by item number or customer
- Generate reports on expired quotes that did not result in a customer order

**Why Consider?**

- Can be released to a Sales Order
- Can be used as a template for a
  - Recurring sale
  - Lease
  - Service contract (if not using SSM)

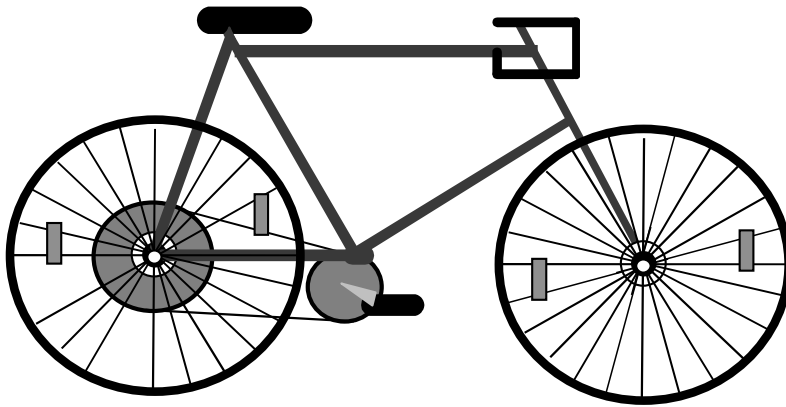
**Setup Implications**

- Sales Quote Control needs to be setup
- When releasing a Sales Quote to a Sales Order, the “Release Flag” in Sales Quote Maintenance must be set to Yes



See in this training guide: *Sales Quotations* on page 213

## Configured Products



SO-BD-040

## Configured Products

### Configured Products Are

- Products assembled to order from lower-level items that can be master scheduled and made to stock
  - The actual production of configured products is controlled by a final assembly schedule driven by customer orders rather than by a master schedule

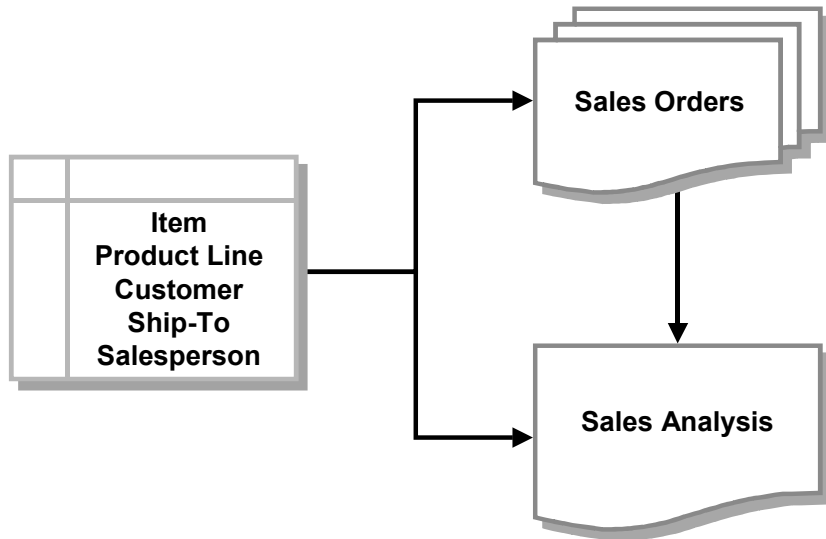
### Why Consider?

- How you enter the sales order line(s) with Due Dates and Effective Dates affect the configured items sold

**Set up Implications**

- Configured Products Control needs to be set up properly

## Sales Analysis



SO-BD-050

## Sales Analysis

### Sales Analysis Allows You To

- Analyze results of sales order shipment transactions
- Track salesperson performance
- Generate sales reports
- Track invoiced sales and sales history

### Why Consider?

- Should charges/discounts be placed on the sales order line or the trailer?

- Trailer charges/discounts do not affect Sales Analysis
- Memo Items affect Sales Analysis differently than Inventory Items sold

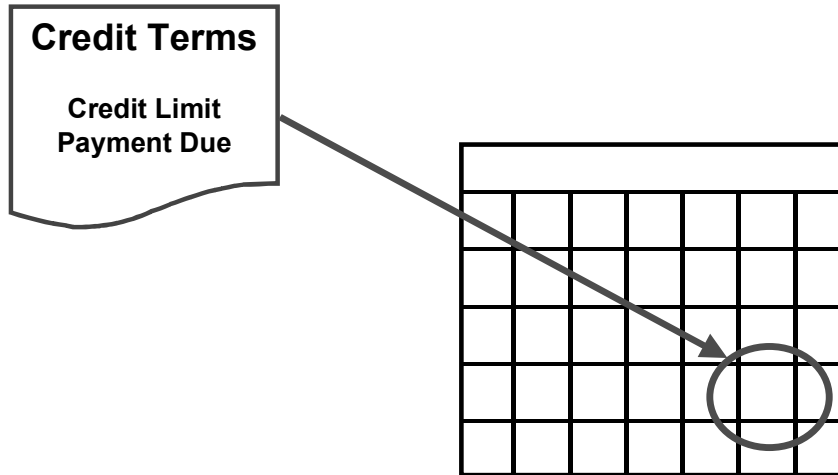
**Setup Implications**

- Sales Order Control needs to be set to interface with Sales Analysis



See in this training guide: *Sales Analysis* on page 255

## Credit Management



SO-BD-060

## Credit Management

### Credit Management Allows You To

- Reduce your credit risk by alerting you or restricting shipments to customers who are on credit hold or over their credit limits
- Setup default credit term codes for processing customer payments, debit/credit memos, and so on
- Manage due dates
- Calculate default due dates, discount dates, and discounts for goods and services

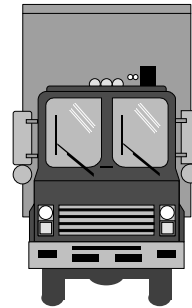
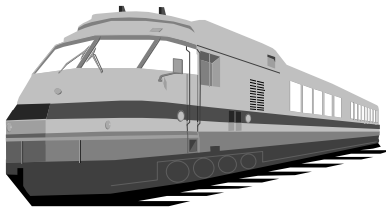
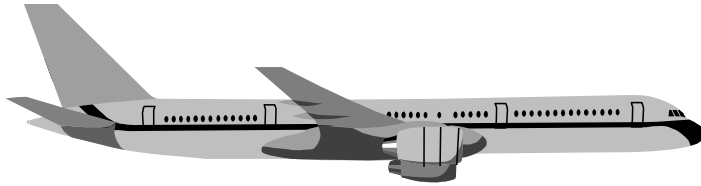
**Why Consider?**

- Credit is checked while you begin entering a Sales Order and again when you reach the trailer
  - The system can automatically put the order on hold if the customer is over their credit limit or if the current order puts them over their credit limit
  - This also affects the decision if the order should be “confirmed” or not

**Setup Implications**

- Sales Order Control needs to be set to determine if the order should automatically be placed on hold or not when doing the Sales Order Maintenance function

## Freight Calculations



SO-BD-070

## Freight Calculations

### Freight Calculations Allow You To

- Manage a costly part of conducting business

### Why Consider?

- For many companies today, freight is a huge cost in relation to their products
  - Freight calculations can be very complicated
  - Freight calculations can be difficult to setup and maintain

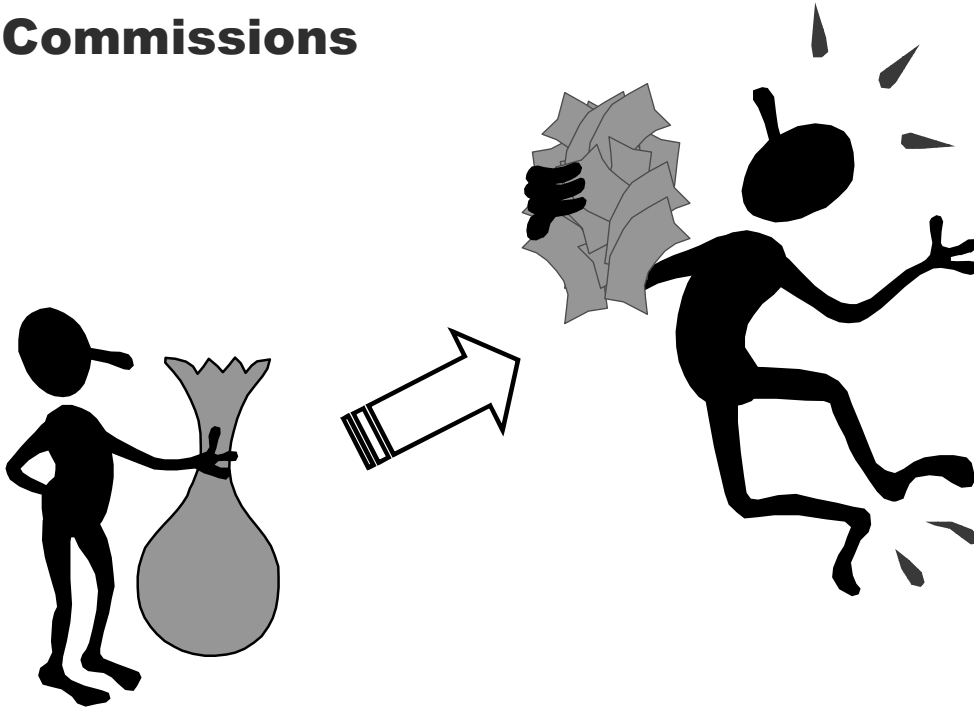
**Setup Implications**

- Freight Terms need to be referenced on the Customer Records
- Sales Order Control needs to be set to calculate freight properly



See in this training guide: *Freight* on page 63

## Commissions



SO-BD-080

## Commissions

### Commissions Allow You To

- Enhance salesperson performance with commission incentives

### Why Consider?

- Because commissions are “incentive” sales, many methods exist for marketing departments to calculate commissions
  - Sometimes commissions can only be calculated “off the system”

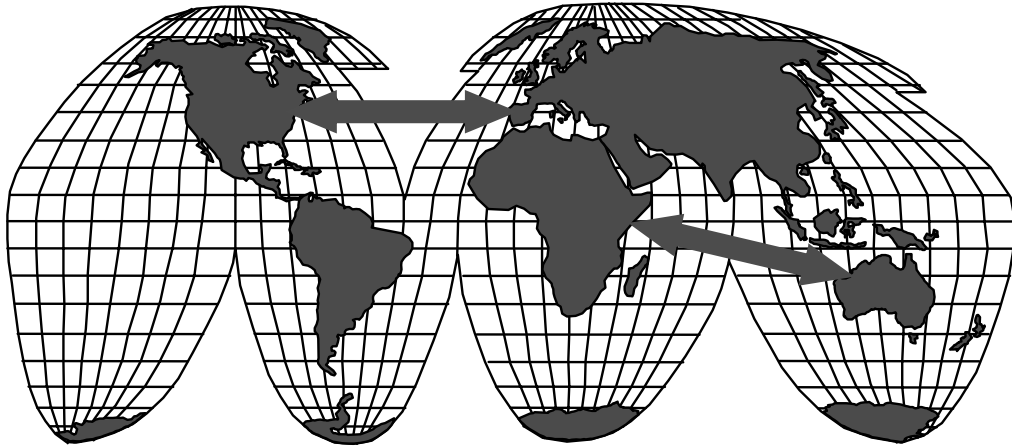
**Setup Implications**

- The following are some items which need to be determined before setting up Salespersons, Customers, and the Sales Order Control:
  - Method of calculation
  - Percentages
  - Geographic regions
  - Product lines



See in this training guide: *Salespersons/Commissions* on page 75

## Import/Export



SO-BD-090

## Import/Export

### Importing/Exporting Allows You To

- Increase your business market or product line by conducting business in several countries
- Accommodate the requirements of inter-country reporting

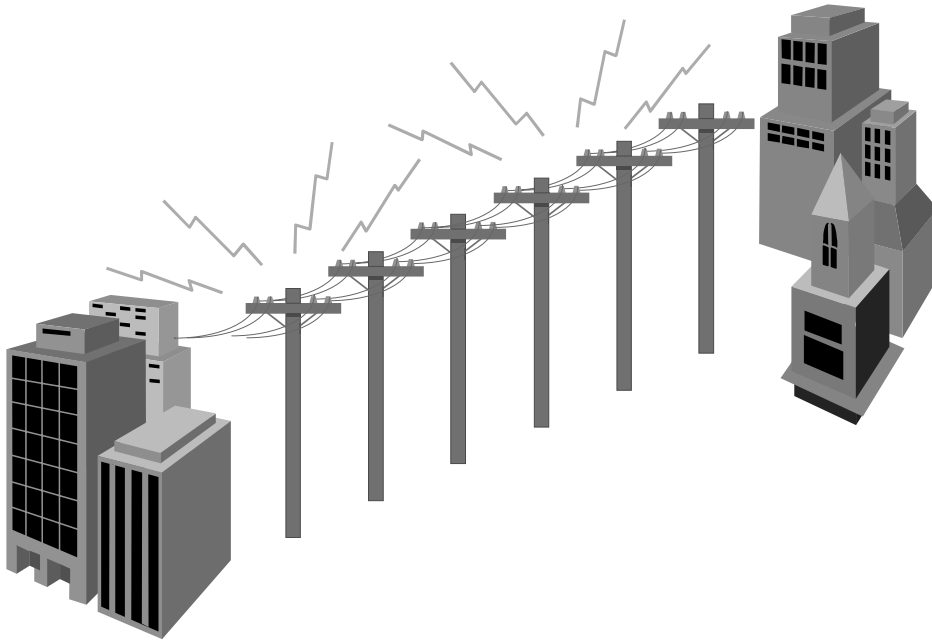
### Why Consider?

- Legal requirements may require certain records to be maintained, such as shipping documentation
- Partial shipments are usually avoided due to freight, duties, and excessive paperwork

**Setup Implications**

- Intrastat data may need to be set up to capture data required for reporting

## Electronic Data Interchange (EDI)



SO-BD-100

## Electronic Data Interchange (EDI)

### EDI Allows You To

- Support the import and export of standard business transaction documents between customers and suppliers using e-mail systems

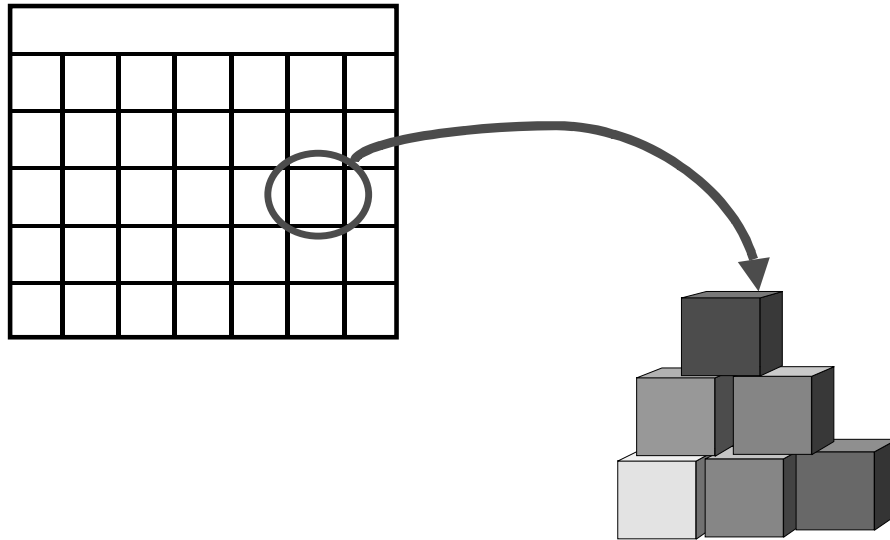
### Why Consider?

- Reduce/eliminate paperwork involved in supply chain which reduces a companies overhead

### Setup Implications

- EDI software needs to be setup

## Customer Schedules



SO-BD-110

## Customer Schedules

### Customer Schedules Allow You To

- Supply to a schedule of dates and quantities rather than a separate sales order for every date required
- Match your shipment planning calendar to customer order periods

### Why Consider?

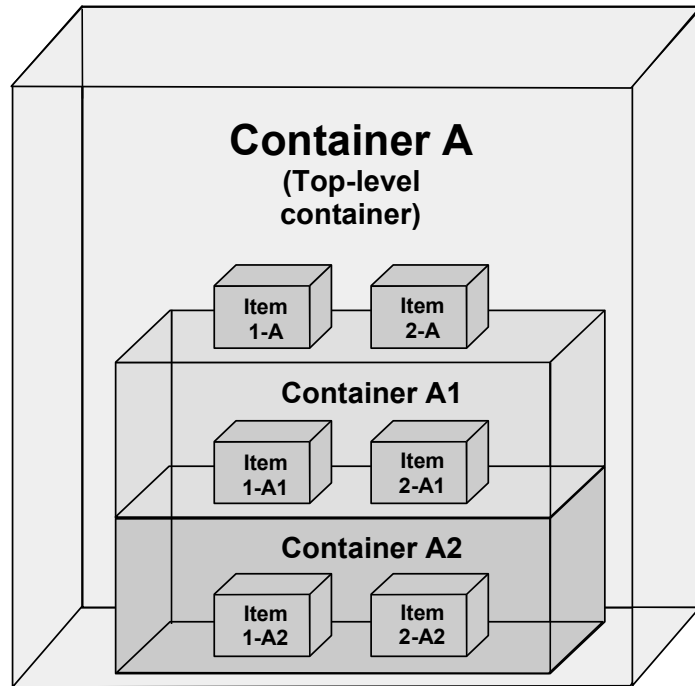
- Many companies negotiate contracts with customers to deliver components or raw materials on a regular basis based on MRP requirements
  - Making out a “discrete” Sales Order for each purchase is not efficient

- A faxed or EDI schedule is sent with delivery dates and quantities
- Many companies require Customer Schedules to be setup to handle their Supplier Schedules

**Setup Implications**

- Customer Records need to be setup to support Customer Schedules

## Containerization



SO-BD-120

## Containerization

### Containerization Allows You To

- Package and store finished goods at the end of a production line and warehouse them in single-level containers before shipping
- Consolidate goods going to the same location

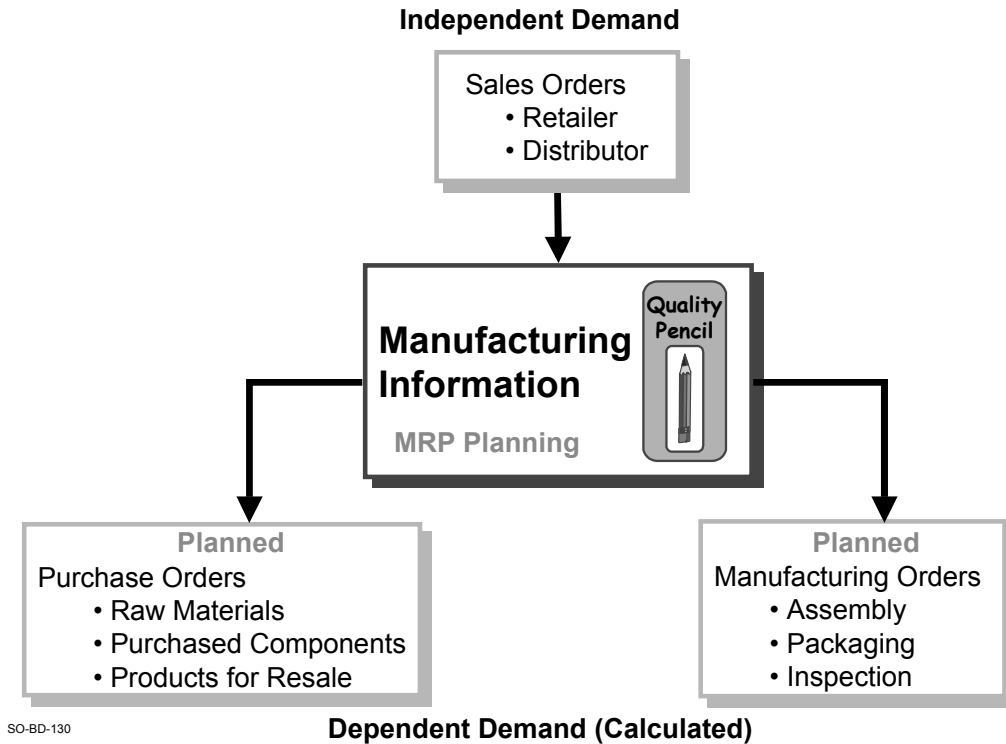
### Why Consider?

- May impact how orders are entered
  - Usually connected to Customer Schedules

**Set up Implications**

- Customer Records should be set up to support Customer Schedules

## Case Study: Quality Products Company



### Case Study

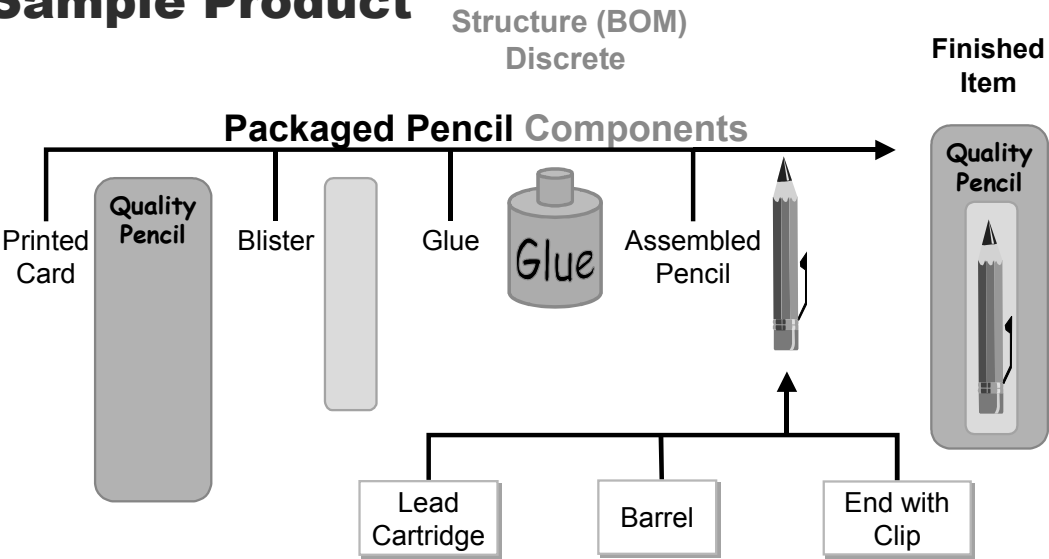
The Quality Products Company manufactures and distributes mechanical pencils and refill products. These products are blister-packed and sold to retail stores and office supply distributors. The pencils and refills may also be sold in bulk.

Quality Products is a wholly owned subsidiary of a large company. It prepares its own financial statements and provides the holding company with GL results for consolidation. The company's manufacturing operations are based in Los Angeles, California with branch sales offices worldwide. All the activities for this class occur at a site called **train** in the training database.

Sales and purchases occur between the U.S. and various countries and are recorded in local currencies rather than U.S. dollars. Customers generate sales orders. Customers can, in turn, be distributors and retailers.

The database for this class has been initialized with data for the Quality Products Company.

# Sample Product



Company name : “Quality Products Company”

SO-BD-140

## Product Description

The Quality Products Company assembles mechanical pencils from purchased components. These pencils are packaged on a printed card with a plastic blister.

As a discrete manufacturer, Quality Pencil uses both work orders and repetitive functions to control its manufacturing.

Some customers purchase pencils and refills on a specially made display rack. These racks are made in-house in a small metal fabrication area and sent out for plating.

## Review

- Processes and Procedures
- Reporting Requirements
- Customer Expectations
- Product Configuration

SO-BD-150

## Focusing Activity

Individually, or in small groups, examine the Quality Products Company against the business issues discussed in this chapter. Consider the following:

- 1 the business expectations given this type of company, and
- 2 additional information you may need to elicit to successfully implement Sales Orders for this company.

Do not look ahead in this training guide or at the MFG/PRO software. The purpose of this exercise is to help you (and your group) focus on what is important to this company about Sales Orders. (Hint: There are no right or wrong answers.)

Your instructor may ask you to list your requirements on an easel or white board to make it easier to share your findings with the whole class.

After you have had a chance to brainstorm your requirements (15 to 20 minutes), your instructor may ask each group to quickly review its findings, and may compile a master list for your class.

## Summary

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
  - Set Up Sales Orders
  - Process Sales Orders
  - Sales Quotes
  - Sales Analysis

SO-BD-160



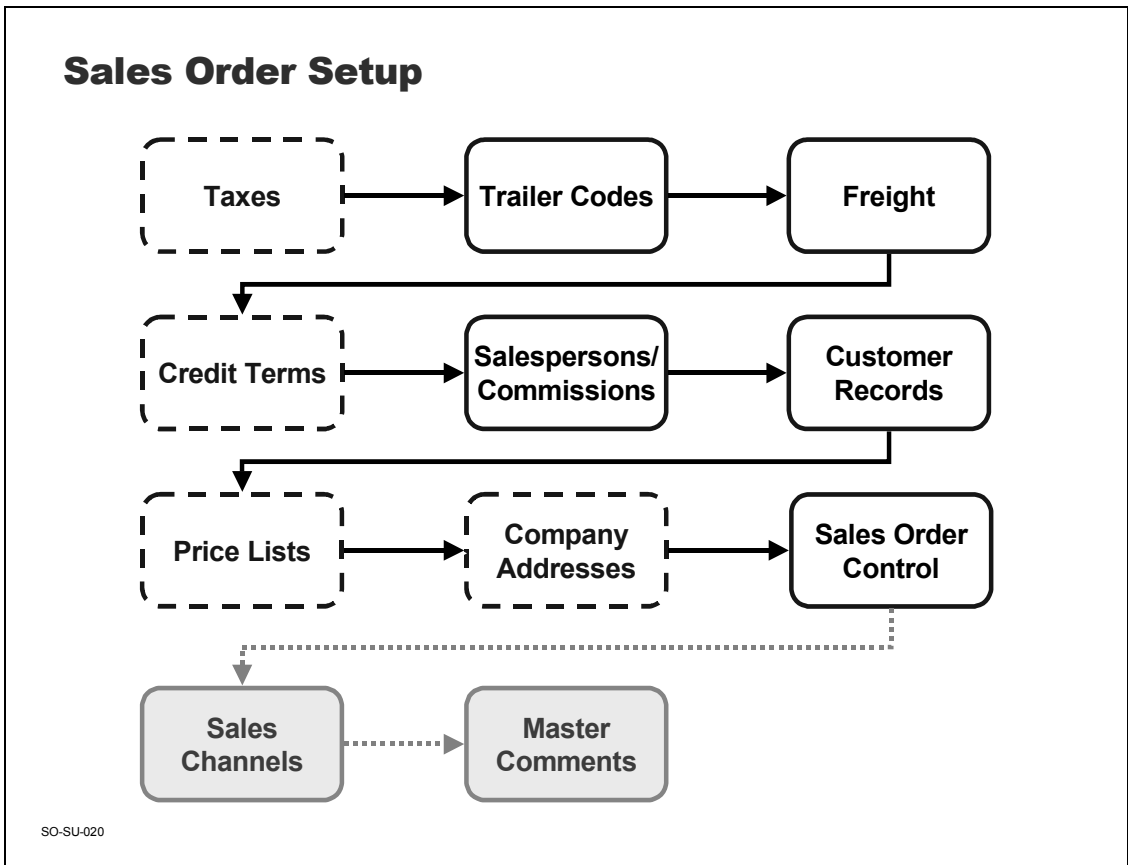
CHAPTER 3

# Set Up Sales Orders

## **Set Up Sales Orders**

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- **Set Up Sales Orders**
- Process Sales Orders
- Sales Quotes
- Sales Analysis

SO-SU-010



## Sales Order Setup

This illustration is a suggested set up sequence of master data for the Sales Order module which is based on information that flows from one master data to another and prerequisites that need to be accomplished before setting up this data. Reading the illustration:



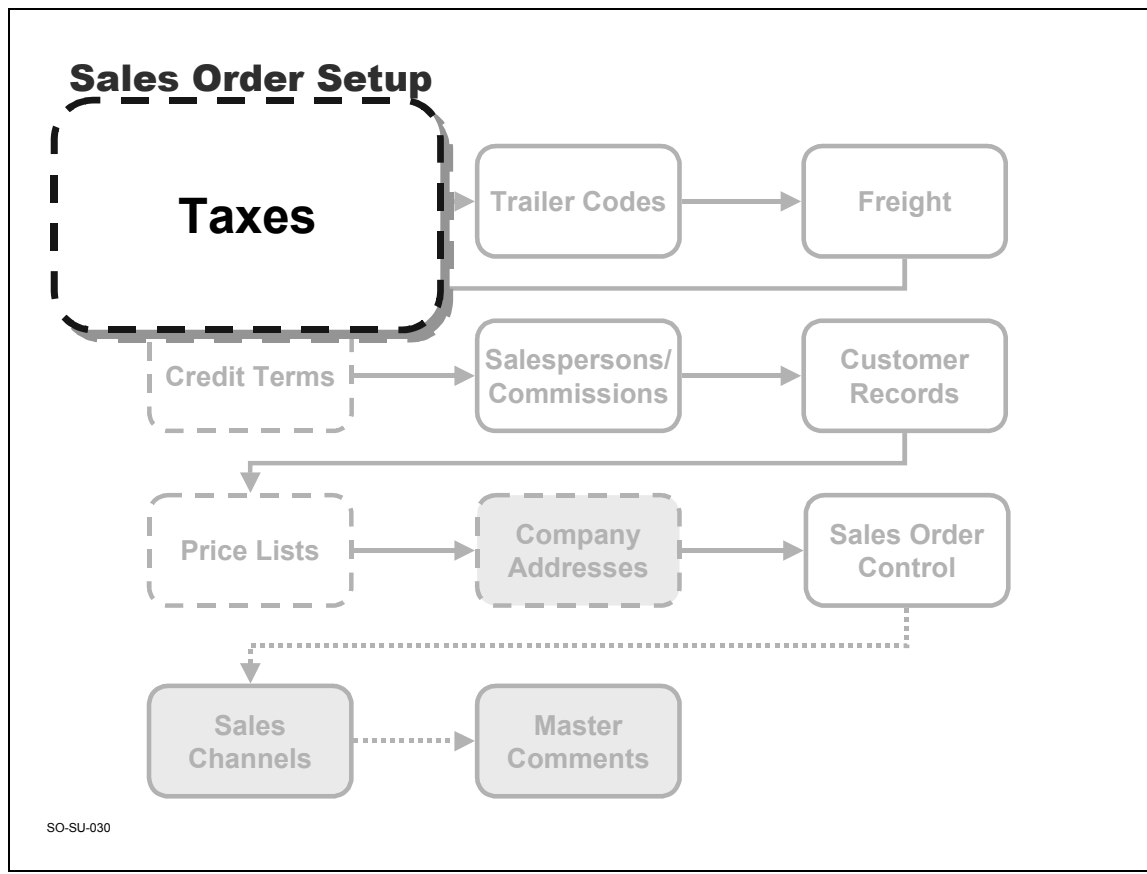
Boxes with solid lines are required to set up Sales Orders and are covered in this course.



Shaded boxes reflect optional steps, but are covered in this course.



Boxes with dotted lines are required, but are covered at length in another course.



# Taxes

## Sales Tax

### Global Tax Management

- ♦ GTM
- ♦ GTM Control File

### Items/Sites

- ♦ Taxable
- ♦ Tax Code

### Customers

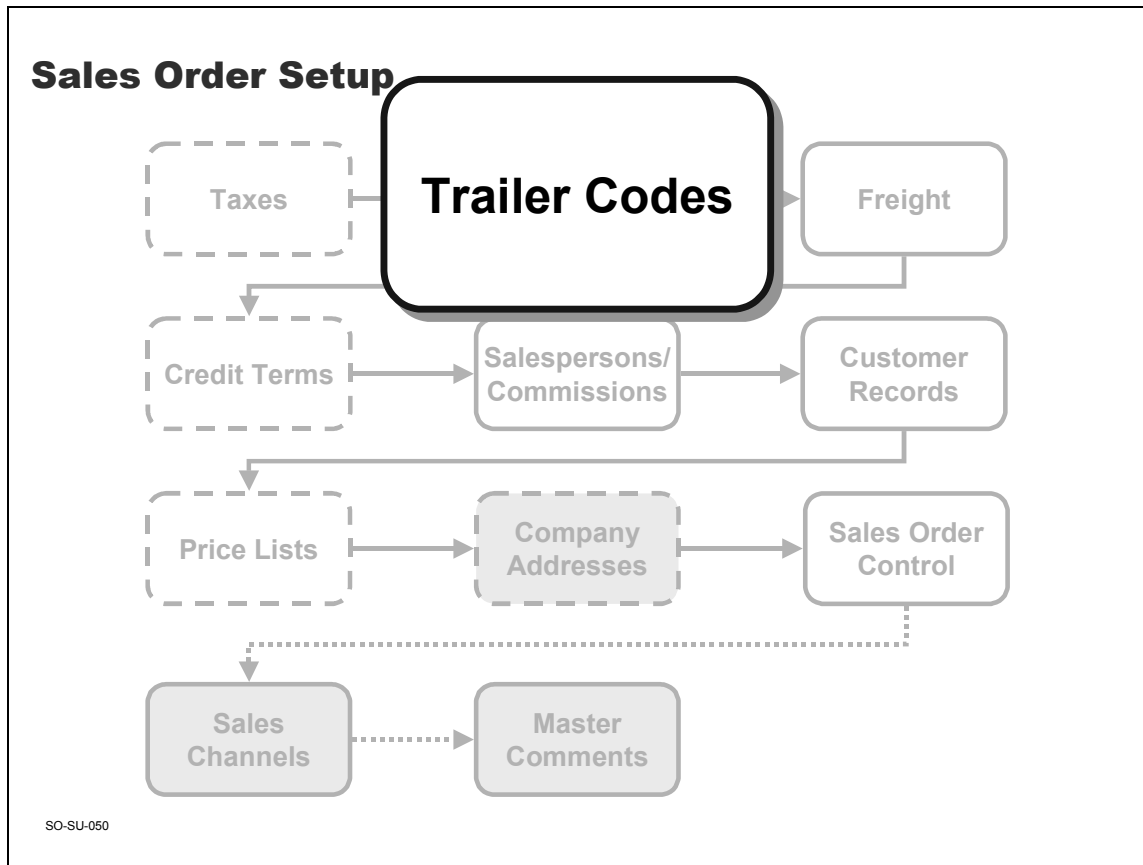
- ♦ Tax Code

SO-SU-040

## Sales Tax

### Global Tax Management (GTM)

- A tax processing system that addresses factors that vary considerably between countries:
  - Types of taxes
  - Formulas used to calculate taxes
  - When taxes are assessed



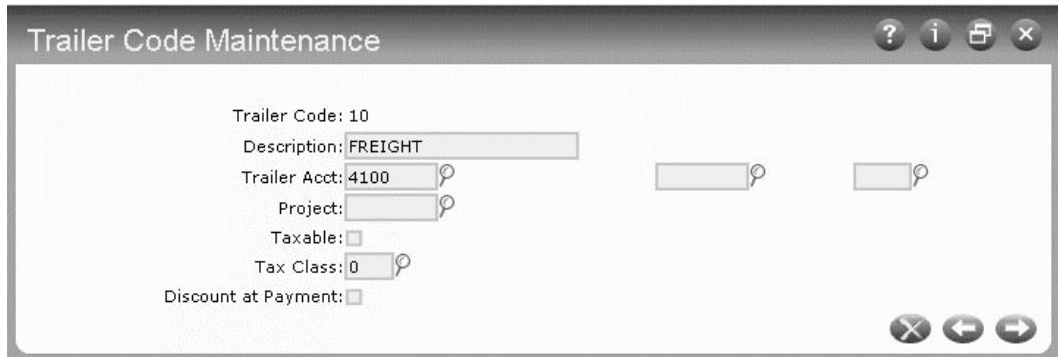
## Trailer Codes

Sales Orders frequently have miscellaneous charges associated with them. You setup codes for these charges in Trailer Codes Maintenance.

Trailer Codes must be setup:

- After Tax Rates because some trailer items are subject to taxation
- Before Sales Order Control so you can specify frequently used codes as defaults
- Before entering sales orders so these charges can be accessed during order entry

## Trailer Code Maintenance



Trailer Code Maintenance

Trailer Code: 10

Description: FREIGHT

Trailer Acct: 4100

Project:

Taxable: ☐

Tax Class: 0

Discount at Payment: ☐

SO-SU-060

## Trailer Code Maintenance

### Description

Companies may setup miscellaneous charges for items such as

- Freight
- Service
- Special charges

**Note** Trailer amounts are not part of a total Sales Order discount. Trailer items are not subject to commission.

## **Accounts**

Trailer accounts are associated with a GL account, such as a cost center or project.

### *Project*

- The project code recording amounts invoiced for this trailer code
- Optional field

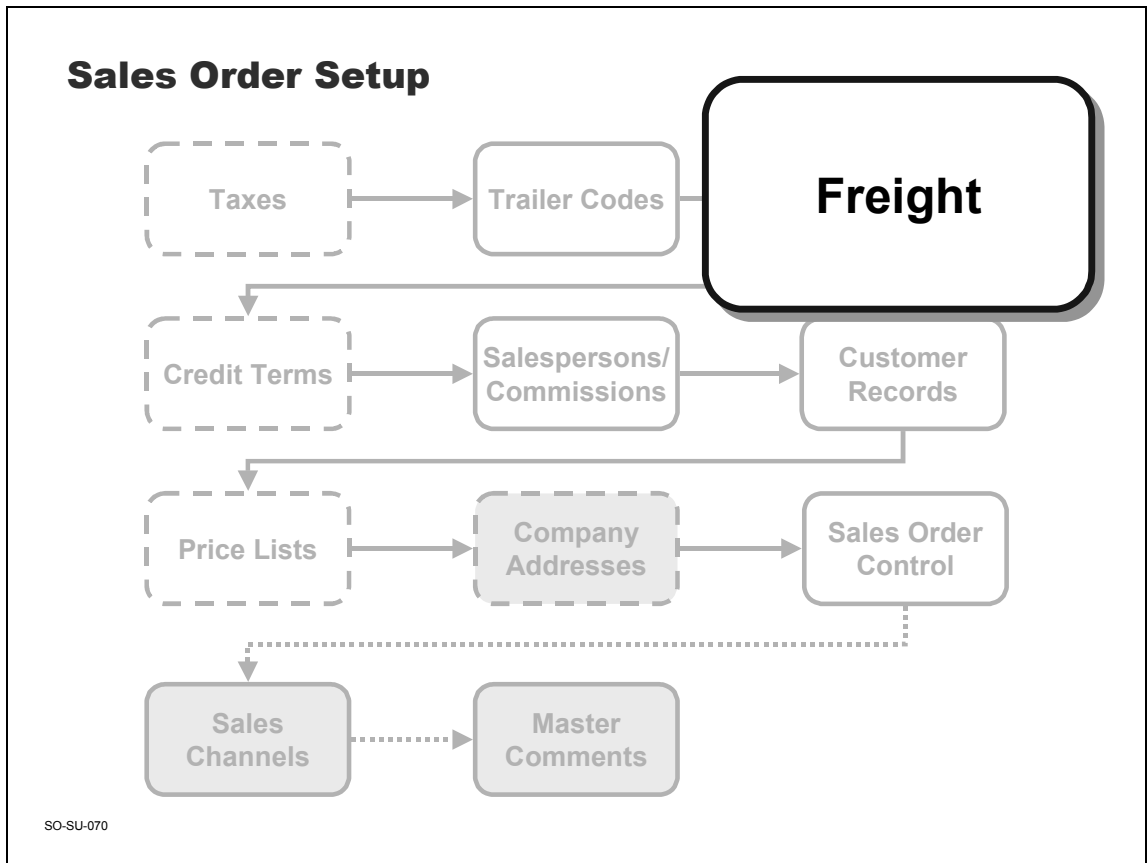
## **Taxes**

Taxes are calculated automatically by the system. Trailer codes can be marked as taxable and associated with a GL account.

- GTM
  - Enter the tax class of this trailer code

Once Trailer Codes are established, the three most frequently used taxable and non-taxable codes can be specified as defaults in the Sales Order Control.

- These defaults display on the trailer of every order but can be changed manually during sales order entry and shipments.



## Freight

Freight charges are typically added to:

- Sales Orders
- Customer Return Material Authorizations (RMA)

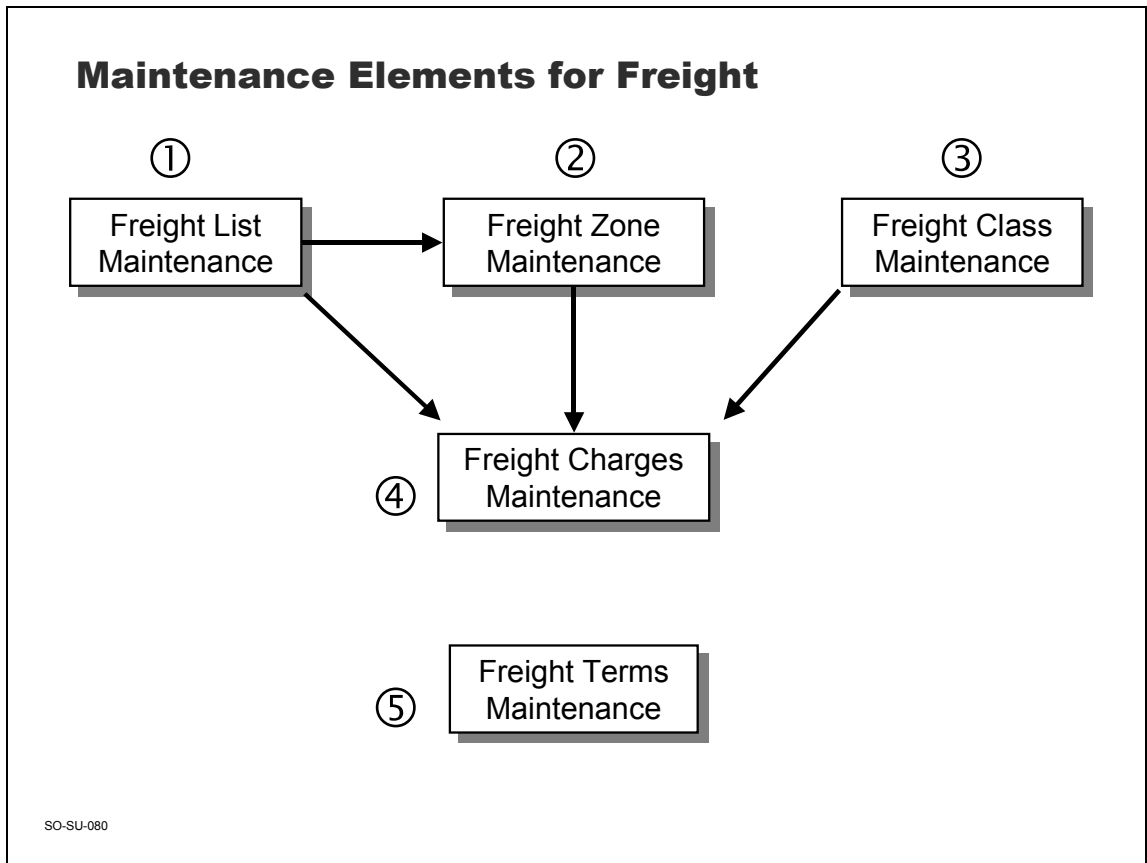
**Note** RMAs are handled by the MFG/PRO Service/Support Management module. If you do not have the SSM module, use the method discussed in this training guide.



See in this training guide: *Returns* on page 205

Data affecting freight charges is derived from three sources:

- The sales order itself
- Customer master information
- Freight master information entered in the Freight Charges Menu



The five key maintenance elements related to freight charges are described in the following pages.

## Freight List Maintenance – Description

The screenshot shows the 'Freight List Maintenance' window with the following fields and callouts:

- Freight List:** A01-TAX
- Site:** TRAIN
- Currency:** USD
- Description:** FedEx 1-day Taxable
- Type:** Bulk (dropdown menu)
- Unit of Measure:** KG
- Trailer Code:** 11
- Freight Mode:** AIR

Callouts and their descriptions:

- Unit: charge per item or Bulk: charge applies to the order as a whole** (points to the Type dropdown)
- Links freight list with the appropriate GL account** (points to the TAX-FREIGHT field)
- Optional code used to describe the transportation method used** (points to the Trailer Code field)

SO-SU-090

### Freight Element 1: Freight List Maintenance

Use to define charges that apply to sales quotes and orders.

Setting up Freight List Maintenance includes:

- At least one freight list for each shipping company used
  - May need more than one list if the shipping company supports different types of transportation
- Different currencies if your shipper delivers to other countries
- Defined lists per site if the same shipper transports from more than one warehouse or manufacturing site

## Freight Zone Maintenance

The screenshot shows a window titled "Freight Zone Maintenance" with the following fields:

- Freight List: A01-TAX
- Site: train
- Zone: Any USA
- Post Start: 63301
- Post End: 63307
- Start: 07/15/2003
- End Date: 07/15/2004

A callout box points to the Post Start and Post End fields with the text: "Zones are bounded by a beginning and ending range of postal codes".

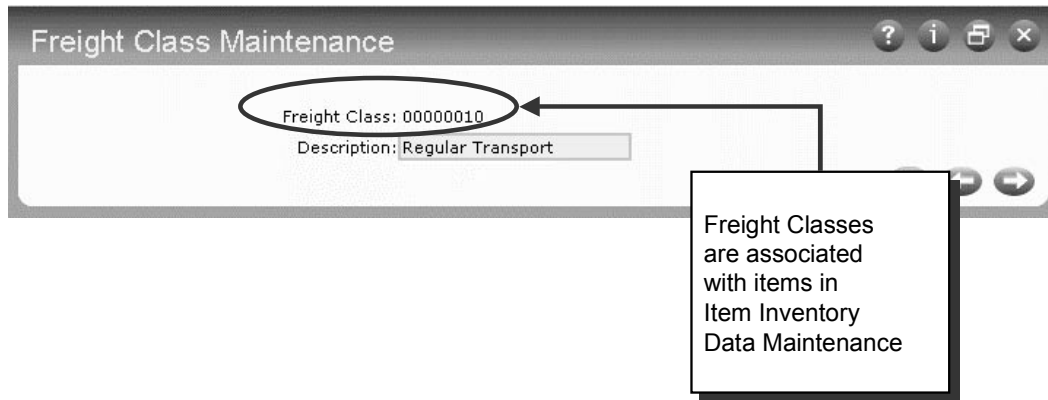
SO-SU-100

## Freight Element 2: Freight Zone Maintenance

Use to setup geographic areas related to a freight list:

- Zones are based on the Ship-To postal code
- Zones can be related to a site by specifying a value in the Site field
  - If the Site field is left blank: Blank = All
- Starting and ending dates can be assigned as needed
- This function sets up zones only

## Freight Class Maintenance



SO-SU-110

### Freight Element 3: Freight Class Maintenance

Use to setup classes as used in calculating the freight charges defined in Freight Charges Maintenance.

- Freight Class distinguishes different types of shipments requiring different charges

## Freight Charges Maintenance

The screenshot shows the 'Freight Charges Maintenance' window. It contains the following fields and callouts:

- Freight List Maintenance** (callout pointing to 'Freight List: A01-TAX'):
- Freight Zone Maintenance** (callout pointing to 'Zone: Any USA'):
- Freight Class Maintenance** (callout pointing to 'Freight Class: 00000010'):
- Freight Zone Maintenance** (callout pointing to 'Start: 07/15/2003'):
- Freight Zone Maintenance** (callout pointing to 'End Date: [calendar icon]'):

Other visible fields include: Site: train, Currency: USD, FedEx 1-day Taxable, Bulk, Unit of Measure: KG, > Minimum Weight: 2,000, Maximum Weight: 1,000, Freight Charge: 277.00, Freight Charge Per UM Over Min: 0.0, and Freight Charge Per Fr List UM: 0.0.

SO-SU-120

## Freight Element 4: Freight Charges Maintenance

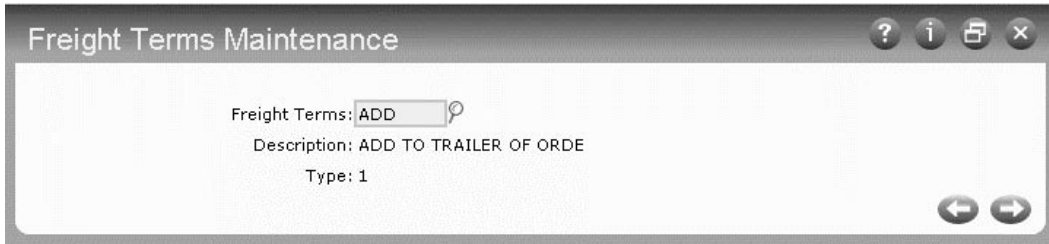
Use to:

- Relate a freight list, class, and zone
- Specify how charges are calculated
- Phase in new charges if fees rise or fall after a certain date

Key fields used to determine freight charge:

- Use *Freight Charge* to indicate a flat rate per shipment as set by Freight List Maintenance
- Use *Freight Charges Per UM Over Minimum* to indicate a surcharge over the minimum
- Use *Freight Charges Per Freight List UM* to indicate a weight-based fee

## Freight Terms Maintenance



Freight Terms Maintenance

Freight Terms: ADD

Description: ADD TO TRAILER OF ORDE

Type: 1

SO-SU-130

### Freight Element 5: Freight Terms Maintenance

Freight Terms Maintenance is not directly related to the other freight maintenance functions.

Freight terms determine:

- Whether or not to apply freight charges to a particular order or to specify them in general for a particular customer
- How the freight charges are calculated

The different types of freight terms are defined on the following page.

### Types of Freight Terms

| Type      | Description                                                                               |
|-----------|-------------------------------------------------------------------------------------------|
| Add       | Calculated and placed on the trailer                                                      |
| Allow     | Calculated and shown as a negative amount on the trailer                                  |
| Collect   | Accrued freight charges are calculated and placed on the trailer                          |
| Include   | Calculated and added to the item's unit price (after you exit the order line item screen) |
| Prepaid   | Freight is not calculated—it was prepaid or is a part of the selling price                |
| Will Call | Freight is not calculated—the customer is responsible for the shipping arrangements       |

SO-SU-140

### Types of Freight Terms

By defining freight terms, you can assign your own codes and descriptions to these six types.

## Freight Control



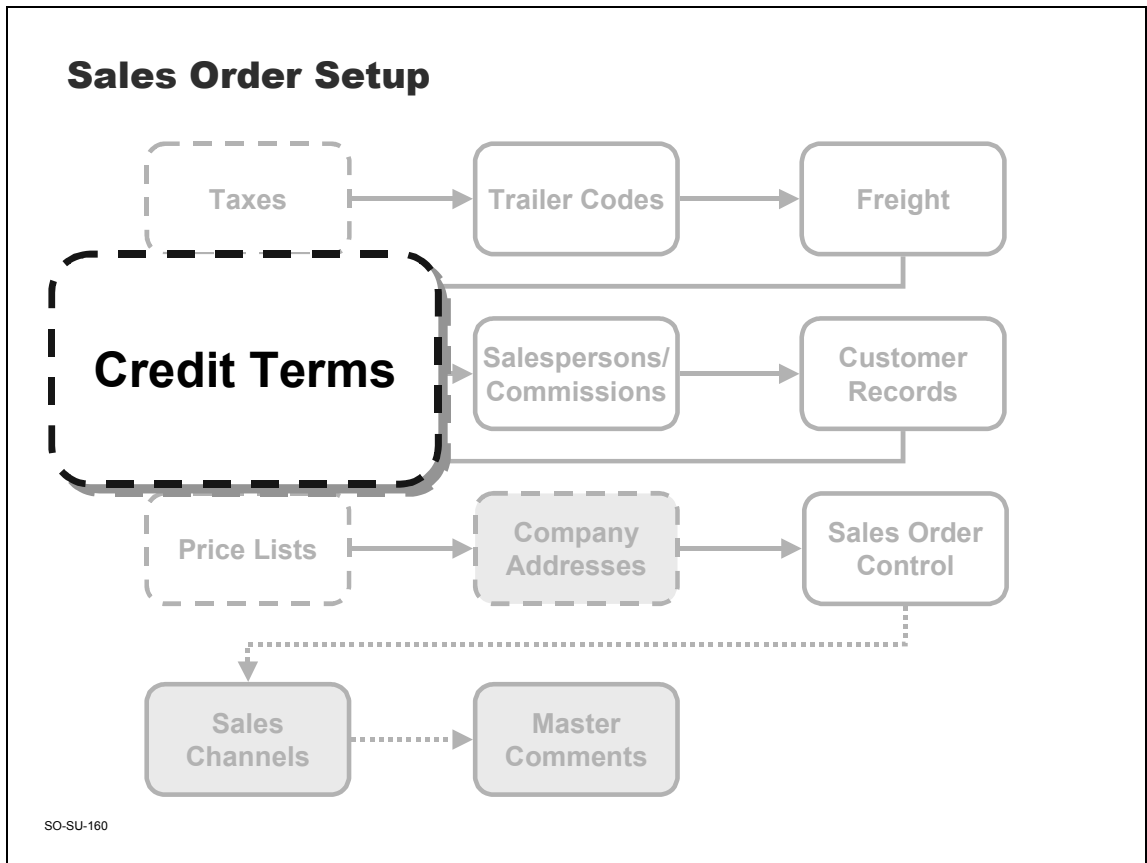
P (positive): the customer is charged for freight  
N (negative): the customer is credited for freight  
Z (zero): no freight is charged

SO-SU-150

## Freight Control

- Valid values are [P], [N], and [Z]

**Note** This determines how the system handles automatic freight charge calculations for sales order returns only. In MFG/PRO, sales order returns are shipments with negative quantities.



## Credit Terms

MFG/PRO uses credit terms codes to calculate the default:

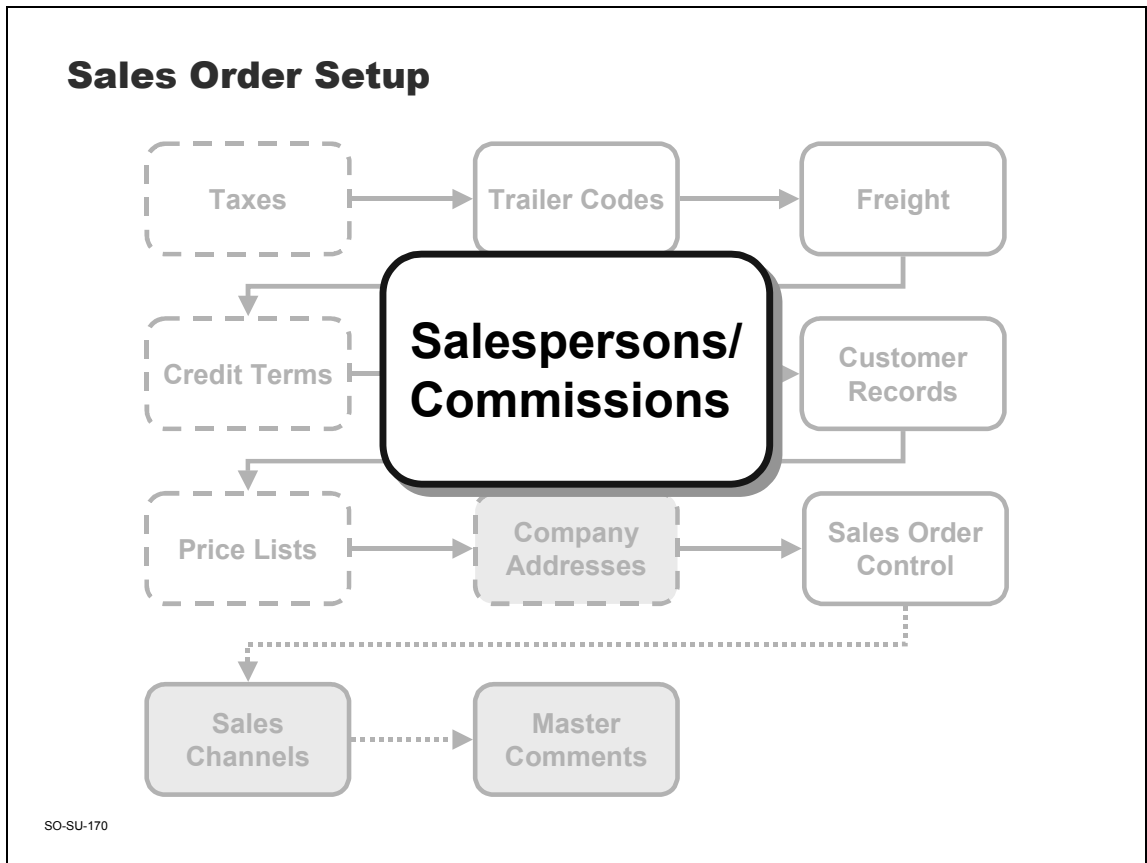
- Due date
- Discount date
- Discount for goods and services that are bought and sold

**Note** Any of these calculated fields can be overridden manually.

Setup Credit Terms before Customer Data in order to setup each customer with a default credit terms code, used when processing:

- Invoices
- Customer payments
- Debit/credit memos

**Note** Used for both purchasing and sales orders.



## Salespersons/Commissions

Set up salespersons

- Before defining customers because customers can have up to four default salesperson codes
  - Customer salesperson codes and the salesperson commission percentages are used as defaults on sales orders

## Salesperson Maintenance

**Salesperson Maintenance**

**Salesperson Address**

Salespsn: 00000023

Name: MME. CATERINE OLIVIER

Address: EUROPEAN SALES MANAGER

Address: 72 rue Saint-Michel

Address: Montparnasse

City: PARIS

State:

Post: 75007

Format: 0

Country: FRANCE

County:

Attention:

Telephone: 33-42 22 24 11

Ext:

Tel:

Fax/Telex:

Added: 01/21/1988

**Salesperson Data**

Sort Name: OLIVIER, CATERINE

Territory: 30

Commission: 15.00%

SO-SU-180

## Commission

Set up Salespersons:

- With a default commission percentage and a user-defined territory
  - Detailed commission percentages can be entered for product lines and/or customers
  - Monthly quotas can be set up in Sales Analysis

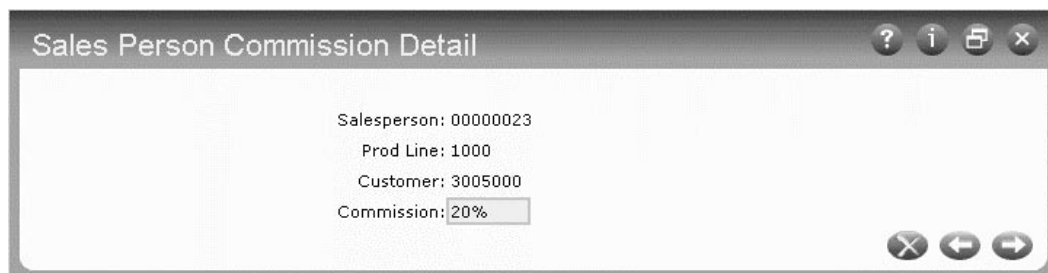
Salesperson Payments Report lists:

- Invoices the customer has paid
- Those credited to each salesperson
- Unapplied payments
  - This makes it possible to pay commissions only after the customer has paid the invoice

**Note** The *Based on Sales/Margin* field in the Salesperson Commission Report calculates commissions which indicates how commission amounts are calculated according to:

- Bookings
- Shipments
- Or accounts receivable payments

## Sales Person Commission Detail



The screenshot shows a window titled "Sales Person Commission Detail". Inside the window, the following information is displayed:

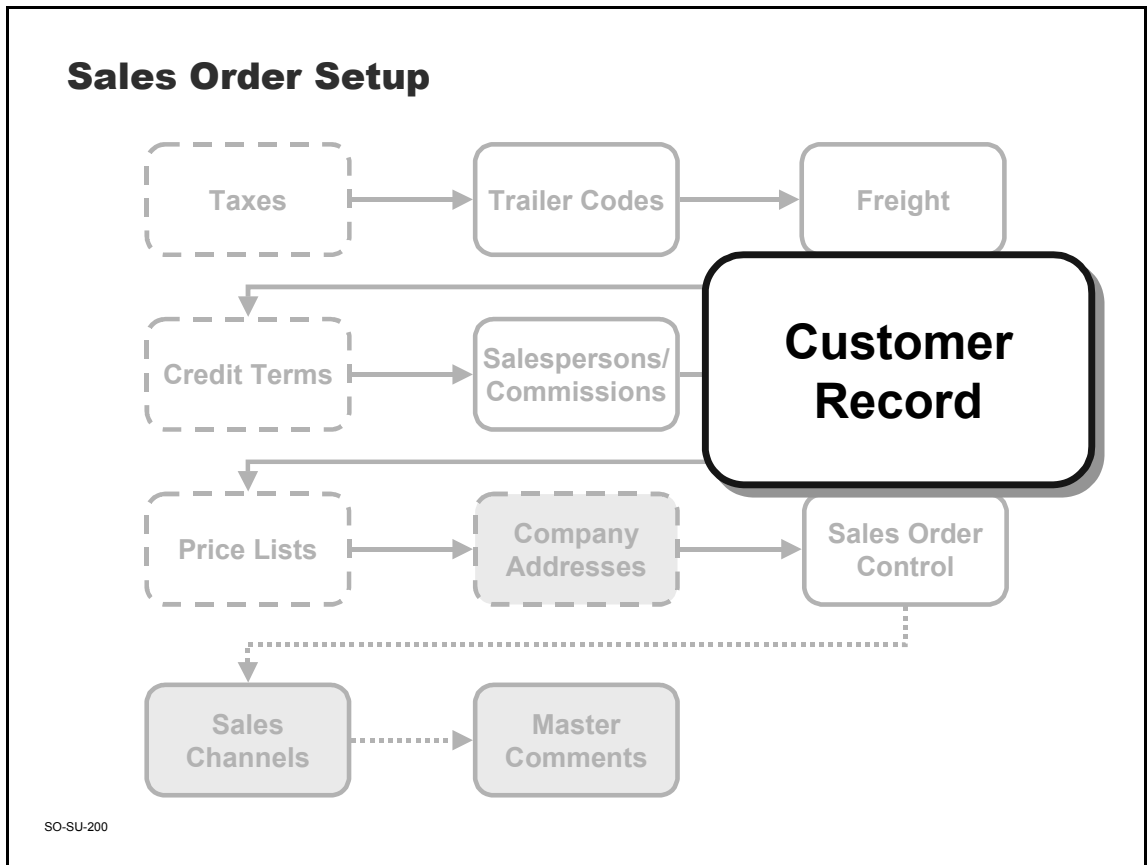
- Salesperson: 00000023
- Prod Line: 1000
- Customer: 3005000
- Commission: 20%

The "Commission" field is highlighted with a selection box. The window has standard OS controls (minimize, maximize, close) in the top right corner and navigation buttons (back, forward, search) in the bottom right corner.

SO-SU-190

## Sales Person Commission Detail

Detail Commission percentages allow you to base the commission on product lines and/or customers for the salesperson.

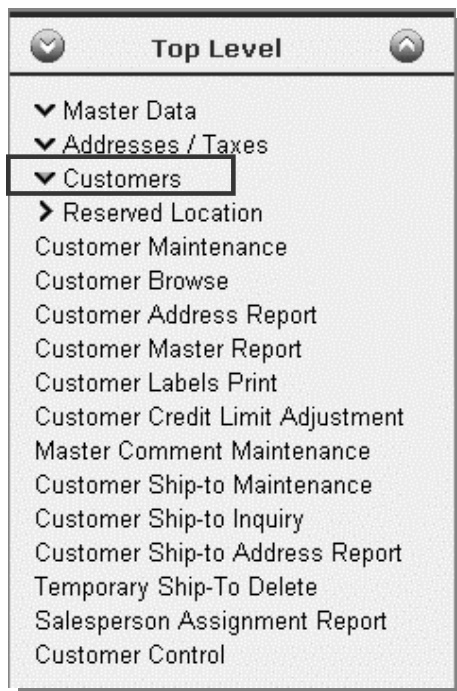


## Customer Records

Customer Records contain default information pertaining to the customer:

- Addresses
- General data
- Banks
- Credit data
- Customer items
- Address list types

## Customers Menu

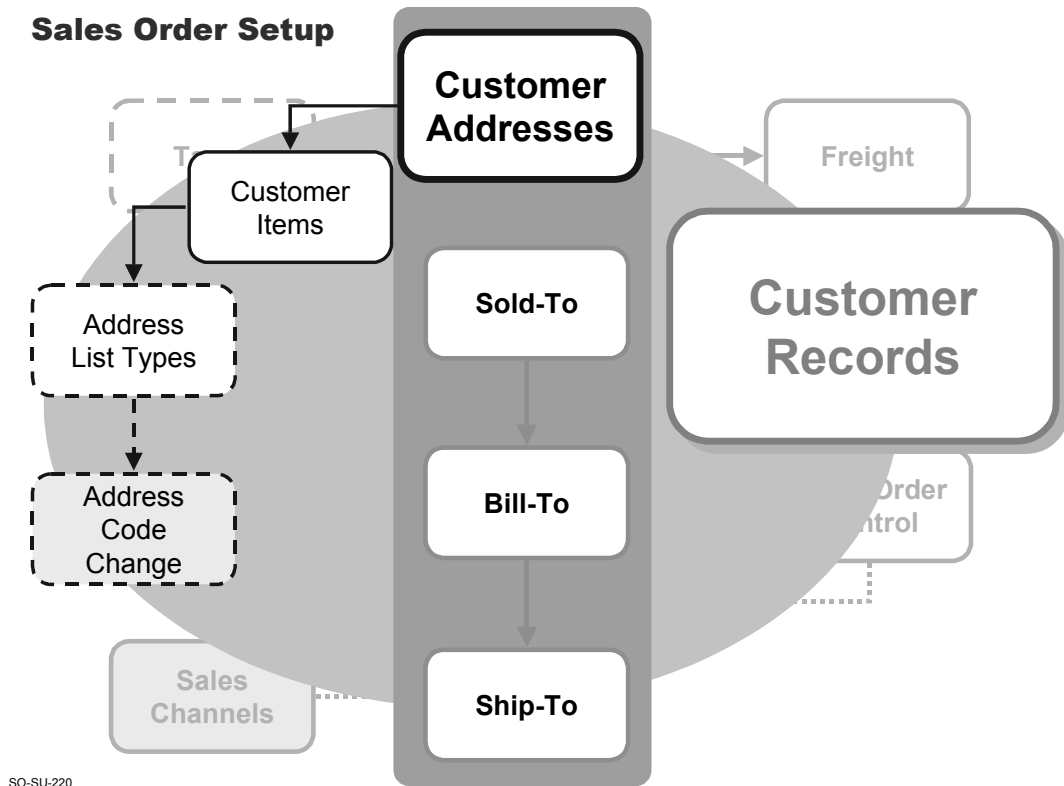


SO-SU-210

## Customers Menu

Used in:

- Sales Quotations
- Sales Orders
- Invoices
- Accounts Receivable
- Service and Support Management



## Customer Addresses

Values associated with a customer address:

- Determine default field values in other functions

MFG/PRO references three customer addresses for a Sales Order:

- The sold-to customer places the order
- The bill-to customer pays the invoice
- The ship-to customer receives the order

Setting up Customer Addresses:

- There are different ways to setup the three addresses depending on whether they share defaults for:
  - Credit terms
  - Salespersons
  - Currency
  - Language
  - Other sales order fields

## Customer Maintenance

**Customer Maintenance**

**Customer Address**

Customer: 1001000

Name: CENTURY HALLMARK

Address: ATTENTION: ACCOUNTS PAYAE

Address: 3020 CENTURY BLVD

Address: P.O. BOX 675

City: LOS ANGELES

State: CA

Post: 90000

Format: 0

Country: United States of America

USA

County:

Attention: JANE DOE

Telephone: 213-555-0394

Fax/Telex: 213-555-0399

Ext:

[2]:

[2]:

[2]:

Ext:

Added: 05/15/1987

**Customer Data**

Sort Name: CENTURY HALLMARK

Salespsn1: 00000005

Ship Via:

AR Acct: 1200

Resale: 89-02-03 X82D

Remarks: BILLING ONLY - USE SHIP TO ON ALL ORDE

Type: 1000

Region: US

Currency: USD

Dual Pricing Cur:

Site: train

Lang: us

Multiple: ☐

SO-SU-230

### Sold-To and Bill-To Addresses

- Sold-to and Bill-to addresses are setup in Customer Maintenance
- Sold-to address is always entered first
- Several fields default from the Sold-to address:
  - Bill-to and Ship-to defaults to Sold-to unless different addresses are assigned
  - These fields default from Sold-to unless a customer record was entered for the Ship-to address for the order: site, language, taxable (Y/N), tax code, salesperson, commission, remarks, ship via, and FOB point
- Many sales order fields derive defaults from customer records
  - Default credit terms and currency in the header and accounts receivable account in the trailer are determined by the Bill-to customer

## Customer Maintenance – Credit Data

**Customer Maintenance**

**Customer Address**

Customer: 1001000

Name: CENTURY HALLMARK

Address: ATTENTION: ACCOUNTS PAYAE

Address: 3020 CENTURY BLVD

Address: P.O. BOX 675

City: LOS ANGELES State: CA Post: 90000 Format: 0

Country: United States of America USA County:

Attention: JANE DOE [2]:

Telephone: 213-555-0394 Ext: [2]:

Fax/Telex: 213-555-0399 [2]:

Ext: Added: 05/15/1987

**Customer Credit Data**

Credit Limit: 100,000 Disc Pct: 0.00%

Terms: 2/10-30 Finance Charge: ☒

Credit Hold: ☐ Statement: ☒

Credit Rating: 1 Statement Cycle: 12/1

DB Number: 019203 Dun Letter: ☒

PO Required: ☐ Last Payment: 10/01/1991

Bill To: [Field]

Last Credit Review: [Field]

Last Credit Update: 01/06/1997

High Credit: 25,725

High Date: 09/06/1991

Last Sale: 02/12/1994

**Sold-To / Bill-To relationship**

SO-SU-240

- The bill-to address is added using Customer Maintenance and referenced on each sold-to customer address
- Sales orders and other activities processed for a customer automatically access the bill-to address
- Credit limit, terms, and currency code are always taken from the bill-to address
- Invoices print to this bill-to address, and all accounts receivable activities reference the bill-to address
- The bill-to customer, who may be a corporate parent company or a third party leasing company, pays the invoice

**Note** Sales history is maintained by sold-to and ship-to address.

## Customer Ship-to Maintenance

**Customer Ship-to Maintenance**

**Customer Address**

Customer: 1001000  
 Name: CENTURY HALLMARK  
 Address: ATTENTION: ACCOUNTS PAYAE  
 Address: 3020 CENTURY BLVD  
 City: LOS ANGELES  
 County:  
 State: CA USA  
 Country: United States of America  
 Postal Code: 90000  
 Format: 0

**Customer Ship-To**

Code: 10010001 Temporary: ☐  
 Name: WESTWOOD HALLMARK  
 Address: WESTWOOD SHOPPING CENTE  
 Address: 70 SUNSET STRIP  
 Address: BLOCK B-2  
 City: WESTWOOD  
 State: CA  
 Postal: 90029  
 Country: United States of America  
 USA  
 Attention: MRS. SUSAN KNAPPER  
 Telephone: 213-555-0293  
 Fax/Telex:  
 Sort Name: WESTWOOD HALLMARK  
 [2]:  
 [2]:  
 [2]:  
 Ext:  
 Ext:  
 Language: us  
 Format: 0

SO-SU-250

### Ship-To Addresses

If the Ship-to Address is different from the Sold-to Address:

- Add Ship-to customers in both Customer Maintenance and Customer Ship-To Maintenance if the information in the following fields is different from Sold-to: site, language, price list information, and so on
- Alternate Ship-to address references can be setup in advance or entered as needed for one-time drop shipments
  - Sometimes there is more than one Ship-to address for a single Sold-to or Bill-to customer
- Temporary Ship-to addresses can be added during order entry
  - These are deleted automatically by Closed AR Delete/Archive when no other open records for that address exist
  - Temporary Ship-to addresses can be changed to permanent by changing the Temporary flag to No

## Customer Maintenance – Customer Data

**Customer Maintenance**

**Customer Address**

Customer: 1001000

Name: CENTURY HALLMARK

Address: ATTENTION: ACCOUNTS PAYABLE

Address: 3020 CENTURY BLVD

Address: P.O. BOX 675

City: LOS ANGELES

State: CA

Post: 90000

Country: United States of America

USA

County:

Attention: JANE DOE

Telephone: 213-555-0394

Fax/Telex: 213-555-0399

Ext:

[2]:

[2]:

[2]:

Format: 0

**Customer Data**

Sort Name: CENTURY HALLMARK

Salespsn1: 00000005

Ship Via:

AR Acct: 1200

Resale: 89-02-03 X82D

Remarks: BILLING ONLY - USE SHIP TO ON ALL ORDE

Multiple: ☐

Type: 1000

Region: US

Currency: USD

Dual Pricing Cur:

Site: train

Lang: us

**Annotations:**

- Affects postal code position (points to Format: 0)
- Sales Analysis Reports (points to Type: 1000, Region: US)
- Salesperson Maintenance (points to Salespsn1: 00000005)

SO-SU-260

## Customer Maintenance

### Format

- 0 = postal code appears after the city/state or province
- 1 = postal code appears before the city/state or province

### Multiple

- Yes = pop-up window to add up to four salesperson codes

### Type, Region, Class

- Use Type and Region to group customers for sales analysis reports
- Use Class to enter a code to influence allocating inventory when there is a shortage of stock and all orders cannot be filled

**Note** Type can be used in Sales Account Maintenance to determine the accounts and cost centers for sales and cost of sales.

## Customer Maintenance

**Customer Maintenance**

**Customer Address**

Customer: 1001000

Name: CENTURY HALLMARK

Address: ATTENTION: ACCOUNTS PAYABLE

Address: 3020 CENTURY BLVD

Address: P.O. BOX 675

City: LOS ANGELES

State: CA

Post: 90000

Country: United States of America

Attention: JANE DOE

Telephone: 213-555-0394

Fax/Telex: 213-555-0399

Ext:

USA

County:

Format: 0

[2]:

[2]:

[2]:

Ext:

Added: 05/15/1987

**Customer Data**

Sort Name: CENTURY HALLMARK

Salespsn1: 00000005

Ship Via:

AR Acct: 1200

Resale: 89-02-03 X82D

Remarks: BILLING ONLY - USE SHIP TO ON ALL ORDE

Multiple: ☐

Type: 1000

Region: US

Currency: USD

Dual Pricing Cur:

Site: train

Lang: us

**Exchange Rate Maintenance**

**Multiple sites or distribution centers (mandatory field)**

SO-SU-270

## Customer Maintenance

### Currency, Language

- Use these fields if you have customers located in a different country
- Use the Language Code to access foreign language comments
- Predefine currency codes and exchange rates in Exchange Rate Maintenance and Currency Maintenance

### Site

- Use Site to identify the location closest to the customer when you have multiple sites or distribution centers

## Customer Maintenance – Pricing

**Customer Maintenance**

**Customer Address**

Customer: 1001000  
 Name: CENTURY HALLMARK  
 Address: ATTENTION: ACCOUNTS PAYAE  
 Address: 3020 CENTURY BLVD  
 Address: P.O. BOX 675  
 City: LOS ANGELES  
 State: CA  
 Post: 90000  
 Country: United States of America  
 Attention: JANE DOE  
 Telephone: 213-555-0394  
 Fax/Telex: 213-555-0399

**Customer Data**

Taxable: ☐  
 Price Table:   
 Discount Tbl:   
 Fixed Price: ☒  
 Class: 1  
 SIC:   
 Partial OK: ☒

**For Scheduled Orders only**

**Not fixed are subject to updates**

SO-SU-280

### Price and discount table

- Provides defaults for Customer Schedules only (Sales Orders use the best pricing model)

### Fixed Price

- Yes = negotiated prices are fixed
- No = negotiated prices are subject to update based on changes in price lists

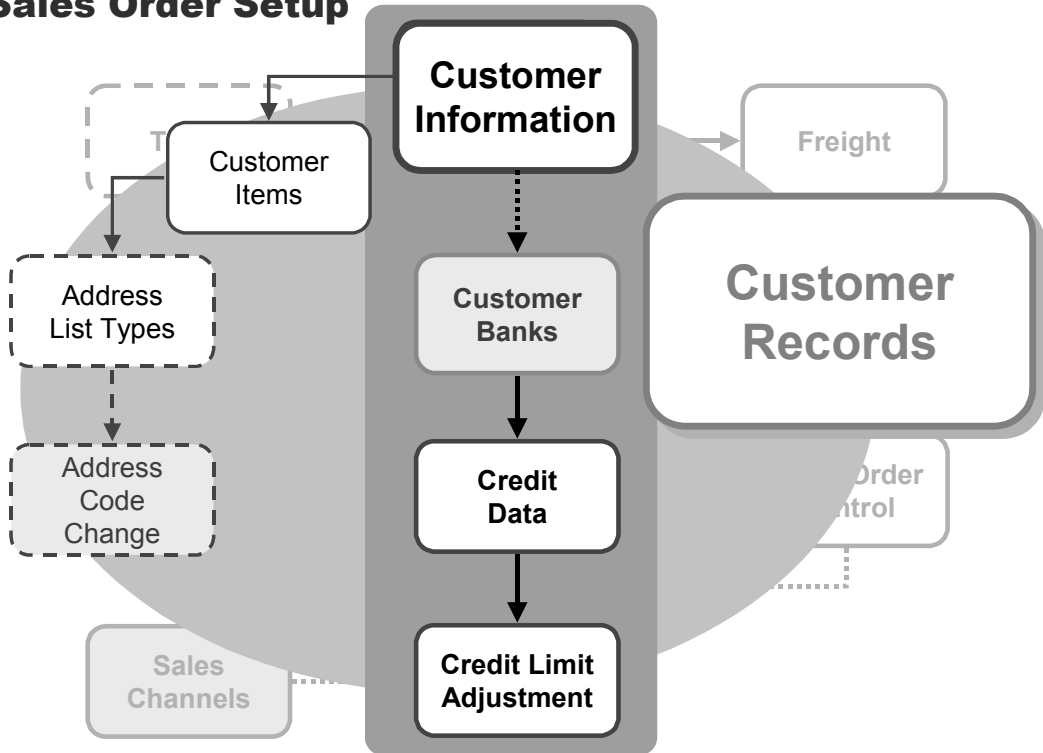
### Partial OK

- Indicates whether this customer will normally accept partial shipments



See in this training guide: *Print Packing List* on page 169

**Sales Order Setup**



SO-SU-290

## Customer/Supplier Bank Maintenance

The screenshot shows a window titled "Customer/Supplier Bank Maint" with standard window controls (help, info, print, close). The window is divided into two main sections: "Bank Address" and "Tax IDs".

**Bank Address Section:**

- Bank: BOA
- Name: Bank of America
- Address: 1500 St. Louis Avenue
- Address: (blank)
- City: St. Louis
- State: MO
- Post: 63106
- Format: 0
- Country: United States of America
- USA
- County: (blank)
- Attention: Joan Franks
- Attn: (blank)
- Telephone: 314.466.3080
- Ext: (blank)
- Tel: (blank)
- Ext: (blank)
- Fax/Telex: (blank)
- Fax/Telex: (blank)
- Added: 04/27/1995

**Tax IDs Section:**

- Sort Name: Bank of America
- Tax ID - Federal: (input field)
- Tax ID - State: (input field)
- VAT Reg Nbr: (input field)

Navigation buttons (back and forward) are located at the bottom right of the window.

SO-SU-300

## Customer Banks

Customer banks are banks your customers use to pay your company electronically.

MFG/PRO provides several features to support users who transfer funds electronically. You can:

- Setup and specify in Customer/Supplier Bank Maintenance the following for each bank:
  - Mailing address
  - Tax IDs
  - Electronic Data Interchange (EDI) IDs
  - Multiple bank accounts for electronic funds transfers (EFT), and so on
  - branch codes
  - account types

- begin/end dates
- record an unlimited number of customer banks

You must customize your system to generate EFT data you send to your bank.

## Customer Maintenance – Bank Accounts

Customer Maintenance

Customer Address

Customer: 1001000  
Name: CENTURY HALLMARK  
Address: ATTENTION: ACCOUNTS PAYAE  
Address: 3020 CENTURY BLVD  
Address: P.O. BOX 675  
City: LOS ANGELES      State: CA      Post: 90000      Format: 0  
Country: United States of America      USA      County:  
Attention: JANE DOE      [2]:  
Telephone: 213-555-0394      Ext:      [2]:      Ext:  
Fax/Telex: 213-555-0399      [2]:      Added: 05/15/1987

Bank Accounts

| Bank                 | Acct Type            | EDI | Branch | Bank Account | Begin Date | End Date |
|----------------------|----------------------|-----|--------|--------------|------------|----------|
| <input type="text"/> | <input type="text"/> |     |        |              |            |          |

SO-SU-310

**Note** Accounts Receivable does not use customer banks in payment processing. However, you can record customer bank accounts in Customer Maintenance for reference only.

## Customer Maintenance – Credit Data

**Customer Maintenance**

**Customer Address**

Customer: 1001000  
 Name: CENTURY HALLMARK  
 Address: ATTENTION: ACCOUNTS PAYAE  
 Address: 3020 CENTURY BLVD  
 Address: P.O. BOX 675  
 City: LOS ANGELES State: CA Post: 90000 Format: 0  
 Country: United States of America USA County:  
 Attention: JANE DOE [2]:  
 Telephone: 213-555-0394 Ext: [2]: Ext:  
 Fax/Telex: 213-555-0399 [2]: Added: 05/15/1987

**Customer Credit Data**

Credit Limit: 100,000 Disc Pct: 0.00% Bill To:  
 Terms: 2/10-30 Finance Charge: ☒ Last Credit Review:  
 Credit Hold: ☐ Statement: ☒ Last Credit Update: 01/06/1997  
 Credit Rating: 1 Statement Cycle: 12/1 High Credit: 25,725  
 DB Number: 019203 Dun Letter: ☒ High Date: 09/06/1991  
 PO Required: ☐ Last Payment: 10/01/1991 Last Sale: 02/12/1994

**Credit Terms Maintenance** → **Sales Order Control**

SO-SU-320

## Customer Credit Data

### Credit Hold

- Cannot print pick/pack lists for orders on credit hold
- Credit hold does not prevent shipments from being processed

**Note** Recommendation: Adopt a procedure to process only the shipments which have a printed pick/pack list.



See in this training guide: *Sales Order Maintenance* on page 156

### Disc%

- If customer qualifies for a volume discount higher than this, the volume discount is used

- Represents an “Order Discount”
  - It is taken off the order total before tax
- Does not affect
  - Sales analysis
  - Salesperson commission
  - Gross margin reports

***Last Credit Review and Update***

- Last Credit Update is automatically updated by Customer Credit Limit Adjustment

## Customer Credit Limit Adjustment

Customer Credit Limit Adjustment

|                                               |                 |
|-----------------------------------------------|-----------------|
| Customer: 1001000                             | To:             |
| Region:                                       | To:             |
| Class:                                        | To:             |
| Credit Limit: 0                               | To: 999,999,999 |
| Last Credit Review:                           | To:             |
| Last Credit Update:                           | To:             |
| Adjustment %: 0.00%                           |                 |
| Cumulative/Fixed: Cumulative                  |                 |
| Compound/Simple: Compound                     |                 |
| Update Credit Limit: <input type="checkbox"/> |                 |

Output:

Batch ID:

SO-SU-330

## Customer Credit Limit Adjustment

- Enables you to automatically increase or decrease customer credit limits defined in Customer Maintenance
- Select a range of customers based on:
  - Address code
  - Region
  - Class
  - Current credit limit
  - Date of last credit review
  - Date of last credit update

- Review the credit limit amounts before the system updates customer records using the Update Credit Limit flag
- Display the system date of the last update using reports and Customer Maintenance

### Calculation of Credit Limit Update

| Method                                          | Cumulative/Fixed<br>Set To | Compound/Simple<br>Set To |
|-------------------------------------------------|----------------------------|---------------------------|
| <b>Compound<br/>Interest</b>                    | Cumulative                 | Compound                  |
| Old credit limit x (1 + Adjustment % / 100) N   |                            |                           |
| <b>Simple<br/>Interest</b>                      | Cumulative                 | Simple                    |
| Old credit limit x (1 + N x Adjustment % / 100) |                            |                           |
| <b>Fixed<br/>Percentage</b>                     | Fixed                      |                           |
| Old credit limit x (1 + Adjustment % / 100)     |                            |                           |

SO-SU-340

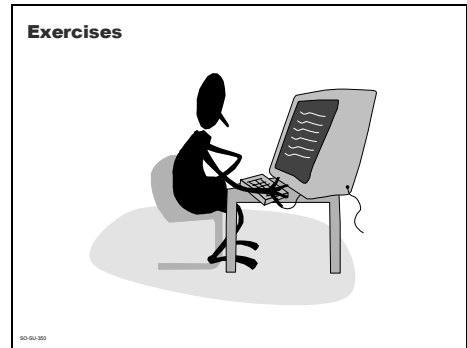
The system uses one of the following three methods to calculate the new customer credit limit (N = number of days since the last update of the customer credit):

- Compound Interest. Old credit limit x (1 + Adjustment % /100)N
- Simple Interest. Old credit limit x (1 + N x Adjustment % /100)
- Fixed Interest. Old credit limit x (1 + Adjustment % / 100)

**Important** The data used in these exercises may not be the same as the data shown in the screen captures in this lesson.

## Exercise: Addresses and Comments

Instructions: In this exercise, you establish or modify several address'. You also enter comments regarding a new customer in the Master Comments table and an alternate shipping address for this customer.



- 1 The company address for the Quality Products Company has already been entered into the system. Personalize your database by replacing the Quality Products Company name with your name in address code 10000000.
- 2 Enter your name under the Address codes ~screens and ~reports. This causes your name to be displayed at the top of all the menu screens and on the top of all reports.

**Note** Menu screen change may not take effect until reentering MFG/PRO.

*Use Company Address Maintenance*

- 3 Review the salesperson information that has already been entered in the database.  
*Use Salesperson Maintenance*
- 4 Press the delete key (use F8 in character) to clear the Salespsn field, then add yourself as a new salesperson for the Quality Products Company.

**Note** The system automatically assigns the next salesperson number from the Salesperson Control.

- 5 Review the customers who have already been added into the database. We use these customers in subsequent sales order activities. Note that the Country Code field is required.

*Use Customer Maintenance*

- 6 Using address code 1000, enter a fictitious customer in the state of CA (California).
  - a Reference yourself as the salesperson. (If you forgot your salesperson code, press Alt F2 to access drill down or look-up browse at the Slspsn field.)
  - b Set Multiple (salespeople) = No. Enter Region code US and Site Train. This customer should be taxable. Note that the Bank Account information is required.

**c** Press Go and assign a Credit Limit = 5000 and Terms = 2/10-30.

**7** Setup a comment (Master Reference) for customer 1001000:

Master Reference: 1001000

Type: <blank>

Language: <blank>

Page: 1

Comment Lines: Please refer to sales order number and customer code on all requests for information about shipments, account balances, or dedicated capacity.

The following are notes made during the processing of this order:

- 1.
- 2.

**Note** You can use this comment later when you enter a sales order.

*Use Master Comment Maintenance*

**8** Enter some comment information regarding your new customer.

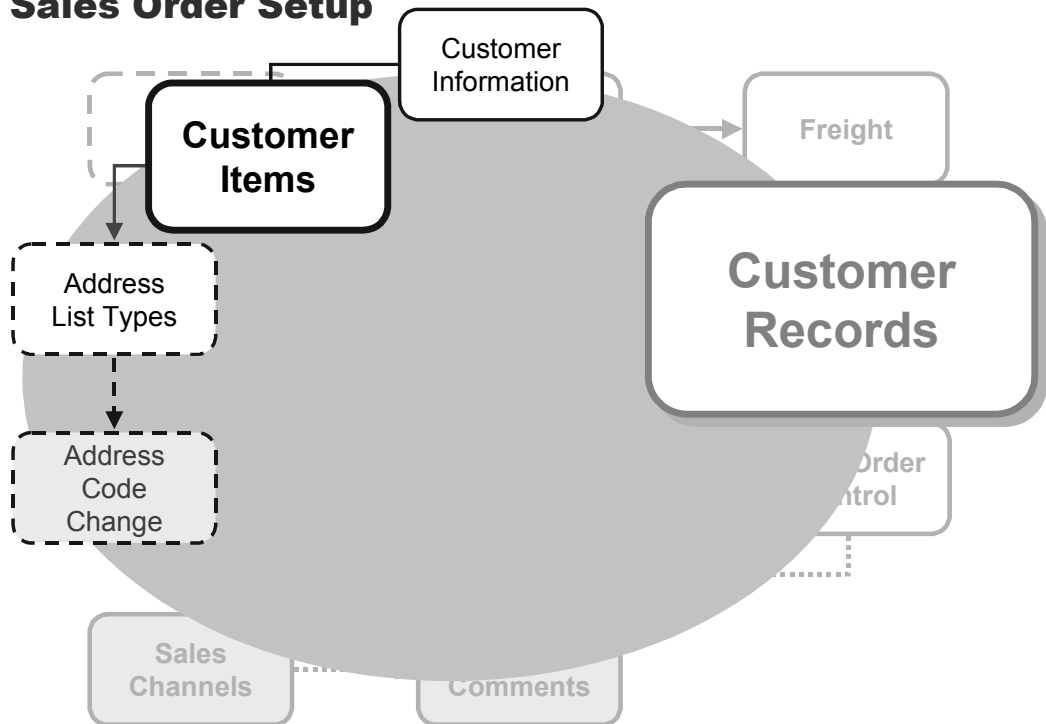
- a** Set Master Reference to the customer address code (1000) and leave Language blank.
- b** Enter multiple comments using the Type field.
- c** Setup shipping comments (type SH) and credit comments (type CR). We practice using these during order entry. Note that you can enter multiple pages of comments by pressing Go.
- d** Press End when done with comments.

**9** Enter an alternate shipping address for your customer.

- a** Set the customer Ship-To Code field to 10001. This ship-to address is located in the city of ANAHEIM, the state of CA, the county of ORANGE, and Country Code = USA.
- b** Make this shipping address permanent. (If you want to enter customer attributes, such as the shipping method or remarks, you can enter these in Customer Maintenance.)
- c** What are some potential user interface issues?

*Use Customer Ship-To Maintenance*

## Sales Order Setup

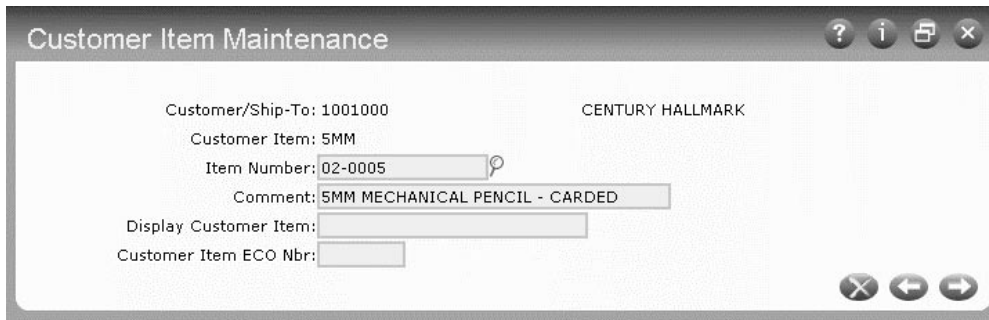


SO-SU-360

### Customer Items

A customer may prefer to order using their own item number or an industry standard number rather than the one your company uses.

## Customer Item Maintenance



Customer Item Maintenance

Customer/Ship-To: 1001000      CENTURY HALLMARK

Customer Item: 5MM

Item Number: 02-0005

Comment: 5MM MECHANICAL PENCIL - CARDED

Display Customer Item:

Customer Item ECO Nbr:

SO-SU-370

## Customer Item Maintenance

Use to set up a cross-reference between

- Your item numbers and customers' own item numbers
  - Both item numbers or one of choice can optionally appear on all sales and shipping paperwork
- Internal numbering systems
  - By leaving *Customer/Ship-to* field blank, it may be used for internal numbering systems, such as a catalog number

## Exercise: Customer Items

Instructions: Use customer items to establish a cross-reference between the customer's number and your number for the same item.

- 1 You can use customer items to cross-reference a customer's item numbers to your own. Customer 1004000 has its own numbering scheme.
  - a Record the fact that this customer would like to order a replacement end with clip (05-0085) using its own item number, CLP010.

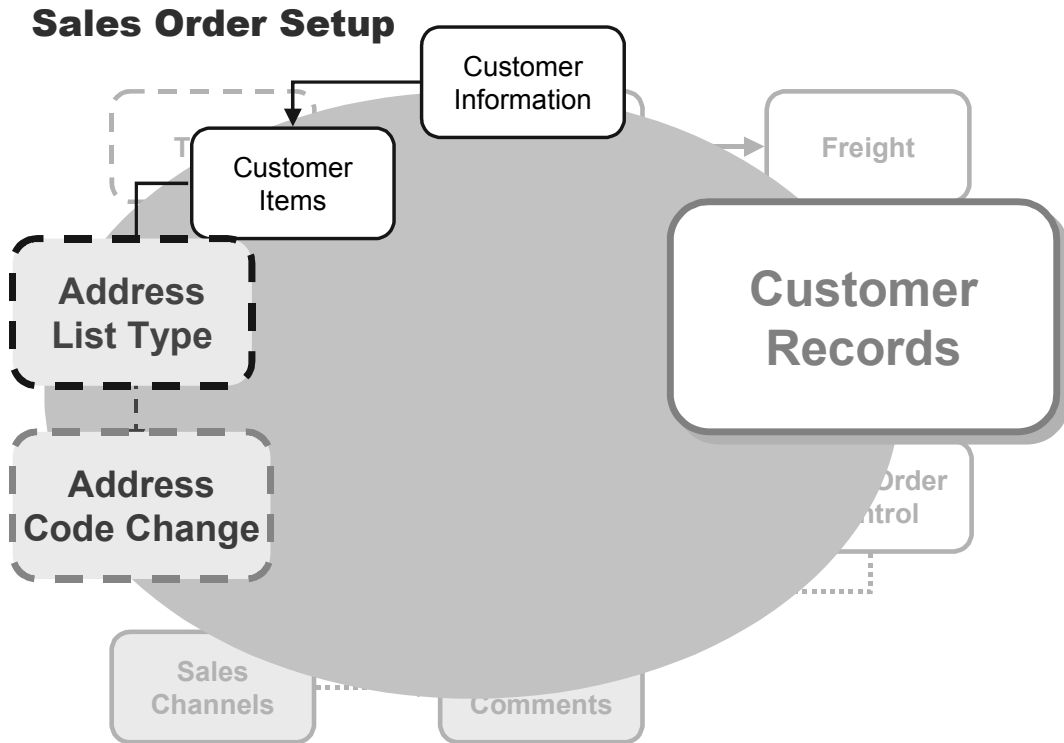
*Use Customer Item Maintenance*

- 2 Customer Item Maintenance can also be used to enter global cross-reference information. Quality Products Company has a published sales catalog that lists different item numbers from those used in manufacturing. Leaving the Customer/Ship to field blank indicates that this reference applies to all customers.

Record these as follows.

| <u>Catalog Number (Customer Item)</u> | <u>Item</u> | <u>Comment</u>  |
|---------------------------------------|-------------|-----------------|
| Refillcart                            | 05-0075     | Lead Cartridges |
| Refilleraser                          | 02-0010     | Eraser Refills  |
| Refilllead                            | 02-0020     | Lead Refills    |





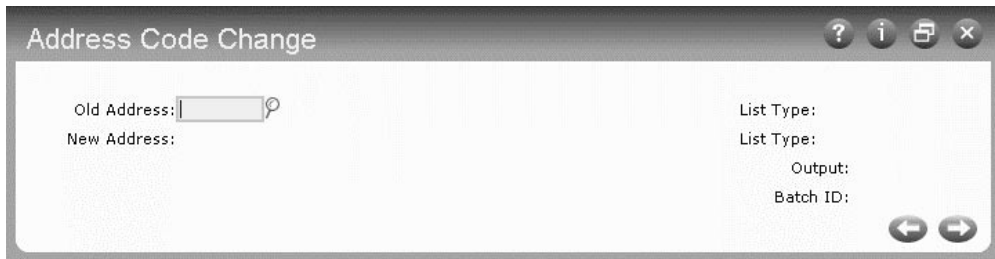
SO-SU-390

## Address List Type Maintenance

- Any address code can be associated with multiple user-defined list types
- Types allow grouping of addresses for reporting purposes

**Note** MFG/PRO has reserved specific list type codes for use by the system to identify the various address codes created in different address maintenance functions.

## Address Code Change



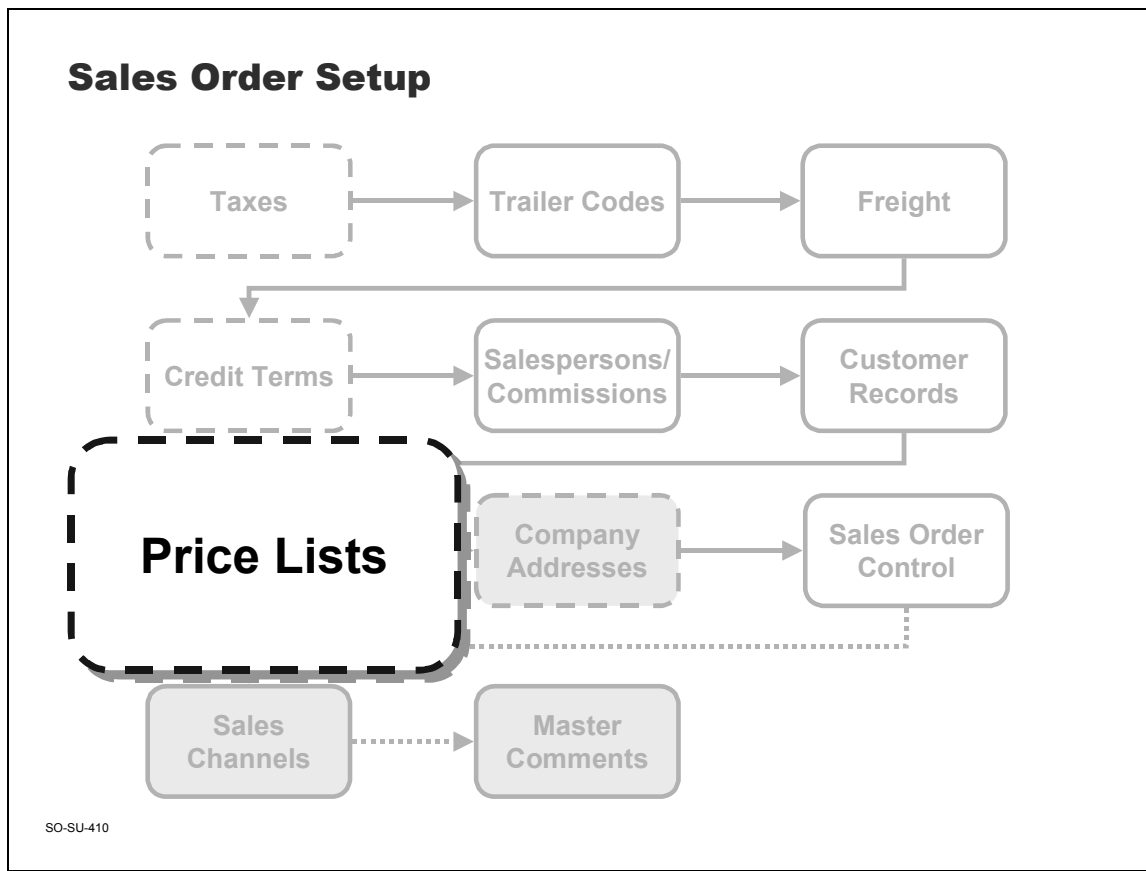
The screenshot shows a dialog box titled "Address Code Change". It has a standard Windows-style title bar with buttons for help, information, and close. The main area contains two text input fields on the left, labeled "Old Address:" and "New Address:". On the right, there are three labels: "List Type:", "List Type:", and "Output:". Below these is a "Batch ID:" label. At the bottom right, there are two arrow buttons, one pointing left and one pointing right.

SO-SU-400

## Address Code Change

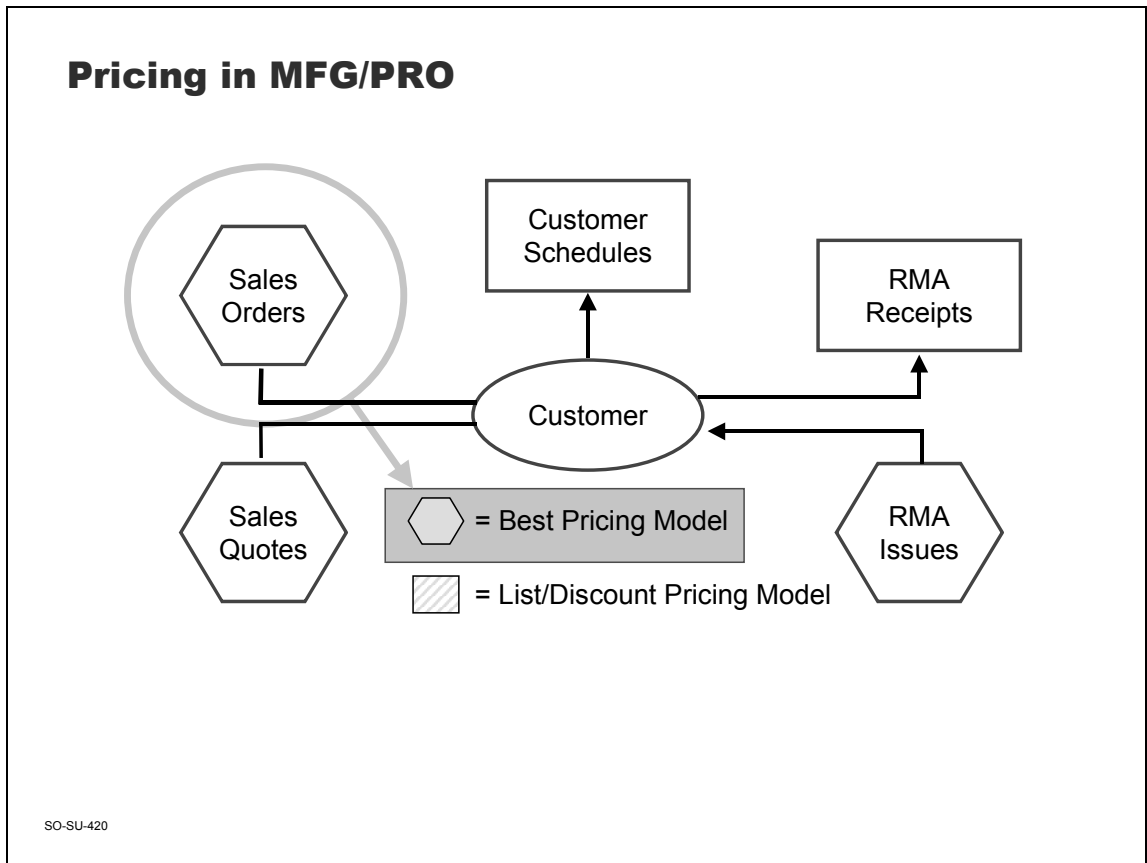
Used for two purposes:

- To change an address code if a company changes its name or if your business changes its coding scheme
- To merge an address with another existing business entity, as would be required when one business acquires another



## Price Lists

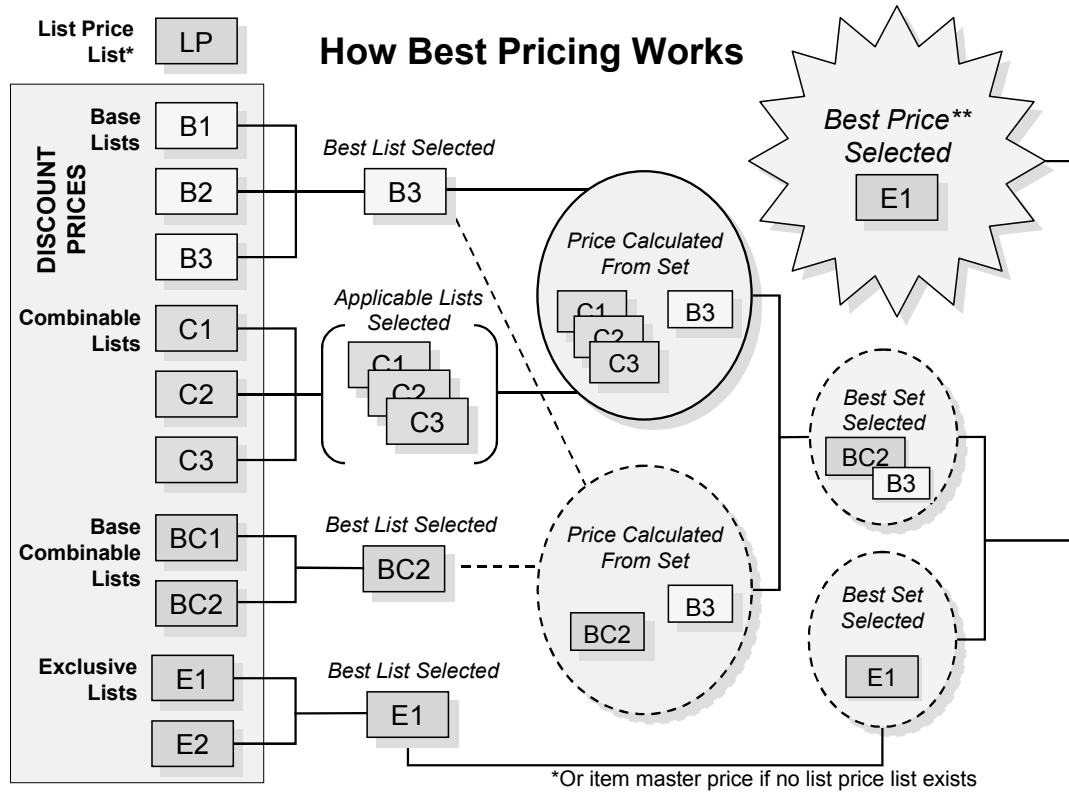
Pricing is discussed briefly here.



## Pricing in MFG/PRO

Two basic models are used when pricing with price lists:

- Best Pricing Model
  - Sales Orders and Sales Quotes
  - Issue lines on Service/Support Management return material authorizations
- List/Discount Pricing Model
  - Scheduled Sales Orders
  - Supplier Scheduled Orders
  - Service/Support Management returns to suppliers and RMA receipt lines



SO-SU-430

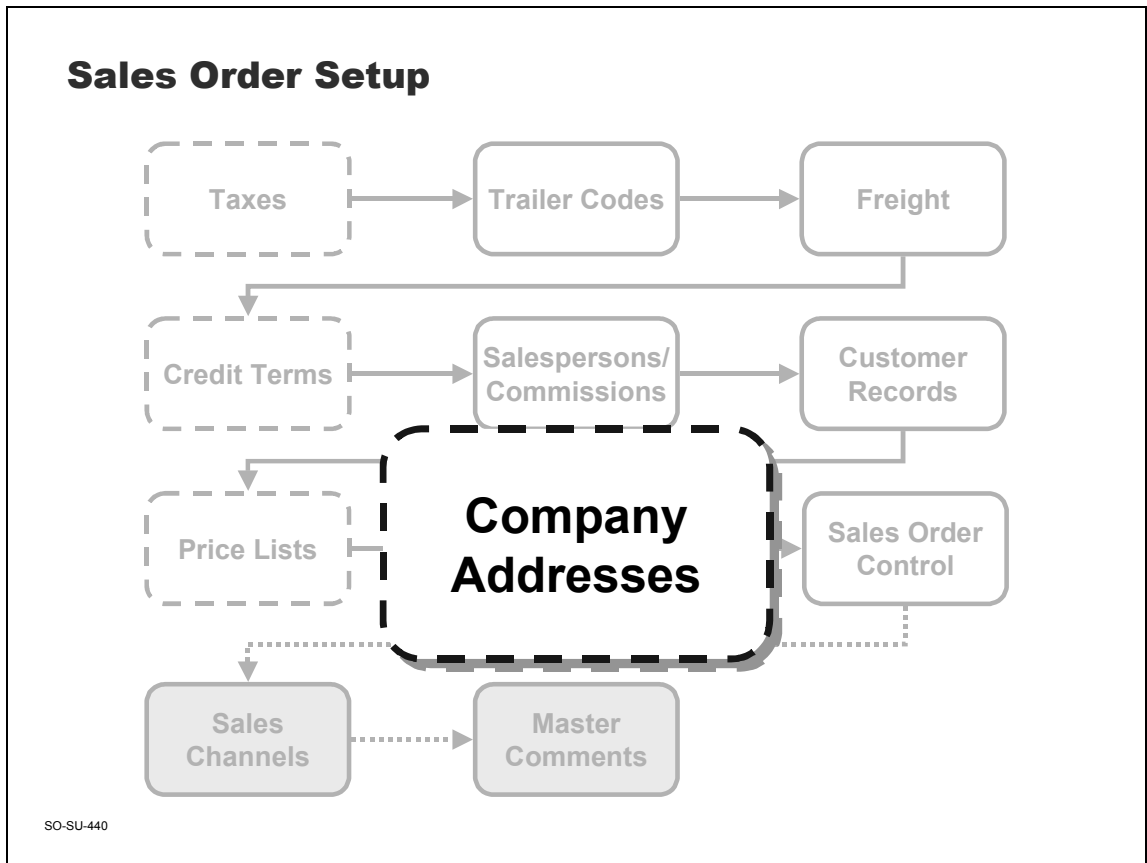
## Introduction to Best Pricing

Sales Order pricing lets you create price lists that accommodate a wide range of pricing situations.

- The system determines the best price using analysis codes: flexible categories of items and customers

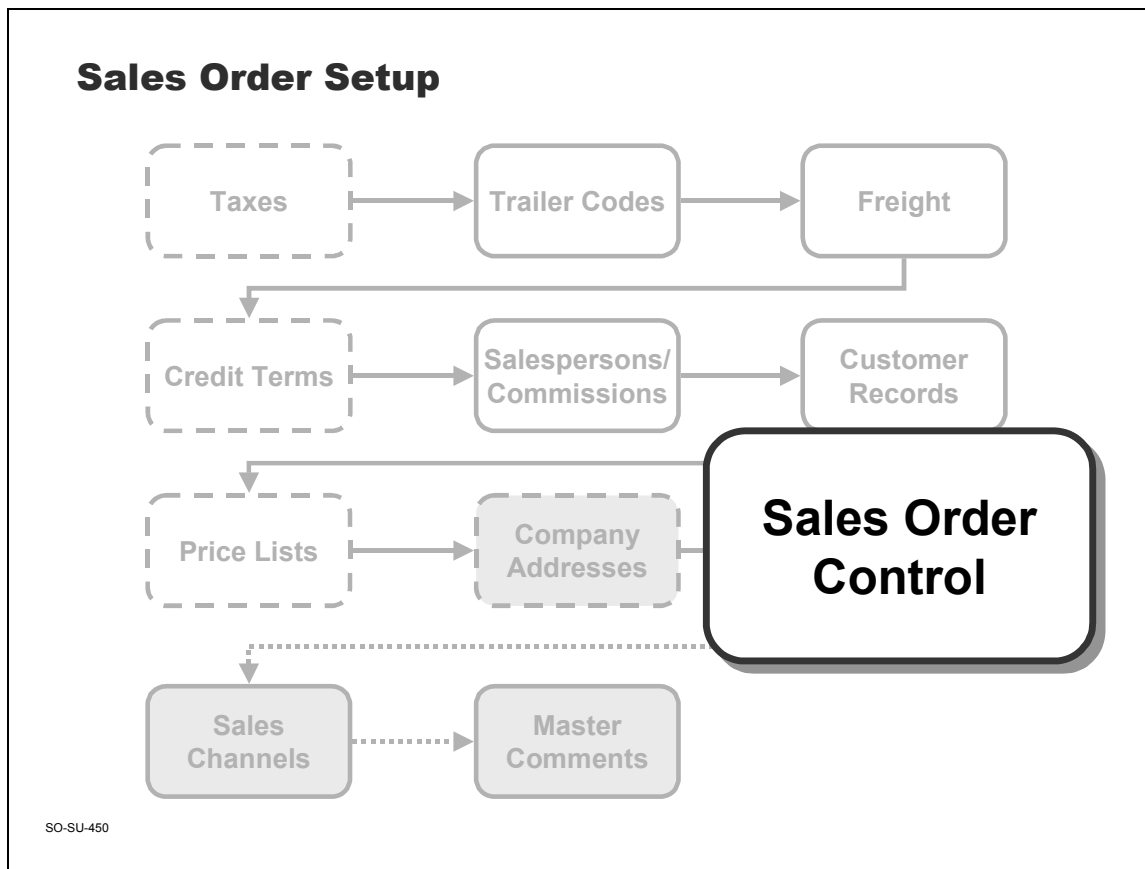
Sales Order pricing includes the Analysis Code menu and the SO/SQ/RMA Issues Pricing menu.

- Sales order price lists are used to price orders created in
  - Sales Order Maintenance and Sales Quote Maintenance
  - RMA Maintenance



## Company Addresses

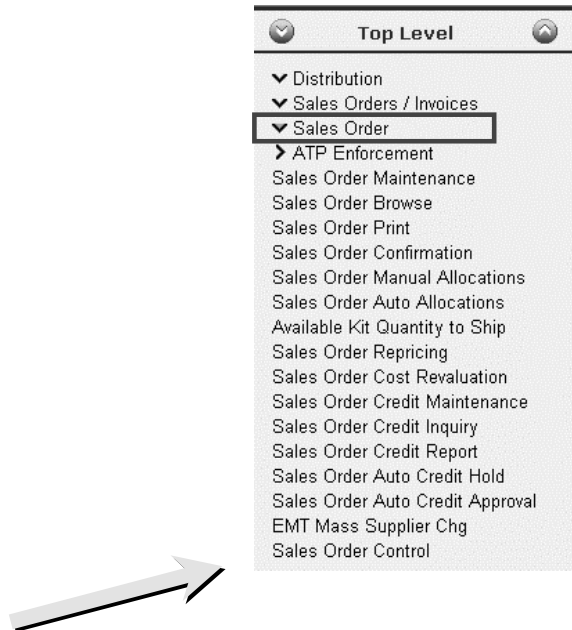
Enter your company addresses in Company Address Maintenance. Most companies have separate addresses for accounts receivable, purchasing, receiving, and other departments.



## Sales Order Control

The Sales Order Control contains the basic parameters that determine how sales orders are processed by the system.

## Sales Order Menu



SO-SU-460

## Sales Order Control

**Sales Order Control**

Use Which Calc for Qty Available to Allocate: **1**

Allocate Sales Order Lines Due in Days: **10** (0 for no allocations)

Limit Allocate to Avail Only: ☒

ATP Enforcement Enabled: ☐

Pick Only Allocated Lines: ☒

Are Sales Orders Printed: ☐

Keep Booking History: ☒

Shipping Lead Time: **1**

Company Address: **10000000**

Sales Order Header Comments: ☐

Sales Order Line Comments: ☐

Print Only Lines to Invoice: ☐

Ln Format S/M: **Single**

Detail Allocations: ☐

ATP Horizon: **0**

Calculate Promise Date: ☐

Sales Order Prefix: **S00**

Next Sales Order: **10012**

Invoice Prefix: **00-**

Next Invoice: **10000**

Integrate with AR: ☒

Integrate with SA: ☒

Integrate with APM: ☐

Confirmed Orders: ☒

Fiscal Start Month: **1**

FOB: **Shipping Point**

SO-SU-470

### Which calculation should be used for Qty Available to Allocate:

#### *Qty Available to Allocate*

Controls how the system determines the number of items available to allocate. The calculation is the same for all items and sites:

- 1 calculates the quantity available for a new order (including released work orders) by subtracting the quantity already allocated to other orders in the near future (determined by the number in the Allocate Sales Order lines due in Days field)
- 2, 3, and 4 are not time-sensitive and allocate all quantities demanded against the total demand in the system, including MRP

*Allocate Sales Order Lines due in Days*

Determines the allocation window for sales orders:

- 0 = no allocations
- Similar fields in the RMA/RTS Control and Engineer Order Control affect RMA issue lines and SEO in the same way
- The system only attempts to allocate order lines with a due date within the range defined by this field
- For orders due outside the range, Quantity Allocated defaults to 0 regardless of available quantity

*Limit Allocations to Avail to Allocate*

Determines how the system handles shortage situations:

- No = Quantity Allocated defaults to Quantity Ordered even if a sufficient quantity to allocate does not exist
- Yes = Quantity Allocated never exceeds the quantity available
- If there is no quantity available to allocate, Quantity Allocated defaults to 0

*Detail Allocations*

- Specifies whether detail allocations are usually made during order entry
  - Detail allocations function to assign specific inventory lot/serial numbers and locations to be shipped on an order
- Yes = detail allocations are made during Sales Order Maintenance
- No = detail allocations are not normally entered on the order
- The default value displays and may be changed on each line item

There are two types of allocations: “general” and “detail”:

- General allocations allocate the required quantity of an item
- Detail allocations specify the site, location(s), lot/serial number(s), and lot reference(s) from which that quantity is to be allocated

**Note** The system automatically generates detail allocations when sales order, distribution order, or RMA packing lists and work order picklists print.

*ATP Enforcement Enabled*

Enter Yes to activate ATP calculation functions for order line-item processing.

*ATP Horizon*

Enter the number of days from the current system date that the system should consider when determining ATP.

*Calculate Promise Date*

Enter Yes to calculate the promise date automatically for order-line items. When this field is Yes and you have set up delivery times in Delivery Transit Time Maintenance, the system calculates promise dates.

**Note** Entering a promise date manually in the order header frame prevents the system from calculating a promise date for order lines when you enter the lines. However, if you subsequently modify the due date on a line, the system recalculates the promise date when this field is Yes.

*Pick Only Allocated Lines*

Specifies whether only lines with allocated quantities should print from the Sales Order Packing List function:

- Yes = Only line items with a non-zero quantity allocated are printed
  - Normally set to Yes when allocations are being used. This enables the sales desk, not the shipping clerk, to control shipments since only allocated quantities print on the packing list, which tells the shipping department what to ship. This process requires that you use packing lists to communicate shipping priorities.
- No = all lines with a non-zero open quantity are printed, regardless of the quantity allocated

Packing lists for sales orders, service engineer orders, and RMA issue lines can be printed using Sales Order Packing List. A number of other flags affect how allocations occur:

- Qty Available to Allocate
- Limit Allocations to Avail to Allocate
- Allocate Sales Order Lines Due in Days

**Note** If you do not use packing lists, you may choose not to use allocations. Allocations can be turned off by setting Allocate SO Lines due in Days to zero, Limit Alloc to Avail to Allocate to No, and Pick Only Allocated Lines to No. For RMAs, Allocate Days must be set to zero in the RMA/RTS Control and for SEOs, Allocate SEO Lines Due in Days must be set to zero in the Engineer Order Control.



See in this training guide: *Print Only Lines to Pick* on page 171

*Are Sales Orders Printed*

- Indicates whether confirmed orders are normally printed
- Yes does not prevent sales orders from being printed
  - It is the default display when a new sales order is entered, and may be changed
  - The Sales Order Print function only prints sales orders with the print flag set to Yes

*Keep Booking History*

- Indicates whether booking history is maintained
- Yes = the system keeps an audit trail of all incoming sales orders, including new orders added or existing orders changed
  - A record is kept in transaction history and identified as type “ORD-SO” with the item, order quantity, price, cost, date, userid, and other information
- You can review this information using booking inquiries and reports
  - Detailed transaction history can be reviewed using Transactions Detail Inquiry (Inventory Control Transaction History menu)
- With booking history, a transaction history record is kept for all additions and changes
  - If you enter a line item with a quantity of 100 but you meant to enter a quantity of 10, the system tracks the booking for the initial quantity of 100
  - When you correct the mistake, the system creates two more booking history entries, one for -100 and another for the correct quantity of 10
  - Therefore you may end up with many booking history records

**Note** Examine the booking history reports available and decide whether you really plan to use them before you consume space with booking history.

*Shipping Lead Time*

- The usual number of calendar days elapsing between the date the order is entered and the date it is scheduled to ship to the customer location
  - If orders are shipped immediately, this may be left as zero
- When you first enter an order, the due date defaults to the system date plus the shipping lead time, indicating the normal quoted shipping date
  - The operator can manually change the sales order due date
- This is useful for ensuring that promised delivery dates are reasonable
  - Usually time elapses between order taking and shipping varying from one hour to several days

- Check your company's normal elapsed time before setting the shipping lead time



See in this training guide: *Due Date* on page 142

### *Sales Order Header Comments*

- Indicates whether comments are normally entered on each sales order header
  - Information associated with the header of an order usually applies to the entire order and prints at the top of the order

This flag setting does not control whether comments can be entered, but determines the default that displays whenever you enter an order

- Yes = the order comment flag defaults to Yes
  - When the comment flag on an order is set to Yes, the transaction comment screen displays for the user to enter comments, which may be flagged as printing or non-printing
- No = it defaults to No
  - If you normally do not use comments, set this flag to No to avoid being prompted each time with the comment entry screen
- The flag can be changed manually on an order

### *Sales Order Line Comments*

- Indicates whether comments are normally entered on each order line
  - Information associated with the line of an order usually applies to a specific line item and prints following that line

**Note** This flag setting works the same as the Sales Order Header Comments field.

### *Print Only Lines to Invoice*

- Specifies whether all sales order line items or only lines with non-zero quantity to invoice should print on invoices
- Yes = only sales order lines with a non-zero Quantity to Invoice print on invoice documents
  - Any unshipped items or any items which have already been invoiced do not appear
- No = all sales order line items print on the invoice but only those with a non-zero Quantity to Invoice are included in the total
- This is a default; it may be changed on the Invoice Print function



See in this training guide: *Invoice Print* on page 196

### *Ln Format S/M*

The method for entering sales order and invoice line items. Values must be “S” or “M”:

- [S]ingle = you can display and maintain detailed information for each line item
  - The default is [S]ingle
- [M]ulti = you can enter basic information—item, quantity, and price—for up to 12 lines on a single screen
  - Dates, site, location, tax status, and GL accounts simply default

**Note** You must use [S]ingle line format to access and change this information.

- The normal method of entry display is entered in the Sales Order Control
- You can change the method at any time during order entry, and flip back and forth between single and multi line format

**Note** When you first implement MFG/PRO, use [S]ingle line entry mode. It requires only one additional keystroke per line and gives you much more functionality.



See in this training guide: *Line Items* on page 140

### *Sales Order Prefix, Next Sales Order, Invoice Prefix, and Next Invoice*

- Establishes indentifiers for Sales Orders and Invoices
- System updates *Next Sales Order* as orders are created
- System updates *Next Invoice* as invoices are created

**Note** To avoid confusion, sales order numbers, invoice numbers, and AR dr/cr memo reference numbers should be assigned to different ranges of numbers. (The next memo reference number is maintained in the Accounts Receivable Control.) Different prefixes may also be used to distinguish different types of numbers.

### *Integrate with AR, SA, APM*

- Determines the relationship with these modules
- Set to Yes to integrate with Accounts Receivable, Sales Analysis, and Advanced Pricing Management

### *Confirmed Orders*

- Indicates whether orders are normally entered as confirmed
- This flag displays as the default when a new sales order is entered, but it may be changed
  - Yes = sales orders are normally entered as confirmed orders

- No = they are not confirmed when entered, but require a separate confirmation step
- Confirmed orders are allocated, consume forecast, and create demands for material planning
  - Orders flagged as unconfirmed do not. They are not considered “firm” orders until a separate Sales Order Confirmation function is processed.

**Note** In a high volume order entry environment, you may choose to enter all orders as unconfirmed and confirm them later in batch. This allows orders to be entered quickly with less processing during order entry. But order promising will be more difficult because allocations do not take place until the order is confirmed.



See in this training guide: *Confirm the Sales Order* on page 149

### *Fiscal Start Month*

- Values may be 1 through 12
  - The default is 1
- The fiscal start month for Sales Analysis
- All reports and inquiries print monthly sales history starting with this fiscal month
  - if the fiscal start month is set to 7, all Sales Analysis reports start in July and show 12 months of history
- Sales Analysis history is maintained in 12 monthly time buckets
  - These do not correspond to your General Ledger fiscal calendar periods
  - They are always calendar months
  - Sales history is posted to a month based on the invoice date



See in this training guide: *Fiscal Year and Calendar Year Reporting* on page 260

### *F.O.B.*

- Is the normal Freight On Board (FOB) terms on sales order shipments
- Validated against predefined values entered in Generalized Codes Maintenance, if any
- Is the default FOB on all sales orders, pending invoices, and RMAs
  - It can be changed manually during order entry
- Prints on formal documents, such as sales orders, invoices, packing lists, and RMAs
- Identifies the terms of a shipment, including when ownership of the goods transfers from the seller to the buyer

- For example, “FOB Destination” means title passes to the buyer at delivery
- Used by some companies to identify who pays the transportation charges
  - For example, “FOB Destination – Collect” means the same as above, except the buyer pays transportation charges

## Sales Order Control

The screenshot shows the 'Sales Order Control' window with the following settings:

- Calculate Freight by Site: ☒
- Comm on Margin not Sales: ☒
- Hold Orders Over Credit Limit: ☒
- SO Interest Accrued Acct: 4500
- SO Interest Applied Account: 1280
- Price Table Required: ☐
- Disc Table Required: ☐
- Vary Pricing Date by SO Line: ☒
- Minimum Shipment Amount: 0
- SO Edit ISB Defaults: ☐
- SO Returns Update ISB: ☐
- Forecast Consumption
  - Consume Forward: 0
  - Consume Back: 0
- Check Customer Item Nbr First: ☐
- Taxable Trailer Code 1: 10
- Taxable Trailer Code 2: 11
- Taxable Trailer Code 3: 21
- Auto Batch Confirmation: ☐
- Confirmation Batch ID:
- Confirmation Printer:
- Pending Inv Update ISB: ☐
- Auto Batch Shipment: ☐
- Shipment Batch ID:
- Shipment Batch Printer:
- Use SO Freight List Trailer Code: ☐
- Nontaxable Trailer Code 1: 10
- Nontaxable Trailer Code 2: 11
- Nontaxable Trailer Code 3: 20

SO-SU-480

### *Calculate Freight by Site*

- Determines whether freight charges are calculated based on the site on the order header or by the site on the order line item
- If this flag = Yes, freight charges will be calculated using the site entered on the order line item
- If this flag = No, the freight charges will be calculated based on the site entered on the order header

### *Comm on Margin not Sales*

- Determines whether sales commissions are calculated based on the sales margin, or on the sales amount

### *Hold Orders Over Credit Limit*

- Default during credit verification

***Price Table Required***

- If Yes, only items from an existing price list can be entered, and only if the price list item, unit of measure, and currency match the order item, unit of measure, and currency exactly
- If No, items can be entered whether or not a price list exists

***Vary Pricing Date by SO Line***

- Determines whether or not the pricing date can be modified for each sales order line item or each RMA issue line item

***Minimum Shipment Amount***

- Specifies the minimum order value (in base currency)
- The system displays a warning message in Sales Order Maintenance, Sales Order Shipments, and Pending Invoice Maintenance if the order value (in base currency) is less than the control value



See in this training guide: *Sales Order Shipments* on page 175

***SO Edit ISB Defaults***

- Controls appearance of Installed Base Detail frame in Sales Order Maintenance
- Yes opens a pop-up window where you can override the defaults
- No skips this window

***SO Returns Update ISB***

- Determines whether the system should attempt to delete the installed base record for items returned on a sales order
- If Yes and other conditions are met, you are prompted to enter an ISB reference during Sales Order Maintenance
- If No, the system does not attempt to update the installed base for negative order quantities on sales order lines

***Auto Batch Confirmation***

- Specify whether to confirm a Sales Order in batch immediately after entry

***Confirmation Batch ID***

- If a batch ID is entered, the report does not print right now but is put in a queue for later batch processing

*Confirmation Printer*

- Identifies where to send the output from this report or Inquiry/Browse
- May be a terminal (character), window (GUI), printer, or file name

*Pend Inv Update ISB*

- Yes allows capability updating the installed base from Pending Invoice Maintenance

*Forecast Consumption*

- Relationship with MRP for planning

*Consume Fwd*

- The number of future forecast periods that may be consumed by a sales order if no forecast remains in the period in which the order is due

*Consume Back*

- The number of past forecast periods that may be consumed by a sales order if no forecast remains in the period in which the order is due

*Auto Batch Shipment*

- Specify whether to process the inventory and accounting portions of a Sales Order Shipment in batch immediately after entry
- Batch processing of these transactions improves response to the user, particularly at a multi-database environment across a network

*Shipment Batch ID*

- If a batch ID is entered, the shipment transaction will be processed in that batch run

*Shipment Batch Printer*

- Identifies where to send the output from this report or Inquiry/Browse
- May be a terminal (character), window (GUI), printer, or file name

*Taxable / Non-Taxable Trailer Codes*

- Specify frequently used codes as defaults (Trailer Code Maintenance)



See in this training guide: *Trailer Codes* on page 60

## Exercise: Sales Order Control

Description: In this exercise, you initialize the sales order control.

### 1 Verify the following:

- a Inventory is automatically allocated to all orders due within 10 days of order entry.
- b Only on-hand inventory that has not been allocated to other orders should be considered available for allocations.
- c Detail allocations are not required.

|                                                                |     |
|----------------------------------------------------------------|-----|
| Which calculation should be used to Qty Available to Allocate: | 1   |
| Allocate Sales Order Lines due in Days:                        | 10  |
| Limit Allocations to Avail to allocate:                        | Yes |
| Detail allocations:                                            | No  |

### *Use Sales Order Control*

### 2 Specify settings so that comments can be regularly entered on the sales order header but not usually on the line items.

|                              |     |
|------------------------------|-----|
| Sales Order Header Comments: | Yes |
| Sales Orders Line Comments:  | No  |

### 3 Set the Next Sales Order number to 2000.

### 4 Integrate with AR and SA.

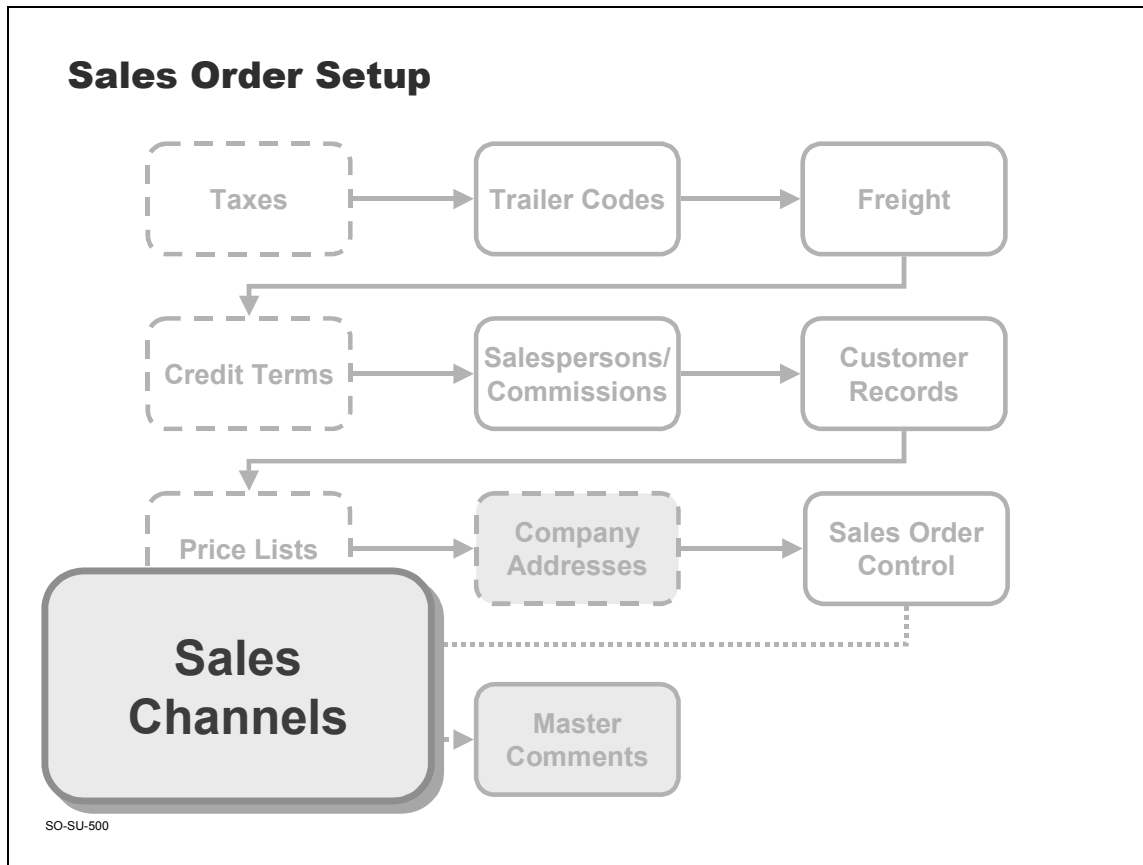
#### a Specify the following settings:

|                                    |         |
|------------------------------------|---------|
| Use Enterprise Materials Transfer: | Yes     |
| EMT Type =                         | NON-EMT |
| Direct Shipment Location =         | SCRAP   |

### 5 Taxable trailer codes are 11, 21, and 31.

#### a Go, then verify or enter codes.





## Sales Channels

A Channel is an optional code used to identify the distribution channel through which the sales quote, order, or invoice originated.

**Example** Sample, Export, OEM, Distributors, and Warranty

- Deviates from “normal” sales and cost of goods sold accounts in Product Line Maintenance
- Redirects sales and cost of goods sold monies to the general ledger
- Works with Customer Type Code in Customer Master Maintenance which is another optional code classifying customers by type, such as “RET” for retail customers and “WHSL” for wholesalers

## Sales Order Maintenance

**Sales Order Maintenance**

Order: S0010012      Sold-To: 1001000      Bill To: 1001000      Ship-To: 1001000

| Sold-To                   |          | Ship-To                   |          |
|---------------------------|----------|---------------------------|----------|
| CENTURY HALLMARK          |          | CENTURY HALLMARK          |          |
| ATTENTION: ACCOUNTS PAYAE |          | ATTENTION: ACCOUNTS PAYAE |          |
| 3020 CENTURY BLVD         |          | 3020 CENTURY BLVD         |          |
| LOS ANGELES               | CA 90000 | LOS ANGELES               | CA 90000 |
| United States of America  |          | United States of America  |          |

Order Date: 07/22/2003      Line Pricing: ☒      Confirmed: ☒      Currency: USD      Language: us

Required Date:      Manual:      Taxable: ☐      Fixed Price: ☒      Credit Terms: 2/10-30

Promise Date:      Site:      Project:      Credit Terms Interest %: 0.00      Reprice: ☐      Entered By: qad

Due Date: 07/23/2003      Channel:      Purchase Order:      Remarks: BILLING ONLY - USE SHIP TO ON ALL ORDE

Perform Date:      Pricing Date:      Purchase Order:      Entered By: qad

SO-SU-510

## Sales Order Maintenance

### Channel

An optional code identifying the distribution channel through which a sales quote, order, or invoice originated.

- The channel may be used to specify the default accounts affected by an order
- Alternate sales and sales discount accounts can be setup in Sales Accounts Maintenance based on product line, site, channel, and customer type

## Sales Account Maintenance

**Sales Account Maintenance**

Product Line: 1000  
 Site: train  
 Customer Type: 1000  
 Channel: Phone

Pencil Products  
 Training Database Site  
 Pencil Products customer

Default Sub-Account: ☐ Override: ☐  
 Default Cost Center: ☐ Override: ☐

|                        |      |  |      |
|------------------------|------|--|------|
| Sales Account:         | 3000 |  | 0100 |
| Sales Disc Acct:       | 3905 |  | 0100 |
| COGS Material Acct:    | 5050 |  | 0100 |
| COGS Burden Acct:      | 6480 |  | 0100 |
| COGS Labor Acct:       | 6860 |  | 0100 |
| COGS Overhead Acct:    | 6495 |  | 0100 |
| COGS Subcontract Acct: | 5070 |  | 0100 |
| Deferred Revenue:      | 3000 |  | 0100 |
| Accrued Revenue:       | 3000 |  | 0100 |

SO-SU-520

## Sales Account Maintenance

### Channel

- Validated against predefined values entered in Generalized Codes Maintenance, if any

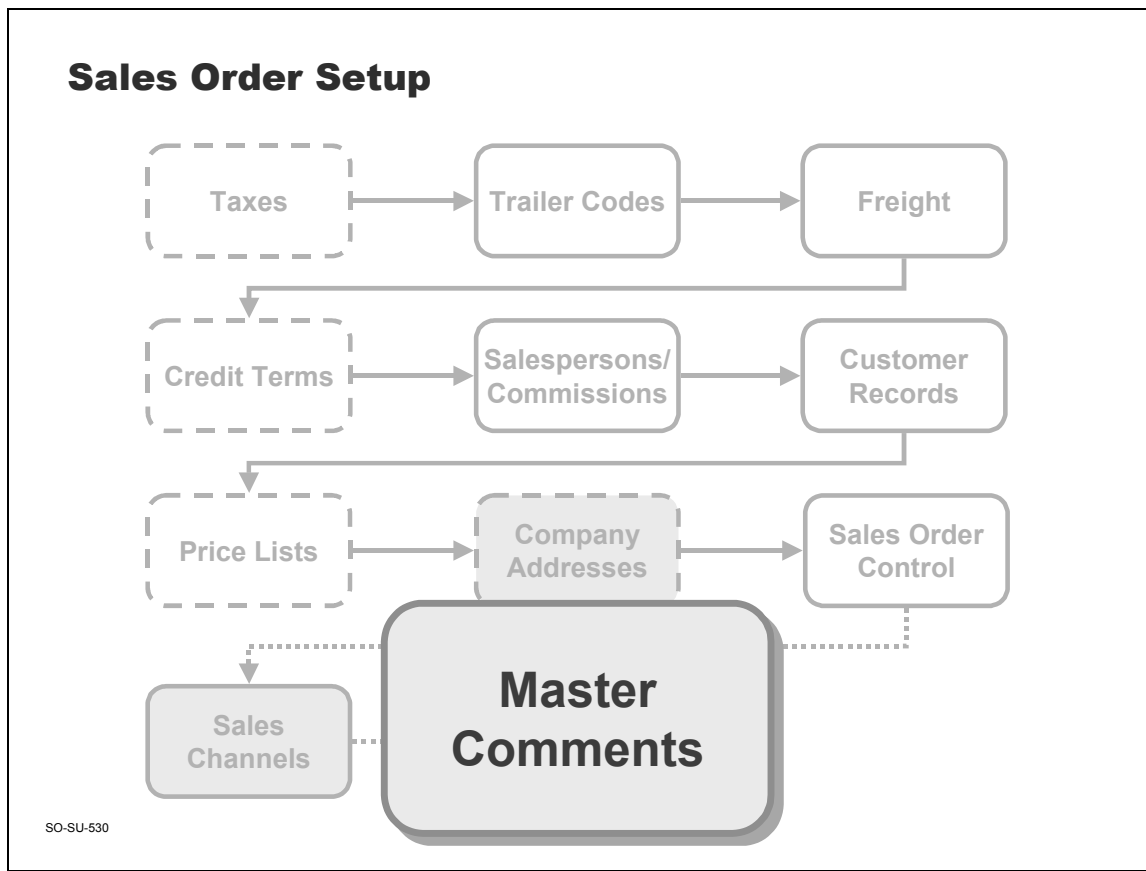
The system uses the combination of site, product line, customer type, and sales channel to determine what sales and cost of goods sold general ledger accounts to use.

- Cost of goods sold amounts are posted by the Sales Order Shipment or Pending Invoice Maintenance functions
- Sales amounts are posted by the Invoice Post

Site, product line, and channel can be entered on the sales order. Customer type is accessed automatically based on the customer ship-to address.

**Example** You can selectively split out sales amounts for the general ledger in much more detail. If you supply medical products, you may track sales to customer type “Hospital” separately from sales to customer type “Doctor”. Or, you may track “Retail” channel sales separately from “Wholesale” channel sales at each site.

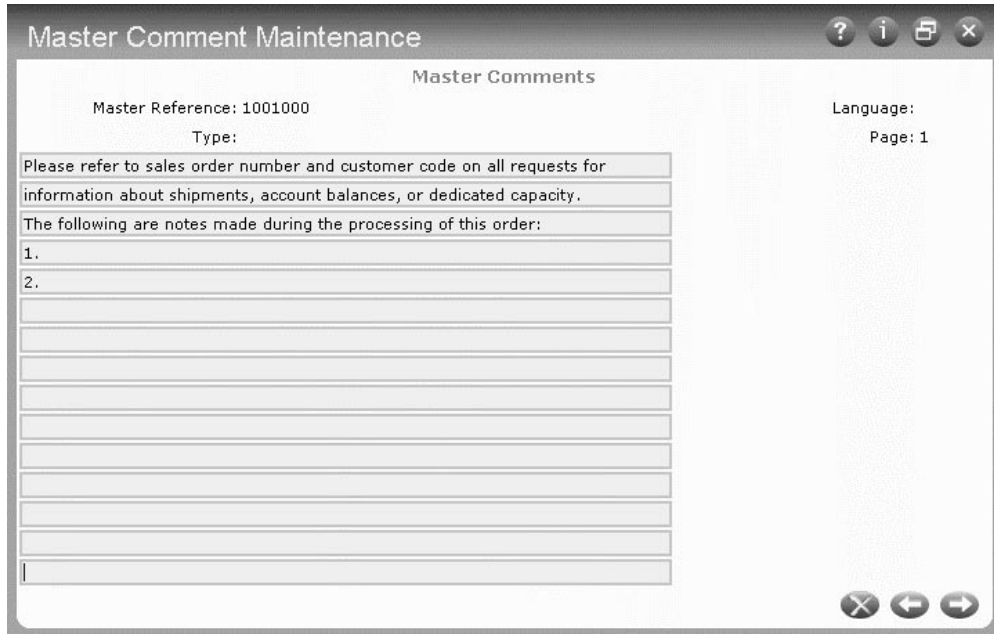
**Note** If no specific accounts are entered here, sales are posted by product line. If you don't use channel or type, but want to setup accounts by site, leave channel and type blank.



## Master Comments

Master comments do more than store and organize textual information for an item. They can also be copied into documents such as purchase orders, sales quotations, and sales orders.

## Master Comment Maintenance



**Master Comment Maintenance**

**Master Comments**

Master Reference: 1001000

Type:

Please refer to sales order number and customer code on all requests for information about shipments, account balances, or dedicated capacity.

The following are notes made during the processing of this order:

1.

2.

Language:

Page: 1

SO-SU-540

## Master Comment Maintenance

Master Comments differ from Transaction Comments in that they can be used throughout the system, while transaction comments can only be used with a transaction.

- They remain in the system until deleted
- Anyone with access to master comments can review or change any comment
- Comments can be categorized by code in the Type field

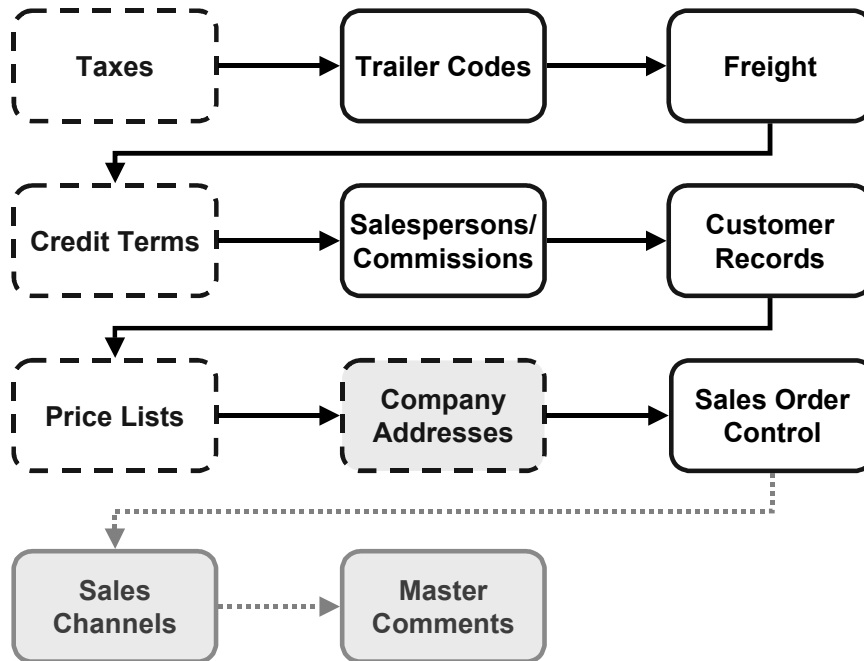
Using in Sales Orders:

- Associate with customer number and/or line items
- Incorporate into the sales order header or line item (copied into the document)

***Example***

- Lengthy descriptions of specifications
- Standard shipping directions
- Descriptions in multiple languages

## Sales Order Setup Summary



SO-SU-550

## Summary

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set Up Sales Orders
  - Process Sales Orders
  - Sales Quotes
  - Sales Analysis

SO-SU-560

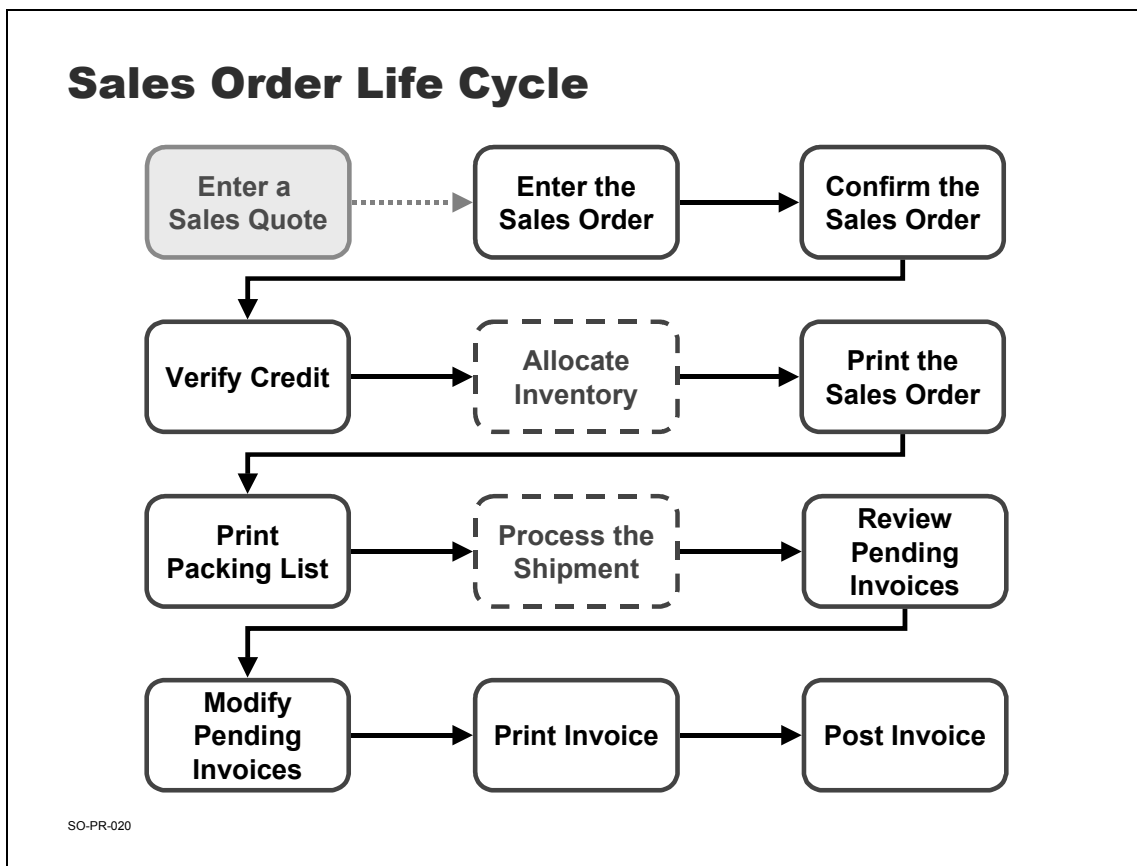
CHAPTER 4

# **Process Sales Orders**

## Process Sales Orders

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set Up Sales Orders
- **Process Sales Orders**
- Sales Quotes
- Sales Analysis

SO-PR-010



This diagram gives the steps for processing a typical sales order. Reading the illustration:



Boxes with solid lines are required to process sales orders and are covered in this course.



Shaded boxes reflect optional steps, but are covered in this course.



Boxes with dotted lines are required, but are covered at length in another course.

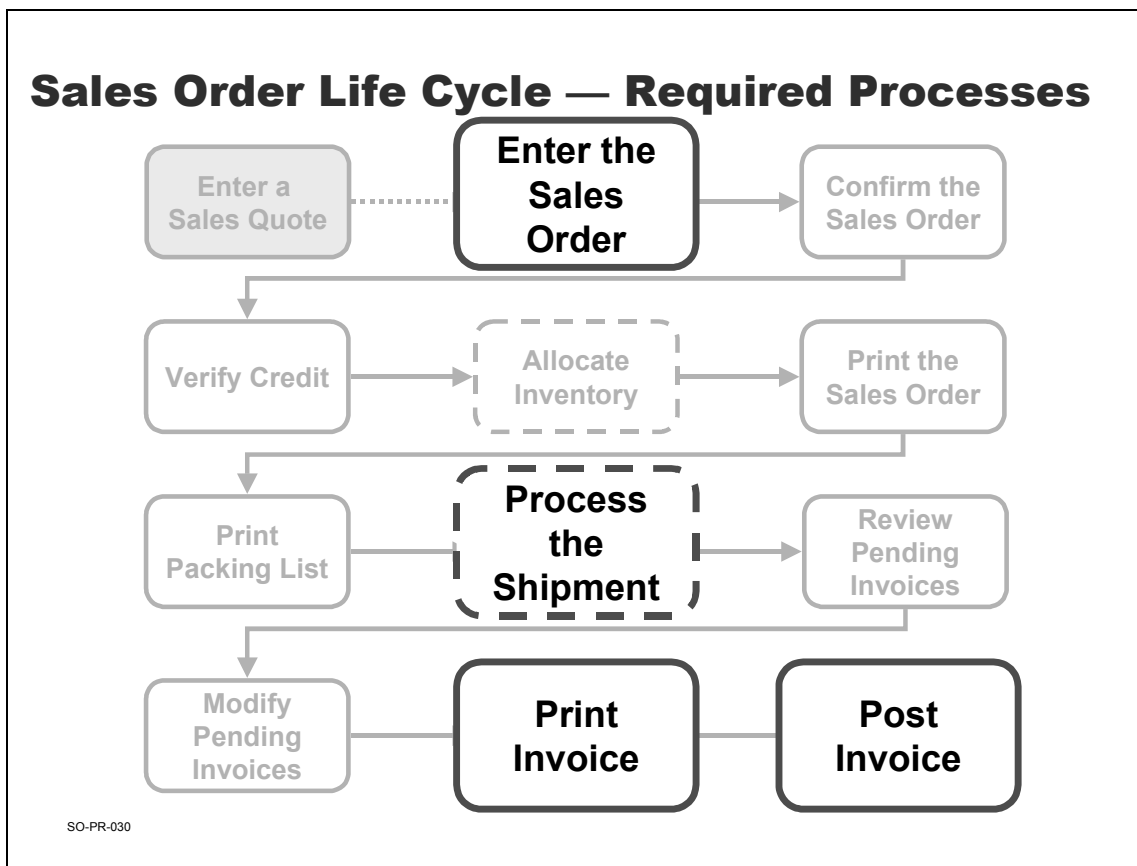
Four MFG/PRO modules are typically involved in the sales order process:

- Sales Quotations
- Sales Orders/Invoices

- Configured Products
- Sales Analysis



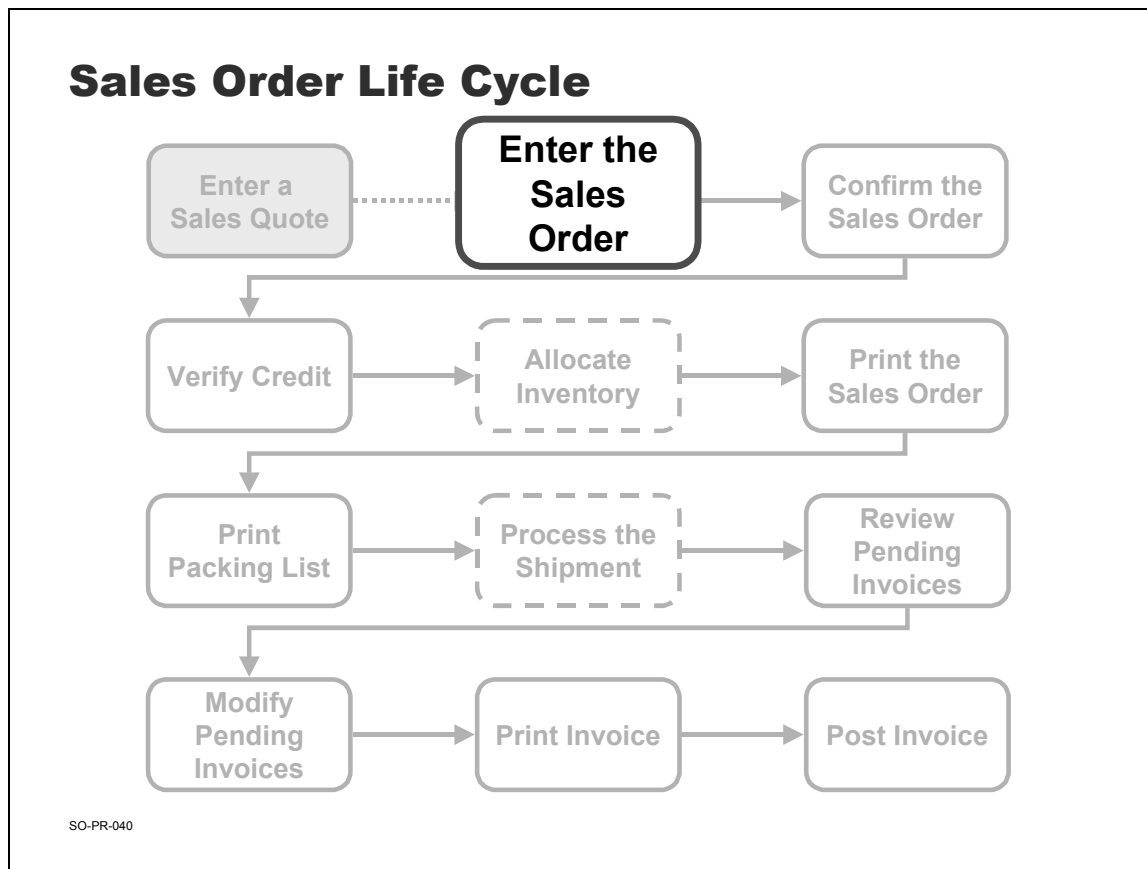
See in this training guide: *Sales Quotations* on page 213 and *Sales Analysis* on page 255



Depending on your company requirements, you may complete some or all of the above procedures when processing a sales order.

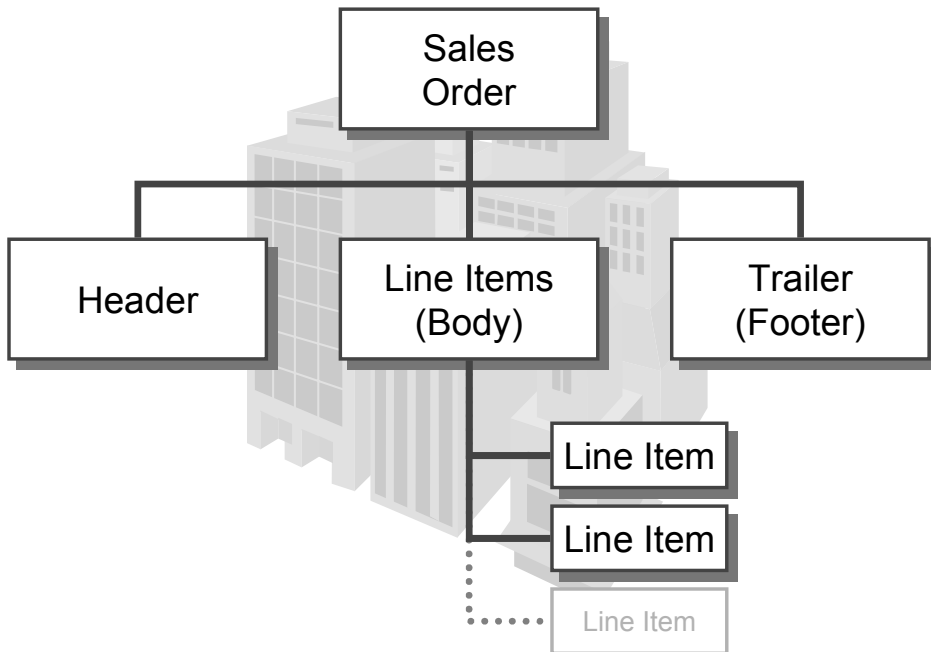
Four procedures which are typically required to process a sales order include:

- 1 Entering/creating the sales order
- 2 Processing the shipment of the items on the sales order
- 3 Printing the invoice
- 4 Posting the invoice



## Enter the Sales Order

## Document Structure



SO-IN-050

A sales order consists of a header, line items, and a trailer. Each part is displayed in a separate frame.

### Header

The header frames include the sales orders generic information which defines customer information and applies to the entire order:

- Order number
- Dates: Order Date, Due Date, Required Date, Promise Date, and Pricing Date
- Customer name and address: sold-to address and/or bill-to address
- Ship-to name and address
- Credit terms

- Freight list
- Shipping remarks
- Comments may follow to describe in more detail the terms or instructions associated with this order

## Line Items

After completing the header information, you enter specific line items in the Sales Order Line frame. The line item frame includes all items on the order.

Each line item lists:

- Item number
- Quantity ordered
- Unit of measure
- Pricing information

**Note** Best list price, discount percentage, and net price are determined by the system based on analysis codes and defined price lists.

Enter line items in single or multiple-line mode:

- Mode is specified by the default you set in the Sales Order Control
- You can switch between the two modes within an order

## Trailer

When all line items are entered, MFG/PRO displays the trailer frame:

- Totaled line items
- Calculated taxes
- Optional order discounts
- Freight charges: calculated automatically on a bulk or unit basis
- Optional miscellaneous charges
- Total value of the sales order

## Sales Order Maintenance: Header

**Sales Order Maintenance**

Order: S0010013      Sold-To: 1001000      Bill To: 1001000      Ship-To: 1001000

| Sold-To                   | Ship-To                   |
|---------------------------|---------------------------|
| CENTURY HALLMARK          | CENTURY HALLMARK          |
| ATTENTION: ACCOUNTS PAYAE | ATTENTION: ACCOUNTS PAYAE |
| 3020 CENTURY BLVD         | 3020 CENTURY BLVD         |
| LOS ANGELES               | LOS ANGELES               |
| United States of America  | United States of America  |

**Sales Order Control**

Order Date: 07/22/2003      Line Pricing: ☒      Confirmed: ☒      Currency: USD      Language: us

Required Date:      Manual:      Taxable: ☐      Fixed Price: ☒      Credit Terms: 2/10-30

Promise Date:      Site: train      Project:      Interest %: 0.00

Due Date: 07/23/2003      Channel:      Reprice: ☐      Entered By: qad

Perform Date:      Pricing Date:      Remarks: BILLING ONLY - USE SHIP TO ON ALL ORD

**SO Default Price Date in the Pricing Control**

SO-PR-060

## Sales Order Maintenance: Header

You can create a sales order or view an existing sales order using Sales Order Maintenance.

- Each entered sales order or pending invoice is identified by a sales order number (which may be entered manually or system assigned)
- Sales order numbers select information to appear on reports and inquiries

Sales order numbers must be unique.

- The system automatically assigns a number for the next sales order number
  - Leave sales order number blank for a system assigned number
  - The system records the next sales order number in the Sales Order Control and increments it automatically



See in this training guide: *Sales Order Prefix, Next Sales Order, Invoice Prefix, and Next Invoice* on page 117

### **Due Date**

- The system calculates the due date by adding the specified Shipping Lead Time from the Sales Order Control to the Order Date
  - The due date is the date the system uses for MRP and for determining shipping priorities
  - You can change this field

**Note** You can also specify the Order Date, Required Date, Promise Date. These dates are not used by the system and are for your reference only.

### **Pricing Date**

- Defaults to one of the other four dates, depending on the setting of SO Default Price Date in the Pricing Control
  - This date is used in the search for effective price dates

### **Line Pricing**

- Defaults from the setting of Price SO by Line in the Pricing Control
- For a new sales order or RMA, determines whether the system prices each line item as it is entered, or waits until the end of order entry before calculating prices
- No = the system prices each line without considering other lines on the order
  - This may not be the best price, since additional item quantities on other lines may qualify a line for a different price list
- Yes = the system prices each line item as it is entered in relation to other lines on the order and displays the best price

**Note** In either case, if prices change because of quantity breaks the system recalculates them at the end of order entry.

- Affects a new order being entered in the system
  - when you are maintaining an existing order this setting has no effect
- Depending on how price lists have been setup, successive lines on an order can affect the price of line items previously entered

**Example** When lines 1 and 2 are for the same item (or break category), the combined quantity can qualify line 1 for a different price list (with better prices). The system always adjusts prices affected in this way when order entry is complete.

**Note** If you expect repricing to happen often, or if you do not need to know exact prices as you enter an order, you can save time by telling the system to hold these pricing calculations to the end of the order. Setting Line Pricing to No can improve performance during line item entry.

### *Manual*

- A price list to be considered for line item pricing on this order in addition to the ones that the system selects as potential price list candidates
- When a price list is defined in Sales Order Price List Maintenance, you may optionally mark it as manual
  - In this case, the system never considers it for pricing unless it is entered by the user in the Manual field on an order header
- If a price list is entered, it is included as a price list candidate when the system selects price lists to consider for this order
  - Specifying a manual price list only marks it to be considered
  - The system still determines the best price according to the rules and codes previously setup
- This field may be password protected
- The price list specified must have been defined with sales order Price List Maintenance

### *Currency*

- The currency code for this sales order or invoice
- Currency code uniquely identifies a foreign currency
- All sales, purchasing, and accounting transactions can specify a foreign currency, and you assign entities to a specific currency
  - The currency code and current exchange rate must be defined in advance in Exchange Rate Maintenance
- When an order is entered, the system displays the exchange rate effective on the order date and lets you change it, optionally flagging this rate as “fixed”
  - This exchange rate is used for reporting purposes
- Usually when the invoice is posted, the system takes the exchange rate effective on the post date and posts this to Accounts Receivable
  - However if you have flagged the exchange rate as fixed, it is not changed by the system
- Once an order or invoice has been entered, the currency cannot be changed

**Warning** If you made a mistake and entered the wrong currency, you can only correct it by deleting the order or invoice and re-entering it.

Sales Order Maintenance: Line Items

Sales Order Maintenance

Order: S0010013

Sold-To: 1001000

Ln Format S/M:Single

| Ln | Item Number | Qty Ordered | UM | List Price | Discount | Net Price |
|----|-------------|-------------|----|------------|----------|-----------|
| 1  | 02-0005     | 100.0       | EA | 2.50       | 15.0     | 2.125     |

Desc: MECHANICAL PENCIL

Loc:200Site: train

USDCost: 0.96

Lot/Serial:

Qty Allocated:100.0

Qty Picked: 0.0

Qty Shipped: 0.0

Qty to Invoice: 0.0

Salesperson 1: 00000005

Commission 1:10.00%

Sales Account:3000

Disc Acct:3905

Confirmed:☒

Required:

Promised:

Due Date: 07/23/2003

Perform Date:

Pricing Date: 07/22/2003

Multiple:☐

Category:

Fixed Price:☒

Credit Terms Int: 0.00

Ship Type:

UM Conversion:1.0000

Consume Fost:☒

Detail Alloc:☐

Taxable:☐

Freight List:A02-NTAX

Comments:

SO-PR-070

Sales Order Maintenance: Line Items

Ln Format S/M

The method for entering sales order and invoice line items. Values must be “S” or “M”:

- [S]ingle = you can display and maintain detailed information for each line item
- [M]ulti = you can enter basic information--item, quantity, and price--for up to 12 lines on a single screen



See in this training guide: *Ln Format S/M* on page 117

Location

- Detail Allocation: specify a location from which the inventory is to be allocated

- General Allocation: leave field blank; the system allocates from the default site/location for the item

#### *Lot/Serial*

- If doing a detail allocation, specify the site, location(s), lot/serial number(s), and lot reference(s) for the allocated quantity for the item



See in this training guide: *Detail Allocations* on page 113

#### *Qty Allocated*

The total of quantity allocated, plus quantity shipped, plus quantity picked cannot be greater than quantity open on the line item. Access to this field may be password restricted.

- A quantity allocated can only be specified for a confirmed order
- For confirmed orders, the system calculates a default based on a number of flags
  - Quantity Available to Allocate
  - Limit Allocations to Avail to Allocate
  - Allocate Sales Order Due in Days
- Allocations reserve inventory so it won't be allocated to other sales orders, RMA issue lines, intersite requests, or work orders
  - Allocations are used to control the shipment of items, especially in shortage situations when a sufficient quantity of an item does not exist to fill all orders
  - Most shipment functions allow you to setup the quantity allocated or picked for immediate shipment
- Allocation quantity may be changed manually
  - Usually picklists only print the quantity allocated
- Sales Order Manual Allocations or Sales Order Auto Allocations can be used later to allocate inventory to a sales order or RMA line due outside the allocation window or when sufficient inventory becomes available
- Sales Order Packing list Print will only detail allocate sales orders whose quantity allocated is greater than zero

#### *Qty Picked*

- Quantity picked cannot be greater than the quantity open on the line item
- The quantity printed on a picklist for this line item

- When a picklist prints, the system updates the quantity picked, ensuring that the same quantity is not printed again on the next picklist printed for this order
- Quantity picked can display as the default quantity to ship during the Sales Order Shipment function to simplify the entry of shipments



See in this training guide: *Qty Available to Allocate* on page 112 and *Pick Only Allocated Lines* on page 114 and *After Printing the Picklist* on page 173

### **Confirmed**

- Defaults to the value entered on the sales order header
- Indicates whether this order line is considered a “firm” order
- Yes = the order line is confirmed
- No = the order is not confirmed

**Note** A confirmed order may have some line items that are not confirmed. If there aren't enough items in stock, someone needs to review the schedule prior to promising delivery.

- When processing orders which allocate inventory from other sites connected over a network, if the connection is down enter No here
  - Later, when the connection comes up, use Sales Order Confirmation and confirm all order lines to be shipped from this site



See in this training guide: *Confirmed Orders* on page 117

## Sales Order Maintenance: Trailer

The screenshot shows the 'Sales Order Maintenance' window with the following details:

- Order:** S0010013
- Sold-To:** 1001000
- Bill To:** 1001000
- Ship-To:** 1001000
- Non-Taxable:** 225.20
- Taxable:** 0.00
- Tax Date:**
- Containers:** 0.00
- Line Charges:** 0.00
- Currency:** USD
- 0.00%**
- Line Total:** 212.50
- Discount:** 0.00
- Freight Table:**

| Line | Description | Amount |
|------|-------------|--------|
| 10   | FREIGHT     | 12.70  |
| 11   | TAX-FREIGHT | 0.00   |
| 20   | SERVICE     | 0.00   |
- Total Tax:** 0.00
- Total:** 225.20
- Global Tax Management:** A box with an arrow pointing to the 'View/Edit Tax Detail' checkbox.
- View/Edit Tax Detail:** ☐
- If on credit hold, field defaults to HD (hold):** A box with an arrow pointing to the 'Action Status' field.
- Defaults from Customer Maintenance:** A box with an arrow pointing to the 'AR Acct: 1200' field.
- Set defaults in Trading Partner Parameters Maintenance:** A box with an arrow pointing to the 'Partial OK' checkbox.
- CR Initials:**
- Credit Card:**
- Action Status:**
- Revision:** 0
- EDI PO Ack:** ☐
- Print Sales Order:** ☐
- Print Pack List:** ☒
- Print Inv Hist:** ☒
- EDI Inv Hist:** ☐
- Partial OK:** ☒
- AR Acct:** 1200
- Prepaid:** 0.00
- FOB Point:** Shipping Point
- Ship Via:**
- BOL:**

SO-PR-080

## Sales Order Maintenance: Trailer

### Action Status

- You can still allocate inventory for an order on hold, but cannot print a picklist
- If the field is blank, you can release the order

**Note** If there is any value other than blank in the Action Status field, the order is on hold.

### View/Edit Tax Detail

- You can record additional tax information on sales orders and pending invoices
- This feature lets you review (and optionally change) tax amounts

### EDI PO Ack

- EDI = Electronic Data Interchange

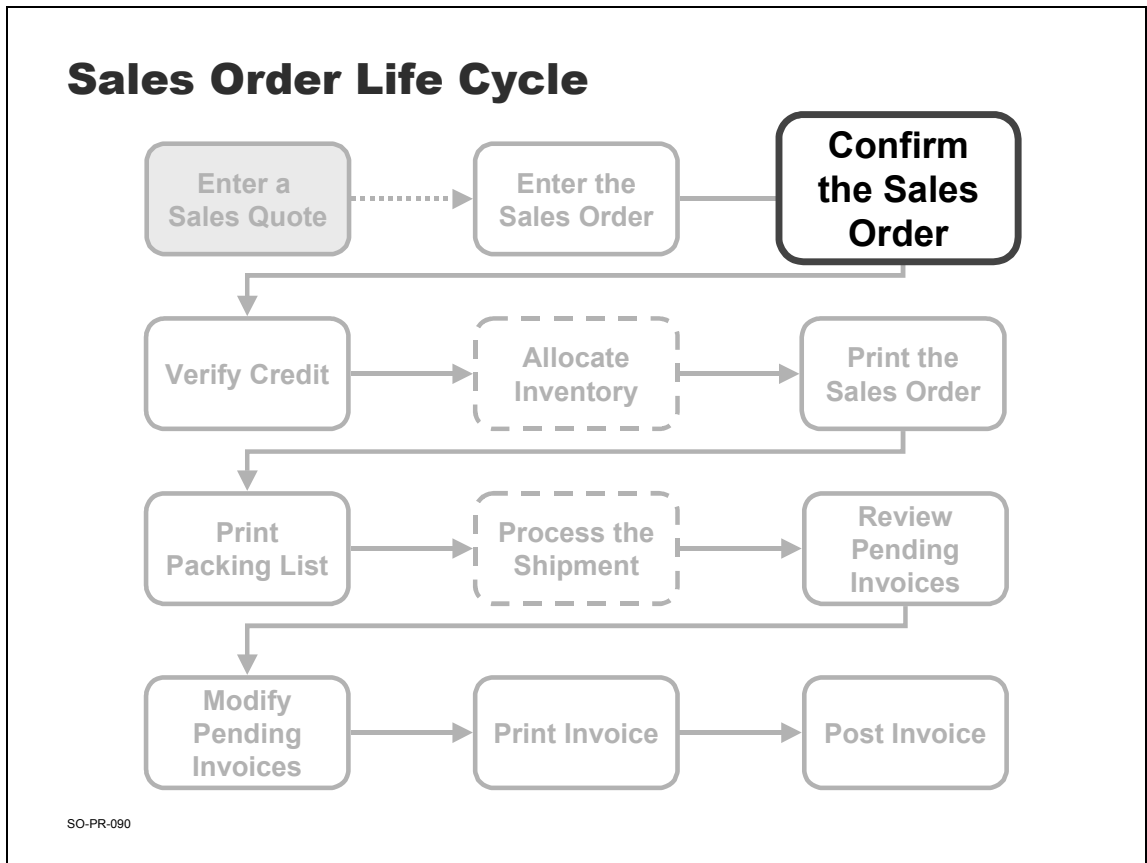
- Yes = sales order is processed by PO Ack Export or PO Ack Export Audit Report

*Partial OK*

- Defaults from the customer record when an order is entered



See in this training guide: *Partial OK* on page 89 and *Print Packing List* on page 169



## Confirm the Sales Order

As used in the Header section:

- Yes = order is considered a firm order
  - An order can then be allocated, consume forecast, and create demand for MRP
- No = order is not firm
  - An order cannot be allocated and cannot be seen by MRP. A separate confirmation step is required.

As used in the Line Item section:

- Yes = line item is firm
- No = item is not firm

**Note** When you release a sales quote to a sales order, the Confirmed fields are set to Yes in the header section and the line item section. You cannot modify these fields. When you create a new sales order, the Confirm fields default from the value of Confirmed Orders in the Sales Order Control, but you can modify them.



See in this training guide: *Confirmed Orders* on page 117 and *Confirmed* on page 146

## Sales Order Control

**Sales Order Control**

Calculate Freight by Site: ☒

Comm on Margin not Sales: ☒

Hold Orders Over Credit Limit: ☒

SO Interest Accrued Acct: 4500

SO Interest Applied Account: 1280

Price Table Required: ☐

Disc Table Required: ☐

Vary Pricing Date by SO Line: ☒

Minimum Shipment Amount: 0

SO Edit ISB Defaults: ☐

SO Returns Update ISB: ☐

Forecast Consumption

Consume Forward: 0

Consume Back: 0

Check Customer Item Nbr First: ☐

Taxable Trailer Code 1: 10

Taxable Trailer Code 2: 11

Taxable Trailer Code 3: 21

Auto Batch Confirmation: ☐

Confirmation Batch ID:

Confirmation Printer:

Pending Inv Update ISB: ☐

Auto Batch Shipment: ☐

Shipment Batch ID:

Shipment Batch Printer:

Use SO Freight List Trailer Code: ☐

Nontaxable Trailer Code 1: 10

Nontaxable Trailer Code 2: 11

Nontaxable Trailer Code 3: 20

SO-PR-100

## Sales Order Control

To confirm an order by batch mode,

- Set the Auto Batch Confirmation field to Yes in the Sales Order Control
  - With this flag set to Yes, you have the option to confirm through batch processing any unconfirmed Sales Order detail lines you enter
  - Batch processing of these lines improves performance, particularly at a multi-database environment across a network
- With this flag set to [Yes], after all sales order data is entered, if any unconfirmed detail lines exist then a popup window appears to inquire about Auto Batch Processing
  - If you specify Yes and supply a valid batch and printer ID, the system submits a job to that batch queue to confirm all lines for that sales order via Sales Order Confirmation

The batch queue specified should have its Permanent flag in Batch ID Maintenance set to No. This ensures that entries to that queue are deleted when processed.

**Note** An important side effect of setting the Permanent flag to No is that if the system goes down during processing, the order will remain unconfirmed and you will not receive such notification except when you try to ship the order. The reason that the order remains unconfirmed in this case is that the batch processor first deletes the entry if it is not marked as “permanent” before processing the job.

## Sales Order Maintenance

The screenshot shows the 'Sales Order Maintenance' window. At the top, it displays order identifiers: Order: S0010013, Sold-To: 1001000, Bill To: 1001000, and Ship-To: 1001000. Below this, there are two columns for 'Sold-To' and 'Ship-To' addresses, both for CENTURY HALLMARK in Los Angeles, CA. The bottom section contains various date fields (Order Date: 07/22/2003, Due Date: 07/23/2003, etc.), checkboxes for 'Line Pricing' and 'Confirmed' (both checked), and other settings like 'Currency: USD', 'Language: us', 'Fixed Price: checked', and 'Credit Terms: 2/10-30'. A callout box with an arrow points to the 'Confirmed' checkbox, containing the text 'Sales Order Confirmation or Sales Order Control'. The window title bar includes standard OS icons (help, info, save, close).

SO-PR-110

## Sales Order Maintenance

Confirmed:

- Indicates if the order is to be considered a “firm” order or unconfirmed
- An order may be flagged as unconfirmed but have some line items flagged as confirmed

**Example** An example of an unconfirmed order may be one that is taken over the phone. You enter it into the system, but wait to get the hard copy purchase order before you ship it.

**Note** In a high volume order entry environment, you may choose to enter all orders as unconfirmed and confirm them later in batch. This allows orders to be entered quickly with less processing during order entry. But order promising becomes more difficult because allocations do not take place until the order is confirmed.

Sales Order Confirmation

Sales Order Confirmation

Sales Order:

Sold-To:

Customer Class:

Ship-To:

Order Date:

Due Date:

Site:

To:

To:

To:

To:

To:

To:

To:

Allocate:

Change Due Dates for ATP Enforcment Warnings:

Change Due Dates for ATP Enforcement Errors:

Change Promise Date:

Use Standard ATP when APO ATP is Unavailable:

Output:

Batch ID:

Optional

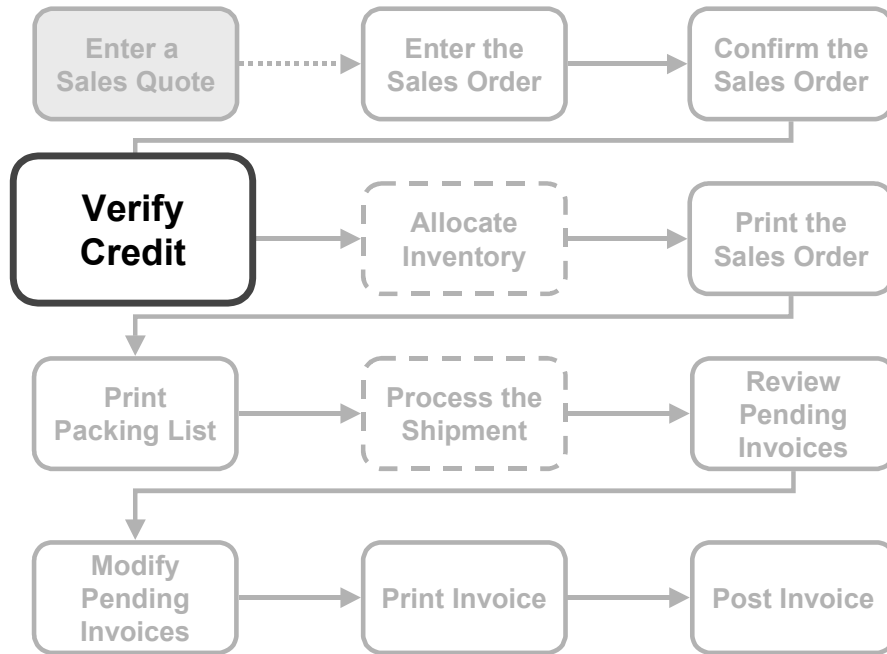
SO-PR-120

Sales Order Confirmation

To confirm an order

- Run Sales Order Confirmation **OR**
- Confirm by batch mode by setting the Auto Batch Confirmation field to Yes in the Sales Order Control

## Sales Order Life Cycle



SO-PR-130

## Verify Credit

This is an optional process in Sales Orders which is performed by the Credit/Finance department.

Sales Order Maintenance

Sales Order Maintenance

Order: S0010021

Sold-To: 1004000

Bill To: 1004000

Ship-To: 1004000

Sold-To

WORLDWIDE BUSINESS SUPPL

8000 CENTRAL AVENUE

ANAHEIM CA 90002

United States of America

Ship-To

WORLDWIDE BUSINESS SUPPL

8000 CENTRAL AVENUE

ANAHEIM CA 90002

United States of America

Order Date: 07/23/2003

Required Date:

Promise Date:

Due Date: 07/24/2003

Perform Date:

Pricing Date:

Purchase Order:

Remarks:

Line Pricing: ☒

Manual:

Site: train

Channel:

Project:

Confirmed: ☒

Currency: USD

Taxable: ☐

Fixed Price: ☒

Credit Terms: 2/10-30

Credit Terms Interest %: 0.00

Reprice: ☐

Entered By: qad

Language: us

Customer Maintenance

WARNING: Customer on credit hold.

Add Link

Sales Order Maintenance

You can put credit holds on customers who have reached their credit limit.

**Note** Although credit limits are checked during Sales Order Maintenance, this check does not look at other open SOs. When an order is placed on credit hold, a picklist cannot be printed, effectively preventing the order from being shipped. However, the SO is still considered by MRP and may have inventory allocated to it.



See in this training guide: *Credit Hold* on page 94

## Sales Order Credit Maintenance

Sales Order Credit Maintenance

Sales Order: S0010014

|                                       |                               |
|---------------------------------------|-------------------------------|
| Bill To: 1000<br>Victor Radio         | Sold-To: 1000<br>Victor Radio |
|                                       | Ship-To: 1000<br>Victor Radio |
| Credit Rating:                        | Balance: 0.00                 |
| Credit Hold: <input type="checkbox"/> | Credit Limit: 5,000           |
| Order Date: 07/22/2003                | Purchase Order:               |
| Confirmed Date: 07/22/2003            |                               |
| Due Date: 07/23/2003                  | Open Amount: 47,256.00        |
| Required Date: 07/23/2003             |                               |
| CC Details: <input type="checkbox"/>  |                               |
| Action Status: HD                     | CR Initials:                  |
| Credit Terms: 2/10-30                 |                               |

SO-PR-150

## Sales Order Credit Maintenance

Use Sales Order Credit Maintenance, Sales Order Auto Credit Hold, and Sales Order Auto Credit Approval to verify credit:

- Put credit holds on customers that have reached their credit limit
- A sales order packing list cannot be printed until the order has been removed from hold using Sales Order Credit Maintenance or Sales Order Auto Credit Approval
  - A nonblank Action Status does NOT prevent inventory from being allocated or a shipment from being processed
  - Held orders are still considered by MRP
  - Placing or removing a hold involves only a change to the Action Status
  - Holds can be added and removed with no restrictions

- If an order is held by mistake, reset the Action Status to <blank>
- No audit trail is maintained
- This function should be password controlled

**Note** Use Sales Order Credit Maintenance to change single sales orders; use Sales Order Auto Credit Hold or Sales Order Auto Credit Approval to effect groups of orders.

## Sales Order Auto Credit Hold

**Sales Order Auto Credit Hold**

Sales Order: S0010013

Bill To:

Order Date:

Due Date:

Automatically Set Action Status:

Over Credit Limit: ☒

Include Sales Orders: ☒

On Credit Hold: ☒

Past Due Invoices: ☐

Days: 30

Amount: 0.00

To: S0010013

To:

To:

To:

New Action Status:

Output:

Batch ID:

SO-PR-160

## Sales Order Auto Credit Hold

- Reviews a group of orders and optionally puts a hold on those meeting the specified criteria
  - Can check the customer's Accounts Receivable balance plus open orders against the credit limit and look at the number of days that open invoices are overdue
- A sales order packing list cannot be printed until the order has been removed from hold using Sales Order Credit Maintenance or Sales Order Auto Credit Approval

**Note** If you are using EMT, primary customer Sales Orders are placed on credit hold by this function and additional processing takes place for any associated EMT Sales Order lines. The status on the related EMT Purchase Order is set and is transmitted to the Secondary Business Unit. The status change is applied to the secondary Sales Order (putting it on credit hold).

## Sales Order Auto Credit Approval

Sales Order Auto Credit Approval

Sales Order:

Sold-To: 1000

Order Date:

Due Date:

Action Status:

To:

To: 1000

To:

To:

To:

Clear Action Status: ☐

Check Credit Hold: ☒

Check Credit Limit: ☒

Include Sales Orders: ☒

Check Past Due Invoices: ☐

Days: 30

Amount: 0.00

Output:

Batch ID:

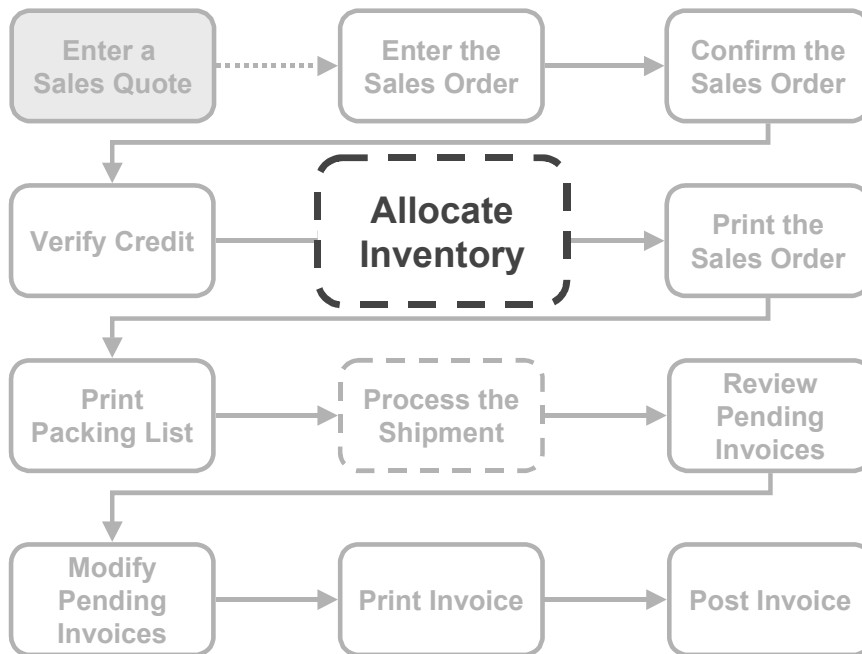
SO-PR-170

## Sales Order Auto Credit Approval

- Reviews a group of orders and optionally removes holds from those meeting the specified criteria
  - Can check the customer's Accounts Receivable balance plus open orders against the credit limit and look at the number of days open invoices are overdue
- A sales order packing list cannot be printed until the order has been removed from hold using Sales Order Credit Maintenance or Sales Order Auto Credit Approval

**Note** If you are using EMT, primary Sales Orders are removed from credit hold by this function and additional processing takes place for any associated EMT Sales Order lines. The status on the related EMT Purchase Order is set and is transmitted to the Secondary Business Unit. The status change is applied to the secondary Sales Order (removing the on credit hold).

## Sales Order Life Cycle



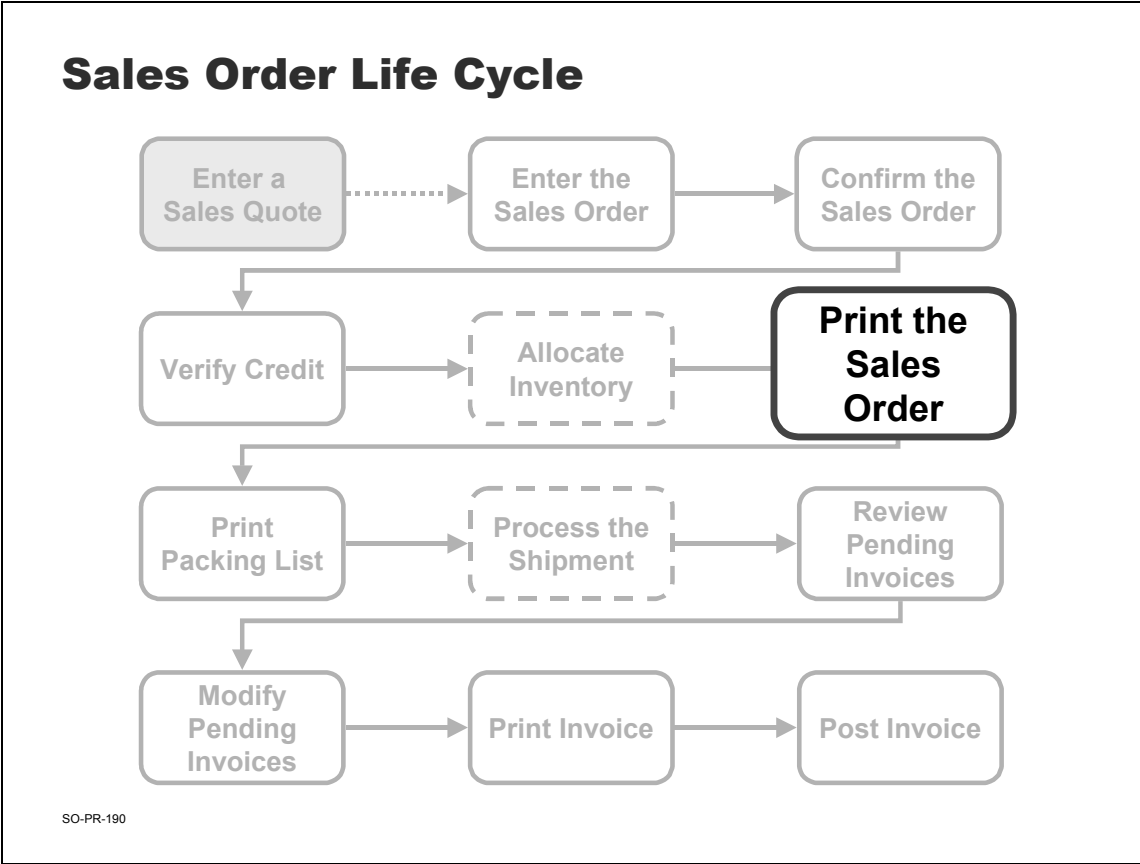
SO-PR-180

## Allocate Inventory

Allocating inventory is the process of reserving items to fill an order.



Discussed in the following Training Guide: Allocations and Shipping



## Print the Sales Order

Use Sales Order Print to print a sales order.

## Sales Order Print

Sales Order Print

Sales Order:

Sold-To:

Order Date:

Language ID:

To:

To:

To:

To:

Print Features and Options: ☐

Company Address:

Form Code:

Print Sales Order Trailer: ☐

Discount Detail:

Discount Summary:

Increment Order Revision: ☒

Print Additional Line Charges: ☐

Update: ☒

Output:

Batch ID:

SO-PR-200

## Sales Order Print

Sales Orders print in the same three section format as they are created in the system:

- Header
- Line Items
- Trailer

**Note** If you select a range of sales orders to print, the system skips any orders in that range being entered in Sales Order Maintenance or Pending Invoice Maintenance, during the print run.

After printing the sales order

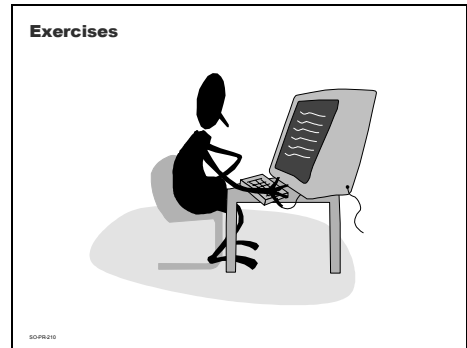
- Print Sales Order flag in Sales Order Maintenance = No
- To reprint, change the Print Sales Order flag back to Yes and reprint using

**Note** The quantity shown on the sales order is the quantity open. If you reprint the sales order after shipment, the quantity does not reflect the original quantity ordered.

**Important** The data used in these exercises may not be the same as the data shown in the screen captures in this lesson.

## Exercise: Sales Order Entry & Confirmation

Instructions: In this exercise, we practice entering unconfirmed and confirmed orders for inventory and noninventory items.



**Note** You may want to practice navigating through Sales Orders before beginning the exercise.

- 1 Enter the following sales orders for your customer. Note the order numbers generated by the system; you need to refer to them later.

Sales Order: default

Customer (Sold-To): 001

Bill-To: 001

Ship-To: 001

Due Date: In Two Weeks

Confirmed: No

Taxable: Yes

Credit Terms: 2/10-30

Calculate Freight: No

Comments: William Gates confirms the order by fax when he gets approval.

- a Press Go. The printing box is displayed. Do not print these comments on any documents.
- b Press End when done with comments.

**Note** Two-week due ensures orders are not auto allocated.

*Use Sales Order Maintenance*

- c Enter the following line items.

| Line Item | Item Number | Qty Ordered |
|-----------|-------------|-------------|
| 1         | 02-0010     | 1,000       |

**d** Press Go until Line Item 2 is displayed:

|   |         |     |
|---|---------|-----|
| 2 | 02-0020 | 500 |
|---|---------|-----|

**e** Press Go until Line Item 3 is displayed. Then press End twice.

**f** Press Go twice since the trailer was not modified.

**g** Note the numbers of the sales orders you enter here; you need this information later.

**2** Enter a second sales order:

|                    |                                                            |
|--------------------|------------------------------------------------------------|
| Sales Order:       | default                                                    |
| Customer:          | 1004000                                                    |
| Ship-To:           | Default                                                    |
| Due Date:          | In One Week                                                |
| Confirmed:         | Yes                                                        |
| Taxable:           | Yes                                                        |
| Credit Terms:      | 2/10-30                                                    |
| Calculate Freight: | No                                                         |
| Comments:          | On credit hold, pending a check that was mailed last week. |

Will ship as soon as the credit hold is removed.

**a** Press Go. Printing box is displayed. Do not print these comments on any documents.

**b** Use End when done with comments.

**c** Enter the following line items:

| Line Item | Item Number | Qty Ordered |
|-----------|-------------|-------------|
| 1         | 05-0579     | 1,000       |

**d** What is the order action status on the sales order trailer screen? What price was charged?

*Use Sales Order Maintenance*

**e** Press Go until Line Item 2 is display. Then press end twice.

**f** Press Go twice.

**g** Make note of the sales order number.

**3** Enter a third sales order:

|              |         |
|--------------|---------|
| Sales Order: | default |
|--------------|---------|

Customer: 1001000  
 Ship-To: 10010003  
 Due Date: Tomorrow  
 Confirmed: Yes  
 Taxable: No  
 Credit Terms: 2/10-30  
 Calculate Freight: No  
 Comments: No

**a** Press Go, until Line Item frame displays.

**b** Enter the following line items:

| <u>Line Item</u> | <u>Item Number</u> | <u>Qty Ordered</u> | <u>Net Price</u> |
|------------------|--------------------|--------------------|------------------|
| 1                | 02-0010            | 5000               | .80              |
| 2                | 02-0020            | 5000               | .60              |
| 3                | 02-0005            | 5000               | 2.00             |

**c** Press End twice when line 4 appears.

Partial OK: Yes

Ship Via: OVERNITE AIR COLLECT

*Use Sales Order Maintenance*

**4** Print a hard copy of your orders.

**a** Verify that you entered them correctly. Notice where the company address is printed.

*Use Sales Order Print*

**5** Confirm the first order.

**Important** Confirmation does not allocate!

*Use Sales Order Confirmation*

**6** Remove the credit hold from any orders you have entered that are on hold. (Do this by clearing the Action Status field.)

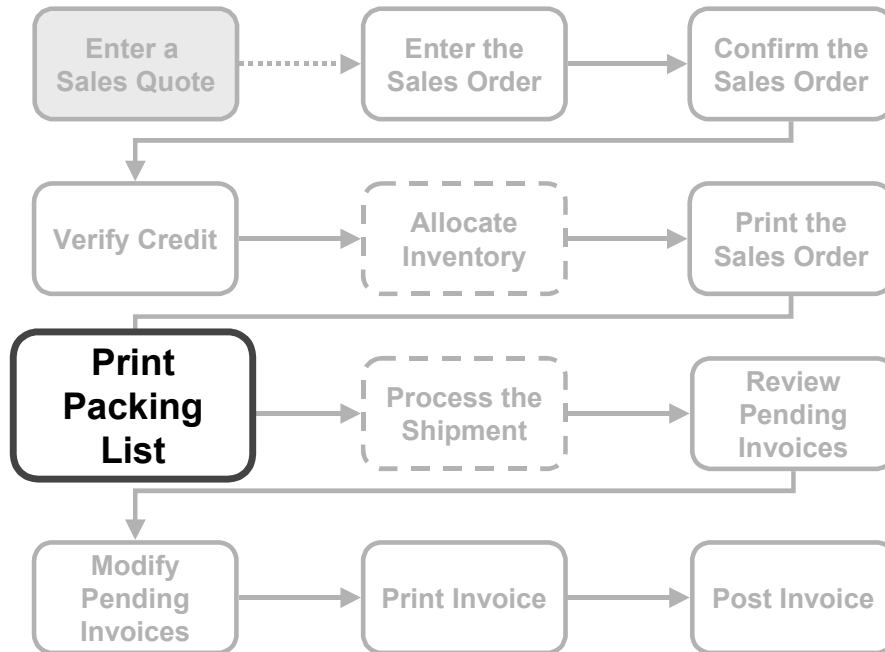
*Use Sales Order Credit Maintenance*

**7** Review the credit status of your three orders.

- a** Note that the status is now blank, indicating the orders have been removed from hold.
- b** The orders can now be picked and shipped.

*Use Sales Order Credit Browse/Inquiry*

## Sales Order Life Cycle



SO-PR-220

## Print Packing List

Use Sales Order Packing List to print the packing list for a sales order.

You can only print a packing list for sales orders that are not on credit hold (Action Status field is blank in Sales Order Maintenance).

- Customer Partial OK flag defaults from the customer record when a sales quote or order is entered (it may be changed manually on the trailer frame in Sales Order Maintenance)
- No = the customer will not accept partial shipment



See in this training guide: *Partial OK* on page 89 and *Partial OK* on page 148

**Note** When Sales Order Packing Lists are printed, the system checks this flag and verifies that all line items are available (allocated) and can be completely shipped. If they are not, a packing list does not print for this order (and presumably shipments are not made although the system does not stop you).

- Yes = a packing list prints (and shipments are made) even if the entire order quantity is not available
  - Whether only some of the line items are ready to ship, or an individual line item can only be partially satisfied
  - The remainder of the order remains (backordered) in the system until it can be shipped

## Sales Order Packing List

**Sales Order Packing List**

Due Date:

Sales Order:

Ship-To:

Language ID:

Site:

Company Address:

To:

To:

To:

To:

To:

Print Only Lines to Pick: ☒

Override Partial OK Flag: ☐

Print Features and Options: ☐

Print Negative Quantities: ☐

Form Code:

Update: ☒

Note: Only orders with an action status of blank will print

Output:

Batch ID:

SO-PR-230

## Sales Order Packing List

Picklist shows:

- What items to pick to fill the order
- Where to pick them from (site/location)
  - If you specified a lot/serial number (detail allocation) when creating the sales order, this information appears on the picklist
  - If you did a general allocation for the sales order, the system converts the general allocation to a detail allocation at the time it prints the picklist

### *Print Only Lines to Pick*

- Defaults from Pick Only Allocated Lines in the Sales Order Control

- Specifies whether only allocated quantities should print during this program execution
  - Yes = only line items with a non-zero quantity allocated are printed
  - No = all lines with a non-zero open quantity are printed, regardless of the quantity allocated
- Packing lists for both sales orders and RMA issue lines can be printed using Sales Order Packing List
- Only line items with a non-zero quantity allocated (greater than zero) are detail-allocated by the Sales Order Packing List Print
- Print Only Lines to Pick is normally = Yes when allocations are being used
  - Enables the sales desk, not the shipping clerk, to control shipments since only allocated quantities print on the packing list, which tells the shipping department what to ship
  - This process requires that you use packing lists to communicate shipping priorities



See in this training guide: *Pick Only Allocated Lines* on page 114

### *Override Partial OK Flag*

Yes = Allows you to override the setting in the trailer frame of Sales Order Maintenance and print a picklist for an order even if it can only be partially shipped.

- For orders that do not allow partial shipments, the packing list prints only if all line items have been allocated

**Note** This is used in special circumstances when there is a shortage and the customer has indicated they will accept a partial shipment. This lets you print a picklist without going back into Sales Order Maintenance to change the Partial OK flag.

## Sample Packing List

|                                                  |                                           |
|--------------------------------------------------|-------------------------------------------|
| QUALITY PENCILS COMPANY                          | P A C K I N G   L I S T                   |
| Corporate Headquarters                           |                                           |
| 9000 World Way                                   | Order Number: S0010021   Page: 1          |
| Suite 101                                        | Order Date: 07/23/03                      |
| Los Angeles, CA 89000                            | Print Date: 07/24/03                      |
| United States of America                         |                                           |
| <br>Sold To: 1004000                             | Ship To: 1004000                          |
| <br>WORLDWIDE BUSINESS SUPPLY                    | WORLDWIDE BUSINESS SUPPLY                 |
| 8000 CENTRAL AVENUE                              | 8000 CENTRAL AVENUE                       |
| ANAHEIM, CA 90002                                | ANAHEIM, CA 90002                         |
| United States of America                         | United States of America                  |
| <br>Salespersons:                                | Purchase Order:                           |
| Credit Terms: 2/10-30                            | Ship Via: GROUND TRUCK                    |
| 2% DISCOUNT IN 10;DUE 30                         | FOB Point: Shipping Point                 |
| Remarks:                                         |                                           |
| <br>Ln Item Number                      Site     | Qty Open                      Due         |
| -----                      T Location Lot/Serial | Qty to Ship UM              Shipped       |
| -----                                            | -----                                     |
| 1 05-0579                      M train           | 1000.0                      07/31/03      |
| Item Not In Inventory                            |                                           |
|                                                  | 1000.0                      (           ) |

SO-PR-240

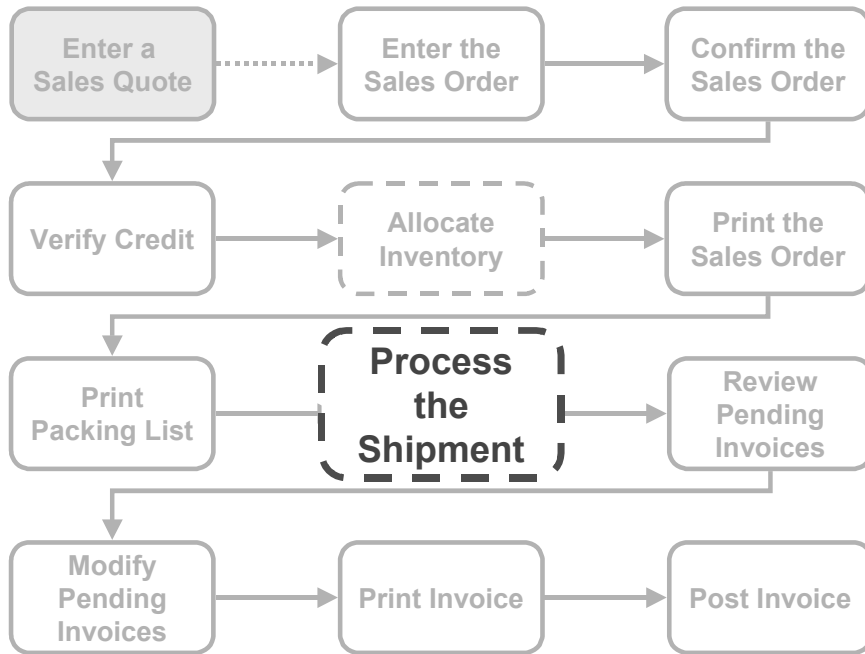
### After Printing the Picklist

- The quantity allocated decreases by the quantity picked (Qty Allocated flag in Sales Order Maintenance)
- The quantity picked equals the picked quantity (shown in the Qty Picked field in Sales Order Maintenance)



See in this training guide: *Qty Allocated* and *Qty Picked* on page 145

## Sales Order Life Cycle



SO-PR-250

## Process the Shipment

There are several methods to do shipping in MFG/PRO:

- Sales Order Shipments method
- Container/Shipper method
- Global Shipping method

Only Sales Order Shipments are discussed here.



Discussed in the following Training Guide: Allocations and Shipping

## Sales Order Shipments

Sales Order Shipments

Order:  Ship Allocated: ☐ Sold-To: ☐ Site:

Effective: 07/24/2003 Ship Picked: ☒

SO-PR-260

## Sales Order Shipments

Use Sales Order Shipments to:

- Record the shipment of a sales order
- Approve the order for invoicing
- Reduce the quantity on hand for products shipped
- Increase the Cost of Goods Sold
- Recalculate Freight if using freight functions
- Add additional items to the shipment

Processing an SO shipment records that you have fulfilled all or part of your commitment to a customer. The shipment flags the order as ready for invoicing.

**To process a shipment:**

- 1** First specify the SO number, which lists the line items and the quantity open (ordered but not yet shipped).
- 2** Most companies use the packing list (which lists the items and quantities to ship) to control the shipping process. If every item on the packing list was shipped, set “Ship Picked” to Yes to process the shipment quickly. This sets the Quantity to Ship to the Quantity Picked for each line item, and you can press Go to process the shipment.

If using picklists

Ship Allocated = No

Ship Picked = Yes

If you do not print the packing list, but you do use allocations to reserve inventory for shipment, set “Ship Allocated” to Yes to process shipments quickly. Like “Ship Picked”, this sets the Quantity to Ship for you. With either of these methods, you can always override the shipment information.

If using allocations

Ship Allocated = Yes

Ship Picked = No

## Sales Order Shipments: Line Items

?

i

Print

Close

Order: S0010022

Ship Allocated:

☐ Sold-To: 1001000

Site: train

Effective: 07/24/2003

Ship Picked:

☒ CENTURY HALLMARK

| Sales Order Line Items |             |   |           |            |         |           |       |
|------------------------|-------------|---|-----------|------------|---------|-----------|-------|
| Ln                     | Item Number | T | Qty Alloc | Qty Picked | To Ship | Backorder | Site  |
| 1                      | 02-0010     |   | 0.0       | 5000.0     | 5000.0  | 0.0       | train |
| 2                      | 02-0020     |   | 0.0       | 5000.0     | 5000.0  | 0.0       | train |
| 3                      | 02-0005     |   | 0.0       | 5000.0     | 5000.0  | 0.0       | train |

Line:

Cancel B/O: ☐

Site:

Loc:

Quantity:

Lot/Serial:

Item Number:

UM:

Reference:

Description:

Multi Entry: ☐

←

→

SO-PR-270

- 3 The next frame displays all open line items and quantities for the specified order.
  - a For each line item, enter the quantity to ship and the Site, Location, Lot/Serial, and Ref.
    - If you set multi-entry to Yes, another screen pops up for you to enter a list of sites, locations, lot/serial, and lot reference numbers, and a quantity for each one.
    - In multi-database environments, you can ship from sites in remote databases for any line item, however, the remote site must be entered as the line item site in Sales Order Maintenance.
  - b Once all of the information has been entered, press Go.
    - Optionally, another screen displays a summary of what you just entered. If it is correct, press Go to process the inventory update; otherwise enter No or press F4 to go back and change it.

**Warning** A warning message displays.

- When the order value (in base currency) is less than the value in the Minimum Shipment Amount field in the Sales Order Control
- When the cumulative quantity shipped exceeds the maximum order quantity



See in this training guide: *Minimum Shipment Amount* on page 121

## Sales Order Shipments: Trailer

**Sales Order Shipments**

Order: S0010022      Ship Allocated:      ☐ Sold-To: 1001000      Site: train  
 Effective: 07/24/2003      Ship Picked:      ☒ CENTURY HALLMARK

---

Non-Taxable: 17,000.00      Currency: USD      Line Total: 17,000.00  
 Taxable: 0.00      0.00%      Discount: 0.00  
 Tax Date: 07/25/2003      FREIGHT      10 : 0.00  
 Containers: 0.00      TAX-FREIGHT      11 : 0.00  
 Line Charges: 0.00      SERVICE      20 : 0.00  
 Total Tax: 0.00  
 Total: 17,000.00

View/Edit Tax Detail: ☐

Ship Via: OVERNITE AIR COLL  
 Ship Date: 07/24/2003  
 BOL:  
 Remarks: SHIPPING ENTRANCE OFF REAR ALLEY

Invoice Number:  
 Ready to Invoice: ☐  
 Invoiced: ☐

**Yes = default  
 No = delays invoicing  
 until complete order  
 is shipped**

SO-PR-280

- 4 Once all the shipping information is entered and you have *verified items to ship*, MFG/PRO displays the trailer information for the order.

You can now enter:

- Freight charges
- Special charges
- Bill of lading (BOL) numbers
- Carrier information
- Invoicing information

- 5 Once you ship the sales order, the system automatically flags that order as ready for invoicing and sets the Quantity to Invoice equal to the Quantity Shipped.

- a You can enter a specific invoice number if needed.

- b You can create an invoice for each shipment or set *Ready to Invoice* to No to hold up invoicing until the order is completely shipped.
  - No = delays invoicing
  - Yes (default) = next time you print invoices, the invoice for the shipped sales order prints
- c Once you have shipped and invoiced all line items on an order, the system deletes the SO.

**Note** You can process SO shipments only against open sales orders. Multiple shipments can be processed against one order, with one or more shipments against each line item.

A complete audit trail of all inventory transactions is maintained in transaction history (tr\_hist). These can be reviewed using Transactions Detail Inquiry. Each transaction is identified by a transaction number and a transaction type. The transaction type is ISS-SO.

### General Ledger Effects

All general ledger transactions are stored in the unposted transaction table until they are posted. Unposted transactions can be reviewed using Unposted Transaction Inquiry. Transactions created in modules other than GL can be reviewed and deleted using GL Transaction Delete/Archive. The GL reference begins with IC.

Non-Inventory (Memo or Drop) Shipments:

- There is no effect

Inventory Shipments:

- Credits the Inventory Acct defined in Inventory Account Maintenance for the product line, shipment site, and location
- Debits the COGS Material Acct, COGS Burden Acct, COGS Labor Acct, COGS Overhead Acct, and COGS Subcontract Acct defined in Sales Account Maintenance for the product line, shipment site, sales channel, and customer type

**Note** If the Sum LL Costs Into Matl Cost flag is Yes in the Inventory Control, all lower level manufacturing costs are posted to the COGS Material Acct.



See in this training guide: *General Ledger Effects in Sales Orders/Invoicing* on page 283

### Correcting a Transaction

If you process an incorrect quantity in this transaction, you can reverse the transaction by processing the same transaction again with a negative quantity. Be sure to enter the same site, location, lot/serial, and lot reference numbers as you entered on the original transaction. After you

reverse out the original entry entirely, process this transaction again with the correct quantity. This maintains a complete audit trail.

If the SO no longer exists, you must reenter it in Sales Order Maintenance. All information must match the original SO.

It is possible to bypass the Sales Order Shipments step. An SO can be entered and shipped using just Pending Invoice Maintenance. This should be used only for non-inventory shipments or miscellaneous credits, since entering a Quantity to Invoice in Pending Invoice Maintenance decreases inventory balances.



See in this training guide: *Pending Invoice Maintenance* on page 193

## SO Container Maintenance



SO-PR-290

## SO Container Maintenance

You can assign items to containers which allows you to confirm shippers in fewer steps, such as container by container rather than item by item. SO Container Maintenance records information on:

- Racks
- Boxes
- Crates
- Bags
- Other conveyances used to package and transport items (other than containers)

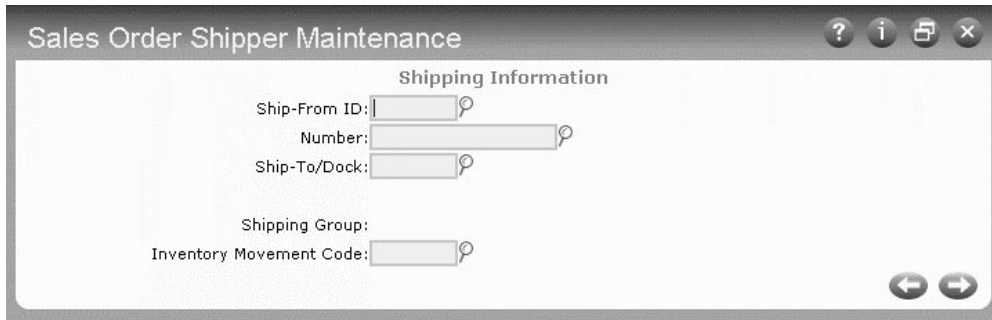
A container is a subset of a shipper, holding any number of different items (or other containers). Containers conveniently group items, but are not a required part of a shipper.

- You can list items directly under the shipper
- Each container can consist of other containers as well as any number of items
  - You are prompted for containers first (the containers must already be defined), until you press End
  - Then you can enter any items that are not in containers
  - When you finish processing items, press End to enter the Measurements frame
  - Since containers may be nested, first enter containers that hold items only
  - After those containers are detailed, you can define containers that consist of other containers, such as boxes within crates
- You can send container information to a customer as part of an ASN (advanced ship notice) when your shipment leaves the dock, or you can send it with the shipment, like a packing list

**Note** Containers must be defined in the item master data before they can be used in SO Container Maintenance.

When you confirm the shipper in Pre-Shipper/Shipper Confirm, inventory and financial effects occur. SO Container Maintenance and SO Shipper Maintenance only setup the shipper, and have no financial effects.

## Sales Order Shipper Maintenance



SO-PR-300

## Sales Order Shipper Maintenance

Create a shipper by first using SO Container Maintenance to specify the items in each container. Then use SO Shipper Maintenance to group the containers and add any items not in containers to create a complete shipment. When the items are shipped, Pre-Shipper/Shipper Confirm takes the items out of inventory exactly as described on the shipper. A shipper is used to select and ship inventory. A shipper record/packing list can be printed, and an ASN (advance ship notice) can be transmitted when the shipment leaves your dock.

SO Shipper Maintenance records:

- Item numbers
- Quantities
- Purchase orders being shipped

Each shipper can contain any number of containers as well as items that are not in containers.

- You are prompted for containers first, until you press END
- Then you can enter any items that aren't in containers
- When you finish processing items, press END again

At the top of the line maintenance frame titled “Contents(Items)” are 4 fields used to select the order this shipper line is being prepared for: Item, PO Number, Order, and Line.

If this shipper item is from a Customer Scheduled Order:

- Specify Item and PO Number. Press Go. Order and Line will fill in  
Or
- Specify Item, Order, and Line. Press Go. PO Number will fill in  
Or
- Specify PO Number, Order, and Line. Press Go. Item will fill in  
Or
- Specify Order, and Line. Press Go. Item and PO Number will fill in

If this shipper item is from a Sales Order:

- Specify Order, and Line. Press Go. Item and PO Number will fill in

**Note** If there are no scheduled orders in the database, Item and PO Number are not prompted.

Containers are predefined in PO Container Maintenance, so when you specify a container ID, that container's items are implicitly attached to this shipper.

When you confirm the shipper in Pre-Shipper/Shipper Confirm, inventory and financial effects occur. SO Shipper Maintenance only sets up the shipper.

**Note** This function does not update inventory balances or create GL transactions for SO receipts and inventory accounts.

## Pre-Shipper/Shipper Confirm

Pre-Shipper/Shipper Confirm

Ship-From ID:

Pre-Shipper/Shipper:

Number:

Ship-To/Dock:

Ship Date: 07/24/2003

Effective Date: 07/24/2003

SO-PR-310

## Pre-Shipper/Shipper Confirm

Use Pre-Shipper/Shipper Confirm to record shipments of orders and to do the following activities in the process:

- Issue the shipment to a customer and flag it for invoicing or automatically post the invoice
- Decrease inventory and update the general ledger
- Transform pre-shippers into shippers
  - Create, print, and post invoices based on shipments
  - Export a shipper as an Advance Shipping Notice (ASN)

When you confirm a pre-shipper:

- The system converts it to a shipper before the actual confirmation process occurs

- The shipper number is assigned based on the Number Range Management (NRM) sequence ID from the shipping group of the shipment, or from the Shipper Control
  - If the NRM sequence is an internal sequence (system generated), the system generates and displays the shipper number
  - If the sequence is external, the system prompts you for an entry and validates the results
  - The system propagates the new shipper numbers to all records linked to the converted pre-shippers, including containers, line items, and carrier detail records

The following applies when confirming pre-shippers or shippers:

- Canceled shipments (status = X) cannot be confirmed
  - To select a shipper for confirmation, you must have access, as defined in Inventory Movement Code Security
  - If the Shipper Control specifies that trailer amounts cannot be maintained, the system does not display the trailer amount maintenance frames during confirmation
  - If the document format of the shipper indicates that the printed shipper is also used as an invoice, the system does not allow you to print an invoice
  - Invoice processing occurs, but no invoice is printed

Shipper Delete Archive

Shipper Delete/Archive

Ship-From:

Ship-To:

Number:

Inventory Movement Code:

Ship Date:

Effective Date:

Pre-Shipper/Shipper:

Shipper

Confirmed:

Unconfirmed:

Cancelled:

Uncanceled:

Delete:

Archive:

Archive File:

To:

To:

To:

To:

To:

To:

Output:

SO-PR-320

Shipper Delete/Archive

Used to permanently remove shipper records from the system to preserve database space.



Discussed in the following Training Guide: Allocations and Shipping

## Exercise: Allocation and Shipping

Instructions: Order picking and shipment can be managed using order allocations. Inventory is then assigned only to orders that you would like to have shipped. As you see in this exercise, picklists can be printed for these allocated items. We go through the process of allocating inventory to an order, printing a picklist, and shipping the items.



- 1 The first sales order you entered had a due date outside the time window set in the Sales Order Control. This window determines if inventory is allocated at order entry time.

- a Allocate inventory to this order now.
- b Set Allocate Days into Future to 15, since the order is due in two weeks. You can run this once with Update set to No and Print Audit Trail set to Yes to see what it does.
- c Rerun it with Update set to Yes.

*Use Sales Order Auto Allocations*

- d Notice that inventory was available to satisfy both sales order lines, so both were allocated completely.
- 2 Review the Allocated Inventory Browse/Inquiry for item 02-0010. Notice that this item has allocations for more than one order.

*Use Allocated Inventory Browse/Inquiry*

- 3 Print packing lists for only the allocated order by setting Print Only Lines to Pick to Yes. (Print to a printer, not to your terminal.)
  - a Answer Yes to Update Quantity Picked.
  - b Notice that the third order does not print because it was not allocated.

*Use Sales Order Packing List*

- 4 Ship the third sales order entered. Notice the action when Ship Picked is set to Yes.

*Use Sales Order Shipments*

- 5 Press Go in the line item frame, and display the items being shipped.

- a Update the quantity shipped.

**b** Then enter a freight charge of 50 on the trailer screen.

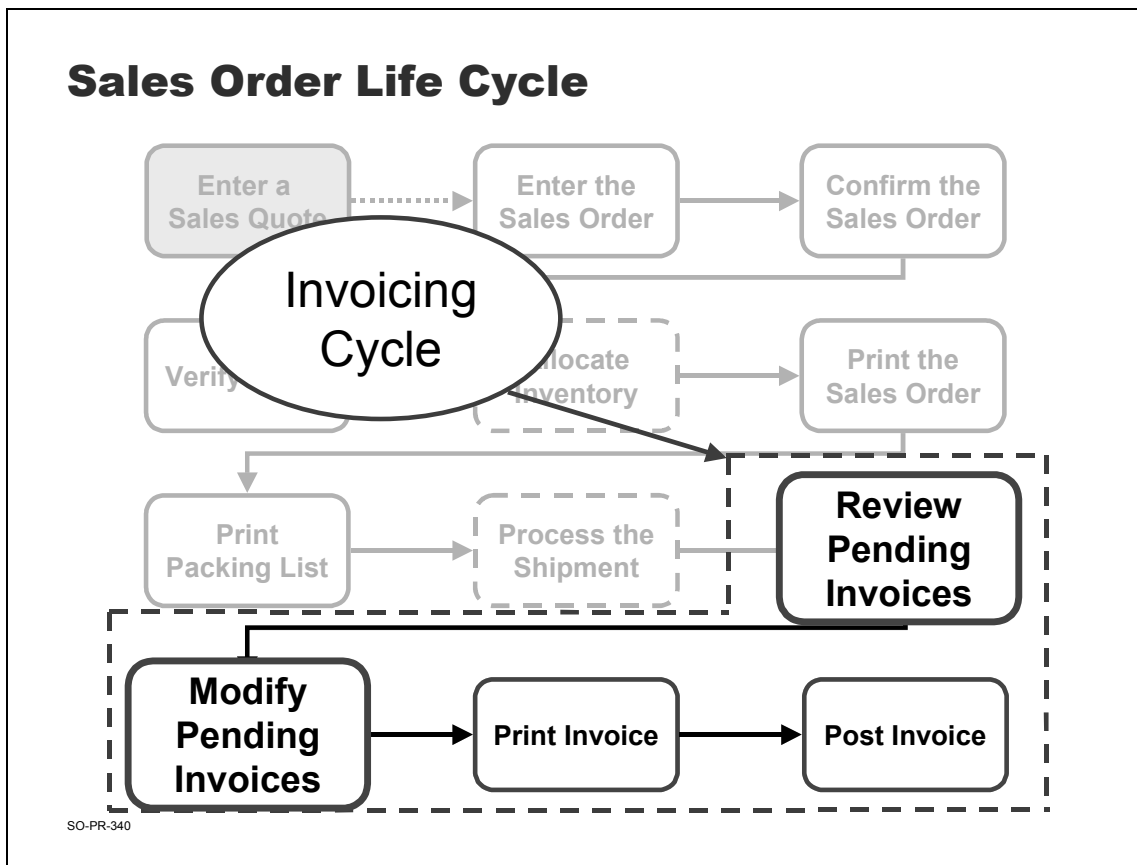
- 6** Look at the Qty Shipped value for the items shipped. The balance was updated immediately by the shipment transaction.

*Use Shipment Transaction Browse/Inquiry*

- 7** Press Go to review the transaction history for transaction type ISS\_SO that was maintained for the shipment. This is important if you need to go back later to follow up on mistakes.

**Note** This shows user ID, GL accounts affected, and other elements that make tracing problems easier.

*Use Transaction Detail Browse/Inquiry*



## Review and Modify Pending Invoices

Shipping an order automatically creates a pending invoice.

You can:

- Review and/or modify the pending invoice
- Print and post the invoice
- Put the invoice on hold

Pending Invoice Register

Pending Invoice Register

Sales Order:

Ship Date:

Sold-To:

Bill To:

To:

To:

To:

To:

Print Only Lines to Invoice:

Print Lot/Serial Numbers Shipped:

Consolidate Invoices:

Include Ready To Print Invoice:

Include Ready To Post:

Output:

Batch ID:

SO-PR-350

Pending Invoice Register

Allows you to review pending invoices and to determine what modifications (if any) need to be made.

## Pending Invoice Maintenance

| Pending Invoice Maintenance                                                                                                              |                                        |                                                                                                                                 |                   |
|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Order: S0010022                                                                                                                          | Sold-To: 1001000                       | Bill To: 1001000                                                                                                                | Ship-To: 10010003 |
| <b>Sold-To</b><br>CENTURY HALLMARK<br>ATTENTION: ACCOUNTS PAYAE<br>3020 CENTURY BLVD<br>LOS ANGELES CA 90000<br>United States of America |                                        | <b>Ship-To</b><br>HALLMARK CENTER<br>CENTRAL AVENUE SHOPS<br>27002 CENTRAL AVE<br>NEW YORK NY 02929<br>United States of America |                   |
| Order Date: 07/24/2003                                                                                                                   | Line Pricing: <input type="checkbox"/> | Last Ship: 07/25/2003                                                                                                           |                   |
| Required Date: 07/25/2003                                                                                                                | Manual: <input type="text"/>           | Currency: USD                                                                                                                   | Language: us      |
| Due Date: 07/25/2003                                                                                                                     | Site: train                            | Taxable: <input type="checkbox"/>                                                                                               |                   |
| Perform Date: <input type="text"/>                                                                                                       | Channel: <input type="text"/>          | Fixed Price: <input checked="" type="checkbox"/>                                                                                |                   |
| Pricing Date: 07/24/2003                                                                                                                 | Project: <input type="text"/>          | Cr Terms: 2/10-30                                                                                                               |                   |
| Purchase Order: <input type="text"/>                                                                                                     |                                        | Credit Terms Int: 0.00                                                                                                          |                   |
| Remarks: SHIPPING ENTRANCE OFF REAR ALLEY                                                                                                |                                        | Reprice: <input type="checkbox"/>                                                                                               |                   |
| Entered By: qad                                                                                                                          |                                        |                                                                                                                                 |                   |

SO-PR-360

## Pending Invoice Maintenance

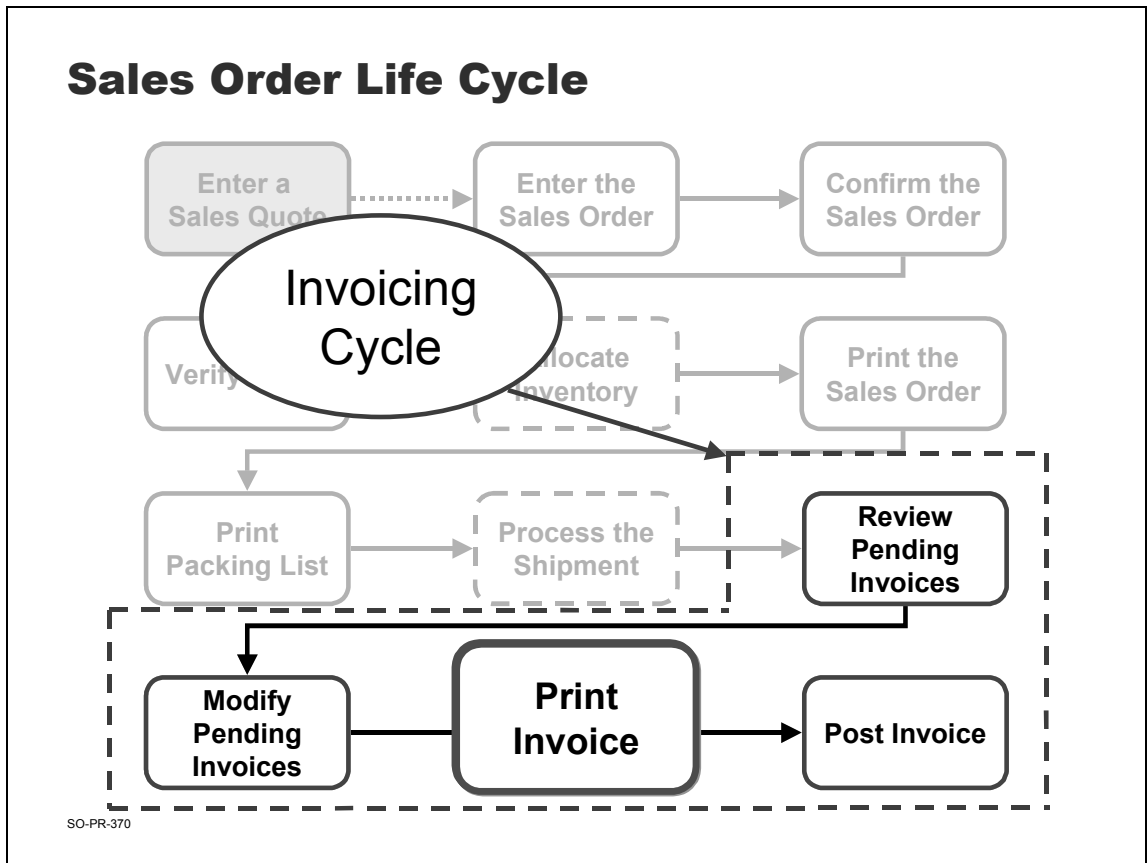
Pending Invoice Maintenance can be used:

- To correct existing pending invoices
- To change some of the invoice information
  - Credit terms
  - Commission percentages
  - Prices
  - Discounts
- To enter invoices for non-inventory items (line item ship type [m])
- For post-processing or counter sales

- To process a credit invoice for a sales order return using a negative quantity

**Note** Use Sales Order Maintenance or Sales Order Shipments to make changes to the line item information. When using Pending Invoice Maintenance to modify a line item for a pending invoice, if the items were shipped from multiple locations, you can only modify the following.

- Due date
- Interest terms
- Price, Discount, and Net Price
- Commission percentage
- Tax flag and Tax Class
- Comments



## Print Invoices

Invoices that are ready to print have the Ready to Invoice field on the trailer set to Yes in Sales Order Shipments and Pending Invoice Maintenance



See in this training guide: *Sales Order Shipments* on page 175 and *Pending Invoice Maintenance* on page 193

Use Invoice Print to print invoices. You can:

- Print a single invoice or a range of invoices
- Have the option of consolidating invoices

## Invoice Print

**Invoice Print**

Sales Order:

Ship Date:

Sold-To:

Bill To:

Language ID:

To:

To:

To:

To:

To:

Invoice Date:

Print Only Lines to Invoice: ☐

Print Lot/Serial Numbers Shipped: ☐

Print Features and Options: ☐

Consolidate Invoices: ☐

Company Address:

Form Code:

Discount Detail:

Discount Summary:

Include Debit Invoices: ☒

Include Credit Invoices: ☒

Print Call Invoice Detail: ☐

Message:

Output:

Batch ID:

SO-PR-380

## Invoice Print

You can print by:

- Sales order number
- Shipping Date
- Sold-To
- Bill-To

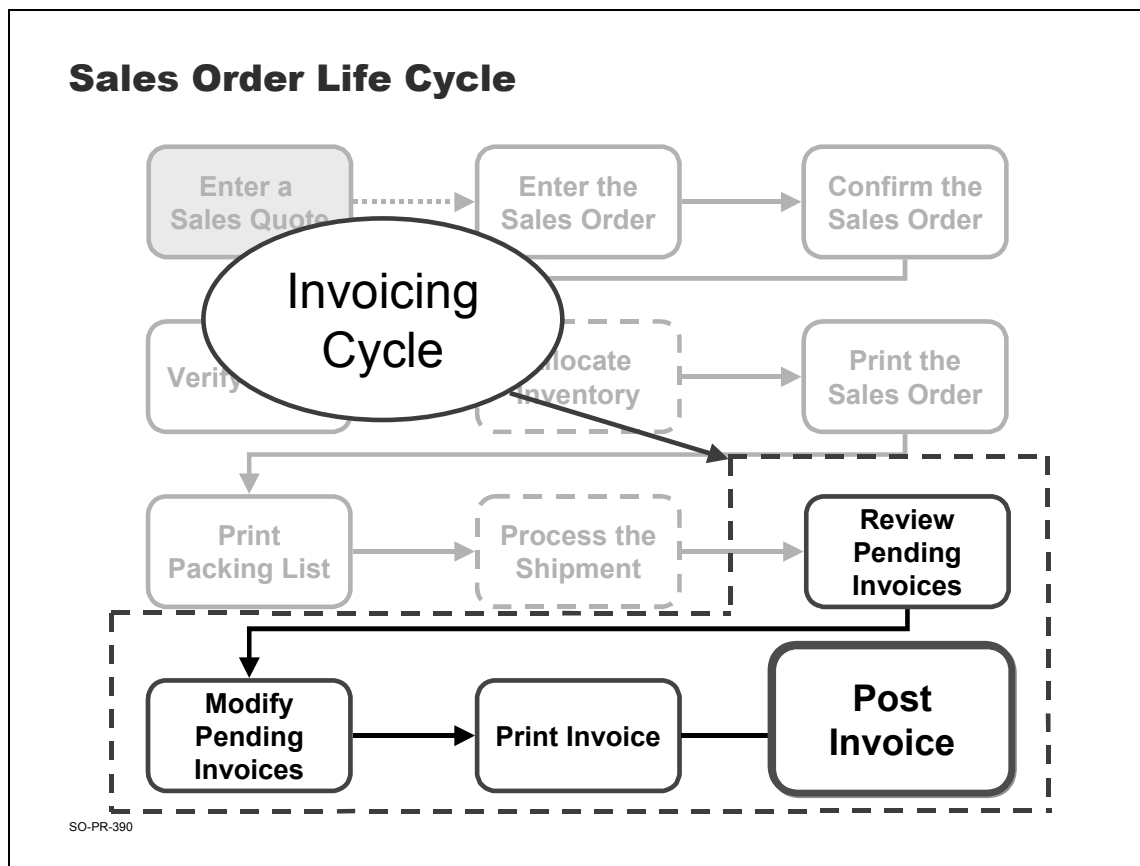
**Note** You can also print the invoice in a different language (specified in the Language field).

The date on the invoice is the system date unless you specify a different date in the Invoice Date field.

**Warning** If you Escape when the “Update Invoiced?” prompt appears, the necessary fields in Pending Invoice Maintenance cannot be updated to indicate the order has been invoiced. It will seem as if you never did the invoice, even though a hard copy printed. Consequently, the system uses the same invoice number, resulting in one invoice number for two sales orders, two customers.



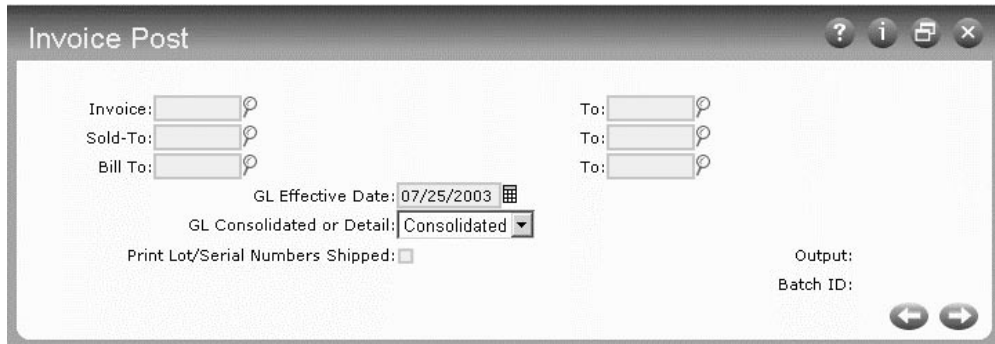
See in this training guide: *Sales Order Prefix, Next Sales Order, Invoice Prefix, and Next Invoice* on page 117



## Post Invoice

Use Invoice Post to post invoices after printing.

## Invoice Post



SO-PR-400

## Invoice Post

Posting an invoice updates the general ledger:

- Sales
- Sales discount
- Accounts receivable
- Receivables
- Sales Tax Journal
- Salesperson Commissions
- Invoice History
- Sales Analysis

The posting process deletes:

- Completed line items from sales orders with open line items
- Sales orders that are complete

Posting generates a report showing:

- Invoices posted
- Corresponding sales order number
- Line item information
- Financial amounts

## Closed Invoice Reprint

SO-PR-410

## Closed Invoice Reprint

To use the reprint function, you must have:

- Invoice History = Yes in the Sales Order Control
- Posted the invoice



See in this training guide: *Shipping Lead Time* on page 115

To use the reprint function before posting an invoice:

- Change the following fields on the trailer of Pending Invoice Maintenance
  - Invoiced = No
  - Ready to Invoice = Yes

- Invoice number = number of the invoice you wish to reprint
- Use the regular invoice print

## Exercise: Invoices, Returns, and Credits

Instructions: As soon as an order has been shipped it is ready for invoicing. In this activity, you create invoices for items just shipped.

- 1 Print the Pending Invoice Register. This ensures that everything was entered correctly before printing the invoices.

*Use Pending Invoice Register*

- 2 Print the invoice for the order you shipped.

*Use Invoice Print*

- 3 Adjust the freight charge on this order. It should be 50.

**a** Note that you have to reset the print flags in order to print the invoice again.

**b** Set Ready to Invoice to Yes and Invoiced to No.

**Note** 3000000 was packed but not shipped.

*Use Pending Invoice Maintenance*

- 4 Reprint the invoice.

*Use Invoice Print*

- 5 Leave the invoice fields blank and post the invoices to accounts receivable.

*Use Invoice Post*

- 6 Review the account balances for the customer you entered (Bill-To 1001000). Note that the reference number matches the invoice number for easy identification.

*Use Customer Account Browse/Inquiry*

- 7 Review the GL transactions that were created by the shipment and invoicing activities. Use type SO and press Go.

**Note** Invoice posted; transaction unposted.

*Use Unposted Transaction Browse/Inquiry*

- 8 Customer 1001000 ordered the wrong amount of item 02-0010 and returned 500 of them.



**a** Record this return.

**b** Enter the following:

Sales Order: Number on the Order + R (for Return)  
 Customer: 1001000  
 Taxable: No  
 Credit Terms: 2/10-30  
 Calculate Freight: No

| Line Item | Item Number | Invoice Qty | Net Price |
|-----------|-------------|-------------|-----------|
| 1         | 02-0010     | -500        | .85       |

**Note** No shipment posting required for return invoices.

*Use Pending Invoice Maintenance*

**9** Make sure you enter the negative quantity. This does two things:

**a** returns the items to stock

**b** creates a credit invoice

**10** Print the invoice. Note the invoice number on the printout.

*Use Invoice Print*

**11** Enter the customer number and post the credit invoice.

*Use Invoice Post*

**12** Review the accounts receivable balance for customer 1001000. Now there are two invoices, one negative and one positive.

*Use Customer Account Browse/Inquiry*

**13** Review the invoice history.

*Use Invoice History Browse/Inquiry*

**Note** If you need to, you can reprint an invoice using Closed Invoice Reprint.

## Sales Order Returns

### Conditions:

- ♦ Sales Order and Line Item Open
- ♦ Sales Order Open and Line Item Closed
- ♦ Sales Order Closed
- ♦ Credit Invoices for Returned Goods

SO-PR-430

## Returns

You can handle returns in the Sales Orders/Invoices module and in the Service/Support Management module using a Return Material Authorization (RMA).

How you process a return depends on:

- If the sales order is open or closed
- If the line item is open or closed



Discussed in the following Training Guide: Service/Support Management

## Sales Order Shipments: Sales Order and Line Item Open

Sales Order Shipments

Order:

Effective:

Ship Allocated: ☐

Ship Picked: ☒

Sold-To: ☐

Site:

SO-PR-440

## Sales Order and Line Item Open

When both the sales order and the line item are open at the time of the return, you can process the return using Sales Order Shipments 7.9.15 as follows:

- 1 Enter the line item for the item being returned.
- 2 Enter the quantity returned as a negative amount.
- 3 Enter the location where the item was restocked.

## Sales Order Maintenance: Sales Order Open and Line Item Closed

**Sales Order Maintenance** ? i [icon] [icon]

Order: S0010022      Sold-To: 1001000      Ln Format S/M:Single

---

| Ln | Item Number | Qty Ordered | UM | List Price | Discount | Net Price |
|----|-------------|-------------|----|------------|----------|-----------|
| 4  | 02-0010     | -1,000.0    | EA | 1.00       | 5.0      | 0.95      |

---

Desc: ERASER REFILL PACK      Sales Account: 3000      [icon]      [icon]      0100      [icon]  
 Loc: 200      [icon]      Site: train      Disc Acct: 3905      [icon]      [icon]      0100      [icon]  
 USD      Cost: 0.2375      Confirmed: ☒      Credit Terms Int: 0.00  
 Lot/Serial: [icon]      Required: [icon]      Ship Type: [icon]  
 Qty Allocated: 0.0      Promised: [icon]      UM Conversion: 1.0000  
 Qty Picked: 0.0      Due Date: 07/25/2003      Consume Fcst: ☒  
 Qty Shipped: 0.0      Perform Date: [icon]      Detail Alloc: ☐  
 Qty to Invoice: 0.0      Pricing Date: 07/24/2003      Taxable: ☐ [icon]  
 Salesperson 1: 00000023      Multiple: ☐      Freight List: A02-NTAX      [icon]  
 Commission 1: 15.00%      Category: [icon]      Fixed Price: ☒      Comments: ☐

[icon] [icon]

SO-PR-450

## Sales Order Open and Line Item Closed

When the sales order is still open at the time of the return but the line item is closed:

- Add a new line item for the returned material as a negative amount to the original open sales order
- MFG/PRO then processes the return as a negative receipt

## Sales Order Maintenance: Sales Order Closed

The screenshot shows the 'Sales Order Maintenance' window with the following details:

- Order:** S0010013
- Sold-To:** 1001000
- Bill To:** 1001000
- Ship-To:** 1001000

**Sold-To Address:**

CENTURY HALLMARK  
 ATTENTION: ACCOUNTS PAYAE  
 3020 CENTURY BLVD  
 LOS ANGELES CA 90000  
 United States of America

**Ship-To Address:**

CENTURY HALLMARK  
 ATTENTION: ACCOUNTS PAYAE  
 3020 CENTURY BLVD  
 LOS ANGELES CA 90000  
 United States of America

**Order Details:**

- Order Date: 07/22/2003
- Required Date:
- Promise Date:
- Due Date: 07/23/2003
- Perform Date:
- Pricing Date:
- Purchase Order:
- Remarks: BILLING ONLY - USE SHIP TO ON ALL ORDE

**Configuration:**

- Line Pricing: ☒
- Manual:
- Site: train
- Channel:
- Project:
- Confirmed: ☒
- Currency: USD
- Taxable: ☐
- Language: us
- Fixed Price: ☒
- Credit Terms: 2/10-30
- Credit Terms Interest %: 0.00
- Reprice: ☐
- Entered By: qad

SO-PR-460

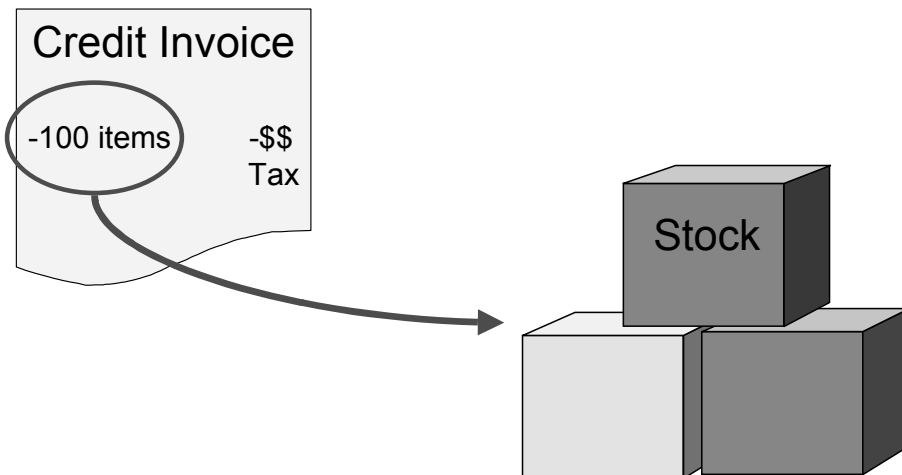
## Sales Order Closed

If the original sales order is closed when the item is returned:

- Create a new sales order to receive the item
  - Enter the returned quantity as a negative amount
  - Reference the original closed sales order in the comments area of the new sales order to keep a record of the action
  - MFG/PRO then processes the return as a negative shipment

**Note** You can add the prefix RGA to the number manually. Use the channel codes to pull out RGAs on reports. In the filed invoice, enter the original invoice number and CR. You should use a different form number to print returns. Use type M for changes to pricing only.

## Credit Invoices for Returned Goods



SO-PR-470

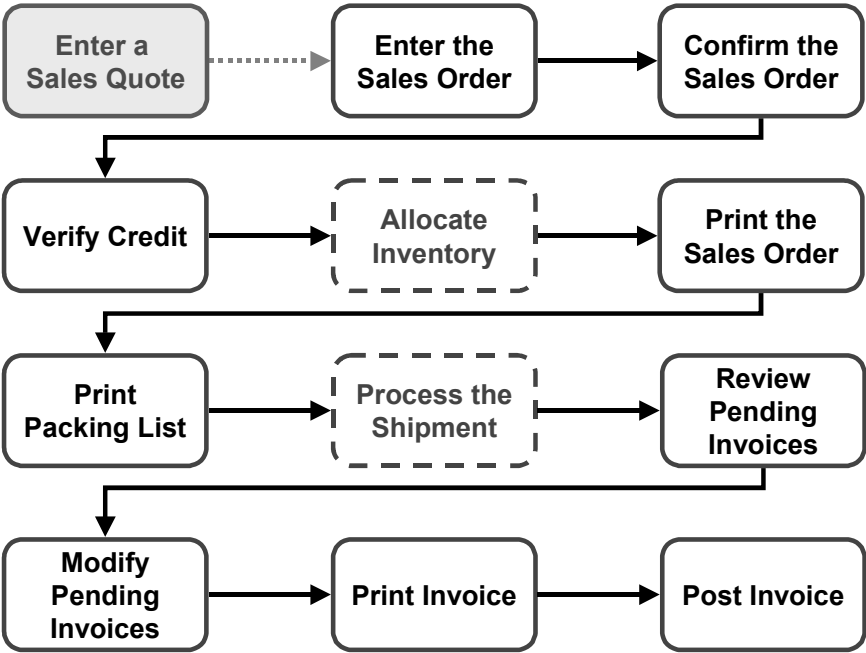
## Credit Invoices for Returned Goods

Use Pending Invoice Maintenance to process a credit invoice for a Sales Order return using a negative quantity for the shipment.

- A credit invoice credits the customer account for the amount of the returned materials plus any applicable taxes
- Process a credit invoice using the same procedure as a regular invoice

**Note** Your warehouse may use Receipts-Sales Order Return to return inventory to stock. If so, then accounts should use Pending Invoice Maintenance with Type = M (for non-inventory items).

# Sales Order Life Cycle: Summary



SO-PR-480

## Summary

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set Up Sales Orders
- ✓ Process Sales Orders
  - Sales Quotes
  - Sales Analysis

SO-PR-490



CHAPTER 5

# Sales Quotations

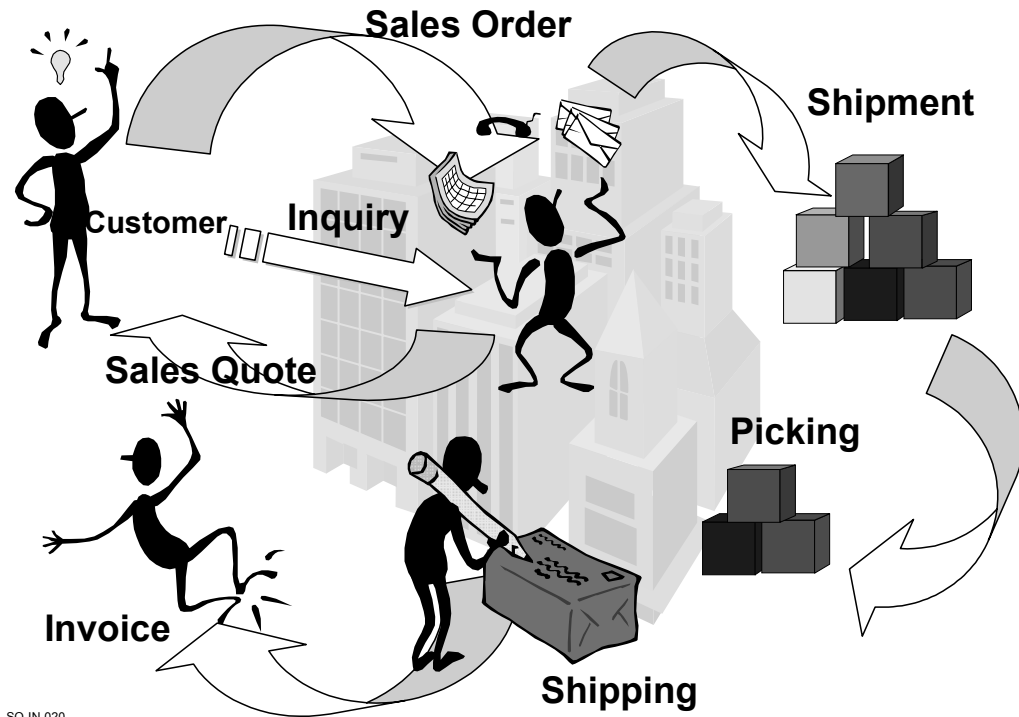
## Process Sales Quotes

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set Up Sales Orders
- ✓ Process Sales Orders
  - Sales Quotes
  - Sales Analysis

SQ-IN-010

## Overview

## Key Events



SQ-IN-020

## Quotation

- A statement of price, terms of sale, and description of good or services offered by a vendor to a prospective purchaser
- When given in response to an inquiry, it is usually considered an offer to sell

## Sales Quotes Allow You To:

- Respond to a customer request for a quote
- Monitor the status of a quote
- Give visibility on potential gross margin contribution
- View history by item number or customer

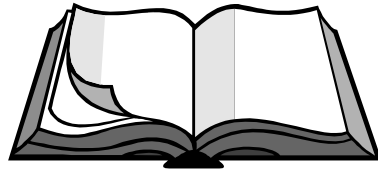
- Generate reports on expired quotes that did not result in a customer order

### **Why Consider Sales Quotes?**

- Can be released to a Sales Order
- Can be used as a template for a
  - Recurring sale
  - Lease
  - Service contract (if not using SSM)

## Sales Quotes Terminology

- Days Until Expire
- Confirm Date
- Follow Up
- Recurring
- Cycle Code
- Release Count
- Reason Lost



SQ-IN-0/30

## Terminology

**Days Until Expire.** Specifies the normal length of time quoted prices are good for. After this time, a quote expires and prices must be renegotiated. See Sales Quote Control.

**Confirm Date.** The date the customer confirmed the sales quote.

**Follow-Up.** The follow-up date for a sales quote. See Sales Quote Maintenance.

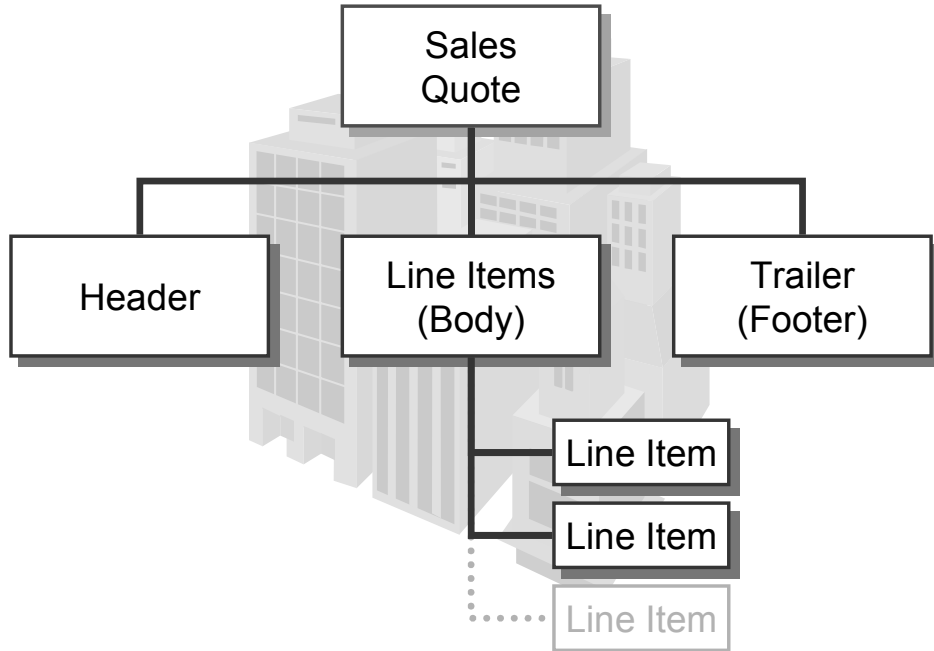
**Recurring.** A quote may record a recurring sale, such as monthly fees for maintenance charges. An entire year may be quoted, but a sales order and invoice are generated on a monthly basis.

**Cycle Code.** Specifies the frequency with which sales orders are released from a quote.

**Release Count.** The number of releases for this quote.

**Reason Lost.** Indicates the reason why the customer did not place an order against the quote.

## Document Structure



SQ-IN-040

## Header

Once you enter the header, the order is stored in the system even if you do not enter any line items.

The quote header includes

- Sold-To
- Bill-To
- Ship-To
- Credit Terms
- Freight List
- Currency
- Exch Rate

- Other general quote information
- An expiration and follow-up date (optional)

## Line Items

A quote contains one or more line items. Each line item lists the

- Item number
- Quantity quoted
- Unit of measure

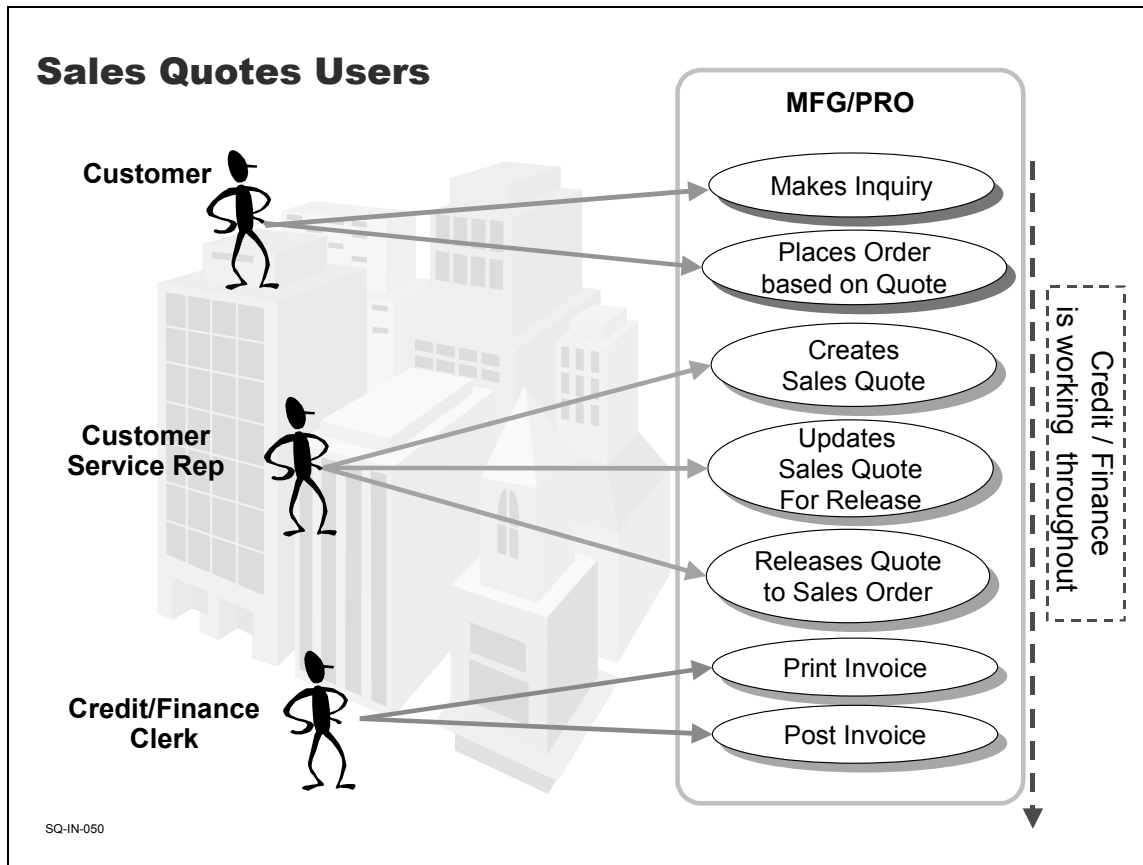
**Note** If the item number is your customer's number, MFG/PRO displays your internal item number (referenced from Customer Item Maintenance). Both numbers print on all sales quote documents.

You can enter line items in single- or multiple-line mode (the default is specified in the Sales Quote Control).

- More data can be entered in single-line mode (such as Due Date and Qty to Release), but multiple-line entry is quicker.
- You can switch between single-line and multiple-line modes within a quote.

## Trailer

The trailer frame presents the totals for the line items and any taxes, optional order discounts, freight charges, and any miscellaneous charges that may apply.



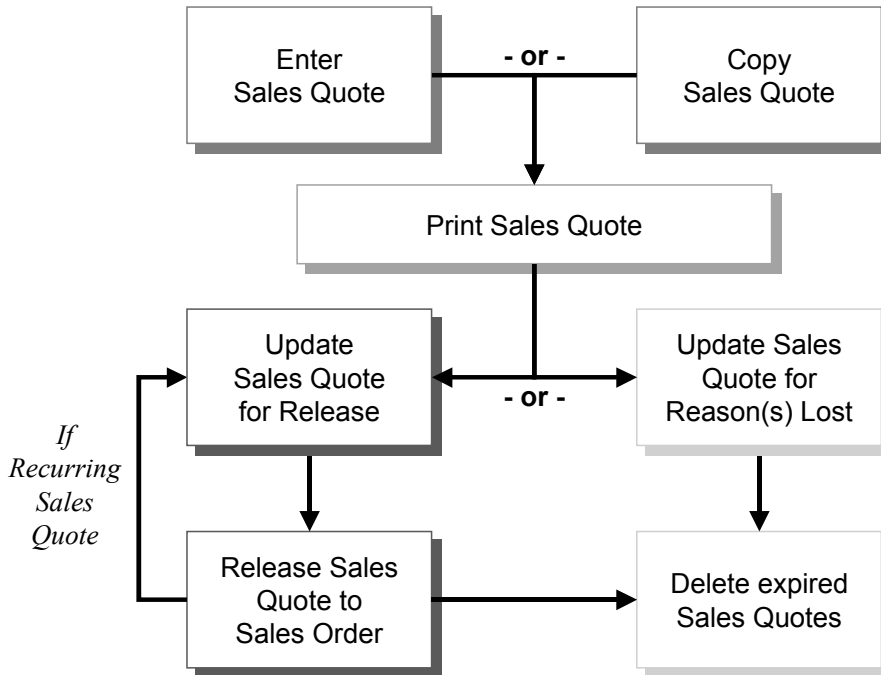
## How Sales Quotes are Used

In general, sales quotes are:

- Entered and printed
- Released to Sales Orders/Invoicing
  - Each release generates a sales order against which all shipments are processed
  - You can process multiple releases for any line item
  - The release process requires that you specify the quantity to release and the due date

**Note** If a sales quote does not result in an order, a Reason Lost can be entered.

## Sales Quotation Life Cycle



SQ-IN-060

## Life Cycle

Two types of sales quotes:

### 1 One-Time - A single sale

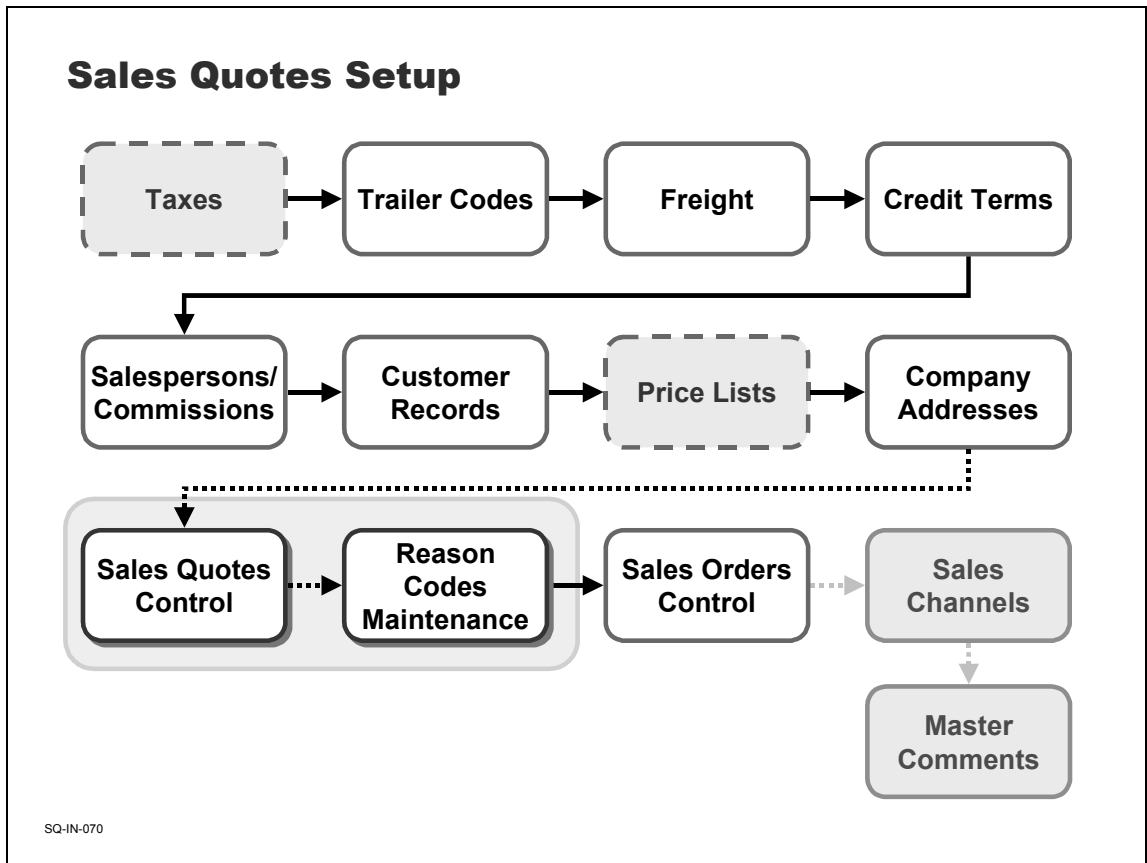
- Set Recurring = No in the header of Sales Quote Maintenance
- When the customer agrees to the terms, use Sales Quote Maintenance to enter the quantity to release, then run Sales Quote Release to Order

### 2 Recurring - For repeat business

- Set Recurring = Yes and enter the quantity to release equal to the quantity to ship each time
- If the customer orders on a regular weekly or monthly cycle, enter the period in Cycle Code

- To release a sales quote to a sales order, run Sales Quote Release to Order for that specified Cycle Code

You can enter sales quotes for inventory items, noninventory items, or configured items. When a sales quote is released to create an order, all quote information, including the configuration, is transferred.



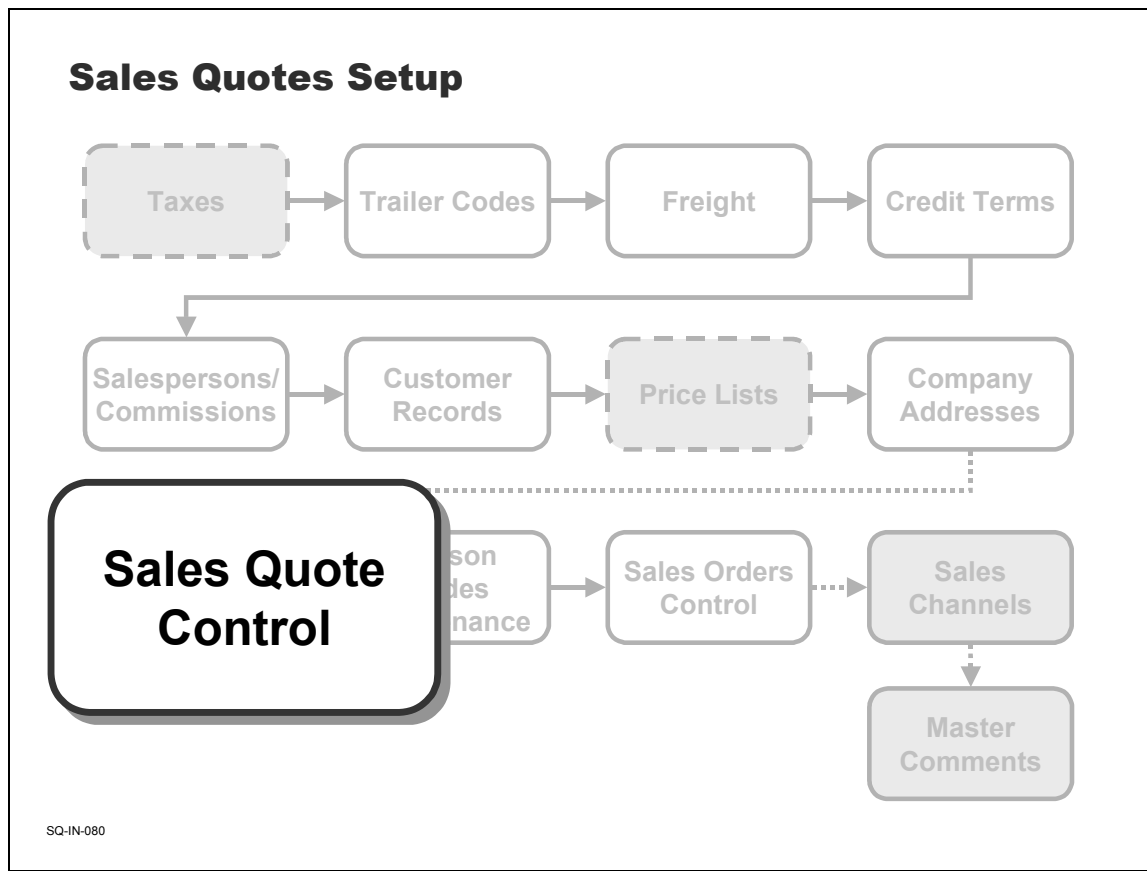
## Sales Quotes Setup

This is a suggested setup sequence of the master data for Sales Quotes. This sequence is based on:

- Information which flows from one master table to another
- Prerequisites that need to be accomplished before setting up data

**Note** Because the majority of this information has already been discussed in Chapter 3, “Setting Up Sales Orders”, in this section we cover only:

- Sales Quote Control
- Reason Codes Maintenance



## Sales Quote Control

Sets defaults for the way sales quotes are entered and what appears on them.

## Sales Quote Control

The screenshot shows a window titled "Sales Quote Control" with the following fields and controls:

- Quote Prefix:
- Next Quote:
- Ln Format S/M:
- Are Quotes Printed: ☐
- Company Address:
- FOB:
- Quote Header Comments: ☐
- Quote Line Comments: ☐
- Days Until Expire:
- Calculate Freight by Site: ☒
- Price Table Required: ☐
- Vary Pricing Date by QO Line: ☐

Navigation buttons (back and forward) are located at the bottom right of the window.

SQ-IN-090

### Sales Quote Control

#### *Quote Prefix and Next Quote:*

- When the system generates a sales quote, a prefix of up to three characters is used
  - A new number is created by combining the prefix with the Next Quote number

**Note** Sales quotes and sales orders are often numbered differently to reduce confusion.

#### *Are Quotes Printed?*

- Set to Yes if you want quotes to be printed

**Note** This becomes the default print setting in Sales Quote Maintenance

- This flag can be changed manually for a specific sales quote in Sales Quote Maintenance

- Only sales quotes with the print flag set to Yes are printed by Sales Quote Print

### *Company Address*

Company Address you want to print on the top of the sales quote is set in Company Address Maintenance

**Note** If using paper preprinted with your company name and address, set this field to blank.

### *F.O.B*

- Is the normal Freight On Board (FOB) terms on sales order shipments
- Validated against predefined values entered in Generalized Codes Maintenance, if any
- It the default FOB defined in the Sales Quote Control is the default FOB on all sales quotes
  - It can be changed manually during entry of a specific sales quote
- Prints on formal printed quotes and is passed to the sales order when a quote is released
- Is for your information only

### *Days Until Expire*

If quotes normally expire within a certain time limit, the number of days can be set in the Days Until Expire field.

### *Price Table Required*

If you want to require a price list be used when creating quotes

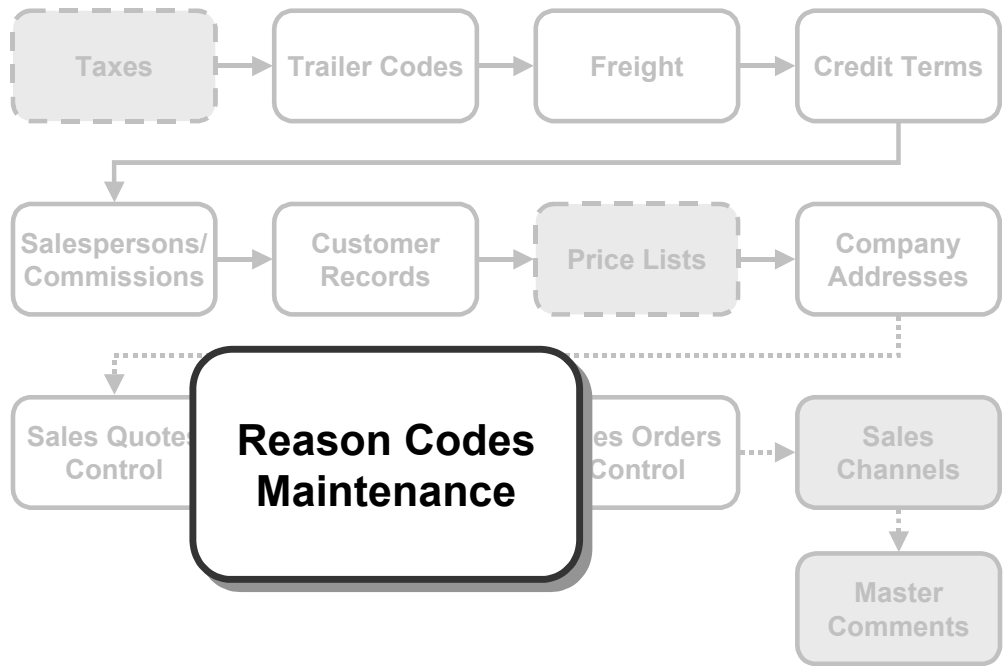
- Price Table Required = Yes
- Then only items from an existing price list can be entered and only if the price list, item, unit of measure, and currency match

### *Vary Pricing Date by QO Line*

- Determines whether or not the pricing date can be modified for each line item on a sales quote
- During line item entry in Sales Quote Maintenance, a pop-up window displays with four fields related to pricing:
  - Pricing Date
  - Credit Terms Int
  - Reprice
  - Manual
- Yes = The Pricing Date and Credit Terms Int fields can be modified for each line
- No = these two fields cannot be modified

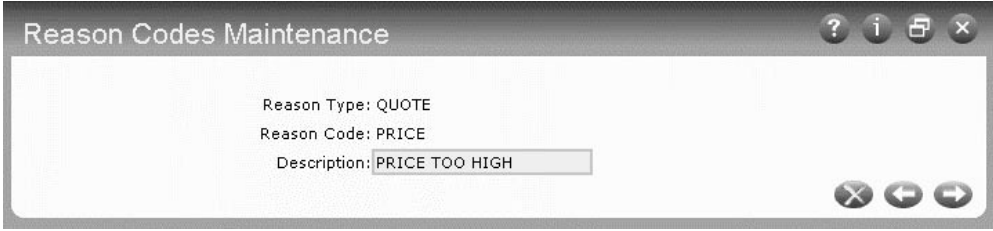
- the pricing date and credit terms interest specified in the quote header are used and cannot be changed
- The pricing date determines the effective date to use in searching for applicable prices for the line item
  - The default price effective date for a sales quote header is determined by the setting of QO Default Pricing Date in the Pricing Control
  - This can be the quote date, due date, required date, or promise date
  - Tells the system which date from the order header, the line due date or the order dater, to use when selecting line item prices from a price list

### Sales Quotes Setup



SQ-IN-100

## Reason Codes Maintenance

A screenshot of a software dialog box titled "Reason Codes Maintenance". The dialog box has a standard Windows-style title bar with buttons for help (?), information (i), print, and close (X). The main area of the dialog box contains three labels: "Reason Type: QUOTE", "Reason Code: PRICE", and "Description: PRICE TOO HIGH". The "Description" label is followed by a text input field containing the text "PRICE TOO HIGH". In the bottom right corner of the dialog box, there are three buttons: a close button (X), a back button (left arrow), and a forward button (right arrow).

Reason Codes Maintenance

Reason Type: QUOTE  
Reason Code: PRICE  
Description: PRICE TOO HIGH

SQ-IN-110

## Reason Codes Maintenance

Reason codes are used in sales quotes, shop floor reporting, and the Product Change Control (PCC) module. Other custom uses can be added as needed.

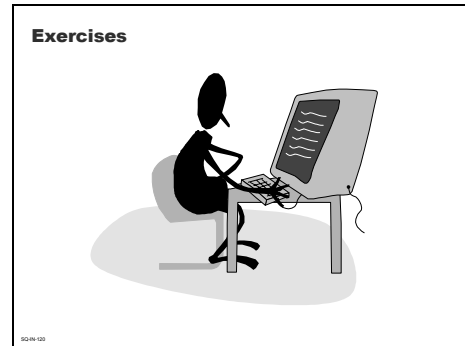
- Use codes of type QUOTE in the Reason Lost field of sales quotations

**Important** The data used in these exercises may not be the same as the data shown in the screen captures in this lesson.

## Exercise: Sales Quote Control

Instructions: Verify or set the following fields:

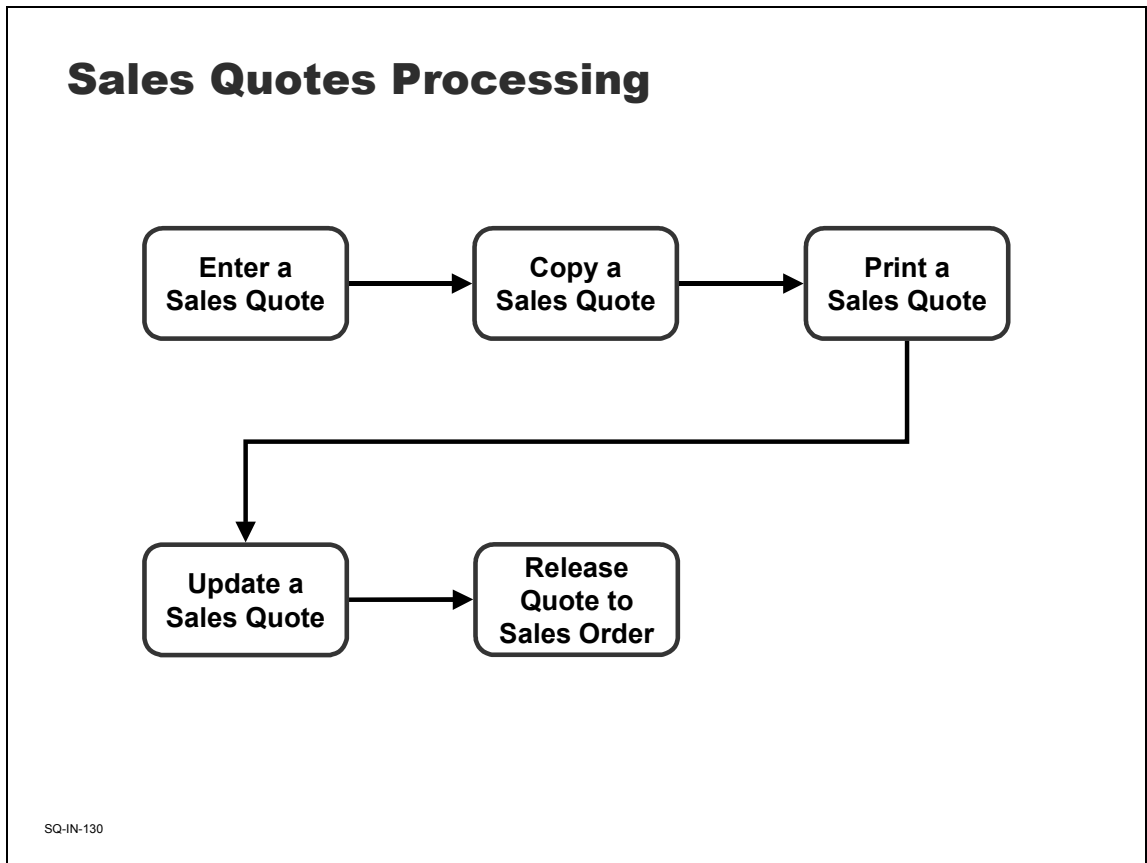
|                               |                                                        |
|-------------------------------|--------------------------------------------------------|
| Quote Prefix:                 | QT                                                     |
| Next Quote:                   | 110000                                                 |
| Ln Format S/M:                | single                                                 |
| Are Quotes Printed:           | Yes                                                    |
| Company Address:              | use the same address used in the Sales Orders exercise |
| F.O.B.:                       |                                                        |
| Quote Header Comments:        | No                                                     |
| Quote Line Comments:          | No                                                     |
| Days Until Expire:            | 90                                                     |
| Calculate Freight by Site:    | No                                                     |
| Price Table Required:         | No                                                     |
| Vary Pricing Date by QO Line: | No                                                     |



## Exercise: Reason Codes Maintenance

Instructions:

- 1 Verify that at least two codes exist for Quotes.
- 2 Create a third code for Sales Quotes.



## Sales Quotes Processing

You create sales quotes using Sales Quote Maintenance

- System assigns each sales quote a unique number
- Information used to create a sales quote is very similar to a sales order
- Need to identify:
  - To whom you are selling items
  - The location to ship-to
  - Payment and credit terms, if applicable
  - What is being sold
  - The effective date for the sales quote

**Note** If the customer does not accept the sales quote before this date, you need to renegotiate the terms of the sales quote or extend the Expiration Date. However, you do not need to specify a Due Date.

## Sales Quote Maintenance – Header Information

**Sales Quote Maintenance**

Quote: QT110000      Sold-To: 10010003      Bill-To: 10010003      Ship-To: 10010003

| Sold-To                  |    |       | Ship-To                  |    |       |
|--------------------------|----|-------|--------------------------|----|-------|
| HALLMARK CENTER          |    |       | HALLMARK CENTER          |    |       |
| CENTRAL AVENUE SHOPS     |    |       | CENTRAL AVENUE SHOPS     |    |       |
| 27002 CENTRAL AVE        |    |       | 27002 CENTRAL AVE        |    |       |
| NEW YORK                 | NY | 02929 | NEW YORK                 | NY | 02929 |
| United States of America |    |       | United States of America |    |       |

Quote Date: 07/25/2003      Line Pricing: ☒      Release: ☐  
 Expires: 10/23/2003      Manual:       Currency: USD      Language: us  
 Confirm Date:       Site: train      Taxable: ☐      Fixed Price: ☒  
 Follow-up:       Channel:       Credit Terms: 2/10-30  
 Pricing Date:       Project:       Credit Terms Interest %: 0.00  
 Purchase Order:       Cycle Code:   
 Remarks: SHIPPING ENTRANCE OFF REAR ALLEY      Recurring: ☐  
 Reprice: ☐      Entered By: qad

SQ-IN-140

## Enter a Sales Quote

### Sales Quote Maintenance: Header

Much of the information in the Sales Quotes Header defaults from the Customer Master Data, but you can change this information on the quotation.

The following key fields in Sales Quote Maintenance differ from Sales Orders:

#### *Expires*

- Date the quote expires
- System calculates this date by adding the time interval specified in the Days Until Expire field in the Sales Quote Control to the quote date

- After this date, a quote expires and prices must be renegotiated
- Quote reports can be selected for ranges of expiration dates, allowing you to review and act on quotes which will soon expire
- Quotes past their expiration date can be purged using the delete/archive function
- You can override this field

### *Line Pricing*

- Determines whether the system prices each line item as it is entered, or waits until the end of order entry before calculating prices that may be affected by quantity breaks
- Affects newly created quotes only; when you are maintaining an existing quote, this setting has no effect
- Defaults from the setting of Price QO by Line in the Pricing Control



See in this training guide: *Line Pricing* on page 152

### *Manual*

- Lets you manually enter a price list code to be considered for order lines
- The price list specified must have been defined with sales order Price List Maintenance
- If a price list is entered, it is included as a price list candidate when the system selects price lists to consider for this quote
  - Specifying a manual price list only marks it to be considered
  - The system still determines the best price according to the rules and codes previously setup
- When a price list is defined in sales order Price List Maintenance, you may optionally mark it as manual
  - In this case, the system never considers it for pricing unless it is entered by the user in the Manual field on a sales quote or order header
- This field may be password protected

### *Release*

- Indicates whether a sales order should be created from this quote
- When a customer places an order against an outstanding quotation, the system can automatically generate the sales order from the quote
  - The Sales Quote Release to Order function creates orders based on the quote Release, Cycle Code, and line item Quantity to Release values

- It only considers quotes flagged with Release = Yes and the specified Cycle Code, if any

### *Currency*

- Defaults from the Customer Master
- Usually the base currency, but can be changed for this quote
- Once a quote has been entered, the currency cannot be changed

**Note** If you change a currency to one other than the base currency, the system prompts you to determine if the exchange rate is fixed or variable. A fixed rate accommodates contracts specifying a fixed exchange rate regardless of what the actual rate may be at the time of the payment.

**Warning** If you made a mistake and entered the wrong currency, you can only correct it by deleting the quote and re-entering it.

### *Recurring*

- Indicates whether there are to be recurring releases against this sales quote
- After a quote has been released, normally the Release flag is reset to No
  - If the quote is flagged as Recurr = Yes, the Release flag is left to Yes so that multiple sales orders can be generated from this quote

**Example** In some cases, a quote may record a recurring sale, such as monthly fees for maintenance charges. An entire year may be quoted, but a sales order and invoice are generated on a monthly basis. This type of quote would be entered with Release = Yes, Recurr = Yes, Cycle Code = MO, and Quantity to Release = 1. The quote quantity would be 12, for all 12 months.

- Recurring quotes may also be used for recurring deliveries or blanket customer orders.
  - Remember that quotes are not considered by planning, so the projected shipments must be included in the forecast

### *Cycle Code*

- Used with recurring sales quotes
- Validated against predefined values entered in Generalized Codes Maintenance, if any
- Specifies the frequency with which sales orders are released from this quote

## Sales Quote Maintenance – Header Information

The screenshot shows a software window titled "Sales Quote Maintenance" with standard window controls (help, info, print, close). The header section contains four fields: "Quote: QT110000", "Sold-To: 10010003", "Bill-To: 10010003", and "Ship-To: 10010003". Below this, there are two side-by-side boxes for "Sold-To" and "Ship-To" details. Both boxes show the same address: "HALLMARK CENTER", "CENTRAL AVENUE SHOPS", "27002 CENTRAL AVE", "NEW YORK", "NY", "02929", "United States of America". The bottom section contains various input fields and checkboxes: "Required Date:", "Promise Date:", "Due Date:", "Salesperson 1: 00000023", "Multiple: ☐", "Commission 1: 15.00%", "Freight List: A02-NTAX", "Frt Min Wgt: 0", "Freight Terms: ADD", "Calc Freight: ☒", "Display Weights: ☒", "Lst Ord:", "Release Count: 0", "Reason Lost:", and "Comments:". Navigation arrows are at the bottom right.

SQ-IN-150

### Sales Quote Maintenance: Header

You do not need to enter key dates (Required, Promise, and Due Dates) until you are ready to release the quote to a sales order.

#### *Release Count*

- A system maintained field recording the total number of orders released from this quote
- This field is updated automatically by Sales Quote Release to Order and is for reference only

#### *Reason Lost*

- Indicates the reason why the customer did not place an order against this quote
- Displays as the default reason lost on each of the sales quote line items
  - May be changed on each, as needed

- The Sales Quote Reason Lost Report allows you to evaluate why you did not get the business
  - By recording the reason lost on each lost quote, you can establish trends or identify problem areas
- May be used to categorize lost sales due to price, delivery, quality, or any other common reasons

## Sales Quote Maintenance – Line Information

**Sales Quote Maintenance**

Quote: QT110000      Sold-To: 10010003      Ln Format S/M: Single

| Ln | Item Number | Qty Quoted | UM | List Price | Discount | Net Price |
|----|-------------|------------|----|------------|----------|-----------|
| 1  | 02-0005     | 100.0      | EA | 2.50       | 5.0      | 2.375     |

Desc: MECHANICAL PENCIL  
 Location: 200      Site: train  
 Lot/Serial:   
 Qty to Release: 100.0  
 Qty Released: 0.0  
 Cost: 0.96  
 Fixed Price: ☒  
 Required: ☐  
 Promise: ☐  
 Due Date:

Freight List: A02-NTAX  
 Sales Acct: 3000  
 Discount Acct: 3905  
 Type:   
 UM Conv: 1.0000  
 Reason Lost:   
 Taxable: ☐  
 Comments: ☐  
 Credit Terms Int: 0.00  
 Pricing Date: 07/25/2003

0100      0100

SQ-IN-160

### Sales Quote Maintenance: Line Items

#### Type

- Inventory item
  - If you enter an inventory item, line item type defaults to blank
  - Line item is to be shipped from inventory
  - When the shipment is processed, inventory balances are decreased and a general ledger transaction credits the inventory account
- Memo item
  - If you enter a non-inventory item, line item type defaults to Memo
- Drop-shipped item

**Note** If ship type set to any value other than blank, the shipment does not affect inventory and does not create a general ledger transaction. Common type codes include Drop Shipment and Memo.

- You can make sure that codes are entered consistently by entering the allowed codes into Generalized Codes Maintenance. The system verifies entered codes against these predefined values, preventing incorrect codes from being entered.

#### *Qty to Release*

The quantity to release may be greater than the original quote quantity. This field specifies the quantity to be ordered on the sales order released from this line item.

#### *Qty Released*

A system maintained field recording the total order quantity released from this quote.

- Field is updated automatically by the Sales Quote Release to Order function
- Field is for reference only and may appear on some selected reports and inquiries
- May release more than the quoted quantity

## Sales Quote Maintenance – Trailer Information

**Sales Quote Maintenance**

Quote: QT110000      Sold-To: 10010003      Bill-To: 10010003      Ship-To: 10010003

---

Non-Taxable: 250.20      Currency: USD      Line Total: 237.50  
 Taxable: 0.00      0.00%      Discount: 0.00  
 Tax Date: 07/25/2003      FREIGHT      10      :      12.70  
                                  TAX-FREIGHT      11      :      0.00  
                                  SERVICE      20      :      0.00  
                                  Total Tax: 0.00  
                                  Total: 250.20

View/Edit Tax Detail: ☐

---

CR Initials:       Print Quote: ☒      Prepaid:   
 Credit Card:       Print Pack List: ☒      FOB Point:   
 Action Status:       Partial OK: ☒      Ship Via:   
 Revision:       AR Account:

← →

SQ-IN-170

### Sales Quote Maintenance: Trailer

When all line items are entered, MFG/PRO displays the trailer frame:

- Totaled line items
- Calculated taxes
- Optional order discounts
- Freight charges: calculated automatically on a bulk or unit basis
- Optional miscellaneous charges

#### Action Status

- If the customer is on credit hold, the field defaults to HD (Hold)
- Quotes on credit hold cannot be released to a sales order until it is approved or the customer is no longer on credit hold

## Sales Quote Copy from Order

**Sales Quote Copy from Order**

Sales Order: S0010020      Sold-To: 001      PEI Computers Ltd.  
 Order Date: 07/23/2003      Bill To: 001      PEI Computers Ltd.  
                                  Ship-To: 001      PEI Computers Ltd.

Quote:       Sold-To:  
 Quote Date: 07/25/2003      Bill To:  
 Expires: 10/23/2003      Ship-To:

**Sold-To**      **Ship-To**

PEI Computers Ltd.      PEI Computers Ltd.  
 37 Atlantic Road      37 Atlantic Road  
 Avonlea      P5A W2D      Avonlea      P5A W2D  
 Canada      Canada

SQ-IN-180

## Sales Quote Copy from Order

Use to quickly create a new quote using a similar, existing sales order.

- Specify the sales order to copy
  - The Sold-To, Bill-To, and Ship-To display but cannot be changed
- Enter the quote number (or leave it blank to accept the default)
- You can accept the Sold-To, Bill-To, and Ship-To defaults or enter new numbers
- When you press Go after making your changes, the quote is created

**Note** After a copy, you can modify the resulting quote using Sales Quote Maintenance before printing or releasing it.

The new quote is identical to the order you copied. If you change the Sold-To, Bill-To, or Ship-To default, you may need to change certain data such as taxes or credit terms that may not be appropriate for the new quote. You can delete or change a copied quote using Sales Quote Maintenance.

## Sales Quote Copy from Quote

**Sales Quote Copy from Quote**

|                        |                  |                |
|------------------------|------------------|----------------|
| Quote: Q9710002        | Sold-To: 1003000 | SUE'S HALLMARK |
| Quote Date: 01/08/1997 | Bill-To: 1003000 | SUE'S HALLMARK |
|                        | Ship-To: 1003000 | SUE'S HALLMARK |

|                        |                  |  |
|------------------------|------------------|--|
| Quote: QT110002        | Sold-To: 1003000 |  |
| Quote Date: 07/25/2003 | Bill To: 1003000 |  |
| Expires: 10/23/2003    | Ship-To: 1003000 |  |

| Sold-To                    |    |       | Ship-To                    |    |       |
|----------------------------|----|-------|----------------------------|----|-------|
| SUE'S HALLMARK             |    |       | SUE'S HALLMARK             |    |       |
| 10711 LOMAS SANTE FE DRIVE |    |       | 10711 LOMAS SANTE FE DRIVE |    |       |
| SOLANA BEACH               | CA | 92075 | SOLANA BEACH               | CA | 92075 |
| United States of America   |    |       | United States of America   |    |       |

SQ-IN-190

## Sales Quote Copy from Quote

Use to quickly create a new quote using a similar, existing quote.

- Specify the sales quote to copy
  - The Sold-To, Bill-To, and Ship-To display but cannot be changed
- Enter the quote number (or leave it blank to accept the default)
- You can accept the Sold-To, Bill-To, and Ship-To defaults or enter new numbers
- When you press Go after making your changes, the quote is created

**Note** After a copy, you can modify the resulting quote using Sales Quote Maintenance before printing or releasing it.

The new quote is identical to the one you copied. If you change the Sold-To, Bill-To, or Ship-To default, you may need to change certain data such as taxes or credit terms that may not be appropriate for the new quote. You can delete or change a copied quote using Sales Quote Maintenance.

## Sales Quote Repricing

Sales Quote Repricing

Quote: To:

Sold-To: To:

Bill To: To:

Ship-To: To:

Pricing Date: To:

Quote Date: To:

Due Date: To:

Check Credit: ☒

Set/Clear Action Status: ☐

Recalculate Tax: ☐

New Action Status:

Output:

Batch ID:

SQ-IN-200

## Sales Quote Repricing

Sales Quote Repricing updates the list and net price to the latest corresponding price list price.

- You can reprice sales quotes so that ordered quantities are added together, across orders, to calculate quantity breaks
- Sales Quote Repricing combines quotes by matching price lists and the following:
  - Sold-to customer numbers
  - Bill-to customer numbers
  - Ship-to customer numbers
  - Purchase order numbers
  - Any combination of these four factors

- Sales Quote Repricing does not reprice bonus stock lines

**Note** Customers that do not have centralized purchasing can still receive quantity and volume discounts based upon purchases made from other intracompany purchasing departments. Line items on combined orders are repriced as if they are on the same order, which means that line items with the same break category (or the same item number) have their order quantities accumulated.

#### *Check Credit*

- If Yes, checks customer credit limits and past-due invoices, and generates an audit report
- If No, bypasses credit check and generates the audit report only
- Running Sales Order Repricing may change sales order values
  - Some orders may exceed credit limits
  - Orders currently on hold may now be within credit limits
- No update is triggered by Check Credit

#### *Set/Clear Action Status*

- Use when repricing sales orders to set or clear the value in the Action Status field in Sales Order Maintenance
- If Credit Check = Yes, set Set/Clear Action Status = Yes to update credit status prior to release
  - The action status entered in New Action Status will be assigned to the Action Status field in the sales order header for orders exceeding credit limits
- Choose No to bypass the action status check

## Sales Quote Release to Order

Sales Quote Release to Order

Cycle Code: Quote: QT110001 To: QT110001

Sold-To: To:

Quote Date: To:

Next Sales Order:

Order Date: 07/25/2003

Recalculate Freight: ☐

Output:

Batch ID:

SQ-IN-210

## Sales Quote Release to Order

- Generates sales orders for open sales quotes that are ready for release
- Only those quotes that do not contain items having a restricted transaction of ADD\_SO or ORD\_SO are released
- The release of a quote results in a confirmed sales order
- When the customer requests delivery, use Sales Quote Maintenance
  - Enter the Qty to Release and Due Date for each line
  - Set Release to Yes
  - Run Sales Quote Release to Order

**Note** Shipments can be processed only against a sales order, not a quote.

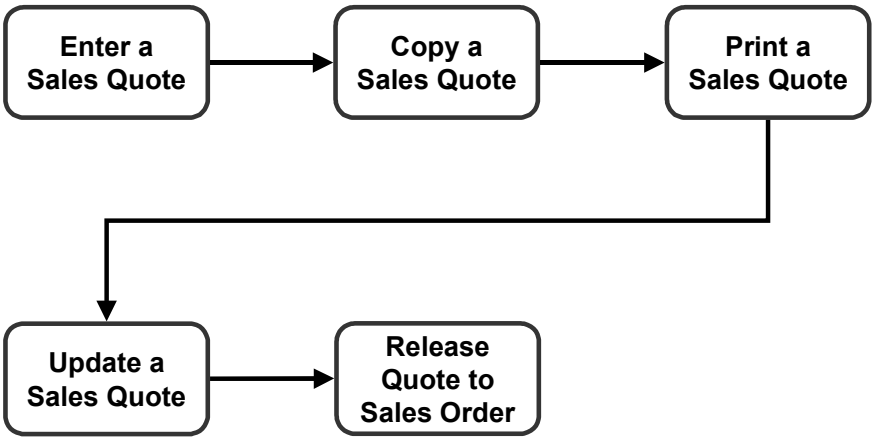
The number of releases and the total quantity released is maintained on the quote, along with the last sales order number released.

- Total quantity to release can exceed the original quote quantity

After the release, Qty to Release is reset to zero and Release to No if the quote is not recurring.

**Note** If you release an item by mistake, use Sales Order Maintenance to change, cancel, or delete the line. Release Count and Qty Released in the quote do not reflect these changes, however.

**Sales Quotes Processing**



SQ-IN-220

## Exercises



SQ-IN-230

## Exercise

**Important** The data used in these exercises may not be the same as the data shown in the screen captures in this lesson.

Instructions: Enter a sales quote manually.

- 1 Specify an expiration and follow-up date.
- 2 Create another sales quote by copying one of your open sales orders.

**Note** The customer does not have to be the same.  
Modify this quote to adjust the quantity.

- 3 Release both quotes to create sales orders. Does the system keep track of this on your quote?

**Note** Look at the quote header.

**Study Questions on Sales Quote Processing**

- 1** What two fields do you need to check before you can release a quote to an order?
- 2** Confirmed sales quotes are considered by MRP, ensuring you have enough supply to satisfy your quote.  
True or False
- 3** Use Days Until Expire in the Sales Quote Control to initialize the Follow Up Date whenever you add a new sales quote.  
True or False
- 4** List four reason lost codes that would be useful for your company (or a company you know well).
- 5** You quote a customer 1000 units of an item to be shipped in four equal-sized deliveries. What fields in Sales Quote Maintenance can be used to specify this situation?

## **Answers to Sales Quote Processing Study Questions**

- 1** Quantity to Release should be entered, and the Release flag set to Yes.
- 2** False. There is no such thing as a confirmed sales quote. Only when a quote is released to create a confirmed sales order does MRP see it. To ensure you have enough supply to match your quotes, use forecasting.
- 3** False. Days Until Expire in the Sales Quote Control is used to set the Expire Date field.
- 4** Reason lost codes identify why a sale was lost: price, quality, delivery, and performance are common ones.
- 5** Usually, you set up this type of quote as Recurring = Yes, with Quote Quantity 1000 and Quantity to Release 250. You can also set Release = Yes and, if release is on a regular basis (such as monthly), you can set Cycle Code = MO.

## Summary

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set up Sales Orders
- ✓ Process Sales Orders
- ✓ Sales Quotes
- Sales Analysis

SQ-IN-240



CHAPTER 6

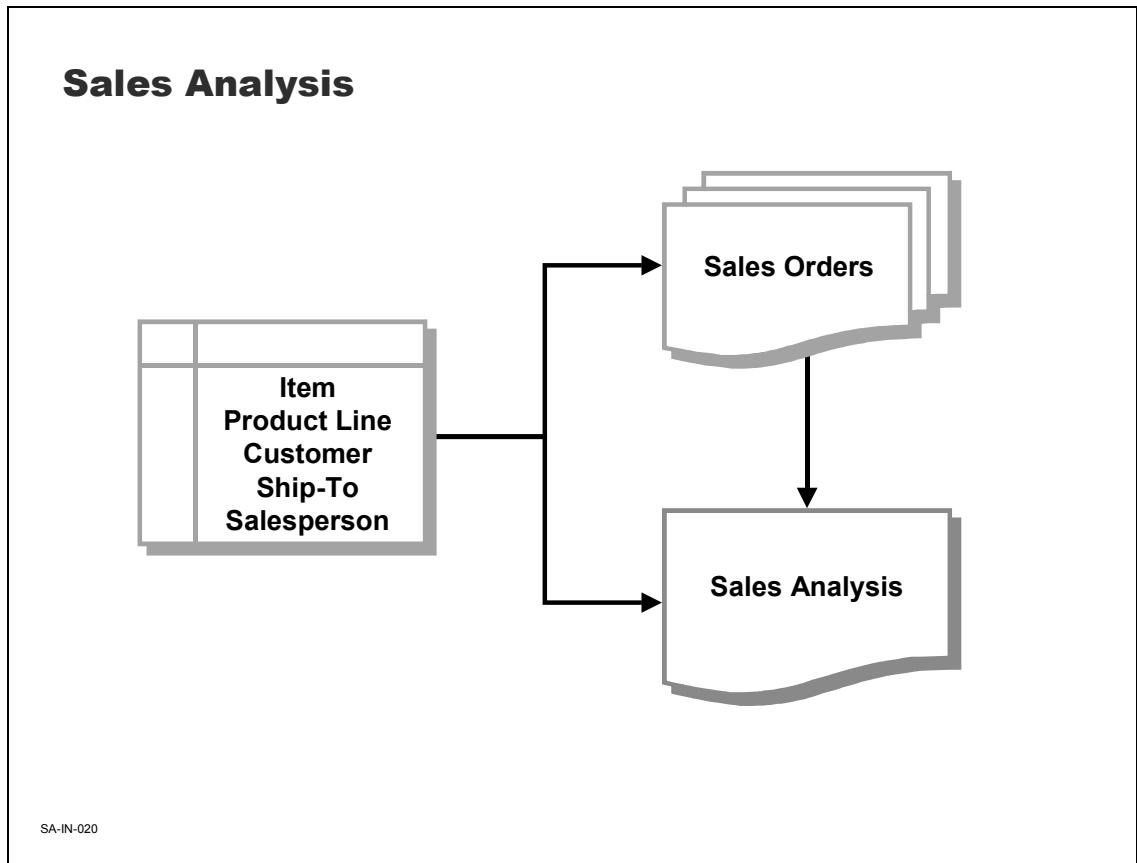
# **Sales Analysis**

## Sales Analysis

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set Up Sales Orders
- ✓ Process Sales Orders
- ✓ Sales Quotes
- Sales Analysis

SA-IN-010

## Overview



## Introduction

### Sales Analysis Allows You To

- Analyze results of sales order shipment transactions
- Track salesperson performance
- Generate sales reports
- Track invoiced sales or sales history
- Integrate with the Sales Orders/Invoices module
- Generate data
  - Year-to-date sales

- Margins
- Costs
- Quotas

**Why Consider?**

- Should charges/discounts be placed on the sales order line or the trailer?
  - Trailer charges/discounts do not affect Sales Analysis
- Memo Items affect Sales Analysis differently than Inventory Items sold

Sales Order Control

Sales Order Control

Use Which Calc for Qty Available to Allocate: 1

Allocate Sales Order Lines Due in Days: 10 (0 for no allocations)

Limit Allocate to Avail Only: ☒

ATP Enforcement Enabled: ☐

Pick Only Allocated Lines: ☒

Are Sales Orders Printed: ☐

Keep Booking History: ☒

Shipping Lead Time: 1

Company Address: 10000000

Sales Order Header Comments: ☐

Sales Order Line Comments: ☐

Print Only Lines to Invoice: ☐

Ln Format S/M: Single

Detail Allocations: ☐

ATP Horizon: 0

Calculate Promise Date: ☐

Sales Order Prefix: S00

Next Sales Order: 10012

Invoice Prefix: 00-

Next Invoice: 10000

Integrate with AR: ☒

Integrate with SA: ☒

Integrate with APM: ☐

Confirmed Orders: ☒

Fiscal Start Month: 1

FOB: Shipping Point

SA-IN-030

Setting Up Sales Analysis

Sales Order Control

Sales Order Control needs to be set to interface with Sales Analysis by setting the Interface with SA field to Yes.

## Fiscal Year Change



The screenshot shows a dialog box titled "Fiscal Year Change". It has a standard Windows-style title bar with buttons for help, information, copy, and close. The main area contains two labels: "Old Start Month: 1" and "New Start Month:". The "New Start Month:" label is followed by a text input field containing the number "0". At the bottom right of the dialog, there are two circular buttons with left and right arrows.

SA-IN-040

## Fiscal Year and Calendar Year Reporting

### Fiscal Year Change

- All reporting within the Sales Analysis module is based on a 12-month year
- This module reports sales for the calendar year
- The default mode is calendar year reporting

Fiscal year reporting may be used if:

- The fiscal year consists of exactly 12 periods
- Each fiscal period corresponds to a calendar month

If both of these conditions are met, Fiscal Year Change defines the calendar month (1 through 12) that corresponds to the first period of a fiscal year.

If these conditions are *not* true, calendar year reporting must be used. In this case, all references to fiscal year should be regarded as calendar year.

### *New Start Month*

Sales Analysis reports list 12 months of activity starting with the New Start Month.

- If your fiscal year is different from the calendar year, Fiscal Year Change allows you to change the starting month of your fiscal year for the purpose of Sales Analysis.

**Important** Set the New Start Month before using the Sales Orders/Invoicing module. After that, the only reason to change the Fiscal Start Month is if the company changes its fiscal year.

Sales Analysis history data are setup as an array of 12 monthly periods, initially starting in January. When the New Start Month is changed, the data is moved within and between arrays, so that the first month in the array is always the Fiscal Start Month.

**Note** Be aware that this may take some time to process. You may wish to submit it in batch. If you do not use monthly periods on your general ledger calendar, you cannot compare Sales Analysis amounts to General Ledger amounts.

This function should be password controlled.

## Sales Analysis Program Descriptions

| Menu Number | Program Name                  | Description                                                                                                                                                                                                                                                                                                                  |
|-------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.17.1      | Salesperson Quota Maintenance | Use Salesperson Quota Maintenance to add and maintain monthly sales quotas for salespeople. Totals are given for quota, sales, and cost.                                                                                                                                                                                     |
| 7.17.2      | Salesperson Quota Inquiry     | Use Salesperson Quota inquiry to generate a screen or printed list of the monthly quotas and quota percentages for a salesperson.                                                                                                                                                                                            |
| 7.17.3      | Salesperson Margin Inquiry    | Use Salesperson Margin Inquiry to generate a screen or printed list of the monthly quotas and gross margins for a salesperson.                                                                                                                                                                                               |
| 7.17.5      | Sales by Salesperson Browse   | Use Sales by Salesperson Browse to generate a screen or printed list of year-to-date sales for a salesperson. The gross margin amounts and percentages are listed.                                                                                                                                                           |
| 7.17.6      | Salesperson Ranking Report    | Use Salesperson Ranking Report to produce a report listing salespeople by year-to-date sales.                                                                                                                                                                                                                                |
| 7.17.10     | Sales by Site Report          | Use Sales by Site Report to generate a screen or printed list of year-to-date sales by site. The gross margin amounts and percentages are listed.                                                                                                                                                                            |
| 7.17.13     | Sales by Customer Browse      | Use Sales by Customer Browse to generate a screen or printed list of year-to-date sales to a customer. The gross margin amounts and percentages are listed.                                                                                                                                                                  |
| 7.17.14     | Sales by Customer Report      | Use Sales by Customer Report to produce a detailed report on sales to a customer by product line, quantity, and sales amount. The report sorts by product line within customer ship-to. Twelve months of activity appear on the report. Totals are given by customer and product line for quantity shipped and sales amount. |
| 7.17.15     | Customer Ranking Report       | Use Customer Ranking Report to produce a report listing customers by year-to-date sales.                                                                                                                                                                                                                                     |
| 7.17.17     | Sales by Item Browse          | Use Sales by Item Browse to generate a screen or printed list of year-to-date sales for an item. The gross margin amounts and percentages are listed.                                                                                                                                                                        |
| 7.17.18     | Sales by Item Report          | Use Sales by Item Report to produce a detailed report on sales of each item by product line, quantity, and currency amount. The report sorts by product line within customer ship-to. Twelve months of activity appear on the report. Totals are given by customer and product line.                                         |
| 7.17.19     | Item Ranking Report           | Use Item Ranking Report to produce a report listing items by year-to-date sales.                                                                                                                                                                                                                                             |

| <b>Menu Number</b> | <b>Program Name</b>           | <b>Description</b>                                                                                                                                                                                   |
|--------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.17.22            | Fiscal Year Change            | Use Fiscal Year Change to change the starting month of the fiscal year. All reporting within the Sales Analysis module is based on a 12-month year. This module reports sales for the calendar year. |
| 7.17.23            | Sales Analysis Delete/Archive | Use Sales Analysis Delete/Archive to delete/archive sales history for previous fiscal years.                                                                                                         |

## Summary

- ✓ Introduction to Sales Orders
- ✓ Business Considerations
- ✓ Set up Sales Orders
- ✓ Process Sales Orders
- ✓ Sales Quotes
- ✓ Sales Analysis

SA-IN-050

APPENDIX A

# **Workshops and Study Questions**

## Setup/Implementation

### Setup Workshops

#### Situation 1

Instructions: Your company sells both kitchen products (such as blenders) and beverage products (such as beer). Kitchen products are sold primarily to large retail stores and beverages are sold primarily to grocery stores. Some customers buy both types of products.

- 1 Setup a new credit term giving a 10 percent discount on all payments received within 5 days of invoicing and a due date of 60 days after invoice date.

- 2 Setup a new tax rate—in the US or Canada setup a new state or province. Elsewhere, setup a new VAT class.

Menu Name/Number:

- 3 Setup a new salesperson—perhaps yourself.

Menu Name/Number:

- 4 Add a new customer, a retail store that would buy both blenders and beer. Assign this customer the credit terms, tax rate, and salesperson that you setup.

Menu Name/Number:

- 5 Setup a special commission rate for your sales to this customer—perhaps 80 percent?

Menu Name/Number:

- 6 Whenever you sell something to this customer, the invoice goes to their corporate headquarters.

Set this up. What did you have to do?

- 7 Enter two different ship-to addresses for this customer. Note the address codes you used, since we use them in the next workshop activity.

Address Codes:

#### Situation 2

The customer you just setup also pays freight charges on all shipments of blenders.

**Instructions:**

- 1** Check to see if the unit of measure you are using for your item is setup. If not, set one up.  
Menu Name/Number:
- 2** Setup the freight charges. Use a nontaxable trailer code when setting up the freight list.  
Menu Name/Number:
- 3** Assign the freight information to your customer.  
Menu Name/Number:
- 4** Add the freight class, net, and ship weights to your inventory item.  
Menu Name/Number:

**Study Questions for Setup**

- 1** In MFG/PRO there are two credit terms tables, one for sales/AR, the other for purchasing/AP.  
True or False  
Why?
- 2** All of the invoices that your company sends out in the first quarter of the year are due on April 30. If they pay early (by April 1) they receive a two-percent discount. How do you set this up?
- 3** If you receive a supplier invoice dated February 6, with terms two-percent discount 10 days EOM, due 30 days EOM, what are the discount and due dates?  
Discount Date:  
Due Date:
- 4** How would you setup a price list that offered a distributor the following?
  - a** Ten percent off all sales, with an additional five percent on all purchases of over 1000 units, and an additional ten percent on all purchases of over 5000 units.

**b** Special case price for item 90-1000 when sold in cases; just \$10 per CS (one CS hold 20 EA).

**c** Special cost-plus pricing for products in product line 1000, all purchases are priced as cost plus 25 percent.

**5** On Customer Maintenance 2.1.1 setting Multiple = Yes indicates that the customer has multiple shipping addresses.

True or False

Why?

**6** A different credit limit should be established on each ship-to address for a customer.

True or False

Why?

**7** If you want to produce Accounts Receivable Statements for a customer, which two fields do you need to initialize?

Field Name:

Field Name:

**8** You are using Master Comments to store shipping and delivery information that is to print at the top of every sales order and packing list you send to a given customer. What would you recommend that you set the following fields to?

Reference:

Type:

Language:

# Processing

## Processing Workshops

### Situation 1

Kitchen products are manufactured and distributed from one site. Beverage products are manufactured and distributed at another site.

Instructions:

- 1 Before you go on, check the data in your database. Make sure that the kitchen products you have been using are assigned to a different site than the beverage products. Make a list of the things you had to check.
  
- 2 Also verify that the kitchen and beverage products in your database (finished items only) all have appropriate prices and costs. What function did you use?  
Menu Number/Name:
  
- 3 Beverage products would normally be lot controlled with some limited shelf life. Set this up, then do an unplanned receipt to record some on-hand inventory. Note the expiration date that is assigned. Also receive some inventory for your kitchen products (finished items only).

### Situation 2

The order entry/shipping procedure your company follows is

- Order entry clerks take all of the orders, which before shipping are verified and confirmed. Credit is checked before confirmation.
- Packing lists are printed each morning, listing only those products that are to be shipped that day. This is done by the sales department, since they need to resolve any shortage issues before they print the packing lists.
- Packing lists are sent to the shipping department, and they process the shipment transaction.

Instructions:

- 1** Work with a partner and come up with a flowchart showing the steps used and the sequence of steps required to support this order entry/allocation/shipping procedure. For each step, specify the MFG/PRO function used.
  - a**
  - b**
  - c**
  - d**
  - e**
  - f**
  - g**
  - h**
- 2** Setup the Sales Order Control to reflect this procedure. (Hint: Think about when this company is going to do the allocation of inventory. They probably need to run the Auto and Manual Allocation functions daily, prior to printing packing lists.) Record what you entered in each of the following fields:
  - Allocate Sales Order Lines due in Days:
  - Limit Allocations to Avail to Allocate:
  - Pick Only Allocated Lines:
  - Company Address:
  - Confirmed Orders:
- 3** Enter some sales orders—one for a variety of kitchen products, one for a variety of beverage products, and one for both types of products. Make sure that you enter the right site on each order. Add a few more orders, so that the total orders exceed your available quantity on hand.
- 4** Review the Master Schedule Summary Browse/Inquiry for your items. How do the orders appear on this screen? If they do not, what do you have to do? (Do it.)

**Situation 3**

The customer you setup earlier with a freight list has just purchased a large quantity of blenders. You need to create a sales order for the shipment.

Instructions:

- 1** Enter a sales order for the sale. Make sure the site you enter on the order is the same as the site for the freight list. The customer is tax-exempt.
- 2** Where did the freight information in the header come from?
- 3** Where does the freight class default from?
- 4** Go back into your order. Notice the default value of the Calculate Freight field in the header. What happens if you do not change it?
- 5** Try changing the class and/or the freight ship weight. What happens?
- 6** When the trailer screen displays, note the message displaying the total weight for the order.

**Study Questions on Sales Order Processing**

- 1** At what times during the Sales Order Life Cycle can credit be checked? (List three.)
  - a**
  - b**
  - c**
- 2** If you were implementing MFG/PRO in a company that takes orders only if they have inventory and then ships those orders immediately from stock, what fields would you setup in the Sales Order Control and what value would you set them to?
  - a**
  - b**

**c**

- 3** In the Sales Order Control, the Next Sales Order and Next Invoice numbers should always be the same.  
True or False  
Why?
- 4** Specifying a fixed exchange rate on a sales order indicates that this is the rate to use when processing customer payments for this order.  
True or False  
Why?
- 5** What are the pros and cons of using multiline item entry mode rather than single-line item entry mode in Sales Order Maintenance?  
Pros:  
Cons:
- 6** You decide you would like to categorize your sales orders by type—for example, orders from retailers vs. orders by distributors. This would be an appropriate use of the sales order line item Type field.  
True or False  
Why?
- 7** What do you have to do to reprint a sales order?

## **Allocation and Shipping Workshops**

- 1** Run the Auto Allocation function for the orders you entered in the last workshop activity. Print out the report (Audit Trail = Yes). Were all your orders allocated? They should not have been. Why?
- 2** Use the Manual Allocation function to override the allocations. Allocate the available inventory over two or more sales orders.
- 3** Once you are satisfied with the allocations, print your packing lists. You should have one order that is to be shipped from two sites (kitchen and beverage products). How would you get two separate packing lists for this order? Try this.

- 4 Ship the quantities that printed on the packing lists. Use the Ship Picked option on Sales Order Shipments. What does this do? Why would you use it?
- 5 What GL transactions are created by a shipment?
  - a
  - b
  - c
  - d
  - e

### **Study Questions on Allocation and Shipping**

- 1 List two situations where you would want to use Detail Allocations during order entry.
  - a
  - b
- 2 How might allocations be used in your company (or one you know well)? Describe briefly.
- 3 A general allocation can be compared to an airline issuing you a boarding pass.  
True or False  
Why?
- 4 If you are not using allocations, you cannot print a Sales Order Packing List.  
True or False  
Why?

- 5** One of your customers wants to be invoiced only after all of the products on a single order have shipped. Can this be done with MFG/PRO and, if so, how? What field do you set, where?

Yes or No

How?

Menu Name/Number:

Field:

## **Invoicing Workshops**

### **Situation 1**

Instructions:

- 1** Print the invoice register. Select one of your invoices and use Pending Invoice Maintenance to change the GL sales account on one of the line items.

- 2** Print your invoices. Select one of them that is incorrect (it has the wrong credit terms). Fix it and reprint the invoice. What flags did you have to set to reprint the invoice?

Field Name:

Field Name:

- 3** Enter a pending invoice for a miscellaneous credit (such as a cooperative advertising rebate). Assign the invoice number ADV1029. Print the invoice.

- 4** Post your invoices to AR. Use the Customer Account Browse/Inquiry to look at your customer's balance. Use the DR/CR Memo Browse/Inquiry to look at the invoices that were posted. What two fields tell you that any given Dr/Cr memo "Reference" came from posting an invoice?

Field Name:

Field Name:

- 5** What GL transactions did Invoice Post create?

**Study Questions on Invoicing**

- 1** If you print a Pending Invoice Register and find that someone made a data entry error on a shipment (they entered a quantity shipped of 800 rather than the 80 that actually went out the door), what do you need to do?
- 2** Trailer codes allow you to specify different GL inventory accounts to be posted to when you ship a line item of a sales order.  
True or False  
Why?
- 3** Even if you are not using Accounts Receivable in MFG/PRO, it is still necessary to run the invoice post.  
True or False  
Why?
- 4** Sales Analysis inquiries and reports can be used to present summarized sales history by General ledger calendar period.  
True or False  
Why?

# Answers to Workshops and Study Questions

## Setup Workshop

- 1 Enter this as Discount 10, Disc Days 5 from invoice, and Due 60 days from invoice.
- 2 Use appropriate Tax Maintenance screen.
- 3 Use Salesperson Maintenance.
- 4 Use Customer Maintenance.
- 5 Use Commission Detail Maintenance.
- 6 First, you have to add the corporate HQ as a customer in Customer Maintenance. Then, you need to modify the old customer to reference the bill-to address.

## Setup Study Questions

- 1 False. The credit terms data is shared.
- 2 Setup a terms code with Disc Date = April 1 and Due Date = April 30.
- 3 Discount date is 10 days from the end of February; that is, March 10. Due date is 30 days from the end of February; that is, March 30.
- 4 First, setup a price table for the customer. Then setup the following discount tables, using the same name (i.e., DIST). You would setup three different sets of discount pricing:

- a**
- |              |           |        |    |
|--------------|-----------|--------|----|
| Amount Type: | Discount% |        |    |
| Qty Type:    | Quantity  |        |    |
| Comb Type:   | Exclusive |        |    |
| Min Qty:     | 1         | Disc%: | 10 |
|              | 1000      |        | 15 |
|              | 5000      |        | 25 |
- b**
- |                     |            |
|---------------------|------------|
| Item/Analysis Code: | 90-1000    |
| UM:                 | CS         |
| Amount Type:        | List Price |
| Qty Type:           | Quantity   |

Comb Type: Combinable  
List Price: 50

**c Setup Analysis Code**

Type: Item  
Code: Prod1000

**Analysis Code Selection Maintenance**

Type: Item  
Code: Prod1000  
Condition Field: Product Line  
Wild Card: \*  
From: 1000  
To: 1000

**Analysis Code Regen Utility**

Type: Item

**Price List Maintenance**

Price List: Mark-Up  
Item/Analysis Code: Prod1000  
Amount Type: Mark-Up  
Qty Type: Quantity  
Comb Type: Exclusive  
Min Qty: 1  
Mark-Up% 25

- 5** False. Multiple Yes indicates that there are multiple salespersons assigned to this customer.
- 6** False. The credit limit is only checked for the bill-to address.
- 7** In Customer Maintenance:  
Set Statement = Yes  
Stmt Cycle

**8** The answer is:

Reference should equal the customer address code.

Type should be blank.

Language should be the customer language.

## **Sales Order Processing Workshop**

### **Situation 1**

- 1** You should check to make sure that you have two different sites and, if not, you add one. You should also check that the items are assigned to the appropriate site and, if not, enter that site in Item Master Maintenance. If you have any inventory for these items, make sure it is located at the right site and, if it is not, transfer it.
- 2** Item Cost Maintenance.

### **Situation 2**

- 1** Flowchart should show the following steps in this sequence:
  - a** ORDER ENTRY
  - b** ORDER CONFIRMATION
  - c** CREDIT CHECKING
  - d** (If credit OK) ALLOCATE INVENTORY
  - e** (If shortages) MANUALLY OVERRIDE ALLOCATIONS
  - f** PRINT PACKING LISTS
  - g** (Optional) SHIPPING LABELS
  - h** SHIPMENT
- 2** One way to establish Sales Order Control settings is
  - Allocate Sales Order Lines due in Days: 0 days—this means that you do not allocate as you take the order; you do it later in batch using the Auto or Manual Allocation.
  - Limit Allocations to Avail to Allocate: Yes—you want to allocate only what can ship that day.

- Pick Only Allocated Lines: Yes—you want to put only the things you allocated (that is, the things you can ship) on the packing list.
  - Company Address: Your company address that you setup in Company Address Maintenance.
  - Confirmed Orders: No—the procedure is to do a separate confirmation step.
- 4** Confirmed sales orders show up on the Master schedule summary on the sales order line, and they should decrease Available to Promise. If your sales orders do not appear on the master schedule summary, it is because they are not confirmed. You have to use the Sales Order Confirmation to confirm them before they appear.

### **Situation 3**

- 2** From the Customer Master Data.
- 3** From the Item Master.
- 4** The flag is set to No. The Freight frame will not display unless it is changed to Yes.
- 5** The sales order total changes.

### **Sales Order Processing Study Questions**

- 1** Credit is checked during
  - a** Sales Quote,
  - b** Sales Order, and
  - c** Pending Invoice Maintenance
 at the beginning and at the end. After you enter the order, you can check credit again at any time using the Sales Order Auto Credit Hold function.
- 2** In this situation, allocations would be unnecessary. Set the following:
  - a** Allocate Sales Order Lines due in: 0 days
  - b** Limit Allocations to Avail to Allocate: Yes
  - c** Pick Only Allocated Lines: No
- 3** False. Since you can have multiple invoices for the same sales order, it is less confusing if you set them up to use different ranges of numbers.

- 4 False. Customer Payments are going to be processed using the actual exchange rate at the time they pay you. The Fixed exchange rate specified on the order is simply used for calculating your gain/loss.
- 5 Pros: multiline entry mode is faster and the screens are much simpler (easier to understand).  
Cons: multiline entry mode does not allow you to enter or view additional line item data such as due date, tax status, commission.
- 6 False. Non-blank type indicates a non-inventory sales order. Instead, you should use customer type or channel.
- 7 To reprint a sales order, you must go into Sales Order Maintenance and change the Print Sales Order flag on the sales order trailer screen. If the revision number was automatically updated, you may or may not want to reset it.

## **Allocations and Shipping Workshop**

- 1 All of your orders should not have been allocated. Your available inventory is oversold, so you cannot allocate all of the orders. Some of them also may not have been due in the allocation window you specified.
- 3 Specify the site when you print Sales Order Packing List
- 4 Ship Picked simply sets the quantity to ship of each item equal to the quantity that was printed on the picklist and sets the location, lot/serial, and lot reference for each item to the values that printed on the packing list. If this is what you actually shipped, you can process the shipment very quickly. Just review the screen and press Go. You only need to type in something if you did something differently than suggested.
- 5 Look at Transaction Detail Browse/Inquiry. There should be five GL transactions, each crediting Inventory and debiting Cost of Sales (Material, Labor, Overhead, Burden, or Subcontract). Note that the GL transactions are always created in pairs.

## **Allocations and Shipping Study Questions**

- 1 Detail Allocations allows you to specify a particular inventory lot/serial number or lot reference, assigning inventory of a particular status or with particular characteristics (grade, assay, expiration date) to a particular order.
- 3 False. A general allocation is like buying a ticket but not getting a seat assignment or boarding pass. A detail allocation is like a boarding pass—that is when you actually get a seat assigned.

- 4 False. You are not required to use allocations to get a packing list, but it may be helpful procedurally.
- 5 Yes, you can hold an order for invoicing until it is fully shipped. Simply set the Ready to Invoice flag to No each time you process a partial shipment. Once the order is completed and shipped, set the Ready to Invoice flag to Yes.

## **Invoicing Workshop**

- 2 The answer is:  
Ready to Invoice = Yes  
Invoiced = No
- 4 Sales Order and Dr/Cr Memo Type = Invoice.
- 5 Posting an invoice should debit Accounts Receivable and credit Sales.

## **Invoicing Study Questions**

- 1 Quantity errors should never be changed in Pending Invoice Maintenance. Instead, the error should be corrected by shipping a negative quantity (800) and then shipping the correct quantity (80). This should be done by an inventory person so that the right location information is entered.
- 2 False. Trailer codes can only be referenced on the sales order trailer and have nothing to do with inventory. They are posted when the invoice is posted and represent add-on charges.
- 3 True. The invoice post updates sales history, commissions, taxes, and the general ledger as well as Accounts Receivable.
- 4 False. Sales Analysis stores sales history summarized by calendar month (Jan., Feb., Mar., and so on), *not* GL calendar month.



APPENDIX B

# **General Ledger Effects in Sales Orders/Invoicing**

| Function                                | Notes                        | DR / CR | Account                                                  | Defaults From        |
|-----------------------------------------|------------------------------|---------|----------------------------------------------------------|----------------------|
| 7.9.15<br>Sales Order Shipments         | Inventory items <sup>1</sup> | DR      | COGS Materials / Labor / Burden / Overhead / Subcontract | 1.2.17 <sup>bb</sup> |
|                                         |                              | CR      | Inventory                                                | 1.2.13 <sup>aa</sup> |
| 7.13.1<br>Pending Invoices <sup>1</sup> |                              | DR      | COGS Materials / Labor / Burden / Overhead / Subcontract | 1.2.17 <sup>bb</sup> |
|                                         |                              | CR      | Inventory                                                | 1.2.13 <sup>aa</sup> |
| 7.13.4<br>Invoice Post                  |                              | DR      | Accounts Receivable                                      | 7.1.1                |
|                                         |                              | DR      | Sales Discounts                                          | 7.1.1                |
|                                         |                              | CR      | Sales                                                    | 7.1.1                |
|                                         |                              | CR      | Trailer Charges                                          | 2.19.13              |
|                                         |                              | CR      | Sales Taxes                                              | 2.13                 |
|                                         |                              | DR / CR | Intercompany <sup>2</sup>                                | 3.24                 |

<sup>1</sup> Non-inventory items do not create GL inventory transactions.

<sup>2</sup> Multiple entities only. In multiple entity companies, trailer charges, taxes, and AR post to the site (entity) in the header or, if none is specified, to the default GL site. Sales, COGS, and Inventory post to the ship-from site (entity).

aa The GL account defaults from the inventory item/site account Inventory Account Maintenance if one is setup; otherwise, from the Product Line Maintenance.

bb The GL account defaults from the sales item/site account Sales Account Maintenance if one is setup; otherwise, from the Product Line Maintenance.

APPENDIX C

# **Sales Orders and Invoicing Reports**



# Sales Orders and Invoicing Reports

| Menu    | Report                                  | Function/Purpose                                                                                                                                                                                           |
|---------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.15.1  | SO by Order Report                      | This report generates a report of sales orders activity sorted on the order number based on the selection criteria available on this report.                                                               |
| 7.15.2  | SO by Customer Report                   | This report generates a report of sales orders activity sorted on the customer based on the selection criteria available on this report.                                                                   |
| 7.15.3  | SO by Item Report                       | This report generates a report of sales orders activity sorted on the item number based on the selection criteria available on this report.                                                                |
| 7.15.5  | SO Gross Margin Report                  | This report provides you information relevant to commissions and profitability for each existing sales order based on the selection criteria available on this report.                                     |
| 7.15.7  | SO Pricing Report                       | Used much like the SO by Order Report 7.15.1, this report provides you with more pricing detail on each sales order based on the selection criteria available on this report.                              |
| 7.15.9  | Unconfirmed SO Report                   | This report generates a report of sales orders which need to be confirmed based on the selection criteria available on this report.                                                                        |
| 7.15.11 | EMT Tracking Report                     | This report generates a report on the status of EMT SO/PO's as they flow up and down the supply chain based on the selection criteria available on this report.                                            |
| 7.15.14 | Booking Transaction Report              | This report generates a report of incoming sales orders activity based on the selection criteria available on this report.                                                                                 |
| 7.15.15 | Booking Transaction Summary by Item     | This report generates a summary report of total quantity sales and gross margin summarized by item number into daily, weekly, or monthly buckets based on the selection criteria available on this report. |
| 7.15.18 | Shipment Transaction Report             | This report generates a report of sales orders shipment transactions during a specified timeframe based on the selection criteria available on this report.                                                |
| 7.15.19 | Shipment Transaction by Customer Report | This report generates a report of sales orders shipment transactions sorted on the customer based on the selection criteria available on this report.                                                      |
| 7.15.21 | Shipment Transaction by Item Report     | This report generates a report of sales orders shipment transactions sorted on the item number based on the selection criteria available on this report.                                                   |
| 7.15.22 | Transaction Summary by Customer Report  | This report generates a summary report of sales orders transactions sorted on the customer based on the selection criteria available on this report.                                                       |

# Sales Orders and Invoicing Reports

| Menu    | Report                                         | Function/Purpose                                                                                                                                                     |
|---------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.15.23 | Transaction Summary by Customer by Item Report | This report generates a summary report of sales orders transactions sorted on the customer and item number based on the selection criteria available on this report. |
| 7.13.8  | Invoice History Report                         | This report generates a report on invoicing activity based on the selection criteria available on this report.                                                       |

APPENDIX D

# **Sales Quotes Reports**

## Sales Quotations Reports 7.12.x

| Menu    | Report                          | Function/Purpose                                                                                                                                                       |
|---------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.12.13 | Sales Quote by Quote Report     | This report generates a report of sales quotes activity sorted on the order number based on the selection criteria available on this report.                           |
| 7.12.14 | Sales Quote by Customer Report  | This report generates a report of sales quotes activity sorted on the customer based on the selection criteria available on this report.                               |
| 7.12.15 | Sales Quote by Item Report      | This report generates a report of sales quotes activity sorted on the item number based on the selection criteria available on this report.                            |
| 7.12.16 | Sales Quote Gross Margin Report | This report provides you information relevant to commissions and profitability for each existing sales quote based on the selection criteria available on this report. |
| 7.12.17 | Sales Quote Reason Lost Report  | This report generates a report detailing the reasons for lost sales based on the selection criteria available on this report.                                          |

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Item number: 70-2908A

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